

Problem Statement

The airline management system is designed to streamline and automate core airline operations. Manual flight scheduling, booking, and passenger management often lead to: - Errors in flight scheduling and seat allocation. - Difficulty in tracking bookings and passenger information. - Lack of role-based access for staff, managers, and administrators. - Inefficient reporting and management oversight.

The Airline Management System aims to solve these issues by building a Salesforce-based application that: - Enables staff to manage flights and schedules digitally. - Allows passengers to book flights and view their booking status. - Tracks passenger details and bookings in a centralized system. - Provides dashboards and reports for managers to monitor overall operations.

Phase 1: Problem Understanding & Industry Analysis

What has been done:

1. **Requirement Gathering:** Identified functional and non-functional requirements, including flight scheduling, bookings, passenger management, and reporting.
 2. **Stakeholder Analysis:** Defined key stakeholders (Airline Staff, Manager, Admin, Passengers) and their roles.
 3. **Business Process Mapping:** Mapped airline operations: flight scheduling → booking → payment → confirmation → reporting.
 4. **Industry-specific Use Case Analysis:** Studied airline workflows to align the system with real-world operations.
 5. **AppExchange Exploration:** Explored Salesforce AppExchange for airline-related apps .
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Phase 2: Org Setup & Configuration

1. **Salesforce Edition:** Used Developer Edition; includes custom objects, Flows, Apex, and Lightning components.
2. **Company Profile Setup:** Updated organization name to “Airline Management System”, set currency, locale, and timezone.

Setup

Home

Object Manager

Quick Find

Setup Home

Salesforce Go

Service Setup Assistant

Commerce Setup Assistant

Field Service Setup Home (Beta)

Hyperforce Assistant

Release Updates

Salesforce Mobile App

Lightning Usage

Optimizer

Sales Cloud Everywhere

ADMINISTRATION

Users

Data

Email

PLATFORM TOOLS

Subscription Management

Apps

Feature Settings

SETUP

Company Information

Company Information

Airline Management System

The organization's profile is below.

User Licenses (102)

Permission Set Licenses (102)

Feature Licenses (11)

Usage-based Entitlements (102)

Organization Detail

Edit

Organization Name	Airline Management System	Phone	
Primary Contact	OrgFarm EPIC	Fax	
Division		Default Locale	English (India)
Address	Maharashtra India	Default Language	English
Fiscal Year Starts In	January	Default Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)
Activate Multiple Currencies	<input type="checkbox"/>	Currency Locale	Hindi (India) - INR
Enable Data Translation	<input type="checkbox"/>	Used Data Space	374 KB (7%) View
Newsletter	<input checked="" type="checkbox"/>	Used File Space	17 KB (0%) View
Admin Newsletter	<input checked="" type="checkbox"/>	API Requests, Last 24 Hours	0 (15,000 max)
Hide Notices About System Maintenance	<input type="checkbox"/>	Streaming API Events, Last 24 Hours	0 (10,000 max)
Hide Notices About System Downtime	<input type="checkbox"/>	Restricted Logins, Current Month	0 (0 max)
Locale Formats	ICU	Salesforce.com Organization ID	00Dgl000007cENh
		Organization Edition	Developer Edition
		Instance	CAN98
Created By	OrgFarm EPIC 7/20/2025, 11:56 PM	Modified By	Himanshu Kahalkar 9/17/2025, 3:53 AM

Edit

3. Business Hours & Holidays:

Defined working hours : Monday–Friday, 9 AM–6 PM

Setup

Home

Object Manager

bus

Company Settings

Business Hours

Didn't find what you're looking for?

Try using Global Search.

SETUP

Business Hours

Organization Business Hours

Select the days and hours that your support team is available. These hours, when associated with escalation rules, determine the times at which your support team is available. If you enter blank business hours for a day, that means your organization does not operate on that day.

Holidays (0)

Business Hours Detail

Edit

Business Hours Name	Airline Standard Hours
Business Hours	<div><div>Sunday</div><div>8:00 AM to 11:00 PM</div></div> <div><div>Monday</div><div>8:00 AM to 11:00 PM</div></div> <div><div>Tuesday</div><div>8:00 AM to 11:00 PM</div></div> <div><div>Wednesday</div><div>8:00 AM to 11:00 PM</div></div> <div><div>Thursday</div><div>8:00 AM to 11:00 PM</div></div> <div><div>Friday</div><div>8:00 AM to 11:00 PM</div></div> <div><div>Saturday</div><div>8:00 AM to 11:00 PM</div></div>

| Active | ☒ |
| Created By | OrgFarm EPIC 7/20/2025, 11:56 PM |

Edit

Holidays

Add/Remove

No records to display

Back To Top

Always show me more records

4. Fiscal Year Settings: Default settings retained.

up Home Object Manager

Settings

Setup Fiscal Year

Organization Fiscal Year Edit: Airline Management System

To specify the fiscal year type for your organization, choose one of the options below.

