**CRM APPLICATION FOR Jewel MANAGEMENT (DEVELOPER)**

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OF ARTS AND SCIENCE.

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**TEAM ID:** NM2025TMID20725

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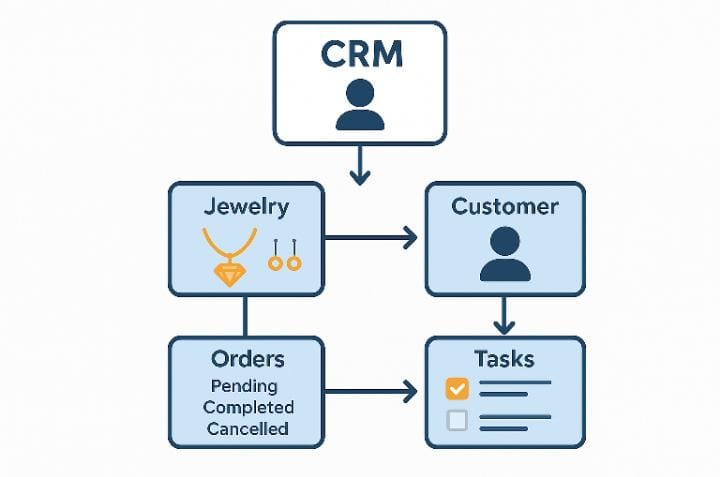
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**EMAIL:** keerthanayuva521@gmail.com

* 1. **INTRODUCTION**
  2. **PROJECT OVERVIEW**

The Jewellery industry requires efficient management of customers, sales, inventory, and services. A **CRM (Customer Relationship Management) application** helps jewellery businesses streamline operations, maintain customer relationships, track sales, manage stock, and provide personalized experiences.This project focuses on building a **CRM application tailored for jewellery management**, providing a centralized platform for handling customers, employees, suppliers, and business activities.



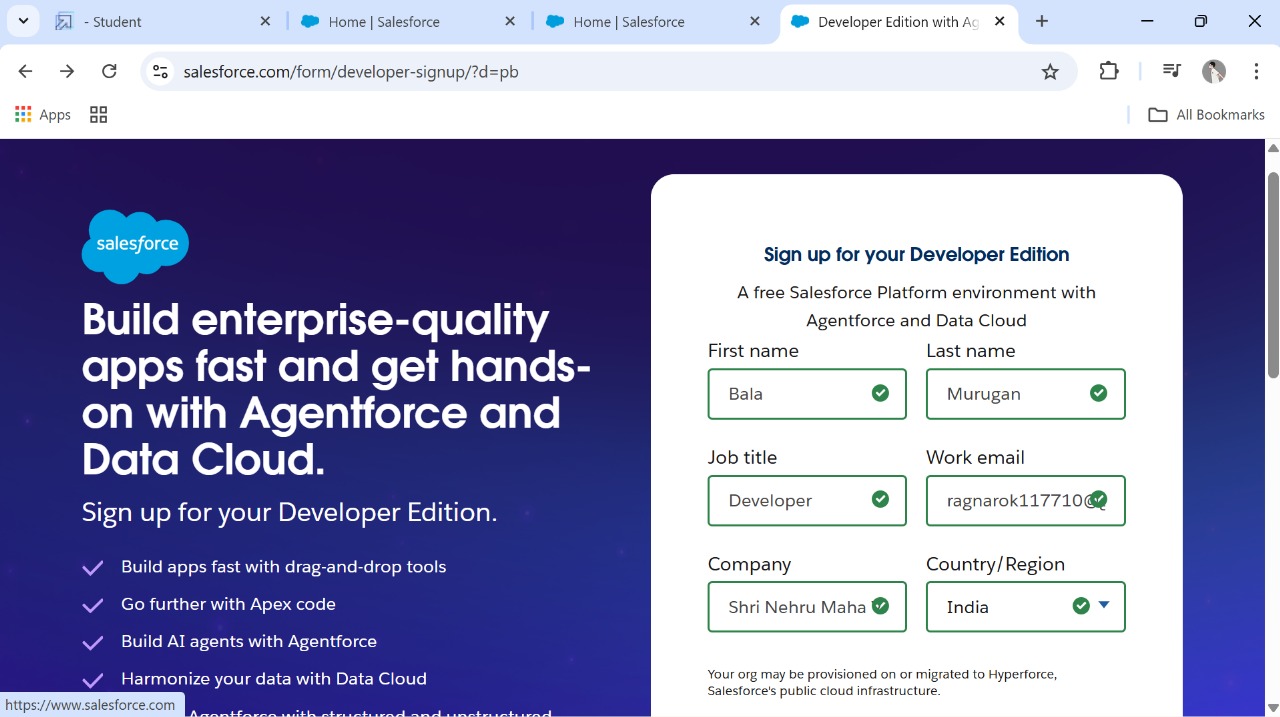
* 1. **PURPOSE**

The purpose of this project is to **streamline jewellery business operations** by providing a centralized **CRM solution** to manage customers, sales, billing, inventory, suppliers, and employees. It helps jewellery stores improve **customer relationships, reduce manual errors, track stock effectively, and generate real-time reports** for better decision-making and business growth.

