

# **Project Report Template**

## **INTRODUCTION:-**

### **1.1.Overview**

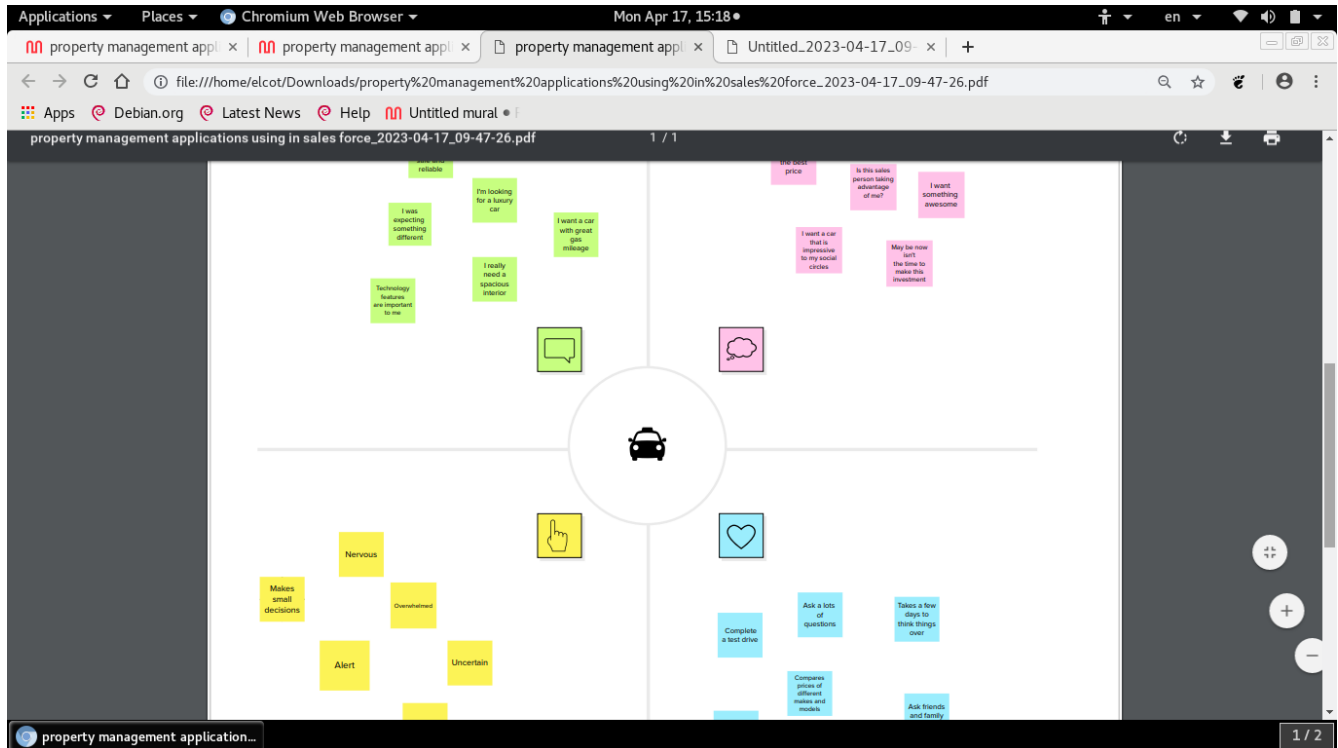
Salesforce is a prominent customer relationship management (CRM) solution used by support, sales, and marketing teams all over the world. Salesforce services enable organizations to better communicate with partners, customers, and potential customers by utilizing cloud technology. Companies can use Salesforce CRM to track customer activity, market to customers, and perform a variety of other tasks.

### **1.2.Purpose**

This section of the document describes the application's data model for the candidate's reference. In the Salesforce organization given, the data model has been established. Candidates should not need to change the data model, lookup relationships, or master-detail connections between items, and should consider the data model to be a design constraint. 2) Entity Relationship Diagram The Entity Relationship Diagram (ERD) (Figure 1) for the application in development is shown below. The ERD represents all of the objects that play a key part in the application requirements and are required to comprehend them.

## 2.PROBLEM DEFINITION AND DESIGN THINKING:-

### 2.1.EMPATHY MAP



### 2.2.IDEATION AND BRAINSTORMING MAP SCREEN SHOT:-

The Ideation and Brainstorming Map interface includes the following sections:

- Before you collaborate**
  - A little bit of preparation goes a long way with this session. Here's what you need to do to get going.
  - 10 minutes
  - Team gathering: Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.
  - Set the goal: Think about the problem you'll be focusing on solving in the brainstorming session.
  - Learn how to use the facilitation tools: Use the Facilitation Superpowers to run a happy and productive session.
  - Open article
- 1 Define your problem statement**
  - What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.
  - 5 minutes
  - PROBLEM**
    - How might we [your problem statement]?
    - 1.Lack of support from Salesforce
    - 2.Difficult to Customize
    - 3.User permission
    - 4.Poor User Adoption
- 2 Brainstorm**
  - Write down any ideas that come to that address your problem statement.
  - 10 minutes
  - Person 1: Self service, Low cost, Property's quality
  - Person 2: Capture and convert client demands, Responsibility of the team, Processes a management model
  - Person 3: Allow to work locally

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2

## Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

TIP You can select a sticky note and hit the pencil (switch to sketch) icon to start drawing!

Person 1

Self service	Low cost	Property's quality
Book online	Mobile app	Work online
Improved visibility	Simplified property and unit search and view	Dynamic maintenance

Person 2

Customize and personalize	Responsibility of the tenant	Provide a more personal touch
Everything in one single system	Maximum availability and security	Permanent access from anywhere
Your needs are personalized	Adjusted language	Allow the creation of any report

Person 3

Ability to send alerts	Allow to view existing alerts to receive them	Generation of alarms
Clear profiles	Information backup	Chatter
Creating alarms	Cost free trial	Increase of property capacity

Person 4

Storage capacity	Improvement of service and forecasts	Duration of service and forecasts
Increase products	Improvement of product design	Easy way to payment
Improvement of existing sales	Increase customer service	Customer look like the product

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3

## Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

20 minutes

1.increase the quality in the products  
2.customer like the products  
3.the products design are convey the good think  
4.property is low cost

Sales force property management has powerful tools to remain associated with clients and tenants continuously support further connections, track key data about business and residential properties, including occupancy rates, essential tenants and revenue and take your productivity and business growth, to the next level

