

CRM Application for Jewel Management

College Name: Kumaraguru College of Liberal Arts and Science

College Code: BRUAX

TEAM ID: NM2025TMID25597

TEAM SIZE: 4

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INTRODUCTION

The Jewel Inventory System is a comprehensive and integrated software solution specifically designed to streamline, automate, and efficiently manage the inventory and sales processes of jewellery stores and jewellery manufacturing businesses. Managing jewellery items can often be complex due to the wide variety of products, including gold, silver, diamonds, gemstones, and customized designs, each with different weights, purity levels, and pricing structures. This system aims to address these challenges by providing a centralized, efficient, and user-friendly platform for tracking and controlling jewellery inventory in real time.

OBJECTIVES

1. Enhance Customer Relationship Management

Build stronger, long-term relationships with customers by maintaining detailed customer profiles, tracking purchase history, and recording all interactions. This helps in understanding customer preferences and delivering personalized services.

2. Streamline Sales and Order Management

Optimize the entire sales process, from initial customer inquiry to final order fulfillment, ensuring faster response times, reduced errors, and improved overall accuracy in sales operations.

3. Improve Inventory and Product Management

Maintain a well-organized, real-time record of jewellery inventory, including product details, weights, categories, and pricing. This ensures efficient stock handling, prevents overstocking or shortages, and improves overall inventory control.

4. Enable Targeted Marketing and Campaign Management

Use customer data to plan and execute targeted marketing campaigns, thereby increasing customer engagement, driving repeat purchases, and boosting overall sales through data-driven decision-making.

5. Boost Operational Efficiency

Minimize manual work and reduce errors by automating routine tasks, integrating different business processes, and ensuring smooth coordination between departments.

6. Provide Business Insights and Analytics

Leverage sales and inventory data to generate insightful reports, identify business trends, and support strategic decision-making for growth and profitability.

7. Support Omnichannel Customer Experience

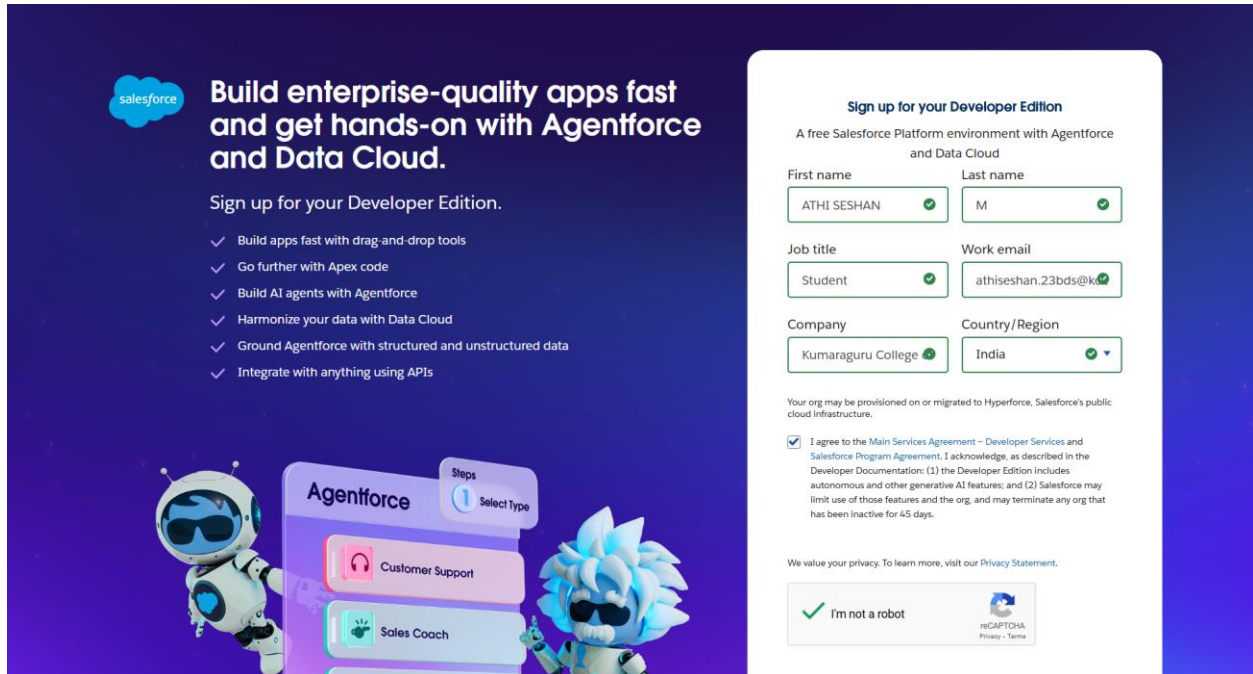
Deliver a seamless and consistent shopping experience across multiple sales channels — whether in-store, online, or through third-party platforms — ensuring customer satisfaction and loyalty.

8. Ensure Data Security and Compliance

Safeguard sensitive customer and business information by implementing robust security measures and complying with industry regulations, ensuring trust and legal adherence.

Creating Developer Account: By using this URL -

<https://developer.salesforce.com/signup>



The image shows the Salesforce Developer Edition signup page. On the left, there's a blue background with the Salesforce logo and text: "Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud." Below this, it says "Sign up for your Developer Edition." and lists five 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", and "Ground Agentforce with structured and unstructured data". At the bottom of this section are two cartoon characters, one in a white suit and one in a blue suit, standing next to a purple "Agentforce" button. On the right, there's a white form titled "Sign up for your Developer Edition". It describes the offer as "A free Salesforce Platform environment with Agentforce and Data Cloud". The form has fields for "First name" (ATHI SESHAN), "Last name" (M), "Job title" (Student), "Work email" (athisheshan.23bds@k...), "Company" (Kumaraguru College), and "Country/Region" (India). Below these fields, there's a checkbox for "I agree to the Main Services Agreement - Developer Services and Salesforce Program Agreement" which is checked. At the bottom of the form, there's a "I'm not a robot" checkbox with a reCAPTCHA logo.

Build enterprise-quality apps fast and get hands-on with Agentforce and Data Cloud.

Sign up for your Developer Edition.

