

ORDER MANAGEMENT APPLICATION USING SALESFORCE

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Project Summary

The order management system is a Salesforce app and environment meant to facilitate the creation and approval of orders generated by a firm's clients. The firm's order handling team comprises employees in sales, business and support roles. The system is meant to handle how an employee interacts with and handles order and client data, while overriding the standard sales cloud utility with customizable lightning web components.

Scope

1. Support user, Admin User and Sales User were given their own specific functionality as per the use case.
2. Order approval was automated.
3. Triggers were used to apply business logic.
4. Lightning Web Components used to create app home page and override actions(wrapped in aura component)

Future Scope Of the Project

1.Sell and fulfill on any channel:

Give agents a single view across channels to easily manage and modify orders

2.Deliver faster, more efficient fulfillment:

Optimize orders for cost, speed, and sustainability with real-time inventory.

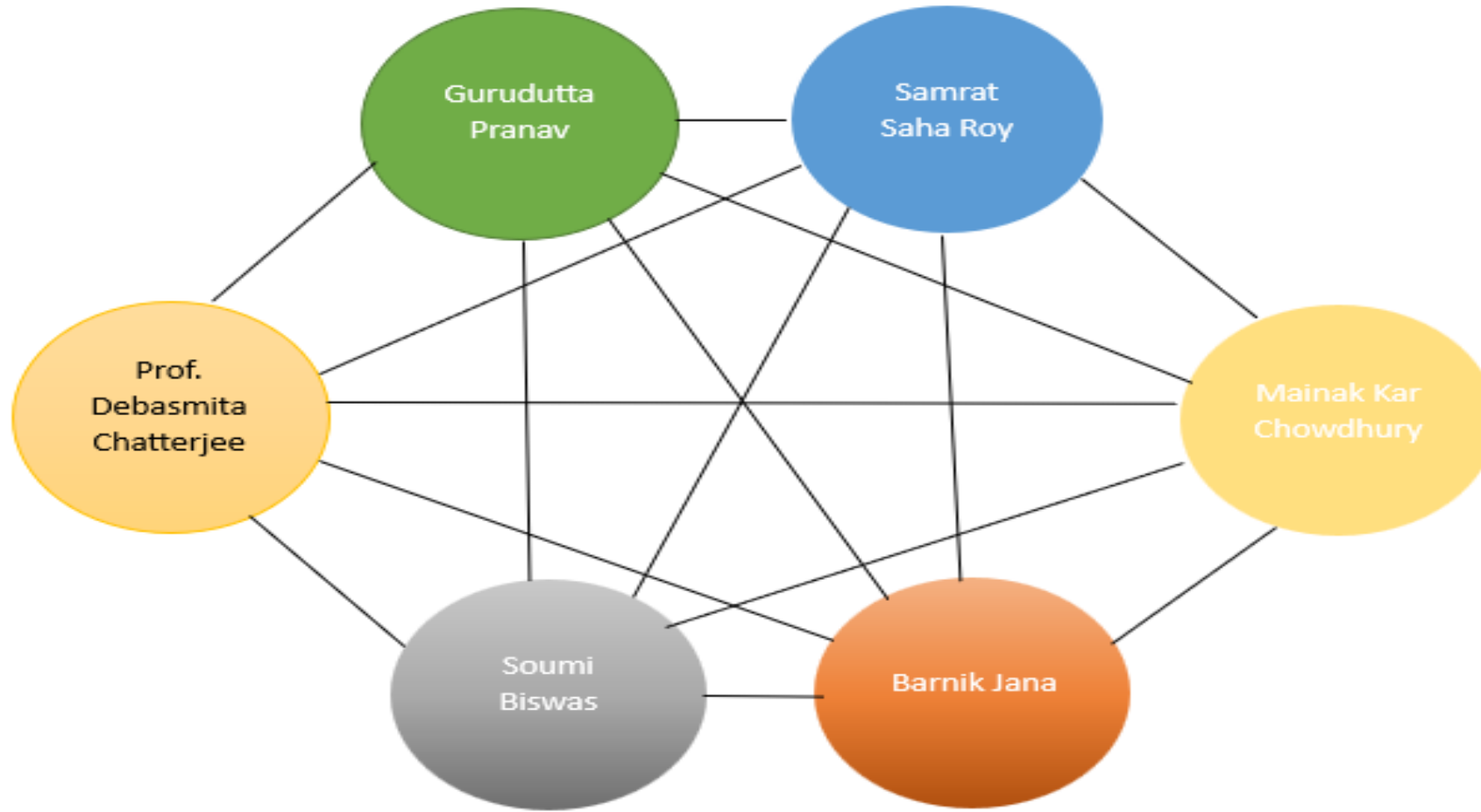
3.Simplify complex order routing:

Use automation and AI to help determine the best cost-saving workflow.

