DATA FLOW DIAGRAM & USER STORIES

Date	23 october 2025
Team ID	NM2025TMID02837
Project Name	Crm Application for Jewel Management
Maximum Marks	5 Marks

Data Flow :

The **Jewel Management CRM** project is designed to develop a specialized system for the jewelry sector, focusing on the complex processes of customer relationship management, sales, and inventory unique to high-value retail. The project is managed using the **Agile Scrum approach**, with features prioritized in a **Product Backlog** and delivered via short **Sprints** using **Story Points** for effort estimation. The **Data Flow** for the system begins with **Leads** and **Customer Inquiries** from the sales staff, moving through a core **Lead-to-Order** process where quotes are created, and converting into confirmed **Sales Orders**. Crucially, the system includes specialized data flows for **Custom Orders** (tracking design specifications and reserving materials like gold and specific stones) and **Repair Services** (generating job cards and tracking status), with all data centralized to provide a **360-degree view** of the customer and generate essential **Performance and Inventory Valuation Reports** for management.

.
User Stories :

User stories define the functional needs of the Garage Management Project from both the Manager and Platform User perspectives. They outline specific development, ensure clarity in requirements, and enhance collaboration between technical and business teams.

ID	User Story	Effort (Story Points)
R.1	As a **Sales Representative**, I want to **create a Custom Job Card** that includes fields for linking a CAD drawing, final metal weight, and **customer-provided stone details** so the workshop has clear instructions.	8
R.2	As a **Workshop Technician**, I want to **update the status of a repair job** (e.g., "In Progress," "Quality Check," "Ready for Pickup") so the customer can be notified of the progress.	3
R.3	As a **Sales Representative**, I want to **record the condition and specific issues of an item dropped off for repair** (e.g., "missing prong," "broken clasp") and take a photo so there is a clear record of its state upon receipt.	5
R.4	As a **Manager**, I want to **track the average time** each job spends in the "Workshop In Progress" status so I can monitor and improve service efficiency.	5