

**KALLAM HARANADHAREDDY INSTITUTE OF
TECHNOLOGY
(AUTONOMOUS)**

Project Title

CRM Application for Jewel Management - (Developer)

By

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PROJECT OVERVIEW

The Jewel Inventory System is a sophisticated software solution meticulously crafted to revolutionize and optimize the inventory and sales operations of jewellery stores and manufacturers. This all-encompassing system is engineered to deliver an efficient, user-centric experience that ensures precision and control in managing an extensive range of jewellery items. The Jewel Inventory System enables businesses to streamline inventory management by easily tracking and monitoring stock levels, categorizing items, and managing inventory across multiple locations with unparalleled accuracy. Additionally, it simplifies sales transactions through an intuitive interface that supports quick invoicing, real-time updates, and seamless integration with various payment gateways. With its commitment to accuracy, the system maintains comprehensive and detailed records of inventory movements, sales history, and customer data to ensure transparency and informed decision-making. Designed with the end-user in mind, the system offers a straightforward, easy-to-navigate interface that enhances productivity and reduces the learning curve. By leveraging cutting-edge technology and innovative features, the Jewel Inventory System empowers businesses to maintain operational excellence, optimize resources, and drive growth.

- 1.** Real Time Salesforce Project.
- 2.** Data Modelling.
- 3.** Creating an application.
- 4.** User Interface Customization.
- 5.** Object & Relationship in Salesforce.
- 6.** Formula fields and Validation rules.
- 7.** Field Dependencies.
- 8.** Record Types.
- 9.** Cross object formula fields.
- 10.** Conditional formatting.
- 11.** Flows.
- 12.** Email alerts and email templates.
- 13.** Reports & Dashboards.

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9.	Page layouts
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11.	Permission sets
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16.	Dashboards
17.	Flows

INTRODUCTION

Introduction to CRM Application for Jewel Management

Welcome to the future of jewellery business management with the “CRM Application for Jewel Management”, a cutting-edge solution meticulously crafted by Salesforce developers to transform the way jewellery stores and manufacturers operate. This application harnesses the power and versatility of Salesforce to deliver a seamless, efficient, and user-friendly platform designed to manage customer relationships, inventory, and sales processes with unparalleled precision.

Key Features:

1. Customer Relationship Management:

In the glittering world of jewellery, building strong relationships with customers is paramount. Our CRM application empowers jewellery businesses to maintain comprehensive records of customer interactions, purchase history, and preferences. This invaluable data enables business to offer personalized services, ensuring customer loyalty and satisfaction.

2. Inventory Management:

Efficient inventory management is the cornerstone of a successful jewellery business. Our application provides real-time updates on inventory levels, allowing businesses to track and control their stock with ease. Say goodbye to stock outs and overstocking, and ensure that your inventory is always optimized.

3. Sales Automation:

Streamline your sales processes with our advanced sales automation features. The application facilitates seamless transactions, automates workflows, and sends email alerts, making it easier for staff to process purchases, returns, and exchanges. Increase your sales efficiency and reduce manual efforts.

4. Reporting and Analytics:

Data-driven decisions are the key to business growth. Our CRM application offers robust reporting and analytics capabilities, providing insightful reports and dashboards that visualize key business metrics such as sales performance, inventory levels, and customer behaviour. Identify opportunities for growth and make informed decisions with ease.

5. User-Friendly Interface:

We understand that a user-friendly interface is crucial for effective adoption. Our application boasts an intuitive and customizable interface, allowing staff to navigate and use the system effortlessly. Tailor fields, tabs, and page layouts to meet the specific needs of your jewellery business.

By implementing the “CRM Application for Jewel Management”, jewellery businesses can unlock a new level of operational efficiency, enhance customer satisfaction, and drive sales growth. This Salesforce-based solution is tailored to address the unique challenges of the jewellery industry, providing a competitive edge and setting the stage for sustained success.

Methodology

The development of the CRM Application for Jewel Management followed a structured and systematic approach, ensuring the delivery of a high-quality, efficient, and user-friendly solution. The following phases were critical to the successful implementation of the application:

1. Requirement Gathering and Analysis

Stakeholder Meetings: Engage with key stakeholders, including jewellery store owners, managers, and sales staff, to understand their needs, pain points, and expectations.

Requirement Documentation: Compile a comprehensive list of functional and non-functional requirements.

Feasibility Study: Evaluate the technical, operational, and financial aspects of the project.

2. Design and Planning

System Architecture: Define the overall structure, components, and their interactions.

User Interface Design: Create wireframes and prototypes for an intuitive and user-friendly design.

Project Plan: Develop a detailed project plan outlining the timeline, milestones, and resource allocation.

3. Development

Agile Development: Adopt an Agile approach, breaking the project into iterative cycles (sprints) for continuous improvement and timely feature delivery.

Coding: Implement the application using Salesforce development tools and technologies, adhering to best practices and coding standards.

Version Control: Utilize version control systems to manage code changes and maintain development progress history.

4. Testing

Unit Testing: Verify the functionality of individual components.

Integration Testing: Ensure seamless interaction between components and correct data flow.

User Acceptance Testing (UAT): Engage end-users to validate requirements and gather feedback for further improvements.

5. Deployment

Production Environment Setup: Configure the production environment with necessary hardware, software, and network infrastructure.

Data Migration: Migrate existing data from legacy systems, ensuring data integrity and accuracy.

Deployment: Deploy the application to the production environment.

6. Training and Support

User Training: Conduct training sessions to equip end-users with the knowledge and skills needed to effectively use the application.

Documentation: Create comprehensive user manuals and documentation.

Ongoing Support: Establish a support system to address post-deployment issues or questions.

7. Maintenance and Continuous Improvement

Monitoring: Continuously monitor application performance to identify and address issues promptly.

Updates and Enhancements: Release regular updates and enhancements based on user and feedback evolving business needs.

Review and Optimization: Periodically review application functionality and performance for optimization.

Implementation Details

MODULE-1. SALESFORCE

Introduction:

Are you new to Salesforce? Not sure exactly what it is, or how to use it? Don't know where you should start on your learning journey? If you've answered yes to any of these questions, then you're in the right place. This module is for you. Welcome to Salesforce! Salesforce is game-changing technology, with a host of productivity-boosting features, that will help you sell smarter and faster.

What Is Salesforce?

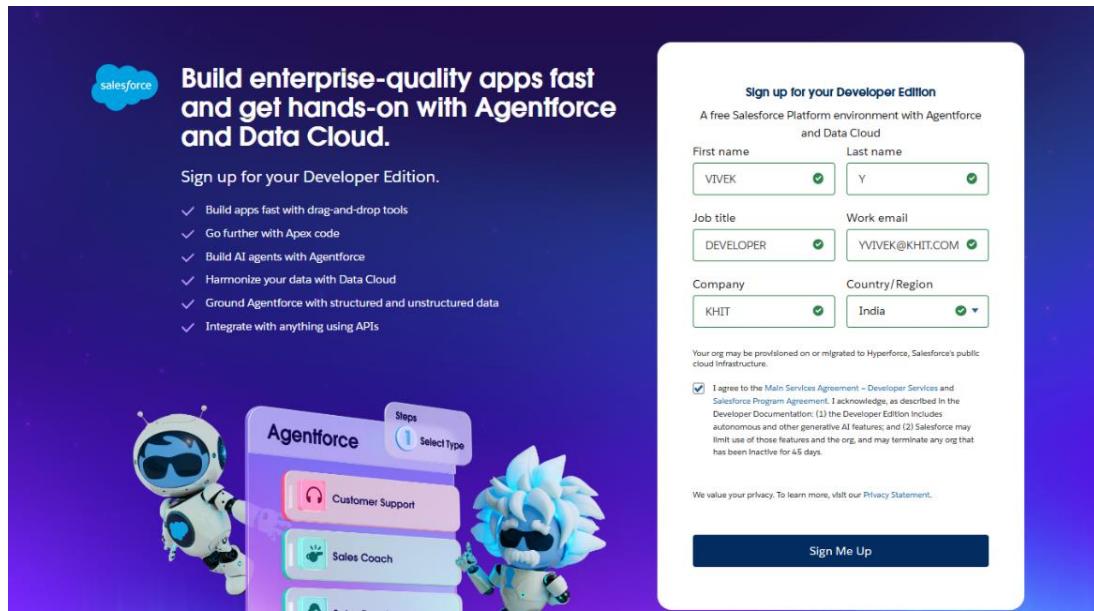
Salesforce is your customer success platform, designed to help you sell, service, market, analyse, and connect with your customers.

Salesforce has everything you need to run your business from anywhere. Using standard products and features, you can manage relationships with prospects and customers, collaborate and engage with employees and partners, and store your data securely in the cloud.

Creating Developer Account

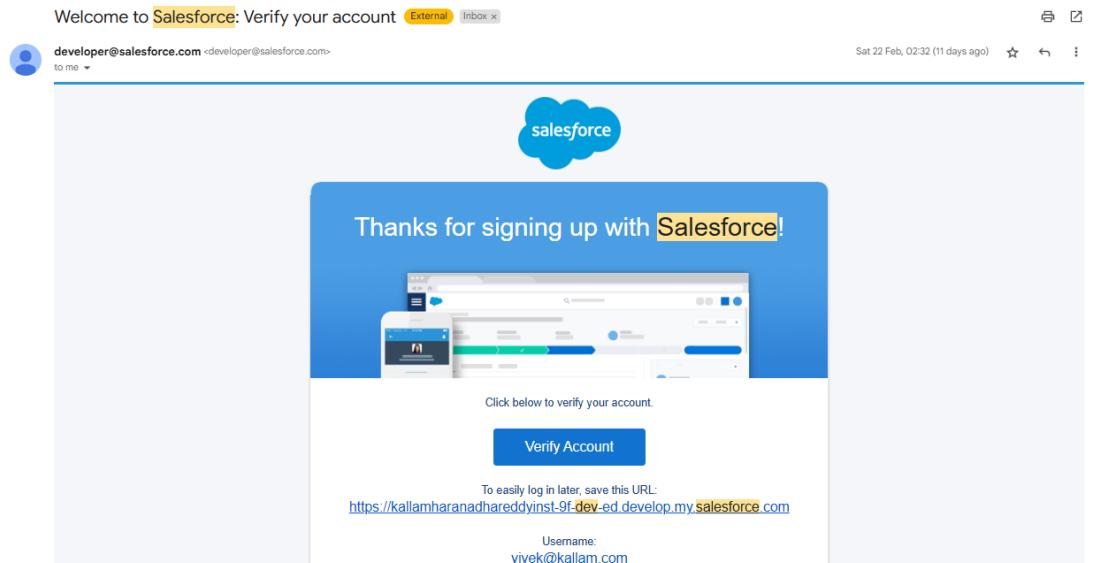
Creating a developer org in salesforce.

1. Go to <https://developer.salesforce.com/signup>
2. On the sign-up form, enter the following details:
 1. First name & Last name
 2. Email
 3. Role: Developer
 4. Company: College Name
 5. Country: India
 6. Postal Code: pin code
 7. Username: should be a combination of your name and company
This need not be an actual email id; you can give anything in the format: username@organization.com
- Click on sign me up after filling these.



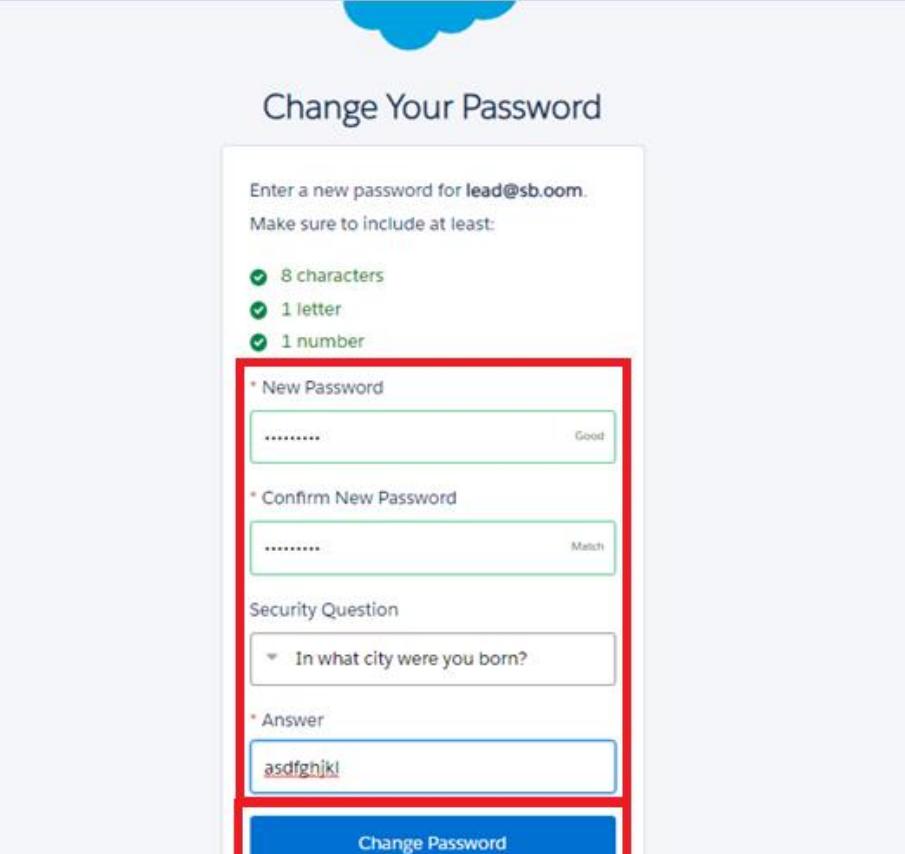
Account Activation

1. Go to the inbox of the email that you used while signing up. Click on the verify account to activate your account. The email may take 5-10mins.



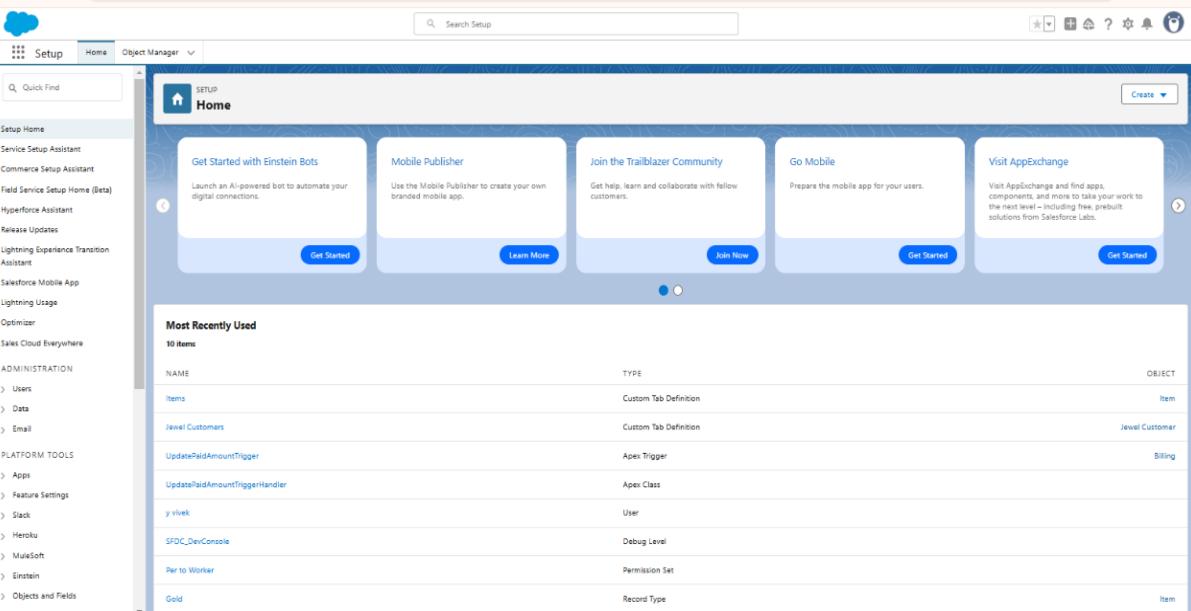
2. Click on Verify Account

3. Give a password and answer a security question and click on change password.



The image shows the 'Change Your Password' page from the Salesforce setup interface. At the top, it says 'Change Your Password'. Below that, it asks to enter a new password for 'lead@sb.oom' and lists requirements: '8 characters', '1 letter', and '1 number'. A red box highlights the password input fields and the 'Change Password' button. The first password field is labeled 'Good' and the second is labeled 'Match'. The security question field contains 'In what city were you born?' and the answer field contains 'asdfghjkl'.

4.Then you will redirect to your salesforce setup page.



