



CaseAutomail

Transform Case Communication with CaseAutomail!

User Manual to install app for Salesforce CRM users to send email automatically based on case type and case status with CaseAutomail.

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About CaseAutomail

CaseAutomail is a powerful and convenient application designed to automate your email communication process. With this app, user can easily send automated emails based on **Case Type** and **Case Status**, and choose from a variety of customized **Email Templates** to suit user needs.

CaseAutomail takes hassle out of manually composing and sending emails at various **Case Type** and **Case Status**. It is done by automating the process based on Users configuration settings. **CaseAutomail** ensures that emails are sent quickly and efficiently.

Pre-requisites

You have to enable Account Teams in your Salesforce org. Please refer the following Salesforce link to enable Account Teams

https://help.salesforce.com/s/articleView?id=sf.tpm_task_enable_account_teams.htm&type=5

How to Download the App

Installation of CaseAutoMail App from Salesforce App Exchange.

1. Connect your salesforce account to your Trailblazer.me profile.
 - 1.1 In a new browser tab, open **AppExchange**.
 - 1.2. Click your avatar to open your Trailblazer.me account menu, then click **Settings**.
 - 1.3. Under the Salesforce Accounts header in the Connected Accounts section, click **Connect**.
 - 1.4. If you see the Choose a Username page, click **Log in with a Different Username**. If you see a login page, skip to the next step.
 - 1.5. Enter your Salesforce username and password, then click **Log In**.
 - 1.6. Click **Link Account**.

2. Steps to Install Application to Salesforce Org-

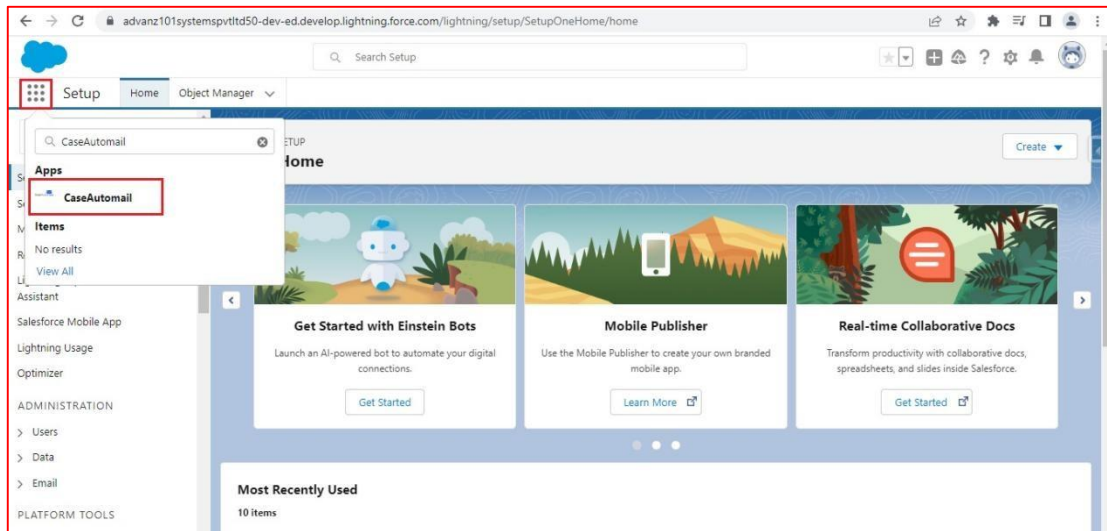
- 2.1. In a new browser tab, open **AppExchange**.
- 2.2. Search for **CaseAutoMail**.
- 2.3. Click on **Apply Filters** button and choose Solution type as **Apps** to narrow down search result.
- 2.4. Click on the **CaseAutoMail** App Name.

- 2.5. Now click on **Get it Now** button.
- 2.6. You will see 2 options **Install in Production** and **Install in Sandbox**.
- 2.7. In **Install in Production** you will see all the connected salesforce accounts.
- 2.8. If you can't find the username for the account in which you want to install, then check **Connect Your Salesforce Account to Your Trailblazer.me Profile** i.e. section 1. .
- 2.9. Choose the username and click **Install in Production**.
- 2.10. You will see a page where you can confirm your details.
- 2.11. Select the checkbox **I have read and agree to the terms and conditions** only if you have read and agree to terms and conditions.
- 2.12. Click on **Confirm and Install**, it will take you to the login screen.
- 2.13. If you want to **Install in Sandbox** then click on **Install in Sandbox** button.
- 2.14. You will see a page where you can confirm your details.
- 2.15. Select the checkbox **I have read and agree to the terms and conditions** only if you have read and agreed to the terms and conditions.
- 2.16. Click on **Confirm and Install** it will take you to the login screen.
- 2.17. Provide your login credentials and select for which users you want to install the application.
- 2.18. After that application installation will start.

***We strongly recommend not using any file that you receive from any unauthorized source or any source not mentioned above.**

How CaseAutomail works

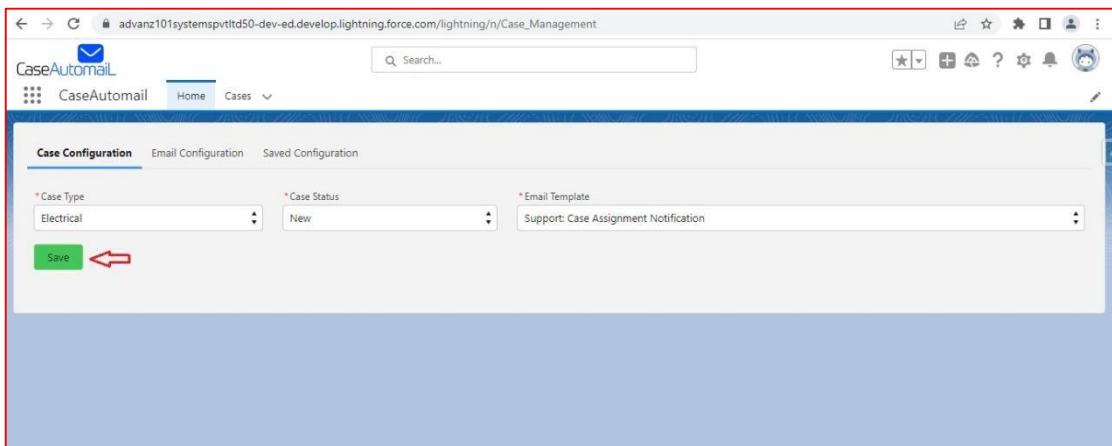
1. Click on the App launcher and in the Search box enter **CaseAutomail** and then click on the **CaseAutomail**, it will redirect you to the **CaseAutomail App**.



2. Under the **Case Configuration** tab choose the **Case Type**, **Case Status** and **Email template**. For example - Here we are selecting **Case Type** as “**Electrical**” and **Case Status** as “**New**” and **Email Template** as “**Support: case Assignment Notification**”.

Note: To create your own **Email Template**, you can follow the standard Salesforce Email template creation, once created you can see that in **Email Template** drop down option. You can follow this link [Create An Email Template Salesforce Help](#).

Once all the fields are selected **Save** button will be enabled and then click on **Save** to proceed to next step.



The screenshot shows a web browser window with the URL `advanz101systemsprivtd50-dev-ed.develop.lightning.force.com/lightning/n/Case_Management`. The page is titled "CaseAutomail" and has a navigation bar with "CaseAutomail", "Home", and "Cases". Below the navigation bar, there are three tabs: "Case Configuration", "Email Configuration", and "Saved Configuration". The "Case Configuration" tab is active. It contains three dropdown menus: "Case Type" (set to "Electrical"), "Case Status" (set to "New"), and "Email Template" (set to "Support: Case Assignment Notification"). Below these dropdowns is a green "Save" button, which is highlighted by a red arrow pointing to it from the right.

3. After Clicking on **Save**, a table will appear that shows your chosen configuration. Click on **Save Mapping** to save your **Case Configuration** or else click on **Undo** to revert back changes.

Note: By default, **AUTOMAIL ENABLED** is set to **Yes**.

The screenshot shows the 'Case Configuration' interface in the CaseAutomail application. The interface includes a search bar at the top, navigation tabs for 'Case Configuration', 'Email Configuration', and 'Saved Configuration', and a 'Save' button. Below the 'Save' button is a table with the following data:

TYPE	STATUS	EMAIL TEMPLATE	AUTOMAIL ENABLED
Electrical	New	Support: Case Assignment Notification	Yes

Below the table are two buttons: 'Undo' and 'Save Mapping'. A red arrow points to the 'Save Mapping' button. A red box highlights the 'AUTOMAIL ENABLED' column header and its value 'Yes'.

