Airlines Management System

Hardware Required:

A laptop or computer with internet connection

Software Required:

Salesforce account or org

This project aims to enhance the efficiency and effectiveness of managing flights, reservations, and passenger information. The system enables airlines to manage their fleet, schedule flights, allocate seats, and handle bookings seamlessly. It provides functionalities for ticket reservations, seat availability checks, passenger check-ins, and baggage handling. Additionally, the system facilitates communication between airlines, airports, and passengers through automated notifications and alerts. With its user-friendly interface and robust database management, the Airlines Management System optimizes workflow, improves customer satisfaction, and ensures smooth operations for the entire airline industry.

Salesforce

Use Case:
The Airlines Management System offers a compelling use case in the airline industry. Air India International airline that operates numerous flights daily across various destinations. Prior to implementing the system, managing flight schedules, passenger bookings, and seat allocations was a labor-intensive task prone to errors. However, with the Airlines Management System, the airline gains a centralized platform to efficiently manage its operations. Flight schedules can be easily updated, seat availability can be monitored in real-time, and passengers can conveniently make reservations online. The system automates check-in processes, ensuring a seamless experience for travelers. With improved accuracy, reduced manual efforts, and enhanced customer service, the airline witnesses increased operational efficiency and customer satisfaction.

Introduction:

Are you new to Salesforce? Not sure exactly what it is, or how to use it? Don't know where you should start on your learning journey? If you've answered yes to any of these questions, then you're in the right place. This module is for you.

Welcome to Salesforce! Salesforce is game-changing technology, with a host of productivity-boosting features, that will help you sell smarter and faster. As you work toward your badge for this module, we'll take you through these features and answer the question, "What is Salesforce, anyway?".

What Is Salesforce?

Salesforce is your customer success platform, designed to help you sell, service, market, analyze, and connect with your customers.

Salesforce has everything you need to run your business from anywhere. Using standard products and features, you can manage relationships with prospects and customers, collaborate and engage with employees and partners, and store your data securely in the cloud.

So what does that really mean? Well, before Salesforce, your contacts, emails, follow-up tasks, and prospective deals might have been organized something like this:

https://youtu.be/r9EX3lGde5k

Use Case:

Creating a Salesforce Developer Edition org allows developers to experiment, innovate, and build customized solutions within a controlled environment. With access to Salesforce's powerful development tools and features, developers can prototype, test, and refine their applications, empowering them to deliver robust and tailored solutions to meet unique business requirements. As a Salesforce Administrator for TheSmartBridge you must have a Salesforce developer edition org in order to do all the required works which the CEO desires for TheSmartBridge.
Before creating our developer account, we must know what are the types of Editions Salesforce offers.

Types of Salesforce Editions:
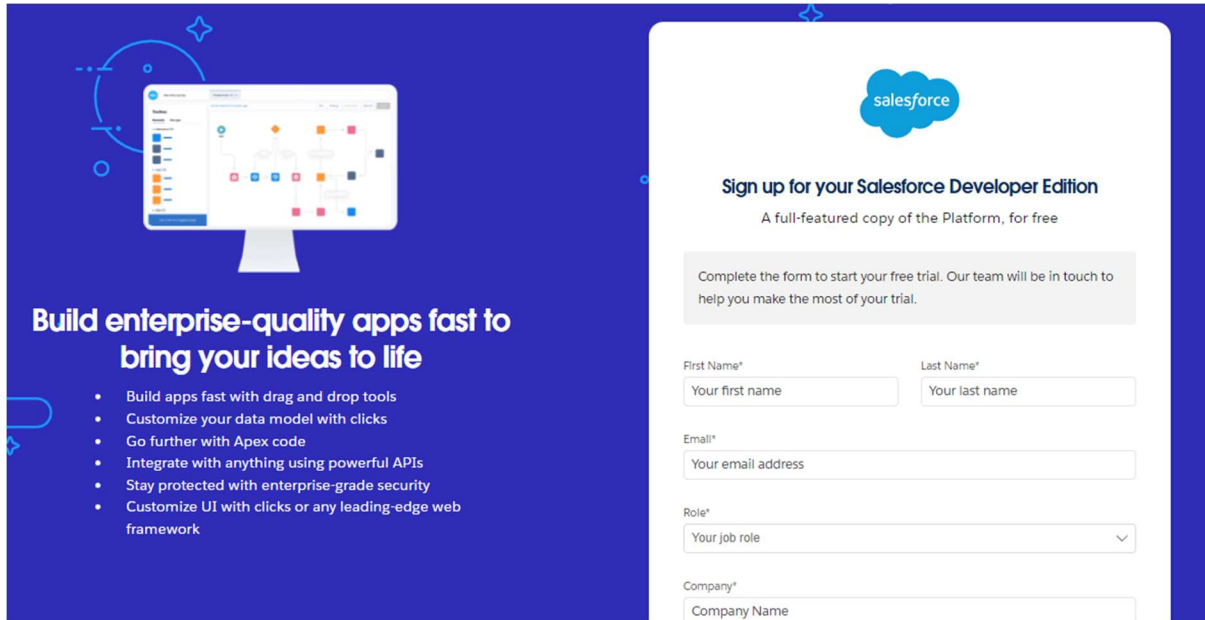
1	Essentials	Designed for small businesses getting started with CRM to boost sales or service productivity. It includes a setup assistant and administration tools to customize your deployment as you grow.
2	Professional	Designed for businesses requiring full-featured CRM functionality. It includes straightforward and easy-to-use customization, integration, and administration tools to facilitate any small to midsize deployment.
3	Enterprise	Meets the needs of large and complex businesses. It gives you advanced customization and administration tools, in addition to all the functionality available in Professional Edition, that can support large-scale deployments. Enterprise Edition also includes access to Salesforce APIs, so you can easily integrate with back-office systems.
4	Unlimited	Maximizes your success and extends it across the entire enterprise through the Lightning Platform. It gives you new levels of platform flexibility for managing and sharing all your information on demand. Includes all Enterprise Edition functionality, Premier Support, full mobile access, unlimited custom apps, increased storage limits, and other features.
5	Developer	Provides access to the Lightning Platform and APIs. It lets developers extend Salesforce, integrate with other applications, and develop new tools and applications. Developer Edition also provides access to many of the features available in Enterprise Edition

