

Project Design Phase Problem – Solution Fit Template

Date	03 November 2025
Team ID	NM2025TMID03680
Project Name	CRM Application for Jewel Management(Developer)
Maximum Marks	2 Marks

Problem – Solution Fit Template:

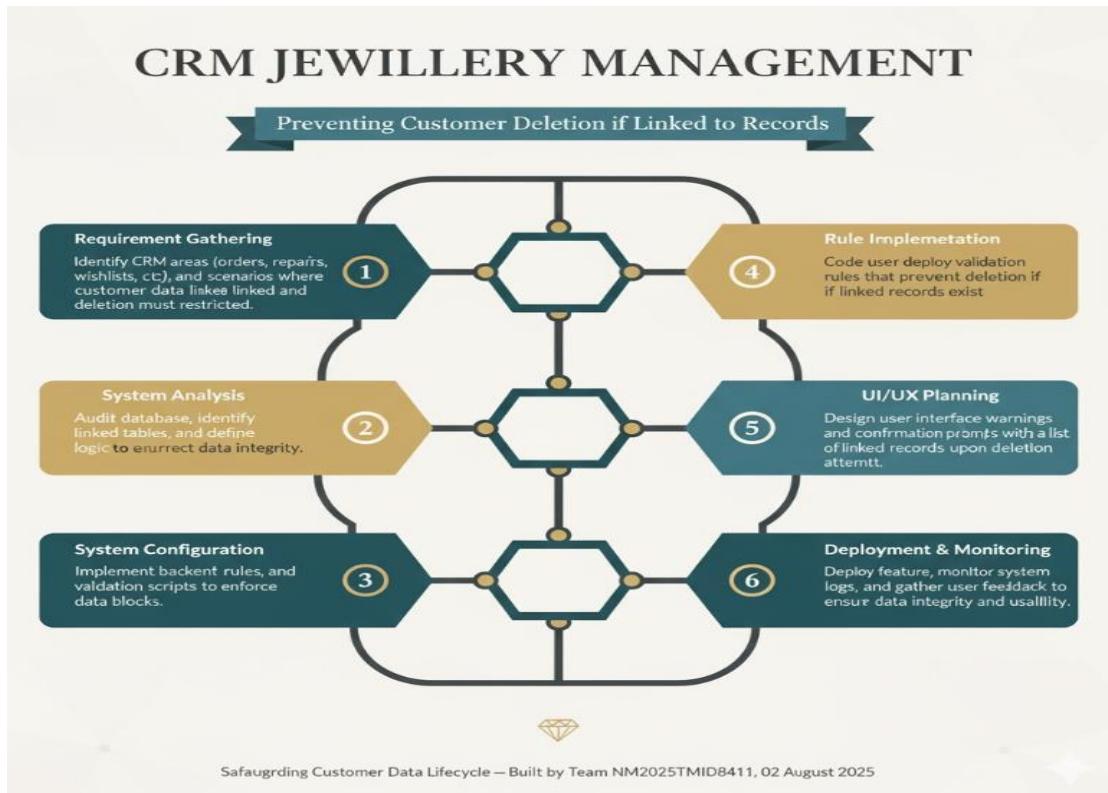
- The **Jewel Inventory System CRM** addresses a critical gap in inventory, sales, and customer management for jewellery stores.
- By preventing the accidental deletion of products, customers, or users linked to active sales, orders, or inventory records, the system ensures data integrity, smooth workflows, and operational accuracy.
- This solution safeguards business operations, improves accountability, and reduces errors in record management.
- With the implementation of rule-based checks, real-time alerts, and validation mechanisms within the CRM, this project provides a reliable, efficient, and user-friendly system that enhances administrative control and strengthens confidence in managing jewellery operations.

Purpose:

- ❑ Solve complex inventory and sales management problems while fitting the existing workflows of jewellery stores.
- ❑ Improve adoption by leveraging familiar CRM processes and intuitive automation.
- ❑ Enhance communication and notifications to prevent accidental deletions and data loss.
- ❑ Build trust and efficiency by addressing frequent errors and operational challenges.
- ❑ Understand current record management practices to improve overall system reliability and accuracy.

The project “**CRM Application for Jewel Management(Developer)**” addresses a critical gap in inventory, sales, and customer management for jewellery businesses. By ensuring that no product, customer, or user linked to active sales, orders, or inventory can be accidentally deleted, the system significantly improves data integrity, accountability, and operational transparency. This solution not only safeguards business workflows but also supports accurate record-keeping and reporting. With the successful implementation of rule-based checks, real-time alerts, and validation mechanisms in the CRM, this project lays the foundation for a smarter, safer, and more efficient jewellery management system.