4.Scale on a trusted, agile platform:

Meet demand your way with easy-to-use tools and industry-leading tech and resources.

Team Structure



Software Requirement Specification

CLIENT SIDE:

Processor: 1.5 GHz

Minimum SDK Supported: 24Internet Connectivity

DEVELOPER'S SIDE:

Processor: 2 GHz

RAM: 4 GB

Hard Disk: 100GB

Operating System: Windows 10 or higher

Web Browser: Chrome

Constructive Cost Model

EFFORT= a (KLOC)^b Person-Month

DEVELOPMENT TIME= c (EFFORT)^d Months

AVERAGE STUFF SIZE= EFFORT/ DEVELOPMENT TIME Persons

PRODUCTIVITY= KLOC/ EFFORT KLOC/ Person-Month

Type	a	b	c	d
ORGANIC	2.4	1.05	2.5	0.38
SEMI-ORGANIC	3.0	1.12	2.5	0.35
DETACHED	3.6	1.20	2.5	0.32

SOLUTION:

Total line of codes: 190 i.e 0.19kloc

We know for the **ORGANIC COCOMO** model

a=2.4, b=1.05, c=2.5, d=0.38

Effort= a (KLOC)^b = 2.4(0.19)^{1.05} = 0.419664779 Person-Month

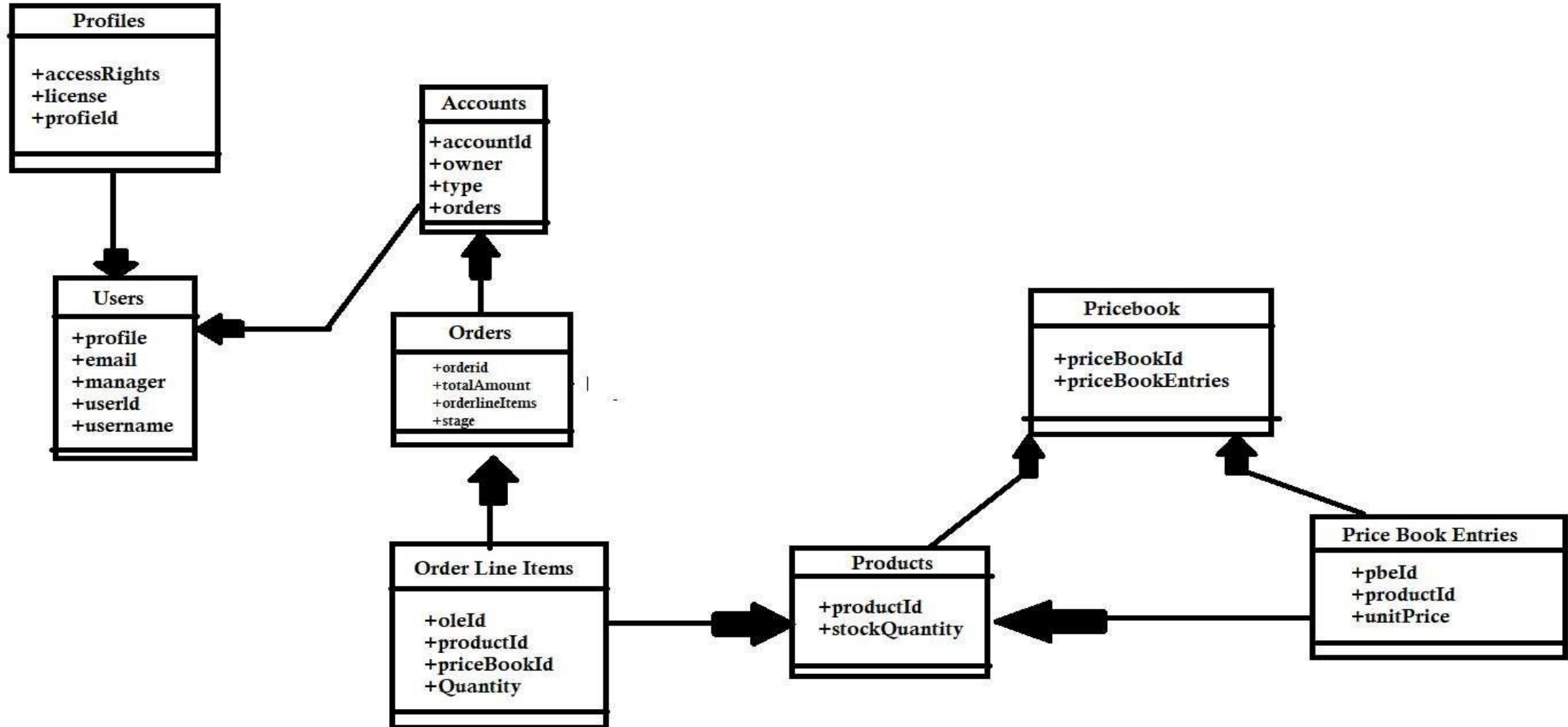
Development Time= c (EFFORT)^d = 2.5(0.419664779)^{0.38}
= 1.797392674Months

