



Project Report Template

CRM application that helps to Book Visa Slot

1. INTRODUCION

1.1 Project description

- A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointment that are required for certain visa application.

1.2 Purpose

- This will help you to track and manage availability of visa slots, which are appointment that are required for certain visa application.

2 . Problem Definition & Design Thinking

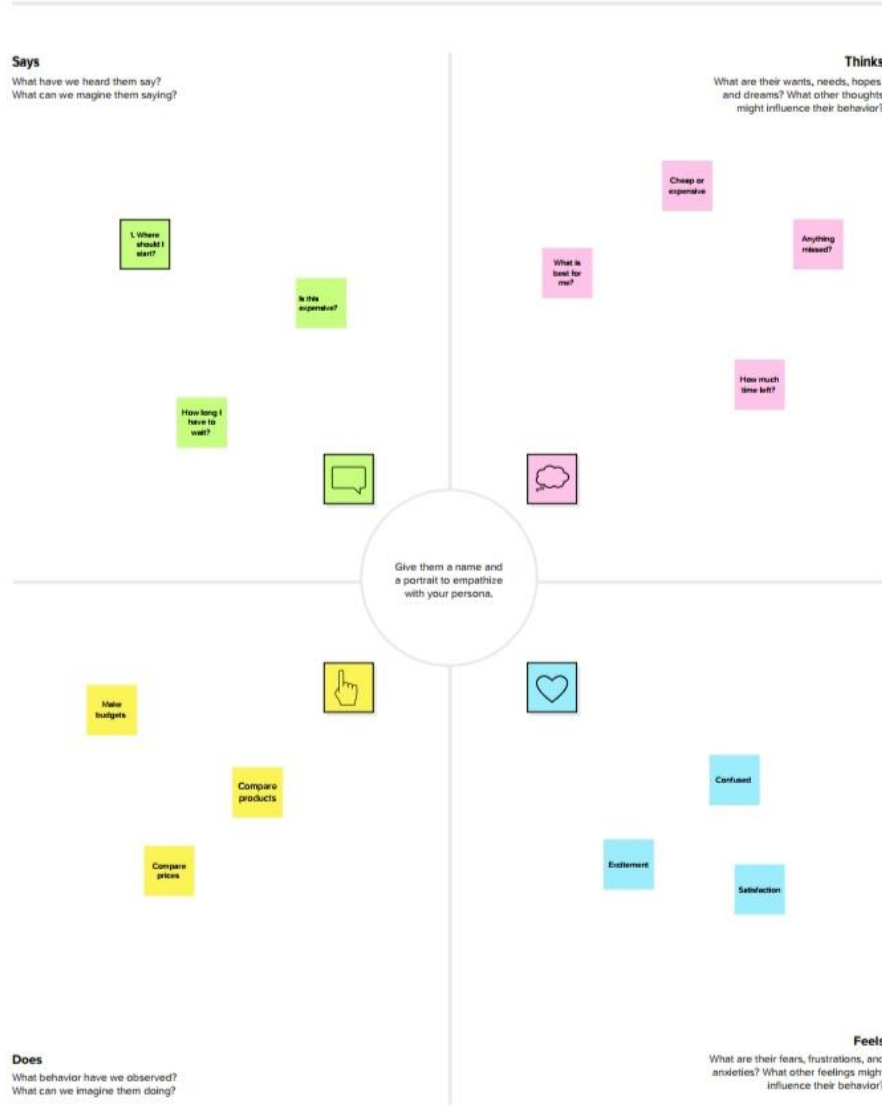
2.1 Empathy Map

- An empathy map is a collaborative tool teams can use to gain a deeper insight into customers.



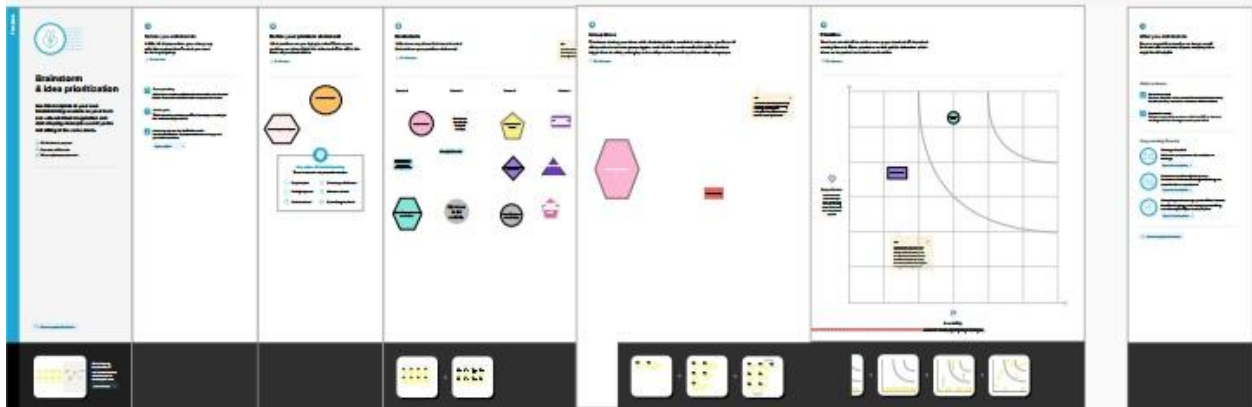
Build empathy

The information you add here should be representative of the observations and research you've done about your users.



