

INTRODUCTION 1.1

Overview

Visa immigration client Management Web Application / Software

Offers entire customer immigration management on a single platform

Immigration system equip with easy documentation for visa processing

Build a relationship with clients through effective communication notes and logs

Increase your client base through a simple Email & Message marketing option

The secured platform for important customers Data management

Available integration with popular online Payment Systems

Multiple users can Use (Visa Counsellor)

DESCRIPTION:

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 center to schedule and manage appointments with applicants.

1.2 Purpose

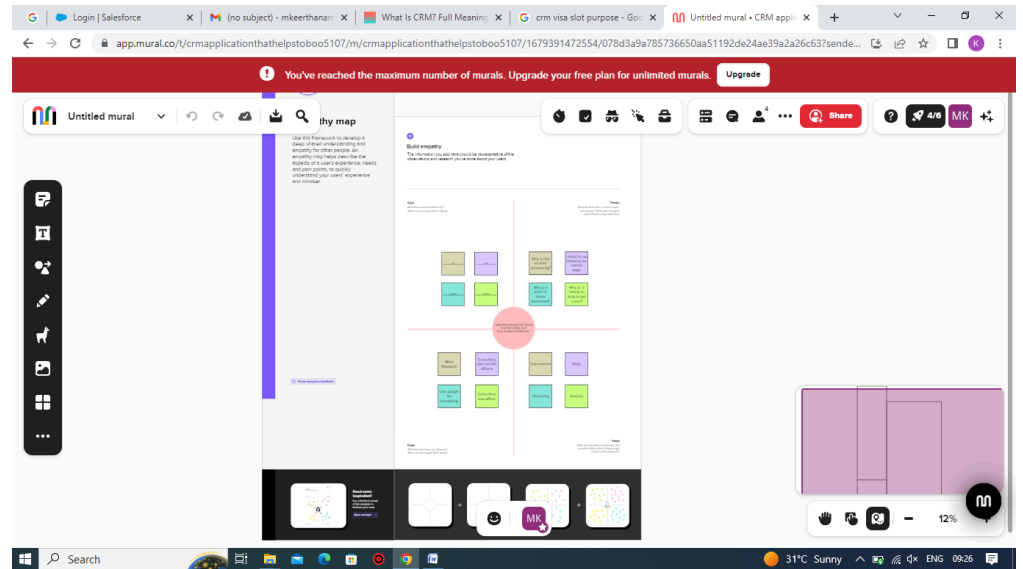
CRM application that helps to book a visa slot

The use of this project.

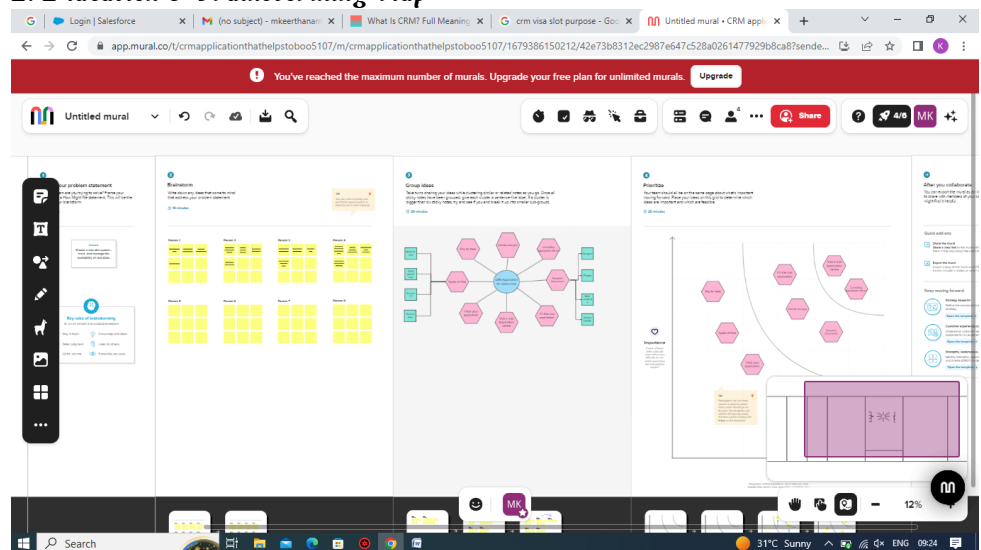
A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing center to schedule and manage appointments with applicants.