Fiscal Year Information
Your organization can change the fiscal year start month, and specify whether the fiscal year name is set to the starting or ending year. For example, if your fiscal year starts in April 2025 and ends in March 2026, your Fiscal Year setting can be either 2025 or 2026.

Changing the fiscal year shifts fiscal periods and impacts opportunities and forecasts across your organization. If your forecast periods are set to quarterly, adjusting the fiscal year start month will erase existing forecast adjustments and quotas. Consider exporting a data backup before implementing this change.

☒ Standard Fiscal Year **1**

☐ Custom Fiscal Year **2**

Change Fiscal Year Period Save Cancel

Name Airline Management System

Fiscal Year Start Month March

Fiscal Year is Based On ☒ The ending month ☐ The starting month

Save Cancel

5. User Setup & Licenses:

Created Admin, Manager, and Staff users; assigned roles and licenses.

Create users for different roles:

Staff User

- Profile → Airline Staff Profile
- Role → Staff
- License → Salesforce Platform / Standard User
- Responsibility: Manage Flights & Bookings.

Support User

- Profile → Support Profile
- Role → Support
- License → Salesforce Platform / Standard User
- Responsibility: View Flights & Bookings for reporting/support (Read-only).

Manager/Admin User

- Profile → Admin Profile
- Role → Manager / Admin
- License → Salesforce Platform / System Administrator
- Responsibility: Full system access, supervision, reporting, and configuration.

Setup Home Object Manager

Users

All Users

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

View: All Users Edit Create New View

Action	Full Name	Alias	Username	Role
<input type="checkbox"/> Edit	Chatter_Expert	Chatter	chatty.0dd9l000007zenhuam.jfncu5e2yfr@chatter.salesforce.com	
<input type="checkbox"/> Edit Login	EPIC_OrgFarm	EPIC	epic.a05d05340c97@orofarm.salesforce.com	
<input type="checkbox"/> Edit	Kahakar_Himanshu	hka	hkahakar55694@aperforce.com	
<input type="checkbox"/> Edit Login	Manager_Marcy	mmana	marv.manager@airline.com	Manager
<input type="checkbox"/> Edit Login	Staff_John	jstaf	john.staff@hexamele.com	Staff

6. Profiles:

Customized profiles for Airline Staff, Manager, and Admin with appropriate permissions.

- Airline Staff Profile

- Permissions: Create, Read, Update, Delete (CRUD) on Flights and Bookings.
- Purpose: For airline staff who handle flight scheduling and booking operations.

The screenshot shows the Salesforce 'Profiles' page in the 'SETUP' section. The 'Airline Staff Profile' is selected. The 'Profile Detail' section shows the following information:

Profile Detail		Edit	Clone	Delete	View Users
Name	Airline Staff Profile				
User License	Salesforce	Custom Profile <input checked="" type="checkbox"/>			
Description					
Created By	Himanshu Kahalkar	Modified By Himanshu Kahalkar			
	9/17/2025, 4:10 AM	9/17/2025, 4:56 AM			

- Support Profile

- Permissions: Read-only on Flights and Bookings.
- Purpose: For customer support/reporting team, who need access to view records but not modify them.

The screenshot shows the Salesforce 'Profiles' page in the 'SETUP' section. The 'Support Profile' is selected. The 'Profile Detail' section shows the following information:

Profile Detail		Edit	Clone	Delete	View Users
Name	Support Profile				
User License	Salesforce	Custom Profile <input checked="" type="checkbox"/>			
Description					
Created By	Himanshu Kahalkar	Modified By Himanshu Kahalkar			
	9/17/2025, 4:33 AM	9/17/2025, 4:57 AM			

- Admin Profile

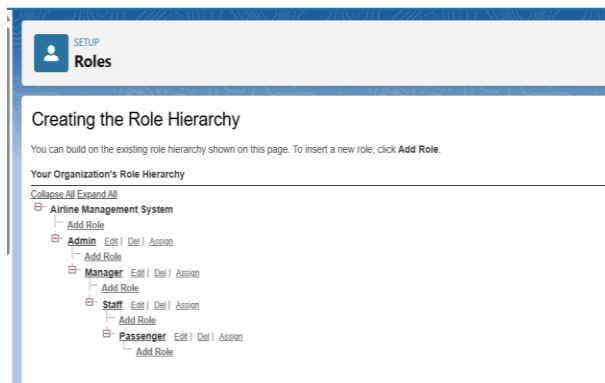
- Permissions: Full access (Modify All Data, View All Data).
- Purpose: For Admin/Manager, who supervises staff, views all records, generates reports, and manages system setup/configuration
-