4. If you will click **Undo** then you can make the changes again as you can see in the image below.

The screenshot shows the 'Case Configuration' interface after clicking the 'Undo' button. The configuration table is empty, and the 'Save' button is visible. The 'Email Configuration' and 'Saved Configuration' tabs are also visible.

5. Similarly, you can create multiple configuration setup as per your requirement.

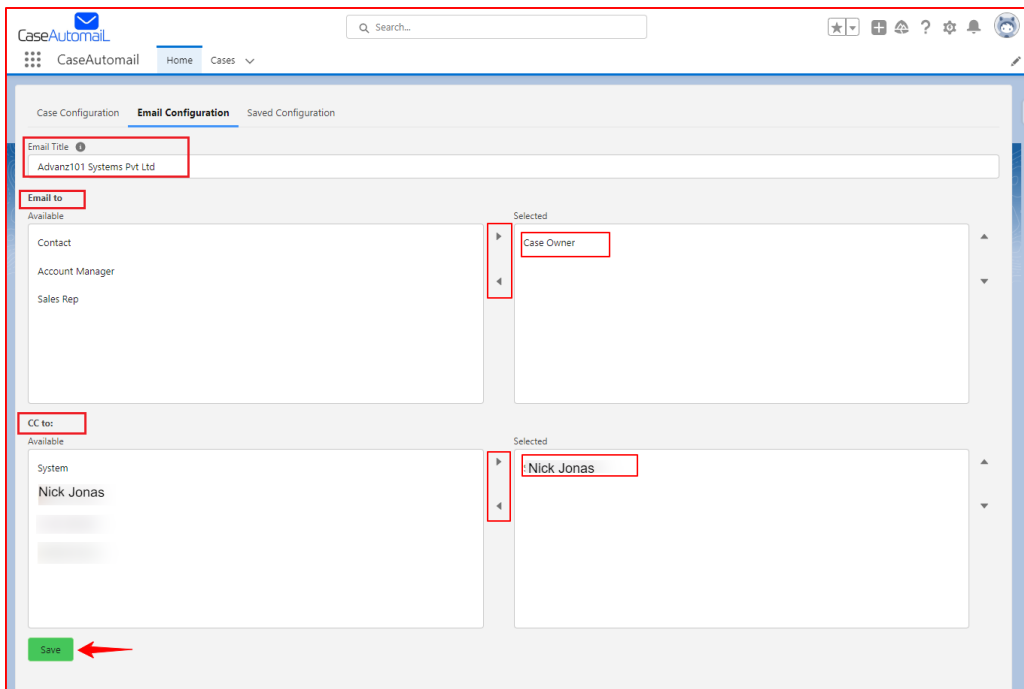
- Click on the **Email Configuration** tab. “**Email Title**” will auto-populate as your **Org Name**, you can edit it and also you can Select/Deselect the “**Email to:** and **CC to:** using the arrow marked in red. At least one value should be selected for the **Email to:** and **CC to:** is optional.

Note: This **Email Configuration** is used for each **Case Type** and **Case Status**.

Here we are selecting **Email to:** as “**Case Owner**” and **CC to:** as “**Nick Jonas**”

Once you have selected the values **Save** button will be enabled. Click on **Save** to save your **Email Configuration**.

By default “Email to” will be prefilled with “Case Owner” and can be removed if user wants to replace it with some other. Care should be taken not to keep the field empty as it will throw error while saving.



The screenshot shows the 'Email Configuration' tab in the CaseAutomail interface. The 'Email Title' field is populated with 'Advanz101 Systems Pvt Ltd'. The 'Email to' section shows 'Case Owner' selected in the 'Selected' list. The 'CC to' section shows 'Nick Jonas' selected in the 'Selected' list. A red arrow points to the 'Save' button at the bottom left.

Section	Available	Selected
Email to	Contact Account Manager Sales Rep	Case Owner
CC to	System Nick Jonas	Nick Jonas

Save

7. If you have not selected **Email to:** then a Warning message will appear "At least one recipient should be Selected for Email to:".

The screenshot displays the 'CaseAutomail' web application interface. At the top, there is a navigation bar with the 'CaseAutomail' logo, a search bar, and several utility icons. Below this, a breadcrumb trail shows 'Case Configuration' > 'Email Configuration' > 'Saved Configuration'. The 'Email Configuration' section is active, showing a yellow warning banner at the top that reads: 'Warning: At least one value should be Selected for Email to:'. Below the warning, the 'Email Title' field is populated with 'Advanz101 Systems Pvt Ltd'. The 'Email to' section features an 'Available' list with 'Contact', 'Case Owner', 'Account Manager', and 'Sales Rep', and an empty 'Selected' list. The 'CC to' section has an 'Available' list with 'System' and three redacted entries, and a 'Selected' list containing 'Nick Jonas'. A 'Save' button is located at the bottom left of the configuration area.

8. Click on the **Saved Configuration** tab to view all your **Saved Configurations**. To **Edit** your configuration, Click on the **Pencil Icon** on the top right corner of the page under **Saved Configuration**.

The screenshot displays the 'CaseAutomail' interface. At the top, there's a navigation bar with 'CaseAutomail', 'Home', and 'Cases' tabs. A search bar is also present. Below this, the 'Saved Configuration' tab is selected, showing configuration details for 'Advanz101 Systems Pvt Ltd'. The details include 'Email Title', 'Auto Email Delivery' (Yes), 'To' (Case Owner), and 'CC' (Nick Jonas). A red box highlights a pencil icon in the top right corner of this section, indicating the edit function. Below the details is a 'Case Configuration Settings' table.

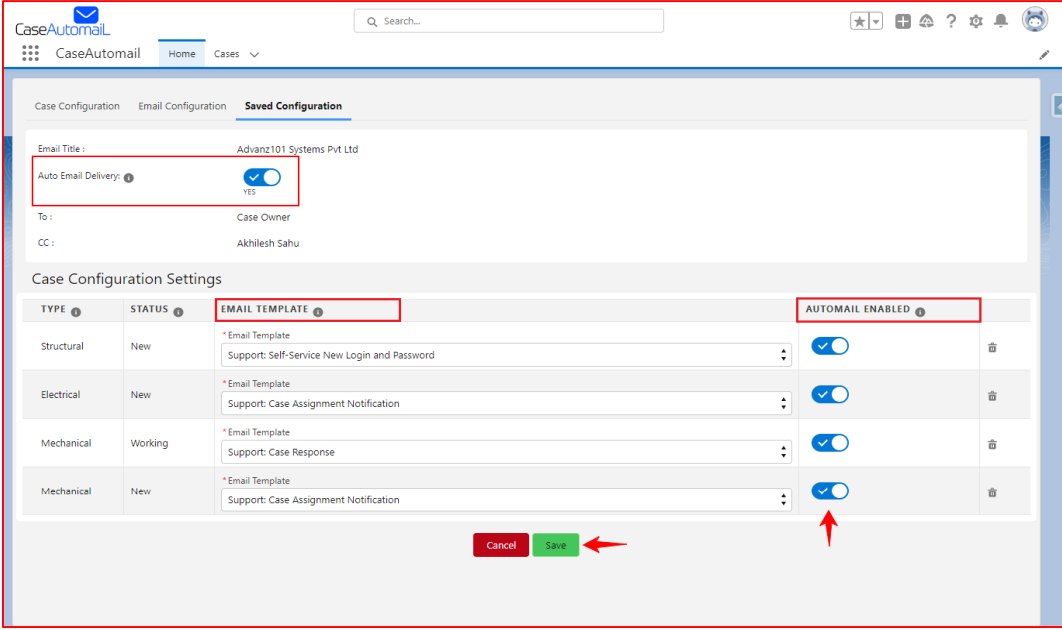
TYPE	STATUS	EMAIL TEMPLATE	AUTOMAIL ENABLED	
Electrical	New	Support: Case Assignment Notification	Yes	
Mechanical	Working	Support: Case Response	No	
Structural	New	Support: Self-Service New Login and Password	No	
Mechanical	New	Support: Case Assignment Notification	No	

9. After clicking on the **Pencil Icon**, you can see that page is in editable mode. You can change **Auto Email Delivery**, **Email Template** and **Automail Enabled**. After the changes click on the **Save** button or else click **Cancel**.

