User Manual

For

Salesforce Implementation
of

Brighter Tomorrow Foundation Donar

Experience Portal

1. Introduction:

The Salesforce Donor Experience Portal is a transformative initiative undertaken by **Brighter Tomorrow Foundation** (BTF), aiming to revolutionize donor engagement and amplify the impact of philanthropy. In response to the evolving landscape of charitable contributions, this project envisions a state-of-the-art web portal that provides our valued donors with a personalized, seamless, and enriching experience.

In an era where donor relationships are integral to the success of any social impact organization, **Brighter Tomorrow Foundation** (BTF) recognizes the importance of leveraging technology to strengthen connections with our supporters. The need for a centralized, user-friendly platform became apparent as we sought to enhance communication, facilitate seamless transactions, and express our gratitude for the unwavering support we receive.

Project Objectives:

The primary objectives of the Salesforce Donor Experience Portal are to create a dynamic online space that empowers donors and streamlines internal processes. Key goals include:

➢ Providing donors with a personalized dashboard for a comprehensive view of their engagement.
➢ Enabling easy access to donation history, program updates, and impact reports.
➢ Automating critical business processes using Salesforce Flow to enhance efficiency and donor communication.
➢ Implementing custom Lightning Web Components (LWCs) to elevate user experience with interactive visuals and intuitive interfaces.
➢ Facilitating event registration for programs, enabling donors to participate and volunteer actively in our initiatives.
➢ Offering a donation progress feature with the option for donors to contribute to specific donation requests.
➢ Implementing a custom event calendar for donors to stay informed about upcoming events and engage with our programs.

The significance of this project lies in its potential to foster stronger connections **Brighter Tomorrow Foundation** (BTF) and its donors. By offering a portal that goes beyond transactional interactions, we aim to create an ecosystem where donors feel valued, informed, and inspired to contribute to our mission of providing education and resources to underprivileged children worldwide.

2. Overview:

The Salesforce Donor Experience Portal is built on a robust system architecture leveraging the powerful features of the Salesforce platform and specifically utilizing the Customer Service template within Experience Cloud. It involves several key components that work together to deliver a seamless experience.

The architecture of the Salesforce Donor Experience Portal comprises several key components, each playing a crucial role in delivering a personalized and efficient donor engagement platform:

➢ **Experience Cloud - Customer Service Template:** The donor portal is crafted using the Customer Service template available in Experience Cloud. This template is specifically designed to cater to customer service scenarios, providing out-of-the-box features that enhance user engagement, facilitate communication, and offer a streamlined and intuitive interface for donors. The donor portal serves as the primary interface for donors. It is built using Salesforce Lightning components for a modern and responsive design. This component interacts with the Salesforce platform to fetch and display donor-related information.
➢ **Salesforce Platform:** Acting as the backbone of the system, the Salesforce platform hosts the donor data, custom objects, and business logic. It manages user authentication, authorization, and data storage.

- ➢ **Lightning Web Components (LWCs):** Custom Lightning Web Components play a pivotal role in enhancing the user experience within the portal. These components are crafted to deliver personalized donor dashboards, donation history, BTF program updates, interactive program impact maps, dynamic donation progress bars, event registration forms and custom event calendars seamlessly integrated into the Customer Service template.
- ➢ **Salesforce Flow:** Salesforce Flow is utilized to automate intricate business processes within the portal. Processes such as donor onboarding, communication workflows, and updates to donor tiers are seamlessly orchestrated using this declarative tool, enhancing efficiency and accuracy in donor management.
- ➢ **Database:** Salesforce's native database stores donor profiles, donation history, and other relevant data. Custom objects are utilized to capture specific information tailored to the organization's needs.
- ➢ The donor portal is implemented as a Salesforce Community within Experience Cloud. Leveraging the Community features ensures a dedicated and secure space for donors to engage, access personalized information, and participate in the organization's programs and events.
- ➢ Security is a paramount consideration in the design of the Salesforce Donor Experience Portal. The architecture incorporates industry best practices for securing donor data, including role-based access controls, encryption, and monitoring.
- ➢ To ensure optimal performance, the system architecture is designed to handle varying loads and traffic patterns. Caching mechanisms, efficient queries, and scalability measures are implemented to provide a responsive user experience.

3. Salesforce Configuration:

- ➢ **User Profiles and Permissions:** To ensure a secure and tailored experience for each user, Salesforce user profiles and permissions have been carefully configured. As part of tailoring the Salesforce Donor Experience Portal, a custom user profile has been created to cater specifically to donor community users. This user profile is designed to align with the unique needs and access requirements of individuals engaging with the portal using Partner Community licenses.

