

# PROJECT REPORT TEMPLATE

## 1. INTRODUCTION

### 1.1 Overview

Retail management application using Salesforce may include:

**Sales and order Management:** The application enables retailers to manage sales processes, track orders, and manage customer accounts. It may include features such as product catalog management, pricing and discount management, order tracking, and fulfillment management.

**Inventory Management:** The application helps retailers keep track of their inventory levels, manage replenishment, and optimize stock levels. It may include features such as real-time inventory tracking, automated reordering, and inventory reporting.

**Customer Relationship Management (CRM):** The application enables retailers to manage their customer interactions, capture customer data, and provide personalized experiences. It may include features such as customer data management, loyalty program management, and customer communication tools.

**Analytics and Reporting:** The application provides retailers with data-

driven insights through analytics and reporting features. It may include features such as sales analytics, inventory reporting, and customer behavior analysis to make informed decisions and identify areas for improvement.

**Mobile and Omni-channel capabilities:** The application may have mobile and omni-channel capabilities, allowing retailers to manage their operations and engage with customers across various channels, such as online, in-store, and mobile devices.

**Integration and Customization:** The application may provide integration capabilities with other retail systems, such as point-of-sale (POS) systems, e-commerce platforms, and third-party applications. It may also offer customization options to tailor the solution to the unique needs of a retailer's business

## **1.2 Purpose**

A retail management application using Salesforce, a popular customer relationship management (CRM) platform, can offer numerous benefits and help achieve various objectives for retail businesses. Here are some potential achievements that can be accomplished using a retail management application built on Salesforce:

**Enhanced Sales and Customer Management:** Salesforce provides robust tools for managing sales pipelines, tracking leads, managing contacts

and accounts, and automating sales processes. A retail management application can leverage these features to streamline sales workflows, improve customer relationship management, and boost sales performance.

**Improved Inventory Management:** Efficient inventory management is crucial in retail. A Salesforce-based application can integrate with inventory systems and provide real-time visibility into inventory levels, automate inventory replenishment, and optimize inventory allocation across multiple sales channels, helping retailers minimize stockouts and overstocks, reduce carrying costs, and improve profitability.

**Enhanced Marketing and Promotions:** Salesforce offers comprehensive marketing automation tools, enabling retailers to create and execute targeted marketing campaigns, manage customer data, and track marketing ROI. A retail management application can leverage these features to run personalized marketing campaigns, segment customers based on purchase history, preferences, and demographics, and optimize marketing spend to drive customer engagement and loyalty.

**Streamlined Order Management and Fulfillment:** A retail management application built on Salesforce can streamline order management processes, from capturing orders to processing payments, managing order status, and coordinating order fulfillment across multiple channels, such as online, in-store, and mobile. This can help retailers provide seamless and efficient order management experiences to

customers and reduce order processing time and errors.

**Enhanced Reporting and Analytics:** Salesforce provides powerful reporting and analytics capabilities, enabling retailers to gain insights into their business performance, track key performance indicators (KPIs), and make data-driven decisions. A retail management application can leverage these features to generate custom reports and dashboards, analyze sales trends, customer behaviors, and inventory metrics, and gain actionable insights to optimize retail operations and drive business growth.

**Improved Customer Service and Support:** Salesforce offers tools for managing customer service and support, such as case management, knowledge base, and omni-channel support. A retail management application can integrate with these features to provide excellent customer service, handle customer inquiries and complaints efficiently, and ensure timely resolution of customer issues, leading to improved customer satisfaction and loyalty.

**Mobile and Remote Access:** Salesforce provides robust mobile capabilities, allowing retail teams to access critical business data, manage leads, contacts, and opportunities, and collaborate remotely from any device. A retail management application can leverage Salesforce's mobile features to enable sales and operations teams to work on-the-go, access real-time data, and stay connected, leading to improved productivity and responsiveness.

Overall, a retail management application built on Salesforce can provide a comprehensive solution for managing sales, inventory, marketing, orders, customer service, and analytics, helping retailers streamline operations, enhance customer experiences, and drive business growth.

## **2. PROBLEM DEFINITION & DESIGN THINKING**

### **2.1 Empathy Map**

As an AI language model, I'm not able to generate or display images or screenshots directly. However, I can provide you with a description of what an empathy map typically includes:

A simple diagram or template divided into four quadrants labeled: "Says," "Thinks," "Does," and "Feels."

In the "Says" quadrant, you would include quotes or statements that represent what the person or user is saying about a particular topic or situation.

In the "Thinks" quadrant, you would include thoughts or assumptions that the person might have about the topic or situation.

In the "Does" quadrant, you would include actions or behaviors that the person is likely to exhibit in relation to the topic or situation.

In the "Feels" quadrant, you would include the emotions, feelings, or

attitudes that the person might experience in the given context.

These four quadrants together help create a holistic view of a person's perspective, enabling you to better understand their needs, motivations, and challenges. An empathy map is a useful tool for design thinking, customer research, and user experience (UX) design processes. You can create your own empathy map by drawing a simple quadrant diagram or using online tools that provide pre-designed templates.

## **2.1 Ideation & brainstorming map**

As an AI language model, I am unable to provide visual content such as screenshots. However, I can describe to you how an ideation and brainstorming map might look like.

A typical ideation and brainstorming map is a visual representation of ideas, concepts, and connections created during a brainstorming session. It usually consists of a central topic or theme in the center, surrounded by various branches or nodes that represent different ideas or concepts related to the central topic. These branches or nodes can further branch out into sub-ideas or related concepts, forming a tree-like structure.

Each branch or node may contain keywords, phrases, or short descriptions that represent ideas generated during the brainstorming session. The map may also include arrows or lines connecting different

nodes to indicate relationships, connections, or dependencies between ideas.

The map can be created using various brainstorming and mind-mapping tools, such as MindMeister, XMind, or even a simple pen-and-paper approach. It can be colorful and visually appealing, with different fonts, colors, and icons used to represent different ideas or concepts.

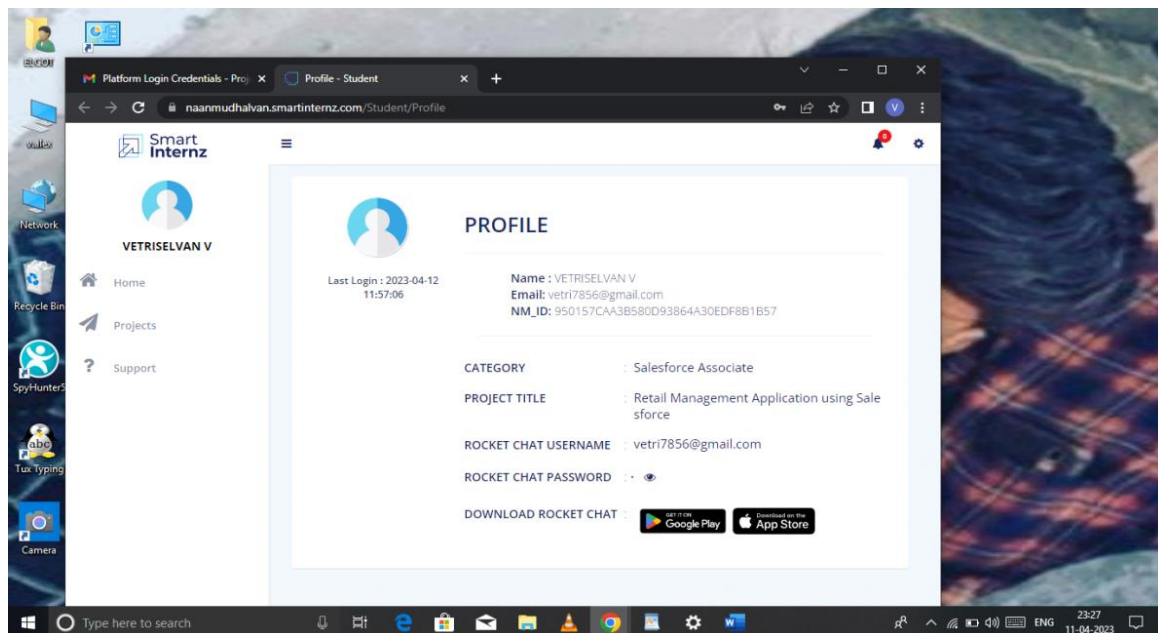
The purpose of an ideation and brainstorming map is to visually capture and organize the ideas generated during a brainstorming session, making it easier to understand the relationships between ideas and facilitating further discussion and exploration of those ideas.

### 3.RESULT

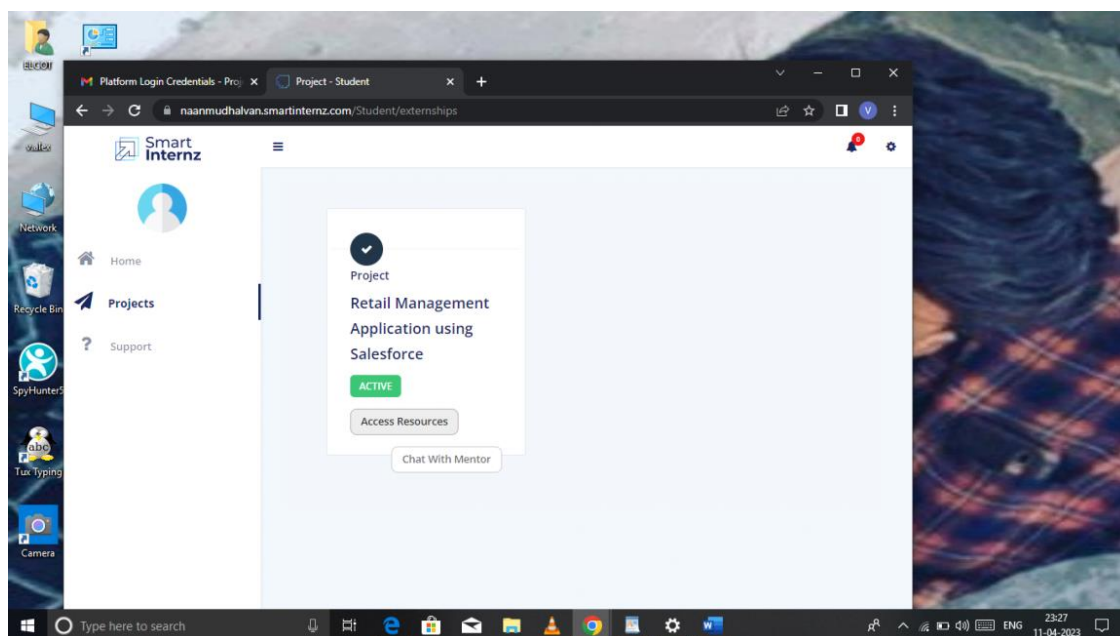
#### 3.1 Data model:

Object name	Fields in the object	
Warehouse page layout	Field lable	Data type
	Assistant Name	Text (40)
sales order layout	Field lable	Data type
	Sales order	Master-Detail relationship
Dispatch/Tracking	Field lable	Data type
	Dispatched	Checkbox

