

# Project Design Phase

## Problem – Solution Fit Template

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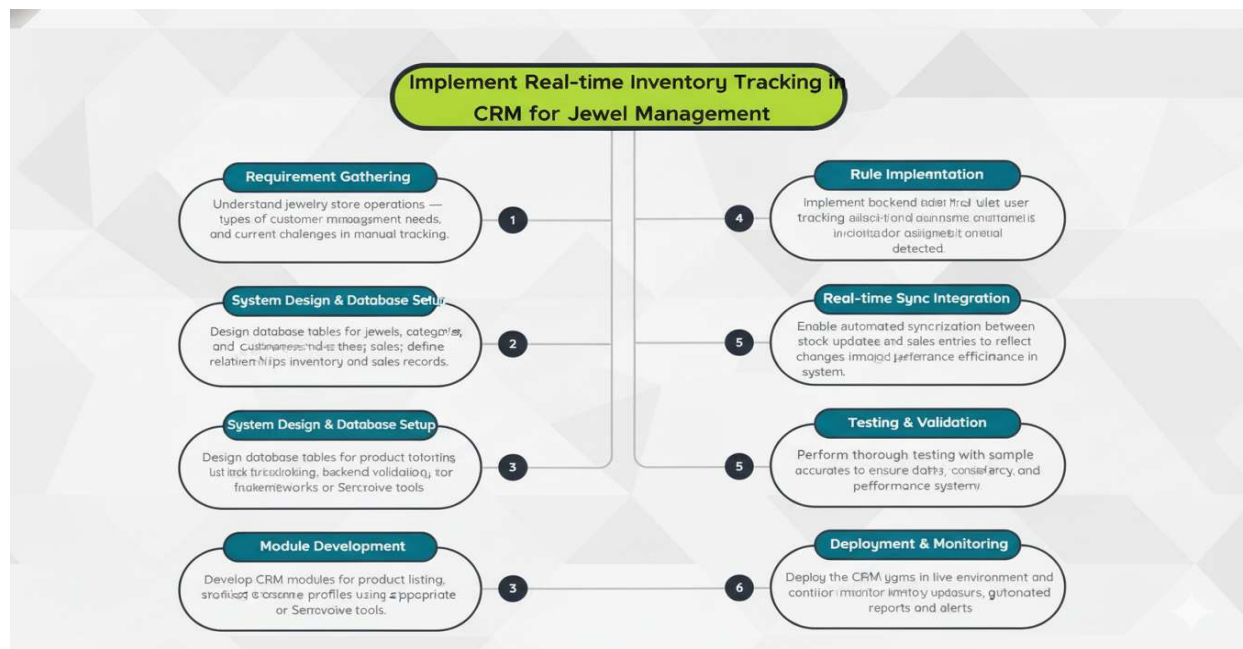
The **Problem–Solution Fit** stage focuses on identifying the real challenges faced by jewellery businesses and aligning the CRM Jewel Management (Developer) system to solve them effectively.

This ensures the developed system directly addresses user needs, improves efficiency, and enhances customer experience through automation and accuracy.

### Purpose

- ✓ Solve operational and data management problems in jewellery businesses with a smart CRM approach.
- ✓ Streamline workflows for customer, item, and billing management under a single system.
- ✓ Increase adoption by providing a simple and intuitive interface for goldsmiths, workers, and managers.
- ✓ Enhance communication and trust by minimizing manual errors in billing, pricing, and stock handling.
- ✓ Ensure business transparency by integrating real-time updates across all modules.

### Template:



## **Project Summary**

The CRM Jewel Management (Developer) system was designed to modernize jewellery business operations by integrating all key functions—Customer Management, Item Cataloging, Pricing, Orders, and Billing—into one unified platform.

Through custom objects, record types, triggers, and flows, the system ensures:

- Smooth data transition across all modules
- Real-time updates with minimal manual effort
- Enhanced user security via roles and permission sets
- Accurate and transparent billing workflows

This solution fits perfectly with the operational needs of jewellery stores, improving productivity, accuracy, and trust.