Final Ideation Phase

Communication

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| Date | 02 Nov 2023 |
| Team Id | 2DE609BEACAAFDA93DC492429FF2BCB3 |
| Project Name | Pizza Delivery App |

# Define Objectives :

Building a pizza delivery app using Salesforce communication tools requires a good understanding of Salesforce development, integration, and mobile app development. It's also crucial to ensure that the app complies with security best practices to protect customer data and maintain trust. 1. Define Requirements:

Clearly define the requirements of your pizza delivery app. Identify the key features such as order management, real-time tracking, customer notifications, and communication between different stakeholders (customers, delivery staff, and administrators).

2. Salesforce Setup:

Set up a Salesforce environment, including creating necessary objects and fields to store information related to orders, customers, and delivery staff.

3. User Authentication and Authorization:

Utilize Salesforce authentication mechanisms to manage user access. Ensure that only authorized users can access sensitive information.

4. Order Management:

Implement order management using Salesforce objects. Create objects for orders, including details such as order items, delivery addresses, and status.

5. Real-Time Tracking:

Leverage Salesforce's real-time capabilities to implement order tracking. This might involve integrating with external APIs or using Salesforce Platform Events for real-time updates.

6. Customer Communication:

Implement communication features such as order confirmation and updates using Salesforce Email Services or Salesforce Marketing Cloud. Send automated emails or push notifications to customers based on order status changes.

7. Delivery Staff Communication:

Implement communication channels for delivery staff. This could include using Salesforce Chatter for internal communication or integrating with a messaging platform.

8. Mobile App Development:

Use Salesforce Mobile SDK to develop a mobile app for both customers and delivery staff. Ensure that the app provides a user-friendly interface for placing orders, tracking deliveries, and receiving notifications.

9. Integration with External Systems:

Integrate your Salesforce app with external systems if needed. For example, integrate with a payment gateway for processing transactions or with a mapping service for accurate delivery tracking.

10. Automation and Workflow:

Use Salesforce Process Builder or Workflow Rules to automate routine tasks and streamline order processing. This can include updating order statuses, sending notifications, and triggering actions based on specific conditions.

11. Reporting and Analytics:

Implement Salesforce Reports and Dashboards to gain insights into order trends, delivery performance, and customer satisfaction. Use these analytics to make data-driven decisions and continuously improve your pizza delivery service.

12. Testing:

Conduct thorough testing of the entire system, including end-to-end testing of order placement, tracking, and communication features.

13. Training and Documentation:

Provide training for users (both customers and staff) and create documentation to help them navigate and use the application effectively.

14. Deployment:

Deploy the pizza delivery app to production after successful testing. Monitor the system closely after deployment and address any issues promptly.

15. Continuous Improvement:

Gather feedback from users and stakeholders to identify areas for improvement. Use Salesforce's agile development capabilities to iterate on the app and add new features over time.

# Technical Considerations:

Anticipate potential technical issues and have contingency plans. Ensure that the demo environment is set up and tested beforehand. This includes checking internet connectivity, ensuring all devices are working, and confirming that the app is running smoothl . Allocate time for a question-and-answer session at the end of the demo. Be prepared to address queries about the app's features, technology stack, scalability, and any other relevant topics.Conduct a thorough rehearsal of the demo. This will help you identify any potential issues, refine your presentation, and ensure a smooth flow during the actual demo.