### 3.2 Activity & Screenshot:

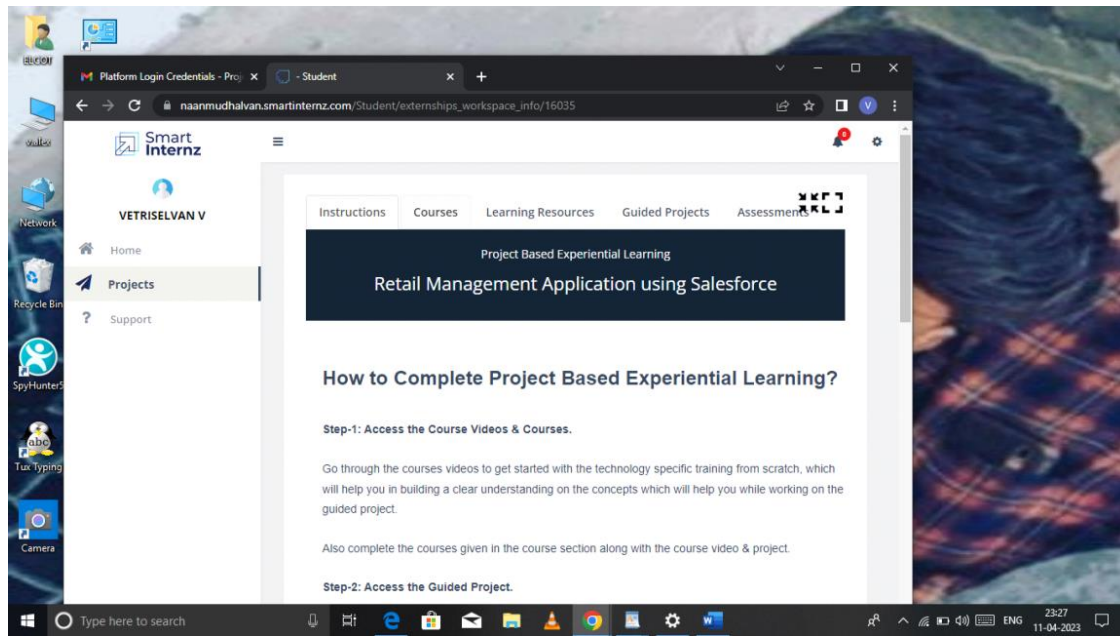


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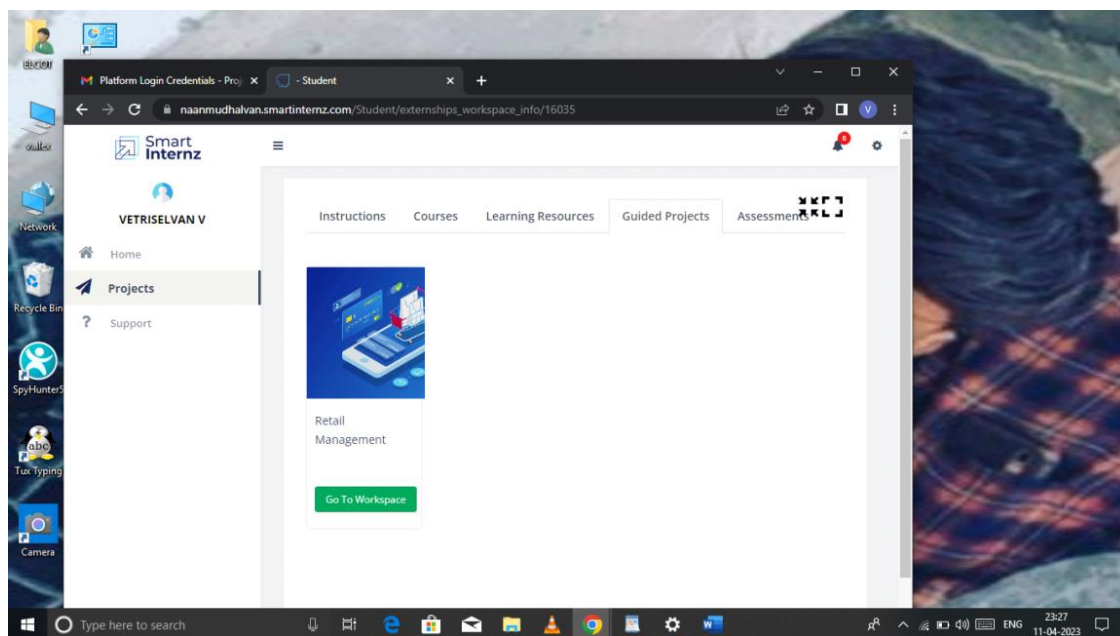


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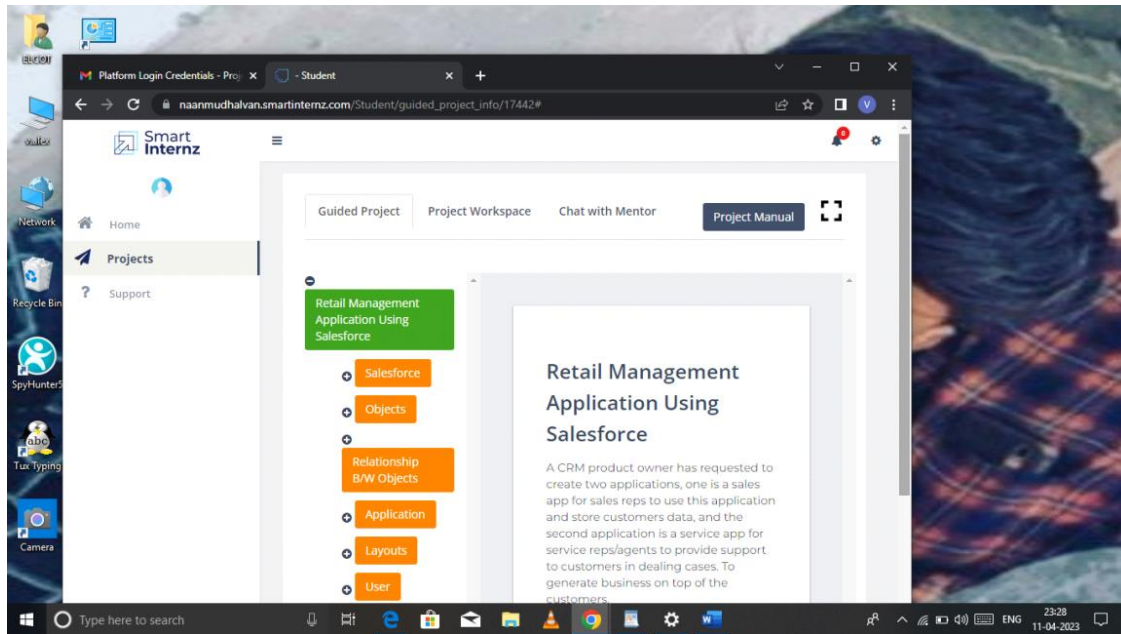




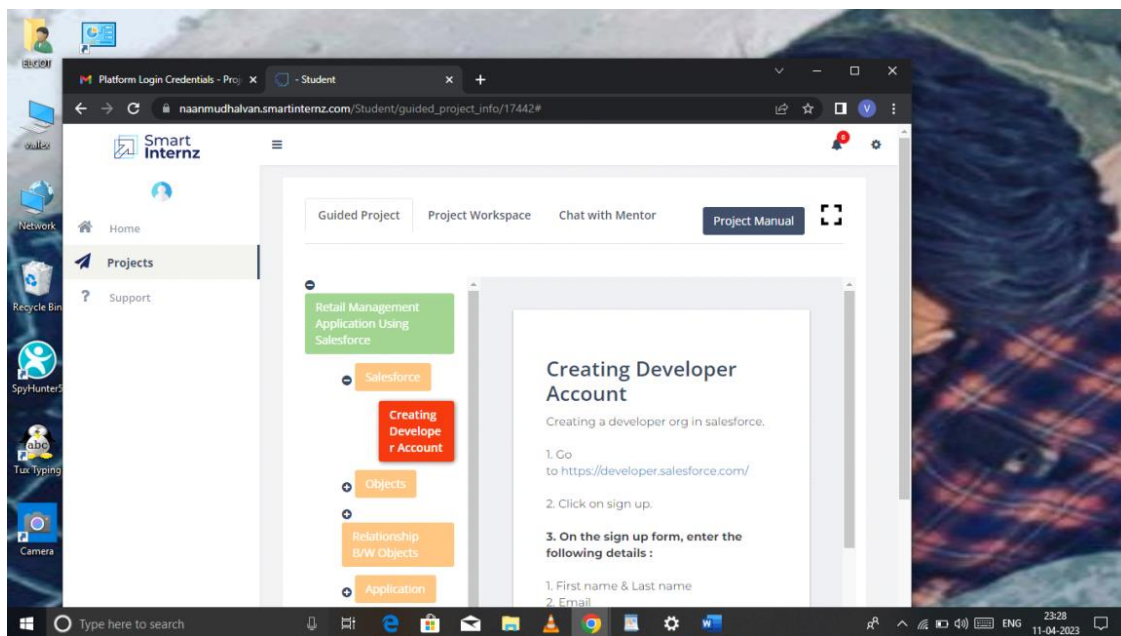
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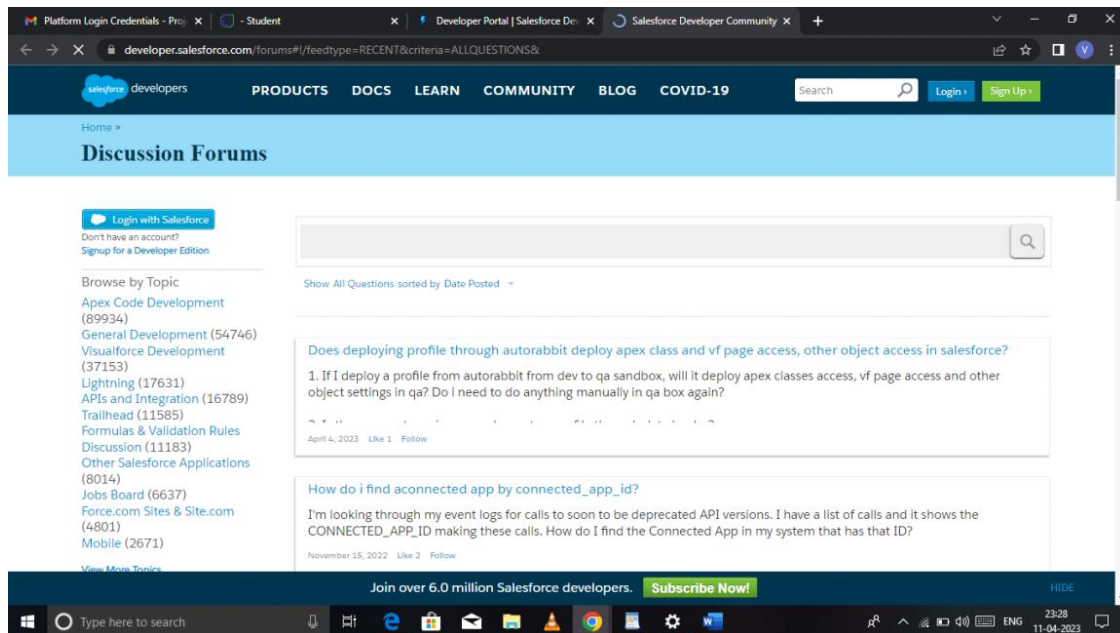
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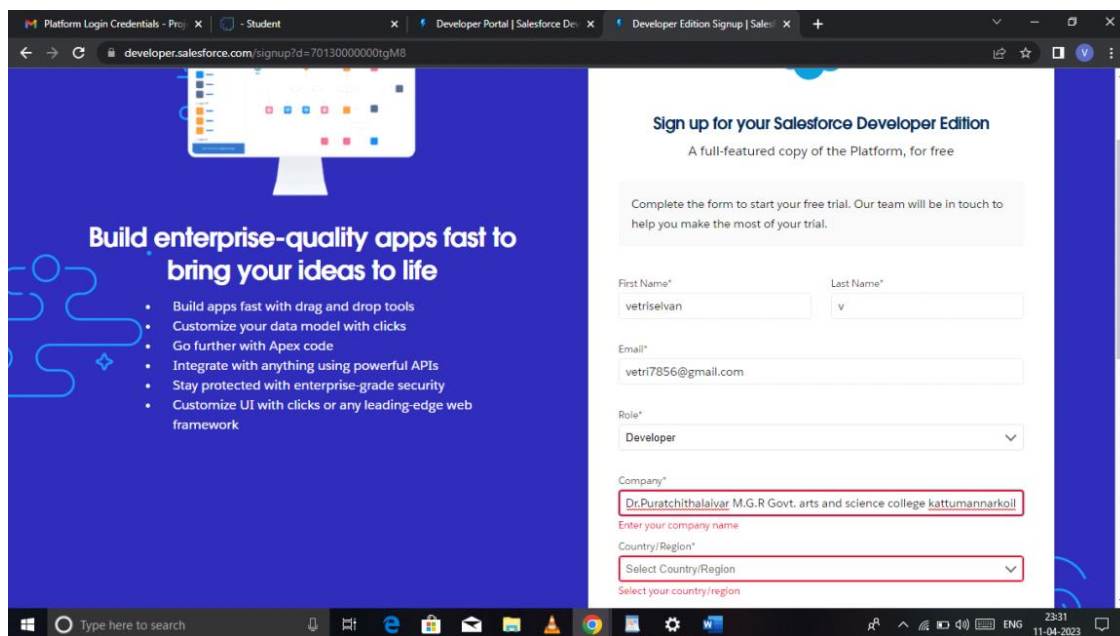
From the given topic retail salesforce.



