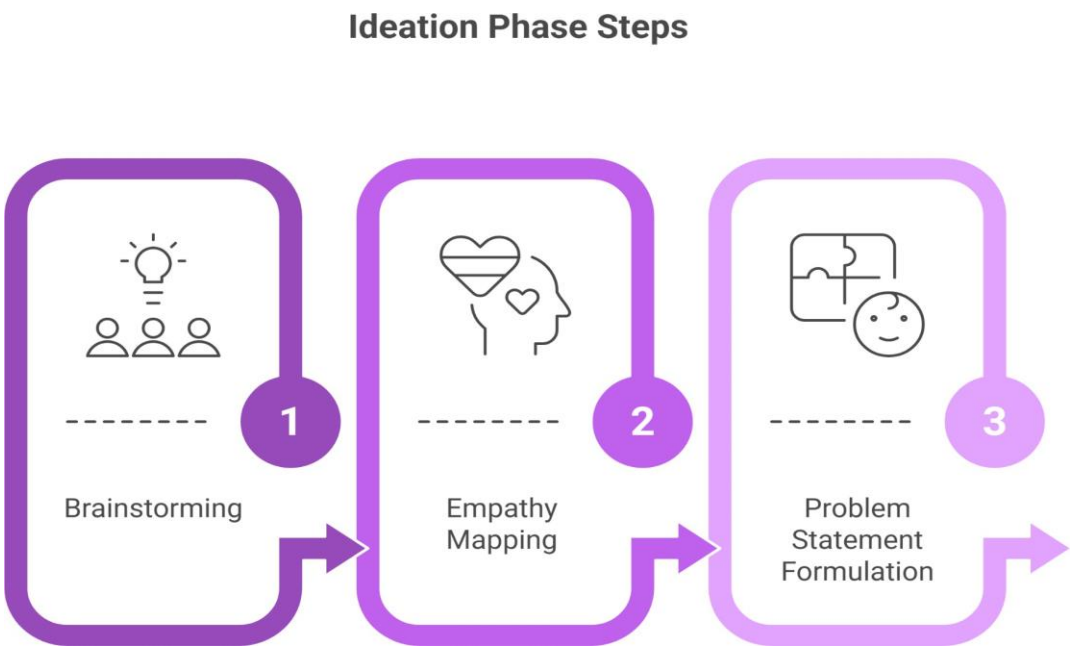
Ideation Phase

The Ideation Phase serves as the foundation of any successful project. It blends creativity, user empathy, and structured thinking to identify the core problem, generate meaningful ideas, and prioritize solutions that bring value to users. Where creativity and structured thinking combine to find meaningful and impactful documentation.

In our project titled: “A CRM Application for Airlines Management System”, this phase was critical to ensure we built a system tailored to the actual challenges faced by airline departments, ground staff, flight attendants, pilots, and passengers.

The ideation phase included three main steps:

1. Brainstorming
2. Empathy Mapping
3. Problem Statement Formulation



1. 🔹 Brainstorming & Idea Prioritization Template

Step 1: Team Gathering, Collaboration, and Selecting the Problem Statement

Our team convened with the goal of identifying inefficiencies in existing Airline operartions and proposing a tech-driven solution using Salesforce. Through collaborative meetings, online whiteboards, and use-case discussions, we collectively explored pain points faced by airline staff and administrative personal. We reviewed real-world operations and identified that most airlines systems rely heavily on manual workflows for managing:

- Flight schedules and fare structures
- Pilot and cabin crew assignments
- Ticket booking and fare collection
- Monthly performance and safety reporting

After several discussions, we clearly defined the core issue:

Problem Statement:

"Airline departments lack a unified digital platform for managing flights, staff, ticketing, and operational metrics in real time. Existing manual processes are inefficient, error-prone, and restrict access to performance and safety insights."

This became the backbone of our project scope.

Step 2: Brainstorm, Idea Listing, and Grouping

We conducted a **team-wide brainstorming session** using a digital board where all team members contributed their raw ideas for improving airline operations. The collected ideas were categorized into the following key themes:

- **Data Management**: managing employee records, aircraft data, flight schedules, passenger information, and maintenance logs.
- **Automation**: real-time fare calculation, based demand and availability.
- **Reporting**: Automated monthly dashboards for flight counts, passenger traffic, on-time performance, baggage handling stats, and revenue.
- **Validation & Access Control**: rule-based data integrity to prevent scheduling and secure aircraft safely.

From around 25–30 ideas, we grouped and shortlisted the ones that aligned directly with operational efficiency.

Step 3: Idea Prioritization

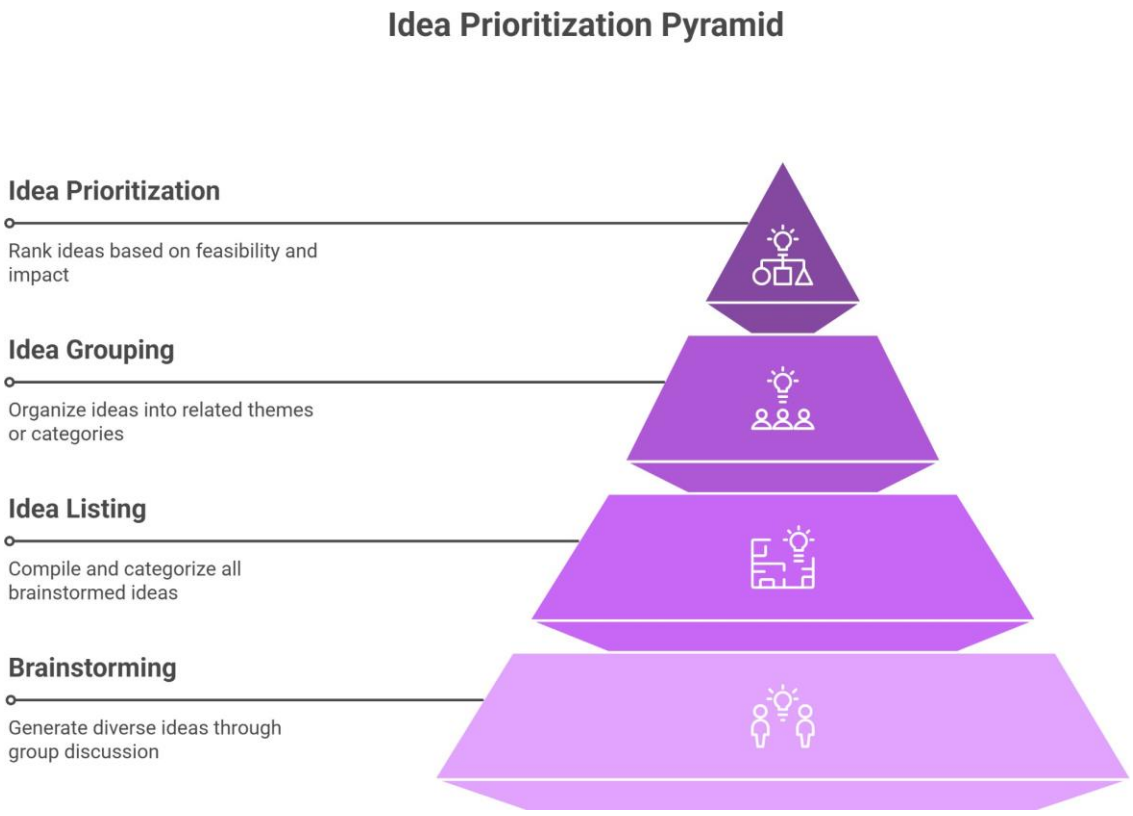
Each grouped idea was evaluated on:

- **Feasibility:** How easily it could be implemented on Salesforce
- **Impact:** The significance of the feature on transport operations
- **Urgency:** Whether it solved a current, pressing problem

We created a decision matrix that helped us arrive at an **MVP** (Minimum Viable Product) plan:

- **Top Priority Features**:
    - Automated fare and passenger data updates
    - Role-based employee assignment (Pilot/Cabin Crew)
    - Trigger-based alerts for invalid assignments
    - Real-time summary dashboards (e.g., flights, passengers, revenue)
    - Controlled and dependent picklists for aircraft and route management

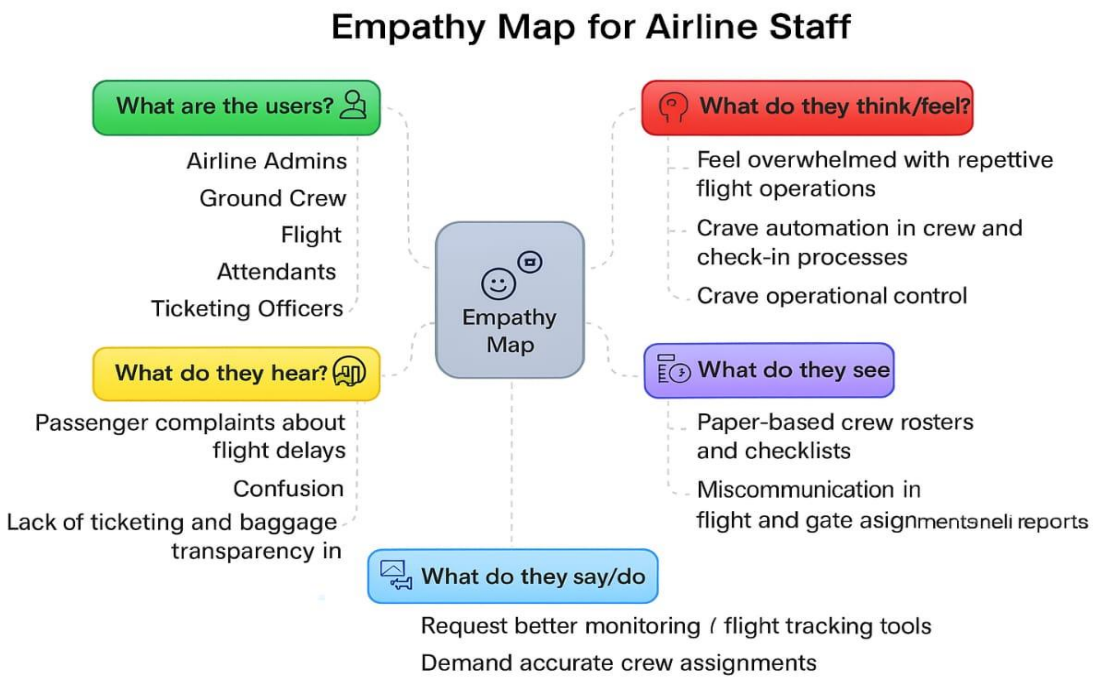
These features formed the scope of our system design in the later phases.



🔹 Empathy Mapping- Empathize & Discover

Empathy Map Canvas

An empathy map is a visual tool that helps teams deeply understand their users' experiences, pains, and expectations. We used it to map the daily journey of airline staff, including administrators, pilots and ticket officers.



By stepping into the user’s shoes, we ensured that our Salesforce CRM features (formulas, flows, triggers, dashboards) directly addressed their key frustrations faced by airlines personnel.

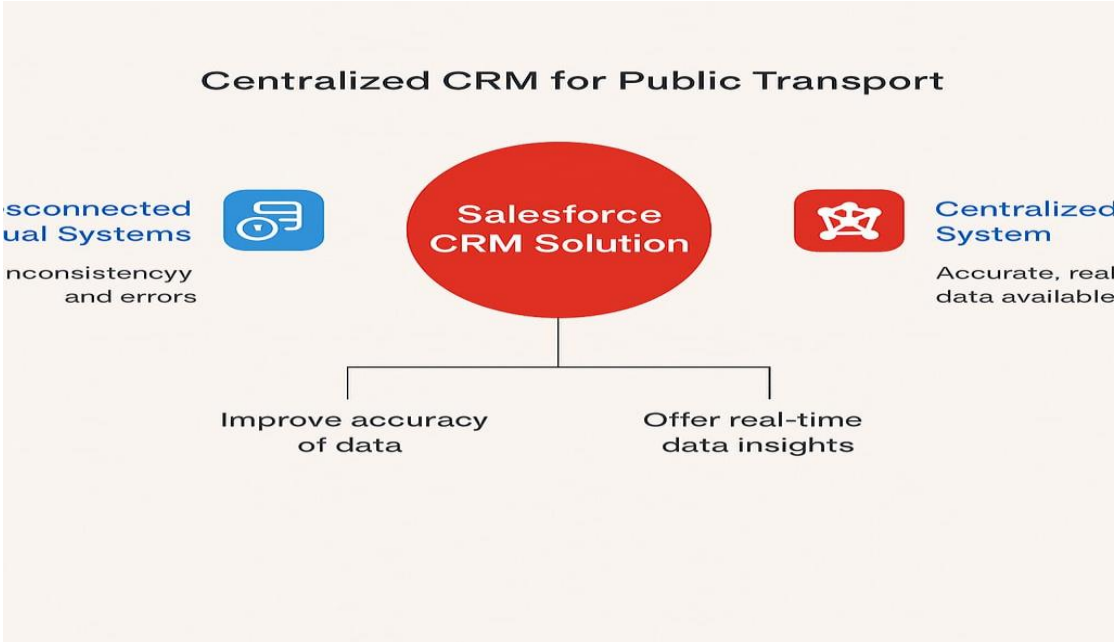
🔹 Define the Problem Statements

Customer Problem Statement Template

To build a successful solution, it's essential to clearly define what the customer/user is struggling with. This helped us stay focused on delivering real-world impact instead of just implementing technical features.

Final Customer Problem Statement:

Airline departments manage critical operations manually using disconnected systems. This leads to data inconsistency, assignment errors, revenue loss, and lack of real-time performance visibility. A centralized Salesforce CRM system can digitize workflows, ensure accuracy, and provide actionable insights through dashboards, flows, and automation.This statement aligns with the end user's expectations and guided our object design, validations, formulas, triggers, and reports.



Requirement Analysis

The Requirement Analysis Phase focuses on collecting, organizing, and validating everything your system needs to accomplish. It ensures that the solution you're building is not only technically sound but also directly aligned with what your stakeholders (airlines departments, pilots, ground crew and flight managers) truly need. In our project, **"**Airlines management system**,"** this phase helped bridge the gap between problem understanding and system design, using real user journeys, data flows, and solution requirements. Where user-centric planning meets technical clarity to transform a problem into a buildable solution.

