

# **A CRM APPLICATION FOR LAPTOP RENTALS**

**BY**

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## **PROJECT ABSTRACT**

This project develops a Salesforce-based laptop booking management system to optimize booking processes, automate notifications, and generate insightful reports. Key components include the creation of a custom object, Laptop\_Bookings\_\_c, with fields for laptop details, booking amounts, and configurations. Apex triggers and handler classes automate email notifications when booking amounts exceed predefined thresholds. Custom reports categorize and summarize data to provide actionable insights on booking trends and financial metrics. The system enhances operational efficiency, streamlines data management, and supports strategic decision-making with robust automation and reporting capabilities.

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## **INTRODUCTION**

Welcome to our CRM Application for Laptop Rentals—an advanced solution designed to revolutionize your rental operations. Harnessing the capabilities of customer relationship management (CRM), this application enhances the rental experience, streamlines operational workflows, and boosts overall efficiency.

In addition to ensuring smooth laptop deliveries, our CRM application improves communication through personalized email campaigns. By combining these features, the system enhances customer engagement, optimizes operations, and delivers an exceptional rental experience while building lasting customer relationships.

## **SALESFORCE**

### **Introduction:**

Are you new to Salesforce and unsure about its purpose or how to utilize it effectively? If you have responded affirmatively to these inquiries, you have arrived at the appropriate resource. This module is designed specifically for you.

Welcome to Salesforce! Salesforce represents transformative technology equipped with a multitude of productivity-enhancing features intended to facilitate more intelligent and expedient sales processes. As you progress towards earning your badge for this module, we will guide you through these features and address the fundamental question, “What is Salesforce?”

### **What Is Salesforce?**

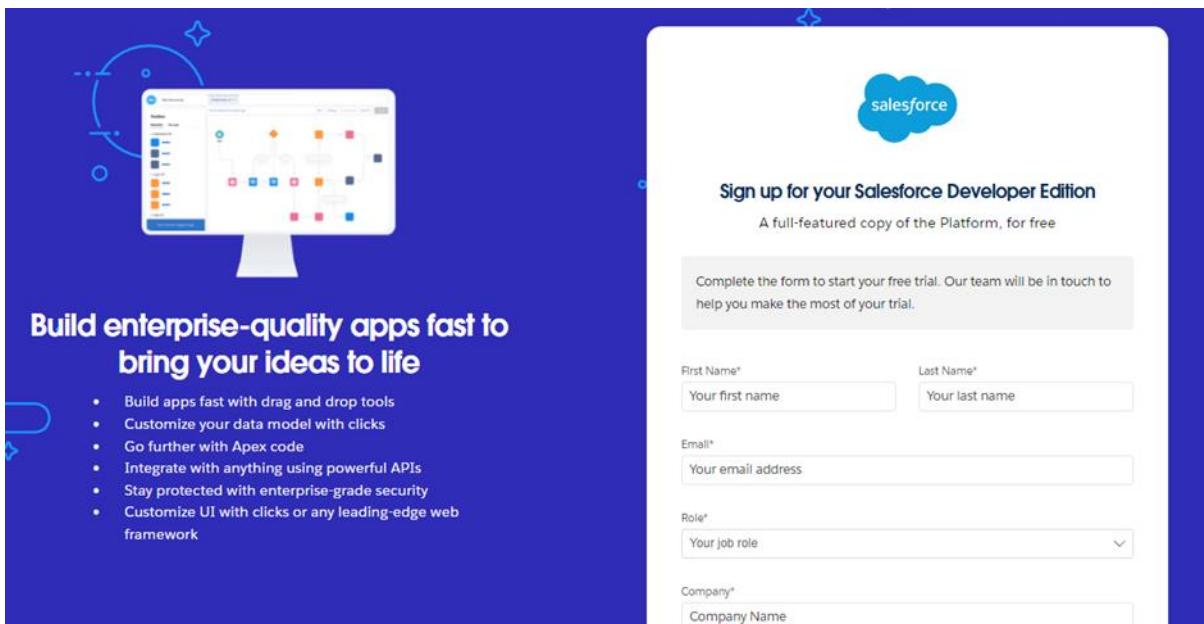
Salesforce serves as a comprehensive customer success platform, engineered to assist you in selling, servicing, marketing, analyzing, and connecting with your customers.

This platform provides all the tools necessary to operate your business from any location. Utilizing its standard products and features, you can effectively manage relationships with prospects and clients, collaborate with employees and partners, and securely store your data in the cloud.

### **Creating a Developer Account in Salesforce**

To create a developer organization in Salesforce, follow these steps:

1. Go to [<https://developer.salesforce.com/signup>]



2. Complete the sign-up form with the following details:

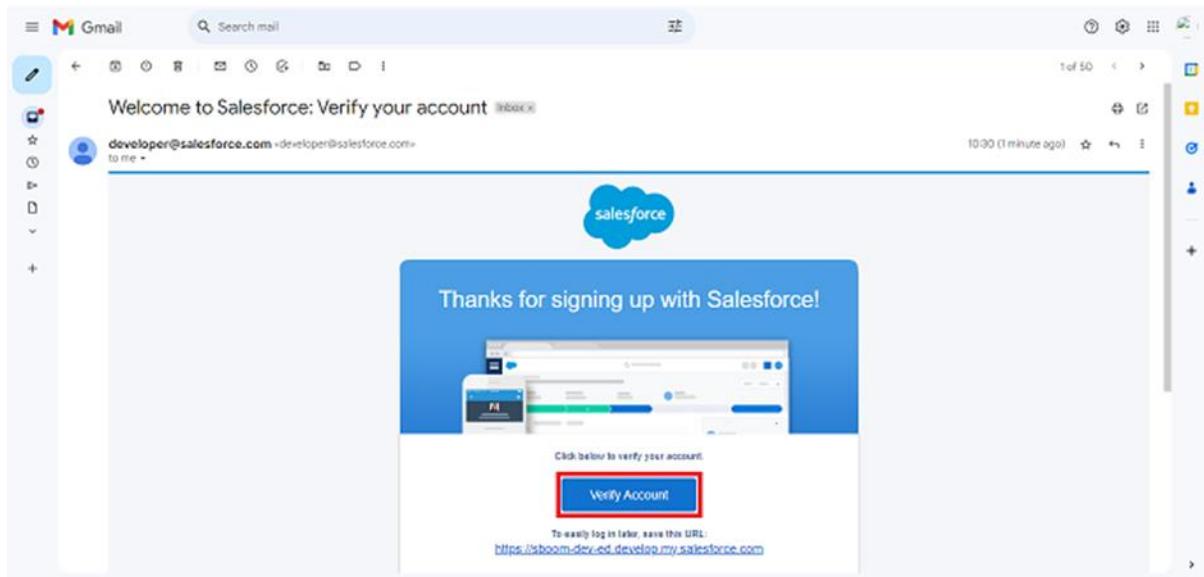
- \*\*First Name\*\* and \*\*Last Name\*\*
- \*\*Email Address\*\*
- \*\*Role\*\*: Developer
- \*\*Company\*\*: College Name
- \*\*Country\*\*: India
- \*\*Postal Code\*\*: Enter your pin code
- \*\*Username\*\*: This should be a combination of your name and company. It does not need to be a valid email address; you can use a format like `username@organization.com`.

3. After entering the required information, click on the "Sign Me Up" button to complete the registration process.

## Account Activation

1. Check the inbox of the email address you used during the sign-up process.

Look for an email from Salesforce and click on the **Verify Account** link to activate your account. Note that the email might take 5-10 minutes to arrive

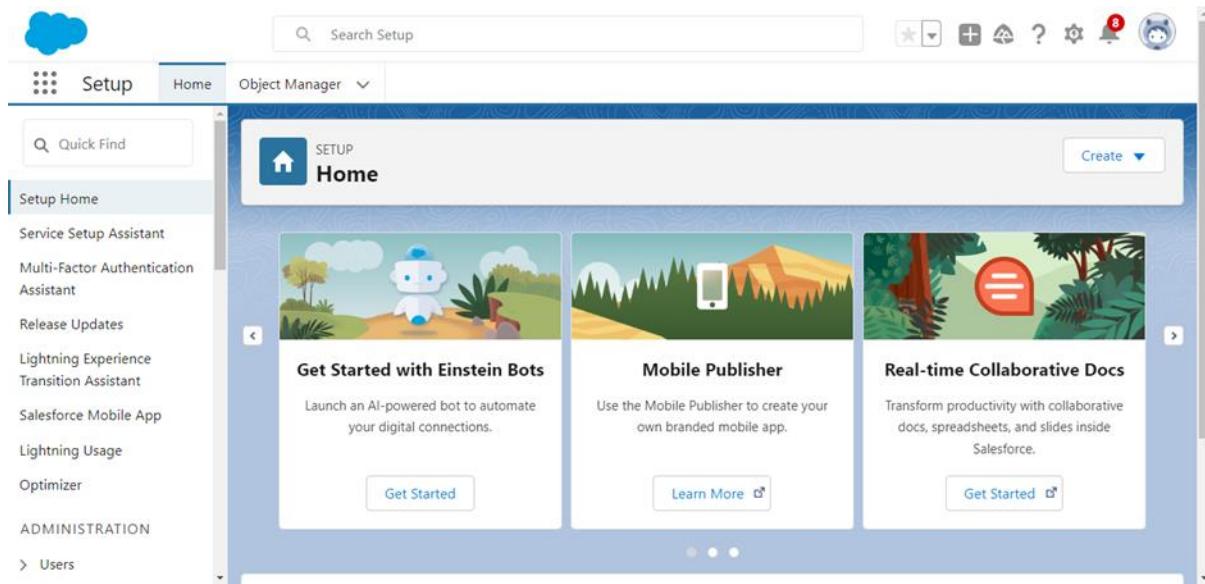


2. Click on **Verify Account** within the email.

3. Set a password and answer a security question, then click on **Change Password** to finalize your setup

A screenshot of a "Change Your Password" page. It shows fields for "New Password" and "Confirm New Password", both of which are highlighted with a red box. Below these are "Security Question" and "Answer" fields, also highlighted with a red box. At the bottom is a "Change Password" button, which is also highlighted with a red box.

