

Final Project Report

Project Title: CRM Application for Jewel Management

College Name: SWARNANDHARA COLLEGE OF ENGINEERING AND TECHNOLOGY

Academic Year: 2022–2026

Team ID: LTVIP2025TMID30526

Team Members:

1. Sola Gopichandhu (Team Leader)
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1. Technology Stack Used

- Salesforce CRM
- Apex (Triggers)
- Lightning App Builder
- Validation Rules
- Reports & Dashboards
- Flows & Permission Sets

2. Project Modules

- Developer Account Creation & Activation
- Object Creation: Jewel Customer & Item
- Tabs & Lightning App Setup
- Fields: Text, Phone, Email, Number, Currency, Picklist, Formula Fields
- Lookup & Master-Detail Relationships
- Schema Builder Configuration
- Field Dependencies
- Validation Rules Implementation
- Profiles: Gold Smith & Worker
- Roles & Permission Sets
- Apex Triggers & Handler Class
- Report Creation & Dashboard Setup
- Flow Creation (Automation)

3. Project Phases

3.1 Ideation Phase

- Brainstorming, Empathy Map, Problem Statement

3.2 Requirement Analysis

- Customer Journey Map, Data Flow Diagram, Technology Stack

3.3 Design & Planning Phase

- Proposed Solution, Architecture, Project Plan

3.4 Development Phase

- Object & Field Creation
- Relationships
- Page Layouts
- Record Types

- Triggers
- Reports & Dashboards
- Flows

3.5 Testing & Validation Phase

- Validation Rules
- Functional Testing with Screenshot Evidence

3.6 Final Output

- Project working on Salesforce
- Sample records created & displayed

4. Screenshots

Screenshots of objects, fields, layouts, triggers, reports, and dashboards should be inserted here manually in the document.