

# **KALLAM HARANADHAREDDY INSTITUTE OF TECHNOLOGY**



**Domain: Salesforce Developer**

**Branch: Electronics and Communication Engineering**

**Batch:16**

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KRISHNA

**Project Title: Pizza Delivery Application**

**1. Project Overview:** Pizza delivery is a service in which a pizzeria or pizza chain delivers a pizza to a customer. An order is typically made either by telephone, or over the internet, in which the customer can request pizza type and size, and other items to be delivered with it, commonly including soft drinks. Pizzas may be delivered in cardboard pizza boxes or delivery bags, and deliveries are made with either an automobile, motorized scooter, or bicycle.

## **2. Objectives:**

### **Business Goals:**

#### **1. Increase Sales:**

- o Achieve a 20% increase in orders in the first 3 months.
- o Generate \$250,000 in revenue in the first 6 months.

#### **2. Customer Retention:**

- o Retain 75% of customers after their first order.
- o Increase repeat orders by 30% using personalized marketing.

#### **3. Operational Efficiency:**

- o Reduce delivery time by 15% within 6 months.
- o Cut customer support response time by 20%.

### **Specific Outcomes:**

#### **1. Salesforce Integration:**

- o Integrate the app with Salesforce to track customer data and orders.
- o Sync customer information between the app and Salesforce.

#### **2. Order Tracking:**

- o Use Salesforce to track real-time order updates and delivery status.
- o Allow customers to track their orders in real-time via the app.

#### **3. Customer Engagement:**

- o Set up personalized marketing using Salesforce to send targeted promotions.
- o Use Salesforce to send automated messages for new offers or discounts.

#### 4. Customer Support:

- o Use Salesforce to manage customer service requests and resolve issues within 24 hours.
- o Implement a chatbot for quick responses to common questions.

#### 5. Analytics & Reporting:

- o Use Salesforce to track key metrics like sales, customer satisfaction, and delivery times.
- o Generate monthly reports on app performance and customer trends.

### **3.Salesforce Key Features and Concepts Utilized**

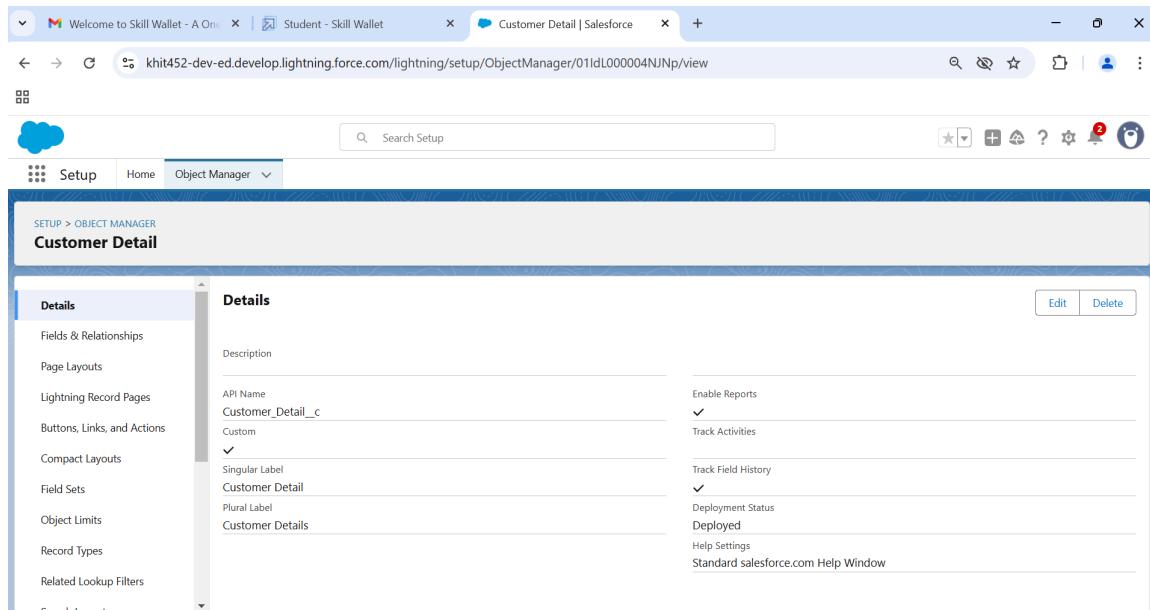
- ❖ Object
- ❖ Tabs
- ❖ Create App
- ❖ Fields & Relationships
- ❖ Record Types
- ❖ Profile
- ❖ User Adoption
- ❖ OWD (Organization Wide Default)
- ❖ Reports
- ❖ Apex Trigger
- ❖ Schedule Apex

## 4.Detailed Steps to Solution Design Objects

### Create a custom object for Customer Detail

#### To create an object follow

1. Click on the Gear Icon? From setup click on object manager
2. Click create, select custom object.
3. Fill in the label as "Customer Detail".
4. Fill in the plural label as "Customer Details".
5. Record name: "Customer Name"
6. Select the data type as "Text".
7. In the Optional Features section, select Allow Reports and Track Field History.
8. In the Deployment Status section, ensure Deployed is selected.
9. In the Search Status section, select Allow Search.
10. In the Object Creation Options section, select these options: Add Notes and Attachments related list to default page layout Launch New Custom Tab Wizard after saving this custom object
11. Leave everything else as is, and click Save.



Similarly do the same process for other objects also

## Custom object for Every Day Value

The screenshot shows the Salesforce Object Manager interface for the 'EveryDay Value' custom object. The left sidebar lists various setup options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters. The main 'Details' section displays the following configuration:

- Description:** (empty)
- API Name:** EveryDay\_Value\_c
- Custom:**
- Singular Label:** EveryDay Value
- Plural Label:** EveryDay Values
- Enable Reports:**
- Track Activities:** (empty)
- Track Field History:**
- Deployment Status:** Deployed
- Help Settings:** Standard salesforce.com Help Window

At the top right, there are 'Edit' and 'Delete' buttons.

