

NM SMARTINTERENZ PROJECT

CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

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TEAM:

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4.NARMATHA.V

CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

1.INTRODUCTION

1.1. Overview

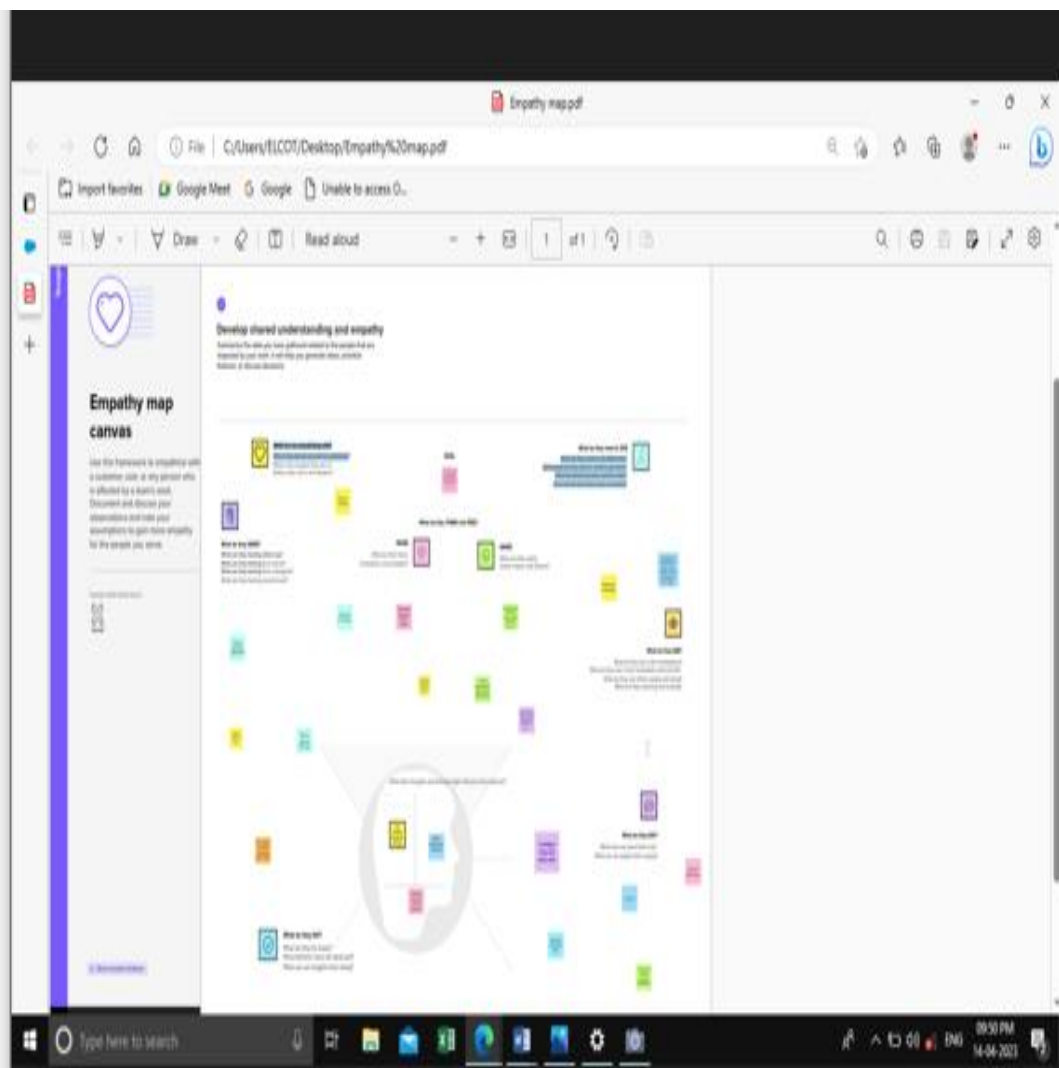
A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing center to schedule and manage appointments with applications.

