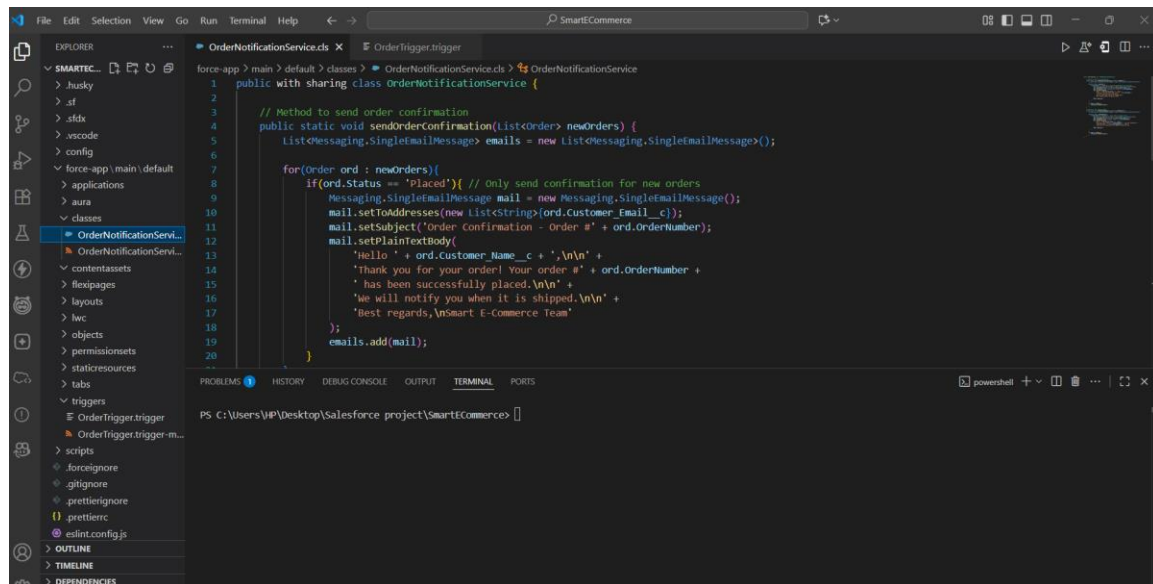# Smart E-Commerce CRM

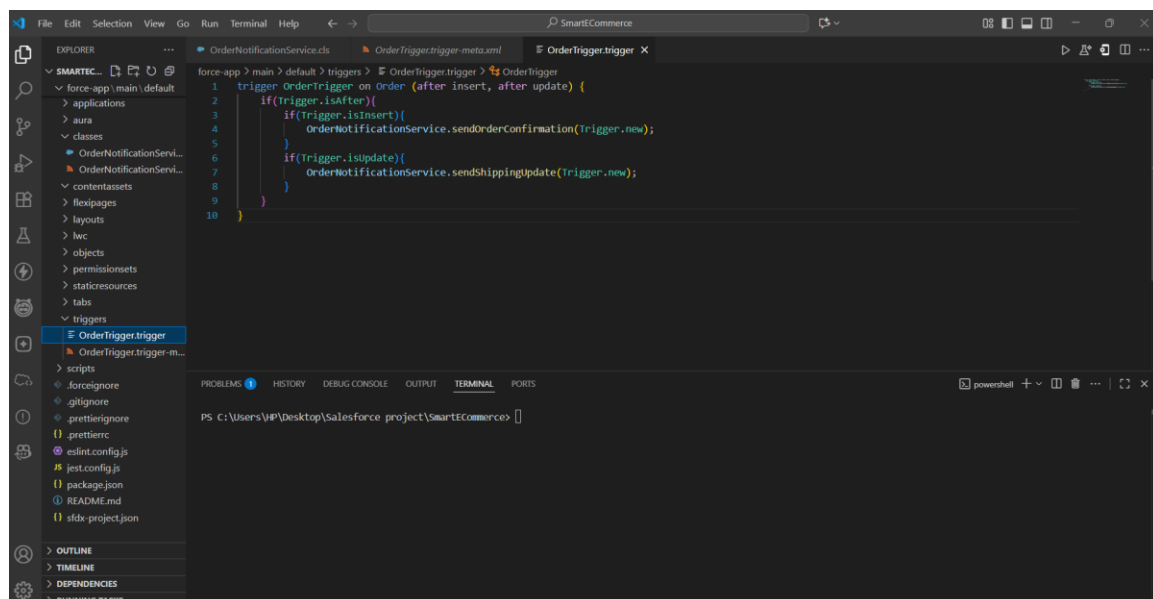## Phase 5: Apex Programming (Developer)

