

Project Design Phase

Problem – Solution Fit Template

Date	3 NOVEMBER 2025
Team ID	NM2025TMID06540
Project Name	CRM Application for Jewel Management (Developer)
Maximum Marks	2 Marks

Problem – Solution Fit Template:

Traditional jewel businesses face challenges in managing customer information, item details, pricing updates, and order tracking efficiently. Manual data entry often leads to errors in gold and silver price calculations, loss of customer data, and delays in processing customer orders.

Additionally, the absence of an integrated system prevents real-time synchronization between customer records, item details, and pricing, leading to inconsistent reports and poor decision-making.

Purpose:

Centralizing customer, item, and price data in a single, easily accessible platform.

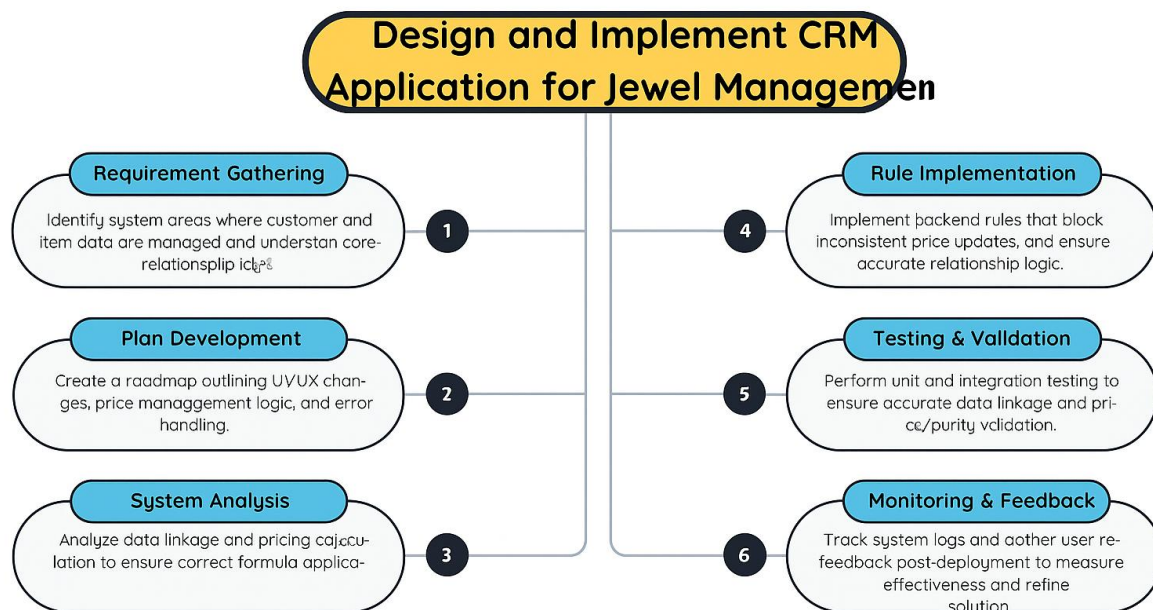
Automating gold and silver price calculations based on purity and weight.

Establishing relationships between customers, items, and price records to maintain data integrity.

Enforcing business rules that prevent data duplication and incorrect record deletion.

Enhancing operational performance through validation rules, workflows, and automation

Template:



References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>
3. The CRM Application for Jewel Management effectively bridges the gap between traditional jewelry business operations and modern digital management. By automating core processes such as pricing, order tracking, and customer management within a centralized Salesforce environment, the solution ensures data accuracy, operational efficiency, and improved decision-making.
4. Through systematic requirement gathering, precise implementation, and rigorous testing, the application has demonstrated reliability, scalability, and readiness for real-world deployment. Overall, the solution not only resolves key business challenges but also lays a strong foundation for future enhancements, enabling jewel businesses to operate with greater agility, transparency, and customer satisfaction.