CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

Date	**15th April 2023**
Team ID	**NM2023TMID16777**
Project Name	**CRM Application That Helps To Book A Visa Slot**
Team Leader	**Nivedha . R**
Team Member	**Keerthana . T** **Dhivyasri . B** **Kanimozhi. K**

PROJECT REPORT TEMPLATE

1 INTRODUCTION

1.1 Overview

A Customer Relationship Management (CRM) system is a piece of software that allows companies to manage their relationships with leads and existing customers. It's a repository for all a business's customer contacts and data, which gets used by the sales and marketing departments to speed up the sales process and land more deals**.**

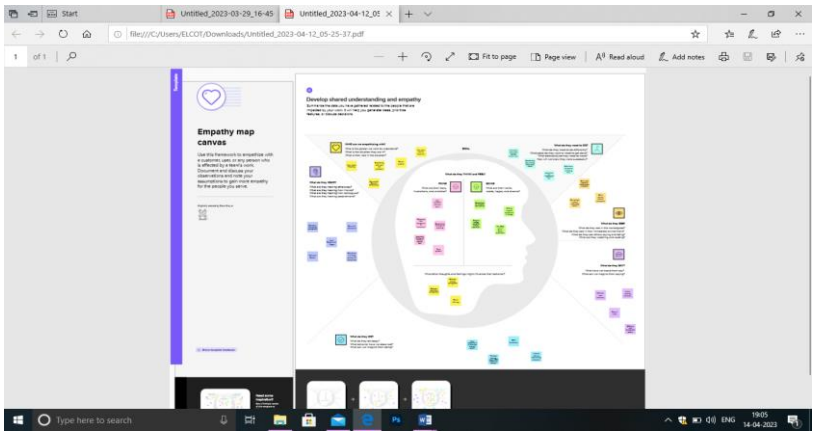
Commented [E1]:

1.2 Purpose

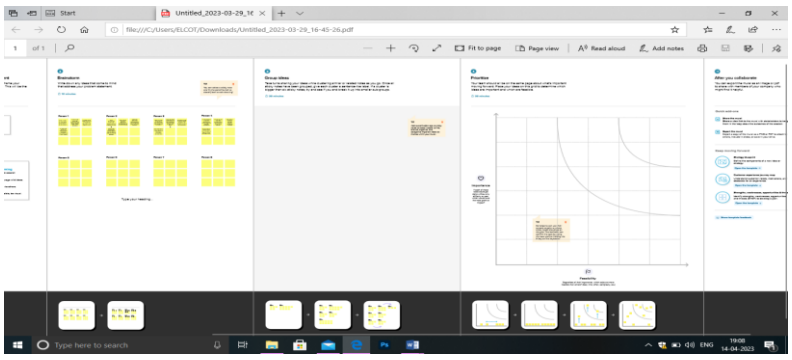
Back in the days when business people viewed CRM – software ass a whim rather than a necessity, there was a belief that it was only good for sales managers. In those dark days, they thought CRM was a useless tool; a waste of time, effort and money. The truth is different**.**

2 PROBLEM DEFINITION & DESIGN THINKING

2.1 Empathy Map



2.2 Ideation & Brainstorming Map



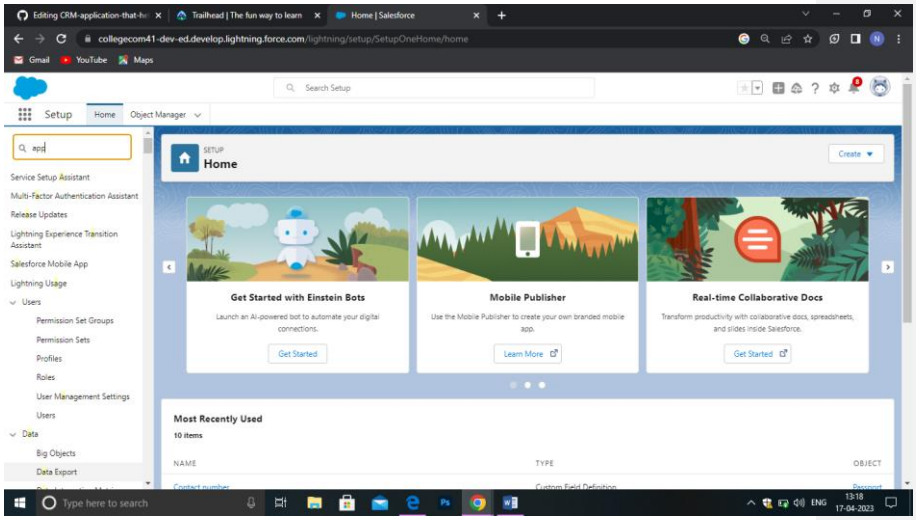
3 RESULT

3.1 Data Model

Field Name	Data Type
Passport	<table><tr><th>Field Label</th><th>Data Type</th></tr><tr><td>Contact Number</td><td>Number</td></tr><tr><td>Full Name</td><td>Text</td></tr><tr><td>Passport Number</td><td>Text</td></tr><tr><td>Permanent Address</td><td>Text</td></tr></table>

