

CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

1.INTRODUCTION:

1.1 OVERVIEW

A Customer Relationship Management (CRM) application can be a powerful tool to streamline the visa booking process. By integrating the application with the visa application system, the process of booking a visa slot can become faster, more efficient, and less prone to errors. With the CRM application, customers can easily search for available visa slots and make a booking in a few simple steps. The application can also provide real-time updates on the availability of slots and any changes to the visa application process, helping customers stay informed and up-to-date.

1.2 PURPOSE

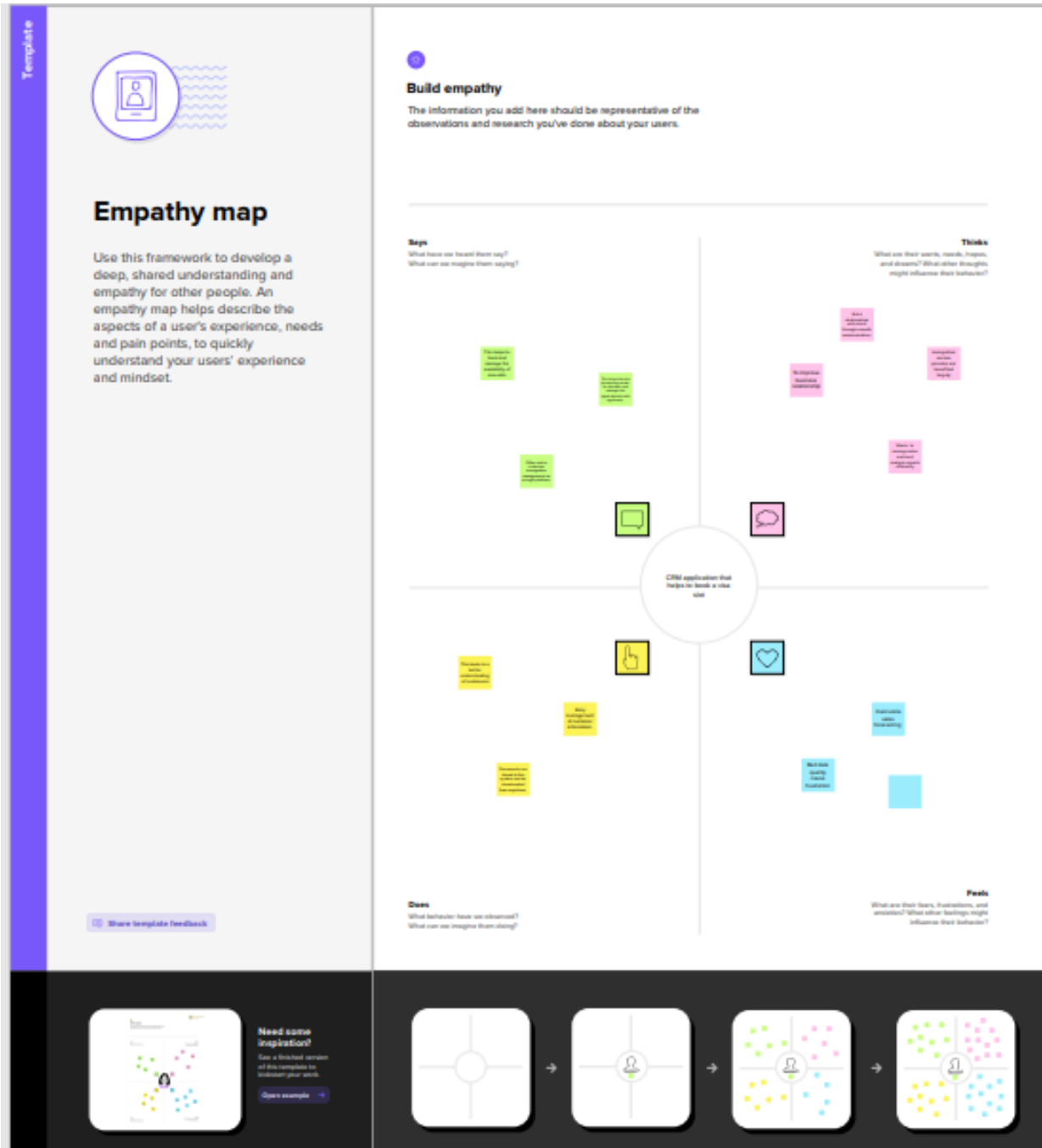
A CRM (Customer Relationship Management) application that helps to book a visa slot serves the purpose of managing the entire visa appointment booking process for a company or organization.