🔹 Customer Journey Map-Understanding User Experience Flow

Purpose: The **Customer Journey** Map visualizes how airlines employees (e.g., Ground operation Managers, Admins, Pilots, Cabin crew) interact with the transport system daily. It highlights key actions, pain points, and opportunities for improvement, guiding CRM design from a real-world usage perspective.

Journey Steps (For an Airline Admin):

This journey helped prioritize features like formula fields, validation rules, and real-time dashboards in our object and flow design.

🔹 Data Flow Diagram

Purpose: Mapping Information Flow Between Objects

The Data Flow Diagram (DFD) models how information moves between Salesforce objects and components in the Airlines management system. It helped us structure relationships between:

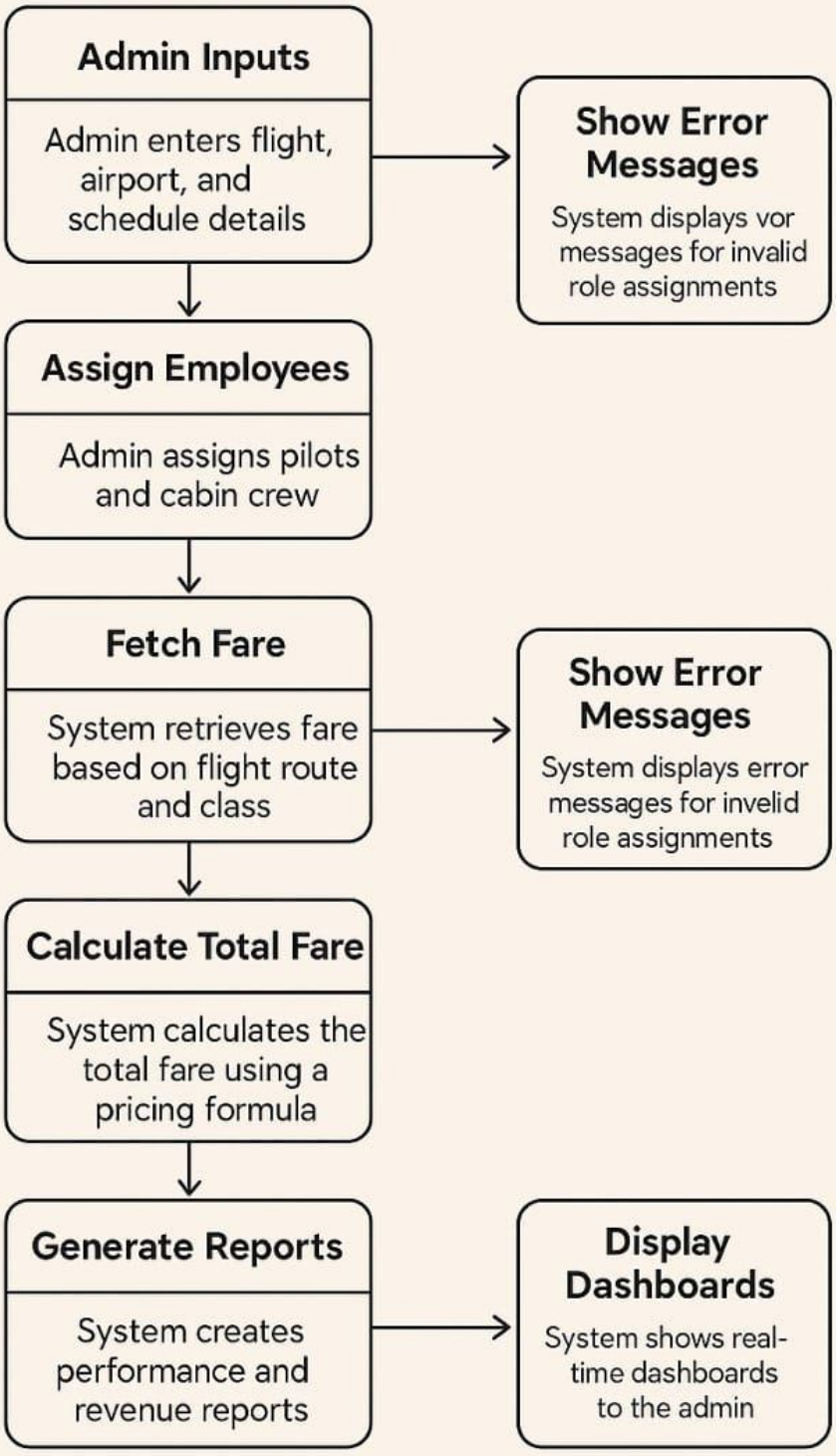
- Airport, Airplane, Flight, Employee, and Ticket Fare

Level 1 DFD Overview:

1. **Admin Inputs**:
    - Adds airplane, airport, and flight details
    - Assigns pilots and cabin crew (from Employee object)
2. **System Logic**:
    - Validates employee role (Pilot or Cabin crew)
    - Fetches fare via flow based on flight route and airplane model
    - Calculates total fare using formula (Passenger Count × Fare)
3. **Outputs**:
    - Performance insights via reports and Real-time dashboards for admin
    - Error messages for invalid role assignments

Airlines Management System

Level 1 DFD Overview



🔹 Solution Requirements

What the Airlines management System Must Do

Functional Requirements:

- Create custom objects for: **Airport, Airplane, Flight, Airlines Employees (**Pilot, Cabin Crew, Ground Staff)**, Ticket Fare**
- Establish relationships using lookup and formula fields
- Validate employee roles using Apex Triggers
- Automate fare fetching via Flows
- Support performance dashboards & summary reports

Non-Functional Requirements:

- User-friendly Lightning App Interface
- Real-time field-level validation
- Centralized database with accurate relationships

🔹 Technology Stack

Tools & Platforms Used for Airlines management system Implementation

Category	Technology Used	Description
Platform	Salesforce Lightning	Used to build customer Airline CRM using standard & custom objects
Automation	Flows & Validation Rules	Automate fare fetching and restrict invalid data
Custom Logic	Apex Triggers & Classes	Used to validate Pilot/Cabin crew ID
Reports & Dashboards	Salesforce Reports	To analyze employee data, flight schedules, revenue, etc.
UI/UX	Lightning App Builder	Create a unified Airlines Management App for handling flights, employees, airports, and ticketing

Summary

This Requirement Analysis Phase helped ensure that all CRM features were grounded in user pain points, supported by data structures, and enabled by the right technologies. It directly shaped how we approached object modeling, data automation, UI design, and performance reporting in Salesforce.

Project Design Phase

The Project Design Phase defines the logical, technical, and functional foundation of the solution. It ensures that your proposed Salesforce CRM not only solves the right problems but is also scalable, maintainable, and aligned with Salesforce architecture principles. Where validated problems transform into structured, scalable, and implementable solutions.

In our project, “Airlines Management System,” this phase bridges the gap between ideation and execution by converting insights from the previous requirement analysis well-structured CRM solution tailored for airline operations.

🔹 Problem–Solution Fit

Problem Recap:

Airlines operate in a complex environment requiring real-time tracking of flights, airplanes, crew members, airports, and fare management. However, many airline processes are still managed manually or isolated in separate systems, leading to:

- Data entry errors and duplications
- Lack of real-time visibility for flight scheduling and operations
- Improper assignment of Pilots/Cabin crew
- Challenges in fare management, flight reporting, and occupancy tracking

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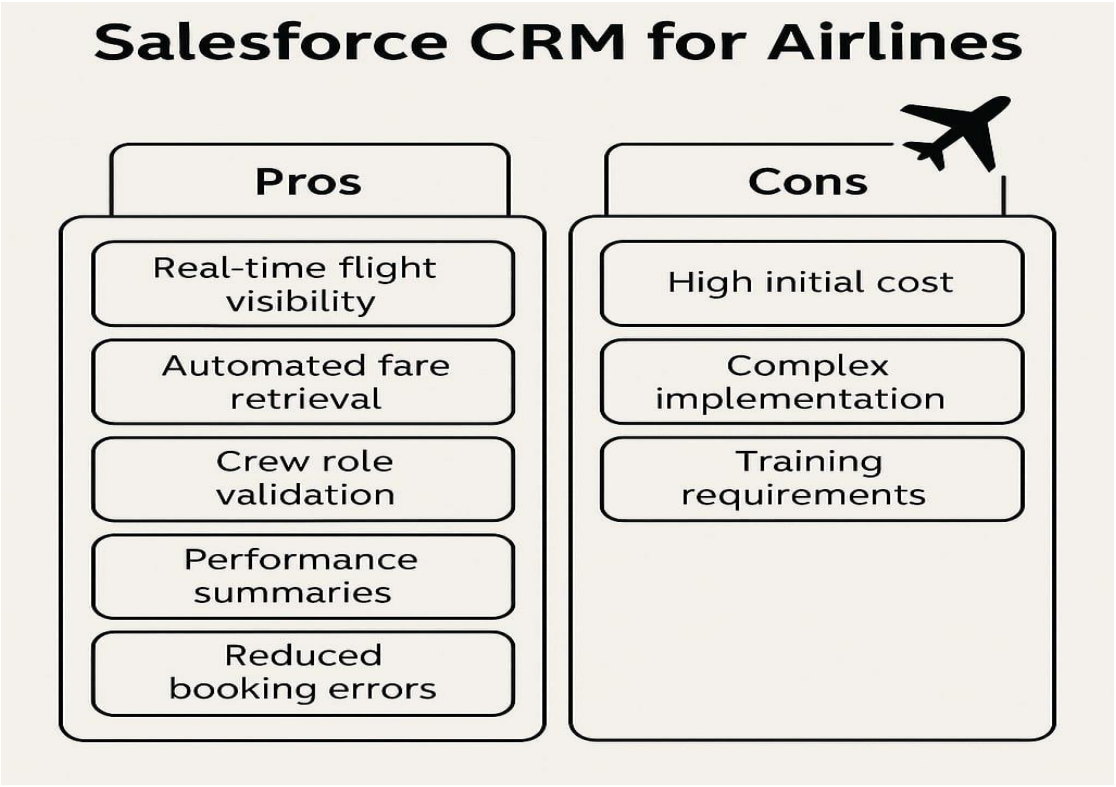
Does the Proposed Solution Fit?

Yes. The Salesforce CRM solution for Airlines Management directly addresses the critical pain points in airline operations. The solution:

- Introduces **object-level control** for Airplanes, Airports, Employees (Pilots, Cabin Crew), Flights, and Ticket Fares
- Enables **automated fare retrieval** through Flows
- Validates pilots and cabin crew assignments using **Apex Triggers**
- Summarizes performance using **Reports and Dashboards**
- Uses formula fields to reduce calculation errors
- Creates centralized views using **Lightning App Builder**

Thus, it directly fits the core operational pain points of Airlines workflows.



🔹 Proposed Solution

How Our CRM Will Solve the Identified Problems

Our proposed Airlines CRM application is designed to digitize and streamline Airline operations using Salesforce's declarative and programmatic capabilities.

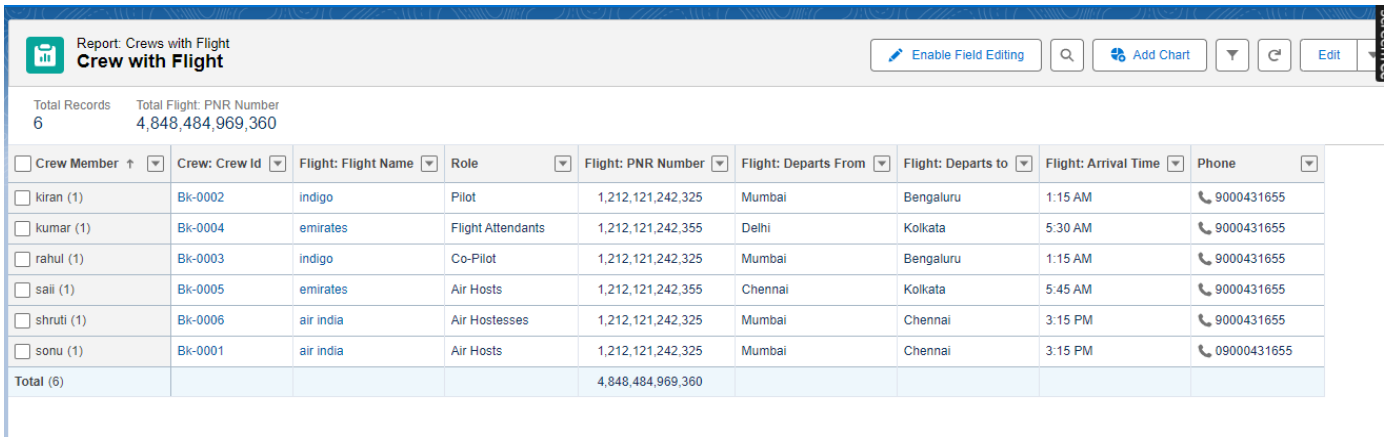
Key Functional Features:

- **Custom Objects**:
  - Airport, Airplane, Flight, Ticket Fare, Employee
- **Automation & Validation**:
  - Role verification (Pilot/Cabin crew) via **Apex Triggers**
  - Fare calculation automation via **Flows**
  - Input control via **Validation Rules**
- **Formula Fields for Efficiency**:
  - Age, Experience, Date of Retirement for employees
  - Total Fare = Passenger Count × Ticket Fare
  - Pilot & Cabin crew Names (auto-derived via lookups)
- **UI & Navigation**:
  - Public Transport App using **Lightning App Builder**
  - Tabs for all custom objects

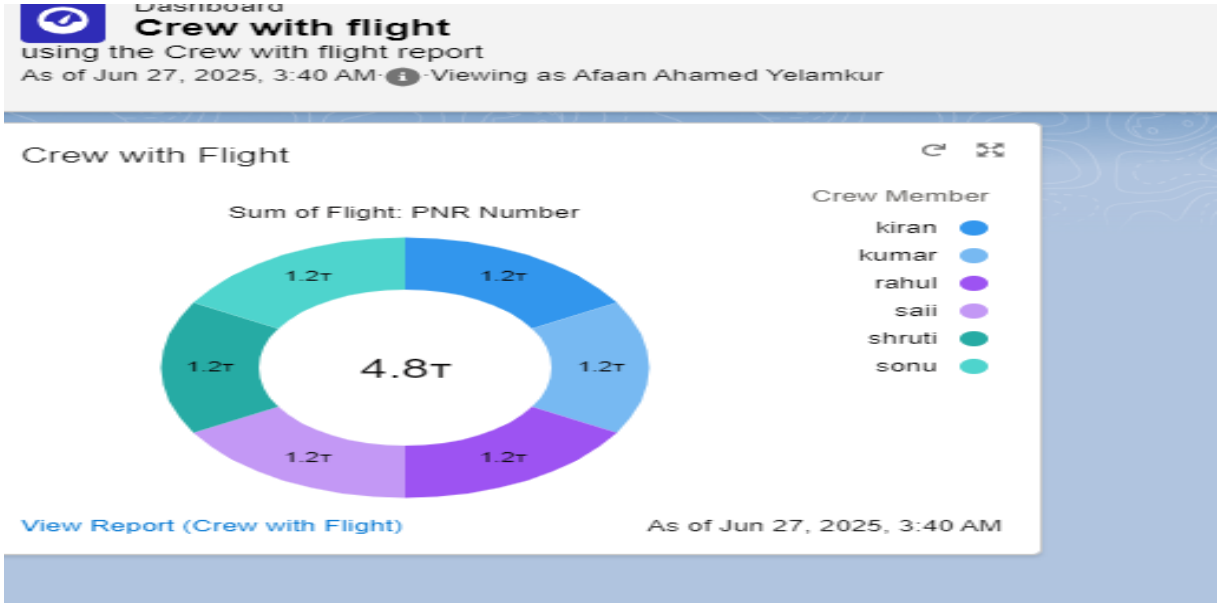
- Page layouts designed by object and role

- **Reports and Dashboards**:
  - Trip Summary Reports
  - Cabin crew with Flight Assignment Reports
  - Monthly Revenue and Passenger Count Dashboards

Together, these components will offer a centralized, role-driven, and insight-ready system.