4. You will be redirected to your Salesforce setup page, where you can begin using your new developer account.



# OBJECT CREATION

## What Is an Object?

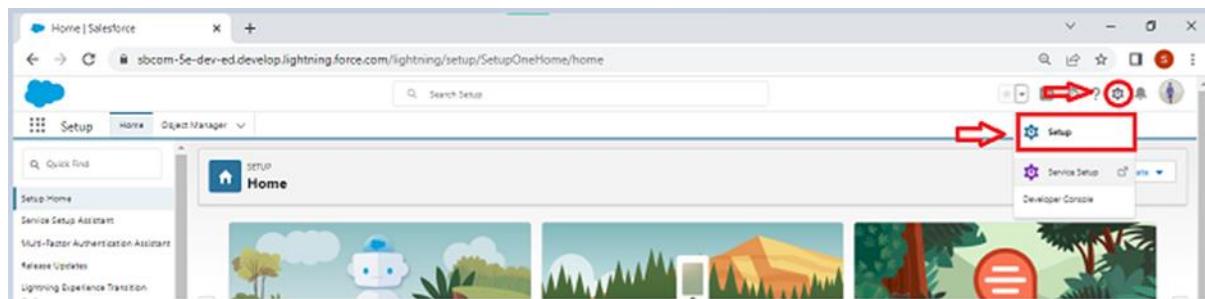
In Salesforce, objects are analogous to databases that allow you to store data pertinent to your organization. There are two primary types of Salesforce objects:

**Standard Objects:** These are pre-defined objects provided by Salesforce, such as Users, Contracts, Reports, and Dashboards.

**Custom Objects:** These are objects created by users to capture information specific to their organization. Custom objects are essential for tailoring Salesforce to meet unique business needs and provide a structure for data sharing.

Navigating to the Setup Page:

1. Click on the gear icon (⚙️) in the top right corner of the Salesforce interface.



2. Select Setup from the dropdown menu.

## To Create a Custom Object:

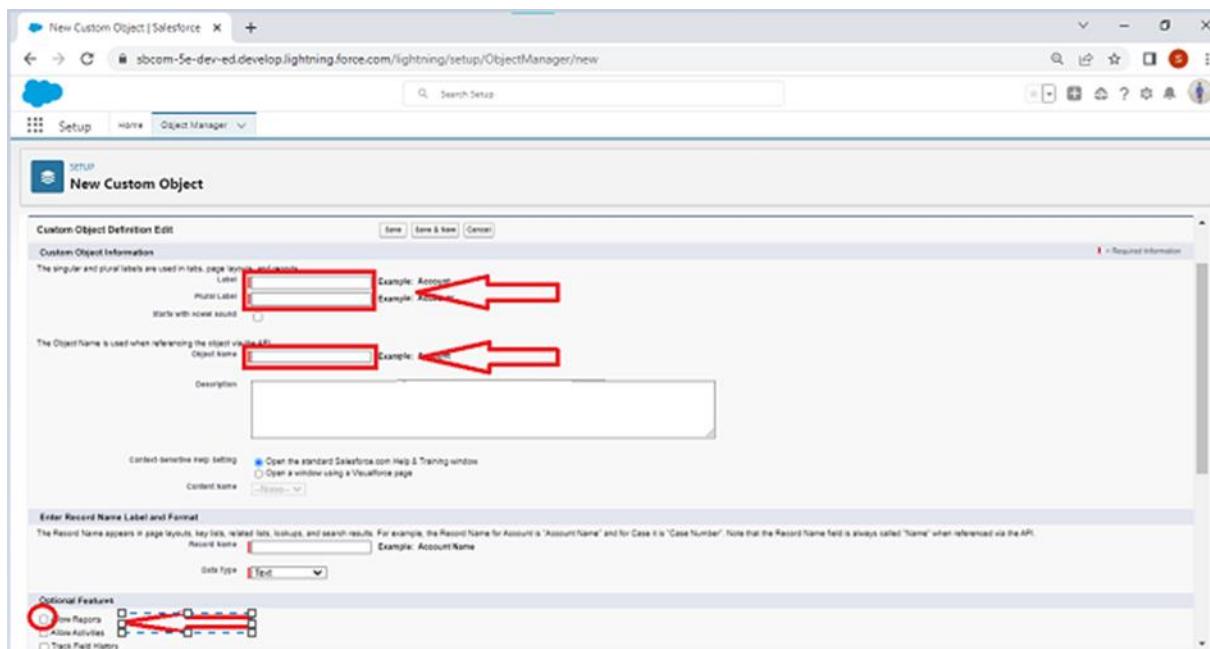
1. From the Setup page, navigate to Object Manager.



2. Click on Create and then select Custom Object.

On the Custom Object Definition Page:

1. Enter the Label Name and Plural Label Name.
2. Check the options for Allow Reports and Allow Search.



3. Click Save to create the custom object.

## Creating the Total Laptops Object

1. From the **Setup** page, navigate to **Object Manager**.
2. Click on **Create** and select **Custom Object**.

On the Custom Object Definition Page:

1. Enter the **Label Name: Total Laptops**
2. Enter the **Plural Label Name: Total Laptops**
3. Configure the **Record Name:**
  - **Record Name:** Total Laptops
  - **Data Type:** Text

4. Check the options for:
  - **Allow Reports**
  - **Allow Search**
  - **Track Field History**
5. Click **Save** to create the object.

### **Creating the Consumer Object**

1. From the **Setup** page, navigate to **Object Manager**.
2. Click on **Create** and select **Custom Object**.

#### **On the Custom Object Definition Page:**

1. Enter the **Label Name: Consumer**
2. Enter the **Plural Label Name: Consumers**
3. Configure the **Record Name:**
  - **Record Name: consumer\_name**
  - **Data Type: Name**
4. Check the options for:
  - **Allow Reports**
  - **Allow Search**
  - **Track Field History**
5. Click **Save** to create the object.

### **Creating the Laptop Bookings Object**

1. From the **Setup** page, navigate to **Object Manager**.
2. Click on **Create** and select **Custom Object**.

**On the Custom Object Definition Page:**

1. Enter the **Label Name: Laptop Bookings**
2. Enter the **Plural Label Name: Laptop Bookings**
3. Configure the **Record Name:**
  - **Record Name: Laptop Bookings**
  - **Data Type: Name**
4. Check the options for:
  - **Allow Reports**
  - **Allow Search**
  - **Track Field History**
5. Click **Save** to create the object.

## TABS

A tab in Salesforce serves as a user interface element that enables users to build and view records for objects. It provides a way to interact with different types of data and functionality within the Salesforce platform.

### Types of Tabs:

#### 1. Custom Tabs

- **Purpose:** Used for custom objects that you create in Salesforce. They function similarly to standard Salesforce tabs, such as Accounts, Contacts, and Opportunities.
- **Functionality:** Provides a user interface for custom applications and objects.

#### 2. Web Tabs

- **Purpose:** Display web content or applications embedded within the Salesforce interface.
- **Functionality:** Allows users to quickly access frequently used content and applications without leaving Salesforce.

#### 3. Visualforce Tabs

- **Purpose:** Display custom Visualforce pages.
- **Functionality:** Visualforce tabs behave like standard Salesforce tabs but are designed to present custom Visualforce content.

#### 4. Lightning Component Tabs

- **Purpose:** Allow you to add Lightning components to the navigation menu in Lightning Experience and the Salesforce mobile app.
- **Functionality:** Provides a way to incorporate custom Lightning components into the user interface.

#### 5. Lightning Page Tabs

- **Purpose:** Add Lightning Pages to the navigation menu in the mobile app.
- **Functionality:** Unlike other tabs, Lightning Page tabs do not appear on the "All Tabs" page or in the "Available Tabs" list when customizing app tabs. They are used specifically for mobile navigation.

## Creating a Custom Tab

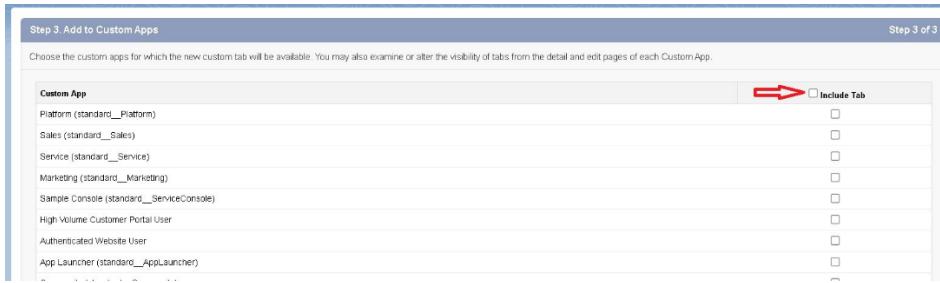
To create a custom tab for an object in Salesforce:

1. Go to the **Setup** page.
2. Type **Tabs** in the Quick Find bar and click on **Tabs**.
3. Click on **New** under the **Custom Object Tabs** section.
4. Select the object (e.g., **Total Laptops**).
5. Choose a **Tab Style**.
6. Click **Next**.
7. On the **Add to Profiles** page, keep the default settings and click **Next**.
8. On the **Add to Custom App** page, uncheck the option to include the tab in custom apps. Ensure that the option **Append tab to users' existing personal customizations** is checked.
9. Click **Save** to create the tab.

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

- Setup** button highlighted in red.
- Quick Find bar** with "Tabs" typed in, highlighted in red.
- Custom Object Tabs** section with a red box around it.
- Custom Object Tab** table:

| Action     | Label      | Tab Style     | Description  |
|------------|------------|---------------|--|
| Edit / Del | Address    | Dark          | Created to setup with student activity junction object |
| Edit / Del | Address    | Alpine        |  |
| Edit / Del | Categories | Classic Green |  |
| Edit / Del | Categories | Java          |  |
| Edit / Del | Categories | Regency       |  |
| Edit / Del | Category   | Phone         | This tab is related to Hotel Reservation App           |
| Edit / Del | Category   | General       | This tab is related to College Management System       |
| Edit / Del | Category   | Dark          |  |
| Edit / Del | Category   | Computer      |  |
| Edit / Del | Category   | Dark          |  |
| Edit / Del | Resources  | Highway Signs | This tab is related to Hotel Reservation App           |
| Edit / Del | Resources  | Highway Signs | This tab is related to Hotel Reservation App           |
| Edit / Del | Resources  | Regency       |  |
- Append tab to users' existing personal customizations** checkbox checked and highlighted in red.
- Save** button highlighted with a red arrow pointing down.



