

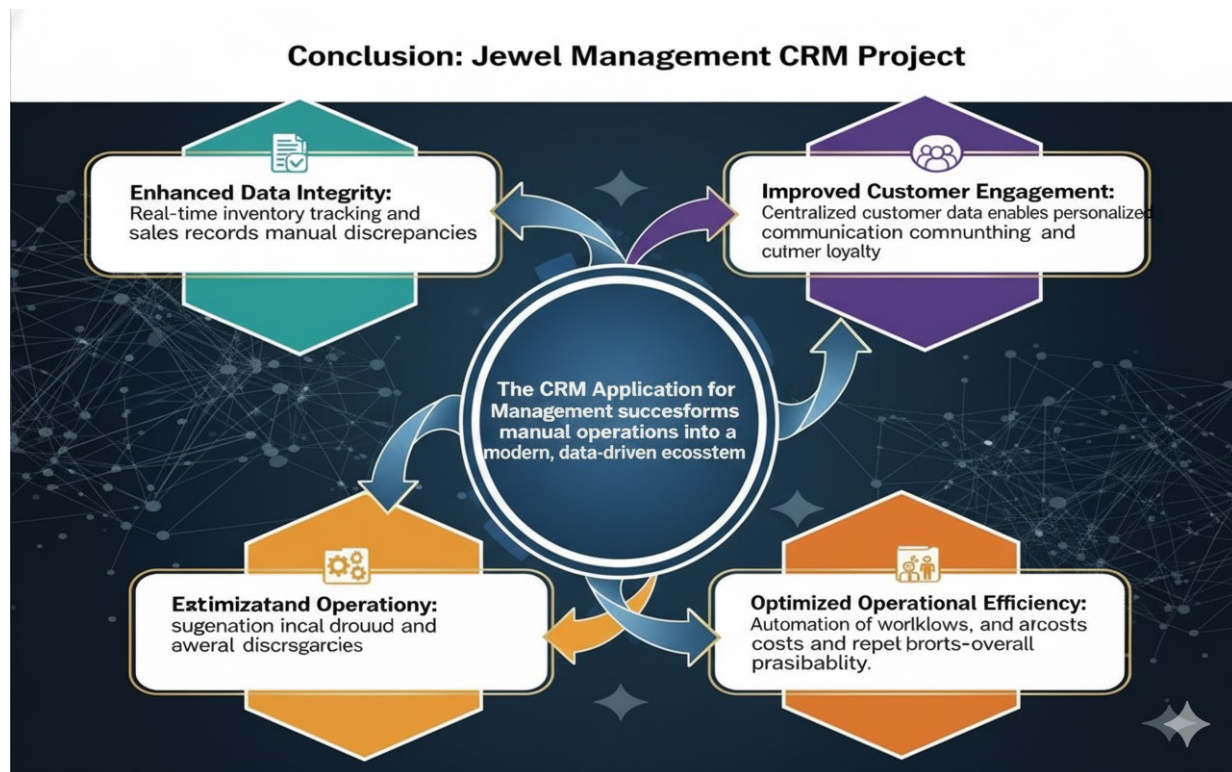
PROJECT DESIGN PHASE

Proposed Solution

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

Proposed Solution Template:

| S.No. | Parameter | Description |
|-------|---|--|
| 1. | Problem Statement (Problem to be solved) | Jewelry enterprises encounter obstacles in productively controlling extensive inventories, monitoring product-specific transactions, and preserving precise documentation. Hand-operated frameworks or data sheets generate information inaccuracies, diminished insight, and postponements in client assistance. |
| 2. | Idea / Solution Description | A Salesforce-driven CRM Solution for Jewel Administration is constructed to mechanize and optimize jewelry shop functions. It facilitates instant inventory monitoring, client information administration, and transaction oversight through one consolidated framework. The platform utilizes Salesforce entities, connections, and mechanization capabilities to guarantee productivity and information precision. |
| 3. | Novelty / Uniqueness | The resolution harnesses Salesforce CRM functionalities to establish a tailored and sector-focused jewelry administration platform, removing the requirement for various independent instruments. It presents adaptive visual dashboards, mechanized processes, and email notifications customized to the jewelry retail and production setting. |
| 4. | Social Impact / Customer Satisfaction | Through minimizing hand-operated effort, manual mistakes, and information depletion, the platform guarantees elevated productivity and strengthened client contentment. Transaction personnel can reply more rapidly, preserve openness, and construct more robust customer connections through tailored correspondence and productive assistance. |
| 5. | Business Model (Revenue Model) | The CRM platform can be implemented as a membership-driven offering (SaaS) for jewelry shops and producers. It preserves time, refines inventory, and diminishes operational expenses while delivering valuable intelligence through summaries and analytics — resulting in enhanced profitability. |
| 6. | Scalability of the Solution | The solution can be expanded to accommodate various locations, synchronize with invoicing platforms, or broaden to encompass supplier administration and client allegiance components. Salesforce's cloud foundation facilitates future expandability and concurrent-user accessibility. |



Solution Description:

The CRM Solution for Jewel Administration provides an intelligent and mechanized methodology to processing jewelry enterprise functions. Constructed on Salesforce, it consolidates information for inventory, transactions, and client administration, guaranteeing smooth coordination among divisions.

The resolution comprises:

- Establishing customized Salesforce entities for jewelry products, classifications, and transactions
- Employing verification regulations and calculation fields to preserve information uniformity
- Deploying processes and mechanization for acquisition, transactions, and restocking notifications
- Configuring email formats and alerts for client engagements
- Constructing summaries and visual dashboards to represent transaction patterns, inventory condition, and productivity indicators in immediate time

This initiative strengthens productivity, openness, and strategic planning by converting conventional jewelry administration into a contemporary CRM-powered environment.