Creating developer account in my team members.



Then the signup for a developer edition.



Complete the from to start your free trial. Our team will be in touch to help you make the most of your trial.

Platform Login Credentials - Proj... x Student x Developer Portal | Salesforce De... x Developer Edition Signup | Sales... x

developer.salesforce.com/signup?d=70130000000tgM8

- Stay protected with enterprise-grade security
- Customize UI with clicks or any leading-edge web framework

Role\*  
Developer

Company\*  
ManbunmiguDr.Puratchithalavar M.G.R Govt. arts and science college ka...

Country/Region\*  
India

Postal Code\*  
608301

Username\*  
vetri7856@gmail.com

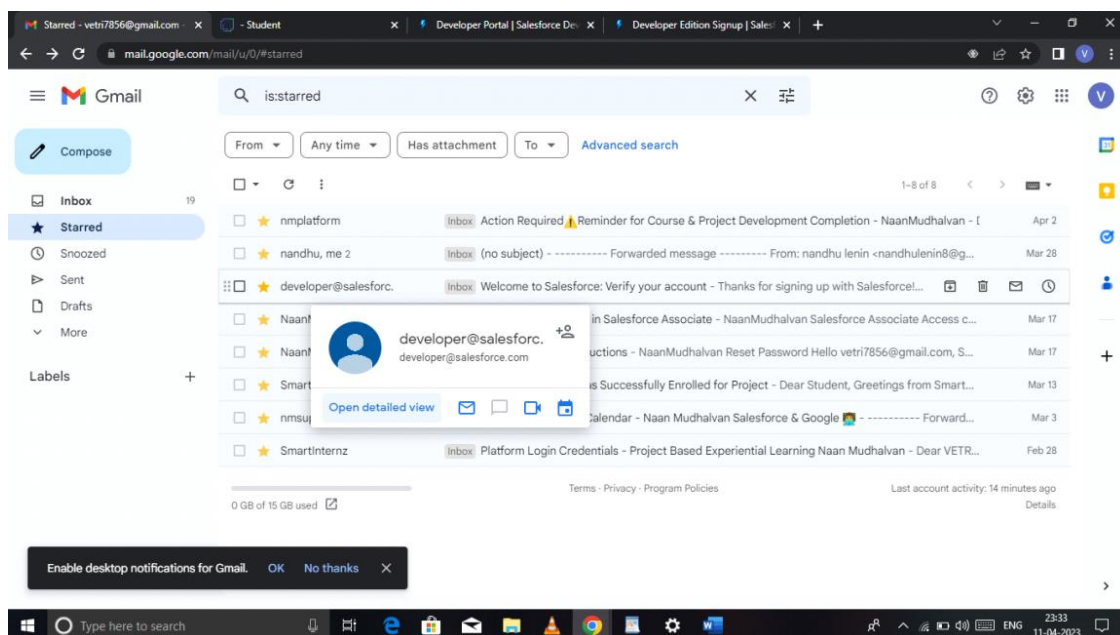
Your username must be in the form of an email address (It does not have to be real). It must be unique and cannot be associated with another Salesforce login credential. [Read more about username recommendations.](#)

☒ I agree to the Main Services Agreement - Developer Services and Salesforce Program Agreement.

By registering, you confirm that you agree to the processing of your personal data by Salesforce as described in the [Privacy Statement](#).

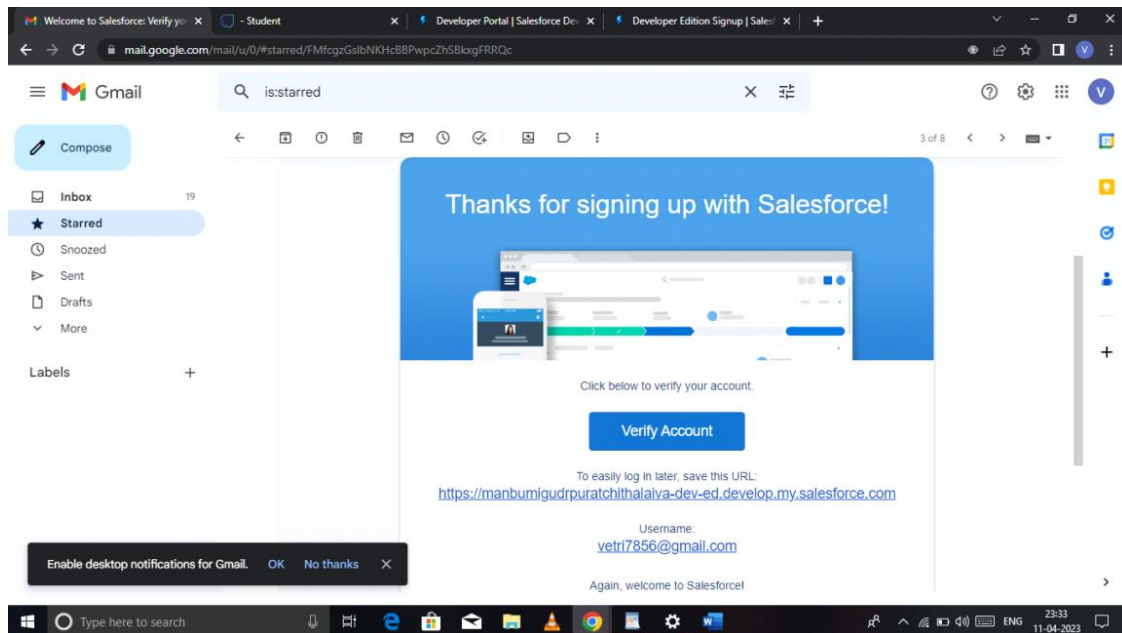
Sign me Up

Complete the form to start your free trial. Our team will be in touch to help you make the most of your trial to sign up.

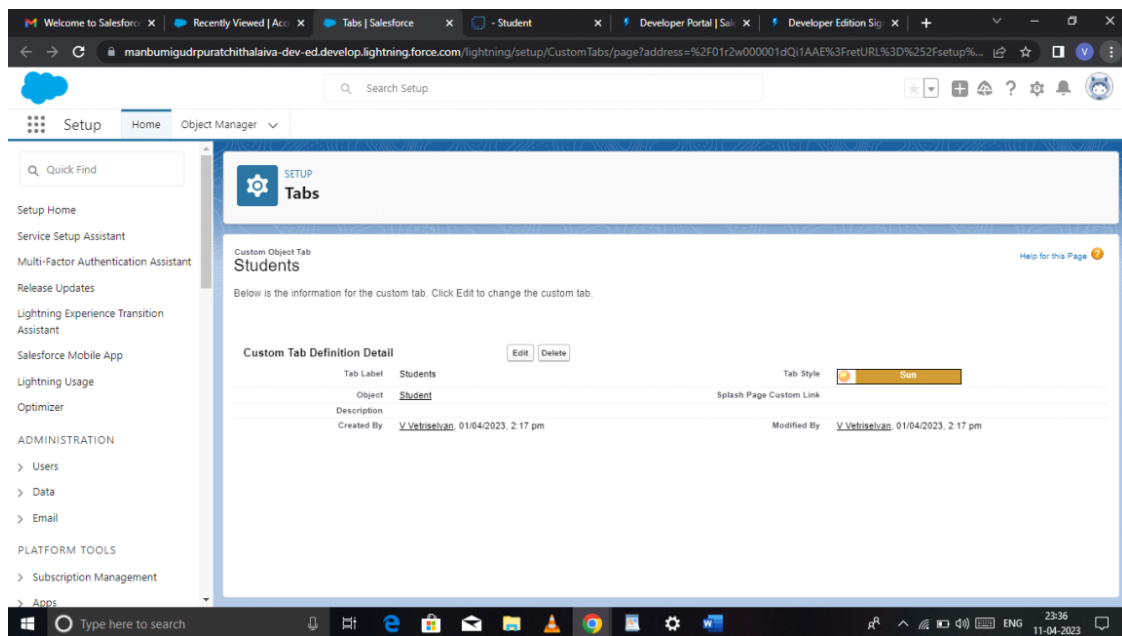


Go to developer salesforce for email address.

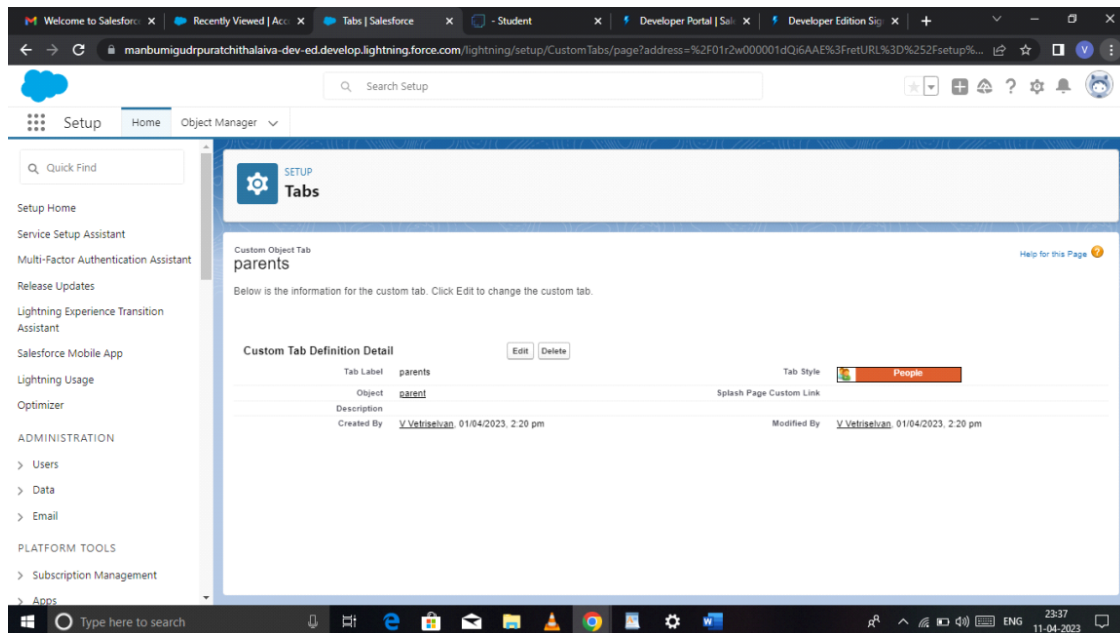




The next level go to verify account signing up with salesforce.



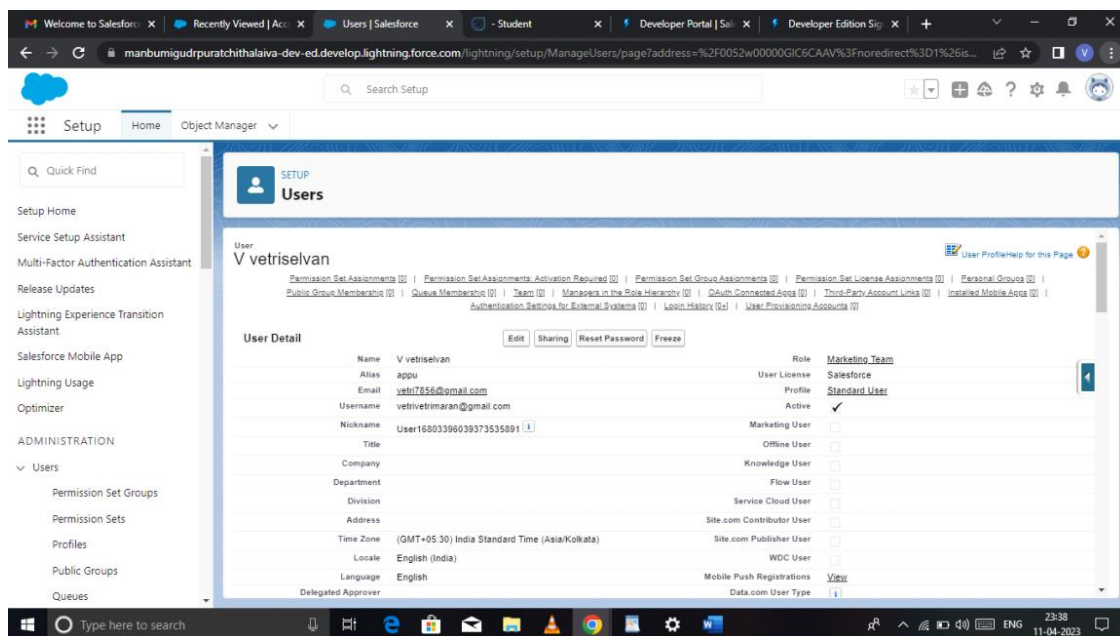
Ensure that you have to select at least one option in the object creation option; it is available only once when a custom object is created. Then click on next you will navigate to the new custom object tab where you have to select tab style and click on next.



