

Title:

A CRM Application for Banquet Hall Booking

College: Seshadri Rao Gudlavalleru Engineering College

Team Details:

- | | |
|----------------------|------------------|
| 1. T. Gayatri | IT(23481A12N5) |
| 2. S. Silas | ECE(23481A04B8) |
| 3. N. Kowshik | CSE(22481A05G6) |
| 4. N. Lakshman Kumar | AIML(22481A4281) |

User Story:

Banquet hall booking involves the process of reserving a venue space for various events such as weddings, corporate gatherings, birthday parties, and other special occasions. This process typically begins with a client's inquiry about the availability of the banquet hall for their desired date and event type. The client discusses their event requirements including the date, expected number of guests, preferred layout, catering options, and any specific requests they may have. Based on the client's requirements, the banquet hall provides a detailed proposal outlining the available packages, pricing, inclusions, and any additional services or amenities. After the booking is confirmed, the banquet hall's event coordinator or planning team works closely with the client to plan and coordinate all aspects of the event. This includes finalizing event details, such as seating arrangements, menu selection, decor preferences, audiovisual requirements, and any other special requests. On the day of the event, the banquet hall staff ensure everything runs smoothly, troubleshoot any issues that may arise, and provide assistance to the client and their guests as needed.

1. INTRODUCTION:

1.1 Project Overview:

Banquet halls serve as key venues for various types of events including weddings, birthdays, corporate meetings, cultural functions, and other celebrations. Managing these events involves handling multiple bookings, customizing services based on client needs, and ensuring seamless coordination between internal teams and vendors. Traditionally, the booking process involves phone calls, spreadsheets, and manual follow-ups which are error-prone and inefficient.

This project aims to create a **CRM (Customer Relationship Management) system using Salesforce** to streamline the entire banquet hall booking lifecycle. The system centralizes client information, automates service assignments, and offers dashboards to track ongoing and upcoming events. By leveraging Salesforce's robust features such as Lightning components, Apex triggers, flows, and dashboards, this project demonstrates how automation and centralization can transform the client experience and business efficiency.

1.2 Purpose:

The primary goal of this project is to design and develop a **scalable, customizable, and user-friendly banquet hall booking system** built on the Salesforce platform. The system provides:

- A streamlined interface to handle booking requests
- Automation for assigning event-related services (e.g., catering, DJ, decoration)
- Prevention of double bookings and scheduling conflicts
- Real-time visibility into bookings and services
- Dashboard and reporting capabilities for management

This application also lays the foundation for future enhancements like mobile access, online payments, and customer feedback tracking.

2. IDEATION PHASE

2.1 Problem Statement

Many banquet hall businesses face common challenges such as:

- Lack of a centralized platform to manage client data and service requirements
- Miscommunication between staff and clients due to manual coordination
- Double bookings or scheduling conflicts due to outdated systems
- No structured way to track bookings, services, or revenue

These challenges result in poor customer experience, lost revenue opportunities, and inefficient internal operations. The need for a CRM-based solution becomes evident to address these pain points.

2.2 Empathy Map Canvas

Customer Persona: Event Organizer / Customer

- **Says:** "I need everything perfect for the event!"
- **Thinks:** "Will they manage everything on time?"
- **Does:** Calls to inquire, follows up frequently
- **Feels:** Anxious about service quality and punctuality

Goals:

- Hassle-free booking
- Clear visibility of services and pricing
- Confirmation and timely updates

Challenges:

- Unclear communication about services
- Delays in confirmations
- Lack of post-event feedback mechanisms

2.3 Brainstorming

From various brainstorming sessions, the following ideas were shortlisted:

- **A centralized CRM platform** to track all bookings
- **Automated workflows** for service assignment and updates
- **Validation rules** to prevent errors and duplicate records
- **Reports and dashboards** for management to review business performance
- **User role-based permissions** to control access based on responsibilities
- A base system that can be extended to include mobile integration and payments

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

The customer journey was mapped across the following stages:

- **Inquiry** – Customer contacts the business via call or website
- **Consultation** – Event type, requirements, budget, date selection
- **Quotation & Confirmation** – Booking details are entered in CRM
- **Service Allocation** – Services are scheduled automatically
- **Event Execution** – Staff and vendors coordinate execution
- **Post-Event** – Feedback is collected and stored

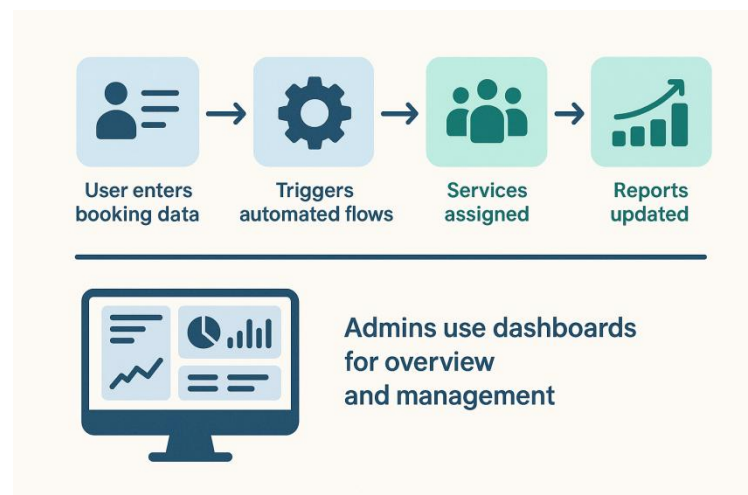
Pain Points Identified:

