**CRM APPLICATION FOR JeWELLERY MANAGEMENT**

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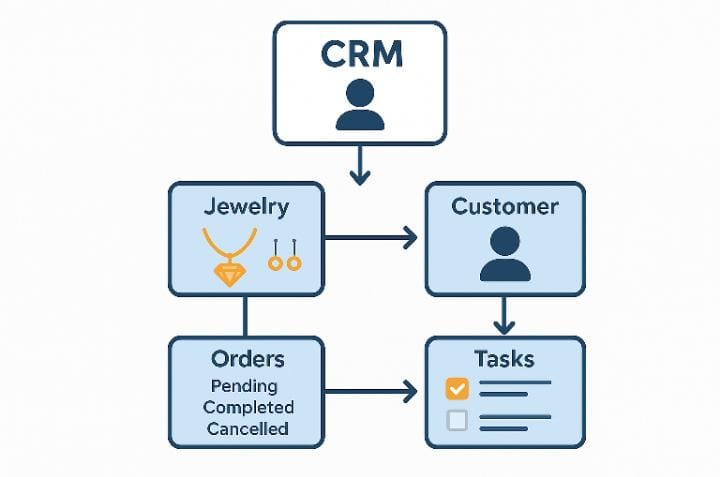
TEAMMEMBER**: BEULA S**

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* 1. **INTRODUCTION**

**1.1PROJECT OVERVIEW**

The Jewellery industry requires efficient management of customers, sales, inventory, and services. A **CRM (Customer Relationship Management) application** helps jewellery businesses streamline operations, maintain customer relationships, track sales, manage stock, and provide personalized experiences.This project focuses on building a **CRM application tailored for jewellery management**, providing a centralized platform for handling customers, employees, suppliers, and business activities.

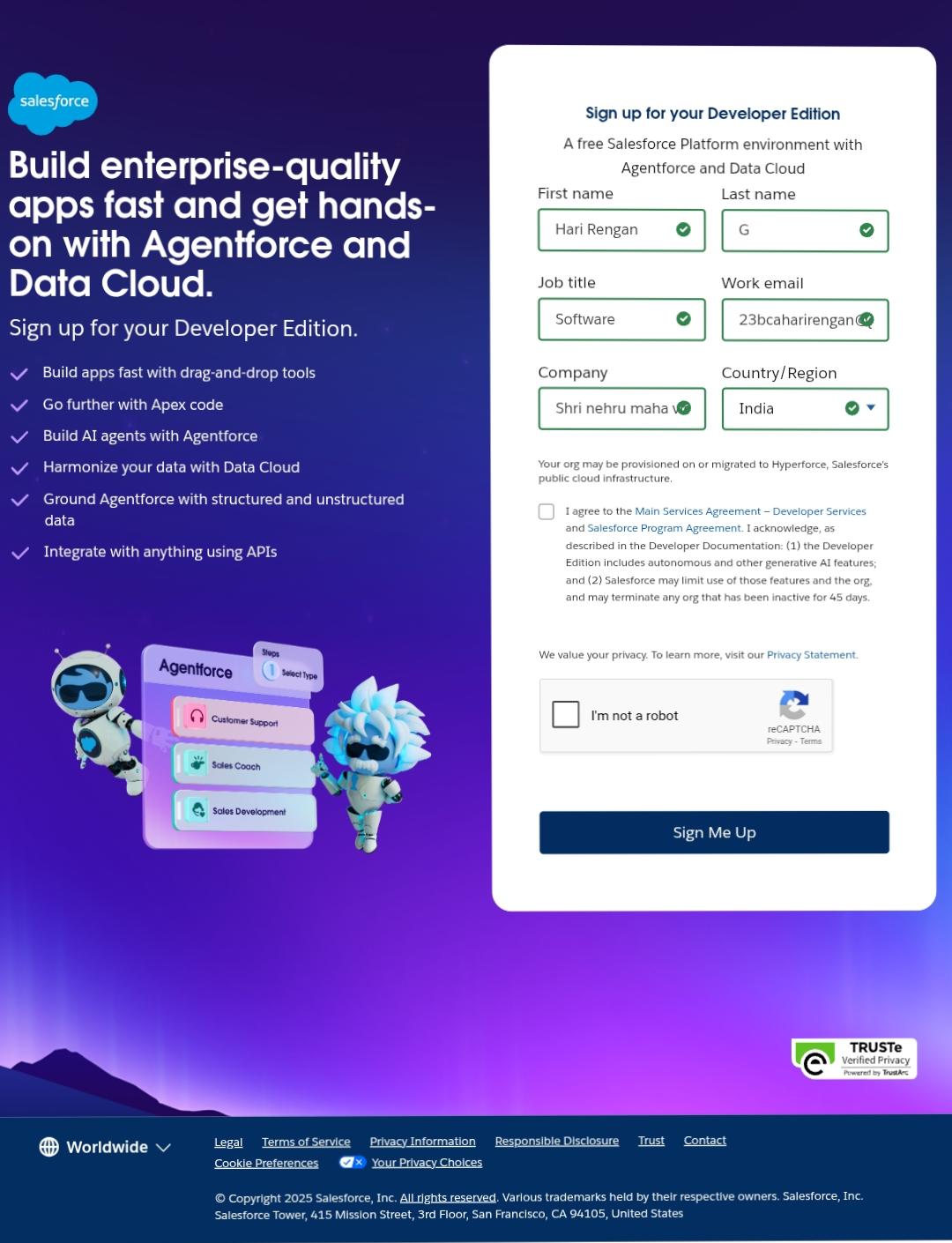


**1.2 PURPOSE**

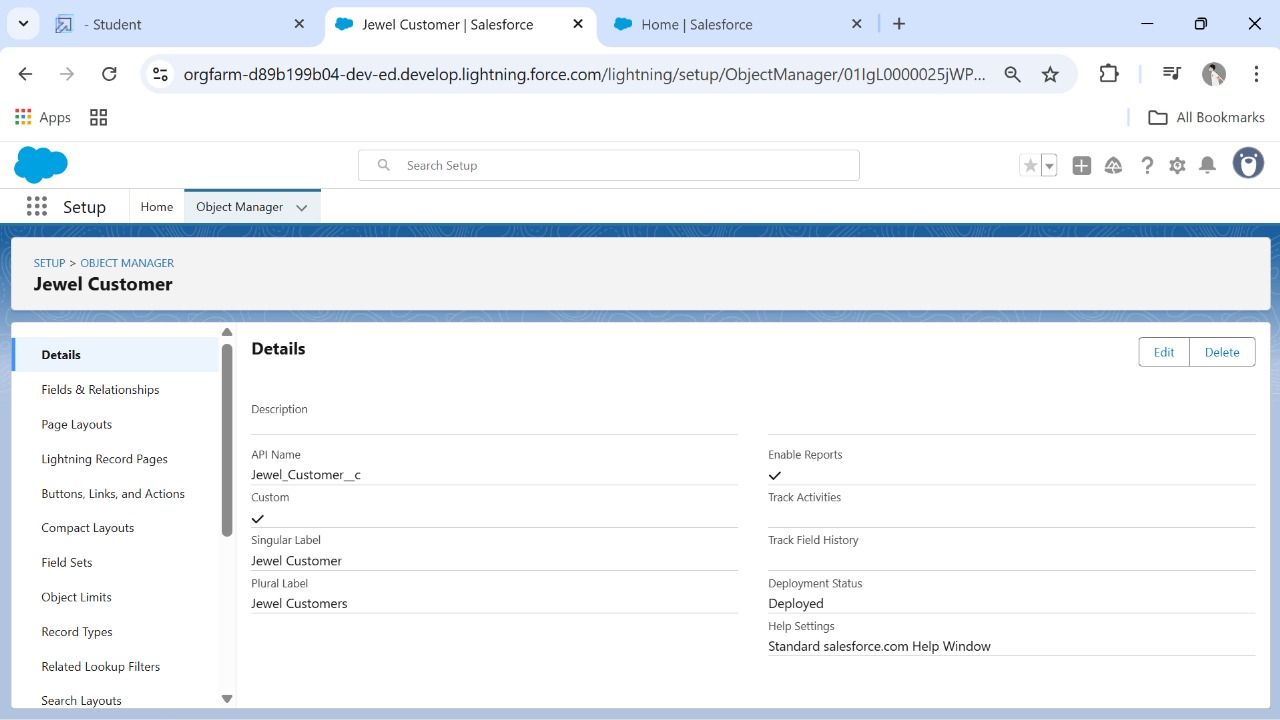
The purpose of this project is to **streamline jewellery business operations** by providing a centralized **CRM solution** to manage customers, sales, billing, inventory, suppliers, and employees. It helps jewellery stores improve **customer relationships, reduce manual errors, track stock effectively, and generate real-time reports** for better decision-making and business growth.

