**Project Report: A CRM Application to Manage the Booking of Co-Living**

**1. Introduction**

The Co-Living CRM application enables users to manage shared living spaces by storing customer details, selecting rooms, choosing food options, making payments, and providing feedback on services. This report details the features, functionality, and processes of the system, developed using Salesforce for customer management.

**2. Project Description**

Our Co-Living space project aims to build a vibrant and inclusive community for individuals to live, work, and collaborate. The CRM application provides functionalities for:

* **Room Booking**: Customers can select different types of rooms with various sharing options.
* **Food Selection**: Customers can choose special food items daily.
* **Payments**: Multiple payment modes are available.
* **Feedback**: Customers provide feedback on services like room cleanliness, internet connection, and food.

**Learning Objectives**

* Gain experience in real-time Salesforce CRM development.
* Understand objects, relationships, and process automation within Salesforce.

**3. Milestones and Activities**

**Milestone 1: Salesforce Account Setup**

* **Activity**: Create a Salesforce developer account, activate it, and set up basic CRM objects.

**Milestone 2: Object and Field Creation**

* **Activity**: Define standard and custom objects such as Rooms, Customers, Room Bookings, Payments, Food Selection, and Feedback.

**Milestone 3: Tabs and User Interface**

* **Activity**: Create tabs for easy navigation and visibility of objects, making the system user-friendly.

**Milestone 4: Lightning App Development**

* **Activity**: Create a customized Lightning App to provide users with an intuitive UI for managing data.

**4. Project Workflow**

1. **Room Booking**: Users book rooms using a simple interface. Upon booking, fields like room sharing, food selection, and payment mode are updated.
2. **Food Selection**: The app offers food options based on meal preferences.
3. **Payments**: Various payment options like credit card, UPI, and others are provided. Payment status and history are tracked.
4. **Feedback**: Customers submit reviews on room cleanliness, internet service, and food.

**5. Project Deliverables**

**Deliverables Uploaded to GitHub:**

* **Code Files**: All Salesforce Apex code and triggers for object creation and automation.
* **Screenshots**: Demonstrating the application’s UI, functionality for booking, payments, and feedback.
* **Project Documentation**: Full description of the application’s architecture, workflow, and object relationships.
* **Demonstration Video**: Video showcasing how the system works, from booking a room to providing feedback.
* Video link:<https://drive.google.com/file/d/1I-F3Ko85fma_R6feH-efxNYXBQILQC3R/view?usp=sharing>

**GitHub Repository Link:**

<https://github.com/Manasa2003k/Co-Living-app>

**6. Validation and Testing**

* **Validation Rules**: Ensures data integrity by checking user inputs before submission.
* **Triggers**: Custom triggers automate business logic, such as displaying messages when customers check in or out.

**7. Conclusion**

The CRM system successfully manages customer bookings, food selection, payments, and feedback, offering an efficient way to handle a co-living space. Salesforce’s flexibility and automation features helped streamline the entire process.

**8. Future Enhancements**

* **Integration with IoT**: For automated room environment control (lighting, temperature).
* **Mobile App Integration**: Provide customers with an app for easier bookings and feedback.

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