The image shows the Salesforce Setup Home page. The left sidebar includes links for Setup Home, Service Setup Assistant, Commerce Setup Assistant, Field Service Setup Home (Beta), Hyperforce Assistant, Release Updates, Lightning Experience Transition Assistant, Salesforce Mobile App, Lightning Usage, Optimizer, Sales Cloud Everywhere, Administration (Users, Data, Email), Platform Tools (Apps, Feature Settings, Slack, Heroku, MuileSoft, Einstein, Objects and Fields, Events), and Object Manager. The main content area features sections for 'Get Started with Einstein Bots', 'Mobile Publisher', 'Join the Trailblazer Community', 'Go Mobile', and 'Visit AppExchange'. Below these are cards for 'Most Recently Used' objects, including 'Items' (Custom Tab Definition), 'Jewel Customers' (Custom Tab Definition), 'UpdatePaidAmountTrigger' (Apex Trigger), 'UpdatePaidAmountTriggerHandler' (Apex Class), 'y vivek' (User), 'SFDIC_DevConsole' (Debug Level), 'Per to Worker' (Permission Set), and 'Gold' (Record Type). A 'Create' button is located in the top right corner of the main content area.

MODULE -2. Custom object creation:

The custom objects that are created are –

1. Jewel Customer object
2. Item object
3. Order object
4. Price object
5. Billing object

To create custom object,

Go to salesforce org and click gear icon. Then go to object manager tab and click

The screenshot shows the Salesforce Object Manager page. At the top, there are tabs for Setup, Home, and Object Manager. The main area displays a table of objects with columns for Label, API Name, Type, Description, and Last Modified. The table includes standard objects like Account, Activity, Address, and various Approval and Appointment-related objects, as well as custom objects like AppLog and ApprovalWorkItem. A 'Create' button is visible at the top right, and a 'Custom Object' link is in the header.

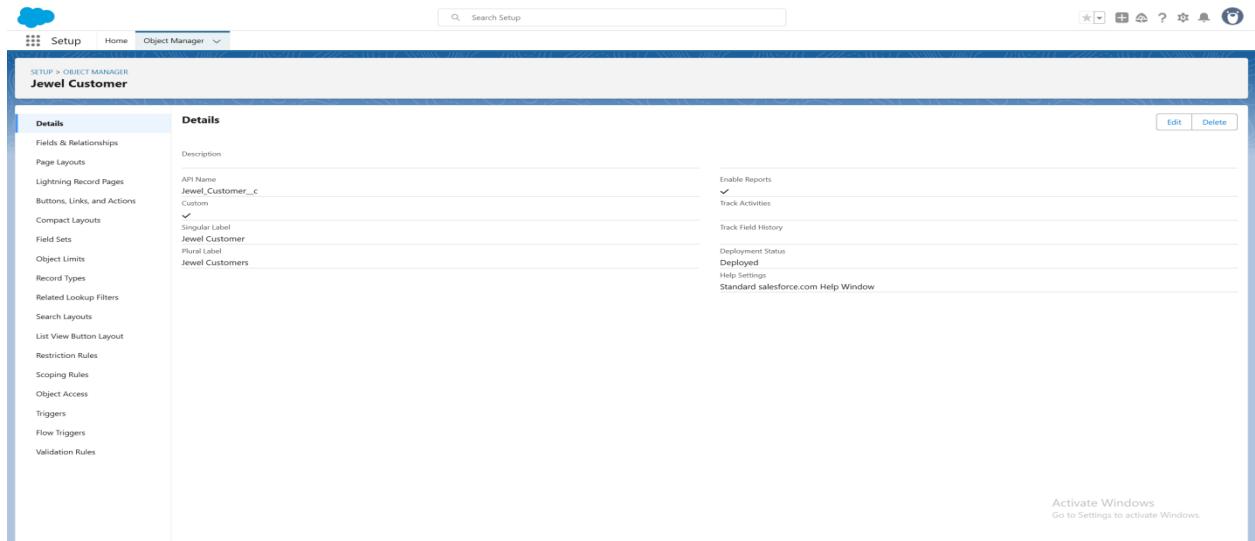
LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED
Account	Account	Standard Object		
Activity	Activity	Standard Object		
Address	Address	Standard Object		
Alternative Payment Method	AlternativePaymentMethod	Standard Object		
API Anomaly Event Store	ApiAnomalyEventStore	Standard Object		
AppLog	thsecurity_AppLog_c	Custom Object	Application logs	09/01/2025
Appointment Category	AppointmentCategory	Standard Object		
Appointment invitation	AppointmentInvitation	Standard Object		
Appointment invitee	AppointmentInvittee	Standard Object		
Appointment Topic Time Slot	AppointmentTopicTimeSlot	Standard Object		
Approval Submission	ApprovalSubmission	Standard Object		
Approval Submission Detail	ApprovalSubmissionDetail	Standard Object		
Approval Work item	ApprovalWorkItem	Standard Object		

Label: Jewel Customer

1. Plural Label: Jewel Customer
2. Enter Record Name Label and Format
3. Record Name: customer name
4. Type: Text Data

5.Click on Allow Reports.

6.Save.



Now, repeat same steps to create Item, Order, Price, Billing Objects.

MODULE- 3. Tabs creation:

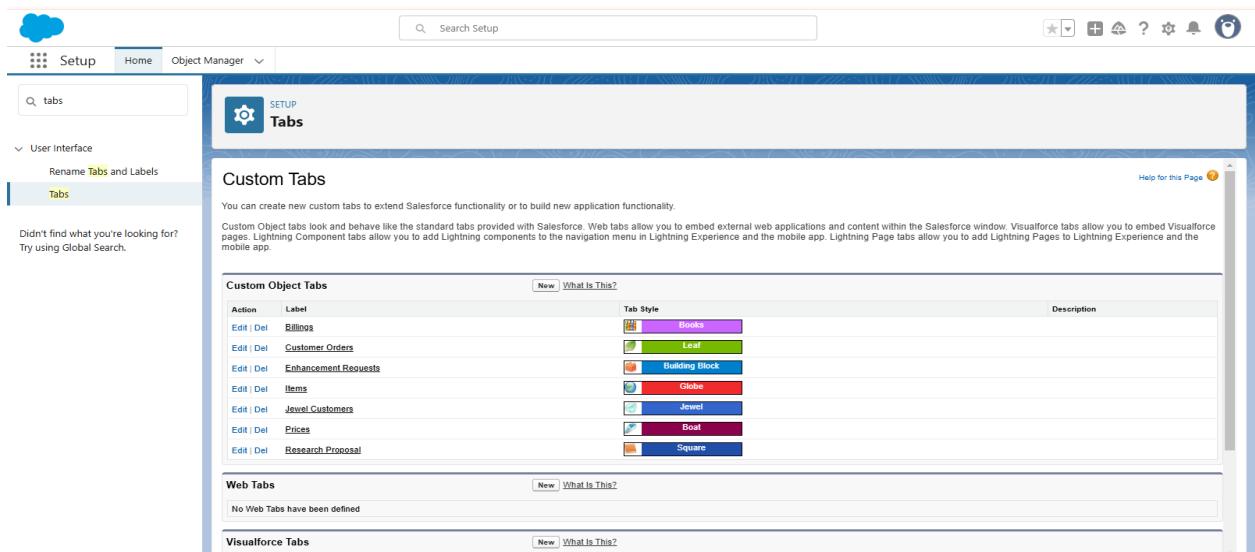
Creating a Custom tab:

Go to setup page

Type Tabs in Quick Find bar

click on tabs

New (under custom object tab)

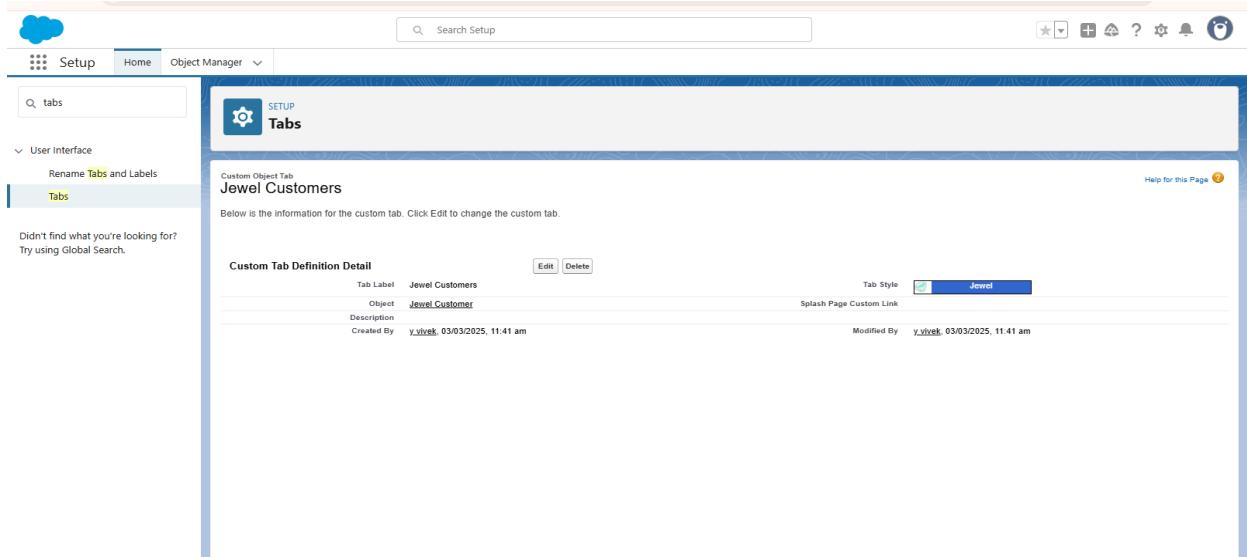


Select Object (Jewel Customer)

Select the tab style

Next (Add to profiles page) keep it as default

Next (Add to Custom App) keep it as default & save.



Creating a Tab (Item):

Go to setup page

Type Tabs in Quick Find bar

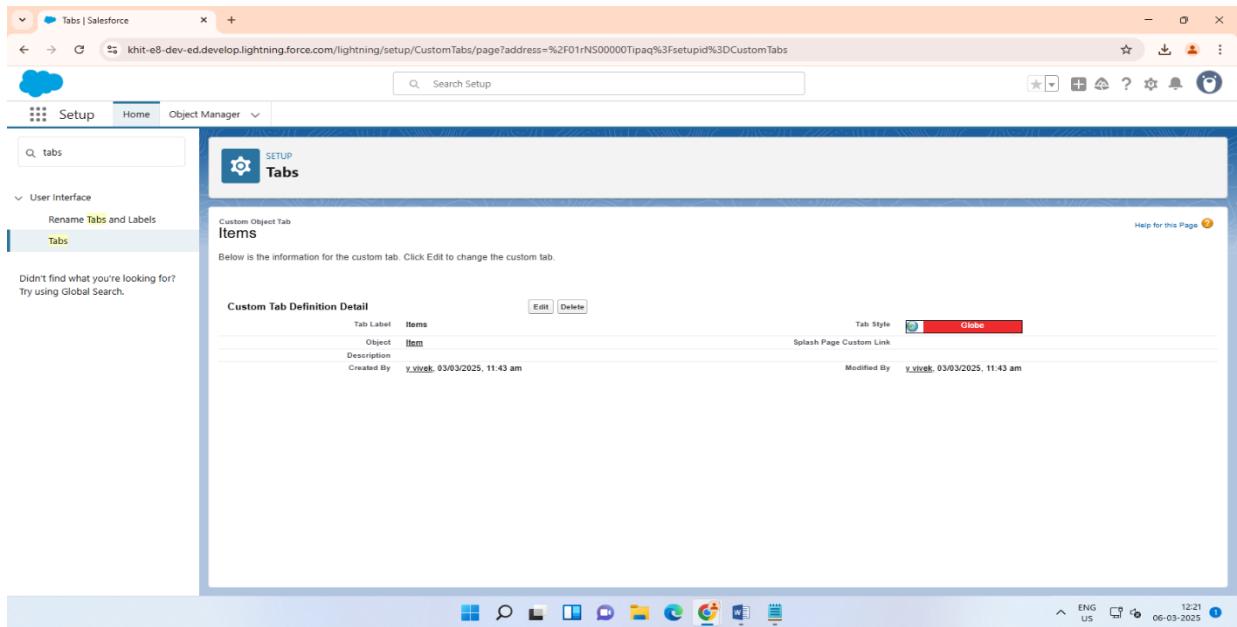
click on tabs New under custom object tab

Select Object (Item)

Select the tab style

Next (Add to profiles page) keep it as default

Next (Add to Custom App) keep it as default & save.



Repeat same steps for creating tabs for Customer Order, Price, Billing objects.

MODULE- 4. Create a Lightning app:

To create a lightning app page:

Go to set up page.

Search app manager in quick find and select app manager

Then click on “New Lightning app”

Search Setup

Lightning Experience App Manager

App Name ↑	Developer Name	Description	Last Modified ...	Type	Vis...
All Tabs	AllTabSet	Build CRM Analytics dashboards and apps	09/01/2025, 8:41 pm	Classic	✓
Analytics Studio	Insights	Build CRM Analytics dashboards and apps	09/01/2025, 8:41 pm	Classic	✓
App Launcher	AppLauncher	App Launcher tabs	09/01/2025, 8:41 pm	Classic	✓
Approvals	Approvals	Manage approvals and approval flows	16/02/2025, 12:45 pm	Lightning	✓
Bolt Solutions	LightningBolt	Discover and manage business solutions designed for your industry.	09/01/2025, 8:41 pm	Lightning	✓
Community	Community	Salesforce CRM Communities	09/01/2025, 8:41 pm	Classic	✓
Content	Content	Salesforce CRM Content	09/01/2025, 8:41 pm	Classic	✓
Data Manager	DataManager	Use Data Manager to view limits, monitor usage, and manage recipes.	09/01/2025, 8:41 pm	Lightning	✓
Digital Experiences	SalesforceCMS	Manage content and media for all of your sites.	09/01/2025, 8:41 pm	Lightning	✓
Jewelry Inventory System	Jewelry_Inventory_Syst...	Elevate your look with elegance	03/03/2025, 11:56 am	Lightning	✓
Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experience	09/01/2025, 8:41 pm	Lightning	✓
Marketing CRM Classic	Marketing	Track sales and marketing efforts with CRM objects.	09/01/2025, 8:41 pm	Classic	✓
Platform	Platform	The fundamental Lightning Platform	09/01/2025, 8:41 pm	Classic	✓
Policy Center	DataGovernanceConsole	Policy Center	16/02/2025, 12:45 pm	Lightning	✓
Queue Management	QueueManagement	Create and manage queues for your business.	09/01/2025, 8:41 pm	Lightning	✓

1. Fill the app name in app details and branding as follow

App Name: Jewellery Inventory System.

Developer Name: This will Auto Populates.

Description: Elevate your look with elegance.

Image: Optional.

Primary colour Hex: keep this default.

Then click Next.

