

A Salesforce CRM Solution for Streamlining Petroleum Station Operations (Developer)

Executive Summary

Managing customers and daily work is often difficult for businesses like gas stations. This project solves the problem by building a special application in Salesforce CRM to make the fuel-filling process easier and faster.

The app creates clear records for customers, fuel, suppliers, and stations, so all important details are stored in one place. This makes work more organized, transparent, and reliable.

To keep everything safe, the app uses user roles, profiles, and permissions so that each person only sees what they need. Security features like password rules and access levels add extra protection.

In the end, this application shows how Salesforce CRM can be used in real businesses to reduce staff workload and give customers a smoother experience at gas stations.

Core Objectives

This Salesforce CRM project for gas stations is built to make customer service better and station work easier. The main goals are:

- **Work More Efficiently:** Keep all customer, fuel, supplier, and station information in one system.
- **Manage Customers Better:** Store accurate details about customers, their vehicles, and receipts.
- **Secure Access:** Give roles like Manager, Executive, and Salesperson the right level of access.
- **Automate Work:** Save time and avoid mistakes by automating tasks such as customer data, fuel records, and payments.
- **Protect Data:** Keep sensitive information safe with strong policies and permissions.
- **Plan for Growth:** Easily add new reports and dashboards as the station grows.

Technological Foundation

This project is built on **Salesforce**, a cloud-based CRM platform that helps manage customers, improve daily work, and keep data safe. The main tools used are:

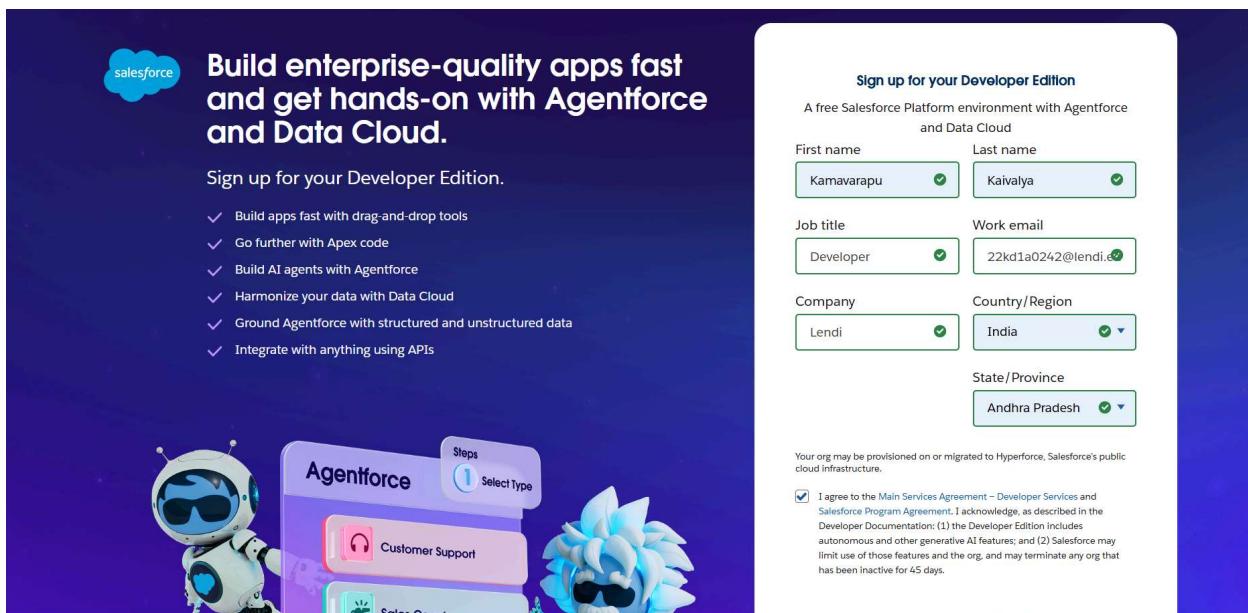
- **Custom Objects:** Special tables to store information (like Buyers, Fuel Details, Gas Stations, and Suppliers).

- **Tabs:** Easy shortcuts to quickly open objects and apps.
- **Lightning App:** A custom app that combines objects, tabs, and tools in one place with a simple interface.
- **Page Layouts:** Organize how fields and data appear on a record page, making it easier to enter and view details.
- **Profiles & Permissions:** Decide what each user can see or do; permission sets give extra access if needed.
- **Roles & Hierarchy:** Control who can see or edit records depending on their job role.
- **Organization-Wide Defaults (OWD):** Set the basic sharing rules for records to protect data.
- **Reports & Dashboards:** Show data in charts and summaries to track performance.
- **Flows:** Automate simple tasks so staff don't have to do them manually.
- **Apex Triggers:** Use code to handle advanced tasks automatically when records are created or updated.

