A CRM Application to Manage the Services offered by an Institution

BY

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Project Abstract

In today's competitive environment, effective customer relationship management is vital for any institution aiming to provide superior service. This project focuses on developing a customized CRM application using Salesforce to manage and enhance the services offered by an institution. Salesforce, a leading CRM platform, offers robust tools and capabilities to streamline service management and improve customer satisfaction.

The CRM application will serve as a centralized platform where institutions can track and manage all customer interactions, from initial contact to post-service follow-ups. It will allow institutions to store and access detailed customer information, including contact details, service history, and preferences. This centralized database will enable staff to provide personalized and efficient services, leading to improved customer experiences. By implementing this CRM application, institutions can expect to see significant improvements in service management, customer satisfaction, and overall operational efficiency. The application will provide a structured approach to handling customer interactions, reducing the chances of miscommunication and missed opportunities. Additionally, the insights gained from the application's analytics will help institutions identify areas for improvement and optimize their services.

INDEX Page

Introduction

A CRM Application to Manage the Services offered by an Institution

EduConsultPro Institute is a leading educational institution offering a variety of courses and programs in diverse fields. With a growing number of prospective students seeking admission each year, the institute faces challenges in managing the admission process, students enquiry, and expert consulting services efficiently. To address these challenges, EduConsultPro Institute decides to leverage Salesforce CRM to streamline the admission process and enhance the overall experience for both students and admissions staff.

The use case focuses on the admission process for prospective students interested in enrolling in courses and programs offered by EduConsultPro Institute. The goal is to provide a seamless and transparent experience for students while enabling admissions staff to efficiently review and process admission applications, students enquiry and case management.

In today's competitive business environment, maintaining a strong relationship with customers is crucial for the success of any institution. A Customer Relationship Management (CRM) application is designed to streamline and enhance interactions between an institution and its customers. This project aims to develop a CRM application specifically tailored to manage the services offered by the institution, ensuring efficient service delivery and improving customer satisfaction.

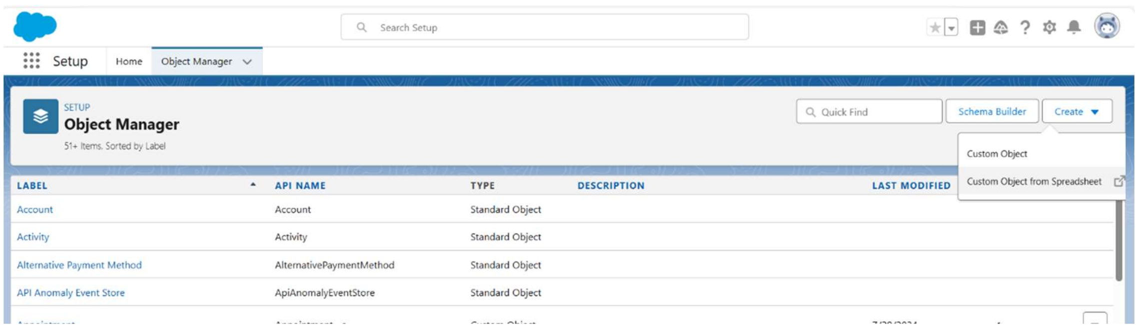
The primary objective of the CRM application is to provide a comprehensive platform that integrates all aspects of customer interaction and service management. This includes tracking service requests, managing customer information, scheduling services, and providing insights through data analysis. By centralizing these functions, the CRM application will enable the institution to deliver a more personalized and responsive customer experience.

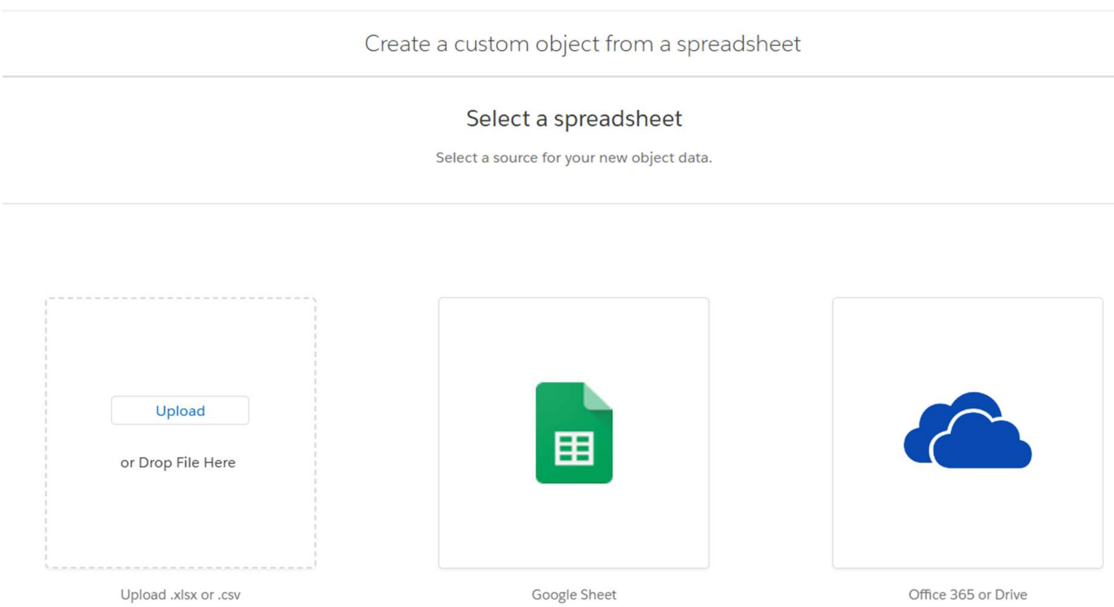
Task-1 Create Objects from Spreadsheet

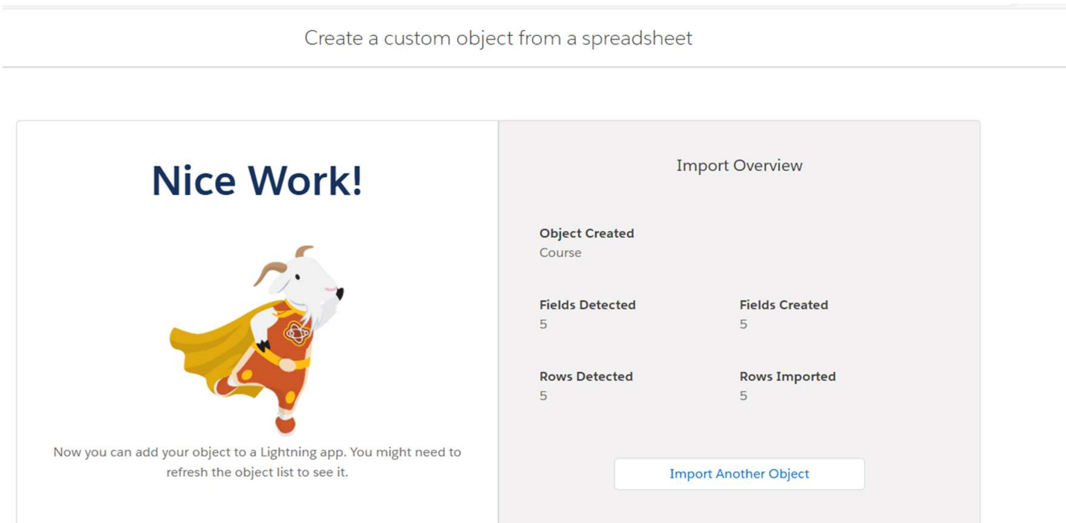
Directly Creating Objects from Spreadsheet in Salesforce

1.1 Create Course object

- Go to your object manager and and click on create object from spreadsheet
- Click on the link to get the spreadsheet, Course.
- After downloading, upload the file, map the fields and upload to create an object.

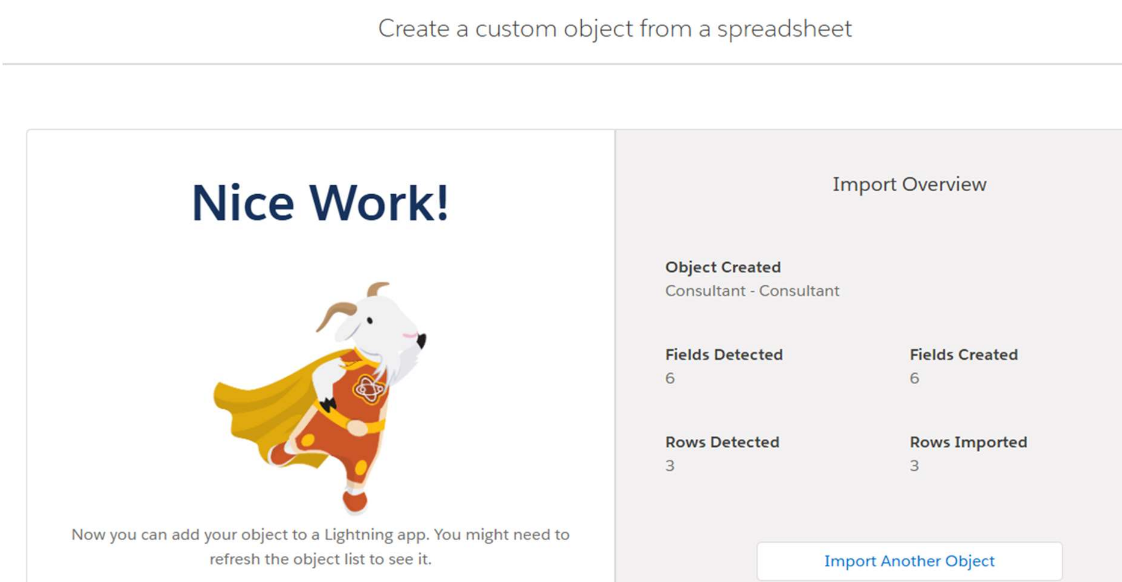


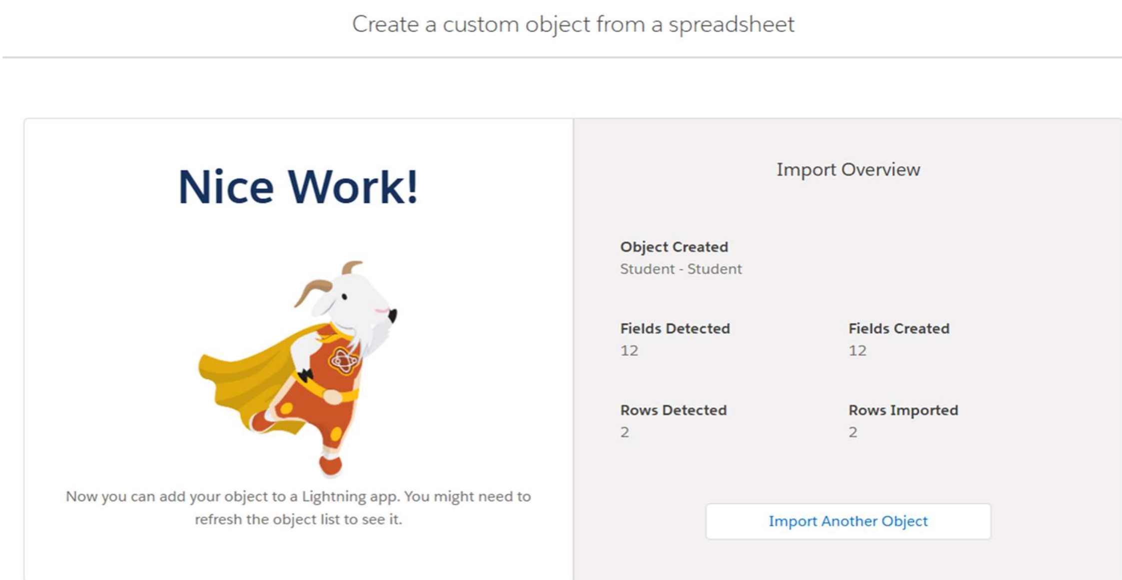


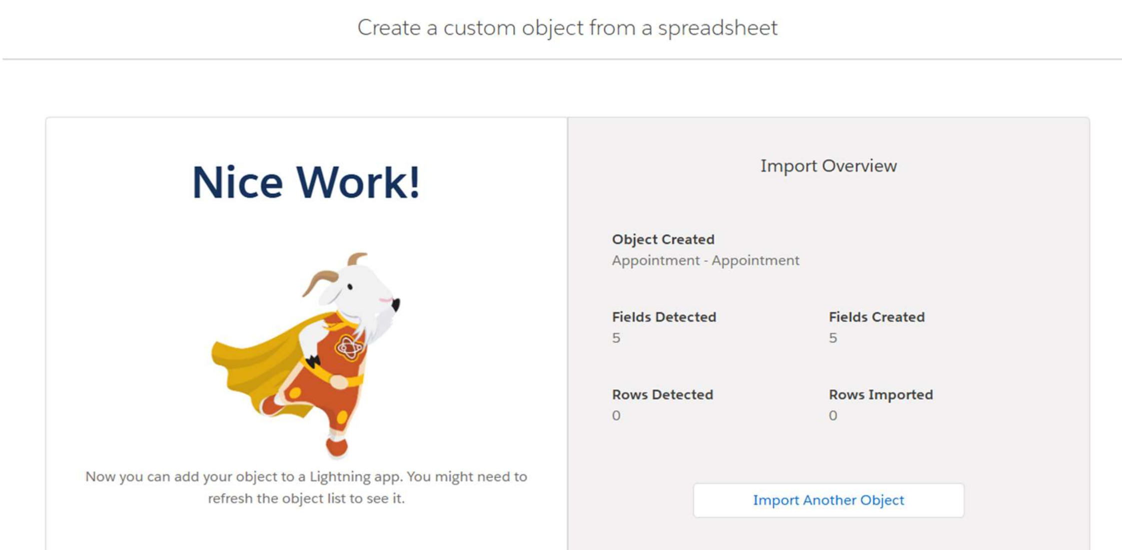


1.2 Create Remaining objects

- Follow the steps which we have followed for course object creation.
- Use the following sheets for remaining objects.
- Consultant
- Student
- Appointment

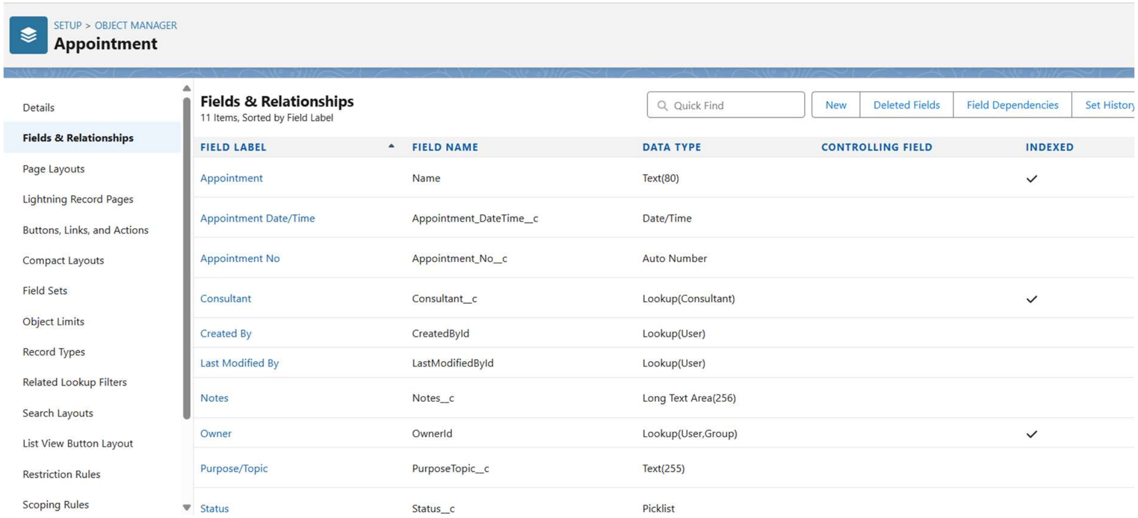






1.3 Create Relationship among the objects

- Create lookup between appointment and student, appointment and consultant.
- Create an object to store the information student and course details with the name Registration.
- Also create a lookup between student and case to store the student queries for immigration or visa application.
- The data model should be similar to the below Data Model with fields & relationships:



SETUP > OBJECT MANAGER

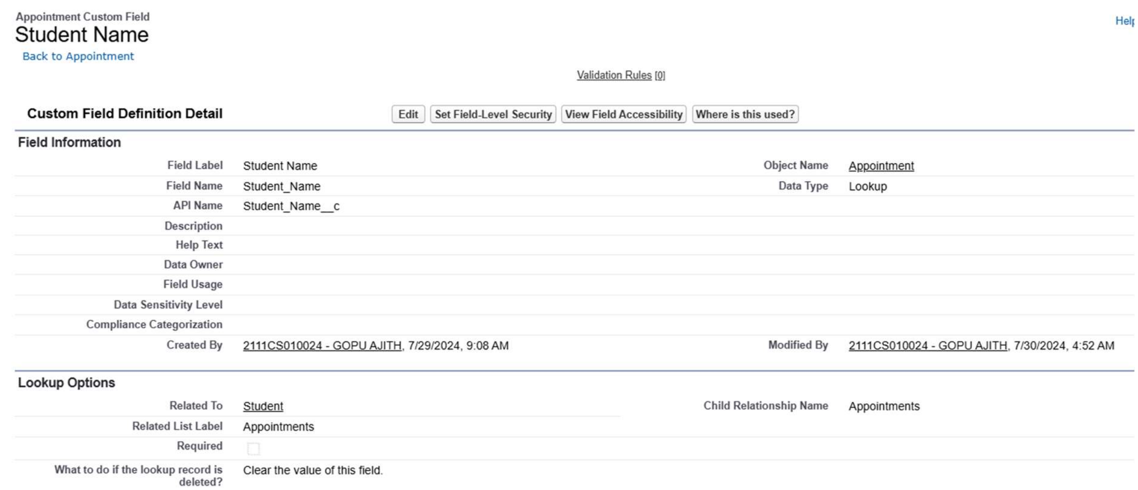
Appointment

Details | **Fields & Relationships** | Page Layouts | Lightning Record Pages | Buttons, Links, and Actions | Compact Layouts | Field Sets | Object Limits | Record Types | Related Lookup Filters | Search Layouts | List View Button Layout | Restriction Rules | Scoping Rules

Fields & Relationships
11 Items, Sorted by Field Label

Quick Find | New | Deleted Fields | Field Dependencies | Set Histor

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(256)		
Owner	OwnerId	Lookup(User,Group)		✓
Purpose/Topic	PurposeTopic__c	Text(255)		
Status	Status__c	Picklist		



Appointment Custom Field

Student Name

Back to Appointment

Hel

Validation Rules [0]

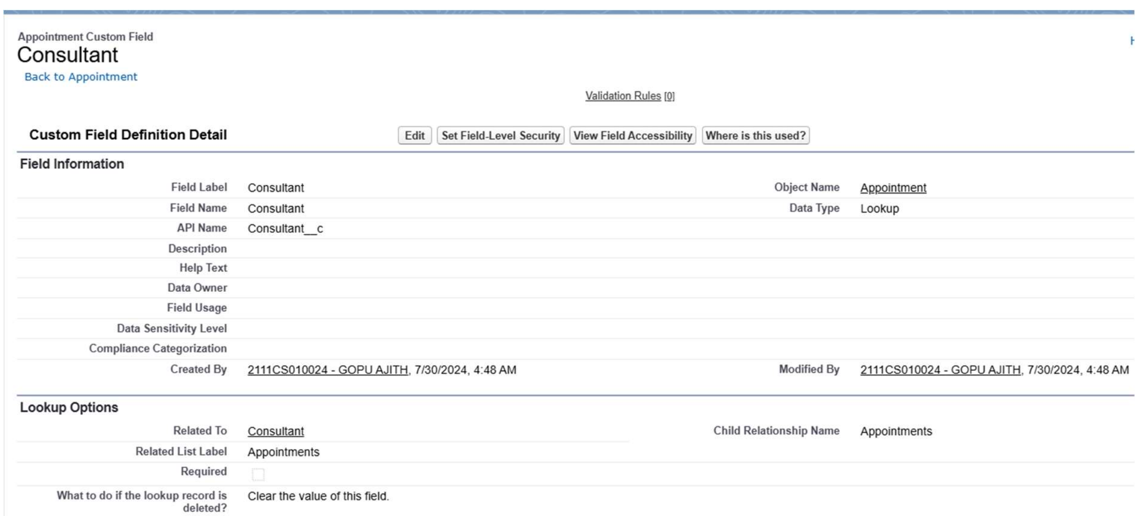
Custom Field Definition Detail Edit | Set Field-Level Security | View Field Accessibility | Where is this used?