## Activity 2: Creating Remaining Tabs

Repeat the steps outlined above to create tabs for the remaining objects:

- **Consumer**
- **Laptop Bookings**
- **Billing Process**

Follow the same procedure:

1. Go to the **Setup** page.
2. Type **Tabs** in the Quick Find bar and click on **Tabs**.
3. Click on **New** under the **Custom Object Tabs** section.
4. Select the respective object.
5. Choose a **Tab Style**.
6. Click **Next**.
7. On the **Add to Profiles** page, keep the default settings and click **Next**.
8. On the **Add to Custom App** page, uncheck the option to include the tab in custom apps. Ensure that the option **Append tab to users' existing personal customizations** is checked.
9. Click **Save** to create each tab.

## THE LIGHTNING APP

An app in Salesforce is a collection of items that work together to serve a specific function. In Lightning Experience, Lightning apps provide users with access to sets of objects, tabs, and other components, all conveniently bundled in the navigation bar.

### Key Features of Lightning Apps:

1. **Unified Access:** Users can access a set of related objects, tabs, and other items in one place, improving efficiency and ease of use.
2. **Customization:** Lightning apps allow for branding with custom colors and logos, giving a unique identity to each app.
3. **Utility Bar:** You can include a utility bar in your Lightning app, offering quick access to useful tools and features.
4. **Lightning Page Tabs:** Incorporate Lightning Page tabs for a seamless navigation experience within the app.
5. **Efficient Switching:** Users can switch between different apps effortlessly, enabling them to work more efficiently and manage various tasks within the organization.

### Creating a Lightning App

To create a Lightning app page in Salesforce, follow these steps:

1. Go to the Setup page.
2. In the Quick Find bar, search for App Manager and select App Manager.
3. Click on New Lightning App.

### App Creation Steps:

1. **App Details:**
  - Enter the App Name: LAPTOP RENTALS.
  - Click Next.
2. **App Options Page:**
  - Keep the default settings.

- Click Next.

### 3. Utility Items:

- Keep the default settings.
- Click Next.

### 4. App Branding:

- Upload a photo related to your app for branding.

### 5. Add Navigation Items:

- Select the items Total Laptops, Consumer, Laptop Booking, and Billing Process from the search bar.
- Use the arrow button to move the selected items to the navigation.
- Click Next.

### 6. Add User Profiles:

- In the search bar, search for the profile System Administrator.
- Click on the arrow button to add the profile to the app.
- Click Save & Finish.

35 Items • Sorted by App Name • Filtered by All apptypes • TaskType

| App Name                      | Developer Name  | Description   | Last Modified        | App Type            |
|-------------------------------|-----------------|---|----------------------|---------------------|
| All Tasks                     | ArifSaeed       |   | 04/12/2022, 10:13 am | Classic             |
| Analytics Studio              | Insights        | Build CRM Analytics dashboards and apps   | 04/12/2022, 10:13 am | Classic             |
| App Launcher                  | AppLauncher     | App Launcher tasks  | 04/12/2022, 10:13 am | Classic             |
| Bolt Solutions                | LightningBolt   | Discover and manage business solutions designed for your industry   | 04/12/2022, 10:18 am | Lightning           |
| Charter Desktop               | Charter/Desktop | Charter Desktop is an Adobe AIR-based desktop application that lets Charter users stay connected to their accounts and services from their desktop computer | 29/12/2022, 4:04 pm  | Connected (Managed) |
| Charter Mobile for BlackBerry | Charter/Desktop | The Salesforce.com Charter Mobile app lets you access Charter data on the go. Use it to view fees, bills, and more  | 29/12/2022, 4:05 pm  | Connected (Managed) |
| College Management System     | Naseem          | demo app  | 08/12/2022, 4:18 pm  | Lightning           |
| Community                     | Community       | Salesforce CRM Communities  | 04/12/2022, 10:13 am | Classic             |
| Content                       | Content         | Salesforce CRM Content  | 04/12/2022, 10:13 am | Classic             |
| Data Manager                  | DataManager     | Use Data Manager to view limits, monitor usage, and manage recipes  | 04/12/2022, 10:13 am | Lightning           |

New Lightning App

Navigation Items

Choose the items to include in the app, and arrange the order in which they appear. Users can personalize the navigation to add or move items, but users can't remove or rename the items that you add. Some navigation items are available only for phone or only for desktop. These items are dropped from the navigation bar when the app is viewed in a format that the item doesn't support.

Available Items      Selected Items

Type to filter list...

Accounts  
Activities  
Alert Settings  
All Sites  
Alternative Payment Methods  
App Launcher  
Appointment Invitations

Selected Items: No items selected

Back      Next

New Lightning App

User Profiles

Choose the user profiles that can access this app.

Available Profiles      Selected Profiles

Type to filter list...

Analytics Cloud Integration User  
Analytics Cloud Security User  
Authenticated Website  
Authenticated Website  
Contract Manager  
Cross Org Data Proxy User  
Custom: Sales Profile

Selected Profiles: No Profiles selected

Back      Save & Finish

Available Items

Selected Items

Type to filter list...

Accounts  
Activities  
Alert Settings  
All Sites  
Alternative Payment Methods  
App Launcher  
Appointment Invitations

No items selected

Back      Next

Available Profiles

Selected Profiles

Type to filter list...

Analytics Cloud Integration User  
Analytics Cloud Security User  
Authenticated Website  
Authenticated Website  
Contract Manager  
Cross Org Data Proxy User  
Custom: Sales Profile

No Profiles selected

Back      Save & Finish

## **FIELDS**

In Salesforce, fields represent the data stored in the columns of a relational database. They hold valuable information required for specific objects, making the processes of searching, deleting, and editing records simpler and quicker.

### **Types of Fields:**

- 1. Standard Fields**
- 2. Custom Fields**

#### **Standard Fields:**

Standard Fields are predefined fields in Salesforce that perform specific tasks. These fields cannot be deleted if they are required; however, non-required standard fields can be deleted by users. Common standard fields found in every Salesforce application include:

- **Created By**
- **Owner**
- **Last Modified**
- **Field Made During Object Creation**

#### **Custom Fields:**

Custom Fields are highly flexible and can be modified according to user requirements. Unlike standard fields, custom fields are not mandatory and can be added or removed as needed by the organization. This flexibility allows each organization to tailor its data structure to its specific needs.

By understanding and utilizing both standard and custom fields, users can effectively manage and organize their data in Salesforce.

### **Creating Fields in the Consumer Object**

To create fields in the Consumer object, follow these steps:

- 1. Phone Number Field:**

- Go to **Setup**.
- Click on **Object Manager**.
- Type **Consumer** in the search bar and click on the object.
- Click on **Fields & Relationships**.
- Click on **New**.
- Select **Data Type** as **Phone** and click **Next**.
- Fill in the details:
  - **Field Label:** Phone Number
  - **Field Name:** (auto-generated)
- Check the **Required** option checkbox.
- Click **Next >> Next >> Save & New**.

## 2. Email Field:

- Go to **Setup**.
- Click on **Object Manager**.
- Type **Consumer** in the search bar and click on the object.
- Click on **Fields & Relationships**.
- Click on **New**.
- Select **Data Type** as **Email** and click **Next**.
- Fill in the details:
  - **Field Label:** Email
  - **Field Name:** (auto-generated)
- Click **Next >> Next >> Save & New**.

## 3. Address Field:

- Go to **Setup**.

- Click on **Object Manager**.
- Type **Consumer** in the search bar and click on the object.
- Click on **Fields & Relationships**.
- Click on **New**.
- Select **Data Type** as **Text Area** and click **Next**.
- Fill in the details:
  - **Field Label:** Address
  - **Field Name:** (auto-generated)
- Check the **Required** option checkbox.
- Click **Next >> Next >> Save & New**.

#### 4. Consumer Status Field:

- Go to **Setup**.
- Click on **Object Manager**.
- Type **Consumer** in the search bar and click on the object.
- Click on **Fields & Relationships**.
- Click on **New**.
- Select **Data Type** as **Picklist** and click **Next**.
- Fill in the details:
  - **Field Label:** Consumer Status
  - **Values:** Enter values with each value separated by a new line:
    - Student
    - Employee
    - Others
  - **Field Name:** (auto-generated)

- Check the **Required** option checkbox.
- Click **Next >> Next >> Save & New.**

The image consists of three vertically stacked screenshots from the Salesforce Object Manager setup page. Each screenshot shows a table of objects with a red box highlighting the 'Customer1' row. A red arrow points from the bottom right of the third screenshot back towards the top right of the second screenshot.

**Screenshot 1: Object Manager Overview**

| Object                          | API Name                     | Type            |
|---------------------------------|------------------------------|-----------------|
| Credential Stuffing Event Store | CredentialStuffingEventStore | Standard Object |
| Credit Memo                     | CreditMemo                   | Standard Object |
| Credit Memo Invoice Application | CreditMemoInvApplication     | Standard Object |
| Credit Memo Line                | CreditMemoLine               | Standard Object |
| Customer                        | Customer                     | Standard Object |
| Customer1                       | Customer__c                  | Custom Object   |
| D&B Company                     | DandBCompany                 | Standard Object |
| Data Use Legal Basis            | DataUseLegalBasis            | Standard Object |
| Data Use Purpose                | DataUsePurpose               | Standard Object |
| Digital Wallet                  | DigitalWallet                | Standard Object |
| Duplicate Record Item           | DuplicateRecordItem          | Standard Object |
| Duplicate Record Set            | DuplicateRecordSet           | Standard Object |
| Email Message                   | EmailMessage                 | Standard Object |

**Screenshot 2: Step 2. Enter the details for Customer1**

Step 2 of 4

Fields & Relationships

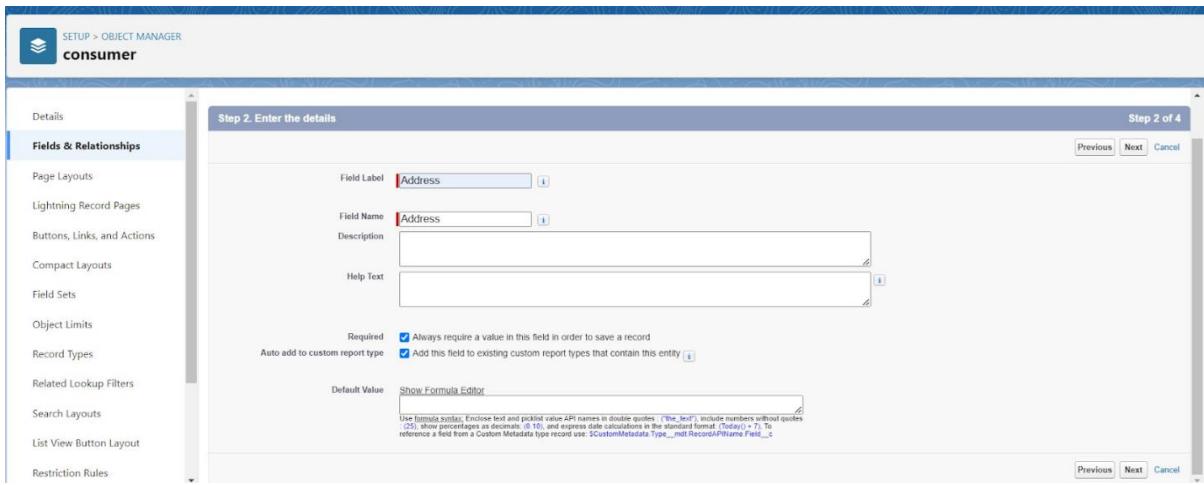
Field Label: phone number  
Field Name: phone\_number  
Description:  
Help Text:  
Required:  Always require a value in this field in order to save a record  
Auto add to custom report type:  Add this field to existing custom report types that contain this entity  
Default Value: Show Formula Editor  
Use formula syntax: Enclose text and picklist value API names in double quotes ('The\_Text'), include numbers without quotes (.25), show percentages as decimals (.10), and express date calculations in the standard format (Today() + 7). To reference a field from a Custom Metadata type record use \$CustomMetadata.Type\_\_md Record@FieldName\_\_c

**Screenshot 3: Step 2. Enter the details for a new custom field**

Step 2 of 4

Fields & Relationships

Field Label: Email  
Field Name: Email  
Description:  
Help Text:  
Required:  Always require a value in this field in order to save a record  
Unique:  Do not allow duplicate values  
External ID:  Set this field as the unique record identifier from an external system  
Auto add to custom report type:  Add this field to existing custom report types that contain this entity  
Default Value: Show Formula Editor



## Creating Fields in the Laptop Bookings Object

To create fields in the Laptop Bookings object, follow these steps:

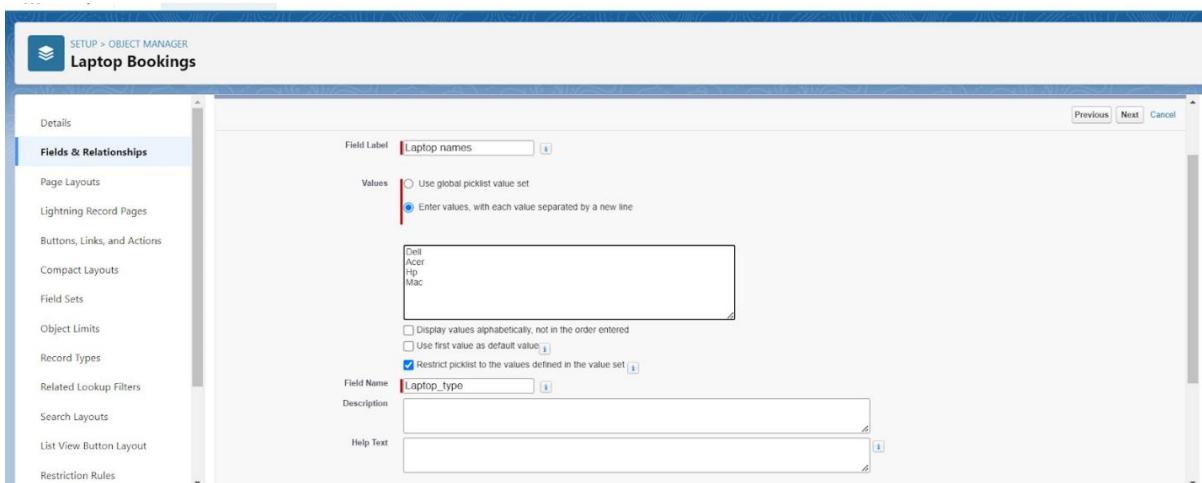
### 1. Laptop Model Field:

- Go to **Setup**.
- Click on **Object Manager**.
- Type **Laptop Booking** in the search bar and click on the object.
- Click on **Fields & Relationships**.
- Click on **New**.
- Select **Data Type** as **Picklist**.
- Fill in the details:
  - **Field Label:** Laptop Model
  - **Picklist Values:**
    - Dell
    - Acer
    - HP
    - Mac
- Check the **Required** option checkbox.

- Click **Next >> Next >> Save & New.**

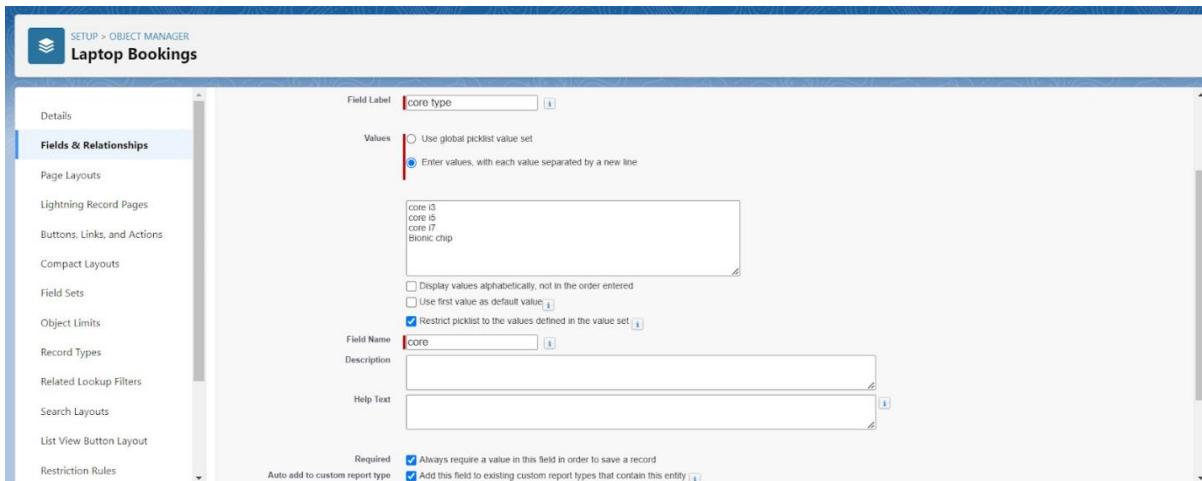
## 2. Processor Type Field:

- Go to **Setup**.
- Click on **Object Manager**.
- Type **Laptop Booking** in the search bar and click on the object.
- Click on **Fields & Relationships**.
- Click on **New**.
- Select **Data Type** as **Picklist**.
- Fill in the details:
  - **Field Label:** Processor Type
  - **Picklist Values:**
    - Core i3
    - Core i5
    - Core i7
- Check the **Required** option checkbox.
- Click **Next >> Next >> Save & New.**



## Field Dependency:

A field dependency refers to a relationship between two fields on an object where the values of one field determine the available values for another field. This is commonly used for picklist fields, where the options in a dependent picklist are determined by the value selected in a controlling picklist.



To create a field dependency:

1. Go to **Setup**.
2. Click on **Object Manager**.
3. Type **Laptop Booking** in the search bar and click on the object.
4. Click on **Fields & Relationships**.
5. Click on **Field Dependencies**.
6. Click **New**.
7. Select the **Controlling Field** (e.g., Laptop Model) and the **Dependent Field** (e.g., Processor Type).
8. Define the dependency by selecting the values that correspond between the controlling and dependent fields.
9. Click **Save**.

By using field dependencies, you can ensure that the values available in one picklist are dynamically filtered based on the selected value in another picklist. This enhances data accuracy and user experience.

## **Creating Field Dependencies in the Laptop Bookings Object**

To create fields and relationships in the Laptop Bookings object with field dependencies, follow these steps:

### **1. Go to Setup:**

- Click on **Object Manager**.
- Type **Laptop Booking** in the search bar and click on the object.

### **2. Create Fields for Laptop Model and Processor Type:**

- Follow the steps outlined previously to create the **Laptop Model** and **Processor Type** fields as picklists.

### **3. Create Field Dependency:**

- Go to **Setup**.
- Click on **Object Manager**.
- Type **Laptop Booking** in the search bar and click on the object.
- Click on **Fields & Relationships**.
- Click on **Field Dependencies**.
- Click **New**.
- Select the **Controlling Field** as **Laptop Model** and the **Dependent Field** as **Processor Type**.
- Click **Continue**.

### **4. Define the Field Dependency:**

- You will see a matrix with the controlling field values on the left and the dependent field values on the top.
- Select the values for each laptop model that should correspond to the processor types:
  - For **Dell**: check the boxes for **Core i3**, **Core i5**, **Core i7**.
  - For **Acer**: check the boxes for **Core i3**, **Core i5**, **Core i7**.

- For **HP**: check the boxes for **Core i3**, **Core i5**, **Core i7**.
- For **Mac**: check the box for **Bionic Chip**.

## 5. Save the Field Dependency:

- Click **Save** to create the field dependency.

This setup ensures that the available processor types are dynamically filtered based on the selected laptop model, improving data accuracy and user experience.

**Instructions**

- Double click on a cell to toggle its visibility for the Controlling Field value shown in the column heading.
- To change multiple cells at once, select multiple cells and then click the **Include Values** or **Exclude Values** button to change the visibility of all selected cells at once.
- Use SHIFT + click to select a range of adjacent cells. Use CTRL + click to select multiple cells that are not adjacent.
- Use the **Preview** button to test the results.

**Legend**

|                |                |
|----------------|----------------|
| Excluded Value | Included Value |
|----------------|----------------|

Click button to include or exclude selected values from the dependent picklist.

