

GOVERNMENT ARTS AND SCIENCE COLLEGE VANUR

CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

PROJECT BASED EXPERIENTIAL LEARNING PROGRAM

SALESFORCE

2023

By

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III B.Sc Math

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 application . It might be used by a government agency or a visa processing center to schedule and manage appointments with applicants.

visa application can be submitted in person or sent by post to an Indian consulate. It can also be submitted to designated visa service provider in certain countries . costs differ per consulate and region . some visa-handling services charge a small fee in addition , to check that completed application for meets all requirements and submit the documents on the applicants behalf .

The visa on arrival is issued to visitors for business, tourism, medical or conference purposes, for a stay of up to 60 days, at a cost of ₹2,000. Visitors are not eligible for this facility if they or any of their parents or grandparents were born in or have permanently resided in Pakistan, in which case they may only apply for a visa at an Indian diplomatic post. The VOA facility can be used for up to two times in a calendar year. Alternatively, foreign nationals eligible for a VOA can apply for an e-Visa instead if they intend to enter the country through an airport or seaport not covered by the VOA scheme.

The lottery is administered by the Department of state and conducted under the Immigration and Nationality act (INA). It makes available 55,000 immigrant visa from countries with low numbers of immigrants in the previous five years. Around 13 million people applied for the lottery in 2020.

Many deceptive agencies charge fees from applicants or falsely claim to increase their winning chances, but in fact the only way to apply for the lottery is to complete the entry form on the Department of State website, free of charge. Only applicants selected in the lottery must pay a fee to continue the process.^[1]

Attempts have been made to end the program since 2005.

The program, also known as the **green card lottery**, is a United States government lottery program for receiving a United States Permanent Resident Card.. The Immigration Act of 1990 established the current and permanent Diversity Visa (DV) program.

The lottery is administered by the Department of State and conducted under the Immigration and Nationality Act. It makes available 55,000 immigrant visas annually and aims to diversify the immigrant population in the United States, by

selecting applicants from countries with low numbers of immigrants in the previous five years. Around 13 million people applied for the lottery in 2020.

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Starting in 1986, the United States established several temporary immigrant visa programs outside of the usual immigration preferences (family members or by employment). The first program was NP-5, run from 1987 to 1989, where a limited number of visas was issued on a first-come, first-served basis. The second program was OP-1, run through a lottery from 1989 to 1991 and available for natives of countries with low levels of recent immigration to the United States. The third program, AA-1, from 1992 to 1994, was available for natives from a select group of countries that had been "adversely affected" by earlier immigration laws. Intentionally and in practice, people from Ireland and northern Ireland benefited disproportionately from these programs. They were also known as the Donnelly, Berman and Morrison visas, respectively, after the sponsoring congressmen. The Government of Ireland has actively supported the various lottery bills and similar legislation since their inception. Berman visa had some 500 Irish beneficiaries. Under the three-year Morrison program (1992–94), by far the largest in size, those born in Ireland or Northern Ireland received a set-aside of 40% of all diversity visas, for a total of 48,000 set-aside visas out of 120,000. Natives or citizens of Poland, via the sheer volume of applicants, received the second largest number of visas. The United Kingdom came in a distant third with some 6,000 visas in the Morrison program, the last in which natives of the United Kingdom or its territories (except Northern Ireland and Hong Kong) were eligible to participate.

you receive an application and add it to the ATS, the tool allows you to process and analyze the same with increased automation and accuracy.

2. problem Deffinition & Design Thinking

2.1 Empathy Map



The Immigration Act of 1990 was passed with bipartisan support and signed by President George H. W. Bush.^[1] The legislation established the current and permanent Diversity Visa (DV) program, where 55,000 immigrant visas are available in an annual lottery. The lottery aims to diversify the immigrant population in the United States, by selecting applicants mostly from countries with low numbers of immigrants to the United States in the previous five years. From fiscal years 1999 to 2020, 5,000 of the visas from the DV program were reserved for use by the NACARA program, so the number of immigrant visas available in the lottery was reduced to 50,000.