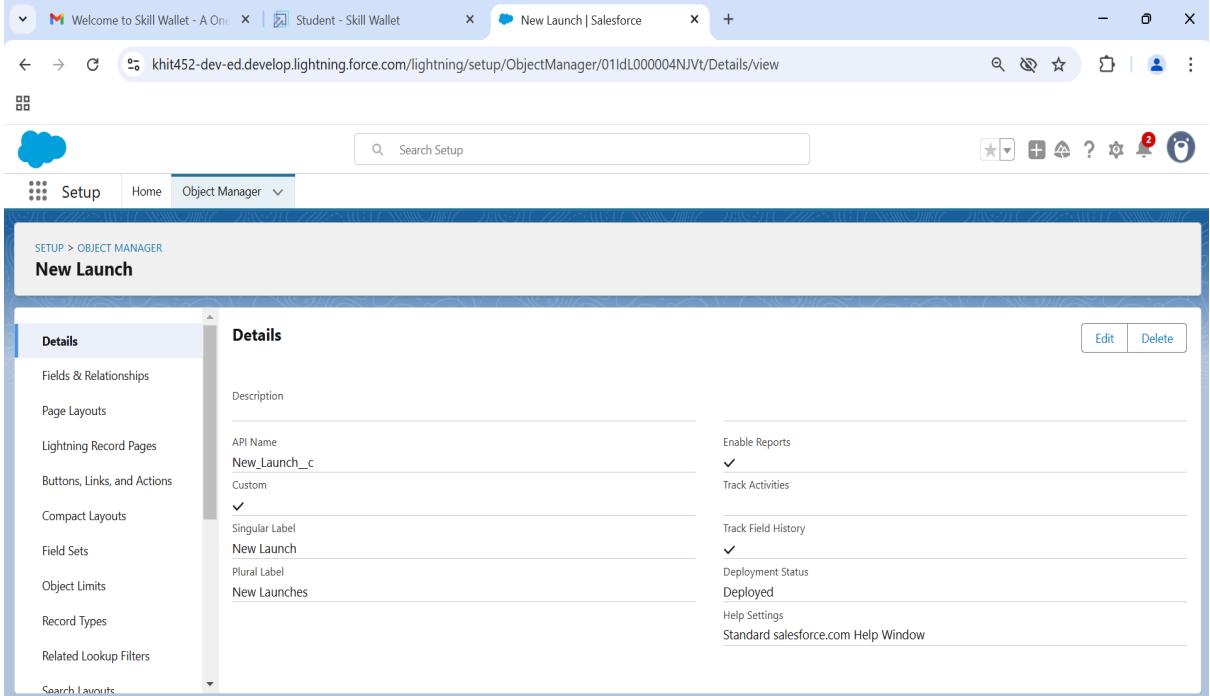
## Custom object for Best Seller

The screenshot shows the Salesforce Object Manager interface for the 'Best Seller' custom object. The left sidebar lists various setup options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters. The main 'Details' section displays the following configuration:

- Description:** (empty)
- API Name:** Best\_Seller\_c
- Custom:**
- Singular Label:** Best Seller
- Plural Label:** Best Sellers
- Enable Reports:**
- Track Activities:** (empty)
- Track Field History:**
- Deployment Status:** Deployed
- Help Settings:** Standard salesforce.com Help Window

At the top right, there are 'Edit' and 'Delete' buttons.

## Custom object for New Launches



The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes tabs for 'Setup', 'Home', and 'Object Manager'. The main title is 'SETUP > OBJECT MANAGER' followed by 'New Launch'. On the left, a sidebar lists various configuration options under the 'Details' tab, such as 'Fields & Relationships', 'Page Layouts', and 'Lightning Record Pages'. The main content area displays the 'Details' section for the 'New\_Launch\_\_c' object. It contains fields like 'Description' (empty), 'API Name' (set to 'New\_Launch\_\_c'), 'Custom' (checkbox checked), 'Singular Label' (set to 'New Launch'), 'Plural Label' (set to 'New Launches'), 'Enable Reports' (checkbox checked), 'Track Activities' (checkbox checked), 'Track Field History' (checkbox checked), 'Deployment Status' (set to 'Deployed'), and 'Help Settings' (link to 'Standard salesforce.com Help Window').

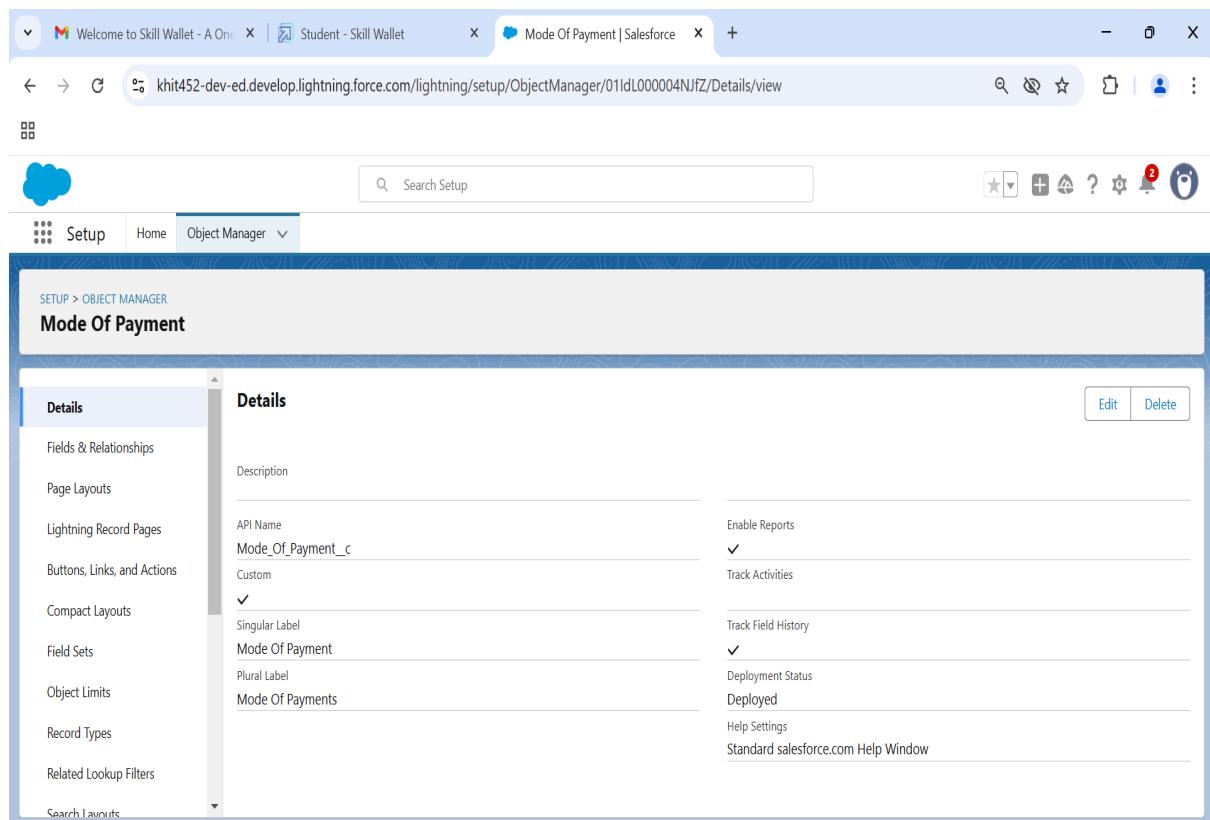
## Custom object for Pizza

The screenshot shows the Salesforce Setup interface with the title bar "Welcome to Skill Wallet - A One.com App | Student - Skill Wallet | Pizza | Salesforce". The URL in the address bar is "khit452-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01IdL000004Njaj/Details/view". The main content area is titled "SETUP > OBJECT MANAGER" and "Pizza". On the left, a sidebar lists various setup categories like Fields & Relationships, Page Layouts, Lightning Record Pages, etc. The main "Details" section shows the API Name as "Pizza\_\_c", which is marked as Custom. Other details include Singular Label ("Pizza"), Plural Label ("Pizzas"), and Deployment Status ("Deployed"). Buttons for "Edit" and "Delete" are at the top right.

