

# CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

## 1.INTRODUCTION

### 1.1 Overview:

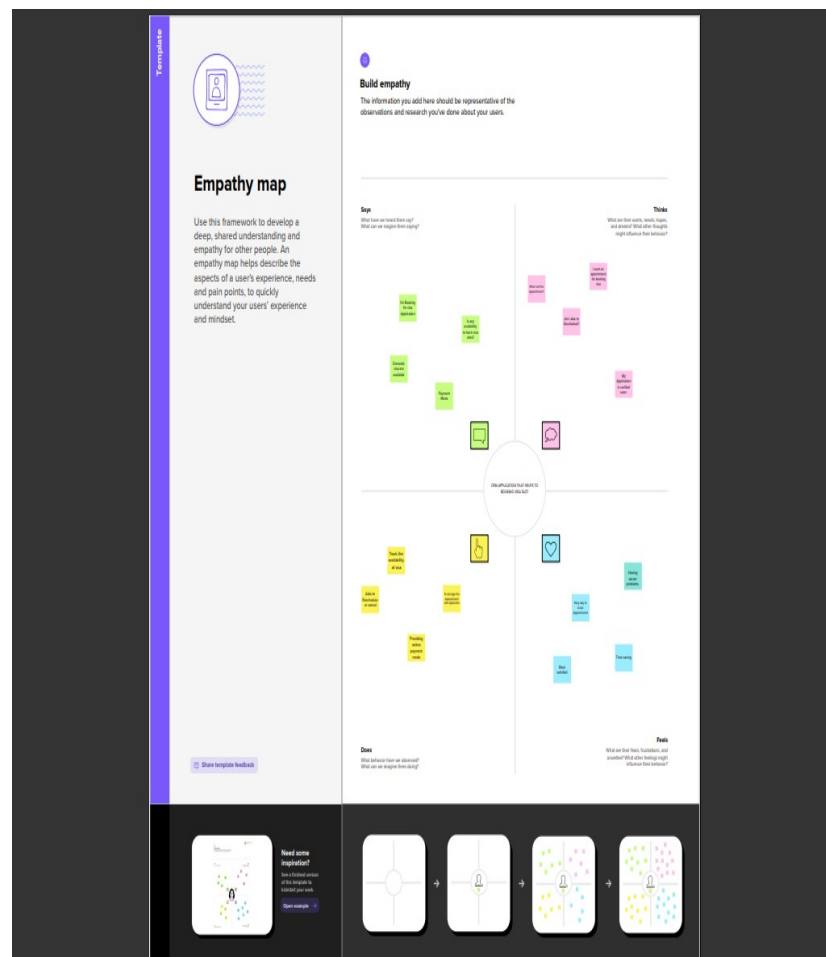
A Visa slot management project is a system that is used to track and manage the availability of visa slot, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing centre to schedule and manage appointments with applicants.

### 1.2 purpose:

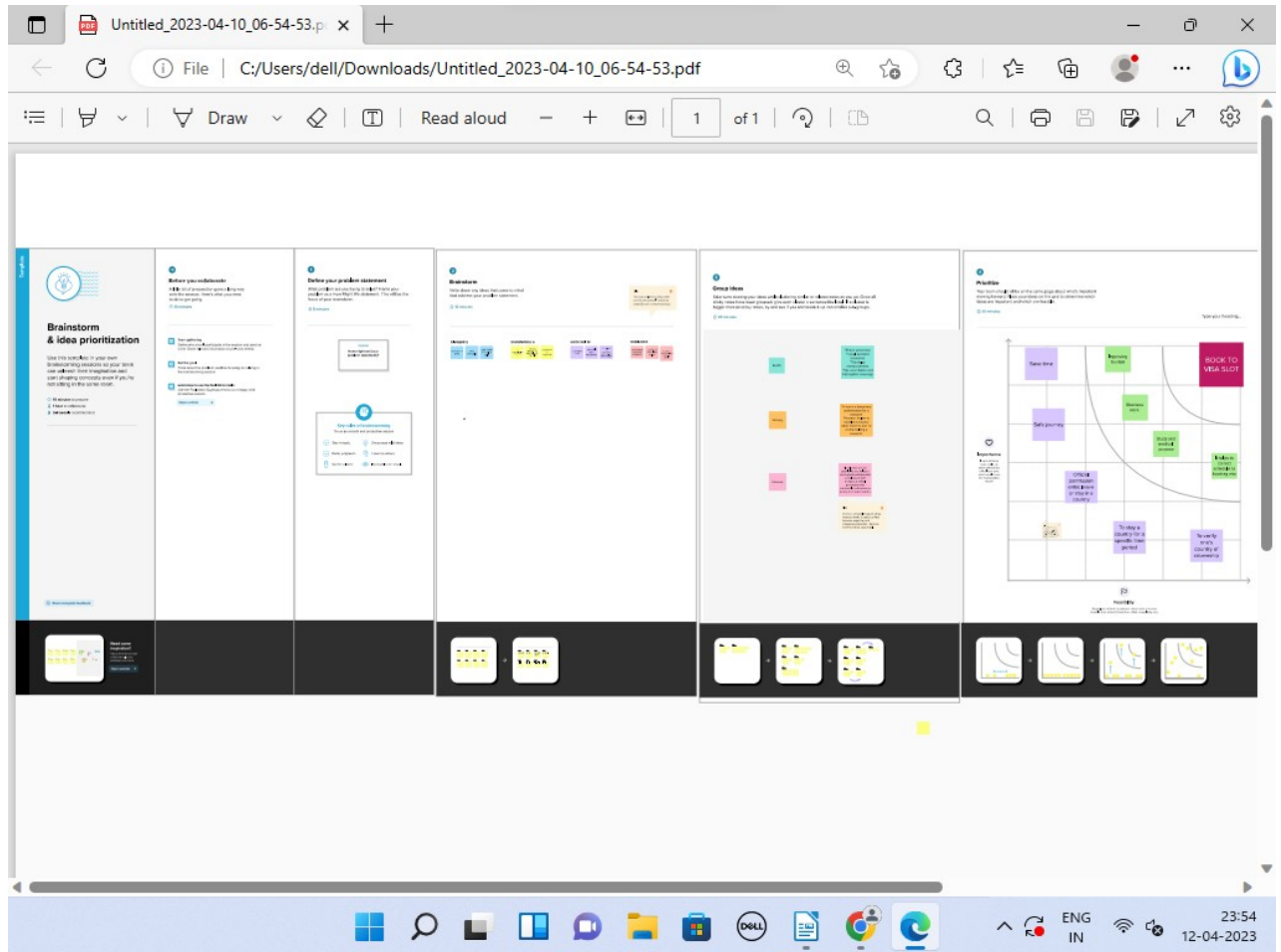
The purpose of the visa interview is to determine whether the application should be given a student visa or not. Therefore, it is very crucial for you to cross this stage to make your abroad dreams a reality.