Note: **Auto Email Delivery** is the Master Control, turning this off will disable email automation for all cases irrespective of **Automail Enabled** at case level.

After turning on the **Auto Email Delivery** button, automatic delivery of mail is now turned on for all the case configured below and the email will be sent only to cases that have **Automail Enabled** turned on for respective **Case Types**.

For individual cases where **Automail Enabled** is switched off and the master **Auto Email Delivery** is turned on, mail will not be sent as it is disabled for individual **Case Type**.



CaseAutomail

Case Configuration Email Configuration **Saved Configuration**

Email Title: Advanz101 Systems Pvt Ltd

Auto Email Delivery: ☒ YES

To: Case Owner

CC: Akhilesh Sahu

Case Configuration Settings

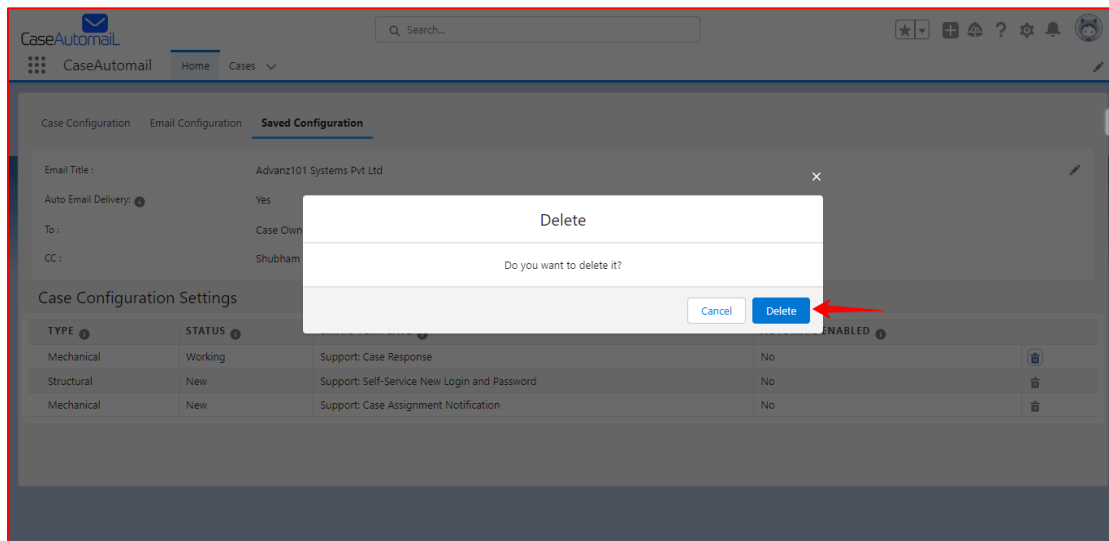
TYPE	STATUS	EMAIL TEMPLATE	AUTOMAIL ENABLED
Structural	New	* Email Template Support: Self-Service New Login and Password	☒
Electrical	New	* Email Template Support: Case Assignment Notification	☒
Mechanical	Working	* Email Template Support: Case Response	☒
Mechanical	New	* Email Template Support: Case Assignment Notification	☒

Cancel Save

10. You can click on **Delete Icon** on the bottom left column under Case Configuration Settings to delete that particular configuration.

Case Configuration Settings				
TYPE	STATUS	EMAIL TEMPLATE	AUTOMAIL ENABLED	
Structural	New	Support: Self-Service New Login and Password	Yes	
Electrical	New	Support: Case Assignment Notification	Yes	
Mechanical	Working	Support: Case Response	Yes	
Mechanical	New	Support: Case Assignment Notification	Yes	

11. After clicking on the **Delete Icon**, a pop-up message will appear "Do you want to delete it." Click on **Delete** to delete that configuration else click **Cancel**.



12. Once all the settings are done, Click on **Cases** tab then click **New** and create a new case with the **Case Type** and **Case Status** for which you have configured settings.

Note: Make sure that contact field is not blank, **Contact** should have an **Email Address** and it should be associated to an **Account** while creating a **Case Record**.

For Example: Here we are selecting **Case Type** as "Electrical" and **Case Status** as "New" while creating the Case record.

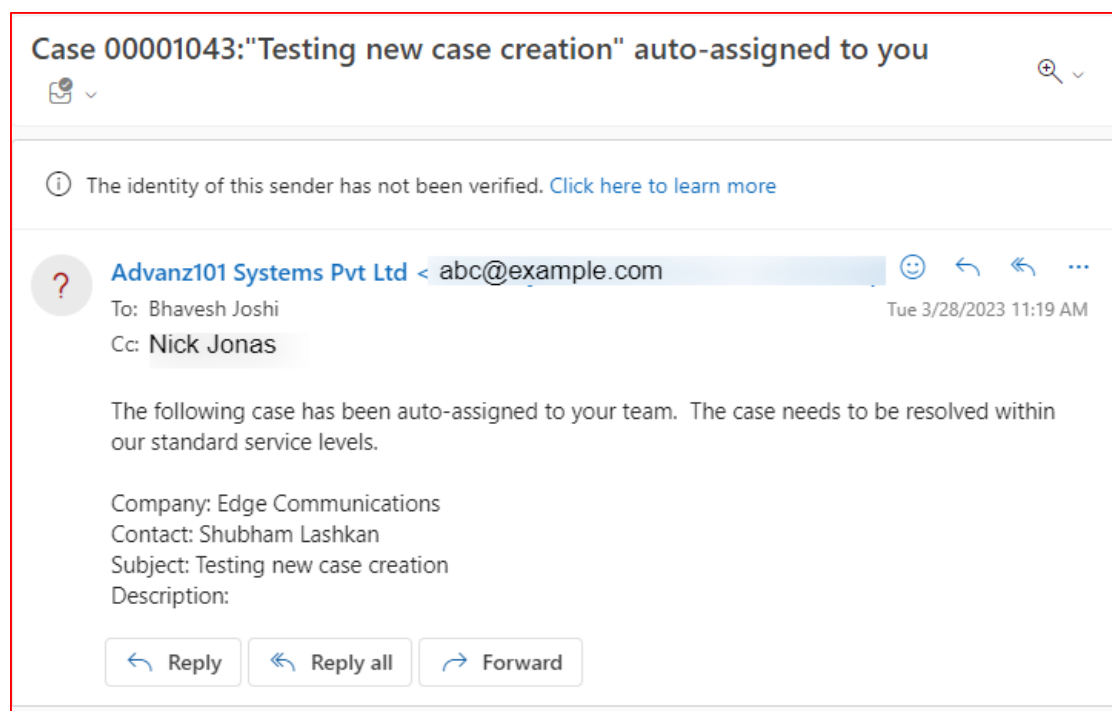
The screenshot displays the CaseAutomail web application interface. The top navigation bar includes the CaseAutomail logo, a search bar, and a 'Cases' dropdown menu. Below the navigation bar, the main content area is divided into two sections: 'Feed' and 'Details'. The 'Feed' section on the left contains a 'Post' button, a 'Log a Call' button, a 'Poll' button, and an 'Email' button. Below these buttons is a text input field labeled 'Share an update...' and a 'Share' button. The 'Details' section on the right contains a list of case information fields. The 'Status' field is set to 'New' and the 'Type' field is set to 'Electrical'. Other fields include 'Case Owner' (Nick Jonas), 'Case Number' (00001053), 'Contact Name' (Shubham Lashkan), 'Account Name' (Edge Communications), 'Contact Phone' ((512) 757-6000), and 'Contact Email' (demo@example.com). The 'Case Origin' field is set to 'Web'.

Field	Value
Case Owner	Nick Jonas
Case Number	00001053
Contact Name	Shubham Lashkan
Account Name	Edge Communications
Contact Phone	(512) 757-6000
Contact Email	demo@example.com
Case Origin	Web
Status	New
Type	Electrical
Case Reason	

13. After you have created the Case record, User will get automatic email to the email addresses as configured under **Email Configuration** settings.

For Example - In our case we have selected **Case Type** as "Electrical" and **Case Status** as "New" and **Email Template** as "Support: case Assignment Notification" in **Case Configuration** settings.