## Custom object for Beverages

The screenshot shows the Salesforce Setup interface with the title bar "Welcome to Skill Wallet - A One.com App | Student - Skill Wallet | Beverage | Salesforce". The URL in the address bar is "khit452-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01IdL000004Njdx/Details/view". The main content area is titled "SETUP > OBJECT MANAGER" and "Beverage". The sidebar and main "Details" section are identical to the Pizza object, showing the API Name as "Beverage\_\_c", which is also marked as Custom. Other details include Singular Label ("Beverage") and Plural Label ("Beverages"). Buttons for "Edit" and "Delete" are at the top right.

## Custom object for Mode of Payment

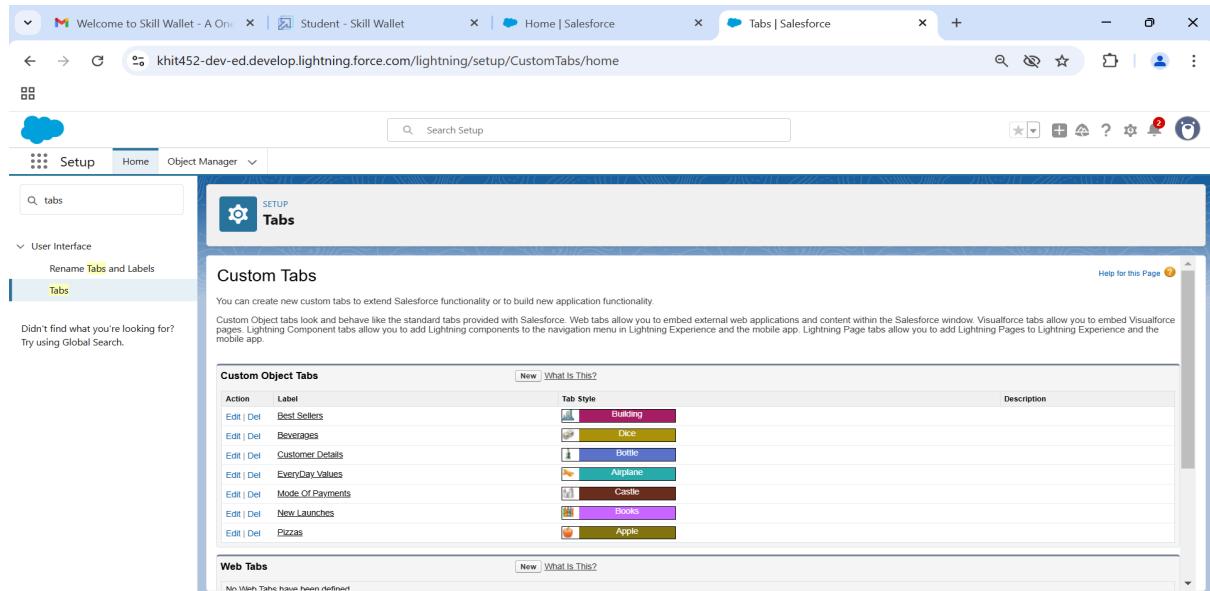


## Tabs

### How to create a tab

1. To Create the tab? click on the gear Icon? then click Home button? In the quick find box search for the Tabs.
2. Then Click on the new button to create tab, in the Tab style you can select whatever you want to select
3. Than select the Customer Detail Object and select the Icon from the search button and click next and save
4. Repeat the same Process to create the Remaining Tabs such as,
  - Every Day Value
  - Best Seller
  - New Launches

- Pizzas
- Beverages
- Mode of Payment



## Create App

### Create the Lightning App

1. Go to the Gear Icon? Click on setup? click on the Home Button? Go to the quick find box and select the App Manager
2. Fill the app name as Pizza Delivery in app details and branding? Next? App option page keep it as default? Next
3. Add Navigation Items add tabs Customer Details, Every Day Values, Beverages, Best Seller, New Launches, pizza and Mode of payment? Next? (Add User Profile) Add System Administrator, Salesforce platform user, Standard User? Next.
4. To Add Navigation Items: Select the items from the search bar and move it using the arrow button? Next. select all the tabs which you have created
5. To Add User Profiles: Search profiles in search bar? click on the arrow button & select Standard user, standard Platform user & System Admin Profile? save & finish

App Name	Developer Name	Description	Last Modified Date	App Type	Visibility
All Tabs	AllTabSet		24/02/2025, 8:18 pm	Classic	<input checked="" type="checkbox"/>
Analytics Studio	Insights	Build CRM Analytics dashboards and apps	24/02/2025, 8:18 pm	Classic	<input checked="" type="checkbox"/>
App Launcher	AppLauncher	App Launcher tabs	24/02/2025, 8:18 pm	Classic	<input checked="" type="checkbox"/>
Approvals	Approvals	Manage approvals and approval flows	24/02/2025, 8:18 pm	Lightning	<input checked="" type="checkbox"/>
Automation	FlowsApp	Automate business processes and repetitive tasks.	24/02/2025, 8:22 pm	Lightning	<input checked="" type="checkbox"/>
Bolt Solutions	LightningBolt	Discover and manage business solutions designed for your industry.	24/02/2025, 8:21 pm	Lightning	<input checked="" type="checkbox"/>
Business Rules Engine	ExpressionSetConsole	Create and maintain business rules that perform complex lookups and calculations.	24/02/2025, 8:18 pm	Lightning	<input checked="" type="checkbox"/>
Community	Community	Salesforce CRM Communities	24/02/2025, 8:18 pm	Classic	<input checked="" type="checkbox"/>
Content	Content	Salesforce CRM Content	24/02/2025, 8:18 pm	Classic	<input checked="" type="checkbox"/>
Data Manager	DataManager	Use Data Manager to view limits, monitor usage, and manage recipes.	24/02/2025, 8:18 pm	Lightning	<input checked="" type="checkbox"/>
Digital Experiences	SalesforceCMS	Manage content and media for all of your sites.	24/02/2025, 8:18 pm	Lightning	<input checked="" type="checkbox"/>
Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experience	24/02/2025, 8:18 pm	Lightning	<input checked="" type="checkbox"/>

## Fields & Relationships

### Create the Field for Every Day Value

1. Go to setup click on Object Manager type object name in search bar click on the object? Every Day Value? Field and Relationship? then click on new Field Data Type Checkbox
2. Go to setup click on Object Manager type object name in search bar click on the object Every Day Value Field and Relationship then click on new Field Data Type Checkbox
3. Follow the above steps and create the Remaining Fields.
  - Pickup Checkbox
  - Select City Picklist (New Delhi, Mumbai, Bangalore, Pune, Chennai, Hyderabad, Kolkata, Noida, Agra, Ahmad Nagar, Ahmedabad, Nasik)
  - Select Store Picklist
  - Delivery Checkbox

