

Project Portfolio - Sales Warm lead generation, Support ticket, Automation & workflow (Sales Nurturing)

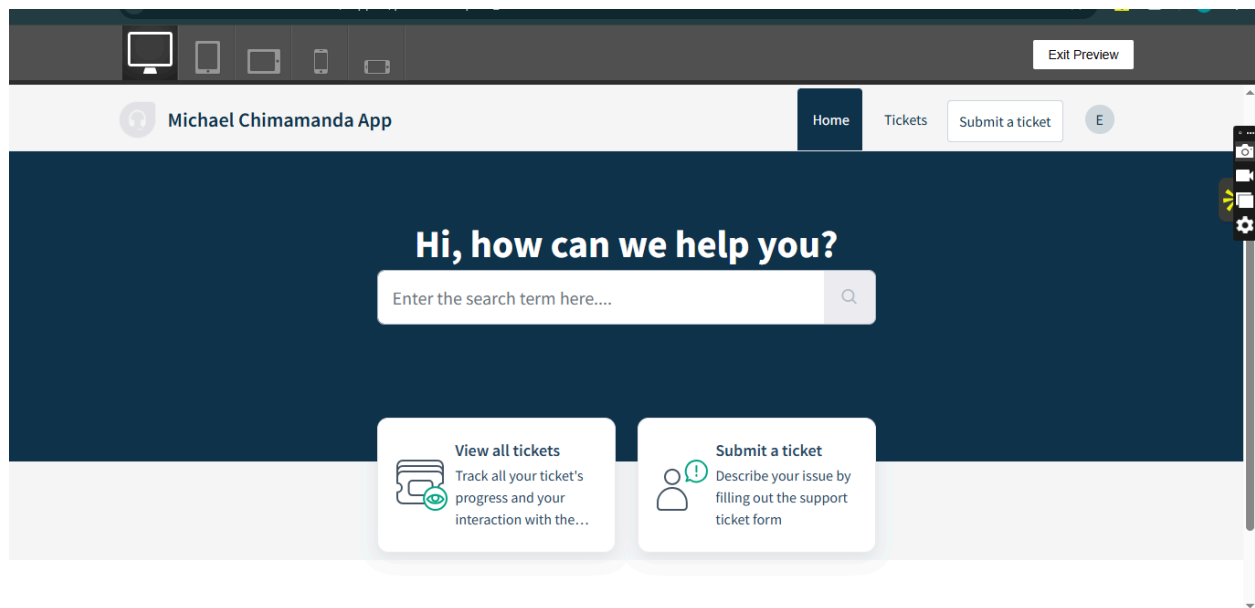
This page documents the practical Implementation of an end-to- end support and operations automation system designed to reflex real world workflow

Access live Demo Landing Page od SomVic Company

<https://emmaauchenna90.freshdesk.com/support/home>

The above Demo is a Live customer support page of SomVic where potential Customers submit Real request/Ticket.

1. (a) Customer Support portal (Frontend)

