

1 INTRODUCTION

1.1 Overview

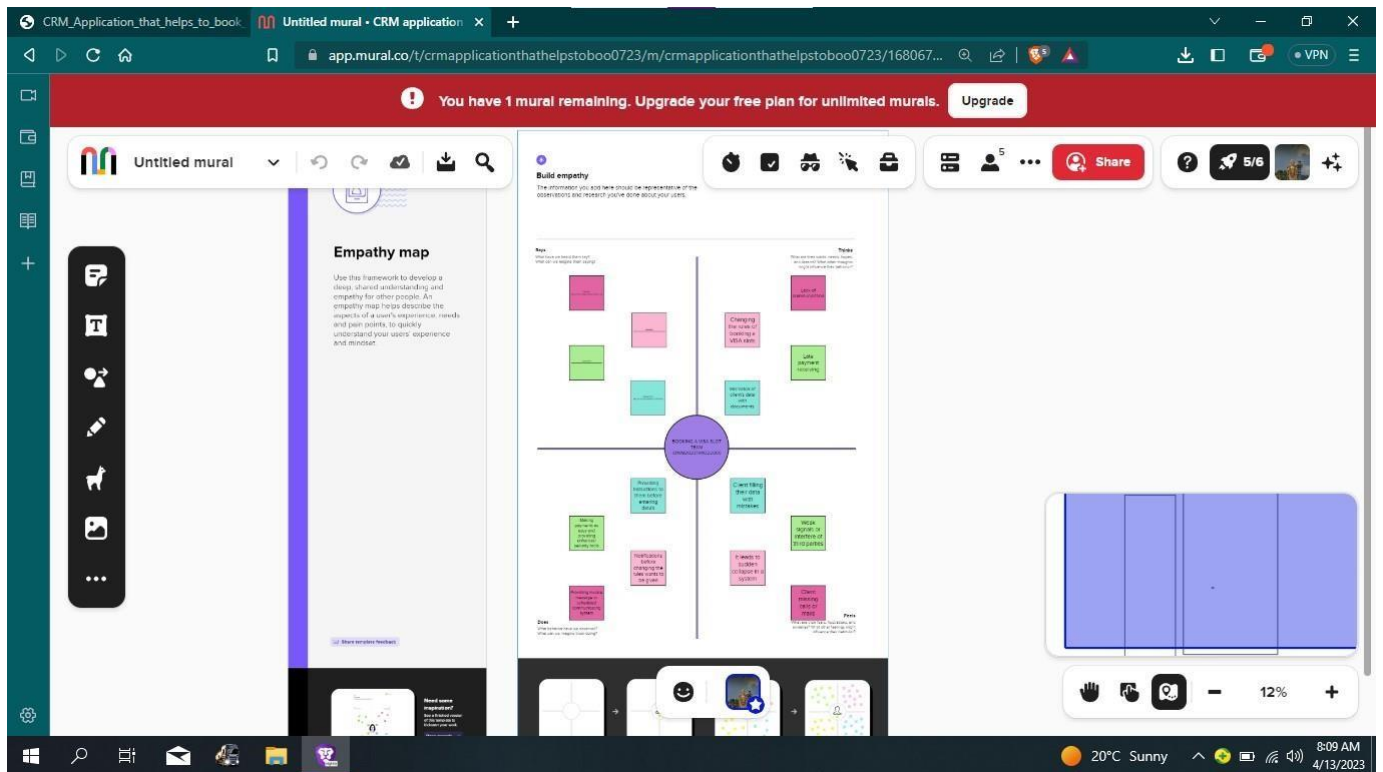
A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by the government agency or visa processing center to schedule and manage appointments with applicants.