- Booking clashes
- Lack of automation in service assignment
- Manual tracking of services and feedback

3.2 Solution Requirement

- **Salesforce Developer Org**
- **Custom Objects** like Hall_Booking__c, Service__c
- **Standard Objects** like Account, Contact
- **Automation** through Flows and Apex Triggers
- **Validation Rules** for data integrity
- **Reports and Dashboards** for visualization
- **Lightning App Builder** for UI customization

3.3 Data Flow Diagram



3.4 Technology Stack

Component	Technology Used
Platform	Salesforce Developer Org
Backend Logic	Apex Triggers, Flows
Data Management	Custom & Standard Objects
User Interface	Salesforce Lightning
Reporting	Dashboards & Reports
Automation	Process Builder, Flow

4. PROJECT DESIGN

4.1 Problem Solution Fit

The current market gap in banquet booking management is addressed by this solution through automation and data centralization. Instead of using Excel sheets or manual registers, this solution gives users a modern CRM-based system with real-time updates, role-based views, and streamlined workflows.

4.2 Proposed Solution

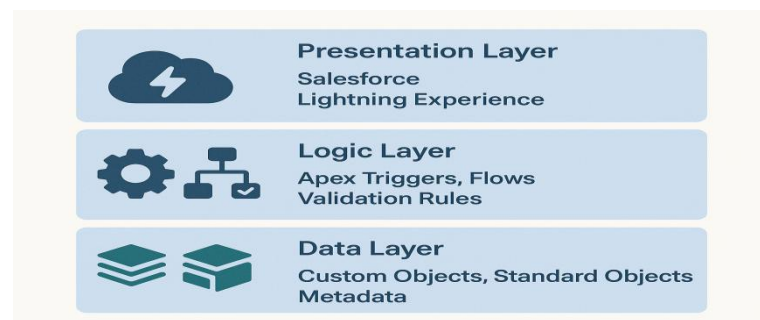
A Salesforce application that:

- Allows users to create and manage bookings with ease
- Automatically assigns relevant services using Flow logic
- Provides dashboards to monitor event status and service delivery
- Ensures error-free entries using validation and trigger logic

4.3 Solution Architecture

Layers:

- **Presentation Layer:** Salesforce Lightning Experience
- **Logic Layer:** Apex Triggers, Flows, Validation Rules
- **Data Layer:** Custom Objects, Standard Objects, Metadata



5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

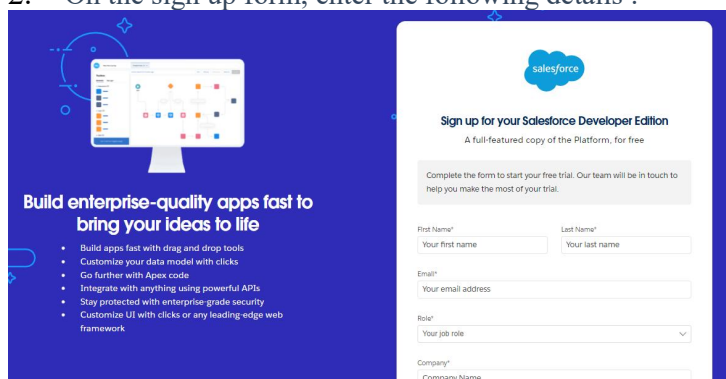
Milestones with relevant screenshots provided:

I. Salesforce Account Setup:

Activity 1: Creating Developer Account

Creating a developer org in salesforce.

1. Go to <https://developer.salesforce.com/signup>
2. On the sign up form, enter the following details :



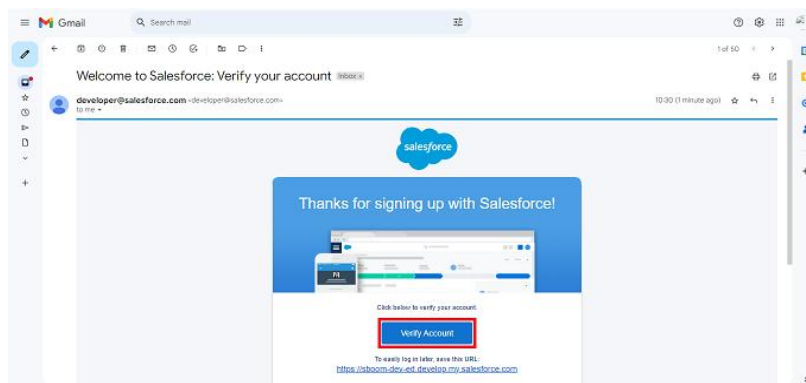
1. First name & Last name
2. Email
3. Role : Developer
4. Company : College Name
5. Country : India
6. Postal Code : pin code
7. Username : should be a combination of your name and company

This need not be an actual email id, you can give anything in the format : username@organization.com

Click on sign me up after filling these.