Field Information

Field Label	Student Name	Object Name	Appointment
Field Name	Student_Name	Data Type	Lookup
API Name	Student_Name__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	2111CS010024 - GOPU AJITH, 7/29/2024, 9:08 AM	Modified By	2111CS010024 - GOPU AJITH, 7/30/2024, 4:52 AM

Lookup Options

Related To	Student	Child Relationship Name	Appointments
Related List Label	Appointments		
Required	☐		
What to do if the lookup record is deleted?	Clear the value of this field.		



Appointment Custom Field

Consultant

Back to Appointment

Validation Rules [0]

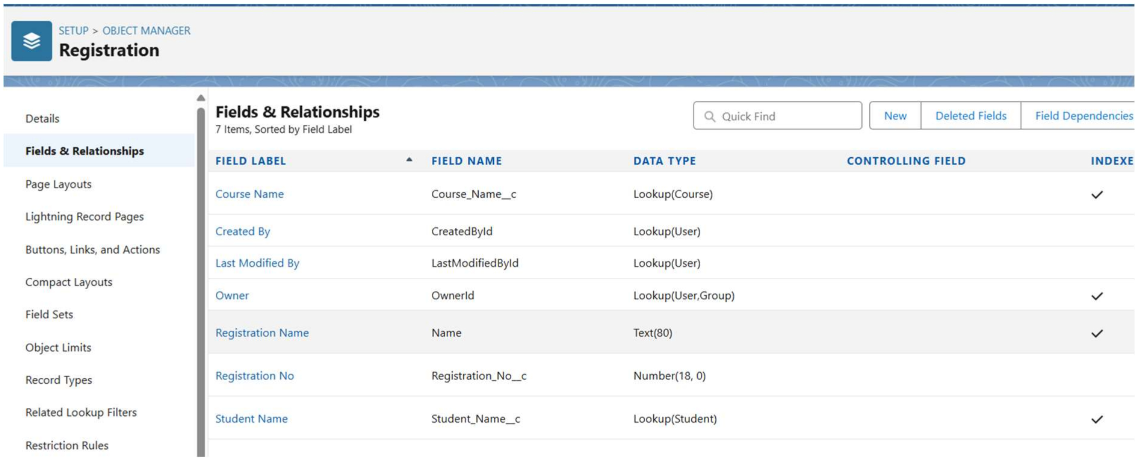
Custom Field Definition Detail Edit | Set Field-Level Security | View Field Accessibility | Where is this used?

Field Information

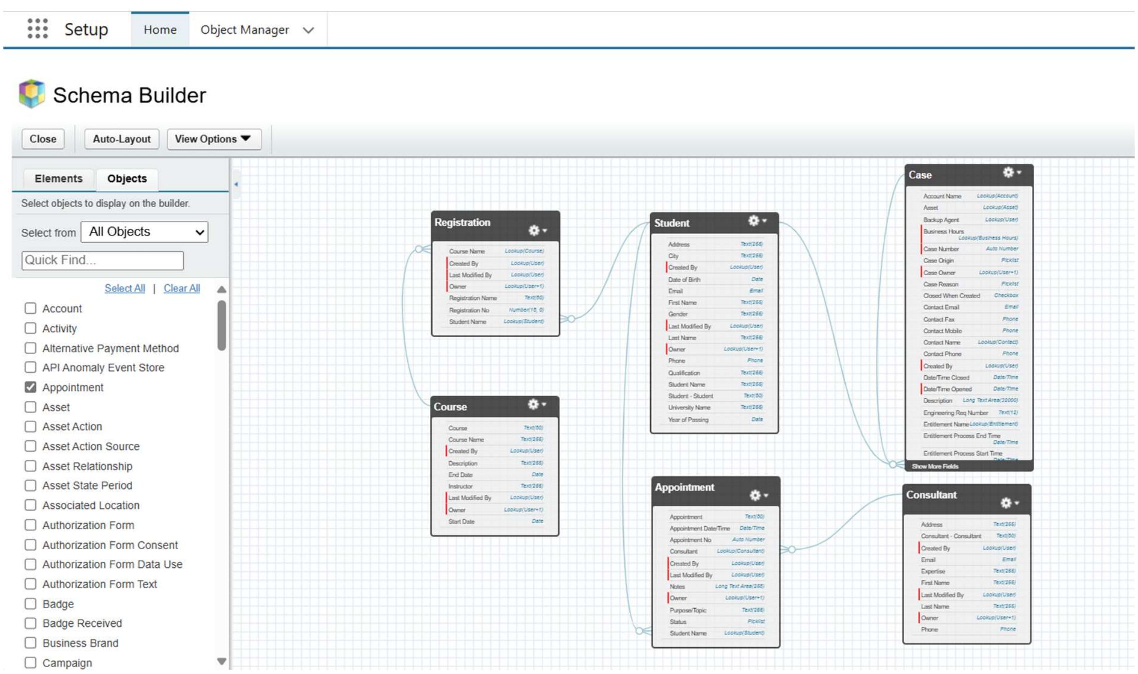
Field Label	Consultant	Object Name	Appointment
Field Name	Consultant	Data Type	Lookup
API Name	Consultant__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	2111CS010024 - GOPU AJITH, 7/30/2024, 4:48 AM	Modified By	2111CS010024 - GOPU AJITH, 7/30/2024, 4:48 AM

Lookup Options

Related To	Consultant	Child Relationship Name	Appointments
Related List Label	Appointments		
Required	☐		
What to do if the lookup record is deleted?	Clear the value of this field.		

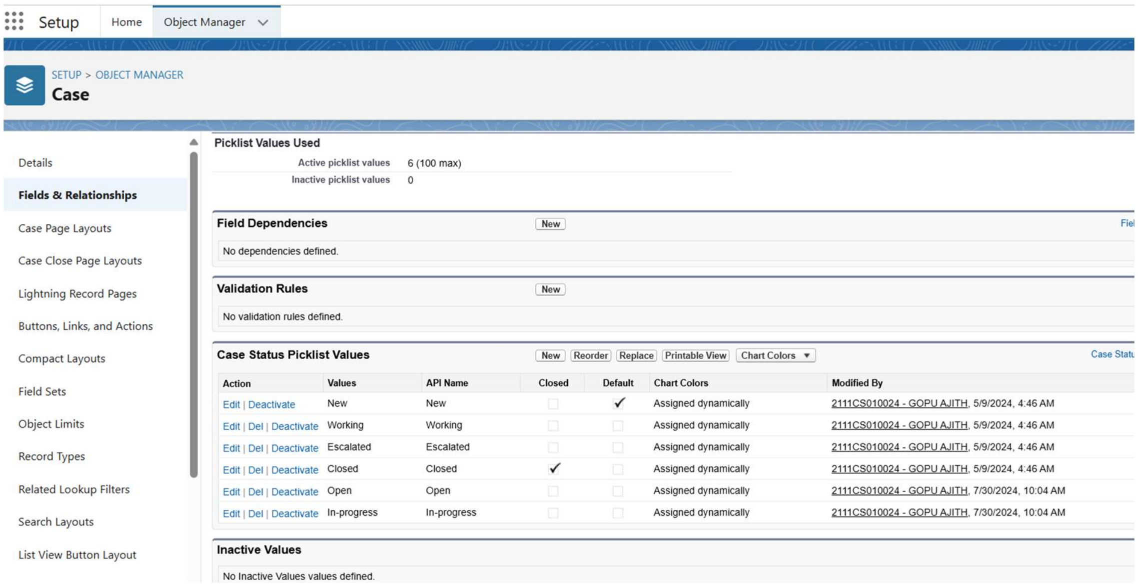


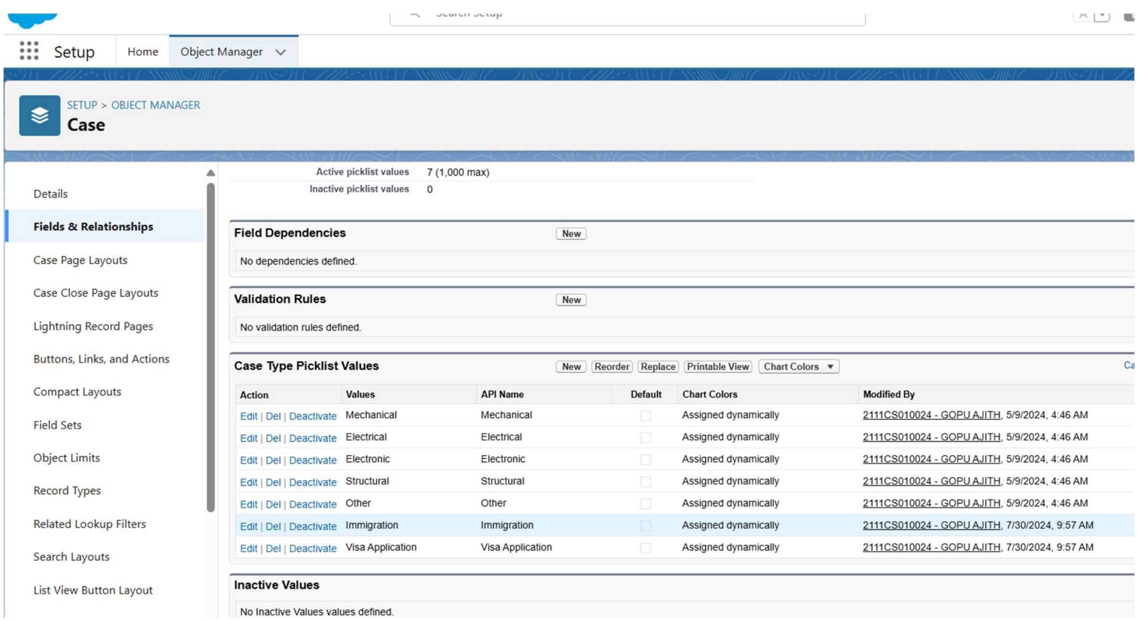
- Go to home >quick find type schema builder



1.4 Configure the Case Object

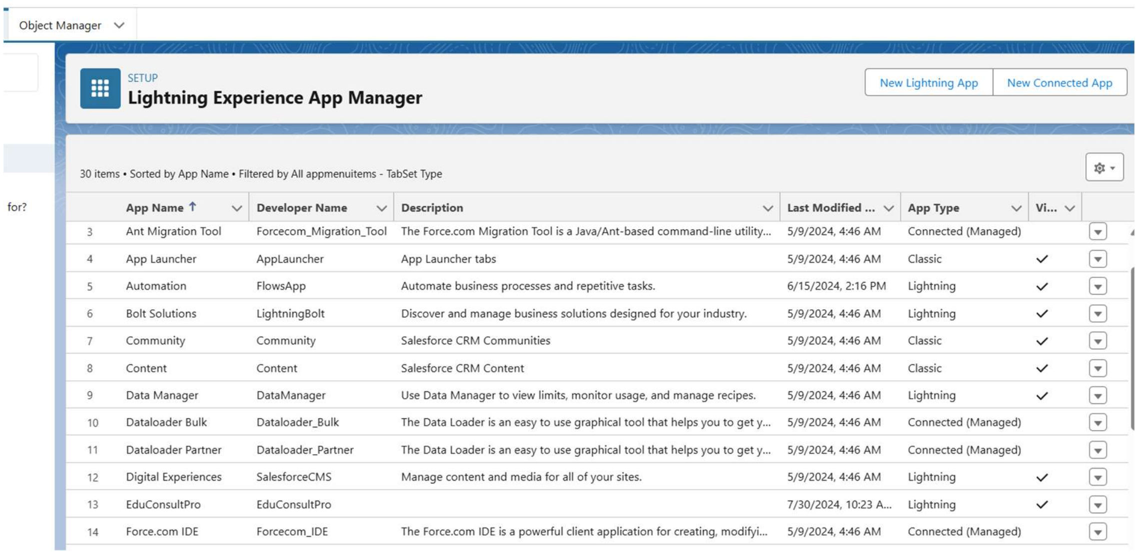
- Go to object manager, edit case object.
- Select the "Type" field and add the values in it.
  Immigration
  Visa Application
- Now Select the "Status" field and add the values in it.
  Open
  In-progress





1.5Create a Lightning App

- Go to Setup, search for the App Manager in quick find
- Click on New Lightning App
- Give app name as “EduConsultPro”, click Next, Next, Next
- Add Home, Students, Courses, Consultants, Appointments, Registrations, and Cases from the Available Items to Selected Items.
- Add “System Administrator” profile from Available Profiles to Selected Profiles, click Save & Finish.

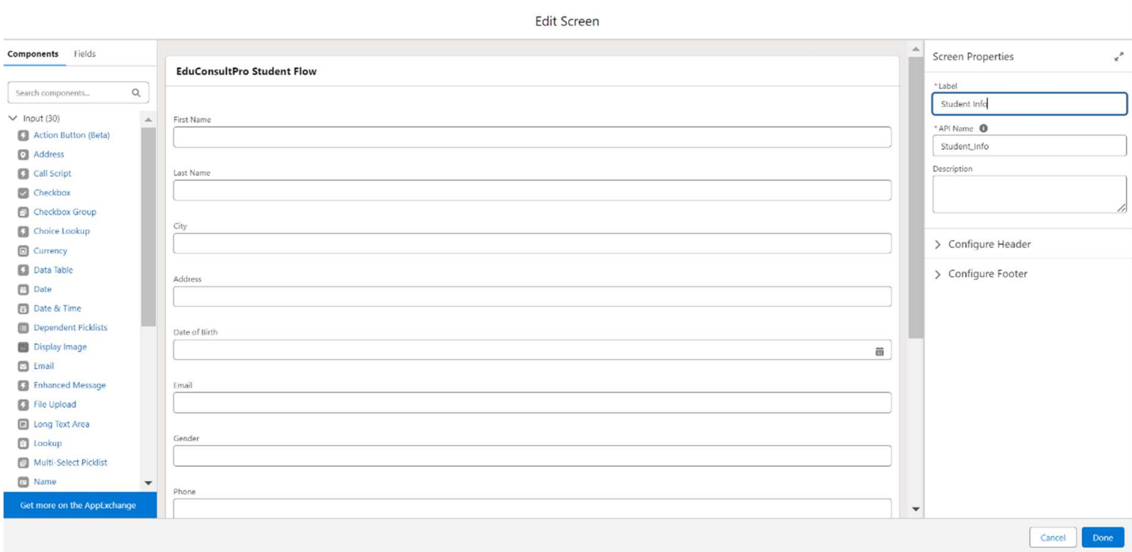


	App Name	Developer Name	Description	Last Modified ...	App Type	Vi...
3	Ant Migration Tool	Forcecom_Migration_Tool	The Force.com Migration Tool is a Java/Ant-based command-line utility...	5/9/2024, 4:46 AM	Connected (Managed)	
4	App Launcher	AppLauncher	App Launcher tabs	5/9/2024, 4:46 AM	Classic	✓
5	Automation	FlowsApp	Automate business processes and repetitive tasks.	6/15/2024, 2:16 PM	Lightning	✓
6	Bolt Solutions	LightningBolt	Discover and manage business solutions designed for your industry.	5/9/2024, 4:46 AM	Lightning	✓
7	Community	Community	Salesforce CRM Communities	5/9/2024, 4:46 AM	Classic	✓
8	Content	Content	Salesforce CRM Content	5/9/2024, 4:46 AM	Classic	✓
9	Data Manager	DataManager	Use Data Manager to view limits, monitor usage, and manage recipes.	5/9/2024, 4:46 AM	Lightning	✓
10	Dataloader Bulk	Dataloader_Bulk	The Data Loader is an easy to use graphical tool that helps you to get y...	5/9/2024, 4:46 AM	Connected (Managed)	
11	Dataloader Partner	Dataloader_Partner	The Data Loader is an easy to use graphical tool that helps you to get y...	5/9/2024, 4:46 AM	Connected (Managed)	
12	Digital Experiences	SalesforceCMS	Manage content and media for all of your sites.	5/9/2024, 4:46 AM	Lightning	✓
13	EduConsultPro	EduConsultPro		7/30/2024, 10:23 A...	Lightning	✓
14	Force.com IDE	Forcecom_IDE	The Force.com IDE is a powerful client application for creating, modifyi...	5/9/2024, 4:46 AM	Connected (Managed)	

