

# Solution Requirements

**Date:** 2 November 2025

**Team ID:** NM2025TMID00606

**Project Name:** CRM Application for Jewel Management

**Maximum Marks:** 4 Marks

## SOLUTION REQUIREMENTS

### Functional Requirements:

The functional requirements define the core operations of the CRM Application for Jewel Management, including customer, inventory, order, billing, and feedback management. These features ensure streamlined business workflows, automation, and accurate data handling within Salesforce.

S.No	Requirement	Description
1	Customer Management	The system must allow the creation, modification, and deletion of customer profiles with details such as name, contact, and loyalty level.
2	Jewelry Inventory Management	Each jewelry item should include details like metal type, design, purity, weight, and stock availability, and be linked to sales orders.
3	Order and Appointment Booking	Customers or sales staff should be able to create and manage custom jewelry orders or appointments within the system.
4	Order Tracking	Staff should update order status such as "Pending," "In Progress," or "Ready for Delivery," with real-time progress visibility.
5	Billing and Payment Management	The system should automatically generate accurate invoices and record payments upon order completion.
6	Feedback Collection	Customers should be able to provide feedback after order delivery to improve quality and satisfaction.
7	Reporting and Analytics	Managers should access dashboards and reports summarizing sales, revenue, top customers, and feedback ratings

### Non-Functional Requirements:

The non-functional requirements ensure that the CRM system operates efficiently, securely, and reliably while offering scalability and usability for future business expansion.

S.N o	Requirement	Description
1	Performance	The CRM should handle multiple concurrent users and transactions without performance degradation
2	Usability	The interface must be intuitive, user-friendly, and accessible on both desktop and mobile devices.

3	Reliability	The system should maintain over 99% uptime with consistent data synchronization across modules.
4	Security	All customer, billing, and transaction data must be securely stored with role access control and encryption.
5	Scalability	The system must support adding new branches, users, and jewelry categories as the business expands.
6	Maintainability	The CRM should support easy configuration updates and modifications within Salesforce.
7	Data Integrity	Data consistency should be maintained across all modules using automation rules and validation constraints.

### **Conclusion:**

The functional and non-functional requirements together establish the foundation of the CRM Application for Jewel Management. While functional requirements define what the system must do, non-functional requirements ensure how well it performs. Together, they guarantee a secure, scalable, and efficient Salesforce-based CRM solution that enhances jewelry business operations and customer experience.