- Pickup Checkbox

SETUP > OBJECT MANAGER  
**EveryDay Value**

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Delivery	Delivery__c	Checkbox		
EveryDay Value	Name	Text(80)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Pickup	Pickup__c	Checkbox		
Select City	Select_City__c	Picklist		
Select Store	Select_Store__c	Picklist		

## Create the Field for Best Seller Object

SETUP > OBJECT MANAGER  
**Best Seller**

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Best Seller	Name	Text(80)		✓
Created By	CreatedById	Lookup(User)		
Crust	Crust__c	Picklist		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

## Create the Field for New Launches

The screenshot shows the Salesforce Setup interface with the following details:

- Header:** Welcome to Skill Wallet - A One App, Student - Skill Wallet, New Launch | Salesforce, EveryDay Value | Salesforce.
- Page:** https://khit452-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01IdL000004NJvt/FieldsAndRelationships/view
- Search Bar:** Search Setup
- Toolbars:** Setup, Home, Object Manager
- Section:** SETUP > OBJECT MANAGER  
New Launch
- Table:** Fields & Relationships (5 items, Sorted by Field Label)

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
New Beverages	New_Beverages__c	Picklist		
New Launch	Name	Text(80)		✓
Owner	OwnerId	Lookup(User,Group)		✓
- Address Bar:** https://khit452-dev-ed.lightning.force.com/one/one.app#/setup/ObjectManager/01IdL000004NJvt/FieldsAndRelationships/view

## Create the Field for Pizza

The screenshot shows the Salesforce Object Manager interface for the 'Pizza' object. The left sidebar lists various setup categories like Page Layouts, Lightning Record Pages, Buttons, etc. The main content area displays the 'Fields & Relationships' section with 8 items. The table has columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Add On	Add_On__c	Number(18, 0)		
Amount	Amount__c	Picklist		
Created By	CreatedBy	Lookup(User)		
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Pizza	Name	Text(80)		✓
Record Type	RecordTypeId	Record Type		✓
Types of Pizzas	Types_of_Pizzas__c	Picklist		

## Create the Field for Beverages

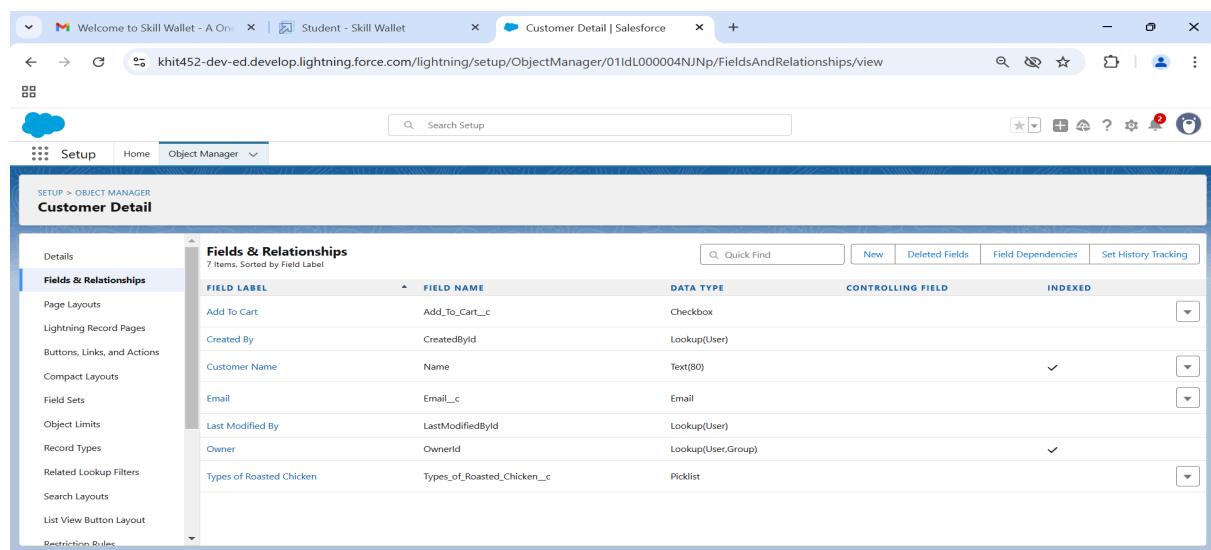
The screenshot shows the Salesforce Object Manager interface for the 'Beverage' object. The left sidebar lists various setup categories. The main content area displays the 'Fields & Relationships' section with 5 items. The table has columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Beverage	Name	Text(80)		✓
Created By	CreatedBy	Lookup(User)		
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Types of Cold Drinks	Types_of_Cold_Drinks__c	Picklist		

## Create the Field for Customer Detail

Types of Roasted Chicken picklist values:

1. Chicken taco pizza
2. Chicken fajita pizza
3. Chicken pesto pizza
4. Barbecue chicken pizza bread bowl



The screenshot shows the Salesforce Object Manager interface for the 'Customer Detail' object. On the left, there's a sidebar with various setup options like Details, Fields & Relationships, Page Layouts, etc. The main area is titled 'Fields & Relationships' and lists seven items. The table has columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Add To Cart	Add_To_Cart__c	Checkbox		
Created By	CreatedBy	Lookup(User)		
Customer Name	Name	Text(80)		
Email	Email_c	Email		
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		
Types of Roasted Chicken	Types_of_Roasted_Chicken__c	Picklist		

## Create the Field for Mode of Payment

**Mode Of Payment**

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Detail	Customer_Detail__c	Master-Detail(Customer Detail)		
Last Modified By	LastModifiedById	Lookup(User)		
Mode Of Payment	Mode_of_Payment__c	Picklist		
Mode Of Payment	Name	Text(80)		

## Record Types

### Record Type for Pizza Object

1. Click on the Gear Icon? Then Click on the object Manager? Search for Pizza object?  
Record Types Click on new Veg Pizza

