

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

Project Overview

WhatNext Vision Motors aims to improve customer satisfaction by streamlining the vehicle ordering process with a Salesforce CRM solution. The CRM updates order status according to stock availability, prevents orders for vehicles that are out of stock, and automatically assigns dealers depending on customer location. Through automation, Apex triggers, and batch operations, the system enhances order accuracy, customer satisfaction, and internal operational efficiency.

Objectives

The main objective of the CRM is to modernize and automate the customer ordering workflow. It ensures customers can only order available vehicles, automatically assigns the nearest dealer, schedules notifications for test drives, and keeps order records updated. Overall, the CRM supports better decision-making, minimizes manual tasks, and enhances the company's service delivery.

Phase 1: Requirement Analysis & Planning

Understanding Business Requirements

- A more efficient purchasing procedure is required.
- The closest dealer must be automatically assigned to customers.
- Avoid placing orders for vehicles that aren't available.
- Automate stock availability and order status updates.

Defining Project Scope & Objectives

- Create custom objects for Dealers, Orders, Test Drives, and Vehicles.
- Use Flows, Apex triggers, and Scheduled Apex to automate process.
- To ensure order accuracy, incorporate stock-based validation.

Data Model & Security Model

- Objects used: Vehicle__c, Vehicle_Dealer__c, Vehicle_Customer__c, Vehicle_Order__c, Vehicle_Test_Drive__c, and Vehicle_Service_Request__c.
- Relationships: **Vehicle_Dealer__c → Vehicle__c**, **Vehicle_Customer__c → Vehicle_Order__c**, **Vehicle_Order__c → Vehicle__c**, and **Vehicle_Test_Drive__c → Vehicle_Customer__c → Vehicle__c**.

- Security: Profiles, Permission Sets, Role Hierarchy for controlled access.

Stakeholder Mapping

- Customers – order placement
- Dealers – vehicle allocation
- Admins – stock updates and workflow supervision
- Management – reports and dashboards

Execution Roadmap

1. Set up objects and fields
2. Build automations
3. Develop Apex triggers & batch classes
4. Configure UI pages
5. Test, deploy, and document

Phase 2: Salesforce Development - Backend & Configurations

Environment Setup

- Development done in **Dev Org**
- Configured Dev Org for building and testing custom objects

Customizations

- Custom Objects: **Vehicle__c**, **Vehicle_Dealer__c**, **Vehicle_Customer__c**,
Vehicle_Order__c, **Vehicle_Test_Drive__c**, **Vehicle_Service_Request__c**
- Validation Rules: prevent ordering when stock = 0
- Flows: auto-assign nearest dealer to customer order

Setup Page

The screenshot shows the Salesforce Setup page. At the top, there's a navigation bar with icons for Home, Object Manager, and a search bar labeled "Search Setup". Below the navigation is a sidebar with links like Setup Home, Salesforce Go, Service Setup Assistant, etc. The main content area features a "Welcome, Jalem Louise" message and a section titled "Achieve Popular Business Goals" with three cards:

- Connect with Sales Prospects and Customers**: Includes Sales Cloud Everywhere, Agentforce (Default), Einstein Sales Emails. Status: 3 Completed, 1 In Progress. [Keep Going](#)
- Track & Manage Customer Data**: Includes Case Management, Feedback Management, Einstein Activity Capture. Status: 2 Completed, 1 In Progress. [Keep Going](#)
- Capture & Auto-Qualify Leads**: Includes Sales. Status: 0 Completed, 0 In Progress. [Keep Going](#)

At the bottom right of the main content area is a "View All" link.

Customization of Objects, Fields, Validation Rules

The screenshot shows the Salesforce Object Manager page. At the top, there's a navigation bar with icons for Home, Object Manager, and a search bar. Below the navigation is a search bar with the word "vehicle", a "Schema Builder" button, and a "Create" button. The main content area displays a table of objects:

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
Vehicle	Vehicle_c	Custom Object		11/26/2025	✓
Vehicle Customer	Vehicle_Customer_c	Custom Object		11/26/2025	✓
Vehicle Dealer	Vehicle_Dealer_c	Custom Object		11/26/2025	✓
Vehicle Order	Vehicle_Order_c	Custom Object		11/26/2025	✓
Vehicle Service Request	Vehicle_Service_Request_c	Custom Object		11/26/2025	✓
Vehicle Test Drive	Vehicle_Test_Drive_c	Custom Object		11/26/2025	✓

Setup > OBJECT MANAGER

Vehicle

Fields & Relationships		Fields & Relationships				
		9 Items, Sorted by Field Label				
		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
		Created By	CreatedByld	Lookup(User)		
		Last Modified By	LastModifiedByld	Lookup(User)		
		Owner	OwnerId	Lookup(User,Group)		✓
		Price	Price__c	Currency(18, 0)		
		Status	Status__c	Picklist		
		Stock Quantity	Stock_Quantity__c	Number(18, 0)		
		Vehicle Dealer	Vehicle_Dealer__c	Lookup(Vehicle Dealer)		✓
		Vehicle Model	Vehicle_Model__c	Picklist		
		Vehicle Name	Name	Text(80)		✓