The first DV lottery, for fiscal year 1995, was named DV-1. For fiscal years 1996 to 1999, the name was in the format DV-YY, where YY was the last two digits of the year. Since fiscal year 2000 the lotteries have been named in the format DV-YYYY, with the full year number. The year in the name refers to the fiscal year when the immigrant visas will be given, which starts in October of the previous calendar year, and the entry period for the lottery occurs almost a year earlier. Therefore, there is a two-year difference between the lottery name and its entry period. For example, for DV-2017 (fiscal year starting in October 2016), the entry period was in 2015.

Initially, the DV lottery was administered entirely by mail, and only winners were notified. The entry form moved to an online system starting in DV-2005, but still only winners were notified, by mail. Starting in DV-2010, all applicants are able to verify online whether they were selected. Notification of winners also by mail continued until DV-2011, but since DV-2012 it is done exclusively online.

In 2011, a computer error caused a non-random selection of lottery applicants, leading the Department of State to cancel the initial result. About 22,000 applicants had already been notified and were disappointed to find that their selection was canceled. The Department of State later ran a new selection after correcting the error.

Criticism and repeal efforts

Criticism of the program has focused on instances of fraud, racism and the random nature of the lottery, as well as criminal or terrorist actions perpetrated by certain lottery winners.

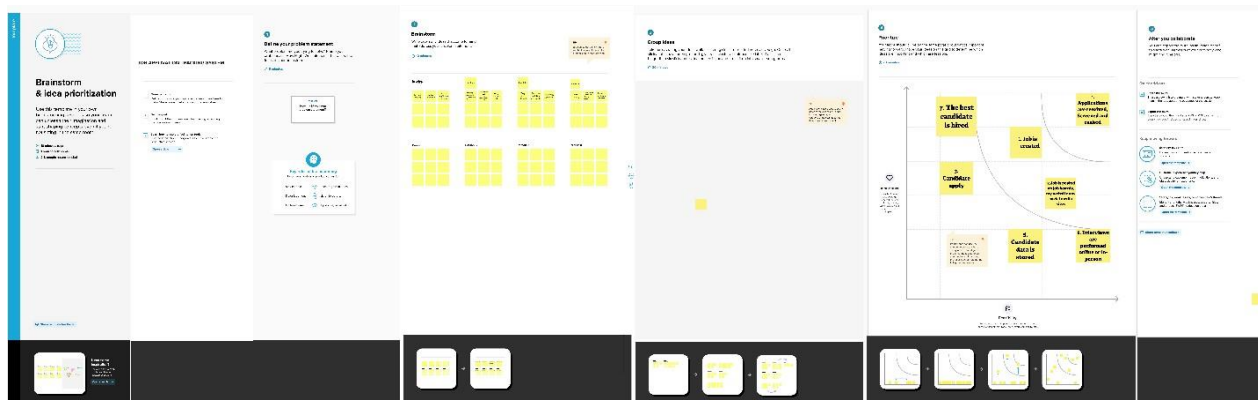
In 2002, Hesham Mohamed Hadayet, an Egyptian immigrant who maintained residency in United States through his wife's diversity visa killed two people and injured four others at Los Angeles International Airport before being shot to death by an El Al security guard. This led to criticism of the lottery as a security threat.

Several attempts have been made to eliminate the lottery. In December 2005, the United States House of Representatives voted 273–148 to add an amendment to the border enforcement bill H.R. 4437 abolishing the DV. Opponents of the lottery said it was susceptible to fraud and was a way for terrorists to enter the country. The Senate never passed the bill. In March 2007, Congressman Bob Goodlatte (R-VA) introduced H.R. 1430, which would eliminate the Diversity Visa program. In June

2007, the U.S. House passed H.R. 2764 to eliminate funding for the program, and the Senate did likewise in September.

However, the final version of this bill with amendments, signed into law on December 26, 2007, did not include the removal of funds for the program. Although H.R. 2764 was an appropriation bill and could only cut funds for the lottery during one fiscal year, this was the first time that both the House and the Senate passed a bill to halt the Diversity Visa program.

Rep. Goodlatte reintroduced his Security and Fairness Enhancement for America Act (formerly H.R. 1430, now H.R. 2305) on May 7, 2009. The bill would have amended the Immigration and Nationality Act to eliminate the diversity immigrant program completely, but did not pass. Rep. Sheila Jackson-Lee (D-TX) introduced the Save America Comprehensive Immigration Act of 2009 (H.R. 264) on January 7, 2009.



