

A CRM Application To Manage The Services Offered By An Institution

By

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Project Abstract

EduConsultPro Institute, a prominent educational institution known for its wide range of courses and programs across various fields, is experiencing significant growth in the number of prospective students seeking admission. This increase has highlighted several challenges in managing the admission process, student inquiries, and consulting services efficiently. The current manual processes are time-consuming, prone to errors, and lead to delays, causing frustration for both students and staff. To address these challenges and streamline operations, EduConsultPro Institute has decided to implement Salesforce CRM. The comprehensive project will focus on automating the admission application process, implementing an approval workflow for consulting requests, managing consulting services and appointments, and tracking immigration cases. By leveraging the robust capabilities of Salesforce CRM, EduConsultPro Institute aims to significantly enhance the experience for prospective students and improve operational efficiency for admissions staff.

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1. Requirements

1. Admission Application Management

Prospective students can access the admission application form on the institute's website or portal. This form collects detailed information such as personal details, academic history, and qualifications. Once submitted, the applications are stored in Salesforce CRM. Students receive automated email notifications confirming their submission. Admissions staff can use Salesforce to generate reports and dashboards to analyze metrics like application volume, acceptance rates, and enrollment trends.

2. Approval Process for Consulting Requests

In Salesforce, establish an approval process to review and approve consulting requests. Configure email alerts to inform relevant students whether their requests have been approved or rejected. Ensure that each consulting request is automatically submitted upon creation.

3. Consulting Services Management

Prospective students should have the ability to request consulting services via the institute's website or portal. The consulting request form needs to capture essential student details, their consulting preferences, and the required areas of expertise. Once submitted, these consulting requests should be recorded in the Salesforce CRM system. Automated email notifications should be sent to consultants and advisors for new consulting requests. Within the Salesforce CRM interface, consultants should be able to view, accept, and manage these requests. Scheduling of consulting appointments, including specifying the date, time, and purpose, should be facilitated through Salesforce. Additionally, the status of each appointment (such as scheduled, completed, or canceled) should be tracked and updated in Salesforce.

4. Immigration Case Management

Students should have the capability to initiate immigration cases via phone, email, or the web. The immigration case submission form must capture all relevant case details and necessary information. Once submitted, these immigration cases should be recorded and stored in the Salesforce CRM system. Automated email notifications should be sent to immigration agents and case managers for new cases. Immigration agents should be able to view, process, and monitor these cases within the Salesforce CRM interface. The status of each case (such as open, in progress, or closed) should be tracked and updated within Salesforce. Additionally, document management and collaboration tools should be integrated to streamline case processing.

2. Creating Objects from Spreadsheets

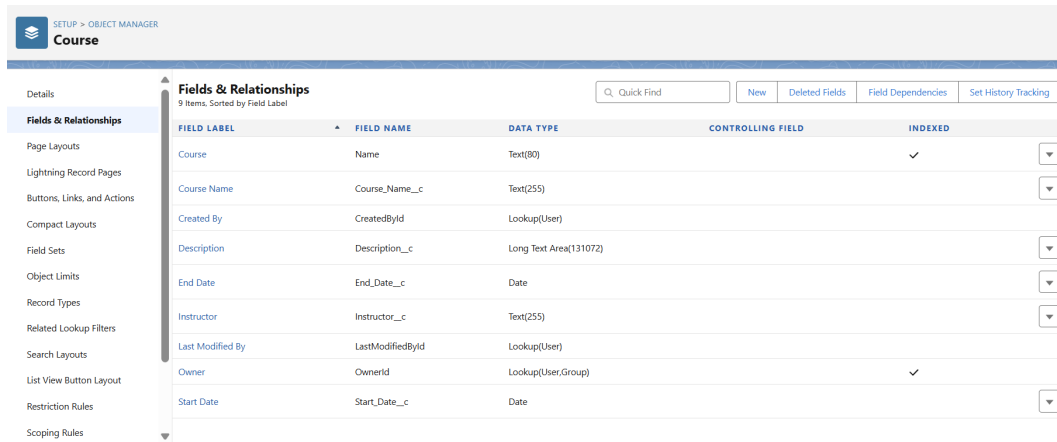
In Salesforce, objects function as database tables designed to store data relevant to your organization. Each object consists of records (which are similar to rows) and fields (which are akin to columns), providing an organized structure for your data. These objects are essential for managing and interlinking different types of information, facilitating efficient data tracking, reporting, and analysis within the Salesforce environment.

To create objects from spreadsheets in Salesforce, follow these steps:

1. **Prepare Your Spreadsheet:** Ensure your spreadsheet data is clean and well-organized. Each column should correspond to a field in Salesforce, and each row should represent a record.
2. **Save the Spreadsheet:** Save your spreadsheet in a compatible format, typically CSV (Comma Separated Values).
3. **Log in to Salesforce:** Access Salesforce and navigate to the setup menu.
4. **Use the Data Import Wizard:** In the setup menu, find the Data Import Wizard. Select the standard or custom object you want to create records for.
5. **Upload Your Spreadsheet:** Follow the wizard to upload your CSV file. Map the spreadsheet columns to Salesforce fields.
6. **Start the Import:** Review the mappings, and start the import process. Salesforce will create records based on your spreadsheet data, allowing you to manage and analyze it within the platform.

Course Object:

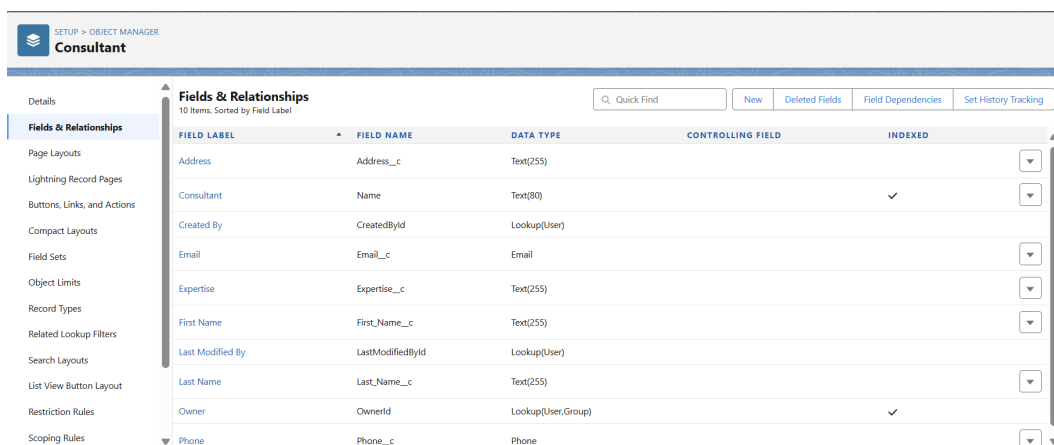
The Course object plays a crucial role in our CRM application, tailored to manage the services provided by an institution. It enables us to capture comprehensive details about each course, such as its description, duration, and linked instructors. By establishing a well-organized and centralized database for all course-related information, we can effectively monitor, manage, and evaluate the educational services offered. This improves our capability to deliver customized experiences to students and optimize administrative workflows.



FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Course	Name	Text(80)		✓
Course Name	Course_Name__c	Text(255)		
Created By	CreatedById	Lookup(User)		
Description	Description__c	Long Text Area(131072)		
End Date	End_Date__c	Date		
Instructor	Instructor__c	Text(255)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Start Date	Start_Date__c	Date		

Consultant Object:

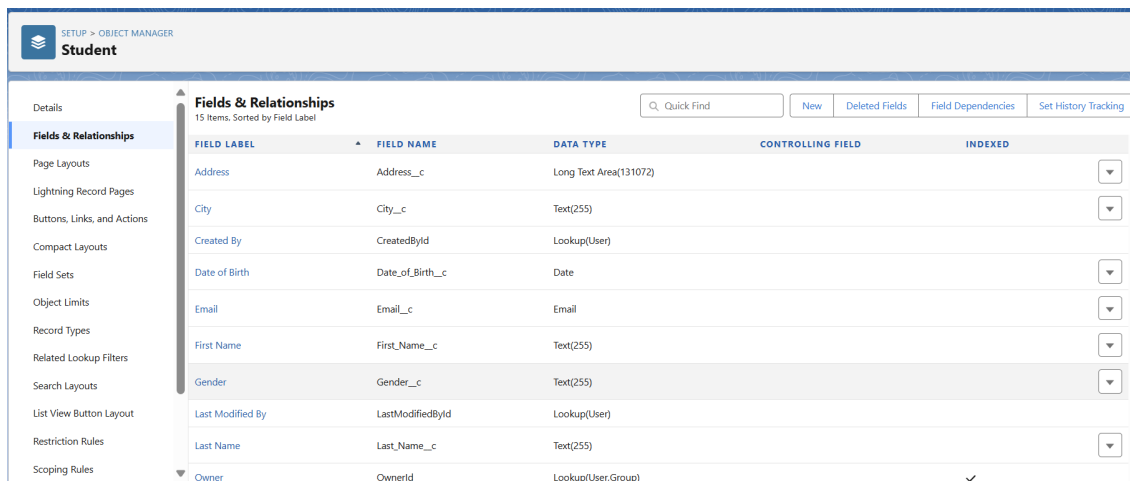
The Consultant object is a vital component of our CRM application, developed to oversee the services provided by an institution. It enables us to store comprehensive details about each consultant, including their areas of expertise, availability, and the courses they are assigned to.



FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Address	Address__c	Text(255)		
Consultant	Name	Text(80)		✓
Created By	CreatedById	Lookup(User)		
Email	Email__c	Email		
Expertise	Expertise__c	Text(255)		
First Name	First_Name__c	Text(255)		
Last Modified By	LastModifiedById	Lookup(User)		
Last Name	Last_Name__c	Text(255)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone	Phone__c	Phone		

Student Object:

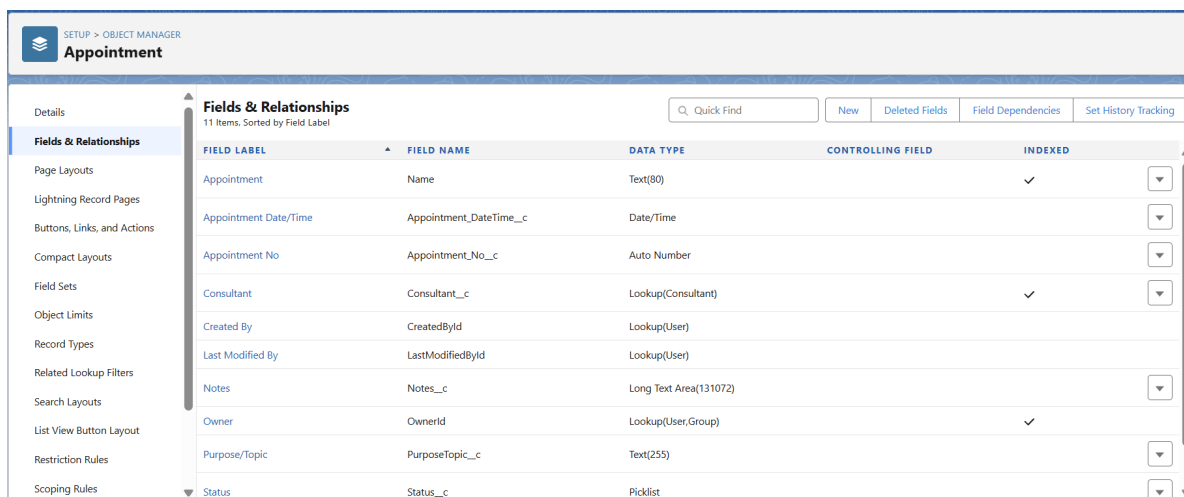
The Student object is a key element of our CRM application, designed to manage the services offered by an institution. It enables us to store detailed information about each student, such as enrollment details, contact information, and course registrations. By keeping a well-structured repository of student data, we can effectively monitor student progress and tailor our communication to their needs.



FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Address	Address__c	Long Text Area(131072)		
City	City__c	Text(255)		
Created By	CreatedById	Lookup(User)		
Date of Birth	Date_of_Birth__c	Date		
Email	Email__c	Email		
First Name	First_Name__c	Text(255)		
Gender	Gender__c	Text(255)		
Last Modified By	LastModifiedById	Lookup(User)		
Last Name	Last_Name__c	Text(255)		
Owner	OwnerId	Lookup(User,Group)		✓

Appointment Object:

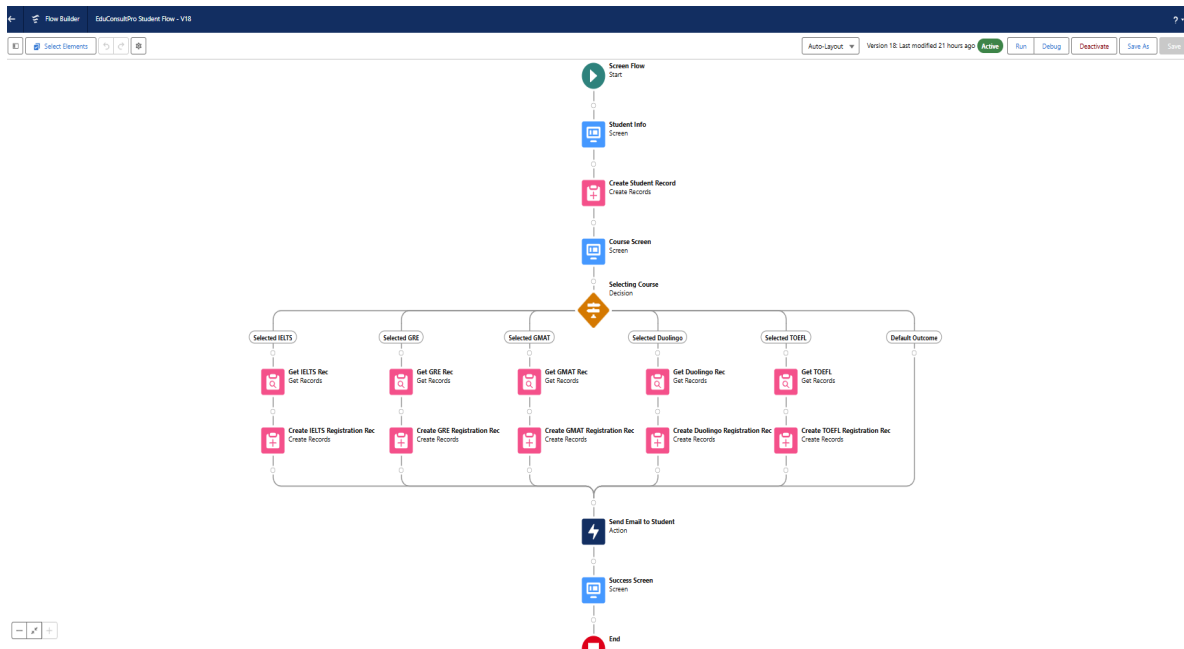
The Appointment object is integral to our CRM application designed to manage the services offered by an institution. It enables us to store detailed information about each appointment, including dates, times, participants, and purposes. By organizing and centralizing appointment data, we can efficiently schedule and track meetings, ensure timely follow-ups, and optimize resource allocation. This enhances our ability to provide timely and effective services



FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Appointment	Name	Text(80)		✓
Appointment Date/Time	Appointment_DateTime__c	Date/Time		
Appointment No	Appointment_No__c	Auto Number		
Consultant	Consultant__c	Lookup(Consultant)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Notes	Notes__c	Long Text Area(131072)		
Owner	OwnerId	Lookup(User,Group)		✓
Purpose/Topic	PurposeTopic__c	Text(255)		
Status	Status__c	Picklist		

3. Creating a ScreenFlow for Student Admission Application Process

The ScreenFlow for the Student Admission Application Process is a powerful feature in your CRM application designed to manage an institution's services. It optimizes the entire admission process by automating data collection, course selection, and record creation. This automation minimizes manual data entry errors, saves time, and ensures a uniform process for all applicants. Additionally, it provides instant feedback and communication with prospective students, enhancing their overall experience. By centralizing and organizing data, the institution can more effectively manage student information, monitor admissions, and offer customized educational services. This results in improved operational efficiency and superior service delivery.



Start the Flow: Begin by creating a new Screen Flow in Salesforce Flow Builder. This will be the starting point of the admission process.

1. Student Info Screen

- Drag a "Screen" element onto the canvas and name it "Student Info."
- Add fields to collect student information, such as:
 - Text fields for Name, Email, Phone Number.
 - Picklist for Gender.
 - Date field for Date of Birth.
- Configure the screen fields as required.
- Click "Done."

