

## 1 INTRODUCTION

### 1.1 Overview

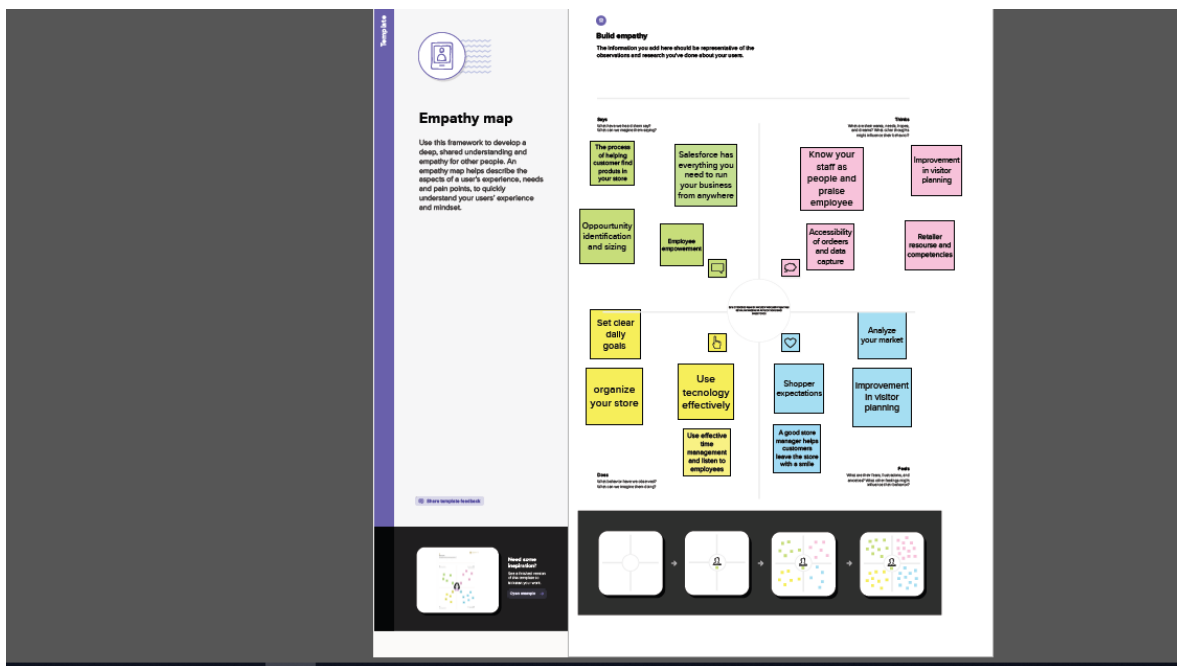
Retail management application using sales force are software solutions designed to help business manage their retail operations more efficiently. Sales force is a cloud-based customer relationship management platform that allows retailers to manage customer interactions, automate sales processes and improve customer satisfaction.

### 1.2 Purpose

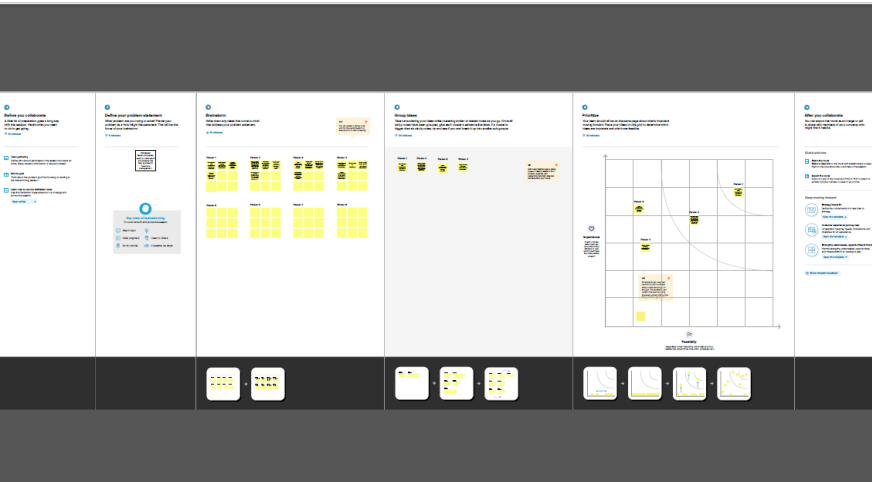
The purpose of a retail management application is to help retailers manage their business operations more efficiently and effectively. A retail management application can be used to streamline processes, automate tasks and provide retailers with valuable insights into their business performance.

