Project Design Phase-II
Data Flow Diagram & User Stories

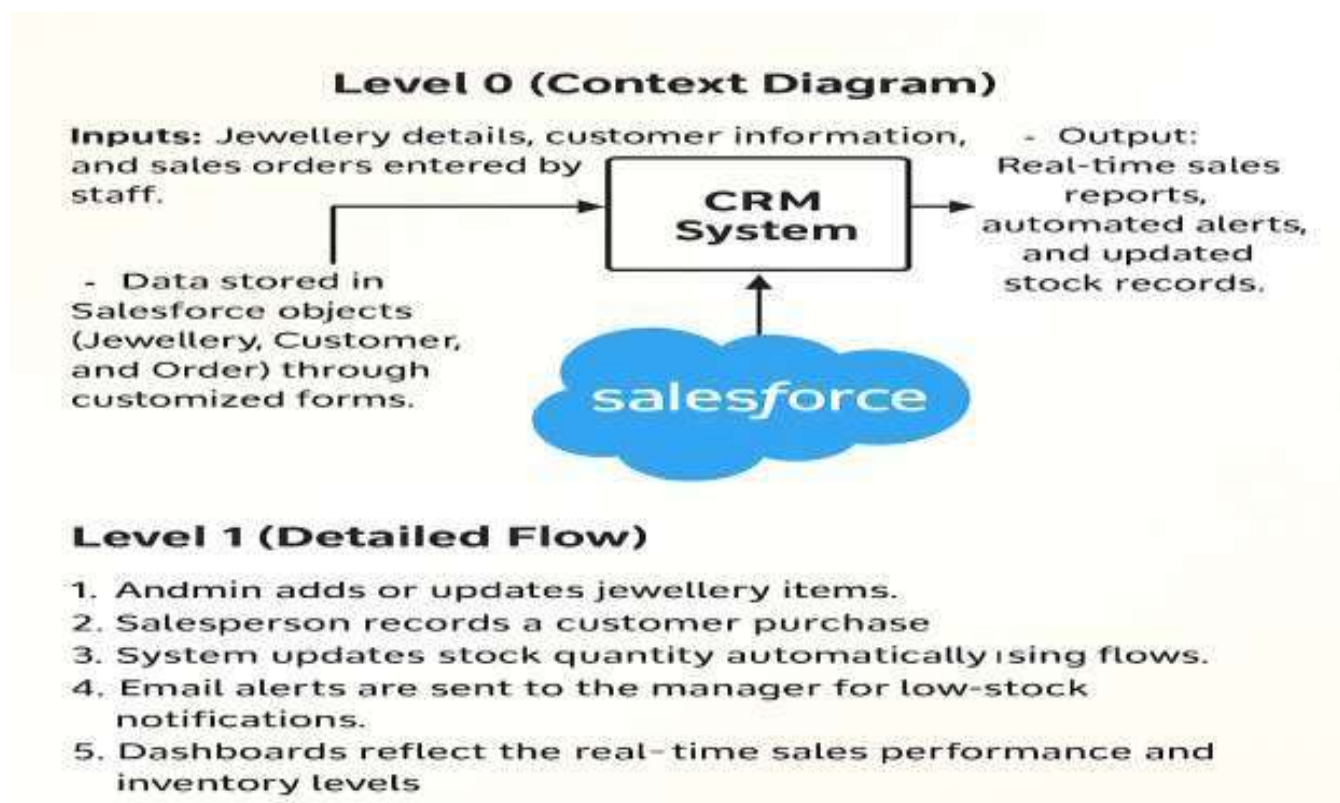|	
Date	27 OCT 2025
Team ID	NM2025TMID01965
Project Name	CRM Application for Jewel Management
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) visually represents the flow of information within a system. It shows how data enters, is processed, stored, and exits the system. In this project, the DFD illustrates how the CRM Application for Jewel Management manages jewellery inventory, customer records, and sales transactions within the Salesforce CRM environment.

In the CRM Application, the DFD demonstrates how data flows between jewellery stores, system modules, and Salesforce databases. The system tracks inventory updates, customer purchases, and order fulfillment while ensuring that all records remain consistent and accessible across departments. Salesforce components such as objects, relationships, and flows handle these processes automatically, minimizing human error.

Example:

Example Data Flow:

Level 0 (Context Diagram)

Inputs: Jewellery details, customer information, and sales orders entered by staff.

- Output: Real-time sales reports, automated alerts, and updated stock records.

- Data stored in Salesforce objects (Jewellery, Customer, and Order) through customized forms.

salesforce

Level 1 (Detailed Flow)

1. Andmin adds or updates jewellery items.
2. Salesperson records a customer purchase
3. System updates stock quantity automatically using flows.
4. Email alerts are sent to the manager for low-stock notifications.
5. Dashboards reflect the real-time sales performance and inventory levels

User Stories:

User stories define what users need from the system in goal-oriented, practical language. In this project, they ensure that every function—from jewellery tracking to sales analytics—is aligned with user goals and system reliability.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Administrator	Inventory Management	USN-1	As an admin, I can add, update, or delete jewellery items in the system.	The system should validate inputs and auto-update stock levels.	High	Sprint-1
Sales Executive	Customer Management	USN-2	As a sales executive, I can record and view customer details and purchase history.	The system should save customer data accurately and link it to their sales transactions.	High	Sprint-1
System (Automation)	Flow Execution	USN-3	As a system, I must trigger automation flows for low-stock alerts and email notifications.	Flows should run automatically and alert the manager when thresholds are met.	High	Sprint-2
Manager	Reports & Dashboards	USN-4	As a manager, I want to view sales reports and track jewellery stock in real time.	Dashboards should show accurate data with filters for date, category, and customer.	Medium	Sprint-3
Customer	Feedback & Tracking	USN-5	As a customer, I can receive confirmation emails after my purchase.	Email templates must display order details and thank-you notes automatically.	Medium	Sprint-3