## 2.PROBLEM DEFINITION & DESIGN THINKING

### 2.1 EMPATHY MAP



## 2.2 IDEATION & BRAINSTORMING MAP



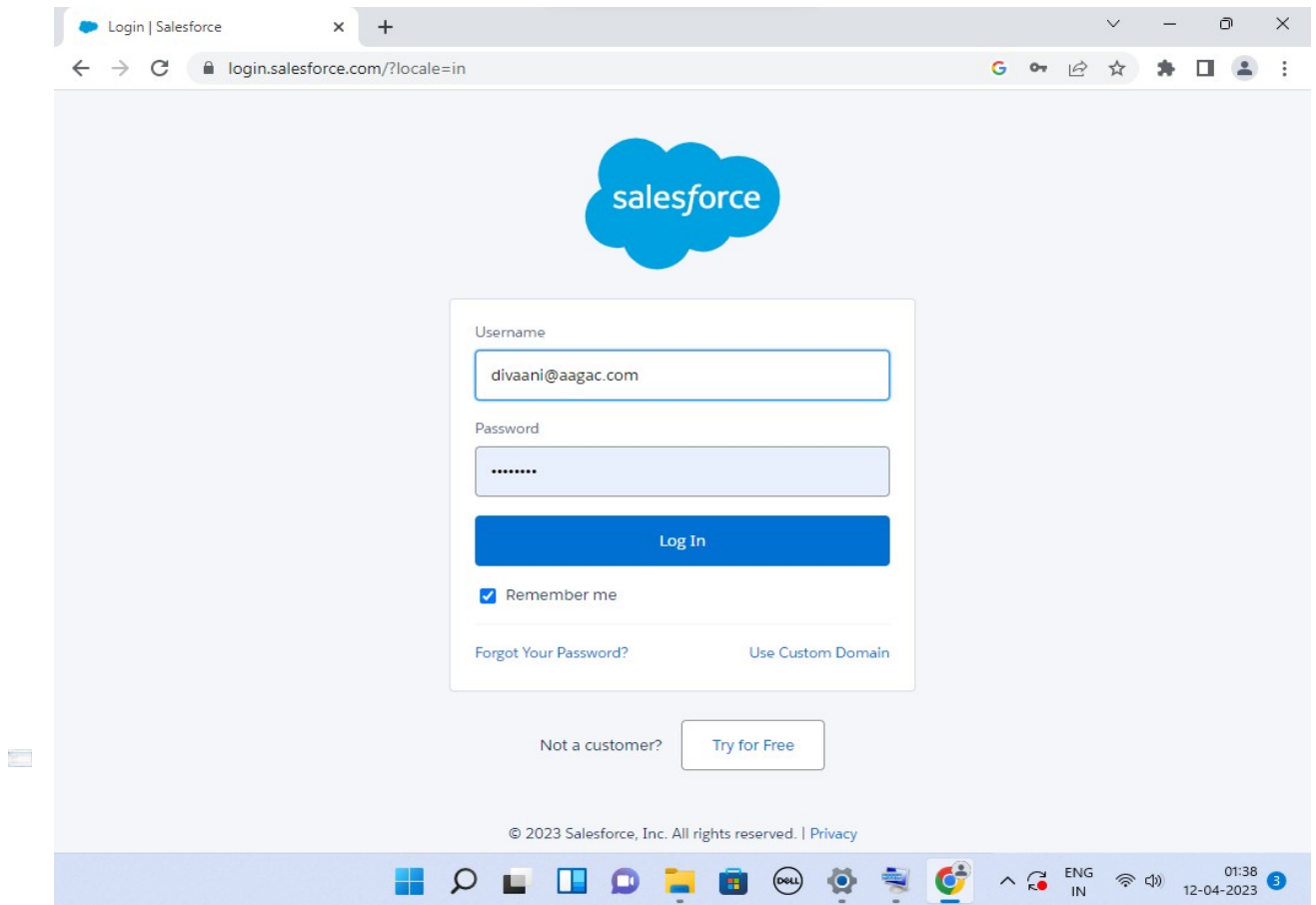
## 3.RESULT

Object name	Fields in the object	
Object 1	Field Label	Data type
	Passports	Text
Object 2	Field Label	Data type
	owner	lookup

### 3.2 Activity & Screenshot

#### Activity 1:

#### Creating Developer Account



#### Activity-1:

Creation of custom object: Passport



New Custom Object | Salesforce x +

← → ↺ aagacmusiri56-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/new

Search Setup

Setup Home Object Manager

### SETUP New Custom Object

#### New Custom Object

Help for this Page

Permissions for this object are disabled for all profiles by default. You can enable object permissions in permission sets or by editing custom profiles. [Tell me more!](#) [Don't show this message again](#)

#### Custom Object Definition Edit

Save Save & New Cancel

##### Custom Object Information

The singular and plural labels are used in tabs, page layouts, and reports.

Label  Example: Account

Plural Label  Example: Accounts

Starts with vowel sound ☐

The Object Name is used when referencing the object via the API.

Object Name  Example: Account

Description

Context-Sensitive Help Setting ☒ Open the standard Salesforce.com Help & Training window ☐ Open a window using a Visualforce page

Content Name

##### Enter Record Name Label and Format

The Record Name appears in page layouts, key lists, related lists, lookups, and search results. For example, the Record Name for Account is "Account Name" and for Case it is "Case Number". Note that the Record Name field is always called "Name" when referenced via the API.

Record Name  Example: Account Name

Date Type

##### Optional Features

- ☒ Allow Reports
- ☐ Allow Activities
- ☐ Track Field History
- ☐ Allow in Chatter Groups
- ☐ Enable Licensing

Activity-2:

Fields available on custom object: Passport

Object Manager | Salesforce

aagacmusiri56-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/home

Search Setup

Setup Home Object Manager

Object Manager

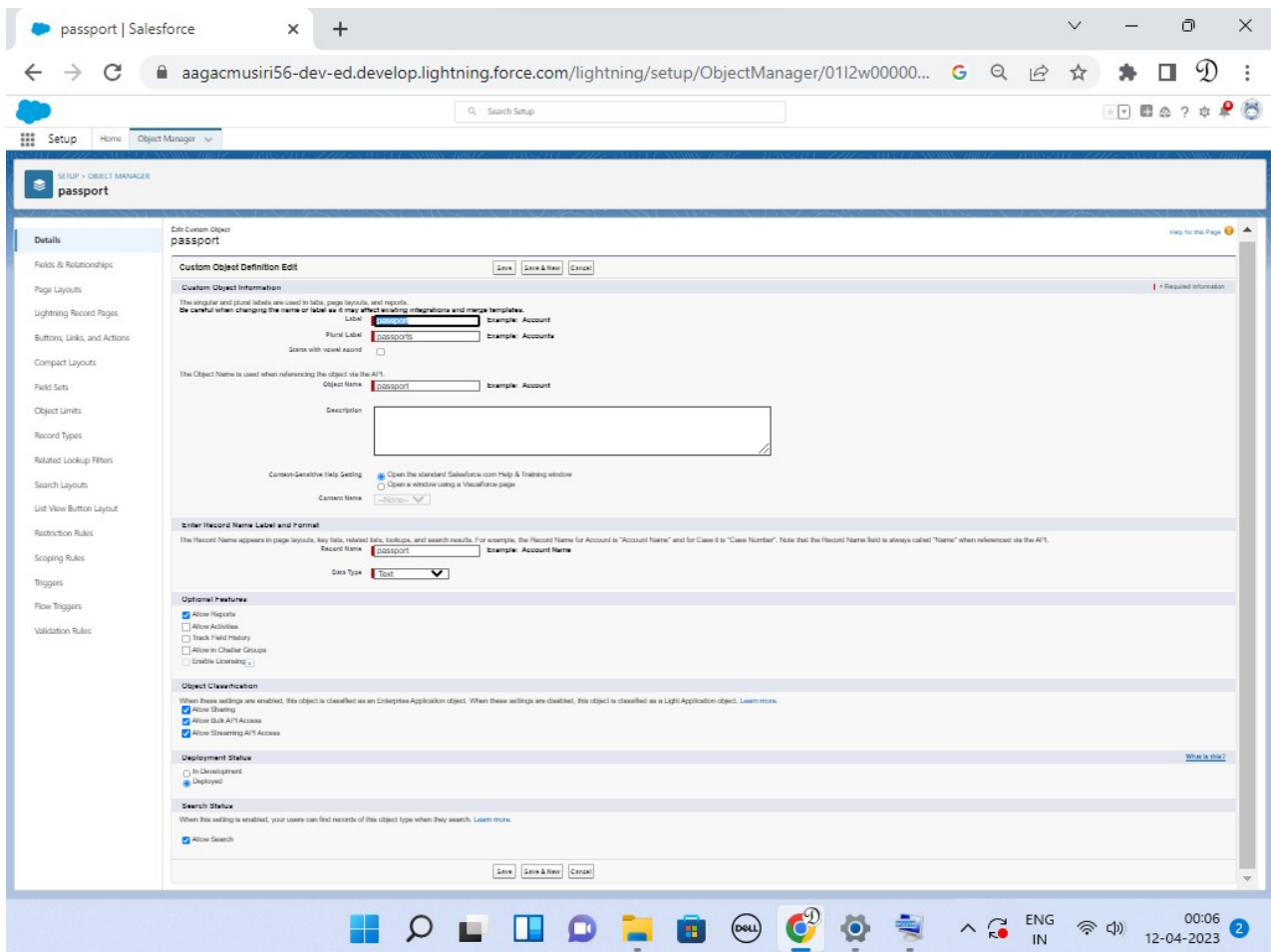
153+ Items, Sorted by Label

Quick Find Schema Builder Create

Order Product	OrderItem	Standard Object			
Party Consent	PartyConsent	Standard Object			
passport	passports__c	Custom Object	11/04/2023	✓	
passport	passport__c	Custom Object	17/03/2023	✓	
Payment	Payment	Standard Object			
Payment Authorization	PaymentAuthorization	Standard Object			
Payment Authorization Adjustment	PaymentAuthAdjustment	Standard Object			
Payment Gateway	PaymentGateway	Standard Object			
Payment Group	PaymentGroup	Standard Object			
Payment Line Invoice	PaymentLineInvoice	Standard Object			
Price Book	Pricebook2	Standard Object			
Price Book Entry	PricebookEntry	Standard Object			
Problem	Problem	Standard Object			
Problem Related Item	ProblemRelatedItem	Standard Object			
Process Exception	ProcessException	Standard Object			
Product	Product2	Standard Object			
Product Attribute	ProductAttribute	Standard Object			
Product Attribute Set Product	ProductAttributeSetProduct	Standard Object			
Product Consumption Schedule	ProductConsumptionSchedule	Standard Object			
Promotion	Promotion	Standard Object			

00:05 12-04-2023

Creation of fields on custom Object: Passport



Milestone-3:  
Relationship B/w Objects:

Object Manager | Salesforce

aagacmusiri56-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/home

Search Setup

Setup Home Object Manager

Object Manager  
153+ Items, Sorted by Label

Quick Find Schema Builder Create

Order Product	OrderItem	Standard Object		
Party Consent	PartyConsent	Standard Object		
passport	passports__c	Custom Object	11/04/2023	✓
passport	passport__c	Custom Object	17/03/2023	✓
Payment	Payment	Standard Object		
Payment Authorization	PaymentAuthorization	Standard Object		
Payment Authorization Adjustment	PaymentAuthAdjustment	Standard Object		
Payment Gateway	PaymentGateway	Standard Object		
Payment Group	PaymentGroup	Standard Object		
Payment Line Invoice	PaymentLineInvoice	Standard Object		
Price Book	Pricebook2	Standard Object		
Price Book Entry	PricebookEntry	Standard Object		
Problem	Problem	Standard Object		
Problem Related Item	ProblemRelatedItem	Standard Object		
Process Exception	ProcessException	Standard Object		
Product	Product2	Standard Object		
Product Attribute	ProductAttribute	Standard Object		
Product Attribute Set Product	ProductAttributeSetProduct	Standard Object		
Product Consumption Schedule	ProductConsumptionSchedule	Standard Object		
Promotion	Promotion	Standard Object		

00:05 12-04-2023

Milestone-4 App:

Activity: Creation of App





App Manager | Salesforce

aagacmusiri56-dev-ed.develop.lightning.force.com/lightning/setup/NavigationMenus/home

Search Setup

Setup Home Object Manager

New Lightning App

Navigation Items

Choose the items to include in the app, and arrange the order in which they appear. Users can personalize the navigation to add or move items, but users can't remove or rename the items that you add. Some navigation items are available only for phone or only for desktop. These items are dropped from the navigation bar when the app is viewed in a format that the item doesn't support.

Available Items

Create

Type to filter list...

