

# **WhatNext Vision Motors: Shaping the future of Mobility with Innovation and Excellence**

## **Project Overview**

WhatNext Vision Motors, a rising innovator in the automotive industry, sought to modernize its customer interactions and operational workflows through a tailored Salesforce CRM implementation. The project's main objective was to optimize vehicle order management, enable accurate dealer assignments, and strengthen customer engagement through automation.

Previously, manual processes caused delays, inventory discrepancies, and reduced customer satisfaction. To address these challenges, the customized CRM solution introduced key features such as real-time stock validation, automatic dealer assignment based on customer location, automated test drive reminders via email, and backend automation using Apex triggers and batch classes.

Additionally, the system leverages Salesforce Lightning Apps and Dynamic Forms to deliver a streamlined and intuitive interface for internal users. Overall, this solution enhances operational efficiency, minimizes errors, and establishes a scalable foundation for future innovations such as AI-driven vehicle recommendations and chatbot-assisted customer support.

## **Objectives**

The key objectives of this Salesforce CRM implementation are

### **1. Automate Order and Dealer Assignment**

- Automatically assign the nearest dealer based on the customer's city at the time of order placement.

### **2. Prevent Out-of-Stock Orders**

- Ensure customers can only place orders for vehicles currently in stock using validation rules and Apex triggers.

### **3. Send Test Drive Reminders**

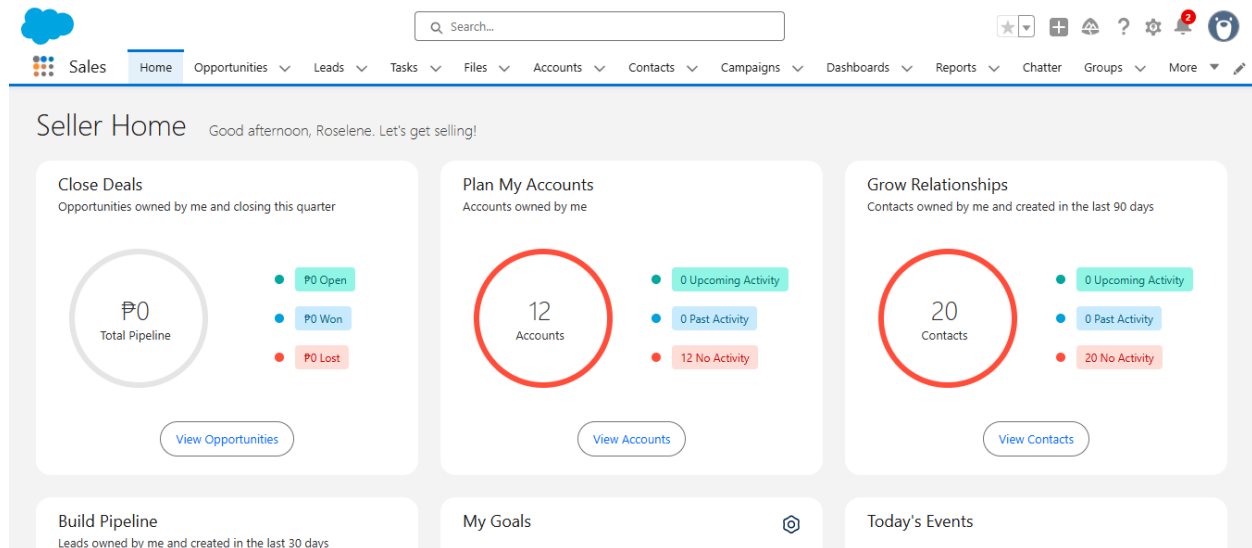
- Use scheduled email flows to remind customers of their upcoming test drives, reducing missed appointments.

### **4. Improve User Experience**

- Implement Lightning Apps and Dynamic Forms to provide a clean, responsive interface for managing records

## 5. Maintain a Scalable Backend

- Use modular Apex classes and scheduled batch jobs to automate stock updates and order confirmations in bulk.



## Phase 1: Requirement Analysis & Planning

The initial phase of the project focused on gaining a deep understanding of WhatNext Vision Motors' business goals and converting them into well-defined system requirements tailored for the Salesforce platform. The goal was to design a Customer Relationship Management (CRM) solution capable of supporting the entire vehicle management lifecycle — from inventory tracking and customer orders to post-sales services and customer engagement.

### Business Requirements

The following core requirements were identified:

- Centralized management of vehicle, dealer, and customer information.
- Real-time validation of vehicle stock at the time of order placement.
- Automated assignment of the nearest dealer based on the customer's address.
- Tracking of test drives and vehicle service requests.
- Automation of key workflows to reduce manual intervention.