2. Create Student Record

- Drag a "Create Records" element onto the canvas and name it "Create Student Record."

- Set "How Many Records to Create" to "One."
- Set "How to Set the Record Fields" to "Use separate resources, and literal values."
- Select the "Student" object.
- Map the screen input fields to the corresponding Student object fields.
- Click "Done."

3. **Course Screen**

- Drag another "Screen" element onto the canvas and name it "Course Screen."
- Add a picklist field for course selection with options like IELTS, GRE, GMAT, Duolingo, and TOEFL.
- Configure the screen field as required.
- Click "Done."

4. **Selecting Course Decision**

- Drag a "Decision" element onto the canvas and name it "Selecting Course."
- Create decision outcomes based on the selected course:
 - "Selected IELTS"
 - "Selected GRE"
 - "Selected GMAT"
 - "Selected Duo lingo"
 - "Selected TOEFL"
- Configure the decision criteria for each outcome based on the selected course picklist value.
- Click "Done."

5. **Course-Specific Records**

- For each possible course, follow these steps:

6. **IELTS:**

- Drag a "Get Records" element onto the canvas under the "Selected IELTS" path and name it "Get IELTS Rec."
- Select the IELTS object and set criteria to fetch relevant records.
- Click "Done."
- Drag a "Create Records" element onto the canvas and name it "Create IELTS Registration Rec."
- Set "How Many Records to Create" to "One."
- Select the IELTS Registration object.
- Map the necessary fields and use the fetched records.
- Click "Done."

7. **GRE:**

- Repeat the steps similar to IELTS but for GRE:
- Name the elements "Get GRE Rec" and "Create GRE Registration Rec."

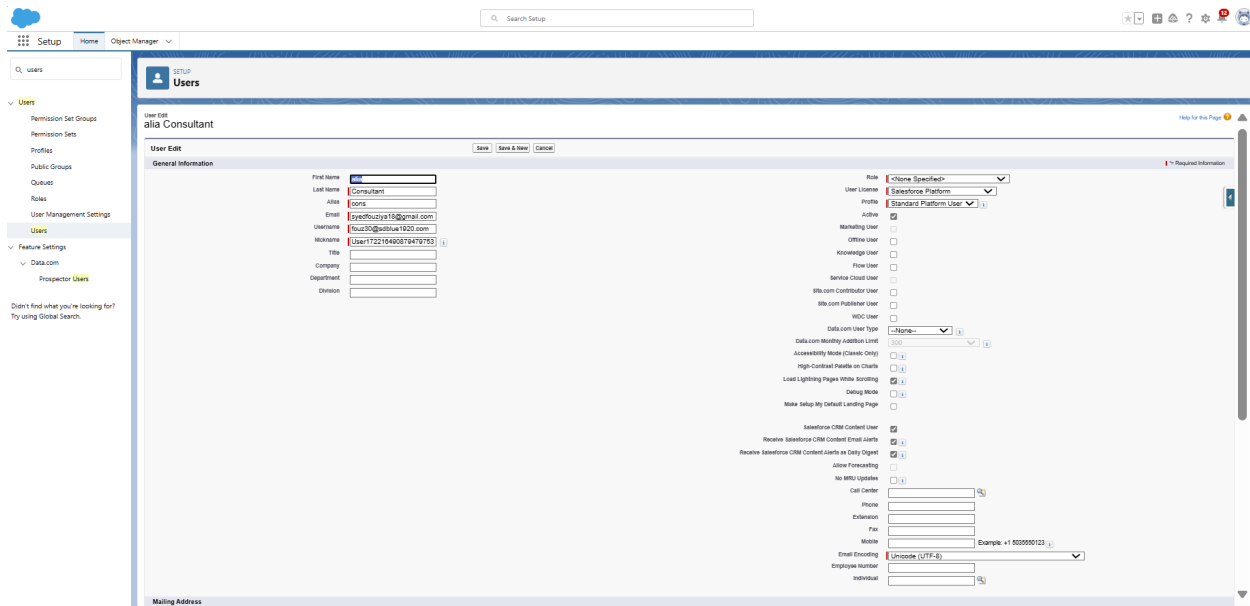
- Select the GRE and GRE Registration objects.
- 8. **GMAT:**
 - Repeat the steps similar to IELTS but for GMAT
 - Name the elements "Get GMAT Rec" and "Create GMAT Registration Rec."
 - Select the GMAT and GMAT Registration objects.
- 9. **Duo lingo:**
 - Repeat the steps similar to IELTS but for Duo lingo:
 - Name the elements "Get Duo lingo Rec" and "Create Duo lingo Registration Rec."
 - Select the Duolingo and Duo lingo Registration objects.
- 10. **TOEFL:**
 - Repeat the steps similar to IELTS but for TOEFL:
 - Name the elements "Get TOEFL Rec" and "Create TOEFL Registration Rec."
 - Select the TOEFL and TOEFL Registration objects.
- 11. **Send Confirmation Email**
 - Drag an "Action" element onto the canvas and name it "Send Email to Student."
 - Select "Send Email" as the action type.
 - Configure the email template, recipient address (use the email collected from the student), and any other necessary details.
 - Click "Done."
- 12. **Success Screen**
 - Drag a final "Screen" element onto the canvas and name it "Success Screen."
 - Add a display text component to inform the student that their registration has been successful.
 - Click "Done."

Connecting the Elements

- Connect the elements in the order described:
 - Start → Student Info → Create Student Record → Course Screen → Selecting Course.
 - From the "Selecting Course" decision, branch to each specific course path (IELTS, GRE, GMAT, Duolingo, TOEFL).
 - Each course path will then connect to the "Send Email to Student" action.
 - Finally, connect the "Send Email to Student" action to the "Success Screen."

4. Creating Users and Configuring User Settings in Salesforce

In a CRM application for managing services offered by an institution, creating and configuring user settings is a crucial task to ensure that all users have the appropriate access and capabilities to perform their roles effectively. Below are the detailed steps to create users and configure their settings in Salesforce.

The screenshot shows the Salesforce Setup interface. On the left sidebar, the 'Users' section is expanded under 'Manage Users'. The main content area is titled 'User Edit' for a user named 'alia Consultant'. The 'General Information' tab is active, showing fields for First Name, Last Name, Alias, Email, Username, Nickname, Title, Company, Department, and Division. The 'Role' dropdown is set to 'Salesforce Platform' and the 'User License' is 'Standard Platform User'. The 'Active' checkbox is checked. Below these are various system settings like 'Data.com User Type', 'Data.com Monthly Session Limit', 'Accessibility Mode', 'High-Contrast Palette on Charts', 'Load Lightning Pages With Scrolling', 'Using Mode', 'Make Setup My Default Landing Page', 'Salesforce CRM Content User', 'Receive Salesforce CRM Content Email Alerts', 'Receive Salesforce CRM Content Alerts as Daily Digest', 'Allow Forecasting', 'No MFA Updates', 'Call Center', 'Phone', 'Extension', 'Fax', 'Mobile', 'Email Encoding', 'Employee Number', and 'Individual'. The 'Mailing Address' section is at the bottom.

Steps to Create Users

1. Navigate to Users

- In Salesforce, go to the Setup menu by clicking on the gear icon in the top-right corner.
- In the left-hand sidebar, under "Administer," expand the "Manage Users" section and click on "Users."

2. Create New User

- Click on the "New User" button at the top of the user list.
- Fill in the user details:

First Name and Last Name: Enter the user's first and last name.

Alias: This is typically a short name for the user.

Email: Enter the user's email address.

Username: Enter a unique username in the format of an email address.

Nickname: Enter a nickname if desired.

Role: Select the user's role from the dropdown menu.

User License: Choose the appropriate license for the user, "Salesforce Platform."

Profile: Select the profile that matches the user's job functions and permissions, like "Standard Platform User" or "System Administrator."

- Additional settings include options like Marketing User, Offline User, Knowledge User, etc., which can be checked based on the user's needs.

3. Set User Preferences

- Configure user-specific settings such as:

Email Encoding: Choose the appropriate email encoding format.

Locale, Time Zone, and Language: Set these according to the user's location.

Accessibility Mode: Enable this if the user requires enhanced accessibility.

4. Save the User

- Once all the necessary information and preferences are entered, click "Save" or "Save & New" to create the user and immediately proceed to create another one.

