

# **CRM APPLICATION FOR JEWEL MANAGEMENT**

## **- (DEVELOPER)**

**College Name:** CHIKKANNA GOVERNMENT ARTS COLLEGE

**College Code:** asbru06

**TEAM ID:** NM2025TMID26228

**TEAM MEMBERS:**

**Team Leader Name:** Divya Sri M

**Email :** [kddivyasri797@gmail.com](mailto:kddivyasri797@gmail.com)

**Team Member 1:** Agalya D

**Email :** [agalyalakshmi2006@gmail.com](mailto:agalyalakshmi2006@gmail.com)

**Team Member 2:** Lavanya D

**Email :** [lavanya762006@gmail.com](mailto:lavanya762006@gmail.com)

**Team Member 3:** Lavanya M

**Email :** [lavanyamohanraj0707@gmail.com](mailto:lavanyamohanraj0707@gmail.com)

## **1. INTRODUCTION**

### **1.1 Project Overview**

The **Jewel Inventory System** is a comprehensive software solution developed to streamline and manage the inventory and sales operations of jewellery stores and manufacturers. This system is designed to provide an efficient and user-friendly platform for tracking jewellery items, maintaining accurate inventory records, and supporting seamless sales transactions. By automating key processes, the Jewel Inventory System enhances operational efficiency, reduces manual errors, and ensures better control over stock and customer management.

### **1.2 Purpose**

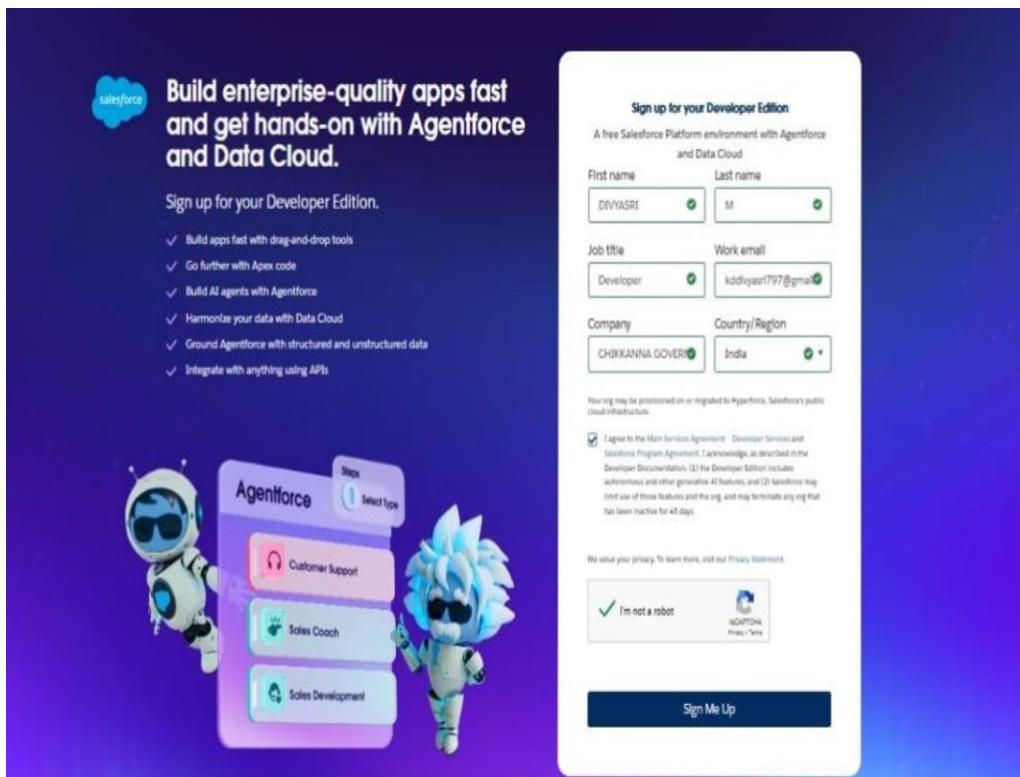
The purpose of the **Jewel Inventory System** is to develop a computerized solution that simplifies the management of jewellery inventory and sales activities. The system is intended to replace traditional

manual methods with an efficient and user-friendly application that ensures accurate record keeping, easy tracking of jewellery items, and smooth handling of sales transactions. By providing better control over stock and reducing human errors, the project aims to improve operational efficiency and support effective decision-making for jewellery businesses.

# DEVELOPMENT PHASE

## Creating Developer Account :

By using this URL - <https://www.salesforce.com/form/developer-signup/?d=pb>



## Account Activation Object:

- Open your email inbox and click on the **Reset Password** link (wait 5–10 minutes if needed).
- Enter a new password, answer the security question, and click **Change Password**.
- You will be redirected to your **Salesforce setup page**.

## OBJECT:

- **Created objects:** Jewel Customer, Item, Customer Order, Price, Billing.

### Jewel Customer Object :

The screenshot shows the Salesforce Setup interface with the 'Object Manager' selected. The left sidebar lists various configuration options like Fields & Relationships, Page Layouts, and Record Types. The main 'Details' section shows the following configuration for the 'Jewel Customer' object:

Setting	Value
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

### Item Object :

The screenshot shows the Salesforce Setup interface with the 'Object Manager' selected. The left sidebar lists various configuration options like Fields & Relationships, Page Layouts, and Record Types. The main 'Details' section shows the following configuration for the 'Item' object:

Setting	Value
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

## Customer Order Object :

The screenshot shows the Salesforce Setup interface for the 'Customer Order' object. The top navigation bar includes 'Setup', 'Home', and 'Object Manager'. The main title is 'Customer Order'. On the left, a sidebar lists various configuration options: 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, and Scoping Rules. The right panel displays the 'Details' section for the 'Customer Order' object. It includes fields for Description, API Name (Customer\_Order\_\_c), Singular Label (Customer Order), and Plural Label (Customer Orders). Under the 'Details' tab, there are checkboxes for 'Enable Reports' (checked), 'Track Activities' (checked), and 'Track Field History'. Deployment status is listed as 'Deployed' with a help link to 'Standard salesforce.com Help Window'.

## Price Object :

The screenshot shows the Salesforce Setup interface for the 'Price' object. The top navigation bar includes 'Setup', 'Home', and 'Object Manager'. The main title is 'Price'. The left sidebar lists the same configuration options as the Customer Order object. The right panel displays the 'Details' section for the 'Price' object. It includes fields for Description, API Name (Price\_\_c), Singular Label (Price), and Plural Label (Prices). Under the 'Details' tab, there are checkboxes for 'Enable Reports' (checked) and 'Track Activities'. Deployment status is listed as 'Deployed' with a help link to 'Standard salesforce.com Help Window'.

## Billing Object :

The screenshot shows the Salesforce Setup interface under the Object Manager section. The left sidebar lists various configuration options for the Billing object, including 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, and Scoping Rules. The main panel displays the 'Details' tab for the Billing object. It includes fields for Description, API Name (Billing\_c), Singular Label (Billing), and Plural Label (Billings). On the right, there are checkboxes for Enable Reports, Track Activities, and Track Field History, all of which are checked. Deployment Status is set to Deployed, and Help Settings point to the Standard salesforce.com Help Window.

## TABS :

\*A **Tab** in Salesforce is a user interface used to create and view records of objects.

\*Tabs can be of different types such as **Custom, Web, Visualforce, Lightning Component**.

\*They help businesses access stored data easily, improve navigation, and enhance productivity.

### Created a Custom Tab :

create a **Customer Tab**, go to **Setup → Tabs → New (Custom Object Tab)**.

Select the object **Jewel Customer**, choose a tab style, and proceed with default profile and app settings.

Click **Save** to complete the tab creation.

