

**PROJERCT REPORT TEMPLATE**  
**CRM APPILICATIONS THAT HELPS TO BOOK A VISA SLOT**  
**TEAM ID: NM2023TMID18312**

## **1.INTRODUCTION**

### **1.1 Overview:**

A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing centre to schedule and manage appointments with applicants.

### **1.2 Purpose:**

- Job Positing
- Rewards and Incentives
- Resolving conflicts
- Training and Development
- Maintaining Healthy Work culture
- Organizing various activities
- Payroll Management

## 1. PROBLEM DEFINITION AND DESIGN THINKING

### 2.1 Empathy map:

An empathy map is a collaborative visualization used to articulate what we know about a particular type of user. It externalizes knowledge about users in order to

- 1 .create a shared understanding of user need, and
- 2 .aid in decision making

### EMPATHY MAP

<b>PROJECT NAME</b>	<b>CRM APPLICATIONS THAT HELPS TO BOOK A VISA SLOT</b>
<b>TEAM ID</b>	<b>NM2023TMID18312</b>
<b>DATE</b>	<b>21.3.2023</b>



## Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

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**Need some inspiration?**  
See information on the template, follow your work.

[Open example](#)

### 9

#### Build empathy

The information you add here should be representative of the observations and research you've done about your users.



## 2.2 Brainstorming :

Brainstorming is a group problem-solving method that involves the spontaneous contribution of creative ideas and solutions. This technique requires intensive, freewheeling discussion in which every member of the group is encouraged to think aloud and suggest as many ideas as possible based on their diverse knowledge.

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<b>DATE</b>	<b>21.03.2023</b>
<b>NAME</b>	<b>DEVA.V</b>



## Mind map brainstorm

Quickly output ideas and patterns into a structured diagram. Our mind map brainstorming template will help you create new connections with your team.

[Share template feedback](#)

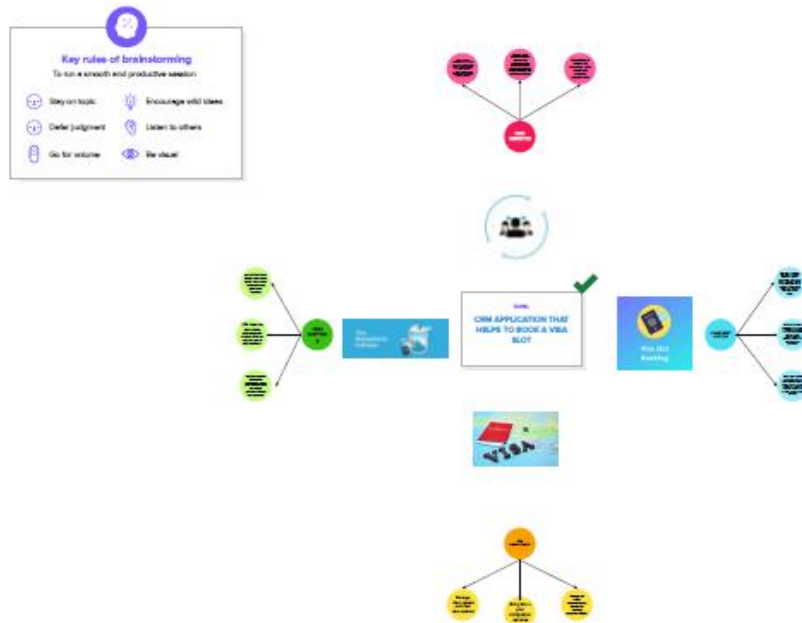


**Need some inspiration?**  
See a list of creative ideas to help you get started.  
[Open examples](#)

### 1

#### Brainstorm ideas

Add the challenge as a question to the center of your mind map, and work individually adding your ideas to the mind map.



**3. RESULT**

OBJECT NAME		FIELD LABLE	DATA TYPE
1	Passport	Passport	Text
	Visa slot	Visa slot	Text
2	payment	Payment	Text
	Account	Account	Text

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## Lightning Experience Transition Assistant

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Get Started

## Salesforce Mobile Quick Start

Home

## Administer

### Release Updates

- Manage Users
- Manage Apps
- Manage Territories
- Company Profile
- Data Classification
- Privacy Center
- Security Controls
- Domain Management
- Communication Templates
- Translation Workbench
- Data Management
- Mobile Administration
- Desktop Administration
- Outlook, Integration and Sync
- Gmail Integration and Sync
- Email Administration
- Google Apps
- Analytics
- Data.com Administration

