

**CRM APPLICATION THAT HELPS TO BOOK A VISA
SLOT**

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CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

1 INTRODUCTION

1.1 Overview

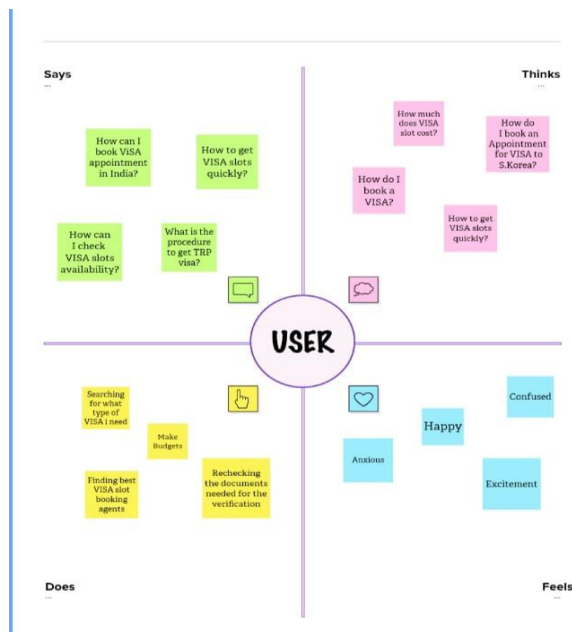
A Visa slot Management Project is a system that helps to track and manage the availability of the visa slots, which are appointments that required for certain visa applications

1.2 Purpose

It might be used by a government agency or a visa processing center to schedule and manage appointments with applicants

2 Problem Definition & Design Thinking

2.1 Empathy Map



2.2 Ideation & Brainstorming Map

1

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

⌚ 5 minutes

How might we create CRM Application to Book a VISA slot?

Key rules of brainstorming
To run a smooth and productive session

- Stay in topic.
- Encourage wild ideas.
- Defer judgment.
- Listen to others.
- Go for volume.
- If possible, be visual.

Aufiya

- Analysing users need
- Keep in track of slot openings
- Making the interface Easy to use
- Working best on Developing the App

Dhanalakshmi

- Booking slot at best time
- Becoming Trustable
- Communicate with customers more often
- Easy to access from home

Saranya.

- Scheduling the Appointments Smartly
- Booking the slot quickly
- Making the Application easy to use
- Finding the best time to book

Kavinaya

- Interface in many languages
- Learning the customer's views
- Splitting the work equally
- Booking All types of Visa

3

Group Ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

⌚ 20 minutes

Booking slot at best time

Keep in track of slot openings

Interface in many languages

Booking All types of Visa

Making the interface Easy to use

Analysing users need

TIP
Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural.

4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

⌚ 20 minutes

Importance
Each of these ideas could get done without any difficulty or with the most creative thought

Feasibility
Regardless of how important an idea looks, will it really be easier than others? (Time, cost, effort, complexity, etc.)

TIP
Participants can use their markers to point at ideas they like or dislike and use the grid to discuss and explore the ideas by using the most creative thinking and 20 tag on the worksheet

Booking slot at best time

Keep in track of slot openings

Interface in many languages

Analysing users need

3 RESULT

3.1 Data Model:

Object Name	Field in the object	
Passport	Field label	Data type
	Full Name	Text
	Passport Number	Text
	Contact Number	Number
	Permanent Address	Text
Visa slot	Field label	Data Type
	Location	Text
	Time	Time
	Passport Number	Master
	Visa slot Number	Number
Payment	Field label	Data Type
	Payment Mode	Text
	Card Number	Number
	Transaction Id	Auto Number
	Cancel transaction	Text
	Visa slot Number	Master

Reshedule/Cancel	Field label	Data Type
	Passport Number	Master
	Location	Text
	Time	Time
	Cancel	Text
	Status	Text

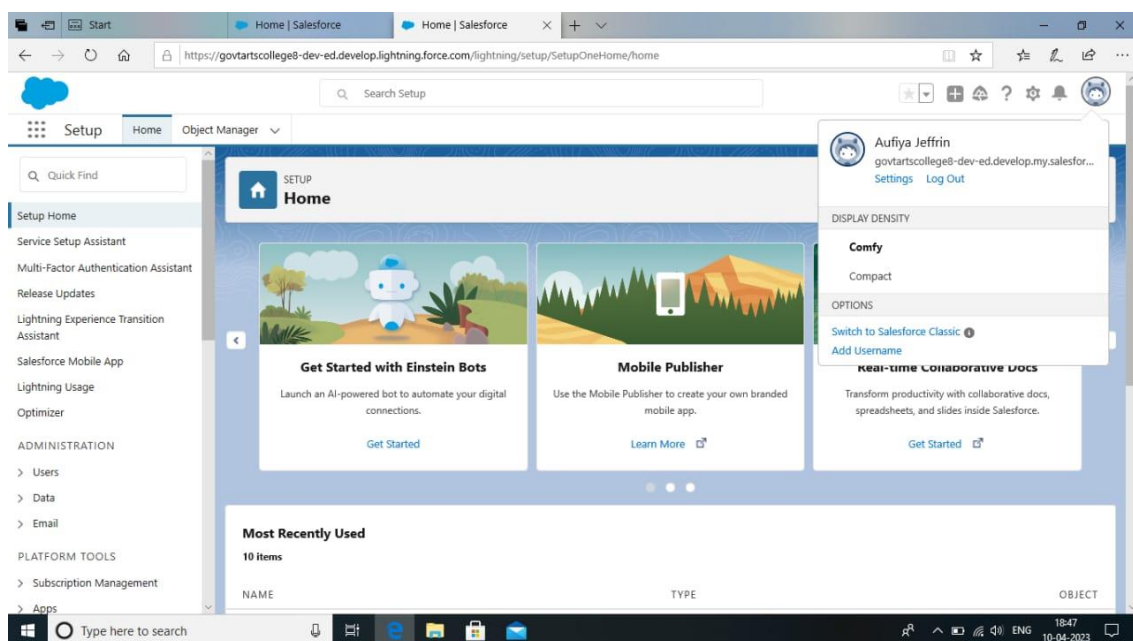
3.2 Activity & Screenshot

Milestone-1: Creation of developer org

Activity1:

Creating Developer Account

First We signed up in developer.salesforce.com. We Activated our account by clicking on the verification email. After that,we logged in



Milestone-2: Object:

Objects are database tables that permit you to store data that is specific to an organisation. Salesforce objects are two types, They are Standard objects and Custom objects. We created Custom objects that involved in Booking Visa Slot. There are 4 custom objects that we need to create for our application,

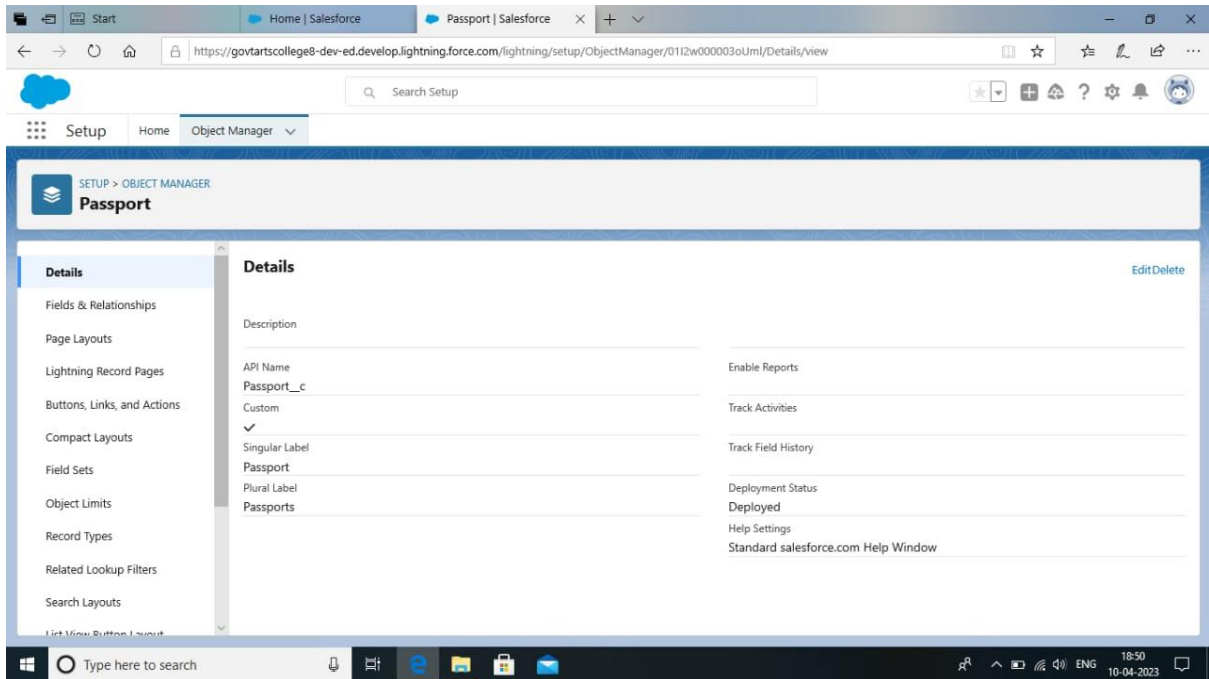
Activity 1 :

Creation of custom object: Passport

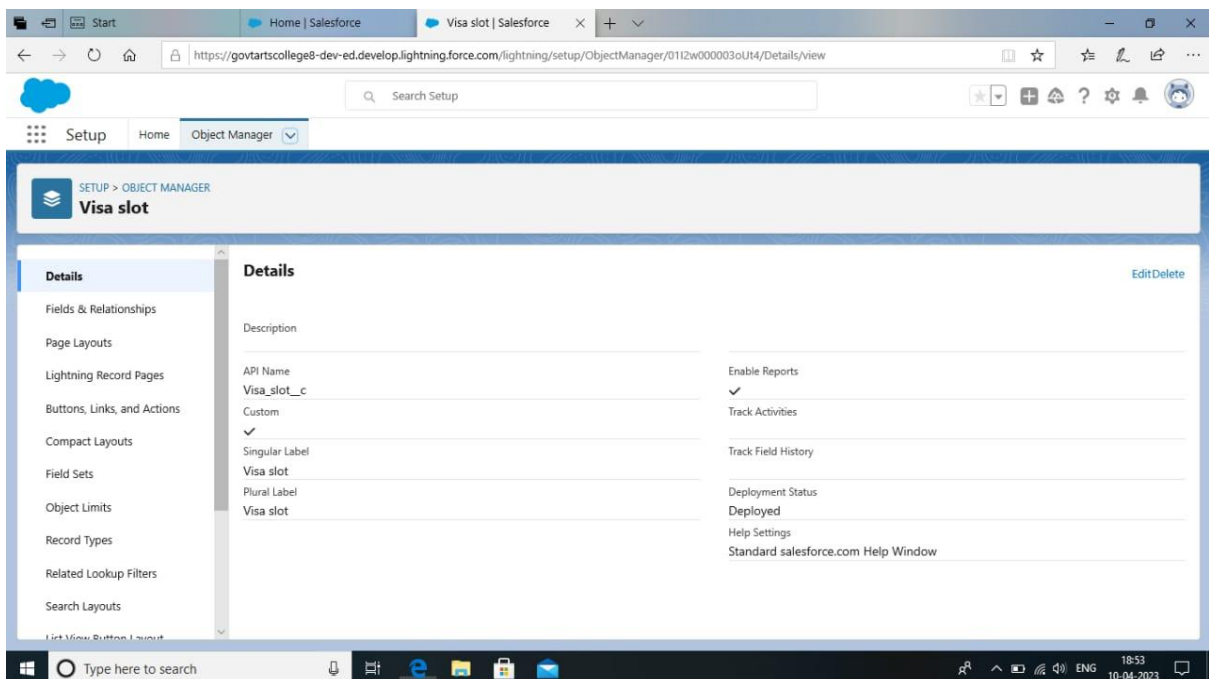
The screenshot shows the Salesforce Object Manager setup page for a custom object named 'Passport'. The page is titled 'Object Manager' and includes a search bar. The main form contains the following fields and options:

- Field Label:** Passport Number(Mas)
- Length:** 18 (Number of digits to the left of the decimal point)
- Decimal Places:** 0 (Number of digits to the right of the decimal point)
- Field Name:** Passport_Number_Mas
- Description:** (Empty text box)
- Help Text:** (Empty text box)
- Required:** ☐ Always require a value in this field in order to save a record
- Unique:** ☐ Do not allow duplicate values
- External ID:** ☐ Set this field as the unique record identifier from an external system
- AI Prediction:** ☐ Use this field to store AI prediction scores
- Default Value:** [Show Formula Editor](#)

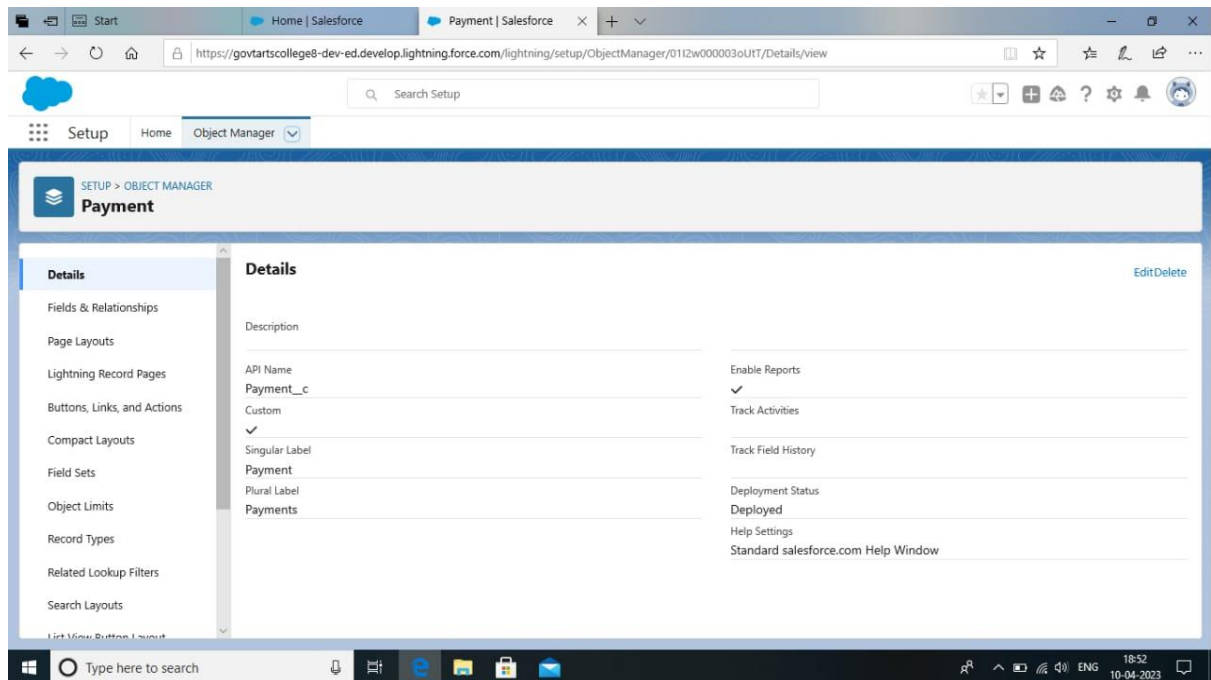
The page also includes a Windows taskbar at the bottom with the search bar and system clock showing 22:33 on 10-04-2023.



