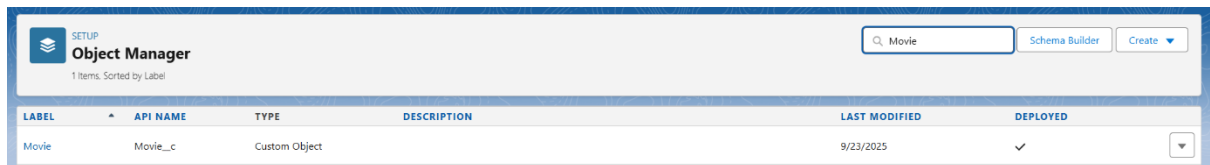


Phase 3: Data Modeling & Relationships

1. Custom Objects

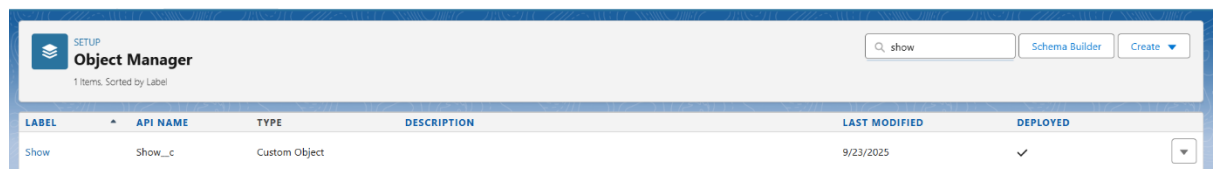
- **Movie__c** – Holds details of each movie such as title, type/genre, duration and audience rating.



The screenshot shows the Salesforce Object Manager interface. At the top, there's a search bar with 'Movie' entered, and buttons for 'Schema Builder' and 'Create'. Below the header, a table lists the custom objects. The table has columns: LABEL, API NAME, TYPE, DESCRIPTION, LAST MODIFIED, and DEPLOYED. One row is visible for 'Movie'.

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
Movie	Movie__c	Custom Object		9/23/2025	✓

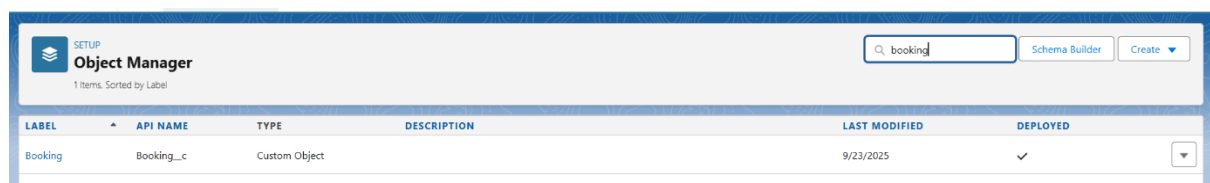
- **Show__c** – Stores information about each movie show, including date, time and available seats, and links to its Movie.



The screenshot shows the Salesforce Object Manager interface. At the top, there's a search bar with 'show' entered, and buttons for 'Schema Builder' and 'Create'. Below the header, a table lists the custom objects. The table has columns: LABEL, API NAME, TYPE, DESCRIPTION, LAST MODIFIED, and DEPLOYED. One row is visible for 'Show'.

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
Show	Show__c	Custom Object		9/23/2025	✓

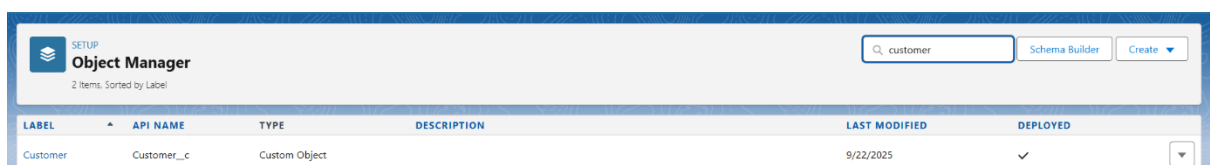
- **Booking__c** – Records every ticket booking, the number of seats booked and booking status, and is related to a specific Show and Customer.



