

1 INTRODUCTION

1.1 Overview

The CRM application that helps to book a visa slot is a software application designed to simplify the visa booking process for individuals who wish to travel to another country. The application provides a user-friendly interface that eliminates the need for manual paperwork and long queues, making it easier for individuals to obtain a visa. The application is designed to streamline the process of visa booking, making it faster, more efficient, and more accessible to a wider range of users. It provides a comprehensive solution that covers all aspects of visa booking, from application submission to visa interview scheduling. Overall, the CRM application is a powerful tool that helps individuals navigate the complex process of obtaining a visa, saving time and effort, and increasing the chances of success.

1.2 Purpose

The purpose of this project is to simplify the visa booking process for individuals who want to travel to another country. The application will eliminate the need for manual paperwork and long queues, making it easier for individuals to obtain a visa.

Achievement

1.Convenience: The application provides a user-friendly interface that eliminates the need for manual paperwork and long queues, making it easier for individuals to obtain a visa.

2.Time-Saving: The visa booking process can be time-consuming and complicated, but with the CRM application, individuals can save time by filling out their visa applications and scheduling their visa interviews online.

3.Efficiency: The application is designed to streamline the process of visa booking, making it faster, more efficient, and more accessible to a wider range of users.

4.Transparency: The application provides a comprehensive solution that covers all aspects of visa booking, from application submission to visa

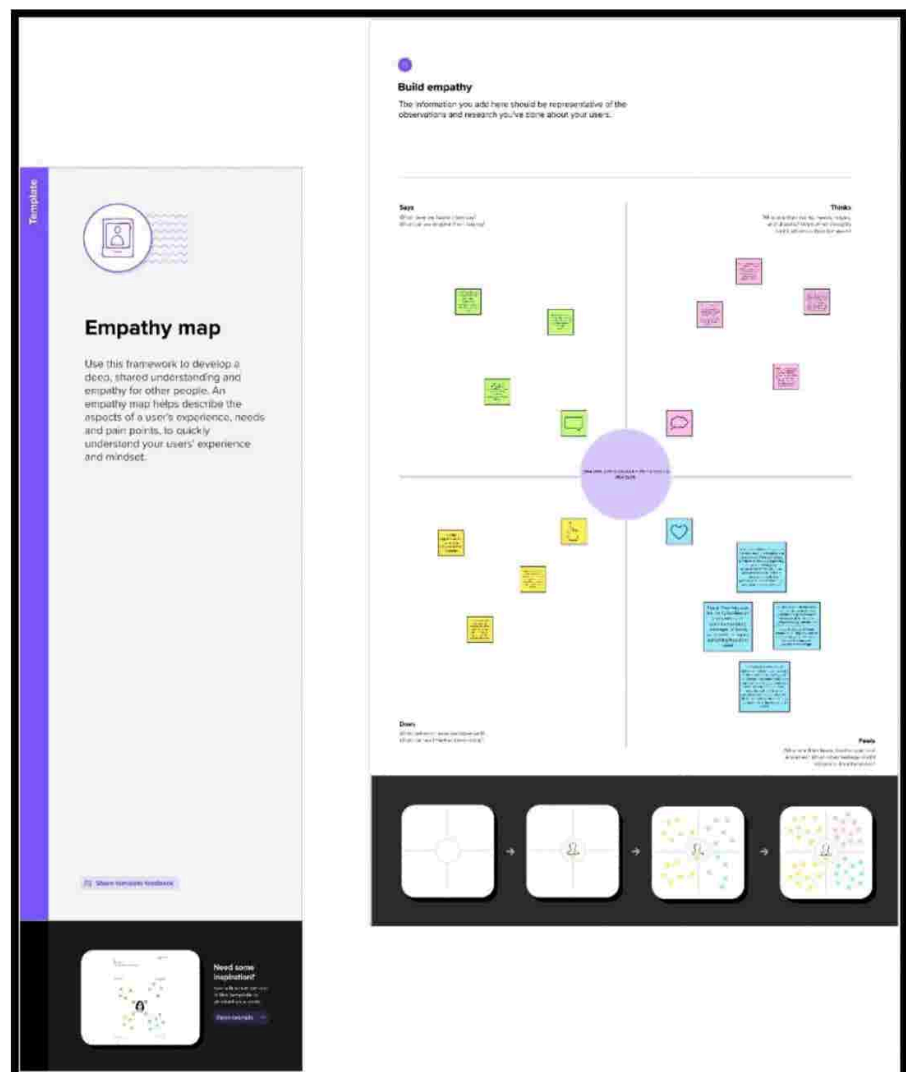
interview scheduling, which helps to ensure transparency and accuracy throughout the process.

5. Increased Chances of Success: The CRM application helps individuals navigate the complex process of obtaining a visa, increasing their chances of success and making it easier for them to achieve their travel goals.

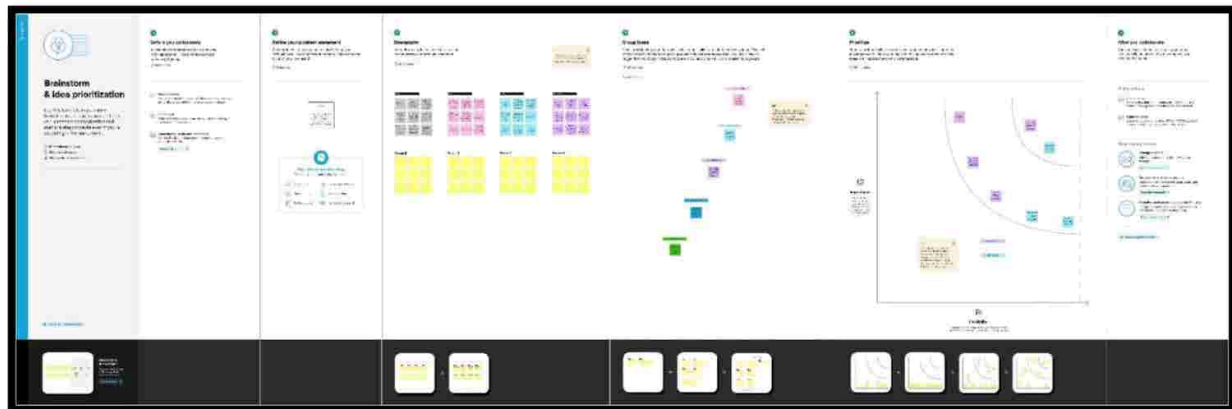
Overall, the use of the CRM application that helps to book a visa slot can make the visa booking process smoother, faster, and more efficient for individuals.