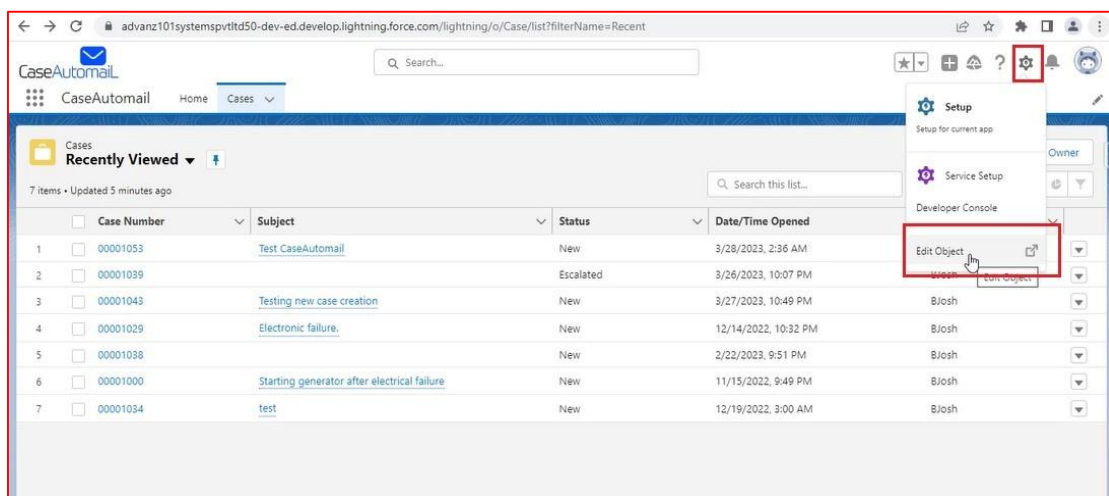
Note: Automatic Email will be sent only if it is matching your **Case Configuration Settings**.



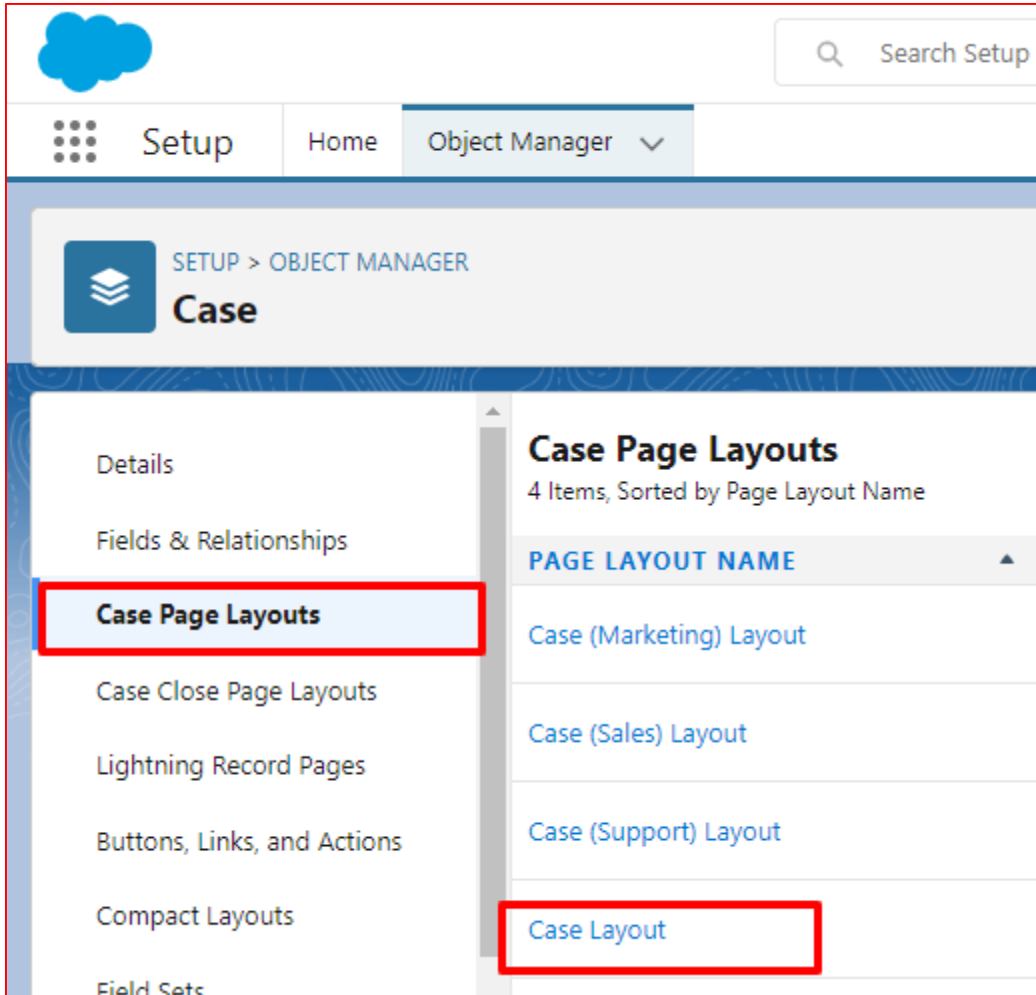
How to Send Email Manually

Prior to sending email manually, we need to add Email button under Feed in Case Records. Follow the steps below for the same.

1. To add the **Email button**. Click on **Cases** tab. Now click on the **Gear Icon** on the top right corner of the page and then click **Edit Object**.



2. Click on **Case Page Layout** and then click on **Case Layout**.

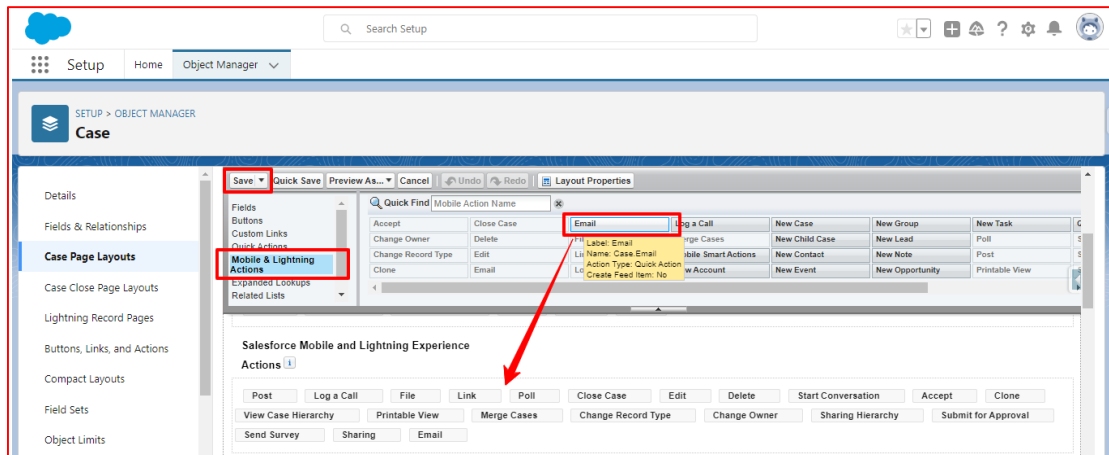


The screenshot shows the Salesforce Setup interface. At the top, there is a navigation bar with a cloud icon, a search bar labeled "Search Setup", and tabs for "Setup", "Home", and "Object Manager". Below the navigation bar, the breadcrumb trail reads "SETUP > OBJECT MANAGER" followed by the "Case" object icon and name. A left-hand sidebar contains a list of options: "Details", "Fields & Relationships", "Case Page Layouts" (highlighted with a red box), "Case Close Page Layouts", "Lightning Record Pages", "Buttons, Links, and Actions", "Compact Layouts", and "Field Sets". The main content area is titled "Case Page Layouts" and indicates "4 Items, Sorted by Page Layout Name". It features a table with the following items:

PAGE LAYOUT NAME
Case (Marketing) Layout
Case (Sales) Layout
Case (Support) Layout
Case Layout

The "Case Layout" entry at the bottom of the table is highlighted with a red box.

3. Click on **Mobile & Lightning Actions**. Now Drag and Drop the **Email Button** to the **Salesforce Mobile and Lightning Experience Actions** and then Click **Save**.



- Now go back to **Cases** tab and open any Case record, you will be able to see **Email** Section under Case **Feed** tab.