Prioritize

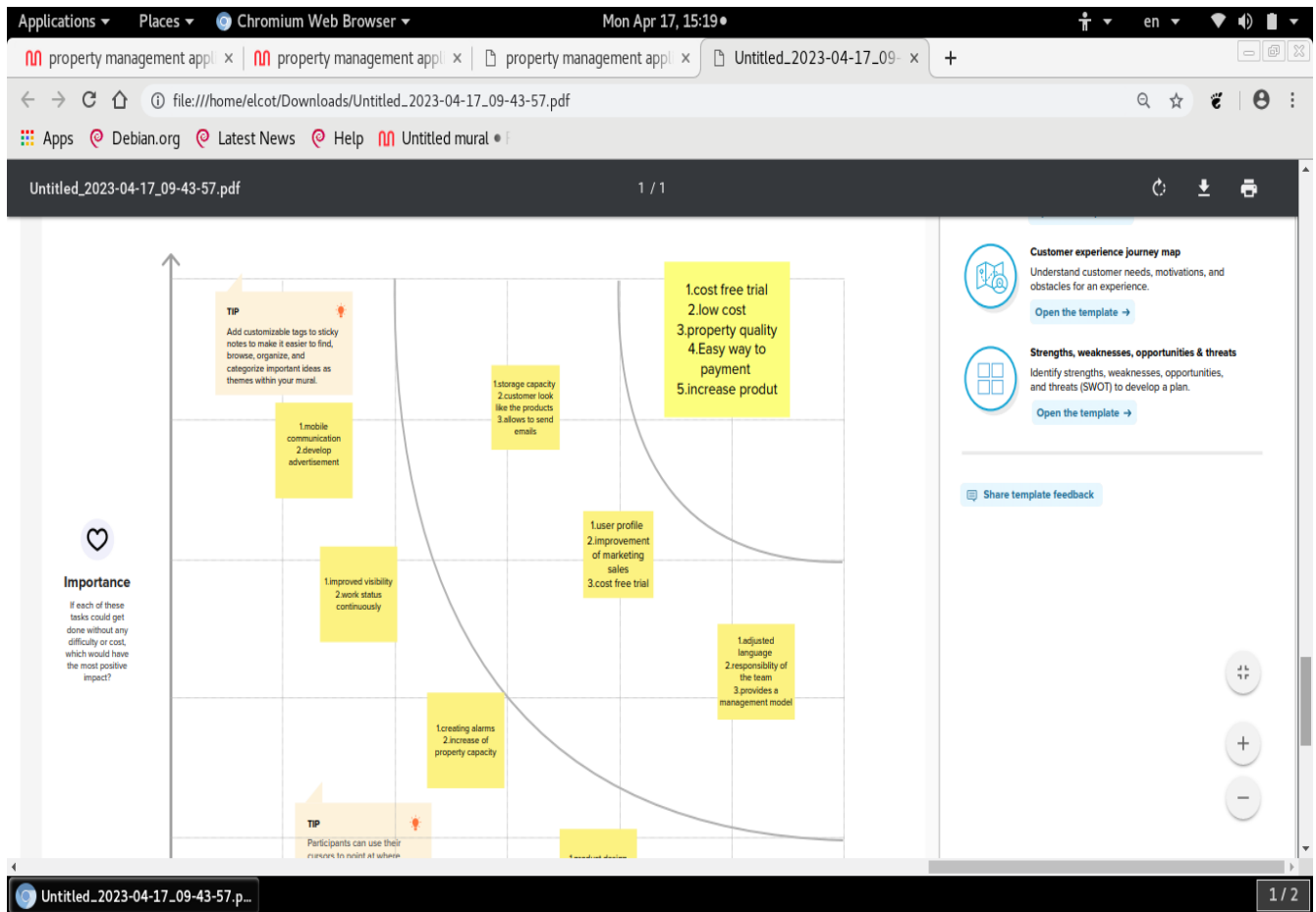
Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

20 minutes

TIP Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important themes within your m

1.mobility  
2.add  
3.ion

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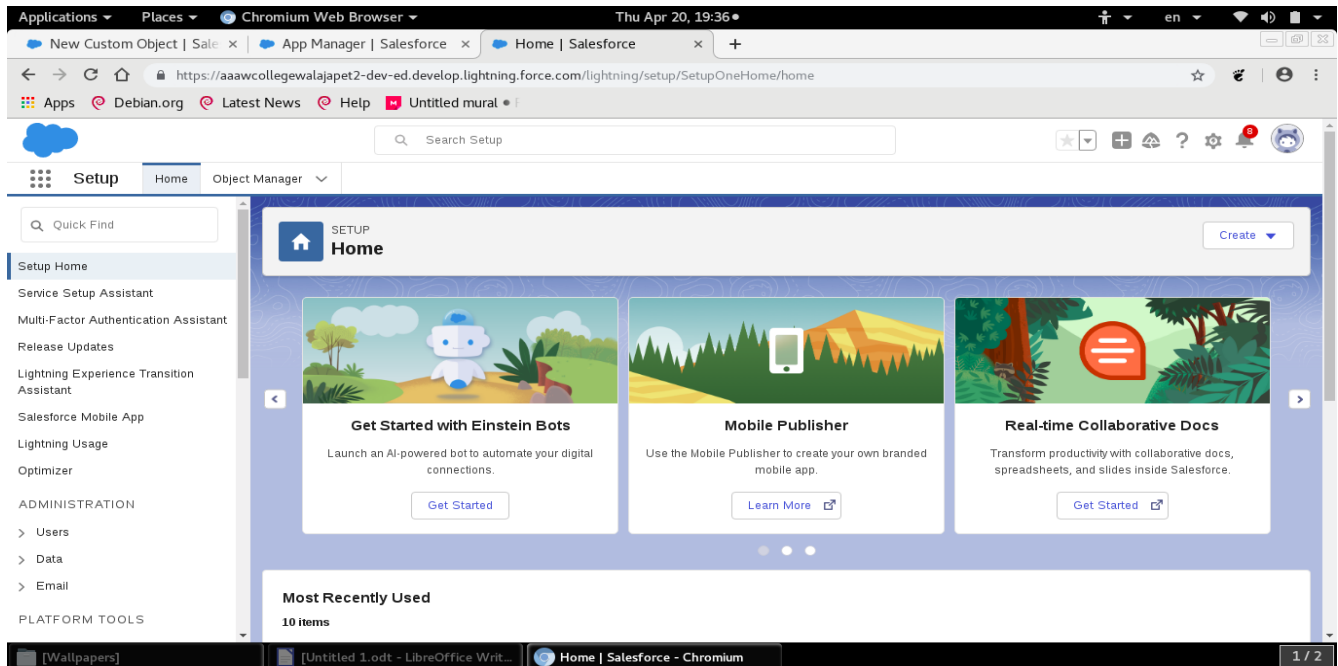
### 3.RESULT :-

#### 3.1.DATA MODEL :

OBJECT NAME	FIELDS IN THE OBJECT
OBJECT-1	FIELD LABEL:LEAD DATA TYPE:AUTO NUMBER
OBJECT-2	FIELD LABEL:BUY DATA TYPE:PICK LIST
OBJECT-3	FIELD LABEL:RENT DATA TYPE:AUTO NUMBER
OBJECT-4	FIELD LABEL:LOAN DATA TYPE:AUTO NUMBER

