

To supply leftover food to poor

## **Project Overview:**

### **CRM System for Leftover Food Distribution to the Needy:**

This project is designed to create a platform that efficiently connects food donors (such as restaurants, food businesses, and households) with charitable organizations and individuals in need. The goal is to reduce food waste by redistributing leftover food to the poor and marginalized communities. The CRM system will manage the entire process—from receiving food donations to organizing and tracking distributions—ensuring that food reaches those who need it most.

### **Key features include:**

- **Donation Management:** A comprehensive tracking system for logging food donations, including donor details, type of food, quantity, and expiration dates.
- **Recipient Coordination:** A database to manage and categorize recipient organizations (e.g., shelters, food banks) and direct beneficiaries (e.g., low-income families), ensuring equitable distribution.
- **Delivery Logistics:** Integrated scheduling and routing for food pickup and delivery, helping to reduce waste and ensure food is delivered in a timely manner.
- **Volunteer and Resource Management:** Tools to coordinate volunteers who will help with food collection, packaging, and distribution, maximizing operational efficiency.
- **Impact Tracking and Reporting:** Analytics tools that monitor and report on the volume of food redistributed, tracking how many people are served, and measuring the project's social impact.

This CRM system meets critical business needs by addressing food insecurity, reducing food waste, and enhancing the efficiency of charitable food distribution efforts. It helps organizations work more effectively, ensuring that no food goes to waste while supporting those in dire need.

## **Objectives:**

The primary objective of building the FOODCONNECT CRM is to create a structured, technology-driven platform that manages the collection and distribution of leftover food from restaurants, hotels, and events to underprivileged communities. By leveraging Salesforce CRM capabilities, the system ensures efficient tracking of food donations, automates the scheduling and logistics of pickups and deliveries, and maintains comprehensive records of donors and beneficiaries. This initiative not only reduces food wastage but also fosters stronger relationships with donors through systematic communication and appreciation. Additionally, the CRM enhances operational transparency and accountability by generating insightful reports, which aids in scaling the initiative, attracting new partners, and building trust with stakeholders. Ultimately, the project delivers significant social value by bridging the gap

between surplus food sources and those in need, while streamlining processes that traditionally suffer from manual inefficiencies.

## Phase 1: Requirement Analysis & Planning

**Understanding Business Requirements:** The key requirement of this project is to establish an organized platform that connects restaurants, hotels, and event organizers willing to donate leftover food with NGOs or volunteer groups who can distribute it to the poor. The system needs to efficiently track food availability, coordinate pickups and deliveries, monitor beneficiary reach, and maintain transparent records. Users require a solution that minimizes manual coordination, prevents food spoilage, and ensures that surplus food is safely and quickly routed to the needy.

### Defining Project Scope and Objectives:

- Develop a CRM system on Salesforce to register and manage profiles of donors (restaurants, hotels) and recipients (NGOs, shelters, volunteer groups).
- Automate the process of scheduling pickups and assigning delivery tasks based on food type, quantity, and location.
- Maintain historical records of donations and distributions to enable tracking and reporting.
- Implement notifications and reminders for timely pickups, and acknowledgements to donors after successful delivery.
- Generate insightful dashboards to visualize the amount of food saved, number of beneficiaries served, and partner engagement, aiding in promoting the initiative and attracting new donors.

### Design Data Model and Security Model:

The data model includes custom objects like Donor, Food Donation, Pickup Schedule, Recipient, and Distribution Record, linked through appropriate relationships to maintain a clear trail from donation to delivery. The security model employs profiles and role hierarchies to ensure that restaurant managers, NGO coordinators, and volunteer drivers have access only to the data relevant to their roles. Permission sets and sharing rules are configured to maintain data privacy while supporting collaborative workflows among multiple partners.

## Phase 2: Salesforce Development - Backend & Configurations

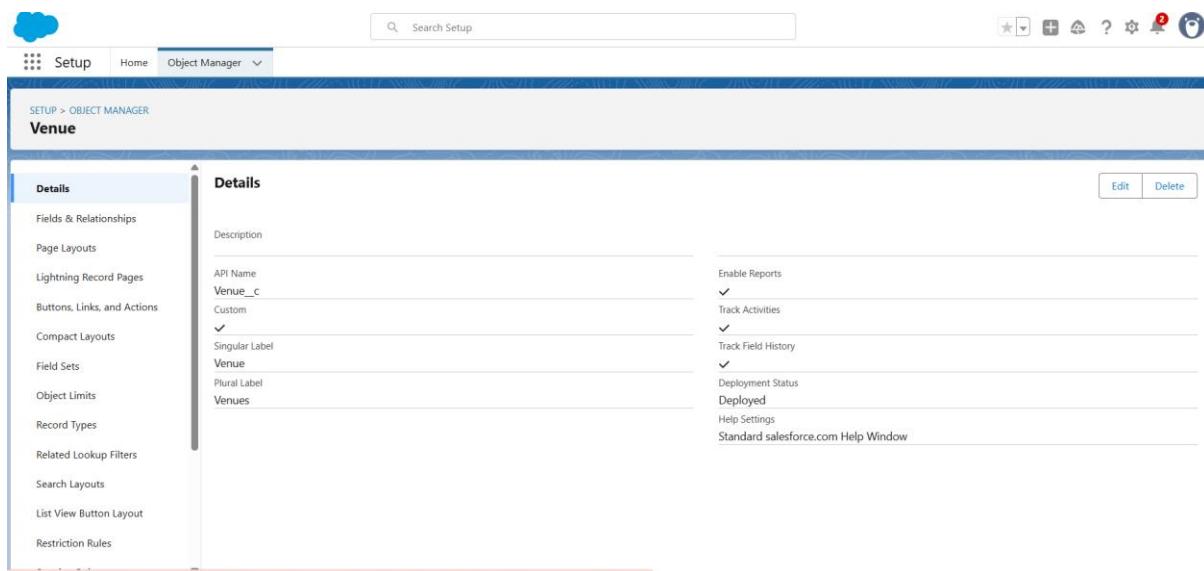
**Setup environment & DevOps workflow:** A dedicated Salesforce sandbox environment was set up for the development and initial testing of the FOODCONNECT CRM. This enabled isolated customization without impacting production data. A simple DevOps process was followed using Change Sets to migrate metadata from the sandbox to production, ensuring controlled deployments and version management.

## Customization of Objects, Fields, Validation Rules, Automation:

### Create Venue Object

To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
  - Enter the label name >> Venue
  - Plural label name >> Venues
  - Enter Record Name Label and Format
    1. Record Name >> Venue Name
    2. Data Type >> Text
2. Click on Allow reports and Track Field History, Allow Activities.
3. Allow search >> Save.

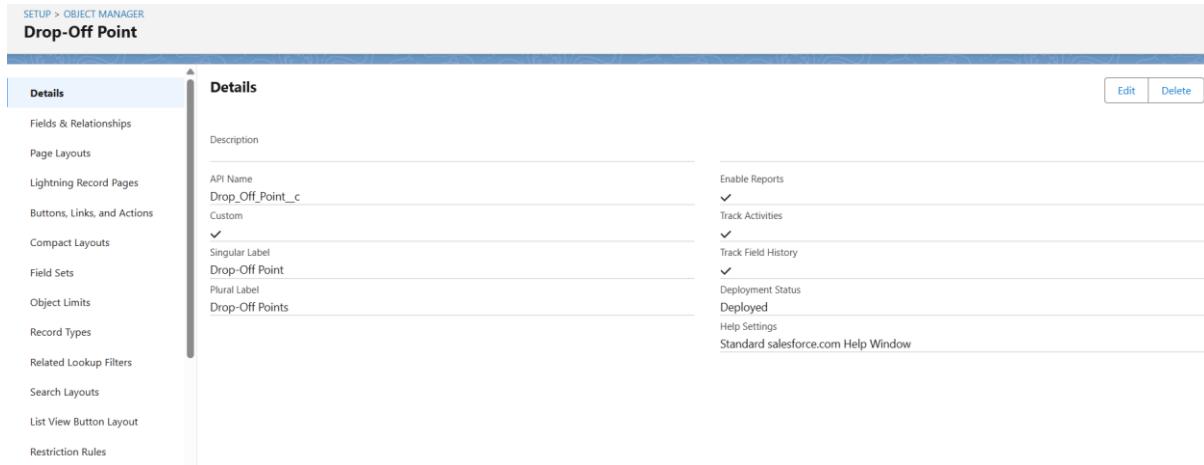


### Create Drop-Off Point Object

To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
- Enter the label name >> Drop-Off Point
- Plural label name >> Drop-Off Points
- Enter Record Name Label and Format

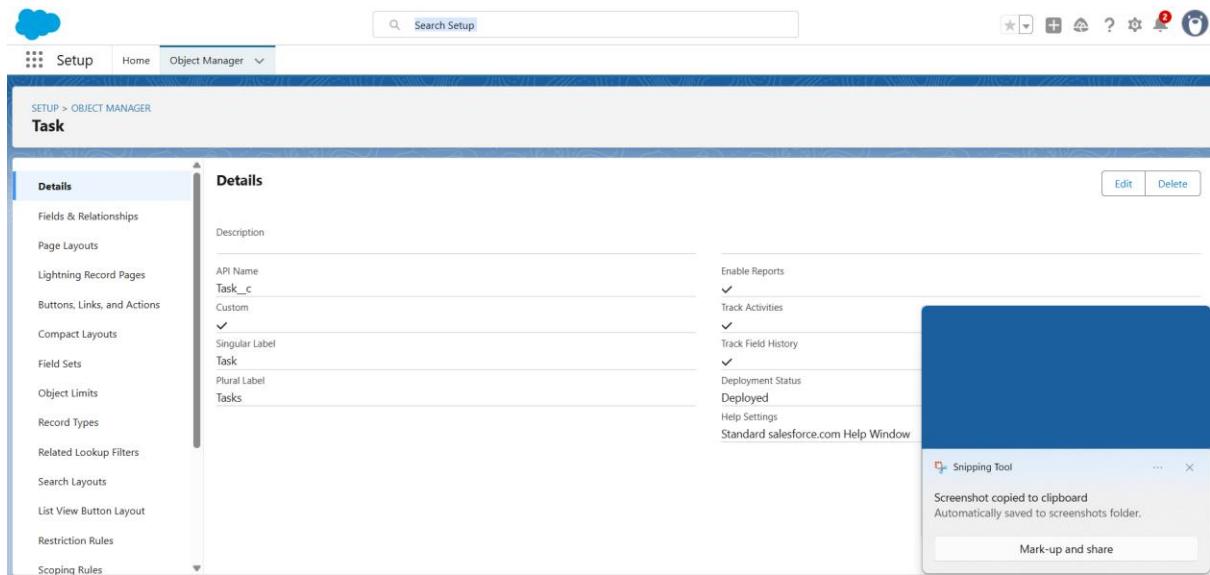
- a. Record Name >> Drop-Off point Name
  - b. Data Type >> Text
2. Click on Allow reports and Track Field History, Allow Activities
3. Allow search >> Save.