New Lightning App

App Details & Branding

App Details

App Name: jewel inventory system

Developer Name: jewel_inventory_system

Description: Elevate your look with elegance

App Branding

Image:

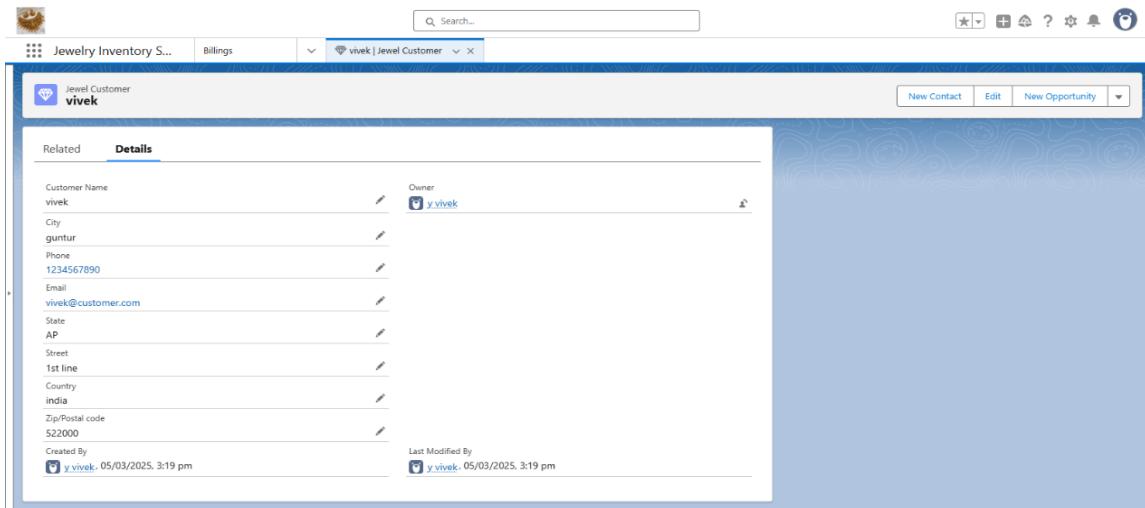
Primary Color Hex: Value: #007002

Org Theme Options: Use the app's image and color instead of the org's custom theme

App Launcher Preview

Next

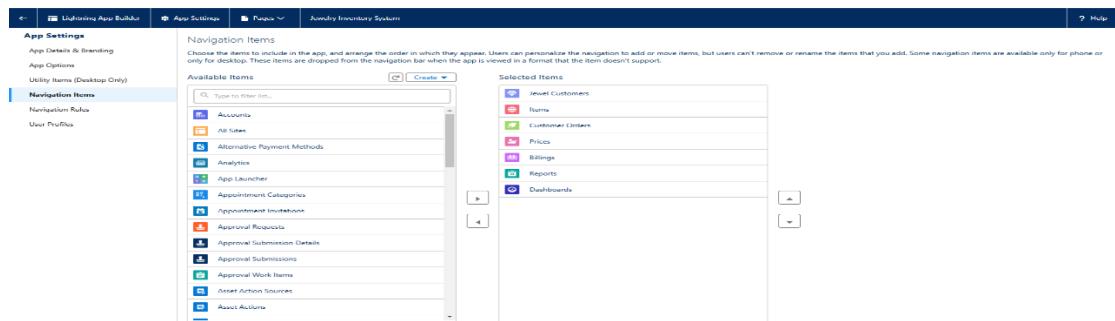
10 Sales Console	LightningSalesConsole	(Lightning Experience) Lets sales reps work with multiple records on one screen	09/01/2025, 8:41 pm	Lightning	✓
19 Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profiles and feeds	09/01/2025, 8:41 pm	Classic	✓
20 Salesforce Scheduler Setup	LightningScheduler	Set up personalized appointment scheduling.	09/01/2025, 8:44 pm	Lightning	✓
21 Service	Service	Manage customer service with accounts, contacts, cases, and more	09/01/2025, 8:41 pm	Classic	✓



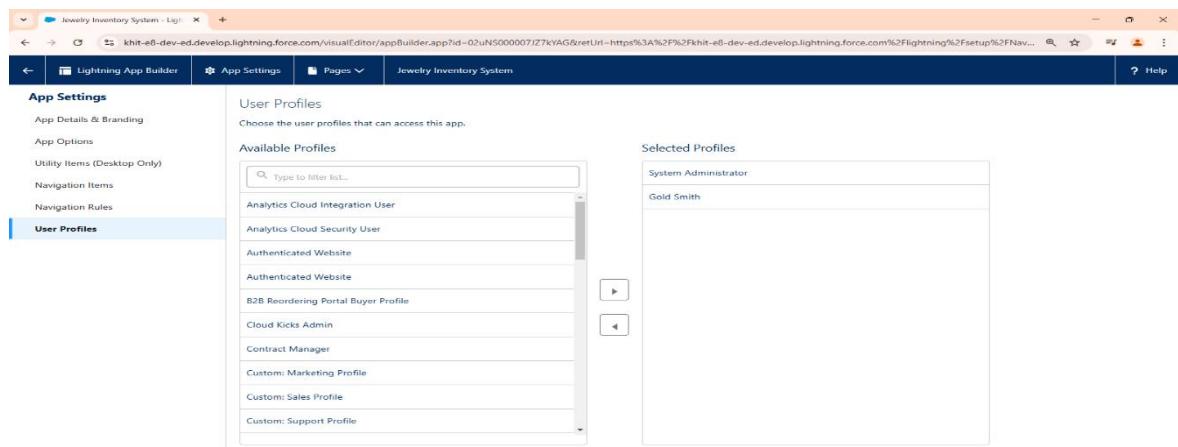
Set Navigation Style as Console Navigation &Next.

To Add Navigation Items.

search for the items in the (Jewel Customer, Item, Customer Order, Price, Billing, Reports, Dashboard) from the search bar and move it using the arrow button.



To Add User Profiles: System Administrator.



Click Save & Finish.

MODULE-5. Fields

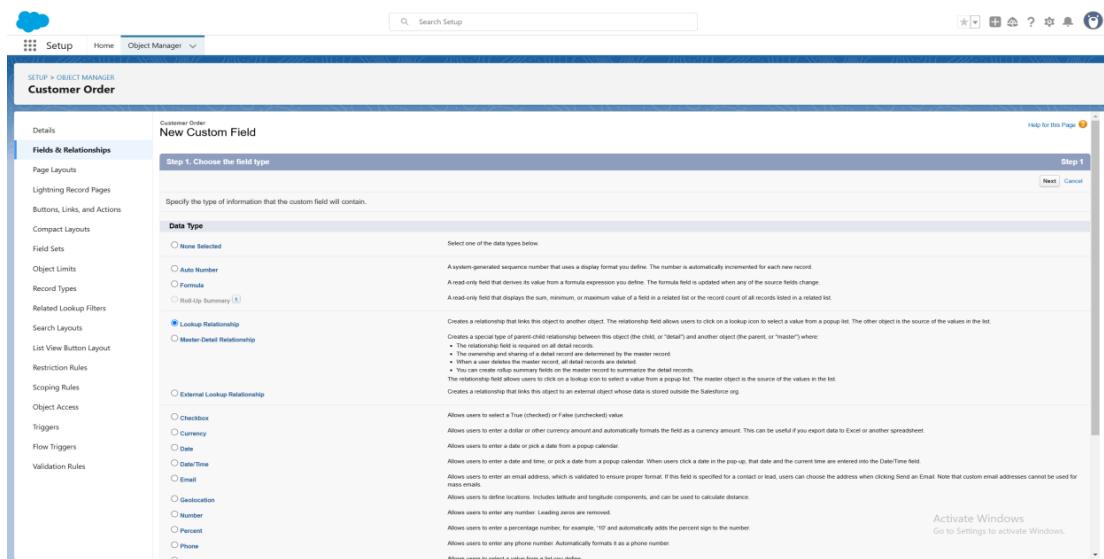
In Salesforce org, click gear icon on the top left and select Setup to open Setup.

From the object manager page, In the Quick Find box, Search for the custom object you just created: Customer Order

From the sidebar, click Fields & Relationships and click new.

Creating Lookup Relationship:

1. Go to the setup page and click on object manager then type object name (Customer Order) in the quick find bar and click on the object.
2. Click on fields & relationship, click on New.
3. Select “Lookup relationship” as data type and click Next.
4. Select the related object “Jewel Customer”.
5. Give Field Label as “Customer” and click Next.
6. Next and Save.



Now repeat the same for Master-Detail Relationship.

Creating Text Field

For Jewel Customer Object, Create the following fields:

7. City (Data type: Text)
8. Phone (Data type: Phone)
9. Email (Data type: Email)

For Item Object, Create the following fields:

10. Purity (Data type: Number)
11. Item type (Data type: Picklist) (Values: Gold, Silver)
12. Gold Price (return type: Currency)
(formula: Prices__r.Gold_price__c /10)

For Price Object, Create the following fields:

13. Gold Price (Data type: Currency)

Creating Remaining Fields in Objects:

Now create the remaining fields using the data types mentioned.

s.no	Object name	Fields	
1	Jewel Customer	Field Name	Data type
		State	Text (20)
		Street	Text (20)
		Country	Text (18)
		Zip/Postal code	Text (6)

2	Price	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; padding: 10px;">Silver Price</td><td style="text-align: center; padding: 10px;">Currency (Length=8, Decimal=5)</td></tr> </table>	Silver Price	Currency (Length=8, Decimal=5)																						
Silver Price	Currency (Length=8, Decimal=5)																									
3	Item	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Field Label: Customer Name</td><td style="width: 50%;">Lookup Relationship with Jewel Customer Object</td></tr> <tr> <td>Ornament</td><td>Text (20)</td></tr> <tr> <td>Weight</td><td>Number (Length=8, Decimal=5)</td></tr> <tr> <td>Stone Weight</td><td>Number (Length=5, Decimal=5)</td></tr> <tr> <td>Percentage</td><td>Number (Length=2, Decimal=0)</td></tr> <tr> <td>Stone/Other Price</td><td>Currency (Length=8, Decimal=2)</td></tr> <tr> <td>Expected Days of Return</td><td>Picklist <table border="1" style="margin-left: 20px; border-collapse: collapse;"> <tr><td>1-3 Days</td></tr> <tr><td>4-5 Days</td></tr> <tr><td>6-7 Days</td></tr> <tr><td>8-10 Days</td></tr> </table> </td></tr> <tr> <td>Priority</td><td>Picklist <table border="1" style="margin-left: 20px; border-collapse: collapse;"> <tr><td>Low</td></tr> <tr><td>Medium</td></tr> <tr><td>High</td></tr> <tr><td>Critical</td></tr> </table> </td></tr> </table>	Field Label: Customer Name	Lookup Relationship with Jewel Customer Object	Ornament	Text (20)	Weight	Number (Length=8, Decimal=5)	Stone Weight	Number (Length=5, Decimal=5)	Percentage	Number (Length=2, Decimal=0)	Stone/Other Price	Currency (Length=8, Decimal=2)	Expected Days of Return	Picklist <table border="1" style="margin-left: 20px; border-collapse: collapse;"> <tr><td>1-3 Days</td></tr> <tr><td>4-5 Days</td></tr> <tr><td>6-7 Days</td></tr> <tr><td>8-10 Days</td></tr> </table>	1-3 Days	4-5 Days	6-7 Days	8-10 Days	Priority	Picklist <table border="1" style="margin-left: 20px; border-collapse: collapse;"> <tr><td>Low</td></tr> <tr><td>Medium</td></tr> <tr><td>High</td></tr> <tr><td>Critical</td></tr> </table>	Low	Medium	High	Critical
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Weight	Number (Length=8, Decimal=5)																									
Stone Weight	Number (Length=5, Decimal=5)																									
Percentage	Number (Length=2, Decimal=0)																									
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Low																										
Medium																										
High																										
Critical																										

		Silver Price	Formula (Return Type: Number) (Decimal=3) ((Prices_r.Silver_price_c / 1000))
		Purity Gold Price	Formula (Return Type: Currency) (Decimal=2) ((Prices_r.Gold_price_c * Purity_c) / 24) / 10
		Total Weight	Formula (Return Type: Number) (Decimal=3) (Weight_c - Stone_weight_c)
		Amount	Formula (Return Type: Currency) (Decimal=3) IF(ISPICKVAL(Item_Type_c , "Gold"), Total_weight_c * Purity_Gold_price_c , Total_weight_c * Silver_price_c)
		KDM	Formula (Return Type: Currency) (Decimal=0) (Amount_c * Percentage_c) / 100
		Making Charges	Formula (Return Type: Currency) (Decimal=0) IF(ISPICKVAL(Item_Type_c,"Gold"), Weight_c * 300 , Weight_c * 10)
4	Customer Order	Order Status	Picklist Started Not Started On Hold Completed Not Completed

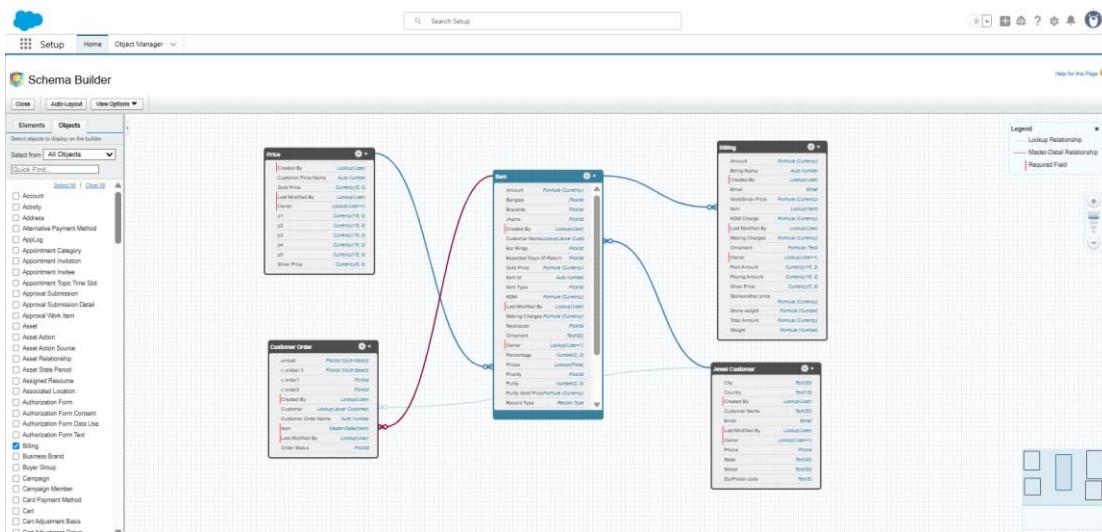
5	Billing	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Field Label: Item</td><td>Lookup Relationship with Item Object</td></tr> <tr> <td>Ornament</td><td> Formula (Return Type: Text) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Ornament__c</div> </td></tr> <tr> <td>Stone weight</td><td> Formula (Return Type: Number) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Stone_weight__c</div> </td></tr> <tr> <td>Weight</td><td> Formula Return Type: Number (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Total_weight__c</div> </td></tr> <tr> <td>Amount</td><td> Formula (Return Type: Currency) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Amount__c</div> </td></tr> <tr> <td>Gold/Silver Price</td><td> Formula (Return Type: Currency) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">IF(ISPICKVAL(Item__r.Item_Type__c,"Gold"), Item__r.Gold_price__c , Item__r.Silver_price__c)</div> </td></tr> <tr> <td>KDM Charge</td><td> Formula (Return Type: Currency) (Decimal=0) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.KDM__c</div> </td></tr> <tr> <td>Making Charges</td><td> Formula (Return Type: Currency) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Making_Charges__c</div> </td></tr> <tr> <td>Stones/other price</td><td> Formula (Return Type: Currency) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Stone_other_price__c</div> </td></tr> <tr> <td>Total Amount</td><td> Formula (Return Type: Currency) (Decimal=0) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Amount__c +KDM_Charge__c + Stones_other_price__c + Making_Charges__c</div> </td></tr> </table>	Field Label: Item	Lookup Relationship with Item Object	Ornament	Formula (Return Type: Text) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Ornament__c</div>	Stone weight	Formula (Return Type: Number) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Stone_weight__c</div>	Weight	Formula Return Type: Number (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Total_weight__c</div>	Amount	Formula (Return Type: Currency) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Amount__c</div>	Gold/Silver Price	Formula (Return Type: Currency) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">IF(ISPICKVAL(Item__r.Item_Type__c,"Gold"), Item__r.Gold_price__c , Item__r.Silver_price__c)</div>	KDM Charge	Formula (Return Type: Currency) (Decimal=0) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.KDM__c</div>	Making Charges	Formula (Return Type: Currency) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Making_Charges__c</div>	Stones/other price	Formula (Return Type: Currency) (Decimal=2) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Item__r.Stone_other_price__c</div>	Total Amount	Formula (Return Type: Currency) (Decimal=0) <div style="border: 1px solid black; padding: 5px; width: fit-content;">Amount__c +KDM_Charge__c + Stones_other_price__c + Making_Charges__c</div>
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Schema Builder:

- 1.Go to setup
- 2.Click on object manager
- 3.Schema Builder

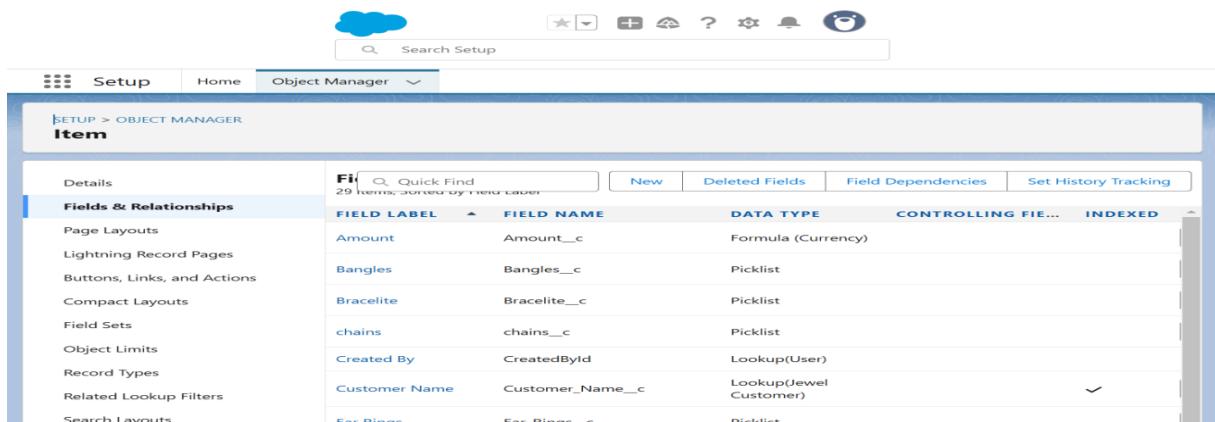
LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIF.
Account	Account	Standard Object		
Activity	Activity	Standard Object		
Address	Address	Standard Object		
Alternative Payment Method	AlternativePaymentMethod	Standard Object		
API Anomaly Event Store	ApiAnomalyEventStore	Standard Object		
AppLog	thsecurity_AppLog_c	Custom Object	Application logs	09/01/2025
Appointment Category	AppointmentCategory	Standard Object		
Appointment Invitation	AppointmentInvitation	Standard Object		
Appointment Invitee	AppointmentInvitee	Standard Object		
Appointment Topic Time Slot	AppointmentTopicTimeSlot	Standard Object		
Approval Submission	ApprovalSubmission	Standard Object		
Approval Submission Detail	ApprovalSubmissionDetail	Standard Object		
Approval Work Item	ApprovalWorkItem	Standard Object		

- 4.Select objects then Enter Objects as “Jewel Customer, Item, Customer Order, Price, Billing objects” in quick box and select them.



