

Phase 2: Org Setup & Configuration

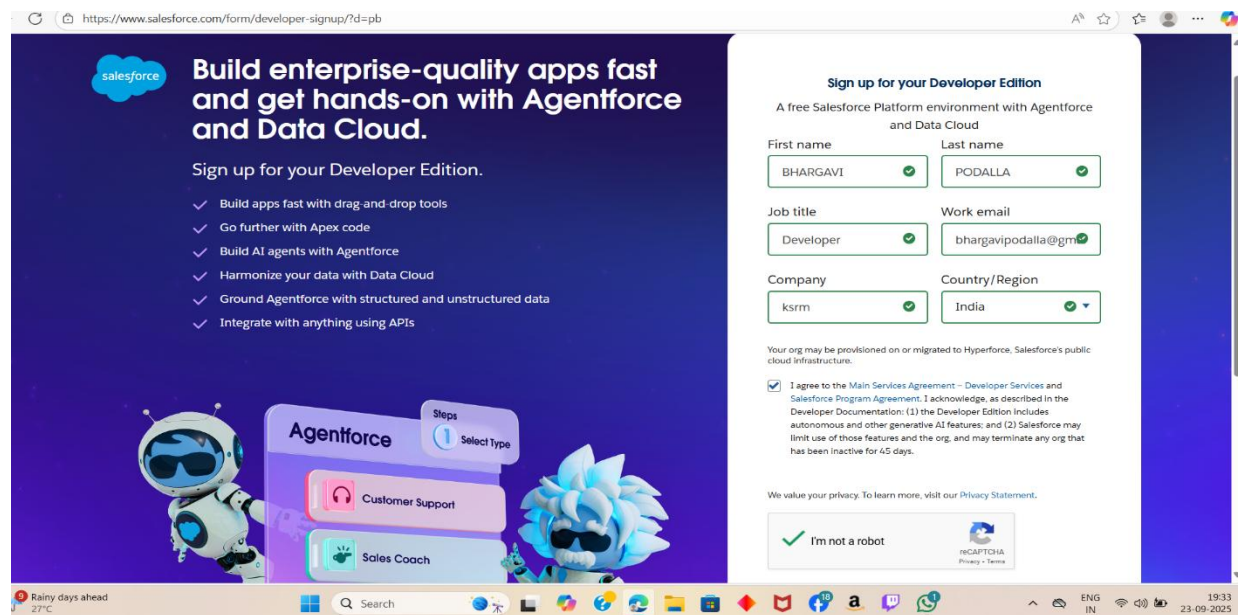
Airline Management System

Salesforce-Based Passenger & Operations Management

Step 1: Salesforce Editions

Where to check the Edition:

- Login to your Salesforce Org.
- Click on the Setup (Gear Icon) in the top-right corner.
- From the left menu → Go to Company Settings → Company Information.
- On this page, you will see the Salesforce Edition (e.g., Enterprise Edition, Developer Edition, Professional Edition).



https://www.salesforce.com/form/developer-signup/?d=pb

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First name: BHARGAVI ✓ Last name: PODALLA ✓

Job title: Developer ✓ Work email: bhargavipodalla@gmail.com ✓

Company: ksrn ✓ Country/Region: India ✓

Your org may be provisioned on or migrated to Hyperforce, Salesforce's public cloud infrastructure.

☒ I agree to the Main Services Agreement – Developer Services and Salesforce Program Agreement. I acknowledge, as described in the Developer Documentation: (1) the Developer Edition includes autonomous and other generative AI features; and (2) Salesforce may limit use of those features and the org, and may terminate any org that has been inactive for 45 days.

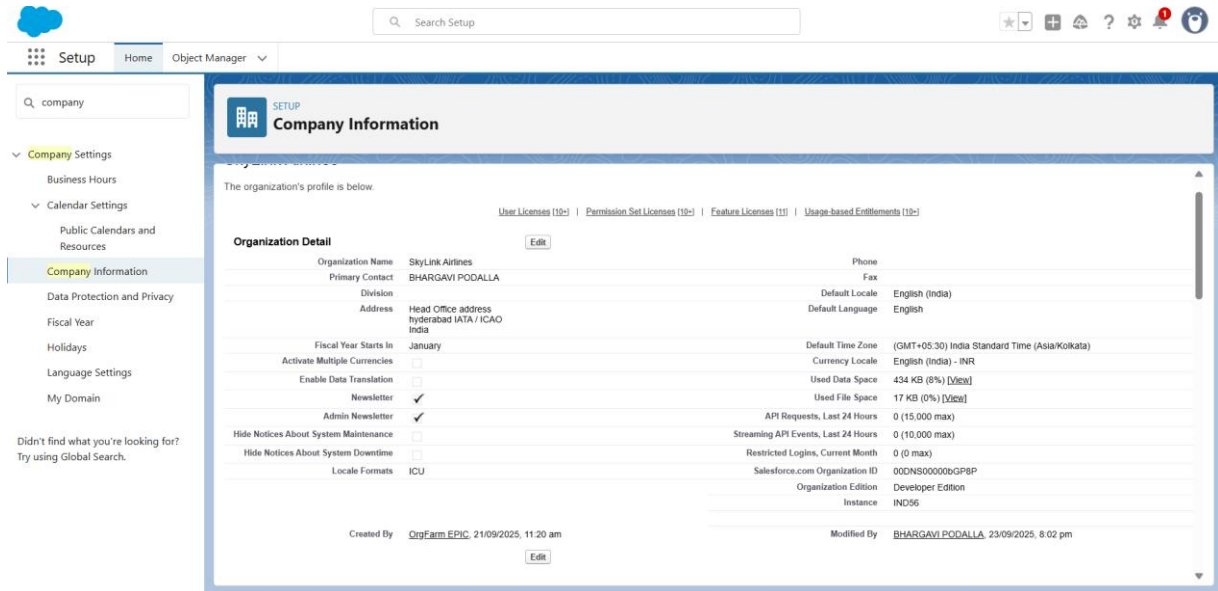
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Step 2: Company Profile Setup

- Go to **Setup** → **Company Settings** → **Company Information**
- Entered details:
 - Company Name: SkyLink Airlines
 - Primary Contact: Operations Manager
 - Address: Head Office address
 - Time Zone: Local HQ time (e.g., India Standard Time)

- Default Locale: English (India)
- Default Currency: INR (₹) or airline operating currency
- IATA/ICAO codes (store as Company fields or in custom metadata if needed)



The screenshot shows the Salesforce Setup interface with the 'Company Information' page selected. The left sidebar contains a search bar and a list of settings categories. The main content area displays the 'Organization Detail' form for 'SkyLink Airlines'.

