1. **Debugging:**
    - **Logging:** Implement robust logging in your CRM application. Log relevant information, such as errors, warnings, and important events. This helps in diagnosing issues when they occur.
    - **Error Handling:** Use structured error handling to catch and handle exceptions gracefully. Provide informative error messages to assist developers in identifying the root cause of issues.
    - **Testing:** Regularly perform unit testing, integration testing, and regression testing to catch and fix bugs before they reach production.
    - **Debugging Tools:** Make use of debugging tools and integrated development environments (IDEs) to step through code and inspect variables during development.
    - **Version Control:** Use version control systems like Git to keep track of changes and roll back to previous versions if new code introduces bugs.
2. **Traceability:**
    - **Logging and Audit Trails:** Maintain detailed logs and audit trails of all customer interactions and activities in your CRM application. This traceability can help in tracking changes and identifying issues.
    - **User Actions:** Record user actions, such as login/logout, profile updates, order placement, and communication history.
    - **Data Changes:** Track changes in customer data, such as contact information, preferences, and purchase history.
    - **Integration Points:** Ensure traceability of data between your CRM application and other systems, like e-commerce platforms and payment gateways.
    - **User Permissions:** Implement role-based access control and trace user actions based on their permissions to maintain security and accountability.