

1 INTRODUCTION

1.1 Overview

A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing center to schedule and manage appointments with applicants.

1.2 Purpose

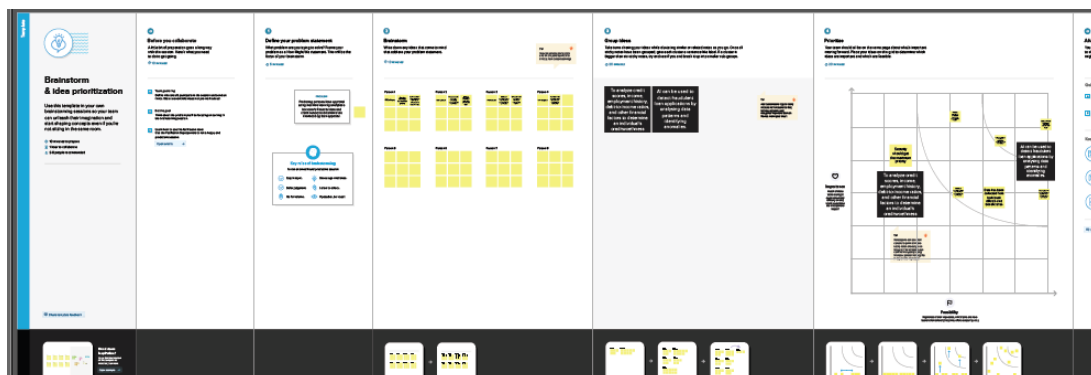
CRM software can provide a wealth of benefits for your small business, from customer retention to increased productivity. CRM software is used to gather customer interaction in one central place to improve customer experience and satisfaction. Benefits of CRM include better customer retention, increased sales and detailed analytics. This article is for small business owners and marketers who want to learn about the benefits of CRM software for small businesses.