Problem Definition & Design Thinking

2.1 Empathy Map



2.2 Ideation & Brainstorming Map



Project Report Template

RESULT

3.1 Data Model:

<i>Object name</i>	<i>Fields in the Object</i>		
<i>Passports</i>			
	<i>Field label</i>	<i>Data type</i>	
	<i>Full Name</i>	<i>Text</i>	
	<i>Passport Number</i>	<i>Number</i>	
<i>Visa</i>			
	<i>Field label</i>	<i>Data type</i>	
	<i>Contact Number</i>	<i>Number</i>	
	<i>Permanent address</i>	<i>Text</i>	

3.2 Activity & Screenshot

Attach the screenshots of your project activity along with the description.

The first screenshot shows the 'Custom Object Definition Edit' page for the 'Passport' object. The 'Label' is 'Passport' and the 'Plural Label' is 'Passports'. The 'Object Name' is 'Passport'. The 'Description' field is empty. The 'Context-Sensitive Help Setting' is set to 'Open the standard Salesforce.com Help & Training window'.

The second screenshot shows the 'Enter Record Name Label and Format' section. The 'Record Name' is 'Passport Number' and the 'Data Type' is 'Text'. The 'Optional Features' section is expanded, showing 'Allow Reports' checked.

The third screenshot shows the 'Optional Features' section with 'Allow Reports' checked. The 'Object Classification' section is expanded, showing 'Allow Sharing' checked. The 'Deployment Status' section is expanded, showing 'In Development' selected. The 'Search Status' section is expanded, showing 'Allow Search' checked.

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Passport | Salesforce

govtartscollegeformens-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000044F5V/edit?address=%2F012w0000044F5V%2Fe%3FretURL%...

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

Search Layouts

Custom Object Definition Edit

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 Passport Example: Account

Plural Label Passports Example: Accounts

Starts with vowel sound

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

Object Name Passport Example: Account

Description

Context-Sensitive Help Setting

Open the standard Salesforce.com Help & Training window

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Passport | Salesforce

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Passport

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Fields & Relationships

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Buttons, Links, and Actions

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Related Lookup Filters

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Fields & Relationships

5 Items, Sorted by Field Label

Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

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

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Passport | Salesforce

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Passport

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Search Layouts

Custom Field Definition Edit

Field information

Field Label Contact number

Field Name Contact_number

Description

Help Text

Data Owner User

Field Usage

Data Sensitivity Level

Compliance Categorization

Available

Chosen

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Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Visa_Slot_c

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

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Related Lookup Filters

Search Layouts

Edit Custom Object

Visa_Slot_c

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

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Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Visa slot

Details

Fields & Relationships

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Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Visa slot

New Custom Field

Step 1. Choose the field type

Next Cancel

Specify the type of information that the custom field will contain.

Data Type

☒ None Selected Select one of the data types below.

☐ Auto Number A system-generated sequence number that uses a display format you define. The number is automatically incremented for each new record.

☐ Formula A read-only field that derives its value from a formula expression you define. The formula field is updated when any of the source fields change.

☐ Roll-Up Summary [1](#) A read-only field that displays the sum, minimum, or maximum value of a field in a related list or the record count of all records listed in a related list.

☐ Lookup Relationship Creates a relationship that links this object to another object. The relationship field allows users to click on a lookup icon to select a value from a popup list. The other object is the source of the values in the list.