## Build

- Customize
- Create
- Develop
- Lightning Bolt
- Schema Builder
- Lightning App Builder
- Canvas App Previewer
- Installed Packages
- Package Usage
- AppExchange Marketplace

## Deploy

- Deployment Settings
- Deployment Status

## Monitor

- System Overview
- Optimizer
- Imports
- Outbound Messages
- Time-Based Workflow
- Automated Process Actions
- Case Escalations
- Entitlement Processes
- API Usage Notifications
- Mass Emails
- Email Snapshots
- Jobs
- Logs

## Getting Started

Dismiss



### Build App

Generate a basic app with just one step, and then easily extend that app with clicks or code.

Add App



### Salesforce Lightning

Turn on the power, speed, and simplicity of the new Salesforce user experience.

Get Started

## System Overview

Expand



You have a message.

Expand to see messages or go to the system overview page to see additional limits.

## Recent Items

Items

Name	Type	Object
cancel	Custom Object Definition	
visa slot	Custom Object Definition	
location	Custom Object Definition	
payment	Custom Object Definition	
passport	Custom Object Definition	
Automated Process	User	
DivyaPrakash M	User	
divyaprakash M	User	
System Administrator	Profile	
cancel	Custom Tab Definition	cancel

## Quick Links



Tools



Users



App



App Quick Start



Schema Builder



New custom object



New user



Add multiple users



Reset users' passwords



Manage apps



Manage profiles



Enable Chatter feeds



Security



Data



New profile



New permission set



Add roles



Import accounts & contacts



Import custom objects



Mass delete records

## Community

Dismiss



Resources



Collaborate & Discuss



Join the conversation



User Groups



Connect with customers in your area.



Find Answers



Post your questions to the Community.



Ask a Question



Contribute Ideas



Share & vote for ideas to improve the product.



Post an Idea



Release Resources

Recommended Apps

Show All

Extract valuable insights from conversational data and improve your customer journey...

Search Setup | Search

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Salesforce Mobile Quick Start

Home

Administration

- Release Updates
- Manage Users
- Manage Apps
- Manage Territories
- Company Profile
- Data Classification
- Privacy Center
- Security Controls
- Resource Management
- Communication Templates
- Translation Workbench
- Data Management
- Mobile Administration
- Desktop Administration
- Mobile Integration and Sync
- Cloud Integration and Sync
- Email Administration
- Google Apps
- Analytics
- Reference Administration

Build

- Customize
- Create
  - Apps
  - Custom Labels
  - Internationalizing Layouts
- Reports
  - Big Objects
  - Picklist Value Sets
  - Packages
  - Report Types
  - Tools
  - Service Cloud Launch Pad
  - Active Link Template
  - Global Actions
  - Workflows & Approvals

Deploy

- Lightning Bolt
- Release Builder
- Lightning App Builder
- Custom App Framework
- Installed Packages
- Package Traps
- AppExchange Marketplace

Deploy

- Deployment Settings
- Deployment Status

Monitor

- System Overview
- Optimizer
- Impacts
- Performance Monitor
- Automated Process Actions
- Case Inspections
- Enhancement Processes
- API Usage Notifications
- Flow Tools
- Event Inspections

Jobs

Logs

Custom Object

**passport**

Help for this Page

Standard Fields (15) | Custom Fields & Relationships (15) | Validation Rules (1) | Field Sets (1) | Sharing Layouts (1) | Search Layouts (1) | Buttons, Links, and Actions (1) | Record Types (1) | Apex Sharing Business (1) | Apex Sharing Recalculation (1) | Object Limits (1)

Custom Object Definition Initial

Field Label	Field Name	Description
Register Label	passport	Register
Reset Label	passport1	Reset Register
Object Name	passport	Track App Store
API Name	passport__c	Users in Partner Groups
		Allow Sharing
		Allow Bulk API Access
		Allow Streaming API Access
		Track Field History
		Enable Streaming
		Enrollment Status
		Allow Search
		Help Settings
		Standard Validation Rules: Help to Status
Created By	Myralfabian.M. 29/11/2021 4:12 pm	Modified By
		Myralfabian.M. 29/11/2021 4:12 pm

Standard Fields

Standard Fields Help

Field Label	Field Name	Field Type	Controlling Field	Required
Created By	CreatedBy	Lookup/Field		
Last Modified By	LastModifiedBy	Lookup/Field		
LOK Object	Object	Lookup/Field/Storage		
LOK Data Status	Status	Text/ID		

