

Project Title: The Style Foundry: A Custom Salesforce CRM for Fashion Retail

Problem Statement:

For the "The Style Foundry" project, I am addressing the operational challenges of a growing men's fashion brand. The core problem is the lack of a centralized and automated system to manage their key business functions. They are currently struggling with disconnected processes for tracking customer information, managing the product catalog, processing sales orders, and monitoring inventory levels. This results in operational inefficiencies, a high risk of data errors, potential stock management issues, and a limited ability to track customer loyalty. To solve this, I will implement a custom Salesforce application that unifies all these functions. My goal is to create a single platform to streamline order processing, provide real-time inventory and sales data, and build a robust system for managing customer relationships and marketing campaigns, enabling the business to scale effectively.

1. Phase 1: Problem Understanding & Industry Analysis

1.1. Executive Summary

The "the Style Foundry" project involved the end-to-end implementation of a custom Salesforce application designed for a men's fashion retail company. The primary goal was to create a centralized system to manage customers, products, inventory, sales orders, and marketing initiatives, thereby moving away from siloed data and manual processes. This document outlines the ten phases of the project, detailing the steps I took to build, configure, and automate the solution.

1.2. Requirement Gathering

The project requirements were sourced from a set of instructions for a Salesforce internship project. These instructions provided a clear blueprint for the necessary objects, fields, automation, and custom code needed to build a functional proof-of-concept application.

1.3. Business Process Mapping

Based on the requirements, I mapped the following core business processes:

Lead-to-Customer: Managing customer information and loyalty.

Order-to-Cash: Handling sales orders from creation to confirmation.

Inventory Management: Tracking product stock levels and alerting on shortages.
Campaign Management: Creating and tracking marketing campaigns.

1.4. Key Objectives

To build a robust and scalable data model using custom objects.

To automate repetitive tasks using Salesforce's declarative tools (Flows, Validation Rules).

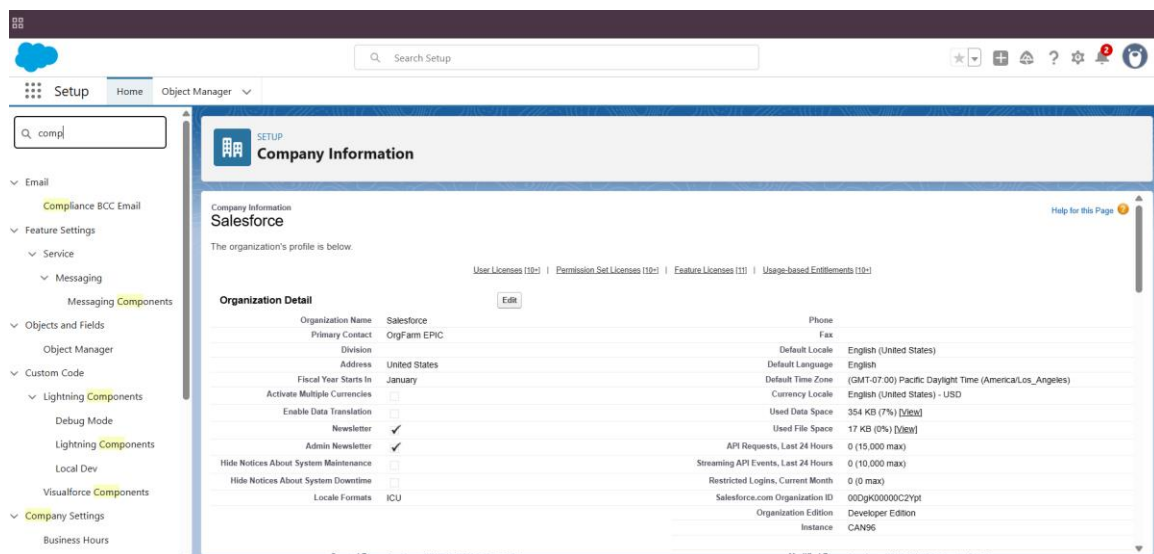
To implement complex business logic using Apex triggers and batch classes.

To provide a simple and intuitive user interface through a custom Lightning App.

2. Phase 2: Org Setup & Configuration

2.1. Developer Org Setup

The project's foundation was a brand new Salesforce Developer Edition org. I initiated this by navigating to the Salesforce developer site, filling in the required information, and verifying the new account via email. This provided a clean and isolated environment for the entire build.



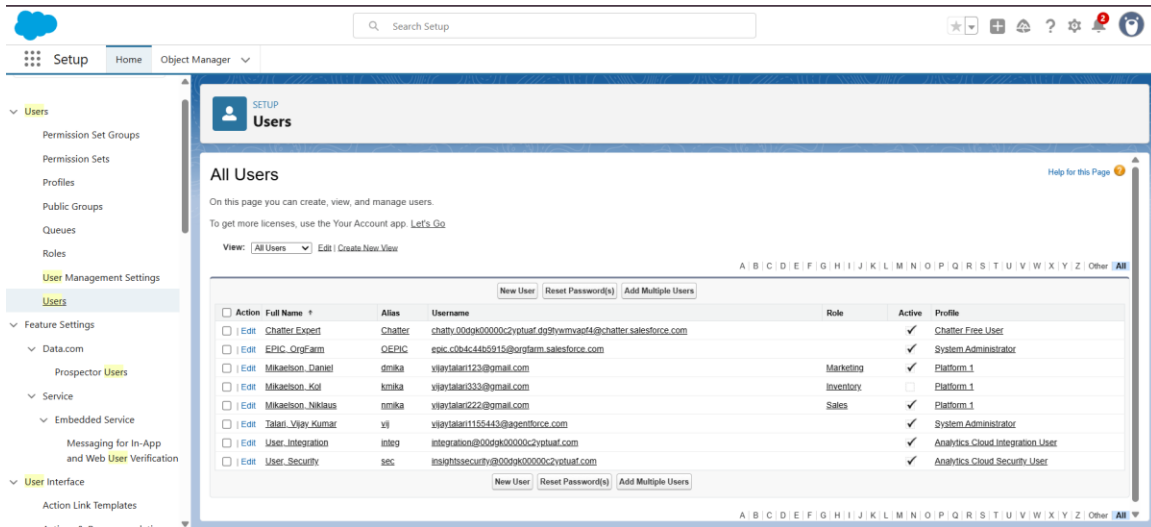
2.2. User & License Management

To simulate a real-world multi-user environment, I created three distinct users. Each user was assigned a Salesforce license and a custom profile to define their base-level access.