Accounts

Alert Settings

All Sites

Alternative Payment Methods

App Launcher

Appointment Invitations

Selected Items

No items selected

Add

Back

Next

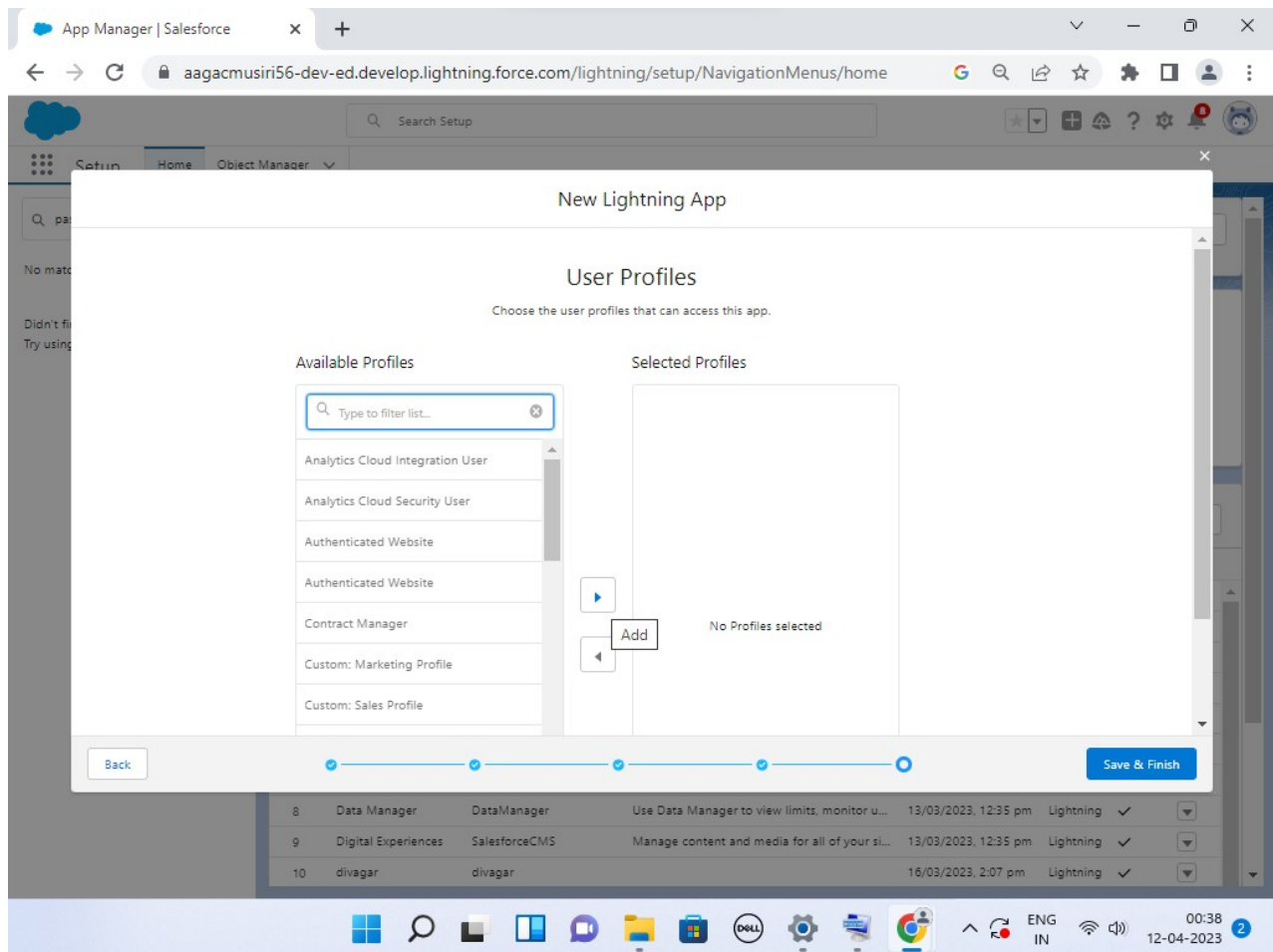
8 Data Manager DataManager Use Data Manager to view limits, monitor u... 13/03/2023, 12:35 pm Lightning ✓

9 Digital Experiences SalesforceCMS Manage content and media for all of your si... 13/03/2023, 12:35 pm Lightning ✓

10 divagar divagar 16/03/2023, 2:07 pm Lightning ✓

Windows Taskbar

00:37 12-04-2023



Milestone-5 User:

Users | Salesforce

aagacmusiri56-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/home

Search Setup

Setup Home Object Manager

user

Users

- Permission Set Groups
- Permission Sets
- Profiles
- Public Groups
- Queues
- Roles
- User Management Settings
- Users**
- Feature Settings
  - Data.com
  - Prospector Users
- User Interface
  - Action Link Templates
  - Actions & Recommendations
  - App Menu
  - Custom Labels
  - Density Settings
  - Global Actions
  - Global Actions
  - Publisher Layouts

### SETUP Users

All Users [Help for this Page](#)

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](#)

View: [All Users](#) [Edit](#) [Create New View](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | [All](#)

[New User](#) [Reset Password\(s\)](#) [Add Multiple Users](#)

<input type="checkbox"/>	Action	Full Name ↑	Alias	Username	Role	Active	Profile
<input type="checkbox"/>	<a href="#">Edit</a>	Chatter Expert	Chatter	chatty00d2w00000rkmddeah.auwiktorp0@chatter.salesforce.com		✓	Chatter Free User
<input type="checkbox"/>	<a href="#">Edit</a>	S. Divaggar	DS	divaanj@aagac.com		✓	System Administrator
<input type="checkbox"/>	<a href="#">Edit</a>	s. divaggar	ds	divagarsekar075@gmail.com		✓	Minimum Access - Salesforce
<input type="checkbox"/>	<a href="#">Edit</a>	User Integration	inteq	integration@00d2w00000rkmddeah.com		✓	Analytics Cloud Integration User
<input type="checkbox"/>	<a href="#">Edit</a>	User Security	sec	insightssecurity@00d2w00000rkmddeah.com		✓	Analytics Cloud Security User