3. RESULT

3.1 Data Model:

Object Name	Fields in the Object	
	Field label	Data type
Object 1	Passport	Number
Object 2	Visa	Master detail relationship

Object 3	passport	Number
Object 4	Visa	Text

3.2 Activity & Screenshot

Create an Object

Activity 1

The screenshot displays the Salesforce Setup interface in a web browser. The browser's address bar shows the URL: `governmentartsandscienc-6cb-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2Fsetup%...`. The Salesforce Setup navigation bar includes 'Setup', 'Home', and 'Object Manager'. The left sidebar shows a search for 'tabs' under the 'User Interface' section, with 'Rename Tabs and Labels' and 'Tabs' listed. The main content area is titled 'New Custom Object Tab' and shows 'Step 1 of 3: Enter the Details'. The instructions state: 'Choose the custom object for this new custom tab. Fill in other details.' Below this, it says 'Select an existing custom object or create a new custom object now.' The 'Object' dropdown is set to '--None--', and the 'Tab Style' is set to 'Apple'.

governmentartsandscienc-6cb-dev-ed.develop.lightning.force.com/lightning/setup/SecuritySharing/page?address=%2Fp%...

Search Setup

Setup Home Object Manager

sharing

Security

Sharing Settings

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

Sharing Settings

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	✓
passport	Public Read/Write	Public Read/Write	✓
passport	Public Read/Write	Public Read/Write	✓
visa	Controlled by Parent	Controlled by Parent	

Other Settings [Other Settings Help](#)

Type here to search

ENG 14:58 13-04-2023

Activity 2:

governmentartsandscienc-6cb-dev-ed.develop.lightning.force.com/lightning/setup/SecuritySharing/page?address=%2Fp%...

Search Setup

Setup Home Object Manager

sharing

Security

Sharing Settings

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

Sharing Settings

Template	Private	Private	
Work Step Template	Private	Private	✓
Work Type	Private	Private	✓
Work Type Group	Public Read/Write	Private	✓
passport	Public Read/Write	Public Read/Write	✓
passport	Public Read/Write	Public Read/Write	✓

Other Settings

Standard Report Visibility ☒ Manual User Record Sharing ☐ Manager Groups ☐

SecureRequire guest permission user to view record record accessnames in lookup

Type here to search

ENG 14:57 13-04-2023

governmentartsandscienc-6cb-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/page?address=%2F0055i...

Search Setup

Setup Home Object Manager

Permission Sets
Profiles
Public Groups
Queues
Roles
User Management Settings
Users

Feature Settings
Data.com
Prospector Users
User Interface
Action Link Templates

SETUP Users

User Profile Help for this Page

User
kalaivani M

Permission Set Assignments (0) | Permission Set Assignments: Activation Required (0) | Permission Set Group Assignments (0) | Permission Set License Assignments (0) | Personal Groups (0) | Public Group Membership (0) | Queue Membership (0) | Team (0) | Managers in the Role Hierarchy (0) | OAuth Connected Apps (0) | Third-Party Account Links (0) | Installed Mobile Apps (0) | Authentication Settings for External Systems (0) | Login History (0+) | User Provisioning Accounts (0)

User Detail

Edit Sharing Reset Password Freeze

Name	kalaivani M	Role	
Alias	km	User License	Salesforce Platform
Email	kalaivani23042003@gmail.com	Profile	Standard Platform User
Username	kalaivani@vahanur.com	Active	<input checked="" type="checkbox"/>
Nickname	User16813772475138828354	Marketing User	<input type="checkbox"/>

Type here to search

14:53 13-04-2023

governmentartsandscienc-6cb-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115i0000026J8r/Fields...

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER visa

Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets

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)		
passport	passport_c	Master-Detail(passport)		<input checked="" type="checkbox"/>
visa Name	Name	Text(80)		<input checked="" type="checkbox"/>

Type here to search

14:27 13-04-2023

2. Create a custom fields:

Activity 1:

The screenshot shows the Salesforce Lightning Setup interface. The breadcrumb trail is **Setup > OBJECT MANAGER**. The left sidebar shows the navigation menu with **Fields & Relationships** selected. The main content area is titled **passport New Custom Field** and shows **Step 4. Add to page layouts** of 4. The field configuration is as follows:

Field Label	passport
Data Type	Number
Field Name	passport
Description	

At the bottom of the page, the Windows taskbar is visible with the search bar and various application icons. The system clock shows 14:17 on 13-04-2023.

