

Train Ticket Booking Management System

In this phase, we design and configure the data model for the **Train Ticket Booking System**. This involves creating custom objects, fields, relationships, record types, layouts, and schema visualization.

◆ 1. Standard & Custom Objects

- **Standard Objects Used:** User (for Agent assignment), Contact (optional alternative to Passenger).
- **Custom Objects Created:**
 - **Train__c** → Stores train details.
 - **Passenger__c** → Stores passenger/customer details.
 - **Ticket__c** → Stores ticket information (PNR, journey, status).
 - **Booking__c** (optional junction) → Groups passenger & ticket if many-to-many is required.
 - **Route__c** → Stores source, destination, and station details.

The top screenshot shows the Salesforce Object Manager interface with the following objects listed:

Object Name	API Name	Object Type	Created Date	Status
Service Appointment	ServiceAppointment	Standard Object		
Seller	Seller	Standard Object		
Scorecard Metric	ScorecardMetric	Standard Object		
Scorecard Association	ScorecardAssociation	Standard Object		
Scorecard	Scorecard	Standard Object		
Route	Route__c	Custom Object	9/18/2025	✓
Return Order Line Item	ReturnOrderLineItem	Standard Object		
Return Order Item Tax	ReturnOrderItemTax	Standard Object		
Return Order Item Adjustment	ReturnOrderItemAdjustment	Standard Object		
Return Order	ReturnOrder	Standard Object		
Resource Preference	ResourcePreference	Standard Object		
Resource Absence	ResourceAbsence	Standard Object		
Report Anomaly Event Store	ReportAnomalyEventStore	Standard Object		
Related Problem and Incident	ProblemIncident	Standard Object		

The bottom screenshot shows the Salesforce Object Manager interface with the following objects listed:

Object Name	API Name	Object Type	Created Date	Status
Privacy RTBF Request	PrivacyRTBFRequest	Standard Object		
Price Book Entry	PricebookEntry	Standard Object		
Price Book	Pricebook2	Standard Object		
Payment Line Invoice	PaymentLineInvoice	Standard Object		
Payment Group	PaymentGroup	Standard Object		
Payment Gateway	PaymentGateway	Standard Object		
Payment Authorization Adjustment	PaymentAuthAdjustment	Standard Object		
Payment Authorization	PaymentAuthorization	Standard Object		
Payment	Payment	Standard Object		
Passenger	Passenger__c	Custom Object	9/18/2025	✓
Party Consent	PartyConsent	Standard Object		
Order Product	OrderItem	Standard Object		
Order	Order	Standard Object		
Orchestration Work Item	FlowOrchestrationWorkItem	Standard Object		
Orchestration Step Run	FlowOrchestrationStepInstance	Standard Object		

2. Fields

Example Fields Created:

- **Train__c** → Train_No, Train_Name, Source, Destination, Class_Type, Total_Seats, Available_Seats.
- **Passenger__c** → Name, Age, Gender, Email, Phone, Wallet_Balance, ID_Proof, ID_Number.
- **Ticket__c** → PNR (Auto Number), Journey_Date, Status, Seat_No, Price, Booking_Date, Passenger (Lookup), Train (Lookup), Assigned Agent (Lookup to User), Payment_Status, Refund_Status.
- **Route__c** → Route_Name, Source_Station, Destination_Station, Station_List, Departure_Time, Arrival_Time.

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Passenger | Salesforce

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10 Items, Sorted by Field Label

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FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED	
Age	Age__c	Number(3, 0)			⌵
Created By	CreatedById	Lookup(User)			
Email_p	Email_p__c	Email			⌵
Gender	Gender__c	Picklist			⌵
ID_Number	ID_Number__c	Text(20) (External ID)		✓	⌵
ID_Proof	ID_Proof__c	Picklist			⌵
Last Modified By	LastModifiedById	Lookup(User)			
Owner	OwnerId	Lookup(User,Group)		✓	
Passenger Name	Name	Text(80)		✓	⌵
Phone_p	Phone_p__c	Phone			⌵

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Booking_no | Salesforce

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8 Items, Sorted by Field Label