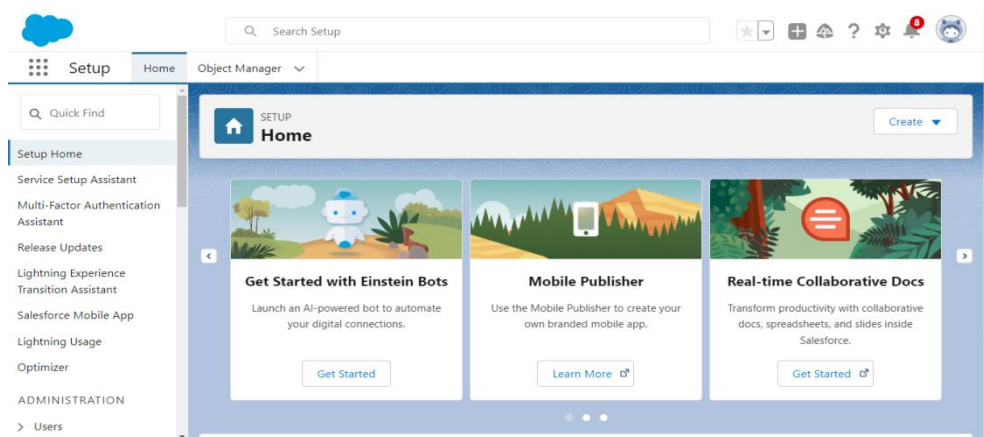
Activity 2: Account Activation:

1. Go to the inbox of the email that you used while signing up. Click on the verify account to activate your account. The email may take 5-10mins.



2. Click on Verify Account
3. Give a password and answer a security question and click on change password.

4. Then you will redirect to your salesforce setup page.

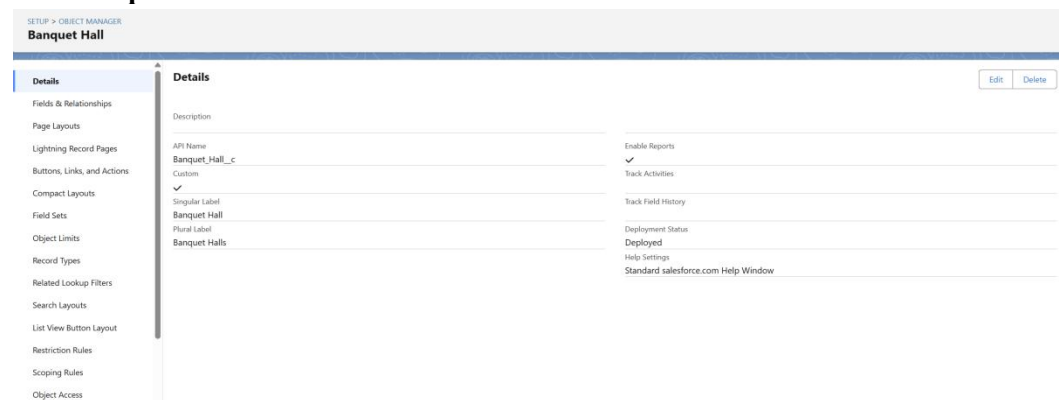


2. Object Creation:

The purpose of creating a Banquet Hall custom object is to store and manage information about Banquet Hall Bookings.

For that we need to create 3 objects:

i. Banquet Hall



ii. Billing

SETUP > OBJECT MANAGER

Billing

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

Object Access

Details

Description

API Name

Billing__c

Custom

✓

Singular Label

Billing

Plural Label

Billings

Enable Reports

✓

Track Activities

Track Field History

Deployment Status

Deployed

Help Settings

Standard salesforce.com Help Window

Edit

Delete

iii. Staff

SETUP > OBJECT MANAGER

Staff

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

Object Access

Details

Description

API Name

Staff__c

Custom

✓

Singular Label

Staff

Plural Label

Staffs

Enable Reports

✓

Track Activities

Track Field History

Deployment Status

Deployed

Help Settings

Standard salesforce.com Help Window

Edit

Delete

3. Tabs:

For this milestone we need to create 3 tabs for the CRM application Banquet hall, Billings and Staff tabs

SETUP

Tabs

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

Custom Object tabs look and behave like the standard tabs provided with Salesforce. Web tabs allow you to embed external web applications and content within the Salesforce window. Visualforce tabs allow you to embed Visualforce pages. Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app. Lightning Page tabs allow you to add Lightning Pages to Lightning Experience and the mobile app.

Custom Object Tabs

New

What Is This?

Action

Label

Tab Style

Description

Edit | Del

Banquet halls

Building Block

Edit | Del

Billings

Credit card

Edit | Del

Staffs

People

Web Tabs

New

What Is This?

No Web Tabs have been defined

Visualforce Tabs

New

What Is This?

No Visualforce Tabs have been defined

Lightning Component Tabs

New

What Is This?

No Lightning component tabs have been defined

Lightning Page Tabs

New

What Is This?

