A CRM Application to Handle the Clients and their property Related Requirements

Project Description:

Dreams World Properties integrates Salesforce to streamline customer interactions. Website engagement triggers automated record creation in Salesforce, capturing customer details and preferences. Salesforce categorizes users as approved or non-approved, offering tailored property selections to approved users. This enhances user experience and efficiency, providing personalized recommendations and broader listings. Seamless integration optimizesoperations, improving customer engagement and facilitating growth in the real estate market.

1. Client Management

- a. Add, update, and delete client details.
- b. Trackclient preferences, budget, and location interests.
- c. Maintain contact details and communication history.

2. Property Management

- a. Manage property listings with details like type, price, location, and features.
- b. Trackproperties available for sale, rent, or lease.
- c. Upload photos and documents for properties.

3. Requirement Matching

- a. Match client requirements with available properties using filters.
- b. Notify clients about new properties that fit their criteria.

4. Lead Tracking

- a. Manage inquiries and follow upwith potential clients.
- b. Schedulemeetings and site visits.
- c. Assign leads to specific team members.

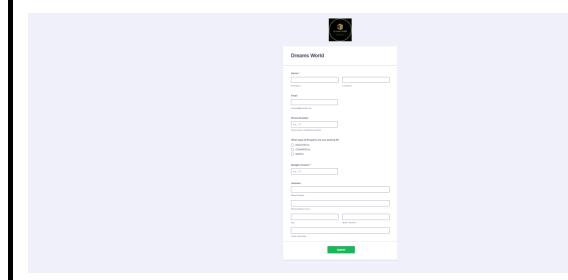
Milestone 1: Create a Jotform and integrate it with theorg to create a record of customers automatically.

Client wants a form for the customers to get the details directly into the salesforce so that the admins can create a user in the org. Client wants a form for the customers to get the details directly into the salesforce so that the admins can create a user in the org.

Activity1

Open your browser and search for jotform and log in.

- 1. After login click on create form and click on start from scratch
- 2. Now create a form to get the customer details like Name, Phone, Email, Address and type of property the customer is interested in.
- 3. Once the form is created, publish it by clicking on publish.
- **4.** form link:- https://form.jotform.com/243223262922046



Create Objects from Spreadsheet

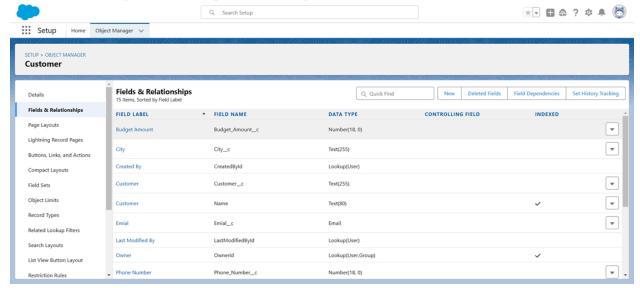
Directly Creating Objects from Spreadsheet in Salesforce

Creating Customer Object:

- 1. Go to your object manager and and click oncreate object from spreadsheet.
- 2. Click on the link to get the spreadsheet
- 3. <u>customer</u>

Customer	Phone Number	Emial	State	Property Type	Budget Amount	Street Address	Street Address	City	postal code	Verified
Rakesh	788797	rakesh@gmail.	Telangana	Residential	4000000	gb road	street no 45	Hyderabad	555001	checked
prakash	55448855	p@gmail.com	Maharashtra	Commercial	8000000	gachibowli	indira road	mumbai	6600014	unchecked
Prajwal	454545	prajwal@gmail.	Maharashtra	Rental	25000	kamdli	kathora	Amravati	444805	checked

After downloading, upload the file, map the fields and upload to create an object.

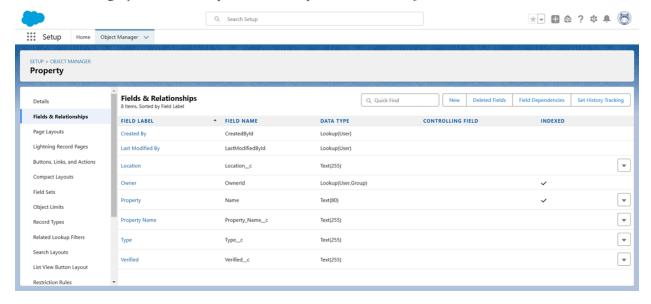


Creating Property Object:

- 1. Follow the same from the customer object tocreate the Property Object
- 2. Property



After downloading, upload the file, map the fields and upload to create an object. the filedsas follows



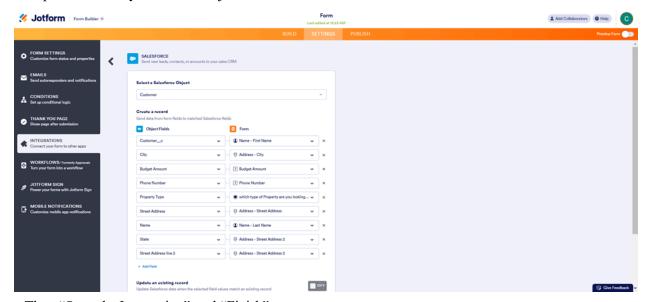
Integrate Jotformwith Salesforce Platform

In this Milestone we are going to integratejotform with Salesforce

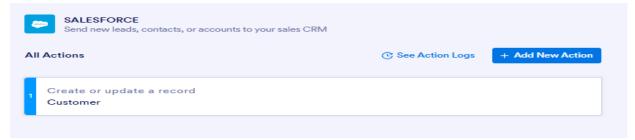
Activity

- 1. On the Jotform Platform, Click on Integration and choose Salesforce
- 2. Click on User Integration and choose "Add to From"
- 3. Select the Org with which you want to Integrate your jotform with and select your account
- 4. Select an Action -Create a record.
- 5. Select a Salesforce Object : Customer

Map Each and every field on the Object with the fields on the form and "Save Action".



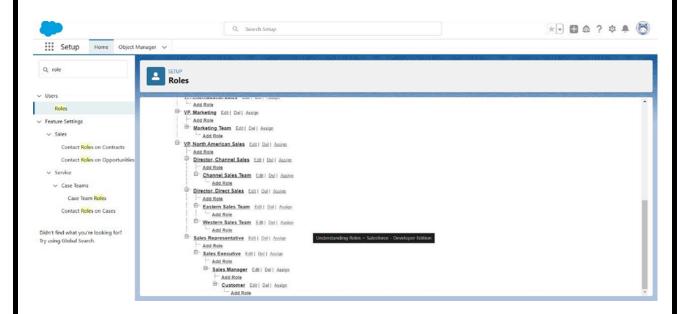
Then "Save the Integration" and "Finish".



Create Roles

here we need to Create Roles as per business requirenment

Activity:- 1



- 1. if wedon't find sales representative we need to create itaccording to theneed
- 2. It willuse the "System Administrator Profile".
- 3. Label -Sales Executive
- 4. Reports to- Sales Representative

Similarly Create a Role Name "Sales Manager" below Sales Executive which reports to Sales Executive, Also Add a Role below Sales Manager labeled as "Customer" which reports to Sales Manager.

Create a Property Details App

An App where the objectswill be displayed

Activity1

- 1. From Setup>» Go to AppManager and click on New Lightning App and Nameit as "Property Details" and add "Customer" and "Property" Object.
- 2. Click Next >» Next >» Save and Add "System Admin "Profile.

App Details & Branding

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.

New Lightning App

App Details & Branding

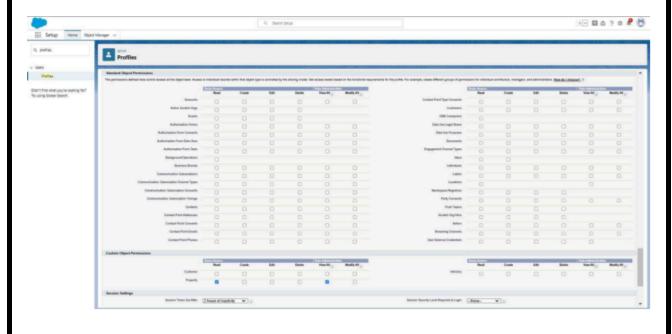
App Details	App Branding	
*App Name •	Image 1	Primary Color Hex Value
Search Your Property		● #AAE420
*Developer Name 1	₫ Upload	
Search_Your_Property		
Description		
Enter a description	Org Theme Options	
	Use the app's in custom theme	nage and color instead of the org's
	App Launcher Pr	review

