**PHASE - 7  
Integration & External Access:**  
For the GrievEase project, all data related to grievance cases, citizens, and complaint management is stored and managed entirely within Salesforce. Since there is no requirement to connect with external systems or APIs, and all functionality — including case submission, tracking, and reporting — is handled internally, **Integration and External Access are not needed**. This simplifies the project setup and ensures that all operations are contained within the Salesforce platform.