

# Phase 4: Process Automation (Admin)

## Validation Rules:

### 1. Prevent double booking of same seat.

The screenshot shows the Salesforce Setup interface. The breadcrumb trail is: SETUP > OBJECT MANAGER > Booking. The page title is "Validation Rules" with a subtitle "2 Items, Sorted by Rule Name". A "New" button is in the top right corner. A table lists two validation rules:

RULE NAME	ERROR LOCATION	ERROR MESSAGE	ACTIVE	MODIFIED BY
Passenger_Required	Top of Page	Passenger is required.	✓	Akansha Dhandar, 25/09/2025, 11:32 pm
Payment_Must_Be_Paid	Top of Page	Cannot confirm booking until payment is completed.	✓	Akansha Dhandar, 25/09/2025, 11:36 pm

The left sidebar contains the following menu items: 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, and Restriction Rules. The bottom of the screen shows the Windows taskbar with various application icons and system information: 30°C Rain, 21:00, 26-09-2025.

## 2. Passenger required on booking.

The screenshot displays the Salesforce Lightning Setup interface. The browser address bar shows the URL: `smartbridge29-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/011dM00000ALqNe/ValidationRules/03ddM0000084eDZQAY/view`. The page title is "Booking Validation Rule". The left sidebar contains a navigation menu with the following items: 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, and Restriction Rules. The main content area shows the "Validation Rule Detail" for the rule named "Passenger\_Required". The rule is active, and its error condition formula is `ISBLANK(Passenger__c)`. The error message is "Passenger is required." and the error location is "Top of Page". The rule was created by Akansha Dhandar on 25/09/2025 at 11:32 pm and was last modified by the same user at the same time. The bottom of the screen shows a Windows taskbar with various application icons and a system tray displaying the date and time as 26 September 2025, Friday, 21:03.

Setup > OBJECT MANAGER

### Booking

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

#### Booking Validation Rule

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**Validation Rule Detail** [Edit](#) [Clone](#)

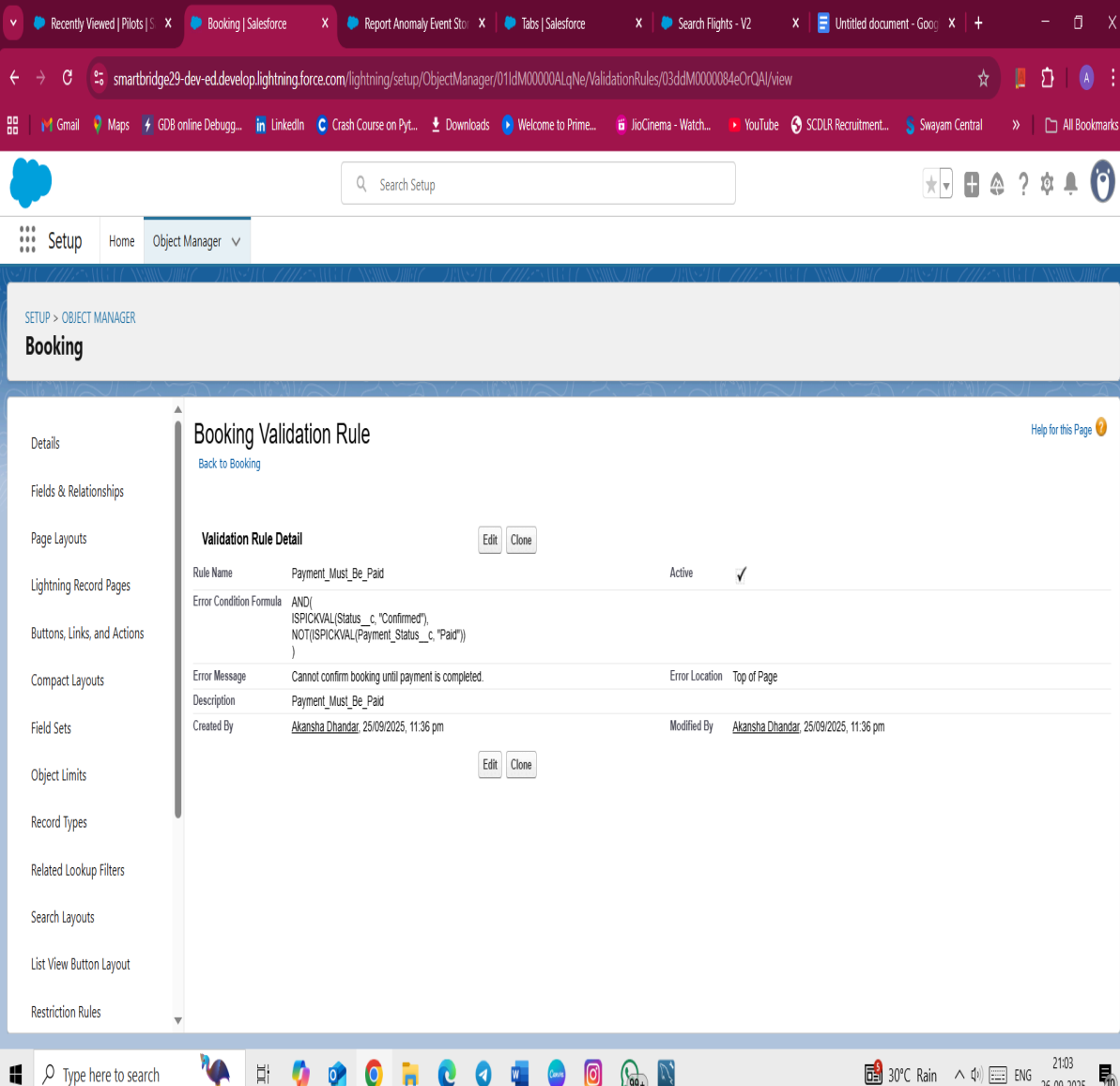
Rule Name	Passenger_Required	Active	<input checked="" type="checkbox"/>
Error Condition Formula	ISBLANK(Passenger__c)		
Error Message	Passenger is required.	Error Location	Top of Page
Description	Passenger_Required		
Created By	Akansha Dhandar, 25/09/2025, 11:32 pm	Modified By	Akansha Dhandar, 25/09/2025, 11:32 pm

