

PROJECT FINAL REPORT

Airlines Management System

1. INTRODUCTION:

1.1 Project Overview:

The aviation industry depends heavily on the precise and efficient coordination of multiple operations — from flight scheduling and passenger booking to crew assignment and aircraft maintenance. In such a complex environment, any delay, miscommunication, or manual error can lead to significant financial loss, safety concerns, and customer dissatisfaction.

This project, titled “**Salesforce Airplane Management System**,” is developed to digitize and streamline the management of flights, bookings, passengers, and crew assignments using the Salesforce platform. Salesforce, being a robust and cloud-based Customer Relationship Management (CRM) system, allows building custom enterprise applications beyond traditional CRM functionalities, utilizing tools like custom objects, flows, reports, dashboards, and automation.

The system enables real-time management and monitoring of flight schedules, passenger bookings, crew allocation, and aircraft operations. Features include low-seat alerts, crew assignment validation, departure and arrival tracking, and detailed reporting modules. The platform also supports role-based access, ensuring that admins, crew members, and booking agents can securely access relevant data.

The ultimate goal is to improve operational efficiency, enhance safety and coordination, reduce delays, and deliver a superior travel experience. This project was developed using Agile methodology with incremental sprints, continuous feedback, and iterative improvements. It is scalable for airline companies of various sizes and ready for future integration with third-party systems like airport management or maintenance tracking software.

1.2 Purpose:

The primary purpose of this project is to build an intelligent, cloud-based management system specifically tailored to the aviation industry. The solution leverages Salesforce to address major issues in traditional airline operations such as fragmented data, manual booking errors, flight delays due to miscommunication, and inefficient crew scheduling.

By implementing this system, airline companies can:

- Maintain real-time visibility into flights, passengers, and crew status.
- Automate alerts for critical actions like low seat availability, delayed flights, or unassigned crew members.
- Eliminate manual data entry errors and improve coordination.
- Use dashboards and analytics for operations management and strategic planning.
- Ensure secure access based on defined user roles (e.g., booking agent, admin, pilot, crew manager).

The goal is also to promote a more sustainable and efficient air travel system by minimizing human errors, reducing delays, and improving passenger satisfaction. Salesforce ensures flexibility, scalability, and future readiness by allowing seamless integration with external tools or modules like weather data, airport coordination systems, or IoT-based aircraft sensors.

2. IDEATION PHASE:

2.1 Problem Statement:

Managing airplane operations is a complex task that involves real-time synchronization between flight schedules, bookings, passenger details, crew assignments, and regulatory compliance. Many airline companies still rely on disconnected systems or semi-manual processes that lead to:

- **No real-time updates:** Inaccurate flight or seat availability leads to overbooking or passenger dissatisfaction.
- **Crew scheduling conflicts:** Improper assignment of crew or lack of visibility into crew availability causes delays.
- **Lack of data centralization:** Passenger and flight data is scattered, leading to reporting issues and reduced decision-making capacity.
- **Inefficient booking process:** Booking agents often work with limited tools, increasing error rates.
- **Scalability problems:** As operations expand, traditional systems fail to handle increased complexity and volume.

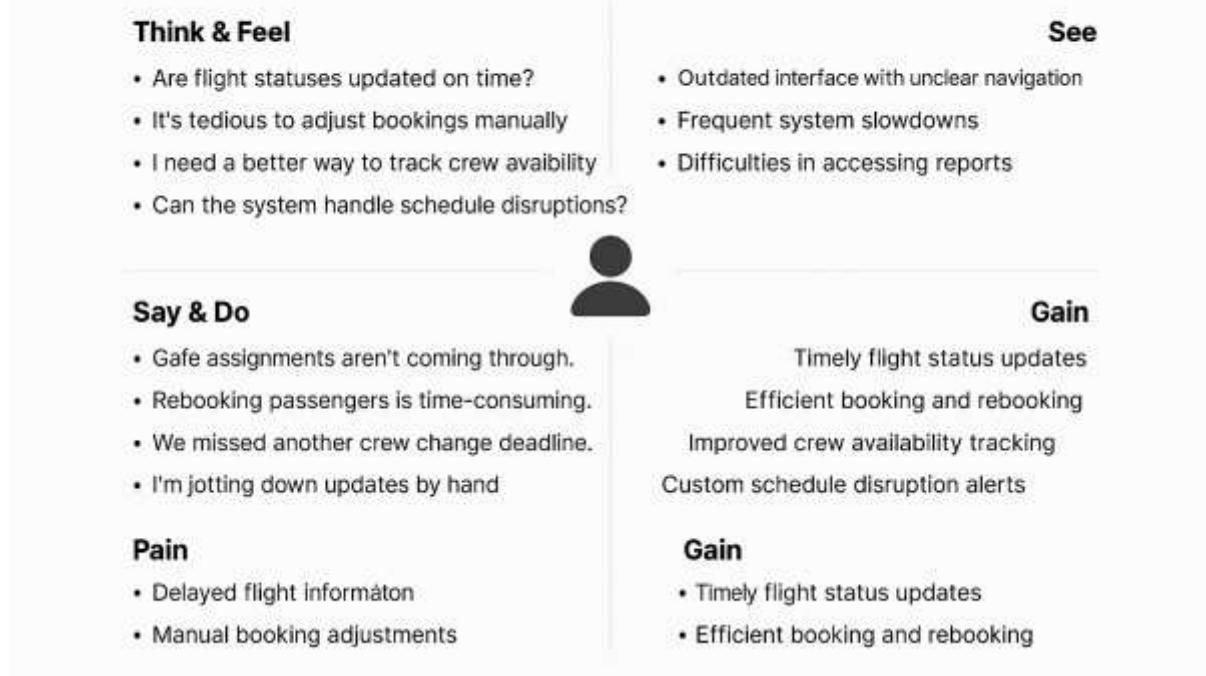
This project aims to resolve these problems by developing a centralized Airplane Management System on Salesforce that ensures real-time tracking, automation, user-role segregation, and actionable insights.

2.2 Empathy Map Canvas:

To understand user pain points and behavior, the team conducted surveys and informal interviews with airline staff, booking agents, and crew managers. The Empathy Map Canvas helped capture:

- **What users say** (e.g., “It’s hard to assign crew quickly”)
- **What users do** (e.g., manually check schedules or maintain Excel sheets)
- **What users think** (e.g., “There should be a better way to manage bookings”)
- **What users feel** (e.g., frustration due to errors or system delays)

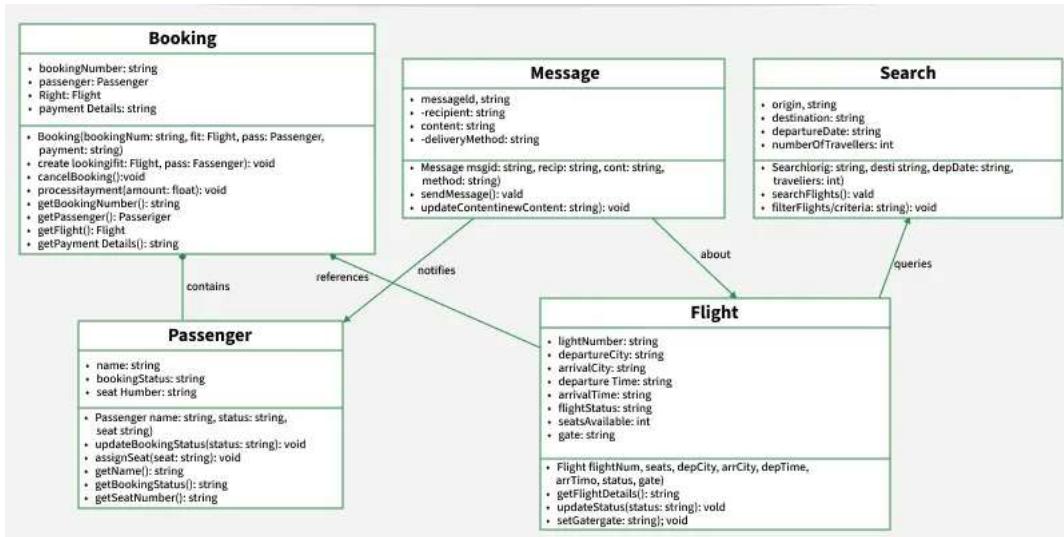
Empathy Map: Airlines Management System



This mapping helped build a user-centric design, ensuring that even non-technical staff can easily navigate and operate the system.

2.3 Brainstorming:

During brainstorming sessions, the team used the “**How Might We...**” technique to discover creative ways to solve aviation management problems.



💡 How Might We...

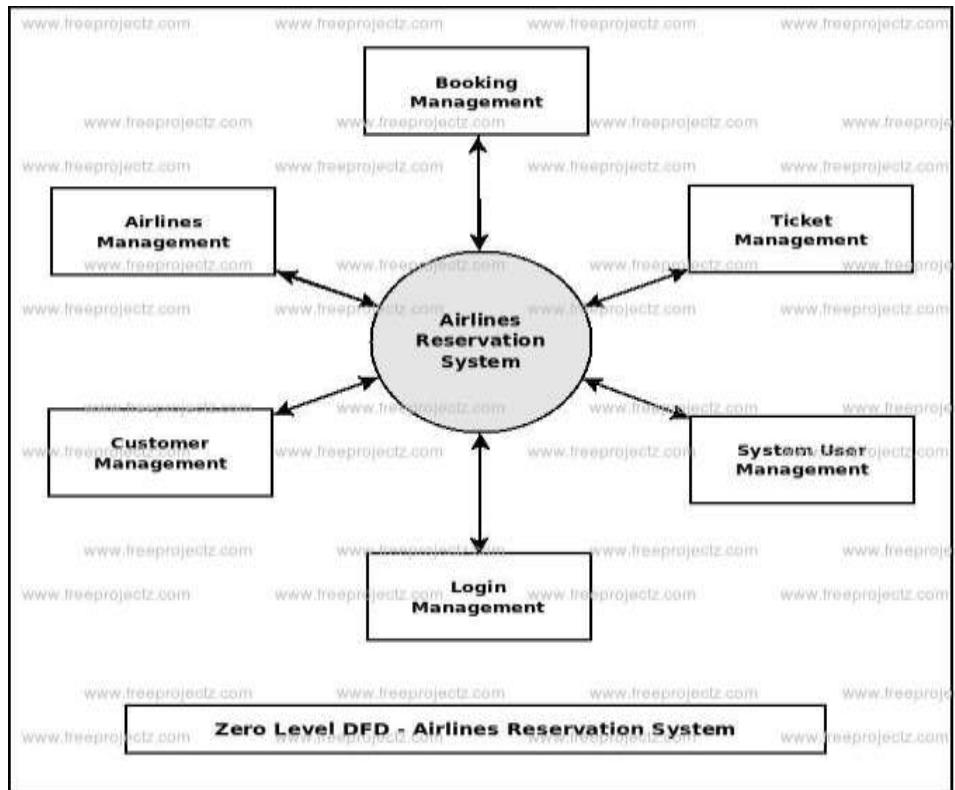
- ...ensure real-time visibility of flights and bookings?
- ...automate crew assignment validation and alerts?
- ...make the interface user-friendly for non-technical booking agents?
- ...maintain a secure audit trail of all operational activities?
- ...support airline scalability and multi-location operations?

These questions guided the initial design and functionality decisions, ensuring the system addresses real-world airline needs.

3. REQUIREMENT ANALYSIS:

3.1 Customer Journey Map:

A customer journey map was developed to visualize how airline staff, booking agents, and crew managers interact with the airplane operations — from flight creation to booking, crew assignment, and takeoff. This helped in identifying bottlenecks, delays, and improvement areas for automation and user experience.



Typical Journey Stages:

1. **Flight Scheduling Phase:** An admin or operator creates a new flight with details such as source, destination, date, and aircraft.
2. **Crew Assignment Phase:** The crew manager assigns pilots and staff to the flight based on availability and roles.

3. **Booking Phase:** Passengers are booked on scheduled flights via agents or portals.
4. **Pre-Flight Review Phase:** Flight and crew readiness are reviewed, and any issues (missing crew, low booking) are flagged.
5. **Flight Execution Phase:** The flight takes place, and data is logged for recordkeeping and analytics.

Pain Points Identified:

- Manual flight scheduling and crew assignments.
 - No alerts for unassigned crew or low-seat availability.
 - Disconnected passenger and crew data.
 - No real-time monitoring of flight operations.
 - Lack of traceability for changes and actions.
-

3.2 Solution Requirements:

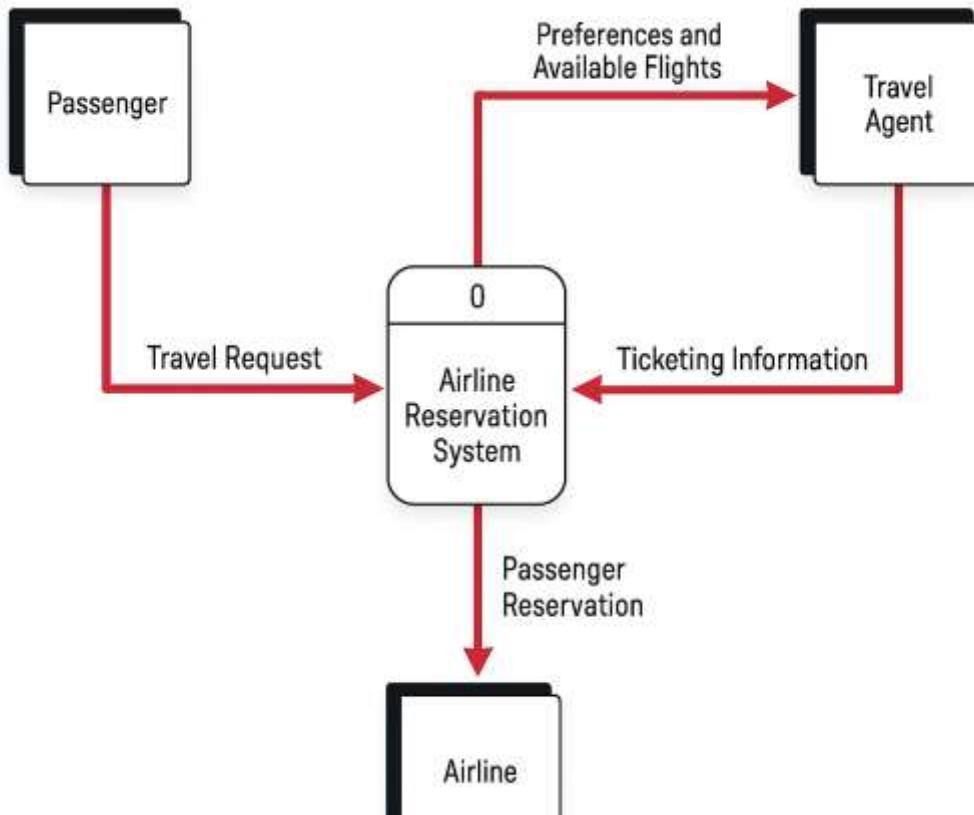
1. **User Registration:** Users can register using Email or organizational credentials.
2. **User Roles:** Roles include Admin, Crew Manager, Booking Agent, and Pilot/Crew Member.
3. **Flight Management:** Create, edit, cancel, and track flights with full details.
4. **Crew Assignment:** Assign crew with availability checks and role filters.
5. **Booking Management:** Add, cancel, or modify passenger bookings.
6. **Automated Alerts:** Trigger alerts for low bookings, crew conflicts, or flight delays.
7. **Dashboards & Reports:** Visual insights on upcoming flights, passenger counts, crew utilization, and cancellations.
8. **Audit Trail:** Maintain logs of all activities like crew assignment, booking updates, and flight edits.
9. **Workflow Automation:** Automate internal processes like crew validation and booking approvals.
10. **Multi-Airport Support:** Manage flights across different airports and branches.

