

Phase 10 Final Presentation & Demo Document

Project Title: Salesforce Booking & Feedback Management System

1 Problem Statement

Managing bookings, approvals, check-ins, check-outs, and collecting feedback manually is inefficient and error-prone. Key challenges include:

- Lack of centralized system for tracking bookings.
 - Manual approval processes causing delays.
 - Poor visibility into customer interactions.
 - Feedback collection is inconsistent.
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2 Proposed Solution

A customized Salesforce solution that automates the entire process:

- Streamlined booking creation.
 - Automated approval flows.
 - Real-time check-in/check-out tracking.
 - Integrated feedback collection mechanism.
 - Full visibility via dashboards and reports.
-

3 Benefits

- ✓ Reduced operational delays via automation
- ✓ Improved customer experience with streamlined interactions
- ✓ Centralized data for better decision-making
- ✓ Scalable, cloud-based solution with minimal manual intervention

View it... Welcom... 00002 | Profiles | View Sc... New Ro... Users |... Duplica... Hotel C... Home |... All Sch... |

hotelcrmpj2-dev-ed.develop.lightning.force.com/lightning/r/Reservation_c/300WU00001MnIreYAF/view

Settings Define Multiple Pat... at

Hotel CRM App Rooms Reservations Payments Feedbacks

Reservation 00002 New Contact Edit New Opportunity

Related Details

Reservation Number	00002	Owner	lakshmi.durga
Check-in Date	28/08/2025		
Check-out Date	30/08/2025		
Room	durga		
Total Amount	₹1,000.00		
Guest	Jaya krishna cheemakurthi		
VIP	<input checked="" type="checkbox"/>		
Reservation Type	Group		
Status	Rejected		

Quick Reservation

Activity

Filters: All time • All activities • All types Refresh Expand All View All

Upcoming & Overdue

No activities to show.
Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Hot days ahead 29°C

Search

ENG IN 05:00 PM 01-10-2025

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hotelcrmpj2-dev-ed.develop.lightning.force.com/lightning/r/Room_c/list?filterName=__Recent

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Hotel CRM App Rooms Reservations Payments Feedbacks

Rooms Recently Viewed 2 items • Updated a few seconds ago

New Import Change Owner Assign Label

Room Name
1 durga
2 durga

Quick Reservation

Hot days ahead 29°C

Search

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View In: x Welcom x jayakr: x Profile: x View Sc: x New Re: x Users: x Duplica: x Hotel C: x Home: x All Sch: x +

hotelcrmproject2-dev-ed.develop.lightning.force.com/lightning/r/Payment_c/a02WU00000Lm73YAB/view

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Hotel CRM App Rooms Reservations Payments Feedbacks

Payment: jayakrishna cheemakurthi New Contact Edit New Opportunity

Related Details

Payment Name	jayakrishna cheemakurthi	Owner	lakshmi.dixya
Amount	₹1,000.00		
Method	Cash		
Reservation	945		
Status	Paid		
Created By	lakshmi.dixya, 30/09/2025, 9:49 am	Last Modified By	lakshmi.dixya, 30/09/2025, 9:49 am

Hot days ahead 29°C

View In: x Welcom x 945 | Re: x Profiles: x View Sc: x New Re: x Users: x Duplica: x Hotel C: x Home: x All Sch: x +

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Hotel CRM App Rooms Reservations Payments Feedbacks

Reservation 945 New Contact Edit New Opportunity

Related Details

Reservation Number	945	Owner	lakshmi.dixya
Check-in Date	01/10/2025		
Check-out Date	02/10/2025		
Room	durga		
Total Amount	₹5,000.00		
Guest			
VIP	<input type="checkbox"/>		
Reservation Type			
Status			
Guest Name			

Activity

Filters: All time • All activities • All types Refresh Expand All View All

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