1. Apex Classes

OrderNotificationService class created to auto-send order confirmation and shipping update notifications.
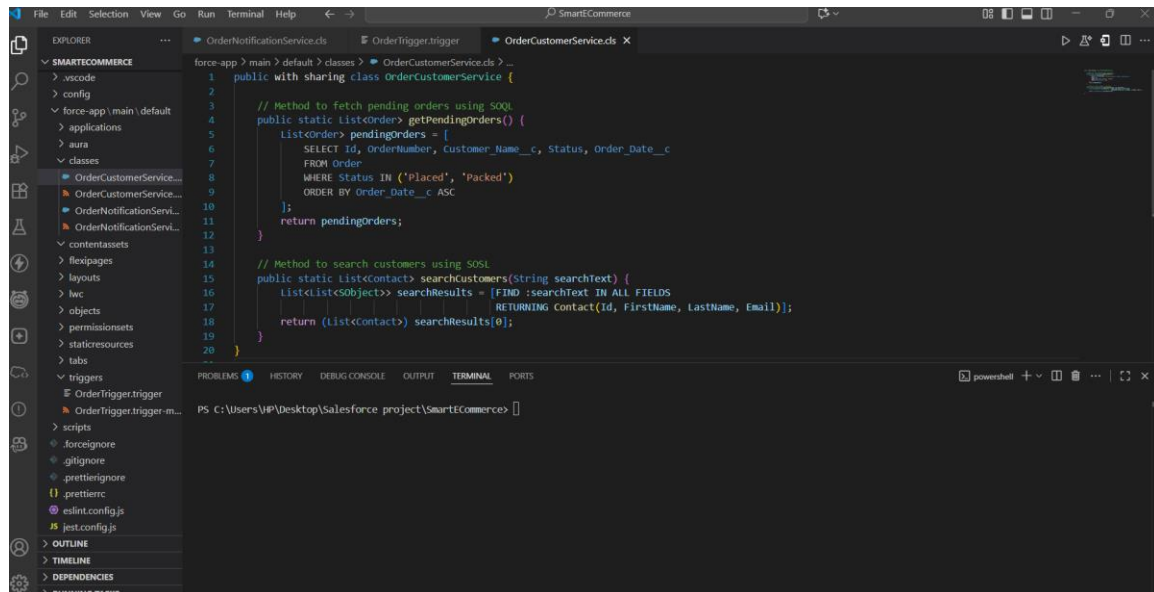