## Create Task Object

To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
  1. Enter the label name >> Task
  2. Plural label name >> Tasks
  3. Enter Record Name Label and Format
    - Record Name >> Task Name
    - Data Type >> Text
2. Click on Allow reports and Track Field History, Allow Activities
3. Allow search >> Save



## Create Volunteer Object

To create an object:

1. From the setup page >> Click on Object Manager>> Click on Create >> Click on Custom Object.
  1. Enter the label name>> Volunteer
  2. Plural label name>> Volunteers
  3. Enter Record Name Label and Format
    - Record Name >> Volunteer Name
    - Data Type >> Text
2. Click on Allow reports and Track Field History, Allow Activities
3. Allow search >> Save.

The screenshot shows the Salesforce Setup interface. At the top, there's a blue header bar with the Salesforce logo, the word "Setup", "Home", and "Object Manager". Below the header is a search bar labeled "Search Setup". The main content area has a title "SETUP > OBJECT MANAGER" and "Volunteer". On the left, there's a sidebar with a "Details" tab selected, followed by a list of options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, and Restriction Rules. The main panel is titled "Details" and contains sections for "Description", "API Name" (set to "Volunteer\_\_c"), "Custom" (checked), "Singular Label" (set to "Volunteer"), "Plural Label" (set to "Volunteers"), "Enable Reports" (checked), "Track Activities" (checked), "Track Field History" (checked), "Deployment Status" (set to "Deployed"), and "Help Settings" (set to "Standard salesforce.com Help Window"). At the bottom right of the main panel are "Edit" and "Delete" buttons.

## Create Execution Details Object

To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
  1. Enter the label name >> Execution Detail
  2. Plural label name >> Execution Details
  3. Enter Record Name Label and Format
    - Record Name >> Execution Detail Name
    - Data Type >> Text
2. Click on Allow reports and Track Field History, Allow Activities
3. Allow search >> Save.

The screenshot shows the Salesforce Setup interface, similar to the previous one but for the "Execution Detail" object. The title "SETUP > OBJECT MANAGER" and "Execution Detail" is at the top. The sidebar and main panel structure are identical to the "Volunteer" object screen, with the "Details" tab selected. The API Name is set to "Execution\_Detail\_\_c", the Singular Label is "Execution Detail", and the Plural Label is "Execution Details". The "Enable Reports", "Track Activities", and "Track Field History" checkboxes are checked. The "Deployment Status" is "Deployed" and the "Help Settings" is "Standard salesforce.com Help Window". The "Edit" and "Delete" buttons are at the bottom right of the main panel.

## Creation of Relationship fields in objects

Creation of Lookup Relationship Field on Volunteer Object:

1. Go to setup >> click on Object Manager >> type object name (Volunteer) in the search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Master Detail relationship
4. Select the related object “Drop-Off point” and click next.

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes links for Setup, Home, and Object Manager. The main title is "SETUP > OBJECT MANAGER" followed by "Volunteer". On the left, there's a sidebar with various configuration options like Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, etc. The main content area is titled "Volunteer Custom Field Drop-Off Point" and "Back to Volunteer". It shows the "Custom Field Definition Detail" for the field "Drop-Off Point". The "Field Information" section includes fields for Field Label (Drop-Off Point), Field Name (Drop\_Off\_Point), API Name (Drop\_Off\_Point\_\_c), Description, Help Text, Data Owner, Field Usage, Data Sensitivity Level, and Compliance Categorization. The "Master-Detail Options" section shows it is related to "Drop-Off Point" and has a child relationship named "Volunteers". The "Lookup Filter" section indicates "No lookup filters defined". At the bottom, there are buttons for Edit, Set Field Level Security, View Field Accessibility, and Where is this used?.

5. Field Name: Drop\_off point
6. Field label: Auto generated
7. Next >> Next >> Save.

Creation of Master Detail Relationship Field on Execution Details Object:

8. Go to setup >> click on Object Manager >> type object name (Execution Details) in the search bar >> click on the object.
9. Now click on “Fields & Relationships” >> New
10. Select Master Detail relationship
11. Select the related object “Volunteer” and click next.

12. Field Name: Volunteer
13. Field label: Auto generated
14. Next >> Next >> Save.

#### Creation of Master Detail Relationship Field on Execution Details Object :

15. Go to setup >> click on Object Manager >> type object name(Execution Details) in the search bar >> click on the object.
16. Now click on “Fields & Relationships” >> New
17. Select Master Detail relationship
18. Select the related object “Task” and click next.
19. Field Name: Task

20. Field label: Auto generated

21. Next >> Next >> Save.

Creation of Lookup Relationship Field on Drop-Off Point Object:

22. Go to setup >> click on Object Manager >> type object name (Drop-Off Point) in the search bar >> click on the object.
23. Now click on “Fields & Relationships” >> New
24. Select Lookup relationship
25. Select the related object “Venue” and click next.

The screenshot shows the Salesforce Object Manager interface for creating a custom field. The left sidebar lists various configuration options like Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, etc. The main area is titled 'Custom Field Definition Detail' for the 'Drop-Off Point' object. It shows the following details:  
Field Information:  
- Field Label: Venue\_c  
- Field Name: Venue  
- API Name: Venue\_\_c  
- Description, Help Text, Data Owner, Field Usage, Data Sensitivity Level, Compliance Categorization, Created By, Modified By.  
Lookup Options:  
- Related To: Venue  
- Related List Label: Drop-Off Points  
- Required: Unchecked  
- What to do if the lookup record is deleted: Clear the value of this field.  
Validation Rules: No validation rules defined.

26. Field Name: Venue

27. Field label: Venue\_c

28. Next >> Next >> Save.

Creation of Lookup Relationship Field on Task Object:

29. Go to setup >> click on Object Manager >> type object name (Task) in the search bar >> click on the object.
30. Now click on “Fields & Relationships” >> New
31. Select Lookup relationship
32. Select the related object “Venue” and click next.
33. Field Name: Sponsored By

The screenshot shows the Salesforce Setup interface. The top navigation bar includes a cloud icon, 'Setup', 'Home', and 'Object Manager'. The search bar says 'Search Setup'. On the right are various icons for help, refresh, and user management. The main area is titled 'Task Custom Field Sponsored By Back to Task'. It shows the 'Custom Field Definition Detail' for 'Sponsored By'. The 'Field Information' section lists the field label as 'Sponsored By', field name as 'Sponsored\_By', and API name as 'Sponsored\_By\_\_c'. The 'Data Type' is set to 'Lookup' with 'Task' selected as the object name. The 'Lookup Options' section shows 'Related To' as 'Venue' and 'Related List Label' as 'Tasks'. A note at the bottom says 'What to do if the lookup record is deleted? Clear the value of this field.' The 'Help for this Page' button is visible in the top right.

34. Field label: Auto generated

35. Next >> Next >> Save.

#### Creation of Lookup Relationship Field on Task Object:

36. Go to setup>> click on Object Manager >> type object name(Task) in the search bar >> click on the object.

37. Now click on “Fields & Relationships” >> New

38. Select Lookup relationship

The screenshot shows the Salesforce Setup interface. The top navigation bar includes a cloud icon, 'Setup', 'Home', and 'Object Manager'. The search bar says 'Search Setup'. On the right are various icons for help, refresh, and user management. The main area is titled 'Task Custom Field Drop-Off Point Back to Task'. It shows the 'Custom Field Definition Detail' for 'Drop-Off Point'. The 'Field Information' section lists the field label as 'Drop-Off Point', field name as 'Drop\_Off\_Point', and API name as 'Drop\_Off\_Point\_\_c'. The 'Data Type' is set to 'Lookup' with 'Drop-Off Point' selected as the object name. The 'Lookup Options' section shows 'Related To' as 'Drop-Off Point' and 'Related List Label' as 'Tasks'. A note at the bottom says 'What to do if the lookup record is deleted? Clear the value of this field.' The 'Help for this Page' button is visible in the top right.

39. Select the related object “Drop-Off point” and click next.

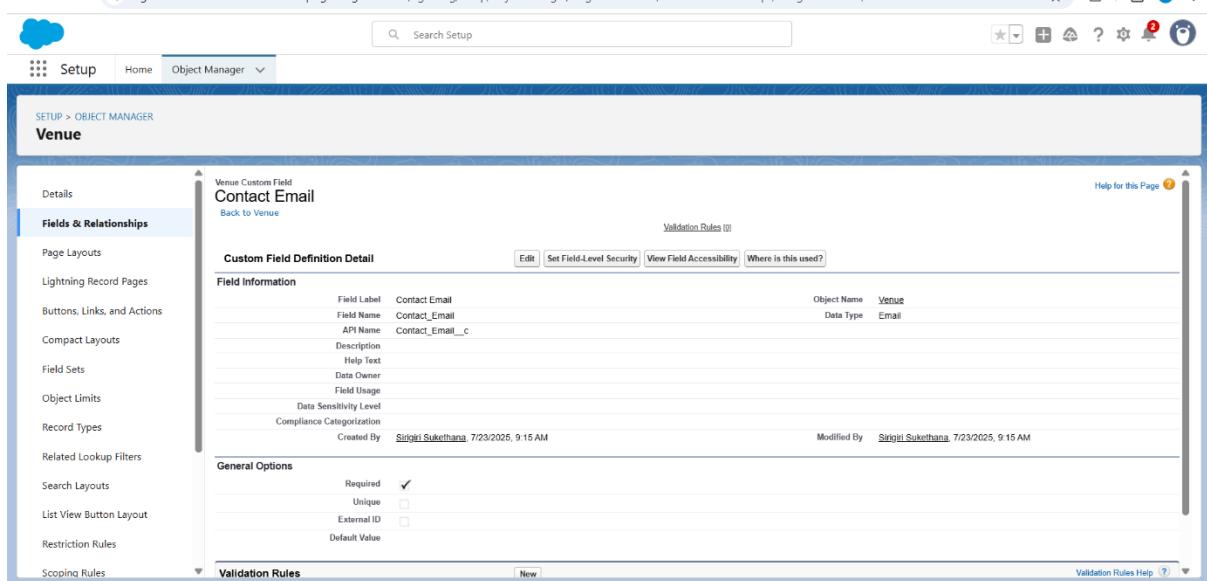
40. Field Name: Drop-Off point

41. Field label: Auto generated

42. Next >> Next >> Save.

### Creation of fields for the Venue object

1. Go to setup >> click on Object Manager >> type object name(Venue) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Email” and Click on Next
4. Fill the Above as following:
  - Field Label: Contact Email
  - Field Name: Contact Email



- Click on required check box
- Click on Next >> Next >> Save and new.

### To create another fields in an object:

5. Go to setup >> click on Object Manager >> type object name(Venue) in search bar >> click on the object.
6. Now click on “Fields & Relationships” >> New

7. Select Data type as a “Phone” and Click on Next

The screenshot shows the Salesforce Setup interface for creating a custom field. The top navigation bar includes 'Setup', 'Home', and 'Object Manager'. The main title is 'Venue Custom Field Contact Phone'. The 'Fields & Relationships' tab is active. The 'Custom Field Definition Detail' section shows the following details:

Field Information	Object Name	Venue
Field Label: Contact Phone	Data Type	Phone
Field Name: Contact_Phone		
API Name: Contact_Phone__c		
Description:		
Help Text:		
Data Owner:		
Field Usage:		
Data Sensitivity Level:		
Compliance Categorization:		
Created By: Sirjani Sukethana 7/23/2025, 9:17 AM	Modified By:	Sirjani Sukethana 7/23/2025, 9:17 AM

Under 'General Options', the 'Required' checkbox is checked. Under 'Validation Rules', it says 'No validation rules defined.'