Activity 2

The screenshot shows the Salesforce Lightning Setup interface for the **Jobs** object. The breadcrumb trail is **Setup > OBJECT MANAGER**. The left sidebar shows the navigation menu with **Fields & Relationships** selected. The main content area is titled **Jobs Fields & Relationships** and shows 4 items, sorted by Field Label. The table below lists the fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Jobs Name	Name	Auto Number		✓
Last Modified By	LastModifiedById	Lookup(User)		
Recruiter	Recruiter__c	Master-Detail(Recruiter)		✓

Activity 3:

Setup Home Object Manager

Search Setup

SETUP > OBJECT MANAGER
Jobs

Details

Fields & Relationships
5 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)		
Description	Description__c	Text Area(255)		
Jobs Name	Name	Auto Number		✓
Last Modified By	LastModifiedById	Lookup(User)		
Recruiter	Recruiter__c	Master-Detail(Recruiter)		✓

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

Activity 4:

Setup Home Object Manager

Search Setup

SETUP > OBJECT MANAGER
Jobs

Details

Fields & Relationships
6 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)		
Description	Description__c	Text Area(255)		
Jobs Name	Name	Auto Number		✓
Last Modified By	LastModifiedById	Lookup(User)		
Location	Location__c	Text(30)		
Recruiter	Recruiter__c	Master-Detail(Recruiter)		✓

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

Create a Tab:

Activity 1:

The screenshot shows the Salesforce Setup interface. The left sidebar contains a search bar with 'tab' entered and a list of categories: User Interface, Loaded Console Tab Limit, Rename Tabs and Labels, and Tabs (selected). The main content area is titled 'Custom Tabs' and includes a 'Help for this Page' link. It explains that custom tabs can be created to extend Salesforce functionality. Below this, there are three sections: Custom Object Tabs, Web Tabs, and Visualforce Tabs. The Custom Object Tabs section shows a table with columns for Action, Label, Tab Style, and Description. A single tab is listed with the label 'Recruiters' and a 'Cup' icon. The Web Tabs and Visualforce Tabs sections both indicate that no tabs have been defined.

Create a Custom profile:

Activity 1:

The screenshot shows the Salesforce Profile page for a user named 'Standard User'. The left sidebar contains a search bar and a list of categories: Home, Chatter, Libraries, Content, Subscriptions, Recruiters, and All Tabs. The main content area is titled 'Profile' and includes a 'Help for this Page' link. It explains that users with this profile have the permissions and page layouts listed below. Below this, there is a 'Profile Detail' section with buttons for 'Edit', 'Clone', and 'View Users'. The 'Profile Detail' section includes a table with columns for Name, User License, Created By, Custom Profile, and Modified By. The 'Page Layouts' section includes a table with columns for Standard Object Layouts, Object Milestone, Operating Hours, Opportunity, Opportunity Product, and Order.

Activity 2:

Search...

Content

HomeChatterLibrariesContentSubscriptionsRecruitersAll Tabs

Quick Find / Search...

Expand All | Collapse All

Transition from Salesforce Classic to Lightning Experience

Lightning Experience Transition Assistant

Move to the new, more productive Salesforce.

Get Started

Salesforce Mobile Quick Start

Home

Administer

Release Updates

Collapse - Manage Users - Level 1

Manage Users

Users

Mass Email Users

Roles

Permission Sets

Profile

Sales Manager

« Back to List: Profiles

Help for this Page

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

Login IP Ranges | Enabled Apex Class Access | Enabled Visualforce Page Access | Enabled External Data Source Access | Enabled Named Credential Access | Enabled Custom Metadata Type Access | Enabled Custom Setting Definitions Access | Enabled Flow Access | Enabled Service Presence Status Access | Enabled Custom Permissions

Profile Detail

EditCloneDeleteView Users

Name	Sales Manager	Custom Profile	Checked
User License	Salesforce		
Description			
Created By	Kaviya C. 28/03/2023, 5:59 pm	Modified By	Kaviya C. 28/03/2023, 5:59 pm

Page Layouts

Standard Object Layouts

Global	Global Layout [View Assignment]	Object Milestone	Object Milestone Layout [View Assignment]
Email Application	Not Assigned [View Assignment]	Operating Hours	Operating Hours Layout [View Assignment]
Home Page Layout	DE Default [View Assignment]	Opportunity	Opportunity Layout [View Assignment]
Account	Account Layout [View Assignment]	Opportunity Product	Opportunity Product Layout [View Assignment]

To Create a User:

Activity 1:

Search...