Nicholas Miklson (Sales Role)

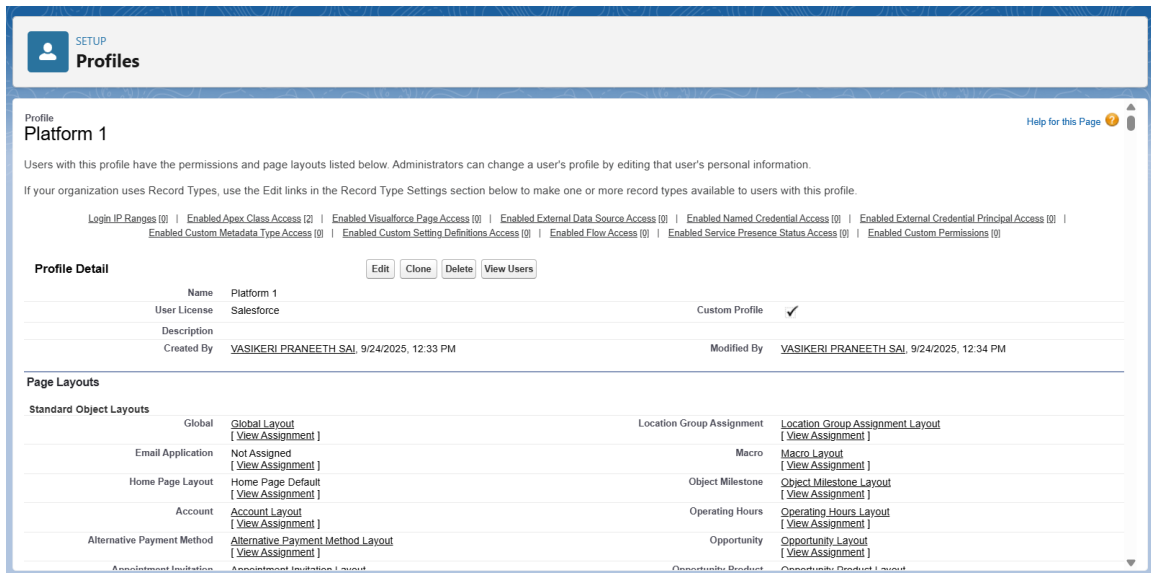
Co Miklson (Inventory Role)

Daniel Miklson (Marketing Role)



2.3. Security Model: Profiles

To manage user permissions at a foundational level, I created a custom profile. Instead of building from scratch, I cloned the standard "Standard User" profile to create a new profile named "Platform One". This new profile served as the baseline for all non-admin users in the system. Initially, it had minimal access, which I later augmented with Permission Sets.



2.4. Security Model: Roles & Hierarchy

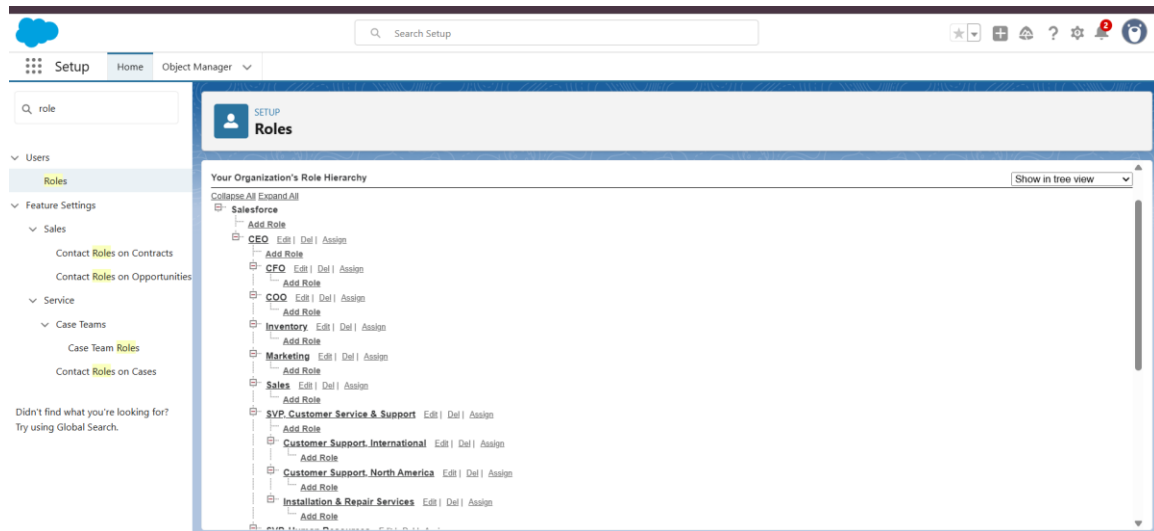
I established a basic role hierarchy to model the organizational structure and to enable record access roll-up for future reporting needs. All new roles were created to report to the CEO.

CEO

Sales Manager (Assigned to Nicholas Miklson)

Inventory Manager (Assigned to Co Miklson)

Marketing Manager (Assigned to Daniel Miklson)



