





Government of Tamil Nadu

Naan Muthalvan - Project-Based Experiential Learning

A Review of Liver Patient Analysis Methods Using Machine Learning

CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

*Project Based Experiential Learning
Program*



CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

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**PG DEPARTMENT OF PHYSICS
M.V.MUTHIAH GOVERNMENT ARTS
COLLEGE FOR WOMEN**

**DINDIGUL -624001
APRIL -2023**

M.V.MUTHIAH GOVERNMENT ARTS COLLEGE FOR WOMEN
(Affiliated to Mother Teresa Women's University, Kodaikanal)
Reaccredited with "A" Grade by NAAC
Dindigul-624001



PG DEPARTMENT OF PHYSICS

BONAFIDE CERTIFICATE

This is to certify that this is a bonafide record of the project entitled,CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT".done by T.JANANI[20322ER007] ,G.NANTHINI [20322ER016], M.SANTHIYA [20322ER024] , G.SHANMUGAPRIYA [20322ER029].).This is submitted in partial fulfillment for the award of the degree of Bachelor of Science in PHYSICS in M.V.MUTHIAH GOVERNMENT ARTS COLLEGE FOR WOMEN,DINDIGUL during the period of December 2022 to April 2023.

Project Mentor(s)

Head of the Department

Submitted for viva-voce Examination held on 12.04.2023

1.INTRODUCTION ;

A CRM gathers customer interactions across all channels in one place. Managing centralized data helps businesses improve customer experience, satisfaction, retention and service.CRM allows businesses of all sizes to drive growth and profits.

1.1 OVERVIEW ;

This will help you to track and manage the availability that are required for certain visa application .

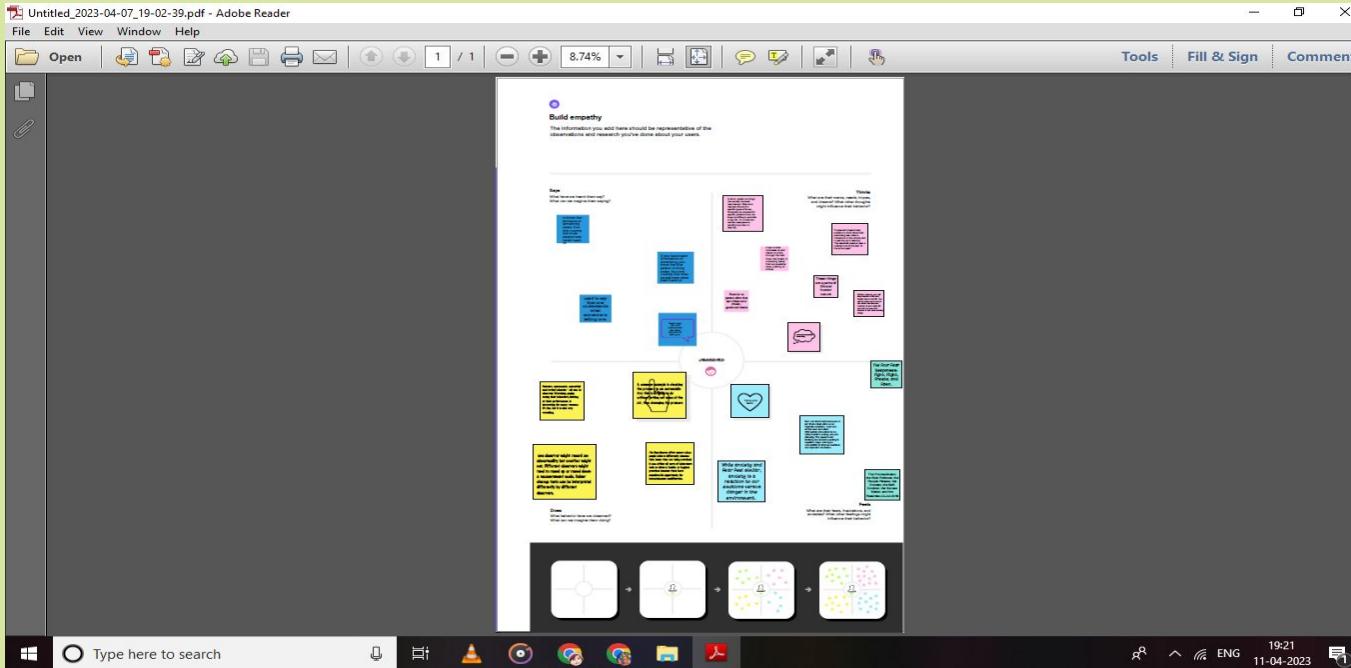
1.2 PURPOSE ;

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

2.PROBLEM DEFINITION & DESIGN THINKING



2.1 EMPATHY MAP



2.2 IDEATION & BRAINSTORMING MAP

BRAINSTORMING

BRINSTORM_2023-04-11_13-56-33.pdf - Adobe Reader

File Edit View Window Help

Open Tools Fill & Sign Comment

Brainstorm & idea prioritization

Use this template in your own environment to help you better generate ideas and prioritize them. It can unlock new imagination and creativity by bringing people not sitting in the same room.

Define your problem statement

What is the challenge you are trying to solve? Please write down the main problem statement here and the time frame of your resources.

Ideas

What ideas do you have that can solve the problem? Please list them here and add more if needed.

Idea evaluation

Rate each idea with a number from 1 to 10 based on its potential impact and feasibility. Higher than 5: High impact, feasible. Between 3 and 5: Moderate impact, feasible. Between 1 and 3: Low impact, feasible. Below 1: Not feasible.

Idea prioritization

Rank all the ideas in the order determined by their potential impact and feasibility. The highest ranked idea is the most important.

Conclusion

What are the next steps to implement the chosen idea? Please list them here.

Next steps

What are the next steps to implement the chosen idea? Please list them here.

