

**A CRM Application To Manage The Services Offered By An Institution**

**BY**

**T H S S SAI GANESH**

[21bq1a5451@vvit.net](mailto:21bq1a5451@vvit.net)

## **Project Abstract**

EduConsultPro Institute, a leading educational organization offering a diverse range of courses and programs, is experiencing a surge in the number of prospective students seeking admission. This growth has exposed several challenges in managing the admission process, addressing student inquiries, and delivering consulting services effectively. The existing manual processes are inefficient, error-prone, and result in delays, creating dissatisfaction among both students and staff. To overcome these issues and optimize operations, EduConsultPro Institute has decided to adopt Salesforce CRM. This project will focus on automating the admission application process, establishing an approval workflow for consulting requests, managing consulting services and appointments, and tracking immigration cases. By harnessing the powerful features of Salesforce CRM, the institute aims to enhance the experience of prospective students while improving operational efficiency for its admissions team.

## INDEX Page

TopicNo	Topic Name	Page No
<b>1</b>	<b>Requirements</b>	<b>5</b>
<b>2</b>	<b>Creating Objects from Spreadsheets</b>	<b>6</b>
	Course Object	
	Consultant Object	
	Student Object	
	Appointment Object	
<b>3</b>	<b>Creating a ScreenFlow for Student Admission Application Process</b>	<b>9</b>
<b>4</b>	<b>Creating Users and Configuring User Settings</b>	<b>13</b>
<b>5</b>	<b>Approval Process for Appointment Object</b>	<b>15</b>
<b>6</b>	<b>Creating a Record-Triggered Flow for Approvals</b>	<b>18</b>
<b>7</b>	<b>Creating a ScreenFlow for Existing Students to Book Appointments</b>	<b>19</b>

<b>8</b>	<b>Combining All Flows into a Single Flow</b>	<b>21</b>
	Welcome Screen	
	Existing or New StudentConfirmation Screen DecisionElements	
	SubFlow Elements	
<b>9</b>	<b>Creating a Lightning App Page</b>	<b>22</b>

## **1. Requirements**

- **Admission Application Management**

Prospective students can complete and submit admission application forms through the institute's website or portal. These forms will collect comprehensive details, including personal information, academic history, and qualifications. Upon submission, the applications will be securely stored in Salesforce CRM, and students will receive automated email notifications confirming their submission. Admissions staff can utilize Salesforce's reporting and dashboard features to analyze key metrics, such as application volumes, acceptance rates, and enrollment trends.

- **Approval Workflow for Consulting Requests**

Salesforce will facilitate an approval workflow for reviewing and processing consulting requests. Automated email alerts will notify students of the approval or rejection of their requests. Each consulting request will be submitted to the system automatically upon creation to ensure seamless tracking and processing.

- **Consulting Services Management**

Prospective students can request consulting services directly via the institute's website or portal. The consulting request form will gather key details, including student information, consulting preferences, and required areas of expertise. Submitted requests will be logged in Salesforce CRM, triggering automated email notifications to consultants and advisors. Consultants can view, accept, and manage requests within the Salesforce interface. Appointment scheduling, including specifying the date, time, and purpose, will be streamlined through Salesforce. Additionally, the status of appointments (e.g., scheduled, completed, or canceled) will be monitored and updated in real time.

- **Immigration Case Management**

Students will have multiple options to initiate immigration cases, including phone, email, or web submissions. An immigration case submission form will capture all relevant details and required information. Once submitted, cases will be logged in Salesforce CRM, and automated email notifications will alert immigration agents and case managers of new cases. Agents can view, process, and monitor cases directly within Salesforce. The system will track case statuses (e.g., open, in progress, or closed) and include integrated tools for document management and collaboration to enhance efficiency and accuracy.

## 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:****Course Object**

The Course object is a critical component of the CRM application, designed to manage the educational services offered by the institution. It captures essential details about each course, such as its description, duration, and associated instructors. By creating a centralized and organized repository of course information, the institution can efficiently monitor, manage, and evaluate its offerings. This enhances the ability to provide personalized experiences to students and streamlines administrative workflows.

**Consultant Object**

The Consultant object plays a vital role in the CRM application, enabling the management of institutional services. It stores detailed information about each consultant, including their areas of expertise, availability, and the courses they are assigned to.

**Student Object**

The Student object is a key element of the CRM application, designed to manage the institution's services. It maintains comprehensive student records, including enrollment details, contact information, and course registrations. By organizing student data in a structured manner, the institution can track progress and deliver tailored communication to meet individual needs.