Content

HomeChatterLibrariesContentSubscriptionsRecruitersAll Tabs

Quick Find / Search...

Expand All | Collapse All

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Collapse - Manage Users - Level 1

Manage Users

Users

Mass Email Users

Roles

Permission Sets

User

Hr Manager

Edit Layout | User Profile | Help for this Page

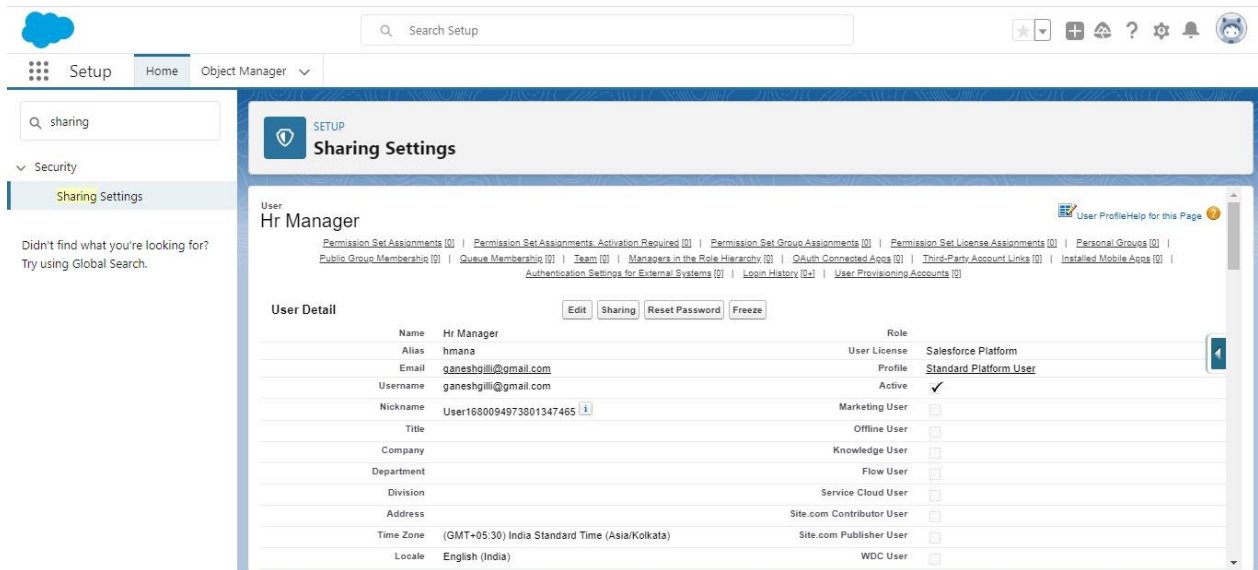
Permission Set Assignments | Permission Set Assignments: Activation Required | Permission Set Group Assignments | Permission Set License Assignments | Personal Groups | Public Group Membership | Queue Membership | Team | Managers in the Role Hierarchy | OAuth Connected Apps | Third-Party Account Links | Installed Mobile Apps | Authentication Settings for External Systems | Login History | User Provisioning Accounts