## 2 Problem Definition & Design Thinking

### 2.1 Empathy Map



### 2.2 Ideation & Brainstorming Map



## 2 RESULT

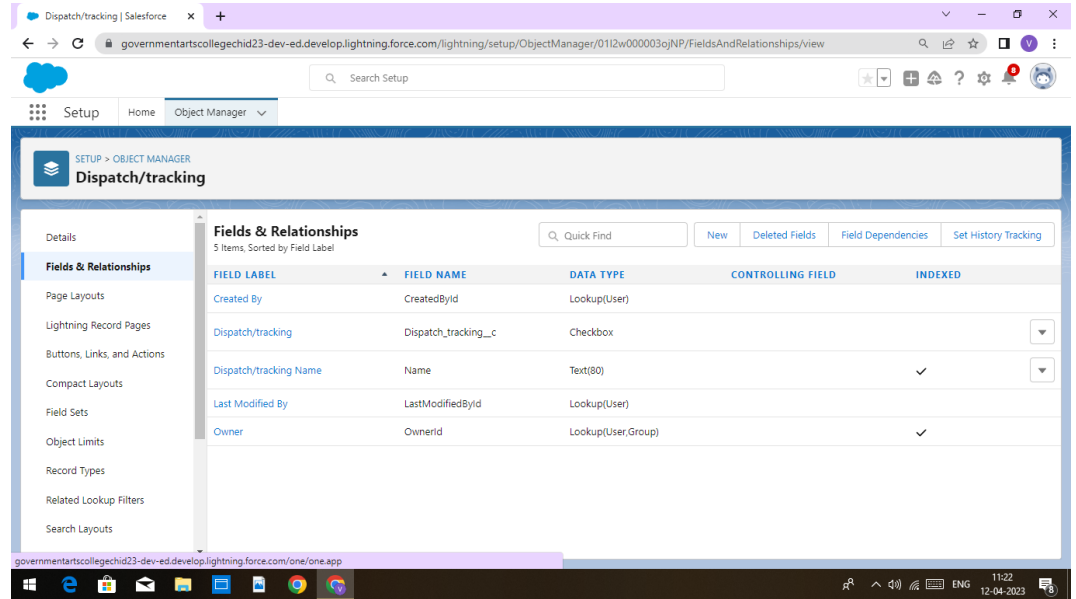
### 2.2 Data Model:

Object name	Fields in the Object	
Dispatch / tracking	Field label	Data type
	Dispatch/tracking	checkbox
	Dispatch/tracking/name	Text(80)
Warehouse	Field label	Data type
	Product name	Text(100)
	Stock available	Checkbox

### 2.3 Activity & Screenshot

Dispatch/tracking

# Project Report Template



Dispatch/tracking | Salesforce

governmentartscollegechid23-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003jNP/FieldsAndRelationships/view