2 Problem Definition & Design Thinking

2.1 Empathy Map



2.2 Ideation & Brainstorming Map

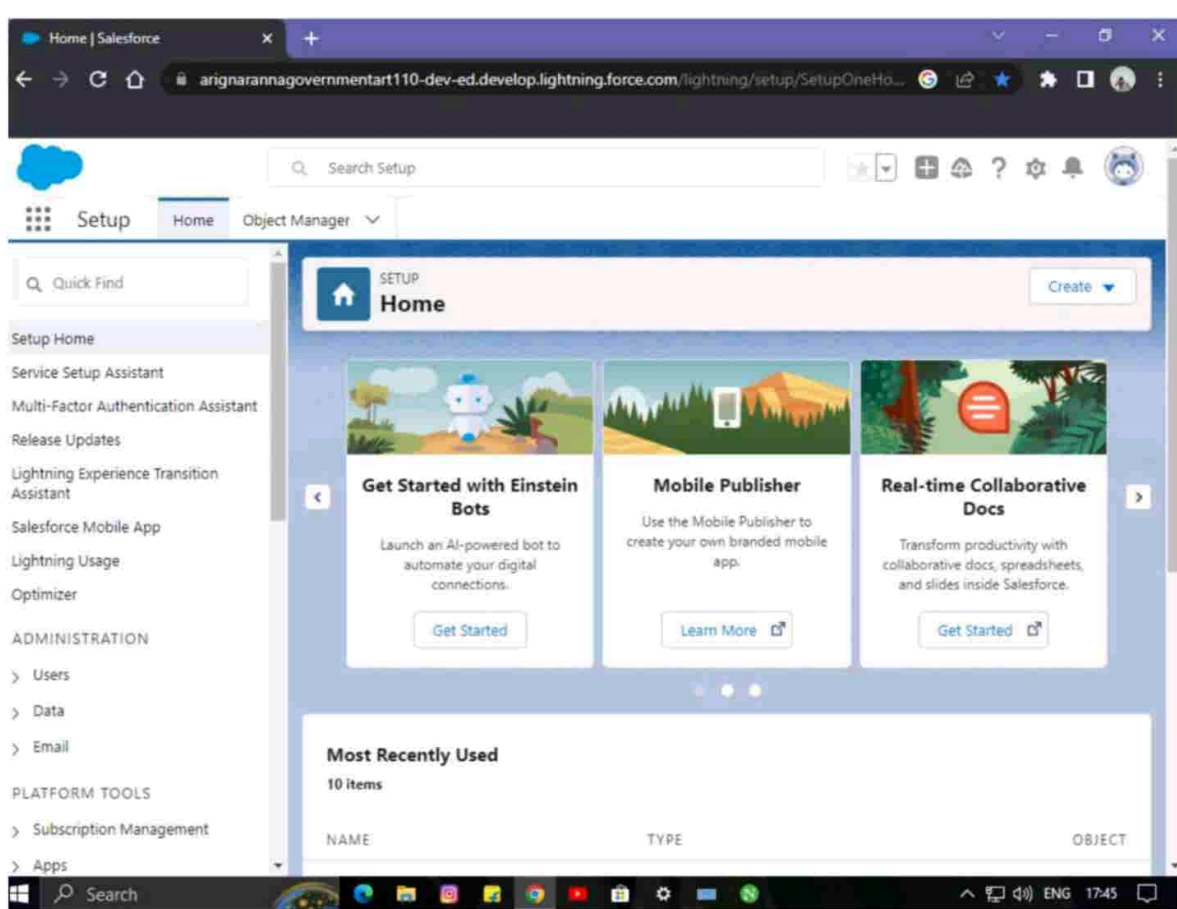


3 RESULT

3.1 Data Model:

Object name	Fields in the Object	
	Field label	Data type
Object-1: Passport	Contact Number	Number
	Passport Number	Text
	Field label	Data type
Object-2: Visa Slot	Location	Text
	Visa slot number	Number

3.2 Activity & Screenshot



Home | Salesforce

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/lightning/setup/SetupOneHo...

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

Most Recently Used

10 items

NAME	TYPE	OBJECT
Visa slot	Custom Object Definition	
Passport Number	Custom Field Definition	Visa slot
Visa slot number	Custom Field Definition	Visa slot
Location	Custom Field Definition	Visa slot
Visa slot Layout	Page Layout	Visa slot
NITHISH KUMAR	User	
System Administrator	Profile	
Full Name	Custom Field Definition	Passport
Permanent Address	Custom Field Definition	Passport
Contact Number	Custom Field Definition	Passport

Search

ENG 17:45

Passport | Salesforce

Edit Custom Object: Passport

arignarannagovernmentart110-dev-ed.develop.my.salesforce.com/0115i000001zHDI/e?appLayout=set...

salesforce

23

Search...

Search

Switch to Lightning Experience

NITHISH KUMAR M

Setup

Help

Cont

HomeChatterLibrariesContentSubscriptionsPassports

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Salesforce Mobile Quick Start

Home

Administer

Edit Custom Object

Passport

Help for this Page

Custom Object Definition Edit

SaveSave & NewCancel

Custom Object Information

The singular and plural labels are used in tabs, page layouts, and reports.
Be careful when changing the name or label as it may affect existing integrations and merge templates.

Label PassportExample: Account

Plural Label PassportsExample: Accounts

Starts with vowel sound☐

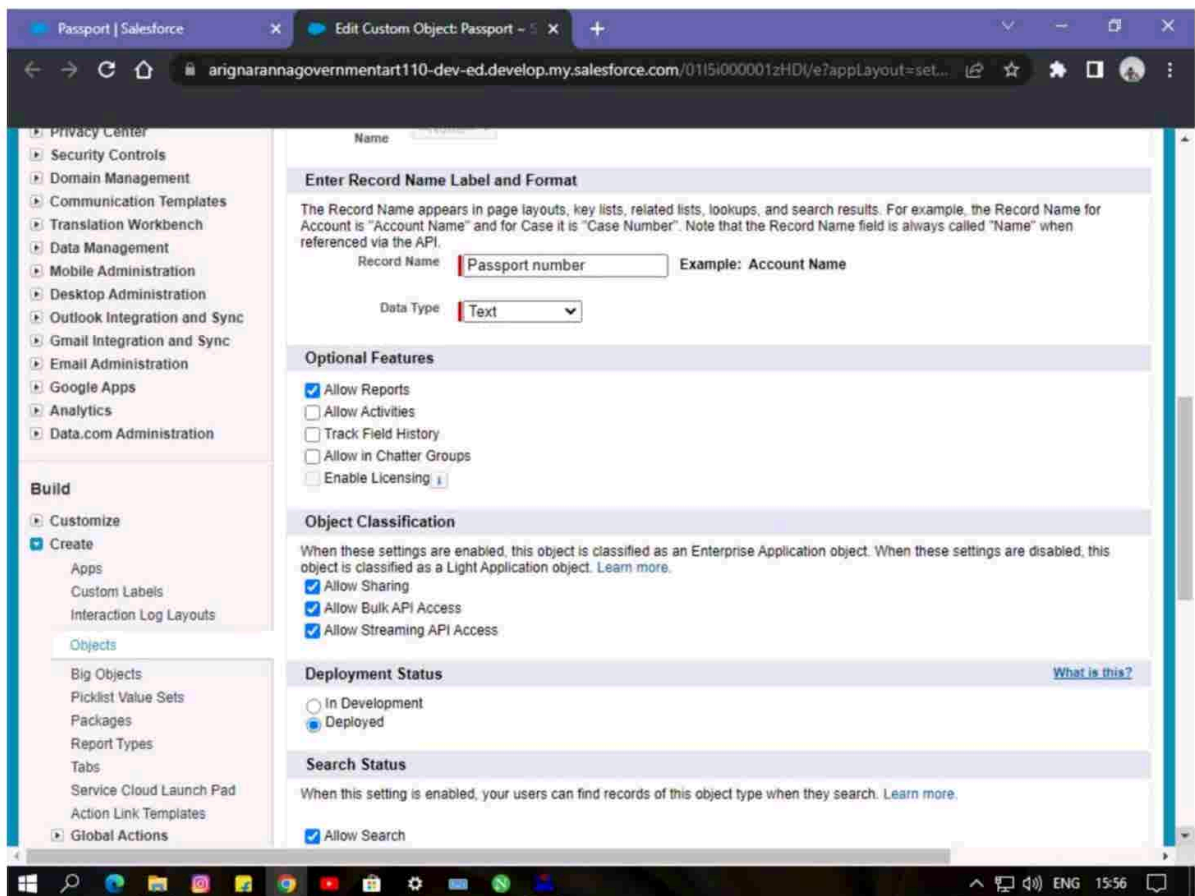
The Object Name is used when referencing the object via the API.