The screenshot shows the Salesforce Setup interface under the Tabs section. The left sidebar has a 'User Interface' category expanded, showing 'Rename Tabs and Labels' and 'Tabs'. A search bar at the top says 'Didn't find what you're looking for? Try using Global Search.' The main panel is titled 'Custom Tabs' and contains a sub-section 'Custom Object Tabs'. It lists tabs for 'Billings', 'Customer\_Orders', 'Items', 'Jewel\_Customers', and 'Prices', each with an 'Edit | Del' link. To the right, there's a 'Tab Style' section with five options: 'Credit card' (selected), 'Factory', 'Panel', 'Trophy', and 'Blank'. Below this is a 'Web Tabs' section with a 'New' button and a 'What Is This?' link.

## THE LIGHTNING APP :

- \*A **Lightning App** is a collection of objects, tabs, and tools grouped together in Salesforce for a specific purpose.
- \*It allows customization with logos, colors, utility bars, and Lightning page tabs.
- \*Users can easily switch between apps, improving navigation and efficiency.

### Created a Lightning App :

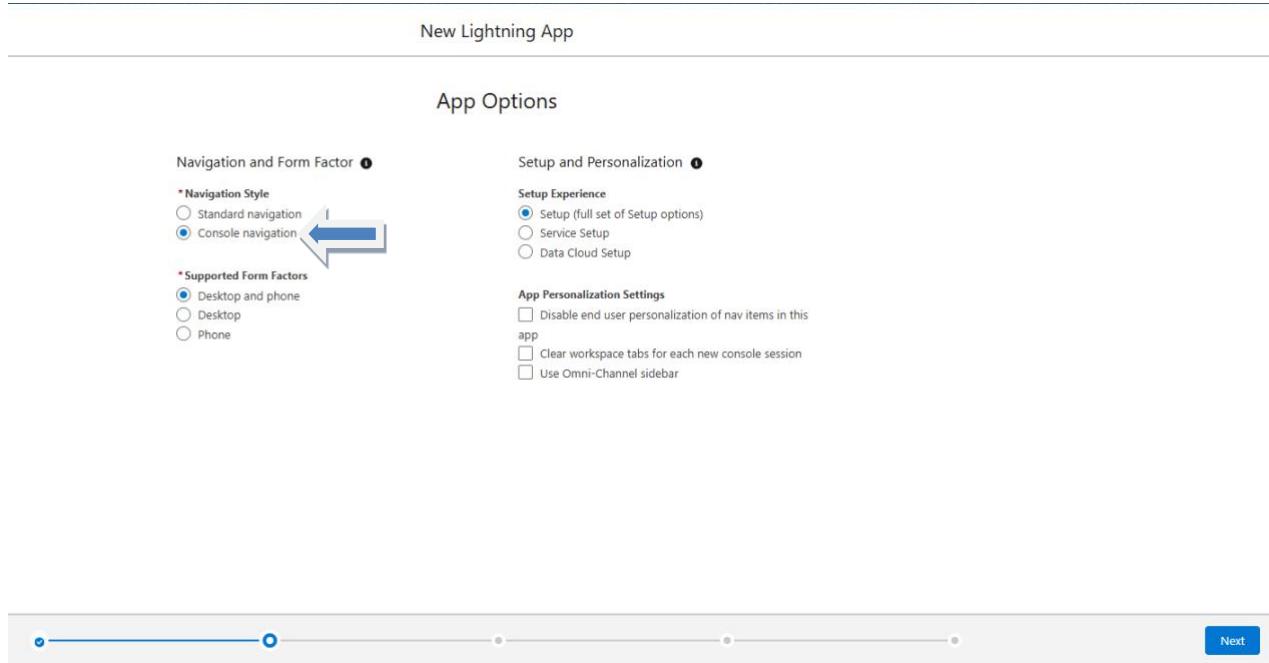
To create a **Lightning App**, go to **Setup → App Manager → New Lightning App**.

Enter the app name, select a logo/color

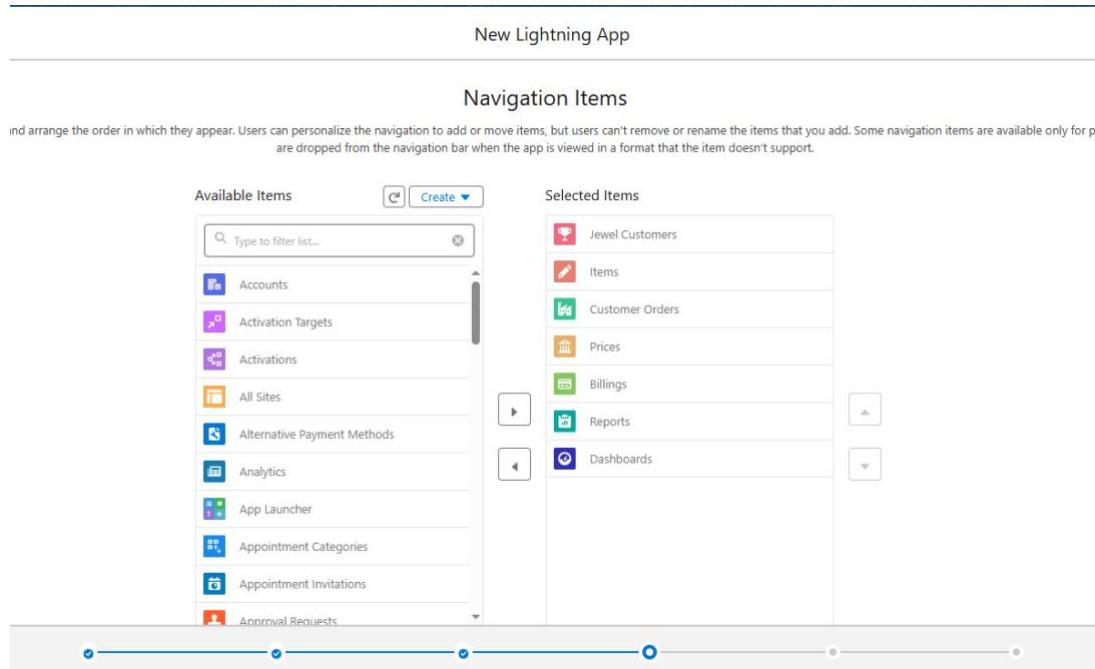
The screenshot shows the Salesforce Setup interface with the following details:

- Search Bar:** Search Setup
- Left Navigation:** Apps, App Manager (selected), External.
- Current Page:** New Lightning App
- App Details & Branding:**
  - App Details:** App Name: Jewellery Inventory System, Developer Name: Jewellery\_Inventory\_System, Description: Elevate your look with elegance-
  - App Branding:** Primary Color Hex: #007002
  - Org Theme Options:** Use the app's image and color instead of the org's custom theme (unchecked)
- App Launcher Preview:** Shows a preview of the app icon (JI) and name (Jewellery Inventory System).
- Bottom Navigation:** Next button.
- Table at the bottom:** Shows a list of existing apps:

ID	Name	Description	Last Modified	Type
10	Sales	Sales	8/12/2025, 4:28 PM	Classic
10	Sales	LightningSales	8/12/2025, 4:28 PM	Lightning
20	Sales Cloud Mobile	SalesCloudMobile	8/12/2025, 4:28 PM	Lightning
30	Sales Connect	SalesConnect	8/12/2025, 4:28 PM	Lightning



This screen shows the **App Options** in Salesforce Lightning App setup, where you choose navigation style, supported devices, and personalization settings.



This screen shows the **Navigation Items setup** in Salesforce Lightning App, where you select and arrange objects (like Jewel Customers, Items, Orders, Reports, Dashboards) to be included in the app.

## FIELDS :

- \*In Salesforce, **Fields** represent the data stored in object records, similar to columns in a database.
- \*They are of two types: **Standard Fields** (predefined like Created By, Owner, Last Modified) and **Custom Fields** (user-defined based on requirements).
- \*Fields make it easy to store, search, edit, and manage specific information for each object.