8. Fill the Above as following:

- Field Label: Contact Phone
- Field Name: Contact Phone
- Click on required check box
- Click on Next >> Next >> Save and new.

#### To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Venue) in search bar >>click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Geolocation” and Click on Next

4. Fill the Above as following:

- Field Label: Location
- Decimal Places: 4
- Field Name: Location
- Description: Enter the Geolocation of your Venue
- Click on Next >> Next >> Save and new.

To create other fields in an object:

9. Go to setup >> click on Object Manager >> type object name(Venue) in search bar >> click on the object.
10. Now click on “Fields & Relationships” >> New
11. Select Data type as a “Long Text Area” and Click on Next

12. Fill the Above as following:

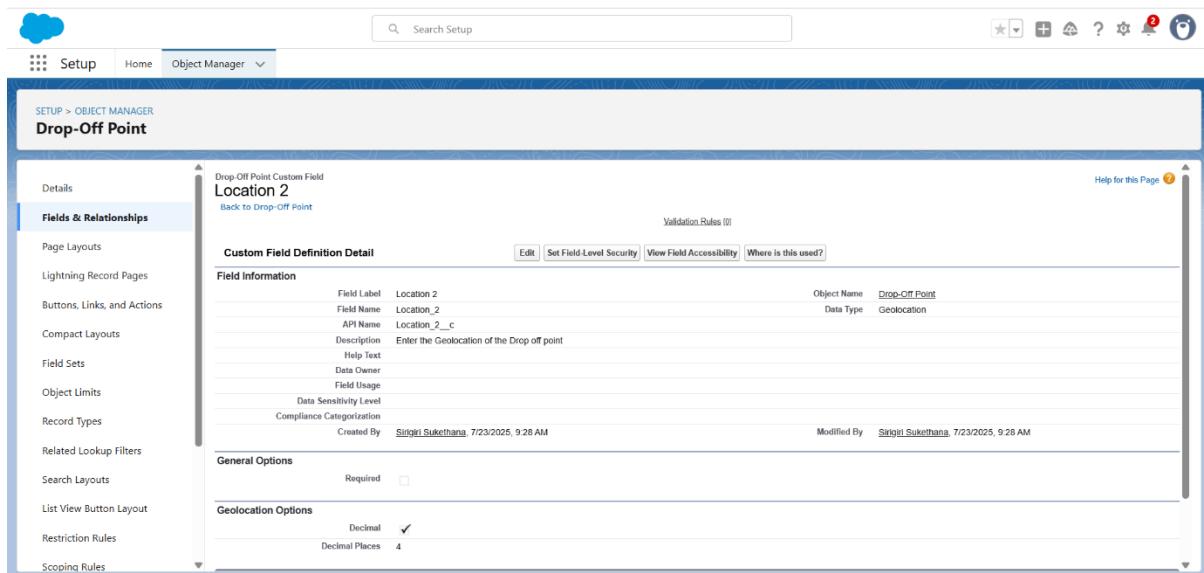
- Field Label : Venue Location
- Field Name : Venue\_Location
- Click on Next >> Next >> Save and new.

### Creation of fields for the Drop-Off point object

Go to setup >> click on Object Manager >> type object name(Drop-Off point) in search bar >> click on the object.

2. Now click on “Fields & Relationships” >> New

3. Select Data type as a “Geolocation” and Click on Next



4. Fill the Above as following:

- Field Label: Location 2
- Field Name: gets auto generated
- Description: Enter the Geolocation of the Drop off Point
- Geolocation Options: select Decimal
- Decimal Places: 4
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name (Drop-Off point) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Formula” and Click on Next

The screenshot shows the Salesforce Setup interface. The top navigation bar includes links for Home, Object Manager, and a search bar labeled "Search Setup". Below the navigation is a sidebar with various setup categories like Details, Fields & Relationships (which is selected), Page Layouts, Lightning Record Pages, etc. The main content area is titled "Drop-Off Point Custom Field: distance calculation" and "Back to Drop-Off Point". It displays the "Custom Field Definition Detail" page. Under "Field Information", the field is named "distance calculation" with API Name "distance\_calculation\_c". The "Formula Options" section shows the formula as "DISTANCE(Location\_2\_\_c, Venue\_\_r.Location\_\_c, 'km')". Other details include Created By: Singiri Sukethana, 7/23/2025, 9:33 AM and Modified By: Singiri Sukethana, 7/23/2025, 9:33 AM.

4. Fill the Above as following:
  - Field Label: distance calculation
  - Field Name: distance\_calculation
  - Formula Return Type: Number
  - Formula Options: DISTANCE( Location\_2\_\_c , Venue\_\_r.Location\_\_c , 'km')
  - Click on Next >> Next >> Save and new.

To create another fields in an object:

5. Go to setup >> click on Object Manager >> type object name (Drop-Off point) in search bar >> click on the object.
6. Now click on “Fields & Relationships” >> New
7. Select Data type as a “Picklist” and Click on Next
8. Fill the Above as following:
  - Field Label: State
  - Field Name: State
  - Enter values, with each value separated by a new line:

Andhra Pradesh

Arunachal Pradesh

Assam

Bihar

Chhattisgarh

Goa

Gujarat

Haryana

Himachal Pradesh

Jharkhand

Karnataka

Kerala

Maharashtra

Madhya Pradesh

Manipur

Meghalaya

Mizoram

Nagaland

Odisha

Punjab

Rajasthan

Sikkim

Tamil Nadu

Tripura

Telangana

Uttar Pradesh

Uttarakhand

West Bengal

Andaman & Nicobar (UT)

Chandigarh (UT)

Dadra & Nagar Haveli and Daman & Diu (UT)

Delhi [National Capital Territory (NCT)]

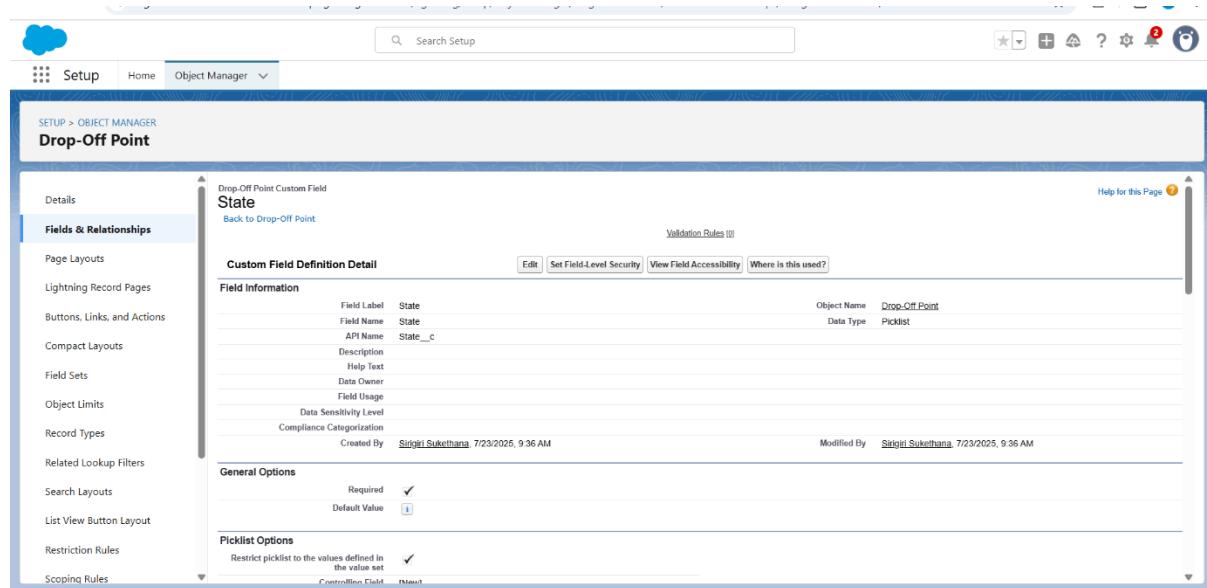
Jammu & Kashmir (UT)

Ladakh (UT)

Lakshadweep (UT)

Puducherry (UT)

- Click on required check box



- Click on Next >> Next >> Save and new.

To create another fields in an object:

9. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
10. Now click on “Fields & Relationships” >> New
11. Select Data type as a “Number” and Click on Next

The screenshot shows the Salesforce Setup interface for the 'Task' object. In the left sidebar, under 'Fields & Relationships', the 'Distance' field is selected. The main content area displays the 'Custom Field Definition Detail' for 'Task Custom Field Distance'. The 'Field Information' section shows the field label as 'Distance', field name as 'Distance', and API name as 'Distance\_\_c'. The 'Data Type' is listed as 'Task Number'. The 'General Options' section includes a checked 'Required' checkbox. At the bottom, there are buttons for 'Edit', 'Set Field Level Security', 'View Field Accessibility', and 'Where is this used?'. A vertical scroll bar is visible on the right side of the page.

12. Fill the Above as following:

- Field Label: Distance
- Field Name: Distance
- Length: 14
- Decimal Places: 4
- Click on required check box
- Click on Next >> Next >> Save and new.

### **Creation of fields for the Task object**

Go to setup>> click on Object Manager >> type object name (Task) in search bar >> click on the object.

2. Now click on “Fields & Relationships” >> New

3. Select Data type as a “Auto Number” and Click on Next

The screenshot shows the Salesforce Setup interface under the Object Manager. A custom field named 'Task ID' is being created for the 'Task' object. The 'Fields & Relationships' tab is selected. The field details are as follows:

- Field Label:** Task ID
- Field Name:** Task\_ID
- API Name:** Task\_\_ID\_\_c
- Description:** (empty)
- Help Text:** (empty)
- Data Owner:** (empty)
- Field Usage:** (empty)
- Data Sensitivity Level:** (empty)
- Compliance Categorization:** (empty)
- Created By:** Sirigiri Sukethana 7/23/2025, 9:41 AM
- Modified By:** Sirigiri Sukethana 7/23/2025, 9:41 AM

General Options:  
External ID:

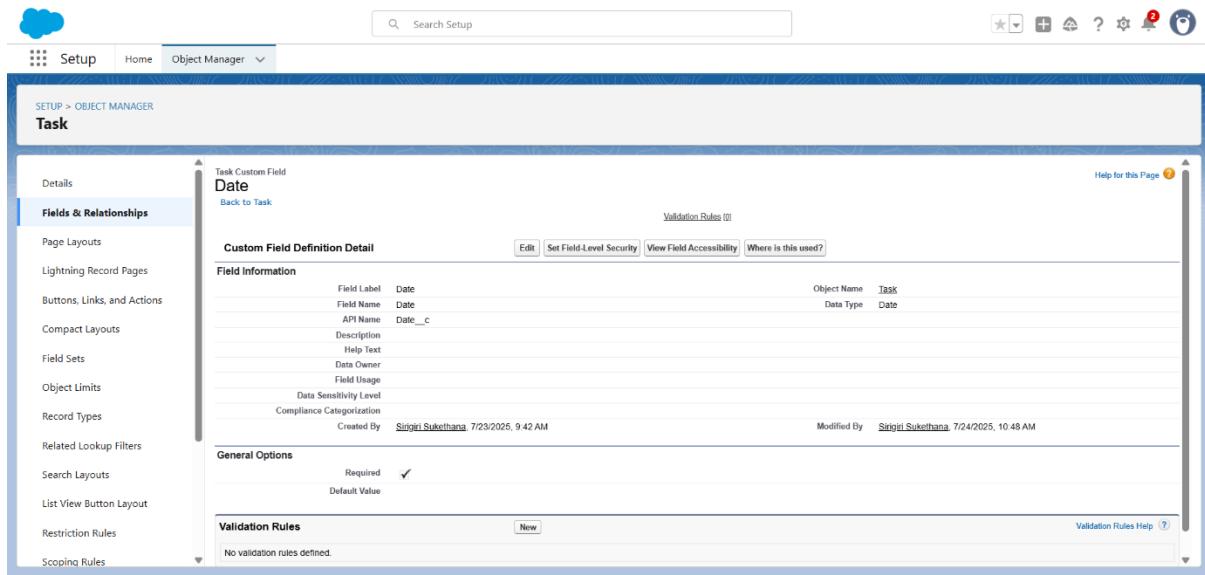
Auto Number Options:  
Display Format: TASK-{0}

