Project Design Phase
Problem – Solution Fit Template

Date	1 NOVEMBER 2025
Team ID	NM2025TMIDO1112
Project Name	CRM application for Jewel Management App System
Maximum Marks	2 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit Template serves as a bridge between the problem identification stage and the actual design implementation. It ensures that every feature designed in the Salesforce CRM Application for Jewel Management is purpose-driven and directly tied to a specific user or business challenge.

In this project, the jewelry business problems—such as manual record keeping, inefficient billing, and lack of real-time reporting—were mapped to appropriate Salesforce functionalities.

For example, manual data management was addressed by creating custom objects (Jewel Customer, Item, and Price) with defined relationships, while inaccurate billing was resolved using formula and currency fields.
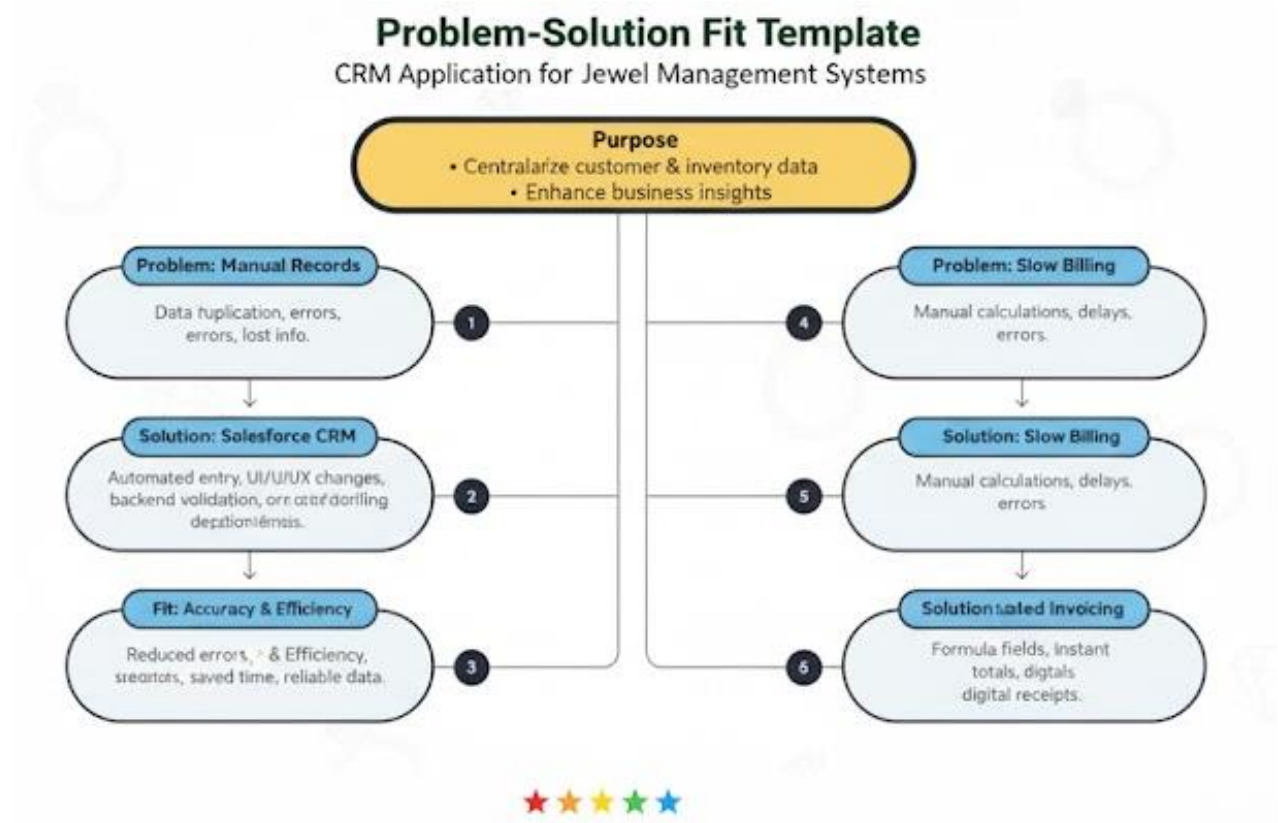
Similarly, the absence of performance insights was solved through dynamic reports and dashboards, allowing business owners to visualize sales, top-performing items, and customer trends in real time.

The template provides a structured overview showing how every identified issue is effectively managed within the Salesforce environment, ensuring a strong correlation between design intent and business outcomes.

Purpose:

- To align the identified business problems with the most effective and feasible Salesforce-based solutions.
- To ensure the proposed CRM system directly addresses user pain points discovered during the Ideation and Requirement Analysis phases.
- To validate that the designed components—objects, fields, triggers, and dashboards— solve real-world jewelry management challenges.
- To provide a clear blueprint linking each problem to its corresponding Salesforce feature or function.
- To support structured design decisions that guarantee usability, automation, and accuracy in system performance.

Template:

Problem-Solution Fit Template
CRM Application for Jewel Management Systems

Purpose
- Centralarize customer & inventory data
- Enhance business insights

Problem: Manual Records
Data tuplication, errors, errors, lost info.

1

Problem: Slow Billing
Manual calculations, delays, errors.

4

Solution: Salesforce CRM
Automated entry, UI/U/UX changes, backend validation, orr otif doriling depationlémsis.

2

Solution: Slow Billing
Manual calculations, delays, errors

5

Fit: Accuracy & Efficiency
Reduced errors, > & Efficiency, sreortors, saved time, reliable data.

3

Solution tated Invoicing
Formula fields, Instant totals, digtals digital receipts.

6

The **Problem-Solution Fit Template** visually confirms that the proposed CRM solution directly addresses the key business pain points for jewel management. Its main **purpose** is to centralize data and enhance business insights. The template establishes a clear "fit" by linking the problem of **manual, error-prone record-keeping** to the solution of implementing a **Salesforce CRM with automated validation**, ultimately leading to higher **data accuracy and operational efficiency**. Simultaneously, it connects the issue of **slow, manual billing** to the solution of **automated invoicing and formula fields**, ensuring a direct line from problem to benefit for the jewel management system.