The screenshot displays the CaseAutomail web application interface. At the top, there is a navigation bar with the CaseAutomail logo, a search bar, and a 'Cases' dropdown menu. Below the navigation bar, the main content area shows a case record for 'Test CaseAutomail'. The case details include Priority: Medium, Status: New, and Case Number: 00001053. The 'Feed' tab is selected, and the 'Email' sub-tab is highlighted with a red box. The 'Email' section contains fields for 'To' (abc@example.com), 'CC' (xyz@example.com), a toggle for 'Did you want to use configured email template?' (set to 'Yes'), and an 'Email Subject' field with the text 'Case 00001053: "Test CaseAutomail" auto-assigned to you'. On the right side, the 'Details' panel shows case information: Case Owner: Nick Jonas, Case Number: 00001053, Contact Name: Shumbham Lashkan, Account Name: Edge Communications, Type: Electrical, Status: New, Priority: Medium, Contact Phone: 91-292389, Contact Email: demo@example.com, and Case Origin: Web.

Case Details	
Case Owner	Nick Jonas
Case Number	00001053
Contact Name	Shumbham Lashkan
Account Name	Edge Communications
Type	Electrical
Status	New
Priority	Medium
Contact Phone	91-292389
Contact Email	demo@example.com
Case Origin	Web

Once you have added the button, now you can follow the steps below to send email manually:

1. Click on the **Cases** tab and create a new Case record by clicking on **New** button.

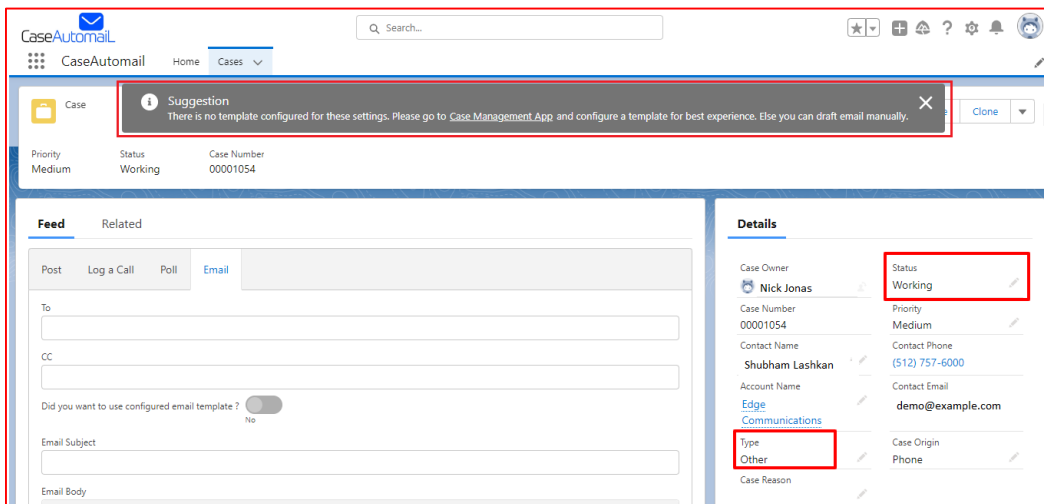
Here we have created a new Case record with **Case Type** as "Other" and **Case Status** as "Working". We have not configured any template for this case type and case status in **Case Configurations**.

Note: Make sure that contact field is not blank, **Contact** should have an **Email Address** and it should be associated to an **Account** while creating a **Case Record**.

You will get a pop-up message "There is no template configured for these settings. Please go to CaseAutomail App and configure a template for best experience. Else you can draft email manually."

Note: Suggestion message will appear only if we click on **Email** section.

Since we do not have any configuration for this Case Type and Case Status so this pop-up will appear.



The screenshot displays the CaseAutomail web application interface. At the top, there is a navigation bar with the CaseAutomail logo, a search bar, and various utility icons. Below the navigation bar, a sidebar on the left contains a 'Case' icon and a 'Cases' dropdown menu. The main content area is divided into two sections: 'Feed' and 'Details'. The 'Feed' section shows a list of cases with columns for Priority, Status, and Case Number. The 'Details' section displays the information for a specific case, including Case Owner, Case Number, Contact Name, Account Name, and Case Type. A red box highlights the 'Status' field, which is set to 'Working'. Another red box highlights the 'Type' field, which is set to 'Other'. A suggestion message is displayed at the top of the 'Details' section, stating: 'There is no template configured for these settings. Please go to Case Management App and configure a template for best experience. Else you can draft email manually.'

CaseAutomail

CaseAutomail Home Cases

Case

Suggestion
There is no template configured for these settings. Please go to Case Management App and configure a template for best experience. Else you can draft email manually.

Priority: Medium Status: Working Case Number: 00001054

Feed Related

Post Log a Call Poll Email

To

CC

Did you want to use configured email template? ☐ No

Email Subject

Email Body

Details

Case Owner: Nick Jonas

Case Number: 00001054

Contact Name: Shubham Lashkan

Account Name: Edge Communications

Case Type: Other

Case Status: Working

Priority: Medium

Contact Phone: (512) 757-6000

Contact Email: demo@example.com

Case Origin: Phone

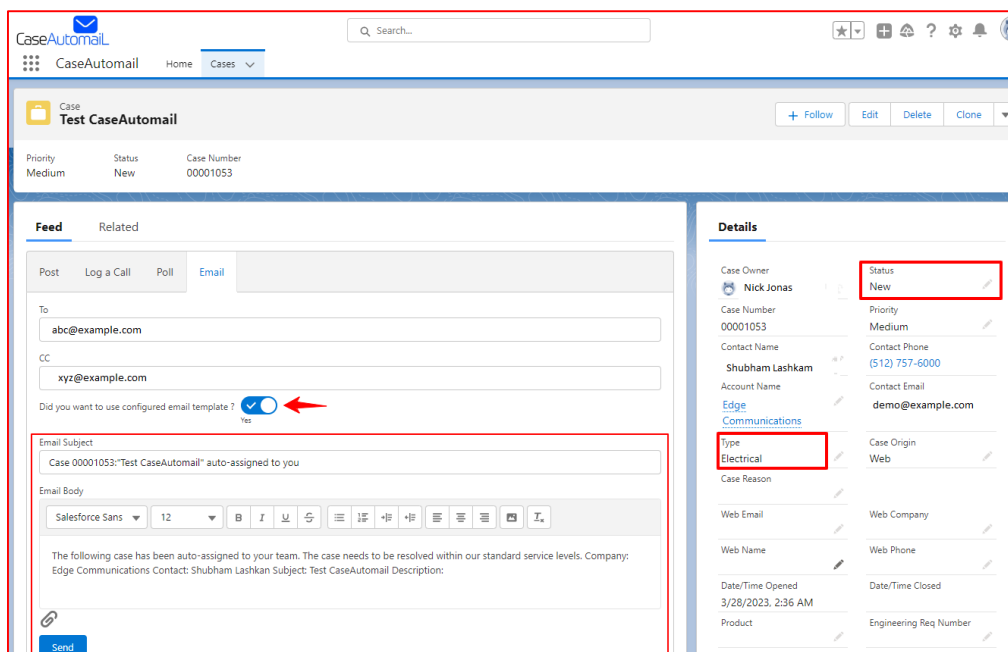
Case Reason:

2. Click on **Feed** and then Navigate to **Email** section. You can manually fill all the Email details like **To**, **CC**, **Email Subject** and **Email Body**. Once done click on the **Send** button to manually send the Email.

For sending Email manually using configured email template, follow below steps:

1. If you want to use configured email template then go to **CaseAutomail** and configure that setting but keep the master setting off that is **Automail Delivery**. After you have saved the setting no automatic email will be sent. To configure you can refer the section above "**How CaseAutomail works**".

Create a new case record for the settings that you have just configured with same **Case Type** and **Case Status**. Once the case is created then under the **Feed** tab for **Case** you can see the **Email** tab, Click on it. You will notice that all the values are auto-populated according to your **Case Type** and **Case Status** which you have configured **CaseAutomail** configuration. You can also Edit the template if you want to. Click **Send** button to Send the email manually.



CaseAutomail

CaseAutomail Home Cases

Case Test CaseAutomail

Priority Medium Status New Case Number 00001053

Feed Related

Post Log a Call Poll Email

To: abc@example.com

CC: xyz@example.com

Did you want to use configured email template? ☒ Yes

Email Subject: Case 00001053: "Test CaseAutomail" auto-assigned to you

Email Body: Salesforce Sans 12 B I U

The following case has been auto-assigned to your team. The case needs to be resolved within our standard service levels. Company: Edge Communications Contact: Shubham Lashkan Subject: Test CaseAutomail Description:

Send

Details

Case Owner: Nick Jonas

Case Number: 00001053

Contact Name: Shubham Lashkan

Account Name: Edge Communications

Status: New

Priority: Medium

Contact Phone: (512) 757-6000

Contact Email: demo@example.com

Type: Electrical

Case Origin: Web

Case Reason:

Web Email: Web Company

Web Name: Web Phone

Date/Time Opened: 3/28/2023, 2:36 AM

Product: Engineering Req Number

- You can choose the option “Do you want to use configured email template?” as per your choice.