No Lightning Page Tabs have been defined

4. Lightning App for Banquet Hall Booking:

Create a lightning app for the booking :

- From Setup, enter App Manager in the Quick Find and select App Manager.
- Click New Lightning App.
- Enter Banquet Hall Booking as the App Name, then click next
- Under App Options, leave the default selections and click next.
- Under Utility Items, leave as is and click Next.
- From Available Items, select Banquet Halls, Billings, Staff, Reports, and Dashboards and move them to Selected Item and Click Next.
- From Available Profiles, select System Administrator and move it to Selected Profiles.
- Click Save & Finish.

Lightning Experience App Manager							New Lightning App	New External Client App
27 items • Sorted by App Name • Filtered by All appmenuitems - TabSet Type, App Type								
App Name ↑	Developer Name	Description	Last Modified Date	App Type	Visible in L...			
2 Analytics Studio	Insights	Build CRM Analytics dashboards and apps	6/14/2025, 3:12 PM	Classic	✓			
3 App Launcher	AppLauncher	App Launcher tabs	6/14/2025, 3:12 PM	Classic	✓			
4 Approvals	Approvals	Manage approvals and approval flows	6/14/2025, 3:12 PM	Lightning	✓			
5 Automation	FlowsApp	Automate business processes and repetitive tasks.	6/14/2025, 3:16 PM	Lightning	✓			
6 Banquet Hall Booking	Banquet_Hall_Booking		6/18/2025, 8:02 AM	Lightning	✓			
7 Bolt Solutions	LightningBolt	Discover and manage business solutions designed for your industry.	6/14/2025, 3:12 PM	Lightning	✓			
8 Community	Community	Salesforce CRM Communities	6/14/2025, 3:12 PM	Classic	✓			

5. Fields:

Create respective fields for the objects

i. Banquet Hall:

Banquet Hall					
Details					
Fields & Relationships					
18 Items, Sorted by Field Label					
	FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Page Layouts	Archestra	Archestra__c	Checkbox		
Lightning Record Pages	Booking Date	Booking_Date__c	Date		
Buttons, Links, and Actions	Created By	CreatedById	Lookup(User)		
Compact Layouts	Customer Name	Name	Text(30)	✓	
Field Sets	Decoration Purpose	Decoration_Purpose__c	Picklist		
Object Limits	DI	DI__c	Checkbox		
Record Types	Email	Email__c	Email		
Related Lookup Filters	Food Menu	Food_Menu__c	Picklist		
Search Layouts	Kolam	Kolam__c	Checkbox		
List View Button Layout	Last Modified By	LastModifiedById	Lookup(User)		
Restriction Rules	Magician	Magician__c	Checkbox		
Scoping Rules	No. of Visitors	No_of_Visitors__c	Number(18, 0)		
Object Access	Owner	OwnerId	Lookup(User Group)	✓	
Triggers	Phone No	Phone_No__c	Phone		
Flow Triggers	Shelvar and Midangam	Shelvar_and_Midangam__c	Checkbox		
Validation Rules	Timings	Timings__c	Picklist		
Conditional Field Formatting					

ii. Billing:

Billing					
Details					
Fields & Relationships					
14 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	
Archestra Amount	Archestra_Amount_c	Formula (Currency)			
Billing No	Name	Auto Number		✓	
Created By	CreatedById	Lookup(User)			
Customer Name	Customer_Name_c	Master-Detail(Banquet Hall)		✓	
Decoration Amount	Decoration_Amount_c	Formula (Currency)			
DJ Amount	DJ_Amount_c	Formula (Currency)			
Email	Email_c	Email			
Food Amount	Food_Amount_c	Formula (Currency)			
Food Amount per Plate	Food_Amount_per_Plate_c	Formula (Currency)			
Kolam Amount	Kolam_Amount_c	Formula (Currency)			
Last Modified By	LastModifiedById	Lookup(User)			
Magician Amount	Magician_Amount_c	Formula (Currency)			
Shehnai and Mridangam Amount	Shehnai_and_Mridangam_Amount_c	Formula (Currency)			
Total Amount	Total_Amount_c	Formula (Currency)			

iii. Staff:

Staff					
Details					
Fields & Relationships					
8 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)			
Date of Joining	Date_of_Joining_c	Date			
Last Modified By	LastModifiedById	Lookup(User)			
Owner	OwnerId	Lookup(User,Group)		✓	
Phone No	Phone_No_c	Phone			
Position	Position_c	Text(18)			
Salary	Salary_c	Currency(16, 2)			
Staff Name	Name	Text(80)		✓	

6. Creation of Page Layouts:

Here we have to create Two(2) Page Layouts (Official Booking, Celebrations).

i. Official Booking

Save Quick Save Preview As... Cancel Undo Redo Layout Properties

Fields

Buttons

Quick Actions

Mobile & Lightning Actions

Expanded Lookups

Related Lists

Report Charts

Q Quick Find Field Name

Section Created By Email Magician Shehnai and Mrida...

Blank Space Customer Name Food Menu No of Visitors Timings

Archestra Decoration Purpose Kolam Owner

Booking Date DJ Last Modified By Phone No

Publisher section, and have saved the layout, then this section inherits that set of actions by default when you click to override.