**1.3 DEVELOPMENT PHASE**

**CREATING DEVELOPER ACCOUNT:**

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

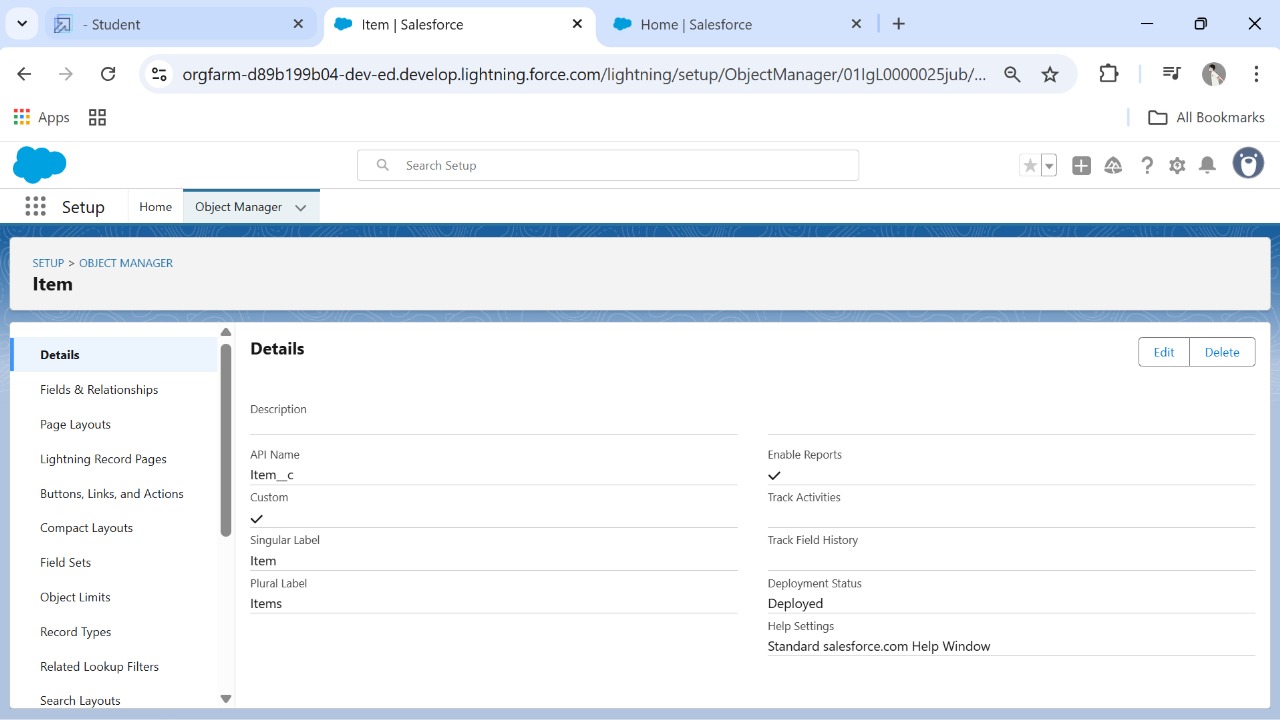
**Create a jewelery customer object**

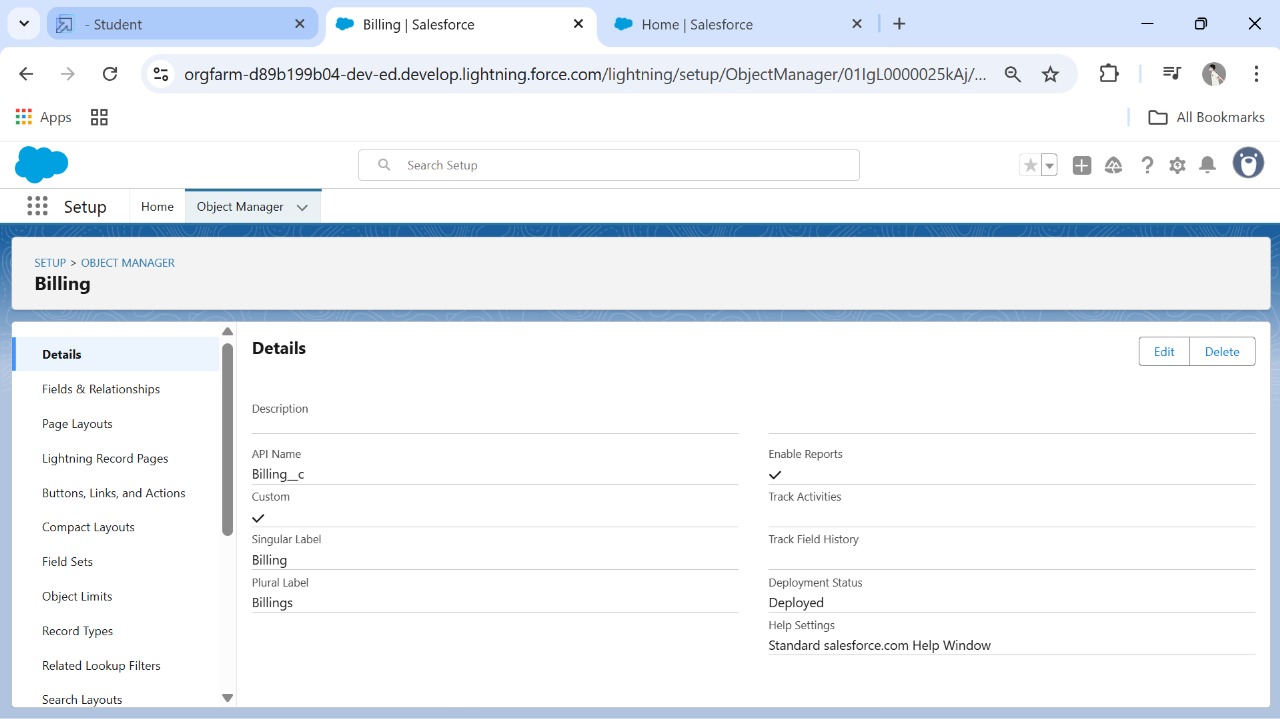
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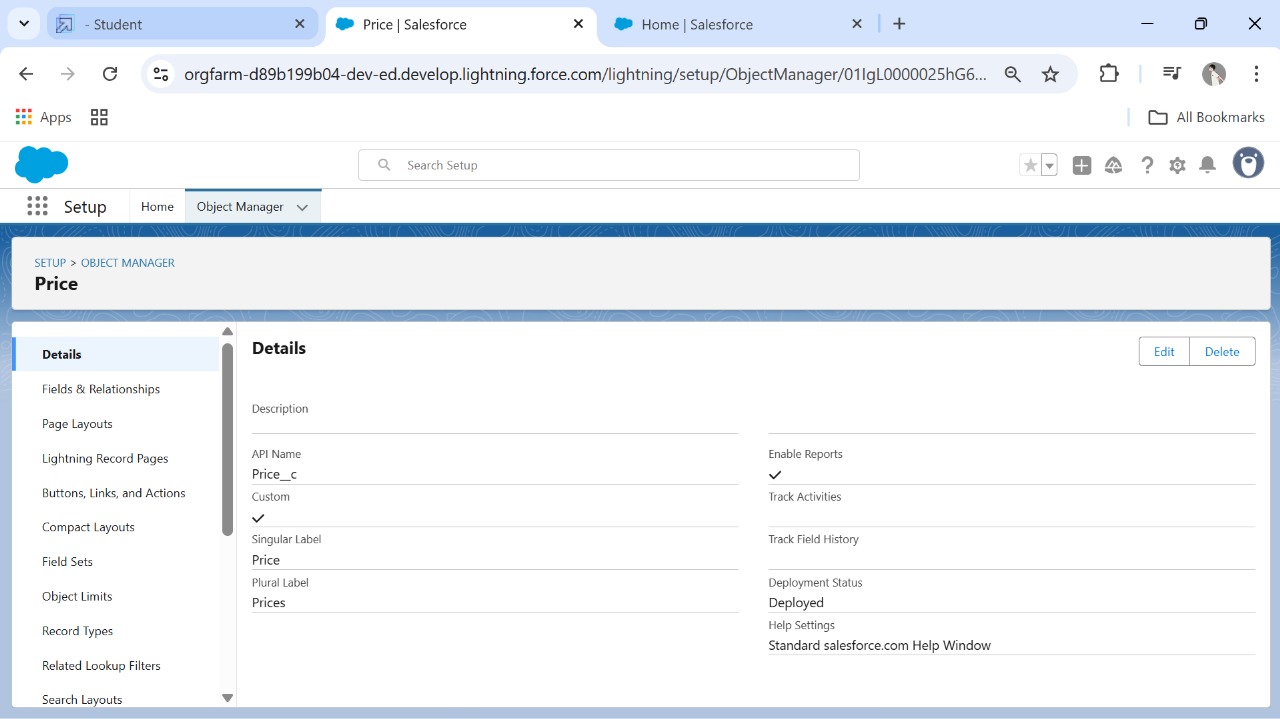
**OBJECTS**

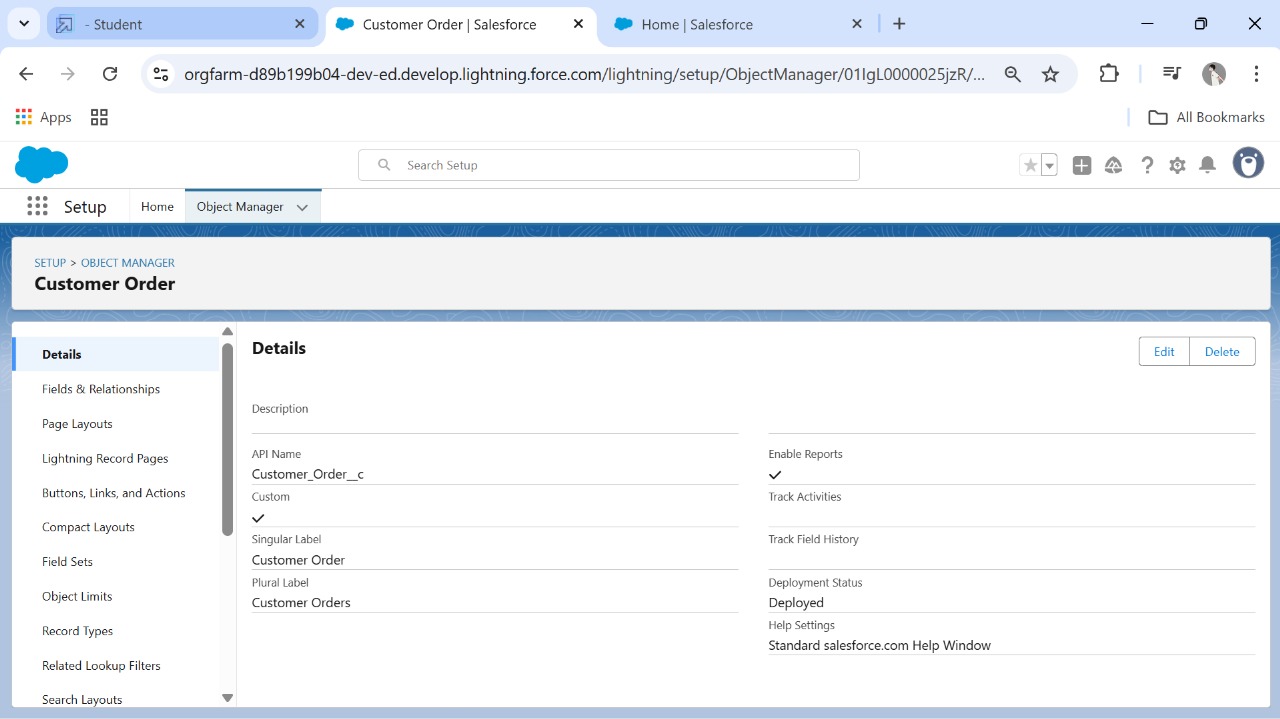
CREATED OBJECTS:

* **ITEMS**
* **BILLINGS**
* **PRICES**
* **CUSTOMER ORDER**

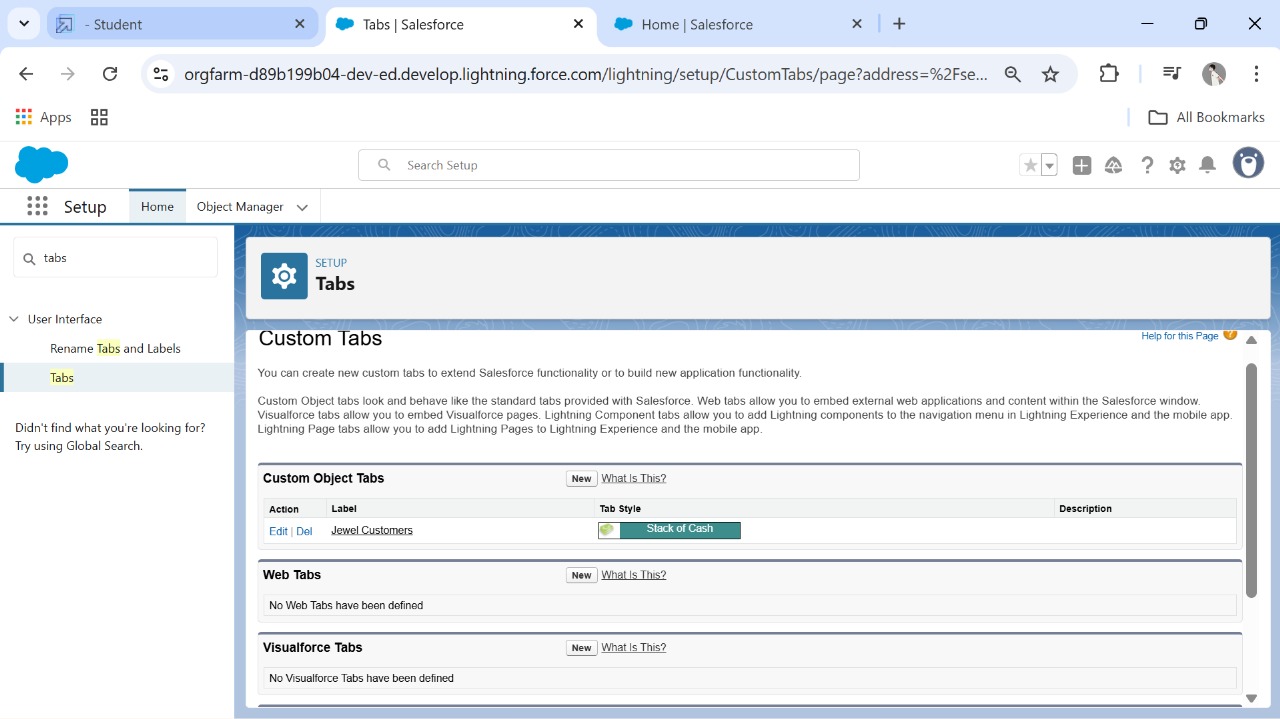




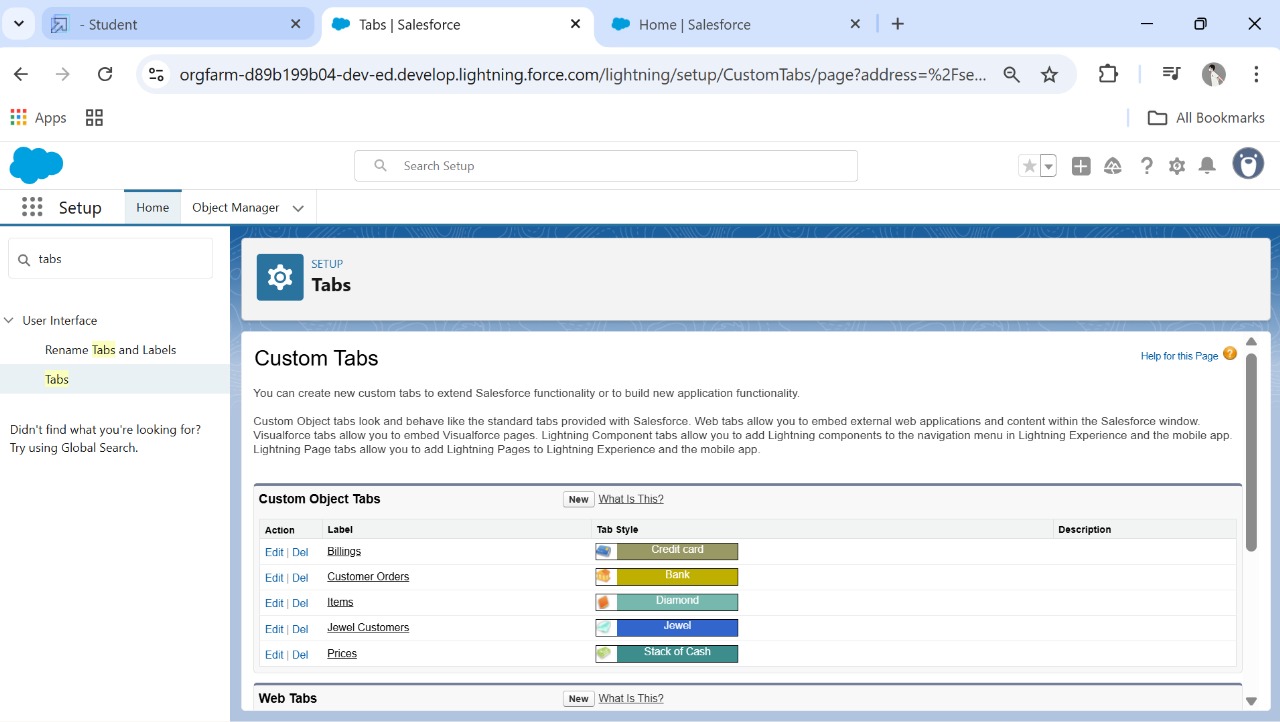




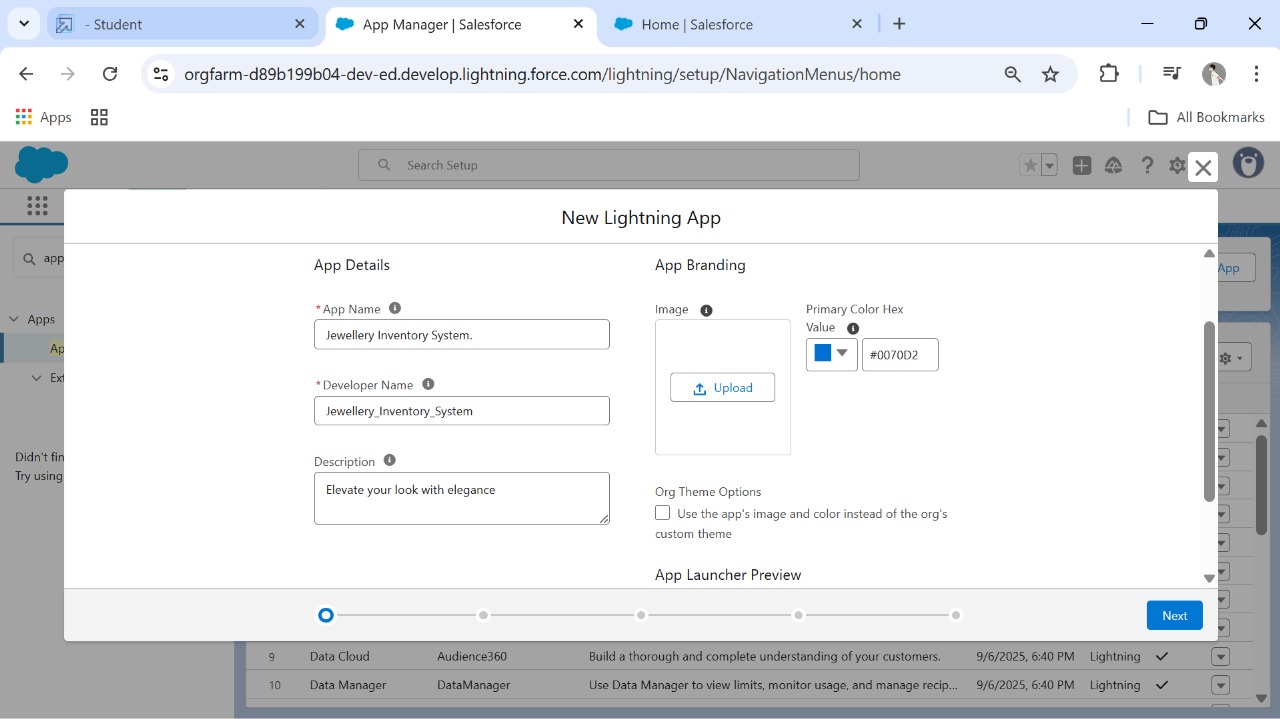
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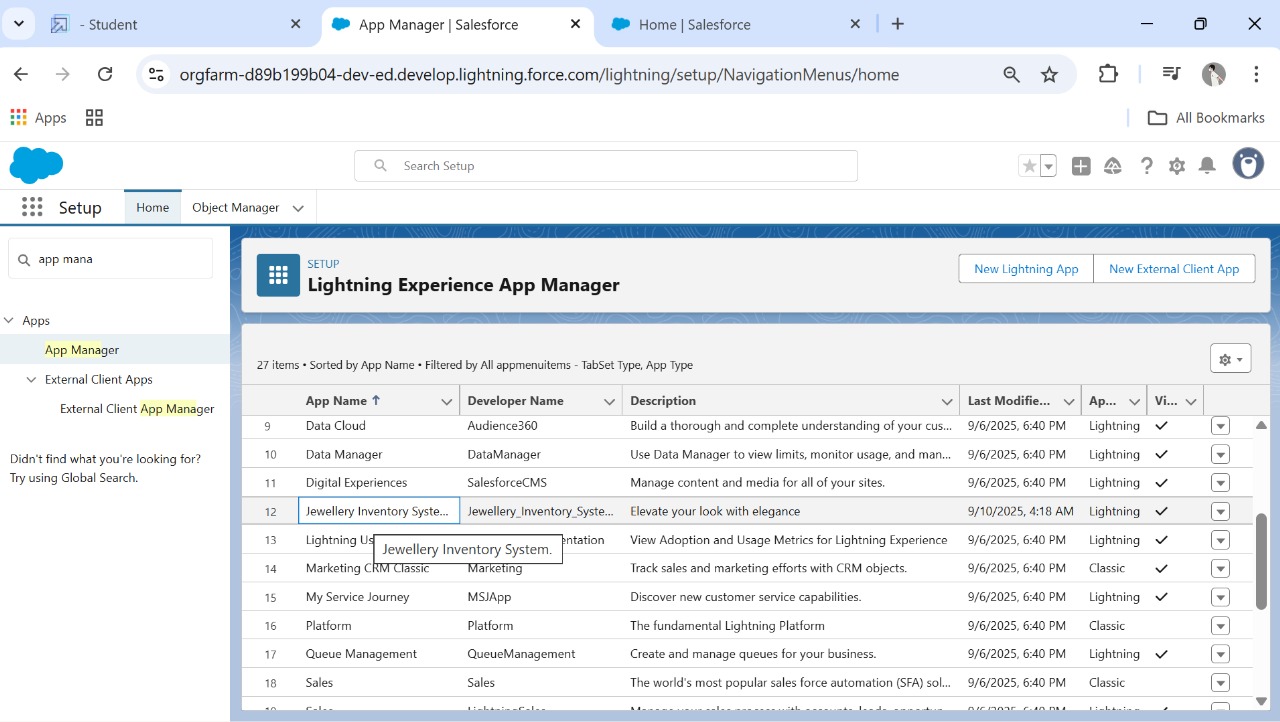


**Created A Tab:**

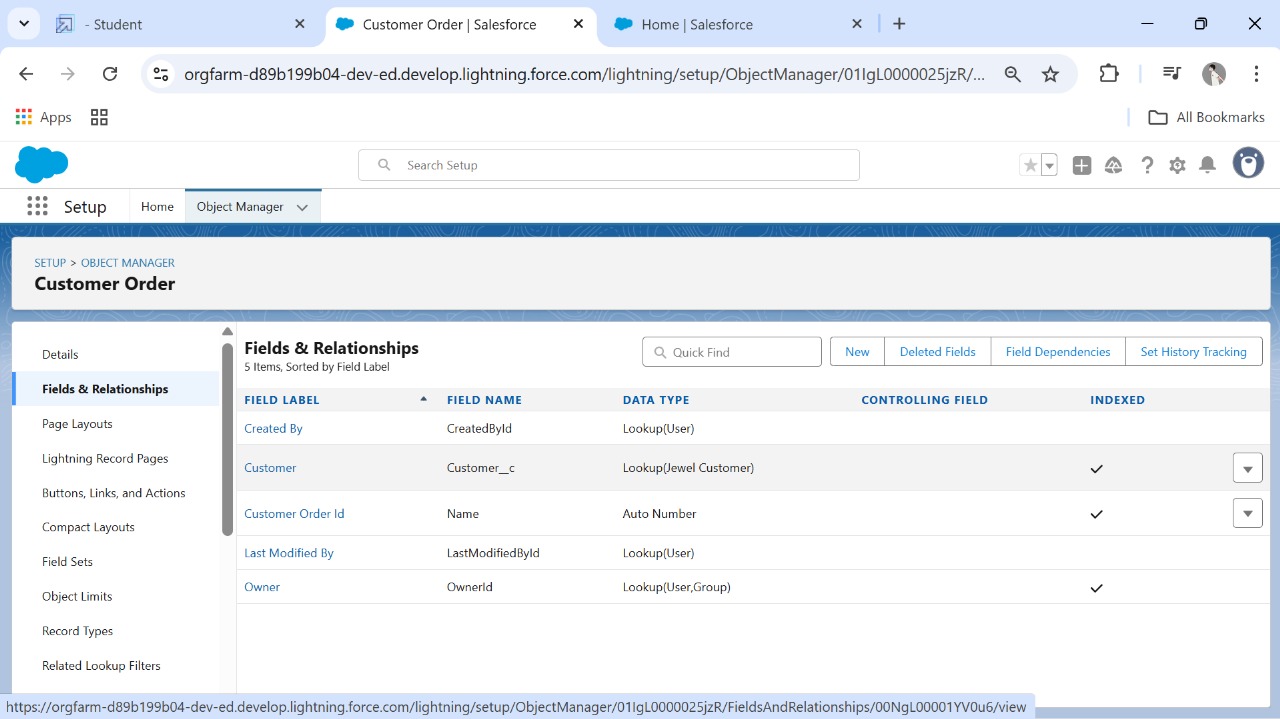
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**Created A Lightning App:**

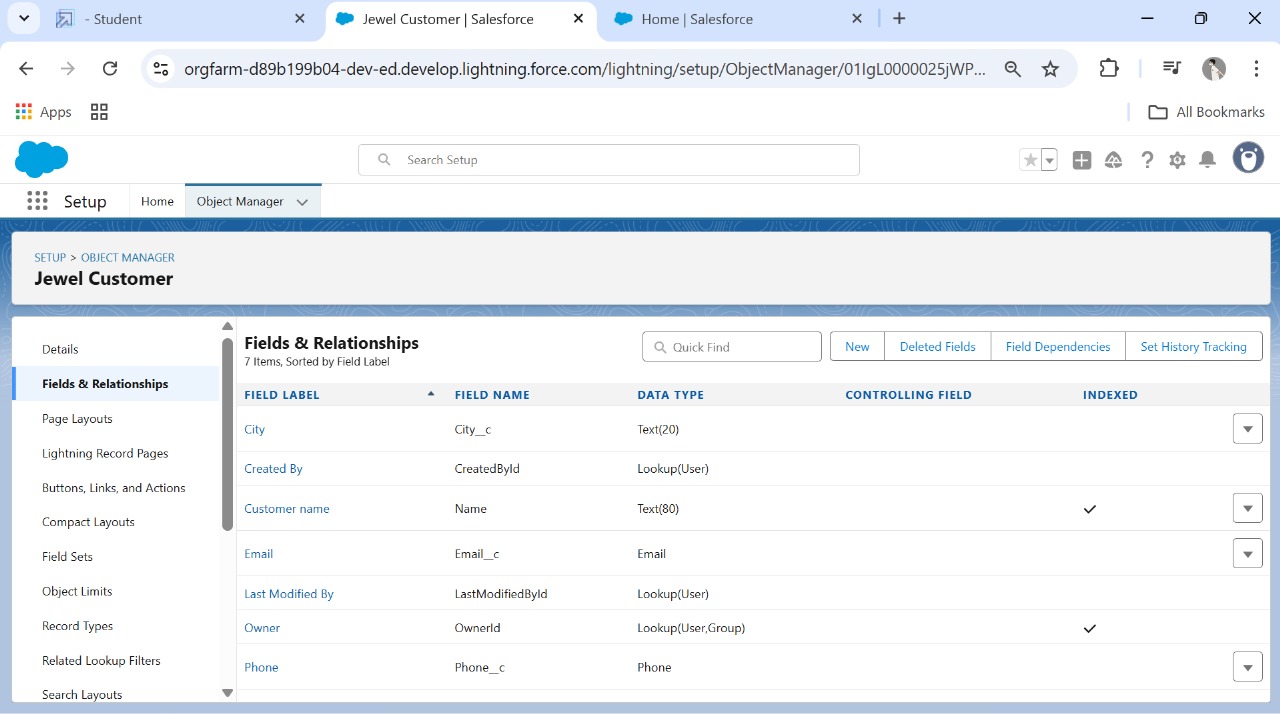
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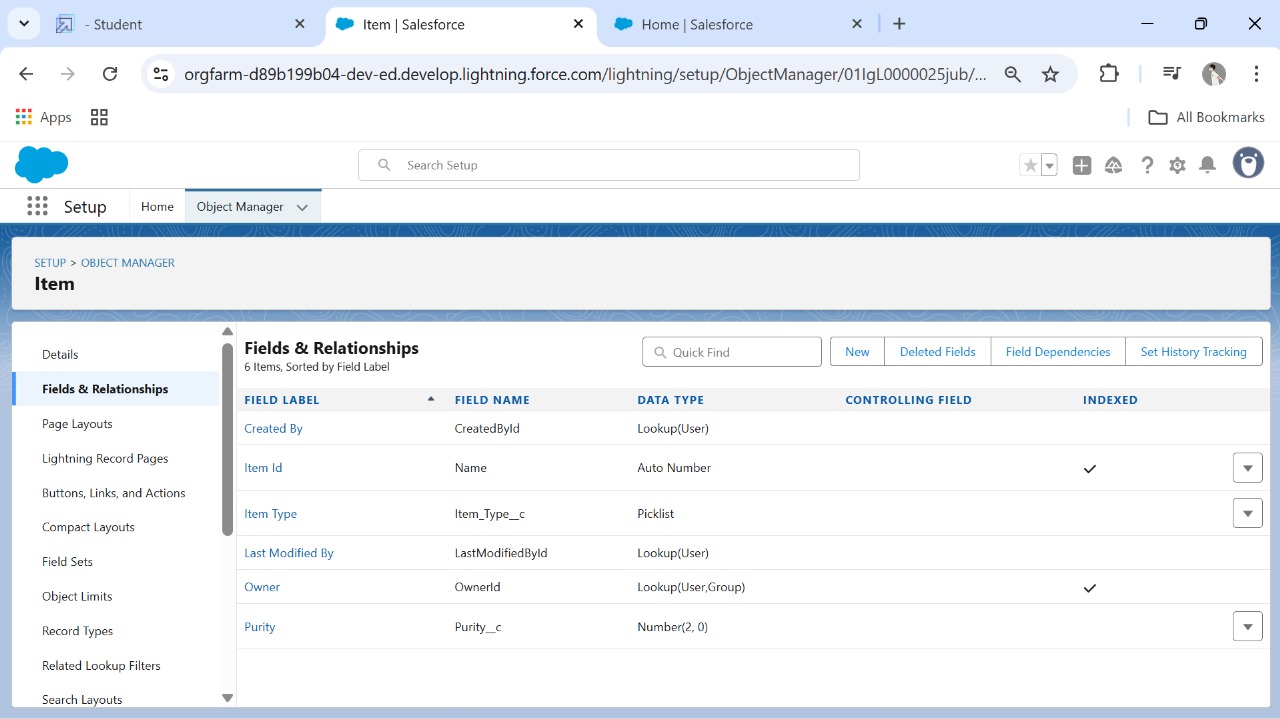
**Created Lookup Relationship:**