Let's begin with creating our Salesforce Developer Account.

Creating Developer Account

Creating a developer org in salesforce.

1. Go to https://developer.salesforce.com/signup

2. On the sign up form, enter the following details :

1. First name & Last name

2. Email

3. Role : Developer

4. Company : College Name

5. County : India

6. Postal Code : pin code

7. Username : should be a combination of your name and company

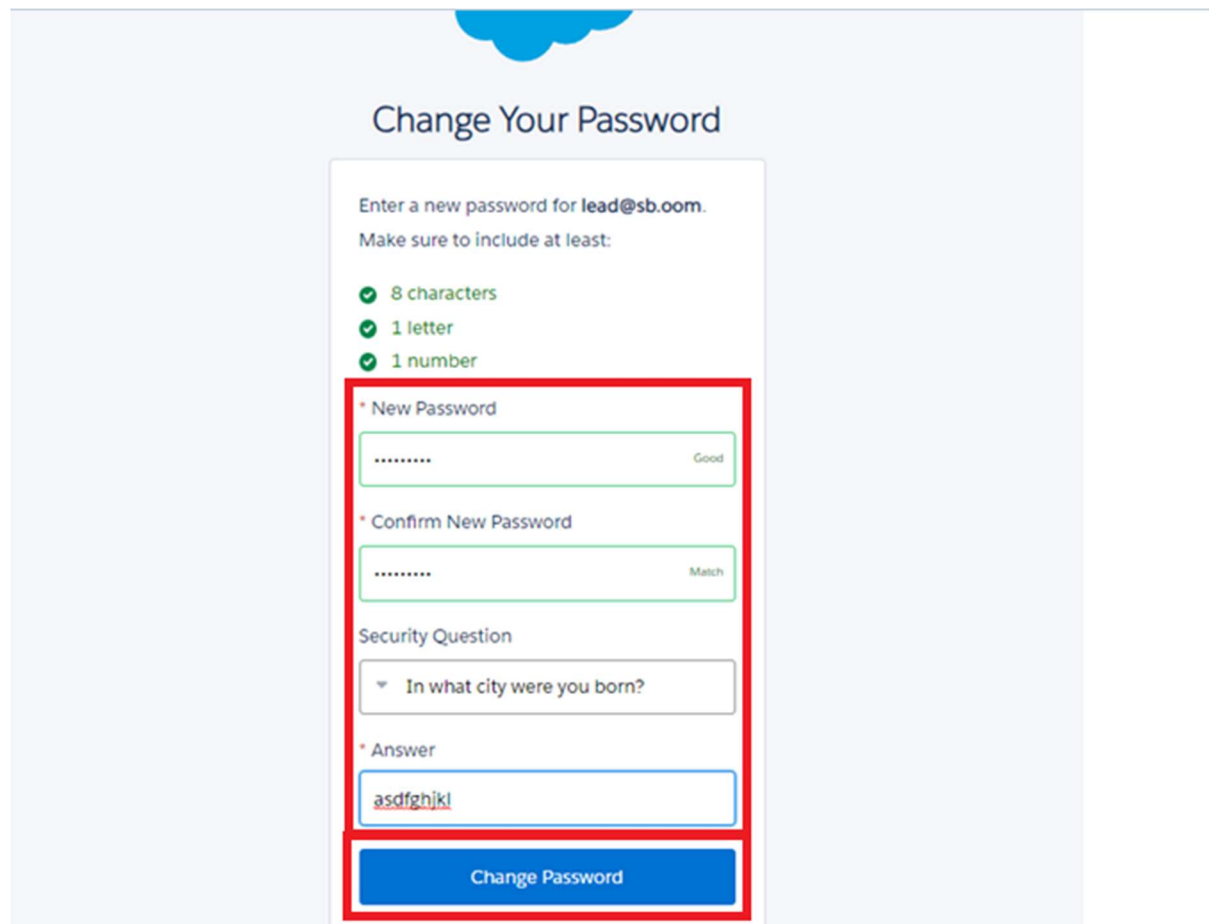This need not be an actual email id, you can give anything in the format : username@organization.com