### Defining Project Scope

To fulfill these business needs, the system was designed to include:

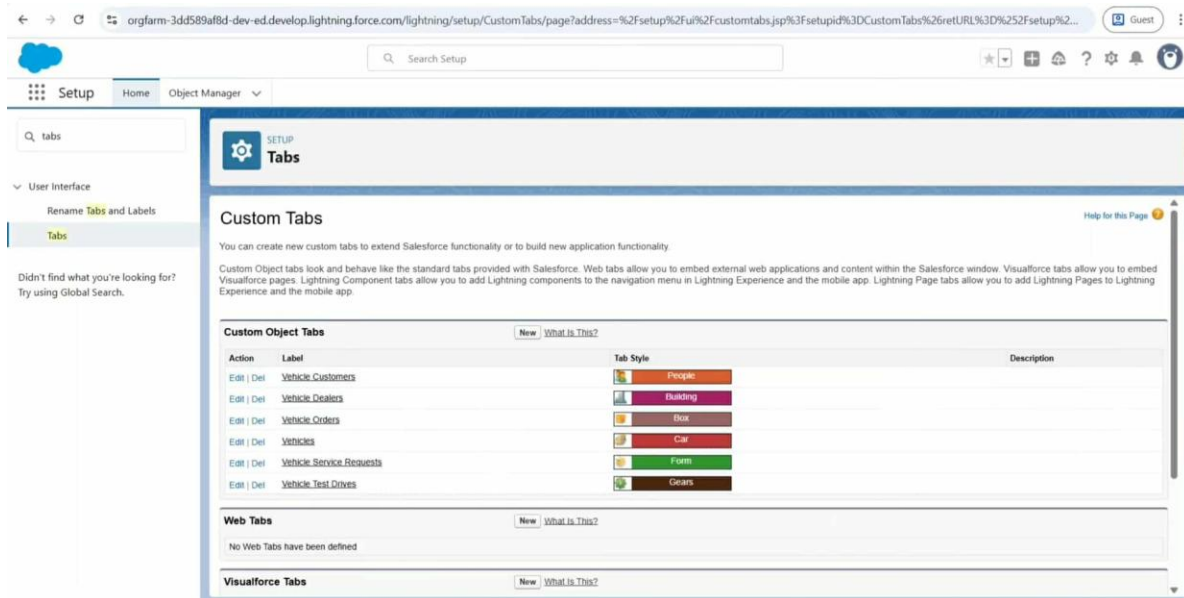
- Custom objects to manage vehicles, orders, dealers, customers, test drives, and service requests.

- Record-triggered flows for dealer assignment and automated email notifications.
- Apex triggers for stock validation and automatic updates to inventory levels.
- Batch Apex processes to handle pending orders when stock becomes available.

## Data Model

Six custom objects were created to reflect the business structure

Object Name	Purpose
Vehicle__c	Stores vehicle details and stock info
Vehicle_Dealer__c	Contains dealer information
Vehicle_Customer__c	Stores customer details
Vehicle_Order__c	Tracks vehicle orders
Vehicle_Test_Drive__c	Schedules and tracks test drives
Vehicle_Service_Request__c	Manages service history and issues



## Security Model

- Standard Salesforce profiles were used with additional Permission Sets to grant access to custom objects.
- Field-Level Security and a defined Role Hierarchy ensured users could only view or modify data appropriate to their roles and responsibilities.

- Field History Tracking was enabled for key fields—such as *Stock Quantity* on Vehicle and *Status* on Order—to support auditing and maintain data integrity.

## **Phase 2: Salesforce Development - Backend & Configurations**

### **Setup Environment & DevOps Workflow**

To begin the development process, a Salesforce Developer Org was set up for building and testing all customizations and automation features.

- Environment: Salesforce Lightning Experience (Developer Edition)
- User Profiles/Roles: Standard profiles were used for testing. No custom profiles were created
- Deployment Method: Metadata was deployed using Change Sets from the sandbox to production.

### **Customization of Objects, Fields, Validation Rules and Automation**

#### **Custom Objects and Fields**

The following custom objects were created and configured to support the business flow:

- Vehicle-Stores vehicle name, stock count, model, etc.
- Dealer - Stores dealer location and vehicle availability
- Customer-Stores customer details and address
- Order - Captures vehicle orders and order status

Relationships:

- Order → Vehicle: Lookup
- Order → Dealer: Lookup

- Order → Customer: Master-Detail or Lookup (based on implementation)

Setup > OBJECT MANAGER

### Vehicle Service Request

Details

**Fields & Relationships**

9 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

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)		✓

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Guest

Setup > OBJECT MANAGER

### Vehicle Customer

Details

**Fields & Relationships**

8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Address	Address__c	Text(60)		
Created By	CreatedById	Lookup(User)		
Email	Email__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone	Phone__c	Phone		
Preferred Vehicle Type	Preferred_Vehicle_Type__c	Picklist		
Vehicle Customer Name	Name	Text(80)		✓

Setup > OBJECT MANAGER

### Vehicle Test Drive

Details

**Fields & Relationships**

8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

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)		✓

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Guest

Setup

Home

Object Manager

SETUP > OBJECT MANAGER

Vehicle Dealer

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Restriction Rules

Scoping Rules

8 Items, Sorted by Field Label

Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

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(50)		
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)		✓

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Guest

Setup

Home

Object Manager

SETUP > OBJECT MANAGER

Vehicle Order

Details

Fields & Relationships

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8 Items, Sorted by Field Label

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New

Deleted Fields

Field Dependencies

Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
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		✓

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Setup Home Object Manager

Vehicle

Details

Fields & Relationships

9 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

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)		✓
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)		✓

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Restriction Rules

Scoping Rules

## Validation Rules

- **Out-of-Stock Order Blocker:**

Prevents the creation of an order if the selected vehicle has zero stock.

