**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| Date | 03 Nov 2023 |
| Team ID | NM2023TMID04741 |
| Project Name | Retail Management Application Using Salesforce |

**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 | User Registration | Registration through Gmail |
| FR-2 | Entering the website | Retail Management Application Using Salesforce |
| FR-3 | Image acquisition | Utilize Salesforce's Sales Cloud for managing sales processes, leads, opportunities, and accounts. |
| FR-4 | Image classification | Design the data model that represents retail-specific objects like products, customers, orders, and inventory. |
| FR-5 | Training of the Salesforce model | Implement an inventory management module that tracks stock levels, restocking, and generates alerts for low inventory. |
| FR-6 | Model deployment | Implement loyalty programs and personalized marketing campaigns. |
| FR-7 | Maintenance and support | Create a 360-degree view of customers by consolidating data from various channels |

**Non-functional Requirements:**

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

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| **FR No.** | **Non-Functional Requirement** | **Description** |
| NFR-1 | **Usability** | Integrate with third-party systems such as ERP systems, e-commerce platforms, and payment gateways to synchronize data. Use Salesforce's Integration Cloud tools to create seamless data flows. |
| NFR-2 | **Security** | Ensure data security and compliance with retail industry regulations (e.g., PCI DSS for payment data). Set up role-based access controls to restrict data access as needed. |
| NFR-3 | **Reliability** | Create mobile apps for store associates to access customer data, check inventory, and place orders on the go. Provide mobile access for managers to monitor store performance. |
| NFR-4 | **Performance** | The system should be designed to work with a variety of web browsers, operating systems, and devices. |
| NFR-5 | **Availability** | The system should be designed to maximize uptime and minimize downtime, with backup and recovery mechanisms in place. |
| NFR-6 | **Scalability** | Design the architecture to be scalable, so it can handle increased data and user loads as the retail business grows. |