Banquet Hall Detail

Standard Buttons

Edit Delete Clone Change Owner Change Record Type Printable View Sharing Sharing Hierarchy Edit Labels

Custom Buttons

Information (Header visible on edit only)

Customer Name Sample Text

Booking Date 6/18/2025

Timings Sample Text

Phone No 1-415-555-1212

Food Menu Sample Text

Decoration Purpose Sample Text

No of Visitors 50,248

Email sarah.sample@company.com

DJ ✓

Owner Sample Text

ii. Celebrations

Save Quick Save Preview As... Cancel Undo Redo Layout Properties

Fields

Buttons

Quick Actions

Mobile & Lightning

Actions

Expanded Lookups

Related Lists

Section

Blank Space

Customer Name

Food Menu

No of Visitors

Timings

Orchestra

Decoration Purpose

Kolatam

Owner

Booking Date

DJ

Last Modified By

Phone No

Publisher section, and have saved the layout, then this section inherits that set of actions by default when you click to override.

Banquet Hall Detail

Standard Buttons

Edit Delete Clone Change Owner Change Record Type Printable View Sharing Sharing Hierarchy Edit Labels Custom Buttons

Information: (header visible on edit only)

Booking Date 6/18/2025

Timings Sample Text

Decoration Purpose Sample Text

Food Menu Sample Text

No of Visitors 26,540

Customer Name Sample Text

Phone No 1-415-555-1212

Email sarah.sample@company.com

DJ ✓

Orchestra ✓

Shehnai and Mridangam ✓

Kolatam ✓

Magician ✓

Owner Sample Text

Finally it should look like this after the creation of the two layouts

SETUP > OBJECT MANAGER

Banquet Hall

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Page Layouts

3 Items, Sorted by Page Layout Name

Quick Find New Page Layout Assignment

PAGE LAYOUT NAME	CREATED BY	MODIFIED BY
Banquet Hall Layout	Gayathri Team, 6/18/2025, 7:38 AM	Gayathri Team, 6/18/2025, 8:30 AM
Celebrations	Gayathri Team, 6/18/2025, 9:01 AM	Gayathri Team, 6/18/2025, 9:04 AM
Official Booking	Gayathri Team, 6/18/2025, 8:53 AM	Gayathri Team, 6/18/2025, 9:00 AM

7. Creation of Record Types:

A record type is a template that determines the layout and behavior of a record based on the user's profile, the record's criteria, or the user's selection. Each record type defines a distinct set of picklist values for certain fields, specific page layouts, and unique business processes. Here we create 2 record types Celebrations and Official Booking.

SETUP > OBJECT MANAGER

Banquet Hall

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Record Type

Celebrations

Back to Custom Object: Banquet Hall

Use the Edit button to change the properties of this record type. Use the Edit links in the Picklist Values related list to choose the picklist values available for records with this record type.

Edit

Record Type Label Celebrations

Record Type Name Celebrations

Namespace Prefix

Description It is for Manages, Birthday Parties,Receptions etc.

Created By Gayathri Team, 6/18/2025, 9:09 AM

Modified By Gayathri Team, 6/18/2025, 9:09 AM

Picklists Available for Editing

Action	Field	Modified Date
Edit	Decoration Purpose	6/18/2025, 9:09 AM
Edit	Food Menu	6/18/2025, 9:09 AM
Edit	Timings	6/18/2025, 9:09 AM

Picklists Available for Editing Help

SETUP > OBJECT MANAGER
Banquet Hall

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

Record Type
Official Booking
← Back to Custom Object: Banquet Hall
Use the Edit button to change the properties of this record type. Use the Edit links in the Picklist Values related list to choose the picklist values available for records with this record type.

Record Type Label	Record Type Name	Namespace Prefix	Description	Created By	Modified By	Active	
Official Booking	Official_Booking		It is for Official meetings, Lunch, gatherings etc	Gayathri Team	Gayathri Team	6/18/2025, 9:07 AM	✓

Picklists Available for Editing

Action	Field	Modified Date
E:08	Decoration Purpose	6/18/2025, 9:07 AM
E:08	Food Menu	6/18/2025, 9:07 AM
E:08	Tenings	6/18/2025, 9:07 AM

8. Validation Rules:

Validation rules are created using Salesforce's point-and-click interface, typically within the Object Manager. They consist of a formula that evaluates to either true or false based on certain conditions.