Configuring User Settings:

All Users

On this page you can create, view, and manage users.
To get more licenses, use the Your Account app. [Let's Go](#)

View: [All Users](#) [Add New User](#)

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> Edit	Chatter, Ernest	Chatter	ernest.00000000@vubaku.net/Ernest.Salesforce.com		✓	Chatter, Ernest User
<input type="checkbox"/> Edit	Consultant, Alice	alice	alice.00000000@vubaku.net		✓	Standard Platform User
<input type="checkbox"/> Edit	Bob, Eugene Thompson	E Bob	bob.00000000@vubaku.net		✓	System Administrator
<input type="checkbox"/> Edit	User, Integration	https	integration.00000000@vubaku.net		✓	Analytics Cloud Integration User
<input type="checkbox"/> Edit	User, Security	sbc	security.00000000@vubaku.net		✓	Analytics Cloud Security User

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

1. Edit User Details

To modify an existing user's details.

Update the necessary fields and settings as described above.

2. Assign Permission Set

Permission sets grant additional permissions beyond those defined by the user.

Navigate to "Permission Sets" in the Setup menu.

Assign the relevant permission sets to the user.

3. Profile and Role Adjustments

Profiles control what users can see and do in Salesforce.

Roles control the level of access users have to data based on the organization.

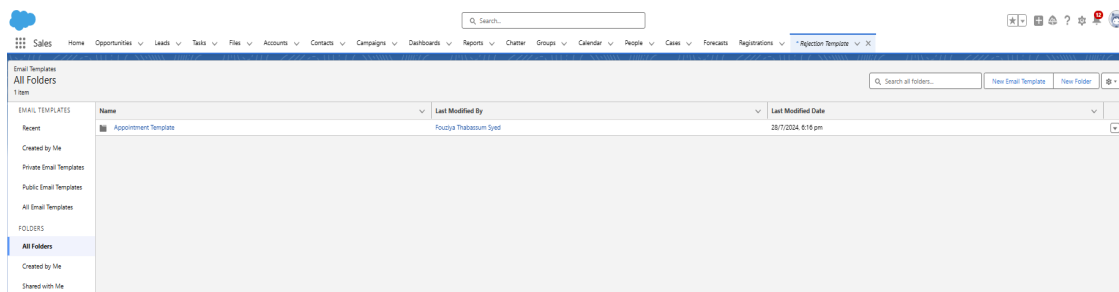
Adjust these settings as needed to ensure users have the appropriate access.

5. Approval Process for Appointment Object

In this project, we have implemented a structured approach to creating and managing email templates in Salesforce. First, we enabled Lightning Email Templates by navigating to Setup, using the Quick Find box to locate "Templates," and toggling on the Lightning Email Templates option.

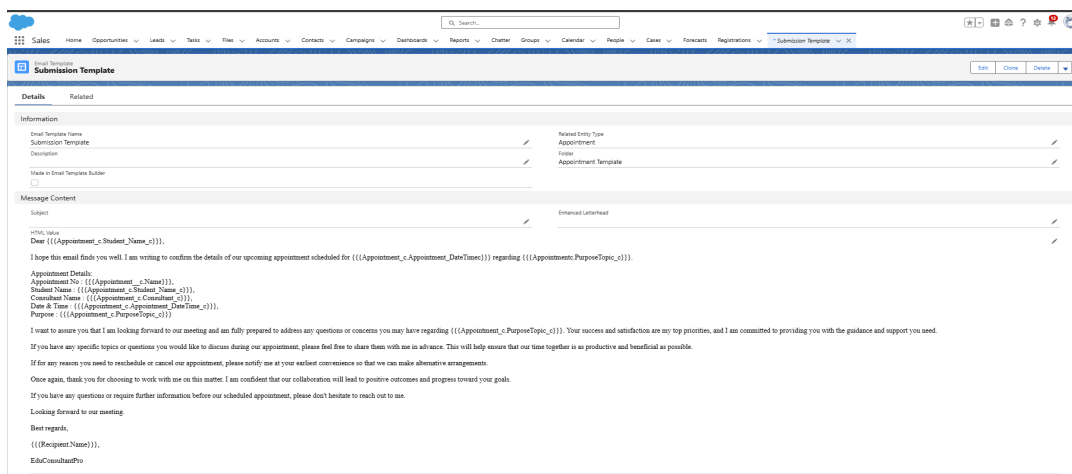
Creating the Appointment Template Folder

we created a dedicated folder named "Appointment Template" in the Email Templates section accessed via the App Launcher. Its role in centralizing and managing these templates ensures that our appointment scheduling process is streamlined and professional, ultimately contributing to the overall success of our project.



Creating the Submission Template

we created a dedicated folder named "Appointment Template" in the Email Templates section accessed via the App Launcher. Within this Appointment Template folder, we developed a new email template titled "Submission Template," ensuring to input relevant details such as the template name, description, and subject. The HTML content for this template was meticulously crafted to provide a clear and professional confirmation message for recipients.



Creating the Approval Template

The Approval Template is a crucial component of our project, facilitating clear and efficient communication regarding appointment approvals. The Approval Template is a vital tool for maintaining clear, professional, and effective communication with students regarding appointment approvals. It enhances the overall efficiency of our appointment scheduling process and contributes to the success of our project by ensuring that all parties are well-informed and prepared for their meetings.

The screenshot shows the 'Approval Template' form in an email template builder. The form is divided into two tabs: 'Details' and 'Related'. The 'Details' tab is active, showing the 'Information' and 'Message Content' sections. The 'Information' section includes fields for 'Email Template Name' (Approval Template), 'Description', 'Related Entity Type' (Appointment), and 'Folder' (Appointment Template). The 'Message Content' section includes a 'Subject' (Approval Request) and a 'Body' with a placeholder for an email body. The body text is a formal approval letter, mentioning the student's name, the appointment date, and the purpose of the appointment. The form is titled 'Email Template: Approval Template' and has buttons for 'Edit', 'Clone', and 'Delete'.

Creating the Rejection Template

The Rejection Template is an essential component of our project, designed to handle situations where appointment requests cannot be approved. The Rejection Template is a crucial tool for managing situations where appointment requests cannot be approved. It ensures clear, professional, and compassionate communication with students, encourages proactive problem-solving, and maintains positive relationships by demonstrating support and understanding.

The screenshot shows the 'Rejection Template' form in an email template builder. The form is divided into two tabs: 'Details' and 'Related'. The 'Details' tab is active, showing the 'Information' and 'Message Content' sections. The 'Information' section includes fields for 'Email Template Name' (Rejection Template), 'Description', 'Related Entity Type' (Appointment), and 'Folder' (Appointment Template). The 'Message Content' section includes a 'Subject' (Request Rejection) and a 'Body' with a placeholder for an email body. The body text is a formal rejection letter, mentioning the student's name, the appointment date, and the purpose of the appointment. The form is titled 'Email Template: Rejection Template' and has buttons for 'Edit', 'Clone', and 'Delete'.

Creating an Approval Process:

The "Appointment Approval" process was implemented to ensure a streamlined and secure workflow for managing appointment requests. This approval process enforces strict control over appointment data, allowing only designated managers to approve or reject submissions. By locking records upon submission, it prevents unauthorized changes and ensures data integrity throughout the approval cycle. Automated email alerts are integrated to keep all relevant parties informed at each stage, enhancing communication and efficiency. This structured approach ensures that appointments are reviewed and approved in a consistent manner, aligning with organizational policies and maintaining high standards of data accuracy and accountability. The implementation of this process ultimately leads to improved operational efficiency and better resource management.

The screenshot displays the 'Appointment Approval' process configuration within a system setup interface. The left sidebar shows a navigation menu with 'Setup' selected, and 'Approval Processes' highlighted under 'Process Automation'. The main content area is titled 'Approval Processes' and 'Appointment: Appointment Approval'. It includes a 'Process Definition Detail' section with fields for Process Name, Unique Name, Description, Entry Criteria, Record Eligibility, Approval Assignment Email Template, and Initial Submitters. Below this is the 'Initial Submission Actions' section, followed by the 'Approval Steps' table, 'Final Approval Actions', 'Final Rejection Actions', and 'Recall Actions'.

