Phase 10: Final Presentation

Overview

Phase 10 summarizes the Smart E-Commerce CRM project and its completed phases. This final presentation captures all the work done so far, including backend development, UI, integration, data management, security, and reporting.

Project Summary

Backend Development

- Created Apex classes for managing Orders, Returns, and Refunds.
- Implemented API integrations with payment gateways and delivery partner systems.

User Interface (UI) Development

- Developed Lightning Web Components for Order Tracking, Customer Support, and Returns modules.
- Designed responsive layouts and custom styling for customer and agent portals.

Integration & External Access

- Integrated with payment gateways, delivery APIs, and marketing automation tools.
- Configured Remote Site Settings for secure API access.

Data Management & Deployment

- Managed customer and order data using Salesforce objects.
- Used Data Loader for bulk order, return, and refund records.
- Deployed LWCs, Apex classes, and metadata to production using VS Code.

Reports & Dashboards

- Created custom reports and dashboards for Orders, Returns, and Sales Performance.
- Enabled insights into customer lifetime value (CLV), delivery efficiency, and support SLAs.

Security Review

- Reviewed profiles, permission sets, and field-level security.
- Ensured role-based access for Managers, Sales Teams, Support Agents, Delivery Staff, and Customers.

Project Completion

1. Finalized all components and ensured full functionality.
2. Prepared the CRM system for stakeholder review and demonstration.
3. Ensured readiness for go-live with all required features.

Conclusion

The Smart E-Commerce CRM project is now fully developed and functional. It provides a complete solution for order management, customer engagement, and personalized marketing, with secure data handling, interactive dashboards, and integrations with external systems. The project is ready for demonstration and further enhancements if needed.