2 Problem Definition & Design Thinking

2.1 Empathy Map



2.2 Ideation & Brainstorming Map

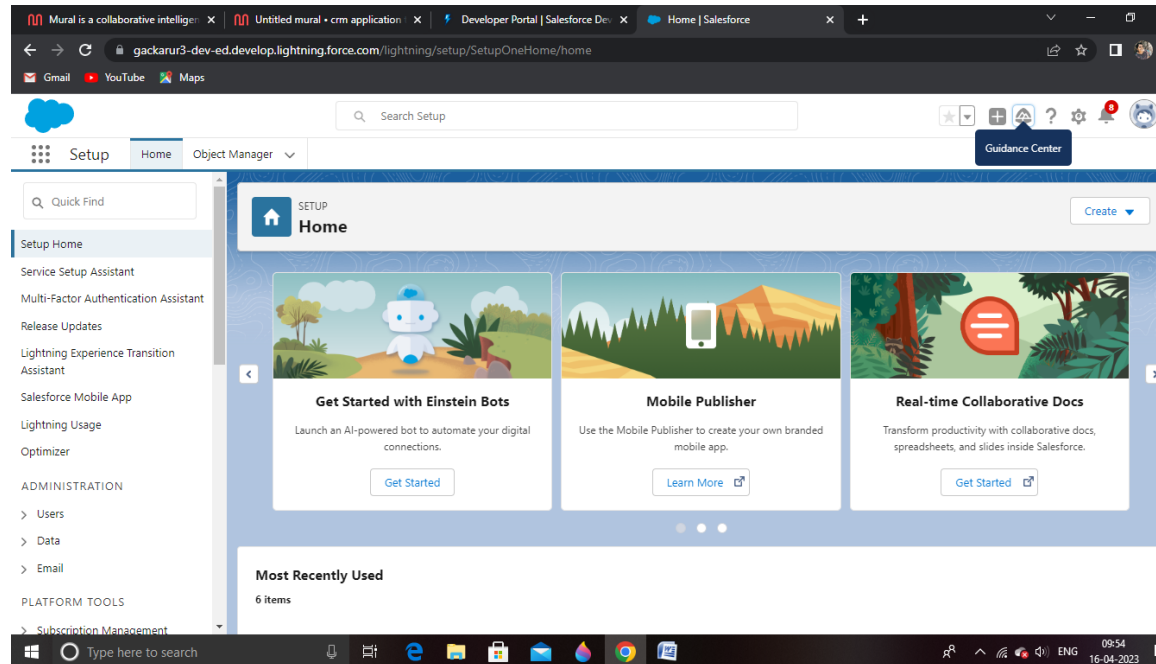


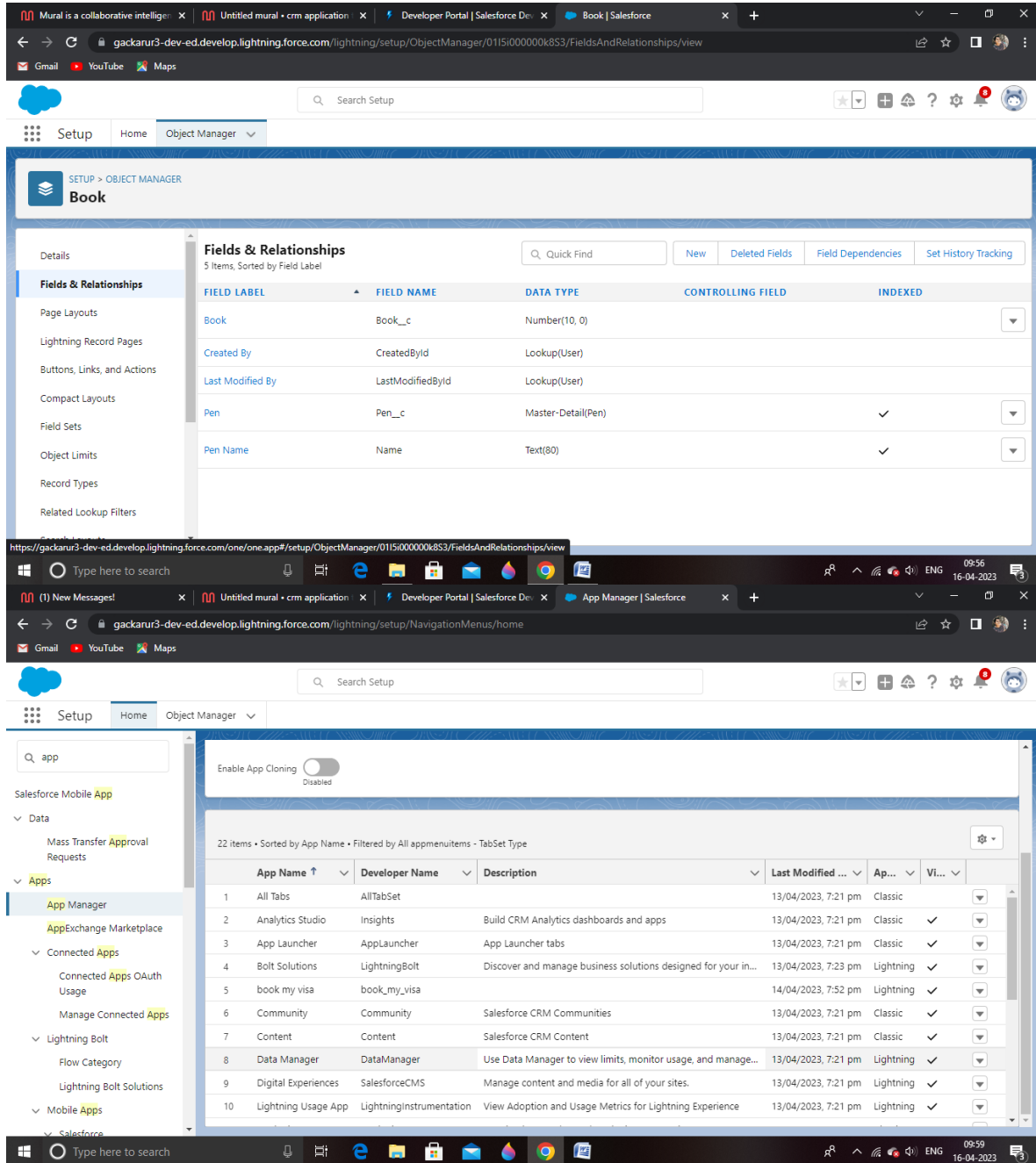
Project Report Template

3.1 Data Model:

Object name	Fields in the Object	
Passport	Field label	Data type
	Contact Number	Number
	Full Number	Text
	Passport Number	Text
	Permanent	Text
Visa slot	Field label	Data type
	pen	Master detail relationship

3.2 Activity & Screenshot





The screenshot displays two screenshots of the Salesforce Setup interface. The top screenshot shows the 'Fields & Relationships' page for the 'Book' object. The bottom screenshot shows the 'App Manager' page.

