

## DATA FLOW DIAGRAM & USER STORIES

Date	23 October 2025
Team ID	NM2025TMID01094
Project Name	CRM Application for Jewel Management - (Developer)
Maximum Marks	4 Marks

### Data Flow Diagram :

- Context Level (Level 0): Shows the Jewel Management System interacting with four external entities: Customer, Sales Associate, Jeweler, and Payment Gateway. Data flows include Appointment Requests, Sales Data, Service Status Updates, and Payment Confirmations.



- Detailed Level (Level 1): Breaks the system into four processes :
  1. Manage Customer & Inventory: Creates and updates customer profiles (D1) and tracks Precious Item Inventory (D2).
  2. Manage Service Lifecycle: Schedules appointments (D3) and tracks detailed work and materials (D3) performed by the Jeweler.
  3. Generate Financial Transaction: Creates invoices and records payments (D4) based on service/inventory data.
  4. Generate Reports & Analytics: Consolidates data from D1, D3, and D4 for management oversight.

## 2. User Stories :

Role	User Story (What the User Wants)	Developer Focus (How to Build It)
Sales Associate	Create New Customer Details with mandatory fields.	Validation Rules: Implement field-level validation to enforce data quality.
Sales Associate	Link Precious Item Inventory to the customer profile upon sale and decrement stock.	Relational Integrity/Flow: Use a Lookup relationship and a Flow to update stock status immediately.
Sales Associate	Initiate New Billing details and feedback from a completed Service Record to automate the invoice.	Automation (Flow): Build a record-triggered Flow to calculate the final invoice amount.
Jeweler	Receive an automated notification for a new New Appointment assignment.	Automation: Configure a Process/Flow for instant notification upon record assignment.

Role	User Story (What the User Wants)	Developer Focus (How to Build It)
Jeweler	Update New Service records with materials used and change status to 'Ready for Billing'.	Data Structure: Ensure the Service Records object has fields for cost tracking and a controlled status picklist.
Manager	View average service completion time per Jeweler on a dashboard.	Analytics: Utilize Salesforce Reports to calculate duration fields for efficiency metrics.