

# CRM Application for Jewel Management

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# 1.INTRODUCTION

## 1.1 Project Overview

A Jewellery Management System is software designed to simplify and digitalize Jewellery business operations. It helps manage inventory, sales, billing, customer records, suppliers, and reports with accuracy and efficiency.



## 1.2 Purpose

The purpose of a Jewellery Management System is to automate and streamline jewellery business operations such as inventory tracking, billing, sales management, and customer records. It aims to reduce manual errors, save time, ensure data accuracy, and improve overall efficiency in managing jewellery shops or businesses..

## DEVELOPMENT PHASE

Creating Developer Account:

1. By using this URL - <https://developer.salesforce.com/signup>

The screenshot shows the Salesforce Developer Edition sign-up page. The header features the Salesforce logo and the tagline "Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud." Below this, there's a section titled "Sign up for your Developer Edition" with a bulleted list of benefits:

- ✓ Build apps fast with drag-and-drop tools
- ✓ Go further with Apex code
- ✓ Build AI agents with Agentforce
- ✓ Harmonize your data with Data Cloud
- ✓ Ground Agentforce with structured and unstructured data
- ✓ Integrate with anything using APIs

On the right side, there's a form for entering personal information:

Sign up for your Developer Edition	
A free Salesforce Platform environment with Agentforce and Data Cloud	
First name	Last name
Hariprasath	N
Job title	Work email
Developer	23cshariprasath@acadev
Company	Country/Region
Akshaya college of art	India

Below the form, there's a note about org provisioning and a checkbox for agreeing to the Main Services Agreement. At the bottom, there's a link to the Privacy Statement.

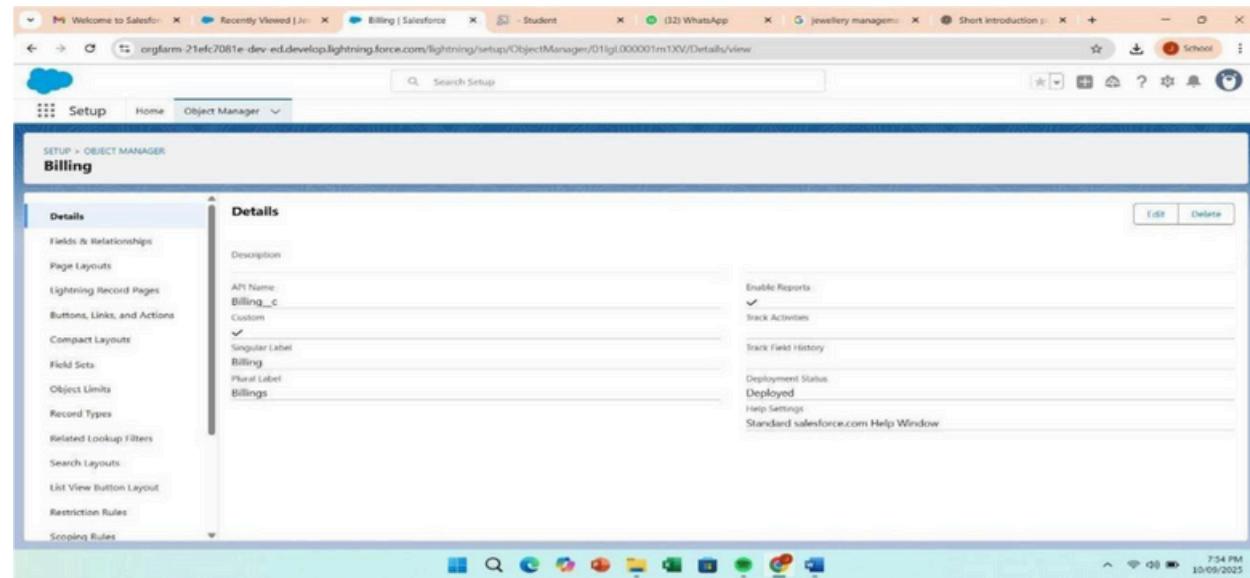
- Created objects: Jewel Customer, Item, Billing, Price

Welcome to Salesforce | Recently Viewed | Jewel Customer | Setup - Student | (3) WhatsApp | jewellery management | Short introduction p | School

The screenshot shows the 'Object Manager' page for the 'Jewel Customer' object. The left sidebar lists various configuration options: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, Restriction Rules, and Scoping Rules. The main 'Details' tab is selected. The 'Description' section contains fields for API Name ('Jewel\_Customer\_\_c'), Singular Label ('Jewel Customer'), and Plural Label ('Jewel Customers'). On the right, there are sections for 'Enable Reports' (checked), 'Track Activities', 'Track Field History', 'Deployment Status' (set to 'Deployed'), and 'Help Settings'. At the bottom right are 'Edit' and 'Delete' buttons.

Welcome to Salesforce | Recently Viewed | Jewel Customer | Item | Setup - Student | (3) WhatsApp | jewellery management | Short introduction p | School

The screenshot shows the 'Object Manager' page for the 'Item' object. The left sidebar lists the same configuration options as the previous screenshot. The main 'Details' tab is selected. The 'Description' section contains fields for API Name ('Item\_\_c'), Singular Label ('Item'), and Plural Label ('Items'). On the right, there are sections for 'Enable Reports' (checked), 'Track Activities', 'Track Field History', 'Deployment Status' (set to 'Deployed'), and 'Help Settings'. At the bottom right are 'Edit' and 'Delete' buttons.



The screenshot shows the Salesforce Object Manager interface for the 'Price' object. The left sidebar lists various configuration tabs: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, Restriction Rules, and Scoping Rules. The main content area displays the 'Details' tab for the 'Price' object. It includes fields for Description, API Name (Price\_c), Singular Label (Price), Plural Label (Prices), and checkboxes for Enable Reports (checked), Track Activities, and Track Field History. Deployment status is listed as Deployed, and Help Settings point to the Standard salesforce.com Help Window. The top navigation bar shows the URL as orgfarm-21elc7081e-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01lgL000001m1Nq/Details/view. The bottom taskbar includes icons for File, Home, Object Manager, and a search bar.

- Configured fields and relationships

Welcome to Salesforce

Jewel Customer | Setup

Student

(3) WhatsApp

Jewellery management

Short introduction

orgfarm-21efc7081e-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01lgL000001lx7/FieldsAndRelationships/view

Setup Home Object Manager

Search Setup

SETUP > OBJECT MANAGER

### Jewel Customer

Details

**Fields & Relationships**

52 items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Amount	Amount__c	Lookup(Jewel Customer)		✓
City	City__c	Text(20)		✓
Country	Country__c	Text(10)		✓
Created By	CreatedById	Lookup(User)		✓
Customer Name	Customer_Name__c	Lookup(Jewel Customer)		✓
Customer name	Name	Text(80)		✓
Email	Email__c	Email		✓
Gold Price	Gold_Price__c	Lookup(Jewel Customer)		✓
KDM	KDM__c	Lookup(Jewel Customer)		✓

Quick Find New Deleted Fields Field Dependencies Set History Tracking

10/09/2025 7:57 PM

Welcome to Salesforce

Item | Salesforce

Student

(3) WhatsApp

Jewellery management

Short introduction

orgfarm-21efc7081e-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01lgL000001m0zd/FieldsAndRelationships/view

Setup Home Object Manager

Search Setup

SETUP > OBJECT MANAGER

### Item

Details

**Fields & Relationships**

22 items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Amount	Amount__c	Formula (Currency)		✓
Created By	CreatedById	Lookup(User)		✓
Customer Name	Customer_Name__c	Lookup(Jewel Customer)		✓
Expected Days Of Return	Expected_Days_Of_Return__c	Picklist	Priority	✓
Gold Price	Gold_Price__c	Formula (Currency)		✓
Item Id	Name	Auto Number		✓
Item Type	Item_Type__c	Picklist		✓
KDM	KDM__c	Formula (Currency)		✓
Last Modified By	LastModifiedById	Lookup(User)		✓

Quick Find New Deleted Fields Field Dependencies Set History Tracking

10/09/2025 7:58 PM

Welcome to Salesforce | Recently Viewed | Billing | Salesforce - Student | (3) WhatsApp | jewellery management | Short introduction p | + | School

orgfarm-21efc7081e-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01lgL000001m1XV/FieldsAndRelationships/view

Setup Home Object Manager

Search Setup

SETUP > OBJECT MANAGER  
Billing

Details Fields & Relationships

Fields & Relationships 14 items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Amount	Amount__c	Formula (Currency)		
Billing Id	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Gold/Silver Price	Gold_Silver_Price__c	Formula (Currency)		
Item	Item__c	Lookup(Item)		✓
KDM Charge	KDM_Charge__c	Formula (Currency)		
Last Modified By	LastModifiedById	Lookup(User)		
Making Charges	Making_Charges__c	Formula (Currency)		
Ornament	Ornament__c	Formula (Text)		