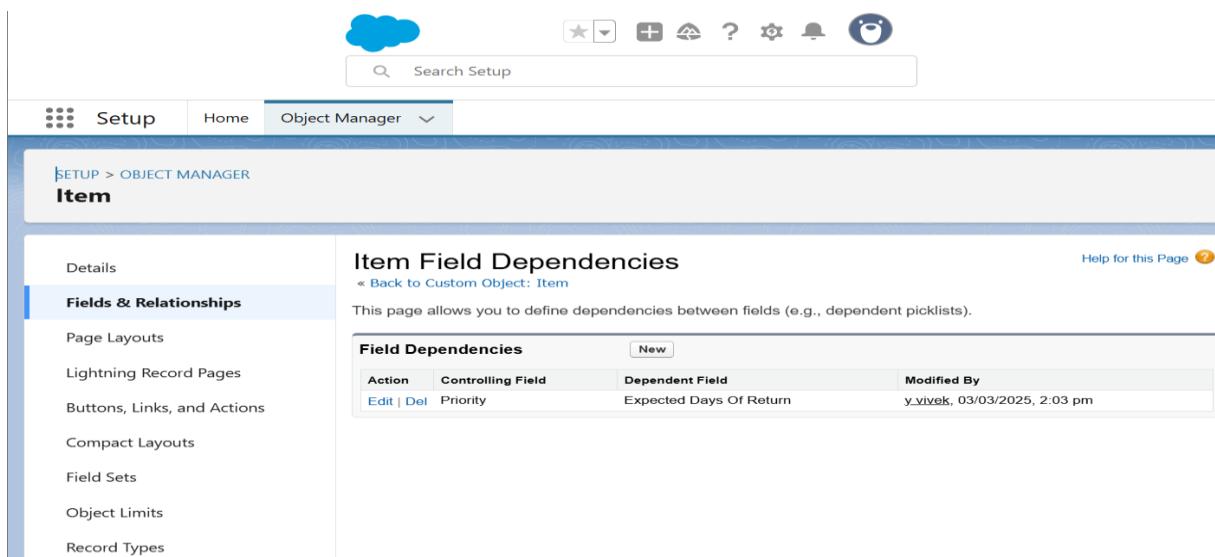
Creating the field Dependencies:

1. Go to setup and click on Object Manager then type object name (Item) in quick find bar and click on the object.
2. Click on Fields & Relationships and click on the Priority field. Search for Field Dependencies and click on New.



FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIE...	INDEXED
Amount	Amount_c	Formula (Currency)		
Bangles	Bangles_c	Picklist		
Bracelite	Bracelite_c	Picklist		
chains	chains_c	Picklist		
Created By	CreatedById	Lookup(User)		
Customer Name	Customer_Name_c	Lookup(Jewel Customer)		
Ear Pierc	Ear_Pierc_c	Picklist		

3. Select Controlling Field as “Priority” and Depending field as “Expected Days of Return” then continue.

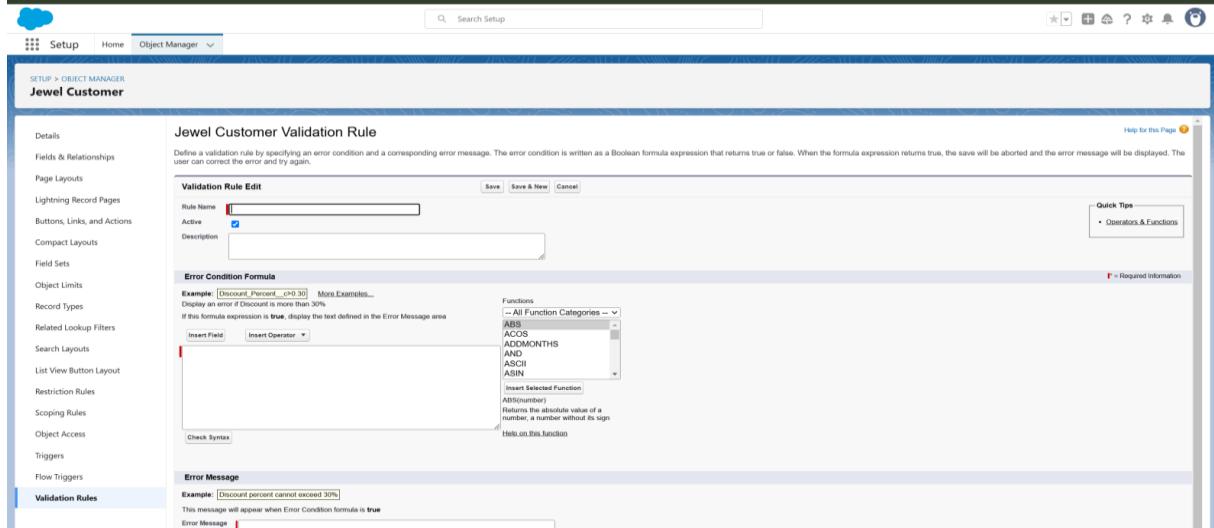


Action	Controlling Field	Dependent Field	Modified By
Edit Del	Priority	Expected Days Of Return	y.vivek, 03/03/2025, 2:03 pm

4. Select the “Expected Days of Return” values of related Priority values and Click on Include Values and Save.

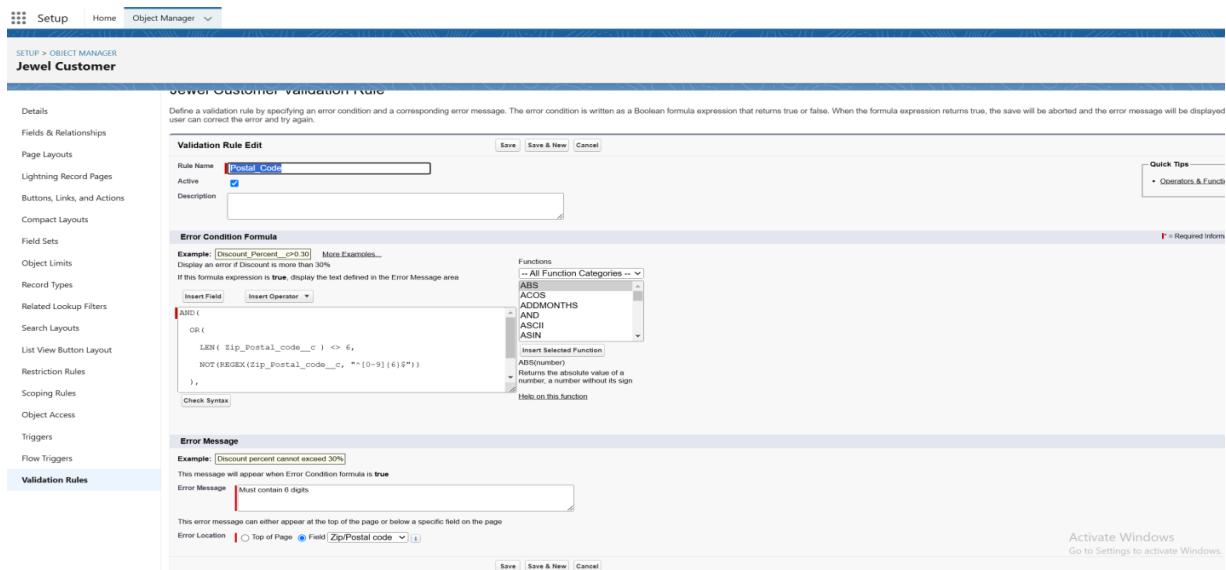
Creating the validation rule:

- 1.To create the validation rules, go to object manager tab and select Jewel Customer object.



- 2.Then click on validation rules. Click new.

- 3.Enter the Rule name as “Postal Code”.



- 4.Insert the Error Condition Formula as: -

AND(

OR(

LEN(Zip_Postal_code__c) <> 6,

NOT(REGEX(Zip_Postal_code__c, "^[0-9]{6}\$"))

),

NOT(ISBLANK(Zip_Postal_code__c)))

- 5.Also enter the error message as shown below.
- 6.Now create one more validation rule for jewel customer object.
- 7.Enter Rule name as “Validation Rule for Jewel Customer Object “.

Insert the Error Condition Formula as: -

“OR(ISBLANK(City_c), ISBLANK(Country_c),ISBLANK(Phone_c),ISBLANK(State_c),ISBLANK(Street_c))”

- 8.Enter the Error Message as “Please fill Required fields”, select the Error location as Top of Page and click Save.

Create Validation rule for Item object.

Enter Rule name as “Validation Rule for Item”.

Insert the Error Condition Formula as: -

OR(ISBLANK(Amount_c), ISBLANK(Customer_Name_c),ISBLANK(Gold_price_c),ISBLANK(KDM_c),ISBLANK(Ornament_c),ISBLANK(Percentage_c),ISBLANK(Making_Charges_c),ISBLANK(Prices_c),ISBLANK(Stone_weight_c),ISBLANK(Silver_price_c),ISBLANK(Stone_other_price_c),ISBLANK(Stone_weight_c),ISBLANK(Weight_c))

- Enter the Error Message as “Please fill Required fields”, select the Error location as Top of Page and click Save.

MODULE-6. Profile

A profile is a group/collection of settings and permissions that define what a user can do in salesforce. Profile controls “Object permissions, Field permissions, User permissions, Tab settings, App settings, Apex class access, Visualforce page access, Page layouts, Record Types, Login hours & Login IP ranges. You can define profiles by the user's job function. For example System Administrator, Developer, Sales Representative.

Types of profiles in salesforce

1.Standard profiles:

By default, salesforce provides below standard profiles.

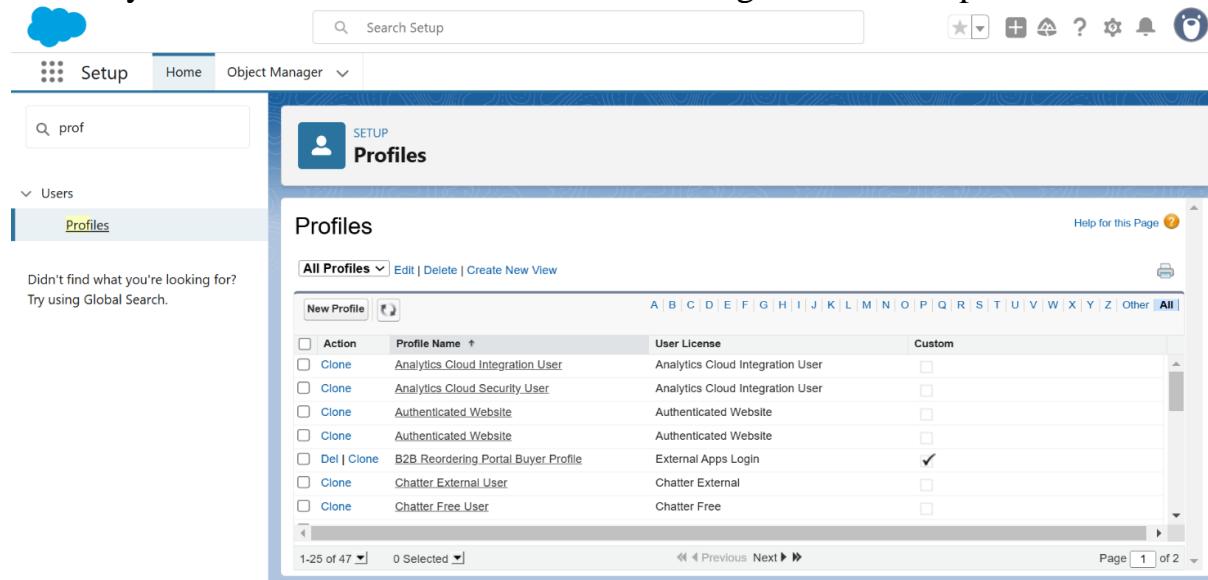
1. Contract Manager
2. Read Only
3. Marketing User
4. Solutions Manager
5. Standard User
6. System Administrator.

We cannot delete standard ones
Each of these standard ones includes a default set of permissions for all of the standard objects available on the platform.

2. Custom Profiles:

Custom ones defined by us.

They can be deleted if there are no users assigned with that particular one.



The screenshot shows the Salesforce Setup interface with the following details:

- Header:** Search Setup, Home, Object Manager.
- Left Sidebar:** Quick Find (prof), Users, Profiles (selected).
- Top Bar:** SETUP, Profiles.
- Content Area:**
 - Section: Profiles
 - Buttons: All Profiles (dropdown), Edit, Delete, Create New View.
 - Table Headers: Action, Profile Name, User License, Custom.
 - Data Rows:

Action	Profile Name	User License	Custom
Clone	Analytics Cloud Integration User	Analytics Cloud Integration User	<input type="checkbox"/>
Clone	Analytics Cloud Security User	Analytics Cloud Integration User	<input type="checkbox"/>
Clone	Authenticated Website	Authenticated Website	<input type="checkbox"/>
Clone	Authenticated Website	Authenticated Website	<input type="checkbox"/>
Del Clone	B2B Reordering Portal.Buyer.Profile	External Apps Login	<input checked="" type="checkbox"/>
Clone	Chatter.External.User	Chatter External	<input type="checkbox"/>
Clone	Chatter Free User	Chatter Free	<input type="checkbox"/>
 - Page Navigation: 1-25 of 47, 0 Selected, Previous, Next, Page 1 of 2.

Gold Smith Profile

1. Navigate to Setup

Access the Setup menu by clicking on the gear icon (⚙) usually located in the upper right-hand corner of the screen.

2. Find Profiles

In the Quick Find box on the left-hand side, type profiles.
Click on the Profiles link that appears in the search results.

3. Clone System Administrator Profile

In the Profiles list, locate the System Administrator profile.
Click on the Clone action next to it.
A dialog box will appear. Enter Gold Smith as the new profile name.
Click on Save to create the new profile.

4. Edit the "Gold Smith" Profile

After saving, you will be redirected to the profile page for Gold Smith. Click on the Edit button at the top of the page.

The screenshot shows the Salesforce Setup interface. The left sidebar has a search bar with 'prof' typed in, a 'Setup' icon, and navigation links for 'Home' and 'Object Manager'. Below these are sections for 'Users' and 'Profiles', with 'Profiles' currently selected. A message says 'Didn't find what you're looking for? Try using Global Search.' The main content area is titled 'SETUP Profiles' and shows a 'Profile Overview' for 'Gold Smith'. It includes fields for 'Description' (empty), 'User License' (Salesforce), 'Created By' (y.vivek, 03/03/2025, 2:14 pm), 'Custom Profile' (checkbox checked), and 'Last Modified By' (y.vivek, 05/03/2025, 2:52 pm). Below this is a 'Apps' section with tabs for 'Assigned Apps' (Settings that specify which apps are visible in the app menu), 'Assigned Connected Apps' (Settings that specify which connected apps are visible in the app menu), and 'Object Settings'.

5. Set Custom Object Permissions

Scroll down the profile page to the Custom Object Permissions section. For each of the following objects, set the appropriate access permissions:

Jewel Customer: Assign desired access permissions (e.g., Read, Create, Edit, Delete).

Item: Assign desired access permissions.

Customer Order: Assign desired access permissions.

Prices: Assign desired access permissions.

Billings: Assign desired access permissions.

6. Save the Profile

Once all permissions are set, scroll down to the bottom of the page.

Click on the Save button to apply the changes.

Worker Profile

1. Navigate to Setup

Access the Setup menu by clicking on the gear icon (⚙) usually located in the upper right-hand corner of the screen.

2. Find Profiles

In the Quick Find box on the left-hand side, type profiles.

Click on the Profiles link that appears in the search results.

3. Clone Salesforce Platform User Profile

In the Profiles list, locate the Salesforce Platform User profile.

Click on the Clone action next to it.

A dialog box will appear. Enter Worker as the new profile name.

Click on Save to create the new profile.

4. Edit the "Worker" Profile

After saving, you will be redirected to the profile page for Worker.

Click on the Edit button at the top of the page.

The screenshot shows the Salesforce Setup interface with the following details:

- Header:** Search bar with "Search Setup", a gear icon, and other navigation icons.
- Left Sidebar:** Quick Find bar with "prof", a "Users" section, and a "Profiles" section which is selected.
- Central Content:**
 - Profile Overview:** Shows the profile name "Worker".
 - Assigned Users:** Shows the last modified user "y.vivek" and date "05/03/2025, 2:53 pm".
 - Actions:** Buttons for "Find Settings...", "Clone", "Delete", and "Edit Properties".
 - Apps:** A section showing "Assigned Apps" and "Assigned Connected Apps".
 - Object Settings:** A section for managing object permissions.

