

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

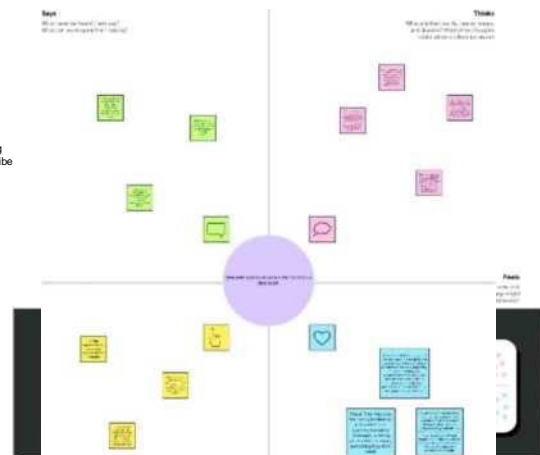
2.1 Empathy Map

Build empathy

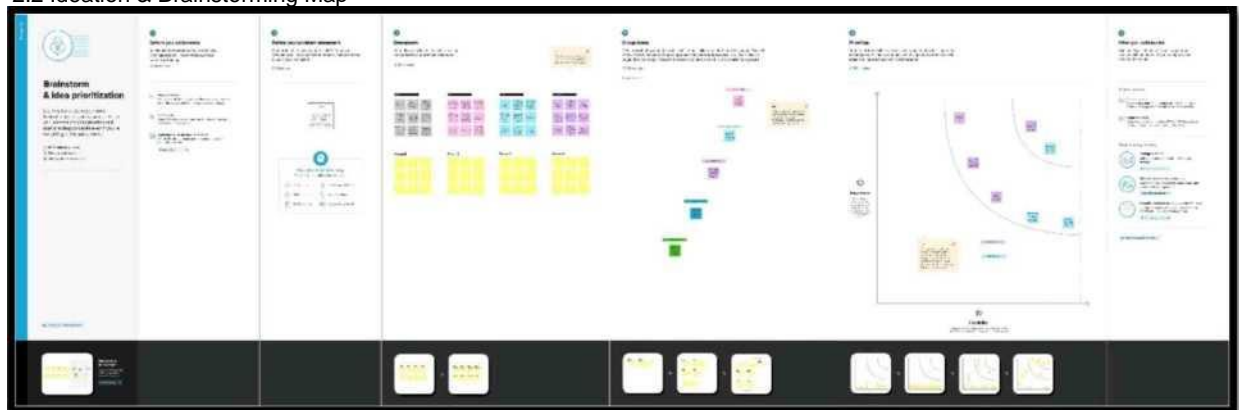


Empathy map

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.



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

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Q. Search Setup

Setup

Home Object Manager v

Q. 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

P Search


SETUP

Home

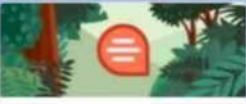
Create



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 C?](#)




Real-time Collaborative Docs
Transform productivity with collaborative docs, spreadsheets, and slides inside Salesforce.
[Get Started tf](#)

Most Recently Used
10 items

NAME	TYPE	OBJECT
		zv E] a>» ENG 1745

Home | Salesforce

Q, Search Setup

Setup Home Object Manager v

1 Setup Home

Service Setup Assistant

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Lightning Experience Transition Assistant

Salesforce Mobile App

Lightning Usage Optimizer

ADMINISTRATION

> Users

> Data

> Email

PLATFORM TOOLS

> Subscription Management

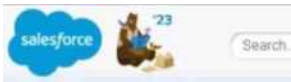
> Apps

P Search

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

Switch to Lightning Experience NITHISH KUMAR M » Setup

Home Chatter Libraries Content Subscriptions Passports

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Edit Custom Object

[Help for this Page](#)

[Expand AM](#) | [Collapse AI](#)

Passport



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Salesforce Mobile Quick Start

Home

Custom Object Definition Edit

Custom Object Information

[* Required 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. Example: Account

Label | Passport

Example: Accounts

Plural Label | p>assnort<

Starts with
vowel sound

The Object Name is used when referencing the object via the API Object Name | Visa_slot | Example:
Account

Description



Privacy Center

Security Controls

Domain Management

Communication Templates

Translation Workbench

Data Management

Mobile Administration

Desktop Administration

Outlook Integration and Sync

Gmail Integration and Sync

Email Administration

Google Apps

Analytics

Data.com Administration

Build

Customize

Create

Apps

Custom Labels

Interaction Log Layouts

Objects

Big Objects

Picklist Value Sets

Packages

Report Types

Tabs

Service Cloud Launch Pad

Action Link Templates

Global Actions

Name:

Enter Record Name Label and Format

The Record Name appears in page layouts, key lists, related lists, lookups, and search results. For example, the Record Name for Account is "Account Name" and for Case it is "Case Number". Note that the Record Name field is always called "Name" when referenced via the API.