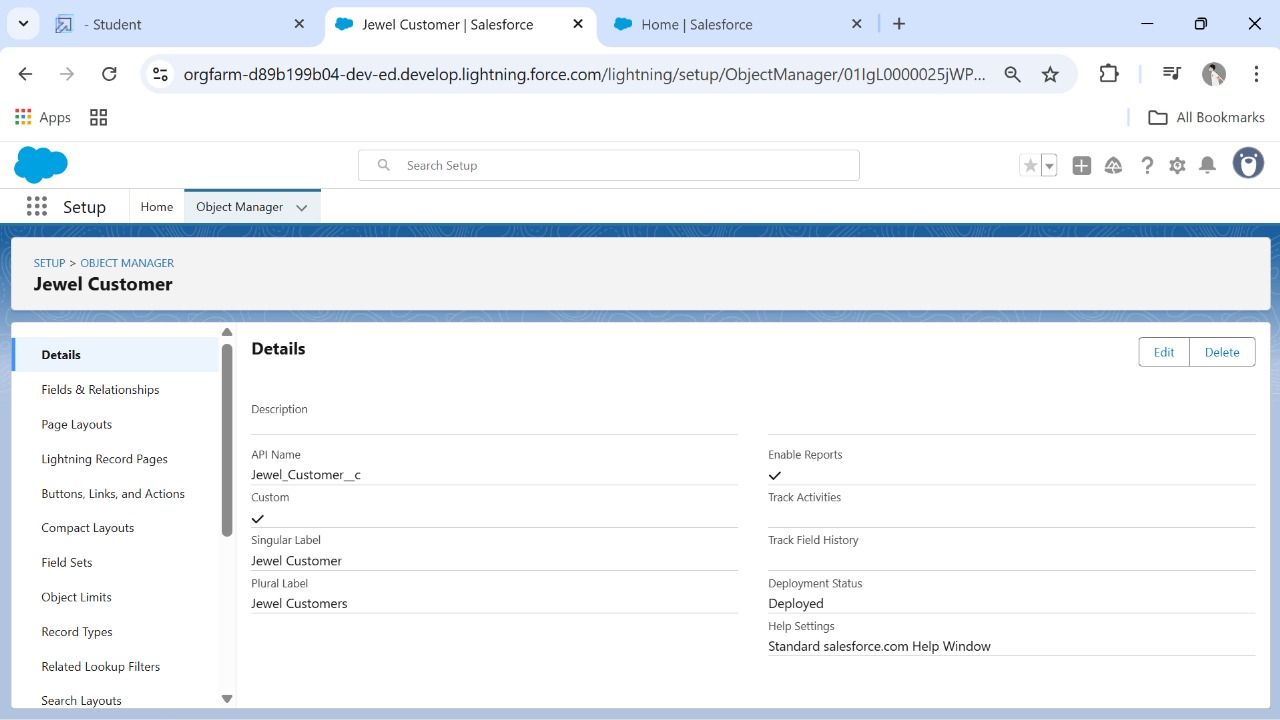
**DEVELOPMENT PHASE**

**CREATING DEVELOPER ACCOUNT:**

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



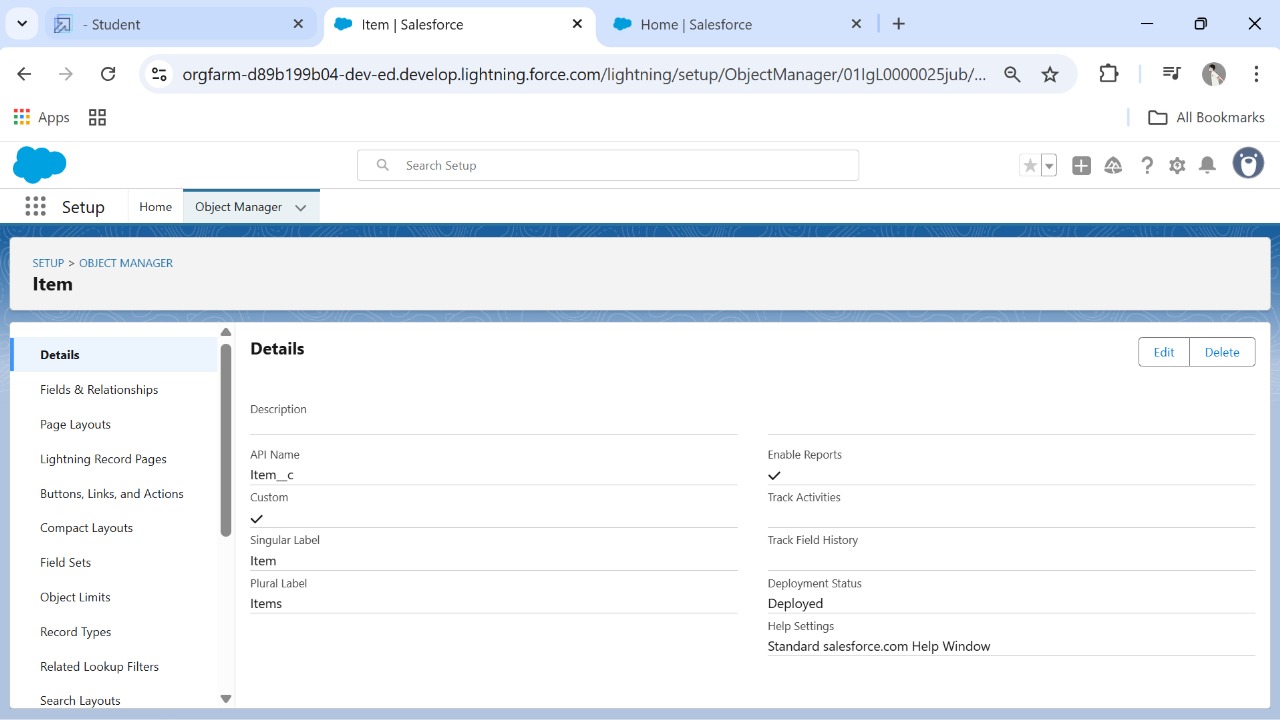
**Create a jewel customer object**

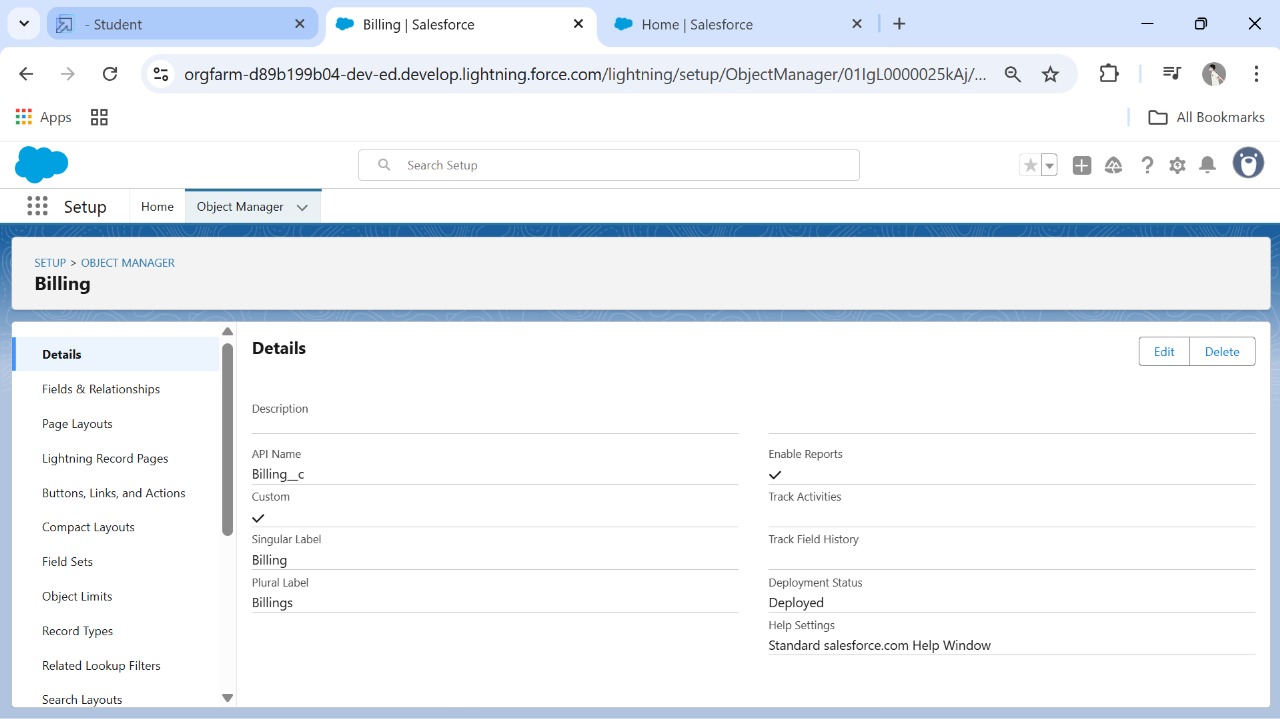
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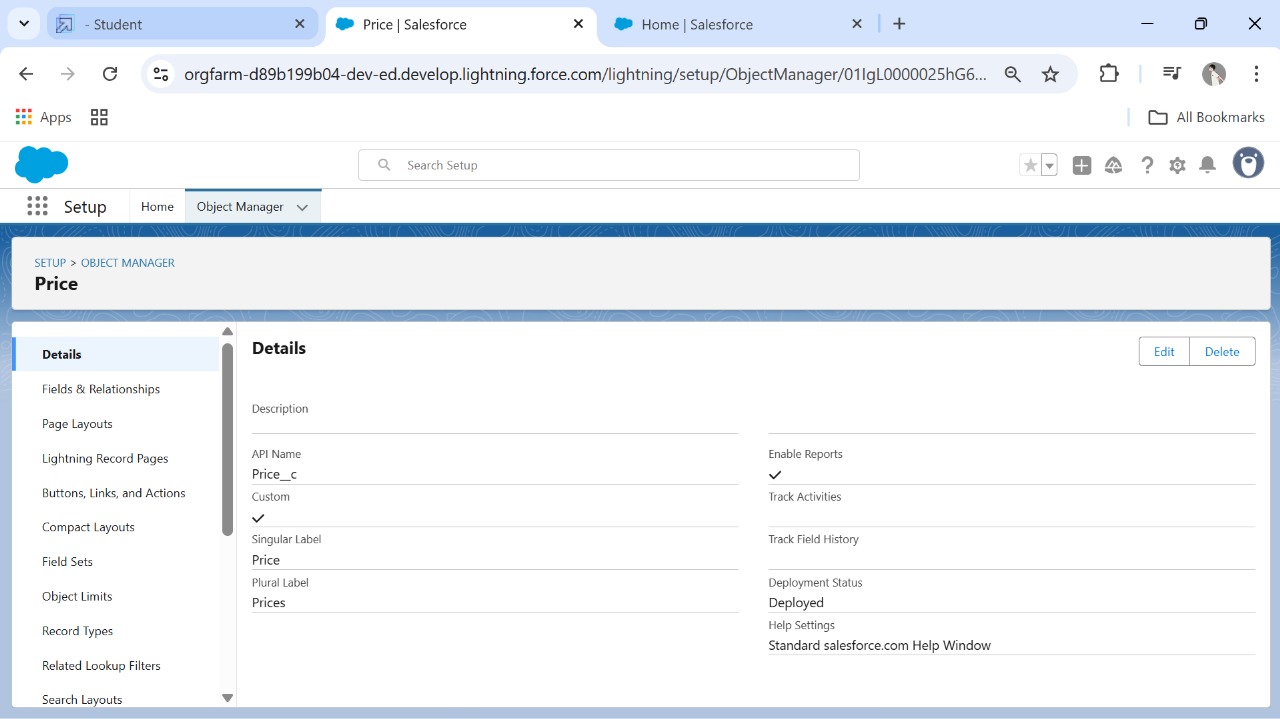
**OBJECTS**

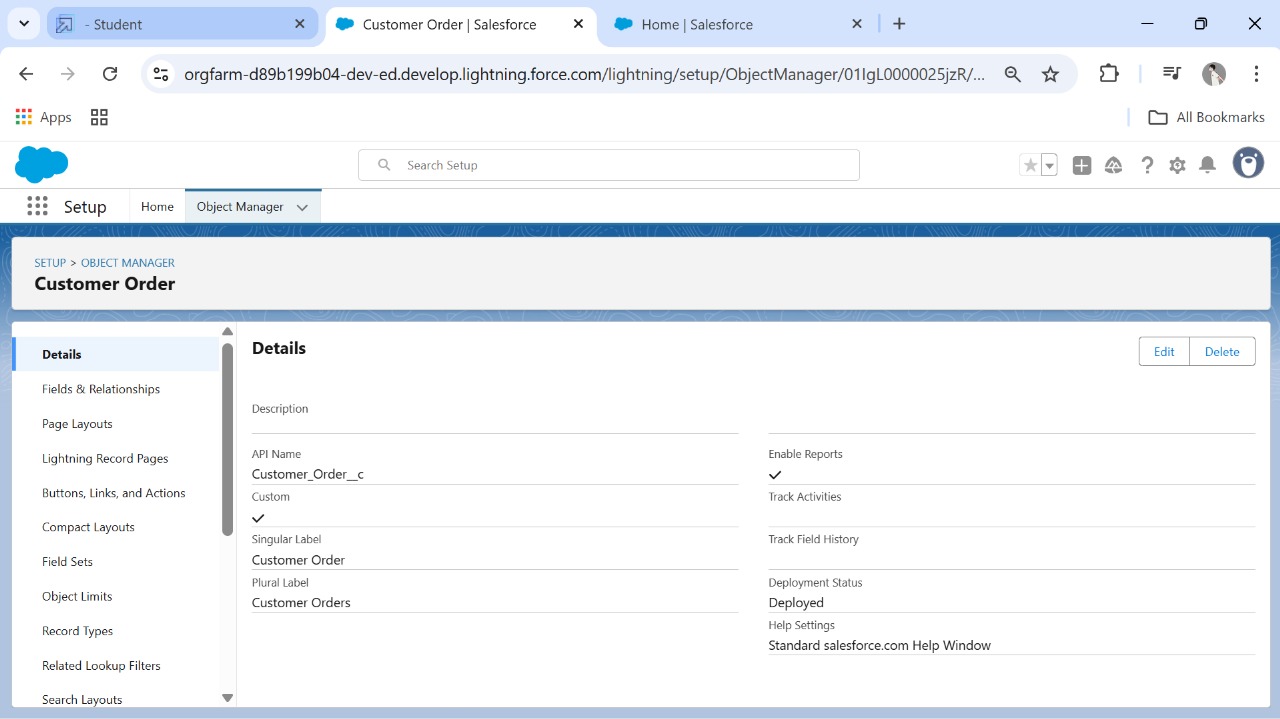
CREATED OBJECTS:

* **ITEMS**
* **BILLINGS**
* **PRICES**
* **CUSTOMER ORDER**

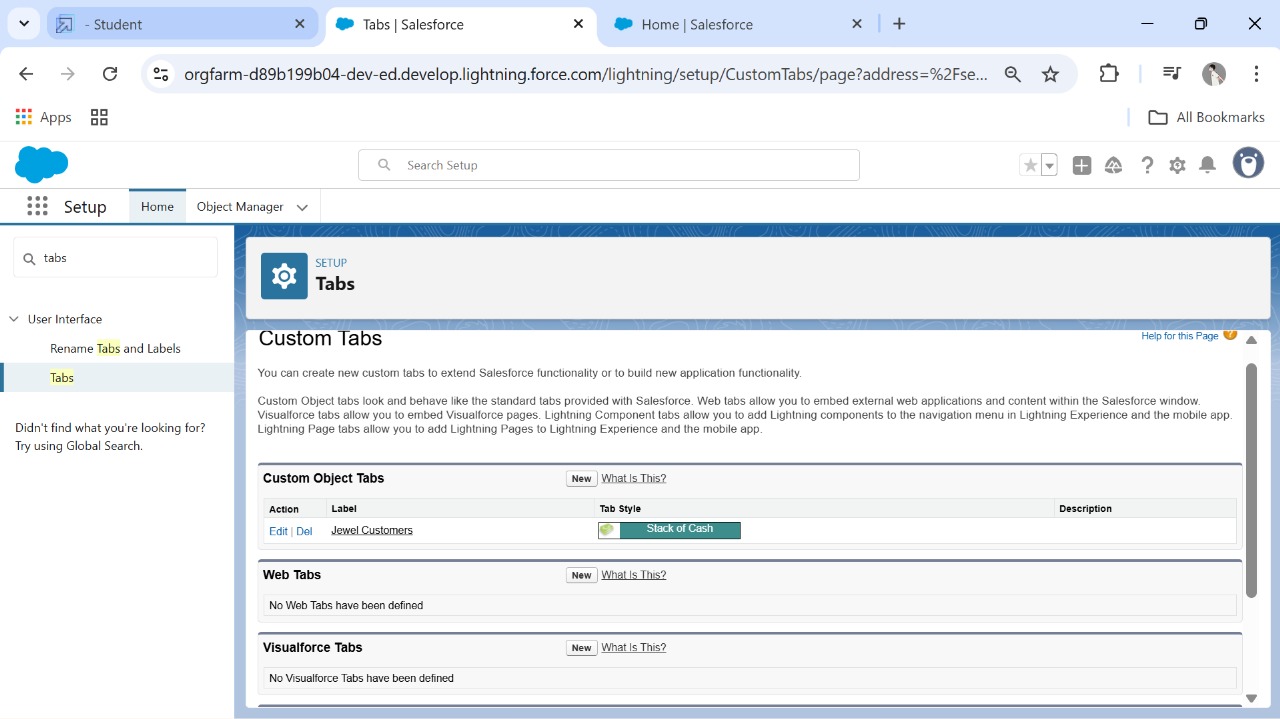




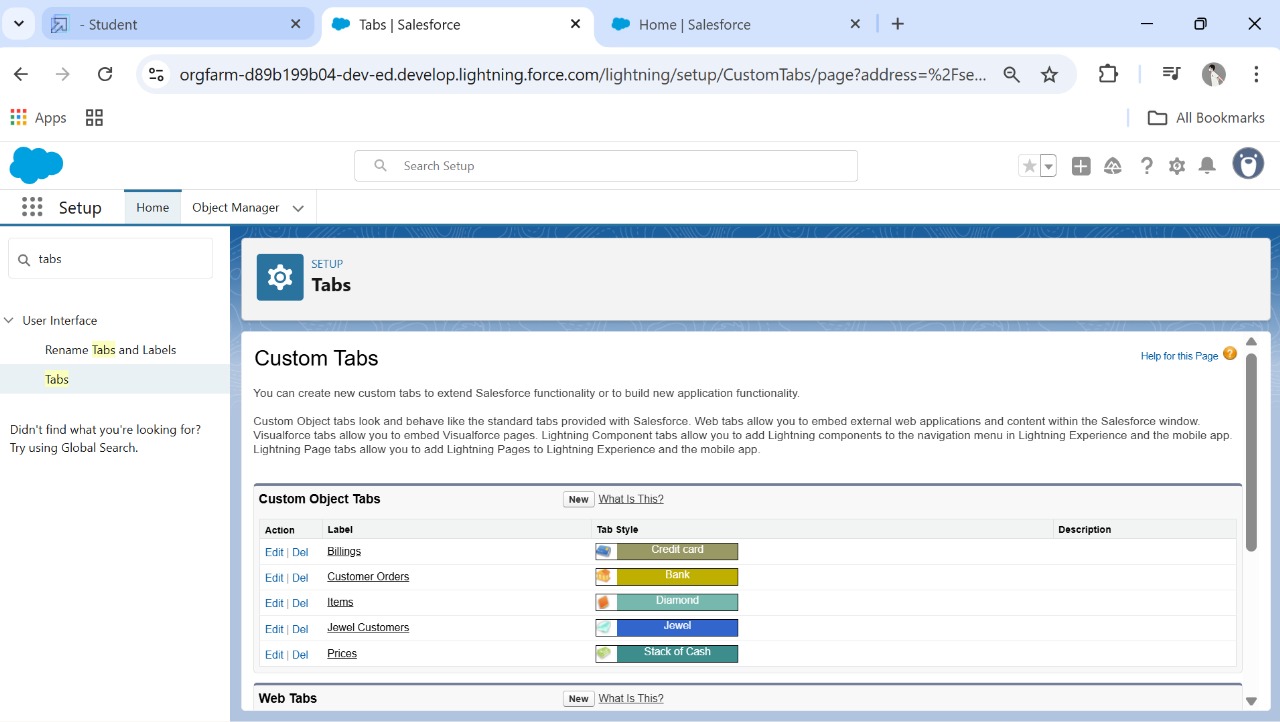




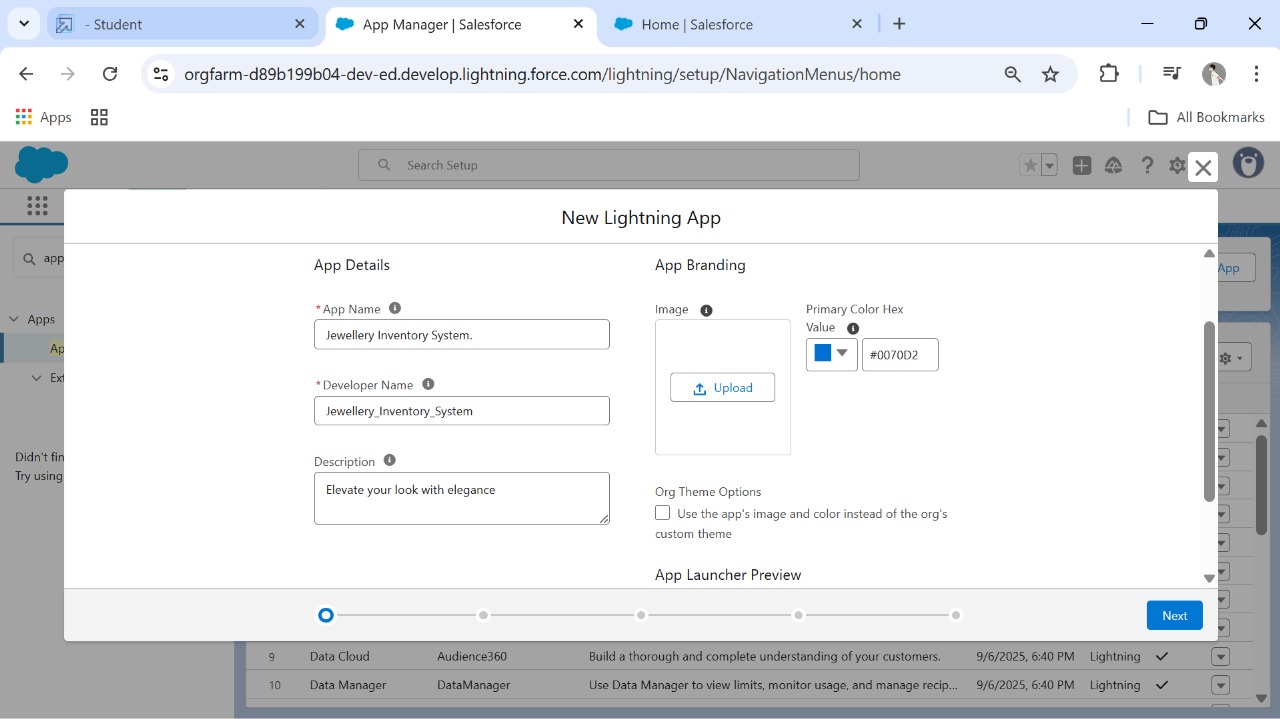
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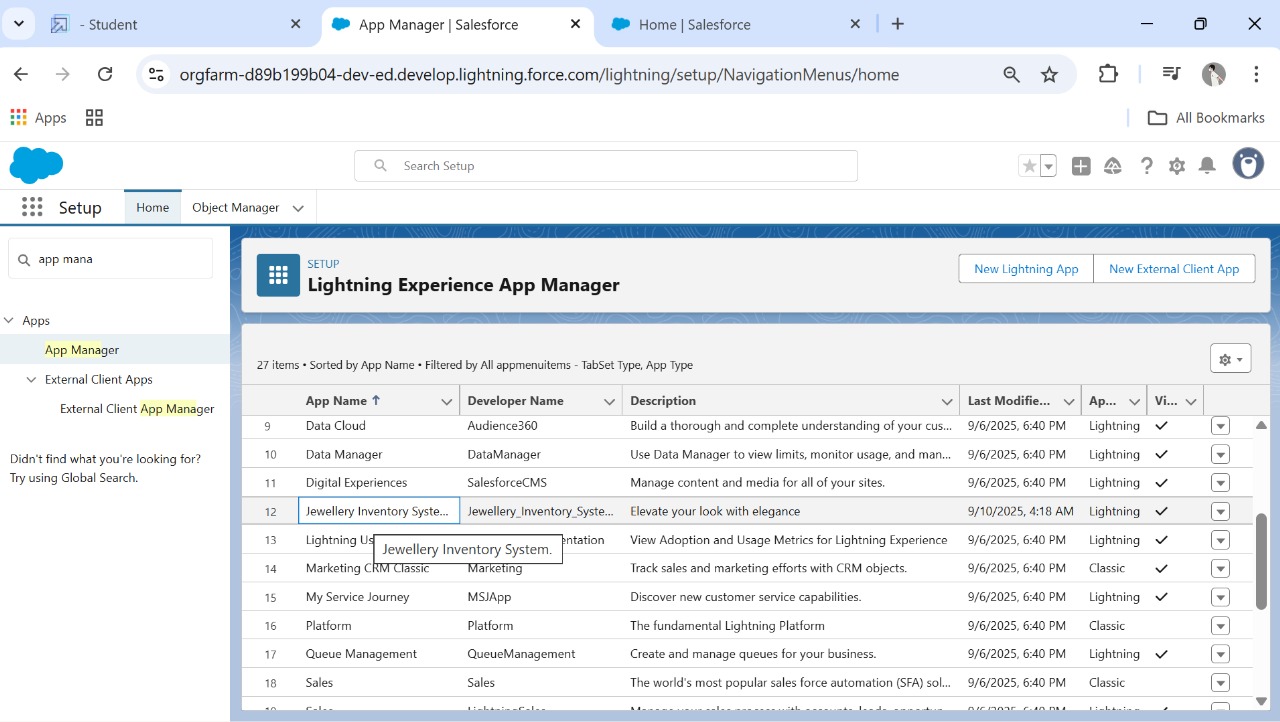


**Created A Tab:**

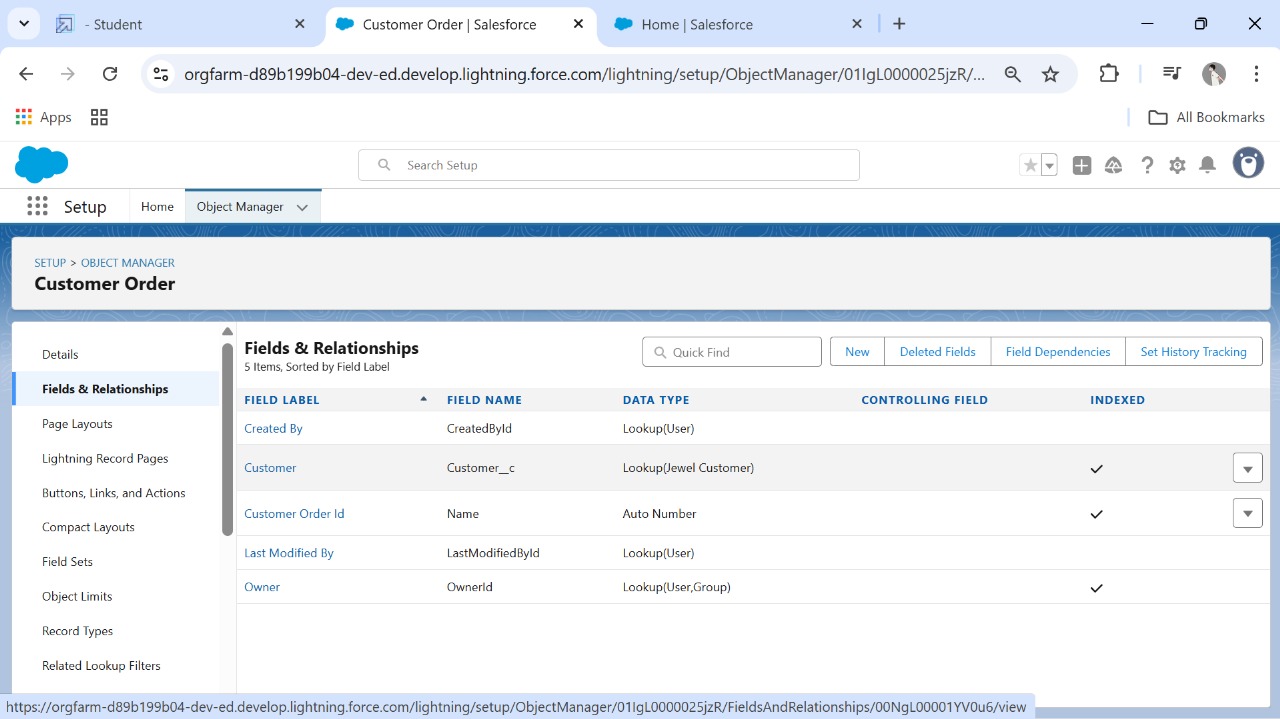
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**Created A Lightning App:**

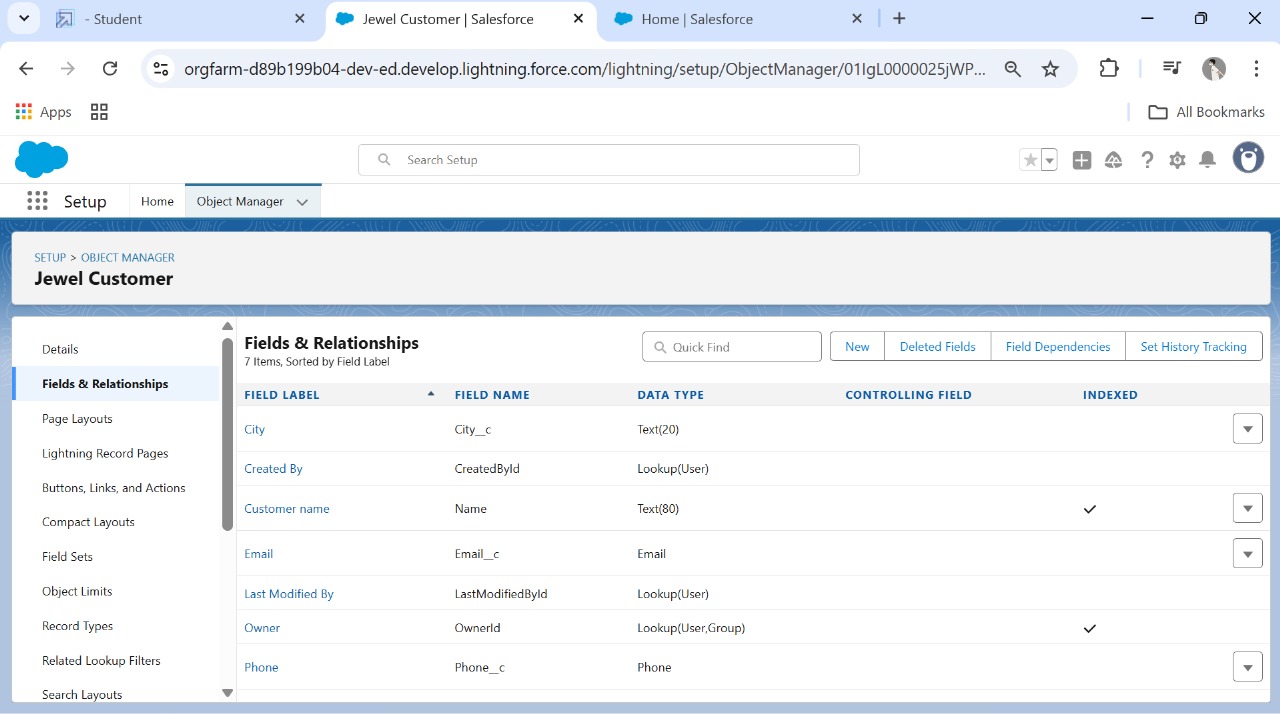
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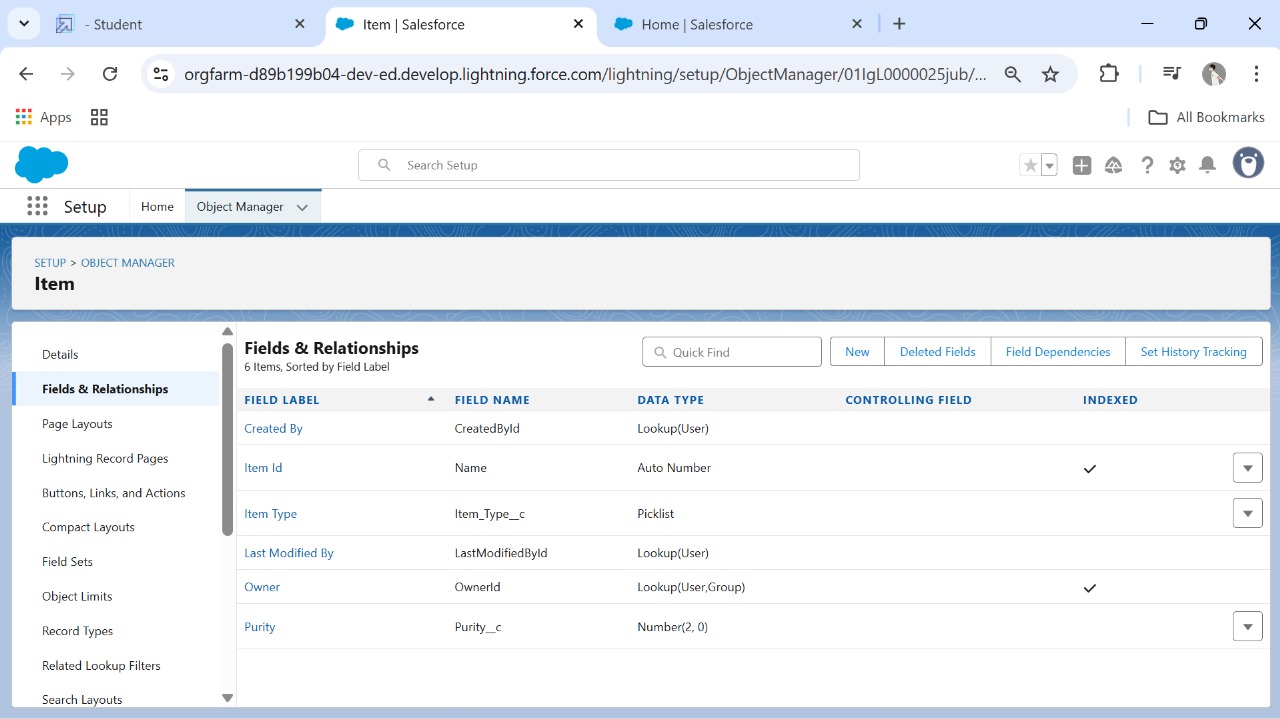
**Created Lookup Relationship:**