Object Name Visa_slotExample: Account

Description

Windows Taskbar

System Tray



Passport | Salesforce


Passport | Salesforce

Passport: New Custom Field - S...

arignarannagovernmentart110-dev-ed.develop.my.salesforce.com/p/setup/field/NewCustomFieldStag...

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Passport

New Custom Field

Help for this Page

Step 2. Enter the details

Step 2 of 4

Field Label

Contact number

Please enter the length of the number and the number of decimal places. For example, a number with a length of 8 and 2 decimal places can accept values up to "12345678.90".

Length

10

Decimal Places

0

Number of digits to the left of the decimal point

Number of digits to the right of the decimal point

Field Name

Contact_number

Error: The custom field name you provided Contact Number on object Passport can only contain alphanumeric characters, must begin with a letter, cannot end with an underscore or contain two consecutive underscore characters, and must be unique across all Passport fields.

Description

Help Text

Windows taskbar with various application icons and system tray showing ENG 16:44

Passport | Salesforce

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/lightning/setup/Object...

Search Setup

SetupHomeObject 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

Fields & Relationships

Quick Find

NewDeleted FieldsField DependenciesSet History Tracking

7 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Contact Number	Contact_Number__c	Number(10, 0)		
Created By	CreatedById	Lookup(User)		
Full Name	Full_Name__c	Text(10)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Passport Number	Name	Text(80)		✓
Permanent Address	Permanent_Address__c	Text(10)		

Windows Taskbar

System Tray: ENG 22:02

New Custom Object | Salesforce

New Custom Object - Salesforce

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Manage Territories

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Help for this Page

Permissions for this object are disabled for all profiles by default. You can enable object permissions in permission sets or by editing custom profiles. [Tell me more!](#) [Don't show this message again](#)

Custom Object Definition

Edit

Save

Save & New

Cancel

Custom Object Information

= Required Information

The singular and plural labels are used in tabs, page layouts, and reports.

Label

Visa slot

Example: Account

Plural Label

Visa slots

Example: Accounts

Starts with vowel sound

☐

The Object Name is used when referencing the object via the API.

Object Name

Visa_slot

Example: Account

Description

Windows Taskbar

System Tray

Home | Salesforce

Visa slot | Salesforce

Visa slot: New Custom Field - S...

← → ↺ ⌂

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Release UpdatesManage UsersManage AppsManage Territories

Visa slot

New Custom Field

Help for this Page

Step 2. Enter the details

Step 2 of 4

PreviousNextCancel

Field LabelLocation

Please enter the maximum length for a text field below.

Length10

Field NameLoca_tion

Description

Help Text

Required☒ Always require a value in this field in order to save a record

Unique☐ Do not allow duplicate values

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📶 🔊 ENG 23:10 💬


Visa slot | Salesforce

Visa slot: New Custom Field - S...

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Visa slot

New Custom Field

Help for this Page

Step 2. Enter the details

Step 2 of 4

[Previous](#) [Next](#) [Cancel](#)

Field Label

Visa slot number

Please enter the maximum length for a text field below.

Length

10

Field Name

Visa_slot_number

Description

Help Text

Required

☒ Always require a value in this field in order to save a record

Unique

☐ Do not allow duplicate values

- Treat "ABC" and "abc" as duplicate values (case insensitive)
- Treat "ABC" and "abc" as different values (case sensitive)

External ID

☐ Set this field as the unique record identifier from an external system

Auto add to custom report type

☒ Add this field to existing custom report types that contain this entity

Windows taskbar with icons for File Explorer, Edge, and other applications.

System tray showing ENG, 23:14, and a chat icon.

Visa slot | Salesforce

Lightning Experience

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Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Visa slot

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

Fields & Relationships

Quick Find

New Deleted Fields Field Dependencies Set History Tracking

6 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Location	Loca_tion__c	Text(10)		
Passport Number	Passport_Number__c	Master-Detail(Passport)		✓
Time	Name	Text(80)		✓
Visa slot number	Visa_slot_number__c	Text(10)		

Windows Taskbar

System Tray


New Custom Object | Salesforce

New Custom Object - Salesforce

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New Custom Object

Help for this Page

Permissions for this object are disabled for all profiles by default. You can enable object permissions in permission sets or by editing custom profiles. [Tell me more!](#) [Don't show this message again](#)

Custom Object Definition

Edit

Save Save & New Cancel

Custom Object Information

= Required Information

The singular and plural labels are used in tabs, page layouts, and reports.

Label

Payment

Example: Account

Plural Label

Payments

Example: Accounts

Starts with vowel sound

☐

The Object Name is used when referencing the object via the API.

Object Name

Payment

Example: Account

Description

Context-Sensitive Help Setting

☒ Open the standard Salesforce.com Help & Training window

☐ Open a window using a Visualforce page

Content Name

None

Windows Taskbar

System Tray

New Custom Object | SalesforceNew Custom Object - Salesforce

arignarannagovernmentart110-dev-ed.develop.my.salesforce.com/01l/e?appLayout=setup&retURL=...

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23

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Help for this Page

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Custom Object Definition Edit

SaveSave & NewCancel

Custom Object Information

Required Information

The singular and plural labels are used in tabs, page layouts, and reports.

Label

Reschedule/Cancel

Example: Account

Plural Label

Reschedule/Cancels

Example: Accounts

Starts with vowel sound

☐

The Object Name is used when referencing the object via the API.

Object Name

Reschedule_Cancel

Example: Account

Windows Taskbar

System Tray

Visa slot | Salesforce

Visa slot: New Relationship ~ Sai

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← → ↺ ↻

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☆ ⚙ □

salesforce

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Visa slot

New Relationship

Help for this Page

Step 2. Choose the related object

Step 2 of 6

Previous

Next

Cancel

Select the other object to which this object is related.