**Included Values** **Exclude Values**

| Laptop names: | Dell        | Acer        | HP          | Mac         |
|---------------|-------------|-------------|-------------|-------------|
| core type:    | core i3     | core i3     | core i3     | core i3     |
|               | core i5     | core i5     | core i5     | core i5     |
|               | core i7     | core i7     | core i7     | core i7     |
|               | Bionic chip | Bionic chip | Bionic chip | Bionic chip |

Showing Columns: 1 - 4 (of 4) < Previous | Next > [View All](#) [Go to](#)

Click button to include or exclude selected values from the dependent picklist.

**Included Values** **Exclude Values**

| Laptop names: | Dell        | Acer        | HP          | Mac         |
|---------------|-------------|-------------|-------------|-------------|
| core type:    | core i3     | core i3     | core i3     | core i3     |
|               | core i5     | core i5     | core i5     | core i5     |
|               | core i7     | core i7     | core i7     | core i7     |
|               | Bionic chip | Bionic chip | Bionic chip | Bionic chip |

Showing Columns: 1 - 4 (of 4) < Previous | Next > [View All](#)

## VALIDATION RULE

To create a validation rule that ensures the phone number and email fields are not left blank in the Consumer object, follow these steps:

**1. Go to Setup:**

- Click on **Object Manager**.
- Type **Consumer** in the search bar and click on the object.

**2. Create the Validation Rule:**

- Click on **Validation Rules**.
- Click **New**.

**3. Enter the Details for the Validation Rule:**

- **Rule Name:** PhonenumberOrEmailBlankRule
- **Description:** Phone number and email should not be blank.

**4. Enter the Formula:**

- In the formula editor, enter the following formula:
  - plaintext
  - OR(ISBLANK(Phone\_Number\_\_c), ISBLANK>Email\_\_c))
- Click on **Check Syntax** to ensure there are no errors in the formula.

**5. Enter the Error Message:**

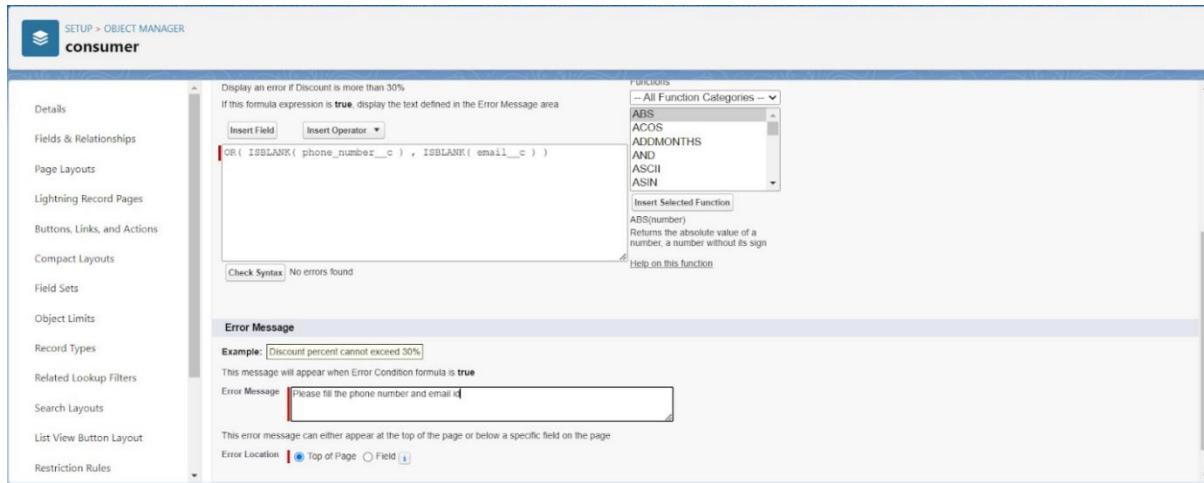
- **Error Message:** Either Phone Number or Email must be filled out.
- **Error Location:** Select Field and choose the Phone\_Number\_\_c field.

**6. Save the Validation Rule:**

- Click **Save** to create the validation rule.

This validation rule will ensure that users cannot save a Consumer record if both the phone number and email fields are left blank. When a user tries to save a record without filling in

either field, an error message will be displayed, guiding the user to provide the necessary information.



## **PROFILES**

A profile in Salesforce is a collection of settings and permissions that determine what a user can do within the platform. Profiles control various aspects such as object permissions, field permissions, user permissions, tab settings, app settings, Apex class access, Visualforce page access, page layouts, record types, login hours, and login IP ranges. Profiles are typically defined based on the user's job function, such as System Administrator, Developer, or Sales Representative.

### **Types of Profiles in Salesforce**

#### **Standard Profiles**

By default, Salesforce provides the following standard profiles:

- **Contract Manager**
- **Read Only**
- **Marketing User**
- **Solutions Manager**
- **Standard User**
- **System Administrator**

Standard profiles come with a predefined set of permissions for all the standard objects available on the platform. These profiles cannot be deleted.

#### **Custom Profiles**

Custom profiles are defined by users to meet specific business requirements. Unlike standard profiles, custom profiles can be deleted if no users are assigned to them. Custom profiles offer the flexibility to tailor permissions and settings according to the unique needs of an organization.

#### **Summary**

Profiles in Salesforce play a crucial role in managing user access and permissions. They help ensure that users have the appropriate level of access to perform their job functions while maintaining data security and integrity. Understanding and configuring profiles effectively is essential for successful Salesforce administration.

## **Creating a New Profile: Owner**

To create a new profile named **Owner** based on the **Standard User** profile, follow these steps:

### **1. Go to Setup:**

- Click on **Profiles** in the Quick Find box.

### **2. Clone the Standard User Profile:**

- Find and click on the **Standard User** profile.
- Click **Clone** to create a new profile based on the Standard User.

### **3. Enter Profile Details:**

- **Profile Name:** Enter Owner.
- Click **Save**.

### **4. Configure Custom Object Permissions:**

- Scroll down to **Custom Object Permissions**.
- Grant access permissions for the following objects:
  - **Total Laptops**
  - **Consumers**
  - **Laptop Booking**
  - **Billing Process**

### **5. Ensure that the required access permissions (Read, Create, Edit, Delete) are checked for each object as per your requirements.**

### **6. Save the Profile:**

- Click **Save** to apply the changes and finalize the creation of the Owner profile.

This new **Owner** profile will inherit the permissions of the Standard User profile but can be customized further to meet specific needs, including adjusting access to various custom objects.

**Profile Detail**

|              |  |
|--------------|--|
| Name         | owner                                      |
| User License | Salesforce                                 |
| Description  |  |
| Created By   | udayrishi.yelagandula 10/07/2023, 10:56 am |
| Modified By  | udayrishi.yelagandula 10/07/2023, 10:56 am |

**Page Layouts**

| Standard Object Layouts    | Global                            | Object Milestone           |
|----------------------------|-----------------------------------|----------------------------|
| Global Layout              | [View Assignment]                 | Object Milestone Layout    |
| Email Application          | Not Assigned                      | [View Assignment]          |
| Home Page Layout           | DE Default                        | Opportunity Layout         |
| Account                    | Account Layout                    | [View Assignment]          |
| Alternative Payment Method | Alternative Payment Method Layout | Opportunity Product Layout |
| Appointment Invitation     | Appointment Invitation Layout     | [View Assignment]          |

**Custom Object Permissions**

| Object      | Basic Access                        | Create                              | Edit                                | Delete                              | View All                 | Modify All               |
|-------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| Individuals | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Invoices    | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| Leads       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Object           | Basic Access                        | Create                              | Edit                                | Delete                   | View All                 | Modify All               |
|------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Work Types       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Work Type Groups | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Session Settings**

|  |                       |
|--|-----------------------|
| Session Times Out After                  | 2 hours of inactivity |
| Session Security Level Required at Login | —None—                |

## Creating a New Profile: Agent

To create a new profile named **Agent** based on the **Standard Platform User** profile, follow these steps:

### 1. Go to Setup:

- Type **Profiles** in the Quick Find box and select **Profiles**.

### 2. Clone the Standard Platform User Profile:

- Find and click on the **Standard Platform User** profile.
- Click **Clone** to create a new profile based on the Standard Platform User.

### 3. Enter Profile Details:

- Profile Name:** Enter Agent.

- Click **Save**.

#### 4. Edit the Profile:

- On the profile page, click **Edit**.

#### 5. Configure Custom Object Permissions:

- Scroll down to **Custom Object Permissions**.
- Grant access permissions for the following objects:
  - **Total Laptops**
  - **Consumer**
  - **Laptop Bookings**
  - **Billing Process**

#### 6. Ensure the appropriate permissions (Read, Create, Edit, Delete) are checked for each object as required.

#### 7. Save the Profile:

- Click **Save** to apply the changes and finalize the creation of the Agent profile.

This new **Agent** profile will inherit the permissions of the Standard Platform User profile but can be customized further to provide specific access to the mentioned custom objects.

| Object                    | Basic Access                        |                                     |                                     |                                     |                                     |                                     | Data Administration                 |                                     |                                     |                                     |                          |            |
|---------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|------------|
|                           | Read                                | Create                              | Edit                                | Delete                              | View All                            | Modify All                          | Read                                | Create                              | Edit                                | Delete                              | View All                 | Modify All |
| Billing Process           | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |            |
| consumers                 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |            |
| Laptop Bookings           | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |            |
| Total Laptops             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |            |
| Contact Point Emails      | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |            |
| User External Credentials | <input type="checkbox"/>            | <input type="checkbox"/> |            |

**Session Settings**

|  |                       |
|--|-----------------------|
| Session Times Out After                  | 2 hours of inactivity |
| Session Security Level Required at Login | None                  |

**Password Policies**

|                                 |   |
|---------------------------------|---|
| User passwords expire in        | 90 days                                   |
| Enforce password history        | 3 passwords remembered                    |
| Minimum password length         | 8   |
| Password complexity requirement | Must include alpha and numeric characters |
| Password question requirement   | Cannot contain password                   |
| Maximum invalid login attempts  | 10  |
| Lockout effective period        | 15 minutes                                |

## ROLES AND HIERARCHY

### Creating Roles in Salesforce

#### Creating the Owner Role

##### 1. Go to Setup:

- In the Quick Find box, type **Roles** and select **Set Up Roles**.

