**Project Design Phase**

**Proposed Solution Template**

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| Date | 12 June 2025 |
| Team ID | LTVIP2025TMID30989 |
| Project Name | Airlines Management System |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

Project team shall fill the following information in the proposed solution template.

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Airlines struggle to manage passenger, crew, flight, and booking data in an integrated way. Manual processes lead to data inconsistency, delays, poor customer experience, and lack of real-time reporting capabilities. |
|  | Idea / Solution description | The proposed solution is a comprehensive Salesforce-based Airline Management System. It uses custom objects, Apex validation, flows, reports, and dashboards to:  • Centralize all operational data • Automate bookings and validations • Enable role-based access • Provide actionable insights. |
|  | Novelty / Uniqueness | Unlike traditional spreadsheet- or ERP-based approaches, this solution:  • Leverages Salesforce's low-code/no-code capabilities • Uses Apex triggers for custom validations • Provides intuitive screen flows for booking creation • Enables dynamic dashboards for real-time visibility. |
|  | Social Impact / Customer Satisfaction | • Passengers experience faster, error-free bookings. • Crew management becomes more transparent. • Airline staff gain real-time access to operational data. • Improved reporting increases decision-making speed and accuracy, leading to better service quality and satisfaction. |
|  | Business Model (Revenue Model) | This solution is built on Salesforce, a subscription-based platform. Airlines can adopt a SaaS model with monthly or annual fees for licenses. Cost savings are achieved by reducing manual work and errors. Additionally, improved customer satisfaction can drive higher bookings and revenues. |
|  | Scalability of the Solution | The system is highly scalable:  • New objects and fields can be added as business needs evolve. • Apex classes and flows can be extended to cover more scenarios. • Supports scaling from a regional airline to global operations without performance degradation. |