

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

Date	01 November 2025
Team ID	NM2025TMID03998
Project Name	CRM Application for Jewellery Management
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Customer Management	Add new customers and edit their details
FR-2	Product Management	Add, update, and categorize jewellery items (Gold, Diamond, Silver)
FR-3	Billing & Sales	Generate invoices and record customer purchases
FR-4	Inventory Tracking	Track product stock, availability, and reorder alerts
FR-5	Promotion & Offers	Manage seasonal discounts, loyalty rewards, and notifications
FR-6	Analytics Dashboard	View sales reports, customer insights, and product trends
FR-7	Admin Management	Control user roles and system settings

Non-Functional Requirements:

Following are the non-functional requirements of the proposed solution.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system interface should be simple and intuitive for staff and admin users.
NFR-2	Security	All customer and sales data should be securely stored and accessible only by authorized users.
NFR-3	Reliability	The CRM should maintain data accuracy and consistency during transactions.
NFR-4	Performance	All operations (search, billing, reporting) should execute quickly without lag.
NFR-5	Availability	The system should be available during store working hours with minimal downtime.
NFR-6	Scalability	The system should handle growing data as jewellery branches expand.
NFR-7	Maintainability	The system should be easy to update and extend for future modules.