Phase 8: Data Management & Deployment

A. Data Import Wizard

Purpose: Import small case datasets for testing.

Example: Upload sample cases with descriptions to test sentiment analysis.

B. Data Loader

For bulk importing historical cases.

C. Duplicate Rules

Prevent duplicate Cases being logged by the same customer within 1 hour.

D. Data Export & Backup

Weekly exports configured for Cases & related custom objects.

E. Deployment via CLI

Metadata managed in GitHub repo smart-case-routing.

Deploy via:

```
sf project deploy start
```

Retrieve via:

```
sf project retrieve start -m ApexClass, ApexTrigger
```

F. Unmanaged Package

Project metadata packaged into an **Unmanaged Package** for demo sharing.