[New User](#) [Reset Password\(s\)](#) [Add Multiple Users](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | [All](#)

00:41 12-04-2023

Activity-1: Creation of User

Users | Salesforce

aagacmusiri56-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/home

Search Setup

Setup Home Object Manager

user

Users

Permission Set Groups

Permission Sets

Profiles

Public Groups

Queues

Roles

User Management Settings

Users

Feature Settings

Data.com

Prospector Users

User Interface

Action Link Templates

Actions & Recommendations

App Menu

Custom Labels

Density Settings

Global Actions

Global Actions

Publisher Layouts

SETUP Users

All 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](#)

View: All Users Edit Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

New User Reset Password(s) Add Multiple Users

Action	Full Name	Alias	Username	Role	Active	Profile
<a href="#">Edit</a>	Chatter Expert	Chatter	chatty00d2w00000rkmddeah.auwiktop0@chatter.salesforce.com		✓	Chatter Free User
<a href="#">Edit</a>	S. Divagat	DS	divaani@aagac.com		✓	System Administrator
<a href="#">Edit</a>	s. divagat	ds	divagasekar075@gmail.com		✓	Minimum Access - Salesforce
<a href="#">Edit</a>	User Integration	inteq	integration@00d2w00000rkmddeah.com		✓	Analytics Cloud Integration User
<a href="#">Edit</a>	User Security	sec	insightssecurity@00d2w00000rkmddeah.com		✓	Analytics Cloud Security User

New User Reset Password(s) Add Multiple Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

00:41 12-04-2023

## Activity-2:

Sharing Settings | Salesforce

aagacmusiri56-dev-ed.develop.lightning.force.com/lightning/setup/SecuritySharing/home

Search Setup

Setup Home Object Manager

sharing

Security

Sharing Settings

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

SETUP Sharing Settings

Sharing Settings

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	✓
Campaign	Public Full Access	Private	✓
Campaign Member	Controlled by Campaign	Controlled by Campaign	✓
User	Public Read Only	Private	✓
Activity	Private	Private	✓
Calendar	Hide Details and Add Events	Hide Details and Add Events	✓
Price Book	Use	Use	✓
Product	Public Read/Write	Public Read/Write	✓
Individual	Public Read/Write	Private	✓
Voice Call	Private	Private	✓
Alternative Payment Method	Private	Private	✓
Appointment Invitation	Private	Private	✓
Authorization Form	Private	Private	✓