Company Information

The organization's profile is below.

User Licenses (10) | Permission Set Licenses (10) | Feature Licenses (1) | Usage-based Entitlements (10)

Organization Detail [Edit]

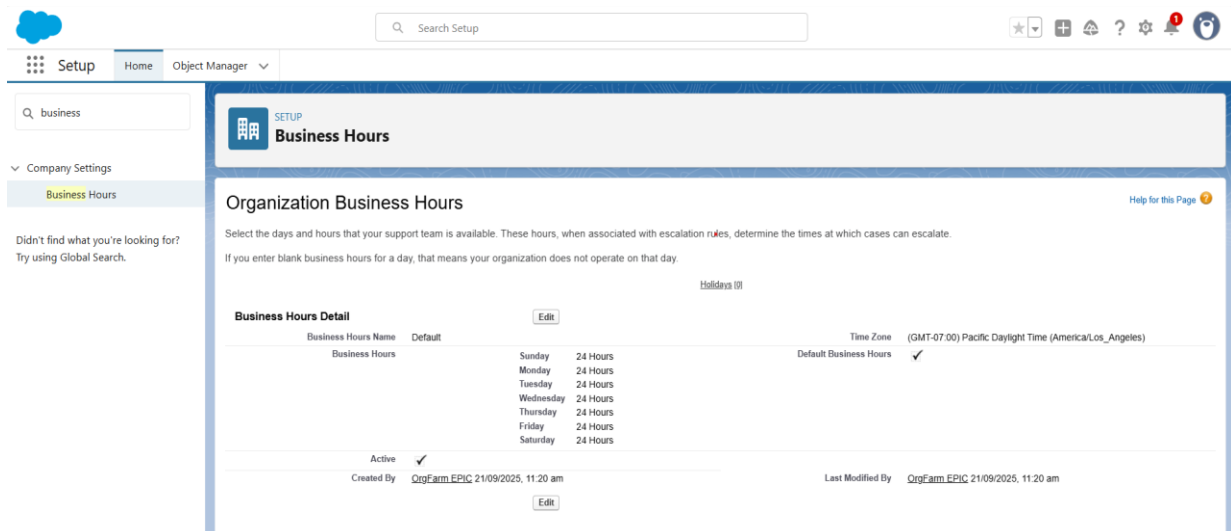
Organization Name	SkyLink Airlines	Phone	
Primary Contact	BHARGAVI PODALLA	Fax	
Division		Default Locale	English (India)
Address	Head Office address Hyderabad IATA / ICAO India	Default Language	English
Fiscal Year Starts In	January	Default Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)
Activate Multiple Currencies	<input type="checkbox"/>	Currency Locale	English (India) - INR
Enable Data Translation	<input type="checkbox"/>	Used Data Space	434 KB (8%) [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 Formats	ICU	Salesforce.com Organization ID	000NS00000bGP8P
		Organization Edition	Developer Edition
		Instance	IND06

Created By: OrgFarm EPIC 21/09/2025, 11:20 am [Edit]

Modified By: BHARGAVI PODALLA 23/09/2025, 8:02 pm

Step 3: Business Hours & Holidays

- Create **default business hours** (24×7 if airline operates continuously).
- Add **holidays** for national holidays and maintenance blackout dates.



The screenshot shows the Salesforce Setup interface with the 'Business Hours' page selected. The left sidebar contains a search bar and a list of settings categories. The main content area displays the 'Organization Business Hours' form.

Business Hours

Organization Business Hours [Help for this Page]

Select the days and hours that your support team is available. These hours, when associated with escalation rules, determine the times at which cases can escalate.

If you enter blank business hours for a day, that means your organization does not operate on that day.

Business Hours Detail [Edit]

Business Hours Name	Default	Sunday	24 Hours	Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)
Business Hours		Monday	24 Hours	Default Business Hours	<input checked="" type="checkbox"/>
		Tuesday	24 Hours		
		Wednesday	24 Hours		
		Thursday	24 Hours		
		Friday	24 Hours		
		Saturday	24 Hours		

Active: ☒

Created By: OrgFarm EPIC 21/09/2025, 11:20 am [Edit]

Last Modified By: OrgFarm EPIC 21/09/2025, 11:20 am

➤ Added **Holidays** under **Setup** → **Holidays**:

- Republic Day

- Independence Day
- Dusshera
- Diwali

Holidays

Holidays are dates and times at which business hours are suspended. Business hours are the days and hours that your support team is available.

Action	Holiday Name	Description	Date and Time
Edit Del	Dussehra	It symbolizes the triumph of light over darkness.	30/10/2025 All Day
Edit Del	Dussehra	"Dussehra celebrates the victory of good over evil, symbolized by Lord Rama defeating Ravana."	02/10/2025 All Day
Edit Del	Republic Day	It symbolizes the strength, diversity, and democratic spirit of India.	26/01/2026 All Day

Elapsed Holidays

Action	Holiday Name	Description	Date and Time
Clone	Independence Day	It represents India's independence and the spirit of liberty.	15/08/2025 All Day
Clone	Independence Day	It represents India's independence and the spirit of liberty.	15/08/2025 All Day

Step 4: Fiscal Year Settings

- Go to **Setup** → **Company Settings** → **Fiscal Year**
- Selected **Standard Fiscal Year (April–March)**
- Did not enable **Custom Fiscal Year**

Fiscal Year

This page allows you to define and edit custom fiscal years, including the names used in reports and forecasts. Click the New button to define a new fiscal year. Click Edit to edit a previously defined fiscal year.