Setup Home Object Manager

SETUP > OBJECT MANAGER

### Dispatch/tracking

Details

**Fields & Relationships**

5 Items, Sorted by Field Label

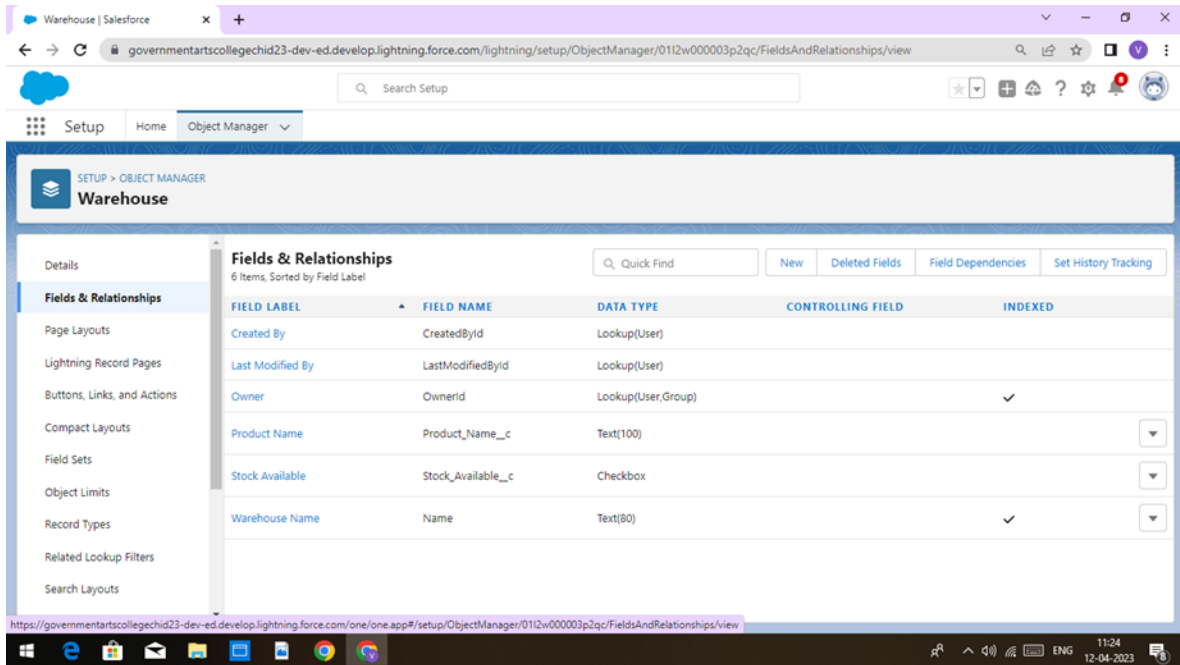
Quick Find

New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Dispatch/tracking	Dispatch_tracking__c	Checkbox		
Dispatch/tracking Name	Name	Text(80)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

