

A CRM APPLICATION TO MANAGE THE BOOKING OF CO-LIVING
by
Pallavi Mannela
214g1a0575@srit.ac.in

ABSTRACT

The Co-Living Booking CRM Application is designed to streamline the management and booking processes for co-living spaces. This application integrates customer relationship management (CRM) functionalities with booking and property management features, offering a comprehensive solution for co-living operators. Key features include tenant management, booking and availability tracking, automated billing and payment processing, maintenance requests, and food selection. The application aims to enhance operational efficiency, improve tenant satisfaction, and provide real-time insights into property performance and occupancy rates. By leveraging modern web technologies and intuitive design, this CRM application simplifies the complexities of managing co-living spaces, making it an essential tool for property managers and owners.

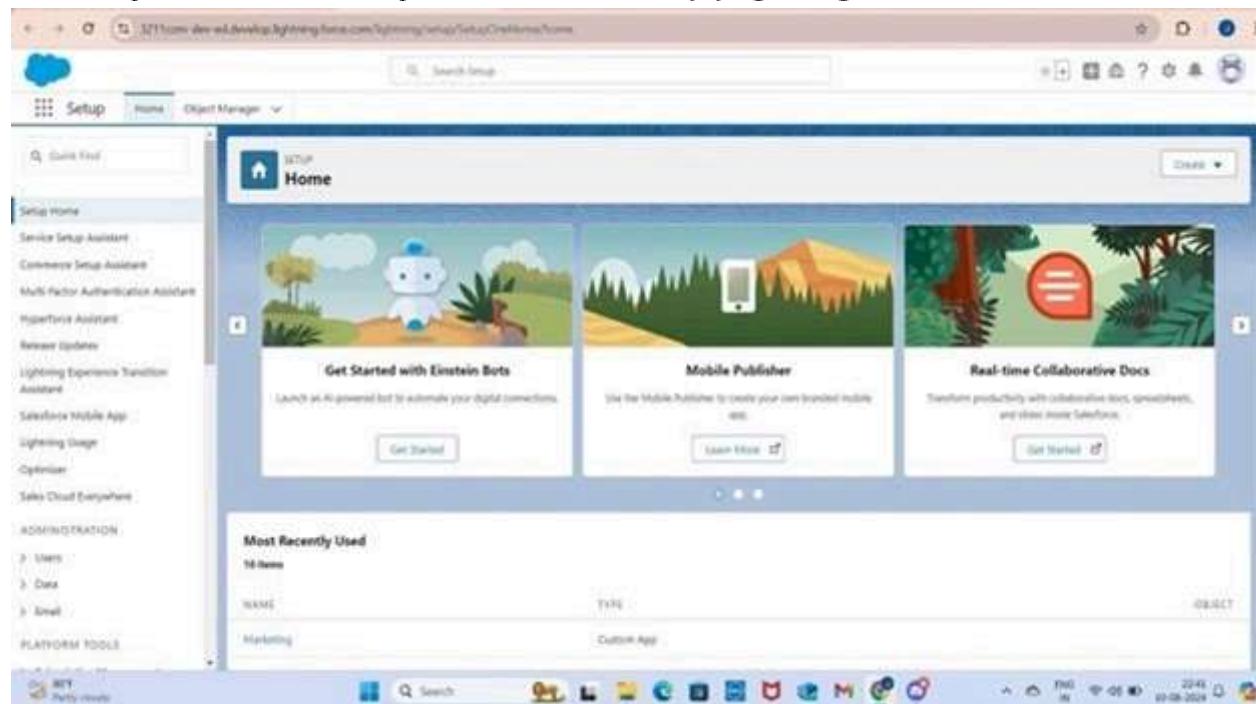
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TASK 1:CREATING DEVELOPER ACCOUNT

Creating a developer org in salesforce

- 1.Go to <https://developer.salesforce.com/signup>
- 2.On the sign up form,enter the details given.
- 3.Go to the inbox of the email that you used while signing up. Click on the verify account to activate your account. The email may take 5-10mins.
- 4.Click on Verify Account
5. Give a password and answer a security question and click on change password.
6. when you will redirect to your salesforce setup page as given in the below.



TASK 2:CREATING OBJECTS

What Is an Object?

Salesforce objects are database tables that permit you to store data that is specific to an organization. What are the types of Salesforce objects

Salesforce objects are of two types:

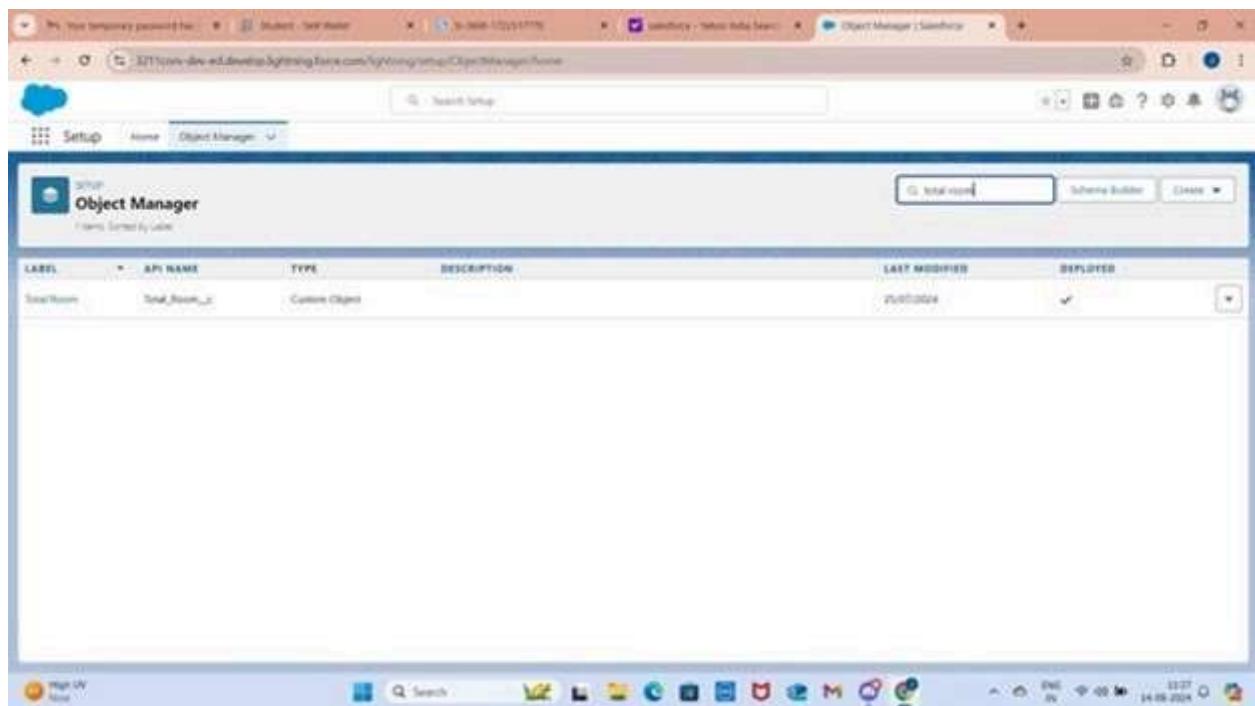
1.Standard Objects: Standard objects are the kind of objects that are provided by salesforce.com such as users, contracts, reports, dashboards, etc.

2.Custom Objects: Custom objects are those objects that are created by users. They supply information that is unique and essential to their organization. They are the heart of any application and provide a structure for sharing data.

Steps to Create a Custom Object for Total Rooms:

1. From setup click on object manager.
2. Click create, select custom object.
3. Fill in the label as " Total Room ".
4. Fill in the plural label as " Total Rooms ".
5. Record name: "Total No Of Rooms"
6. Select the data type as "Text".
7. In the Optional Features section, select Allow Reports and Track Field History.
8. In the Deployment Status section, ensure Deployed is selected.
9. In the Search Status section, select Allow Search.
10. In the Object Creation Options section, select Add Notes and Attachments related list to default page layout.
11. Leave everything else as is, and click Save.

Note: Follow the same steps for creating custom objects like Customer,Room Booking, Payments,Food Selection and Feedback



3 CREATING TABS

What is a Tab?

A tab is like a user interface that is used to build records for objects and to view the records in the objects.

Types of Tabs:

1. Custom Tabs:

- **Definition:** Custom object tabs are the user interface for custom applications that you build in Salesforce.com. They look and behave like standard Salesforce.com tabs such as Accounts, Contacts, and Opportunities.

2. Web Tabs:

- **Definition:** Web Tabs are custom tabs that display web content or applications embedded in the Salesforce.com window. Web tabs make it easier for your users to quickly access content and applications they frequently use without leaving the Salesforce.com application.

3. Visualforce Tabs:

- **Definition:** Visualforce Tabs are custom tabs that display a Visualforce page. Visualforce tabs look and behave like standard Salesforce.com tabs such as Accounts, Contacts, and Opportunities.

4. Lightning Component Tabs:

- **Definition:** Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app.