The screenshot shows the Salesforce 'Profiles' page in the 'SETUP' section. The 'Admin Profile' is selected. The 'Profile Detail' section shows the following information:

Profile Detail		Edit	Clone	Delete	View Users
Name	Admin Profile				
User License	Salesforce	Custom Profile <input checked="" type="checkbox"/>			
Description					
Created By	Himanshu Kahalkar	Modified By Himanshu Kahalkar			
	9/17/2025, 4:40 AM	9/17/2025, 4:47 AM			

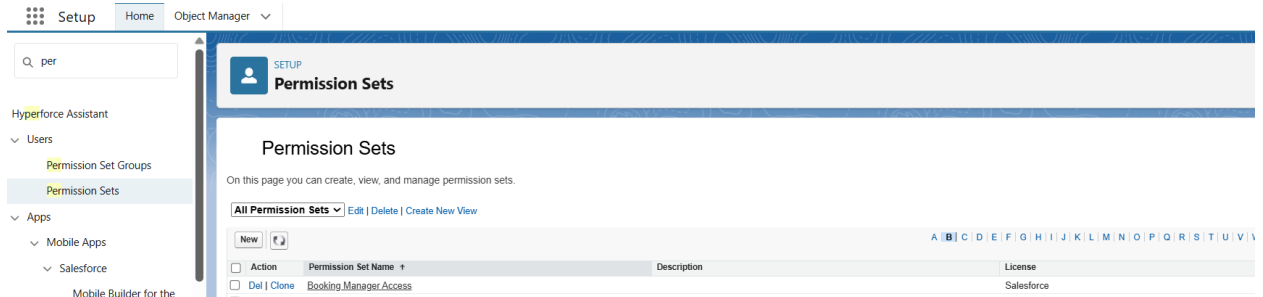
7. Roles:

Create hierarchy Staff → Manager → Admin under Setup → Roles



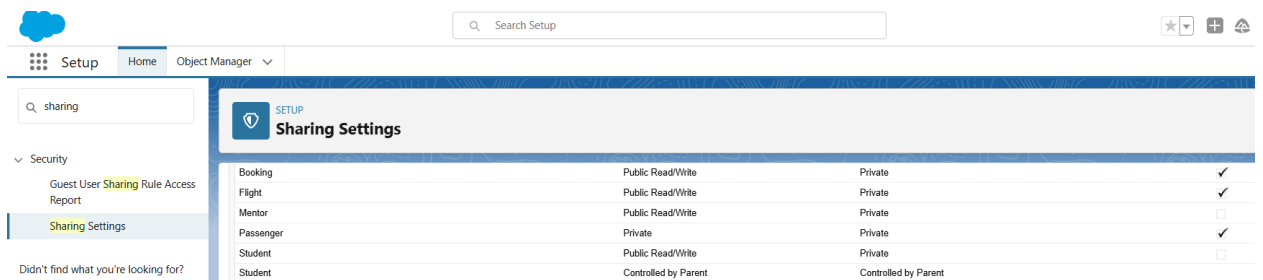
8. Permission Sets:

Booking Manager Access → Managers can edit/delete bookings.



9. Organization-Wide Defaults (OWD):

Flights And Bookings = Public Read/Write;
Passengers = Private.



10. Sharing Rules:

Passenger Sharing Rule: Allowed Support users to view passenger records (Passenger__c is Private).

Passenger Sharing Rules			
		New	Recalculate
Action	Criteria	Shared With	Access Level
Edit Del	Owner in Role: Staff	Group: Support Group	Read Only

Booking Sharing Rule: Allowed Managers to view and edit bookings created by Staff (Booking__c is Private).

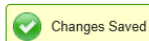
Booking Sharing Rules			
		New	Recalculate
Action	Criteria	Shared With	Access Level
Edit Del	Owner in Role: Staff	Role: Manager	Read/Write

11. Login Access Policies:



Login Access Policies

Control which support organizations your users can grant login access to.



Manage Support Options			
		Save	Cancel
Setting	Enabled		
Administrators Can Log in as Any User	<input type="checkbox"/>		
Support Organization	Packages	Available to Users	Available to Administrators Only i
Salesforce.com Support		<input checked="" type="radio"/>	<input type="radio"/>
		Save	Cancel

12. Dev Org Setup: Configured development org for testing and deployment.

13. Sandbox Usage