## Configured Fields And Relationships:

### Customer Order Fields And Relationships:

The screenshot shows the Salesforce Object Manager for the 'Customer Order' object. The left sidebar lists various configuration options: Details, Fields & Relationships (selected), 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, and Scoping Rules. The main content area displays the 'Fields & Relationships' section with 6 items, sorted by Field Label. The table includes columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: Created By (CreatedBy), Customer (Customer\_\_c), Customer Order Id (Name), Item (Item\_\_c), Last Modified By (LastModifiedBy), and Order Status (Order\_Status\_\_c). The 'Customer' field is a lookup to 'Jewel Customer'.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedBy	Lookup(User)		
Customer	Customer__c	Lookup(Jewel Customer)		✓
Customer Order Id	Name	Auto Number		✓
Item	Item__c	Master-Detail(Item)		✓
Last Modified By	LastModifiedBy	Lookup(User)		
Order Status	Order_Status__c	Picklist		

### Jewel Customer Fields And Relationships:

The screenshot shows the Salesforce Object Manager for the 'Jewel Customer' object. The left sidebar lists various configuration options: Details, Fields & Relationships (selected), 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, and Flow Triggers. The main content area displays the 'Fields & Relationships' section with 11 items, sorted by Field Label. The table includes columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: City (City\_\_c), Country (Country\_\_c), Created By (CreatedBy), Customer name (Name), Email (Email\_\_c), Last Modified By (LastModifiedBy), Owner (OwnerId), Phone (Phone\_\_c), State (State\_\_c), Street (Street\_\_c), and Zip/Postal code (Zip\_Postal\_code\_\_c). The 'Owner' field is a lookup to 'User Group'.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
City	City__c	Text(20)		
Country	Country__c	Text(18)		
Created By	CreatedBy	Lookup(User)		
Customer name	Name	Text(80)		✓
Email	Email__c	Email		
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone	Phone__c	Phone		
State	State__c	Text(20)		
Street	Street__c	Text(20)		
Zip/Postal code	Zip_Postal_code__c	Text(6)		

## Items Fields And Relationships:

The screenshot shows the Salesforce Object Manager interface for the 'Item' object. The left sidebar lists various setup categories like Page Layouts, Lightning Record Pages, and Field Sets. The main content area displays a table titled 'Fields & Relationships' with 23 items. The columns are: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The table includes fields such as Amount, Created By, Customer Name, Expected Days Of Return, Gold Price, Item Id, Item Type, KDM, Last Modified By, Making Charges, Ornament, and Owner.

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 (Currency)		
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)		
Owner	OwnerId	Lookup(User,Group)		✓

This screenshot shows the same Salesforce Object Manager interface for the 'Item' object, but with a different set of fields listed in the 'Fields & Relationships' table. The table includes fields such as Ornament, Owner, Percentage, Prices, Priority, Purity, Purity Gold Price, Record Type, Silver Price, Stone Weight, Stone/Other Price, Total Weight, and Weight.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Ornament	Ornament_c	Text(20)		
Owner	OwnerId	Lookup(User,Group)		✓
Percentage	Percentage_c	Number(2, 0)		
Prices	Prices_c	Lookup(Price)		✓
Priority	Priority_c	Picklist		
Purity	Purity_c	Number(2, 0)		
Purity Gold Price	Purity_Gold_Price_c	Formula (Currency)		
Record Type	RecordTypeId	Record Type		✓
Silver Price	Silver_Price_c	Formula (Number)		
Stone Weight	Stone_Weight_c	Number(5, 5)		
Stone/Other Price	Stone_Other_Price_c	Currency(8, 2)		
Total Weight	Total_Weight_c	Formula (Number)		
Weight	Weight_c	Number(8, 5)		

## Price Fields And Relationships:

The screenshot shows the Salesforce Object Manager interface for the 'Price' object. The left sidebar lists various setup options like Page Layouts, Lightning Record Pages, and Field Sets. The main area is titled 'Fields & Relationships' and contains a table with six items. The columns are FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Gold Price	Gold_Price__c	Currency(8, 0)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)	✓	
Price Id	Name	Auto Number	✓	
Silver Price	Silver_Price__c	Currency(8, 5)		

## Billing Fields And Relationships:

The screenshot shows the Salesforce Object Manager interface for the 'Billing' object. The left sidebar lists various setup options. The main area is titled 'Fields & Relationships' and contains a table with 16 items. The columns are FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Amount	Amount__c	Formula (Currency)		
Billing Id	Name	Auto Number	✓	
Created By	CreatedById	Lookup(User)		
Gold/Silver Price	Gold_Silver_Price__c	Formula (Currency)		
Item	Item__c	Lookup(Item)	✓	
KDM Charge	KDM_Charge__c	Formula (Currency)		
Last Modified By	LastModifiedById	Lookup(User)		
Making Charges	Making_Charges__c	Formula (Currency)		
Ornament	Ornament__c	Formula (Text)		
Owner	OwnerId	Lookup(User,Group)	✓	

The screenshot shows the Salesforce Object Manager interface for the 'Billing' object. The left sidebar has 'Fields & Relationships' selected. The main area displays a table titled 'Fields & Relationships' with 16 items, sorted by Field Label. The columns show Field Label, API Name, and Type. Key fields include Last Modified By (LastModifiedBy), Making Charges (Making\_Charges\_\_c), Ornament (Ornament\_\_c), Owner (OwnerId), Paid Amount (Paid\_Amount\_\_c), Paying Amount (Paying\_Amount\_\_c), Stone weight (Stone\_weight\_\_c), Stones/other price (Stones\_other\_price\_\_c), Total Amount (Total\_Amount\_\_c), and Weight (Weight\_\_c). Buttons for Quick Find, New, Deleted Fields, Field Dependencies, and Set History Tracking are at the top right.

## Created The Field Dependencies:

The screenshot shows the Salesforce Object Manager interface for the 'Item' object. The left sidebar has 'Fields & Relationships' selected. The main area displays the 'Field Information' section for the 'Priority' field. It shows details like Field Label (Priority), Field Name (Priority), API Name (Priority\_\_c), Description, Help Text, Data Owner, Field Usage, Data Sensitivity Level, and Compliance Categorization. It also shows the Created By (meghana.katoju, 7/1/2023, 10:55 PM) and Modified By (meghana.katoju, 7/1/2023, 10:55 PM). Below this is the 'General Options' section with Required (unchecked) and Default Value (dropdown menu). Under 'Picklist Options', it shows 'Restrict picklist to the values defined in the value set' checked and 'Controlling Field' set to [New]. The 'Picklist Values Used' section shows 4 active and inactive picklist values. At the bottom, the 'Field Dependencies' section is highlighted with a red box and a red arrow pointing to the 'New' button. A 'Field Dependencies Help' link is at the bottom right.

Go to Setup → Object Manager → Item → Fields & Relationships and open the Priority field.

## New Field Dependency

[Help for this Page](#)

Create a dependent relationship that causes the values in a picklist or multi-select picklist to be dynamically filtered based on the value selected by the user in another field.  
• The field that drives filtering is called the "controlling field." Standard and custom checkboxes and picklists with at least one and less than 300 values can be controlling fields.  
• The field that has its values filtered is called the "dependent field." Custom picklists and multi-select picklists can be dependent fields.

**Step 1.** Select a controlling field and a dependent field. Click Continue when finished.

**Step 2.** On the following page, edit the filter rules that control the values that appear in the dependent field for each value in the controlling field.