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26 September 2025  
Friday

30°C Rain 21:03  
26-09-2025

### 3. Prevent status = Confirmed if Payment ≠ Paid.



The screenshot shows a web browser window with multiple tabs open, including 'Booking | Salesforce', 'Report Anomaly Event St...', 'Tabs | Salesforce', 'Search Flights - V2', and 'Untitled document - Google'. The address bar shows the URL: `smartbridge29-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01ldM00000ALqNe/ValidationRules/03ddM0000084eOrQAJ/view`. The browser's bookmark bar includes links to Gmail, Maps, GDB online Debugg..., LinkedIn, Crash Course on Pyt..., Downloads, Welcome to Prime..., JioCinema - Watch..., YouTube, SCDLR Recruitment..., Swayam Central, and All Bookmarks.

The Salesforce interface shows the 'Setup' menu with 'Home' and 'Object Manager' selected. The 'Booking' object is chosen, and the 'Booking Validation Rule' is displayed. The rule is named 'Payment\_Must\_Be\_Paid' and is active. The error condition formula is `AND( ISPICKVAL(Status__c, "Confirmed"), NOT(ISPICKVAL(Payment_Status__c, "Paid")) )`. The error message is 'Cannot confirm booking until payment is completed.' and the error location is 'Top of Page'. The rule was created by 'Akansha Dhandar' on 25/09/2025 at 11:36 pm and was last modified by 'Akansha Dhandar' on the same date and time.

