

# PROJECT TEMPLATE

## I. INTRODUCTION

## 1.1. OVERVIEW

A property management system is software application for the operations of hospitality accommodations and commercial residential rental properties PMS is also used in manufacturing industries, local government and manufacturing

## 1.2. PURPOSE

Track emails, calls and set tasks to connect with the right buyers, sellers and renters at the right time. Integrate tools to manage email campaigns and accelerate deal cycles. work anywhere with the salesforce mobile app. Integrate mail chimp to manage email marketing campaigns with current and past clients.

## 2. PROBLEM DEFINITION AND DESIGN THINKING

## 2.1. EMPATHY MAP

Template

## Retrospective

Use this framework to reflect on recent work. This simple structure is useful both alone and in groups.

Created in partnership with:

Product School

Share template feedback

### Need some inspiration?

Get a featured version of this template to extend your work.

Get example

1

### Reflect on the topic

Working silently and individually, have each person create a few sticky notes in all four quadrants below for about five minutes. With the remaining time, discuss notes in each quadrant.

#### What went well?

What should we keep doing?  
What should we celebrate?  
Where did we make progress?

#### What went poorly?

Where did we have problems?  
What were holding us back or slowing?  
What went on best?

#### What ideas do you have?

What ideas do you have for future work together?  
What do you see opportunities to improve?  
What has unhelpful potential?

#### How should we take action?

What do you believe we should do next?  
What actions being chosen or changed?  
What should extend/improve this meaning?

#### Topic

Workstation engineering team Sprint 10

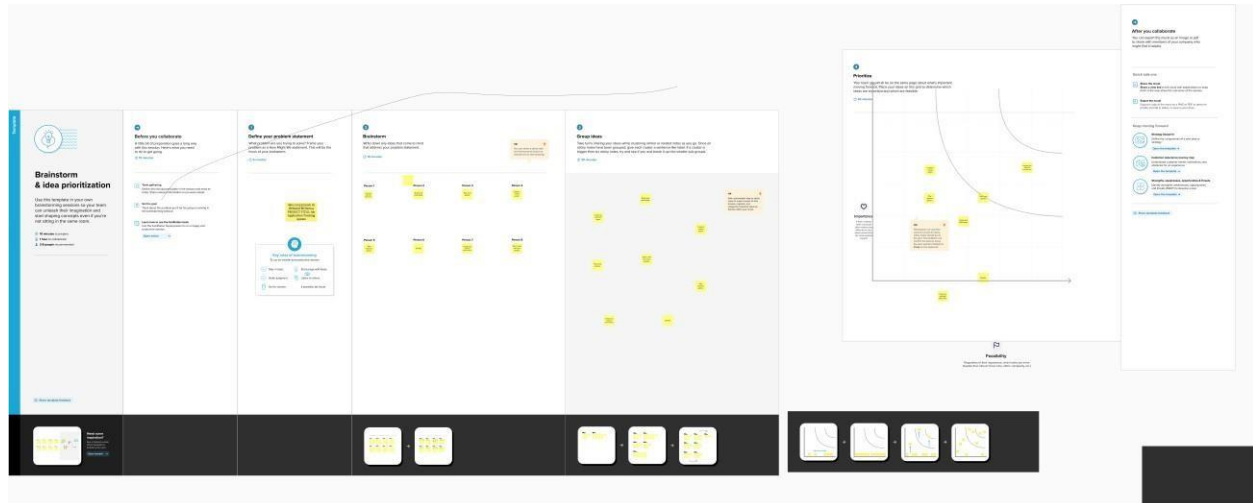
What went well?

What went poorly?

What ideas do you have?

How should we take action?

## 2.2.IDEATION AND BRAINSTORMINGMAP



### 3. Result

#### 3.1. Data Model

OBJECT NAME	FIELDS IN THE OBJECT	
Standard Object	Field label	Data type
	Users	Text
	Contracts	Text
Custom Object	Field Name	Data type
	Buy	Discount
	Rent	City

### 3.2 Activity and screenshot

#### Milestone 1: Creating developer account

Home | Salesforce

thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/SetupOneHome/home

Search Setup

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

SETUP Home

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
Buy	Custom Object Definition	
Marketing	Custom App	
Buyers	Custom Tab Definition	Buy

34°C Sunny

ENG IN 2:18 PM 4/11/2023

## Milestone 2:

### Activity 1: Creating a Object

The screenshot shows the Salesforce Setup interface for a new object named 'Buy'. The browser address bar displays the URL: `thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003XG6P/Details/view`. The page title is 'SETUP > OBJECT MANAGER Buy'. The left sidebar contains a list of setup options: 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, and Triggers. The 'Details' section is active, showing the following configuration:

Field	Value
Description	
API Name	Buy__c
Custom	✓
Singular Label	Buy
Plural Label	Buyers
Enable Reports	✓
Track Activities	
Track Field History	
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

The bottom of the screen shows the Windows taskbar with the search bar, task icons, and system tray information: 34°C Sunny, ENG IN, 2:25 PM, 4/11/2023.