4. Fill the Above as following:

- Field Label: Task ID
- Display Format: TASK- {0}
- Starting Number: 1
- Field Name: gets auto generated
- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Date” and Click on Next



4. Fill the Above as following:

- Field Label: Date
- Field Name: Date
- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

5. Go to setup >> click on Object Manager >> type object name (Task) in search bar >> click on the object.
6. Now click on “Fields & Relationships” >> New
7. Select Data type as a “Picklist (Multi-Select)” and Click on Next

The screenshot shows the Salesforce Setup interface for the Object Manager. The top navigation bar includes 'Setup', 'Home', and 'Object Manager'. The main title is 'Task Custom Field Food category Back to Task'. On the left, a sidebar lists various setup categories like 'Details', 'Fields & Relationships' (which is selected), and 'Page Layouts'. The main content area displays the 'Custom Field Definition Detail' for 'Food category'. It shows the field label 'Food category', field name 'Food\_category', and API name 'Food\_category\_\_c'. The data type is listed as 'Picklist (Multi-Selected)'. Other details include 'Description', 'Help Text', 'Data Owner', 'Field Usage', 'Data Sensitivity Level', 'Compliance Categorization', and a note that it was created by 'Sriraj Sukethana' on 7/23/2025, 9:46 AM. The 'Modified By' field also shows 'Sriraj Sukethana' with the same timestamp. A 'Validation Rules' section is present at the top right.

8. Fill the Above as following:

- Field Label: Food Category
- Field Name: Food Category
- Enter values, with each value separated by a new line :

Veg

Non-Veg

Salad

Snack

- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

9. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
10. Now click on “Fields & Relationships” >> New
11. Select Data type as a “Number” and Click on Next

Task Custom Field  
Number of People Served

**Field Information**

Field Label	Number of People Served	Object Name	Task
Field Name	Number_of_People_Served	Data Type	Number
API Name	Number_of_People_Served_c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	Sirigiri Sukethana 7/23/2025, 9:48 AM	Modified By	Sirigiri Sukethana 7/23/2025, 9:48 AM

**General Options**

Required	<input checked="" type="checkbox"/>
Unique	<input type="checkbox"/>
External ID	<input type="checkbox"/>
AI Prediction	<input type="checkbox"/>
Default Value	

12. Fill the Above as following:

- Field Label: Number of People Served
- Field Name: Number\_of\_People\_Served
- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

13. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.

14. Now click on “Fields & Relationships” >> New

15. Select Data type as a “Text” and Click on Next

Task Custom Field  
Name of the Person

**Field Information**

Field Label	Name of the Person	Object Name	Task
Field Name	Name_of_the_Person	Data Type	Text
API Name	Name_of_the_Person_c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	Sirigiri Sukethana 7/23/2025, 9:50 AM	Modified By	Sirigiri Sukethana 7/23/2025, 9:50 AM

**General Options**

Required	<input type="checkbox"/>
Searchable	<input type="checkbox"/>
Unique	<input type="checkbox"/>
Case Sensitive	<input type="checkbox"/>
External ID	<input type="checkbox"/>
Default Value	

16. Fill the Above as following:

- Field Label: Name of the Person
- Field Name: Name\_of\_the\_Person
- Click on Next >> Next >> Save and new.

To create another fields in an object:

17. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.

18. Now click on “Fields & Relationships” >> New

19. Select Data type as a “Phone” and Click on Next

20. Fill the Above as following:

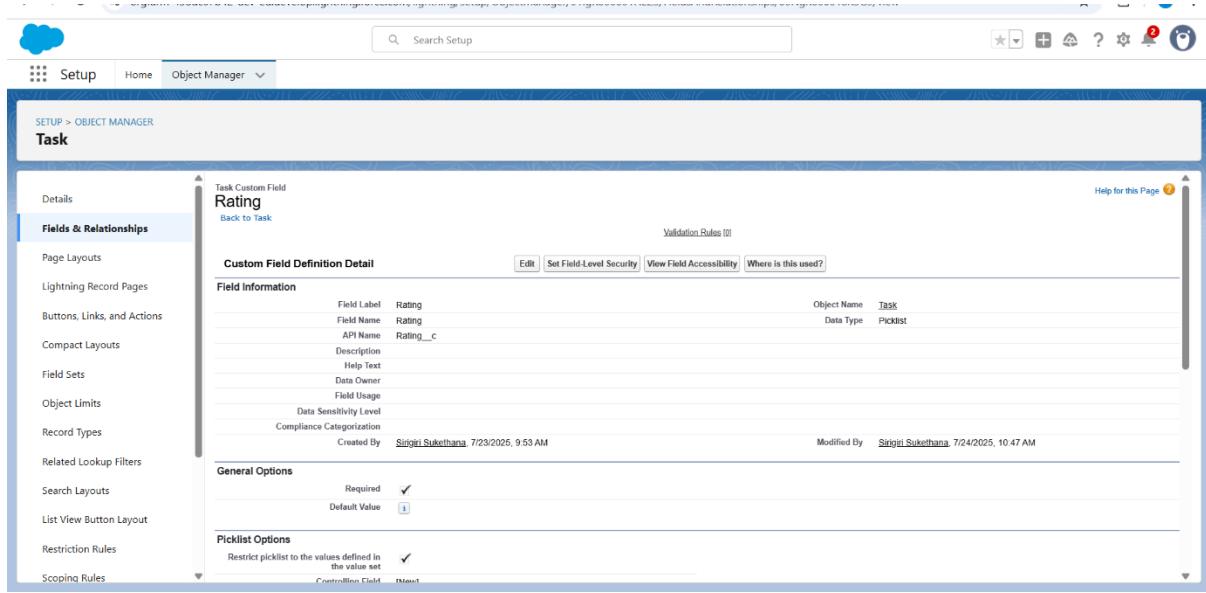
- Field Label: Phone
- Field Name: Phone
- Click on Next >> Next >> Save and new.

To create another fields in an object:

21. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.

22. Now click on “Fields & Relationships” >> New

23. Select Data type as a “Pick List” and Click on Next



24. Fill the Above as following:

- Field Label: Rating
- Field Name: Rating
- Enter values, with each value separated by a new line:

1  
2  
3  
4  
5

- Click on Next >> Next >> Save and new.

To create another fields in an object:

25. Go to setup >> click on Object Manager >> type object name (Task) in search bar >> click on the object.

26. Now click on “Fields & Relationships” >> New

27. Select Data type as a “Long Text Area” and Click on Next

The screenshot shows the Salesforce Setup interface under the Object Manager for the Task object. A custom field named 'Feedback' has been created. The field is a Long Text Area with a length of 32,768 characters. It was created by Sirigiri Sukethana on July 23, 2025, at 9:54 AM.

28. Fill the Above as following:

- Field Label: Feedback
- Field Name: Feedback
- Click on Next >> Next >> Save and new.

### Creation of fields for the Task object

Go to setup >> click on Object Manager >> type object name (Task) in search bar >> click on the object.

2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Auto Number” and Click on Next

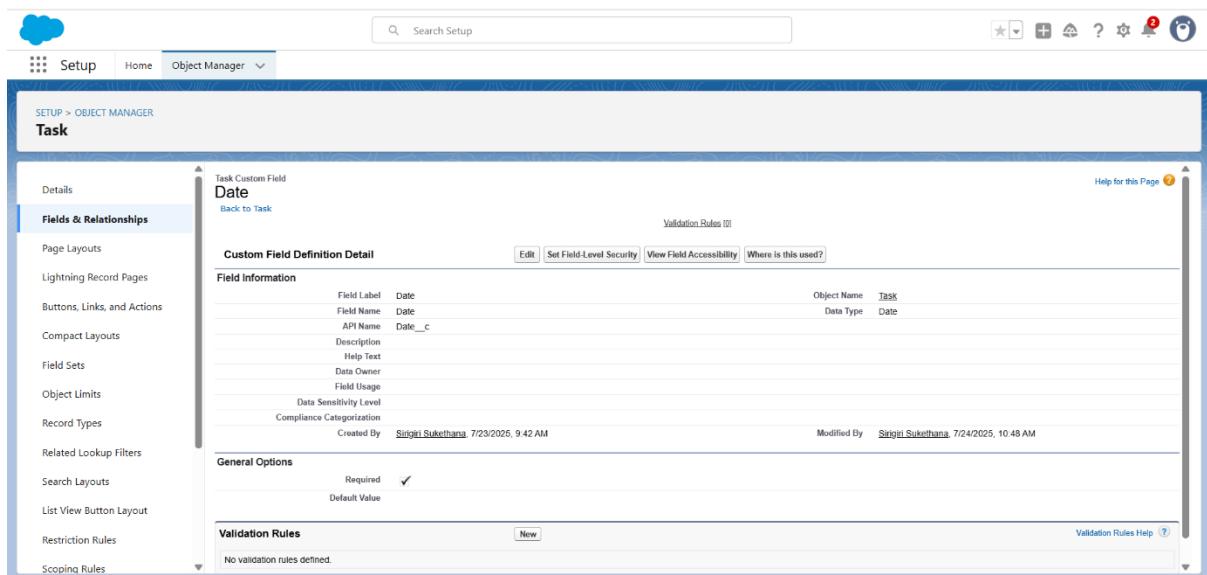
The screenshot shows the Salesforce Setup interface under the Object Manager for the Task object. A custom field named 'Task ID' has been created. The field is an Auto Number with a display format of TASK-{0}. It was created by Sirigiri Sukethana on July 23, 2025, at 9:41 AM.

4. Fill the Above as following:

- Field Label: Task ID
- Display Format: TASK-{0}
- Starting Number: 1
- Field Name: gets auto generated
- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Date” and Click on Next



4. Fill the Above as following:

- Field Label: Date
- Field Name: Date
- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

5. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
6. Now click on “Fields & Relationships” >> New
7. Select Data type as a “Picklist (Multi-Select)” and Click on Next
8. Fill the Above as following:
  - Field Label: Food Category
  - Field Name: Food Category
  - Enter values, with each value separated by a new line:

Veg

Non-Veg

Salad

Snack
  - Click on required check box
  - Click on Next >> Next >> Save and new.

To create another fields in an object:

9. Go to setup >> click on Object Manager >> type object name (Task) in search bar >> click on the object.
10. Now click on “Fields & Relationships” >> New
11. Select Data type as a “Number” and Click on Next
12. Fill the Above as following:
  - Field Label: Number of People Served
  - Field Name: Number\_of\_People\_Served
  - Click on required check box
  - Click on Next >> Next >> Save and new.