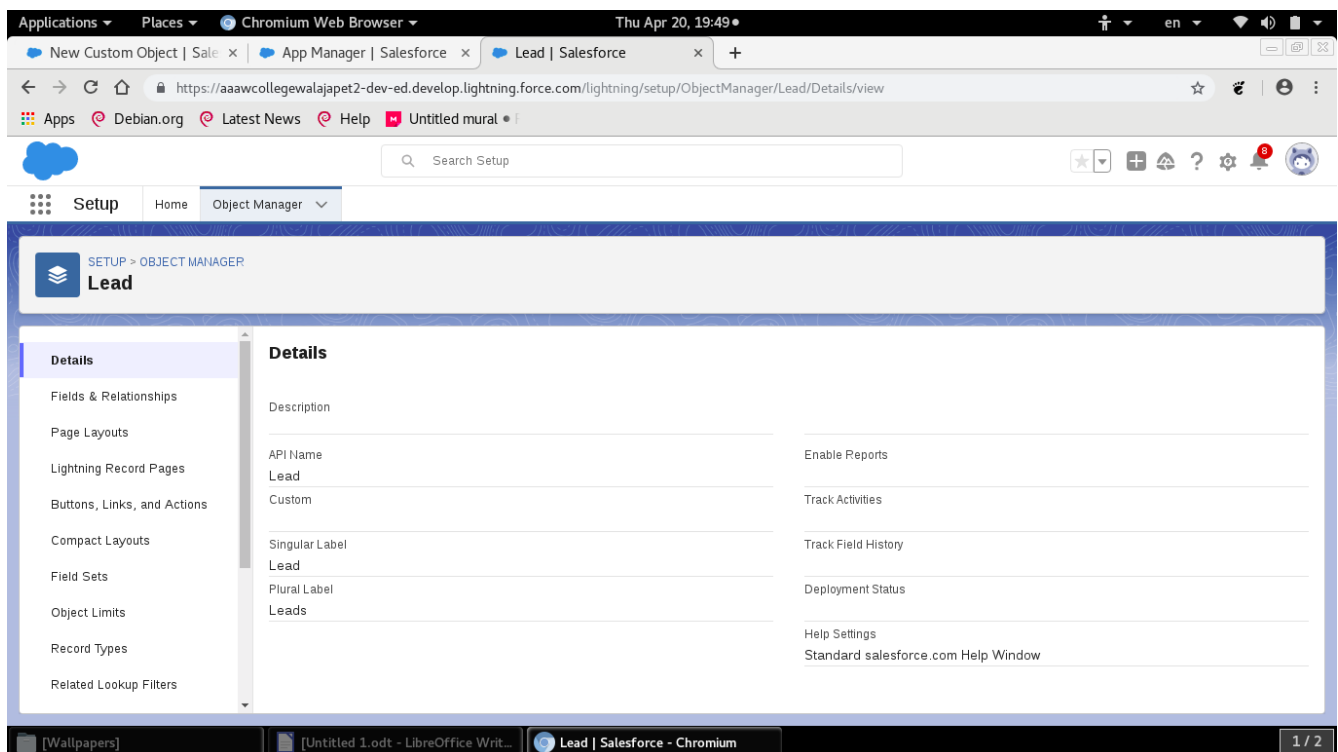
## 3.2.ACTIVITY AND SCREEN SHOT

### CREATING DEVELOPER ACCOUNT

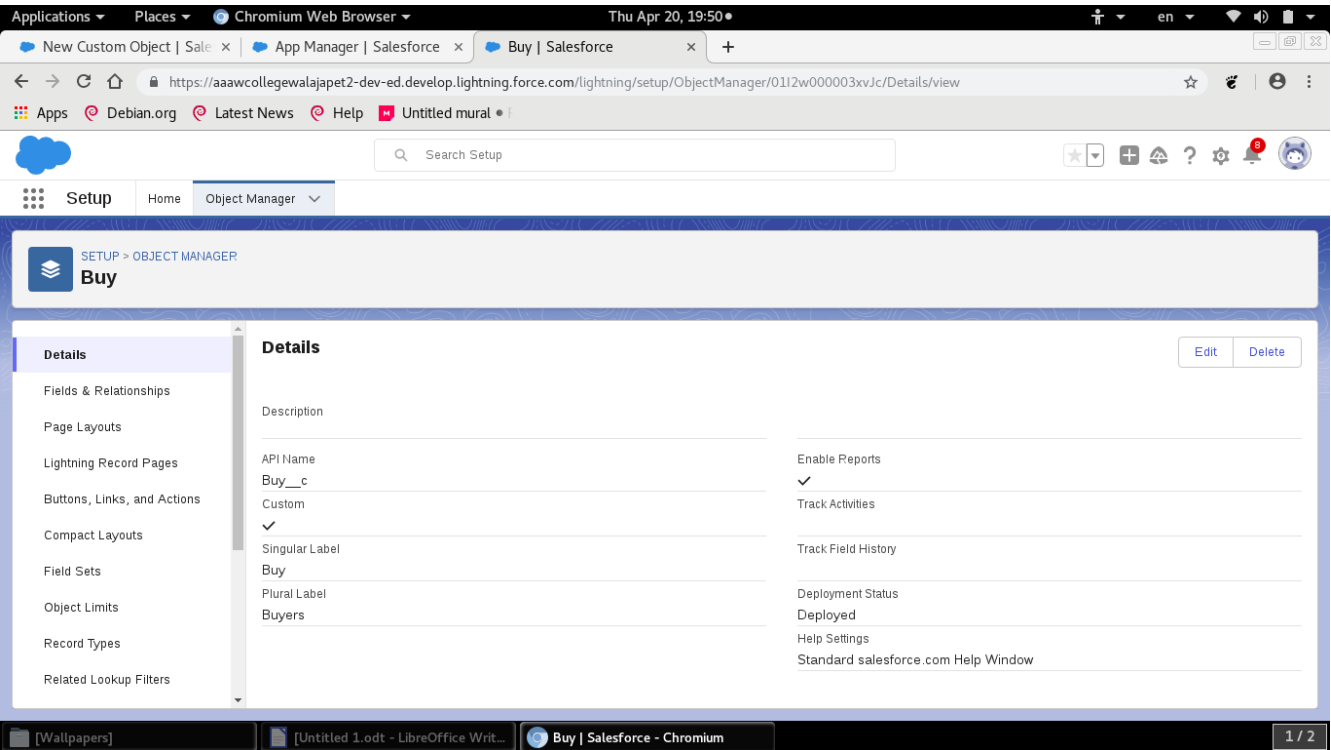


## OBJECT:

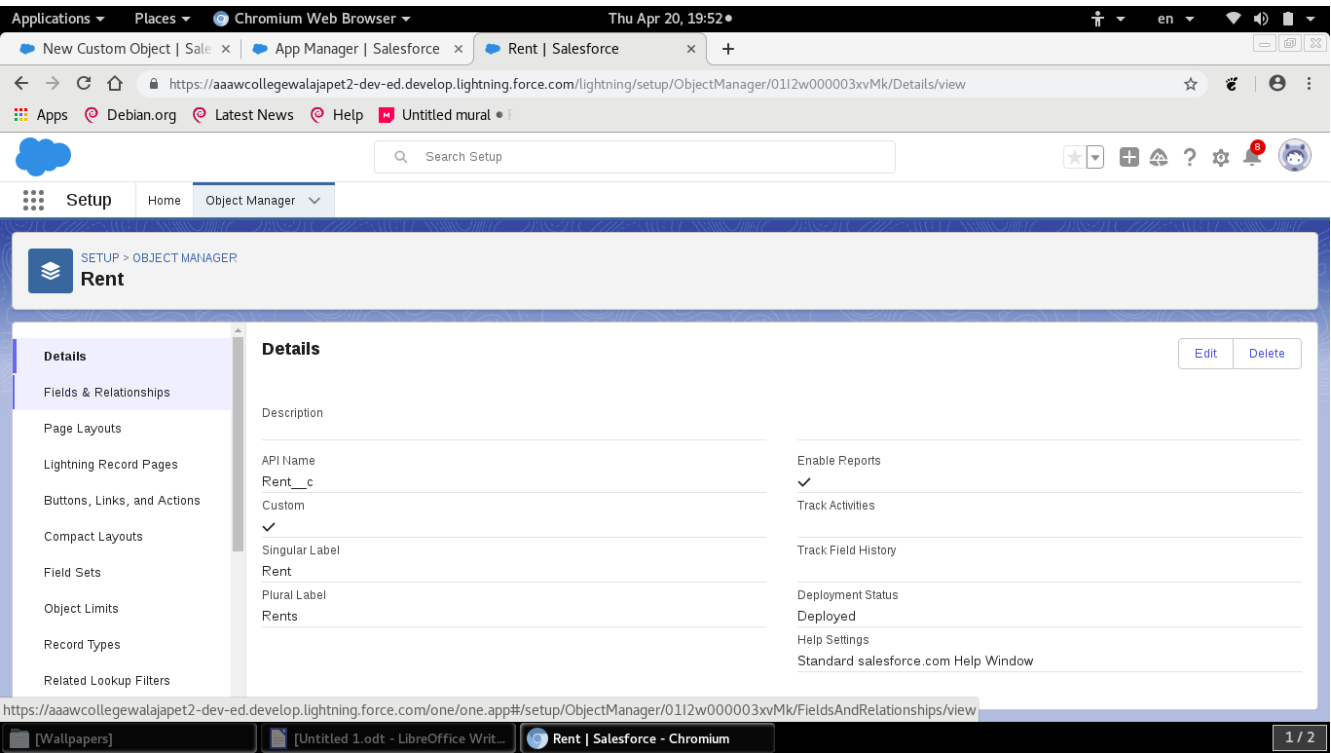
### CREATION OF LEAD OBJECT



# CREATION OF BUY OBJECT



# CREATION OF RENT OBJECT



# CREATION OF LOAN OBJECT

Applications ▾ Places ▾ Chromium Web Browser ▾ Thu Apr 20, 19:52 •


• New Custom Object | Sale x • App Manager | Salesforce x • Loan | Salesforce x • +

Applications ▾ Places ▾ Chromium Web Browser ▾ Fri Apr 21, 05:01 •

• Lightning Usage | Sa x • Lightning Experience x • Tabs | Salesforce x • Custom Tabs ~ Sales x • Optimizer | Salesforce x • Org Metrics | Salesf x • +

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- Manage Territories
- Company Profile





## Custom Tabs

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

Custom Object tabs look and behave like the standard tabs provided with Salesforce. Web tabs allow you to embed external web applications and content within the Salesforce window. Visualforce tabs allow you to embed Visualforce pages. Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app. Lightning Page tabs allow you to add Lightning Pages to Lightning Experience and the mobile app.

### Custom Object Tabs

[New](#) [What Is This?](#)

Action	Label	Tab Style	Description
<a href="#">Edit</a>   <a href="#">Del</a>	Buyers	 Real Estate Sign	
<a href="#">Edit</a>   <a href="#">Del</a>	leads	 Hands	
<a href="#">Edit</a>   <a href="#">Del</a>	Loans	 Cell phone	
<a href="#">Edit</a>   <a href="#">Del</a>	Rents	 Car	

### Web Tabs

[New](#) [What Is This?](#)

No Web Tabs have been defined

### Visualforce Tabs

[New](#) [What Is This?](#)

Custom Tabs ~ Salesforce - Devel... 1 / 2


# CREATION OF LEAD TABS

Applications ▾ Places ▾ Chromium Web Browser ▾ Fri Apr 21, 15:02 •