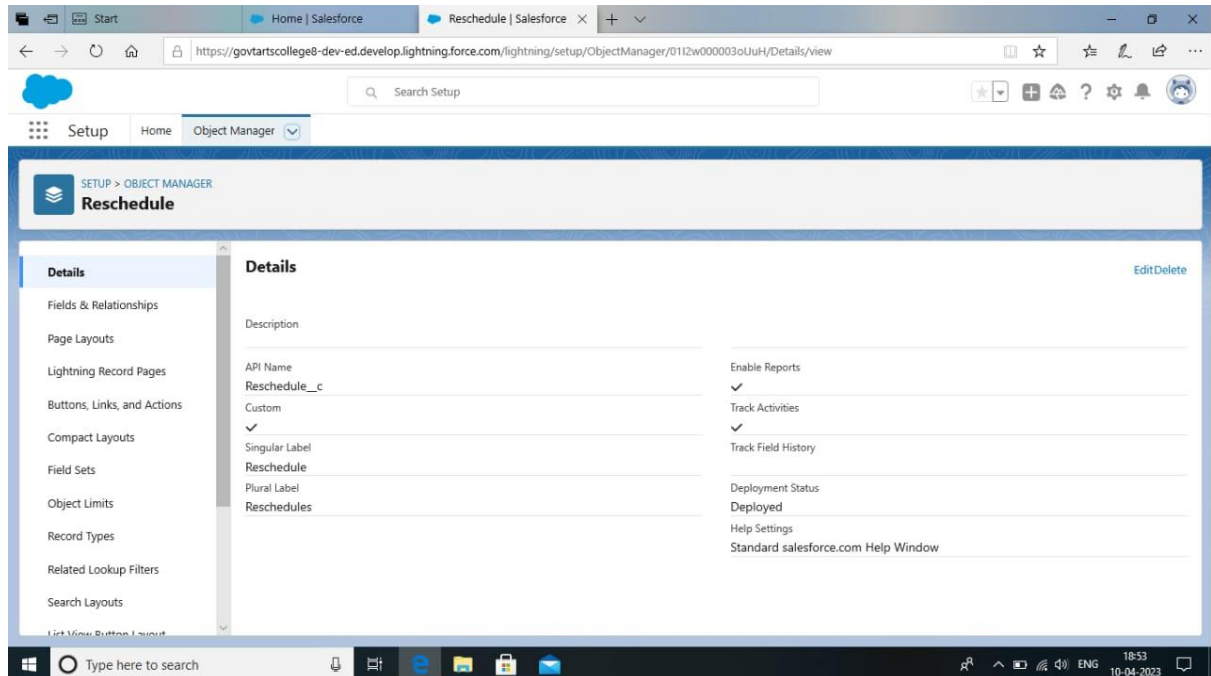
Creation of custom object : visa slot



Creation of custom object: payment



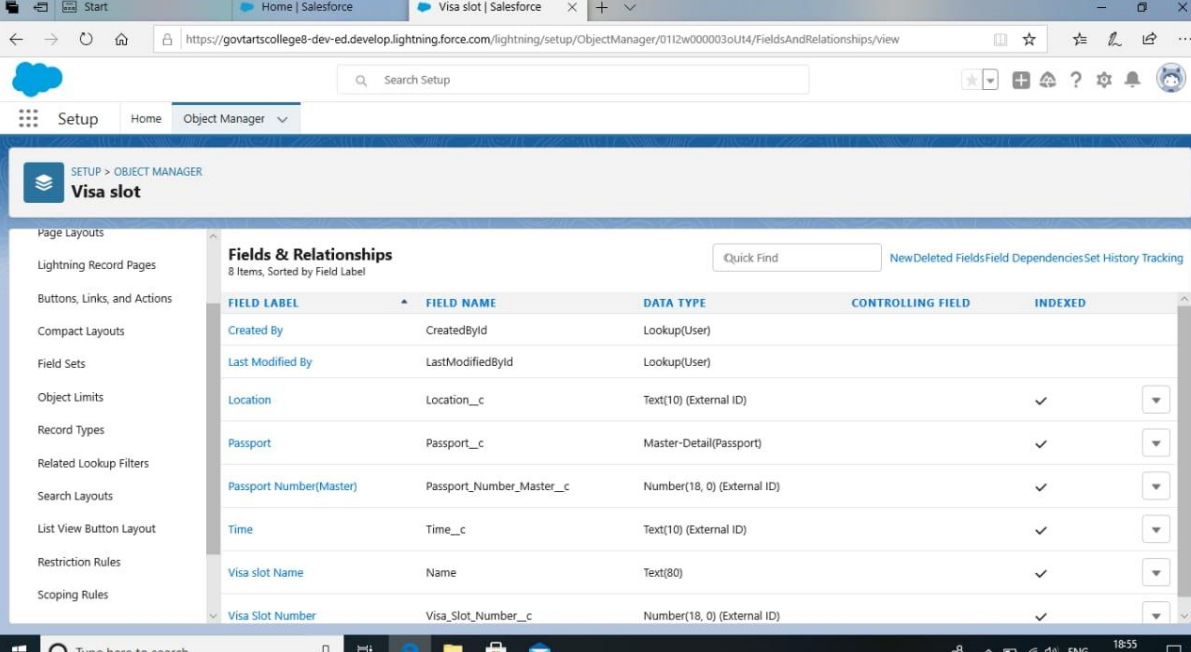
Creation of custom object:Reschedule



Activity-2:

Creation of fields on object: passport

In the Custom Object Passport , We created some fields by choosing that object and in the field & relationship we created new field



The screenshot shows the Salesforce Setup interface for the 'Passport' object. The 'Fields & Relationships' section is active, displaying a list of 8 fields. The fields are sorted by Field Label. The table includes columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed status. The fields listed are: Created By, Last Modified By, Location, Passport, Passport Number(Master), Time, Visa slot Name, and Visa Slot Number.

