

## 1 INTRODUCTION

### 1.1 Overview

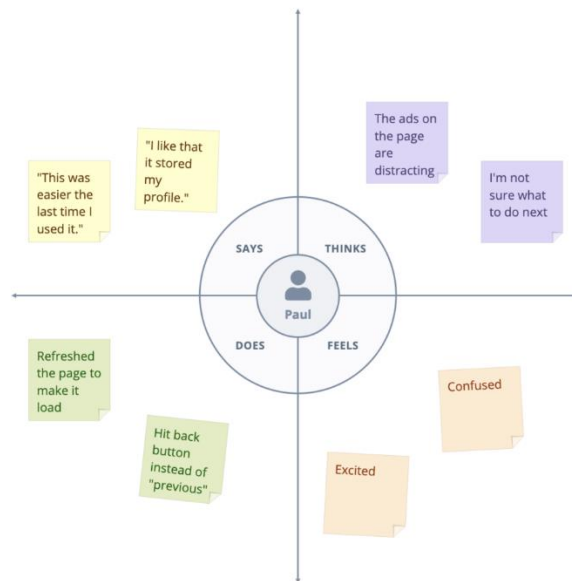
Retail management software is technology that helps business owners drive more sales with applications that include point of sale features, inventory management, and retail customer relationship management.

### 1.2 Purpose

1. Real Time Salesforce Project
2. Object & Relationship in Salesforce
3. Create Salesforce Org

## 2 Problem Definition & Design Thinking

### 2.1 EmpathyMap



### 2.2 Ideation & Brainstorming Map:



## RESULT

### 2.3 Data Model:

Object	Fields in the object	
Display/Tracking	Field Label	Data type
	display/Tracking's	text
Parent	Field Label	Data Type
	parents	text
Student	Field Label	Data Type
	Students	text
Warehouse	Field Label	Data Type
	warehouses	text

### 2.4 Activity & Screenshot

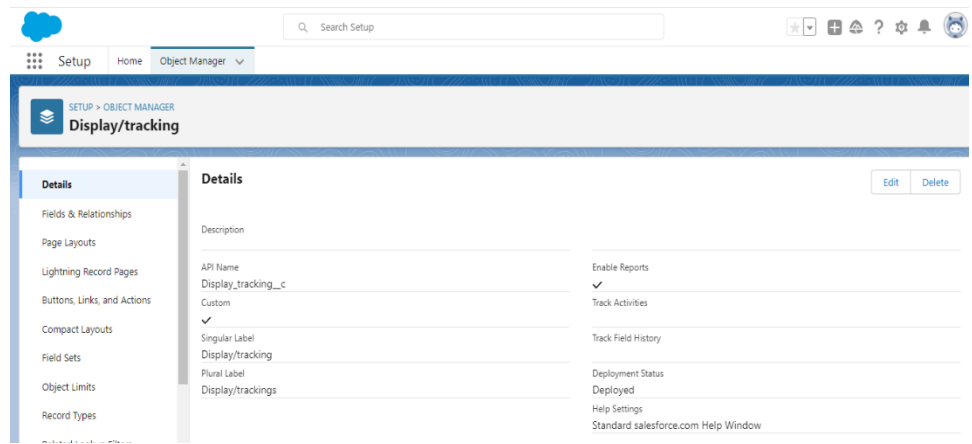
Retail Management Application Using Salesforce

- Salesforce
- Objects
- Relationship B/W Objects
- Application
- Layouts
- User
- Validation Rules
- Reports
- Dashboards

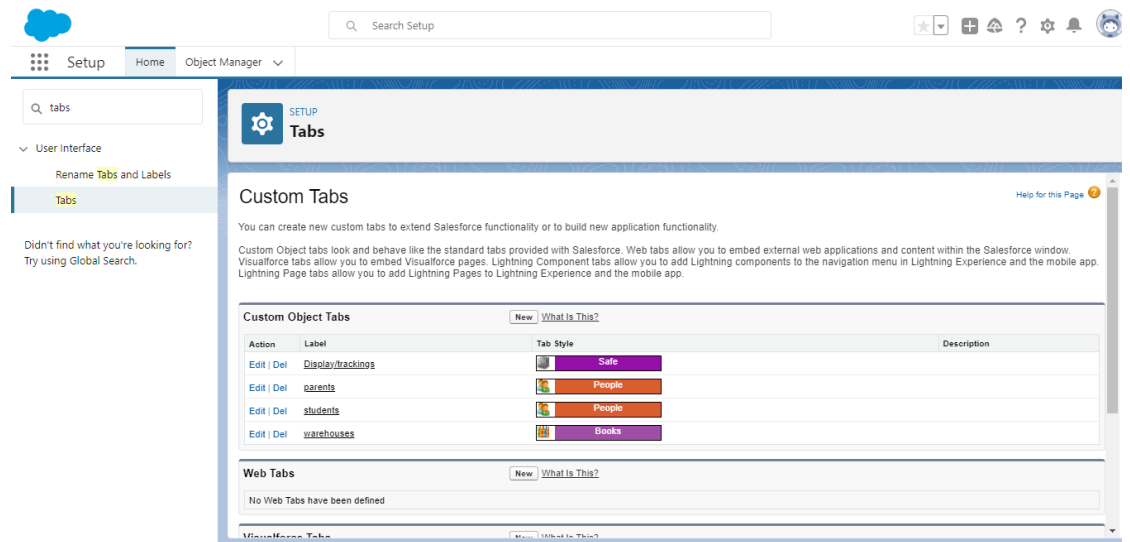
#### Retail Management Application Using Salesforce

A CRM product owner has requested to create two applications, one is a sales app for sales reps to use this application and store customers data, and the second application is a service app for service reps/agents to provide support to customers in dealing cases. To generate business on top of the customers.