1.2. PURPOSE

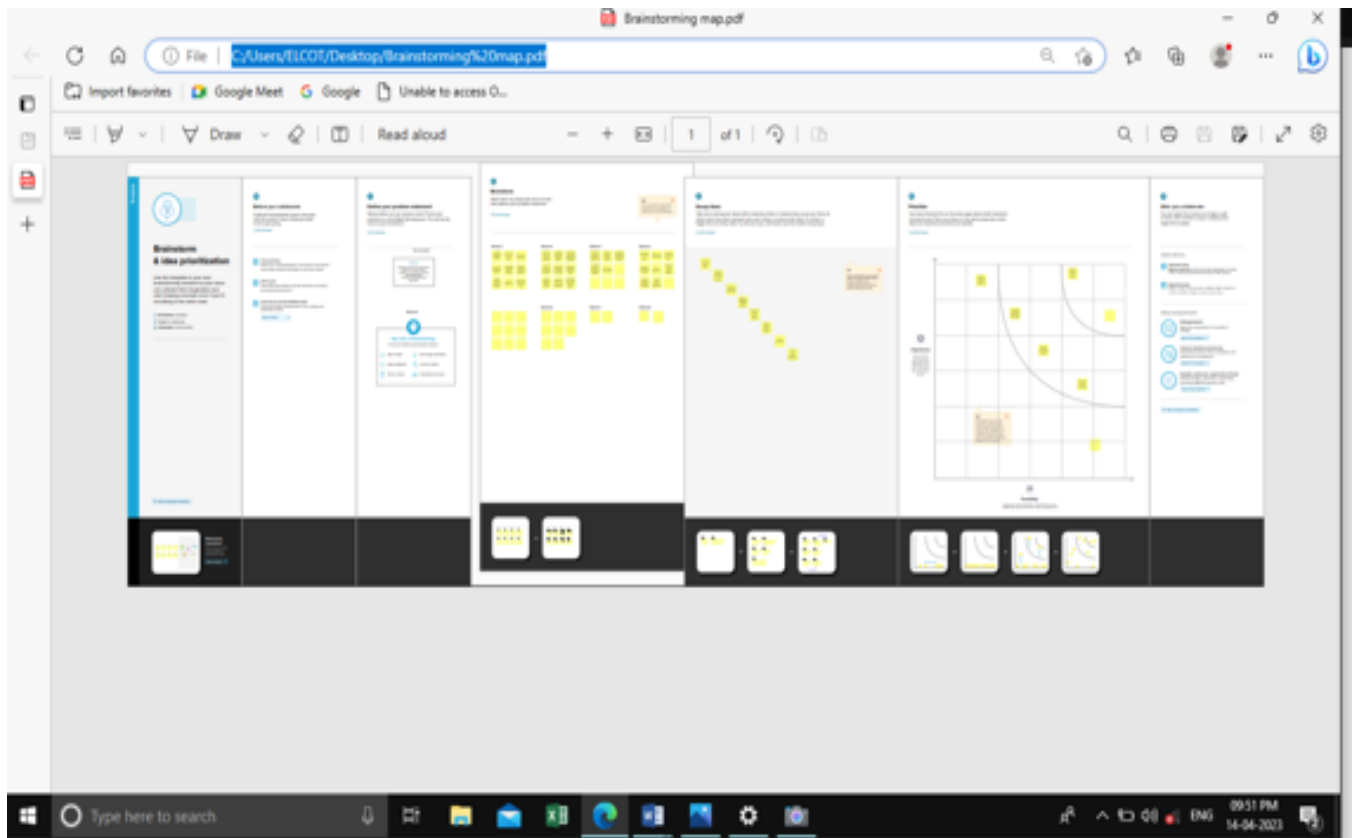
- What is real time Salesforce project.
- Object & Relationships
- Profile
- Users
- Reports