Record Name Example: Account Name

Data Type

Optional Features

☒ Allow Reports

☐ Allow Activities

☐ Track Field History

☐ Allow in Chatter Groups

☐ Enable Licensing [i](#)

Object Classification

When these settings are enabled, this object is classified as an Enterprise Application object. When these settings are disabled, this object is classified as a Light Application object. [Learn more.](#)

☒ Allow Sharing

☒ Allow Bulk API Access

☒ Allow Streaming API Access

Deployment Status

[What is this?](#)

☐ In Development

☒ Deployed

Search Status

When this setting is enabled, your users can find records of this object type when they search. [Learn more.](#)

☒ Allow Search





1 Quick Find / Search

Expand AB | Collapse AI

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Administer

Release Updates Manage

- Users Manage Apps
- Manage Territories
- Company Profile Data
- Classification Privacy
- Center Security Controls
- Domain Management

Passport

New Custom Field

Help for this Page **M**

Step 2. Enter the details

Step 2 of 4

Previous Next Cancel

Field Label **IC on tact 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

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

Field Name

Description

Help Text

Q, Search Setup

Setup

Home Object Manager sz

SETUP > OBJECT MANAGER

Passport

Details

Fields & I

Q Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

	FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED	
Fields & Relationships	1 Contact Number	Contact_Number_c	Number(10,0)			▼
Page Layouts	1 Created By	CreatedById	Lookup(User)			
Lightning Record Pages	1 Full Name	FullName_c	Text(10)			▼
Buttons Links, and Actions	1 Last Modified By	LastModifiedById	Lookup(User)			
Compact Layouts	Owner	OwnerId	Lookup(User,Group)		vZ	
Field Sets	Passport Number	Name	Text(80)		vZ	▼
Object Limits	Permanent Address	Permanent _Address_c	Text(10)			▼
Record Types						
Related Lookup Filters						
Search Layouts	w					



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The Object Name is used when referencing the object via the API Object Name | Visa_slotExample: Account

Home

Administer

Release Updates

► Manage Users

► Manage Apps

► Manage Territories

New Custom Object

Help for this Page t#

Permissions for this object are disabled for all profiles by default You can enable object permissions m permission sets or by editing custom profiles
Tell me more Doni show this message again

Custom Object Definition Edit

Save Save & New Cancel

Custom Object Information

The singular and plural labels are used in tabs page layouts and reports Label | Visa :p(Example: Account

Plural Label | visa :pjsExample: Accounts

Starts with m vowel sound

Required Information

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> Manage Territories

Visa slot

New Custom Field

Help for this Page

Step 2. Enter the details

Step 2 of 4

Previous Next Cancel

Field Label Location

Please enter the maximum length for a text field below.

Length 10

Field Name Loca tion

Description

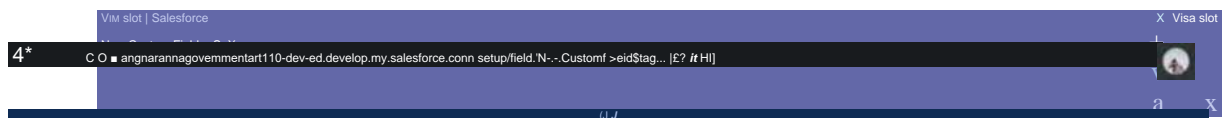
Help Text

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

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visa slot

New Custom Field

Step 2. Enter the details

Step 2 of 4

Previous Next | Cancel

Field Label	<input type="text" value="Visa slot number"/>
Length	<input type="text" value="10"/> <small>Please enter the maximum length for a text field below.</small>
Field Name	<input type="text" value="Visa_slot_number"/>
Description	<div></div>
Help Text	<div></div>
Required	<input type="checkbox"/> Always require a value for this field in order to save a record. Do not allow
Unique	<input type="checkbox"/> duplicate values <small>Treat ABC ' and abc' as duplicate values (case insensitive) Treat ABC ' and abc' as different values (case sensitive)</small>
External ID	<input type="checkbox"/> Set this field as the unique record identifier from an external system. Add this field to existing custom report types that contain this entity.
Auto add to custom report type	<input type="checkbox"/>

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Q Search Setup

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Setup

Home Object Manager v

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

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 with icons for Start, Search, File Explorer, and various applications.