**Booking Validation Rule**

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**Validation Rule Detail** [Edit](#) [Clone](#)

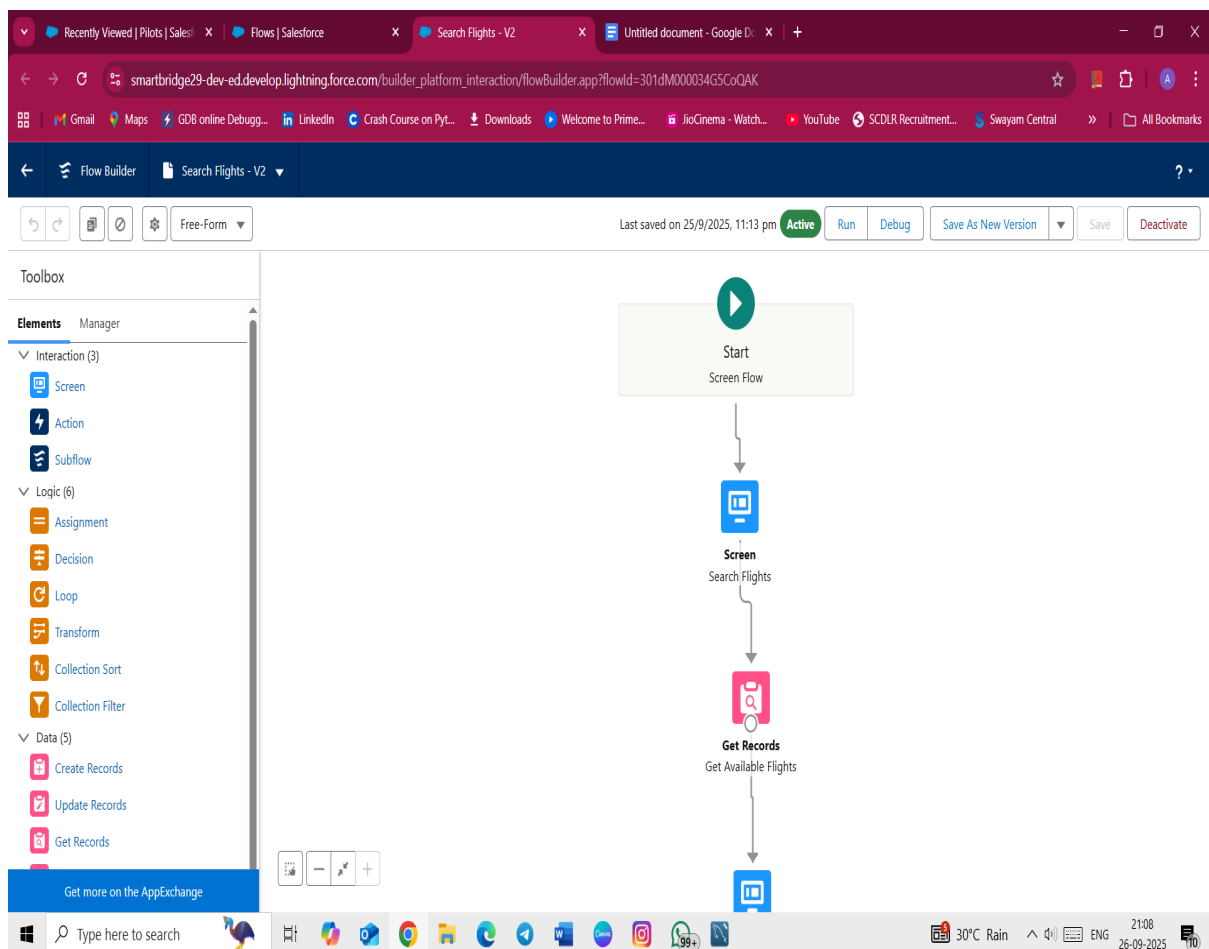
Rule Name	Payment_Must_Be_Paid	Active	✓
Error Condition Formula	<code>AND( ISPICKVAL(Status__c, "Confirmed"), NOT(ISPICKVAL(Payment_Status__c, "Paid")) )</code>		
Error Message	Cannot confirm booking until payment is completed.	Error Location	Top of Page
Description	Payment_Must_Be_Paid		
Created By	Akansha Dhandar 25/09/2025, 11:36 pm	Modified By	Akansha Dhandar 25/09/2025, 11:36 pm

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The Windows taskbar at the bottom shows the search bar, task view button, and several application icons. The system tray displays the weather as 30°C Rain, the language as ENG, and the date and time as 21:03 on 26-09-2025.

## Flows:

**Screen Flow: Booking Wizard (search flight → add passenger → assign seat → payment → confirmation).**



## Email Alerts – Send booking confirmation/refund status.