Action	Year	FY Start Date	FY End Date	Description
New	2026	01/04/2025	30/03/2026	

Custom Fiscal Year Names

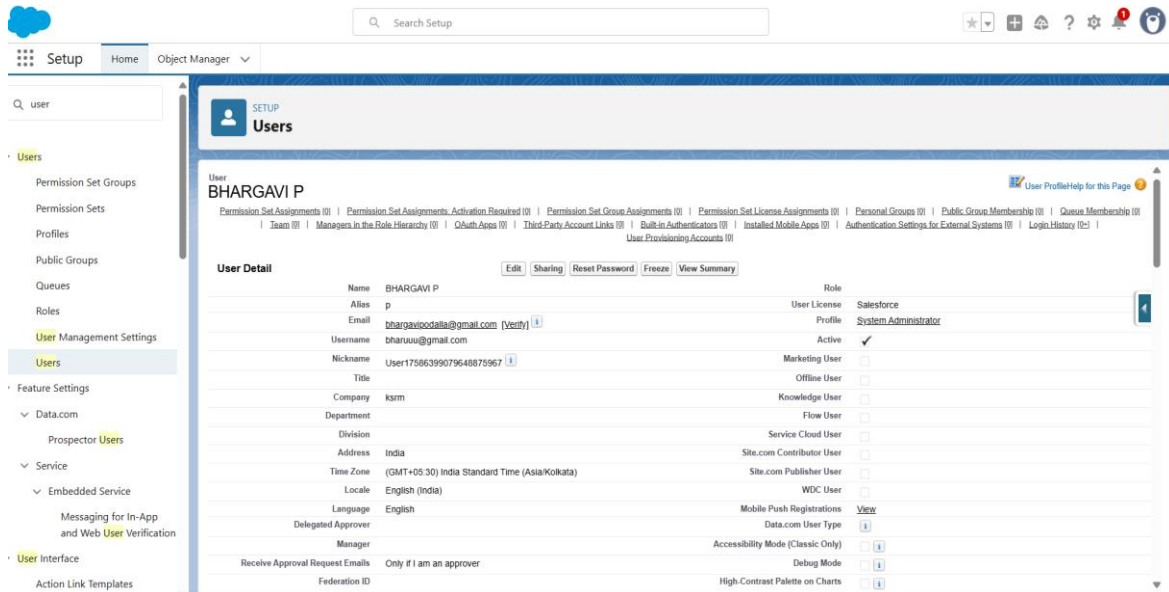
Action	Field Label
Edit Replace	Quarter Prefix
Edit Replace	Period Prefix
Edit Replace	Quarter Name
Edit Replace	Period Name

Step 5: User Setup & Licenses

- Setup → Users → New User

- **Sample Users:**

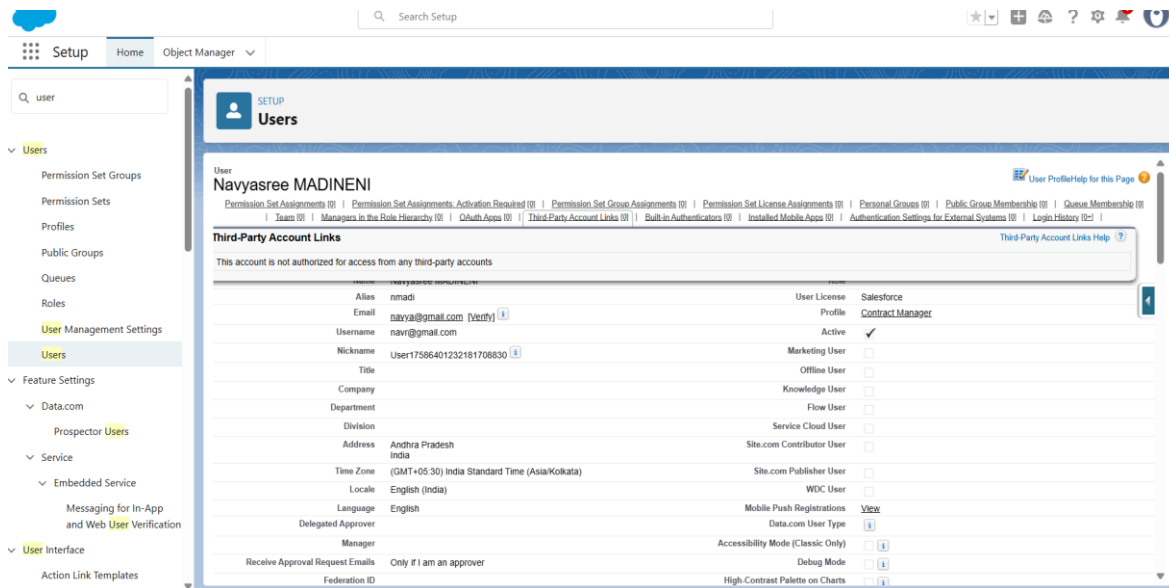
✓ **System Admin — License: Salesforce**



The screenshot shows the Salesforce Setup page for a user named BHARGAVI P. The user is a System Administrator with the license 'Salesforce'. The page displays various user details and settings.

User Detail		Role	
Name	BHARGAVI P	User License	Salesforce
Alias	p	Profile	System Administrator
Email	bhargavipodalla@gmail.com (Verify)	Active	<input checked="" type="checkbox"/>
Username	bharuu@gmail.com	Marketing User	<input type="checkbox"/>
Nickname	User17586399079648875967	Offline User	<input type="checkbox"/>
Title		Knowledge User	<input type="checkbox"/>
Company	ksrm	Flow User	<input type="checkbox"/>
Department		Service Cloud User	<input type="checkbox"/>
Division		Site.com Contributor User	<input type="checkbox"/>
Address	India	Site.com Publisher User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	WDC User	<input type="checkbox"/>
Locale	English (India)	Mobile Push Registrations	<input type="checkbox"/>
Language	English	Data.com User Type	<input type="checkbox"/>
Delegated Approver		Accessibility Mode (Classic Only)	<input type="checkbox"/>
Manager		Debug Mode	<input type="checkbox"/>
Receive Approval Request Emails	Only if I am an approver	High-Contrast Palette on Charts	<input type="checkbox"/>
Federation ID			