System tray showing network, volume, and language (ENG) settings, along with the time 23:15.

Quick Find / Search

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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

Custom Object Information

Required Information

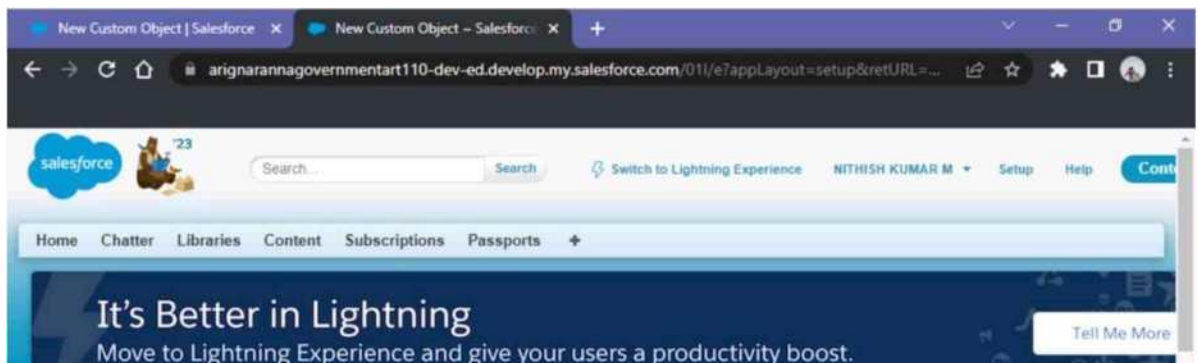
The singular and plural labels are used in tabs page layouts and reports Label | Payment
Example: Account

Plural Label | Payments Example: Accounts

Starts with
The object name is used when referencing the object via the API Object
Name || Payment Example: Account

Description

Context-Sensitive Help Setting Content
Open the standard Salesforce.com Help & Training window Open a window using a Visualforce page



| Quick Find / Search O |

New Custom Object

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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

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



Visa slot | Salesforce

Visa slot New Relationship - Sa X +

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salesforce

23

Search.

Search

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Visa slot

New Relationship

Help for this Page

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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

Administrator

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- Manage Apps
- Manage Territories

Visa slot

New Relationship

Help for this Page ?

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

Step 3 of 5

PreviousNextCancel

Field LabelPassport Number ⓘ

Field NamePassport_Number ⓘ

Description

Help Text

Child Relationship NameVisa_slots ⓘ

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

Visa slot | Salesforce

Visa slot New Relationship - Sa X +

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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	
<input type="checkbox"/> Append related list to users' existing personal customizations	