Quick Find New Deleted Fields Field Dependencies Set History Tracking

Page Layouts Lightning Record Pages Buttons, Links, and Actions Compact Layouts Field Sets Object Limits Record Types Related Lookup Filters Search Layouts List View Button Layout Restriction Rules Scoping Rules

7:58 PM 10/09/2025

Welcome to Salesforce | Recently Viewed | Price | Salesforce - Student | (3) WhatsApp | jewellery management | Short introduction p | + | School

orgfarm-21efc7081e-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01glL000001m1Ng/FieldsAndRelationships/view

Setup Home Object Manager

Search Setup

SETUP > OBJECT MANAGER  
Price

Details Fields & Relationships

Fields & Relationships 6 items, Sorted by Field Label

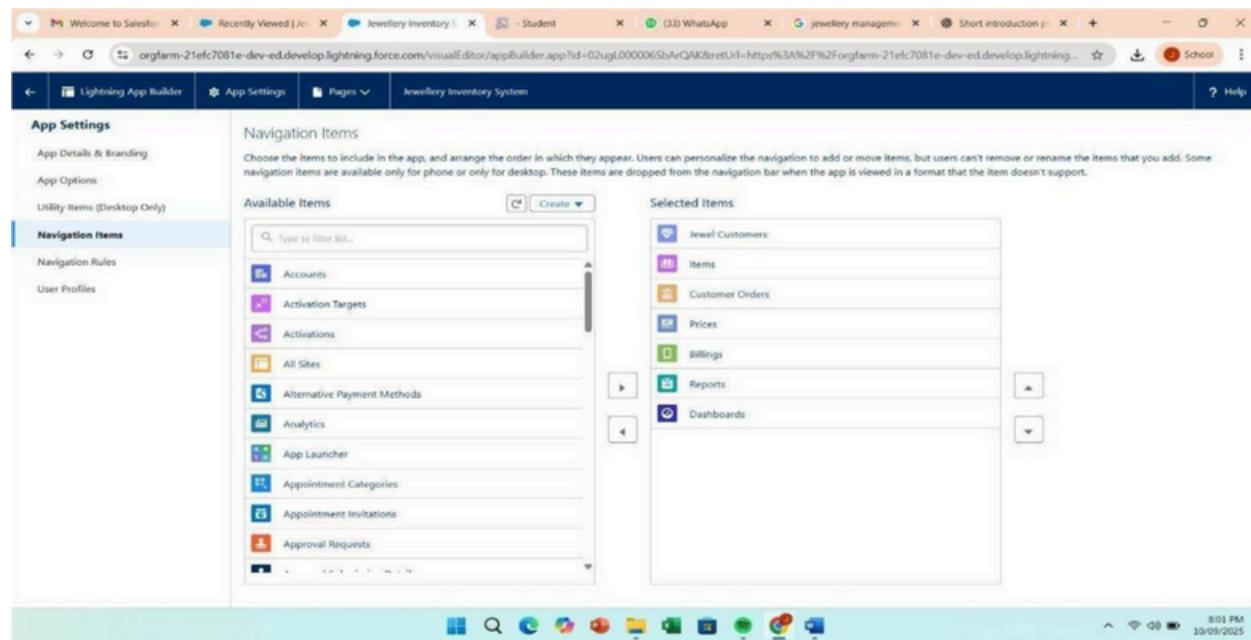
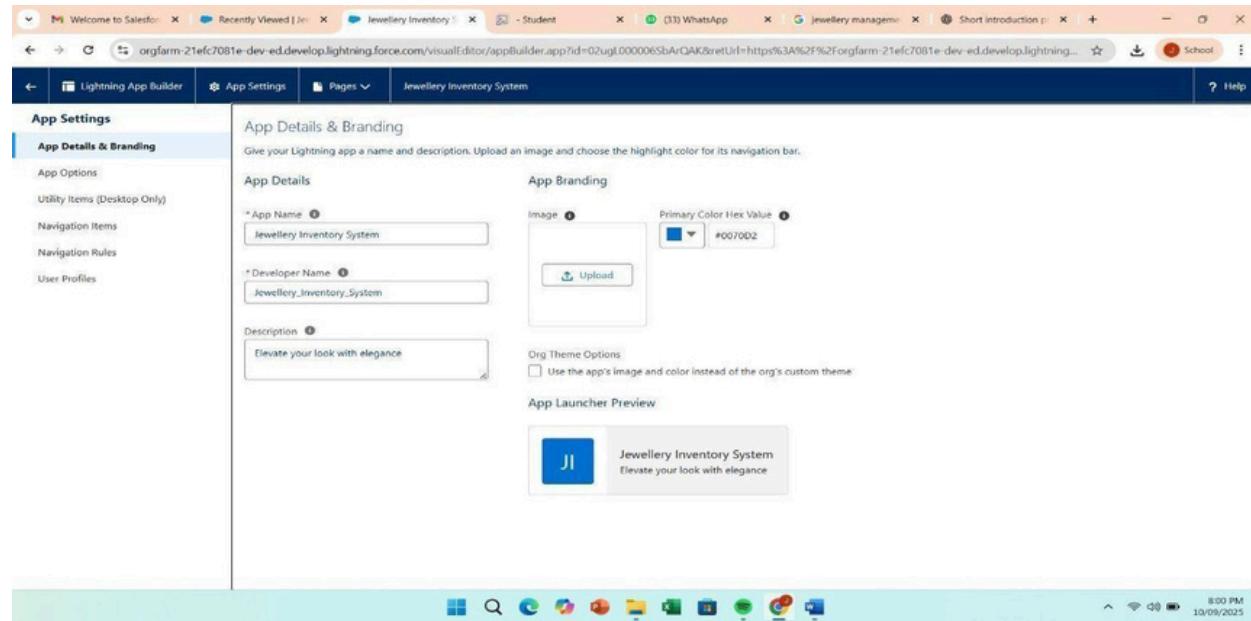
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Gold Price	Gold_Price__c	Currency(8, 0)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User, Group)		✓
Price Id	Name	Auto Number		✓
Silver Price	Silver_Price__c	Currency(8, 5)		

