

APPLICATION TO MAKE THE GAS FILLING STATION EASY USING CRM (DEVELOPER)

ABSTRACT

Managing customer interactions and operations efficiently is one of the biggest challenges for any business, and gas filling stations are no exception. This project uses Salesforce CRM to design a custom application that helps streamline the gas filling process. By creating objects such as Buyers, Fuel Details, Gas Stations, and Suppliers, the system can record and organize essential information in one place.

With page layouts and sections like personal details, vehicle information, and receipt details, customer data becomes easier to handle, making the overall process more transparent and reliable. In addition to data management, the project also focuses on user roles, profiles, and permissions to ensure smooth collaboration between managers, sales executives, and salespersons.

Features like session management, password policies, and access levels strengthen security, while the structured roles make responsibilities clear. Altogether, this application demonstrates how Salesforce CRM can be adapted for a real-world business case, making daily operations simpler for employees and improving the customer experience at gas filling stations.

OBJECTIVE

The Gas Filling Station CRM project is designed with a clear vision to improve both customer service and store management. Its objectives are focused on simplifying operations, ensuring data security, and creating a smooth experience for all stakeholders.

- **Streamline Operations:** Manage customer, fuel, supplier, and station details in one CRM platform.
- **Enhance Customer Experience:** Keep accurate records of customer details, vehicles, and receipts.
- **Role-Based Access:** Assign secure roles like Manager, Executive, and Salesperson.
- **Improve Efficiency:** Minimize manual work and human errors by automating routine tasks like managing buyer details, fuel entries, and payment transactions.
- **Ensure Data Security:** Protect sensitive data with policies and permissions.
- **Enable Scalability:** Support future needs like reports and dashboards.

TECHNOLOGY DESCRIPTION

Salesforce:

A cloud-based CRM platform used to manage customer relationships, streamline operations, and securely store data. It provides tools for creating custom objects, automation, user roles, and reporting.

Custom objects:

These Objects in Salesforce are user-defined database tables used to store information specific to a business. They allow you to create fields, relationships, and layouts to manage and organize data unique to your organization.

Tabs:

Tabs in Salesforce are user interface elements that provide easy access to objects, apps, or web pages. They allow users to quickly navigate and work with custom or standard objects within a Lightning App.

Lightning App:

An app is a collection of items-such as objects, tabs, and utilities-bundled together to serve a specific function. It provides a branded, user-friendly interface that allows employees to access and switch between related objects and tools efficiently.

Page Layouts:

Fields and sections are organized on a record page to make data entry easier, more structured, and user-friendly.

Profiles:

Define user permissions and access in Salesforce, determining what objects, fields, and features a user can view or modify.

Roles and hierarchy:

Control record-level access, defining who can see or act on data based on their position in the organizational structure.

Users:

These are individual accounts that allow people to log in and access the system, with permissions and roles assigned based on their profiles and responsibilities.

Permission sets:

Grant additional access rights to users without changing their profiles, allowing flexible, role-based permissions for specific objects or actions.

Organization-Wide Defaults (OWD):

Define the baseline level of access users have to records they do not own, ensuring data security and controlled visibility across the organization.

Reports and dashboards:

Provide visual insights and summaries of business data, helping users track performance, analyse trends, and make informed decisions.

Flows:

Automate business processes by collecting, updating, and managing data, allowing tasks to run automatically based on record changes or user actions.

Apex triggers:

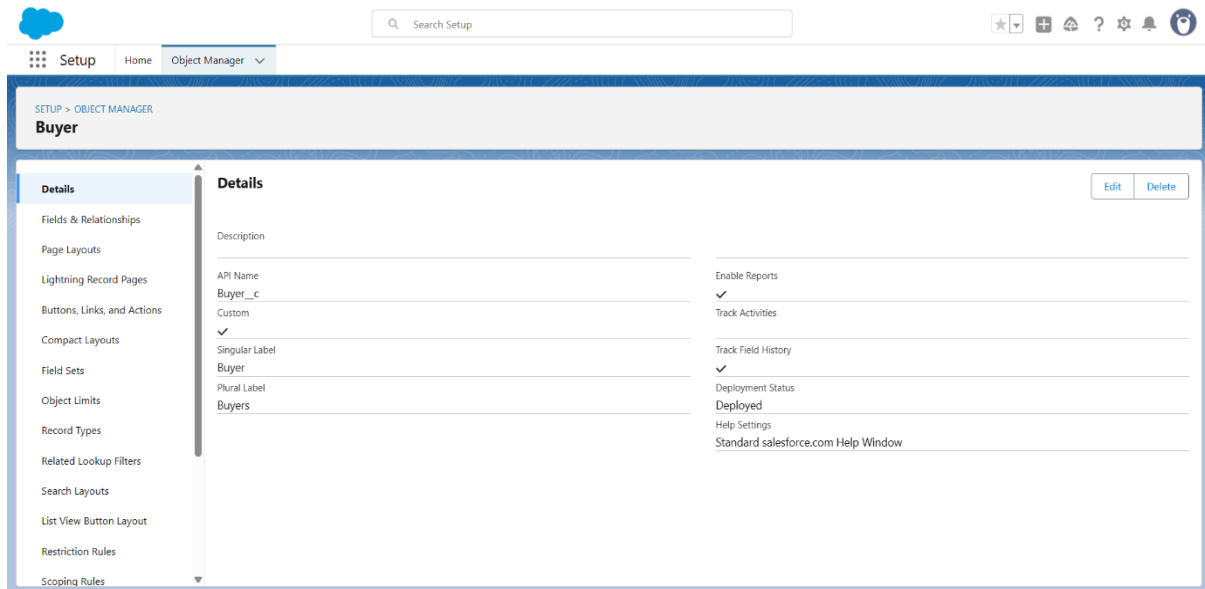
These are custom codes that execute before or after specific events on records, automating complex business logic like validations, updates, or notifications.

Project Implementation Steps**1. Setting Up a Salesforce Developer Org:**

- Sign up for a Developer Org with your details using <https://developer.salesforce.com/signup>
- Verify your email, set a password, and access the setup page.

Four custom objects:

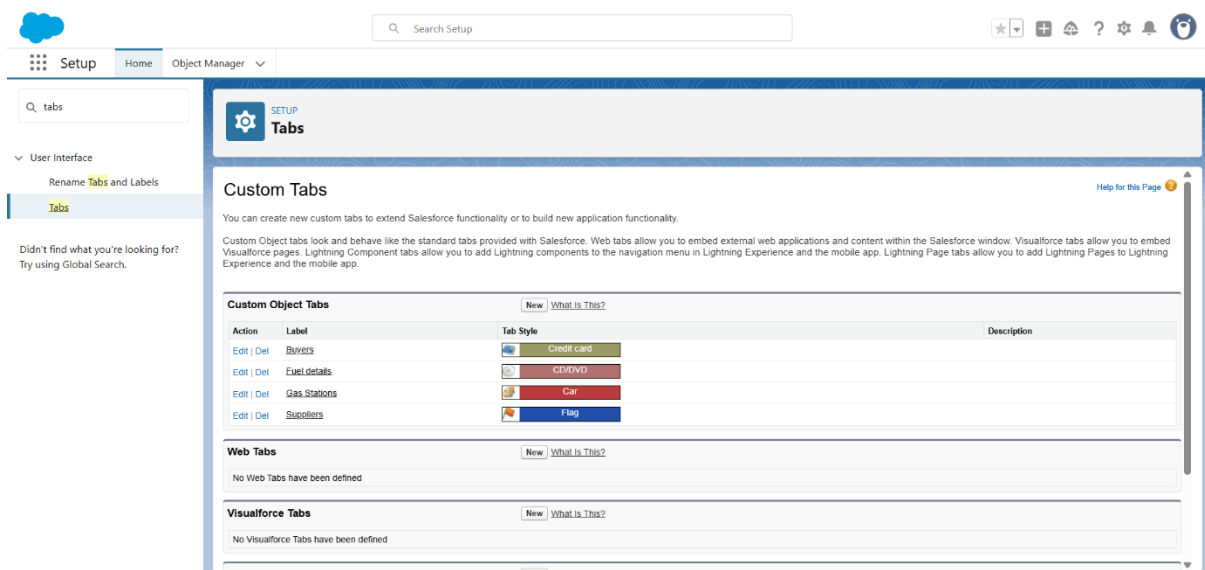
- Buyer__c: Stores customer details and manages their fuel purchases.
- Fuel_details__c: Records fuel transactions linking buyers, suppliers, and gas stations.
- Gas_Station__c: Maintains gas station information, fuel availability, and usage.
- Supplier__c: Tracks suppliers and the total fuel supplied to stations.