1.2 Purpose

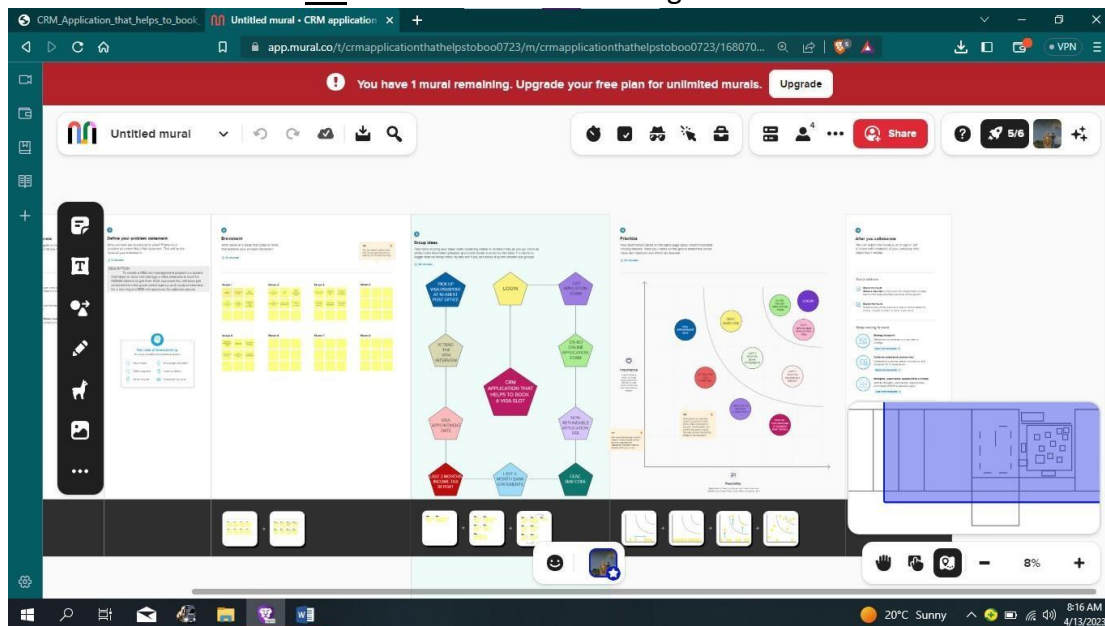
This will help you to track and manage the availability of visa slots, which are appointments that are required for certain VISA applications.

