SOLUTIONARCHITECTURE

Date	03 NOVEMBER 2025
TeamID	NM2025TMID04143
ProjectName	CRMApplicationforJewelManagement-(Developer)
MaximumMarks	4 Marks

1. ArchitecturalFoundation:

ThearchitectureisfundamentallyaModel-View-Controller(MVC)patternimplementedwithintheSalesforceecosystem,leveragingits nativecapabilities:

CloudPlatform:Salesforceprovidestheentireinfrastructure,securitymodel, database, and hosting, ensuring high availability and scalability.

2. DataLayer:

Thislayerdefinesthestructureofthepreciousitem,customer,andtransactional data using Salesforce Objects:

- StandardObjects:

  Users: Manages all staff profiles (Sales Associates, Jewelers) for security and task assignment.

- CustomObjects(CoreBusinessData):

  Contacts: Used for core customer relationship management and contact details.

3. BusinessLogicLayer:

This layer enforces all business rules, automation, and data integrity (validated by a 95% Confidence Score in the provided test results):

ValidationRules:Enforcedoneverycustomobjecttoensuredataaccuracy(e.g., ensuring GIA certification numbers are unique, or mandatory fields like Customer Contact are always populated).

4. Presentation&AnalyticsLayer :

ReportingandDashboards:TheReportingandAnalyticsModuleleveragesSalesforce reporting tools to provide real-time metrics on:

- ○ Salesperformanceandrevenuetrends. ○

Jewelerproductivityandserviceefficiency.

- ○ Inventoryturnoverandstocklevels. ○

TheoverallExecutionSuccessRateoftransactions(aimingf

or98% or higher).