

# SALESFORCE-SUPPORTED VIRTUAL

## INTERNSHIP PROGRAM 2025

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**PROJECT:** WhatNext Vision Motors: Shaping the Future of Mobility  
with Innovation and Excellence

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TRAILBLAZER\_LINK: <https://www.salesforce.com/trailblazer/so63jn897589l3vfy8>

## **Acknowledgement :**

I would like to express my heartfelt gratitude to Salesforce for the opportunity to participate in the 2025 Virtual Internship Program. This project allowed me to gain hands-on experience with powerful Salesforce tools that are revolutionizing the way businesses interact with customers.

A special thanks to my mentor and the Trailhead community, whose support and feedback played a key role in successfully completing this project. I also extend my sincere appreciation to my faculty at SRM University, AP, for their continuous encouragement throughout this journey.

## **Project Overview:**

The project titled "WhatNext Vision Motors: Shaping the Future of Mobility with Innovation and Excellence" focuses on digital transformation within the automotive sector using Salesforce CRM. The primary goal was to enhance the customer ordering experience, automate dealer assignment, and improve inventory visibility.

Key business challenges addressed include:

- Assigning customers to the nearest dealership automatically based on their address.
- Preventing customers from placing orders for vehicles that are out of stock.
- Automating bulk order status updates based on real-time stock availability.

By leveraging Salesforce features like Record-Triggered Flows, Apex Triggers, and Batch Apex Jobs, the system delivers operational efficiency, reduced manual work, and enhanced customer satisfaction.

## **Objectives :**

The primary objectives of this project include:

- Automate vehicle ordering and dealer assignment.
- Prevent orders for unavailable stock to enhance reliability.
- Ensure order statuses are automatically updated based on stock levels.
- Enhance operational productivity with automation.
- Provide customers with real-time, transparent order updates.

Key Goals:

- Build an order management system integrated with dealer and stock data.
- Implement business logic with Apex for stock validation and assignment.
- Enable scheduled jobs for batch order processing.
- Create automated alerts for test drives and stock updates.

## **Technology Description :**

The project was implemented using Salesforce, a cloud-based CRM platform offering declarative tools and programmatic capabilities to build scalable, automated business applications.

Tools & Components Used:

- Custom Objects: For vehicles, dealers, orders, and customers.
- Lightning App Builder: To create a centralized app for all stakeholders.
- Record-Triggered Flows: For dealer assignment and order validations.
- Apex Triggers: To enforce custom business rules for order creation and stock\_checks.
- Batch Apex Jobs: For scheduled stock validation and bulk order status updates.
- Scheduled Apex: To automate status updates and notifications.
- Validation Rules: To maintain data integrity and avoid invalid entries.
- Email Alerts: For test drive reminders and stock updates.

## Detailed Explanation of the project :

This project was executed in well-defined phases using the Salesforce platform. Each phase involved specific tools and features that contributed to building an efficient and scalable plastic recycling management system. Below is a step-by-step explanation of how each part was implemented.

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### Phase 1: Developer Org Setup

A new Salesforce Developer Org was set up to build and test the application in a sandbox environment without affecting live data.

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First name: Jitendra ✓ Last name: Bharti ✓


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Your org may be provisioned on or migrated to Hyperforce, Salesforce's public cloud infrastructure.

☒ I agree to the Main Services Agreement – Developer Services and Salesforce Program Agreement. I acknowledge, as described in the Developer Documentation: (1) the Developer Edition includes autonomous and other generative AI features; and (2) Salesforce may limit use of those features and the org, and may terminate any org that has been inactive for 45 days.