☐ Master-Detail Relationship Creates a special type of parent-child relationship between this object (the child, or "detail") and another object (the parent, or "master") where:

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Search Setup

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Visa slot

Details

Fields & Relationships

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Buttons, Links, and Actions

Compact Layouts

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Related Lookup Filters

Search Layouts

List View Button Layout

Visa slot

New Relationship

Step 3. Enter the label and name for the lookup field

Previous Next Cancel

Field Label [1](#)

Field Name [1](#)

Description

Help Text [1](#)

Child Relationship Name [1](#)

Required ☐ Always require a value in this field in order to save a record.

What to do if the lookup record is deleted? ☒ Clear the value of this field. You can't choose this option if you make this field required.

☐ Don't allow deletion of the lookup record that's part of a lookup relationship.

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Visa slot | Salesforce

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Visa slot

Details

Fields & Relationships

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Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Visa slot

New Relationship

Step 3. Enter the label and name for the lookup field

Step 3 of 6

Field Label

Passport Number

Field Name

Passport_Number

Description

Help Text

Child Relationship Name

visa_slots

Required

☐ Always require a value in this field in order to save a record

What to do if the lookup record is

☒ Clear the value of this field. You can't choose this option if you make this field required.

Previous

Next

Cancel

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Book my visa - Lightning App Bu

govtartscollegeformens-dev-ed.develop.lightning.force.com/visualEditor/appBuilder.app?id=02u2w000003h80YAAU&retUrl=https%3A%2F%2Fgovtartscollegeformens-...

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 & Branding

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.

App Details

App Branding

* App Name

Book my visa


* Developer Name

Book_my_visa

Description

Enter a description...

Image



Primary Color Hex Value

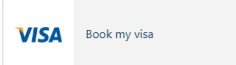
#0070C2

Clear

Org Theme Options

☐ Use the app's image and color instead of the org's custom theme

App Launcher Preview



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Book my visa - Lightning App Bu

govtartscollegeformens-dev-ed.develop.lightning.force.com/visualEditor/appBuilder.app?id=02u2w000003h80YAAU&retUrl=https%3A%2F%2Fgovtartscollegeformens-...

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

Navigation Items

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

Selected Items

Accounts

Alert Settings

All Sites

Alternative Payment Methods

App Launcher

Appointment Invitations

Approval Requests

Asset Action Sources

Passports

Payments

visas

rescheduled/canceled

visa slots

Search

31°C Sunny

ENG 07:35

App Settings

- App Details & Branding
- App Options
- Utility Items (Desktop Only)
- Navigation Items
- User Profiles**

User Profiles

Choose the user profiles that can access this app.

Available Profiles

Type to filter list...

- Analytics Cloud Integration User
- Analytics Cloud Security User
- Authenticated Website
- Authenticated Website
- Contract Manager
- Custom: Marketing Profile
- Custom: Sales Profile
- Custom: Support Profile
- Customer Community Login User

Selected Profiles

System Administrator

Setup

- Home
- Object Manager

Quick Find

Setup Home

- Service Setup Assistant
- Multi-Factor Authentication Assistant
- Release Updates
- Lightning Experience Transition Assistant
- Salesforce Mobile App
- Lightning Usage
- Optimizer

ADMINISTRATION

- Users
 - Permission Set Groups
 - Permission Sets
 - Profiles
 - Public Groups

Users

User Edit

M Keerthana

User Edit

Save Save & New Cancel

General Information

First NameM

Last NameKeerthana

AliasMKeer

Emailmkeerthanamkeerthu@gmail

Usernamemkeerthanamkeerthu@gmail

NicknameUser167903611786835958

Title

CompanyGovt arts college for Mens

Department

Division

Role<None Specified>

User LicenseSalesforce

ProfileSystem Administrator

Active☒

Marketing User☒

Offline User☒

Knowledge User☐

Flow User☐

Service Cloud User☒

Site.com Contributor User☐

Site.com Publisher User☐

WDC User☐

Required Information

Setup

- Home
- Object Manager

Quick Find

Setup Home

- Service Setup Assistant
- Multi-Factor Authentication Assistant
- Release Updates
- Lightning Experience Transition Assistant
- Salesforce Mobile App
- Lightning Usage
- Optimizer

ADMINISTRATION

- Users
 - Permission Set Groups
 - Permission Sets
 - Profiles
 - Public Groups
- Security
 - Sharing Settings**

Sharing Settings

This page displays your organization's sharing settings. These settings specify the level of access your users have to each others' data. Go to [Background Jobs](#) to monitor the progress of a change to an organization-wide default or a parallel sharing recalculation.