3. Custom Tabs:

Represents a way to access Salesforce objects easily.

- Tabs are created for each custom object - Buyer, Fuel Details, Gas Station, and Supplier - allowing users to navigate and manage records efficiently within the Lightning App.

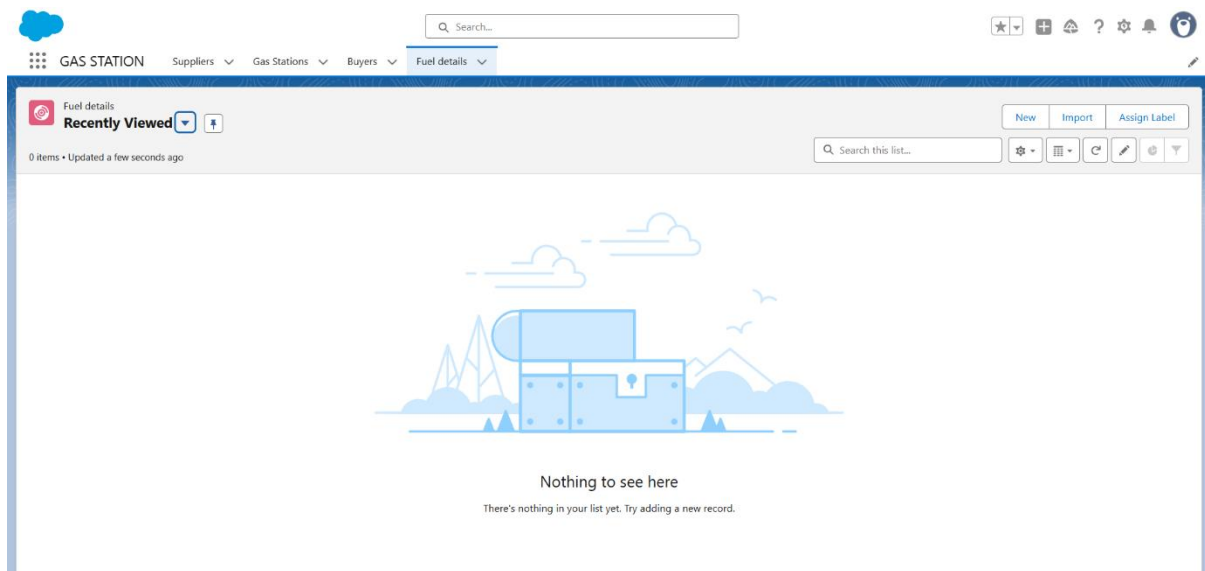


3. Create Lightning App:

Created Gas Station App for managing CRM operations. Configured with required custom objects for smooth usage.

- Created Lightning App “GAS STATION”.
- Assigned to System Administrator profile.
- Created objects:
 1. Buyer
 2. Fuel Details
 3. Gas Station
 4. Supplier

and added necessary fields to each for managing the Gas Station CRM.



4. Fields to be created:

- Buyer__c: First Name, Last Name, Customer Name (Formula), Phone Number, Email, Vehicle Type (Picklist), Fuel Filled in Vehicle, Mode of Payment (Picklist), Amount Paid (Formula)

Validation in buyer object (phone number)

Cloud logo Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Buyer

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

Buyer Validation Rule

[Back to Buyer](#)

Validation Rule Detail

EditClone

Rule NamePhoneActive✓

Error Condition FormulaNOT(REGEX(Phone_number__c, "[5-9][1][0-9][9]"))

Error Messageincorrect dataError LocationPhone number

DescriptionCreated ByPavala Sri Sai Pujitha 8/18/2025, 6:27 AMModified ByPavala Sri Sai Pujitha 8/18/2025, 6:27 AM

EditClone

- Fuel_details__c: Fuel Supplied (Number), Supplier Name (Master-Detail), Gas Station (Master-Detail)
- Gas_Station__c: Fuel Price per Liter (Number), Fuel Supplied to Bunk (Roll-up Summary), Fuel Used (Roll-up Summary), Fuel Available in Bunk (Formula)
- Supplier__c: Sum of Fuel Supplied (Roll-up Summary)

Cloud logo Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Buyer

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

Fields & Relationships

13 Items, Sorted by Field Label

Quick FindNewDeleted FieldsField DependenciesSet History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Amount Paid	Amount_Paid__c	Formula (Number)		
Buyer Name	Name	Auto Number		✓
Created By	CreatedById	Lookup(User)		
Customer name	Customer_name__c	Formula (Text)		
email	email__c	Email		
First name	First_name__c	Text(20)		
Fuel filled in vehicle	Fuel_filled_in_vehicle__c	Number(5, 0)		
Gas Station name	Gas_Station_name__c	Master-Detail(Gas Station)		✓
Last Modified By	LastModifiedById	Lookup(User)		

Setup

Home

Object Manager

Search Setup

Star

Plus

Cloud

Help

Settings

Notifications

User

Setup > OBJECT MANAGER

Fuel details

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

Fields & Relationships

6 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)		
Fuel details Id	Name	Auto Number		✓
Fuel Supplied	Fuel_Supplied__c	Number(5, 0)		
Gas Station	Gas_Station__c	Master-Detail(Gas Station)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Supplier Name	Supplier_Name__c	Master-Detail(Supplier)		✓

Setup

Home

Object Manager

Search Setup

Star

Plus

Cloud

Help

Settings

Notifications

User

Setup > OBJECT MANAGER

Gas Station

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

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)		
Fuel Available in bunk	Fuel_Available_in_bunk__c	Formula (Number)		
Fuel Price/litre	Fuel_Price_litre__c	Number(5, 0)		
Fuel supplied to bunk	Fuel_supplied_to_bunk__c	Roll-Up Summary (SUM Fuel details)		
Fuel used	Fuel_used__c	Roll-Up Summary (SUM Buyer)		
Gas Station	Name	Auto Number		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

