

# Salesforce Project

## Problem statement:

Revolutionizing agriculture with AgriEdge Or-Mange Ltd: A Salesforce-Driven order management solution

AgriEdge Or-Mange Ltd, a prominent player in the agriculture and food production sector, is committed to transforming its order management processes through the implementation of a Salesforce-driven Order Management System (OMS). The company operates in a dynamic industry where efficient order processing, precise inventory tracking, and exceptional customer service are crucial for maintaining a competitive edge and ensuring customer satisfaction. AgriEdge Or-Mange Ltd handles a wide range of products, from seeds and fertilizers to harvested crops and processed food items, necessitating a robust system to manage the complexities of its supply chain operations.

The company currently faces challenges such as manual order processing errors, lack of real-time inventory visibility, and disjointed customer service channels, which can lead to delays, stockouts, and dissatisfied customers. To address these issues and enhance overall operational efficiency, AgriEdge Or-Mange Ltd has decided to leverage Salesforce's powerful platform to develop a customized OMS. This system will not only automate and streamline order processing but also provide real-time insights into inventory levels, facilitate seamless supply chain operations, and integrate with existing customer service channels to deliver a cohesive and responsive customer experience.

## Requirements/solution:

To meet the company's objectives, the OMS must fulfill several critical requirements. Firstly, it needs to support automated order processing to minimize manual errors and enhance efficiency. This includes creating tasks for new orders, updating order statuses, and sending automated notifications to relevant stakeholders. Secondly, the system should offer real-time inventory tracking to ensure accurate stock levels and prompt reordering when necessary. This will help prevent stockouts and overstock situations, optimizing inventory management.

Thirdly, the OMS must integrate seamlessly with existing customer service channels, such as email, phone, and online portals, to provide a unified and responsive customer service experience. This integration will enable customer service representatives to access up-to-date order and inventory information, allowing them to resolve customer inquiries more effectively and promptly.

Data security and compliance with industry standards are also paramount. The system must protect sensitive information, such as customer details and order data, through robust security measures and ensure compliance with relevant regulations. Lastly, the OMS should provide robust reporting and analytics capabilities, offering insights into order trends, inventory levels, and supply chain performance. This data-driven approach will enable

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AgriEdge Or-Mange Ltd to make informed decisions, optimize operations, and drive continuous improvement.

## Use cases:

- Salesforce Data Modelling
- Formula fields and Validation Rules
- Salesforce Data Security
- User Management
- Automation using Process Builder
- Apex Class, Apex Triggers and Test Class

## Overall Implementation:

AgriEdge Or-Mange Ltd aims to enhance agricultural supply chain efficiency using **Salesforce**. This project focuses on optimizing **order processing, inventory management, farmer support, and automated workflows** to ensure seamless operations in the agriculture sector.

1. Salesforce CRM Implementation
2. Process Automation & Workflows
3. Apex & Trigger Implementations
4. Batch Jobs & Scheduled Processes
5. Data Security & Access Control