**CRM APPLICAION FOR JEWEL MANAGEMENT**

**College Name:TIRUPPUR KUMARAN COLLAGE FOR**

**WOMEN**

**College Code: bru3j**

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INTRODUCTION

## 1.1 Project overview

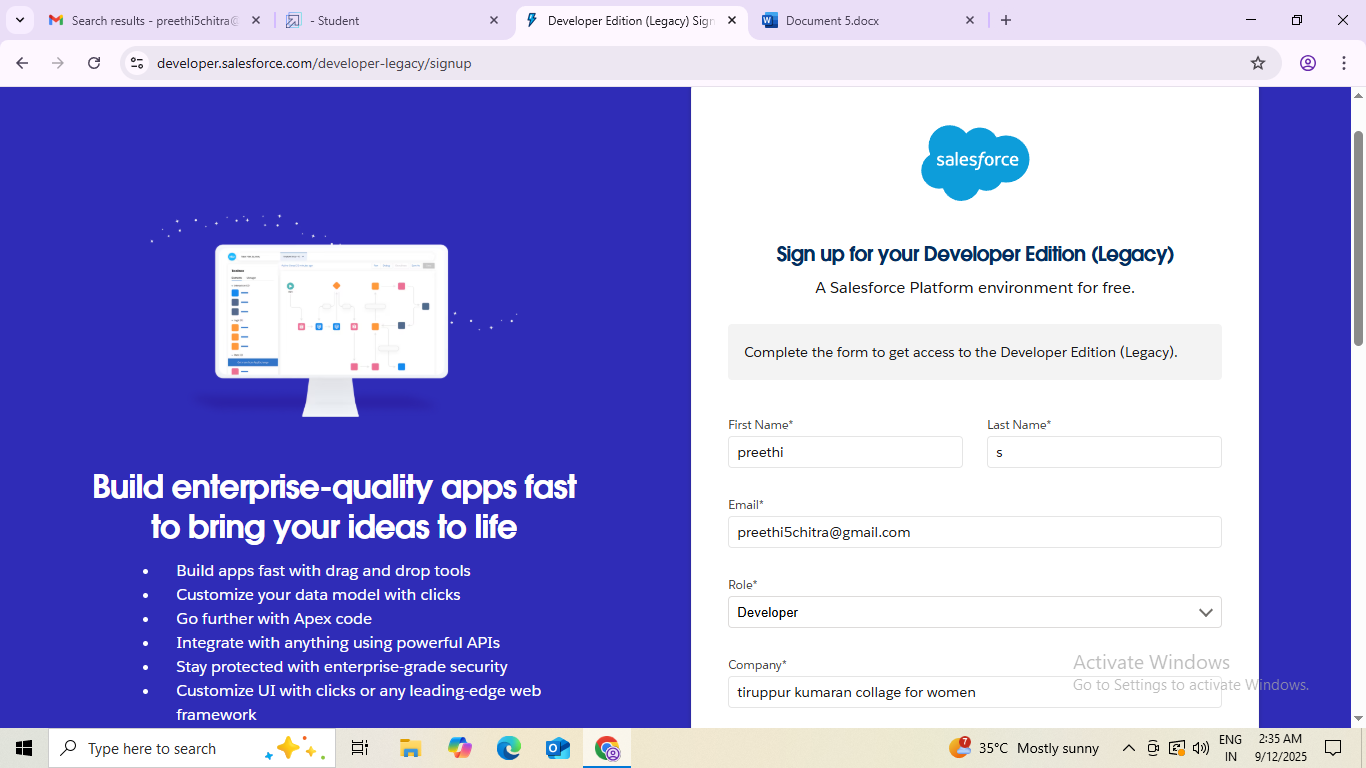
The jewelry development projects aim to build a custom salesforce CRM solution for a jewelry retail and wholesale business. The system is designed to manage customer relationship, streamline sales operation, track inventory, and improve overall business efficiency.

## 1.2 Purpose

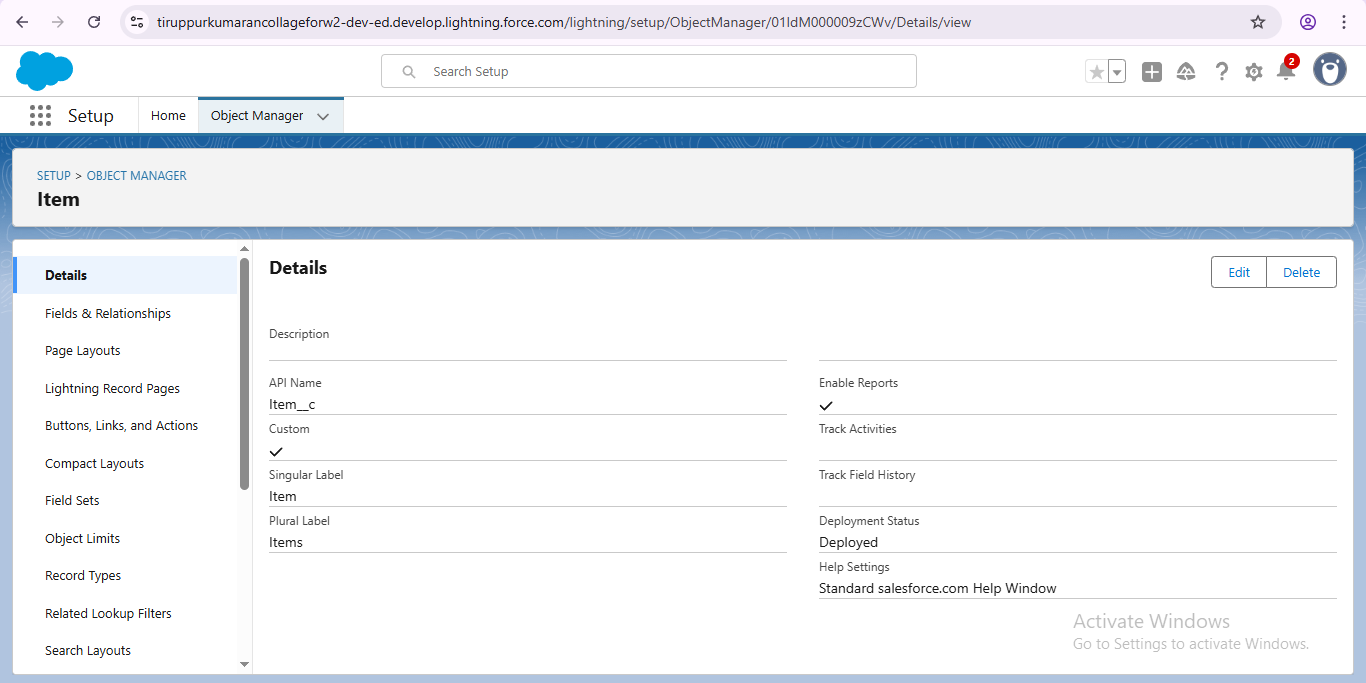
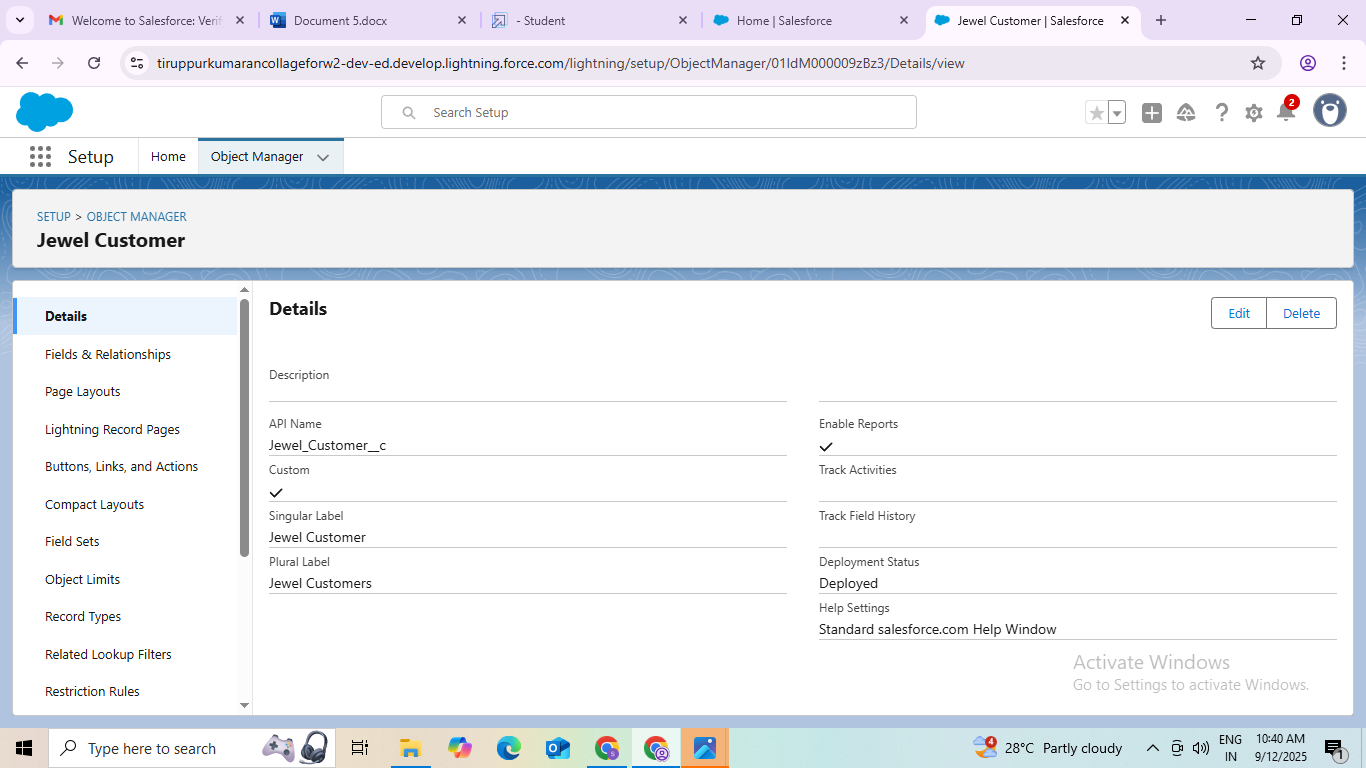
It works digitally transform the jewelry business by providing a centralized, intelligent, and customer-focused CRM platform.

