Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	3 NOVEMBER 2025
Team ID	NM2025TMID06540
Project Name	CRM Application for Jewel Management (Developer)
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

Module	Functional Requirement ID	Requirement Description	Expected Functionality / Behavior	Priority
Customer Management	FR-01	The system shall allow users to create new customer records.	Users can input name, contact number, address, and country to create a new customer entry.	High
	FR-02	The system shall validate required fields before saving.	Customer Name and Country must be mandatory fields; the system should show an error if blank.	High
	FR-03	The system shall allow editing of customer information.	Users can modify existing records and save updated details.	Medium
	FR-04	The system shall display all items and orders linked to a customer.	Related lists for Items and Orders should appear on the Customer Record Page.	Medium

Non-functional Requirements:

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

Category	NFR ID	Non-Functional Requirement Description	Expected Outcome / Criteria	Priority
Performance	NFR-01	The system shall load customer and item records within acceptable response times.	Record pages should load within **3 seconds** under normal load.	High
	NFR-02	The system shall handle multiple concurrent users without degradation.	Support for **up to 50 concurrent users** performing CRUD operations.	High
	NFR-03	The system shall ensure all automation rules execute within efficient processing time.	Workflows, Flows, and Validation Rules execute within **2 seconds** per transaction.	Medium