TASK-2 Create a ScreenFlow for Student Admission Application process

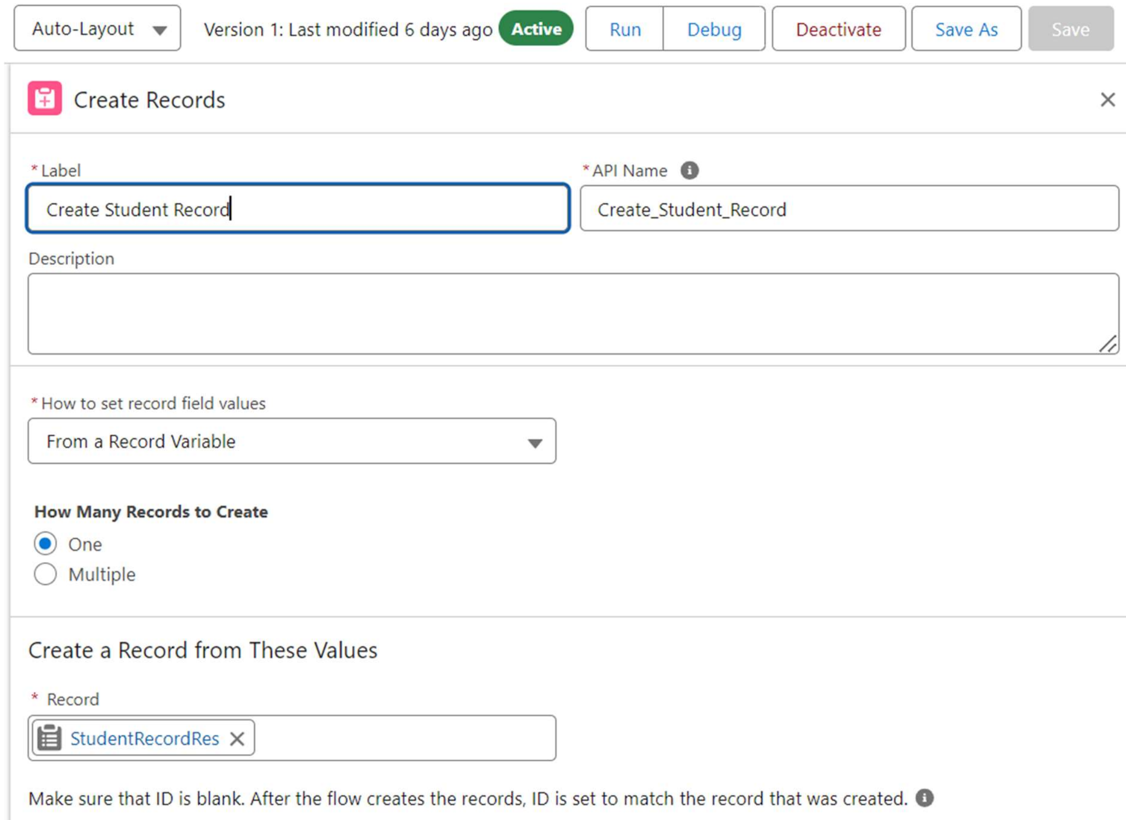
2.1Add Screen Element

- From Setup, enter Flow Builder in quick find, select new flow --> ScreenFlow.
- Add a Screen element.
- In the Screen Properties pane, for Label, enter “Student Info”.
- Click on Fields, click on the record variable input and create a new Resource(StudentRecordRes) to display all the fields which are in the student object. Drag all the fields which are needed to add on the screen inorder to collect the student information.



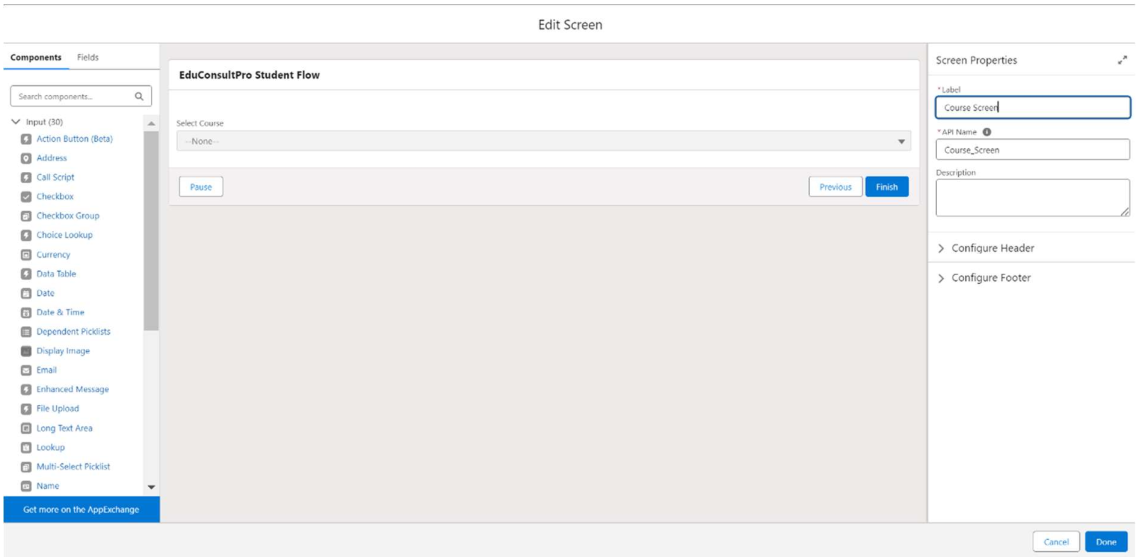
2.2 Create Student Record using Create Element

- Add a Create element after Student Info Screen Element, Label it as “Create Student Record.”
- Select “one” under How many records to Create, and select “use all values from a record” under How to Set the record fields.
- Select the record variable resource(StudentRecordRes) which we have created in the Student Info screen element, under Create a record from these values



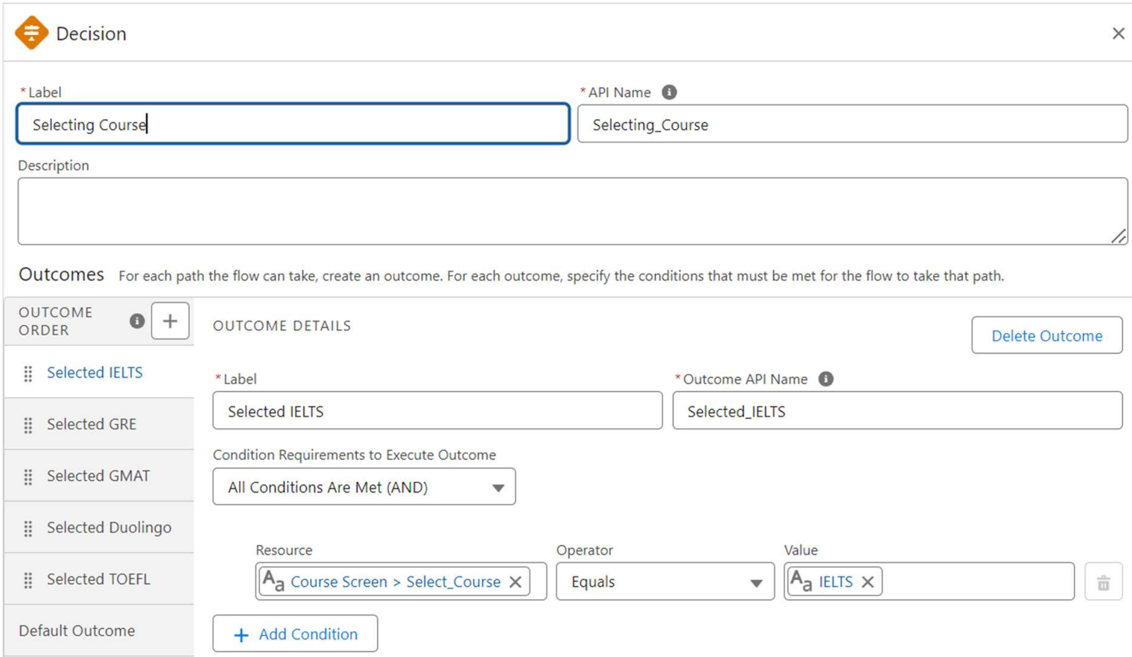
2.3 Add Screen Element

- Add a Screen Element after Create Student Record Element and label it as Course Screen.
- Add a picklist component from the left side panel label it as "Select Course", under choices type "IELTS" and enter. This creates a variable with the name IELTS.
- Repeat the same for GRE, GMAT, Duolingo, TOEFL.



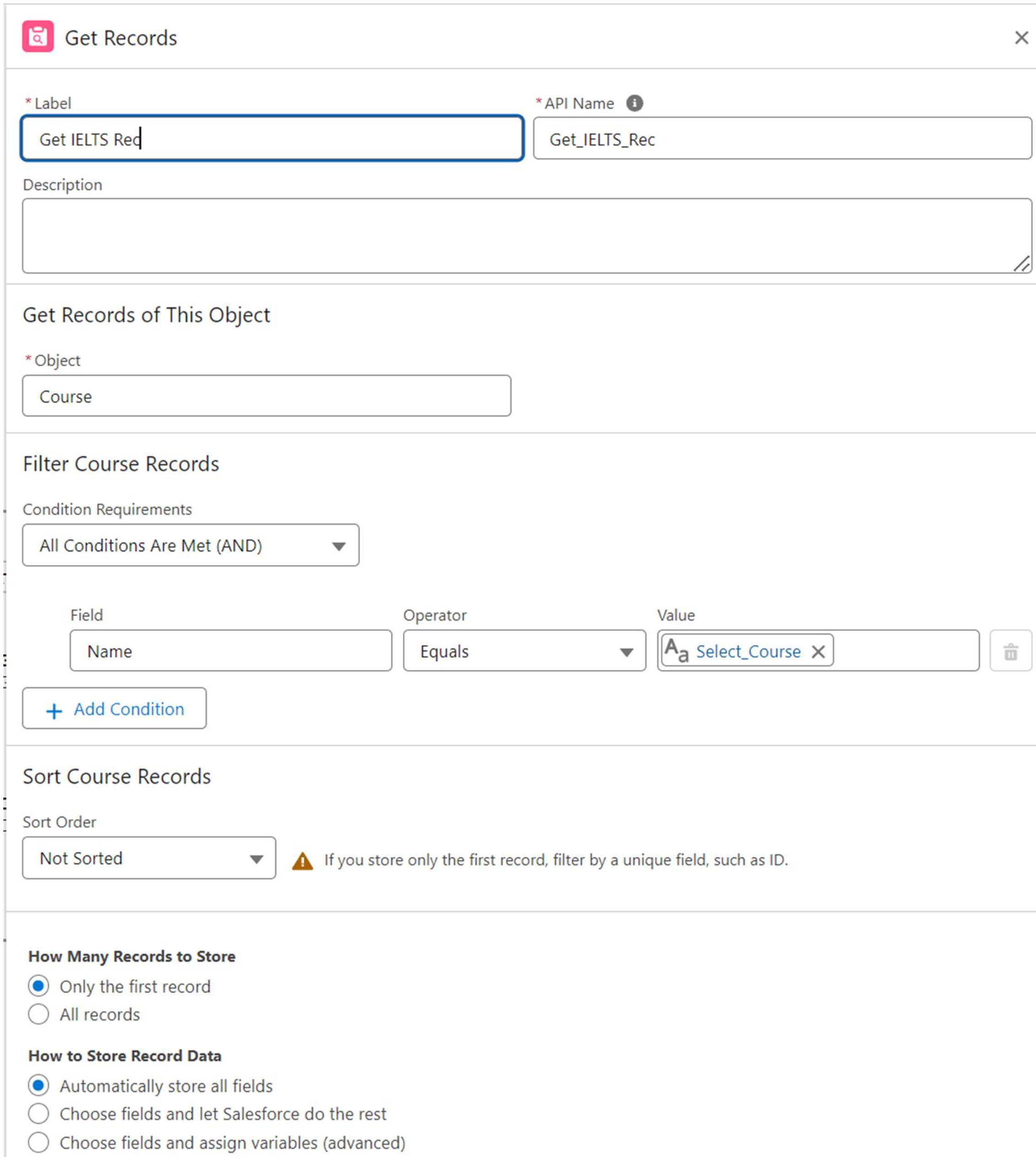
2.4 Add Decision Element

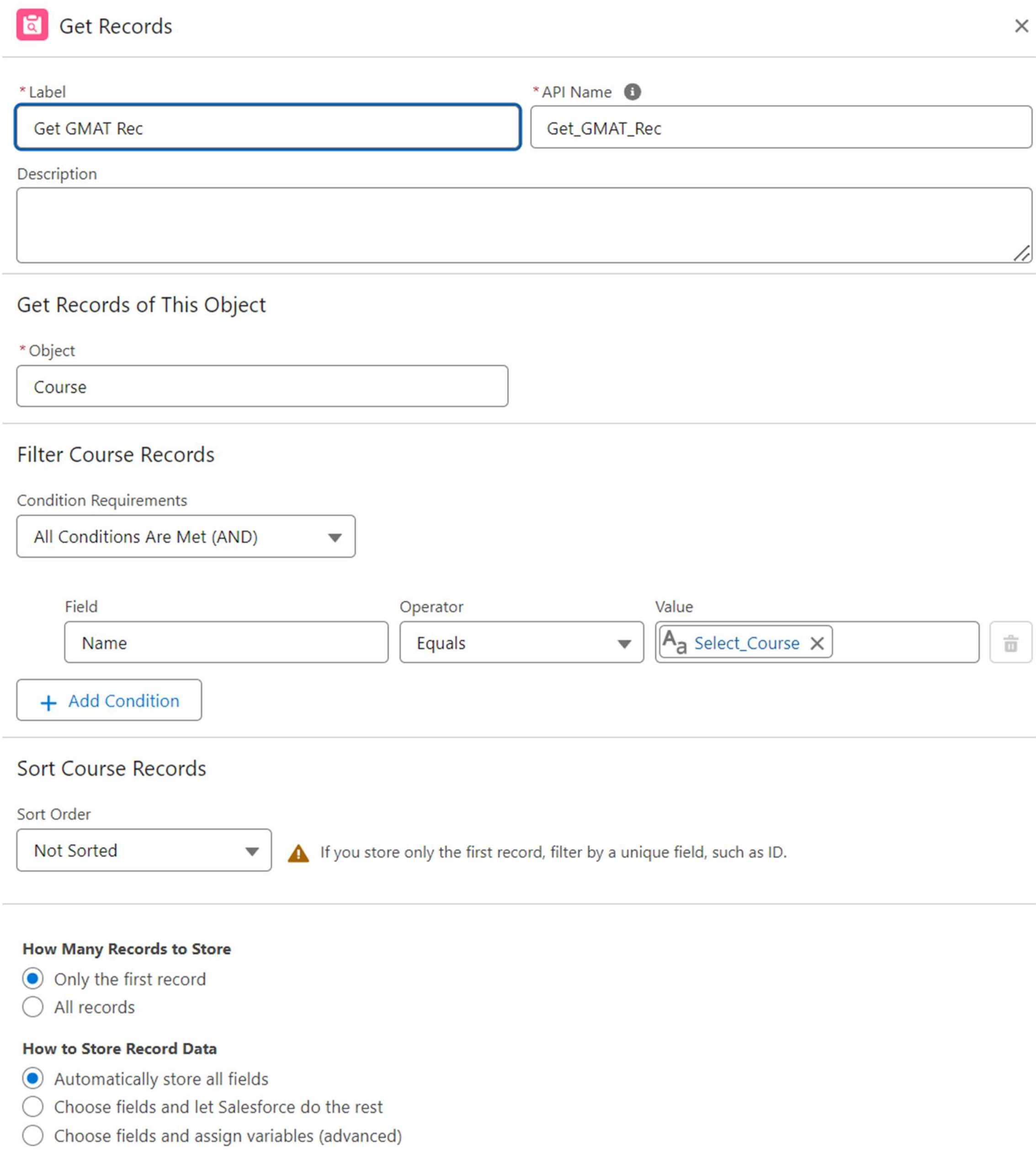
- Add a Decision Element after Select Course Screen Element, label it as Selecting Course.
- Under outcome label it as "Selected IELTS" and write the condition such as below:
  Resource : Select_Course (Screen Component from Select Course Screen Element)
  Operator : Equals
  Value : IELTS (Choice Variable from Select Course Screen Element)
- Click on the "+" icon and Repeat step 2 for other options mentioned as below:
  GRE
  GMAT
  DuoLingo
  TOEFL
- Click Done**.**



2.5 Add GET Record Element

- Add a GET Record Element after Decision Element, under the IELTS path and label it as "Get IELTS Rec".
  Select Object : Course
  Condition Requirement : All Conditions are Met(AND)
  Field : Course Name
  Operator : Equals
  Value : {!Select_Course
- Repeat the steps 1 & 2 for the GRE, GMAT, TOEFL, Duolingo paths.