Related To

Passport

Previous

Next

Cancel

Windows Taskbar

ENG 22:04

Visa slot | Salesforce

Visa slot: New Relationship ~ Sai

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Visa slot

New Relationship

Help for this Page

Step 3. Enter the label and name for the lookup field

Step 3 of 6

PreviousNextCancel

Field Label

Passport Number

Field Name

Passport_Number

Description

Help Text

Child Relationship Name

Visa_slots

Sharing

Select the minimum access level required on the Master record to create, edit, or delete related Detail records:

Windows

ENG

22:06


Visa slot | Salesforce

Visa slot: New Relationship ~ Sai

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Visa slot

New Relationship

Help for this Page

Step 6. Add custom related lists

Step 6 of 6

Previous

Save & New

Save

Cancel

Field Label

Passport Number

Data Type

Master-Detail

Field Name

Passport_Number

Description

Specify the title that the related list will have in all of the layouts associated with the parent.

Related List Label

Visa slots

These are the page layouts that will include this field. Because this is a Master-Detail relationship, the field is required.

Add Related List

Page Layout Name

☒

Passport Layout

☒ Append related list to users' existing personal customizations

Previous

Save & New

Save

Cancel

Windows taskbar with icons for File Explorer, Edge, and other applications.


System tray showing ENG and 22:07.

Visa slot | Salesforce







Home | Salesforce

+

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/lightning/setup/SetupOneHome/h...