SETUP
Object Manager

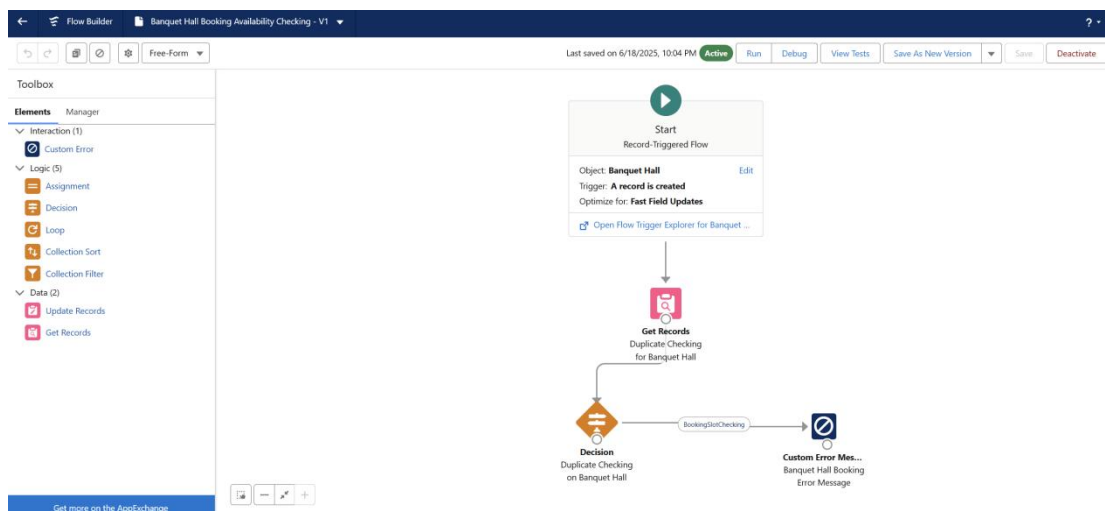
Banquet Hall Validation Rule
Back to Banquet Hall

Validation Rule Detail

Rule Name	Error Condition Formula	Error Message	Description	Created By	Modified By	Active	
BookingDateChecking	Booking_Date__c <= TODAY()	Booking Date must be a Future Date		Gayathri Team	Gayathri Team	6/18/2025, 9:13 AM	✓

9. Flows:

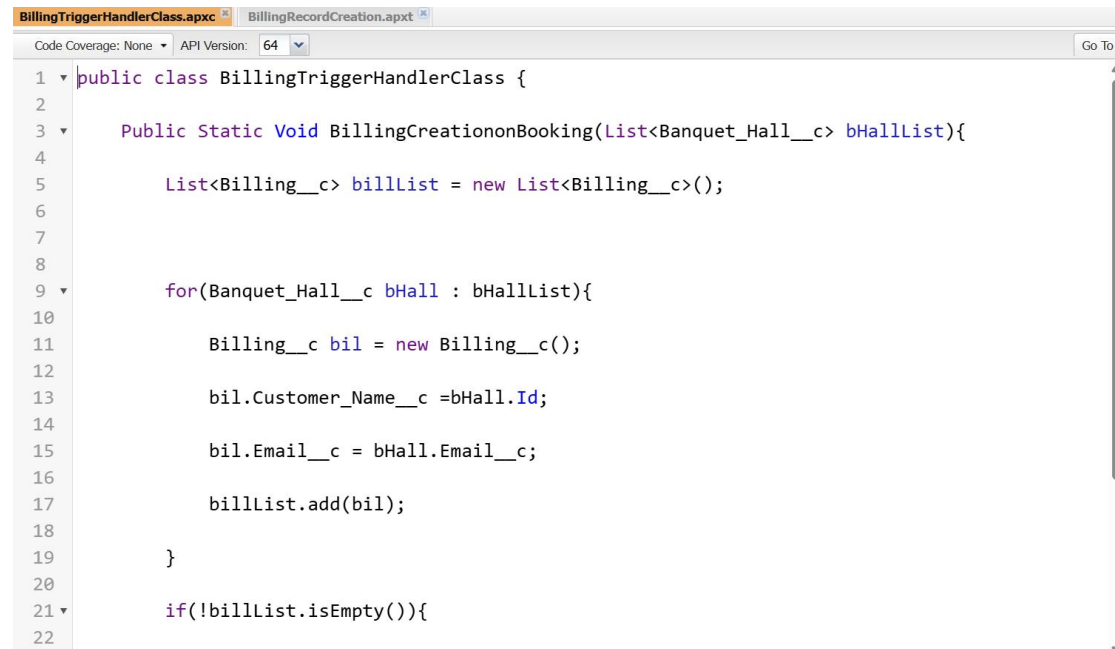
Flows are declarative, drag-and-drop tools that allow administrators to create guided experiences for users, automate complex business processes, and integrate with other Salesforce features and external systems.



