



SRI RAMAKRISHNA
COLLEGE OF ARTS & SCIENCE
FOR WOMEN

CRM Application for Jewel Management - (Developer)

College Name: Sri Ramakrishna College of Arts
and Science for Women

College Code: br28

Team ID: NM2025TMID24125

Team Size: 5

Team Leader: RENGAMMAL P

Email: srcw2326j142@srcw.ac.in

Team member: SATHANA S

Email: srcw2326j146@srcw.ac.in

Team member: VENNILA S

Email: srcw2326j153@srcw.ac.in

Team member: YAMINI S

Email: srcw2326j154@srcw.ac.in

Team member: GOWRI N

Email: srcw2326j116@srcw.ac.in

1. INTRODUCTION

1.1 Project Overview

The Jewel Management CRM Application is a Salesforce-based solution developed to manage jewelry sales, inventory, customer interactions, and employee activities within a single unified system. This application enables jewelry



businesses to efficiently track stock levels, manage customer purchases, handle billing, and automate communications. Leveraging Salesforce features such as custom objects, validation rules, workflows, approval processes, and dashboards, the system improves operational efficiency,

ensures accurate records, and enhances customer satisfaction.

1.2 Purpose of the Project

The purpose of the Jewel Management CRM

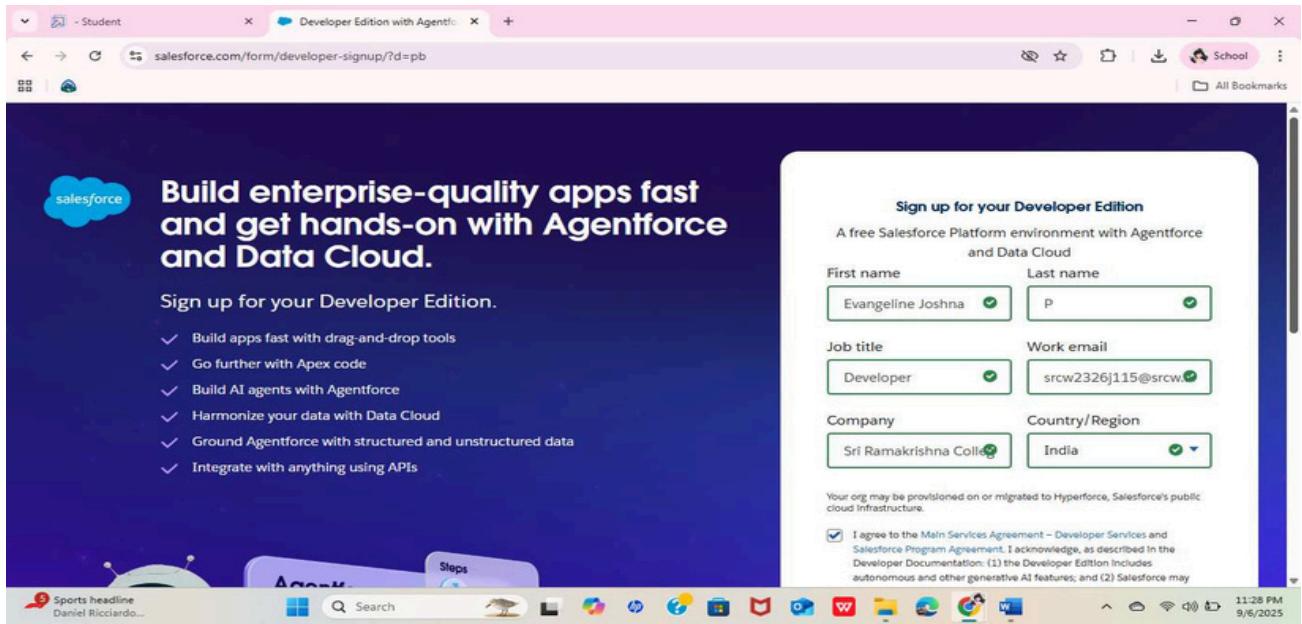
Application is to streamline jewelry business operations by managing inventory, sales, and customer relationships in a centralized Salesforce platform. It aims to reduce manual errors, improve customer satisfaction, and provide real-time insights for better decision-making.