Search Setup



Setup

Home

Object Manager

App

Salesforce Mobile App

Mass Transfer Approval Requests

Apps

App Manager

AppExchange Marketplace

Connected Apps

Connected Apps OAuth Usage

Manage Connected Apps

Lightning Bolt

Flow Category

Lightning Bolt Solutions

Mobile Apps

Salesforce

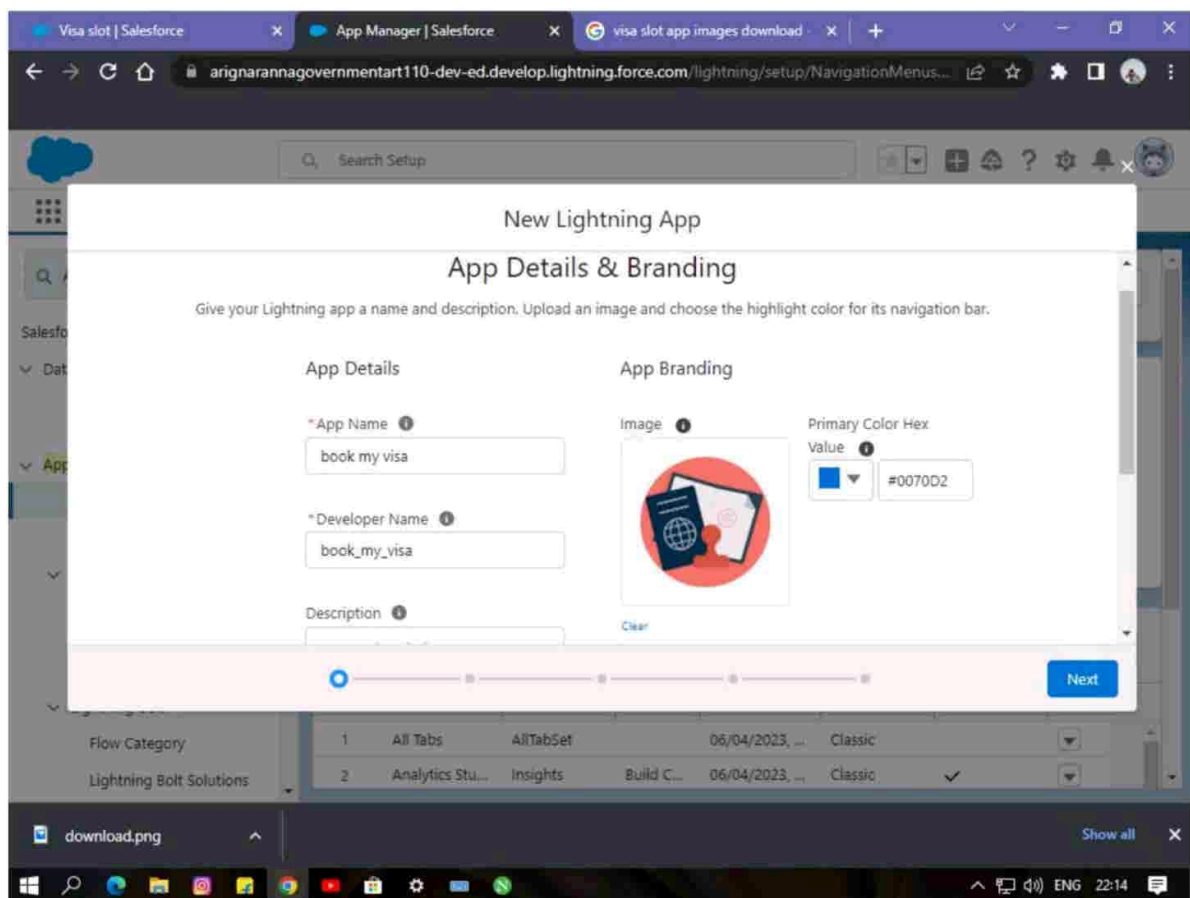
Most Recently Used

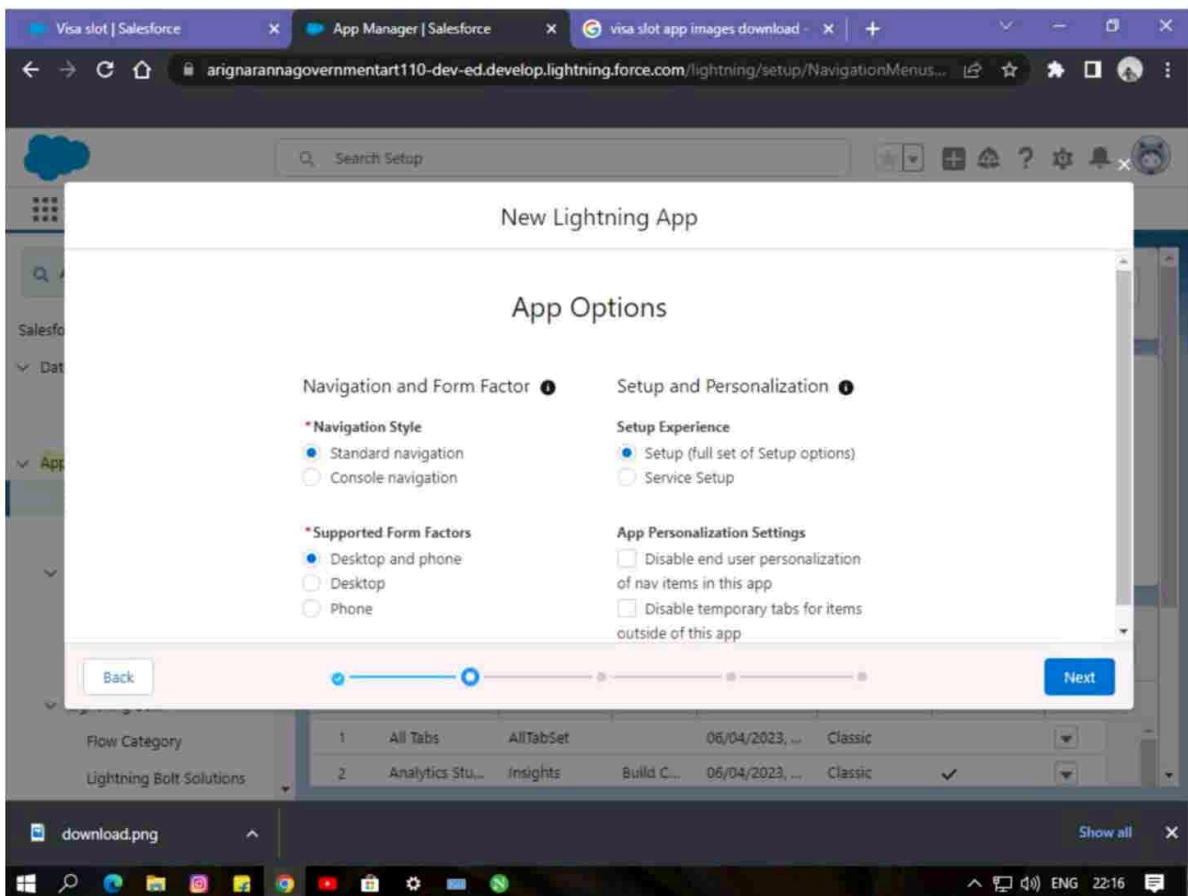
10 items

NAME	TYPE	OBJECT
Visa slot	Custom Object Definition	
Passport Number	Custom Field Definition	Visa slot
Full Name	Custom Field Definition	Passport
Permanent Address	Custom Field Definition	Passport
Contact Number	Custom Field Definition	Passport
Passport	Custom Object Definition	
Visa slot Layout	Page Layout	Visa slot
Passport Layout	Page Layout	Passport
Payment	Custom Object Definition	



ENG 22:10





Visa slot | Salesforce

App Manager | Salesforce

visa slot app images download

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/lightning/setup/NavigationM...

Search Setup

New Lightning App

Navigation Items

Choose the items to include in the app, and arrange the order in which they appear. Users can personalize the navigation to add or move items, but users can't remove or rename the items that you add. Some navigation items are available only for phone or only for desktop. These items are dropped from the navigation bar when the app is viewed in a format that the item doesn't support.

Available Items

Create

Type to filter list...

Accounts

Alert Settings

Selected Items

Passports

Payments

Back

Next

Flow Category

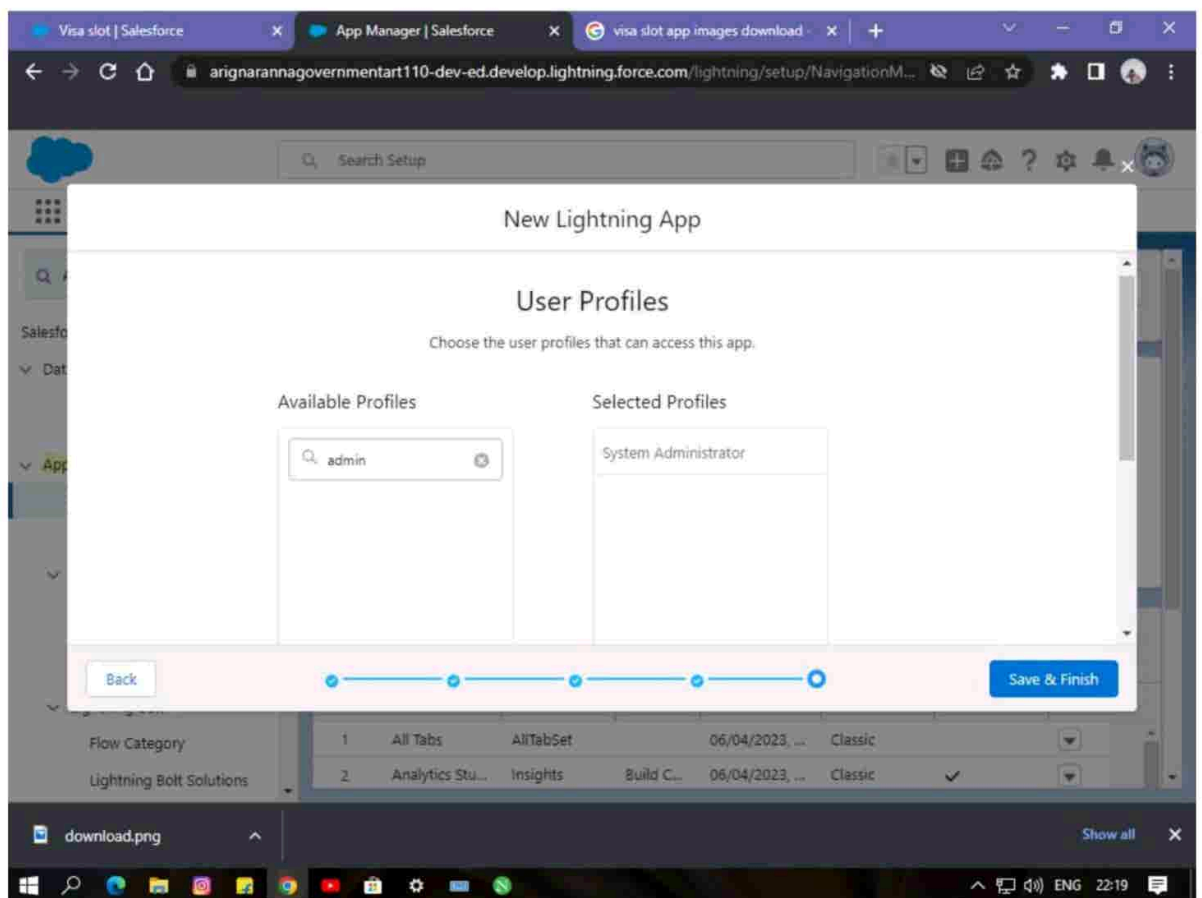
Lightning Bolt Solutions

1	All Tabs	AllTabSet	06/04/2023, ...	Classic	
2	Analytics Stu...	Insights	Build C...	06/04/2023, ...	Classic

download.png

Show all

ENG 22:18




Visa slot | Salesforce

Users | Salesforce

New User - Salesforce - Develop

arignarannagovernmentart110-dev-ed.develop.my.salesforce.com/005/e?retURL=%2F005%3FisUserEn...



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 - Permission Sets
 - Permission Set Groups
 - User Management Settings
 - Profiles
 - Public Groups
 - Queues
 - Login History
 - Identity Provider Event Log
 - Identity Verification History

User Edit

Save Save & New Cancel

General Information

First Name

NITHISH

Last Name

KUMAR

Alias

nkuma

Email

nithishkumarreads@gmail.cc

Username

nithishkumarreads@gmail.cc

Nickname

User1681232127766387855

Title

Company

Department

Division

Role

<None Specified>

User License

Salesforce Platform

Profile

Standard Platform User

Active

☒

Marketing User

☐

Offline User

☐

Knowledge User

☐

Flow User

☐

Service Cloud User

☐

Site.com Contributor User

☐

Site.com Publisher User

☐

WDC User

☐

Data.com User Type

--None--

Data.com Monthly Addition Limit

(Default Limit (300))

Accessibility Mode (Classic Only)

☐

High-Contrast

☐

Windows taskbar

System tray

Sharing Settings | Salesforce

Organization-Wide Sharing Def...

arignarannagovernmentart110-dev-ed.develop.my.salesforce.com/p/share/OrgDefaultSharing7id=00...