Setup > OBJECT MANAGER

Vehicle Customer

Fields & Relationships		Fields & Relationships				
		8 Items, Sorted by Field Label				
		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
		Address	Address__c	Text(60)		
		Created By	CreatedByld	Lookup(User)		
		Email	Email__c	Email		
		Last Modified By	LastModifiedByld	Lookup(User)		
		Owner	OwnerId	Lookup(User,Group)		✓
		Phone	Phone__c	Phone		
		Preferred Vehicle Type	Preferred_Vehicle_Type__c	Picklist		
		Vehicle Name	Name	Text(80)		✓

Setup > OBJECT MANAGER

Vehicle Dealer

Fields & Relationships		Fields & Relationships				
		8 Items, Sorted by Field Label				
		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
		Created By	CreatedById	Lookup(User)		
		Dealer Code	Dealer_Code__c	Auto Number		
		Dealer Location	Dealer_Location__c	Text(60)		
		Email	Email__c	Email		
		Last Modified By	LastModifiedById	Lookup(User)		
		Owner	OwnerId	Lookup(User,Group)		✓
		Phone	Phone__c	Phone		
		Vehicle Dealer Name	Name	Text(80)		✓

Setup > OBJECT MANAGER

Vehicle Order

Fields & Relationships		Fields & Relationships				
		9 Items, Sorted by Field Label				
		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
		Assigned Dealer	Assigned_Dealer__c	Lookup(Vehicle Dealer)		✓
		Created By	CreatedById	Lookup(User)		
		Last Modified By	LastModifiedById	Lookup(User)		
		Order Date	Order_Date__c	Date		
		Owner	OwnerId	Lookup(User,Group)		✓
		Status	Status__c	Picklist		
		Vehicle	Vehicle__c	Lookup(Vehicle)		✓
		Vehicle Customer	Vehicle_Customer__c	Lookup(Vehicle Customer)		✓
		Vehicle Order Number	Name	Auto Number		✓

Setup > OBJECT MANAGER

Vehicle Service Request

Fields & Relationships		Fields & Relationships				
		9 Items, Sorted by Field Label				
		FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
		Created By	CreatedById	Lookup(User)		
		Issue Description	Issue_Description__c	Text(60)		
		Last Modified By	LastModifiedById	Lookup(User)		
		Owner	OwnerId	Lookup(User,Group)		✓
		Service Date	Service_Date__c	Date		
		Status	Status__c	Picklist		
		Vehicle	Vehicle__c	Lookup(Vehicle)		✓
		Vehicle Customer	Vehicle_Customer__c	Lookup(Vehicle Customer)		✓
		Vehicle Service Request Name	Name	Text(80)		✓