This application can be used by travel agencies, embassies, and consulates to simplify the process of booking appointments for visa applicants. With a CRM system in place, visa appointment bookings can be handled more efficiently, reducing wait times and improving customer satisfaction.

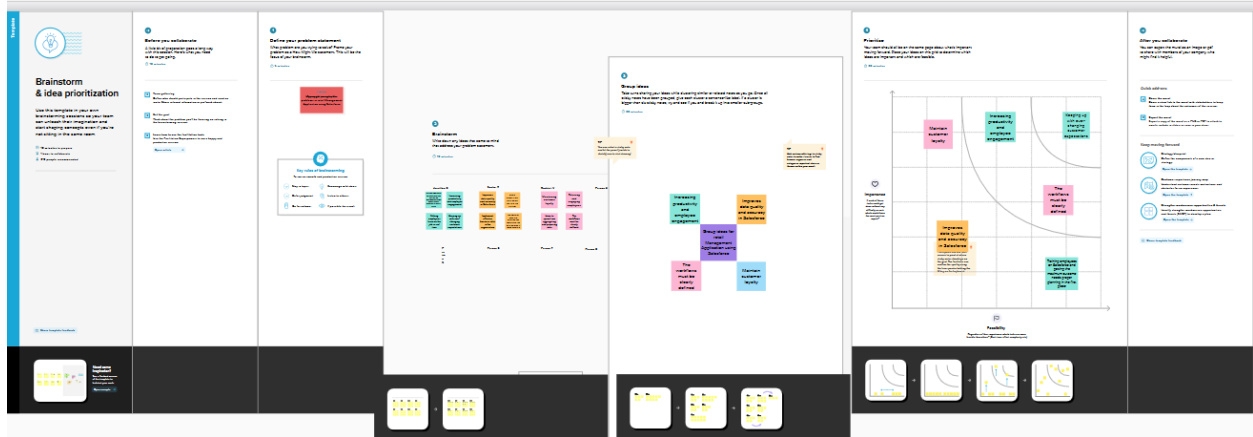
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2. PROBLEM DEFINITION AND DESIGN THINKING:

