

1 INTRODUCTION

1.1 Overview

A Visa slot management project is a system that is used 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

To ensure the visa availability in the application



Empathy map

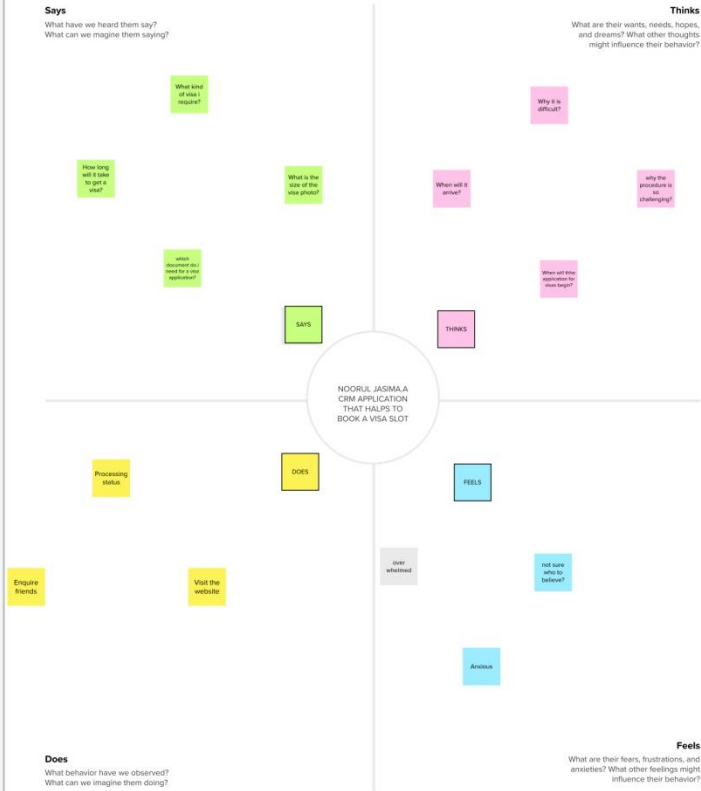
Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

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2

Build empathy

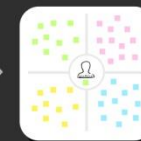
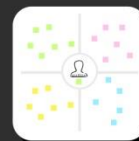
The information you add here should be representative of the observations and research you've done about your users.

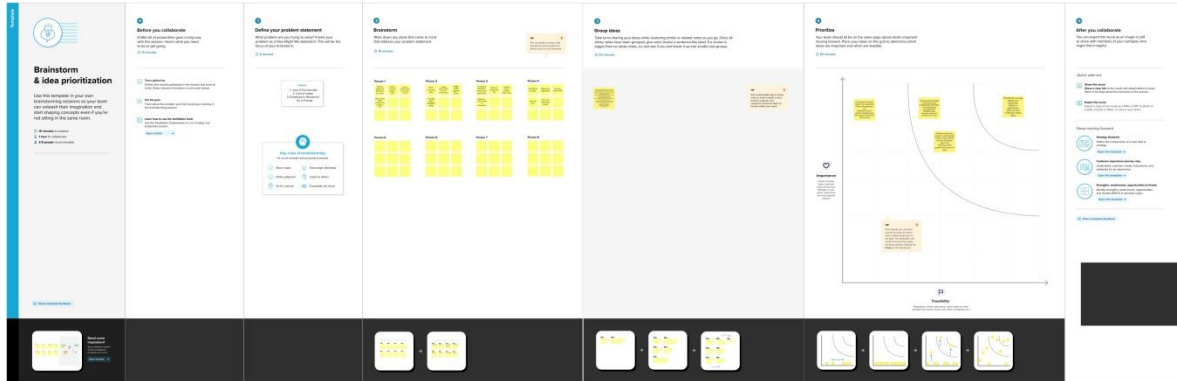


Need some inspiration?

See a finished version of this template to kickstart your work.

[Open example](#)





2.2 Ideation & Brainstorming Map

2 RESULT

3.1 Data Model:

Object name	Fields in the Object	
obj1		
Passport	Field label	Data type
	Passport Number	Text
	Contact Number	Number
obj2		
Visa slot	Field label	Data type
	Visa slot number	Text
	Location	Text