Create Profiles

Create profiles as per business requirement

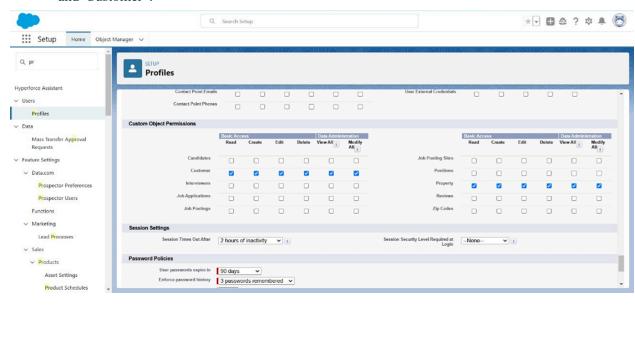
Creating Customer Profiles

- 1. From Setup? Go to Profiles and Clone (standard platform)Salesforce Platform User and Name it "Customer"..
- 2. Uncheck allthe Custom Objects and Check onlyProperty Details From Custom App Settings.
- 3. so RemovealltheStandard Object Permissions
- 4. Uncheck all the Custom Object Permissions and check read and view all in "Property"
- 5. make sure every submission object permissions are unselected and then save



Creating ManagerProfiles:-

- From Setup » Go to Profiles andClone Salesforce Platform User and Name it "Manager".
- Uncheck allthe Custom Objects and Check onlyProperty Details From Custom App Settings.
- 3. Also Remove all the Standard Object Permissions.
- **4.** Uncheck allthe Custom ObjectPermissions and check only"modify all" from "Property" and "Customer".

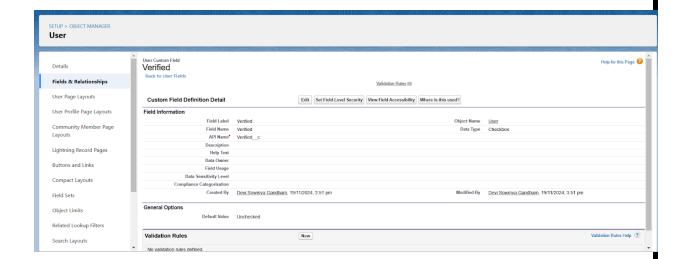


Create a CheckBox field on user

Create Field on the User as per the businessrequirement.

Activity:- 1

- 1. Setup >> Object Manager >> Search for User >> Fields and Relationships
- 2. select the Data type "Check Box"
- 3. Create new Field Named as "Verified"



Create Users

Create three differentusers with three different Roles and profiles as we have mentioned above. here we are going to create 4 users

User: 1

- 1. Goto Setup --> Administration --> Users --> New User
- 2. Last Name Executive
- 3. Role Sales Executive
- 4. License Salesforce
- 5. Profile System Administrator
- 6. Save

User: 2

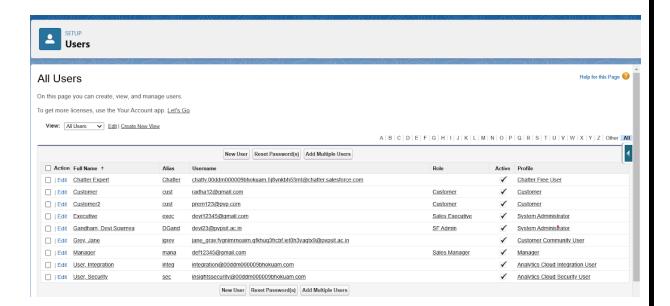
- 1. Goto Setup > Administration >> Users >> New User
- 2. Last Name >> Manager
- 3. Role >> Sales Manager
- 4. License >> Salesforce Platform
- 5. Profile >> Manager
- 6. Save

User: 3

- 1. Go to Setup»>Administration »> Users »> New User
- 2. Last Name » Customer
- 3. Role >> Customer
- 4. License»>Salesforce Platform
- 5. Profile»>Customer
- 6. Make Sure the verifiedcheckboxis"Unchecked"
- 7. Save

User: 4

- 1. Goto Setup »> Administration >> Users >> New User
- 2. Last Name >> Customer2
- 3. Role >» Customer
- 4. License >> Salesforce Platform
- 5. Profile »> Customer
- 6. Make Sure the verified check box is "checked"
- 7. Save