- ✓ 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

Sign up for your Developer Edition

A free Salesforce Platform environment with Agentforce and Data Cloud

First name: ATHI SESHAN ✓ Last name: M ✓

Job title: Student ✓ Work email: athisheshan.23bds@k... ✓

Company: Kumaraguru College ✓ Country/Region: India ✓

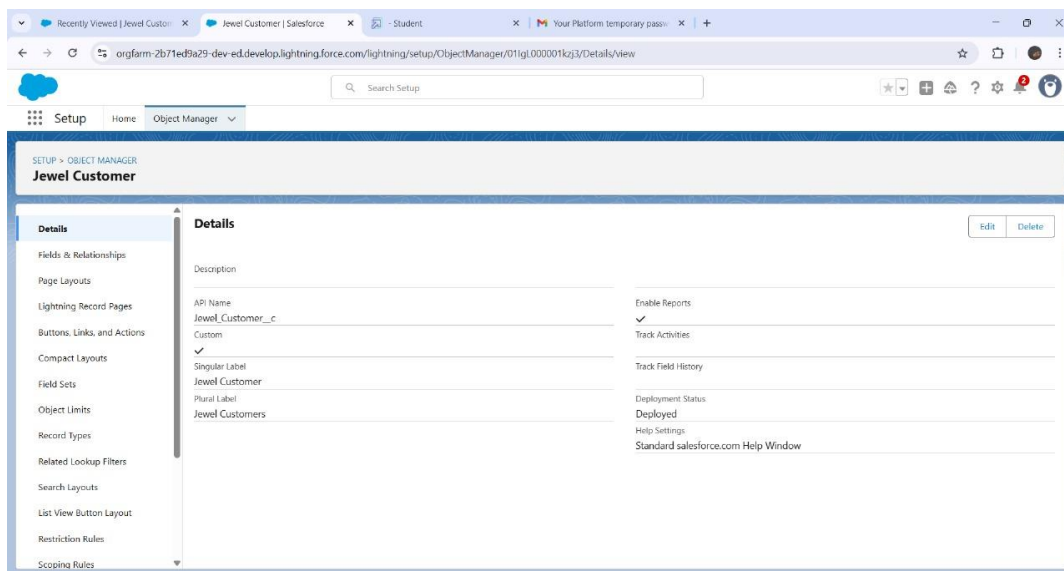
Your org may be provisioned on or migrated to Hyperforce, Salesforce's public cloud infrastructure.

☒ I agree to the Main Services Agreement - Developer Services and Salesforce Program Agreement. I acknowledge, as described in the Developer Documentation: (1) the Developer Edition includes autonomous and other generative AI features; and (2) Salesforce may limit use of those features and the org. and may terminate any org that has been inactive for 45 days.

We value your privacy. To learn more, visit our Privacy Statement.

☒ I'm not a robot

Create Jewel Customer Object:



The image shows the Salesforce Setup page for the "Jewel Customer" object. The browser address bar shows the URL: "orgform-zb71ed9a29-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01gl.000001kz3j/Details/View". The page has a blue header with the Salesforce logo and a search bar. Below the header, there's a navigation bar with "Setup", "Home", and "Object Manager". The main content area is titled "Jewel Customer" and has a "Details" tab selected. The "Details" tab shows the following fields: "Description", "API Name" (Jewel_Customer__c), "Custom" (checked), "Singular Label" (Jewel Customer), "Plural Label" (Jewel Customers), "Enable Reports" (checked), "Track Activities" (checked), "Track Field History" (checked), "Deployment Status" (Deployed), and "Help Settings" (Standard salesforce.com Help Window). There are "Edit" and "Delete" buttons in the top right corner of the details section.

Setup > OBJECT MANAGER

Jewel Customer

Details

Description

API Name: Jewel_Customer__c

Custom: ✓

Singular Label: Jewel Customer

Plural Label: Jewel Customers

Enable Reports: ✓

Track Activities: ✓


Track Field History: ✓

Deployment Status: Deployed

Help Settings: Standard salesforce.com Help Window

Edit Delete

Create Objects - Item, Customer Order, Price, Billing:



Search Setup

Setup

Home

Object Manager

SETUP > OBJECT MANAGER

Billing

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

Details

Description

API Name

Billing_c

Custom

✓

Singular Label

Billing

Plural Label

Billings

Enable Reports

✓

Track Activities

Track Field History

Deployment Status


Deployed

Help Settings

Standard salesforce.com Help Window

Edit

Delete



Search Setup

Setup

Home

Object Manager

SETUP > OBJECT MANAGER

Price

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

Details

Description

API Name

Price_c

Custom

✓

Singular Label

Price

Plural Label

Prices

Enable Reports

✓

Track Activities

Track Field History

Deployment Status


Deployed

Help Settings








Standard salesforce.com Help Window

Edit

Delete



Search Setup



SetupHomeObject Manager

SETUP > OBJECT MANAGER

Item

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

Scoping Rules

Object Access

Triggers

Details

Description

API Name

Item_c

Custom

✓

Singular Label

Item

Plural Label

Items

Enable Reports

✓

Track Activities

Track Field History


Deployment Status

Deployed








Help Settings

Standard [salesforce.com Help Window](#)

EditDelete



Search Setup



SetupHomeObject Manager

SETUP > OBJECT MANAGER

Customer Order

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

Scoping Rules

Object Access

Triggers

Details

Description

API Name

Customer_Order_c

Custom

✓

Singular Label

Customer Order

Plural Label

Customer Orders

Enable Reports

✓

Track Activities

Track Field History

Deployment Status

Deployed

Help Settings

Standard [salesforce.com Help Window](#)

EditDelete

To Create a Tab- Jewel Customer, Item, Customer Order, Price, Billing Objects:

The screenshot shows the Salesforce Setup interface. The left sidebar contains a search bar with 'tab' entered and a navigation menu with categories like Feature Settings, Analytics, Tableau, User Interface, and Console Settings. The main content area is titled 'SETUP Tabs' and includes a description of Visualforce tabs and Lightning Component tabs. Below this, there are three sections: Custom Object Tabs, Web Tabs, and Visualforce Tabs. The Custom Object Tabs section contains a table with columns for Action, Label, Tab Style, and Description. The table lists several tabs: Billings, Customer Orders, Items, Jewel Customers, and Prices, each with a corresponding icon and color. The Web Tabs and Visualforce Tabs sections are currently empty, indicating no tabs have been defined for those categories.

Action	Label	Tab Style	Description
Edit Del	Billings	Apple	
Edit Del	Customer Orders	Car	
Edit Del	Items	Boat	
Edit Del	Jewel Customers	Jewel	
Edit Del	Prices	Bank	

Create a Lightning App-Jewellery Inventory System:

The screenshot shows the Salesforce Lightning App Builder interface for the 'Jewellery Inventory System' app. The top navigation bar includes links for Lightning App Builder, App Settings, Pages, and the app name. The left sidebar shows the 'App Settings' section with a sub-menu for 'App Details & Branding'. The main content area is titled 'App Details & Branding' and includes a description of the app. Below this, there are two columns: 'App Details' and 'App Branding'. The 'App Details' column contains fields for App Name, Developer Name, and Description. The 'App Branding' column contains fields for Image, Primary Color Hex Value, and Org Theme Options. The 'App Launcher Preview' section at the bottom shows a preview of the app's launcher icon and name.