If you will **turn off** the option “Do you want to use configured email template?” then you can draft and send your own email without using configured Email template.

Feed Related

Post Log a Call Poll **Email**

To: abc@example.com

CC: xyz@example.com

Did you want to use configured email template? ☐ **No** (indicated by a red arrow)

Email Subject:

Email Body:

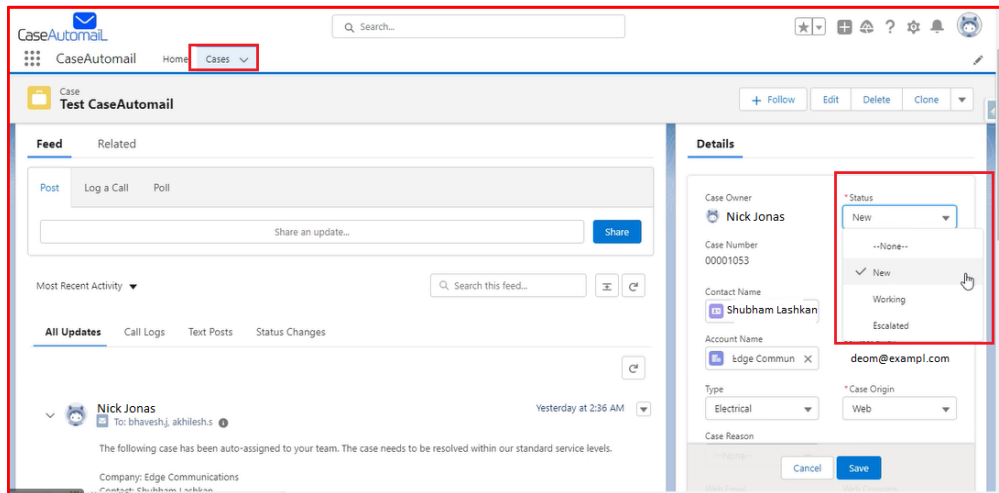
Send

Details

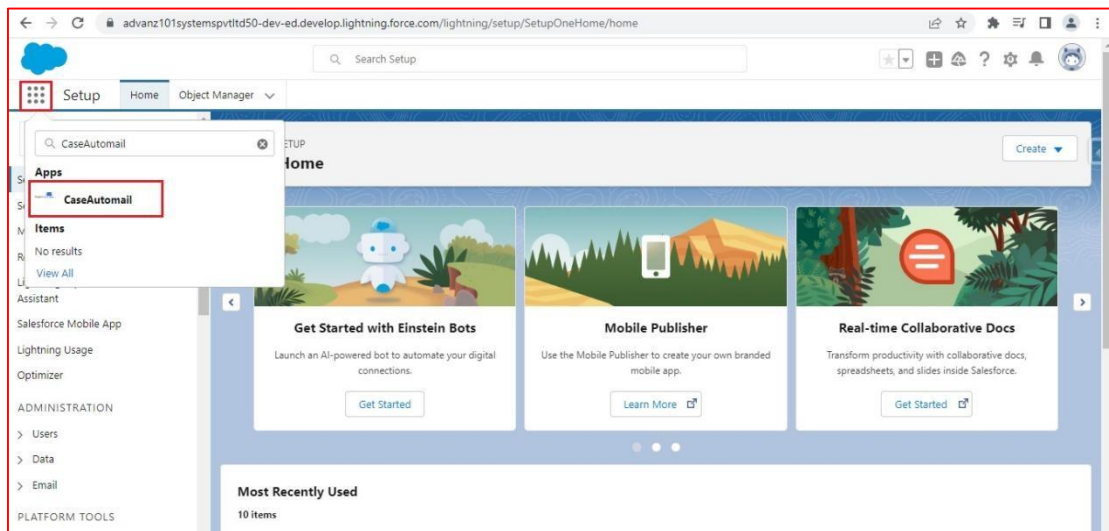
Case Owner	Status
Nick Jonas	New
Case Number	Priority
00001053	Medium
Contact Name	Contact Phone
Shubham Lashkan	(512) 757-6000
Account Name	Contact Email
Edge Communications	demo@example.com
Type	Case Origin
Electrical	Web
Case Reason	
Web Email	Web Company
Web Name	Web Phone
Date/Time Opened	Date/Time Closed
3/28/2023, 2:36 AM	
Product	Engineering Req Number
Potential Liability	SLA Violation

How to Add Case Status As "Closed"

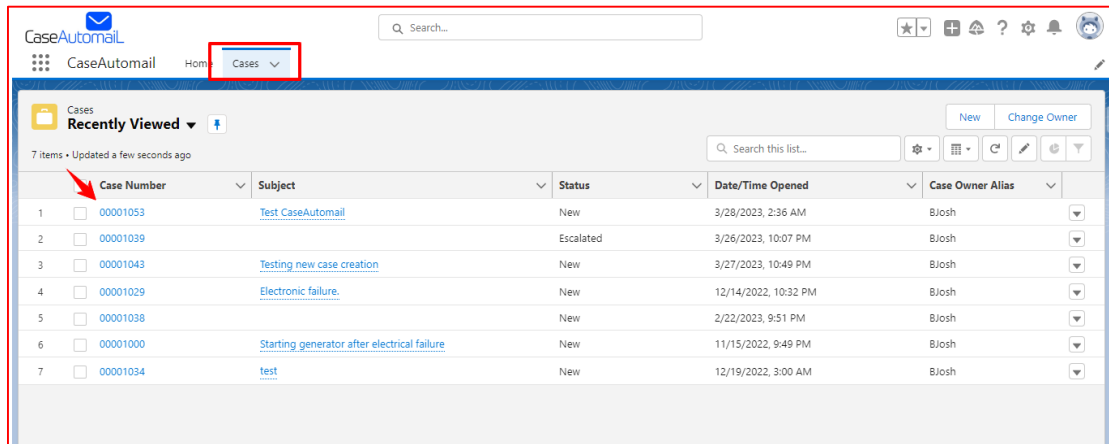
In case if you do not see an option, Case Type as "Closed" in Case Status field of Case records, then follow below steps -



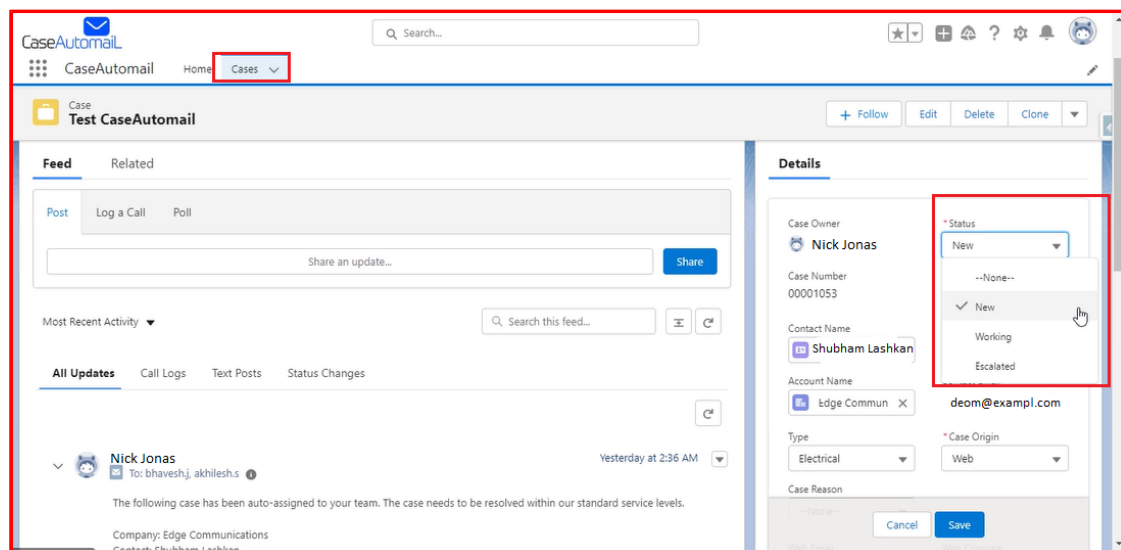
1. Click on the App launcher and in the Search box enter **CaseAutomail** and then select it, it will redirect you to the **CaseAutomail App**.