2. DEVELOPMENT PHASE

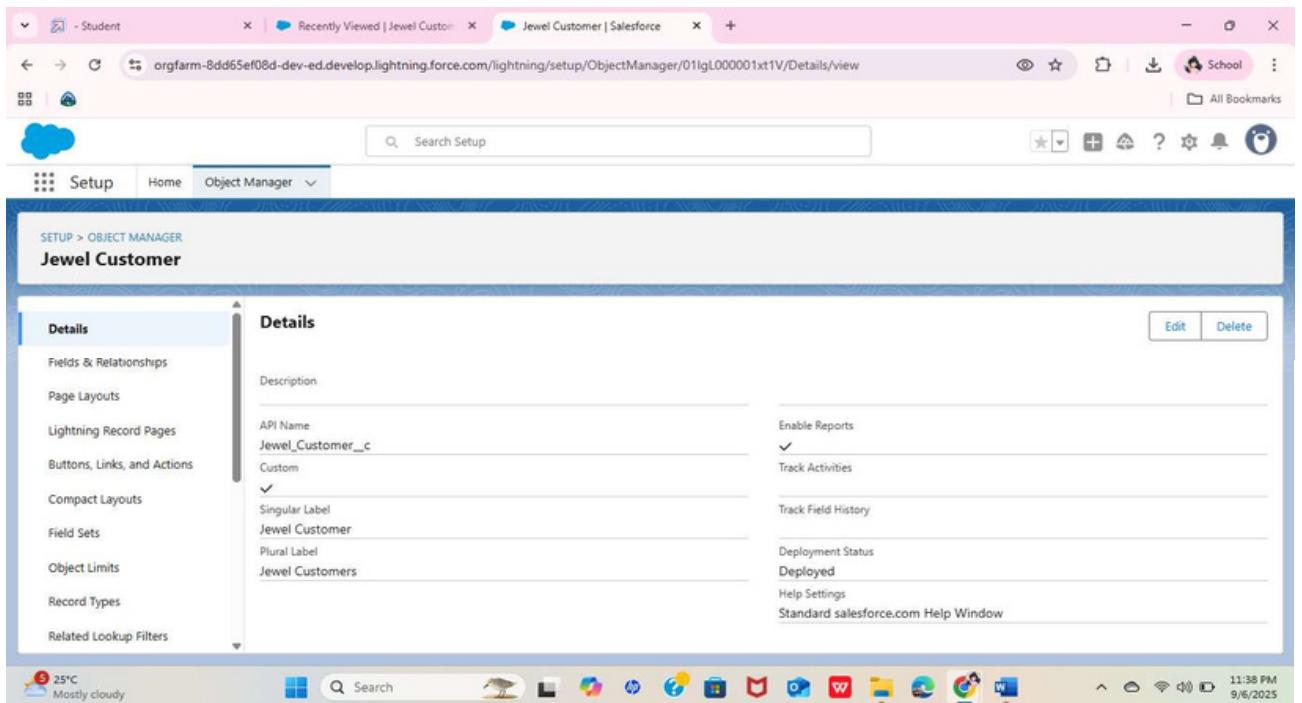
2.1 Creating Developer Account

□ By using this URL -

<https://www.salesforce.com/form/developer-signup/?d=pb>



Created objects: Jewel Customer and Item



The screenshot shows the Salesforce Setup interface with the 'Object Manager' selected. The left sidebar lists various setup categories like Fields & Relationships, Page Layouts, and Buttons, Links, and Actions. The main content area displays the 'Item' object details. The 'Details' section includes fields for Description, API Name (Item__c), Singular Label (Item), and Plural Label (Items). Other settings shown include Enable Reports (unchecked), Track Activities (unchecked), and Deployment Status (Deployed). The status bar at the bottom indicates it's 25°C and mostly cloudy.

□ Creating a Custom Tab and Item Tab

The screenshot shows the Salesforce Setup interface with the 'Custom Tabs' page selected. The left sidebar shows 'User Interface' and 'Tabs'. The main content area displays the 'Custom Tabs' section, which allows creating new custom tabs. It includes a table for 'Custom Object Tabs' with columns for Action, Label, Tab Style, and Description. The table lists several tabs: Billings (CD/DVD), Customer Orders (Box), Deacments (Headset), Items (Apple), Jewel Customers (Alarm clock), and Prices (Chess piece). The status bar at the bottom indicates it's 11:44 PM on 9/6/2025.

Create a Lightning App

The screenshot shows the 'App Options' configuration screen for a cloned app named 'Clone Lightning App Jewellery Inventory System'. The interface includes a sidebar with 'Search Setup' and 'Clone Lightning App Jewellery Inventory System' sections, and a main content area with tabs for 'App Options', 'Utility Items (Desktop Only)', and 'Custom Home Page'.

App Options:

- Navigation and Form Factor:**
 - Navigation Style:** Standard navigation (radio button)
 - Console navigation:** (radio button selected)
- Supported Form Factors:**
 - Desktop and phone:** (radio button selected)
 - Desktop
 - Phone

Setup and Personalization:

- Setup Experience:** Setup (full set of Setup options) (radio button selected)
- Service Setup
- Data Cloud Setup

App Personalization Settings:

- Disable end user personalization of nav items in this app
- Clear workspace tabs for each new console session

Utility Items (Desktop Only):

Give your users quick access to productivity tools and add background utility items to your app.

Add Utility Item: (button)

Utility Bar Alignment: Default (dropdown menu)

The utility bar is a fixed footer that opens components in docked panels. Available only when the app is viewed in Lightning Experience on a desktop.

Custom Home Page:

Configure the custom home page settings for your app.

Screenshot of the Salesforce App Manager showing the "Clone Lightning App Jewellery Inventory System" configuration screen.

The "Available Items" section includes:

- Accounts
- Activation Targets
- Activations
- All Sites
- Alternative Payment Methods
- Analytics

The "Selected Items" section includes:

- Jewel Customers
- Items
- Customer Orders
- Prices
- Billings
- Reports
- Dashboards

Buttons at the bottom include "Back", "Next", and "Quick Save".

Screenshot of the Salesforce App Manager showing the "User Profiles" configuration screen.

The "Available Profiles" section includes:

- Analytics Cloud Integration User
- Analytics Cloud Security User
- Anypoint Integration

The "Selected Profiles" section includes:

- System Administrator
- Gold Smith

Buttons at the bottom include "Save & Finish", "Back", and a progress bar.

Creating Fields : Customer, Item, City, Phone, Email, Purity, Item Type, Gold Price, Gold Price (Cross Object), etc.

The screenshot shows the Salesforce Setup interface for the 'Customer Order' object. The left sidebar includes options like Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters. The main content area displays the 'Fields & Relationships' table with the following data:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer	Customer_c	Lookup(Jewel Customer)	✓	▼
Item	Item_c	Master-Detail(Item)	✓	▼
Last Modified By	LastModifiedById	Lookup(User)		
Order Id	Name	Auto Number	✓	▼
Order Status	Order_Status__c	Picklist		▼

The screenshot shows the Salesforce Setup interface for the 'Jewel Customer' object. The left sidebar includes options like Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters. The main content area displays the 'Fields & Relationships' table with the following data:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
City	City_c	Text(20)		▼
Country	Country__c	Text(18)		▼
Created By	CreatedById	Lookup(User)		
Customer name	Name	Text(80)	✓	▼
Email	Email_c	Email		▼
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		▼

Screenshot of the Salesforce Setup interface showing the Fields & Relationships section for the 'Price' object.