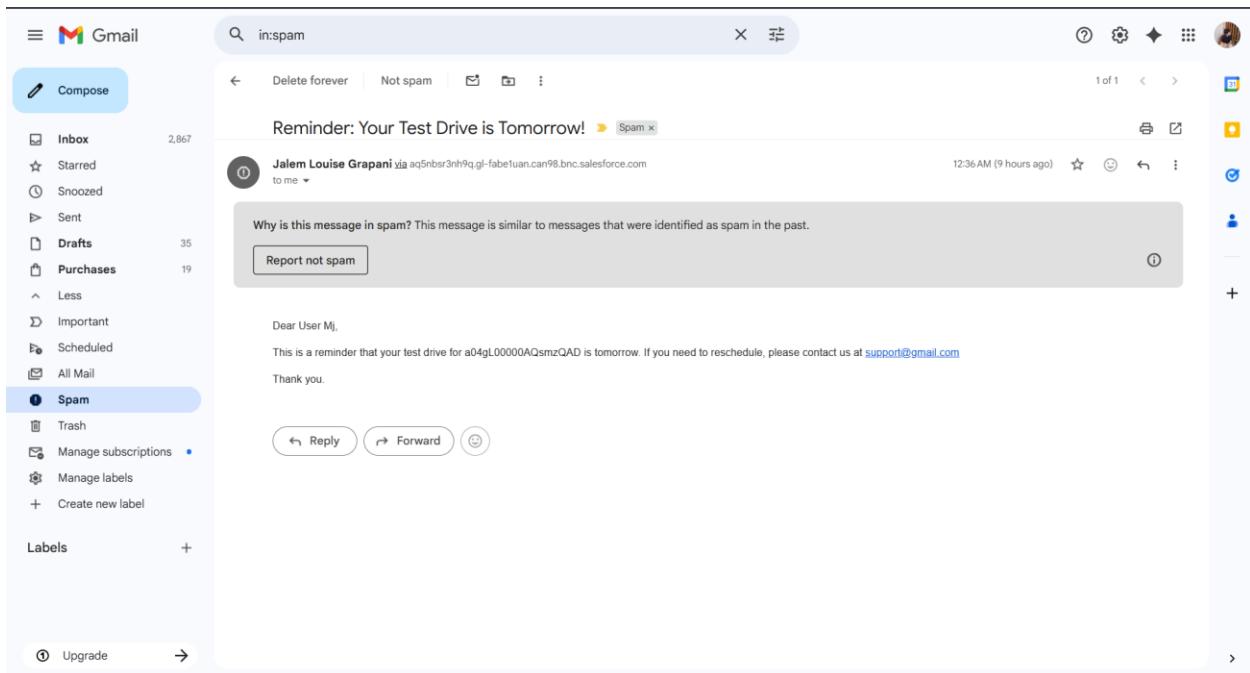
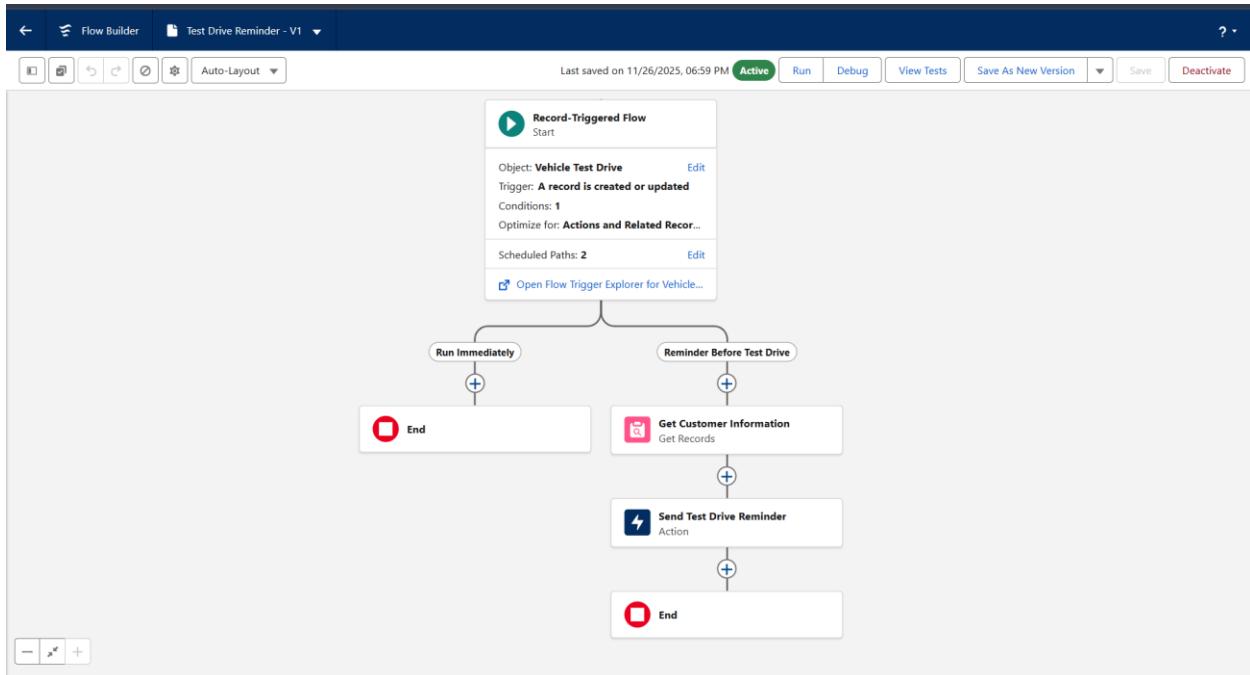
Setup > OBJECT MANAGER

Vehicle Test Drive

Fields & Relationships		Fields & Relationships				
		8 Items, Sorted by Field Label				
		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)		✓
		Status	Status__c	Picklist		
		Test Drive Date	Test_Drive_Date__c	Date		
		Vehicle	Vehicle__c	Lookup(Vehicle)		✓
		Vehicle Customer	Vehicle_Customer__c	Lookup(Vehicle Customer)		✓
		Vehicle Test Drive Name	Name	Text(80)		✓

Automation

1. **Test Drive Reminder Flow** – Sends automated email reminders to customers for their scheduled test drives, improving customer engagement and reducing missed appointments.



- 2. Auto Assign Dealer Flow** – Automatically assigns the nearest dealer to a customer's order based on the customer's address. This ensures orders are processed quickly and accurately without manual

```

graph TD
    Start((Record-Triggered Flow Start)) --> RunImmediately([Run Immediately])
    RunImmediately --> GetCustomer[Get Customer Information]
    GetCustomer --> GetNearestDealer[Get Nearest Dealer]
    GetNearestDealer --> AssignDealer[Assign Dealer to Order]
    AssignDealer --> End([End])
  
```

The screenshot shows the Flow Builder interface with the following details:

- Flow Name:** Auto Assign Dealer - V1
- Last saved on:** 11/26/2025, 06:27 PM
- Status:** Active
- Actions:**
 - Run
 - Debug
 - View Tests
 - Save As New Version
 - Save
 - Deactivate
- Flow Steps:**
 - Start (Record-Triggered Flow)
 - Run Immediately
 - Get Customer Information (Get Records)
 - Get Nearest Dealer (Get Records)
 - Assign Dealer to Order (Update Records)
 - End

