

CRM Application That helps to Book a Visa Slot

1.INTRODUCTION

- Overview

A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing center to schedule and manage appointments with applicants.

- Purpose

A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications.

2.Problem Definition & Design Thinking



3 RESULT

Data Model:

Objects	Passport	Visa slot	Payment	Reschedule/Cancel
Fields	Full name	Location	Payment Mode	passport number(Master)
Fields	Passport number	Time	Card Number	Location
Fields	Contact number	Passport number (Master)	Transaction id (Auto number)	Time
Fields	Permanent address	Visa slot number	Cancel Transaction	Cancel
			Visa slot number(Master)	Status

Activity & Screenshot

Report

Salesforce Reports interface showing the 'Recent' reports list. The page title is 'Reports | Salesforce'. The URL is thiruvikagovtartscollege4-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mru. The 'Recent' section shows 1 item:

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	New Reschedules Report		Private Reports	S Anusiya	10/4/2023, 7:24 pm	

The left sidebar includes sections for 'REPORTS' (Recent, Created by Me, Private Reports, Public Reports, All Reports), 'FOLDERS' (All Folders, Created by Me, Shared with Me), and 'FAVORITES' (All Favorites). The bottom status bar shows the Windows taskbar with the search bar, taskbar icons, and system tray information (11:31 AM, 12-04-2023).

Salesforce Setup interface showing the 'Payment' object details in the Object Manager. The page title is 'Setup | Salesforce'. The URL is governmentartscollegeaut-2c-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115:0000000fZU9/Details/view. The 'Details' section shows the following information:

Details	Details
Description	
API Name	pas_c
Custom	✓
Singular Label	Payment
Plural Label	Payments
Enable Reports	✓
Track Activities	
Track Field History	
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

The left sidebar includes sections for 'Details' (Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts) and 'Details' (Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts). The bottom status bar shows the Windows taskbar with the search bar, taskbar icons, and system tray information (31°C Sunny, 17:45, 10-04-2023).

Platform Login Credentials - Proj x Project - Student x Reschedule | Salesforce x

governmentartscollegeaut-2c-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/015i000000EZU4/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Reschedule

Details Edit Delete

Description

API Name
Reschedule__c

Custom

Singular Label
Reschedule

Plural Label
Reschedule

Enable Reports
✓

Track Activities

Track Field History

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts

javascript:void(0);

Type here to search

31°C Sunny 17:45 10-04-2023

Platform Login Credentials - Proj x Project - Student x Visa slot | Salesforce x

governmentartscollegeaut-2c-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/015i000000FZPm/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Visa slot

Details Edit Delete

Description

API Name
Visa_slot__c

Custom

Singular Label
Visa slot

Plural Label
Visa slot

Enable Reports
✓

Track Activities

Track Field History

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts

javascript:void(0);

Type here to search

31°C Sunny 17:45 10-04-2023

Platform Login Credentials - Proj x Project - Student x Passport | Salesforce x

governmentartscollegeaut-2c-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/015i000000fZPc/Details/view

Setup Home Object Manager

SETUP > OBJECT MANAGER

Passport

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Details

Description

API Name
Passport_c

Custom
✓

Singular Label
Passport

Plural Label
Passports

Enable Reports
✓

Track Activities

Track Field History

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Edit Delete

https://governmentartscollegeaut-2c-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/015i000000fZPc/Details/view

Type here to search

31°C Sunny 17:45 10-04-2023

Platform Login Credentials - Proj x Project - Student x Sharing Settings | Salesforce x

governmentartscollegeaut-2c-dev-ed.develop.lightning.force.com/lightning/setup/SecuritySharing/home

Setup Home Object Manager

Q sha

Development

Org Shape

Security

Sharing Settings

Didn't find what you're looking for?
Try using Global Search.

SETUP

Sharing Settings

Help for this Page

This page displays your organization's sharing settings. These settings specify the level of access your users have to each others' data. Go to [Background Jobs](#) to monitor the progress of a change to an organization-wide default or a parallel sharing recalculation.

Manage sharing settings for: All Objects

Disable External Sharing Model

Default Sharing Settings

Organization-Wide Defaults

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Lead	Public Read/Write/Transfer	Private	✓
Account and Contract	Public Read/Write	Private	✓
Contact	Controlled by Parent	Controlled by Parent	✓
Order	Controlled by Parent	Controlled by Parent	✓
Asset	Controlled by Parent	Controlled by Parent	✓
Opportunity	Public Read/Write	Private	✓
Case	Public Read/Write/Transfer	Private	✓

Organization-Wide Defaults Help

Type here to search

31°C Sunny 17:44 10-04-2023

Platform Login Credentials - Proj x Project - Student x Sharing Settings | Salesforce x

governmentartscollegeaut-2c-dev-ed.develop.lightning.force.com/lightning/setup/SecuritySharing/home

