Project Design Phase
Problem – Solution Fit Template

Date	22 June 2025
Team ID	LTVIP2025TMID31628
Project Name	Jewelry Inventory Management System using Salesforce
Maximum Marks	2 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit means you have identified a real problem faced by your customer and designed a solution that effectively addresses it. This step helps project teams, innovators, and developers focus on user needs, behaviors, and priorities.

Purpose:

Solve real-world problems that impact store admins and goldsmiths.
Ensure better adoption by aligning your solution with the actual working habits of users. Improve communication by targeting key user frustrations.
Build trust through automation and accurate data.
Analyze current issues to create a role-based, validated, and efficient system.

Template:

Customer Discovery Sheet – Jewel Inventory Management System

1. CUSTOMER SEGMENT(S)

Who is your customer?

• Jewelry Store Admins

• Store Managers

• Goldsmiths / Workers

• Billing Staff

• Inventory Managers

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2. JOBS-TO-BE-DONE / PROBLEMS

Which problems does your system address?

• Manual entry of customer, item, billing, and pricing records

• No auto-calculation of pricing based on item type, weight, and purity

• Role confusion due to lack of access control

• No triggers or flows to validate or automate data entry

• Difficulty in generating consolidated reports

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3. TRIGGERS

What motivates them to act?

• Frequent pricing or billing errors

• High customer dissatisfaction

• Delays in item delivery and order tracking

• Need for reliable, role-based access and reporting tools

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4. EMOTIONS: BEFORE / AFTER

Before:

• Frustrated with manual calculations

• Confused about order status and records

• Lacking confidence in system accuracy

After:

• Relieved with automatic calculations

• Confident in billing and pricing

• Informed through dashboards and validation alerts

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5. AVAILABLE SOLUTIONS

What exists today?

• Manual registers or Excel files

• Basic inventory tracking software without automation

• No built-in pricing logic enforcement or validation

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6. CUSTOMER CONSTRAINTS

What stops them from acting?

• Lack of digital familiarity

• Limited budget for software

• Resistance to change from paper-based systems

• Concerns about security or data loss

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7. BEHAVIOUR

What do users do today to solve these problems?

• Use calculators or price charts for billing

• Manually assign tasks to workers verbally

• Track customer orders in Excel

• Use phone or WhatsApp for coordination

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8. CHANNELS OF BEHAVIOUR

8.1 ONLINE:

• Salesforce Lightning App

• Automated pricing logic with flows

• Apex trigger for paid amount validation

• Reports for sales, inventory, and billing

8.2 OFFLINE:

• Manual price calculation

• Verbal assignment of orders

• Paper-based bill entry and customer logs

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9. PROBLEM ROOT CAUSE

Why does the problem exist?

• Lack of integrated CRM and pricing engine

• No role-specific permissions or validations

• Manual dependency on billing and gold rate logic

• Inefficient communication between goldsmiths and admins

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10. YOUR SOLUTION

What do you offer?

A Salesforce-based Jewel Inventory CRM with:

• Custom Objects: Jewel_Customer_c, Item_c, Price_c, Customer_Order_c, Billing_c

• Apex Trigger: Validates and updates Paid Amount based on user input

• Flows: Automate pricing based on purity, weight, and ornament

• Reports: Sales by Item Type, Worker assignments, Revenue summary

• Role-based profiles: Gold Smith, Worker, Admin

• Record Types and Page Layouts for Gold and Silver items

• Permission Sets for flexible access across users