2.1 EMPATHY MAP



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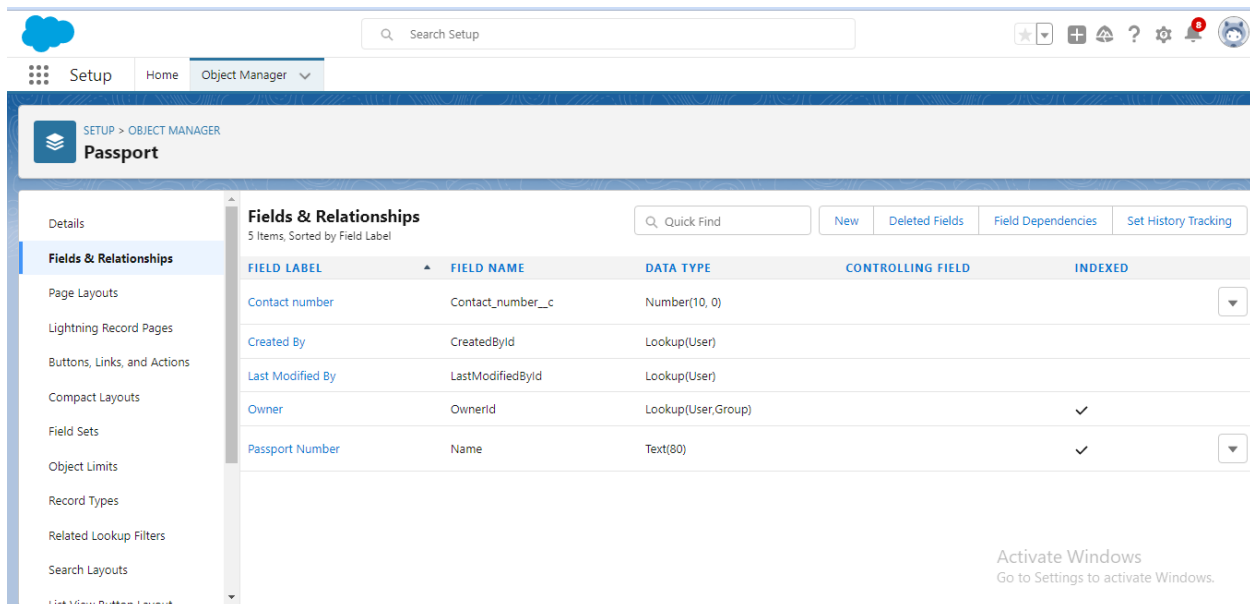
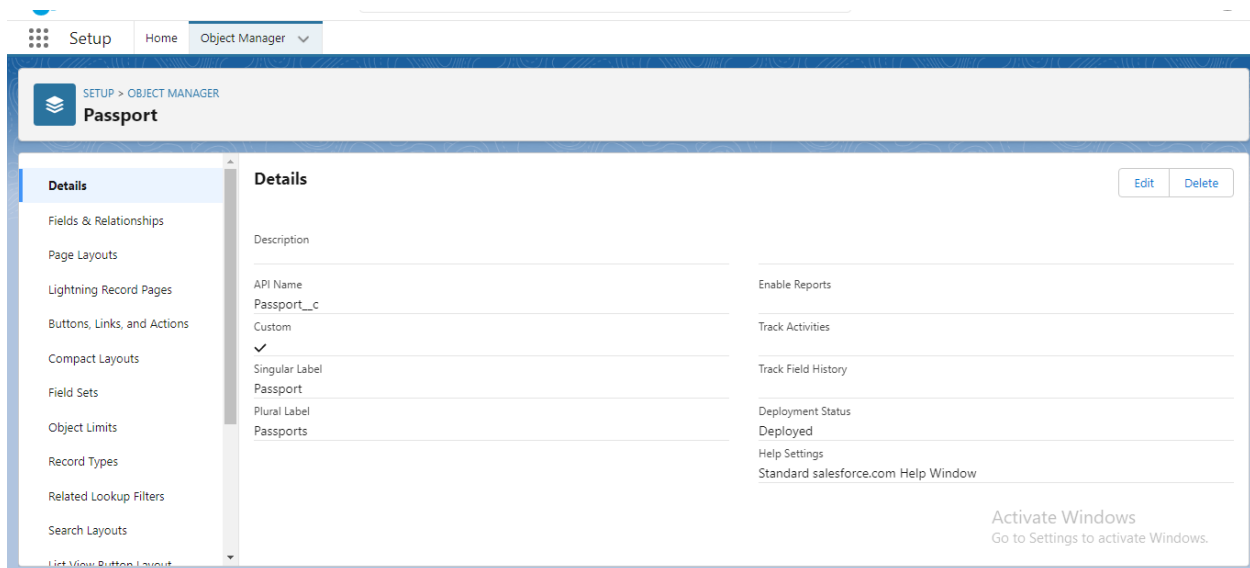
3. RESULT:

3.1 DATA MODEL


| OBJECT | FIELD OF THE OBJECT | |
|----------|---------------------|-------------------------|
| | FIELD LABEL | DATA TYPE |
| Passport | Contact number | Number(10.0) |
| | Created by | Lookup(User) |
| | Last modified by | Lookup(User) |
| | Owner | Lookup(User,Group) |
| | Passport number | Text(80) |
| Visa | Created by | Lookup(User) |
| | Last modified by | Lookup(User) |
| | Passport number | Master-Detail(passport) |
| | Visa name | Text(80) |

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3.2 ACTIVITY AND SCREENSHOT



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Search Setup



SetupHomeObject Manager

SETUP > OBJECT MANAGER

visa

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Restriction Rules

Scoping Rules

Details

Description

API Name

visa__c

Custom

✓

Singular Label

visa

Plural Label

visas

Enable Reports

Track Activities

Track Field History

Deployment Status


Deployed

Help Settings








Standard salesforce.com Help Window

EditDelete

Activate Windows
Go to Settings to activate Windows.



