

Phase 10: Final Presentation & Demo Day – (Online Laptop Booking)

1. Pitch Presentation

- **Purpose:** Communicate the **business problem, Salesforce solution, and project impact** to stakeholders, managers, or evaluators.
- **Content of Pitch:**
 1. **Business Problem:**
 - Multiple dealers managing laptop orders manually
 - Customers unable to track order and service status efficiently
 - Risk of errors in stock management and service tracking
 2. **Salesforce Solution:**
 - Custom objects for Laptop, Dealer, Customer, Order, Testing, and Service Testing
 - Automated workflows, validation rules, approval processes, and LWC forms
 - Role-based dashboards and dynamic reporting for Admins, Dealers, and Sales
 3. **ROI / Impact:**
 - Faster order processing and service handling
 - Reduced manual errors
 - Improved customer satisfaction and dealer accountability

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Laptop Dealers

Laptop Orders

Laptops

Laptop Tests

Laptop Service Requests

Reports

Dashboards

Laptop Orders

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Report as not spam

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Thank you

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BLISS

2. Demo Walkthrough

- **Purpose:** Provide a **live demonstration of the system in action**.
- **Key Demonstration Steps:**
 1. **Order Creation:**
 - Create a Laptop Order using **LWC order form or screen flow**
 - Assign to Dealer and select Laptop model and quantity
 2. **Dealer Assignment & Approval:**
 - Show high-value orders going through **approval process**
 - Dealer receives notification for assigned orders
 3. **Testing & Service Completion:**
 - Update **Laptop Testing** records and show status changes
 - Update **Service Testing** records and notify customer
 4. **Dashboards & Reports:**
 - Show **dealer performance dashboard, customer tracking dashboard, and pending service dashboard**
 - Demonstrate dynamic dashboards for different user roles

3. Feedback Collection

- **Purpose:** Gather input from stakeholders to improve the system.
- **Methods:**
 - **Surveys or forms:** Ask users to rate usability, functionality, and suggestions
 - **Interviews or Q&A sessions:** Collect qualitative feedback on improvements or missing features
- **Impact:**
 - Ensures **continuous improvement**
 - Helps identify **gaps in the current implementation** before final handoff

4. Handoff Documentation

- **Purpose:** Provide **detailed guides for future users and administrators**.
- **Contents:**
 1. **Setup Guide:** Steps to configure the Salesforce org, objects, fields, and automation

2. **User Manual:** Instructions for Sales, Dealers, Admins, and Support on using the system
 3. **Deployment Notes:** Details about Sandbox testing, change sets, and deployment processes
 4. **Troubleshooting Tips:** Common issues and solutions
- **Impact:**
 - Ensures **smooth transition and adoption**
 - Reduces dependency on the original developer for support

Summary of Phase 10

1. **Pitch Presentation:** Communicate business problem, solution, and ROI
2. **Demo Walkthrough:** Live showcase of order creation, dealer assignment, testing, service completion, and dashboards
3. **Feedback Collection:** Collect stakeholder insights for improvement
4. **Handoff Documentation:** Provide detailed setup guides, user manuals, and troubleshooting notes