Salesforce Assignment

### **Problem Statement:**

### Consider yourself as a CRM developer who belongs to a firm which is from the education industry. Your firm has several paid courses for the students and professionals.

### Your manager has asked you to make your firms’ CRM a little more optimized making it easier for the support team to interact with the customers.

### Features of the current CRM:

### Sales analytics (amount of sales per day, per week, per month)

### Support Automation (sending technical queries directly to the technical team)

### Sales Performance management (shows the actual sales in real-time)

### **Tasks to be Done:**

1. Your manager wants you to build a customized CRM.
2. What would you add into that CRM so that the support team can handle a large number of records and provide 100% customer satisfaction?