

CRM Application for Jewel Management

SRI KRISHNA ADITHYA COLLEGE OF ARTS AND SCIENCE

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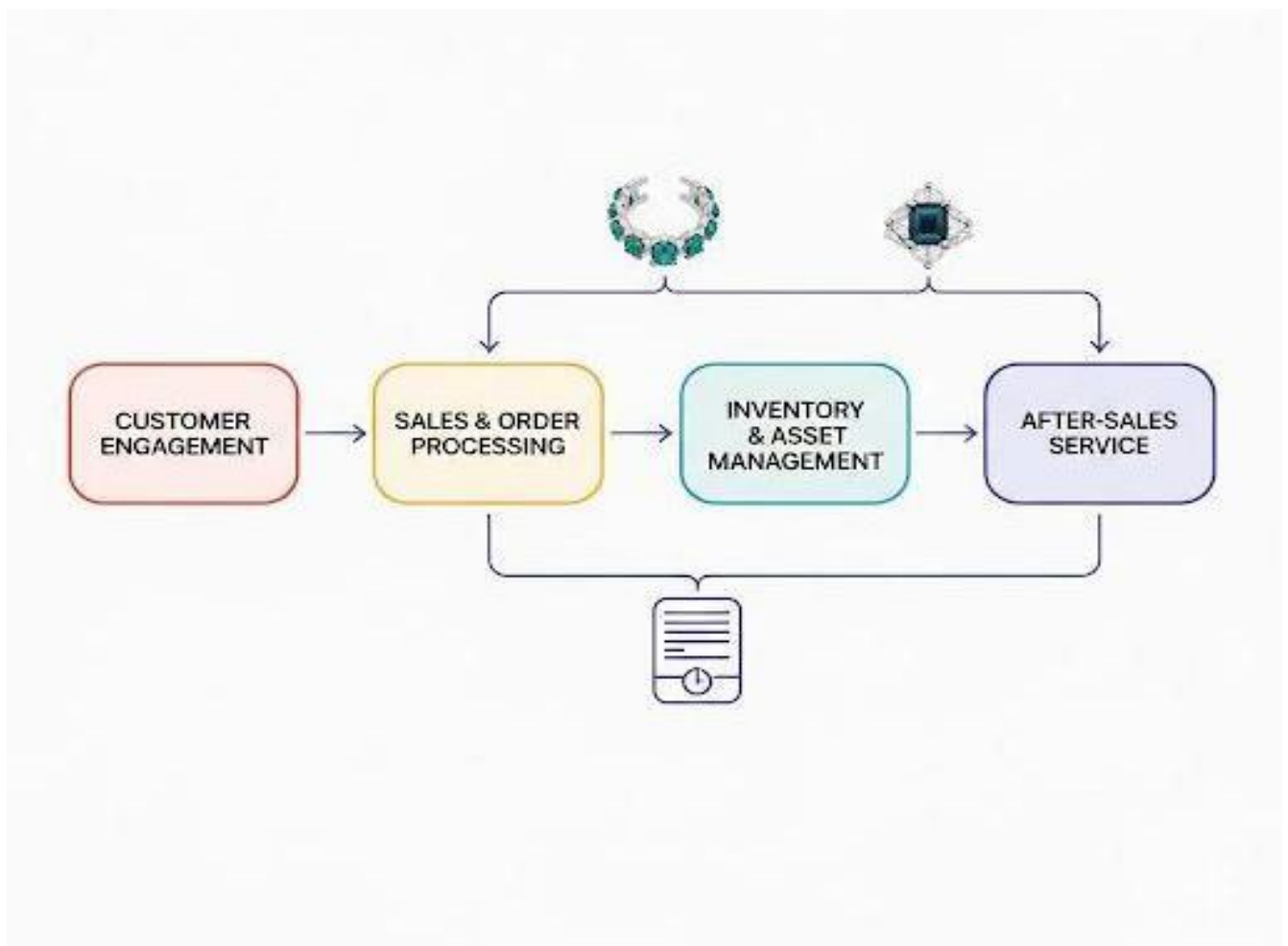
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1.INTRODUCTION

1.1 Project Overview

The CRM Application for Jewel Management is designed to help jewelry businesses efficiently handle **customer relationships, inventory, and sales** in a single platform. It enables jewelers to manage **customer data, purchase history, product catalog, billing, and order tracking** while also sending personalized offers and reminders.



