Project Design Phase-II

Proposed Solution

Date	23 June 2025
Team ID	LTVIP2025TMID31339
Project Name	CRM Application for Jewel Management - (Developer)

Proposed Solution:

S.No.	Parameter Description
1.) Problem Statement (Problem to be solved)	Jewelry businesses often face difficulties in managing customer information, tracking inventory, calculating gold/silver prices accurately, and generating bills with custom charges like KDM and stone pricing. Manual systems are time-consuming, error-prone, and lack automation, which impacts operational efficiency and customer satisfaction.
2.) Idea / Solution description	The proposed solution is a Salesforce-based Jewelry Inventory Management System. It includes custom objects for Jewel Customer, Item, Customer Order, Price, and Billing. It uses automated formula fields for dynamic calculations, record-triggered flows for email notifications, and validation rules to ensure accurate data. Roles, profiles, and permission sets help in access control for different staff levels like Goldsmith and Worker.
3.) Novelty / Uniqueness	This solution provides end-to-end digital transformation of a jewelry shop workflow. It combines inventory, pricing, order management, and billing under a single platform. Unique features include auto-calculated fields for gold/silver pricing, dynamic record types based on item category (Gold or Silver), and an integrated dashboard for business insights.
4.) Social Impact / Customer	This system improves service accuracy and

Satisfaction	transparency in billing, boosting customer trust. It reduces manual work, helping workers focus more on production and delivery. By improving customer experience and reducing errors, it ensures higher satisfaction and repeat business.
5.) **Business Model (Revenue Model)**	This solution can be sold as a customizable cloud-based product to small and medium-scale jewelry businesses. Revenue can be generated through subscription models, implementation services, and ongoing support.
6.) **Scalability of the Solution**	The system is highly scalable as it is built on Salesforce, which supports a growing number of users, large datasets, and multiple roles. It can be extended to include e-commerce integration, customer mobile apps, and vendor tracking modules.