Click on sign me up after filling these.

Account Activation

1. Go to the inbox of the email that you used while signing up. Click on the verify account to activate your account. The email may take 5-10mins.
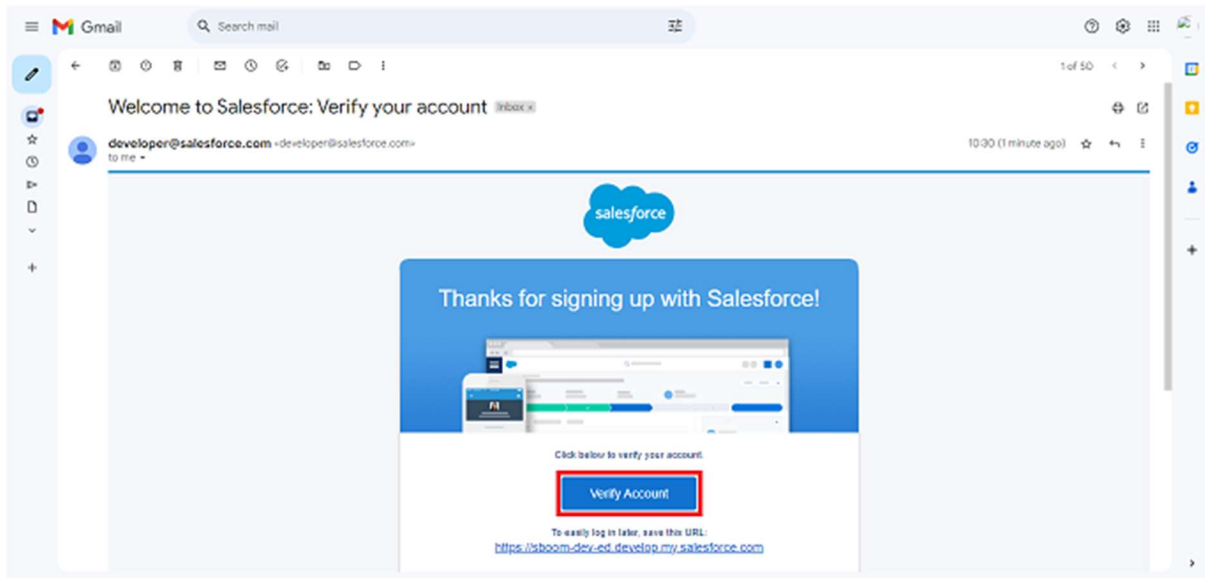
2. Click on Verify Account

3. Give a password and answer a security question and click on change password.

Change Your Password

Enter a new password for **lead@sb.oom**.
Make sure to include at least:

- ✅ 8 characters
- ✅ 1 letter
- ✅ 1 number

* New Password

| .... | Good |

* Confirm New Password

| .... | Match |

Security Question

▾ In what city were you born?

