**Salesforce CRM Customization & Workflow Automation**

Customized to fit UN agency donor management and M&E processes:

* **Custom Salesforce Objects**: For grants, partner MOUs, donor pledges, milestone reports, etc.
* **Approval Process Automation**: Includes escalation triggers if disbursement deadlines are missed.
* **OmniStudio (formerly Vlocity) Modules**: For complex case management and dynamic decision trees.
* **Real-time Email/WhatsApp Alerts**: For grant milestone alerts, proposal submission feedback, and reporting deadlines.
* **Salesforce–SAP Workflow Sync**: Donor obligations tracked in CRM trigger SAP fund reservation workflows.