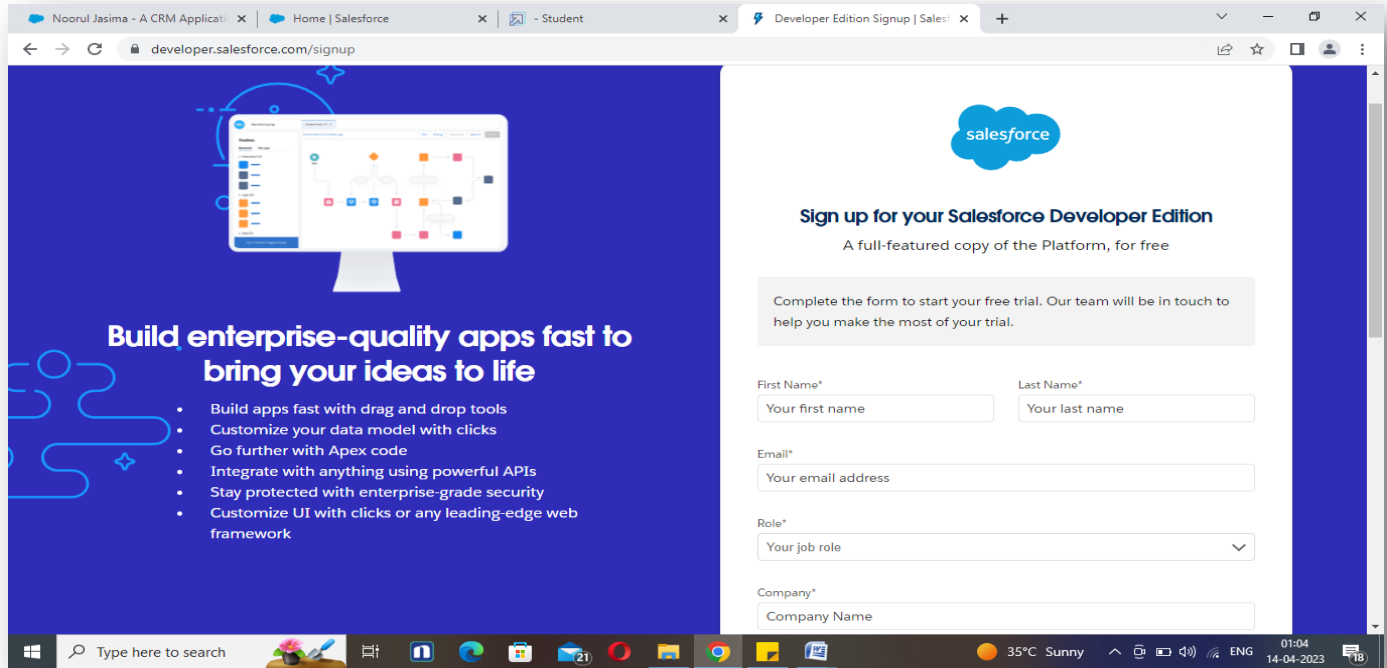
3.2 Activity & Screenshot

MILESTONE: 1

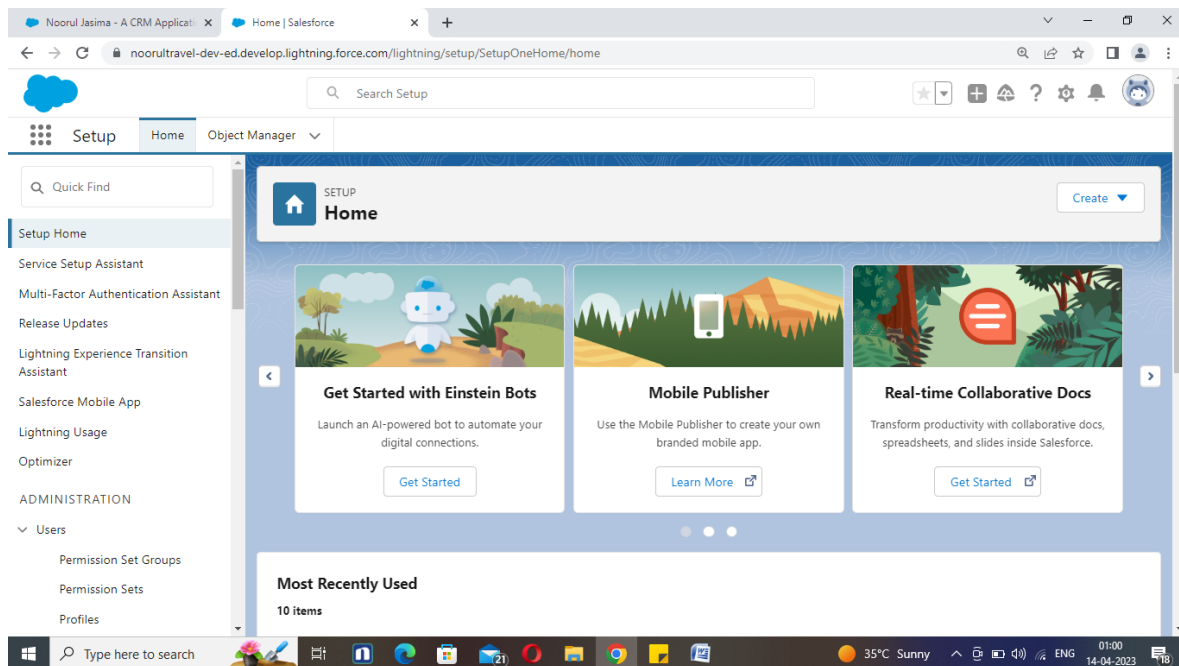
Creation of developer org

Activity 1:

In Salesforce, We create a developer account



There is a signup page. After sign up we will login to salesforce account using username and password