The screenshot shows the Salesforce Object Manager interface. At the top, there's a search bar with 'booking' entered, and buttons for 'Schema Builder' and 'Create'. Below the header, a table lists the custom objects. The table has columns: LABEL, API NAME, TYPE, DESCRIPTION, LAST MODIFIED, and DEPLOYED. One row is visible for 'Booking'.

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
Booking	Booking__c	Custom Object		9/23/2025	✓

- **Customer__c** – Maintains customer details like name, contact info and loyalty points; used to track bookings and promotions.



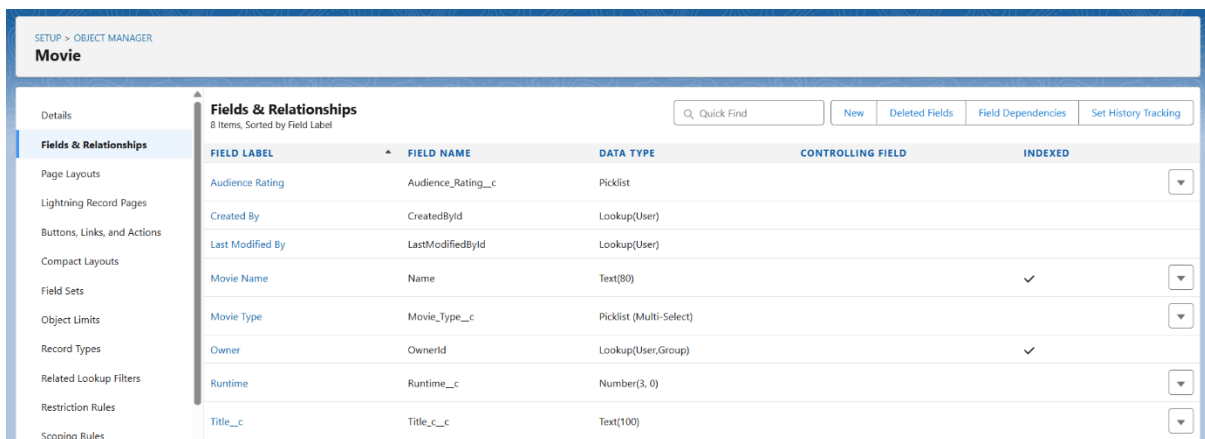
The screenshot shows the Salesforce Object Manager interface. At the top, there's a search bar with 'customer' entered, and buttons for 'Schema Builder' and 'Create'. Below the header, a table lists the custom objects. The table has columns: LABEL, API NAME, TYPE, DESCRIPTION, LAST MODIFIED, and DEPLOYED. One row is visible for 'Customer'.

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
Customer	Customer__c	Custom Object		9/22/2025	✓

2. Fields and Relationships

1. **Movie__c** – Stores details of each movie.

- **Fields:** Movie Name (Text), Genre (Picklist), Duration (Number/Time), Rating (Picklist), Release Date (Date).
- **Relationships:** Lookup from **Show__c** → **Movie__c** (each show is linked to a specific movie).



SETUP > OBJECT MANAGER

Movie

Details

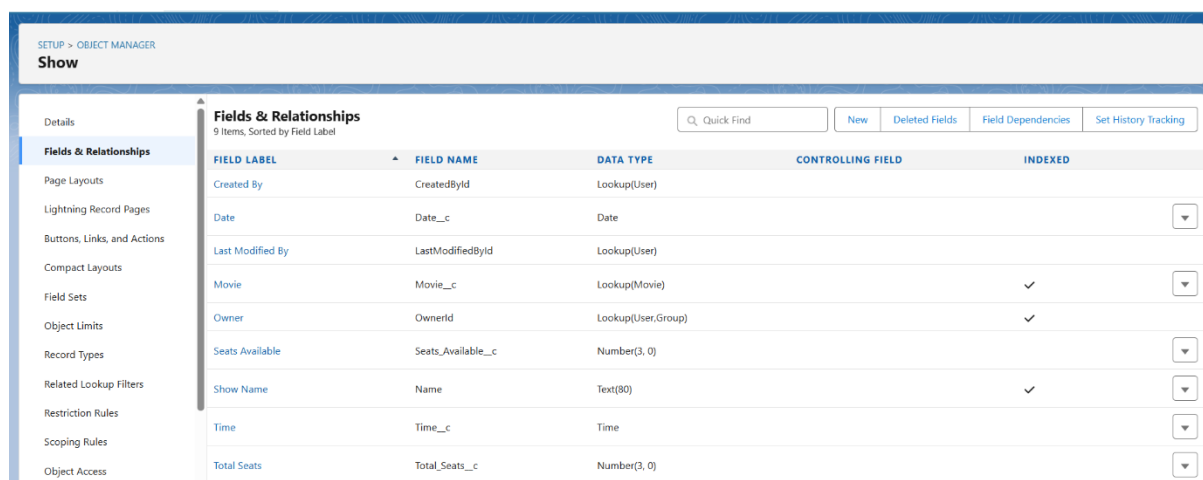
Fields & Relationships
8 Items, Sorted by Field Label

