

# Empathy Map - Jewel Management System

Project Name: Jewel Management System

Date: 28 June 2025

Team ID: LTVIP2025TMID30526

Target User: Jewellery Store Admin / Goldsmith / Worker

## Empathy Map

Says

"I want to easily manage gold and silver inventory."

"I need to track customer orders and billing details."

"I hate switching between multiple systems to fetch price or stock info."

Thinks

"Is the purity-based gold price being calculated correctly?"

"Are the roles assigned to goldsmith and worker properly restricted?"

"Will my dashboard reflect accurate sales and order data?"

Does

Creates jewel customer, item, order, and billing records

Assigns roles using profiles and permission sets

Views dashboards and runs reports for inventory and sales

Uses formula fields, flows, and triggers to

automate tasks.

Feels

Stressed if gold/silver prices are not updated

Anxious about incorrect billing or KDM/making charge calculations

Frustrated with manual validations and repeated entry errors.

## Jewel Management System

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### Problem Statement 1:

I am a jewellery admin or store manager.

I'm trying to manage customer records, gold and silver item details, billing, and pricing in one place.

But the current system involves manual entry, lacks automation, and is prone to pricing errors.

Because there is no integrated system that validates inputs or auto-calculates pricing logic based on purity, item type, and weight.

Which makes me feel stressed and frustrated about delays, incorrect billing, and customer dissatisfaction.

### Problem Statement 2:

I am a goldsmith or worker.

I'm trying to update item information, check assigned orders, and view pricing details.

But I don't have clear access controls or automated support for my tasks.

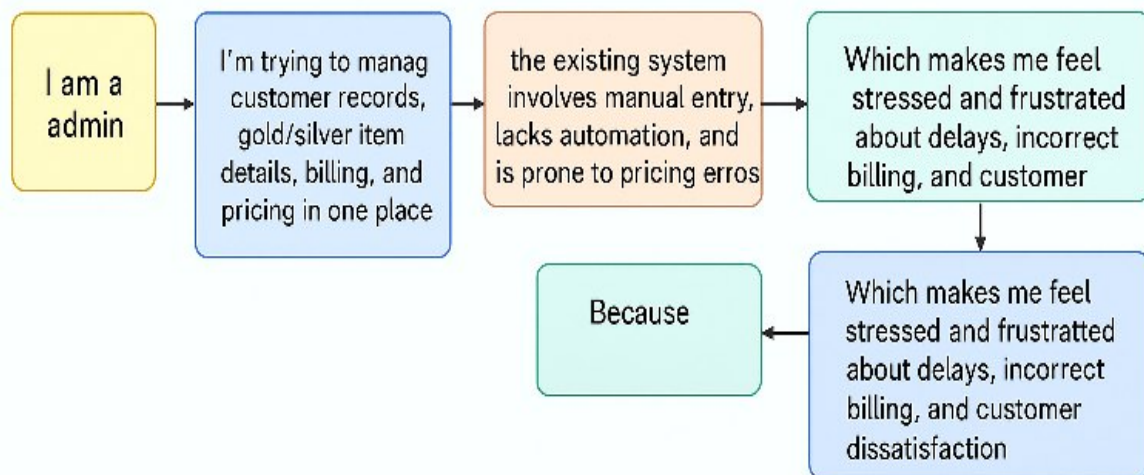
Because permissions and user interface customization are not role-specific or dynamic.

Which makes me feel limited and unsure if I'm working with the right data and tools.

Field	Response
I am	A Jewellery Admin

I'm trying to	Manage orders, customers, items, and billing efficiently with automated price calculations
But	The existing process is slow, error-prone, and disconnected
Because	There's no role-specific workflow, formula-based automation, or dynamic validation
Which makes me feel	Frustrated, uncertain about data correctness, and worried about customer trust

## Jewel Inventory Management System – Problemstatement



## Brainstorming & Idea Prioritization

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### Step 1: Problem Statement

Lack of integration between item inventory, customer order processing, and automated pricing with role-based access.

### Step 2: Idea Listing

- Create custom Salesforce objects: Jewel Customer, Item, Customer Order, Billing, and Price
- Use Lookup and Master-Detail relationships to connect data across objects
- Use Formula Fields to calculate:
  - o Total Weight, Amount, Purity-based Pricing, KDM, Making Charges
- Use Validation Rules to enforce field-level accuracy (e.g., postal code, expected return)
- Create Profiles and Roles (Goldsmith, Worker) with specific access
- Assign users with specific Permission Sets for Gold/Silver record types
- Design Lightning App with tabs and a console-based UI for navigation
- Use Flows to send dynamic email alerts to customers post-billing
- Create Reports (e.g., Item with Billing, Billings with Order and Customer)
- Create Dashboards to track:
  - o Item types sold
  - o Revenue generated
  - o User assignments
- Use Apex Triggers and Handler Classes to automate paid amount updates

### Step 3: Prioritize Ideas

Ideas	Priority
Object Creation and Relationships	High
Formula Fields for Price Logic	High
Role-Based Page Layout & Record Types	High
Flows for Email Notification	High
Trigger + Handler Class for Paid Amount	High
Validation Rules	Medium
Dashboard Visuals	Medium
Employee Reports (Goldsmith/Worker-wise)	Medium