Setup

Home

Object Manager

Search Setup

Star

Plus

Cloud

Help

Settings

Notifications

User

Setup > OBJECT MANAGER

Supplier

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

Fields & Relationships

5 Items, Sorted by Field Label

Quick Find

New

Deleted Fields

Field Dependencies

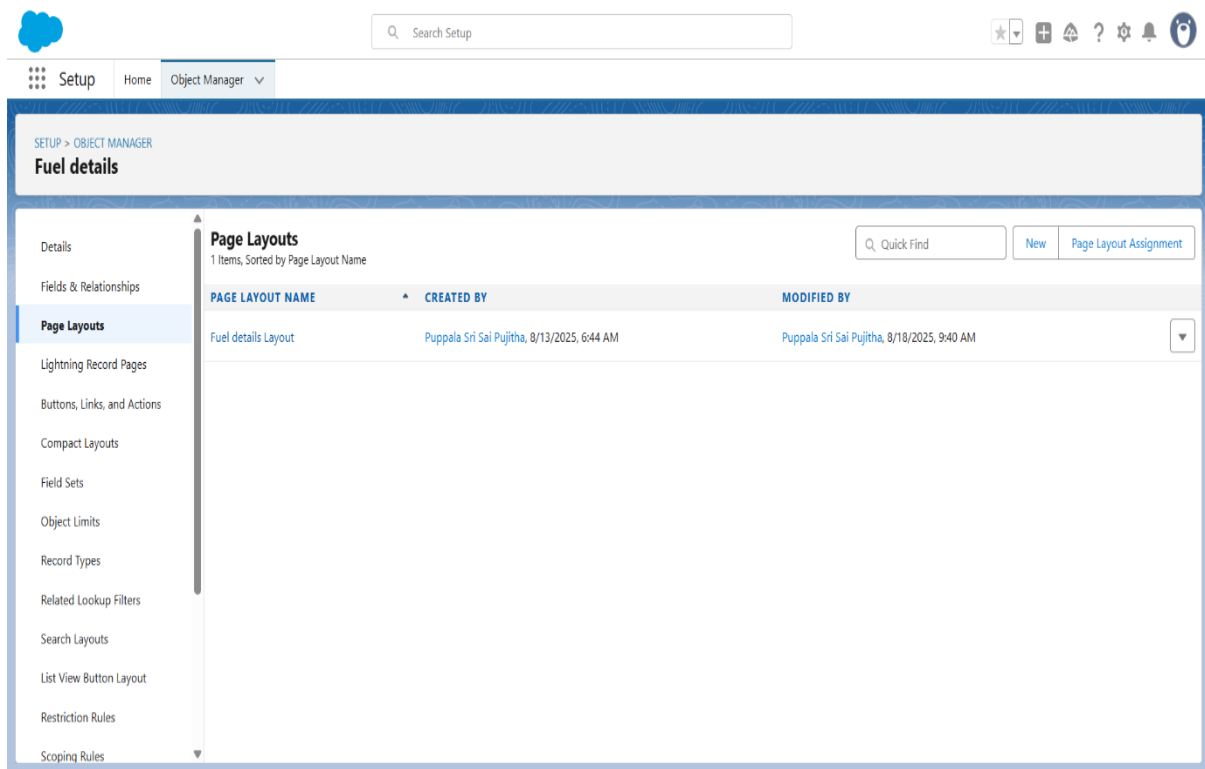
Set History Tracking

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)		✓
sum of Fuel supplied	sum_of_Fuel_supplied__c	Roll-Up Summary (SUM Fuel details)		
Supplier Name	Name	Text(80)		✓

5. Create Page Layout for Objects:

Created page layouts for objects, organized sections, and arranged fields for better usability.

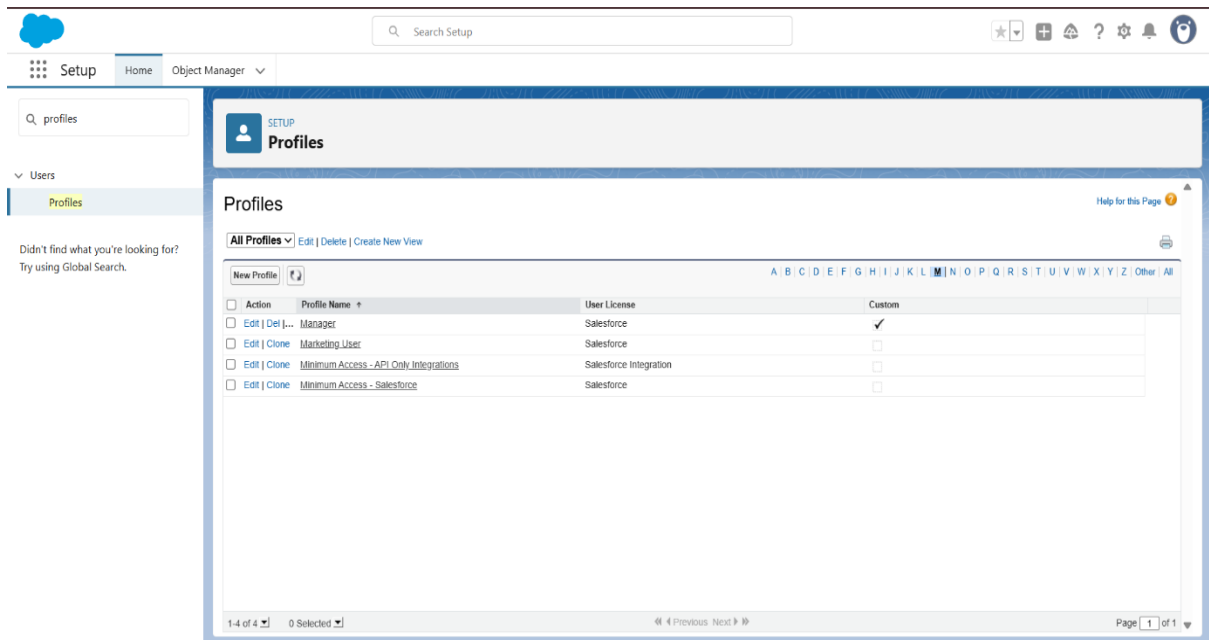
- Go to Setup → Object Manager → [Object] → Page Layouts → New.
- Create sections as needed and drag relevant fields into each section.
- Arrange fields for clear organization and improved usability.
- Click Save to apply the layout across the object.



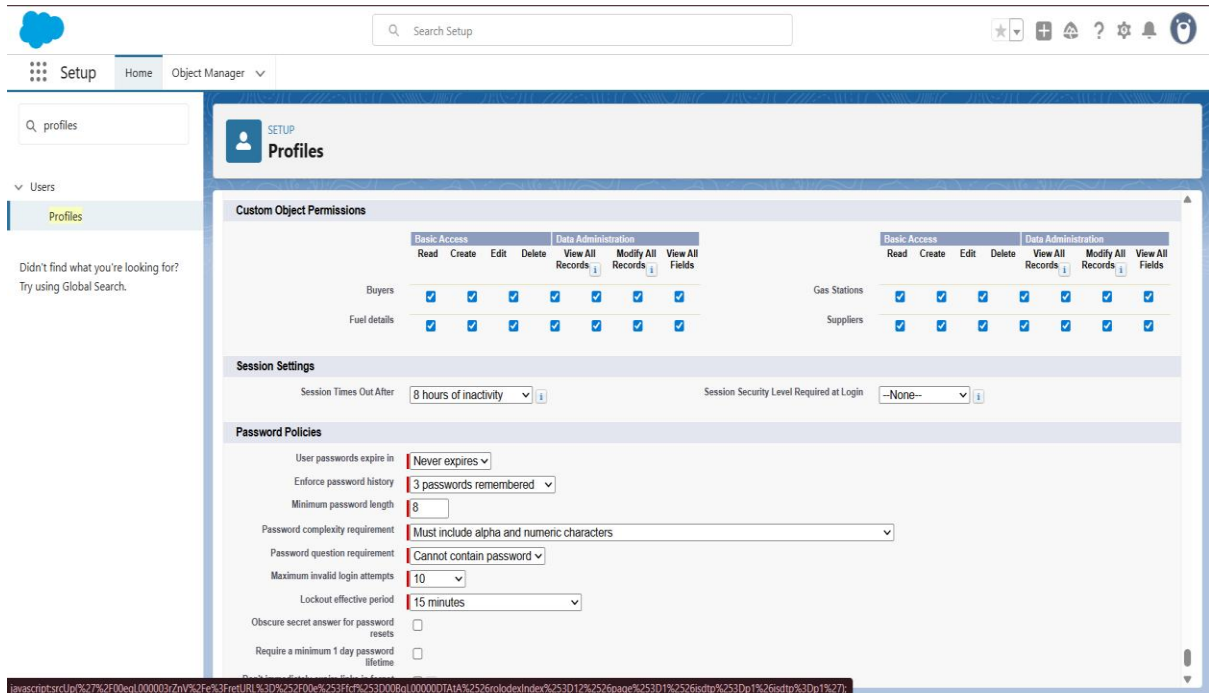
6. Create Profiles:

Profiles ensure proper access control and define what data/actions each role can perform. They also help in maintaining security and restricting unnecessary access.

- Cloned an existing profile Standard User for manager and Salesforce Platform User for remaining.
- Give a Profile Name (Manager, Sales Executive, Sales Person) and click Save.