- ➢ **Objects and Fields:** The Salesforce Donor Experience Portal relies on custom objects and fields to capture and organize donor-related information. Objects are employed to store and organize donor-specific information. Within the Donor Experience Portal, standard **Account** object is repurposed as the donor record, storing key information such as donor details, preferences, and historical interactions. **Contact** object represents individual contacts associated with donor accounts. It allows for a detailed view of each contact's interactions and contributions. The **Donations** object tracks individual contributions made by donors. It includes details such as donation amount, date, and any specific designations. For fund requests made by the organization, the **Donation Requests** object records the details of each request, allowing for efficient tracking and management. The **Donation Requests Received** object captures incoming fund requests from external sources. It enables the organization to evaluate and respond to external funding requests. The **Programs** object represents the various initiatives and projects run by the organization. It serves as a central hub for program details and impact tracking. For donor participation in events and programs, the **Program Registration** object records registrations, facilitating event management and attendance tracking.

4. Salesforce Lightning Experience Portal Setup:

- ➕ **Community Creation and Configuration:** Creating and configuring the Salesforce Lightning Experience Portal is crucial for providing donors with a personalized and user-friendly interface. This involves setting up a community, defining page layouts, configuring navigation, hero and ensuring a cohesive theme that aligns with your organization's branding.

1. **Community Creation:**
   - Access Setup in Salesforce and navigate to "All Communities."
   - Click "New Community" to start the community creation process.
   - Choose the appropriate template; for a donor portal, the "Customer Service" template may be suitable.
   - Configure the basic details such as name, URL, and description.

2. **Page Layouts:**
   - Customize the community's page layouts to include relevant components for donor engagement.
   - Consider adding components like donation history, program updates, event registration, and donation requests.

3. **Navigation Setup:**
   - Configure navigation menus to ensure easy access to key features.
   - Define the structure of the navigation bar, including links to the donor dashboard, donation history, program updates, events, and volunteer opportunities.

4. **Themes and Branding:**
   - Choose or create a theme that aligns with your organization's branding.
   - Customize the colour scheme, logo, and overall look and feel of the community.

5. **Community Builder:**
   - Utilize Community Builder to drag and drop components onto community pages.
   - Customize the layout and design of each page to optimize the donor experience.
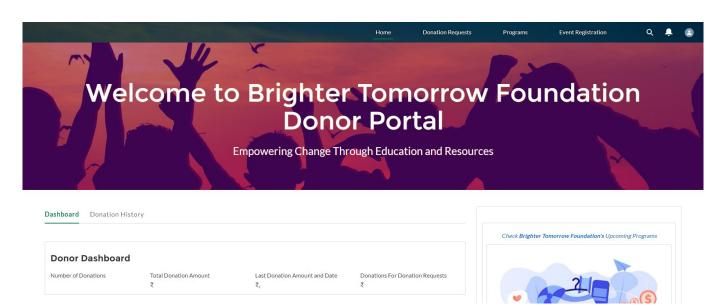
6. **Component Placement:**
   - Drag and drop components onto each page to display relevant information.
   - For the donor dashboard, include components like personalized greetings, donation progress, and upcoming events.

7. **Dynamic Components:**
   - Configure dynamic components that pull data from Salesforce objects, such as the donor's donation history and program updates.
   - Ensure that the data is presented in a visually appealing and easy-to-understand format.

8. **Preview and Publish:**
   - Use the preview functionality to see how changes will appear to users.
   - Once satisfied, publish the changes to make them live in the community.

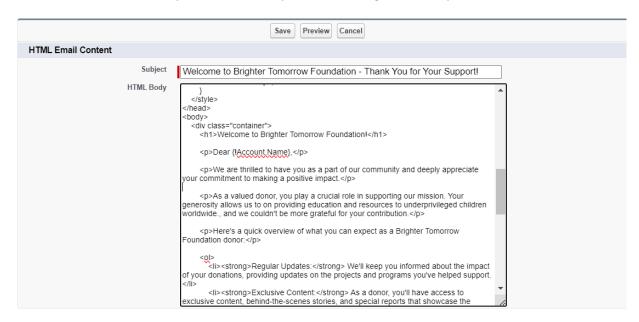Brighter Tomorrow Foundation Donor Portal

5. Automated Business Processes:

Salesforce Flows are powerful tools for automating business processes. The configuration of Flows to streamline donor onboarding, automate communication workflows, update donor tiers based on lifetime donations, and trigger personalized thank-you emails. Automating business processes through Salesforce Flows enhances efficiency and ensures a consistent donor experience. The configuration steps provided for donor welcoming for communication, updating donor tiers, and triggering thank-you emails offer a comprehensive guide to streamlining these critical processes.
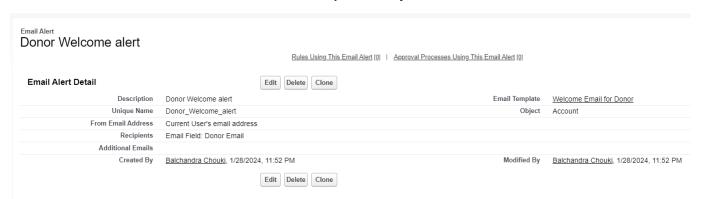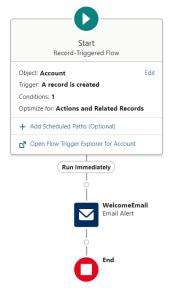
- Donor Welcome Flow:
  The Donor Welcome Flow aims to streamline the donor onboarding process sending personalized welcome emails.
  - Navigate to Salesforce Setup.
  - In the Quick Find box, type "Flow."
  - Click on "Flow" under Process Automation.
  - Click "New Flow" and select "Record-Triggered Flow."
  - Name the flow (e.g., " *WelcomeEmailAlertForDonor* ") and choose the "a record is created" trigger type.
  - Specify the object on which the flow triggers, such as the Account object.
  - Elements used: Email Alert Component in flow, Classic email template and email alert.
  - Create dynamic email templates with merge fields for personalization.

