# 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.

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| **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.

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| **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 |