App Details

- App Name: Jewellery Inventory System
- Developer Name: Jewellery_Inventory_System
- Description: Elevate your look with elegance

App Branding

- Image: [Upload button]
- Primary Color Hex Value: #0070D2
- Org Theme Options: ☐ Use the app's image and color instead of the org's custom theme

App Launcher Preview

Jewellery Inventory System
Elevate your look with elegance

Creating Lookup Relationship-Customer:

The screenshot shows the Salesforce Setup interface for the 'Customer Order' object. The 'Fields & Relationships' section is active, displaying a table of fields. The table has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. The fields listed are: Created By (Lookup(User)), Customer (Lookup(Jewel Customer)), Customer Name (Auto Number), Item (Master-Detail(Item)), and Last Modified By (Lookup(User)).

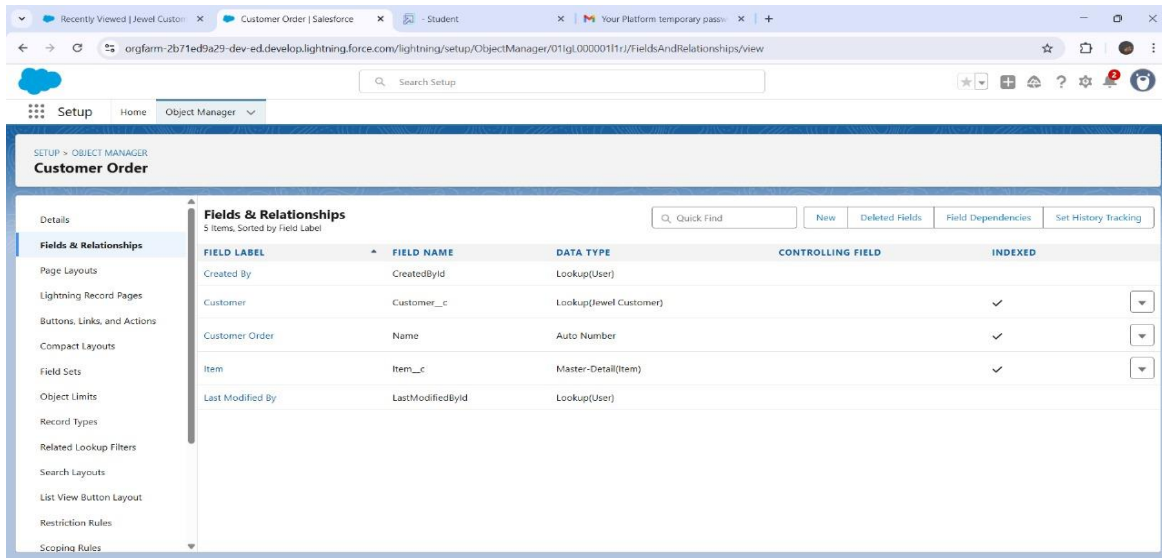
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer	Customer__c	Lookup(Jewel Customer)		✓
Customer Name	Name	Auto Number		✓
Item	Item__c	Master-Detail(Item)		✓
Last Modified By	LastModifiedById	Lookup(User)		

Creating Text Field, Phone, Email in Jewel Customer Object:

The screenshot shows the Salesforce Setup interface for the 'Jewel Customer' object. The 'Fields & Relationships' section is active, displaying a table of fields. The table has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. The fields listed are: City (Text(20)), Created By (Lookup(User)), Customer name (Text(80)), Email (Email), Last Modified By (Lookup(User)), Owner (Lookup(User,Group)), Phone (Text(18)), and ZipPostal code (Text(18)).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
City	City__c	Text(20)		
Created By	CreatedById	Lookup(User)		
Customer name	Name	Text(80)		✓
Email	Email__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone	Phone__c	Text(18)		
ZipPostal code	ZipPostal_code__c	Text(18)		

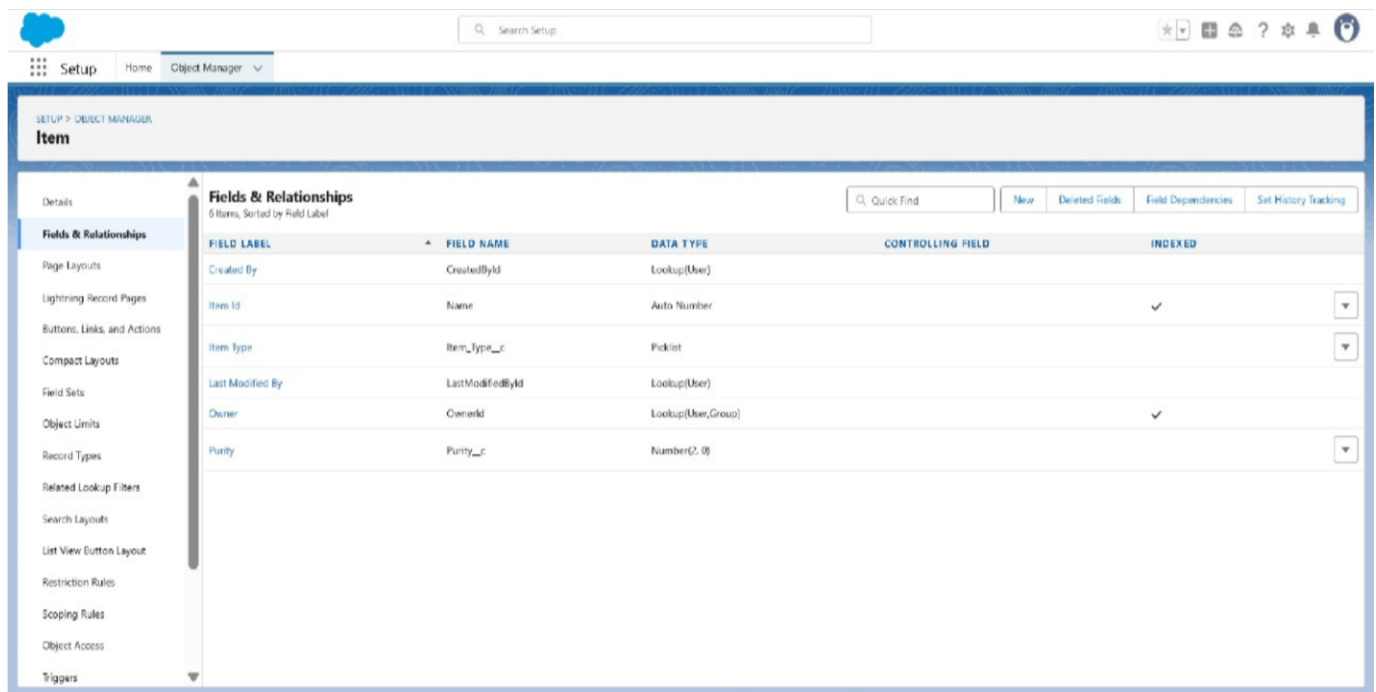
Creating a Master-Detail Relationship-Item:



