Solution Requirements:

Solution Requirements (Functional & Non-functional)

Date: 24 June 2025

Team ID: LTVIP2025TMID30526

Project Name: CRM Application for Jewelry Inventory Management System using Salesforce

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	Create and manage Jewel Customer records; maintain personal and contact details
FR-2	Item Management	Add gold/silver items, define type, weight, purity, and KDM; link to customer orders
FR-3	Price Management	Add/update/delete price entries; use custom logic for purity-based pricing
FR-4	Billing Management	Create billing records, apply taxes and charges; auto-calculate Paid Amount via trigger
FR-5	Record Type & Layout Setup	Create Gold/Silver Record Types; assign appropriate page layouts per profile
FR-6	Automation & Validation	Use validation rules and

		Flows to automate data entry and price calculation
FR-7	Reports & Dashboards	Generate reports (e.g., Items by Purity, Billings per Customer); create dashboards for billing trends

Non-functional Requirements

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Intuitive interface using Salesforce Lightning App and record pages
NFR-2	Security	Profile and role-based access for Goldsmith, Worker, and Admin; field-level permissions
NFR-3	Reliability	Salesforce ensures consistent record access and audit tracking
NFR-4	Performance	Fast processing with optimized Flows, Apex triggers, and lightweight page layouts
NFR-5	Availability	99.9% uptime through Salesforce Cloud Services

| NFR-6 | Scalability | Support for additional users, new item types, and future integrations without architecture change |