

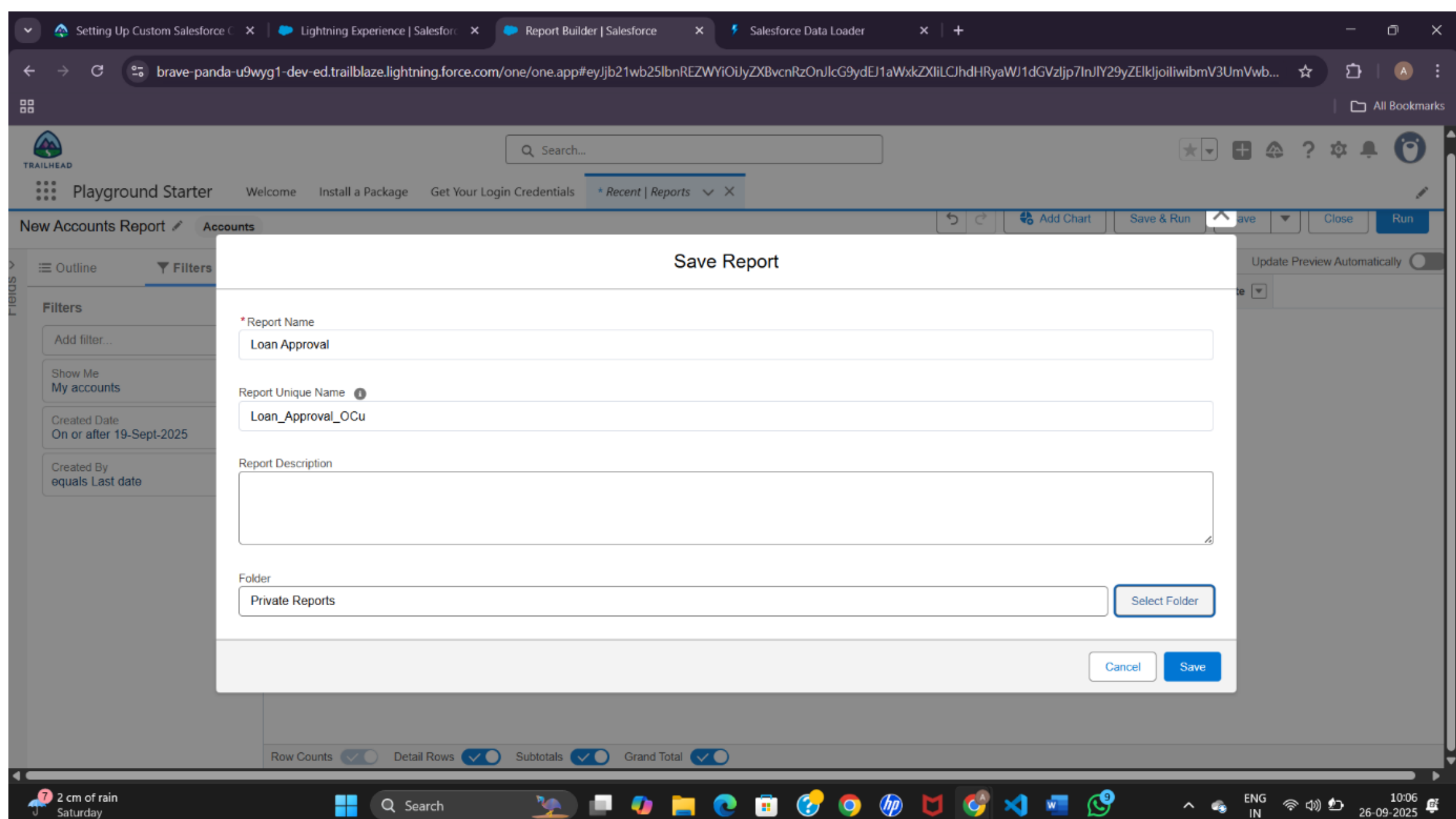
Phase 9 : Reporting,Dashboards & Security Review

Problem Statement:

In the Banking and Financial CRM system, business stakeholders require real-time insights into loan applications. At the same time, data security is critical in financial services. Sensitive customer data such as loan amounts, PAN numbers, account details, and repayment history must be protected from unauthorized access. Profiles, Permission Sets, Login IP Ranges.