Type here to search

19:32 11-04-2023 ENG

3.RESULT

3.1 DATA MODEL

OBJECT NAME	FIELD IN THE OBJECT
PASSPORT	1.CONTACT NUMBER 2.FULL NAME 3.PASSPORT NAME 4.PASSPORT NUMBER 5.PERMANENT ADDRESS

OBJECT NAME	FIELD IN OBJECT
VISA SLOT	1.LOCATION 2.PASSPORT 3.PASSPORT NUMBER MASTER 4.TIME 5.VISA SLOT NUMBER
PAYMENT	1.VISA SLOT NUMBER 2.VISA SLOT PAYMENT NAME
RESCHEDULE	1.TIME 2.PASSPORT NUMBER 3.CANCEL 4.LOCATION

3.2 ACTIVITY & SCREENSHOT

MILESTONE 1

Activity 1:

Creating Developer Account

Creating a developer org in salesforce.

1. Go to developers.salesforce.com/
2. Click on sign up.
3. On the sign up form, enter the following details :
 1. First name & Last name
 2. Email
 3. Role : Developer
 4. Company : College Name
 5. County : India
 6. Postal Code : pin code
 7. Username : should be a combination of your name and company
This need not be an actual email id, you can give anything in the format :

username@organization.com

Click on sign up after filling these

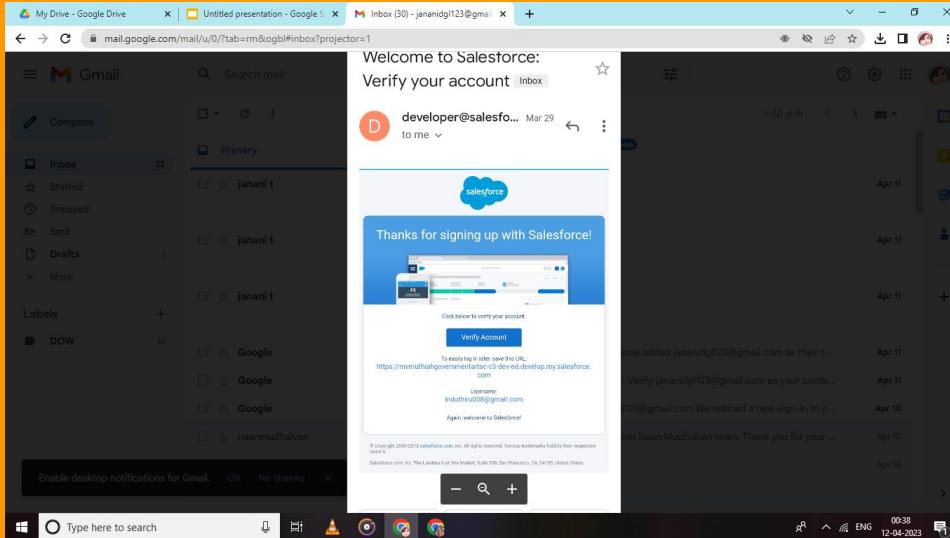
Creating

Click on sign up after filling these.

The image contains two side-by-side screenshots. The left screenshot shows a dark-themed promotional page for the Lightning Platform, featuring a computer monitor displaying a dashboard with various charts and data. Text on the page reads: "Explore Lightning Platform, the fastest way to create enterprise cloud apps". Below the monitor, there's a list of features: "Build apps Lightning fast with drag-and-drop tools", "Customize your apps visually with clicks", "Go further with Apex code", and "Integrate with anything using powerful APIs". It also mentions "Stay protected with enterprise-grade security". The right screenshot shows a registration form titled "Get your very own Developer Edition". The form includes fields for Name, Email, Phone, Company, Industry, and Postal Code. At the top of the form, it says "Get your very own Developer Edition" and "A full featured copy of Lightning Platform, for FREE!".

Account Activation

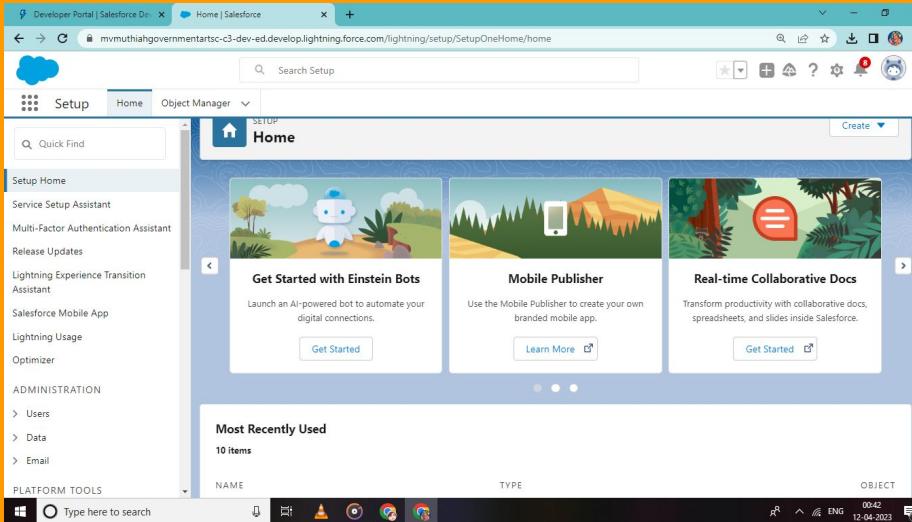
Go to the inbox of the email that you used while signing up. Click on the verify account to activate your account. The email may take 5-10mins, as



Login To your salesforces account

- 1.Go to salesforces.com and click on login
- 2.Enter the username and password that your just created.
- 3.After login this is the home page which you will see.

HOME



Salesforces login

<https://login.salesforce.com/>

The screenshot shows a web browser window with four tabs open:

- Inbox (2) - induthiru008@gmail.com
- Developer Portal | Salesforce Dev
- Login | Salesforce
- Passport with visa location | Sales

The main content area displays the Salesforce login interface. On the left, there is a large blue cloud icon with the word "salesforce" in white. Below it is the login form:

Username:

Password:

Log In

Remember me

[Forgot Your Password?](#) [Use Custom Domain](#)

At the bottom of the login form, there are links for "Not a customer?" and "Try for Free".