## Activity 2: Create Object Buy

The screenshot shows the Salesforce Setup interface for the 'Rent' object in the Object Manager. The browser tabs at the top include 'Rent | Salesforce' and several 'Login | Salesforce' tabs. The address bar shows the URL: `thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003XGAm/Details/view`. The Salesforce header includes a search bar and navigation tabs for 'Setup', 'Home', and 'Object Manager'. The main content area is titled 'SETUP > OBJECT MANAGER Rent' and features a left-hand navigation menu with options like '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', and 'Triggers'. The 'Details' section on the right contains fields for 'Description', 'API Name' (Rent\_\_c), 'Custom' (checked), 'Singular Label' (Rent), 'Plural Label' (Renters), 'Enable Reports' (checked), 'Track Activities', 'Track Field History', 'Deployment Status' (Deployed), 'Help Settings', and a link to 'Standard salesforce.com Help Window'. 'Edit' and 'Delete' buttons are located in the top right corner of the details section. The Windows taskbar at the bottom shows the search bar, application icons, and system status including 34°C Sunny, ENG IN, and the date 4/11/2023.

thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003XGAm/Details/view

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Rent**

**Details** Edit Delete

Description

API Name  
Rent\_\_c

Custom  
✓

Singular Label  
Rent

Plural Label  
Renters

Enable Reports  
✓

Track Activities

Track Field History

Deployment Status  
Deployed

Help Settings  
Standard salesforce.com Help Window

Type here to search

34°C Sunny

ENG IN 4/11/2023 2:25 PM

### Activity 3: Create Object Rent

The screenshot shows the Salesforce Setup interface for the 'Loan' object. The browser address bar indicates the URL: `thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003XGAr/Details/view`. The page title is 'Loan' under the 'Object Manager' section. The left sidebar lists various configuration options for the object, including 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, and Triggers. The main content area, titled 'Details', shows the following configuration:

Field	Value
Description	
API Name	Loan__c
Custom	✓
Singular Label	Loan
Plural Label	Loans
Enable Reports	✓
Track Activities	
Track Field History	
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

At the bottom of the page, there is a Windows taskbar showing the system clock as 2:26 PM on 4/11/2023, and the weather as 34°C Sunny.

## Milestone 3: Tab

### Activity 1: Create the lightning Tab

The screenshot shows the Salesforce Setup interface. The left sidebar has a search bar with 'tabs' entered, and the 'User Interface' section is expanded, showing 'Rename Tabs and Labels' and 'Tabs'. The main content area is titled 'Custom Object Tab Buyers' and includes a 'Help for this Page' link. Below the title, it says 'Below is the information for the custom tab. Click Edit to change the custom tab.' The 'Custom Tab Definition Detail' section shows the following information:

Custom Tab Definition Detail		Tab Style
Tab Label	Buyers	Big top
Object	Buy	
Description		
Created By	Ms Revathi A. 23/03/2023, 11:14 am	Modified By Ms Revathi A. 23/03/2023, 11:14 am

The bottom of the screen shows the Windows taskbar with the search bar, task icons, and system tray information: 34°C Sunny, ENG IN, 2:28 PM, 4/11/2023.



## Activity 2: Create a Tab (Loan)

The screenshot displays the Salesforce Setup interface for configuring a custom tab. The browser address bar shows the URL: `thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01r2w000000WJKo%3Fsetupid%3DCustomTabs`. The left sidebar contains a search bar with 'tabs' and a list of navigation items: 'User Interface', 'Rename Tabs and Labels', and 'Tabs' (which is selected). The main content area is titled 'Loans' and includes a 'Help for this Page' link. Below the title, a message states: 'Below is the information for the custom tab. Click Edit to change the custom tab.' The 'Custom Tab Definition Detail' section contains a table with the following information:

Tab Label	Loans	Tab Style	Airplane
Object	Loan	Splash Page Custom Link	
Description			
Created By	Ms Revathi A. 23/03/2023, 11:27 am	Modified By	Ms Revathi A. 23/03/2023, 11:27 am

The bottom of the image shows a Windows taskbar with the search bar, task icons, and system tray information indicating 34°C Sunny weather and the date 4/11/2023.