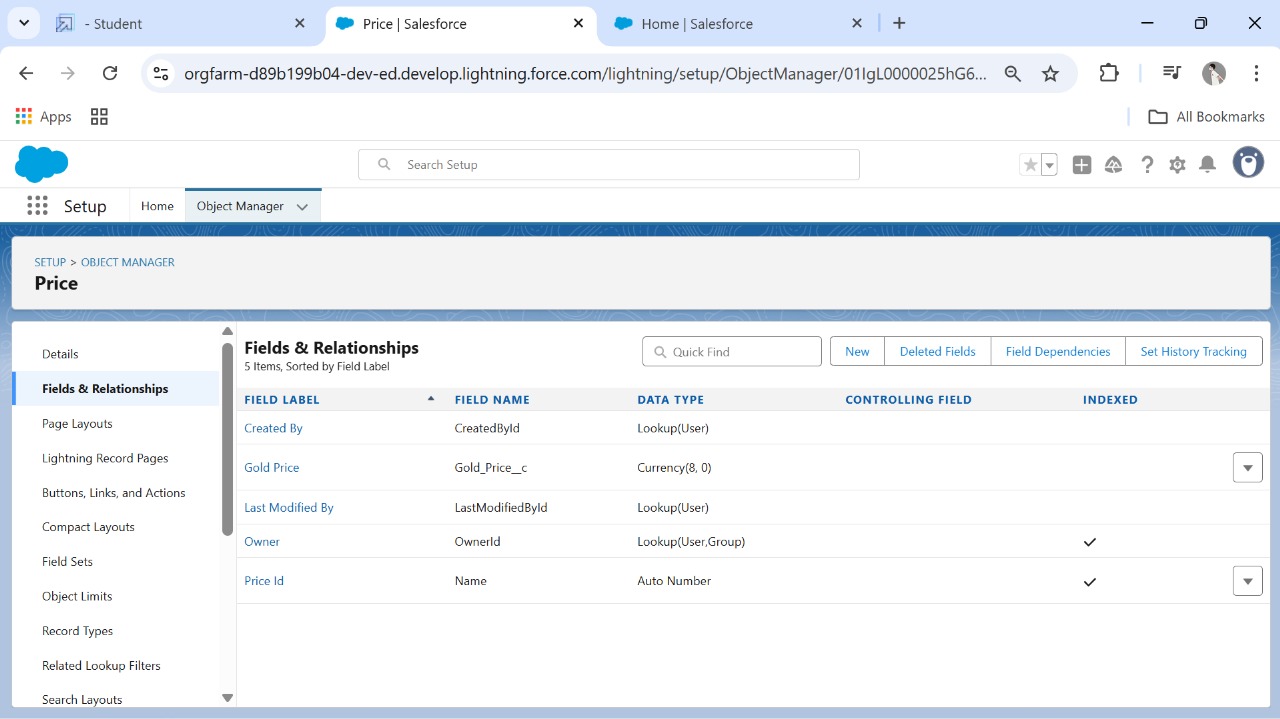
**Created Text, phone, Email Field In Jewel Customer Object:**

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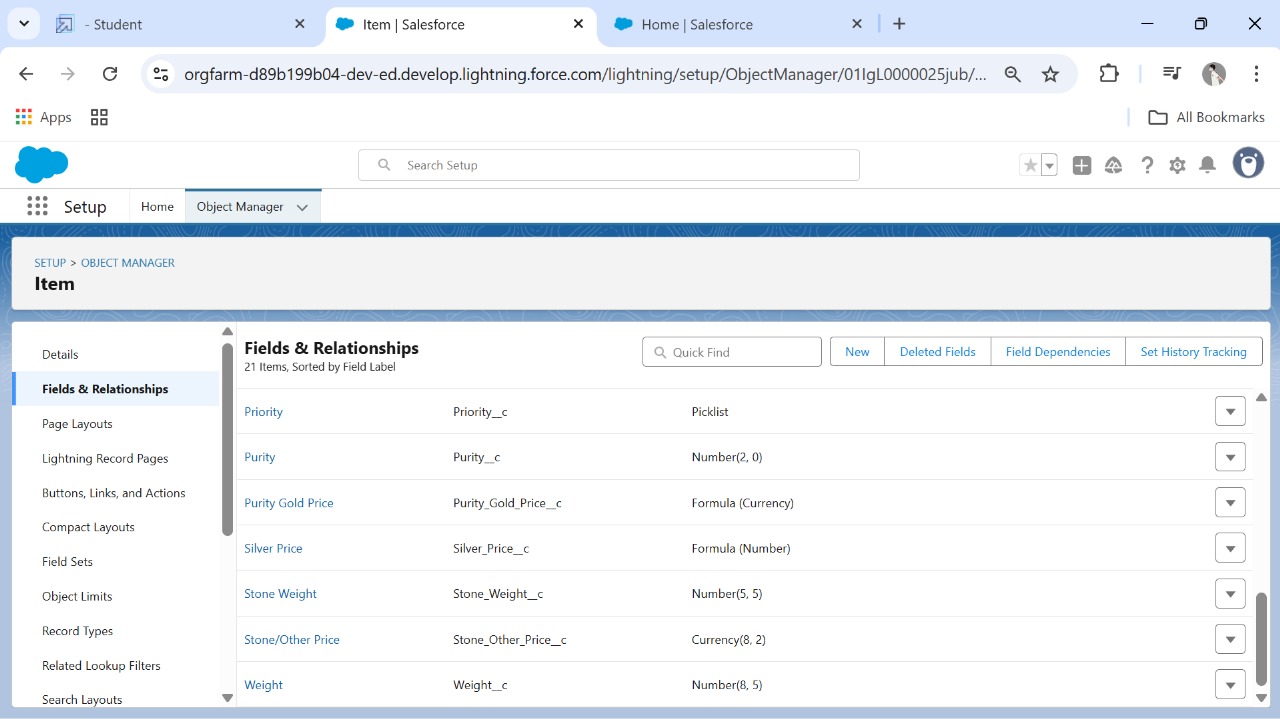
**Created The Number, picklist Field In Item Object:**

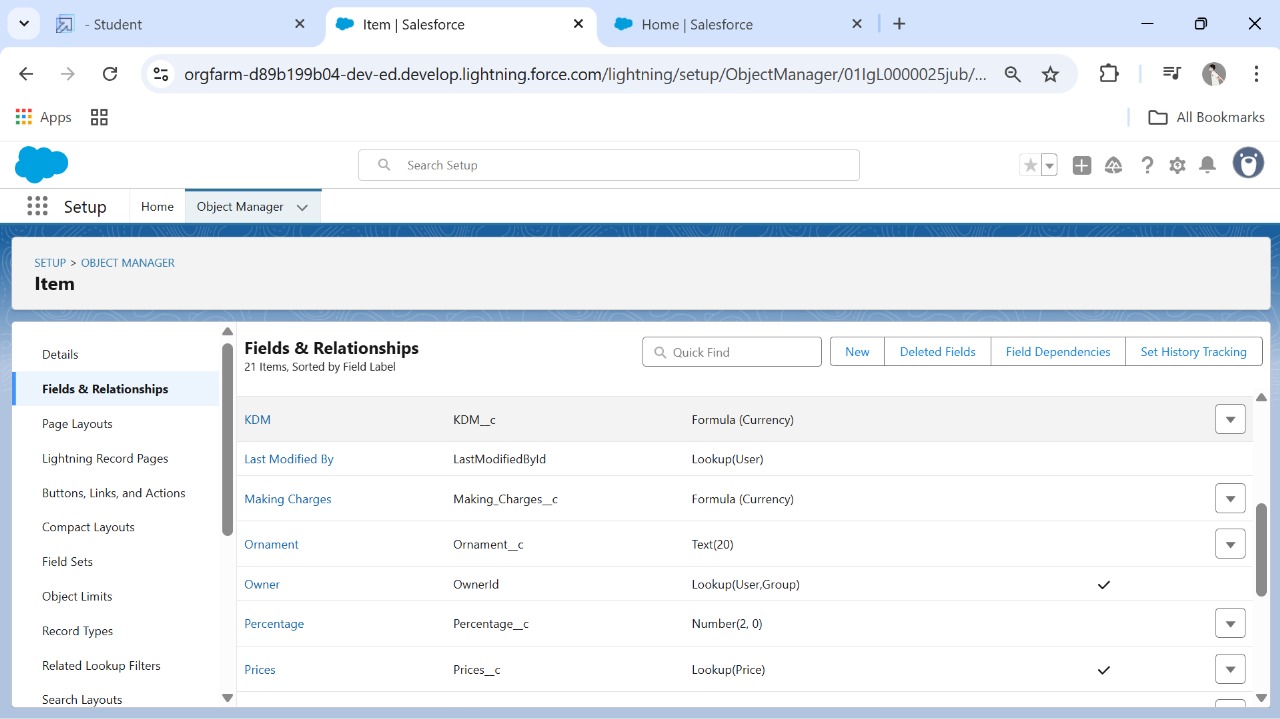
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**Created Currency Field In Price Object:**

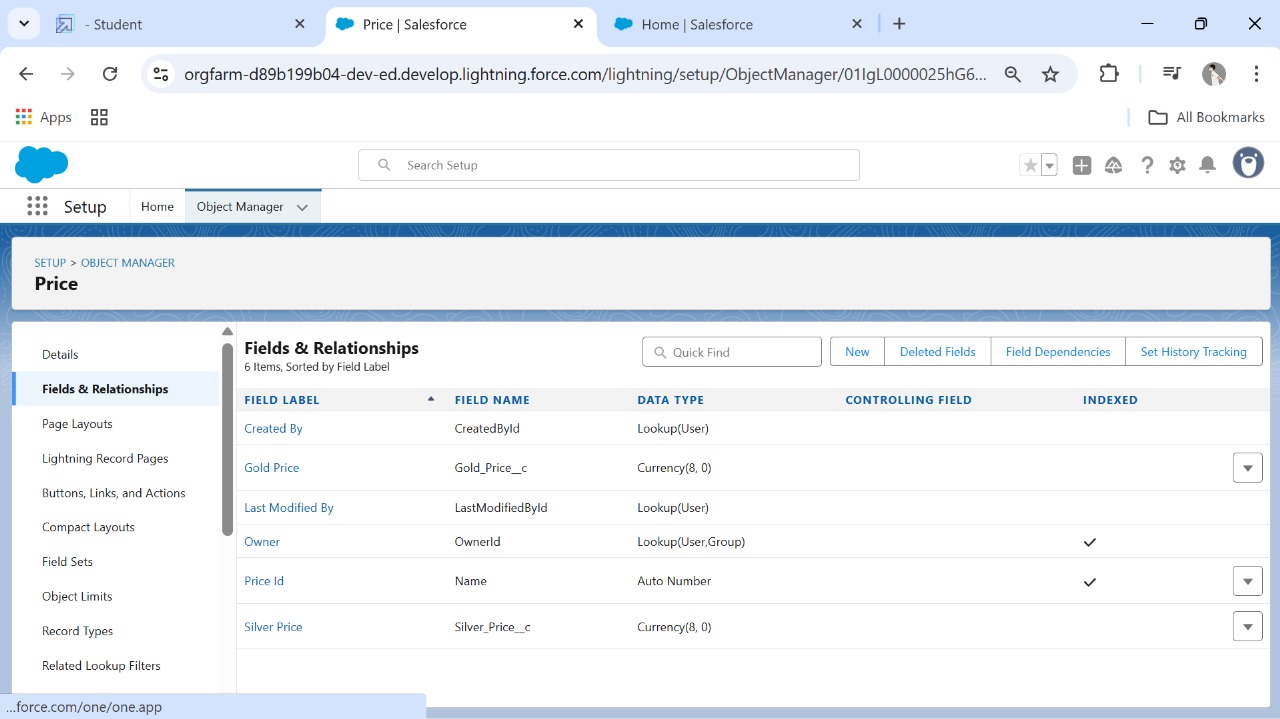
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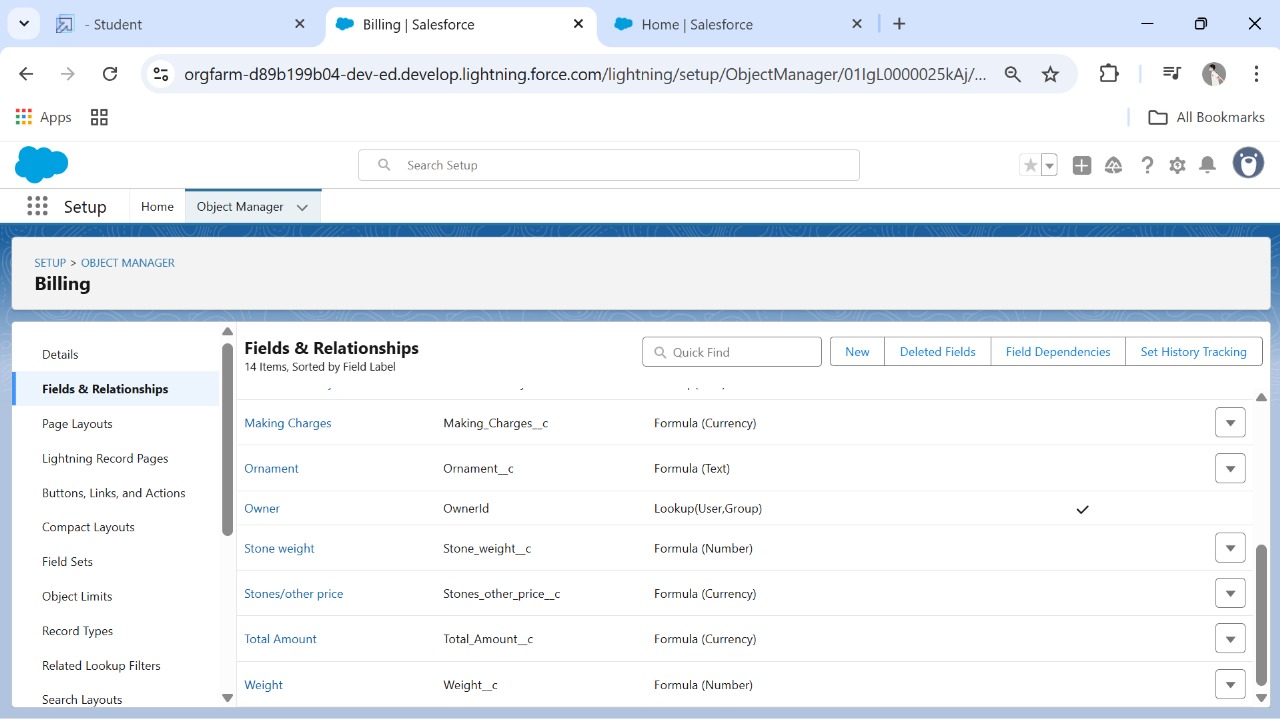
**Created Formula Fields:**