10. Triggers:

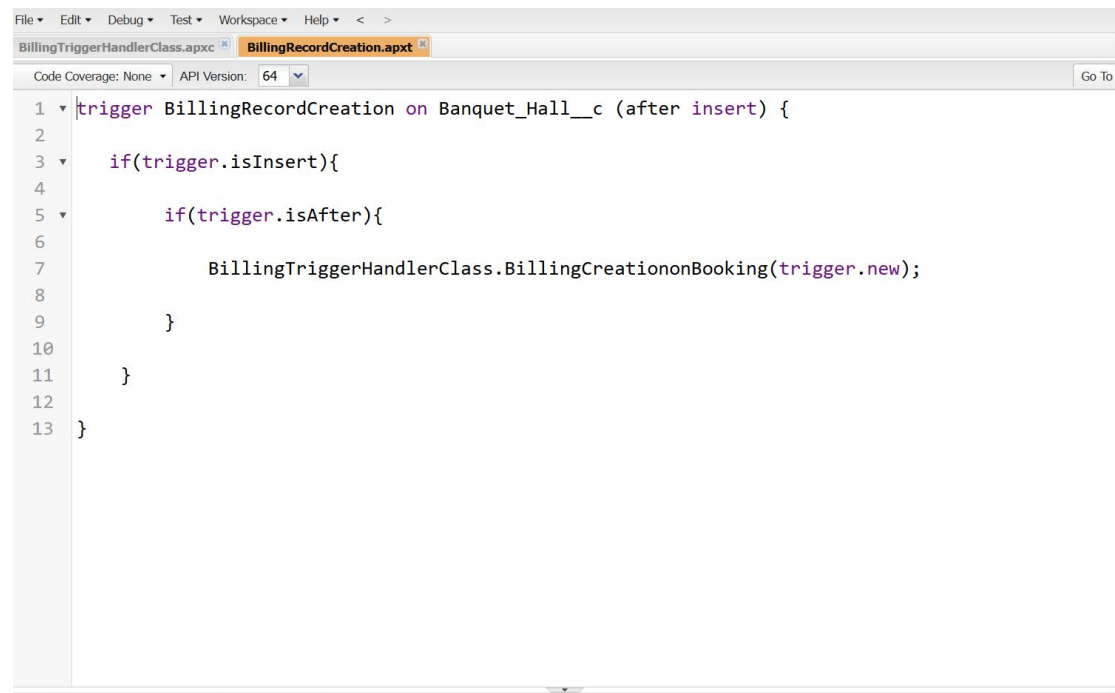
Triggers in Salesforce are pieces of Apex code that execute before or after records are inserted, updated, deleted, or undeleted in the Salesforce database. They enable developers to implement custom business logic and automate processes in response to data changes.

BillingTriggerHandlerClass



```
1 public class BillingTriggerHandlerClass {
2
3     Public Static Void BillingCreationonBooking(List<Banquet_Hall__c> bHallList){
4
5         List<Billing__c> billList = new List<Billing__c>();
6
7
8
9         for(Banquet_Hall__c bHall : bHallList){
10
11             Billing__c bil = new Billing__c();
12
13             bil.Customer_Name__c =bHall.Id;
14
15             bil.Email__c = bHall.Email__c;
16
17             billList.add(bil);
18
19         }
20
21         if(!billList.isEmpty()){
22
```

BillingRecordCreation Trigger



```
1 trigger BillingRecordCreation on Banquet_Hall__c (after insert) {
2
3     if(trigger.isInsert){
4
5         if(trigger.isAfter){
6
7             BillingTriggerHandlerClass.BillingCreationonBooking(trigger.new);
8
9         }
10
11     }
12
13 }
```

11. Reports:

In Salesforce, reports are tools that allow users to visualize and analyze their data to gain insights into their business processes. They enable users to create, customize, and share various types of reports based on the data stored in their Salesforce org.

Banquet Hall Booking

Banquet Halls

Billings

Staffs

Reports

Dashboards

Reports

Recent

2 Items

Search recent reports...

New Report

New Folder

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Banquet Halls with Billings Report		Private Reports	Gayathri Team	6/18/2025, 10:13 AM	
Created by Me						
Private Reports						
Public Reports						
All Reports						

Banquet Hall Booking

Banquet Halls

Billings

Staffs

Reports

Dashboards

Banquet Halls

Recently Viewed

5 Items • Updated 4 minutes ago

New

Import

Change Owner

Assign Label

Search this list...

	Customer Name
1	John Doe
2	Gayathri Tripuraneni
3	Silas
4	Nandeti Kowshik
5	Lakshman Kumar Ninimaggadda

Banquet Hall Booking

Banquet Halls

Billings

Staffs

Reports

Dashboards

Report: Banquet Halls with Billings

Banquet Halls with Billings Report

Enable Field Editing

Add Chart

Edit

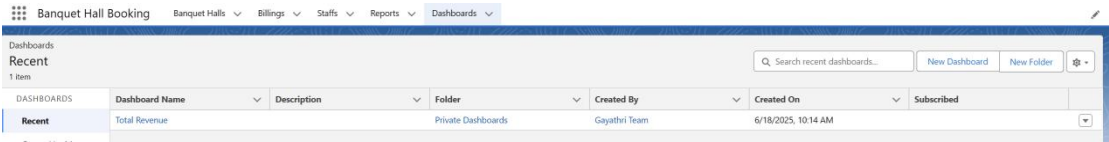
Total Records: 5 Total Total Amount: \$1,362,500.00

Booking Date	Total Amount	Timings
6/21/2025 (1)	\$247,500.00	Morning
Subtotal	\$247,500.00	
6/27/2025 (1)	\$265,000.00	Evening
Subtotal	\$265,000.00	
6/28/2025 (1)	\$135,000.00	Evening
Subtotal	\$135,000.00	
6/30/2025 (1)	\$360,000.00	Evening
Subtotal	\$360,000.00	
7/1/2025 (1)	\$355,000.00	Morning
Subtotal	\$355,000.00	
Total (5)	\$1,362,500.00	