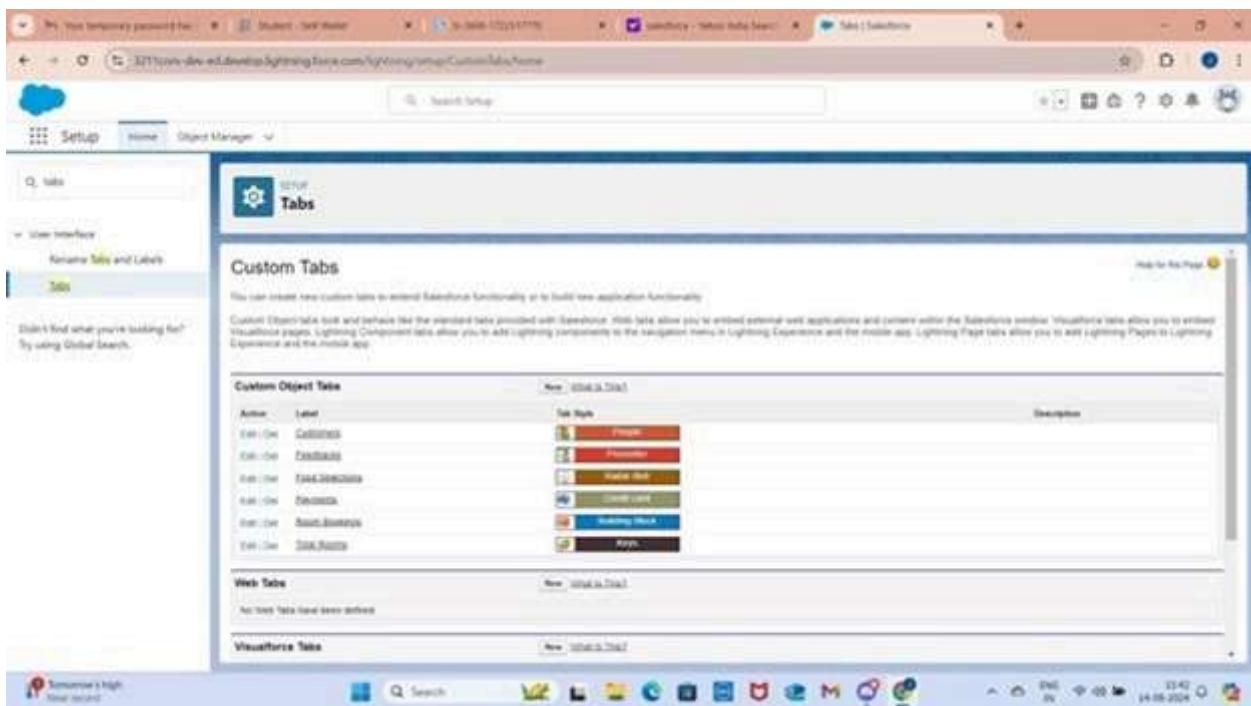
5. Lightning Page Tabs:

- **Definition:** Lightning Page Tabs let you add Lightning Pages to the mobile app navigation menu.

Steps to create a Tab for Total Rooms:

1. Go to setup page > type Tabs in Quick Find bar > click on tabs > New (under custom object tab)
2. Select Object (Total Rooms) > Select the tab style.
3. Next (Add to profiles page) keep it as default
4. Next (Add to Custom App) keep it as default & Save.

Note: Follow the same steps to create remaining objects.



The Lightning App

An app is a collection of items that work together to serve a particular function.

Steps To create a Lightning app page:

1. Go to setup page > search “app manager” in Quick Find > select “App Manager” > click on New Lightning App.
2. Fill the app name in App Details and Branding > Next > (App Option Page) keep it as default > Next > (Utility Items) keep it as default > Next.
3. To Add Navigation Items: Ctrl and Select the items (Total Rooms, Customers1, Room Booking, Payments1, Food Selection, Feedbacks, Reports, and Dashboards) from the search bar and move them using the arrow button > Next.
4. To Add User Profiles:
 - Search profiles (System Administrator) in the search bar > click on the arrow button > Save & Finish.

4.CREATING LIGHTNING APP

The screenshot shows the 'Lightning Experience App Manager' interface in a web browser. The page title is 'Lightning Experience App Manager'. The main content area displays a table of apps, with the 10th row, 'Hotel Management', highlighted by a blue rectangular selection box. The table columns include: App Name, Developer Name, Description, Last Modified Date, App Type, and Valid Until. The 'Hotel Management' row contains the following information:

App Name	Developer Name	Description	Last Modified Date	App Type	Valid Until
Community	Lightning	Experience Lightning Community	25/07/2024, 9:51 pm	Lightning	✓
Contact	Contact	Salesforce CRM Contact	25/07/2024, 9:51 pm	Classic	✓
Data Manager	DataManager	Use Data Manager to view, edit, monitor usage, and manage recipes.	25/07/2024, 9:51 pm	Lightning	✓
Device Preferences	SalesforceOSS	Manage content and media for all of your sites.	25/07/2024, 9:51 pm	Lightning	✓
Hotel Management	HotelManagement	Create and manage hotel reservations.	27/06/2024, 4:53 pm	Lightning	✓
Lightning Usage App	LightningImplementation	View adoption and usage metrics for Lightning Experience.	25/07/2024, 9:51 pm	Lightning	✓
Marketing CRM Classic	Marketing	Track sales and marketing efforts with CRM objects.	25/07/2024, 9:51 pm	Classic	✓
Platform	Platform	The fundamental lightning Platform.	25/07/2024, 9:51 pm	Classic	✓
Queue Management	QueueManagement	Create and manage queues for your business.	25/07/2024, 9:51 pm	Lightning	✓
Sales	Sales	The world's most popular sales force automation (SFA) solution.	25/07/2024, 9:51 pm	Classic	✓
Sales	LightningSales	Manage your sales process with accounts, leads, opportunities, and more.	25/07/2024, 9:51 pm	Lightning	✓
Sales Connect	LightningSalesConnect	Lightning Connect lets sales reps work with multiple records on one screen.	25/07/2024, 9:51 pm	Lightning	✓
Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profiles and feeds.	25/07/2024, 9:51 pm	Classic	✓
Salesforce Scheduler Setup	LightningScheduler	Set up personalized appointment scheduling.	25/07/2024, 9:54 pm	Lightning	✓

