

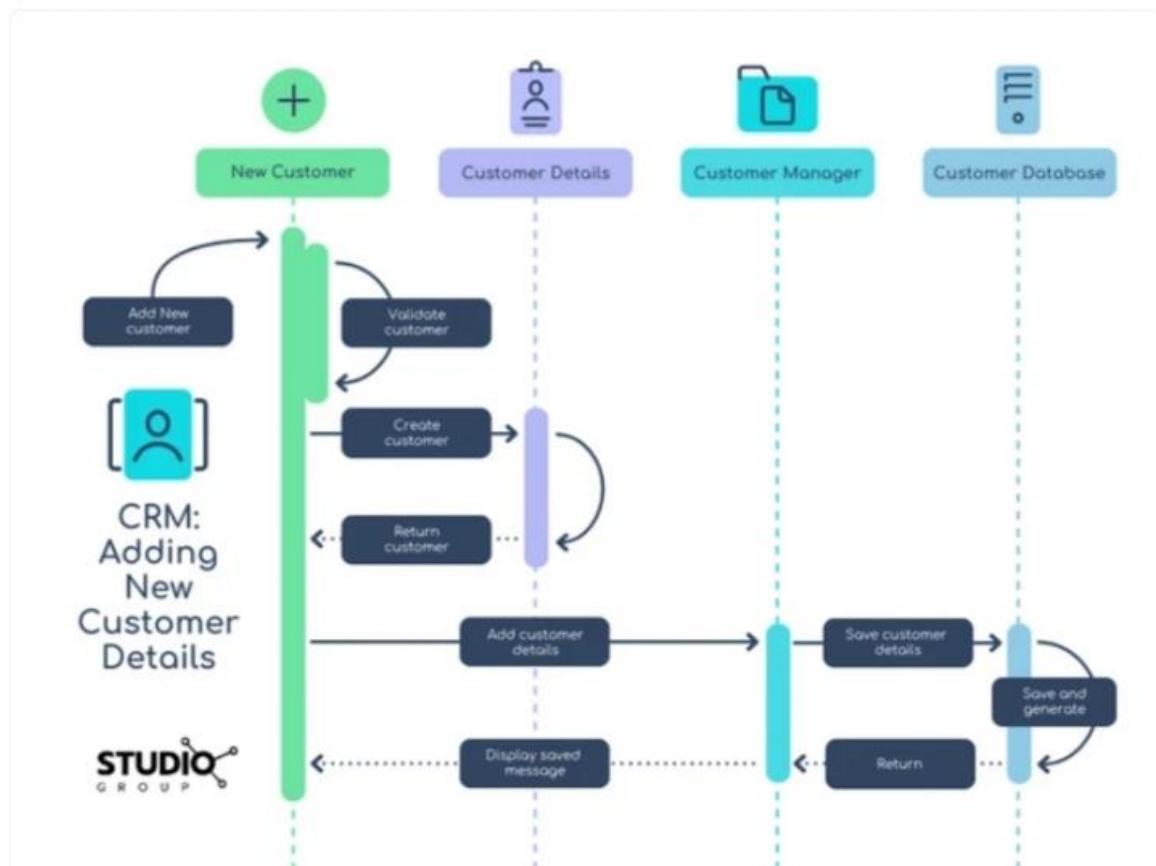
Project Design Phase

Data Flow Diagram & user Stories

Date	3 Nov 2025
Team ID	NM2025TMID03582
Project Name	CRM Application for Jewel Management
Maximum Marks	4 Marks

This document describes the Data Flow Diagram (DFD) and User Stories for a CRM Application designed for Jewel Management.

Example:



Data Flow Diagram (DFD)

A Data Flow Diagram (DFD) is used to represent how data flows inside the CRM system for a jewelry business. It shows how customer inquiries, product selections, billing, and inventory updates flow through the users and system.

Key Components:

- Customer interacts with CRM for jewelry inquiries and purchasing.
- Sales Executive manages customer records and order details.
- CRM System processes and stores interactions.
- Inventory Database updates stock availability in real-time.

User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Sales Executive	Customer Profile Management	CRM-JWL-01	As a sales executive, I want to register and store customer details so that purchase history is maintained .	Customer data should be stored and editable.	High	Sprint-1
Customer	Jewelry Selection & Inquiry	CRM-JWL-02	As a customer, I want to browse jewelry models	CRM should display jewelry list with prices and stock.	Medium	Sprint-1

			and inquire about price and availability .			
Sales Executive	Order Processing & Billing	CRM-JWL-03	As a sales executive, I want to generate billing for jewelry purchased by the customer.	System should generate an invoice automatically.	High	Sprint-2
Admin	Inventory Management	CRM-JWL-04	As an admin, I want to update inventory when jewelry items are sold or restocked.	Inventory should update in real-time.	High	Sprint-2
Customer Service Team	Customer Follow-ups	CRM-JWL-05	As customer service staff, I want to send follow-up messages and offers to customers.	CRM should allow SMS/WhatsApp/email reminders.	Medium	Sprint-3