Project Report Template

CRM Application that helps to book a visa slot

1 INTRODUCTION

1.1 Overview

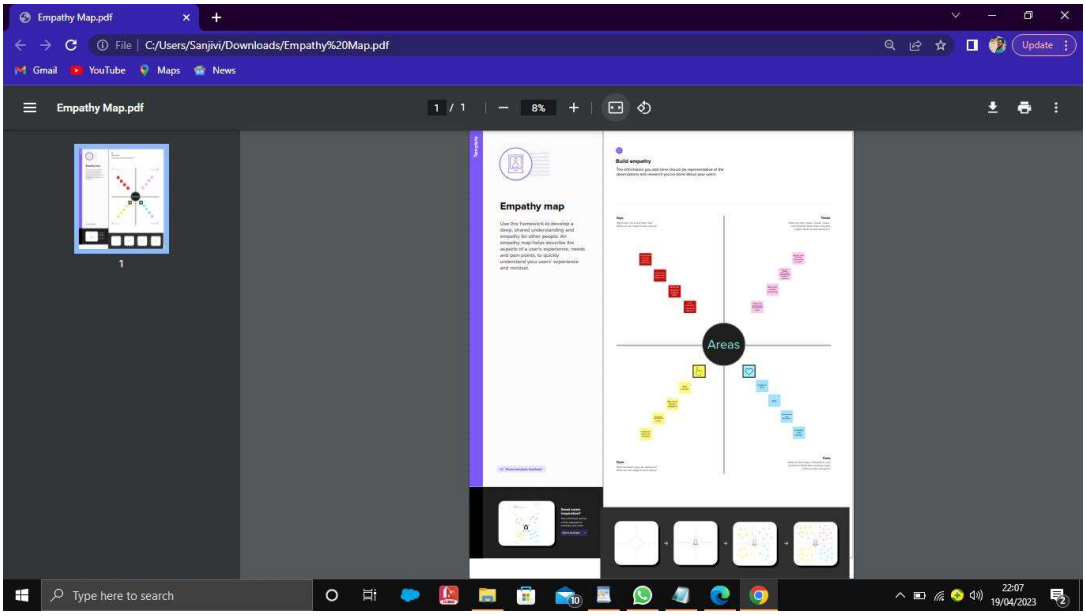
The Creating Salesforce Developer Org is the first step of Project activity and Create username and password is mainly to enter salesforce.com . There are 7 milestone and 9 activities milestone 1 is a creation of organisation milestone 2 has create four objective then the four objective used in customer objects milestone 3 creation of relationship in the relationship between passport and visa milestone 4 has creating the app there are two apps and use the first coustom app milestone 5 has create the user account then search shareing setting in passport object convert to public read and write and milestone 6 create the report then milestone 7 has creating the tashboard finished then summited gitup

1.2 Purpose

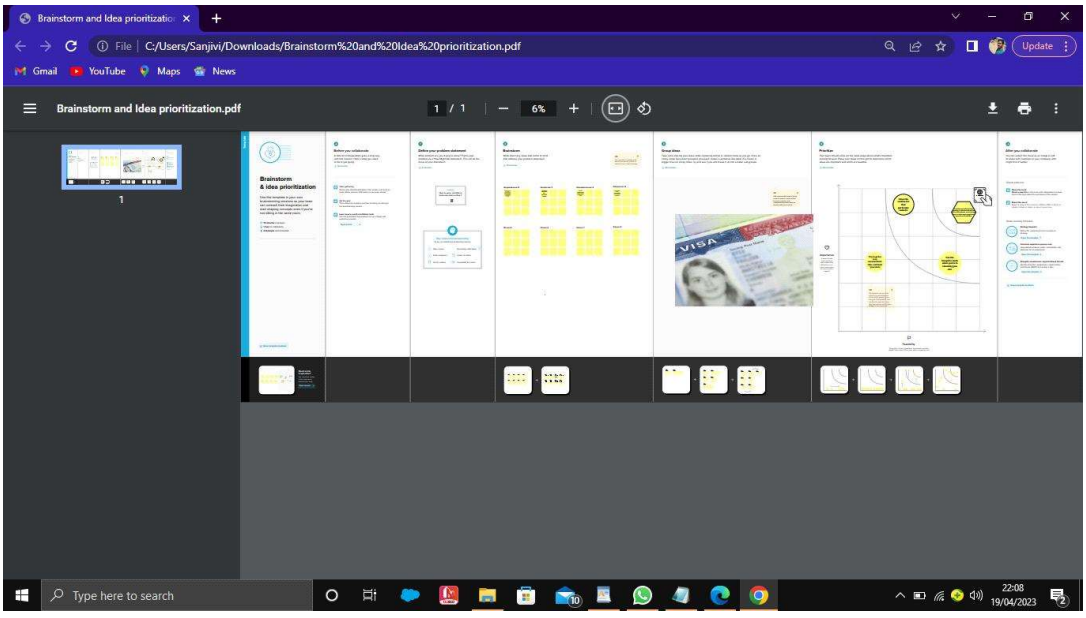
CRM application that helps to book visa slot has used to make passport easy and fast and in this application has low cost and the coustomer has more comfort to use use this apply to visa