* Answer

asdfghjkl

Change Password

4.   Then you will redirect to your salesforce setup page.
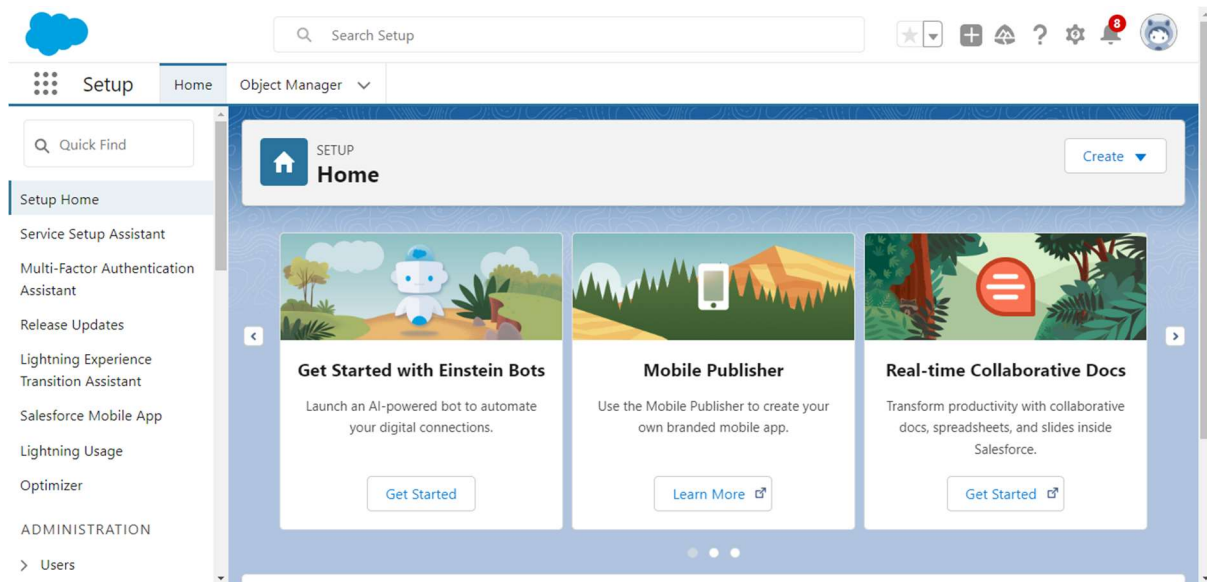
Object

Use Case:

Creating an object in Salesforce organization is essential for efficient data management and process automation. By defining custom objects, businesses can structure and store data specific to their needs, enabling streamlined workflows, personalized reporting, and enhanced user experiences. Objects serve as the foundation for organizing and leveraging critical information within Salesforce. As an Admin for The Air India airlines, It's your responsibility to store the data as per the organization needs.

To Navigate to Setup page:

Click on gear icon --> click setup.
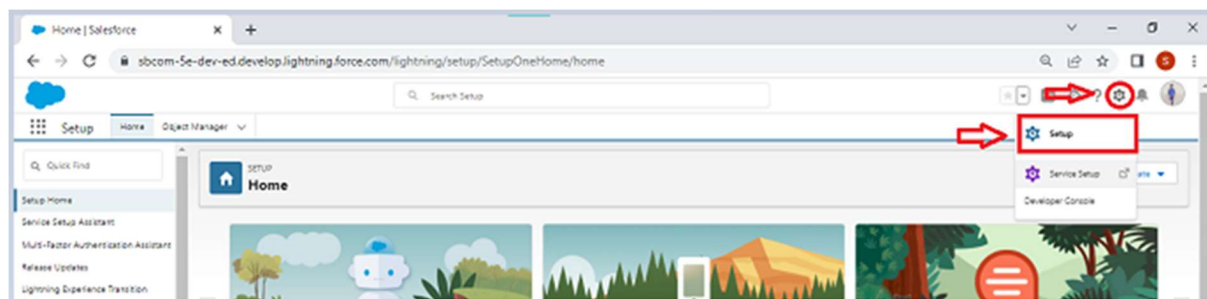
Create Flight Object

The purpose of creating a Flight custom object is to have a clear picture of the flight details.

To create an object:

1. From the setup page --> Click on Object Manager -->Click on Create --> Click on Custom Object.

1. Enter the label name--> Flight

2. Plural label name--> Flights

3. Enter Record Name Label and Format

- Record Name : Flight Name

- Data Type : Text

2. Click on Allow reports,

3. Allow search --> Save.

Create Booking Object

The purpose of creating a Booking object is to have detailed information about booking and reservation of the passengers.

To create an object:

1. From the setup page --> Click on Object Manager --> Click on Create --> Click on Custom Object.

1. Enter the label name--> Booking

2. Plural label name--> Bookings

3. Enter Record Name Label and Format

- Record Name : Booking Id

- Data Type : Auto Number

- Display Format : Bk-{0000}

- Starting Number : 1

2. Click on Allow reports,

3. Allow search --> Save

Activity 3

Create 2 more objects with record names as Passenger Id and Crew Id.