A CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

Project report template

1.INTRODUCTION:

1.1 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.

1.2 PURPOSE:

This will help you to track and mange the availability of visa slots, which are appointments that are required for certain visa applications.

2. PROBLEM DEFINITION & DESIGN THINKING:

Problem Definition:

Finding problem statement by using Ideation & Idea prioritization.

Design Thinking:

Design thinking involves five steps:

- Empathize
- Define
- Ideate
- Prototype
- Test

2.1 EMPATHY MAP:

An empathy Map is a simple, easy-to-digest visual that captures knowledge about a user's behavior and attitudes. It is a useful tool to helps teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

re template feedback

Need some inspiration?

See a finished version of this template to kickstart your work.

Open example →

Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says

What have we heard them say?
What can we imagine them saying?

Software that helps to add an information of the client

Storage of data

To track and manage the availability of visa slot

Thinks

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

To make a better relationships with a customer

Could be better if there is a way to know more about customer ideas

Could be better if the software is easy to work

Could be better if it works correctly

Give them a name and a portrait to empathize with your persona.

May have proper knowledge to use them

May have quick action

May have proper ideas about it

Lagging while using may cause frustration

The solution that provide may reduce the anxiety of customer

They fear of their safety

Does

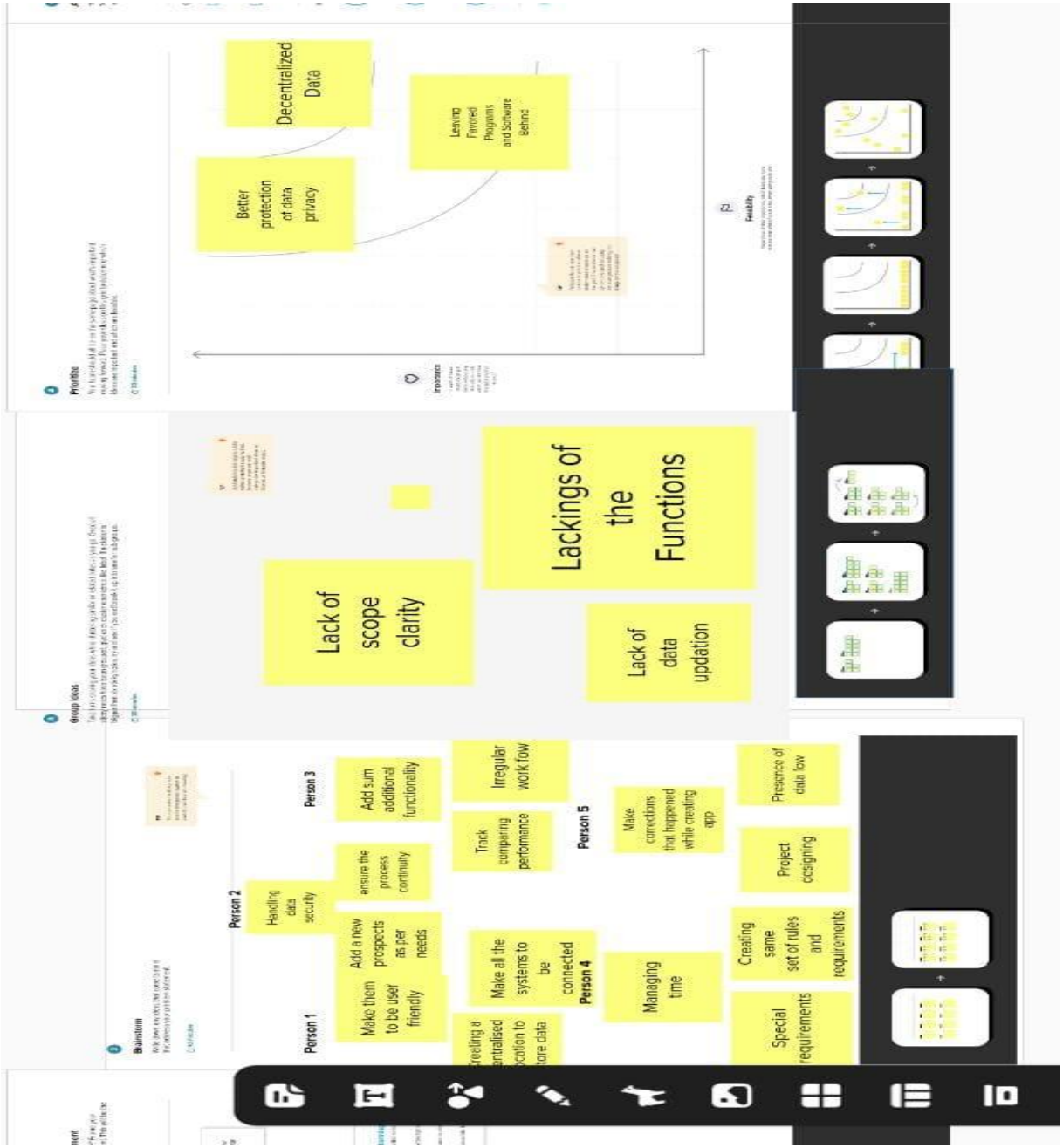
What behavior have we observed?
What can we imagine them doing?

Feels

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

2.2 Ideation and brainstorming map

Pasting the ideation and brainstorming map screenshot



3. RESULT:

3.1 DATA MODEL:

<table>
<tr><td>OBJECT NAME:</td><td>FIELDS IN THE OBJECT</td></tr>
<tr><td>OBJECT 1:</td><td>
<table>
<tr><td>Field label</td><td>Data type</td></tr>
<tr><td>Passport</td><td>Text</td></tr>
<tr><td>Contact number</td><td>Number</td></tr>
</table>
</td></tr>
<tr><td>OBJECT 2:</td><td>
<table>
<tr><td>Field label</td><td>Data type</td></tr>
<tr><td>Visa Slot</td><td>Text</td></tr>
</table>
</td></tr>
</table>