2 Problem Definition & Design Thinking

2.1 Empathy Map



2.2 Ideation & Brainstorming Map



3 RESULT

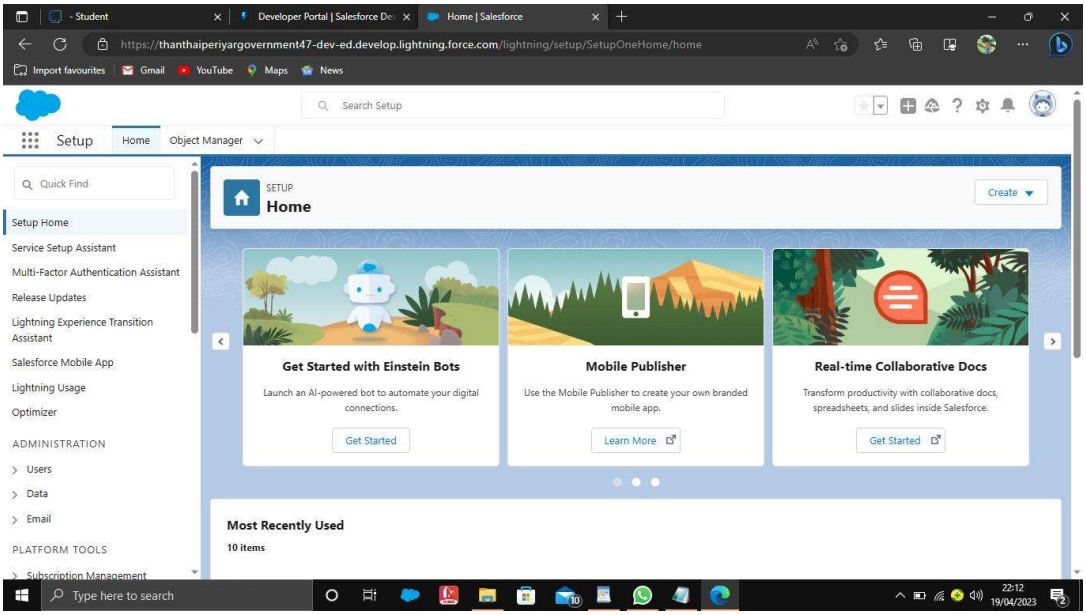
3.1 Data Model

Object name	Fields in the Object	
	Field label	Data type

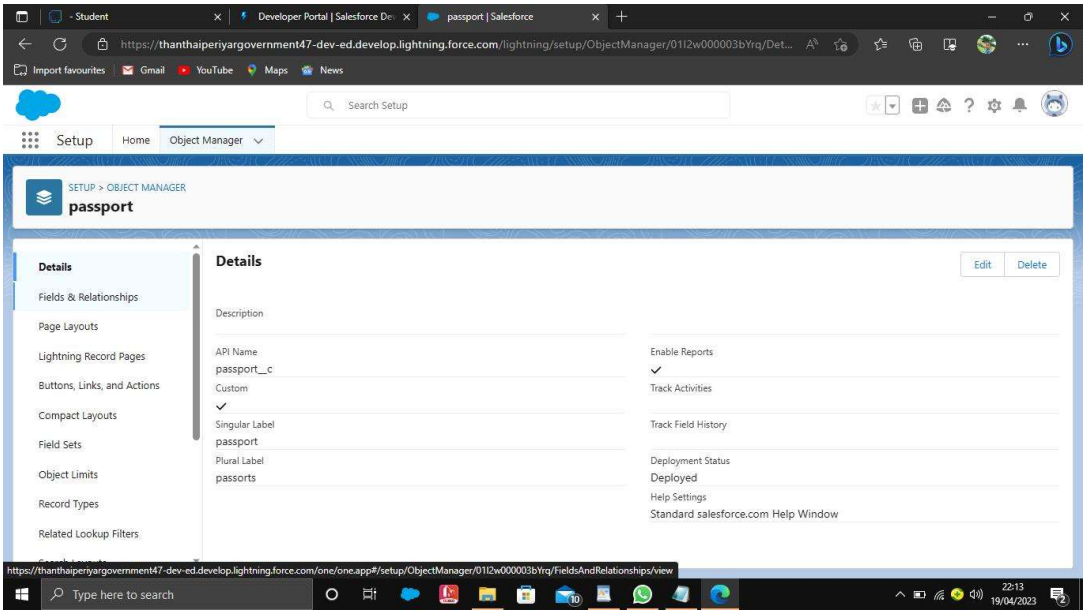
Purpose	Contact Number	Number
	Full Name	Text
	Passport Number	Text
	Perment Address	Text
	Location	Text
Visa slot	Time	Text
	Visa Slot Number	Text
	Passport Number(Master)	Master Detail Relationship
	Payment Mode	Text
	Card Number	Number
Payment	Tranraction ID	Auto Number
	Visa Slot Number (master)	Master Detail Relationship
	Location	Text
Reschedule	Time	Text
	Cancel	Text