**Create a new Field Dependency, selecting Priority as the controlling field and Expected Days of Return as the dependent field.**

**Map the related values, click Include Values, and Save to complete**

## Created the validation rule :

SETUP > OBJECT MANAGER  
Jewel Customer

Validation Rule Detail	
Rule Name	Postal_Code
Error Condition Formula	AND( OR( LEN(Zip_Postal_code__c) <> 6, NOT(REGEX(Zip_Postal_code__c, "[0-9]{6}S"))), NOT(ISBLANK(Zip_Postal_code__c)) )
Active	<input checked="" type="checkbox"/>
Error Message	Must contain 6 digits
Description	
Created By	KARTHICK V 8/25/2025, 11:23 PM
Modified By	KARTHICK V 8/25/2025, 11:23 PM
Object Limits	<a href="#">Edit</a> <a href="#">Clone</a>
Record Types	
Related Lookup Filters	
Search Layouts	

SETUP > OBJECT MANAGER  
Jewel Customer

Validation Rule Detail	
Rule Name	ValidationRule_For_JewelCustomerObject
Error Condition Formula	OR( ISBLANK(City__c), ISBLANK(Country__c), ISBLANK(Phone__c), ISBLANK(State__c), ISBLANK(Street__c) )
Active	<input checked="" type="checkbox"/>
Error Message	Please fill Required fields
Description	
Created By	KARTHICK V 8/25/2025, 11:24 PM
Modified By	KARTHICK V 8/25/2025, 11:24 PM
Object Limits	<a href="#">Edit</a> <a href="#">Clone</a>

# PROFILES :

- \* A Profile in Salesforce is a collection of settings and permissions that define user access to objects, fields, tabs, apps, and other features.
- \* There are Standard Profiles (predefined, non-deletable) and Custom Profiles (user-defined, deletable if unused).

## Gold Smith Profile Created:

The screenshot shows the Salesforce Setup interface. The left sidebar is collapsed, and the main area is titled "Profiles". A sub-header "Clone Profile" is displayed, with a note "Enter the name of the new profile." Below this, a section titled "You must select an existing profile to clone from." contains the following fields:

- Existing Profile: System Administrator
- User License: Salesforce
- Profile Name: Gold Smith

At the bottom of the form are "Save" and "Cancel" buttons. The top navigation bar includes "Search Setup" and various icons for navigation and help.

## Worker Profile Created:

The screenshot shows the Salesforce Setup interface. The left sidebar is collapsed, and the main area is titled "Profiles". A sub-header "Worker Profile" is displayed, with a note "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." Below this, a list of permissions is shown, each with an "Edit" link:

- Login IP Ranges
- Enabled Apex Class Access
- Enabled Visualforce Page Access
- Enabled External Data Source Access
- Enabled Named Credential Access
- Enabled External Credential Proposal Access
- Enabled Custom Metadata Type Access
- Enabled Custom Setting Definition Access
- Enabled Flow Access
- Enabled Service Presence Status Access
- Enabled Custom Permissions

Below the permissions, there is a "Profile Detail" section with the following information:

Name	Worker Profile	Type	Custom Profile
User License	Salesforce Platform		<input checked="" type="checkbox"/>
Description			
Created By	KARTHIK_V 8/25/2025, 11:35 PM		
Modified By	KARTHIK_V 8/27/2025, 10:38 PM		

At the bottom, there are sections for "Page Layouts" and "Standard Object Layouts". The top navigation bar includes "Search Setup" and various icons for navigation and help.

## ROLES:

\* A Role in Salesforce defines record-level visibility and determines what data a user can see within the organization.

\* It helps differentiate users based on their **position** in the hierarchy, ensuring proper data access.

### Created Gold Smith Role:

The screenshot shows the Salesforce Setup interface. In the left sidebar, under 'Users', 'Roles' is selected. The main area displays a 'Role Edit' screen for 'Gold Smith'. The 'Label' field contains 'Gold Smith', the 'Role Name' field contains 'Gold\_Smith', and the 'This role reports to' dropdown is set to 'CEO'. The 'Role Name as displayed on reports' field also contains 'Gold Smith'. At the bottom, there are 'Save', 'Save & New', and 'Cancel' buttons. The top navigation bar includes 'Search Setup' and various global buttons.

### Created One More Role As Worker Which Reports To Gold Smith :

The screenshot shows the 'Your Organization's Role Hierarchy' page. The tree view shows the following structure:  
Meghana  
└ Add Role  
  └ CEO (Edit | Del | Assign)  
  └ Add Role  
    └ CFO (Edit | Del | Assign)  
    └ Add Role  
    └ COO (Edit | Del | Assign)  
    └ Add Role  
    └ Gold Smith (Edit | Del | Assign)  
      └ Add Role  
      └ Worker (Edit | Del | Assign)  
        └ Add Role  
    └ HR (Edit | Del | Assign)  
    └ Add Role  
    └ Manager (Edit | Del | Assign)  
    └ Add Role  
    └ SVP\_Customer Service & Support (Edit | Del | Assign)  
    └ Add Role  
    └ SVP\_Human Resources (Edit | Del | Assign)  
    └ Add Role

# USERS:

A Salesforce user is anyone who logs in with a unique user account. Each account includes details like username, email, license, profile, and optionally a role. The user's account settings control access to features and records.

## Created User:(Gold Smith)

The screenshot shows the 'User Detail' page for a user named Niklaus Mikaelson. The user has the role 'Gold Smith'. The 'User License Profile' is set to 'Gold Smith'. The 'Active' checkbox is checked. The 'Marketing User' checkbox is checked. The 'Office User' checkbox is unchecked. The 'Knowledge User' checkbox is unchecked. The 'Flow User' checkbox is unchecked. The 'Service Cloud User' checkbox is unchecked. The 'Site.com Contributor User' checkbox is unchecked. The 'Site.com Publisher User' checkbox is unchecked. The 'WDC User' checkbox is unchecked. The 'Mobile Push Registrations' section shows 'Data.com User Type' is checked. The 'Accessibility Mode (Classic Only)' checkbox is checked. The 'Debug Mode' checkbox is checked. The 'High-Contrast Palette on Charts' checkbox is checked. The 'Load Lightning Pages While Scrolling' checkbox is checked. The 'Send Apex Warning Emails' checkbox is unchecked. The 'Salesforce CRM Content User' checkbox is checked. The 'Receive Salesforce CRM Content Email Alerts' checkbox is checked. The 'Receive Salesforce CRM Content Alerts as Daily Digest' checkbox is checked. The 'Make Setup My Default Landing Page' checkbox is unchecked. The 'Quick Access Menu' checkbox is checked. The 'Development Mode' checkbox is unchecked. The 'Show View State in Development Mode' checkbox is unchecked. The 'Cache Diagnostics' checkbox is unchecked.

## Created User:(Worker)

The screenshot shows the 'User Detail' page for a user named Kol Mikaelson. The user has the role 'Worker'. The 'User License Profile' is set to 'Worker Profile'. The 'Active' checkbox is checked. The 'Marketing User' checkbox is checked. The 'Office User' checkbox is unchecked. The 'Knowledge User' checkbox is unchecked. The 'Flow User' checkbox is unchecked. The 'Service Cloud User' checkbox is unchecked. The 'Site.com Contributor User' checkbox is unchecked. The 'Site.com Publisher User' checkbox is unchecked. The 'WDC User' checkbox is unchecked. The 'Mobile Push Registrations' section shows 'Data.com User Type' is checked. The 'Accessibility Mode (Classic Only)' checkbox is checked. The 'Debug Mode' checkbox is checked. The 'High-Contrast Palette on Charts' checkbox is checked. The 'Load Lightning Pages While Scrolling' checkbox is checked. The 'Salesforce CRM Content User' checkbox is checked. The 'Receive Salesforce CRM Content Email Alerts' checkbox is checked. The 'Receive Salesforce CRM Content Alerts as Daily Digest' checkbox is checked. The 'Make Setup My Default Landing Page' checkbox is unchecked. The 'Allow Forecasting' checkbox is unchecked. The 'No MRU Updates' checkbox is checked. The 'Call Center' checkbox is unchecked. The 'Phone' checkbox is unchecked. The 'Extension' checkbox is unchecked.

# PAGE LAYOUTS:

- \*Page Layouts in Salesforce let you customize the design of record detail and edit pages.
- \*They control the placement of fields, related lists, and custom links for both standard and custom objects.
- \*Use case: To make clumsy pages more organized and visually pleasant by grouping related information into sections.