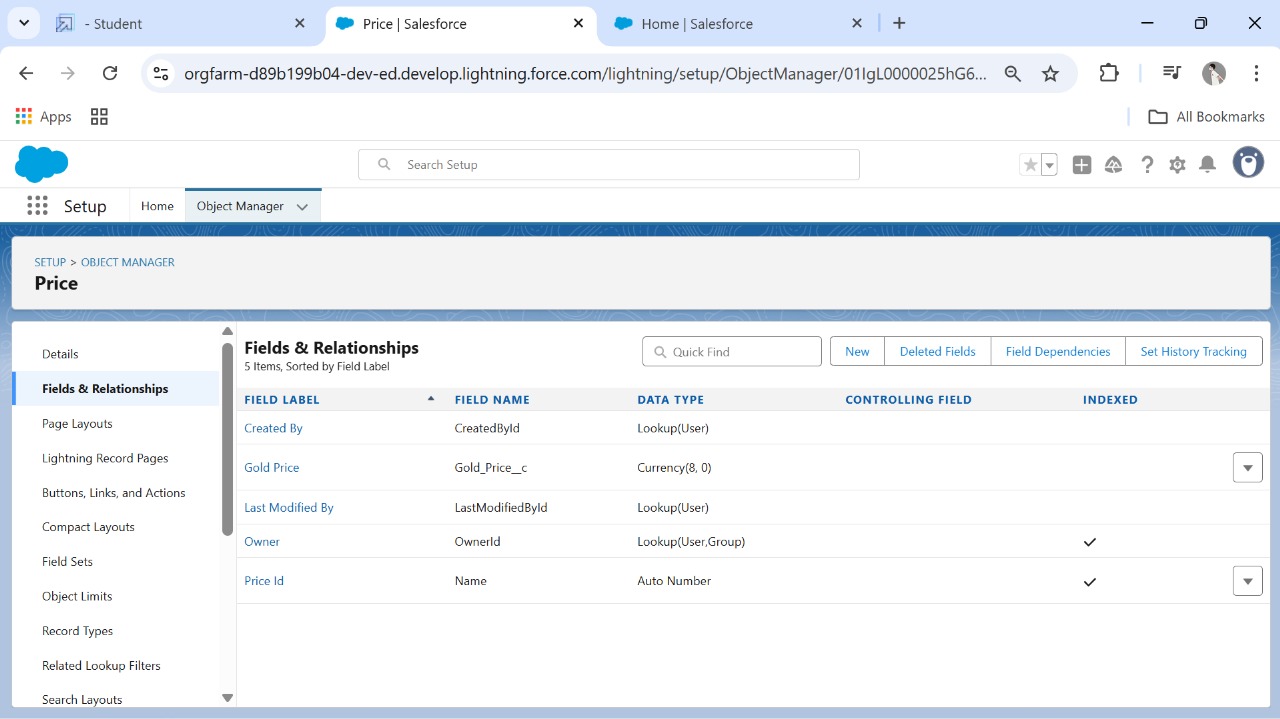
**Created Text, phone, Email Field in Jewel Customer Object:**

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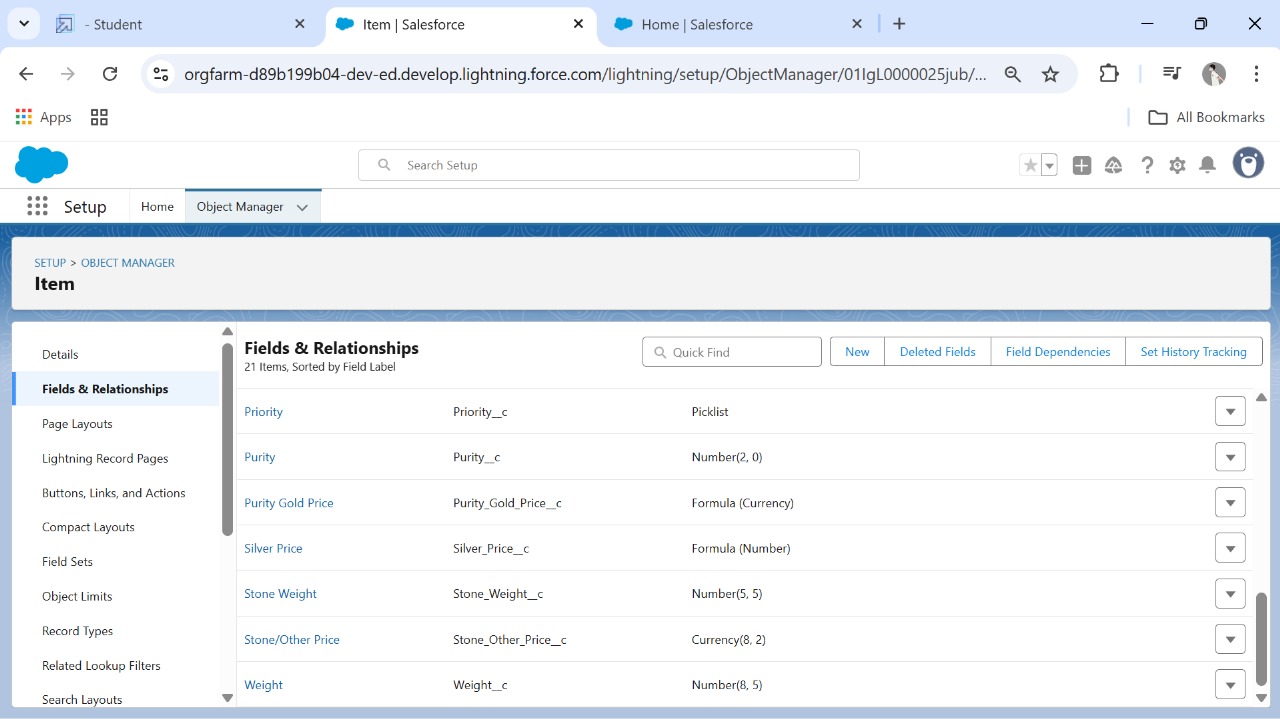
**Created The Number, picklist Field in Item Object:**

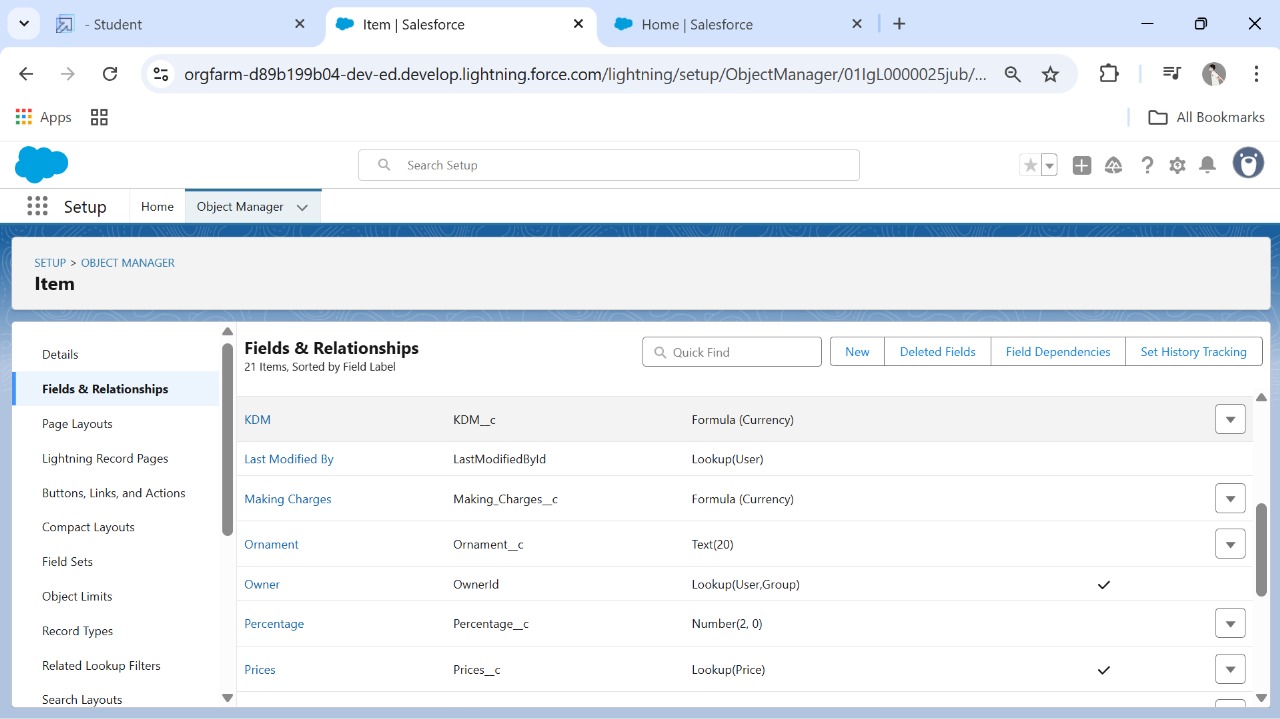
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**Created Currency Field in Price Object:**

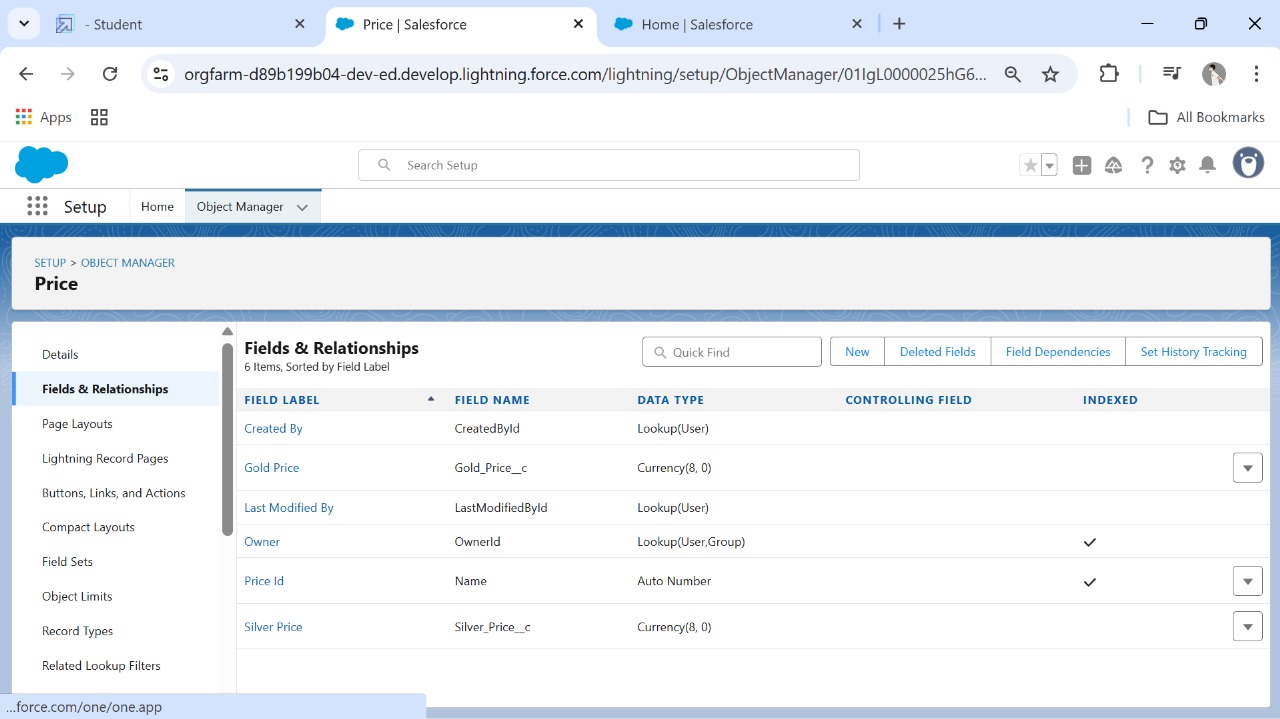
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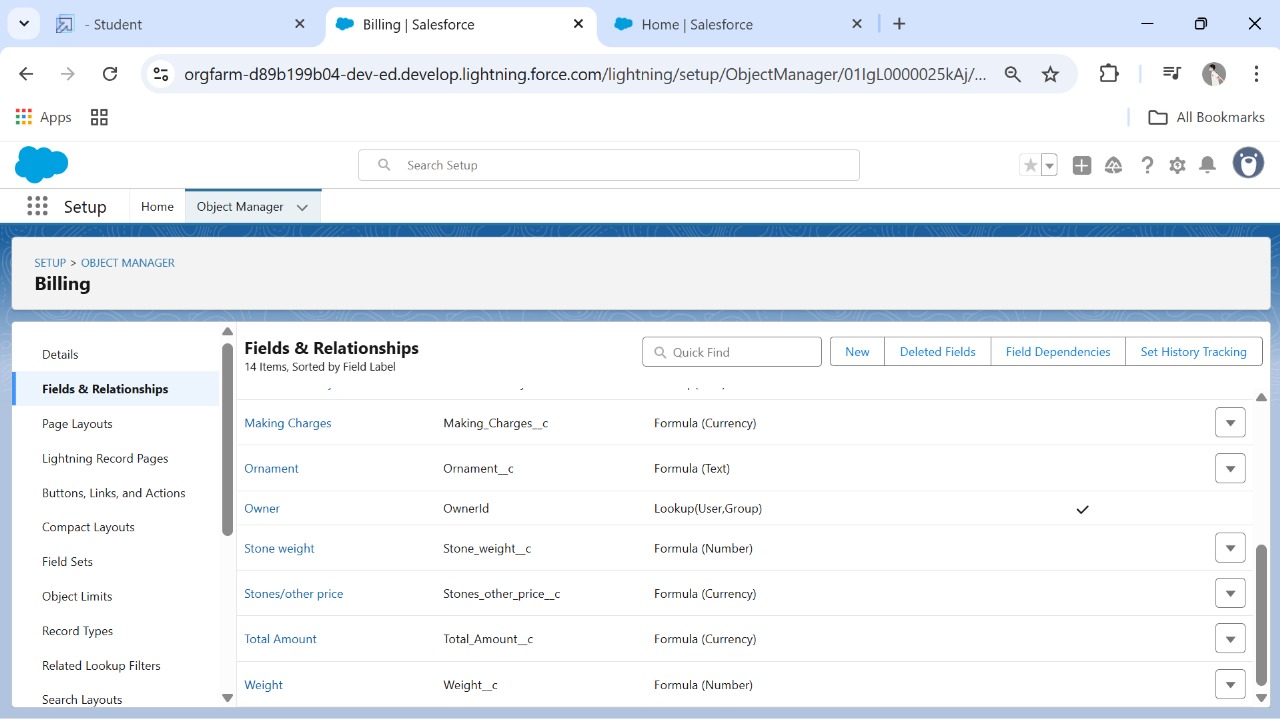
**Created Formula Fields:**

