

## Proposed Solution Template:

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	Manual management of customers, jewellery items, and billing often causes errors like incorrect pricing, duplicate entries, and broken order-customer links, leading to inefficiency and poor data accuracy.
2.	Solution Description	The <b>CRM Jewel Management (Developer)</b> system is a Salesforce-based CRM that automates jewellery business operations by integrating customer records, item catalogs, billing, and order tracking. It uses custom objects, record types, flows, and validation rules to ensure smooth, accurate workflows.
3.	Novelty / Uniqueness	Tailored for jewellery businesses, it supports gold/silver rate updates, making charges, and automated billing using Salesforce-native tools—no third-party integrations required.
4.	Social Impact / Customer Satisfaction	The system enhances transparency, accuracy, and speed in billing and order management, building customer trust and improving the store's professional reputation.

## **Conclusion Before Solution Description**

The findings from the design and testing phases confirm that a well-integrated CRM system tailored for jewellery management can effectively address long-standing manual challenges. By combining automation, accuracy, and user-friendly workflows, the proposed solution ensures smooth operations, higher customer satisfaction, and business efficiency.

## **Solution Description**

The CRM Jewel Management (Developer) project provides a complete digital solution for jewellery businesses to automate their Customer, Item, and Billing Management processes.

Using Salesforce's native features like Custom Objects, Flows, Validation Rules, Record Types, and Permission Sets, the solution ensures:

- Accurate and connected data across all modules
- Real-time pricing and billing updates
- Controlled user access and data security
- Easy scalability for future expansion

This approach eliminates manual errors, enhances operational transparency, and ensures a more efficient and trustworthy jewellery management process.

The solution's modular design makes it simple, cost-effective, and highly adaptable to small and large-scale jewellery businesses alike.