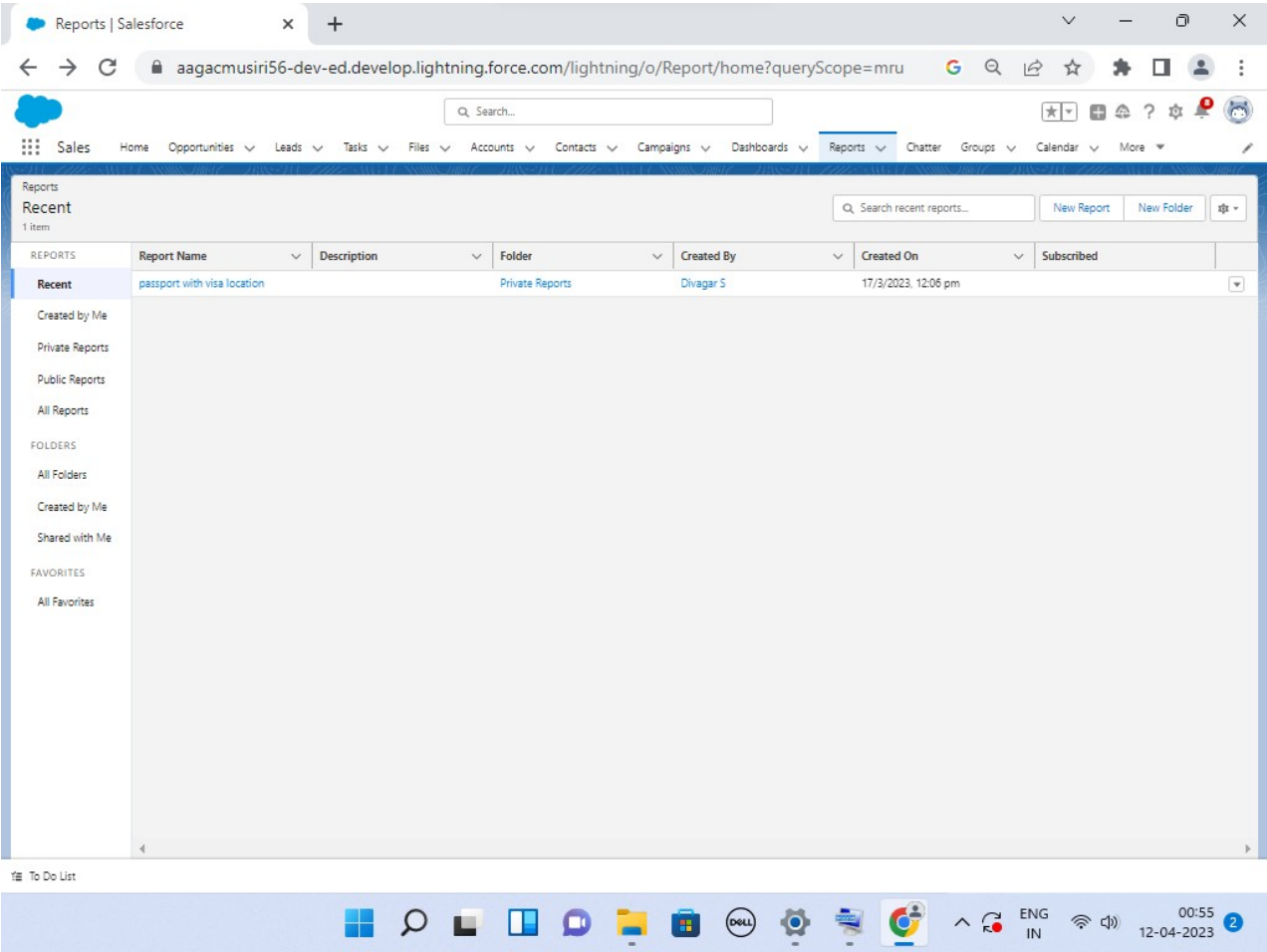
Organization-Wide Defaults Help

https://aagacmusiri56-dev-ed.develop.lightning.force.com/one/one.app#/setup/SecuritySharing/home

00:51 12-04-2023

Milestone-6 Reports:

Activity-1: Creation of report



Dashboards | Salesforce

+

← → ↺

aagacmusiri56-dev-ed.develop.lightning.force.com/lightning/o/Dashboard/home?queryScope=mru

🔍 Search...

★

+

🔒

?

⚙️

🔔

👤

⋮

Sales

Home

Opportunities

Leads

Tasks

Files

Accounts

Contacts

Dashboards

More

Dashboards

Recent

2 items

🔍 Search recent dashboards...

