

# Project Title

## Customer Ordering & Stock Management System

**Target Users:** Customers, dealers, operations managers, sales teams, and admins involved in vehicle ordering and stock management.

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### Use Cases

#### 1. Dealer Location Recommendation

- Automatically detect customer address.
- Suggest nearest available dealer.
- Reduce effort and time for customers.

#### 2. Stock Availability Management

- Prevent order creation for out-of-stock vehicles.
- Ensure customers only see and order what's available.
- Improve accuracy in order fulfillment.

#### 3. Bulk Order Status Automation

- Scheduled job checks stock for each bulk order.
- Status auto-updated to *Pending* if stock unavailable.
- Status auto-updated to *Confirmed* if stock is in inventory.
- Provides transparent communication to customers.

#### 4. Customer Experience Enhancement

- Faster, error-free ordering.
- Real-time updates on order fulfillment.
- Reduced chances of customer dissatisfaction.

## 5. Operational Efficiency

- Reduced manual verification of stock.
- Staff freed from repetitive tasks.
- Focus on strategic customer service and growth.

## Phase 1: Problem Understanding & Industry Analysis

### Requirement Gathering

The first step involves identifying the core needs of the business process. For WhatsNext Vision Motors, this includes collecting requirements for:

- **Dealer location mapping** to suggest the nearest dealer to customers automatically.
- **Stock availability checks** to prevent customers from ordering unavailable vehicles.
- **Automated bulk order updates** to ensure accuracy and reduce manual intervention.

### Stakeholder Analysis

The project considers all key participants who influence or are impacted by the system:

- **Customers:** Expect a smooth, error-free ordering process.
- **Dealers:** Need visibility into stock and customer demand.
- **Operations Managers:** Oversee order processing and efficiency.
- **Sales Teams:** Use CRM data to manage leads and orders.

- **Admins:** Maintain system configurations and workflows.

## **Business Process Mapping**

The customer ordering process is mapped from start to finish to highlight gaps and opportunities:

- **Order Placement → Stock Verification → Dealer Assignment → Status Update.**  
This ensures clarity in process flow, reduces redundancy, and establishes a clear order lifecycle.

## **Industry-specific Use Case Analysis**

Within the automotive retail sector, the focus is on:

- **Order accuracy** to prevent errors.
- **Customer experience** to build loyalty.
- **Transparency** in stock and order status to strengthen trust.

## **AppExchange Exploration**

Exploring Salesforce AppExchange solutions helps reduce development time:

- **Stock management apps** for inventory control.
- **Dealer locator tools** to map nearest dealers.
- **Order automation accelerators** to streamline updates.