Process Name	Unique Name	Description	Entry Criteria	Record Eligibility	Approval Assignment Email Template	Initial Submitters
Appointment Approval	Appointment_Approval			Administrator OR Current Approver	Appointment Owner	Appointment Owner

Action	Type	Description
Record Lock	Record Lock	Lock the record from being edited
Field Update	Field Update	Field Update
Email Alert	Email Alert	Submission Email Alert

Step Number	Name	Description	Criteria	Assigned approver	Reject reason
1	Step 1			Manager	Final Rejection

Action	Type	Description
Record Lock	Record Lock	Lock the record from being edited
Field Update	Field Update	Final Approval Update
Email Alert	Email Alert	Final Approval Email Alert

Action	Type	Description
Record Lock	Record Lock	Unlock the record for editing
Email Alert	Email Alert	Final Rejection Email Alert
Field Update	Field Update	Final Rejection Update

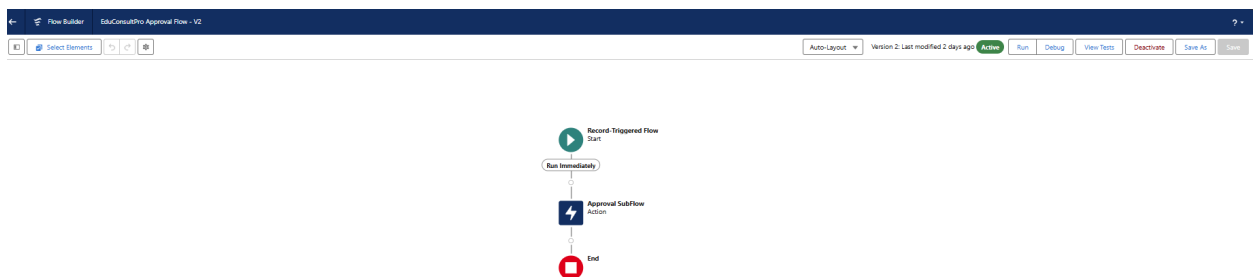
Action	Type	Description
Record Lock	Record Lock	Unlock the record for editing

6.Creating a Record triggered flow

The "EduConsultPro Approval Flow - V2" is a Record-Triggered Flow designed to automate the approval process for appointment requests within the EduConsultPro system. This flow is triggered immediately upon the creation or update of a record, ensuring that the approval process begins without delay.

Flow Structure:

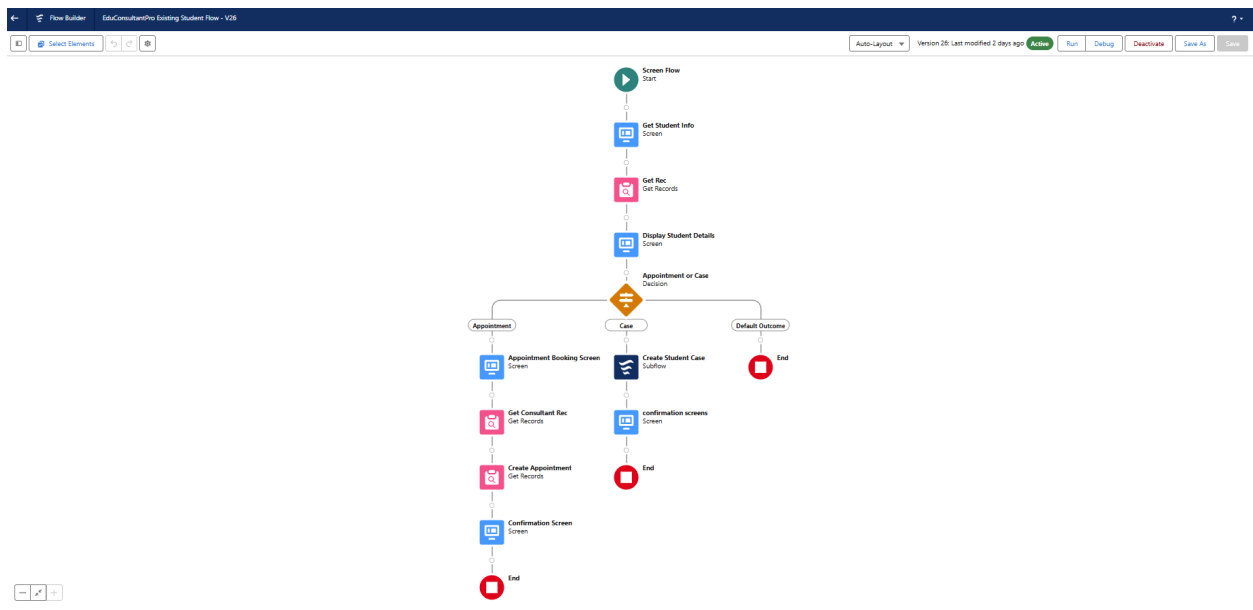
1. **Record-Triggered Flow (Start):** This element initiates the flow as soon as a specified record event occurs, such as the creation or update of an appointment request. The immediate execution ensures that the approval process is triggered in real-time, maintaining the efficiency and responsiveness of the system.
2. **Approval SubFlow (Action):** This component of the flow invokes a subflow dedicated to handling the approval logic. The subflow encapsulates the necessary actions and decisions required to process the approval, ensuring modularity and reusability of the approval logic. By separating the approval logic into a subflow, it becomes easier to maintain and update without impacting the overall flow structure.
3. **End:** The flow concludes after executing the necessary actions within the approval subflow. This signifies the completion of the automated approval process for the triggered record.



The "EduConsultPro Approval Flow" is a critical component in automating and optimizing the appointment approval process within the EduConsultPro system. Its implementation ensures efficient, consistent, and real-time processing of appointment requests, ultimately contributing to improved operational performance and resource management.

7. ScreenFlow for Existing Student to Book an Appointment

This ScreenFlow facilitates the process for existing students to book appointments or create cases within an educational consultancy system. The flow initiates by retrieving and displaying student information, then directs the student based on their choice of booking an appointment or creating a case.



Screen Flow Start: This marks the beginning of the flow.

Get Student Info Screen: The flow presents a screen to gather necessary information from the student, such as student ID or other identifying details.

Get Records: The flow retrieves the student's records from the database using the information provided in the previous step.

Display Student Details Screen: The retrieved student details are displayed to the student for verification purposes.

Appointment or Case Decision: The flow presents a decision point where the student can choose to either book an appointment or create a case.

Appointment Path:

Appointment Booking Screen: If the student opts to book an appointment, they are directed to a screen to select the appointment details such as date, time, and purpose.

Get Consultant Records: The flow retrieves records of available consultants for the student to choose from.

Create Appointment Records: the flow creates an appointment record in the database.

Confirmation Screen: The flow displays a confirmation screen confirming that the appointment has been successfully booked.

End : This step marks the end of the flow for the appointment booking path.

Case Path:

Create Student Case Subflow: If the student opts to create a case, a subflow is initiated to handle the case creation process, which may include collecting additional information and documenting the case.

Confirmation Screen: The flow displays a confirmation screen confirming that the case has been successfully created.

End : This step marks the end of the flow for the case creation path.

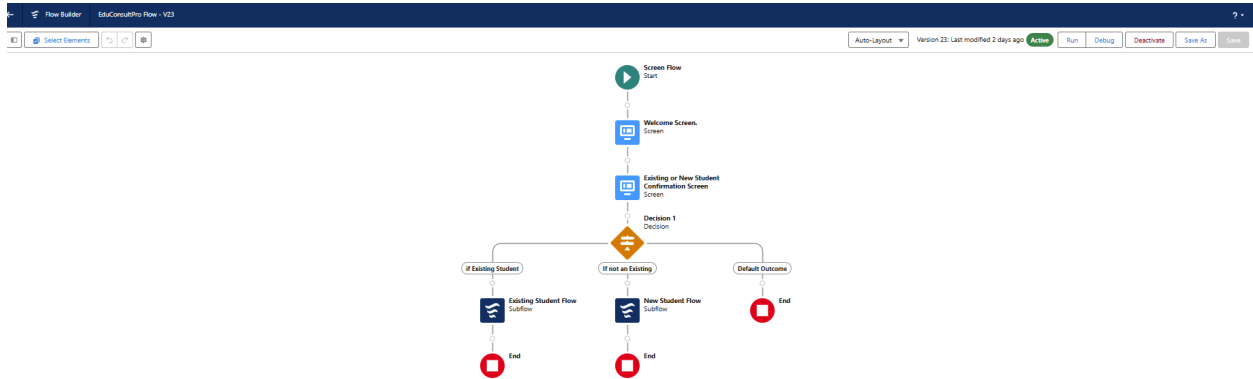
Default Outcome Path:

End : If neither an appointment nor a case is chosen, the flow reaches the default outcome, effectively ending the flow.