Average Staff Size= Effort/ Development Time = 0.419/1.797= 0.233166 Person

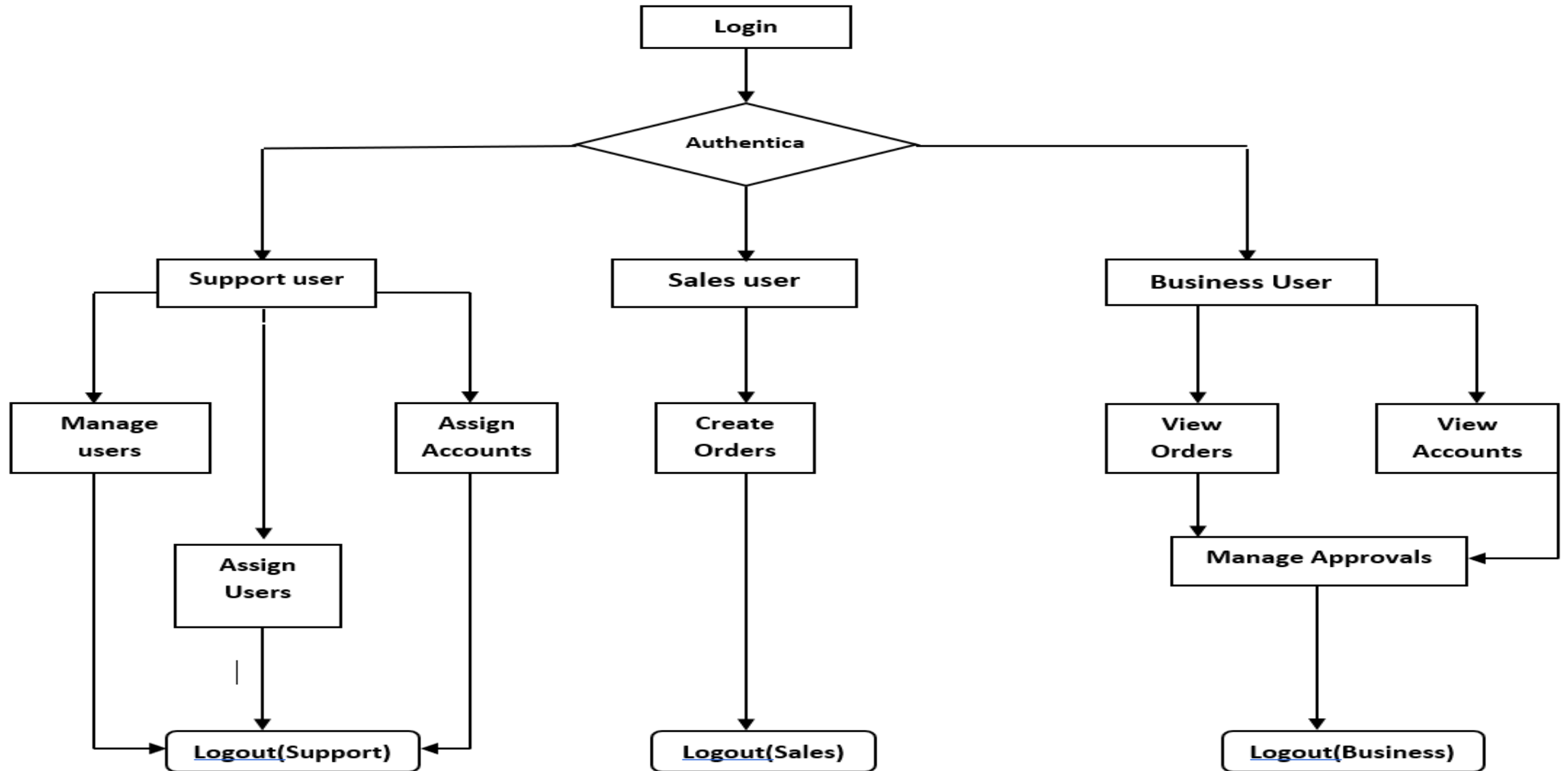
Person Productivity = KLOC/ Effort = 0.19/0.419 = 0.45346 KLOC/ Person-Month