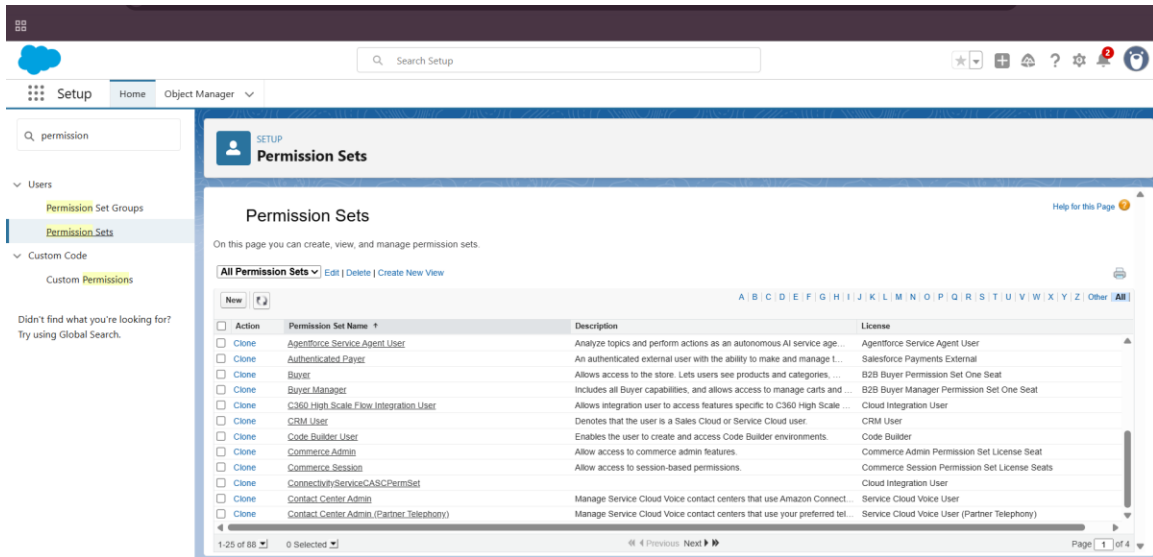
2.5. Security Model: Permission Sets

To grant specific, granular permissions to users based on their job function, I created three Permission Sets. This approach is more flexible than managing permissions solely on profiles.

Sales Permission Set: Granted full Create, Read, Edit, and Delete (CRUD) access to the Handsmen Customer and Handsmen Order objects. This was assigned to the Sales user.

Inventory Permission Set: Granted Read and Edit access to the Inventory and Handsmen Product objects. This was assigned to the Inventory user.

Marketing Permission Set: Granted Read access to Handsmen Customer and Edit access to Marketing Campaign. This was assigned to the Marketing user.



3. Phase 3: Data Modeling & Relationships

3.1. Custom Object Architecture

I created five core custom objects to structure the application's data:

Handsmen Customer: To store all information related to customers, including contact details and purchase history.

Handsmen Product: To act as the master catalog for all products sold by the company.

Handsmen Order: To capture individual sales transactions, linking customers to the products they purchase.

Inventory: To track stock levels for each product at a specific location or warehouse.

Marketing Campaign: To manage marketing initiatives and track their association with customers.

3.2. Field Implementation Details

I added numerous custom fields to these objects to capture all required business data. For example, on the Handsmen Customer object, I created:

Email (Email)

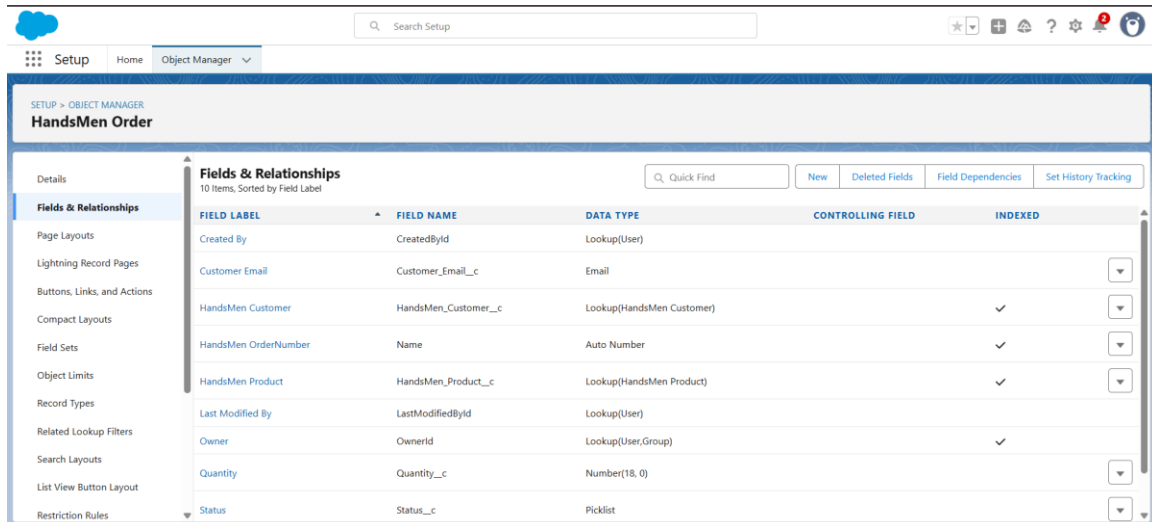
Phone (Phone)

First Name (Text)

Last Name (Text)

Full Name (Formula - concatenates First and Last Name)

Loyalty Status (Picklist: Gold, Silver, Bronze)
Total Purchases (Number)



FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Email	Customer_Email__c	Email		
HandsMen Customer	HandsMen_Customer__c	Lookup(HandsMen Customer)		✓
HandsMen OrderNumber	Name	Auto Number		✓
HandsMen Product	HandsMen_Product__c	Lookup(HandsMen Product)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Quantity	Quantity__c	Number(18, 0)		
Status	Status__c	Picklist		

3.3. Relationship Modeling (Lookup vs. Master-Detail)

I carefully chose the relationship types to model the connections between objects accurately.