### Activity 3: Create a Tab (Rent)

The screenshot shows the Salesforce Setup interface for a Custom Object Tab. The browser address bar indicates the URL: `thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01r2w000000WJKZ%3Fsetupid%3DCustomTabs`. The left sidebar shows the navigation menu with 'Setup' selected, and 'User Interface' expanded, showing 'Rename Tabs and Labels' and 'Tabs'. The main content area is titled 'Custom Object Tab Renters' and includes a 'Help for this Page' link. Below the title, it states: 'Below is the information for the custom tab. Click Edit to change the custom tab.' The 'Custom Tab Definition Detail' section contains a table with the following information:

Tab Label	Renters	Tab Style	Apple
Object	<a href="#">Rent</a>	Splash Page Custom Link	
Description			
Created By	Ms Revathi A, 23/03/2023, 11:18 am	Modified By	Ms Revathi A, 23/03/2023, 11:18 am

The bottom of the image shows the Windows taskbar with the search bar, task icons, and system tray showing 34°C Sunny, 2:28 PM, and 4/11/2023.

## Milestone 4: The Lightning App

### Activity 1: Create the lightning App

The screenshot displays the Salesforce Setup interface. The left sidebar shows the navigation menu with 'Setup' selected. The main content area is titled 'Custom Object Tab' and 'Renters'. Below this, a table provides details for the custom tab.

Custom Tab Definition Detail		Tab Style
Tab Label	Renters	Apple
Object	Rent	Splash Page Custom Link
Description		
Created By	Ms Revathi A. 23/03/2023, 11:18 am	Modified By Ms Revathi A. 23/03/2023, 11:18 am

The bottom of the screen shows the Windows taskbar with the search bar, taskbar icons, and system tray information including the date and time (2:32 PM, 4/11/2023).

## Milestone 5: Fields

### Activity:1 Create field for Loan

The screenshot shows the Salesforce Setup interface for the 'Loan' object. The left sidebar contains a navigation menu with the following items: Details, Fields & Relationships (selected), 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, and Triggers. The main content area is titled 'Fields & Relationships' and displays a table with 4 items, sorted by Field Label. The table has the following columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The data rows are: 'Created By' (CreatedById, Lookup(User)), 'Last Modified By' (LastModifiedById, Lookup(User)), 'Loan Name' (Name, Text(80), indexed), and 'Owner' (OwnerId, Lookup(User,Group), indexed). The browser address bar shows the URL: 'thirukorianjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/u112WUUUUU3XUAr7/FieldsAndRelationships/view'. The Windows taskbar at the bottom shows the date and time as 4/11/2023, 2:42 PM, and the weather as 34°C Sunny.

Setup > OBJECT MANAGER  
**Loan**

Details

**Fields & Relationships**  
4 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)		
Loan Name	Name	Text(80)		✓
Owner	OwnerId	Lookup(User,Group)		✓

Type here to search

34°C Sunny

ENG IN 2:42 PM 4/11/2023

## Activity 2: Create field for Rent

The screenshot shows the Salesforce Setup interface for the 'Rent' object. The left sidebar contains a navigation menu with the following items: Details, Fields & Relationships (selected), 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, and Triggers. The main content area is titled 'Fields & Relationships' and shows 4 items, sorted by Field Label. The table below lists the fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Rent Name	Name	Text(80)		✓

The bottom of the screen shows the Windows taskbar with the search bar, taskbar icons, and system tray information: 34°C Sunny, ENG IN, 2:39 PM, 4/11/2023.

### Activity 3: Create the remaining field

Loan | Salesforce x Login | Salesforce x Login | Salesforce x Login | Salesforce x +

thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01I2w000003XGAr/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Loan**

Details

**Fields & Relationships**

4 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)		
Loan Name	Name	Text(80)		✓
Owner	OwnerId	Lookup(User,Group)		✓

Type here to search

34°C Sunny 2:40 PM 4/11/2023

## Activity 4: Create Field for Lead

The screenshot shows the Salesforce Setup interface for the 'Lead' object. The 'Fields & Relationships' section is active, displaying a list of 28+ fields sorted by label. The left sidebar contains navigation options like Details, Fields & Relationships, Page Layouts, and others. The top navigation bar includes 'Setup', 'Home', and 'Object Manager'. The bottom of the image shows a Windows taskbar with various application icons and system status information.