Previous

Save & New

Save

Cancel

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Q, Search Setup

Setup

Home Object Manager v

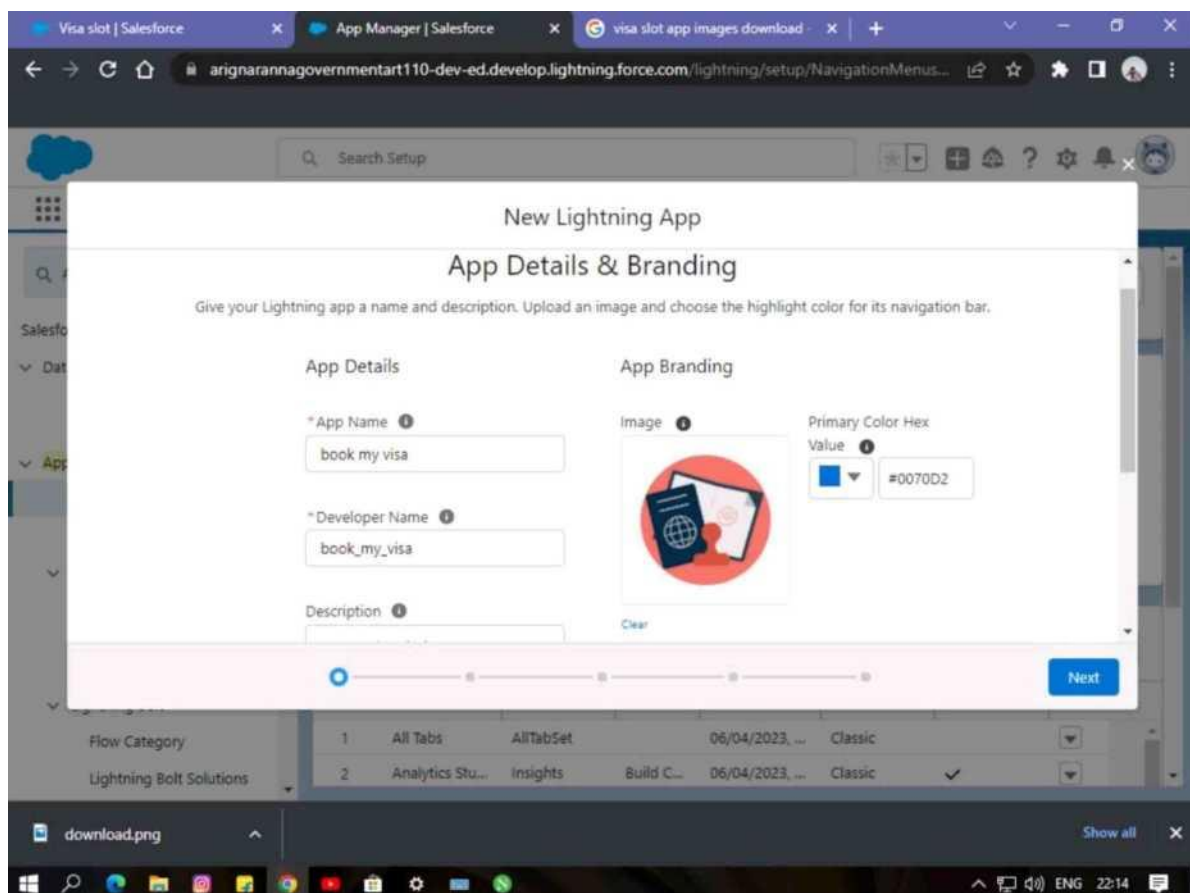
Q App

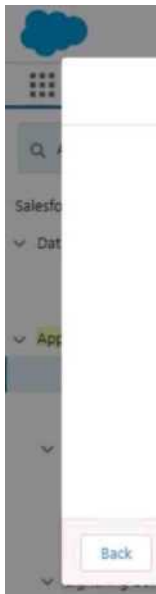
Most Recently Used

10 items

	NAME	TYPE	OBJECT
Salesforce Mobile App			
v Data			
Mass Transfer Approval Requests	Visa slot	Custom Object Definition	
Apps	Passport Number	Custom Field Definition	Visa slot
App Manager	Full Name	Custom Field Definition	Passport
AppExchange Marketplace			
Connected Apps	Permanent Address	Custom Field Definition	Passport
Connected Apps OAuth Usage	Contact Number	Custom Field Definition	Passport
Manage Connected Apps	Passport	Custom Object Definition	
Lightning Bolt			
Flow Category	Visa slot Layout	Page Layout	Visa slot
lightning Bolt Solutions	Passport Layout	Page Layout	Passport
Mobile Apps			
v Salesforce	Payment	Custom Object Definition	

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Flow Category

Lightning Bolt Solutions

B

New Lightning App

App Options

Navigation and Form Factor O

- Navigation Style
 - Standard navigation
 - Console navigation
- Supported Form Factors
 - Desktop and phone
 - Desktop
 - Phone

1 All Tabs

2 Analytics Stu- Insights

AllTabSet

Setup and Personalization O

- Setup Experience
 - Setup (full set of Setup options) Service
 - Setup

App Personalization Settings

- Disable end user personalization of nav items in this app
- Disable temporary tabs for items outside of this app

