

## Project Design Phase

### Proposed Solution

<b>Date</b>	2 Nov 2025
<b>Team ID</b>	NM2025TMID00579
<b>Project Name</b>	CRM Application For Jewel Management System
<b>Maximum Marks</b>	2 Marks

### Proposed Solution

#### 1. Solution Overview

Describe the main objective, e.g., “To provide a unified platform for jewelry retailers to manage inventory, sales processes, customer relationships, and reporting in a secure, user-friendly environment.”

#### 2. Core Modules & Features

- Inventory Management
  - Automated tracking of all jewelry items (gold, silver, diamonds, precious stones)
  - Real-time stock updates after each transaction
  - Alerts for low-stock, high-value items, and stock mismatches
  - Categorization by type, weight, purity, and design attributes

#### 3. Customer Relationship Management (CRM)

- Centralized customer profiles (contact details, preferences, purchase history)
- Customizable forms for new customer entry and profiling
- Sales pipeline tracking (lead, prospect, engaged, closed)
- Integration with communication tools (email, SMS)

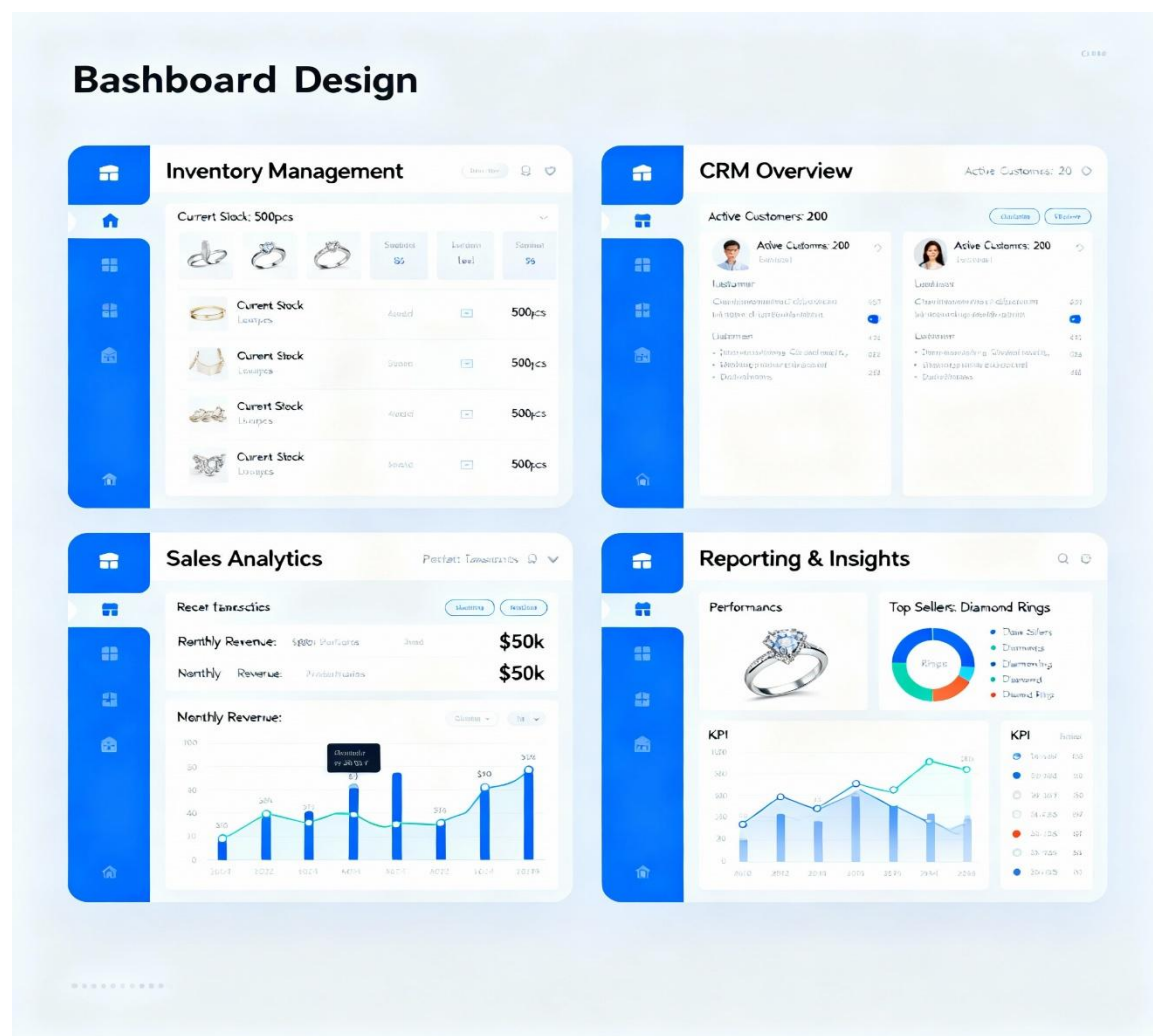
## 4. Sales & Order Handling

- Create and manage orders and invoices for standard sales, custom orders, repairs
- Price calculation tools (making charges, taxes, discounts)
- Role-based access for sales staff and managers

## 5. Reporting & Analytics

- Dashboard views for sales, inventory movement, customer engagement
- Generate custom reports (sales performance, billing, trends)
- Schedule and export reports in multiple formats

## Template



## **Conclusion**

In conclusion, adopting a comprehensive jewel management CRM lays a strong foundation for building lasting client relationships, optimizing processes, and achieving a competitive edge in the dynamic jewel industry.