Fields & Relationships
6 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Gold Price	Gold_Price__c	Currency(8, 0)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Price Id	Name	Auto Number		✓
Silver Price	Silver_Price__c	Currency(8, 5)		

Related Lookup Filters: <https://orgfarm-8dd65ef08d-dev-ed.develop.lightning.force.com/one/one.app#/sobject/Price>

Screenshot of the Salesforce Setup interface showing the Fields & Relationships section for the 'Item' object.

Fields & Relationships
23 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Customer Name	Customer_Name__c	Lookup(Jewel Customer)		✓
Expected Days Of Return	Expected_Days_Of_Return__c	Picklist	Priority	
Gold Price	Gold_Price__c	Formula (Currency)		
Item Id	Name	Auto Number		✓
Item Type	Item_Type__c	Picklist		
KDM	KDM__c	Formula (Currency)		
Last Modified By	LastModifiedById	Lookup(User)		

Screenshot of the Salesforce Object Manager interface for the 'Billing' object.

Fields & Relationships

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Amount	Amount__c	Formula (Currency)		
Billing Id	Name	Auto Number		
Created By	CreatedBy	Lookup(User)		
Gold/Silver Price	Gold_Silver_Price__c	Formula (Currency)		
Item	Item__c	Lookup(Item)		
KDM Charge	KDM_Charge__c	Formula (Currency)		

Schema Builder

Screenshot of the Salesforce Schema Builder interface.

Elements tab selected.

Objects tab selected.

Legend:

- Lookup Relationship (Blue line)
- Master-Detail Relationship (Red line)
- Required Field (Red border)

The diagram shows relationships between objects: Billing, Item, Price, Customer Order, and Jewel Customer. A Master-Detail relationship exists between Billing and Customer Order. A Lookup relationship exists between Item and Price. A Master-Detail relationship exists between Price and Jewel Customer.

□ Creating the Field Dependencies

The screenshot shows the Salesforce Setup interface for creating field dependencies. The left sidebar lists various setup categories like Details, Fields & Relationships, Page Layouts, etc. The main pane displays the 'Field Dependencies' section for a specific object. It includes sections for Picklist Options (restricting values to a set defined by another field), Picklist Values Used (listing active and inactive values), Field Dependencies (showing a row for 'Expected Days Of Return' as a dependent field of 'Action'), Validation Rules (empty), and Values (button bar). The top navigation bar shows the URL as orgfarm-8dd65ef08d-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01lgL000001xt7x/FieldsAndRelationships/00NgL0000... and the title Item | Salesforce.

□ Creating the validation rule

The screenshot shows the Salesforce Setup interface for creating validation rules. The left sidebar lists various setup categories. The main pane displays the 'Validation Rules' section for the 'Jewel Customer' object. It shows two items: 'Postal_Code' (Rule Name: Zip/Postal code, Error Location: Zip/Postal code, Error Message: Must contain 6 digits, Active: checked, Modified By: Evangeline Joshua P, 9/3/2025, 10:56 AM) and 'ValidationRule_For_JewelCustomerObject' (Rule Name: ValidationRule_For_JewelCustomerObject, Error Location: Top of Page, Error Message: Please fill Required fields, Active: checked, Modified By: Evangeline Joshua P, 9/3/2025, 10:57 AM). The top navigation bar shows the URL as orgfarm-8dd65ef08d-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01lgL000001xt1V/ValidationRules/view and the title Jewel Customer | Salesforce.

Creating Profiles Gold Smith & Worker

The screenshot shows the Salesforce Setup interface with the 'Profiles' tab selected under 'Users'. A new profile named 'Gold Smith' is being created. The profile details are as follows:

Name	Gold Smith
User License	Salesforce
Description	
Created By	Evangeline_Joshna_P 9/3/2025, 11:07 AM
Modified By	Evangeline_Joshna_P 9/6/2025, 11:42 AM

The 'Custom Profile' checkbox is checked. Under 'Page Layouts', the 'Global' layout is assigned to both 'Standard Object Layouts' and 'Location Group Assignment'. The system status bar at the bottom indicates it's 12:13 AM on 9/7/2025.

The screenshot shows the Salesforce Setup interface with the 'Profiles' tab selected under 'Users'. A new profile named 'Worker' is being created. The profile details are as follows:

Name	Worker
User License	Salesforce Platform
Description	
Created By	Evangeline_Joshna_P 9/3/2025, 11:10 AM
Modified By	Evangeline_Joshna_P 9/3/2025, 11:51 AM

The 'Custom Profile' checkbox is checked. Under 'Page Layouts', the 'Global' layout is assigned to both 'Standard Object Layouts' and 'Lead'. The system status bar at the bottom indicates it's 12:14 AM on 9/7/2025.

□ Creating Gold Smith Role and one more role as Worker which reports to Gold Smith.

The screenshot shows the Salesforce Setup interface for creating a role hierarchy. The left sidebar is expanded to show 'Users' and 'Roles'. The main area is titled 'Creating the Role Hierarchy' with a sub-section 'Your Organization's Role Hierarchy'. A tree view shows the following structure:

- Sri Ramakrishna College of Arts and Science for Women
 - CEO
 - COO
 - Gold_Smith
 - Worker
 - SVP_Customer Service & Support