Manage sharing settings for: All Objects

Disable External Sharing Model

Default Sharing Settings

Organization-Wide Defaults

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Lead	Public Read/Write/Transfer	Private	<input checked="" type="checkbox"/>
Account and Contract	Public Read/Write	Private	<input checked="" type="checkbox"/>
Contact	Controlled by Parent	Controlled by Parent	<input checked="" type="checkbox"/>
Order	Controlled by Parent	Controlled by Parent	<input checked="" type="checkbox"/>
Asset	Controlled by Parent	Controlled by Parent	<input checked="" type="checkbox"/>
Opportunity	Public Read/Write	Private	<input checked="" type="checkbox"/>
Case	Public Read/Write/Transfer	Private	<input checked="" type="checkbox"/>
Campaign	Public Full Access	Private	<input checked="" type="checkbox"/>

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Sharing Settings | Salesforce

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Search Setup

Setup

Home

Object Manager

sharing

Security

Sharing Settings

Didn't find what you're looking for? Try using Global Search.

SETUP

Sharing Settings

Organization-Wide Sharing Defaults Edit

Help for this Page

Edit your organization-wide sharing defaults below. Changing these defaults will cause all sharing rules to be recalculated. This could require significant system resources and time depending on the amount of data in your organization. Setting an object to Private makes records visible to record owners and those above them in the role hierarchy, and access can be extended using sharing rules.

Save

Cancel

Object	Default Internal Access	Default External Access	Grant Access Using Hierarchies
Lead	Public Read/Write/Transfer	Private	<input checked="" type="checkbox"/>
Account and Contract	Public Read/Write	Private	<input checked="" type="checkbox"/>
Order	Controlled by Parent	Controlled by Parent	<input checked="" type="checkbox"/>
Contact	Controlled by Parent	Controlled by Parent	<input checked="" type="checkbox"/>
Asset	Controlled by Parent	Controlled by Parent	<input checked="" type="checkbox"/>
Opportunity	Public Read/Write	Private	<input checked="" type="checkbox"/>
Case	Public Read/Write/Transfer	Private	<input checked="" type="checkbox"/>
Campaign	Public Full Access	Private	<input checked="" type="checkbox"/>
Campaign Member	Controlled by Campaign	Controlled by Campaign	<input checked="" type="checkbox"/>
User	Public Read Only	Private	<input checked="" type="checkbox"/>

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Reports | Salesforce

govtartscollegeformens-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mru

Search...

Book my visa

Passports

Payments

visas

rescheduled/canceled

visa slots

Accounts

Reports

Dashboards

Reports

Recent

1 item

Search recent reports...

New Report

New Folder

REPORTS

Report Name

Description

Folder

Created By

Created On

Subscribed

Recent

New Passports Report

Private Reports

M Keerthana

10/4/2023, 2:58 pm

Created by Me

Private Reports

Public Reports

All Reports

FOLDERS

All Folders

Created by Me

Shared with Me

FAVORITES

All Favorites

Home | Salesforce

Report Builder | Salesforce

govtartscollegeformens-dev-ed.develop.lightning.force.com/one/app#eyJjb21wb251bnRlZ2WYOiJyZXBvcnRzOnJlcG9ydEJ1aWwkb2ZlZ2WYj1dGVzZlp7InJlY29y...

Search...

Book my visa

Passports

Payments

visas

rescheduled/canceled

visa slots

Accounts

Reports

Dashboards

REPORT

New Passports Report

Passports

Outline

Filters

Previewing a limited number of records. Run the report to see everything.

Update Preview Automatically

Passport: Passport Number

No records returned. Try editing report filters:

Show All passports.

Edit other filters in the filter panel.