Save   Preview   Cancel

HTML Email Content

Subject: Welcome to Brighter Tomorrow Foundation - Thank You for Your Support!

HTML Body:
```
        }
     </style>
   </head>
   <body>
     <div class="container">
        <h1>Welcome to Brighter Tomorrow Foundation!</h1>

        <p>Dear {!Account.Name},</p>

        <p>We are thrilled to have you as a part of our community and deeply appreciate
your commitment to making a positive impact.</p>

        <p>As a valued donor, you play a crucial role in supporting our mission. Your
generosity allows us to on providing education and resources to underprivileged children
worldwide., and we couldn't be more grateful for your contribution.</p>

        <p>Here's a quick overview of what you can expect as a Brighter Tomorrow
Foundation donor:</p>

        <ol>
          <li><strong>Regular Updates:</strong> We'll keep you informed about the impact
of your donations, providing updates on the projects and programs you've helped support.
</li>
          <li><strong>Exclusive Content:</strong> As a donor, you'll have access to
exclusive content, behind-the-scenes stories, and special reports that showcase the
```

🔸 *Custom html email template used for Donor welcome email*

Email Alert
Donor Welcome alert

Rules Using This Email Alert [0] | Approval Processes Using This Email Alert [0]

Email Alert Detail   Edit   Delete   Clone

Description	Donor Welcome alert	Email Template	Welcome Email for Donor
Unique Name	Donor_Welcome_alert	Object	Account
From Email Address	Current User's email address		
Recipients	Email Field: Donor Email		
Additional Emails			
Created By	Balchandra Chouki, 1/28/2024, 11:52 PM	Modified By	Balchandra Chouki, 1/28/2024, 11:52 PM

Edit   Delete   Clone

🔸 *Email alert used for sending welcome email*

Flow: WelcomeEmailAlertForDonor
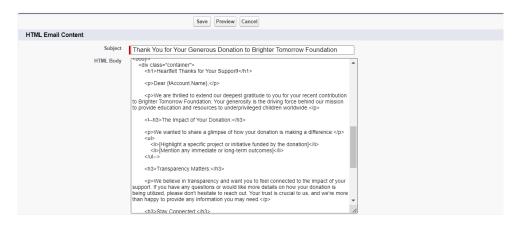

Welcome Email when donor created
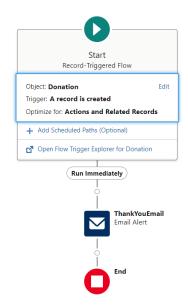
✦ Thank-You Email Flow:

    The Thank-You Email Flow automates the process of expressing gratitude to donors by triggering personalized thank-you emails after each donation.

- Name the flow (" **Thank You Email For Donation**") and choose the "a record is created" trigger type.
- Specify the object on which the flow triggers, such as the Donation object.
- Elements used: Email Alert Component in flow, Classic email template and email alert.
- Create dynamic email templates with merge fields for personalization.
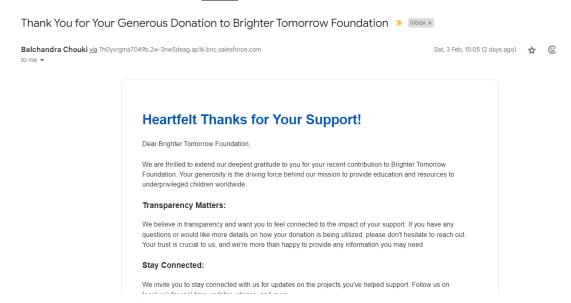

Custom html email template used for Donation Thank You email

Thank You Email For Donation

Rules Using This Email Alert [0] | Approval Processes Using This Email Alert [0]

Email Alert Detail [Edit] [Delete] [Clone]

Description	Thank You Email For Donation	Email Template	Thank You Email For Donation
Unique Name	Thank_You_Email_For_Donation	Object	Account
From Email Address	Current User's email address		
Recipients	Email Field: Donor Email		
Additional Emails			
Created By	Balchandra Chouki, 1/29/2024, 12:33 AM	Modified By	Balchandra Chouki, 1/29/2024, 12:33 AM

[Edit] [Delete] [Clone]

Email alert used for sending Thank You email

Flow: **Thank You Email For Donation**

Thank You for Your Generous Donation to Brighter Tomorrow Foundation ➤ Inbox ×

Balchandra Chouki via 7h0yxrgma7O49b.2w-3nw5deag.ap16.bnc.salesforce.com   Sat, 3 Feb, 15:05 (2 days ago)

to me

Heartfelt Thanks for Your Support!