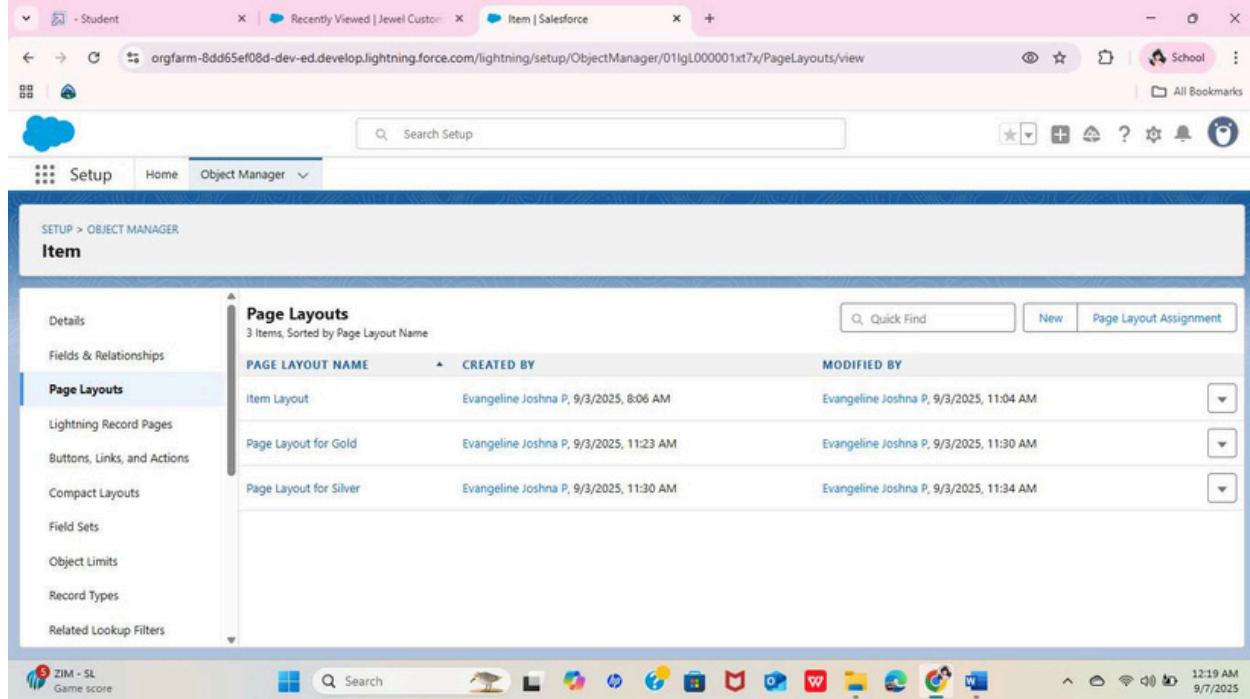
Buttons for 'Add Role' are available next to each node in the tree.

□ Create Users

The screenshot shows the Salesforce Setup interface for managing users. The left sidebar is expanded to show 'Users'. The main area is titled 'Users' and displays a list of users with their details and assigned roles:

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/>	Chatter_Executive	Chatter	chattr.00dg000000v5kuua.ax67drj149o@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/>	EPIC_OrgFarm	OEPIIC	epic.874bd8a1b5aa@orgfarm.salesforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Mikaelson_Elijah	emika	elijah.m@test.com	Worker	<input checked="" type="checkbox"/>	Worker
<input type="checkbox"/>	Mikaelson_Kel	kmika	kel.mikaelson@mail.com	Worker	<input checked="" type="checkbox"/>	Worker
<input type="checkbox"/>	Mikaelson_Niklaus	nmika	niklaus.mikaelson@gmail.com	Gold_Smith	<input checked="" type="checkbox"/>	Gold Smith
<input type="checkbox"/>	P_Evanodeline_Joshna	xrc	xrcw2326@115511@agentforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	User_Integration	integ	integration@00dg000000v5kuua.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/>	User_Security	ses	insightssecurity@00dg000000v5kuua.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

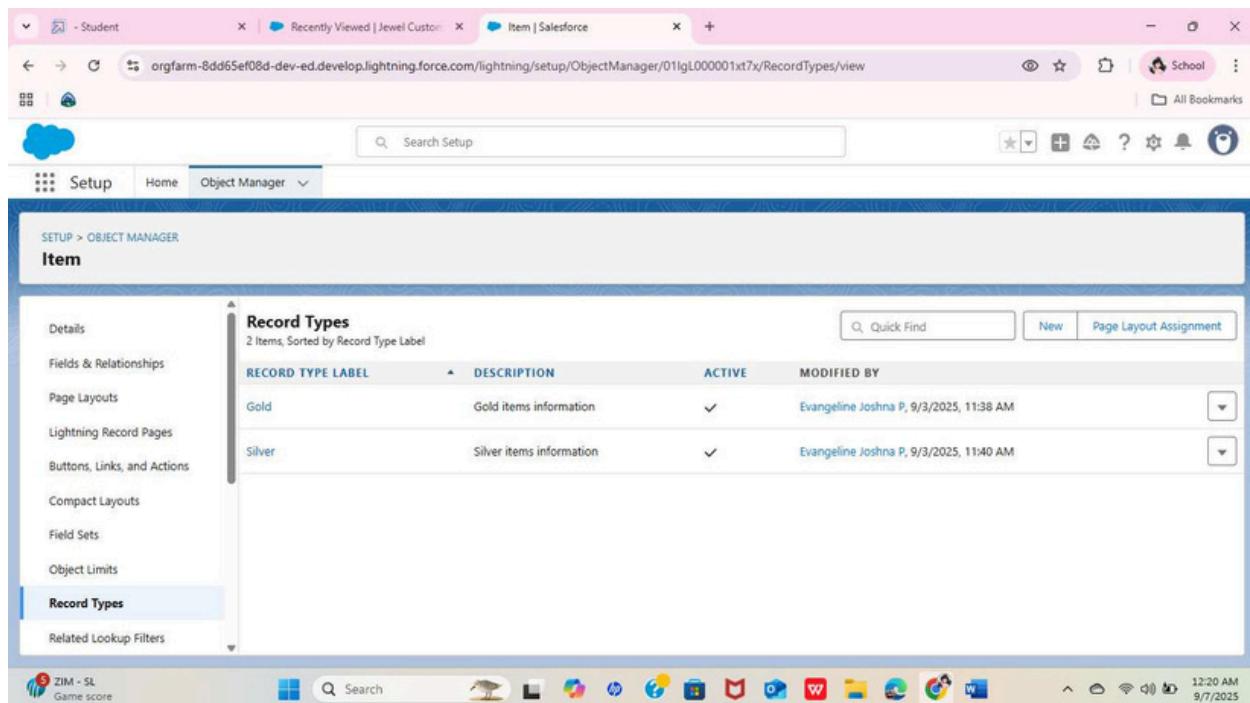
□ Create a Gold Page layout & Silver Page layout