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Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED	
Booking_no Name	Name	Text(80)		✓	⌵
BookingNumber	BookingNumber__c	Auto Number			⌵
Created By	CreatedById	Lookup(User)			
Last Modified By	LastModifiedById	Lookup(User)			
Owner	OwnerId	Lookup(User,Group)		✓	
Passenger	Passenger__c	Lookup(Passenger)		✓	⌵
Refund_Status	Refund_Status__c	Picklist			⌵
Ticket	Ticket__c	Lookup(Ticket)		✓	⌵

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Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Arrival_time	Arrival_time__c	Time		
Created By	CreatedById	Lookup(User)		
Departure_time	Departure_time__c	Time		
Destination_station	Destination_station__c	Text(20)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Route Name	Name	Text(80)		✓
Route_name	Route_name__c	Text(20)		
Source_station	Source_station__c	Text(20)		
Train	Train__c	Lookup(Train)		✓

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12 Items, Sorted by Field Label

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Field Dependencies

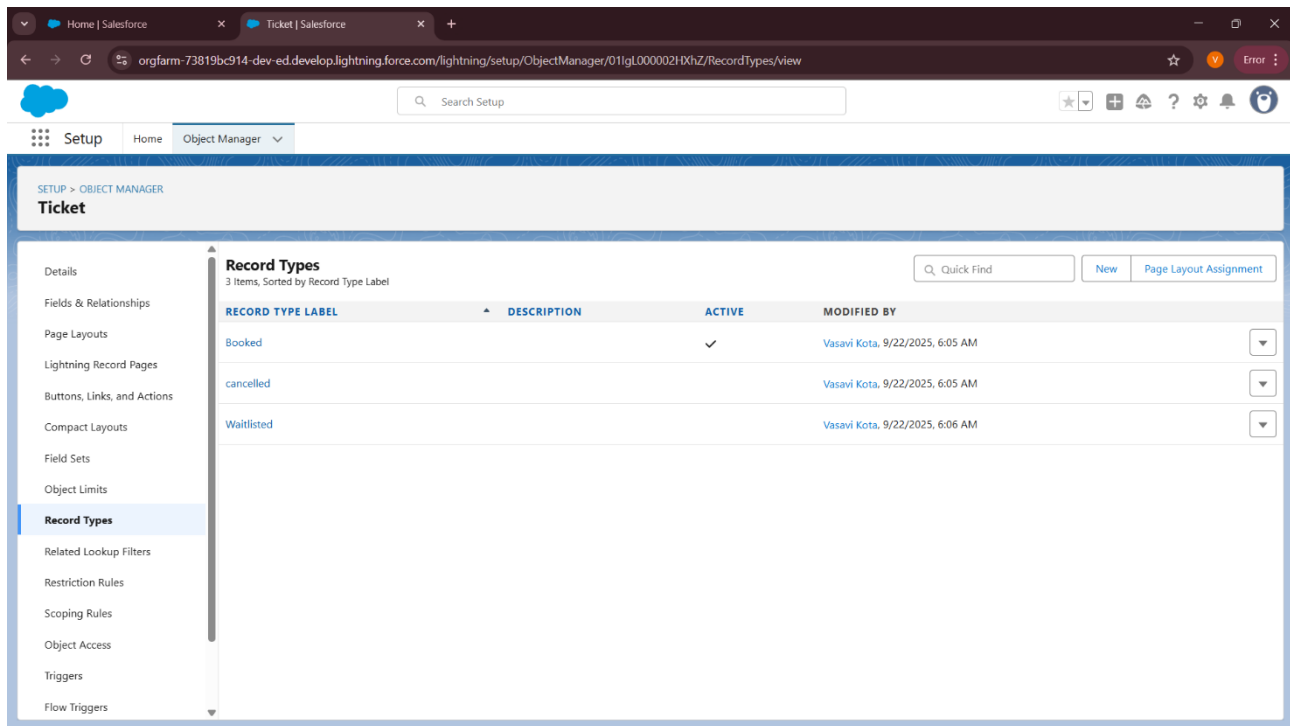
Set History Tracking

Created By	CreatedById	Lookup(User)		
Journey_Date	Journey_Date__c	Date		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Passenger	Passenger__c	Lookup(Passenger)		✓
PNR	PNR__c	Auto Number		
Price	Price__c	Currency(18, 0)		
Seat_No	Seat_No__c	Text(3)		
Status	Status__c	Picklist		
Ticket Name	Name	Text(80)		✓
Train	Train__c	Lookup(Train)		✓