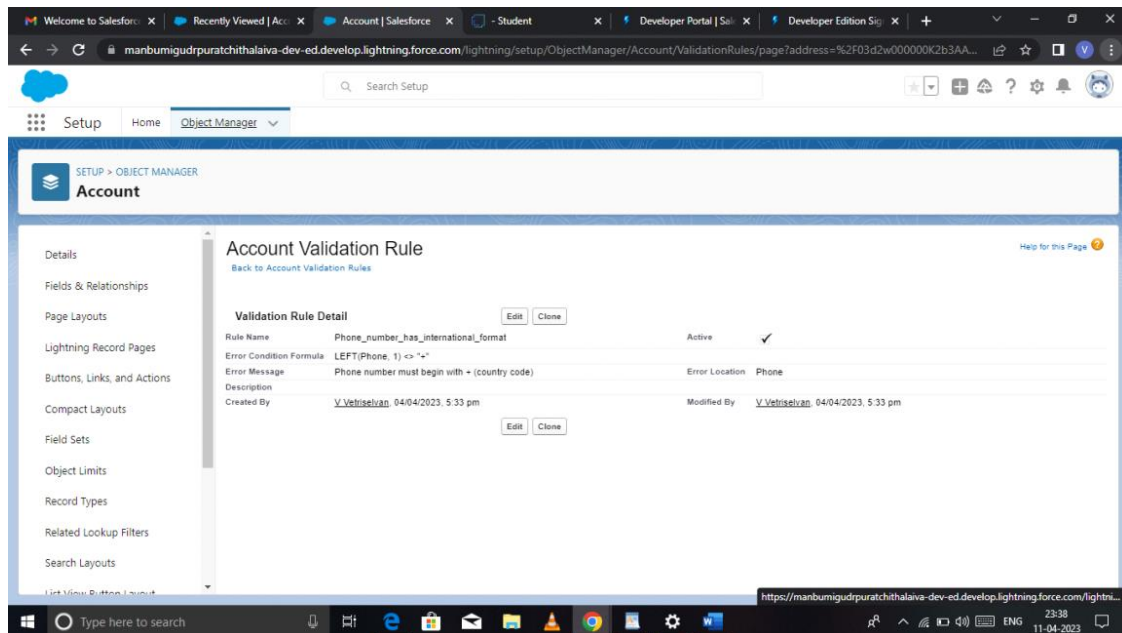
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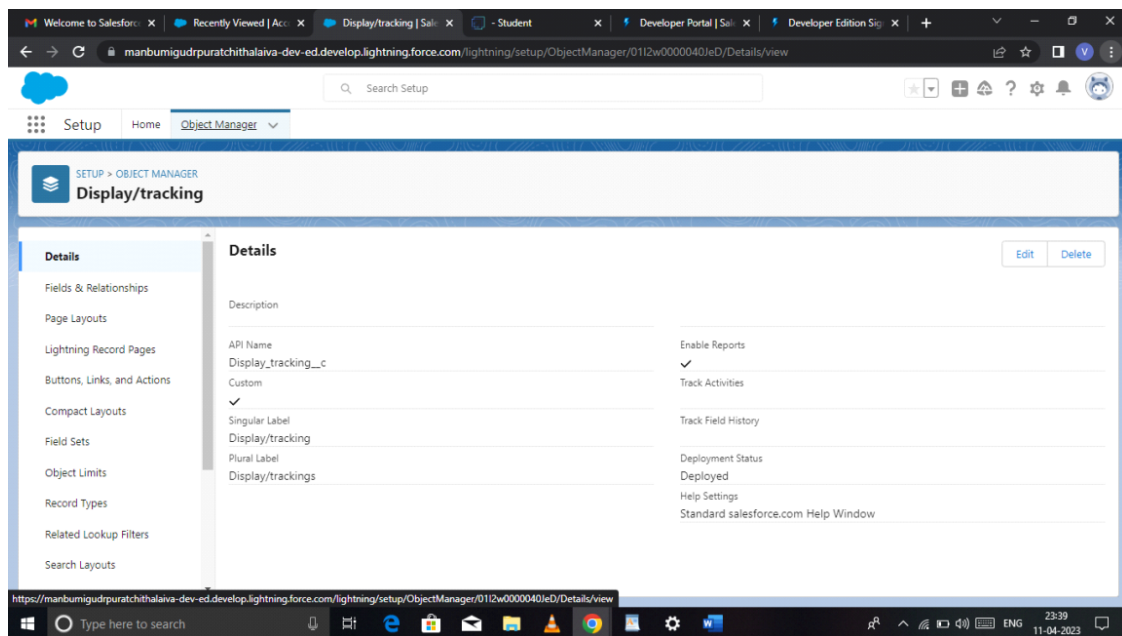
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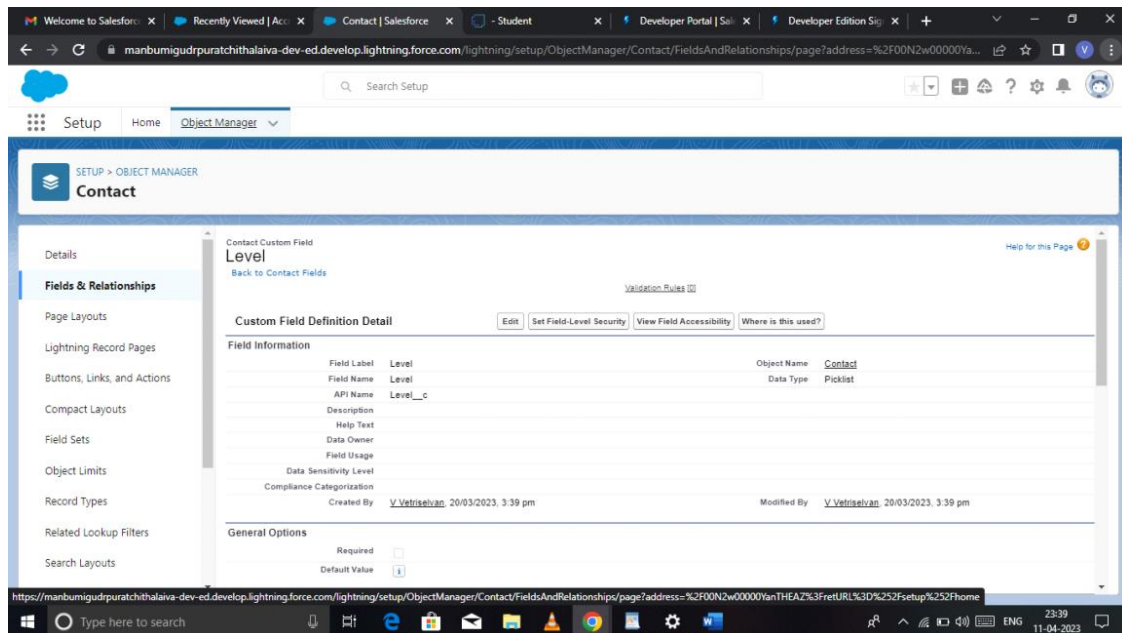
Give the first name and last name. Enter your email in the email field. Enter username; it must be unique. Select the user license of salesforce. In the profile field select standard platform profile At the bottom of the page check the box to generate a new password and notify the user immediately.



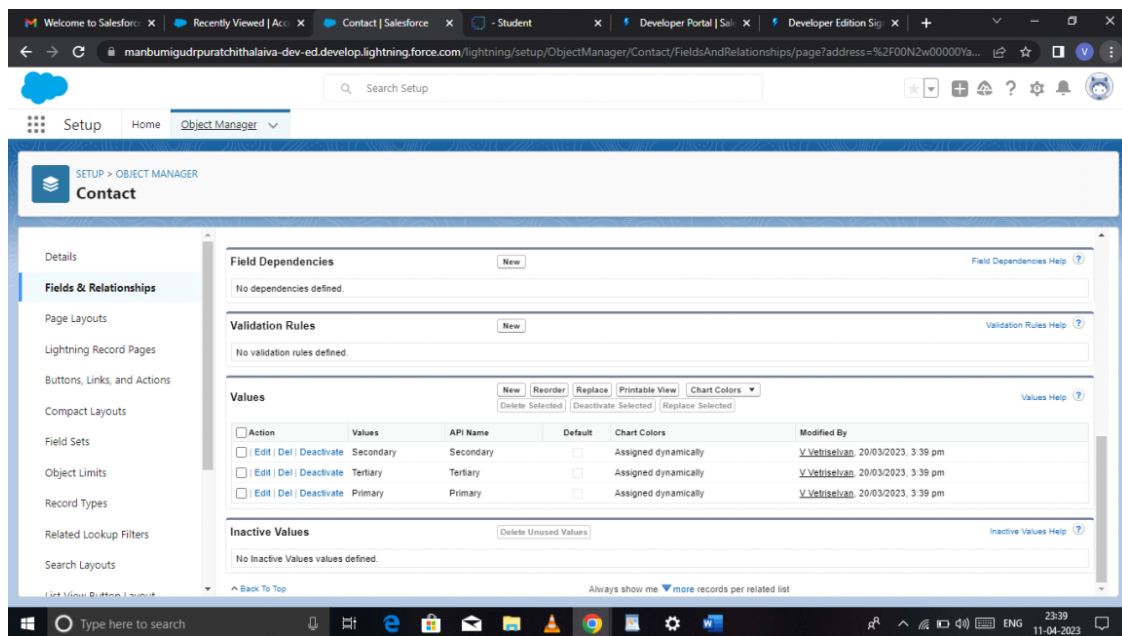
Click new, give the label name and in edit error conditional formula give the formula `hasLEFT(Phone, 1) <> "+"`. And in error message give the description has Phone number must begin with + (countrycode). In error location select top of the field



Navigate to object manager and select Account object. In details section scroll down and find validation rule in it. Click new, give the label name and in edit error conditional formula give the formula `hasLEFT(Phone, 1) <> "+"`.

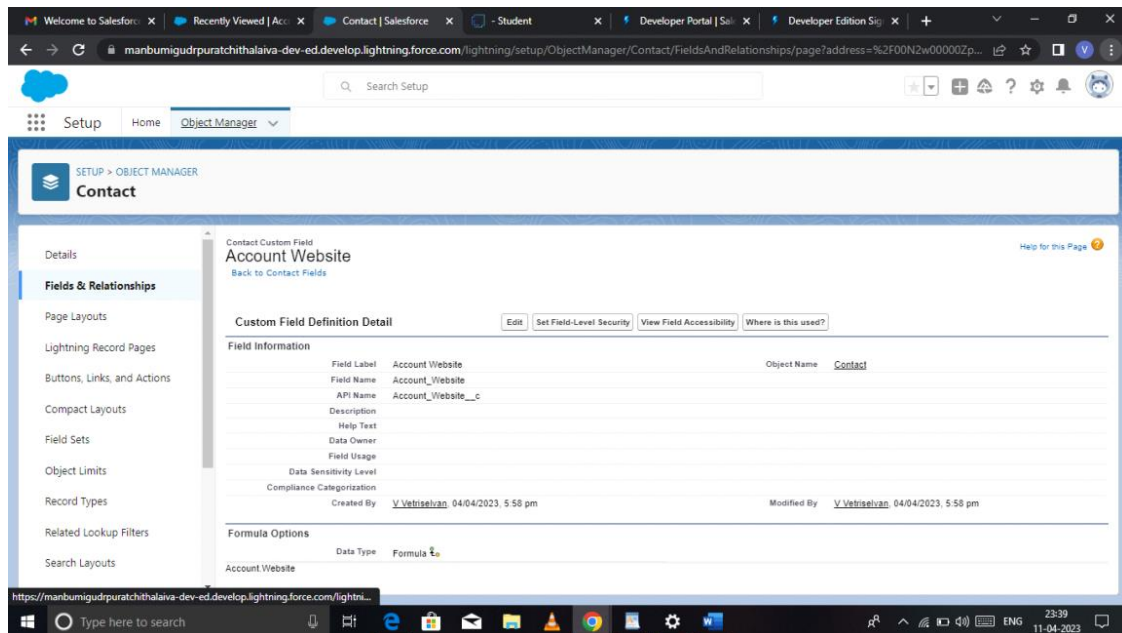


Select your object from object selection has Contact. And select the option fields and relationships