On the right side of the page, there is a promotional banner for the Salesforce Customer Success Platform. It features a smiling man named Jay Sharma, who is identified as a "Sales Loyalty Member". The banner highlights the platform's features:

Sell, market, and service with the world's #1 CRM.

Welcome to the Salesforce Customer Success Platform. Our new Lightning Platform gives you the fastest, most complete way to put your customers at the centre of everything you do.

WATCH DEMOS **FREE TRIAL**

The banner also shows examples of how the platform can be used, such as a weather app showing ski conditions and a marketing campaign for NTO with a 20% discount.

At the bottom of the page, there is a footer with copyright information and links to "Privacy" and "Terms of Use".

The taskbar at the bottom of the screen shows various pinned icons and system status indicators.

MILESTONE 2

Milestone-2: Objects:

Objects are database tables that permit you to store data that is specific to an organization. Salesforce objects are of two types: 1) Standard objects.
2) custom objects.

Objects involved in Book my visa are:

Objects	Passport	Visa slot	Payment	Reschedule/Cancel
Fields	Full name	Location	Payment Mode	passport number(Master)
Fields	Passport number	Time	Card Number	Location
Fields	Contact number	Passport number (Master)	Transaction id (Auto number)	Time
Fields	Permanent address	Visa slot number	Cancel Transaction	Cancel
			Visa slot number(Master)	Status

ACTIVITY-1 ;

Creation of custom object ; **PASSPORT**

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes tabs for 'Setup', 'Home', and 'Object Manager'. The 'Object Manager' tab is active. A search bar labeled 'Search Setup' is present. On the left, a sidebar lists various objects: Account, Activity, Alternative Payment Method, API Anomaly Event Store, Appointment Invitation, Appointment Invitee, Appointment Topic Time Slot, Asset, and Asset Action. The main area displays a table of objects. The first row in the table is highlighted, showing 'Contact number' as the label, 'Standard Object' as the type, and 'LAST MODIFIED' and 'DEPLOYED' columns. The table contains several rows of standard objects like 'Account', 'Activity', and 'Asset'.

LABEL	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
Contact number	Standard Object			
passport	Standard Object			
passport number	Standard Object			
Passport number	Standard Object			
API Anomaly Event Store	Standard Object			
Appointment Invitation	Standard Object			
Appointment Invitee	Standard Object			
Appointment Topic Time Slot	Standard Object			
Asset	Standard Object			
Asset Action	Standard Object			

PASSPORT

The screenshot shows a Salesforce setup page titled 'passport'. The top navigation bar includes tabs for 'Inbox', 'Developer Portal', 'passport', and 'Passport with visa location'. The main area displays the 'Custom Object Definition Edit' for the 'passport' object. The left sidebar lists various configuration tabs: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters. The central pane shows the 'Custom Object Information' section with fields for 'Label' (set to 'passport'), 'Plural Label' (set to 'passports'), and 'Object Name' (set to 'passport'). A note states: 'The singular and plural labels are used in tabs, page layouts, and reports. Be careful when changing the name or label as it may affect existing integrations and merge templates.' A 'Description' field is present but empty. The bottom of the page includes a help link and a system status bar showing the date and time.

Inbox (2) - induthiru008@gmail.com | Developer Portal | Salesforce Dev | passport | Salesforce | Passport with visa location | Sales...

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

passport

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Custom Object Definition Edit

Save Save & New Cancel

Custom Object Information

The singular and plural labels are used in tabs, page layouts, and reports. Be careful when changing the name or label as it may affect existing integrations and merge templates.

Label: Example: Account

Plural Label: Example: Accounts

Starts with vowel sound:

The Object Name is used when referencing the object via the API.

Object Name: Example: Account

Description:

Context-Sensitive Help Setting Open the standard Salesforce.com Help & Training window

Type here to search

21:22 11-04-2023 ENG

NEW CUSTOM OBJECT TAB

PASSPORT

The screenshot shows the Salesforce Setup interface with the following details:

- Page Header:** Developer Portal | Salesforce Dev, Tabs | Salesforce
- Search Bar:** Search Setup
- Left Sidebar:** TAB, User Interface (Loaded Console Tab Limit, Rename Tabs and Labels, **Tabs** - selected), Didn't find what you're looking for? Try using Global Search.
- Main Content Area:**
 - Section:** SETUP Tabs
 - Page Title:** Edit Custom Object Tab passports
 - Description:** Fill in the fields below to define the custom tab.
 - Form Fields:**
 - Custom Object Tab Information:** Tab Label: passports, Object: passport, Tab Style: Keys
 - Optional:** Choose a Home Page Custom Link to show as a splash page the first time your users click on this tab. Splash Page Custom Link: --None--
 - Description:** Enter a short description.
- Bottom Status Bar:** javascript:srcUp(%27%2F01r2w000001dM9E%2Fe%3fretURL%3D%252Fsetup%252Fu%252fcustomtabs.jsp%253fsetupid%253DCustomTabs%2526retURL%253D%25252Fsetup%25252Fhome%2526appLayout%253Dsetup%2526tour%253D%2526sf...
Type here to search ENG 12-04-2023

TABS

The screenshot shows the Salesforce Setup interface with the following details:

- Header:** Shows multiple tabs including "Inbox (2)", "Developer Portal", "Tabs", and "Passport with visa location".
- Left Navigation:** Includes a cloud icon, "Setup", "Home", and "Object Manager". A search bar labeled "Search Setup" is also present.
- Middle Content:** The main area is titled "SETUP Tabs". It contains a brief description of Custom Object tabs and their behavior across different platforms.
- Table:** A table titled "Custom Object Tabs" lists various tabs with their labels, edit/delete actions, tab styles, and descriptions.

Action	Label	Tab Style	Description
Edit Del	Cancels	Box	
Edit Del	passport numbers	Bank	
Edit Del	passports	Keys	
Edit Del	Payments	Ticket	
Edit Del	Reschedulings	Camera	
Edit Del	Times	Stopwatch	
Edit Del	visas	Phone	
Edit Del	Visa Slot	Cell phone	
- Bottom:** The URL "https://mvmuthiahgovernmentartsc-c3-dev-ed.develop.lightning.force.com/one/one.app#/setup/CustomTabs/home" is shown in the address bar, along with the Windows taskbar and system tray.

