Building a Custom Application on **force.com** platform for **Ticketing System** and **Lightning Experience** for a **European non-profit organization**

## About our customer

Our customer is a European non-profit organization, a children's cancer charity that is dedicated to working closely with families affected by childhood cancers. The organization offers support to the whole family – patient, parents, siblings, and grandparents with 1-to-1 support, and practical and therapeutic help to ensure that life remains as normal as possible during an incredibly traumatic time:
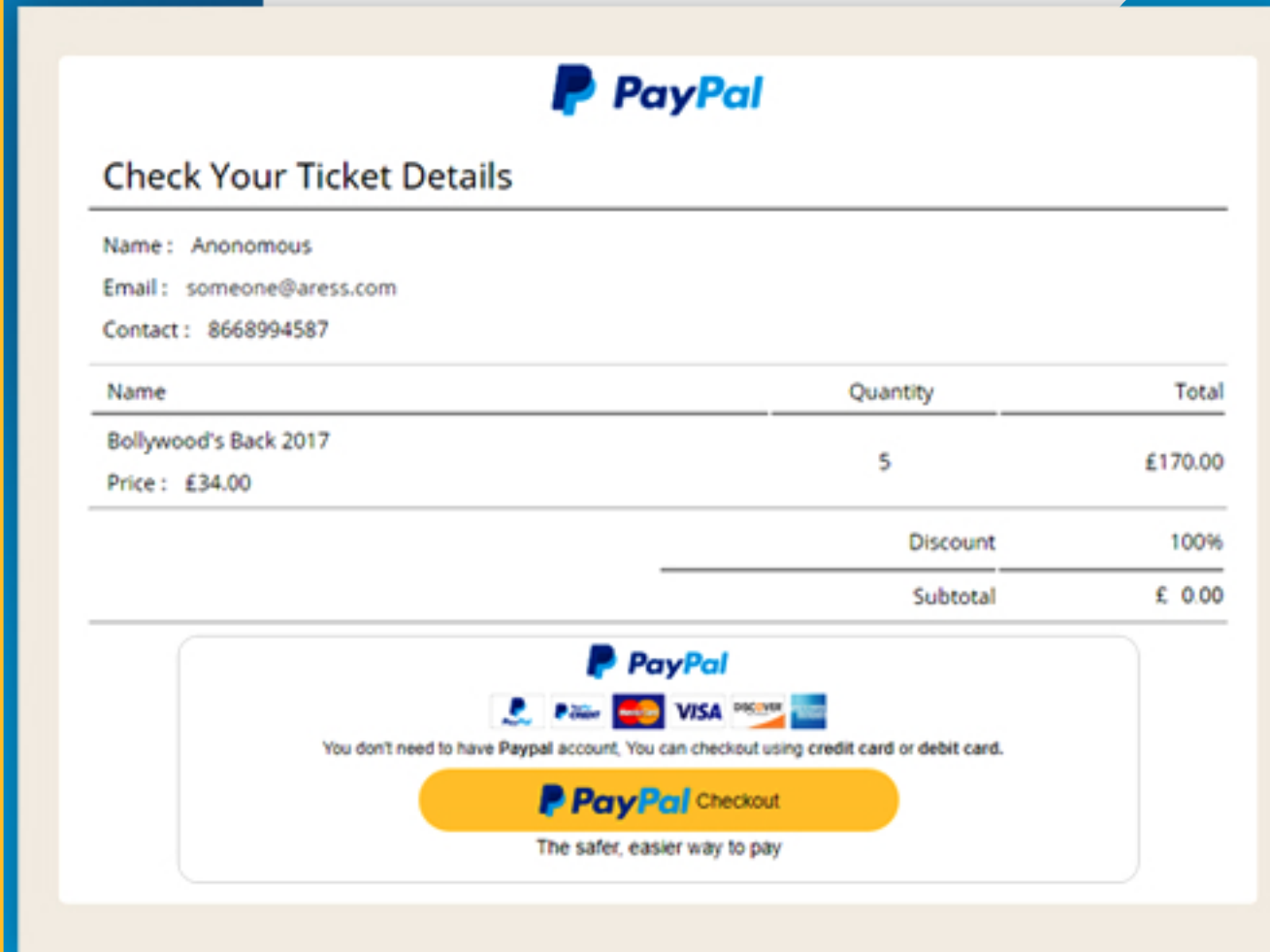
## What bothered them

- ✓ They were using a simple website built on Wix platform with a database to store data. They were not getting a consolidated view of how they were doing in their business operations and needed an efficient system to empower all the ticket bookings and sales details.

- ✓ All the ticket bookings were done manually as they did not have a system in place. All this led to poor efficiency, confusion and this made the booking and ticket printing process time-consuming.

- ✓ Their manual system to book and print tickets was unable to capture and record call details of the enquiries from businesses, individuals, volunteers, and families at a run time.

- ✓ They also wanted a feature using which they can quickly search their customers.

- ✓ The other objectives of the project were Events and Campaign Management, volunteer management and a campaign ticketing system.

- ✓ They also needed an inventory management module to track -
    - o Running total.
    - o Inventory for Presents/gifts/teddy bears.

- ✓ They also wanted to send bulk emails to the contacts/campaign members.

# What Aress Software did

Aress built a system using Salesforce CRM with some standard as well as custom modules such as:

- ✔ **Campaign**
- ✔ **Campaign members**
- ✔ **Fundraiser**
- ✔ **Volunteer App**
- ✔ **Mailchimp integration**



**Quick search functionality in lightning**

- ✔ Aress provided them with Salesforce campaign ticketing system using force.com platform. It also helped them to add campaign members to the respective campaigns.

- ✔ PayPal Payment integration to take the payments smoothly.

- ✔ Aress team built force.com forms for volunteer enquiry and family support enquiry, so that enquiries can be managed automatically.

- ✔ As they needed to quickly search the Customer/Contact, a quick search feature was built using Lightning Web Component in Salesforce.

- ✔ For Inventory Management, a button was provided with which they can upload an Excel sheet of Inventory..

# Value offered by Aress

✔ With native Salesforce standard functionality, Aress provided Lightning experience for the quick search functionality and managing new records.

✔ Our customer was able to offer several types of discounts on the campaign ticketing system using the force.com platform.

| Quantity 10+ Discount 10% | Discount 4% | Early Bird Discount 5% |
|---|---|---|

**Several Discounts on Campaign**

✔ Unique barcode for each campaign member added on the tickets.

✔ Aress built a ticket e-mailing system which automatically sends ticket/e-mail of confirmation to the customers on ticket booking.

✔ Integrated mail chimp app to send bulk emails.

✔ Integrated volunteer's app to manage volunteers.

**Items In Order**

5k Entry into
£10.00
Date of event : 23/11/2017          Quantity : 15          £150.00
Location : Las Vegas

| | Total | £150.00 |
|---|---|---|
| **Discounts in %** | | |
| Quantity 10+ Discount | | 41 |
| Discount | | 4 |
| Early Bird Discount | | 7 |
| Subtotal | | £72.00 |

Have a question regarding your order with The Joshua Tree?
Please contact us on 01        1 or admin@rth
Thank You.

**Unique Barcode on Ticket**