Design and Implementation of Conforce App Using Force.com Platform for Business Conferences

Aditya Lahoti[1], Anuj Togare[2], Akshay Nikam[3], Prasad Dhage[4], Pritesh A. Patil[5]
[1, 2, 3, 4, 5] Department of Information Technology
[1, 2, 3, 4, 5] AISSMS's Institute of Information Technology

Abstract- *Today, many industries switching their interest towards cloud which is new technology stack. To expand business, the industries are frequently meeting to share their views, ideas and resources. Manual arrangements of conferences for business purpose may have some loopholes such as user experience, reports, security and platform special location. To address on the above issues, force.com platform delivers out of the box tools and services to automate business processes integrate with external application. We are proposing a new application conforce on App Cloud leveraging the features of force.com platform to automatically managing all the aspects of business conferences. Powerful APIs allowing to efficiently share the data also connect to external data sources. User and email authentication will be implemented using force.com's robust security tools. Import and export of business data through conforce app is the center of attraction for the industries. Adaptability of conforce app allow integrity among core platform services like Heroku and force.com. This Conforce app accelerated the pace of PaaS, mobile and social Customer Relationship Management (CRM) and show their signs of creativity and momentum to reduce efforts during conference process for the industry.*

Keywords- SFDC-Sales force Development Lifecycle, API-Application Program Interface, CON- Conforce application, Paas – Platform as Service, Saas- Software as Service.

I. INTRODUCTION

Salesforce.com gives the flexibility and control to build, scale and manage all of your apps on a single, unified platform. Integrating core platform services such as Heroku Enterprise and Force.com, App Cloud adds new shared identity, data and network services as well as a free, interactive learning environment. A typical enterprise uses many applications, many or most of which are not designed to work with one another out of the box. Integrating separate but related apps helps organizations achieve greater levels of operational consistency, efficiency, and quality. Each application can have data, business logic, presentation, and security layers, all of which are possible targets for integration. This project is an overall launch point for exploring the various integration options related to Force.com and other Salesforce platform technologies. The Software developed in Cloud should integrate with other systems and allow Seamless integration for information exchange between systems. If it does not allow integration with the External System, it does not allow real time data exchange between systems for real time transactions. The standalone system need to Import data manually, the system is not secured, Data may be loss or corrupt, No real time transaction and it is not adoptable standard in Industry. Our system will provide functionality for conforce app with the customer of organization can get their queries resolved in real time and this will improve the relationship of the organization with their customer's .The organization officials can see the real time reports and dashboards of cases which will help them to take faster and better decisions, track progress and improvement. Conforce allows you to personalize your experience to the customer. Speakers can have personalized greeting messages including merge fields introducing the session on which they are conducted, also at which location without having to type them out. Each conforce app's window can be branded and leveraging visualforce, can be branded to look however you'd like.

Once the session is created we can test it out by first logging into the Salesforce and navigating to the service console .One has to be active in order to get notification. Once the notification sent out for the speaker in Salesforce. Then, transcript stores the details of each chat.

II. LITERATURE SURVEY

MVC Architecture

- **Model:** What schema and data does salesforce uses to represent the system completely. In salesforce, we can say that **Objects** are the model as every entity in salesforce is mapped to some Object.
- **View:** How the schema and data is represented. **Visualforce** is used to present the data to users.
- **Controller:** How the interface actions. **Controllers** are used to perform the actions whenever user s interact with visual force.
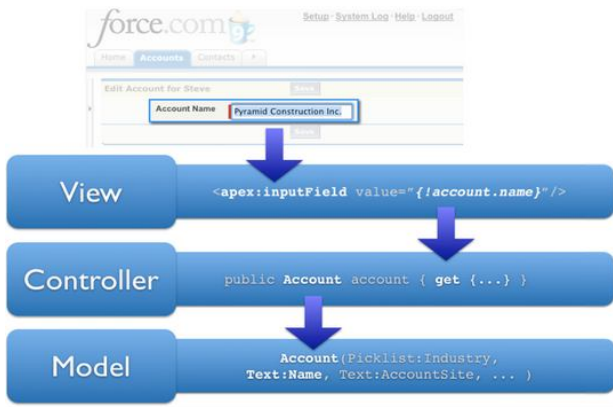
Multitenancy: It is the elementary technology that various clouds use to share IT resources cost-efficiently and securely, a cloud uses multitenancy technology to share IT resources securely and efficiently among multiple applications and occupants (businesses, organizations, etc.) that use the cloud.
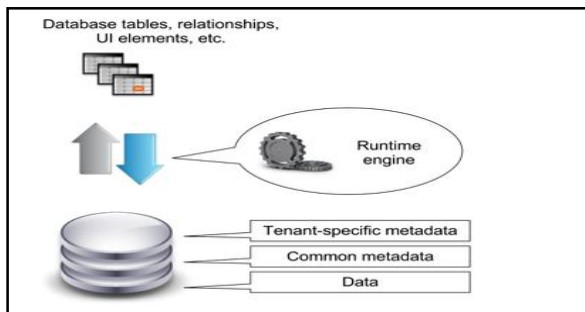
Force.com: Itis the preeminent cloud application development platform in use today, supporting more than 100,000 organizations and 220,000 deployed apps. Individual enterprises and commercial *Software as a Service (SaaS)* vendors trust theplatform to deliver robust, reliable, and Internet-scale applications.

To meet the high demands of its large user population, Force.com's foundation is a metadata-driven software architecture that enables multitenant applications. This paper explains the technology that makes the Force.com platform fast, scalable, and secure for any type of application.
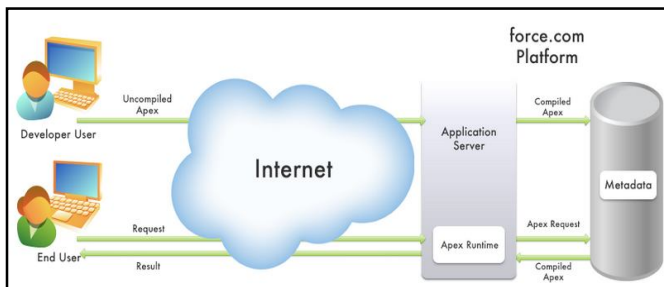
III. PROJECT LIFE CYCLE

The project is carried out by following the software development lifecycle phases. We have used agile methodology. Agile model believes that every project needs to be handled differently and the existing methods need to be tailored to best suit the project requirements. In agile the tasks are divided to time boxes (small time frames) to deliver specific features for a release. Iterative approach is taken and working software build is delivered after each iteration. Each build is incremental in terms of features; the final build holds all the features required by the customer.

Project will be implemented in the following phases: -

1. **Requirement analysis and planning**

In this phase the requirement document was finalized along with the planning to implement feasible requirements and deadlines were decided accordingly.

2. **Design**

The purpose of this phase is to document the Technical Solution Design and Conforce application lets service organizations connect with customers or website visitors in real time through a Web-based, text-only live chat. Technical solution maps functional and non-functional requirements with salesforce.com solutions. Majorly it will contain:

- Technical Solution
- Design Specifications
- Design Patterns
- Solution Mapping with SFDC technology

3. **Implementation**

Implementation explains the methodology identified for development of the application.

4. **Testing**

Testing is carried by implementing the techniques such as unit testing, UAT, SIT.

5. **Deployment**

The application will be finalized as per the requirements and the end results with future work related to project.

IV. CONCLUSION

The proposed system will be able to implement the following:
- Integrate with external System
- Connect through Mobile Devices
- Data Scheduling
- Data Migration from External CRM System
- AppExchange Product Release : SFDC Marketplace

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