2 Problem Definition & Design Thinking

2.1 Empathy Map



2.2 Ideation & Brainstorming



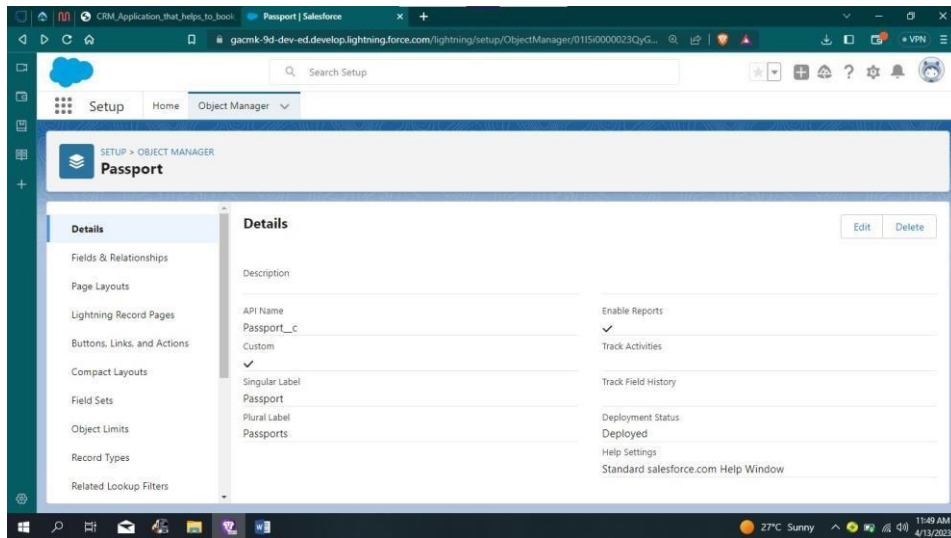
3 RESULT

3.1 Data Model:

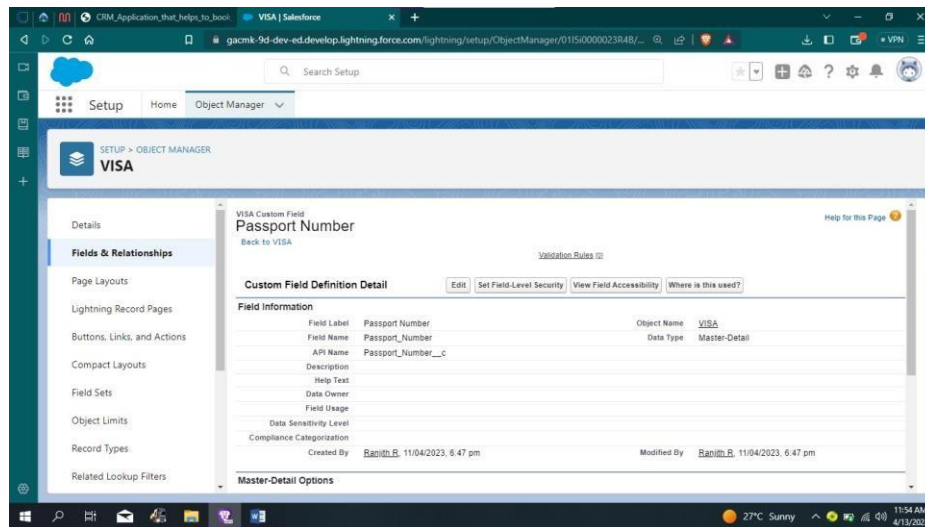
Object name	Fields in the Object		
PASSPORT			
	Field label	Data type	
	Contact number	Number	
	Full name	Text	
	Passport number	Text	
	Permanent address	Text	
VISA SLOT			
	Field label	Data type	
	Visa slot number	TEXT	

