CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

1 INTRODUCTION

1.1 **Overview**

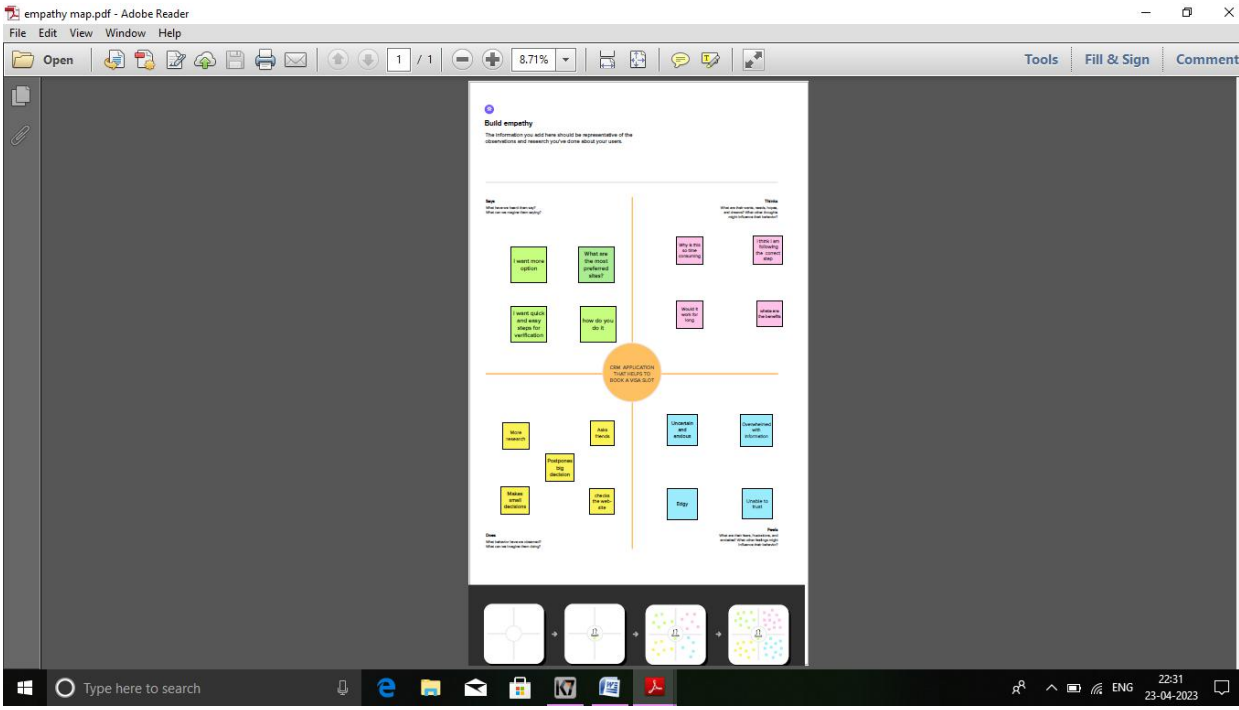
A visa slot management project is a system that used to track and manage the availability of visa slot, which are appoints that are required for certain visa applications it might be used by a government agency or a visa processing centre to schedule and manage appointment with applicants .

2.2PURPOSE

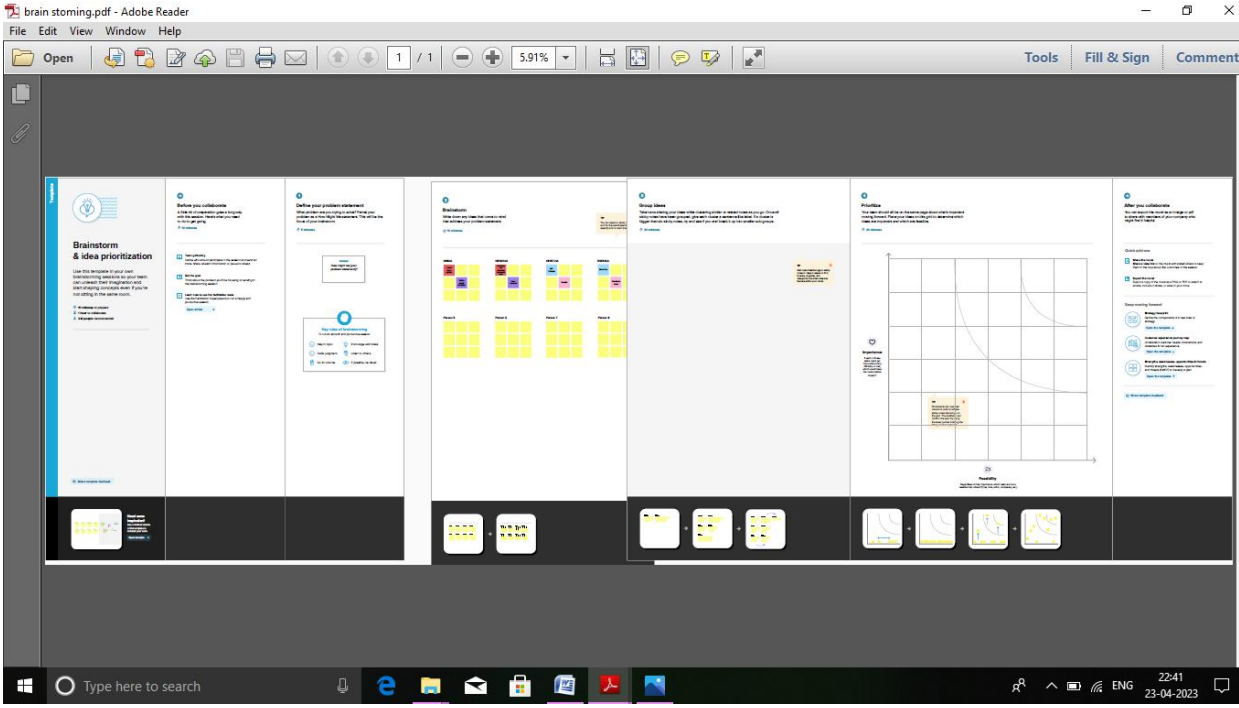
Saving the time of the customers who wants to book it by using CRM application of booking a Visa Slot . Wandering for booking the visa slot and tracking can we reduce here .Reduce the paper filling as much the customer excepting .Ensuring the safety of the customers and panic of my verification .

2 PROBLEMS DEFINITION & DESIGN THINKING:

2.1 Empathy map



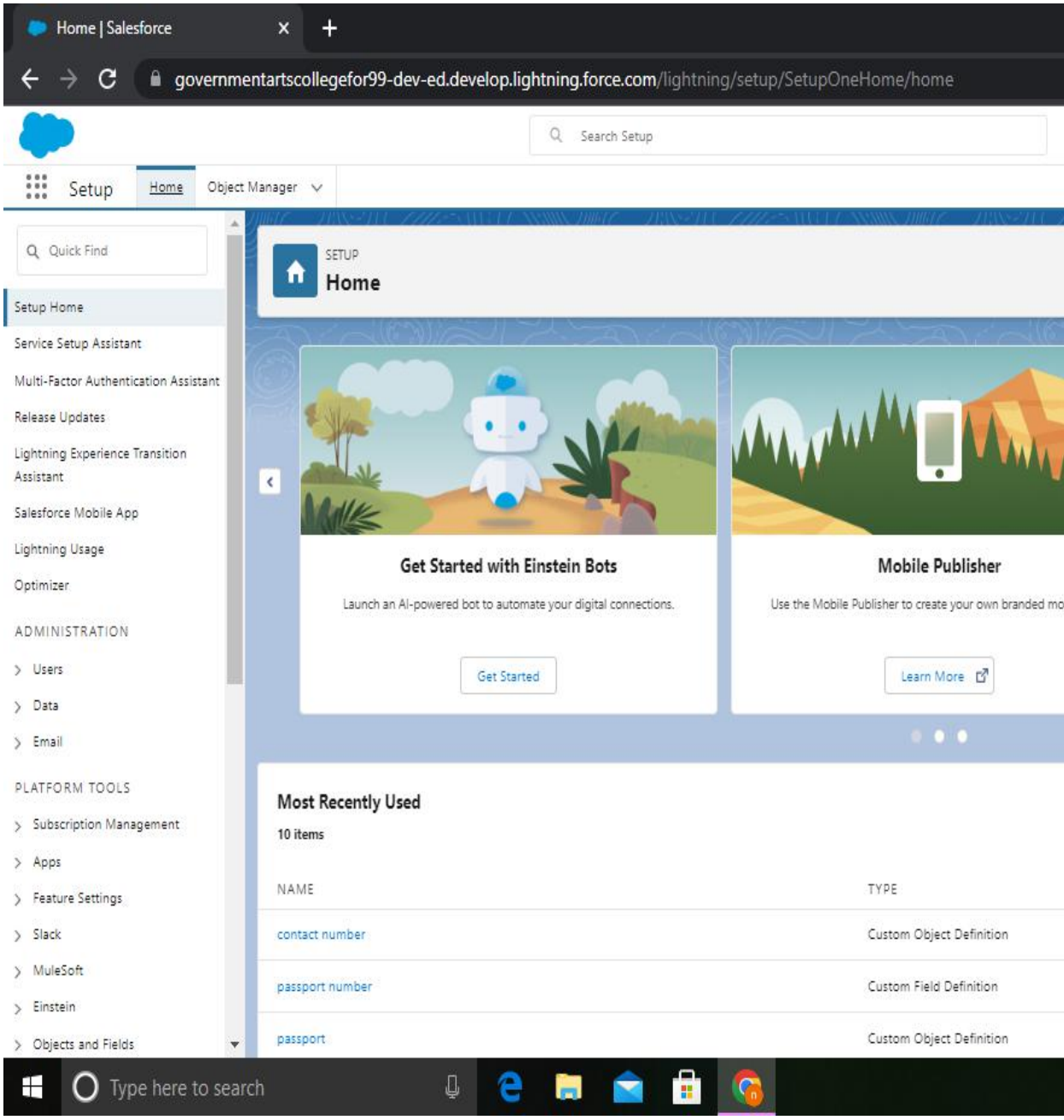
2.2 Ideation and brainstorming map

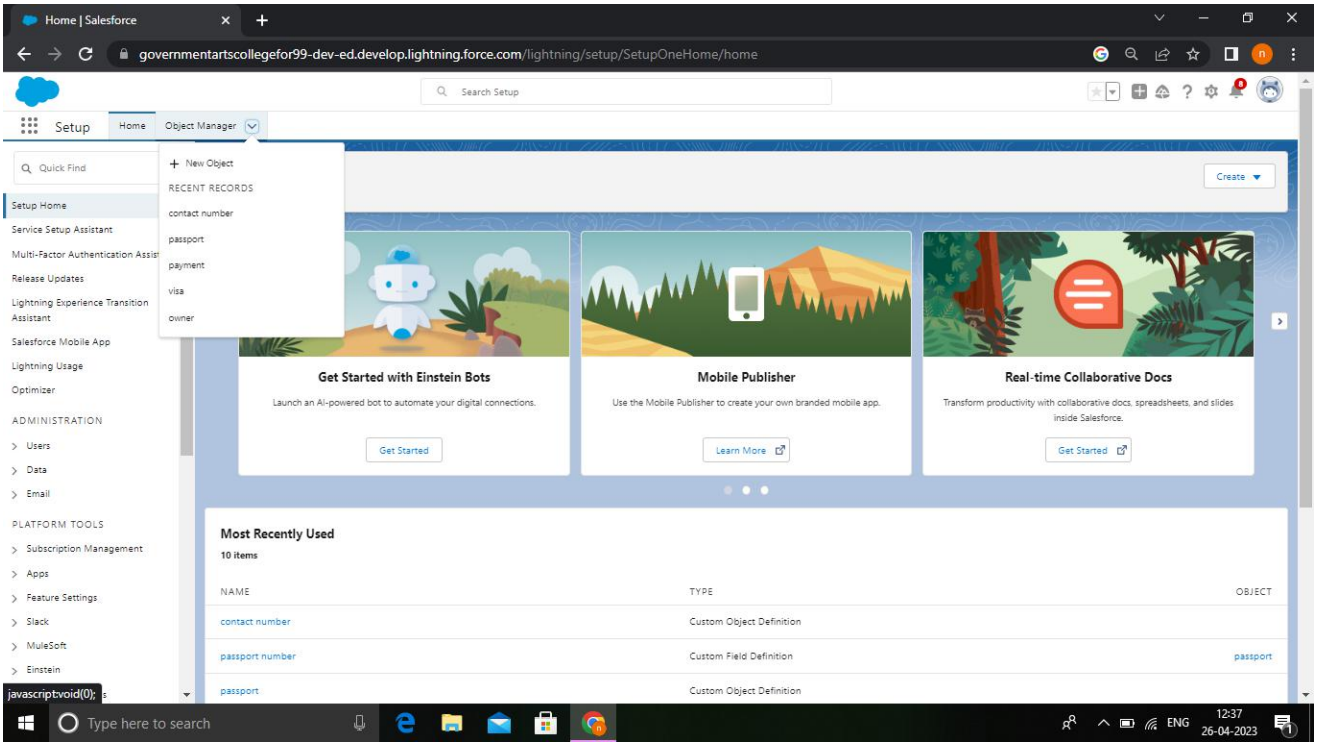


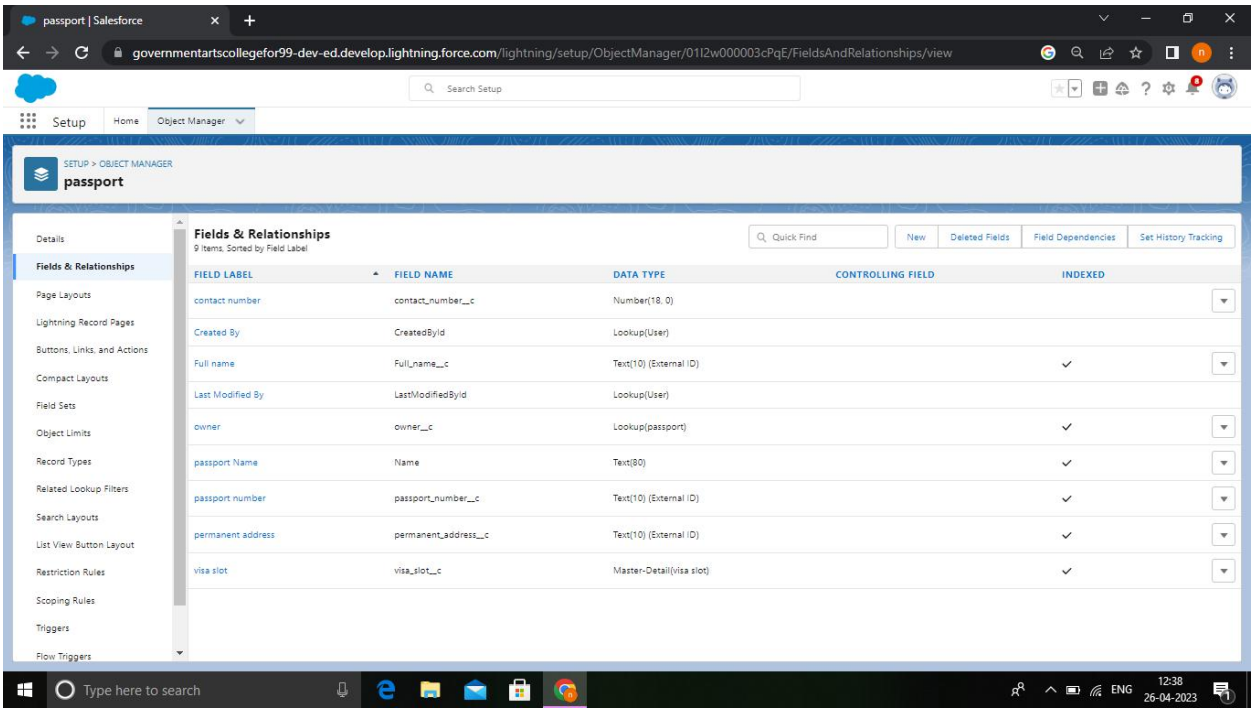
3 RESULT

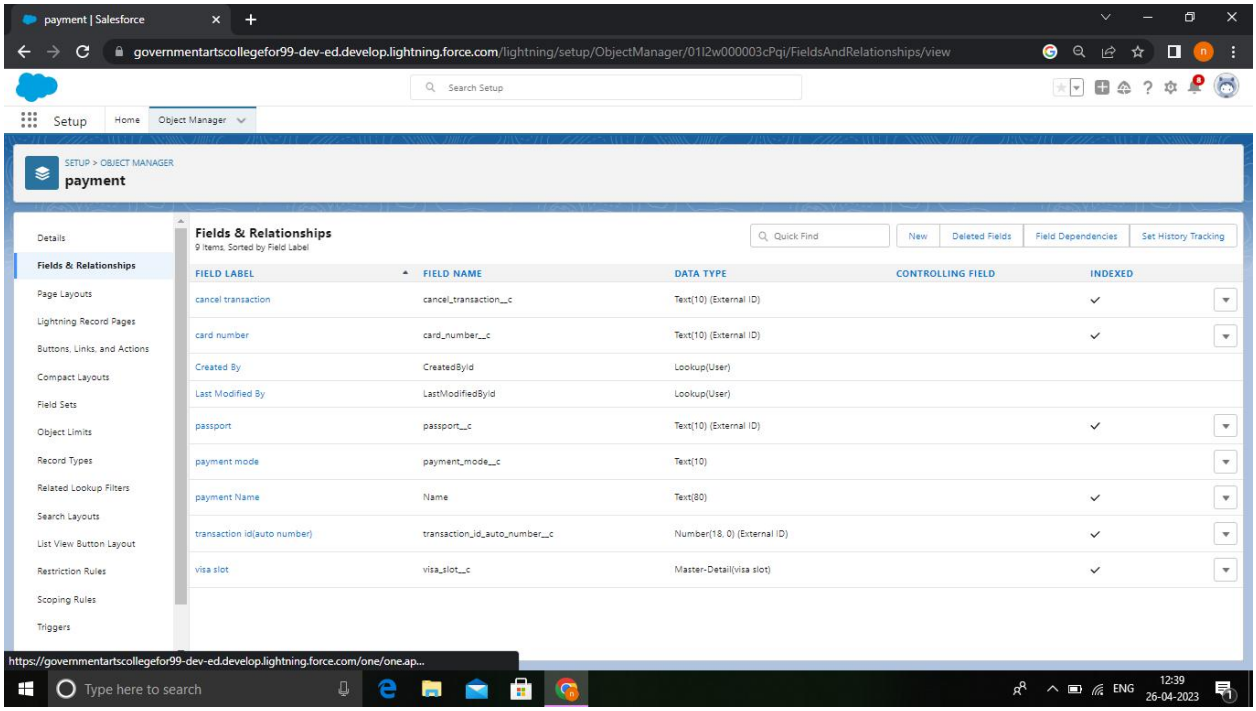
3.1 **Data model**:

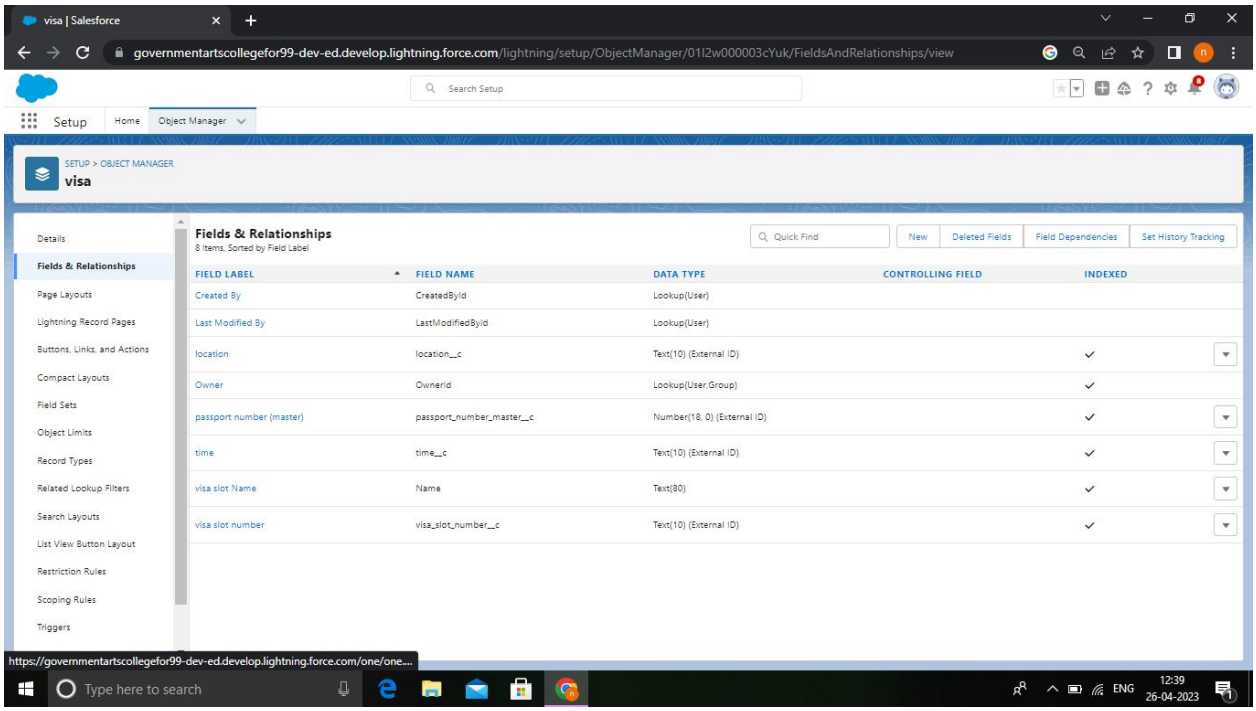
Object name	Fields in the object
Activity 1	Field label: Data type Passport: text Visa slot: text reschedule: text payment: number
Activity 2	Field lable: Data type Contact number: Number Full name: Text Passport number: Text Permanent address: text

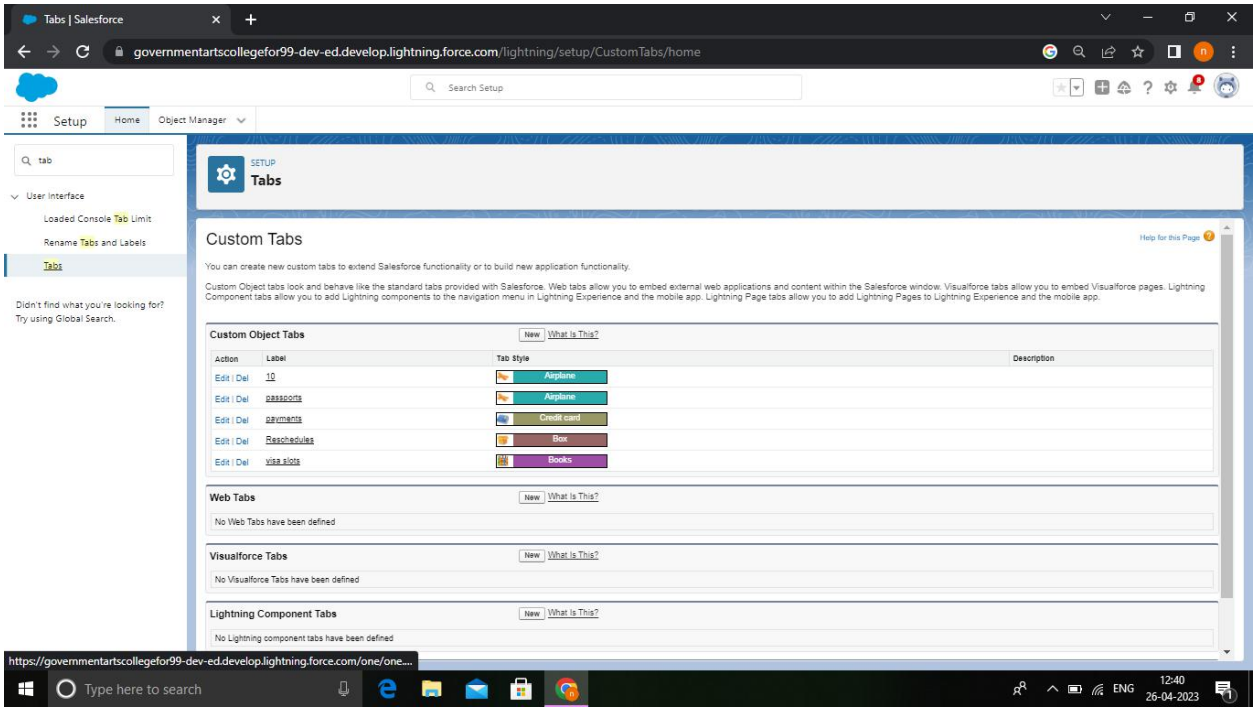

Home | Salesforce
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/setup/SetupOneHome/home
Search Setup
Setup
Home
Object Manager
Quick Find
Setup Home
Service Setup Assistant
Multi-Factor Authentication Assistant
Release Updates
Lightning Experience Transition Assistant
Salesforce Mobile App
Lightning Usage
Optimizer
ADMINISTRATION
Users
Data
Email
PLATFORM TOOLS
Subscription Management
Apps
Feature Settings
Slack
MuleSoft
Einstein
Objects and Fields
SETUP
Home
Get Started with Einstein Bots
Launch an AI-powered bot to automate your digital connections.
Get Started
Mobile Publisher
Use the Mobile Publisher to create your own branded mo
Learn More
Most Recently Used
10 items
NAME
TYPE
contact number
Custom Object Definition
passport number
Custom Field Definition
passport
Custom Object Definition
Type here to search

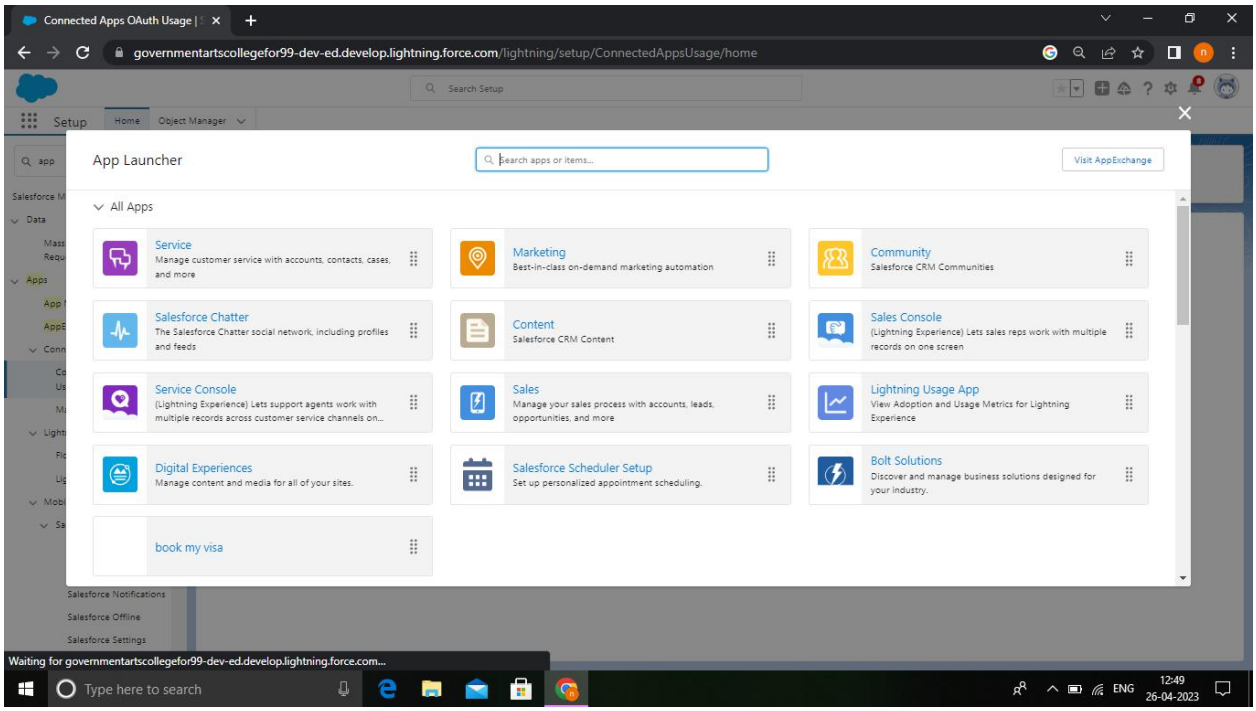

Home | Salesforce
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/setup/SetupOneHome/home
Search Setup
Setup
Home
Object Manager
New Object
RECENT RECORDS
contact number
passport
payment
visa
owner
Quick Find
Setup Home
Service Setup Assistant
Release Updates
Lightning Experience Transition Assistant
Salesforce Mobile App
Lightning Usage
Optimizer
ADMINISTRATION
Users
Data
Email
PLATFORM TOOLS
Subscription Management
Apps
Feature Settings
Slack
MuleSoft
Einstein
Create
Get Started with Einstein Bots
Launch an AI-powered bot to automate your digital connections.
Get Started
Mobile Publisher
Use the Mobile Publisher to create your own branded mobile app.
Learn More
Real-time Collaborative Docs
Transform productivity with collaborative docs, spreadsheets, and slides inside Salesforce.
Get Started
Most Recently Used
10 items
NAME
TYPE
OBJECT
contact number
Custom Object Definition
passport number
Custom Field Definition
passport
passport
Custom Object Definition
javascript:void(0);
Type here to search
ENG
12:37
26-04-2023

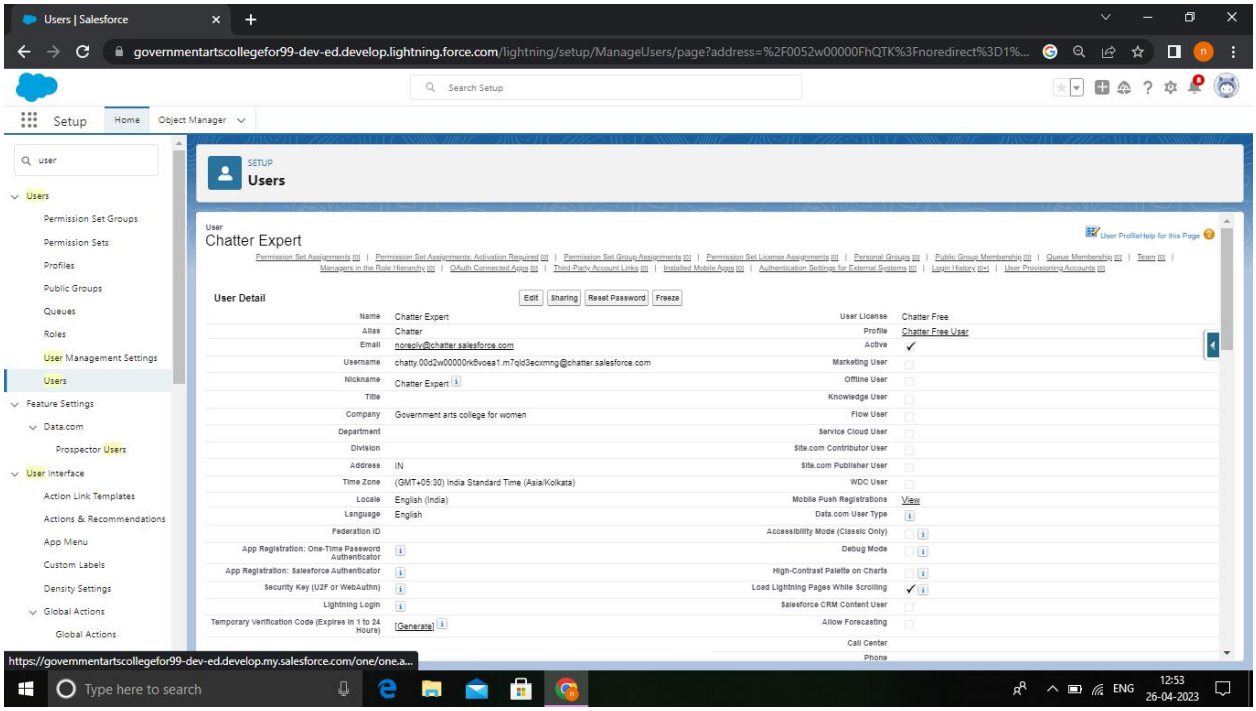

passport | Salesforce
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01I2w000003cPqE/FieldsAndRelationships/view
Search Setup
Setup
Home
Object Manager
SETUP > OBJECT MANAGER
passport
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout
Restriction Rules
Scoping Rules
Triggers
Flow Triggers
Fields & Relationships
9 Items, Sorted by Field Label
Quick Find
New
Deleted Fields
Field Dependencies
Set History Tracking
FIELD LABEL
FIELD NAME
DATA TYPE
CONTROLLING FIELD
INDEXED
contact number
contact_number__c
Number(18, 0)
Created By
CreatedById
Lookup(User)
Full name
Full_name__c
Text(10) (External ID)
Last Modified By
LastModifiedById
Lookup(User)
owner
owner__c
Lookup(passport)
passport Name
Name
Text(80)
passport number
passport_number__c
Text(10) (External ID)
permanent address
permanent_address__c
Text(10) (External ID)
visa slot
visa_slot__c
Master-Detail(visa slot)
Type here to search
ENG
12:38
26-04-2023

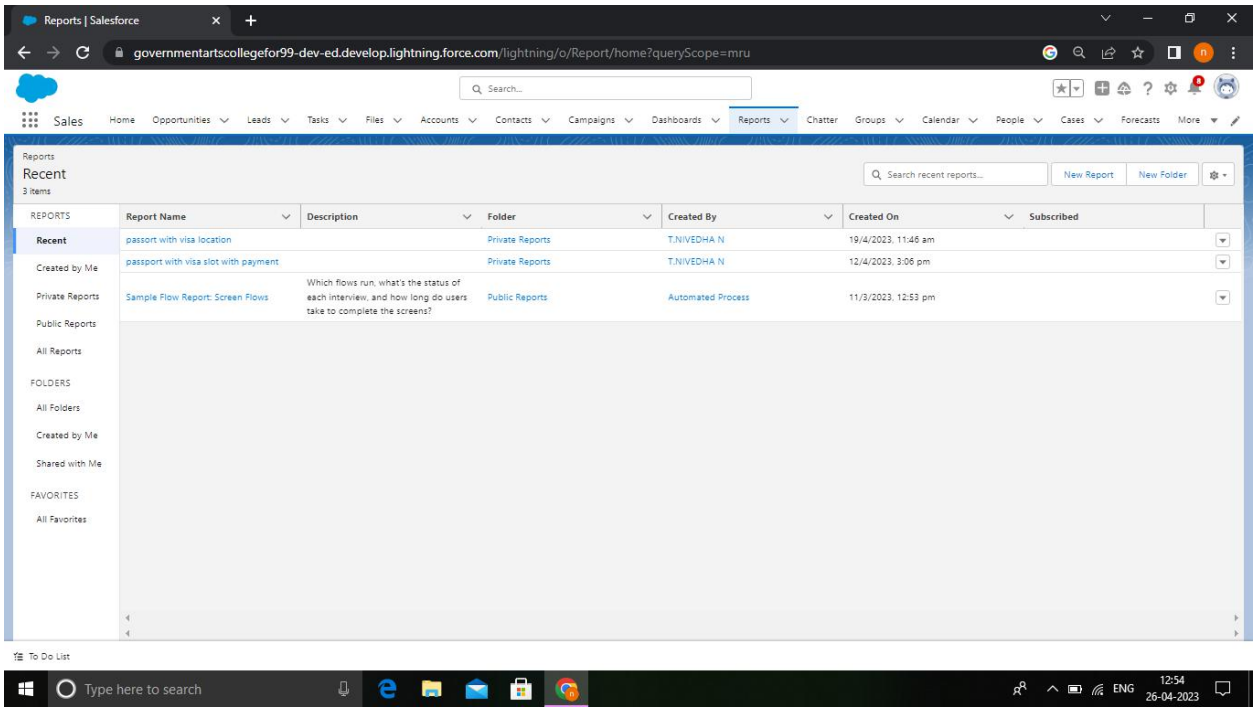

payment | Salesforce
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01I2w000003cPqi/FieldsAndRelationships/view
Search Setup
Setup
Home
Object Manager
SETUP > OBJECT MANAGER
payment
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout
Restriction Rules
Scoping Rules
Triggers
Fields & Relationships
9 Items, Sorted by Field Label
Quick Find
New
Deleted Fields
Field Dependencies
Set History Tracking
FIELD LABEL
FIELD NAME
DATA TYPE
CONTROLLING FIELD
INDEXED
cancel transaction
cancel_transaction__c
Text(10) (External ID)
card number
card_number__c
Text(10) (External ID)
Created By
CreatedById
Lookup(User)
Last Modified By
LastModifiedById
Lookup(User)
passport
passport__c
Text(10) (External ID)
payment mode
payment_mode__c
Text(10)
payment Name
Name
Text(80)
transaction id(auto number)
transaction_id_auto_number__c
Number(18, 0) (External ID)
visa slot
visa_slot__c
Master-Detail(visa slot)
https://governmentartscollegefor99-dev-ed.develop.lightning.force.com/one/one.ap...
Type here to search
ENG
12:39
26-04-2023

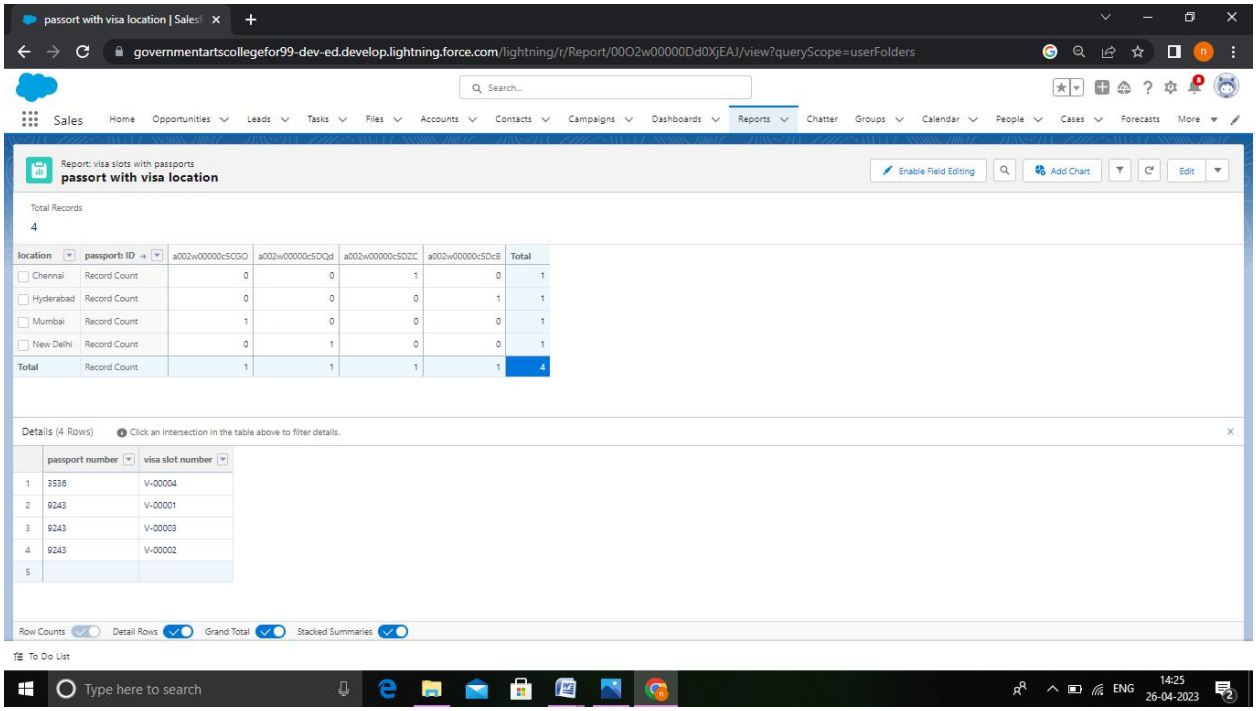

visa | Salesforce
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01I2w000003cYuk/FieldsAndRelationships/view
Search Setup
Setup
Home
Object Manager
SETUP > OBJECT MANAGER
visa
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout
Restriction Rules
Scoping Rules
Triggers
Fields & Relationships
8 Items, Sorted by Field Label
Quick Find
New
Deleted Fields
Field Dependencies
Set History Tracking
FIELD LABEL
FIELD NAME
DATA TYPE
CONTROLLING FIELD
INDEXED
Created By
CreatedById
Lookup(User)
Last Modified By
LastModifiedById
Lookup(User)
location
location__c
Text(10) (External ID)
Owner
OwnerId
Lookup(User,Group)
passport number (master)
passport_number_master__c
Number(18, 0) (External ID)
time
time__c
Text(10) (External ID)
visa slot Name
Name
Text(80)
visa slot number
visa_slot_number__c
Text(10) (External ID)
https://governmentartscollegefor99-dev-ed.develop.lightning.force.com/one/one....
Type here to search
ENG
12:39
26-04-2023

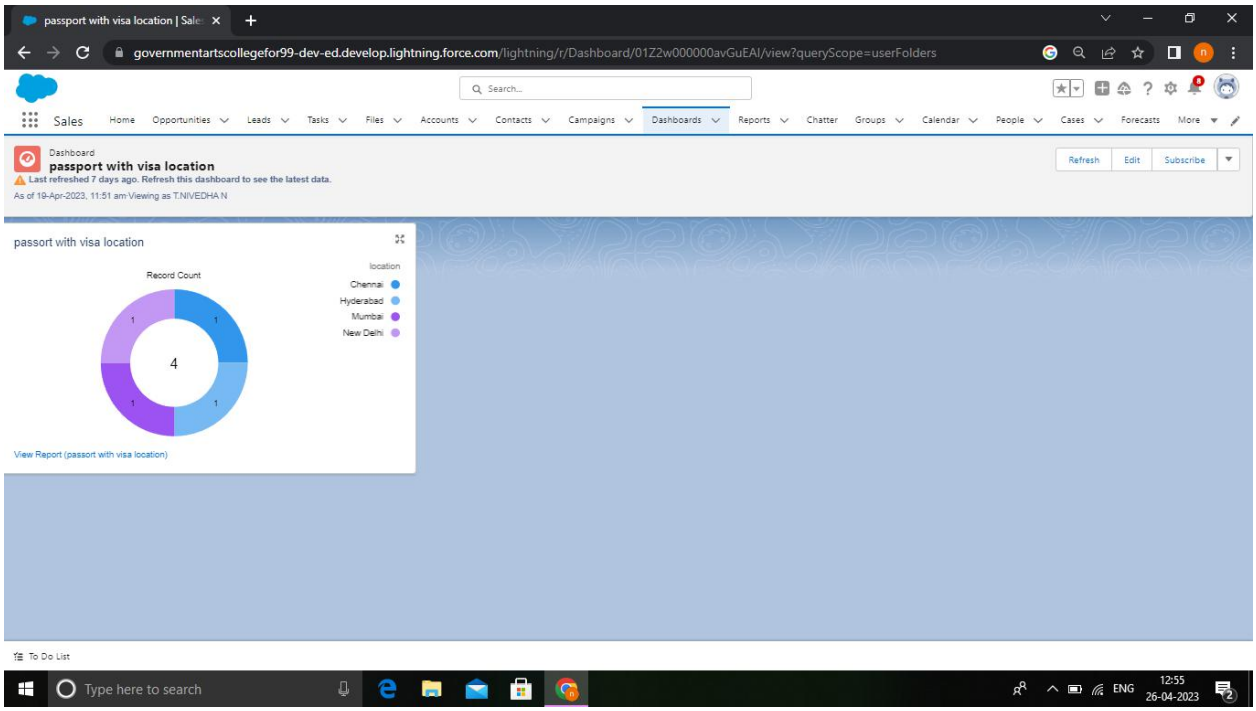

Tabs | Salesforce
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/home
Search Setup
Setup
Home
Object Manager
tab
User Interface
Loaded Console Tab Limit
Rename Tabs and Labels
Tabs
Didn't find what you're looking for?
Try using Global Search.
SETUP
Tabs
Custom Tabs
Help for this Page
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
10
Airplane
passports
Airplane
payments
Credit card
Reschedules
Box
visa slots
Books
Web Tabs
No Web Tabs have been defined
Visualforce Tabs
No Visualforce Tabs have been defined
Lightning Component Tabs
No Lightning component tabs have been defined
https://governmentartscollegefor99-dev-ed.develop.lightning.force.com/one/one....
Type here to search
ENG
12:40
26-04-2023


Connected Apps OAuth Usage |
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/setup/ConnectedAppsUsage/home
Search Setup
Setup
Home
Object Manager
App Launcher
Search apps or items...
Visit AppExchange
All Apps
Service
Manage customer service with accounts, contacts, cases, and more
Marketing
Best-in-class on-demand marketing automation
Community
Salesforce CRM Communities
Salesforce Chatter
The Salesforce Chatter social network, including profiles and feeds
Content
Salesforce CRM Content
Sales Console
(Lightning Experience) Lets sales reps work with multiple records on one screen
Service Console
(Lightning Experience) Lets support agents work with multiple records across customer service channels on...
Sales
Manage your sales process with accounts, leads, opportunities, and more
Lightning Usage App
View Adoption and Usage Metrics for Lightning Experience
Digital Experiences
Manage content and media for all of your sites.
Salesforce Scheduler Setup
Set up personalized appointment scheduling.
Bolt Solutions
Discover and manage business solutions designed for your industry.
book my visa
Salesforce Notifications
Salesforce Offline
Salesforce Settings
Waiting for governmentartscollegefor99-dev-ed.develop.lightning.force.com...
Type here to search
ENG
12:49
26-04-2023


Users | Salesforce
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/page?address=%2F0052w00000FhQTK%3Fnoredirect%3D1%...
Search Setup
Setup
Home
Object Manager
user
Users
Permission Set Groups
Permission Sets
Profiles
Public Groups
Queues
Roles
User Management Settings
Users
Feature Settings
Data.com
Prospector Users
User Interface
Action Link Templates
Actions & Recommendations
App Menu
Custom Labels
Density Settings
Global Actions
Global Actions
SETUP
Users
User
Chatter Expert
User Detail
Edit
Sharing
Reset Password
Freeze
Name
Chatter Expert
Alias
Chatter
Email
noreply@chatter.salesforce.com
Username
chatty.00d2w00000rk6voea1.m7qld3ecxmng@chatter.salesforce.com
Nickname
Chatter Expert
Title
Company
Government arts college for women
Department
Division
Address
IN
Time Zone
(GMT+05:30) India Standard Time (Asia/Kolkata)
Locale
English (India)
Language
English
Federation ID
App Registration: One-Time Password Authenticator
App Registration: Salesforce Authenticator
Security Key (U2F or WebAuthn)
Lightning Login
Temporary Verification Code (Expires in 1 to 24 Hours)
[Generate]
User License
Chatter Free
Profile
Chatter Free User
Active
Marketing User
Offline User
Knowledge User
Flow User
Service Cloud User
Site.com Contributor User
Site.com Publisher User
WDC User
Mobile Push Registrations
View
Data.com User Type
Accessibility Mode (Classic Only)
Debug Mode
High-Contrast Palette on Charts
Load Lightning Pages While Scrolling
Salesforce CRM Content User
Allow Forecasting
Call Center
Phone
https://governmentartscollegefor99-dev-ed.develop.my.salesforce.com/one/one.a...
Type here to search
ENG
12:53
26-04-2023


Reports | Salesforce
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mru
Search...
Sales
Home
Opportunities
Leads
Tasks
Files
Accounts
Contacts
Campaigns
Dashboards
Reports
Chatter
Groups
Calendar
People
Cases
Forecasts
More
Reports
Recent
3 items
Search recent reports...
New Report
New Folder
REPORTS
Recent
Created by Me
Private Reports
Public Reports
All Reports
FOLDERS
All Folders
Created by Me
Shared with Me
FAVORITES
All Favorites
Report Name
Description
Folder
Created By
Created On
Subscribed
passport with visa location
Private Reports
T.NIVEDHA N
19/4/2023, 11:46 am
passport with visa slot with payment
Private Reports
T.NIVEDHA N
12/4/2023, 3:06 pm
Sample Flow Report: Screen Flows
Which flows run, what's the status of each interview, and how long do users take to complete the screens?
Public Reports
Automated Process
11/3/2023, 12:53 pm
To Do List
Type here to search
ENG
12:54
26-04-2023


passport with visa location | Salesf
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/r/Report/00O2w00000Dd0XjEAJ/view?queryScope=userFolders
Sales
Home
Opportunities
Leads
Tasks
Files
Accounts
Contacts
Campaigns
Dashboards
Reports
Chatter
Groups
Calendar
People
Cases
Forecasts
More
Report: visa slots with passports
passport with visa location
Enable Field Editing
Add Chart
Edit
Total Records
4
location
passport: ID
a002w00000c5CGO
a002w00000c5DQd
a002w00000c5DZC
a002w00000c5DcB
Total
Chennai
Record Count
0
0
1
0
1
Hyderabad
Record Count
0
0
0
1
1
Mumbai
Record Count
1
0
0
0
1
New Delhi
Record Count
0
1
0
0
1
Total
Record Count
1
1
1
1
4
Details (4 Rows)
Click an intersection in the table above to filter details.
passport number
visa slot number
1
3536
V-00004
2
9243
V-00001
3
9243
V-00003
4
9243
V-00002
5
Row Counts
Detail Rows
Grand Total
Stacked Summaries
To Do List
Type here to search
ENG
14:25
26-04-2023


passport with visa location | Sales
governmentartscollegefor99-dev-ed.develop.lightning.force.com/lightning/r/Dashboard/01Z2w000000avGuEAI/view?queryScope=userFolders
Sales
Home
Opportunities
Leads
Tasks
Files
Accounts
Contacts
Campaigns
Dashboards
Reports
Chatter
Groups
Calendar
People
Cases
Forecasts
More
Dashboard
passport with visa location
Last refreshed 7 days ago. Refresh this dashboard to see the latest data.
As of 19-Apr-2023, 11:51 am Viewing as T.NIVEDHA N
Refresh
Edit
Subscribe
passport with visa location
Record Count
4
location
Chennai
Hyderabad
Mumbai
New Delhi
View Report (passport with visa location)
To Do List
Type here to search
ENG
12:55
26-04-2023

4 Trail head profile public URL

Team Leader - https://trailblazer.me/id/aashok102

Team Member 1 - https://trailblazer.me/id/tnivi

Team Member 2 - https://trailblazer.me/id/nivem25

Team Member 3 - https://trailblazer.me/id/krenk

5 ADVANTAGES AND DISADVANTAGES

Advantages:

It allows for more effective sales and marketing.
It can speed up the sales conversion process.
It enables widely dispersed teams to work closely.
Can improve customer loyalty through exceptional experience.

Disadvantages:

- ✧ You need internet access.
- ✧ Long hours.
- ✧ It may not suit every business.
- ✧ Security concerns associated with centralised data.

APPLICATIONS:

- ✓ Plaining your operations.
- ✓ Tracking customers.
- ✓ Collecting data for marketing
- ✓ Improving interactions and communications.

CONCLUSION:

Customer relationship management enables a company to align its strategy with the needs of the customer in order to best meet those needs and thus ensure long- term customer loyalty.

However ,in order to be successful in these aims ,the different company department have to work together and use measures in a coordinated fashion . This purpose is achieved via a customer database which is analysed and updated using CRM software.

This approach will be of particular interest to companies operating in highly competitive markets where it is difficult to attract new customers.