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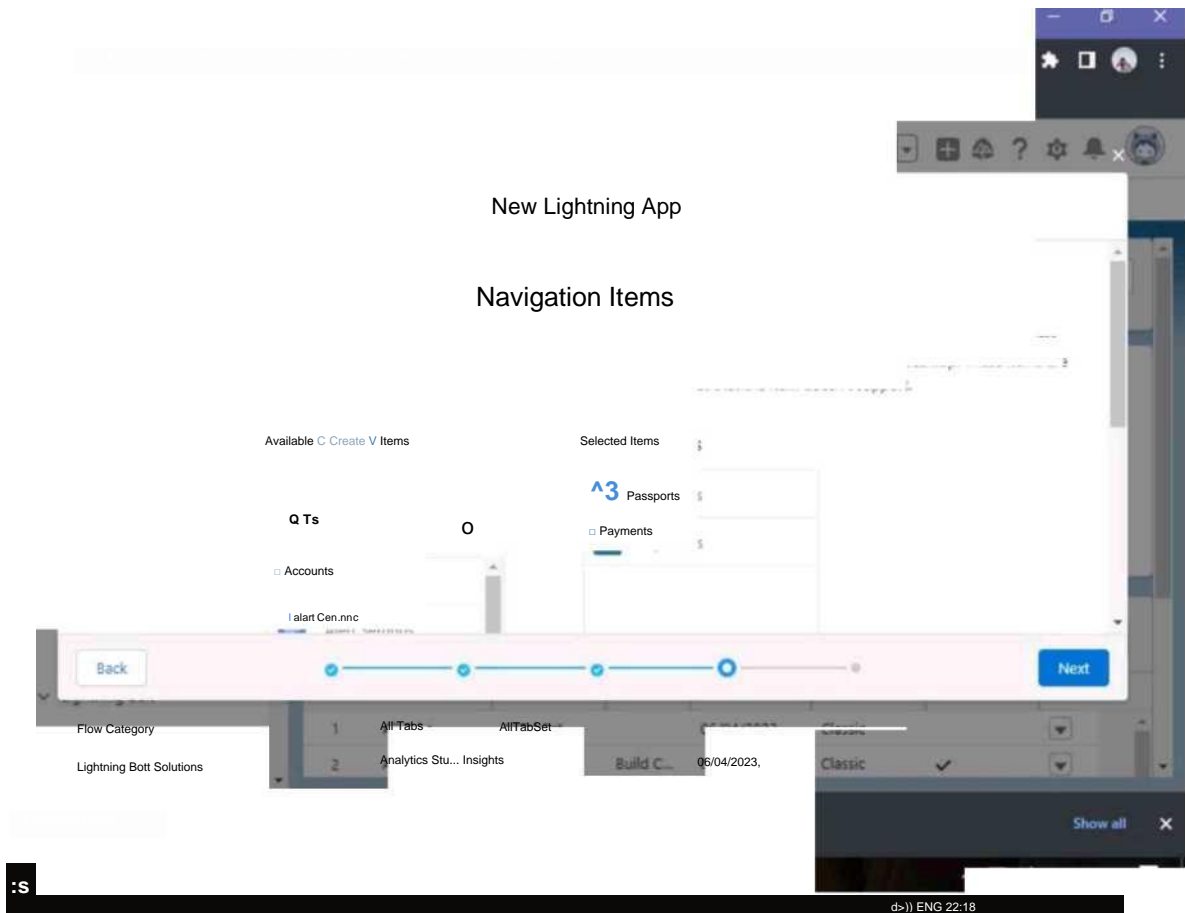
06/04/2023.... Classic