Stay ahead of incidents

Help your teams proactively respond to large-scale disruptions with the free Customer Service Incident Management solution from Service Cloud.

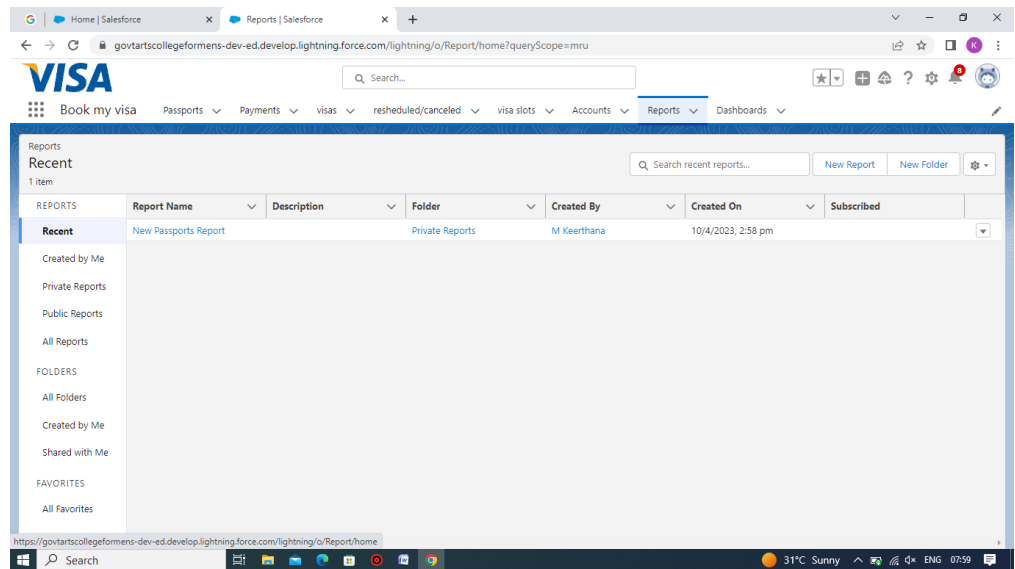
Dismiss

Get Started

Search

31°C Sunny

ENG 07:51



Trailhead Profile Public URL

Team Lead -

<http://trailblazer.me/id/mkeertthana13>

Team Member 1 -

<https://trailblazer.me/id/keerv19>

Team Member 2 -

<http://trailblazer.me/id/ramik7>

Team Member 3 -

<http://trailblazer.me/id/kalys10>

ADVANTAGES & DISADVANTAGE

Advantages :

- 1. stress-free, hustle free booking of tickets*
- 2. Easy payment options*
- 3. Various additional schemes to avail on dis booking. . . Supply when you have an account of site from where your doing booking*
- 4. You can have various options while choosing ur tickets*

Disadvantages :

- 1. software glitch can cause u buy same ticket twice. . . And den u have to contact Cust care and stress urself for reversal*
- 2. Unfortunate network loss while paying online can leave u in confusion whether u have paid or have to. . . Again contact Cust care*
- 3. Some time u do online booking but still u have to take trouble collecting those printed passes. . . . I booked clt20 match tickets through bookmyshow of the match held at raipur, India. For collecting those printed tickets I had to travel 160 kms and to stand for 7 to 8 hrs in burning sun for two days. It was a bad experience for me*

APPLICATION

Applications of CRM

More transparency

Better knowledge sharing

Higher Efficiency

Better Analytics

Retain More Customers

Increase in Sales

Improves Customer Service

CONCLUSION

CRM application that helps to book a visa

slot

FUTURE SCOPE

Defining the scope of CRM projects means figuring out which areas of your business need to be included in the CRM implementation plan. Before any CRM initiative begins, scoping is essential to establish what the effort will and will not cover, as well as to prevent feature creep and project bloating.

CRM is predicted to become more powerful to support customer first, not company first businesses. Bringing together disparate teams, data, and system integrations, the CRM of the future is set to be centralized and empowered by AI and mobile capabilities.