PROJECT DESIGN PHASE – II

Data Flow Diagram & User Stories

| Date	1 November 2025
Team ID	NM2025TMID08998
Project Name	CRM Application for Jewel Management
Maximum Marks	4 Marks

Data Flow Diagram (DFD)

A **Data Flow Diagram (DFD)** represents the flow of information within a system. It shows how data enters and leaves the system, how it is processed, and where it is stored.

In the project **"CRM Application for Jewel Management (Salesforce Trailhead)"**, the DFD illustrates how customer data, jewelry product details, and sales transactions are managed within the CRM system. The system helps store, track, and manage information related to customers, jewelry stock, sales orders, and feedback—all within Salesforce.

When a **Sales Representative** records a new jewelry sale, the system updates the **Customer Database** and **Sales Database** automatically. Managers can view dashboards and reports to analyze trends and performance. The system ensures centralized, accurate, and real-time access to business data, enhancing sales and customer relationship management.

Flow:

1. The Sales Representative enters **customer and sales details** into the CRM.
2. The CRM System validates and stores data in **Customer** and **Product Databases**.
3. The Customer receives **purchase confirmation or invoice**.
4. The Manager retrieves **sales reports and insights** from the system dashboard.
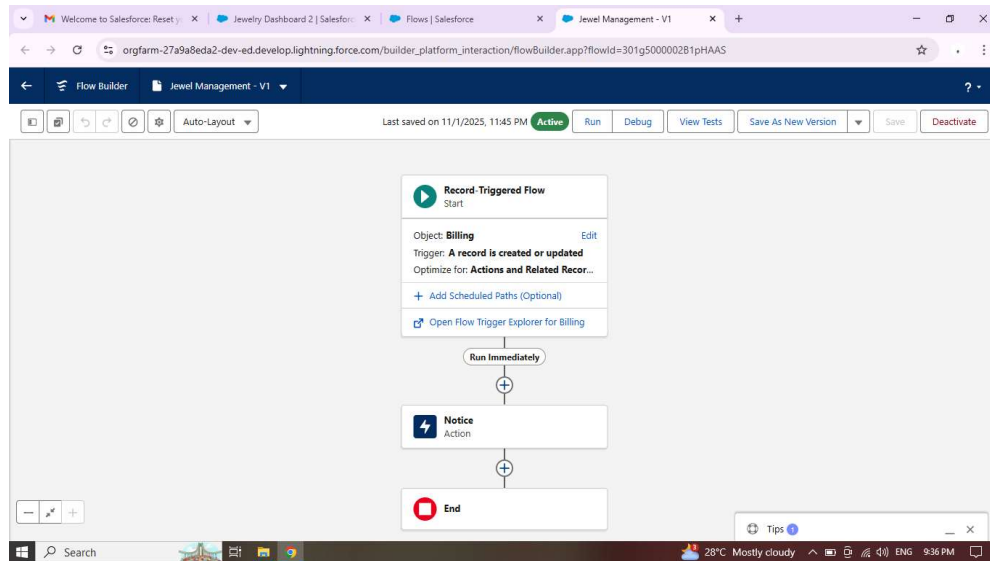
User Stories:

User stories define what different users need from the system in simple, goal-focused language. In this project, they help ensure the system blocks user deletion only when necessary, protecting incident data.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Sales Representative	Customer & Sales Management	USN-1	As a sales rep, I want to record jewelry sales and customer details in the CRM so that all transactions are tracked.	The system should allow recording and saving of customer and sales data without duplication.	High	Sprint-1
System (Salesforce CRM)	Automation & Data Processing	USN-2	As a CRM system, I must automatically update customer records and inventory whenever a sale is made.	The CRM updates customer history and product stock instantly after each sale.	High	Sprint-1
Manager	Reporting & Analytics	USN-3	As a manager, I want to view real-time dashboards of sales and customer trends for decision-making.	The system should generate accurate reports and insights from current CRM data.	Medium	Sprint-2