ACTIVITY -2 ;

Creation of field on custom object ; PASSPORT

Field Name	Data Type
1) Contact Number	Number
2) Full Name	Text
3) Passport Number	Text
4) Permanent Address	Text

The screenshot shows the Salesforce Object Manager interface for the 'passport' custom object. The left sidebar lists various setup options like Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, etc. The main area is titled 'Fields & Relationships' and displays a table of existing fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Contact number	Contact_number__c	Number(10, 0) (External ID)		✓
Created By	CreatedById	Lookup(User)		
Full Name	Full_Name__c	Text(10) (External ID)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
passport Name	Name	Text(80)		✓
Passport number	passport_number__c	Text(10) (External ID)		✓

Creation of field custom object ; Visa slot

The screenshot shows the Salesforce Object Manager interface for the 'Visa Slot' custom object. The left sidebar lists various setup options like Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, etc. The main content area displays the 'Fields & Relationships' section with the following data:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
location	location__c	Geolocation		
LOCATIONS	LOCATIONS__c	Text(18) (External ID)	✓	▼
passport	passport__c	Master-Detail(passport)	✓	▼
Passport Number(Master)	Passport_Number_Master__c	Number(18, 0) (External ID)	✓	▼
Time	Time__c	Text(10) (External ID)		

Creation of field on custom object ; PAYMENTS

The screenshot shows the Salesforce Object Manager interface for the 'Payment' object. The top navigation bar includes tabs for 'Setup', 'Home', and 'Object Manager'. The main content area displays the 'Fields & Relationships' section for the 'Payment' object. A table lists five fields, each with its label, name, data type, controlling field, and indexing status. The 'Visa Slot Number' field is highlighted, showing it has been recently modified.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User.Group)	✓	
Payment Name	Name	Text(80)	✓	▼
Visa Slot Number	Visa_Slot_Number__c	Text(10) (External ID)	✓	▼

Creation of fields on custom object ;**RESCHEDULE**

The screenshot shows the Salesforce Setup interface for creating fields on a custom object named "Reschedule".

Setup Navigation: The top navigation bar includes links for "Inbox", "Developer Portal", "Reschedule", and "Passport with visa location". The "Object Manager" tab is selected.

Object Manager: The main title is "SETUP > OBJECT MANAGER" followed by the object name "Reschedule".

Fields & Relationships: This section lists 8 items, sorted by Field Label. It includes columns for Name, Type, Description, and Status (indicated by a checkmark).

Name	Type	Description	Status
Created By	CreatedBy	Lookup(User)	✓
Last Modified By	LastModifiedBy	Lookup(User)	✓
location	location_c	Text(10) (External ID)	✓
Owner	OwnerId	Lookup(User.Group)	✓
Passport Number(Master)	Passport_Number_Master_c	Text(10) (External ID)	✓
Reschedule Name	Name	Text(80)	✓
Time	Time_c	Number(18, 0) (External ID)	✓

Left Sidebar: A vertical sidebar lists various setup categories: Details, Fields & Relationships (selected), Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters.

System Bar: The bottom of the screen shows the Windows taskbar with icons for search, file explorer, and other applications like VLC and Google Chrome. The system tray displays the date (11-04-2023), time (23:01), battery status, and network connectivity.

MILESTONE -3 ; RELATIONSHIP B/W OBJECTS

Creation of relationship

Relationship in Salesforce is a 2-way association between 2 objects. Using relationships we can link objects with each other and we can make connections and display data about other related objects

There are two type of relationships:

- 1) Master detail relationship: A master-detail relationship defines the relationship between the parent and the child. The master table defines the parent relation and the detail defines the child relation. If the master table is deleted then the child record data is also deleted
- 2) Look up relationship: Lookup Relationship in Salesforce links two objects together but has no effect on deletion or security.
- 3) Many to many relationship: Records of a particular object can connect with various records of different objects and vice versa.

ACTIVITY -1 ;

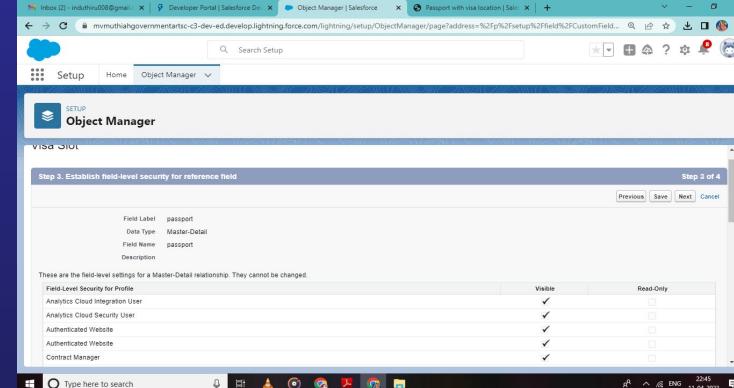
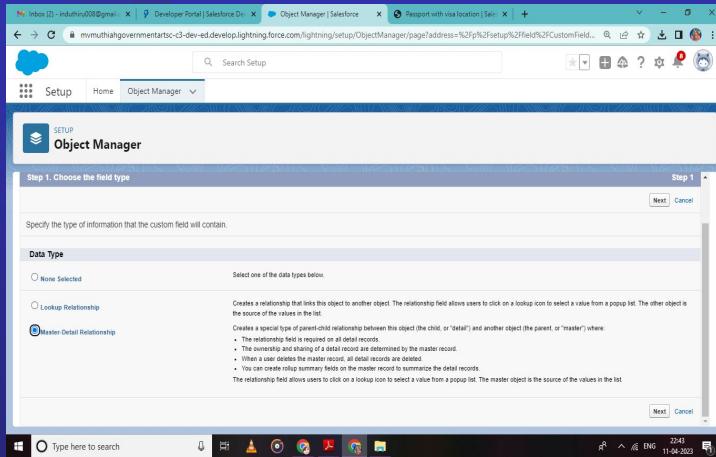
Creation of relationship

The screenshot shows the Salesforce Object Manager interface for the 'Visa Slot' object. The left sidebar lists various setup options like Page Layouts, Lightning Record Pages, and Field Sets. The main area is titled 'Fields & Relationships' and displays a table of relationships:

Relationship Name	Related Object	Description	Action
location	location_c	Geolocation	▼
LOCATIONS	LOCATIONS__c	Text(10) (External ID)	▼
passport	passport__c	Master-Detail(passport)	▼
Passport Number(Master)	Passport_Number_Master__c	Number(18, 0) (External ID)	▼
Time	Time__c	Text(10) (External ID)	▼
Visa Slot Name	Name	Text(50)	▼

The status bar at the bottom indicates the system is running on Windows 11, ENG, and the date is 11-04-2023.