##### 2. Expand All:

- Click **Expand All** to view the current role hierarchy.

##### 3. Add Role:

- Click **Add Role** under the appropriate parent role (e.g., CEO).

##### 4. Enter Role Details:

- **Label:** Enter Owner.
- **Role Name:** Auto-populated based on the Label.

##### 5. Save:

- Click **Save** to create the Owner role.

### Creating Agent Roles

##### 1. Go to Setup:

- In the Quick Find box, type **Roles** and select **Set Up Roles**.

##### 2. Add Role Under Owner:

- Click the **plus icon** next to the **Owner** role to add a new role under it.

##### 3. Enter Role Details:

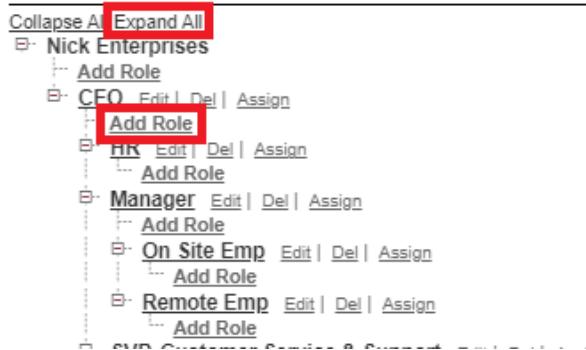
- **Label:** Enter Agent.
- **Role Name:** Auto-populated based on the Label.

##### 4. Save:

- Click **Save** to create the Agent role.

This process sets up the hierarchy where the **Owner** role is at a higher level, and **Agent** roles are positioned beneath it, allowing for structured data visibility and access.

## Your Organization's Role Hierarchy



**SETUP Roles**

Role Edit  
New Role

Help for this Page

**Role Edit**

|                                   |                                    |
|-----------------------------------|------------------------------------|
| Label                             | <input type="text" value="owner"/> |
| Role Name                         | <input type="text" value="owner"/> |
| This role reports to              | <input type="text" value="CEO"/>   |
| Role Name as displayed on reports | <input type="text"/>               |

[Save](#) [Save & New](#) [Cancel](#)

**SETUP Roles**

Creating the Role Hierarchy

Help for this Page

You can build on the existing role hierarchy shown on this page. To insert a new role, click **Add Role**.

**Your Organization's Role Hierarchy**

[Collapse All](#) [Expand All](#) [Show in tree view](#)

- **smartbridge**
  - └ Add Role
  - └ **CEO** [Edit](#) | [Del](#) | [Assign](#)
  - └ **Add Role**
  - └ **CFO** [Edit](#) | [Del](#) | [Assign](#)
  - └ **Add Role**
  - └ **COO** [Edit](#) | [Del](#) | [Assign](#)
  - └ **Add Role**
  - └ **HR** [Edit](#) | [Del](#) | [Assign](#)
  - └ **Add Role**
  - └ **owner** [Edit](#) | [Del](#) | [Assign](#)
  - └ **Add Role**
  - └ **SVP.Customer Service & Support** [Edit](#) | [Del](#) | [Assign](#)
  - └ **Add Role**
  - └ **SVP.Human Resources** [Edit](#) | [Del](#) | [Assign](#)
  - └ **Add Role**
  - └ **SVP.Sales & Marketing** [Edit](#) | [Del](#) | [Assign](#)
  - └ **Add Role**

# USERS

## Creating Users in Salesforce

### Creating a User with the Owner Role

#### 1. Go to Setup:

- In the Quick Find box, type **Users** and select **Users**.

#### 2. Create a New User:

- Click **New User**.

#### 3. Fill in the User Details:

- **First Name:** Vicky
- **Last Name:** Y
- **Alias:** (Provide a suitable alias)
- **Email:** (Enter your personal email address)
- **Username:** (Format: text@text.text)
- **Nickname:** (Provide a suitable nickname)
- **Role:** Owner
- **User License:** Salesforce
- **Profile:** Owner

#### 4. Save:

- Click **Save** to create the user.

## Creating Another User with the Agent Role

#### 1. Go to Setup:

- In the Quick Find box, type **Users** and select **Users**.

#### 2. Create a New User:

- Click **New User**.

#### 3. Fill in the User Details:

- **First Name:** Ram
- **Last Name:** Ram
- **Alias:** (Provide a suitable alias)
- **Email:** (Enter your personal email address)

- **Username:** (Format: text@text.text)
- **Nickname:** (Provide a suitable nickname)
- **Role:** Agent
- **User License:** Salesforce Platform
- **Profile:** Standard Platform User

#### 4. Save:

- Click **Save** to create the user.

This will set up two users with their respective roles and profiles, enabling them to interact with Salesforce according to their assigned permissions.

The image displays two identical screenshots of the Salesforce 'New User' setup page, one above the other. Both screens show the 'User Edit' section with 'General Information' and 'Advanced Settings' tabs. The 'General Information' tab is active in both. The first user's details are as follows:

| Field      | Value                    |
|------------|--------------------------|
| First Name | vicky                    |
| Last Name  | rushi                    |
| Alias      | rush                     |
| Email      | Udayrushi00@gmail.com    |
| Username   | Udayrushi00@456789@gmail |
| Nickname   | Vicky                    |
| Title      |                          |
| Company    |                          |
| Department |                          |
| Division   |                          |

The second user's details are as follows:

| Field      | Value                    |
|------------|--------------------------|
| First Name | ram                      |
| Last Name  | ramesh                   |
| Alias      | rname                    |
| Email      | Udayrushi@gmail.com      |
| Username   | Udayrushi@0145@gmail.com |
| Nickname   | ram                      |
| Title      |                          |
| Company    |                          |
| Department |                          |
| Division   |                          |

In the 'Advanced Settings' tab, the following configurations are shared across both users:

- Role:** owner
- User License:** Salesforce
- Profile:** Standard User
- Active:** checked
- Data.com User Type:** -None-
- Data.com Monthly Addition Limit:** Default Limit (300)
- Accessibility Mode (Classic Only):** (checkboxes for Marketing User, Offline User, Knowledge User, Flow User, Service Cloud User, Site.com Contributor User, Site.com Publisher User, WDC User, and Accessibility Mode (Classic Only) are all unchecked)

## FLOWs

In Salesforce, a flow is a powerful tool that allows you to automate business processes, collect and update data, and guide users through a series of screens or steps. Flows are built using a visual interface and can be created without any coding knowledge.

In Salesforce, "flows" typically refer to Salesforce Flow, which is a powerful automation tool that allows you to create custom, automated processes in your Salesforce org without writing code. Salesforce Flow is a point-and-click tool that enables you to design and automate complex business processes, collect data, and interact with users in a visual interface. There are different types of flows in Salesforce, including

**Screen Flows:** These are used to guide users through a series of screens to collect or display information. Screen Flows are often used for data entry and updates.

**Autolaunched Flows:** These are flows that are triggered by events, such as when a record is created or updated. They don't require user interaction and can be used for background automation

**Flow Builder:** Flow Builder is the visual interface used to create flows. It allows you to design flows by adding elements, like screens, logic, and actions, using a drag-and-drop approach.

**Flow Templates:** Salesforce provides a library of pre-built flow templates that you can use as a starting point for your own flows. These templates cover a variety of use cases, from simple to complex.

**Scheduled Flows:** These are flows that you can schedule to run at specific times or intervals. They are often used for automating recurring tasks.

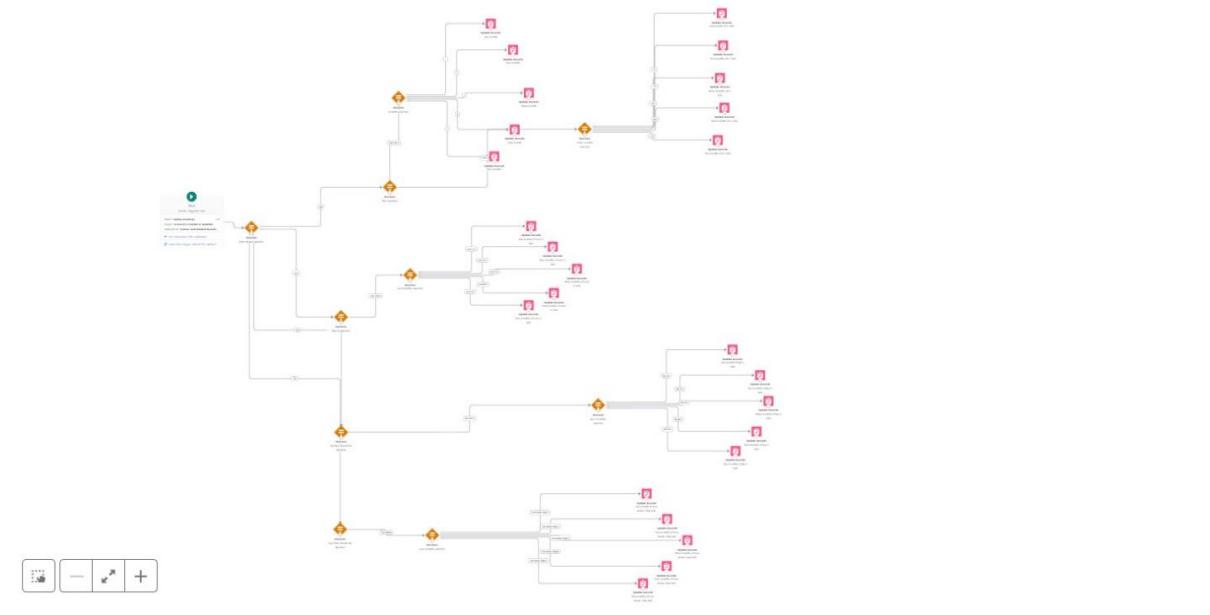
**Flow Elements:** Flow Builder offers various elements that you can use to create flows, such as variables, decisions, loops, and more. These elements allow you to build sophisticated logic into your flows.

**Subflows:** Subflows are reusable flow elements that you can incorporate into multiple flows, making it easier to manage and maintain complex processes.

**Record-Triggered Flows:** These are flows that are triggered when records meet specified criteria. They are often used for automating record updates and related actions.

