

CRM Application That Helps To Book A Visa Slot

1. Introduction

1.1 Overview

CRM Application that is used to help us to track and manage the availability of total number of visa slots .It provides with slots for a visa applicant who wish for a visa for travelling around the world.

1.2 Purpose

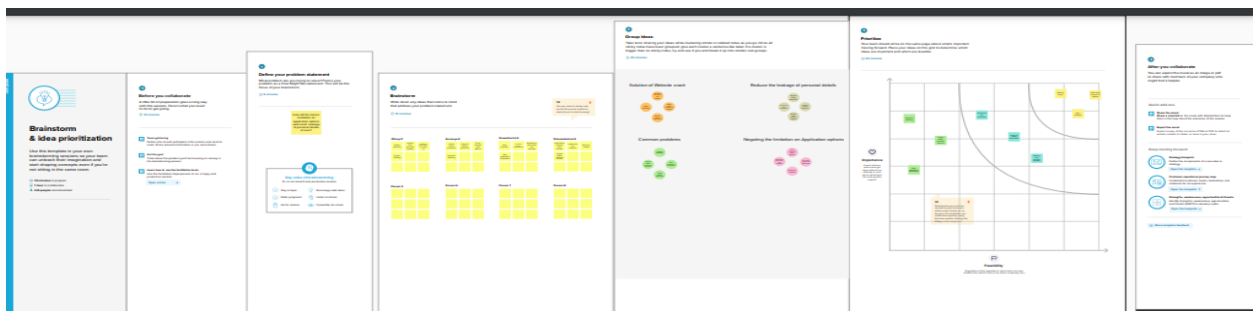
By using application, the visa applicants are provided with visa slots by which they are called for visa applications in an orderly manner. It is also easy for the employees of the government agencies or visa giving centers to schedule for visa applications.

2. Problem solving and Design thinking

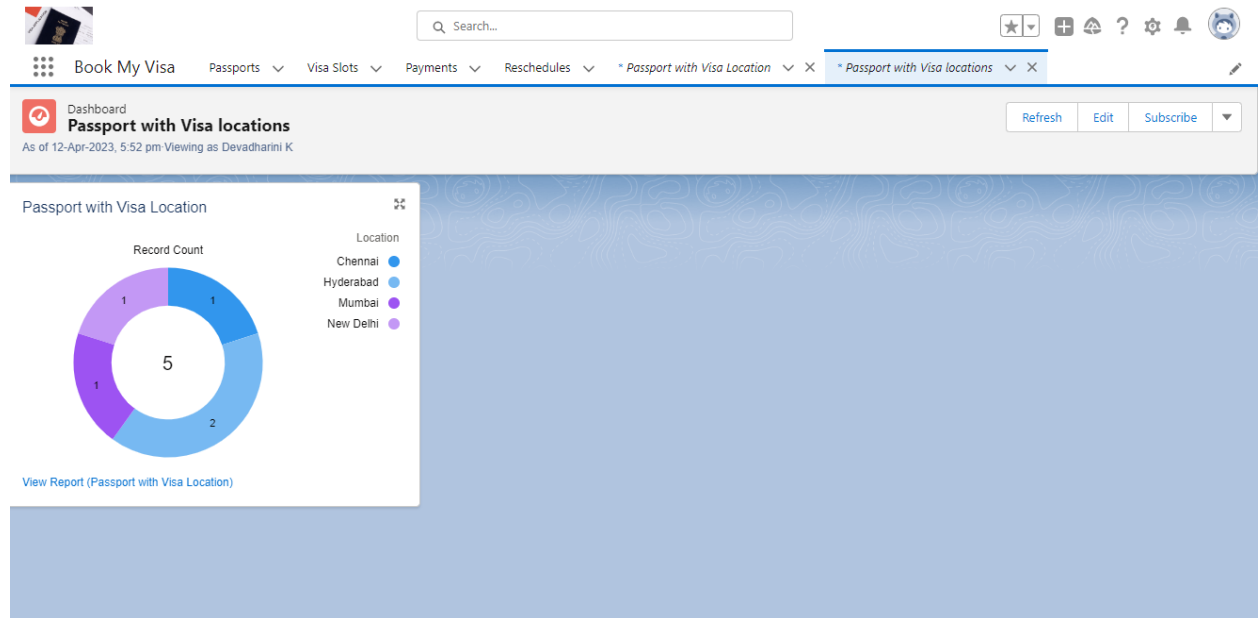
2.1 Empathy Map



2.2 Ideation and Brainstorming



3. Result



The result of this Project is the dashboard mentioned above. The creation of the dashboard is the final milestone of this project.

4. Advantages

- All Information is stored in a single platform.
- Simple for the users to use for their purpose.
- Easy to schedule.
- Easy to Communicate.

Disadvantages

- Limited number of visa slot.
- No availability of visa slot.
- Inconvenient time scheduling.
- No proper message for communication.

5. Applications

- The customer can book a visa slot for their visa application.

- Information details of the customer are stored here.
- Employees can easily schedule a suitable time period for the meeting.
- Customers and employees are able to communicate easily.

6. Conclusions

We can create an application for booking visa slots by following the milestones given below:

Milestone 1: Creating Developer Account

- Account activation
- Login to your account

Milestone 2: Objects

Activity 1: Creation of custom objects

- Passport
- Visa slot
- Payment
- Reschedules

Activity 2: Field creation on custom objects

Milestone 3: Relationship between objects

Activity 1: Creation of Relationship – Master detail relationship

Milestone 4: App

Activity 1: Creation of user

Milestone 5: User

Activity 1: Creation of user

Activity 2: OWD settings

Milestone 6: Reports

Activity 1: Creation of reports

Milestone 7: Dashboards

Activity 1: Creation of Dashboards

7. Future scope

- **We can provide better communication in the future.**
- **Availability of unlimited slots for better use.**
- **We can make the app even simpler.**
- **Providing better security for customer details.**
- **Easy Money Transaction.**

8. Appendix



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