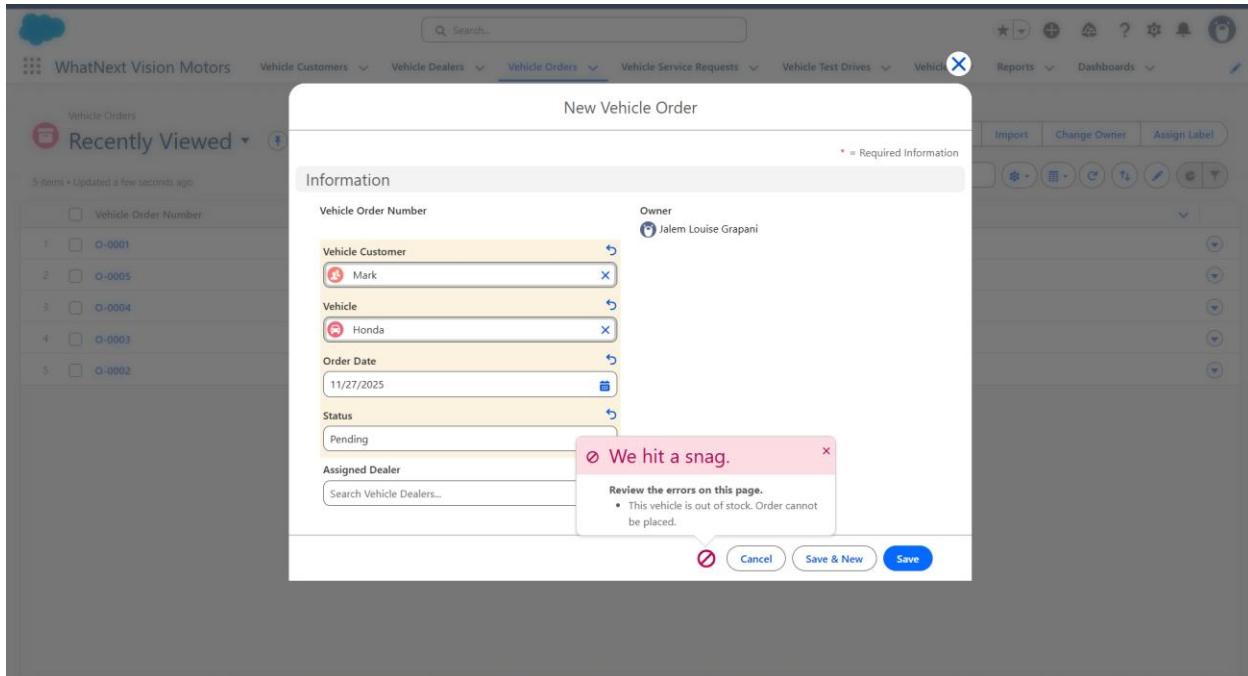
The screenshot shows the WhatNext Vision Motors application interface with the following details:

- Header:** WhatNext Vision Motors
- Navigation:** Vehicle Customers, Vehicle Dealers, Vehicle Orders (selected), Vehicle Service Requests, Vehicle Test Drives, Vehicles, Reports, Dashboards
- Selected Item:** Vehicle Order O-0001
- Details Tab:** Details (Active)

Vehicle Order Number	O-0001	Owner	Jalem Louise Grapani
Vehicle Customer	Mark		
Vehicle	Honda		
Order Date	11/29/2025		
Status	Pending		
Assigned Dealer	Jalem		
Created By	Jalem Louise Grapani, 11/26/2025, 2:34 AM	Last Modified By	Jalem Louise Grapani, 11/26/2025, 2:34 AM

Apex Development

- Trigger for stock validation
- Trigger for dealer assignment
- Trigger handler for clean logic
- Batch Apex to update bulk order statuses
- Scheduled Apex for scheduled stock updates



VehicleOrderTriggerhandler.apxc

The screenshot shows the Workbench IDE interface. The top navigation bar includes File, Edit, Debug, Test, Workspace, Help, and a Go To button. The tabs at the top are VehicleOrderTriggerHandler.apxc (selected), VehicleOrderTrigger.apxt, and VehicleOrderBatch.apxc. Below the tabs, the code editor displays the following Apex class:

```
1 public class VehicleOrderTriggerHandler {  
2     public static void handleTrigger(List<Vehicle_Order__c> newOrders, Map<Id, Vehicle_Order__c> oldOrders, Boolean isBefore, Boolean isAfter, Boolean  
3         if (isBefore && (isInsert || isUpdate)) {  
4             preventOrderIfOutOfStock(newOrders);  
5         }  
6         if (isAfter && (isInsert || isUpdate)) {  
7             updateStockOnOrderPlacement(newOrders);  
8         }  
9     }  
10    // ✖ Prevent placing an order if stock is zero  
11    private static void preventOrderIfOutOfStock(List<Vehicle_Order__c> orders) {  
12        Set<Id> vehicleIds = new Set<Id>();  
13        for (Vehicle_Order__c order : orders) {  
14            if (order.Vehicle__c != null) {  
15                vehicleIds.add(order.Vehicle__c);  
16            }  
17        }  
18        if (!vehicleIds.isEmpty()) {  
19            // Implementation of preventOrderIfOutOfStock logic  
20        }  
21    }  
22}
```