5. Set Custom Object Permissions

Scroll down the profile page to the Custom Object Permissions section.
For each of the following objects, set the appropriate access permissions:

Items: Assign desired access permissions (e.g., Read, Create, Edit, Delete).

Price: Assign desired access permissions.

Customer Order: Assign desired access permissions.

6. Save the Profile

Once all permissions are set, scroll down to the bottom of the page.

Click on the Save button to apply the changes.

MODULE-7. Roles

A role in Salesforce defines a user's visibility access at the record level. Roles may be used to specify the types of access that people in your Salesforce organisation can have to data. Simply put, it describes what a user could see within the Salesforce organisation.

The screenshot shows the Salesforce Setup interface with the 'Roles' page open. The left sidebar has 'Users' expanded, with 'Roles' selected. The main content area has a title 'Understanding Roles' and a sub-section 'Sample Role Hierarchy'. It shows a hierarchical structure starting from 'Executive Staff' (CEO President, CFO VP, Sales) at the top, which branches down to 'Western Sales Director' (Director of W. Sales), 'Eastern Sales Director' (Director of E. Sales), and 'International Sales Director' (Director of Int'l Sales). Each director then branches down to their respective sales representatives ('Western Sales Rep', 'Eastern Sales Rep', 'International Sales Rep'). Descriptions next to the arrows explain the permissions: 'View & edit data, roll up forecasts, & generate reports for all users below' and 'Can't access data of other Executive Staff'. At the bottom right of the main content area is a 'Set Up Roles' button.

Creating Gold Smith Role

1. Navigate to Setup

Access the Setup menu by clicking on the gear icon (⚙) usually located in the upper right-hand corner of the screen.

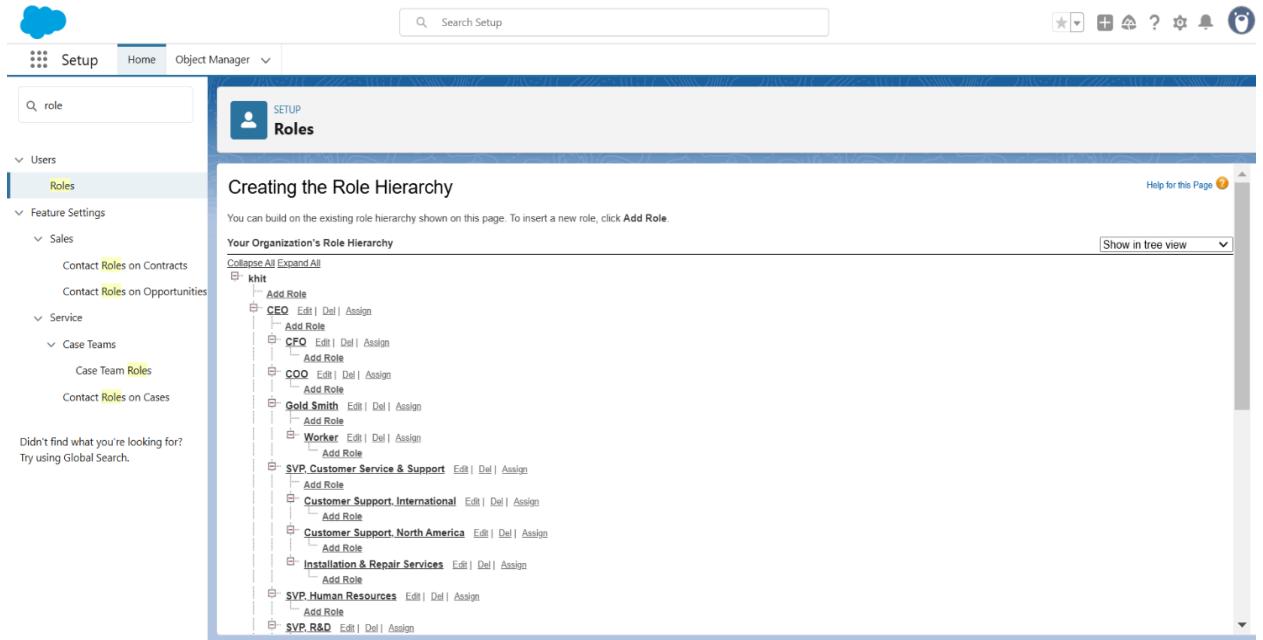
2. Search for Roles

In the Quick Find box on the left-hand side, type roles.

Click on the Set Up Roles link that appears in the search results.

3. Expand Roles Hierarchy

On the Roles page, click on the Expand All button to view the full hierarchy of roles.



The screenshot shows the Salesforce Setup interface with the 'Roles' tab selected. On the left, a sidebar lists various categories like Users, Sales, Service, and Case Teams, with 'Roles' highlighted. The main content area is titled 'Creating the Role Hierarchy' and displays a hierarchical tree of roles under 'Your Organization's Role Hierarchy'. The tree starts with 'kht' at the top level, which has several child nodes: 'CEO', 'CFO', 'COO', 'Gold Smith', 'Worker', 'SVP, Customer Service & Support', 'Customer Support, International', 'Customer Support, North America', 'Installation & Repair Services', 'SVP, Human Resources', and 'SVP, R&D'. Each node has 'Edit | Del | Assign' buttons next to it. A 'Show in tree view' dropdown is visible in the top right corner of the main content area.

4. Add New Role

Under the role to which the "Gold Smith" role will report, click on the Add Role button.

5. Configure the New Role

Label: Enter Gold Smith.

Role Name: This field will auto-populate based on the Label.

Reports To: In the new role configuration page, fill in the following fields:

to: Select the role to which "Gold Smith" will report.

6. Save the New Role

Click on the Save button to create the new role.

MODULE-8. Users

A user is anyone who logs in to Salesforce. Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records. Every user in Salesforce has a user account.

The user account identifies the user, and the user account settings determine what features and records the user can access.

Each user account contains at least the following:

1. Username
2. Email Address
3. User's First Name (optional)
4. User's Last Name
5. Alias
6. Nickname
7. Licence
8. Profile
9. Role (optional)

Action	Full Name	Alias	Username	Role	Active	Profile
Edit Login	Adanna_Dhyra	dadan	test_dhyra_pas_fx8bjpb9wtk_bzgrgsbkpx_3a8c0f0vzwms.novkzdfrx4c@khit.com		<input checked="" type="checkbox"/>	UMLS User
Edit	Chatter Expert	Chatter	chatby_000ns00000asce2a3.du9j7eq4b0z@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
Edit	Concepcion_Morales_Maria	mconoc	m_c_morales_no.reply.10.07068458291328.bjzfjwqpb.v6ewv038ojo@khit.com	Research Team	<input type="checkbox"/>	Research Users
Edit	Ellington_Amelia	aelli	ameila.ellington.1.68kcrp5900th.65cyyd0cu4wh.ykmn7op38d.kchaahtspgj@khit.com		<input type="checkbox"/>	Standard Platform User
Edit	Figueroa_Jose	jfigu	J_figueroa.no.reply.22.69314487405014.upvayqbb6ul.1gn09dn0bkk@khit.com	Research Manager	<input type="checkbox"/>	Research Manager
Edit Login	kkin	218x1a1280@ntur.ac.in		Worker	<input checked="" type="checkbox"/>	Worker
Edit	kon_kin	21a@ntutjur.ac.in		Worker	<input type="checkbox"/>	Worker
Edit Login	Mikaelson_Koi	kmikc	218x1a1280@nhitac.in	Worker	<input checked="" type="checkbox"/>	Worker
Edit Login	Mikaelson_Niklaus	nmika	218x1a1280@nhitun.com	Gold Smith	<input checked="" type="checkbox"/>	Gold Smith
Edit	Oliveira_Leonardo	mconoc	L.olivera.no.reply.5.91560845015536.4tvi00up4_d45flvzehm9@khit.com	Research Team	<input type="checkbox"/>	Research Users
Edit	User_Integration	integ	integration@000ns00000asce2a3.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
Edit	User_Security	sec	Insightssecurity@000ns00000asce2a3.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User
Edit	vivek_y	yvivek	yvivek@khit.com	SF Admin	<input checked="" type="checkbox"/>	System Administrator

Create User

1. Go to Setup Menu:

Log in to your Salesforce account.

Click on the gear icon in the upper right corner of the screen.

Select Setup from the dropdown menu.

2. Navigate to Users:

Click on Users under User Management.

3. Create a New User:

Click on the New User button at the top of the Users page.

The screenshot shows the Salesforce Setup interface. The left sidebar is collapsed, and the main area is titled 'Users'. A sub-menu under 'Users' is open, showing options like 'Permission Set Groups', 'Permission Sets', 'Profiles', 'Public Groups', 'Queues', 'Roles', 'User Management Settings', and 'Users'. The 'Users' option is selected. The main content area shows a user record for 'Niklaus Mikaelson'. The 'User Detail' section contains fields for Name, Alias, Email, Username, Nickname, Title, Company, Department, Division, Address, Time Zone, Locale, Language, Role, User License, Profile, Active status, Marketing User, Offline User, Knowledge User, Flow User, Service Cloud User, Site.com Contributor User, Site.com Publisher User, WDC User, and Mobile Push Registrations. The 'Edit' tab is selected. At the top of the page, there is a search bar with 'Search Setup' and various navigation icons.

4. Fill in the Required Fields:

First Name: Enter the first name (e.g., Niklaus).

Last Name: Enter the last name (e.g., Mikaelson).

Alias: Enter an alias name (a short name or abbreviation).

Email: Enter your personal email address.

Username: Enter a username in the format of vivek@khit.com (e.g., niklaus.mikaelson@company.com).

Nickname: Enter a nickname.

Role: Select Gold Smith from the dropdown menu.

User License: Select Salesforce from the dropdown menu.

Profile: Select Gold Smith from the dropdown menu.

5. Save the New User:

After filling in all the required fields, click the Save button at the bottom of the page.

User 2

1. Go to Setup Menu:

Log in to your Salesforce account.

Click on the gear icon in the upper right corner of the screen.

Select Setup from the dropdown menu.

2. Navigate to Users:

In the Quick Find box on the left side of the Setup screen, type Users.

Click on Users under User Management.

3. Create a New User:

Click on the New User button at the top of the Users page.

4. Fill in the Required Fields for the First User:

First Name: Kol

Last Name: Mikaelson

Alias: Enter an alias name (a short name or abbreviation).

Email: Enter your personal email address.

Username: Enter a username in the format of vivek@khit.com (e.g., kol.mikaelson@company.com).

Nickname: Provide a nickname.

Role: Select Worker from the dropdown menu.

User License: Select Salesforce Platform from the dropdown menu.

Profile: Select Worker from the dropdown menu.

The screenshot shows the Salesforce Setup interface. On the left, there's a sidebar with various categories like Permission Set Groups, Permission Sets, Profiles, Public Groups, Queues, Roles, User Management Settings, and Users. The 'Users' section is currently selected. The main content area is titled 'User Detail' for 'Kol Mikaelson'. It shows the user's profile information, including Name (Kol Mikaelson), Alias (kmika), Email (218xt4280@khitguntur.ac.in [Verify]), Username (218xt4280@khitac.in), Nickname (User110), Title, Company, Department, Division, Address, Time Zone (GMT+05:30) India Standard Time (Asia/Kolkata), Locale (English (India)), and Language (English). On the right, there's a grid of checkboxes for different user roles: Role (Worker checked), User License Profile (Salesforce Platform checked), Active (checked), Marketing User, Offline User, Knowledge User, Flow User, Service Cloud User, Site.com Contributor User, Site.com Publisher User, WDC User, and Mobile Push Registrations. At the top right of the main content area, there's a link 'User ProfileHelp for this Page' with a question mark icon.

5. Save the New User:

After filling in all the required fields, click the Save button at the bottom of the page.

MODULE-9. Page layouts

Page Layout in Salesforce allows us to customise the design and organise detail and edit pages of records in Salesforce. Page layouts can be used to control the appearance of fields, related lists, and custom links on standard and custom objects' detail and edit pages.

To Create a Gold Page layout

1. Go to Setup Menu:

Log in to your Salesforce account.

Click on the gear icon in the upper right corner of the screen.

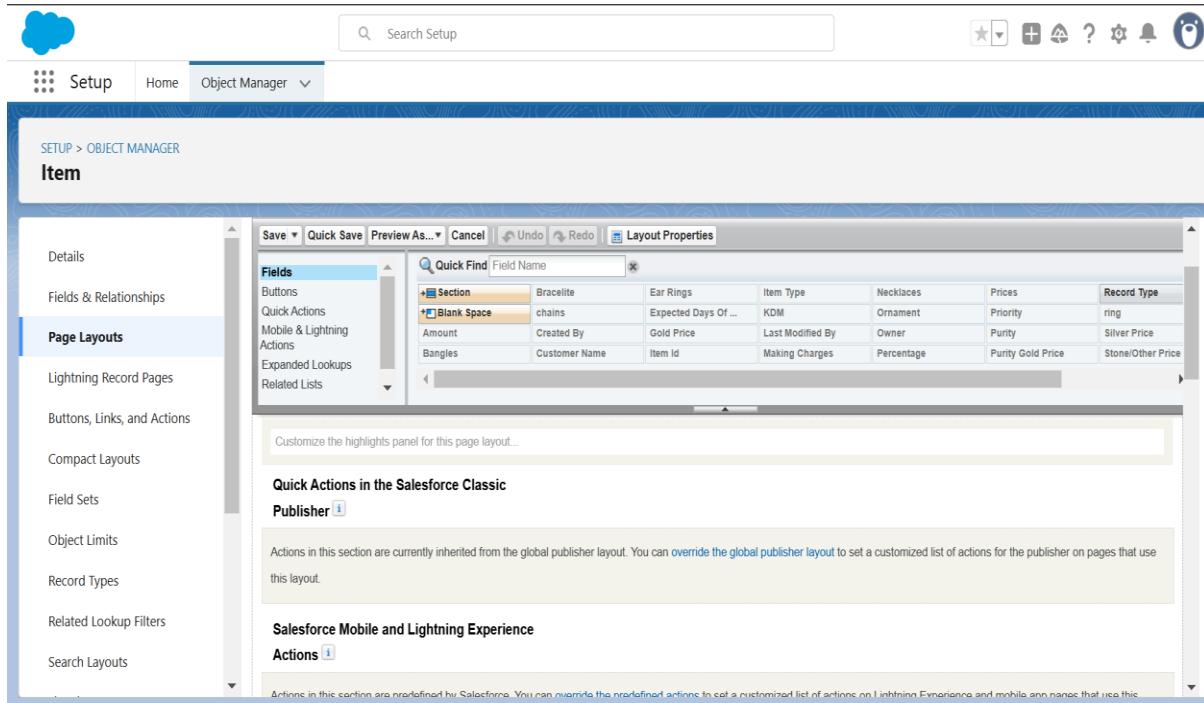
Select Setup from the dropdown menu.

2. Navigate to Object Manager:

In the Quick Find box on the left side of the Setup screen, type Object Manager. Click on Object Manager.

3. Search for the Object (Item):

In the Object Manager, use the search bar to find the object named Item. From the dropdown menu next to the object, click on Edit.



4. Create a New Page Layout:

Click on Page Layout in the left sidebar.

Click on the New button to create a new page layout.

5. Name the Page Layout:

In the Page Layout Name field, enter the name Page Layout for Gold.

Click on the Save button.

6. Arrange the Fields:

In the Information Section, arrange the fields as shown in the example.

Remove any fields that are related to Silver.

Click Ok to confirm the changes.

7. Save the Page Layout:

After arranging the fields and making the necessary changes, click the Save button.

To Create a Sliver Page layout

1. Go to Setup Menu:

Log in to your Salesforce account.

Click on the gear icon in the upper right corner of the screen.

Select Setup from the dropdown menu.

2. Navigate to Object Manager:

In the Quick Find box on the left side of the Setup screen, type Object Manager.

Click on Object Manager.

3. Search for the Object (Item):

In the Object Manager, use the search bar to find the object named Item.

From the dropdown menu next to the object, click on Edit.

The screenshot shows the Salesforce Setup interface for the 'Item' object. The 'Page Layouts' tab is selected in the sidebar. The main area displays a grid of fields such as Section, Bracelets, Ear Rings, etc. A 'Blank Space' field is highlighted. A 'Layout Properties' toolbar is at the top. A sidebar on the left lists various page layout categories.

4. Create a New Page Layout:

Click on Page Layout in the left sidebar.

Click on the New button to create a new page layout.

5. Name the Page Layout:

In the Page Layout Name field, enter the name Page Layout for Silver.

Click on the Save button.

6. Arrange the Fields:

In the Information Section, arrange the fields as shown in the example.

Remove any fields that are related to Gold.

Click Ok to confirm the changes.

7. Save the Page Layout:

After arranging the fields and making the necessary changes,

click the Save button.

MODULE-10. Record Types

Record Types are a way of grouping many records of one type for that object. These can be applied to any standard or custom object, and allow you to have a different page layout, fields, required fields, and picklist values. Record types allow administrators to create a different page layout with custom picklist fields and values for the same business process and various business processes

1. Go to Setup Menu:

Log in to your Salesforce account.