Create an ApprovalProcess for PropertyObject

An Approval processto approve or reject the records as according

Activity1

- 1. From Setup >> Process Automation > Approval Process
- 2. before proceeding we need to select property in the manage approval process
- 3. Process Name Property Approval
- 4. select 2 criteria -
- 5. Location- i not equal to-blank,
- 6. Verified- Equals- false
- 7. Click next and "Next Automated Approver Determined By" Select Manager
- 8. FromRecord Editability Properties >>Click on AdministratorsoRthe currently assigned approver can edit records during the approval process.
- 9. From Step 5. Select Fields to Display on Approval Page Layout select Property, Owner, Location, Type.
- 1. Click Next and Select the initial Submiters »
- 2. Owner >> Property Owner
- 3. Roles>> Sales Manager
- 4. Save.

after saving we are directed to approval steps and we need to do as follows Add an approval step name "Executive Approval"

click next and select the Approver as "Sales Executive "and "Save" Add One field Update as "Verified Property"

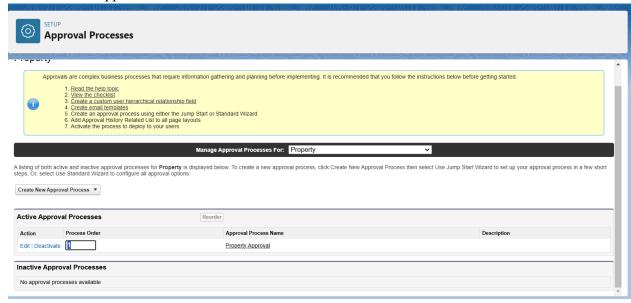
- 1. Select Object »Property
- 2. Field to Update >> Verified
- 3. Field Data Type >» CheckBox
- 4. Select CheckBox Option as"True"
- 5. Save.

Add One fieldUpdate as "UnVerified Property"

1. Select Object » Property

- 2. Field to Update >»Verified
- 3. Field Data Type >» CheckBox
- 4. Select CheckBox Option as "False"
- 5. Save.

Activate the Approval Process.



Create a Recordtrigger ñow to submit the Approval Process Automatically

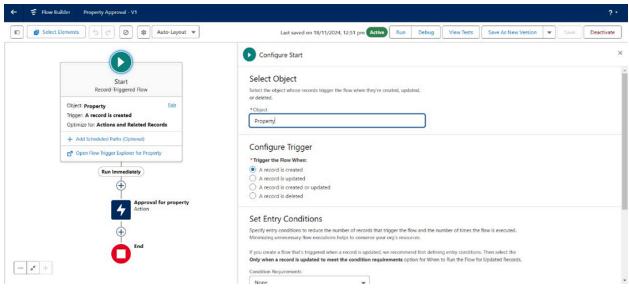
A flow that can submit the recordsdirectly for approval

Activity1

- a. FromSetup >> Search forFlows >> Click OnNew and Select "Record Trigger Flow".
- b. SelectObject >> Property
- **C.** Select"Trigger the flowwhen">> "A record is created"
- d. SetEntry Conditions>> "None"
- e. Add a"Action" >> "Submit for Approval"
- f. Give Label >> Approval forproperty
- g. Record Id>> (!SRecord.Id)
- h. Done

Save the Flow and Give label as "Property Approval" and "Activate"

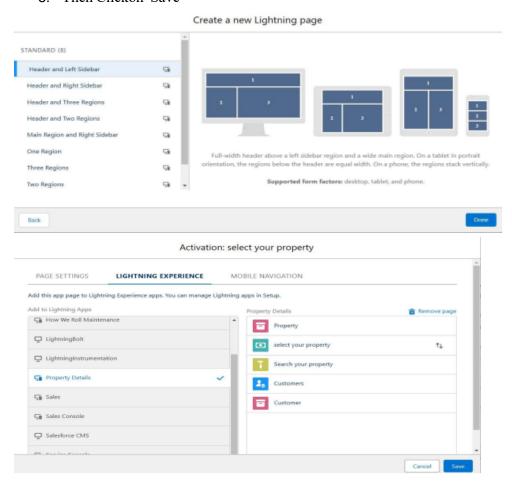
Create an App Page



Create an App Page on the Property details Object named as "Search Your Property"

Activity1

- 1. From Setup »Go to Lightning App Builder >> Click on New >> Select App Page and
- 2. Click on Next.
- 3. Give Labelas "Search your Property" click "Next".
- 4. Click "header and Left Sidebar" and Click on "Done"
- 5. Click on "Save "and then click on "Activate".
- 6. From Page Settingselectpageactivationas "Activate for all Users".
- 7. From Lightning ExperienceClick on "Property Details" and click on Add Page".
- 8. Then Clickon"Save"