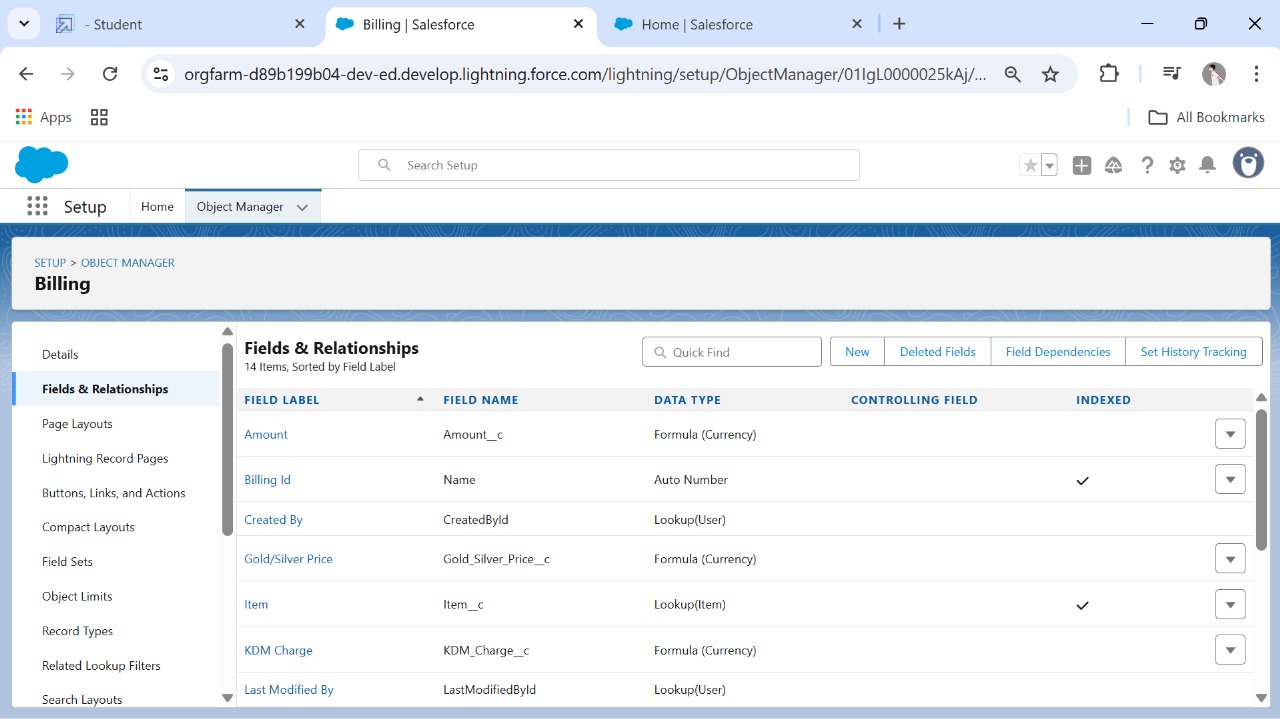


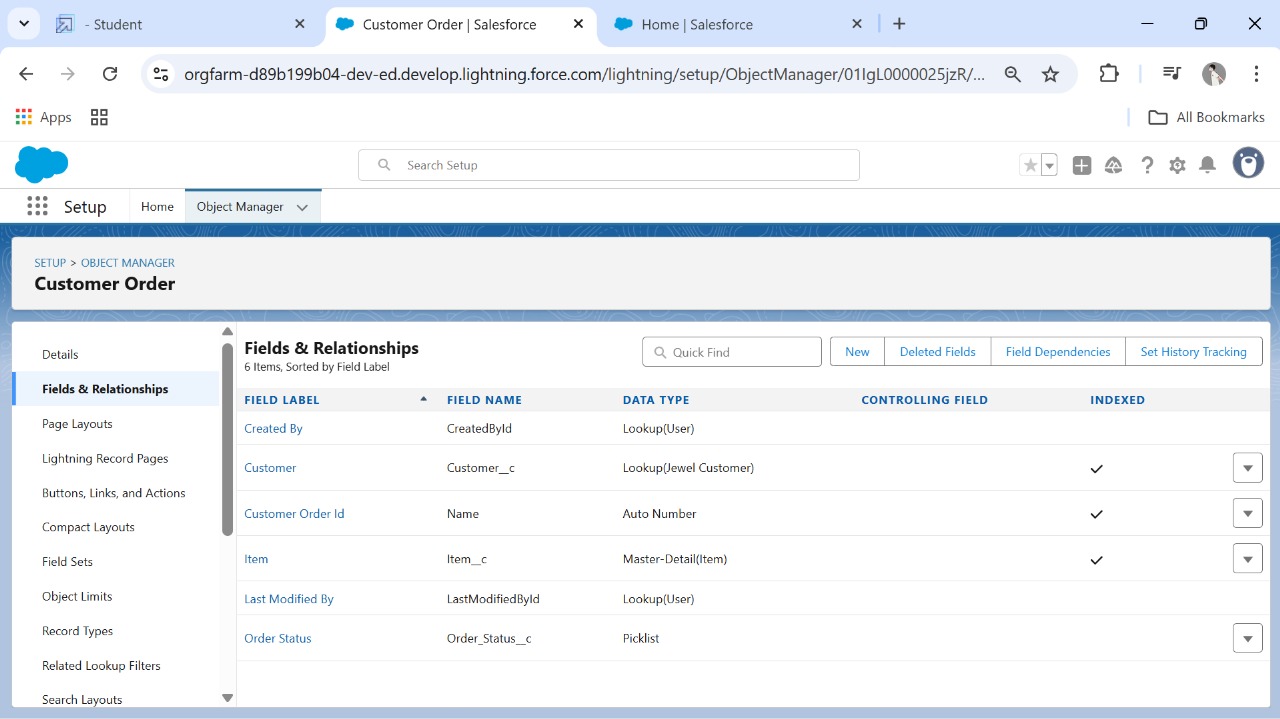




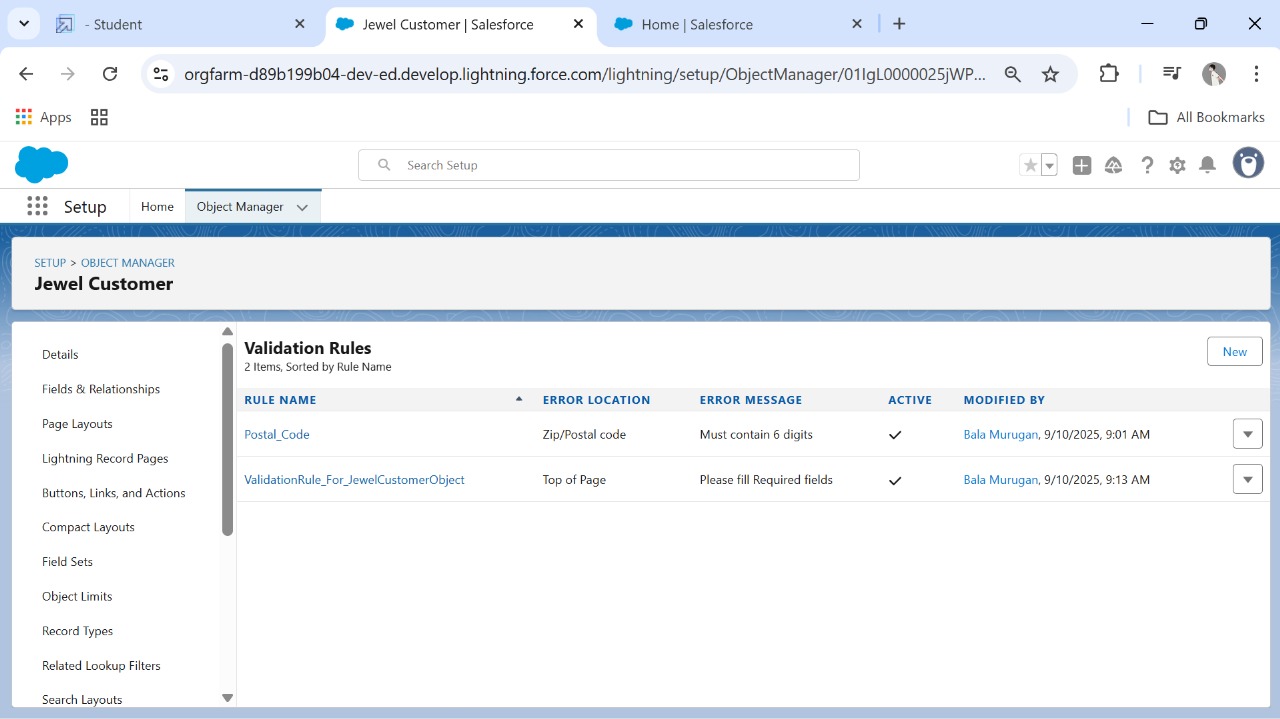




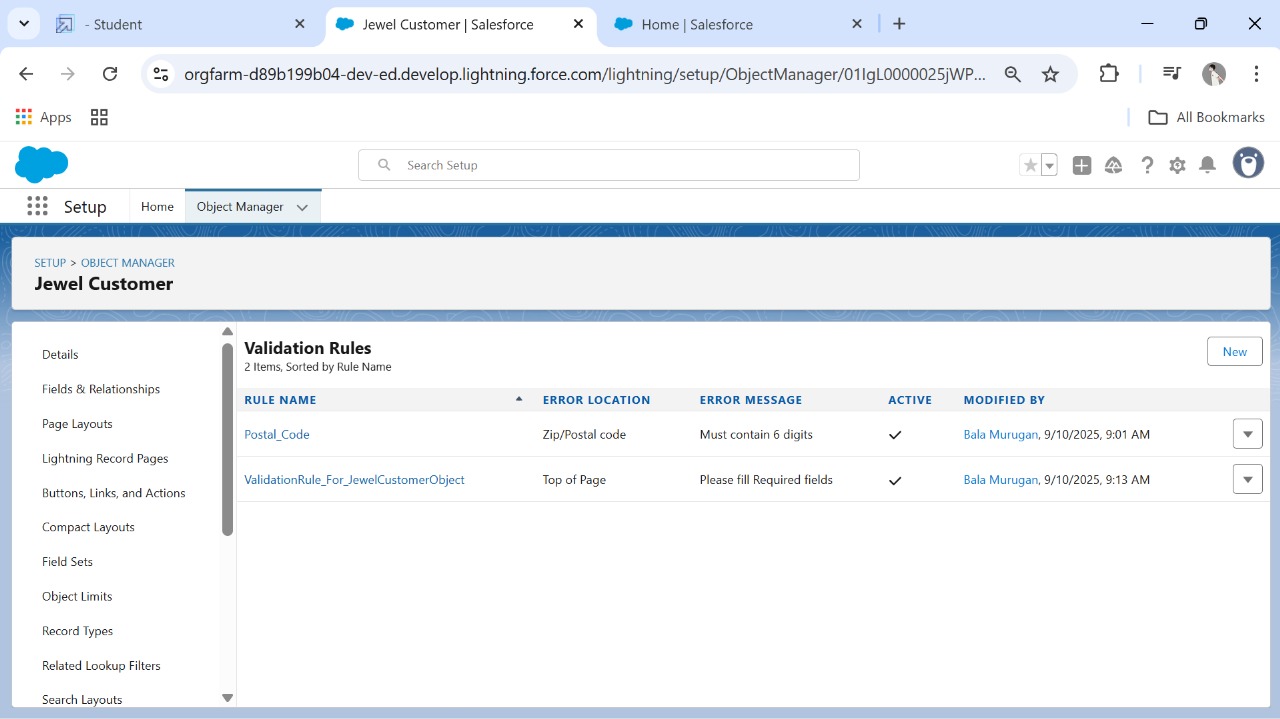


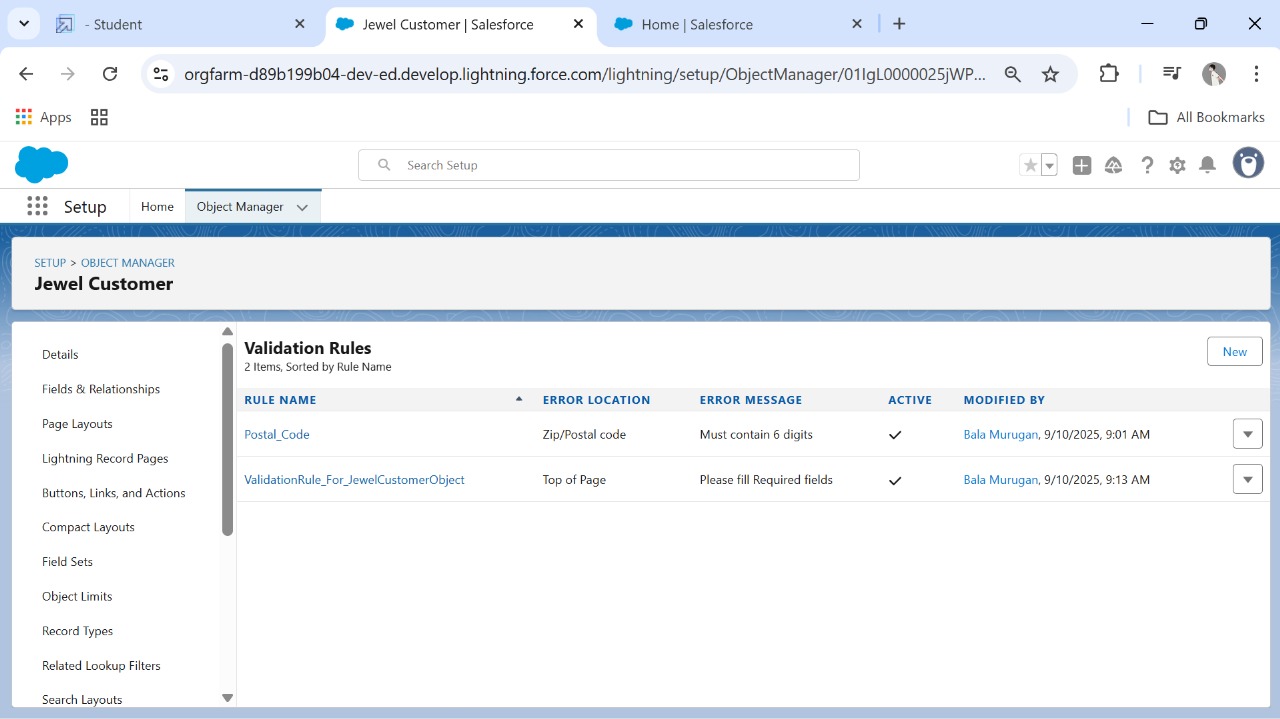


**Created The Field Dependencies** :

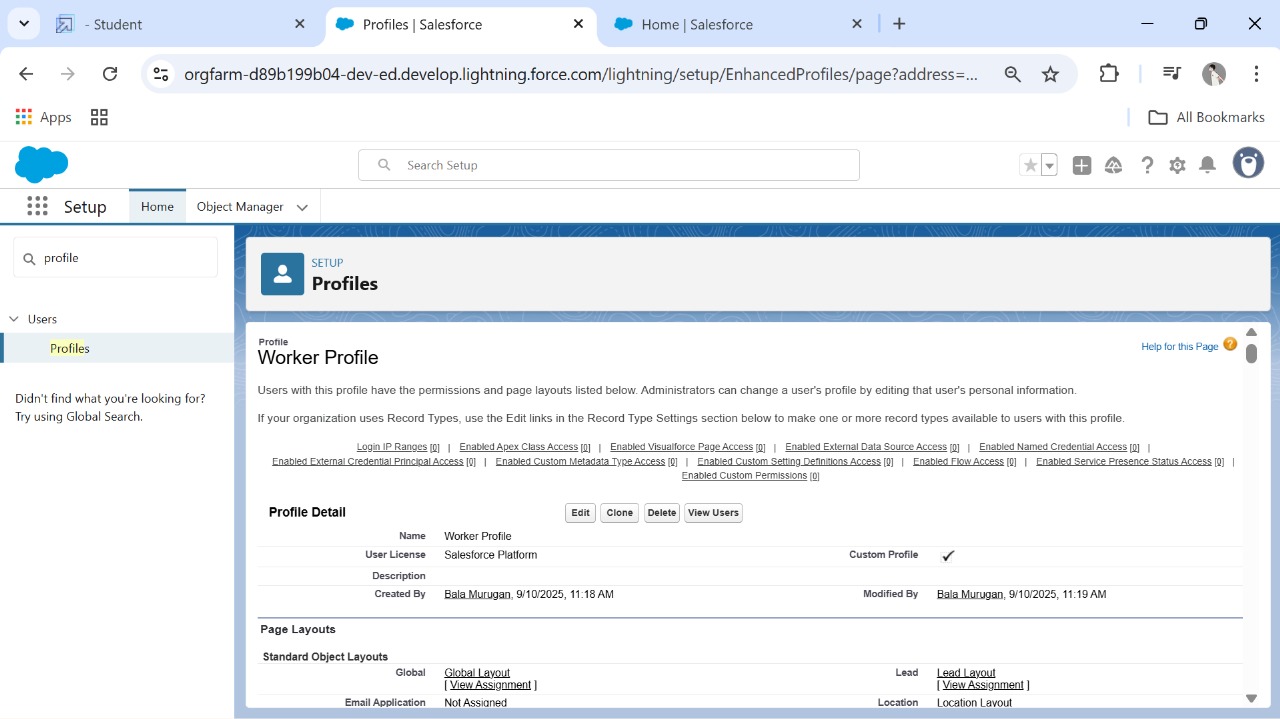