Crew Member	Crew: Crew Id	Flight: Flight Name	Role	Flight: PNR Number	Flight: Departs From	Flight: Departs to	Flight: Arrival Time	Phone
kiran (1)	Bk-0002	indigo	Pilot	1,212,121,242,325	Mumbai	Bengaluru	1:15 AM	9000431655
kumar (1)	Bk-0004	emirates	Flight Attendants	1,212,121,242,355	Delhi	Kolkata	5:30 AM	9000431655
rahul (1)	Bk-0003	indigo	Co-Pilot	1,212,121,242,325	Mumbai	Bengaluru	1:15 AM	9000431655
saii (1)	Bk-0005	emirates	Air Hosts	1,212,121,242,355	Chennai	Kolkata	5:45 AM	9000431655
shruti (1)	Bk-0006	air india	Air Hostesses	1,212,121,242,325	Mumbai	Chennai	3:15 PM	9000431655
sonu (1)	Bk-0001	air india	Air Hosts	1,212,121,242,325	Mumbai	Chennai	3:15 PM	09000431655
Total (6)				4,848,484,969,360				



🔹 Solution Architecture

Visualizing the Technical Structure and Object Relationships

Object Relationship Overview:

Object	Key Fields / Features
Airport	Name, Category, Amenities, Address
Airplane	Linked to Airport, Category, Model, Capacity
Airline Employee	Name, Role (Picklist), DOB, Experience, Lookup to Airport
Flight	Linked to Airplane, Pilot, Cabin Crew, Ticket Fare, Flight Date, Passenger Count, Total Fare
Ticket Fare	Route, Airplane Model, Fare

Lookups:

- Employee → Airport
- Flight → Airplane, Employee (Pilot), Employee (Cabin Crew), Ticket Fare
- Airplane → Airport

Formulas:

- Total_Amount__c = Passenger_Count__c * Ticket_Fare__c
- Pilot_Name____c = Pilot_Id____r.Employee_Name__c
- Cabin_crew_Name_c = Cabin_crew_Id_r.Employee_Name__c

Automation:

- Flows for fare fetch logic
- Triggers for role validation
- Reports & dashboards for output

Summary

The Project Design Phase ensured that our Airlines CRM not only met the users' needs but also followed Salesforce best practices in object modeling, validation, automation, and user experience. This clear blueprint guided our execution in upcoming development and configuration phases.

Project Planning Phase

The Project Planning Phase converts high-level milestones into actionable sprints aligned with the internship timeline. This helps streamline delivery and keeps all team members aligned with progress, ownership, and deadlines. Where structured task breakdown and time-bound execution planning ensures delivery efficiency.

🔹 Project Planning Template

Sprint Schedule – Based on Project Milestones

Sprint	Functional Requirement (Epic)	Task (Mapped from Milestone)	Priority	Team Members
Sprint-1	Developer Setup & Basic Objects	Creating Developer Account & Activating Org	High	Member 1
Sprint-1	Custom Object Creation	Creating custom objects – Airport, Airplane, Airline Employee, Flight, Ticket Fare	High	Member 1, 2
Sprint-2	UI Tabs & App Creation	Creating Tabs & Lightning App	High	Member 3
Sprint-2	Field Configuration	Creating fields, formula fields, picklists, relationships	Medium	Member 1, 3
Sprint-3	Layouts & Validations	Page Layouts + Validation Rules	High	Member 2, 4
Sprint-3	Flows & Triggers	Automations using Flows and Apex Triggers	High	Member 2, 3

Sprint-4	Reports & Dashboards	Generate Reports and create Dashboards	High	Member 4
Sprint-4	Final Integration & Conclusion	Final Review, Testing, and Functional Summary	Medium	All Members

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Project Tracker & Sprint Timeline

Duration: Each sprint is 6 days, aligned with your **June 2025 internship schedule**

Sprint	Duration	Sprint Start Date	Sprint End Date	Sprint Release Date
Sprint-1	6 Days	03 Jun 2025	08 Jun 2025	08 Jun 2025
Sprint-2	6 Days	09 Jun 2025	14 Jun 2025	14 Jun 2025
Sprint-3	6 Days	15 Jun 2025	20 Jun 2025	20 Jun 2025
Sprint-4	6 Days	21 Jun 2025	26 Jun 2025	26 Jun 2025

Summary

The **Project Planning Phase** allowed our team to convert 12 major milestones into 4 streamlined sprints with assigned priorities and contributors. By aligning sprints with real internship dates and breaking tasks down into functional chunks, we ensured steady progress and simplified execution.

Project Executable Files

This phase outlines the actual Salesforce configurations, data, and outcomes used and generated during the execution of your project: “Airlines Management System.” It ensures that all key project elements—objects, data, and output—are traceable and reusable for future reference or assessment. Where practical configurations and working modules of the project are documented for clarity, replication, and validation.

🔹 1. Project Files

Project Executable Files

The following project files were executed in the Salesforce Developer Org:

📁 **Milestone 1: Developer Account Setup**

📁 **Milestone 2: Object Creation**

📁 **Milestone 3: Tab Creation**

📁 **Milestone 4: Lightning App Setup**

📁 **Milestone 5: Field Creation**

📁 **Milestone 6: User adoption**

📁 **Milestone 7: Profiles**

📁 **Milestone 8: Role**

📁 **Milestone 9: User**

📁 **Milestone 10: Reports**

📁 **Milestone 11: Dashboards**

📁 **Milestone 12: Apex**

📁 **Milestone 13: Flows**

List of Milestone Tasks with Supporting Screenshots and Descriptions

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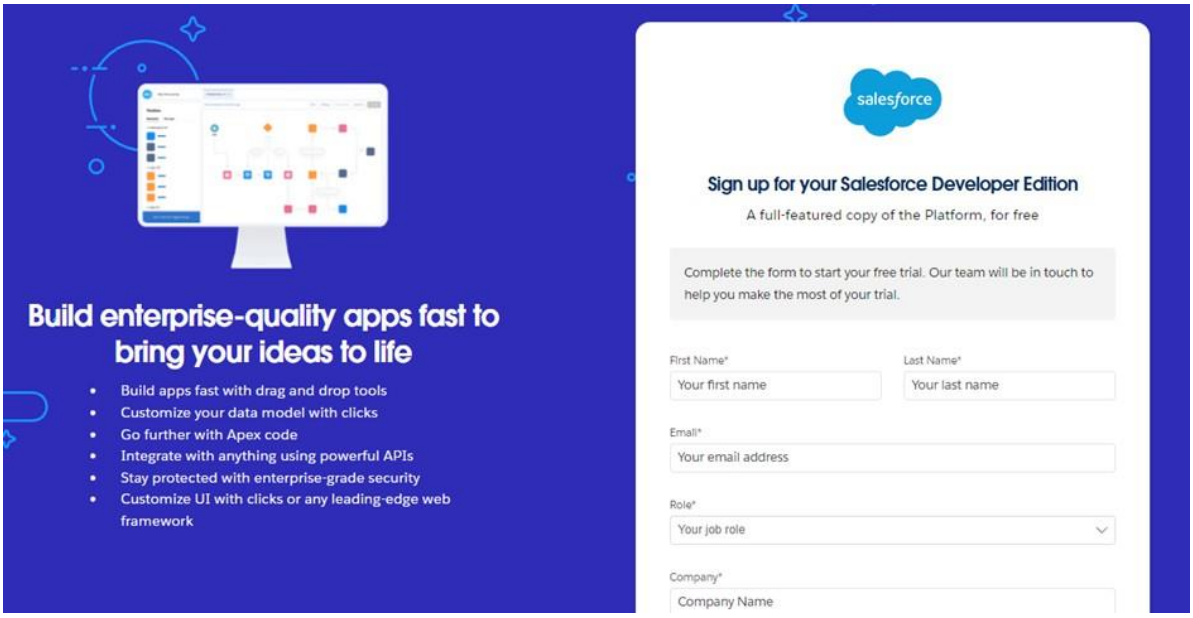
📁 Milestone 1: Developer Account Setup

- Created and activated a Salesforce Developer Org.
- Setup the base environment for CRM development.
- Verified access to Object Manager, Flow Builder, and App Builder.

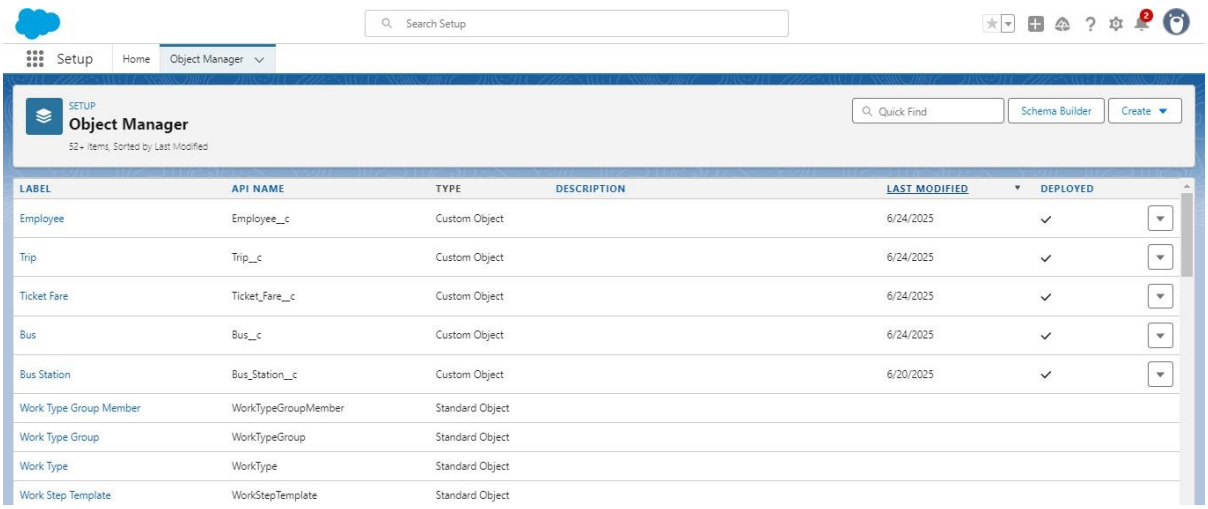
OUTPUT SCREENSHOT



📁 Milestone 2: Object Creation

- Created 5 custom objects:
  - Airport, Airplane, Airline Employee, Flight and Ticket Fare.
    - Established foundational schema for Airlines data tracking.
- Configured relationships using lookup fields.

OUTPUT SCREENSHOT



📁 Milestone 3: Tab Creation

- Created tabs for each custom object.
- Enabled easy navigation and object access in the app.
- Ensured users can create/view records from the UI.

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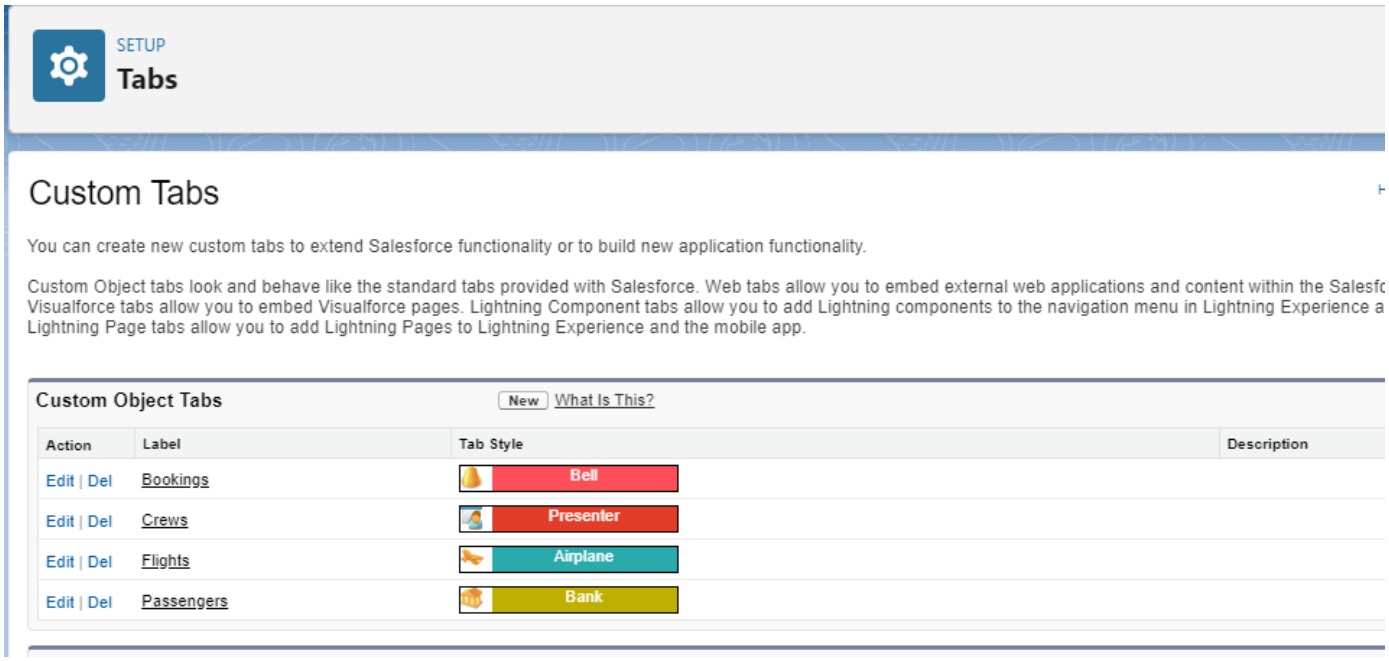

📁 Milestone 4: Lightning App Setup

- Built a custom Lightning App named **"Airlines Management system"**.
- Added relevant tabs to centralize operations.
- Simplified user workflow by grouping features.