## Why do we need to create a flow:

To get the Amount Field automatic by the selection of laptop types the Amount is generated Automatically in the amount field.



Click on save .

Label:- Laptop distributions, api name:- automatically filled

Save the flow and activate it.

## APEX

### Apex OverView

Apex is a strongly typed, object-oriented programming language that allows developers to execute flow and transaction control statements on the Lightning platform server in conjunction with calls to the Lightning Platform API. Using syntax that looks like Java and acts like database stored procedures, Apex enables developers to add business logic to most system events, including button clicks, related record updates, and Visualforce pages. Apex code can be initiated by Web service requests and from triggers on objects.

It is as similar as java i.e, it also supports OOP( Object oriented programming) like Classes, objects, methods.

### Creating Classes :

Apex classes are modeled on their counterparts in Java. You'll define, instantiate, and extend classes, and you'll work with interfaces, Apex class versions, properties, and other related class concepts.

#### Class:

As in Java, you can create classes in Apex. A class is a template or blueprint from which objects are created. An object is an instance of a class.

#### Object:

Object is an instance of a class, where it can access all the properties that are present in a class i.e, variables and methods.

### Steps to create a class in APEX:

Login to the trailhead account and navigate to the gear account in the top right corner.

Then we can see the Developer console. Click on the developer console and you will navigate to a new console window.

Then you can see many tools in the Toolbar of the new console window. Click on File, New and Apex Class.

Enter the name of the class to create a new class file.

### Access specifiers in Apex :

Apex allows you to use the private, protected, public, and global access modifiers when defining methods and variables.

While triggers and anonymous blocks can also use these access modifiers, they aren't as useful in smaller portions of Apex. For example, declaring a method as global in an anonymous block doesn't enable you to call it from outside of that code.

#### **Private:**

This access modifier is the default, and means that the method or variable is accessible only within the Apex class in which it's defined. If you don't specify an access modifier, the method or variable is private.

#### **Protected:**

This means that the method or variable is visible to any inner classes in the defining Apex class, and to the classes that extend the defining Apex class. You can only use this access modifier for instance methods and member variables. This setting is strictly more permissive than the default (private) setting, just like Java.

#### **Public :**

This means that the method or variable is accessible by all Apex within a specific package. For accessibility by all second-generation (2GP) managed packages that share a namespace, use public with the `@NamespaceAccessible` annotation. Using the public access modifier in no-namespace packages implicitly renders the Apex code as `@NamespaceAccessible`.

#### **Global:**

This means the method or variable can be used by any Apex code that has access to the class, not just the Apex code in the same application. This access modifier must be used for any method that must be referenced outside of the application, either in SOAP API or by other Apex code. If you declare a method or variable as global, you must also declare the class that contains it as global.

#### **Triggers :**

A trigger is a set of Apex code that runs before or after DML(Data Manipulation Language) events.

A DML event could be a variety of data processing tasks that include the standard insert, update, and delete commands.

With Apex triggers, you can automate tasks that would otherwise be nearly impossible to accomplish using only the Salesforce user interface. Triggers enable you to create custom scripts that you can implement according to your needs, and the only limitation is your coding skills.

**There are two Salesforce Apex trigger types:**

**Before triggers:** These are helpful in cases that require a validation process before accepting a change. They run before any database changes.

**After triggers:** These are helpful in cases where you need to modify your database records and when the necessary value is stored in other records. They run after any database changes.

Both types will help you perform custom tasks and manage records effectively. They can help you perform bulk actions as they can handle several records simultaneously.

### **How to create a new trigger :**

While still in the trailhead account, navigate to the gear icon in the top right corner.

Click on developer console and you will be navigated to a new console window.

Click on the File menu in the toolbar, and click on new- Trigger.

Enter the trigger name and the object to be triggered.

### **Syntax For creating trigger :**

The syntax for creating trigger is :

Trigger [trigger name] on [object name]( Before/After event)

```
{  
}
```

### **Trigger code:**

```
trigger LaptopBooking on Laptop_Bookings__c (After insert,after update) {  
    if(trigger.isAfter && ( trigger.isInsert || trigger.isupdate)) {  
        LaptopBookingHandler.sendEmailNotification(trigger.new);  
    }  
}
```

Note:- copy the API names

1.LaptopBooking - trigger name

2.Laptop\_Bookings\_\_c -as per your org(go to laptop bookings object and copy from that object api name).

Handler Class:

Code Snippet :

```
public class LaptopBookingHandler {  
    public static void sendEmailNotification (List<Laptop_Bookings__c> lapList){  
        for(Laptop_Bookings__c lap:lapList) {  
            Messaging.SingleEmailMessage email = new Messaging.SingleEmailMessage();  
            email.setToAddresses( new List<String>{lap.Email__c});  
            email.setSubject('Welcome to our company');  
            string body = 'Dear ' +lap.Name +', \n';  
            body += 'Welcome to Laptop Rentals! You have been seen as a valuable customer to us.\n Please continue your journey with us, while we try to provide you with good quality resources. \n Laptop Amount =' + lap.Amount__c +' \n core type =' +lap.core__c +' \n Laptop type =' +lap.Laptop_type__c;  
            email.setPlainTextBody(body);  
            Messaging.sendEmail(new List<Messaging.SingleEmailMessage>{email});  
        }  
    }  
}
```

Note:-

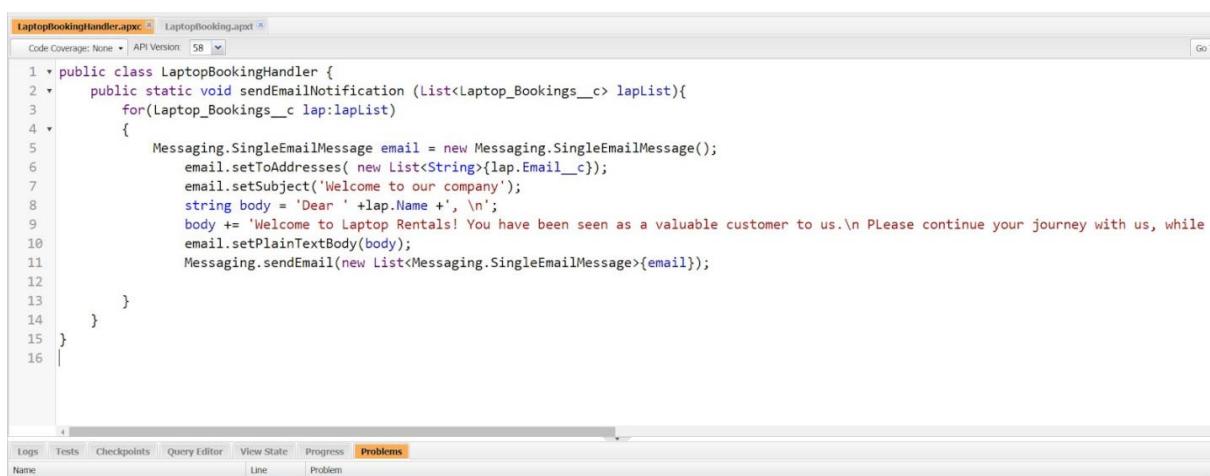
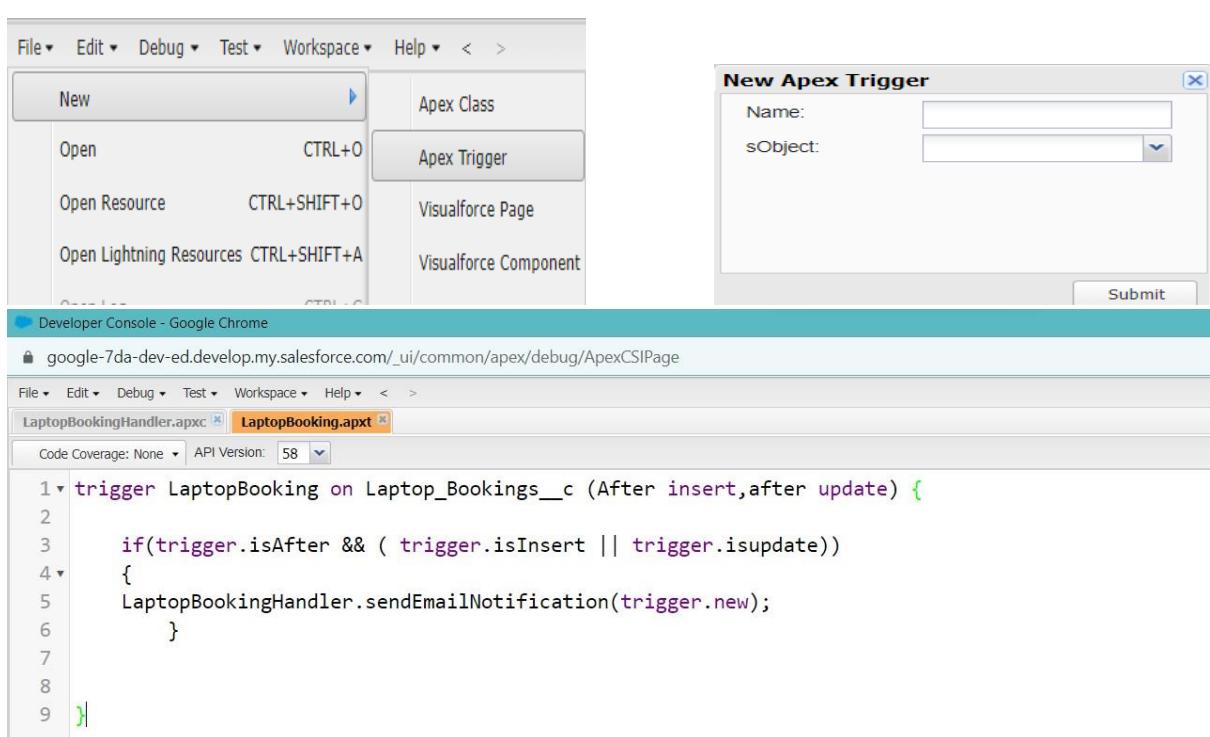
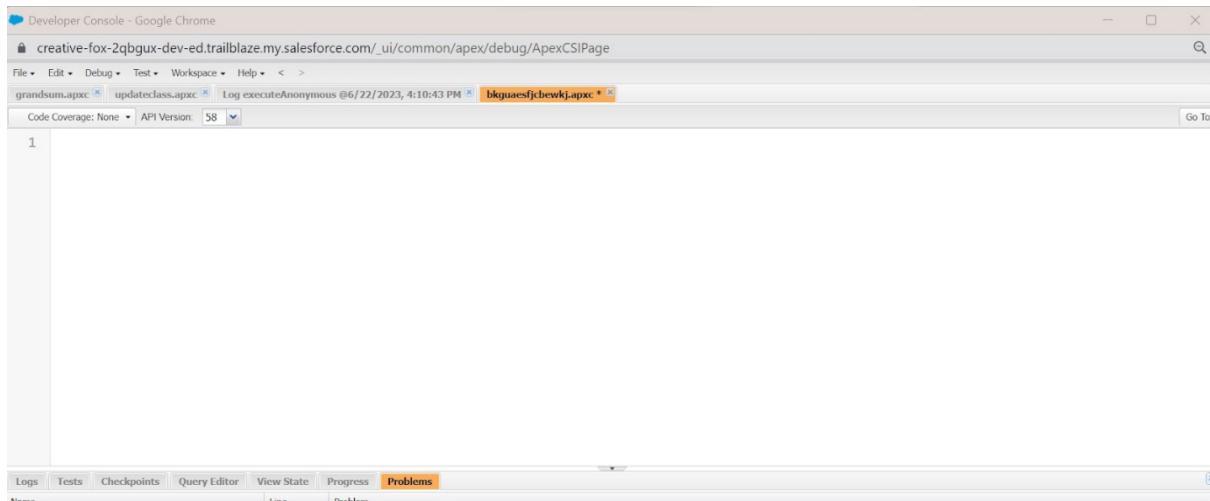
- 1.Class name:- LaptopBookingHandler
- 2.API Name:- Laptop\_Bookings\_\_c(as per your org go to laptop booking object and copy from that).
- 3.core\_\_c (as per your org go to laptop booking object and copy from that).
- 4.Laptop\_type\_\_c.(as per your org go to laptop booking object and copy from that).

