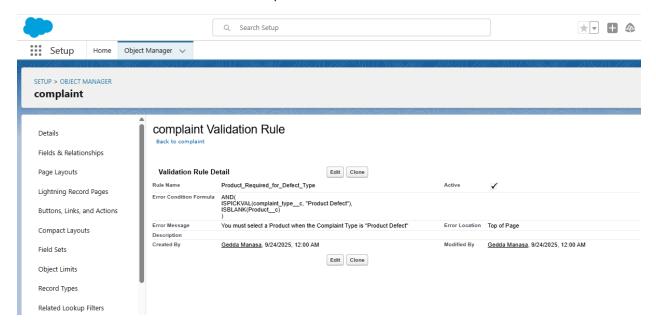# Phase 4 Summary: Process Automation

Project: Retail Customer Complaint Hub

This phase makes the application functional by automating key business processes for managing customer complaints.

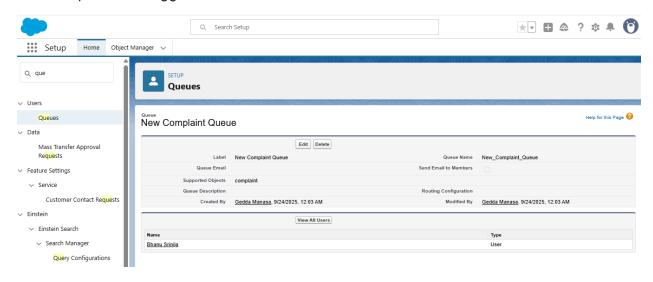## 1. Validation Rule: Product Required for Defect Type

- **Purpose**: To ensure high-quality data by requiring a product to be specified for product-related complaints.

- **How it Works**: The rule's formula checks if the **Complaint Type** is "Product Defect" while the **Product** field is blank. If this condition is met, an error message appears, and the user cannot save the record until a product is selected.
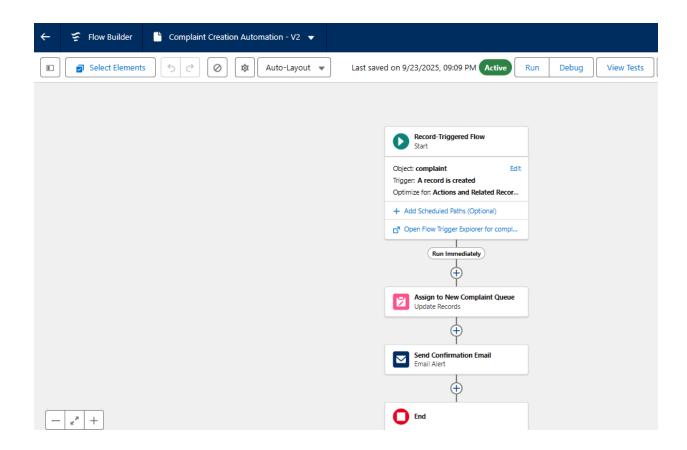

2. Flow: Complaint Creation Automation

- **Purpose**: To automatically assign new complaints and notify the customer that their issue has been logged.

- **How it Works**: This is a record-triggered flow that runs whenever a new **Complaint** record is created. It performs two key actions:

  - It updates the record owner to the "New Complaint Queue".

- It sends a "Complaint Received" email confirmation to the customer to let them know their complaint was logged.

3. Approval Process: High-Value Compensation

- **Purpose**: To create a formal review and approval process for high-value customer compensations.

- **How it Works**: The process can be started for any complaint where the **Compensation Amount** is greater than 500. When submitted:

  - The approval request is automatically assigned to the submitter's manager[11].

  - An initial submission action updates the complaint's **Status** field to "Under Review".