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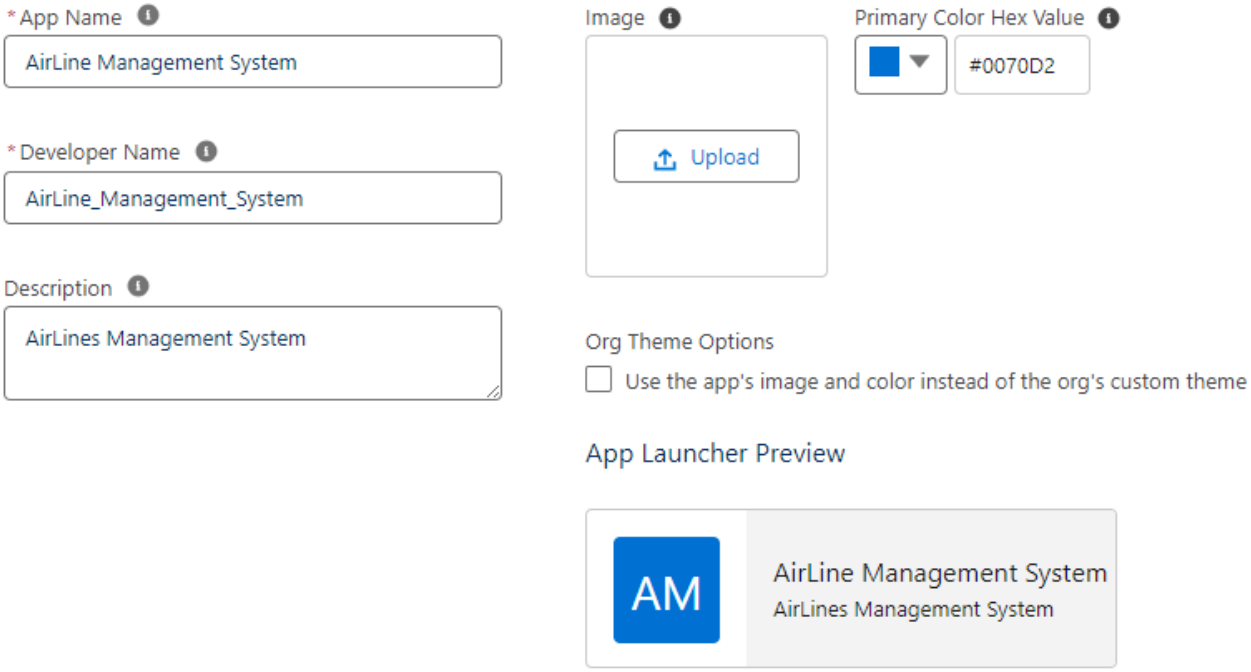

📁 Milestone 5: Field Creation

- Added custom and formula fields like:
    - Capacity, Departure date, Departs from, Departs to, Fare, Passenger Count.
    - Implemented: `Total Fare = Fare × Passenger Count` formula.
- Linked Driver and Conductor to Trip via lookup fields.

Milestone 5- Fields

Object	Field Name	Data Type
Airport	Airport Name(Standard)	Text
	Airport Category	Picklist(Unmanaged Bus Stop, Managed Bus Stop)
	Last Updated	Formula(Date)
	Amenities	Picklist(Multi-select)
	City	Text(40)
	Street	TextArea
	State/Province	Text(25)
	Zip/PostalCode	Text(10)
	lounge	Checkbox
	Bench	Checkbox

Airplane	Registration No (Standard)	Text
	Name	Lookup(Bus Station)
	Capacity	Number(4,0)
	Category	Picklist
	Model	Picklist(Dependent on Category)
Flight	Flight No(Standard)	Text
	Flight Date	Date
	Flight No	Lookup(Bus)
	Route Name	Lookup(Ticket Fare)
	Arrival Time	Picklist
	Departure Time	Picklist
	Starting Terminal	Text
	Destination Terminal	Text
	Pilot Id	Lookup(Employee)
	pilot	Formula
	Cabin crew Id	Lookup(Employee)
	Cabin crew	Formula
	Estimated Travel Time	Number
	Frequency Per Day	Number(2,0)
	No. of Stops	Number(2,0)
	Passenger Count	Number(4,0)

	Ticket Fare	Currency(16,2)
	Total Amount	Formula
Ticket Fare	Route Name(Standard)	Text
	Model	Picklist
	Ticket Fare	Currency(10,2)
Employee	Employee Id(Standard)	Text
	Name	Lookup(Bus Station)
	Employee Name	Text
	Role	Picklist
	Date of Birth	Date
	Age	Formula(Number)
	Work Place	Text
	Salary	Currency(18,0)
	Phone	Phone
	Date of Joining	Date
	Date of Retirement	Formula(Date)
	Experience	Formula(Number)
	Street	TextArea
	City	Text
	State/Province	Text
	Country	Text
	Zip/PostalCode	Text

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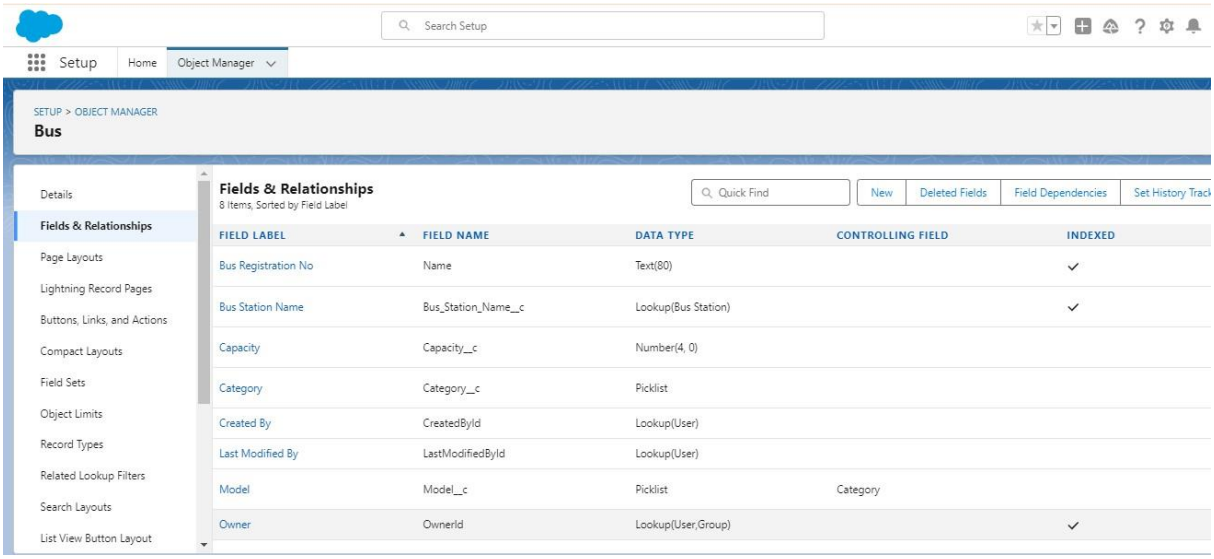

