

DATAFLOWDIAGRAM&USERSTORIES

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ProjectName	CRMApplicationforJewelManagement-(Developer)
MaximumMarks	4Marks

DataFlowDiagram:

- Context Level (Level 0): Shows the Jewel Management System interacting with four external entities: Customer, Sales Associate, Jeweler, and Payment Gateway. Data flows include Appointment Requests, Sales Data, Service Status Updates, and Payment Confirmations.



- DetailedLevel(Level1):Breaksthesystemintofourprocesses:
 1. ManageCustomer&Inventory:Createsandupdatescustomer profiles (D1) and tracks Precious Item Inventory (D2).
 2. ManageServiceLifecycle:Schedulesappointments(D3) andtracks detailed work and materials (D3) performed by the Jeweler.
 3. GenerateFinancialTransaction:Createsinvoicesandrecords payments (D4) based on service/inventory data.
 4. Generate Reports & Analytics: Consolidates data fromD1, D3,and D4 for management oversight.

2.UserStories:

Role	User Story (What the User Wants)	Developer Focus (How to Build It)
Sales Associate	Create New Customer Details with mandatory fields.	Validation Rules: Implement field-level validation to enforce data quality.
Sales Associate	Link Precious Item Inventory to the customer profile upon sale and decrement stock.	Relational Integrity/Flow: Use a Lookup relationship and a Flow to update stock status immediately.
Sales Associate	Initiate NewBilling details and feedback from a completed Service Record to automate the invoice.	Automation (Flow): Build a record-triggered Flow to calculate the final invoice amount.

Jeweler	Receive an automated notificationforanewNew Appointment assignment.	Automation: Configure a Process/Flow for instant notification upon record assignment.
Role	User Story (What the User Wants)	Developer Focus (How to Build It)
Jeweler	Update New Service records with materials used and change status to 'Ready for Billing'.	Data Structure: Ensure the Service Records object has fields for cost tracking and a controlled status picklist.
Manager	View average service completion time per Jeweler on a dashboard.	Analytics: Utilize Salesforce Reportstocalculateduration fields for efficiency metrics.