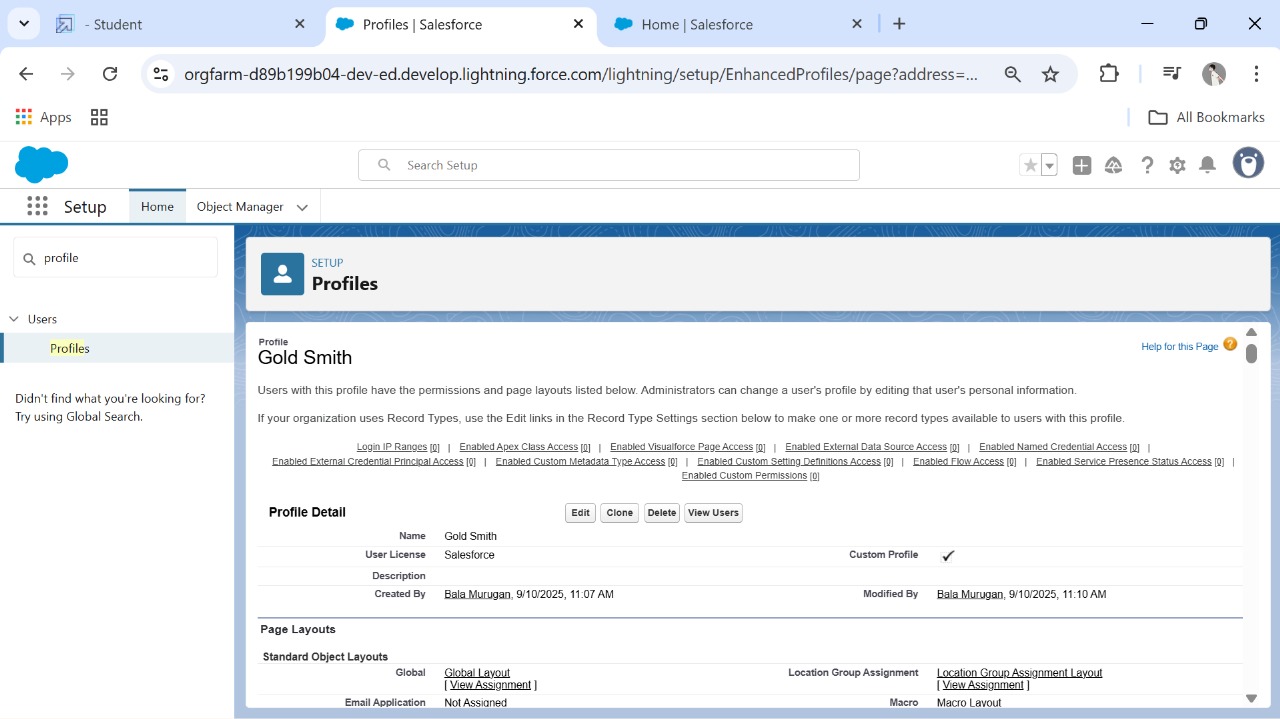
**Created The Validation Rule:**

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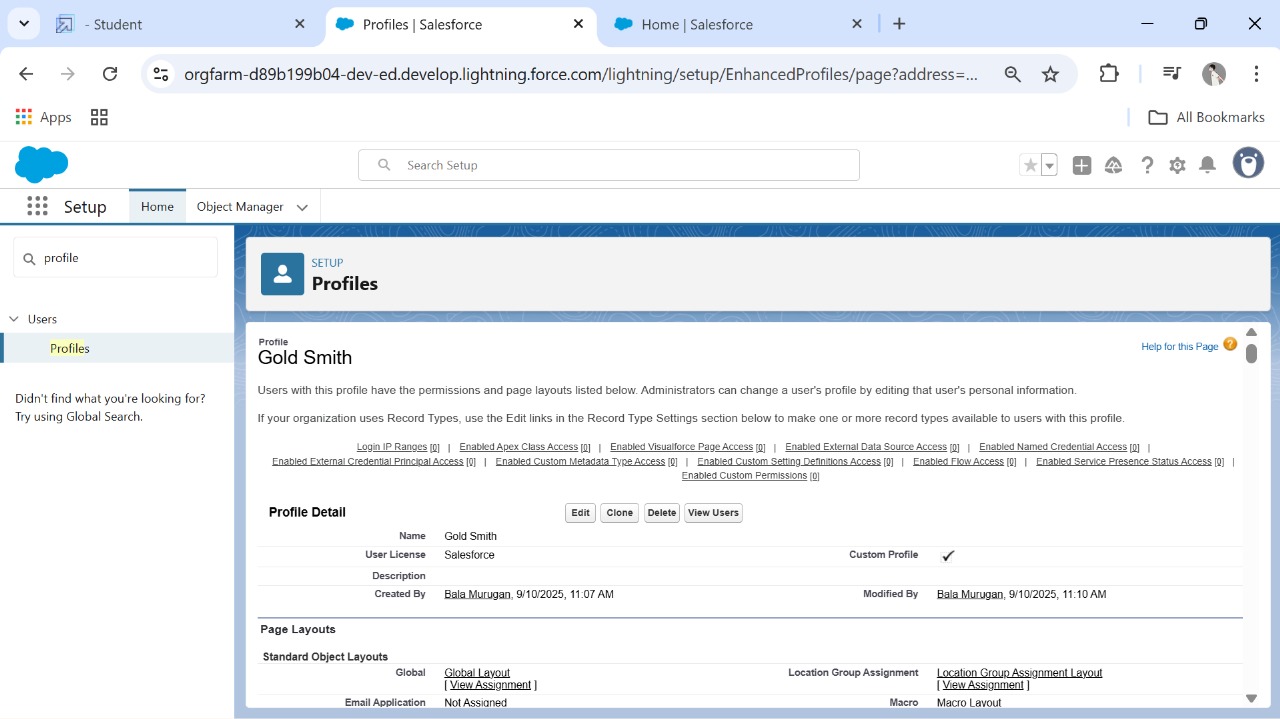
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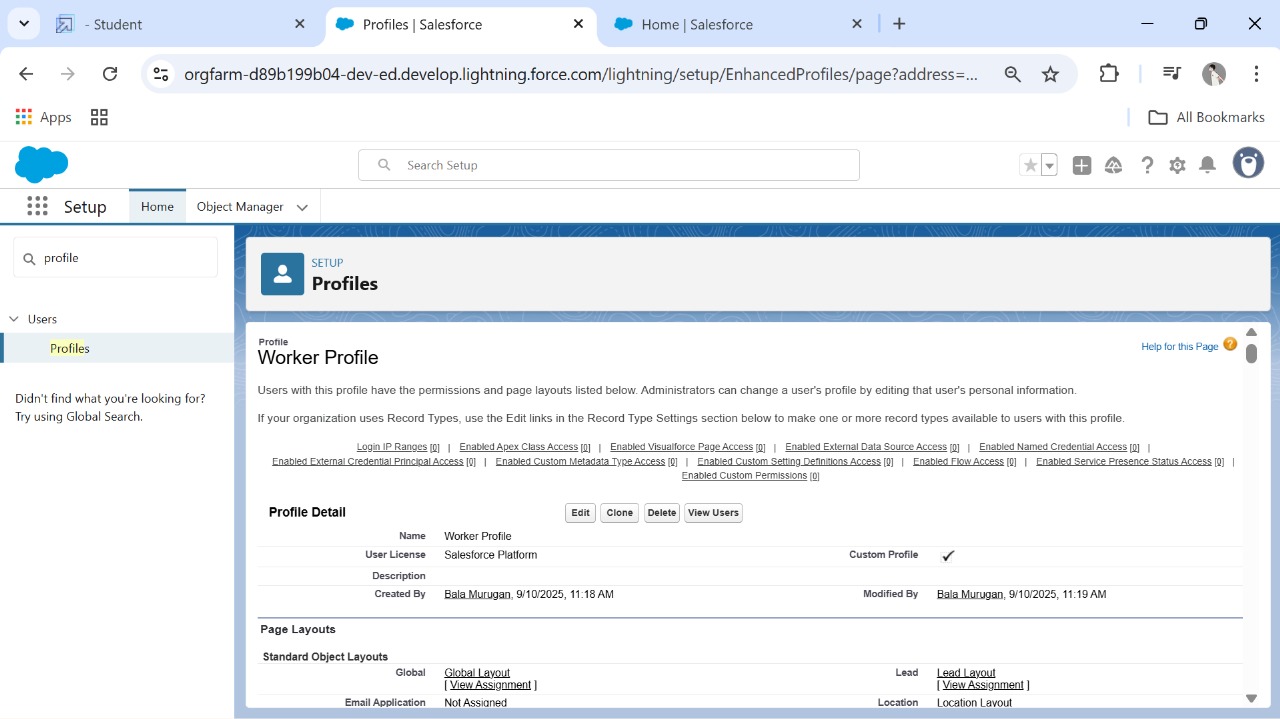
**Profiles:**