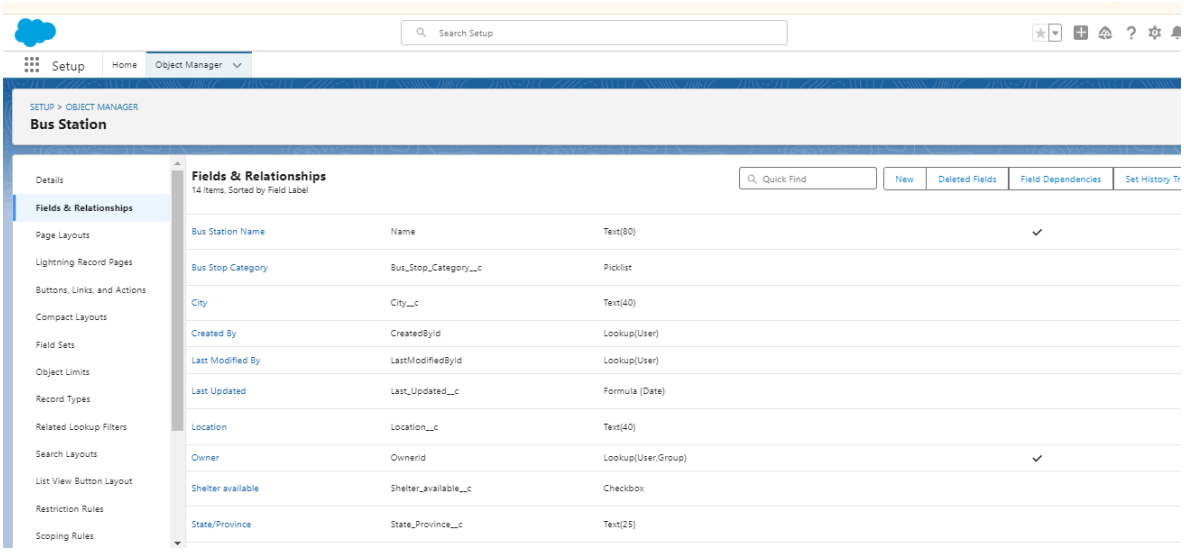

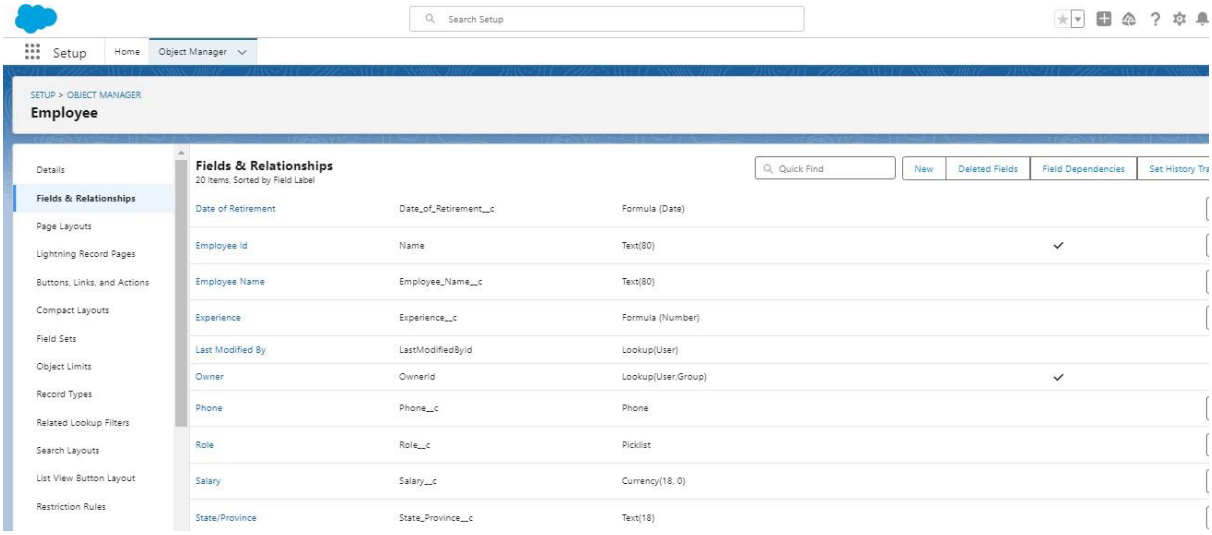
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Employee
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Fields & Relationships
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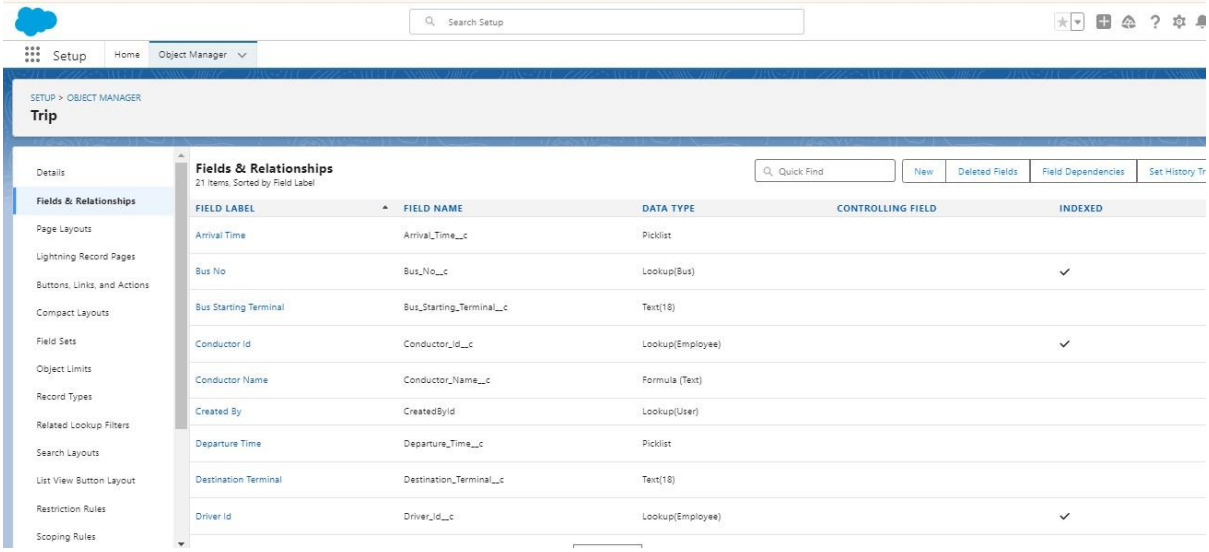
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout
Restriction Rules
Fields & Relationships
20 Items, Sorted by Field Label
Quick Find
New
Deleted Fields
Field Dependencies
Date of Retirement | Date_of_Retirement__c | Formula (Date)
Employee Id | Name | Text(80) | ✓
Employee Name | Employee_Name__c | Text(80)
Experience | Experience__c | Formula (Number)
Last Modified By | LastModifiedById | Lookup(User)
Owner | OwnerId | Lookup(User,Group) | ✓
Phone | Phone__c | Phone
Role | Role__c | Picklist
Salary | Salary__c | Currency(18, 0)
State/Province | State_Province__c | Text(18)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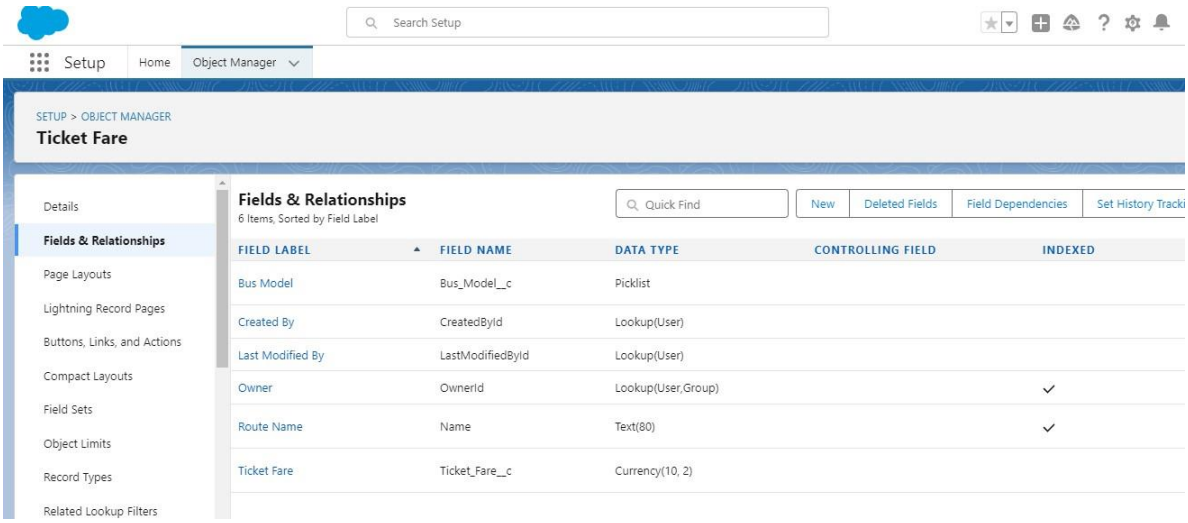
Scoping Rules
Fields & Relationships
21 Items, Sorted by Field Label
Quick Find
New
Deleted Fields
Field Dependencies
FIELD LABEL | FIELD NAME | DATA TYPE | CONTROLLING FIELD | INDEXED
Arrival Time | Arrival_Time__c | Picklist
Bus No | Bus_No__c | Lookup(Bus) | ✓
Bus Starting Terminal | Bus_Starting_Terminal__c | Text(18)
Conductor Id | Conductor_Id__c | Lookup(Employee) | ✓
Conductor Name | Conductor_Name__c | Formula (Text)
Created By | CreatedById | Lookup(User)
Departure Time | Departure_Time__c | Picklist
Destination Terminal | Destination_Terminal__c | Text(18)
Driver Id | Driver_Id__c | Lookup(Employee) | ✓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Home
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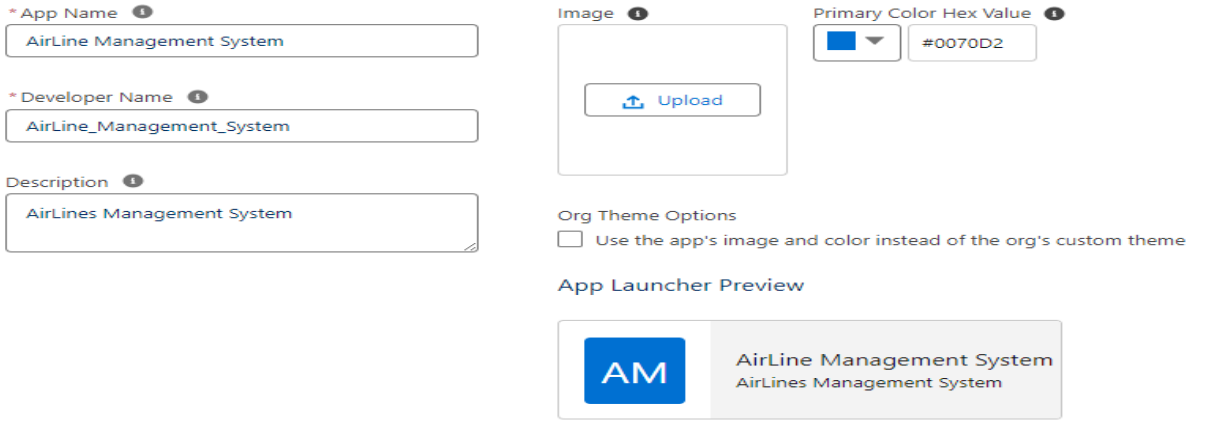
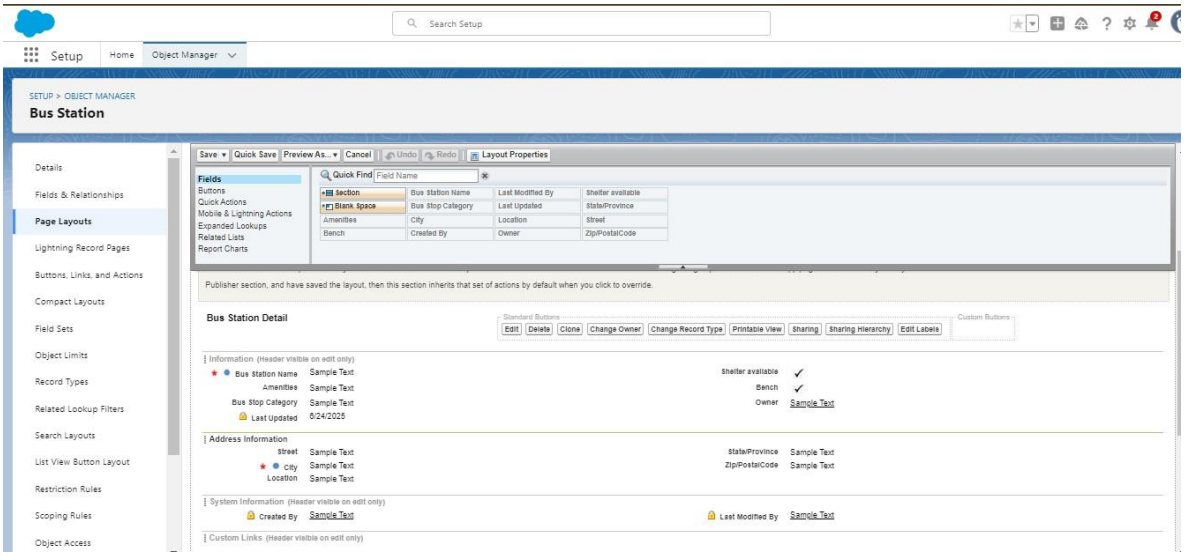
SETUP > OBJECT MANAGER
Ticket Fare
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Fields & Relationships
6 Items, Sorted by Field Label
Quick Find
New
Deleted Fields
Field Dependencies
FIELD LABEL | FIELD NAME | DATA TYPE | CONTROLLING FIELD | INDEXED
Bus Model | Bus_Model__c | Picklist
Created By | CreatedById | Lookup(User)
Last Modified By | LastModifiedById | Lookup(User)
Owner | OwnerId | Lookup(User,Group) | ✓
Route Name | Name | Text(80) | ✓
Ticket Fare | Ticket_Fare__c | Currency(10, 2)

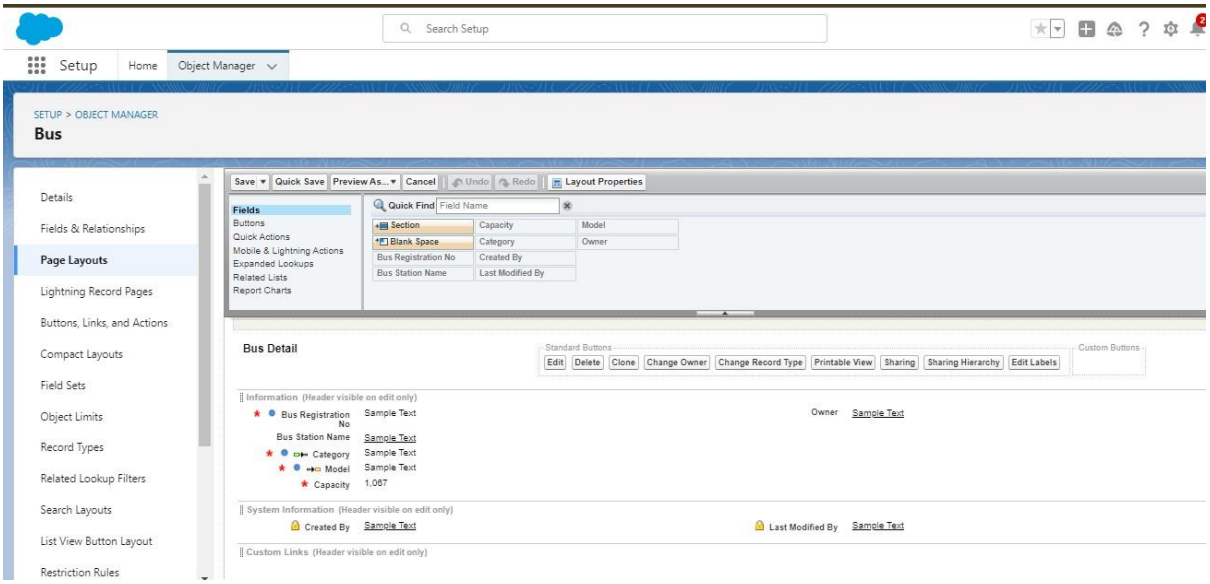
📁 Milestone 6: User Adoption

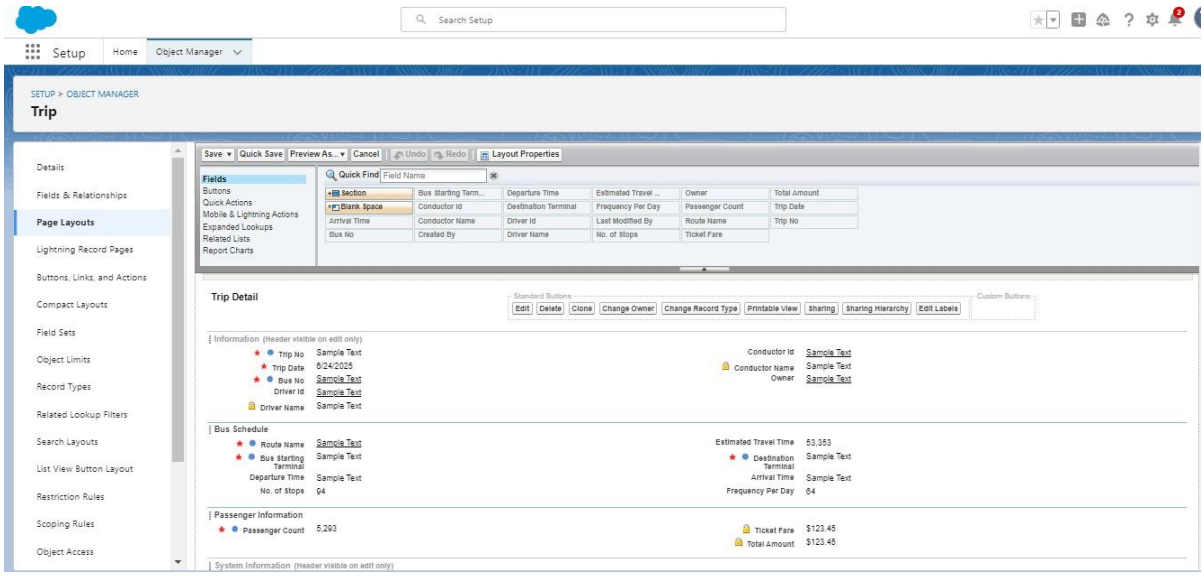
- Customized page layouts per object.
- Grouped fields logically for usability.
- Enhanced record readability and data entry experience.