The screenshot shows the Salesforce Setup interface for the 'Customer Order' object. The 'Fields & Relationships' tab is selected, displaying a table of fields. The table has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. The fields listed are: Created By (CreatedById, Lookup(User)), Customer (Customer__c, Lookup(Jewel Customer)), Customer Order (Name, Auto Number), Item (Item__c, Master-Detail(Item)), and Last Modified By (LastModifiedById, Lookup(User)).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer	Customer__c	Lookup(Jewel Customer)		✓
Customer Order	Name	Auto Number		✓
Item	Item__c	Master-Detail(Item)		✓
Last Modified By	LastModifiedById	Lookup(User)		

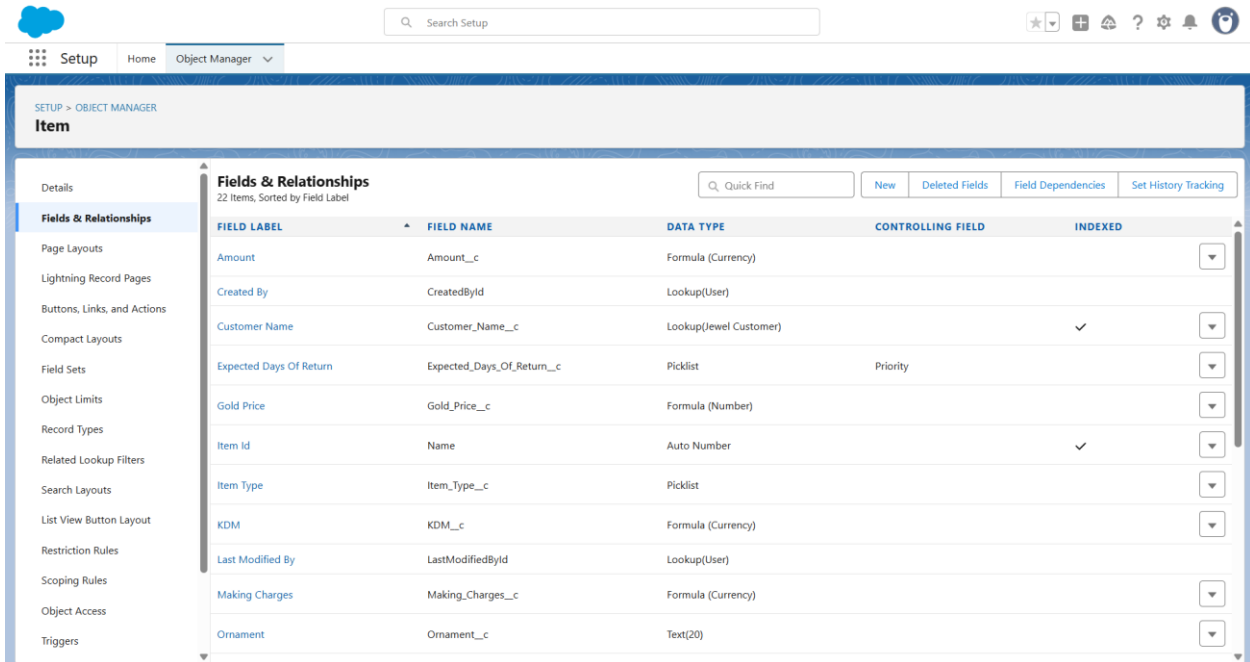
Creating the number, Picklist fields in Item object:



The screenshot shows the Salesforce Setup interface for the 'Item' object. The 'Fields & Relationships' tab is selected, displaying a table of fields. The table has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. The fields listed are: Created By (CreatedById, Lookup(User)), Item Id (Name, Auto Number), Item Type (Item_type__c, Picklist), Last Modified By (LastModifiedById, Lookup(User)), Owner (OwnerId, Lookup(User,Group)), and Priority (Priority__c, Number(2,0)).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Item Id	Name	Auto Number		✓
Item Type	Item_type__c	Picklist		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Priority	Priority__c	Number(2,0)		

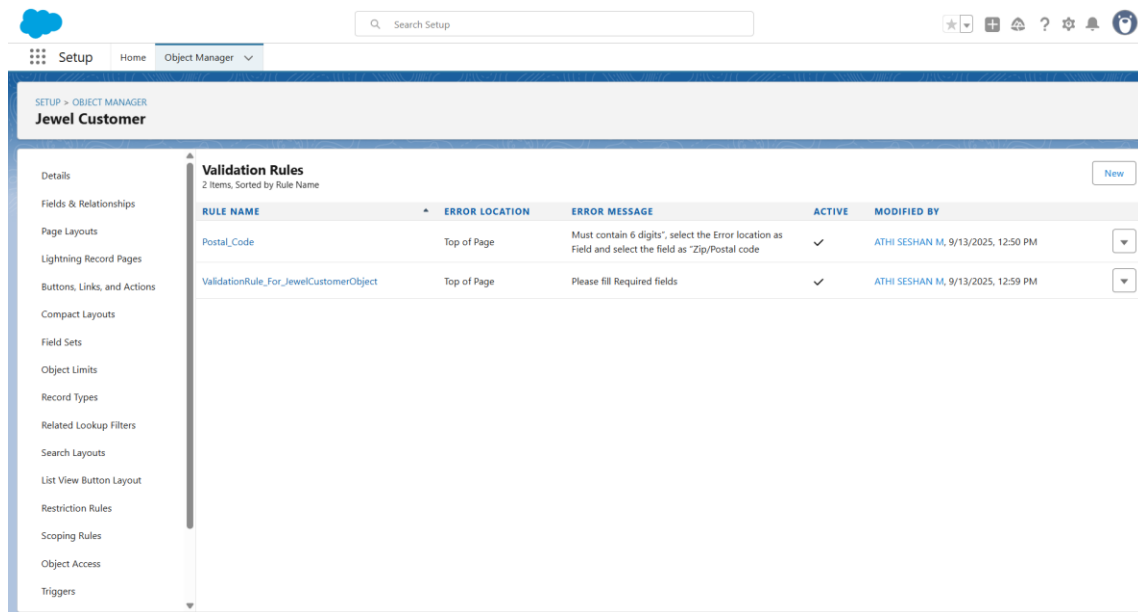
Creating Formula Field (Cross Object) in Item Object:



The screenshot shows the Salesforce Setup interface for the 'Item' object. The 'Fields & Relationships' tab is selected, displaying a list of 22 fields. The fields are sorted by Field Label. The table includes columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed status.