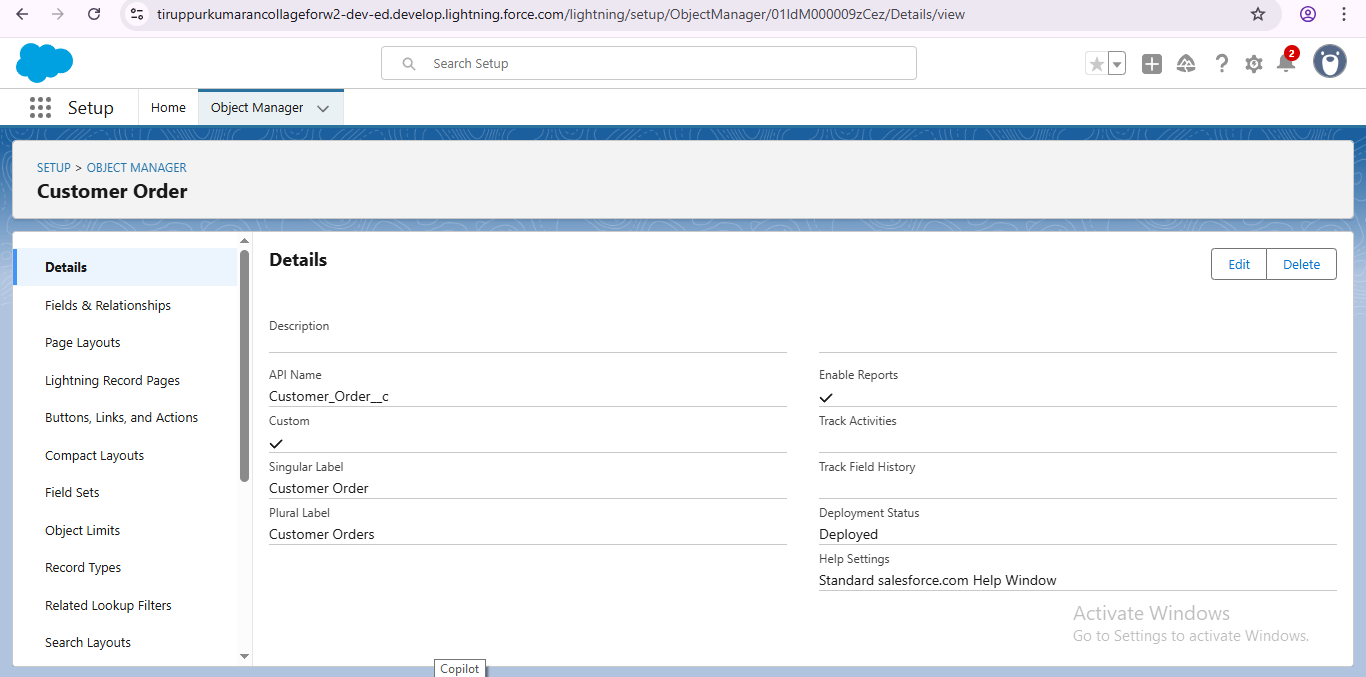
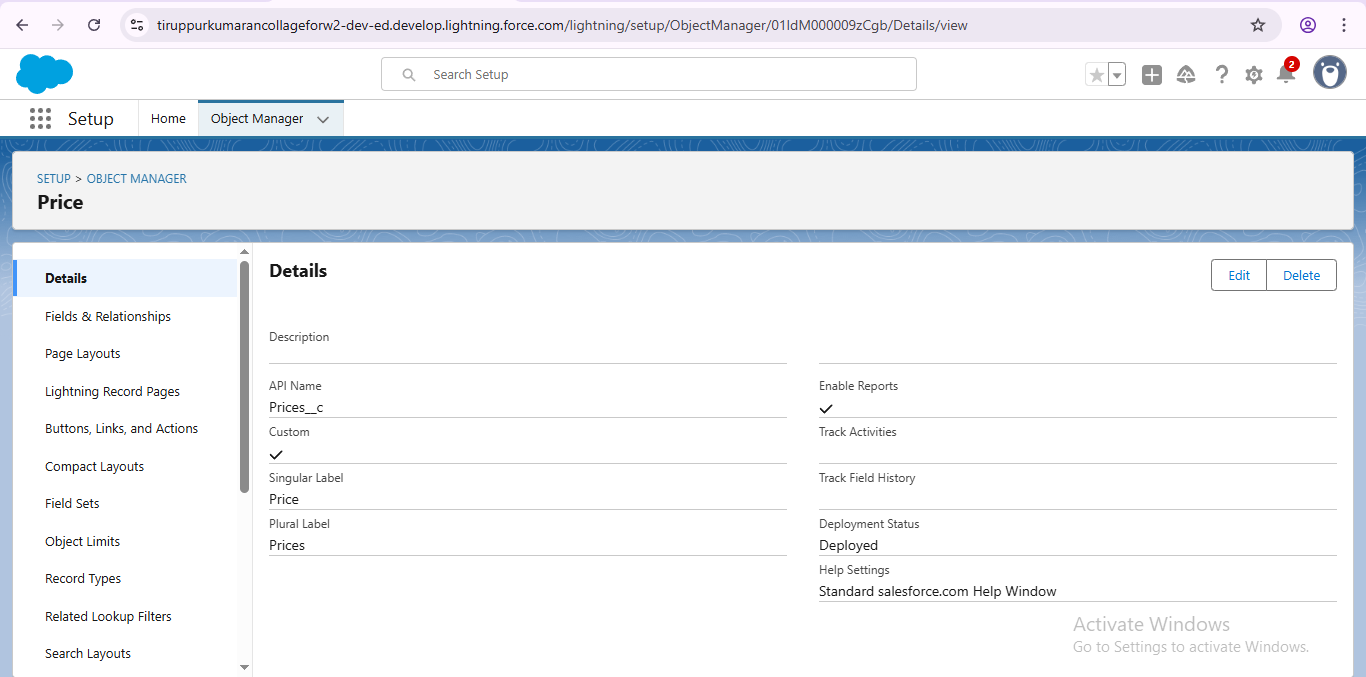
DEVELOPMENT PHASE

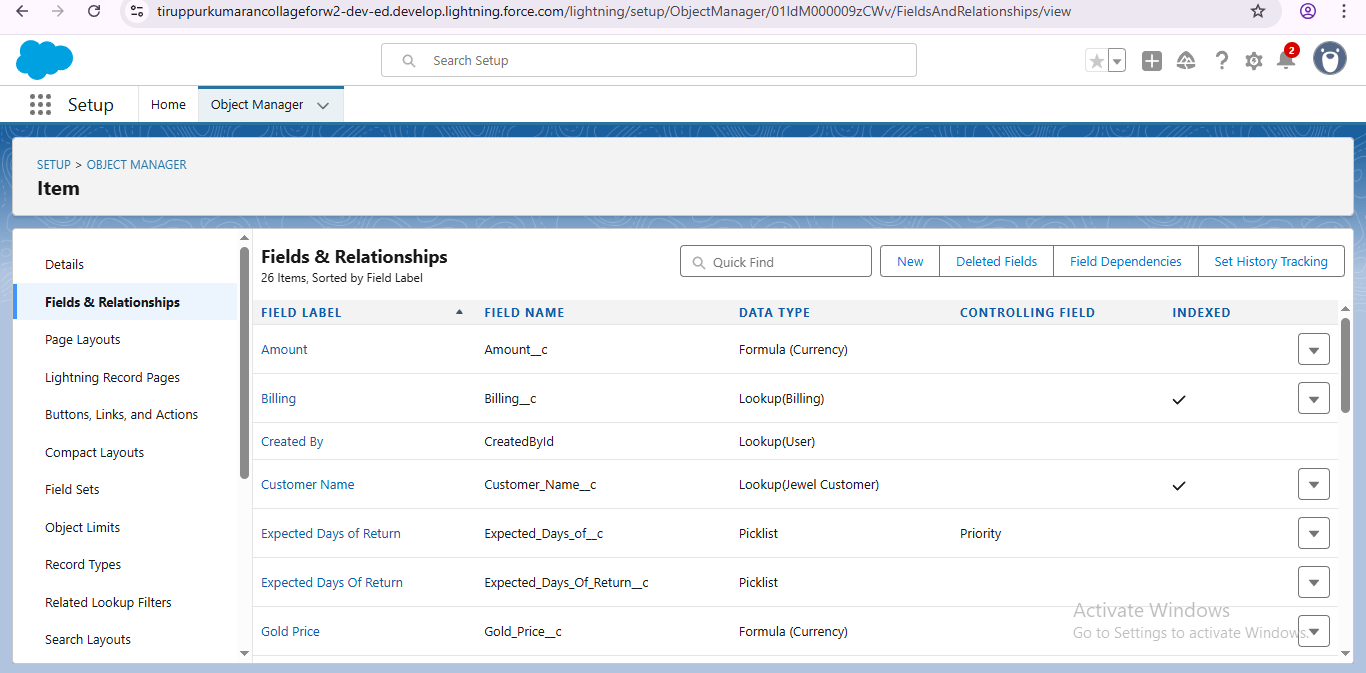
Create developer account:

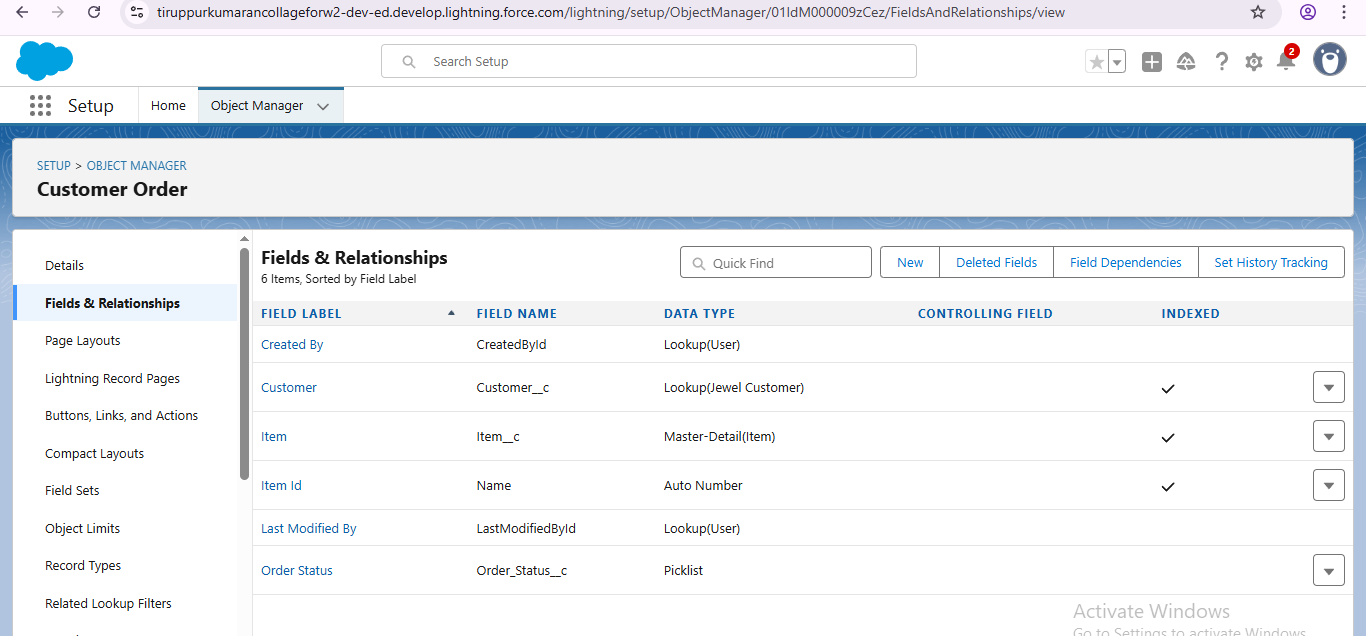
By using this URL - <https://developer.salesforce.com/signup> 

