

Phase 10: Final Presentation & Demo Day

1. Pitch Presentation

- A slide deck was prepared outlining the project's journey:
 - **Problem:** People often struggle to find reliable and verified local service providers like plumbers, electricians, and cleaners. Delays, lack of trust, and poor tracking of service requests are common. Service providers also face challenges in managing bookings, payments, and customer communication.
 - **Solution:** The Local Business Service CRM, a centralized platform connecting customers with trusted local service providers, managing service requests, notifications, payments, and feedback.
 - **Benefits:** Efficient service booking, automated reminders and notifications, improved trust through verified providers and ratings, accurate tracking for providers and admin, and insights into service quality and performance.

2. Demo Walkthrough

- A live demo script was prepared to showcase a “day in the life” of each role:
 1. Start on the **Dashboard** to get an overview of service requests, completed jobs, pending tasks, and revenue.
 2. Open a **Customer Request** to view details, request history, and assigned service providers.
 3. Demonstrate **accepting/rejecting a job** as a service provider and updating job status.
 4. Show how **reminders and notifications** are automated for upcoming services.
 5. Navigate to **Reports** (e.g., Requests Completed by Provider, Customer Ratings, Revenue by Service) to analyze data.
 6. Highlight **Dynamic Dashboards** showing data specific to each role (Customer, Service Provider, Admin).

3. Handoff Documentation

- A **user guide** was created explaining key tasks: booking a service, managing service requests, updating job status, providing ratings, and generating reports.
- An **admin guide** was drafted, covering custom objects (Customer, Service Request, Service Provider), workflows, triggers, formulas, dashboards, and security settings.

4. Portfolio / Project Showcase

- A professional summary was prepared for portfolio or LinkedIn use:
 - **Title:** Local Business Service CRM Project
 - **Description:** “Designed and developed a comprehensive CRM platform to connect customers with verified local service providers. Features include automated notifications, job tracking, ratings & feedback, dynamic dashboards, and admin reporting for real-time insights.”
 - **Skills Demonstrated:** Salesforce Administration, Apex, Lightning Web Components (LWC), SOQL, Flows, Process Automation, Data Modeling, Security & Sharing, Reports & Dashboards.
 - **Link:** <https://github.com/ur808/Local-Business-CRM-Project.git>