

**Project Design Phase
Proposed Solution**

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

Proposed Solution Template:

S.No.	Parameter	Description
	Problem Statement (Problem to be solved)	Jewelry businesses struggle with manual customer tracking, inventory management, and billing, causing data errors and inefficiency.
	Idea / Solution Description	A Salesforce-based CRM automates jewelry operations using custom objects, relationships, and dashboards for real-time insights.
	Novelty / Uniqueness	Utilizes Salesforce's native tools (Objects, Flows, Triggers) to integrate CRM and inventory in one unified cloud platform.
	Social Impact / Customer Satisfaction	Improves sales accuracy, reduces manual effort, and enhances customer service through better data visibility..
	Business Model (Revenue Model)	Scalable subscription-based CRM for jewelry SMEs, improving efficiency and profitability.
	Scalability of the Solution	Easily extendable with modules like Supplier or Loyalty Management; supports multi-user, role-based access.

Conclusion

The project “Salesforce CRM Application for Jewel Management” effectively addresses key operational challenges and challenges faced by jewelry businesses in inventory, and billing. By introducing automation through Salesforce, the system ensures data accuracy, faster processing, and improved transparency across all business operations.

This solution not only simplifies jewelry management but also enhances decision-making by real-time reports and dashboards. It minimizes manual effort, eliminates duplication, and promotes efficient communication between business owners and staff.

With the successful implementation of Salesforce components such as Objects, Flows, Triggers, and Dashboards, the project lays a strong foundation for a smart, scalable, and reliable CRM system for jewelry management. It demonstrates how cloud-based CRM technology can revolutionize traditional business processes, leading to greater productivity and customer satisfaction.



Solution Description:

The Salesforce CRM Application for Jewel Management provides an automated, cloud-based solution to manage customers, jewelry items, and billing in one platform. It uses custom objects, relationships, triggers, and flows to streamline operations and reduce manual work. Automated billing, real-time reports, and dashboards offer accurate insights into sales and inventory. The system improves efficiency, data accuracy, and customer satisfaction while ensuring secure, role-based access for all users.