• Tabs | Salesforce x • Custom Object Tab: leads ~ x • +

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## Custom Object Tab leads

Below is the information for the custom tab. Click Edit to change the custom tab.

### Custom Tab Definition Detail

[Edit](#) [Delete](#)

Tab Label	leads	Tab Style	 Hands
Object	lead	Splash Page Custom Link	
Description			
Created By	Tamilselvi E, 31/03/2023, 5:12 am	Modified By	Tamilselvi E, 31/03/2023, 5:12 am

[Search for "SCRE"] [Untitled 1.odt - LibreOffice Writ... Custom Object Tab: leads ~ Salesf... 1 / 2

# CREATION OF THE BUY TAB

The screenshot shows the Salesforce interface for configuring a custom object tab named 'Buyers'. The browser address bar indicates the URL: `https://aaawcollegewalajapet2-dev-ed.develop.my.salesforce.com/01r2w000001iznn?setupid=CustomTabs`. The left sidebar contains navigation links for Home, Chatter, Campaigns, Leads, Contacts, Opportunities, Reports, Dashboards, Buyers, Rents, Loans, and leads. The main content area displays the 'Custom Object Tab: Buyers' configuration details. Below the title, a message states: 'Below is the information for the custom tab. Click Edit to change the custom tab.' The 'Custom Tab Definition Detail' section includes fields for Tab Label (Buyers), Object (Buy), Tab Style (Real Estate Sign), Description, Created By (Tamilselvi E, 25/03/2023, 1:55 pm), and Modified By (Tamilselvi E, 25/03/2023, 2:00 pm). The bottom status bar shows the search term 'SCRE' and the document name 'Custom Object Tab: Buyers ~ Sales...'.

Applications ▾ Places ▾ Chromium Web Browser ▾ Fri Apr 21, 15:01 •

Tabs | Salesforce x Custom Object Tab: Buyers x +

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Custom Object Tab: Buyers

Below is the information for the custom tab. Click Edit to change the custom tab.

