

# Salesforce Enhancement Request

## Best Practices

### Establish a centralized process

This process should include guidelines on who can submit requests, how they should be submitted, and how they will be evaluated.



### Set clear submission guidelines

Things like description of the request, business impact, and expected outcomes should be included.



### Prioritize requests

Prioritize requests based on their business impact, level of effort required, and alignment with business goals.



### Engage stakeholders

Involve stakeholders such as business owners, end-users, and IT in the enhancement request process. This will help ensure that requests are aligned with business objectives and that everyone is on the same page.



### Communicate the status

Keep requesters informed of the status of their requests, whether they are under review, in progress, or completed. This communication helps build trust and transparency with the requesters.



### Test and validate changes

Ensure that all changes to the Salesforce platform are tested and validated to avoid introducing any unintended consequences. This testing should be done in a sandbox or non-production environment.



### Document changes

Document all changes made to the Salesforce platform, including the reason for the change, who requested the change, and who made the change.



### Provide user training

Providing user training on new enhancements can help ensure that they are used correctly and can provide the expected benefits.