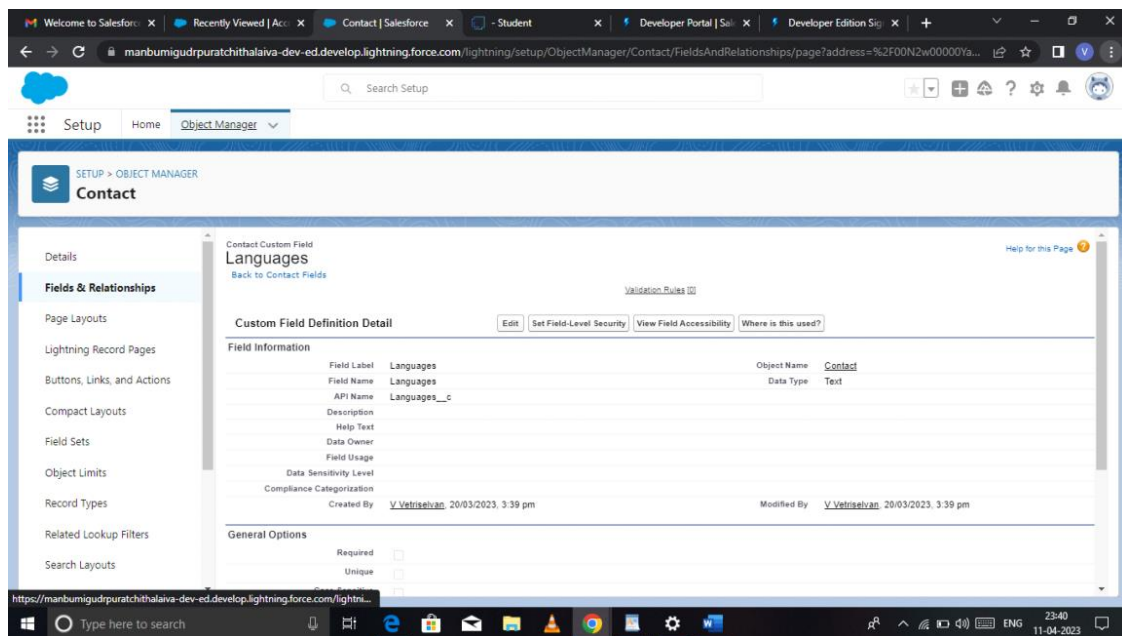


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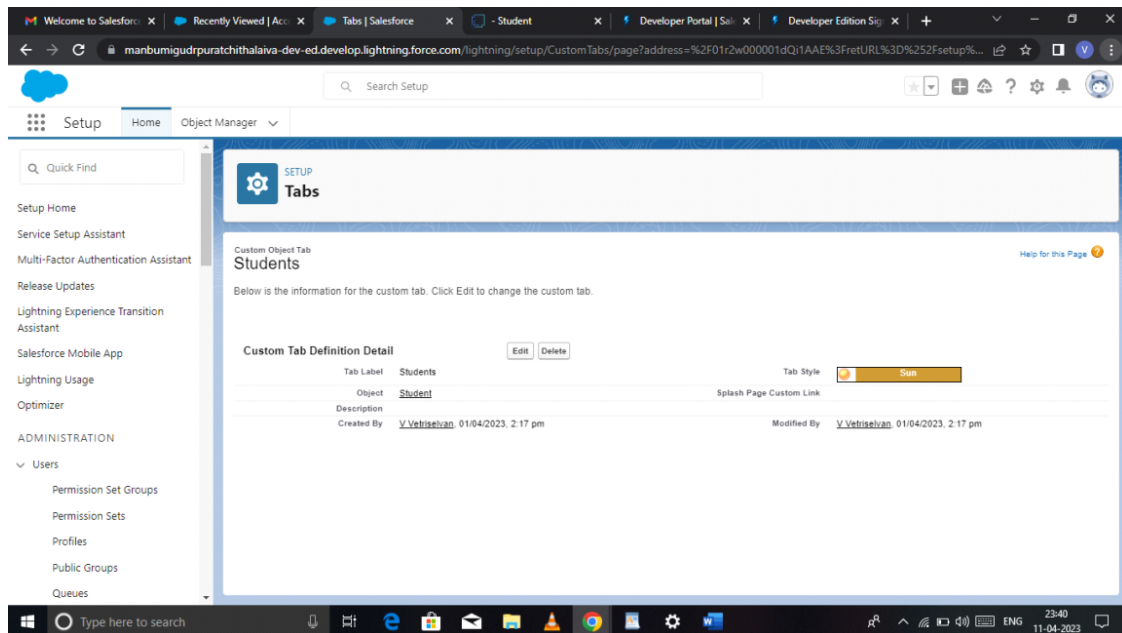




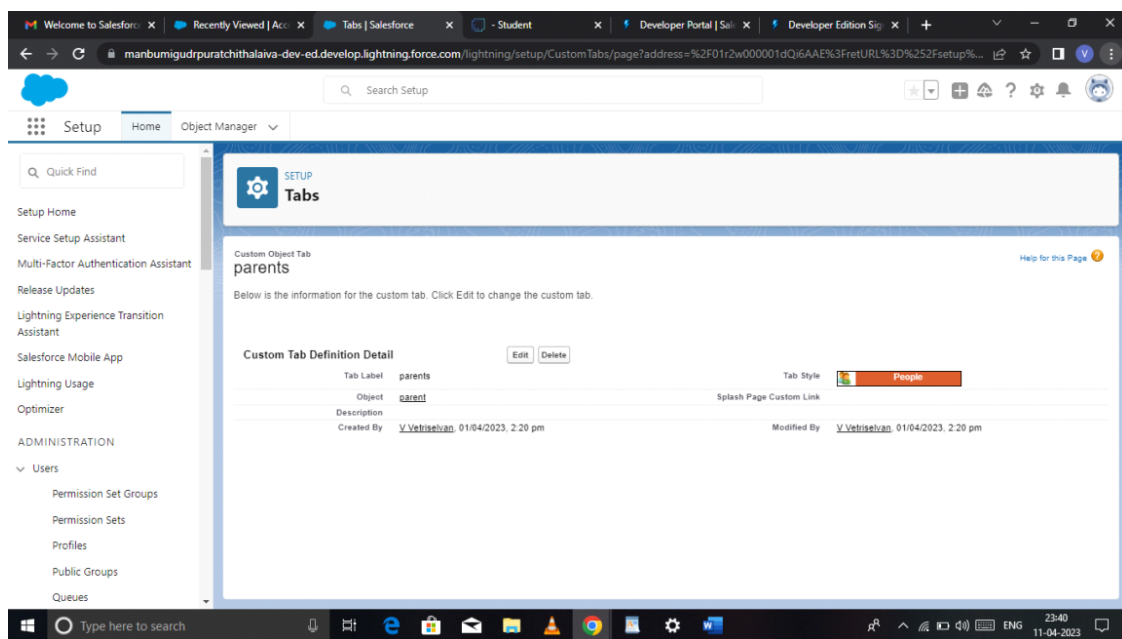
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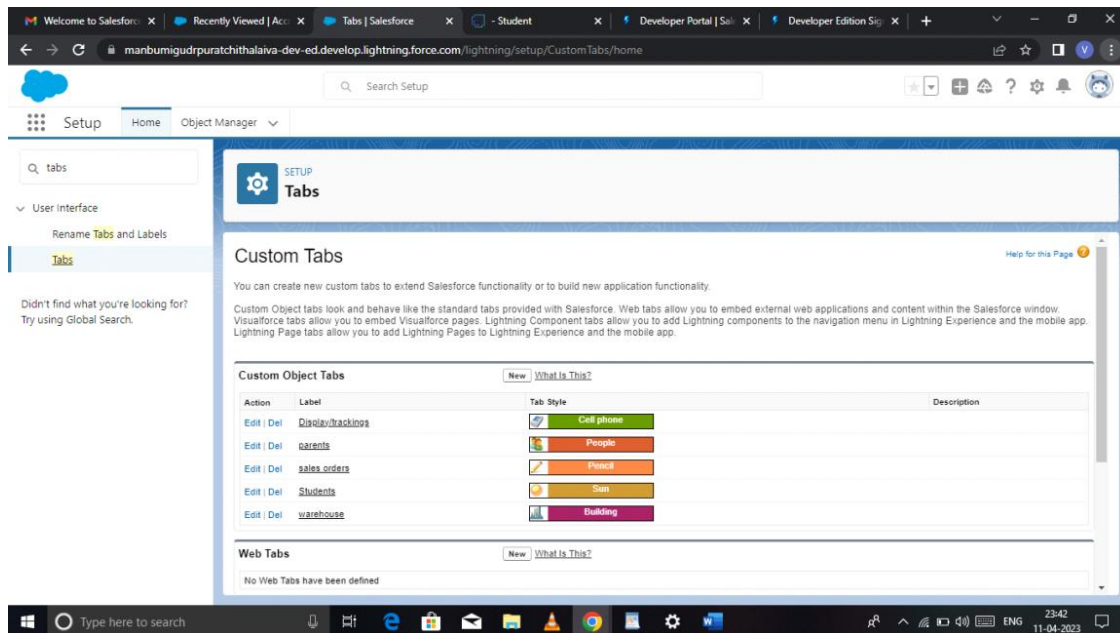
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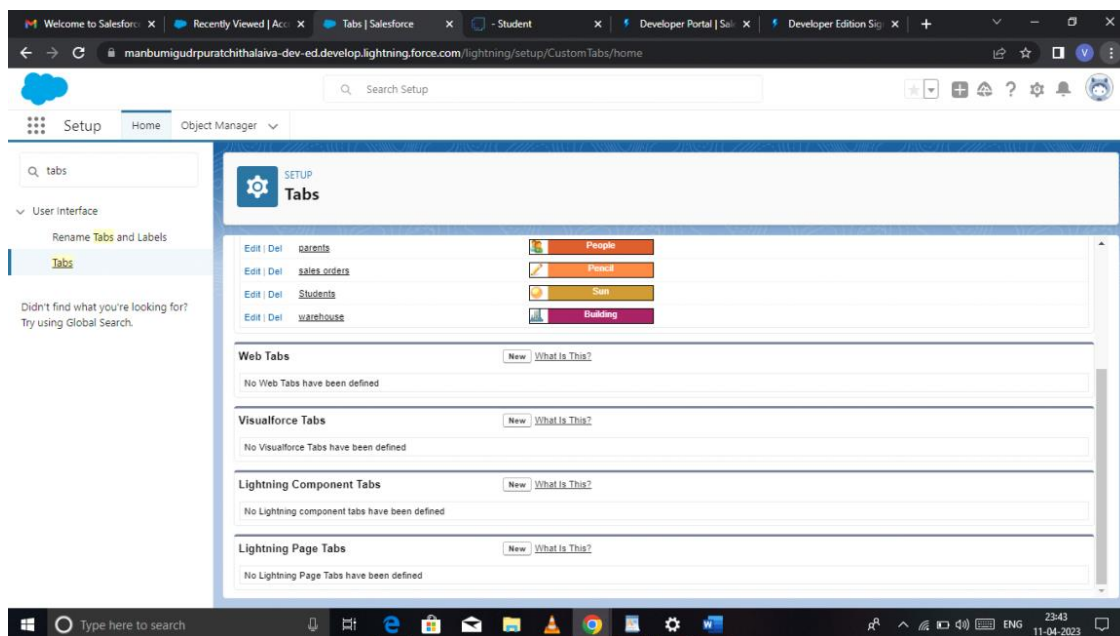
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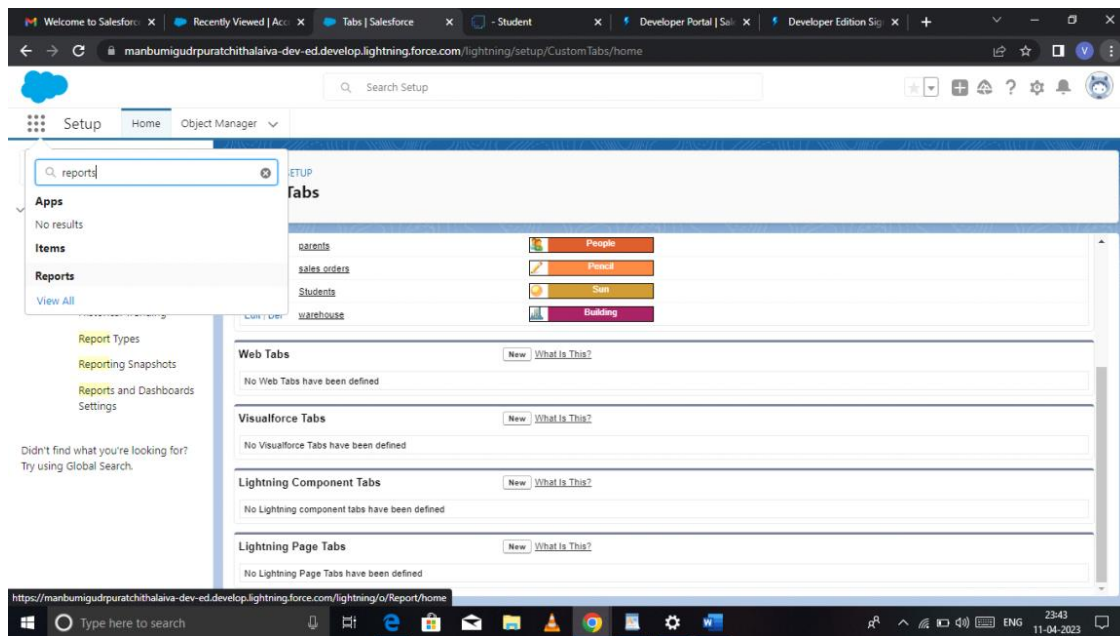