Custom Tab Definition Detail Edit Delete

Tab Label	Buyers	Tab Style	Real Estate Sign
Object	Buy	Splash Page Custom Link	
Description			
Created By	Tamilselvi E, 25/03/2023, 1:55 pm	Modified By	Tamilselvi E, 25/03/2023, 2:00 pm

[Search for "SCRE"] [Untitled 1.odt - LibreOffice Writ... Custom Object Tab: Buyers ~ Sales... 1 / 2

# CREATION OF THE RENT TAB

The screenshot shows the Salesforce interface for configuring a custom object tab named 'Rents'. The browser address bar indicates the URL: `https://aaawcollegewalajapet2-dev-ed.develop.my.salesforce.com/01r2w000001izp7?setupid=CustomTabs`. The left sidebar contains navigation links for Home, Chatter, Campaigns, Leads, Contacts, Opportunities, Reports, Dashboards, Buyers, Rents, Loans, and leads. The main content area displays the 'Custom Object Tab: Rents' configuration details. Below the title, a message states: 'Below is the information for the custom tab. Click Edit to change the custom tab.' The 'Custom Tab Definition Detail' section includes fields for Tab Label (Rents), Object (Rent), Tab Style (Car), Description, Created By (Tamilselvi E, 25/03/2023, 1:59 pm), and Modified By (Tamilselvi E, 25/03/2023, 1:59 pm). The bottom status bar shows the search term 'SCRE' and the document name 'Custom Object Tab: Rents ~ Sales...'.

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Tabs | Salesforce x Custom Object Tab: Rents x +

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Custom Object Tab: Rents

Below is the information for the custom tab. Click Edit to change the custom tab.

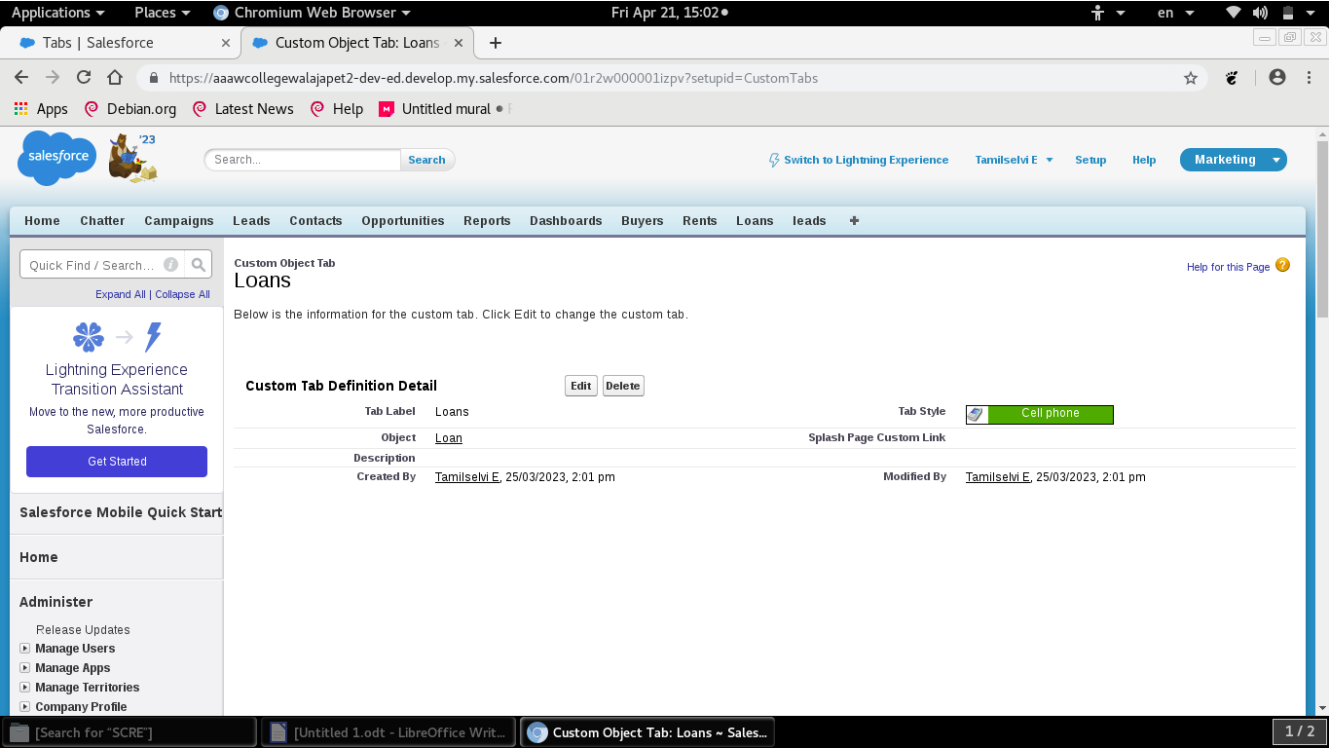
Custom Tab Definition Detail Edit Delete

Tab Label	Rents	Tab Style	Car
Object	Rent	Splash Page Custom Link	
Description			
Created By	Tamilselvi E, 25/03/2023, 1:59 pm	Modified By	Tamilselvi E, 25/03/2023, 1:59 pm

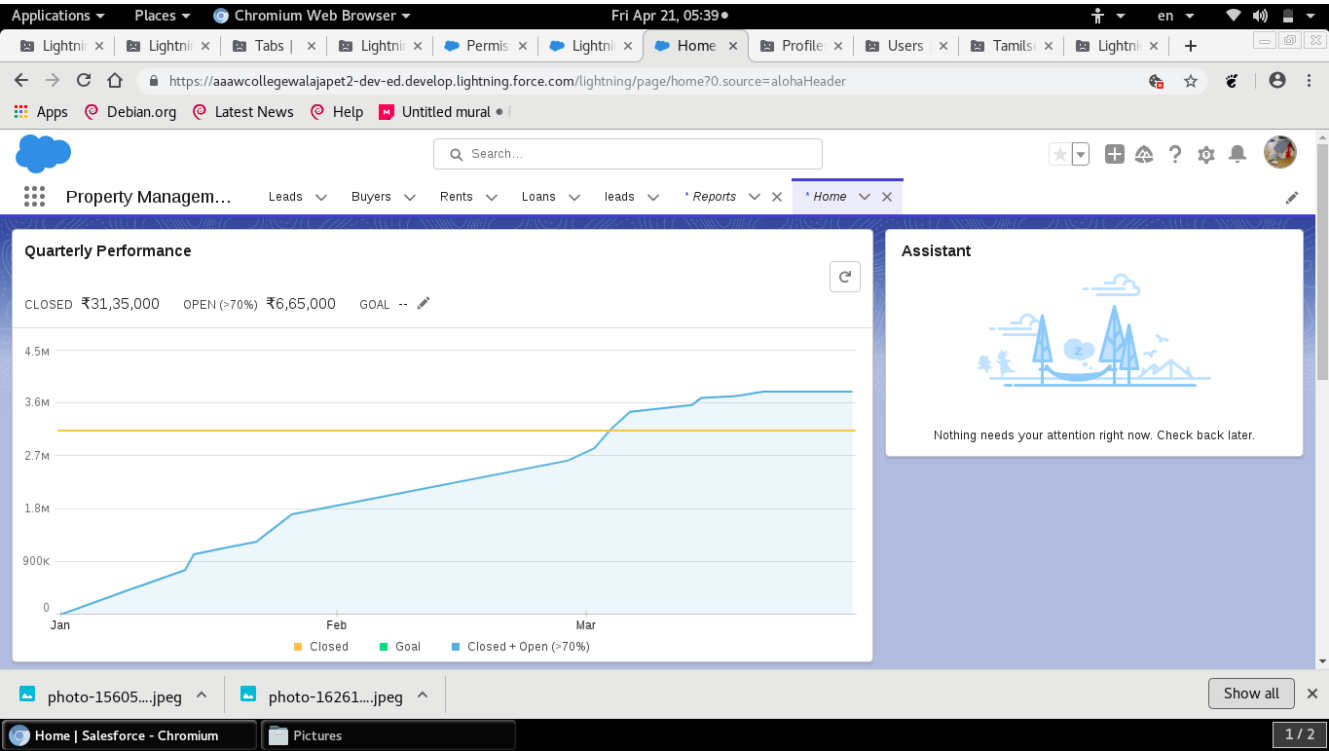
[Search for "SCRE"] [Untitled 1.odt - LibreOffice Writ... Custom Object Tab: Rents ~ Sales... 1 / 2