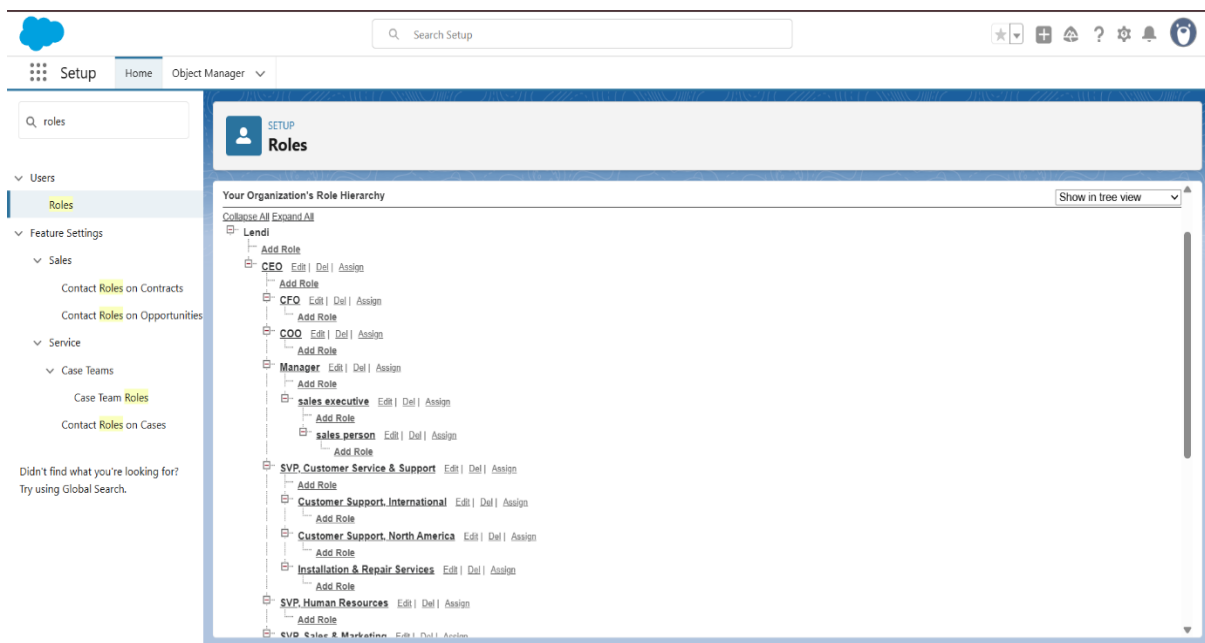


- Click Edit to configure Custom App Settings and Object Permissions for relevant objects.
- Adjust Session Settings and Password Policies as needed.



7. Creating Roles & Hierarchy:

- Go to Setup → Roles → Set Up Roles → Expand All and click Add Role under the relevant parent.
- Enter the Role Label (Manager); the Role Name auto-populates, then click Save.
- Create Sales Executive and Sales Person roles under the Manager with the assigned profiles.
- Ensure the hierarchy reflects reporting lines: Manager → Sales Executive → Sales Person.



8. Creating users:

Users are Salesforce accounts that allow access based on role and profile.

In this project, users were created for Manager, Sales Executive, and Sales Person.

- Exec Sales – Sales Executive
- Mikaelson, Niklaus – Manager
- Person, Sales – Sales Person

Setup Home Object Manager

Search Setup

user

Users

Permission Set Groups
Permission Sets
Profiles
Public Groups
Queues
Roles
User Management Settings
Users
Feature Settings
Data.com
Prospector Users
Service
Embedded Service
Messaging for In-App and Web User Verification
User Interface
Action Link Templates

User Edit Niklaus Mikaelson

Save Save & New Cancel

General Information

First Name: Niklaus
Last Name: Mikaelson
Alias: nmika
Email: pujithasrisai0506@gmail.co
Username: nik@mik.nm
Nickname: nikmik
Title:
Company:
Department:
Division:

Role: Manager
User License: Salesforce
Profile: Manager
Active: ☒
Marketing User: ☐
Offline User: ☐
Knowledge User: ☐
Flow User: ☐
Service Cloud User: ☐
Site.com Contributor User: ☐
Site.com Publisher User: ☐
WDC User: ☐
Data.com User Type: --None--
Data.com Monthly Addition Limit: 300
Accessibility Mode (Classic Only): ☐

Created users the displayed

Setup Home Object Manager

Search Setup

user

Users

Permission Set Groups
Permission Sets
Profiles
Public Groups
Queues
Roles
User Management Settings
Users
Feature Settings
Data.com
Prospector Users
Service
Embedded Service
Messaging for In-App and Web User Verification
User Interface
Action Link Templates

All Users

On this page you can create, view, and manage users.
To get more licenses, use the Your Account app. Let's Go

View: All Users Edit Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Action	Full Name	Alias	Username	Role	Active	Profile
Edit	Chatter Expert	Chatter	chatty.00d9000000uhtuaw.jyoox7zowks@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
Edit	EPIC_OrgFarm	OEPIC	epic.ctc.09d64991d@orgfarm.salesforce.com		<input checked="" type="checkbox"/>	System Administrator
Edit	exec_sales	salesexe	pujitha@gmail.com	sales executive	<input checked="" type="checkbox"/>	sales executive
Edit	Mikaelson Niklaus	nmika	nik@mik.nm	Manager	<input checked="" type="checkbox"/>	Manager
Edit	person_sales	spers	pujitha56@gmail.com	sales person	<input checked="" type="checkbox"/>	sales person
Edit	Sri Sai Pujitha Pupoala	22k	22kd1a05e5523@agentforce.com		<input checked="" type="checkbox"/>	System Administrator
Edit	User_Integration	integ	integration@00d9000000uhtuaw.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
Edit	User_Security	sec	insightssecurity@00d9000000uhtuaw.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

New User Reset Password(s) Add Multiple Users

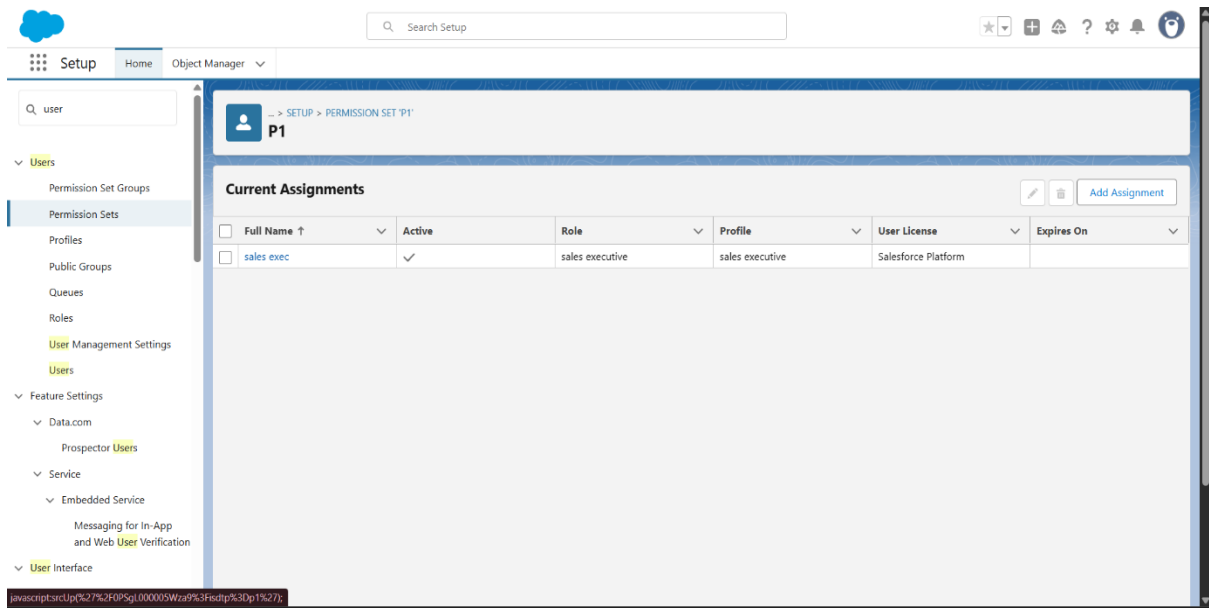
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

https://orgfarm-aaee4e1e2f-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/home

9. Create Permission Sets:

Permission sets extend users' access without changing their profiles. In this project, a permission set was created to give additional access to relevant objects.

