



SALESFORECE

NAAN MUDHALVAN

PROJECT REPORT



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BONAFIDE CERTIFICATE

Certified that this project report titled “**CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT**” is the Bonafide work of “**KOWSIKA V(611420205022)MONIKAP(611420205027)MONISHAS(611420205028) HEMAVATHI N(611420205013)**” who carried out the project work under my supervision.

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ACKNOWLEDGEMENT

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1.INTRODUCTION

Salesforce, a leading cloud-based Customer Relationship Management (CRM) platform, is a pivotal tool for organizations to manage customer data, optimize sales processes, and elevate customer interactions. Its multifaceted features include Sales Cloud, which enhances sales management through lead tracking, opportunity management, and seamless email integration. Service Cloud focuses on exceptional customer support, featuring case management, knowledge base development, and multi-channel support. Marketing Cloud empowers businesses with marketing automation, email campaigns, social media engagement, and in-depth analytics. Salesforce's hallmark is its customizability, allowing businesses to tailor the platform to meet specific requirements, while robust integration capabilities facilitate seamless connections with other business applications.

The platform equips businesses with powerful reporting and analytics tools, enabling data-driven decisions and insightful, customized reports and dashboards. Salesforce ensures mobile accessibility, enabling users to stay connected and productive while on the move. A paramount emphasis on data security and compliance guarantees data protection and privacy. Whether you're a small startup or a large enterprise, Salesforce offers scalability to accommodate your evolving needs.

Through Salesforce, organizations foster improved customer relationships, increased sales efficiency, and superior customer support. It empowers businesses to make data-driven decisions, streamline operations, and create impactful, targeted marketing campaigns. This introduction encapsulates Salesforce's capabilities and benefits, offering a concise overview for your project document, allowing for a better understanding of how the platform can contribute to your specific project goals.

2.PROJECT SPECIFICATIONS

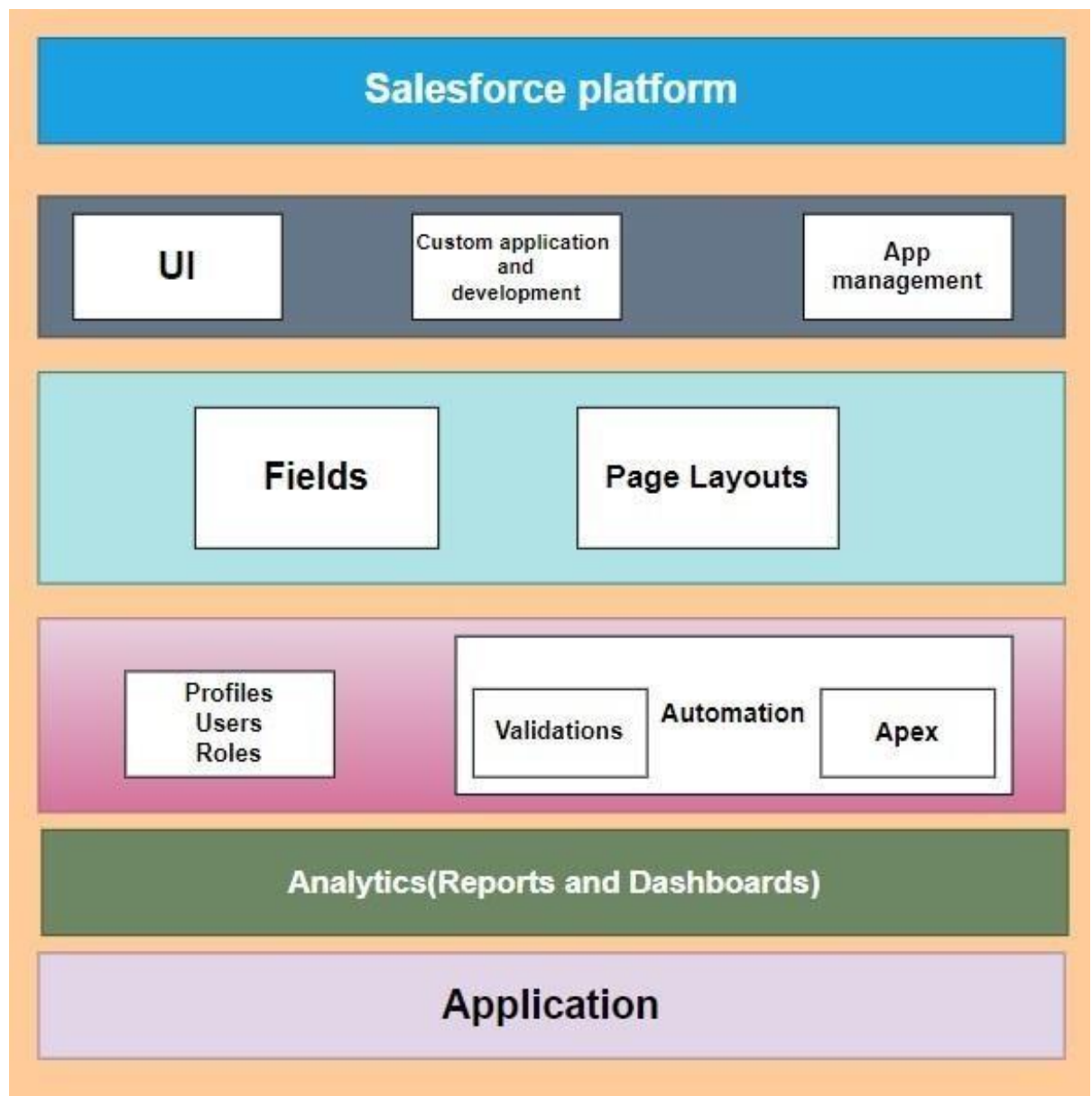
2.1 Project Goal A CRM (Customer Relationship Management) application integrated into Salesforce, specifically designed to facilitate the booking of visa slots, can greatly streamline the operations of travel and visa processing companies. The primary goal of a CRM application designed to help book visa slots is to enhance the efficiency and effectiveness of the visa application process. Simplify and expedite the visa slot booking process for applicants, making it easy for them to select suitable time slots based on their preferences. Provide real-time information on slot availability across various consulates and embassies, ensuring applicants have up-to-date access to available appointments.

2.2 Project Scope

- **Creation of Developer Account (Milestone 1):** To create a developer account for the Visa Slot Booking CRM application, visit the platform's website, select "Developer Account," and follow the registration process by providing essential information.
- **Object Creation (Milestone 2):** In the CRM application, object creation involves defining data structures for key elements like "Visa Applications" or "Appointments" to organize and manage essential booking and application information.
- **Tabs Creation (Milestone 3):** Tabs in the CRM application offer quick access to essential features, such as "Appointments," "Payments," and "Support," streamlining navigation for efficient visa slot booking and management.
- **Relationship Between Objects (Milestone 4):** Relations between objects in the CRM application link data, enabling connections like "Visa Applications" to "Applicants," ensuring seamless tracking of applicants' visa-related information and interactions.

- **Field Creation (Milestone 5):** Field creation in the CRM application involves defining data attributes like "Appointment Date" or "Payment Status" to store and manage crucial information for visa slot booking and processing.
- **Apps (Milestone 6):** In the CRM application, "APPS" refers to the software's mobile applications, allowing users to access and manage visa slot booking and related tasks on their mobile devices for convenience..
- **Users (Milestone 7):** In the CRM application, a "User" refers to individuals who interact with the system, including applicants booking visa slots and administrative staff managing the process..
- **User Adoption (Milestone 8):** "User adoption" in the CRM application refers to the degree to which individuals successfully integrate and regularly use the system for booking visa slots, indicating its effectiveness..
- **What are Reports? (Milestone 9):** Reports are data summaries in the CRM application, presenting key insights into visa slot booking processes, helping administrators analyze trends and performance.
- **Dashboards (Milestone 10):** Dashboards in the CRM application are visual data displays, providing at-a-glance insights on visa slot booking metrics, enhancing decisionmaking and operational efficiency.
- In summary, the CRM application for visa slot booking streamlines the entire process. It efficiently manages user data, from the creation of objects and fields to the use of tabs for navigation. The relationship between objects ensures seamless tracking, while reports and dashboards offer essential insights. User adoption and mobile apps enhance accessibility, making this CRM system a comprehensive solution for efficient and user-friendly visa slot booking and management.

2.3 Technical Requirements



2.4 Functional Requirements

- **User Registration:** Users can create accounts with personal information for access to visa slot booking.

