

Project Title:

Integrated Customer Sales and Support System

What the Project Is About:

This project helps a company manage customers from start to finish. It helps find new customers and make sales by tracking potential customers called leads and sales deals called opportunities (Sales Cloud). It also helps solve customer problems and provide support after the sale by managing support cases (Service Cloud).

The Problem:

Sales and support teams often work separately, which causes delays and confusion. Sales teams don't always know about customer problems, and support teams don't have all sales info. This makes customers unhappy.

What will the project do?

- Keep a list of potential customers (leads) and check their interest.
- Manage sales deals (opportunities) and track progress.
- Save customer information as accounts and contacts after sales.
- Handle customer support cases and assign them to the right agent.
- Help sales and support teams work better together by sharing customer information.
- Send automatic alerts to teams.
- Show simple reports to track sales and support work.

Why is this helpful?

- Makes sales and support teams work smoothly together.
- Helps find new customers and make sales.
- Helps solve customer problems faster.
- Keeps customers happy.