Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Functional Requirements

The **functional requirements** define what the CRM Jewel Management system must do — the key operations and behaviors that deliver its business value. These requirements ensure that all jewellery management processes (customer, item, billing, and reporting) work smoothly.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Customer Management	Add new customers with contact and purchase details. Update or delete existing customer records. View customer purchase history.
FR-2	Item Management	Add jewellery items with details like type (Gold/Silver), purity, weight, and price. Edit or remove item details. View all items in inventory.
FR-3	Billing System	Generate bills automatically based on selected items and quantities. Apply taxes and discounts. Provide options to print or export bill as PDF.
FR-4	Admin Dashboard	Display total sales, top customers, and gold vs silver transaction ratios. View performance insights for a given time range. Enable search and filter options.
FR-5	Flow Automation	Trigger email/SMS notifications to customers after billing. Update reports dynamically after each transaction. Automatically update stock quantity after purchase.
FR-6	Data Management	Store and secure all customer, item, and billing data. Enable backup and restore options. Ensure data integrity across all modules.

Non-Functional Requirements

The **non-functional requirements (NFRs)** describe how the system should perform — ensuring it's fast, secure, scalable.

NFR No.	NonFunctional Requirement	Description
NFR-1	Usability	Easy for admins and staff to use.
NFR-2	Security	Easy for admins and staff to use.
NFR-3	Reliability	Keeps data accurate and stable.
NFR-4	Performance	Runs