- **Login and Authentication:** Secure login mechanisms with password protection and multi-factor authentication.
- **Real-Time Slot Availability:** Constantly updated slot availability information from consulates and embassies.
- **Booking Slots:** Users can select and reserve visa appointment slots based on preferences.
- **Automated Notifications:** Automated email and SMS notifications for appointment confirmations, reminders, and updates.
- **Document Upload:** Capability to upload, view, and manage visa application documents.
- **Payment Integration:** Integration with secure payment gateways for online payment of visa fees.
- **User Profile Management:** Users can update and maintain their profiles with ease.
- **Slot Cancellation and Rescheduling:** Users can cancel and reschedule appointments as needed.
- **Reporting and Analytics:** Creation of comprehensive reports and data analytics for performance evaluation.
- **Admin Dashboard:** An admin panel to manage users, appointments, and system settings.
- **Integrated Support Chat:** A live chat system for real-time user assistance and issue resolution.

- **Data Security Measures:** Implementation of robust data encryption and security features.
- **Compliance with Data Protection Regulations:** Ensuring adherence to data privacy laws and regulations.
- **Efficient Slot Allocation:** Allocation of slots without overbooking or underutilizing consulate resources.
- **User Feedback Gathering:** Collection of user feedback and reviews for continuous improvement.
- **Multi-Language Support:** Support for multiple languages to cater to a diverse user base.
- **Support Ticket System:** A ticketing system for users to log and track support requests.
- **Payment Status Tracking:** Users can track the status of their payment for visa application fees.
- **User Training Materials:** Availability of training materials and user guides for effective usage.
- **Customizable Data Fields:** The ability to customize and add data fields to capture specific information.
- **Audit Trail Logging:** A record of all actions and changes for transparency and accountability.
- **User Notifications:** Email or SMS notifications to keep users informed about visa application status.

3.PREPARATION DATA MODELING

Objects:

Objects are database tables that permit you to store data that is specific to an organization. Salesforce objects are of two types:

- 1) Standard objects.
- 2) Custom objects.

| Object | Passport | Visa Slot | Payment |
|---------------|-------------------------------------|--------------------------------------|---|
| Fields | Full Name (Text) | Location (Text) | Payment Mode (Picklist) |
| Fields | Contact Number (Number) | Time (Data&Time) | CardNumber (Number) |
| Fields | PassportNumber (Text) | Visa Slot Number (Auto Number) | Transaction ID (Auto Number) |
| Fields | Permanent address (Text area) | Passport number (Master details) | Visa Slot Number (Master details) |
| Fields | | Status(Picklist) | Cancel Transaction (Check Box) |

1)Creation Of Custom Object Passport:

For this Book My Visa Slot we need to create 3 objects

Passport, Visa Slot and

Payment. The below steps will assist you in creating those objects.

1. Click on the gear icon and then select Setup
2. Click on the object manager tab just beside the home tab

After the above steps, have a look on the extreme right you will find a Create Dropdown click on that and select Custom Object

3. On the Custom Object Definition page, create the object as follows:
4. Label: Passport
5. Plural Label: Passports
6. Record Name: Passport Number
7. Check the Allow Reports checkbox
8. Check the Allow Search checkbox
9. Click Save.

The screenshot shows the 'Edit Custom Object' page for 'Passport' in Salesforce. The page is titled 'Custom Object Definition Edit' and includes a 'Save' button, a 'Save & New' button, and a 'Cancel' button. The 'Custom Object Information' section contains the following fields:

- Label:** Passport (Example: Account)
- Plural Label:** Passports (Example: Accounts)
- Starts with vowel sound:** ☐
- Object Name:** Passport (Example: Account)
- Description:** (Empty text area)
- Context-Sensitive Help Setting:** ☒ Open the standard Salesforce.com Help & Training window, ☐ Open a window using a Visualforce page
- Content Name:** --None--

The 'Enter Record Name Label and Format' section contains the following fields:

- Record Name:** Passport Number (Example: Account Name)

The left sidebar shows the 'Lightning Experience Transition Assistant' and the 'Salesforce Mobile Quick Start' section. The 'Home' section includes a list of links: Release Updates, Manage Users, Manage Apps, Manage Territories, Company Profile, Data Classification, Privacy Center, Security Controls, Domain Management, and Communication Templates.

Enter Record Name Label and Format

The Record Name appears in page layouts, key lists, related lists, lookups, and search results. For example, the Record Name for Account is "Account Name" and for Case it is "Case Number". Note that the Record Name field is always called "Name" when referenced via the API.

Record Name: Example: Account Name

Data Type:

Optional Features

- ☒ Allow Reports
- ☐ Allow Activities
- ☐ Track Field History
- ☐ Allow in Chatter Groups
- ☐ Enable Licensing [i](#)

Object Classification

When these settings are enabled, this object is classified as an Enterprise Application object. When these settings are disabled, this object is classified as a Light Application object. [Learn more.](#)

- ☒ Allow Sharing
- ☒ Allow Bulk API Access
- ☒ Allow Streaming API Access

Deployment Status [What is this?](#)

☐ In Development

☒ Deployed

Search Status

When this setting is enabled, your users can find records of this object type when they search. [Learn more.](#)

☒ Allow Search

2)Creation Of Custom Object-Visa Slot:

1. Click on the gear icon and then select Setup.
2. Click on the object manager tab just beside the home tab.
3. After the above steps, have a look on the extreme right you will find a Create Drop down click on that and select Custom Object

On the Custom Object Definition page, create the object as follows:

4. Label: Visa Slot
5. Plural Label: Visa Slots
- 6.Record Name: Visa Slot Number(Auto Number)
- 7.Check the Allow Reports checkbox
- 8.Check the Allow Search checkbox,Click Save.

The screenshot shows the 'Edit Custom Object' page for 'Visa Slot'. The left sidebar contains navigation links like 'Lightning Experience Transition Assistant', 'Salesforce Mobile Quick Start', and 'Home'. The main content area is titled 'Custom Object Definition Edit' and includes sections for 'Custom Object Information' (Label: Visa Slot, Plural Label: Visa Slots, Object Name: Visa_Slot), 'Context-Sensitive Help Setting', and 'Enter Record Name Label and Format' (Record Name: Visa Slot Number(Auto Num)).

The screenshot shows the 'Custom Object Definition' page for 'Visa Slot'. The left sidebar contains navigation links like 'Data Management', 'Mobile Administration', and 'Build'. The main content area includes sections for 'Optional Features' (Allow Reports, Allow Activities, etc.), 'Object Classification' (Allow Sharing, Allow Bulk API Access, etc.), 'Deployment Status' (In Development, Deployed), and 'Search Status' (Allow Search).

3)Create Of Custom Object- Payment:

1. Click on the gear icon and then select Setup.
2. Click on the object manager tab just beside the home tab.
3. After the above steps, have a look on the extreme right you will find a Create Drop down click on that and select Custom Object.
- 4.On the Custom Object Definition page, create the object as follows:
- 5.Label: Payment
- 6.Plural Label: Payments

7.Record Name: Transaction Id (Auto Number)

8.Check the Allow Reports check box

9.Check the Allow Search check box

10.Click Save.

The screenshot shows the 'Edit Custom Object' page for 'Payment'. The left sidebar contains navigation links for 'Home', 'Administer', and 'Build'. The main content area is titled 'Custom Object Definition Edit' and includes sections for 'Custom Object Information', 'Enter Record Name Label and Format', and 'Optional Features'. The 'Custom Object Information' section contains fields for Label, Plural Label, Starts with vowel sound, Object Name, Description, Context-Sensitive Help Setting, and Content Name. The 'Enter Record Name Label and Format' section contains fields for Record Name and Data Type. The 'Optional Features' section contains checkboxes for Allow Reports, Allow Activities, Track Field History, Allow in Chatter Groups, and Enable Licensing. The 'Object Classification' section contains checkboxes for Allow Sharing, Allow Bulk API Access, and Allow Streaming API Access. The 'Deployment Status' section contains radio buttons for In Development and Deployed. The 'Search Status' section contains a checkbox for Allow Search. The bottom of the page has 'Save', 'Save & New', and 'Cancel' buttons.

Quick Find / Search... Expand All | Collapse All

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Salesforce Mobile Quick Start

Home

Administer

- Release Updates
- Manage Users
- Manage Apps
- Manage Territories
- Company Profile
- Data Classification
- Privacy Center
- Security Controls
- Domain Management
- Communication Templates
- Translation Workbench
- Data Management

Edit Custom Object Payment Help for this Page

Custom Object Definition Edit Save Save & New Cancel

Custom Object Information Required Information

The singular and plural labels are used in tabs, page layouts, and reports. Be careful when changing the name or label as it may affect existing integrations and merge templates.

Label Payment Example: Account

Plural Label Payments Example: Accounts

Starts with vowel sound ☐

The Object Name is used when referencing the object via the API.

Object Name Payment Example: Account

Description

Context-Sensitive Help Setting ☒ Open the standard Salesforce.com Help & Training window ☐ Open a window using a Visualforce page

Content Name --None--

Enter Record Name Label and Format

The Record Name appears in page layouts, key lists, related lists, lookups, and search results. For example, the Record Name for Account is "Account Name" and for Case it is "Case Number". Note that the Record Name field is always called "Name" when referenced via the API.