To create another fields in an object:

13. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
14. Now click on “Fields & Relationships” >> New

15. Select Data type as a “Text” and Click on Next

16. Fill the Above as following:

- Field Label: Name of the Person
- Field Name: Name\_of\_the\_Person
- Click on Next >> Next >> Save and new.

To create another fields in an object:

17. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.

18. Now click on “Fields & Relationships” >> New

19. Select Data type as a “Phone” and Click on Next

20. Fill the Above as following:

- Field Label: Phone
- Field Name: Phone
- Click on Next >> Next >> Save and new.

To create another fields in an object:

21. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.

22. Now click on “Fields & Relationships” >> New

23. Select Data type as a “Pick List” and Click on Next

24. Fill the Above as following:

- Field Label: Rating
- Field Name: Rating
- Enter values, with each value separated by a new line:

1

2

3

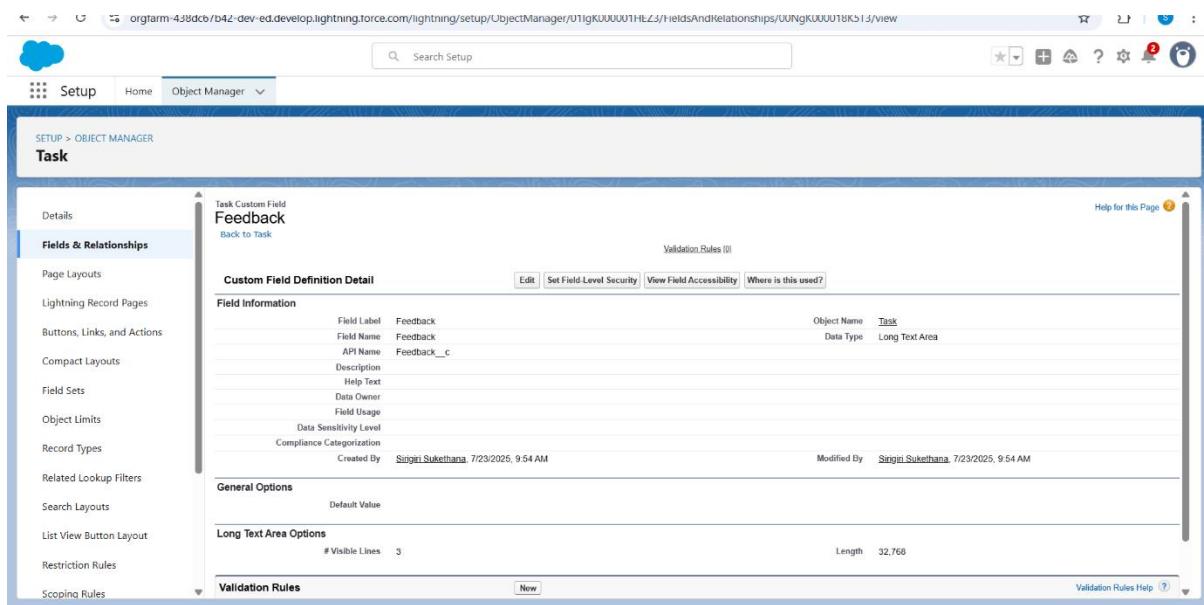
4

5

- Click on Next >> Next >> Save and new.

To create another fields in an object:

25. Go to setup >> click on Object Manager >> type object name (Task) in search bar >> click on the object.
26. Now click on “Fields & Relationships” >> New
27. Select Data type as a “Long Text Area” and Click on Next



28. Fill the Above as following:

- Field Label: Feedback
- Field Name: Feedback
- Click on Next >> Next >> Save and new.

#### Creation of fields for the Execution Details object

1. Go to setup >> click on Object Manager >> type object name (Volunteer) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Auto Number” and Click on Next

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

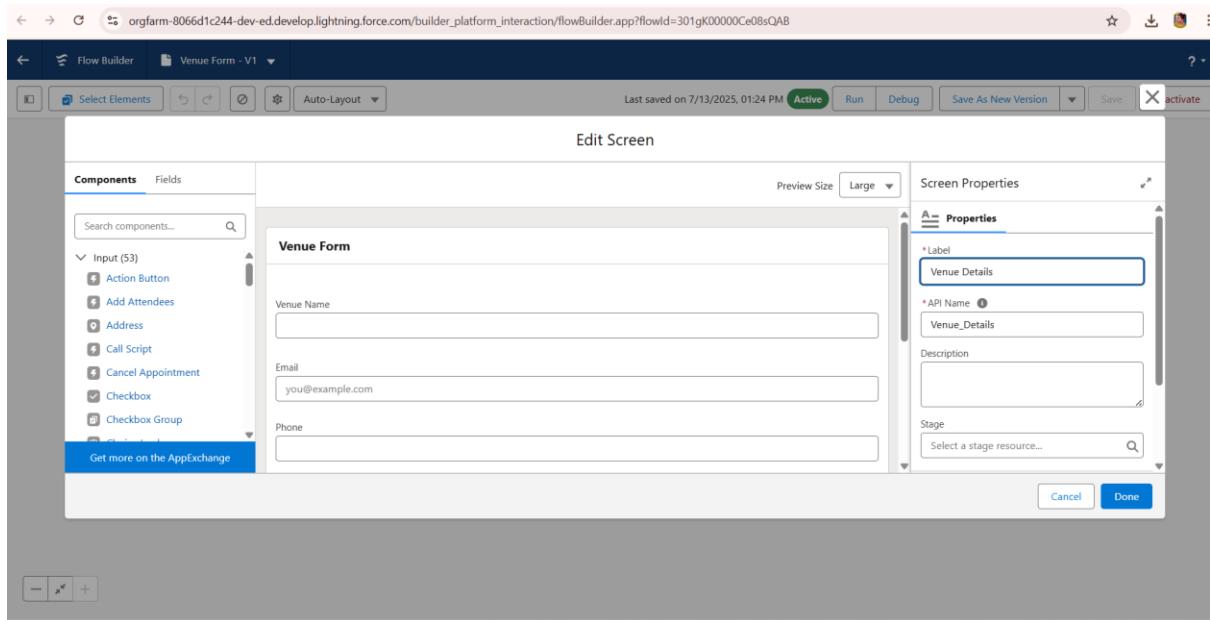
- Object Manager:** Volunteer
- Custom Field Definition Detail:** Execution ID
- Field Information:**
  - Field Label: Execution ID
  - Field Name: Execution\_ID
  - API Name: Execution\_ID\_c
  - Description: Help Text
  - Data Owner: Field Usage
  - Data Sensitivity Level: Compliance Categorization
  - Created By: Sirigiri Sukethana, 7/23/2025, 10:14 AM
  - Modified By: Sirigiri Sukethana, 7/23/2025, 10:14 AM
- General Options:** External ID:
- Auto Number Options:** Display Format

4. Fill the Above as following:

- Field Label: Execution ID
- Field Name: gets auto generated
- Click on required check box
- Click on Next >> Next >> Save and new.

#### Create Flow to create a record in Venue object

1. Go to setup >> type Flow in quick find box >> Click on the Flow and Select the New Flow.
2. Select the Screen flow. Click on create.
3. Click on the '+' icon in between start and end and click on screen element.
4. Under the Screen Properties:
  - Label: Venue Details
  - API Name: Venue\_Details



5. Now let's add components in this flow. Click on Text Component and name it as:  
Label: Venue Name  
API Name: Venue\_Name
6. Click on Email Component and name it as:  
Label: Email  
API Name: Contact\_Email
7. Click on Phone Component and name it as:  
Label: Phone  
API Name: Contact\_Phone
8. Click on Text Component and name it as:  
Label: Venue Location  
API Name: Venue\_Location
9. Click on Number Component and name it as:  
Label: Latitude  
API Name: Latitude
10. Click on Number Component and name it as:  
Label: longitude  
API Name: longitude
11. Next click on Done. This would like below

12. Click on the '+' icon in between Venue details and end and click on create record element.

13. Now label it as

Label: Create Venue Record

API Name: Create\_Venue\_Record

How Many Records to Create: One

How to Set the Record Fields: Use separate resources, and literal values

Object: Venue

Set Field Values for the Venue: Click on 'Add Field' 5 times

Field: Value = Contact\_Email\_\_c : {! Contact\_Email.value}

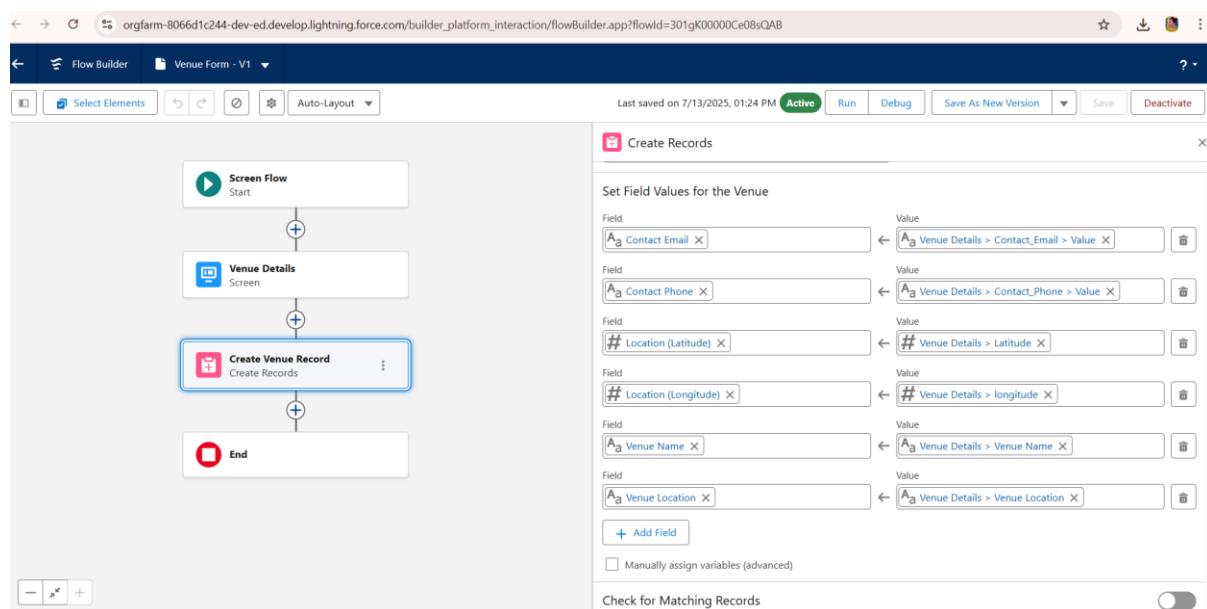
Field: Value = Contact\_Phone\_\_c : {! Contact\_Phone.value}