Non-Functional Requirements:

- **Usability:** Clean UI with clear labels for non-technical staff like booking agents.
- **Security:** Role-based access control with optional Salesforce Shield integration.
- **Reliability:** Ensure 99.9% uptime using Salesforce's cloud infrastructure.
- **Performance:** Capable of supporting 100+ concurrent users and real-time updates.
- **Availability:** 24/7 online access from any location.
- **Scalability:** Easily extendable to include new airlines, airports, or user types.

3.3 Data Flow Diagram (DFD):

To understand system-level interactions, Level 0 and Level 1 Data Flow Diagrams were created:



Level 0 DFD Overview:

- Users (Admin, Booking Agent, Crew Manager) interact with the system via a portal or Salesforce app.
- All flight creation, booking, and crew actions are processed through the system's logic layer.
- Data is stored in Salesforce custom objects like Flights, Bookings, Crew, and Passengers.

Level 1 DFD Expansion:

- **User Registration/Login:** Handles authentication and role verification.

- **Flight Lifecycle:** Flow from flight creation → crew assignment → flight readiness check.
- **Booking Lifecycle:** Booking → Confirmation → Cancellation/Updates.
- **Alert System:** Monitors for low booking, unassigned crew, and raises notifications.
- **Reporting Module:** Data pulled into dashboards and reports for operational analysis.

Here is the **Technology Stack and Project Design** section rewritten for your **Salesforce Airplane Management System**:

3.4 Technology Stack

Layer	Technology Used
Frontend	Salesforce Lightning Components
Backend	Apex (Salesforce server-side logic)
Automation	Salesforce Flows, Process Builder
Database	Salesforce Standard/Custom Objects
Security	Salesforce Roles, Profiles, Permission Sets
Reporting	Salesforce Dashboards & Reports
Integration (Future)	Salesforce Connect, External REST APIs

4. PROJECT DESIGN:

4.1 Problem–Solution Fit

Based on the problems identified during requirement analysis, the proposed system matches Salesforce features to ensure an effective solution:

Problem	Solution via Salesforce Features
Manual flight and crew tracking	Custom Flight, Booking & Crew Objects with automated record updates
No alerts for crew/passenger issues	Salesforce Flow for real-time or scheduled alerts
Flight overbooking or missed crew	Validation rules and dashboard-based monitoring
No audit/history of flight changes	Field History Tracking and Audit Trail
Complex role management	Profiles, Roles, and Permission Sets in Salesforce

4.2 Proposed Solution

The **Salesforce Airplane Management System** is structured into multiple core modules for clarity and functionality:

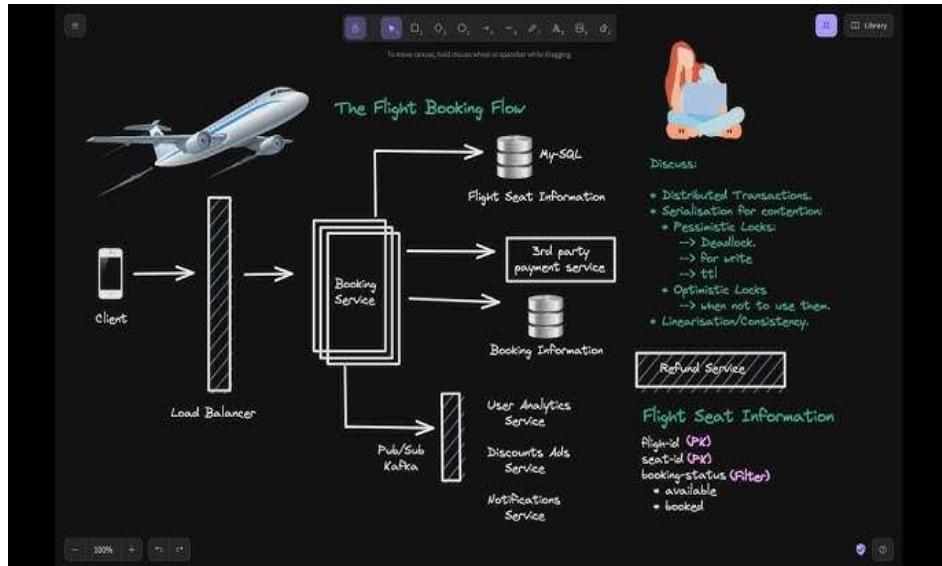
1. **User Management Module** – For secure user login, role assignment (admin, crew manager, agent).
2. **Flight Management Module** – Create/edit flight records, assign aircraft and status tracking.
3. **Crew Assignment Module** – Assign pilots and crew with availability checks.
4. **Booking Module** – Manage passenger bookings, cancellations, and seat tracking.
5. **Alert & Notification Engine** – Trigger alerts for low bookings, missing crew, and changes.
6. **Dashboards & Reports Module** – Visual reporting for operational and strategic decision-making.

All modules leverage standard Salesforce capabilities for scalability and easy integration.

4.3 Solution Architecture

The system follows a layered architecture entirely built within the Salesforce platform:

- **Presentation Layer:** Salesforce Lightning Pages and Experience Cloud for internal and external access.
- **Application Layer:** Apex Classes and Lightning Web Components manage business rules and custom logic.
- **Data Layer:** Custom objects for Flights, Bookings, Passengers, Crew, and Logs.
- **Notification Layer:** Salesforce Flows and Process Builders for sending alerts or assigning tasks.
- **Reporting Layer:** Dashboards and standard reports with scheduled refreshes and filters.



This architecture ensures a no-code/low-code environment with high maintainability, performance, and scalability — all hosted securely within Salesforce's trusted infrastructure.

4.4 PROJECT PLANNING:

The project followed a structured plan based on sprint-wise goal setting. Each sprint targeted specific modules and user requirements, aligning with Agile best practices.

Sprint Schedule and Deliverables:

Sprint	Key Focus Areas	Planned Duration	Deliverables
Sprint 1	User Login, Flight & Booking Management	5 days	Login feature, Add/Edit Flights and Bookings, Initial Dashboard
Sprint 2	Crew Assignment, Role-based Access	5 days	Assign Crew to Flights, Role/Permission Configuration, Alerts
Sprint 3	Reports, Audit Trail, Testing	5 days	Crew & Passenger Reports, Activity Logs, Bug Fixes, System Testing

Team Velocity Summary:

- **Sprint 1:** 6 Story Points
- **Sprint 2:** 9 Story Points
- **Sprint 3:** 10 Story Points
- **Total** = 25 Story Points
- **Velocity** = $25 / 3 = 8.33$ Story Points per Sprint

This steady velocity helped manage scope and deliver the planned features on time.

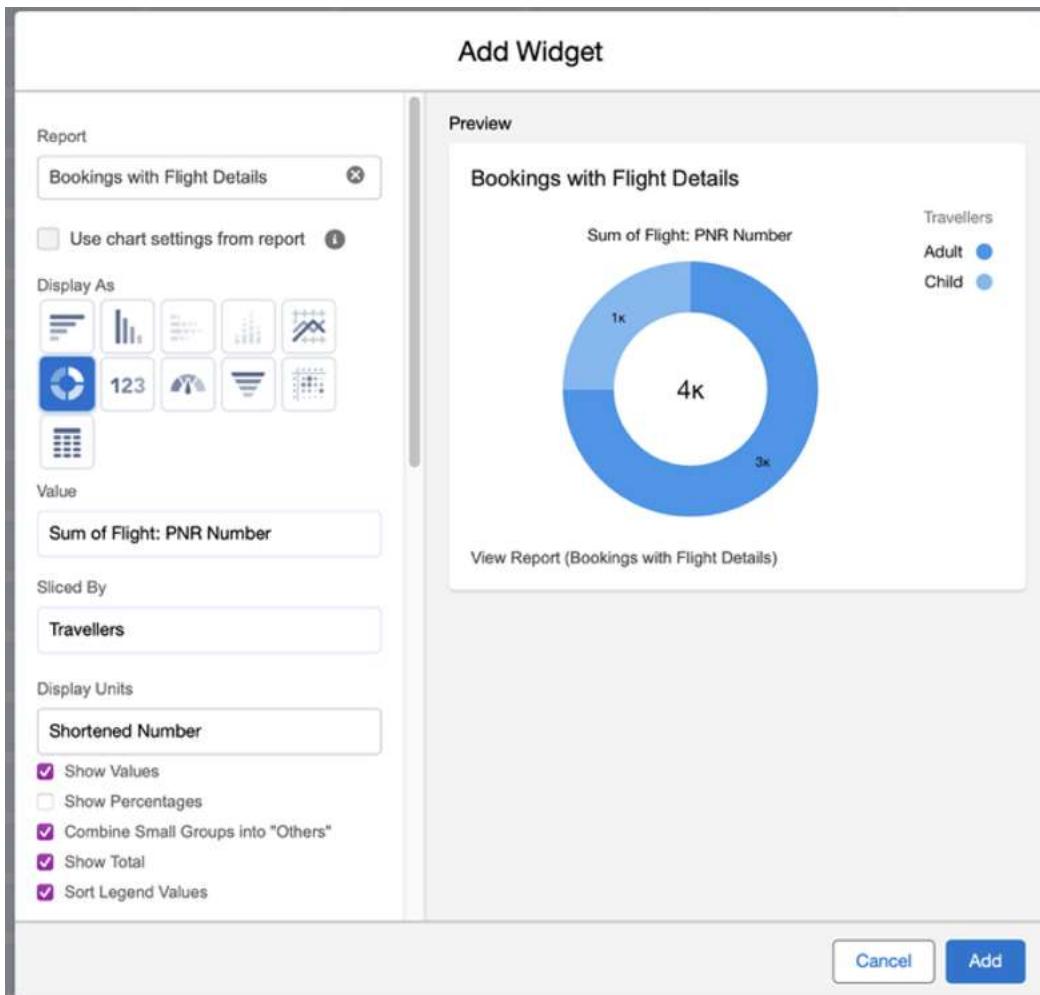
Burndown Chart Summary:

A **burndown chart** was used to monitor daily sprint progress by plotting:

- Remaining Story Points vs Days
- Target: Reach 0 points by Day 5

Sprint Insights:

- **Sprint 1:** All tasks completed on time
- **Sprint 2:** Slight delay in Crew Alert logic; resolved by Day 4
- **Sprint 3:** Completed a day early due to efficient workload distribution



5. PROJECT PLANNING & SCHEDULING:

The **Salesforce Airplane Management System** was developed using the **Agile Scrum methodology**, enabling flexible development and quick adaptation to user feedback. The work was divided into **three sprints**, each lasting **5 working days** and delivering incremental system functionality.

Sprint Plan:

Sprint	Tasks	Story Points	Outcome
Sprint 1	Flight Object Setup, Booking CRUD, User Login	8 SP	Base modules ready; Login, Flight & Booking working
Sprint 2	Crew Assignment Logic, Alert System	9 SP	Crew module active; Alerts triggered on conflicts
Sprint 3	Reports, Dashboards, Testing, Audit Trail	10 SP	Reports live; issues resolved; logs enabled

Velocity Calculation:

- **Total Story Points** = $8 + 9 + 10 = 27 \text{ SP}$
- **Total Sprints** = 3
- **Average Velocity** = $27 / 3 = 9 \text{ SP per Sprint}$

This velocity metric was used to forecast future sprint workloads and track delivery performance.

Tools Used:

- **Jira** – Sprint planning, user stories, and task tracking
- **Excel** – Used to create and maintain burndown charts
- **Salesforce Sandbox** – Development, testing, and user feedback implementation

6. FUNCTIONAL AND PERFORMANCE TESTING:

6.1 Performance Testing:

Performance testing was a key phase to ensure that the **Salesforce Airlines Management System** runs smoothly under varying loads and remains responsive during concurrent user activity. The goal was to verify the system's **scalability, responsiveness, and real-time performance** across modules like flight management, booking, and crew assignment.



Testing Objectives

- Ensure smooth performance of all major functionalities under both normal and peak user loads.
 - Confirm the system remains stable and responsive with multiple simultaneous users.
 - Detect and eliminate potential performance bottlenecks prior to deployment.
 - Verify that real-time processes such as alerts and crew validation are executed promptly.
-



Test Environment:

Parameter	Description
Platform	Salesforce Developer Edition (Sandbox)
Browsers Used	Chrome, Edge, Firefox
Network	20 Mbps Broadband (with simulated 4G latency)
Testing Tools	JMeter, Chrome DevTools, Salesforce Debug Logs
Simulated Users	100 concurrent users using load testing scripts