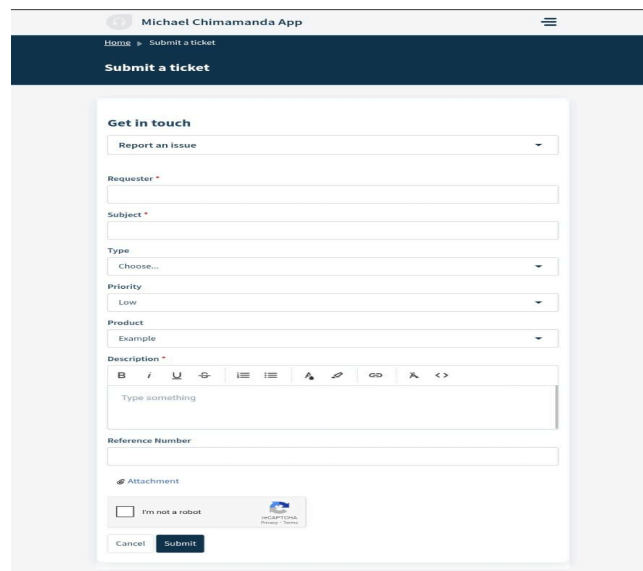


B. Some Companies may Choose to create from Google form, linking to excel and directly to sales CRM eg HubSpot

A screenshot of a Google Form titled 'Contact information'. The form includes fields for 'Name', 'Email', and 'Address'. The 'Name' field is labeled 'Name *' and the 'Email' field is labeled 'Email *'. The 'Address' field is labeled 'Address *'. The form is set against a background image of a group of people sitting around a table.A screenshot of a Google Sheet showing a table of contact information. The table has columns for 'Name', 'Email', 'Address', 'Phone number', and 'Has car or not'. The data is organized into rows, with the first row containing the headers. The table is set against a background image of a group of people sitting around a table.A screenshot of a HubSpot CRM interface showing a table of contact information. The table has columns for 'Name', 'Email', 'Address', 'Phone number', and 'Has car or not'. The data is organized into rows, with the first row containing the headers. The interface includes a sidebar with navigation options and a top bar with user information.

The above shows a workflow Automation, where a Profile visitor Sign or submit a ticket or request on google form embedded on the companies website. The form is lined to an excel sheet for contact information, and also submitted on Hubspot

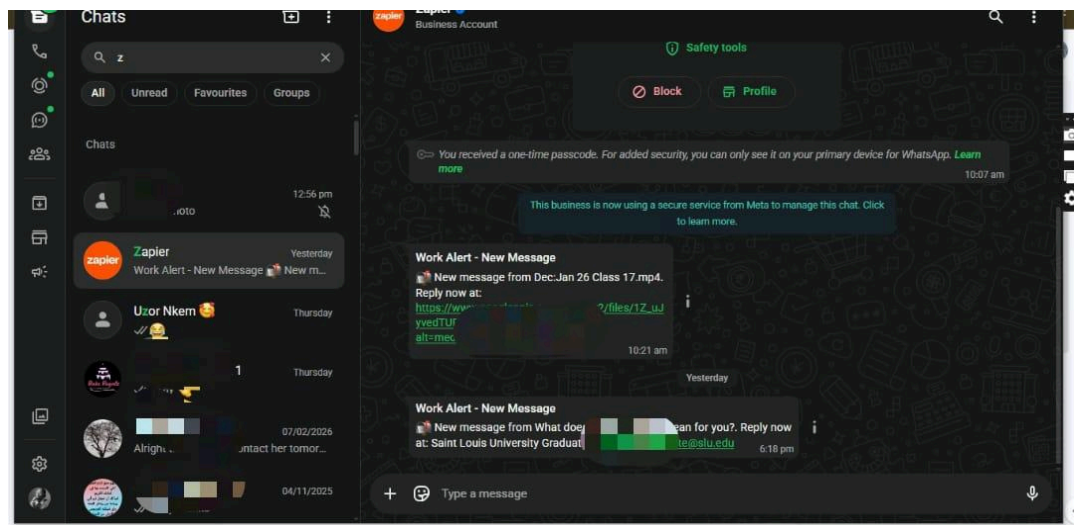
2. Embedded Support Widget



The screenshot shows a web form titled "Submit a ticket" under the heading "Get in touch". The form includes a dropdown menu for "Report an issue", followed by input fields for "Requester *", "Subject *", and "Type" (with a "Choose..." dropdown). Below these are "Priority" (set to "Low") and "Product" (set to "Example") dropdowns. A "Description *" field with a rich text editor toolbar is present, followed by a "Reference Number" field. At the bottom, there is an "Attachment" section, a checkbox for "I'm not a robot" with a CAPTCHA image, and "Cancel" and "Submit" buttons.