**Fields & Relationships**  
28+ Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Address	Address	Address		
Annual Revenue	AnnualRevenue	Currency(18, 0)		
Clean Status	CleanStatus	Picklist		✓
Company	Company	Text(255)		✓
Company D-U-N-S Number	CompanyDunsNumber	Text(9)		
Created By	CreatedById	Lookup(User)		
Current Generator(s)	CurrentGenerators__c	Text(100)		
D&B Company	DandbCompanyId	Lookup(D&B Company)		✓
Data.com Key	Jigsaw	Text(20)		
Description	Description	Long Text Area(32000)		
Do Not Call	DoNotCall	Checkbox		
Email	Email	Email		✓
Email Opt Out	HasOptedOutOfEmail	Checkbox		

## Milestone 6: Profile

### Activity 1: Create new profile

The screenshot shows the Salesforce Setup interface for the 'Marketing User' profile. The browser address bar indicates the URL: `thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/EnhancedProfiles/page?address=%2F00e2w000005K9il`. The left sidebar shows the 'Setup' menu with 'Profiles' selected. The main content area displays the 'Marketing User' profile details.

**Profile: Marketing User**

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

[Login IP Ranges](#) | [Enabled Apex Class Access](#) | [Enabled Visualforce Page Access](#) | [Enabled External Data Source Access](#) | [Enabled Named Credential Access](#) | [Enabled Custom Metadata Type Access](#) | [Enabled Custom Setting Definitions Access](#) | [Enabled Flow Access](#) | [Enabled Service Presence Status Access](#) | [Enabled Custom Permissions](#)

**Profile Detail** [Edit](#) [Clone](#) [View Users](#)

Name	Marketing User		
User License	Salesforce	Custom Profile	<input type="checkbox"/>
Created By	Ms Revathi A.	10/03/2023, 11:17 am	Modified By Ms Revathi A. 27/03/2023, 11:08 am

**Page Layouts**

Standard Object Layouts	
Global	<a href="#">Global Layout</a> <a href="#">View Assignment</a>
Email Application	<a href="#">Not Assigned</a> <a href="#">View Assignment</a>
Home Page Layout	<a href="#">DE Default</a> <a href="#">View Assignment</a>
Account	<a href="#">Account Layout</a> <a href="#">View Assignment</a>
Alternative Payment Method	<a href="#">Alternative Payment Method Layout</a> <a href="#">View Assignment</a>
Appointment Invitation	<a href="#">Appointment Invitation Layout</a> <a href="#">View Assignment</a>
Asset	<a href="#">Asset Layout</a> <a href="#">View Assignment</a>
Asset Action	<a href="#">Asset Action Layout</a> <a href="#">View Assignment</a>
Object Milestone	<a href="#">Object Milestone Layout</a> <a href="#">View Assignment</a>
Operating Hours	<a href="#">Operating Hours Layout</a> <a href="#">View Assignment</a>
Opportunity	<a href="#">Opportunity Layout</a> <a href="#">View Assignment</a>
Opportunity Product	<a href="#">Opportunity Product Layout</a> <a href="#">View Assignment</a>
Order	<a href="#">Order Layout</a> <a href="#">View Assignment</a>
Order Product	<a href="#">Order Product Layout</a> <a href="#">View Assignment</a>
Payment	<a href="#">Payment Layout</a> <a href="#">View Assignment</a>
Payment Authorization	<a href="#">Payment Authorization Layout</a> <a href="#">View Assignment</a>



## Activity 2: Create Marketing

The screenshot displays the Salesforce Setup interface for the 'Marketing User' profile. The browser address bar shows the URL: `thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/EnhancedProfiles/page?address=%2F00e2w000005K9il`. The left sidebar contains a search bar with 'profile' and a list of navigation items: 'Users' and 'Profiles'. The main content area is titled 'Profiles' and shows the 'Marketing User' profile details.

**Profile: Marketing User**

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

[Login IP Ranges \[0\]](#) | [Enabled Apex Class Access \[0\]](#) | [Enabled Visualforce Page Access \[0\]](#) | [Enabled External Data Source Access \[0\]](#) | [Enabled Named Credential Access \[0\]](#) | [Enabled Custom Metadata Type Access \[0\]](#) | [Enabled Custom Setting Definitions Access \[0\]](#) | [Enabled Flow Access \[0\]](#) | [Enabled Service Presence Status Access \[0\]](#) | [Enabled Custom Permissions \[0\]](#)

**Profile Detail** [Edit](#) [Clone](#) [View Users](#)

Name	Marketing User
User License	Salesforce
Created By	Ms Revathi A. 10/03/2023, 11:17 am
Modified By	Ms Revathi A. 27/03/2023, 11:08 am

