

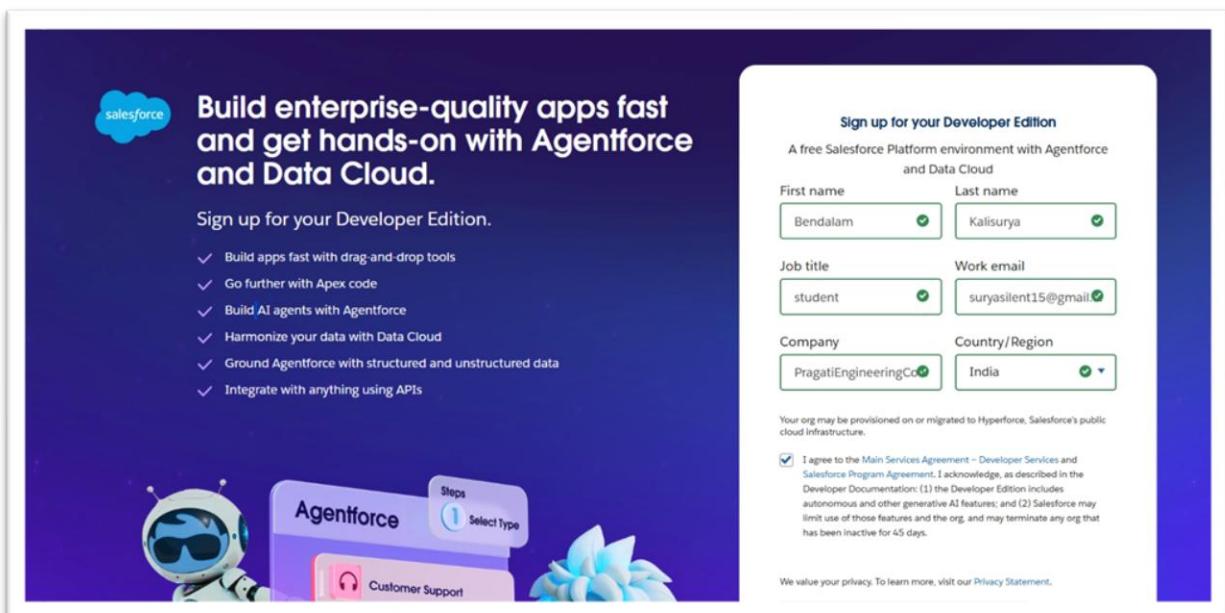
Phase 2: Org Setup & Configuration

Project: Customer Support Ticketing System

Step 1: Developer Org Registration

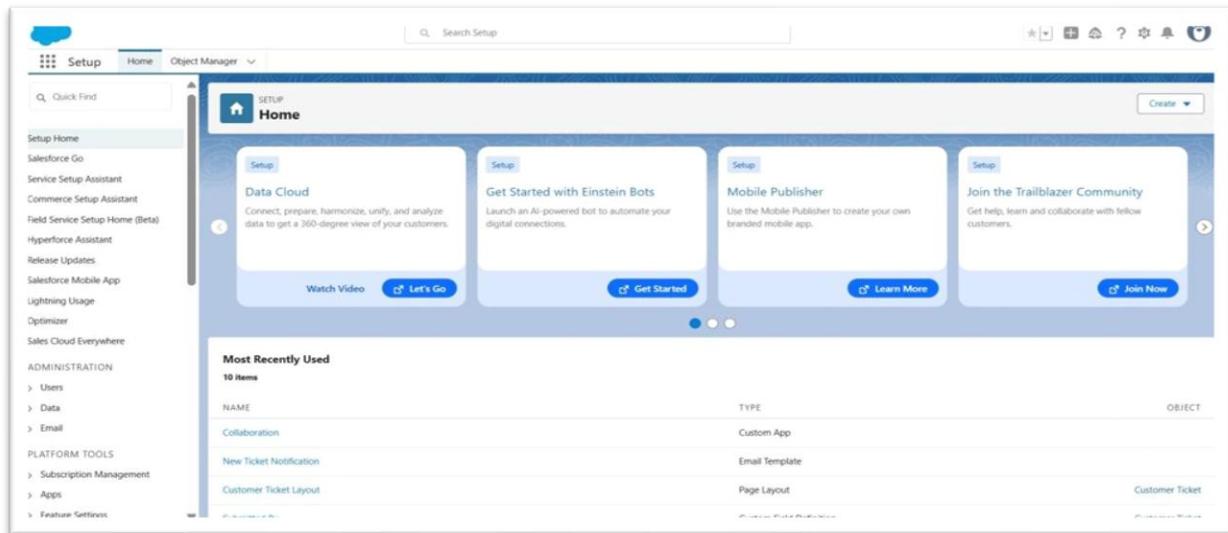
To begin the implementation, a Salesforce **Developer Edition** organization was created.

- Registered for a free Developer Org through the Salesforce Developer portal.
- Completed email verification, configured login credentials, and successfully accessed the Salesforce Lightning environment.
- This Developer Org serves as the primary environment for configuration, development, and testing.