**Appointment Object**

The Appointment object is an integral part of the CRM application, facilitating efficient management of institutional services. It stores detailed information about appointments, such as dates, times, participants, and purposes. Centralizing appointment data helps streamline scheduling, ensures timely follow-ups, and optimizes resource allocation, ultimately enhancing service delivery.

## **Creating a Screen Flow for the Student Admission Application Process**

The Screen Flow for the Student Admission Application Process is a robust feature designed to automate and optimize the admission process. It facilitates efficient data collection, course selection, and record creation, minimizing manual errors and saving time. Additionally, the flow enhances the applicant experience by providing instant feedback and communication while enabling the institution to better manage student data, monitor admissions, and deliver personalized educational services.

### **Steps to Create the Screen Flow**

- 1. Start the Flow**
  - Begin by creating a new Screen Flow in Salesforce Flow Builder.
- 2. Student Info Screen**
  - Add a "Screen" element and name it "Student Info."
  - Include fields to collect:
    - Text fields: Name, Email, Phone Number
    - Picklist: Gender
    - Date field: Date of Birth
  - Mark required fields and save.
- 3. Create Student Record**
  - Add a "Create Records" element and name it "Create Student Record."
  - Configure it to create a single record in the Student object.
  - Map input fields to corresponding Student object fields.
- 4. Course Screen**
  - Add another "Screen" element and name it "Course Screen."
  - Add a picklist field for course selection with options such as IELTS, GRE, GMAT, Duolingo, and TOEFL.
- 5. Selecting Course Decision**
  - Add a "Decision" element named "Selecting Course."
  - Define decision outcomes based on the selected course (e.g., Selected IELTS, Selected GRE, etc.).
- 6. Course-Specific Records**
  - For each course, create the following:
    - A "Get Records" element to fetch relevant course records.
    - A "Create Records" element to log the registration in the respective course object.
    - Repeat for IELTS, GRE, GMAT, Duolingo, and TOEFL.
- 7. Send Confirmation Email**
  - Add an "Action" element named "Send Email to Student."
  - Configure the email template, recipient (using the collected email), and additional details.
- 8. Success Screen**
  - Add a final "Screen" element named "Success Screen."
  - Include a display text component confirming successful registration.

### **Connecting the Elements**

- Connect the flow elements as follows:
  - Start → Student Info → Create Student Record → Course Screen → Selecting Course.
  - Branch from the "Selecting Course" decision to each course-specific path (IELTS, GRE, GMAT, Duolingo, TOEFL).

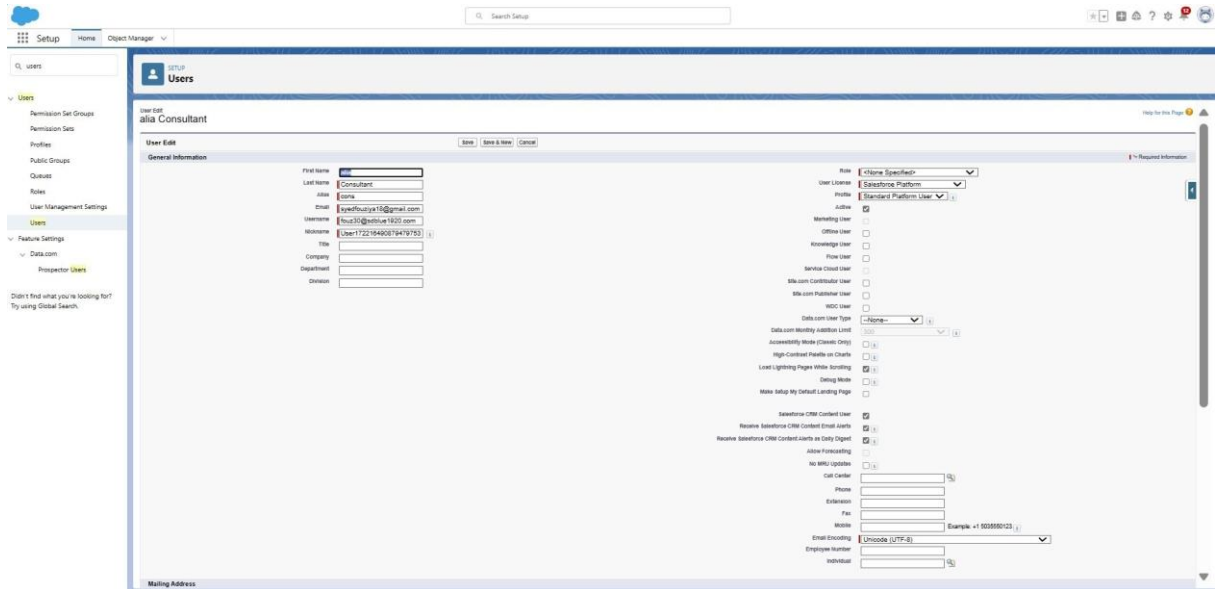


- Each course path connects to the "Send Email to Student" action.
- The "Send Email to Student" action connects to the "Success Screen."