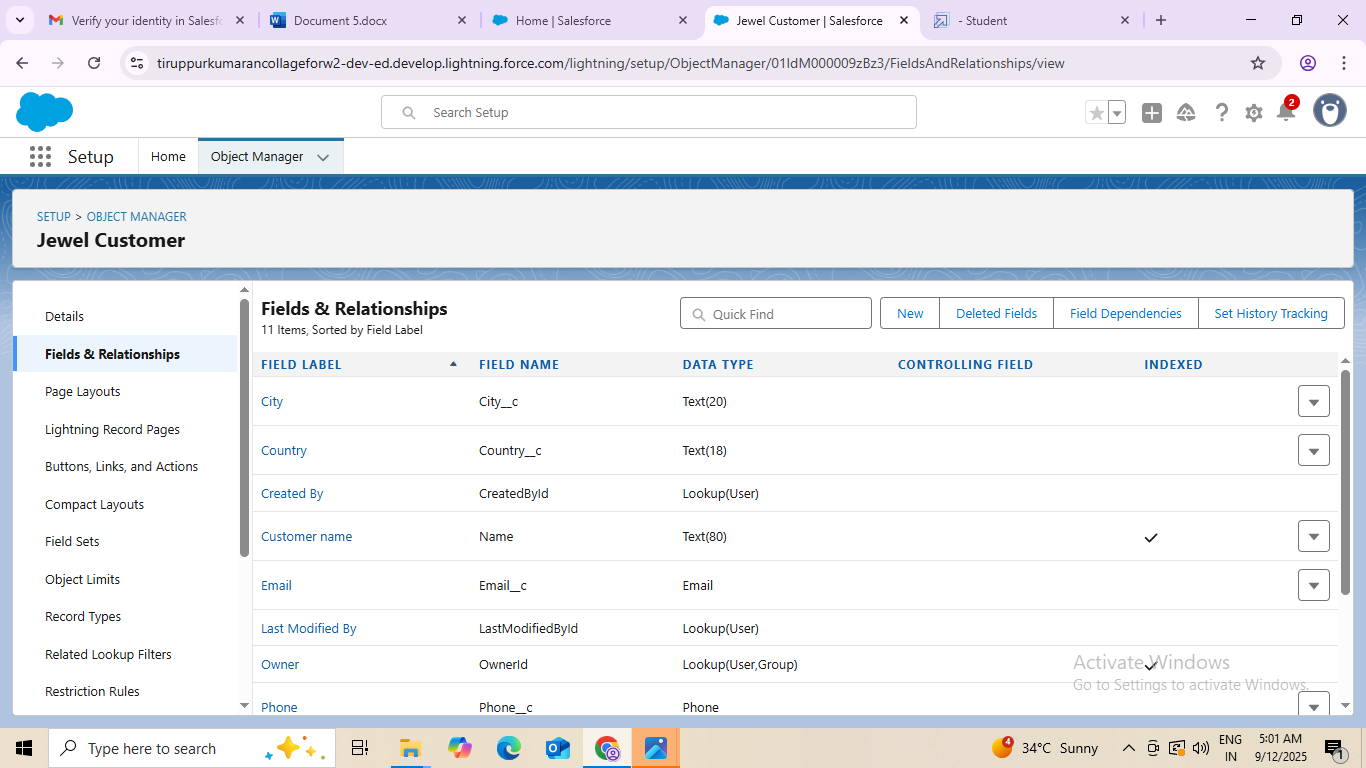
Creating custom objects: jewel customer, price, item, customer order

