

Project Design Phase

Problem – Solution Fit Template

Date	1 November 2025
Team ID	4CF9B0641590872B2C04C54C5A691F2E
Project Name	CRM Application for Jewel Management – (Developer)
Maximum Marks	2 Marks

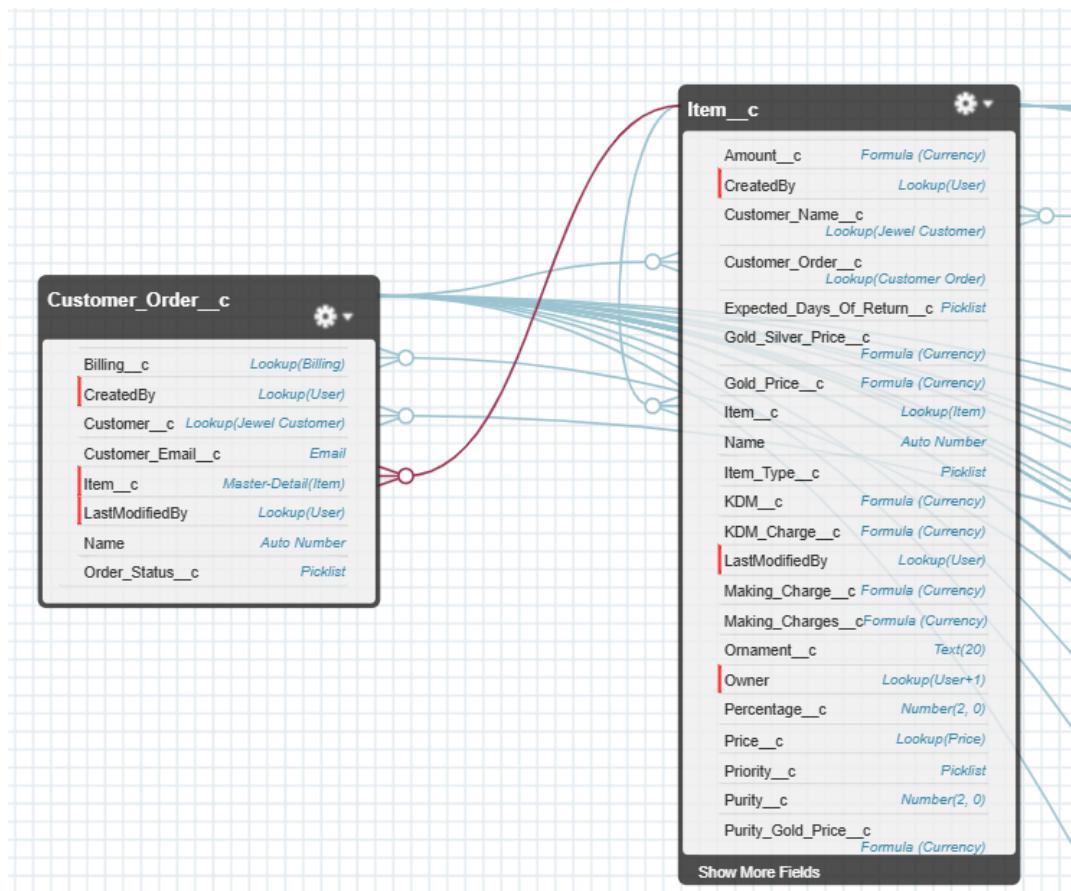
Database Design / ER Diagram

The system uses three main custom objects:

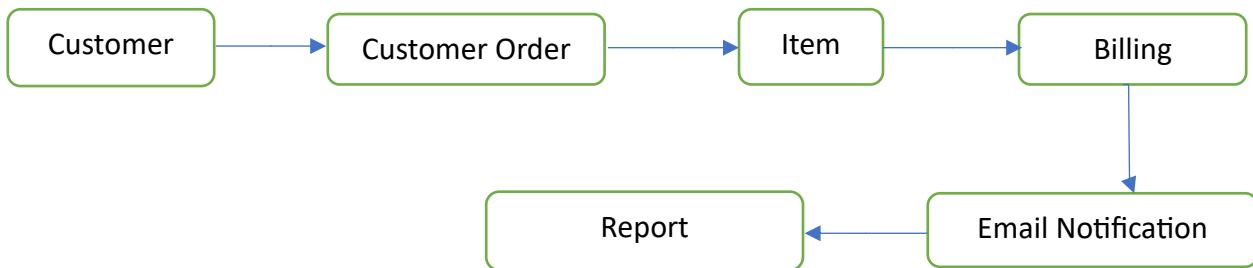
- **Customer Order**
- **Item**
- **Billing**

Relationships:

- Billing → Item (Lookup)
- Item → Customer Order (Lookup)



Data Flow Diagram (DFD)



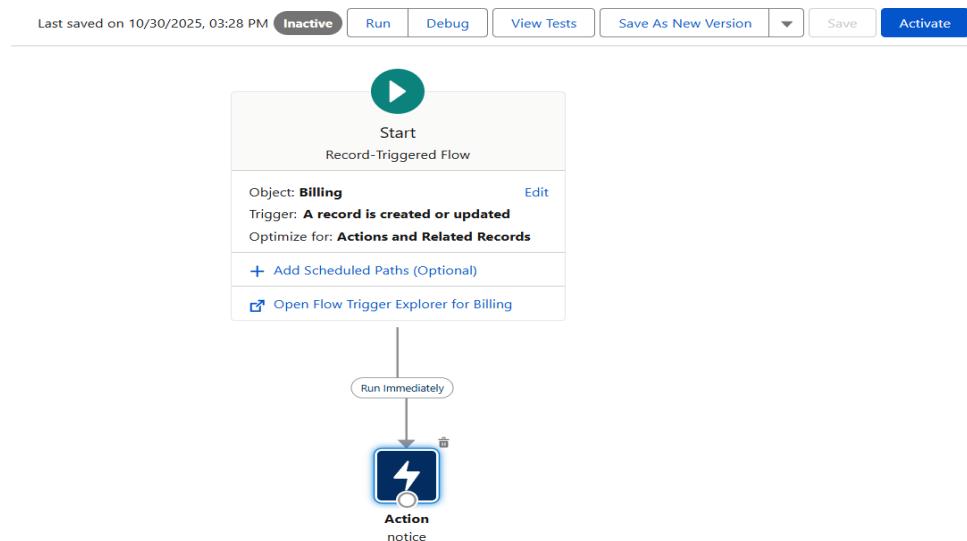
Flow Design (Automation)

Trigger: When a Billing record is created or updated

Flow Type: Record-Triggered Flow

Actions:

- Fetch related Item and Customer details.
- Generate text template (Email Body).
- Send Email Action → Customer's Email.



Object Fields Summary

Object	Field Name	Type	Description
Customer Order	Customer Name	Text	Name of customer
Item	Item Type	Text	Type of ornament
Item	Weight	Number	Weight in grams
Billing	Amount	Currency	Bill amount
Billing	Item	Lookup	Linked jewelry item
Billing	Customer Order	Lookup	Linked order