The code editor has a status bar at the bottom indicating "File Coverage: None" and "API Version: 65". Below the code editor is a log viewer with the following entries:

User	Application	Operation	Time	Status	Read	Size
Jalem Louise Grapani	Browser	/aura	11/27/2025, 10:34:16 AM	Success	Unread	7.85 KB
Jalem Louise Grapani	Unknown	common.api.soap.DirectSoap	11/27/2025, 10:34:15 AM	Success	Unread	528 bytes

At the bottom of the log viewer is a filter bar with the placeholder "Click here to filter the log list".

VehicleOrderTrigger.apxt

The screenshot shows the Workbench IDE interface. The top navigation bar includes File, Edit, Debug, Test, Workspace, Help, and a Go To button. The tabs at the top are VehicleOrderTriggerHandler.apxc, VehicleOrderTrigger.apxt (selected), and VehicleOrderBatch.apxc. Below the tabs, the trigger definition is displayed:

```
1 trigger VehicleOrderTrigger on Vehicle_Order__c (before insert, before update, after insert, after update) {  
2     VehicleOrderTriggerHandler.handleTrigger(Trigger.new, Trigger.oldMap, Trigger.isBefore, Trigger.isAfter, Trigger.isInsert, Trigger.isUpdate);  
3 }
```

The code editor has a status bar at the bottom indicating "File Coverage: None" and "API Version: 65". Below the code editor is a log viewer with the following entries:

User	Application	Operation	Time	Status	Read	Size
Jalem Louise Grapani	Browser	/aura	11/27/2025, 10:34:16 AM	Success	Unread	7.85 KB
Jalem Louise Grapani	Unknown	common.api.soap.DirectSoap	11/27/2025, 10:34:15 AM	Success	Unread	528 bytes

At the bottom of the log viewer is a filter bar with the placeholder "Click here to filter the log list".

VehicleOrderBatch.apxc

The screenshot shows the Force.com IDE interface with the VehicleOrderBatch.apxc file open. The code implements a Database.Batchable<sObject> interface. It starts by querying pending vehicle orders, then adds their vehicle IDs to a set. If there are vehicle IDs, it queries vehicle stock and creates a list of orders to update. A log table at the bottom shows two entries from Jalem Louise Grapani.

```
1 * global class VehicleOrderBatch implements Database.Batchable<sObject> {
2
3     global Database.QueryLocator start(Database.BatchableContext bc) {
4         return Database.getQueryLocator([
5             SELECT Id, Status__c, Vehicle__c FROM Vehicle_Order__c WHERE Status__c = 'Pending'
6         ]);
7     }
8
9     global void execute(Database.BatchableContext bc, List<Vehicle_Order__c> orderList) {
10        Set<Id> vehicleIds = new Set<Id>();
11        for (Vehicle_Order__c order : orderList) {
12            if (order.Vehicle__c != null) {
13                vehicleIds.add(order.Vehicle__c);
14            }
15        }
16
17        if (!vehicleIds.isEmpty()) {
18            Map<Id, Vehicle__c> vehicleStockMap = new Map<Id, Vehicle__c>(
19                [SELECT Id, Stock_Quantity__c FROM Vehicle__c WHERE Id IN :vehicleIds]
20            );
21
22            List<Vehicle_Order__c> ordersToUpdate = new List<Vehicle_Order__c>();
23        }
24    }
25}
```

User	Application	Operation	Time	Status	Read	Size
Jalem Louise Grapani	Browser	/aura	11/27/2025, 10:34:16 AM	Success	Unread	7.85 KB
Jalem Louise Grapani	Unknown	common.api.soap.DirectSoap	11/27/2025, 10:34:15 AM	Success	Unread	528 bytes

Filter Click here to filter the log list

VehicleOrderBatchScheduler.apxc

The screenshot shows the Force.com IDE interface with the VehicleOrderBatchScheduler.apxc file open. The code implements a Schedulable interface, executing a batch job with a size of 50. A log table at the bottom shows two entries from Jalem Louise Grapani.

```
1 * global class VehicleOrderBatchScheduler implements Schedulable {
2     global void execute(SchedulableContext sc) {
3         VehicleOrderBatch batchJob = new VehicleOrderBatch();
4         Database.executeBatch(batchJob, 50); // 50 = batch size
5     }
6 }
```

User	Application	Operation	Time	Status	Read	Size
Jalem Louise Grapani	Browser	/aura	11/27/2025, 10:34:16 AM	Success	Unread	7.85 KB
Jalem Louise Grapani	Unknown	common.api.soap.DirectSoap	11/27/2025, 10:34:15 AM	Success	Unread	528 bytes

Filter Click here to filter the log list

Phase 3 – UI/UX Development & Customization

Lightning App Setup

- Created "WhatNext Vision Motors" custom app
- Added tabs for **Vehicle__c**, **Vehicle_Dealer__c**, **Vehicle_Customer__c**, **Vehicle_Order__c**, **Vehicle_Test_Drive__c**, **Vehicle_Service_Request__c**

The image displays two screenshots of a custom Lightning App for 'WhatNext Vision Motors'. Both screenshots show a header with a cloud icon, the company name, and various navigation tabs: Vehicle Customers, Vehicle Dealers, Vehicle Orders, Vehicle Service Requests, Vehicle Test Drives, Vehicles, Reports, and Dashboards.

