

TECHNOLOGY STACK

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

Technical Architecture :

The CRM Jewel Management System utilizes a Layered Cloud Architecture built entirely on the Salesforce Platform. This design ensures high scalability, security, and agility through the strategic use of low-code declarative tools.

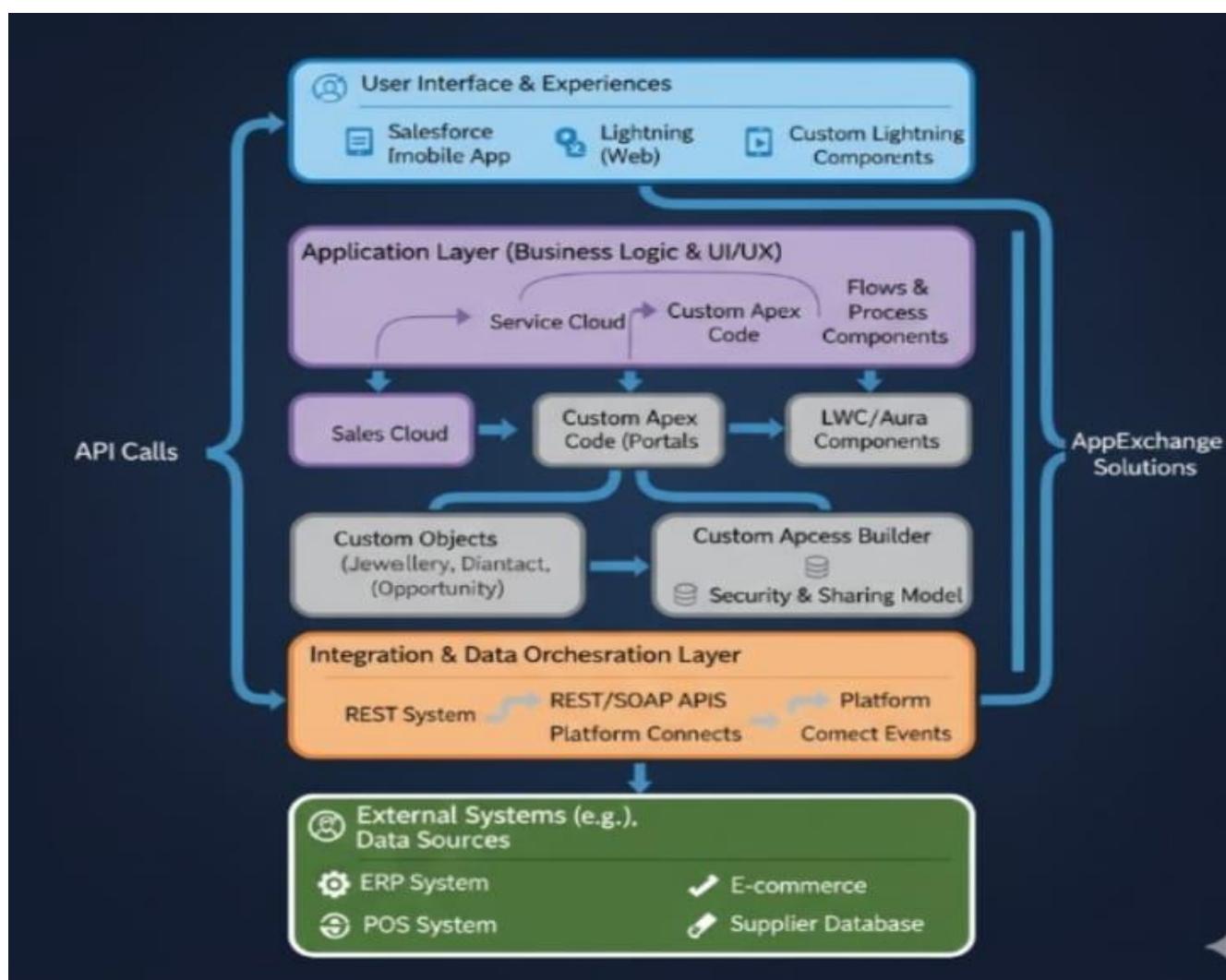


Table-1 : Components & Technologies :

Component Layer	Technology/Tool	Primary Function
Platform	Salesforce Platform Cloud	Provides hosting, security, and scalability for the entire application.
Data Layer	Custom Objects (e.g., Inventory, Service, Billing)	Stores all core business data (Jewel, Customer, Transaction).
Business Logic	Salesforce Flow/Process Builder	Automates tasks (e.g., service assignment to Jewelers) and calculates final invoices.
Data Integrity	Validation Rules	Enforces data quality on key fields to meet the 95% Confidence Score.
Presentation	Lightning Experience	Provides the modern, responsive User Interface (UI) for all staff.
Analytics	Reports & Dashboards	Enables tracking of Jeweler productivity, sales trends, and service efficiency.

Table-2: Application Characteristics :

Characteristic	Metric / Description	Justification
Reliability	High Execution Success Rate (98%)	All critical transactions (Billing, Service Record saving) must complete successfully under load.
Accuracy	Confidence Score (95%)	Automated business logic (pricing, assignment) must reliably execute to prevent data errors.
Scalability	Transaction Throughput	System must handle the peak load of 30+ concurrent users with stable performance and CPU/Memory utilization below 75%.
Maintainability	Low-Code Approach	Built using Salesforce declarative tools (Flow, Custom Objects) to allow for rapid, simple changes by analysts.