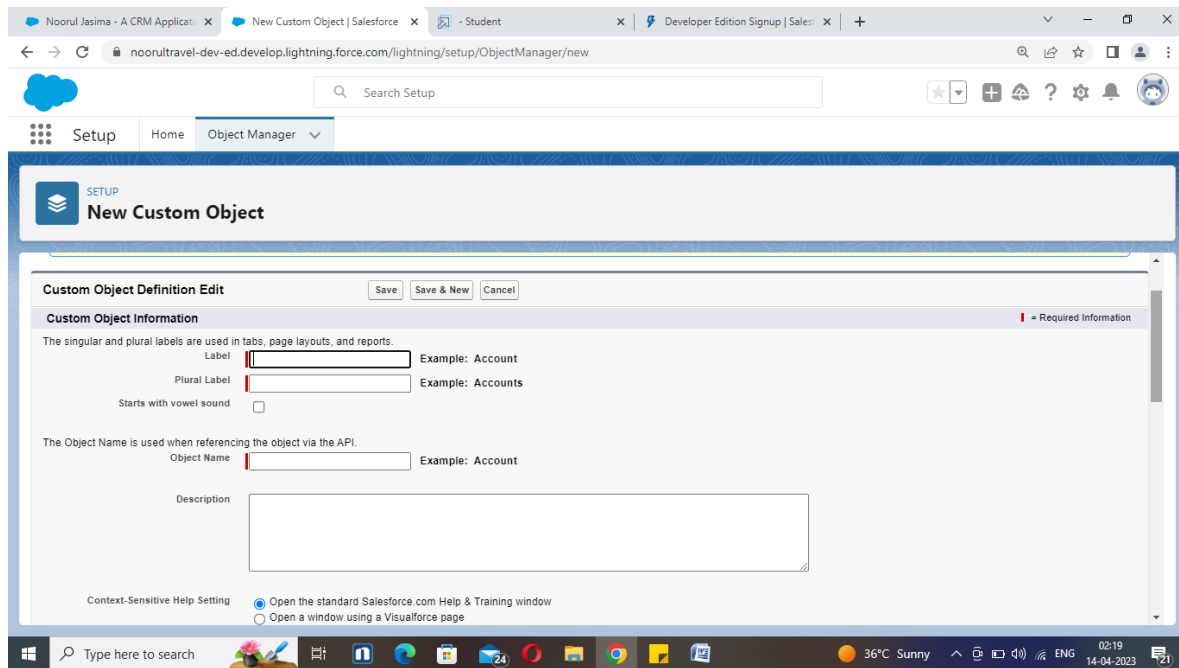
This is the Home Page we will view after logging in.

MILESTONE-2

OBJECTS

ACTIVITY-1

We are creating a new object using an object manager, such as
Passport, Visa slot, Payment, and Reschedule

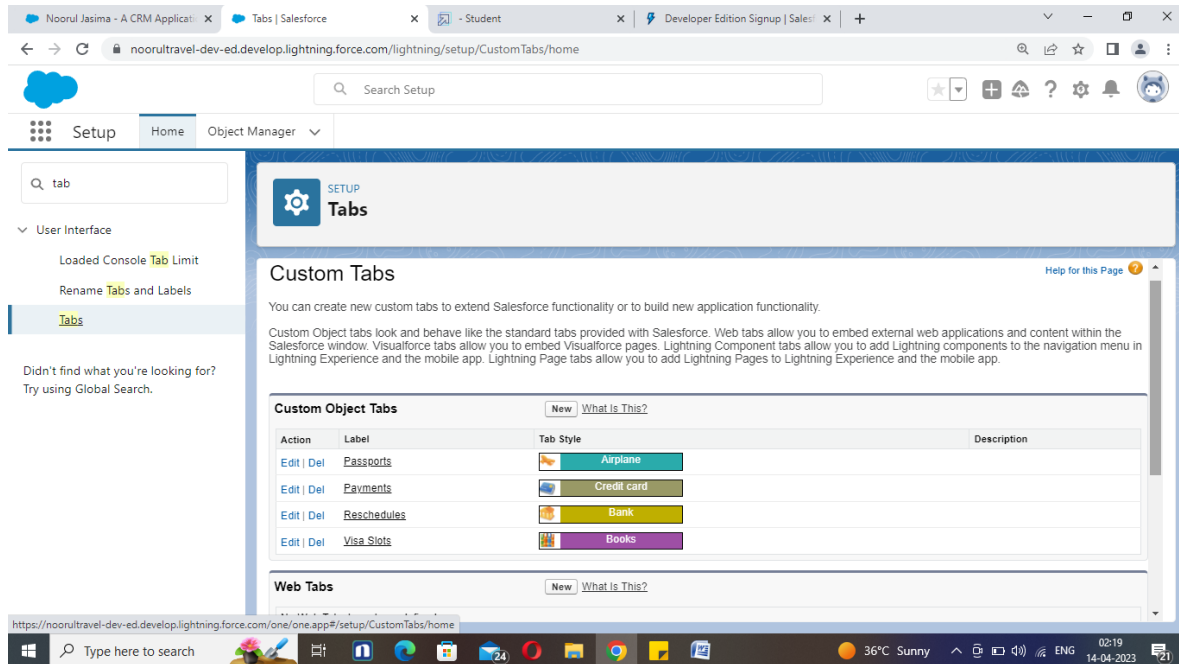


The screenshot displays the Salesforce 'New Custom Object' setup page. The page title is 'New Custom Object'. Below the title, there are buttons for 'Save', 'Save & New', and 'Cancel'. The main section is 'Custom Object Information', which includes a red indicator for 'Required Information'. The form contains the following fields:

- Label:** A text field with a red border, indicating it is required. Example: Account.
- Plural Label:** A text field with a red border, indicating it is required. Example: Accounts.
- Starts with vowel sound:** A checkbox.
- Object Name:** A text field with a red border, indicating it is required. Example: Account.
- Description:** A large text area.