5.FIELDS & RELATIONSHIPS

Types of Fields

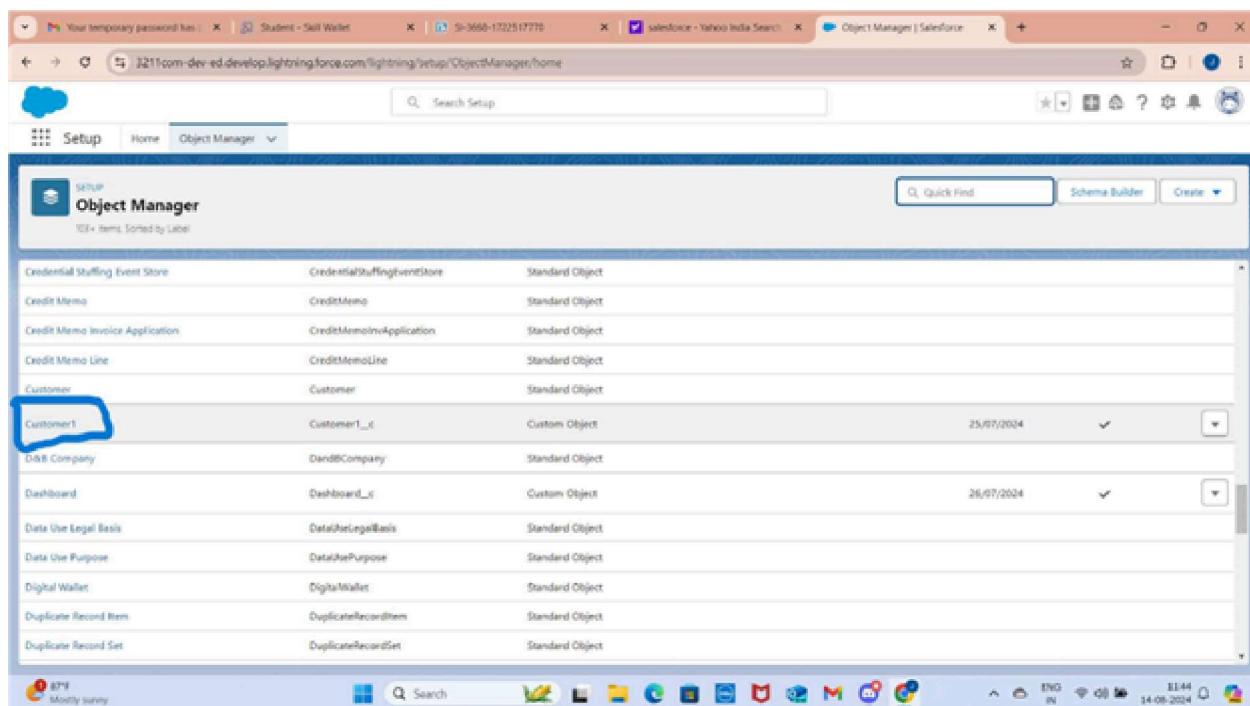
1.Standard Fields: As the name suggests, the Standard Fields are the predefined fields in Salesforce that perform a standard task.

2.Custom Fields: On the other side of the coin, Custom Fields are highly flexible, and users can change them according to requirements.

Steps to create Fields for Customer1 Object:

Go to setup > click on Object Manager > type object name (Customer1) in search bar > click on the object.

- Now click on “Fields & Relationships” > New
- Select Data Type as a “Phone”
- Click on Next
- Fill the Above as following:
 - Field Label: Phone no
 - Field Name: gets auto generated
- Click on Next > Next > Save and New.



The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes links for Setup, Home, and Object Manager. The main area displays a list of objects, each with its name, API name, and object type. A blue box highlights the 'Customer1' row, which has 'Customer1_c' as its API name and 'Custom Object' as its type. Other objects listed include Credential Staffing Event Store, Credit Memo, Credit Memo Invoice Application, Credit Memo Line, Customer, D&B Company, Dashboard, Data Use Legal Basis, Data Use Purpose, Digital Wallet, Duplicate Record Item, and Duplicate Record Set.

Name	API Name	Type
Credential Staffing Event Store	CredentialStaffingEventStore	Standard Object
Credit Memo	CreditMemo	Standard Object
Credit Memo Invoice Application	CreditMemoInvoiceApplication	Standard Object
Credit Memo Line	CreditMemoLine	Standard Object
Customer	Customer	Standard Object
Customer1	Customer1_c	Custom Object
D&B Company	DandBCompany	Standard Object
Dashboard	Dashboard_c	Custom Object
Data Use Legal Basis	DataUseLegalBasis	Standard Object
Data Use Purpose	DataUsePurpose	Standard Object
Digital Wallet	DigitalWallet	Standard Object
Duplicate Record Item	DuplicateRecordItem	Standard Object
Duplicate Record Set	DuplicateRecordSet	Standard Object

6 VALIDATION RULE

Validation Rule

Validation rules are applied when a user tries to save a record and are used to check if the data meets specified criteria. If the criteria are not met, the validation rule triggers an error message and prevents the user from saving the record until the issues are resolved.

Create a Validation Rule for Room Booking Object

1. Go to setup > click on Object Manager > type object name (Room Booking) in the search bar > click on the object.
2. Now click on "Validation Rules" at the top > New.
3. Enter Rule Name: "**checkbox field**" and make the validation rule **Active**.
4. Enter the formula in the Formula box: `Advance_payment_for_1month__c = false` and check for syntax errors.
5. Enter the Error Message: "**Checkbox should be checked**"
6. Select Error Location as Field: **(Advance_payment_for_1month)**
7. Click on **Save**.