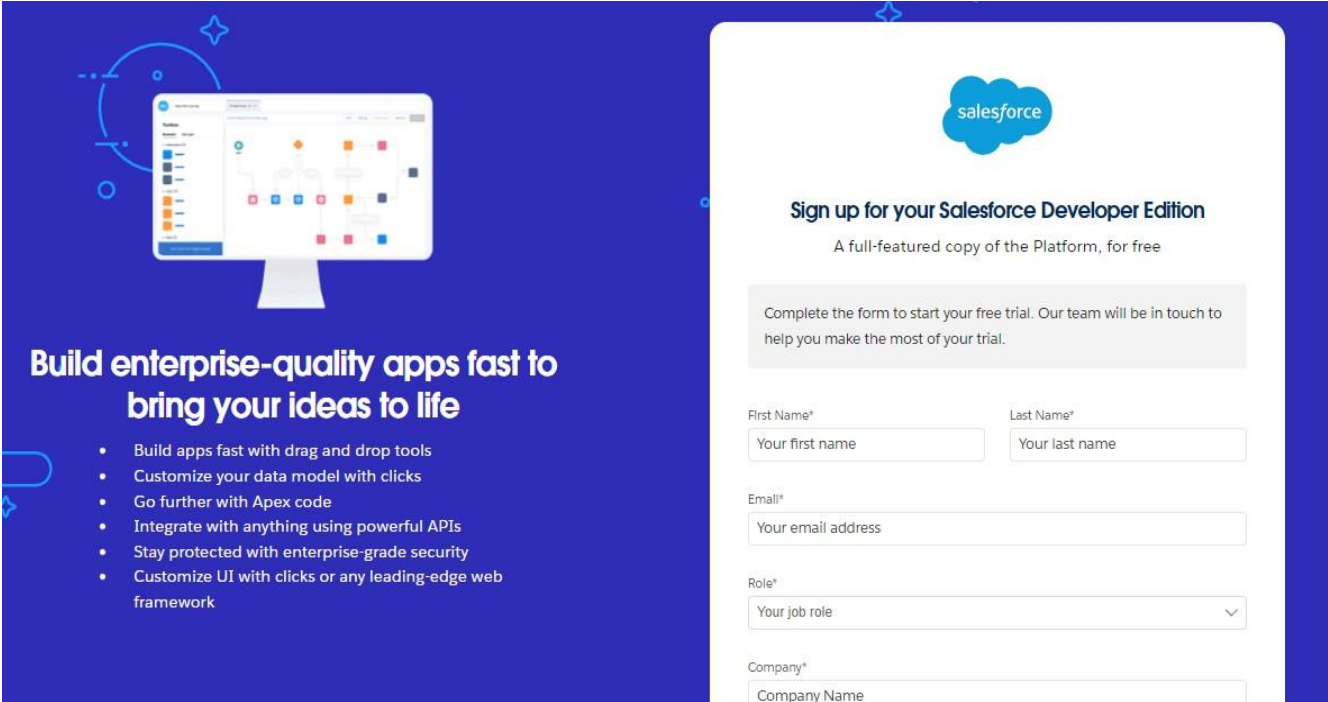
1.2 Purpose

The main purpose of the CRM Application for Jewel Management is to streamline jewelry business operations by combining customer management, sales, and inventory in one platform. It helps jewelers track customer details, purchase history, and preferences while managing stock efficiently. The system also automates billing, payments, and order tracking, along with sending reminders and personalized offers. Overall, it improves business efficiency, enhances customer satisfaction, and supports better decision-making through reports and analytics.

DEVELOPMENT PHASE

Creating Developer Account

By using this URL - <https://developer.salesforce.com/signup>



The image shows the Salesforce Developer Edition sign-up page. On the left, there is a blue background with a white monitor displaying a Salesforce interface. Below the monitor, the text reads "Build enterprise-quality apps fast to bring your ideas to life". To the right of this text is a bulleted list of features. On the right side of the image, there is a white sign-up form with the Salesforce logo at the top. The form title is "Sign up for your Salesforce Developer Edition" with a subtitle "A full-featured copy of the Platform, for free". Below this is a grey box with the text "Complete the form to start your free trial. Our team will be in touch to help you make the most of your trial." The form fields include First Name, Last Name, Email, Role (a dropdown menu), and Company.

Build enterprise-quality apps fast to bring your ideas to life

- Build apps fast with drag and drop tools
- Customize your data model with clicks
- Go further with Apex code
- Integrate with anything using powerful APIs
- Stay protected with enterprise-grade security
- Customize UI with clicks or any leading-edge web framework

Sign up for your Salesforce Developer Edition
A full-featured copy of the Platform, for free

Complete the form to start your free trial. Our team will be in touch to help you make the most of your trial.