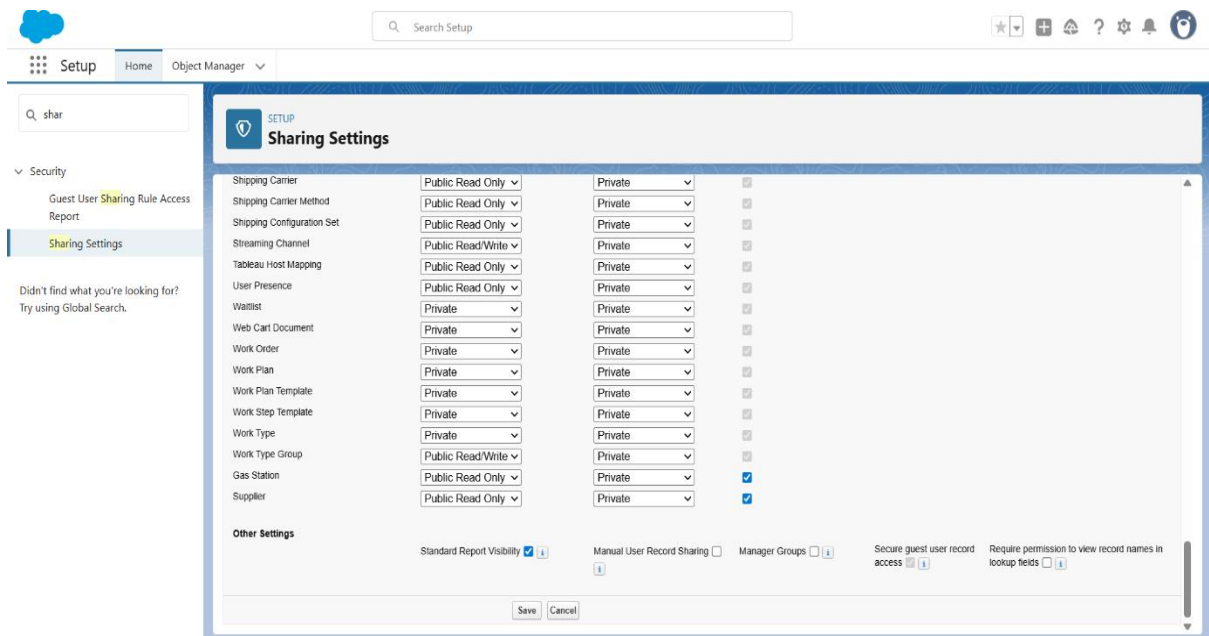
- Assigning P1 set to sales executive.



10. OWD (Organization-Wide Defaults)

OWD settings define the baseline level of access users have to records they don't own.

- In this project, Gas Station and Supplier objects were set to Public Read-Only, while roles and profiles controlled additional access.



11. Create, View, Delete Records

User adoption measures how effectively users engage with Salesforce features.

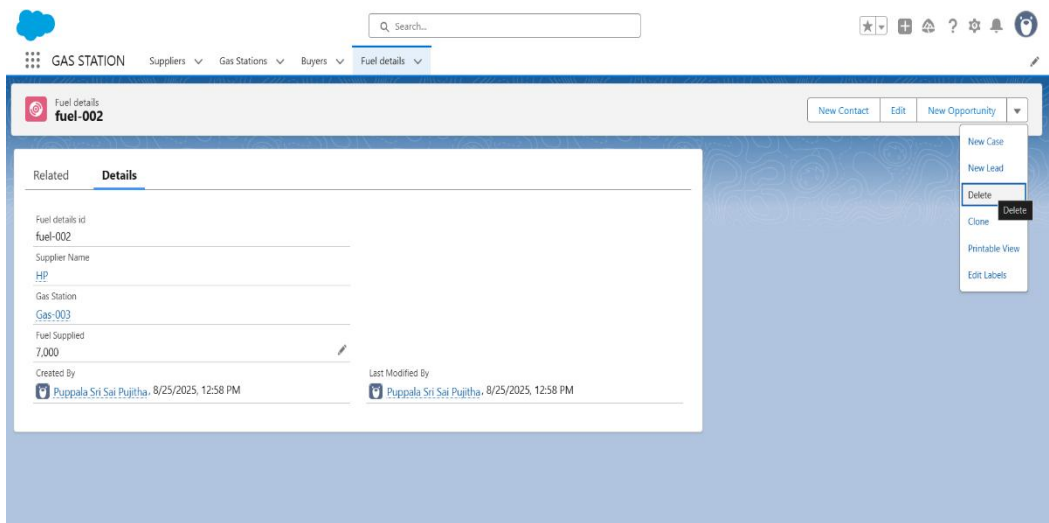
- In this project, creating roles, profiles, permission sets, and intuitive layouts ensured smooth usage and higher adoption of the Gas Station CRM application.

The screenshot shows the 'New Fuel details' form in the Gas Station CRM application. The form is titled 'New Fuel details' and includes a search bar at the top. The form is divided into sections: 'Information' and 'Fuel details id'. The 'Information' section contains three required fields: 'Supplier Name' (with a dropdown menu showing 'HP'), 'Gas Station' (with a dropdown menu showing 'Gas-003'), and 'Fuel Supplied' (with a text input field containing '7000'). The 'Fuel details id' section is currently empty. At the bottom of the form, there are three buttons: 'Cancel', 'Save & New', and 'Save'. The background shows the 'Fuel details' list view with a 'Recently Viewed' section and a 'Nothing to see here' message.

- **View record**

The screenshot shows the 'fuel-002' record view in the Gas Station CRM application. The record is titled 'fuel-002' and includes a search bar at the top. The record is divided into sections: 'Related' and 'Details'. The 'Details' section contains the following information: 'Fuel details id' (fuel-002), 'Supplier Name' (HP), 'Gas Station' (Gas-003), 'Fuel Supplied' (7,000), 'Created By' (Puppala Sri Sai Pujitha, 8/25/2025, 12:58 PM), and 'Last Modified By' (Puppala Sri Sai Pujitha, 8/25/2025, 12:58 PM). The background shows the 'Fuel details' list view with a 'New Contact', 'Edit', and 'New Opportunity' button.

- **Delete record**



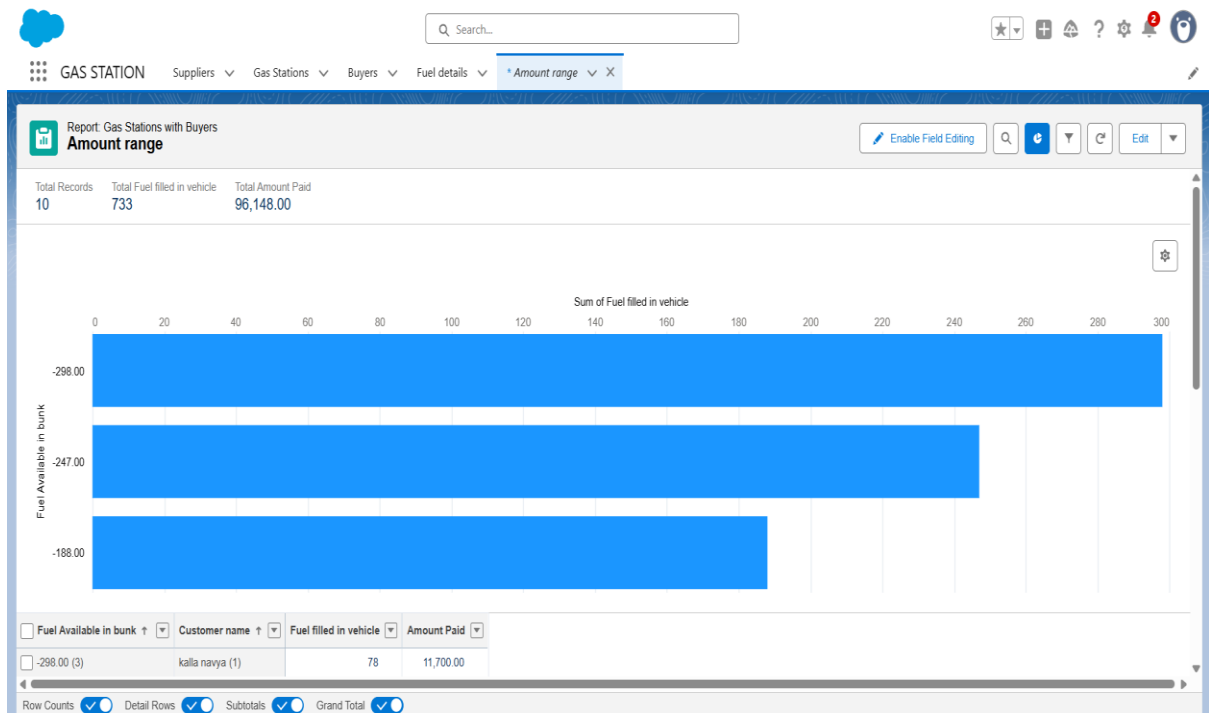
12. Creating Reports

Reports are used to analyse and display Salesforce data in a structured format.

