

Project Design Phase-II
CRM Data Flow Diagram & User Stories

Date	26/06/2025
Team ID	LTVIP2025TMID31187
Project Name	Crm Application For Jewel Management -(Developer)
Maximum Marks	4 Marks

CRM Data Flow Diagrams:

FR No. Functional Requirement (Epic) Sub Requirement (Story / Sub-Task)

FR-1 Customer Registration- Registration through Form
 - Registration through Gmail
 - Registration through LinkedIn (optional for staff/internal)

FR-2 User Confirmation- Confirmation via Email
 - Confirmation via OTP (mobile number)

FR-3 Customer Management - View, Add, Edit, and Delete customer profiles
 -Tag VIP customers
 - Record preferences and purchase history

FR-4 Inventory Management - Add/edit/delete jewelry items
 - Track items by metal type, gemstone, weight
 - View stock levels
 - Generate inventory reports

FR-5 Communication Module - Send SMS/email reminders for follow-ups, events, offers
 - Birthday/anniversary alerts for VIP customers

FR-6 Dashboard & Analytics - Sales trends
 - Top customers
 -Best-selling designs
 - Inventory turnover rate

FR-7 Repair & Warranty Tracker - Log product repairs
 - Track warranty status
 - Notify customers on service completion

FR-8 Role-Based Access Control - Admin, Executive, and Viewer roles
 -NFR No. Non-Functional Requirement Description

NFR-1 Usability Intuitive UI/UX for both technical and non-technical staff in jewelry stores.

NFR-2Security Role-based access, data encryption, secure authentication (OAuth/2FA).

NFR-3Reliability System should maintain 99.9% uptime and recover gracefully from failures.

NFR-4Performance Fast response time (< 2 seconds for most user actions); optimized for mobile and desktop.