Screenshot 1: Vehicle Customers Tab

This screenshot shows the 'Vehicle Customers' tab selected. The page title is 'Vehicle Customers'. It features a 'Recently Viewed' section with three items: Mark, MJ, and Kurt. A search bar at the top right contains the placeholder 'Search...'. Below the list are standard Salesforce navigation icons: New, Import, Change Owner, and Assign Label. A footer note says 'javascript:void(0);'.

Rank	Vehicle Name
1	Mark
2	MJ
3	Kurt

Screenshot 2: Vehicle Dealers Tab

This screenshot shows the 'Vehicle Dealers' tab selected. The page title is 'Vehicle Dealers'. It features a 'Recently Viewed' section with two items: Jalem and Jojo. A search bar at the top right contains the placeholder 'Search...'. Below the list are standard Salesforce navigation icons: New, Import, Change Owner, and Assign Label.

Rank	Vehicle Dealer Name
1	Jalem
2	Jojo

Vehicle Orders

Recently Viewed ▾

5 items • Updated a few seconds ago

	Vehicle Order Number	Actions
1	O-0001	⋮
2	O-0005	⋮
3	O-0004	⋮
4	O-0003	⋮
5	O-0002	⋮

Vehicle Service Requests

Recently Viewed ▾

2 items • Updated a few seconds ago

	Vehicle Service Request Name	Actions
1	Request 2	⋮
2	Request 1	⋮

https://orgfarm-5b60ed8098-dev-ed.develop.lightning.force.com/lightning/o/Vehicle_Service_Request__c/home

This screenshot shows the 'Vehicle Test Drives' page in a CRM application. The top navigation bar includes links for Vehicle Customers, Vehicle Dealers, Vehicle Orders, Vehicle Service Requests, Vehicle Test Drives (which is the active tab), Vehicles, Reports, and Dashboards. A search bar and a 'Recently Viewed' section are also present. The main content area displays a list of vehicle test drives with columns for name and status. Three items are listed: 'Test 3' (status: 1), 'Test 1' (status: 2), and 'Test 2' (status: 3). Action buttons for New, Import, Change Owner, and Assign Label are located at the top right of the list.

This screenshot shows the 'Vehicles' page in the same CRM application. The top navigation bar is identical to the previous screenshot. The main content area displays a list of vehicles with columns for name and status. Two items are listed: 'Honda' (status: 1) and 'Toyota' (status: 2). Action buttons for New, Import, Change Owner, and Assign Label are located at the top right of the list.

Page Layouts & Dynamic Forms

- Simplified record view for users
- Dynamic fields for dealer assignment and stock availability

User Management

- Profiles for Admin, Dealer, Staff
- Permission sets for restricted access

Reports & Dashboards

- Vehicle Stock Report
- Dealer Assignment Analysis
- Order Status Dashboard

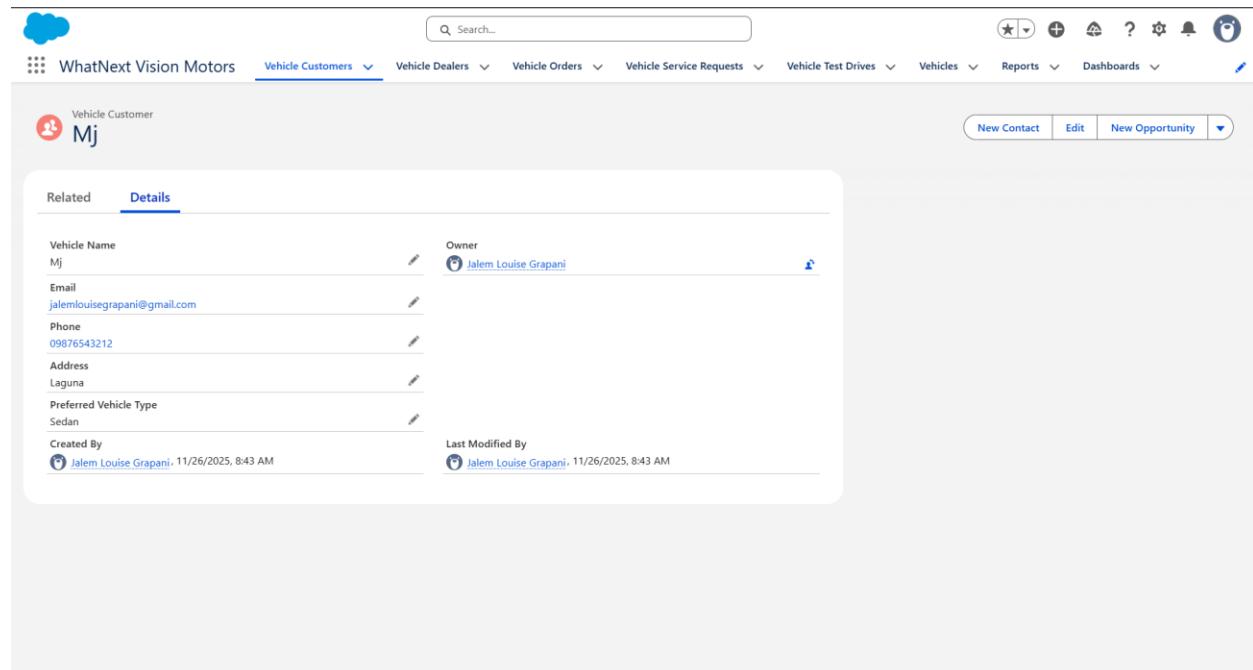
Phase 4 – Data Migration, Testing & Security

