

Project Design Phase

Solution Architecture

Date	3 NOVEMBER 2025
Team ID	NM2025TMID06540
Project Name	CRM Application for Jewel Management (Developer)
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

Centralize Data Management: Unify customer, item, pricing, and order data in one structured and relational model to ensure consistency and accessibility.

Enable Process Automation: Implement automated workflows, formula fields, and validation rules to minimize manual errors and enhance operational accuracy.

Ensure Data Integrity and Security: Enforce relational dependencies between objects (Customer, Item, Price) and apply user permissions to maintain reliable and secure access control.

Support Scalability and Flexibility: Design modular components that can adapt to business growth, future enhancements, and evolving pricing or customer requirements.

Key Components:

- | | | |
|--------------------------|---|---|
| 1. Jewel Customer Object | Custom object to store customer information such as name, address, contact details, and purchase history. | Acts as the central entity linking orders, items, and pricing details. |
| 2. Item Object | Maintains details of jewelry items, including ornament name, weight, stone weight, and category. | Facilitates tracking of jewelry stock, attributes, and related customer orders. |
| 3. Price Object | | |

Solution Architecture Description:

The **Solution Architecture** of the **CRM Application for Jewel Management** is designed to provide a unified, automated, and scalable Salesforce-based platform that streamlines jewelry business operations. The architecture integrates customer, item, and pricing management within a single ecosystem to ensure accuracy, consistency, and operational efficiency.



Example - Solution Architecture Diagram:

Figure 1: Architecture and data flow of the voice patient diary sample application

Reference: <https://aws.amazon.com/blogs/industries/voice-applications-in-clinical-research-powered-by-ai-on-aws-part-1-architecture-and-design-considerations/>