At the bottom, there is a 'Context-Sensitive Help Setting' section with two options: 'Open the standard Salesforce.com Help & Training window' (selected) and 'Open a window using a Visualforce page'.

After that We navigated to the new custom object tab tab select the
tab.

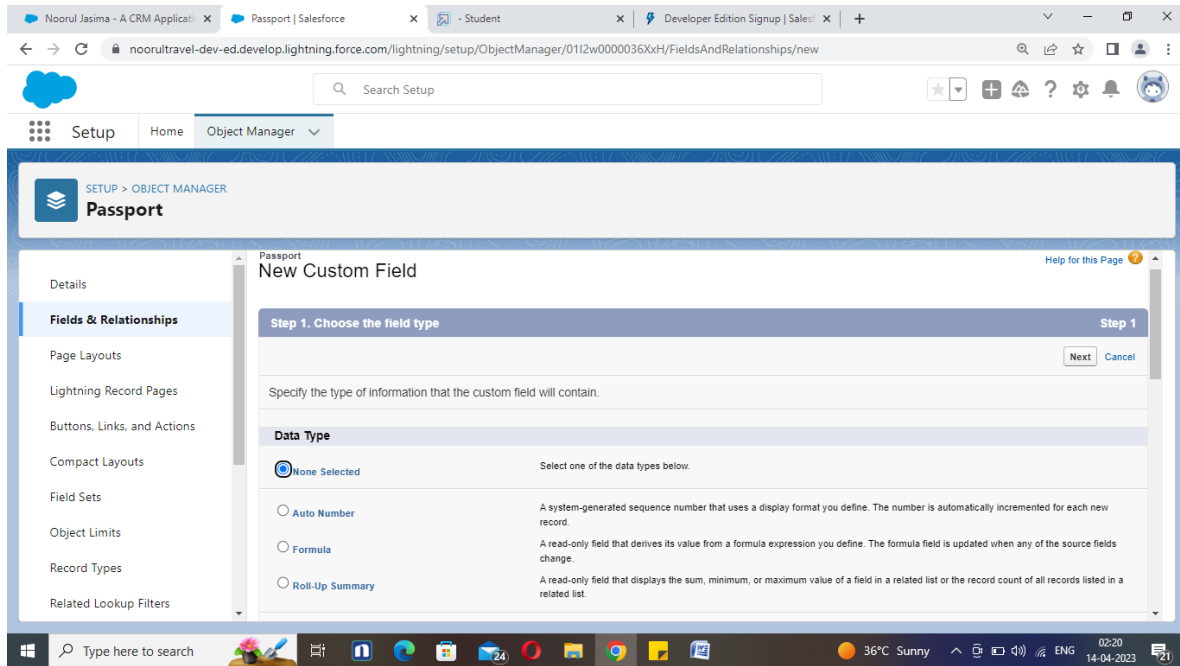


There is a custom tab page.

Activity-2:

Fields available on custom object: Passport

We selected the passport from the object manager and selected the Field and Relationship option.



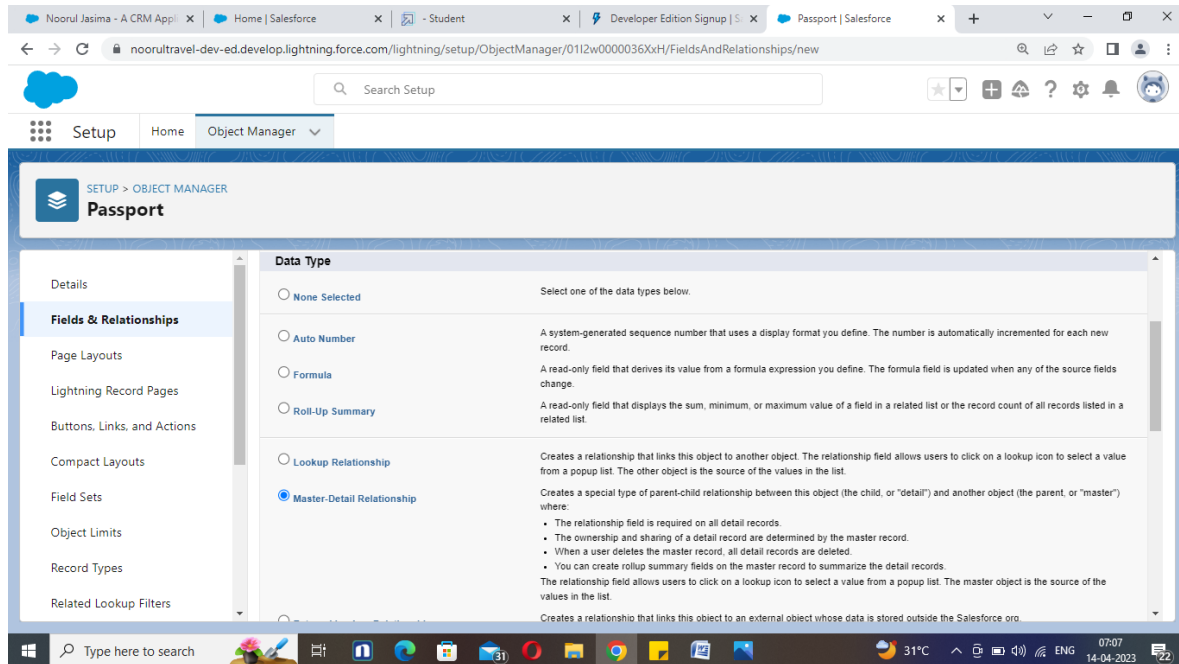
We clicked the new option to navigate to the New custom field to create the Field labels.