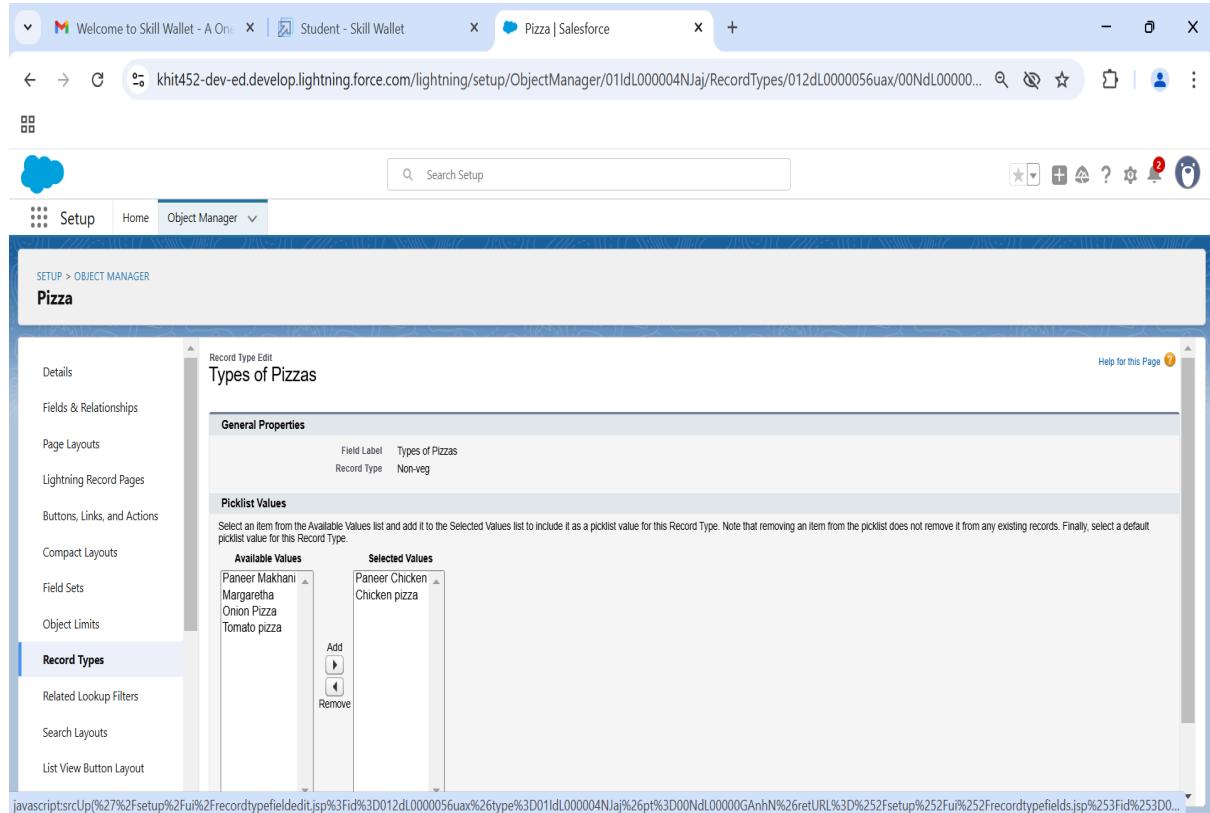
**Veg Pizza**

Action	Field	Modified Date
Edit	Amount	25/02/2025, 12:31 pm
Edit	Types of Pizzas	25/02/2025, 12:32 pm

The screenshot shows the Salesforce Object Manager interface for the 'Pizza' object. The left sidebar has 'Record Types' selected. The main area displays the 'Types of Pizzas' record type edit screen. The 'General Properties' section shows 'Field Label' as 'Types of Pizzas' and 'Record Type' as 'Veg Pizza'. The 'Picklist Values' section contains two lists: 'Available Values' (Panier Chicken, Chicken pizza) and 'Selected Values' (Paneer Makhani, Margaretha, Onion Pizza, Tomato pizza). Buttons for 'Add' and 'Remove' are between the lists.

2. Similarly do for the Non-veg and just select the non-veg instead of veg

The screenshot shows the Salesforce Object Manager interface for the 'Pizza' object. The left sidebar has 'Record Types' selected. The main area displays the 'Non-veg' record type edit screen. The 'General Properties' section shows 'Record Type Label' as 'Non-veg' and 'Record Type Name' as 'Non\_veg'. The 'Active' checkbox is checked. The 'Picklists Available for Editing' section lists two fields: 'Amount' and 'Types of Pizzas', both with their respective modified dates.



# profile

## To create a new profile

1. Go to setup type profiles in quick find box click on profiles clone the desired profile (standard platform user is pref) and clone that profile
2. Enter a Profile Name Sales Manager and click on Save
3. Click on the new created profile
4. While still on the profile page, then click Edit
5. For the sales manager profile give the following access
6. Similarly clone the standard platform profile and give the name as Sales Executive and give the same access to the as of sales manager
7. Again clone the standard User profile and this time give all access for the objects, tabs and field and give the profile name as Delivery Person

The screenshot shows the Salesforce Setup interface with the 'Profiles' tab selected. A search bar at the top right contains the text 'Search Setup'. Below it, a navigation bar includes icons for Home, Object Manager, and a user profile. The main content area displays the 'Sales Manager' profile edit screen. The profile name is 'Sales Manager', and the user license is 'Salesforce Platform'. The 'Custom Profile' checkbox is checked. Under 'Custom App Settings', the 'Pizza Delivery (Pizza\_Delivery)' app is set to 'Visible' and 'Default'. Under 'Service Provider Access', there are tabs for 'Tab Settings' and 'Object Settings'. A note at the bottom left says 'Didn't find what you're looking for? Try using Global Search.'

This screenshot shows the 'Delivery Person' profile edit screen in the Salesforce Setup interface. The profile name is 'Delivery Person', and the user license is 'Salesforce'. The 'Custom Profile' checkbox is checked. Under 'Custom App Settings', multiple apps are listed with checkboxes for 'Visible' and 'Default': 'All Tabs (standard\_\_AllTabSet)', 'Analytics Studio (standard\_\_insights)', 'App Launcher (standard\_\_AppLauncher)', 'Approvals (standard\_\_Approvals)', 'Automation (standard\_\_FlowsApp)', 'Pizza Delivery (Pizza\_Delivery)', 'Queue Management (standard\_\_QueueManagement)', 'Sales (standard\_\_Lightning\_Sales)', 'Sales (standard\_\_Sales)', and 'Sales Console (standard\_\_Lightning\_SalesConsole)'. A note at the bottom left says 'Didn't find what you're looking for? Try using Global Search.'.

## User Adoption

1. Go to the Gear Icon? Click the setup click on the home button and in the quick find box search for the user Click on the user than click on new fill the fields

- Follow the above and create 2 more user? Marketing manager and Sales Rep

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> Edit	Chatter Expert	Chatter	chatty@00dd00000kpv0jab.gloobhrawdue@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/> Edit	M_Tushar	tm	218x1at123@khit.com		<input checked="" type="checkbox"/>	Sales Manager
<input type="checkbox"/> Edit	N_Marketing_manager	mn	218x1at123@ac.in		<input checked="" type="checkbox"/>	Sales Manager
<input type="checkbox"/> Edit	Sekuri_Manju_Bhargavi	MSeku	batches1@khit.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/> Edit	T_Sales_Rep	st	218x1at123@ac.in		<input checked="" type="checkbox"/>	Sales Manager
<input type="checkbox"/> Edit	User_Integration	integ	integration@00dd00000kpv0jab.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/> Edit	User_Security	sec	insightssecurity@00dd00000kpv0jab.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

## OWD (Organization Wide Default)

### Create OWD Setting

- Setup, use the Quick Find box to find Sharing Settings.
- Click Edit in the Organization-Wide Defaults area.
- For each object, select the default access you want to give everyone.
- For Every custom object give private as a record level security.