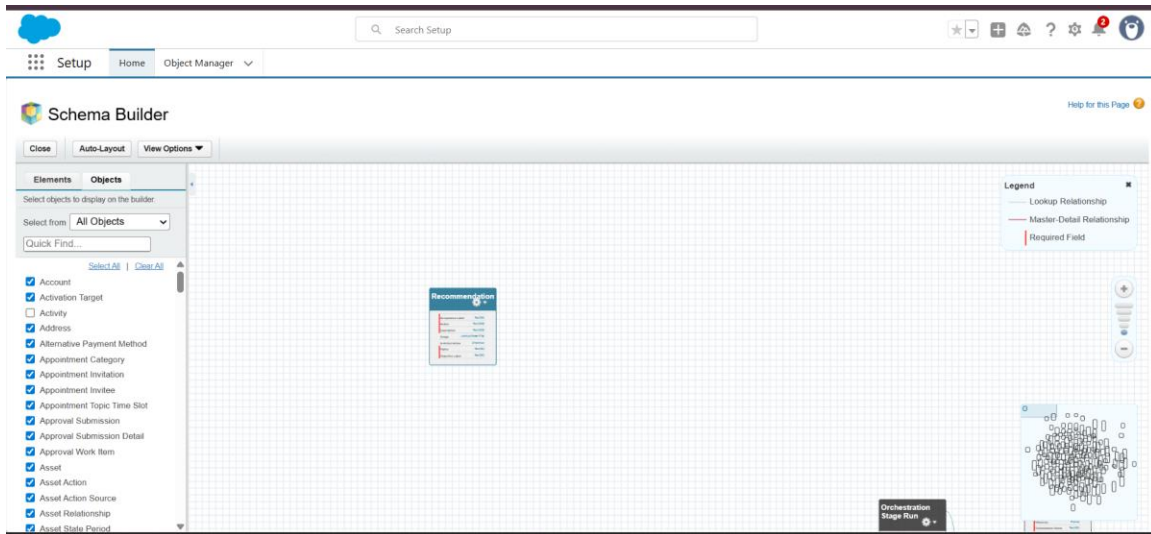
Lookup Relationships: I used lookups for relationships where the objects could exist independently.

Handsmen Order -> Handsmen Customer: An order must have a customer, but a customer can exist without placing an order.

Handsmen Order -> Handsmen Product: An order is for a product, but a product can exist in the catalog before it is ever ordered.

Master-Detail Relationship: I used a Master-Detail relationship where one object's existence is entirely dependent on the other.

Handsmen Product (Master) -> Inventory (Detail): An inventory record for stock quantity is meaningless without a product to which it belongs. Deleting a product record will cascade-delete all its related inventory records.



4. Phase 4: Process Automation (Admin)

4.1. Data Integrity: Validation Rules

To enforce business rules and ensure high-quality data, I implemented three validation rules.

Object: Handsmen Order

Rule: Total Amount must be positive.

Formula: $\text{Total_Amount_c} \leq 0$

Error Message: "Please enter correct amount"

Object: Inventory

Rule: Stock Quantity cannot be negative.

Formula: $\text{Stock_Quantity_c} \leq 0$

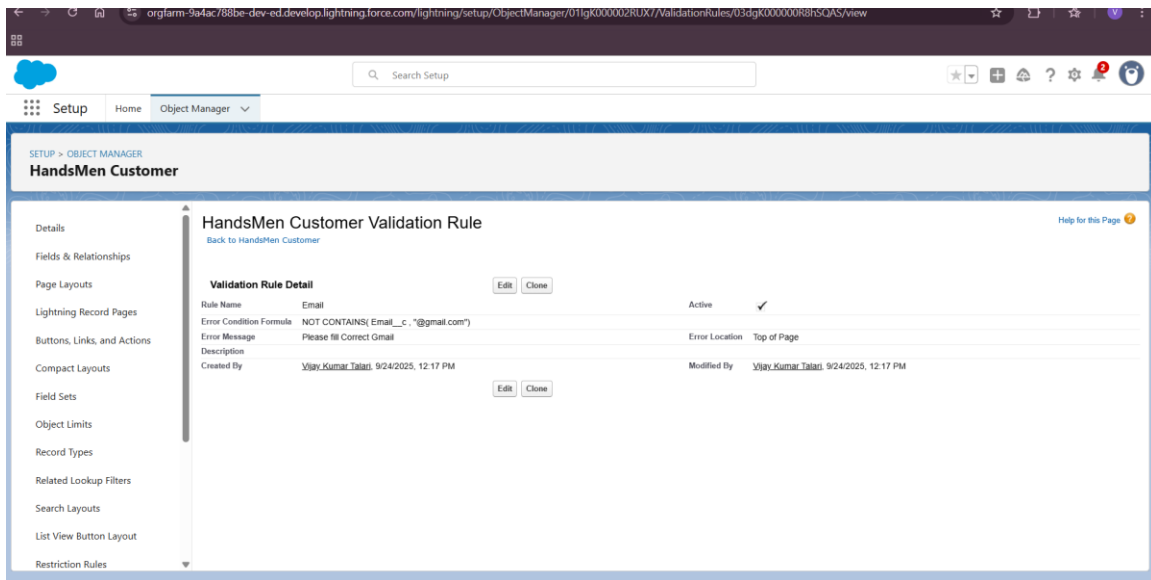
Error Message: "The inventory count is never less than zero"

Object: Handsmen Customer

Rule: Customer email must be a Gmail address.

Formula: $\text{NOT}(\text{CONTAINS}(\text{Email_c}, "@gmail.com"))$

Error Message: "Please fill correct Gmail"