Q Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Audience Rating	Audience_Rating__c	Picklist		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Movie Name	Name	Text(80)		✓
Movie Type	Movie_Type__c	Picklist (Multi-Select)		
Owner	OwnerId	Lookup(User,Group)		✓
Runtime	Runtime__c	Number(3, 0)		
Title__c	Title_c__c	Text(100)		

2. **Show__c** – Represents each screening.

- **Fields:** Show Name (Auto Number/Text), Show Date (Date), Show Time (Time), Available Seats (Number), Price (Currency).
- **Relationships:** Lookup to **Movie__c** (which movie is being shown); Lookup from **Booking__c** → **Show__c** (each booking is tied to a show).



SETUP > OBJECT MANAGER

Show

Details

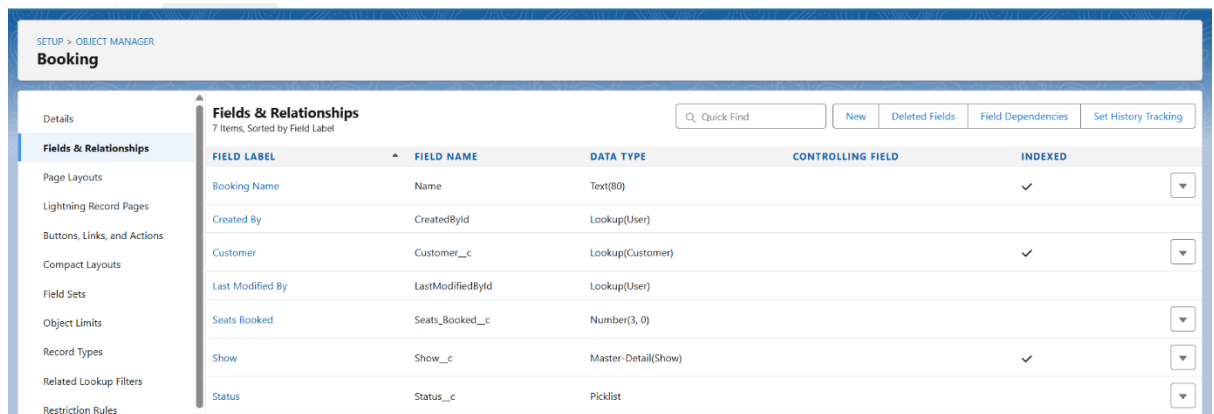
Fields & Relationships
9 Items, Sorted by Field Label

Q Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Date	Date__c	Date		
Last Modified By	LastModifiedById	Lookup(User)		
Movie	Movie__c	Lookup(Movie)		✓
Owner	OwnerId	Lookup(User,Group)		✓
Seats Available	Seats_Available__c	Number(3, 0)		
Show Name	Name	Text(80)		✓
Time	Time__c	Time		
Total Seats	Total_Seats__c	Number(3, 0)		

3. **Booking__c** – Captures ticket bookings.

- **Fields:** Booking Number (Auto Number), Seats Booked (Number), Total Amount (Currency), Booking Date (Date/Time), Status (Picklist: Confirmed/Cancelled).
- **Relationships:** Lookup to **Show__c** (show being booked) and Lookup to **Customer__c** (customer making the booking).