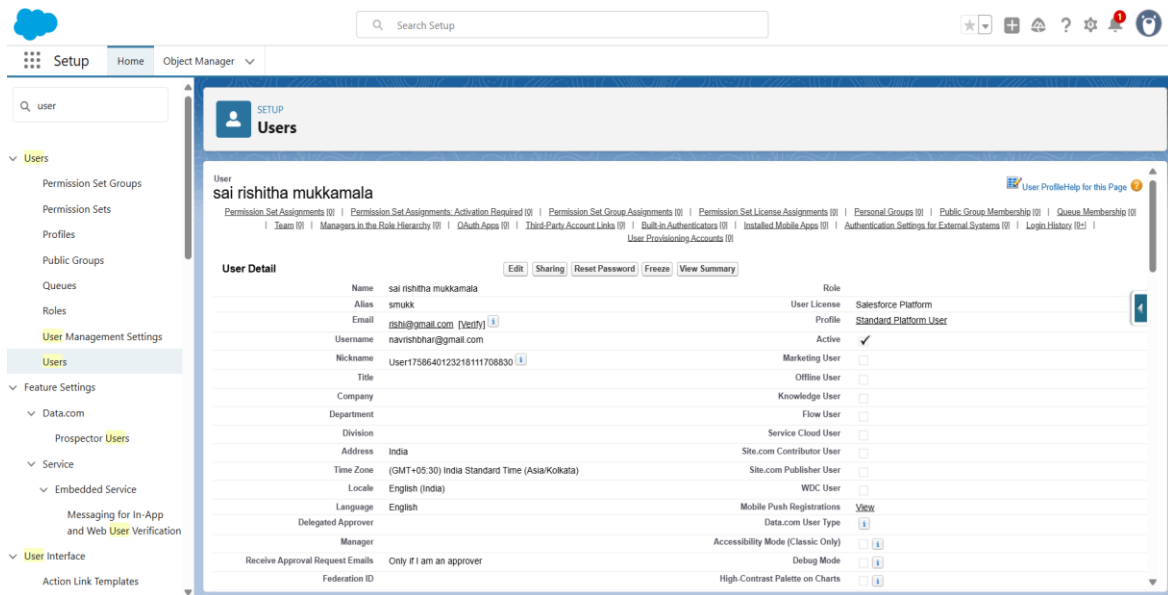
✓ **Operations Manager — License: Salesforce**



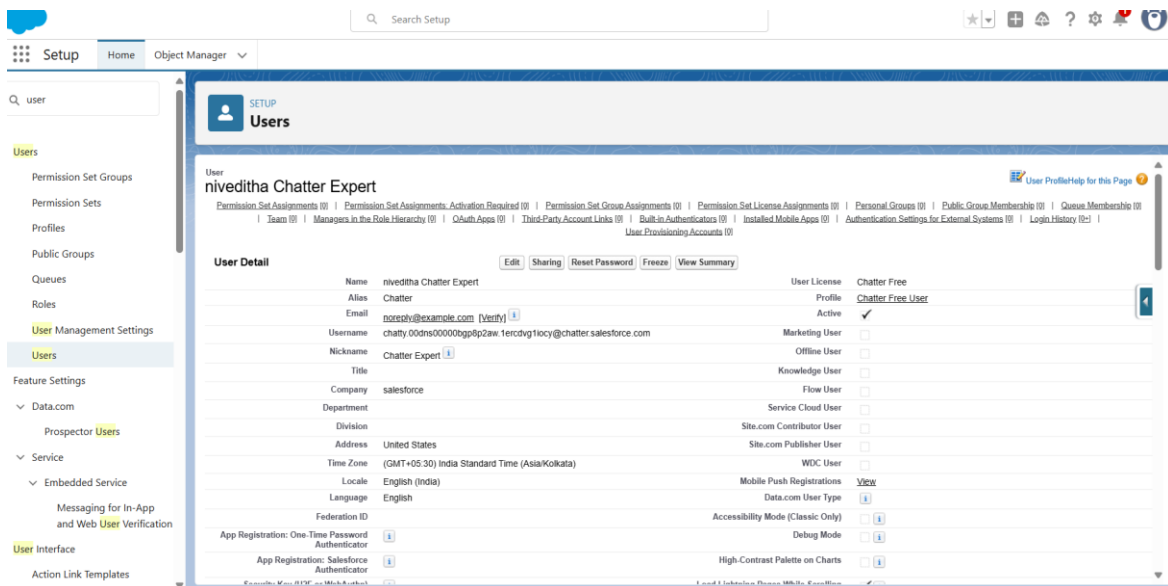
The screenshot shows the Salesforce Setup page for a user named Navyasree MADINENI. The user is a Contract Manager with the license 'Salesforce'. The page displays various user details and settings.

User Detail		Role	
Name	Navyasree MADINENI	User License	Salesforce
Alias	nmadi	Profile	Contract Manager
Email	navya@gmail.com (Verify)	Active	<input checked="" type="checkbox"/>
Username	navr@gmail.com	Marketing User	<input type="checkbox"/>
Nickname	User17586401232181708830	Offline User	<input type="checkbox"/>
Title		Knowledge User	<input type="checkbox"/>
Company		Flow User	<input type="checkbox"/>
Department		Service Cloud User	<input type="checkbox"/>
Division		Site.com Contributor User	<input type="checkbox"/>
Address	Andhra Pradesh	Site.com Publisher User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	WDC User	<input type="checkbox"/>
Locale	English (India)	Mobile Push Registrations	<input type="checkbox"/>
Language	English	Data.com User Type	<input type="checkbox"/>
Delegated Approver		Accessibility Mode (Classic Only)	<input type="checkbox"/>
Manager		Debug Mode	<input type="checkbox"/>
Receive Approval Request Emails	Only if I am an approver	High-Contrast Palette on Charts	<input type="checkbox"/>
Federation ID			

✓ **Ticketing Agent — License: Salesforce Platform**



✓ Ground Staff / Check-in Agent — License: Salesforce Platform



✓ Pilot / Cabin Crew — License: Salesforce Platform

✓ Maintenance Engineer — License: Salesforce Platform

- Assign **Profiles** and **Roles** during user creation

Step 6: Custom Objects Created in Airline

- In Object Manager, click Create → Custom Object.
- Label: e.g., Flight
- Plural Label: Flights
- Object Name: Flight__c (auto-generated)
- Record Name: Choose Auto Number (e.g., FL-{0000}) OR Text (Flight Number).

