PROJECT DESIGN PHASE SOLUTION ARCHITECTURE

CRM APPLICATION FOR JEWEL MANAGEMENT – (DEVELOPER)

Date	30 June 2025
Team ID	LTVIP2025TMID31185
Project Name	CRM APPLICATION FOR JEWEL MANAGEMENT – (DEVELOPER)
Maximum Marks	4 MARKS

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[12:31 pm, 6/8/2025] Madan Kumar: To adapt your *Model Performance Testing Template* for a *Salesforce Automation setup* in *Jewelry Management CRM*, let's lay out the necessary parameters and structure for testing your model's performance based on the details you've provided.	
### *Model Performance Testing Template*	
#### *1. General Information*	
* *Project Name:* Salesforce Automation for Jewelry Management CRM	
* *Model Type:* CRM Data Management Model	
* *Objective:* Automate data import, validation, and Salesforce, with object detection for handling jewelry details).	
#### *2. Model Summary*	
* *Salasforsa Automation Satura*	

* *Salesforce Automation Setup*:

The model integrates with Salesforce to automate the data management...

[12:34 pm, 6/8/2025] Madan Kumar: Solution Architecture for CRM Application – Jewelry Management **©** Objective of Architecture Bridge the gap between jewelry retail business problems and scalable, technology-driven CRM solutions. Enable inventory, customer, and sales process automation for jewelers via a centralized cloud-based CRM. Ensure secure, real-time access to data and analytics across devices and store branches. ☐ Key Components of the Architecture Component Description Frontend (Web & Mobile) User interfaces for sales staff, store managers, and admins – built using React (Web) and Flutter (Mobile) for responsiveness.

Backend Services (API Layer) Node.js or Python-based REST APIs to handle logic, customer interactions, product queries, etc.

Database Layer Cloud-native database like AWS RDS or MongoDB for storing customer profiles, inventory data, orders, and logs.

Authentication & Access Control AWS Cognito, Firebase Auth, or OAuth for secure role-based access (admin, sales rep, manager).

Inventory Management Module Tracks each jewelry item by attributes: metal, gemstone, weight, size, design, and batch.

Customer Management Module Manages contact info, preferences, purchase history, important dates (anniversaries, birthdays).

Communication Module Integrated with SMS/Email APIs (e.g., Twilio, SendGrid) for automated client messaging.

Analytics & Reports Uses tools like Amazon QuickSight or Power BI for sales trends, customer behavior, inventory turnover.

Repair & Warranty Tracker Logs product repairs, warranty period, and customer communication around servicing.

Cloud Infrastructure Hosted on AWS, Azure, or GCP for high availability, auto-scaling, and backups.

Integration Layer API connectors to POS systems, eCommerce platforms (Shopify, WooCommerce), or social media channels