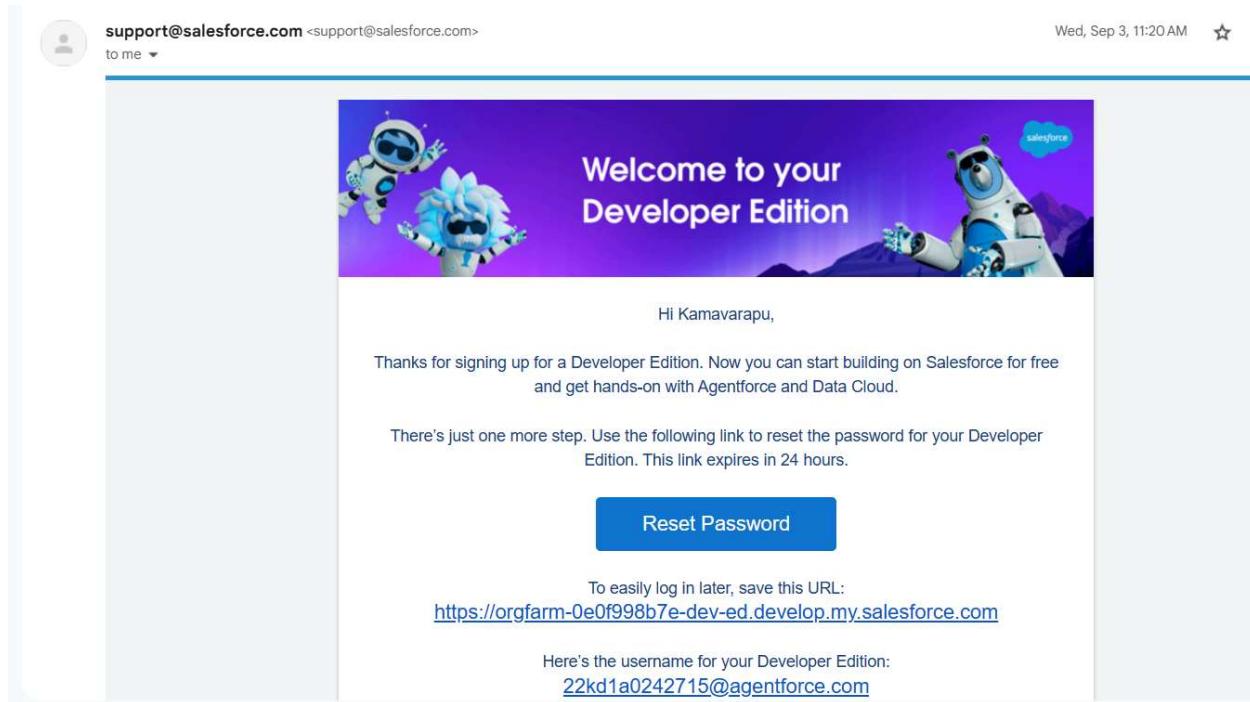
Project Implementation

The implementation of the Gas Station CRM application followed a structured process:

1. **Salesforce Developer Environment Setup:** A free Developer Org was created to serve as the development environment.



We have received a mail to our registered email ID.



2. **Custom Object Development:** Four custom objects—Buyer, Fuel Details, Gas Station, and Supplier—were created to store and manage key business data.

Fwd: - 22kd1a0242@... | Recently Viewed | Sup... | Supplier | Salesforce | Student - Skill Wallet | SI-32392-175861373 | New Tab

orgfarm-0e0f998b7e-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01lgL000001xA2n/Details/view

SETUP > OBJECT MANAGER

Supplier

Details

Description

API Name
Supplier__c

Custom
✓

Singular Label
Supplier

Plural Label
Suppliers

Enable Reports
✓

Track Activities

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Edit Delete

The screenshot shows the Salesforce Setup Object Manager interface for the 'Buyer' object. The left sidebar lists various configuration tabs: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, and Search Layouts. The main 'Details' tab is selected, showing the following configuration details:

Setting	Value
Description	
API Name	Buyer_c
Custom	✓
Singular Label	Buyer
Plural Label	Buyers
Enable Reports	✓
Track Activities	
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

At the bottom right of the main area are 'Edit' and 'Delete' buttons. The system navigation bar at the top includes tabs for Home, Object Manager, and a search bar labeled 'Search Setup'. The taskbar at the bottom shows various application icons.

The screenshot shows the Salesforce Setup Object Manager interface for the 'Gas Station' object. The left sidebar lists the same configuration tabs as the previous screenshot. The main 'Details' tab is selected, showing the following configuration details:

Setting	Value
Description	
API Name	Gas_Station__c
Custom	✓
Singular Label	Gas Station
Plural Label	Gas Stations
Enable Reports	✓
Track Activities	
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

At the bottom right of the main area are 'Edit' and 'Delete' buttons. The system navigation bar at the top includes tabs for Home, Object Manager, and a search bar labeled 'Search Setup'. The taskbar at the bottom shows various application icons.

