

Case Study on Truck Booking

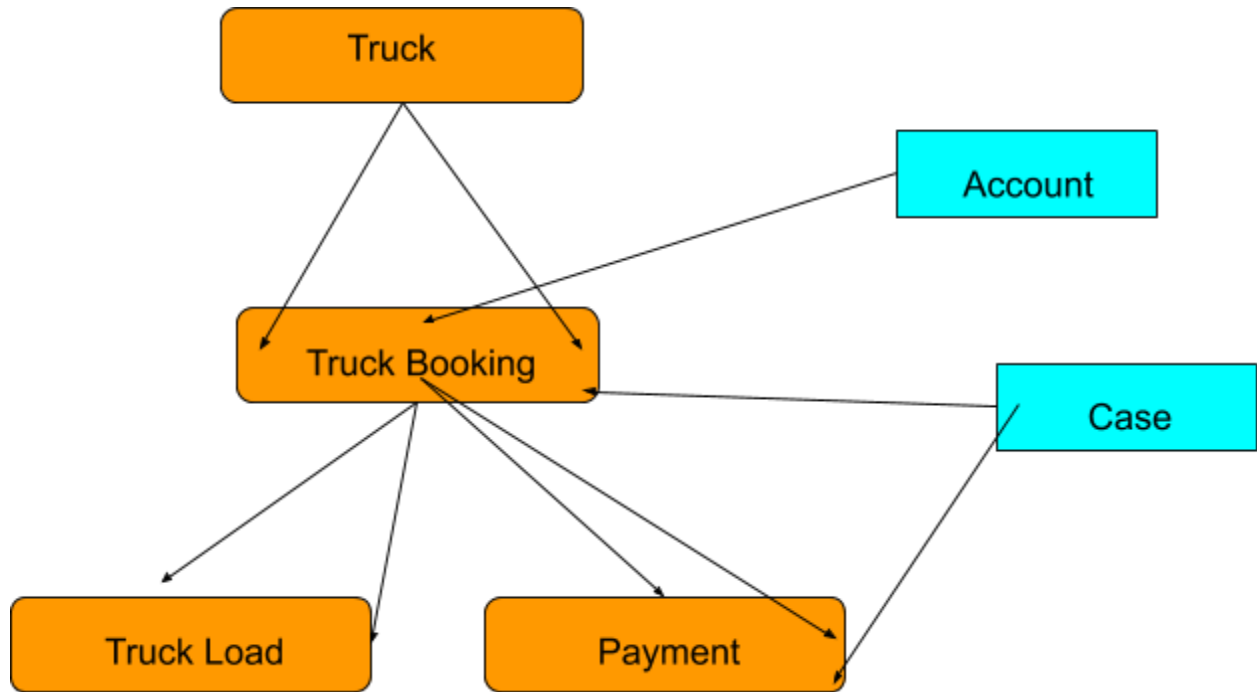
A company that owns trucks needs an app for its customers to book its trucks. Every truck will be available for only one booking at a time. For every booking made by a customer, it can have multiple load items to be carried. The payments for every booking can be made as advance or one time or in installments. Users will be Truck Managers, Truck Drivers, Financiers, and customers.

Use Cases

1. App for Truck Booking should be accessible by all the users.
2. Truck Managers should have access to all the records.
3. Financiers should have access to only the financial data.
4. Truck Drivers should view or edit only their bookings and view the related load information.
5. Customers should be able to create or modify their booking and related load information.
6. Customers should be presented with a UI to view the list of trucks along with Name, Image, Maximum Load, and Cost.
7. Filters should be available for pickup and drop points.
8. After selecting the truck a booking will be created and notification will be sent to the truck manager.
9. Truck Manager will be able to assign a driver to the truck.
10. The truck driver will be able to change the status of the booking from not started to in progress to completed to payment pending or payment received.
11. Customers will be able to add a load item for every booking with the approximate weight.
12. Payment is done offline, payment for every booking will be managed by financiers either as a full payment or advance payment or installments with the mode of payment.

13.Support Cases can be created for every customer.

14.Truck Manager should be receiving email notifications at every step of the process.



Reports and Dashboards

Revenue for the current and previous financial year

Top 5 trucks booked in every quarter

Area wise booking of trucks

Clouds - Sales, Service & Marketing

Access - Profiles & Permission Sets

Standard Objects - Account & Case

Custom Objects - Trucks, Truck Bookings, Truck Loads, Payments

Fields - Rollups, Formulas, and Relationships

Workflows - Automate field updates and send emails

Process Builder - Send emails and update child records

Lightning Experience - App Pages & Record Pages
Reports & Dashboard for tracking Sales revenue and marketing expenses

Apex - SOQL & DML

Batch - Mass update records

Scheduler - Schedule daily Emails

VF - User Interface for Truck Drivers

Aura -User Interface for Truck Managers & Financiers

LWC - User Interface for customers

Integration - To integrate with legacy systems and external systems