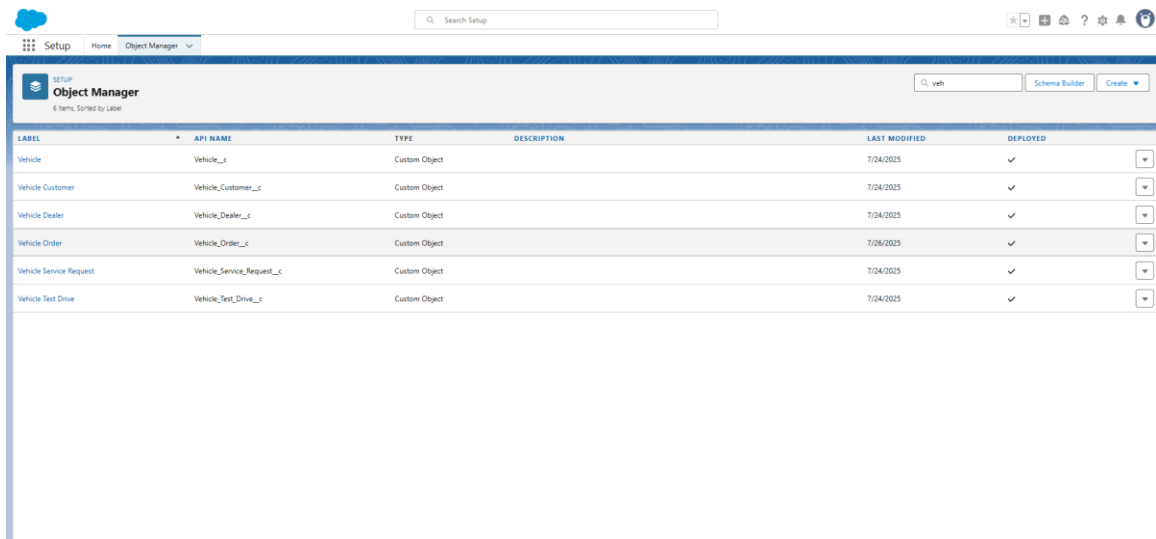
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## Phase 2: Object & Data Modeling

Custom objects were created to represent:

- Vehicle
- Vehicle Customer
- Vehicle Service Request
- Vehicle Test Drive
- Vehicle Order
- Vehicle Dealer

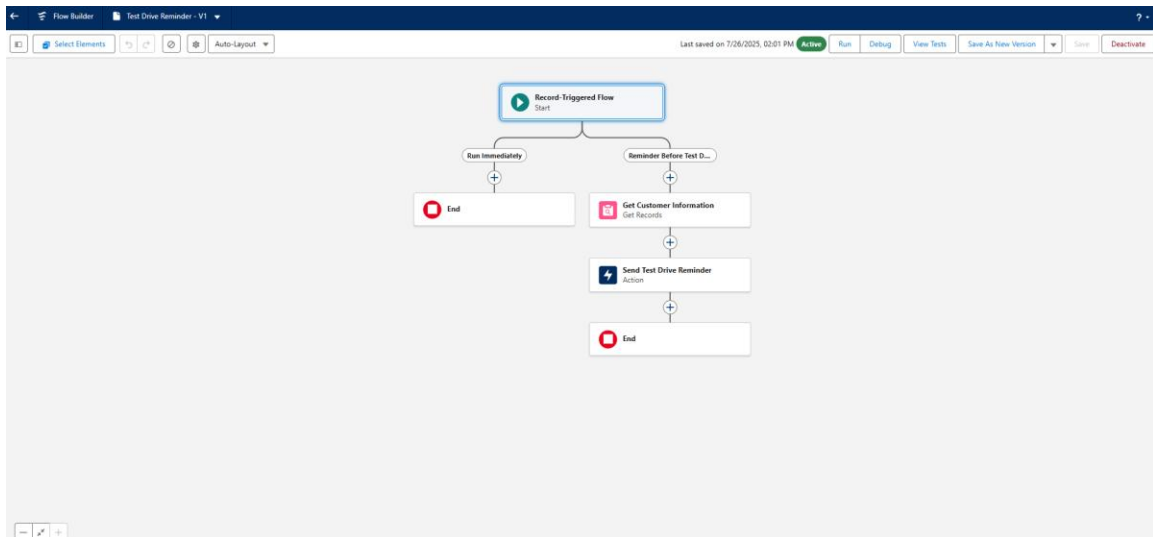
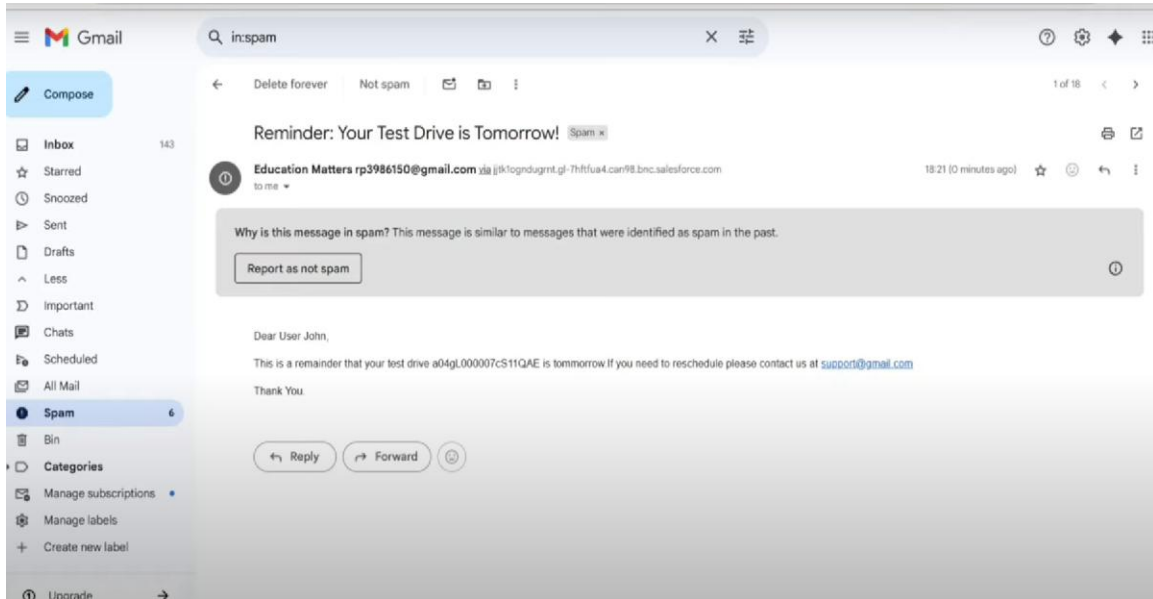