The screenshot shows the Salesforce Setup interface with the 'Object Manager' selected. The main page title is 'Fuel details'. On the left, there's a sidebar with various setup categories like Fields & Relationships, Page Layouts, and Lightning Record Pages. The main content area displays the 'Details' tab for the Fuel details object. It includes fields for Description, API Name (set to 'Fuel_details__c'), and other settings like Enable Reports (unchecked), Track Activities, and Deployment Status (set to 'Deployed'). Buttons for 'Edit' and 'Delete' are at the top right.

3. **Custom Tabs Creation:** Tabs were created for each custom object to allow easy navigation within the Lightning App.

The screenshot shows the Salesforce Setup interface with the 'Tabs' section selected under 'User Interface'. The main title is 'Custom Tabs'. It includes a brief description of what custom tabs are and how they differ from standard tabs. Below this, there are three sections: 'Custom Object Tabs', 'Web Tabs', and 'Visualforce Tabs'. Under 'Custom Object Tabs', there is a table listing four tabs: Buyers (Tab Style: Bell), Fuel details (Tab Style: Big top), Gas Stations (Tab Style: Boat), and Suppliers (Tab Style: Books). Each row has 'Edit | Del' actions. The 'Web Tabs' and 'Visualforce Tabs' sections both indicate 'No Web Tabs have been defined' and 'No Visualforce Tabs have been defined' respectively.

4. **Application Configuration:** A Lightning App named "GAS STATION" was created and configured with the custom objects and fields to manage the CRM operations.

5. Fields & Relationships Creation:

- **Buyer_c:** First Name, Last Name, Customer Name (Formula), Phone Number, Email, Vehicle Type (Picklist), Fuel Filled in Vehicle, Mode of Payment (Picklist), Amount Paid (Formula)

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Amount Paid	Amount_Paid_c	Formula (Number)		
Buyer Name	Name	Auto Number		
Created By	CreatedById	Lookup(User)		
Customer Name	Customer_Name_c	Formula (Text)		
email	email_c	Email		
first name	First_name_c	Text(40)		
Fuel filled in vehicle	Fuel_filled_in_vehicle_c	Number(5, 0)		
Fuel Price/litre	Fuel_Price_litre_c	Number(5, 0)		
Gas Station name	Gas_Station_name_c	Master-Detail(Gas Station)		
Last Modified By	LastModifiedById	Lookup(User)		
Last name	Last_name_c	Text(40)		
Mode of payment	Mode_of_payment_c	Picklist		
Phone number	Phone_number_c	Phone		

- **Fuel_details_c:** Fuel Supplied (Number), Supplier Name (Master-Detail), Gas Station (Master-Detail)

SETUP > OBJECT MANAGER
Fuel details

Fields & Relationships		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Page Layouts	Created By	CreatedById	Lookup(User)			
Lightning Record Pages	Fuel details Name	Name	Auto Number		✓	▼
Buttons, Links, and Actions	Fuel supplied	Fuel_supplied__c	Number(18, 0)			▼
Compact Layouts	Gas Station	Gas_Station__c	Master-Detail(Gas Station)		✓	▼
Field Sets	Last Modified By	LastModifiedById	Lookup(User)			▼
Object Limits	Supplier Name	Supplier_Name__c	Master-Detail(Supplier)		✓	▼
Record Types						
Related Lookup Filters						

- **Gas_Station__c:** Fuel Price per Liter (Number), Fuel Supplied to Bunk (Roll-up Summary), Fuel Used (Roll-up Summary), Fuel Available in Bunk (Formula)

SETUP > OBJECT MANAGER
Gas Station

Fields & Relationships		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Page Layouts	Created By	CreatedById	Lookup(User)			
Lightning Record Pages	Fuel available in bunk	Fuel_available_in_bunk__c	Formula (Number)			▼
Buttons, Links, and Actions	Fuel Price/litre	Fuel_Price_litre__c	Number(5, 0)			▼
Compact Layouts	Fuel supplied to bunk	Fuel_supplied_to_bunk__c	Roll-Up Summary (SUM Fuel details)			▼
Field Sets	Fuel used	Fuel_used__c	Roll-Up Summary (SUM Buyer)			▼
Object Limits	Gas Station Name	Name	Auto Number		✓	▼
Record Types	Last Modified By	LastModifiedById	Lookup(User)			▼
Related Lookup Filters	Owner	OwnerId	Lookup(User,Group)		✓	
Search Layouts						
List View Button Layout						

- **Supplier__c:** Sum of Fuel Supplied (Roll-up Summary)

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIE...	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)	✓	
Sum of fuel supplied	Sum_of_fuel_supplied__c	Roll-Up Summary (SUM Fuel details)		▼
Supplier Name	Name	Text(80)	✓	▼

6. **Page Layout Design:** Page layouts were created for each object with organized sections and fields to improve usability.

7. **Profile Creation:** Profiles were cloned from existing ones to create new profiles for Manager, Sales Executive, and Sales Person, ensuring proper access control and data security.

