PROJECT DESIGN PHASE-II

TechnologyStack(Architecture&Stack)

Team ID : NM2025TMID01844

Team Size : 4

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Team member : Parameshwaran V

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Technical Architecture

Components:

- User Interface: For sales staff, managers, and customers (optional portal)

- Business Logic: CRM workflows (customer registration, order, billing, sales tracking, aftersales service, repair tracking)

- Database: Stores customer profiles, inventory, orders, payment, and interaction history

- External Interfaces: May connect to payment gateways, SMS/email marketing APIs, jewellery price providers, and POS or e-commerce platforms

- Infrastructure: Cloud/On-premises (demarcation as required)

- Optional: Interfaces to recommendation AI or analytics for customer segmentation
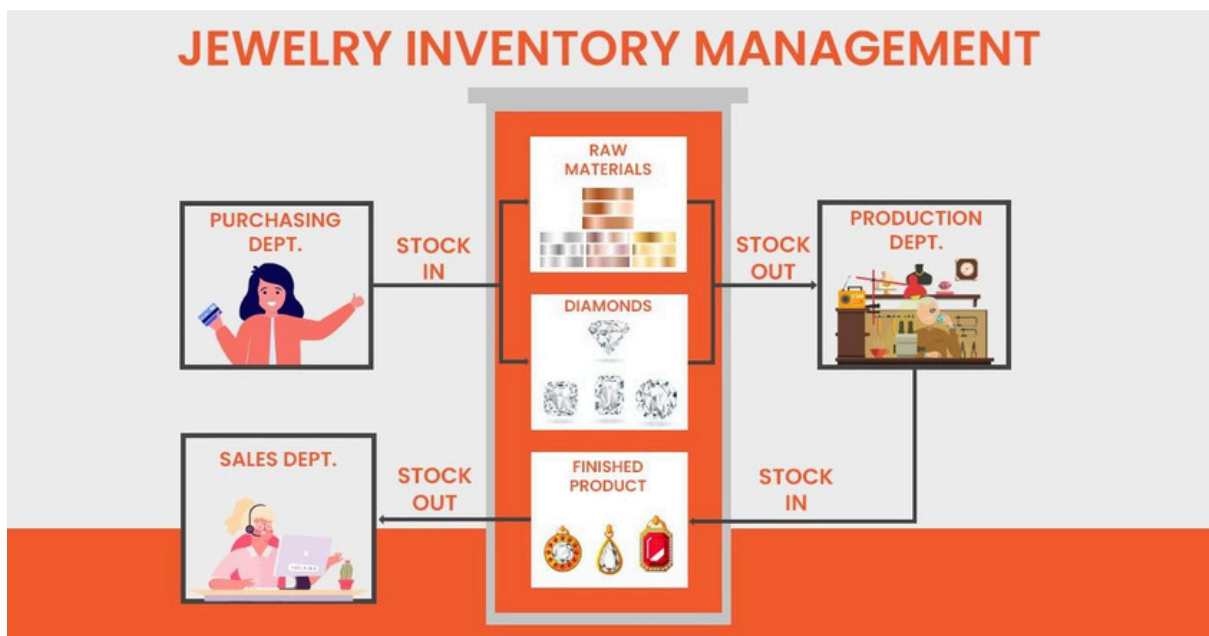
Sample Architectural Block Diagram (CRM for Jewellery)

S.NO	Process/Block	Technology/Logic
1	Customer Management	CRM Module (Customer DB, Leads)
2	Inventory Management	Inventory Module (Stock DB)
3	Sales/Order Management	Sales Module (Orders, Billing)
4	Aftersales & Repairs	Service Module (Repair Tickets)

Feature	Description	Priority	Benefit
Inventory Management System	A module to maintain jewellery stock, track sold and available items, and autoupdate inventory levels.	High	Improved accuracy and reduced stock shortages.
Automated Billing System	Generates digital invoices instantly after each transaction with integrated tax and discount options.	High	Speeds up billing and ensures accurate financial tracking.
Customer Relationship Module	Stores customer data, purchase history, and preferences to personalize offers and services.	High	Builds loyalty and improves customer satisfaction.
Sales & Analytics Dashboard	Provides visual analytics for revenue, topselling items, and monthly performance reports.	Medium	Enhances decision-making and business strategy.
Supplier Management System	Tracks supplier details, purchase orders, and restock timelines for better coordination.	Medium	Improves procurement efficiency.

		Medium	Boosts communication and repeat sales.
Automated Notification System	Sends alerts for order readiness, payment reminders, and promotional offers via email/SMS.		
Security and Access Control	Implements rolebased access for staff to prevent unauthorized data handling.	High	Ensures data security and accountability.
Feedback and Rating System	Collects customer feedback postpurchase to monitor service quality and satisfaction.	Medium	Supports continuous improvement.

Template

Reference :

https://developer.salesforce.com/signup