Implementing this flow improves the overall management of student appointments and cases, ensuring a seamless and efficient process for both students and the educational consultancy.

8. Combining All Flows into a Single Flow

This combined ScreenFlow integrates the processes for managing both existing and new students within an educational consultancy system. It starts by welcoming the user and then directs them based on whether they are an existing student or a new student. This approach ensures a seamless and unified experience for all students.



Steps to Create the Combined Flow:

Screen Flow Start : This marks the beginning of the combined flow.

Welcome Screen : A welcome screen is presented to the user, providing an introduction and necessary information.

Existing or New Student Confirmation Screen : The flow presents a screen where the user can confirm whether they are an existing student or a new student.

Decision Point (Decision 1) : A decision point is introduced to direct the user based on their selection from the previous step.

- ➡ **If Existing Student :** The user is directed to the Existing Student Flow subflow.
- ➡ **If Not an Existing Student :** The user is directed to the New Student Flow subflow.
- ➡ **Default Outcome :** If no selection is made, the flow reaches the default outcome.

Existing Student Flow Subflow: This subflow handles the process for existing students, guiding them through necessary steps such as booking an appointment or creating a case.

New Student Flow Subflow : This subflow handles the process for new students, guiding them through necessary steps such as registration and initial consultations.

End : Each subflow and the main flow conclude with an end step, marking the completion of the process.

9. Creating a Lightning App Page

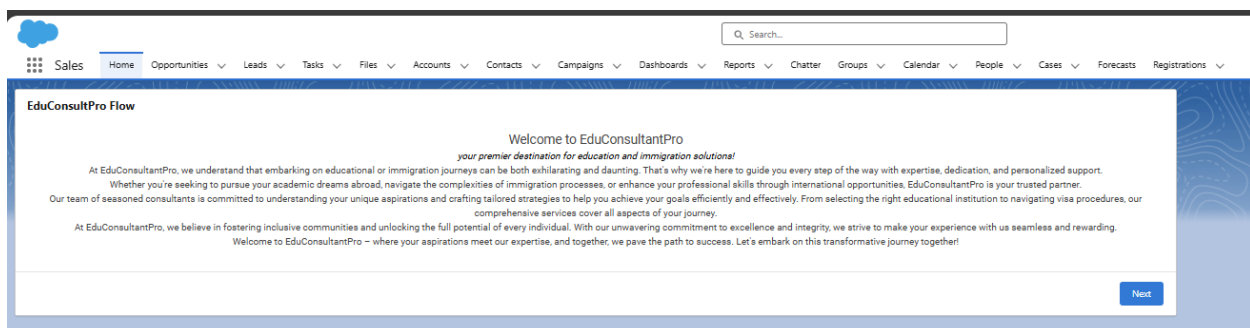
To create a customized home page in Salesforce for your project, start by navigating to the Lightning App Builder through Setup. Enter "App Builder" in the Quick Find box, and click on "Lightning App Builder." Begin the process by clicking "New" and selecting "Home Page," then proceed by naming the page "EduConsultPro Home Page." Choose the Standard Home Page template and finalize this step by clicking "Done."

Next, drag the Flow component into the top-right region of the page. Search for the specific flow named "EduConsultantPro Flow" and save your changes. To make this page functional and accessible, click "Activate," and assign it to the appropriate apps and profiles. Choose the Sales app, then assign it to the "System Administrator" profile. After reviewing your selections, click "Save" to complete the setup.

This process is essential for your project as it customizes the user interface, integrates key components like the "EduConsultantPro Flow," and ensures that the relevant stakeholders, such as system administrators, have streamlined access to vital functionalities within the CRM. This setup enhances the overall efficiency and user experience of the EduConsultPro application.

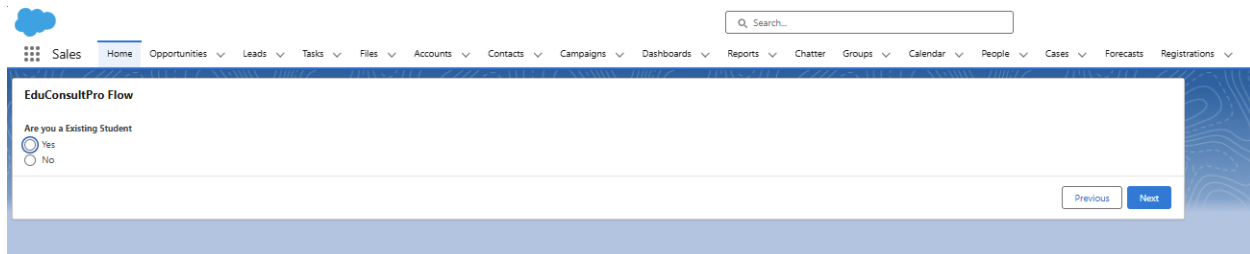
Output:

EduConsultPro CRM - Welcome Page :



The screenshot displays the initial page of your CRM application, specifically designed to manage the services offered by an institution. The page, titled "EduConsultPro Flow," serves as a welcoming interface for users accessing the system. The central portion of the page is dedicated to an introduction under the heading "Welcome to EduConsultPro," highlighting the application's purpose. It outlines the key services provided by EduConsultPro, emphasizing its role in guiding users through educational and immigration processes with expertise and personalized support. At the bottom right, a "Next" button is visible, likely designed to guide users through subsequent steps or processes within the application.

EduConsultPro CRM - Student Status Confirmation:



The screenshot shows the 'EduConsultPro Flow' interface. At the top, there is a search bar and a navigation menu with items like Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, People, Cases, Forecasts, and Registrations. The main content area is titled 'EduConsultPro Flow' and contains the question 'Are you a Existing Student'. Below this question are two radio buttons: 'Yes' (which is selected) and 'No'. At the bottom right of the form, there are two buttons: 'Previous' and 'Next'.

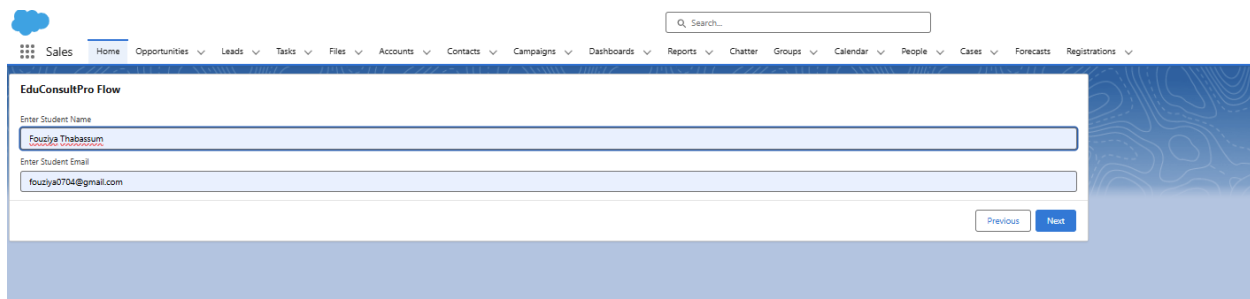
The second page of your CRM application, as shown in the screenshot, continues within the "EduConsultPro Flow" and presents the user with a simple but essential question: "Are you an Existing Student?" This step is likely part of a process to customize the user experience based on their status.

Two radio button options are provided:

- **Yes:** The user selects this if they are already enrolled or registered within the institution.
- **No:** The user selects this if they are a new or prospective student.

There are navigation buttons, "Previous" and "Next," allowing the user to either go back to the previous step or proceed to the next stage of the process. This page helps in identifying the user's current relationship with the institution, which is crucial for guiding them through the appropriate workflow, whether that involves updating existing records or creating new ones.

EduConsultPro CRM - Student Information Entry:



The screenshot shows the 'EduConsultPro Flow' interface for student information entry. It features the same navigation menu as the previous page. The main content area is titled 'EduConsultPro Flow' and contains two input fields. The first field is labeled 'Enter Student Name' and contains the text 'Fouziya Thabassum'. The second field is labeled 'Enter Student Email' and contains the text 'fouziya0704@gmail.com'. At the bottom right of the form, there are two buttons: 'Previous' and 'Next'.

