

# REQUIREMENT ANALYSIS

## Problem – Solution Fit Template

<b>Date</b>	1 November 2025
<b>Team ID</b>	4CF9B0641590872B2C04C54C5A691F2E
<b>Project Name</b>	CRM Application for Jewel Management-(Developer)

### Functional Requirements

ID	Requirement	Description
FR1	Add new Customer Orders	Ability to record new orders.
FR2	Add and manage Items	Items stored with details (type, ornament, price, etc.).
FR3	Create Billing Record	Billing automatically linked to item & order.
FR4	Trigger Email	Automatically send billing email to customer.
FR5	Generate Report	Report combining Billing, Item, and Customer Order.

### Non-Functional Requirements

ID	Requirement	Description
NFR1	Usability	Simple interface for staff usage.
NFR2	Scalability	Handles multiple items and customers.
NFR3	Security	Salesforce permission sets and record access.
NFR4	Performance	Email triggers within seconds after billing creation.
NFR5	Reliability	Cloud-hosted (99.9% uptime).

### Use Case Diagram