Dear Brighter Tomorrow Foundation,

We are thrilled to extend our deepest gratitude to you for your recent contribution to Brighter Tomorrow Foundation. Your generosity is the driving force behind our mission to provide education and resources to underprivileged children worldwide.

Transparency Matters:

We believe in transparency and want you to feel connected to the impact of your support. If you have any questions or would like more details on how your donation is being utilized, please don't hesitate to reach out. Your trust is crucial to us, and we're more than happy to provide any information you may need.

Stay Connected:

We invite you to stay connected with us for updates on the projects you've helped support. Follow us on facebook for real time updates, stories, and more.

Thank You Email when Donation received

➢ Donor Tiers Update Flow:

The Donor Tiers Update Flow automates the update of donor tiers based on their lifetime donations, ensuring accurate and timely categorization.

- Name the flow (" **UpdateDonorTiers**") and choose the "a record is updated" trigger type.
- Specify the object on which the flow triggers, such as the Account object.
- Elements used: Decision element, Update records.

- Decision elements to determine the appropriate tier based on lifetime donations.
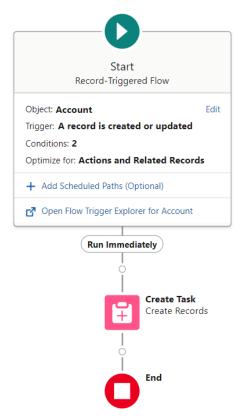

Flow: **UpdateDonorTiers**

➢ Follow-up tasks for donor relationship managers:

Automate the creation of follow-up tasks for donor relationship managers based on specific conditions.

- Name the flow (" **UpdateDonorTiers**") and choose the "a record is created or updated" trigger type.
- Specify the object on which the flow triggers, such as the Account object.
- The flow is designed to trigger follow-up tasks for donor relationship managers, ensuring timely and personalized communication.

Flow: **Create Task On Next Follow Date**

6. Custom Lightning Web Components (LWCs):

➢ **Implementation of Personalized Donor Dashboard:**

The Personalized Donor Dashboard is a web component designed to provide donors with a tailored and interactive experience. It leverages Lightning Web Components, a modern development framework in Salesforce, to create dynamic and responsive user interfaces.

- Implementation of a Lightning Web Component (LWC) named ***LWC_donorDashboard*** and its associated Apex class ***CL_donorDashboard*** for a personalized donor dashboard.
- The ***LWC_donorDashboard*** Lightning Web Component fetches donor-specific data using the ***getDonorData*** Apex method from the CL_donorDashboard Apex class. The data includes the Number of Donation, Total Donated Amount, Last Donation Amount and Date, Donations for Donation Requests.

Dashboard   Donation History

Donor Dashboard

Number of Donations	Total Donation Amount	Last Donation Amount and Date	Donations For Donation Requests
9	₹265000.00	₹25000.00, 2024-01-31	₹240000

➕ **LWC: Output of Donor Dashboard (LWC_donorDashboard)**

➢ **Implementation of Personalized Donation History:**
- The ***LWC_donationHistory*** component displays the donation history for a specific donor. It retrieves data using the ***getDonationList*** Apex method from the ***CL_donorDashboard*** Apex class.
- HTML template displays the donation history in a structured format.
- JavaScript logic handles the retrieval of data and error handling.
- The **donorId** is passed to the component to fetch the donation history for the specific donor.

Dashboard   **Donation History**

Donor Dashboard

Number of Donations	Total Donation Amount	Last Donation Amount and Date	Donations For Donation Requests
9	265000.00	25000.00, 2024-01-31	₹240000

Donation History

	Donation Name	Donation Request	Amount	Payment Method	Date
1	Test Donation		25000		Feb 1, 2024
2	Balchandra Choki	Funds for Education	25000		Feb 3, 2024
3	Balchandra Choki	Funds for Education	10000		Feb 3, 2024
4	Balchandra Choki	Funds For Meal	35000		Feb 3, 2024
5	Balchandra Choki	Money for Resources	28000		Feb 3, 2024
6	Balchandra Choki	Money for Resources	52000		Feb 3, 2024
7	Balchandra Choki	Funds for Education	50000		Feb 3, 2024
8	Balchandra Choki	Money for Resources	23000		Feb 3, 2024
9	Balchandra Choki	Money for Resources	17000		Feb 3, 2024