**Page Layouts**

Standard Object Layouts	Global	Object Milestone
Email Application	Global Layout <a href="#">[View Assignment]</a>	Object Milestone Layout <a href="#">[View Assignment]</a>
Home Page Layout	Not Assigned <a href="#">[View Assignment]</a>	Operating Hours <a href="#">[View Assignment]</a>
Account	DE Default <a href="#">[View Assignment]</a>	Opportunity <a href="#">[View Assignment]</a>
Alternative Payment Method	Account Layout <a href="#">[View Assignment]</a>	Opportunity Product <a href="#">[View Assignment]</a>
Appointment Invitation	Alternative Payment Method Layout <a href="#">[View Assignment]</a>	Order <a href="#">[View Assignment]</a>
Asset	Appointment Invitation Layout <a href="#">[View Assignment]</a>	Order Product <a href="#">[View Assignment]</a>
Asset Action	Asset Layout <a href="#">[View Assignment]</a>	Payment <a href="#">[View Assignment]</a>
	Asset Action Layout <a href="#">[View Assignment]</a>	Payment Authorization <a href="#">[View Assignment]</a>

The Windows taskbar at the bottom shows the system clock as 2:50 PM on 4/11/2023, with a temperature of 34°C and a sunny weather forecast.

## Milestone 7: New user

### Activity 1: Create User

The screenshot shows the Salesforce Setup interface for managing users. The left sidebar contains navigation options: Users, Permission Set Groups, Permission Sets, Profiles, Public Groups, Queues, Roles, and User Management Settings. The main content area displays the 'User Detail' for 'Ms Revathi'. The user's information is as follows:

Field	Value	Field	Value
Name	Ms Revathi	Role	Salesforce Platform
Alias	mreva	User License	Salesforce Platform
Email	revathiarumugam945@gmail.com	Profile	Standard Platform User
Username	revathiarumugam945@gmail.com	Active	<input checked="" type="checkbox"/>
Nickname	User16000091971783433519	Marketing User	<input type="checkbox"/>
Title	Property management	Offline User	<input checked="" type="checkbox"/>
Company	Employees	Knowledge User	<input type="checkbox"/>
Department	Bsc Maths	Flow User	<input type="checkbox"/>
Division	Shift 1EM	Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (India)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<a href="#">View</a>
Delegated Approver		Data.com User Type	<a href="#">i</a>
Manager		Accessibility Mode (Classic Only)	<input type="checkbox"/> <a href="#">i</a>
Receive Approval Request Emails	Only if I am an approver	Debug Mode	<input type="checkbox"/> <a href="#">i</a>
Federation ID		High-Contrast Palette on Charts	<input type="checkbox"/> <a href="#">i</a>
App Registration: One-Time Password Authenticator	<a href="#">i</a>	Load Lightning Pages While Scrolling	<input checked="" type="checkbox"/> <a href="#">i</a>
App Registration: Salesforce	<a href="#">i</a>	Salesforce CRM Content User	<input checked="" type="checkbox"/>

The bottom of the page shows the Windows taskbar with the search bar, taskbar icons, and system tray information including the date and time (4/11/2023, 2:51 PM).

## Milestone 8: Permission sets

### Activity 1: Create the Permission Sets

The screenshot shows the Salesforce Setup interface for a Permission Set named 'Revati'. The browser address bar indicates the URL: `thirukolanjiappargovarts11-dev-ed.develop.lightning.force.com/lightning/setup/PermSets/page?address=%2F0PS2w000008hnb`. The left sidebar shows the navigation menu with 'Setup' selected, and 'Permission Sets' highlighted under 'Custom Code'. The main content area displays the 'Permission Set Overview' for 'Revati'. The overview includes fields for Description, License, Session Activation Required, Last Modified By, API Name, Namespace Prefix, and Created By. Below the overview, there are sections for 'Apps', 'Assigned Apps', 'Assigned Connected Apps', 'Object Settings', 'App Permissions', 'Apex Class Access', 'Visualforce Page Access', 'External Data Source Access', and 'Flow Access'. The Windows taskbar at the bottom shows the system clock as 2:56 PM on 4/11/2023, with a temperature of 35°C and a sunny weather forecast.

Permission Sets | Salesforce x Login | Salesforce x Login | Salesforce x Login | Salesforce x +

thirukolanjiappargovarts11-dev-ed.develop.lightning.force.com/lightning/setup/PermSets/page?address=%2F0PS2w000008hnb

Search Setup

Setup Home Object Manager

permission

Users

Permission Set Groups

Permission Sets

Custom Code

Custom Permissions

Didn't find what you're looking for? Try using Global Search.