- Optional Features: Enable Reports, Activities, Track Field History.
- Click Save.
- Repeat this process for each required object.

SETUP > OBJECT MANAGER

Flight

Details

- Fields & Relationships
- Page Layouts
- Lightning Record Pages
- Buttons, Links, and Actions
- Compact Layouts
- Field Sets
- Object Limits
- Record Types
- Related Lookup Filters
- Restriction Rules
- Scoping Rules
- Object Access
- Triggers

Details

Description

API Name
Flight__c

Custom
✓

Singular Label
Flight

Plural Label
Flights

Enable Reports
✓

Track Activities
✓

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Edit Delete

- ✓ Aircraft – Aircraft ID, Type, Seating Capacity, Maintenance Status

SETUP > OBJECT MANAGER

Aircraft

Details

- Fields & Relationships
- Page Layouts
- Lightning Record Pages
- Buttons, Links, and Actions
- Compact Layouts
- Field Sets
- Object Limits
- Record Types
- Related Lookup Filters
- Restriction Rules
- Scoping Rules
- Object Access
- Triggers

Details

Description

API Name
Aircraft__c

Custom
✓

Singular Label
Aircraft

Plural Label
Aircrafts

Enable Reports
✓

Track Activities
✓

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Edit Delete

- ✓ Passenger – Name, Contact, Email, Passport/ID, Frequent Flyer Number, Loyalty Tier

The screenshot shows the Salesforce Setup interface for the 'passenger' object. The left sidebar contains a navigation menu with options: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Restriction Rules, Scoping Rules, Object Access, and Triggers. The main content area is titled 'passenger' and includes a 'Details' section with the following fields:

Field	Value
Description	
API Name	passenger__c
Custom	✓
Singular Label	passenger
Plural Label	passengers
Enable Reports	✓
Track Activities	✓
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

Buttons for 'Edit' and 'Delete' are located in the top right corner of the details section.

- ✓ Booking – Booking ID, Flight ID, Passenger ID(s), Seat(s), Fare Class, Booking Status, Payment Info

The screenshot shows the Salesforce Setup interface for the 'Booking' object. The left sidebar contains a navigation menu with options: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Restriction Rules, Scoping Rules, Object Access, and Triggers. The main content area is titled 'Booking' and includes a 'Details' section with the following fields:

Field	Value
Description	
API Name	Booking__c
Custom	✓
Singular Label	Booking
Plural Label	Bookings
Enable Reports	
Track Activities	
Track Field History	
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

Buttons for 'Edit' and 'Delete' are located in the top right corner of the details section.

- ✓ Ticket – Ticket No, Booking ID, Issue Date, Fare, Taxes
- ✓ Check-In / Boarding – Check-In Time, Seat Assigned, Boarding Pass Issued, Gate, Boarding Group, Status