## Created a Gold Page layout:

Page Layout for Gold

Section	Customer Name	Item Type	Ornament	Priority	Silver Price	Weight
Blank Space	Expected Days Of...	KDM	Owner	Purity	Stone/Other Price	
Amount	Gold Price	Last Modified By	Percentage	Purity Gold Price	Stone Weight	
Created By	Item Id	Making Charges	Prices	Record Type	Total Weight	

Item Sample

Highlights Panel

Customize the highlights panel for this page layout...

## Created a Silver Page layout:

Page Layout for Silver

Section	Customer Name	Item Type	Ornament	Priority	Silver Price	Weight
Blank Space	Expected Days Of...	KDM	Owner	Purity	Stone/Other Price	
Amount	Gold Price	Last Modified By	Percentage	Purity Gold Price	Stone Weight	
Created By	Item Id	Making (Type: Picklist)	Prices	Record Type	Total Weight	

Item Sample

Highlights Panel

Customize the highlights panel for this page layout...

PAGE LAYOUT NAME	CREATED BY	MODIFIED BY
Item Layout	KARTHICK V, 8/25/2025, 4:20 AM	KARTHICK V, 8/25/2025, 10:52 PM
Page Layout for Gold	KARTHICK V, 8/25/2025, 11:52 PM	KARTHICK V, 8/25/2025, 11:58 PM
Page Layout for Silver	KARTHICK V, 8/26/2025, 12:00 AM	KARTHICK V, 8/26/2025, 12:02 AM

## RECORD TYPES :

- \*Record Types in Salesforce group records of the same object to offer different page layouts, fields, and picklist values.
- \*They help tailor user experience based on different business processes within the same object.
- \*Use case: Create separate forms for Gold and Silver records to simplify data entry based on work mode.

### created a Record Type : (Gold)

The screenshot shows the Salesforce Object Manager interface for creating a new Record Type named 'Gold' under the 'Item' object. The 'Record Type Label' is set to 'Gold', and the 'Record Type Name' is also 'Gold'. The 'Description' field contains 'Gold items information'. The record is marked as 'Active' with a checkmark. The 'Modified By' field shows 'KARTHIK.V' with a timestamp of '8/27/2025, 10:13 PM'. Below the main details, there is a section titled 'Picklists Available for Editing' which lists three fields: 'Expected Days Of Return', 'Item Type', and 'Priority', each with its own edit link and modified date.

### created a Record Type : (Silver)

The screenshot shows the Salesforce Object Manager interface for creating a new Record Type named 'Silver' under the 'Item' object. The 'Record Type Label' is set to 'Silver', and the 'Record Type Name' is also 'Silver'. The 'Description' field contains 'Silver items information'. The record is marked as 'Active' with a checkmark. The 'Modified By' field shows 'KARTHIK.V' with a timestamp of '8/27/2025, 10:17 PM'. Below the main details, there is a section titled 'Picklists Available for Editing' which lists three fields: 'Expected Days Of Return', 'Item Type', and 'Priority', each with its own edit link and modified date.

## PERMISSION SETS :

\*Permission sets are collections of settings and permissions that grant users access to specific tools or features.

\*Standard permission sets save time by providing predefined permissions tied to a permission set license.

### Created a permission set :

The screenshot shows the 'Permission Sets' page in the Salesforce Setup. At the top, there's a header with a user icon, 'SETUP', and the page title 'Permission Sets'. Below the header, a sub-header reads 'Permission Sets'. A sub-instruction says 'On this page you can create, view, and manage permission sets.' Underneath, there's a navigation bar with 'All Permission Sets' (with a dropdown arrow), 'Edit | Delete | Create New View', and a search bar. To the right of the search bar are links labeled A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q. Below the navigation is a table with columns: 'Action', 'Permission Set Name ↑', 'Description', and 'License'. The table lists several permission sets, including 'Partner Connect Partner Admin Setup', 'Payments Administrator', 'Per to Worker' (which has a blue arrow pointing to it), 'Prompt Template Manager', 'Prompt Template User', 'PromptTemplatePermSet', and 'Publish Suggested for You Nudges Integration User'. Each row also has a checkbox in the 'Action' column.

The screenshot shows the 'Permission Set Overview' for the 'Per to Worker' permission set. At the top, there's a header with a user icon, 'SETUP', and the page title 'Permission Sets'. Below the header, a sub-header reads 'Permission Set Per to Worker'. On the right, there are links for 'Video Tutorial' and 'Help for this Page'. Underneath, there's a toolbar with buttons for 'Find Settings...', 'Clone', 'Edit Properties', 'Manage Assignments', and 'View Summary'. The main area is titled 'Permission Set Overview' and contains sections for 'Description', 'API Name' (set to 'Per\_to\_Worker'), 'Namespace Prefix', 'Created By' (KARTHIK V, 8/27/2025, 10:18 PM), 'Last Modified By' (KARTHIK V, 8/27/2025, 10:20 PM), 'License', 'Session Activation Required' (unchecked), and 'Permission Set Groups Added To' (0). Below this, there's a section titled 'Apps' with two sub-sections: 'Assigned Apps' (described as 'Settings that specify which apps are visible in the app menu') and 'Assigned Connected Apps' (described as 'Settings that specify which connected apps are visible in the app menu').

# TRIGGER :

- \*A **trigger** is Apex code that runs automatically before or after events like insert, update, or delete.
- \*It helps automate processes and customize behavior when records change in Salesforce.
- \***Use case:** Update the *Paid Amount* on the *Billing* object based on the *Paying Amount* during insert and update actions.

## Created a Trigger Handler class :

The screenshot shows the Salesforce IDE interface. At the top, there's a menu bar with File, Edit, Debug, Test, Workspace, Help, and some navigation icons. Below the menu is a toolbar with Code Coverage: None, API Version: 64, and other buttons. The main area displays the code for the `UpdatePaidAmountTriggerHandler.apxc` file. The code contains two static methods: `handleBeforeInsert` and `handleBeforeUpdate`. The `handleBeforeInsert` method iterates through a list of `Billing__c` objects and sets the `Paid_Amount__c` field to the `Paying_Amount__c` field. The `handleBeforeUpdate` method iterates through a list of updated `Billing__c` objects, retrieves the old record from a map, calculates the new `Paid_Amount__c` value by adding the old amount to the `Paying_Amount__c`, and then updates the record. A cursor is visible at the end of the closing brace of the `handleBeforeUpdate` method. To the right of the code editor, a modal dialog titled "Open" is displayed. It has three tabs: Entity Type, Entities, and Related. Under Entity Type, "Classes" is selected, and "UpdatePaidAmountTriggerHandler" is listed under Entities. The Related tab is empty. At the bottom of the dialog are buttons for Open, Filter, Hide Managed Packages, and Refresh. The status bar at the bottom of the IDE shows "Logs Tests Checks" and "Name".

```
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 }
```

## Created the trigger :

The screenshot shows the Salesforce IDE interface with the following details:

- File Bar:** File, Edit, Debug, Test, Workspace, Help.
- Title Bar:** UpdatePaidAmountTrigger.apxt
- Toolbar:** Code Coverage: None, API Version: 64.
- Code Editor:** The code for the trigger is displayed:

```
1 trigger UpdatePaidAmountTrigger on Billing__c (before insert, before update) {  
2  
3     if (Trigger.isInsert) {  
4  
5         UpdatePaidAmountTriggerHandler.handleBeforeInsert(Trigger.new);  
6  
7     } else if (Trigger.isUpdate) {  
8  
9         UpdatePaidAmountTriggerHandler.handleBeforeUpdate(Trigger.oldMap, Trigger.new);  
10    }  
11}  
12}
```
- Open Dialog:** An "Open" dialog is open, listing various entity types. The "Triggers" row is selected, and its details are shown in the "Entities" and "Related" sections.

