



Customizing/Upgrading a Data Synchronization AppExchange Product

Giving new life to a dated Salesforce product with Lightning

OBJECTIVE

To revamp an existing Salesforce AppExchange product by rectifying blockers and bugs for an upgrade in functionality. Migrating code from the Salesforce classic version to the lightning version of the Force platform.

CHALLENGES

- Difficulty in understanding the architecture of the existing project in the initial stages.
- One of the major pain points the project had was data validation.
- Difficulty in debugging and isolating the root cause and applying the fixes.

APPROACH

We implemented the Agile Methodology to develop and deliver client expectations in sprints.

The 5D approach involves:

- Understanding the client's requirements and planning to implement a suitable solution.
- Building an integration solution to help us navigate the use of JavaScript to develop the feature.
- Testing the solution through several different scenarios to ensure smooth performance and efficiency.
- Organizing a solution demo and review session with our client regularly.
- After the final review, we deployed the product to the AppExchange.

BUSINESS BENEFITS

- Our client was able to deliver an error-free subscription-management tool to be extensively used in the media and entertainment sector, upgraded to the latest Salesforce version.

CLIENT FEEDBACK

"Very proud moment for us when the client asked us to go to the app exchange in real-time and show the customer the basic version of their application live! Her excitement and appreciation helped mark an important milestone in this project." ~ **Head of products**

"It was an amazing experience working with CloudQ. The team at CloudQ is the best mix of professionals you need to turn the idea of a software project into reality. Their unmatched expertise in Salesforce helped us bring our dormant and completely broken SFDC application to life within a short period. They not only helped us develop our application but also provided complete assistance in listing our application on the Salesforce AppExchange." ~ **Product Manager**

INDUSTRY

Media & Entertainment

CUSTOMER PROFILE

US based company with more than 15 years of experience with B2C brand support and interaction.

TECHNOLOGY AND TOOLS

- Salesforce Sales Cloud
- Lightning Web Components
- Apex Classes and Triggers
- Aura Components

ABOUT CLOUDQ

CloudQ helps companies succeed by consulting, implementing solutions, and providing certified professionals. We're one of the INC 5000 fastest-growing private companies, and we're based in Alpharetta, GA. We specialize in cloud-based technology implementation and are a Silver Consulting partner with Salesforce and have a transparent, highly-efficient, customer-centric business model.

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