# CREATION OF THE LOAN TAB



# CREATION OF LIGHTNING APP



# CREATION OF FIELDS

Applications ▾ Places ▾ Chromium Web Browser ▾ Fri Apr 21, 05:11 • en

Lightning | x | Lightning | x | Tabs | Sale | x | Lightning | x | Lightning | x | lead | Sale | x | aaawcolle | x | Optimizer | x | Org Metric | x | +

https://aaawcollegewalajapet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000004Cclr/FieldsAndRelationships/view

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Search Setup

Setup Home Object Manager ▾

SETUP > OBJECT MANAGER  
lead

Details

**Fields & Relationships**  
4 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
lead Name	Name	Text(80)		✓
Owner	OwnerId	Lookup(User,Group)		✓

lead | Salesforce - Chromium 1 / 2

# CREATION OF LEAD FIELD

Applications ▾ Places ▾ Chromium Web Browser ▾ Fri Apr 21, 05:11 • en

Lightning | x | Lightning | x | Tabs | Sale | x | Lightning | x | Lightning | x | lead | Sale | x | aaawcolle | x | Optimizer | x | Org Metric | x | +

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lead

Details

**Fields & Relationships**  
4 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
lead Name	Name	Text(80)		✓
Owner	OwnerId	Lookup(User,Group)		✓

lead | Salesforce - Chromium 1 / 2

# CREATION OF BUY FIELD

Applications ▾ Places ▾ Chromium Web Browser ▾ Fri Apr 21, 05:05 •

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Search Setup

Setup Home Object Manager ▾

SETUP > OBJECT MANAGER  
**Buy**

Details

**Fields & Relationships**  
4 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Buy Name	Name	Text(80)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

https://aaawcollegewalajapet2-dev-ed.develop.lightning.force.com/one/one.app#/setup/ObjectManager/0112w000003xvJc/FieldsAndRelationships/view

Buy | Salesforce - Chromium 1 / 2

# CREATION OF RENT FIELD

Applications ▾ Places ▾ Chromium Web Browser ▾ Fri Apr 21, 05:10 •

Lightning | x Lightning Exper x Tabs | Sale x Lightning Exper x Lightning Exper x Rent | Sale x aaawcolle x Optimizer x Org Metric x +

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Search Setup

Setup Home Object Manager ▾

SETUP > OBJECT MANAGER  
**Rent**

Details

**Fields & Relationships**  
4 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Rent Name	Name	Text(80)		✓

https://aaawcollegewalajapet2-dev-ed.develop.lightning.force.com/one/one.app#/setup/ObjectManager/0112w000003xvMk/FieldsAndRelationships/view

Rent | Salesforce - Chromium 1 / 2

# CREATION OF LOAN FIELD

Applications ▾ Places ▾ Chromium Web Browser ▾ Fri Apr 21, 05:09 •

Lightning | x Lightning | x Tabs | Sal | x Lightning | x Lightning | x Loan | Sal | x aaawcolle | x Optimizer | x Org Metric | x +

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Search Setup

Setup Home Object Manager ▾

SETUP > OBJECT MANAGER  
**Loan**

Details

**Fields & Relationships**  
11 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

Lead Id	Lead_Id__c	Auto Number	
Loan Amoun	Loan_Amoun__c	Formula (Number)	
Loan Name	Name	Text(80)	✓
Loan Repayments	Loan_Repayments__c	Number(18, 0)	
Owner	OwnerId	Lookup(User,Group)	✓
Term	Term__c	Number(18, 0)	
Total Loan Instalments	Total_Loan_Instalments__c	Number(18, 0)	

Loan | Salesforce - Chromium 1 / 2

# CREATION OF PROFILE

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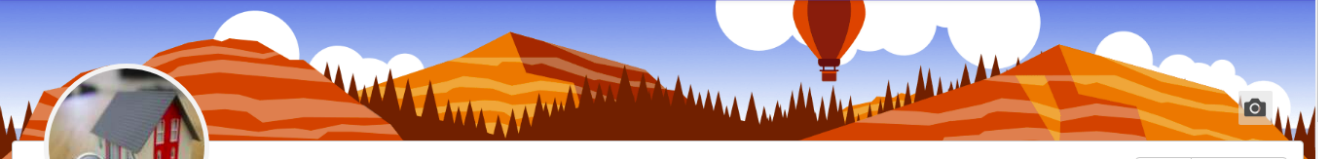
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Property Managem... Leads ▾ Buyers ▾ Rents ▾ Loans ▾ leads ▾ \* Tamilselvi E ▾ x

 **Tamilselvi E**  
Property management



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 Connect with fellow Trailblazers on the Trailblazer Community.

Details

Name Manager

photo-15605...jpeg photo-16261...jpeg Show all x

Tamilselvi E | Salesforce - Chromiu... 1 / 2

# CREATION OF USERS

The screenshot shows the 'All Users' page in the Salesforce Lightning Experience. The page title is 'All Users'. Below the title, there is a description: 'On this page you can create, view, and manage users. In addition, download SalesforceA to view and edit user details, reset passwords, and perform other administrative tasks from your mobile devices: iOS | Android'. There are buttons for 'New User', 'Reset Password(s)', and 'Add Multiple Users'. A table lists the users:

Action	Full Name	Alias	Username	Role	Active	Profile
<a href="#">Edit</a>	Chatter Expert	Chatter	chaty.00d2w00000rkjhea3.62ua7nfpz@chatter.salesforce.com		✓	Chatter Free User
<a href="#">Edit</a>	E. Tamilsevi	TE	tamilsevi@tamilsevi312.com		✓	System Administrator
<a href="#">Edit</a>	User Integration	integ	integration@00d2w00000rkjhea3.com		✓	Analytics Cloud Integration User
<a href="#">Edit</a>	User Security	sec	insightssecurity@00d2w00000rkjhea3.com		✓	Analytics Cloud Security User

At the bottom of the table, there are buttons for 'New User', 'Reset Password(s)', and 'Add Multiple Users'. The page also includes a sidebar on the left with navigation options like 'Home', 'Chatter', 'Campaigns', 'Leads', 'Contacts', 'Opportunities', 'Reports', 'Dashboards', 'Buyers', 'Rents', 'Loans', and 'leads'. The bottom of the page shows a status bar with 'All Users - Salesforce - Developer...' and a page number '1 / 2'.