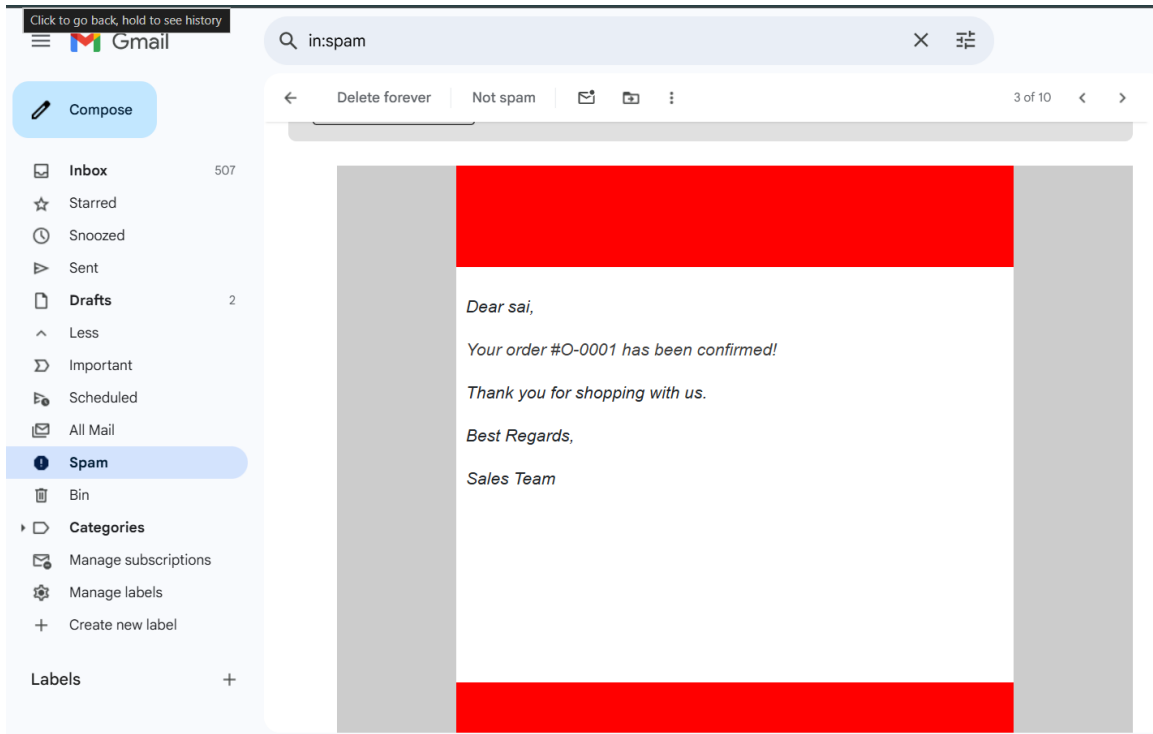


4.2. Communication: Email Templates & Alerts

I created a Classic Letterhead and three email templates to standardize communications.

Templates: Order Confirmation (HTML), Low Stock Alert (Text), Loyalty Program (HTML).

Email Alerts: I then configured three corresponding Email Alerts to package these templates for use in my flows.



4.3. Automation Engine: Flow Builder

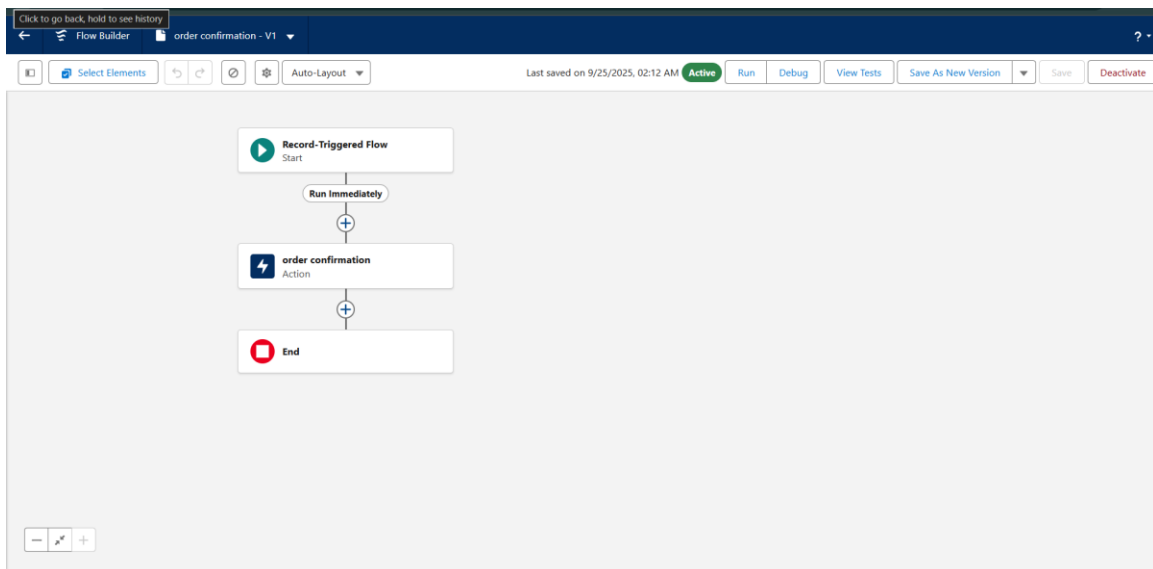
4.3.1. Record-Triggered Flow: Order Confirmation

Objective: To automatically send a confirmation email when an order is finalized.

Trigger: Fires when an Handsmen Order record is updated.

Entry Criteria: Status field is changed to "Confirmed".

Action: Calls the "Order Confirmation" Email Alert, sending the HTML email to the customer.



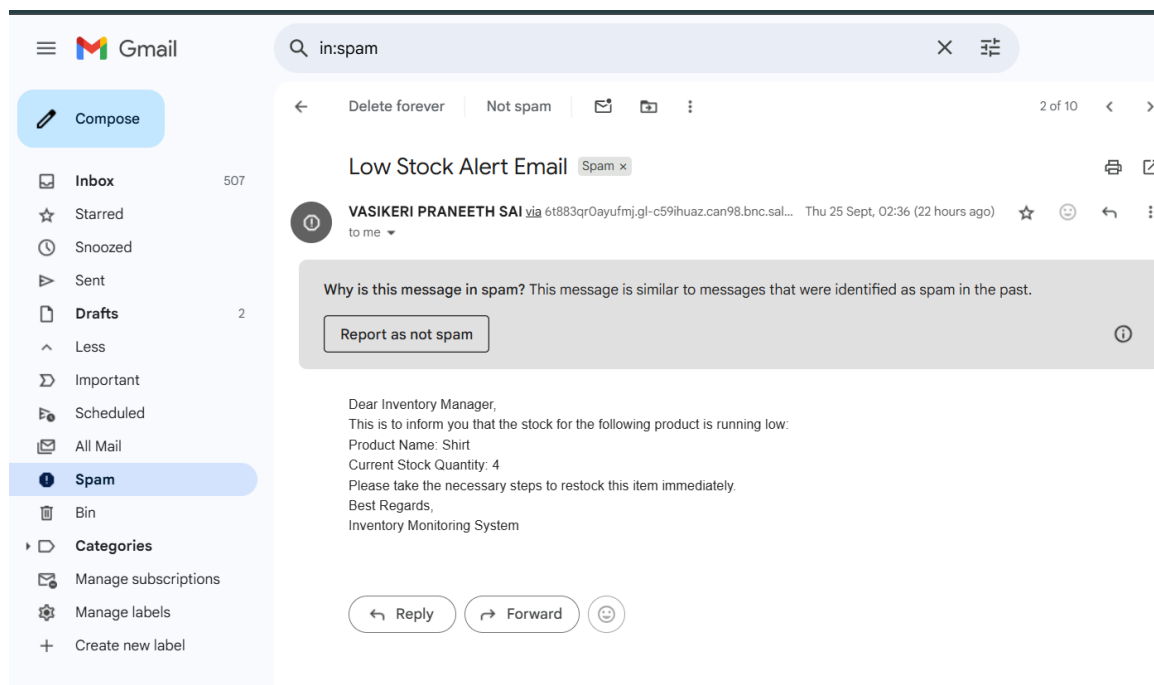
4.3.2. Record-Triggered Flow: Low Stock Alert

Objective: To notify the inventory manager when product stock runs low.