The screenshot displays the Salesforce Object Manager interface. At the top, there is a navigation bar with tabs for Setup, Home, and Object Manager. A search bar labeled "Search Setup" is located on the right. Below the navigation bar, the "Object Manager" section is active, showing a list of 6 items sorted by label. The list includes the following objects:

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
Vehicle	Vehicle_c	Custom Object		7/24/2025	✓
Vehicle Customer	Vehicle_Customer_c	Custom Object		7/24/2025	✓
Vehicle Dealer	Vehicle_Dealer_c	Custom Object		7/24/2025	✓
Vehicle Order	Vehicle_Order_c	Custom Object		7/26/2025	✓
Vehicle Service Request	Vehicle_Service_Request_c	Custom Object		7/24/2025	✓
Vehicle Test Drive	Vehicle_Test_Drive_c	Custom Object		7/24/2025	✓

## Phase 3: Record-Triggered Flows

Automates dealer assignment and sends confirmation emails.





## Phase 4: Stock Availability Check

Apex logic prevents order creation for vehicles that are out of stock.

New Vehicle Order

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\* = Required Information

Information

\* Vehicle Order Name

ssss

Customer

lokesh

Vehicle

Honda

Order Date

7/29/2025

Status

Pending

Assigned Dealer

Search Vehicle

Owner

lokesh seetha

ⓘ We hit a snag.

Review the errors on this page.

- This vehicle is out of stock. Order cannot be placed.