New Dashboard

New Folder

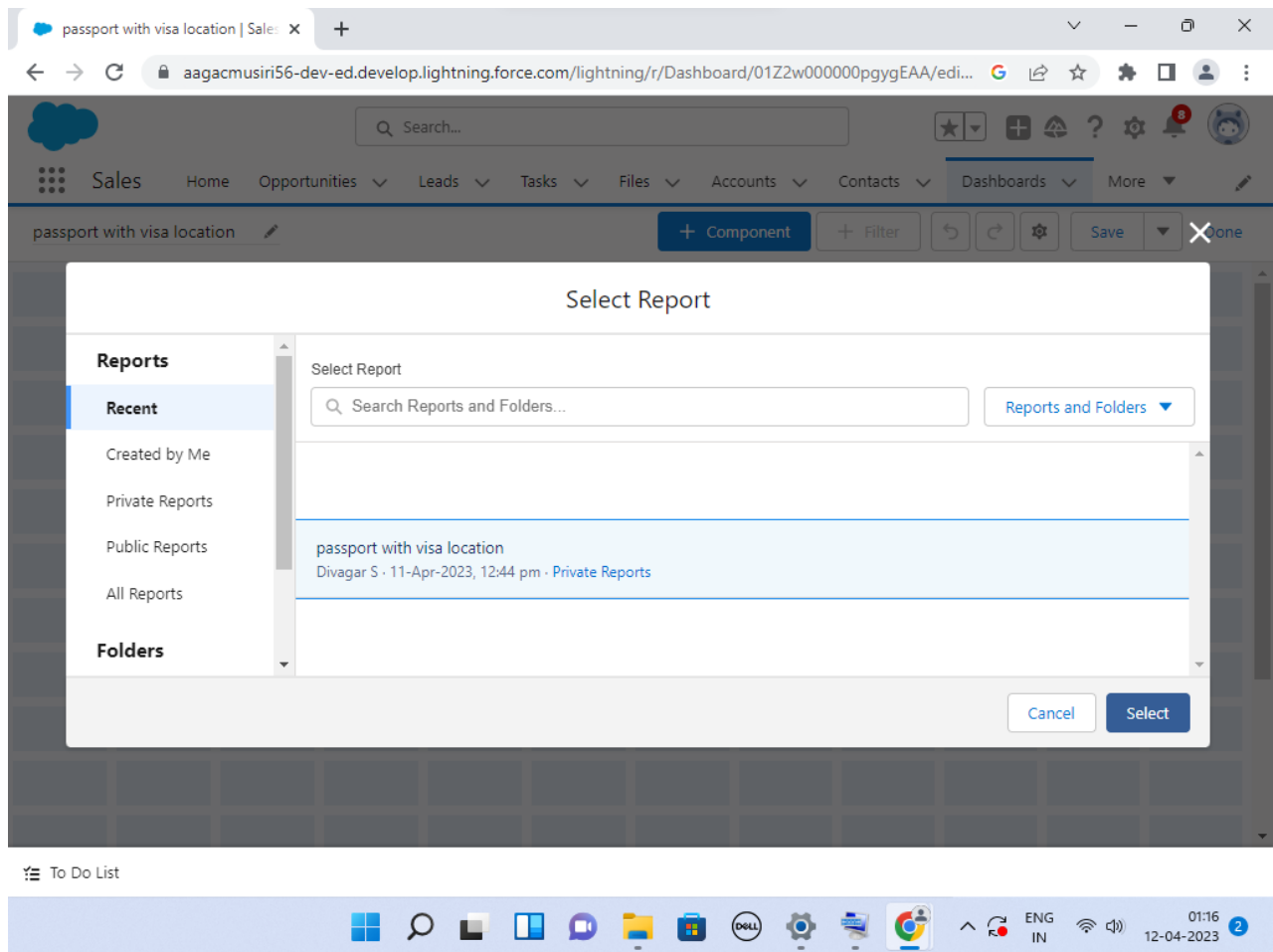
⚙️

DASHBOARDS	Dashboard ...	Description	Folder	Created By	Created On	Subscribed
Recent	passport with visa location		Private Dashboards	Divagar S	17/3/2023, 1:33 pm	⌵
Created by Me	passport with visa location		Private Dashboards	Divagar S	17/3/2023, 12:07 pm	⌵
Private Dashboards						
All Dashboards						
FOLDERS						
All Folders						
Created by Me						
Shared with Me						
FAVORITES						
All Favorites						

☰ To Do List

🪟 🔍 🖨️ 📄 💬 📁 🛒 ⚙️ 🖨️ 🌐

ENG IN 📶 🔊 01:14 12-04-2023 2



Milestone-7 Dashboards:

Activity Creation of Dashboard



Dashboards | Salesforce

+

← → ↺

aagacmusiri56-dev-ed.develop.lightning.force.com/lightning/o/Dashboard/home?queryScope=mru

🔍 Search...

★ + ? ⚙️ 🔔 👤

⋮ Sales Home Opportunities ▾ Leads ▾ Tasks ▾ Files ▾ Accounts ▾ Contacts ▾ Dashboards ▾ More ▾

Dashboards

Recent

2 items

🔍 Search recent dashboards...

New Dashboard

New Folder

⚙️

DASHBOARDS	Dashboard ... ▾	Description ▾	Folder ▾	Created By ▾	Created On ▾	Subscribed
Recent	passport with visa location		Private Dashboards	Divagar S	17/3/2023, 1:33 pm	▾
Created by Me	passport with visa location		Private Dashboards	Divagar S	17/3/2023, 12:07 pm	▾
Private Dashboards						
All Dashboards						
FOLDERS						
All Folders						
Created by Me						
Shared with Me						
FAVORITES						
All Favorites						

☰ To Do List

🪟 🔍 🖨️ 📄 💬 📁 🛒 ⚙️ 🖨️ 🌐

ENG IN 🔊 01:14 12-04-2023 2

Report Builder | Salesforce

aagacmusiri56-dev-ed.develop.lightning.force.com/one/one.app#eyJjb21wb25lbnREZWYiOiIyZXBvcn...

Search...

Sales Home Opportunities Leads Tasks Files Accounts Contacts Reports More

REPORT passport with visa location Data Use Legal Bases with passports with Add Chart Save & Run Save Close Run

Previewing a limited number of records. Run the report to see everything. Update Preview Automatically