2.2 Ideation & Brainstorming Mapping

- *Brainstorming is a method design teams use to generate ideas to solve clearly defined design problem.*



3. RESULT

3.1 Data Model;

<i>Object name</i>	<i>Fields in the object</i>		
<i>Obj1</i>	<i>Field label</i>	<i>Data type</i>	
	Passport	Text	
	Contact Number	Number	
<i>Obj2</i>	<i>Field label</i>	<i>Data type</i>	
	Payment	Master-Detail	

3..2 Activity & Screenshot

Activity – 1 (passport)



Search Setup



Setup

Home

Object Manager



SETUP > OBJECT MANAGER

Passport

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

Triggers

Flow Triggers

Validation Rules

Passport Custom Field

Passport

[Back to Passport](#)

[Help for this Page](#)

[Validation Rules](#) (0)

Custom Field Definition Detail

[Edit](#)

[Set Field-Level Security](#)

[View Field Accessibility](#)

[Where is this used?](#)

Field Information

Field Label	Passport	Object Name	Passport
Field Name	Passport	Data Type	URL
API Name	Passport__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	Kaviyarasi T 21/03/2023, 1:37 pm		Modified By Kaviyarasi T 21/03/2023, 1:37 pm

General Options

Required	<input checked="" type="checkbox"/>
Default Value	

Validation Rules

[New](#)

[Validation Rules Help](#)

No validation rules defined.

[Back To Top](#)

Always show me [more records per related list](#)

Activity – 2 (Contact Number)

- 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
- Triggers
- Flow Triggers
- Validation Rules

Passport Custom Field

contact number

Back to Passport

Validation Rules

Help for this Page

Custom Field Definition Detail

Edit

Set Field-Level Security

View Field Accessibility

Where is this used?

Field Information

Field Label	contact number	Object Name	Passport
Field Name	contact_number	Data Type	Number
API Name	contact_number__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	Kaviyarasi I, 23/03/2023, 12:46 pm	Modified By	Kaviyarasi I, 23/03/2023, 12:46 pm

General Options

Required	<input type="checkbox"/>
Unique	<input type="checkbox"/>
External ID	<input type="checkbox"/>
AI Prediction	<input type="checkbox"/>
Default Value	

Number Options

Length	10
Decimal Places	0

Validation Rules

New

Validation Rules Help

No validation rules defined.

Back To Top

Always show me more records per related list

SETUP > OBJECT MANAGER

Passport

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

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Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Restriction Rules

Scoping Rules

Triggers

Flow Triggers

Validation Rules

Passport Custom Field

Payment

Back to Passport

Validation Rules

Help for this Page

Custom Field Definition Detail

Edit

Set Field-Level Security

View Field Accessibility

Where is this used?

Field Information

Field Label	Payment	Object Name	Passport
Field Name	Payment	Data Type	Master-Detail
API Name	Payment__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	Kavyarasi T 23/03/2023, 12:49 pm	Modified By	Kavyarasi T 23/03/2023, 12:49 pm

Master-Detail Options

Related To	Payment	Child Relationship Name	Passports
Related List Label	Passports		
Sharing Setting	Read/Write: Allows users with at least Read/Write access to the Master record to create, edit, or delete related Detail records.		
Reparentable Master Detail	<input type="checkbox"/>		

Validation Rules

New

Validation Rules Help

No validation rules defined.

Back To Top

Always show me more records per related list

Description

- Activity report is an overview of the worker's activities over a period of time, it shows specific tasks, activities, assignment, projects, and so on that has been done. It's purpose is to provide a detailed overview of what a particular worker has been doing.

4. TRAILHEAD PROFILE PUBLIC URL

Team Lead - <https://trailblazer.me/id/kavit325>

Team Member 1 – <https://trailblazer.me/id/kanms1>

Team Member 2 – <https://trailblazer.me/id/mugub1>

Team Member 3 - <https://trailblazer.me/id/kishd43>

5. ADVANTAGE & DISADVANTAGE

ADVANTAGES

1. Online booking systems and scheduling software save your staff time.
2. Removing the bottleneck of phone booking systems.
3. Greater sales and marketing synergy.
4. Increased revenue thanks to upselling.
5. A modern approach to booking.

DISADVANTAGES

1. Software subscription
2. Customization
3. Poor Communication
4. Lack of leadership

6. APPLICATION

- CRM is short for **customer** relationship Management, and it refers to platforms and technologies that help you manage all of your customer interactions and communications.

7. CONCLUSION

- Customer Relationship Management enables a company to align it's strategy with the needs of the customer in order to best meet those needs and thus ensure long-term customer loyalty.

8. FUTURE SCOPE

- CRM is predicted to become more powerful to support customer first, not company first business. Bringing together disparate teams, data, and system integration, the CRM of the future is set to be centralized and empowered by AI and mobile capabilities.