## Automation: Workflow Tools

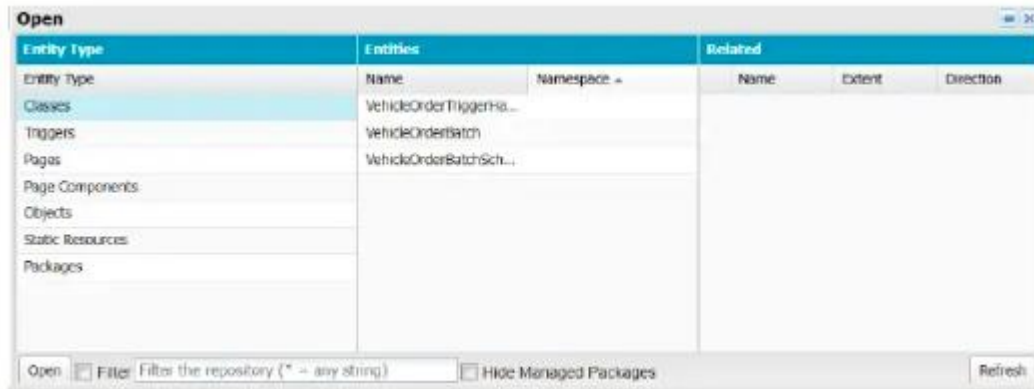
- Flows (Record-Triggered):
  - Auto-assign the nearest dealer based on the customer's address using a Record-Triggered Flow on Order object.
  - Send test drive reminders via Scheduled Flows

## Apex Classes and Triggers

### Apex Classes

- Apex Classes were written to modularize the trigger logic and support backend automation:
- VehideOrderTriggerHandler handles stock checks and updates in the trigger.
- VehicleOrderBatch processes pending orders and confirms them when sufficient stock becomes available.
- VehicleOrderBatchScheduler schedules the batch process to run daily at 12 PM.

All classes follow Salesforce best practices, including bulk-safe operations and reusable methods to ensure scalability and maintainability.

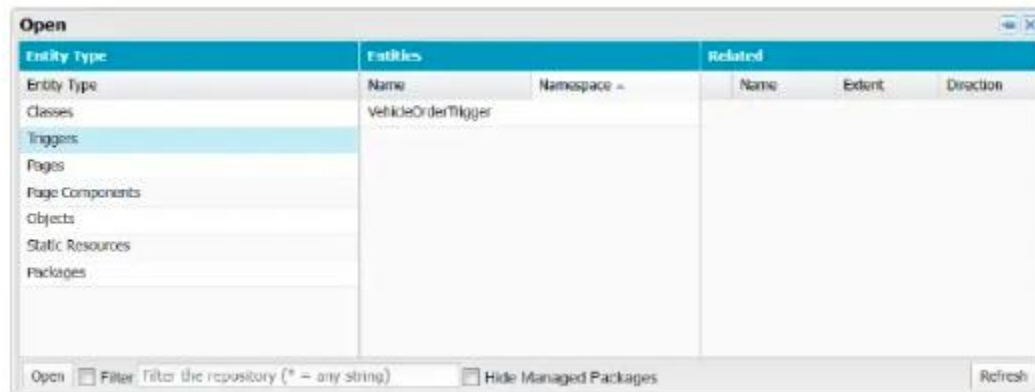


## Apex Trigger:

Apex Trigger was written on the **Order** object to perform:

- Stock availability validation
- Auto-dealer assignment. (if not handled by Flow)
- Order status update logic (Pending or Confirmed)

Trigger follows best practices using a Trigger Handler pattern.



## Phase 3 UI/UX Development & Customization

### Lightning App Setup via App Manager

A custom Lightning App named "WhatNext Vision Motors" was created using App Manager. This app includes relevant custom tabs like Vehicles, Dealers, Orders, Customers, Test Drives, and Service Requests for easy navigation.