# CREATION OF PERMISSION SETS

The screenshot shows the 'Permission Set' page for 'property management' in the Salesforce Lightning Experience. The page title is 'Permission Set: property management'. Below the title, there is a search bar and buttons for 'Find Settings...', 'Clone', 'Edit Properties', and 'Manage Assignments'. The 'Permission Set Overview' section displays the following information:

Field	Value
Description	
License	
Session Activation Required	<input type="checkbox"/>
Last Modified By	Tamilsevi E, 29/03/2023, 12:37 pm
API Name	property_management
Namespace Prefix	
Created By	Tamilsevi E, 29/03/2023, 12:37 pm

The 'Assigned Apps' section is also visible, showing settings for which apps are visible in the app menu. The page includes a sidebar on the left with navigation options like 'Home', 'Chatter', 'Campaigns', 'Leads', 'Contacts', 'Opportunities', 'Reports', 'Dashboards', 'Buyers', 'Rents', 'Loans', and 'leads'. The bottom of the page shows a status bar with 'Permission Set: property manage...' and a page number '1 / 2'.

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Lightning x Lightning x Tabs | S x Lightning x Permissi x Permissi x Profiles x Users | x Tamilse | x Lightning x +

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## Permission Sets

On this page you can create, view, and manage permission sets.

In addition, you can use the SalesforceA mobile app to assign permission sets to a user. Download SalesforceA from the App Store or Google Play: [iOS](#) | [Android](#)

All Permission Sets ▾ Edit | Delete | Create New View

New	Action	Permission Set Label	Description	License
	Del   Clone	Tamilselvi		Salesforce
	Del   Clone	Tamilselvi E		
	Del   Clone	property management		
	Del   Clone	standard user		

26-29 of 29 0 Selected Previous Next Page 2 of 2

photo-15605...jpeg photo-16261...jpeg Show all

Permission Sets - Salesforce - De... Pictures 1 / 2

## CREATION OF OWD SETTING

Applications ▾ Places ▾ Chromium Web Browser ▾ Sat Apr 22, 05:58 •

Lightning Experience x Sharing Settings | Salesfor x Organization-Wide Sharing x +

https://aaawcollegewalajapet2-dev-ed.develop.my.salesforce.com/p/share/OrgDefaultSharing?id=00D2w00000RqKJH&retURL=%2Fp%2Fown%2FOrgSharingDetail...

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Lightning Experience Transition Assistant  
Move to the new, more productive Salesforce.  
Get Started

Salesforce Mobile Quick Start

Home

Administer  
Release Updates  
Manage Users  
Manage Apps  
Manage Territories  
Company Profile

## Organization-Wide Sharing Defaults Edit

Edit your organization-wide sharing defaults below. Changing these defaults will cause all sharing rules to be recalculated. This could require significant system resources and time depending on the amount of data in your organization. Setting an object to Private makes records visible to record owners and those above them in the role hierarchy, and access can be extended using sharing rules.

Save Cancel

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Lead	Private	Private	✓
Account and Contract	Public Read/Write	Private	✓
Order	Controlled by Parent	Controlled by Parent	✓
Contact	Controlled by Parent	Controlled by Parent	✓
Asset	Controlled by Parent	Controlled by Parent	✓
Opportunity	Public Read/Write	Private	✓
Case	Public Read/Write/Transfer	Private	✓
Campaign	Public Full Access	Private	✓
Campaign Member	Controlled by Campaign	Controlled by Campaign	✓
User	Public Read Only	Private	✓
Individual	Public Read/Write	Private	✓
Voice Call	Private	Private	✓

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Lightning Experience x Sharing Settings | Salesfor x Organization-Wide Sharing x +

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**Monitor**

- System Overview
- Optimizer
- Imports
- Outbound Messages
- Time-Based Workflow
- Automated Process Actions
- Case Escalations
- Entitlement Processes
- API Usage Notifications
- Mass Emails
- Email Snapshots
- Jobs
- Logs

Quick Text Usage Private Private ✓

Return Order Private Private ✓

Seller Private Private ✓

Service Appointment Public Read/Write Private ✓

Service Contract Private Private ✓

Service Resource Public Read/Write Private ✓

Service Territory Public Read/Write Private ✓

Shift Private Private ✓

Streaming Channel Public Read/Write Private ✓

Web Cart Document Private Private ✓

Work Order Private Private ✓

Work Plan Private Private ✓

Work Plan Template Private Private ✓

Work Step Template Private Private ✓

Work Type Private Private ✓

Work Type Group Public Read/Write Private ✓

Buy Private Private ✓

lead Private Private ✓

Loan Private Private ✓

Rent Private Private ✓

**Other Settings**

Standard Report Visibility ✓ Manual User Record Sharing Manager Groups Secure guest user Require permission to view record access record names in lookup fields

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## CREATION OF REPORT

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https://aaawcollegewalajapet2-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mru&0.source=alohaHeader

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Property Managem... Leads ▾ Buyers ▾ Rents ▾ Loans ▾ leads ▾ \* Reports ▾ X \* Tamilselvi E ▾ X

Search...

**Reports**

Recent 2 items

Search recent reports... New Report New Folder

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Report 1		Private Reports	Tamilselvi E	1/4/2023, 8:00 PM	
Created by Me	Report 2	Loan Amount>=5000\$	Private Reports	Tamilselvi E	1/4/2023, 8:08 PM	