Record Name Transaction Id (Auto Number) Example: Account Name

Data Type Text

The screenshot shows the 'Edit Custom Object' page for 'Payment'. The left sidebar contains navigation links for 'Home', 'Administer', and 'Build'. The main content area is titled 'Custom Object Definition Edit' and includes sections for 'Optional Features', 'Object Classification', 'Deployment Status', and 'Search Status'. The 'Optional Features' section contains checkboxes for Allow Reports, Allow Activities, Track Field History, Allow in Chatter Groups, and Enable Licensing. The 'Object Classification' section contains checkboxes for Allow Sharing, Allow Bulk API Access, and Allow Streaming API Access. The 'Deployment Status' section contains radio buttons for In Development and Deployed. The 'Search Status' section contains a checkbox for Allow Search. The bottom of the page has 'Save', 'Save & New', and 'Cancel' buttons.

Data Type Text

Optional Features

- ☒ Allow Reports
- ☐ Allow Activities
- ☐ Track Field History
- ☐ Allow in Chatter Groups
- ☐ Enable Licensing

Object Classification

When these settings are enabled, this object is classified as an Enterprise Application object. When these settings are disabled, this object is classified as a Light Application object. Learn more.

- ☒ Allow Sharing
- ☒ Allow Bulk API Access
- ☒ Allow Streaming API Access

Deployment Status

☐ In Development ☒ Deployed [What is this?](#)

Search Status

When this setting is enabled, your users can find records of this object type when they search. Learn more.

- ☒ Allow Search

Save Save & New Cancel

Tabs:

Tab: A tab is like a user interface that used to build records for objects and to view the records in the objects. Tabs basically categorize into 4 different sections1.

1.Standard Object Tabs

2. Custom Object Tabs

3. Web Tabs

4. Visualforce Tabs

1)Creation of Custom Tab- Passport Object:

Navigate to setup and home

1. Enter Tabs in Quick Find Box and select Tabs
2. Under Custom Object Tabs, click New
3. For Object, select Passport
4. For Tab Style, select any icon
5. Leave all defaults as is. Click Next, Next, and Save

Quick Find / Search

Expand All | Collapse All

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- Data Classification
- Privacy Center
- Security Controls
- Domain Management
- Communication Templates
- Translation Workbench

Edit Custom Object Tab

Passports

Fill in the fields below to define the custom tab.

Custom Tab Definition Edit

Custom Object Tab Information

Tab Label: Passports

Object: Passports

Tab Style: Diamond

(Optional) Choose a Home Page Custom Link to show as a splash page the first time your users click on this tab.

Splash Page Custom Link: --None--

Enter a short description.

Description

Save Cancel

2)Creation Of Custom Tab- Visa Slot Object:

Navigate to setup and enter Tabs in Quick Find and select Tabs. Under Custom Object Tabs, click New.

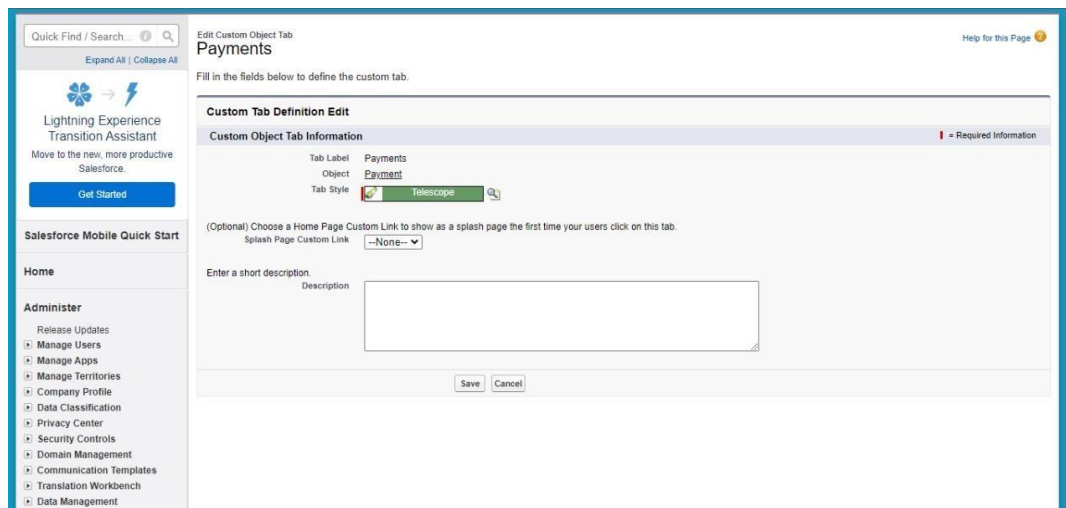
1. For Object, select Visa Slot.
2. For Tab Style, select any icon.
3. Leave all defaults as is. Click Next, Next, and Save.

The screenshot shows the Salesforce 'Edit Custom Object Tab' page for the 'Visa Slots' object. The page is titled 'Edit Custom Object Tab: Visa Slots' and includes a 'Help for this Page' link. Below the title, it says 'Fill in the fields below to define the custom tab.' The main section is 'Custom Tab Definition Edit', which contains a 'Custom Object Tab Information' sub-section. This sub-section has fields for 'Tab Label' (set to 'Visa Slots'), 'Object' (set to 'Visa Slot'), and 'Tab Style' (set to 'Map'). There is also an optional field for 'Splash Page Custom Link' set to '--None--'. Below this, there is a section for 'Enter a short description.' with a text area labeled 'Description'. At the bottom of the form are 'Save' and 'Cancel' buttons. On the left side of the page, there is a sidebar with a 'Quick Find / Search...' bar, a 'Lightning Experience Transition Assistant' section, and a 'Salesforce Mobile Quick Start' section. The 'Administer' section is expanded, showing options like 'Release Updates', 'Manage Users', 'Manage Apps', 'Manage Territories', 'Company Profile', 'Data Classification', 'Privacy Center', 'Security Controls', and 'Domain Management'.

3)Creation Of Custom Tab- Payment Object

Navigate to setup and enter Tabs in Quick Find and select Tabs Under Custom Object Tabs, click New

1. For Object, select Payment
2. For Tab Style, select any icon
3. Leave all defaults as is. Click Next, Next, and Save



Relationship B/W Objects:

Relationship in Salesforce is a 2-way association between 2 objects. Using relationships, we can link objects with each other and we can make connections and display data about other related objects. Primarily there are two types of relationships:

- 1) Master detail relationship: A master-detail relationship defines the relationship between the parent and the child. The master table defines the parent relation and the detail defines the child relation. If the master table is deleted then the child record data is also deleted
- 2) Look up relationship: Lookup Relationship in Salesforce links two objects together but has no effect on deletion or security.

To Create a Master-Detail relationship between Passport and Visa Slot Objects.

1)Relationship Creation:

Fields Creation: Passport Number

Navigate to setup

1. Click on Object Manager and search and select Visa Slot object
2. Select Fields & Relations and click New.
3. Select Data Type: Master-Detail, next.

4. Related to: Passport, next.

5. Label: Passport Number

6. Child Relationship Name: Visa Slot, next.

7. Next, next and save.

The screenshot shows the 'Custom Field Definition Edit' page for a field named 'Passport Number'. The page is titled 'Edit Visa Slot Custom Field Passport Number'. The left sidebar contains navigation links for 'Lightning Experience Transition Assistant', 'Salesforce Mobile Quick Start', and 'Administer'. The main content area is divided into sections: 'Field Information', 'Master:Detail Options', and 'Lookup Filter'. In the 'Field Information' section, the 'Field Label' and 'Field Name' are both 'Passport Number'. The 'Data Type' is 'Master-Detail'. The 'Data Owner' is 'User'. The 'Field Usage' is '--None--'. The 'Data Sensitivity Level' is '--None--'. The 'Compliance Categorization' shows 'Available' categories (PII, HIPAA, GDPR, PCI) and 'Chosen' categories. In the 'Master:Detail Options' section, the 'Related To' is 'Passport' and the 'Child Relationship Name' is 'Visa_Slots'. The 'Related List Label' is 'Visa Slots'. The 'Sharing Setting' is 'Read/Write', which allows users with at least Read/Write access to the Master record to create, edit, or delete related Detail records. The 'Lookup Filter' section is currently empty.

This screenshot shows the same 'Custom Field Definition Edit' page for the 'Passport Number' field, but with the 'Lookup Filter' section expanded. The 'Field Information' and 'Master:Detail Options' sections are identical to the previous screenshot. The 'Lookup Filter' section now shows a text input field for creating a filter to limit records available to users in the lookup field. Below the input field is a link 'Tell me more!'. At the bottom of the 'Lookup Filter' section is a link 'Show Filter Settings'. The 'Change Field Type', 'Save', and 'Cancel' buttons are at the bottom of the page.