3.2 Activity & Screenshot

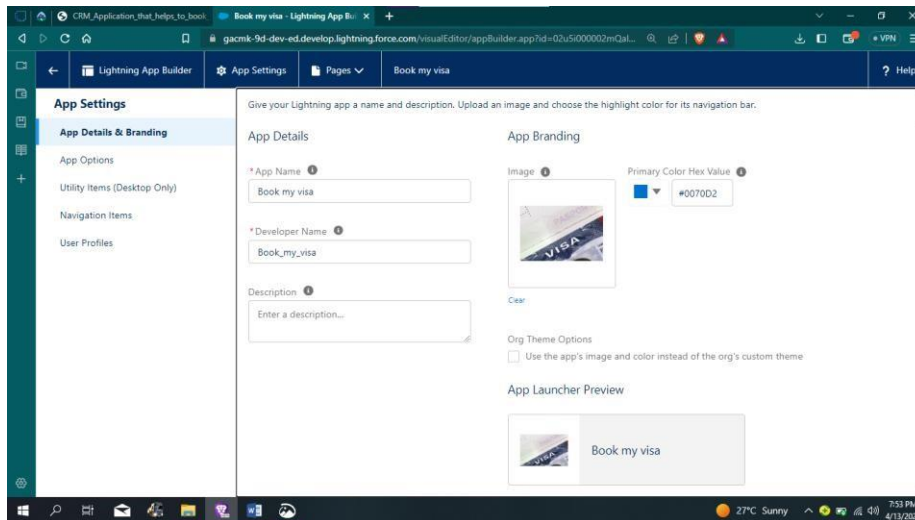
MILESTONE02:CREATEOBJECT-PASSPORT



MILESTONE03:RELATIONSHIP-B/W-OBJECTS

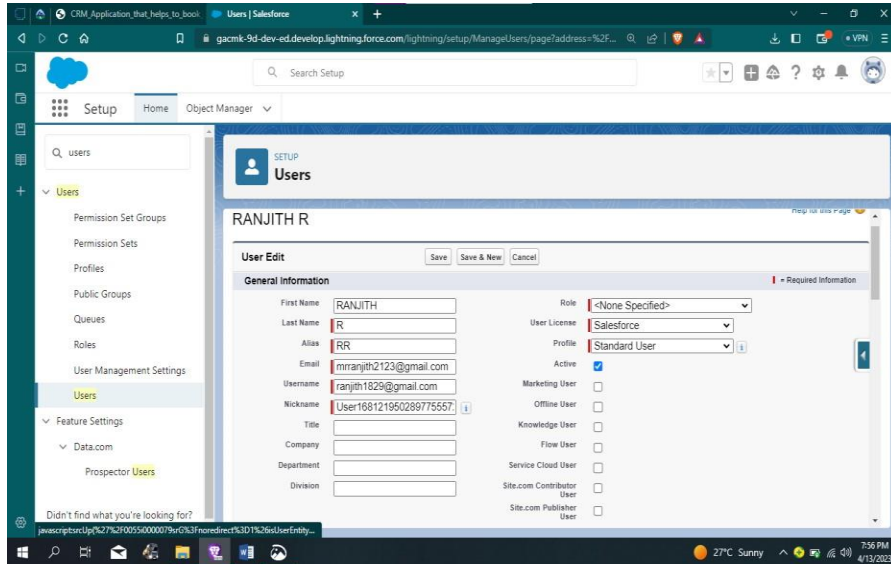


MILESTONE 04-CREATION OF APP



MILESTONE 05-

ACTIVITY 01-CREATION OF USER

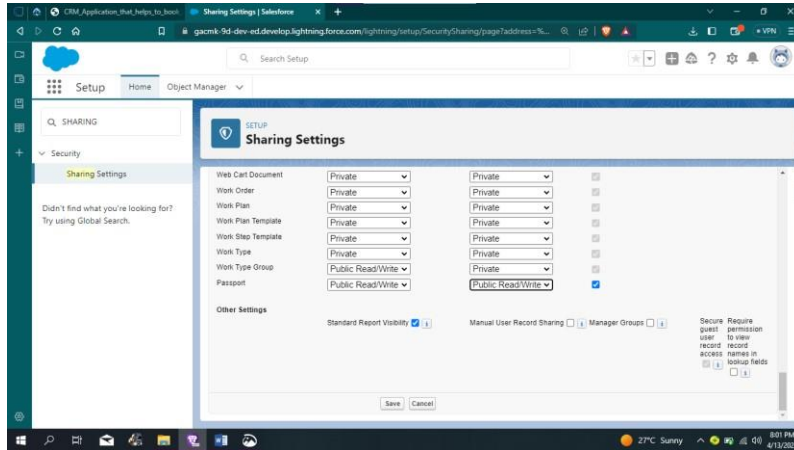


The screenshot shows the Salesforce 'Users' setup page for editing a user named RANJITH R. The left sidebar contains navigation links for Setup, Home, and Object Manager, with a search bar for 'users'. The main content area is titled 'RANJITH R' and includes a 'User Edit' section with 'Save', 'Save & New', and 'Cancel' buttons. Below this is the 'General Information' section, which is marked as 'Required Information'. The form contains the following fields:

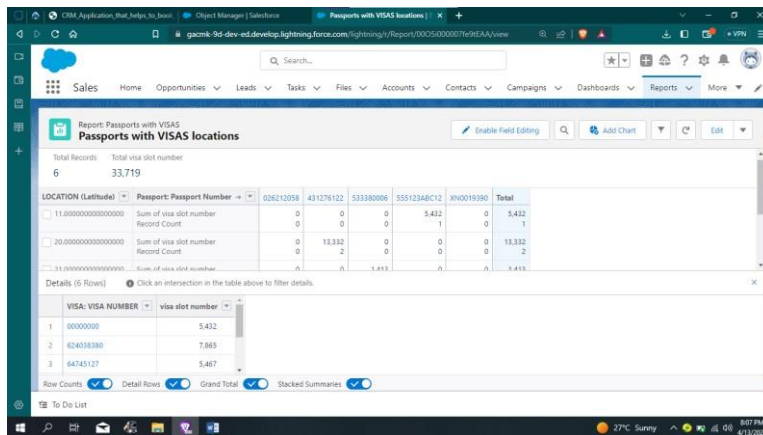
Field	Value
First Name	RANJITH
Last Name	R
Alias	RR
Email	mrnanjith2123@gmail.com
Username	ranjith1829@gmail.com
Nickname	User168121950289775557
Title	
Company	
Department	
Division	
Role	<None Specified>
User License	Salesforce
Profile	Standard User
Active	<input checked="" type="checkbox"/>
Marketing User	<input type="checkbox"/>
Offline User	<input type="checkbox"/>
Knowledge User	<input type="checkbox"/>
Flow User	<input type="checkbox"/>
Service Cloud User	<input type="checkbox"/>
Site.com Contributor User	<input type="checkbox"/>
Site.com Publisher User	<input type="checkbox"/>

The bottom of the screen shows a Windows taskbar with the date and time as 7:56 PM on 4/13/2023, and a system tray with weather information (27°C Sunny).