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Fields & Relationships

4 Items, Sorted by Field Label

Q Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

| FIELD LABEL | FIELD NAME | DATA TYPE | CONTROLLING FIELD | INDEXED |
|------------------|--------------------|-------------------------|-------------------|---------|
| Created By | CreatedById | Lookup(User) | | |
| Last Modified By | LastModifiedById | Lookup(User) | | |
| Passport number | Passport_number__c | Master-Detail(Passport) | | ✓ |
| visa Name | Name | Text(80) | | ✓ |

Activate Windows
Go to Settings to activate Windows.

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← → ↻ muthurangamgovartscolle-6b-dev-ed.develop.lightning.force.com/visualEditor/appBuilder.app?id=02u5i0000003nVgAAI&retUrl=https%3A%2F%2Fmuthurangamgovt... ☆ □ ⓘ ? Help

← Lightning App Builder App Settings Pages book my visa ? Help

App Settings

- App Details & Branding
- App Options
- Utility Items (Desktop Only)
- Navigation Items
- User Profiles

App Details & Branding

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.


App Details

* App Name ⓘ
book my visa

* Developer Name ⓘ
book_my_visa

Description ⓘ
Enter a description...

App Branding


Image ⓘ


Primary Color Hex Value ⓘ
#0070D2

Clear

Org Theme Options
☐ Use the app's image and color instead of the org's custom theme

App Launcher Preview

 book my visa

Activate Windows
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← → ↻ muthurangamgovartscolle-6b-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/page?address=%2F0055i000006tHz/%3FnoRedirect%3D1%26isUserE... ☆ □ ⓘ ? Help

Setup Home Object Manager Search Setup

user

- Users
 - Permission Set Groups
 - Permission Sets
 - Profiles
 - Public Groups
 - Queues
 - Roles
 - User Management Settings
 - Users**
- Feature Settings
 - Data.com
 - Prospector Users
- User Interface
 - Action Link Templates
 - Actions & Recommendations
 - Ann Menu

Users

User Srikanth M

Permission Set Assignments ⓘ | Permission Set Assignments: Activation Required ⓘ | Permission Set Group Assignments ⓘ | Permission Set License Assignments ⓘ | Personal Groups ⓘ | Public Group Membership ⓘ | Queue Membership ⓘ | Team ⓘ | Managers in the Role Hierarchy ⓘ | OAuth Connected Apps ⓘ | Third-Party Account Links ⓘ | Installed Mobile Apps ⓘ | Authentication Settings for External Systems ⓘ | Login History ⓘ | User Provisioning Accounts ⓘ

User Detail

Edit Sharing Reset Password Freeze

| Name | Srikanth M | Role |
|--------------------|--|---------------------------|
| Alias | sm | User License |
| Email | srikanthmohanbabu@gmail.com | Profile |
| Username | srikanthmohanbabu@gmail.com | Active |
| Nickname | User16820827563194486822 ⓘ | Marketing User |
| Title | | Offline User |
| Company | | Knowledge User |
| Department | | Flow User |
| Division | | Service Cloud User |
| Address | | Site.com Contributor User |
| Time Zone | (GMT+05:30) India Standard Time (Asia/Kolkata) | Site.com Publisher User |
| Locale | English (India) | WDC User |
| Language | English | Mobile Push Registrations |
| Delegated Approver | | Data.com User Type |

Activate Windows
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4. TRAILHEAD PROFILE PUBLIC URL:

Team lead - <https://trailblazer.me/id/karte36>

Team Member 1 - <https://trailblazer.me/id/srikm14>

Team Member 2 - <https://trailblazer.me/id/narendiran179>

Team Member 3 - <https://trailblazer.me/id/ezhilarasane>

5. ADVANTAGES AND DISADVANTAGES:

➤ ADVANTAGES

There are several advantages of using a Customer Relationship Management (CRM) application to book a visa slot:

- Efficient management of customer data: A CRM application can help you store and manage customer data efficiently, making it easy to access and update information when needed. This can be particularly useful when dealing with visa applications, as it requires a lot of information from the customer.
- Automated scheduling: A CRM application can automate the scheduling of visa appointments based on the availability of time slots. This can save time and reduce errors caused by manual scheduling.
- Personalized communication: A CRM application can help you personalize communication with customers, sending automated emails and messages to remind them of their appointments or to provide additional information they may need for their visa application.

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- Integration with other systems: A CRM application can integrate with other systems, such as payment gateways and document management systems, making the visa application process more streamlined and efficient.
- Real-time reporting and analytics: A CRM application can provide real-time reporting and analytics, giving you insights into customer behavior and preferences, and helping you optimize your visa booking process accordingly.

➤ DISADVANTAGES

There are several potential disadvantages of a CRM application that helps to book a visa slot. Here are a few:

- Technical Issues: A CRM application can have technical issues that may prevent users from successfully booking a visa slot. This could lead to frustration and delays, which may negatively impact the user experience.
- Security Concerns: Since a CRM application will likely require users to provide personal information, there may be concerns about the security of that information. If the application is not secure, users' personal information may be at risk of being stolen or misused.
- System Compatibility: The CRM application may not be compatible with all types of devices or operating systems. This could limit the number of users who are able to use the application, which could negatively impact the effectiveness of the system.
- Training Required: Users may require training to be able to effectively use the CRM application. This could require additional time and resources to ensure that users are properly trained, which could be costly.
- Dependence on Technology: Relying on a CRM application to book visa slots means that the process is entirely dependent on technology. If there is a system outage or other technical issues, it could prevent users from booking a visa slot, causing delays and frustration.

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6. APPLICATION:

A CRM (Customer Relationship Management) application can be useful for managing the process of booking a visa slot. Here are some ways that a CRM application can help:

- ❖ Collecting customer data: A CRM application can help to collect and store customer data, such as their personal information, visa application details, and preferred appointment times. This information can be used to personalize the customer experience and streamline the booking process.
- ❖ Scheduling appointments: A CRM application can help to schedule visa appointment slots, ensuring that customers are assigned to the appropriate time and date based on their preferences and availability.
- ❖ Automated reminders: A CRM application can send automated reminders to customers, reminding them of their appointment date and time, and providing any necessary information or documentation required for the appointment.
- ❖ Tracking progress: A CRM application can help to track the progress of the visa application process, from the initial booking of the appointment to the final approval of the visa. This can help to ensure that the process is moving forward smoothly, and that any issues or delays are identified and addressed quickly.
- ❖ Communication: A CRM application can facilitate communication between the customer and the visa application center, allowing customers to ask questions or provide additional information as needed.

7. CONCLUSION:

In conclusion, a CRM application that helps to book a visa slot can be a valuable tool for businesses or organizations that deal with visa processing. It can help improve customer satisfaction, reduce processing time, and increase efficiency in the visa application process.

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8. FUTURE SCOPE :

As an AI language model, I cannot predict the future, but I can provide some suggestions for the future goals of a CRM application that helps to book a visa slot:

- ✓ Improved User Interface: The user interface of the CRM application should be made more user-friendly and intuitive to make the visa application process more efficient.
- ✓ Integration with More Embassies and Consulates: The CRM application should be integrated with more embassies and consulates worldwide to increase the number of visa slots available for booking.
- ✓ Personalized Notifications and Alerts: The CRM application should send personalized notifications and alerts to users regarding visa application status, appointment reminders, and any changes in the visa application process.
- ✓ Automated Application Process: The CRM application should automate the visa application process as much as possible, reducing the need for manual intervention and streamlining the process.
- ✓ Enhanced Security Features: The CRM application should provide enhanced security features to ensure the safety of user data and prevent any unauthorized access.

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