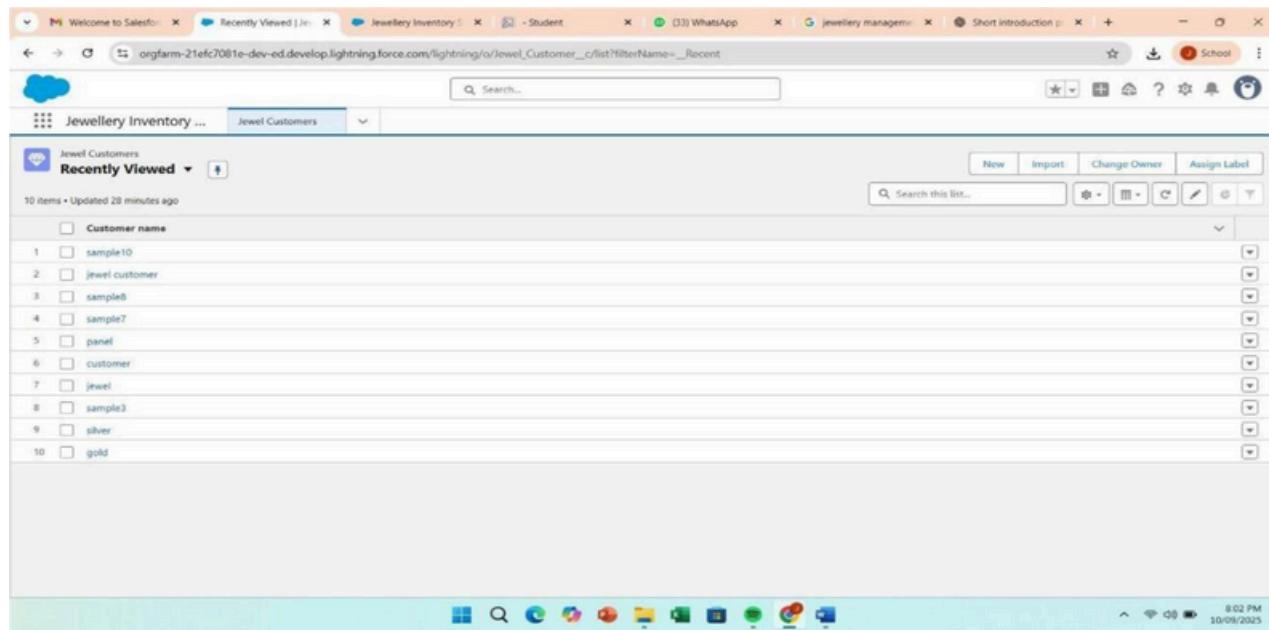
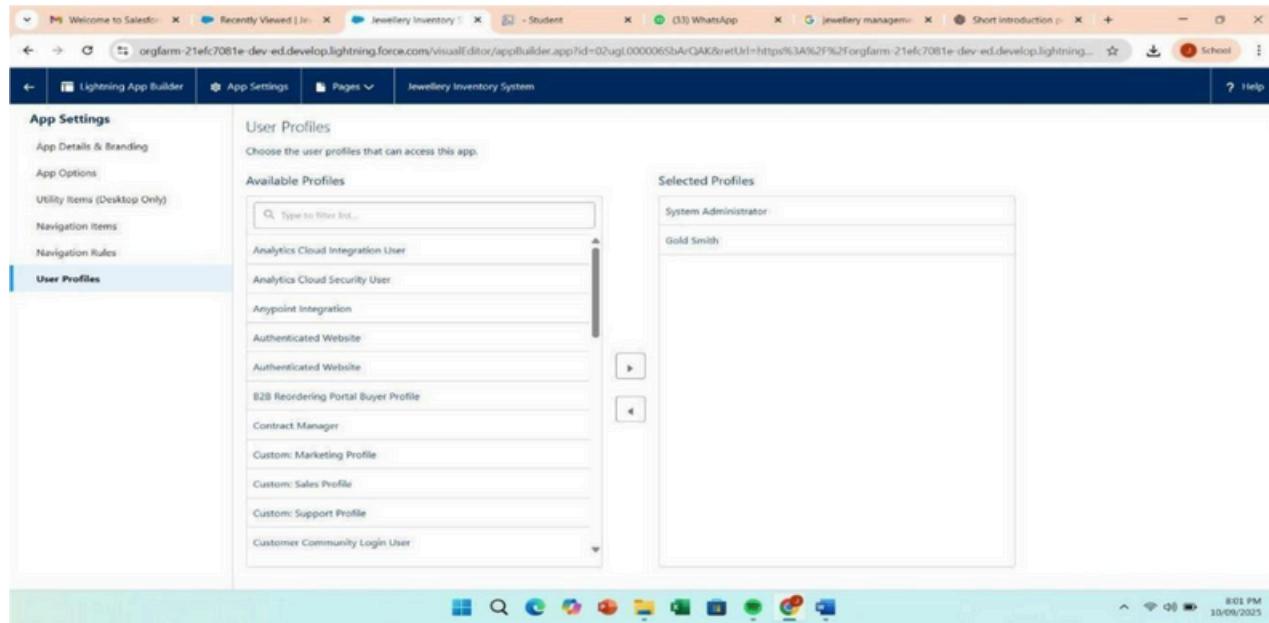
Quick Find New Deleted Fields Field Dependencies Set History Tracking

Page Layouts Lightning Record Pages Buttons, Links, and Actions Compact Layouts Field Sets Object Limits Record Types Related Lookup Filters Search Layouts List View Button Layout Restriction Rules Scoping Rules