Field: Value = Name: {! Venue Name}

Field: Value = Venue\_Location\_\_c : {! location}

Field: Value = Location\_\_Latitude\_\_s : {! latitude}

Field: Value = Location\_\_Longitude\_\_s : {!longitude}



14. This would look like:

15. Click on Save as:

Flow Label: Venue Form

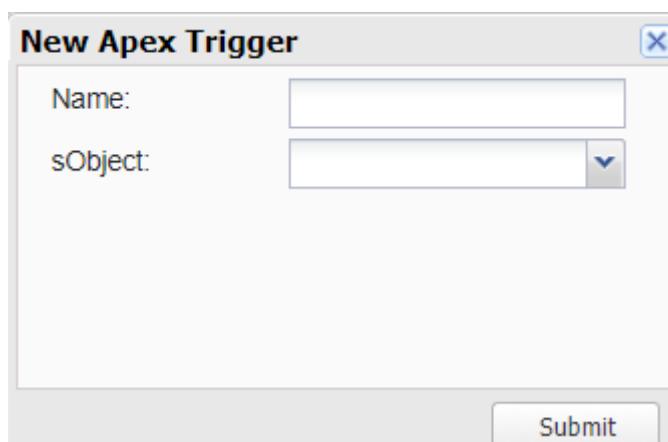
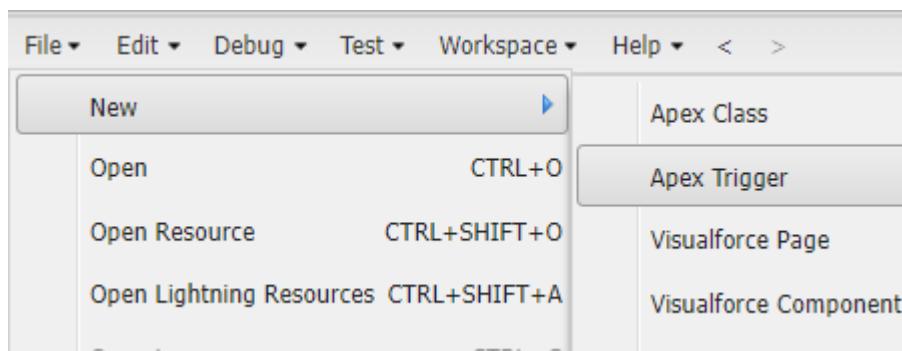
Flow API Name: Venue\_Form

## **Apex Classes, Triggers, Asynchronous Apex:**

Custom Apex triggers were developed to automatically update stock status and generate distribution records when a pickup is marked completed. Additionally, asynchronous Apex (Batch Apex) was implemented to periodically send summary emails to donors and NGOs highlighting food saved and beneficiaries served over the week. This ensures timely communication and promotes continued engagement without impacting real-time system performance.

### **Create a Trigger**

1. Log into the trailhead account, navigate to the gear icon in the top right corner.
2. Click on developer console and you will be navigated to a new console window.
3. Click on the File menu in the toolbar and click on new >> Trigger.
4. Enter the trigger name and the object to be triggered.



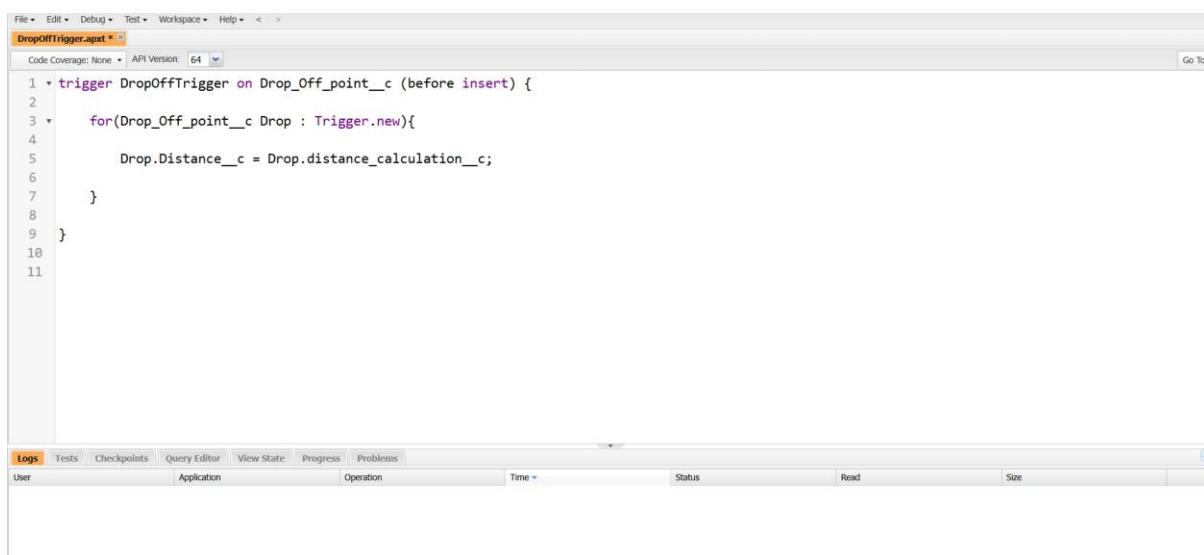
5. Enter Name: DropOffTriggers
6. Object: Drop-Off Point
6. Click on Submit.

## Trigger Code

(This Trigger is to assign Distance field to the Distance Calculation field. So that we can assign the distance in the sharing rules.)

### Code:

```
trigger DropOffTrigger on Drop_Off_point__c (before insert) {  
    for(Drop_Off_point__c Drop : Trigger.new){  
        Drop.Distance__c = Drop.distance_calculation__c;  
    }  
}
```



## Phase 3: UI/UX Development & Customization:

### Create a Lightning App

To create a lightning app page:

1. Go to setup page >> search “app manager” in quick find >> select “app manager” >> click on new lightning App.

**App Details & Branding**

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.

**App Details**

\* App Name

\* Developer Name

Description

**App Branding**

Image  Primary Color Hex Value

Org Theme Options  Use the app's image and color instead of the org's custom theme

**App Launcher Preview**

## 2. Fill the app name in app details and branding as follow App

Name:FoodConnect

Developer\_Name:Thiswillautopopulated

Image : optional (if you want to give any image you can otherwise not mandatory) Primary color hex value : keep this default.

## 3.Then click Next >> (App option page)Set Navigation Style as Standard Navigation>> Next.

**App Options**

**App Details & Branding**

**Navigation and Form Factor**

\* Navigation Style  
 Standard navigation  
 Console navigation

\* Supported Form Factors  
 Desktop and phone  
 Desktop

If you don't see all the form factors in this list, it's because this app contains items that prevent selection of one or more options. For example, if an app contains pages assigned to the phone form factor, you can't switch the app to be for desktop only.

**Setup and Personalization**

Setup Experience  
 Setup (full set of Setup options)  
 Service Setup  
 Data Cloud Setup

**App Personalization Settings**

Disable end user personalization of nav items in this app  
 Disable temporary tabs for items outside of this app  
 Use Omni-Channel sidebar

4. (Utility Items) keep it as default >> Next.

5. To Add Navigation Items:

The screenshot shows the 'Navigation Items' configuration screen in the Lightning App Builder. On the left, there's a sidebar with 'App Settings' and 'Navigation Items' selected. The main area is titled 'Navigation Items' with a sub-instruction: '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.' Below this, there are two columns: 'Available Items' and 'Selected Items'. The 'Available Items' column contains a search bar and a list of items with icons: Accounts, Activation Targets, Activations, All Sites, Alternative Payment Methods, Analytics, App Launcher, Appointment Categories, Appointment Invitations, and Approval Requests. The 'Selected Items' column contains a list of items: Home, Venues, Drop-Off Points, Volunteers, Execution Details, Reports, and Tasks. Arrows between the columns indicate the selection process.

Search for the item in the (Home, Venue, Drop-Off Point, Task, Volunteer, Execution Details, Reports) from the search bar and move it using the arrow button >> Next >> Next.

6. To Add User Profiles:

The screenshot shows the 'User Profiles' configuration screen in the Lightning App Builder. On the left, there's a sidebar with 'App Settings' and 'User Profiles' selected. The main area is titled 'User Profiles' with a sub-instruction: 'Choose the user profiles that can access this app.' Below this, there are two columns: 'Available Profiles' and 'Selected Profiles'. The 'Available Profiles' column contains a search bar and a list of profiles: Analytics Cloud Integration User, Analytics Cloud Security User, Anypoint Integration, Authenticated Website, B2B Reordering Portal Buyer Profile, Contract Manager, Custom: Marketing Profile, Custom: Sales Profile, Custom: Support Profile, and Customer Community Login User. The 'Selected Profiles' column contains a single profile: System Administrator. Arrows between the columns indicate the selection process.

Search profiles (System administrator) in the search bar >> click on the arrow button >> save & finish.

**Creation of Report on Venue with DropOff with Volunteer**

1. Go to the app (FoodConnect) >> click on the reports tab
2. Click on New Folder.

Folder Label: Custom Reports

Folder Unique Name: CustomReports

3. Open Custom Reports and click on New Report
4. Select Report Type: Venue with DropOff with Volunteer
5. Then click on Start Report.
6. In GROUP ROWS: Add Volunteer Name
7. In Columns: Add Venue Name, Drop-Off point Name, Distance.

The screenshot shows the FoodConnect report builder. The report is titled "Venue with DropOff Point with Volunteer". The data is grouped by "Volunteer Name" (ma (1), su (1)) and shows details for "Venue Name" (suki), "Drop-off Name" (Approval Status, Discount Approval Process), and "Distance" (244.0000, 244.0000, 257.0000, 257.0000, 501.0000). The report builder interface includes sections for "Fields" (Groups, Columns), "Filters", and various report settings like "Row Counts", "Detail Rows", "Subtotals", and "Grand Total".

Volunteer Name	Venue Name	Drop-off Name	Distance
ma (1)	suki	Approval Status	244.0000
		Subtotal	244.0000
su (1)	sukethana	Discount Approval Process	257.0000
		Subtotal	257.0000
		Total (2)	501.0000

8. Now click on Save & Run.
9. Give Label as:
10. Report Name: venue and Drop Off point
11. Report Unique Name: Auto Populated
12. Click on Select Folder and select Custom Report, then click on Save.

### **Creation of Report on Volunteers with Execution Details and Tasks**

1. Go to the app (FoodConnect) >> click on the reports tab
2. Click on Custom Reports Folder and click on New Report
3. Select Report Type: Volunteers with Execution Details and Tasks.

4. Then click on Start Report.
5. In GROUP ROWS: Volunteer ID
6. In Columns: Add Volunteer: Volunteer Name, Task: Task Name, Execution Detail : Execution Detail Name, Volunteer: Owner Name, Task: Date, Task : Rating.

The screenshot shows the FoodConnect application's report builder. The report is titled "Tasks with Execution Details and Volunteers". The left sidebar shows "Fields" under "Groups" (with "GROUP ROWS" selected) and "COLUMNs". The main area displays a table with the following data:

Volunteer ID	Task: Task Name	Execution Detail: Execution Detail Name	Volunteer: Volt Name	Task: Owner Name	Date	Rating
an (1)	Chikki	Sweety	Pandu	Sirigiri Sukethana	7/24/2025	4
sa (1)	Chikki	Pinky	Maggie	Sirigiri Sukethana	7/24/2025	4
<b>Total (2)</b>						

Below the table are sections for "Columns" (Task: Task Name, Execution Detail: Execution Detail Name, Volunteer: Volt Name, Task: Owner Name, Date, Rating) and reporting options (Row Counts, Detail Rows, Subtotals, Grand Total). The top navigation bar includes Home, Venues, Tasks, Drop-Off Points, Execution Details, Volunteers, Reports (selected), and Dashboards.