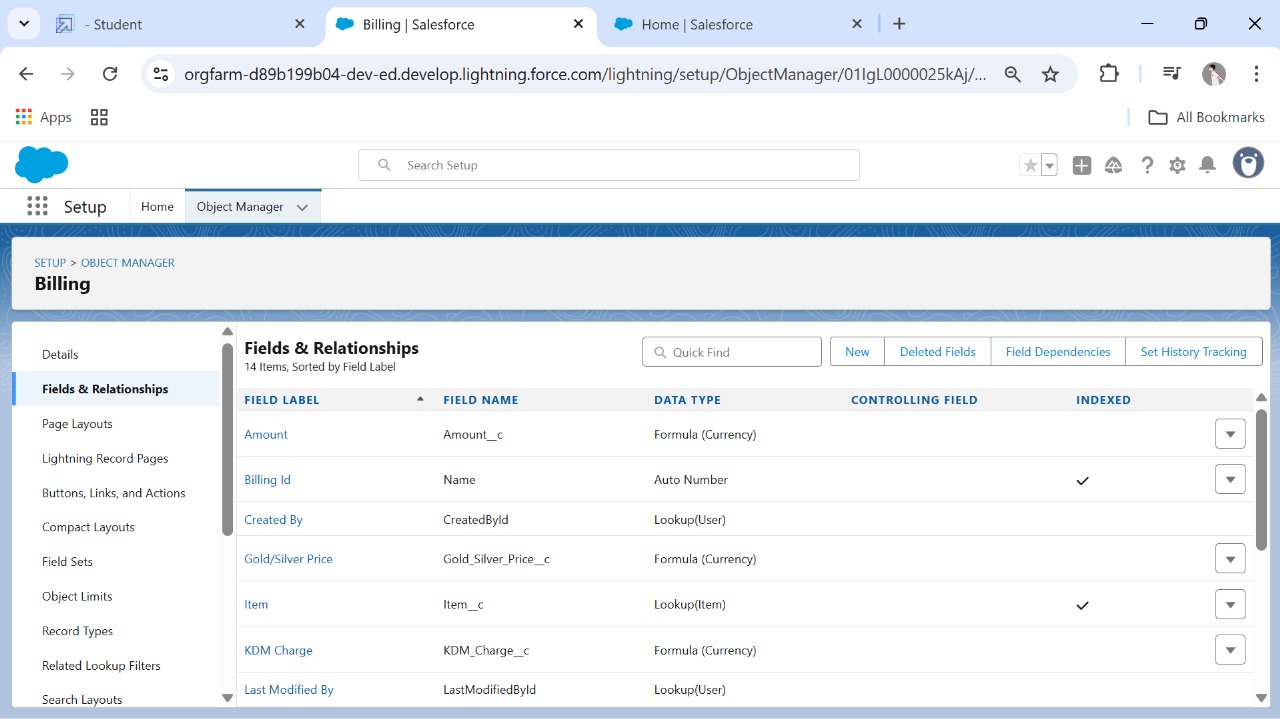


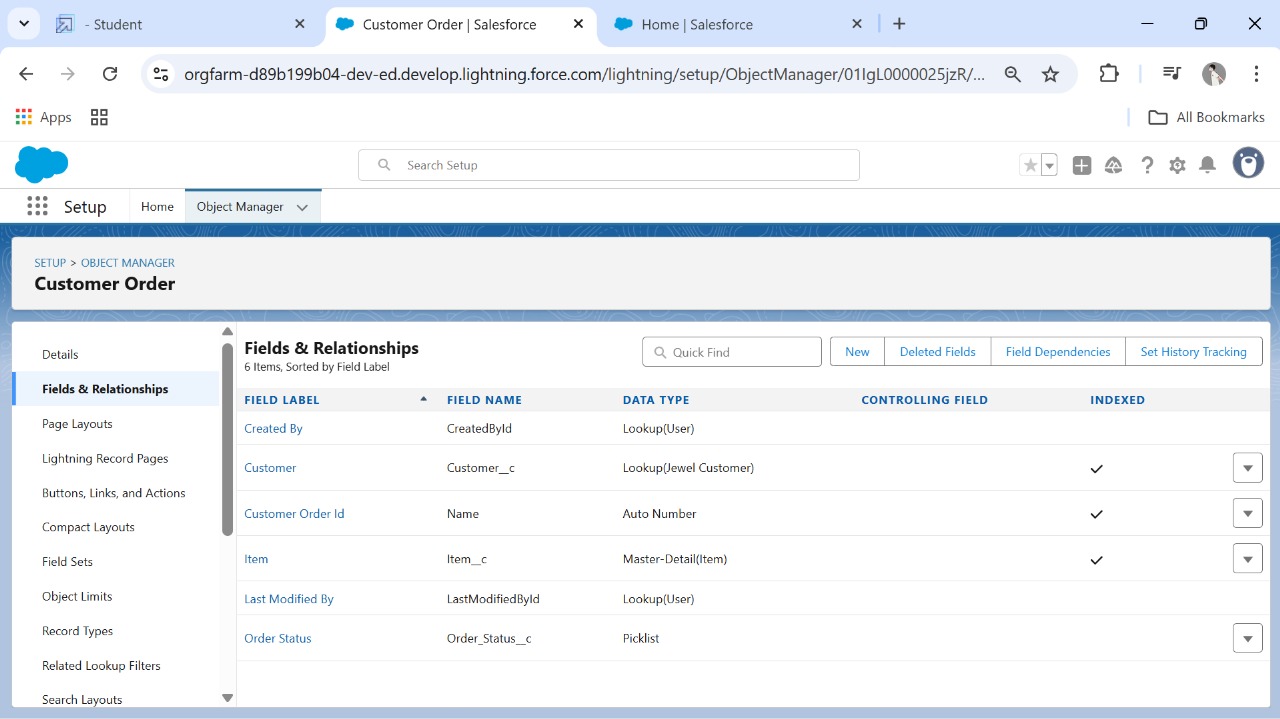




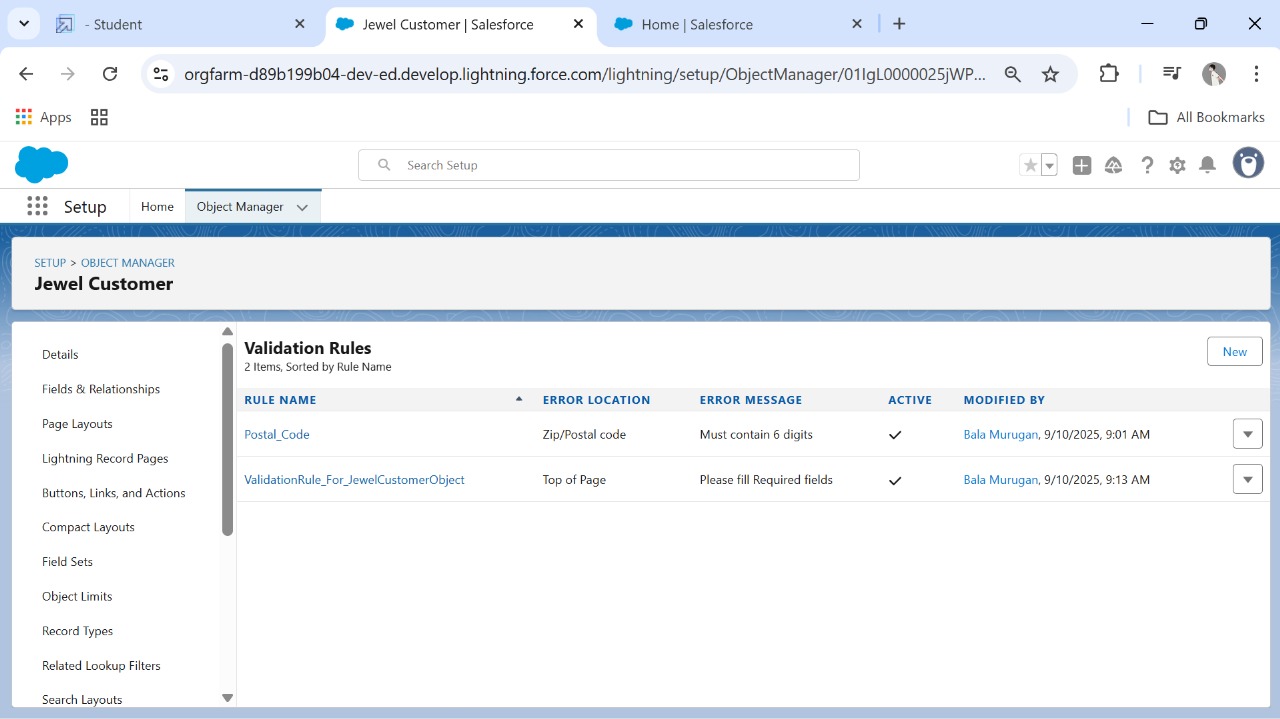




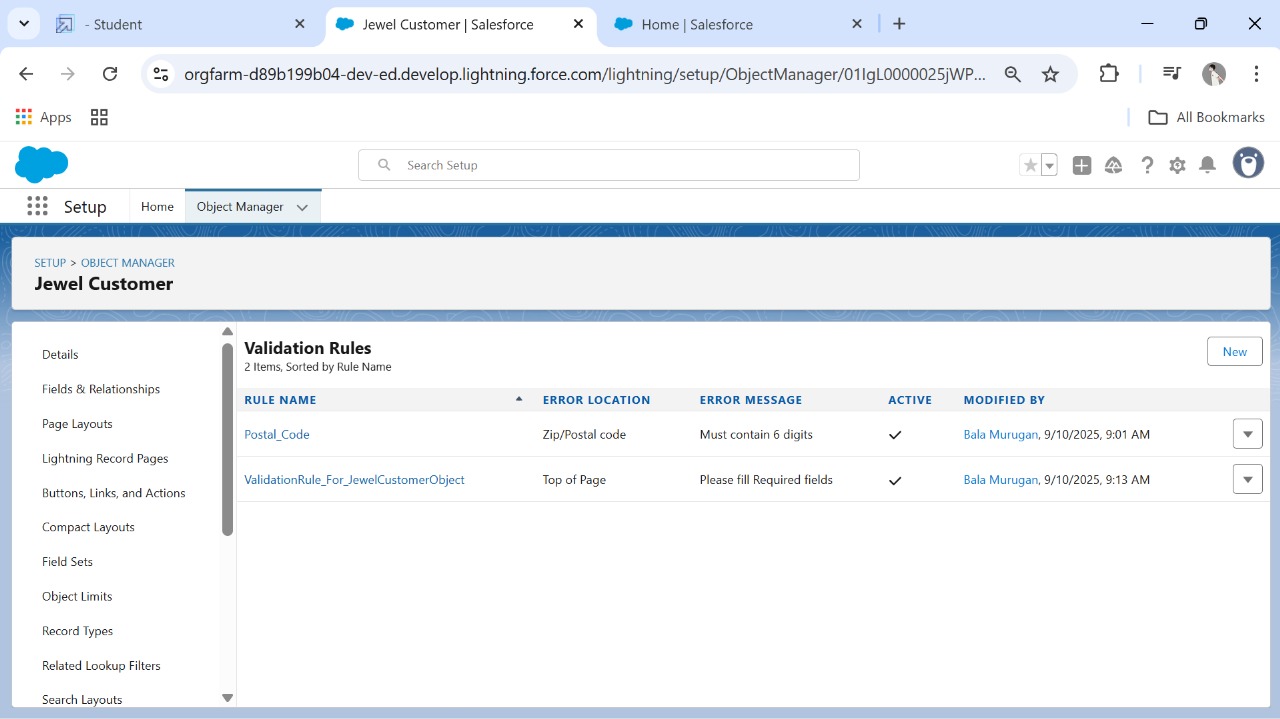


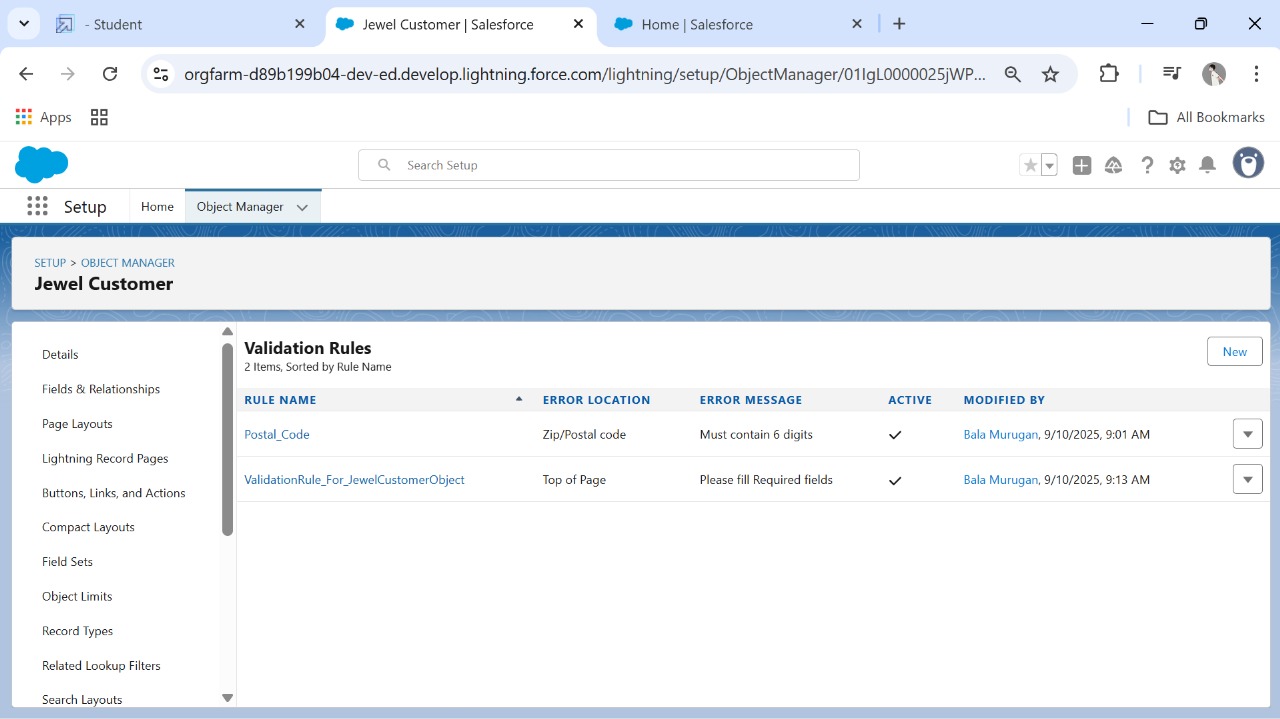


**Created The Field Dependencies** :

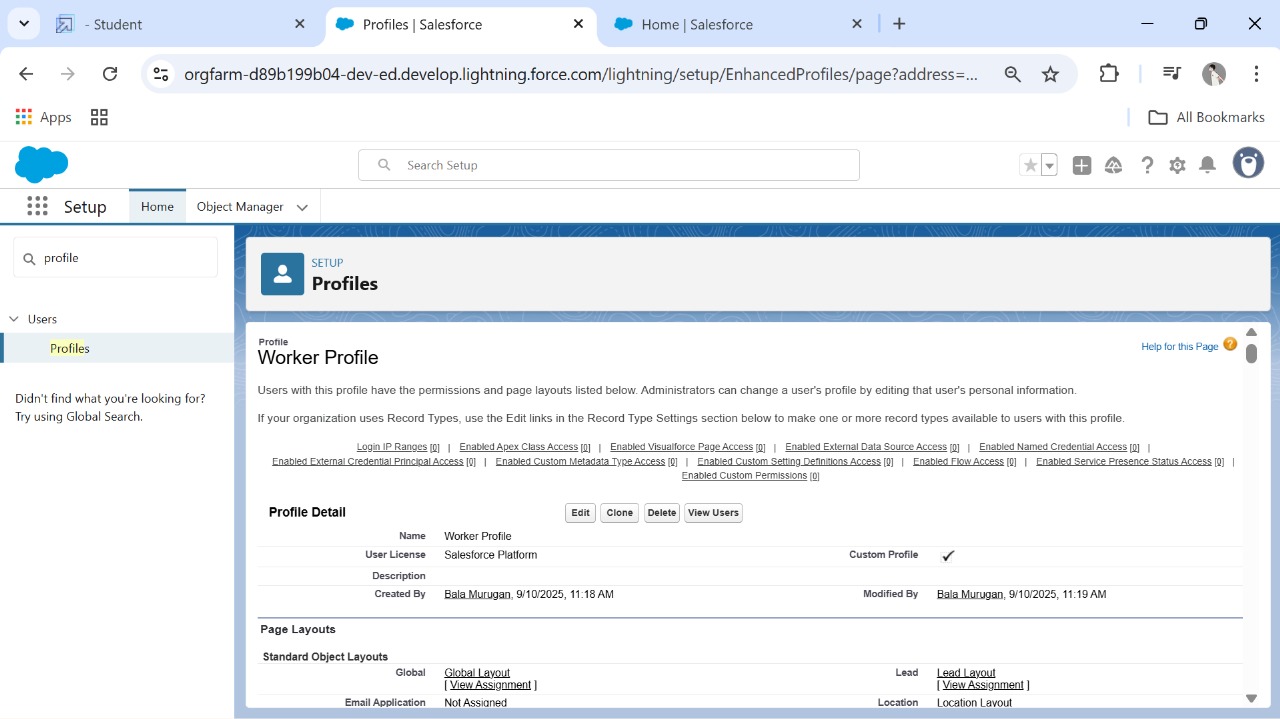


