Technology Stack for Public Transport CRM System

Frontend (UI/UX)
Salesforce Lightning Experience: responsive UI
for admins, employees and customer care evecshe
HTML, CSS (via Lightning Design System)
LWC (Lightning Web Components): Build."iynancs

Backend / Logic
Apex (Salesforce): Server-side business logic,
triggers, and validations
Salesforce Flows: Declarative autumauton (no-
code) for processes like assignment, emasils

Database / Storage
Salesforce Objects: Salesforce all ICRVCM data

Authentication
Salesforce Login + OAuth: Role-base'login and
third-party (Gmail, Linkedin) registration

Reporting & Analytics
Salesforce Reports & Dashboards: Real-timesights
into trips, fares, complaints, and employee metrics

Integration (Optional)
REST APIs (Salesforce API). For connsterd apps
(e.g. payment gateways or GPS tracking)

DevOps & Deployment
Salesforce Change Sets / Git + SFDX Version
control, staging, aud deployment of changes

✅ Technology Stack for Public Transport CRM System

Layer	Technology / Tool	Purpose
Frontend (UI/UX)	Salesforce Lightning Experience	Responsive UI for admins, employees, and customer care executives
	HTML, CSS (via Lightning Design System)	Custom styling and component-based layout
	LWC (Lightning Web Components)	Build dynamic client-side apps within Salesforce
Backend / Logic	Apex (Salesforce)	Server-side business logic, triggers, and validations
	Salesforce Flows	Declarative automation (no-code) for processes like assignment, emails
Database / Storage	Salesforce Objects	Store all CRM data (employees, trips, buses, stations, tickets, users)
Authentication	Salesforce Login + OAuth	Role-based login and third-party (Gmail, LinkedIn) registration
Reporting & Analytics	Salesforce Reports & Dashboards	Real-time insights into trips, fares, complaints, and employee metrics
Integration (Optional)	REST APIs (Salesforce API)	To connect external apps (e.g., payment gateways or GPS tracking)
DevOps & Deployment	Salesforce Change Sets / Git + SFDX	Version control, staging, and deployment of changes
Security	Salesforce Shield (optional)	Platform encryption, audit trail, field-level security