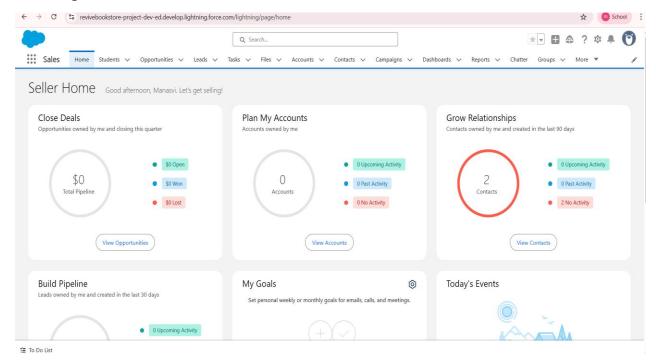
#### PHASE 2

### Org Setup & Configuration

Goal: To prepare the Salesforce environment with the foundational settings that will support the Bookstore CRM application. This phase ensures the org reflects the bookstore's operational, branding, and security requirements before any custom development begins.

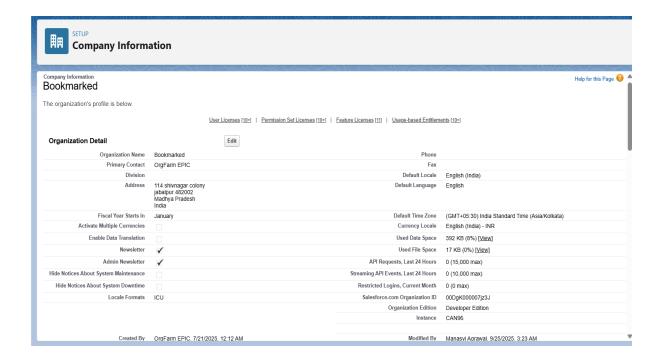
### 1. Dev Org Setup & My Domain

- Use Case: The Salesforce Developer Edition provides a free, full-featured environment to build and test the CRM. As a required security and branding step, a custom "My Domain" was created to provide a unique login URL for the project.
- Implementation Evidence: The screenshot below confirms that the custom domain revivebookstore-project-dev-ed has been successfully set up and is active, as shown in the browser's URL bar.



# 2. Company Profile Setup

- Use Case: The Company Profile personalizes the org with the bookstore's identity. The name has been set to "Bookmarked," and the default language, timezone (IST), and currency locale (INR) have been configured to match the store's operational context.
- Implementation Evidence: The screenshot below displays the configured Company Information page.



### 3. Business Hours & Holidays

• Use Case: Defining business hours and holidays is critical for a retail business. These settings ensure that time-dependent automations, such as case escalation rules for customer inquiries, only run when the store is actually open.

## 4. Fiscal Year Settings

• Use Case: The fiscal year setting allows the Bookstore Manager to generate financial reports and dashboards that align with the company's accounting periods. The Company Information screenshot shows this is set to start in January.

# 5. User Setup & Licenses

• Use Case: This step involves creating user records for the bookstore's staff (e.g., a manager and a staff member). Each user is assigned a license and a profile to control their access rights.

### 6. Deployment Basics

• Use Case: Understanding the professional deployment lifecycle is key. The Deployment Settings page is used to authorize connections between a Sandbox (development environment) and a Production (live) org, allowing for the safe transfer of completed features via Change Sets.