To Create a Master Detail Relationship B/W Passport & Visa



MILESTONE -4 APP

Apps in Salesforce are a group of tabs that help the application function by working together as a unit. It

has a name, a logo, and a particular set of tabs. The simplest app usually has just two tabs.

There are two types of Salesforce Applications:

- 1) Standard App*
- 2) Custom Apps*

ACTIVITY APP MANAGER

NEW LIGHTNING APP

The screenshot shows the "Lightning Experience App Manager" page within the Salesforce Setup interface. The left sidebar navigation includes "Salesforce Mobile App", "Data", "Apps" (selected), "App Exchange Marketplace", "Connected Apps", "Lightning Bolt", and "Mobile Apps". The main content area displays the "Clone Apps(Beta)" section, which allows users to quickly create new Lightning apps by cloning existing ones. A toggle switch labeled "Enable App Cloning" is set to "Disabled". Below this, a table lists 24 items, sorted by App Name, with columns for App Name, Description, Last Modified, and more. The table entries are:

App Name	Description	Last Modified	Ap...	Vi...
All Tabs	AllTabSet	29/03/2023, 10:12 am	Classic	
Analytics Studio	Insights	29/03/2023, 10:12 am	Classic	
App Launcher	AppLauncher	29/03/2023, 10:12 am	Classic	

CREATION OF APP

BOOK MY VISA

Inbox (2) - induthiru008@gmail.com | Developer Portal | Salesforce Dev | Book My Visa - Lightning App Builder | Passport with visa location | Sales...

Lightning App Builder | App Settings | Pages | Book My Visa | Help

App Settings

App Details & Branding

App Options

Utility Items (Desktop Only)

Navigation Items

User Profiles

App Details

*App Name: Book My Visa

*Developer Name: Book_My_Visa

Description: Enter a description...

App Branding

Image: 

Primary Color Hex Value: #0070D2

Org Theme Options: Use the app's image and color instead of the org's custom theme

App Launcher Preview

Book My Visa

Windows Start button | Type here to search | Taskbar icons (File Explorer, File Manager, Google Chrome, Microsoft Edge, File Explorer, File Manager) | System tray (Battery, Network, ENG, 23:26, 11-04-2023)

NEW LIGHTING APP

Navigation items

The screenshot shows the Lightning App Builder interface with the URL mvmuthiahgovernmentartscc3-dev-ed.lightning.force.com/visualEditor/appBuilder.app?id=02u2w000005E2KQAA&retUrl=https%3A%2F%2Ffmvmu.... The page title is "Book My vVsa - Lightning App".

The left sidebar under "App Settings" has a selected "Navigation Items" tab. The main content area is titled "Navigation Items" and contains the following information:

Choose the items to include in the app, and arrange the order in which they appear. Users can personalize the navigation to add or move items, but users can't remove or rename the items that you add. Some navigation items are available only for phone or only for desktop. These items are dropped from the navigation bar when the app is viewed in a format that the item doesn't support.

Available Items

- Accounts
- Alert Settings
- All Sites
- Alternative Payment Methods
- App Launcher
- Appointment Invitations
- Approval Requests

Selected Items

- passports
- visas
- Payments
- Visa Slot
- Payments
- Cancels
- Times
- Reschedulings

At the bottom, there is a search bar with placeholder text "Type here to search" and a taskbar with various icons.

NEW LIGHTING APP

User profiles

The screenshot shows the Lightning App Builder interface for configuring user profiles. The left sidebar lists 'App Settings' sections: App Details & Branding, App Options, Utility Items (Desktop Only), Navigation Items, and User Profiles, which is currently selected and highlighted in blue.

The main content area is titled 'User Profiles' and contains the instruction: 'Choose the user profiles that can access this app.' Below this, there are two panels: 'Available Profiles' on the left and 'Selected Profiles' on the right.

The 'Available Profiles' panel contains a search bar labeled 'Type to filter list...' and a list of profiles:

- Analytics Cloud Integration User
- Analytics Cloud Security User
- Authenticated Website
- Contract Manager
- Custom: Marketing Profile
- Custom: Sales Profile

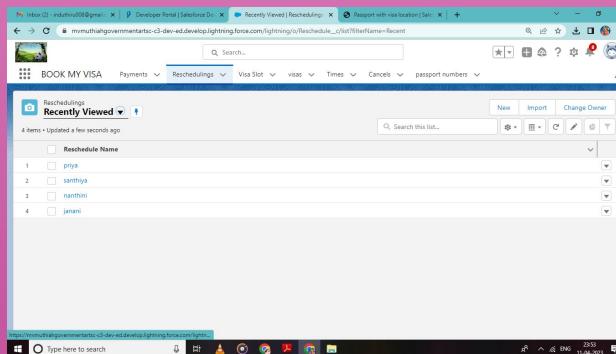
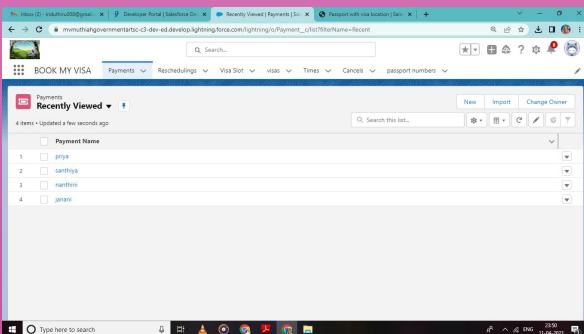
The 'Selected Profiles' panel contains the profiles that have been assigned to the app:

- Authenticated Website
- System Administrator

At the bottom of the configuration screen are 'Cancel' and 'Save' buttons. The status bar at the bottom of the screen shows the Windows taskbar with various pinned icons and system information like battery level, signal strength, and date/time (23:38, 11-04-2023).