MILESTONE-3:

Relationship B/w Objects:

Activity-1:

We created the Master Detail Relationship between Passport and Visa

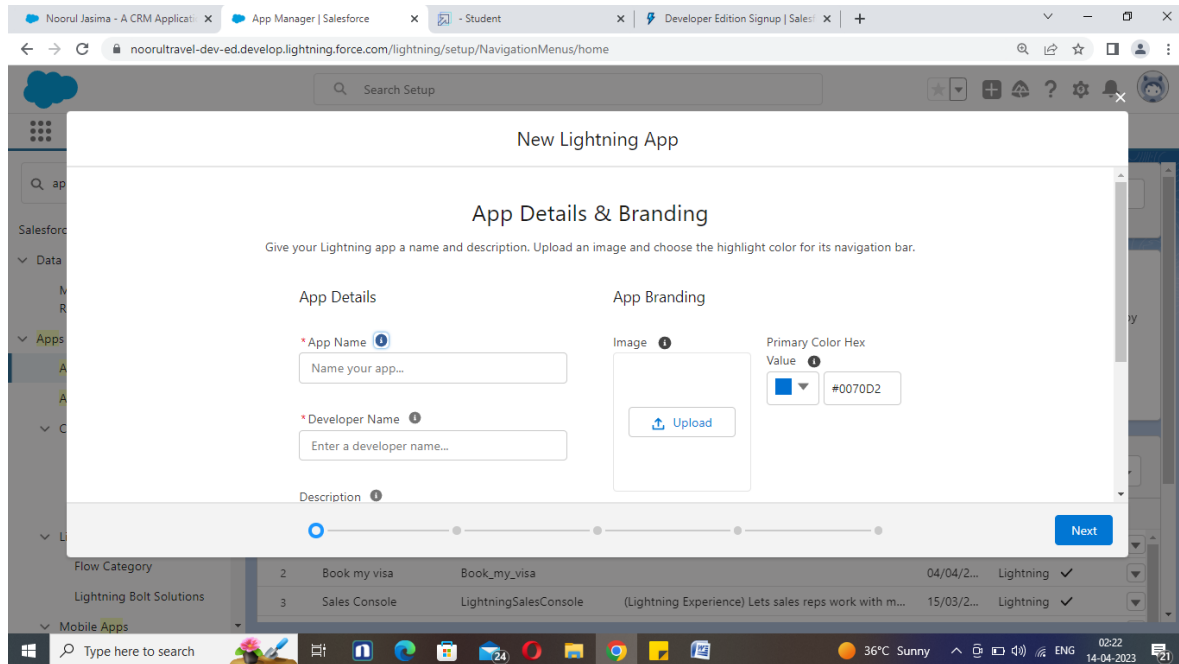


MILESTONE-4:

App

Activity: Creation of App

We searched the app manager and clicked them, and we created the “Book My Visa slot app” using the New Lightning option.



There is a New Lightning App page

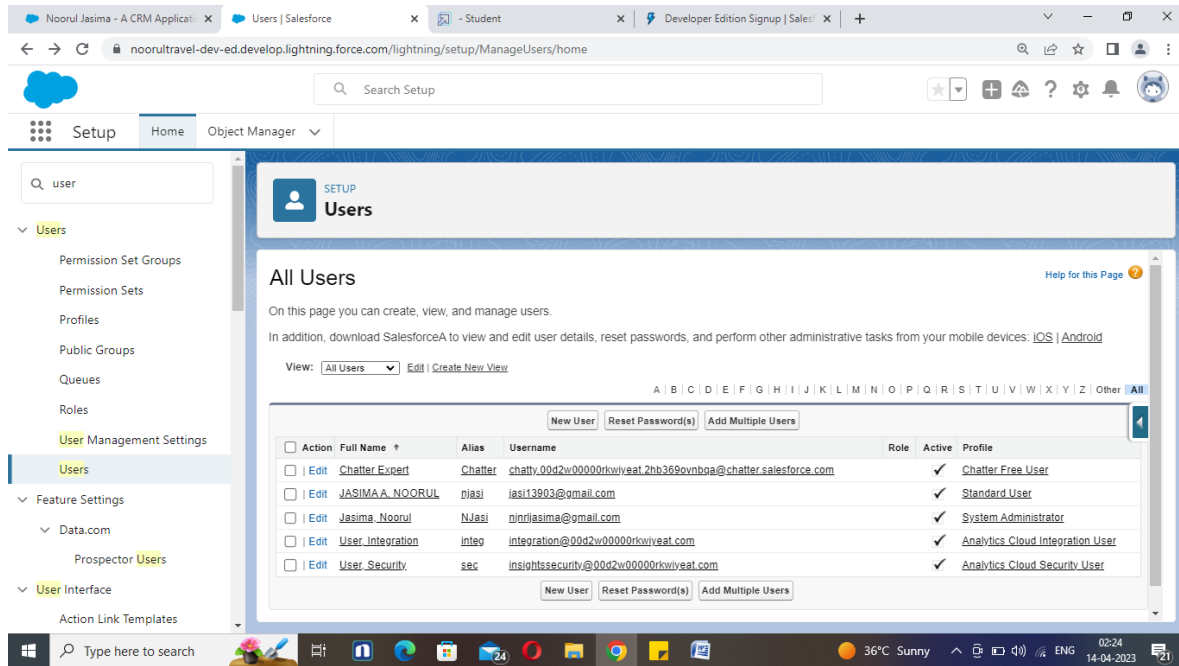
In this page, I gave some Details to create the Book My Visa slot app.