Field Creation:

This milestone explains about Field Creation.

1)Fields Available On Custom Object: Passport:

Field Name Data Type

Full Name Text

Contact Number Number

Passport Number Text

Permanent Address Text

2) Field Creation: Full Name

Field Creation: Full Name:Navigate to Setup

2. Click the Object Manager next to Home Tab
3. Type Passport in Quick Find and Select it
4. Click on Fields and Relationships
5. Click New
6. Select Data Type: Text, click on next
7. Field Label: Full Name
8. Length: Max 80
9. Check always requires a value to save this record
10. Click next
11. Next, Save or Save & New (if further new field will be create)

Quick Find / Search... Expand All | Collapse All

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- Translation Workbench
- Data Management
- Mobile Administration

Edit Passport Custom Field SHAMYUKTHA

Custom Field Definition Edit Change Field Type Save Cancel

Field Information Required Information

Field Label Data Type Text

Field Name

Description

Help Text

Data Owner

Field Usage

Data Sensitivity Level

Compliance Categorization

Available: PII, HIPAA, GDPR, PCI

Chosen:

General Options

Required ☒ Always require a value in this field in order to save a record

Unique ☐ Do not allow duplicate values

☐ Treat "ABC" and "abc" as duplicate values (case insensitive)

☐ Treat "ABC" and "abc" as different values (case sensitive)

External ID ☐ Set this field as the unique record identifier from an external system

Default Value [Show Formula Editor](#)

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- Translation Workbench
- Data Management
- Mobile Administration
- Desktop Administration
- Outlook Integration and Sync
- Gmail Integration and Sync
- Email Administration
- Google Apps
- Analytics
- Tableau
- Data.com Administration

Build

- Customize
- Create
 - Apps
 - Custom Labels
 - Interaction Log Layouts
 - Objects
 - Big Objects
 - Picklist Value Sets

Field Information

Field Label Data Type Text

Field Name

Description

Help Text

Data Owner

Field Usage

Data Sensitivity Level

Compliance Categorization

Available: PII, HIPAA, GDPR, PCI

Chosen:

General Options

Required ☒ Always require a value in this field in order to save a record

Unique ☐ Do not allow duplicate values

☐ Treat "ABC" and "abc" as duplicate values (case insensitive)

☐ Treat "ABC" and "abc" as different values (case sensitive)

External ID ☐ Set this field as the unique record identifier from an external system

Default Value [Show Formula Editor](#)

Text Options

Length

Change Field Type Save Cancel

3)Field Creation: Contact Number:

- 1.Navigate to Setup
2. Click the Object Manager next to Home Tab
3. Type Passport in Quick Find and Select it
4. Click on Fields and Relationships
5. Click New
6. Select Data Type: Number, click on next
7. Field Label: Contact Number
8. Length:
9. Next, Save

10 and Decimal 0, click


on next

The first screenshot shows the 'Edit Passport Custom Field' page for 'Contact Number'. The 'Field Information' section includes fields for 'Field Label' (Contact Number), 'Field Name' (Contact_Number), 'Description', and 'Help Text'. The 'Data Owner' is set to 'User', 'Field Usage' is 'None', and 'Data Sensitivity Level' is 'None'. The 'Compliance Categorization' section shows 'Available' categories (PII, HIPAA, GDPR, PCI) and 'Chosen' categories. The 'General Options' section includes checkboxes for 'Required', 'Unique', 'External ID', and 'AI Prediction', along with a 'Default Value' field and a 'Show Formula Editor' button.

The second screenshot shows the 'Number Options' section, which includes 'Length' (18) and 'Decimal Places' (0) fields. The 'Compliance Categorization' section is also visible, showing 'Available' and 'Chosen' categories.

4)Field Creation: Permanent Address

- 1.Navigate to Setup
2. Click the Object Manager next to Home Tab
3. Type Passport in Quick Find and Select it
4. Click on Fields and Relationships
5. Click New
6. Select Data Type: Text Area, click on next
7. Field Label: Permanent Address
8. Next, next and save

Quick Find / Search...  Expand All | Collapse All

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- Data Management

Edit Passport Custom Field
Permanent Address Help for this Page

Custom Field Definition Edit Change Field Type Save Cancel

Field Information Required Information

Field Label: Data Type:

Field Name:

Description:

Help Text:

Data Owner:

Field Usage:

Data Sensitivity Level:

Compliance Categorization

| Available | Chosen |
|-----------|--------|
| PII | |
| HIPAA | |
| GDPR | |
| PCI | |

General Options

Required: ☐ Always require a value in this field in order to save a record

Default Value:

Use [formula syntax](#). Enclose text and picklist value API names in double quotes: ("the_text"). Include numbers without quotes: (25). Show percentages as decimals: (0.10), and express date calculations in the standard format: (Today() + 7). To reference a field from a Custom Metadata type record use: \$CustomMetadata.Type__mdt.RecordAPIName.Field__c

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Salesforce Mobile Quick Start

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Description

Help Text

Data Owner:

Field Usage:

Data Sensitivity Level:

Compliance Categorization

| Available | Chosen |
|-----------|--------|
| PII | |
| HIPAA | |
| GDPR | |
| PCI | |

General Options

Required: ☐ Always require a value in this field in order to save a record

Default Value:

Use [formula syntax](#). Enclose text and picklist value API names in double quotes: ("the_text"). Include numbers without quotes: (25). Show percentages as decimals: (0.10), and express date calculations in the standard format: (Today() + 7). To reference a field from a Custom Metadata type record use: \$CustomMetadata.Type__mdt.RecordAPIName.Field__c

Change Field Type Save Cancel

5)Fields Available On Custom Object: Visa Slot Field Name Data Type

Location Text

Time Date & Time

Visa Slot Number Auto Number (Use in Record Name)

Passport Number Master-Detail

Status Picklist

Quick Find / Search...

Expand All / Collapse All

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Edit Visa Slot Custom Field
Status

Help for this Page

Custom Field Definition Edit [Change Field Type](#) [Promote to Global Value Set](#) [Save](#) [Cancel](#)

Field Information ! Required Information

Field Label Data Type Picklist

Field Name

Description

Help Text

Data Owner

Field Usage

Data Sensitivity Level

Compliance Categorization

Available: PII, HIPAA, GDPR, PCI

Chosen:

General Options

Required ☐ Always require a value in this field in order to save a record

Default Value [Show Formula Editor](#)

Use [formula syntax](#): Enclose text and picklist value API names in double quotes: ("the_text"). Include numbers without quotes: (25). Show percentages as decimals: (0.10), and express date calculations in the standard format: (Today() + 7). To reference a field from a Custom Metadata type record use: \$CustomMetadata.Type__mdt.RecordAPIName.Field__c

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Build

- Customize
- Create
 - Apps
 - Custom Labels
 - Interaction Log Layouts
- Objects

Compliance Categorization

Available: PII, HIPAA, GDPR, PCI

Chosen:

General Options

Required ☐ Always require a value in this field in order to save a record

Default Value [Show Formula Editor](#)

Use [formula syntax](#): Enclose text and picklist value API names in double quotes: ("the_text"). Include numbers without quotes: (25). Show percentages as decimals: (0.10), and express date calculations in the standard format: (Today() + 7). To reference a field from a Custom Metadata type record use: \$CustomMetadata.Type__mdt.RecordAPIName.Field__c

Picklist Options

☒ Restrict picklist to the values defined in the value set

[Change Field Type](#) [Promote to Global Value Set](#) [Save](#) [Cancel](#)

6)Fields Available On Custom Object: Payment

Field Name Data Type

Payment Mode Picklist (Values- Debit Card, Credit Card) Card

Number Number

Transaction Id Auto Number (Used in Record Name)

Visa Slot Number Master-Detail

Cancel Transaction Text

Apps:

Apps in Salesforce are a group of tabs that help the application function by working together as a unit. It has a name, a logo, and a particular set of tabs. The simplest app usually has just two tabs.

There are two types of Salesforce Applications:

- 1) Standard Apps
- 2) Custom Apps

1)Creation Of App:

Click on setup and go to home page.

1. In Quick Find Box search and select App Manager.
2. Click: New Lightning App.
3. App Name: Book My Visa and click on next.
4. Navigate System: Standard Navigation Support

Form Factor: Desktop and Phone Click next, next

5. Move Objects from available items to selected items. (Passport, Visa Slot, Payment).
6. Add System Administrator profile, available profile to selected profile.