Profiles

Action	Profile Name	User License	Custom
<input type="checkbox"/>	Manager	Salesforce	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Marketing User	Salesforce	<input type="checkbox"/>
<input type="checkbox"/>	Minimum Access - API Only Integrations	Salesforce Integration	<input type="checkbox"/>
<input type="checkbox"/>	Minimum Access - Salesforce	Salesforce	<input type="checkbox"/>

Profiles

Action	Profile Name	User License	Custom
<input type="checkbox"/>	Manager	Salesforce	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Marketing User	Salesforce	<input type="checkbox"/>
<input type="checkbox"/>	Minimum Access - API Only Integrations	Salesforce Integration	<input type="checkbox"/>
<input type="checkbox"/>	Minimum Access - Salesforce	Salesforce	<input type="checkbox"/>

8. **Role & Hierarchy Definition:** Roles for Manager, Sales Executive, and Sales Person were created to establish a clear reporting hierarchy.

Understanding Roles

Set up your Role Hierarchy to control how your organization reports on and accesses data.

Sample Role Hierarchy

View other sample Role Hierarchies: [Territory-based Sample](#)

Executive Staff

- CEO**: President, CFO, VP, Sales
- Western Sales Director**: Director of W. Sales
- Eastern Sales Director**: Director of E. Sales
- International Sales Director**: Director of Int'l Sales

Western Sales Rep: CA Sales Rep, OR Sales Rep

Eastern Sales Rep: NY Sales Rep, MA Sales Rep

International Sales Rep: Asian Sales Rep, European Sales Rep

Permissions

- Executive Staff**: View & edit data, roll up forecasts, & generate reports for all users below this level. Can't access data of other Executive Staff.
- Western Sales Director**: View & edit data, roll up forecasts, & generate reports for all users below this level. Can't access data of users above or at same level.
- Eastern Sales Director**: View & edit data, roll up forecasts, & generate reports for all users below this level. Can't access data of users above or at same level.
- International Sales Director**: View & edit data, roll up forecasts, & generate reports for all users below this level. Can't access data of users above or at same level.
- Western Sales Rep**: View & edit data, roll up forecasts, & generate reports for all users below this level. Can't access data of users above or at same level.
- Eastern Sales Rep**: View & edit data, roll up forecasts, & generate reports for all users below this level. Can't access data of users above or at same level.
- International Sales Rep**: View & edit data, roll up forecasts, & generate reports for all users below this level. Can't access data of users above or at same level.

Buttons

[Set Up Roles](#) Don't show this page again

Creating the Role Hierarchy

You can build on the existing role hierarchy shown on this page. To insert a new role, click **Add Role**.

Your Organization's Role Hierarchy

Collapse All Expand All

- Lendi
 - Add Role
 - CEO**: Edit | Del | Assign
 - CFO**: Edit | Del | Assign
 - COO**: Edit | Del | Assign
 - Manager**: Edit | Del | Assign
 - sales executive**: Edit | Del | Assign
 - sales person**: Edit | Del | Assign
 - SVP_Customer Service & Support**: Edit | Del | Assign
 - Customer Support_International**: Edit | Del | Assign
 - Customer Support_North America**: Edit | Del | Assign

[Show in tree view](#)

9. **User Provisioning:** Individual user accounts were created for each role, with permissions and roles assigned based on their responsibilities.

Setup Home Object Manager

Search: users

Users

All Users

On this page you can create, view, and manage users.

To get more licenses, use the Your Account app. [Let's Go](#)

View: All Users | Edit | Create New View

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/>	Chatter Expert	Chatter	chatty@00dg000000aopsmax.4mfw1bcbzui@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/>	EPIC_OrgFarm	EPIC	epic.24067adce9a7@orgfarm.salesforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Kalvalya_Kamavarapu	22k	22kdt1a0242715@agentforce.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/>	Mikaelson_Niklaus	nmika	kaivalyakamavarapu@gmail.com	Manager	<input checked="" type="checkbox"/>	Manager
<input type="checkbox"/>	sal_rithwika	rsal	kaivalyakamavarapu23@gmail.com	sales_person	<input checked="" type="checkbox"/>	sales person
<input type="checkbox"/>	sri_latha	tsri	kaivalyakamavarapu12@gmail.com	sales_executive	<input checked="" type="checkbox"/>	sales executive
<input type="checkbox"/>	User_Integration	integ	integration@00dg000000aopsmax.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/>	User_Security	sec	insightssecurity@00dg00000aopsmax.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

New User | Reset Password(s) | Add Multiple Users

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

Mikaelson, Niklaus – Manager

User Edit

Niklaus Mikaelson

Help for this Page

User Edit

Save | Save & New | Cancel

General Information

First Name	Niklaus	Role	Manager
Last Name	Mikaelson	User License	Salesforce
Alias	nmika	Profile	Manager
Email	kaivalyakamavarapu@gmail.com	Active	<input checked="" type="checkbox"/>
Username	kaivalyakamavarapu@gmail.com	Marketing User	<input type="checkbox"/>
Nickname	User175696520067717976	Offline User	<input type="checkbox"/>
Title		Knowledge User	<input type="checkbox"/>
Company		Flow User	<input type="checkbox"/>
Department		Service Cloud User	<input type="checkbox"/>
Division		Site.com Contributor User	<input type="checkbox"/>