First Name*
Your first name

Last Name*
Your last name








Email*
Your email address

Role*
Your job role

Company*
Company Name



Q Search Setup



SetupHomeObject Manager

SETUP > OBJECT MANAGER

Item

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Details

EditDelete

Description

API Name

Item_c

Custom

✓

Singular Label

Item

Plural Label

Items

Enable Reports

✓

Track Activities


Track Field History

Deployment Status








Deployed

Help Settings

Standard salesforce.com Help Window



Q Search Setup



SetupHomeObject Manager

SETUP > OBJECT MANAGER

Customer Order

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Details

EditDelete

Description

API Name

Customer_Order_c

Custom

✓

Singular Label

Customer Order

Plural Label

Customer Orders

Enable Reports

✓

Track Activities


Track Field History

Deployment Status








Deployed

Help Settings

Standard salesforce.com Help Window



Search Setup



SetupHomeObject Manager

SETUP > OBJECT MANAGER

Price

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Details

EditDelete

Description

API Name

Price_c

Custom

✓

Singular Label

Price

Plural Label

Prices

Enable Reports

✓

Track Activities


Track Field History

Deployment Status








Deployed

Help Settings

Standard salesforce.com Help Window



Search Setup



SetupHomeObject Manager

SETUP > OBJECT MANAGER

Billing

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Details

EditDelete

Description

API Name

Billing_c

Custom

✓

Singular Label

Billing

Plural Label

Billings

Enable Reports

✓

Track Activities

Track Field History

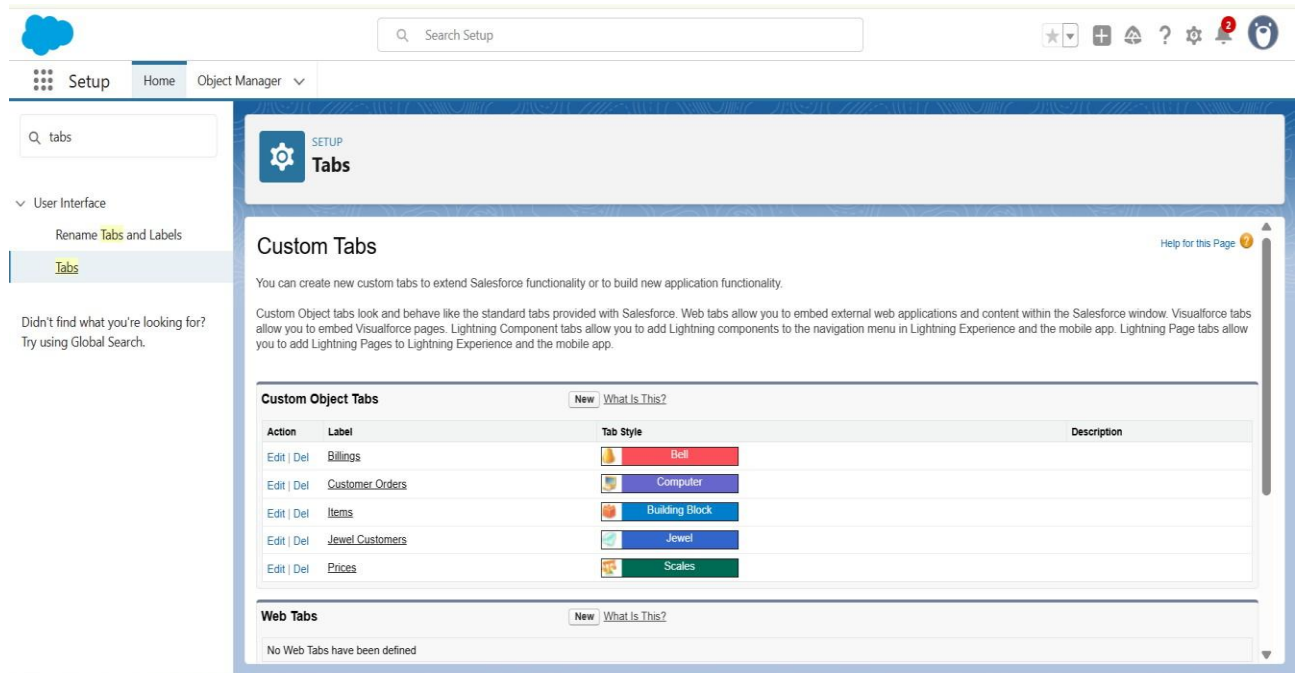
Deployment Status

Deployed

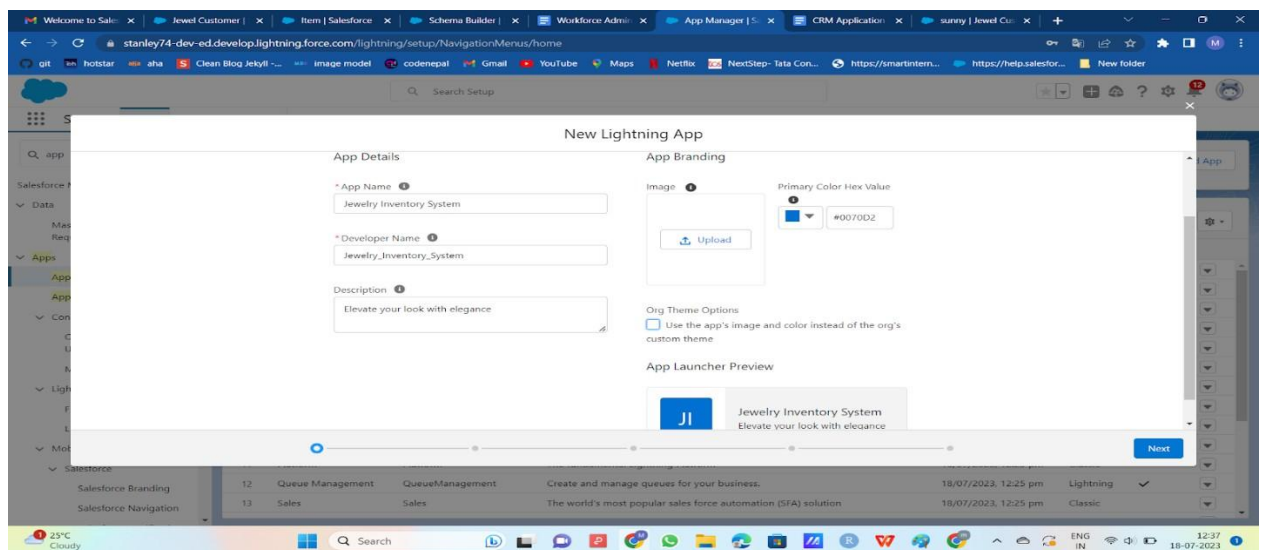
Help Settings

Standard salesforce.com Help Window

- Custom Tab for Jewel Customer ,Item, Customer Order, Price, Billing objects are created.



- Lightning App is been developed with the name “Jewellery Inventory System”.



Setup Home Object Manager

Search Setup

app

Salesforce Mobile App

Data

Mass Transfer Approval Requests

Apps

App Manager

AppExchange Marketplace

Connected Apps

Connected Apps OAuth Usage

Manage Connected Apps

External Client Apps

External Client App Manager

OAuth Usage

Setup

Lightning Experience App Manager

New Lightning App New External Client App

27 items • Sorted by App Name • Filtered by All appmenuitems - TabSet Type, App Type

App Name	Developer Name	Description	Last Modified	App Type	Visible
Data Cloud	DataManager	Use Data Manager to view limits, monitor usage, and manage rec...	8/10/2025, 12:33 PM	Lightning	✓
10 Data Manager	DataManager	Use Data Manager to view limits, monitor usage, and manage rec...	8/10/2025, 12:33 PM	Lightning	✓
11 Digital Experiences	SalesforceCMS	Manage content and media for all of your sites.	8/10/2025, 12:33 PM	Lightning	✓