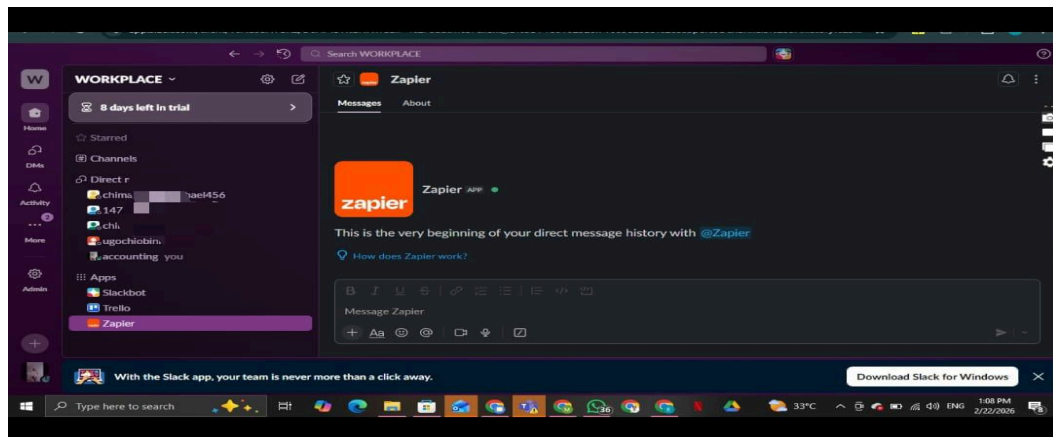
This is a Freshdesk widget that allows customer to submit service request and Ticket issue for better service

3. Notification of Ticket or Form submitted on the Company's website or Portal on Whatsapp.

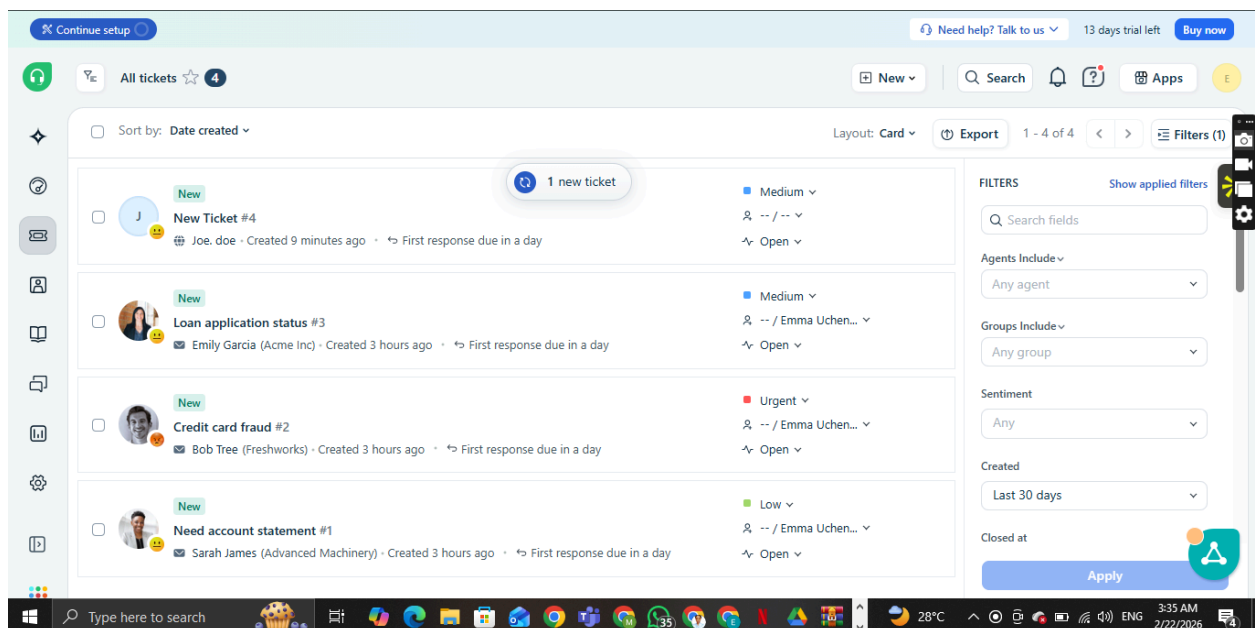


From the integration made on zapier. Immediately a form or ticket is submitted on the portal, a notification is sent to whatsapp. To avoid missed tickets, thereby violating the SLA POLICIES.