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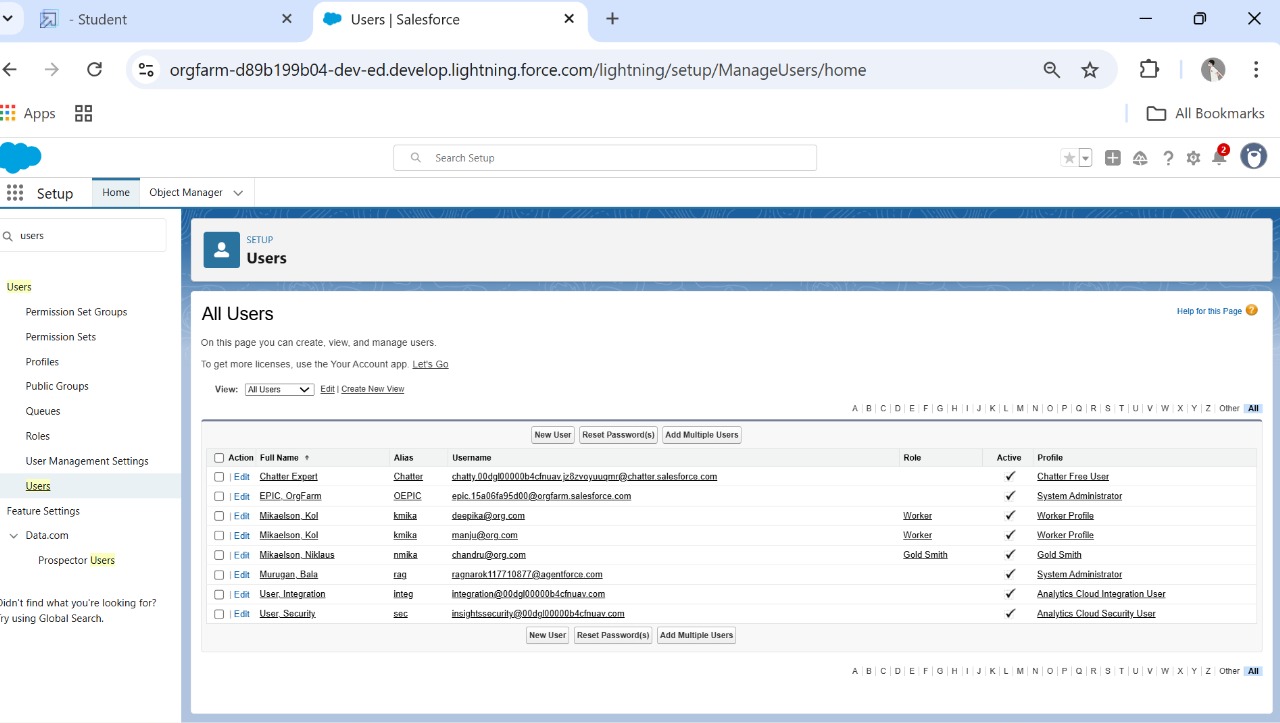
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**Roles:**

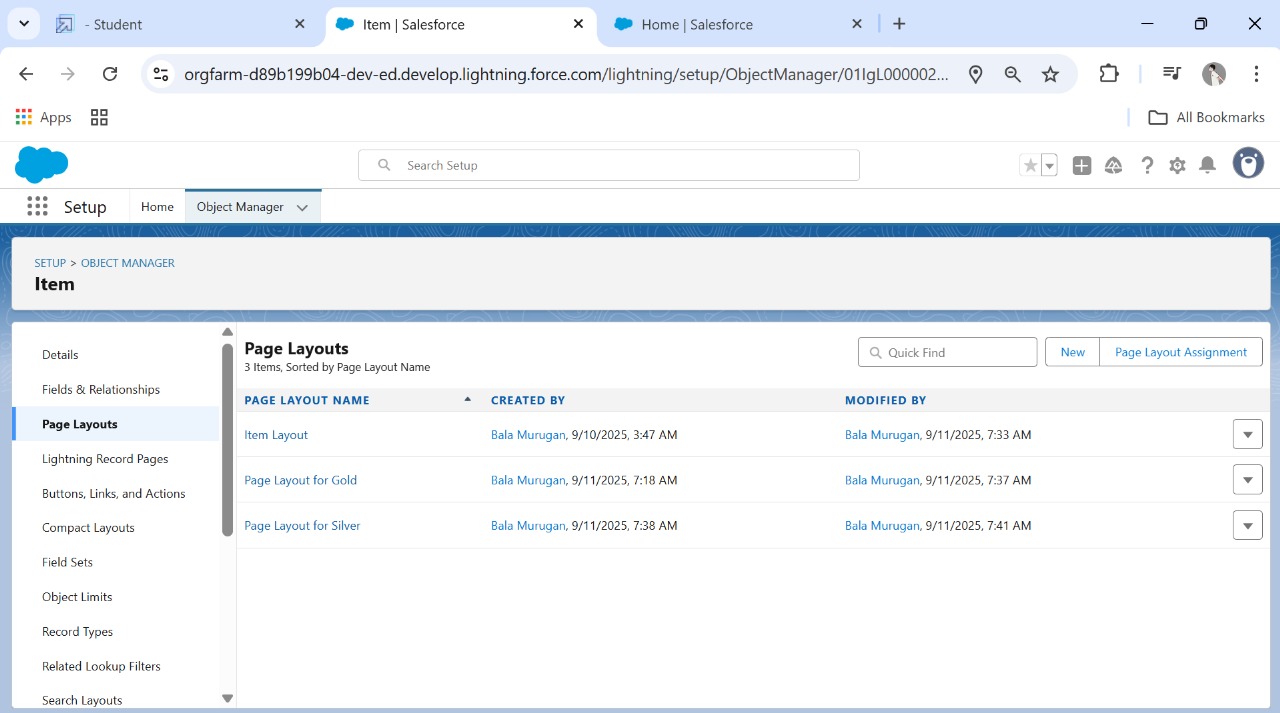
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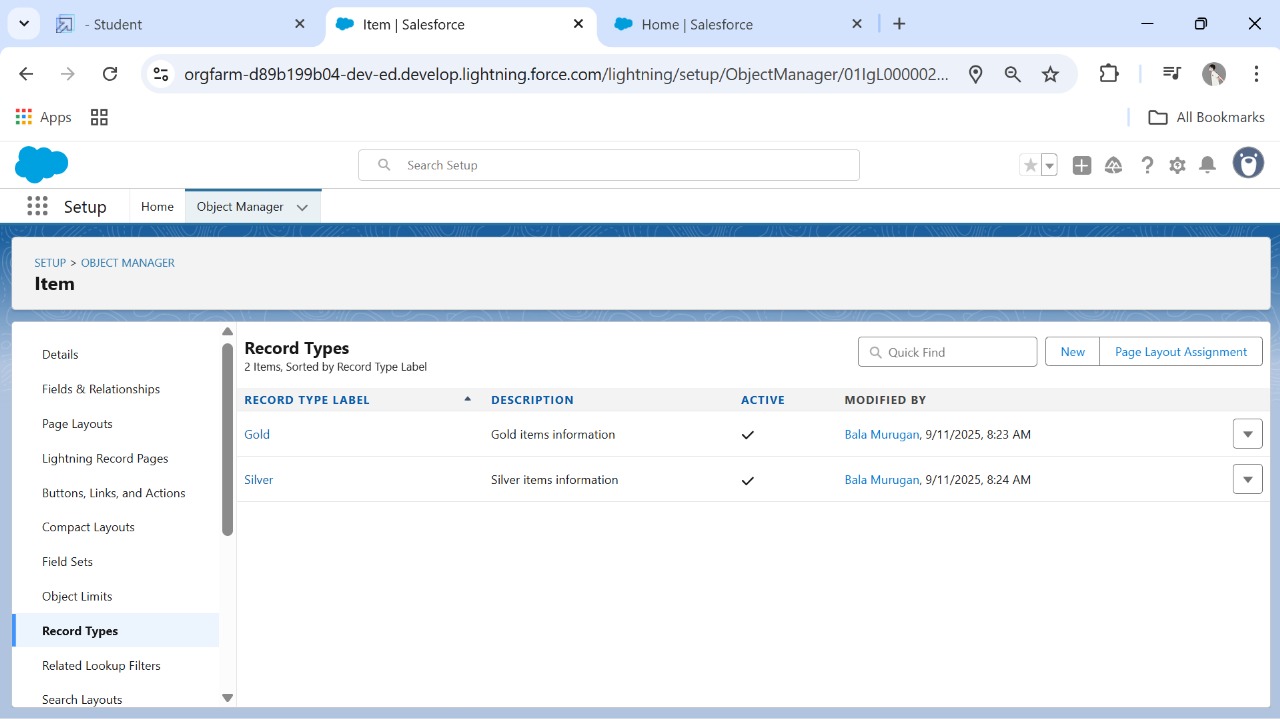
**Users:**

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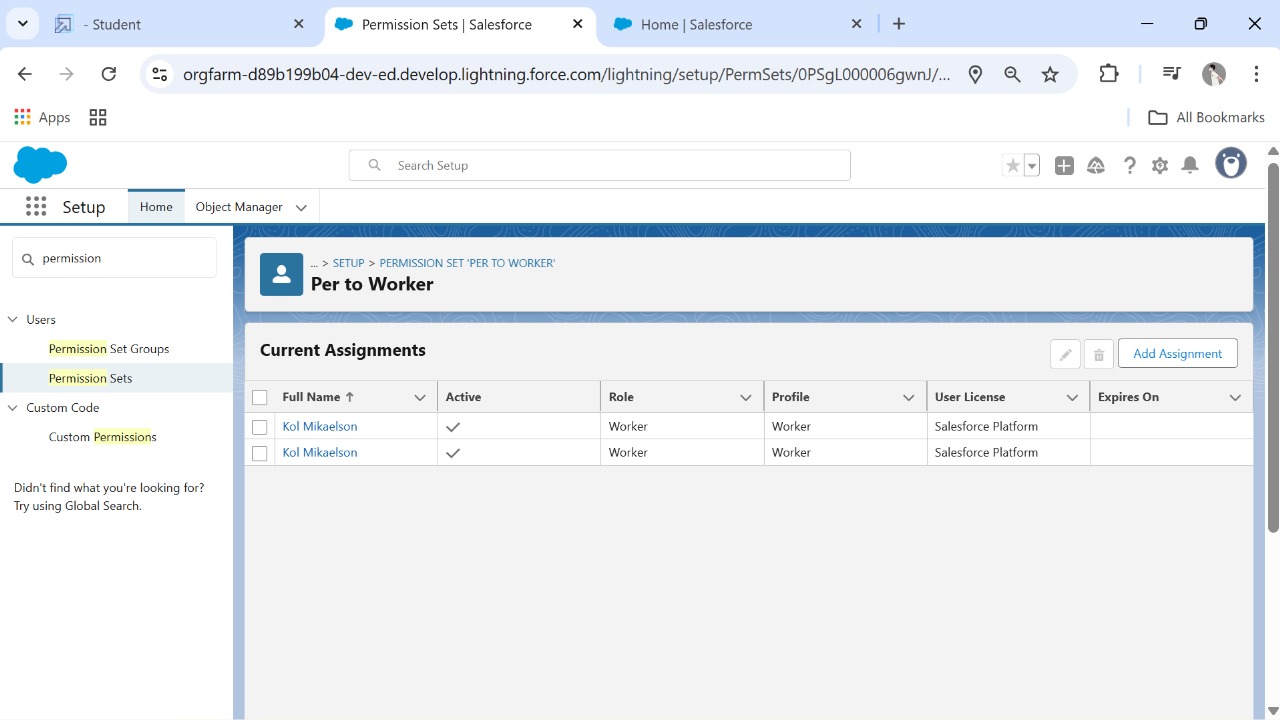
**Page Layouts:**

