A day in the life of a Salesforce Consultant

You work for SAY'RM, a small company of 10 employees. SAY'RM specializes in the implementation of Customer Relationship Management (CRM) applications for customers in the Milwaukee region. The company has been operating for 7 years and has a few well-known clients, particularly in the insurance sector.

Your company logo

There are many companies specializing in the implementation of CRM applications; what distinguishes yours is its small size, its family atmosphere and the number of Salesforce projects the team has already completed. You interact with your colleagues informally, but professionally and have worked hard to establish a true culture of collaboration.

The small size of your company does not prevent you from having regular work. Your most recent project has been focused mainly on an update of an application that was implemented 2 years ago for the company APPY.

Here's how your day unfolds:

9:00 am - Arrival at the client's premises

You usually start work between 9:00-9:30 am. Your schedule is quite flexible - you just need to make sure you are ready every day at 10:00 am for the **standup meeting** that kicks off your working day.

You greet your colleagues and the client upon arriving. Different teams are present: there is the marketing team, the project management team (represented by the client and service providers), not to mention your own team. This is the support team that will take care of the implementation and maintenance of the Salesforce app for the client!

At the moment, your team consists of:

- Jeremy, a young SAY'RM developer with a little more experience than you. He has been in the company for about two years and has helped you a lot during your first few months here. He works mainly on unblocking production anomalies.
- Terry, a new SAY'RM developer who arrived just two weeks ago.
- Matilda, the technical director of the SAY'RM team working with the client, APPY. She oversees all technical production of the team, including planning, organization, management, and recruitment. She is the one who hired you. And she does a little bit of coding too!
- Sabina, the project director representing the client, APPY. Sabina is responsible for submitting requests to the SAY'RM team according to APPY's needs.

Transportation difficulties have forced Nicolas, the technical expert working on setting up the interface, and Juliette, another developer, to work remotely from their homes today.

You take advantage of the fact that Jeremy is available to discuss the project together before the start of the meeting.

10:00 am - Standup meeting

All teams are present and stand in a circle. Each in turn, you exchange on the following points: what you did the day before, what you plan to do today, and any obstacles you're encountering. This rarely requires more than one minute per person.

The standup meeting

When it's your turn, you say: "Yesterday, I spent most of the day working on an update that will allow the logging of events on the customer dashboard. I intend to finish this today if all goes well. I'm still waiting for some final information from Jeremy to finalize the layout and rendering, and he's just told me he'll be able to provide that today. "

Matilda speaks last: "We've recently validated a new client, so we now have the opportunity to work on our first project with them, which we signed yesterday. The project has a life cycle of about three months." She takes advantage of the fact that the whole team is gathered to take stock of everyone's workload for the coming months. A quick consensus reveals that the new project will put a strain on everyone's current priorities. 😳 Matilda says she'll have a look at the budget and consider hiring a freelancer to help with a portion of the project, which everyone is happy to hear!

10:15 am - Integration

You pick up where you left off yesterday, with the update of the page for logging events. This is a page that allows underwriters to report on their dedicated dashboard if they have a problem with their insurance. You already made good progress the day before, and it continues to go smoothly. You are confident that you'll finish today, just like you told your team in the stand-up meeting.

Your job is to ==implement and format the page with the style sheets== provided by Jeremy so that the page has the best ==rendering. This is called== **==integration==**.

You code in Apex, HTML, CSS, and JavaScript to create the page

12:15 pm - Lunch break

You head out to have lunch with your team at a pizzeria just down the road from the office.

On the way, you run into the client who tells you that he would like to talk to you about a change to the update you are currently working on. You tell him that you can discuss this with him after lunch.

Yum!

1:30 pm - Back to work

You see the ==client== about the changes he wants to make. He mentions that he would like to add a button on your page that would open a customer satisfaction questionnaire. ==You alert him to the additional workload that this new feature would entail, as well as the cost involved and the risk of not meeting project deadlines.== On hearing this, the client decides not to insist on the implementation of this feature and instead, plans to include it in a future batch. After writing a report on the meeting with the client, you get back to the task at hand..

Everything is working well until you make a change to please your client: the development does not seem to work as before.

When you click on "Enter a new incident", an error message appears ... You ask Mathilda if she can help you solve this bug because it worked perfectly before lunch.

She answers, "Let's take a look together at what might have caused this malfunction. ==Remember to take notes on how to correct this problem, in case it happens again.== "

After a few minutes, ==Mathilda finds where the bug comes from and explains how to fix it. This will be your next mission!==

15h - Jeremy is ready!

Jeremy sends you the information you were waiting for. You thank him and have a quick chat, making the most of the opportunity to have a quick coffee together.

You download the zipped package with stylesheets in order to integrate them into your page. Beautiful teamwork! 🙌

Thanks to your teamwork, you have all the information you need to move forward.

4:00 pm - Terry has a problem

Terry is working on a different page of the project. He asks you for help on on what he is working on because the code he has written does not work as he would like it to. You decide to give him a hand to try to solve his problem. Even if you are a young developer yourself, you know that you can help others simply by bringing another point of view.

4:30 pm - Return to your page for logging events

Helping Therry takes you longer than expected. You decide to have one last coffee to boost your energy and then try to finish your task for the day.

To thank you for your help, Terry decides to give you a hand because he was able to finish his goal of the day in time.

5:45 pm - Victory!

You did it! You and Terry carry out some tests, and your page for logging events seems to be working perfectly.

You make a **package** of changes made to your code and notify your team of your progress at the end of the day.

You let Mathilda know that you are finished. She tells you: "Great! I'm going to take a look at it to make sure everything is in order. If I see any changes, we'll talk about it at tomorrow's meeting so that we can deal with it quickly. "

You ask her what you should work on next. She tells you that there are several sections of the customer space still to be developed, including the slider on the homepage.

On to the next challenge!

6:00 pm - End of the day

You begin thinking about this new mission and decide that you will get started tomorrow morning! You say goodbye to your colleagues who are still working and head home.

> Did you understand everything that happened during "A day in the life of a developer"? Feel free to do some research and talk to your mentor during your next session if any of the terms are not clear to you. Remember that you will learn about all of this during your training, so don't worry if it's a bit fuzzy at the moment. Everything will come into focus soon! 😎