Save & Finish

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 ⓘ
Upload

Primary Color Hex Value ⓘ
#0070D2

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

App Launcher Preview

BM

Book My Visa

← 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 Options

Navigation and Form Factor ⓘ

* Navigation Style
☒ Standard navigation
☐ Console navigation

* Supported Form Factors
☒ Desktop and phone
☐ Desktop
☐ Phone

Setup and Personalization ⓘ

Setup Experience
☒ Setup (full set of Setup options)
☐ Service Setup

App Personalization Settings
☐ Disable end user personalization of nav items in this app
☐ Disable temporary tabs for items outside of this app

← 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

Navigation Items

Choose the items to include in the app, and arrange the order in which they appear. Users can personalize the navigation to add or move items, but users can't remove or rename the items that you add. Some navigation items are available only for phone or only for desktop. These items are dropped from the navigation bar when the app is viewed in a format that the item doesn't support.

Available Items

Create ▾

Type to filter list...

Accounts

Alert Settings

All Sites

Alternative Payment Methods

Analytics

App Launcher

Appointment Categories

Appointment Invitations

Selected Items

Passports

Visa Slots

Payments

User:

A user is anyone who logs in to Salesforce. Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records. Every user in Salesforce has a user account.

NOTE- As Salesforce license can only be used by 2 Users at a time in Dev Org, so If you don't find Salesforce license then deactivate a user who has Salesforce license or change the license type from Salesforce to any other

1)Creation Of User:

Navigate to setup

1. In Quick Find box select and search: User
2. Click: New user
3. Give First and Last Name
4. Enter your email in the email field
5. Enter user name, it must be unique
6. User license: salesforce platform
7. In the profile field: Standard user profile
8. Check, Generate new password and notify user immediately
9. Save

Quick Find / Search...

Expand All | Collapse All

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Login History

User Edit

User A

Help for this Page

User Edit

Save Save & New Cancel

General Information

First Name User

Last Name A

Alias ua

Email usera@gmail.com

Username !@gmail.com

Nickname User1696243377396991145

Title Records

Company ZORA

Department Computer science

Division A

Role CEO

User License Salesforce Integration

Profile Salesforce API Only System Integrations

Active

Marketing User

Offline User

Knowledge User

Flow User

Service Cloud User

Site.com Contributor User

Site.com Publisher User

WDC User

Data.com User Type --None--

Data.com Monthly Addition Limit 300

Accessibility Mode (Classic Only)

High-Contrast Palette on Charts

Load Lightning Pages While Scrolling

Debug Mode

Salesforce CRM Content User

Develop

Lightning Bolt

Schema Builder

Lightning App Builder

Canvas App Previewer

Installed Packages

Package Usage

AppExchange Marketplace

Deploy

Deployment Settings

Deployment Status

Monitor

System Overview

Optimizer

Imports

Outbound Messages

Time-Based Workflow

Automated Process Actions

Case Escalations

Entitlement Processes

API Usage Notifications

Mass Emails

Email Snapshots

Jobs

Logs

Single Sign On Information

Federation ID

Locale Settings

Time Zone (GMT+05:30) India Standard Time (Asia/Kolkata)

Locale English (India)

Language English

Approver Settings

Delegated Approver

Manager

Receive Approval Request Emails Only if I am an approver

Generate new password and notify user immediately

Save Save & New Cancel

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OWD: Organization Wide Defaults Settings:

OWD settings determine the baseline level of access for all records of an object. This can be used to give permission to the organization wide and it can be used for restrict the access; we can control the record level access.

OWD can never grant users more access than they have through their object permission.

Primarily four types of access can be set in Salesforce OWD- 1.

Public read/write/transfer (Only available for Leads and Cases)

2. Public read/write

3. Public read only

4. Private

Steps of OWD settings:

Navigate setup in Quick Find search bar

1. Type Sharing Setting and Select it.

2. Edit: Organization Wide Defaults.

3. Scroll down list and select Passport...

The screenshot shows the Salesforce Organization Wide Defaults (OWD) settings page. On the left is a navigation menu with categories like Case Escalations, Entitlement Processes, API Usage Notifications, Mass Emails, Email Snapshots, Jobs, and Logs. The main content area lists various objects with their corresponding OWD settings. The 'Passport' object is highlighted in blue. Below the list, there are 'Other Settings' including 'Standard Report Visibility' (checked), 'Manual User Record Sharing' (unchecked), 'Manager Groups' (unchecked), and 'Secure guest user' (checked). At the bottom are 'Save' and 'Cancel' buttons.

| Object | OWD Setting |
|--------------------|-------------------|
| Service Contract | Private |
| Service Resource | Public Read/Write |
| Service Territory | Public Read/Write |
| Shift | Private |
| Streaming Channel | Public Read/Write |
| Waitlist | Private |
| Web Cart Document | Private |
| Work Order | Private |
| Work Plan | Private |
| Work Plan Template | Private |
| Work Step Template | Private |
| Work Type | Private |
| Work Type Group | Public Read/Write |
| Book | Public Read/Write |
| Child object | Public Read/Write |
| college | Public Read/Write |
| Passport | Public Read/Write |
| Payment | Private |
| Research Proposal | Public Read/Write |
| Student | Public Read/Write |

Other Settings

- Standard Report Visibility ☒
- Manual User Record Sharing ☐
- Manager Groups ☐
- Secure guest user ☒

Buttons: Save, Cancel

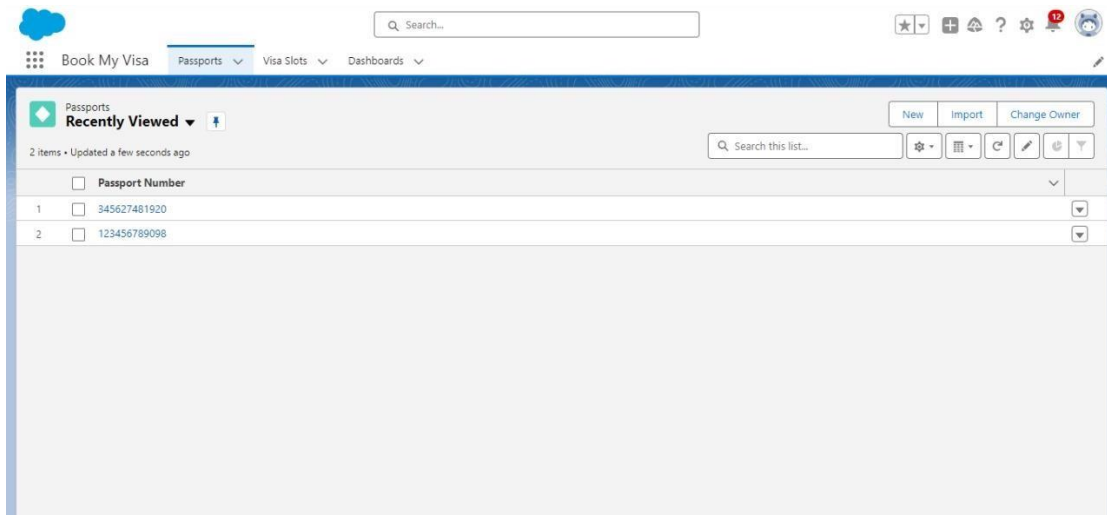
User Adoption:

This milestone explains about user adoption 1)Create

Record (Passport):

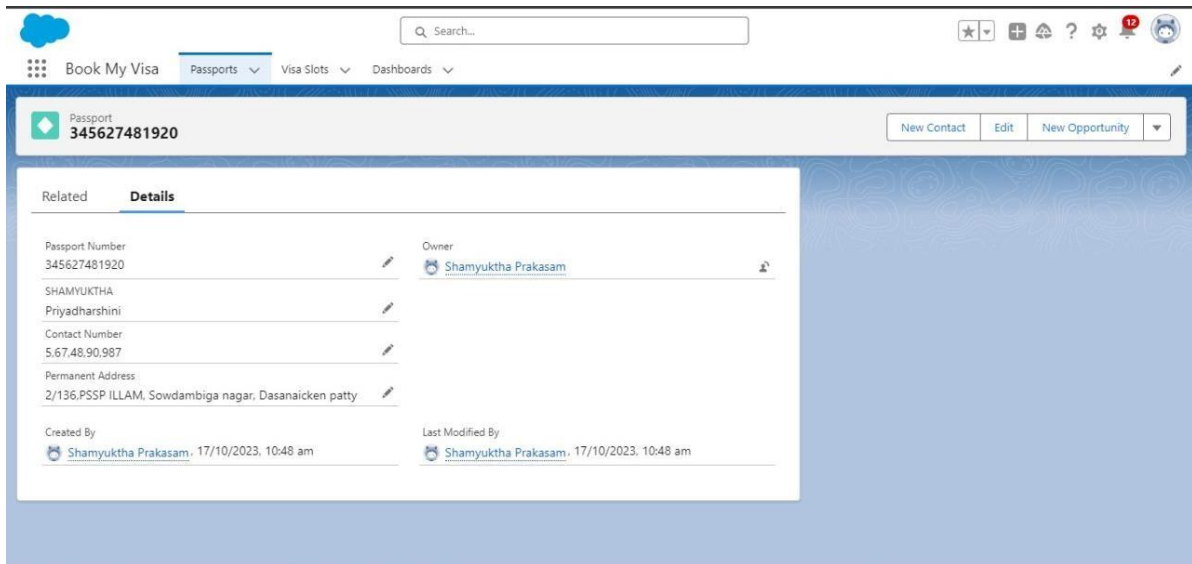
1.Click on App Launcher on left side of screen.