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 (Number)		
Item Id	Name	Auto Number		✓
Item Type	Item_Type__c	Picklist		
KDM	KDM__c	Formula (Currency)		
Last Modified By	LastModifiedById	Lookup(User)		
Making Charges	Making_Charges__c	Formula (Currency)		
Ornament	Ornament__c	Text(20)		

Creating the validation rule-Postal Code & Validation Rule for Jewel Customer Object:



The screenshot shows the Salesforce Setup interface for the 'Jewel Customer' object. The 'Validation Rules' tab is selected, displaying a list of 2 validation rules. The rules are sorted by Rule Name. The table includes columns for Rule Name, Error Location, Error Message, Active status, and Modified By.

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Postal_Code	Top of Page	Must contain 6 digits*, select the Error location as Field and select the field as "Zip/Postal code"	✓	ATHI SESHAN M, 9/13/2025, 12:50 PM
ValidationRule_For_JewelCustomerObject	Top of Page	Please fill Required fields	✓	ATHI SESHAN M, 9/13/2025, 12:59 PM

Creating the validation rule – Validation Rule for Item:

Setup

Home

Object Manager

Search Setup

Star

Share

Help

Settings

Notifications

Profile

SETUP > OBJECT MANAGER

Item

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

Scoping Rules

Object Access

Triggers

Validation Rules

1 Items, Sorted by Rule Name

New

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
ValidationRule_For_Item	Top of Page	Please fill Required fields	✓	ATHI SESHAN M, 9/13/2025, 7:04 PM

Gold Smith Profile:

Setup

Home

Object Manager

Search Setup

Star

Share

Help

Settings

Notifications

Profile

Q profi

Users

Profiles

Didn't find what you're looking for? Try using Global Search.

SETUP

Profiles

Profile

Gold Smith

Back to List: Users

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

Login IP Ranges | Enabled Apex Class Access | Enabled Visualforce Page Access | Enabled External Data Source Access | Enabled Named Credential Access | Enabled External Credential Principal Access | Enabled Custom Metadata Type Access | Enabled Custom Setting Definitions Access | Enabled Flow Access | Enabled Service Presence Status Access | Enabled Custom Permissions

Profile Detail

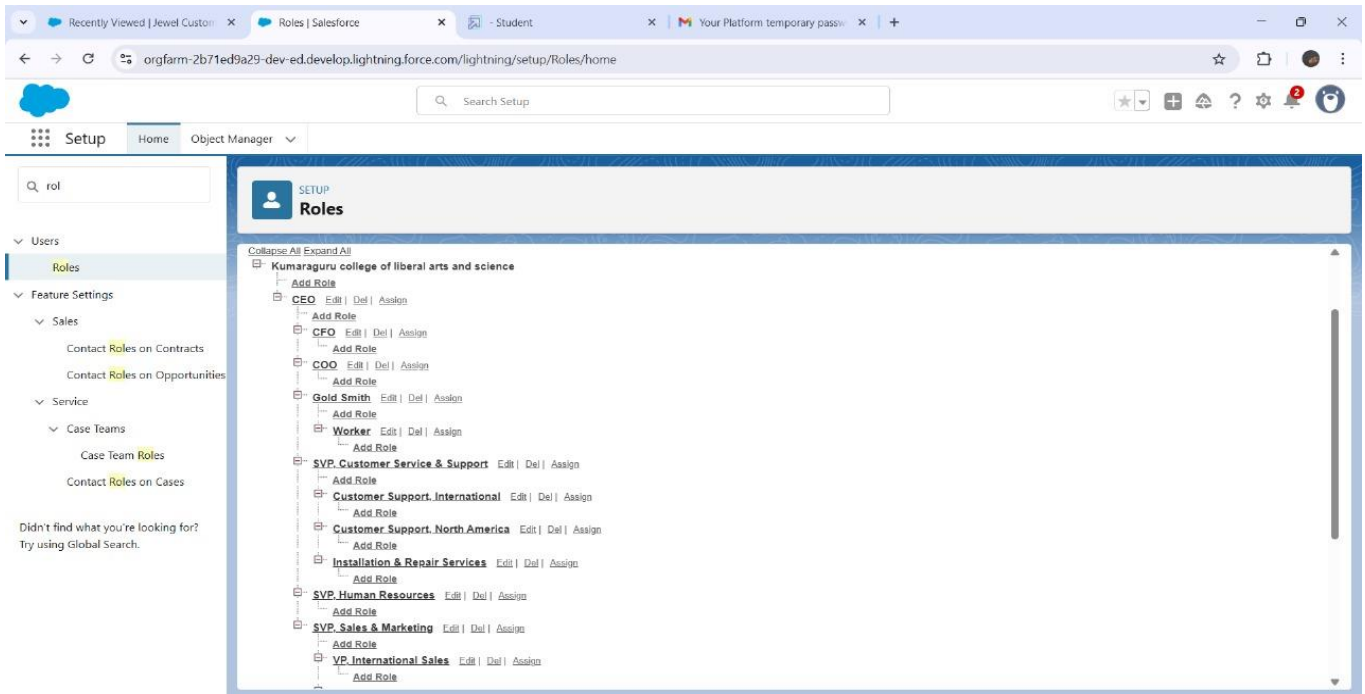
EditCloneDeleteView Users

Name	Gold Smith
User License	Salesforce
Description	
Created By	ATHI SESHAN M, 9/13/2025, 7:11 PM
Modified By	ATHI SESHAN M, 9/13/2025, 9:01 PM