7. Now click on Save & Run.
8. Give Label as:  
Report Name: Volunteer Task  
Report Unique Name: Auto Populated

1. Click on Select Folder and select Custom Report, then click on Save.

### Adding venue and Drop Off point Report to the Dashboard

1. Go to the app (Food Connect) >> click on the Dashboards tab.
2. Click on New Folder.  
Folder Label: Custom Dashboards  
Folder Unique Name: Auto Populated
3. Open Custom Dashboards and click on New Dashboards
4. Name: Organization Details
5. Click on Widget and select Chart or Table
6. In Select Report: Select venue and Drop Off point Report.
7. Then click on select

8. In Add Component:
  - Display As: Select Lightning Table
  - Component Theme: Select Dark (Optional)

The screenshot shows the FoodConnect dashboard editor interface. A modal window titled 'Edit Widget' is open, displaying a table report titled 'venue and Drop Off point'. The table has three columns: 'Venue Name', 'Drop-off Name', and 'Distance'. Two rows are visible: one for 'sukelhana' with 'Discount Approval Process' and a distance of '257.0000', and another for 'suki' with 'Approval Status' and a distance of '244.0000'. Below the table, there is a link 'View Report (venue and Drop Off point)'. The background shows other parts of the dashboard, including a chart titled 'Volunteer Task' and another table component.

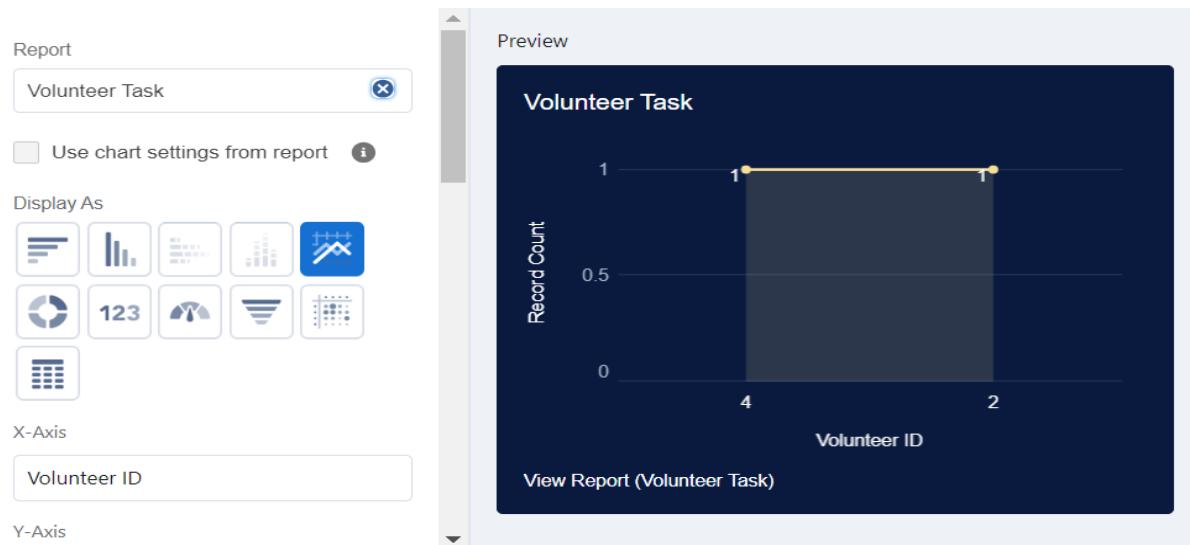
1. Now click on save.

### Adding Volunteer Task Report to the Dashboard

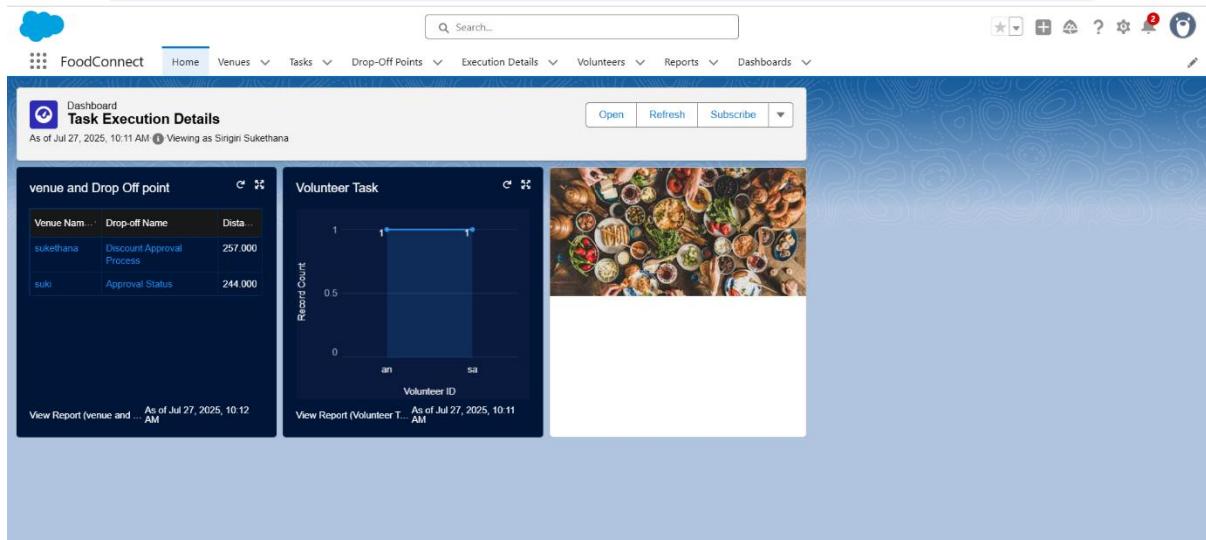
1. Click on Widget and select Chart or Table
2. In Select Report: Select Volunteer Task Report.
3. Then click on select
4. In Add Component:

Display As: Select Line Chart

Component Theme: Select Dark (Optional)



1. Now click on save.



## Phase 4: Data Migration, Testing & Security

### Data Loading Process:

Historical data of partner restaurants, NGOs, and past donation records was migrated into Salesforce using the Data Loader, chosen for its capability to handle bulk records and ensure referential integrity across custom objects like Food Donation, Pickup Schedule, and Distribution Record. This ensured a smooth transition from manual tracking systems to the new automated CRM.

### Field History Tracking, Duplicate Rules, Matching Rules:

Field History Tracking was enabled on key objects such as Food Donation and Pickup Schedule

to maintain an audit trail of critical changes like pickup time adjustments or status updates. Duplicate Rules and Matching Rules were configured on the Donor and Recipient records to prevent redundant entries and ensure that every partner is uniquely identified, thereby preserving data quality.

## **Profiles, Roles, Role Hierarchy, Permission Sets, Sharing Rules:**

A robust security model was implemented using Salesforce Profiles and Roles. Profiles controlled baseline access for different users like restaurant managers, NGO coordinators, and volunteer drivers. A Role Hierarchy was established to allow NGO managers to view records of volunteers under them while keeping data compartmentalized across different NGOs. Permission Sets were used to grant additional privileges, such as access to dashboards for analytics teams, while Sharing Rules ensured specific records (like a Pickup Schedule) could be shared with relevant volunteers automatically.

### **Profiles**

1. Go to setup page >> type Profiles in Quick Find bar >> click on Profiles >> click on 'S'
2. Click on Clone beside Standard Platform User.
3. Under Clone Profile:  
Profile Name: NGOs Profile
4. Then click on Save

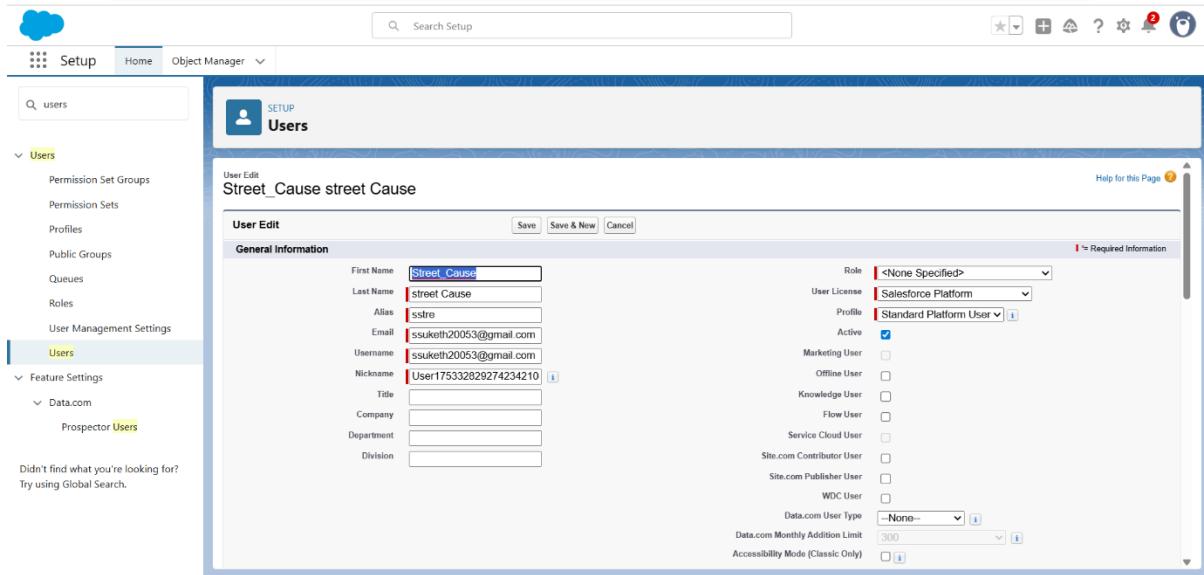
### **Profiles**

1. Go to setup page >> type Profiles in Quick Find bar >> click on Profiles >> click on 'S'
2. Click on Clone beside Standard Platform User.
3. Under Clone Profile:  
Profile Name: NGOs Profile
4. Then click on Save

## Creation of User2, User3

1. Create another Two Users by following steps in Activity - 1 with similar User License and Profile.

2. Give Different First Name, Last Name based on Different NGO's.



## Creation of sharing rules

1. Go to setup >> type Sharing Settings in quick find box >> Click on the Sharing Settings.
2. Scroll down and find Drop-Off point Sharing Rules.
3. Click on new near Drop-Off point Sharing Rules and Name it as:

Label: Rule 1

Rule Name: Rule\_1

4. Select your rule type: Select Based on criteria.

5. Select which records to be shared:

Field: Operator: Value = Distance: less than: 15

6. Select the users to share with: Near Share With

Public Groups: Iksha

7. Click on Save.

8. Click on new near Drop-Off point Sharing Rules and Name it as:

Label: Rule 2

Rule Name: Rule\_2

9. Select your rule type: Select Based on criteria.

10. Select which records to be shared:

Field: Operator: Value = Distance: greater than: 15

Field: Operator: Value = Distance: less or equal: 30

11. Select the users to share with: Near Share With

- Public Groups: NSS
12. Click on Save.
  13. Click on new near Drop-Off point Sharing Rules and Name it as:  
Label: Rule 3  
Rule Name: Rule\_3
  14. Select your rule type: Select Based on criteria.
  15. Select which records to be shared:  
Field: Operator: Value = Distance: greater than: 30  
Field: Operator: Value = Distance: less or equal: 50
  16. Select the users to share with: Near Share With  
Public Groups: Street Cause
  17. Click on Save.