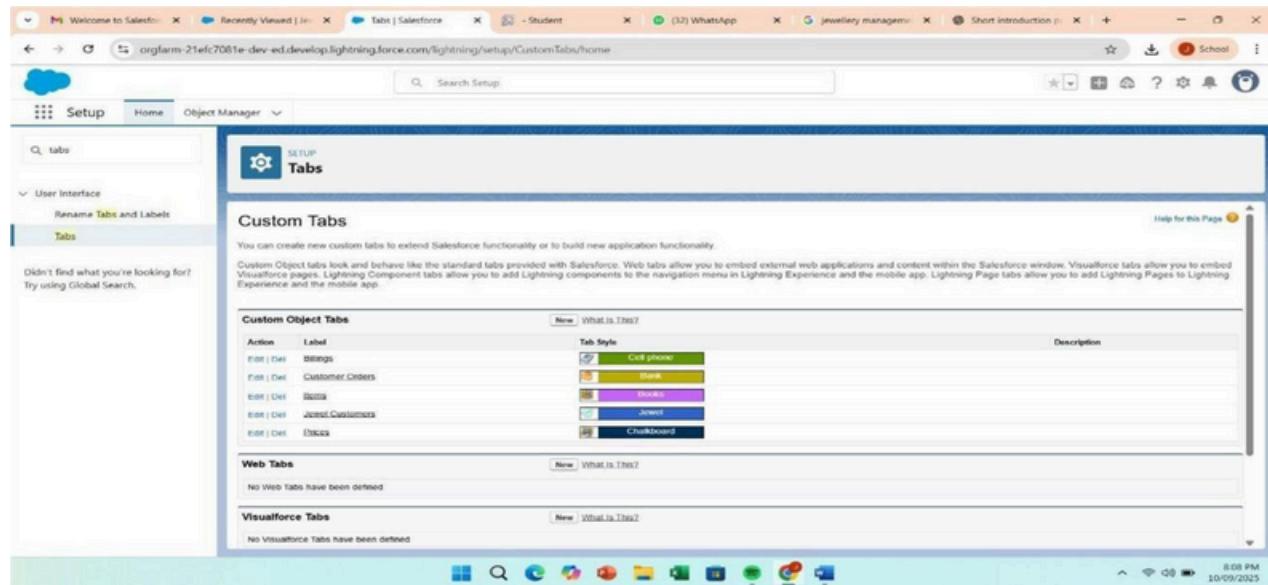
7:59 PM 10/09/2025

- Developed Lightning App with relevant tabs

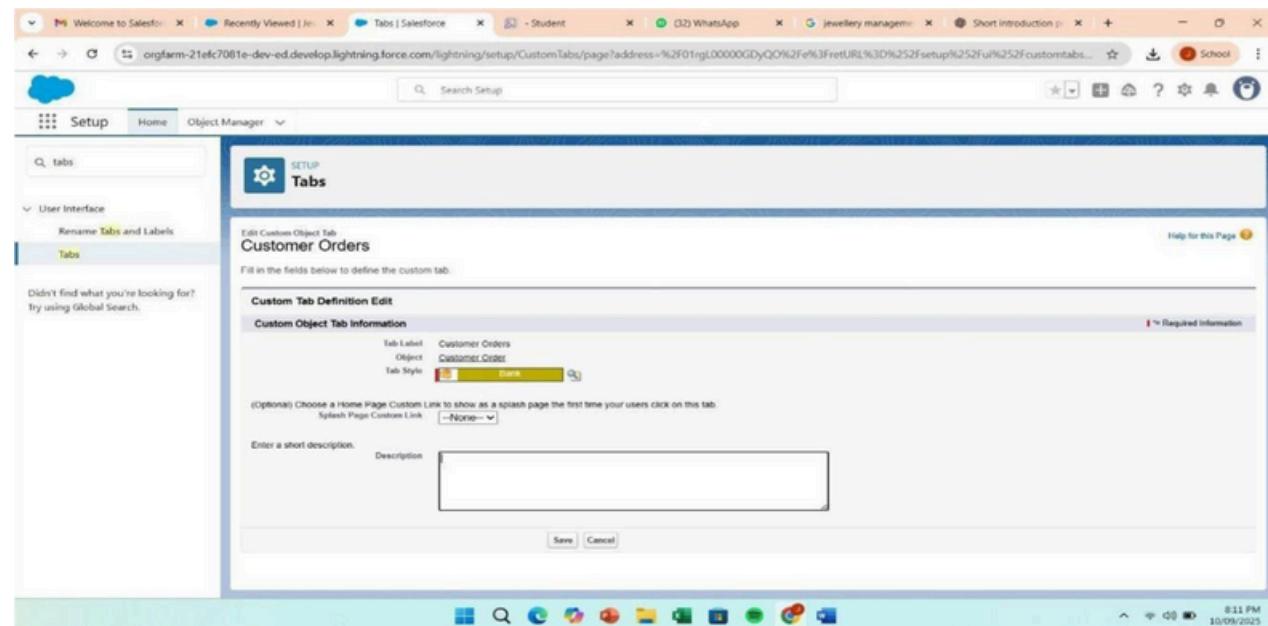


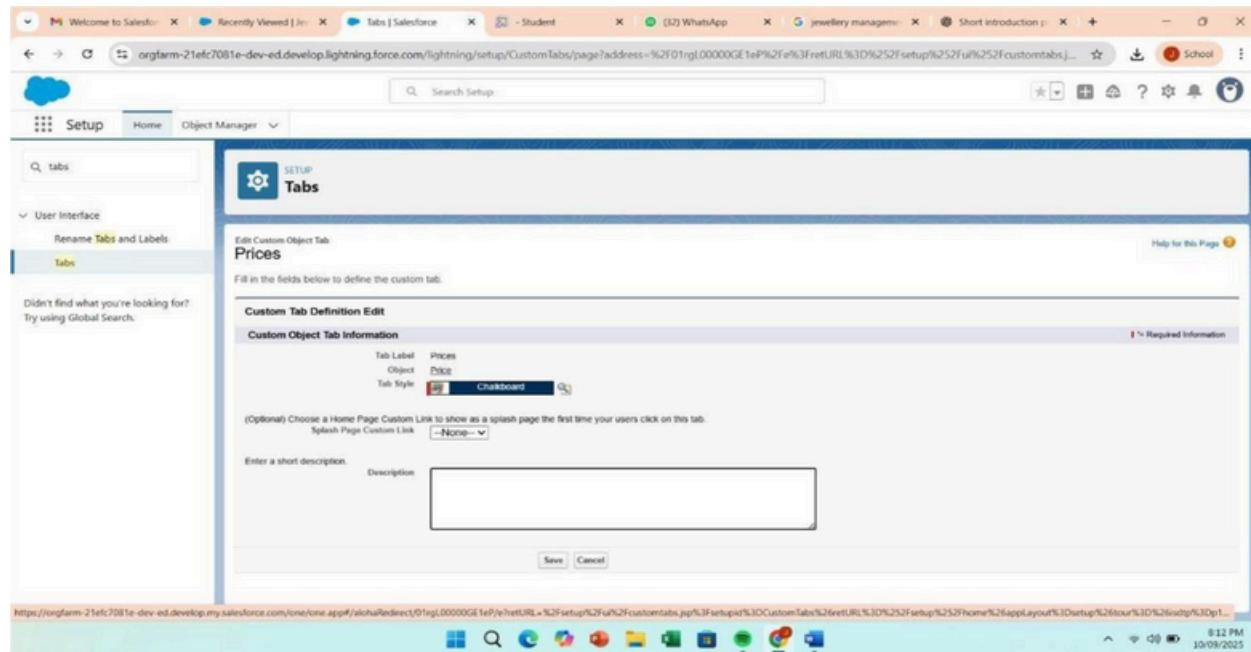


- Creating a Customer Tabs In The Fields

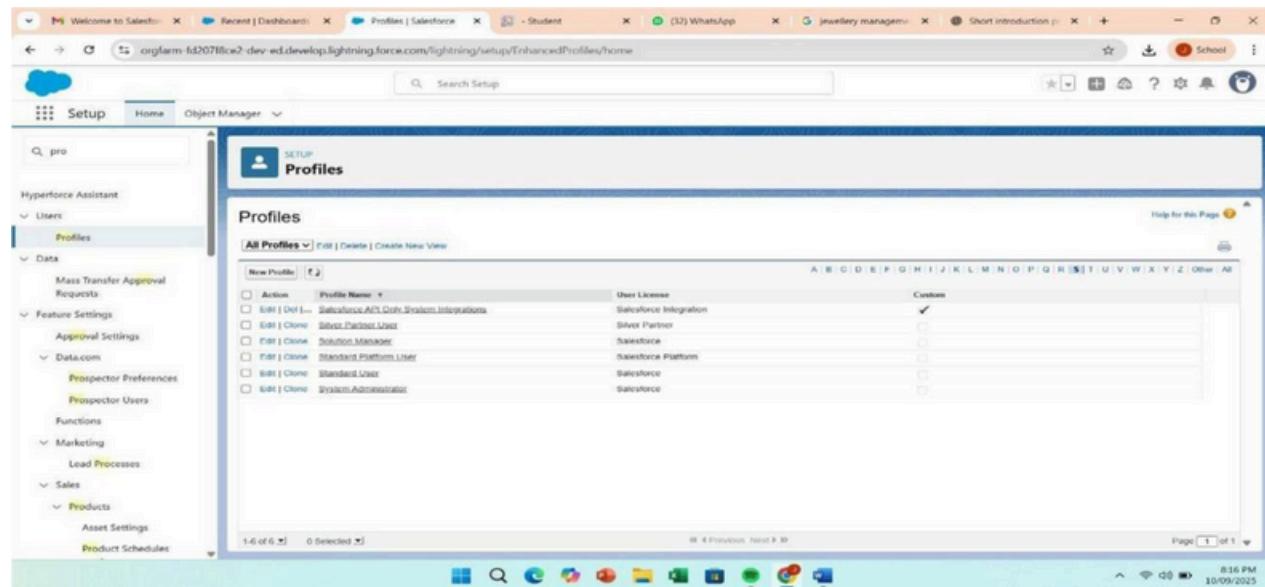


- To create a Customer Tabs

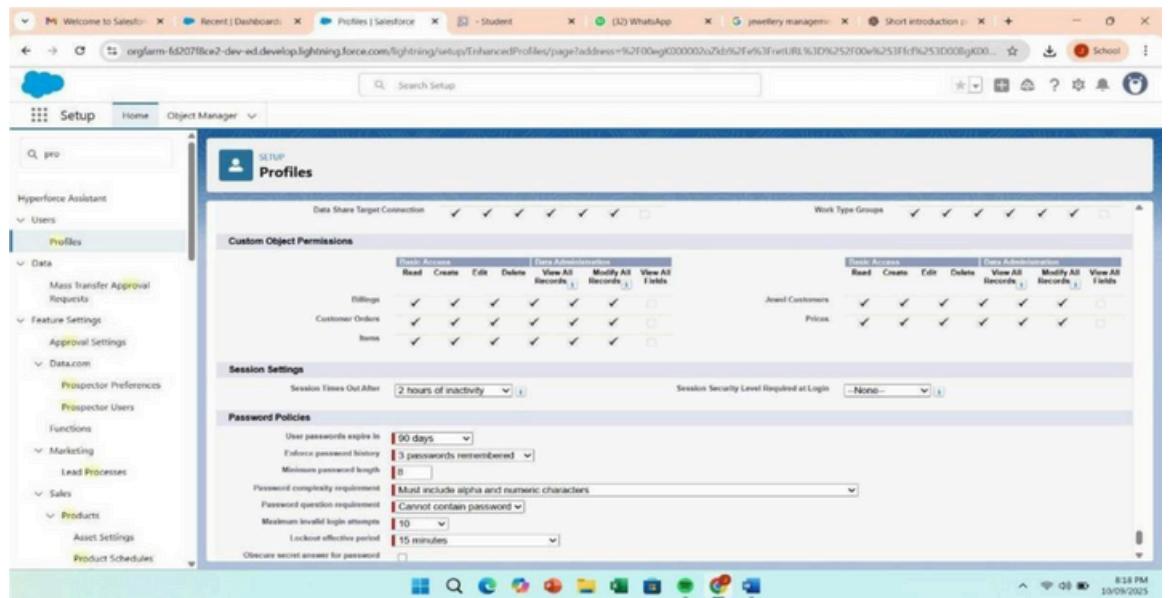




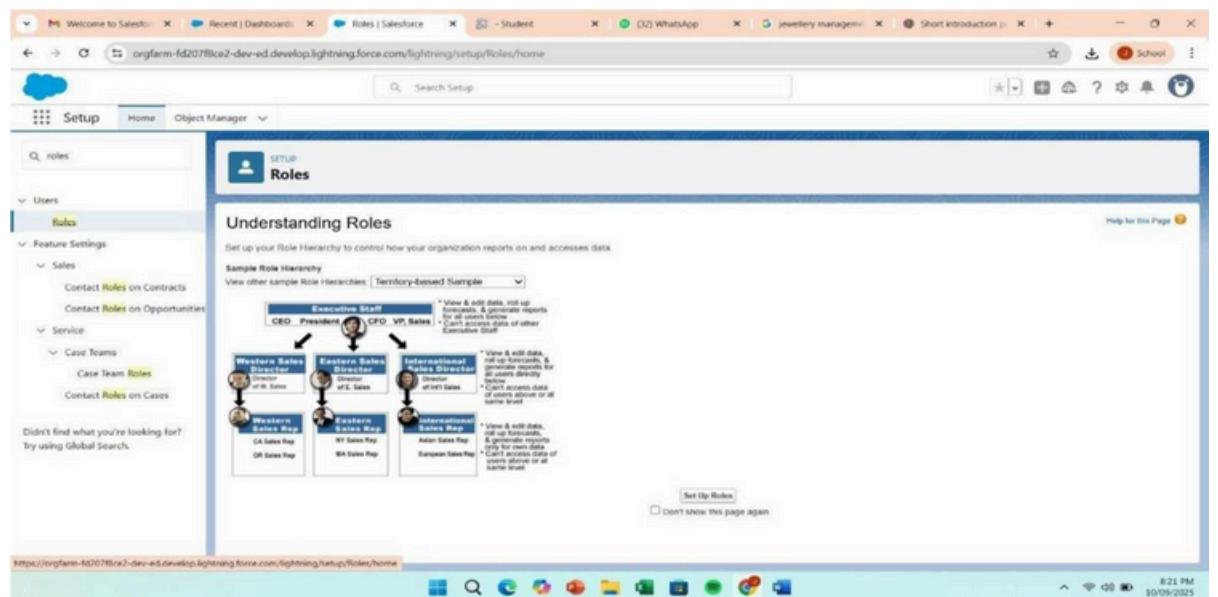
- Same Process In The Every Fields



- Profiles Fields



- Same Process In Worker Fields



Welcome to Salesforce - Recent | Dashboard - Roles | Salesforce - Student - (32) WhatsApp - jewellery management - Short introduction p - + School