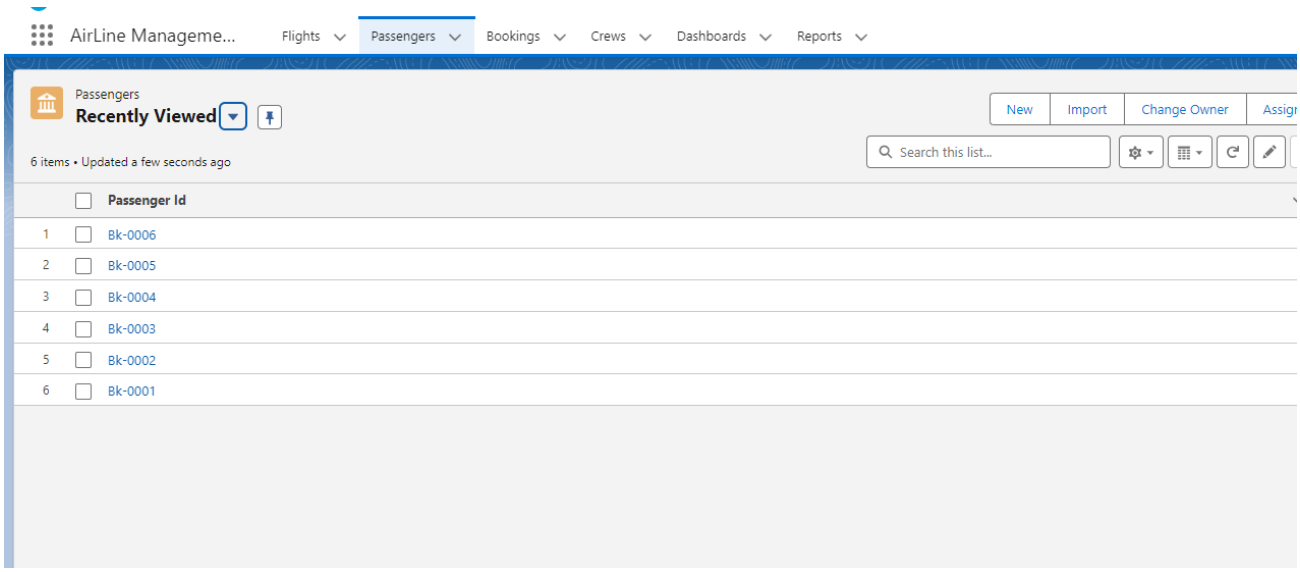
OUTPUT SCREENSHOT






Search Setup
Setup
Home
Object Manager
SETUP > OBJECT MANAGER
Bus
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
Save
Quick Save
Preview As...
Cancel
Undo
Redo
Layout Properties
Fields
Buttons
Quick Actions
Mobile & Lightning Actions
Expanded Lookups
Related Lists
Report Charts
Quick Find
Field Name
Section
Blank Space
Capacity
Category
Bus Registration No
Bus Station Name
Model
Owner
Created By
Last Modified By
Bus Detail
Standard Buttons
Edit
Delete
Clone
Change Owner
Change Record Type
Printable View
Sharing
Sharing Hierarchy
Edit Labels
Custom Buttons
Information (Header visible on edit only)
Bus Registration No
Sample Text
Bus Station Name
Category
Model
Capacity
1,067
Owner
System Information (Header visible on edit only)
Created By
Last Modified By
Custom Links (Header visible on edit only)

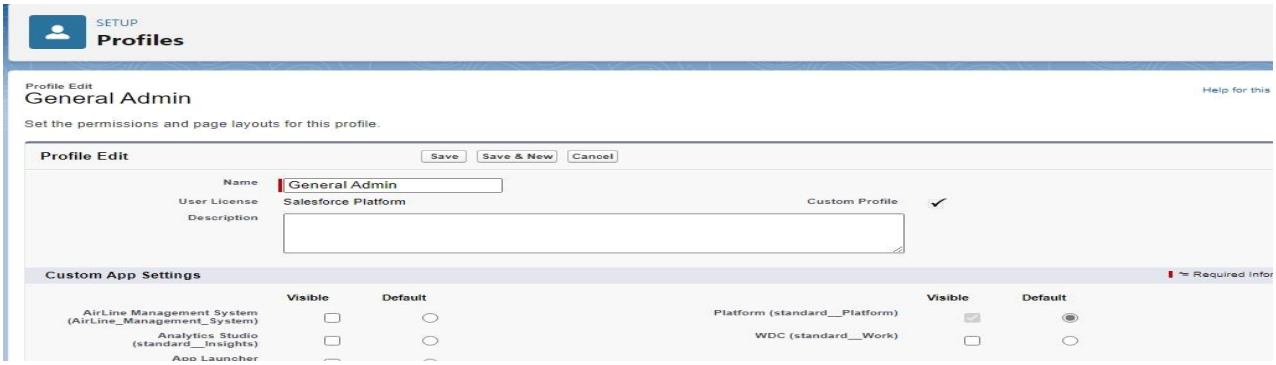

Search Setup
Setup
Home
Object Manager
SETUP > OBJECT MANAGER
Trip
Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout
Restriction Rules
Scoping Rules
Object Access
Save
Quick Save
Preview As...
Cancel
Undo
Redo
Layout Properties
Fields
Buttons
Quick Actions
Mobile & Lightning Actions
Expanded Lookups
Related Lists
Report Charts
Quick Find
Field Name
Section
Blank Space
Bus Starting Term...
Departure Time
Estimated Travel ...
Owner
Total Amount
Conductor Id
Destination Terminal
Frequency Per Day
Passenger Count
Trip Date
Arrival Time
Conductor Name
Driver Id
Last Modified By
Route Name
Trip No
Bus No
Created By
Driver Name
No. of Stops
Ticket Fare
Trip Detail
Standard Buttons
Edit
Delete
Clone
Change Owner
Change Record Type
Printable View
Sharing
Sharing Hierarchy
Edit Labels
Custom Buttons
Information (Header visible on edit only)
Trip No
Sample Text
Trip Date
6/24/2025
Bus No
Driver Id
Driver Name
Conductor Id
Conductor Name
Owner
Bus Schedule
Route Name
Bus Starting Terminal
Departure Time
No. of Stops
64
Estimated Travel Time
53,353
Destination Terminal
Arrival Time
Frequency Per Day
Passenger Information
Passenger Count
5,293
Ticket Fare
$123.45
Total Amount
System Information (Header visible on edit only)

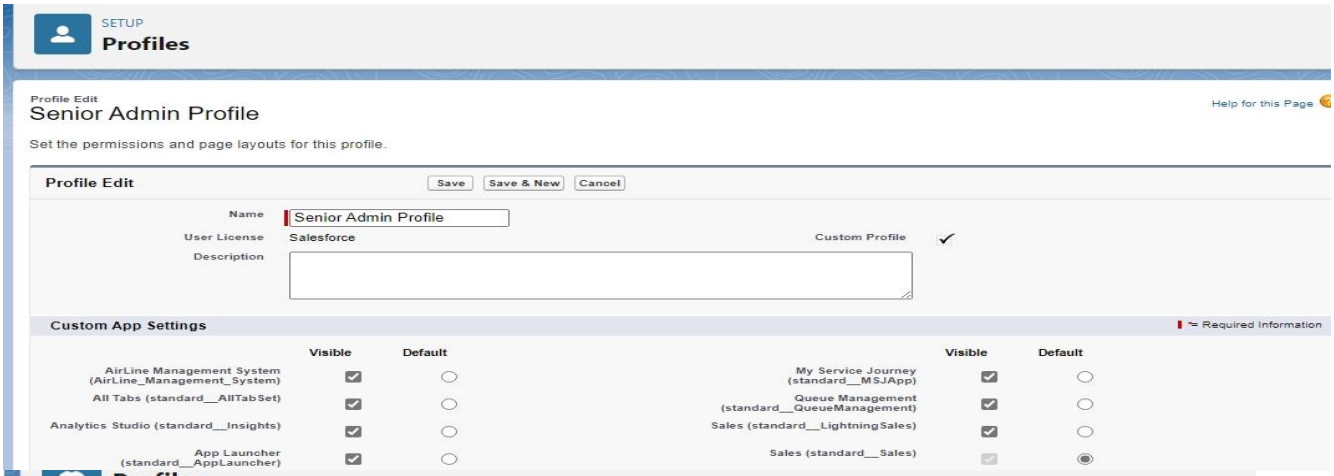

AirLine Manageme...
Flights
Passengers
Bookings
Crews
Dashboards
Reports
Passengers
Recently Viewed
New
Import
Change Owner
Assig
6 items • Updated a few seconds ago
Search this list...
Passenger Id
1 Bk-0006
2 Bk-0005
3 Bk-0004
4 Bk-0003
5 Bk-0002
6 Bk-0001

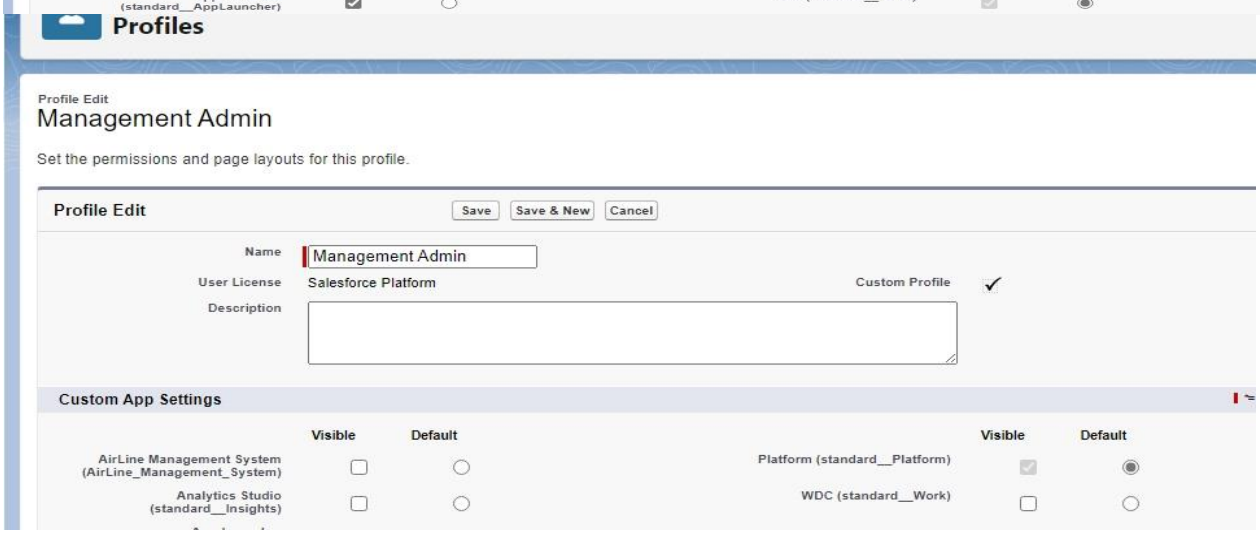
📁 Milestone 7: Profiles

Types of profiles in salesforce
Standard profiles;
By default salesforce provides below standard profiles
Custom Profiles:
Custom ones defined by us.

OUTPUT SCREENSHOT



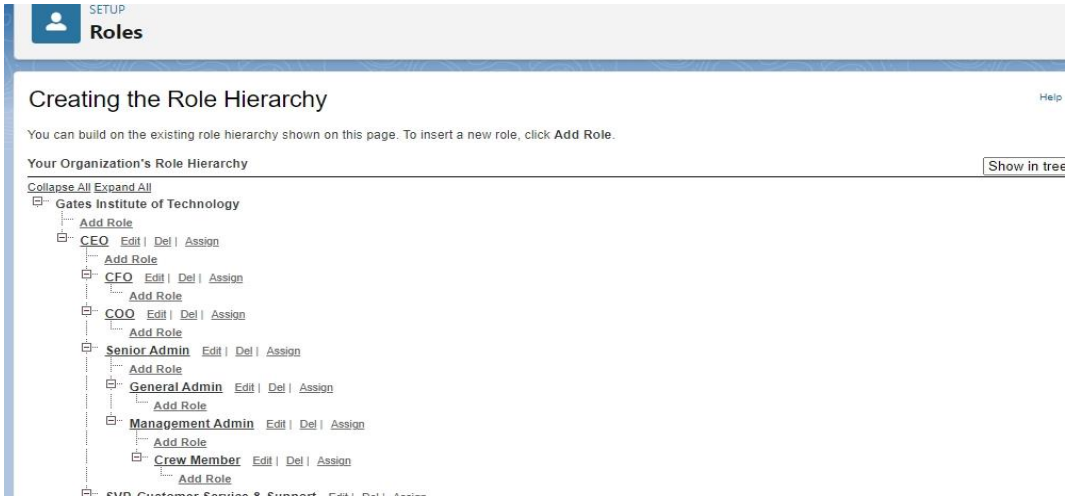


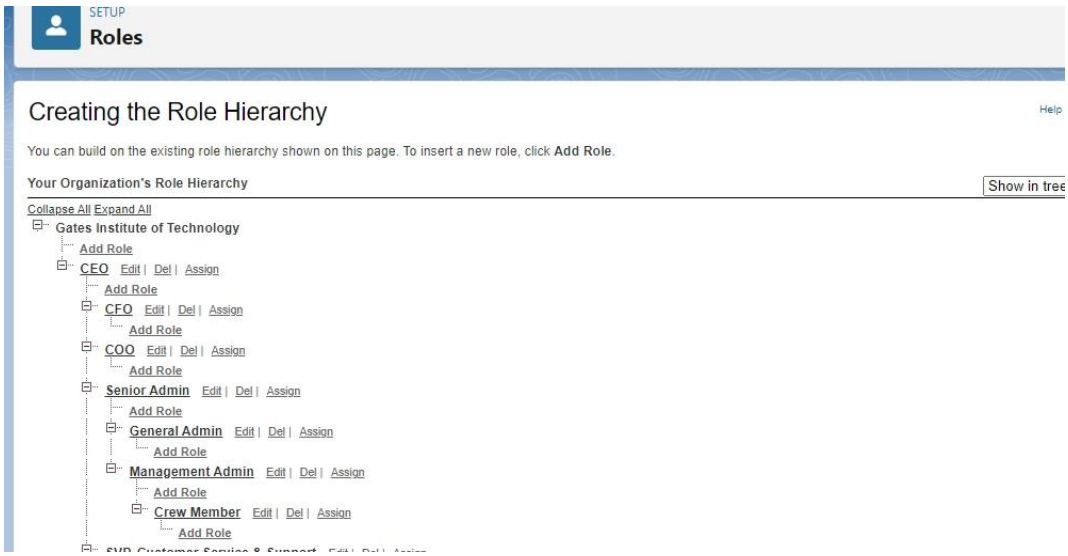


📁 Milestone 8: Role

A role in Salesforce defines a user's visibility access at the record level. Roles may be used to specify the types of access that people in your Salesforce organization can have to data.