passport ID passport Total

No records returned. Try editing report filters:

- Set the Created Date filter to All Time.
- Edit other filters in the filter panel.

Details (0 Rows) Click an intersection in the table above to filter details.

visa slot

Row Counts Detail Rows Grand Total Stacked Summaries Conditional Formatting

To Do List

#### 4 Trailhead Profile Public URL

Team Lead -<https://trailblazer.me/id/divadiva41>  
 Team Member 1 -<https://trailblazer.me/id/dharmaraj12>  
 Team Member 2 - <https://trailblazer.me/id/gmohanrajt>  
 Team Member 3 -<https://trailblazer.me/id/kaphy3>

#### 5. ADVANTAGES & DISADVANTAGE:

##### 5.1 ADVANTAGES

- Dashboards that visually showcase data.
- Improved messaging with automation.
- Proactive service.
- Efficiency enhanced by automation.
- Simplified collaboration.

## 5.2 DISADVANTAGES:

- Business culture. A lack of commitment or resistance to cultural change from people within the company can cause major difficulties with CRM implementation.
- Poor communication.
- Lack of leadership.

## 6. APPLICATION:

1. Find the embassy nearest to you.
2. Pay the non-refundable application fee..
3. Schedule your visa appointment.
4. Attend Your Visa Interview.
5. Pick up your passport with visa.

## 7.CONCLUSION:

CRM in retail allows businesses to make smarter decisions to better serve their customers and maximize profits from repeat purchase By implementing a CRM into your retail sales process, you can enhance customer relationships by providing personalized service that caters to their individual needs

## 8.FUTURE SCOPE:

Customers will become a company's best sales reps through superior products and services as well as customer-oriented messaging.The future of CRM is more than just the future of Customer Relationship Management software. It is really the future of business

