Requirement Analysis Phase

Data Flow Diagrams and User Stories

1. Introduction

The Requirement Analysis Phase identifies how data flows through the Salesforce CRM for Jewel Management system and how users interact with its modules. It includes Data Flow Diagrams (DFDs) to visualize information movement and User Stories to represent functional needs from user perspectives. These tools ensure clarity in business logic, user expectations, and data processing.

2. Data Flow Diagrams (DFD)

2.1 Level 0 DFD – Context Overview

The CRM system connects Goldsmith/Admin and Jewel Customers through Salesforce.

Customers share purchase details; the Admin manages records, processes orders, tracks inventory, and generates reports. The system stores and returns updated data and insights.

2.2 Level 1 DFD – Process Breakdown

P1: Manage Customer Data – Stores and maintains customer details.

P2: Manage Item Data – Handles item creation, pricing, and inventory.

P3: Generate Reports – Compiles and displays analytical insights.

Each process shares data with Salesforce data stores to maintain synchronization across modules.

2.3 Data Stores

Data Store	Description
Customer Data	Stores detailed customer profiles including contact information, preferences, and purchase history.
Item Data	Maintains information related to jewelry items such as item type, material, pricing, and stock details.
Order Data	Records customer purchase transactions and order details, enabling tracking of sales and customer buying patterns.
Report & Analytics Data	Aggregates system data for dashboards and reports, providing actionable insights for decision-making and performance analysis.

2.4 Data Flow Summary

User data is entered, validated through Flows and Rules, stored in custom objects (Customer, Item, Order), and then visualized in reports and dashboards—ensuring secure, real-time data access.

3. User Stories

ID	User Story
1	As a Goldsmith/Admin, I want to manage customer records to maintain accurate information.
2	As a Worker, I want to add jewelry items to keep inventory updated.
3	As a Salesperson, I want to process customer orders to track sales and stock.
4	As an Admin, I want validation rules to ensure data accuracy.
5	As an Admin, I want to assign roles and permissions for secure access.
6	As a Business Owner, I want dashboards to analyze sales and performance.
7	As a Worker, I want low-stock alerts to maintain inventory levels.

4. Summary

This phase defines how users, processes, and data interact within the Salesforce CRM for Jewel Management system. The DFDs illustrate logical data movement, while User Stories transform business goals into actionable development tasks. Together, they provide a strong foundation for system design, ensuring efficiency, security, and user-centered functionality.