User Detail

EditSharingReset PasswordFreeze

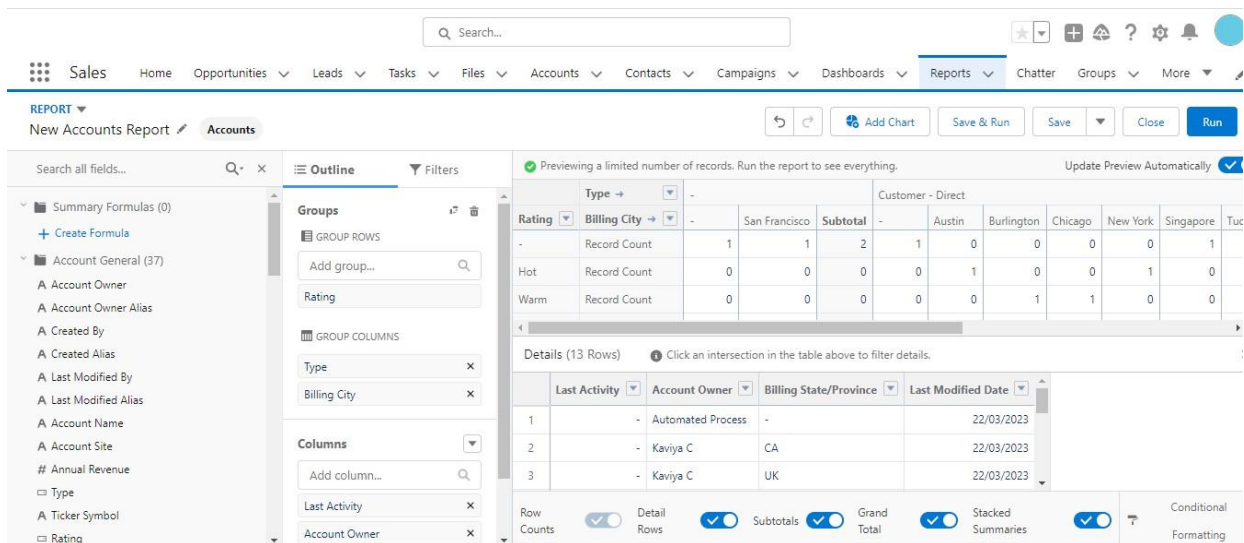
Name	Hr Manager	Role	
Alias	hmana	User License	Salesforce Platform
Email	ganeshgilli@gmail.com	Profile	Standard Platform User
Username	ganeshgilli@gmail.com	Active	Checked
Nickname	User1680094973801347465	Marketing User	Not Checked
Title		Offline User	Not Checked
Company		Knowledge User	Not Checked
Department		Flow User	Not Checked
Division		Service Cloud User	Not Checked
Address		Site.com Contributor User	Not Checked
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User	Not Checked
Locale	English (India)	WDC User	Not Checked
Language	English	Mobile Push Registrations	View
Delegated Approver		Data.com User Type	
Manager		Accessibility Mode (Classic Only)	Not Checked
Receive Approval Request Emails	Only if I am an approver	Debug Mode	Not Checked

Activity 1:



Create a reort:

Activity 1:



4. Trailhead profile Public URL:

Team Leader(Adhilakshmi .S). <https://trailblazer.me/id/adhisundar>

Team Member(Ishwarya.U)- <https://trailblazer.me/id/iishu14>

Team Member(Kalaivani.M)- <https://trailblazer.me/id/kalai23>

Team Member(Abinaya.K)- <https://trailblazer.me/id/aabinaya12>

5. Advantage:

- * Earn rewards
- * Enjoy travel perks
- * Get cash back and build up your credit history.
- * Grants the holder official country for a specified time period.

Disadvantages:

- Clear and effective communication is critical for the success of a strategy.
- If communication is lacking, employees may not understand their...
- Poor communication can prevent buy-in. In order to make CRM work.
- A lack of commitment or resistance to cultural change from people within the company can cause major difficulties with CRM implementation.

5. Applications

1. Tracking Customers: A good CRM helps you understand your market and the needs of your customers.
2. Collecting Data for Marketing: A CRM saves important data in extensive customer and contact lists.
3. Improving Interactions and Communication: A good CRM helps you maintain great customer relationships with all your clients and let them know what your products and services can do for them.
4. Streamlining Internal sales process so that there is consistency and quality across your sales team.
5. Planning Your Operations: A good customer relationship management tool will help you understand your current capacity and the demand customers are likely to have for your products and services.

7. Conclusion:

CRM software has many advantages, and different software can have different features to better assist businesses of varying sizes or industries.

One of the top advantages of a CRM system is that it helps you to break down Customer data by categories and different criteria. This, in turn, makes it easier to make focused lists that can help with marketing strategies and sales approaches. Sales and marketing teams can then use these sorts of lists to execute relationship-building activities that are designed to win opportunities and generate revenue.

Software like Evolved Metrics CRM will also help to analyse your sales process and lead maturation activities.

8. Future Scope:

Together we are solving the most critical hiring challenges on our Talent Acquisition Cloud. Rich data and artificial intelligence combined with industry expertise in recruitment.

Drive Business Sales. Manage Topline Revenue. Easy To Mange.