The screenshot shows the Salesforce Setup interface with the following details:

- Header:** Your temporary password has... | Student - Skill Wallet | 51-3468-1722917770 | salesforce - Yahoo India Search | Room Booking | Salesforce
- Page Title:** Validation Rules
- Object Manager:** Room Booking
- Left Sidebar:** 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, Validation Rules.
- Table:** Validation Rules (2 items, Sorted by Rule Name)

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
check_in_rule	Check In	Check box should be checked	✓	/VOTHI YANAMALA, 26/07/2024, 6:53 pm
checkbox_field	Advance Payment for 1 Month	Checkbox should be checked	✓	/VOTHI YANAMALA, 26/07/2024, 6:49 pm
- Bottom:** Weather icon (67°F, Mostly sunny), Search bar, and various system status icons.

7 PROFILES

Profile:

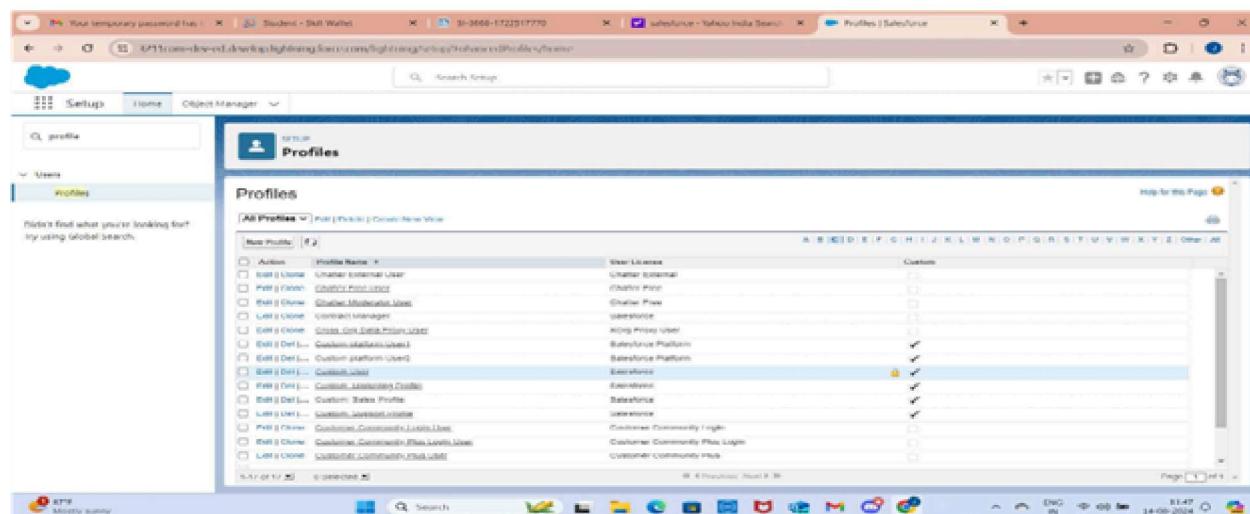
A profile is a group/collection of settings and permissions that define what a user can do in salesforce. Profile controls "Object permissions, Field permissions, User permissions, Tab settings, App settings, Apex class access, Visualforce page access, Page layouts, Record Types, Login hours & Login IP ranges.

Types of profiles in salesforce:

1. Standard profiles
 2. Custom Profiles

To Create a New Profile:

1. Go to **Setup** > type **Profiles** in the Quick Find box > click on **Profiles** > clone the desired profile (e.g., Standard User).
 2. Enter Profile Name: **Custom User** > **Save**.
 3. While still on the profile page, click **Edit**.
 4. Scroll down to **Custom Object Permissions** and give **All Access** permissions for:
 - Customers
 - Feedbacks
 - Food Selections
 - Payments
 - Room Bookings
 - Total Rooms
 5. Scroll down and click **Save**.



ROLES:

Roles:

A role in Salesforce defines a user's visibility access at the record level. Roles are used to specify the types of access that people in your Salesforce organization can have to data.

Marketing Role

1. Go to **Quick Find** > Search for **Roles** > click on **Set Up Roles**.
2. Click on **Expand All** and click on **Add Role** under the **CEO** role.
3. Give **Label** as "**Marketing**" and the **Role Name** gets auto-populated.
4. Click on **Save**.

Receptionist Role

1. Go to **Quick Find** > Search for **Roles** > click on **Set Up Roles**.
2. Click on **Expand All** and click on **Add Role** under the **CEO** role.
3. Give **Label** as "**Receptionist**" and the **Role Name** gets auto-populated.
4. Click on **Save**.

9.USERS:

Users

A user is anyone who logs in to Salesforce. Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records. Every user in Salesforce has a user account. The user account identifies the user, and the user account settings determine what features and records the user can access.

