SOLUTION REQUIREMENTS

Date	23 october 2025
Team ID	NM2025TMID02837
Project Name	Crm Application for Jewel Management
Maximum Marks	5 Marks

Functional Requirements :

ID	Functional Requirement	Details / User Story Reference
1	**Customer Profile Creation**	The system **must** allow a Sales User to create, view, edit, and delete comprehensive customer records. (C.1)
2	**Custom Attribute Capture**	The system **must** allow for the recording of jewelry-specific fields, including: **Ring/Jewelry Size**, **Preferred Metal Type**, and **Preferred Gemstone Type**. (C.2)
3	**Interaction Logging**	The system **must** provide a mechanism to chronologically log all customer interactions (calls, emails, notes) against the contact profile. (C.4)
4	**Date-Based Alerting**	The system **must** generate and display automated alerts to the Sales User for customer birthdays and purchase anniversaries. (C.3)

Non - Functional Requirements :

ID	Requirement Type	Non-Functional Requirement	Measurement/Metric
1	**Authentication**	The system **must** enforce multi-factor authentication (MFA) for all Sales Users and Managers.	100% of internal users are required to set up and use MFA.
2	**Authorization**	User access **must** be role-based, ensuring Sales Users cannot access	Access Control Matrix pass rate of 100%.

ID	Requirement Type	Non-Functional Requirement	Measurement/Metric
		managerial reports or sensitive cost/margin data.	
3	**Data Encryption**	All sensitive customer data (contact info, purchase history) and high-value inventory data (e.g., GIA/IGI certificates) **must** be encrypted both in transit and at rest.	Use of TLS 1.2+ for transit and AES-256 for data at rest.
4	**Audit Logging**	The system **must** maintain an immutable audit log of all create, read, update, and delete (CRUD) operations on Customer Profiles and Sales Orders.	Audit trail retention for a minimum of 7 years.

Conslusion :

The **Jewel Management CRM Project** is a critical initiative focused on developing a specialized Customer Relationship Management system to streamline operations within the high-end jewelry retail sector. The system's blueprint is comprehensive, starting with a defined **Agile Scrum methodology** for phased development and clear data flow. We have established detailed **Functional Requirements (FRs)** focusing on core CRM tasks, integrated inventory search using unique identifiers (like GIA/IGI numbers), and complex custom workflows for **Custom Orders** and **Repairs**. Equally important, the **Non-Functional Requirements (NFRs)** emphasize **paramount security** (MFA, encryption, audit logs) and robust **performance** and **availability** (99.9% uptime) to protect high-value assets and sensitive customer data. In conclusion, the project is well-defined, covering all aspects from user interaction through to technical quality, positioning the development team to build a secure, efficient, and industry-specific solution.