SETUP

Permission Set

Revati

Find Settings... Clone Edit Properties Manage Assignments

Permission Set Overview

Description

License

Session Activation Required

Last Modified By

API Name

Namespace Prefix

Created By

Apps

Assigned Apps

Assigned Connected Apps

Object Settings

App Permissions

Apex Class Access

Visualforce Page Access

External Data Source Access

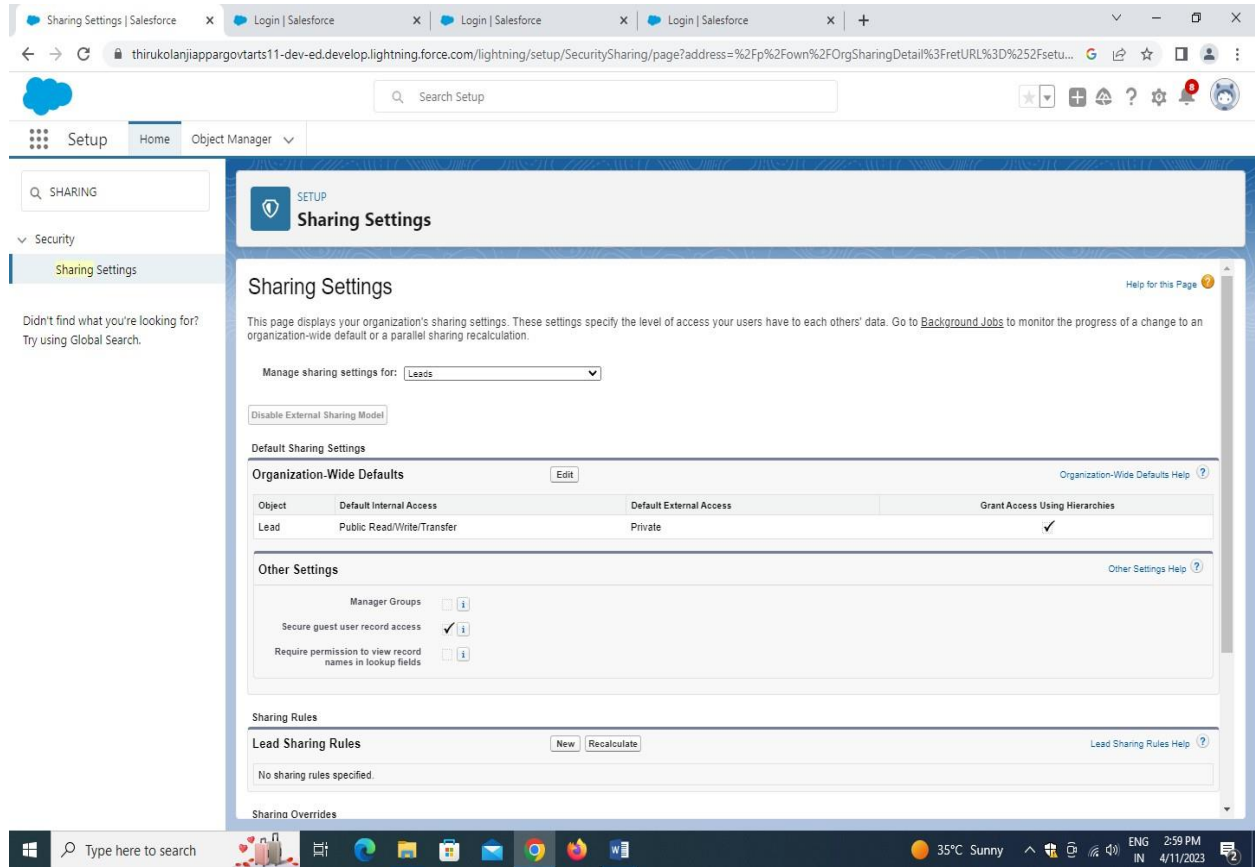
Flow Access

35°C Sunny

ENG 2:56 PM IN 4/11/2023

## Milestone 9: Set up for OWD

### Activity 1: Create OWD Setting



The screenshot shows the Salesforce Sharing Settings page in a web browser. The browser's address bar displays the URL: `thirukolanjiappargovtarts11-dev-ed.develop.lightning.force.com/lightning/setup/SecuritySharing/page?address=%2Fp%2Fown%2ForgSharingDetail%3FretURL%3D%252Fsetu...`. The Salesforce interface includes a top navigation bar with 'Setup', 'Home', and 'Object Manager' tabs. A left sidebar contains a search bar and a 'Security' section with 'Sharing Settings' highlighted. The main content area is titled 'Sharing Settings' and includes a 'Manage sharing settings for:' dropdown set to 'Leads' and a 'Disable External Sharing Model' button. Below this, the 'Default Sharing Settings' section features a table for 'Organization-Wide Defaults' and a section for 'Other Settings' with checkboxes for 'Manager Groups', 'Secure guest user record access', and 'Require permission to view record names in lookup fields'. The 'Sharing Rules' section shows 'Lead Sharing Rules' with 'New' and 'Recalculate' buttons. The bottom of the page shows a Windows taskbar with various application icons and system status information.

Sharing Settings

This page displays your organization's sharing settings. These settings specify the level of access your users have to each others' data. Go to [Background Jobs](#) to monitor the progress of a change to an organization-wide default or a parallel sharing recalculation.

