

## Phase 8: Data Management & Deployment

**Project:** Retail Customer Complaint Hub

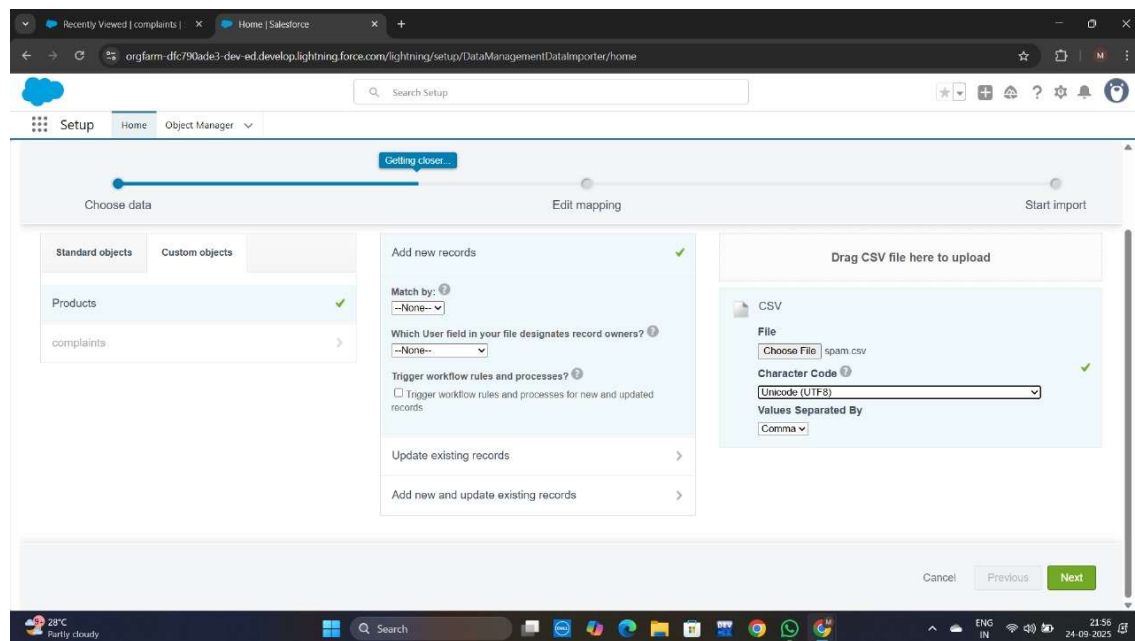
**Purpose:** This phase focuses on key administrative skills in data management. To demonstrate this, two core tasks were performed: importing new data into the application using the **Data Import Wizard**, and configuring a data backup strategy using the **Data Export** service. Complex deployment topics were not included to maintain the simplicity of the project.

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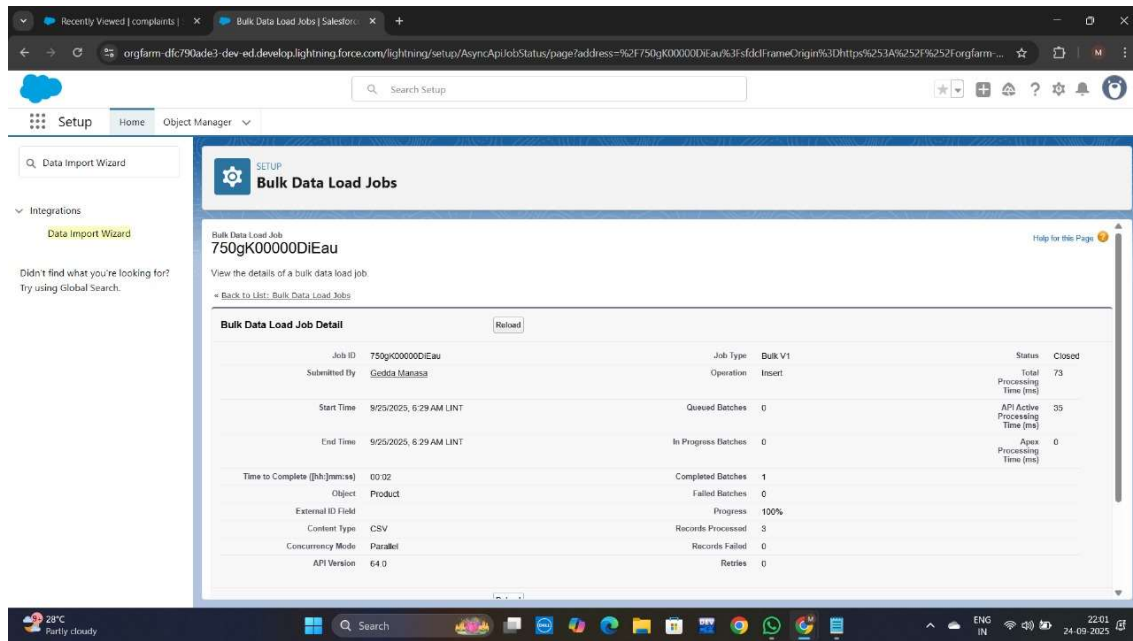
### 1. Data Import using the Data Import Wizard

**Goal:** To efficiently add multiple new Product records to the application from an external CSV file, demonstrating how to populate the system with data in bulk.