Step 2: Accessing Salesforce Setup

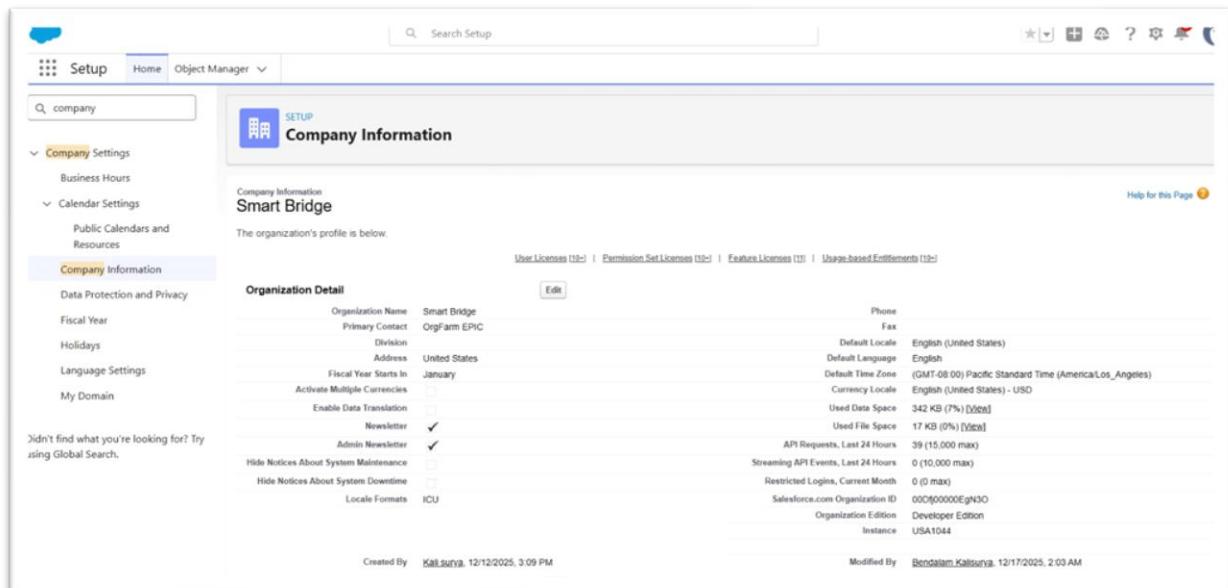
- Logged in to Salesforce using the Lightning Experience.
- Clicked the Gear (⚙️) icon located at the top-right corner.
- Selected **Setup** to access administrative and configuration tools.



Step 3: Configuring Company Information

To align the organization with the project requirements, company-level settings were updated.

- Navigated to **Setup** → **Company Information** using Quick Find.
- Edited the organization details with the following values:
 - **Organization Name:** Smart Bridge
 - **Default Time Zone:** Business working hours (09:00 AM – 06:00 PM)
- Saved the changes to apply them across the org.



Step 4: Defining Business Hours

Business hours were configured to ensure accurate execution of automation and service-related processes.

- Navigated to **Setup → Business Hours**.
- Created a new business hours record with:
 - **Name:** Default Business Hours
 - **Working Time:** 09:00 AM – 05:00 PM
- Saved the configuration.

Purpose:

Business hours are used by workflows, escalations, approval processes, and notifications to determine active working time.

The screenshot shows the Salesforce Setup interface for creating a new Business Hours record. The steps are as follows:

- Step 1. Business Hours Name:** The name is set to "Default hours". A checkbox "Use these business hours as the default" is checked.
- Step 2. Time Zone:** The time zone is set to "(GMT-08:00) Pacific Standard Time (America/Los_Angeles)".
- Step 3. Business Hours:** The working hours are defined for each day of the week:

Day	From	To	24 hours
Sunday	9:00 AM	5:00 PM	<input type="checkbox"/>
Monday	9:00 AM	5:00 PM	<input type="checkbox"/>
Tuesday	9:00 AM	5:00 PM	<input type="checkbox"/>
Wednesday	9:00 AM	5:00 PM	<input type="checkbox"/>
Thursday	9:00 AM	5:00 PM	<input type="checkbox"/>
Friday	9:00 AM	5:00 PM	<input type="checkbox"/>
Saturday	9:00 AM	5:00 PM	<input type="checkbox"/>

Step 5: Profiles and Environment Setup

Profiles and environments were planned to support secure access and smooth development.

a) System Administrator Profile

- Provides unrestricted access to Salesforce configuration, objects, automation, and data.
- Assigned to administrators responsible for managing and maintaining the system.

b) Development Environment

- The entire project was implemented within a Salesforce **Developer Edition Org**.
- All custom objects, flows, validation rules, and Apex logic were developed and tested in this environment.

c) Sandbox Consideration

- In enterprise scenarios, **Sandboxes** are typically used for testing before production deployment.
- For this academic/project implementation, the Developer Org itself was treated as the testing environment.

d) Deployment Approach

Salesforce supports multiple deployment methods, including:

- Change Sets
- ANT Migration Tool
- Salesforce CLI (SFDX)

For this project:

- All configurations and developments were performed directly in the Developer Org, eliminating the need for environment-to-environment deployment.