The screenshot shows the Salesforce Sharing Settings page. The main area displays a grid of sharing settings for various objects. The columns are labeled "Private", "Public Read", and "Public Write". Most objects are set to "Private" in all three categories. The objects listed include Web Cart Document, Work Order, Work Plan, Work Plan Template, Work Step Template, Work Type, Work Type Group, Address Books, Best Seller, Beverage, Customer Detail, EveryDay Value, New Launch, and Pizza. At the bottom of the page, there are several configuration options: Standard Report Visibility (checked), Manual User Record Sharing (unchecked), Manager Groups (unchecked), Secure guest user record access (unchecked), and Require permission to view record names in lookup fields (unchecked). The "Sharing Settings" tab is selected in the sidebar.

## Reports

1. Go to the gear icon click on the setup click on the home button in the quick fin box search for app manager select the App and go to the navigation
2. There select the Report and include in the app than go to App There you will find the Tab
3. Click New Report create folder Create the Report Select the Customer with Mode of Payment Object Mode of Payment in the columns Customer detail Created Date columns mode of payment Id and in the rows Mode of payment Mode of payment

The screenshot shows the Salesforce Lightning interface with the following details:

- Header:** Welcome to Skill Wallet - A One, Student - Skill Wallet, Home | Salesforce, Recent | Reports | Salesforce.
- Search Bar:** Search... (with a magnifying glass icon).
- Top Navigation:** Pizza Delivery, Customer Details, EveryDay Values, Beverages, Best Sellers, New Launches, Pizzas, Mode Of Payments, Reports.
- Left Sidebar:** Reports, Recent (2 items), Reports (Recent, Created by Me, Private Reports, Public Reports, All Reports), Folders (All Folders, Created by Me, Shared with Me), Favorites (All Favorites).
- Table:** A table listing recent reports. The columns are Report Name, Description, Folder, Created By, Created On, and Subscribed.

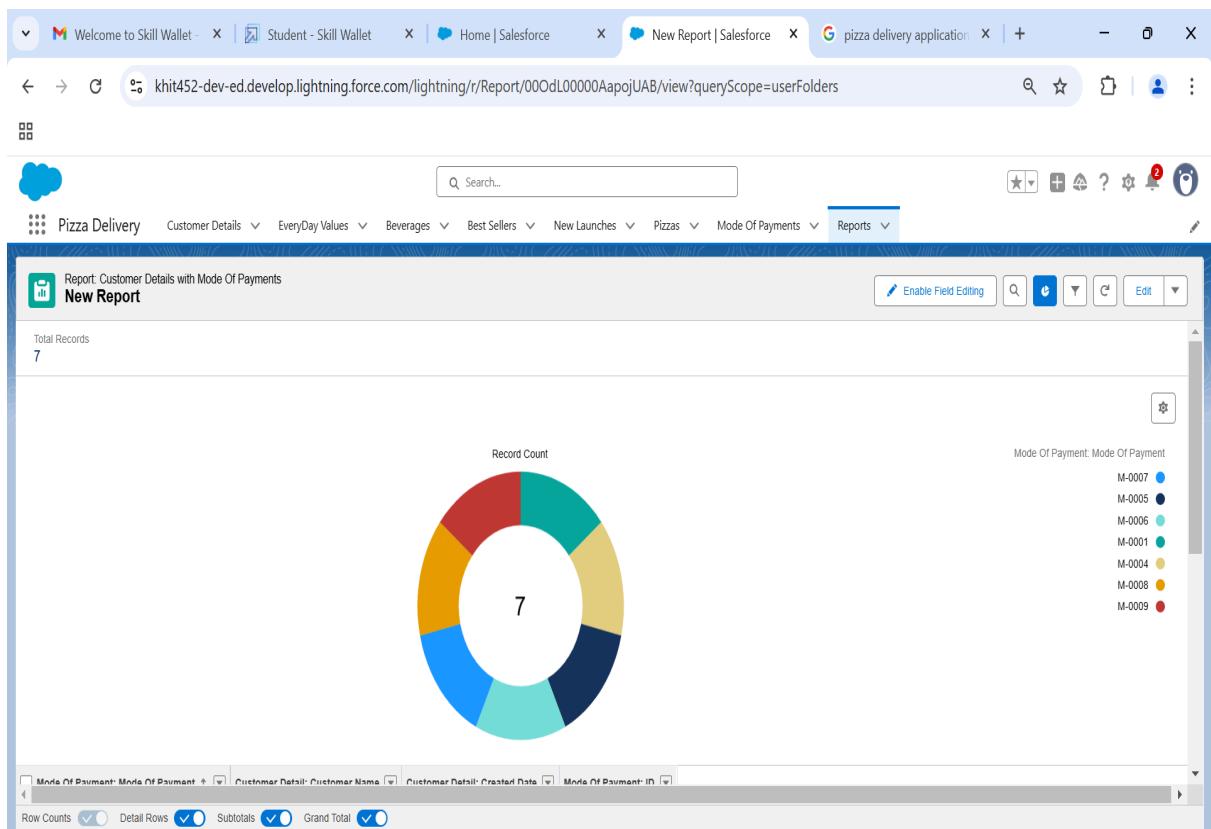
Report Name	Description	Folder	Created By	Created On	Subscribed
New Report	Private Reports	Manju Bhargavi Sekuri	3/3/2025, 3:52 pm		
New Report Customer Mode of Payment	Private Reports	Manju Bhargavi Sekuri	3/3/2025, 3:13 pm		

4. Go to the reports and select the customer details with mode of payment.
5. Select the following option for the Rows and column.
6. You can create the chart as so just click on the chart and you will be able to create it

The screenshot shows the Salesforce Lightning interface with the following details:

- Header:** Welcome to Skill Wallet - A One, Student - Skill Wallet, Home | Salesforce, New Report | Salesforce.
- Search Bar:** Search... (with a magnifying glass icon).
- Top Navigation:** Pizza Delivery, Customer Details, EveryDay Values, Beverages, Best Sellers, New Launches, Pizzas, Mode Of Payments, Reports.
- Report Title:** Report: Customer Details with Mode Of Payments  
New Report
- Table:** A table showing customer details with mode of payment. The columns are Mode Of Payment: Mode Of Payment, Customer Detail: Customer Name, Customer Detail: Created Date, and Mode Of Payment: ID.
- Buttons:** Enable Field Editing, Add Chart, Edit.
- Table Data:**

Mode Of Payment: Mode Of Payment	Customer Detail: Customer Name	Customer Detail: Created Date	Mode Of Payment: ID
M-0001 (1)	Ram	03/03/2025	a06dL000008GJvR
Subtotal			
M-0004 (1)	teju	03/03/2025	a06dL000008GKvp
Subtotal			
M-0005 (1)	brahma	03/03/2025	a06dL000008G77O
Subtotal			
M-0006 (1)	tejaswini	03/03/2025	a06dL000008GHta
Subtotal			
M-0007 (1)	manju	03/03/2025	a06dL000008GOco
Subtotal			
M-0008 (1)	bhargavi	03/03/2025	a06dL000008GMcr
Subtotal			
M-0009 (1)	kesav	03/03/2025	a06dL000008GMET
Total (7)			



