



Case Study

Manchester, England Based Cloud Ecosystem Company - Get Solution on Salesforce Customization Issue

CLIENT OVERVIEW:

Our client is UK based and they are one of the best-in-class technology experts handpicked from the cloud ecosystem. They help clients to build out effective and automated business processes at scale to become more competitive in today's tough commercial environment. Our client contacted us to help them in Salesforce Customizations as they were facing some issues which needed to be resolved on an immediate basis to increase their work efficiency. With the help of our Salesforce Experts, we were able to provide the solution that they were looking for.

PROBLEM STATEMENT:

- · Whenever the user scans a QR code from his mobile device, the email body in the body section along with the Station code as a subject will be auto populated in the phone email app with a predefined official address.
- · For now, the department has to send emails individually to the authorized person/department and a single person receives mail for every locality, which he needs to send manually to designated departments.
- · The subject could be modified/faulty while the user sends an email after scanning the QR code.

SOLUTION IMPLEMENTED:

- · We developed the functionality in such a manner that whenever an official email address receives an email it gets routed to a designated email automatically, i.e., to the designated authority email address based on Station code.
- · We created a predefined email template body so that if the user/customer changes the subject with faulty lines it will be replaced with the original template with informative information only.
- · We also implemented a feature that as soon as salesforce receives an email, we are creating a case to keep proper track as we are tagging the associated case with the associated Asset object.

OUTCOME/CLIENT BENEFITS:

- · Client saved time as the emails are going now automatically.
- · Accelerated business growth.

 \cdot By doing some <u>Salesforce customization development</u> the work efficiency increased.

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