API Usage Notifications

Mass Emails

Email Snapshots

Jobs

Logs

Quick Text Usage

Return Order

Seller

Service Appointment

Service Contract

Service Resource

Service Territory

Shift

Streaming Channel

Web Cart Document

Work Order

Work Plan

Work Plan Template

Work Step Template

Work Type

Work Type Group

Passport

Payment

Reschedule/Cancel

Private

Private

Private

Public Read/Write

Private

Public Read/Write

Public Read/Write

Private

Public Read/Write

Private

Private

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Private

Public Read/Write

Public Read/Write

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Public Read/Write

Public Read/Write

Public Read/Write

Private

Private

Other Settings

Standard Report Visibility

Manual User Record Sharing

Manager Groups

SecureRek

guest per

user to v

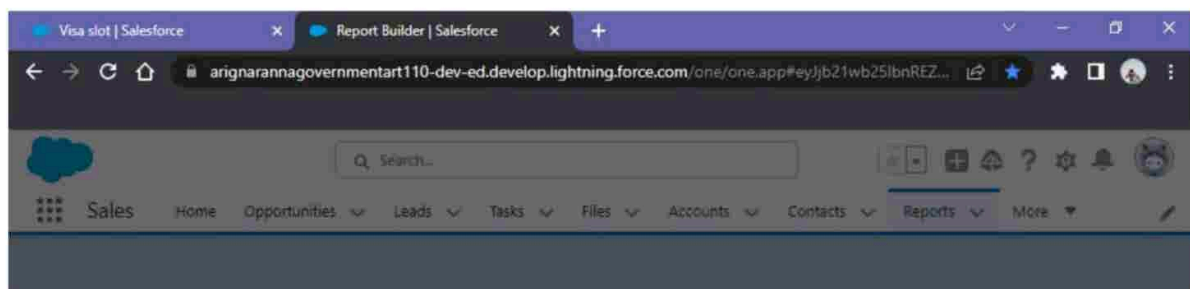
record rec

accessnan

loot

Windows Taskbar

System Tray



Create Report

Category

Contracts and Orders

Price Books, Products and Assets

Administrative Reports

File and Content Reports

Individuals

Other Reports

Hidden Report Types

Select a Report Type

Report Type Name	Category
Passports	Standard
Passports with Visa slots	Standard
Payments	Standard
Reschedule/Cancel	Standard
Screen Flows	Custom

https://arignarannagovernmentart110-dev-ed.develop.lightning.force.com/reports/lightningReportApp.app#

Visa slot | Salesforce

Report Builder | Salesforce

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/one/one.app#eyJjb21wb25lbnREZ...

Search...

Sales

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Opportunities

Leads

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Files

Accounts

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REPORT

Passports with visa locations

Passports with Visa slots

↺

↻

Add Chart

Save & Run

Save

Close

Run

Outline

Filters

Previewing a limited number of records. Run the report to see everything.

Update Preview Automatically

Fields

Groups

GROUP ROWS

Add group...

Location

GROUP COLUMNS

Add group...

Passport: ID

Columns

Add column...

Passport: Passport Number

Visa slot number

Location

Passport: ID

Total

No records returned. Try editing report filters.

Details (0 Rows)

Click an intersection in the table above to filter details.

Passport: Passport Number

Visa slot number

Row Counts

Detail Rows

Grand Total

Stacked Summaries

Conditional Formatting

To Do List

Windows Taskbar

System Tray

Visa slot | Salesforce


Report Builder | Salesforce

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← → ↻ ↗

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★ ⚙️ 🗖️ 👤



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🔍

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⚙️

🔔

👤

⌵

Sales

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Tasks ⌵

Files ⌵


Accounts ⌵

Contacts ⌵

Reports ⌵

More ⌵

✎

 Report: Passports with Visa slots

Passports with visa locations

✎ Field Editing Enabled

🔍

📄


⌵

🔄

Edit ⌵

Total Records


0



Details (0 Rows)

📘 Click an intersection in the table above to filter details.

✕



No detail rows to show.