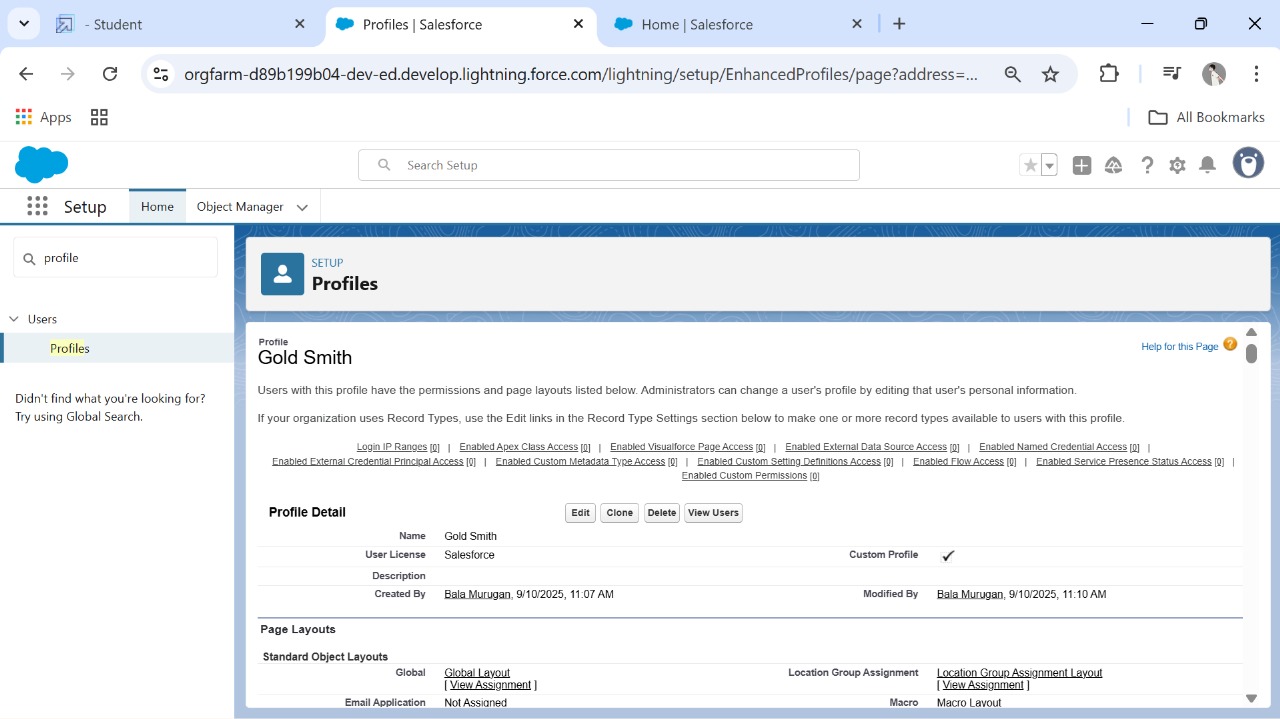
**Created The Validation Rule:**

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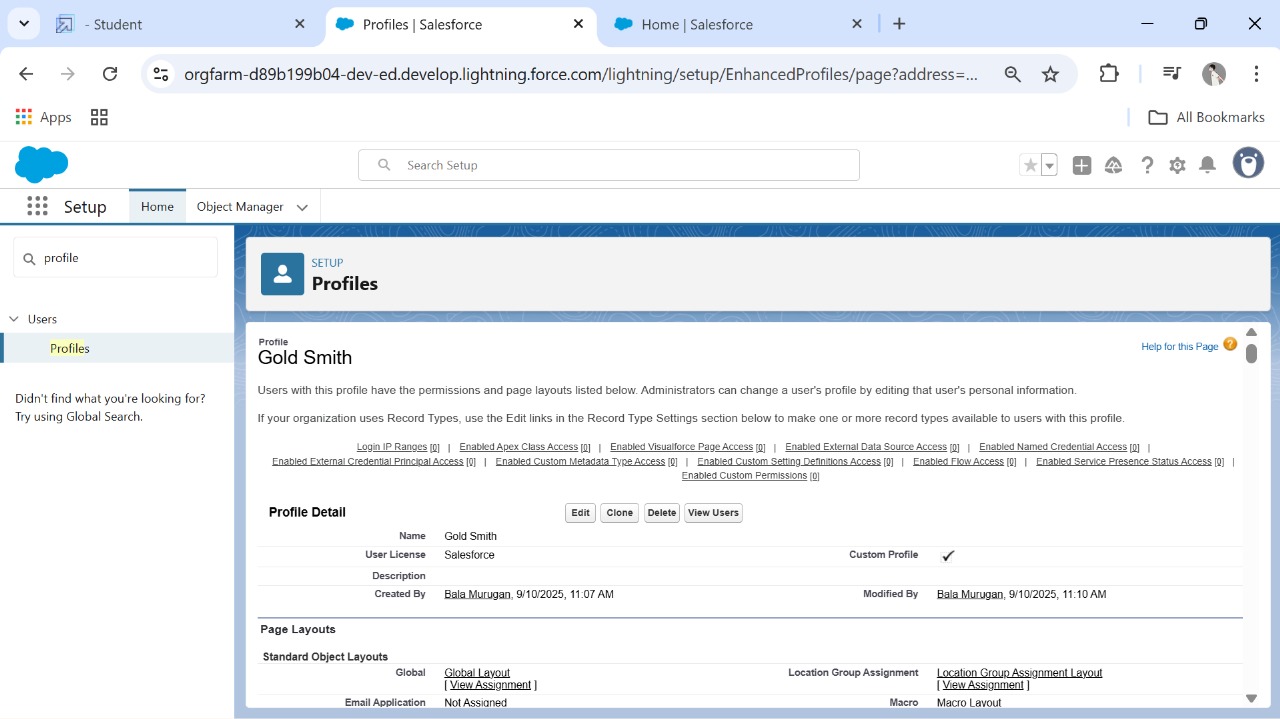
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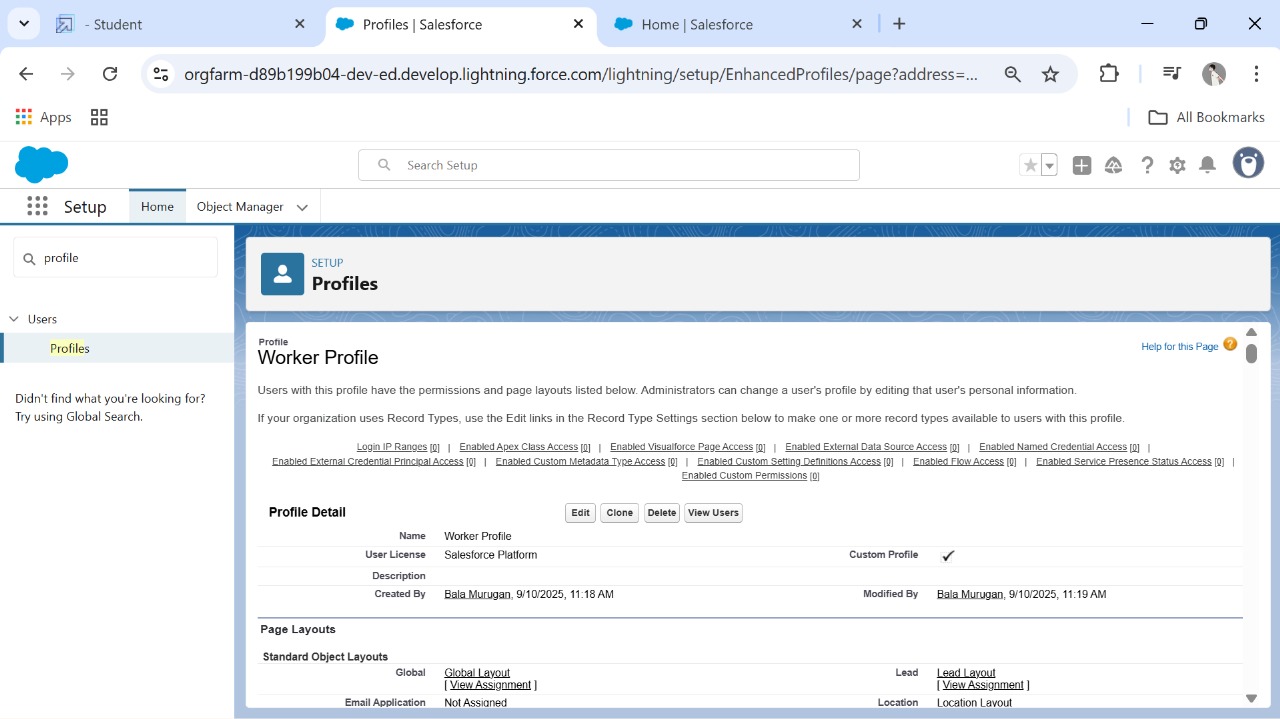
**Profiles:**