- In this project, custom reports were created to track fuel usage, customer activity, and sales for better decision-making.

The screenshot displays a Salesforce report titled 'Report: Gas Stations with Buyers Amount range'. The report shows a table with columns for Fuel Available in bunk, Customer name, Fuel filled in vehicle, and Amount Paid. The table is filtered by 'Amount range' and shows a total of 10 records and 96,148.00 amount paid.

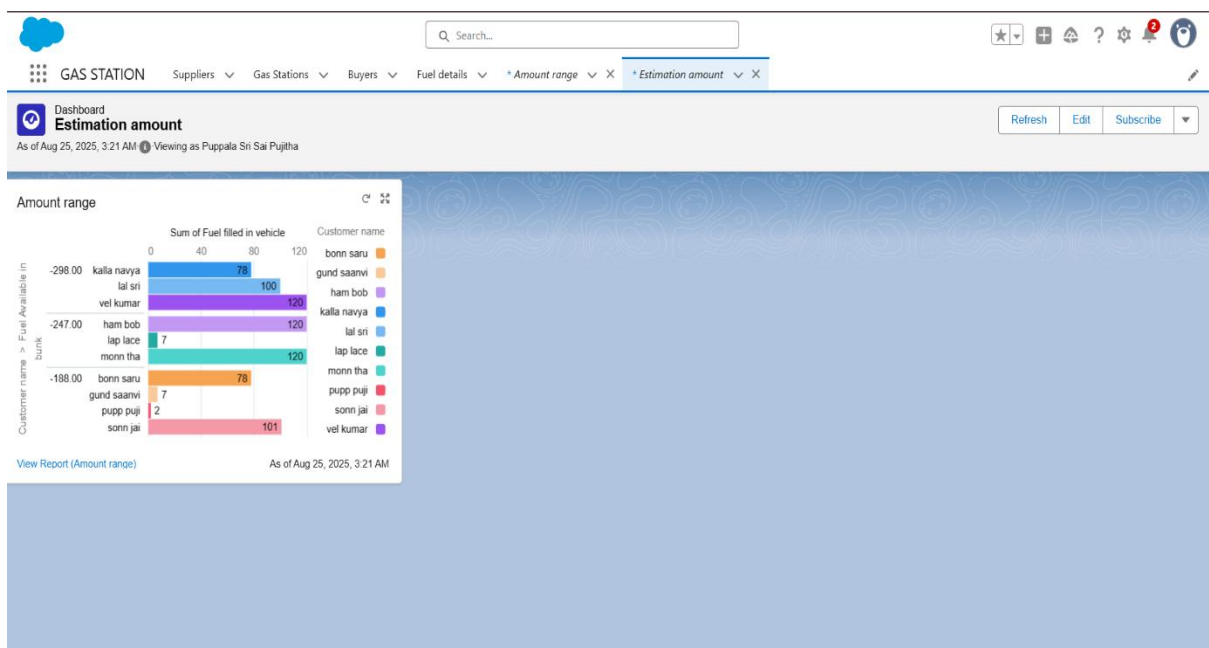
Fuel Available in bunk	Customer name	Fuel filled in vehicle	Amount Paid
-298.00 (3)	kalla navya (1)	78	11,700.00
	Subtotal	78	11,700.00
	lal sri (1)	100	15,000.00
	Subtotal	100	15,000.00
	vel kumar (1)	120	18,000.00
	Subtotal	120	18,000.00
Subtotal		298	44,700.00
-247.00 (3)	ham bob (1)	120	14,400.00
	Subtotal	120	14,400.00
	lap lace (1)	7	840.00
	Subtotal	7	840.00
	monn tha (1)	120	14,400.00
	Subtotal	120	14,400.00
Subtotal		247	29,640.00
-188.00 (4)	bonn saru (1)	78	9,048.00



13. Creating Dashboards

Dashboards visually display key metrics and report data in charts and graphs.

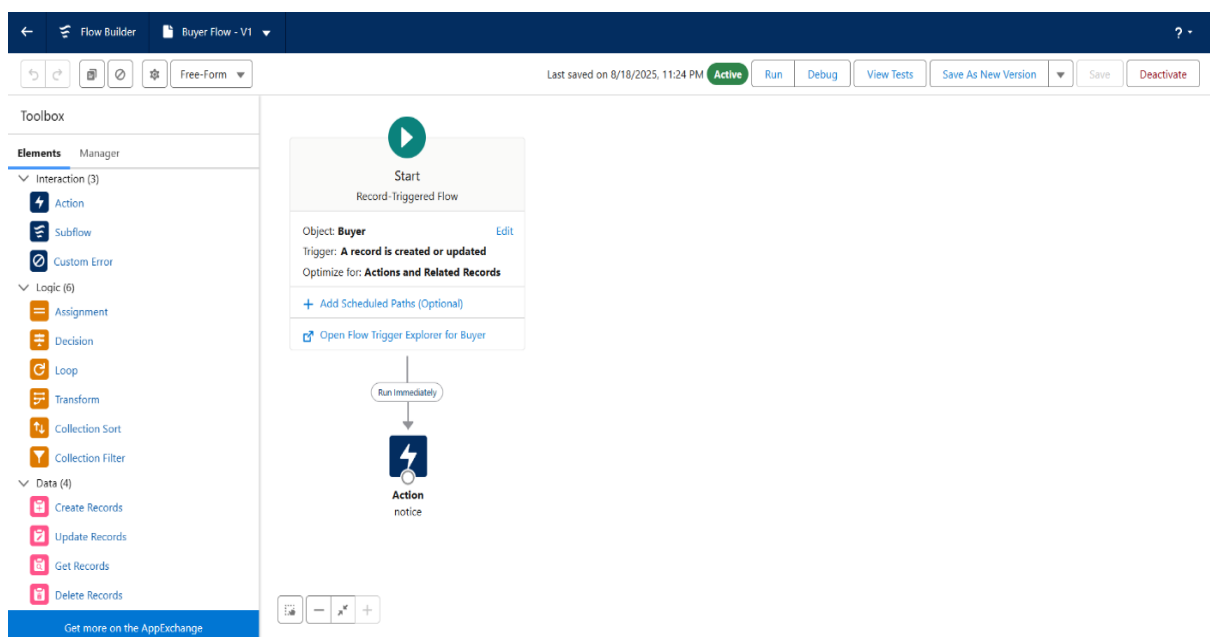
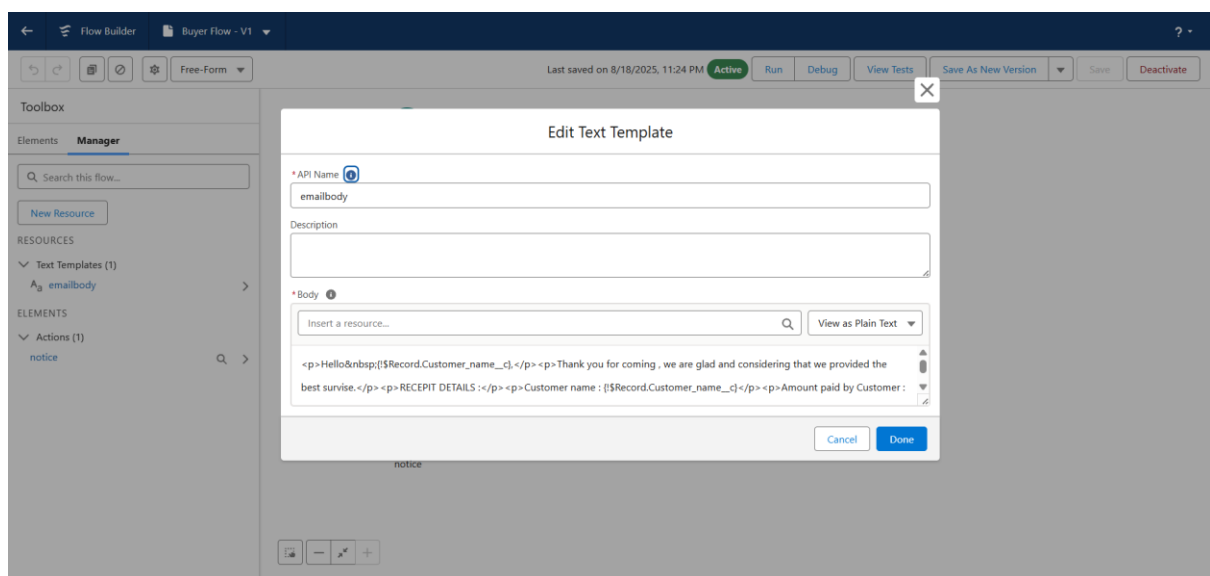
- In this project, dashboards were created to provide insights on fuel estimation, sales, and customer activity



14. Creating Flow

Helps in reducing manual effort and ensures quick communication with customers.