⊘

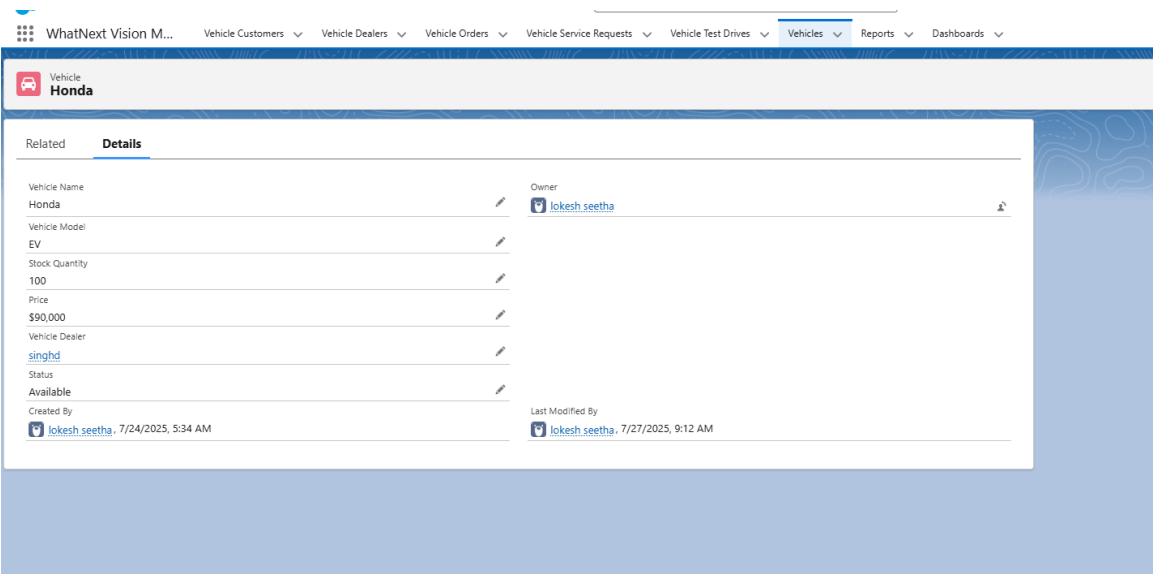
Cancel

Save & New

Save

Phase 5: Apex Triggers and Handlers

Handles stock deduction, order status updates, and uses trigger handlers for clean code.



## Phase 6: Batch Apex Job for Bulk Updates

Nightly batch job checks order records and updates statuses, sending email alerts as needed.

WhatNext Vision M...

Vehicle Customers

Vehicle Dealers

Vehicle Orders

Vehicle Service Requests

Vehicle Test Drives

Vehicles

Reports

Dashboards

Vehicle Order

hhh

Related

Details

Vehicle Order Name

hhh

Customer

lokesh

Vehicle

Honda

Order Date

7/29/2025

Status

Confirmed

Assigned Dealer

Created By

lokesh seetha, 7/27/2025, 8:09 PM

Owner

lokesh seetha

Last Modified By

lokesh seetha, 7/27/2025, 8:09 PM

Stock Quantity changed from 100 to 99 after ordering vehicle

WhatNext Vision M...

Vehicle Customers

Vehicle Dealers

Vehicle Orders

Vehicle Service Requests

Vehicle Test Drives

Vehicles

Reports

Dashboards

Vehicle

Honda

Related

Details

Vehicle Name

Honda

Vehicle Model

EV

Stock Quantity

99

Price

\$90,000

Vehicle Dealer

singhd

Status

Available

Created By

lokesh seetha, 7/24/2025, 5:34 AM

Owner

lokesh seetha

Last Modified By

lokesh seetha, 7/27/2025, 8:09 PM



## **Conclusion**

The Salesforce-based project at WhatNext Vision Motors demonstrates how CRM and automation can transform traditional automotive business processes. By automating dealer assignments, validating stock availability, and updating order statuses in real time, the system provides a seamless experience for both customers and internal staff.

The use of declarative tools combined with programmatic logic ensured high flexibility, easy maintenance, and better operational performance. Ultimately, this project aligns with the company's mission to lead innovation and customer excellence in the evolving mobility landscape.

## **Future Scope**

To scale and future-proof the application, the following enhancements are proposed:

- Chatbot Integration: Enable customers to check order status and book test drives via a Salesforce chatbot.
- Mobile App Version: For field agents to track customer orders and update delivery status on the go.
- AI Forecasting: Predict vehicle demand and restock requirements using Salesforce Einstein AI.
- API Integration: Connect with external logistics providers and inventory systems.
- Geolocation Services: Refine dealer assignment using real-time GPS and traffic data.
- Customer Portal: A secure Experience Cloud portal for customers to manage their orders, payments, and service history.

These features would make the system more intelligent, accessible, and scalable for a rapidly evolving automotive industry.