The screenshot shows the Salesforce Object Manager interface for the 'Item' object. The left sidebar lists various setup categories, with 'Record Types' currently selected. The main content area displays a table titled 'Page Layouts' with three items:

PAGE LAYOUT NAME	CREATED BY	MODIFIED BY
Item Layout	Evangelina Joshua P, 9/3/2025, 8:06 AM	Evangelina Joshua P, 9/3/2025, 11:04 AM
Page Layout for Gold	Evangelina Joshua P, 9/3/2025, 11:23 AM	Evangelina Joshua P, 9/3/2025, 11:30 AM
Page Layout for Silver	Evangelina Joshua P, 9/3/2025, 11:30 AM	Evangelina Joshua P, 9/3/2025, 11:34 AM

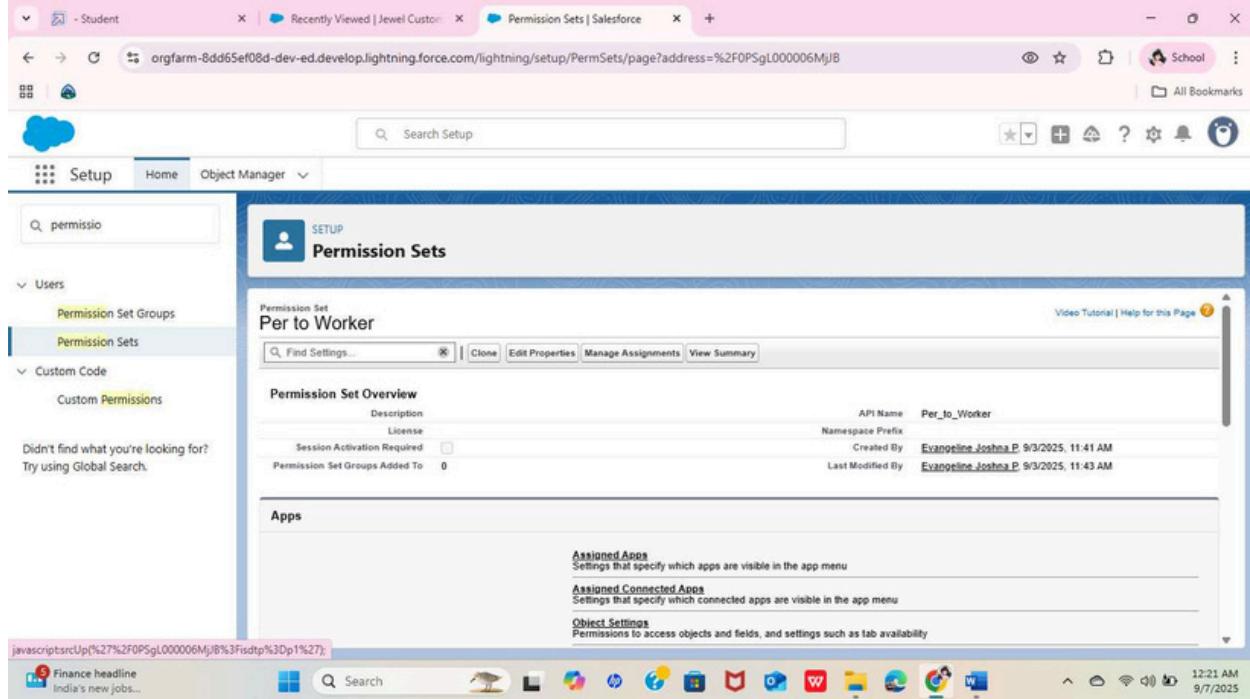
□ Create a Record Type



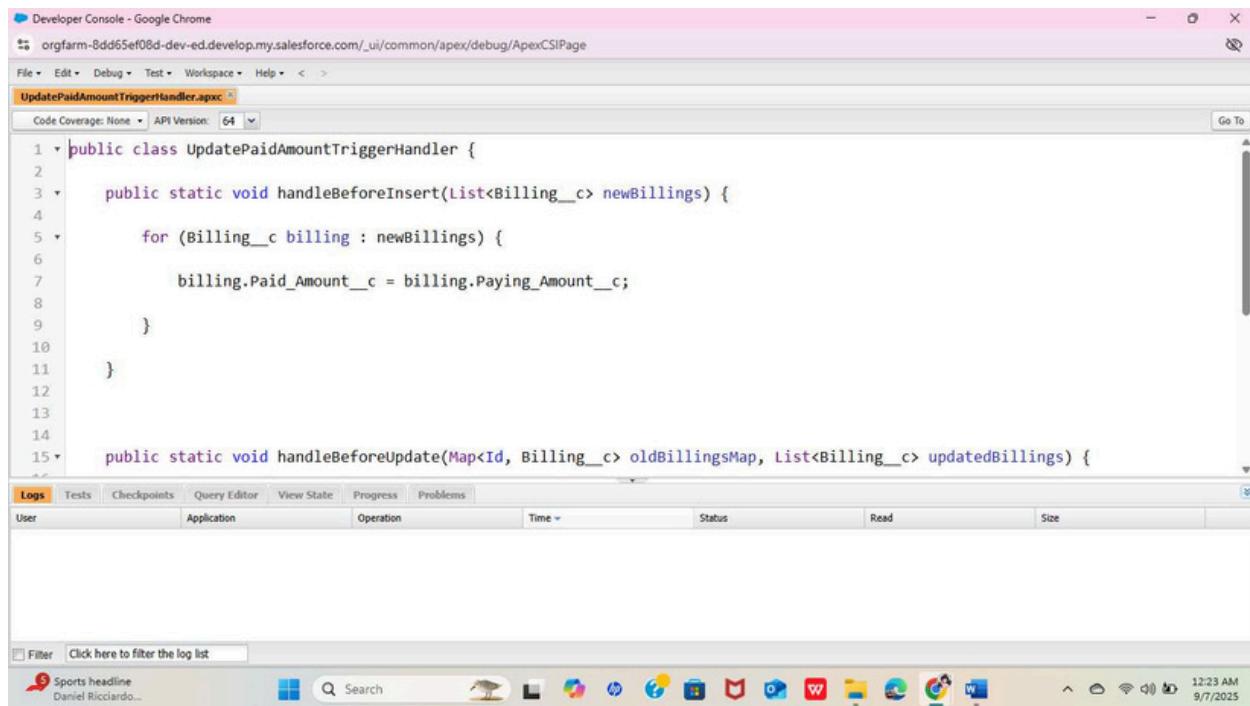
The screenshot shows the Salesforce Object Manager interface for the 'Item' object. The left sidebar lists various setup categories, with 'Record Types' currently selected. The main content area displays a table titled 'Record Types' with two items:

RECORD TYPE LABEL	DESCRIPTION	ACTIVE	MODIFIED BY
Gold	Gold items information	✓	Evangelina Joshua P, 9/3/2025, 11:38 AM
Silver	Silver items information	✓	Evangelina Joshua P, 9/3/2025, 11:40 AM

□ Creating permission set



□ Create a Trigger

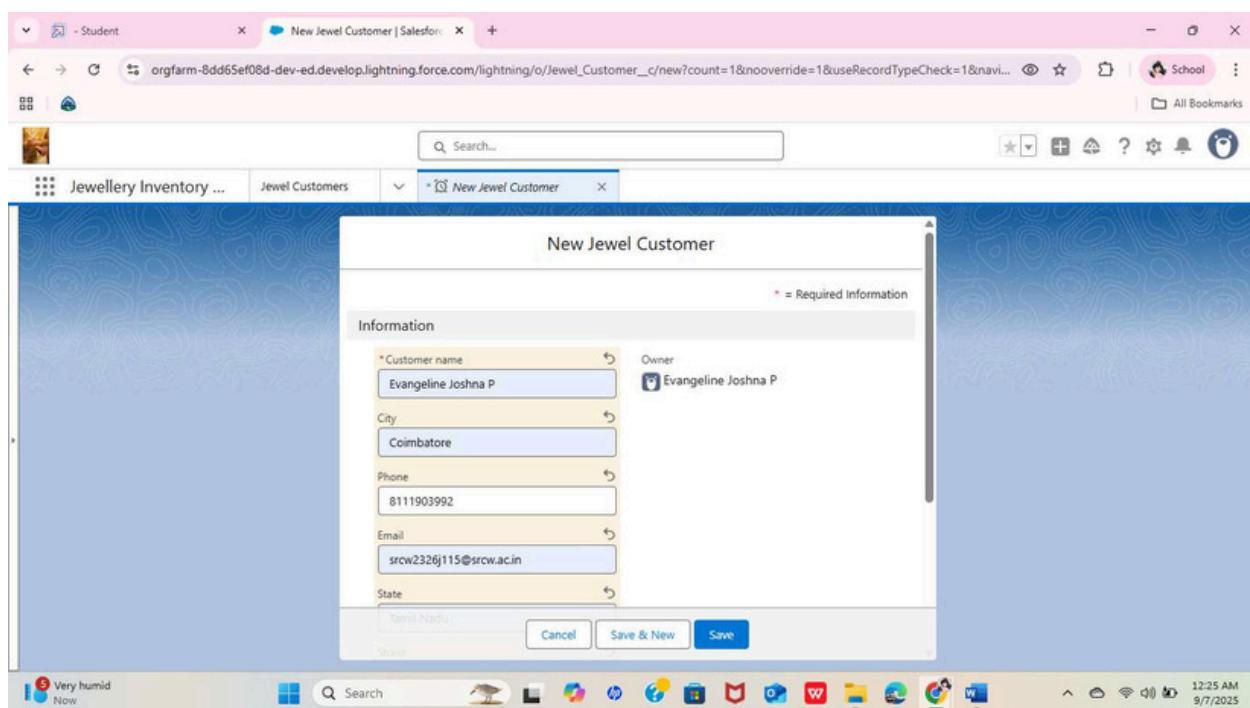


The screenshot shows the Google Chrome Developer Console interface. The title bar reads "Developer Console - Google Chrome" and the address bar shows "orgfarm-8dd65ef08d-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage". The main content area displays the following Apex trigger code:

```
1 |trigger UpdatePaidAmountTrigger on Billing__c (before insert, before update) {  
2 |    if (Trigger.isInsert) {  
3 |        UpdatePaidAmountTriggerHandler.handleBeforeInsert(Trigger.new);  
4 |    } else if (Trigger.isUpdate) {  
5 |        UpdatePaidAmountTriggerHandler.handleBeforeUpdate(Trigger.oldMap, Trigger.new);  
6 |    }  
7 |}  
8 |}  
9 |}
```

Below the code editor is a tabs bar with "Logs" selected, followed by Tests, Checkpoints, Query Editor, View State, Progress, and Problems. A status bar at the bottom shows "User Application Operation Time Status Read Size".