Template:



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Project Design Phase

Proposed Solution

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Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In the CRM system, products, customers, or users linked to active sales, orders, or inventory can still be deleted. This leads to broken workflows, missing records, and operational confusion.
2.	Idea / Solution description	A validation rule is implemented that checks whether a record (product, customer, or user) is linked to any active transactions or inventory. If so, deletion is blocked with a clear alert message.
3.	Novelty / Uniqueness	It addresses a common business challenge in jewellery management using native CRM logic, without requiring external plugins, making it simple and effective.
4.	Social Impact / Customer Satisfaction	Ensures accurate inventory and sales tracking, improves accountability, and reduces errors, leading to higher operational efficiency and confidence among store managers.
5.	Business Model (Revenue Model)	Indirectly saves time, prevents data loss, reduces operational errors, and supports smooth business operations, resulting in cost-effective management.
6.	Scalability of the Solution	The solution can be extended to other CRM modules such as promotions, loyalty programs, or order management, and adapted for role-based restrictions in larger jewellery stores.

Conclusion:

The proposed solution effectively prevents accidental deletion of products, customers, or users linked to active sales, orders, or inventory in the CRM system. By implementing validation rules and real-time alerts, it ensures data integrity, maintains smooth workflows, and enhances accountability within jewellery store operations. This simple, plugin-free approach is scalable, reliable, and improves operational efficiency, providing a secure and user-friendly system for managing jewellery business processes.

Solution Description:

To prevent accidental deletion of users assigned to active incidents in ServiceNow, a custom business rule is implemented on the sys_user table. This rule checks whether the user is currently associated with any open incidents. If the system finds an active incident linked to the user, it blocks the deletion process and displays an appropriate error message. This approach leverages native ServiceNow functionality, making it simple, plugin-free, and easily adaptable. The solution enhances data integrity, ensures accountability in ITSM operations, and helps avoid breakdowns in incident resolution.

Creation of Dashboards



Project Design Phase

Solution Architecture

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Solution Architecture:

Goals of the Architecture:

- Provide a system safeguard using validation rules to prevent accidental deletions
- Maintain data integrity across products, customers, and user records
- Reduce manual monitoring for deletion-related errors

Key Components:

- Users / Customers / Products tables – where records exist
- Orders / Inventory / Sales tables – linked via assignments or transactions
- Validation Rule (before Delete) – applied on main record tables
- Script / Logic – checks for active associations before allowing deletion

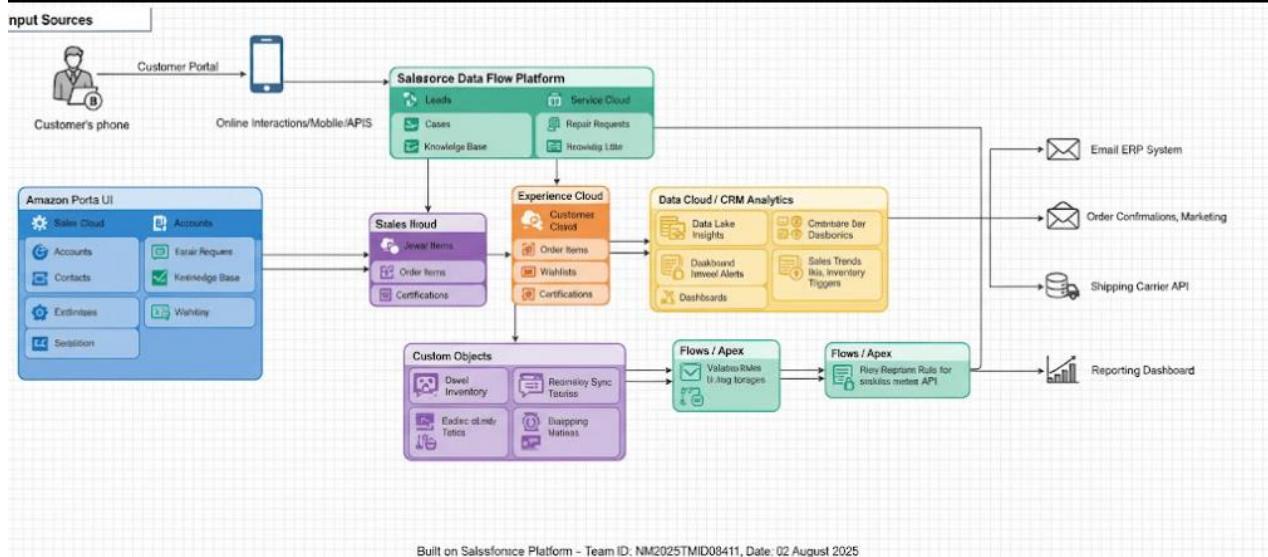
Development Phases:

- Create test users, products, and customer records
- Link records to active orders, sales, or inventory
- Implement validation rules to block deletion of linked records
- Test deletion for both linked and unlinked records to verify functionality

✖ Solution Architecture Description:

The solution architecture is designed to safeguard critical data within the CRM by implementing validation rules that prevent deletion of users, products, or customers linked to active sales, orders, or inventory. It ensures data consistency across main tables and related transactions by performing checks before deletion. If a record is actively linked, deletion is blocked automatically with an alert. The development process includes creating test records, linking them to active transactions, applying validation rules, and verifying deletion behavior. This architecture minimizes manual monitoring, improves system reliability, and enhances operational accountability for jewellery store management.

Example - Solution Architecture Diagram:



Built on Salesforce Platform - Team ID: NM2025TMID08411, Date: 02 August 2025