This page appears after the user has selected "Yes" to indicate that they are an existing student.

Enter Student Name: The user is required to input their full name.

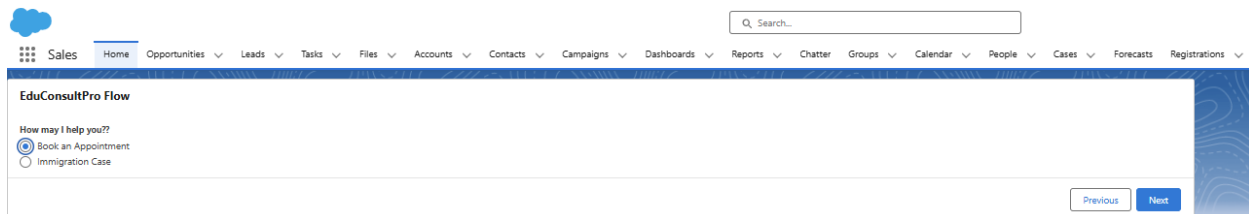
Enter Student Email: The user must provide their email address.

These inputs are crucial for identifying the student in the system, allowing the application to retrieve or update the corresponding records accurately. Once the details are entered, the user can navigate forward by clicking the "Next" button or go back to the previous screen using the "Previous" button.

Service Selection: The user is prompted with the question, "How may I help you?" followed by two options:

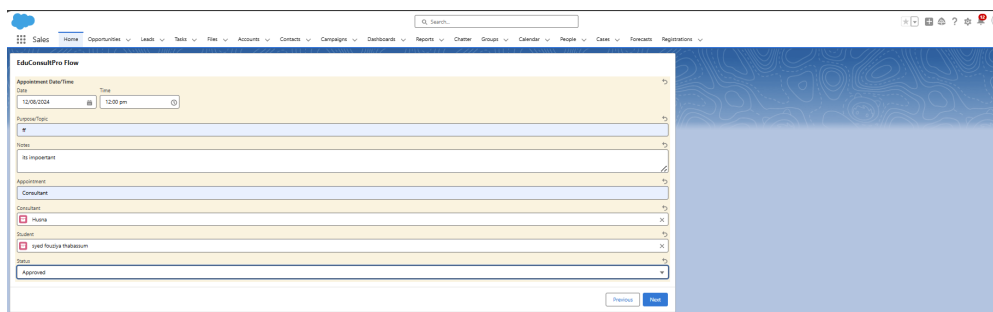
- **Book an Appointment:** Likely directs the user to schedule a meeting or consultation.
- **Immigration Case:** Possibly leads to initiating or managing an immigration-related service

Appointment Booking Selection for Existing Student



In this EduConsultPro Flow screen, an existing student is presented with two service options: "Book an Appointment" or "Immigration Case." The question "How may I help you?" guides the student to select the service they need. In this scenario, the student has chosen the "Book an Appointment" option, indicating their desire to schedule a consultation or meeting, likely with a consultant or advisor. The student can then click "Next" to proceed with the appointment booking process or "Previous" to return to an earlier step. This screen is essential for directing the student to the appropriate service, ensuring that their specific needs are met efficiently.

EduConsultPro Flow - Service Selection:



In this screenshot from a CRM application, you are in the "EduConsultPro Flow," which appears to be a custom workflow or wizard designed to guide users through a series of steps to manage services offered by an institution. The interface is part of a Salesforce CRM, as indicated by the Salesforce branding and navigation bar at the top.

New Consultant Creation in EduConsultPro Flow:

The screenshot displays the 'EduConsultPro Flow' application interface. In the background, the 'Appointment Date/Time' selection screen is visible, showing a date of '12/10/2024' and a time of '10:00 am'. The 'Appointment' field is set to 'Consultant'. A modal window titled 'New Consultant' is open in the foreground, containing the following form fields:

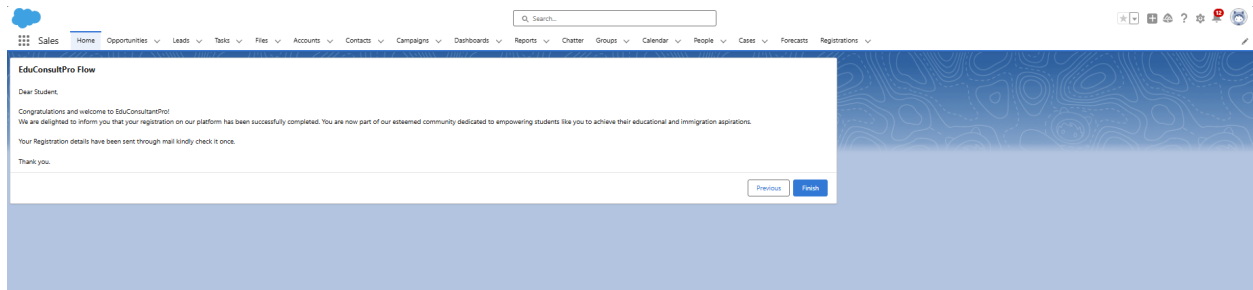
- *Consultant (Name): Husna
- Owner: Fouziya Thabassum Syed
- Address: Hyderabad
- Email: husna@gmail.com
- Expertise: Dentist
- Full Name: Mohammad Husna Khan
- Last Name: Husna
- Phone: 09849309357

The form includes 'Cancel' and 'Save' buttons at the bottom right.

In the above screenshot, you're continuing through the EduConsultPro Flow within the CRM application. Here, you seem to be at a step where the user needs to either select an existing consultant or create a new consultant entry. Behind the pop-up form, the initial flow screen is visible, where the user was attempting to schedule an appointment and had to select a consultant. The selection of "Consultant" in the "Appointment" field triggered this form because the intended consultant was not found in the system.

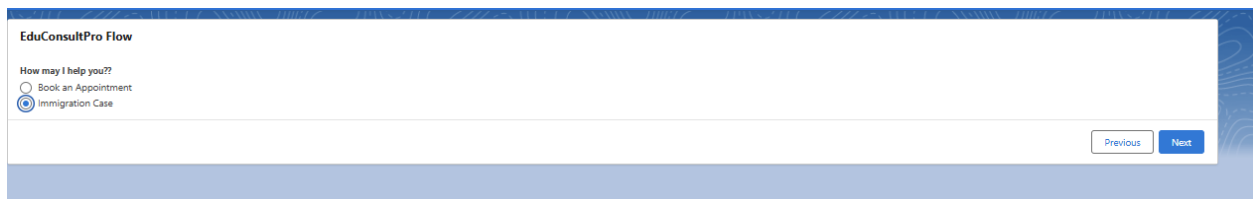
- **Form Fields:**
 - **Consultant Name** → "Husna."
 - **Owner** → "Fouziya Thabassum Syed."
 - **Address** → "Hyderabad."
 - **Email** → "husna@gmail.com."
 - **Expertise** → "Dentist."
 - **Full Name** → "Mohammad Husna Khan."
 - **Phone** → "09849309357."
- **Action Buttons:**
 - **Save** → Saves the new consultant.
 - **Cancel** → Closes the form without saving.

Appointment Booking Confirmation for Existing User:



This final screen in the EduConsultPro Flow confirms the successful completion of the appointment booking process for an existing user. It displays a congratulatory message, welcoming the student to EduConsultPro and informing them that their registration on the platform has been successfully completed. The screen also mentions that the student's registration details have been sent via email, and they are encouraged to check their inbox. The user can either click "Previous" to review earlier steps or "Finish" to complete the process, marking the end of the appointment booking flow.

Immigration Case Selection for Existing Student:



This screen is part of the EduConsultPro Flow and presents an option for an existing student to initiate or manage an immigration case. The user is asked, "How may I help you?" and can choose between "Book an Appointment" or "Immigration Case." In this scenario, the "Immigration Case" option is selected, which suggests that the student is interested in handling issues related to immigration, such as visa applications, renewals, or other related services.

Confirming Customer Information:

The screenshot shows the 'Confirm Customer Info' screen within the 'EduConsultPro Flow'. At the top, there is a navigation bar with a search bar and various menu items: Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, People, Cases, Forecasts, and Registrations. Below the navigation bar, the flow title 'EduConsultPro Flow' is displayed. The main heading is 'Confirm Customer Info'. A message box contains a speech bubble icon and the text: 'Hello, this is Fouziya Thabassum. Can you please provide your first and last name?'. Below this, there are two input fields: '* First Name' with the value 'Arzu' and '* Last Name' with the value 'Syed'. At the bottom right, there are two buttons: 'Previous' and 'Next'.