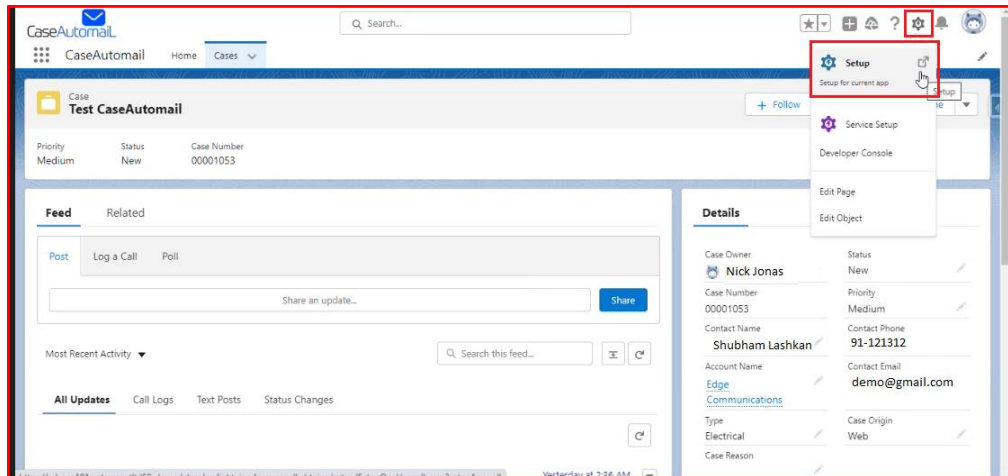
- Click on the **Cases** Tab and then open any one of the case records.



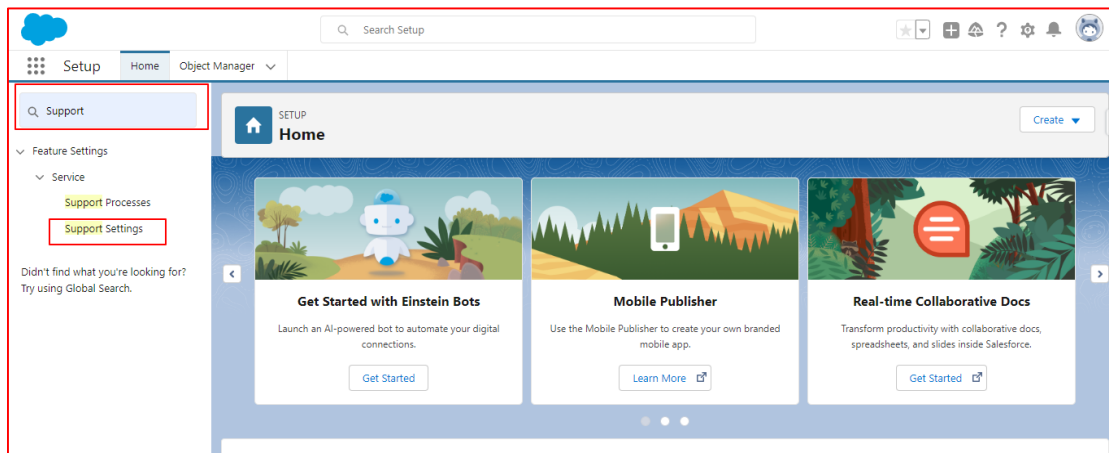
- On the right side, under **Details** click on **Pencil Icon** beside the **Status** field and check if **Status** picklist has “**Closed**” value or not. If not then follow below steps otherwise skip.



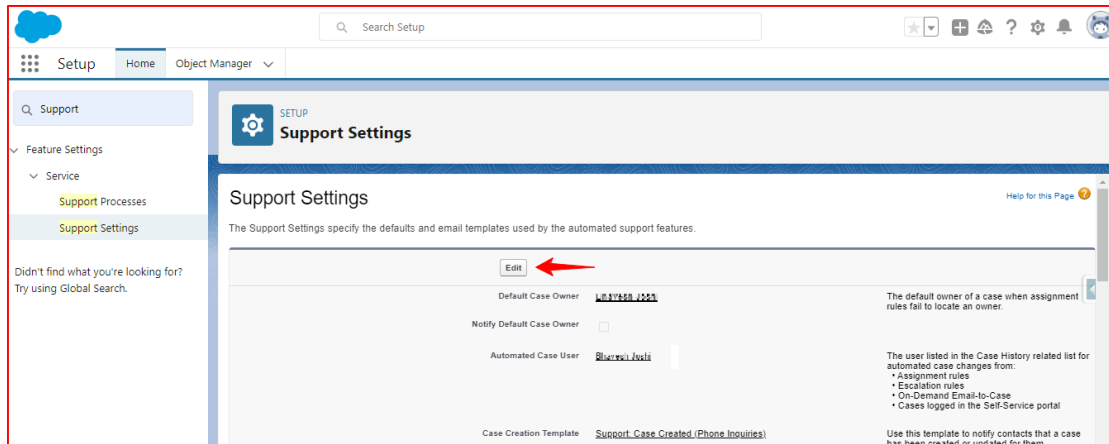
4. Navigate to **Setup** page by clicking on the **Gear icon** at the top right corner.



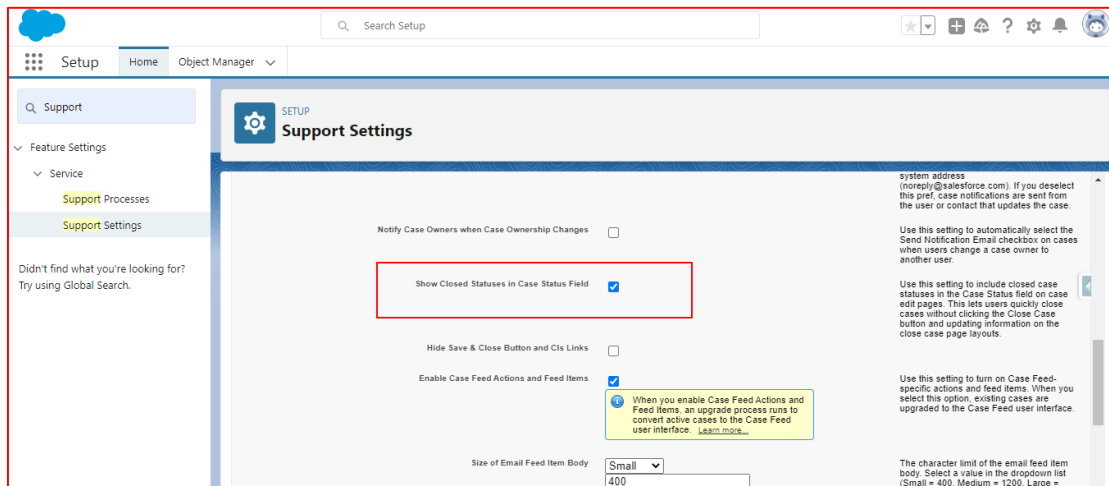
5. On the left side of the screen, in the **Quick Find Box** search and click on the **Support Settings**.



6. Once it opens click on **Edit** under **Support Settings**.



7. Look for “**Show Closed Statuses in Case Status Field**” and make sure that its checkbox is selected, scroll up and click on the **Save** button.