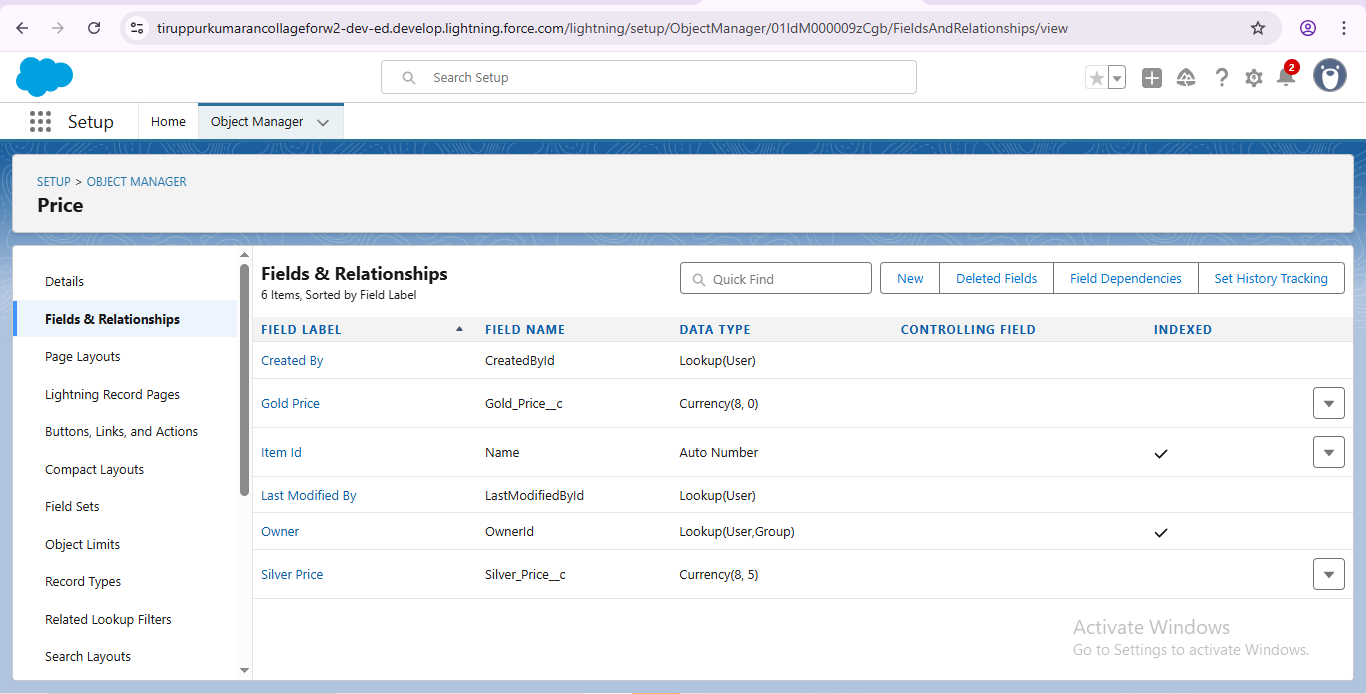


 configure fields and relationship

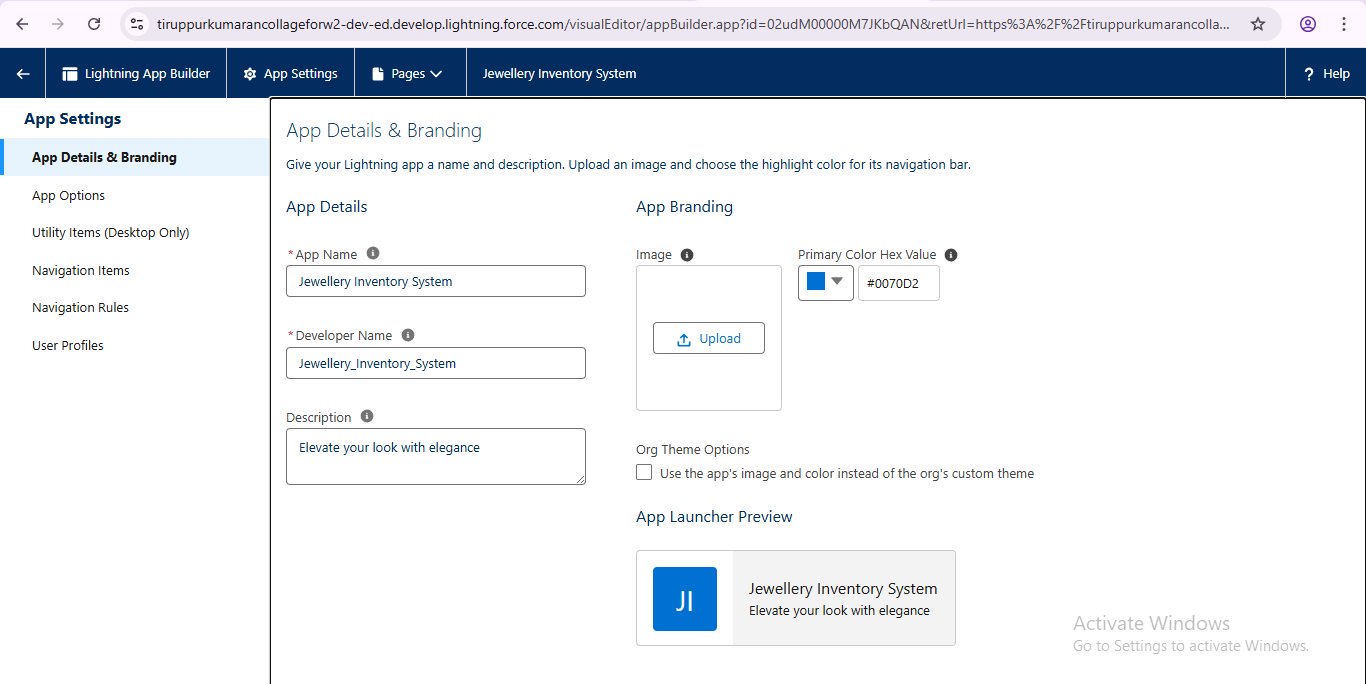


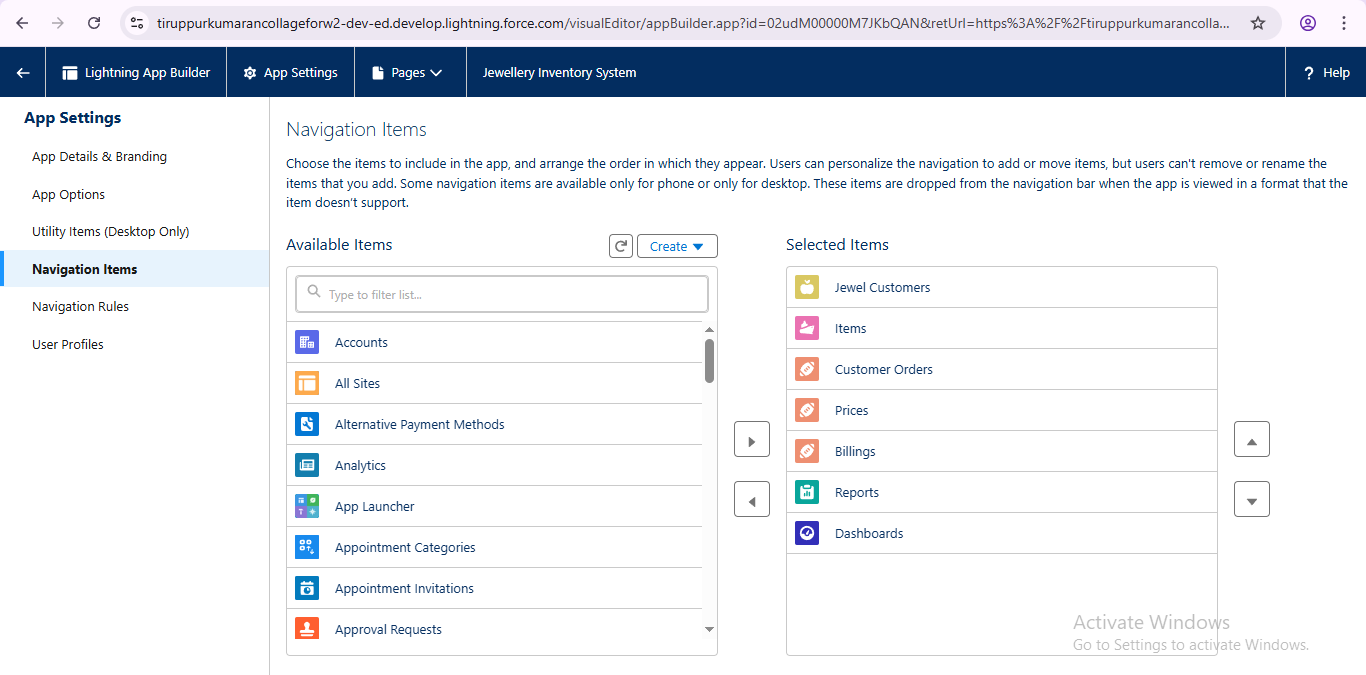


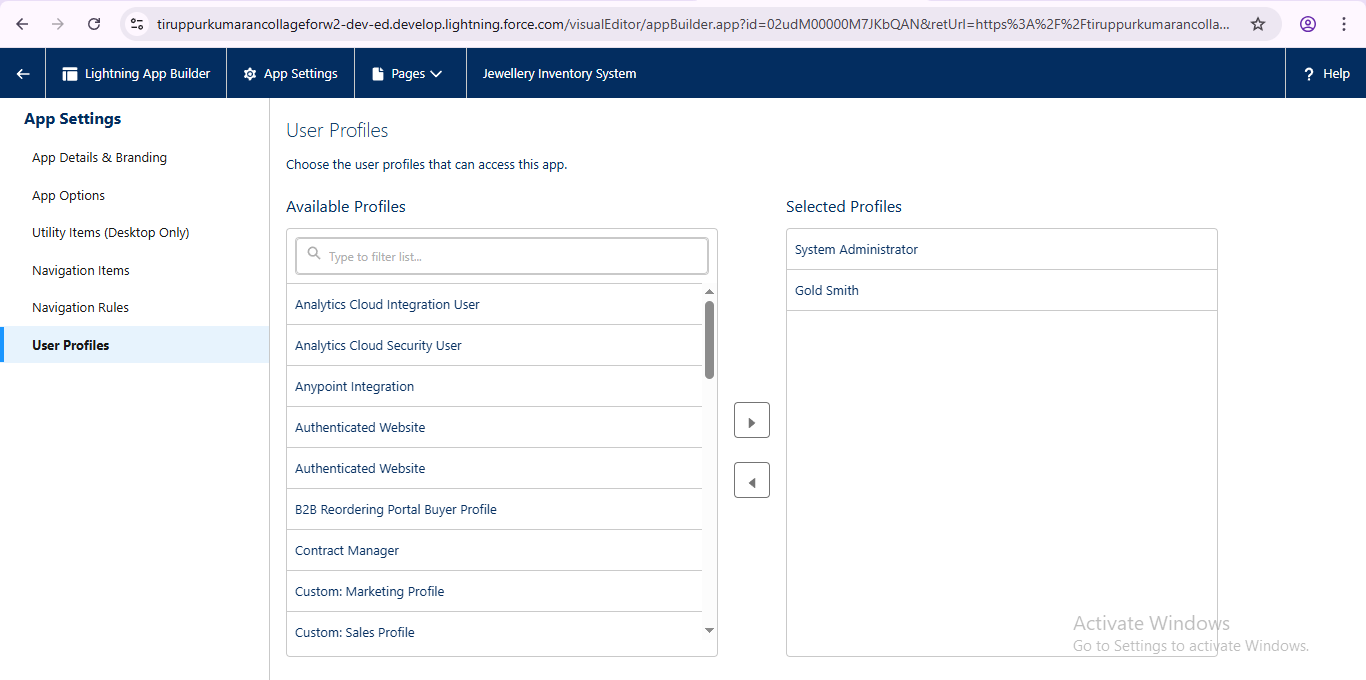




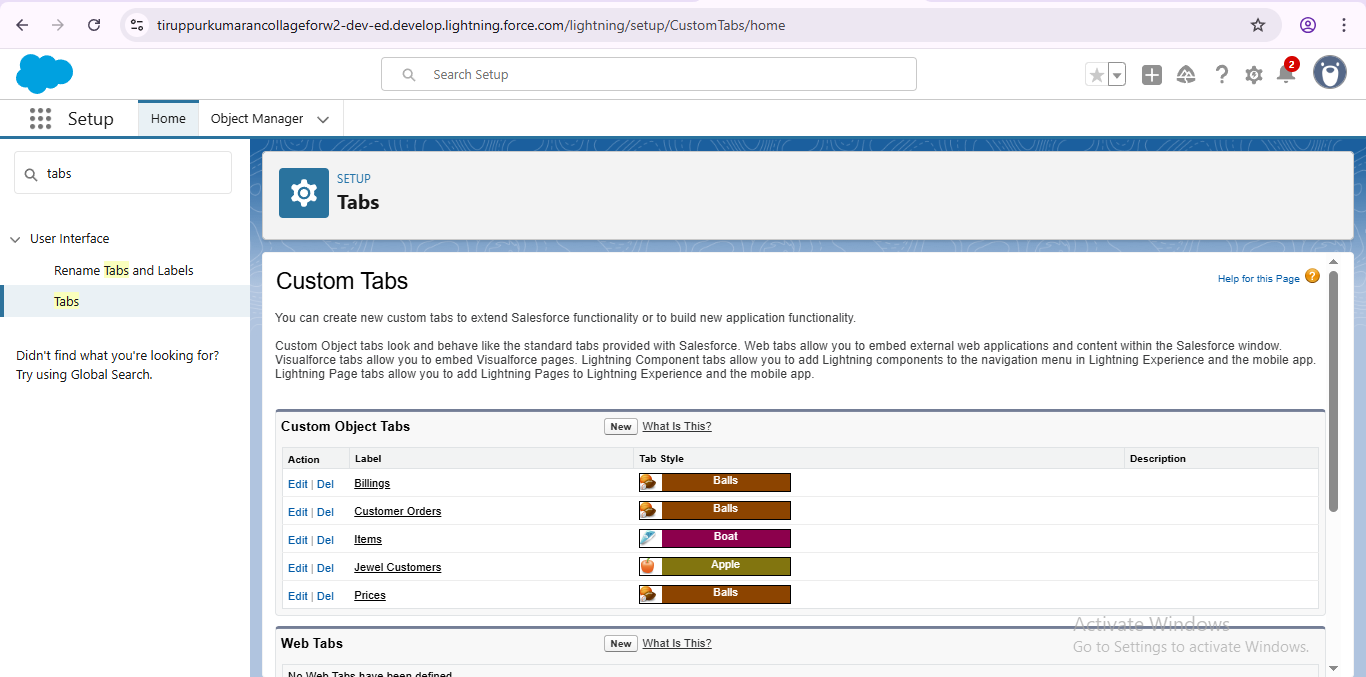
Developed lightning app with relevant tabs

