


Phase 2 : System Design & Object Modeling

- The goal of this phase is to design and implement the data model for the Travel Booking System. This includes creating Salesforce objects, fields, and relationships to represent travel packages, slots, bookings, and customers. It also involves setting up permissions and testing with sample records.

System Design

Company Information

Go to **Setup (⚙)** → **Company Settings** → **Company Information**.

 **Company Information**

Company Information

Mangalore Travel agency

Help for this Page

The organization's profile is below.

[User Licenses \(10+\)](#) | [Permission Set Licenses \(10+\)](#) | [Feature Licenses \(11\)](#) | [Usage-based Entitlements \(10+\)](#)

Organization Detail

Edit

Organization Name	Mangalore Travel agency	Phone	
Primary Contact	OrgFarm EPIC	Fax	
Division		Default Locale	English (United States)
Address	Mangalore India	Default Language	English
Fiscal Year Starts In	January	Default Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)
Activate Multiple Currencies	<input type="checkbox"/>	Currency Locale	English (India) - INR
Enable Data Translation	<input type="checkbox"/>	Used Data Space	352 KB (7%) View
Newsletter	<input checked="" type="checkbox"/>	Used File Space	17 KB (0%) View
Admin Newsletter	<input checked="" type="checkbox"/>	API Requests, Last 24 Hours	0 (15,000 max)
Hide Notices About System Maintenance	<input type="checkbox"/>	Streaming API Events, Last 24 Hours	0 (10,000 max)
Hide Notices About System Downtime	<input type="checkbox"/>	Restricted Logins, Current Month	0 (0 max)
Locale Format	MM/DD/YYYY	Salesforce.com Organization ID	00D4K000000M444

Business hours

Go to **Setup** → **Company Settings** → **Business Hours**.

Step 3. Business Hours

Sunday	<input type="text" value="HH:MM"/>	to	<input type="text" value="HH:MM"/>	<input type="checkbox"/> 24 hours
Monday	<input type="text" value="10:00 AM"/>	to	<input type="text" value="6:00 PM"/>	<input type="checkbox"/> 24 hours
Tuesday	<input type="text" value="10:00 AM"/>	to	<input type="text" value="6:00 PM"/>	<input type="checkbox"/> 24 hours
Wednesday	<input type="text" value="10:00 AM"/>	to	<input type="text" value="6:00 PM"/>	<input type="checkbox"/> 24 hours
Thursday	<input type="text" value="10:00 AM"/>	to	<input type="text" value="6:00 PM"/>	<input type="checkbox"/> 24 hours
Friday	<input type="text" value="10:00 AM"/>	to	<input type="text" value="6:00 PM"/>	<input type="checkbox"/> 24 hours
Saturday	<input type="text" value="HH:MM"/>	to	<input type="text" value="HH:MM"/>	<input type="checkbox"/> 24 hours

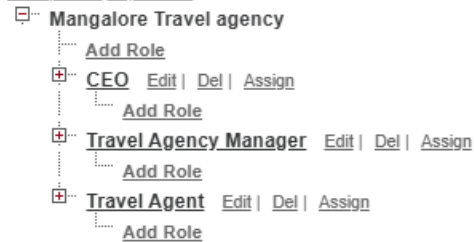
Step 2: Create a Role Hierarchy

Creating the Role Hierarchy

You can build on the existing role hierarchy shown on this page. To insert a new role, click **Add Role**.

Your Organization's Role Hierarchy

[Collapse All](#) [Expand All](#)



Step 3: Set Organization-Wide Defaults (OWD)

Under **Organization-Wide Defaults**, set:

- **Travel Package** → **Public Read Only**
- **Package Slot** → **Public Read Only**
- **Booking** → **Private**
- **Booking Payment** → **Private**
-

Custom Objects Created

List the objects and their purpose.

- **Travel Package** → Stores travel package details (price, duration, description).
- **Package Slot** → Holds available slots (date, capacity, available seats) for a package.
- **Booking** → Represents a customer reservation linked to a slot.
- **Booking Payment** → Tracks payments for a booking.

3. Custom Objects and Fields

3.1 Travel Package

Purpose: Stores package details offered by the agency.

Fields:

- **Package Name** (Text, Record Name)
- **Price** (Currency, 16,2)
- **Duration (Days)** (Number, 3,0)
- **Description** (Long Text Area, 1000)


Description	
<hr/>	
API Name	Enable Reports
Travel_Package__c	✓
Custom	Track Activities
✓	✓
Singular Label	Track Field History
Travel Package	<hr/>
Plural Label	Deployment Status
Travel Packages	Deployed
	Help Settings
	Standard salesforce.com Help Window




3.2 Package Slot

Purpose: Stores available slots for a travel package.

Fields:

- **Slot Name** (Text, Record Name)
- **Travel Package** (Lookup → Travel Package)
- **Start Date** (Date)
- **Available Seats** (Number, 3,0)

 Package Slot
Bali Slot – October

Related	Details
Slot Name	Owner
Bali Slot – October	 Srajani Poojary
Slot Date	
10/1/2025	
Capacity	
10	
Available Seats	
10	
Travel Package	
Bali Tour	
Created By	Last Modified By
 Srajani Poojary , 9/16/2025, 7:31 AM	 Srajani Poojary , 9/16/2025, 7:31 AM

3.3 Booking

Purpose: Stores a customer booking against a package slot.

Fields:









- **Booking Name** (Text, Record Name)
- **Customer** (Lookup → Contact)
- **Package Slot** (Lookup → Package Slot)
- **Number of People** (Number, 3,0)
- **Booking Status** (Picklist: Pending, Confirmed, Cancelled; default = Pending)
- **Agent** (Lookup → User)

3.4 Booking Payment

Purpose: Stores payments made for a booking.

Fields:

- **Payment ID** (Auto Number, format: PAY-{0000})
- **Booking** (Lookup → Booking)
- **Amount** (Currency, 16,2)
- **Payment Status** (Picklist: Pending, Paid, Failed, Refunded; default = Pending)

Related		Details
Payment		Owner
PAY-0001		 Srajani Poojary 
Booking		
Bali Tour - John Doe		
Amount		
\$50,000.00		
Payment Status 		
Pending		
Created By		Last Modified By
 Srajani Poojary , 9/16/2025, 8:26 AM		 Srajani Poojary , 9/16/2025, 8:26 AM