OUTPUT SCREENSHOT

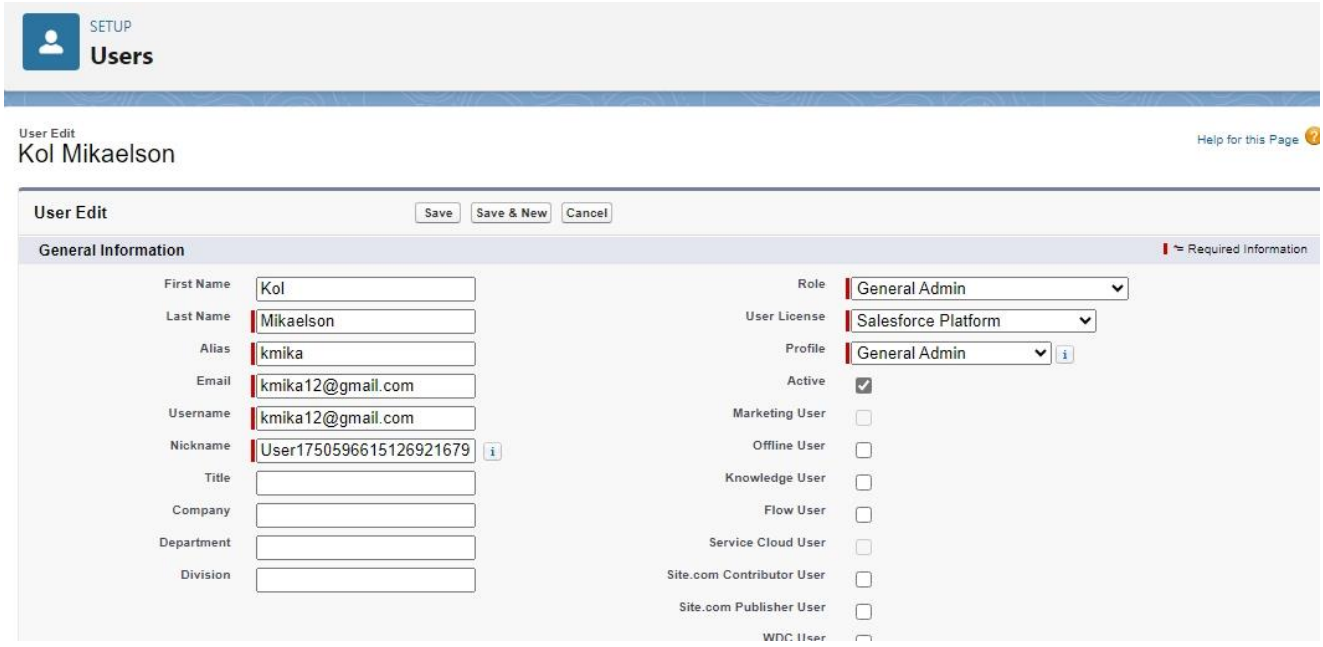


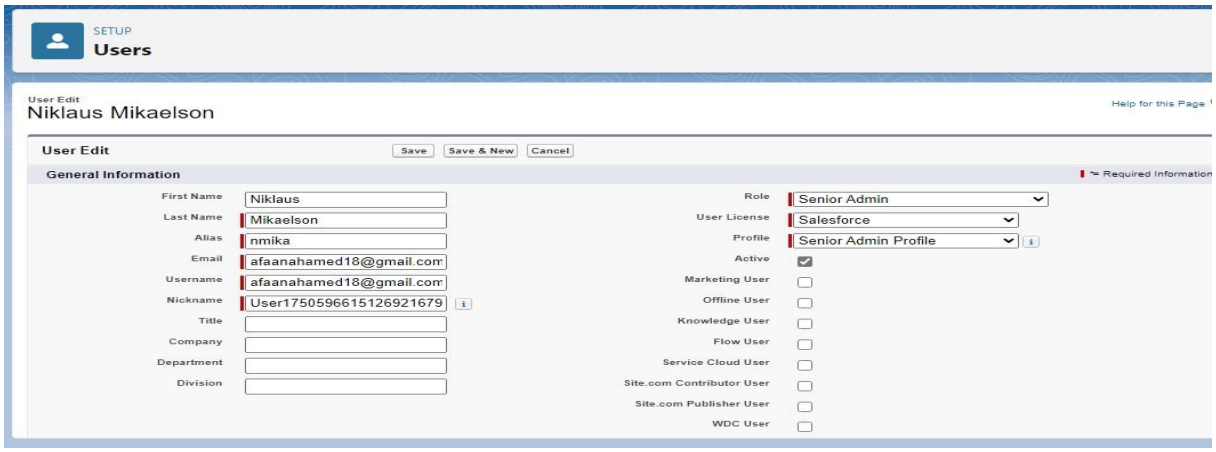


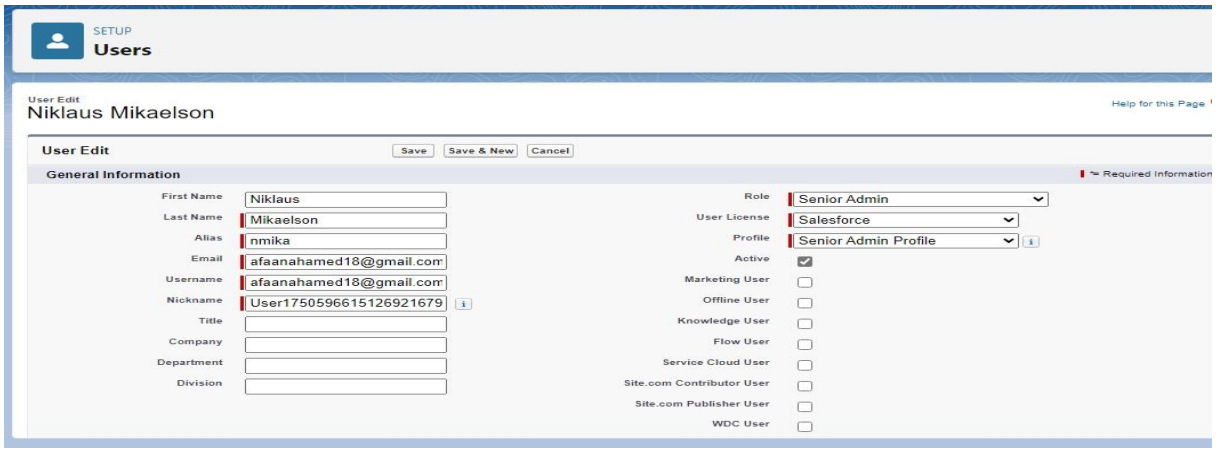
📁 Milestone 9: Users

Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records. Every user in Salesforce has a user account. The user account identifies the user, and the user account settings determine what features and records the user can access.

OUTPUT SCREENSHOT




SETUP
Users
User Edit
Niklaus Mikaelson
Help for this Page
User Edit
Save
Save & New
Cancel
General Information
Required Information
First Name
Niklaus
Last Name
Mikaelson
Alias
nmika
Email
afaanahamed18@gmail.com
Username
afaanahamed18@gmail.com
Nickname
User17505966151269216 79
Title
Company
Department
Division
Role
Senior Admin
User License
Salesforce
Profile
Senior Admin Profile
Active
Marketing User
Offline User
Knowledge User
Flow User
Service Cloud User
Site.com Contributor User
Site.com Publisher User
WDC User


SETUP
Users
User Edit
Niklaus Mikaelson
Help for this Page
User Edit
Save
Save & New
Cancel
General Information
Required Information
First Name
Niklaus
Last Name
Mikaelson
Alias
nmika
Email
afaanahamed18@gmail.com
Username
afaanahamed18@gmail.com
Nickname
User17505966151269216 79
Title
Company
Department
Division
Role
Senior Admin
User License
Salesforce
Profile
Senior Admin Profile
Active
Marketing User
Offline User
Knowledge User
Flow User
Service Cloud User
Site.com Contributor User
Site.com Publisher User
WDC User

📁 Milestone 10: Reports

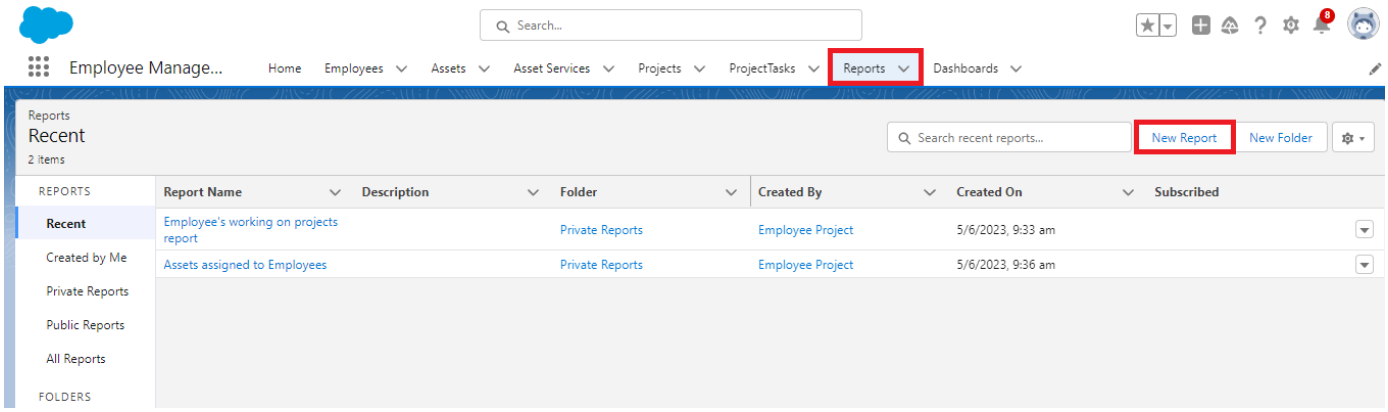
- Created reports for:

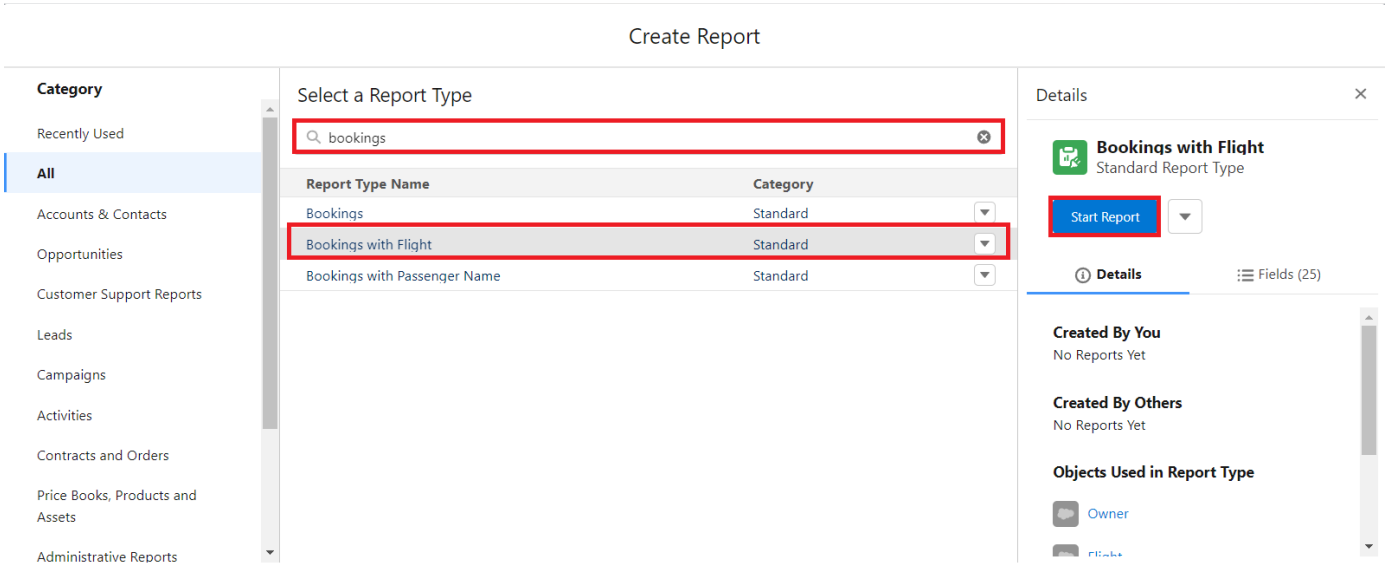
Reports give you access to your Salesforce data. You can examine your Salesforce data in almost infinite combinations, display it in easy-to-understand formats, and share the resulting insights with others..

- Used grouping, filters, and field summaries.

- Enabled data-driven decision-making.

OUTPUT SCREENSHOT





Report: Bookings with Passenger

Booking with Passenger Name

Enable Field Editing | Add Chart

Total Records
6

Travellers	Booking: Booking Id	Passenger: Passenger Id	Flight	Departs From	Departs To	Class	Passenger: Owner Name
Adult (5)	Bk-0006	Bk-0006	air india	Bengaluru	Mumbai	First Class	Afaan Ahamed Yelamkur
	Bk-0005	Bk-0005	emirates	Mumbai	Delhi	Business	Afaan Ahamed Yelamkur
	Bk-0004	Bk-0006	emirates	Chennai	Mumbai	Business	Afaan Ahamed Yelamkur
	Bk-0003	Bk-0005	indigo	Bengaluru	Delhi	Economy	Afaan Ahamed Yelamkur
	Bk-0001	Bk-0002	emirates	Bengaluru	Delhi	Business	Afaan Ahamed Yelamkur
Child (1)	Bk-0002	Bk-0004	air india	Kolkata	Delhi	First Class	Afaan Ahamed Yelamkur
Total (6)							

Report: Crews with Flight

Crew with Flight

Enable Field Editing | Add Chart | Edit

Total Records
6

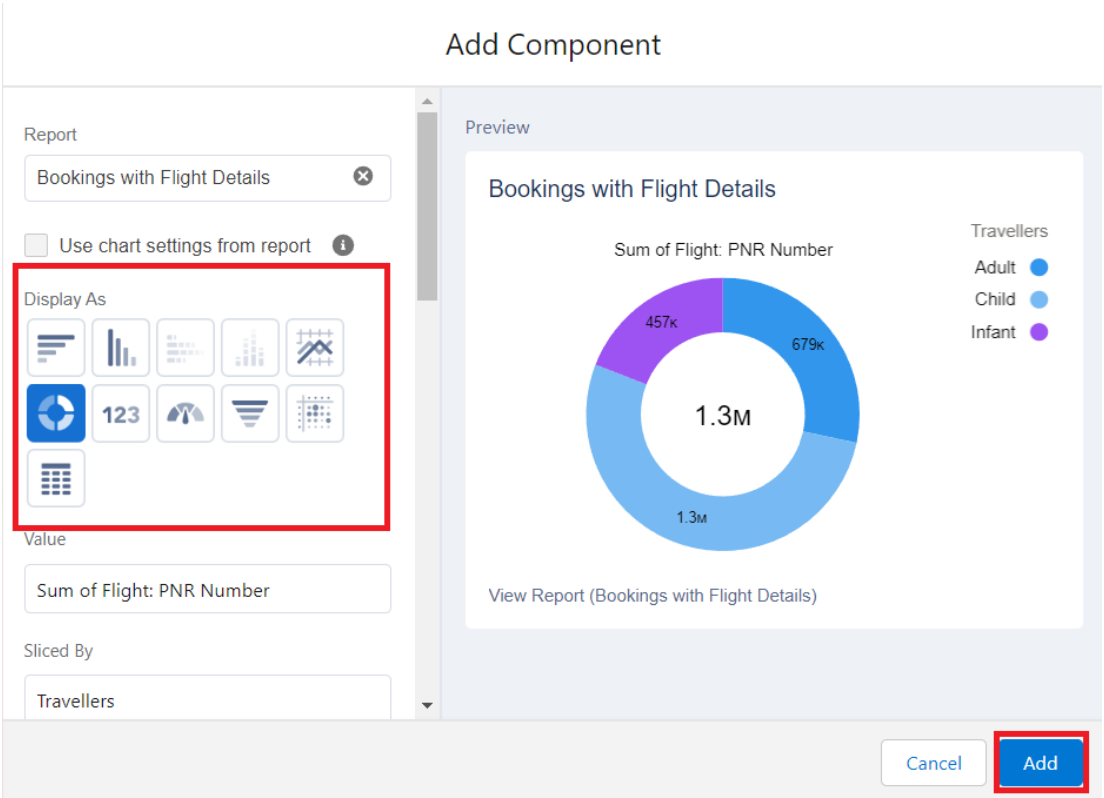
Total Flight: PNR Number
4,848,484,969,360