Creating the Role Hierarchy

Your Organization's Role Hierarchy

Collaborate All Extend All

- akshaya college of arts and science
  - CEO Edit | Del | Assign
  - COO Edit | Del | Assign
  - Gold Smith Edit | Del | Assign
  - Worker Edit | Del | Assign
- SVT Customer Service & Support
  - Customer Support International Edit | Del | Assign
  - Customer Support North America Edit | Del | Assign
  - Installation & Repair Services Edit | Del | Assign

Help for this Page

8:23 PM 10/09/2025

Welcome to Salesforce - Recent | Dashboard - Roles | Salesforce - Student - (32) WhatsApp - jewellery management - Short introduction p - + School

Role Detail

Label	Gold Smith	Edit   Delete	
This role reports to	CEO	Role Name as displayed on reports	Gold_Smith
Modified By	Joshiitali, 8/28/2025, 8:08 AM	Sharing Groups	Role, Rule and Internal Subordinates
Opportunity Access	Users in this role can edit all opportunities associated with accounts that they own, regardless of who owns the opportunities		
Case Access	Users in this role can edit all cases associated with accounts that they own, regardless of who owns the cases		

Users in Gold Smith Role

Action	Full Name	Alias	Username	Active
Edit	Nutan Mitracon	mitra	nutanmitra@outlook.com	✓

8:23 PM 10/09/2025

The screenshot shows the Salesforce Setup interface. On the left, the navigation bar includes 'Setup', 'Home', and 'Object Manager'. Under 'Setup', 'Roles' is selected. The main content area displays the 'Worker' role details. The 'Role Detail' section shows the role's label ('Worker'), worker ('Gold Smith'), and modified by ('Joshiya'). It also lists 'Opportunity Access' and 'Case Access' with descriptions. The 'Users in Worker Role' section lists two users: 'Xiaoli Johnson' and 'User2.test'. A 'Role Name as displayed on reports' field is set to 'Worker'. A 'Sharing Groups' field is empty. A 'Role: Role and Internal Subordinates' field is also empty. The bottom right corner shows the date '8/24/2023'.

Welcome to Salesfo... Recent | Dashboard | Users | Salesforce | Student | (3) WhatsApp | jewellery management | Short introduction p... +

orgfarm-fd207f8ce2-dev-ed.lightning.force.com/lightning/setup/ManageUsers/home

Search Setup

Setup Home Object Manager

user

Users

Permission Set Groups

Permission Sets

Profiles

Public Groups

Queues

Roles

User Management Settings

**Users**

Feature Settings

Data.com

Prospector Users

Service

Embedded Service

Messaging for In-App and Web User Verification

User Interface

Action Link Templates

SETUP

Users

All Users

Help for this Page

On this page you can create, view, and manage users.

To get more licenses, use the Your Account app. Let's Go!

View: All Users | Edit | Create New User

	Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/>	Edit	Chaitra Eswari	Chaitra	chaitra.009@00000000000000000000000000000000@chaitra.salesforce.com	Worker	<input checked="" type="checkbox"/>	Chaitra Eswari User
<input type="checkbox"/>	Edit	BHAGI, Orgfarm	OBHAGI	obagi.000@00000000000000000000000000000000@orgfarm.com	Worker	<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Edit	E. Hemalatha	236	236newemail10@00000000000000000000000000000000@salesforce.com	Worker	<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Edit	Makaravani, Nithala	nithala	nithala@nithala.org	Worker	<input checked="" type="checkbox"/>	Worker
<input type="checkbox"/>	Edit	Nithala, Nithala	nithala	nithala@nithala.org	Worker	<input checked="" type="checkbox"/>	Gold Smith
<input type="checkbox"/>	Edit	Test User2	utest	utest@utest.org	Worker	<input checked="" type="checkbox"/>	Worker
<input type="checkbox"/>	Edit	User Integration	00009	integration@00000000000000000000000000000000@chaitra.com	Worker	<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/>	Edit	User Security	sec	msg@msgsecurity@00000000000000000000000000000000@andrewac.com	Worker	<input checked="" type="checkbox"/>	Analytics Cloud Security User

New User | Reset Password(s) | Add Multiple Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other

- User creation

**User Detail**

Name	Niklaus Mikaelson	Role	Gold Status
Alias	nikla	User License	Salesforce
Email	2233newmail@acascbe.edu.in (Verify)	Profile	Gold Status
Username	niklaus@nck.org	Active	<input checked="" type="checkbox"/>
Nickname	Niklaus	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (United States)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<input type="checkbox"/>
Delegated Approver		Data.com User Type	<input type="checkbox"/>
Manager		Accessibility Mode (Classic Only)	<input type="checkbox"/>
Receive Approval Request Emails		Debug Mode	<input type="checkbox"/>
Federation ID		High Contrast Palette on Charts	

## For Check for User

**User Detail**

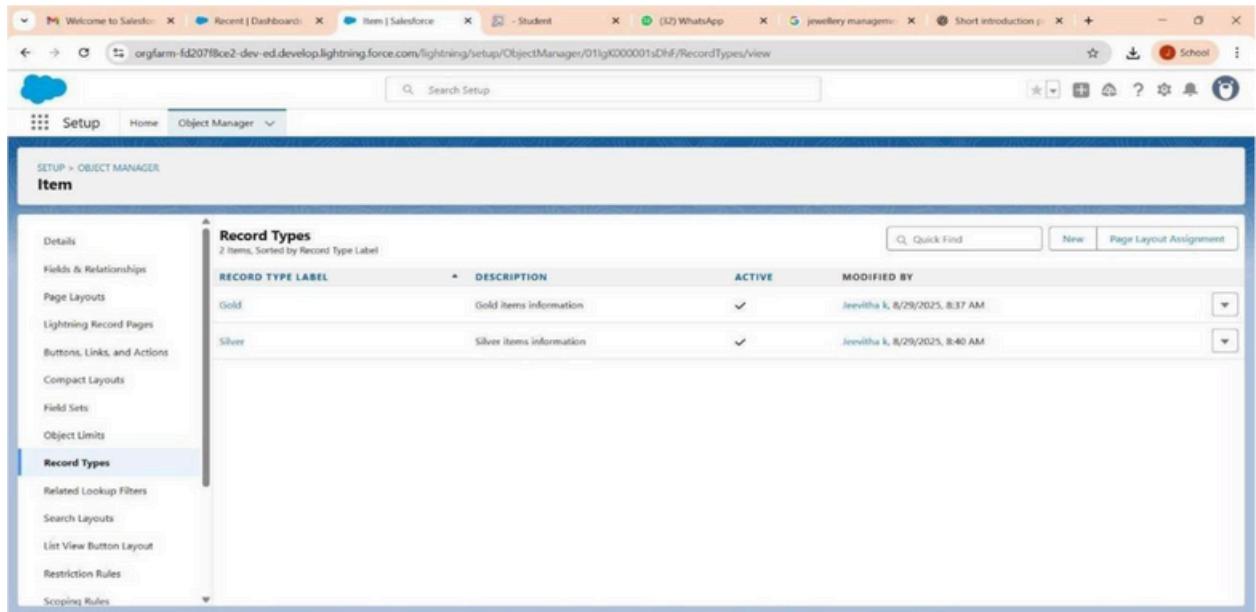
Name	Kol Mikaelson	Role	Worker
Alias	kmika	User License	Salesforce Platform
Email	2233newmail@acascbe.edu.in (Verify)	Profile	Worker
Username	mikko@koi.org	Active	<input checked="" type="checkbox"/>
Nickname	User17564798922389450092	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (United States)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<input type="checkbox"/>
Delegated Approver		Data.com User Type	<input type="checkbox"/>
Manager		Accessibility Mode (Classic Only)	<input type="checkbox"/>
Receive Approval Request Emails		Debug Mode	<input type="checkbox"/>
Federation ID		High Contrast Palette on Charts	

- Create Page Layout For Gold And Silver

The screenshot shows the Salesforce Object Manager for the 'Item' object. The left sidebar contains navigation links for Details, Fields & Relationships, Page Layouts (which is selected), Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, Restriction Rules, and Scoping Rules. The main content area displays the 'Page Layouts' section with three items: 'Item Layout', 'Page Layout for Gold', and 'Page Layout for Silver'. Each item has columns for PAGE LAYOUT NAME, CREATED BY, and MODIFIED BY. A 'Quick Find' search bar and 'New' and 'Page Layout Assignment' buttons are at the top right.

