# Task 2: Handling Edge Cases

## Edge Case 1: Handle Incomplete Data

To handle incomplete data, the following updates were made to the Zap workflow:  
- Added a 'Filter by Zapier' step to check for missing required fields such as Company Size, Budget, Industry, and Urgency.  
- Leads with missing information are routed to a dedicated Google Sheets spreadsheet for manual review.  
- An automatic email is sent to the lead using Gmail, requesting the missing details.

## Edge Case 2: Ensure High-Value Leads Are Properly Managed

To ensure high-value leads are managed effectively, the following steps were added:  
- Defined high-value leads as those with a score above 90 points.  
- Added a 'Paths by Zapier' step to handle high-value leads differently:  
 - High-value leads are added to a 'High-Value Leads' spreadsheet.  
 - The sales team is notified via Slack or Gmail for immediate follow-up.  
 - A follow-up reminder is scheduled using Google Calendar.

## Edge Case 3: Accommodate Different Time Zones

To accommodate different time zones, the following updates were implemented:  
- Added a 'Time Zone' field to the Google Form.  
- Used 'Formatter by Zapier' to convert submission times to the lead's local time zone.  
- Scheduled email communications and tasks during the lead's business hours using 'Delay by Zapier'.  
- Team members are notified about the lead's time zone to ensure timely follow-ups.

## Updated Zap Workflow Explanation

The updated Zap workflow includes:  
1. A trigger when a new form submission is received.  
2. A filter step to detect incomplete data and route it for manual review.  
3. Conditional paths to prioritize high-value leads and notify the sales team.  
4. Formatter and delay steps to handle time zone adjustments and send communications at appropriate times.