12 Jewellery Inventory System	Jewellery_Inventory_System	Elevate your look with elegance	8/22/2025, 6:19 AM	Lightning	✓
13 Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experience	8/10/2025, 12:33 PM	Lightning	✓
14 Marketing CRM Classic	Marketing	Track sales and marketing efforts with CRM objects.	8/10/2025, 12:33 PM	Classic	✓
15 My Service Journey	MSIAApp	Discover new customer service capabilities.	8/10/2025, 12:33 PM	Lightning	✓
16 Platform	Platform	The fundamental Lightning Platform	8/10/2025, 12:33 PM	Classic	✓
17 Queue Management	QueueManagement	Create and manage queues for your business.	8/10/2025, 12:33 PM	Lightning	✓
18 Sales	Sales	The world's most popular sales force automation (SFA) solution	8/10/2025, 12:33 PM	Classic	✓
19 Sales	LightningSales	Manage your sales process with accounts, leads, opportunities, an...	8/10/2025, 12:33 PM	Lightning	✓
20 Sales Cloud Mobile	SalesCloudMobile	New seller focused mobile first experience	8/10/2025, 12:33 PM	Lightning	✓

https://orgfarm-c5f0e507e1-dev-ed.develop.lightning.force.com/lightning/setup/NavigationMenu/home

- Creating fields such as City, Phone, Email, Purity in Jewel Customer.

Setup Home Object Manager

Search Setup

Setup > OBJECT MANAGER

Jewel Customer

Details

Fields & Relationships

11 Items, Sorted by Field Label

Quick Find

New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
City	City__c	Text(20)		✓
Country	Country__c	Text(18)		✓
Created By	CreatedById	Lookup(User)		
Customer name	Name	Text(80)		✓
Email	Email__c	Email		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone	Phone__c	Phone		✓

Setup | Home | Object Manager

Search Setup

SETUP > OBJECT MANAGER
Jewel Customer

Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout

Fields & Relationships
12 Items, Sorted by Field Label

Quick Find | New | Deleted Fields | Field Dependencies | Set History Tracking

Email	Email_c	Email	
Last Modified By	LastModifiedById	Lookup(User)	
Owner	OwnerId	Lookup(User,Group)	✓
Phone	Phone_c	Phone	
Purity	Purity_c	Number(2, 0)	
State	State_c	Text(20)	
Street	Street_c	Text(20)	
Zip/Postal code	Zip_Postal_code_c	Text(6)	

- Creating Picklist Field in the Item Object

Setup | Home | Object Manager

Search Setup

SETUP > OBJECT MANAGER
Item

Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout
Restriction Rules
Scoping Rules

Item
New Custom Field

Help for this Page

Step 2 of 4: Enter the details

Previous | Next | Cancel

Field Label: Item Type

Values:
☐ Use global picklist value set
☒ Enter values, with each value separated by a new line

Gold
Silver

☐ Display values alphabetically, not in the order entered
☐ Use first value as default value
☒ Restrict picklist to the values defined in the value set

Field Name: Item_Type

Description:

- Creating Field Dependencies.