Get Records
* Label
Get IELTS Rec
* API Name
Get_IELTS_Rec
Description
Get Records of This Object
* Object
Course
Filter Course Records
Condition Requirements
All Conditions Are Met (AND)
Field
Operator
Value
Name
Equals
Select_Course
Add Condition
Sort Course Records
Sort Order
Not Sorted
If you store only the first record, filter by a unique field, such as ID.
How Many Records to Store
Only the first record
All records
How to Store Record Data
Automatically store all fields
Choose fields and let Salesforce do the rest
Choose fields and assign variables (advanced)

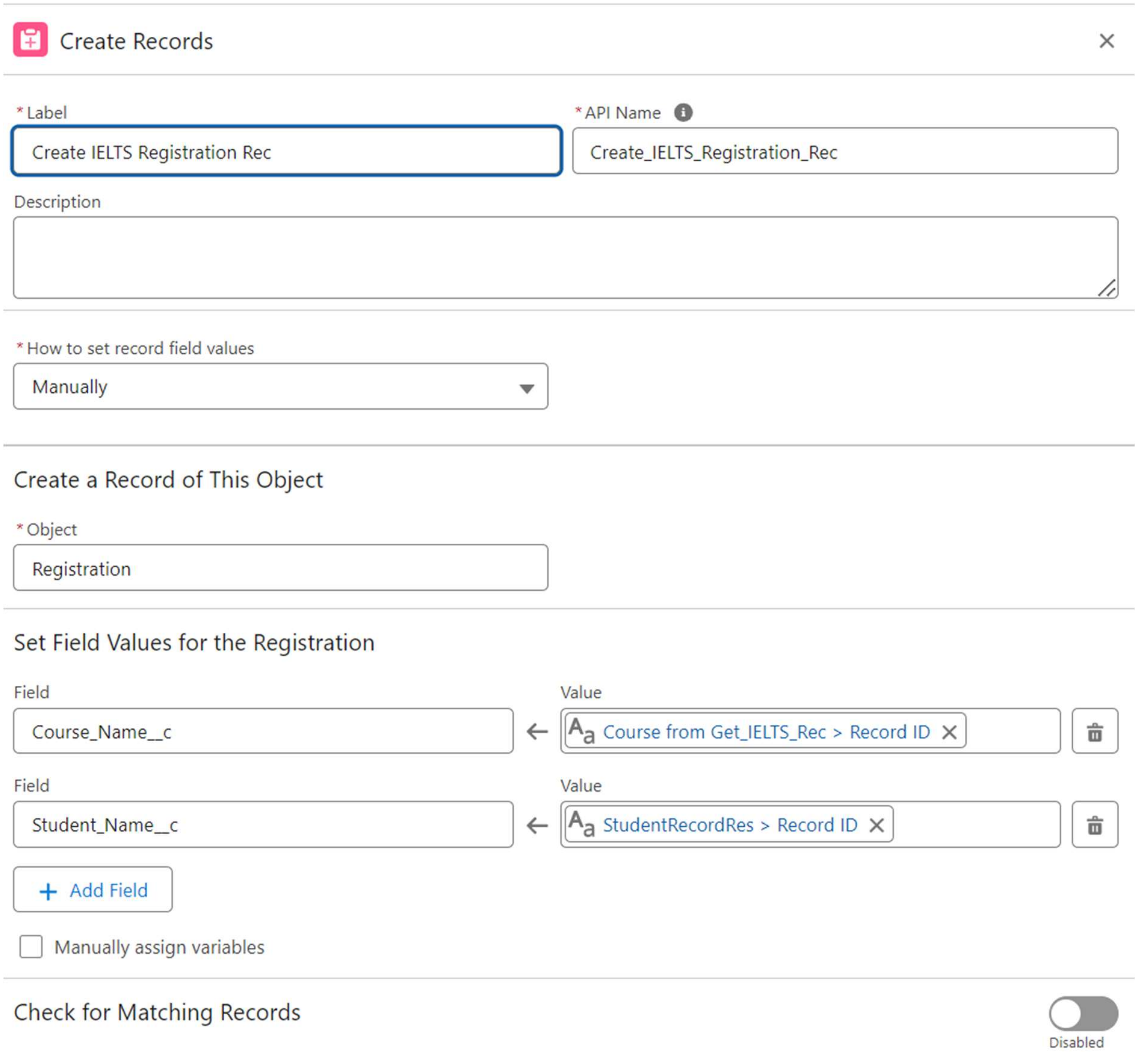


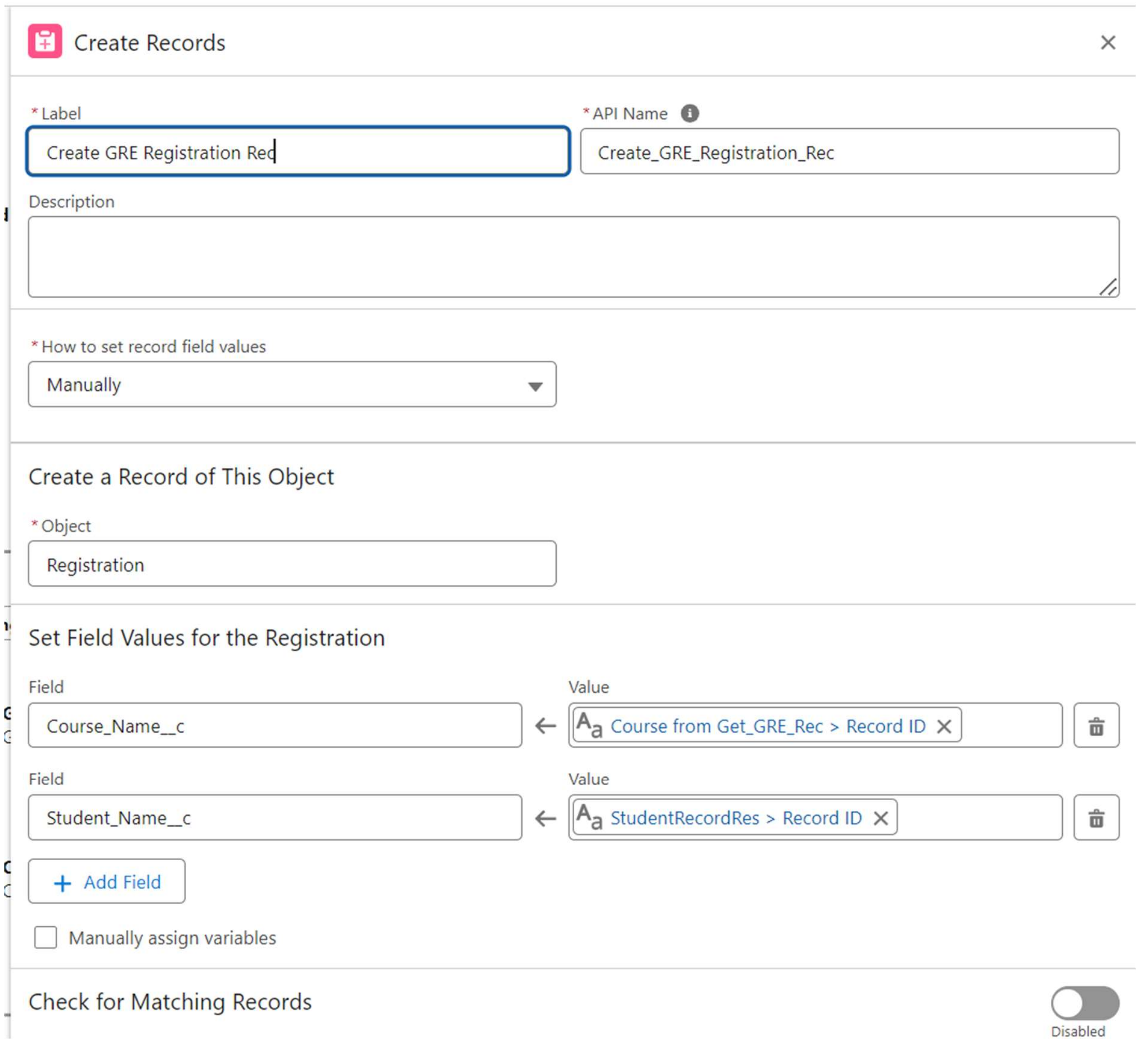
2.6 Create Registration Record using Create Records Element

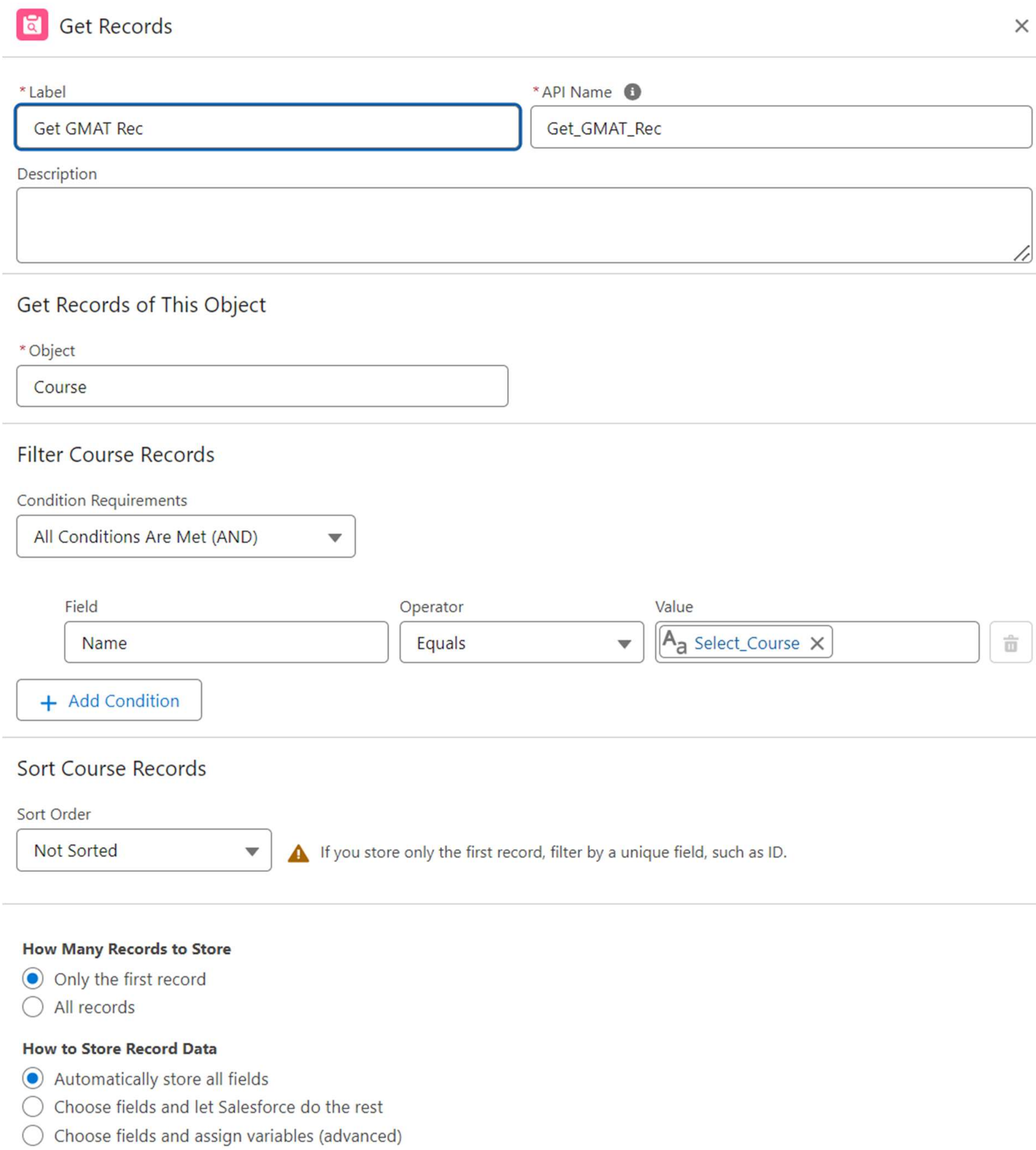
- Add a Create element after the Get IELTS Rec element and label it as "Create IELTS Registration Rec".
- Select "one" under How many records to Create, and select "Use separate resources, and literal values" under How to Set the record fields.
- Select Object : Registration
  Field : Course_Name__c
  Value : {!Get_IELTS_Rec.Id}

Field : Student_Name__c
Value : {!StudentRecordRes.Id}

- Repeat the steps 1 & 2 for the GRE, GMAT, TOEFL, Duolingo paths.




Create Records
* Label
Create GRE Registration Rec
* API Name
Create_GRE_Registration_Rec
Description
* How to set record field values
Manually
Create a Record of This Object
* Object
Registration
Set Field Values for the Registration
Field
Course_Name__c
Value
Course from Get_GRE_Rec > Record ID
Field
Student_Name__c
Value
StudentRecordRes > Record ID
Add Field
Manually assign variables
Check for Matching Records
Disabled



2.7 Create Email Text Template Variables for email body and subject

- Click on the toggle toolbox on the left corner, click "New Resource", then select "Text Template" as Resource Type.
- Give the API name as "StuRegistrationEmailTextTempBody", select "view as plain text" and paste the below text in body.

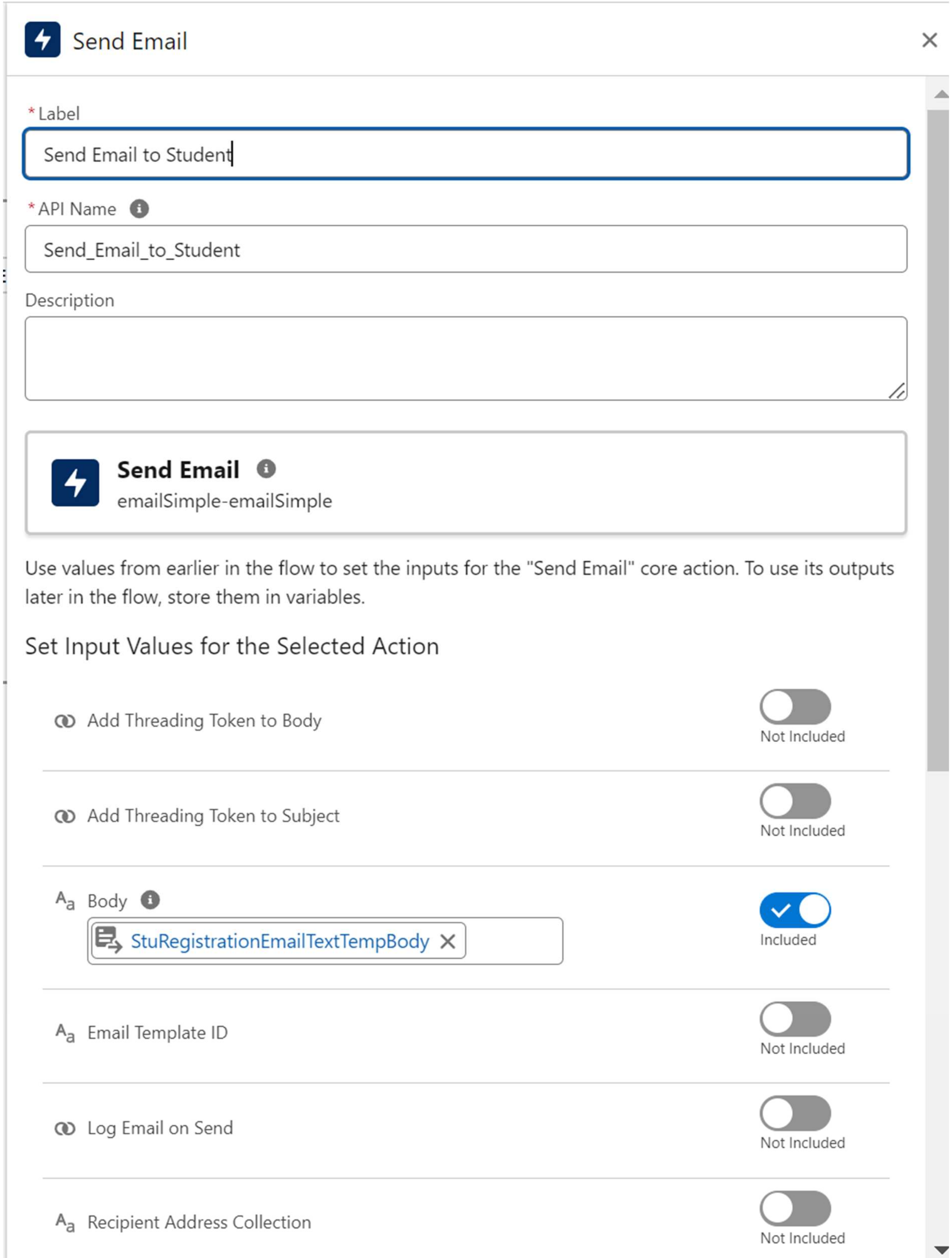
  "Dear {!StudentRecordRes.Name},
  Congratulations and welcome to EduConsultantPro!

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.
At EduConsultantPro, we understand the importance of your academic and career goals, and we are committed to providing you with the highest level of support and guidance throughout your journey.
Here are a few key points to help you get started:
Explore Our Resources : Take some time to explore the wide range of resources, tools, and services available on the EduConsultantPro platform. From educational insights to immigration advice, we offer comprehensive support tailored to your needs.
Connect with Our Consultants : Our team of experienced consultants is here to assist you at every stage of your educational and immigration endeavors. Don't hesitate to reach out to us with any questions, concerns, or inquiries you may have. We're here to help!
Stay Updated : Keep an eye on your inbox for important updates, announcements, and exclusive opportunities from EduConsultantPro. We'll ensure that you're informed about the latest developments and relevant information to support your journey.
Engage with the Community : Join our vibrant community of students, professionals, and experts who share your passion for education and global opportunities. Connect with like-minded individuals, participate in discussions, and expand your network.

Once again, congratulations on taking this important step towards realizing your academic and career aspirations. We are thrilled to have you as part of the EduConsultantPro family and look forward to supporting you on your journey to success.
If you have any questions or need assistance, please don't hesitate to contact us.

Thank you."

