

## **Supermarket- Buy Groceries Online**

Student Name : MOHAMMAD HAMZA

Student Registration Number : 22113110080

Approved Guide Name : SHAIK HAIRULLAH

Name of the Company with address : TATA CONSULTANCY SERVICES  
MANDI PARISHAD ROAD, VIBHUTI  
KHAND, GOMTI NAGAR, LUCKNOW,

### **Abstract / Problem Statement**

ABC allows the businesses to enhance and manage the purchases of daily needs. ABC Corporation is a chain of grocery stores that offers clothing, footwear, accessories, beauty products and homewares under its own brand name. ABC is located in Australia, which is also one of the largest suppliers of goods and products . There is a wide variety of products that are not present in local stores. However, here we can get anything required 24\*7. Apart from that, ABC also provides workplace support and HR support.

Before this, an XYZ CRM was designed to support functionalities such as managing the sales, preparing reports, storing information about products, users, administrators etc. CRMs are important when starting a business organization because it streamline the sales process and being able to access anywhere and anytime.

But there are many possible damages that arise from using cheap CRMs. For example, managing vendor data is very challenging. The most common ones are: Non friendly environment, wasted time, unmanaged processes and security issues.

The proposed solution to the problem is as follows:

- The proposed solution is to migrate all the existing on-premise ABC functionalities into Salesforce CRM. So, we migrated all the information related to customers, administrators, products, users etc onto Salesforce.

- Salesforce makes the process fast and easy for both business and customers.
- Salesforce service cloud provides assistance to customers from anywhere, anytime.
- With the help of Salesforce Mobile App, employees can carry out their tasks from the comfort of their mobile phones anywhere.
- Features like LiveMessage, Live Agent, Email to Case, Salesforce Service Cloud ensures that we can easily cater to our customers from one console application.
- Productivity increased by 40% by implementing Salesforce Service Cloud.