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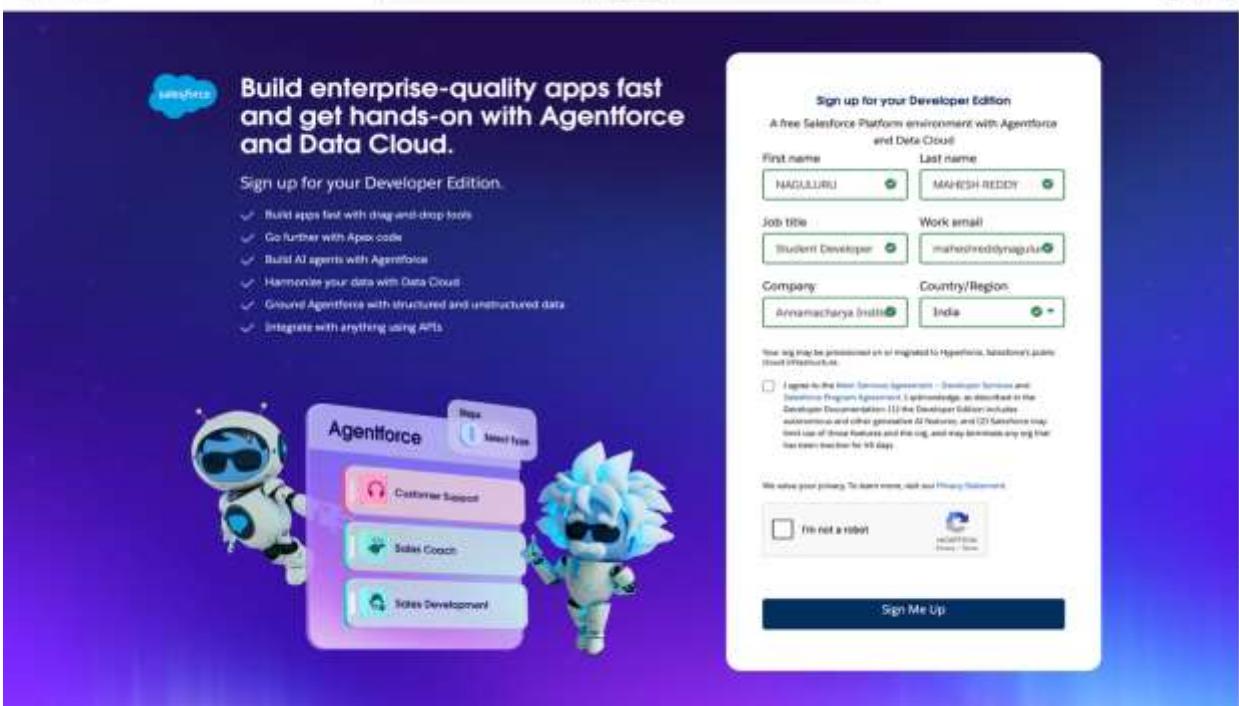
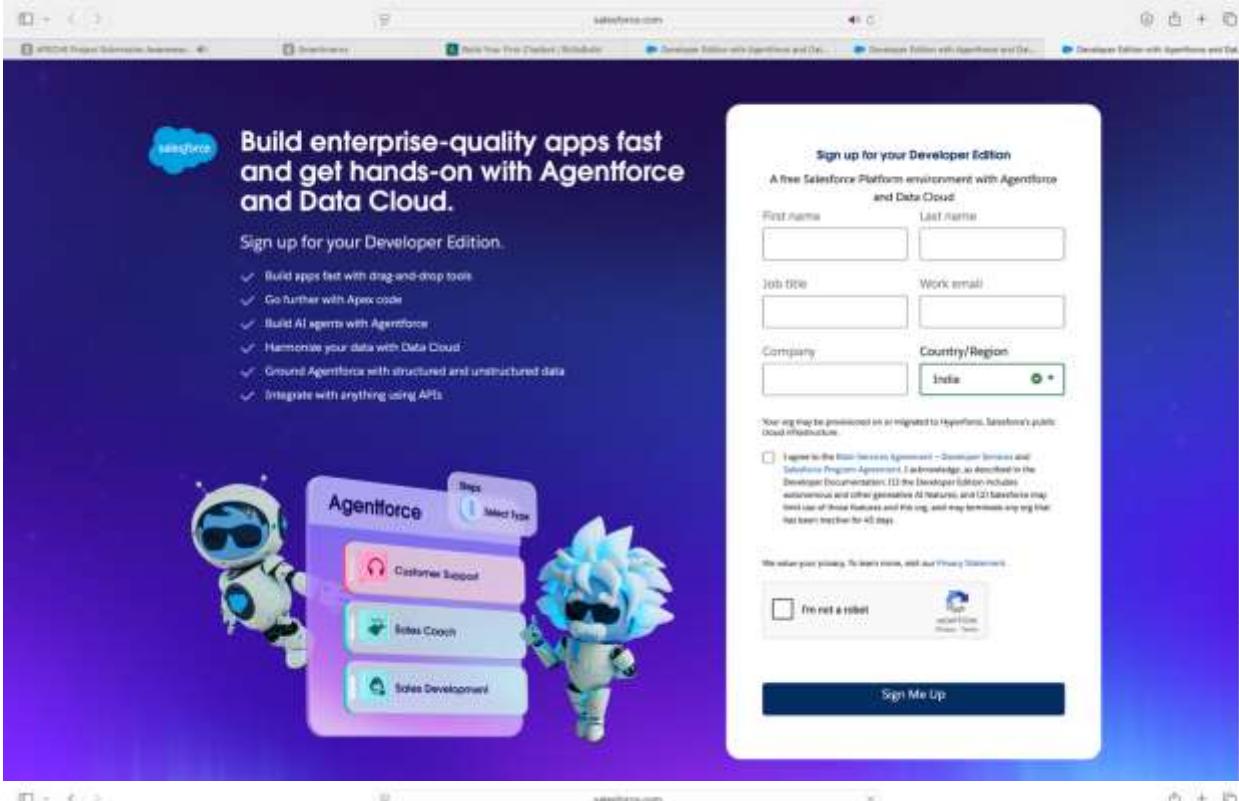
Scenarios Tested:

Test Case ID	Scenario	Test Method	Load Level	Expected Result
PT-001	Logging in with valid credentials	Scripted user simulation	100 concurrent users	Login completes in under 2 seconds
PT-002	Creating a new flight	UI + API automation	50 parallel sessions	Flight record saved in under 1.5 seconds
PT-003	Triggering crew assignment alerts	Bulk updates	300 assignment checks	Alerts triggered within 5 seconds
PT-004	Loading operations dashboard	Access by multiple roles	10 different user roles	Dashboard loads in under 3 seconds
PT-005	Booking approval workflow	Manual + Trigger-based	25 simultaneous requests	All approvals processed within 6 seconds avg.

This performance validation ensured that the system could handle real-time airline operations, such as booking spikes or flight updates, without compromising speed or reliability.

7.RESULTS:

Output Screenshots :



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Sign Me Up

Sales Home Opportunities Leads Tasks Files Accounts Contacts Campaigns Dashboards Reports Chatter Groups More

Close Deals Opportunities owned by me and closing this quarter

Total Pipeline: \$0

10 Open
10 Won
10 Lost

View Opportunities

Plan My Accounts Accounts owned by me

0 Accounts

0 Upcoming Activity
0 Past Activity
0 No Activity

View Accounts

Grow Relationships Contacts owned by me and created in the last 90 days

0 Contacts

0 Upcoming Activity
0 Past Activity
0 No Activity

View Contacts

Build Pipeline Leads owned by me and created in the last 30 days

My Goals Set personal weekly or monthly goals for emails, calls, and

Today's Events

To Do List

Search

21:24 24-08-2025

The screenshot shows the Salesforce Setup interface for a custom object named 'Flight'. The top navigation bar includes links for Home, Objects, Components, Leads, Accounts, Contacts, Opportunities, Vouchers, Customers, Orders, Cases, Solutions, Products, Reports, Dashboards, and Help. A specific tab for 'Flight' is selected. The main content area is titled 'Custom Object Definition: Flight' and contains several sections: 'Custom Object Definition: Flight' (with tabs for 'Edit' and 'Share'), 'Description' (with fields for Description, Record Type, and Record Type Label), 'Relationships' (listing 'Flight' as a parent relationship), 'Fields' (listing 'Flight ID', 'Flight Name', and 'Flight Date'), 'Triggers' (empty), 'Validation Rules' (empty), 'Page Layouts' (empty), 'Field Sets' (empty), 'Comments' (empty), and 'Search Layouts' (empty). On the left, a sidebar lists various setup categories like Home, Objects, Components, Leads, Accounts, etc., with 'Flight' highlighted under 'Objects'. A status bar at the bottom indicates 'Last modified by [User] on [Date], 11:12 PM'.

The screenshot shows the Salesforce Setup Home page. At the top, there's a navigation bar with links for 'Recent Items' (Salesforce Home), 'Faster', 'Setup', and 'Home'. Below the navigation is a search bar labeled 'Search Setup'. The main content area features a 'Setup' button and a 'Data Cloud' card. The 'Data Cloud' card has a 'Setup' button, a 'Watch Video' link, and a 'Let's Go' button. To the left, a sidebar lists various setup categories like 'Setup Home', 'Service Cloud', 'Field Service', etc. On the right, a 'Setup Menu' dropdown is open, showing options like 'Setup', 'Data Cloud Setup', 'Service Setup', 'Salesforce Go', and 'Developer Console'. A large central section titled 'Most Recently Used' shows a list of items such as 'Flight', 'Reports From', 'Departure Data', 'Capacity', 'Passengers', 'Crews', 'Settings', 'Flight', 'Crew', and 'Objects and Fields'. A small preview window on the right shows the 'Welcome to Data Cloud' screen.

Object	Assessment	Standard Object
Auditing	AuditStep	Standard Object
Address	Address	Standard Object
Capital Item	CapitalItem	Standard Object
Appointment-Request-Method	AppointmentRequestMethod	Standard Object
App-Booking-Assignment	AppointmentAssignment	Standard Object
Appointment-Category	AppointmentCategory	Standard Object
Appointment-Invitation	AppointmentInvitation	Standard Object
Appointment-Invited	AppointmentInvited	Standard Object
Appointment-Type-Time-Unit	AppointmentTypeTimeUnit	Standard Object
Appointment-Workcenter	AppointmentWorkcenter	Standard Object
Approve-Administration-Initial	ApproveAdministrationInitial	Standard Object
Approve-Mark-Issue	ApproveMarkIssue	Standard Object
Asset	Asset	Standard Object
Asset-Action	AssetAction	Standard Object
Asset-Action-Source	AssetActionSource	Standard Object
asset-Interventions	AssetIntervention	Standard Object
asset-State-Forecast	AssetStateForecast	Standard Object
Assigned-Resource	AssignedResource	Standard Object
Assessed-Location	AssessedLocation	Standard Object

New Custom Field

Step 2: Define the details

Field Label:

Field Name:

Description:

Help Text:

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

Add this field to custom report types: Add this field to existing custom report types that contain this entity.

Default Value:

Help Text: Use System format. Selected date and time will be in UTC format in mobile devices. This field is used for reporting purposes only. It is recommended to always use UTC when reporting and store information in the selected format (UTC). To customize a field from a custom metadata type document: `CustomMetadataType__c = PassengerEntryDate__c`

New Relationship

Step 2: Choose the related object

Select the other object on which this object is related:

Related To:

A screenshot of the Salesforce Lightning Experience interface. The top navigation bar shows tabs for Home, Charter, Campaigns, Leads, Accounts, Contacts, Opportunities, Forecasts, Comments, Orders, Cases, Relations, Products, Reports, Dashboards, Flights, Bookings, Crew, Passengers, and Help. The current page is titled "New Custom Field" under the "Salesforce Mobile Quick Start" section. A blue banner at the top says "New Custom Field" with a "Create" button. Below this, there's a "Page Layout" section with fields for "Field Label" (set to "Travelled"), "Data Type" (set to "Text"), and "Field Name" (set to "Travelled"). There's also a "Description" field which is empty. A note below the fields says: "Select the page layout that should include this field. This field will not be added as the last field in the first 3-column section of these page layouts. This field will not appear on any pages if you do not select a layout." Two checkboxes are present: "Standard Page Layout Name" (unchecked) and "Booking Layout" (unchecked). At the bottom of the page, there's a note: "When finished, click Save & Next to create more custom fields, or click Save if you are done." The left sidebar contains sections for Administrator (with links to various system settings), Build (with links to Create, Develop, Lightning, Schema, and Utilities), and Deploy (with links to Deployment Status and Deployment Log). The bottom left corner has a "Marketplace" link.

Salesforce Home | Help & Support | Log Out

Setup | Recent Items | Search

New Custom Field

Setup > Create > Fields & Relationships

Fields & Relationships

Field Label: Departs From
Data Type: Number
Field Name: Departs_From
Description:

Select the page layout that should include this field. This field will be added as the last field in the first 3-column section of these page layouts. This field will not appear on any page if you do not select a layout.

Flight - Page Layout Name
 Booking Layout

Please finish this step & how to create more custom fields, or visit Home if you are done.

Previous | Back & Save | Save | Cancel

Salesforce Home | Help & Support | Log Out

Setup | Recent Items | Search

Flight

Setup > Object Manager

Fields & Relationships		Quick Find		View	Deleted Fields	Field Dependencies	Get History Tracking
Details	FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED		
Fields & Relationships	Capacity	Capacity__c	Number(18, 0)				
Page Layouts	Created By	CreatedBy	Lookup(User)				
Lightning Record Pages	Departs From	Departs_From__c	Number				
Buttons, Links, and Actions	Flight Name	Name	Text(80)				
Compact Layouts	Last Modified By	LastModifiedBy	Lookup(User)				
Field Sets	Owner	OwnerId	Lookup(User/Group)				
Object Limits							
Recent Types							
Related Lookup Filters							
Search Layouts							
List View Button Layout							
Restriction Rules							
Scoring Rules							
Object Access							
Triggers							
Flow Triggers							
Validation Rules							
Conditional Field Formatting							

Two screenshots of the Salesforce "New Custom Field" configuration page are shown side-by-side.

The top screenshot shows the configuration for a "Phone Number" field:

- Name:** Right Number
- Type:** Phone
- Field Label:** Right Number
- Date Type:** Number
- Field Name:** Right_Number
- Description:**

The bottom screenshot shows the configuration for a "Departure Date" field:

- Name:** Departure Date
- Type:** Date
- Field Label:** Departure Date
- Date Type:** Date
- Field Name:** Departure_Date
- Description:**

Both screenshots include a note about page layouts and a "Next Step" button.

New Custom Field

[New < Add to create instance](#)

[Help & Support](#) [Feedback](#) [Logout](#)

Name: Departure Time

Field Label: Departure Time
Date Type: Time
Field Name: Departure_Time
Description:

Select the page layout that should include this field. This field will be added as the last field in the first 2-column section of these page layouts. This field will not appear on any pages if you do not select a layout.

To change the location of this field on the page, you will need to customize the page layout.

[Page Layout Name](#)

[Right Layout](#)

[What's Next?](#) [Ask Sage & Help](#) [Create New Custom Field](#), or [Edit Record](#) if you are there.

[Previous](#) [Save & New](#) [Save](#) [Cancel](#)

The screenshot shows the Salesforce Lightning Experience interface. The top navigation bar includes tabs for Home, Charter, Campaigns, Leads, Accounts, Contacts, Opportunities, Forecasts, Comments, Orders, Cases, Relations, Products, Reports, Dashboards, Pages, Bookings, Cases, Passengers, and a search bar. The main content area is titled "Flight New Custom Field". It displays a "Flight Layout" section with "Display As" set to "Public" and "Field Name" as "Dept", with a note about it being a source field. Below this is a "Select this page layout that should include this field" section, which is currently empty. A note says "If you change the location of this field on the page, you will need to customize the page layout." At the bottom, there are buttons for "Previous", "Save & Back", "Save", and "Cancel".

The screenshot shows the Salesforce interface for creating a new relationship. The top navigation bar includes links for Home, Chatter, Campaigns, Leads, Accounts, Contacts, Opportunities, Potentials, Comments, Orders, Cases, Relations, Processes, Reports, Dashboards, Plugins, Bookings, Cases, Passengers, and Help. The main title is "New Relationship". A sidebar on the left contains sections for Administrator (Manage Org, Manage Users, Manage Apps, Manage Dashboards, External Profiles, Data Governance, Privacy Center, Security Events, Security Controls, System Management, Communication Templates, Translation Workbench), Build (Customer, Create, Develop, Lightning Bolt, Schema Editor, Lightning App Builder, Connected App Processor, Installed Packages, Package Usage, Application Marketplace), and Deploy (Deployment Status, Deployment Log). The main content area shows Step 2: Choose the related object, with "Relates to" set to "Flight".

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

- Page Layout:** The page layout is titled "New Relationship".
- Fields:** A single field "Flight" is listed with the following properties:
 - Field Label: Flight
 - Data Type: Lookup
 - Field Name: Flight
 - Description: (empty)
- Instructions:** A note states: "Select this page layout that you want to use for this. This will be used as the last field in the first 3 columns across all three page layouts. This field will not appear on any pages if you do not select a choice." It also says: "To change the location of this field on the page, you will need to customize the page layout."
- Buttons:** Two buttons are available:
 - [Save New Page Layout](#)
 - [Clear Layout](#)
- Page Navigation:** Buttons for "Previous", "Next", and "Cancel" are located at the bottom right.



[Home](#) > [Create](#) > [Customize](#) > [Fields](#) > [New Custom Field](#)

[New Custom Field](#)

[Administrator](#)

- [Sales Home](#)
- [Manage Events](#)
- [Manage Apps](#)
- [Manage Territories](#)
- [Company Profile](#)
- [Zone Configuration](#)
- [Privacy Center](#)
- [Security Controls](#)
- [Sandbox Management](#)
- [Communication Templates](#)
- [Forecast Workbench](#)
- [Data Management](#)
- [Mass Administration](#)
- [Desktop Administration](#)
- [Outlook Integration and Sync](#)
- [Email Administration](#)
- [Google App](#)
- [Analytics](#)
- [Help](#)
- [Sales Cloud Administration](#)

[Build](#)

- [Customize](#)
- [Create](#)
- [Develop](#)
- [Lightning Bolt](#)
- [Schema Builder](#)
- [Learning App Builder](#)
- [Carrot App Publisher](#)
- [Mobile Packages](#)
- [Kaufman Integrator](#)
- [AppExchange](#)
- [Apex Code](#)
- [Performance Workbench](#)

[Deploy](#)

- [Deployment Settings](#)
- [Deployment Status](#)

[Market](#)

- [System Overview](#)

[New Custom Field](#)

[Step 4: Add to page layout](#)

[Step 1 of 4](#)

Name:

Field Label: Phone

Data Type: Phone

Field Name: Phone

Description:

Select the page layout that should include this field. This field will be added as the last field in the first 3-column section of these page layouts. This field will not appear on any pages if you do not select a layout.

