Project Design Phase

Proposed Solution

Date	03 Nov 2025
Team ID	NM2025TMID02722
Project Name	CRM Application For Jewel Management System
Maximum Marks	2 Marks

Proposed Solution 1. Solution Overview

Describe the main objective, e.g., "To provide a unified platform for jewelry retailers to manage inventory, sales processes, customer relationships, and reporting in a secure, user-friendly environment."

2. Core Modules & Features

- Inventory Management
- Automated tracking of all jewelry items (gold, silver, diamonds, precious stones)
- Real-time stock updates after each transaction
- Alerts for low-stock, high-value items, and stock mismatches
- Categorization by type, weight, purity, and design attributes

3. Customer Relationship Management (CRM)

- Centralized customer profiles (contact details, preferences, purchase history)
- Customizable forms for new customer entry and profiling
- Sales pipeline tracking (lead, prospect, engaged, closed)
- Integration with communication tools (email, SMS)

4. Sales & Order Handling

- Create and manage orders and invoices for standard sales, custom orders, repairs

- Price calculation tools (making charges, taxes, discounts)
- Role-based access for sales staff and managers

5. Reporting & Analytics

- Dashboard views for sales, inventory movement, customer engagement
- Generate custom reports (sales performance, billing, trends)
- Schedule and export reports in multiple formats

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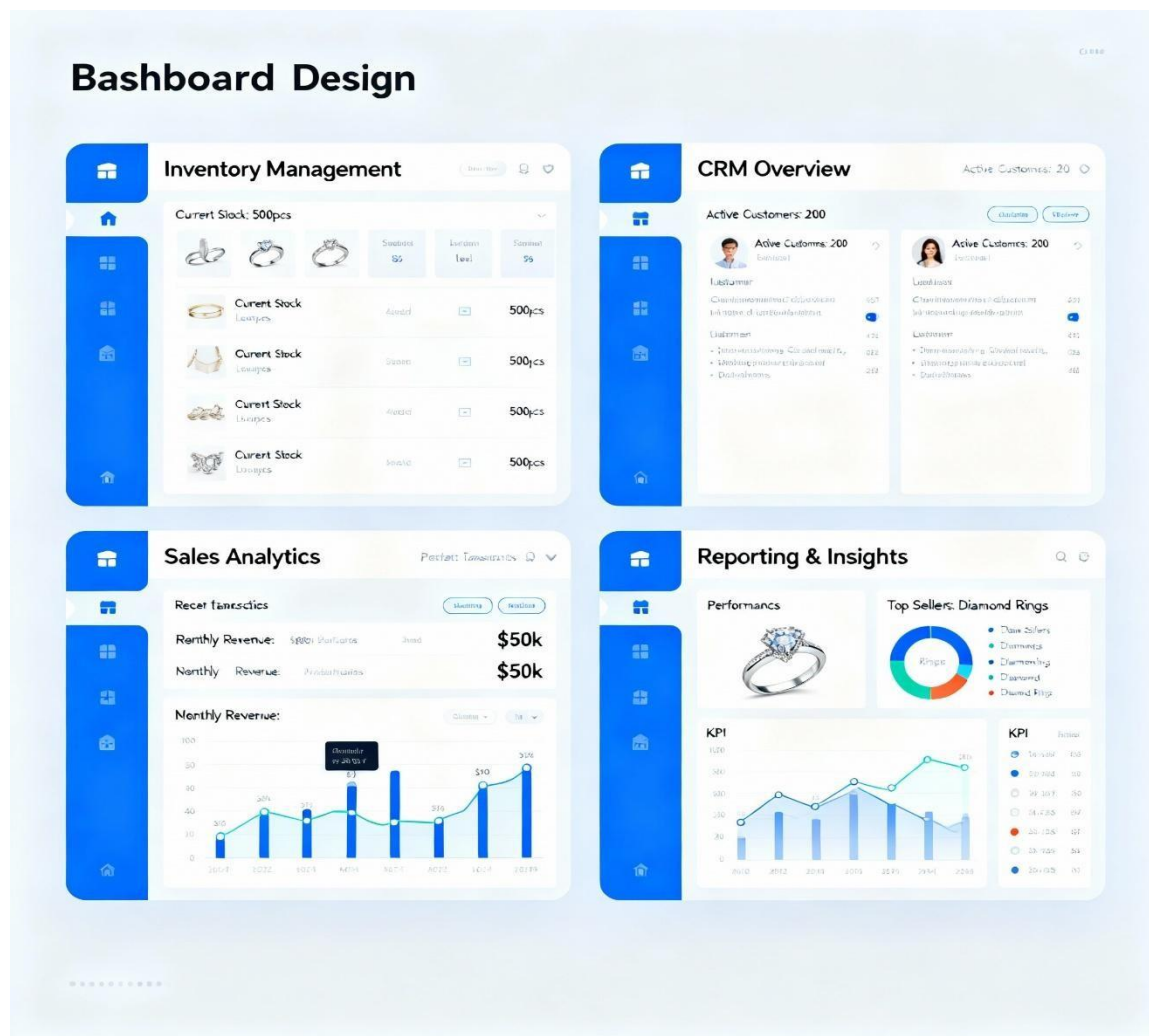
Conclusion

In conclusion, adopting a comprehensive jewel management CRM lays a strong foundation for building lasting client relationships, optimizing processes, and achieving a competitive edge in the dynamic jewel industry.