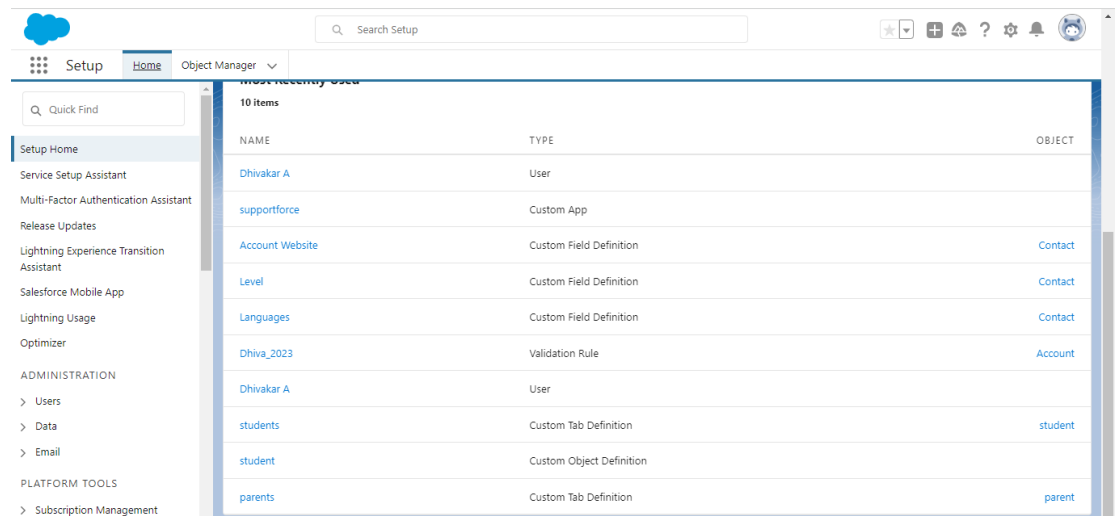
Ideation and brain storming of the Map



The label name has Display/tracking and Plural label has Display/tracking's is created as custom object.



In custom tabs Display/tracking's,parents,students,warehouses were created.



All custom objects are created.

Create Report

Category

Recently Used

**All**

Accounts & Contacts

Opportunities

Customer Support Reports

Leads

Campaigns

Activities

Contracts and Orders

Price Books, Products and Assets

Administrative Reports

File and Content Reports

Individuals

Other Reports

Hidden Report Types

Select a Report Type

Search Report Types...

Report Type Name	Category
Accounts	Standard
Contacts & Accounts	Standard
Accounts with Partners	Standard
Account with Account Teams	Standard
Accounts with Contact Roles	Standard
Accounts with Assets	Standard
Contacts with Assets	Standard
Accounts with SolarBots	Standard
Account History	Standard
Contact History	Standard
D&B Company with and without Accounts	Standard
Opportunities	Standard
Opportunities with Products	Standard
Opportunities with Contact Roles	Standard
Opportunities with Partners	Standard
Opportunities with Competitors	Standard
Opportunity History	Standard
Opportunity Field History	Standard
Opportunity Trends	Standard

Details

**Accounts**

Standard Report Type

Start Report

Details

Fields (71)

Created By You

Accounts by Market  
Last Used 1/3/2023

Rated Accounts by State  
Last Used 1/2/2023

High Value Residential  
Last Used 1/2/2023

Created By Others

No Reports Yet

Objects Used in Report Type

Role

Account

Operating Hours

Asset

Edit Component

Max Values Displayed

6

Title

Products with stock availability

Subtitle

Footer

Legend Position

Right

Preview

Products with stock availability

Sum of Stock Available

5

Product Name

- Air conditioner
- Fan
- Refrigrator
- Washing Machine

View Report (Products with stock availability)

Cancel Update

The dashboard report is create.

Creation of the all tasks from salesforce to reports.

After completing all the tasks ,moved the backlog task to review.

Trailhead Profile Public URL

Team Lead – <https://trailblazer.me/id/dhiva30>

Team Member 1 - <https://trailblazer.me/id/deepalakshmi60>

Team Member 2- <https://trailblazer.me/id/thavapandi2003>

Team Member 3 – <https://trailblazer.me/id/vaidg1>

### **3 ADVANTAGES & DISADVANTAGE**

#### **ADVANTAGES:**

Learnt many technical things that I never seen before.

#### **DISADVANTAGES:**

There are many confusions and chaos created when we pursuing the project.

### **4 APPLICATIONS**

- Git hub
- Git repo
- Trailblazer

### **5 CONCLUSION**

All different branches of planning go into event management, including various types of sourcing, designing, regulation checks, and on-site management. In event management, you could be in the process of creating a conference, a product launch, an internal sales kick-off, or even a wedding. Really, any event that requires considerable planning and execution is event management.

#### **FUTURE SCOPE**

a future method for executing long-running operations, such as callouts to external Web services or any operation you'd like to run in its own thread, on its own time.