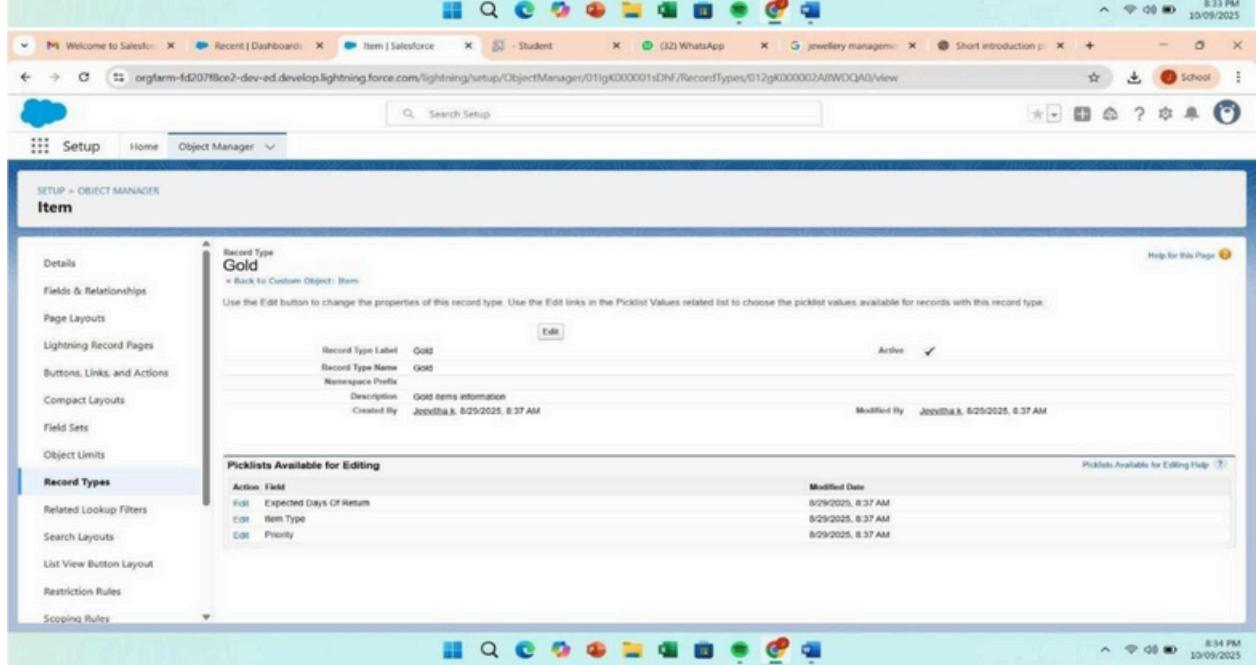
The screenshot shows the 'Page Layout Properties' dialog for the 'Item' object's 'Page Layouts'. The dialog has tabs for Save, Quick Save, Preview As..., Cancel, Undo, Redo, and Layout Properties. The Layout Properties tab is active, showing a grid of fields and their values. Fields include Customer Name (Sample Text), Item Type (Sample Text), Making Charges (Percentage), Price (Price), Record Type (Silver Price), Total Weight (Weight), Created By (Owner), Expected Days Of Return (Owner), Item ID (Item ID), Item Type (Item Type), Making Charges (Making Charges), Price (Price), Record Type (Record Type), Total Weight (Total Weight), Customer Name (Customer Name), Expected Days Of Return (Expected Days Of Return), Item ID (Item ID), Item Type (Item Type), Making Charges (Making Charges), Price (Price), Record Type (Record Type), Total Weight (Total Weight), and Amount (Amount). Below the grid, there are sections for Item ID, Customer Name, Item Type, Making Charges, Price, Record Type, Total Weight, Owner, and Expected Days Of Return, each with sample text values.

- Create Record Types.



The screenshot shows the Salesforce Setup interface under the Object Manager for the 'Item' object. The left sidebar has 'Record Types' selected. The main area displays a table of record types:

RECORD TYPE LABEL	DESCRIPTION	ACTIVE	MODIFIED BY
Gold	Gold items information	✓	Jeevitha k, 8/29/2025, 8:37 AM
Silver	Silver items information	✓	Jeevitha k, 8/29/2025, 8:40 AM

The screenshot shows the details for the 'Gold' record type. The left sidebar has 'Record Types' selected. The main area shows:

- Record Type: Gold**
- Record Type Label: Gold
- Record Type Name: Gold
- Namespace Prefix: (empty)
- Description: Gold items information
- Created By: Jeevitha k, 8/29/2025, 8:37 AM
- Active: ✓
- Modified By: Jeevitha k, 8/29/2025, 8:37 AM

**Picklists Available for Editing**

Action	Field	Modified Date
Edit	Expected Days Of Return	8/29/2025, 8:37 AM
Edit	Item Type	8/29/2025, 8:37 AM
Edit	Priority	8/29/2025, 8:37 AM

- Record Types

The image consists of two vertically stacked screenshots of the Salesforce Setup interface.

**Screenshot 1: Cloning a Permission Set**

- The title bar shows the URL: `orgfarm-fd207fbce2-dev-ed.lightning.force.com/lightning/setup/PermSets/page?address=%2Fudd%2FPermissionSet%2FnewPermissionSet&apexp%3Fid%3D0PSgK00000664jP%26setu...`
- The left sidebar navigation includes: Home, Object Manager, and a search bar labeled "Q, per".
- The main content area is titled "Permission Sets" and shows a modal dialog titled "Clone: Per to Worker".
- The modal contains fields: "Label" (Per to Worker), "API Name" (Per\_to\_Worker), and "Description" (empty).
- Buttons at the bottom of the modal are "Save" and "Cancel".

**Screenshot 2: Overview of the Cloned Permission Set**

- The title bar shows the URL: `orgfarm-fd207fbce2-dev-ed.lightning.force.com/lightning/setup/PermSets/page?address=%2F0PSgK00000664jP`
- The left sidebar navigation is identical to Screenshot 1.
- The main content area is titled "Permission Set" and shows the "Per to Worker" permission set.
- The "Permission Set Overview" section displays the following details:
  - Description: None
  - License: None
  - Session Activation Required: Unchecked
  - Permission Set Groups Added To: 0
  - API Name: Per\_to\_Worker
  - Namespace Prefix: None
  - Created By: Jeevitha.K. 8/29/2025, 8:52 AM
  - Last Modified By: Jeevitha.K. 8/29/2025, 8:53 AM
- The "Apps" section lists several settings:
  - Assigned Apps: Settings that specify which apps are visible in the app menu.
  - Assigned Connected Apps: Settings that specify which connected apps are visible in the app menu.
  - Object Settings: Permissions to access objects and fields, and settings such as tab availability.
  - Add Permissions: Permissions to perform app-specific actions, such as "Manage Call Centers".
  - Apex Class Access: Permissions to execute Apex classes.
  - Visualforce Page Access: Permissions to execute Visualforce pages.

## ● Permission Sets

Create an Per To worker

**Permission Sets**

**Per to Worker**

**Permission Set Overview**

Description	API Name
License	Namespace Prefix
Session Activation Required	Created By
Permission Set Groups Added To	Last Modified By

**Assigned Apps**  
Settings that specify which apps are visible in the app menu

**Assigned Connected Apps**  
Settings that specify which connected apps are visible in the app menu

**Object Settings**  
Permissions to access objects and fields, and settings such as tab availability

**Area Permissions**  
Permissions to perform app-specific actions, such as "Manage Call Centers"

**Apex Class Access**  
Permissions to execute Apex classes

**Visualforce Page Access**  
Permissions to execute Visualforce pages

**Items**

**Tab Settings**

Available	Visible
<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Item: Record Type Assignments**

Record Types	Assigned Record Types
Gold	<input checked="" type="checkbox"/>
Silver	<input checked="" type="checkbox"/>

**Object Permissions**

Permission Name	Enabled
Read	<input checked="" type="checkbox"/>
Create	<input checked="" type="checkbox"/>
Edit	<input checked="" type="checkbox"/>
Delete	<input type="checkbox"/>

The screenshot shows the Salesforce Setup interface with the 'Permission Sets' tab selected. A modal window titled 'Select Users to Assign' is open, displaying a list of users under the heading 'All Users'. The list includes columns for Full Name, Alias, Username, Role, Active status, and Profile. One user, 'Kol Mikaelson', is highlighted with a blue selection box.