This flow ensures a streamlined and user-friendly admission process while providing the institution with efficient data management and operational control.

### 3. 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' and 'User Details'. It contains a form for creating a new user. The 'General Information' section includes fields for First Name (John), Last Name (Doe), Alias (jdoe), Email (john.doe@gmail.com), Username (john.doe@gmail.com), Nickname (John), Title, Company, Department, and Division. The 'Role' dropdown is set to 'Salesforce Platform User'. The 'User License' dropdown is set to 'Standard Platform User'. The 'Active' checkbox is checked. The 'Offline User' checkbox is unchecked. The 'Knowledge User' checkbox is unchecked. The 'Flow User' checkbox is unchecked. The 'Service Console User' checkbox is unchecked. The 'Site.com Contributor User' checkbox is unchecked. The 'Site.com Publisher User' checkbox is unchecked. The 'MDC User' checkbox is unchecked. The 'Data.com User Type' dropdown is set to 'None'. The 'Data.com Working Location' dropdown is set to 'None'. The 'Accessibility Mode (Classic Only)' checkbox is unchecked. The 'High Contrast Panels on Charts' checkbox is unchecked. The 'Low Lighting Pages When Printing' checkbox is checked. The 'Group Mode' checkbox is unchecked. The 'Make Setup My Default Landing Page' checkbox is unchecked. The 'Baseline CRM Content User' checkbox is checked. The 'Receive Salesforce CRM Content Email Alerts' checkbox is checked. The 'Receive Salesforce CRM Content Alerts on Daily Digest' checkbox is checked. The 'Allow Forecasting' checkbox is unchecked. The 'No MFC updates' checkbox is unchecked. The 'Call Center' checkbox is unchecked. The 'Phone' checkbox is unchecked. The 'Extension' checkbox is unchecked. The 'Fax' checkbox is unchecked. The 'Email Encoding' dropdown is set to 'Unicode (UTF-8)'. The 'Employee Number' dropdown is set to 'Example: 00000000000000000000000000000000'. The 'Individual' checkbox is unchecked.

#### Steps to Create Users

##### 1. Navigate to Users

- InSalesforce, go to the Setup menu by clicking on the gear icon in the top-rightcorner.
- Inthe left-hand sidebar, under "Administer," expand the "Manage Users" sectionand 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:

**FirstName 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 emailaddress.

**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."

- c. 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**

- a. 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**

- a. 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:**

### **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.

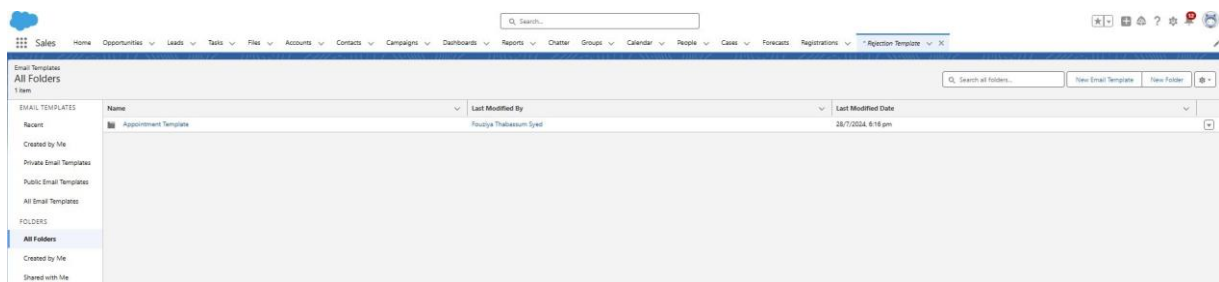
Roles control the level of access users have to data based on the organization. Adjust these settings as needed to ensure users have the appropriate access.