2. Search Book My Visa App & click on it.
3. Click on Passport tab.
4. Click new button
5. Fill all Passport record details.
6. Click on Save Button.



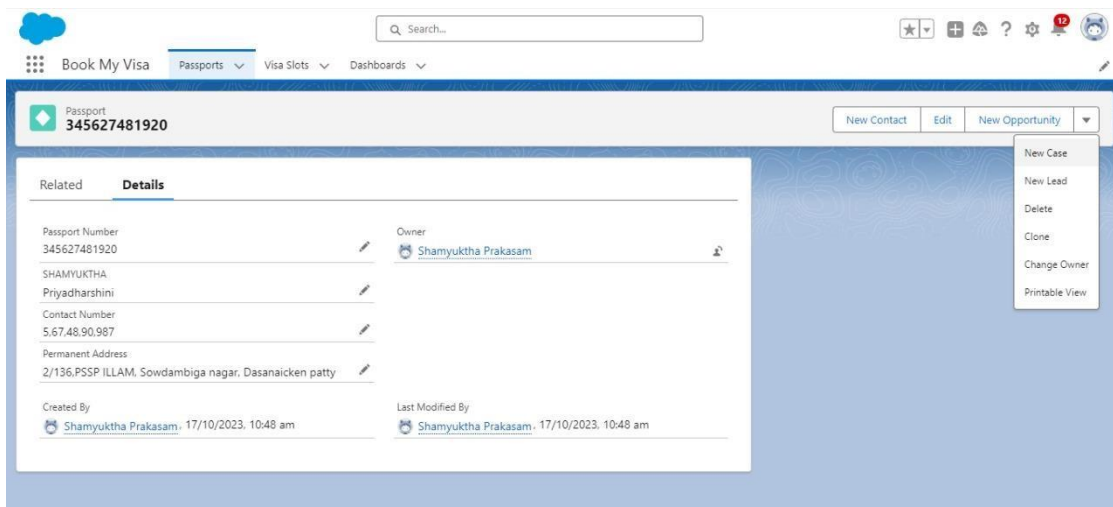
2)View Records (Passport):

- 1.Click on App Launcher on left side of screen.
2. Search Book My Visa & click on it.
3. Click on Passport Tab.
4. Click on any record name. you can see the details of the Driver



3)Delete Records (Passport):

1. Click on App Launcher on left side of screen.
2. Search Book My Visa & click on it.
3. Click on Passport Tab.
4. Click on Arrow at right hand side on that Particular record.
5. Click delete and delete again



What Are Reports?

Reports in Salesforce is a list of records that meet a particular criterion which gives an answer to a particular question. These records are displayed as a table that can be filtered or grouped based on any field.

There are 4 types of report formats in Salesforce: 1.

Tabular Reports:

This is the most basic report format. It just displays the row of records in a table with a grand total. While easy to set up they can't be used to create groups of data or charts and also cannot be used in Dashboards. They are mainly used to generate a simple list or a list with a grand total.

2. Summary Reports:

It is the most commonly used type of report. It allows grouping of rows of data, view subtotal, and create charts.

3. Matrix Report:

It is the most complex report format. Matrix report summarizes information in a grid format. It allows records to be grouped by both columns and rows. It can also be used to generate dashboards. Charts can be added to this type of report.

4. Joined Reports:

These types of reports let us create different views of data from multiple report types. The data is joined reports are organized in blocks. Each block acts as a sub report with its own fields, columns, sorting, and filtering. They are used to group and show data from multiple report types in different views.

Report Type:

Report type determines which set of records will be available in a report. Every report is based on a particular report type. The report type is selected first when we create a report. Every report type has a

primary object and one or more related objects. All these objects must be linked together either directly or indirectly.

1. A report type cannot include more than 4 objects.
2. Once a report is created its report type cannot be changed.

There are 2 types of report types:

1. Standard Report Types:

Standard Report Types are automatically included with standard objects and also with custom objects where “Allow Reports” is checked.

Standard report types cannot be customized and automatically include standard and custom fields for each object within the report type. Standard report types get created when an object is created, also when a relationship is created.

Note: Standard report types always have inner joins.

2. Custom Report Types:

Custom report types are reporting templates created to streamline the reporting process. Custom Reports are created by an administrator or User with “Manage

Custom:

Report Types” permission. Custom report types are created when standard report types cannot specify which records will be available on reports.

In custom report types we can specify objects which will be available in a particular report. The primary object must have a relationship with other objects present in a report type either directly or indirectly.

There are 3 types of access levels of folders:

1. Viewer:

With this access level, users can see the data in a report but cannot make any changes except cloning it into a new report.

2. Editor:

With this access level, users can view and modify the reports it contains and can also move them to/from any other folders they have access level as Editor or Manager.

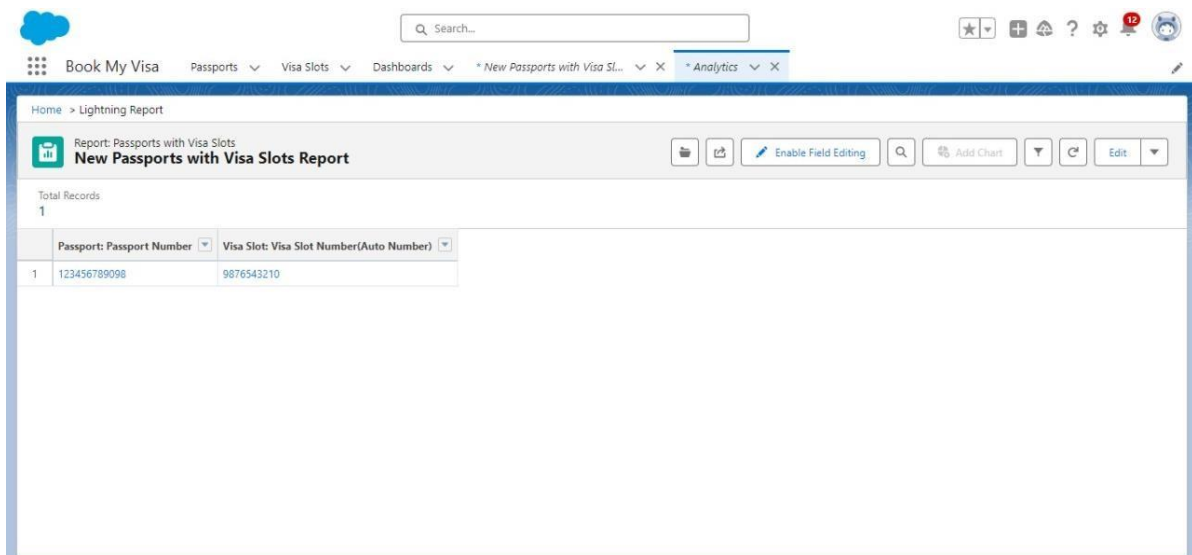
3. Manager:

With this access level, users can do everything Viewers & Editors can do, plus they can also control other user's access levels to this folder. Also, users with Manager Access levels can delete the report.

1)Creation of report:

Note- While creation of report ensures that update preview automatically is selected which is available at the right side of the report page.