In this project , trigger is called whenever the particular record's sum exceeds the threshold i.e minimum business requirement value. Then the code in the trigger will get executed.

### **Result:**

Note: Before creating reports just fill the 10-12 records in the Laptop Bookings object.

Create records for each one you have to create at least 2 different records i.e dell(i3), dell(i7),acer(i3),hp(i5),mac(bionic chip).



## REPORTS

Reports give you access to your Salesforce data. You can examine your Salesforce data in almost infinite combinations, display it in easy-to-understand formats, and share the resulting insights with others. Before building, reading, and sharing reports, review these reporting basics.

In Salesforce.com we can easily generate reports in different styles. And can create reports in a very short time and also schedule the reports. Salesforce provides a powerful suit of analytic tools to help you organize, view and analyze your data.

### Types of Reports in Salesforce

Tabular

Summary

Matrix

Joined Reports

**1. Tabular Reports:** Simple listing of data without any subtotals. This type of reports provide you most basically to look at your data. Use tabular reports when you want a simple list or a list of items with a grand total.

Example: This type of reports are used to list all accounts, List of contacts, List of opportunities.....etc.....

**2. Summary Reports:** This type of reports provide a listing of data with groupings and subtotals. Use summary reports when you want subtotals based on the value of a particular field or when you want to create a hierarchically grouped report, such as sales organized by year and then by quarter.

Example: All opportunities for your team sub totaled by Sales Stage and Owner.

**3. Matrix Reports:** This type of reports allow you to group records both by row and by column. A comparison of related totals, with totals by both row and column. Use matrix reports when you want to see data by two different dimensions that aren't related, such as date and product.

Example: Summarize opportunities by month vertically and by account horizontally.

**4. Joined Reports:** Blocks of related information in a single report. This type of reports enable you to adopt five different blocks to display different types of related data. Each block can own

unique columns, summary fields, formulas, filters and sort order. Use joined reports to group and show data from multiple report types in different views.

Example: You can build a report to show opportunity, case and activity data for your accounts.

The screenshot shows two overlapping windows. The top window is a report titled "Report: consumers with Laptop Bookings and Total Laptops consumer with laptops and total laptops". It displays a table with columns: consumer: consumer Name, Laptop Bookings: Laptop Bookings Name, Address, phone number, Laptop names, core type, types, Amount, and types of versions. The table has several rows and subtotals. The bottom window is an "Edit Subscription" dialog. It has sections for "Settings" (Frequency: Daily, Weekly, Monthly - Daily is selected), "Time" (set to 8:00 am), "Attachment" (Attach File button), "Recipients" (Send email to Me, Edit Recipients button), and "Run Report As" (Me or Another Person - Another Person is selected). At the bottom right are "Cancel" and "Save" buttons.

| Total Records | Total Amount |
|---------------|--------------|
| 11            | ₹81,600      |

**Report: consumers with Laptop Bookings and Total Laptops consumer with laptops and total laptops**

Total Records: 11 Total Amount: ₹81,600

| consumer: consumer Name                             | Laptop Bookings: Laptop Bookings Name | Address    | phone number | Laptop names | core type   | types | Amount  | types of versions |
|---|---------------------------------------|------------|--------------|--------------|-------------|-------|---------|-------------------|
| rakesh (1)  | smartinternz                          | warangal   | 7894561235   | Mac          | Bionic chip | high  | ₹8,000  | high              |
| <b>Subtotal</b>                                     |                                       |            |              |              |             |       |         |                   |
| rushi (2)   | google                                | gachibowli | 7538964123   | Dell         | core i5     | high  | ₹6,000  | high              |
|   | code hub                              | gachibowli | 7538964123   | Mac          | Bionic chip | high  | ₹8,000  | high              |
| <b>Subtotal</b>                                     |                                       |            |              |              |             |       |         |                   |
| sury (1)  | smartinternz                          | madhapur   | 7534127896   | Dell         | core i3     | high  | ₹3,000  | high              |
| <b>Subtotal</b>                                     |                                       |            |              |              |             |       |         |                   |
| sure (4)  | smartinternz                          | kphb       | 7895621430   | Acer         | core i5     | high  | ₹6,500  | high              |
|   | pandora                               | kphb       | 7895621430   | Hp           | core i7     | high  | ₹11,000 | very high         |
|   | stacknexus                            | kphb       | 7895621430   | Acer         | core i7     | high  | ₹9,000  | high              |
|   | stacknexus                            | kphb       | 7895621430   | Acer         | core i3     | high  | ₹3,600  | high              |
| <b>Subtotal</b>                                     |                                       |            |              |              |             |       |         |                   |
| uday (3)  | pandora                               | uppal      | 7894561230   | Hp           | core i5     | high  | ₹8,500  | high              |
| <b>Row Counts</b> Detail Rows Subtotals Grand Total |                                       |            |              |              |             |       |         |                   |

### Edit Subscription

**Settings**

Frequency:  Daily  Weekly  Monthly

Time: 8:00 am

Attachment:  Attach File

**Recipients**

Send email to: Me  Edit Recipients

**Run Report As**

Me  Another Person

Cancel  Save

## DASHBOARDS

Dashboards help you visually understand changing business conditions so you can make decisions based on the real-time data you've gathered with reports. Use dashboards to help users identify trends, sort out quantities, and measure the impact of their activities. Before building, reading, and sharing dashboards, review these dashboard basics.

### ***Create Dashboard Folder***

Click on the app launcher and search for the dashboard

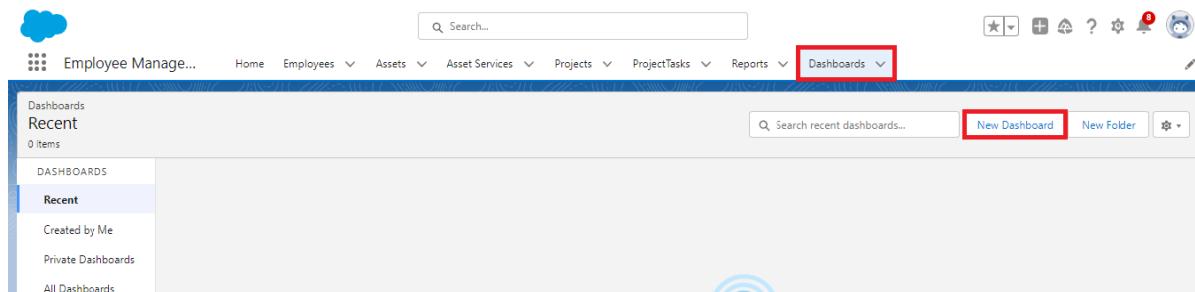
Click on the dashboard tab

Click the new folder, give the folder label as “total rent amount”

Folder unique names will be auto populated

Click save.

Go to the app >> click on the Dashboards tabs.



Give a Name and select the folder that was created, and click on create.

A screenshot of a 'New Dashboard' creation dialog box. The title bar says 'New Dashboard'. There are three input fields: 'Name' containing 'data analytics of laptops', 'Description' containing 'total amount of data in dashboards', and 'Folder' containing 'total rents amount'. To the right of the 'Folder' field is a 'Select Folder' button. At the bottom right are 'Cancel' and 'Create' buttons.

Select add component.

Employee Manage... Home Employees Assets Asset Services Projects ProjectTasks Reports Dashboards

Dashboard 1 + Component + Filter Save Done

Select a Report and click on select.

### Add Component

consumer with laptops and total lapt

Use chart settings from report i

Display As

Value

Sum of Amount

Sliced By

types of versions

Preview

consumer with laptops and total laptops

Sum of Amount

types of versions

View Report (consumer with laptops and total laptops)

Select the dark component and add to the dashboards.

Save it.

Click done.

## **CONCLUSION**

In conclusion, this Salesforce project successfully integrates custom object management, automation through Apex triggers, and advanced reporting features to enhance the laptop booking process. By leveraging Salesforce's powerful capabilities, the system ensures accurate data management, streamlined operations, and improved communication through automated notifications. The customized reports provide valuable insights into booking trends and financial performance, supporting data-driven business strategies. Overall, the project delivers a scalable solution that improves operational efficiency, enhances customer satisfaction, and enables better strategic decision-making.