2. Apex Triggers

Trigger on Order object to update status and notify customers in real-time.
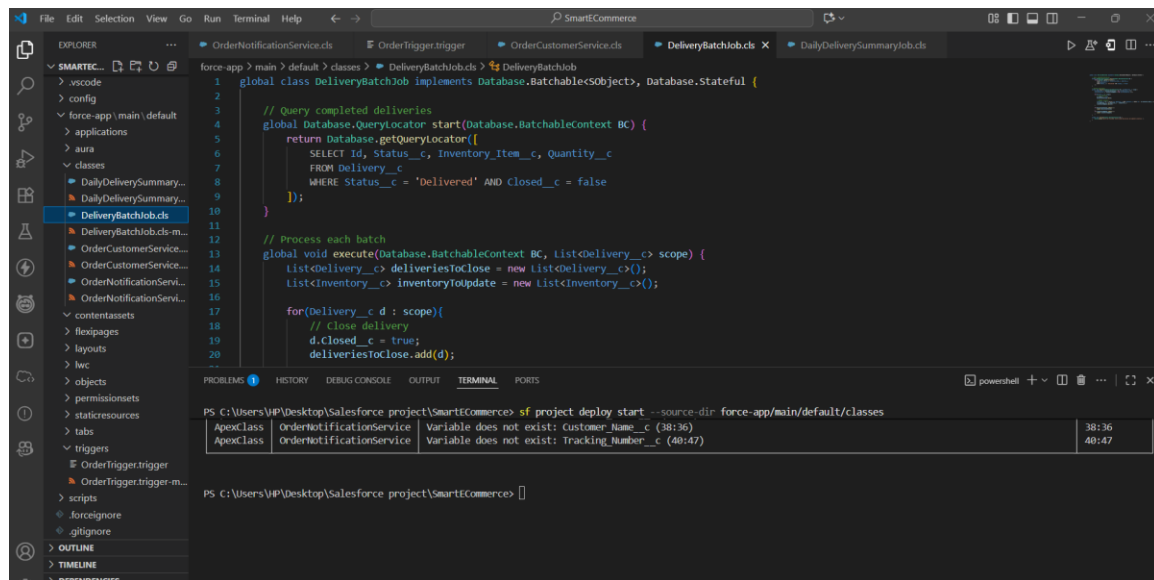
3. SOQL and SOSL Queries

SOQL used to fetch pending orders; SOSL used to search customers by name or email quickly.

4. Batch Apex

Batch job created to auto-close completed deliveries and update inventory records.

5. Scheduled Apex

Scheduled job sends daily delivery summary and pending refund reminders.
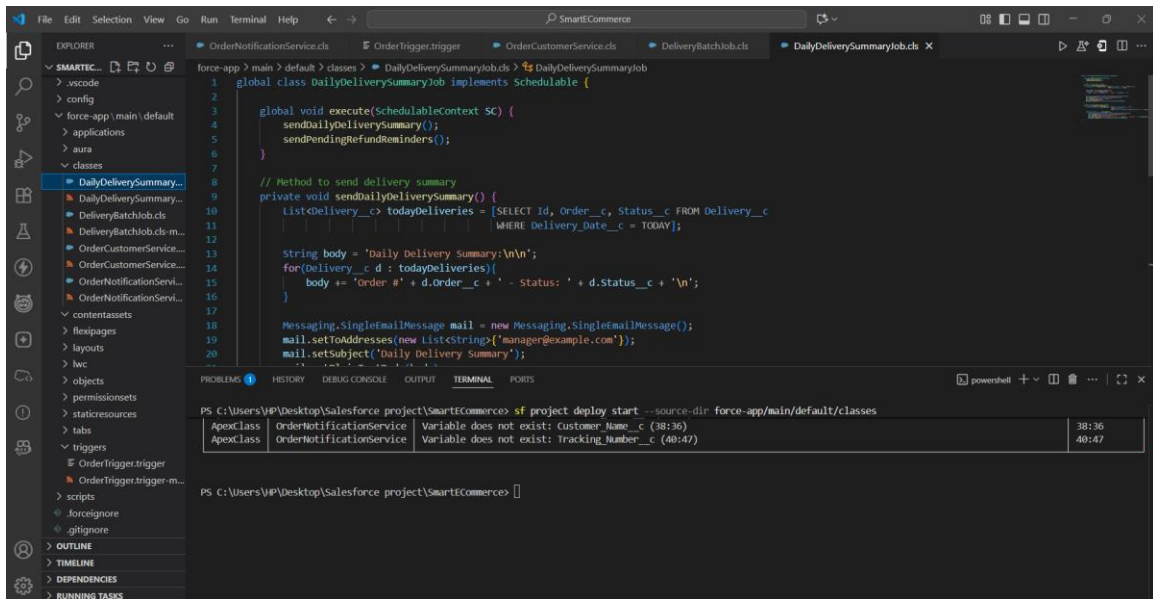
6. Summary

Phase 5 implemented Apex automation for order tracking, notifications, refunds, and delivery updates ensuring reliability and efficiency in E-Commerce operations.