Project Design Phase–II
Technology Stack (Architecture & Stack)

Date	03 NOV 2025
Team ID	NM2025TMID01745
Project Name	CRM Application for Jewellery Management in Salesforce
Maximum Marks	4 Marks

Technical Architecture:

The architecture describes how different Salesforce components (Objects, Apex, Triggers, Lightning Components) interact to manage jewellery products, customer data, and sales reports. It includes modules for Inventory Management, Customer Relationship Tracking, Billing & Invoicing, and Analytics Dashboard. All components are integrated within Salesforce Cloud and use Salesforce CRM APIs for data synchronization and reporting.

Reference: https://developer.salesforce.com/docs
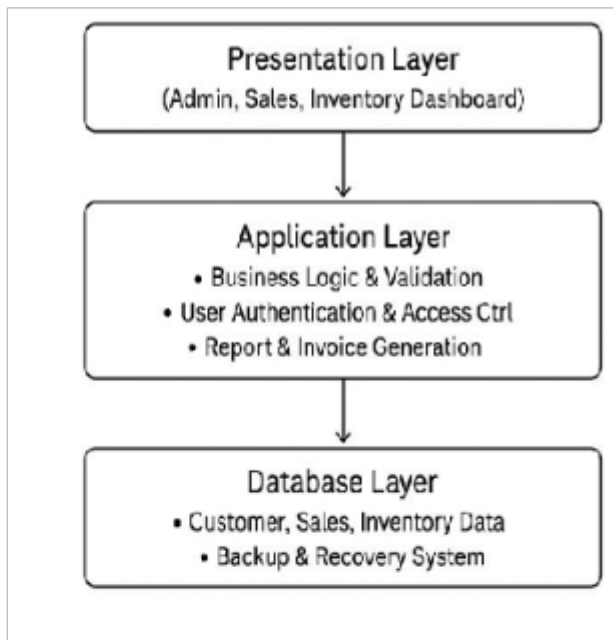
GitHub project: **CRM-to-Jewellery-Management** - https://github.com/RADHIMEENAKSHI/CRM-TO-JEWELLERY-MANAGEMENT GitHub

Open source jewellery management module: **Jewellery Management Software** for Odoo – https://apps.odoo.com/apps/modules/17.0/jewellery_management_software/ app

Table 1: Components & Technologies

S.No	Component	Description	Technology
1	User Interface	Designed using Lightning App Builder for CRM dashboards and jewellery catalog	Salesforce Lightning UI
2	Application Logic 1	Handles CRUD operations for Jewellery, Orders, and Customers	Apex Classes & Triggers
3	Application Logic 2	Validates stock availability before confirming billing	Apex Validation Rules
4	Application Logic 3	Sends order confirmation emails and notifications	Apex Triggers / Email Alerts
5	Database	Stores Jewellery items, Billing, Customer, and Inventory data	Salesforce Object Database
6	Cloud Database	Managed on Salesforce Cloud infrastructure	Salesforce Cloud
7	File Storage	Stores invoices and product images	Salesforce File Storage
8	External API	Integration with Payment Gateway for online billing	REST API in Salesforce
9	Infrastructure	Hosted and managed completely on Salesforce Cloud	Salesforce SaaS Platform

Table 2: Application Characteristics

S.No	Characteristic	Description	Technology
1	Open-Source Frameworks	Salesforce is proprietary; open-source not applicable	-
2	Security Implementations	Role-based access control and field-level security for customer and billing data	Salesforce Security & Profiles
3	Scalable Architecture	Supports large jewellery data and multi-branch CRM operations	Salesforce Cloud Architecture
4	Availability	High uptime ensured by Salesforce Cloud	Salesforce Cloud Hosting
5	Performance	Optimized via Apex batch processing and indexed object queries	Apex Batch, SOQL Optimization