Private Reports

Public Reports

All Reports

**FOLDERS**

All Folders

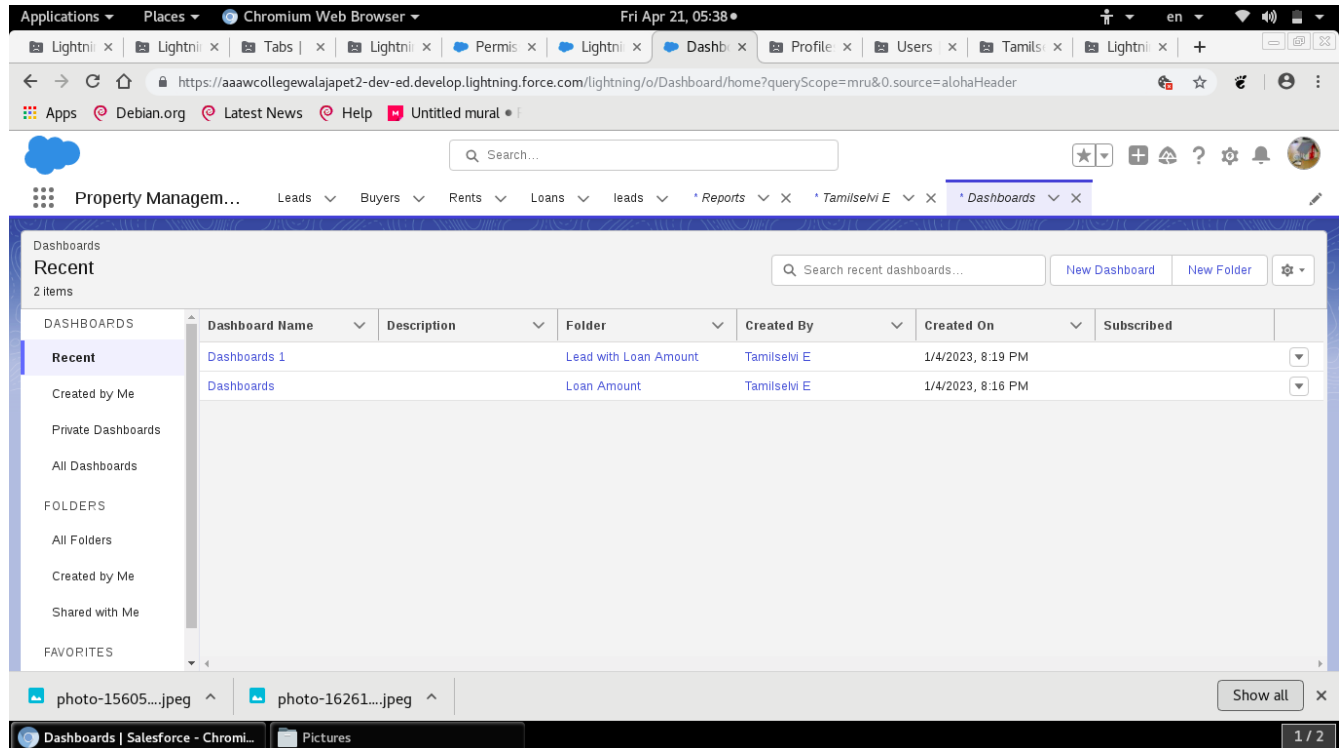
Created by Me

Shared with Me

photo-15605...jpeg photo-16261...jpeg Show all

Reports | Salesforce - Chromium Pictures 1 / 2

# CREATION OF DASHBOARDS



## 4. TRAIL HEAD PROFILE PUBLIC URL

TEAM LEAD – <https://trailblazer.me/id/tamie12>

TEAM MEMBER 1 – <https://trailblazer.me/id/dboopalan2>

TEAM MEMBER 2 – <https://trailblazer.me/id/thamizh-26>

TEAM MEMBER 3 – <https://trailblazer.me/id/tbalan9>

## 5. ADVANTAGES & DISADVANTAGES

### ADVANTAGES OF PROPERTY MANAGEMENT

By choosing to work with a professional, you are choosing to work with someone who has all the correct knowledge. When you hire experienced property managers, [like our team at Harper Properties](#), you can rest easy knowing that your properties are in the hands of people who know exactly what they are doing.

With our help, your properties will be well taken care of. Furthermore, if any issues arise, we will know exactly how to remedy them.



Whenever your properties are empty, you are losing money. A vacant property means that it isn't generating any revenue for you, yet it still needs to be maintained.

However, with the help of an intelligent property management of the company, you will experience much less tenant turnover.

This is because property managers know how to advertise your spaces to draw the attention of new tenants, examine new tenants to only find the best ones and then keep your tenants happy once they have moved in.

One of the best advantages of hiring a property manager is that you will be able to enjoy a lot more free time. Instead of stressing over little things, you can trust your manager.

This can do wonders for your mental health and stress levels and give you more time to focus on other things that are special to you.

## **DISADVANTAGES OF PROPERTY MANAGEMENT**

Naturally, you will need to pay your selected property management company.

Even though their services are very helpful, some people may be deterred by their payment. However, it would be best to keep in mind that property managers can save you money by keeping tenants happy and having properties stay vacant for shorter amounts of time.

At Harper Properties, we tend to get our clients better rent returns because we know the market rent due to the volume of rentals we manage. So, often our fees are covered by the increase we are likely to get.

Some landlords prefer to be more involved in their properties, taking care of tenants and maintenance themselves.

However, if you are the kind of property owner who wants to make every little decision, you might have issues with a property manager taking care of things for you.

Although, while this disadvantage is true for many property management companies, here at Harper Properties we encourage our clients to be as involved as they like. So, if you are a landlord who prefers to be hands-on, we will help you by working as an adviser.

No matter what your style of managing is, we will assist you as best as we can to help you get the most out of your property.

## **5.APPLICATION**

**A property management system (PMS) is a software application for the operations of hospitality accommodations and commercial residential rental properties. PMS is also used in manufacturing industries, local government and manufacturing. A property management system is sometimes referred to as a hotel operating system or hotel OS.**

PMS provides a centralized computer system to organize, schedule and perform the day-to-day functions and transactions involved in accommodations businesses. Computer record keeping and PMS have increased the efficiency of hospitality industries significantly simply by making it possible to update and consult centralized records from multiple computers and devices. PMS solutions have been customized for the needs of the hospitality industry to further increase ease of operations.

Functions managed by a PMS include automation of many common tasks, including:

- Bookings

- Check-in and check-out
- Telephone systems integration
- Point of sale ([POS](#)) integration
- Event planning
- Food and beverage costing
- Hotel [inventory supply management](#)
- Reporting of key performance indicators (KPI)
- Security and room locks

Local governments sometimes use PMS to manage numerous properties under their care, where centralized and electronic record keeping greatly increases efficiency. Facilities might include schools, sports and recreational facilities, community gardens and parks. In manufacturing, PMS is often used to keep track of materials and supplies, as well as employee-owned property and equipment.

## **7.CONCLUSION**

It has been observed that the Salesforce CRM is the most beneficial tool these days. Cloud computing is the backbone of today's computing. It needs to develop good customer relationships for more profit in the real estate business.

It has been a great learning experience working with her. Special thanks to all the mates for their enthusiastic and generous support through out our research study.

## **8.FUTURE SCOPE**

Property managers' work became very appreciated when the world started to suffer a pandemic. Property managers were underrated until their services were imperative to keep rental properties above water.

The twenty-twenties have assured a new era of property management, and here's what we see now and predict more of in the future of property management.

The pandemic brought on many challenges for not only property managers but their residents as well. Property managers quickly shifted their attention to assist residents in creating payment plans and even helping people file for financial aid.

Taking care of their resident's needs and keeping them safe became imperative when the pandemic was at its peak. This need created a new trend of more empathetic and flexible property managers. This newfound attitude did not harm the profits but helped keep properties occupied and owners happy.