Crew Member	Crew: Crew Id	Flight: Flight Name	Role	Flight: PNR Number	Flight: Departs From	Flight: Departs to	Flight: Arrival Time	Phone
kiran (1)	Bk-0002	indigo	Pilot	1,212,121,242,325	Mumbai	Bengaluru	1:15 AM	9000431655
kumar (1)	Bk-0004	emirates	Flight Attendants	1,212,121,242,355	Delhi	Kolkata	5:30 AM	9000431655
rahul (1)	Bk-0003	indigo	Co-Pilot	1,212,121,242,325	Mumbai	Bengaluru	1:15 AM	9000431655
saii (1)	Bk-0005	emirates	Air Hosts	1,212,121,242,355	Chennai	Kolkata	5:45 AM	9000431655
shruti (1)	Bk-0006	air india	Air Hostesses	1,212,121,242,325	Mumbai	Chennai	3:15 PM	9000431655
sonu (1)	Bk-0001	air india	Air Hosts	1,212,121,242,325	Mumbai	Chennai	3:15 PM	09000431655
Total (6)				4,848,484,969,360				

📁 Milestone 11: Dashboards

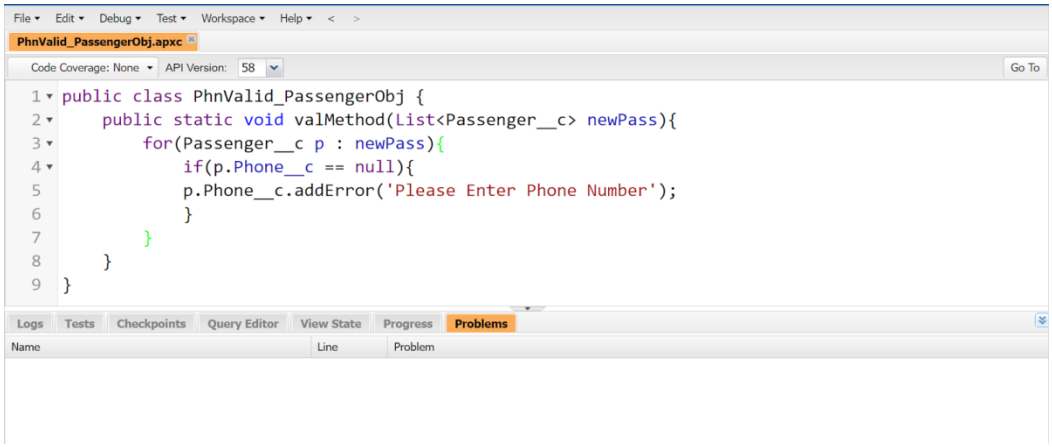
- Designed dashboards showing:
    - Booking with flights, Booking with Passenger Name, Crew with Flight
- Used Donut, and summary widgets for visualization.

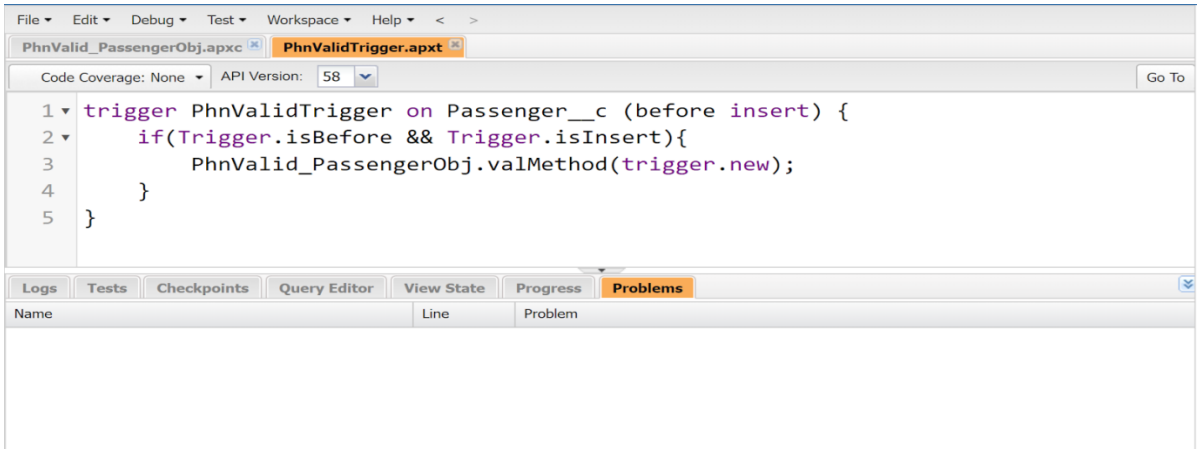
OUTPUT SCREENSHOT

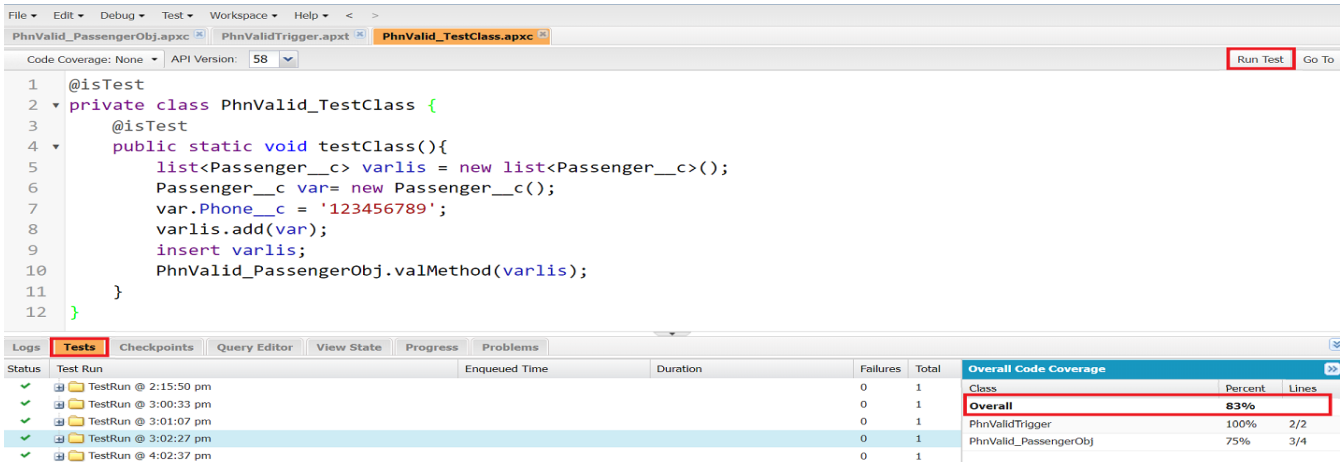


📁 Milestone 12: Apex

Apex is a strongly typed, object-oriented programming language that allows developers to execute flow and transaction control statements on the Lightning platform server in conjunction with calls to the Lightning Platform API. Using syntax that looks like Java and acts like database stored

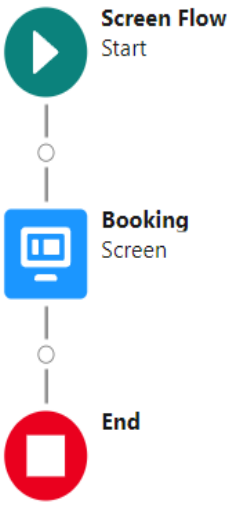


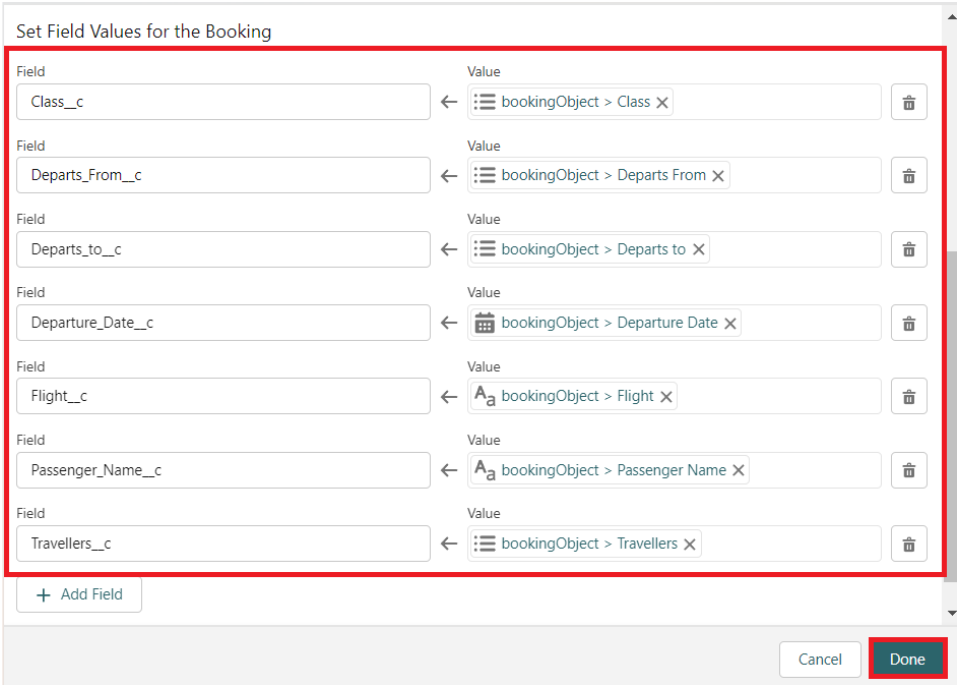




📁 Milestone 13: Flows

A sales representative needs to create a new booking for a customer who has expressed interest in a specific flight service. The representative wants to ensure that all relevant information is captured accurately and consistently.

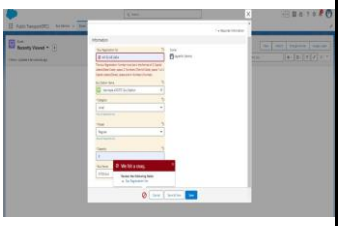
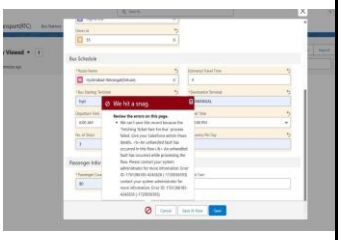
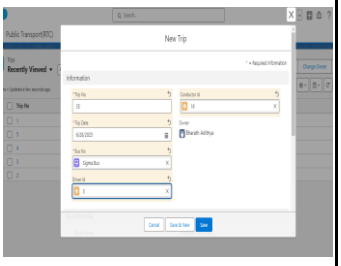


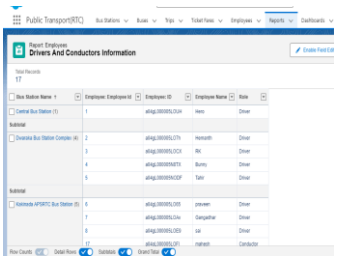
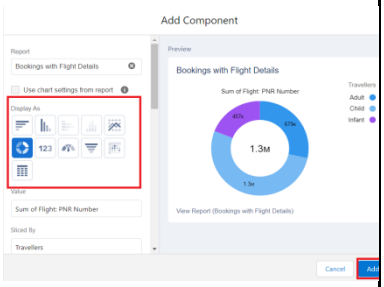
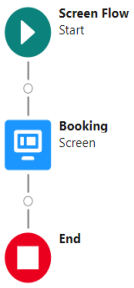


Functional and Performance Testing

The Functional and Performance Testing Phase ensures that every feature implemented—such as object creation, field validation, automation, flows, triggers, reports, and dashboards—works exactly as intended. This phase guarantees stability, correctness, and user-readiness of your Airlines Management System. Where the system is validated for accuracy, behavior, and data correctness across all configured objects and logic.

🔹 Performance Testing Summary Table

S. No	Parameter	Value/Observation	Screenshot Suggestion
1	**Model Summary**	Salesforce CRM setup for **Airlines automation** using Objects, Relationships, Reports, Flows, and Triggers. *Note:* Test data import only succeeds if object relationships and formats are correct. Mismatched values raise validation errors.	
2	**Field Validations**	Tested rules such as: - Age must be above 21 - Phone must be 10 digits - Mandatory fields cannot be empty. System blocks incorrect data.	
3	**Automation Accuracy (Flow + Trigger)**	- Flow: Auto-fetch ticket fare when Trip is created based on route & bus model. - Trigger: Checks if selected employee role matches “Pilot” or “Cabin crew” on Trip. - All logic executed successfully in test runs.	

4	**Reports Testing**	- Trip Summary Report shows correct grouping by route & date. - Fare amounts and passenger counts calculated accurately using formula fields. - Report download & export functions verified.	
5	**Dashboard Verification**	- Dashboards built using correct source reports. - Visuals reflect live Trip data, fare summaries, passenger totals. - Tested filter logic and component refresh.	
6	**Data Accuracy (Manual + Automated)**	- Manual test records were entered to test validation. - Flow logic verified for multiple ticket fare combinations. - Output matched expected values in all test cases.	

Summary

All Salesforce components were thoroughly tested for:

- Validation rule enforcement
- Flow and trigger logic correctness
- Dashboard accuracy
- Report reliability
- Data relationships integrity