## 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.

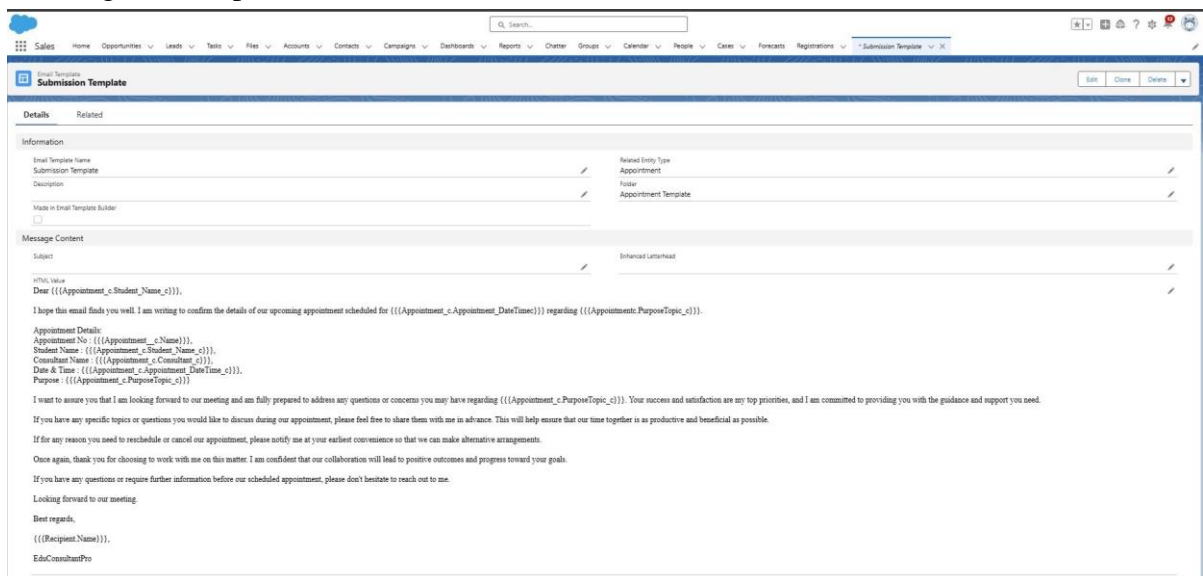
### Creating the Appointment TemplateFolder

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.

Small Template  
Approval Template

Details Related

Information

Email Template Name  
Approval Template  
Description  
Folder  
Appointment Template

Message Content

Subject  
Request Rejection  
Enhanced Lintcheck

Email Preview

To Do List

## 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.

Small Template  
Rejection Template

Details Related

Information

Email Template Name  
Rejection Template  
Description  
Folder  
Appointment Template

Message Content

Subject  
Request Rejection  
Enhanced Lintcheck

Email Preview

To Do List

## 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 Salesforce Setup interface for the 'Appointment Approval' process. The left sidebar shows the navigation menu with 'Setup' at the top, followed by 'Data', 'Process Automation', and 'Approval Processes'. The main content area is titled 'Approval Processes' and shows the details for the 'Appointment Approval' process. The 'Process Definition Detail' section includes fields for Process Name, Unique Name, Description, Record Lock, Approval Assignment Group Template, Initial Submission, and Created By. The 'Initial Submission Actions' section lists actions like Record Lock, Submit, and Submit Email Alert. The 'Approval Steps' section shows a single step named 'Step 1' with a description, criteria, assigned approver, and reject behavior. The 'Final Approval Actions' section lists actions like Record Lock, Final Approval Lock, and Final Approval Email Alert. The 'Final Rejection Actions' section lists actions like Unlock the record for editing, Final Rejection Email Alert, and Final Rejection Lock. The 'Recall Actions' section lists a single action, Record Lock.

Process Name	Unique Name	Description	Record Lock	Approval Assignment Group Template	Initial Submission	Created By
Appointment Approval	Appointment_Approval		Administrator OR Current Approver	Appointment Owner	28/07/2024, 9:47 pm	Enaysha Thirumangalakudi

Action	Type	Description
Record Lock	Record Lock	Lock the record from being edited
Submit	Submit	Submit
Submit Email Alert	Submit Email Alert	Submit Email Alert

Step Number	Name	Description	Criteria	Assigned Approver	Reject Behavior
1	Step 1			Manager of Record Submitter	Final Rejection