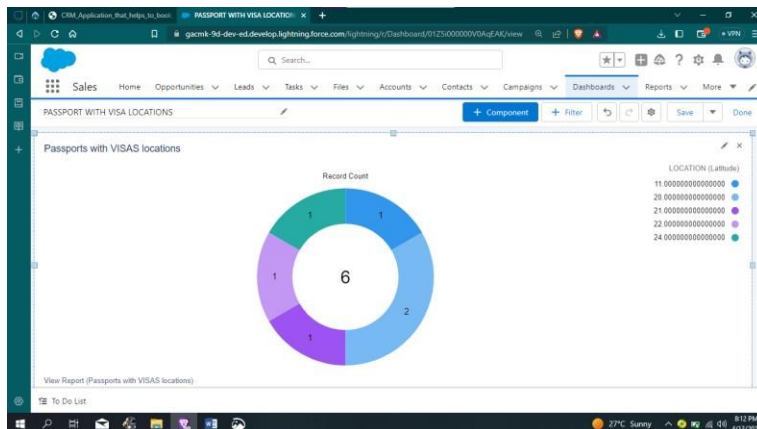
ACTIVITY 02-ORGANIZATIONS WIDE DEFAULT SETTINGS



MILESTONE 06-CREATION OF REPORT



MILESTONE 07-DASHBOARDS



4 Trailhead Profile Public URL:

Team Lead-<https://trailblazer.me/id/ranjr24>

Team member 1- <https://trailblazer.me/id/ezhumalai>

Team member 2-<https://trailblazer.me/id/pprabu7>

Team member 3-<https://trailblazer.me/id/ssaruc>

Project Report Template

5 ADVANTAGES & DISADVANTAGE

ADVANTAGES:

- ❖ Maintains a full database of current and potential customers
- ❖ Keeps notes, documents and other electronic data in a central database that's accessible to everyone.
- ❖ Allows salesmen to document all interactions with a customer.
- ❖ Manages detailed price lists from multiple suppliers for quick lookup in the field.
- ❖ Provides a place to store product documentation that is available to all salesmen
- ❖ Generates quotes and tracks information on all opportunities
- ❖ Gives sales and support staff the ability to view and see.

Disadvantages:

- ❖ Loss of control of data
- ❖ Control over upgrades
- ❖ Lose ability for extensive customization or complex integrations
- ❖ Security Risk *SME *SME
- ❖ Loss of IT competencies *SME
- ❖ Strategic Risks — M&A and high dependence on service provider

❖ Ownership Costs

- ❖ Depending on Organizations investments in infrastructure *SME
- ❖ Subscription costs do not depreciate over time ... As opposed to
- ❖ Less important to SME capital investments

6 APPLICATIONS

In an environment where competition is fierce and customer loyalty fickle, the slightest lapse could well lead to a customer migrating to another seller.

Customer relationship management (CRM) is a key strategy to serve customers better and ensure their continuing loyalty. It is possible to do this manually but having a CRM application handle most of the service aspects leads to greater efficiencies and economies of scale and also keeps customers happy.

7 CONCLUSION:

➤ Customer Relationship Management entails all aspects of interaction a company has with its customer, whether it is sales or service related; it starts with the foundation of relationship marketing.

➤ CRM is a systematic approach towards using information and ongoing dialogue to build long lasting mutually beneficial customer relationship. From the above all available data it is clear that how CRM is playing a vital role in service sector. So, it makes more strengthen this sector.

➤ It is essential to bear in mind that :
"If you are not listening to your customers, your competitors will."

8 FUTURE SCOPE:

- The way technology is progressing the future of CRM is Bright
- With the small convinced stores to big retail chains all at some point may need CRM software to tackle the customer pressures
- Oracle though a tier 1 software is quite preferred by the biggies of the industry.