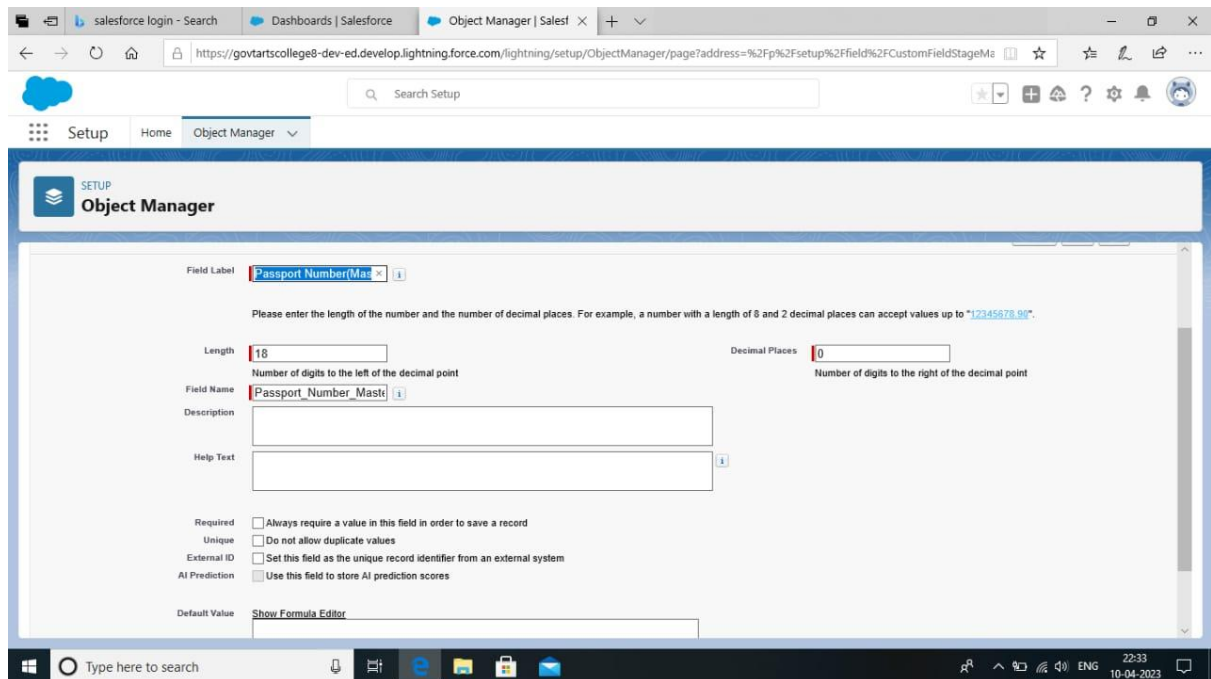
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Location	Location__c	Text(10) (External ID)		✓
Passport	Passport__c	Master-Detail(Passport)		✓
Passport Number(Master)	Passport_Number_Master__c	Number(18, 0) (External ID)		✓
Time	Time__c	Text(10) (External ID)		✓
Visa slot Name	Name	Text(80)		✓
Visa Slot Number	Visa_Slot_Number__c	Number(18, 0) (External ID)		✓

Milestone-3:Relationship between objects:

Relationship in salesforce is a way association between 2 object.Using relationship we can link object with each other and we can make connections and display data about other related object.

Activity-1:

Creation of relationship:

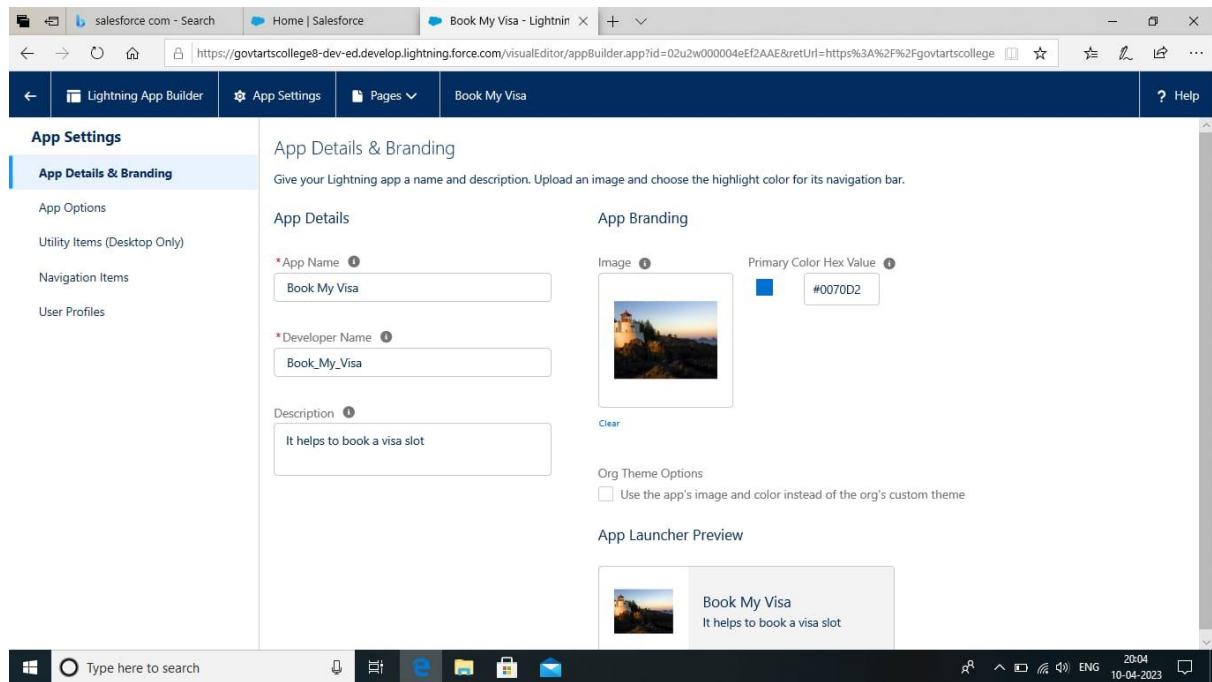


Milestone-4 App:

App in salesforce are a group of tabs that help the application function by working together as a unit. It has a name, a logo, and a particular set of tabs.

