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Project Design Phase
Proposed Solution

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Date	02 NOV 2025
Team ID	NM2025TMID05622
Project Name	CRM Application for Jewel Management-(Developer)
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The jewelry business struggles with outdated, manual tracking for inventory and customer data. This causes frequent errors in high-value asset records and makes reporting slow. We need a system to centralize all data, eliminate mistakes, and give management real-time sales performance insights.
2.	Idea / Solution description	The Jewellery Inventory System uses Salesforce to centralize all data (Jewels, Orders, Customers) in one secure database. It ensures data quality using Validation Rules and automates processes like billing alerts via Flows. Access is tightly managed by Profiles. The system provides management with real-time analytics through Dashboards, solving the fragmentation and inefficiency issues.
3.	Novelty / Uniqueness	This project is unique because it's a custom CRM just for jewelry, not a generic sales tool. We created special tools and pages to perfectly track Gold and Silver items. Security is tight, giving Gold Smiths more access than general Workers. This design guarantees accurate pricing and inventory for high-value assets.
4.	Social Impact / Customer Satisfaction	It leads to fairer and faster customer service because all customer history is instantly available.

5.	Business Model (Revenue Model)	The new system enables the business to shift from fragmented operations to a digitally optimized service model. By centralizing data and automating tasks, it drastically reduces operational costs associated with manual data entry and error correction. This allows the business to increase sales margins and focus resources on customer growth and personalized service. The enhanced reporting capabilities support faster inventory turnover and smarter purchasing decisions, directly driving higher profitability and long-term sustainability.
6.	Scalability of the Solution	✓ Architecture allows for easy functional expansion. ✓ Established profile and role structure. ✓ The solution is future proofed and remains updated without manual maintenance

Solution Description:

The Jewellery Inventory System utilizes the Salesforce Platform to fundamentally overhaul fragmented business operations by establishing a single, secure database. This solution is centered around Custom Objects (Jewels, Customer Orders) that accurately model the unique assets and transactions of the jewelry industry. It ensures high data quality by implementing Validation Rules that prevent inaccurate entries (like negative weights) and automates key administrative tasks, such as sending Billing Notifications via Flows, which drastically improves operational efficiency.

Security is paramount in the solution, achieved through the systematic assignment of Profiles (Gold Smith, Worker) to manage user access and protect sensitive data. The final output is an integrated application that moves the business beyond manual tracking, providing management with real-time analytics through custom Reports and Dashboards. This powerful centralization and automation effectively resolve the core problems of data inefficiency, fragmentation, and poor visibility faced by the business