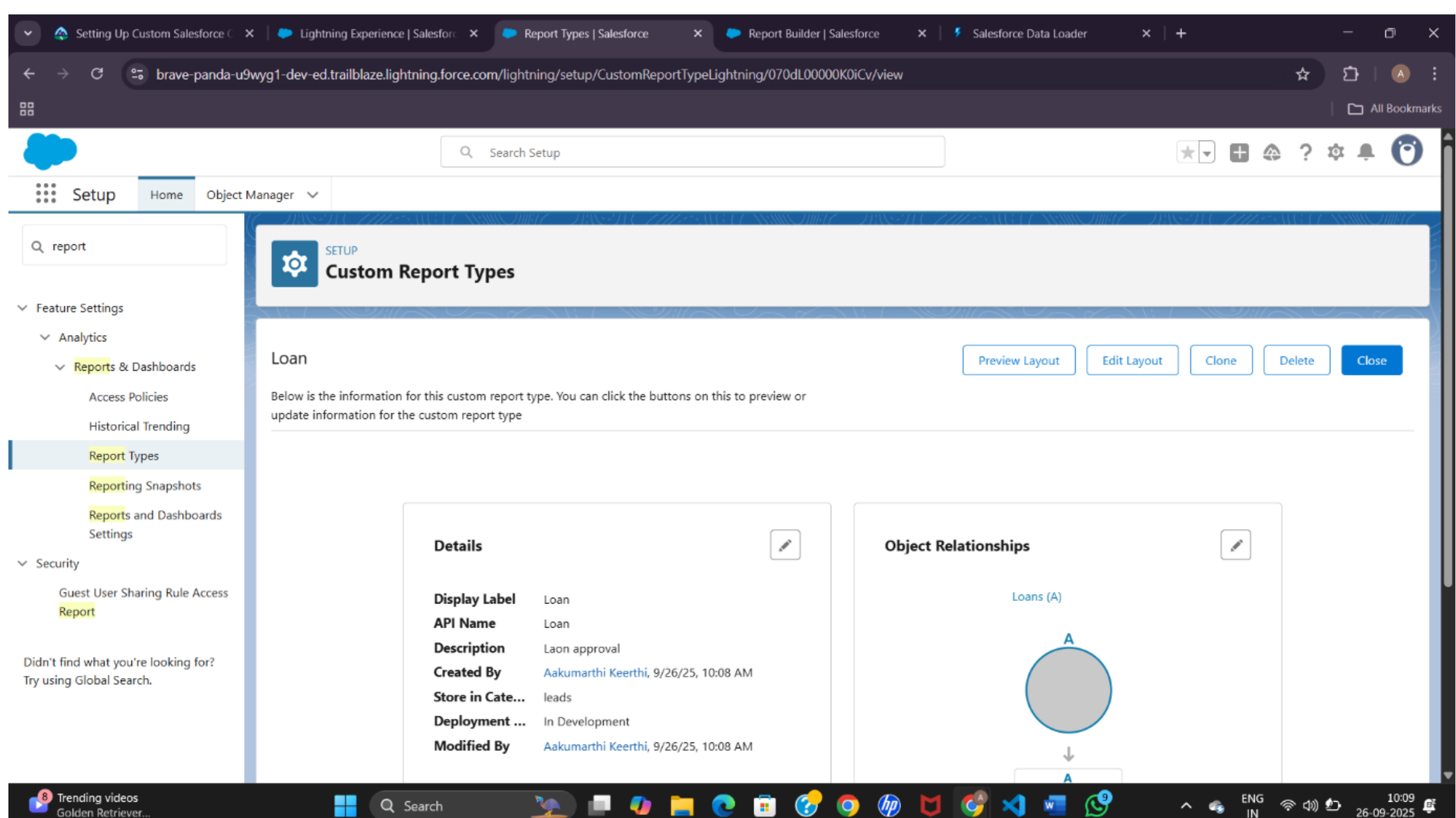