- Lightning App created: What Next Vision Motors
- Tabs: Vehicles, Dealers, Customers, Orders, Test Drives, Services
- Used Dynamic Forms for fields based on status & availability

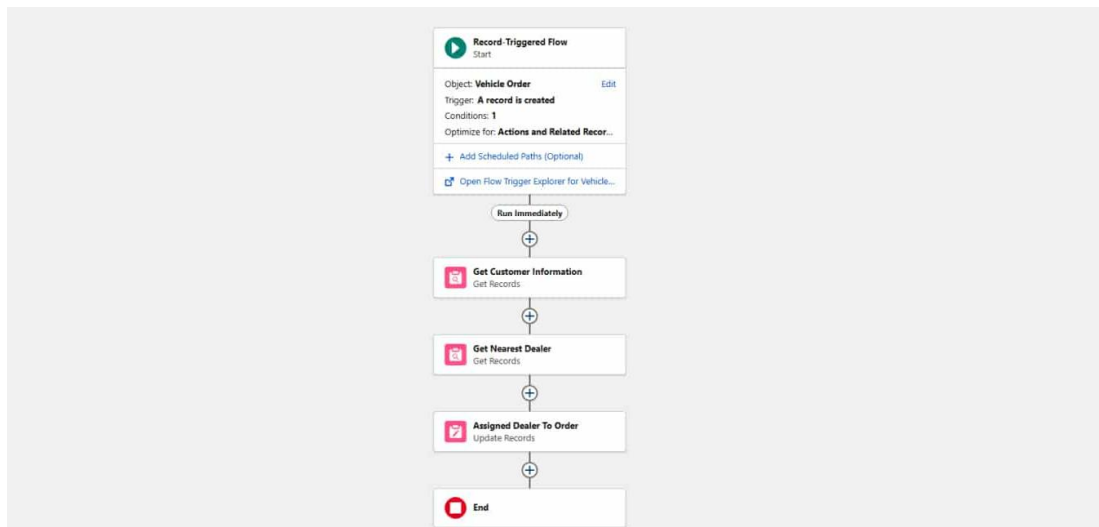


- Highlight panels, related lists added to Lightning Pages

## Page Layouts and Dynamic Forms:

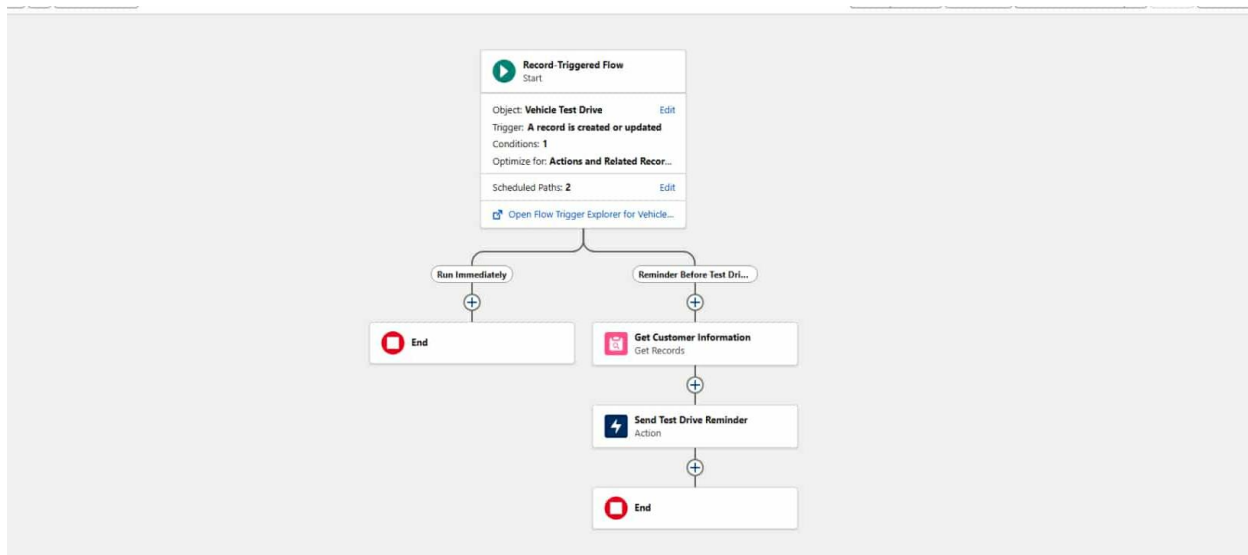
Page layouts were customized for key objects such as Vehicle, Vehicle Order, and Vehicle Test Drive to create a clean and user-friendly interface that shows only the most relevant information to each user. Dynamic Forms were also implemented to place fields directly on the Lightning Record Page, allowing conditional visibility based on criteria like order status or vehicle availability. This approach improves clarity, reduces clutter, and ensures that users are guided through accurate and context-specific data entry.