4. For proper internal control measure a reminder is sent to slack, as SLA time is about to be due

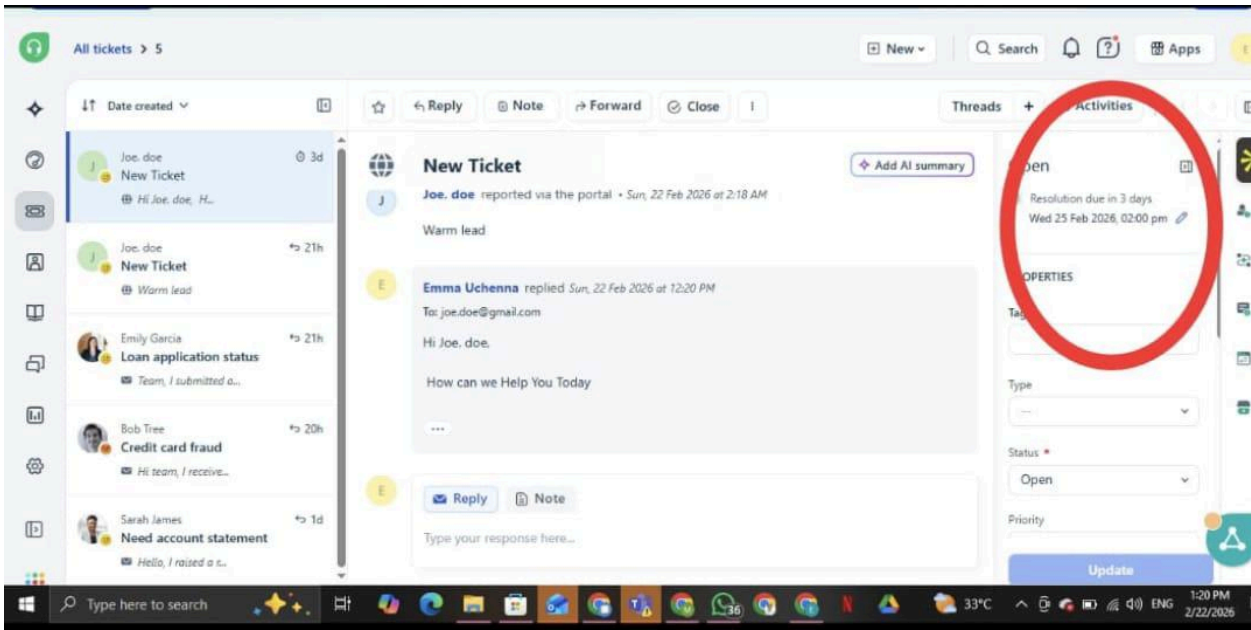


5. Ticket Created on freshdesk - Maintaining SLA policies



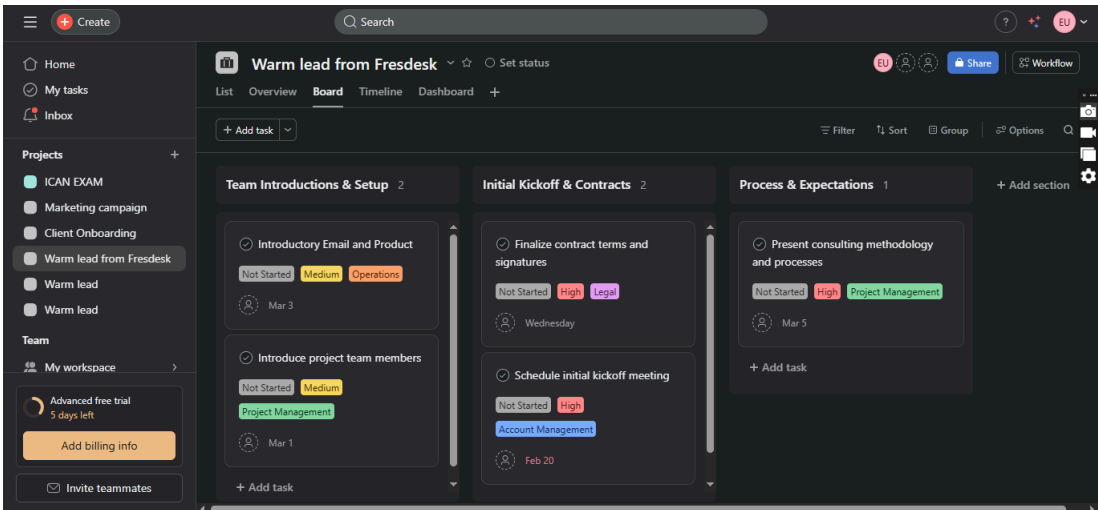
Following the Automation workflow, a Ticket is automatically created on Freshdesk. Either to resolve and issue or to get a warm lead for sales nurturing. The first Ticket from Joe.