Manage sharing settings for: Leads

[Disable External Sharing Model](#)

**Default Sharing Settings**

**Organization-Wide Defaults** [Edit](#) [Organization-Wide Defaults Help](#)

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Lead	Public Read/Write/Transfer	Private	<input checked="" type="checkbox"/>

**Other Settings** [Other Settings Help](#)

☐ Manager Groups [?](#)

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

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

**Sharing Rules**

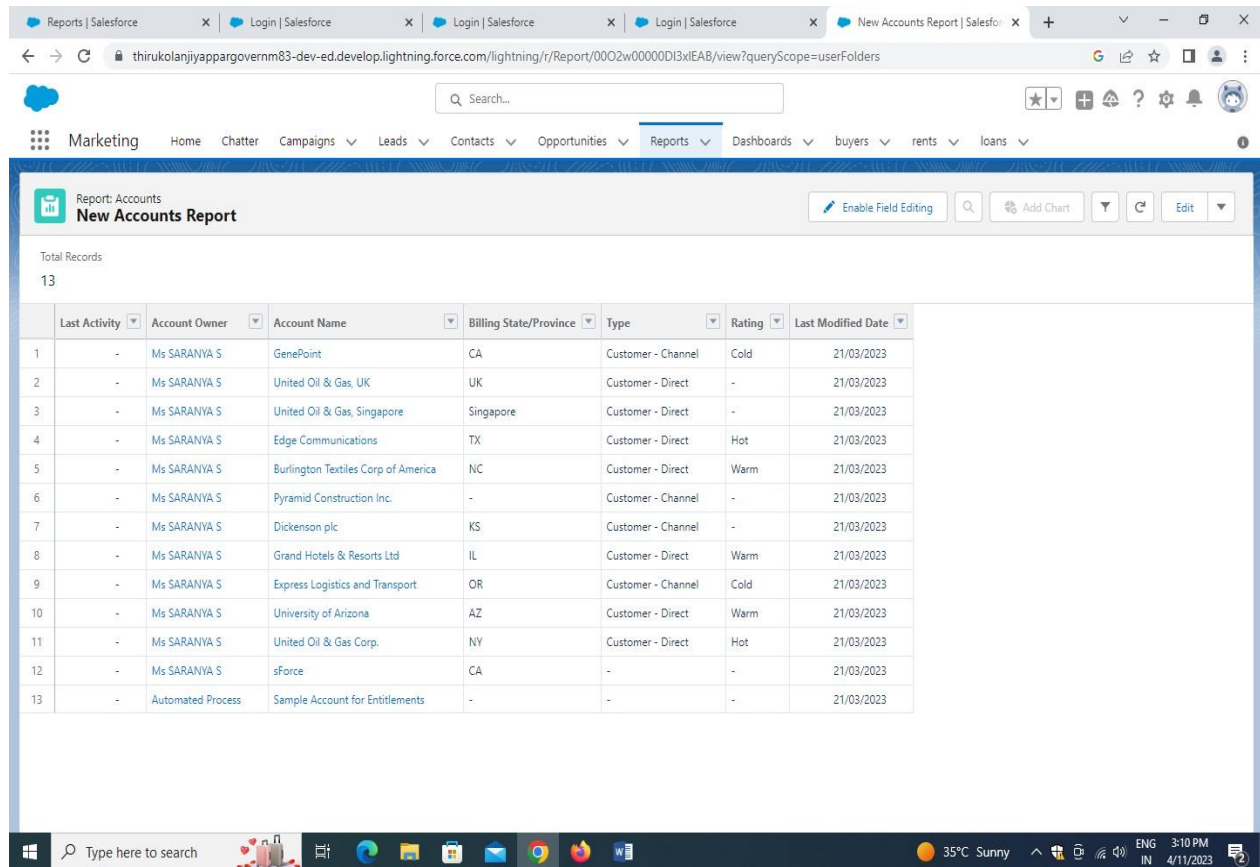
**Lead Sharing Rules** [New](#) [Recalculate](#) [Lead Sharing Rules Help](#)

No sharing rules specified.