### Flow 1: Auto Dealer Assignment



## Flow 2: Test Drive Reminder

This Record-Triggered Flow:



## Apex Trigger & Handler

- Trigger: VehicleOrder Trigger
- Handler: VehicleOrder TriggerHandler
  - Prevents out-of-stock orders
  - Updates stock when order is confirmed

## Apex Batch Class

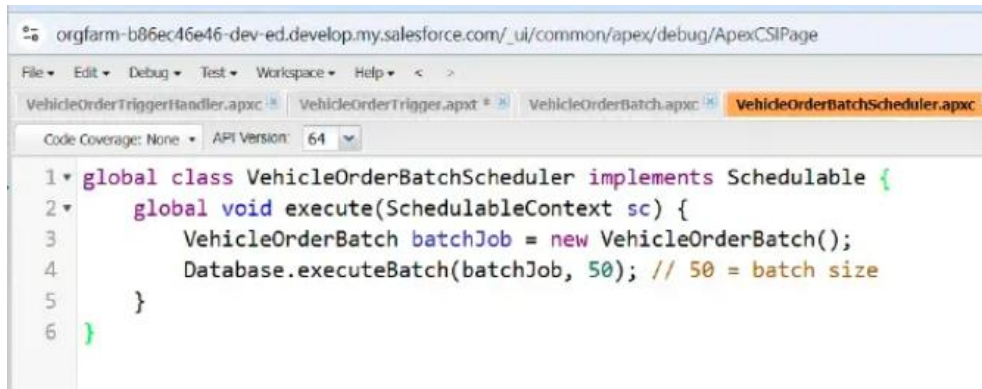
- Class: VehicleOrderBatch
- Runs daily
- Checks for pending orders and available stock
- Updates status to Confirmed and adjusts stock

```
1 global class VehicleOrderBatch implements Database.Batchable<Object> {
2
3     global Database.QueryLocator start(Database.BatchableContext bc) {
4         return Database.getQueryLocator([
5             SELECT Id, Status__c, Vehicle__c
6             FROM Vehicle_Order__c
7             WHERE Status__c = 'Pending'
8         ]);
9     }
10
11     global void execute(Database.BatchableContext bc, List<Vehicle_Order__c> orderList) {
12         Set<Id> vehicleIds = new Set<Id>();
13         for (Vehicle_Order__c order : orderList) {
14             if (order.Vehicle__c != null) {
15                 vehicleIds.add(order.Vehicle__c);
16             }
17         }
18         // Update status to Confirmed and adjust stock
19     }
20 }
```

## Scheduled Apex

Class: VehicleOrderBatchScheduler

Executes batch class automatically



## Phase 4: Data Migration, Testing & Security

### Data Loading Process

To load initial data into Salesforce (such as vehicles, dealers, and customers), the following tools were used:

#### Tools Used:

- Data Import Wizard:  
Used for importing standard object data (like Accounts, Contacts).
- Data Loader:  
Used for large volumes and for custom objects like Vehicle c, Dealer c, Order c.

Steps:

1. Exported CSV files with sample records.
2. Mapped columns to corresponding Salesforce fields.
3. Used Data Loader to insert records for:
  - Vehicle c
  - Dealer c

- Customer C
- Order c (with valid relationships)

## **Field History Tracking, Duplicate Rules, and Matching Rules**

### **Field History Tracking:**

Enabled for the following objects to track changes:

- Vehicle c: Stock c field
- Order\_c: Status c and Dealer c fields

Duplicate & Matching Rules:

- Matching Rule: Custom rule defined on Customer c based on email c and Phone c
- Duplicate Rule: Prevents duplicate customers from being inserted

## **Profiles, Roles, Permission Sets, and Sharing Rules**

Profiles and Roles

- Standard profiles like Standard User and System Administrator were used.
- Role Hierarchy established:

CEO

-Sales Manager

- Sales Rep

### **Permission Sets:**

Created Order Management Access permission set

Assigned to users who need create/read access to Orders and Vehicles

### **Sharing Rules**

- Public Read/Write for most custom objects
- Manual Sharing allowed for sensitive customer records

Preparation of test cases for each and every salesforce features like booking creation, Approval Process, Automatic Task creation, flows trigger etc.

## 1. Create a Vehicle:

INPUT:

Vehicle Name: Toyota

Vehicle Model: EV

Stock Quantity: 10

Status: Available

Dealer: Select existing Vehicle Dealer

The screenshot shows the 'Vehicles' page in the WhatNext Vision Motors application. The page has a top navigation bar with a search bar and several menu items: Dashboards, Vehicle Customers, Vehicle Dealers, Vehicle Orders, Vehicle Service Requests, Vehicle Test Drives, Vehicles (selected), and Reports. Below the navigation bar, there's a sub-header for 'Vehicle Toyota' with buttons for 'New Contact', 'Edit', and 'New Opportunity'. The main content area is a form titled 'Details' with two tabs: 'Related' and 'Details' (selected). The form contains the following fields:

Field	Value	Action
Vehicle Name	Toyota	Edit
Vehicle Model	EV	Edit
Stock Quantity	10	Edit
Price	\$60,000	Edit
Vehicle Dealer	Rick	Edit
Status	Available	Edit
Created By	Roselene Livanag	
Last Modified By	Roselene Livanag	

The 'Created By' and 'Last Modified By' fields show the user 'Roselene Livanag' and the timestamp '11/7/2025, 3:56 PM'.