All custom objects (Vehicle__c, Vehicle_Dealer__c, Vehicle_Customer__c, Vehicle_Order__c, Vehicle_Test_Drive__c, Vehicle_Service_Request__c) were created manually in the Dev Org. Vehicle, Dealer, and Customer data were also added directly.

Security was enforced through Profiles, Roles, Permission Sets, Field History Tracking, and Duplicate Rules.

All automations, including stock validation triggers, dealer assignment flow, test drive reminder flow, and scheduled batch jobs, were tested to ensure proper functionality, with screenshots recorded for documentation.

Testing Process



The screenshot shows the Salesforce Lightning Experience interface for a 'Vehicle Customer' record named 'Mj'. The top navigation bar includes links for 'Vehicle Customers', 'Vehicle Dealers', 'Vehicle Orders', 'Vehicle Service Requests', 'Vehicle Test Drives', 'Vehicles', 'Reports', and 'Dashboards'. The main content area displays the 'Details' tab of the 'Vehicle Customer' object. The record contains the following fields:

Field	Value
Vehicle Name	Mj
Email	jalem Louise Grapani@gmail.com
Phone	09876543212
Address	Laguna
Preferred Vehicle Type	Sedan
Created By	Jalem Louise Grapani, 11/26/2025, 8:43 AM
Owner	Jalem Louise Grapani
Last Modified By	Jalem Louise Grapani, 11/26/2025, 8:43 AM

Below the details, there are tabs for 'Related' and 'New Contact', and buttons for 'Edit' and 'New Opportunity'.

WhatNext Vision Motors

Vehicle Customers ▾ Vehicle Dealers ▾ Vehicle Orders ▾ Vehicle Service Requests ▾ Vehicle Test Drives ▾ Vehicles ▾ Reports ▾ Dashboards ▾

Vehicle Dealer
Jalem

New Contact | Edit | New Opportunity ▾

Related	Details
Vehicle Dealer Name Jalem	Owner Jalem Louise Grapani
Dealer Location Laguna	
Dealer Code DC-0001	
Phone 09765489076	
Email jB123@gmail.com	
Created By Jalem Louise Grapani , 11/26/2025, 1:52 AM	Last Modified By Jalem Louise Grapani , 11/26/2025, 6:14 AM

WhatNext Vision Motors

Vehicle Customers ▾ Vehicle Dealers ▾ Vehicle Orders ▾ Vehicle Service Requests ▾ Vehicle Test Drives ▾ Vehicles ▾ Reports ▾ Dashboards ▾

Vehicle Order
O-0006

New Contact | Edit | New Opportunity ▾

Related	Details
Vehicle Order Number O-0006	Owner Jalem Louise Grapani
Vehicle Customer Mj	
Vehicle Toyota	
Order Date 11/27/2025	
Status Pending	
Assigned Dealer Jalem	
Created By Jalem Louise Grapani , 11/26/2025, 6:54 PM	Last Modified By Jalem Louise Grapani , 11/26/2025, 6:54 PM

WhatNext Vision Motors

Vehicle Service Requests

Vehicle Service Request Request 2

Related Details

Vehicle Service Request Name: Request 2

Vehicle Customer: Kurt

Vehicle: Honda

Service Date: 11/27/2025

Issue Description: Maintenance

Status: Requested

Created By: Jalem Louise Grapani, 11/26/2025, 8:04 AM

Owner: Jalem Louise Grapani

Last Modified By: Jalem Louise Grapani, 11/26/2025, 8:04 AM

WhatNext Vision Motors

Vehicle Test Drives

Vehicle Test Drive Test 3

Related Details

Vehicle Test Drive Name: Test 3

Vehicle Customer: Mj

Vehicle: Toyota

Test Drive Date: 11/28/2025

Status: Scheduled

Created By: Jalem Louise Grapani, 11/26/2025, 8:43 AM

Owner: Jalem Louise Grapani

Last Modified By: Jalem Louise Grapani, 11/26/2025, 8:43 AM

The screenshot shows a CRM application interface for 'WhatNext Vision Motors'. The top navigation bar includes links for Vehicle Customers, Vehicle Dealers, Vehicle Orders, Vehicle Service Requests, Vehicle Test Drives, Vehicles (selected), Reports, and Dashboards. A search bar and various system icons are also present.