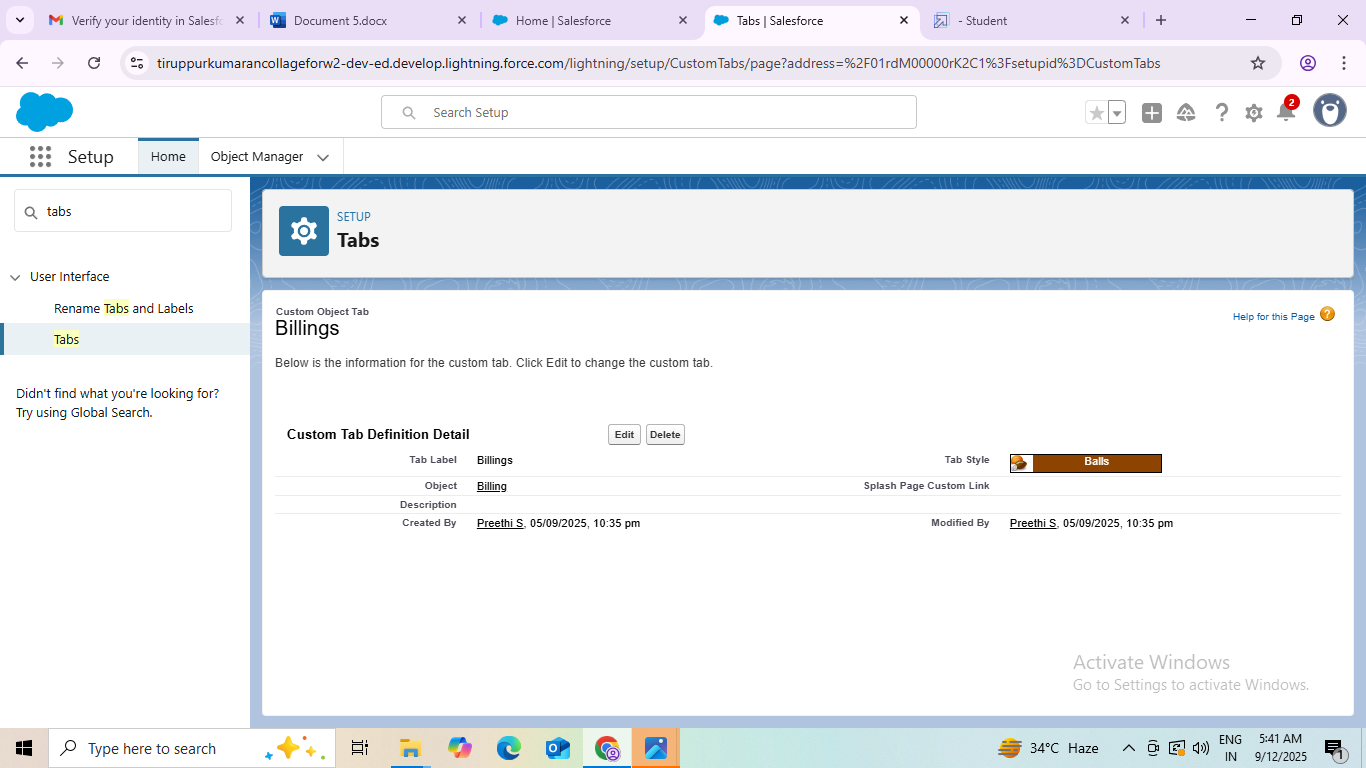




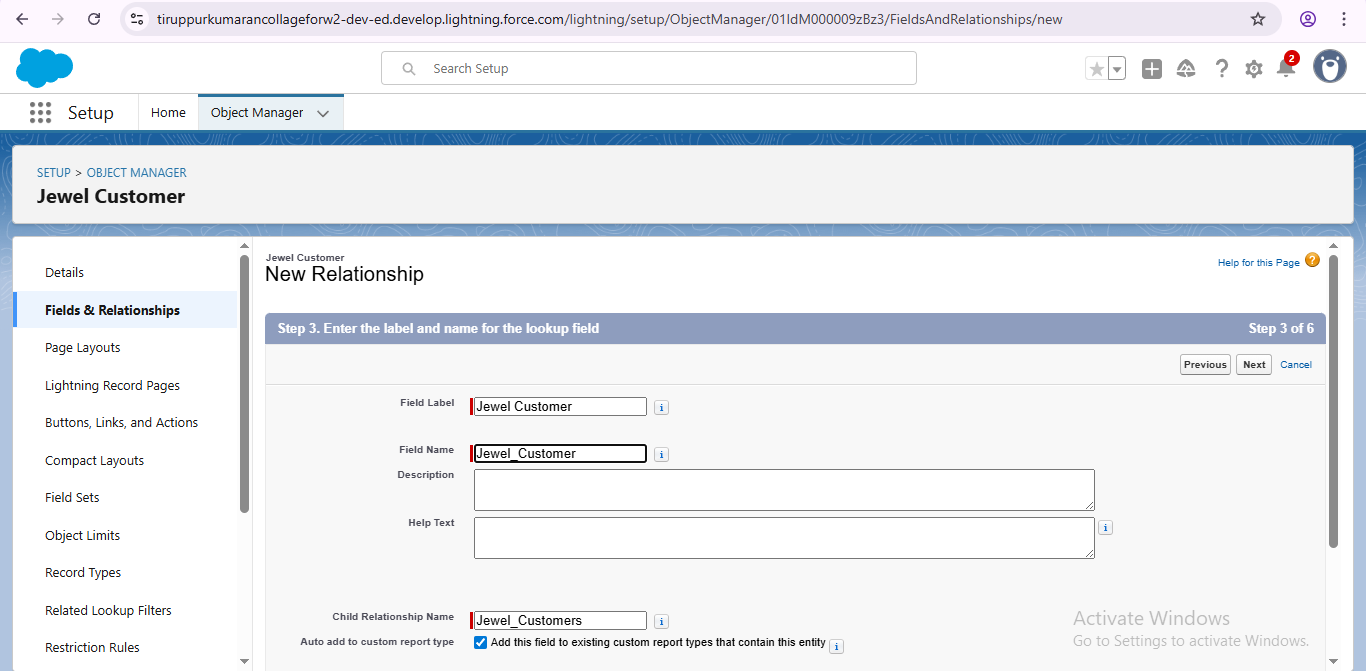


Creating custom tabs

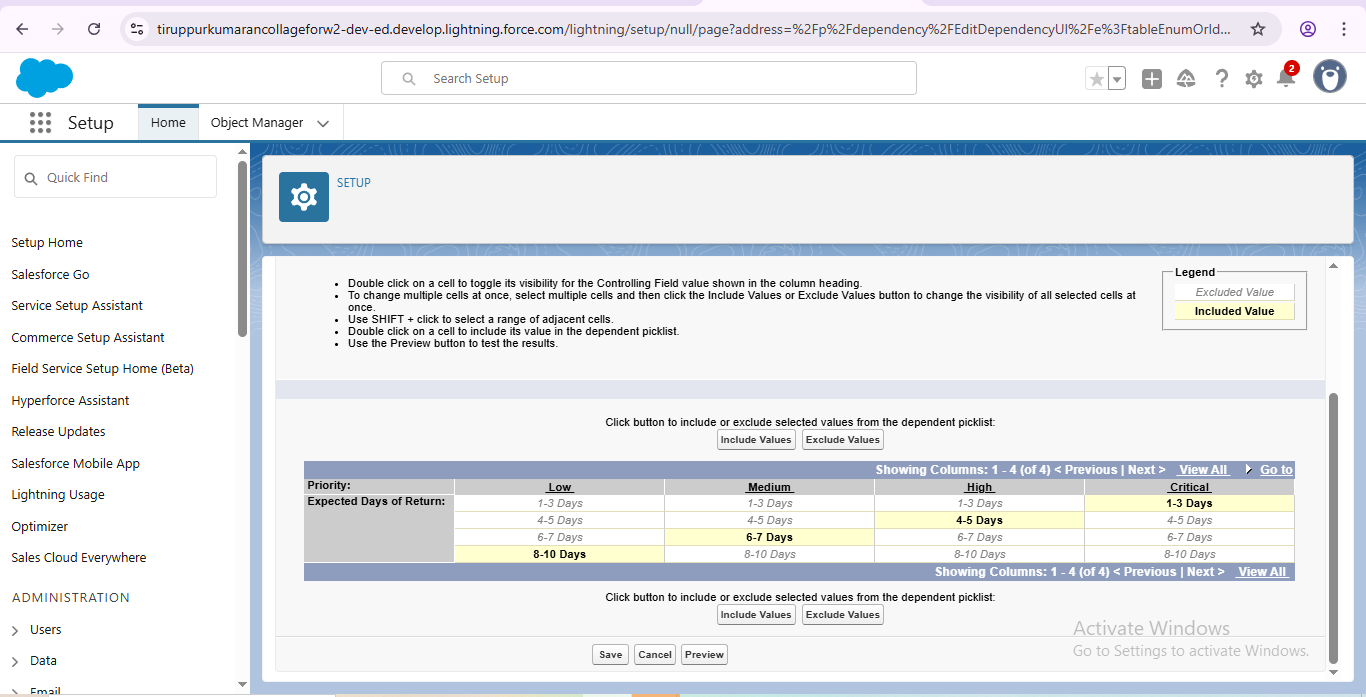




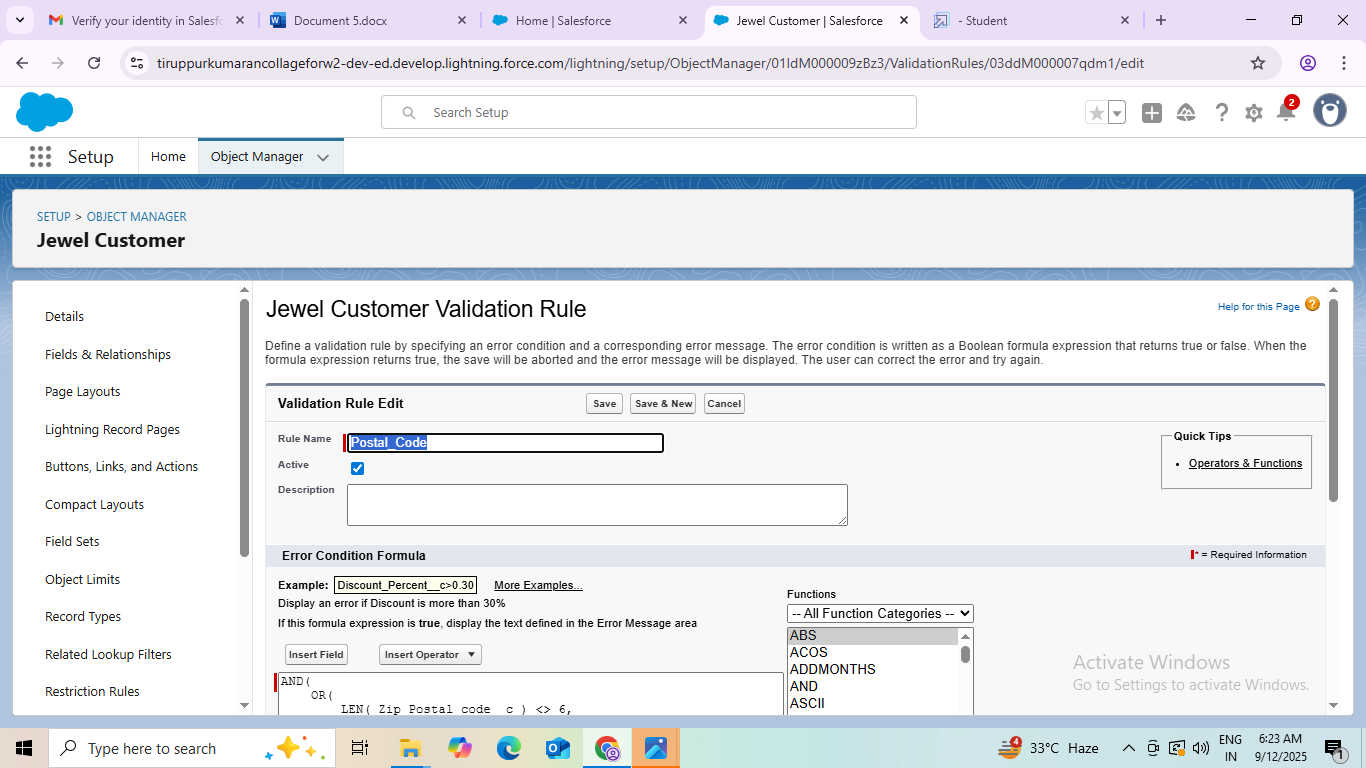
Creating fields (lookup relationship, master-detail relationship, text, phone, email, number, picklist, currency, formula)