## **Phase 5: Deployment, Documentation & Maintenance**

### **Deployment Strategy:**

The deployment of the FOODCONNECT CRM from the sandbox environment to production was carried out using **Change Sets**, which facilitated secure and organized migration of metadata components including custom objects, fields, validation rules, flows, and Apex code. This method ensured that all dependencies were properly packaged and tested before final deployment, minimizing the risk of disruptions in the live environment.

### **System Maintenance and Monitoring:**

The CRM is designed for ease of ongoing maintenance. Scheduled reports and dashboards help monitor daily operations, highlighting metrics like pending pickups and distributions completed. Regular data quality reviews are performed to identify duplicates or

The screenshot shows the FoodConnect application interface. At the top, there is a navigation bar with links for Home, Venues, Tasks, Drop-Off Points, Execution Details, Volunteers, Reports, and Dashboards. A search bar is located at the top right. The main content area displays a 'Venue' record for 'sukethana'. The 'Details' tab is selected, showing fields such as Venue Name (sukethana), Contact Email (suki@123gmail.com), Contact Phone ((675) 465-7898), Location, and Venue Location (rajampet). The record was created by Sirigiri Sukethana on 7/27/2025, 10:01 AM. The 'Owner' is listed as Sirigiri Sukethana. On the right side, there is an 'Activity' section with a header 'Upcoming & Overdue' which indicates 'No activities to show.' Below it, another section says 'No past activity. Past meetings and tasks marked as done show up here.'

inconsistencies. Admins are responsible for periodic reviews of automation processes and ensuring that validation rules and flows continue to align with evolving business

The screenshot shows the FoodConnect application interface. The navigation bar includes Home, Venues, Tasks, Drop-Off Points, Execution Details, Volunteers, Reports, and Dashboards. A search bar is at the top right. The main content area displays a 'Drop-Off Point Approval Status' record for 'suki'. The 'Details' tab is selected, showing fields like Drop-off Name (suki), Approval Status, Venue\_c (suki), Location 2, distance calculation (0.00), State (Andhra Pradesh), Distance (244.0000), and a creation timestamp (Sirigiri Sukethana, 7/27/2025, 10:03 AM). The 'Owner' is Sirigiri Sukethana. The 'Activity' section on the right shows 'No activities to show.' and 'No past activity. Past meetings and tasks marked as done show up here.'

requirements. Any required enhancements or new features will be safely developed and tested in sandbox environments before being pushed to production.

**FoodConnect**

Home Venues Tasks Drop-Off Points Execution Details Volunteers Reports Dashboards

Volunteer Maggie

New Contact Edit New Opportunity

**Related Details**

Volt Name Maggie

Drop-Off Point Discount Approval Process

Gender Female Available On 7/10/2025

Age 20 Email maggie12@gmail.com

Contact Number 9,876,567,893 Date of Birth 7/14/2004

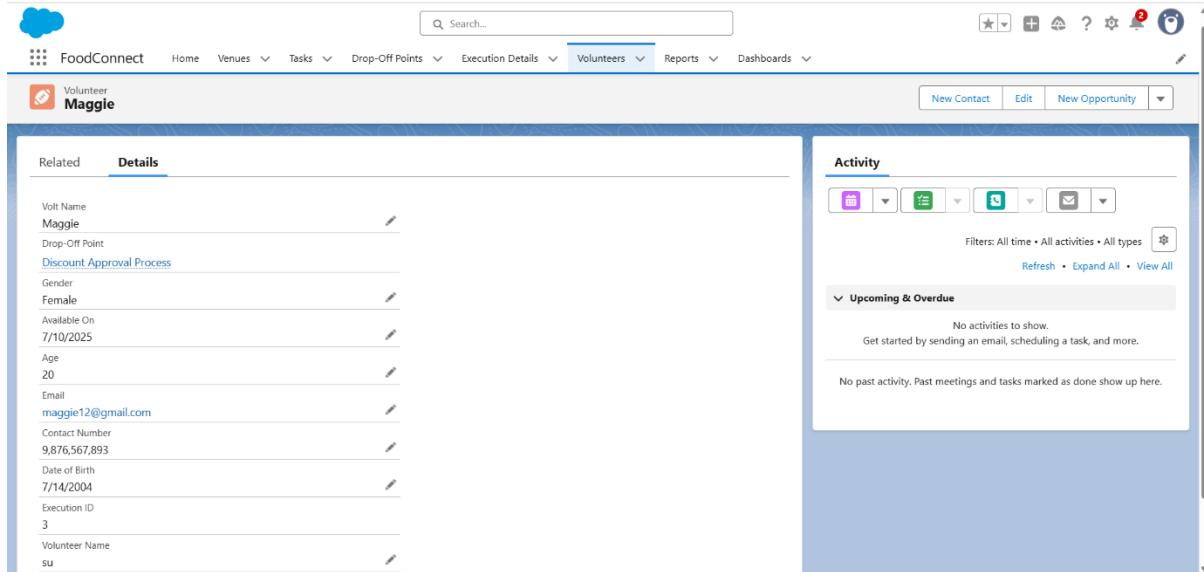
Execution ID 3 Volunteer Name su

**Activity**

Filters: All time • All activities • All types Refresh • Expand All • View All

No activities to show. Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.



**FoodConnect**

Home Venues Tasks Drop-Off Points Execution Details Volunteers Reports Dashboards

**Recently Viewed**

1 item • Updated a few seconds ago

Search this list...

Recently Viewed Call Sirigiri Sukethana 7/26/2025

**Task Call**

Mark Complete Edit Comments Change Date Create Follow-Up Task

Name Sirigiri Sukethana Related To

**Details**

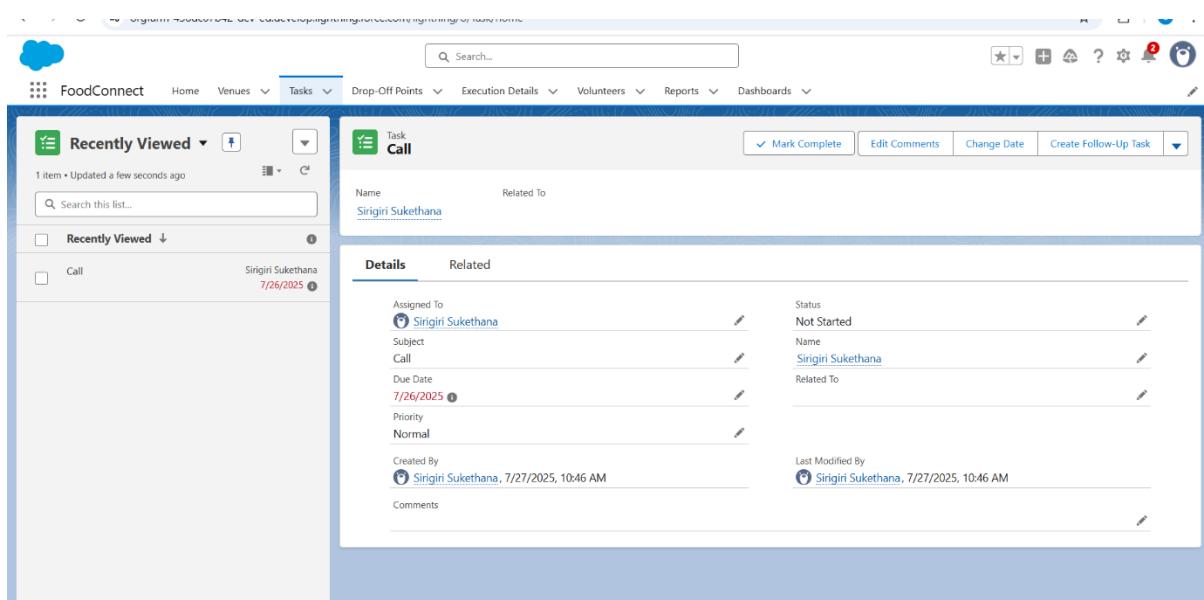
Assigned To Sirigiri Sukethana Subject Call Due Date 7/26/2025 Priority Normal

Created By Sirigiri Sukethana, 7/27/2025, 10:46 AM

Status Not Started Name Sirigiri Sukethana Related To

Last Modified By Sirigiri Sukethana, 7/27/2025, 10:46 AM

Comments



FoodConnect

Execution Detail  
Sweety

Related Details

Execution Detail Name: Sweety

Volunteer: Pandu

Task: Chikki

Volunteer ID: an

Created By: Sirigiri Sukethana, 7/27/2025, 10:08 AM

Last Modified By: Sirigiri Sukethana, 7/27/2025, 10:08 AM

Activity

Filters: All time • All activities • All types

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

FoodConnect

Report Tasks with Execution Details and Volunteers

Volunteer Task

Total Records: 2

Volunteer ID	Task: Task Name	Execution Detail: Execution Detail Name	Volunteer: Volt Name	Task: Owner Name	Date	Rating
an (1)	Chikki	Sweety	Pandu	Sirigiri Sukethana	7/24/2025	4
sa (1)	Chikki	Pinky	Maggie	Sirigiri Sukethana	7/24/2025	4
Total (2)						

Row Counts:  Detail Rows:  Subtotals:  Grand Total:

Report: Venue with DropOff Point with Volunteer venue and Drop Off point

Total Records: 2 Total Distance: 501.0000

Volunteer Name	Venue Name	Drop-off Name	Distance
ma (1)	suki	Approval Status	244.0000
<b>Subtotal</b>			244.0000
su (1)	sukethana	Discount Approval Process	257.0000
<b>Subtotal</b>			257.0000
<b>Total (2)</b>			501.0000

Row Counts: Detail Rows: Subtotals: Grand Total:

Dashboard Task Execution Details

As of Jul 27, 2025, 10:11 AM Viewing as Singiri Sukethana

Open Refresh Subscribe

venue and Drop Off point

Venue Name	Drop-off Name	Distance
sukethana	Discount Approval Process	257.0000
suki	Approval Status	244.0000

View Report (venue and ... As of Jul 27, 2025, 10:12 AM)

Volunteer Task

Record Count

Volunteer ID

an sa

View Report (Volunteer T... As of Jul 27, 2025, 10:11 AM)

## Troubleshooting Approach:

A systematic troubleshooting guide is maintained to resolve common issues such as failed pickups, notification errors, or data mismatches. Debug logs are reviewed to trace problems in Apex triggers or automation flows. Additionally, the CRM documentation includes details of object relationships, business logic, and error messages to assist technical teams in quickly

diagnosing and fixing problems. This structured approach ensures system stability and minimizes downtime, supporting the mission of timely delivery of leftover food to the needy.

### **Conclusion:**

The FOODCONNECT project successfully leverages Salesforce CRM to build a robust platform that bridges the gap between surplus food sources and underprivileged communities. By automating the process of collecting, scheduling, and distributing leftover food, the system minimizes manual coordination and reduces food wastage while ensuring timely delivery to the needy. The project enhances transparency, data tracking, and donor engagement through dashboards and automated communications. In addition, it establishes a scalable framework that can be easily extended to onboard more donors, NGOs, and volunteers in the future. Looking ahead, the system offers opportunities for further enhancement, such as integrating AI-based demand forecasting and chatbot-driven donor support, ultimately strengthening the mission to fight hunger and support the underprivileged.