Page Layouts

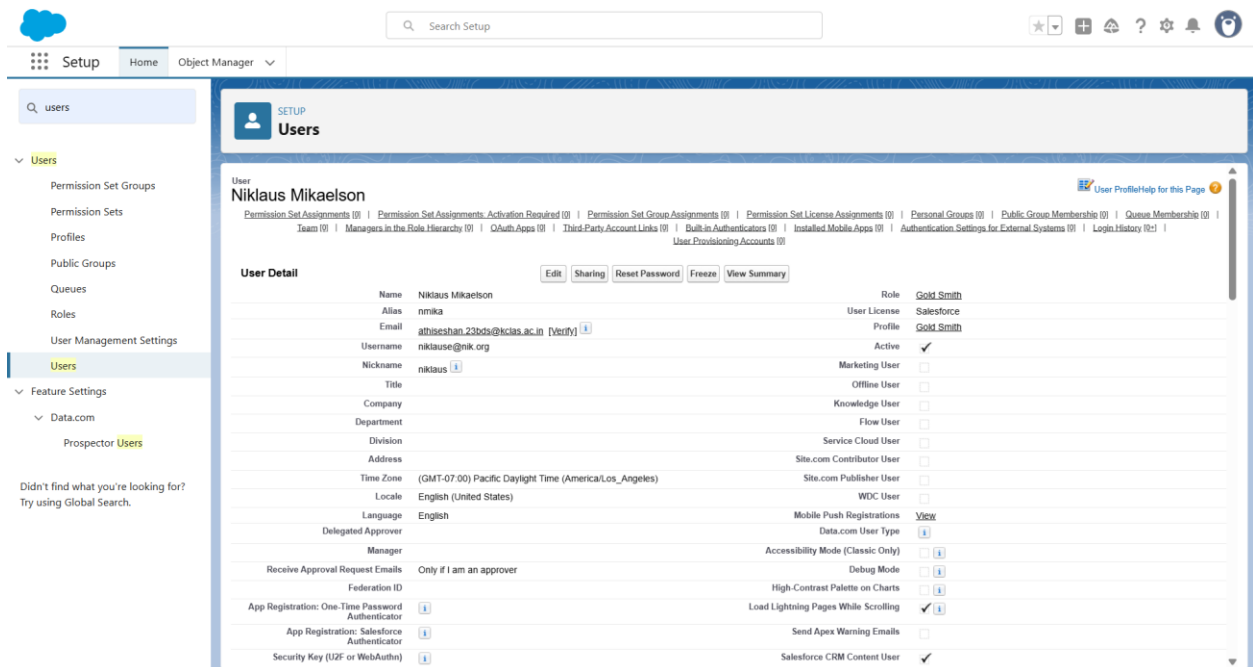
Standard Object Layouts	Global	Global Layout	Location Group Assignment	Location Group Assignment Layout
Email Application	Not Assigned	[View Assignment]	Macro	Macro Layout
Home Page Layout	Home Page Default	[View Assignment]	Object Milestone	Object Milestone Layout
Account	Account Layout	[View Assignment]	Operating Hours	Operating Hours Layout
Alternative Payment Method	Alternative Payment Method Layout	[View Assignment]	Opportunity	Opportunity Layout
Appointment Invitation	Appointment Invitation Layout	[View Assignment]	Opportunity Product	Opportunity Product Layout
Asset	Asset Layout	[View Assignment]	Order	Order Layout
Asset Action	Asset Action Layout	[View Assignment]	Order Product	Order Product Layout

Creating Gold Smith Role:



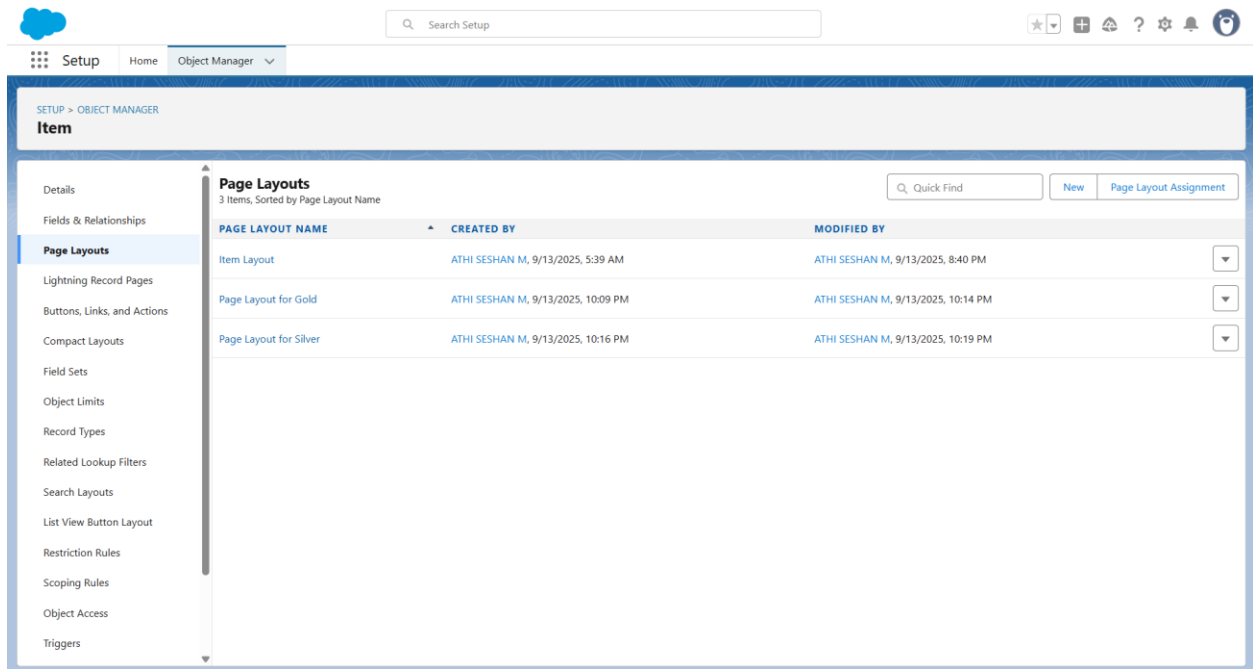
The screenshot shows the Salesforce Setup interface with the 'Roles' tab selected. The left sidebar contains a search bar with 'rol' and a navigation menu with 'Users', 'Roles', 'Feature Settings', 'Sales', 'Service', and 'Case Teams'. The main content area displays a role hierarchy for 'Kumaraguru college of liberal arts and science'. The hierarchy includes roles like CEO, CFO, COO, Gold Smith, Worker, SVP, Customer Service & Support, Customer Support International, Customer Support North America, Installation & Repair Services, SVP Human Resources, SVP Sales & Marketing, and VP International Sales. Each role has an 'Add Role' button and links for 'Edit' and 'Delete'.