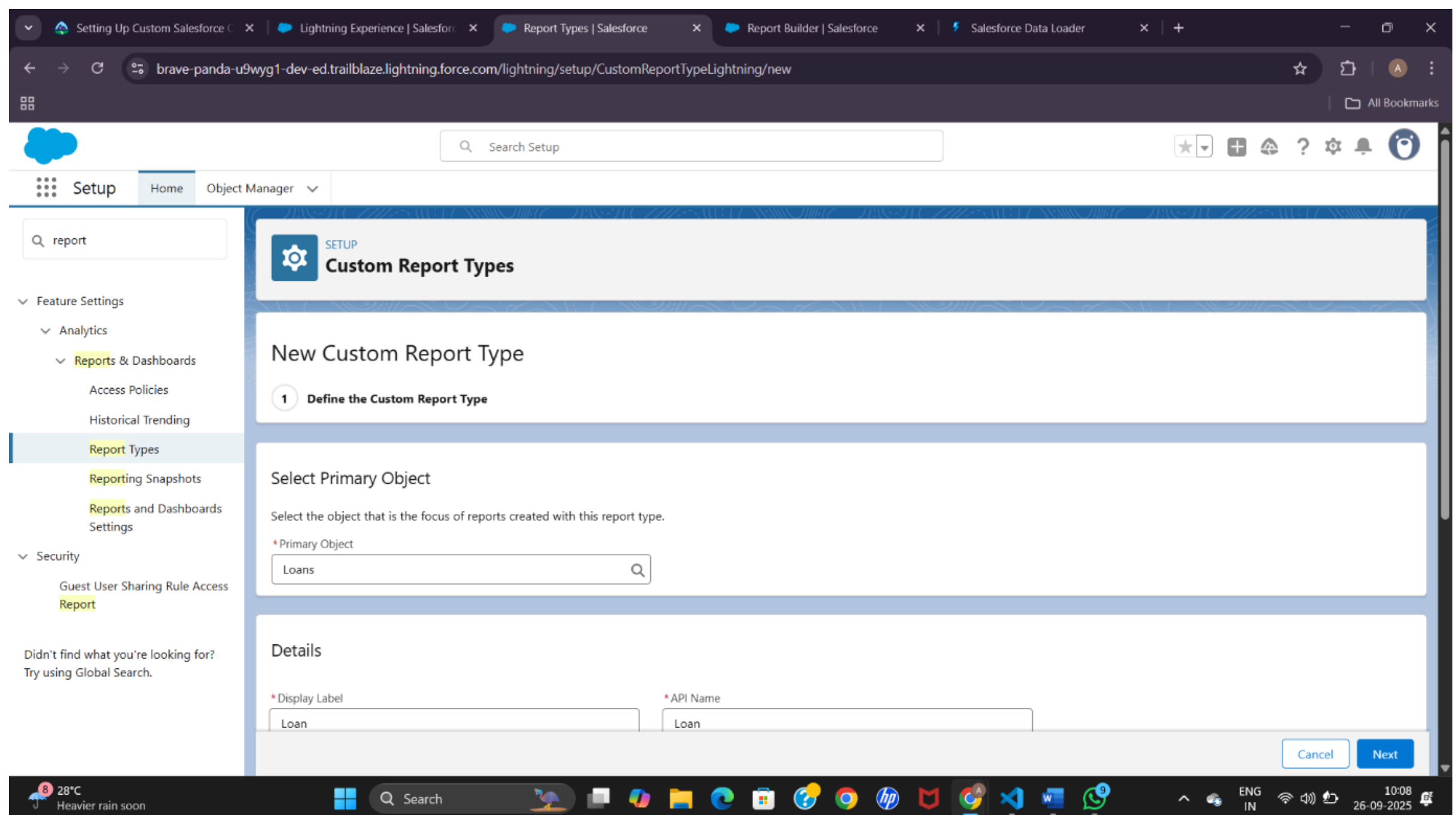
1.Reports:

1. Tabular Report – Simple list of records (like Excel rows).
 - o Example: List of all loan applications submitted this week.
2. Summary Report – Can group rows and show subtotals.
 - o Example: Loan applications grouped by Branch or Loan Officer.
3. Matrix Report – Group data by rows & columns (pivot-style).
 - o Example: Loan approvals grouped by Branch (rows) and Loan Type (columns).
4. Joined Report – Combine multiple report blocks.
 - o Example: Compare Customer Demographics vs Loan Repayment History.



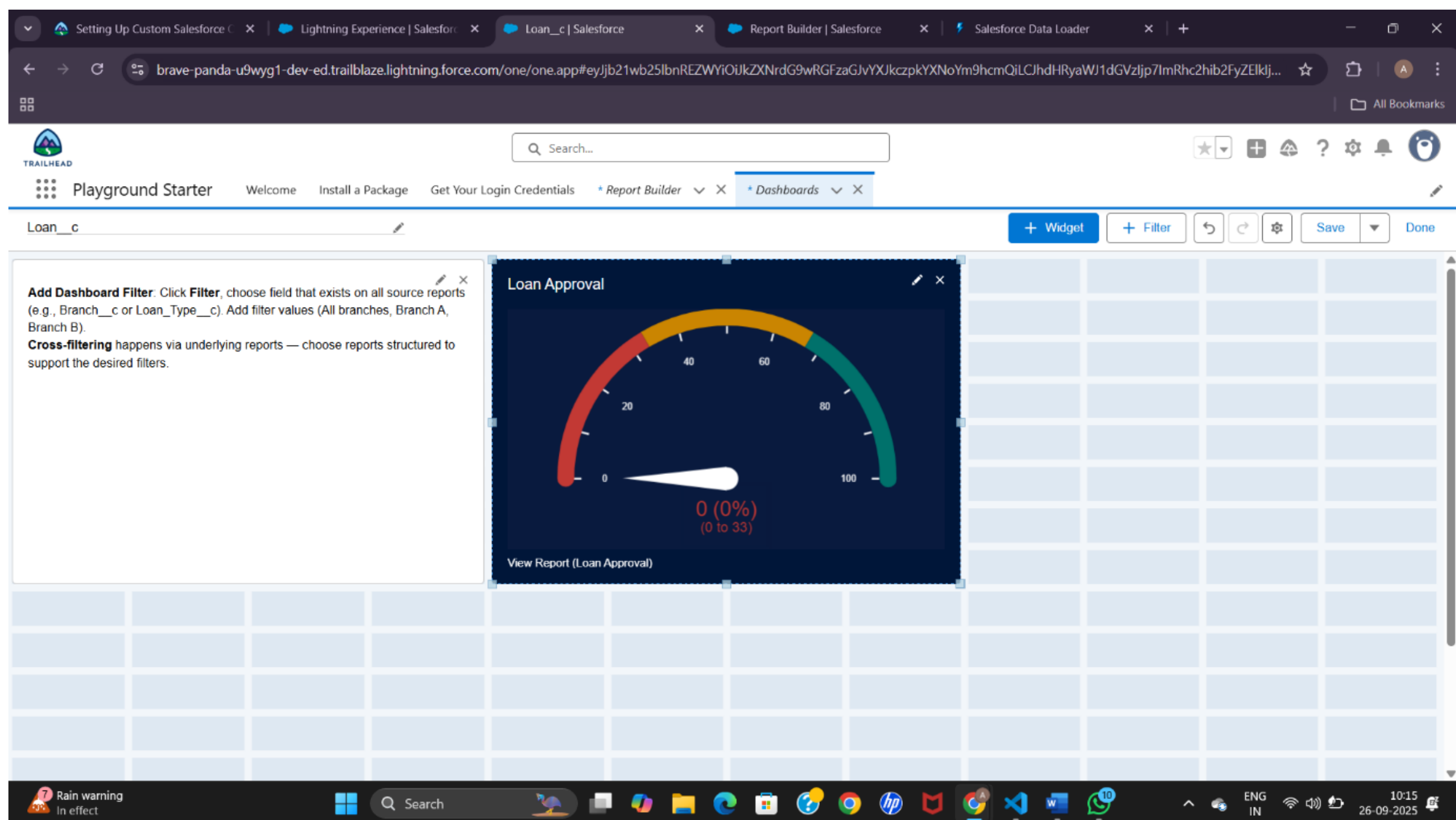
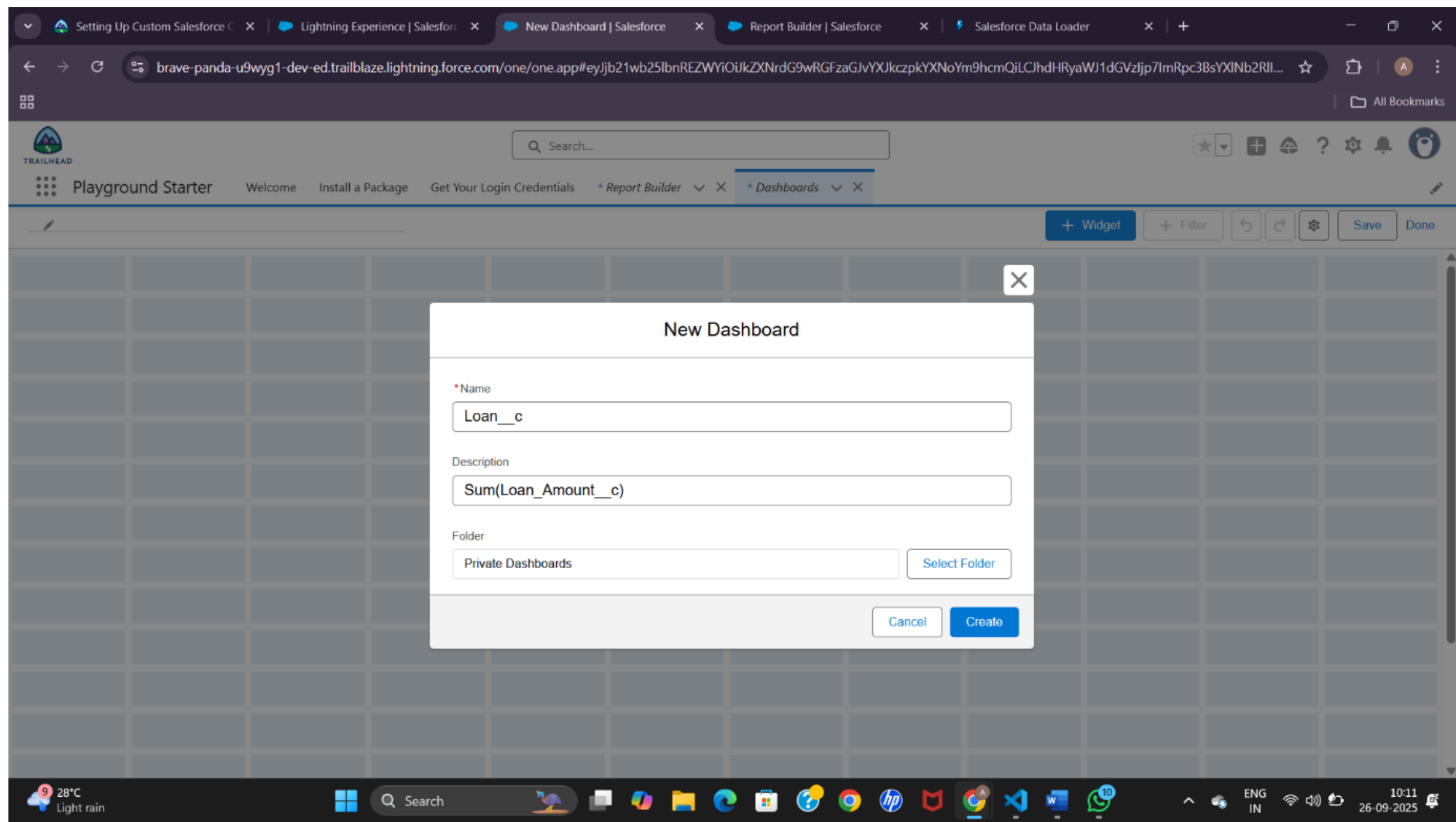
2.Report Types:

- Think of it as the data model behind the report.
- Example: If you want a Loan Report, you need a report type that includes Loan__c object and related Customer__c object.



3.Dashboards:

- . Personal Dashboards – Visible only to you.
- . Public Dashboards – Shared across org, based on folder sharing.
- . Dynamic Dashboards – Show data as the logged-in user (great for role-based visibility).



4.Field Level Security:

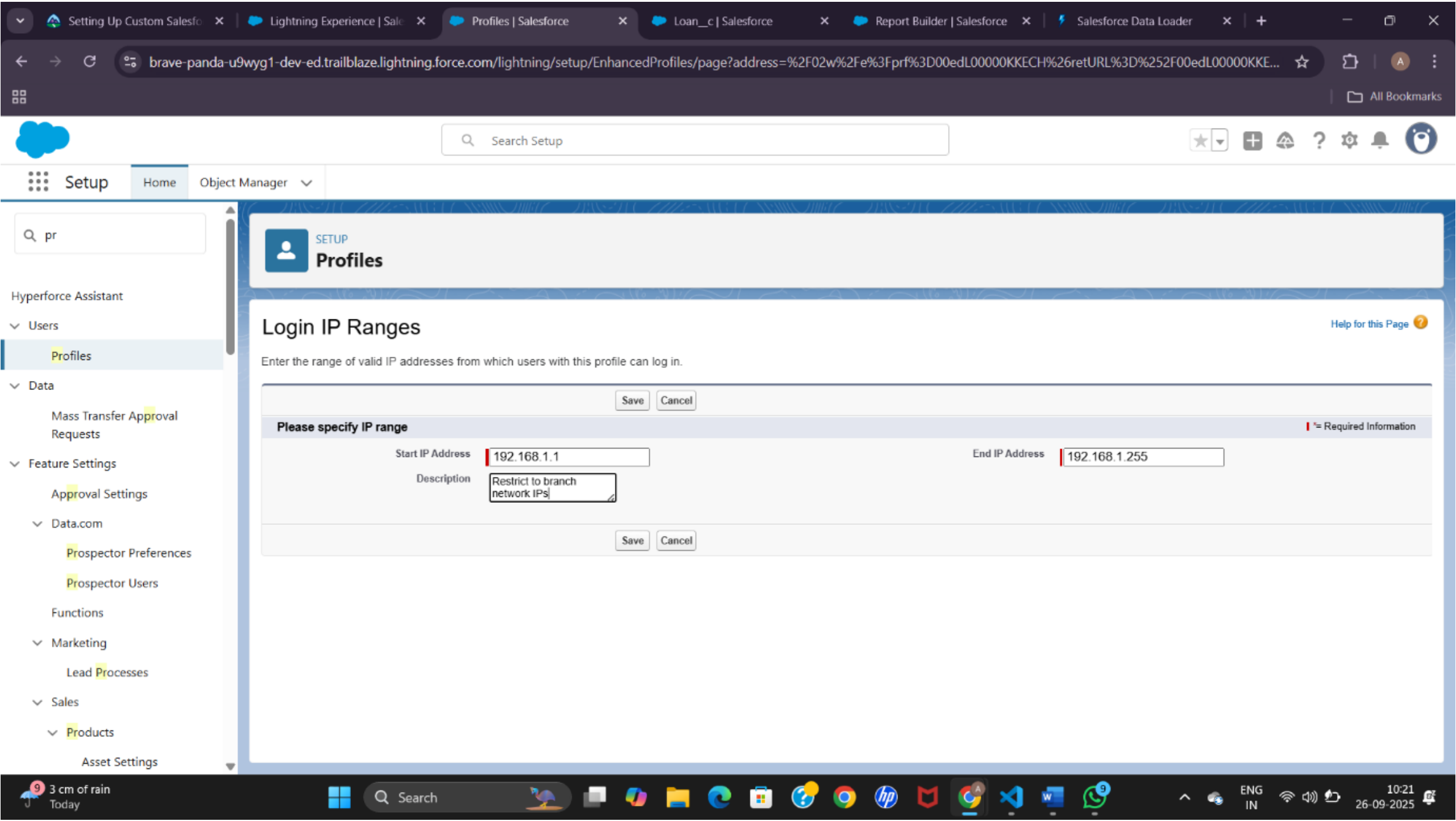
It applies across:

- Reports

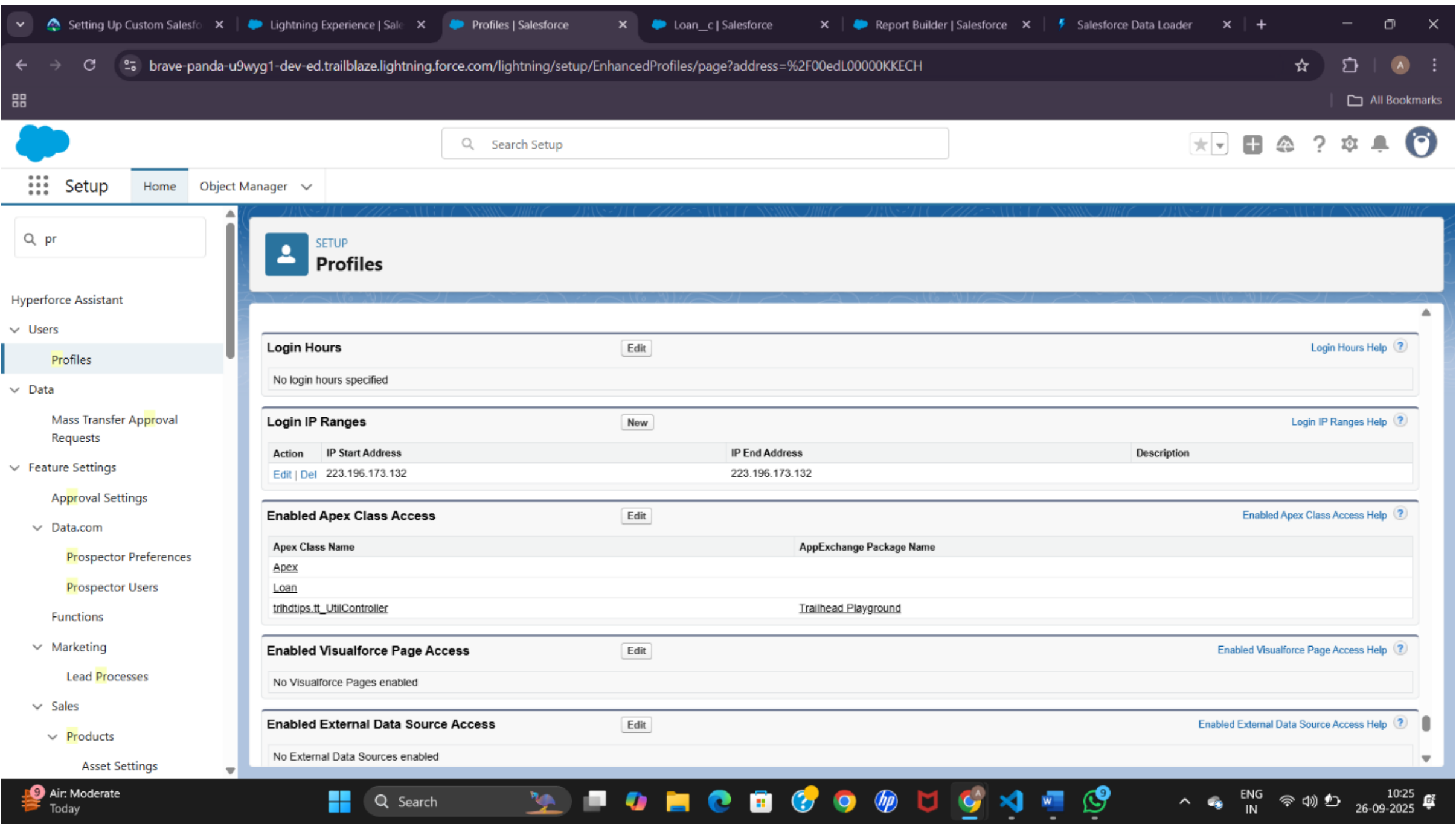
- Page Layouts

5.Login Ip Ranges:

- . Login IP Ranges restrict where users can log in from.
- . Defined at Profile level → applies only to users with that profile.
- . If user tries logging in from outside the allowed range:



In some cases above ranges are not suitable in that time ranges should be Start: 203.12.45.1 ,End: 203.12.45.200.



6.Audit Trail:

- . Audit Trail helps track administrative changes made in your Salesforce org.
- . Shows who changed what, and when.
- . Keeps a record of the last 20 setup changes (in Setup UI), but you can download history for the last 6 months (180 days).

Financial data is highly regulated (RBI, PCI-DSS, etc.).

Banks must ensure:

- Who changed a **Loan Approval Workflow**.
- Who added/removed **Field-Level Security** for PAN/Credit Score.
- Who changed **Login IP Ranges**.