

# **Smart Appointment Management System with Intelligent Slot Allocation in Salesforce**

## **Problem Statement**

Healthcare providers and patients often encounter multiple challenges in managing appointments and medical records. Manual booking processes frequently result in double-bookings and scheduling conflicts, while the lack of a centralized platform makes it difficult to track patient history and prescriptions. In addition, limited access to virtual consultations reduces the availability of timely healthcare services, and the absence of real-time dashboards prevents doctors and patients from making informed decisions. These issues highlight the need for an intelligent Salesforce-based appointment management system with smart slot allocation to ensure accuracy, efficiency, and improved patient care.

## **Project Idea**

The Smart Appointment Management System with Intelligent Slot Allocation in Salesforce is designed as a telemedicine platform that simplifies healthcare access for patients and doctors. It allows patients to conveniently book appointments, consult doctors virtually, and maintain digital records of prescriptions and medical history. By leveraging Salesforce features, the system ensures automation, efficient slot allocation, and centralized tracking of medical data. This project aims to overcome the limitations of traditional healthcare management by offering a streamlined, user-friendly solution that improves both patient experience and doctor efficiency.

## **Objectives**

- Understand user requirements (patients, doctors, admins)
- Identify pain points in appointment scheduling and patient care
- Define core functionalities needed for an intelligent appointment system
- Prepare a data model for patients, doctors, appointments, and prescriptions