Full Name	Alias	Username	Role	Active	Profile
Chatter Expert	Chatter	chatty@00dg000009jctrusu@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
Integration User	Integ	integration@00dg000009jctrusu		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
Anevitha K	28c	28cjeevilha@agentforce.com		<input checked="" type="checkbox"/>	System Administrator
Kol Mikaelson	kmika	mikkol@pink578.org	Worker	<input checked="" type="checkbox"/>	Standard Platform User
Niklaus Mikaelson	nmika	niklaus@blue372.org	Gold Smith	<input checked="" type="checkbox"/>	Gold Smith
OrgFarm EPIC	OERIC	epic.f999180c7373@orgfarm.salesforce.com		<input checked="" type="checkbox"/>	System Administrator
Security User	sec	insightsecurity@00dg000009jctrusu.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

The screenshot shows the Salesforce Setup interface with the 'Permission Sets' tab selected. A specific permission set, 'Per to Worker', is displayed. The 'Current Assignments' section shows a table with the following data:

Full Name	Active	Role	Profile	User License	Expires On
Kol Mikaelson	<input checked="" type="checkbox"/>	Worker	Worker	Salesforce Platform	

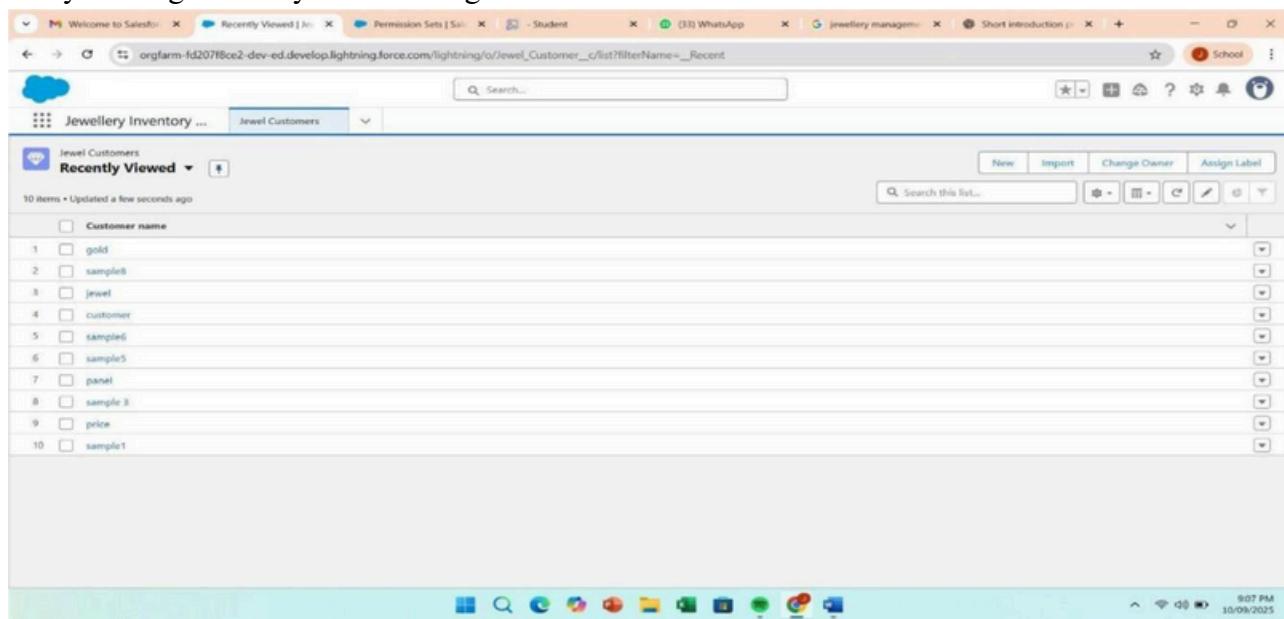
- Create a Trigger Handler class

The screenshot shows a Salesforce Lightning interface for a 'Jewellery Inventory' application. The top navigation bar includes tabs for 'Recently Viewed', 'Permission Sets', 'Student', 'WhatsApp', 'jewellery management', and 'Short introduction'. A search bar at the top right contains the placeholder 'Search...'. Below the header, a blue cloud icon and the title 'Jewellery Inventory ...' are visible. A sub-header 'Jewel Customers' with a dropdown menu is present. The main content area displays a list titled 'Recently Viewed' with 10 items, each with a checkbox and a customer name: gold, sample01, jewel, customer, sample1, sample5, panel, sample\_3, price, and sample1. To the right of the list are buttons for 'New', 'Import', 'Change Owner', and 'Assign Label'. A search bar for this list is also present. The bottom of the screen shows the Windows taskbar with various pinned icons.