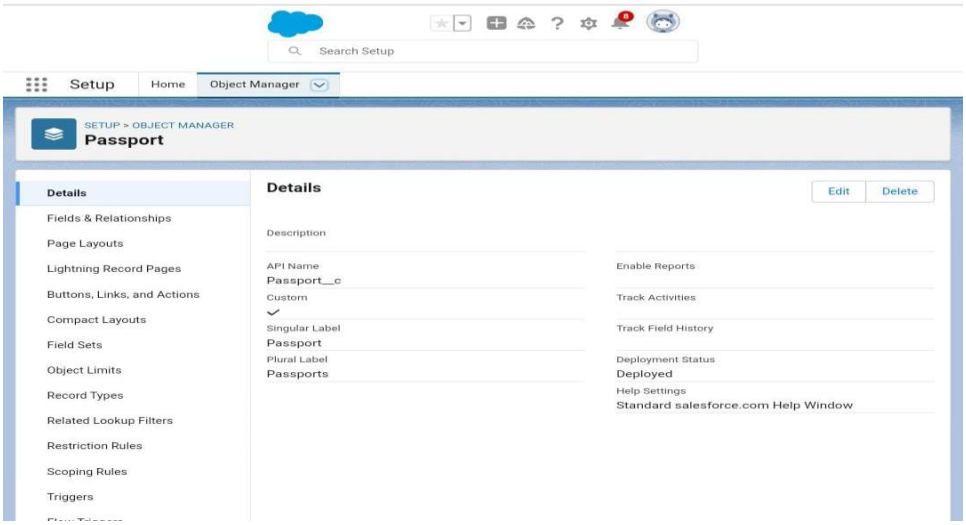
3.2 ACTIVITY & SCREENSHOTS:

Attaching the screenshots of the project “A CRM Application that helps to book a visa slot” along with a description.

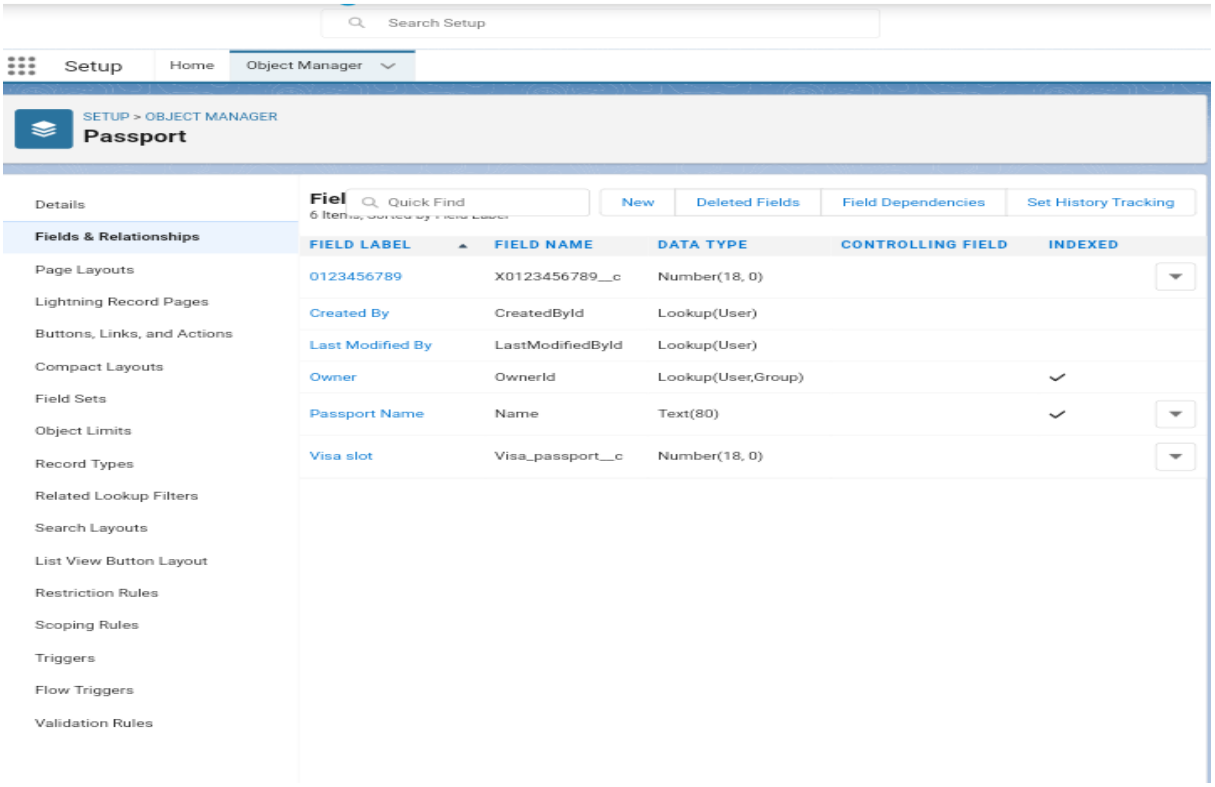
MILESTONE 2: OBJECTS:

Activity 1:

Creation of custom object : Passport



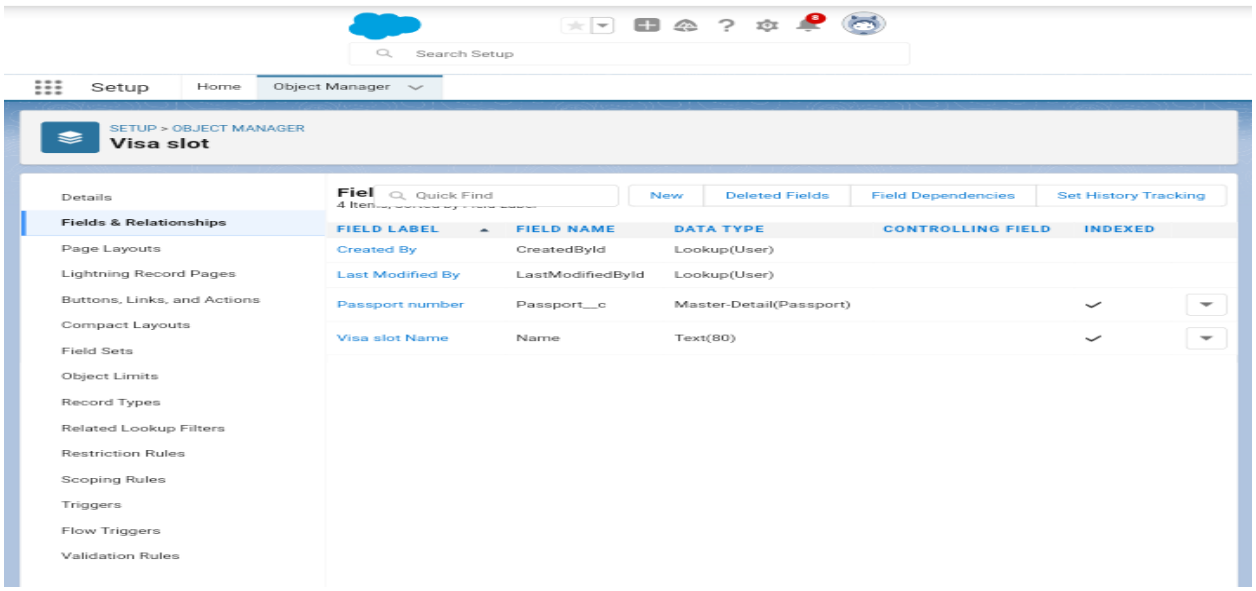
Creation of fields on custom object: Passport