3.2 Activity & Screenshot

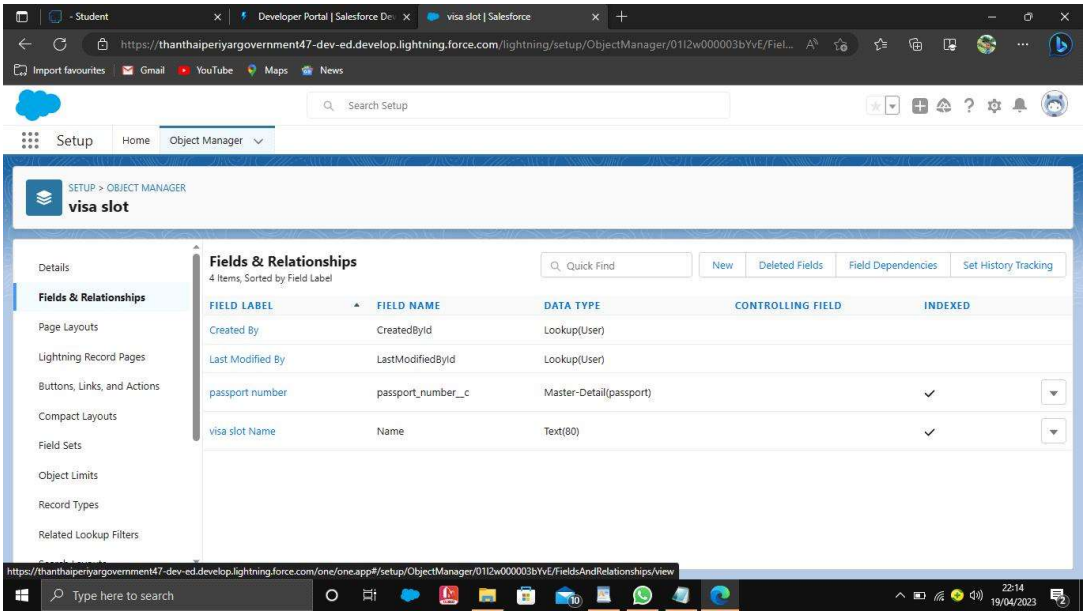
Activity-1



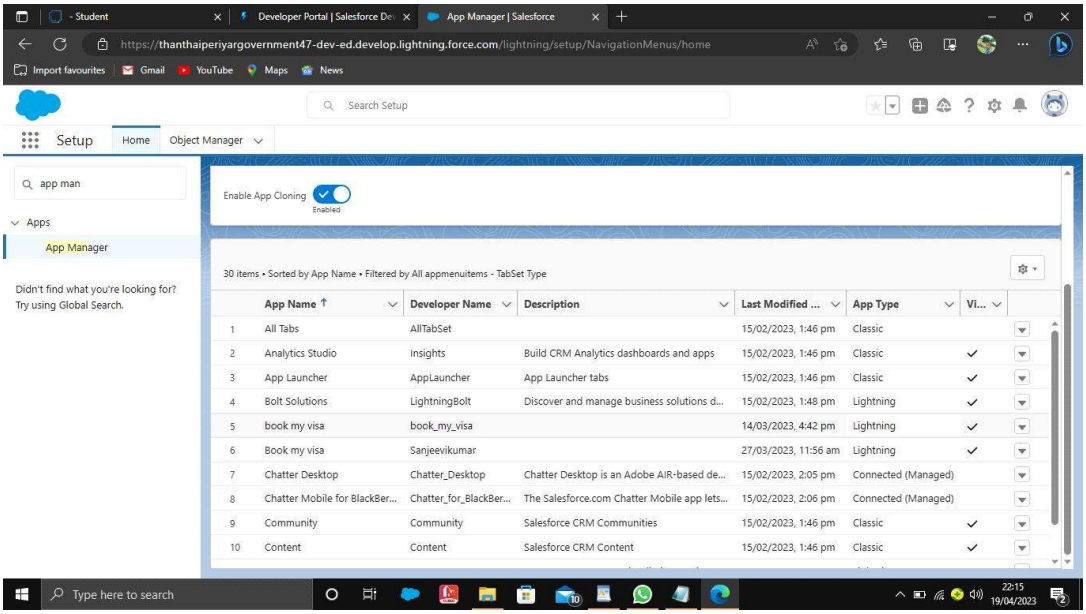
Activity-2



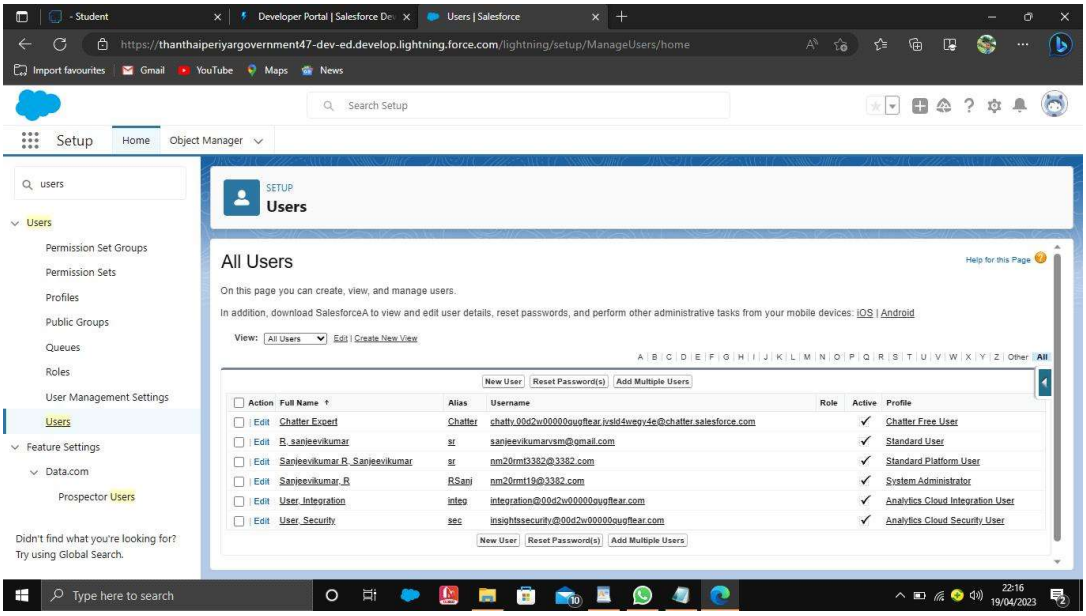
Activity-3



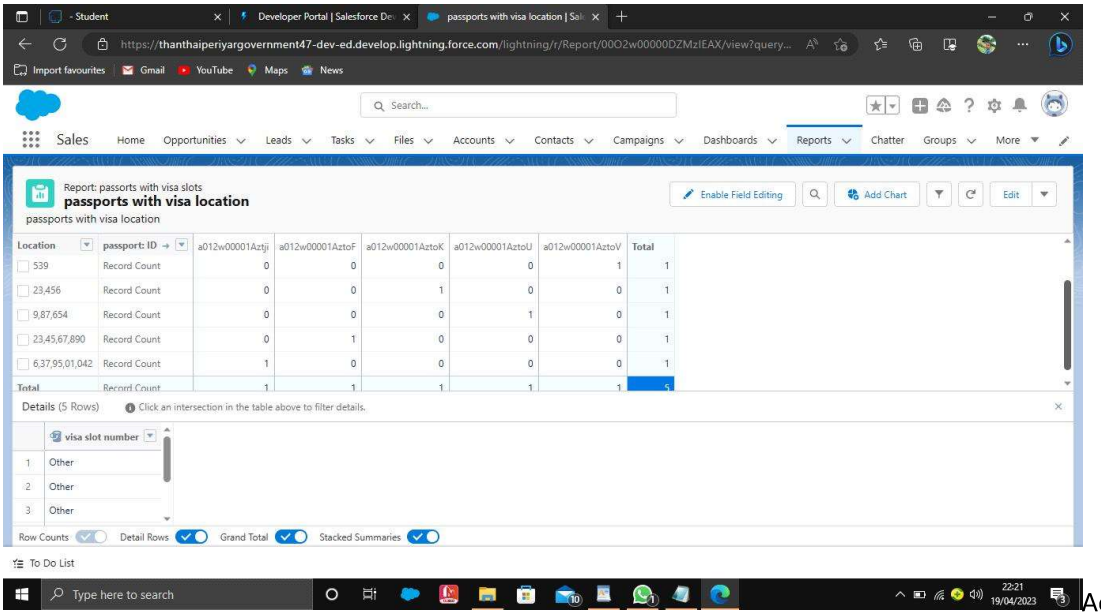
Activity-4



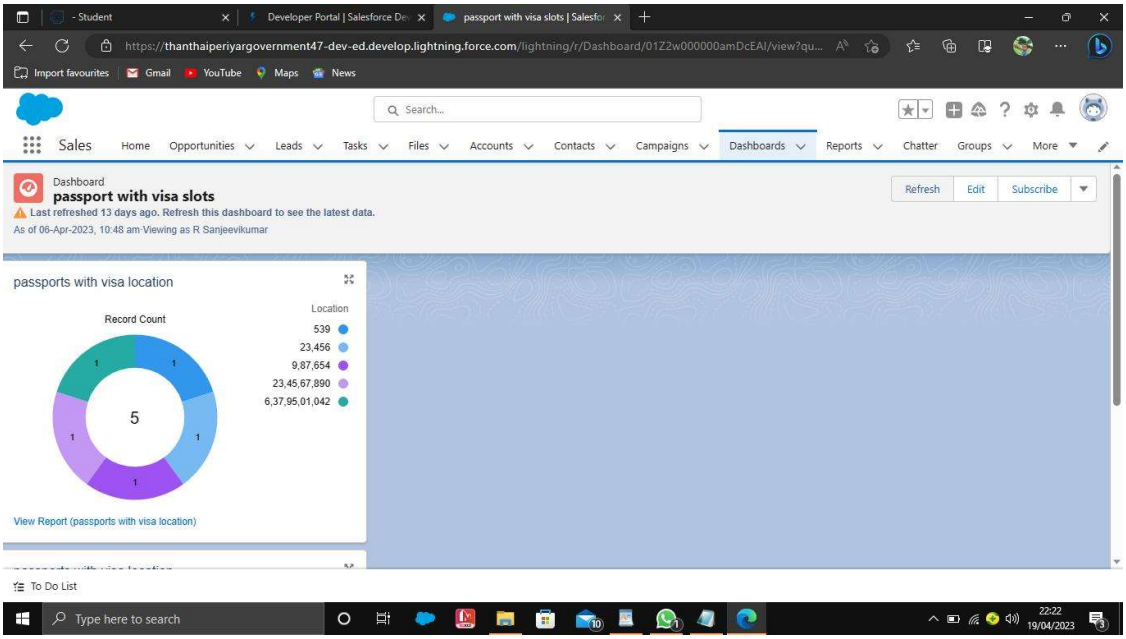
Activity-5



Activity-6



Activity-7



4 Trailhead Profile Public URL

Team Lead - https://trailblazer.me/id/rsanjeevikumar

Team Member 1 -https://trailblazer.me/id/k20rmt09

Team Member 2 -https://trailblazer.me/id/nmakr

Team Member 3 -https://trailblazer.me/id/kkumars22

5 ADVANTAGES & DISADVANTAGE

Advantages:

- In this application is used to easily apply visa
- This CRM application can fast responsible customers questions
- Very short time to apply visa
- This application is too fast
- It's helpful to improve customer service
- It's used to increase business and reduce cost6 APPLICATIONS

• The areas where this solution can be applied

Disadvantages:

• It's visa solt website is expensive

• It's poor usability of this CRM application

• That has lack of customization

• This application ajas very complexity

7 CONCLUSION

Despite the disadvantages listed above, there are plenty of benefits to using a CRM system in your business. By choosing the right CRM system and taking the time to learn how to use it effectively, you can maximize the benefits that it has to offer. These were the advantages and disadvantages of CRM program and when analyzed the advantages and disadvantages, the advantages outweighs the disadvantages! This means that ultimately a CRM would be very beneficial for a business this are all the conclusion of CRM application of visa solt

8 FUTURE SCOPE

companies will be able to pivot to meet the changing needs and trends — driven by customer expectations.The fundamental purpose of a CRM system is to improve the customer experience. Executing on this objective is the most sure-fire way to see positive results across your business. When you make improved customer satisfaction the main goal for your CRM, all other objectives work to support this goal.CRM software consolidates customer information into a single repository so users can better organize and manage relationships, automates common processes, and provides tools to monitor performance and productivity.