Setup Home Object Manager

Search Setup

SETUP > OBJECT MANAGER

payment

Details Edit Delete

Description

API Name
payment__c

Custom
✓

Singular Label
payment

Plural Label
payments

Enable Reports
✓

Track Activities
✓

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Restriction Rules

Scoping Rules

Object Access

Triggers

✓ Maintenance Record – Aircraft ID, Maintenance Type, Date, Technician, Next Due

Setup Home Object Manager

Search Setup

SETUP > OBJECT MANAGER

Maintenance Record

Details Edit Delete

Description

API Name
Maintenance_Record__c

Custom
✓

Singular Label
Maintenance Record

Plural Label
Maintenance Records

Enable Reports
✓

Track Activities
✓

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

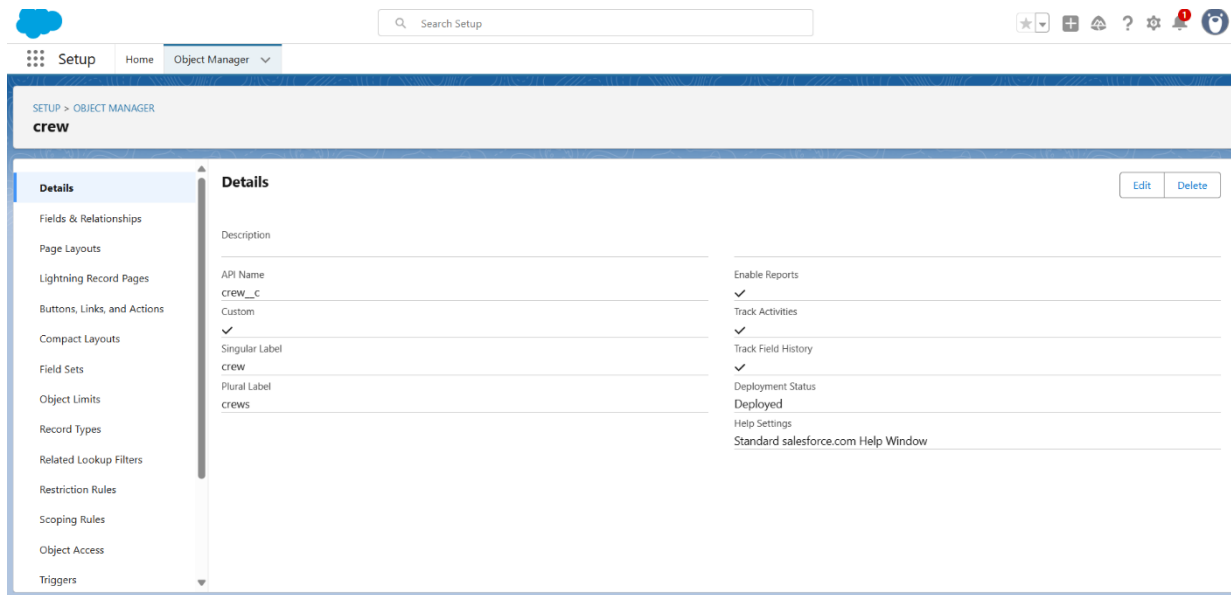
Restriction Rules

Scoping Rules

Object Access

Triggers

✓ Crew Assignment – Flight ID, Crew Member ID, Role, Duty Status



Step 7: Profiles

- Setup → Quick Find → **Profiles** → click **Profiles**.
- Click **Clone** on an existing profile (e.g., Standard User).
- Enter **Profile Name** (e.g., Ticketing Agent) → **Save**.
- Click the newly created profile → **Object Settings**.
- Select an object (e.g., **Booking**) → **Edit**.
- Grant appropriate permissions (Read, Create, Edit, Delete, View All / Modify All if needed) → **Save**.
 - **Set Field-Level Security**
 - In the profile, go to **Field-Level Security** or within Object Settings click each field and set visible/editable flags.
 - **Hide** sensitive fields (Passport No, Payment Info) from non-admin profiles.
 - **Configure App & Tab Settings**
 - In the profile: **App Settings** → make required apps available.
 - **Object Tab Settings** → set Default On / Hidden for object tabs.
 - **Login Hours / IP Ranges (optional per profile)**
 - In the profile: **Login Hours / Login IP Ranges** → configure if you need time/IP restrictions.
 - **Assign Users to Profile**
 - Setup → **Users** → click a user → **Edit** → set **Profile** → **Save**.

profiles

Users

Profiles

Didn't find what you're looking for?
Try using Global Search.

Profiles

Profile

passenger

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

[Login IP Ranges](#) | [Enabled Apex Class Access](#) | [Enabled External Data Source Access](#) | [Enabled Named Credential Access](#) | [Enabled External Credential Principal Access](#) | [Enabled Custom Metadata Type Access](#) | [Enabled Custom Setting Definitions Access](#) | [Enabled Flow Access](#) | [Enabled Agent Access](#) | [Enabled Service Presence Status Access](#) | [Enabled Custom Permissions](#)

Profile Detail

[Edit](#) [Clone](#) [Delete](#) [View Users](#)

Name	passenger	Custom Profile	<input checked="" type="checkbox"/>
User License	Analytics Cloud Integration User		
Description			
Created By	BHARGAVI PODALLA, 23/09/2025, 9:35 pm	Modified By	BHARGAVI PODALLA, 23/09/2025, 9:40 pm

Page Layouts

Standard Object Layouts

Global	Global Layout View Assignment	Location Group Assignment	Location Group Assignment Layout View Assignment
Email Application	Not Assigned View Assignment	Macro	Macro Layout View Assignment
Home Page Layout	Home Page Default View Assignment	Messaging Channel	Messaging Channel Layout View Assignment
Account	Account Layout View Assignment	Messaging Session	Messaging Session Layout View Assignment
Account Brand	Account Brand Layout View Assignment	Messaging User	Messaging User Layout View Assignment
Alternative Payment Method	Alternative Payment Method Layout View Assignment	Object Milestone	Object Milestone Layout View Assignment

profiles

Users

Profiles

Didn't find what you're looking for?
Try using Global Search.

Profiles

Profile

staff

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

[Login IP Ranges](#) | [Enabled Apex Class Access](#) | [Enabled External Data Source Access](#) | [Enabled Named Credential Access](#) | [Enabled External Credential Principal Access](#) | [Enabled Custom Metadata Type Access](#) | [Enabled Custom Setting Definitions Access](#) | [Enabled Flow Access](#) | [Enabled Agent Access](#) | [Enabled Service Presence Status Access](#) | [Enabled Custom Permissions](#)

Profile Detail

[Edit](#) [Clone](#) [Delete](#) [View Users](#)

Name	staff	Custom Profile	<input checked="" type="checkbox"/>
User License	Salesforce Integration		
Description			
Created By	BHARGAVI PODALLA, 23/09/2025, 9:41 pm	Modified By	BHARGAVI PODALLA, 23/09/2025, 9:41 pm

Page Layouts

Standard Object Layouts

Global	Global Layout View Assignment	Location Group Assignment	Location Group Assignment Layout View Assignment
Email Application	Not Assigned View Assignment	Macro	Macro Layout View Assignment
Home Page Layout	Home Page Default View Assignment	Messaging Channel	Messaging Channel Layout View Assignment
Account	Account Layout View Assignment	Object Milestone	Object Milestone Layout View Assignment
Account Brand	Account Brand Layout View Assignment	Operating Hours	Operating Hours Layout View Assignment
Alternative Payment Method	Alternative Payment Method Layout View Assignment	Opportunity	Opportunity Layout View Assignment

profiles

Users

Profiles

Didn't find what you're looking for?
Try using Global Search.

Profiles

Profile

manager

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

[Login IP Ranges](#) | [Enabled Apex Class Access](#) | [Enabled Visualforce Page Access](#) | [Enabled External Data Source Access](#) | [Enabled Named Credential Access](#) | [Enabled External Credential Principal Access](#) | [Enabled Custom Metadata Type Access](#) | [Enabled Custom Setting Definitions Access](#) | [Enabled Flow Access](#) | [Enabled Agent Access](#) | [Enabled Service Presence Status Access](#) | [Enabled Custom Permissions](#)

Profile Detail

[Edit](#) [Clone](#) [Delete](#) [View Users](#)

Name	manager	Custom Profile	<input checked="" type="checkbox"/>
User License	Salesforce		
Description			
Created By	BHARGAVI PODALLA, 23/09/2025, 9:42 pm	Modified By	BHARGAVI PODALLA, 23/09/2025, 9:42 pm