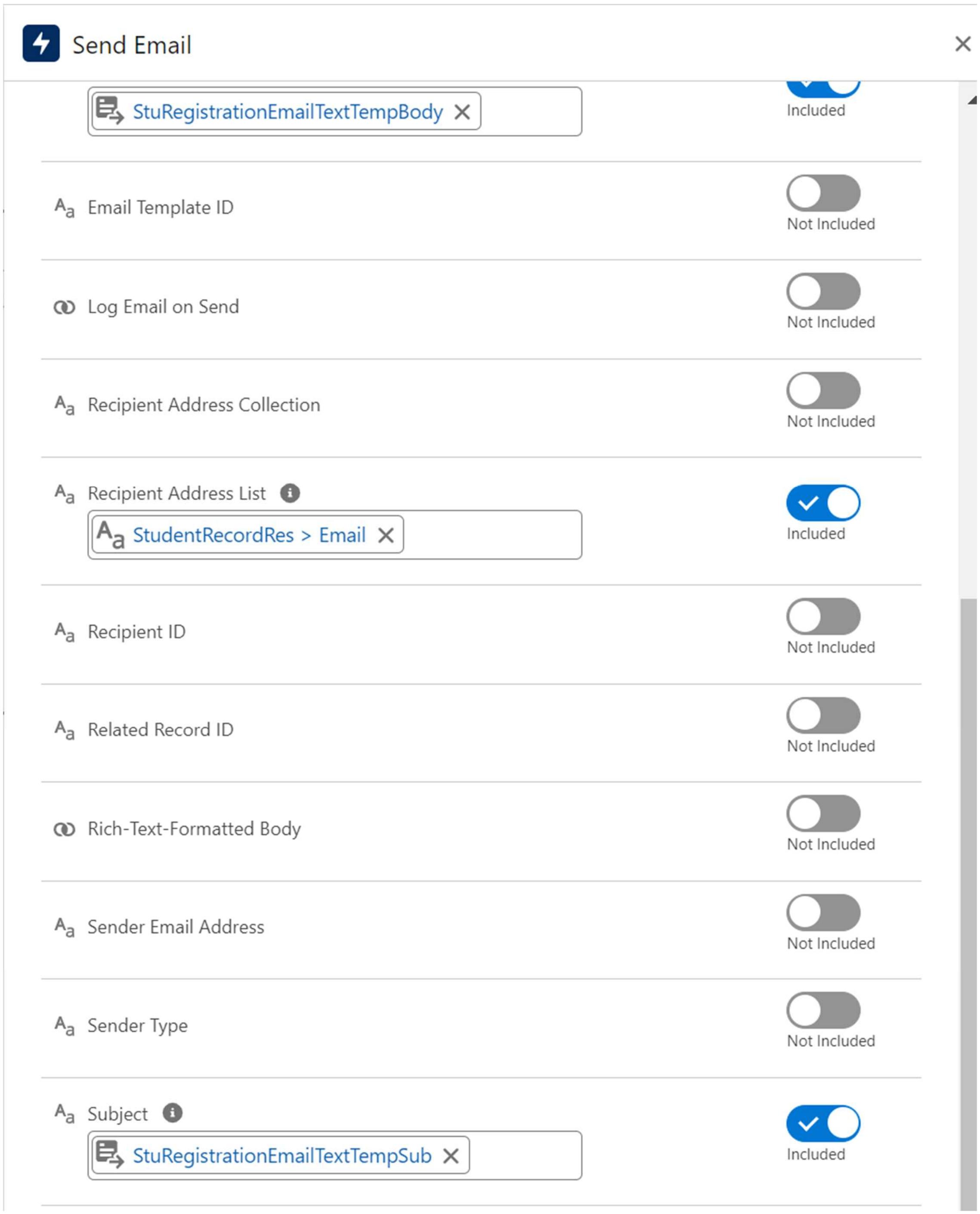
- Click Done.
- Repeat steps 1 & 2 to create an email text template for the email subject, label it as "StuRegistrationEmailTextTempSub", write a text message in the body and save it.



2.8 Add an Action Element

- Add an Action Element after all the Decision paths, label it as "Send Email to Student".

- Under “Set input values for selected action”, include body, Recipient Address List and Subject.
- For input Body : {!StuRegistrationEmailTextTempBody},
- Recipient Address List : {!StudentRecordRes.Email__c},
- Subject : {!StuRegistrationEmailTextTempSub}.



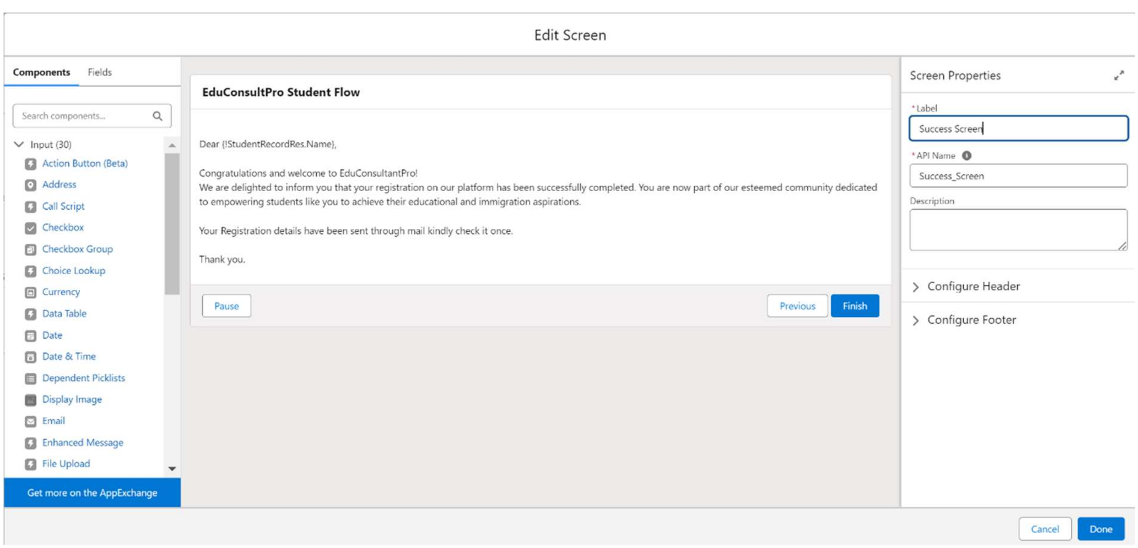
2.9 Add Screen Element

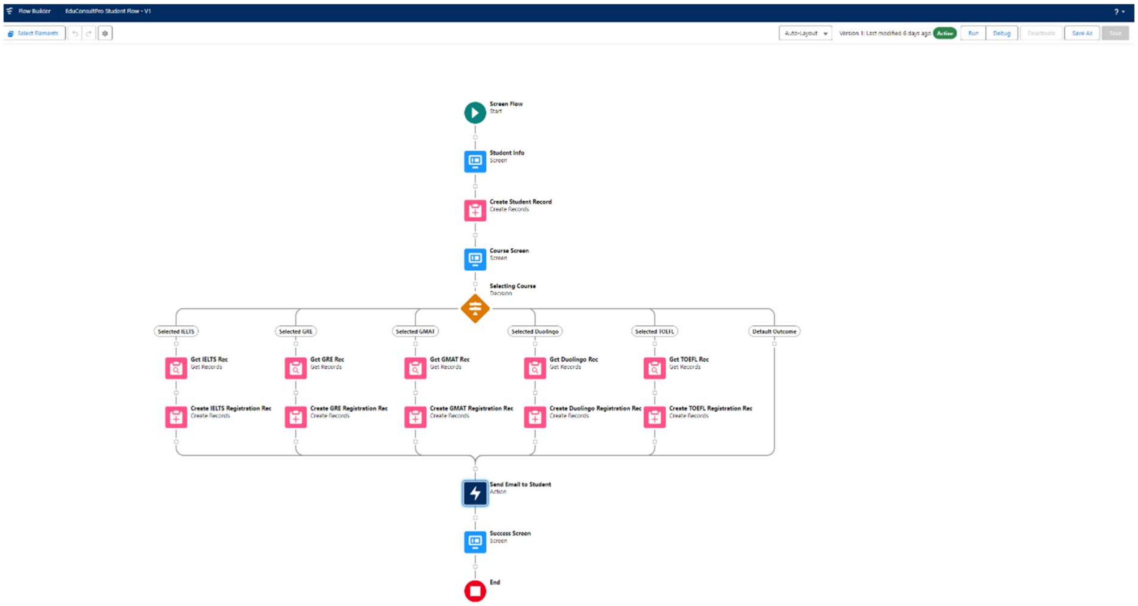
- Add a Screen Element after the Send Email to Student Action Element, label it as Success Screen.
- From the left side panel search for the Display text component and drag it to the main panel, label it as "SuccessMessage".
- Paste the below in the Resource picker box.

  "Dear {!StudentRecordRes.Name},
  Congratulations and welcome to EduConsultantPro!
  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."

  - Click Done.
  - Save the flow and name it as "EduConsultPro Student Flow". Your flow will look as shown below:

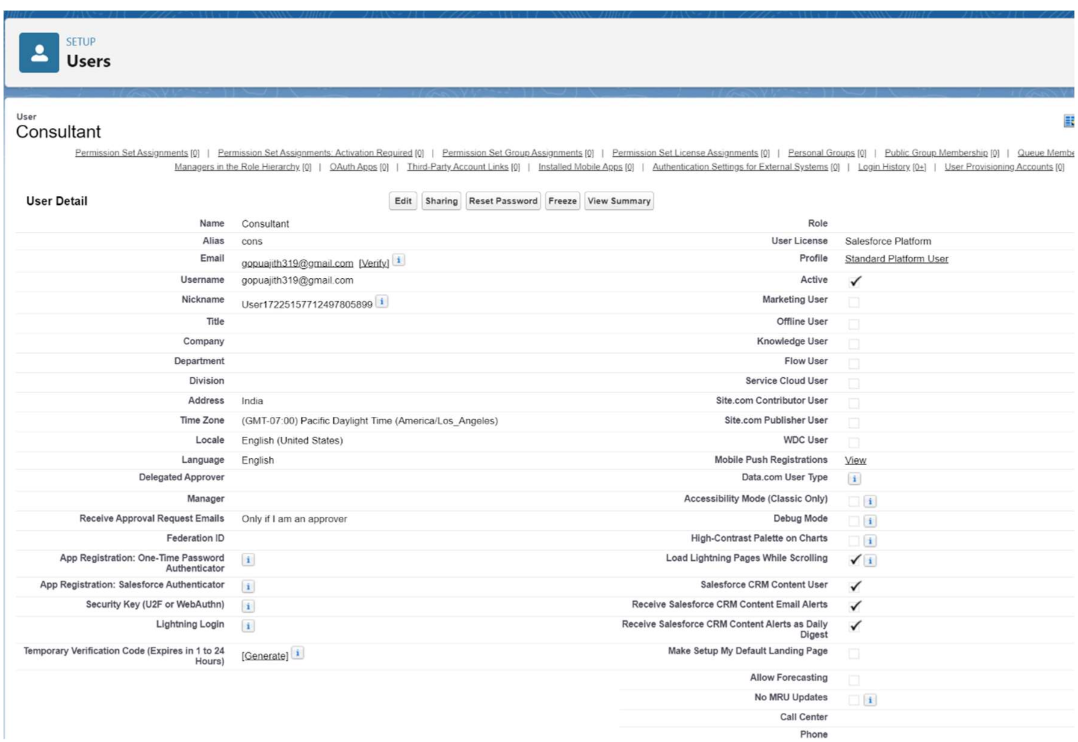




Task-3 Create Users

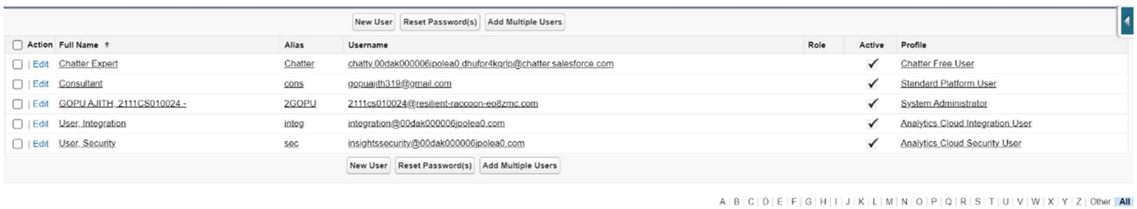
3.1 User

- Go to Setup --> Administration --> Users --> New User
- LastName : Consultant
- License : Salesforce Platform
- Profile : Standard Platform User
- Fill all the mandatory fields & Save.



3.2Configure the User Settings

- Go to Setup --> Administration --> Users --> click Edit next to your name
- Scroll down to bottom, under Approver Settings, Select “Consultant” the Manager Field.
- Click Save.



Task-4. Create an Approval Process for Property Object

4.1 Create an Email Template

- From Setup, enter Templates in the Quick Find box, and then select Lightning Email Templates, toggle on
- go to app launcher, search for “Email Templates”, Create a new folder with the desired name.
- Then create a new email template, select the folder which we have created in the previous steps, enter the below text in the HTML Value and Save it as "Submission Template".
- "Dear {{{Appointment__c.Student_Name__c}}},

  I hope this email finds you well. I am writing to confirm the details of our upcoming appointment scheduled for {{{Appointment__c.Appointment_DateTime__c}}} regarding {{{Appointment__c.PurposeTopic__c}}}.

  Appointment Details:
  Appointment No : {{{Appointment__c.Name}}},
  Student Name : {{{Appointment__c.Student_Name__c}}},
  Consultant Name : {{{Appointment__c.Consultant__c}}},
  Date & Time : {{{Appointment__c.Appointment_DateTime__c}}},
  Purpose : {{{Appointment__c.PurposeTopic__c}}}

  I want to assure you that I am looking forward to our meeting and am fully prepared to address any questions or concerns you may have regarding {{{Appointment__c.PurposeTopic__c}}}. Your success and satisfaction are my top priorities, and I am committed to providing you with the guidance and support you need.

If you have any specific topics or questions you would like to discuss during our appointment, please feel free to share them with me in advance. This will help ensure that our time together is as productive and beneficial as possible.

If for any reason you need to reschedule or cancel our appointment, please notify me at your earliest convenience so that we can make alternative arrangements.

Once again, thank you for choosing to work with me on this matter. I am confident that our collaboration will lead to positive outcomes and progress toward your goals.

If you have any questions or require further information before our scheduled appointment, please don't hesitate to reach out to me.

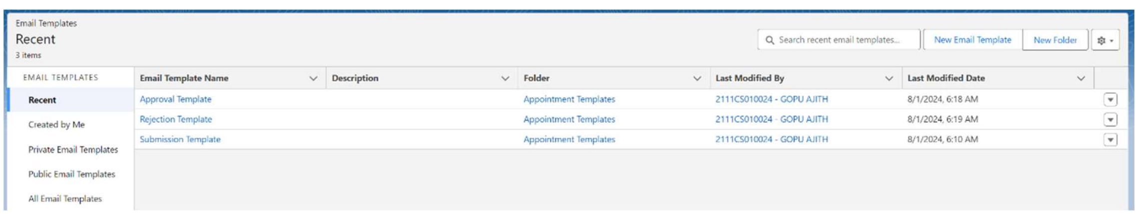
Looking forward to our meeting.

Best regards,

{{{Recipient.Name}}},

EduConsultantPro"

- Create two more Email templates for Approval and Rejection of Request similar to the previous one.



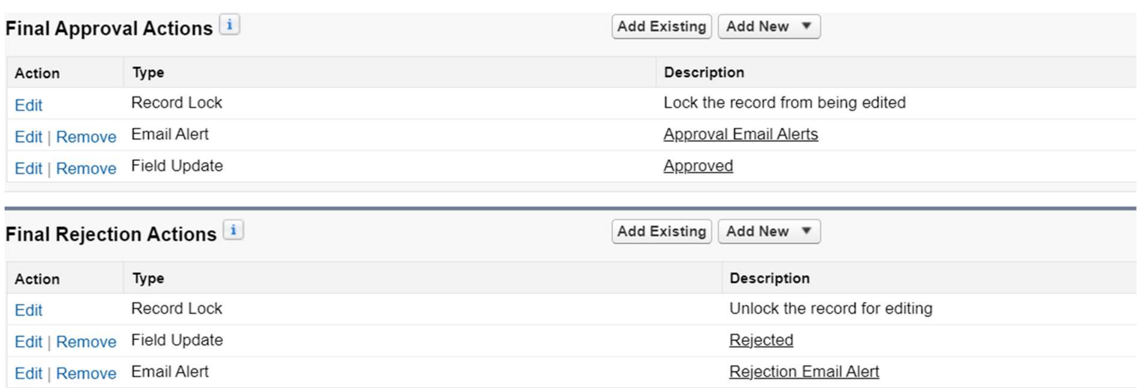
4.2 Create an Approval Process

- From Setup, enter Approval in the Quick Find box, and then select Approval Processes.
- In Manage Approval Processes For, select Appointment.
- Click Create New Approval Process --> Use Jump Start Wizard.
- Configure the approval process.
- Process Name - Appointment Approval, Under Select Approver, Select Manager for the option : "Automatically assign an approver using a standard or custom hierarchy field."
- Click next and "Next Automated Approver Determined By" --> Select Manager.

- From Record Editability Properties --> Click on Administrators OR the currently assigned approver can edit records during the approval process.
- Save the approval process.
- Click View Approval Process Detail Page.
- Under Initial Submission Actions, click Add New --> Field Update, and configure it with these values.

Field	Value
Name	Submitted
Field to Update	Appointment: Status
A Specific value	Pending

- click Add New --> Email Alert, and configure it with these values.
  Description:SubmissionEmailAlert
  UniqueName : Auto Populates
  Email Template : Submission Template
  Recipient Type : Select your Name
- Repeat the Steps 10 - 11 for Final Approval and Final Rejection actions.