Trigger: Fires when an Inventory record is created or updated.

Entry Criteria: Stock Quantity is less than 5.

Action: Calls the "Low Stock Alert" Email Alert, sending a text email to the inventory manager.



4.3.3. Scheduled Flow: Loyalty Status Update

Objective: To run a daily batch process that updates the loyalty status of all customers based on their spending.

Trigger: Runs on a daily schedule (e.g., 12:00 AM).

Logic:

Get Records: Fetches all Handsmen Customer records.

Loop: Iterates through each customer record.

Decision: Checks the Total Purchases value.

If > 1000 -> Path to "Gold"

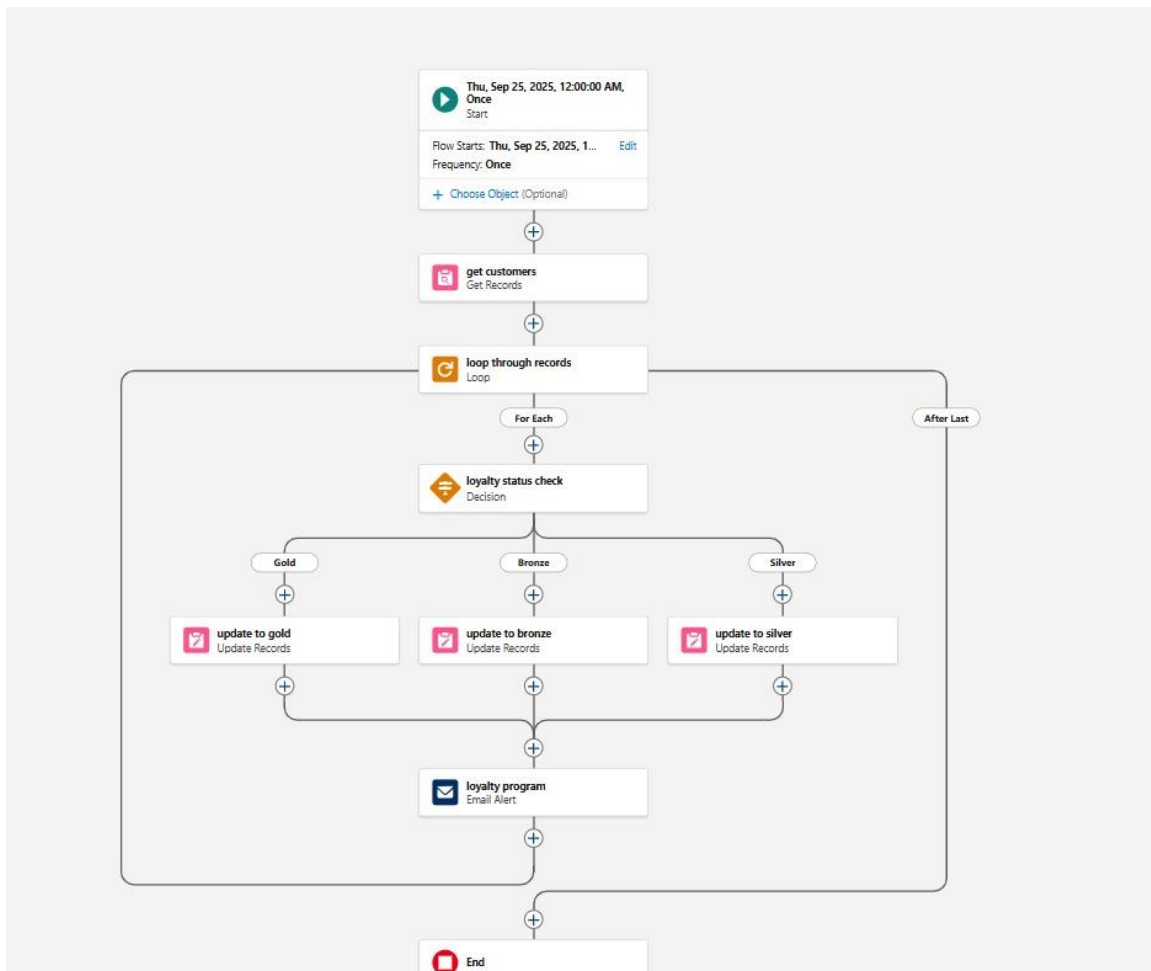
If <= 500 -> Path to "Bronze"

Default -> Path to "Silver"

Update Records: Updates the Loyalty Status field on the current customer record based on the decision outcome.

Send Email: Calls the "Loyalty Program" Email Alert to notify the customer of their

status.



5. Phase 5: Apex Programming (Developer)

5.1. Apex Trigger: Order Total Calculation

Business Rationale: The total amount of an order should be calculated automatically to prevent manual errors. It should be the product's price multiplied by the quantity ordered.