MILESTONE-5 User:

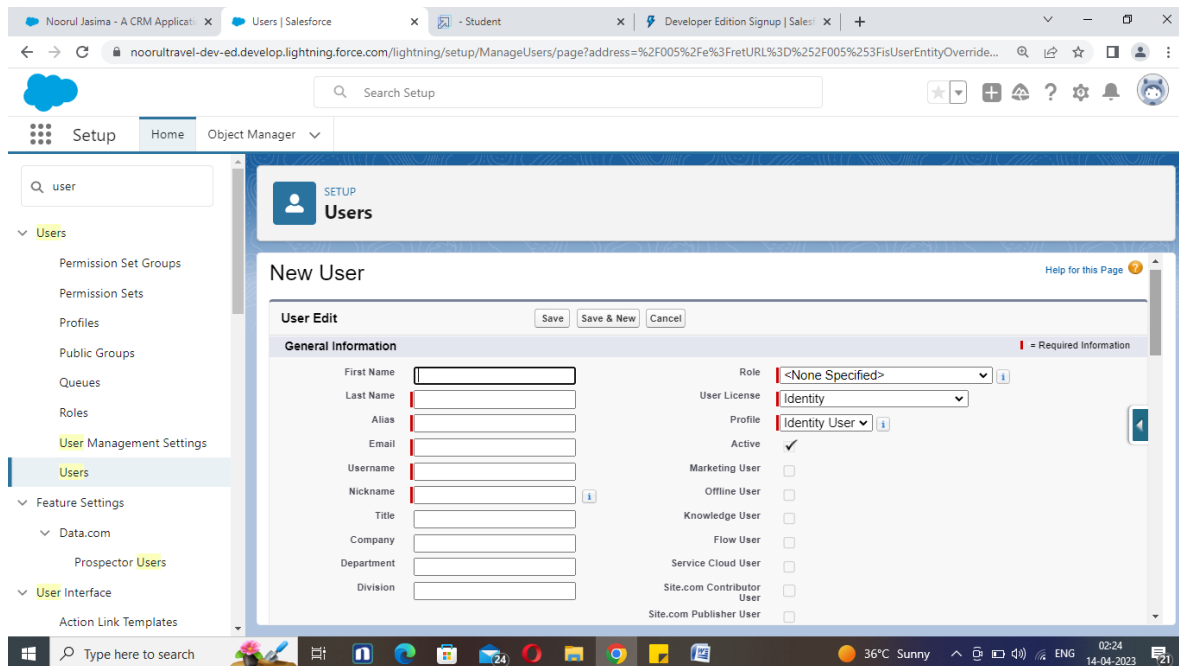
Activity-1:

We searched the user and clicked them

Project Report Template



After that we created a new user using the New User option.