To change the location of this field on the page, you will need to customize the page layout.

[\[Page Layout Name\]](#)

[\[Create Layout\]](#)

Please finish, click Save & New to create more custom fields, or click Save if you are done.

[Previous](#) [Save & New](#) [Save](#) [Cancel](#)



[Home](#) > [Create](#) > [Customize](#) > [Fields](#) > [New Custom Field](#)

[New Custom Field](#)

[Administrator](#)

- [Sales Home](#)
- [Manage Events](#)
- [Manage Apps](#)
- [Manage Territories](#)
- [Company Profile](#)
- [Zone Configuration](#)
- [Privacy Center](#)
- [Security Controls](#)
- [Sandbox Management](#)
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- [Forecast Workbench](#)
- [Data Management](#)
- [Mass Administration](#)
- [Desktop Administration](#)
- [Outlook Integration and Sync](#)
- [Email Administration](#)
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- [Analytics](#)
- [Help](#)
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[Build](#)

- [Customize](#)
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- [Learning App Builder](#)
- [Carrot App Publisher](#)
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[New Custom Field](#)

[Step 4: Add to page layout](#)

[Step 1 of 4](#)

Name:

Field Label: Email

Data Type: Email

Field Name: Email

Description:

Select the page layout that should include this field. This field will be added as the last field in the first 3-column section of these page layouts. This field will not appear on any pages if you do not select a layout.

To change the location of this field on the page, you will need to customize the page layout.

[\[Page Layout Name\]](#)

[\[Create Layout\]](#)

Please finish, click Save & New to create more custom fields, or click Save if you are done.

[Previous](#) [Save & New](#) [Save](#) [Cancel](#)

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

Page Title: New Relationship

Section: Step 2: Define relationship fields

Fields:

- Field Label: Right
- Date Type: Listbox
- Field Name: Right
- Description: Specify the field that the selected list will have in all of the records associated with this parent.

Help Text: Select the page layout that should include this field. This field will be added as the last field in the first 3 columns position of these page layouts. This field will not appear on any pages if you do not select a layout.

Page Layouts: Addressed List, Page Layout Name, Page Layout

Notes: Appoint master list to receive existing parameter submissions.

Buttons: Previous, Back & Next, Save, Cancel

Left Sidebar: Shows sections for Administrator, Build, Deploy, and Monitor.

Header: Shows tabs like Home, Charts, Campaigns, Leads, Accounts, Contacts, Opportunities, Potentials, Comments, Orders, Cases, Relations, Processes, Reports, Dashboards, Pages, Bookings, Crews, Passengers, and more.

Page URL: explore-10771048fd4-dev-ed.my.salesforce.com

Salesforce Home | Dashboards | Passengers | Opportunities | Passengers | New Custom Field | Sales | Flash New Custom Field - Details | Create New Custom Field - Details

New Custom Field

Step 2: Define the page layout

Name:

Administrator:

- Passenger Events
- Manage Apps
- Manage Territories
- Company Profile
- Java Configuration
- Privacy Center
- Security Controls
- Session Management
- System Administration Tools
- Translation Workbench
- User Management
- Mass Administration
- Desktop Administration
- Outlook Integration and Sync
- Email Administration
- Mobile Apps
- Analytics
- Testsites
- Data Loss Prevention

Build:

- Customize
- Create
- Develop
- Lightning Bolt
- Schema Builder
- Managing App Builder
- Custom App Publisher
- Visualforce Components
- Apex Code
- Performance Monitoring

Deploy:

- Deployment Status
- Deployment Status

Market:

- Session Overrides

Field Label: Classification
Data Type: Text
Field Name: classification
Description:

Select the page layout that should include this field. This field will be added as the last field in the first 3-column section of this page layout. This field will not appear on any page if you do not select a layout.

To change the location of this field on the page, you will need to customize the page layout.

Passenger - Page Layout Name
 Create Layout

When finished, click Save & Next to create more custom fields, or click Save if you are done.

Previous | Back & Done | Save | Cancel | Save & Next

The screenshot shows the 'Flight Field Dependencies' page in the Salesforce interface. A single dependency record is listed: 'Departing Field' depends on 'Departure Date'. The 'Modified By' field shows 'SAKALA RAVINDRA REDDY' with a timestamp of '4/26/2018, 1:46 AM'. The left sidebar contains navigation links for Home, Charter, Campaigns, Leads, Accounts, Contacts, Opportunities, Potentials, Comments, Orders, Cases, Relations, Processes, Reports, Dashboards, Flights, Bookings, Crews, Passengers, and Administer, Build, Deploy, and Monitor sections.

The screenshot shows the 'Edit Field Dependency' page for the same dependency record. It includes fields for 'Incoming Field' (Departing Field) and 'Depends From' (Departure Date). The 'Relationship' section contains instructions for using checkboxes to include or exclude specific values from the dependent field. The 'Depends From' section displays a table with columns for 'Depends From' (Departure Date), 'Value' (Human, Manual, Serialized, Channel, Native), 'Results' (Same, Manual, Serialized, Channel, Native), and 'Actions' (Edit, Delete, Merge, Reschedule, Delete). The bottom of the page has buttons for 'Save', 'Cancel', and 'Process'.

Fields & Relationships					
	FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Page Layouts	Booking__c	Name	Auto Number		✓
Lightning Record Pages	Class	Class_c	Picklist		✗
Relationships, Links, and Actions	Created By	CreatedById	Lookup(User)		✗
Compact Layouts	Departs From	Departs_From__c	Picklist		✗
Field Sets	Departs To	Departs_To__c	Picklist		✗
Object Limits	Departure Date	Departure_Date__c	Date		✗
Record Types	Flight	Flight__c	Lookup(Flight)		✗
Related Lookup Filters	Last Modified By	LastModifiedById	Lookup(User)		✗
Search Layouts	Owner	Ownerid	Lookup(User/Group)		✓
List View Button Labels	Passenger Name	Passenger_Name__c	Lookup(Passenger)		✓
Validation Rules	Travelers	Travelers__c	Picklist		✗
Scoring Rules					
Object Access					
Triggers					
Flow Triggers					
Validation Rules					
Conditional Field Formatting					

Salesforce Module Guide Stack

Booking Field Dependencies

This page allows you to define dependencies between fields (e.g., dependent validation).

From	To	Dependent Field	Dependent Rule	Modified by
Departure Point	Departure Point	Departure Point	Departure To	REGULARMANECKHED, 02/06/2018, 1:47 AM

Field Dependencies

From: Departure Point
To: Departure Point

Modified by: REGULARMANECKHED, 02/06/2018, 1:47 AM

Home

- Administrator
- Business Processes
- Manage Apps
- Manage Territories
- Company Profile
- Zone Classification
- Privacy Center
- Security Controls
- Stream Management
- Customization Templates
- Transaction Workflows
- Item Management
- Mobile Administration
- Booking Administration
- Product Integration and Sync
- Global Configuration and Sync
- Cloud Information
- Google Apps
- Analytics
- Testbenches
- Data Load Administration

Build

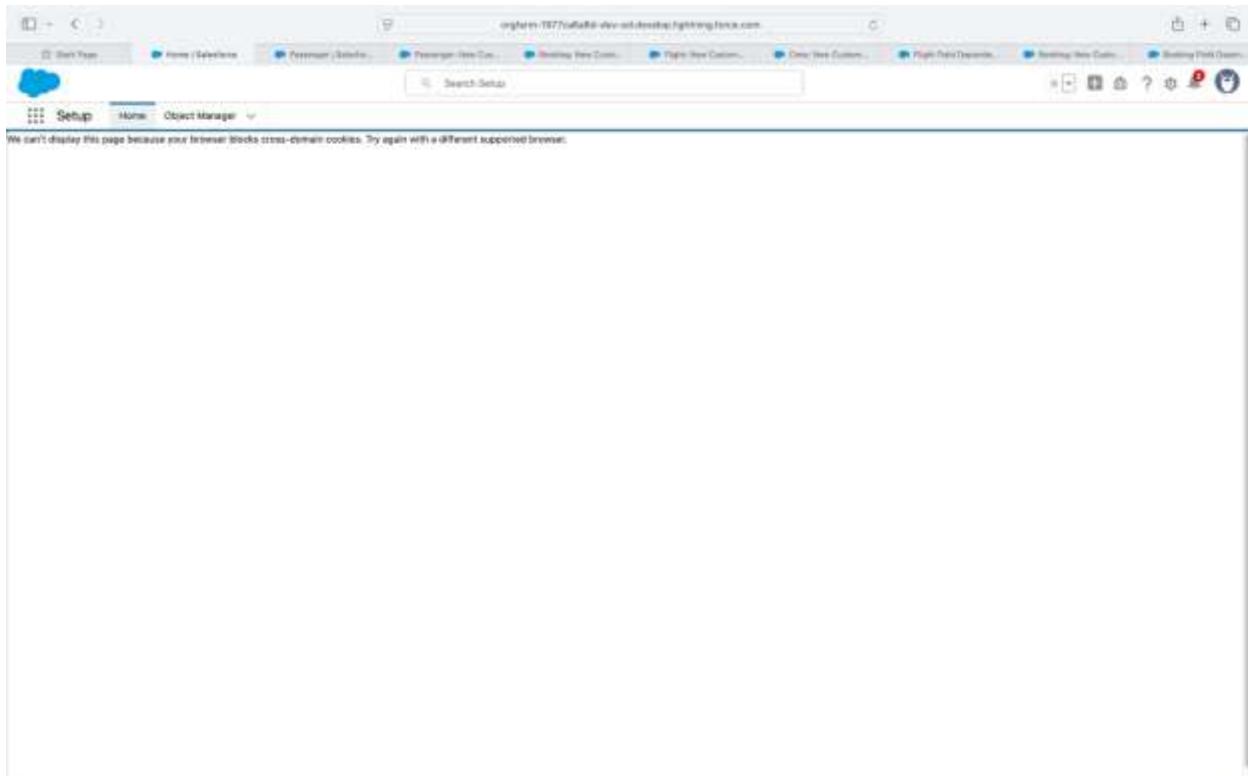
- Create
- Envelop
- Lightning Bolt
- Dynamic Picklist
- Advanced Record Splitter
- Custom App Previewer
- Updated Packager
- Report Cache
- ApexCommerce Marketplace

Deploy

- Deployment Settings
- Deployment Status

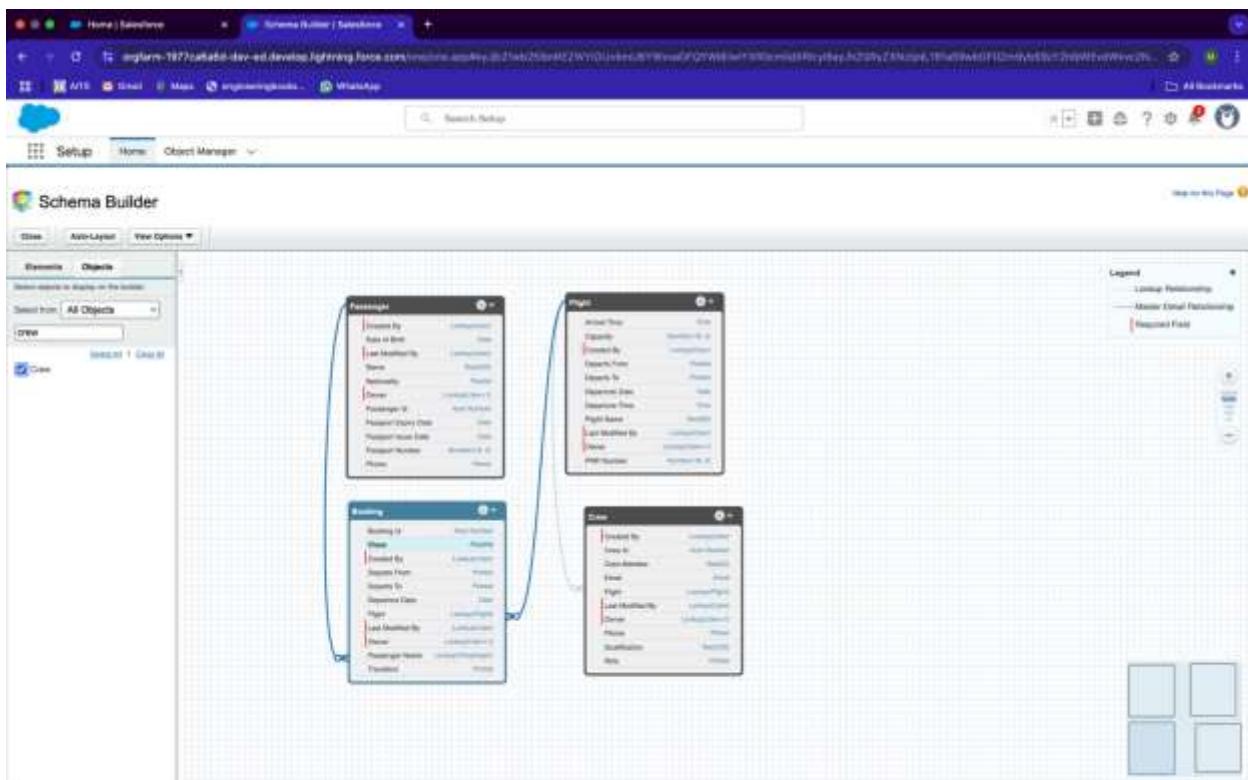
Migrated

- Session Overrides

A screenshot of the Schema Builder interface in Salesforce. The top navigation bar includes tabs for "Home", "Setup", "Object Manager", and "Search Setup". The main area is titled "Schema Builder" and contains a "Recommendation" card. The card displays the following fields and their descriptions:

Recommendation Label	TestLabel
Actions	TestAction
Description	TestDesc
Image	Unconnected File
Is Global Action	TestGlobal
Name	TestObj
Message Label	TestLabel

On the left side, there is a sidebar titled "Elements - Objects" with a list of various Salesforce objects, many of which have checkboxes next to them. A legend on the right side defines symbols for "Lookup Relationship", "Master-Detail Relationship", and "Resource Field". At the bottom right, there is a small preview of a map or graph visualization.



The screenshot shows the 'User Edit' page in Salesforce. The user being edited is 'David Webb'. The page includes sections for General Information, Billing Address, Mailing Address, Direct Sign On Information, Locale Settings, and a footer note about password and security settings.

Sales Cloud

Setup Home

Setup Home

Service Setup Assistant

Commerce Setup Assistant

Field Service Setup Home (Beta)

Hyperforce Assistant

Release Updates

Salesforce Mobile App

Lightning Usage

Optimizer

Sales Cloud Everywhere

ADMINISTRATION

Users

Site

Email

PLATFORM TOOLS

Subscription Management

App

Feature Settings

Stack

Data Cloud

Heroku

Mailsoft

Entitlement

Objects and Fields

Setup

Home

Data Cloud

Create

Watch Video: Let's Go

Most Recently Used

10 items

Name	Type	Object
Nagurny Manager Ready	User	
Departure	Custom Field Definition	Booking
Role	Custom Field Definition	Case
Qualification	Custom Field Definition	Case
Email	Custom Field Definition	Case
Phone	Custom Field Definition	Case
Crew Member	Custom Field Definition	Case
Flight	Custom Field Definition	Case
Arrival Time	Custom Field Definition	Flight

Airline Management

Flights

Recently Viewed

0 items - Updated a few seconds ago

Search...