Final Approval Actions

Add Existing Add New

Action	Type	Description
Edit	Record Lock	Lock the record from being edited
Edit | Remove	Email Alert	Approval Email Alerts
Edit | Remove	Field Update	Approved

Final Rejection Actions

Add Existing Add New

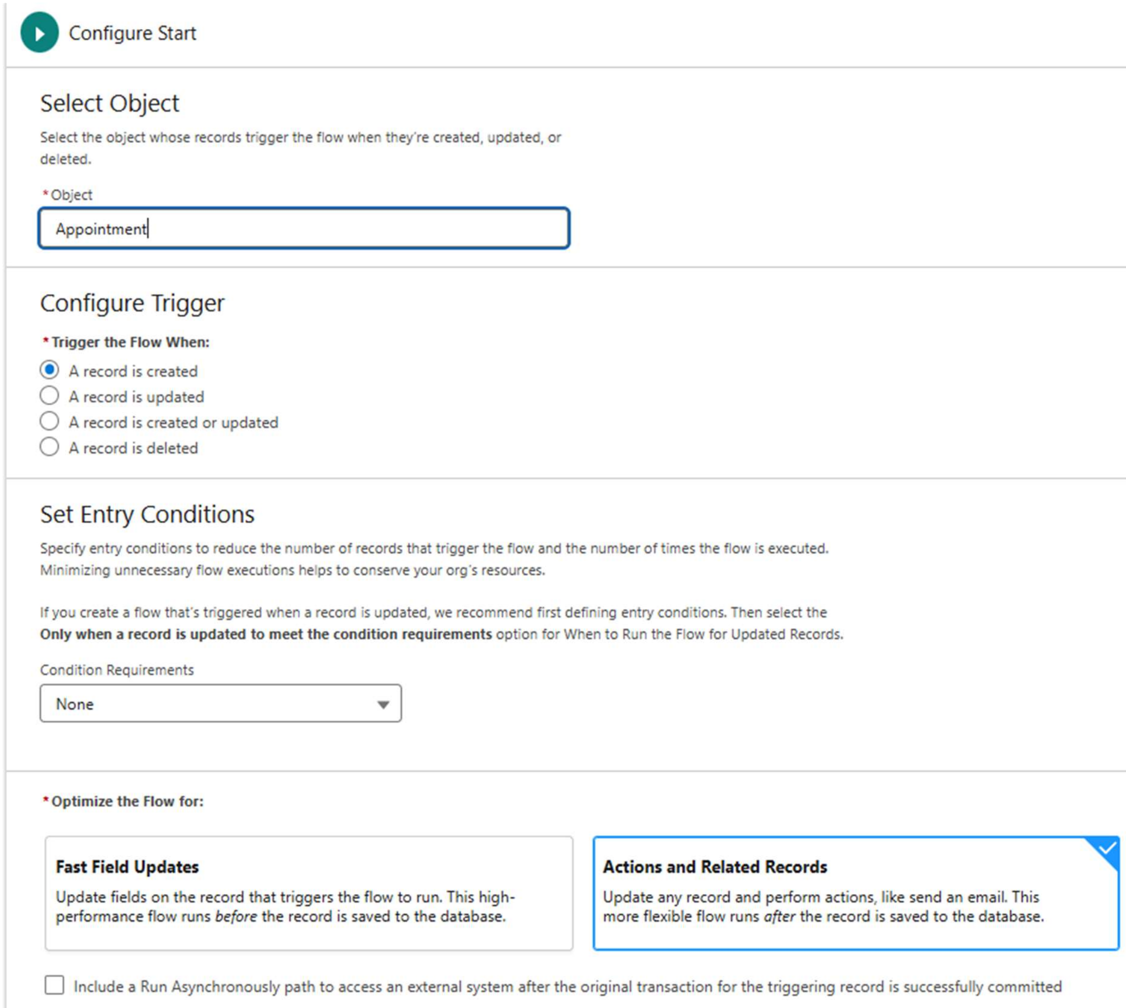
Action	Type	Description
Edit	Record Lock	Unlock the record for editing
Edit | Remove	Field Update	Rejected
Edit | Remove	Email Alert	Rejection Email Alert

Task 5 Create a Record Triggered Flow

5.1 Configure the Start Element

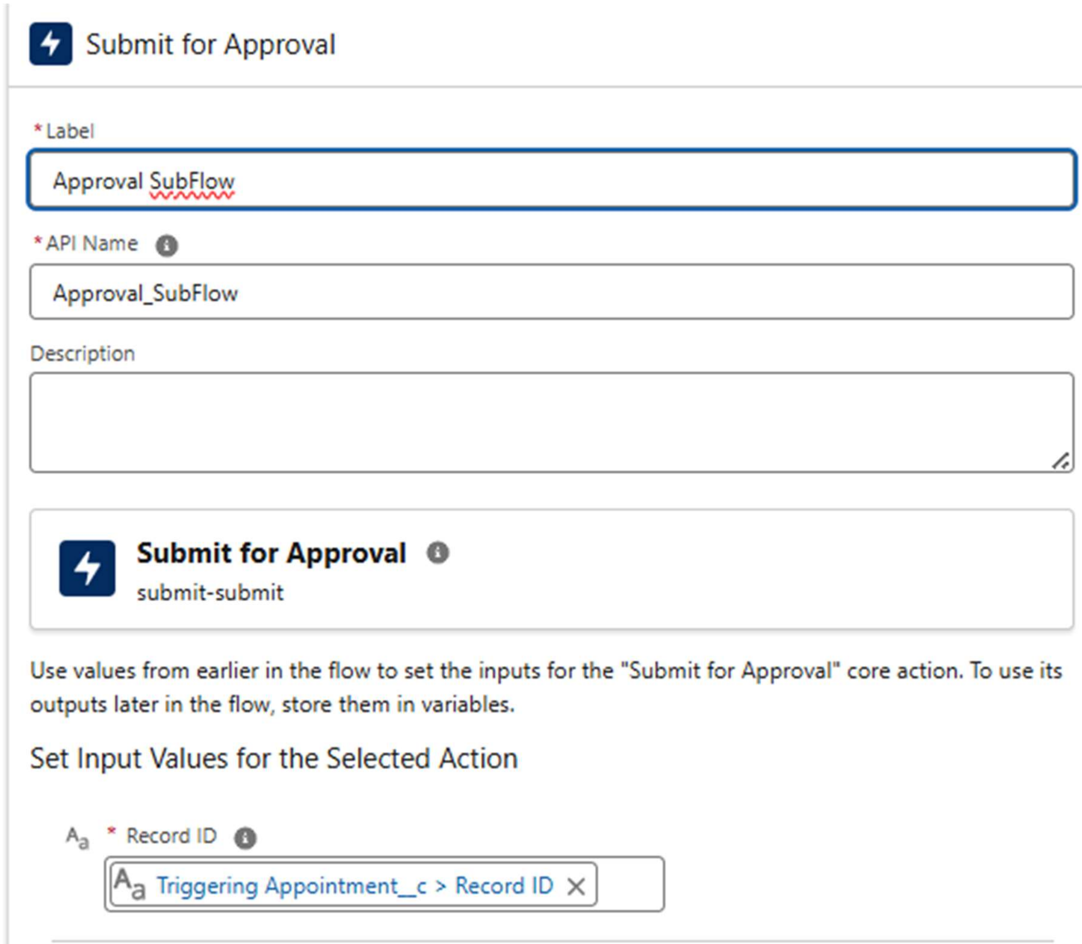
- From Setup, enter Flows in the Quick Find box, then select Flows.
- Click New Flow.
- Select Record-Triggered Flow.
- Click Create. The Configure Start window opens.
- For Object, select Appointment.

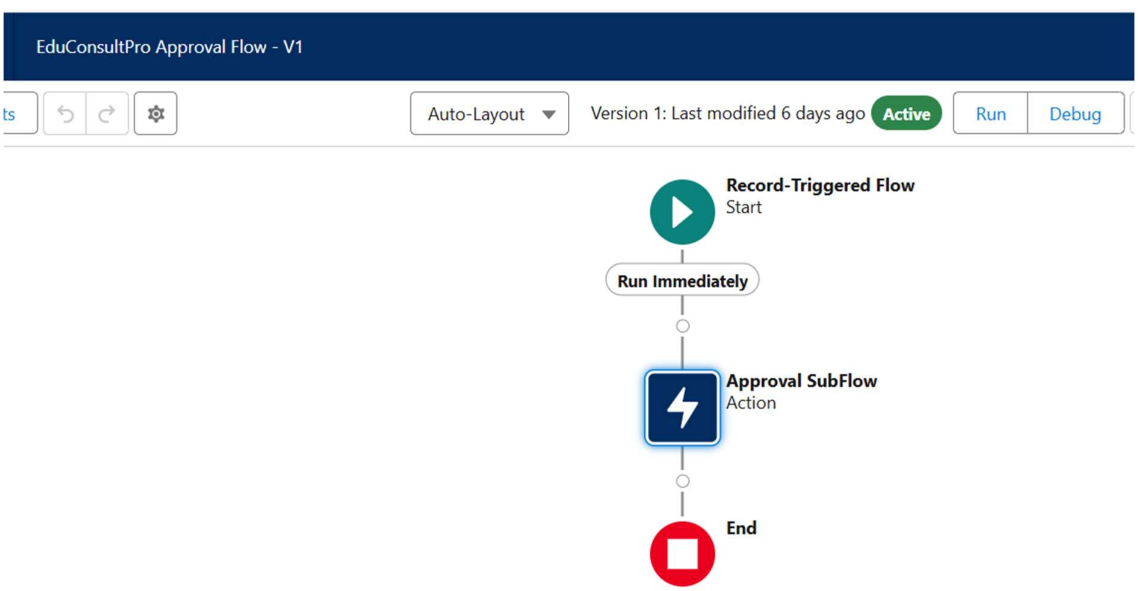
- For Trigger the Flow When, select A record is created. The flow will look like this:



5.2 Add an Action Element

- Add an Action element after the Start Element and Select the Submit for approval action, label it as “Approval SubFlow”.
- Set the RecordId to “{!$Record.Id}”
- Save the Flow, label it as "EduConsultPro Approval Flow and Click on Activate.

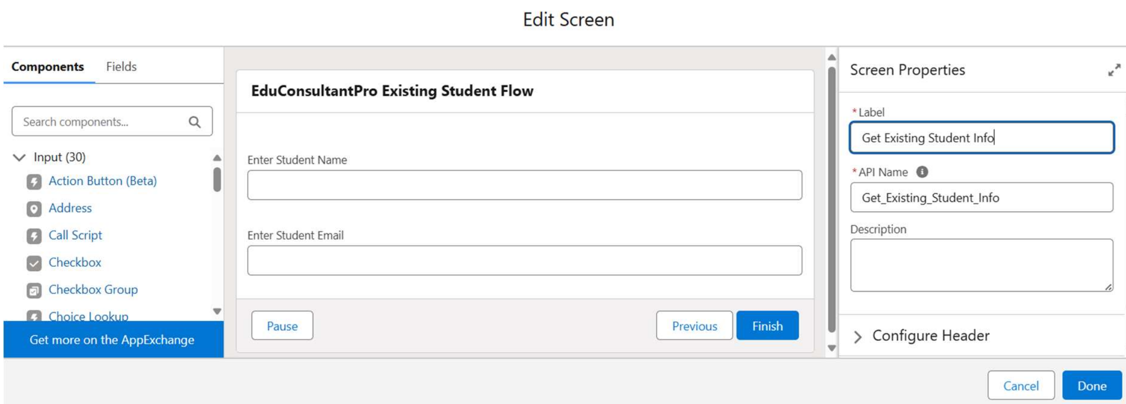

Submit for Approval
* Label
Approval SubFlow
* API Name
Approval_SubFlow
Description
Submit for Approval
submit-submit
Use values from earlier in the flow to set the inputs for the "Submit for Approval" core action. To use its outputs later in the flow, store them in variables.
Set Input Values for the Selected Action
* Record ID
Triggering Appointment__c > Record ID


EduConsultPro Approval Flow - V1
Auto-Layout
Version 1: Last modified 6 days ago
Active
Run
Debug
Record-Triggered Flow
Start
Run Immediately
Approval SubFlow
Action
End

Task-6 Create a ScreenFlow for Existing Student to Book an Appointment

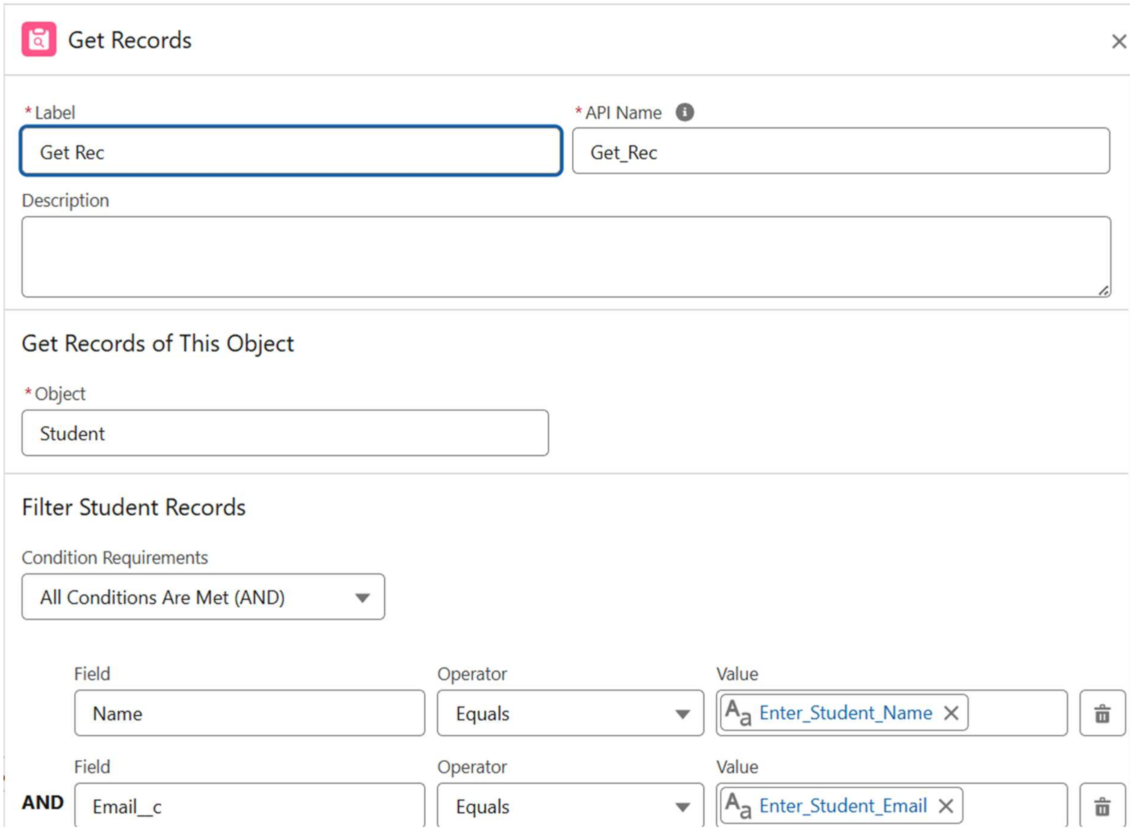
6.1 Add Screen Element

- From Setup, enter Flow Builder in quick find, select new flow ? ScreenFlow.
- Add a Screen element.
- In the Screen Properties pane, for Label, enter “Get Student Info”.
- Add two Text components from the left side panel. Give the Label’s as follows:
  1st Text Component Label : Enter Student Name
  2nd Text Component Label : Enter Student Email
- Click on Done.



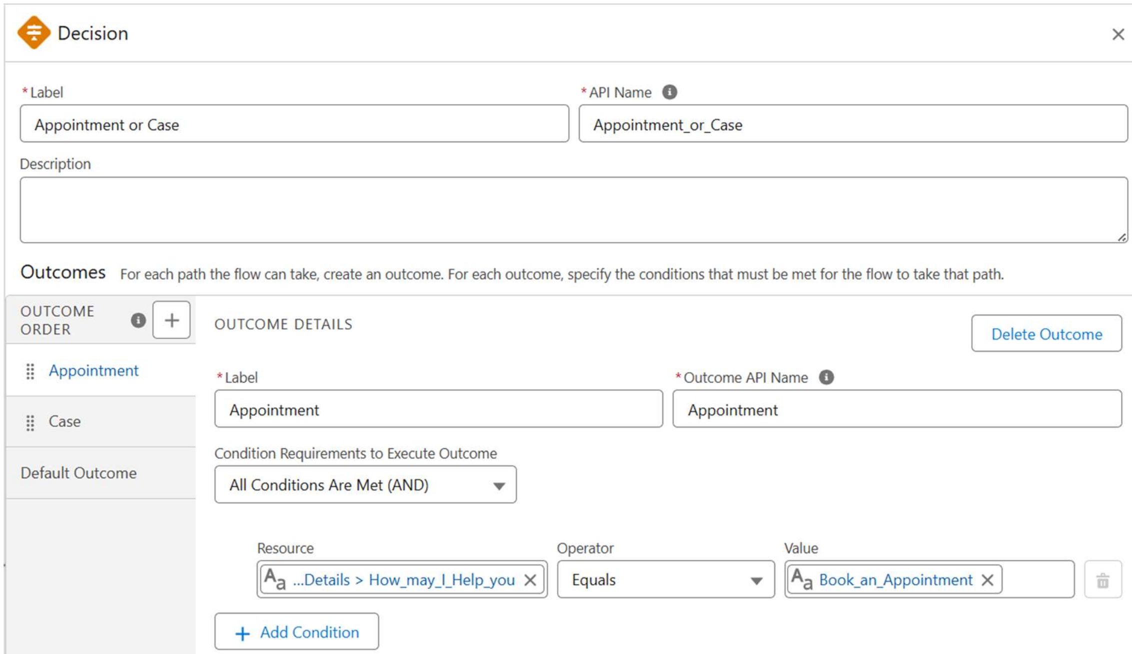
6.2 Add GET Record Element

- Add a GET Record Element after Decision Element, under the IELTS path and label it as “Get Rec”.
- Select Object : Student
  Condition Requirement : All Conditions are Met(AND)
- Field : Student Name
  Operator : Equals
  Value : {!Enter_Student_Name}
- Field : Email__c
  Operator : Equals
  Value : {!Enter_Student_Email}



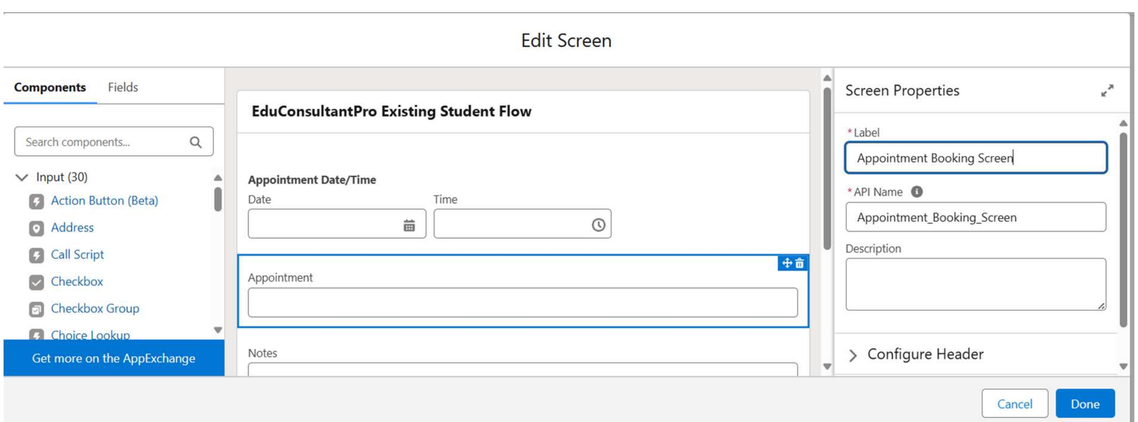
6.3Add Decision Element

- Add a Decision Element after Select Display Student Details Element, label it as “Appointment or Case”.
- Under outcome label it as “Appointment” and write the condition such as below:
  Resource : {!How_may_I_Help_you}
  Operator : Equals
  Value : {!Book_an_Appointment}
- Click on the “+” icon and Repeat step 2 for Case options mentioned.



