

Project Design Phase-II
Technology Stack (Architecture & Stack)

Date	24 June 2025
Team ID	LTVIP2025TMID30202
Project Name	Field Service Workorder Optimization
Maximum Marks	

Technical Architecture:

The Deliverable shall include the architectural diagram as below and the information as per the table1 & table 2

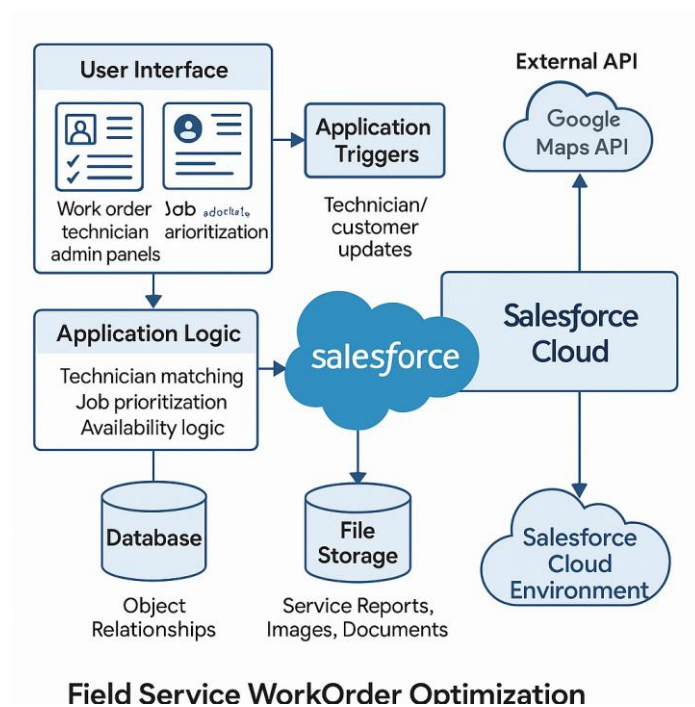


Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1	User Interface	Work order form, technician dashboard, admin panels	Salesforce Lightning Web UI
2	Application Logic-1	Technician matching, job prioritization, availability logic	Salesforce Flows
3	Application Logic-2	Notification triggers for technician/customer updates	Apex Triggers
4	Database	Object relationships (Work Orders, Technicians, Customers)	Salesforce Object Database
5	File Storage	Store service reports, images, documents	Salesforce Files
6	External API	Optional: Integration with GPS, Maps for technician routing	Google API
7	Infrastructure	Optional: Integration with GPS, Maps for technician routing	Salesforce Cloud Environment