CREATION OF APP

BOOK MY VISA

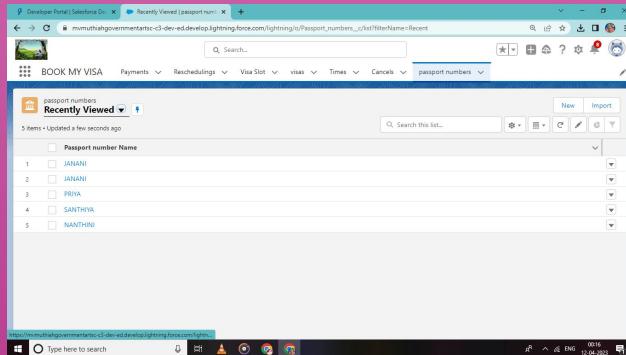
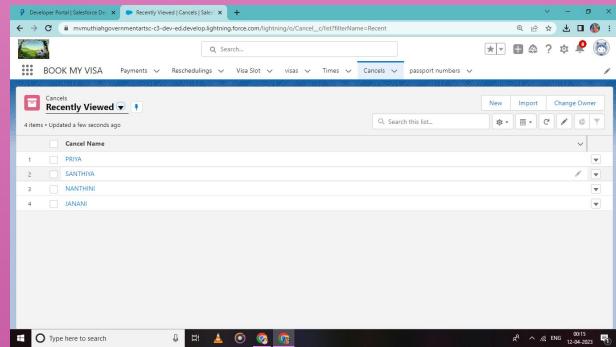
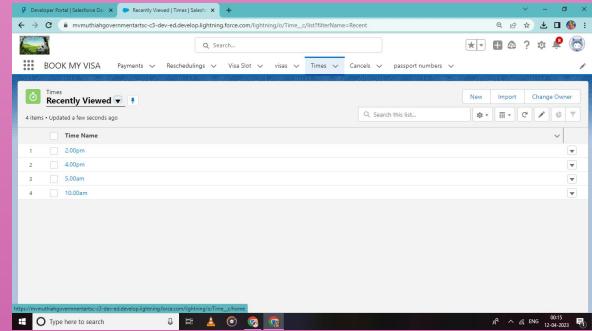


app

A screenshot of a web browser window titled "Developer Portal | Recently Viewed | Visa Slot | Salesfo...". The URL is https://mvmuthiahgovernmentartscc3-dev-ed.lightning.force.com/lightning/o/Visa_Slot__c/list?filterName=Recent. The page displays a "Recently Viewed" list under the "Visa Slot" tab. The list shows four items, each with a checkbox and a name: 1. priya, 2. sanchiya, 3. nanthini, and 4. janani. The browser interface includes a search bar, navigation buttons, and a toolbar at the top.

A screenshot of a web browser window titled "Developer Portal | Salesfo... | Recently Viewed | visas | Salesfo...". The URL is https://mvmuthiahgovernmentartscc3-dev-ed.lightning.force.com/lightning/o/visa__c/list?filterName=Recent. The page displays a "Recently Viewed" list under the "visas" tab. The list shows four items, each with a checkbox and a name: 1. PRIYA, 2. SANTIYA, 3. NANTHINI, and 4. JANANI. The browser interface includes a search bar, navigation buttons, and a toolbar at the top.

app



MILESTONE -5

USER

A user is anyone who logs in to Salesforce. Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records. Every user in Salesforce has a user account.

ACTIVITY -1

Creation of user

The screenshot shows the Salesforce User Edit screen. The URL in the browser is <https://mvmuthiahgovernmentartscc3-dev-ed.lightning.force.com/lightning/setup/ManageUsers/page?address=%2F0052w00000Gjooj%2Fe%3FisUserEntit...>. The page title is "Users | Salesforce". The left sidebar shows navigation options like Setup, Home, Object Manager, and various user management settings. The main content area is titled "User Edit" and shows a user record for "Janani T". The "General Information" section contains the following fields:

Field	Value
First Name	Janani
Last Name	T
Alias	JT
Email	induthiru008@gmail.com
Username	induthiru008@gmail.com
Nickname	User168006495854361693
Title	
Company	M.V.MUTHIAH GOVERNMENT ARTS COLLEGE
Division	
Role	<None Specified>
User License	Salesforce
Profile	System Administrator
Active	<input checked="" type="checkbox"/>
Marketing User	<input checked="" type="checkbox"/>
Offline User	<input checked="" type="checkbox"/>
Knowledge User	<input type="checkbox"/>
Flow User	<input type="checkbox"/>
Service Cloud User	<input checked="" type="checkbox"/>
Site.com Contributor User	<input type="checkbox"/>

The status bar at the bottom shows the following information: "User Edit: Janani T ~ Salesforce - Developer Edition", "javascriptrsrcUp%27%2F0052w00000Gjooj%2Fe%3FisUserEntityOverride%3D1%26retURL%3D%252F005%253FisUserEntityOverride%253D1%2526retURL%253D%2525Fsetup%2525Fhome%2526appLayout%253Dsetup%2526tour%253D%2526is...". The system tray at the bottom right shows icons for battery, signal, and time (01:06, 12-04-2023).