Activity:

Creation of App

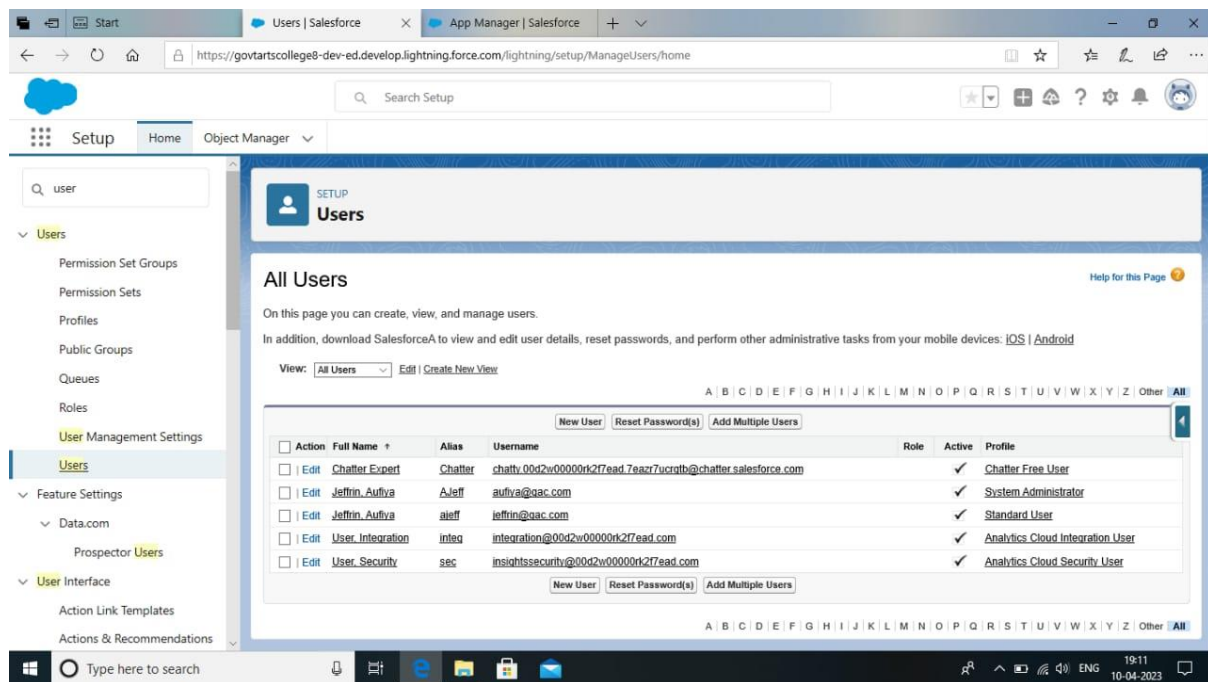


Milestone-5 User:

A user is anyone who logs in to salesforce. Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records.

Activity-1:

Creation of User

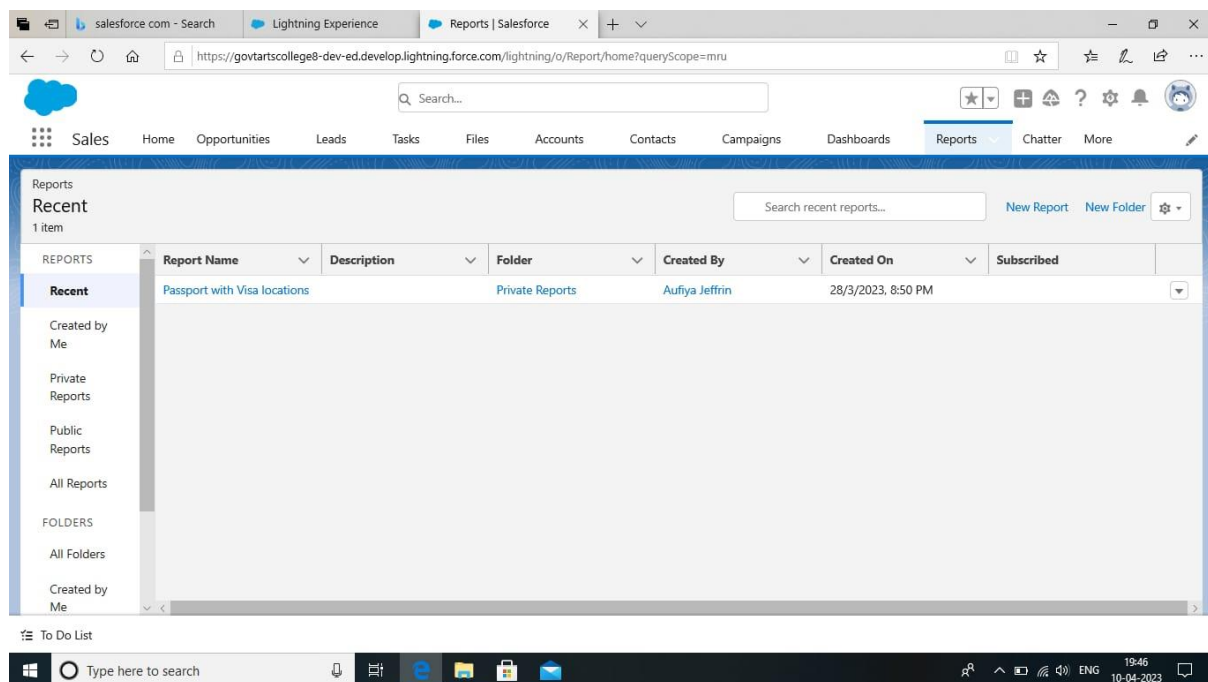
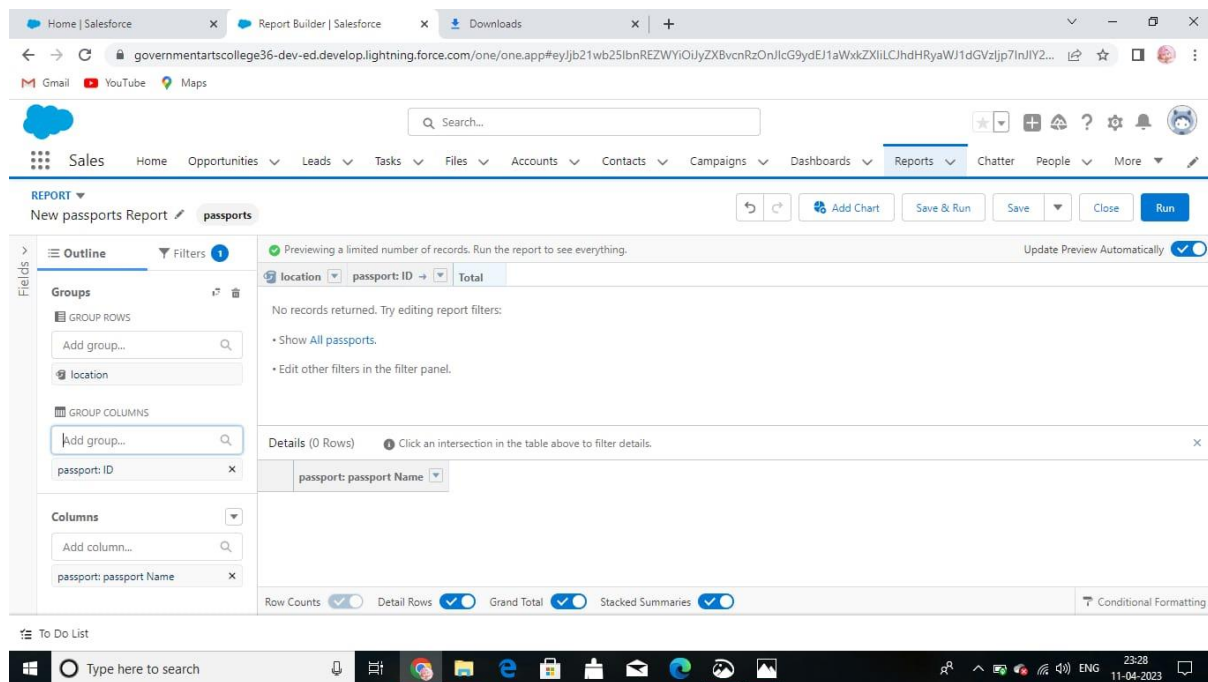