Required Information

Data.com User Type: —None—

Data.com Monthly Addition Limit: 300

Accessibility Mode (Classic Only):

Exec Sales – Sales Executive

User Edit
lalitha sri

User Edit Save Save & New Cancel

General Information

First Name	lalitha	Role	sales executive
Last Name	sri	User License	Salesforce Platform
Alias	lsri	Profile	sales executive
Email	kaivalyakamavarapu12@gr	Active	<input checked="" type="checkbox"/>
Username	kaivalyakamavarapu12@gr	Marketing User	<input type="checkbox"/>
Nickname	User175696642632998153	Offline User	<input type="checkbox"/>
Title		Knowledge User	<input type="checkbox"/>
Company		Flow User	<input type="checkbox"/>
Department		Service Cloud User	<input type="checkbox"/>
Division		Site.com Contributor User	<input type="checkbox"/>

Data.com User Type: -None- Data.com Monthly Addition Limit: 300 Accessibility Mode (Classic Only):

Person, Sales – Sales Person

User Edit
rithwika sai

User Edit Save Save & New Cancel

General Information

First Name	rithwika	Role	sales person
Last Name	Sai	User License	Salesforce Platform
Alias	rsai	Profile	sales person
Email	kaivalyakamavarapu23@gr	Active	<input checked="" type="checkbox"/>
Username	kaivalyakamavarapu23@gr	Marketing User	<input type="checkbox"/>
Nickname	User175696657079589110	Offline User	<input type="checkbox"/>
Title		Knowledge User	<input type="checkbox"/>
Company		Flow User	<input type="checkbox"/>
Department		Service Cloud User	<input type="checkbox"/>
Division		Site.com Contributor User	<input type="checkbox"/>

Data.com User Type: -None- Data.com Monthly Addition Limit: 300 Accessibility Mode (Classic Only):

10. Permission Set Assignment: A permission set was created and assigned to the Sales Executive to grant additional access rights without modifying their profile.

Permission Set Information

See the permissions enabled for this permission set and the permission set groups it's added to.

Related Permission Set Groups	User Permissions	Object Permissions	Field Permissions	Custom Permissions	Tabs
3 items					

Object Permissions

Label	Object API Name	Read	Create	Edit	Delete	View All Records	Modify All Recor...	View All Fields
Fuel details	Fuel_details_c	✓	✓	✗	✗	✗	✗	✗
Gas Station	Gas_Station_c	✓	✗	✗	✗	✗	✗	✗
Supplier	Supplier_c	✓	✗	✗	✗	✗	✗	✗

11. Organizational-Wide Defaults (OWD) Configuration: OWD settings for the Gas Station and Supplier objects were set to 'Public Read-Only' to define the baseline level of data access.

Organization-Wide Sharing Defaults Edit

Edit your organization-wide sharing defaults below. Changing these defaults will cause all sharing rules to be recalculated. This could require significant system resources and time depending on the amount of data in your organization. Setting an object to Private makes records visible to record owners and those above them in the role hierarchy, and access can be extended using sharing rules.

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Lead	Public Read/Write/Transfer	Private	✓
Account and Contract	Public Read/Write	Private	✓
Order	Controlled by Parent	Controlled by Parent	✓
Contact	Controlled by Parent	Controlled by Parent	✓
Asset	Controlled by Parent	Controlled by Parent	✓
Opportunity	Public Read/Write	Private	✓
Case	Public Read/Write/Transfer	Private	✓
Campaign	Public Full Access	Private	✓
Campaign Member	Controlled by Campaign	Controlled by Campaign	✓
User	Public Read Only	Private	✓
Individual	Public Read/Write	Private	✓
Voice Call	Private	Private	✓
Activity	Private	Private	✓
Calendar	Hide Details and Add Events	Use	✓
Price Book	Use	Public Read/Write	✓
Product	Public Read/Write	Private	✓
Agent Work	Public Read Only	Private	✓
Alternative Payment Method	Private	Private	✓
Analytics User Attribute Function Token	Public Read Only	Private	✓
Appointment Invitation	Private	Private	✓
Approval Submission	Private	Private	✓
Authorization Form	Private	Private	✓

Rebate Payout Snapshot	Private	Private	
Return Order	Private	Private	
Seller	Private	Private	
Service Appointment	Public Read/Write	Private	
Service Appointment Attendee	Private	Private	
Service Contract	Private	Private	
Service Resource	Public Read/Write	Private	
Service Territory	Public Read/Write	Private	
Shift	Private	Private	
Shipment	Private	Private	
Shipping Carrier	Public Read Only	Private	
Shipping Carrier Method	Public Read Only	Private	
Shipping Configuration Set	Public Read Only	Private	
Streaming Channel	Public Read/Write	Private	
Tableau Host Mapping	Public Read Only	Private	
User Presence	Public Read Only	Private	
Waitlist	Private	Private	
Web Cart Document	Private	Private	
Work Order	Private	Private	
Work Plan	Private	Private	
Work Plan Template	Private	Private	
Work Step Template	Private	Private	
Work Type	Private	Private	
Work Type Group	Public Read/Write	Private	
Gas Station	Public Read Only	Private	<input checked="" type="checkbox"/>
Supplier	Public Read Only	Private	<input checked="" type="checkbox"/>
Other Settings			
Standard Report Visibility <input checked="" type="checkbox"/> [i]			
Manual User Record Sharing <input type="checkbox"/> [i]			
Manager Groups <input type="checkbox"/> [i]			
Secure guest user record access <input type="checkbox"/> [i]			
Require permission to view record names in lookup fields <input type="checkbox"/> [i]			

12. Record Management: The intuitive layouts, roles, and profiles ensured smooth user adoption, allowing users to easily create, view, and delete records.