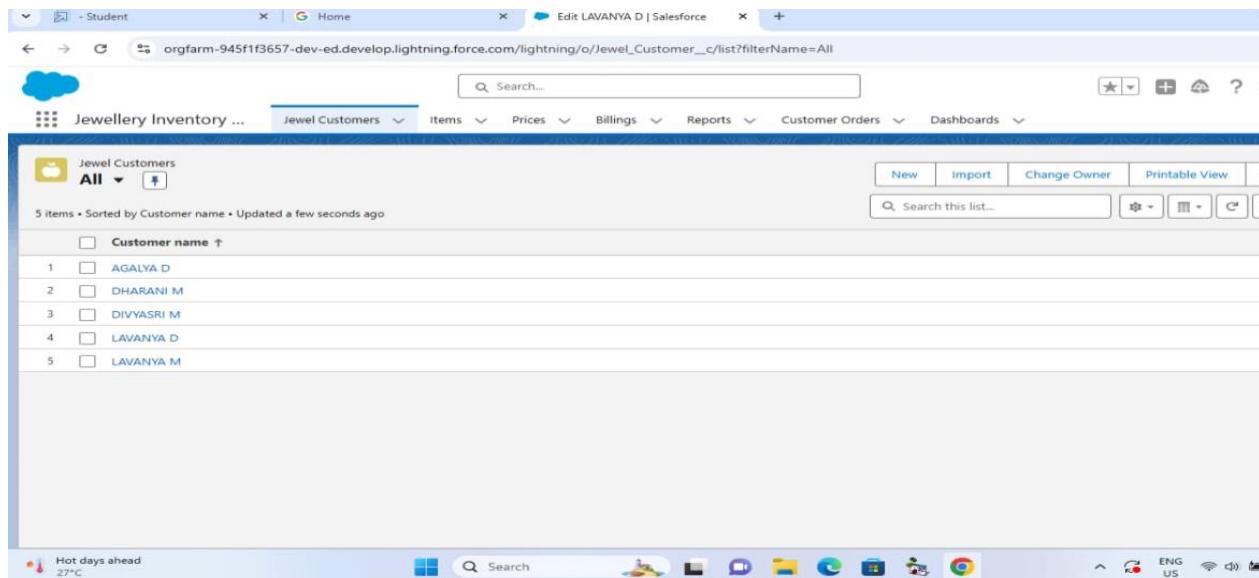
Entity Type	Entities	Related			
Entity Type	Name	Namespace	Name	Extent	Direction
Classes	UpdatePaidAmountTrigger		Billing__c	SObject	References
Triggers			UpdatePaid...	ApexClass	References
Pages					
Page Components					
Objects					
Static Resources					
Packages					

# USER ADOPTION :

\*User Adoption involves managing users effectively to ensure they utilize Salesforce efficiently.

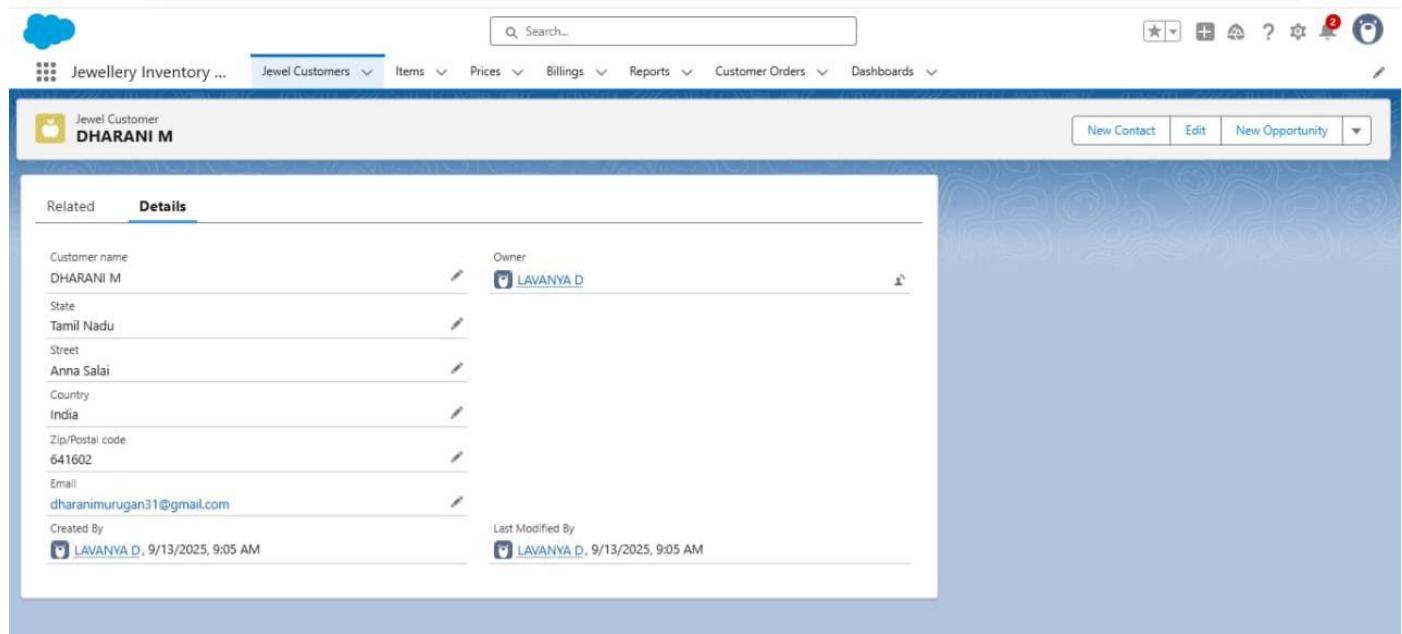
\*As an admin, you handle tasks like creating users, setting permissions, and configuring data access.

## Created a Record (Jewel Customer) :



The screenshot shows the Salesforce Lightning interface for a 'Jewellery Inventory' application. The top navigation bar includes links for 'Jewel Customers', 'Items', 'Prices', 'Billings', 'Reports', 'Customer Orders', and 'Dashboards'. The main content area displays a list titled 'Jewel Customers' with the filter set to 'All'. It shows five items, each with a checkbox and the name: AGALYA D, DHARANI M, DIVYASRI M, LAVANYA D, and LAVANYA M. The interface includes standard Salesforce navigation and search tools at the top and bottom.

## View a Record(Jewel Customer) :



The screenshot shows the Salesforce Lightning interface for a 'Jewellery Inventory' application, specifically viewing a 'Jewel Customer' record for 'DHARANI M'. The top navigation bar is identical to the previous screenshot. The main content area shows the 'Details' tab of the customer record. The 'Related' tab is also visible. The record displays the following information:

Customer name	Owner
DHARANI M	LAVANYA D
State	Tamil Nadu
Street	Anna Salai
Country	India
Zip/Postal code	641602
Email	dharanimurugan31@gmail.com
Created By	LAVANYA D, 9/13/2025, 9:05 AM
Last Modified By	LAVANYA D, 9/13/2025, 9:05 AM

## Deleted a Record(Jewel Customer) :

BEFORE DELETED :

Jewellery Inventory ... Jewel Customers Items Prices Billings Reports Customer Orders Dashboards

Search... New Import Change Owner Printable View Assign Label

All Import Change Owner Printable View Assign Label

5 items • Sorted by Customer name • Updated a few seconds ago

	Customer name ↑	
1	□ AGALYA D	▼
2	□ DHARANI M	▼
3	□ DIVYASRI M	▼
4	□ LAVANYA D	▼
5	□ LAVANYA M	▼

AFTER DELETED :

Jewellery Inventory ... Jewel Customers Items Prices Billings Reports Customer Orders Dashboards