Milestone-6 Reports:

A report is a list of records that meet the criteria you define. Its displayed in a graphical chart. Every report is stored in a folder.

Activity-1:

Creation of Report

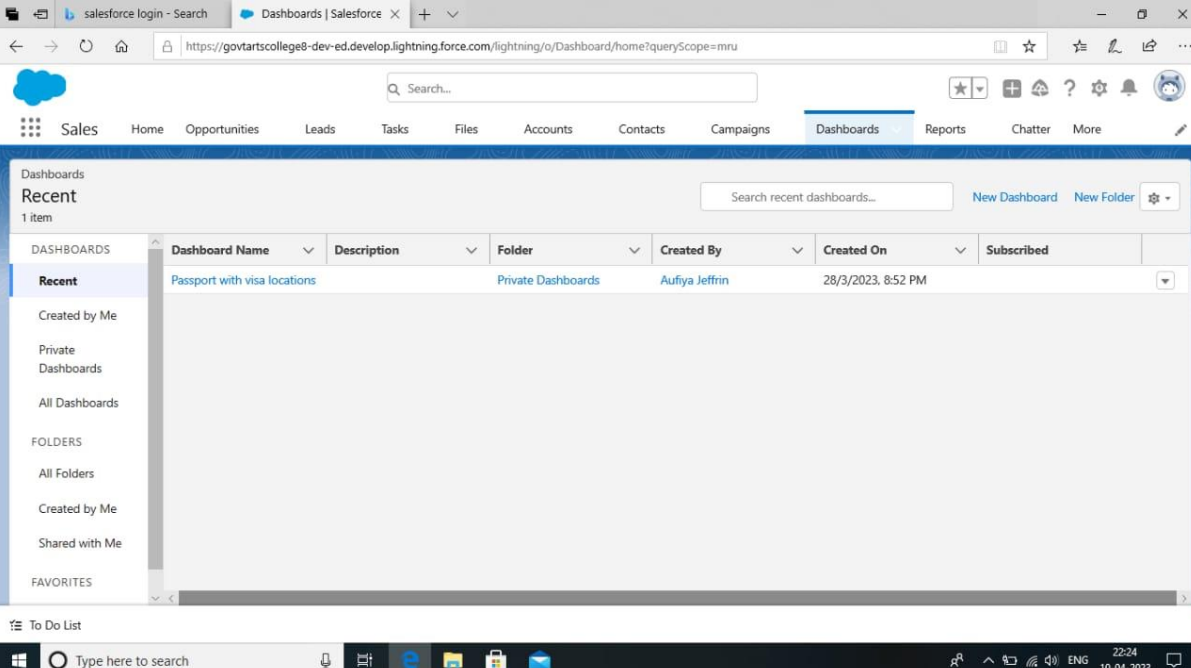


Milestone-7 Dashboard:

Dashboards in salesforce are a graphical representation of reports. Its shows data from source reports as components.