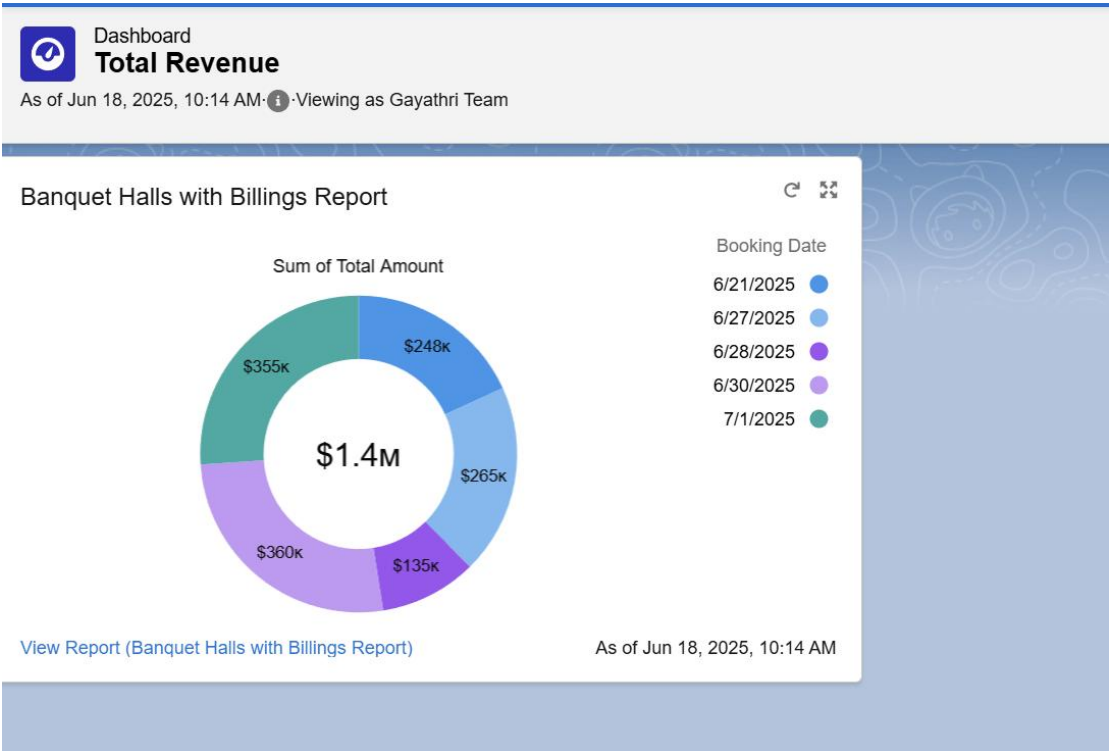
12. Dashboards:

In Salesforce, dashboards are powerful tools for visualizing and analyzing data from reports, providing users with at-a-glance insights into key metrics and performance indicators.

Dashboard Creation:



Preview:



13. Conclusion:

By implementing the enhanced Banquet Hall Booking Management System in Salesforce, the venue can offer a seamless experience for clients seeking banquet hall services, catering/menu options, DJ services, decorations, and marriage-related services. This comprehensive solution will streamline operations, enhance customer experience, and drive revenue growth through efficient booking management and personalized service delivery.

The project demonstrates the potential of Salesforce in managing real-world event booking scenarios. It simplifies complex booking procedures, reduces human error, and provides automation for routine tasks. The application is scalable and forms a strong base for further enhancements, making it a valuable asset for banquet hall businesses.

6. FUNCTIONAL AND PERFORMANCE TESTING

As the sole developer and tester, the application was manually validated using various scenarios to confirm correct behavior, automation flow, and error prevention.

Functional Checks:

- Booking creation, editing, cancellation
- Service assignments via Flows
- Record-type based page layout rendering
- Lookup relationships between contacts and bookings
- Validation of date, guest count, and event type fields

Performance Validation:

- Tested by creating 30+ test bookings and service requests
- Observed fast dashboard loading and accurate metrics
- No duplicate entries or crashes observed
- Automation flows triggered correctly and promptly

7. RESULTS

The final Salesforce CRM application successfully handles:

- End-to-end banquet hall bookings
- Automated service allocation
- Real-time data visualization
- Data validation and integrity

All expected features work as designed, and the system is ready for actual deployment or demonstration purposes.

8. ADVANTAGES & DISADVANTAGES

Advantages:

- Cloud-based access from anywhere
- Automated service coordination
- Accurate data validation
- Visual dashboards for real-time monitoring

Disadvantages:

- Learning curve for Salesforce beginners
- Requires stable internet access
- Limited to Salesforce ecosystem without integration

10. FUTURE SCOPE

Future improvements can make the application more robust and accessible:

- Integration with **online payment gateways** for full-cycle automation
- Development of a **mobile interface** using Salesforce Mobile Publisher or LWC
- **Customer feedback** module using custom surveys
- SMS/Email notifications using Salesforce APIs
- Event calendar integration for staff planning and reminders

11. APPENDIX

- **Source Code / Configurations:** Configured within Salesforce Developer Org
- **Dataset:** Dummy entries created for testing purposes
- **Demo video link:**
<https://drive.google.com/file/d/1KgZ2hgTrMBOMplasYwaIWO5axC5xETWm/view?usp=sharing>