The screenshot shows the Salesforce Setup interface, specifically the Object Manager for the 'Item' object. The left sidebar lists various setup options, with 'Fields & Relationships' selected. The main content area displays the 'Field Information' tab for the 'Item' object. The 'Field Dependencies' section is highlighted with a red box, and a red arrow points to the 'New' button next to it.

Field Label	Priority	Object Name	Data Type
Field Name	Priority	Item	Picklist
API Name	Priority__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	meghana.katoju, 7/1/2023, 10:55 PM	Modified By	meghana.katoju, 7/1/2023, 10:55 PM

General Options

Required ☐
Default Value

Picklist Options

Restrict picklist to the values defined in the value set ☒
Controlling Field [None]

Picklist Values Used

Active and inactive picklist values 4 (1,000 max)

Field Dependencies [New](#)

- Creating validation rule for Jewel Customer object and for Item object.

The screenshot shows the Salesforce Setup interface, specifically the Object Manager for the 'Jewel Customer' object. The left sidebar lists various setup options, with 'Fields & Relationships' selected. The main content area displays the 'Validation Rules' section for the 'Jewel Customer' object. The 'Validation Rules' section shows a table with 2 items, sorted by Rule Name. The 'New' button is visible in the top right corner.

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Postal_Code	Zip/Postal code	Must contain 6 digits.	✓	DIVYA DHARSNNY S, 9/5/2025, 12:22 PM
ValidationRule_For_JewelCustomerObject	Top of Page	Please fill Required fields	✓	DIVYA DHARSNNY S, 9/5/2025, 12:27 PM

Cloud logo Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Item

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Validation Rules

1 Items, Sorted by Rule Name

New

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
ValidationRule_For_Item	Top of Page	Please fill Required fields.	✓	DIVYA DHARSNNY S, 9/5/2025, 12:49 PM

- Creating Gold smith profile and Worker profile.

Cloud logo Search Setup

Setup Home Object Manager

Q profile

Users

Profiles

Didn't find what you're looking for? Try using Global Search.

Profiles

Help for this Page

All Profiles Edit Delete Create New View

New Profile

Action	Profile Name	User License	Custom
<input type="checkbox"/> Edit Clone	Gold Partner User	Gold Partner	<input type="checkbox"/>
<input type="checkbox"/> Edit Del ...	Gold Smith	Salesforce	<input checked="" type="checkbox"/>

1-2 of 2 0 Selected Previous Next Page 1 of 1

- Creating Role as Gold Smith and Worker.

The screenshot shows the Salesforce Setup interface with the 'Roles' page selected. The left sidebar contains a search bar with 'roles' and a navigation menu with 'Users', 'Roles', 'Feature Settings', 'Sales', 'Service', and 'Case Teams'. The main content area is titled 'Roles' and 'Creating the Role Hierarchy'. A red box highlights the 'Creating the Role Hierarchy' text. Below it, a message states: 'You can build on the existing role hierarchy shown on this page. To insert a new role, click **Add Role**.' The 'Your Organization's Role Hierarchy' section shows a tree view for 'Sri Krishna Adithya College of Arts and Science'. The hierarchy includes roles like CEO, CFO, COO, Gold Smith, Worker, SVP, Customer Service & Support, and Customer Support, International. Each role has an 'Add Role' link below it.

- Creating users as Niklaus Mikaelson, Kol Mikaelson and other profiles.

The screenshot shows the Salesforce Setup interface with the 'Profiles' page selected. The left sidebar contains a search bar with 'profile' and a navigation menu with 'Users' and 'Profiles'. The main content area is titled 'Profiles' and shows a list of profiles. The list has columns for 'Action', 'Profile Name', 'User License', and 'Custom'. The profiles listed are 'Work.com Only User' and 'Worker Profile'. The 'Worker Profile' is selected, and its 'Custom' checkbox is checked. The bottom of the page shows pagination information: '1-2 of 2', '0 Selected', and 'Page 1 of 1'.

Action	Profile Name	User License	Custom
<input type="checkbox"/> Edit Clone	Work.com Only User	Work.com Only	<input type="checkbox"/>
<input type="checkbox"/> Edit Del ...	Worker Profile	Salesforce Platform	<input checked="" type="checkbox"/>

Setup Home Object Manager

Search Setup

user

Users

On this page you can create, view, and manage users.

To get more licenses, use the Your Account app. [Let's Go](#)

View: All Users Edit Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> Edit	Chatter Expert	Chatter	chatty.00d9000008wizuai.pdkrmuyoept2@chatter.salesforce.com		✓	Chatter Free User
<input type="checkbox"/> Edit	EPIC_OrgFarm	OEPIG	epic.8t450cfc383@orgfarm.salesforce.com		✓	System Administrator
<input type="checkbox"/> Edit	Khan_Raj	khanraj	sd@div.dharsh	Worker	✓	Worker Profile
<input type="checkbox"/> Edit	Mikaelson_Kol	kmika	mikko@org.com	Worker	✓	Worker Profile
<input type="checkbox"/> Edit	Mikaelson_Niklaus	nmika	niklau@org.com	Gold Smith	✓	Gold Smith
<input type="checkbox"/> Edit	S_DIVYADHARSNNY	23b	23bscs211divyadharsnmys74@agentforce.com		✓	System Administrator
<input type="checkbox"/> Edit	User_Integration	integ	integration@00d9000008wizuai.com		✓	Analytics Cloud Integration User
<input type="checkbox"/> Edit	User_Security	sec	insightssecurity@00d9000008wizuai.com		✓	Analytics Cloud Security User

New User Reset Password(s) Add Multiple Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

- Creating Page Layout for Gold and Silver.

