Date	24 June 2025
Team ID	LTVIP2025TMID30177
Project Name	A CRM Application for Banquet Hall Booking
Maximum Marks	

Solution Architecture:

Solution architecture is a complex process – with many sub-processes – that bridges the gap between business problems and technology solutions. For our project, the goal is to develop a Salesforce-based CRM system that digitizes and streamlines the banquet hall booking process, ensuring efficient operations, data integrity, and customer satisfaction.

Project Objective:
To design and implement a Salesforce CRM application that allows seamless reservation and management of banquet hall services including catering, DJ, decoration, and custom themes. The system will also prevent double bookings through automation and flow logic, and provide stakeholders with reports and dashboards for business insights.

Goals of the Solution Architecture:

- Provide a centralized system to manage banquet hall bookings.
- Ensure seamless user experience via customized Lightning App and page layouts.
- Prevent double bookings using Flows and Validation Rules.
- Enable real-time visibility into bookings, revenue, and event status via Reports and Dashboards.
- Automate repetitive tasks through Triggers and Flows.
- Enable data-driven decision making through Reports and Dashboards.

Solution Architecture Diagram: