Project Design Phase-II
Technology Stack (Architecture & Stack)

Date	24 June 2025
TeamID	LTVIP2025TMID30215
Project Name	A CRM Application for Public Transport Management System
MaximumMarks	

Technical Architecture:

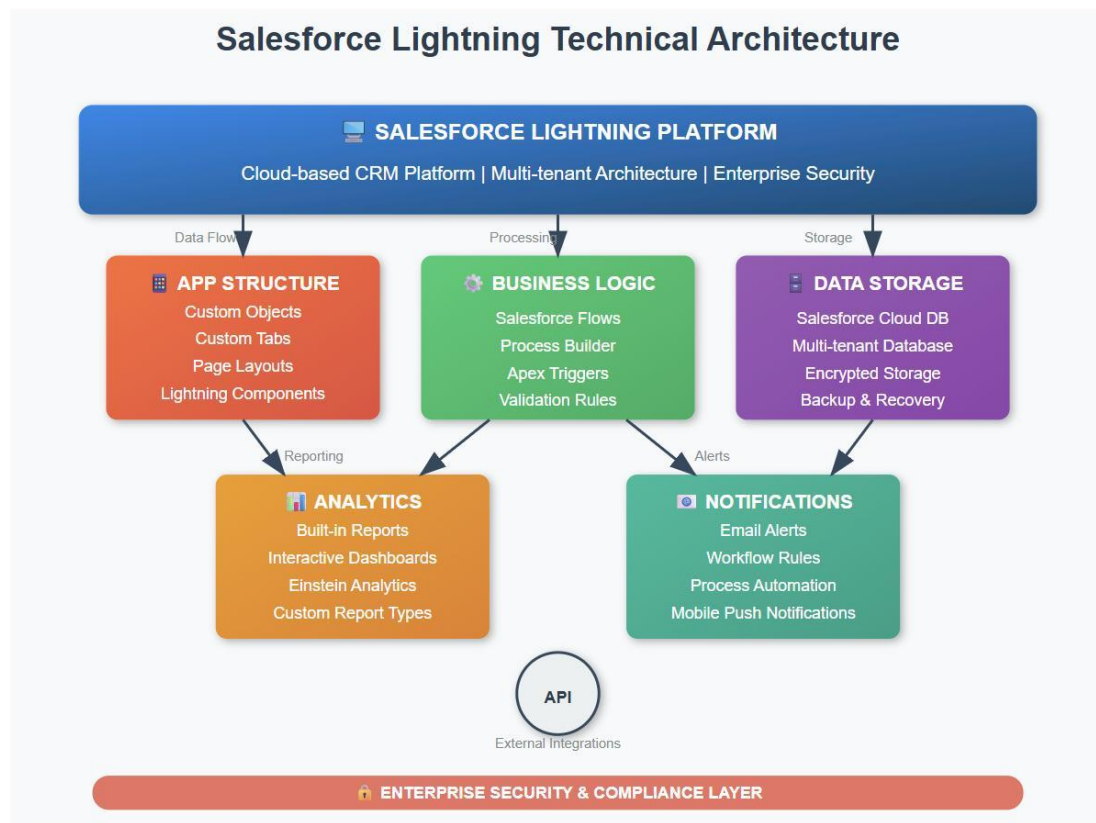The Deliverable shall include the architectural diagram as below and the information as per the table1 & table 2

Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1	User Interface	Booking form, route selection, schedule dashboard	Salesforce Lightning Web UI
2	Application Logic-1	Trip booking logic, route-driver-vehicle assignment	Salesforce Flows
3	Application Logic-	Email/SMS triggers for confirmations	Apex Triggers

S.No	Component	Description	Technology
2		and updates	
4	Database	Object relationships (Passengers, Bookings, Routes, Buses)	Salesforce Object Database
5	File Storage	Store bus registration documents, route maps, licenses	Salesforce Files
6	External API (Optional)	Integration with Google Maps for route visualization	Google Maps API
7	Infrastructure	Deployed on Salesforce Cloud	Salesforce Cloud Environment

Table-2: Application Characteristics:

S.No	Component	Description	Technology
1	User Interface	User-friendly forms for booking, admin dashboard, trip views	Salesforce Lightning Web UI
2	Application Logic-1	Logic to book trips, allocate buses and drivers	Salesforce Flows
3	Application Logic-2	Logic for sending booking confirmations, delay alerts	Apex Triggers
4	Database	Relationships between objects: Booking, Bus, Passenger, Schedule	Salesforce Object Database
5	File Storage	Upload bus documents, trip manifests, ticket PDFs	Salesforce Files