Click on the gear icon in the upper right corner of the screen.

Select Setup from the dropdown menu.

2. Navigate to Object Manager:

In the Quick Find box on the left side of the Setup screen, type Object Manager.

Click on Object Manager.

3. Search for the Object (Item):

Use the search bar in the Object Manager to find the object named Item.

Click on the object from the search results.

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes a blue cloud icon, a search bar labeled 'Search Setup', and various global buttons. Below the bar, the 'Object Manager' tab is selected. The main content area displays the 'Item' record type for 'Gold'. On the left, a sidebar lists options like Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types (which is selected), Related Lookup Filters, and Search Layouts. The main panel shows the 'Record Type Label' as 'Gold' and 'Record Type Name' as 'Gold'. A note says to use the 'Edit' button to change properties. Below this, a table shows 'Picklists Available for Editing' with three entries: Bangles, Bracelets, and Chains. The 'Modified By' field shows 'y.vivek' and the date '05/03/2025, 2:41 pm'. The status is 'Active' with a checked checkbox.

4. Edit the Object:

From the dropdown menu next to the object, click on Edit.

5. Create a New Record Type:

Click on Record Types in the left sidebar.

Click on the New button to create a new record type.

6. Fill in the Required Fields:

Select Existing Record Type: Choose Master.

Record Type Label: Enter Gold.

Description: Enter Gold items information.

7. Manage Profile Availability:

Uncheck the Make Available checkbox.

Scroll down and check the boxes for the profiles Gold Smith, Worker, and System Administrator.

Click on Next.

8. Apply Different Layout for Each Profile:

Select Apply a different layout for each profile.

Change the page layout to Page Layout for Gold for the profiles Gold Smith, Worker, and System Administrator.

Click on Save & New.

Creating Another Record Type

Follow the same steps as above to create a new record type with the

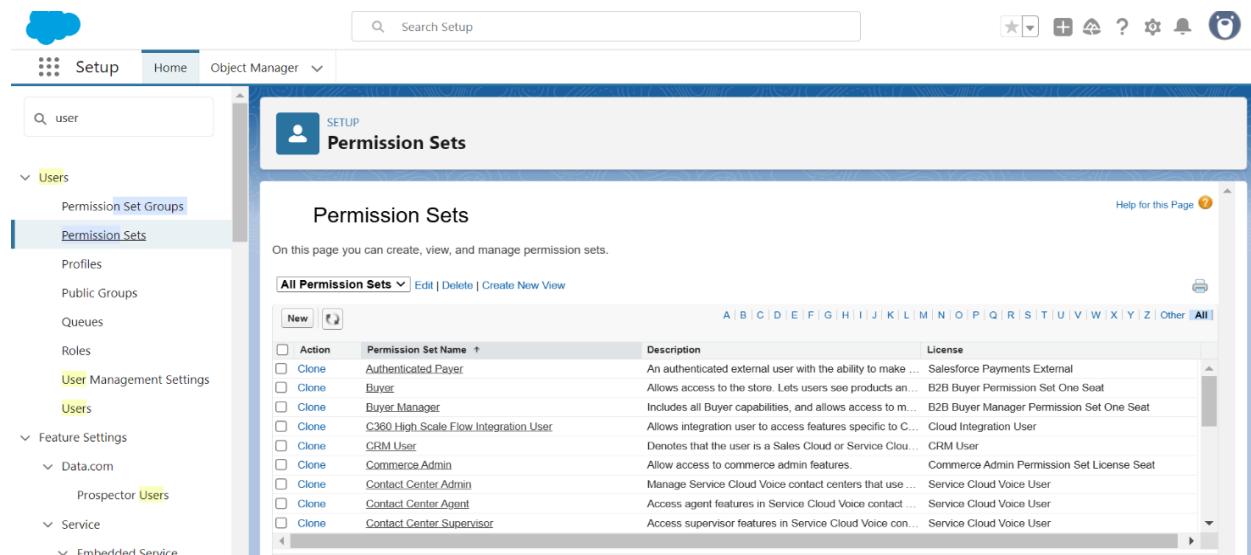
Record Type Label: Silver

Description: Silver items information

Page Layout: Use Page Layout for Silver

MODULE-11. Permission sets

A standard permission set consists of a group of common permissions for a particular feature associated with a permission set licence. Using a standard permission set saves you time and facilitates administration because you don't need to create the custom permission set.



The screenshot shows the Salesforce Setup interface. The top navigation bar includes a cloud icon, 'Search Setup', and various global icons. The left sidebar is titled 'Users' and contains sections for 'Permission Set Groups', 'Permission Sets' (which is selected), 'Profiles', 'Public Groups', 'Queues', 'Roles', 'User Management Settings', and 'Prospector Users'. The main content area is titled 'Permission Sets' and contains a sub-header 'Permission Sets'. It says, 'On this page you can create, view, and manage permission sets.' Below this is a table with columns: 'Action', 'Permission Set Name', 'Description', and 'License'. The table lists several permission sets, such as 'Authenticated Payer', 'Buyer', 'Buyer Manager', 'C360 High Scale Flow Integration User', 'CRM User', 'Commerce Admin', 'Contact Center Admin', 'Contact Center Agent', and 'Contact Center Supervisor'. Each row includes a checkbox under 'Action' and a link to 'Edit | Delete | Create New View' at the top of the table. A navigation bar at the bottom of the table includes letters from A to Z and a 'All' button.

Creating permission set

1. Go to Setup Menu:

Log in to your Salesforce account.

Click on the gear icon in the upper right corner of the screen.

2. Navigate to Permission Sets:

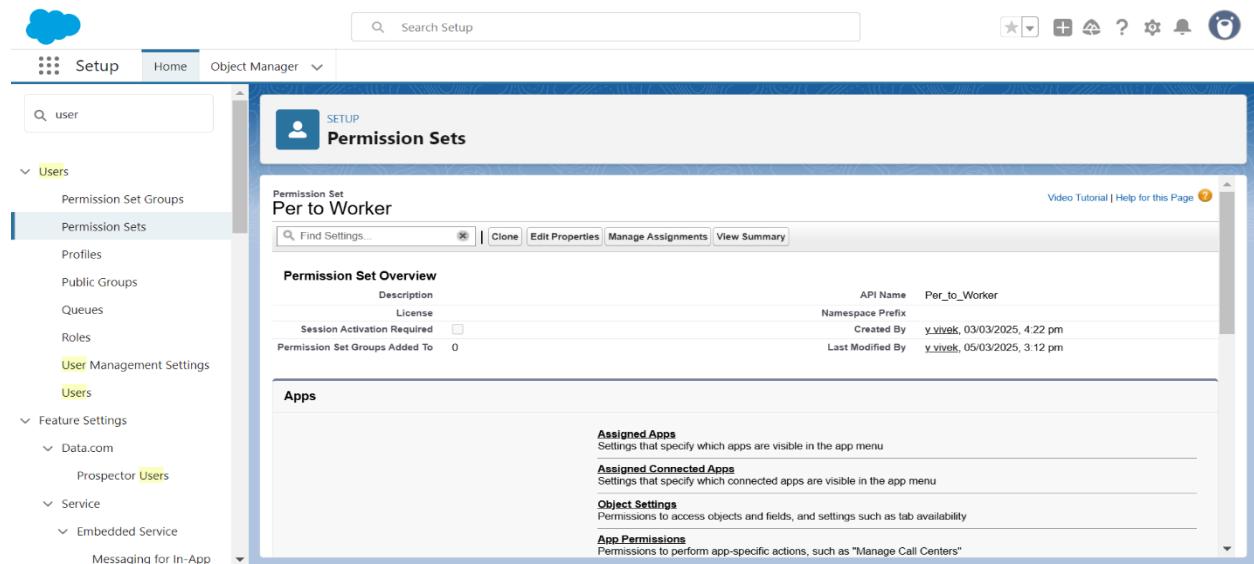
In the Quick Find box on the left side of the Setup screen, type Permission Sets.
Click on Permission Sets.

3. Create a New Permission Set:

Click on the New button to create a new permission set.

Label: Enter the label name as Per to Worker.

The API Name will be auto-populated.



4. Configure Object Settings:

Under Apps, select Object Settings.

Click on the Item object.

Click on Edit.

5. Set Record Type Assignments:

Under Item: Record Type Assignments, enable Gold and Silver.

In the Object Permissions, check the boxes for Read, Edit, and Create.

Click on the Save button.

6. Manage Assignments:

After saving the permission set, click on Manage Assignments.

Click on the Add Assignment button.

7. Assign Users:

Select the users which you have created in the user milestone, using the Worker profile.

Click on Next.

Click on Assign.

Click on Done.

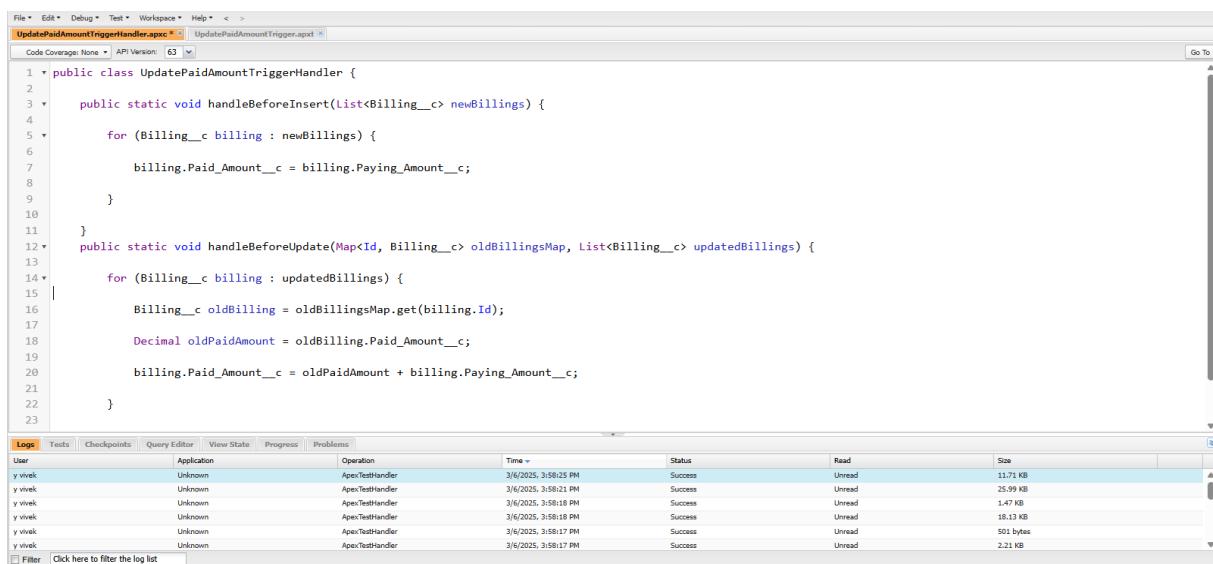
MODULE-12. Trigger

A trigger is a piece of Apex code that automatically runs before or after specific events, like record insertion, update, or deletion. Triggers are used to customise and automate actions in response to these events.

Create a Trigger Handler class

Trigger handler:

A trigger handler is a design pattern that organises trigger logic into separate classes. This helps in keeping code organised, reusable, and easier to maintain. The trigger handler class contains methods that handle the specific logic for different trigger events as it promotes modular coding practices and reduces the chances of code duplication.



The screenshot shows the Salesforce IDE interface. The top navigation bar includes File, Edit, Debug, Test, Workspace, Help, and a Go To button. The main area displays the code for `UpdatePaidAmountTriggerHandler.apex`. The code defines two static void methods: `handleBeforeInsert` and `handleBeforeUpdate`, both of which iterate through lists of Billing__c records and update their Paid_Amount__c field based on the Paying_Amount__c field.

```
1 public class UpdatePaidAmountTriggerHandler {
2
3     public static void handleBeforeInsert(List<Billing__c> newBillings) {
4
5         for (Billing__c billing : newBillings) {
6
7             billing.Paid_Amount__c = billing.Paying_Amount__c;
8
9         }
10    }
11
12    public static void handleBeforeUpdate(Map<Id, Billing__c> oldBillingsMap, List<Billing__c> updatedBillings) {
13
14        for (Billing__c billing : updatedBillings) {
15
16            Billing__c oldBilling = oldBillingsMap.get(billing.Id);
17
18            Decimal oldPaidAmount = oldBilling.Paid_Amount__c;
19
20            billing.Paid_Amount__c = oldPaidAmount + billing.Paying_Amount__c;
21
22        }
23    }
}
```

Below the code editor is the Log tab, which displays a list of log entries. The log table has columns for User, Application, Operation, Time, Status, Read, and Size. The log entries show successful Apex Test Handler operations for various users at different times.

User	Application	Operation	Time	Status	Read	Size
y vivek	Unknown	Apex Test Handler	3/6/2025, 3:58:25 PM	Success	Unread	11.71 KB
y vivek	Unknown	Apex Test Handler	3/6/2025, 3:58:21 PM	Success	Unread	25.99 KB
y vivek	Unknown	Apex Test Handler	3/6/2025, 3:58:16 PM	Success	Unread	1.47 KB
y vivek	Unknown	Apex Test Handler	3/6/2025, 3:58:10 PM	Success	Unread	18.13 KB
y vivek	Unknown	Apex Test Handler	3/6/2025, 3:58:07 PM	Success	Unread	501 bytes
y vivek	Unknown	Apex Test Handler	3/6/2025, 3:58:07 PM	Success	Unread	2.21 KB

The screenshot shows the Salesforce IDE interface. The top navigation bar includes File, Edit, Debug, Test, Workspace, Help, and tabs for UpdatePaidAmountTriggerHandler.apxc and UpdatePaidAmountTrigger.apxt. Below the tabs, there's a dropdown for Code Coverage (None) and API Version (63). A 'Go To' button is in the top right. The main area contains the Apex trigger code:

```

1 trigger UpdatePaidAmountTrigger on Billing__c (before insert, before update) {
2
3     if (Trigger.isInsert) {
4
5         UpdatePaidAmountTriggerHandler.handleBeforeInsert(Trigger.new);
6
7     } else if (Trigger.isUpdate) {
8
9         UpdatePaidAmountTriggerHandler.handleBeforeUpdate(Trigger.oldMap, Trigger.new);
10
11    }
12
13 }

```

Below the code editor is the Logs panel, which has tabs for Logs, Tests, Checkpoints, Query Editor, View State, Progress, and Problems. The Logs tab is selected. It displays a table of log entries:

User	Application	Operation	Time	Status	Read	Size
y vivek	Unknown	ApexTestHandler	3/6/2025, 4:01:55 PM	Success	Unread	31.27 KB
y vivek	Unknown	ApexTestHandler	3/6/2025, 4:01:54 PM	Success	Unread	503 bytes
y vivek	Unknown	ApexTestHandler	3/6/2025, 4:01:52 PM	Success	Unread	5.47 KB
y vivek	Unknown	ApexTestHandler	3/6/2025, 4:01:51 PM	Success	Unread	1.5 KB
y vivek	Unknown	ApexTestHandler	3/6/2025, 4:01:51 PM	Success	Unread	4.04 KB
y vivek	Unknown	ApexTestHandler	3/6/2025, 4:01:50 PM	Success	Unread	18.06 KB

At the bottom of the Logs panel, there are 'Filter' and 'Click here to filter the log list' buttons.

MODULE-13. Permission sets

A standard permission set consists of a group of common permissions for a particular feature associated with a permission set licence. Using a standard permission set saves you time and facilitates administration because you don't need to create the custom permission set.

Creating permission set

1. Go to Setup Menu:

Log in to your Salesforce account.

Click on the gear icon in the upper right corner of the screen.

Select Setup from the dropdown menu.

2. Navigate to Permission Sets:

In the Quick Find box on the left side of the Setup screen, type Permission Sets.

