

**Project Planning Phase**  
**functional only Epic requirement**

Date	26/06/2025
Team ID	LTVIP2025TMID31187
Project Name	Crm Application For Jewel Management -(Developer)
Maximum Marks	5 Marks

**Product Backlog, Sprint functional and Epic requirement**

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

- FR-1 Customer Registration- Registration through Form <br> - Registration through Gmail <br> - Registration through LinkedIn (optional for staff/internal)**
- FR-2 User Confirmation - Confirmation via Email <br> - Confirmation via OTP (mobile number)**
- FR-3 Customer Management - View, Add, Edit, and Delete customer profiles <br> -Tag VIP customers <br> - Record preferences and purchase history**
- FR-4 Inventory Management - Add/edit/delete jewelry items <br> - Track items by metal type, gemstone, weight <br> - View stock levels <br> - Generate inventory reports**

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

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

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

**FR-8 Role-Based Access Control - Admin, Executive, and Viewer roles <br> -Module-level access permissions**  
**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.**

**NFR-5Availability Cloud-hosted for 24/7 access; should support simultaneous users.**

**NFR-6Scalability Should support growth from a single store to multi-store chain.**

Cloud infrastructure should auto-scale