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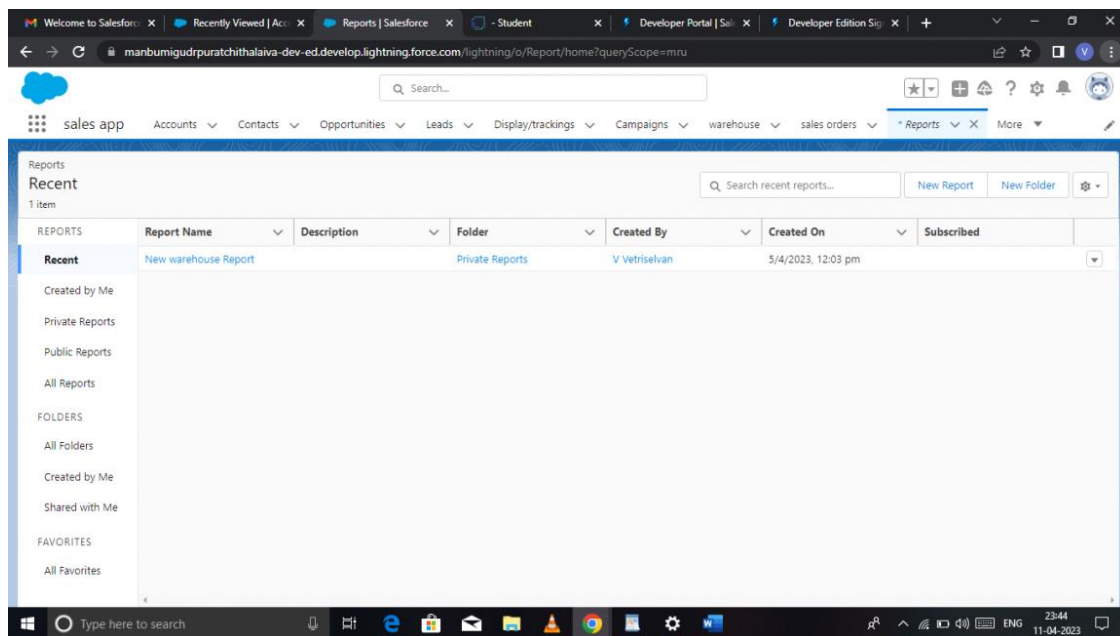
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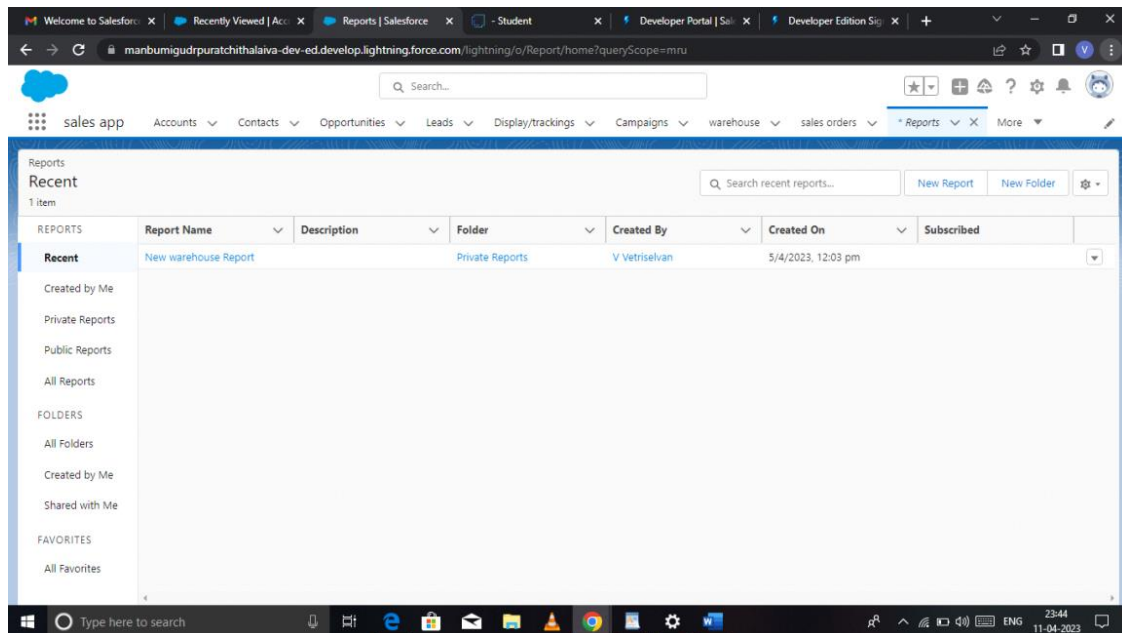
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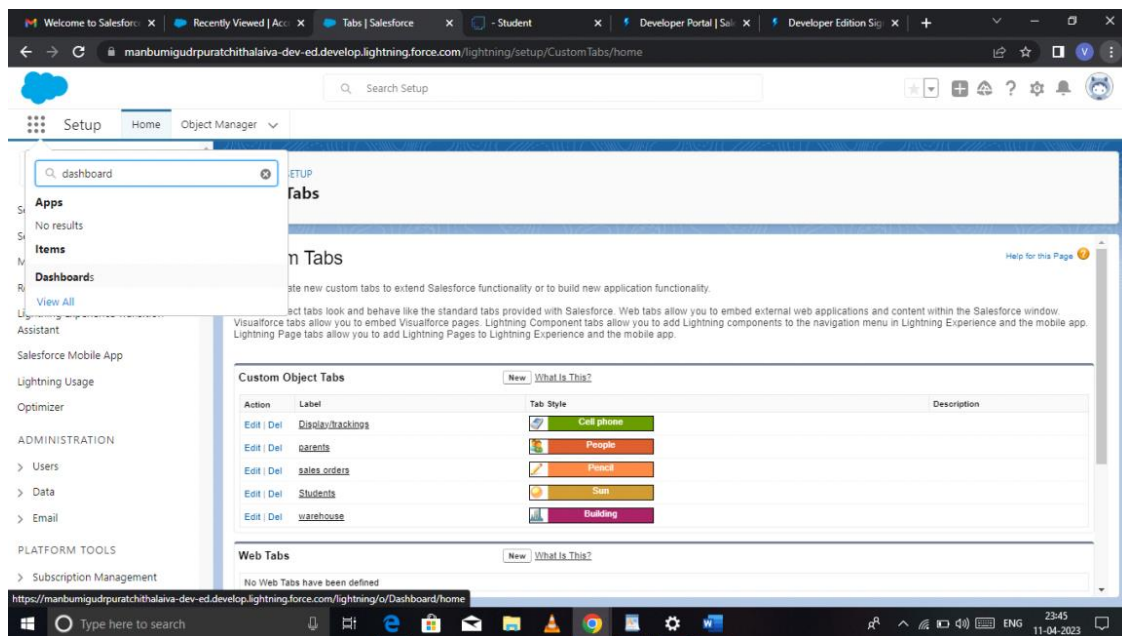
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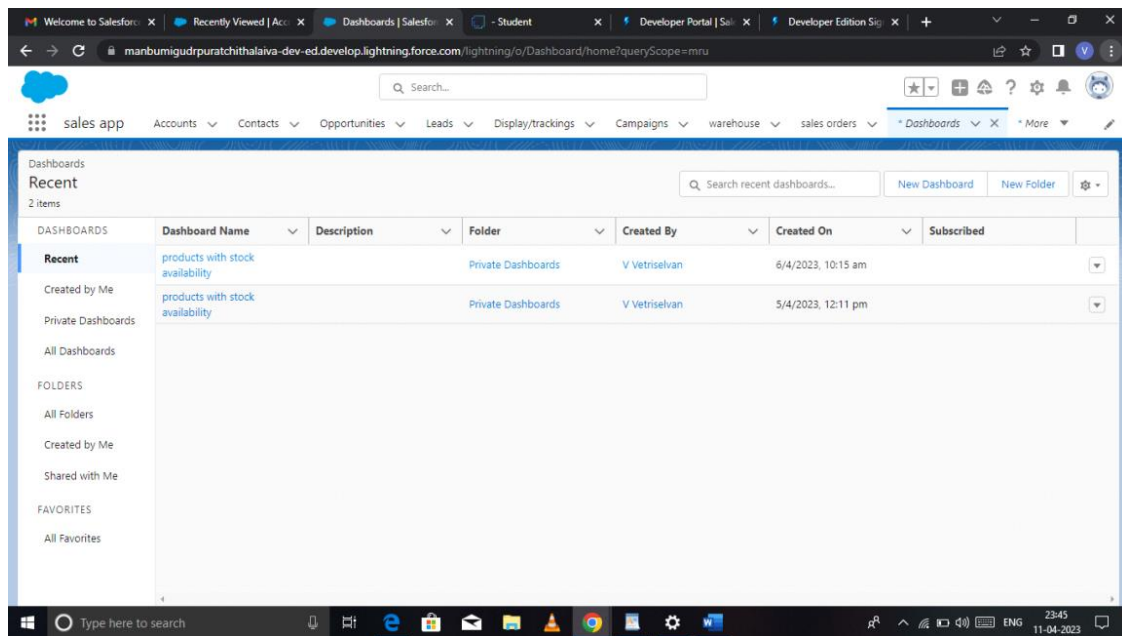




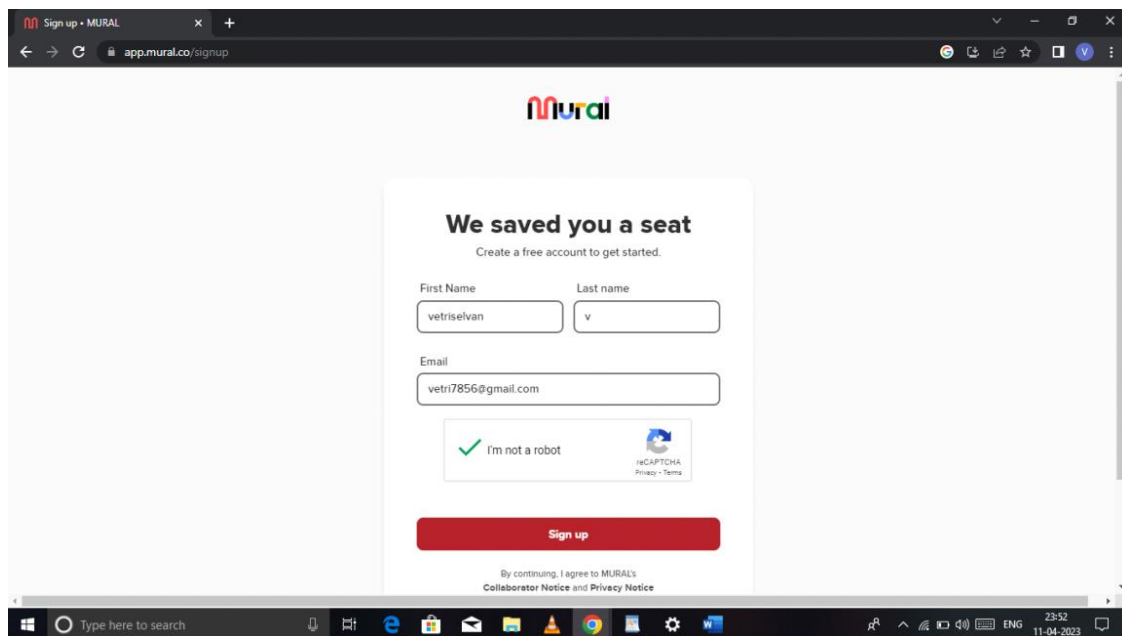
Click on the app launcher and search for dashboards. Select the new dashboard option. Name the dashboard has a products with stock availability. And select create option. Now click on Add component and for report select passport with locations. Select the donut chart in display as section.