Milestone 3: Relationship B/W Objects:

Activity 1:

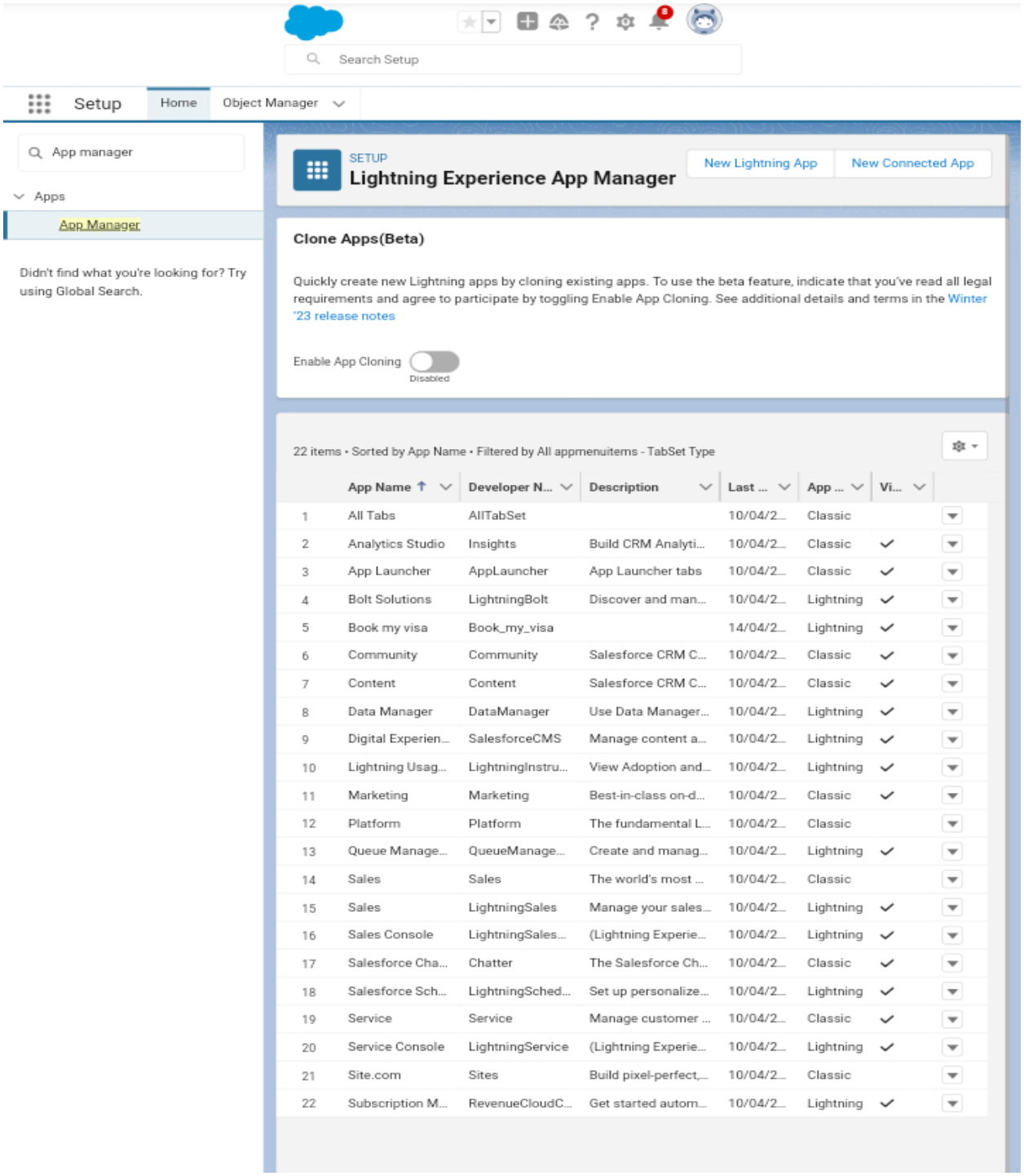
Creation of relationships:

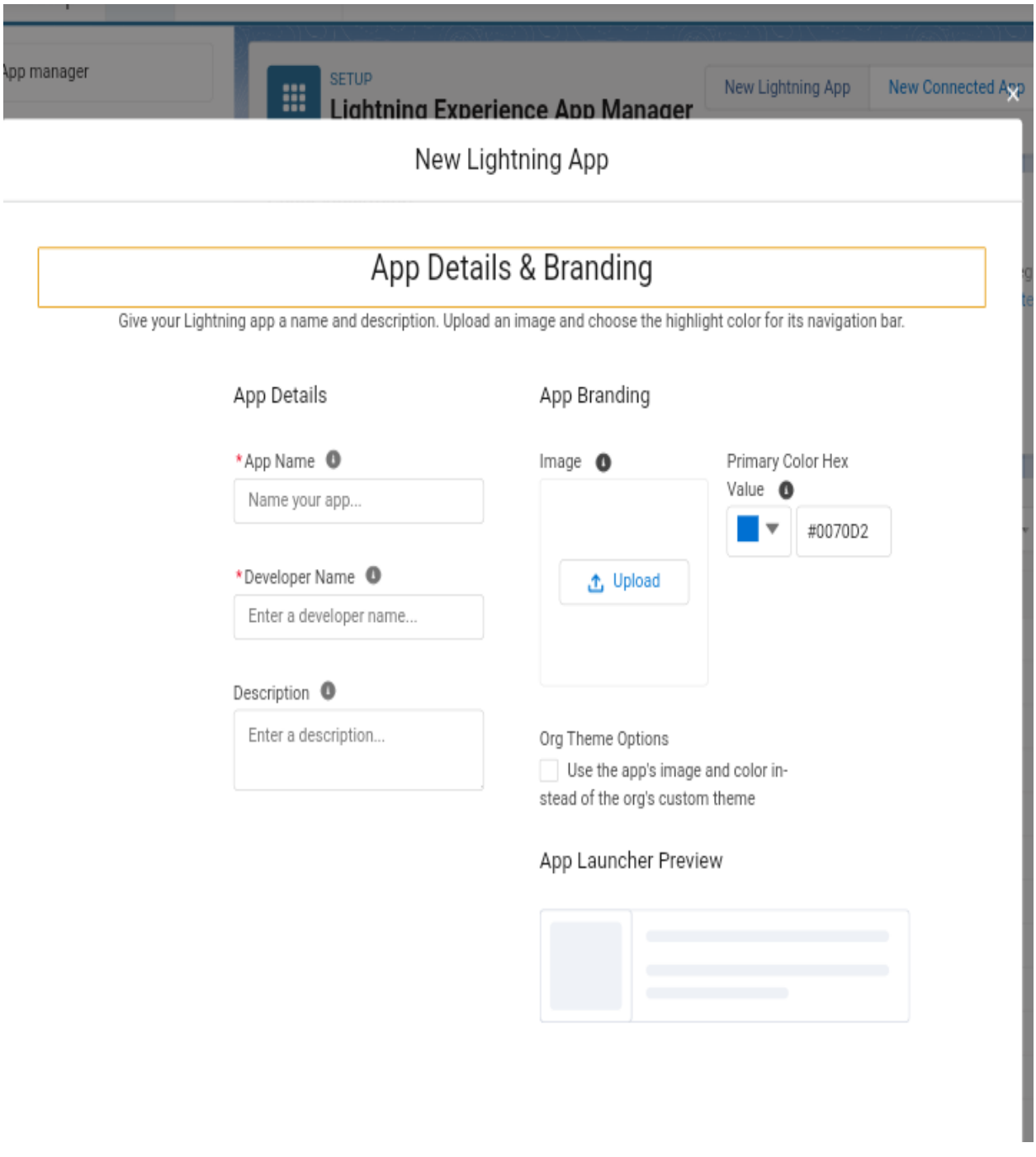


Milestone 4 App:

Activity:

Creation of app:

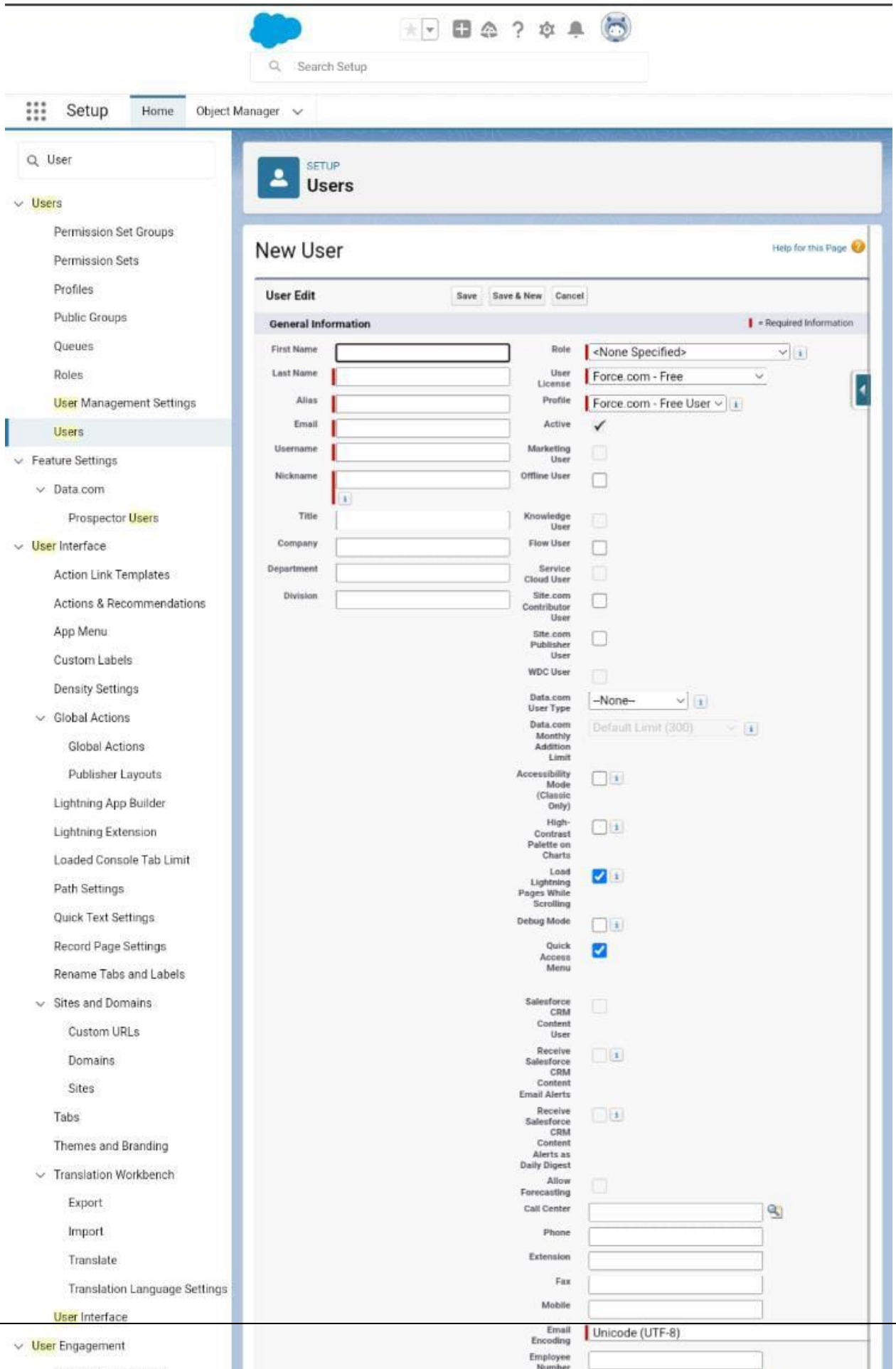




Milestone 5 User:

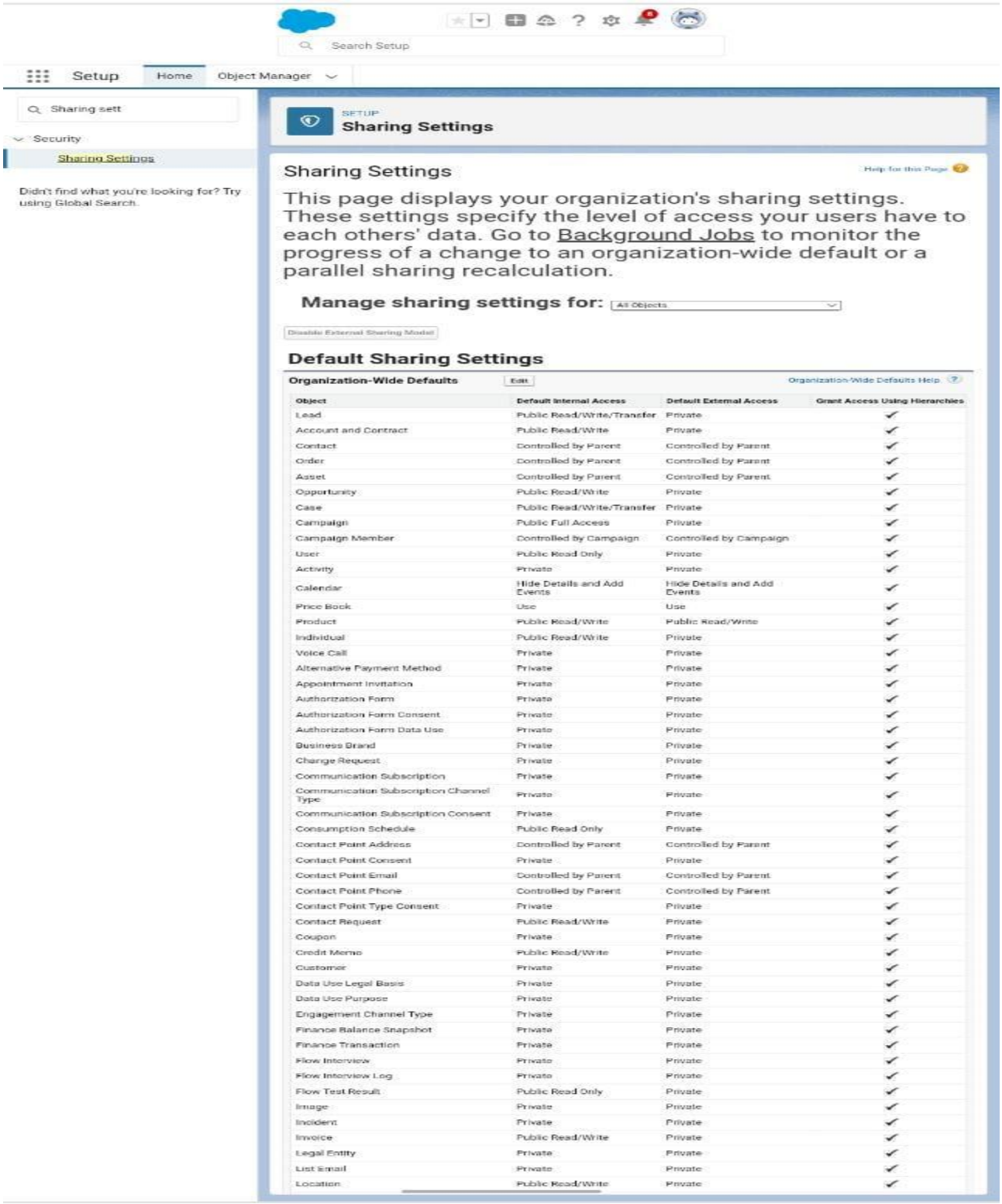
Activity 1:

Creation of User:


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
Lightning App Builder
Lightning Extension
Loaded Console Tab Limit
Path Settings
Quick Text Settings
Record Page Settings
Rename Tabs and Labels
Sites and Domains
Custom URLs
Domains
Sites
Tabs
Themes and Branding
Translation Workbench
Export
Import
Translate
Translation Language Settings
User Interface
User Engagement
SETUP
Users
New User
Help for this Page
User Edit
Save
Save & New
Cancel
General Information
= Required Information
First Name
Last Name
Alias
Email
Username
Nickname
Title
Company
Department
Division
Role
<None Specified>
User License
Force.com - Free
Profile
Force.com - Free User
Active
Marketing User
Offline User
Knowledge User
Flow User
Service Cloud User
Site.com Contributor User
Site.com Publisher User
WDC User
Data.com User Type
--None--
Data.com Monthly Addition Limit
Default Limit (300)
Accessibility Mode (Classic Only)
High-Contrast Palette on Charts
Load Lightning Pages While Scrolling
Debug Mode
Quick Access Menu
Salesforce CRM Content User
Receive Salesforce CRM Content Email Alerts
Receive Salesforce CRM Content Alerts as Daily Digest
Allow Forecasting
Call Center
Phone
Extension
Fax
Mobile
Email Encoding
Unicode (UTF-8)
Employee

Activity 2:

OWD: Organization wide default settings:

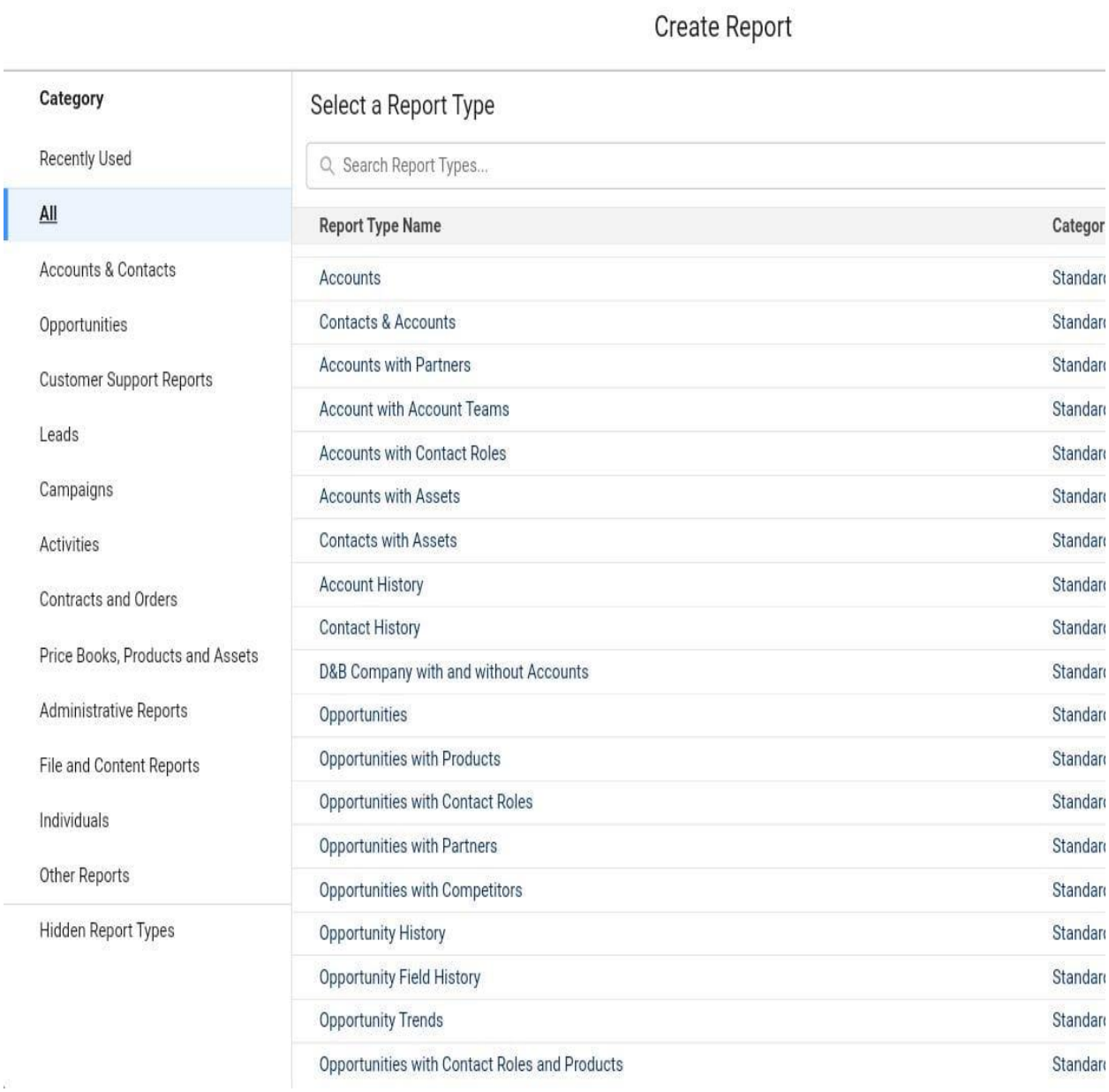


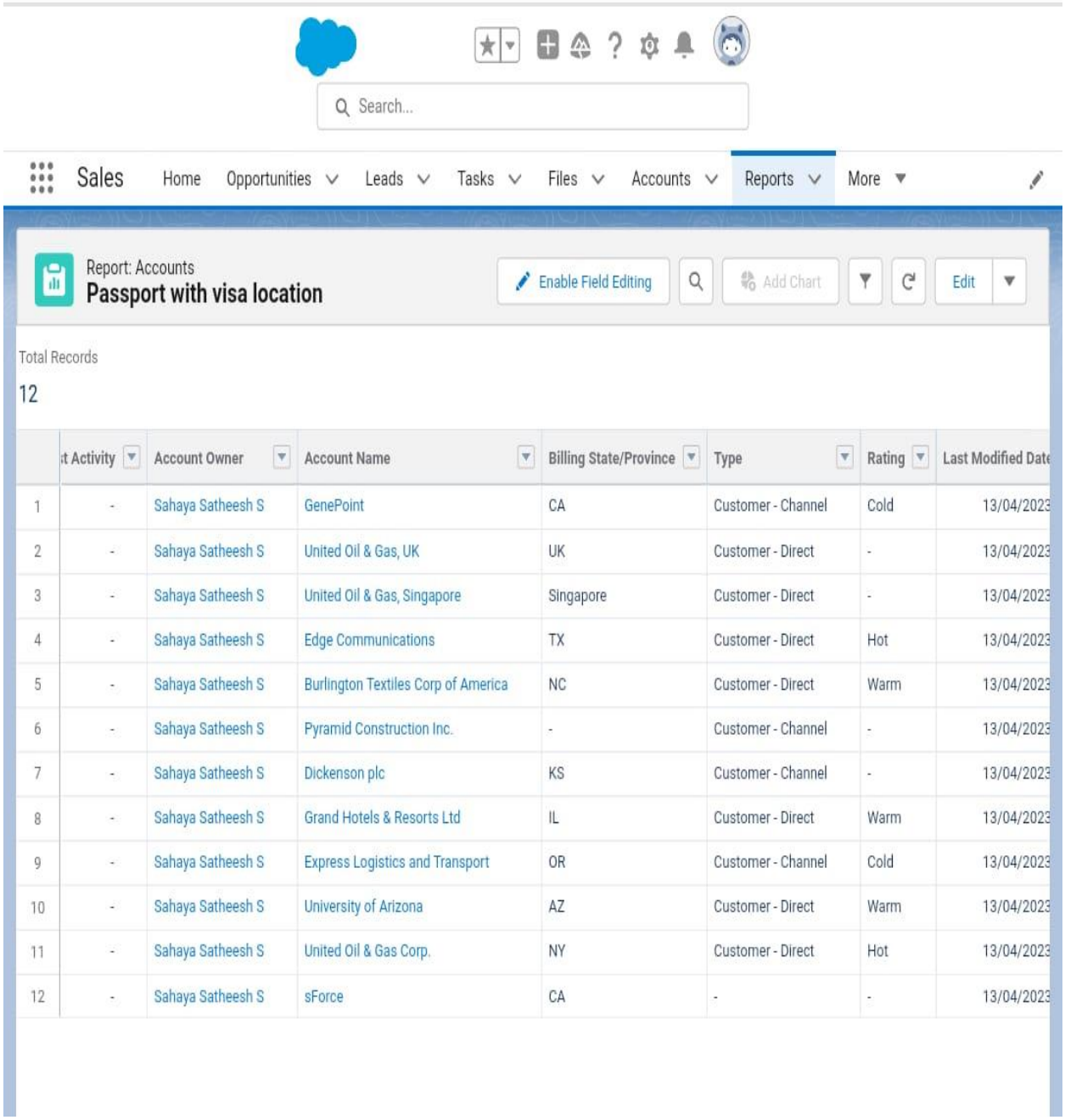
Search Setup
Setup
Home
Object Manager
Sharing sett
Security
Sharing Settings
Didn't find what you're looking for? Try using Global Search.
SETUP
Sharing Settings
Data Use Legal Basis
Data Use Purpose
Engagement Channel Type
Finance Balance Snapshot
Finance Transaction
Flow Interview
Flow Interview Log
Flow Test Result
Image
Incident
Invoice
List Email
Location
Location Group
Macro
Macro Usage
Messaging Session
Messaging User
Orchestration Run
Orchestration Stage Run
Orchestration Step Run
Orchestration Work Item
Party Consent
Problem
Process Exception
Promotion
Promotion Segment
Queue
Queued Party
Queue Messaging Template
Quick Text
Quick Text Usage
Return Order
Seller
Service Appointment
Service Contract
Service Resource
Service Territory
Shift
Streaming Channel
Web Cart Document
Work Order
Private
Public Read Only
Public Read/Write