3. Record Types

Created record types on **Ticket__c** to manage business processes:

- Booked
- Cancelled
- Waitlisted
- Pending Payment



4. Page Layouts

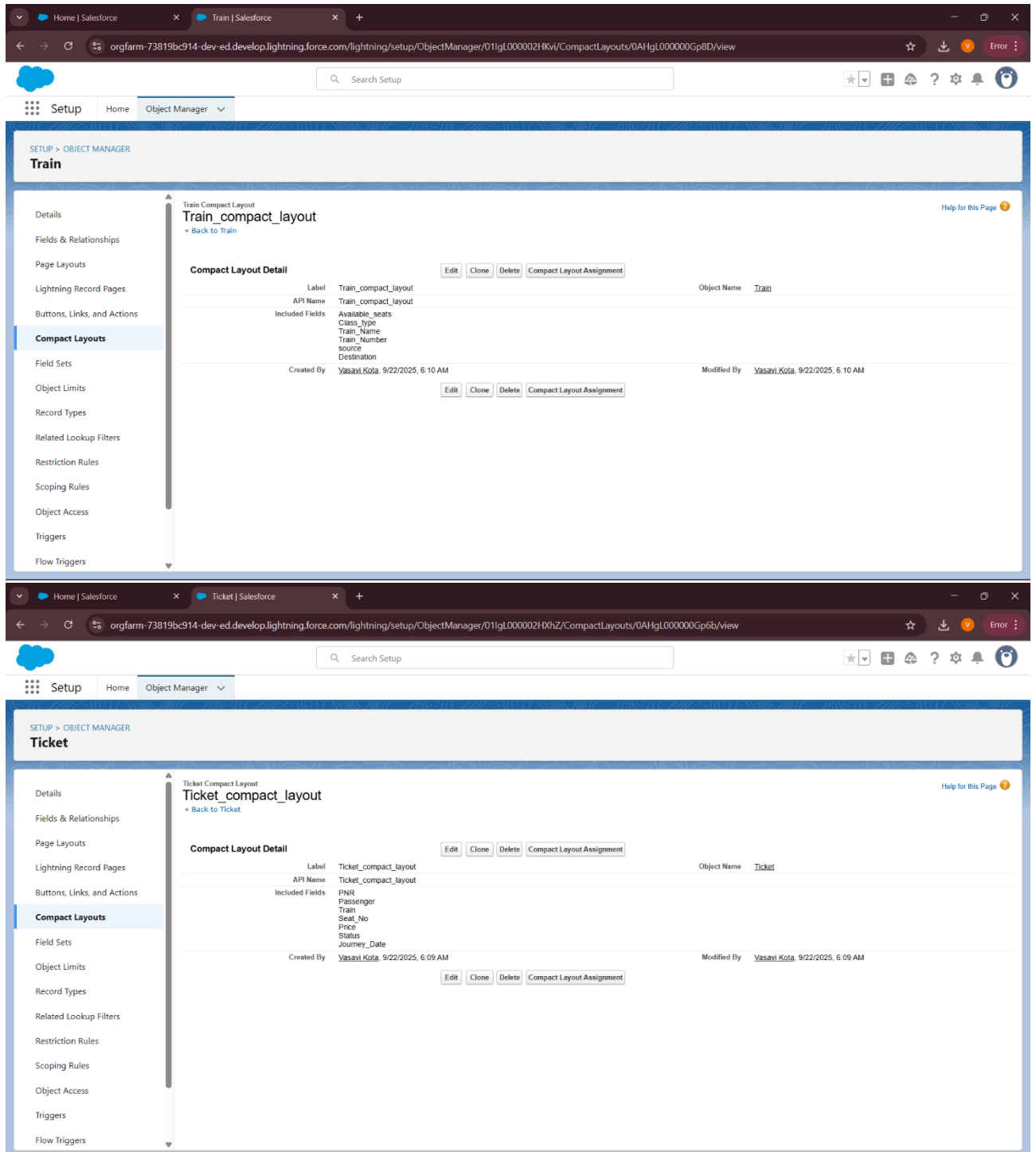
- **Ticket — Passenger Layout:** Only booking details, no refund or agent fields.
- **Ticket — Agent Layout:** Includes Assigned Agent, Refund Status, Payment Status.
- **Ticket — Admin Layout:** Full access to all fields.