Create a LWC Component

a. Create an LWCComponent for the customers so that only verified customers canaccess the verified properties and non Verified customers can access non verified properties, and deploy it on "Search your Property Page"

Activity1

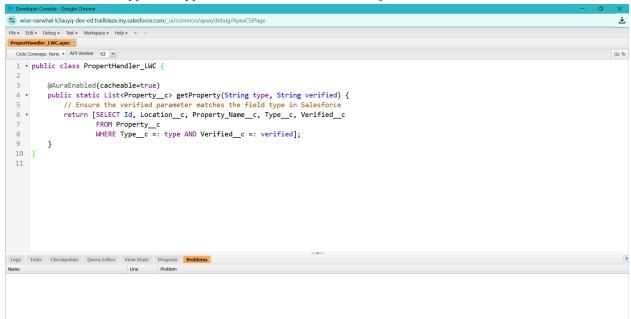
1. Create an ApexClass and makeit aura enabled and name it "PropertHandIer LWC"

Code: -

```
public class PropertHandler_LWC (
     @AuraEnabled(cacheable=true)

public static List<Propertyc> getProperty(String type, Boolean verified) ( String
     verifiedstr = verified ? 'true' : 'false' // Convert boolean to string return [SELECT Id,
     Location c, Property_Namec, Type c, Verified c
     FROM Property c
```

WHERE Type c = :type AND Verified <math>c = :verifiedStr];



- 1. Create a Lightning Web Component in your VsCode, and (ctrl+shift +P) and click on authorize an org.
- 2. Enter your login id and password to authorize your org.

- 3. Now (ctrl+shift +P) and Create a lightning Web Component and Name it Anything you want to. (Example -
- 4. In yourHtml File Write this code: -