NEW USER

The screenshot shows the Salesforce Developer Portal interface. The top navigation bar includes tabs for 'Developer Portal' and 'Salesforce Dev'. The main title is 'Users | Salesforce'. The URL in the address bar is 'mvmuthiahgovernmentartscc3-dev-ed.lightning.force.com/lightning/setup/ManageUsers/home'. The left sidebar is titled 'Setup' and contains the following navigation items:

- Permission Set Groups
- Permission Sets
- Profiles
- Public Groups
- Queues
- Roles
- User Management Settings
- Users** (selected)
- Feature Settings
- Data.com
- Prospector Users
- User Interface
- Action Link Templates

The main content area is titled 'All Users' and displays a table of users. The table columns are: Action, Full Name, Alias, Username, Role, Active, and Profile. The table lists the following users:

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> Edit	Chatter Expert	Chatter	chatty_00d2w00000rrtjeab.bcpv@cbcmxm@chatter.salesforce.com	✓ Chatter Free User	✓	
<input type="checkbox"/> Edit	I	IT	peacock33@smartbridge.com	✓ Partner App Subscription User	✓	
<input type="checkbox"/> Edit	I	IT	vishnu@smartbridge.com	✓ Partner App Subscription User	✓	
<input type="checkbox"/> Edit	I.Janani	IT	induthin008@gmail.com	✓ System Administrator	✓	
<input type="checkbox"/> Edit	User_Integration	integ	integration@00d2w00000rrtjeab.com	✓ Analytics Cloud Integration User	✓	
<input type="checkbox"/> Edit	User_Security	sac	insightssearch@00d2w00000rrtjeab.com	✓ Analytics Cloud Security User	✓	

At the bottom of the page, there are buttons for 'New User', 'Reset Password(s)', and 'Add Multiple Users'.

ACTIVITY -2

OWD:organization wide default settings

The screenshot shows the Salesforce Sharing Settings page. The URL is <https://mvmutthiahgovernmentartscc3-dev-ed.lightning.force.com/lightning/setup/SecuritySharing/home>. The page title is "Sharing Settings". The left sidebar shows "Sharing Settings" under "Security". The main content area displays "Default Sharing Settings" and "Organization-Wide Defaults". The "Organization-Wide Defaults" table lists the following data:

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Lead	Public Read/Write/Transfer	Private	✓
Account and Contract	Public Read/Write	Private	✓
Contact	Controlled by Parent	Controlled by Parent	✓
Order	Controlled by Parent	Controlled by Parent	✓
Asset	Controlled by Parent	Controlled by Parent	✓

SHARING SETTING

SHARING SETTING

The screenshot shows the 'Sharing Settings' page in the Salesforce Setup interface. The page title is 'Sharing Settings'. It displays a table of sharing rules for various objects:

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Lead	Public Read/Write/Transfer	Private	<input type="checkbox"/>
Account and Contract	Public Read/Write	Private	<input type="checkbox"/>
Order	Controlled by Parent	Controlled by Parent	<input type="checkbox"/>
Contact	Controlled by Parent	Controlled by Parent	<input type="checkbox"/>
Asset	Controlled by Parent	Controlled by Parent	<input type="checkbox"/>
Opportunity	Public Read/Write	Private	<input type="checkbox"/>
Case	Public Read/Write/Transfer	Private	<input type="checkbox"/>
Campaign	Public Full Access	Private	<input type="checkbox"/>
Campaign Member	Controlled by Campaign	Controlled by Campaign	<input type="checkbox"/>
User	Public Read Only	Private	<input type="checkbox"/>
Individual	Public Read/Write	Private	<input type="checkbox"/>
Voice Call	Private	Private	<input type="checkbox"/>
Activity	Private	Private	<input type="checkbox"/>
Calendar	Hide Details and Add Events	Hide Details and Add Events	<input type="checkbox"/>
Price Book	Use	Use	<input type="checkbox"/>

At the bottom right of the page, there are buttons for 'Save' and 'Cancel'.

The screenshot shows the 'Sharing Settings' page in the Salesforce Setup interface. The page title is 'Sharing Settings'. It displays a table of sharing rules for various objects:

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Work Order	Private	Unrestricted	<input type="checkbox"/>
Work Plan	Private	Private	<input type="checkbox"/>
Work Plan Template	Private	Private	<input type="checkbox"/>
Work Shop Template	Private	Private	<input type="checkbox"/>
Work Type	Private	Private	<input type="checkbox"/>
Workshop	Public Read/Write	Public Read/Write	<input type="checkbox"/>
Case	Public Read/Write	Public Read/Write	<input checked="" type="checkbox"/>
Contact number	Public Read/Write	Public Read/Write	<input checked="" type="checkbox"/>
passport	Public Read/Write	Public Read/Write	<input checked="" type="checkbox"/>
passport number	Public Read/Write	Public Read/Write	<input checked="" type="checkbox"/>
Passport number	Public Read/Write	Private	<input type="checkbox"/>
Payment	Public Read/Write	Public Read/Write	<input checked="" type="checkbox"/>
Postcode	Public Read/Write	Public Read/Write	<input checked="" type="checkbox"/>
Time	Public Read/Write	Public Read/Write	<input checked="" type="checkbox"/>

At the bottom right of the page, there are buttons for 'Save' and 'Cancel'.

MILESTONE -6

Reports:

A report is a list of records that meet the criteria you define. It's displayed in Salesforce in rows and

columns, and can be filtered, grouped, or displayed in a graphical chart. Every report is stored in a folder.

Folders can be public, hidden, or shared, and can be set to read-only or read/write.

ACTIVITY -1

CREATION OF REPORT

The screenshot shows a web browser window titled "Report Builder | Salesforce" displaying a report titled "New passports with visas Report". The report has a preview section showing the following data:

	passport: passport Name	visa: visa Name
1	nanthini	NANTHINI
2	santhiya M	SANTIYA
3	JANANI	JANANI
4	priya G	PRIYA

The interface includes sections for "Groups" (with "GROUP ROWS" selected), "Filters" (with a count of 1), and "Columns" (with "passport: passport Name" and "visa: visa Name" selected). The browser's address bar shows a URL starting with "mvmuthiahgovernmentartsc-c3-dev-ed.develop.lightning.force.com/one/one.app#eyJsb21wb25lbnREZWY0IjlyZXBvcnRzOnJlcG9ydEJ1aWxkZXIiCjhhdHRYaW...". The system status bar at the bottom right shows "01:31 12-04-2023".