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

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

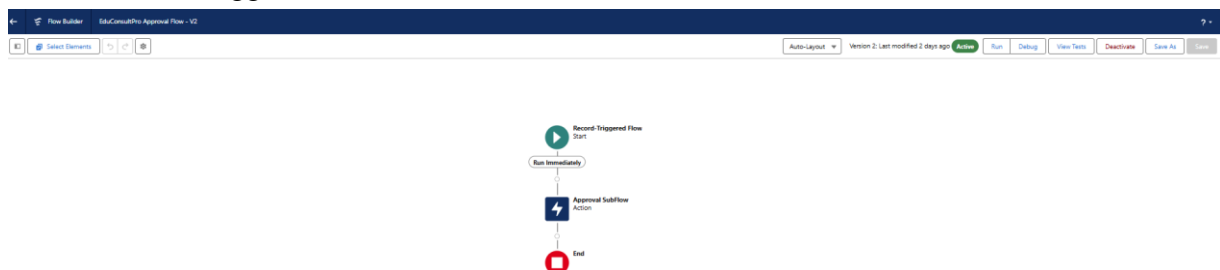
Action	Type	Description
Record Lock	Record Lock	Lock the record for editing

## 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:

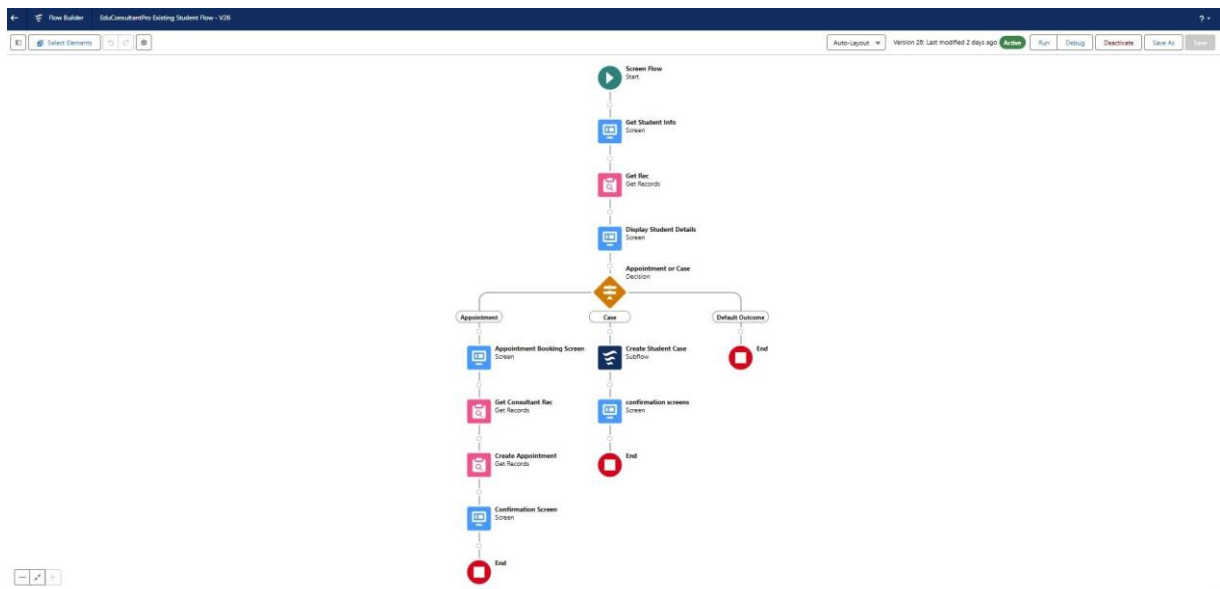
1. **Record-Triggered Flow (Start):** This element initiates the flow as soon as a specified record event occurs, such as the creation or update of an appointment request. The immediate execution ensures that the approval process is triggered in real-time, maintaining the efficiency and responsiveness 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 ExistingStudent 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.