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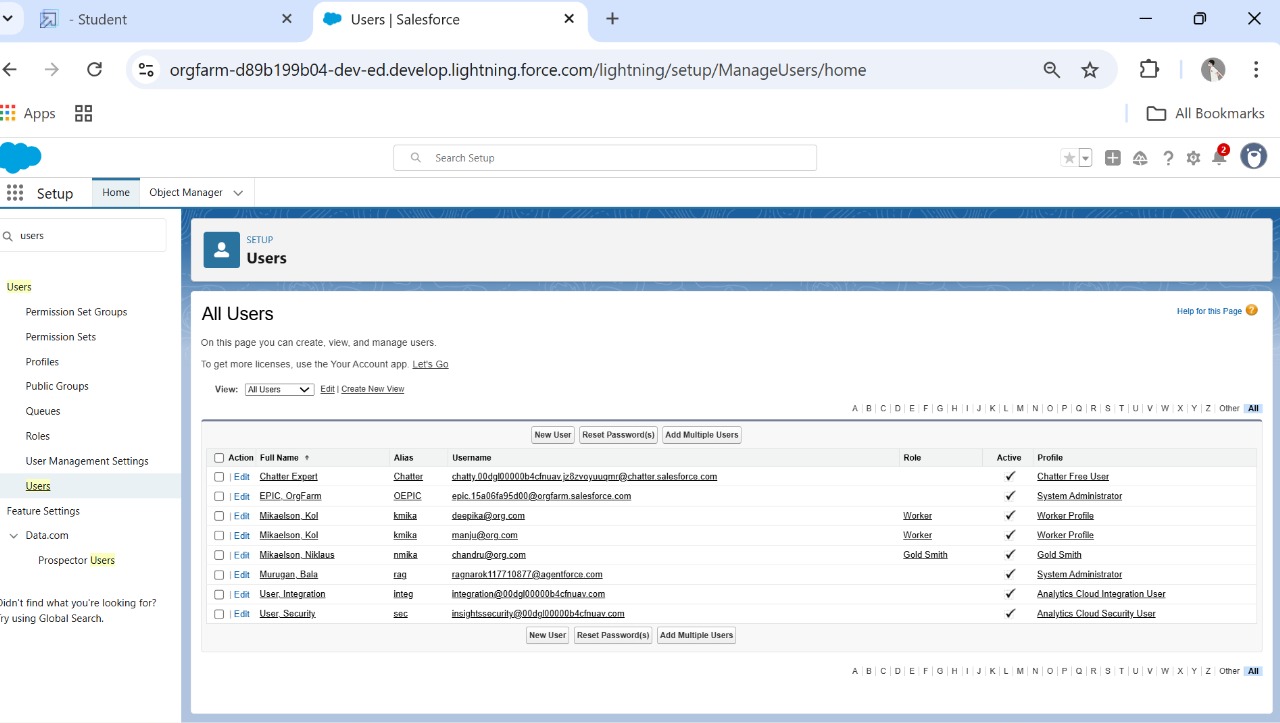
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**Roles:**

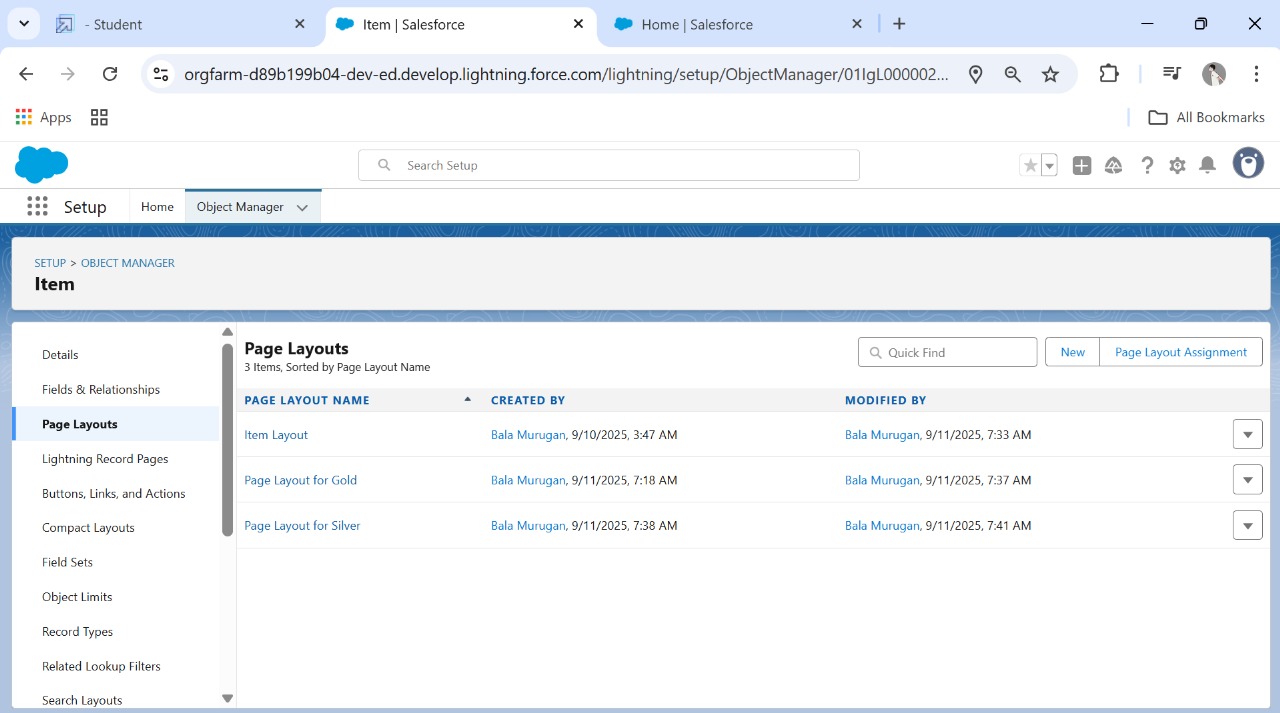
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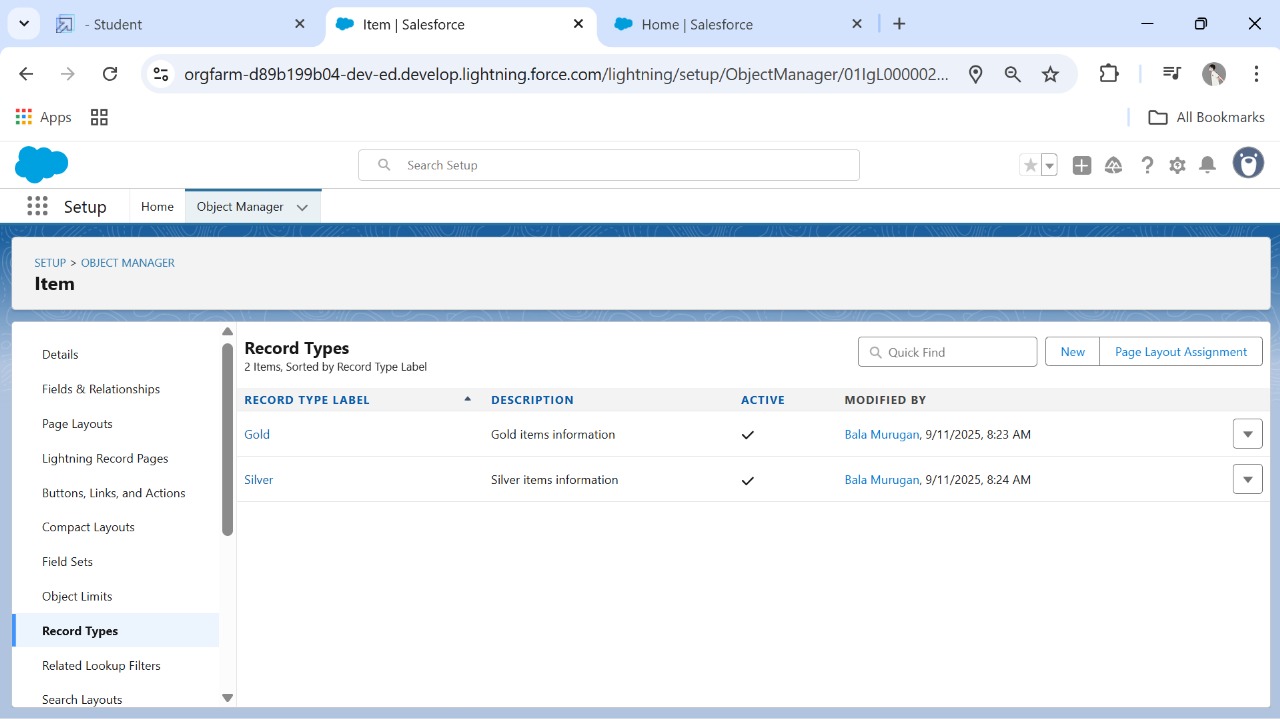
**Users:**

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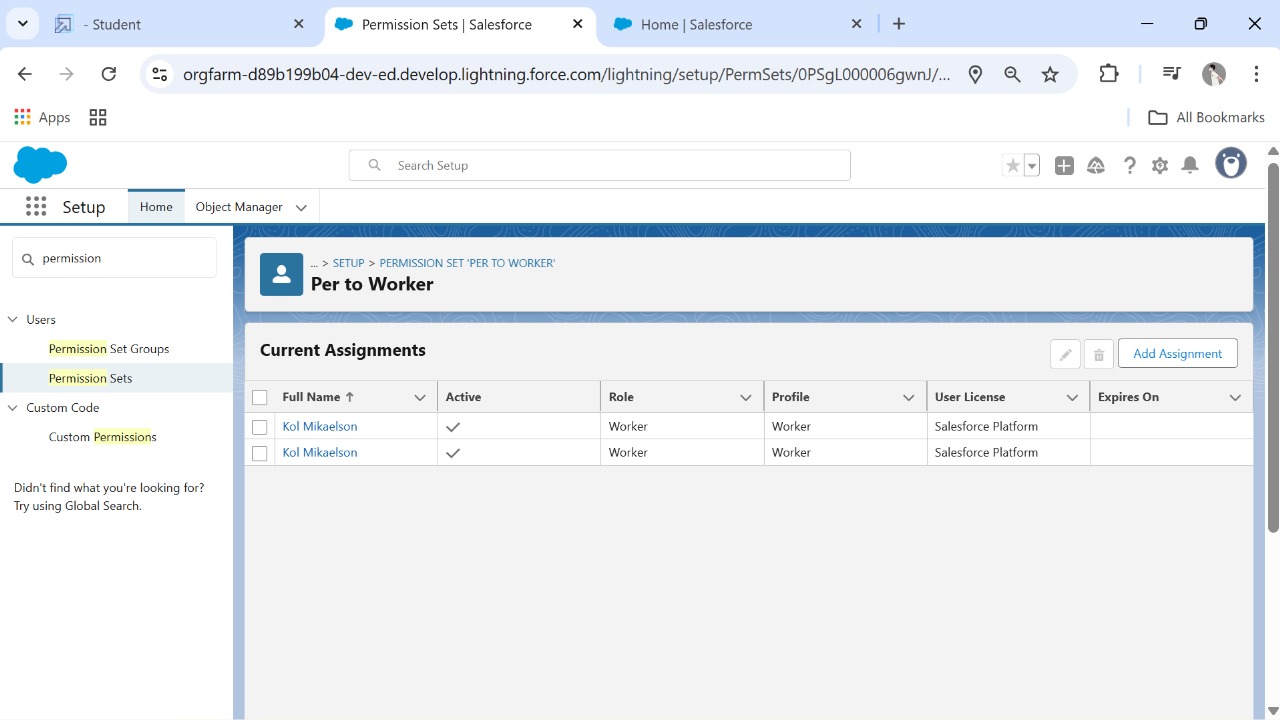
**Page Layouts:**