➕ **LWC: Output of Donation History (LWC_donationHistory)**
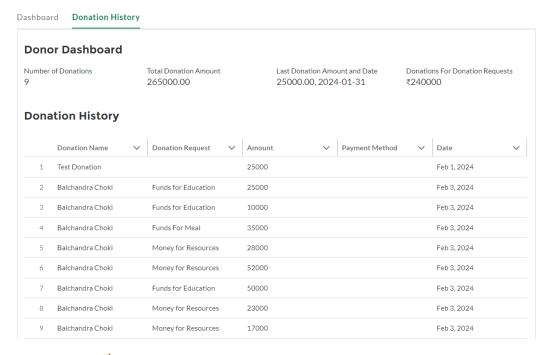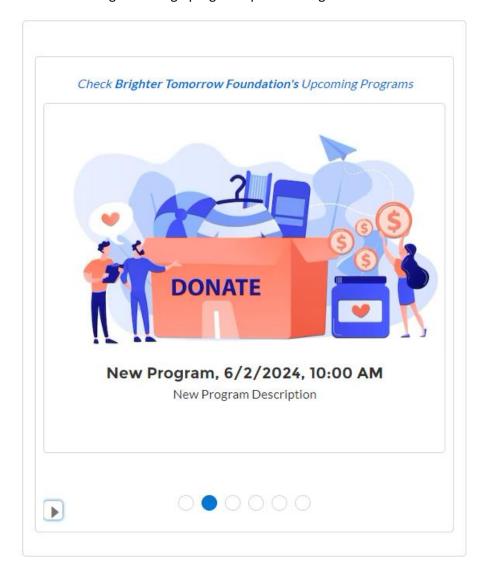
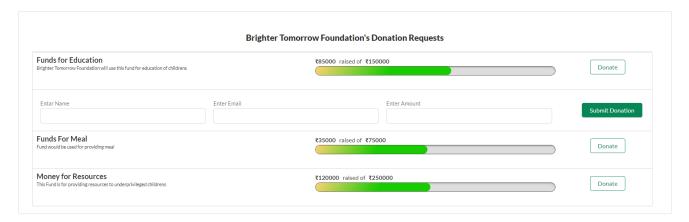➢ **Image Carousel for Program Updates:**

- The *lWC_programUpdates* component serves as an image carousel to showcase upcoming program updates. It enhances user engagement by providing a visually appealing way to view and navigate through upcoming programs with Program date.
- The *getProgramsWithImages* Apex method from the class **CL_programUpdates** fetches upcoming program updates from Salesforce.
- Users can navigate through program updates using indicators at the bottom of the carousel.

🔸 **LWC: Output of Program Updates (lWC_programUpdates)**

➢ **Donation Requests:**

- The **LWC_donationProgress** component is designed to provide donors with a visual representation of their donation progress and an overview of specific donation requests. It aims to keep donors informed about the impact of their contributions and encourages continued support by showcasing ongoing fundraising goals.
- Display a dynamic progress bar indicating the percentage of the fundraising goal achieved.
- Showcase specific donation requests along with their respective progress.
- In addition to providing an overview of donation progress and specific requests, the **LWC_donationProgress** component includes a feature that allows donors to contribute directly to individual donation requests. This functionality promotes targeted giving and empowers donors to support causes that resonate with them.
- Enable donors to allocate their contributions to specific fundraising initiatives or causes.
- Encourage donors to actively participate in supporting causes that align with their interests.
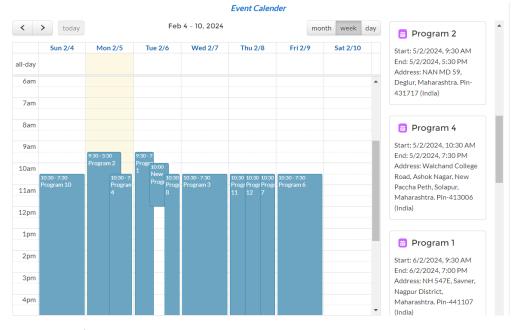
🔷 **LWC: Output of Donation requests with progress bar (LWC_donationProgress)**

- The component will display list of donation requests with relevant details such as the request name and the amount needed. **getDonationRequests** method from **CL_donationProgress** class to display list of requests.
- Donors to contribute to specific donation requests by clicking the "**Donate**" button.
- On click of "**Donate**" button Donation Submission section will appears, allowing the donor to enter the donation amount and additional information.
- Click the "**Submit Donation**" button to initiate the contribution process.
- **InsertDonationRequestsReceived** apex method from **CL_donationProgress** apex class to save donor contribution.