Search... Import Change Owner Printable View Assign Label

All Import Change Owner Printable View Assign Label

✓ Jewel Customer "DHARANI M" was deleted. Undo X

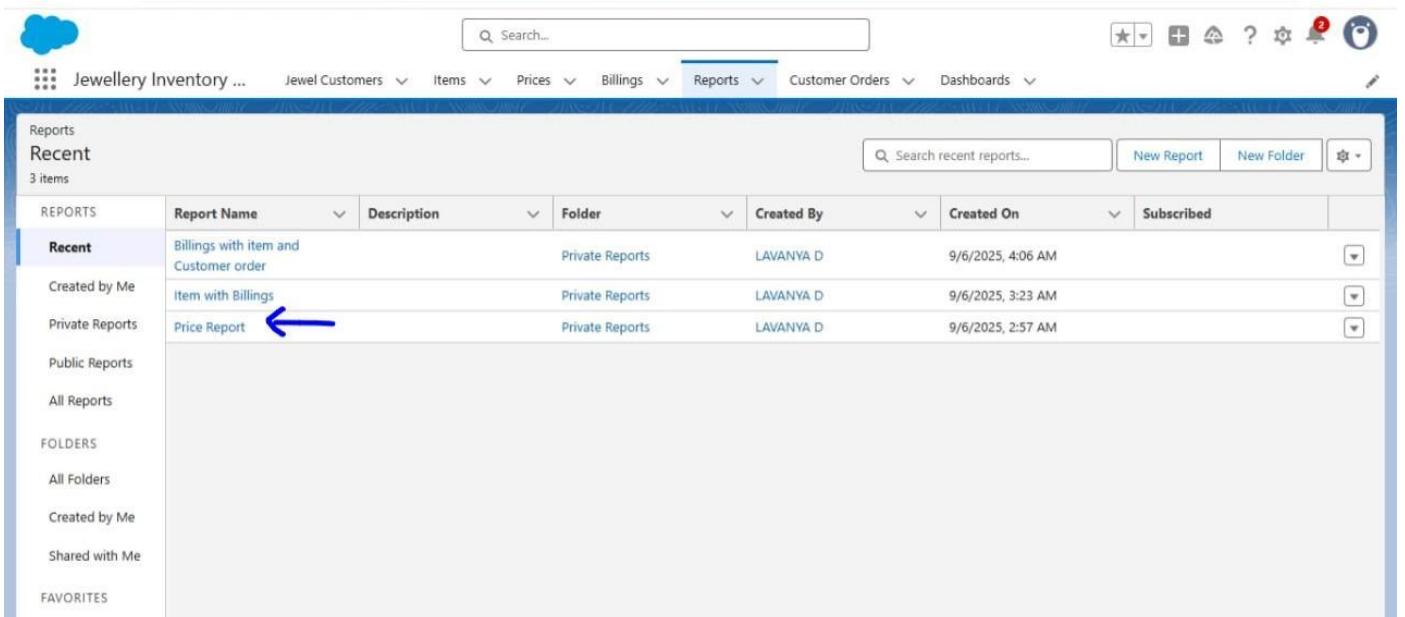
4 items • Sorted by Customer name • Updated a few seconds ago

	Customer name ↑	
1	□ AGALYA D	▼
2	□ DIVYASRI M	▼
3	□ LAVANYA D	▼
4	□ LAVANYA M	▼

# REPORTS :

- \*Reports in Salesforce help you view and analyze data in various formats like Tabular, Summary, Matrix, and Joined.
- \*They allow you to organize and share key insights for better decision-making.
- \***Use case:** Create reports on Gold Items, Silver Items, Customer Orders, and Billings to give GoldSmith a clear business overview.

## Created Price Reports:



The screenshot shows the Salesforce Reports page. On the left, there's a sidebar with categories: Reports, Recent (3 items), REPORTS (Recent, Created by Me, Private Reports, Public Reports, All Reports), FOLDERS (All Folders, Created by Me, Shared with Me), and FAVORITES (All Favorites). The main area displays a table of recent reports. The table has columns: Report Name, Description, Folder, Created By, and Created On. The 'Price Report' row is highlighted with a blue arrow pointing to it. The report details are: Report Name: 'Price Report', Description: 'Item with Billings', Folder: 'Private Reports', Created By: 'LAVANYA D', and Created On: '9/6/2025, 2:57 AM'. At the bottom, there's a summary: Total Records: 1, Total Gold Price: \$9,000. Below that is a table with columns: Price: ID, Gold Price, and Price: Price Id. It contains two rows: Row 1 with Price: ID 'a03gL00000AnXhp', Gold Price '\$9,000', and Price: Price Id 'Price-01'; Row 2 with Price: ID blank, Gold Price '\$9,000', and Price: Price Id blank.

Report Name	Description	Folder	Created By	Created On	Subscribed
Billings with item and Customer order	Private Reports	LAVANYA D	9/6/2025, 4:06 AM		
Item with Billings	Private Reports	LAVANYA D	9/6/2025, 3:23 AM		
Price Report	Private Reports	LAVANYA D	9/6/2025, 2:57 AM		

Price: ID	Gold Price	Price: Price Id
a03gL00000AnXhp	\$9,000	Price-01
	\$9,000	

### **Created Item With Billings Report:**

Jewellery Inventory ... Reports Item with Billings

Report: Billings with Item  
**Item with Billings**

Total Records  
1

	Billing: Billing Id	Item: Item Id
1	Billing-01	Item-01

### **Created Billing With Item And Customer Order Report:**

Jewellery Inventory ... Reports Billings with item an...

Report: Items with Customer Orders  
**Billings with item and Customer order**

Total Records  
1

	Item: Item Id	Customer Order: Customer Order Id
1	Item-01	Customer Order-01

## DASHBOARDS :

- \*Dashboards in Salesforce provide visual representations of report data to help track trends and performance in real time.
- \*They make it easier for users to interpret data quickly using charts, graphs, and metrics.
- \***Use case:** As an Admin, you create dashboards for GoldSmith to easily view key reports without searching through raw data.

### Created Dashboard 1 :

The screenshot shows a Salesforce dashboard interface. At the top, there's a navigation bar with icons for Home, App Launcher, and Search, followed by the text "Jewellery Inventory ...". To the right of the search bar are buttons for "Dashboards", a dropdown menu, and the title "Dashboard 1" which is highlighted with a blue border. Below the title, there's a small circular icon with a gear and the text "Dashboard 1". Further down, a timestamp "As of Sep 7, 2025, 11:20 PM" and a note "Viewing as KARTHICK V" are visible. The main content area features a report card titled "Price Report". The card has three columns: "Price: ID ↑", "Gold Price", and "Price: Price Id". The first column contains the value "a03gL00000AnXhp". The second column contains the value "\$9k". The third column contains the value "Price-01". At the bottom left of the card is a link "View Report (Price Report)", and at the bottom right is the timestamp "As of Sep 7, 2025, 11:20 PM".

