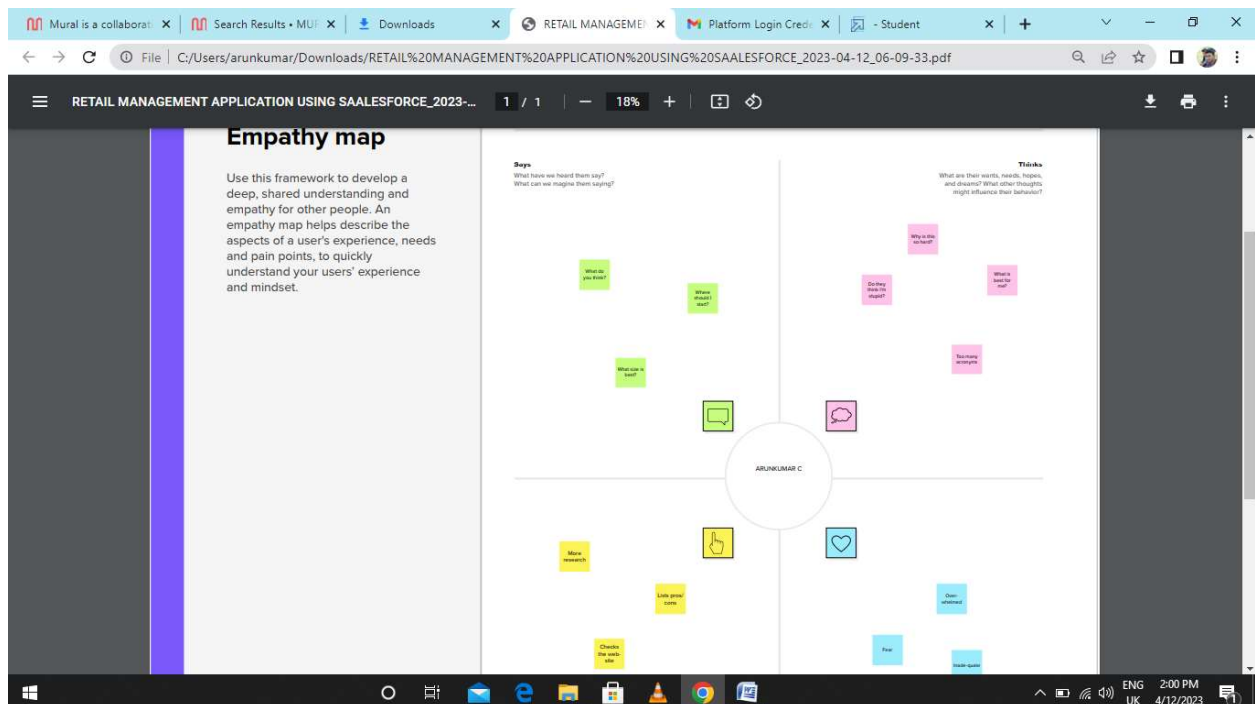# PROJECT REPORT TEMPLATE

INTRODUTION

1.1 Overview

A CRM product owner has requested to create two applications, one is a sales app for sales reps to use this application and store customers data, and the second application is a service app for service reps/agents to provide support to customers in dealing cases. To generate business on top of the customers.
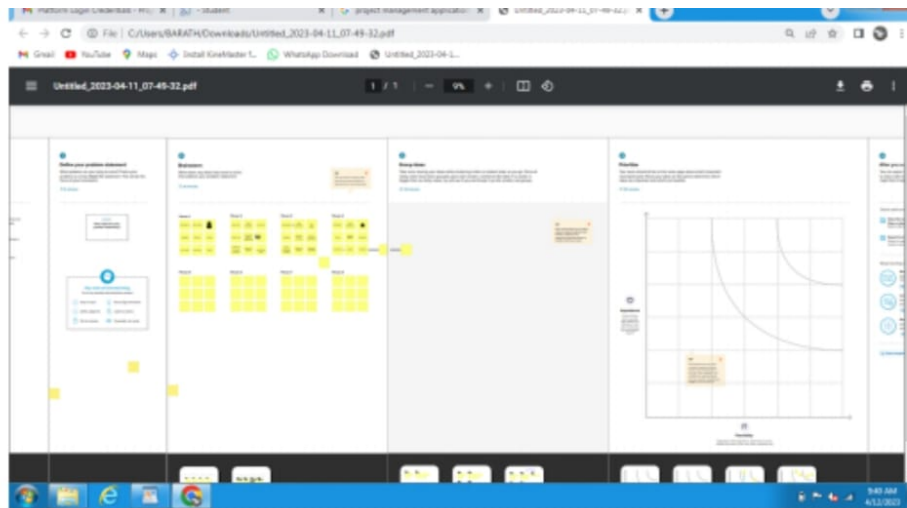
1.2 Purpose

Retail management refers to the process that strives to make sure that consumers are satisfied with the products and services they buy and that retail establishments function well and continue to be profitable

Problem Definition & Design Thinking

2.1 Empathy Map

2.2 Ideation & Brainstorming Map

RESULT

3.1 Data Model:

Object name	fields in the objects		
Obj1			
	Field label	Data type	
	Price	Currency	
	property	Master detail relationship	
Obj2			
	Field label	Data type	
	Street address	Text area	
	Lead	Picklist	

3.2 Activity & screenshot

Trailhead profile public URL

Team Lead – https://trailblazer.me/id/akumarak4

Team Member 1 – https://trailblazer.me/id/nsuthish

Team Member 2 – https://trailblazer.me/id/cvimala

Team Member 3 – https://trailblazer.me/id/krollno18

Team Member 4 – https://trailblazer.me/id/saktv4

Advantage

The biggest advantage of retail management is customer satisfaction. Efficacious planning and management prevent the situation where the customers need to be kept waiting.

Disadvantage

Retailers purchase goods or services from wholesalers or suppliers and sell to the consumers.They are known as the link between suppliers and final consumers. So, retailing is an act of obtaining products from wholesalers and selling to the ultimate users. There are several benefits as well as some limitations of retailing which are discussed in this post.

Applications

Retail management software is technology that helps business owners drive more sales with applications that include point of sale features, inventory management, retail customer relationship management and more. These solutions often include hardware for payment terminals and can support mobile devices.

Conclusion

Whether you have a small shop for a big store, if you are running a retail business, then retail management is must to run it efficiently. Either you are a seller or a customer, everybody has 24 hours in a day and the time is very important for all.

Future scope

The retail sector in the country is currently booming, providing plenty of career prospects for people with a passion for sales marketplaces, business diversification, campaigning, advertising, market research, and segmentation.