## 2. Test Stock=0 (Error Case):

INPUT:

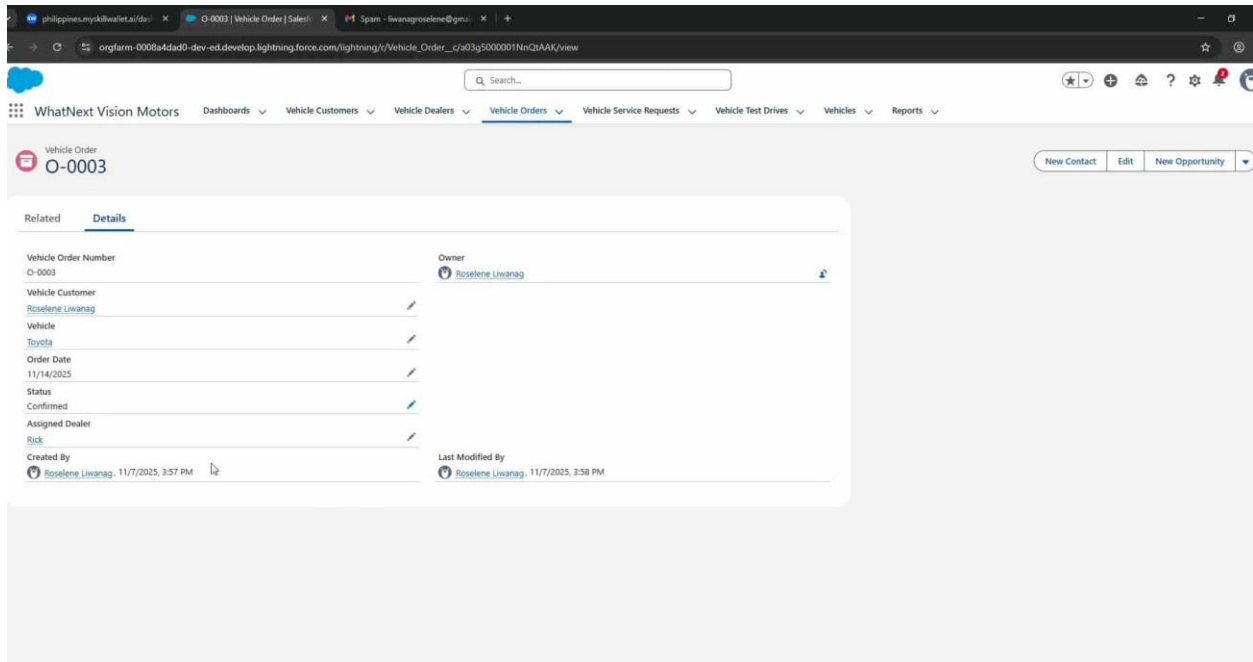
Edit the Stock Quantity of the above vehicle → Set it to 0.

Go to Vehicle Orders tab → Click New.

Vehicle: Toyota

Status: Confirmed

Customer: Select any existing customer OUTPUT

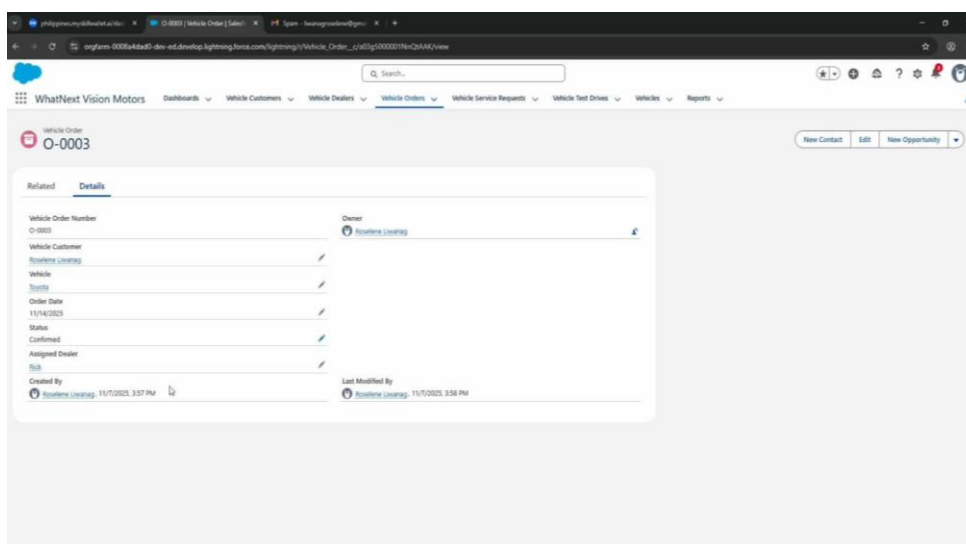


### 3. Test Stock>0 (Confirmed Order)

INPUT:

Steps:

1. Set vehicle Stock Quantity back to 10.
2. Create a Vehicle Order:
  - o Status: Confirmed

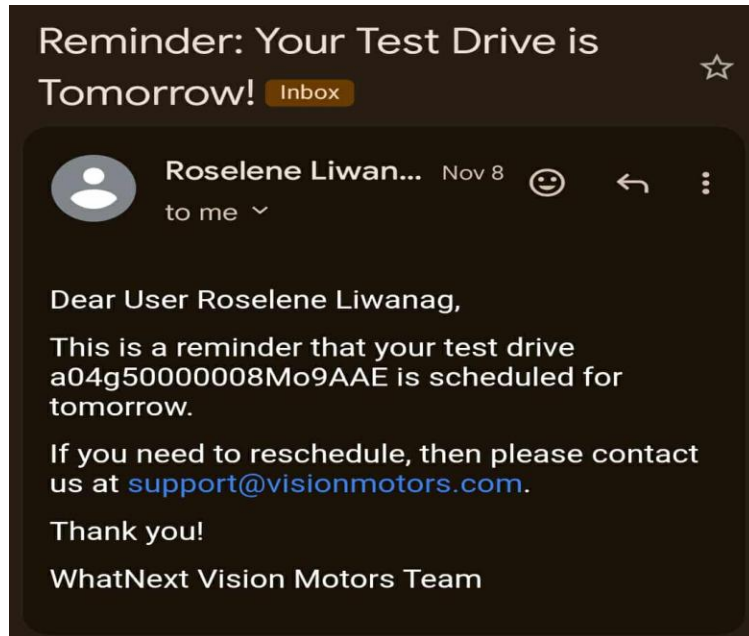


- Vehicle: Toyota

#### 4. Test Drive Reminder Email:

Customer: Select any customer with email

Status: Scheduled Test Drive Date: Tomorrow (pick tomorrow's date)



#### Test Batch Job for Pending Orders:

##### INPUT:

##### Create a Pending Order when stock is 0:

1. Set Test Car stock to 0.
2. Create a Vehicle Order:

- Status: Pending

##### Update stock:

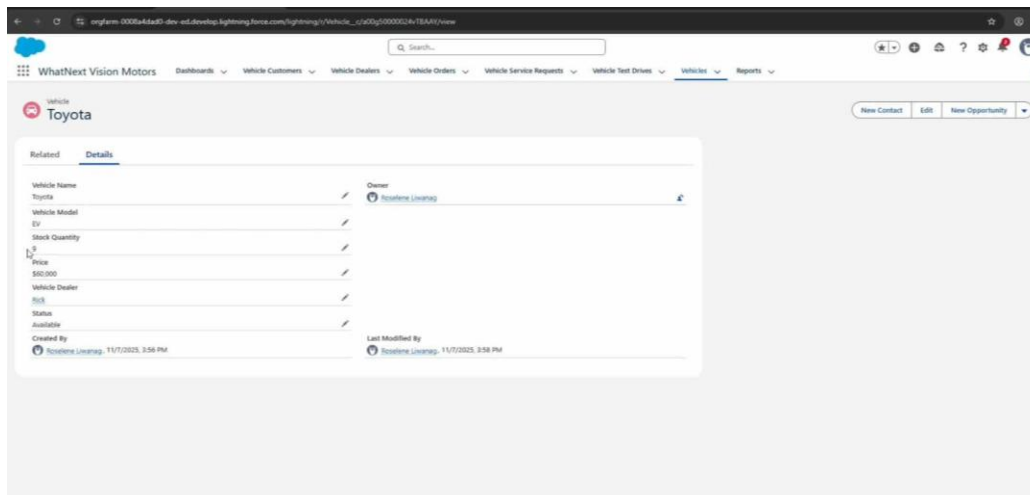
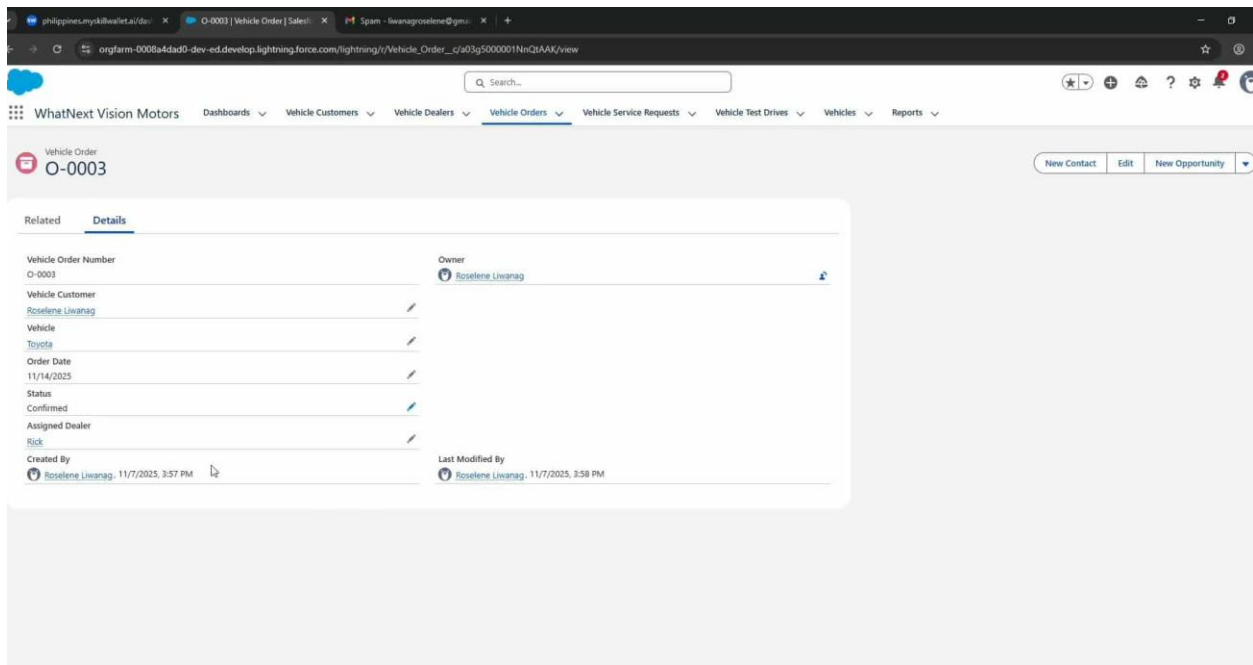
- Set Stock Quantity = 10