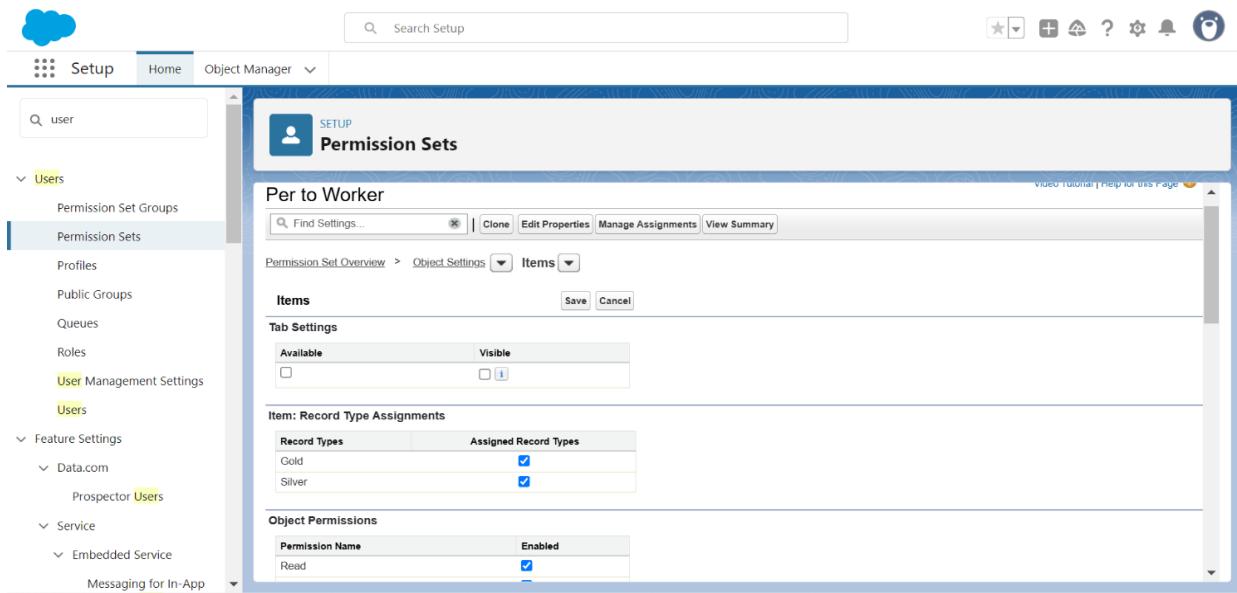
Click on Permission Sets.

3. Create a New Permission Set:

Click on the New button to create a new permission set.

Label: Enter the label name as Per to Worker.

The API Name will be auto-populated.



4. Configure Object Settings:

Under Apps, select Object Settings.

Click on the Item object.

Click on Edit.

5. Set Record Type Assignments:

Under Item: Record Type Assignments, enable Gold and Silver.

In the Object Permissions, check the boxes for Read, Edit, and Create.

Click on the Save button.

6. Manage Assignments:

After saving the permission set, click on Manage Assignments.

Click on the Add Assignment button.

7. Assign Users:

Select the users which you have created in the user milestone, using the Worker profile.

Click on Next.

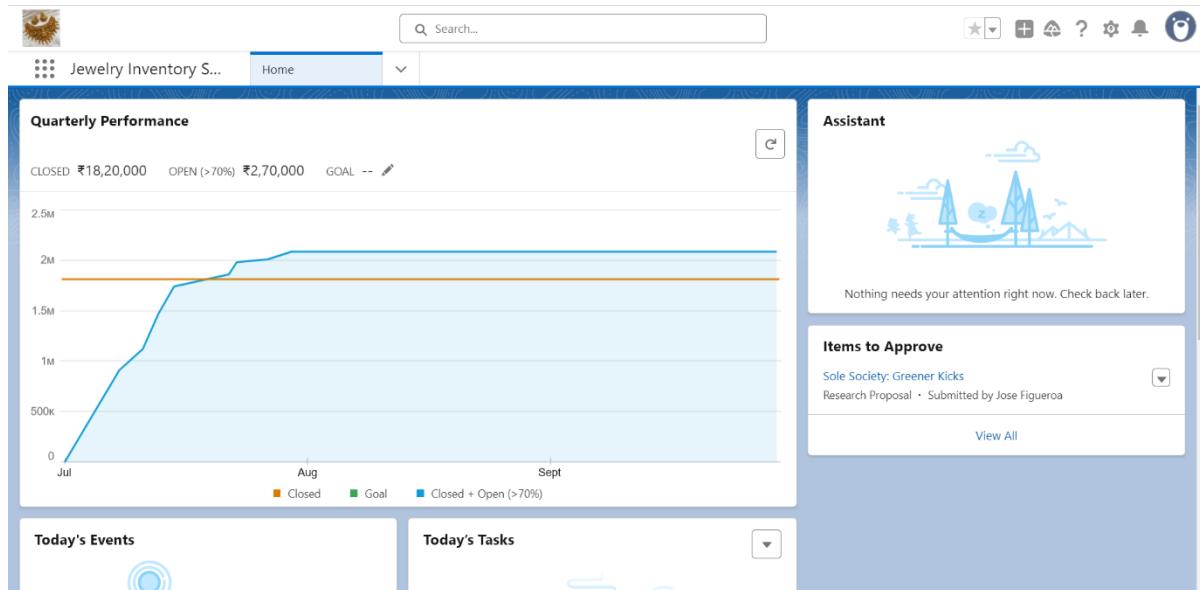
Click on Assign.

Click on Done.

MODULE-14. User Adoption

As a new Administrator, you perform user management tasks like creating and editing users, resetting passwords, granting permissions, configuring data access, and much more. In this unit, you will learn about users and how you add users to your Salesforce org.

Create a Record (Jewel Customer)



1. Open App Launcher:

Log in to your Salesforce account.

On the left side of the screen, click on the App Launcher icon.

2. Search for Jewellery Inventory System:

In the search bar within the App Launcher, type Jewellery Inventory System.

Click on the Jewellery Inventory System from the search results.

3. Navigate to Jewel Customer Tab:

Click on the dropdown menu within the Jewellery Inventory System.

Select the Jewel Customer tab from the dropdown menu.

The screenshot shows the Salesforce interface for the 'Jewel Customers' list. At the top, there's a navigation bar with tabs for 'Jewelry Inventory S...', 'Jewel Customers', and 'jewellery reports das...'. A search bar and various icons are also at the top. Below the header, there's a toolbar with buttons for 'New', 'Import', 'Change Owner', and 'Assign Label'. A 'Recently Viewed' section shows 6 items updated a few seconds ago, with a dropdown arrow and a refresh icon. The main list area has a header 'Customer Name ↑' with a checkbox. The list contains 6 items: 1. vivek, 2. baram, 3. rajesh, 4. karthik, 5. nagesh, and 6. pavan. Each item has a checkbox and a small downward arrow icon. On the right side of the list, there are several filter and sort icons. At the bottom left, there's a small text box with 'javascript:void(0);'.

4. Fill in the Required Details:

Enter all the required details for the new Jewel Customer.

Ensure that all mandatory fields are filled correctly.

5. Save the New Jewel Customer:

After filling in all the required details, click on the Save button to create the new Jewel Customer record.

Deleting a Jewel Customer Record in Salesforce Jewellery Inventory System

1. Open App Launcher:

Log in to your Salesforce account.

On the left side of the screen, click on the App Launcher icon.

2. Search for Jewellery Inventory System:

In the search bar within the App Launcher, type Jewellery Inventory System.

Click on the Jewellery Inventory System from the search results.

3. Navigate to Jewel Customer Tab:

Click on the Jewel Customer tab within the Jewellery Inventory System.

Jewelry Inventory S...

Edit vivek

* = Required Information

Customer Name	vivek	Owner
City	guntur	
Phone	1234567890	
Email	vivek@customer.com	
State	AP	
Street	1st line	
Zip/Postal code	522000	

Cancel Save & New Save

1. Delete the Desired Jewel Customer Record:

Locate the record you want to delete.

Click on the arrow on the right-hand side of that particular record.

Select Delete from the dropdown menu.

Creating Multiple Records

To create at least 10 records for each of the following objects: Jewel Customer, Price, Item, Customer Order, and Billing, follow the steps below:

1. Open App Launcher:

Log in to your Salesforce account.

Click on the App Launcher icon.

2. Navigate to Each Object:

For each object (Jewel Customer, Price, Item, Customer Order, and Billing):

Search for the object name in the App Launcher.

Click on the object from the search results.

3. Create New Records:

For each object, click on the New button.

Click on the Save button.

MODULE-15. Reports

Reports give you access to your Salesforce data. You can examine your Salesforce data in almost infinite combinations, display it in easy-to-understand formats, and share the resulting insights with others. Before building, reading, and sharing reports, review these reporting basics.

Types of Reports in Salesforce

1. Tabular
2. Summary
3. Matrix
4. Joined Reports

Create Report

1. Go to the App:

Log in to your Salesforce account.

Navigate to the app where you want to create the report.

2. Navigate to Reports Tab:

Click on the Reports tab within the app.

The screenshot shows the Salesforce Reports tab interface. At the top, there's a search bar and various navigation icons. Below the header, a sub-header displays 'Jewelry Inventory S...' and 'Reports'. A user profile 'vivek | Jewel Customer' is shown with a sign-out option. On the left, a sidebar lists categories like 'Recent', 'Created by Me', 'Private Reports', 'Public Reports', 'All Reports', 'Folders', 'All Folders', 'Created by Me', 'Shared with Me', and 'Favorites'. The main area is titled 'RECENT' and contains a table with three rows of report data. The columns are: Report Name, Description, Folder, Created By, and Created On. The first row is 'Items with Customer Orders Report' (Folder: Private Reports, Created By: y vivek, Created On: 5/3/2025, 3:54 pm). The second row is 'Billings with Item Report' (Folder: Private Reports, Created By: y vivek, Created On: 5/3/2025, 3:50 pm). The third row is 'jewellery price' (Folder: Private Reports, Created By: y vivek, Created On: 5/3/2025, 3:37 pm). There are also 'Search recent reports...', 'New Report', and 'New Folder' buttons at the top right of the main table area.

Report Name	Description	Folder	Created By	Created On
Items with Customer Orders Report		Private Reports	y vivek	5/3/2025, 3:54 pm
Billings with Item Report		Private Reports	y vivek	5/3/2025, 3:50 pm
jewellery price		Private Reports	y vivek	5/3/2025, 3:37 pm

3. Create a New Report:

Click on the New Report button.

4. Select Report Type:

You can select the report type from the category list, the report type panel, or the search panel.

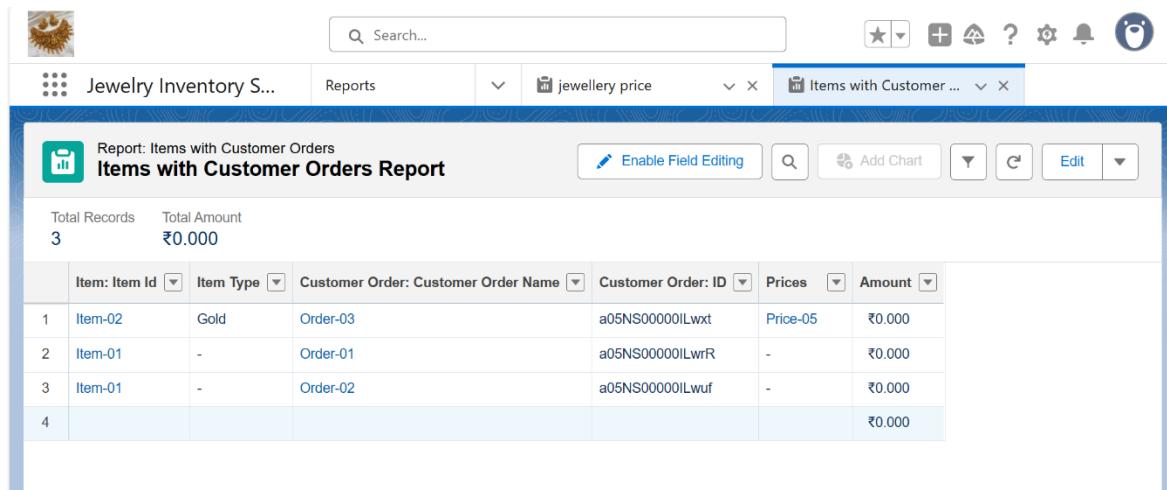
Click on Start Report to begin creating the report.

5. Customize Your Report:

Add fields from the left pane to your report as needed.

Drag and drop fields into the report layout.

Customize the report by adding filters, groupings, and summaries.



The screenshot shows a software interface for generating reports. At the top, there's a navigation bar with icons for search, favorite, add, and settings. Below it, a toolbar has tabs for 'Jewelry Inventory S...', 'Reports', 'jewellery price', and 'Items with Customer ...'. The main area is titled 'Report: Items with Customer Orders' and 'Items with Customer Orders Report'. It displays a table with the following data:

	Item: Item Id	Item Type	Customer Order: Customer Order Name	Customer Order: ID	Prices	Amount
1	Item-02	Gold	Order-03	a05NS00000ILwxt	Price-05	₹0.000
2	Item-01	-	Order-01	a05NS00000ILwrR	-	₹0.000
3	Item-01	-	Order-02	a05NS00000ILwuf	-	₹0.000
4						₹0.000

6. Save or Run the Report:

After customizing your report, you can either save it or run it.

Click on the Save button to save your report.

Click on the Run button to generate the report and view the results.

MODULE-16. Dashboards

Dashboards help you visually understand changing business conditions so you can make decisions based on the real-time data you've gathered with reports. Use dashboards to help users identify trends, sort out quantities, and measure the impact of their activities. Before building, reading, and sharing dashboards, review these dashboard basics.

The screenshot shows the Jewelry Inventory System dashboard. At the top, there's a header with a search bar and various navigation icons. Below the header, the main area is titled 'Dashboards' and has a sub-section titled 'Recent'. A single item is listed under 'Recent': 'jewellery reports dashboard'. This item includes details such as 'Folder: Private Dashboards', 'Created By: vivek', and 'Created On: 5/3/2025, 3:56 pm'. To the left of the main content area, there's a sidebar with categories like 'DASHBOARDS', 'FOLDERS', and 'FAVORITES', each with their respective sub-options.

Create Dashboard

1. Go to the App:

Log in to your Salesforce account.

Navigate to the app where you want to create the dashboard.

2. Navigate to Dashboards Tab:

Click on the Dashboards tab within the app.

3. Create a New Dashboard:

Click on the New Dashboard button.

Enter a name for the dashboard.

Click on the Create button.

4. Add a Component:

Click on the Add Component button.

5. Select a Report:

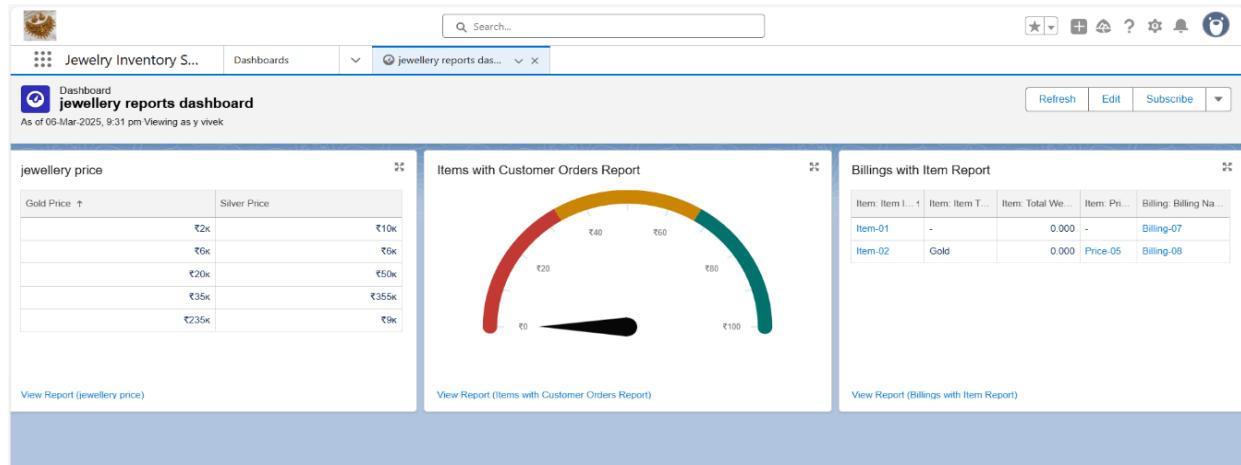
Choose the report you want to use for the dashboard component.

Click on Select.

6. Configure the Component:

Customize the component settings as needed.

Click on Add to add the component to the dashboard.



7. Save and Finish:

Click on the Save button to save the dashboard.

Click on the Done button to complete the setup.

MODULE-17. Flows

In Salesforce, a flow is a powerful tool that allows you to automate business processes, collect and update data, and guide users through a series of screens or steps. Flows are built using a visual interface and can be created without any coding knowledge.

Create a Flow

1. Go to Setup Menu:

Log in to your Salesforce account.

Click on the gear icon in the upper right corner of the screen.

Select Setup from the dropdown menu.

2. Navigate to Flow:

In the Quick Find box on the left side of the Setup screen, type Flow.