➢ **Custom Event Calendar and Registration Form:**
- The **LWC_customEventCalender** component enhances user engagement by providing an interactive event calendar. Users can view ongoing and upcoming events, and seamlessly register for events of interest through a user-friendly registration form.
- Event calendar is representing a visually appealing and interactive calendar using the FullCalendar library.
- It Highlights ongoing and upcoming events to keep users informed about upcoming activities.
- Register for Event button allow users to register for events directly through the component.
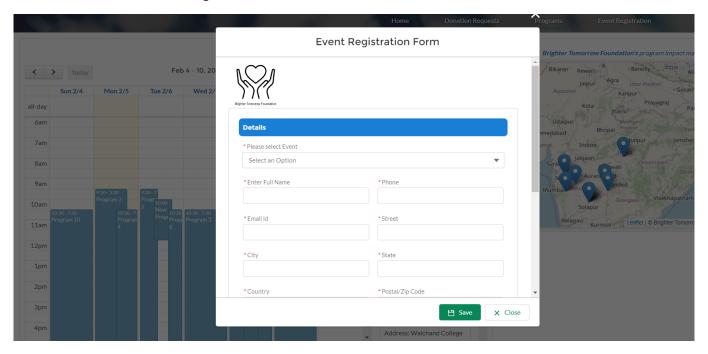
🔷 **LWC: Output of Event calendar (LWC_customEventCalender)**

- Upon entering the page, the component displays an interactive event calendar using the FullCalendar library.
- The **CL_customEventCalendar** Apex class should contain the **fetchPrograms** method to retrieve program data for the registration form.

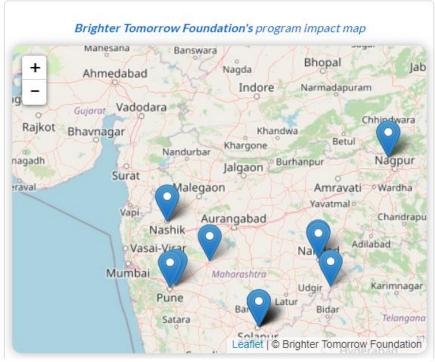🔶 **LWC: Register for Event Button (LWC_customEventCalender)**

- Users can click on an event in the calendar to view details. For events with registration options, a "**Register For Event**" button will be available.
- Clicking the " **Register For Event** " button opens the registration form within the same page. **getProgramsLookup** method from **CL_eventRegistrationForm** will fetch list of upcoming programs to select programs as a dropdown on form level.
- Complete the registration form with the required details and submit the registration.
- Click the "**Save**" button to submit the form.
- **saveRegistrationFormData** apex method from **CL_eventRegistrationForm** apex class to save Registration form.
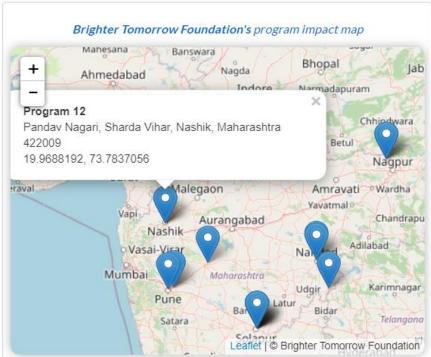
🔶 **LWC: Output of Event Registration Form (LWC_customEventCalender)**

➢ **Interactive Program Impact Map:**
- The Interactive Program Impact Map serves as a visual representation of program locations, enhancing user engagement and providing valuable insights into the geographical distribution of programs.
- This component leverages the **Leaflet** library to create an interactive map, allowing users to explore program impact areas efficiently.
- The functionality of this task revolves around creating an intuitive map interface, leveraging the Leaflet library to showcase program impact areas dynamically.
- The **CL_programLocationController** Apex class facilitates server-side logic to fetch program locations, including latitude and longitude details. This information is crucial for accurately plotting program locations on the map.
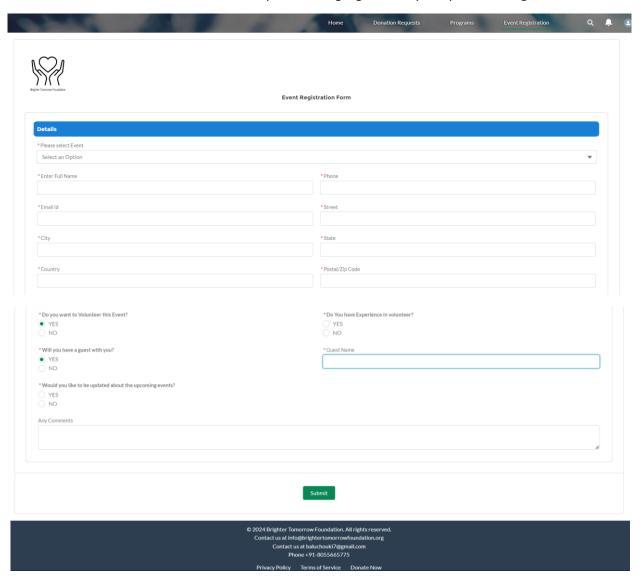
LWC: Output of Program Impact Map (LWC_programImpactMap)

- The **getProgramLocations** method within the **CL_programLocationController** class retrieves program locations from Salesforce, providing necessary data for map rendering.
- The **LWC_ProgramImpactMap** component serves as an interface to integrate with the Leaflet library. Key functionality includes:
  - The component dynamically renders program locations on the map.
  - Users can interact with map markers to access program details.
  - Clicking on markers displays relevant program information.