UML Diagram

Class diagram:

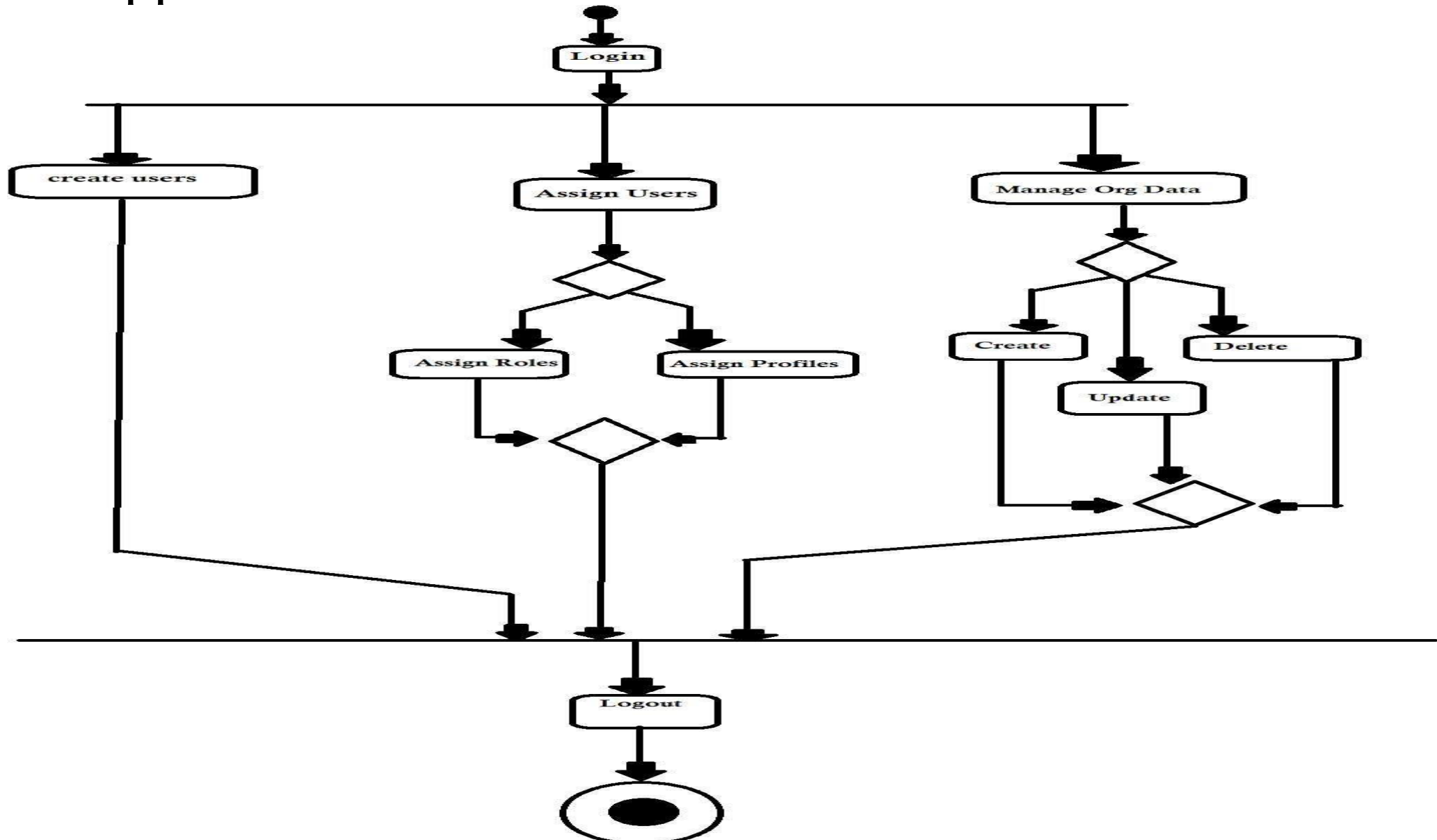