Create User:



The screenshot shows the Salesforce Setup interface with the 'Users' tab selected. The left sidebar contains a search bar with 'users' and a navigation menu with 'Users', 'Permission Set Groups', 'Permission Sets', 'Profiles', 'Public Groups', 'Queues', 'Roles', 'User Management Settings', 'Users', 'Feature Settings', and 'Data.com'. The main content area displays the user profile for 'Niklaus Mikaelson'. The profile includes a 'User Detail' section with fields for Name, Alias, Email, Username, Nickname, Title, Company, Department, Division, Address, Time Zone, Locale, Language, Delegated Approver, Manager, Receive Approval Request Emails, Federation ID, App Registration: One-Time Password Authenticator, App Registration: Salesforce Authenticator, Security Key (U2F or WebAuthn), Role, User License, Profile, Active, Marketing User, Offline User, Knowledge User, Flow User, Service Cloud User, Site.com Contributor User, Site.com Publisher User, WDC User, Mobile Push Registrations, Data.com User Type, Accessibility Mode (Classic Only), Debug Mode, High-Contrast Palette on Charts, Load Lightning Pages While Scrolling, Send Apex Warning Emails, and Salesforce CRM Content User. The 'Gold Smith' role is assigned to the user.

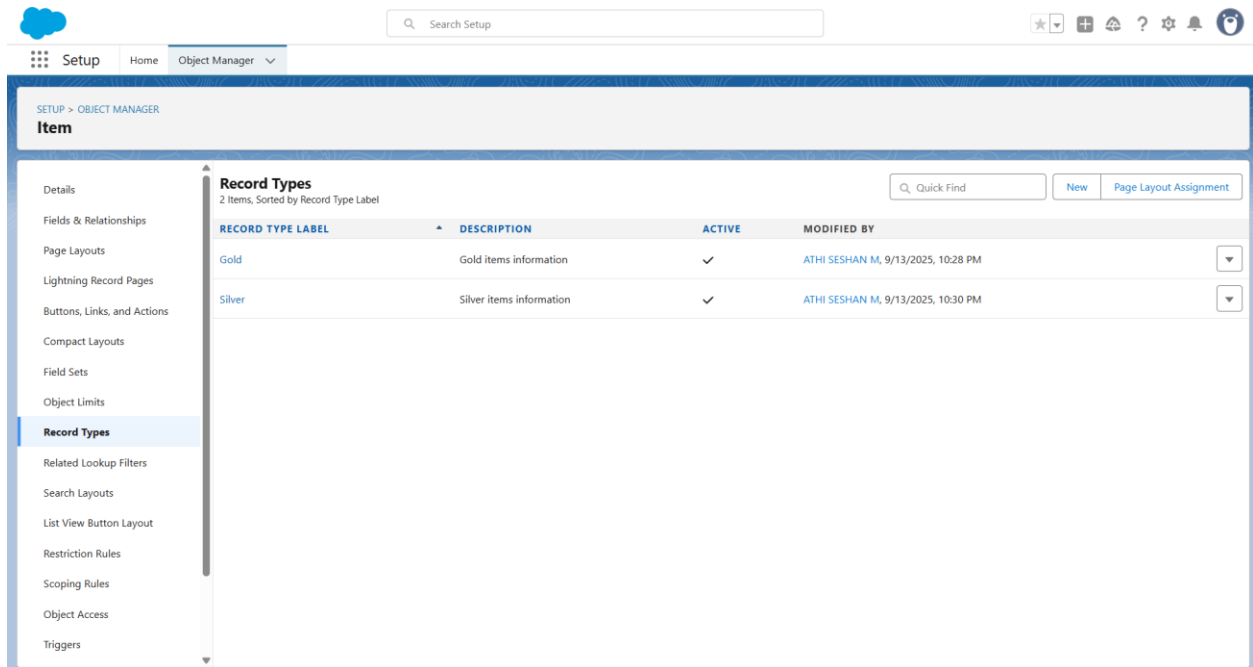
To Create Gold & Silver Page layouts:



The screenshot shows the Salesforce Setup interface. The left sidebar contains a navigation menu with options: Details, Fields & Relationships, Page Layouts (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, Scoping Rules, Object Access, and Triggers. The main content area is titled 'Item' and 'Page Layouts'. It shows a table with 3 items, sorted by Page Layout Name. The table has columns: PAGE LAYOUT NAME, CREATED BY, and MODIFIED BY. The items are: Item Layout, Page Layout for Gold, and Page Layout for Silver. Each item has a dropdown arrow on the right.

PAGE LAYOUT NAME	CREATED BY	MODIFIED BY
Item Layout	ATHI SESHAN M, 9/13/2025, 5:39 AM	ATHI SESHAN M, 9/13/2025, 8:40 PM
Page Layout for Gold	ATHI SESHAN M, 9/13/2025, 10:09 PM	ATHI SESHAN M, 9/13/2025, 10:14 PM
Page Layout for Silver	ATHI SESHAN M, 9/13/2025, 10:16 PM	ATHI SESHAN M, 9/13/2025, 10:19 PM

To create a Record Type-Gold & Silver:



The screenshot shows the Salesforce Setup interface. The left sidebar contains a navigation menu with options: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits (selected), Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, Restriction Rules, Scoping Rules, Object Access, and Triggers. The main content area is titled 'Item' and 'Record Types'. It shows a table with 2 items, sorted by Record Type Label. The table has columns: RECORD TYPE LABEL, DESCRIPTION, ACTIVE, and MODIFIED BY. The items are: Gold and Silver. Each item has a dropdown arrow on the right.

RECORD TYPE LABEL	DESCRIPTION	ACTIVE	MODIFIED BY
Gold	Gold items information	✓	ATHI SESHAN M, 9/13/2025, 10:28 PM
Silver	Silver items information	✓	ATHI SESHAN M, 9/13/2025, 10:30 PM

Creating permission set:

The screenshot shows the Salesforce Setup interface. On the left, the navigation menu is expanded to 'Permission Sets'. The main content area displays the 'Per to Worker' permission set configuration. Below the header, there is a table titled 'Current Assignments'.

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

Below the table, there is a large empty area for additional assignments. The interface includes standard Salesforce navigation elements like the top bar with 'Setup', 'Home', and 'Object Manager' tabs, and a search bar.