Activity

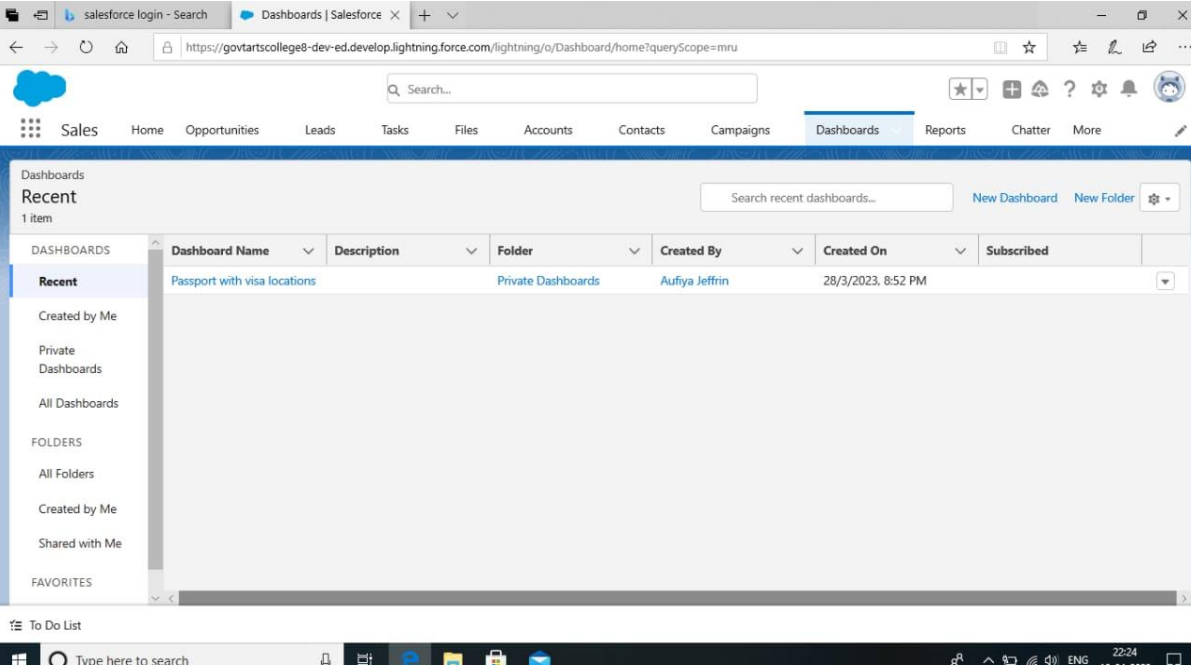
Creation of Dashboard



The screenshot shows the Salesforce Dashboards page. The browser address bar displays the URL: `https://govtartscollege8-dev-ed.develop.lightning.force.com/lightning/o/Dashboard/home?queryScope=mrui`. The Salesforce navigation bar includes tabs for Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards (active), Reports, Chatter, and More. A search bar is located at the top right. The main content area is titled 'Dashboards' and 'Recent' with a search bar and buttons for 'New Dashboard' and 'New Folder'. A table lists the recent dashboard:

DASHBOARD	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	Passport with visa locations		Private Dashboards	Aufiya Jeffrin	28/3/2023, 8:52 PM	

The left sidebar contains a 'To Do List' and a search bar. The Windows taskbar at the bottom shows the system clock as 22:24 on 10-04-2023.



This is a duplicate of the screenshot above, showing the same Salesforce Dashboards page with the 'Passport with visa locations' dashboard listed under the 'Recent' section. The interface elements, including the navigation bar, search bar, and Windows taskbar, are identical to the first screenshot.

4 Trailhead Profile Public URL

Team Leader - Afiya Jeffrin .Z

<https://trailblazer.me/id/afiyajeffrin>

Team Member 1 - Saranya Dharshini .A

<https://trailblazer.me/id/saranyadharahini>

Team Member 2 - Kavinaya .K

<https://trailblazer.me/id/kavinaya1111>

Team Member 3 - Dhanalakshmi .K

<https://trailblazer.me/id>

5 ADVANTAGES & DISADVANTAGES

Advantages:

1. *Online booking visa slot systems and scheduling software save your staff time.* Because It is fully automated ,your customer may choose their options, choose a date and time,pay,receive an email confirmation without requiring any involvement from you.This frees up your staff's time.That's a significant advantage of online visa slot booking systems that can help your organisation tremendously.

2. *Your Business is always available for reservations.* Online booking visa slots systems mean your business is open 24 hours a day, seven days a week.

3. *Online Booking means faster payments.* Because it requires customers to prepay for activities.

4. *A Modern Approach to booking .* As telephone booking trend slowly dies, the competitive disadvantage of not having an online booking platform will widen, leaving you and small businesses especially behind. So keep up with the booking trend and move online.

5. *We get Valuable Insight About Your Business.* Online booking systems come with a dashboard of analytics that help you quickly determine your most popular sellers. With at-a-glance data that is simple to understand, you're able to focus on creating offers your customers want the most—and grow your business by doing so.

Disadvantages:

1. *Requires internet access.* Though internet access is widespread these days, it remains true that one of the major disadvantages of online booking systems are their reliance on internet connections. In order to book through an online booking system, your customers will have to have access to the

internet. This can be on their smartphone, tablet, computer, laptop or any other internet-enabled device.

2. *Can come at a cost.* One of the major disadvantages of online booking systems is that, for all their positives, they do come at a monetary cost – don't believe all the promises of free trials or free online booking systems. Some charge you per transactions, whilst others charge a flat monthly fee for booking services, so you'll always know how much you're paying. Custom made online booking platforms will charge you a hefty lump sum up front, as well as recurring costs for bug fixes and support.

6 APPLICATIONS

The main objective of this solution is to make visa processing easy. This system is designed by keeping in mind both parties like visa processing officers and applicants. The system has feasibility for the applicant to apply and submit the visa application through online. It is an automated system; the applicant can apply for the visa at any time from any place. It provides more flexibility to the applicant compared with the existing system.

7 CONCLUSION

This is an online website and can be used at anyplace, anytime and by any kind of users to check availability of visa slots and to manage and schedule appointments.

8 FUTURE SCOPE

In near future, the system interface could be improved, with more attractive, interactive and meaningful images; enhance the system with an email and SMS or email notifications. To introduce language switch options to make it easy for worldwide applicants.