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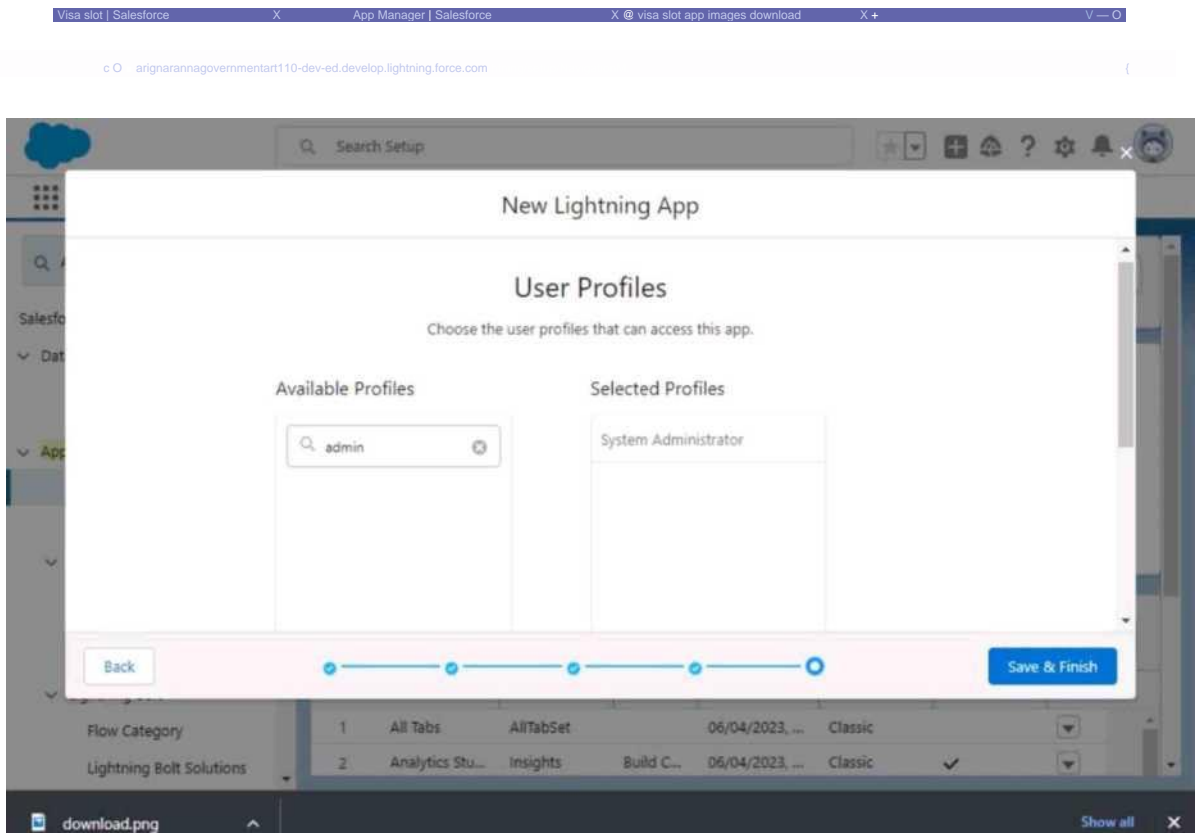




06/04/2023, Classic



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.

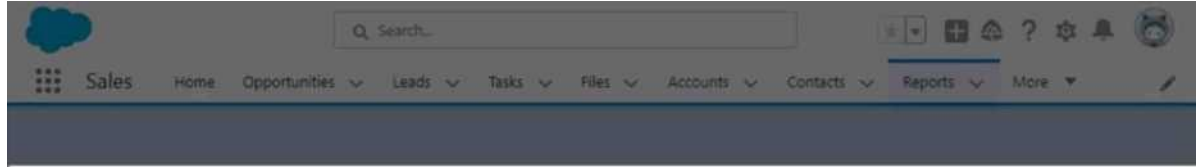


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Create Report

Category	Select a Report Type	
Contracts and Orders	C< Search Report Types...	
Price Books, Products and Assets	Report Type Name	Category
Administrative Reports	Passports	Standard
File and Content Reports	Passports with Visa slots	Standard
individuals	Payments	Standard
Other Reports	Reschedule/Cancel	Standard
Hidden Report Types	Screen Flows	Custom



Q, Search...

Sales Home Opportunities v Leads v Tasks v Files v Accounts v Contacts v Reports v More ▼

REPORT ▼

Passports with visa locations ✓ Passports with Visa slots

46 Add Chart

Save & Run

Save



Close

Fields

> Outline

Y Filters

Previewing a limited number of records Run the report to see everything, location '

Update Preview
Automatically

OD

Groups

iff 3

Passport: ID -> * Total

£9 GROUP ROWS

Add group...

Q,

No records returned. Try editing report filters.

Location

EH GROUP COLUMNS

Add group...

Q.

Details (0 Rows) Q Click an intersection in the table above to filter details.

Passport ID

X

Passport: Passport Number *

Visa slot number

Columns

| ▼

Add column...

Q

Passport Passport Number

x

Visa slot number

x

Row Counts [ef](#)


Detail Rows [OD](#) Grand Total [OD](#) Stacked Summaries

T Conditional Formatting

tx To Do List



O



*** Sales Home Opportunities v Leads v Tasks v Files v Accounts v Contacts v Reports sz More ▼

Details (0 Rows) Q Click an intersection in the table above to filter details.



Report: Passports with Visa slots

Passports with visa locations



Z* Field Editing Enabled



Total Records

Q Search...

Q Q &





No detail rows to show.

Row Counts QT Detail Rows OD Grand Total OD Stacked Summaries OD

T= To Do List



Report: Passports with Visa slots

Passports with visa locations

Field Editing Enabled

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Edit

Total Records
0

Details (0 Rows)

No detail rows to show.

Row Counts ☐ Detail Rows ☒ Grand Total ☒ Stacked Summaries ☒

Save Report

* Report Name

Passports with visa locations

Report Unique Name ⓘ

Report Description

Cancel

Save

To Do List



Visa slot | Salesforce

New Dashboard | Salesforce

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Sales

Q, Search

Passports v Chatter Dashboards v Home Opportunities v Leads v

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Add to Dashboard

Add to existing dashboard

Select a dashboard

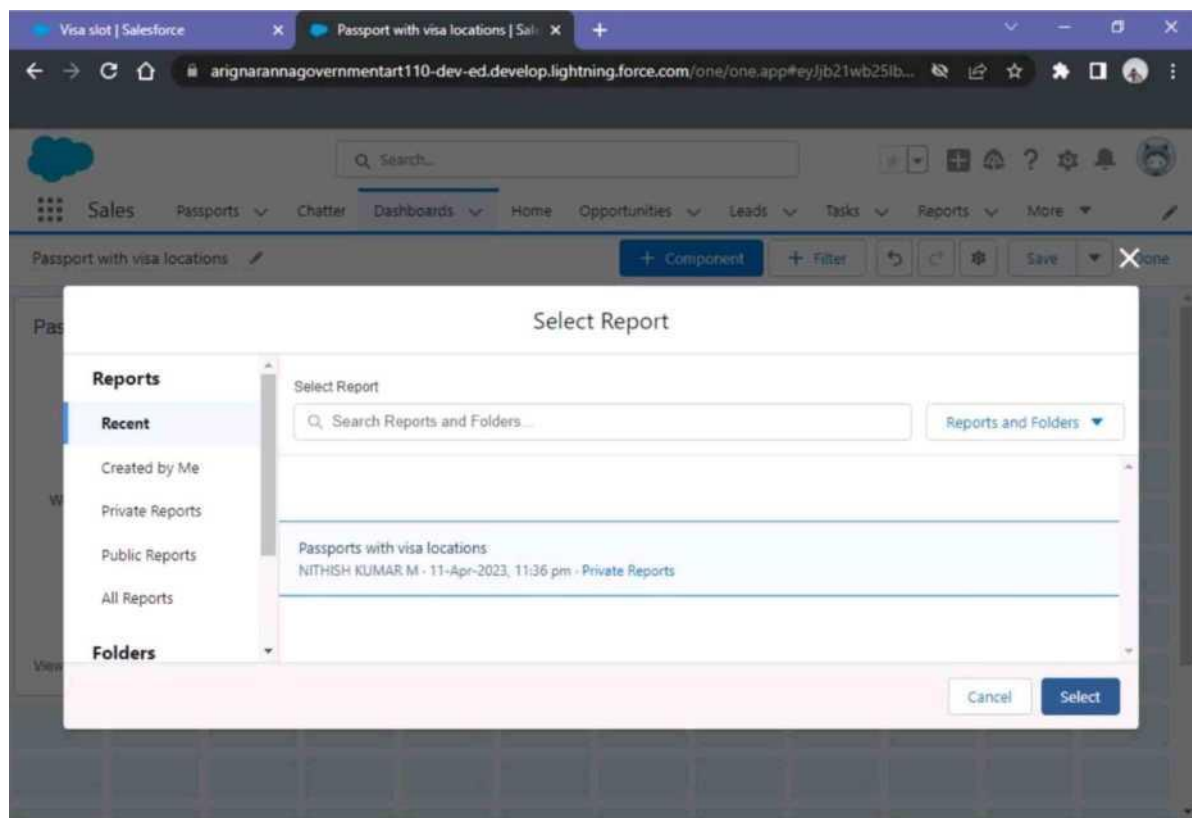
IF3 passport with visa locations *

Add to new dashboard

Cancel

To Do List





To Do List



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Sales

Q Search...

Passport with visa locations Z

Q Dashboard saved



\$ Save * Done

Passports with visa locations

We cam draw this chart because there is no data

View Report (Passports with visa locations)

•S To Do List

4 Trailhead Profile Public URL

Team Lead – <https://trailblazer.me/id/seetv2>

Team Member 1 – <https://trailblazer.me/id/snathan94>

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

Team Member 3 – <https://trailblazer.me/id/ssaran181>

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.

5 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.

6 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.

7 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.