>Create, View and Delete a Record



- Student Evangeline Joshna P | Jewel Cu +

orgfarm-8dd65ef08d-dev-ed.develop.lightning.force.com/lightning/r/Jewel_Customer__c/a04gL000009ba2XQAQ/view

Jewellery Inventory ... Jewel Customers Evangeline Joshna P

New Contact Edit New Opportunity

Customer name: Evangelin Joshna P Owner: Evangeline Joshna P

City: Coimbatore

Phone: (811) 190-3992

Email: srcw2326115@srcw.ac.in

State: Tamil Nadu

Street: S4.Selvi Complex

Country: India

Very humid Now

Search

12:25 AM 9/7/2025

- Student Recently Viewed | Jewel Customer +

orgfarm-8dd65ef08d-dev-ed.develop.lightning.force.com/lightning/o/Jewel_Customer__c/list?filterName=_Recent

Jewellery Inventory ... Jewel Customers

New Import Change Owner Assign Label

Recently Viewed

1 item • Updated a few seconds ago

Customer name: Evangeline Joshna P

Delete Jewel Customer

Are you sure you want to delete this Jewel Customer?

Cancel Delete

Very humid Now

Search

12:26 AM 9/7/2025

Reports

The image shows two screenshots of the Salesforce Reports interface.

Top Screenshot: The Reports page. The left sidebar shows categories like Recent, Reports, Folders, and Favorites. The main area displays a placeholder graphic of a desert landscape with a cactus and a sun, and text prompting to "Recent reports appear here Go to All Reports to see what's available." A "View All Reports" button is present. The browser address bar shows the URL for the Reports home page.

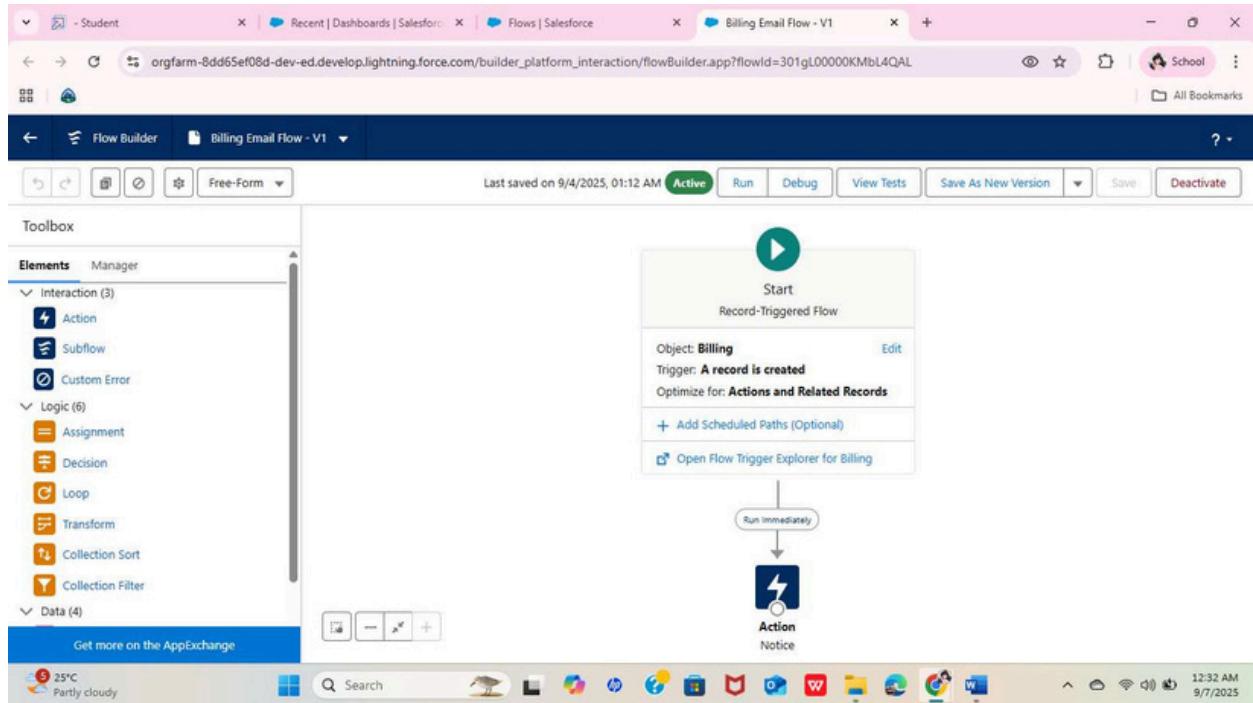
Bottom Screenshot: The Report Builder interface. It features a "Create Report" header. On the left, a sidebar lists categories such as Recently Used, All, Accounts & Contacts, Opportunities, Customer Support Reports, Leads, Campaigns, Activities, and Contracts and Orders. The central area is titled "Select a Report Type" with a search bar and a table of report types categorized by Standard, Advanced, and Custom. The right sidebar shows details for the "Accounts" report type, including a "Start Report" button, "Details" section, and "Fields (67)" section. The browser address bar shows the URL for the Report Builder page.

The screenshot shows the Salesforce Report Builder interface. At the top, there's a navigation bar with tabs for 'Jewellery Inventory ...' and 'Reports'. Below that is a sub-navigation bar for 'Report Builder'. The main content area displays a report titled 'Report: Accounts New Accounts Report'. A decorative illustration of a cactus, sun, and clouds is centered above the message 'No Results'. Below the message, there's a note: 'No records returned. Try editing report filters.' followed by three bullet points: '• Show All accounts.', '• Set the Created Date filter to All Time', and '• Edit other filters in the filter panel'. The bottom of the screen shows a Windows taskbar with various icons and a weather widget indicating '25°C Partly cloudy'.

>Create Dashboard

The screenshot shows the Salesforce Dashboards page. At the top, there's a navigation bar with tabs for 'Dashboards' and 'Recent'. Below that is a sub-navigation bar for 'Dashboards'. The main content area displays a table titled 'DASHBOARDS' under the 'Recent' section. The table has columns for 'Dashboard Name', 'Description', 'Folder', 'Created By', 'Created On', and 'Subscribed'. It lists two dashboards: 'Dashboard 2' and 'Dashboard 1', both created by 'Evangeline Joshua P' on 9/3/2025 at 12:20 PM. To the left of the table, there's a sidebar with categories: 'Dashboards', 'Recent' (which is selected), '2 items', 'Created by Me', 'Private Dashboards', 'All Dashboards', 'FOLDERS', 'All Folders', 'Created by Me', 'Shared with Me', 'FAVORITES', and 'All Favorites'. The bottom of the screen shows a Windows taskbar with various icons and a weather widget indicating '25°C Partly cloudy'.

