

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

Date	23 June 2025
Team ID	LTVIP2025TMID31339
Project Name	CRM Application for Jewel Management - (Developer)

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Jewel Customer Management	<ul style="list-style-type: none">- Add, View, Update, Delete Customer- Validation Rules- Record View and Search
FR-2	Item Management	<ul style="list-style-type: none">- Add new Items- Manage Item Details (Gold/Silver)- Formula Fields- Record Types and Layouts
FR-3	Order and Billing Process	<ul style="list-style-type: none">- Create Customer Orders- Generate Billing- Trigger for Payment Update
FR-4	App Navigation	<ul style="list-style-type: none">- Custom Tabs- Lightning App Setup- Custom Record Views
FR-5	Reports and Dashboards	<ul style="list-style-type: none">- Reports for Item & Billing- Dashboard for Sales & Inventory Overview
FR-6	Automation and Flow	<ul style="list-style-type: none">- User Setup (Goldsmith, Worker)- Profile Access- Permission Set Assignment

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface is easy to navigate using custom tabs and layouts.

NFR-2	Security	Access controlled by profiles, roles, and permission sets.
NFR-3	Reliability	Trigger and flows ensure consistent data operations.
NFR-4	Performance	Formula fields and flows optimized to avoid latency.
NFR-5	Availability	App accessible through Lightning Experience anytime.
NFR-6	Scalability	Supports multiple users and records with robust object structure.