Setup Home Object Manager

Search Setup

sha

Development

Org Shape

Security

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Lead	Public Read/Write/Transfer	Private	✓
Account and Contract	Public Read/Write	Private	✓
Contact	Controlled by Parent	Controlled by Parent	✓
Order	Controlled by Parent	Controlled by Parent	✓
Asset	Controlled by Parent	Controlled by Parent	✓
Opportunity	Public Read/Write	Private	✓
Case	Public Read/Write/Transfer	Private	✓

Platform Login Credentials - Proj x Project - Student x App Manager | Salesforce x

governmentartscollegeaut-2c-dev-ed.develop.lightning.force.com/lightning/setup/NavigationMenus/home

Setup Home Object Manager

Search Setup

app

Salesforce Mobile App

Data

Mass Transfer Approval Requests

Apps

App Manager

AppExchange Marketplace

Connected Apps

Connected Apps OAuth Usage

Manage Connected Apps

Lightning Bolt

Flow Category

Lightning Bolt Solutions

Mobile Apps

Salesforce

Salesforce Branding

Lightning Experience App Manager

New Lightning App New Connected App

Clone Apps(Beta)

Quickly create new Lightning apps by cloning existing apps. To use the beta feature, indicate that you've read all legal requirements and agree to participate by toggling Enable App Cloning. See additional details and terms in the [Winter '23 release notes](#)

Enable App Cloning ☒ Enabled

23 items • Sorted by App Name • Filtered by All appmenuitems - TabSet Type

	App Name ↑	Developer Name	Description	Last Modified ...	Ap...	Vi...
1	All Tabs	AllTabSet		06/04/2023, 3:35 pm	Classic	
2	Analytics Studio	Insights	Build CRM Analytics dashboards and apps	06/04/2023, 3:35 pm	Classic	✓
3	App Launcher	AppLauncher	App Launcher tabs	06/04/2023, 3:35 pm	Classic	✓
4	Bolt Solutions	LightningBolt	Discover and manage business solutions designed for your in...	06/04/2023, 3:37 pm	Lightning	✓
5	book my visa	book_my_visa		07/04/2023, 7:28 am	Lightning	✓

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

Action	Permission Set Label	Description	License
Clone	Buyer	Allows access to the store. Lets users see products and ca...	B2B Buyer Permission Set One Seat
Clone	Buyer Manager	Includes all Buyer capabilities, and allows access to mana...	B2B Buyer Manager Permission Set One Seat
Clone	CRM User	Denotes that the user is a Sales Cloud or Service Cloud u...	CRM User
Clone	Commerce Admin	Allow access to commerce admin features.	Commerce Admin Permission Set License Seats
Clone	Contact Center Admin	Manage Service Cloud Voice contact centers that use Ama...	Service Cloud Voice User
Clone	Contact Center Agent	Access agent features in Service Cloud Voice contact cent...	Service Cloud Voice User
Clone	Contact Center Supervisor	Access supervisor features in Service Cloud Voice contact...	Service Cloud Voice User
Del Clone	Experience Profile Manager		Salesforce
Clone	Facility Manager	Lets users create, read, edit, and delete locations, subloca...	Facility Manager

1-25 of 25 | 0 Selected | Previous | Next | Page 1 of 1

Users

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](#)

All Users | Edit | Create New View

Action	Full Name	Alias	Username	Role	Active	Profile
Edit	Anusiva S	SAnus	anusabi@gmail.com		✓	System Administrator
Edit	Anusiva S	anu	anusiva05022@anu.com		✓	Standard User
Edit	Chatter Expert	Chatter	chatty.00d500000b0p0jeax.0rrinn2azune@chatter.salesforce.com		✓	Chatter Free User
Edit	S. Anusiva	as	anu05022004@gmail.com		✓	Standard Platform User
Edit	User Integration	integ	integration@00d500000b0p0jeax.com		✓	Analytics Cloud Integration User
Edit	User Security	sec	insightssecurity@00d500000b0p0jeax.com		✓	Analytics Cloud Security User

New User | Reset Password(s) | Add Multiple Users

4. Trailhead profile public URL

Team Lead- <https://trailblazer.me/id/sanusiva>

Team Member 1- <https://trailblazer.me/id/vyuvva20>

Team Member 2- <https://trailblazer.me/id/ddharani17>

TeamMember3-

<https://trailblazer.me/id/gkgomathi>

5. ADVANTAGES & DISADVANTAGE

ADVANTAGES

- Beneficial for different department or teams of the business.
- Improve customer service.
- CRM made targeting and marketing simple.
- Visa slot management are appointments that are certain visa application.

DISADVANTAGE

- Technical support
- Security Issues
- Staff Resistance.

6.APPLICATION

Customer Relationship Management (CRM) is a set of Integrated, data driven software solutions that helps manage track and store information related to your company's current and potential customers.

7.CONCLUSION

We worked well on this project.

Customer relationship management is a technology

For managing all your company's relationship and customers.

8. FUTURE SCOPE

In future our project gets more importance because storing of

Information is very essential. I so we think our project makes an impact in future.