Setup Home Object Manager

Search Setup

Item

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Page Layouts

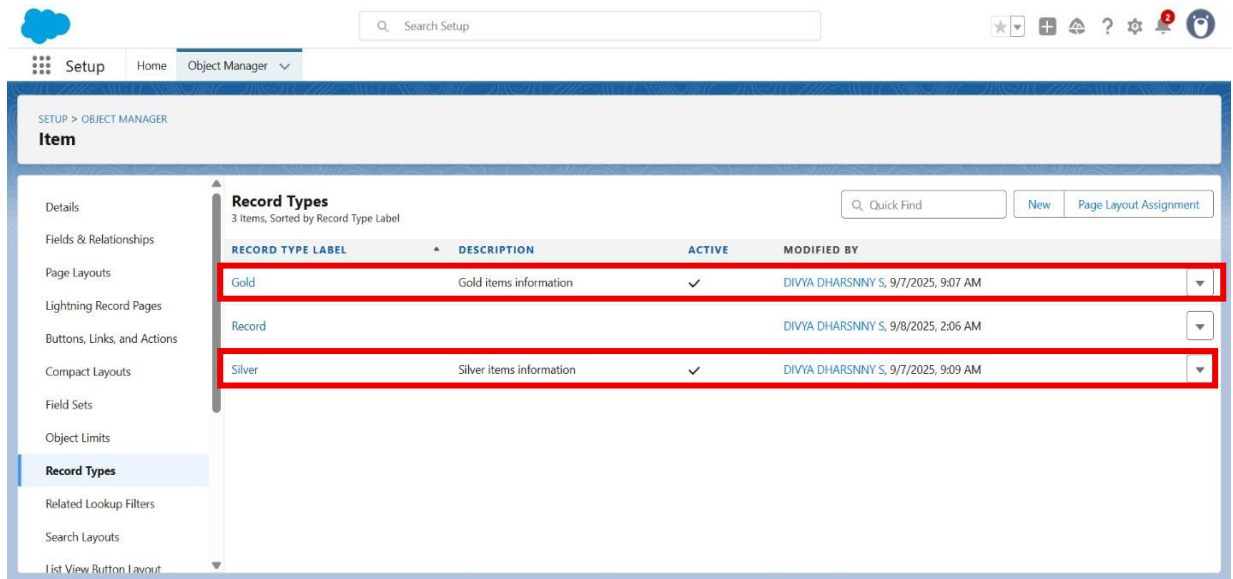
3 Items, Sorted by Page Layout Name

Q Quick Find New Page Layout Assignment

PAGE LAYOUT NAME	CREATED BY	MODIFIED BY
Page Layout	DIVYA DHARSNNY S, 9/7/2025, 9:58 AM	DIVYA DHARSNNY S, 9/7/2025, 10:58 AM
Page Layout for Gold	DIVYA DHARSNNY S, 9/7/2025, 8:48 AM	DIVYA DHARSNNY S, 9/7/2025, 10:58 AM
Page Layout for Silver	DIVYA DHARSNNY S, 9/7/2025, 8:58 AM	DIVYA DHARSNNY S, 9/7/2025, 10:58 AM

<https://orgfarm-c5f0e507e1-dev-ed.develop.lightning.force.com/one/one.app#/setup/ObjectManager/01gl000001eUYH/FieldsAndRelationships/view>

- Creating a record type as Gold and Silver.