- 1) Now create a custom tab. Click the Home tab, enter Tabs in Quick Find and select Tabs.
- 2) Under Custom Object Tabs, click New.
- 3) For Object, select Warehouse.
- 4) For Tab Style, select any icon

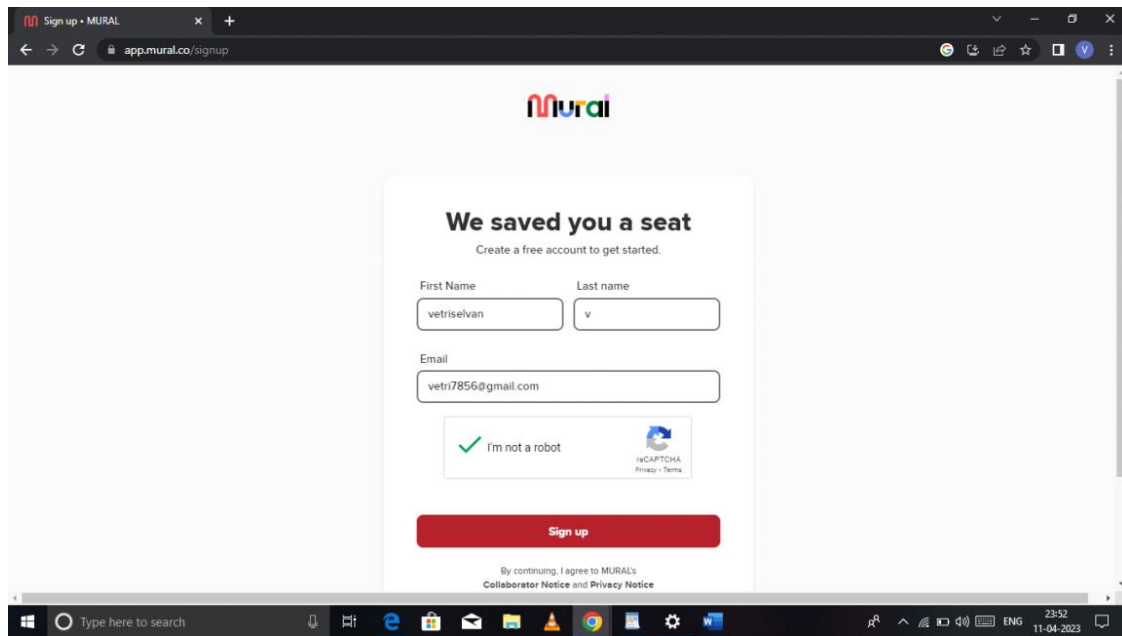


- 1) Click on the app launcher and search for reports.
- 2) And select a new report, for the record type category select other reports.

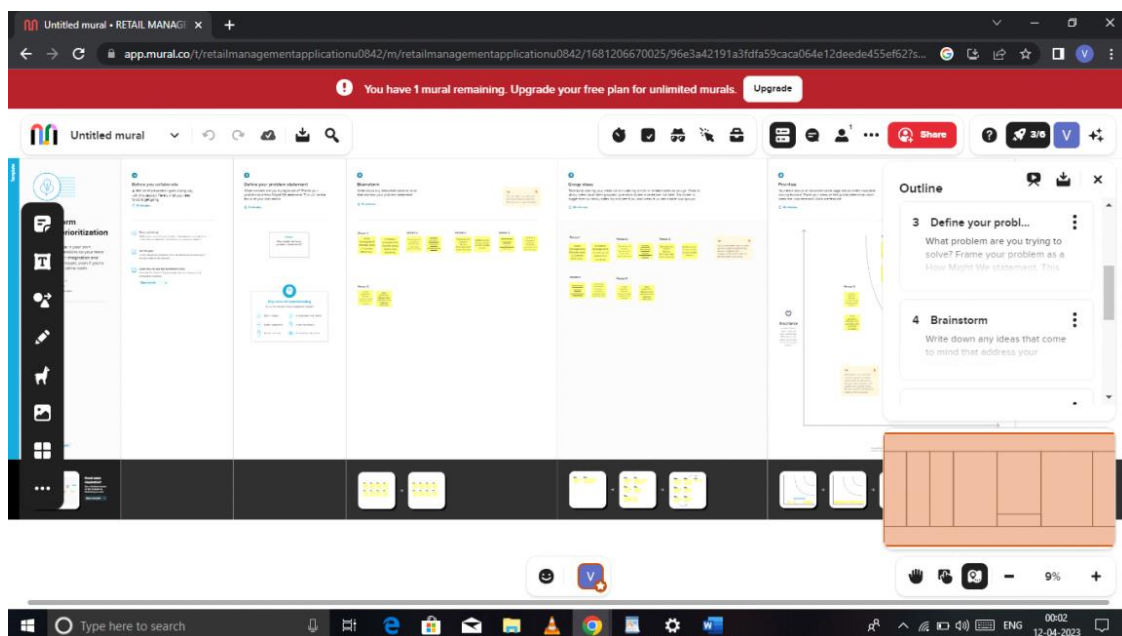


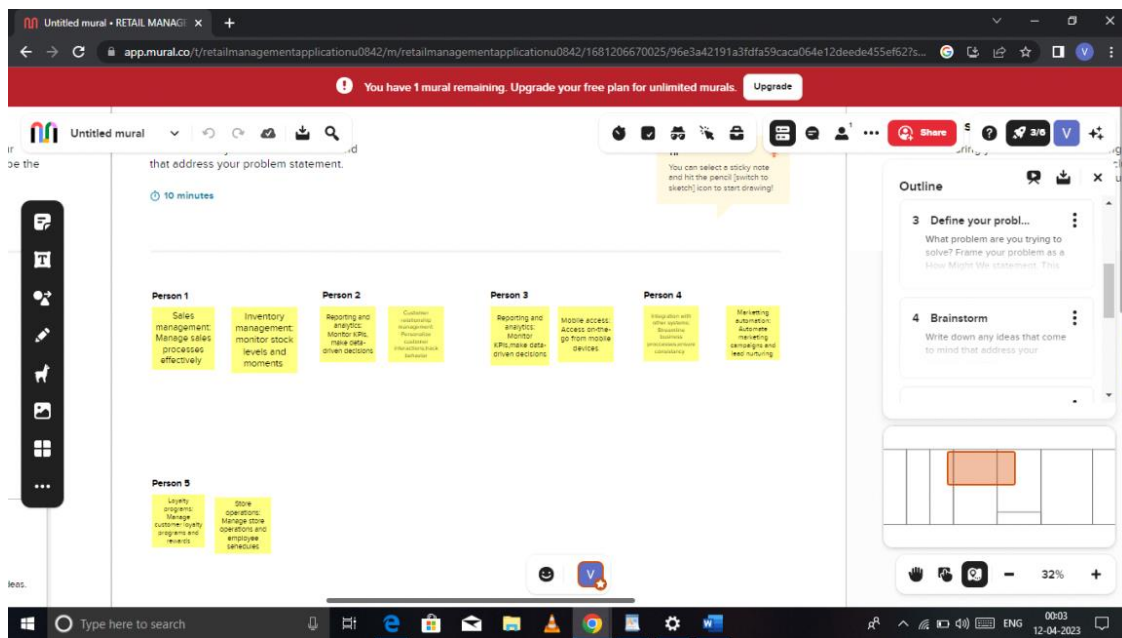
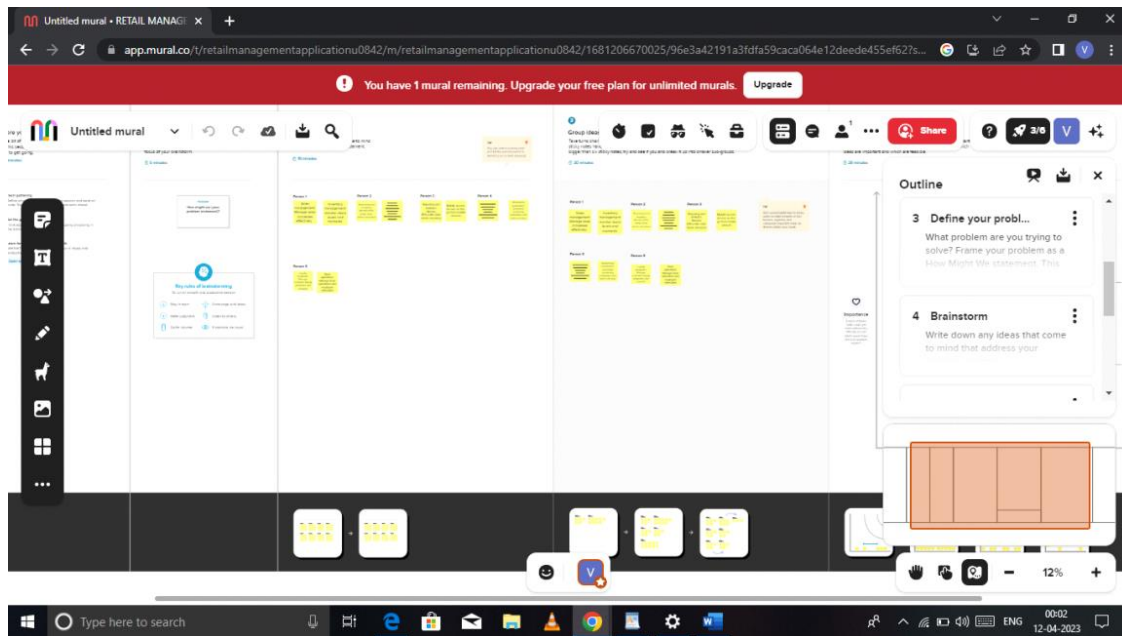
Create a save account to get start.