New Import Change Owner Assign Label

Search results...

Nothing to see here

There's nothing in your list yet. Try adding a new record.

New Passenger

Information

Passenger ID: P-0001 Owner: NAULLURU MAHESH REDDY

Phone: 6305540482

Name: Aluru Onnath Reddy

Passport Number: 987654321

Passport Issue Date: 01/01/2022

Passport Expiry Date: 01/01/2032

Date of Birth: 01/01/1999

Nationality: India

Cancel **Save & New** **Save**

New Passenger

Information

Passenger ID: P-0001 Owner: NAULLURU MAHESH REDDY

Phone: 987654321

Name: Dega Venkatesh

Passport Number: 123456789

Passport Issue Date: 01/01/2022

Passport Expiry Date: 01/01/2033

Date of Birth: 01/01/2000

Nationality: India

Cancel **Save & New** **Save**

This screenshot shows the Passenger Details page for P-0002. The page includes fields for Passenger ID, Name, Phone, Home, Parent Name, Passport Number, Passport Issue Date, Passport Expiry Date, Date of Birth, Nationality, and Created By. The passenger's name is listed as NAIDULU MAHESH REDDY.

Field	Value
Passenger ID	P-0002
Name	NAIDULU MAHESH REDDY
Phone	(600) 504-0482
Home	Akru Ormath Reddy
Parent Name	
Passport Number	007654321
Passport Issue Date	1/1/2022
Passport Expiry Date	1/1/2032
Date of Birth	3/23/1999
Nationality	India
Created By	NAIDULU MAHESH REDDY - 8/26/2025, 4:32 AM

This screenshot shows the New Passenger dialog box. It contains fields for Passenger ID, Name, Phone, Home, Passport Number, Passport Issue Date, Passport Expiry Date, Date of Birth, and Nationality. The passenger's name is listed as NAIDULU MAHESH REDDY.

Field	Value
Passenger ID	P-0002
Name	NAIDULU MAHESH REDDY
Phone	+91 9990012345
Home	Akru Ormath Reddy
Passport Number	333444333
Passport Issue Date	1/1/2020
Passport Expiry Date	1/1/2030
Date of Birth	3/23/1999
Nationality	India

Screenshot of the Airline Management System showing the Details view for Flight FLT002.

Flight Details:

- Flight Name: FLT002
- Capacity: 200
- Departs From: Mumbai - Chhatrapati Shivaji Maharaj International Airport (BOM)
- Departs To: Bengaluru
- IATA Number: 1002
- Departure Date: 20/03/2024
- Departure Time: 09:00:00 AM
- Arrival Time: 11:45:00 AM
- Created By: NAIDULU MAHESH REDDY, 0/26/2025, 4:56 AM
- Owned By: NAIDULU MAHESH REDDY

A green banner at the top right indicates: "Flight 'FLT002' was created."

Screenshot of the Airline Management System showing the New Flight creation interface.

New Flight Information:

- Flight Name: FLT001
- Capacity: 193
- Departs From: Delhi - Indira Gandhi International Airport (DEL)
- Departs To: Mumbai
- IATA Number: 1001
- Departure Date: 21/03/2024
- Departure Time: 08:00 AM
- Arrival Time: 10:30 AM

The interface includes buttons for Save, Insert, Change Owner, and Average Load.

Flight FLT003 was created.

Related	Details
Flight Name	FLT003
Capacity	100
Departs From	Bengaluru - Kempegowda International Airport (BLR)
Departs To	Channel
Flight Number	1003
Departure Date	07/05/2024
Departure Time	7:30:00 AM
Arrival Time	9:50:00 AM
Created By	NADULURU MAHESH REDDY, 0/06/2025, 4:58 AM
Last Modified By	NADULURU MAHESH REDDY, 0/06/2025, 4:58 AM

ongforms-1077/callisto-air-and-tourism-lightning-service.com

21. Start Page Passengers Passenger No. Booking No. Right Name Create New C... Right Field C... Booking File Booking Fiel... Users / Sales All Library / S... C-0001 Or...

Q. Search...

AirLine Management... Flights Passengers Crew Bookings Reports Dashboards

Crew C-0002

✓ Crew "C-0002" was created.

New Contact Edit New Opportunity

Related Details

Crew #: C-0002 **User:** **NADULURU MAHESH REDDY**

Right: FL7097

Crew Member: Sreeta Reddy

Phone: +91 9012345678

Email: sreeta.reddy@airline.com

Qualification: B.Sc Aviation

Role: Co-Pilot

Created By: NADULURU MAHESH REDDY, 6/06/2026, 5:06 AM

Last Modified By: NADULURU MAHESH REDDY, 6/06/2026, 5:06 AM

ongforms-1077/callisto-air-and-tourism-lightning-service.com

21. Start Page Passengers Passenger No. Booking No. Right Name Create New C... Right Field C... Booking File Booking Fiel... Users / Sales All Library / S... C-0001 Or...

Q. Search...

AirLine Management... Flights Passengers Crew Bookings Reports Dashboards

Crew C-0003

✓ Crew "C-0003" was created.

New Contact Edit New Opportunity

Related Details

Crew #: C-0003 **User:** NADULURU MAHESH REDDY

Right: FL7098

Crew Member: Arun Mehta

Phone: +91 9123456789

Email: arun.mehta@airline.com

Qualification: Hotel Management

Role: On-Board Chef

Created By: NADULURU MAHESH REDDY, 6/06/2026, 5:08 AM

Last Modified By: NADULURU MAHESH REDDY, 6/06/2026, 5:08 AM

onherin-1877/callidio-view-and-develop-lightning-force.com

Home | All Pages | Home | Sales | Document | Passenger | Booking | Rights | Crew | Crew View C. | Right View C. | Booking Inv. | Booking Per. | User Status | All Library | C-0004 | On...

Related Details

Crew ID: C-0004

Name: NAULURU MAHESH REDDY

Flight: FLT002

crew Member: Priya Shah

Phone: +91 9888776655

Email: priya.shah@airline.com

Qualification: Cabin Crew Cert

Type: On-Board Chef

Created By: NAULURU MAHESH REDDY, 8/26/2025, 5:09 AM

Last Modified By: NAULURU MAHESH REDDY, 8/26/2025, 5:09 AM

onherin-1877/callidio-view-and-develop-lightning-force.com

Home | All Pages | Home | Sales | Document | Passenger | Booking | Rights | Crew | Crew View C. | Right View C. | Booking Inv. | Booking Per. | User Status | All Library | C-0001 | On...

Related Details

Crew ID: C-0001

Name: NAULURU MAHESH REDDY

Flight: FLT001

crew Member: Ravit Kumar

Phone: (887) 554-3210

Email: ravi.kumar@airline.com

Qualification: CPL

Type: Pilot

Created By: NAULURU MAHESH REDDY, 8/26/2025, 5:05 AM

Last Modified By: NAULURU MAHESH REDDY, 8/26/2025, 5:05 AM

OrionCRM-1877/CallRail-View-and-Develop-lightning-force.com

Booking BK-0002 was created.

View Contact Edit New Opportunity

Related Details

Booking ID	Bk-0002	Name	RAGULURU MAHESH REDDY
Departure Date	08/06/2026	Flight	FLT002
Passenger Name	P-0002	Departs From	Mumbai
Traveler	Adult	Departs To	Bengaluru
Class	Business	Created By	RAGULURU MAHESH REDDY, 8/06/2026, 6:16 AM

Last Modified By RAGULURU MAHESH REDDY, 8/06/2026, 6:16 AM

OrionCRM-1877/CallRail-View-and-Develop-lightning-force.com

Booking BK-0001 was created.

View Contact Edit New Opportunity

Related Details

Booking ID	Bk-0001	Name	RAGULURU MAHESH REDDY
Departure Date	07/06/2025	Flight	FLT001
Passenger Name	P-0001	Departs From	Delhi
Traveler	Adult	Departs To	Mumbai
Class	Economy	Created By	RAGULURU MAHESH REDDY, 8/06/2026, 6:13 AM

Last Modified By RAGULURU MAHESH REDDY, 8/06/2026, 6:13 AM

Screenshot of the AirLine Management system showing a booking detail view for Booking ID Bk-0005.

Booking Details:

- Booking ID:** Bk-0005
- Cover:** NADULURU MAHESH REDDY
- Flight:** FLT036
- Passenger Name:** P-0005
- Departs From:** Mumbai
- Traveler:** Child
- Class:** First Class
- Departs To:** Chennai
- Created By:** NADULURU MAHESH REDDY, 6/26/2025, 6:30 AM
- Last Modified By:** NADULURU MAHESH REDDY, 6/26/2025, 6:30 AM

A green banner at the top right indicates: "Booking 'Bk-0005' was created."

Screenshot of the AirLine Management system showing a booking detail view for Booking ID Bk-0004.

Booking Details:

- Booking ID:** Bk-0004
- Cover:** NADULURU MAHESH REDDY
- Flight:** FLT034
- Passenger Name:** P-0008
- Departs From:** Bengaluru
- Traveler:** ADULT
- Class:** Economy
- Departs To:** Chennai
- Created By:** NADULURU MAHESH REDDY, 6/26/2025, 6:36 AM
- Last Modified By:** NADULURU MAHESH REDDY, 6/26/2025, 6:36 AM

A green banner at the top right indicates: "Booking 'Bk-0004' was created."

A screenshot of a web-based application titled "Airline Management". The interface includes a top navigation bar with links for "Rights", "Passenger", "Crew", "Bookings", "Reports", and "Dashboards". A search bar and a toolbar with various icons are also present. The main content area displays a table titled "Bookings Recently Viewed". The table has a header row with columns for "Booking Id" and other details. Below the header, there are five rows of data, each representing a booking entry. The first four entries have small checkboxes next to them, while the fifth entry does not. The entries are numbered 1 through 5.

Booking Id
1 BH-0001
2 BH-0004
3 BH-0003
4 BH-0002
5 BH-0001

The screenshot shows the 'Crew' module of the AirLine Management software. The top navigation bar includes links for Rights, Passengers, Crew, Bookings, Reports, and Dashboards. A search bar is located at the top center. On the left, a sidebar titled 'Recently Viewed' lists items such as 'Crew Id', 'C-0002', 'C-0004', 'C-0003', 'C-0002', and 'C-0001'. The main content area displays a table with columns for 'Name', 'Status', and 'Actions'. The table has 10 rows, each representing a crew member with a unique ID and name.

Name	Status	Action
C-0001	Active	View
C-0002	Active	View
C-0003	Active	View
C-0004	Active	View
C-0005	Active	View
C-0006	Active	View
C-0007	Active	View
C-0008	Active	View
C-0009	Active	View

The screenshot shows the 'Passenger' module of the AirLine Management software. The top navigation bar includes links for Rights, Passengers, Crew, Bookings, Reports, and Dashboards. A search bar is located at the top center. On the left, a sidebar titled 'Recently Viewed' lists items such as 'Passenger Id', 'P-0008', 'P-0007', 'P-0006', 'P-0005', 'P-0004', 'P-0003', 'P-0002', and 'P-0001'. The main content area displays a table with columns for 'Name', 'Status', and 'Actions'. The table has 10 rows, each representing a passenger with a unique ID and name.

Name	Status	Action
P-0001	Active	View
P-0002	Active	View
P-0003	Active	View
P-0004	Active	View
P-0005	Active	View
P-0006	Active	View
P-0007	Active	View
P-0008	Active	View
P-0009	Active	View
P-0010	Active	View

A screenshot of the AirLine Management software interface. The top navigation bar includes links for Flights, Passengers, Crew, Bookings, Reports, and Dashboards. The main content area is titled "Recently Viewed" under the "Flights" category. It displays a list of 5 items, all updated a few seconds ago, with the first item selected. The list shows flight names: FLT005, FLT004, FLT003, FLT002, and FLT001. The interface features a search bar at the top right and a toolbar with various icons.

Flight Name
1 □ FLT005
2 □ FLT004
3 □ FLT003
4 □ FLT002
5 □ FLT001

A screenshot of the AirLine Management software interface, identical in layout to the previous one but with a different category selected. The main content area is titled "Recently Viewed" under the "Bookings" category. It displays a list of 5 items, all updated a few seconds ago, with the first item selected. The list shows booking IDs: BK-0005, BK-0004, BK-0003, BK-0002, and BK-0001. The interface features a search bar at the top right and a toolbar with various icons.

Booking ID
1 □ BK-0005
2 □ BK-0004
3 □ BK-0003
4 □ BK-0002
5 □ BK-0001

The screenshot shows the Salesforce Developer Edition interface with the following details:

- Header:** The top navigation bar includes tabs for Home, Data, Settings, Analytics, Products, Reports, Dashboards, Help, Analytics, Data, and Navigation.
- Sidebar:** On the left, there is a sidebar titled "Salesforce Profiles" containing a list of profiles with their descriptions:
 - System Profiles:
 - Standard Profiles
 - System Administrator
 - System Manager
 - System Monitor
 - System Auditor
 - System API User
 - System Sync User
 - System Sync Manager
 - System Sync Auditor
 - System Sync API User
 - Custom Profiles
 - Profile Groups
 - Profile Roles
 - Profile Policies
- Content Area:** The main content area displays several sections of the permission matrix:
 - Object Permissions:** Shows permissions for various objects across profiles like System Administrator, System Manager, and Standard Profiles.
 - Record Type Permissions:** Shows permissions for Record Types across profiles.
 - Profile Object Permissions:** Shows detailed permissions for specific objects and record types assigned to profiles.
- Bottom Bar:** The footer includes links for Data, Dashboards, and Analytics.

Salesforce Home | My Profile | Dashboards

Role Edit - New Role

Role Edit

Name: Management Admin

Administrator: Management Admin

This role reports to: None

Role access on Opportunity object: Management Admin

Save | Save & Next | Cancel

Salesforce Mobile Quick Start

Home | Chart | Campaigns | Leads | Accounts | Contacts | Opportunities | Forecasts | Comments | Orders | Cases | Relations | Products | Reports | Dashboards | Flights | Bookings | Crew | Passengers | 4

Help on this page

Role

- Permission Sets
- Permission Set Groups
- User Management Settings
- Profiles
- Public Groups
- Quotas
- Login History
- Identity Provider (Guest LUs)
- Identity Verification (Guests)

Management Admin

- Manage Apps
- Manage Territories
- Manage Profiles
- Manage Account
- Manage Contact
- Manage Lead
- Manage Case
- Manage Work
- Manage Task
- Manage Event
- Manage Assignment
- Manage Relationship
- Manage Integration and Sync
- Guest Integration and Sync
- Guest Administration
- Single App
- Analytics
- Tables
- Data.com Administration

Build

- Components
- Create
- Dev
- Deploy
- Upgrading Body
- Scratch Button
- Customizing App Builder

Salesforce Home | My Profile | Dashboards

Role Detail - Crew Member

Role Detail

Name: Crew Member

Administrator: Management Admin

This role reports to: Management Admin

Opportunity Access: Opportunity Access: MAXIMUM NUMBER OF RECORDS: 100000, TIME LIMIT: 7:45 AM

Case Access: Users in this role can edit all opportunities associated with accounts that they own, regardless of who owns the opportunity.

Role Access on Object(s) in Report: Crew Member

Sharing Through: Role, Standard, Internal, Subordinates

Users in Crew Member Role

No records to display

Add User to Role | New User

Help on this page

Salesforce Mobile Quick Start

Home | Chart | Campaigns | Leads | Accounts | Contacts | Opportunities | Forecasts | Comments | Orders | Cases | Relations | Products | Reports | Dashboards | Flights | Bookings | Crew | Passengers | 4

Help on this page

Role

- Permission Sets
- Permission Set Groups
- User Management Settings
- Profiles
- Public Groups
- Quotas
- Login History
- Identity Provider (Guest LUs)
- Identity Verification (Guests)

Management Admin

- Manage Apps
- Manage Territories
- Manage Profiles
- Manage Account
- Manage Contact
- Manage Lead
- Manage Case
- Manage Work
- Manage Task
- Manage Event
- Manage Assignment
- Manage Relationship
- Manage Integration and Sync
- Guest Integration and Sync
- Guest Administration
- Single App
- Analytics
- Tables
- Data.com Administration

Build

- Components
- Create
- Dev
- Deploy
- Upgrading Body
- Scratch Button
- Customizing App Builder

Salesforce Home | My Pages | Dashboards | Reports | Activities | Opportunities | Forecasts | Comments | Orders | Cases | Relations | Products | Reports | Dashboards | Projects | Bookings | Crews | Passengers | 4

My Profile | Logout

Management Admin

Review is the list of users assigned to this role. Click Edit to modify the role name. Click Assign Users to Role to assign existing users to this role. Click New User to create a user for this role.

Hierarchy: **Administrator** > **Institute of Technology and Science** > **CEO** > **Role** > **Management Admin**

[View in New Page](#)

Role Detail		Users in Management Admin Role	
Label	Management Admin	User Name	Management Admin
This role reports to	Business Admin	Role Name	Management Admin
Created By	SAJALIURU@INSTITUTEOFTECHNOLOGYANDSCIENCE.COM/SAJALIURU	Sharing Through	Business Admin
Opportunity Access	Users in this role can edit all opportunities associated with accounts that they own, regardless of who owns the opportunity.	Role Name on Deployment	Management Admin
Case Access	Users in this role can edit all cases associated with accounts that they own, regardless of who owns the case.	Sharing Through	Business Admin

[Assign Users to Role](#) | [New User](#)

[View in New Page](#)

Users In Management Admin Role

No records to display

[Assign Users to Role](#) | [New User](#)

[View in New Page](#)

Salesforce Home | My Pages | Dashboards | Reports | Activities | Opportunities | Forecasts | Comments | Orders | Cases | Relations | Products | Reports | Dashboards | Projects | Bookings | Crews | Passengers | 4

My Profile | Logout

General Admin

Review is the list of users assigned to this role. Click Edit to modify the role name. Click Assign Users to Role to assign existing users to this role. Click New User to create a user for this role.

Hierarchy: **Administrator** > **Institute of Technology and Science** > **CEO** > **Role** > **General Admin**

[View in New Page](#)

Role Detail		Users in General Admin Role	
Label	General Admin	User Name	General Admin
This role reports to	Business Admin	Role Name	General Admin
Created By	SAJALIURU@INSTITUTEOFTECHNOLOGYANDSCIENCE.COM/SAJALIURU	Sharing Through	Business Admin
Opportunity Access	Users in this role can edit all opportunities associated with accounts that they own, regardless of who owns the opportunity.	Role Name on Deployment	General Admin
Case Access	Users in this role can edit all cases associated with accounts that they own, regardless of who owns the case.	Sharing Through	Business Admin

[Assign Users to Role](#) | [New User](#)

[View in New Page](#)

Users In General Admin Role

No records to display

[Assign Users to Role](#) | [New User](#)

[View in New Page](#)

Salesforce Home | My Pages | Dashboards | Reports | Activities | Leads | Accounts | Contacts | Opportunities | Forecasts | Comments | Orders | Cases | Relations | Products | Reports | Dashboards | My Pages | Bookmarks | Close | Passengers | 4

Senior Admin

Review is the list of users assigned to this role. Click Edit to modify the role name. Click Assign Users to Role to assign existing users to this role. Click New User to create a user for this role.

University-Accredited Institute of Technology and Sciences (UAT) - Senior Admin
Manager (UAT) John A. DeGrazia (UAT) Customer Service & Support (UAT) Human Resources (UAT)

Users in Senior Admin Role (0)

Role Detail

	Label	Value	Action
This role includes	Role	Senior Admin	Edit Remove
Assigned By	Created By	John A. DeGrazia (UAT) 09/07/2015, 7:41 AM	
Department Access			
Case Access			

Role Name: Senior Admin
Sharing Owner: John A. DeGrazia (UAT)
Role: Standard Internal Subordinates

Users in Senior Admin Role (0)

No records to display

Assign Users to Role | New User | Close in Window | Admin Help

Administrator

- Review (Current)
- Manage Users
- Users
- Mass Email Users
- Role
 - Assignment Details
 - Assignment Log Details
 - User Management Settings
 - Profile
 - Public Groups
 - Groups
 - Login History
 - Identity Provider (Guest Log)
 - Identity Invitations (Guest)
- Manage App
- Manage Territories
- Manage Profiles
- Manage Permissions
- Manage Quotas
- Manage Licenses
- Manage Applications
- Manage Administrators
- Manage Authentication
- Database Integration and Sync
- Guest Integration and Sync
- Guest Administration
 - Single Apps
 - Portals
 - Topics
 - Mobile
- Data Com Administration

Build

- Components
- Pages
- Events
- Reporting
- Learning Body
- Service Worker
- Customizing App Router

New User

User Edit

General Information

First Name:	Mahe
Last Name:	Reddy
Email:	mahereddy@gmail.com
Address:	mahereddy@gmail.com
Phone:	+919845678900
Department:	Division
Role:	General Admin
User License:	Salesforce Platform
Profile:	General Admin
Action:	Marketing User
Marketing User:	Office User
Knowledge User:	Power User
Cloud User:	Service Agent User
Mobile Platform User:	Mobile User
WCC User:	Guest User
Object Level Security:	Standard Object Level
Accountability Model (Create Only):	High-Guaranteed Fields on Create
User Lightning Page (With Scrolling):	Using Mode
User Access Mode:	Single
Experience UI (Custom User):	Salesforce CRM Contact Record Views
Source Salesforce CRM Contact Record Views as Only Option:	Source Salesforce CRM Contact Record Views as Only Option
User Personalizing:	On WCC Options
Call Center:	None
Phone:	None
Address:	None
Fax:	None
Mobile:	None
Work:	None
Email:	None
Employee Number:	Employee 0123456789
Address:	None

Mailing Address

Country: India

State: None

User Mahesh Reddy

User Detail

Name:	Mahe Reddy
Alias:	mahe
Email:	mahereddy@gmail.com
Phone:	+919845678900
Address:	mahereddy@gmail.com
Department:	Division
Time Zone:	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)
Locale:	English (United States)
Language:	English
Delegated Approval:	Org A am an approver
Has Delegation: Non-Vice Approved Administrator:	Non-Vice Approved Administrator
Has Delegation: Vice Approved Administrator:	Vice Approved Administrator
Has Delegation: Executive Administrator:	Executive Administrator
Security Key (GID or Webhook):	Lightning Logon
Temporary Session Token (Expires In 1 to 24 Hours):	Expires 17:00
Role:	General Admin
User License:	Salesforce Platform
Profile:	General Admin
Action:	Marketing User
Marketing User:	Office User
Knowledge User:	Power User
Cloud User:	Service Agent User
Mobile Platform User:	Mobile User
WCC User:	Guest User
Object Level Security:	Standard Object Level
Accountability Model (Create Only):	High-Guaranteed Fields on Create
User Lightning Page (With Scrolling):	Using Mode
User Access Mode:	Single
Experience UI (Custom User):	Salesforce CRM Contact Record Views
Source Salesforce CRM Contact Record Views as Only Option:	Source Salesforce CRM Contact Record Views as Only Option
User Personalizing:	On WCC Options
Call Center:	None
Phone:	None
Address:	None
Fax:	None
Mobile:	None
Work:	None
Email:	None
Employee Number:	Employee 0123456789
Address:	None

Created By: MAHESH REDDY, 09/09/2023, 09:01 AM

Edited By: MAHESH REDDY, 09/09/2023, 09:01 AM

Crew with Flight

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

Crew Crew ID	Flight Flight Number	Crew Member	Flight Departs From	Flight Departs To	Flight Departure Date	Phone	Qualification
C-0000	FJ7001	Sneha Radhy	Dibrugarh - India Gauhati International Airport (GIA)	Mumbai	1/6/2024	+91 9876543210	B.Su Aviation
C-0001	FJ7001	Ravi Kumar	Dibrugarh - India Gauhati International Airport (GIA)	Mumbai	1/6/2024	+91 9876543210	CPL
C-0000	FJ7001	Arun Mehta	Bangalore - India Kempegowda International Airport (BLR)	Chennai	1/7/2024	+91 9123456789	Hotel Management
C-0004	FJ7002	Praveen Shah	Mumbai - India Chhatrapati Shivaji Maharaj International Airport (BOM)	Bengaluru	1/6/2024	+91 9888776655	Cabin Crew Cert
C-0005	FJ7002	DEEPA VENKATESWARA	Kolkata - India Subhash Chandra Bose International Airport (CCB)	Chennai	1/6/2024	+91 8888776655	CPL

Bookings with Flight Report

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

Passenger ID	Flight Flight Number	Booking Booking ID	Flight Flight Number	Departure From	Arrives To	Passenger Name	Flight Capacity	Flight Actual Time	Class
ADL-01	I-AIR-00-0001	FJ7001	I-AIR-00-0001	Delhi	Mumbai	P-0001	100	10:00 AM	Y
				Mumbai	Delhi	P-0002	100	11:00 AM	Y

Save Report

Report name: Bookings with Flight Details

Report Unique Name: New_Bookings_with_Flight_Report_109

Report Description:

Folder: Private Reports

Cancel **Save**

Salesforce Lightning Experience - https://1877infinity-dev-ed.lightning.force.com

Records Viewed (1000) | Pages | Salesforce | Records Viewed (1000) | Pages | Salesforce | Users | Salesforce | Record Studio (Salesforce) | Salesforce / Developer Edition | View Page

Report Studio | Airline Management | Rights | Passengers | Cross | Bookings | Reports | Dashboards

REPORTS New Bookings with Passenger Name Report Bookings with Passenger Name

Fields Outlines Filters 1

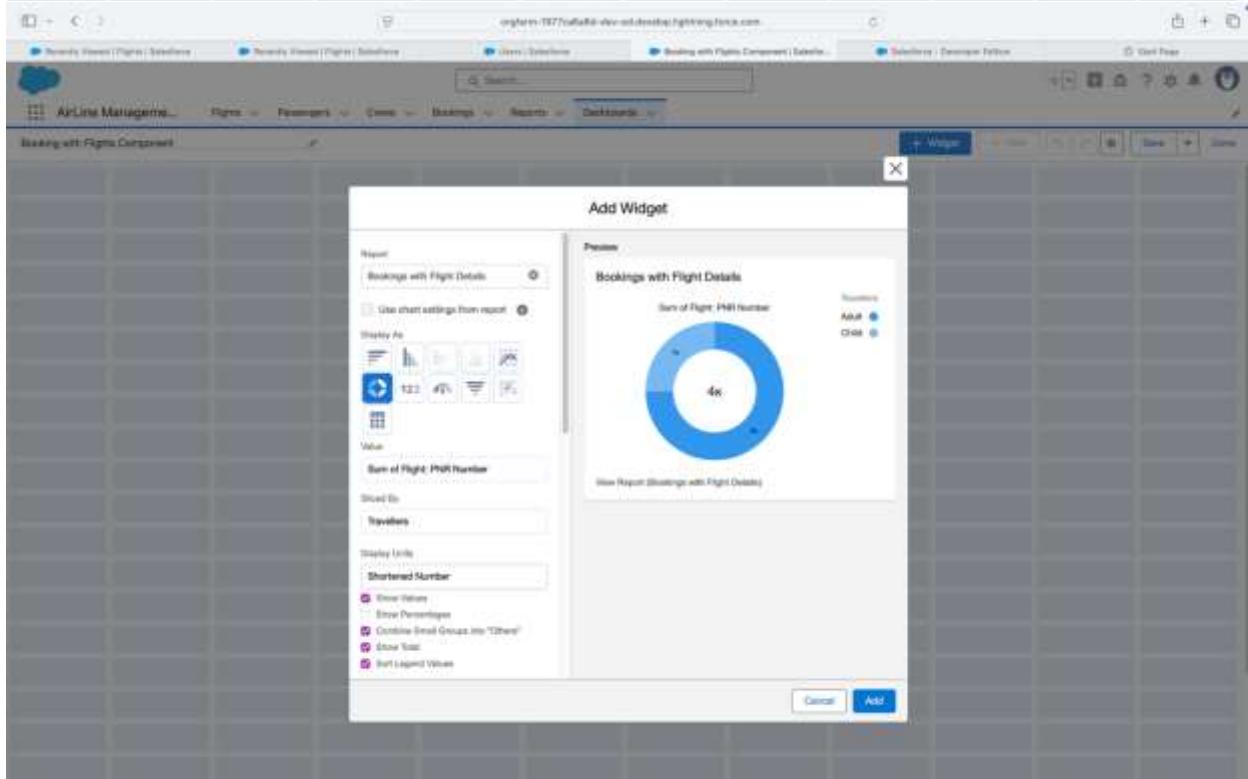
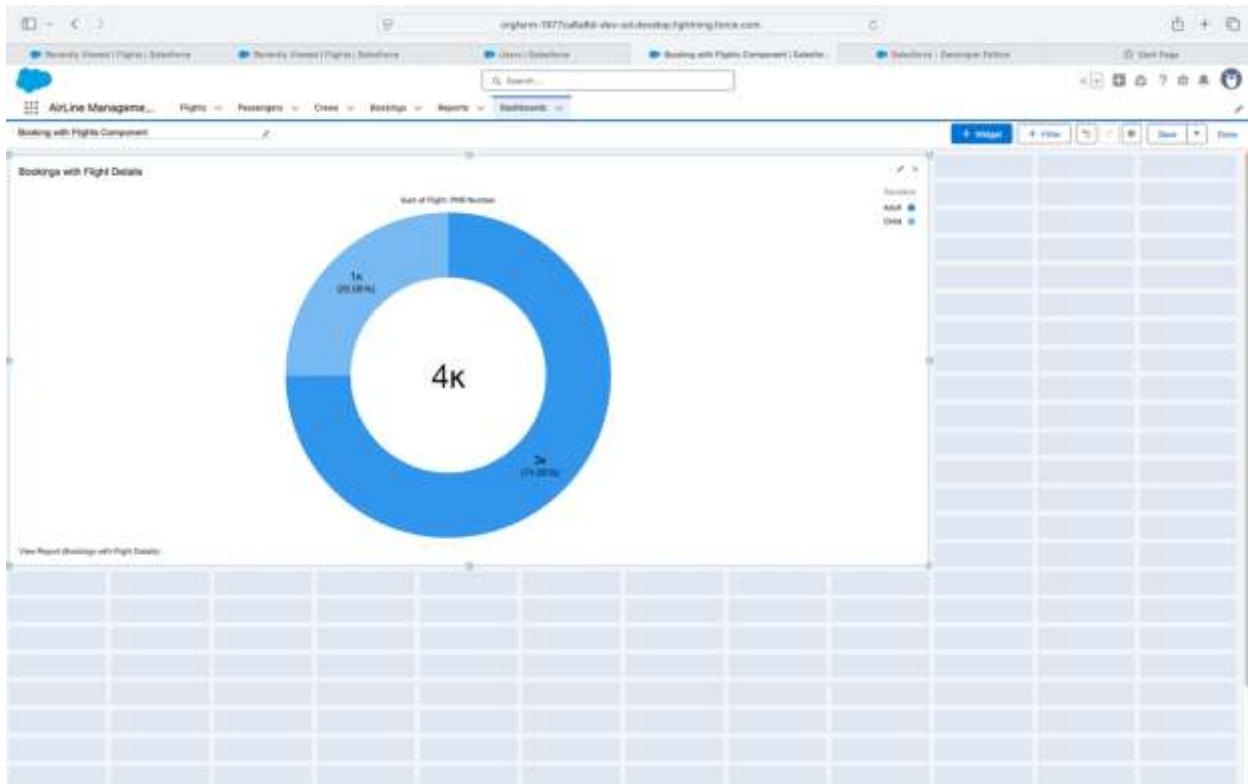
Reviewing a limited number of records. Run the report to see everything.

Traveler	Passenger Name/Passenger ID	Departs From	Departs To	Departure Date	Class
Adult (0)	P-001	Dallas	Montreal	5/1/2025	Economy
	P-002	Montreal	Moscow	5/2/2025	Business
	P-003	Moscow	Chicago	5/3/2025	Economy
	P-004	Moscow	Chicago	5/4/2025	Economy
Child (0)	P-005	Montreal	Chicago	5/5/2025	First Class
Total (0)					

Update Preview Automatically

Report Builder

Row Counts Total Rows Summary Grand Total



New Crews with Flight Report				
Crew-CrewId	Flight-Flight Number	Crew-Member	Flight-Departure Point	Flight-Despatch To
1-0001	AI0001	Sudhakar	Delhi - Indira Gandhi International Airport (DEL)	Mumbai
1-0002	AI0002	Sudhakar	Delhi - Indira Gandhi International Airport (DEL)	Mumbai
1-0003	AI0003	Amit-Mitra	Mangalore - Kempegowda International Airport (BLR)	Chennai
1-0004	AI0004	Pavan-Shetti	Mumbai - Chhatrapati Shivaji International Airport (MUM)	Sampath
1-0005	AI0005	SUDHAKAR-KYC	Kolkata - Netaji Subhash Chandra Bose International Airport (CCU)	Chennai

New Bookings with Passenger Name Report

Record Count

View Report (New Bookings with Passenger Name Report)

File -> Edit -> Debug -> Test -> Webpage -> Help -> < -

PhnValid_PassengerObj_1.java

Data Source: None -> API Version: 44 ->

```

1 * public class PhnValid_PassengerObj_1 {
2 *     public static void valMethod(List<Passenger__c> newPass) {
3 *         for(Passenger__c p : newPass) {
4 *             if(p.Phone__c == null) {
5 *                 p.Phone__c.addError('Please enter phone number')
6 *             }
7 *         }
8 *     }
9 * }

```

User Application Operator Time Status Result Size

RAJALIJIU MARSH REEDY Unnamed DevCommunity/44/testing@realestate.com 10/10/2015, 0:36:44 AM Success Unset 4.52 kB

File -> Click here to filter the log file

File -> Edit -> Debug -> Test -> Webpage -> Help -> < -

PhnValid_PassengerObj_1.java

Data Source: None -> API Version: 44 ->

```

1 * public class PhnValid_PassengerObj_1 {
2 *     public static void valMethod(List<Passenger__c> newPass) {
3 *         for(Passenger__c p : newPass) {
4 *             if(p.Phone__c == null) {
5 *                 p.Phone__c.addError('Please enter phone number')
6 *             }
7 *         }
8 *     }
9 * }

```

User Application Operator Time Status Result Size

RAJALIJIU MARSH REEDY Unnamed DevCommunity/44/testing@realestate.com 10/10/2015, 0:36:44 AM Success Unset 4.52 kB

User Tools Workspaces Open Editor View Mode Progress Products

Has Finished Runs: Create A Deployment

Run#	Run#	Order	Description	Start	End	Duration (sec)	Header	Apex	Time	Deploy
0	-1	4	Creating instance of ApexComponent for component+Log@00000000000000000000000000000000	9:36:25	9:36:25	442				
1	-2	3	Getting deployment for id+Log@00000000000000000000000000000000	9:36:25	9:36:25	0				
2	-4	4	Creating deployment for component+Log@00000000000000000000000000000000	9:36:22	9:36:22	0				
3	-5	4	Creating or updating consumerHeader for component+Log@00000000000000000000000000000000	9:36:22	9:36:22	0				
4	0	3	Getting instance of ApexComponent for component+Log@00000000000000000000000000000000	9:36:40	9:36:40	0				
5	-6	3	Getting deployment for id+Log@00000000000000000000000000000000	9:36:40	9:36:40	0				
6	-6	1	Creating deployment for component+Log@00000000000000000000000000000000	9:36:44	9:36:44	0				
7	0	6	Removing HessdalaConsumer for workspace Log@00000000000000000000000000000000	9:36:44	9:36:44	0				

The screenshot shows the Salesforce IDE interface. At the top is the trigger code for the `Passenger__c` object:trigger PhnValidTrigger on Passenger__c (before insert) {
 if(Trigger.isBefore && Trigger.isInsert){
 PhnValid_PassengerObj__l.valMethod(Trigger.new);
 }
}

Below the code is the Log tab of the log viewer, which is currently empty.

The screenshot shows the Salesforce IDE interface. At the top is the trigger code for the `Passenger__c` object:trigger PhnValidTrigger on Passenger__c (before insert) {
 if(Trigger.isBefore && Trigger.isInsert){
 PhnValid_PassengerObj__l.valMethod(Trigger.new);
 }
}

In the center is an **Enter Apex Code** dialog box containing the following Apex code:1. Passenger__c p = new Passenger__c(Name='Trigger Test');
2. insert p;

At the bottom is the Log tab of the log viewer, which is currently empty.

File -> Edit -> Debug -> Test -> Workspace -> Help -> < -

PassengerTest

Data Source: Name = API Version: 44.0

```
trigger PhnValidTrigger on Passenger__c (before insert) {
    if(Trigger.isBefore && Trigger.isInsert){
        PhnValid_PassengerObj__l.valMethod(Trigger.new);
    }
}
```

Logs

ID	Type	Timestamp	Application	Operator	Time	Status	Read	Size
1	INFO	2023-02-01 09:46:41 PM	System	SystemUser/64.0TestingInvoices	2023-02-01 09:46:41 PM	Success	Overall	0.22 KB

Filer: Click here to filter the log list

File -> Edit -> Debug -> Test -> Workspace -> Help -> < -

PassengerTest

Data Source: Name = API Version: 44.0

```
trigger PhnValidTrigger on Passenger__c (before insert) {
    if(Trigger.isBefore && Trigger.isInsert){
        PhnValid_PassengerObj__l.valMethod(Trigger.new);
    }
}
```

Logs

ID	Step	Order	Description	Start	End	Duration (inc. Header/Dir)	Apex Error	Debug
1	-1	6	Getting instance of Apex triggerHeader for containerId:Log:00000000000000000000000000000000	9:42:11	9:42:31	400		
2	-1	5	Getting statement for id:Log:00000000000000000000000000000000	9:42:20	9:42:31	100		
3	-1	4	Creating deployment for containerId:Log:00000000000000000000000000000000	9:42:17	9:42:19	200		
4	-1	4	Creating or updating containerHeader for containerId:Log:00000000000000000000000000000000	9:42:17	9:42:17	0		
5	0	3	Getting instance of Apex triggerHeader for containerId:Log:00000000000000000000000000000000	9:42:09	9:42:09	400		
6	-1	3	Getting statement for id:Log:00000000000000000000000000000000	9:42:09	9:42:09	0		
7	-1	2	Creating deployment for containerId:Log:00000000000000000000000000000000	9:42:05	9:42:06	100		
8	-1	1	Creating or updating containerHeader for containerId:Log:00000000000000000000000000000000	9:42:05	9:42:05	0		
9	-1	0	Finishing MetadataContainer for workspace Log:0000000000000000	9:42:03	9:42:32	250		

File Edit Debug Test Window Help

PhnValid_TestClass.apex

Data Coverage: None - API Version: 44.0

```

1 *!@test
2 * public class PhnValid_TestClass {
3     @isTest
4     * public static void testClass() {
5         List<Passenger__c> varlis = new List<Passenger__c>();
6
7         Passenger__c var = new Passenger__c();
8         // Not assigning Phone__c to trigger validation
9         varlis.add(var);
10
11        try {
12            insert varlis;
13        } catch (DmlException e) {
14            System.debug('Expected validation error: ' + e.getMessage());
15        }
16
17        // Call class method directly (optional coverage)
18        PhnValid_PassengerObj__t.valMethod(varlis);
19    }
20 }
```

Logs Help Checkpoints Open Editor View Stack Progress Problems

User Application Description Time Date Test Size

Filter: Click here to filter the log list

File Edit Debug Test Window Help

PhnValid_TestClass.apex

Data Coverage: None - API Version: 44.0

```

1 *!@test
2 * public class PhnValid_TestClass {
3     @isTest
4     * public static void testClass() {
5         List<Passenger__c> varlis = new List<Passenger__c>();
6
7         Passenger__c var = new Passenger__c();
8         // Not assigning Phone__c to trigger validation
9         varlis.add(var);
10
11        try {
12            insert varlis;
13        } catch (DmlException e) {
14            System.debug('Expected validation error: ' + e.getMessage());
15        }
16
17        // Call class method directly (optional coverage)
18        PhnValid_PassengerObj__t.valMethod(varlis);
19    }
20 }
```

Logs **Tests** Checkpoints Open Editor View Stack Progress Problems

Status	Test Suite	Test	Requested Time	Duration	Failure	Total	Overall Code Coverage
Success	✓	TestSuite @ 9:14:41 pm			0	1	Overall: 66%
							PhnValid_PassengerObj__t: 5% 0/6
							PhnValid_PassengerObj__t: 100% 6/6
							PhnValid_PassengerObj__t: 100% 1/1

The screenshot shows the Salesforce Flows page. On the left, there's a sidebar with 'Process Automation' expanded, showing 'Views' (selected), 'Identity', and 'Login Flows'. A note says 'Didn't find what you're looking for? Try using Global Search.' The main area has a title 'Try the Automation Lightning App!' with a note: 'These new features are available only in the Automation Lightning App: Search for automations, Sort your list views with more options, Organize your automations with categories and subcategories. If you don't see the app in the App Launcher, check that Enable the Automation Lightning App is selected in Process Automation Settings.' Below is a 'Flow Definitions' section with a 'All Flows' dropdown. A table lists 30+ flows, each with a preview icon, name, process type, active status, template, package state, and last modified date.

Flow Label	Process Type	Active	Template	Package State	Last Modified
Add or Modify Service Appointment Attendee	Salesforce Scheduler Flow	Yes	No	Managed-Installed	2023-09-12
Approve Workflow Evaluate Approval Requests	Screen Flow	Yes	Yes	Managed-Installed	2023-09-12
Approve Workflow: Process Approved Submission	Screen Flow	Yes	Yes	Managed-Installed	2023-09-12
Authentication Provider User Registration	Identity User Registration Flow	No	Yes	Managed-Installed	2023-09-12
Batch Approval Request	Flow Orchestration for CMS	Yes	Yes	Managed-Installed	2023-09-12
Batch Appointment from Invitation	Salesforce Scheduler Flow	Yes	Yes	Managed-Installed	2023-09-12
Cancel Event Flow	Screen Flow	Yes	Yes	Managed-Installed	2023-09-12
Change Case Owner to Incident Owner	Screen Flow	Yes	Yes	Managed-Installed	2023-09-12
Chats Resolved in Agents and Queues	Omni Channel Flow	Yes	Yes	Managed-Installed	2023-09-12
Chats Resolved to Agents with the Right Status	Omni Channel Flow	Yes	Yes	Managed-Installed	2023-09-12
Check Flow API Name	Autolaunched Flow	No	No	Managed-Installed	2023-09-12
Check Service Plan Eligibility	Autolaunched Flow	No	No	Managed-Installed	2023-09-12
Close Change Request & Related Issues	Screen Flow	No	Yes	Managed-Installed	2023-09-12
CMS: Check Whether An Item Is Completed	Validation Flow	Yes	Yes	Managed-Installed	2023-09-12

The screenshot shows the 'New Automation' builder interface. At the top, it says 'Get Started with Automations: Select a category, flow type, use search, or let Einstein build an automation for you.' There's a search bar and a 'View All' button. Below are four categories: 'Triggered' (Automations launched by records and events), 'Scheduled' (Flow-based automations that launch at a specific time or frequency), 'Screen' (Interface-driven automations that guide users through business processes), and 'Autolaunched' (Automations that automatically launch when invoked by APIs, templates, processes, conditions, or something...). Under 'Frequently Used', there are four flow types: 'Record-Triggered Flow' (Launches when a record is created, updated, or deleted. This autolaunched flow runs in the background.), 'Screen Flow' (Runs once through a business process that's launched from Lightning Pages, Experience Cloud sites, quick..., View All), 'Schedule/Triggered Flow' (Launches at a specified time and frequency for each record in a batch. This autolaunched flow runs in the..., View All), and 'Autolaunched Flow (No Trigger)' (Launches when invoked by APIs, processes, REST API, and more. This autolaunched flow runs in the..., View All).

New Automation

Screen Automations Showing 38 of 68 results

Filter by Trigger Scheduled Screen AutoLaunched

Search automations...

Types (5)

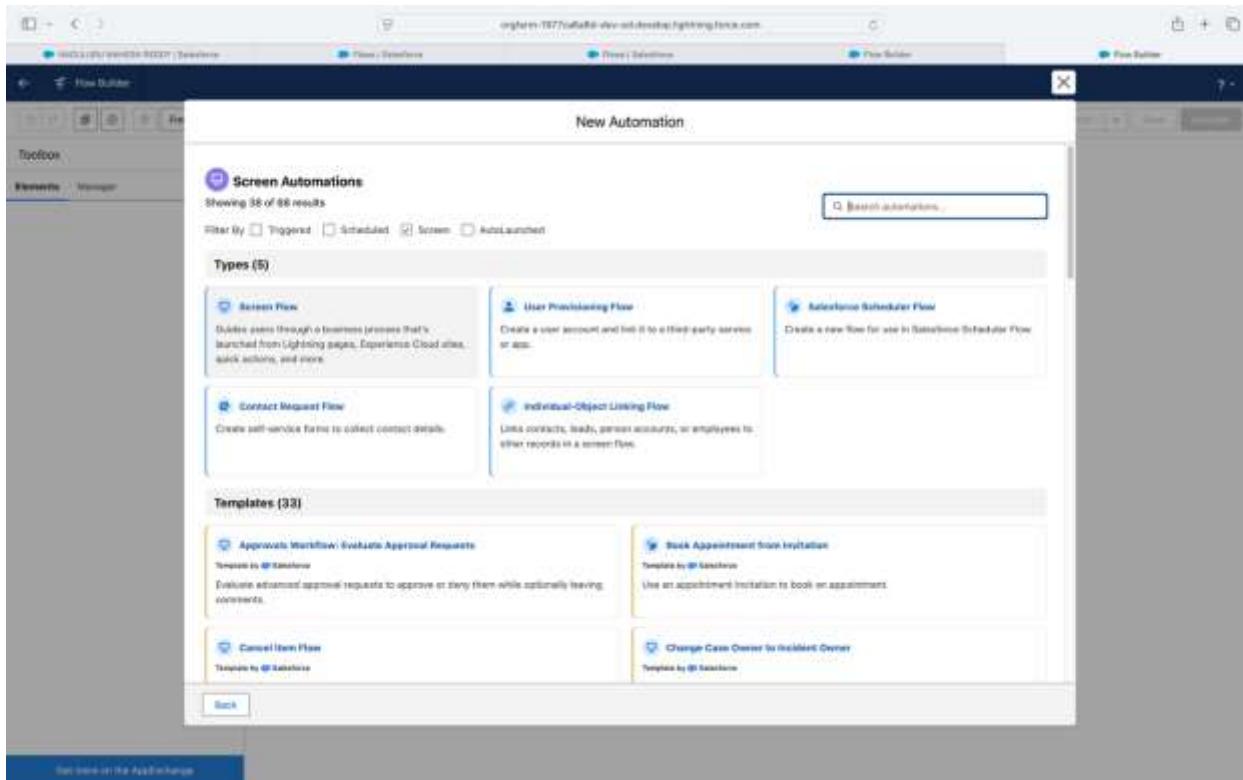
- Screen Flow: Drives users through a business process that's launched from Lightning pages, Experience Cloud sites, quick actions, and more.
- User Provisioning Flow: Create a user account and link it to other-party services or apps.
- Automation Scheduler Flow: Create a new flow for use in Salesforce Scheduler Flow.
- Contact Request Flow: Create self-service forms to collect contact details.
- Individual-Object Lookup Flow: Links contacts, leads, person accounts, or employees to other records in a screen flow.