The image shows the "Confirm Customer Info" screen in a Salesforce flow, part of an immigration case management process. In this step, the customer is asked to confirm their first and last name. The user is greeted by a representative, "Fouziya Thabassum," and prompted to enter their first name (Arzu) and last name (Syed). Once the information is provided, the user can proceed by clicking the "Next" button at the bottom right corner of the screen.

Confirming Customer Contact Details:

The screenshot shows the 'Confirm Customer Details' screen within the 'EduConsultPro Flow'. At the top, there is a navigation bar with a search bar and various menu items: Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, People, Cases, Forecasts, and Registrations. Below the navigation bar, the flow title 'EduConsultPro Flow' is displayed. The main heading is 'Confirm Customer Details'. A message box contains a speech bubble icon and the text: 'Thanks, Arzu! Next, can you please provide your email address and phone number?'. Below this, there are two input fields: 'Email Address' with the value 'arzu19@gmail.com' and '* Phone Number' with the value '780572467'. At the bottom right, there are two buttons: 'Previous' and 'Next'.

The image depicts the next step in the immigration case management process within the Salesforce flow, labeled "Confirm Customer Details." In this step, after confirming their name, the customer is now asked to provide their contact information, specifically their email address and phone number. The email address field is filled in with "arzu19@gmail.com," and the phone number field is completed with "780572467." The user can continue to the next step by clicking the "Next" button at the bottom right corner of the screen.

Gathering Case Details for Support:

What can I help you with today?

* Case Type
Mechanical

* Case Origin
Email

* Case Subject
Artificial intelligence

* Case Details
Advanced

Previous Next

This image shows the "Get Case Details" screen in the Salesforce flow, where the customer is asked to provide specific details about their case. This step is crucial for accurately addressing the customer's needs.

The customer is prompted to fill out the following fields:

- **Case Type:** Selected as "Mechanical."
- **Case Origin:** Set to "Email."
- **Case Subject:** Entered as "Artificial intelligence."
- **Case Details:** The customer has provided the text "Advanced" to describe the specifics of their inquiry.

Once these details are filled in, the user can proceed by clicking the "Next" button at the bottom right corner of the screen.

Immigration Case Status Update

Dear Student,

We are pleased to update you on the status of your immigration case with EduConsultPro.

Your case has been successfully processed. We are committed to providing you with timely updates and support throughout this process.

Please check your email for detailed information about your case and next steps. Should you have any questions or need further assistance, do not hesitate to reach out to us.

Thank you for entrusting us with your immigration journey. We are here to support you every step of the way.

Best regards,

The EduConsultPro Team

Previous Finish

The communication ends with a thank you note from the EduConsultPro team, emphasizing their commitment to supporting the student throughout their immigration journey.

Non-Existing Student Selection:

The screenshot shows the Salesforce interface for the 'EduConsultPro Flow'. At the top, there is a navigation bar with a search bar and various menu items: Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, People, Cases, Forecasts, and Registrations. Below the navigation bar, the title 'EduConsultPro Flow' is displayed. The main content area contains the question 'Are you an Existing Student?' with two radio button options: 'Yes' and 'No'. The 'No' option is selected. At the bottom right of the form, there are 'Previous' and 'Next' buttons.

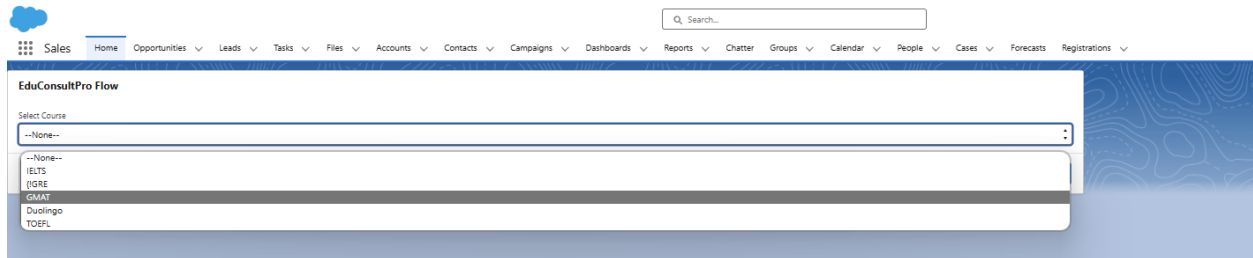
If the user selects "No," the flow will likely proceed to collect information relevant to a new student, such as registration details, personal information, and academic background. The process may also include steps to set up a new student profile within the system, offer guidance on available services, or initiate a process for new student onboarding. The selection could trigger different actions or data collection steps within the flow, ensuring that the process is tailored to the needs of a new student rather than someone who already has an established profile within the system.

Student Information Form:

The screenshot shows the 'EduConsultPro Flow' form in Salesforce, specifically the 'Student Information' section. The form is titled 'EduConsultPro Flow' and contains several input fields for student details. The fields are: Student (Junaidh), First Name (Junaidh), Last Name (Syed), Email (junaidh28@mail.com), Phone (7780572467), Gender (male), Address (biramguda), City (Hyderabad), Date of Birth (28/03/2007), Year of Passing (19/08/2024), University Name (VIT), and Qualification (btech). Each field has a right arrow icon. At the bottom right of the form, there are 'Previous' and 'Next' buttons.

This is a Salesforce form used in an "EduConsultPro Flow" process. It's designed to capture and manage student information, such as personal details, educational background, and contact information. The form is typically used by educational consultancies or institutions to organize student data for processing applications, admissions, or other related services.

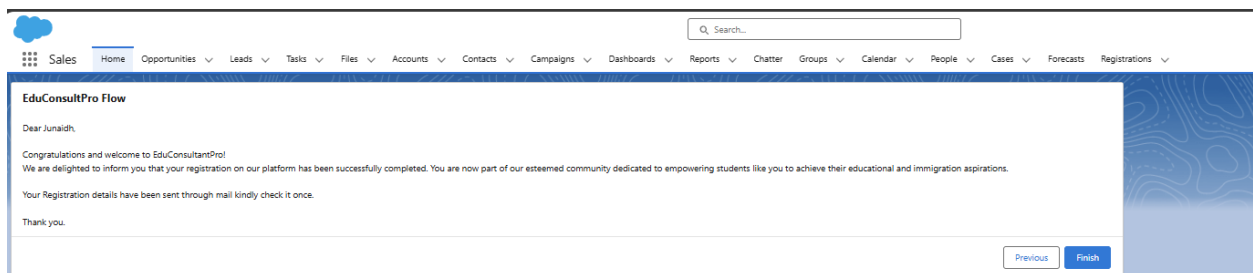
Course Selection:



The screenshot shows the 'EduConsultPro Flow' interface. At the top, there is a navigation bar with a search box and various menu items: Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, People, Cases, Forecasts, and Registrations. Below the navigation bar, the 'Select Course' dropdown menu is open, displaying a list of course options: --None--, IELTS, GRE, GMAT, Duolingo, and TOEFL. The 'GMAT' option is currently selected and highlighted.

This screenshot shows a dropdown menu in the "EduConsultPro Flow" where users can select a course from options like IELTS, GRE, GMAT, Duolingo, and TOEFL. This feature is used to specify the standardized test or course a student is interested in or applying for.

Registration Confirmation:



The screenshot displays the 'EduConsultPro Flow' registration confirmation message. The message is addressed to 'Dear Junaidh' and congratulates the user on successfully completing the registration on the EduConsultPro platform. It states that the user is now part of a community dedicated to helping students achieve their educational and immigration goals. The message also mentions that the registration details have been sent via email and advises the user to check their inbox. At the bottom right, there are two buttons: 'Previous' and 'Finish'.

This screenshot displays the final step in the "EduConsultPro Flow" process, where a registration confirmation message is shown. The message congratulates the user, Junaidh, on successfully completing the registration on the EduConsultPro platform. It informs him that he is now part of the community aimed at helping students achieve their educational and immigration goals. The message also mentions that the registration details have been sent via email and advises the user to check their inbox. The process concludes with options to navigate back or finish the flow.