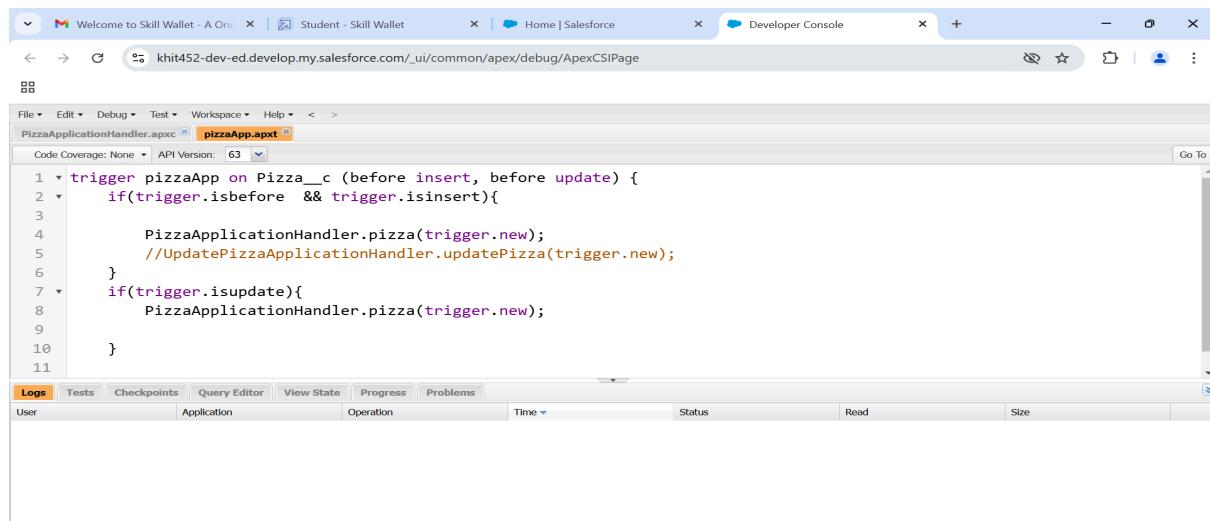
## 5. Testing and Validation

### Apex Trigger

#### Activity- 1

This Trigger works for the Pizza Object where the scenario is like whenever the customer is selecting the Pizza whether it is veg Pizza or Non-veg Pizza According to the selection of Pizza The Amount will be reflected in the Amount Field.

#### Trigger



The screenshot shows the Salesforce Developer Console interface. The top navigation bar includes tabs for 'Welcome to Skill Wallet - A One...', 'Student - Skill Wallet', 'Home | Salesforce', and 'Developer Console'. The main area displays the code for 'pizzaApp.apxt' under the 'PizzaApplicationHandler.apxc' file. The code is a trigger for the 'Pizza\_\_c' object:

```
trigger pizzaApp on Pizza__c (before insert, before update) {
    if(trigger.isbefore && trigger.isinsert){
        PizzaApplicationHandler.pizza(trigger.new);
        //UpdatePizzaApplicationHandler.updatePizza(trigger.new);
    }
    if(trigger.isupdate){
        PizzaApplicationHandler.pizza(trigger.new);
    }
}
```

The code editor has tabs for 'Logs', 'Tests', 'Checkpoints', 'Query Editor', 'View State', 'Progress', and 'Problems'. The 'Logs' tab is selected. Below the code editor is a table with columns: User, Application, Operation, Time, Status, Read, and Size.

## Trigger Code:

```
trigger pizzaApp on Pizza__c (before insert, before update) {
    if(trigger.isbefore && trigger.isinsert){
        PizzaApplicationHandler.pizza(trigger.new);
        //UpdatePizzaApplicationHandler.updatePizza(trigger.new);
    }
    if(trigger.isupdate){
        PizzaApplicationHandler.pizza(trigger.new);
    }
}
```

## Trigger Handler

```

1 public class PizzaApplicationHandler {
2     public static void pizza(List<pizza__c> pizzaRec){
3         for ( Pizza__c pz : pizzaRec){
4             if(pz.name.contains('Margretha') && pz.name.contains('Paneer Makhani') ){
5                 pz.Amount__c = '550';
6             }
7             if( pz.name.contains('Paneer Makhani')){
8                 pz.Amount__c = '350';
9             }
10            if(pz.name == 'Margretha'){
11                pz.Amount__c = '200';
12            }
13            if(pz.name == 'Tomato Pizza'){
14                pz.Amount__c = '100';
15            }
16            if(pz.name == 'Onion Pizza'){
17                pz.Amount__c = '100';
18            }
19
20            if(pz.name.contains('Margretha') && pz.name.contains('Paneer Makhani') &&
21            pz.name.contains('Tomato Pizza') && pz.name.contains('Onion Pizza') ){
22                pz.Amount__c = '750';
23            }
24            if(pz.name.contains('Margretha') && pz.name.contains('Paneer Makhani') &&
25            pz.name.contains('Tomato Pizza')){
26                pz.Amount__c = '750';
27            }
28            if(pz.name == 'Chicken Pizza'){
29                pz.Amount__c = '400';
30            }
31        }
32    }
33 }