##### OUTPUT:

Expected Result:

Your Pending Order should become Confirmed.

Vehicle stock should reduce by 1



To ensure Apex code is deployable and functional, Test Classes were created for:

- Order TriggerHandler
- Dealer AssignmentService
- StockValidationTrigger

### Test Class Features:

- Minimum 75% coverage



- Positive and negative test cases
- Used @isTest annotation with test data setup

## **Phase 5: Deployment, Documentation & Maintenance**

### **Deployment Strategy**

To deploy the developed features from the Developer Org to the live/production environment, the Change Set deployment method was used.

Deployment Steps:

1. Created an Outbound Change Set in the source org.
2. Added all custom components:
  - Custom objects, fields, flows, validation rules, triggers, and Apex classes.
3. Uploaded the Change Set to the Target Org (production/sandbox).
4. Validated and deployed it from Inbound Change Sets in the target org.
5. Post-deployment manual verification was done to ensure everything works as expected.

### **Testing & Sample Scenarios**

- A test case was executed to ensure that creating a vehicle order with zero stock correctly triggered a stock error.
- Stock was updated to 2, and placing an order was tested to confirm that inventory decreased to 1.
- A pending order scenario was created and validated to confirm that the Batch Apex job automatically processed and confirmed the order once stock became available.

### **System Maintenance and Monitoring**

To ensure smooth system performance after deployment, the following basic maintenance strategy was defined:

1. Monitoring
  - Apex Jobs were used to monitor scheduled jobs and batch class executions.
  - Debug Logs were utilized to trace errors and diagnose unexpected behavior.
  - Email Alerts were enabled to notify users about test drive reminders or failed processes.

## 2. User Feedback Loop

- Sales and operations teams were instructed to use the system for several days after deployment.
- Feedback was collected through manual walkthroughs to identify missing features, issues, or usability concerns.

## 3. Updates and Fixes

- Minor adjustments—such as updating field labels or adding help text—were made in the sandbox and redeployed using Change Sets.
- Quarterly system reviews were scheduled to plan enhancements, UI improvements, and future updates.

## Troubleshooting Approach

In case any issues occur in the production environment, the following procedure will be followed:

- **Reproduce the Issue:** Attempt to replicate the problem in a sandbox or developer environment to understand its cause.
- **Enable Debug Logs:** Activate debug logs for the affected user and analyze the execution of Flows or Apex to identify errors.
- **Review Apex Jobs and Flows:** For issues related to background processes, check failed Apex Jobs or Flow error notifications.
- **Fix and Retest:** Adjust the logic in Flows or Apex as needed, retest the solution in the sandbox, and deploy the fix to production using Change Sets.

## Conclusion

The Salesforce implementation at WhatsNext Vision Motors successfully achieved its objective of streamlining the customer ordering process and improving operational workflows.

Key configurations include:

- Automated nearest dealer assignment using Flows or Triggers
- Stock validation rules to prevent out-of-stock orders
- Scheduled logic to update order statuses (if Batch Apex was implemented)
- Enhanced customer experience through automation
- Reduced manual intervention for internal teams

**Future Enhancements:** Potential improvements include AI-driven suggestions, chatbot integration, and additional automation for scalable growth.

Overall, this project lays a strong foundation for **future Salesforce innovations** while supporting WhatsNext Vision Motors' commitment to operational excellence and customer satisfaction.