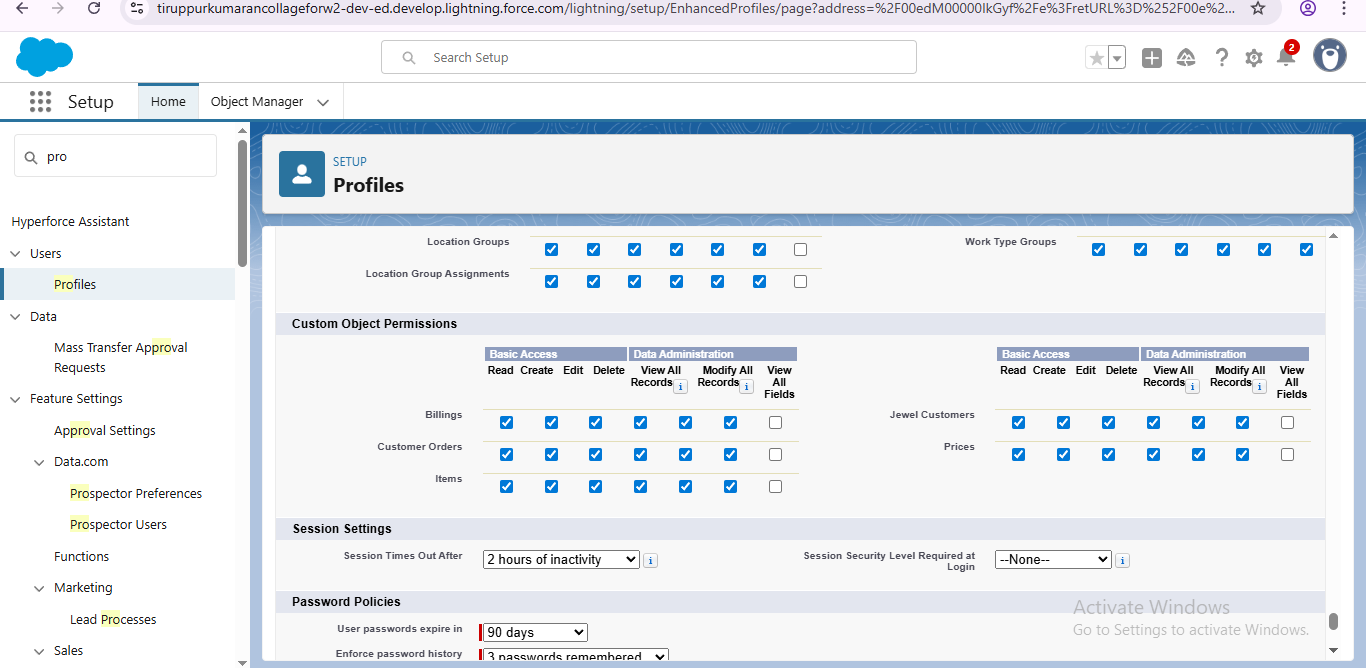
Creating field dependencies



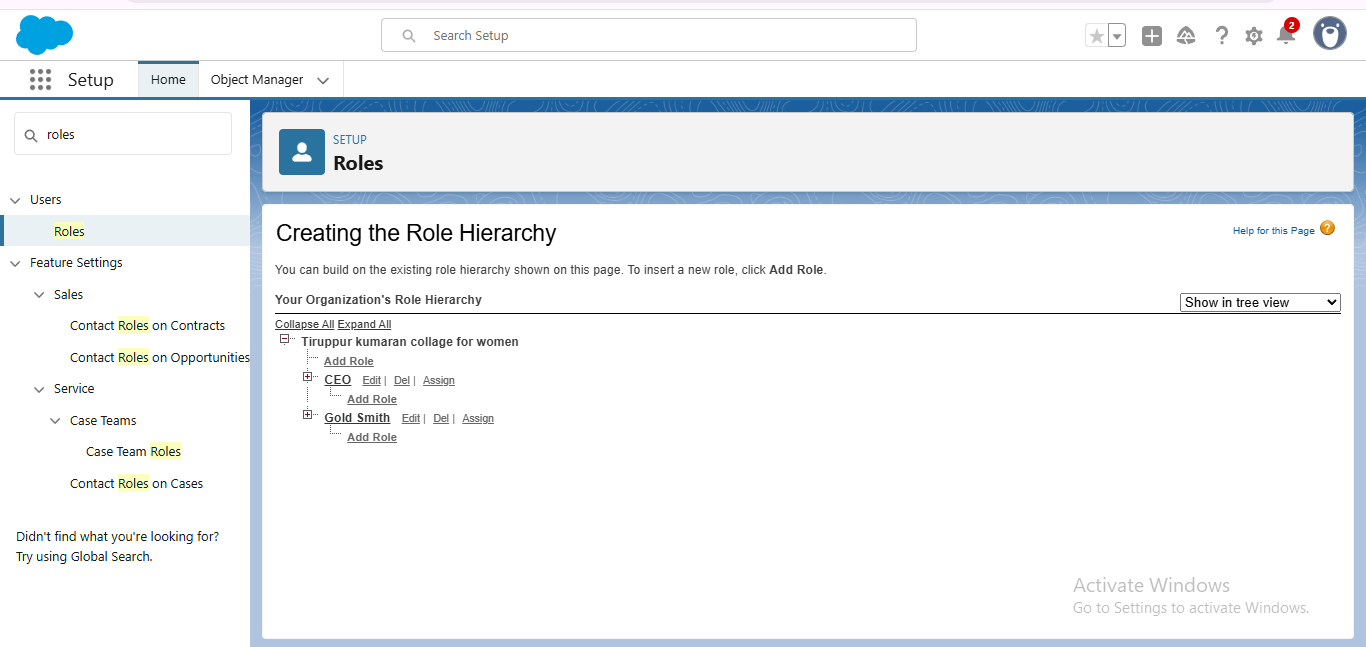
Creating validation rules



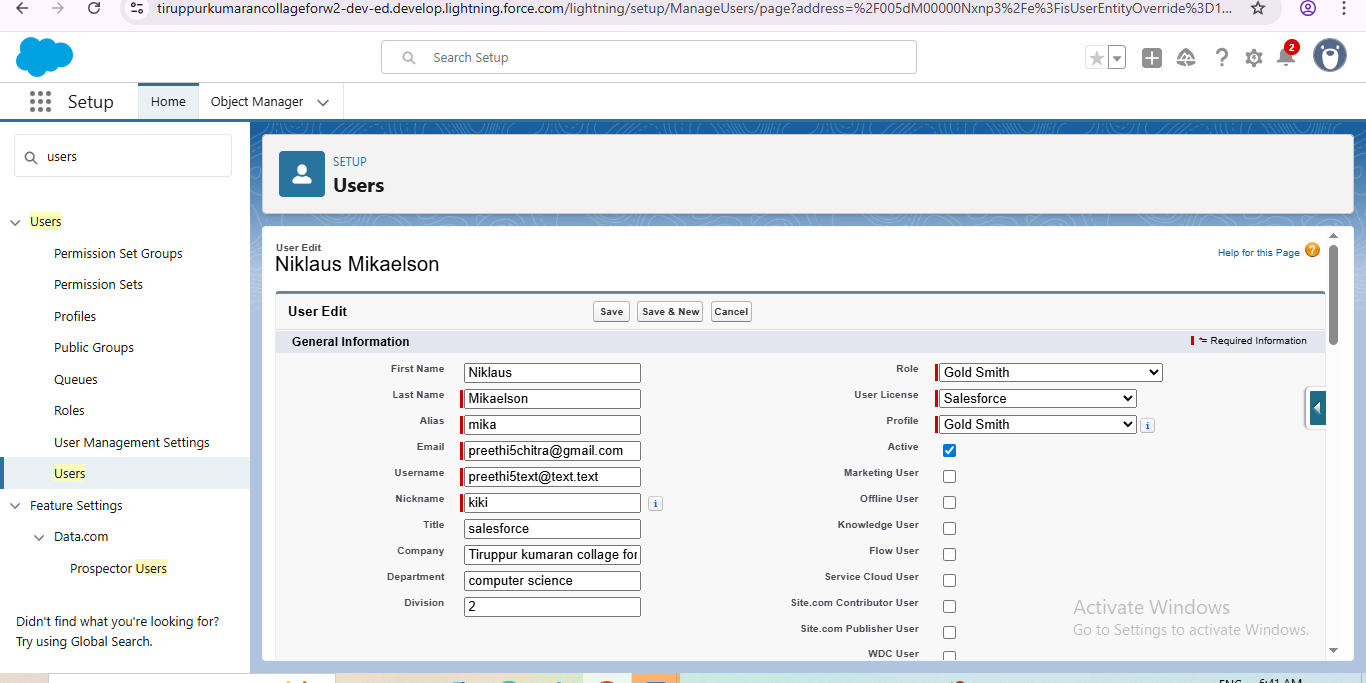
gold smith profile and profile creation



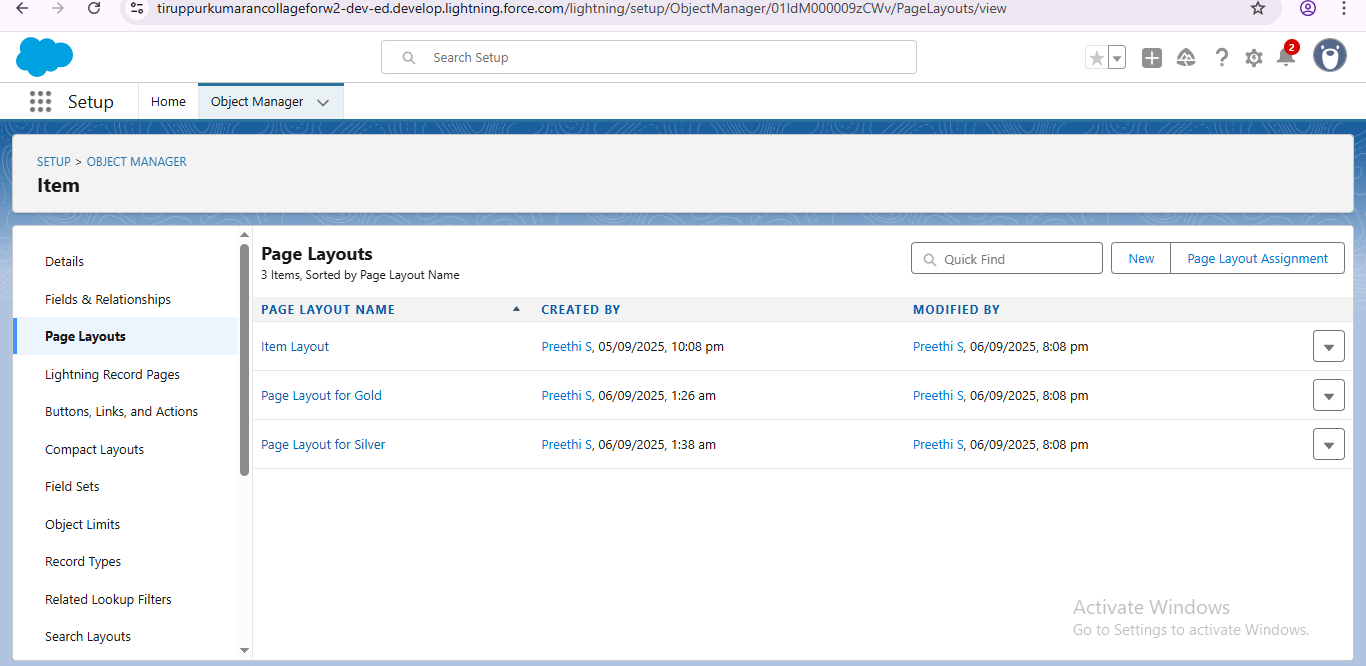
Creating role

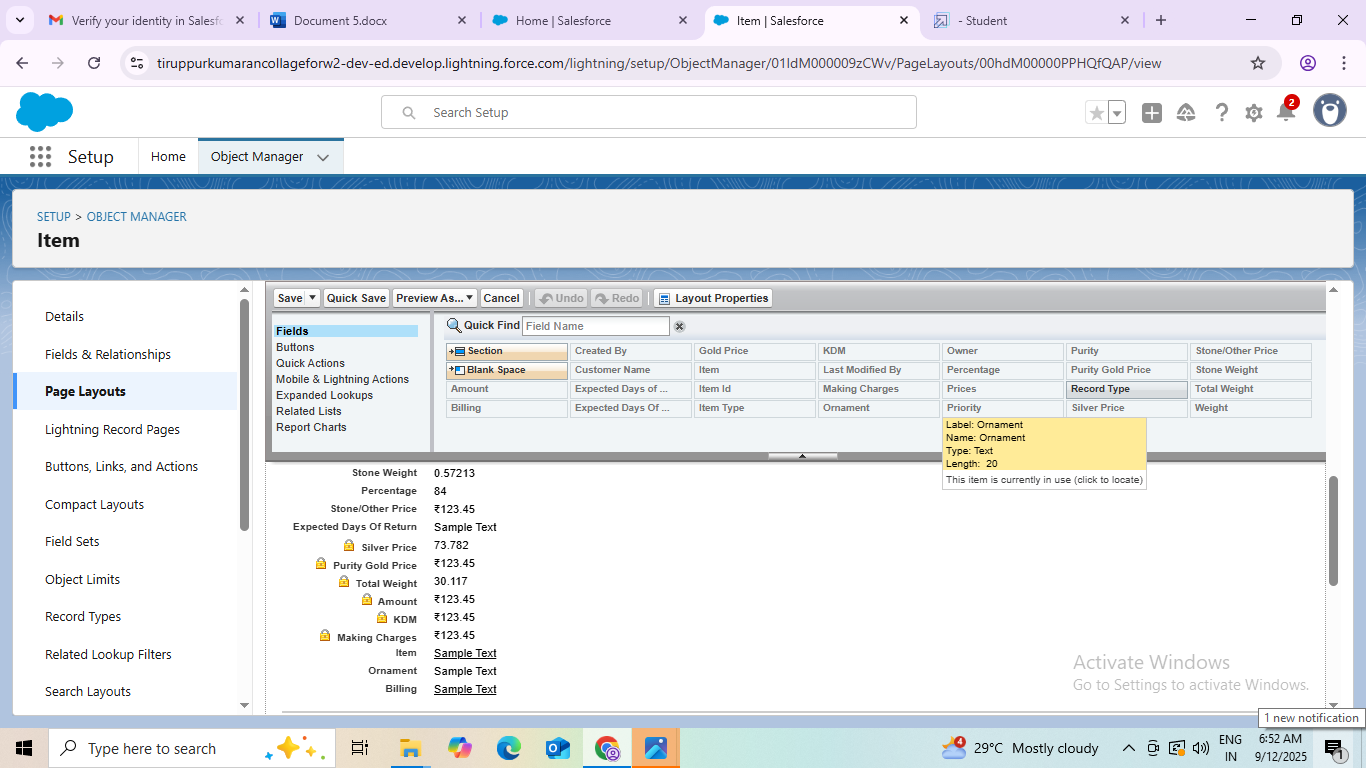


Users in field

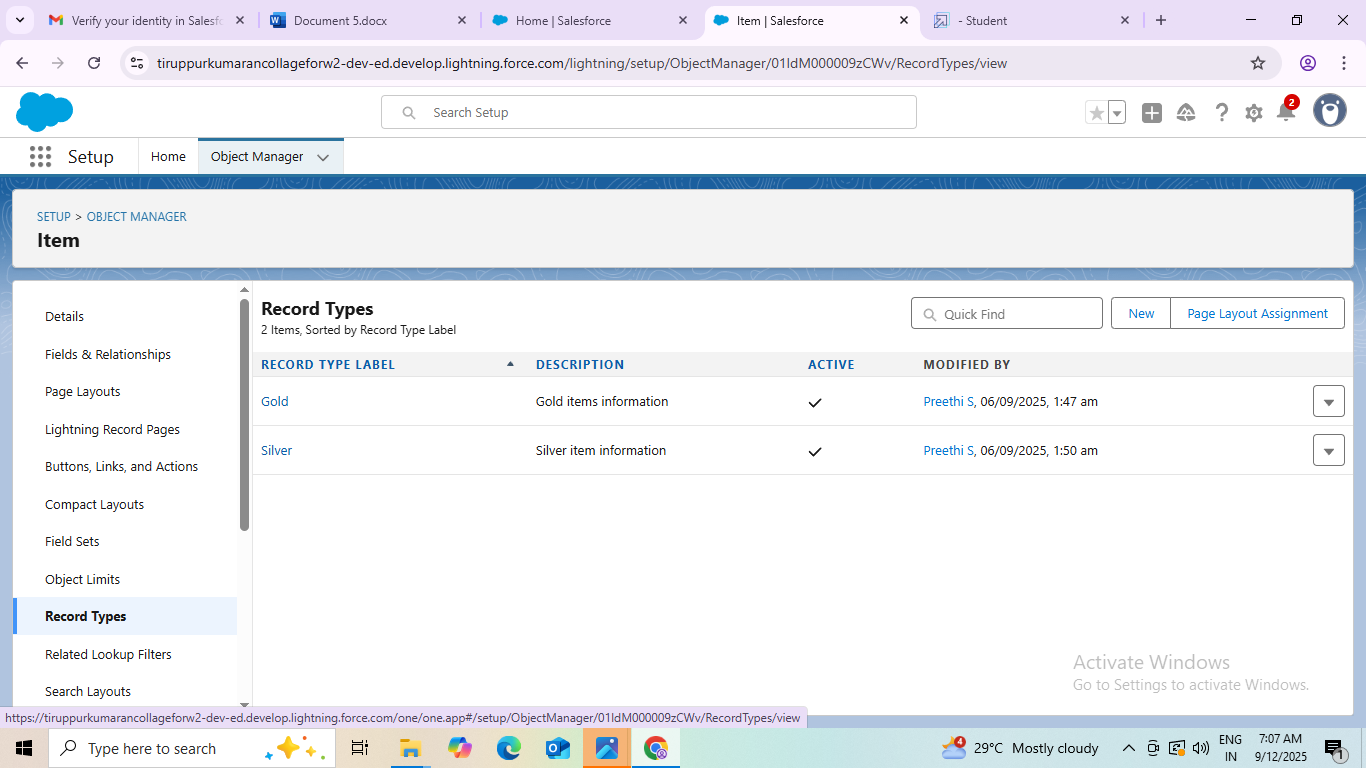


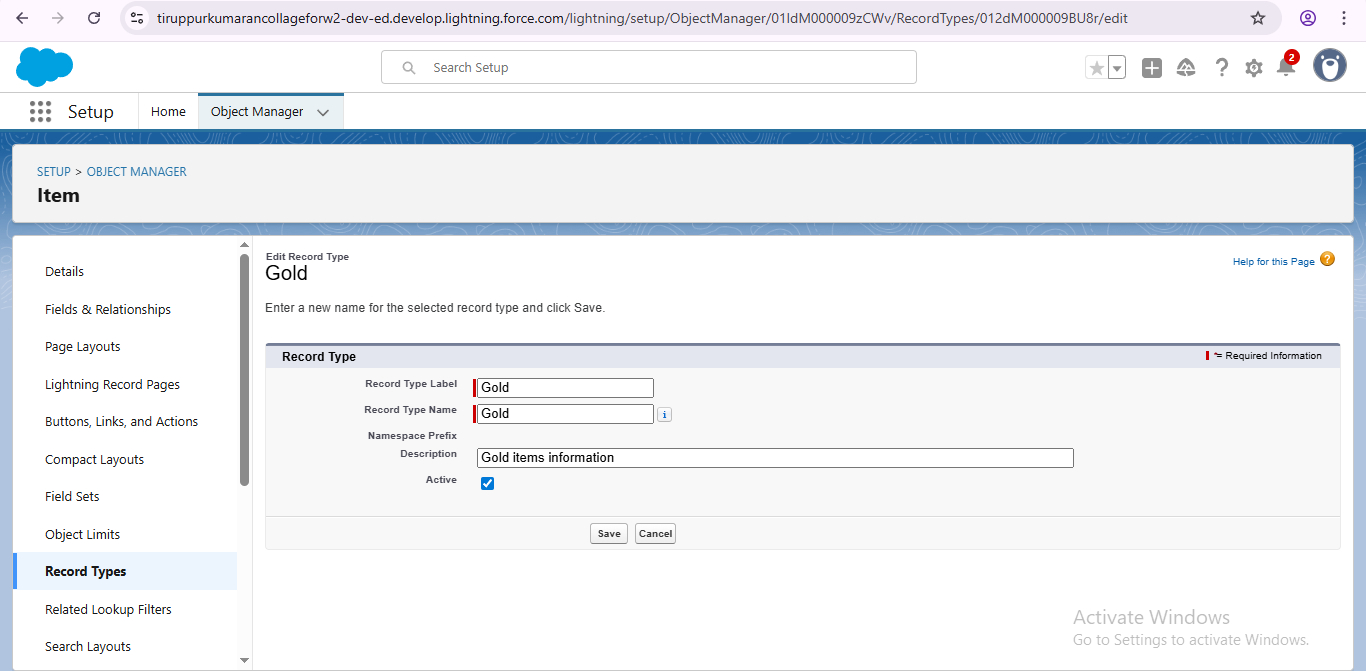
Defining the page layouts



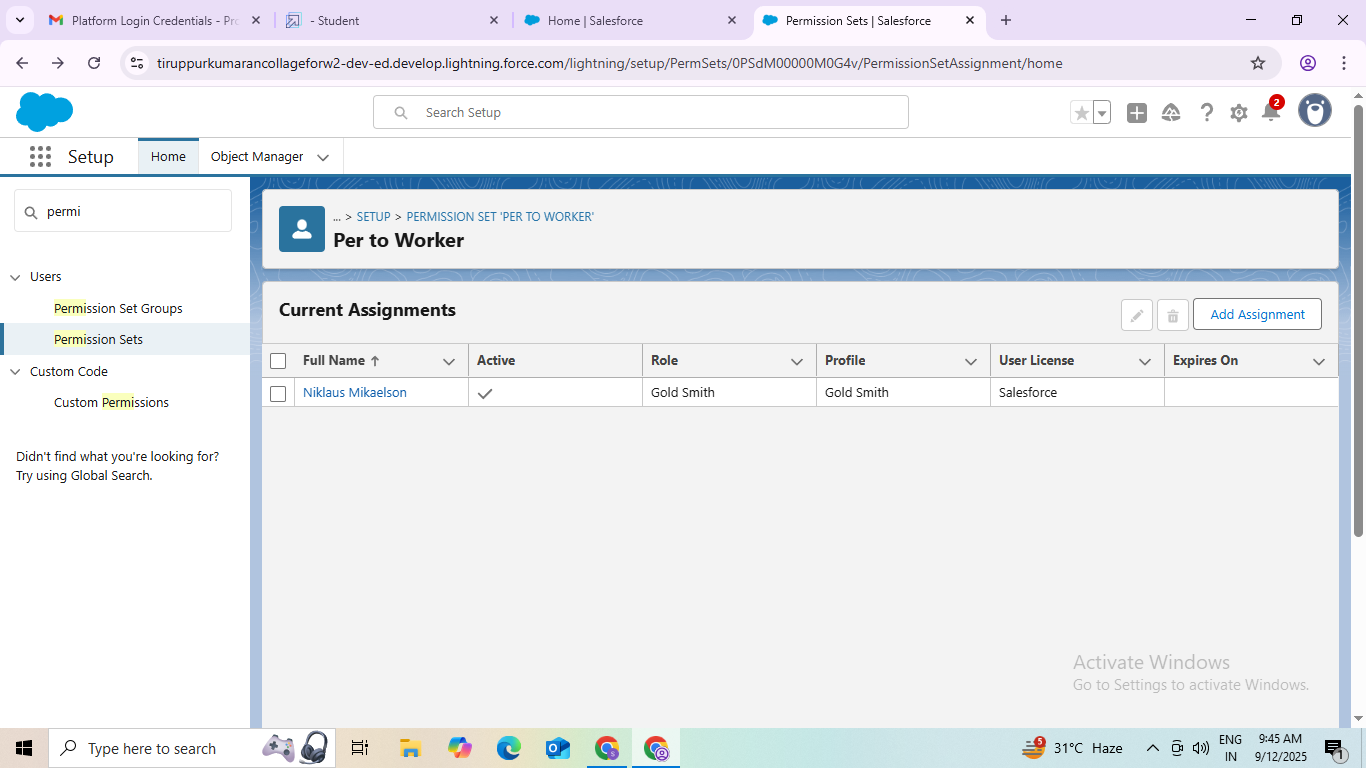


Creating record pages





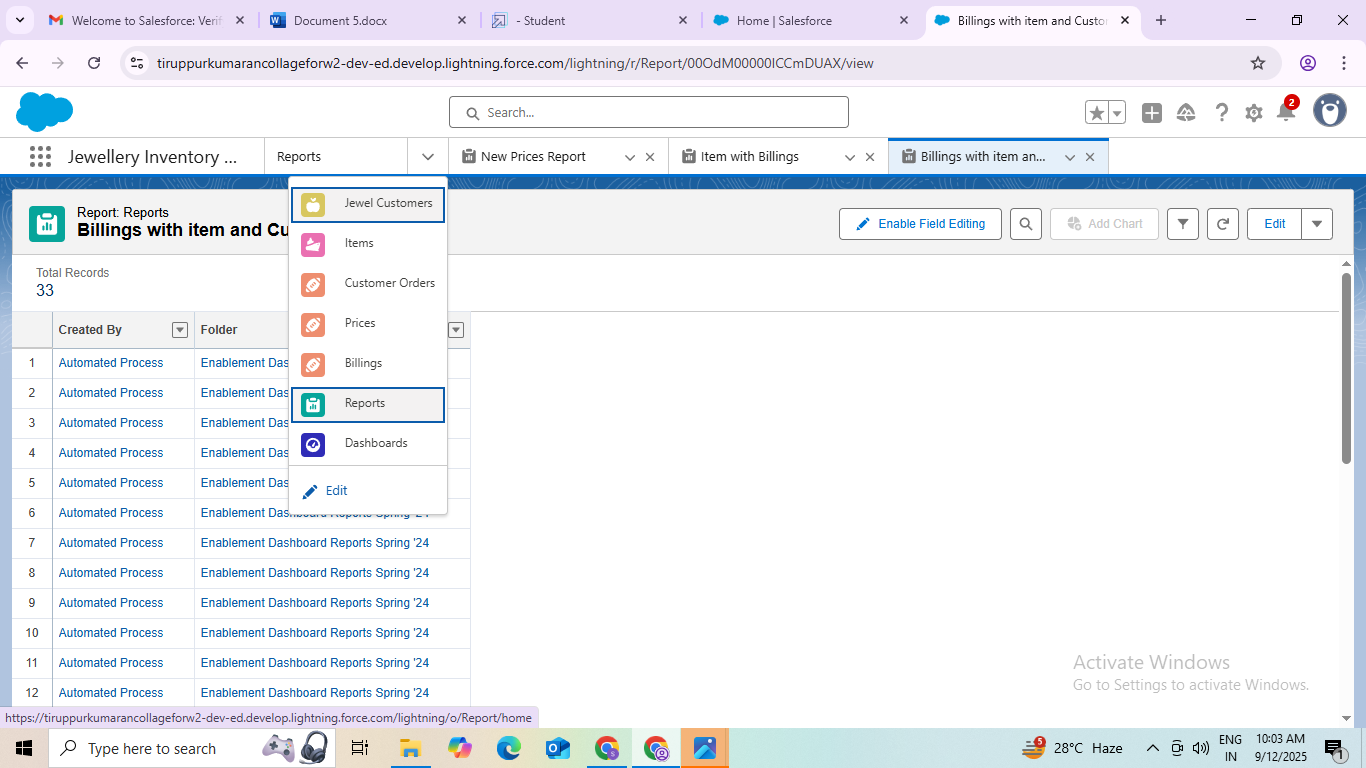
Permission set

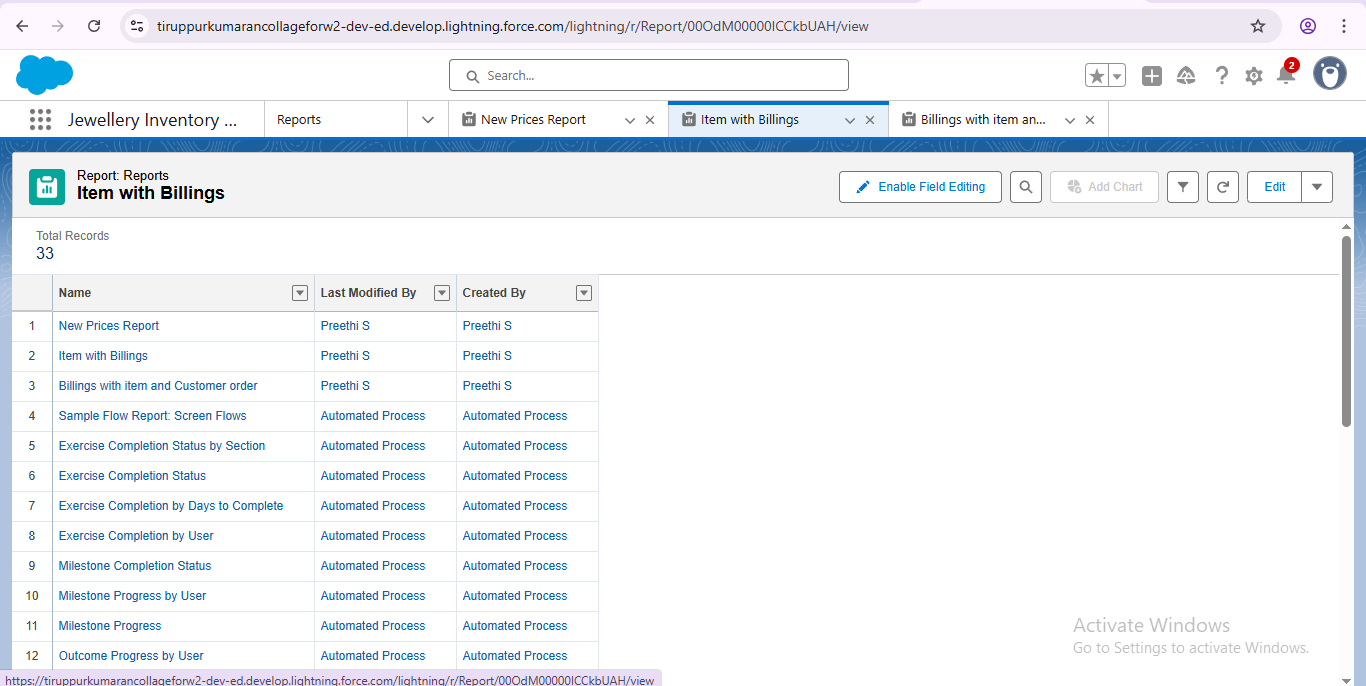


Creating triggers in apex

