Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	3 Nov 2025
Team ID	NM2025TMID03582
Project Name	CRM Application for Jewel Management
Maximum Marks	4 Marks

Functional Requirements

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Customer Registration & Profile Management	Registration through Mobile / Email; Store Customer Personal & Purchase Details
FR-2	Product & Jewelry Inventory Management	Add / Update / Remove Jewelry Items; Track Weight, Purity, Making Charges & Pricing
FR-3	Sales & Billing Management	Generate Digital Bills; Apply real-time price updates
FR-4	Customer Purchase History Tracking	Show item-wise summary & invoice records
FR-5	Loyalty Points & Offers Module	Assign loyalty points; Send promotional offers
FR-6	Communication & Follow-up Reminder System	Automated SMS/WhatsApp notifications
FR-7	Secure Staff Access Control	Role-based access: Admin, Sales Staff, Accountant
FR-8	Reporting & Analytics	Daily Sales Report; Customer Spending Pattern Report

Non-Functional Requirements

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface should be simple for staff use
NFR-2	Security	Customer data must be encrypted
NFR-3	Reliability	System must maintain accurate records
NFR-4	Performance	System should load records quickly
NFR-5	Availability	CRM accessible during business hours
NFR-6	Scalability	Supports multiple branches and large data growth