6. SLA Policy - First Response To Customer maintained



Automated Freddy Ai response to first message, ensuring SLA policy maintained, before assigning it to a Customer support person or a Virtual assistant.

7. Asana - Task, creating a Warm lead



Automatically, a Task is created on Asana, showing board on introduction, sales pipeline, status, and SLA tracking.

8. Hubspot - Contact for email Campaign

Performance

Analyze

Submissions

Date range:

01/24/2026

to

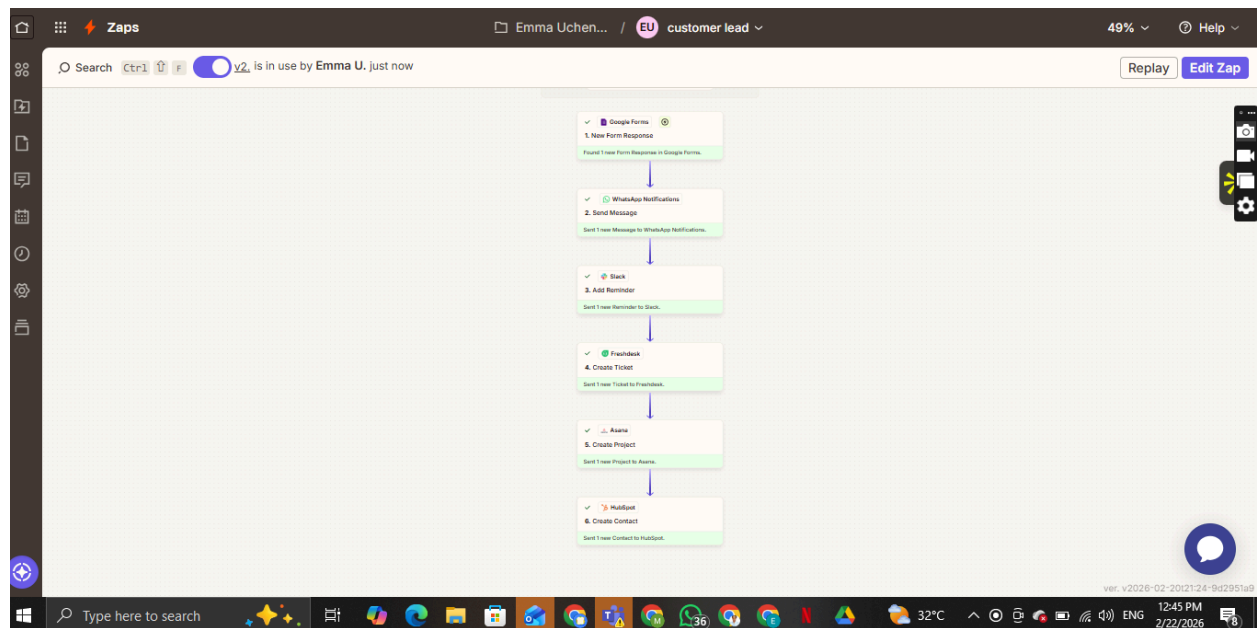
02/22/2026

Manage columns

<input type="checkbox"/>	CONTACT	CONVERSION PAGE	SUBMITTED ON	⌵
<input type="checkbox"/>	<div>Michael Chimamanda</div>	<div>Form</div>	<div>February 21, 2026</div> <div>7:42 PM EST</div>	

From the Ticket submitted on the portal, it is sent to Hubspot as warm lead for sale and marketing campaign

9. Zapier Workflow Automation



The full workflow automation support.

10. [Zapier work flow Automation](#)
11. [Freshdesk exploration, automation and workflow](#)
12. [Hubspot exploration Automation and Workflow](#)
13. [Clickup & Asana](#)

Other project and CRM tools, Appointment and scheduling & Lead generation project Are available on request