Create User

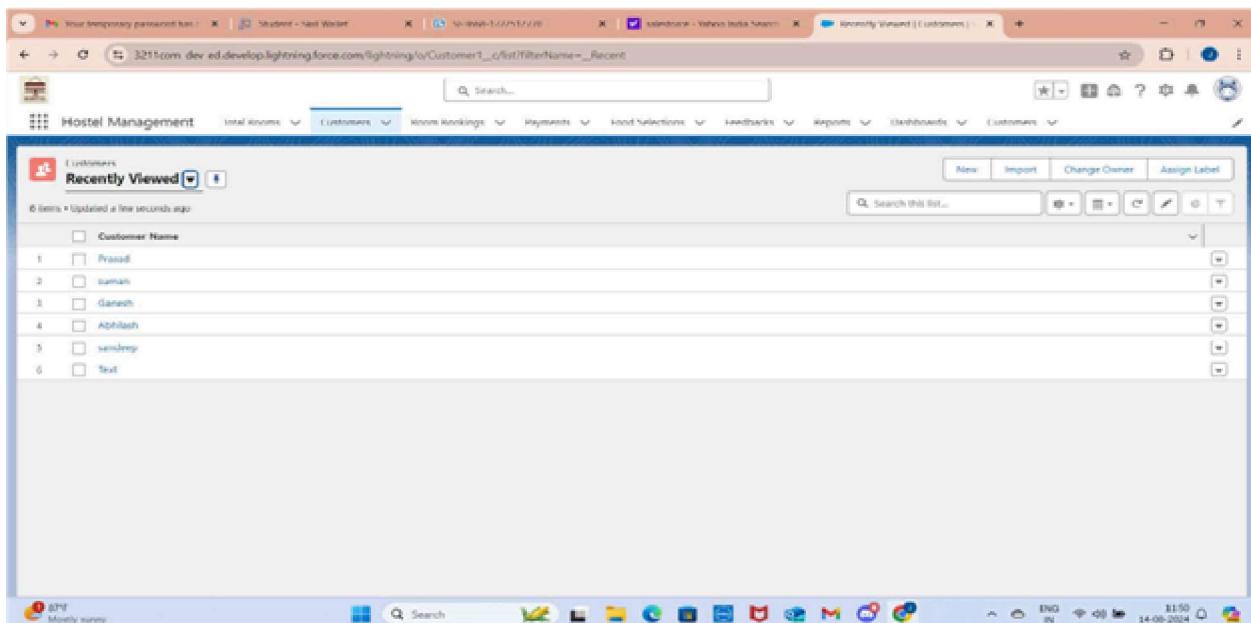
1. Go to **Setup** > type **Users** in the Quick Find box > select **Users** > click **New User**.
2. Fill in the fields:
 - **First Name:** Sandeep
 - **Last Name:** Gujja
 - **Alias:** Give an Alias Name
 - **Email ID:** Give your Personal Email ID
 - **Username:** Username should be in this form: text@text.com
 - **Nickname:** Give a Nickname
 - **Role:** CEO
 - **User License:** Salesforce
 - **Profile:** Custom User
3. Click **Save**.

The screenshot shows the Salesforce Setup interface with the 'Users' tab selected. The left sidebar shows navigation options like 'Permission Sets', 'Profiles', 'Public Groups', 'Queues', 'Roles', 'User Management Settings', 'Feature Settings', and 'Prospective Users'. The main area is titled 'All Users' and displays a list of users with columns for 'Action', 'Full Name', 'Alias', 'Username', 'Role', 'Active', and 'Profile'. The 'Active' column contains checkboxes, and the 'Profile' column lists profiles like 'Custom User', 'Custom Platform User1', 'Custom Platform User2', 'Custom User', 'Another Cloud Integration User', 'Another Cloud Security User', and 'Standard Administration'. A toolbar at the top includes 'New User', 'User Password(s)', and 'Add Multiple Users' buttons.

10. USER ADOPTION:

Create a Record (Customers)

1. Click on **App Launcher** on the left side of the screen.
2. Search for **Home Feels** and click on it.
3. Click on the **Customers** tab.
4. Click **New** and fill in the details.
5. Click **Save**.



View a Record (Customers)

1. Click on **App Launcher** on the left side of the screen.
2. Search for **Home Feels** and click on it.
3. Click on the **Customers** tab.
4. Click on any record name. You can see the details of the customer.

The screenshot shows a web browser window with multiple tabs open. The active tab is titled 'Customer - Prasad' under the 'Hostel Management' section. The page displays customer details for 'Prasad'. The 'Details' tab is selected, showing fields such as Customer Name (Prasad), Phone no. (9102974236), Email (prasad123@gmail.com), Permanent Address, Current Status (T. Student), and Owner By (MOHIT VAMKARLA). The record was last modified by MOHIT VAMKARLA on 01/08/2024 at 11:59 am.

Delete a Record (Customers)

1. Click on **App Launcher** on the left side of the screen.
2. Search for **Home Feels** and click on it.
3. Click on the **Customers** tab.
4. Click on the arrow at the right-hand side of the particular record.
5. Click **Delete** and then click **Delete** again to confirm.

The screenshot shows a web browser window with multiple tabs open. The active tab is titled 'Recently Viewed | Customers' under the 'Hostel Management' section. The page lists recently viewed customers, including Prasad, suman, Ganesh, Abhilash, sandeep, and Teet. A context menu is open over the first item, Prasad, with options: Edit, Delete, Change Owner, and Edit Labels.