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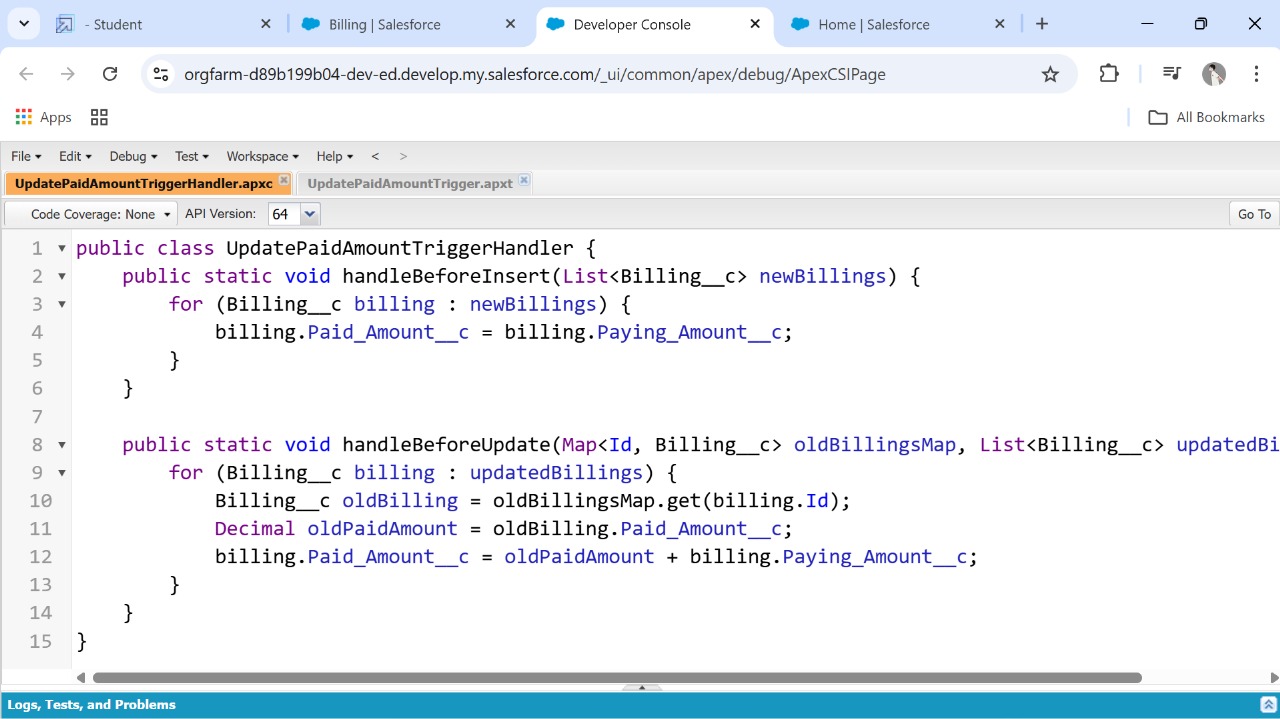
**Record Types:**

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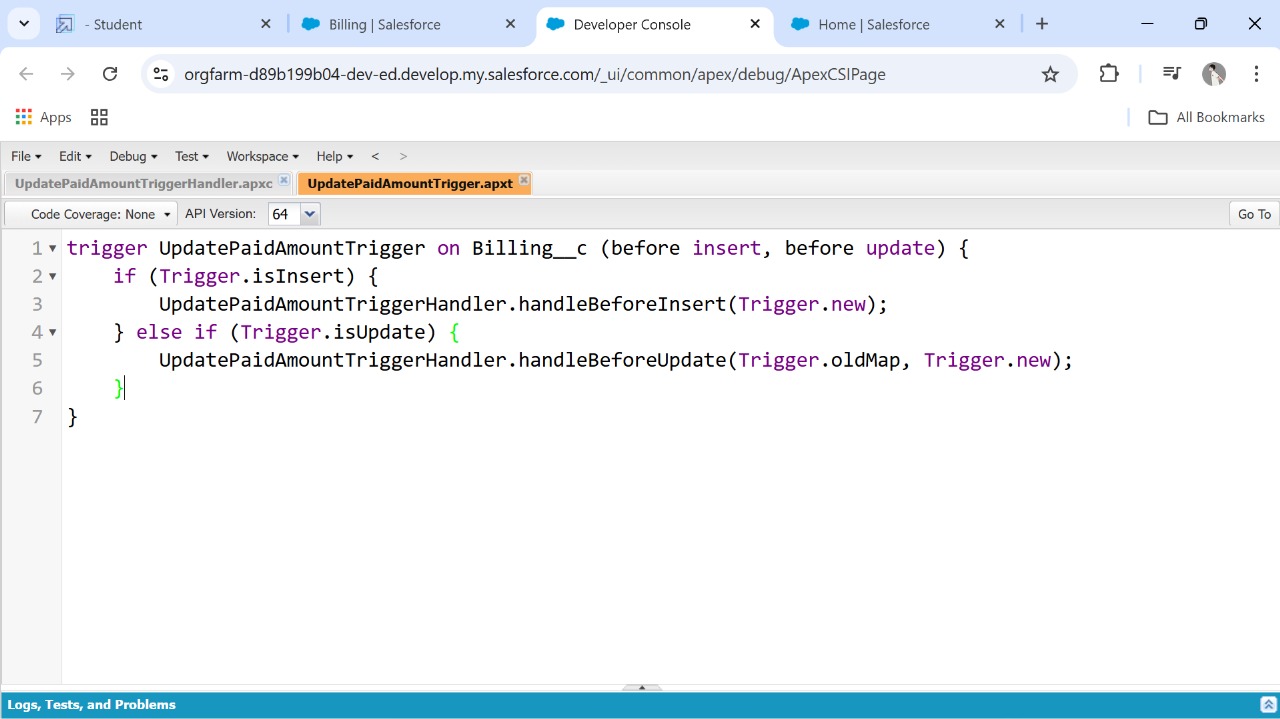
**Created Permission Set:**

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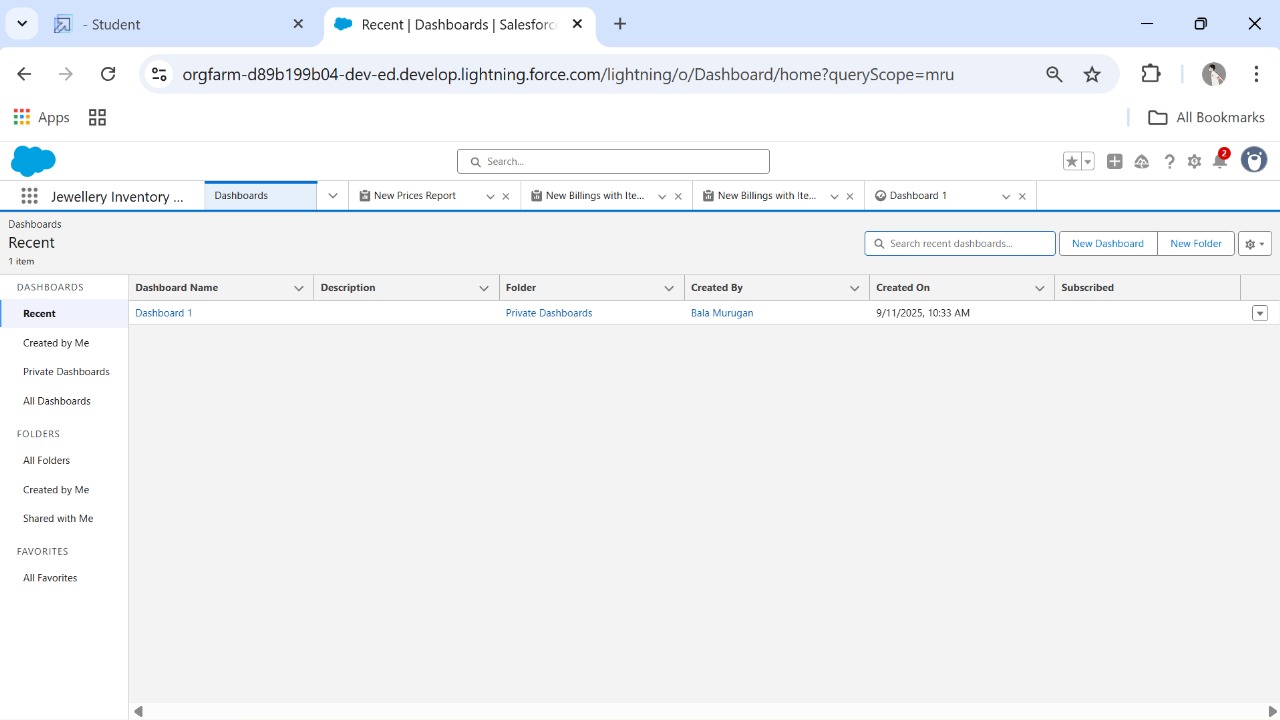
**Created A Trigger Handler Class:**

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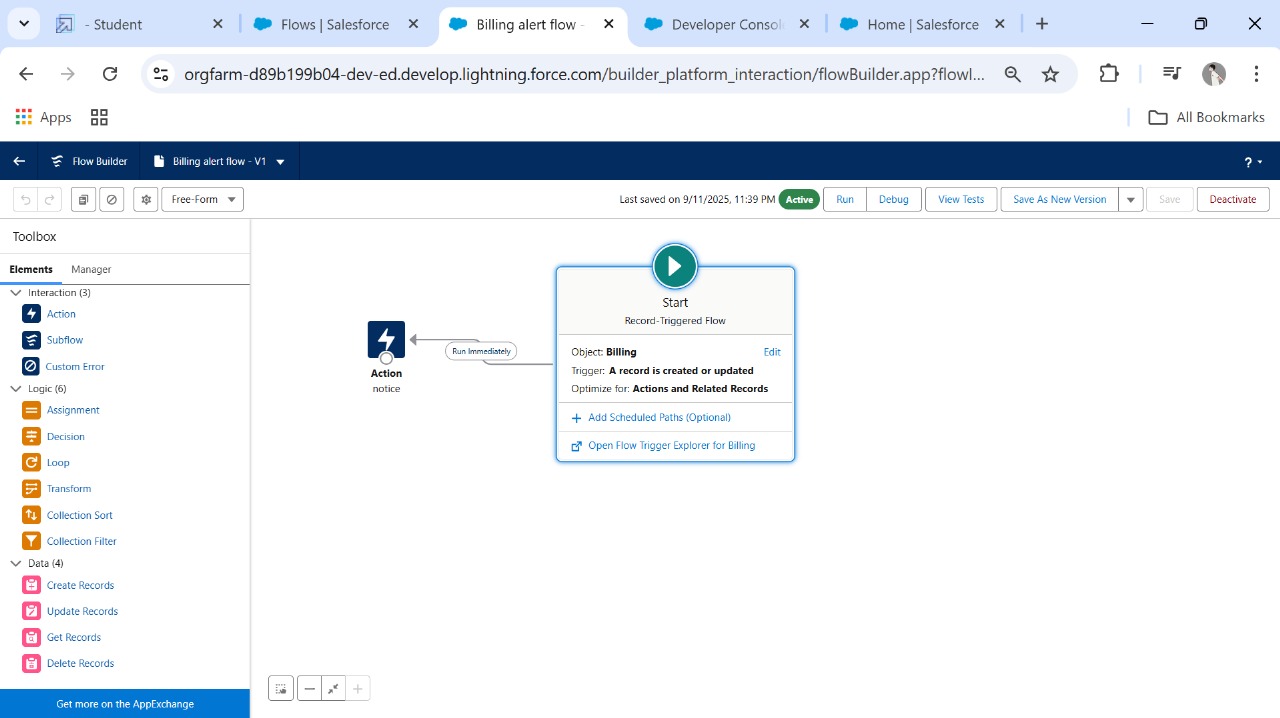
**Create The Trigger:**

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**User Adoption, Reports, Create Dashboard:**

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**Created Flows:**

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**CONCLUSION:**

This project leverages Salesforce CRM to provide a cloud-based jewellery management system. It integrates customer relationship management with sales and inventory, helping jewellery businesses improve efficiency, profitability, and customer engagement.