SETUP > OBJECT MANAGER

Item

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Record Types

3 Items, Sorted by Record Type Label

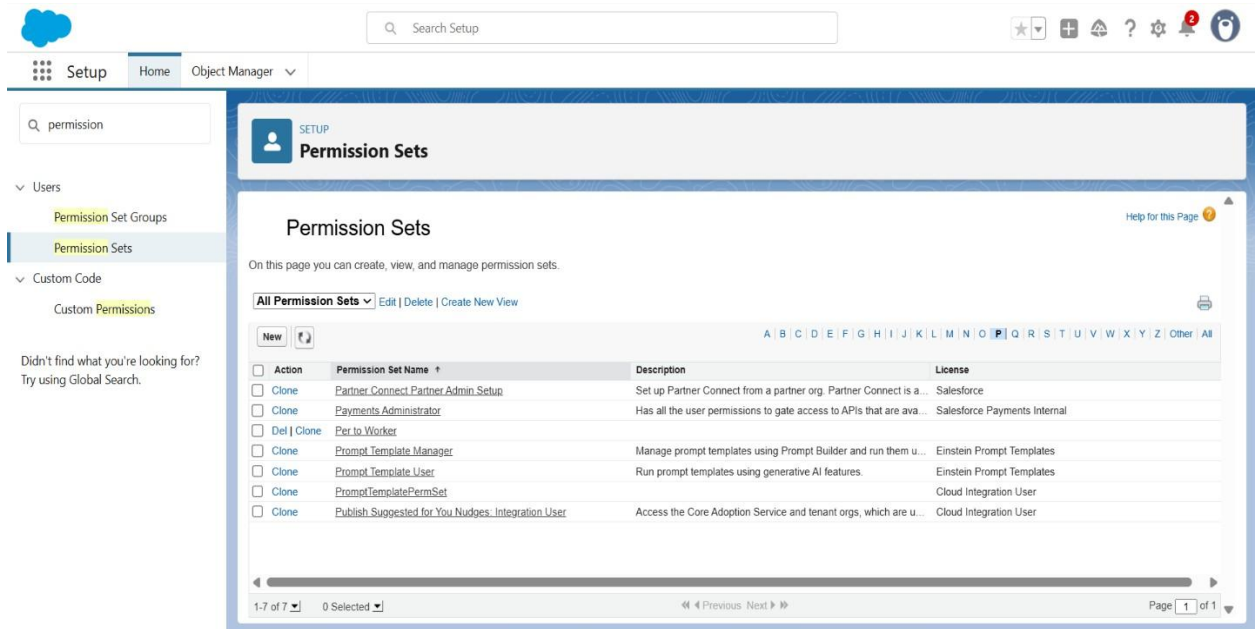
Quick Find

New

Page Layout Assignment

RECORD TYPE LABEL	DESCRIPTION	ACTIVE	MODIFIED BY
Gold	Gold items information	✓	DIVYA DHARSNNY S, 9/7/2025, 9:07 AM
Record			DIVYA DHARSNNY S, 9/8/2025, 2:06 AM
Silver	Silver items information	✓	DIVYA DHARSNNY S, 9/7/2025, 9:09 AM

- Creating permission set as Per to Worker.



SETUP

Permission Sets

On this page you can create, view, and manage permission sets.

All Permission Sets Edit Delete Create New View

New

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Action	Permission Set Name	Description	License
Clone	Partner Connect Partner Admin Setup	Set up Partner Connect from a partner org. Partner Connect is a...	Salesforce
Clone	Payments Administrator	Has all the user permissions to gate access to APIs that are ava...	Salesforce Payments Internal
Del Clone	Per to Worker		
Clone	Prompt Template Manager	Manage prompt templates using Prompt Builder and run them u...	Einstein Prompt Templates
Clone	Prompt Template User	Run prompt templates using generative AI features.	Einstein Prompt Templates
Clone	PromptTemplatePermSet		Cloud Integration User
Clone	Publish Suggested for You Nudges Integration User	Access the Core Adoption Service and tenant orgs, which are u...	Cloud Integration User

1-7 of 7 0 Selected

Previous Next

Page 1 of 1

-
- Creating a trigger and trigger handler class.

The screenshot shows the Salesforce Developer Console with the following Apex code:

```

1 trigger UpdatePaidAmountTrigger on Billing__c (before insert, before update) {
2
3     if (Trigger.isInsert) {
4
5         UpdatePaidAmountTriggerHandler.handleBeforeInsert(Trigger.new);
6
7     } else if (Trigger.isUpdate) {
8
9         UpdatePaidAmountTriggerHandler.handleBeforeUpdate(Trigger.oldMap, Trigger.new);
10
11     }
12
13 }
  
```

The interface also shows tabs for Logs, Tests, Checkpoints, Query Editor, View State, Progress, and Problems. The Problems tab is currently active, showing a table with columns Name, Line, and Problem.

- Creating, Viewing and Deleting records for Jewel Customer, Price, Item, Customer Order and Billing.

The screenshot shows the Salesforce Jewellery Inventory app interface. The 'Jewel Customers' tab is selected, displaying a list of 9 recently viewed customers. The interface includes a search bar, a 'Show desktop' button, and various action buttons like 'New', 'Import', 'Change Owner', and 'Assign Label'.

	Customer name	
1	<input type="checkbox"/> Miguel Torres	
2	<input type="checkbox"/> Sofia Rossi	
3	<input type="checkbox"/> Laura Müller	
4	<input type="checkbox"/> Daniel Kim	
5	<input type="checkbox"/> Arjun Patel	
6	<input type="checkbox"/> Sarah Williams	
7	<input type="checkbox"/> Emily Johnson	
8	<input type="checkbox"/> Rahul Sharma	
9	<input type="checkbox"/> Aaisha	

-

- Creating Reports.

Jewellery Inventory ...

★ + 🔍 ? ⚙️ 🔔² 👤

Reports

New Report New Folder ⚙️

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	New Billings Report		Private Reports	DIVYA DHARSNNY S	9/7/2025, 10:32 AM	▼
Created by Me	New Prices Report		Private Reports	DIVYA DHARSNNY S	9/7/2025, 10:28 AM	▼
Private Reports						
Public Reports						
All Reports						
FOLDERS						
All Folders						
Created by Me						
Shared with Me						
FAVORITES						
All Favorites						

-

- Creating Dashboard.