Milestone 6 Reports:

Activity 1:

Creation of reports:



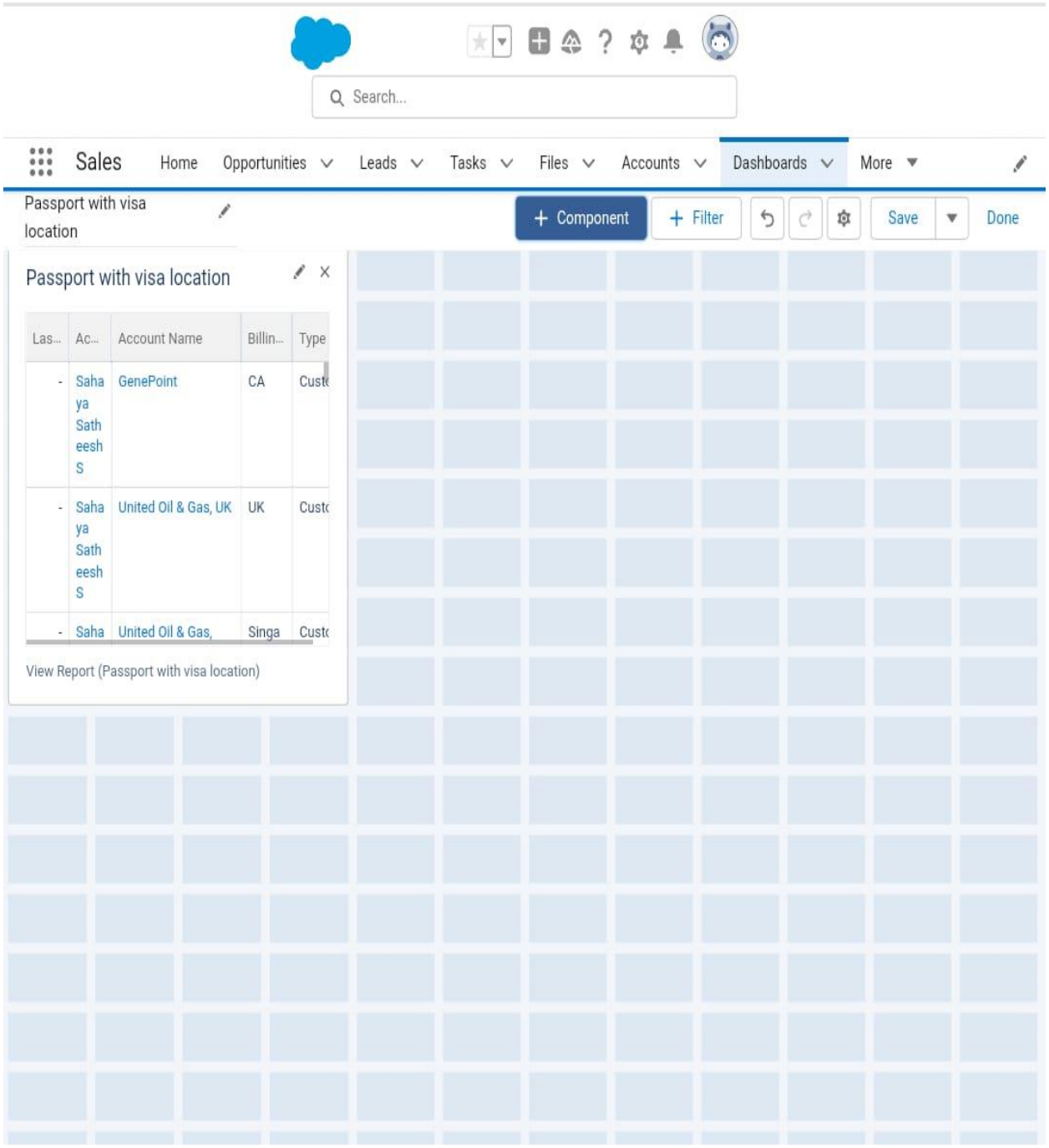


	t Activity	Account Owner	Account Name	Billing State/Province	Type	Rating	Last Modified Date
1	-	Sahaya Satheesh S	GenePoint	CA	Customer - Channel	Cold	13/04/2023
2	-	Sahaya Satheesh S	United Oil & Gas, UK	UK	Customer - Direct	-	13/04/2023
3	-	Sahaya Satheesh S	United Oil & Gas, Singapore	Singapore	Customer - Direct	-	13/04/2023
4	-	Sahaya Satheesh S	Edge Communications	TX	Customer - Direct	Hot	13/04/2023
5	-	Sahaya Satheesh S	Burlington Textiles Corp of America	NC	Customer - Direct	Warm	13/04/2023
6	-	Sahaya Satheesh S	Pyramid Construction Inc.	-	Customer - Channel	-	13/04/2023
7	-	Sahaya Satheesh S	Dickenson plc	KS	Customer - Channel	-	13/04/2023
8	-	Sahaya Satheesh S	Grand Hotels & Resorts Ltd	IL	Customer - Direct	Warm	13/04/2023
9	-	Sahaya Satheesh S	Express Logistics and Transport	OR	Customer - Channel	Cold	13/04/2023
10	-	Sahaya Satheesh S	University of Arizona	AZ	Customer - Direct	Warm	13/04/2023
11	-	Sahaya Satheesh S	United Oil & Gas Corp.	NY	Customer - Direct	Hot	13/04/2023
12	-	Sahaya Satheesh S	sForce	CA	-	-	13/04/2023

Milestone 7 Dashboards:

Activity:

Creation of dashboards:


Search...
Sales
Home
Opportunities
Leads
Tasks
Files
Accounts
Dashboards
More
Passport with visa location
+ Component
+ Filter
Save
Done
Passport with visa location
Las...
Ac...
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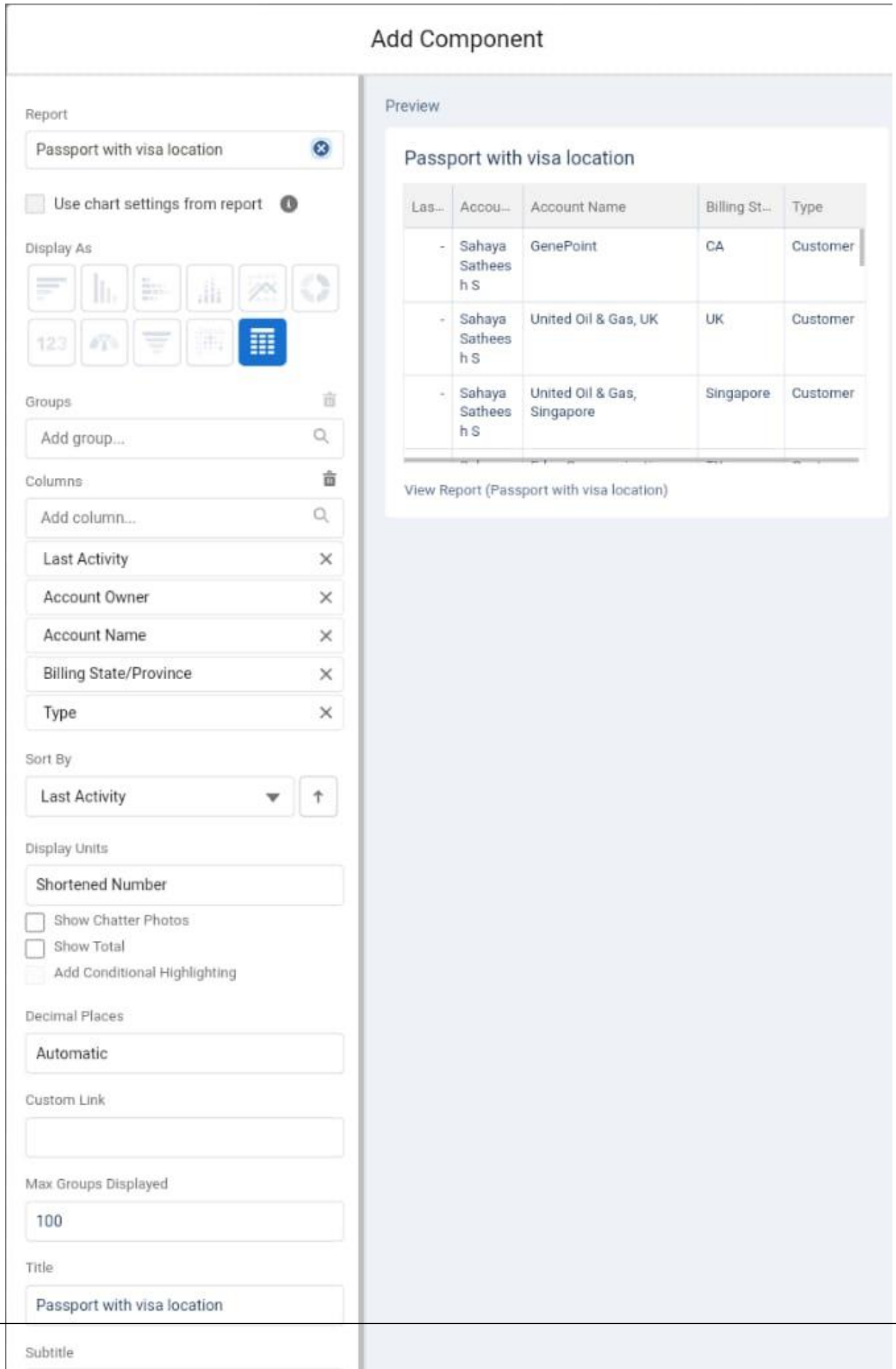
Billin...
Type
Saha ya Sath eesh S
GenePoint
CA
Saha ya Sath eesh S
United Oil & Gas, UK
UK
Saha
United Oil & Gas,
Singa
View Report (Passport with visa location)


Add Component
Report
Passport with visa location
Use chart settings from report
Display As
Groups
Add group...
Columns
Add column...
Last Activity
Account Owner
Account Name
Billing State/Province
Type
Sort By
Last Activity
Display Units
Shortened Number
Show Chatter Photos
Show Total
Add Conditional Highlighting
Decimal Places
Automatic
Custom Link
Max Groups Displayed
100
Title
Passport with visa location
Subtitle
Preview
Passport with visa location
Las...
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Account Name
Billing St...
Type
- Sahaya Satheesh S GenePoint CA Customer
- Sahaya Satheesh S United Oil & Gas, UK UK Customer
- Sahaya Satheesh S United Oil & Gas, Singapore Singapore Customer
View Report (Passport with visa location)

4. TRAILHEAD PROFILE PUBLIC URL

- Team leader : https://trailblazer.me/id/preep6
- Team member 1 : https://trailblazer.me/id/muthm28
- Team member 2 : https://trailblazer.me/id/nands53
- Team member 3 : https://trailblazer.me/id/ramyp25
- Team member 4 : https://trailblazer.me/id/strailhead

5. ADVANTAGES & DISADVANTAGE:

List of advantages and disadvantages of the proposed solution.

ADVANTAGES	DISADVANTAGES
• Helps the students to improve their knowledge.	• Most of the students doesn't have laptop to do their project.
• Lead a way create job opportunity.	• Internet problem
• Got an idea about project development process.	• Fear to chat with Salesforce administrator.
• Creating Empathy map.	• Log in & Sign Up problems.

6. APPLICATIONS:

The area where this solution can applied.

1. Improving customer interaction
2. It helps to develop a new application
3. It helps to create an object

7. Conclusion:

- This Naan Mudhalvan scheme is a student upskilling initiative aiming for equality in quality and its eligibility. It allows online study access to different foundation courses.
- Using, Salesforce we can close more deals quickly and create strong customer relations.
- CRM Application is the pathway to create strong relationship with customer.

8. Future Scope:

The scope of CRM includes a wide range of activities, from managing customer contact information to developing personalized marketing campaigns. Building a working relationship with customers is key to the long-term success of a business. Thus, CRM plays a vital role in future .