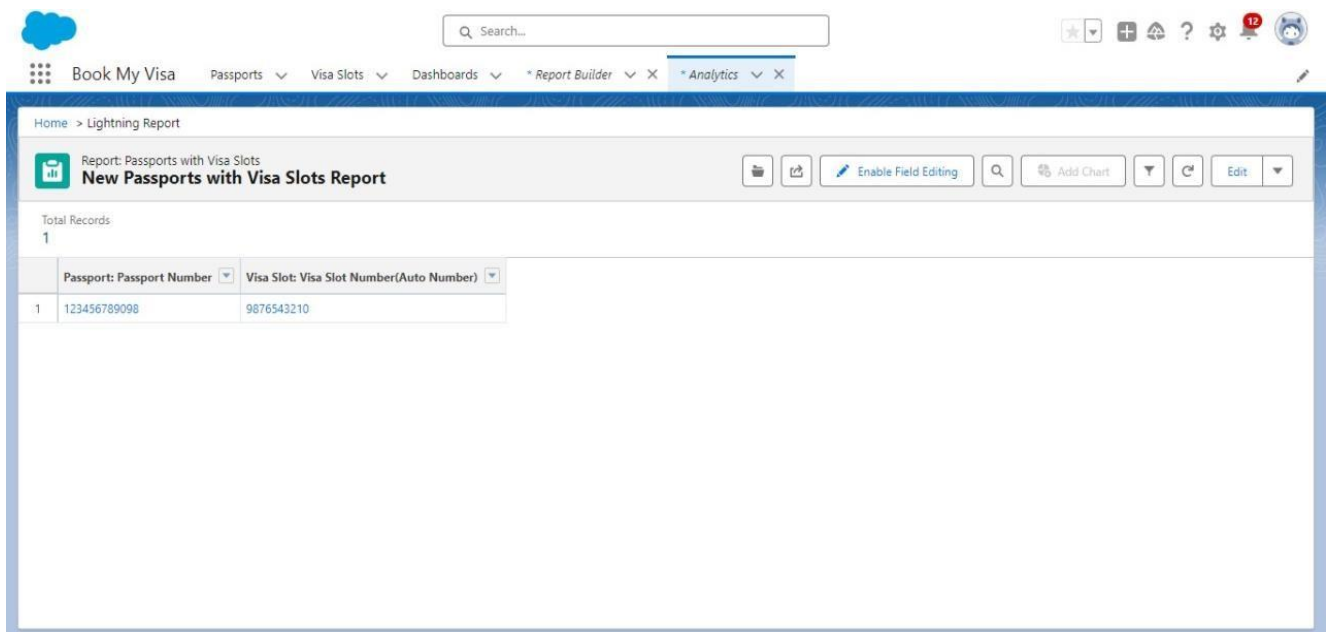
1. Click on App Launcher left side on the screen, Search and select: Report
2. Click Report- select New Report
3. Select Report Type: Passport with Visa Slot Number
4. Click on Start Report button
5. Below the Outline pane- In the Group Row select: Location
6. In Group Column select- Passport: Passport Number
7. In Column select: Visa Slot Number
8. Now navigate to Filter pane available next to Outline pane And ensure in the show me section: All Passport is selected
9. In Passport Created date: All Time.
10. Give the Label: Passport with Visa Location
11. Save & Run for saving the Report, Save.



View Report:

1)View Report:

1. Click on App Launcher on left side of screen.
2. Search Book My Visa App & click on it.
3. Click on Reports Tab.
4. Click on Passport with Visa Location and see reports

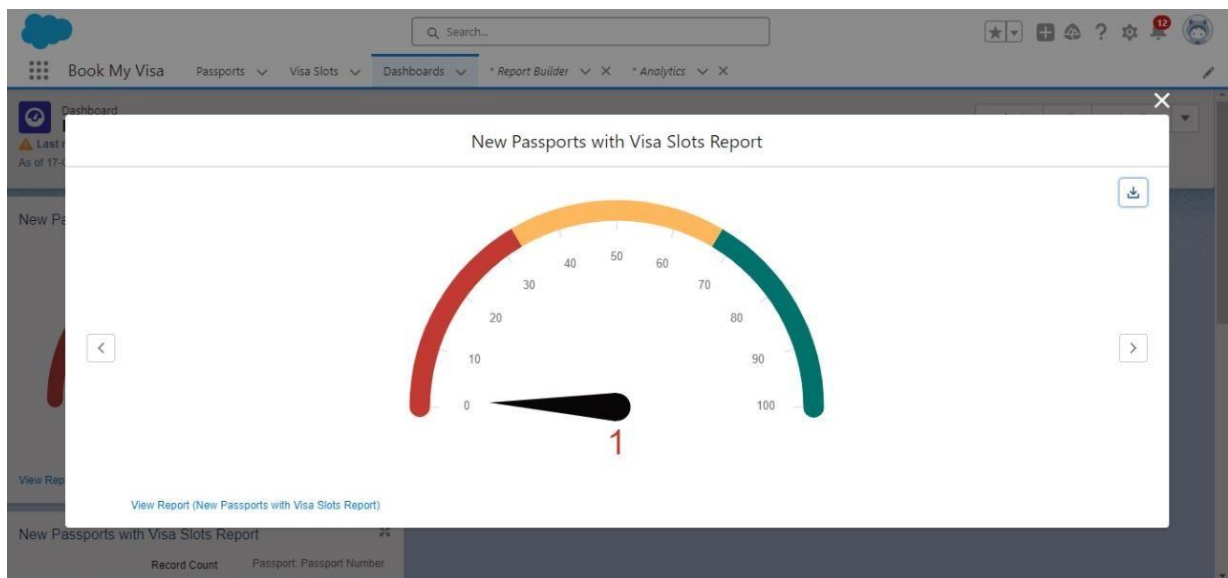
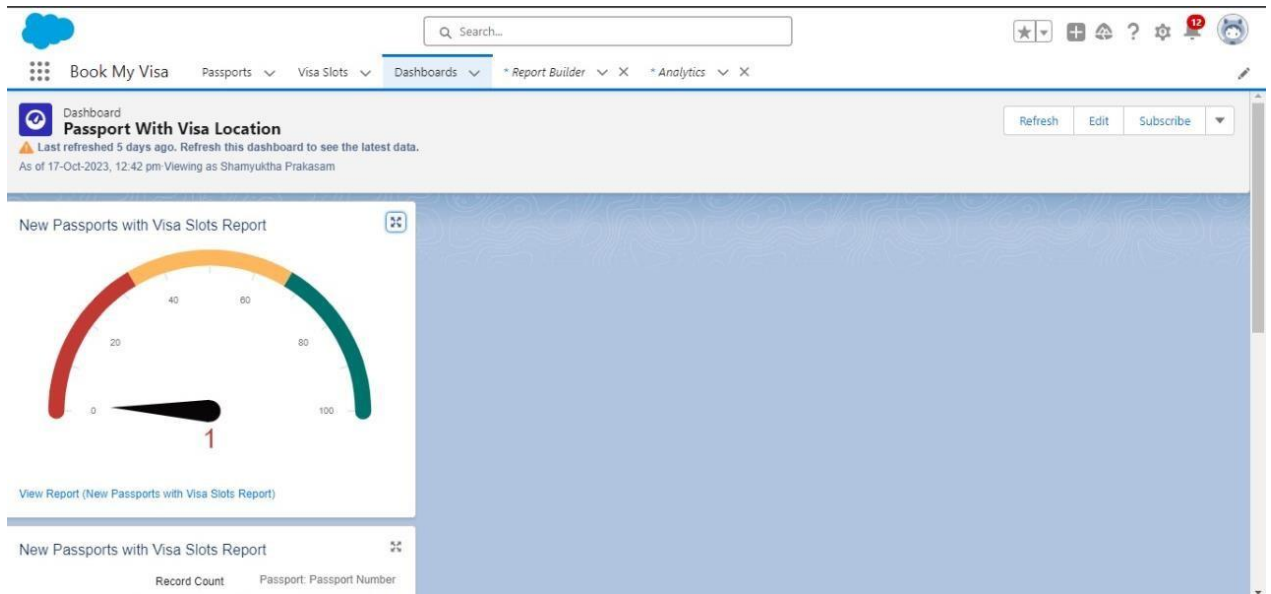


Dashboards:

Dashboards in Salesforce are a graphical representation of Reports. It shows data from source reports as visual components. These components provide snapshots of key metrics and performance indicators of the organization at a glance. Reports can be displayed in the dashboard like: Horizontal Bar chart, Vertical Bar Chart, Line Chart, Donut Chart, Metric Chart, Stacked Vertical Bar Chart, Stacked Horizontal Bar Chart, etc.