2. PROBLEM DEFINITION & DESIGN THINKING

2.1. Empathy map



2.2. Brainstorming map



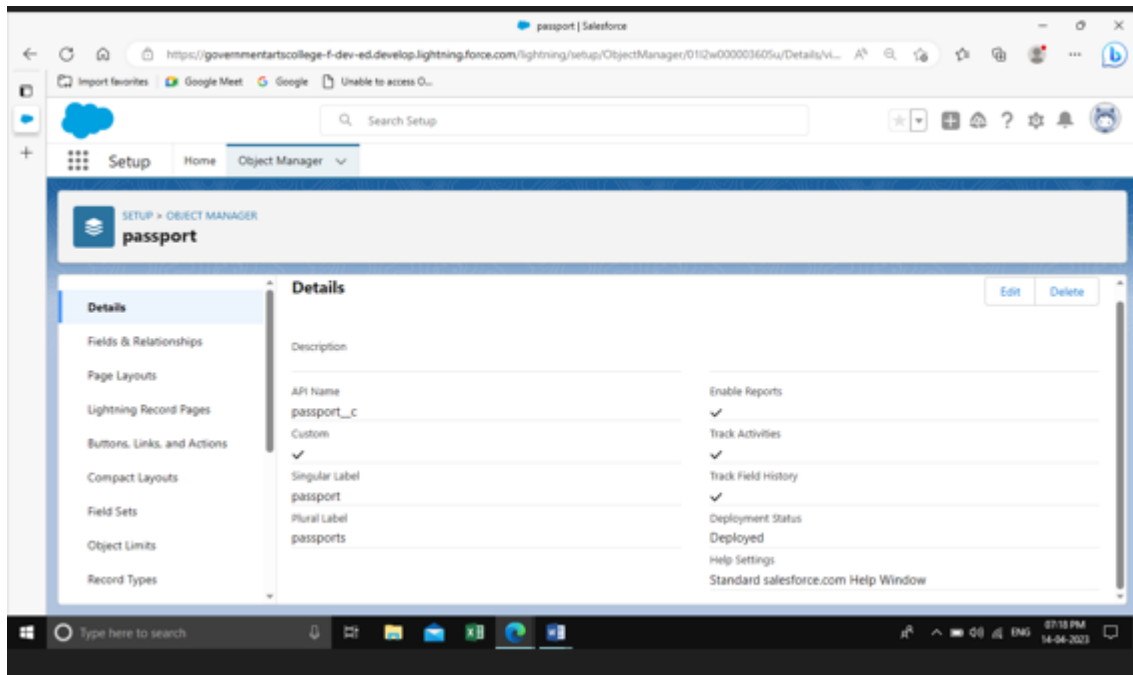
3.RESULTS

3.1. Data Model

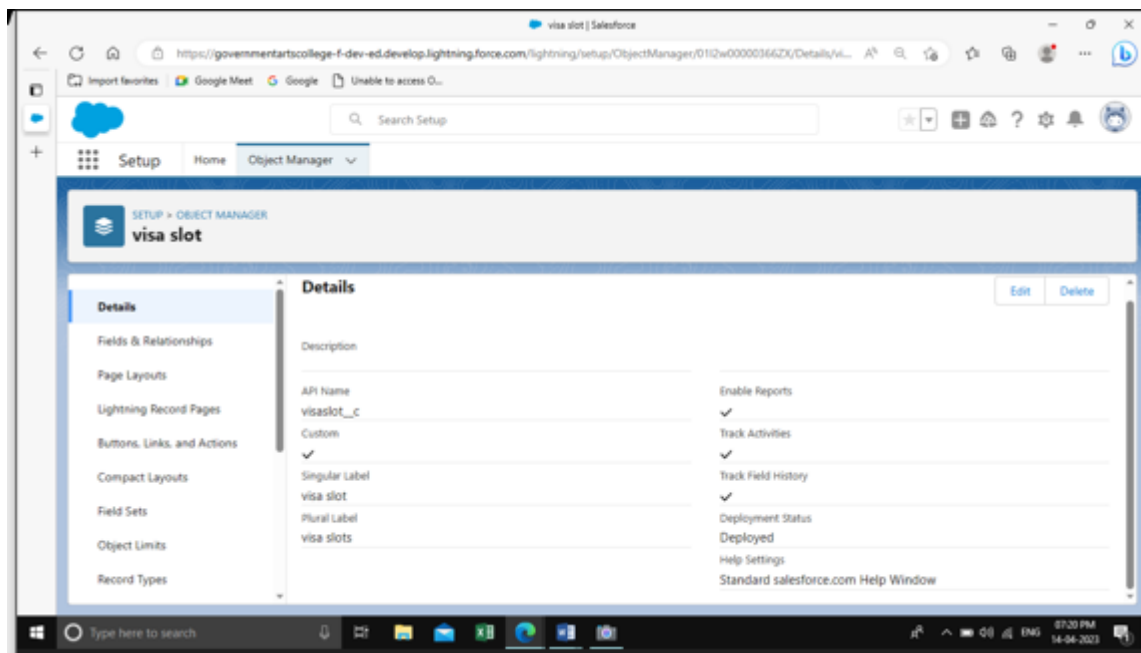
In this “CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT “ Project we created four objects viz,.

PASSPORT, VISA SLOT, PAYMENT and RESCHEDULE/CANCEL. And we had created field label and data along with this objects and also we created specific icons for this objects. We enclosed the screenshots of objects we created such as follows.