Flowchart:

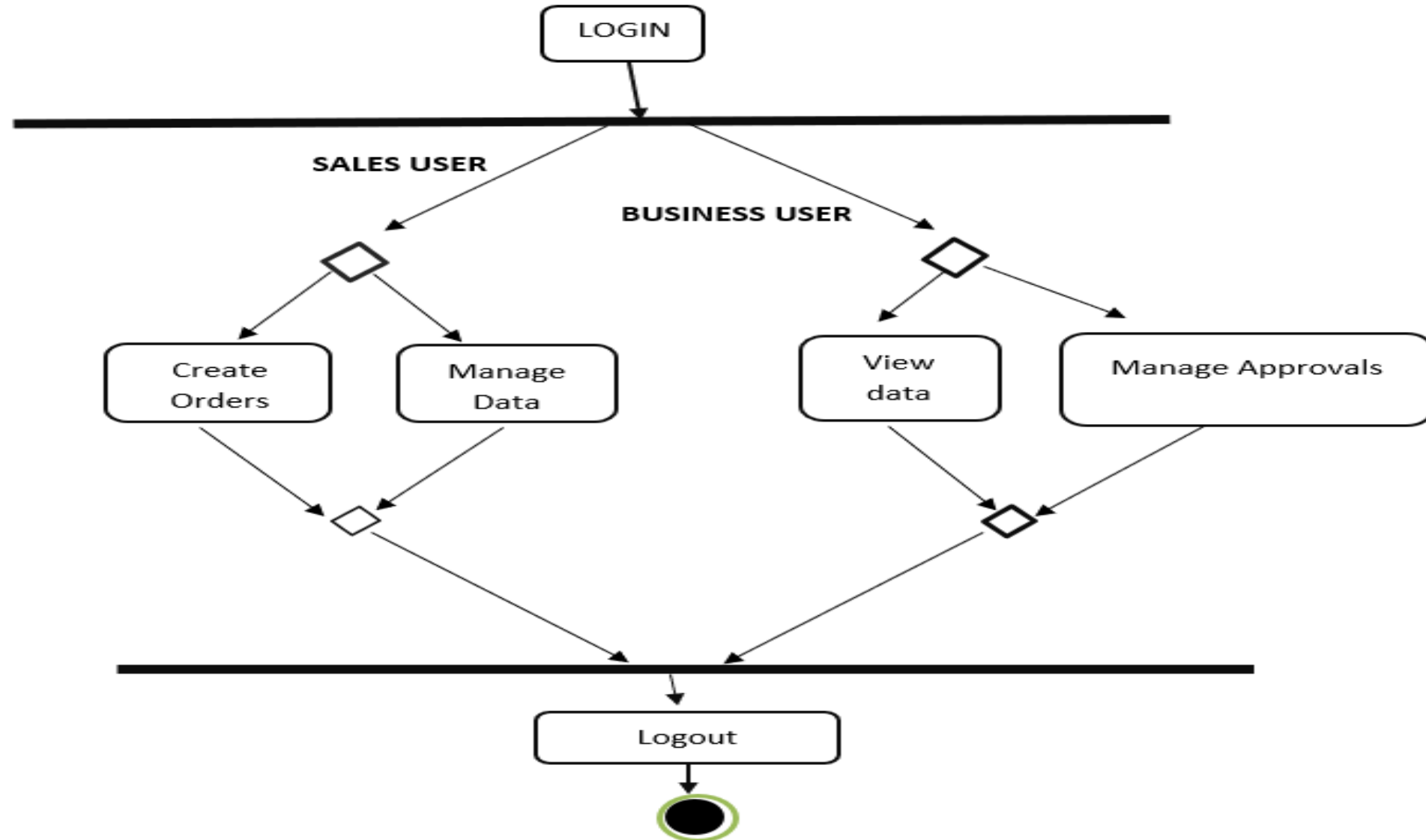


Activity Diagram:

For support user:



For Sales/Business User



image

PRODUCT DETAILS:

All Products

Displaying records 1 - 17

Number of records 17

Product Name ↑	Product Class	Product Code	Product Description	Product Family
GenWatt Diesel 1000kW	Simple	GC1060		
GenWatt Diesel 10kW	Simple	GC1020		
GenWatt Diesel 200kW	Simple	GC1040		
GenWatt Gasoline 2000kW	Simple	GC5060		
GenWatt Gasoline 300kW	Simple	GC5020		
GenWatt Gasoline 750kW	Simple	GC5040		
GenWatt Propane 100kW	Simple	GC3020		
GenWatt Propane 1500kW	Simple	GC3060		
GenWatt Propane 500kW	Simple	GC3040		
Installation: Industrial - High	Simple	IN7080		
Installation: Industrial - Low	Simple	IN7040		
Installation: Industrial - Medium	Simple	IN7060		
Installation: Portable	Simple	IN7020		
SLA: Bronze	Simple	SL9020		
SLA: Gold	Simple	SL9060		
SLA: Platinum	Simple	SL9080		
SLA: Silver	Simple	SL9040		

ACCOUNT DETAILS:

Order Management...

Home

Accounts ▾

Orders ▾

Products ▾

Accounts

Recently Viewed ▾

New

Import

5 items • Updated a few seconds ago

Q Search this list...


▾

▾








▾

	<div><input type="checkbox"/> Account Name ▾</div>	<div>Account Site ▾</div>	<div>Phone ▾</div>	<div>Account Owner Alias ▾</div>	
1	<div><input type="checkbox"/> Samrat Saha Roy</div>			SBisw	<div>▾</div>
2	<div><input type="checkbox"/> Gurudutta Pranav</div>			SBisw	<div>▾</div>
3	<div><input type="checkbox"/> Soumi Biswas</div>		911323647588	SBisw	<div>▾</div>
4	<div><input type="checkbox"/> Barnik Jana</div>		879852465680	SBisw	<div>▾</div>
5	<div><input type="checkbox"/> Mainak Kar Chowdhury</div>		919547586556	SBisw	<div>▾</div>

CREATE ORDERS:

 Order Management...

HomeAccountsOrdersProducts



New Order

Account Name

Recent Accounts

- Soumi Biswas
- Barnik Jana
- Mainak Kar Chowdhury

* Status

Draft

Billing Address

Billing Street

Billing City

Billing State/Province

Billing Zip/Postal Code

Billing Country

Shipping Address

Shipping Street



Order Management...

Home

Accounts ▾

Orders ▾

Products ▾

Q Search...



Order

00000124

New Contact

New Opportunity

New Case ▾



Order Products (3)

Add Products

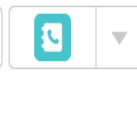
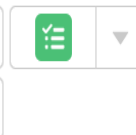
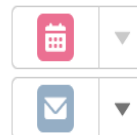
Edit Products

Product	Product Code	Quantity	Unit Price	
GenWatt Diesel 1000kW	GC1060	1.00	\$100,000.00	▾
GenWatt Diesel 10kW	GC1020	2.00	\$5,000.00	▾
SLA: Bronze	SL9020	100.00	\$10,000.00	▾
View All				



Order History (1)

Date	Field	User	Original Value	New Value	
5/14/2023, 12:21 AM	Created.	Soumi Biswas			▾



Filters: All time • All activities • All types



[Refresh](#) • [Expand All](#) • [View All](#)


▼ Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.








No past activity. Past meetings and tasks marked as done show up here.

ORDER DETAILS



Order Management...

Search...