Layouts are assigned to profiles based on record type.

5. Compact Layouts

Compact layouts were configured for quick view in Lightning header & mobile:

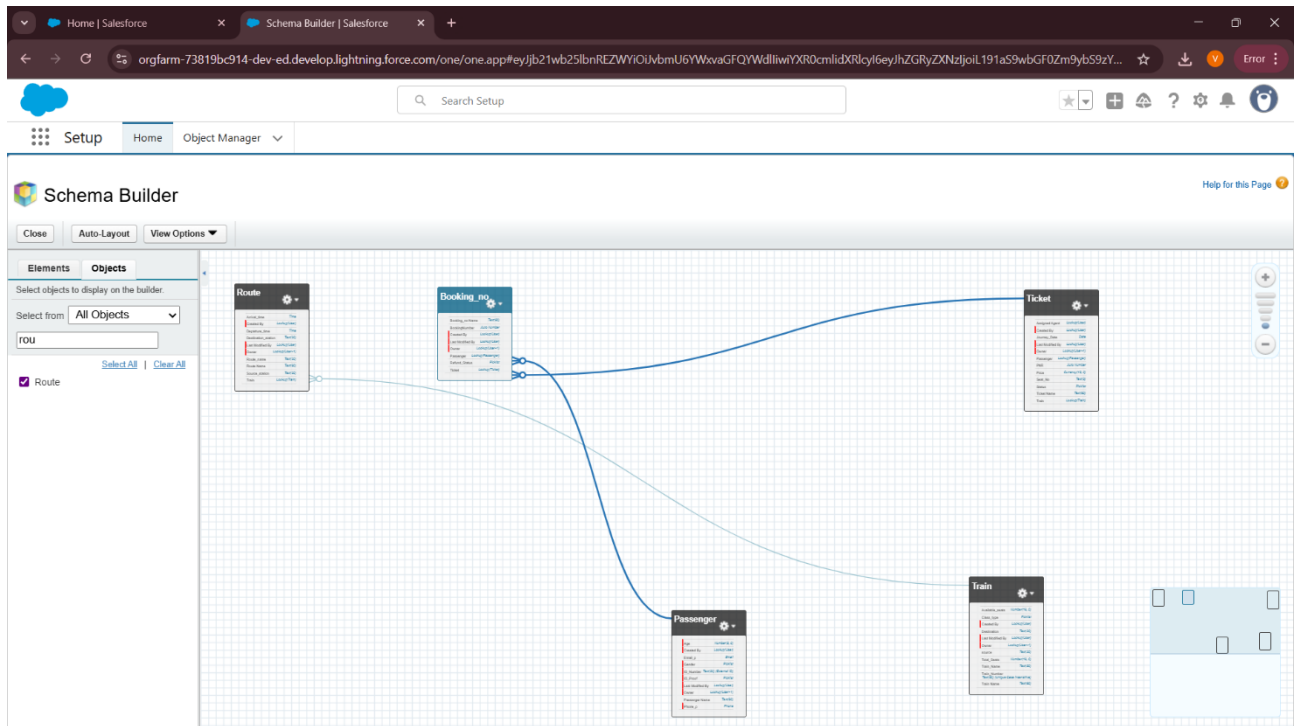
- **Train__c** → Train Name, Train No, Available Seats.
- **Ticket__c** → PNR, Status, Journey Date, Train.



6. Schema Builder

- Verified relationships using **Schema Builder**.
- Relationships configured:
 - **Ticket → Train** = Lookup (1 Train : Many Tickets).
 - **Ticket → Passenger** = Lookup (1 Passenger : Many Tickets).
 - **Ticket → Assigned Agent** = Lookup(User).
 - **Booking → Ticket & Passenger** = optional Master-Detail (junction).

- **Route → Train = Lookup.**
- Schema Builder used to visualize and confirm links between objects.



7. Relationship Choices

- **Lookup** used where we want flexibility (Train ↔ Ticket, Passenger ↔ Ticket).
- **Master-Detail** used in junction (Booking ↔ Ticket, Booking ↔ Passenger) if grouping is required.
- **Hierarchical Relationship** is only for User object (not applied here).
- This design ensures data safety (Tickets not auto-deleted if Train is deleted)