SETUP > OBJECT MANAGER
Booking

Details

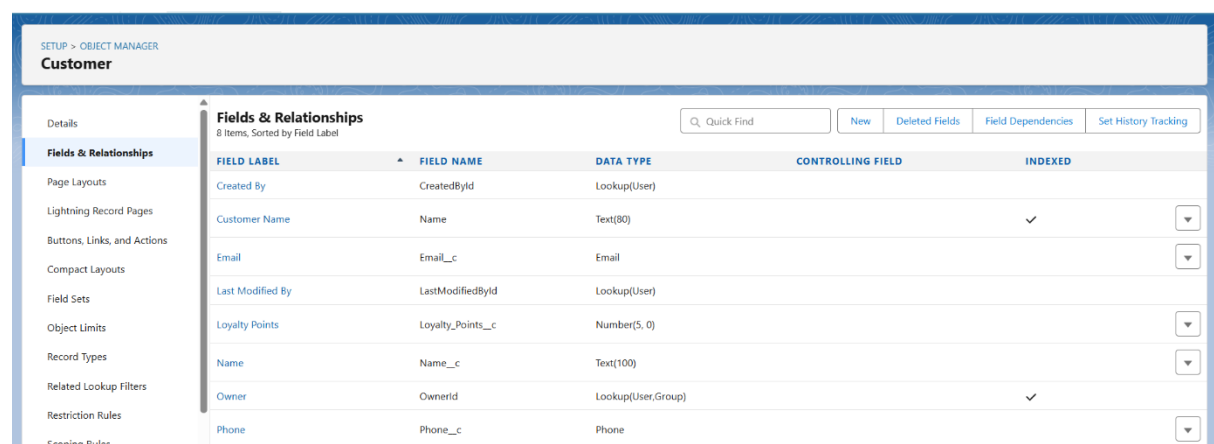
Fields & Relationships
7 Items, Sorted by Field Label

Q Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Booking Name	Name	Text(80)		✓
Created By	CreatedById	Lookup(User)		
Customer	Customer__c	Lookup(Customer)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Seats Booked	Seats_Booked__c	Number(3, 0)		
Show	Show__c	Master-Detail(Show)		✓
Status	Status__c	Picklist		

4. **Customer__c** – Stores customer details and loyalty information.

- **Fields:** Customer Name (Text), Email (Email), Phone (Phone), Loyalty Points (Number), Type (Picklist: VIP / Regular).
- **Relationships:** Lookup from **Booking__c** → **Customer__c** (each booking belongs to a customer).



SETUP > OBJECT MANAGER
Customer

Details

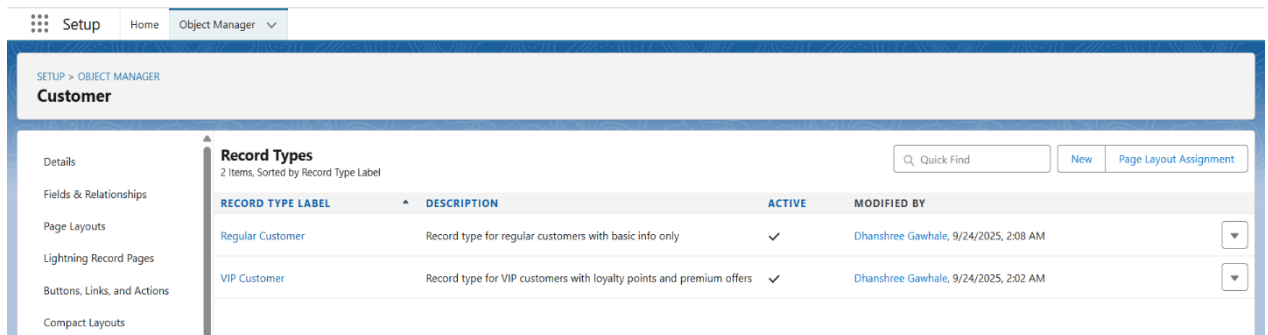
Fields & Relationships
8 Items, Sorted by Field Label

Q Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Name	Name	Text(80)		✓
Email	Email__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Loyalty Points	Loyalty_Points__c	Number(5, 0)		
Name	Name__c	Text(100)		
Owner	OwnerId	Lookup(User/Group)		✓
Phone	Phone__c	Phone		

3. Record Types

- ❖ In the Customer__c custom object, two record types were implemented to handle different categories of customers:
- **VIP Customer** – Designed for high-value customers who get special services. This record type displays extra details such as Loyalty Points, Booking History, and Premium Offers. It is linked to the Customer Layout – VIP page layout, which highlights these additional fields.
- **Regular Customer** – Meant for standard customers with only the basic information such as Name, Contact Details, and Ticket Booking Details. It uses the Customer Layout – Regular page layout, which hides VIP-specific fields.