## Created Dashboard 2 :

Jewellery Inventory ... Dashboards Dashboard 2

Dashboard  
**Dashboard 2**

As of Sep 7, 2025, 11:26 PM · Viewing as KARTHICK V

Item with Billings

Billing: Billing Id ↑	Item: Item Id
Billing-01	Item-01

[View Report \(Item with Billings\)](#) As of Sep 7, 2025, 11:26 PM

## Created Dashboard 3 :

Jewellery Inventory ... Dashboards Dashboard 3

Dashboard  
**Dashboard 3**

As of Sep 7, 2025, 11:27 PM · Viewing as KARTHICK V

Billings with item and Customer order

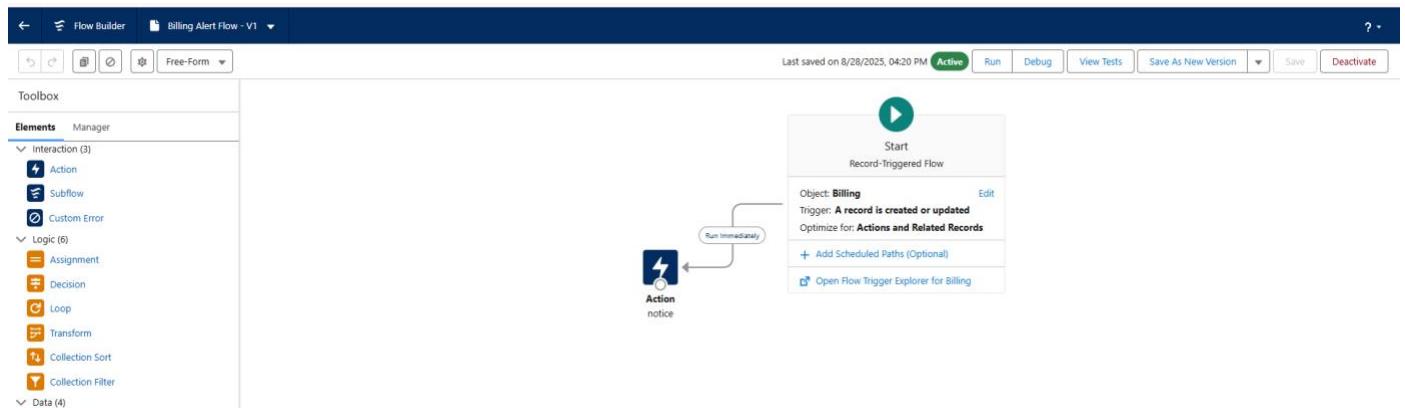
Item: Item Id ↑	Customer Order: Customer Order Id
Item-01	Customer Order-01

[View Report \(Billings with item and Customer order\)](#) As of Sep 7, 2025, 11:27 PM

## FLOWs :

- \*Flows in Salesforce are visual tools used to automate business processes without writing code.
- \*They guide users through steps, collect/update data, and handle tasks like record updates or email triggers.
- \***Use case:** Use Flows to streamline complex processes through a drag-and-drop interface for efficient automation.

## Created a Flow :



The screenshot shows the Salesforce Flow Definitions page. At the top, there are buttons for Flow Trigger Explorer and New Flow. Below is a table of flow definitions. The table has columns: Flow Label, Process Type, Active, Template, Package State, Package Name, Last Modified By, and Last Modified Date. The rows list various flows, including 'Add or Modify Service Appointment Attendees', 'Approvals Workflow: Evaluate Approval Requests', 'Approvals Workflow: Process Approval Submission', 'Authentication Provider User Registration', 'Basic Approval Request', 'Billing Alert Flow' (which has a blue arrow pointing to its row), 'Book Appointment from invitation', 'Cancel item Flow', 'Change Case Owner to Incident Owner', and 'Chats Routed to Agents and Queues'. The 'Billing Alert Flow' row shows it is an Autolaunched Flow, Unmanaged, created by KARTHICK V on 8/28/2025, 3:50 AM.

Flow Label	Process Type	Active	Template	Package State	Package Name	Last Modified By	Last Modified Date
Add or Modify Service Appointment Attendees	Salesforce Scheduler Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-installed			
Approvals Workflow: Evaluate Approval Requests	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-installed			
Approvals Workflow: Process Approval Submission	Screen Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-installed			
Authentication Provider User Registration	Identity User Registration Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-installed			
Basic Approval Request	Flow Orchestration for CMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-installed			
Billing Alert Flow	Autolaunched Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unmanaged	KARTHICK V	8/28/2025, 3:50 AM	
Book Appointment from invitation	Salesforce Scheduler Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-installed			
Cancel item Flow	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-installed			
Change Case Owner to Incident Owner	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-installed			
Chats Routed to Agents and Queues	Omni-Channel Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-installed			

# RESULTS :

## Output Screenshots :

### ❖ Tabs For Billings,Customer Orders,Items,Jewel Customers,Prices

The screenshot shows the 'Custom Tabs' page in the Salesforce Setup. It lists five custom tabs under 'Custom Object Tabs': 'Billings' (blue), 'Customer Orders' (green), 'Items' (orange), 'Jewel Customers' (red), and 'Prices' (yellow). Each tab has an 'Edit | Del' link and a 'Label' column. To the right of the tabs is a 'Tab Style' column with icons and descriptions: 'Credit card' (blue), 'Factory' (green), 'Pencil' (orange), 'Trophy' (red), and 'Bank' (yellow). A 'Description' column is on the far right.

### ❖ APP DASHBOARD :

The screenshot shows the 'Dashboard 1' page in the 'Jewellery Inventory ...' app. At the top, it displays 'Dashboards' and 'Dashboard 1'. Below, it shows a 'Price Report' card with the following data:

Price: ID	Gold Price	Price: Price Id
a03gL00000AnXhp	\$9k	Price-01
a03gL00000BjghV	\$7k	Price-02

At the bottom of the card, there are links 'View Report (Price Report)' and 'As of Sep 8, 2025, 4:09 AM'.

## ❖ JEWEL CUSTOMER RECORD PAGE :

The screenshot shows a software interface for managing customer records. At the top, there's a navigation bar with links for 'Jewellery Inventory ...', 'Jewel Customers', 'Items', 'Prices', 'Billings', 'Reports', 'Customer Orders', and 'Dashboards'. Below the navigation is a search bar labeled 'Search...'. On the left, a sidebar titled 'Jewel Customers' displays a 'Recently Viewed' section with four items: DIVYASRI M, AGALYA D, LAVANYA D, and LAVANYA M. Each item has a checkbox next to it. To the right of the sidebar is a main content area with a search bar 'Search this list...', several filter and sort icons, and a table header 'Customer name'. The table lists the four customers from the sidebar.

## ❖ JEWEL REPORT :

The screenshot shows a software interface for generating reports. At the top, there's a navigation bar with links for 'Jewellery Inventory ...', 'Reports', and 'Price Report'. Below the navigation is a title 'Report: Prices' and a subtitle 'Price Report'. Underneath, it shows 'Total Records' (2) and 'Total Gold Price' (\$16,200). A table below lists three price entries with columns for 'Price: ID', 'Gold Price', and 'Price: Price Id'. The data is as follows:

	Price: ID	Gold Price	Price: Price Id
1	a03gL00000AnXhp	\$9,000	Price-01
2	a03gL00000BjghV	\$7,200	Price-02
3		\$16,200	

# **ADVANTAGES & DIS ADVANTAGES :**

## **ADVANTAGES :**

- ❖ Tracks metal type, weight, price, and quantity per item.
- ❖ Eliminates manual data entry errors
- ❖ Stores customer details and purchase history
- ❖ Helps managers make **data-driven decisions**
- ❖ Reduces mistakes using **Validation Rules** and **Field Dependencies**
- ❖ Customized Lightning Pages for easy data entry
- ❖ Reduces training time for new staff
- ❖ Easy to add new jewellery types, stores, or processes in future
- ❖ Uses Salesforce profiles and permission sets
- ❖ Ensures that only authorized users can view or modify sensitive data

## **DIS ADVANTAGES :**

- ❖ The app works only within Salesforce; integration with external platforms needs **custom APIs** or third-party tools.
- ❖ No support for scanning barcodes or using RFID for physical inventory checks.
- ❖ Needs improvement for complex inventory scenarios.
- ❖ Sales Order confirms but **actual payment collection is manual or outside the system.**
- ❖ New customer records are entered manually.
- ❖ All users may see the same dashboard view.
- ❖ Requires internet and Salesforce login.
- ❖ No offline access for stock audits or mobile order entries in remote areas.

## **CONCLUSION :**

The Jewellery CRM application effectively streamlines inventory and sales processes using Salesforce tools like flows, validation rules. It improves data accuracy, automates order management, and enhances customer communication. The system offers a user-friendly interface and real-time reporting for better decision-making. This project demonstrates strong practical knowledge of Salesforce development. While effective, future enhancements like payment integration and barcode scanning can further improve its functionality. Overall, it delivers a smart solution tailored for jewellery business needs.



