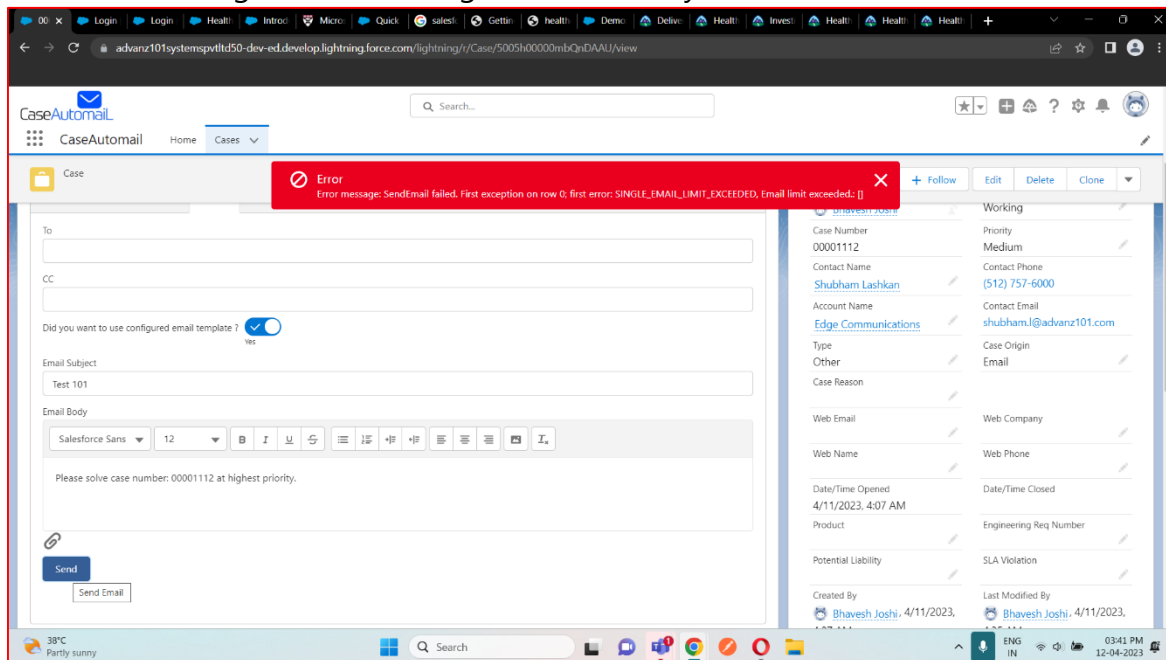
8. On completion of step 7, “Closed” status value is visible in **Status** field. In order to check that, refresh the case record, navigate to **Case Status** drop down field under the Details section, it should be visible now.

The screenshot displays the CaseAutomail web application interface. The top navigation bar includes the CaseAutomail logo, a search bar, and user profile icons. The main content area is divided into two sections: 'Feed' and 'Details'. The 'Feed' section shows a post by Nick Jonas with a message about a case assignment. The 'Details' section contains case information such as Case Owner (Nick Jonas), Case Number (00001053), Contact Name (Shubham Lashkan), Account Name (Edge Commun), Type (Electrical), and Case Reason (Web). The 'Status' dropdown menu is open, showing options: New, Working, Escalated, and Closed. The 'Closed' option is highlighted, indicating the current status of the case.

Points to Remember

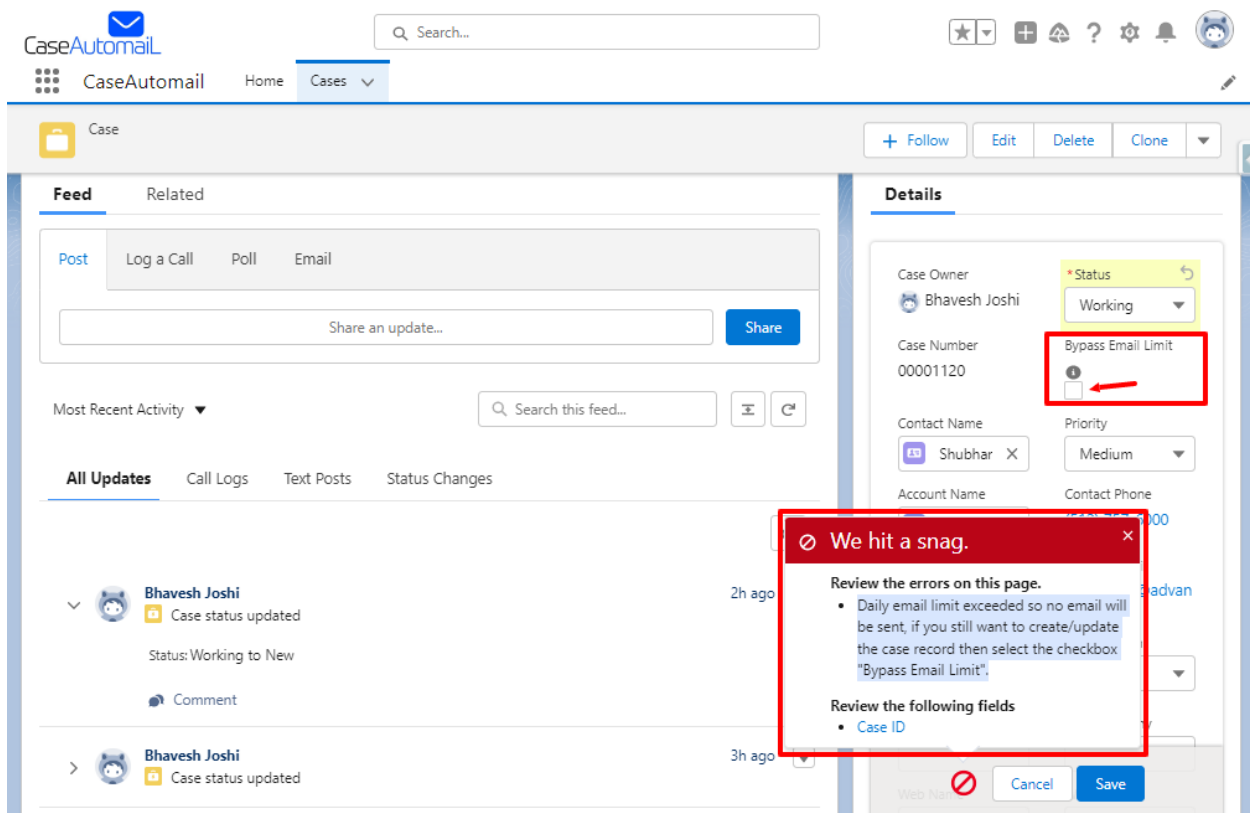
1. Please configure and cross check **To:** and **CC:** fields from Email Configuration if you are not getting mails.
2. If you are creating or updating a case record and not getting emails, then please check the saved configuration. It might be possible that configuration is not saved for that specific case type/status or **Automail Enabled** is off. Please also cross check if Auto mail Delivery is enabled or not.
3. If a configuration is not saved for any combination of case type/status then you will not receive any emails, but you can send email manually from email button or create configuration for that combination for automation.
4. If you are adding attachments then you can only add .pdf, .png, .jpg, .csv, .doc, .docs, .mp3, .txt, .jpeg, .ppt, .pptx, .mp4 file types. This will work only during manual sending of email.
5. Depending on the type of Salesforce Edition you are using, please verify from Salesforce support what is the daily email limit for your Salesforce edition.
6. As mentioned in point 5, if you have exceeded the daily email cap and you try to create or update any case record for which you have configured settings then you will get an error message as shown in below images.

Error message when Sending Email Manually



You will not be able to create/update a case record with the same **Case Type** and **Case Status** that you have Configured under **Case Configuration** if your daily email limit for your Salesforce org has been exceeded. You will encounter a message "Daily email limit exceeded so no email will be sent, if you still want to create/update the case record then select the checkbox "Bypass Email Limit.""

Error message when Automail is enabled and Email Limit is exceeded for the day.



You can click on Bypass Email Limit checkbox to still manually save the Case Type and Status.

Once the org's email limit is refreshed the next day, the checkbox is deselected automatically and Automail is enabled. Please note that the mails that were not sent the previous day will not be sent on email limit refresh the next day. If required, those emails should be sent manually only.

Other Apps by Advanz101

- **MergeEase**
Merge multiple service contracts.
- **PartEase**
User can select Contract Line Items available in-Service Contract and Renew only selected Contract Line Items.
- **MoveEase**
Transfer asset from one account to another.
- **SplitEase**
Split Service Contract into multiple contracts manually to avoid large cart errors.
- **AutoSplit**
Split Service Contract into multiple contracts automatically on click of a button.
- **AccountMerge**
Merge accounts and contacts with added functionality like smart filtering, previewing before merging and retaining critical data on merge.
- **EaseQuotePDF**
Automate quote PDF generation on status change.

Hope you find our CaseAutomail App useful. We would love to hear about our app from you. In case of any query or further clarification please feel free to reach us at info@advanz101.com

Please keep following us as many new apps are under development. Follow us at www.advanz101.com

About Advanz101

ADVANZ101 Business Systems Inc. is a registered Salesforce partner providing best-in-class solutions for global business houses and brands. Our team is equipped to meet the SaaS demands of modern enterprises with due diligence in today's business landscape of hybrid IT.

For additional information, please feel free to connect with us at info@advanz101.com