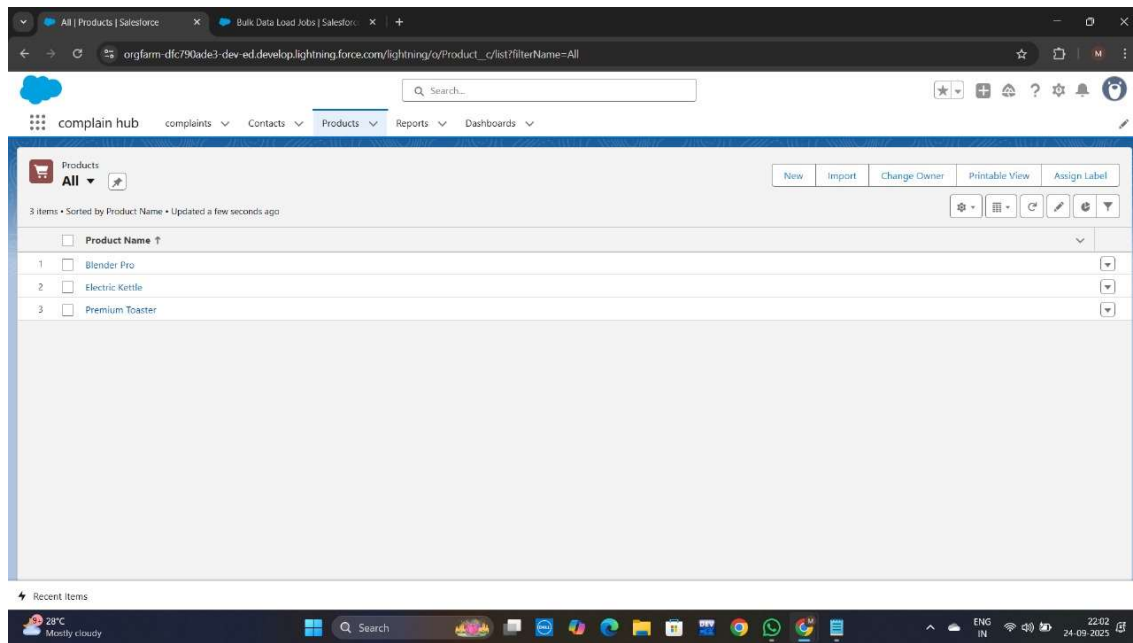
**Implementation:** The process began by launching the Data Import Wizard and selecting the 'Products' custom object for a new record import. A CSV file containing new product data was prepared and uploaded.



After the import job was submitted, its status was monitored on the "Bulk Data Load Jobs" page. The screenshot below shows the job completed successfully, with a "Closed" status, confirming that three new records were processed and inserted into the "Product" object.



Finally, the result was verified by navigating to the Products tab within the "Complaint Hub" app. The list view now displays the three newly imported records, confirming the data import was successful.

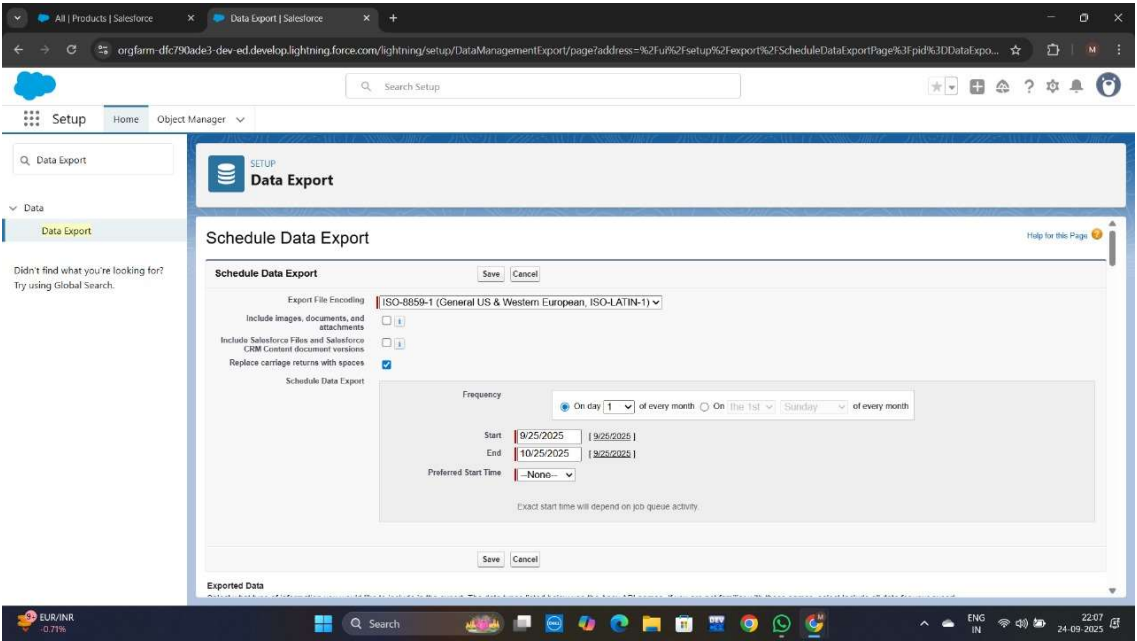


## 2. Data Backup using the Data Export Service

**Goal:** To establish a regular data backup strategy, which is a critical administrative function for data protection and disaster recovery.

**Implementation:** The standard Data Export service was used to schedule an automated, weekly backup of all data within the Salesforce org. The screenshot below

shows the configuration screen where the frequency and data set for the export are defined.



## Conclusion

Key data management tasks have been successfully demonstrated. The application can now be populated with bulk data via the Import Wizard, and a regular backup schedule is in place to ensure data is protected. This completes the data management phase of the project.