6.4Add Screen Element

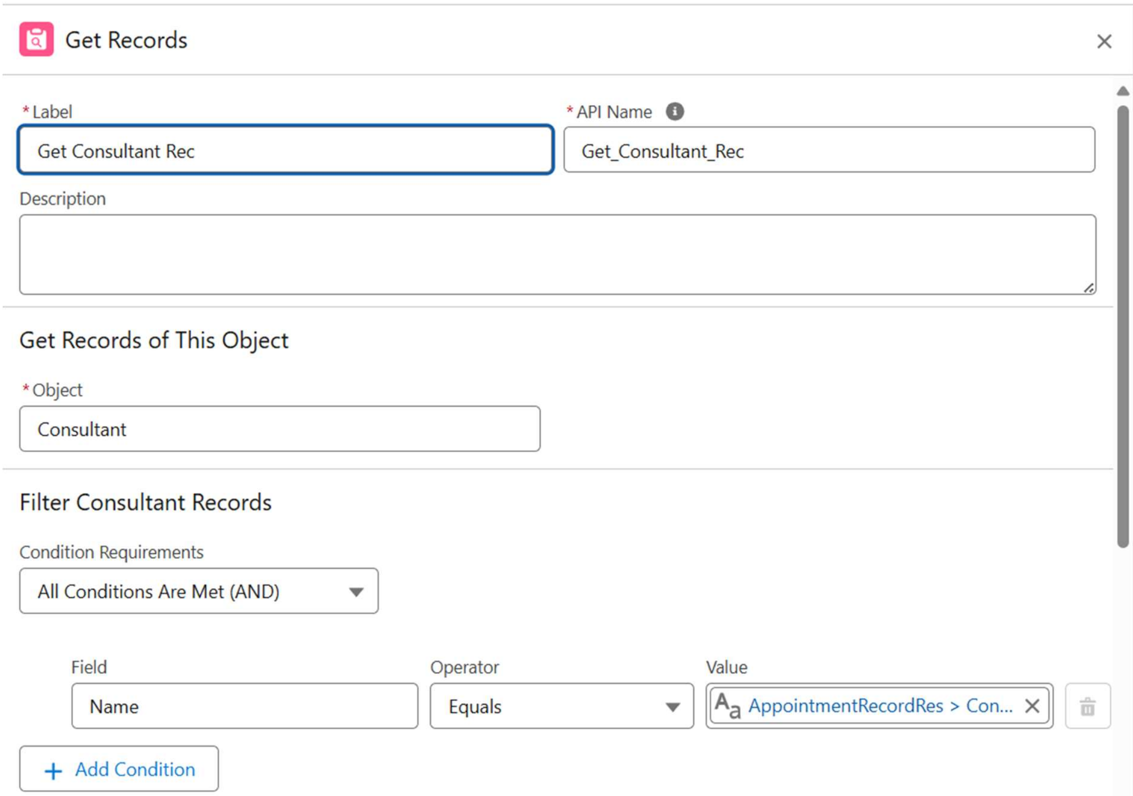
- Add a Screen element after the Decision Element, on the Appointment path and label it as “Appointment Booking Screen".
- Click on Fields, click on the record variable input and create a new Resource (AppointmentRecordRes) to display all the fields which are in the Appointment object.
- Drag all the fields which are needed to add on the screen inorder to collect the student information.
- Click on Done.



6.5 Add GET Record Element

- Add a GET Record Element after Decision Element, under the Appointment path and label it as “Get Consultant Rec”.

- Select Object : Consultant
  Condition Requirement : All Conditions are Met(AND)
    - Field : Name
      Operator : Equals
      Value : {!AppointmentRecordRes.Consultant_Name__c}



6.5 Create Appointment Record using Create Records Element

- Add a Create element after the Get Consultant Rec element and label it as "Create Appointment".
- Select "one" under How many records to Create, and select "Use separate resources, and literal values" under How to Set the record fields.
- Select Object : Appointment

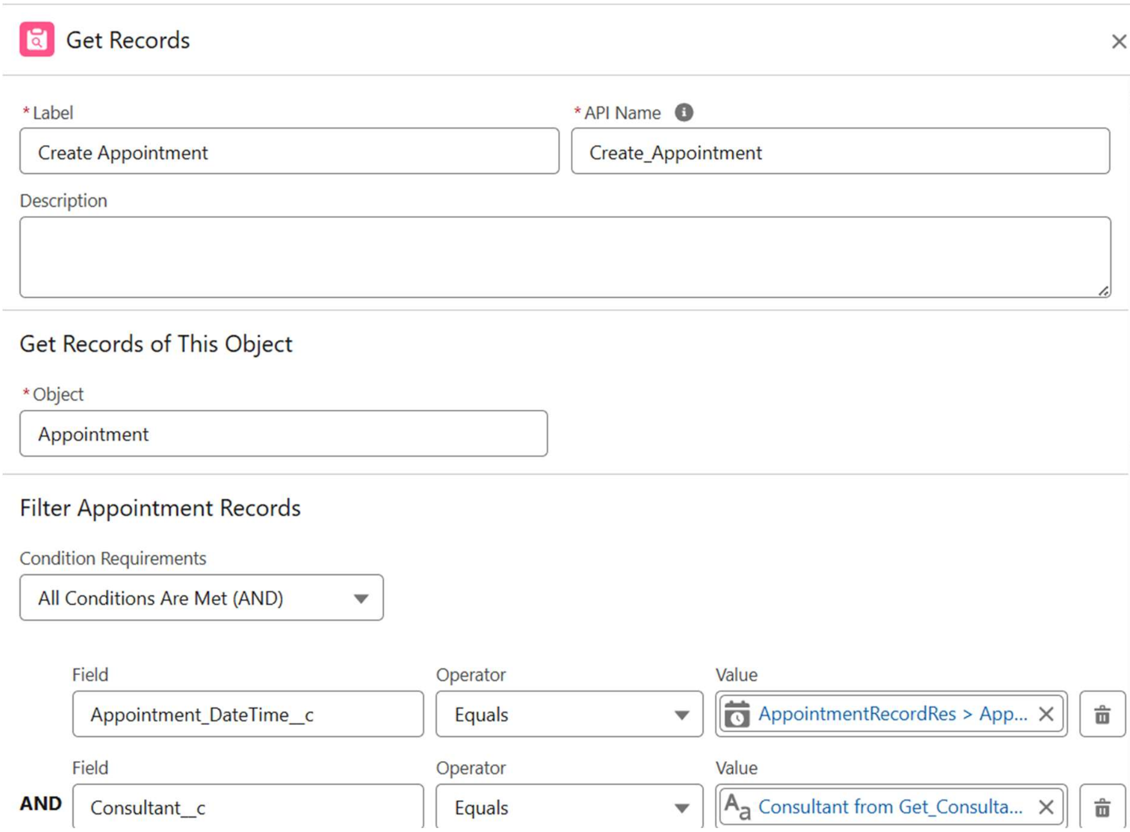
  Field : Appointment_DateTime__c
  Value : {!AppointmentRecordRes.Appointment_DateTime__c}

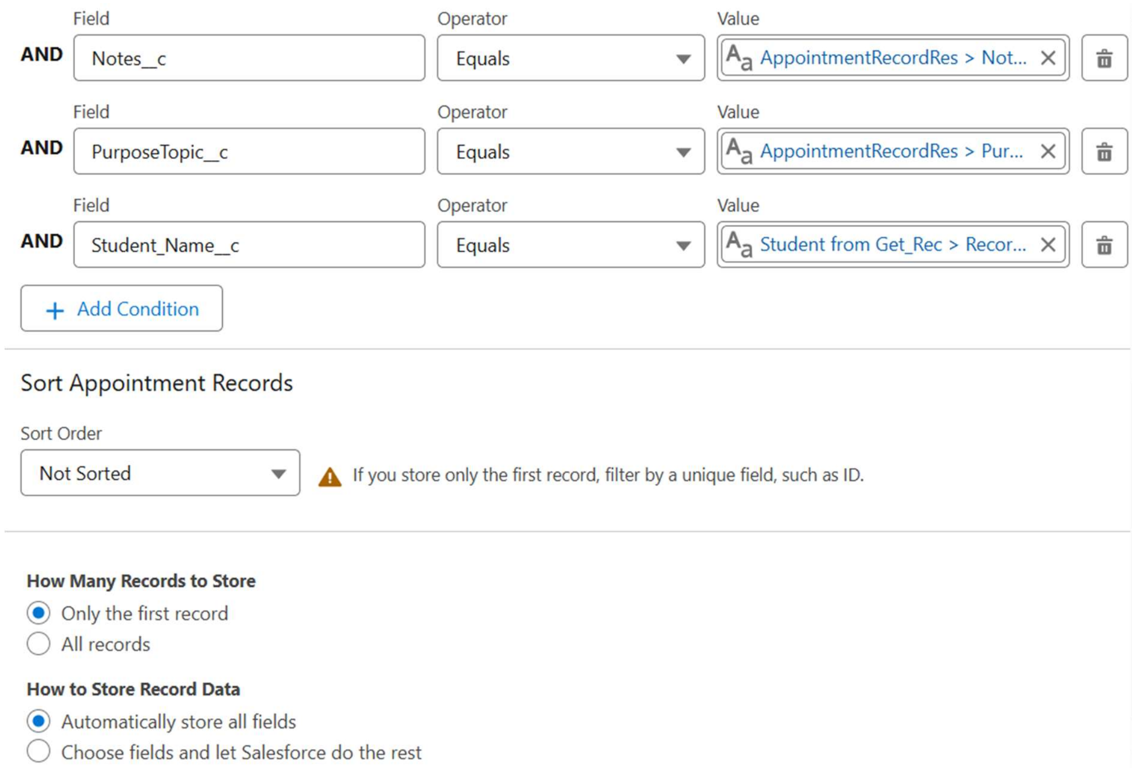
  Field : Consultant__c
  Value : {!Get_Consultant_Rec.Id}

  Field : Notes__c
  Value : {!AppointmentRecordRes.Notes__c}

Field : PurposeTopic__c
Value : {!AppointmentRecordRes.PurposeTopic__c}

Field : Student_Name__c
Value : {!Get_Rec.Id}





6.6 Add Screen Element

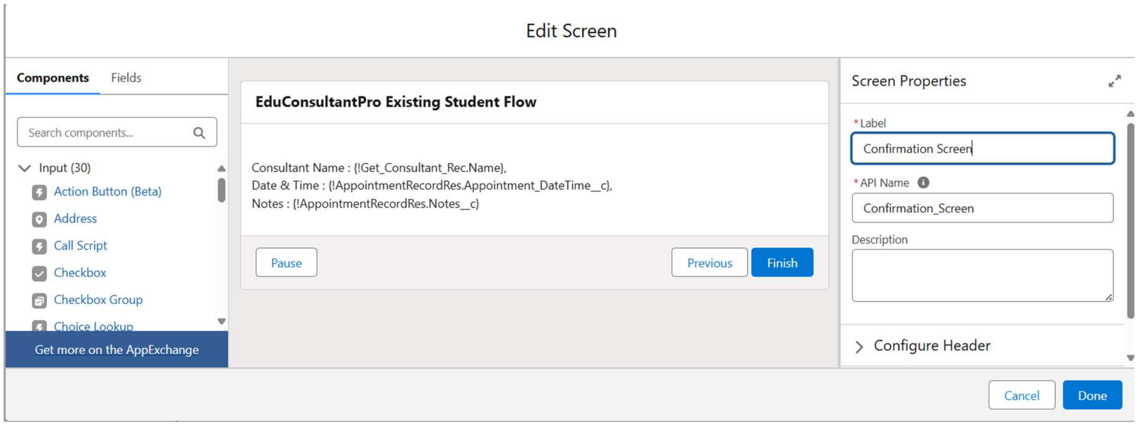
- Add a Screen Element after the Send Email to Student Action Element, label it as "Confirmation Screen".
- From the left side panel search for the Display text component and drag it to the main panel, label it as "Appointment_Confirmation".
- Paste the below in the Resource picker box.

Consultant Name : {!Get_Consultant_Rec.Name},

Date & Time : {!AppointmentRecordRes.Appointment_DateTime__c},

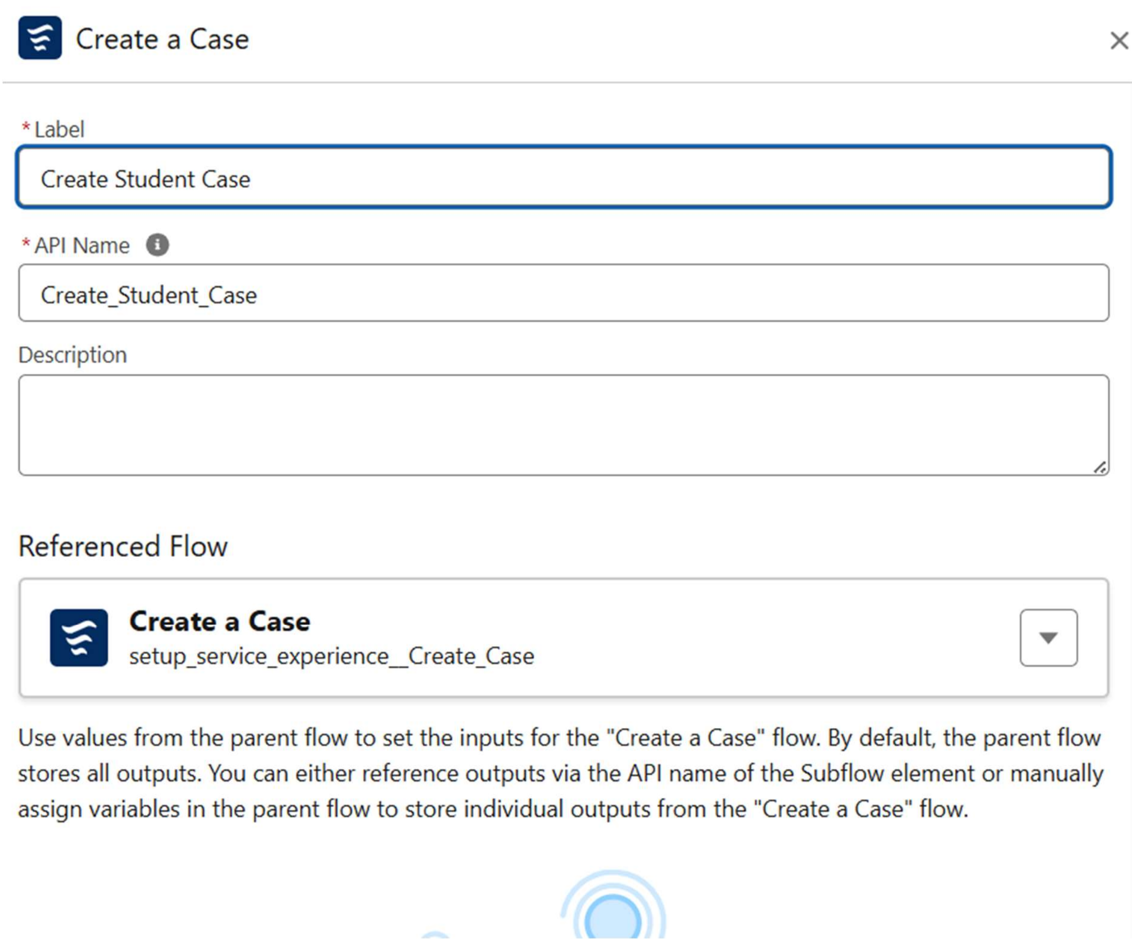
Notes : {!AppointmentRecordRes.Notes__c},

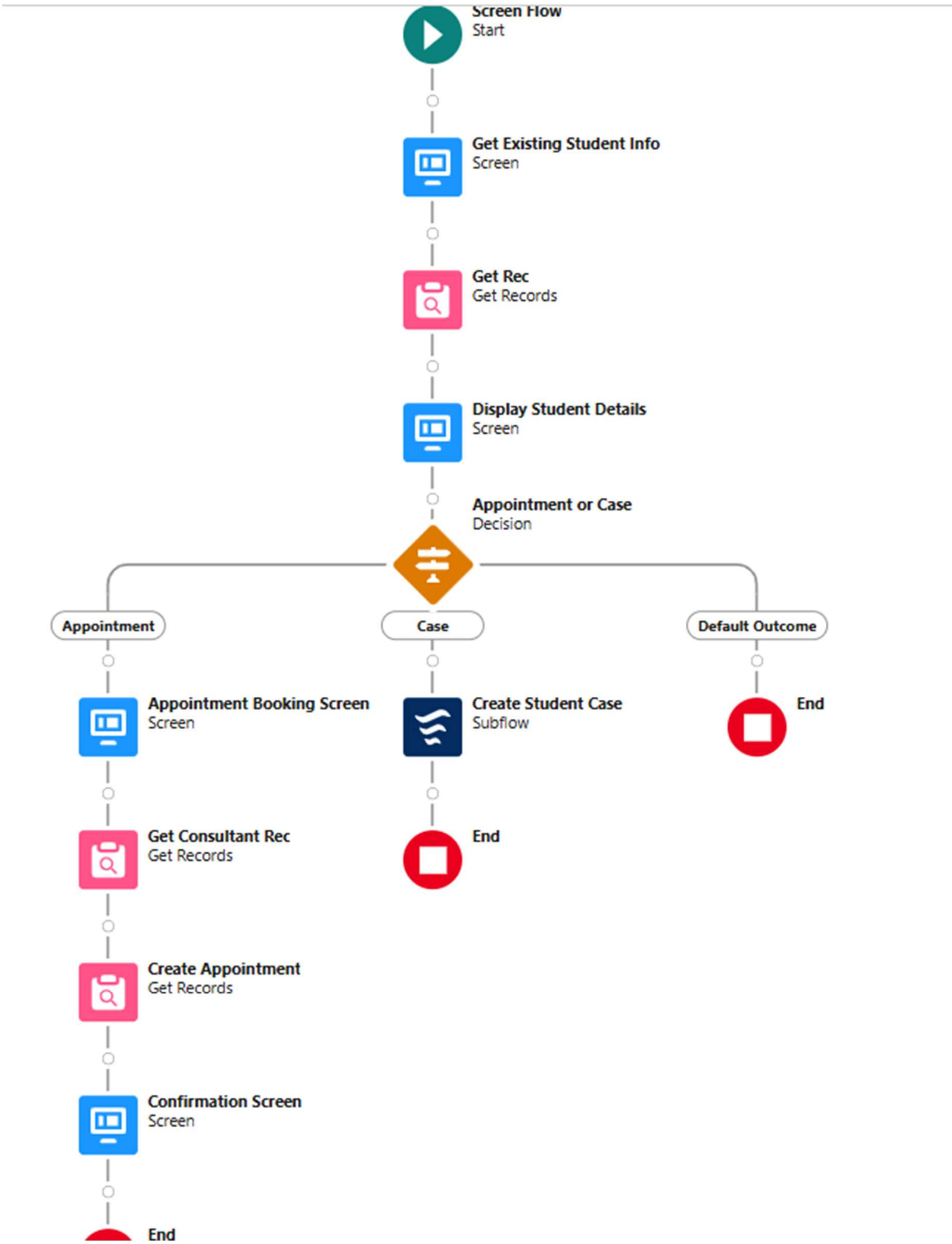
- Click Done.