Create a Trigger Handler class & The Trigger:

The screenshot shows the Salesforce IDE with the code for the 'UpdatePaidAmountTriggerHandler' class. The code is as follows:

```
1 public class UpdatePaidAmountTriggerHandler {
2
3     public static void handleBeforeInsert(List<Billing__c> newBillings) {
4
5         for (Billing__c billing : newBillings) {
6
7             billing.Paid_Amount__c = billing.Paying_Amount__c;
8
9         }
10    }
11
12
13
14
15    public static void handleBeforeUpdate(Map<Id, Billing__c> oldBillingsMap, List<Billing__c> updatedBillings) {
16
17        for (Billing__c billing : updatedBillings) {
18
19            Billing__c oldBilling = oldBillingsMap.get(billing.Id);
20
21            Decimal oldPaidAmount = oldBilling.Paid_Amount__c;
22
23            billing.Paid_Amount__c = oldPaidAmount + billing.Paying_Amount__c;
24
25        }
26    }
27 }
```

The IDE interface includes a top bar with the URL 'orgfarm-6b9efaba9c-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage', a menu bar with 'File', 'Edit', 'Debug', 'Test', 'Workspace', and 'Help', and a toolbar with 'Run', 'Edit', 'Debug', 'Test', 'Workspace', and 'Help' buttons. The code editor shows the class definition and two methods: 'handleBeforeInsert' and 'handleBeforeUpdate'. The 'handleBeforeUpdate' method uses a map to access the old billing record and calculates the new paid amount by adding the old paid amount to the paying amount.

Create, View and Delete a Record (Jewel Customer):

The screenshot shows the 'Jewel Customers' list in the 'Jewellery Inventory' application. The interface includes a search bar at the top, a sidebar with 'Jewel Customers' selected, and a main area displaying a list of 10 customers. The list has columns for 'Customer name' and a dropdown menu. The customers are listed in descending order of ID.

	Customer name	
1	Customer 10	
2	Customer 9	
3	Customer 8	
4	Customer 7	
5	Customer 6	
6	Customer 5	
7	Customer 1	
8	Customer 4	
9	Customer 3	
10	Customer 2	

The screenshot shows the 'Jewel Customer' details for 'Customer 10'. The interface includes a search bar at the top, a sidebar with 'Jewel Customers' selected, and a main area displaying the details of the selected customer. The details are organized into a 'Details' section with fields for Customer name, City, Phone, Email, Zip/Postal code, State, Street, Country, and Owner. The 'Owner' field is populated with 'ATHI SESHAN M'. The 'Created By' and 'Last Modified By' fields are also populated with 'ATHI SESHAN M' and the timestamp '9/14/2025, 12:23 AM'.

Related	Details
Customer name	Customer 10
City	City 1
Phone	(000) 000-0000
Email	sample@gmail.com
Zip/Postal code	000000
State	State 1
Street	Street 1
Country	Country 1
Owner	ATHI SESHAN M
Created By	ATHI SESHAN M, 9/14/2025, 12:23 AM
Last Modified By	ATHI SESHAN M, 9/14/2025, 12:23 AM

Jewellery Inventory ...

Jewel Customers

Q Search...

★

+

🔄

?

⚙️

🔔

👤

Jewel Customers

Recently Viewed

9 Items • Updated a few seconds ago

✓ Jewel Customer "Customer 2" was deleted. [Undo](#)

New

Import

Change Owner

Assign Label

Q Search this list...

⚙️

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🔄

✎

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⏏

	<input type="checkbox"/>	Customer name	
1	<input type="checkbox"/>	Customer 10	⏏
2	<input type="checkbox"/>	Customer 9	⏏
3	<input type="checkbox"/>	Customer 8	⏏
4	<input type="checkbox"/>	Customer 7	⏏
5	<input type="checkbox"/>	Customer 6	⏏
6	<input type="checkbox"/>	Customer 5	⏏
7	<input type="checkbox"/>	Customer 1	✎ ⏏
8	<input type="checkbox"/>	Customer 4	⏏
9	<input type="checkbox"/>	Customer 3	⏏

Create Report:

Jewellery Inventory ...

Reports

Q Search...

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Report: Jewel Customers

Jewel Customers Report

Enable Field Editing

Q

Add Chart

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Edit

Total Records
9

	Jewel Customer: Customer name	City	Country
1	Customer 9	City 5	Country 3
2	Customer 4	City 1	Country 1
3	Customer 6	City 2	Country 1
4	Customer 10	City 10	Country 10
5	Customer 5	City 3	Country 1
6	Customer 7	City 4	Country 2
7	Customer 1	City 1	Country 1
8	Customer 3	City 2	Country 1
9	Customer 8	City 1	Country 1

Create Dashboard:

The screenshot shows a dashboard titled 'Dashboard 1' with a search bar and navigation tabs. The main content area displays a 'Jewel Customers Report' table with columns for Customer name, City, and Country. The table lists 10 customers, with the first 7 visible. The report is dated 'As of Sep 14, 2025, 1:23 AM'.

Jewel Customer: Customer name ↑	City	Country
Customer 1	City 1	Country 1
Customer 10	City 10	Country 10
Customer 3	City 2	Country 1
Customer 4	City 1	Country 1
Customer 5	City 3	Country 1
Customer 6	City 2	Country 1
Customer 7	City 4	Country 2

View Report (Jewel Customers Report) As of Sep 14, 2025, 1:23 AM

Create A Flow:

The screenshot shows a flow builder interface for a 'Billing Alert Flow'. The flow starts with a 'Start' event (Record-Triggered Flow) and leads to an 'Action' (Action notice). The flow is titled 'Billing Alert Flow - V1' and is currently 'Active'.

Flow Builder: Billing Alert Flow - V1

Last saved on 9/4/2025, 03:20 PM. Active Run Debug View Tests Save As New Version Save Deactivate

Errors and Warnings: Errors (0) Warnings (0). You have 0 errors.

Start: Record-Triggered Flow

Object: Billing

Trigger: A record is created or updated

Optimize for: Actions and Related Records

+ Add Scheduled Paths (Optional)

Open Flow Trigger Explorer for Billing

Run immediately

Action: Action notice

CONCLUSION

The CRM Application for Jewel Management has successfully achieved its goal of streamlining customer interactions, sales tracking, and inventory management for jewellery businesses. By integrating these critical operations into a single platform, the system has significantly enhanced the efficiency of day-to-day processes and reduced manual effort. As a developer, the primary focus was on designing and developing a secure, scalable, and user-friendly solution that meets the specific needs of the jewellery industry while maintaining accuracy and reliability.

The implementation of this system has resulted in improved operational efficiency, faster decision-making, and enhanced customer engagement through better relationship management. Additionally, the project has laid a strong foundation for future enhancements, including advanced analytics, reporting features, and mobile application support, which would further improve accessibility and business intelligence.

Overall, this project demonstrates how technology can transform traditional business processes, enabling jewellery businesses to operate more effectively, stay competitive in the market, and deliver superior value to their customers.