Code:-

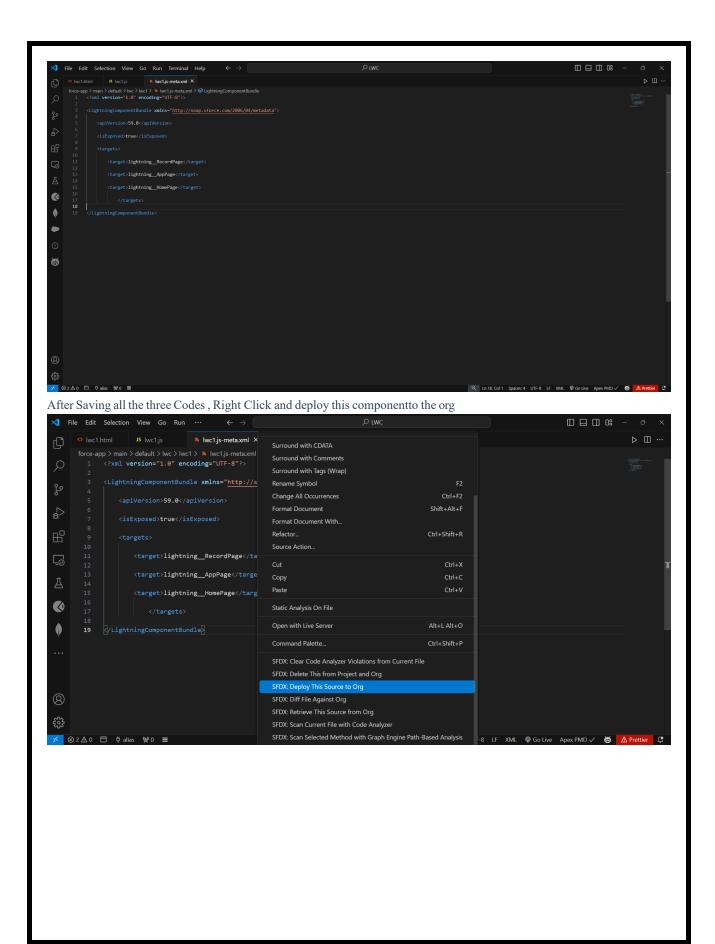
```
<tempIate>
< Iightning-card>
  <div class="sIds-box">
   <div class="sIds-text-align left">
    <h1 style="font-size: 20px;"><b>Properties</b></h1>
   </div>
   < div >
    <div class="sIds-grid sIds-gutters">
     <div class="sIds-col sIds-size 5-of-6">
                     lightning-combobox name="Type" IabeI="Property Type" value=(typevar)
placeholder="Select Property type"
        options=(propetyoptions) onchange=(changehandIer}></lightning-combobox>
     </div>
     <div class="sIds-col sIds-size 1-of-6">
      <br/>br>
               Iightning-button-icon variant="neutral" icon-name="standard:search" alternative-text="Search"
      IabeI="Search" onclick=(handleClick)></lightning-button-icon>
     </div>
    </div>
   </div>
  </div>
  <template if:true=(istrue)>
   <div class="sIds-box">
          lightning-datatable key-field="id" data=(propertylist) columns=(columns)>
datatable>
   </div>
```

```
</templates
   <template if:false=(isfalse}>
    <div class="sIds-box">
    <div style="font-size: 15px;"><b>No properties Are Found !!</b></div>
    </div>
   </template>
 lightning-card>
</templates>
    - mer, per journal > default > loc > loc > loc | the classics | $\infty$ template > $\infty$ lightning-card > $\infty$ divisids-loc > $\infty$ divisids-grid.difs-grid.
•
   1. In YourJs File Write this code: -
Code:-
import (LightningElement, api, track, wire) from 'Iwc';
import getProperty from "@salesforce/apex/PropertHandIer_LWC.getProperty"
import ( getRecord } from 'lightning/uiRecordApi'; import USER
ID from '@salesforce/user/Id';
export default class C 01_Property_M anagementextends LightningElement (@api recordld
   userld = USER ID;
   verifiedvar typevar
   isfalse = true; istrue =
   false;
   @track propertylist = [];
   columns = [
```

```
(label: 'Property Name', fieldName: 'Property Name c'), (label:
  'Property Type', fieldName: 'Type c'),
  (label: 'Property Location', fieldName: 'Locationc'), (label:
  "Property link", fieldName: "Property link c"}
propetyoptions=[
  ( label: "Commercial", value: "Commercial" }, ( label:
  "Residential", value: "Residential"),
  ( label: "rental", value: "rental" }
@wire(getRecord, (recordId: "$userId", fields: ['User.Verified c'])) recordFunction((data,
error })(
  if (data) (console.log(data)
    console.log("This is the User Id ---> "+this.userId);
    this.verifiedvar = data.fields.Verified c.value;
  } else (
    console.error(error)
    console.log('this is error')
changehandIer(event) (
  console.log(event.target.value); this.typevar =
  event.target.value;
handleClick() {
  getProperty(( type: this.typevar, verified: this.verifiedvar ))
    .then((result) => ( this.isfaIse =
       true; console.log(result)
       console.log('This is the User id ---> ' + this.userId);
       console.log('This is the verified values ---> ' + this.verifiedvar); if (result !=
       null && result.length != 0) (
          this.istrue = true; this.propertyIist =
          result; console.log(this.verifiedvar);
          console.log(this.typevar)
       ) else (
          this.isfaIse = false;
          this.istrue = false;
     .catch((error) => (
       console.log(error)
```

1. In Yourmetafile give your targets to deploy the component.

Code

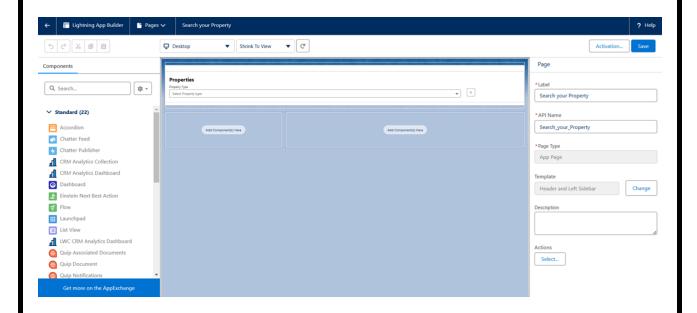


Drag this Component to your App Page

Adding the Componentto your Page

Activity1

- 1. From Setup >> Go to App Launcher >> Searchfor Property Details
- 2. On this Page click ongear icon and click on Edit Page
- 3. after clicking on edit pageit will be directed to apppages then
- 3. Drag the Component(properties) to your App Page and Save the Page.



Give Access of Apex Classesto Profiles

The Apex Class has a Security, Enable the security for the profiles that needs to access this class.

1. Activity1

From Setup>> Search For Apex Classes>> Click on "Security" behind "PropertyHandlerLWC".

2. From Profiles Add "Manager" and "Customer" and "Save".