The Interactive Program Impact Map allows users to explore program locations interactively, fostering a deeper understanding of program distribution and impact. The component's functionality includes dynamic map rendering, interactive markers, and the display of program details upon user interaction.

➢ **Event registration and volunteer opportunities:**
- The Event Registration and Volunteer Opportunities feature enables users to register for upcoming programs and indicate their interest in volunteering. This functionality is implemented through the **LWC_EventRegistrationForm** Lightning Web Component (LWC) and the corresponding server-side Apex class **CL_EventRegistrationForm**.
- The **CL_EventRegistrationForm** Apex class serves as the backend logic for handling event registration and volunteer opportunities. Key functionalities include fetching upcoming programs and saving user registration details.
- The **getProgramsLookup** method retrieves upcoming programs, providing a list of options for users to select during the registration process.
- The **LWC_EventRegistrationForm** component offers a user-friendly interface for event registration and volunteer opportunity. Key features include:
  - Users can select programs from a dynamic picklist based on the **getProgramsLookup** method.
  - Users can indicate their interest in volunteering and provide additional information such as volunteer experience.
  - If users plan to bring a guest, they can provide the guest's name.

🔸 **LWC: Output of Registration Form (LWC_eventRegistrationForm)**

- The submit functionality of the Event Registration and Volunteer Opportunities feature is triggered when users click the "**Submit**" button on the registration form. This functionality ensures the secure and accurate storage of user registration details in Salesforce.
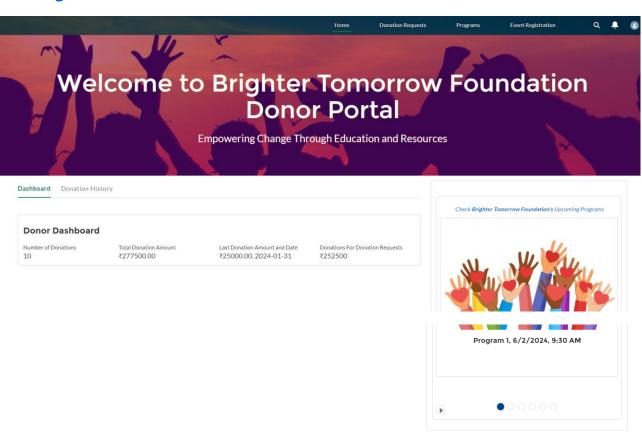
- The **CL_EventRegistrationForm** Apex class includes the **saveRegistrationFormData** method, responsible for processing and storing user registration details in Salesforce.
- The Event Registration and Volunteer Opportunities feature enhances user engagement by providing a streamlined process for registering for programs and expressing interest in volunteering. Users can conveniently select upcoming programs, specify volunteer preferences, and indicate if they plan to bring a guest. The backend logic ensures efficient data retrieval and secure storage.

The implementation of custom Lightning Web Components (LWCs) within the Salesforce Experience portal for donors has significantly enhanced the user experience and functionality of the platform. The key components, including the Personalized Donor Dashboard, Donation History, Interactive Program Impact Map, and Dynamic Donation Progress Bar, contribute to a seamless and engaging donor engagement journey.

The integration of automated business processes using Salesforce Flow streamlines donor onboarding, communication, and relationship management. The utilization of custom LWCs not only improves data visualization but also provides an interactive and visually appealing interface for donors.

The inclusion of event registration and volunteer opportunities further enriches the donor portal, allowing users to actively participate in organizational events and initiatives. The Donation Progress and Requests feature, coupled with the ability to contribute to specific donation requests, empowers donors to make a meaningful impact.
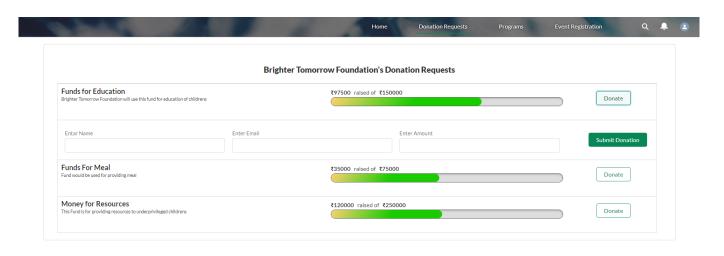
7. *Brighter Tomorrow Foundation Donor Portal:*

➢ *Home*:

✦ Hero Section:
- Captivating visuals and messages to welcome donors and create a positive first impression.
- Acts as a landing page with engaging content, guiding donors to explore different sections of the portal.

✦ Donor Dashboard Tab:
- Tailors information based on the donor's engagement history.
- Centralized hub for personalized donor information.
- Displays a personalized summary, emphasizing key metrics and recent activities.
- Keeping donors informed about the impact of their contributions.

✦ Donation History Tab:
- Detailed record of the donor's historical contributions.
- Allows donors to review donations, fostering transparency and accountability.