CREATION OF REPORT

CREATION OF REPORT

BOOK MY VISA Payments Reschedulings Visa Slot visas Times Cancels passport numbers * Report Builder

Search...     

Report with visa slot location  **passports with Visa Slot**    

Outline  1

Groups   

GROUP ROWS  

Id group...  

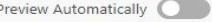
Location (Latitude)  

GROUP COLUMNS  

Id group...  

Passport ID  

Details (4 Rows)  Click an intersection in the table above to filter details.

location (Latitude)   a002w00000bXqLL a002w00000bXqLC 

location (Latitude)	Record Count	a002w00000bXqLL	a002w00000bXqLC
12.0000000000	Record Count	1	
13.0000000000	Record Count	0	
33.0000000000	Record Count	0	
34.0000000000	Record Count	0	
Total	Record Count	1	

Record Count

location (Latitude) 0 0.2 0.4 0.6 0.8 1

Passport number Visa Slot Number

	Passport number	Visa Slot Number
1	1234	1234
2	9876	2345
3	1234	3456

Row Counts  Detail Rows  Grand Total  Stacked Summaries  Conditional Formatting 

Type here to search           ENG 20:01 11-04-2023 

REPORT

Inbox (2) - induthiru008@gmail.c | Developer Portal | Salesforce Dev | passport with visa slot location | +

mvmutthiahgovernmentartscc3-dev-ed.develop.lightning.force.com/lightning/r/Report/00O2w00000EST6sEAD/view

Search... ...

BOOK MY VISA Payments Reschedulings Visa Slot visas Times Cancels passport numbers * passport with visa slot loca... ...

Report: passports with Visa Slot
passport with visa slot location

location (Latitude)

13.0000000000
33.0000000000
34.0000000000

Enable Field Editing ...

Edit

location (Latitude)	passport: ID	a002w00000bXqLL	a002w00000bXqLQ	a002w00000bXqLR	Total
12.0000000000	Record Count	1	0	0	1
13.0000000000	Record Count	0	1	0	1
33.0000000000	Record Count	0	0	1	1
34.0000000000	Record Count	0	0	1	1
Total	Record Count	1	1	2	4

Row Counts Detail Rows Grand Total Stacked Summaries

Type here to search ...

20:07 11-04-2023

MILESTONE -7



DASHBOARDS

Dashboards in Salesforce are a graphical representation of Reports. It shows data from source reports as visual components.

ACTIVITY

CREATION OF DASHBOARDS

The screenshot shows a Salesforce Lightning Experience interface for creating a dashboard. A modal window titled "Add Component" is open, displaying a "Report" section with the report name "passport with visa slot location". Below this, there is a "Display As" section with various chart icons, and a "Value" section. To the right of the modal, a "Preview" area shows a donut chart titled "Record Count" with four segments, each labeled with a value of 1. Next to the chart is a table titled "location (Latitude)" with four rows corresponding to the segments. At the bottom of the modal are "Cancel" and "Add" buttons.

Developer Portal | Salesforce Dev X Passport with visa location | Sales...

mvmutthiahgovernmentartscc3-dev-ed.develop.lightning.force.com/one/one.app#eyljb21wb25lbnREZWYiOlkZXNrdG9wRGFzaG1vYXJkcspkYXNoYm9hcmQi...

BOOK MY VISA Payments Reschedulings Visa Slot visas Times Cancels passport numbers Dashboards More

Passport with visa location

Add Component

Report
passport with visa slot location

Use chart settings from report

Display As

Value

Preview

Record Count

location (Latitude)	Value
12.0000000000	1
13.0000000000	1
33.0000000000	1
34.0000000000	1

View Report (passport with visa slot location)

Cancel Add

Type here to search 01:36 12-04-2023 ENG

Edit Components

create

Developer Portal | Salesforce Dev | Passport with visa location | Sales...

mvmuthiahgovernmentartsc-c3-dev-ed.develop.lightning.force.com/one/one.app#eyJjb21wb25lbnREZWYiOiJkZXNrdG9wRGFzaGJvYXJkczpkYXNoYm9hcmQi...

BOOK MY VISA Payments Reschedulings Visa Slot visas Times Cancels passport numbers Dashboards More

Passport with visa location + Component + Filter X Save Done

Add Component

location (Latitude)

Display Units
Shortened Number

Show Values
 Show Percentages
 Combine Small Groups into "Others"
 Show Total

Decimal Places
Automatic

Sort By
location (Latitude) ▾ ▾

Preview

passport with visa slot location

Record Count

The donut chart displays the distribution of records across four categories based on location (Latitude):

Location (Latitude)	Count
12.0000000000	1
13.0000000000	1
33.0000000000	1
34.0000000000	1

View Report (passport with visa slot location)

Cancel Add

Type here to search

01:37 12-04-2023 ENG

DASHBOARDS

DASHBOARDS

The screenshot shows a web browser window displaying a Salesforce Lightning dashboard. The dashboard title is "Passport with visa location". It includes a header with navigation links like "BOOK MY VISA", "Payments", "Reschedulings", "Visa Slot", "visas", "Times", "Cancels", and "More". Below the header, there's a message: "Last refreshed 1 day ago. Refresh this dashboard to see the latest data." and "As of 11-Apr-2023, 12:54 am-Viewing as Janani T". A circular donut chart titled "passport with visa slot location" shows the record count for different locations:

location (Latitude)	Record Count
12.0000000000	1
13.0000000000	1
33.0000000000	1
34.0000000000	1
4	4

At the bottom of the dashboard, there's a link "View Report (passport with visa slot location)". The browser taskbar at the bottom shows various pinned icons and the system tray indicates the date as 11-04-2023.

CONCLUSION ;

Salesforce has everything you need to run your business from anywhere. Using standard products and features, you can manage relationships with prospects and customers, collaborate and engage with employees and partners, and store your data securely in the cloud.

CRM can help make the immigration process less stressful and more efficient. With the technology available today, there's no reason for the immigration process to be as complex as it is. By embracing CRM businesses can take a step towards making immigration simple and efficient in 2023.



THANK YOU!