Row Counts ☒

Detail Rows ☒

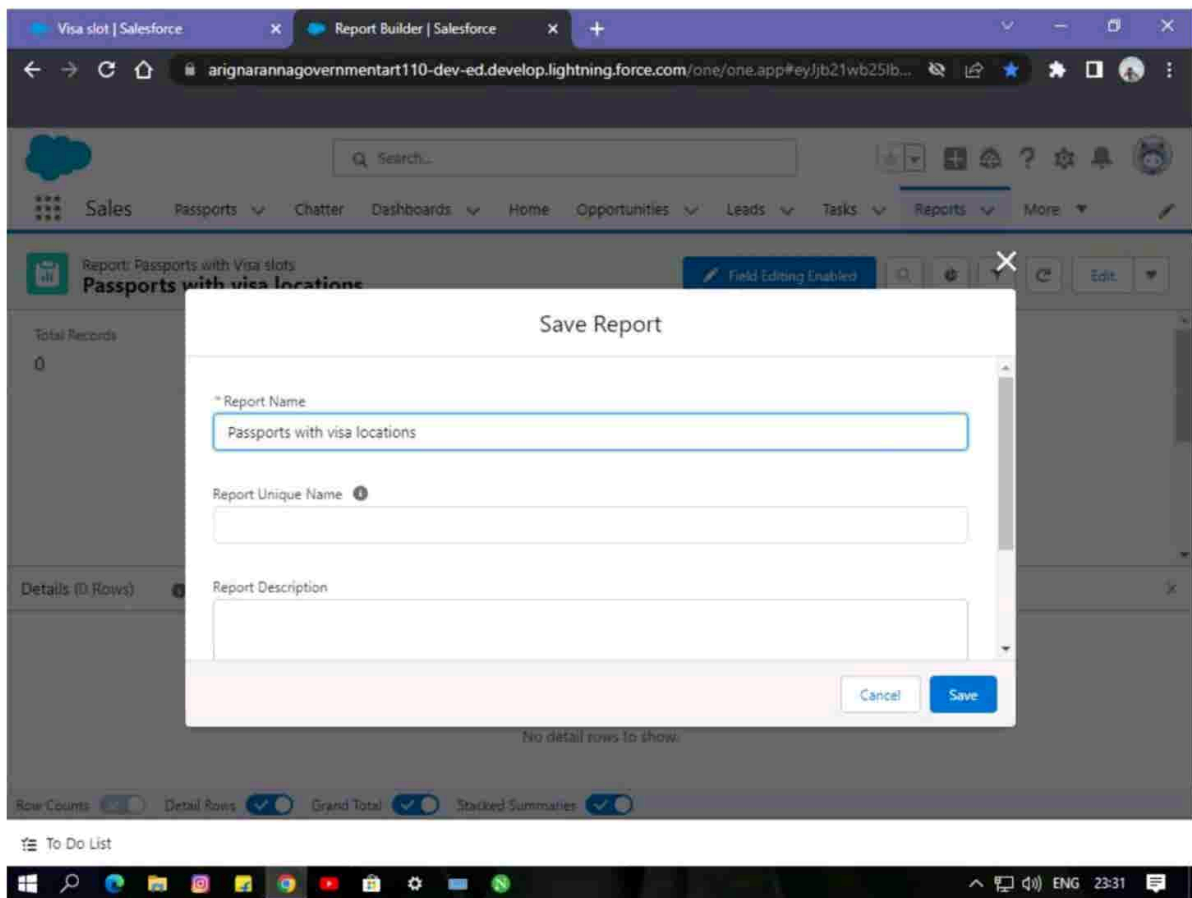
Grand Total ☒

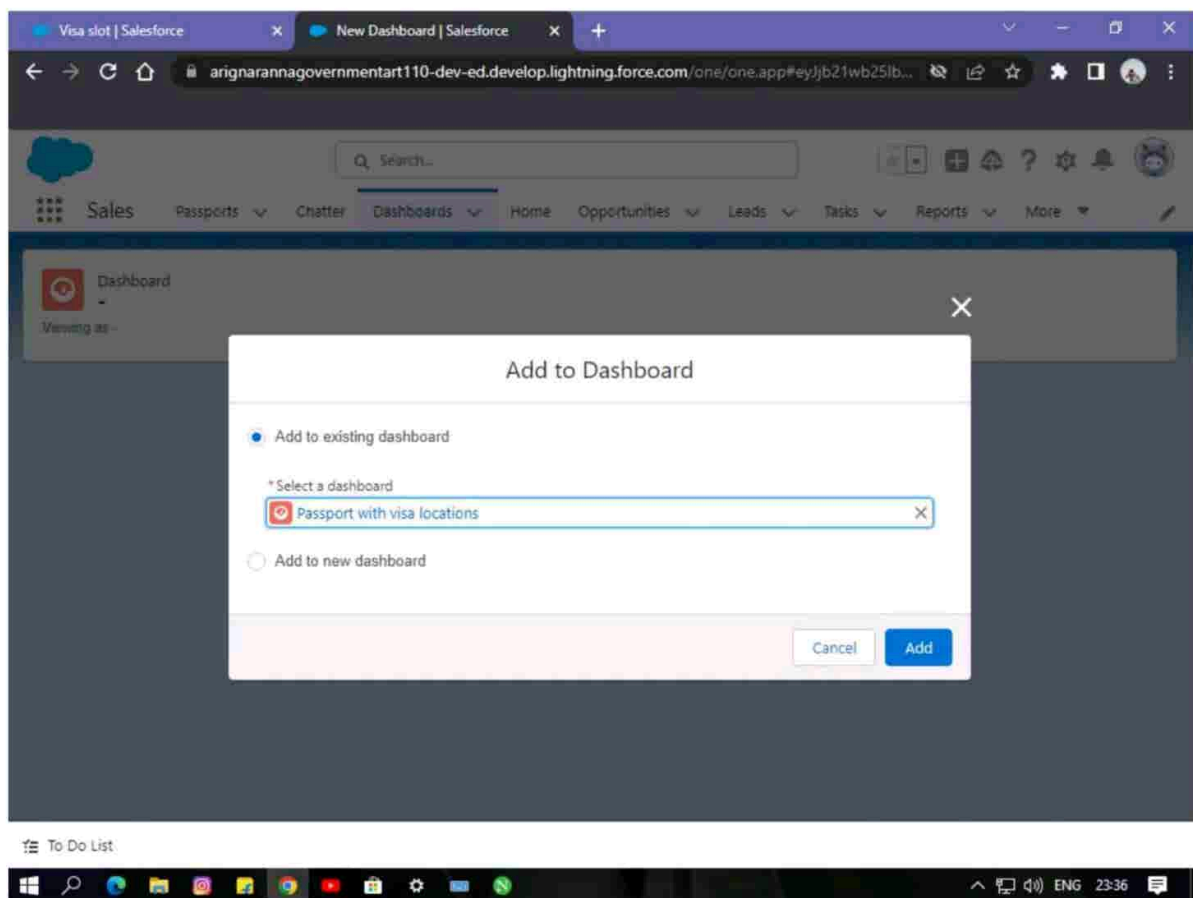
Stacked Summaries ☒

📅 To Do List



ENG 23:28





Visa slot | Salesforce

Passport with visa locations | Salesforce

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Search...

Sales

Passports

Chatter

Dashboards

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Opportunities

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More

Passport with visa locations

+ Component

Filter

Save

Done

Add Component

Report

Passports with visa locations

☐ Use chart settings from report

Display As

123

Value

Preview

Passports with visa locations

We can't draw this chart because there is no data.

View Report (Passports with visa locations)

Cancel

Add

To Do List

Windows Taskbar

Visa slot | Salesforce x Passport with visa locations | Salesforce x

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/one/one.app#eyJjb21wb251b...

Search...

Sales Passports Chatter Dashboards Home Opportunities Leads Tasks Reports More

Passport with visa locations + Component + Filter Save X Done

Select Report

Reports

- Recent**
- Created by Me
- Private Reports
- Public Reports
- All Reports

Folders

Select Report:

Search Reports and Folders...

