# Software Requirements Specification

**Large-Scale CRM Solution**

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**Date:** [Insert Date]

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## 1. Introduction

### 1.1 Purpose

This document defines the software requirements for the development of a large-scale Customer Relationship Management (CRM) solution.

### 1.2 Scope

- Customer data management
- Sales pipeline tracking
- Marketing automation
- Reporting and analytics
- Integration with third-party systems

### 1.3 Definitions, Acronyms, and Abbreviations

| Term | Description |
| --- | --- |
| CRM | Customer Relationship Management |
| API | Application Programming Interface |

## 2. Overall Description

### 2.1 Product Perspective

The CRM system is a standalone web-based platform designed to serve enterprises with high-volume customer interactions, supporting scalability and extensibility.

### 2.2 User Classes and Characteristics

- Sales Representatives
- Marketing Managers
- Support Agents
- System Administrators
- Executives

### 2.3 Operating Environment

- Web browsers: Chrome, Firefox, Edge, Safari (latest versions)
- Server: Cloud or on-premises deployment, Linux environment
- Database: Relational DBMS (e.g., PostgreSQL, MySQL)

### 2.4 Assumptions and Dependencies

- Users have reliable internet access
- Integration endpoints are available for external systems

## 3. Specific Requirements

### 3.1 Functional Requirements

1. The system shall allow creation, updating, and deletion of customer records.
2. The system shall enable users to track and manage leads and opportunities.
3. The system shall provide dashboards and customizable reports.
4. The system shall support email marketing campaign automation.
5. The system shall integrate with email, calendar, and third-party applications via APIs.
6. The system shall enforce role-based access control.

### 3.2 Non-Functional Requirements

- **Performance:** Support at least 10,000 concurrent users with <1000ms response time.
- **Scalability:** Horizontal scaling to handle growing user base.
- **Reliability:** 99.9% uptime, disaster recovery plan in place.
- **Security:** Data encryption in transit and at rest, regular security audits.
- **Usability:** Intuitive UI for all user classes with accessibility support.

### 3.3 Interface Requirements

- REST APIs for third-party integrations
- Web UI accessible via modern browsers
- Mobile-responsive design

### 3.4 Data Requirements

- Customer profiles, activity logs, communication history
- Sales and marketing data storage
- Audit trails for critical operations

## 4. Appendices

- Sample user roles and permissions
- Data model diagrams [To be attached]
- API documentation [To be referenced]

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