Jewellery Inventory ...

- ⋮ Jewellery Inventory ...
- ⋮ Dashboards
- ⋮ Divya

★ ▾
+
🔍
?
⚙️
🔔²
👤 ▾

Dashboards

Recent

1 item

[New Dashboard](#)
[New Folder](#)
⚙️ ▾

DASHBOARDS	Dashboard Name ▾	Description ▾	Folder ▾	Created By ▾	Created On ▾	Subscribed
Recent	Divya		Private Dashboards	DIVYA DHARSNNY S	9/7/2025, 10:36 AM	▾

Created by Me

Private Dashboards

All Dashboards

FOLDERS

All Folders

Created by Me

Shared with Me

FAVORITES

All Favorites

-
- Creating a flow.

Flow Builder interface showing a flow named "Billing Alert - V1". The flow is currently "Active" and was last saved on 9/8/2025, 02:57 PM. The flow is a "Record-Triggered Flow" for the "Billing" object, triggered by "A record is created or updated". The flow is optimized for "Actions and Related Records".

The flow diagram shows a "Start" node (Record-Triggered Flow) connected to an "Action" node (Action notice). The "Action" node is labeled "Run immediately".

The Toolbox on the left lists various elements:

- Interaction (3)
 - Action
 - Subflow
 - Custom Error
- Logic (6)
 - Assignment
 - Decision
 - Loop
 - Transform
 - Collection Sort
 - Collection Filter
- Data (4)
 - Create Records
 - Update Records

Buttons at the bottom of the Toolbox: Get more on the AppExchange.

Setup interface showing the "Flows" section. The "Flow Definitions" table lists various flows, including "Billing Alert", "Review Approval Request", "Process Simple Approval", "Approvals Workflow: Process Approval Sub...", "Approvals Workflow: Evaluate Approval Req...", "Create Draft Flow Approval Process", "Check Flow API Name", "Create Work Order from Case", and "Deploy Data Kit Components".

Flow Label	Process Type	Active	Tem...	Package State	Pa...	Last ...	Last Modified Date
Billing Alert	Autolaunched Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unmanaged		DIVYA D...	9/8/2025, 2:27 AM
Review Approval Request	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Process Simple Approval	Flow Approval Proc...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Approvals Workflow: Process Approval Sub...	Screen Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed			
Approvals Workflow: Evaluate Approval Req...	Screen Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Create Draft Flow Approval Process	Screen Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed			
Check Flow API Name	Autolaunched Flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Managed-Installed			
Create Work Order from Case	Screen Flow	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			
Deploy Data Kit Components	Autolaunched Flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Managed-Installed			

ADVANTAGES & DISADVANTAGES

ADVANTAGES

- Provides a centralized platform to manage customers, sales, and inventory efficiently.
- Improves customer satisfaction through personalized offers, reminders, and better engagement.
- Reduces manual work with automated billing, payments, and order tracking.
- Enhances decision-making using reports and analytics for sales and inventory.
- Ensures role-based access, improving security and workflow management.

DISADVANTAGES

- Initial setup and training may be time-consuming for traditional jewelers.
 - Requires internet connectivity for real-time updates and cloud integration.
 - Development and maintenance can involve high costs for small businesses.
 - Possible data security risks if not managed with proper encryption and backups.
 - Dependence on technology may affect operations during system downtime.
-

CONCLUSION

The CRM Application for Jewel Management provides an effective solution to modernize jewelry business operations by integrating customer relationship management with sales and inventory control. It helps jewelers streamline their processes, improve customer engagement, and make better business decisions through analytics. While it may require proper training, investment, and maintenance, the long-term benefits such as improved efficiency, higher customer satisfaction, and business growth outweigh the challenges. Overall, this project bridges the gap between traditional jewelry practices and digital transformation, making jewel management more reliable and customer-centric.

Source Code:

```
public class UpdatePaidAmountTriggerHandler {    public static void  
handleBeforeInsert(List<Billing__c> newBillings) {        for (Billing__c  
billing : newBillings) {            billing.Paid_Amount__c =  
billing.Paying_Amount__c;  
        }  
    }
```

```
public static void handleBeforeUpdate(Map<Id,
Billing__c> oldBillingsMap, List<Billing__c> updatedBillings)
{
    for (Billing__c billing : updatedBillings) {
        Billing__c oldBilling = oldBillingsMap.get(billing.Id);
        Decimal oldPaidAmount = oldBilling.Paid_Amount__c;
        billing.Paid_Amount__c = oldPaidAmount +
        billing.Paying_Amount__c;
    }
}
```

```
}  
  
}
```

The Trigger :

```
trigger UpdatePaidAmountTrigger on Billing c (before insert, before update) {  
  
if (Trigger.isInsert) {  
  
UpdatePaidAmountTriggerHandler.handleBeforeInsert(Trigger.new);  
  
} else if (Trigger.isUpdate) {  
  
UpdatePaidAmountTriggerHandler.handleBeforeUpdate(Trigger.oldMap, Trigger.new);  
  
}  
  
}
```