1 REPORTS

Reports

Types of Reports in Salesforce

1. Tabular
2. Summary
3. Matrix
4. Joined Reports

Create Report

1. Go to the app > click on the **Reports** tab.
2. Click **New Report**.
3. Select report type from category or from report type panel or from search panel "Customers with Room Bookings with Total Rooms" > click on **Start Report**.
4. Customize your report
 - Add fields from the left pane as shown below
5. Save or run it.

The screenshot shows the Salesforce Lightning interface for a Hostel Management application. The top navigation bar includes links for Total Rooms, Customers, Room Bookings, Payments, Food Selections, Feedbacks, Reports, Dashboards, and Customer. The Reports tab is currently selected. On the left, a sidebar lists categories: Reports (Recent, Created by Me, Private Reports, Public Reports, All Reports), FOLDERS (All Folders), and FAVORITES (All Favorites). The main content area displays a table of recent reports:

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Room Booking report		Private Reports	YOTHI YANAMALA	1/8/2024, 5:11 pm	
Created by Me	Room booking report		Private Reports	YOTHI YANAMALA	1/8/2024, 5:09 pm	

Dashboards

Dashboards help you visually understand changing business conditions so you can make decisions based on the real-time data you've gathered with reports. Use dashboards to help users identify trends, sort out quantities, and measure the impact of their activities. Before building, reading, and sharing dashboards, review these dashboard basics.

Create Dashboard

1. Go to the app > click on the **Dashboards** tab and click on **New Dashboard**.
2. Give a **Name** and click on **Create**.
3. Select **Add Component**.
4. Select a report **Customer with Room Booking** and click on **Select**.
5. Click **Add**, then click on **Save** and then click on **Done**.

DASHBOARDS	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	Custom Dashboard	View data on how Establishment helps drive your business outcomes. This is your main dashboard for all Establishment analysis. Don't delete it if you want to make changes to this dashboard! Duplicate it.	Private Dashboards	System Administrator	1/6/2024, 5:54 pm	
Created by Me						
Private Dashboards						
All Dashboards						
FOLLOWED						
All Folders						
Created by Me						
Shared with Me						
FAVORITES						
All Favorites						

3 FLOWS

Flows

In Salesforce, a flow is a powerful tool that allows you to automate business processes, collect and update data, and guide users through a series of screens or steps.

Why Create a Flow:

To automatically populate the Amount field based on the selection of the Room sharing and AC fields, ensuring that the Amount is generated automatically.

Create a Flow

1. Go to **Setup** > type **Flow** in the Quick Find box > click on **Flows** and select **New Flow**.
2. Select **Record-Triggered Flow** and click **Create**.
3. Select the **Object** as **Room Booking** from the drop-down list.
4. Select the **Trigger Flow When**: "A record is Created or Updated".
5. Select **Optimize the Flow For**: "Actions and Related Records" and click **Done**.
6. Under the Record-Triggered Flow, click on the "+" **Symbol** and in the drop-down list, select "**Decision Element**".
7. Enter the details:
 - **Label**: Field should be Update
 - **API Name**: Gets automatically generated.
8. Enter the Outcome Details:
 - **Label**: Single sharing
 - **Outcome API Name**: Gets automatically generated.
 - **Resource**: Select **Record.Room sharing**.
 - **Operator**: Select **Equals**.
 - **Value**: Select **Single sharing**.
9. Click on "Add Condition":
 - **Resource**: Select **Record.AC-3000**.
 - **Operator**: Select **Equals**.
 - **Value**: Select **False**.
10. Click on the "+" **Symbol** in the Outcome Order.
11. Enter the Outcome Details:
 - **Label**: Double sharing
 - **Outcome API Name**: Gets automatically generated.
 - **Resource**: Select **Record.Room sharing**.
 - **Operator**: Select **Equals**.
 - **Value**: Select **Double sharing**.

12. Click on “Add Condition”:

- **Resource:** Select Record.AC-3000.
- **Operator:** Select Equals.
- **Value:** Select False.

13. Click on the “+” Symbol in the Outcome Order.

14. Enter the Outcome Details:

- **Label:** Triple sharing
- **Outcome API Name:** Gets automatically generated.
- **Resource:** Select Record.Room sharing.
- **Operator:** Select Equals.
- **Value:** Select Triple sharing.

15. Click on “Add Condition”:

- **Resource:** Select Record.AC-3000.
- **Operator:** Select Equals.
- **Value:** Select False.

16. Click on the “+” Symbol in the Outcome Order.

17. Enter the Outcome Details:

- **Label:** Single Ac
- **Outcome API Name:** Gets automatically generated.
- **Resource:** Select Record.Room sharing.
- **Operator:** Select Equals.
- **Value:** Select Single sharing.

18. Click on “Add Condition”:

- **Resource:** Select Record.AC-3000.
- **Operator:** Select Equals.
- **Value:** Select True.

19. Click on the “+” Symbol in the Outcome Order.

20. Enter the Outcome Details:

- **Label:** Double Ac
- **Outcome API Name:** Gets automatically generated.
- **Resource:** Select Record.Room sharing.
- **Operator:** Select Equals.
- **Value:** Select Double sharing.

21. Click on “Add Condition”:

- **Resource:** Select Record.AC-3000.
- **Operator:** Select Equals.
- **Value:** Select True.