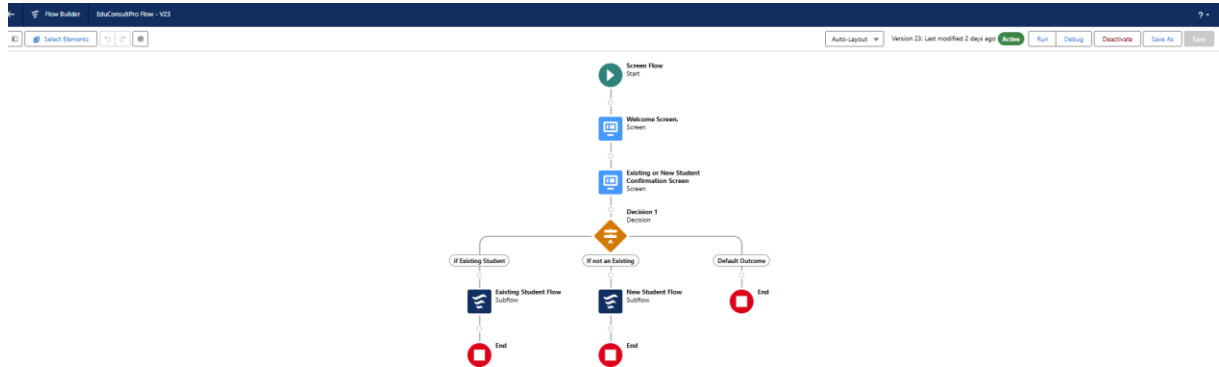
#### **Default Outcome Path:**

**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

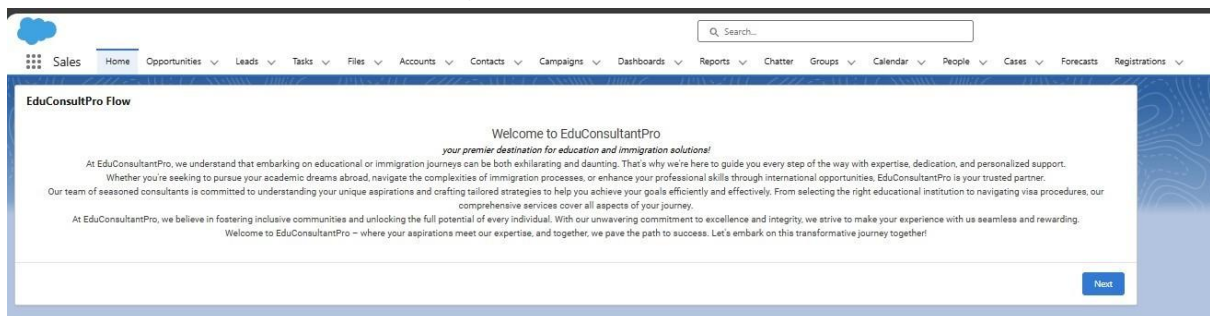
To create a customized home page in Salesforce for your project, start by navigating to the Lightning App Builder through Setup. Enter "App Builder" in the Quick Find box, and click on "Lightning App Builder." Begin the process by clicking "New" and selecting "Home Page," then proceed by naming the page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

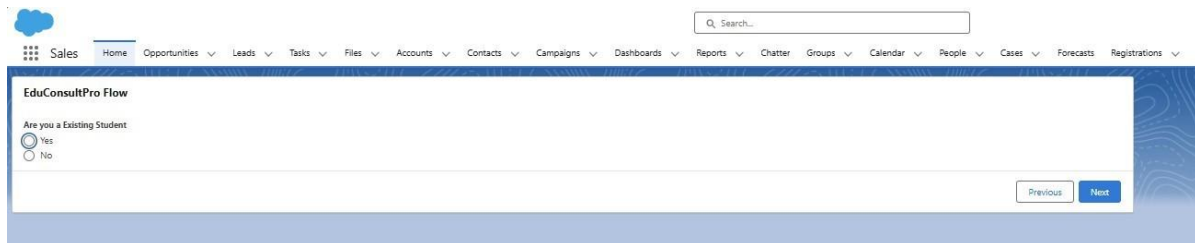
#### EduConsultPro CRM - WelcomePage :



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 - StudentStatus Confirmation:

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

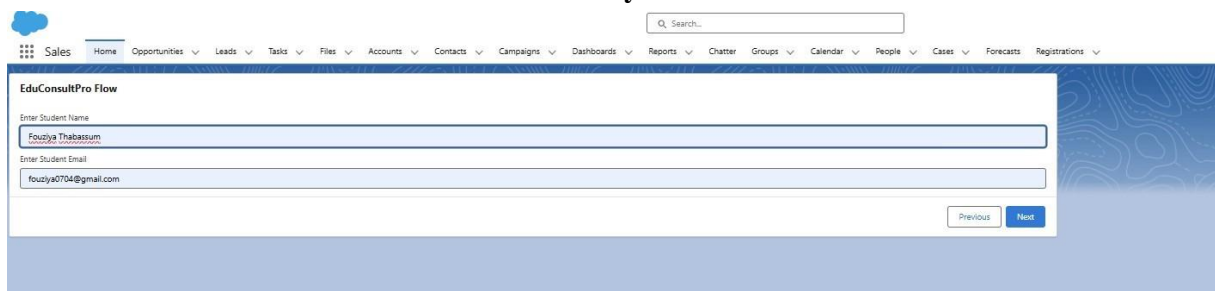
The second page of your CRM application, as shown in the screenshot, continues within the "EduConsultPro Flow" and presents the user with a simple but essential question: "Are you an Existing Student?" This step is likely part of a process to customize the user experience based on their status.