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## Warehouse



Warehouse | Salesforce

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Setup Home Object Manager

SETUP > OBJECT MANAGER

### Warehouse

Details

**Fields & Relationships**

6 Items, Sorted by Field Label

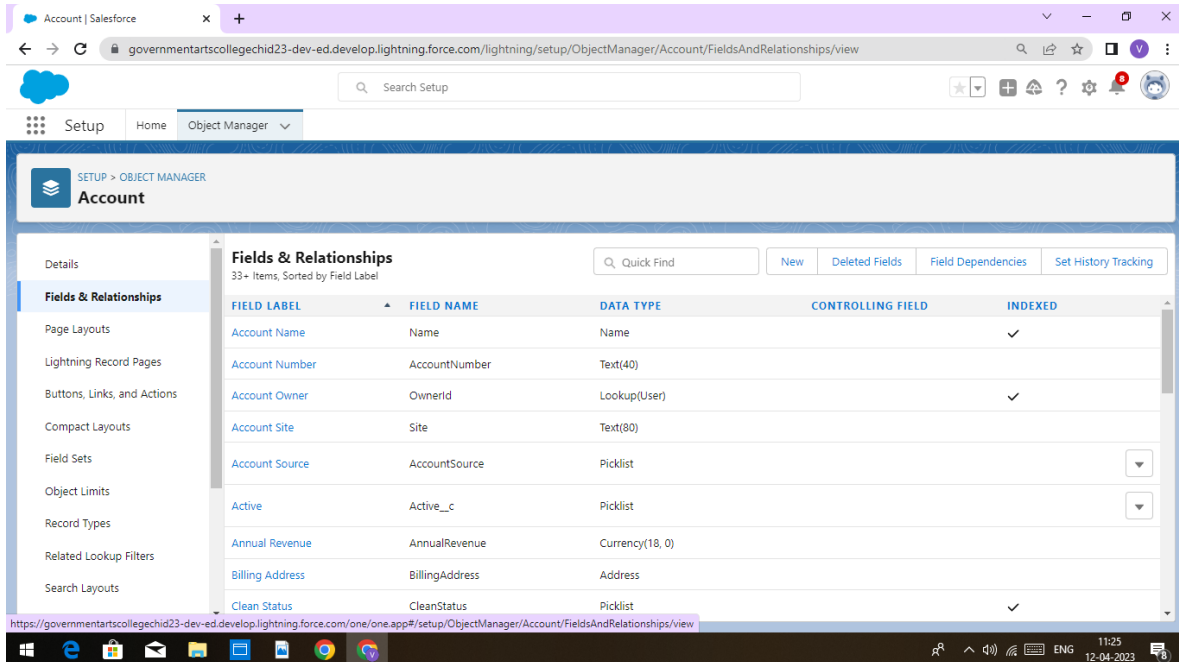
Quick Find

New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Product Name	Product_Name__c	Text(100)		
Stock Available	Stock_Available__c	Checkbox		
Warehouse Name	Name	Text(80)		✓

https://governmentartscollegechid23-dev-ed.develop.lightning.force.com/one/one.app#/setup/ObjectManager/0112w000003p2qc/FieldsAndRelationships/view

## Accounts



The screenshot shows the Salesforce 'Account' object configuration page. The left sidebar contains navigation links: Details, Fields & Relationships (selected), Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, and Search Layouts. The main content area is titled 'Fields & Relationships' and shows a list of 33 fields. The table below represents the data shown in the screenshot.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Account Name	Name	Name		✓
Account Number	AccountNumber	Text(40)		
Account Owner	OwnerId	Lookup(User)		✓
Account Site	Site	Text(80)		
Account Source	AccountSource	Picklist		
Active	Active__c	Picklist		
Annual Revenue	AnnualRevenue	Currency(18, 0)		
Billing Address	BillingAddress	Address		
Clean Status	CleanStatus	Picklist		✓

## 4 Trailhead Profile Public URL

Team Lead - <https://trailblazer.me/id/blakshmi92>

Team Member 1 - <https://trailblazer.me/id/avenkatesan23>

Team Member 2 - <https://trailblazer.me/id/aajay135>

Team Member 3 - <https://trailblazer.me/id/rramya78>

### 3 ADVANTAGES & DISADVANTAGE

#### ADVANTAGES:

- The fast turn-over of capital investment.
- The comparatively small investment required.
- The easy control of the business.
- The absence of styles or seasons.

#### DISADVANTAGES:

- Requires more marketing costs.
- Good selling skill is required.
- No benefit of bulk buying.

### 4 APPLICATIONS

- Sales force allows retail businesses to manage their customer data effectively.
- The CRM software allows businesses to keep track of customer interactions, sales history, preferences and feedback.
- It can help businesses streamline their operations, improve their customer relationships and increase their profitability.

### 5 CONCLUSION

By using sales force for retail management can be a powerful tool for improving business processes and driving growth. With its wide range of features and integrations, sales force can help retailers manage their customer data, streamline sales and marketing processes, and gain insights into their business performance.

### 6 FUTURE SCOPE

- Sales force is a powerful customer relationship platform that can be used to develop retail management applications that help businesses streamline their sales, marketing and customer service processes.
- The future scope is vast, as businesses continue to look for ways to streamline operations, provide exceptional customer experiences and stay ahead of the competition.