- A record-triggered flow was created on the Buyer object.
- The flow triggers when a record is created or updated.
- It automatically sends an email receipt to the customer.
- The email includes Customer Name, Amount Paid, Vehicle Type, and Fuel Intake.

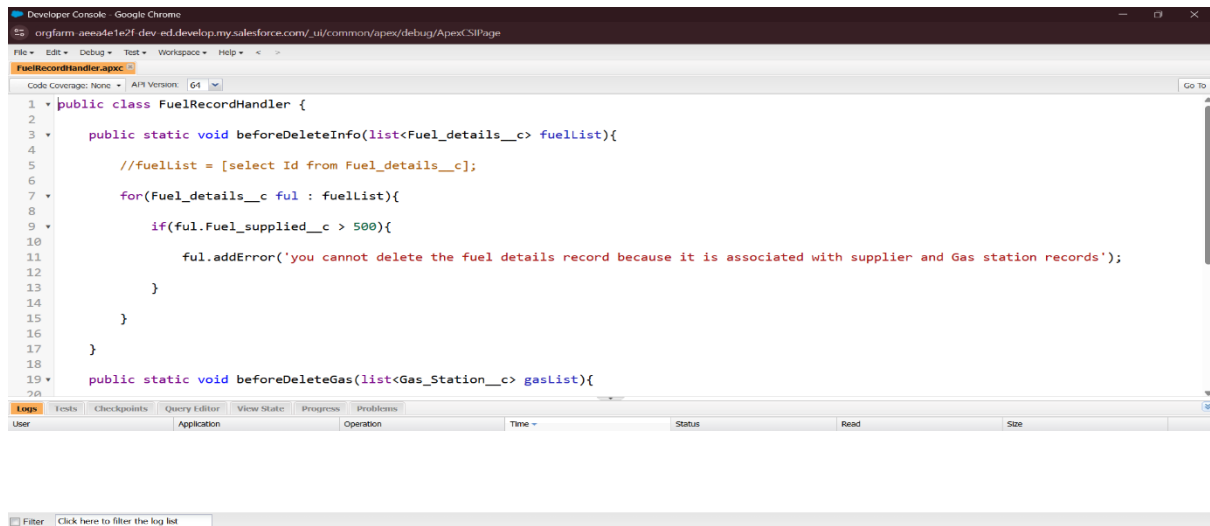


15. Creating Apex Triggers

Apex triggers are custom code that execute before or after events on records.

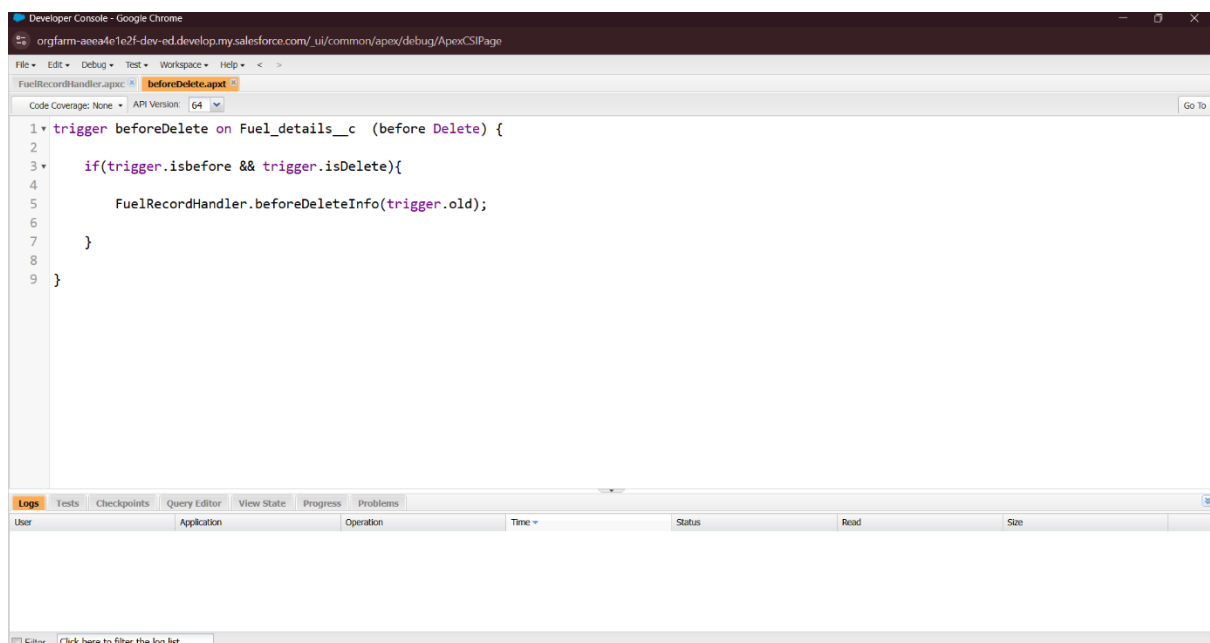
Handler (FuelRecordHandler.apxc)

- beforeDeleteInfo → Stops deletion of Fuel Details if supplier qty > 500.
- beforeDeleteGas → Ensures Gas Station fuel price > 50 before insert.



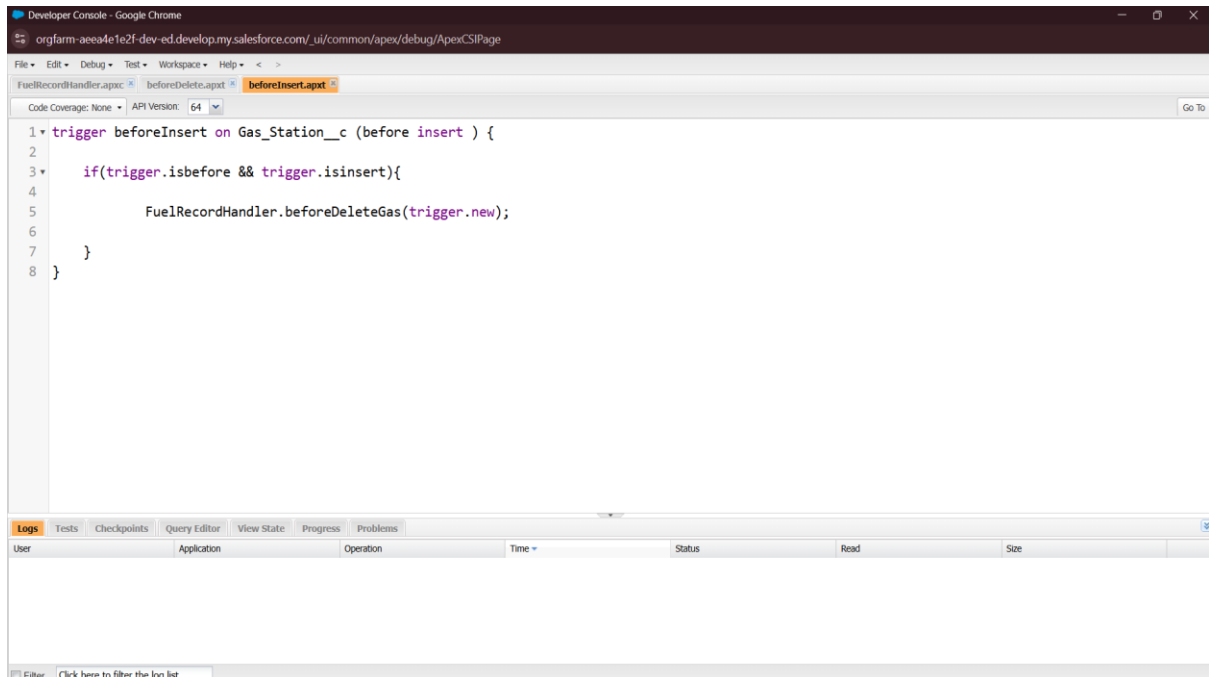
Trigger: Fuel Details (before delete)

Prevents deleting Fuel Details if linked records exist.