Implementation: I created a 'before insert' and 'before update' trigger on the Handsmen Order object. It queries the related Product's price and performs the calculation before saving the record.

```
File Edit Debug Test Workspace Help < >
OrderTotalTrigger.apxt
Code Coverage: None API Version: 64 Go To

1 trigger OrderTotalTrigger on HandsMen_Order__c (before insert, before update) {
2     Set<Id> productIds = new Set<Id>();
3
4     for (HandsMen_Order__c order : Trigger.new) {
5         if (order.HandsMen_Product__c != null) {
6             productIds.add(order.HandsMen_Product__c);
7         }
8     }
9
10    Map<Id, HandsMen_Product__c> productMap = new Map<Id, HandsMen_Product__c>(
11        [SELECT Id, Price__c FROM HandsMen_Product__c WHERE Id IN :productIds]
12    );
13
14    for (HandsMen_Order__c order : Trigger.new) {
15        if (order.HandsMen_Product__c != null && productMap.containsKey(order.HandsMen_Product__c)) {
16            HandsMen_Product__c product = productMap.get(order.HandsMen_Product__c);
17            if (order.Quantity__c != null) {
18                order.Total_Amount__c = order.Quantity__c * product.Price__c;
19            }
20        }
21    }
22 }
```

5.2. Apex Trigger: Stock Deduction Logic

Business Rationale: When an order is confirmed, the quantity of the ordered product should be automatically deducted from the main inventory to ensure stock levels are always accurate.

Implementation: I created an 'after update' trigger on the Handsmen Order object. It checks if the status was changed to "Confirmed" and then updates the Stock_Quantity__c on the related Inventory record.

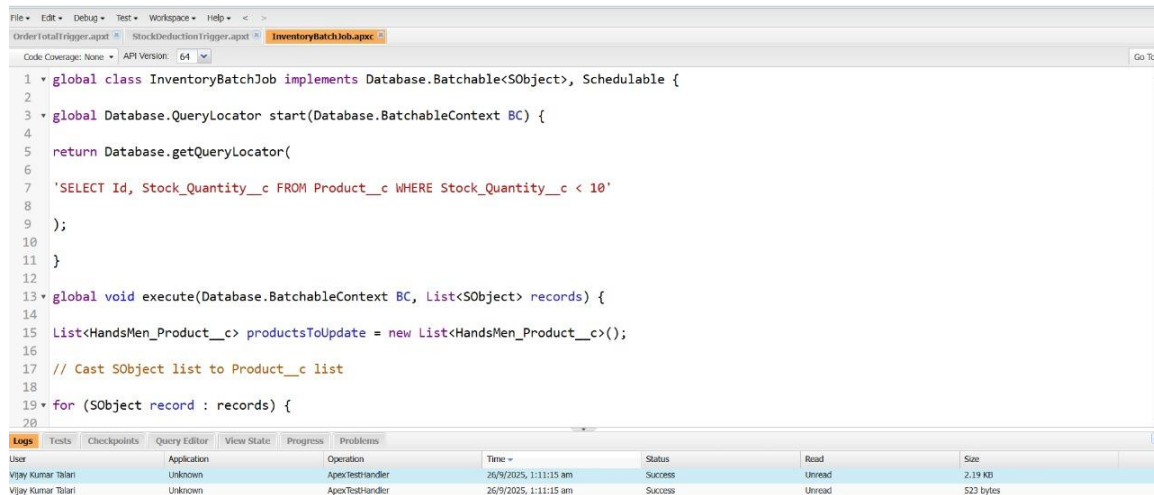
```
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OrderTotalTrigger.apxt StockDeductionTrigger.apxt
Code Coverage: None API Version: 64

1 trigger StockDeductionTrigger on HandsMen_Order__c (after insert, after update) {
2     Set<Id> productIds = new Set<Id>();
3
4     for (HandsMen_Order__c order : Trigger.new) {
5         if (order.Status__c == 'Confirmed' && order.HandsMen_Product__c != null) {
6             productIds.add(order.HandsMen_Product__c);
7         }
8     }
9
10    if (productIds.isEmpty()) return;
11
12    // Query related inventories based on product
13    Map<Id, Inventory__c> inventoryMap = new Map<Id, Inventory__c>(
14        [SELECT Id, Stock_Quantity__c, HandsMen_Product__c
15         FROM Inventory__c
16         WHERE HandsMen_Product__c IN :productIds]
17    );
18
19    List<Inventory__c> inventoriesToUpdate = new List<Inventory__c>();
20 }
```

5.3. Asynchronous Apex: Inventory Batch Job

Business Rationale: To handle large-scale data processing on inventory records without hitting governor limits, I created the structure for a Batch Apex class. This could be used for nightly stock reconciliation or other bulk updates.

Implementation: I created an Apex Class InventoryBatchJob that implements the Database.Batchable<SObject> interface.



```
1 global class InventoryBatchJob implements Database.Batchable<SObject>, Schedulable {
2
3 global Database.QueryLocator start(Database.BatchableContext BC) {
4
5 return Database.getQueryLocator(
6
7 'SELECT Id, Stock_Quantity__c FROM Product__c WHERE Stock_Quantity__c < 10'
8
9 );
10
11 }
12
13 global void execute(Database.BatchableContext BC, List<SObject> records) {
14
15 List<HandsMen_Product__c> productsToUpdate = new List<HandsMen_Product__c>();
16
17 // Cast SObject list to Product__c list
18
19 for (SObject record : records) {
20
```

User	Application	Operation	Time	Status	Read	Size
Vijay Kumar Talari	Unknown	ApexTestHandler	26/9/2025, 1:11:15 am	Success	Unread	2.19 KB
Vijay Kumar Talari	Unknown	ApexTestHandler	26/9/2025, 1:11:15 am	Success	Unread	523 bytes