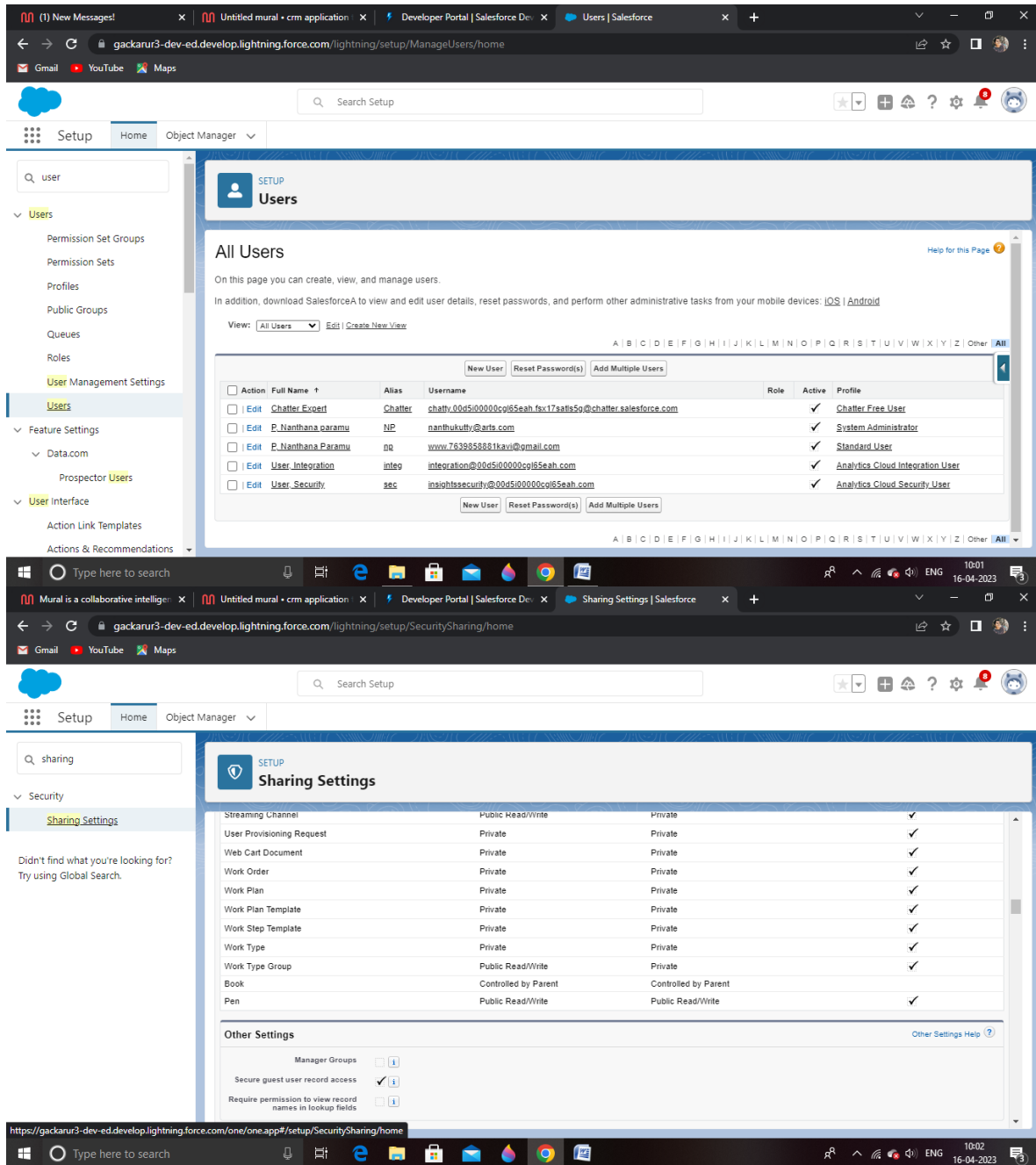
Fields & Relationships (Book Object)

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Book	Book_c	Number(10, 0)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Pen	Pen_c	Master-Detail(Pen)		✓
Pen Name	Name	Text(80)		✓