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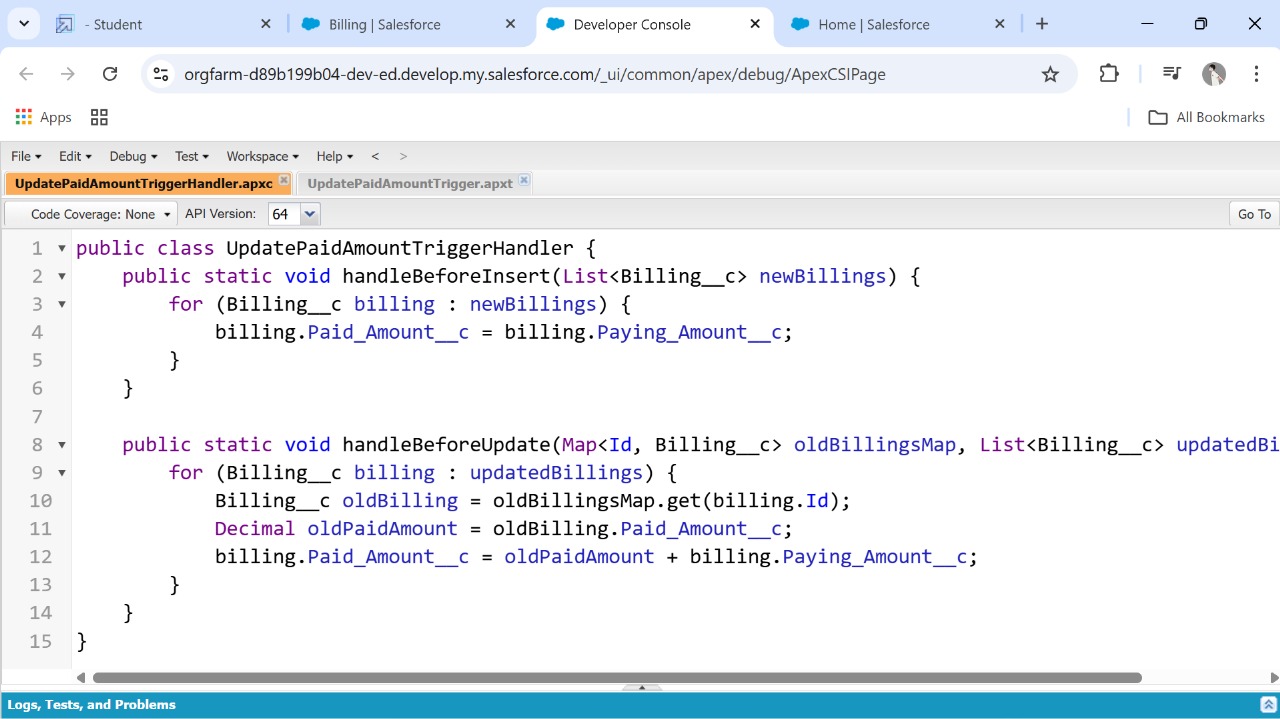
**Record Types:**

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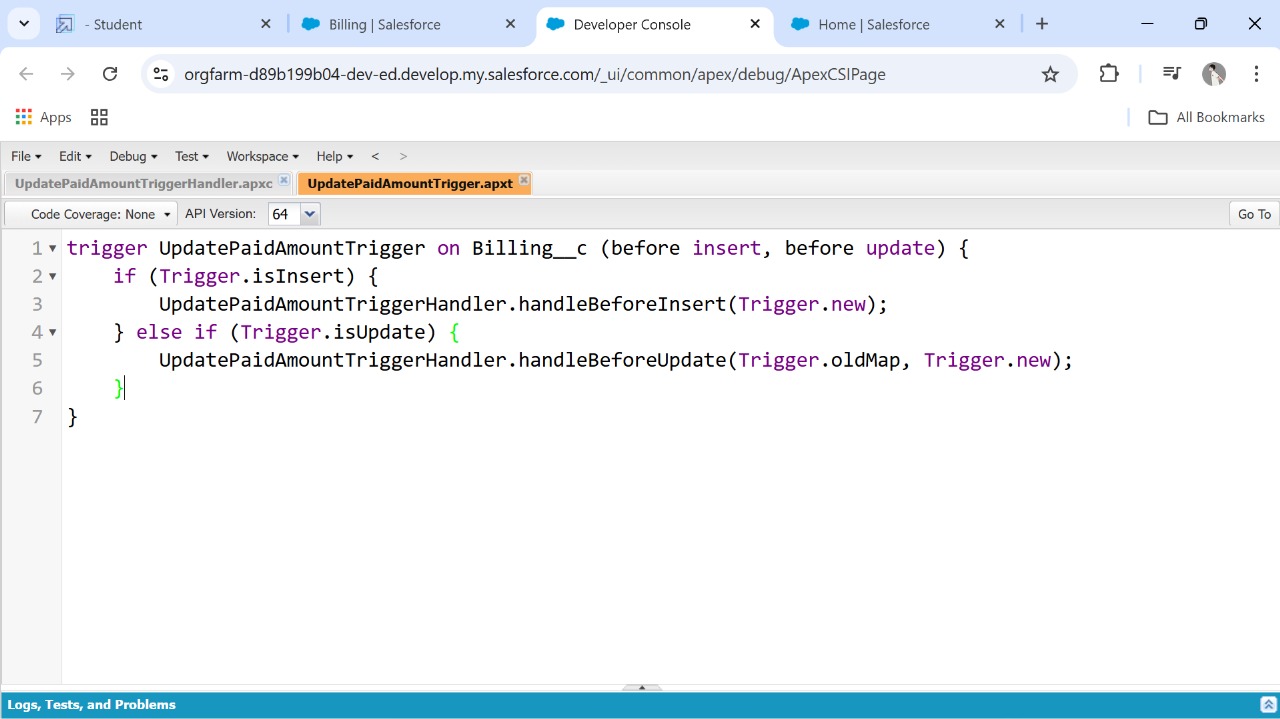
**Created Permission Set:**

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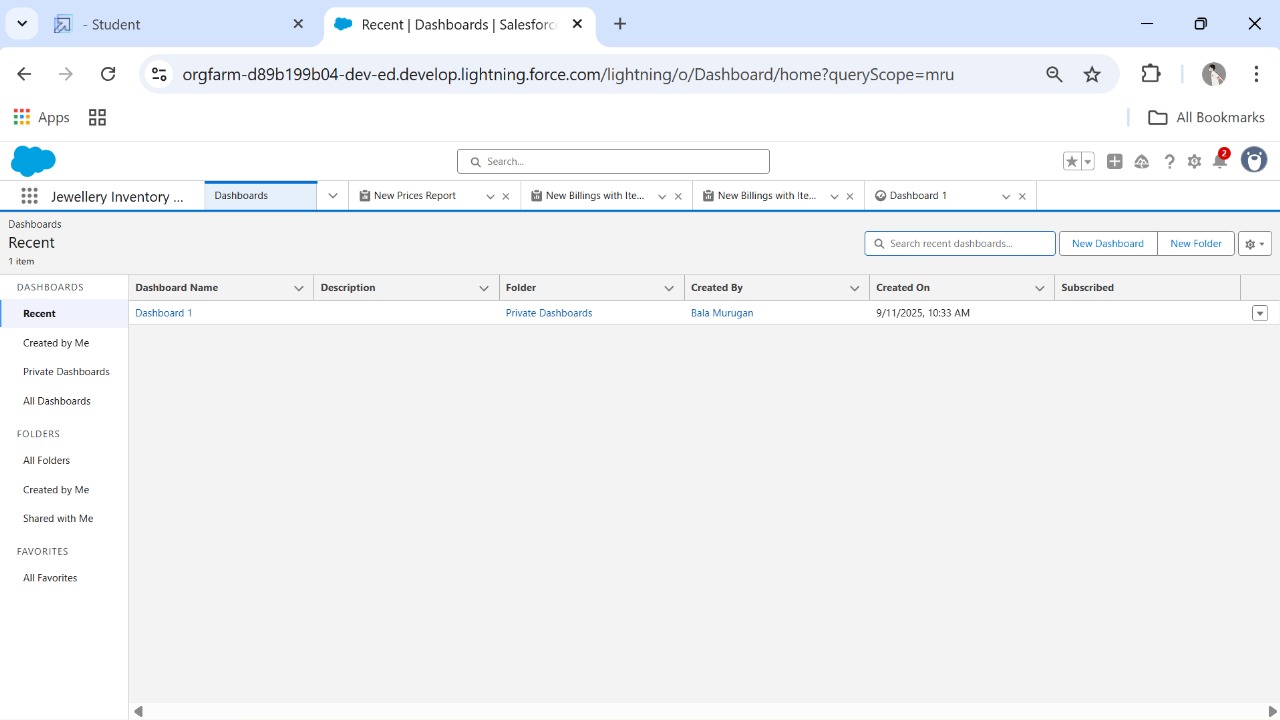
**Created A Trigger Handler Class:**

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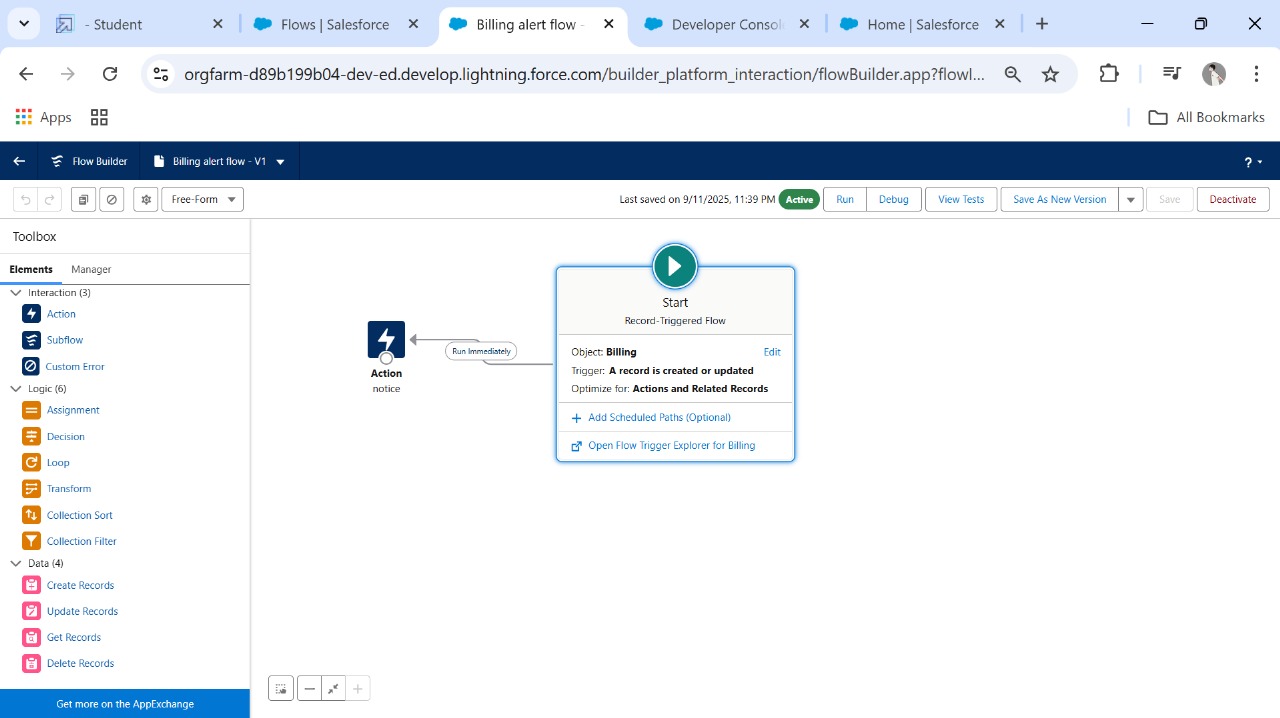
**Create The Trigger:**

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**User Adoption, Reports, Create Dashboard:**

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**Created Flows:**

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**CONCLUSION:**

This project leverages Salesforce CRM to provide a cloud-based jewellery management system. It integrates customer relationship management with sales and inventory, helping jewellery businesses improve efficiency, profitability, and customer engagement.