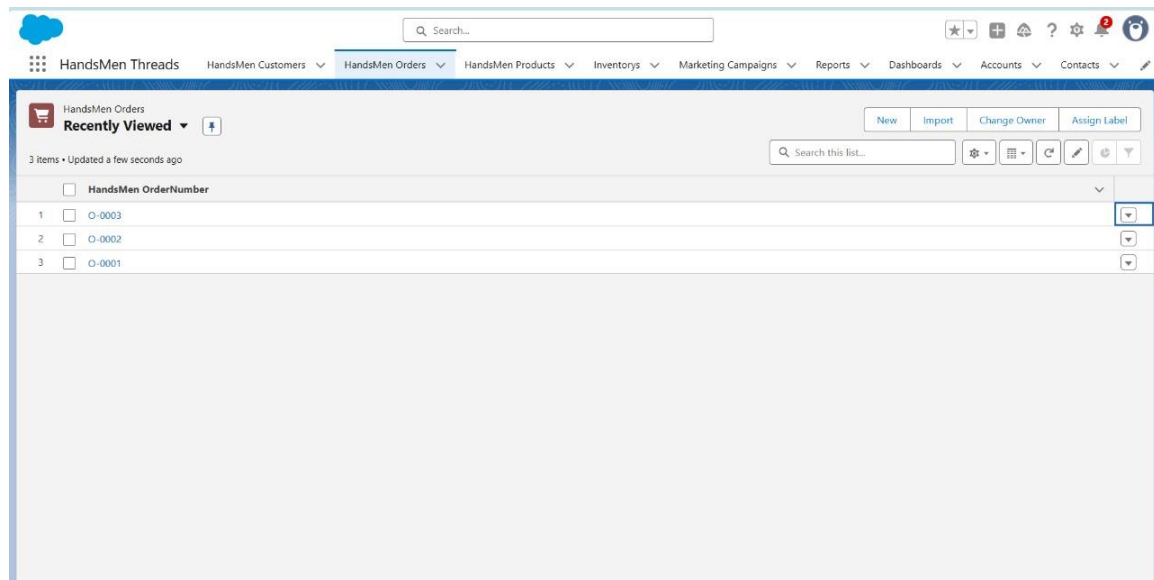
6. Phase 6: User Interface Development

6.1. Application Creation: Lightning App Builder

To provide users with a dedicated and intuitive interface, I used the Lightning App Builder to create a custom app.

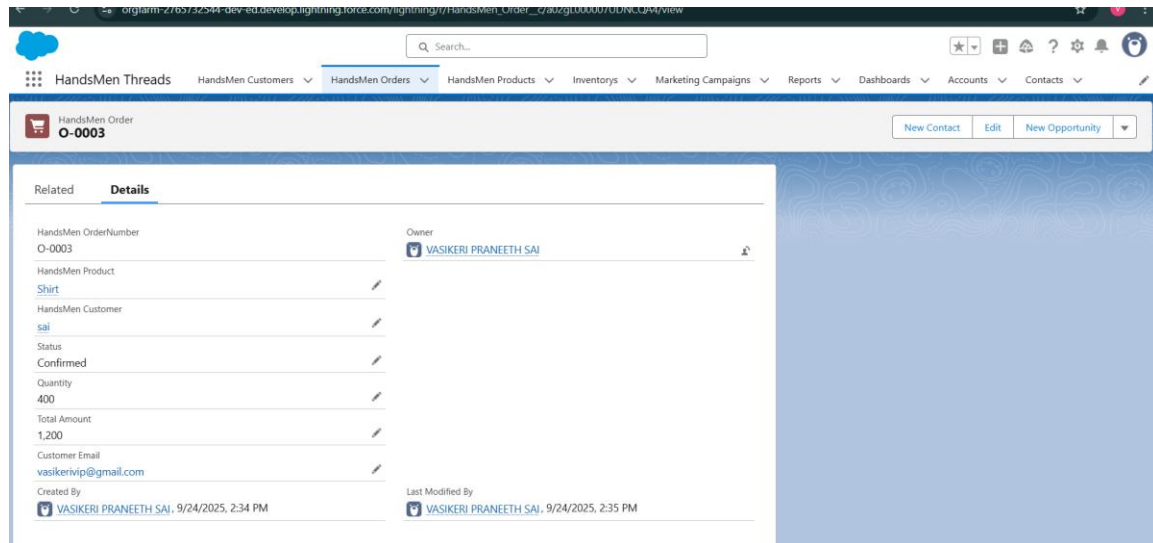
App Name: HandsMen Threads

Configuration: I added a logo (placeholder), a description, and selected the necessary navigation items.



6.2. Navigation: Custom Object Tabs

I created a custom tab for each of the five custom objects and for the standard Reports and Dashboards objects. I then added these tabs to the "HandsMen Threads" app's navigation bar to ensure users could easily access all parts of the system.



7. Phase 7: Integration & External Access (Out of Scope)

This project focused on building a self-contained application within the Salesforce platform. Integration with external systems (e.g., e-commerce websites, accounting software) using REST/SOAP APIs was not part of the initial project scope.

8. Phase 8: Data Management & Deployment (Out of Scope)

All metadata components (Objects, Fields, Code, etc.) were created manually in the Developer Org. Data was entered manually for testing purposes. A formal deployment process using Change Sets, SFDX, or other migration tools was not included in this project phase.

9. Phase 9: Reporting, Dashboards & Security Review

9.1. Security Model Summary

A comprehensive security model was a key part of this project. Access was controlled using a combination of:

Profiles: To define the baseline permissions.

Roles: To control the data visibility hierarchy.

Permission Sets: To grant specific, additive permissions based on job function.

9.2. Reporting & Dashboard Framework

While the creation of specific reports and dashboards was not part of this project's scope, I prepared the application for future reporting needs. By adding the "Reports" and "Dashboards" tabs to the application, I ensured that users have a direct path to create their own analytics once data populates the system.

10. Phase 10: Final Presentation & Demo Day

10.1. Project Demonstration & Key Outcomes

I successfully demonstrated the functionality of the "HandsMen Threads" application by walking through several key use cases:

- Creating a Customer and Product: Showcased the custom objects and fields.
- Placing an Order: Demonstrated the OrderTotalTrigger automatically calculating the total amount.
- Confirming an Order: Showcased the StockDeductionTrigger reducing the inventory quantity and the Order Confirmation Flow sending an email.
- Triggering a Low Stock Alert: Manually updated an inventory record below the threshold to trigger the alert flow.
- Testing Loyalty Status: Manually ran the scheduled flow in debug mode to show the Loyalty Status field being updated on a customer record.

10.2. Conclusion

The "The Style Foundry" project successfully delivered a functional and automated CRM application on the Salesforce platform. By leveraging a combination of declarative tools and custom Apex code, I built a solution that meets all the core requirements for managing a retail fashion business's key operations. The project serves as a strong foundation that can be expanded with further features like reporting, integrations, and more complex automation.