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 - StudentInformation Entry:

The screenshot shows the 'EduConsultPro Flow' interface for student information entry. It features a search bar and a navigation menu at the top. The main form area is titled 'EduConsultPro Flow' and contains two input fields: 'Enter Student Name' and 'Enter Student Email'. The 'Enter Student Name' field has the text 'Fouziya Thebastum' entered, and the 'Enter Student Email' field has the text 'fouziya0704@gmail.com' entered. At the bottom right of the form, there are 'Previous' and 'Next' buttons.

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

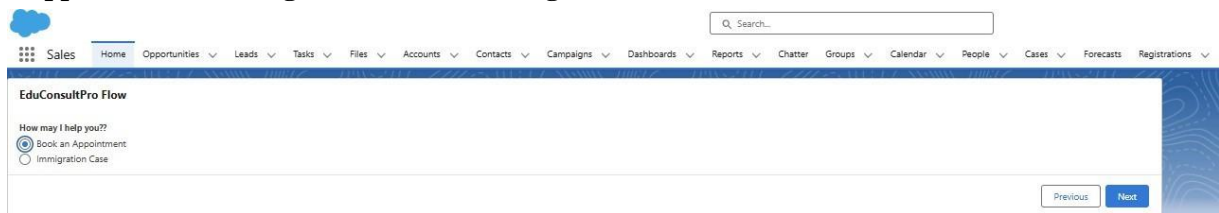
screen using the "Previous" button.

**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

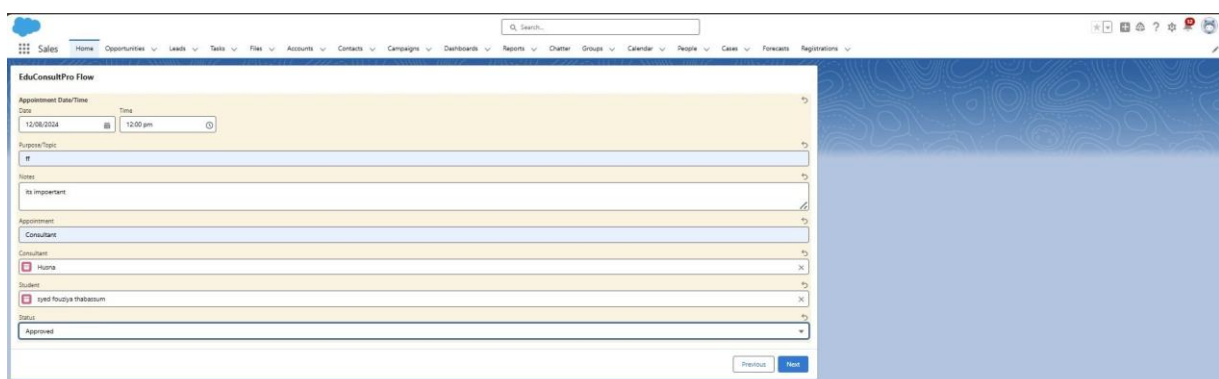
### Appointment Booking Selection for Existing Student



The screenshot shows the 'EduConsultPro Flow' interface. At the top, there is a navigation bar with various tabs like Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, People, Cases, Forecasts, and Registrations. Below the navigation bar, the main content area is titled 'EduConsultPro Flow'. It contains a question 'How may I help you?' with two radio button options: 'Book an Appointment' (selected) and 'Immigration Case'. At the bottom right, there are 'Previous' and 'Next' buttons.

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:





The screenshot shows the 'EduConsultPro Flow' interface with a form for appointment booking. The form includes fields for Appointment Date/Time, Purpose Topic, Notes, Appointment Consultant, Student Home, Student Email, and Status. The 'Next' button is visible at the bottom right.


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:


**EduConsultPro Flow**



Student Name   
Harsha vardhan


First Name   
harsha vardhan


Last Name   
MASHETTI


Phone   
6,30,22,98,013


Email   
harshavardhanmashetti@gmail.com


Date of Birth   
11/01/2004 

Address   
godugupally

City   
siddipet

Gender   
male

Qualification   
btech

University Name   
malla reddy university

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.