Page Layouts

Standard Object Layouts

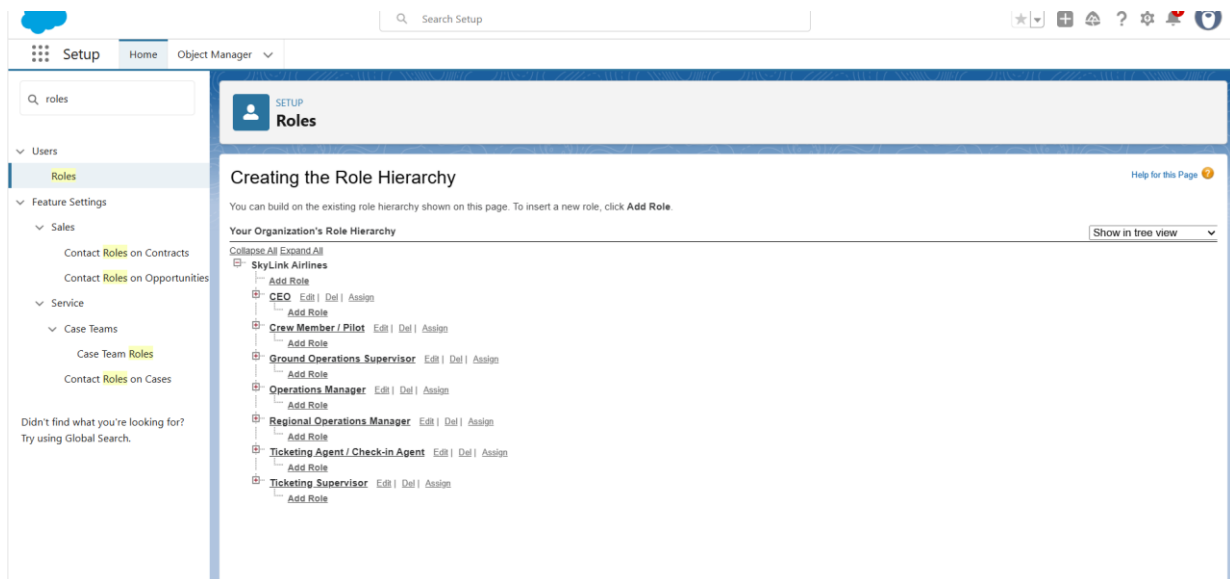
Global	Global Layout View Assignment	Location Group Assignment	Location Group Assignment Layout View Assignment
Email Application	Not Assigned View Assignment	Macro	Macro Layout View Assignment
Home Page Layout	Home Page Default View Assignment	Messaging Channel	Messaging Channel Layout View Assignment
Account	Account Layout View Assignment	Messaging Session	Messaging Session Layout View Assignment
Account Brand	Account Brand Layout View Assignment	Messaging User	Messaging User Layout View Assignment
Alternative Payment Method	Alternative Payment Method Layout View Assignment	Object Milestone	Object Milestone Layout View Assignment

Step 8: Roles

- Go to **Setup** → **Users** → **Roles** → **Set Up Roles**

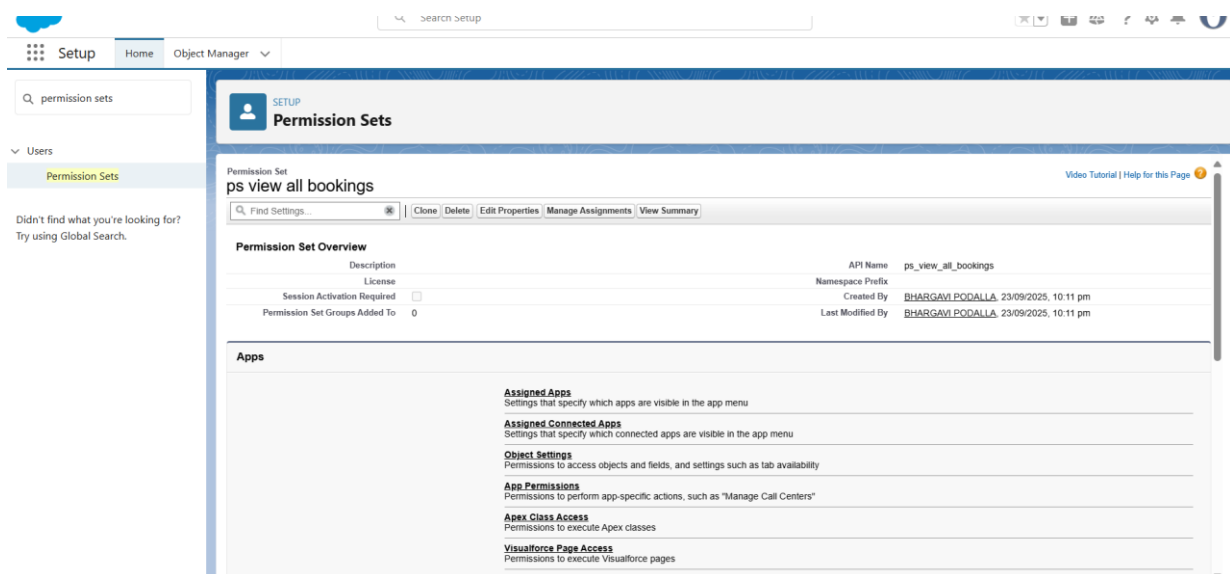
Configured hierarchy:

- ✓ CEO → Head
- ✓ Ops Manager → Regional heads
- ✓ Ticketing Agents → Sales staff
- ✓ Ground Staff → Airport staff
- ✓ Maintenance → Engineers
- ✓ Crew → Pilots, Cabin crew



Step 9: Permission Sets

- ✓ **ps_view_all_bookings** – View all bookings for auditing



- ✓ **ps_manage_maintenance** – Full maintenance permissions

The screenshot shows the Salesforce Setup interface. In the left sidebar, 'Setup' is selected, and 'Permission Sets' is highlighted under the 'Users' section. The main content area displays the 'Permission Set' for 'ps manage maintenance'. The 'Permission Set Overview' section shows the API Name as 'ps_manage_maintenance', Namespace Prefix, Created By (BHARGAVI.PODALLA), and Last Modified By (BHARGAVI.PODALLA). The 'Apps' section lists various permission categories: Assigned Apps, Assigned Connected Apps, Object Settings, App Permissions, Apex Class Access, and Visualforce Page Access.

✓ ps_crew_schedule_override – Temporary override for crew scheduling

The screenshot shows the Salesforce Setup interface for the 'ps crew schedule override' permission set. The 'Permission Set Overview' section shows the API Name as 'ps_crew_schedule_override', Namespace Prefix, Created By (BHARGAVI.PODALLA), and Last Modified By (BHARGAVI.PODALLA). The 'Apps' section lists various permission categories: Assigned Apps, Assigned Connected Apps, Object Settings, App Permissions, Apex Class Access, and Visualforce Page Access.