```

## Trigger Handler code:

```

public class PizzaApplicationHandler {
    public static void pizza(List<pizza__c> pizzaRec){
        for ( Pizza__c pz : pizzaRec){
            if(pz.name.contains('Margretha') && pz.name.contains('Paneer Makhani') ){
                pz.Amount__c = '550';
            }
            if( pz.name.contains('Paneer Makhani')){
                pz.Amount__c = '350';
            }
            if(pz.name == 'Margretha'){
                pz.Amount__c = '200';
            }
            if(pz.name == 'Tomato Pizza'){
                pz.Amount__c = '100';
            }
            if(pz.name == 'Onion Pizza'){
                pz.Amount__c = '100';
            }

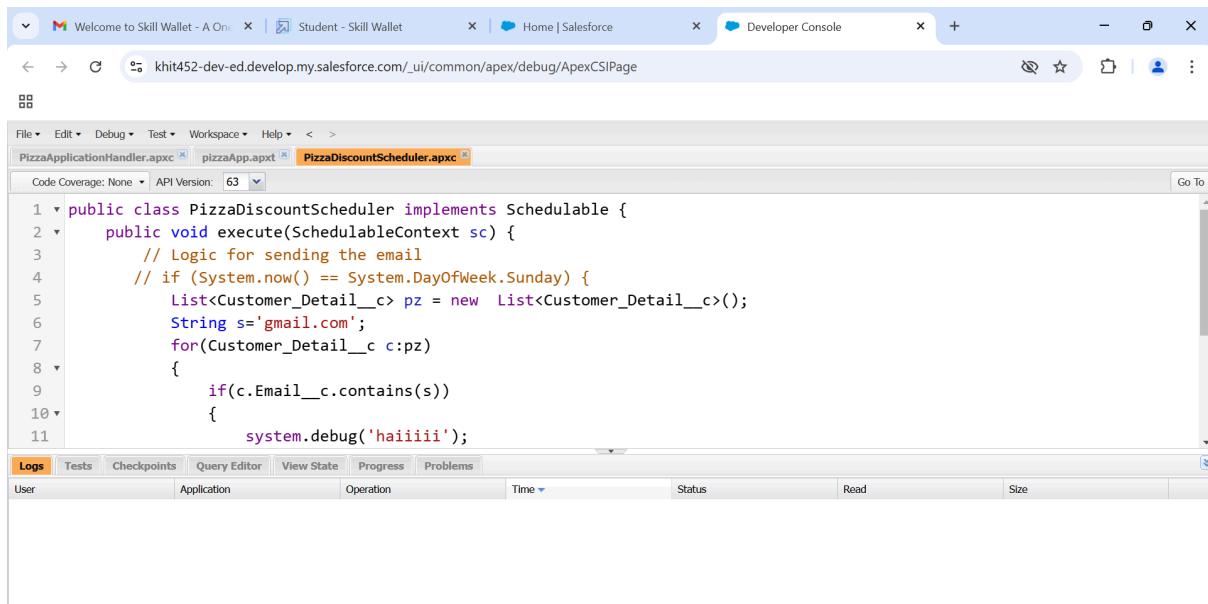
            if(pz.name.contains('Margretha') && pz.name.contains('Paneer Makhani') &&
            pz.name.contains('Tomato Pizza') && pz.name.contains('Onion Pizza') ){
                pz.Amount__c = '750';
            }
            if(pz.name.contains('Margretha') && pz.name.contains('Paneer Makhani') &&
            pz.name.contains('Tomato Pizza')){
                pz.Amount__c = '750';
            }
            if(pz.name == 'Chicken Pizza'){
                pz.Amount__c = '400';
            }
        }
    }
}

```

```
if(pz.name == 'Paneer Chicken'){
    pz.Amount__c = '400';
}
if(pz.name.contains('Paneer Chicken') && pz.name.contains('Chicken Pizza') ){
    pz.Amount__c = '800';
}
if(pz.name.contains('Paneer Chicken') && pz.name.contains('Paneer Makhani') ){
    pz.Amount__c = '750';
}
if(pz.name.contains('Paneer Chicken') && pz.name.contains('Margretha') ){
    pz.Amount__c = '750';
}
if(pz.name.contains('Paneer Chicken') && pz.name.contains('Tomato Pizza') ){
    pz.Amount__c = '500';
}
if(pz.name.contains('Paneer Chicken') && pz.name.contains('Onion Pizza') ){
    pz.Amount__c = '500';
}
}
```

## Schedule Apex

### Schedule Apex for Frequently visited Customer



```
public class PizzaDiscountScheduler implements Schedulable {  
    public void execute(SchedulableContext sc) {
```

```

// Logic for sending the email
// if (System.now() == System.DayOfWeek.Sunday) {
    List<Customer_Detail__c> pz = new List<Customer_Detail__c>();
    String s='gmail.com';
    for(Customer_Detail__c c: pz)
    {
        if(c.Email__c.contains(s))
        {
            system.debug('haiiiii');
        }
    }
    Messaging.SingleEmailMessage email = new Messaging.SingleEmailMessage();
    email.setToAddresses(new List<String>{'user@example.com'});
    email.setSubject('Special Sunday Discount');
    email.setPlainTextBody('Enjoy a 20% discount on all pizzas today!');
    Messaging.sendEmail(new List<Messaging.SingleEmailMessage>{email});
}
}

```

## Activity-2

1. Click on the Gear Icon? Go to the Home Tab in the Quick Find Box Search for Apex Class.
2. Click on the Schedule Apex Give Job Name as Schedule Pizza.
3. Click on Apex Class Lookup Select Pizza Discount Scheduler In Recently Viewed Apex Class.
4. In Frequency Click on the Weekly Radio button You can Select the Start Date and End date As Per You Requirement and then Click on the Save Button.

The screenshot shows the Salesforce Setup Apex Classes page. On the left, there's a sidebar with categories like Email, Custom Code, Environments, and Jobs. Under Custom Code, 'Apex Classes' is selected. The main area displays a table of Apex classes:

Action	Name	Namespace Prefix	Api Version	Status	Size Without Comments	Last Modified By	Has Trace Flags
Edit   Del   Security	PizzaApplicationHandler		63.0	Active	1,954	Manju Bhargavi Sekur	04/03/2025, 11:07 am
Edit   Del   Security	PizzaDiscountScheduler		63.0	Active	799	Manju Bhargavi Sekur	04/03/2025, 11:22 am

At the top of the main area, there's a message about the percentage of apex used (0.05%) and a link to estimate code coverage. Below the table, there's a section titled 'Dynamic Apex Classes' with a brief description.

- Click on the debug besides file Click on the Open Execute Anonymous Windows
- Execute the below code

The screenshot shows the Salesforce Developer Console with the 'Logs' tab selected. A modal window titled 'Enter Apex Code' is open, displaying the following Apex code:

```

1 // Schedule the job to run every Monday at 8 AM
2 String cronExp = '0 0 8 ? * SUN';
3
4 // Create an instance of the ExpenseReportProcessor class
5 PizzaDiscountScheduler expenseProcessor = new PizzaDiscou
6
7 // Schedule the job using the System.schedule method
8 System.schedule('Expense Report Processor', cronExp, expenseProcessor);
9

```

At the bottom of the modal, there are buttons for 'Open Log', 'Execute', and 'Execute Highlighted'.

```
// Schedule the job to run every Monday at 8 AM

String cronExp = '0 0 8 ? * SUN';

// Create an instance of the ExpenseReportProcessor class

PizzaDiscountScheduler expenseProcessor = new PizzaDiscountScheduler();

// Schedule the job using the System.schedule method

System.schedule('Expense Report Processor', cronExp, expenseProcessor);
```

## **6. Key Scenarios Addressed by Salesforce in the Implementation Project**

### **1. Order Management**

- Track customer orders from start to finish.

### **2. Customer Support**

- Handle customer complaints and issues (like wrong orders) quickly through chat, email, or phone.

### **3. Personalized Offers**

- Send special discounts or offers to customers based on their past orders.

### **4. Driver Management**

- Assign delivery drivers to orders and track their location in real-time.

### **5. Inventory Management**

- Keep track of ingredients and automatically reorder when stock is low.

## **7. Conclusion**

- A comprehensive Pizza Delivery Application has been successfully developed using Salesforce, offering a streamlined process for managing orders, deliveries, and inventory.
- Key features like real-time order tracking, automated inventory management, and delivery performance monitoring have been implemented.
- Salesforce's powerful platform has enabled the development of a scalable, automated, and efficient system that enhances the operational efficiency and customer satisfaction of the pizza delivery business.