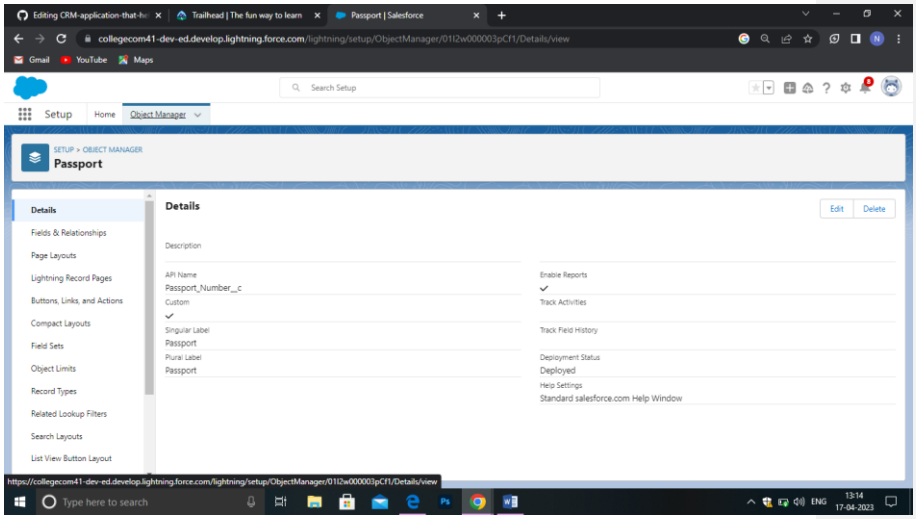
3.2 Activity & Screenshot

Milestone 1

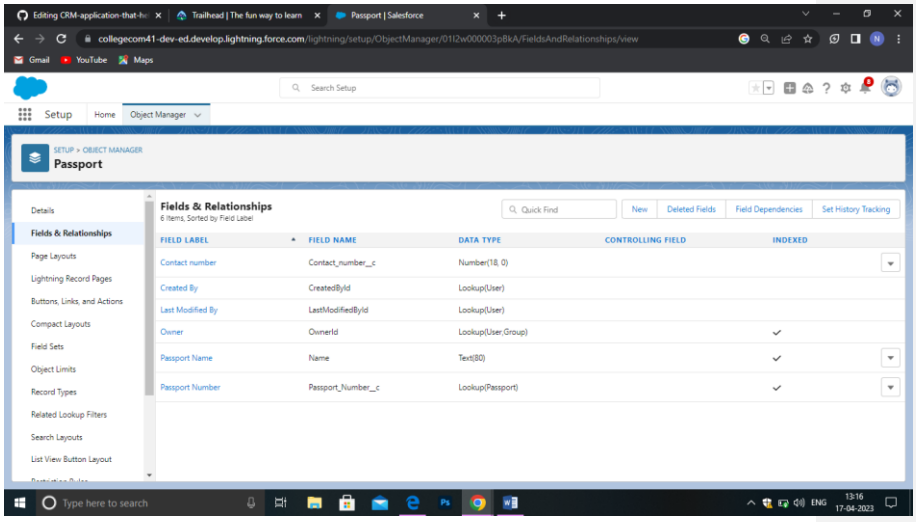


Milestone 2

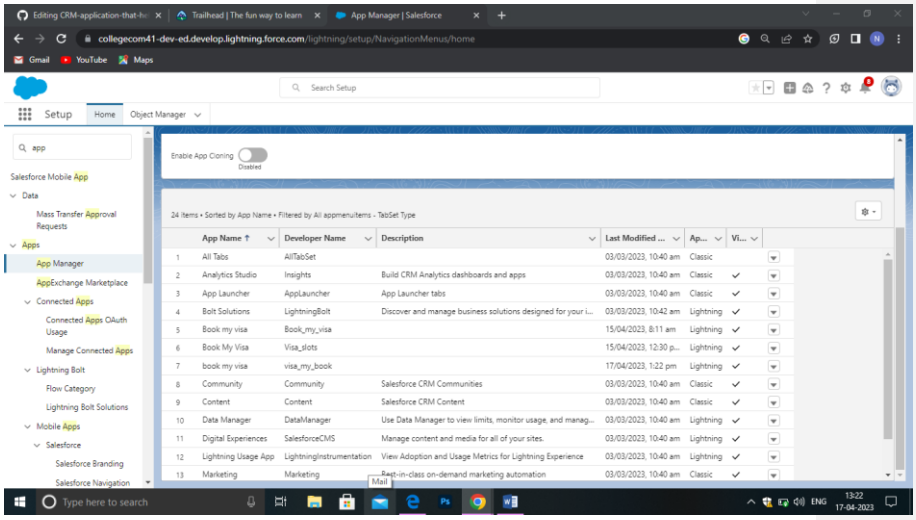
Activity 1



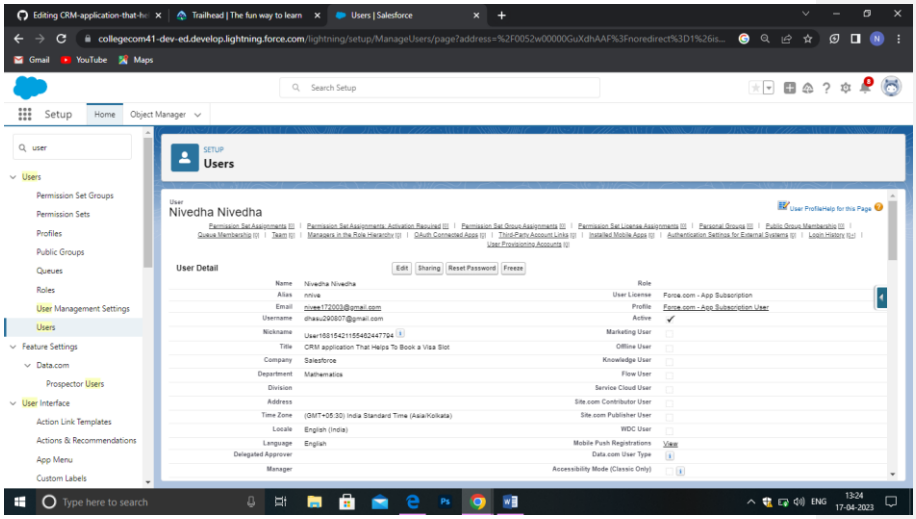
Milestone 3



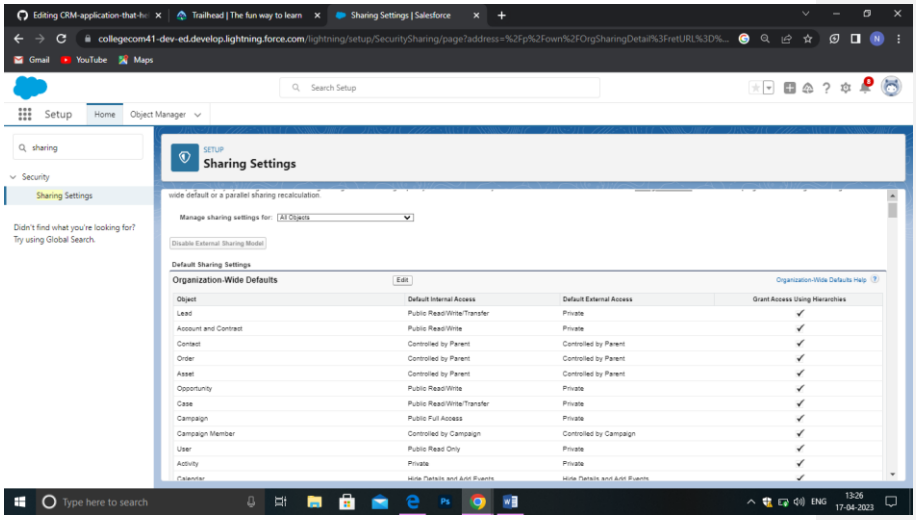
Milestone 4



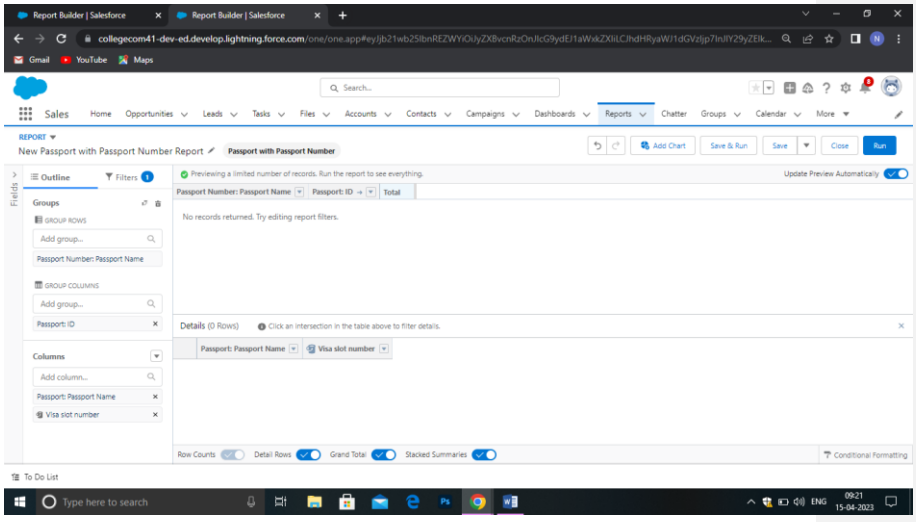
Milestone 5
Activity 1



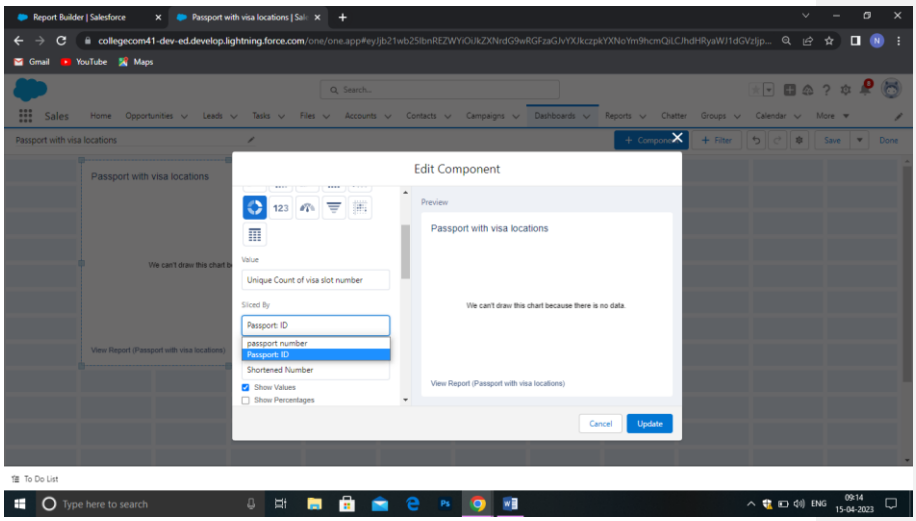
Activity 2



Milestone 6
Activity 1



Activity 2


Report Builder | Salesforce
Passport with visa locations | Sale
collegecom41-dev-ed.develop.lightning.force.com/one/one.app#eyJjb21wb25lbnREZWYiOiJkZXNrdG9wRGFzaGJvYXJkczpkYXNoYm9hcmQiLCJhdHRyaWJ1dGVzIjp...
Gmail
YouTube
Maps
Sales
Home
Opportunities
Leads
Tasks
Files
Accounts
Contacts
Campaigns
Dashboards
Reports
Chatter
Groups
Calendar
More
Passport with visa locations
Edit Component
Preview
Passport with visa locations
We can't draw this chart because there is no data.
View Report (Passport with visa locations)
Value