22. Click on the “+” Symbol in the Outcome Order.

23. Enter the Outcome Details:

- **Label:** Triple Ac
- **Outcome API Name:** Gets automatically generated.
- **Resource:** Select **Record.Room sharing**.
- **Operator:** Select **Equals**.
- **Value:** Select **Triple sharing**.

24. Click on “Add Condition”:

- **Resource:** Select **Record.AC-3000**.
- **Operator:** Select **Equals**.
- **Value:** Select **True**.

25. Click on **Done**.

26. Click on the “+” Symbol under **Single sharing** and select “**Update Records**” from the drop-down list.

27. Enter the update records details:

- **Label:** Single
- **API Name:** Gets automatically generated.
- Under the **Set Field Values for the Room Booking Record**:
 - **Field:** Amount
 - **Value:** 28000

28. Click **Done**.

29. Enter the update records details:

- **Label:** Double
- **API Name:** Gets automatically generated.
- Under the **Set Field Values for the Room Booking Record**:
 - **Field:** Amount
 - **Value:** 24000

30. Click **Done**.

31. Enter the update records details:

- **Label:** Triple
- **API Name:** Gets automatically generated.
- Under the **Set Field Values for the Room Booking Record**:
 - **Field:** Amount
 - **Value:** 20000

32. Click **Done**.

33. Enter the update records details:

- **Label:** Single ac1

- **API Name:** Gets automatically generated.
- Under the **Set Field Values for the Room Booking Record:**
 - **Field:** Amount
 - **Value:** 34000

34. Click **Done**.

35. Enter the update records details:

- **Label:** Double ac1
- **API Name:** Gets automatically generated.
- Under the **Set Field Values for the Room Booking Record:**
 - **Field:** Amount
 - **Value:** 30000

36. Click **Done**.

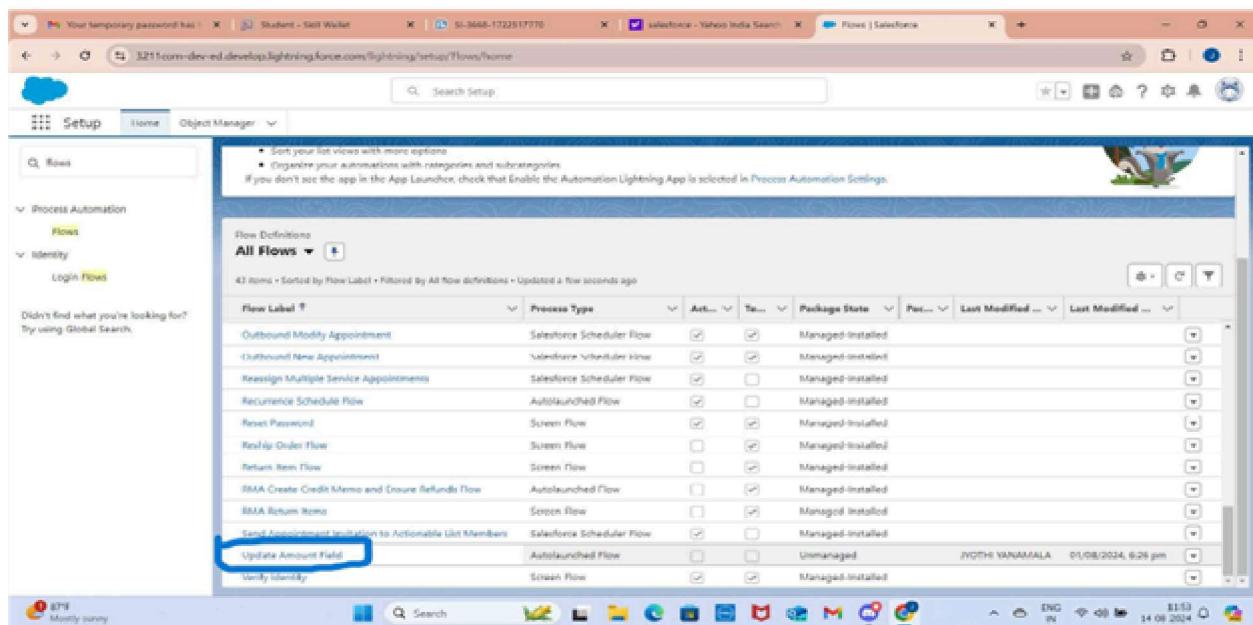
37. Enter the update records details:

- **Label:** Triple ac1
- **API Name:** Gets automatically generated.
- Under the **Set Field Values for the Room Booking Record:**
 - **Field:** Amount
 - **Value:** 26000

38. Click **Done**.

39. The Flow will form like this. Click **Save**.

40. Enter the **Flow Label:** Update Amount Field, **Flow API Name:** Gets automatically generated and click **Save**.



Test the Flow

1. Go to **App Launcher** and search for **Co-living**, then select the app.
2. In the **Co-living** app, click on the **Room Sharing** tab and click **New**.
3. Enter the details:
 - **Name**
 - **Room Sharing**
 - **AC-3000**
 - **Advance Payment for 1 Month**
4. Note: The **Amount** field should be empty before saving the record.
5. After saving the record, the **Amount** field will be populated automatically based on the flow configurations.