**Sharing Overrides**

## Milestone 10: Report

### Activity 1: Create Report



The screenshot displays a Salesforce web interface with a browser window open to a report titled "New Accounts Report". The report shows a list of 13 accounts, each with columns for Last Activity, Account Owner, Account Name, Billing State/Province, Type, Rating, and Last Modified Date. The data is as follows:

	Last Activity	Account Owner	Account Name	Billing State/Province	Type	Rating	Last Modified Date
1	-	Ms SARANYA S	GenePoint	CA	Customer - Channel	Cold	21/03/2023
2	-	Ms SARANYA S	United Oil & Gas, UK	UK	Customer - Direct	-	21/03/2023
3	-	Ms SARANYA S	United Oil & Gas, Singapore	Singapore	Customer - Direct	-	21/03/2023
4	-	Ms SARANYA S	Edge Communications	TX	Customer - Direct	Hot	21/03/2023
5	-	Ms SARANYA S	Burlington Textiles Corp of America	NC	Customer - Direct	Warm	21/03/2023
6	-	Ms SARANYA S	Pyramid Construction Inc.	-	Customer - Channel	-	21/03/2023
7	-	Ms SARANYA S	Dickenson plc	KS	Customer - Channel	-	21/03/2023
8	-	Ms SARANYA S	Grand Hotels & Resorts Ltd	IL	Customer - Direct	Warm	21/03/2023
9	-	Ms SARANYA S	Express Logistics and Transport	OR	Customer - Channel	Cold	21/03/2023
10	-	Ms SARANYA S	University of Arizona	AZ	Customer - Direct	Warm	21/03/2023
11	-	Ms SARANYA S	United Oil & Gas Corp.	NY	Customer - Direct	Hot	21/03/2023
12	-	Ms SARANYA S	sForce	CA	-	-	21/03/2023
13	-	Automated Process	Sample Account for Entitlements	-	-	-	21/03/2023

The interface includes a top navigation bar with tabs for Reports, Login, and New Accounts Report. The report header shows "Report: Accounts" and "New Accounts Report" with options to "Enable Field Editing", "Add Chart", and "Edit". The bottom of the screen shows a Windows taskbar with various application icons and system information like "35°C Sunny" and "4/11/2023".

Milestone 11: Dashboard

Activity 1: Create Dashboard

Dashboards

Recent

1 items

Q Search recent dashboards...

New Dashboard

New Folder

▾

DASHBOARDS	Dashboard Name ▾	Description ▾	Folder ▾	Created By ▾	Created On ▾	Subscribed
Recent	new lead with loan amount		Private Dashboards	Ms Revathi A	29/3/2023, 12:08 pm	▾
Created by Me	new lead with loan amount		Private Dashboards	Ms Revathi A	29/3/2023, 12:06 pm	▾
Private Dashboards	new lead with loan amount		Private Dashboards	Ms Revathi A	29/3/2023, 12:04 pm	▾
All Dashboards	new lead with loan amount		loan amount	Ms Revathi A	29/3/2023, 11:59 am	▾
FOLDERS						
All Folders						
Created by Me						
Shared with Me						
FAVORITES						
All Favorites						

#### 4. Trailhead Profile Public URL

TEAM LEAD – R.PRITHISHA

<https://trailblazer.me/id/maths2003>

TEAM MEMBER 1- R.PRAGADEESHWARAN

<https://trailblazer.me/id/maths2002>

TEAM MEMBER 2- P.PRIYA

<https://trailblazer.me/id/priyap2002>

TEAM MEMBER 3 – R.PRIYADHARSHINI

<https://trailblazer.me/id/priya20042003>

TEAM MEMBER 4 – S.RAGUL

<https://trailblazer.me/id/ravina2004>

### 5. ADVANTAGES AND DISADVANTAGE

#### ADVANTAGE:

A property management system is integrated into every department within a hotel, allowing you to communicate effectively with both employees or outside contractors while keeping an eye on revenue inventory, or sales. automating routine tasks can save timer for both you and your employees- housekeeping assignments, maintenance requests, reservation manifests and nightly audits are available at the touch a button.

#### DISADVANTAGE:

Time- consuming if you choose the wrong system.

Might seem expensive for a small business.

Training (cost and time).

### 6. APPLICATIONS

Application management services are an enterprise-wide endeavor providing governance designed to ensure applications run at peak performance and as efficiently as possible, from the end user experience to integration with enterprise back office functions such as database, ERP, and SaaS cloud

### 7. CONCLUSION

Property management system software is very crucial for all the hotels, especially opera PMS constitutes the most appropriate PMS Software for Hilton Athens. It is user friendly connects with Central Reservation System, Point of Sale etc. and provides all the tools the hotel

needs in order to operate effectively. The disadvantages of the Opera PMS can be improved easily and as it was mentioned before a recommendation is the upgrade o Opera V5 to Opera9.



## 8. FUTURE SCOPE

The global Real Estate Management software market is geographically divided into regions such as North America, Latin America, Europe, Asia Pacific, the Middle East, and Africa. The report covers all aspects of the regional and global markets from manufacturing and customer shares to market size and market share, import and export ratios supply and demand ratios, consumer demand ratios, technological improvements and R&D activate. The report also covers strong market presence in every region.