Final Project Report

Project Title: CRM Application for Jewel Management

College Name: SRKIT, Vijayawada

Academic Year: 2022–2026

Team ID: PNT2025TMID13196

Team Members:  
1. Desu . Dinakara Sai Avinash (Team Leader)

# 1. Technology Stack Used

- Salesforce CRM  
- Apex (Triggers)  
- Lightning App Builder  
- Validation Rules  
- Reports & Dashboards  
- Flows & Permission Sets

# 2. Project Modules

- Developer Account Creation & Activation  
- Object Creation: Jewel Customer & Item  
- Tabs & Lightning App Setup  
- Fields: Text, Phone, Email, Number, Currency, Picklist, Formula Fields  
- Lookup & Master-Detail Relationships  
- Schema Builder Configuration  
- Field Dependencies  
- Validation Rules Implementation  
- Profiles: Gold Smith & Worker  
- Roles & Permission Sets  
- Apex Triggers & Handler Class  
- Report Creation & Dashboard Setup  
- Flow Creation (Automation)

# 3. Project Phases

## 3.1 Ideation Phase

- Brainstorming, Empathy Map, Problem Statement

## 3.2 Requirement Analysis

- Customer Journey Map, Data Flow Diagram, Technology Stack

## 3.3 Design & Planning Phase

- Proposed Solution, Architecture, Project Plan

## 3.4 Development Phase

- Object & Field Creation  
- Relationships  
- Page Layouts  
- Record Types  
- Triggers  
- Reports & Dashboards  
- Flows

## 3.5 Testing & Validation Phase

- Validation Rules  
- Functional Testing with Screenshot Evidence

## 3.6 Final Output

- Project working on Salesforce  
- Sample records created & displayed

# 4. Screenshots

Screenshots of objects, fields, layouts, triggers, reports, and dashboards should be inserted here manually in the document.