>Create a Flow



3. ADVANTAGES AND DISADVANTAGES

Advantages

1. **Centralized Data Management** – All customer, sales, and inventory data is stored in one place.
2. **Automation** – Reduces manual work through workflows, approval processes, and email alerts.

3. **Improved Customer Service** – Tracks customer preferences, purchase history, and communication.
4. **Real-Time Reports** – Dashboards and analytics give insights into sales performance and stock levels.
5. **Scalability** – Can grow with the business by adding new features like AI suggestions or chatbots.
6. **Error Reduction** – Automation minimizes human errors in billing, stock tracking, and reporting.
7. **Accessibility** – Cloud-based Salesforce CRM allows access anytime, anywhere.

Disadvantages

1. **High Initial Setup Cost** – Salesforce licensing and customization can be expensive.
2. **Complexity** – Requires training for staff to use effectively.

3. **Customization Dependency** – Advanced customization needs a developer.
4. **Internet Dependence** – As a cloud system, it needs a stable internet connection.
5. **Maintenance** – Regular updates and monitoring are needed for smooth operation.
6. **Data Security Concerns** – Though Salesforce is secure, handling sensitive customer data always carries risks.

4. FUTURE ENHANCEMENTS

Briefly describe what improvements or new features could be added in the future to make the CRM system even better.

Example Content:

- Integration of AI-based Recommendations to suggest jewelry based on customer preferences.
- Implement a Chatbot for Customer Support to answer common queries instantly.

- Develop a Mobile Application for sales staff to manage orders and inventory on the go.
- Enable Multi-Currency Support for international customers.
- Add Advanced Security Features like 2FA (Two-Factor Authentication) for better data protection.

5. TESTING APPROACH

To ensure that the Jewel Management CRM Application works as expected, the following testing methods were applied:

1. Unit Testing
 - o Tested individual components such as custom objects, validation rules, and triggers using sample data in the Salesforce Developer Console.

- o Verified that triggers properly prevented duplicate entries and updated fields as intended.

2. Flow Testing

- o Created sample records to simulate gatepass requests and observed the correct execution of automated flows.
- o Verified that email alerts and field updates triggered as expected.

3. Approval Process Testing

- o Simulated customer purchase approval flows to ensure records followed the correct approval path.
- o Verified that approval or rejection notifications were sent correctly.

4. Report & Dashboard Validation

- o Created test transactions to confirm that the dashboard and reports displayed accurate, up-to-date data.

5. User Access Testing

- o Ensured that profiles and permission sets correctly restricted or allowed access based on user roles (Gold Smith, Worker).

6. LIMITATIONS

List any known limitations of your current system.

Example Content:

- Does not support offline functionality.
- Limited customization without developer intervention.
- Dependent on stable internet connection.

7. CONCLUSION The Jewel Management CRM Application built on Salesforce provides a powerful solution to manage jewelry business operations efficiently. By automating customer management, inventory tracking, sales billing, and reporting, the system eliminates the inefficiencies of traditional manual processes.

The project successfully demonstrates how Salesforce's features such as custom objects, validation rules, approval processes, workflows, and dashboards can be utilized to create a scalable and user-friendly solution. The CRM improves decision-making by providing real-time insights, enhances customer satisfaction through timely communication, and reduces manual errors through automation.

Although there are some limitations like internet dependency and the need for further customization, the system lays a strong foundation for future growth. Planned enhancements such as AI-powered

recommendations and mobile app support will further strengthen the system's capabilities.

Overall, this project highlights the practical application of Salesforce in solving real-world business problems, and provides significant value to jewelry businesses aiming for efficiency, accuracy, and better customer service.

8. APPENDIX – Trigger Handler Class and Trigger Implementation

8.1 Trigger Handler Class

A trigger handler is a design pattern that organizes trigger logic into separate classes. It helps keep the code organized, reusable, and easier to maintain. The handler class contains specific methods to handle logic for different trigger events, improving readability and reducing code duplication.

Purpose:

- Maintain modularity
- Improve structure and readability
- Enable easy reuse of logic in multiple places

Sample Code

```
UpdatePaidAmountTriggerHandler.apxc
public class UpdatePaidAmountTriggerHandler {

    public static void
    handleBeforeInsert(List<Billing__c> newBillings) {
        for (Billing__c billing : newBillings) {
            billing.Paid_Amount__c =
                billing.Paying_Amount__c;
        }
    }
}
```

```
public static void handleBeforeUpdate(Map<Id,  
Billing__c> oldBillingsMap, List<Billing__c>  
updatedBillings) {  
  
    for (Billing__c billing : updatedBillings) {  
  
        Billing__c oldBilling =  
oldBillingsMap.get(billing.Id);  
  
        Decimal oldPaidAmount =  
oldBilling.Paid_Amount__c;  
  
        billing.Paid_Amount__c = oldPaidAmount +  
billing.Paying_Amount__c;  
  
    }  
  
}
```

8.2 Trigger Implementation

The trigger listens for before insert and before update events on the Billing object and delegates the logic to the handler class methods.

Sample Code

UpdatePaidAmountTrigger.apxt

```
trigger UpdatePaidAmountTrigger on Billing__c  
(before insert, before update) {
```

```
    if(Trigger.isInsert) {
```

```
        UpdatePaidAmountTriggerHandler.handleBeforeIns  
ert(Trigger.new);
```

```
    }else if (Trigger.isUpdate) {
```

```
        UpdatePaidAmountTriggerHandler.handleBeforeUp  
date(Trigger.oldMap, Trigger.new);
```

```
}
```

```
}
```