Home

Accounts

Orders

Products

Order
00000127

New Contact

New Opportunity

New Case

Account Name

Contract Number

Order Start Date

Status

Order Amount

[Soumi Biswas](#)

5/24/2023

Completed

\$2,000,000.00

✓

✓


✓

Completed

✓ Mark Status as Complete

Related

Details





Order Products (1)

Add Products

Edit Products

Product	Product Code	Quantity	Unit Price
GenWatt Gasoline 2000kW	GC5060	1,000.00	\$2,000.00
View All			

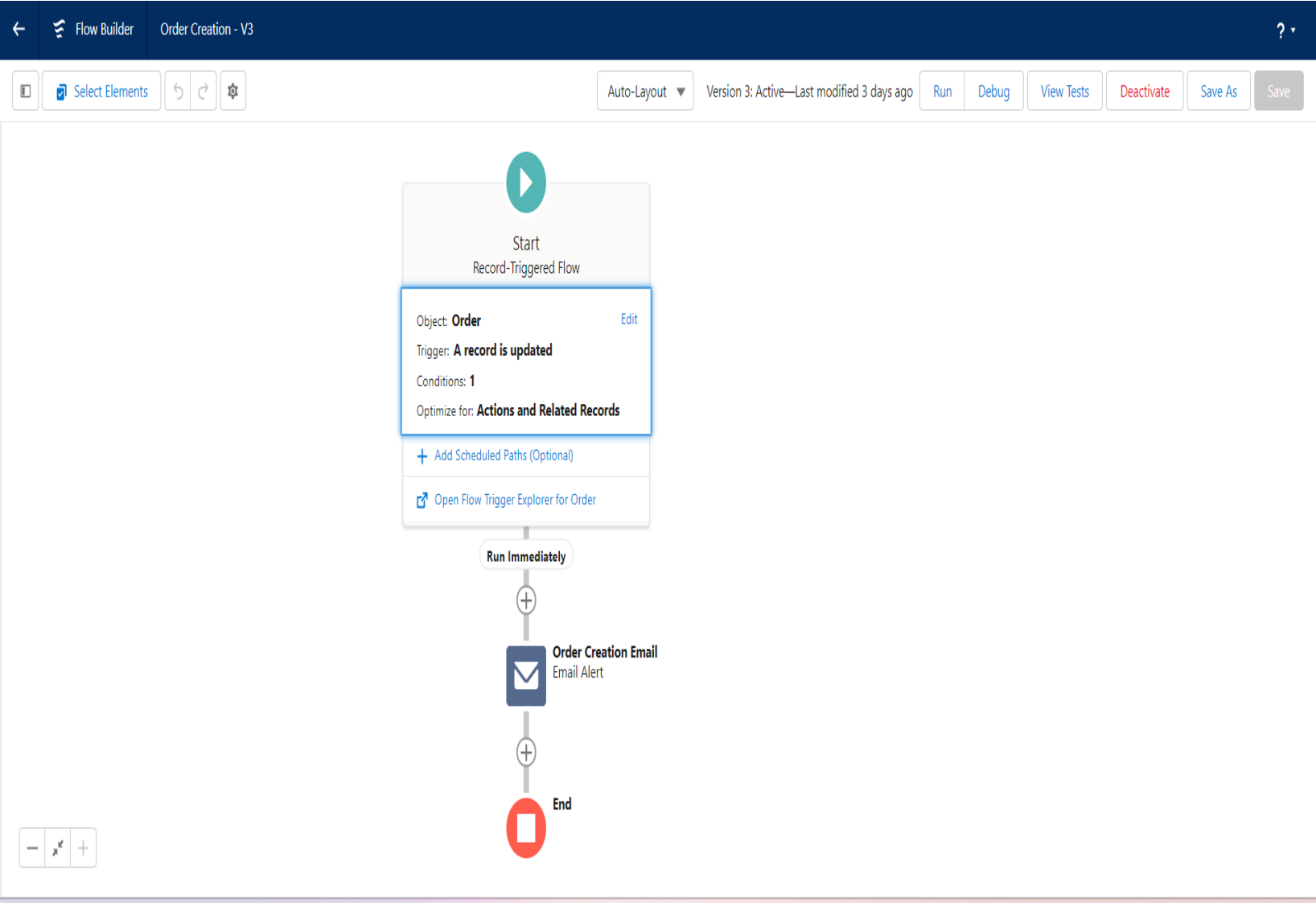
Activity



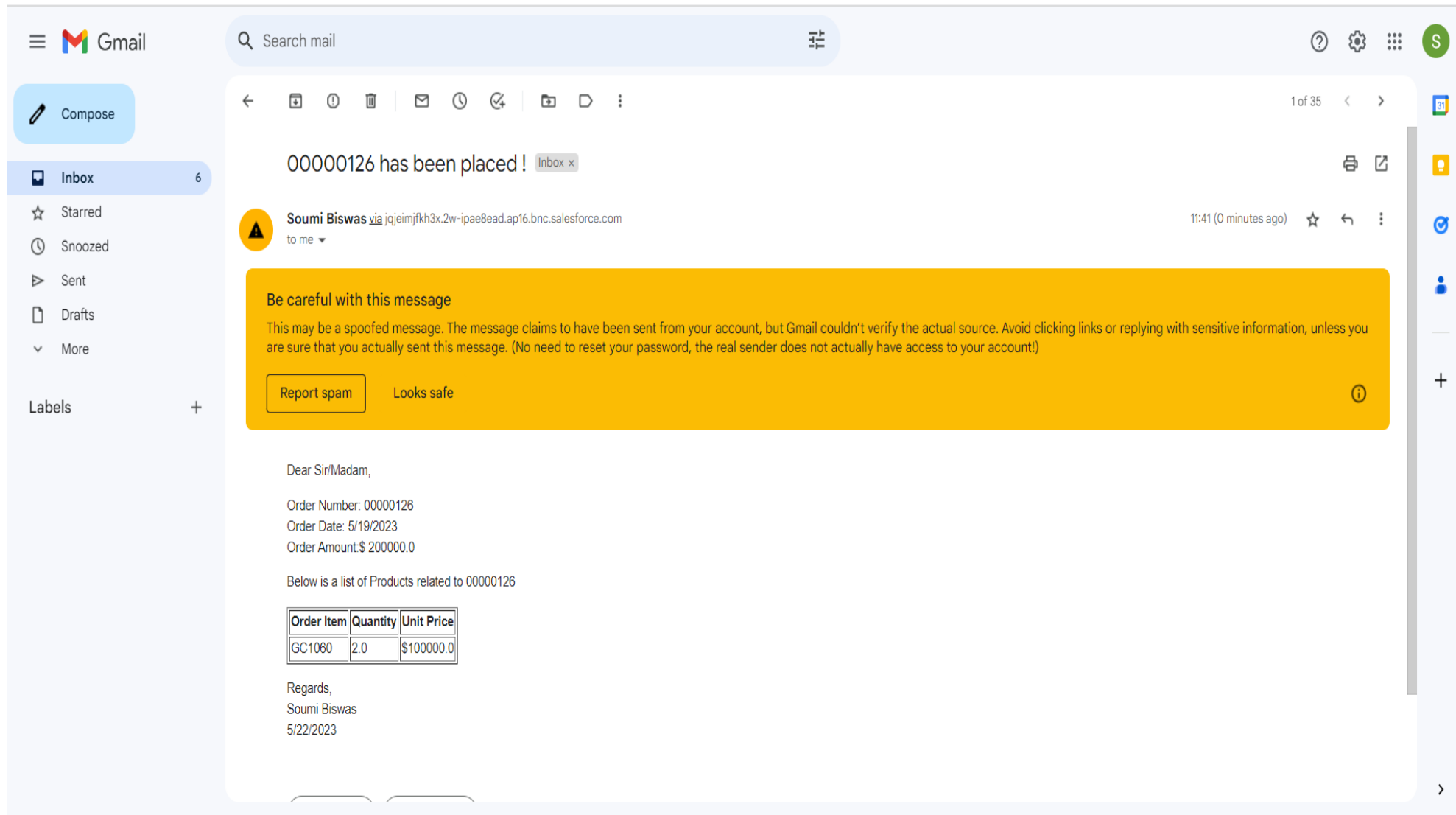
Filters: All time • All activities • All types

[Refresh](#) • [Expand All](#) • [View All](#)

FLOW FOR EMAIL ALERT:



EMAIL:



CONCLUSION

- This project has helped us in getting a clearer understanding of real world Salesforce application
- The entire learning outcome of this project has provided to be immensely beneficial for our future application development

Bibliography

- **<https://stackoverflow.com/>**
- **<https://www.wikipedia.org/>**
- **<https://trailhead.salesforce.com/>**

**THANK YOU
FROM
SOU MI BISWAS**