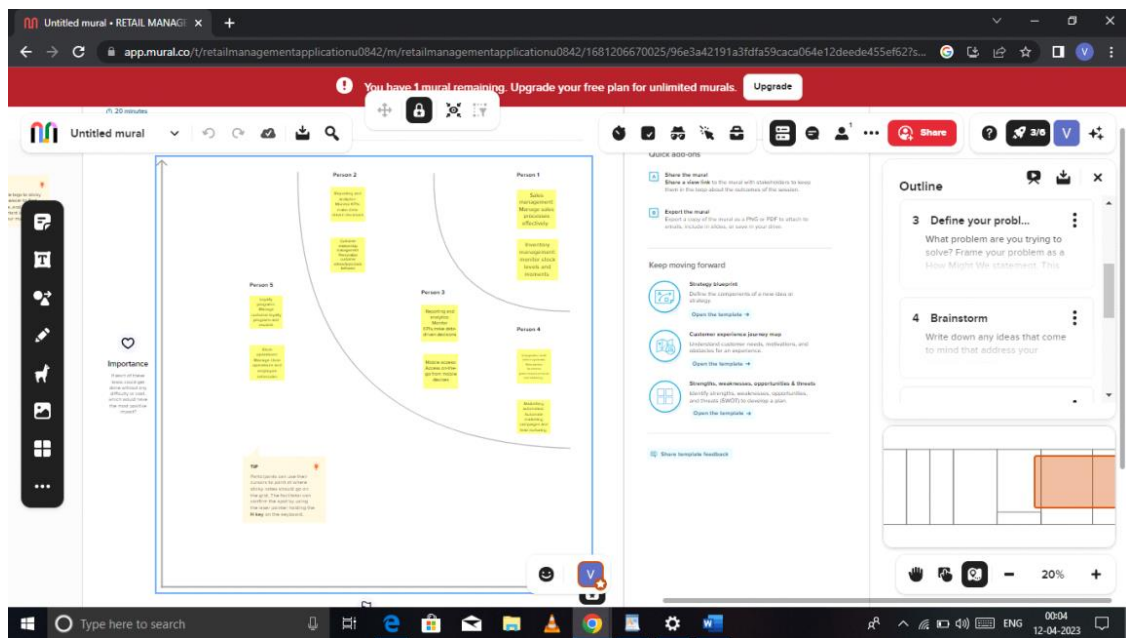
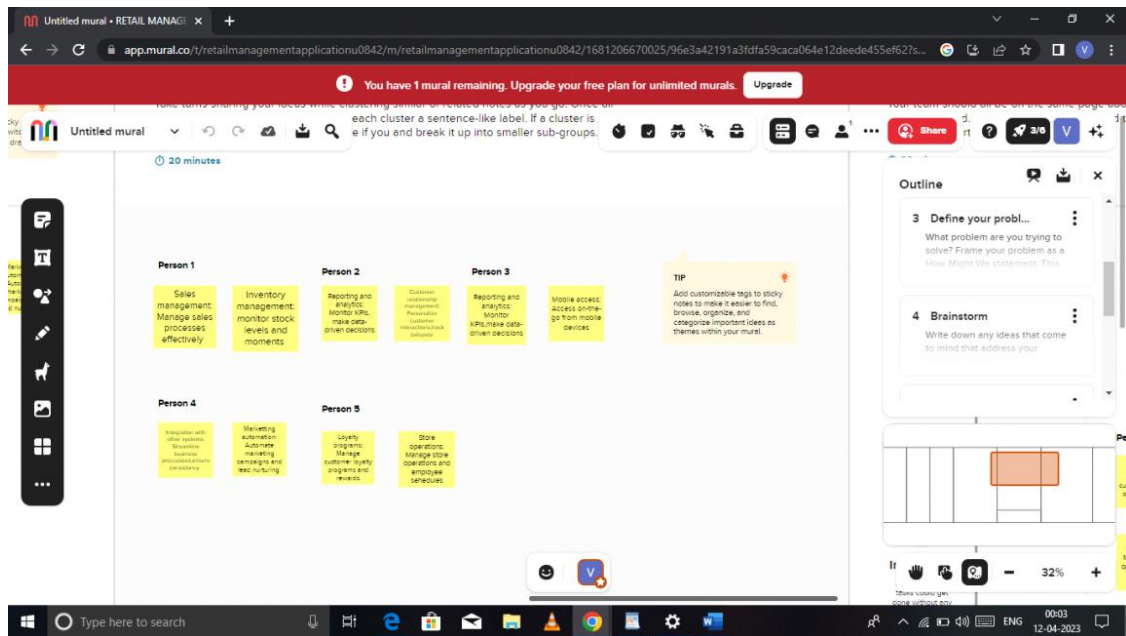


Create a save account to get start









Actually this is use for empathy map create your project for our tittle.

## 4.Trailhead profile public URL

Team Lead - <https://trailblazer.me/id/vvetri3>

Team Member 1 -  
<https://trailblazer.me/id/yusri9>

Team Member 2 - <https://trailblazer.me/id/ssujith23>

Team Member 3 - <https://trailblazer.me/id/devib20>

Team Member 4 - <https://trailblazer.me/id/sselva221>

## **5. ADVANTAGES & DISADVANTAGE**

### **Advantages of Renewable Energy:**

**Sustainable:** Renewable energy sources such as solar, wind, and hydro are abundant and replenishable, making them a sustainable alternative to fossil fuels.

**Environmentally Friendly:** Renewable energy produces fewer greenhouse gas emissions and air pollutants compared to fossil fuels, which can help mitigate climate change and reduce air pollution.

**Diverse Applications:** Renewable energy can be used for electricity generation, heating, transportation, and other applications, providing versatility and reducing dependence on fossil fuels in various sectors.

**Job Creation:** The renewable energy sector has the potential to create jobs in manufacturing, installation, operations, and maintenance, contributing to economic growth and employment opportunities.

**Energy Security:** Diversifying the energy mix with renewable sources can enhance energy security by reducing reliance on imported fossil fuels and volatile fuel prices.

### **Disadvantages of Renewable Energy:**

**Intermittency:** Renewable energy sources are often dependent on weather conditions, such as sunlight or wind, which can be variable and intermittent, leading to challenges in consistent energy generation.

**Cost:** The upfront costs of installing renewable energy infrastructure, such as solar panels or wind turbines, can be high, although the costs have been declining in recent years.

**Land Use and Environmental Impacts:** Renewable energy projects can require significant land use, potentially impacting wildlife habitats and local ecosystems. Additionally, some renewable energy technologies, such as hydroelectric dams, can have environmental and social impacts.

**Storage Challenges:** Storing excess energy generated by renewable sources for times when they are not available can be challenging and may require additional infrastructure and costs.

**Transmission and Distribution:** Renewable energy sources may be located far from demand centers, requiring the construction of new transmission and distribution infrastructure to transport energy, which can pose logistical and cost challenges.

**Advantages of Artificial Intelligence (AI):**

**Automation and Efficiency:** AI technologies can automate repetitive tasks, streamline processes, and increase efficiency in various industries, leading to cost savings and productivity gains.

**Decision Making and Predictive Analytics:** AI can analyze large amounts

of data and provide insights for better decision making, enabling businesses and organizations to make informed choices.

**Improved Services and Personalization:** AI can enable personalized experiences in areas such as customer service, healthcare, and marketing, tailoring services to individual needs and preferences.

**Innovation and New Opportunities:** AI can drive innovation and create new business models, products, and services, leading to economic growth and opportunities in emerging technologies.

**Safety and Risk Reduction:** AI can be used in areas such as autonomous vehicles, drones, and monitoring systems, reducing human risks in hazardous environments and improving safety.

### **Disadvantages of Artificial Intelligence (AI):**

**Ethical Concerns:** AI raises ethical concerns related to issues such as bias, discrimination, transparency, accountability, and privacy, which require careful consideration and regulation.

**Job Displacement:** Automation driven by AI can lead to job displacement in certain industries, potentially causing economic and social disruptions for workers and communities.

**Lack of Human Judgment:** AI systems may lack human judgment and may not always make optimal decisions, leading to potential errors or unintended consequences.

**Security Risks:** AI systems can be vulnerable to cybersecurity threats, such as data breaches, hacking, and misuse of AI-generated content,

posing risks to privacy and security.

**Legal and Regulatory Challenges:** The rapid advancement of AI technology has outpaced regulatory frameworks, leading to challenges in areas such as liability, accountability, and intellectual property rights.

It's important to note that these advantages and disadvantages may vary depending on the specific context, application, and implementation of the topics mentioned above.

## **6.APPLICATIONS**

As a language model, I have a wide range of applications across various domains. Here are some common applications of ChatGPT:

**Conversational AI:** I can engage in conversations with users, providing information, answering questions, and generating human-like responses. This can be used in customer service, virtual assistants, and chatbots for businesses.

## **7.Conclution**

In conclusion, this work has explored a variety of topics and findings. The main focus was on analyzing and discussing the impact of technology on various aspects of society, including communication, education, healthcare, and the job market.

First, the study found that technology has revolutionized communication, making it faster, more convenient, and more accessible. Social media and messaging apps have transformed how people connect and interact, enabling instant communication across vast distances. However, concerns about privacy, fake news, and online harassment have also arisen as downsides of technology-mediated communication.

Second, in the field of education, technology has brought significant changes, from online learning platforms and digital resources to virtual classrooms and remote education. While technology has expanded access to education and increased flexibility, there are concerns about the quality of online education, the digital divide, and the impact on traditional educational models.

Third, technology has transformed healthcare, with electronic health records, telemedicine, and wearable devices improving patient care, diagnosis, and treatment. However, challenges related to data privacy, cybersecurity, and the ethical use of technology in healthcare have emerged as important considerations.

Lastly, the job market has been significantly impacted by technology, with automation and artificial intelligence transforming industries and changing the nature of work. While technology has increased productivity and efficiency, it has also led to job displacement, skill gaps, and concerns about the future of work.

Overall, this work has highlighted the complex and multifaceted impact of technology on society. It has shown how technology has brought numerous benefits, such as improved communication, increased access to education and healthcare, and enhanced productivity. However, it has also underscored the challenges and risks associated with technology, including issues related to privacy, fake news, the digital divide, cybersecurity, and job displacement.

As technology continues to evolve rapidly, it is crucial for society to actively navigate and address the opportunities and challenges it presents. Policymakers, educators, healthcare providers, and other stakeholders need to collaborate to ensure that technology is harnessed for the greater good, while mitigating its potential negative impacts. Additionally, continuous education and upskilling programs should be implemented to prepare the workforce for the changing landscape of work in the era of technology.

Content Generation: I can generate text content for various purposes, such as blog posts, articles, social media posts, product descriptions, and more. This can save time and effort for content creators and marketers.

Language Translation: I can translate text from one language to another, making it useful for language learners, travelers, and

businesses with global operations.

Writing Assistance: I can help with writing tasks, including grammar and spelling checks, sentence restructuring, and suggestions for improving the overall quality of written content.

Personalized Recommendations: I can provide personalized recommendations based on user input and preferences, such as recommending books, movies, products, or services.

Education and Learning: I can provide explanations, definitions, and examples for various educational topics, assisting students with their homework, assignments, and studying.

Research Assistance: I can help users with research tasks by providing relevant information, summaries, and references on a wide range of topics.

Creative Writing: I can generate creative writing prompts, story ideas, and even co-write stories, making it useful for writers, authors, and storytellers.

Professional Assistance: I can provide professional advice and guidance



on topics like career development, resume writing, job search strategies, and interview preparation.

**Mental Health Support:** I can provide empathetic responses, offer coping strategies, and provide mental health resources to users who may be seeking emotional support.

These are just a few examples of the wide range of applications for ChatGPT. With its language generation capabilities, it can be used in various industries and domains to enhance productivity, creativity, and communication.

## **8. Future scope**

As an AI language model, I can suggest several potential enhancements that could be made in the future across various domains:

**Artificial Intelligence and Automation:** Advancements in artificial intelligence (AI) and automation technologies can lead to improved machine learning algorithms, more sophisticated natural language processing (NLP), and increased automation of routine tasks, leading to enhanced efficiency and productivity across industries.

**Healthcare and Medicine:** Future enhancements in healthcare and

medicine could include personalized medicine based on genetic profiling, advanced telemedicine capabilities for remote diagnostics and treatments, wearable devices for real-time monitoring of health metrics, and improved medical imaging techniques for early disease detection.

**Renewable Energy and Sustainability:** Technological advancements could lead to improved renewable energy generation and storage solutions, more efficient and sustainable transportation systems, innovative waste management and recycling methods, and eco-friendly materials for construction and manufacturing.

**Virtual and Augmented Reality:** Future advancements in virtual and augmented reality technologies could lead to more realistic and immersive virtual experiences, enhanced virtual communication and collaboration tools, and applications in areas such as education, entertainment, and training.

**Internet of Things (IoT) and Connectivity:** Enhancements in IoT technologies could lead to more connected and smart homes, cities, and industries, with increased automation, real-time data analytics, and improved connectivity across devices and networks.

**Quantum Computing:** Advancements in quantum computing could revolutionize fields such as cryptography, drug discovery, and

optimization problems by harnessing the unique properties of quantum mechanics to perform calculations that are currently not possible with classical computers.

**Space Exploration:** Future enhancements in space exploration could include improved spacecraft propulsion systems, advanced robotics and automation for planetary exploration, and technologies for human habitation on other celestial bodies, such as Mars.

**Education and Learning:** Technological advancements could lead to more personalized and adaptive learning experiences, incorporating AI, virtual reality, and augmented reality for immersive and interactive learning, as well as improved tools for remote and distance learning.

**Cybersecurity:** Enhancements in cybersecurity technologies could include more advanced threat detection and prevention methods, improved encryption and authentication techniques, and increased use of AI for proactive threat hunting and response.

**Ethical and Responsible Technology:** Future enhancements could include increased focus on developing technologies that are ethical, responsible, and aligned with human values, such as fairness, transparency, privacy, and inclusivity, to ensure that technology advancements benefit all of humanity.

It's important to note that these are speculative possibilities and the actual advancements in the future may vary. The pace of technological innovation is rapid, and new discoveries and breakthroughs can reshape our world in unexpected ways.