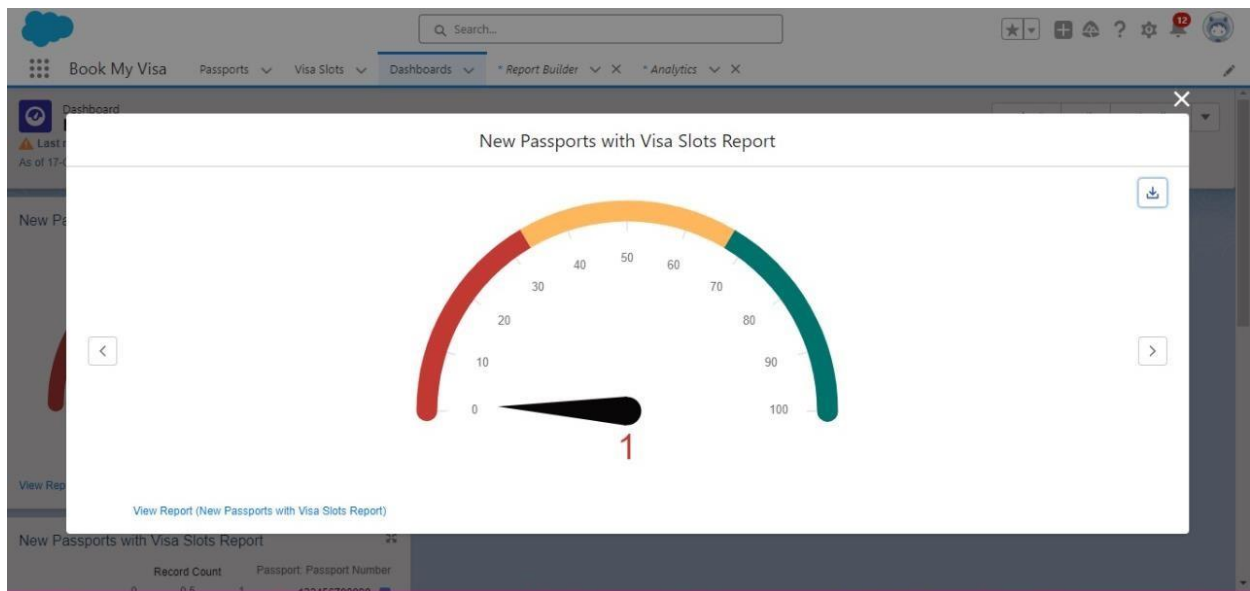
1)Creation Of Dashboard

1. Click on the App launcher left on screen and search for dashboards.
2. Select New Dashboard
3. Name the Dashboard: Passport With Visa Location
4. Select Create option
5. Click on Add Component
6. Select Passport with Visa Locations
7. Click Select
8. Select the Donut Chart to display a section
9. Value: Record count
10. Sliced By: Location
11. Leave the default values
12. Click on Add
13. Save the Dashboard and Done



2)View Dashboard:

1. Click on App Launcher on left side of screen.
2. Search Book My Visa & click on it.
3. Click on Dashboard Tab.
4. Click on Passport with Visa Location see graph view of records



APEX:

Apex is a coding language of Salesforce. It can be invoked or started using triggers. A trigger is a set of Apex code that runs before or after data manipulation language (DML) events.

With Apex triggers, you can automate tasks that would otherwise be nearly impossible to accomplish using only the Salesforce user interface. Triggers enable you to create custom scripts that you can implement according to your needs, and the only limitation is your coding skills.

There are two Salesforce Apex trigger types:

Before triggers. These are helpful in cases that require a validation process before accepting a change. They run before any database changes.

After triggers. These are helpful in cases where you need to modify your database records and when the necessary value is stored in other records. They run after any database changes.

1)APEX:

1. Click on Set up Gear at drop down list you can find developer console click on that.

2. At the left side top you can find the option new click on that and then apex trigger.
3. Give the name as Deletionofvisarecord
4. And S object has Visa Object
5. Scenario - You cannot delete active visa record

trigger Deletionifvisarecord on Visa_Slot__c (before delete) {

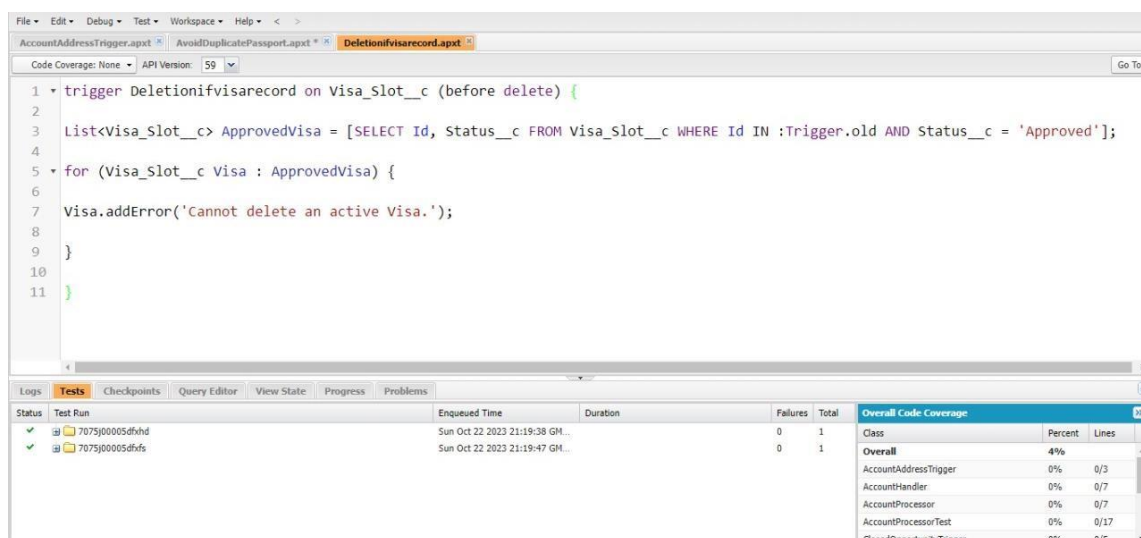
```
List<Visa_Slot__c> ApprovedVisa = [SELECT Id, Status__c FROM Visa_Slot__c WHERE Id IN :Trigger.old AND Status__c = 'Approved'];
```

```
for (Visa_Slot__c Visa : ApprovedVisa) {
```

```
Visa.addError('Cannot delete an active Visa.');
```

```
}
```

```
}
```



2)APEX :

- 1) Click on Set up Gear at drop down list you can find developer console click on that.
- 2) At the left side top you can find the option new click on that and then apex trigger.
- 3) Give the name as AvoidDuplicatePassport
- 4) And S object has Passport Object
- 5) Scenario - trigger on the Passport_c object to avoid duplicate records based on the Full Name and Contact Number fields. trigger AvoidDuplicatePassports on Passport_c (before insert, before update) {

```
Set<String> uniqueKeys = new Set<String>();
```

```
List<Passport_c> duplicatePassports = new List<Passport_c>(); for
```

```
(Passport__c passport : Trigger.new) {
```

```
String    key =    passport.Full_Name_c    +    "    +  
passport.Contact_Number__c;
```

```
if (uniqueKeys.contains(key)) { duplicatePassports.add(passport);
```

```
} else { uniqueKeys.add(key);
```

```
}
```

```
} for (Passport__c passport : duplicatePassports)
```

```
{
```



```
passport.addError('Duplicate record found based on Full Name and  
Contact Number.');
```

```
}
```

```
}
```

The screenshot shows an IDE with the following components:

- Code Editor:** Contains the following code for the `AvoidDuplicatePassports` trigger:

```
1 trigger AvoidDuplicatePassports on Passport__c (before insert, before update) {  
2  
3   Set<String> uniqueKeys = new Set<String>();  
4  
5   List<Passport__c> duplicatePassports = new List<Passport__c>();  
6  
7   for (Passport__c passport : Trigger.new) {  
8  
9     String key = passport.Full_Name__c + ' ' + passport.Contact_Number__c;  
10  
11    if (uniqueKeys.contains(key)) {  
12  
13      duplicatePassports.add(passport);  
14  
15    } else {
```
- Tests Panel:** Shows two test runs for the `AvoidDuplicatePassports` trigger, both of which passed.

| Status | Test Run | Enqueued Time | Duration | Failures | Total |
|--------|-----------------|--------------------------------|----------|----------|-------|
| ✓ | 7075j00005dfxhd | Sun Oct 22 2023 21:19:38 GM... | | 0 | 1 |
| ✓ | 7075j00005dfxfs | Sun Oct 22 2023 21:19:47 GM... | | 0 | 1 |
- Overall Code Coverage:** A table showing coverage for various classes.

| Class | Percent | Lines |
|--------------------------|---------|-------|
| Overall | 4% | |
| AccountAddressTrigger | 0% | 0/3 |
| AccountHandler | 0% | 0/7 |
| AccountProcessor | 0% | 0/7 |
| AccountProcessorTest | 0% | 0/17 |
| ClosedOpportunityTrigger | 0% | 0/5 |

The screenshot shows the continuation of the IDE from the previous one, with the following components:

- Code Editor:** Contains the continuation of the `AvoidDuplicatePassports` trigger code:

```
16  
17   uniqueKeys.add(key);  
18  
19 }  
20  
21 }  
22  
23 for (Passport__c passport : duplicatePassports) {  
24  
25   passport.addError('Duplicate record found based on Full Name and Contact Number.');
```
- Tests Panel:** Shows the same two test runs as the previous screenshot, both of which passed.
- Overall Code Coverage:** The same table as the previous screenshot, showing 4% overall coverage.

GitHub&project Video doma Link

1.GitHub Link : <https://github.com/Shamyuktha24/Phase1>

2.Video Demo Link:

https://drive.google.com/file/d/1EMV9NPqQqu12Zd2_A84fVbpeMjHe6uI/view?usp=sharing