Templates (33)

- Approvals Workflow: Evaluate Approval Requests: Template by @Salesforce
- Book Appointment from Invitation: Template by @Salesforce
- Cancel Item Flow: Template by @Salesforce
- Change Case Owner to Incident Owner: Template by @Salesforce

Back

Get involved in the App Exchange



New Screen

Components Fields

Add record fields to your screen. More info

Reused variables

- IncomingObject

Search Existing Fields...

Fields (7)

- Class
- Departs From
- Departs To
- Departure Date
- Flight
- Passenger Name
- Travelers

(Flow Label)

Passenger Name

No preview is available for this component.

Class

No preview is available for this component.

Travelers

No preview is available for this component.

Flight

No preview is available for this component.

Departs From

No preview is available for this component.

Field information

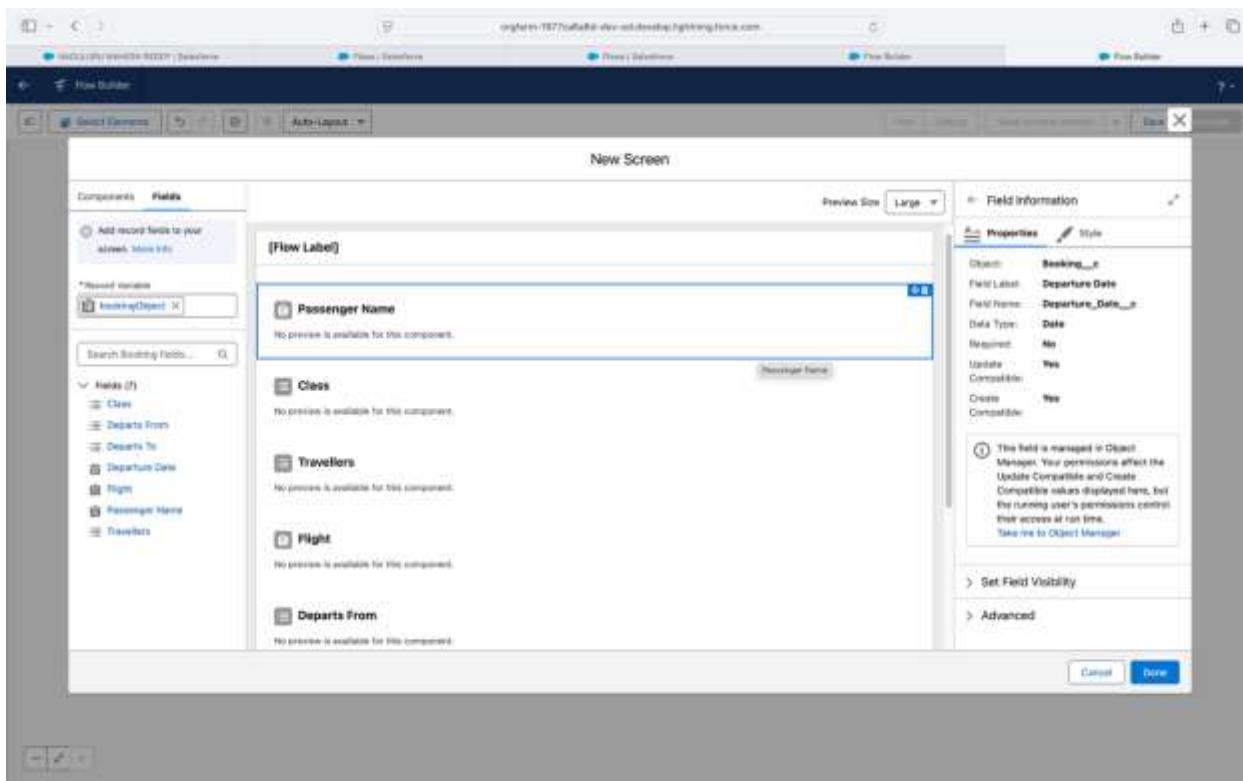
Class: Seeking__c
Field Label: Departure Date
Field Name: Departure_Date__c
Data Type: Date
Required: No
Update Compatibile: Yes
Create Compatibile: Yes

This field is managed in Object Manager. Your permissions affect the Update Compatibile and Create Compatibile values displayed here, but the running user's permissions control their access at run time. Take me to Object Manager

Properties Style

Preview Size Large

Cancel Done



The screenshot shows the Salesforce Flow Builder interface with the following details:

Flow Details:

- Flow Name: Create_Boking_ScreenFlow - v1
- Last saved on: 6/22/2023, 10:16 PM
- Run, Debug, Save As New Version, Discard, Activate buttons

Flow Structure:

```
graph TD; Start([Screen Flow Start]) --> BookingScreen[Booking Screen Screen]; BookingScreen --> CreateBookingRecord[Create Booking Record Create Records]; CreateBookingRecord --> End([End])
```

Create Records Step Configuration:

- API Name:** Create_Boking_Record
- From a Record Variable:** From a Record Variable
- How Many Records to Create:** One (radio button selected)
- Create a Record from These Values:** Records, InvokingObject
- Make sure that ID is blank. After the flow creates the records, ID is set to match the record that was created.
- Update Existing Record:** Disabled (switch off)

The screenshot shows the Flow Builder interface for a 'Booking Flow - V1'. The flow consists of the following steps:

- Start**: A green circle icon.
- Booking Screen**: A blue square icon.
- Create Booking Record**: A red square icon with the label 'Create Records'.
- End**: A red circle icon.

The 'Create Booking Record' step is currently selected. On the right side, the configuration details for this step are displayed:

- Label:** Create Booking Record
- API Name:** Create_Booking_Record
- How to set record field values:** Manually
- Create a Record of This Object:** Booking
- Set Field Values for the Booking** (List of fields and their corresponding API names):
 - Class: bookingObject > Class
 - Departs From: bookingObject > Departs From
 - Departs To: bookingObject > Departs To
 - Departure Date: bookingObject > Departure Date
 - Travelers: bookingObject > Travelers

The screenshot shows the 'Edit Screen' interface for the 'Booking Flow' component. The screen properties are set as follows:

- User:** SuccessScreen
- API Name:** SuccessScreen
- Description:** (Empty)
- Image:** Select a page resource...

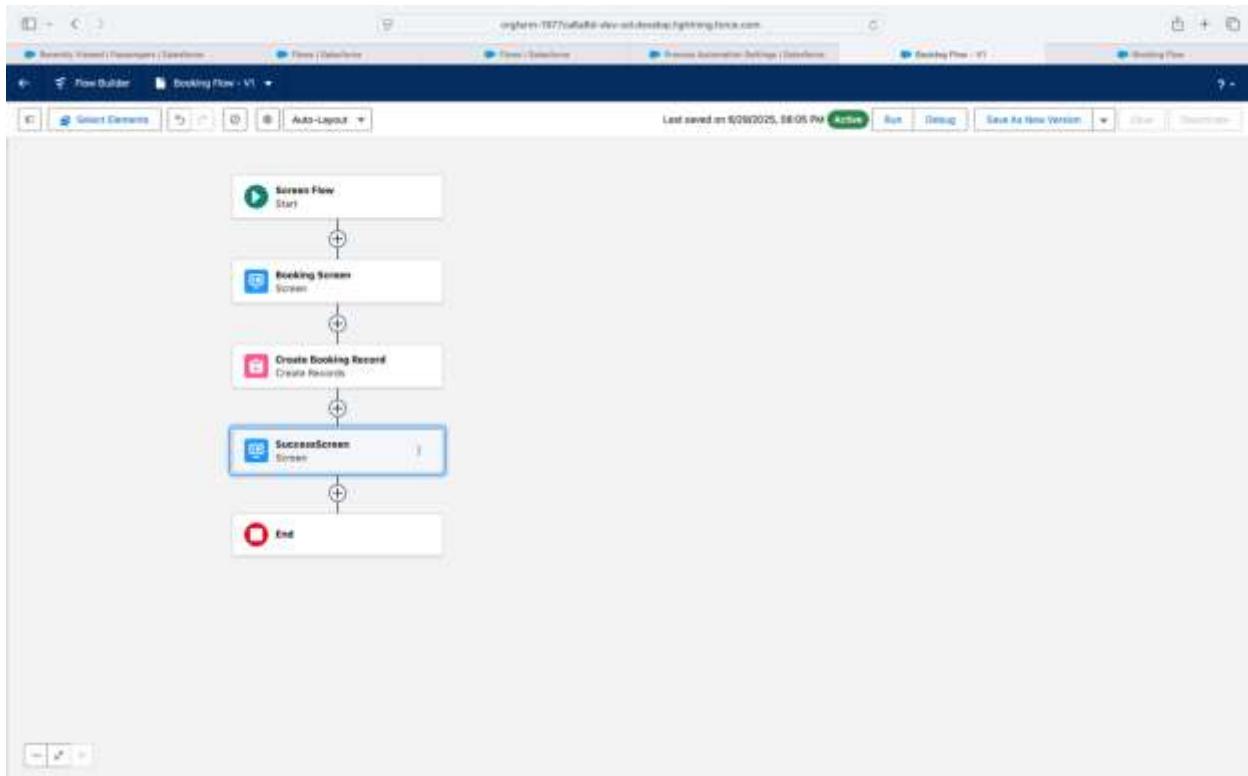
The main content area displays the following message:

We are happy to inform you that your booking is confirmed! Get ready to create some unforgettable memories.

Date: [BookingObject.Departure_Date__c]
 Departs from: [BookingObject.Departs_From__c]
 Departs to: [BookingObject.Departs_To__c]
 Class: [BookingObject.Class__c]
 Travelers: [BookingObject.Travelers__c]

We can't wait to see you!

Buttons: Previous | Next



The screenshot shows the "Booking Flow" screen with the following fields:

- Class:** A dropdown menu showing "--None--".
- Passenger Name:** A search bar labeled "Search Passengers..." with a magnifying glass icon.
- Travelers:** A dropdown menu showing "--None--".
- Flight:** A search bar labeled "Search Flights..." with a magnifying glass icon.
- Departure Date:** A date input field.
- Departs To:** A dropdown menu showing "--None--".
- Departs From:** A dropdown menu showing "--None--".

A blue "Next" button is located at the bottom right of the form.

8. ADVANTAGES & DISADVANTAGES:

7.1 Comparative Analysis: Before vs After Implementation

Criteria	Before Implementation	After Implementation
Flight Scheduling	Manual using spreadsheets or logs	Centralized and automated via Salesforce
Passenger Booking	Offline/semi-digital	Real-time digital booking and management on Salesforce
Crew Assignment	Done via phone calls or Excel sheets	Automated assignment with alerts and availability tracking
Data Visibility	Disconnected across teams	Unified dashboards and analytics
Approval Workflow	Manual/verbal	Digital workflows with timestamped approvals
Scalability	Limited to current size	Easily scalable across more routes, aircrafts, and airports
User Access Control	Shared access, hard to track	Role-based access with profiles and permissions
Audit Trail	Not maintained or unreliable	Complete change history tracking for compliance and audits

7.2 SWOT Analysis

Strengths

- Real-time visibility into flights, bookings, and crew.
- Built entirely on Salesforce – secure, reliable, and scalable.
- Automation of approvals, alerts, and task assignments.
- Easy UI for staff, crew, and admin.
- Ready for future enhancements like customer feedback tracking and loyalty integration.

Weaknesses

- Requires internet connection.
- Salesforce licensing and customization may add initial costs.
- Onboarding/training time for ground staff and crew.

Opportunities

- Integrate with airport check-in systems and third-party booking portals.
- Expand into flight analytics and delay prediction.
- Enable real-time crew mobility updates via mobile apps.
- Create dynamic pricing modules based on load and time.

Threats

- Data breaches or access misuse if security policies are weak.
- Platform dependency on Salesforce's uptime.
- Resistance to digital shift from legacy operational teams.
- Need to stay compliant with aviation and passenger data privacy laws.

9. FUTURE ENHANCEMENTS:

To ensure the system remains relevant and adaptive to the dynamic needs of the aviation industry, several enhancements can be planned for future development:

1. Integration with Third-Party Systems

- Connect with airport check-in systems, travel agencies, and ticket aggregators like MakeMyTrip or IRCTC Air.
- Enable real-time sync with airline partners for code-share or multi-leg flights.

2. Mobile App Support

- Launch mobile apps for passengers and crew to manage bookings, check-in, and view schedules on the go.
- Enable push notifications for gate changes, delays, and personalized flight updates.

3. Predictive Analytics and AI

- Use machine learning to predict demand patterns and suggest dynamic pricing.
- Forecast crew availability and automate scheduling conflicts resolution.

4. Passenger Feedback & Loyalty Program

- Add modules for collecting passenger feedback after flight completion.
- Integrate a loyalty point system to reward frequent flyers.

5. IoT Integration

- Real-time monitoring of aircraft components using IoT devices.
- Enable alerts for in-flight conditions or pre-emptive maintenance.

6. Multilingual and Localization Support

- Offer user interfaces and communication in multiple languages for global passengers and staff.

10. CONCLUSION:

The **Salesforce Airlines Management System** project has successfully modernized traditional airline operations such as flight scheduling, crew assignment, and passenger booking. It minimizes delays, boosts accuracy, and ensures real-time control by replacing manual workflows with an integrated cloud solution.

By using Salesforce's powerful tools—including Lightning Pages, Flows, Apex, and Dashboards—the system ensures transparency, automation, and role-based security. Departments now benefit from automated alerts, visual analytics, and efficient approval workflows, all while reducing operational overhead.

This system is scalable, secure, and ready for integration with advanced features like predictive analytics, real-time check-ins, and multi-airport deployment. It improves both airline staff productivity and the passenger experience.

In conclusion, the **Salesforce Airlines Management System** stands as a future-ready digital solution built to improve operational control, safety, and responsiveness in modern airline management.

THANK YOU

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Project Team (Team ID: LTVIP2025TMID31510)

- Team Leader: **Tejasree**
- Team Member: **Dega Venkataraao**
- Team Member: **Aluru Omnath Reddy**
- Team Member: **Naguluru Mahesh Reddy**