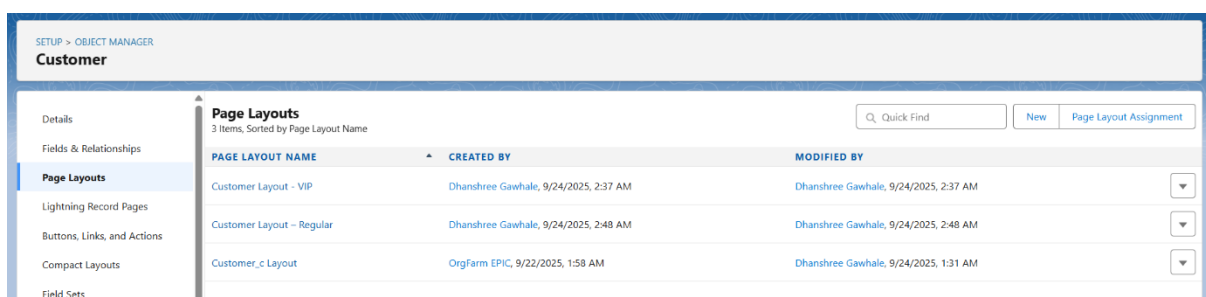
The screenshot shows the Salesforce Setup interface for the 'Customer' custom object. The 'Record Types' tab is selected, displaying a table with 2 items. The table has columns for Record Type Label, Description, Active status, and Modified By. The 'Regular Customer' record type is active and was modified by Dhanshree Gawhale on 9/24/2025 at 2:08 AM. The 'VIP Customer' record type is also active and was modified by Dhanshree Gawhale on 9/24/2025 at 2:02 AM.

RECORD TYPE LABEL	DESCRIPTION	ACTIVE	MODIFIED BY
Regular Customer	Record type for regular customers with basic info only	✓	Dhanshree Gawhale, 9/24/2025, 2:08 AM
VIP Customer	Record type for VIP customers with loyalty points and premium offers	✓	Dhanshree Gawhale, 9/24/2025, 2:02 AM

4. Page Layouts

support the two record types on Customer__c, two custom page layouts were created:

- **Customer Layout – VIP** is assigned to the VIP Customer record type. It displays fields such as Loyalty Points, Premium Offers, and Booking History, providing theater staff with all the relevant information needed to manage high-value customers effectively.
- **Customer Layout – Regular** is assigned to the Regular Customer record type. It displays only basic customer information and standard booking details, simplifying the interface for standard customers by hiding VIP-specific fields.



The screenshot shows the Salesforce Setup interface for the 'Customer' custom object. The 'Page Layouts' tab is selected, displaying a table with 3 items. The table has columns for Page Layout Name, Created By, and Modified By. The 'Customer Layout - VIP' page layout was created by Dhanshree Gawhale on 9/24/2025 at 2:37 AM and modified by Dhanshree Gawhale on 9/24/2025 at 2:37 AM. The 'Customer Layout - Regular' page layout was created by Dhanshree Gawhale on 9/24/2025 at 2:48 AM and modified by Dhanshree Gawhale on 9/24/2025 at 2:48 AM. The 'Customer_c Layout' page layout was created by OrgFarm EPIC on 9/22/2025 at 1:58 AM and modified by Dhanshree Gawhale on 9/24/2025 at 1:31 AM.

PAGE LAYOUT NAME	CREATED BY	MODIFIED BY
Customer Layout - VIP	Dhanshree Gawhale, 9/24/2025, 2:37 AM	Dhanshree Gawhale, 9/24/2025, 2:37 AM
Customer Layout - Regular	Dhanshree Gawhale, 9/24/2025, 2:48 AM	Dhanshree Gawhale, 9/24/2025, 2:48 AM
Customer_c Layout	OrgFarm EPIC, 9/22/2025, 1:58 AM	Dhanshree Gawhale, 9/24/2025, 1:31 AM