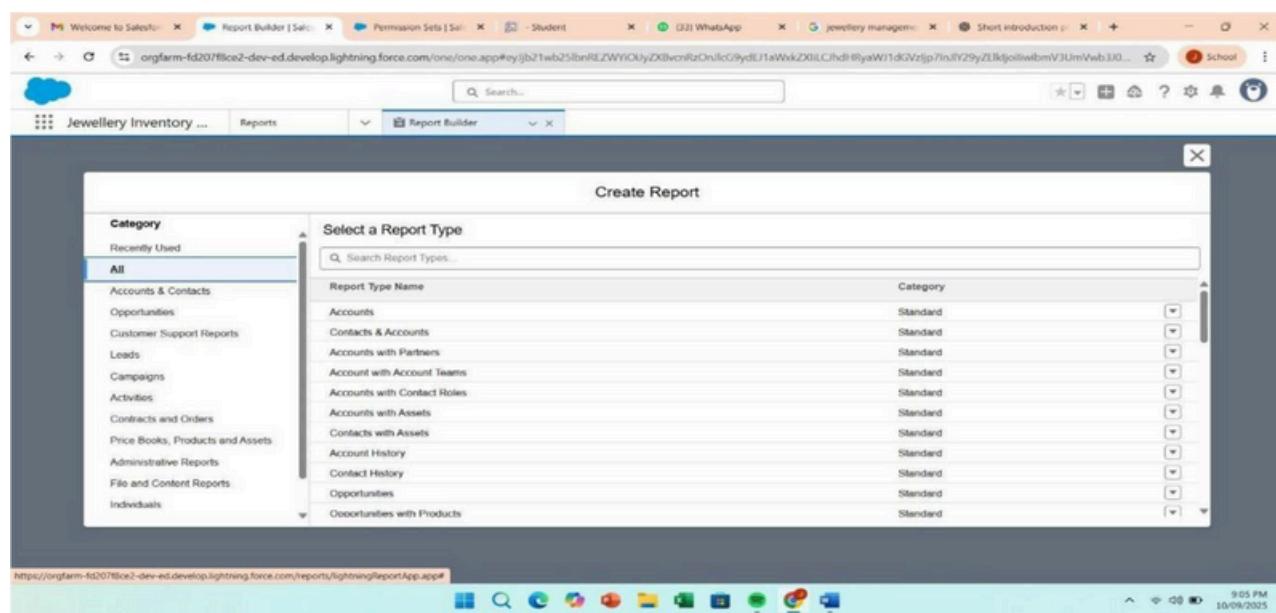
# FUNCTIONAL AND PERFORMANCE TESTING

## Performance Testing

- Jewellery Management System Testing



- Report checking



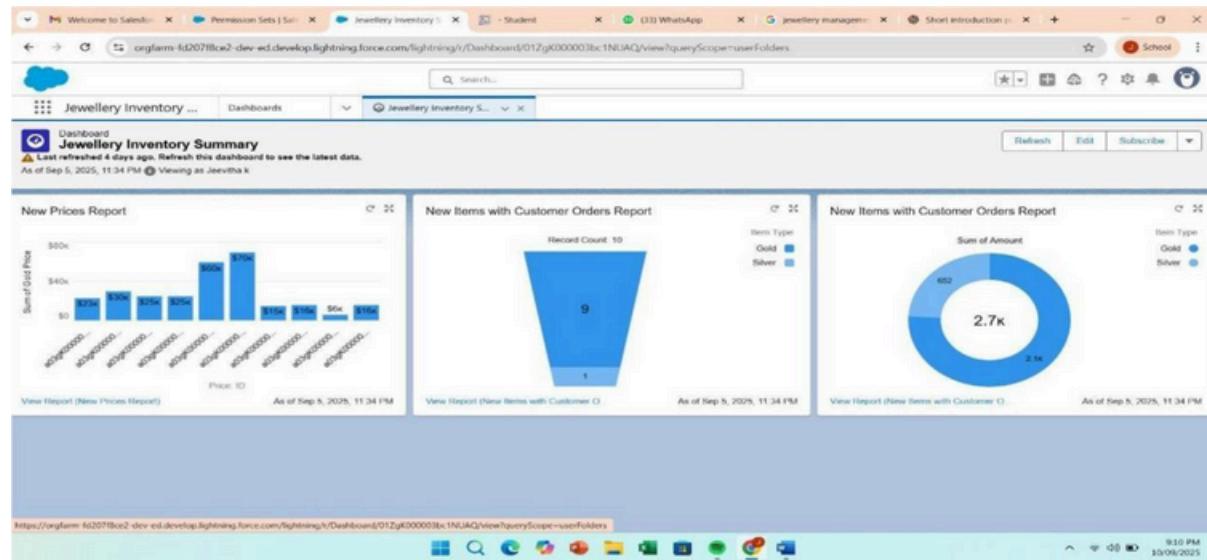
The screenshot shows the Salesforce Reports page titled "Jewellery Inventory ...". The left sidebar lists categories: Reports, Recent, Created by Me, Private Reports, Public Reports, All Reports, Folders, All Folders, Created by Me, Shared with Me, Favorites, and All Favorites. The main content area displays a table of recent reports:

Report Name	Description	Folder	Created By	Created On	Subscribed
New Items with Customer Orders Report		Public Reports	Jeevitha K	9/5/2025, 11:24 PM	
New Items with Customer Orders Report		Public Reports	Jeevitha K	9/5/2025, 11:32 PM	
New Prices Report		Public Reports	Jeevitha K	9/5/2025, 11:31 PM	

- Dashboard Checking.

The screenshot shows the Salesforce Dashboards page titled "Jewellery Inventory ...". The left sidebar lists categories: Dashboards, Recent, Created by Me, Private Dashboards, All Dashboards, Folders, All Folders, Created by Me, Shared with Me, Favorites, and All Favorites. The main content area displays a table of recent dashboards:

Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Jewellery Inventory Summary		Private Dashboards	Jeevitha K	9/5/2025, 11:25 PM	



Welcome to Sales... School

Recently Viewed | [Flows](#) | [Salesforce](#) Student (3) WhatsApp jewellery management Short introduction +

[Setup](#) [Home](#) [Object Manager](#) Search Setup

**Flows**

All Flows New Flow

Flow Definitions

62 items • Sorted by Flow Label • Filtered by All flow definitions • Updated a few seconds ago

Flow Label	Process Type	Active	Temp...	Package State	Packa...	Last Mo...	Last Modified Date
Add or Modify Service Appointment Attendees	Salesforce Scheduler Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed			
Approvals Workflow: Evaluate Approval Requests	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Approvals Workflow: Process Approval Submission	Screen Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed			
Authentication Provider User Registration	Identity User Registration Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Basic Approval Request	Flow Orchestration for CMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Book Appointment from Invitation	Salesforce Scheduler Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Cancel Item Flow	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Change Case Owner to Incident Owner	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Chats Routed to Agents and Queues	Omni-Channel Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Chats Routed to Agents with the Right Skills	Omni-Channel Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Check Flow API Name	Autolaunched Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed			
Check Service Plan Eligibility	Autolaunched Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			

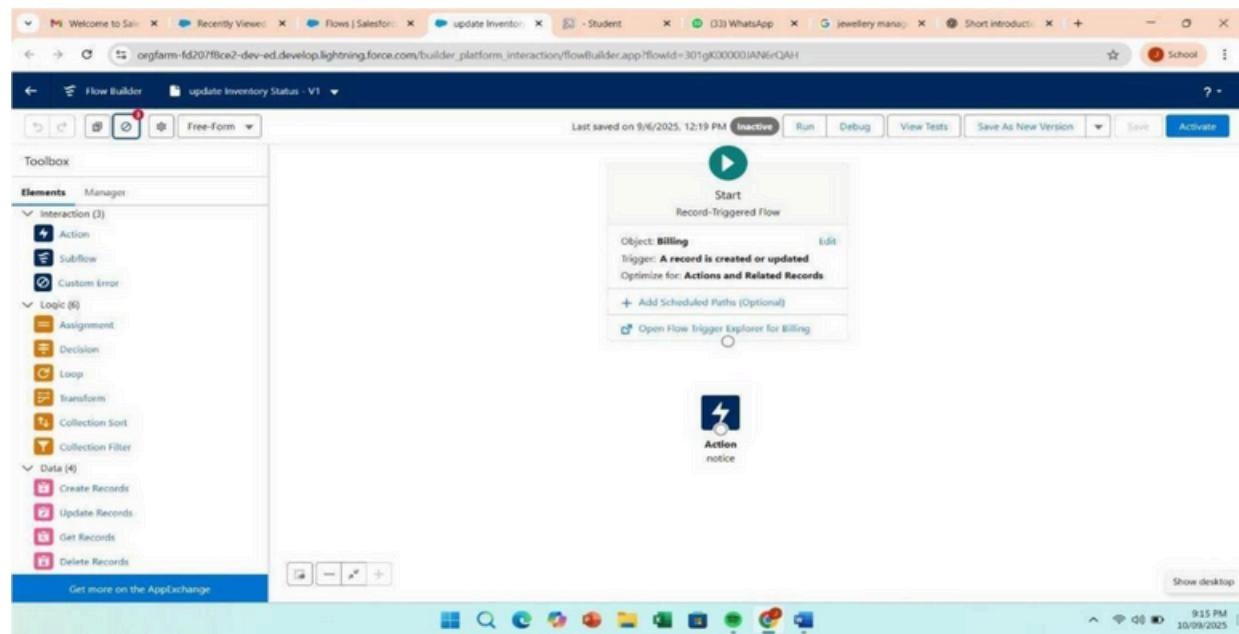
<https://orgfarm-fd207fbc2-dev-ed.develop.lightning.force.com/lightning/setup/flows/home>

9:12 PM 10/09/2025

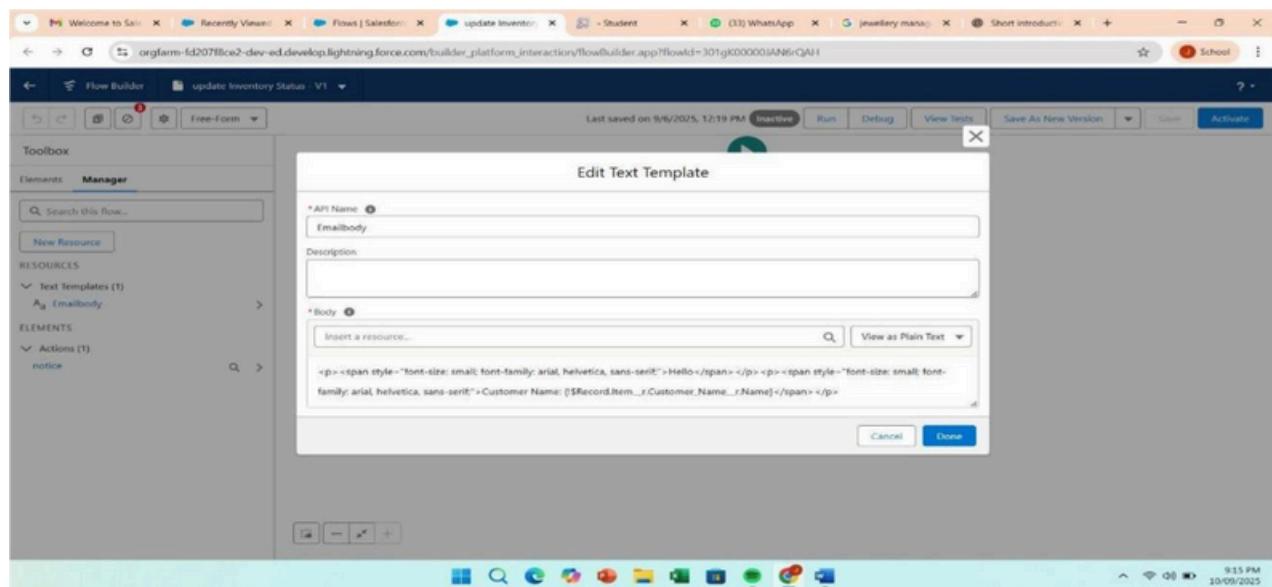
# RESULTS

## Output Screenshots

- Flows



- Action alerts



# CONCLUSION

The Jewellery Management System provides an efficient way to manage jewellery business operations by automating tasks like inventory, billing, sales, and customer records. It reduces manual effort, minimizes errors, and ensures accuracy in data management..