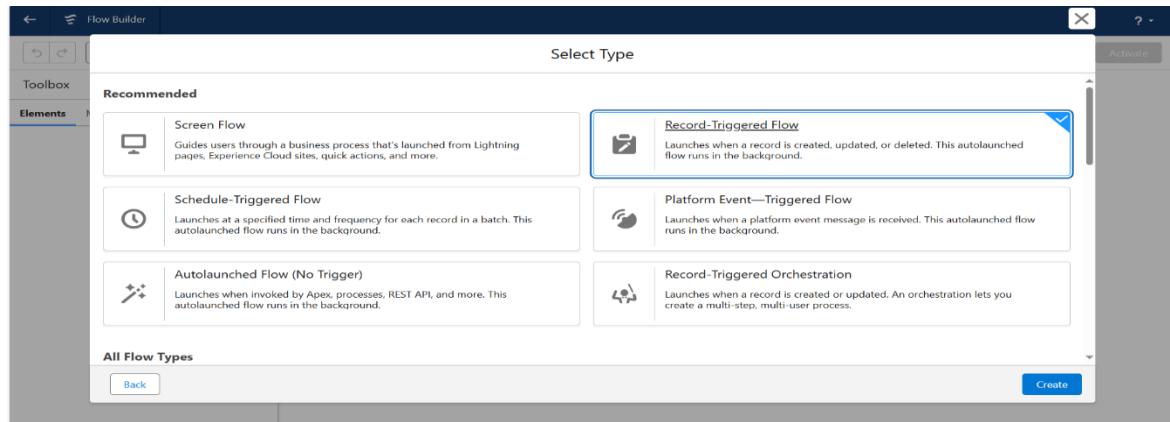
Click on Flows.

Click on the New Flow button.

3. Create a Record-triggered Flow:

Select Record-triggered Flow.

Click on Create.



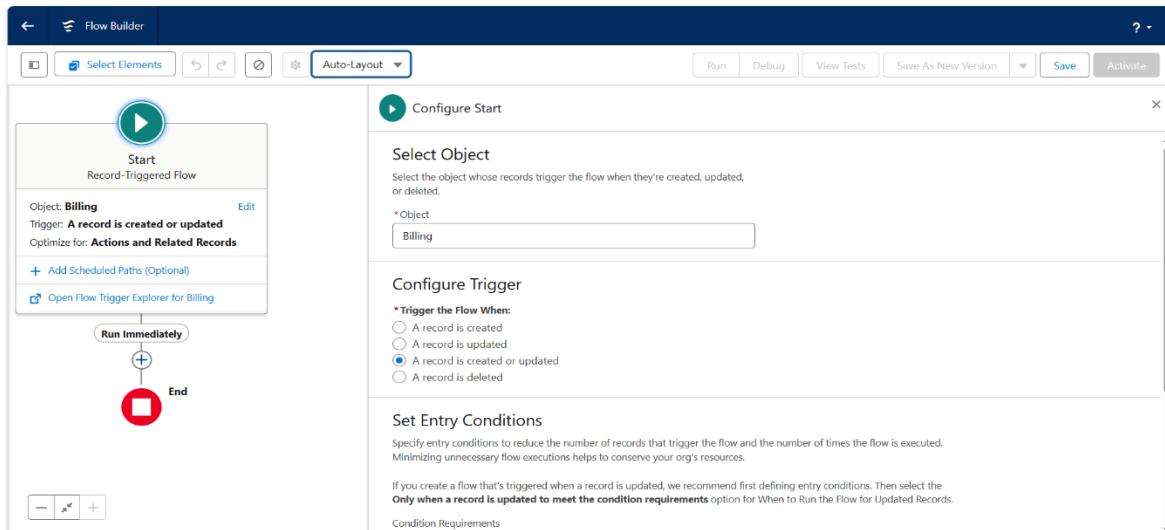
4. Select Object and Trigger:

Select the object Billing from the dropdown list.

Select the trigger When a record is created or updated.

Optimize the flow for Actions and Related Records.

Click on Done.



5. Switch to Free-form Mode:

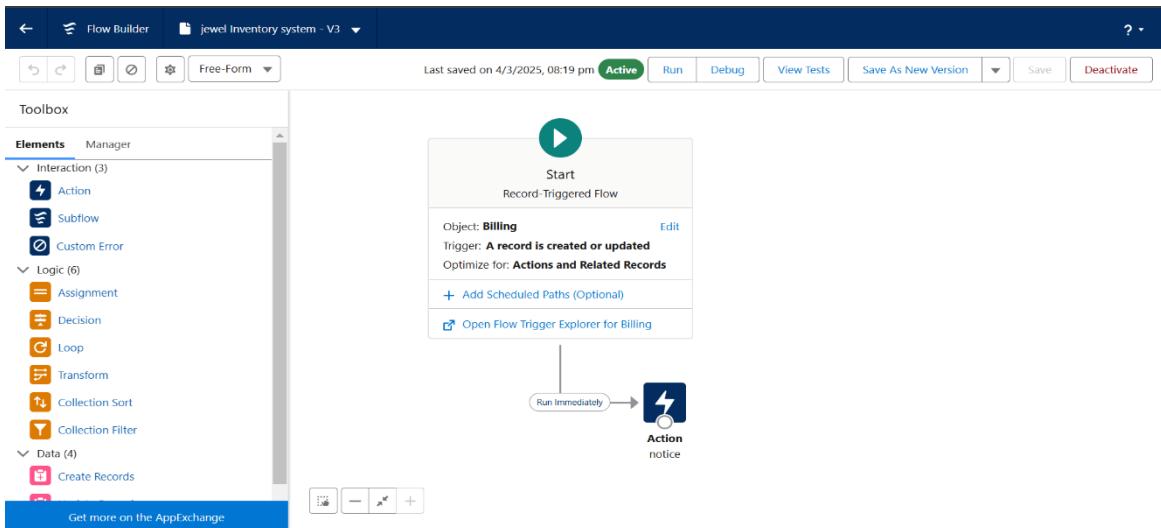
Change the mode from Auto-layout to Free-form.

6. Create a New Resource:

In the toolbox, click on Manager.

Click on New Resource.

Select the resource type as Text Template.



7. Configure Text Template:

Enter the API name as email body.

Change the view to Rich Text and then to Plain Text.

In the body field, paste the following syntax:

Hello

Customer Name: {!\$Record.Item_r.Customer_Name_r.Name}

Here are the details for the item you purchased with Jewellery Inventory System

Item Type: {!\$Record.Item_r.Item_Type_c}

Ornament: {!\$Record.Ornament_c}

Weight: {!\$Record.Weight_c} grams

Amount: {!\$Record.Amount_c}

Click on Done.

8. Add Action Element:

Click on Elements.

Drag the Action element into the preview pane.

In the action bar, search for Send Email and click on it.

9. Configure Action Element:

Give the label name as Notice.

The API name will be auto-populated.

Enable the body in Set Input Values for the Selected Action.

Select the text template that was created.

10. Configure the Email Action:

Drag and drop the Action Element onto the Flow canvas.

Select the action type as "Send Email" or similar action based on your Salesforce version and configuration.

In the action configuration, specify the following:

Recipient Address:

Use the merge field {!\$Record.Item_r.Customer_Namer.Email_c} to dynamically pull the customer's email address.

Subject Line:

Enter the subject as "Welcome to Jewellery Inventory System".

Body of Email (optional):

You can further customize the body of the email with any additional message or dynamic data.

11. Connect the Start to the Action Element:

Drag a path from the Start element to the Action Element in the Flow Builder.

12. Save and Activate the Flow:

After configuring all necessary elements, click Save.

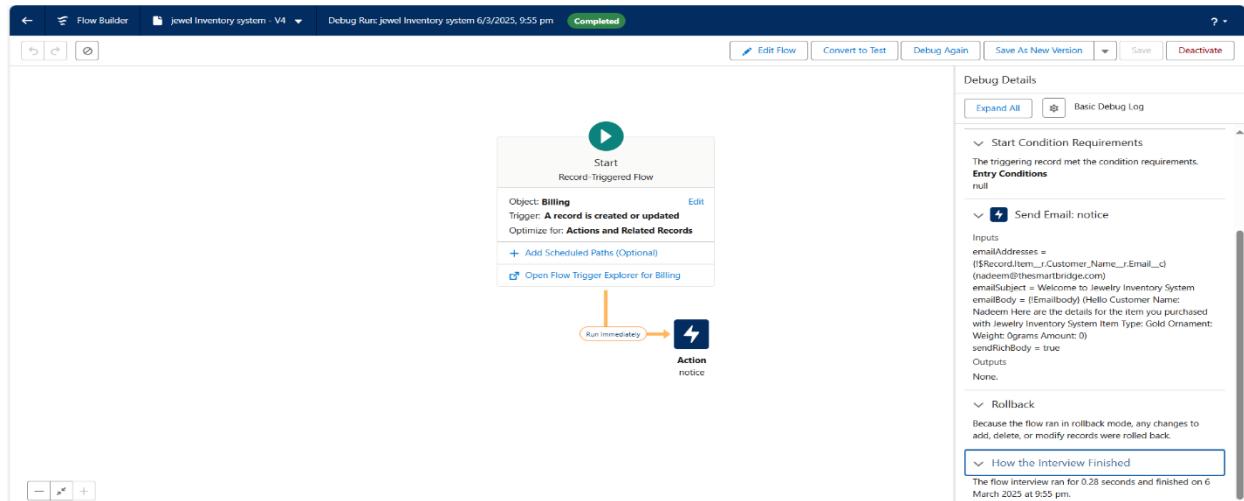
Upon saving, Salesforce will automatically populate the Flow Label and Flow API Name.

Click Save to save the Flow.

Click Activate to activate the Flow.

13. Test the Flow:

Run a test to ensure that the customer receives the email with the correct subject and email address.



Outcomes

The implementation of the CRM Application for Jewel Management has delivered significant benefits and improvements for jewelry businesses. The key outcomes of this project include:

1. Enhanced Customer Relationship Management

Improved Customer Satisfaction: The application enables personalized services and targeted marketing efforts, fostering customer loyalty and satisfaction.

Comprehensive Customer Records: Maintains accurate records of customer interactions, purchase history, and preferences, allowing for better customer engagement.

2. Optimized Inventory Management

Real-Time Inventory Updates: Provides real-time updates on inventory levels, preventing stock outs and overstocking, ensuring optimal stock levels.

Efficient Stock Management: Facilitates efficient tracking and control of inventory across multiple locations, reducing inventory carrying costs and losses.

3. Streamlined Sales Processes

Automation of Sales Workflows: Automates sales workflows, reducing manual efforts and increasing sales efficiency.

Seamless Transactions: Enables staff to process purchases, returns, and exchanges with ease, ensuring a smooth sales process.

4. Data-Driven Decision Making

Insightful Reporting: Generates detailed reports and dashboards that provide a clear visualization of key business metrics such as sales performance, inventory levels, and customer behavior.

Informed Business Strategies: Allows for informed decision-making based on accurate data, leading to better business strategies and growth opportunities.

5. Improved User Experience

Intuitive Interface: Offers a user-friendly interface, making it easy for staff to navigate and use the system effectively.

Customizability: Allows for customizable fields, tabs, and page layouts to meet the specific needs of the jewelry business.

6. Increased Operational Efficiency

Reduction in Manual Processes: Reduces manual processes and paperwork, leading to increased productivity and efficiency.

Optimized Business Operations: Streamlines and optimizes business operations, resulting in cost savings and improved profitability.

7. Scalability and Flexibility

Scalable Solution: Provides a scalable solution that can grow with the business, accommodating increasing inventory and customer base.

Flexible Customization: Offers flexibility and customization, allowing for future enhancements and integrations with other systems.

By leveraging the CRM Application for Jewel Management, jewelry businesses have experienced substantial improvements in their operations, customer relationships, and overall business performance. This Salesforce-based solution has proven to be a valuable asset, providing a competitive edge and setting the stage for sustained success in the market.

Challenges and Solutions

Challenge 1: Complex Inventory Management

Description: Managing a diverse inventory of jewelry items with varying attributes (e.g., material, size, design) posed a significant challenge. Ensuring accurate tracking and control of inventory across multiple locations was critical.

Solution: Implemented a robust inventory management module that provides real-time updates on stock levels and facilitates efficient tracking of items. Customizable attributes were added to categorize and manage different types of jewelry accurately.

Challenge 2: Integration with Legacy Systems

Description: Integrating the new CRM application with existing legacy systems used by jewelry businesses was a complex task. Ensuring seamless data migration and interoperability was essential to avoid disruptions.

Solution: Developed custom integration tools and APIs to facilitate smooth data migration and communication between the CRM application and legacy systems. Thorough testing was conducted to ensure data integrity and seamless integration.

Challenge 3: User Adoption and Training

Description: Ensuring that staff members adopted the new CRM application and effectively used its features was a critical challenge. Resistance to change and lack of familiarity with new technology needed to be addressed.

Solution: Conducted comprehensive training sessions and workshops to educate staff on using the CRM application. Created user-friendly documentation and guides to assist users in navigating the system. Provided ongoing support to address any issues or questions.

Challenge 4: Scalability and Performance

Description: Designing a scalable solution that could handle the growing inventory and customer base of jewelry businesses was essential. Ensuring the application's performance under high load conditions was also a challenge.

Solution: Architected the application with scalability in mind, utilizing Salesforce's robust infrastructure and cloud capabilities. Implemented performance optimization techniques to ensure the application could handle high volumes of data and users efficiently.

Challenge 5: Customization and Flexibility

Description: Jewelry businesses have unique requirements and processes, necessitating a high degree of customization and flexibility in the CRM application. Addressing these diverse needs without compromising the system's integrity was challenging.

Solution: Developed a flexible and customizable application framework that allows businesses to tailor fields, tabs, and page layouts to their specific needs. Provided a range of configuration options to accommodate different business processes and workflows.

Challenge 6: Security and Compliance

Description: Ensuring the security of sensitive customer and inventory data was paramount. Compliance with industry regulations and data protection standards was also necessary.

Solution: Implemented robust security measures, including encryption, access controls, and regular security audits. Ensured compliance with relevant industry regulations and data protection standards to safeguard sensitive information.

Future Recommendations

To ensure the continued success and evolution of the CRM Application for Jewel Management, the following recommendations are suggested for future development and enhancement:

1. Enhanced Mobile Accessibility

Mobile App Development: Develop a mobile version of the CRM application to provide staff with on-the-go access to key features and functionalities. This will enhance flexibility and productivity, especially for sales representatives and managers.

Responsive Design: Ensure that the CRM application is fully optimized for mobile devices, providing a seamless user experience across different screen sizes and platforms.

2. Integration with E-commerce Platforms

E-commerce Integration: Integrate the CRM application with popular e-commerce platforms to streamline online sales processes and synchronize inventory levels. This will enable jewelry businesses to manage both online and offline sales more efficiently.

Omni channel Support: Provide support for Omni channel retail strategies, allowing customers to have a consistent shopping experience across various channels, including online stores, physical stores, and social media.

3. Enhanced Security and Data Protection

Advanced Security Measures: Continuously update and enhance security measures to protect sensitive customer and business data. Implement advanced encryption, multi-factor authentication, and regular security audits.

Compliance with Regulations: Ensure compliance with evolving data protection regulations and industry standards to maintain trust and credibility with customers.

4. Customer Self-Service Portal

Self-Service Portal: Develop a customer self-service portal that allows customers to access their purchase history, track orders, and manage their preferences. This will enhance customer satisfaction and reduce the workload on customer support teams.

Chabot Integration: Integrate AI-powered Chabot to provide instant support and assistance to customers, addressing their queries and concerns in real-time.

5. Continuous User Training and Support

Ongoing Training Programs: Implement continuous training programs to keep staff updated on new features and best practices for using the CRM application. This will ensure effective utilization and maximize the benefits of the system.

Dedicated Support Team: Establish a dedicated support team to provide ongoing assistance and address any issues or questions that arise. Regular feedback sessions can help identify areas for improvement.

6. Customization and Flexibility

Customizable Modules: Offer customizable modules and features that allow businesses to tailor the CRM application to their specific needs and workflows. This will ensure the system remains relevant and adaptable to changing business requirements.

Third-Party Integrations: Provide seamless integration with third-party applications and tools, enabling businesses to extend the functionality of the CRM application and create a unified ecosystem.

By implementing these future recommendations, the CRM Application for Jewel Management can continue to evolve and meet the dynamic needs of jewelry businesses, ensuring sustained success and a competitive edge in the market.

Conclusion

The CRM Application for Jewel Management represents a significant advancement in the way jewelry businesses manage their operations, customer relationships, and inventory. By leveraging the powerful capabilities of Salesforce, this comprehensive solution addresses the unique challenges faced by the jewelry industry and provides a platform for sustained success.

The application offers a range of features that enhance customer satisfaction, optimize inventory management, streamline sales processes, and enable data-driven decision-making. With its intuitive and user-friendly interface, jewelry businesses can effortlessly navigate and utilize the system, resulting in increased productivity and efficiency.

Throughout the development process, careful consideration was given to the specific needs of jewelry businesses, ensuring that the application is both customizable and scalable. This flexibility allows businesses to tailor the system to their unique requirements and accommodate future growth and changes.

The successful implementation of the CRM Application for Jewel Management has yielded numerous benefits, including improved customer relationships, efficient inventory management, and enhanced operational efficiency. By continuously evolving and integrating advanced technologies, the application will remain a valuable asset for jewelry businesses, providing a competitive edge in the market.

As the jewelry industry continues to evolve, this CRM application will serve as a cornerstone for innovation and excellence, empowering businesses to achieve their goals and thrive in an ever-changing landscape. With its robust features, seamless integration, and future-ready design, the CRM Application for Jewel Management sets the stage for a new era of success and growth in the jewelry business.

THANK YOU