6.7 Add an SubFlow Element

- Add a subflow element after the Decision Element, on the Case path and search and Select for "Create a Case", label it as "Create Student Case".
- Save the flow and label it as "EduConsultantPro Existing Student Flow", you can use the below image for reference.





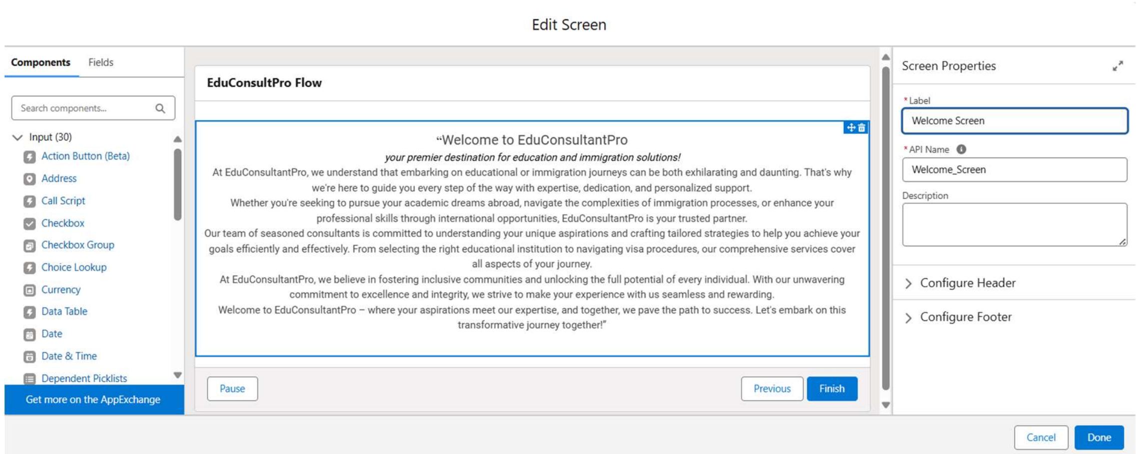
Task-7 Create a ScreenFlow to Combine all the flows at one place

7.1 Add Screen Element

- Add a Screen Element and label it as Welcome Screen.
- From the left side panel search for the Display text component and drag it to the main panel, label it as "SuccessMessage".

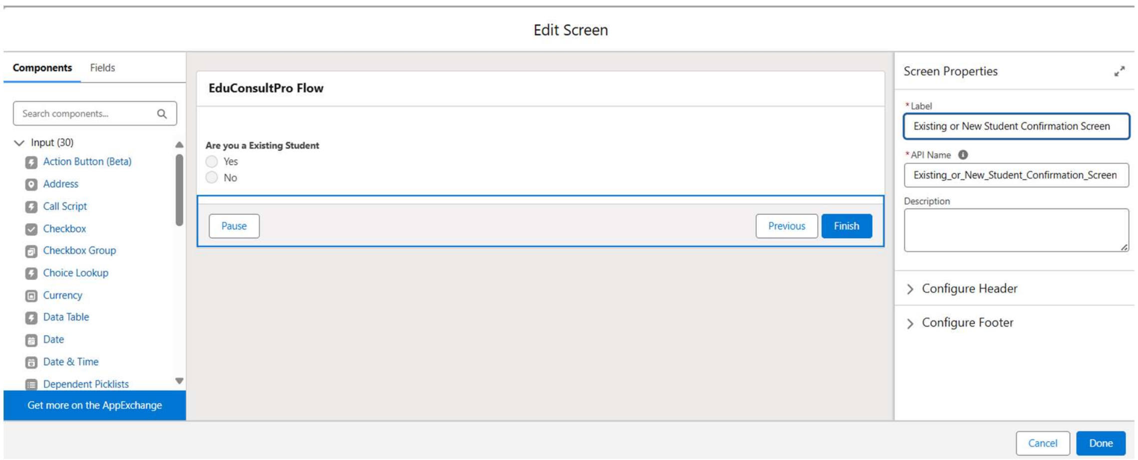
- Paste the below in the Resource picker box.
  “Welcome to EduConsultantPro
  your premier destination for education and immigration solutions!
  At EduConsultantPro, we understand that embarking on educational or immigration journeys can be both exhilarating and daunting. That's why we're here to guide you every step of the way with expertise, dedication, and personalized support.
  Whether you're seeking to pursue your academic dreams abroad, navigate the complexities of immigration processes, or enhance your professional skills through international opportunities, EduConsultantPro is your trusted partner.
  Our team of seasoned consultants is committed to understanding your unique aspirations and crafting tailored strategies to help you achieve your goals efficiently and effectively. From selecting the right educational institution to navigating visa procedures, our comprehensive services cover all aspects of your journey.
  At EduConsultantPro, we believe in fostering inclusive communities and unlocking the full potential of every individual. With our unwavering commitment to excellence and integrity, we strive to make your experience with us seamless and rewarding.

  Welcome to EduConsultantPro – where your aspirations meet our expertise, and together, we pave the path to success. Let's embark on this transformative journey together!”
- Click Done.



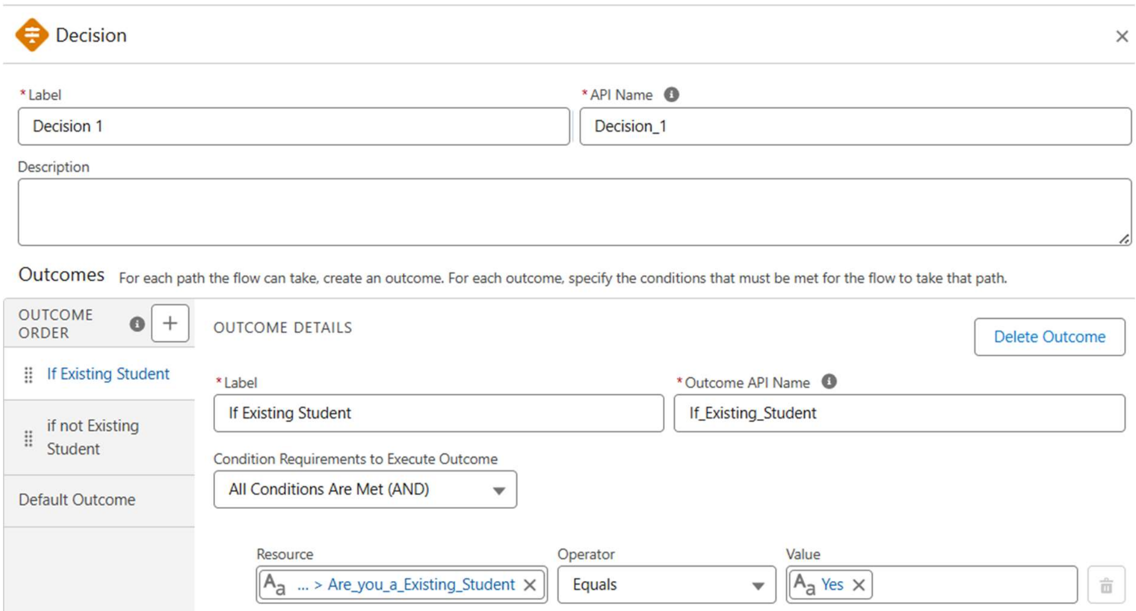
7.2 Add Screen Element

- Add a Screen Element after the Welcome Screen Element, label it as "Existing or New Student Confirmation Screen".
- Add a radio button component from the left side panel, label : Are you a Existing Student
- Click on Add Choice --> type "Yes" in the input field --> click Create Yes choice.
- Repeat step 6 and create an "No" choice resource
- Click Done.



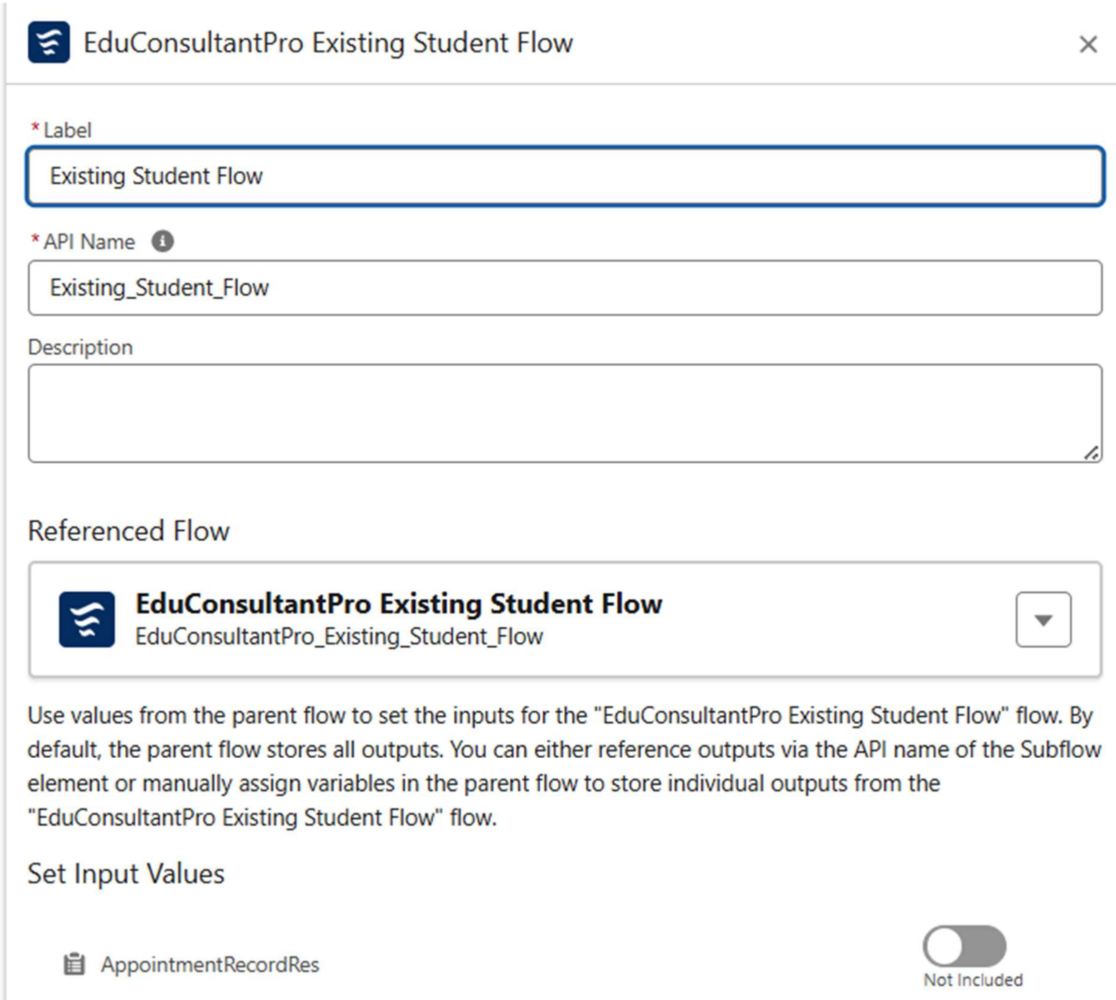
7.3 Add Decision Element

- Add a Decision Element after Existing or New Student Confirmation Screen Element, label it as "Decision 1".
- Under outcome label it as "If Existing Student" and write the condition such as below:
  Resource : {!Are_you_a_Existing_Student}
  Operator : Equals
  Value : {!Yes}
- Click on the "+" icon and Repeat step 2 for No options mentioned.



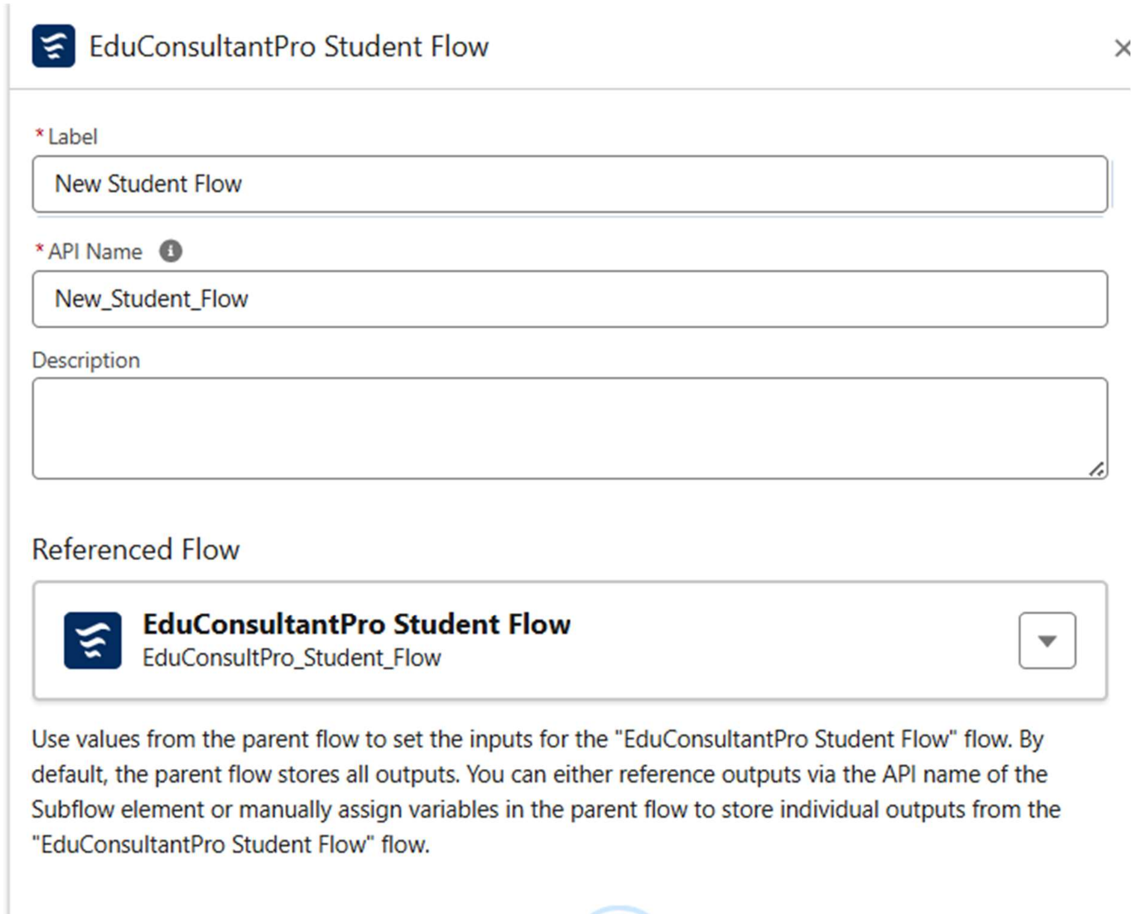
7.4 Add an SubFlow Element

- Add a subflow element after the Decision 1 Element on the if Existing Student path and search and Select for "EduConsultantPro Existing Student Flow ", label it as "Existing Student Flow".
- Save the flow and label it as "EduConsultantPro Existing Student Flow".
- Click Done



7.5 Add an SubFlow Element

- Add a subflow element after the Decision 1 Element on the if Not an Existing Student path and search and Select for "EduConsultantPro Student Flow ", label it as "New Student Flow".
- Save the flow and label it as "EduConsultantPro Existing Student Flow".
- Click Done.
- Save the flow and label it as "EduConsultPro Flow", you can use the below image for reference.



Task-8 Create a lightning app page

- From Setup, enter App Builder in the Quick Find box, then click Lightning App Builder.
- Click New, select Home Page, then click Next.
- Step through the wizard and name the page "EduConsultPro Home Page", select the Standard Home Page template, and then click Done.
- Drag the Flow component to the top-right region.
- Search for the "EduConsultantPro Flow" and click Save.
- Click Activate, Click App and Profile, then click Assign to Apps and Profiles.
- Select the Sales app, then click Next.
- Scroll down the list of profiles and select System Administrator, then click Next.

- Review the assignment, and then click Save.