✦ Upcoming Programs Component:
- Provides a visual representation of upcoming events.
- Showcasing upcoming events and programs to encourage donor participation.
- Displays an interactive calendar and facilitates easy registration for events.
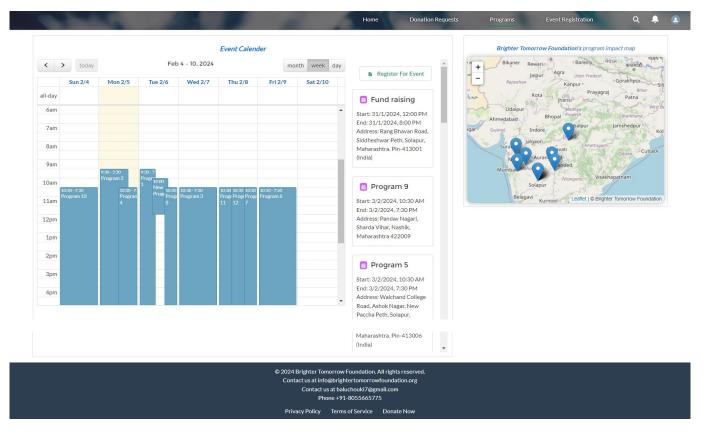
➢ **Donation Requests**:

| Home | Donation Requests | Programs | Event Registration | 🔍 🔔 👤 |

Brighter Tomorrow Foundation's Donation Requests

Funds for Education
Brighter Tomorrow Foundation will use this fund for education of childrens

₹97500 raised of ₹150000

Donate

| Entar Name | Enter Email | Enter Amount | Submit Donation |

Funds For Meal
Fund would be used for providing meal

₹35000 raised of ₹75000

Donate

Money for Resources
This Fund is for providing resources to underprivileged childrens

₹120000 raised of ₹250000

Donate

✦ Encourages contributions to ongoing fundraising campaigns
✦ Display progress bars for active donation requests, allowing donors to contribute directly
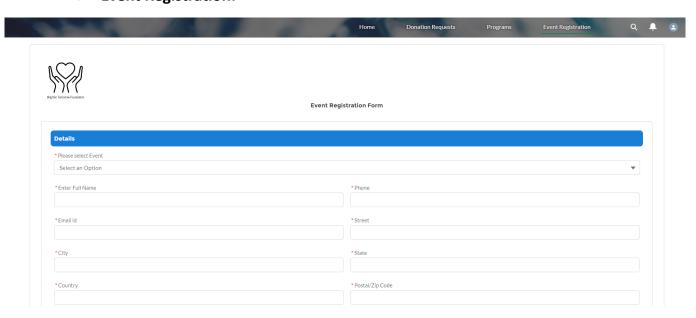
➢ Programs:

🞣 Event Calendar:
- Enhances visibility into scheduled events.
- Enables donors to explore upcoming programs, providing a seamless registration process.
- Register for Event button facilitates easy registration for upcoming events. Presents a form for donors to fill out and register for specific programs.

🞣 Program Impact Map:
- Visualizes the geographical impact of supported programs.
- Displays an interactive map with markers indicating program locations.

➢ Event Registration:

➕ Registration Form to Capture essential details for event participation. Provides a user-friendly form for donors to submit their information and express preferences.

➕ Allows donors to express interest in volunteer roles.

➕ Includes options for donors to indicate their willingness to volunteer during events.

➕ Gathers information about whether the donor plans to bring a guest. Dynamically adjusts the form based on donor preferences.

❖ Custom Login Page:

➕ *Visualforce Page: Donar Login Page (*CustomLoginPage*)*

➕ Creating a personalized custom login page for the donor portal is a crucial step in enhancing the user experience and reinforcing the organization's branding. This involves designing a Visualforce page (**CustomLoginPage**) and an associated Apex class (**CL_CustomPageController**) to handle the backend logic.

➕ Visualforce Page - CustomLoginPage: Defines the structure and content of the custom login page.

➕ Apex Class - CL_CustomPageController: Manages backend logic for the custom login page.

➕ External Libraries and Resources: Enhance styling and functionality using external libraries.

➕ Creating a custom login page allows for a unique and branded entry point for donors, setting the tone for their interaction with the portal. It's essential to ensure that the page is visually appealing, user-friendly, and aligned with the organization's overall design principles.

8. Conclusion:

- ➢ The completion of this project marks a significant achievement in advancing our capabilities to engage with donors effectively and enhance the overall donor experience. Key accomplishments include the development of a Salesforce Experience portal tailored for donors, integration of automated business processes, and the implementation of custom Lightning Web Components (LWCs) to enrich user interaction.

- ➢ Throughout the project lifecycle, several valuable lessons have been learned, contributing to our continuous improvement. These include the importance of thorough testing, adherence to coding best practices, and the significance of user guidance for a seamless user experience.

- ➢ This project lays the foundation for a robust and dynamic donor engagement platform, aligning with our mission to make a positive impact on the lives of those we serve. The lessons learned and achievements gained will undoubtedly contribute to our future successes.

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