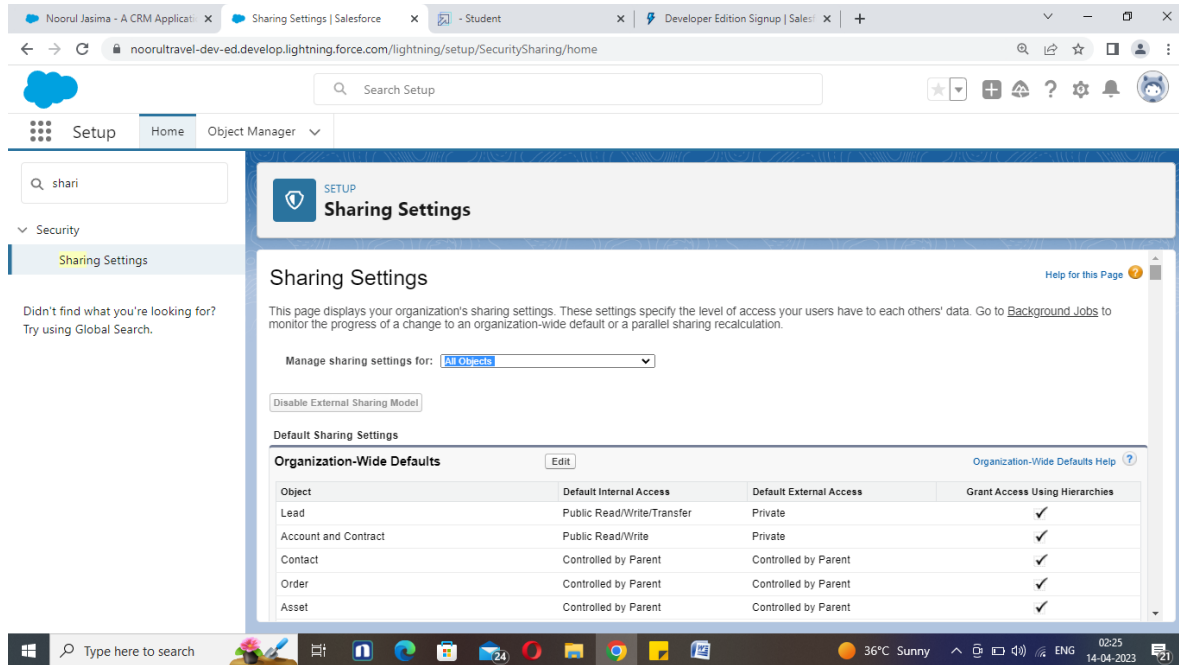


we gave some details as per the manual

Activity-2

OWD-organization wide default settings.

We searched the sharing setting and clicked on it, then changed the other details as per the manual.

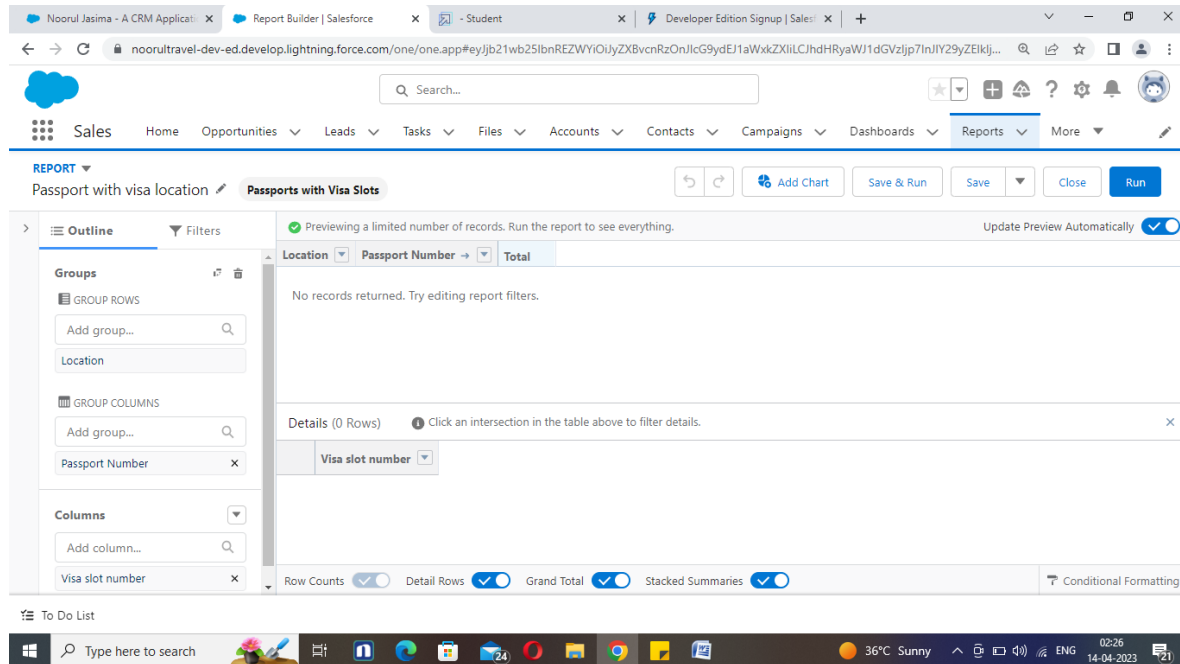


MILESTONE-6 Reports:

Activity-1:

Creation of Report

we searched the reports on the app launcher and clicked on it, then we created the report using the new report option.



This is report page.

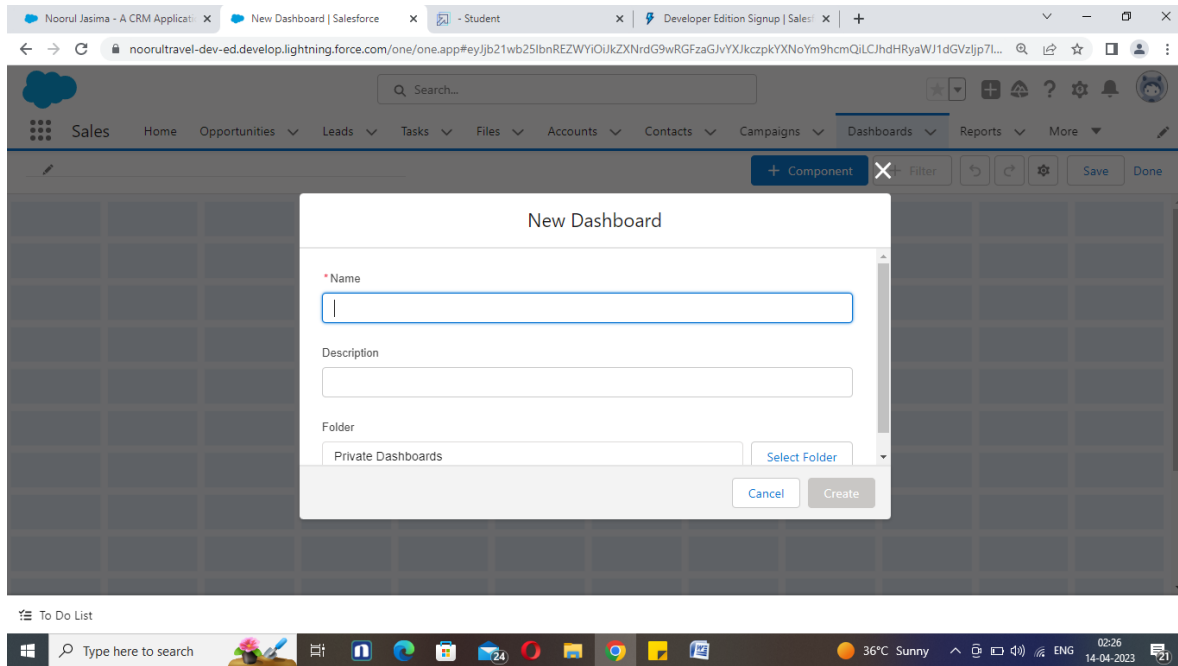
MILESTONE-7 Dashboards:

Activity

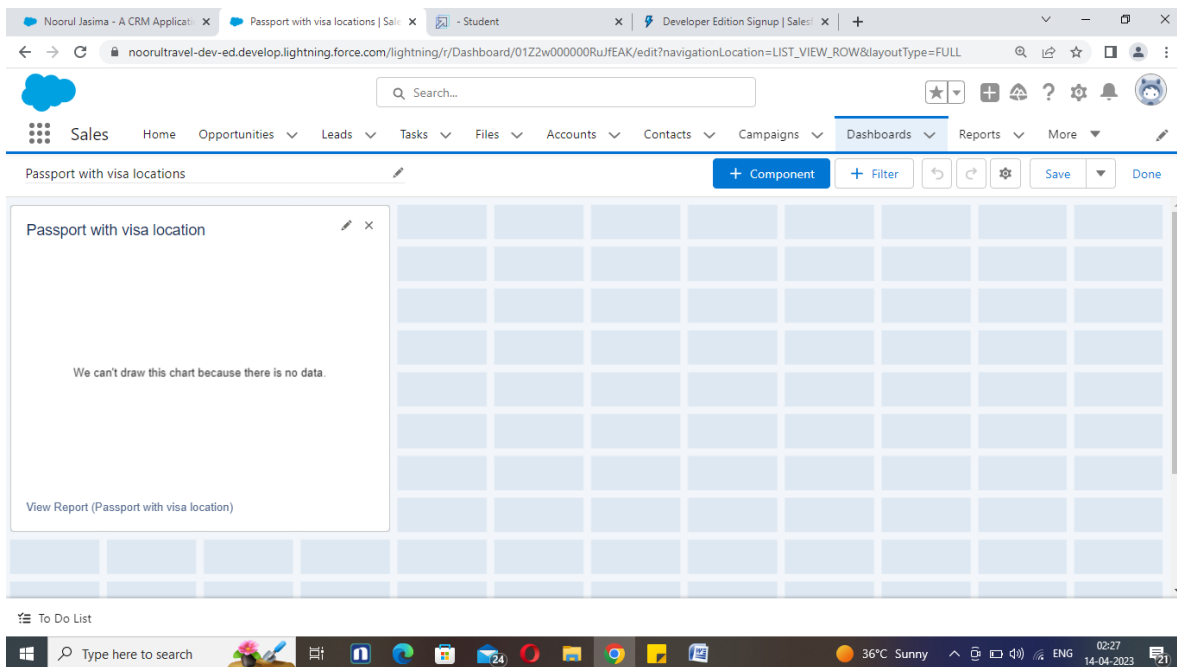
Creation of Dashboard

We searched the Dashboard on the app launcher and clicked on it, then we created the Dashboard using the new Dashboard

Project Report Template



we were given the the details as per the manual.



Finally, This is our Dashboard

3 Trailhead Profile Public URL

Team Lead - <https://trailblazer.me/id/njasima>

Team Member 1 - <https://trailblazer.me/id/siner4>

Team Member 2 – <https://trailblazer.me/id/nandth34>

Team Member 3 - <https://trailblazer.me/id/snehm27>

4 ADVANTAGES & DISADVANTAGES

ADVANTAGES:

1. A business using a CRM system greatly outweigh
2. Online booking systems and scheduling software save your staff time.
3. Removing the bottleneck of phone booking systems.
4. A modern approach to booking.
5. Increased revenue thanks to upselling.
6. It's easy to manage your calendar.

DISADVANTAGES:

1. For a CRM system to work there needs to be buy-in across the organization and the processes in place to support it.
2. Require internet access.

5 APPLICATIONS

Customer relationship Management (CRM) is a technology for managing all your company's relationships and interactions with customers and potential customers.

6 CONCLUSION

CRM in retail allows businesses to make smarter decisions to better serve their customers and maximize profits from repeat purchases.

7 FUTURE SCOPE

Customer will become a company's best sales reps through superior products and services as well as customer-oriented messaging. The future of CRM is more than just the future of Customer Relationship Management software. It is really the future of business..