○ Assigned permission sets to specific users in addition to profiles

Step 10: Organization-Wide Defaults (OWD)

- Go to Setup → Security → Sharing Settings
- Set OWD as:
 - assenger → Private
 - Booking → Private (shared with assigned agent/manager)
 - Flight → Public Read Only
 - Aircraft → Public Read Only

- Check-In / Boarding → Private or Controlled by Parent

Search Setup

Setup Home Object Manager

Q sharing

Security

Guest User Sharing Rule Access Report

Sharing Settings

Didn't find what you're looking for? Try using Global Search.

Sharing Settings

Object	Sharing Model	Public Read/Write
Aircraft	Public Read/Write	Private
Booking	Public Read/Write	Private
crew	Public Read/Write	Private
Flight	Public Read/Write	Private
Maintenance Record	Public Read/Write	Private
passenger	Public Read/Write	Private
payment	Public Read/Write	Private
Refund Request	Public Read/Write	Private

User Visibility Settings

Portal User Visibility ☐ [Help](#)

Site User Visibility ☐ [Help](#)

[User Visibility Settings Help](#)

Other Settings [Other Settings Help](#)

Step 11: Sharing Rules

- Go to **Setup** → **Security** → **Sharing Settings** → **Sharing Rules**
- Created rule:
 - Share Bookings → Regional Ops Managers → Read/Write
 - Share Flight Records → Ground Ops Supervisors → Read/Write
 - Share Maintenance Records → Maintenance Group → Read/Write

Search Setup

Setup Home Object Manager

Q sharing

Security

Guest User Sharing Rule Access Report

Sharing Settings

Didn't find what you're looking for? Try using Global Search.

Sharing Settings

Aircraft Sharing Rules [New](#) [Recalculate](#) [Aircraft Sharing Rules Help](#)

Action	Criteria	Shared With	Access Level
Edit Del	Owner in Role: Operations Manager	Role: Operations Manager	Read/Write

Booking Sharing Rules [New](#) [Recalculate](#) [Booking Sharing Rules Help](#)

Action	Criteria	Shared With	Access Level
Edit Del	Owner in Role: Marketing Team	Role: Marketing Team	Read/Write

crew Sharing Rules [New](#) [Recalculate](#) [crew Sharing Rules Help](#)

Action	Criteria	Shared With	Access Level
Edit Del	Owner in Role: Ticketing Supervisor	Role: Ticketing Supervisor	Read/Write

Flight Sharing Rules [New](#) [Recalculate](#) [Flight Sharing Rules Help](#)

Action	Criteria	Shared With	Access Level
Edit Del	Owner in Role and Internal Subordinates: Channel Sales Team	Role and Internal Subordinates: Channel Sales Team	Read/Write

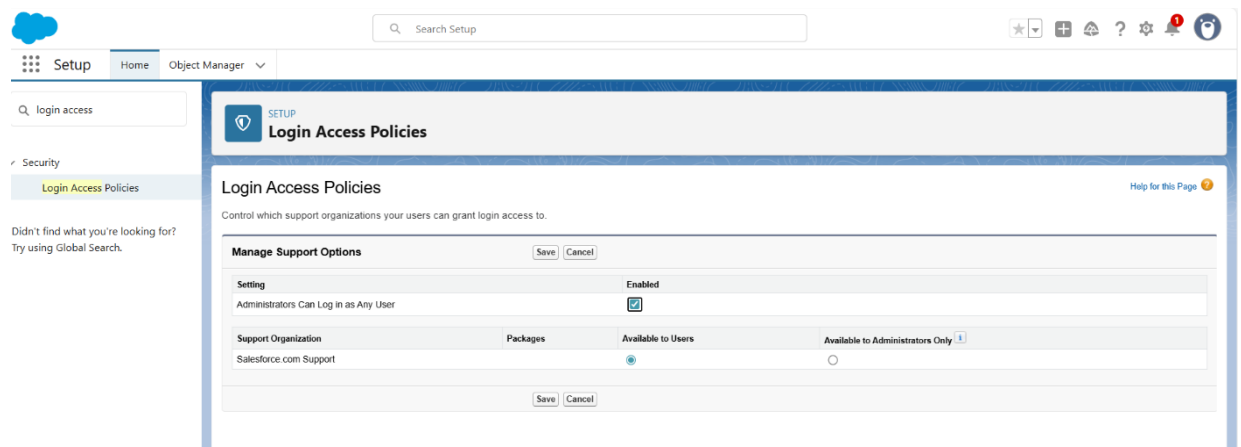
Maintenance Record Sharing Rules [New](#) [Recalculate](#) [Maintenance Record Sharing Rules Help](#)

Action	Criteria	Shared With	Access Level
Edit Del	Owner in Role: Internal and Portal Subordinates: Crew Member / Pilot	Role: Internal and Portal Subordinates: Crew Member / Pilot	Read/Write

passenger Sharing Rules [New](#) [Recalculate](#) [passenger Sharing Rules Help](#)

Step 12: Login Access Policies

- Go to **Setup** → **Security** → **Login Access Policies**
- Enabled:
- **Admin Login Access** for troubleshooting
- **Delegated Admin Access** for selected managers



Step 13: Dev Org Setup & Sandboxes

- **Developer Org** → Used for proof of concept and initial setup.
- **Developer Sandbox** → Safe space to build and test features (Apex, LWC, Flows).
- **Partial/Full Sandboxes** → Enable UAT, system integration, and data testing with masked PII.

Step 14: Deployment Basics

- **Deployment Tools** → Use Change Sets or Salesforce CLI (SFDX).
- **Lifecycle** → Dev → Sandbox → QA → UAT → Production.
- **Governance** → Maintain detailed release notes, change logs, and ensure automated Apex & Flow tests run successfully.

Step 15: Security & Compliance

- **Data Security** → Encrypt and mask sensitive information (e.g., passport, payment).
- **Access Controls** → Apply field-level security and principle of least privilege.
- **Monitoring** → Enable Audit Trail and Event Monitoring to ensure compliance and detect anomalies.

Conclusion

Phase 2 has laid a solid operational foundation for the Airline Management System in Salesforce. Through careful setup of company settings, users, roles, profiles, custom objects, security, and sandboxes, the system is now well-structured, secure, and scalable. This ensures efficient management of flights, bookings, passengers, and crew, while safeguarding sensitive data. With this groundwork complete, the org is fully prepared to advance into Phase 3: Data Modeling & Relationships, enabling deeper process automation and optimized airline operations.