The main view displays a vehicle record for a 'Honda'. The vehicle details are as follows:

- Vehicle Name: Honda
- Vehicle Model: EV
- Stock Quantity: 0
- Price: \$80,000
- Vehicle Dealer: Jojo
- Status: Available
- Created By: Jalem Louise Grapani, 11/26/2025, 1:55 AM
- Owner: Jalem Louise Grapani
- Last Modified By: Jalem Louise Grapani, 11/26/2025, 9:54 AM

Buttons at the bottom right include 'New Contact', 'Edit', and 'New Opportunity'.

The screenshot shows a Gmail inbox with a search filter applied: 'in:spam'. There is one message listed:

Reminder: Your Test Drive is Tomorrow! (Spam)

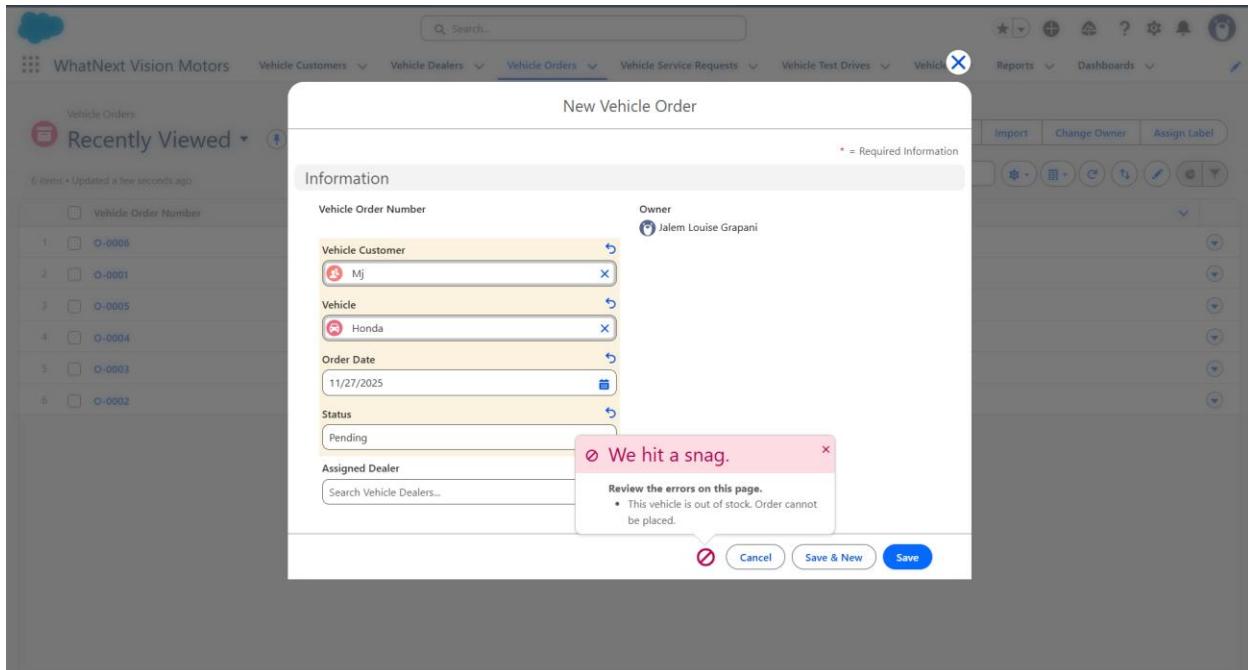
From: Jalem Louise Grapani via aq5nbsr3nh9q.gi-fabe1uan.can98.bnc.salesforce.com
to me ▾
12:36 AM (10 hours ago)

The message content is as follows:

Why is this message in spam? This message is similar to messages that were identified as spam in the past.
[Report not spam](#)

Dear User Mj,
This is a reminder that your test drive for a04gL0000AQsmzQAD is tomorrow. If you need to reschedule, please contact us at support@gmail.com
Thank you.

At the bottom, there are buttons for Reply, Forward, and a trash icon.



Phase 5 – Deployment, Documentation & Maintenance

All changes were tested directly in the Dev Org. The admin regularly monitors workflows, automations, and stock updates. Troubleshooting is managed using Apex Logs, Flow error notifications, and validation error checks to ensure smooth system operation.

Conclusion

The Salesforce CRM implementation for WhatNext Vision Motors successfully streamlines the vehicle ordering process by automating dealer assignment, validating stock before orders, and sending test drive reminders. Manual tasks are minimized, order accuracy is improved, and customer satisfaction is enhanced. The system also supports internal operational efficiency through the use of Apex triggers, Flows, and batch processes.