Student Name	Harsha Vardhan
First Name	harsha vardhan
Last Name	mashetti
phone	6302298013
email	harshavardhanmashetti@gmail.com
DOB	11/01/2004
Address	godugupally
City	Siddipet
Gender	Male
Qualification	B Tech
University Name	MALLA REDDY UNIVERSITY
Year of Passing	05/05/2025

## Appointment Booking Confirmation for Existing User:

### EduConsultPro Flow

Dear a05Qy0000098XhZIAU,

Congratulations and welcome to EduConsultPro!

We are delighted to inform you that your registration on our platform has been successfully completed. You are now part of our esteemed community dedicated to empowering students like you to achieve their educational and immigration aspirations.

Your Registration details have been sent through mail kindly check it once.

Thank you.

Previous

Finish

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:

### EduConsultPro Flow

How may I help you?

☐ Book an Appointment

☒ Immigration Case

Previous

Next

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 a Salesforce flow interface titled "EduConsultPro Flow" with a sub-header "Confirm Customer Info". A message bubble from a representative named HARSHA VARDHAN asks the user to provide their first and last name. Below the message, there are two input fields: "First Name" containing "HARSHAVARDHAN" and "Last Name" containing "MASHETTI". At the bottom right, there are "Previous" and "Next" buttons.

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, "HARSHA VARDHAN," and prompted to enter their first name (HARSHA VARDHAN) and last name (MASHETTI). 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 next step in the Salesforce flow, titled "EduConsultPro Flow" with a sub-header "Confirm Customer Details". A message bubble from the representative thanks the user and asks for their email address and phone number. Below the message, there are two input fields: "Email Address" containing "harshavardhanmashetti@gmail.com" and "Phone Number" containing "06302298013". At the bottom right, there are "Previous" and "Next" buttons.

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 [harshavardhanmashetti@gmail.com](mailto:harshavardhanmashetti@gmail.com) and the phone number field is completed with "6302298013". 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:

The screenshot displays the 'Get Case Details' step within the 'EduConsultPro Flow'. At the top, there is a search bar and a navigation menu with options 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 'Get Case Details' and contains a text input field with the placeholder 'What can I help you with today?'. Below this are four form fields: 'Case Type' (dropdown menu with 'Mechanical' selected), 'Case Origin' (dropdown menu with 'Email' selected), 'Case Subject' (text input with 'Artificial intelligence' entered), and 'Case Details' (text input with 'Advanced' entered). At the bottom right, there are 'Previous' and 'Next' buttons.

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:

1. **Case Type:** Selected as "Mechanical."
2. **Case Origin:** Set to "Email."
3. **Case Subject:** Entered as "Artificial intelligence."
4. **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

The screenshot displays the 'Immigration Case Status Update' step within the 'EduConsultPro Flow'. At the top, there is a search bar and a navigation menu with options like Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, People, Cases, Forecasts, and Registrations. The main content area contains a message from the EduConsultPro team, stating: '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'. At the bottom right, there are 'Previous' and 'Finish' buttons.

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 top of a Salesforce page. At the top left is the Salesforce logo and a navigation bar with links: Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, People, Cases, Forecasts, and Registrations. A search bar is located at the top right. Below the navigation bar, the page title is 'EduConsultPro Flow'. The main content area contains a question: 'Are you a Existing Student'. There are two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected. At the bottom right of the form, there are two buttons: 'Previous' and 'Next'.

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 a Salesforce form titled 'EduConsultPro Flow'. The form contains the following fields:

- Student Name: Harsha vardhan
- First Name: harsha vardhan
- Last Name: MASHETTI
- Phone: 6,30,22,98,013
- Email: harshavardhanmashetti@gmail.com
- Date of Birth: 11/01/2004
- Address: godugupally
- City: siddipet
- Gender: male
- Qualification: btech
- University Name: malla reddy university

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 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. Below the navigation bar, the title 'EduConsultPro Flow' is displayed. The main content area features a 'Select Course' dropdown menu. The dropdown is open, showing a list of course options: --None--, IELTS, GRE, GMAT, Duolingo, and TOEFL. The background of the interface has a blue abstract pattern.

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 'Registration Confirmation' step of the 'EduConsultPro Flow'. The top navigation bar is identical to the previous screenshot. The main content area is titled 'EduConsultPro Flow' and includes a greeting 'Dear Junaidh,'. Below the greeting, a message states: 'Congratulations and welcome to EduConsultPro! We are delighted to inform you that your registration on our platform has been successfully completed. You are now part of our esteemed community dedicated to empowering students like you to achieve their educational and immigration aspirations. Your Registration details have been sent through mail kindly check it once. Thank you.' At the bottom right of the content area, 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.