Unique Count of visa slot number
Sliced By
Passport: ID
passport number
Passport: ID
Shortened Number
Show Values
Show Percentages
Cancel
Update
To Do List
Type here to search
ENG
09:14
15-04-2023

4 TRAILHEAD PROFILE PUBLIC URL

Team Lead – https://trailblazer.me/id/niveer20
Team Member 1 –https://trailblazer.me/id/niveer20
Team Member 2 – https://trailblazer.me/id/niveer20
Team Member 3 – https://trailblazer.me/id/dhivb5

5 ADVANTAGES & DISADVANTAGE

Advantage:

- **Your business will be available 24/7.**
- **Reservation can be minimized anytime.**
- **Easier to manage the calendar.**
- **Online booking system saves a lot of time.**
- **This helps in increasing sell – through upselling.**

Disadvantage:

- **Need a good internet connection.**
- **High competition on the markets.**
- **Not every online booking system is equal. So you have to choose the best one as per your business.**
- **Initial costs of installing the system is high.**
- **You must have a credit or debit card.**

6 APPLICATION

A Customer Relationship Management (CRM) system can be a lifeline for keeping track all of your customers and attracting new ones. But in order to get the most out of your CRM, it's important to ensure you get the right option for your needs. If you're overwhelmed with the number of options out there, don't fret. Read our comprehensive guide to the different types of CRM applications available and what they can do to boost your company's growth.

7 CONCLUTION

Customer Relationship Management is a business strategy that enables a business organization to maximize revenue, customer satisfaction, profitability through strategic mobilization, organization, and management of customer's and desires.

8 FUTURE SCOPE

The future of CRM id=s bright. CRM will continue to report key data and give insight for future action, however, leading experts see CRM evolving to measure and inform sales enablement and customer engagement while playing a tremendous role in the success of future business.