New Fuel details

Information

* Supplier Name: HP

* Gas Station: Gas-001

Fuel Supplied: 10,000

New Import Assign Label

The screenshot shows a CRM application interface for a gas station. At the top, there is a navigation bar with icons for home, search, and various system functions. Below the navigation bar, the main header reads "Fuel details" and "fuel-002". The main content area is titled "Details" and contains the following fields:

- Fuel details Name: fuel-002
- Supplier Name: HP
- Gas Station: Gas-001
- Fuel Supplied: 10,000
- Created By: Kamavarapu Kaivalya, 9/23/2025, 8:12 AM
- Last Modified By: Kamavarapu Kaivalya, 9/23/2025, 8:12 AM

At the bottom right of the main content area, there are buttons for "New Contact", "Edit", and "New Opportunity".

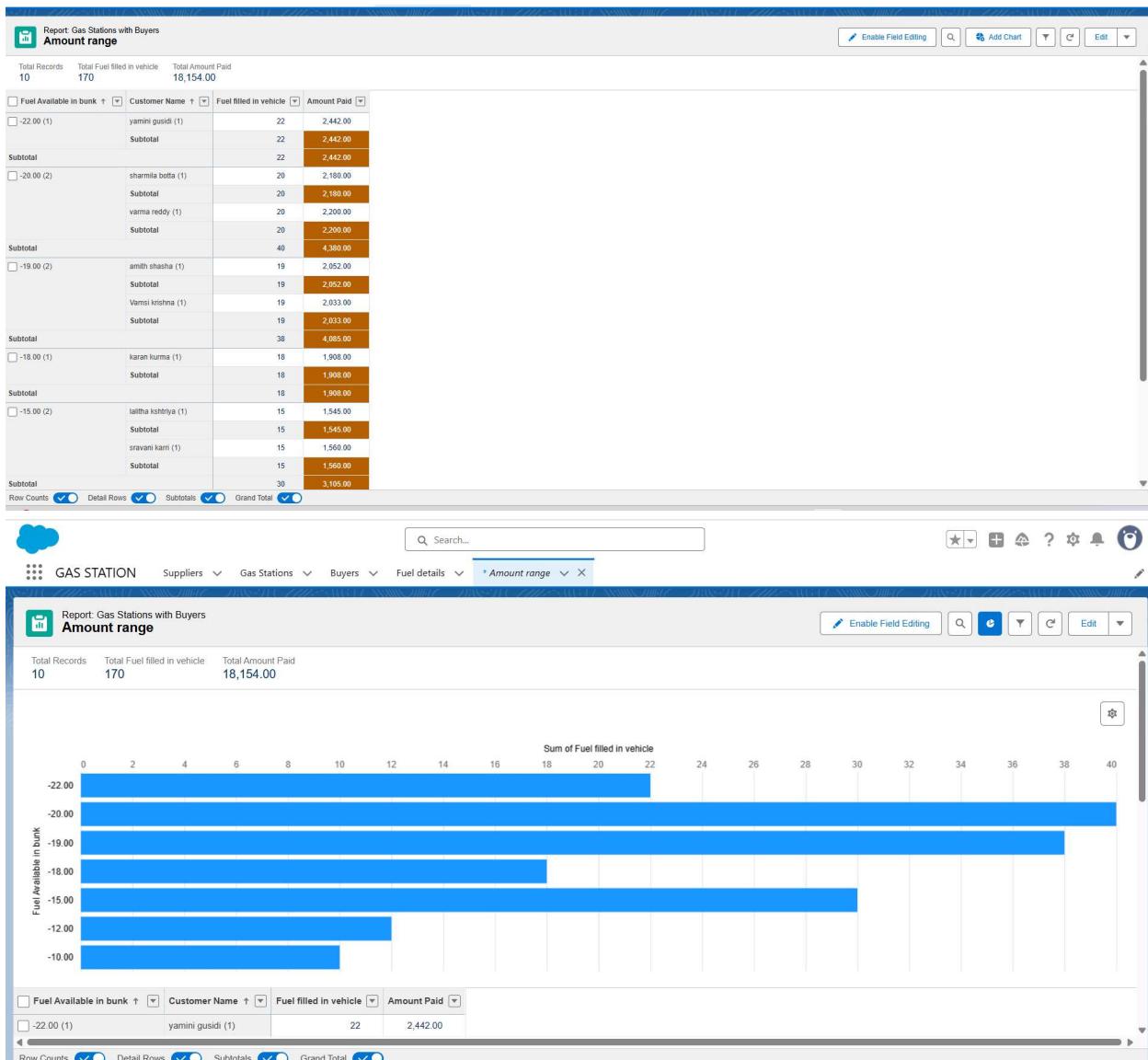
Delete:

The screenshot shows a CRM application interface for a gas station. At the top, there is a navigation bar with icons for home, search, and various system functions. Below the navigation bar, the main header reads "Fuel details" and "Recently Viewed". The main content area displays a list of recently viewed items:

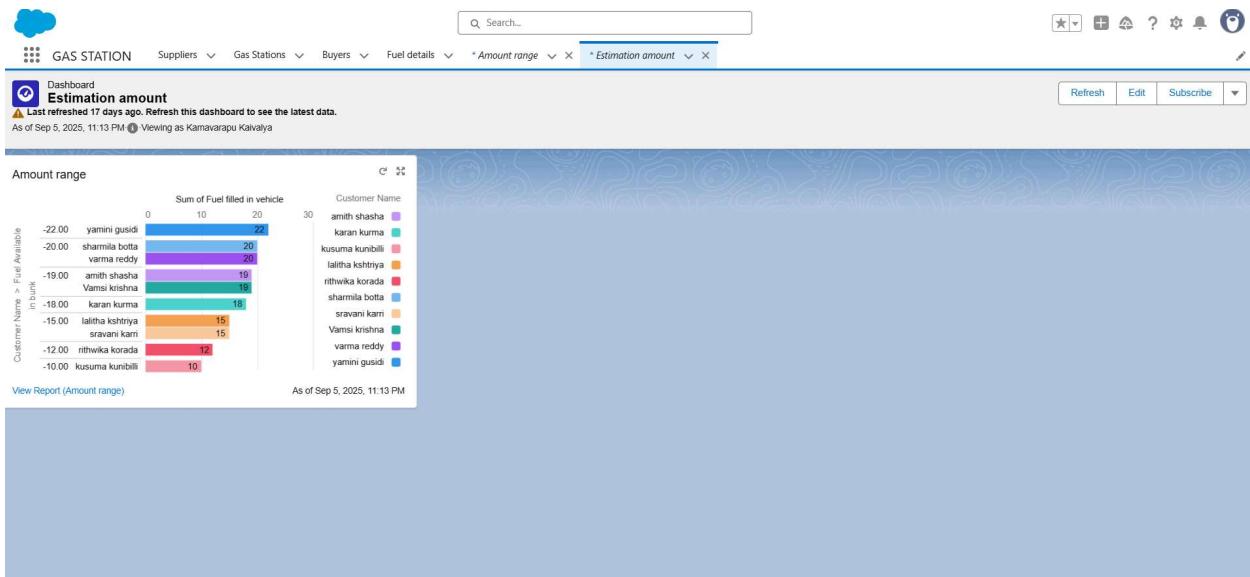
1 item • Updated a few seconds ago
<input type="checkbox"/> Fuel details Name
1 <input type="checkbox"/> fuel-002

On the right side of the screen, there are additional buttons for "New", "Import", and "Assign Label". There is also a search bar labeled "Search this list..." and a set of filter and sort icons.

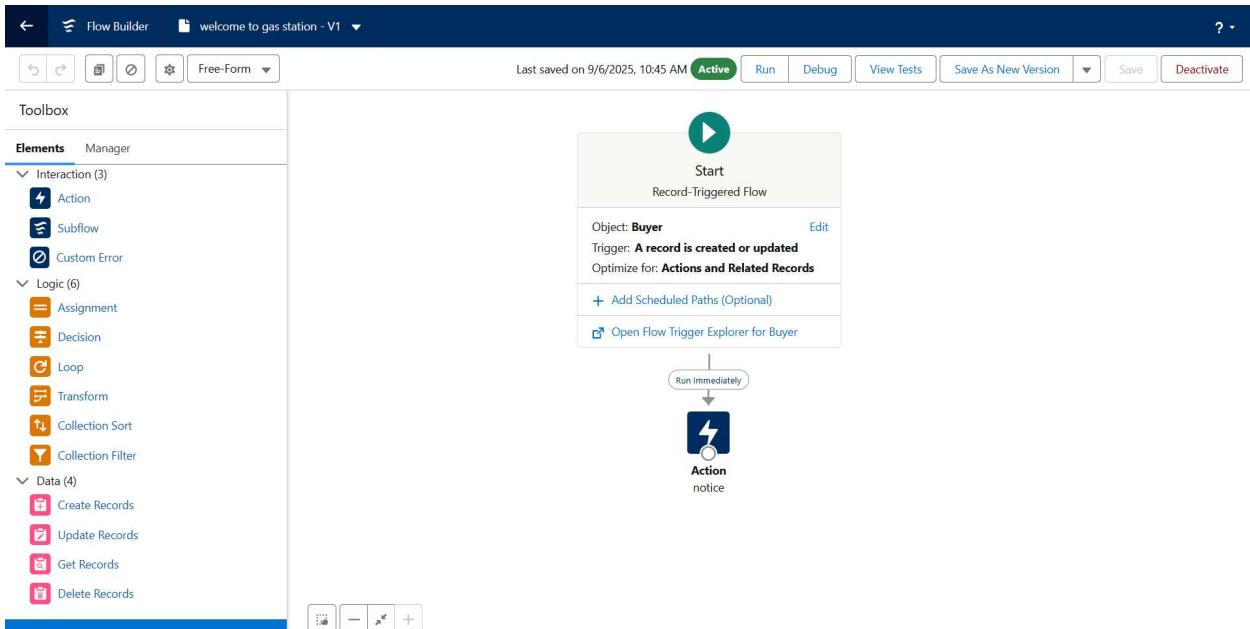
13. **Report Generation:** Custom reports were created to track fuel usage, customer activity, and sales to aid in decision-making.



