

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-researchpowered-by-ai-on-aws-part-1-architecture-and-design-considerations/>