Custom Fields & Relationships

Custom Fields & Relationships Help

No custom fields defined

Related Lookup Fields

No related lookup fields defined

Validation Rules

Validation Rules Help

No validation rules defined

Triggers

Triggers Help

No triggers defined

Page Layouts

Page Layouts Help

Field Label	Page Layout Name	Created By	Modified By
LOK LOK	passport Layout	Myralfabian.M. 29/11/2021 4:12 pm	Myralfabian.M. 29/11/2021 4:12 pm

Field Sets

Field Sets Help

No field sets defined

Compact Layouts

Compact Layouts Help

Field Label	Field Name	Field Type	Field Name	Modified By
Buttons Default		Text/ID		

Search Layouts

Search Layouts Help

Field Label	Field Name	Field Name	Field Name	Modified By
LOK Search Results	pass Name			Myralfabian.M. 29/11/2021 4:12 pm
LOK Lookup Fields	pass Name	N/A		Myralfabian.M. 29/11/2021 4:12 pm
LOK Lookup Fields	pass Name	N/A		Myralfabian.M. 29/11/2021 4:12 pm
LOK passport1 Tab	pass Name	N/A		Myralfabian.M. 29/11/2021 4:12 pm
LOK passport1 Tab View	N/A			Myralfabian.M. 29/11/2021 4:12 pm
LOK Search Filter	N/A			Myralfabian.M. 29/11/2021 4:12 pm

Buttons, Links, and Actions

Buttons, Links, and Actions Help

Field Label	Name	Description	Type	Custom Icons	Icon	Availability
LOK Accept	Accept		Standard page			
LOK Close	Close		Standard page			
LOK Delete	Delete		Standard page			
LOK Edit	Edit		Standard page			
LOK List	List		Standard page			
LOK New	New		Standard page			
LOK passport1 Tab	Tab		Standard page			
LOK View	View		Standard page			

Record Types

Record Types Help

No record types defined

Apex Sharing Business

Apex Sharing Business Help

No Apex sharing business defined

Apex Sharing Recalculation

Apex Sharing Recalculation Help

No Apex sharing recalculation defined

Object Limits

Object Limits Help

Item	Usage	Limit	Reached	Message
Custom Fields	0	100	0%	
Related Relationships Fields	0	20	0%	
Custom Relationship Fields	0	20	0%	
Active Validation Rules	0	20	0%	
Total Validation Rules	0	200	0%	
Approval Processes	0	200	0%	
Active Lookup Fields	0	0	0%	



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Manage Permissions

Company Profile

Data Classification

Privacy Center

Security Controls

Security Management

Communication Templates

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Mobile Administration

Backup Administration

Outlook Integration and Sync

Google Integration and Sync

Google Applications

Google Apps

Analytics

Database Administration

Tools

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[illegible]

## **4. TRAILHEAD PROFILE PUBLIC URL**

Team Leader - <https://trailblazer.me/id/devav10>

Team Member 1 - <https://trailblazer.me/id/bhsri37>

Team Member 2 - <https://trailblazer.me/id/divyaprak>

Team Member 3 - <https://trailblazer.me/id/gayaa13>

## **5. ADVANTAGES AND DISADVANTAGES**

### **Advantages:**

- It allows for more efficient sales and marketing.
- It can speed up the sales conversion process.
- It increases staff productivity, lowers time costs and boosts morale.
- It enables widely dispersed teams to work closely.
- Can improve customer loyalty through exceptional experience.

### **Disadvantages :**

- Staff over- reliance on CRM may diminish customer loyalty through a bad experience.
- Security concerns associated with centralised with centralised data.
- The excess initial time and productivity cost of implementation.

- It requires a process- driven sales organisation.
- It may not suit every business.

## **6. APPLICATIONS**

- Application:1 Tracking customer.
- Application:2 Collecting data for marketing.
- Application:3 Improving interactions and communications.
- Application:4 Streamlining internal sales processes.
- Application:5 Planning your operations.

## **7. CONCLUSION**

From this project, we can able to track and manage the availability of visa slots. This approach will be of particular interest to companies operating in highly competitive markets where it is difficult to attract new customer. In order to be successful in these aims, the different company departments have to work together and use measures in a coordinated fashion.

## **8. FUTURE SCOPE**

The project has a very scope in future. The project can be implemented on internet in future.