14. **Dashboard Creation:** Dashboards were created to visually display key metrics and provide insights into fuel estimates, sales, and customer activity.



15. Flow Automation: A record-triggered flow was implemented on the Buyer object to automatically send an email receipt to the customer after a transaction, reducing manual effort.



16. Apex Trigger Development: Apex triggers were coded to prevent the deletion of fuel detail records and to validate fuel prices upon record creation, ensuring data accuracy.

File ▾ Edit ▾ Debug ▾ Test ▾ Workspace ▾ Help ▾ < >

FuelRecordHandler.apxc beforeInsert.apxt beforeDelete.apxt

Code Coverage: None ▾ API Version: 64 ▾ Go To

```
1 public class FuelRecordHandler {  
2     public static void beforeDeleteInfo(list<Fuel_details__c> fuellist){  
3         //fuellist = [select Id from Fuel_details__c];  
4         for(Fuel_details__c ful : fuellist){  
5             if(ful.Fuel_supplied__c > 500){  
6                 ful.addError('you cannot delete the fuel details record because it is associated with supplier and Gas sta  
7             }  
8         }  
9     }  
10    public static void beforeDeleteGas(list<Gas_Station__c> gasList){  
11        //gasList = [select Id from Fuel_details__c];  
12        for(Gas_Station__c gas : gasList){  
13            if(gas.Fuel_Price_litre__c <= 50){  
14                gas.addError('enter the fuel price before saving the record, Minimum price should be 50');  
15            }  
16        }  
17    }  
18}
```

Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time	Status	Read	Size

Filter Click here to filter the log list

File ▾ Edit ▾ Debug ▾ Test ▾ Workspace ▾ Help ▾ < >

FuelRecordHandler.apxc beforeInsert.apxt beforeDelete.apxt

Code Coverage: None ▾ API Version: 64 ▾ Go To

```
1 trigger beforeInsert on Gas_Station__c (before insert ) {  
2     if(trigger.isbefore && trigger.isinsert){  
3         FuelRecordHandler.beforeDeleteGas(trigger.new);  
4     }  
5 }
```

Logs Tests Checkpoints Query Editor View State Progress Problems

User	Application	Operation	Time	Status	Read	Size

Filter Click here to filter the log list

The screenshot shows the Salesforce IDE interface. At the top, there are tabs for 'FuelRecordHandler.apxc', 'beforeInsert.apxt', and 'beforeDelete.apxt'. Below the tabs, the code editor displays the following Apex trigger:

```
trigger beforeDelete on Fuel_details__c (before Delete) {
    if(trigger.isbefore && trigger.isDelete){
        FuelRecordHandler.beforeDeleteInfo(trigger.old);
    }
}
```

Below the code editor is a navigation bar with tabs: Logs, Tests, Checkpoints, Query Editor, ViewState, Progress, and Problems. The 'Logs' tab is selected. Under the logs, there is a table with columns: User, Application, Operation, Time, Status, Read, and Size. There are no log entries listed.

Potential System Enhancements

The app can be made even better by adding **Salesforce Einstein (AI) features**:

- **Einstein Chatbots:** Smart bots to answer customer questions and send receipts automatically.
- **Next Best Action:** Show customers personalized offers or discounts based on their past fuel purchases.
- **Activity Capture:** Save emails and customer communications automatically for better tracking.
- **Analytics Dashboard:** Use advanced charts and reports to see sales trends, supplier performance, and customer needs.
- **Prediction Builder:** Predict which customers are likely to return, helping with targeted marketing.

Conclusion

This Salesforce CRM project for gas stations solves key problems in daily operations and customer management. By using custom objects, profiles, and page layouts, the system keeps data well-organized and gives secure access to managers, executives, and sales staff. Automated flows for receipts and Apex triggers for data checks reduce manual work and improve accuracy. Reports and dashboards provide clear insights, helping managers track performance and make better decisions. Overall, this project shows how Salesforce can make gas station operations more efficient, cut down errors, and give customers a better experience.