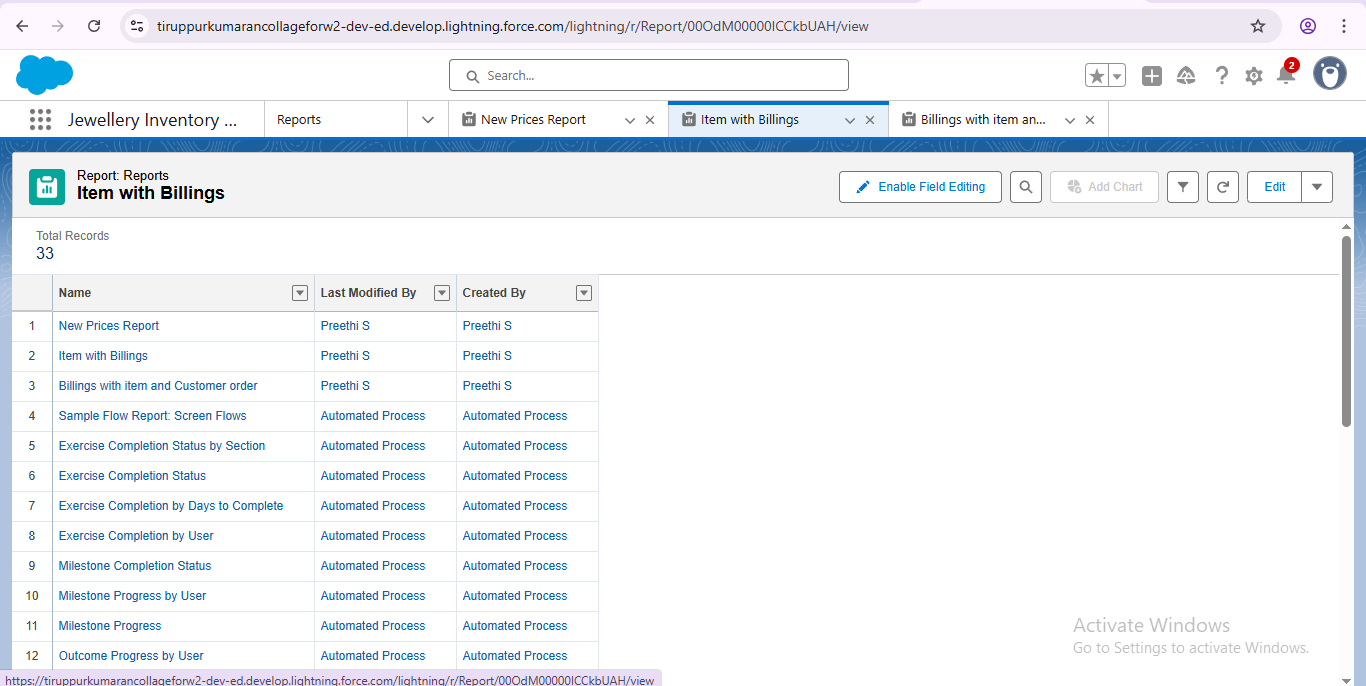


Insert reports

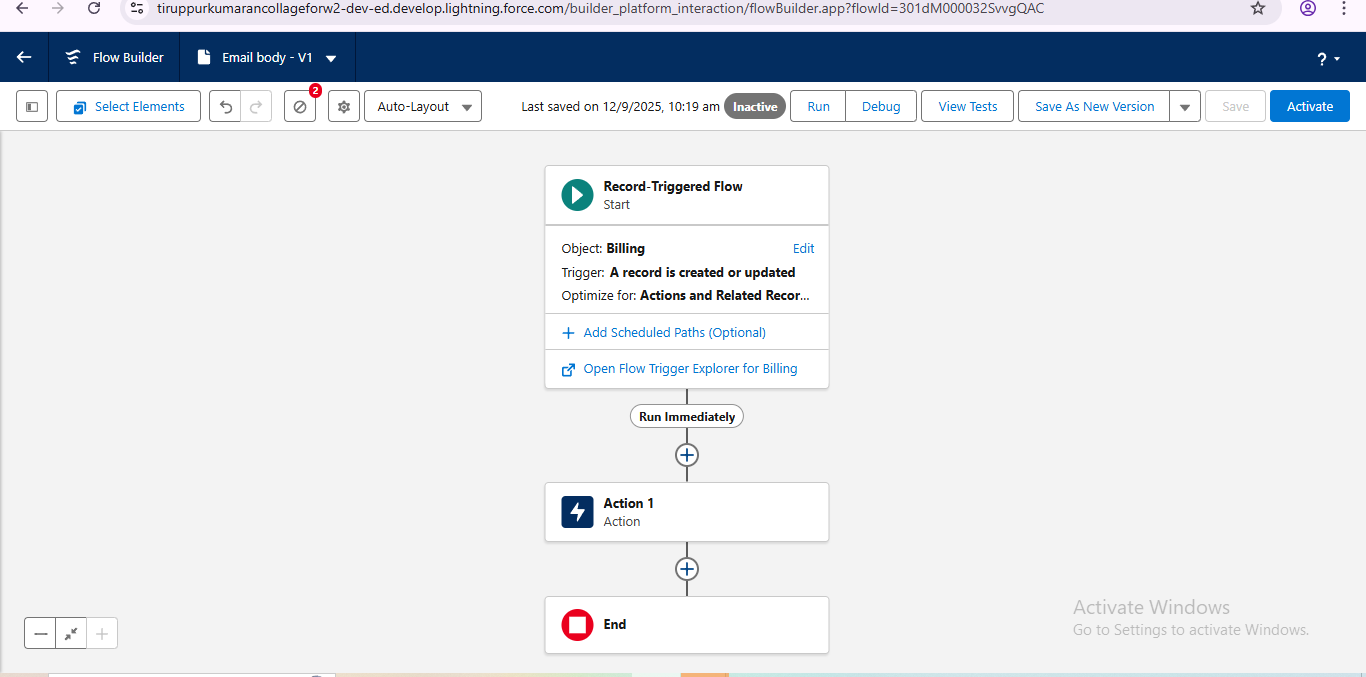




Creating dashboards



Create flows



# Conclusion

The CRM jewelry management system plays a vital role in enhancing customers relationship and improving overall efficiency in the jewelry industry.

## APPENDEX

SOURCE CODE: Provided in apex class and triggers

## UpdatePaidAmountTriggerHandler:

public class UpdatePaidAmountTriggerHandler {

public static void handleBeforeInsert(List<Billing> new Billings) {

for (Balling billing: new Billings) {

billing.Paid\_Amount\_\_c = billing.Paying\_Amount\_\_c;

}

}

public static void handleBeforeUpdate(Map<Id, Billing\_\_c> oldBillingsMap, List<Billing\_\_c> updatedBillings) {

for (Billing\_\_c billing : updatedBillings) {

Billing\_\_c oldBilling = oldBillingsMap.get(billing.Id);

Decimal oldPaidAmount = oldBilling.Paid\_Amount\_\_c;

billing.Paid\_Amount\_\_c = oldPaidAmount + billing.Paying\_Amount\_\_c;

}

}

}

## UpdatePaidAmountTrigger on Billing\_\_c

trigger UpdatePaidAmountTrigger on Billing\_\_c (before insert, before update) {

if (Trigger.isInsert) {

UpdatePaidAmountTriggerHandler.handleBeforeInsert(Trigger.new);

} else if (Trigger.isUpdate) {

UpdatePaidAmountTriggerHandler.handleBeforeUpdate(Trigger.oldMap, Trigger.new);

}

}