App Manager

22 items • Sorted by App Name • Filtered by All appmenuitems - TabSet Type

	App Name	Developer Name	Description	Last Modified	Ap...	Vi...
1	All Tabs	AllTabSet		13/04/2023, 7:21 pm	Classic	
2	Analytics Studio	Insights	Build CRM Analytics dashboards and apps	13/04/2023, 7:21 pm	Classic	✓
3	App Launcher	AppLauncher	App Launcher tabs	13/04/2023, 7:21 pm	Classic	✓
4	Bolt Solutions	LightningBolt	Discover and manage business solutions designed for your in...	13/04/2023, 7:23 pm	Lightning	✓
5	book my visa	book_my_visa		14/04/2023, 7:52 pm	Lightning	✓
6	Community	Community	Salesforce CRM Communities	13/04/2023, 7:21 pm	Classic	✓
7	Content	Content	Salesforce CRM Content	13/04/2023, 7:21 pm	Classic	✓
8	Data Manager	DataManager	Use Data Manager to view limits, monitor usage, and manage...	13/04/2023, 7:21 pm	Lightning	✓
9	Digital Experiences	SalesforceCMS	Manage content and media for all of your sites.	13/04/2023, 7:21 pm	Lightning	✓
10	Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experience	13/04/2023, 7:21 pm	Lightning	✓



The screenshot displays two screenshots of the Salesforce Setup interface. The top screenshot shows the 'Users' page, and the bottom screenshot shows the 'Sharing Settings' page.

Users Page

Setup Users

On this page you can create, view, and manage users. In addition, download SalesforceA to view and edit user details, reset passwords, and perform other administrative tasks from your mobile devices: [iOS](#) | [Android](#)

View: **All Users** | [Edit](#) | [Create New View](#)

Action	Full Name	Alias	Username	Role	Active	Profile
Edit	Chatter Export	Chatter	chatty_00d5i00000c0i55eah.fsv17satis5g@chatter.salesforce.com		✓	Chatter Free User
Edit	P. Nanthana Paramu	NP	nanthakutty@arls.com		✓	System Administrator
Edit	P. Nanthana Paramu	DP	www.763985881kavi@gmail.com		✓	Standard User
Edit	User Integration	integ	integration@00d5i00000c0i55eah.com		✓	Analytics Cloud Integration User
Edit	User Security	sec	insightsssecurity@00d5i00000c0i55eah.com		✓	Analytics Cloud Security User

Sharing Settings Page

Setup Sharing Settings

Streaming Channel	Public Read/Write	Private	
User Provisioning Request	Private	Private	✓
Web Cart Document	Private	Private	✓
Work Order	Private	Private	✓
Work Plan	Private	Private	✓
Work Plan Template	Private	Private	✓
Work Step Template	Private	Private	✓
Work Type	Private	Private	✓
Work Type Group	Public Read/Write	Private	✓
Book	Controlled by Parent	Controlled by Parent	
Pen	Public Read/Write	Public Read/Write	✓

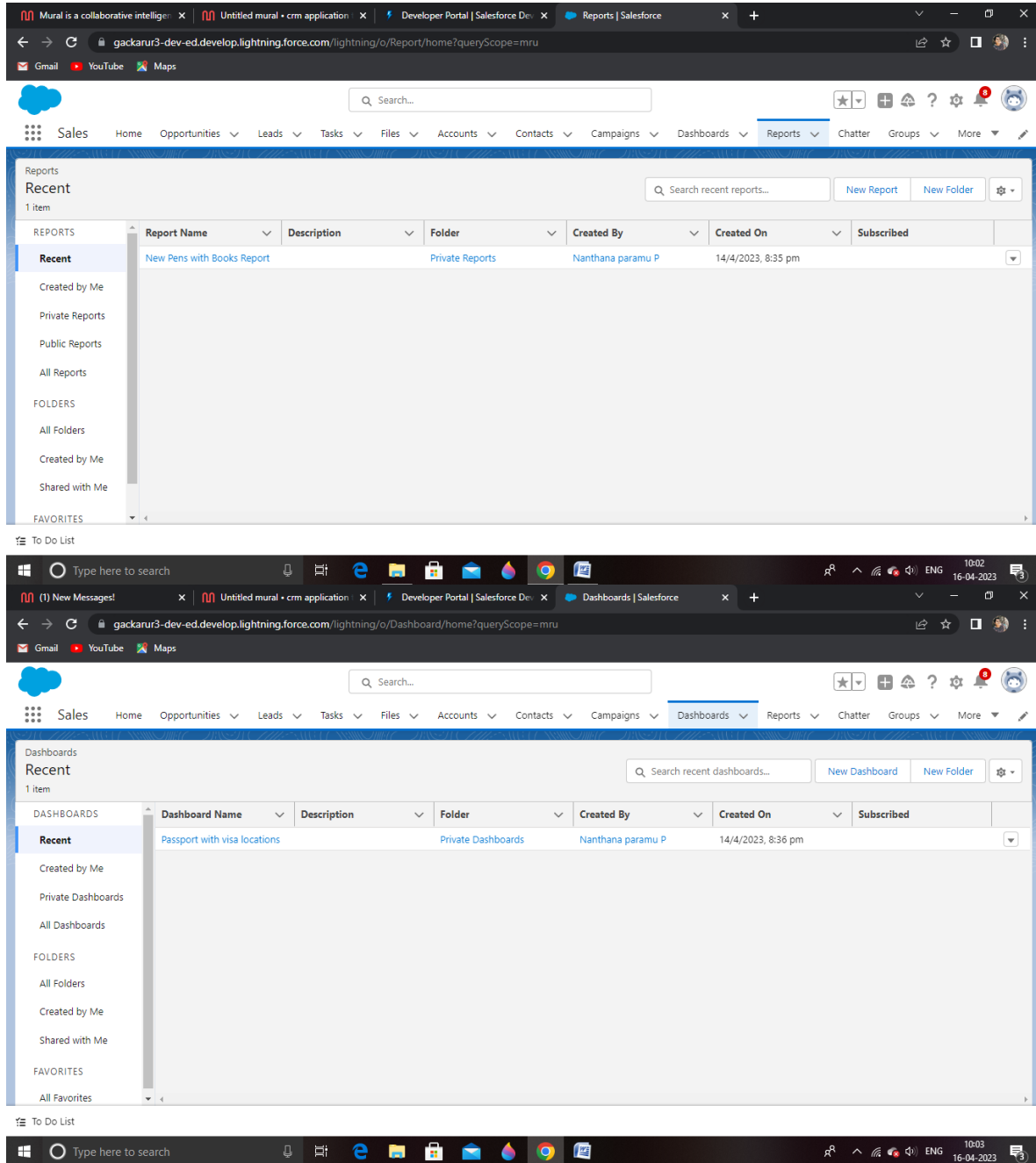
Other Settings

Manager Groups ☐ [1](#)

Secure guest user record access ☒ [1](#)

Require permission to view record names in lookup fields ☐ [1](#)

Project Report Template



The image shows two screenshots of the Salesforce interface. The top screenshot displays the 'Reports' page with a table of recent reports. The bottom screenshot displays the 'Dashboards' page with a table of recent dashboards.

Reports Table:

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	New Pens with Books Report		Private Reports	Nanthana paramu P	14/4/2023, 8:35 pm	

Dashboards Table:

DASHBOARDS	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	Passport with visa locations		Private Dashboards	Nanthana paramu P	14/4/2023, 8:36 pm	

4 Trailhead Profile Public URL

Team Lead – Nanthana.P

<https://trailblazer.me/id/nkuty>

Team Member 1 - Kaviyarasan.S

<https://trailblazer.me/id/kaviyarasans>

Team Member 2-

Manikandan.V

[https://trailblazer.me/
id/kin471](https://trailblazer.me/id/kin471)

Project Report Template

Team Member 3-
Nandhagobal.G
[https://trailblazer.me/](https://trailblazer.me/id/ndnda)
id/ndnda

4 ADVANTAGES & DISADVANTAGE

Advantages:

- Increased customer satisfaction.
- Dashboards that visually showcase data.
- Customization.
- Proactive service.
- Increased sale revenue and reduced cost of sales.
- Simplified collaboration.

Disadvantage

- Limited access to data.
- Lesser means to assess and improve customer satisfaction.
- CRM is costs.
- Require to management support.

5 APPLICATIONS

- Increase in sales
- Retain more customer

6 CONCLUSION

CRM automation can help simplify and streamline the immigration process, making it more efficient for individuals and maximize profit s from repeat purchase.

7 Future Scope

A government agency or a visa processing center to schedule and manage appointments with applicants.