Trigger: Gas Station (before insert)

Validates fuel price before record creation.



Feature Enhancements for Gas Station App:

Salesforce Einstein features like AI chatbots, predictive insights, and analytics can be integrated into the Gas Station app to improve customer experience and business decision-making.

1. Einstein Bots Integration – Enable AI-powered chatbots to answer customer queries, share fuel prices, and generate receipts automatically.
2. Einstein Next Best Action – Provide personalized offers or discounts to customers based on their fuel purchase history.
3. Einstein Activity Capture – Automatically log customer communications such as emails for better tracking and engagement.
4. Einstein Analytics Dashboard – Visualize sales trends, supplier performance, and customer demand using advanced analytics.
5. Einstein Prediction Builder – Predict customer return behaviour to support targeted marketing strategies.

Additional Screenshots:

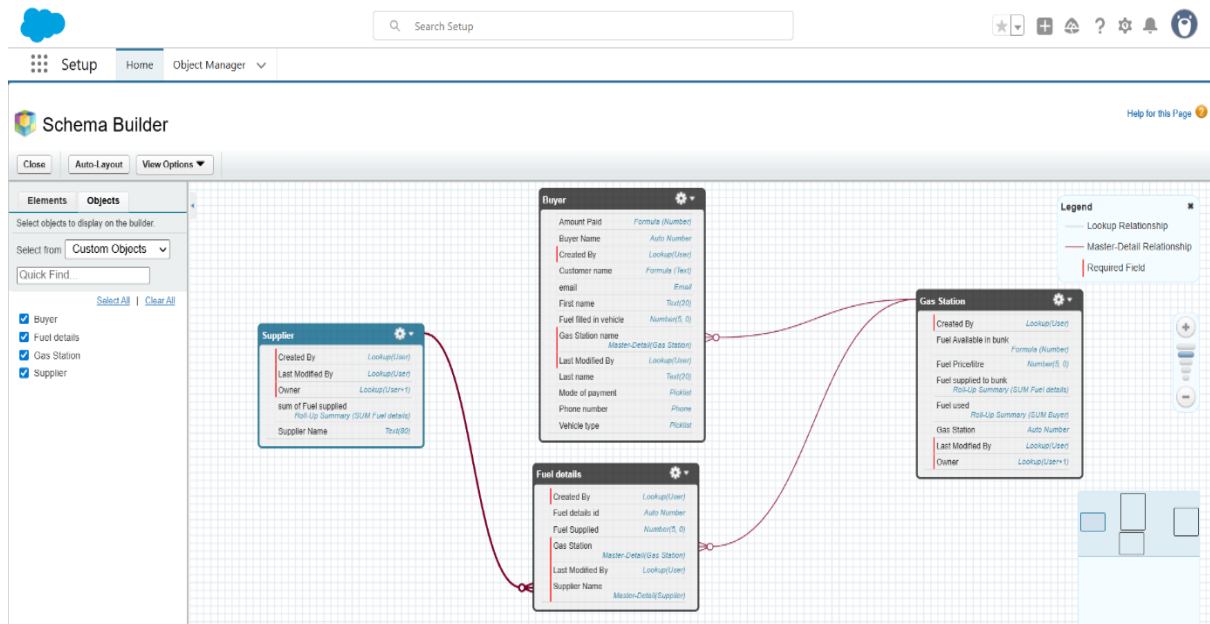


Fig: custom objects relationship

The screenshot shows the Setup > Tabs page. The left sidebar has a search bar with "tabs" and a list of tabs under "User Interface":

- Rename Tabs and Labels
- Tabs**

The main content area is titled "Custom Tabs" and includes the following sections:

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

Custom Object tabs look and behave like the standard tabs provided with Salesforce. Web tabs allow you to embed external web applications and content within the Salesforce window. Visualforce tabs allow you to embed Visualforce pages. Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app. Lightning Page tabs allow you to add Lightning Pages to Lightning Experience and the mobile app.

Action	Label	Tab Style	Description
Edit Del	Buyers	Credit card	
Edit Del	Fuel details	CD/DVD	
Edit Del	Gas Stations	Car	
Edit Del	Suppliers	Flag	

Web Tabs

No Web Tabs have been defined

Visualforce Tabs

No Visualforce Tabs have been defined

Fig: custom tabs for custom objects

SETUP > OBJECT MANAGER
Buyer

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

Field Name:

Description:

Help Text:

Data Owner:

Field Usage:

Data Sensitivity Level:

Compliance Categorization:

Available

PII
HIPAA
GDPR
PCI

Chosen

Formula Options

Formula Return Type:

Decimal Places:

Enter your formula and click Check Syntax to check for errors. Click the Advanced Formula subtab to use additional fields, operators, and functions.

Example: $Fahrenheit = 1.8 * Celsius_c + 32$ [More Examples...](#)

Simple Formula | **Advanced Formula**

Insert Field:

Insert Operator:

Functions:

$Fuel_filled_in_vehicle_c * Gas_Station_name_r.Fuel_Price_litre_c$

Quick Tips
Getting Started
Operators & Functions

Fig: formula field of amount paid

Setup Home Object Manager

Search Setup

pro

Hyperforce Assistant

Users

Profiles

Data

Mass Transfer Approval Requests

Feature Settings

Approval Settings

Data.com

Prospector Preferences

Prospector Users

Functions

Marketing

Lead Processes

Sales

Products

Asset Settings

Product Schedules

SETUP

Profiles

Contact Point Emails: ☒ ☒ ☒ ☒ ☐ ☐ ☐

Streaming Channels: ☒ ☒ ☒ ☒ ☐ ☐ ☐

User External Credentials: ☒ ☒ ☒ ☒ ☐ ☐ ☐

Custom Object Permissions

	Basic Access				Data Administration				Basic Access				Data Administration		
	Read	Create	Edit	Delete	View All Records	Modify All Records	View All Fields		Read	Create	Edit	Delete	View All Records	Modify All Records	View All Fields
Buyers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gas Stations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fuel details	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Suppliers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Session Settings

Session Times Out After: 2 hours of inactivity

Session Security Level Required at Login

Password Policies

User passwords expire in: 90 days

Enforce password history: 3 passwords remembered

Minimum password length: 8

Password complexity requirement: Must include alpha and numeric characters

Password question requirement: Cannot contain password

Maximum invalid login attempts: 10

Lockout effective period: 15 minutes

Obscure secret answer for password resets: ☐

Require a minimum 1 day password lifetime: ☐

Don't immediately expire links in forgot password emails: ☐

Fig: sales executive profile

Contact Point Emails: ☒ ☒ ☒ ☒ ☐ ☐ ☐

User External Credentials: ☒ ☒ ☒ ☒ ☐ ☐ ☐

Custom Object Permissions

	Basic Access				Data Administration				Basic Access				Data Administration		
	Read	Create	Edit	Delete	View All Records	Modify All Records	View All Fields		Read	Create	Edit	Delete	View All Records	Modify All Records	View All Fields
Buyers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gas Stations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fuel details	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Suppliers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Session Settings

Session Times Out After: 2 hours of inactivity

Session Security Level Required at Login

Password Policies

User passwords expire in: 90 days

Enforce password history: 3 passwords remembered

Minimum password length: 8

Password complexity requirement: Must include alpha and numeric characters

Fig: salesperson profile

Conclusion:

The Gas Station CRM project in Salesforce has been designed and implemented to cover all essential business operations, from managing buyers, suppliers, and fuel details to automating tasks using flows and Apex triggers. By creating custom objects, profiles, permission sets, and page layouts, the application ensures proper organization of data and secure access for different users such as Manager, Sales Executive, and Sales Person. Flows were designed to send automated customer receipts and improve service, while triggers ensured data accuracy during record insertions and deletions. Reports and dashboards provided valuable insights for decision-making, helping managers monitor performance and streamline processes. Overall, the project highlights how Salesforce can be leveraged as a powerful platform to improve efficiency, reduce manual effort, and deliver a better customer experience in gas station management.