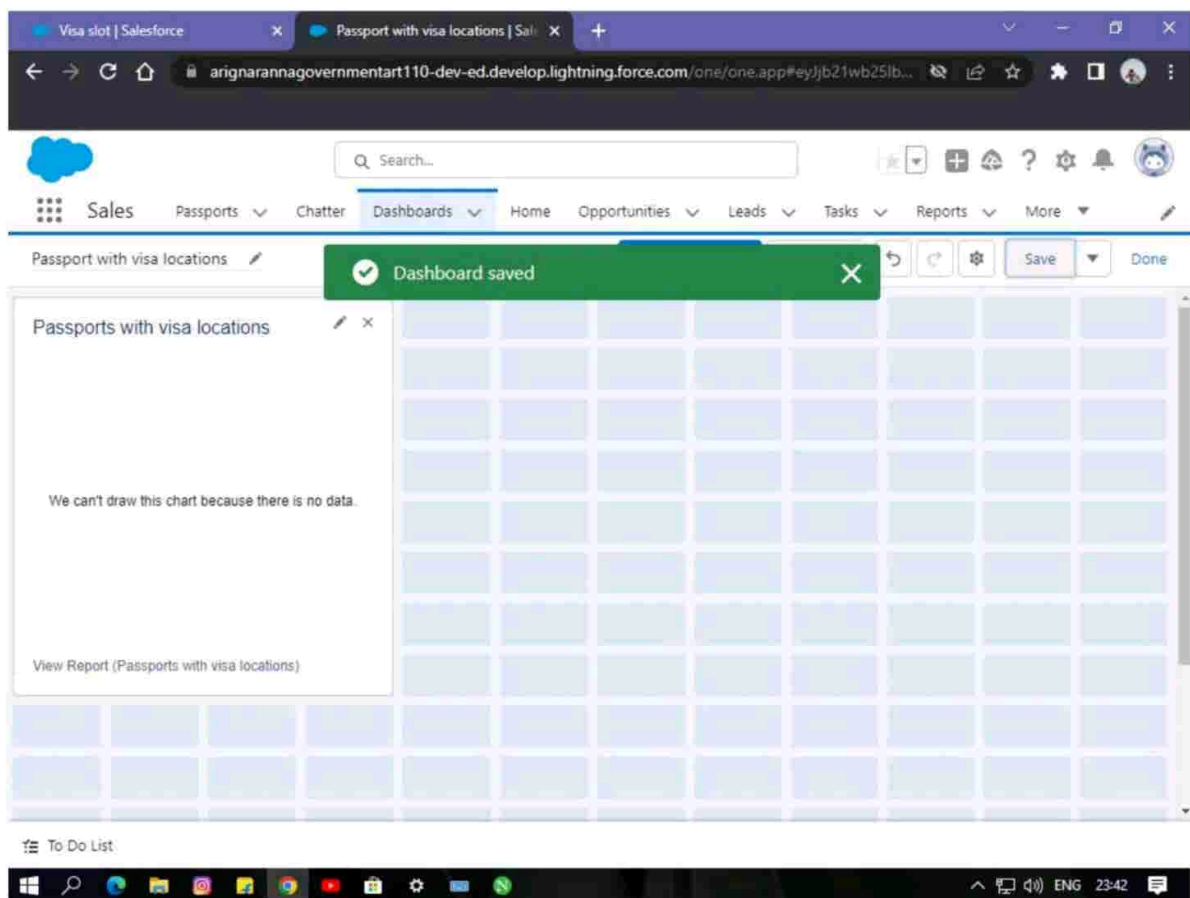
Reports and Folders

Passports with visa locations
NITHISH KUMAR M - 11-Apr-2023, 11:36 pm - Private Reports

Cancel Select

To Do List

Windows taskbar: Search, Edge, File Explorer, Mail, Photos, Chrome, YouTube, Settings, Task View, Network, Volume, ENG 23:39



4 Trailhead Profile Public URL

Team Lead : <https://trailblazer.me/id/rmanavalan2>

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

Team Member 2 : <https://trailblazer.me/id/shlr9n9>

Team Member 3 : <https://trailblazer.me/id/sseenu13>

5 ADVANTAGES & DISADVANTAGES

CRM application that helps to book a visa slot ADVANTAGES & DISADVANTAGE

Advantages of a CRM application that helps to book a visa slot:

- 1.Process: A CRM application can help streamline the visa booking process, making it faster and more efficient. This can save time and reduce errors in the booking process.
- 2.Improved customer experience: With a CRM application, customers can easily book a visa slot online, which can enhance their experience and increase their satisfaction with the visa application process.
- 3.Increased productivity: A CRM application can automate many of the tasks involved in booking a visa slot, freeing up staff time for more complex tasks. This can lead to increased productivity and efficiency.
- 4.Improved data management: A CRM application can help manage customer data and information more effectively. This can help reduce errors and improve the accuracy of customer information.
- 5.Real-time updates: A CRM application can provide real-time updates on visa slot availability, which can be helpful for customers who need to schedule their travel plans around their visa appointment.

Disadvantages of a CRM application that helps to book a visa slot:

1.Technical issues: A CRM application can sometimes experience technical issues, such as downtime or slow performance, which can be frustrating for customers trying to book a visa slot.

2.Dependence on technology: A CRM application may rely heavily on technology, and any technical issues can disrupt the visa booking process. This can lead to delays and frustration for both customers and staff.

3.Security risks: A CRM application that stores customer data and personal information can be vulnerable to security risks, such as hacking or data breaches. This can compromise the privacy of customers and put their personal information at risk.

4.Cost: Implementing a CRM application can be costly, and ongoing maintenance and updates can also add to the cost. This can be a barrier for smaller organizations or businesses with limited resources.

5.User experience: A CRM application can be complex and difficult to use, which can be frustrating for customers who are trying to book a visa slot. Poor user experience can lead to decreased satisfaction and lower customer retention.

6 APPLICATIONS

1.Embassies and Consulates: Embassies and consulates can use a CRM application to manage visa appointment bookings and improve the efficiency of their visa processing operations.

2.Travel Agencies: Travel agencies can use a CRM application to help their clients book visa appointments as part of their travel planning process.

3.Visa Application Centers: Visa application centers can use a CRM application to manage their visa application processes, including scheduling appointments and communicating with applicants.

4.Corporate Travel Departments: Corporate travel departments can use a CRM application to manage visa requirements for their employees who are traveling abroad for business purposes.

5.Educational Institutions: Educational institutions can use a CRM application to help international students schedule visa appointments and navigate the visa application process.

Overall, a CRM application that helps to book a visa slot can be used by any organization or business that deals with visa processing or international travel. By streamlining the visa booking process, a CRM application can improve efficiency, increase customer satisfaction, and reduce errors in the visa application process.

7 CONCLUSION

In conclusion, a CRM application that helps to book a visa slot can offer many benefits, such as streamlining the visa application process, improving customer experience, increasing productivity, improving data management, and providing real-time updates. However, there are also potential disadvantages, such as technical issues, dependence on technology, security risks, cost, and user experience. Therefore, it is important for organizations to carefully consider the pros and cons of implementing a CRM application for visa booking and to ensure that they have measures in place to address any potential issues that may arise. Ultimately, the success of a CRM application for visa booking will depend on how well it is designed, implemented, and managed, and how effectively it meets the needs of both customers and staff.

8 FUTURE SCOPE

The future scope of a CRM application that helps to book a visa slot is significant, as advancements in technology and changes in the global travel industry continue to shape the way visa applications are processed. Here are a few potential areas of growth and development for such an application:

1.Mobile Optimization: With the growing popularity of smartphones and mobile devices, there is a significant opportunity to optimize the visa booking process for mobile users. A mobile-optimized CRM application could make it even easier for customers to book a visa slot, potentially increasing usage and customer satisfaction.

2.AI and Machine Learning: Artificial intelligence and machine learning technologies can be used to improve the accuracy of visa processing, automate repetitive tasks, and improve customer service. For example, an AI-powered chatbot could assist customers with their visa application questions or help them reschedule their visa appointment.

3.Integration with Other Systems: A CRM application that integrates with other systems, such as airline reservation systems or hotel booking platforms, could provide a more seamless and comprehensive travel experience for customers. This integration could enable customers to book their visa appointment along with their flight, hotel, and other travel arrangements.

4.Blockchain Integration: The use of blockchain technology could enhance the security and privacy of customer information, making it less vulnerable to hacking or data breaches. Additionally, blockchain technology could enable a more transparent and secure visa processing system, reducing the potential for fraud or corruption.

5.Predictive Analytics: By leveraging predictive analytics, a CRM application could identify patterns in visa applications, potentially predicting demand for certain visa types or predicting changes in visa processing times. This information could be valuable to both customers and visa processing agencies.

Overall, the future scope of a CRM application that helps to book a visa slot is promising, with numerous opportunities to improve the customer experience, enhance efficiency, and leverage emerging technologies.