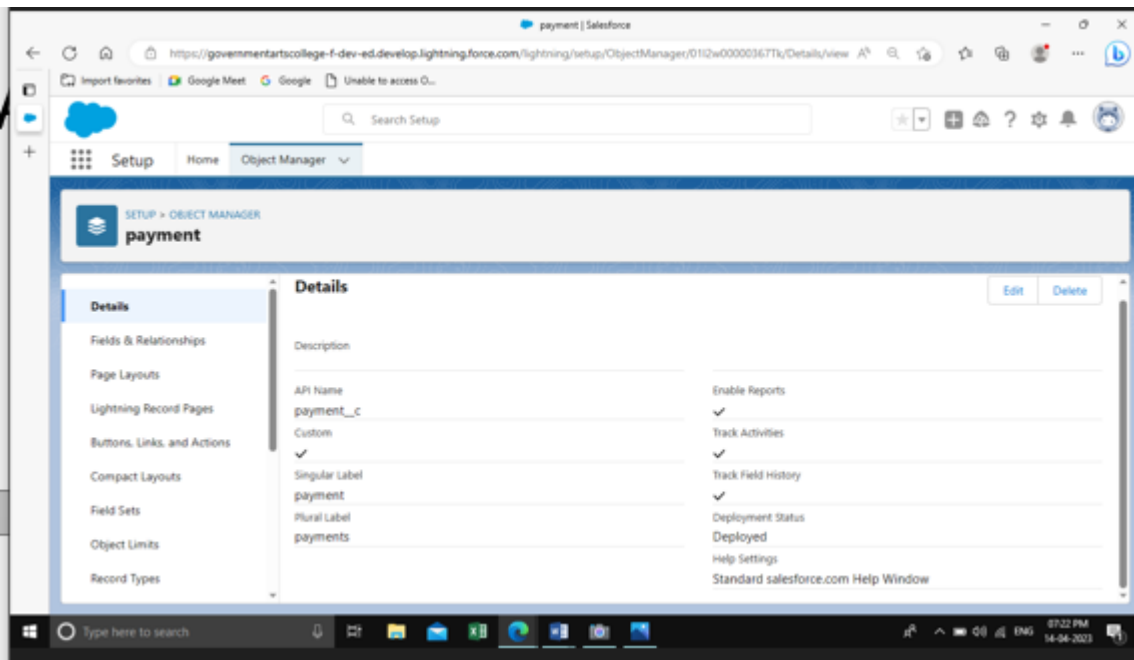
OBJECT NAME: PASSPORT



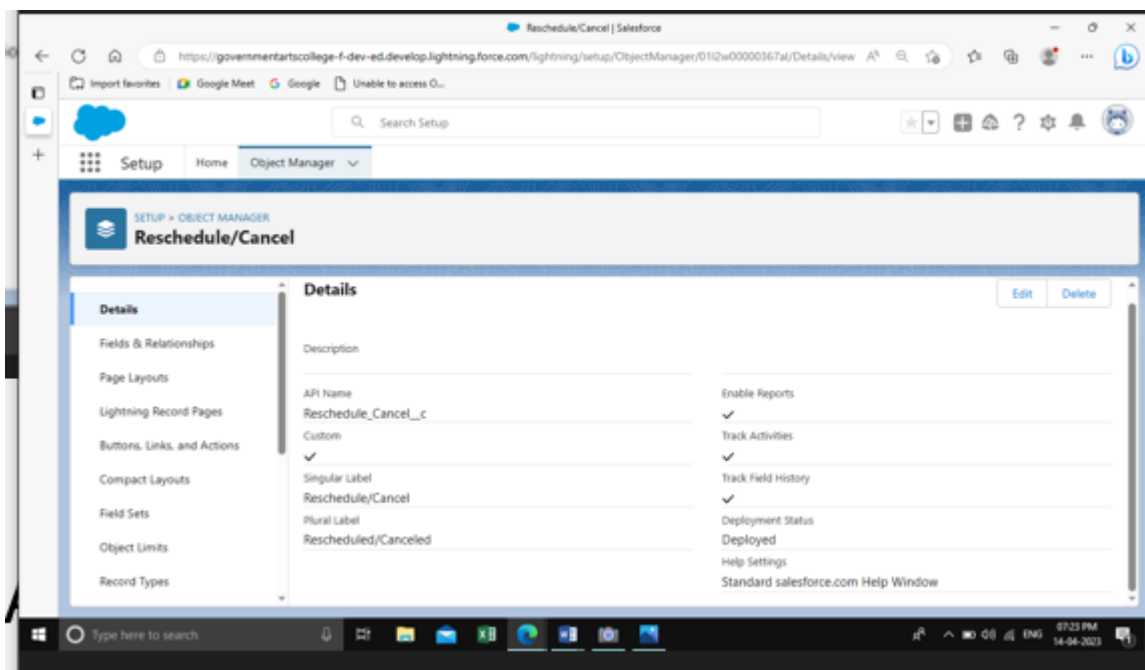
OBJECT NAME: VISA SLOT



OBJECT NAME: PAYMENT



OBJECT NAME: RESCHEDULE/CANCEL



OBJECT NAME & FIELDS IN THE OBJECT

OBJECT NAME	FIELD LABEL	DATA TYPE
PASSPORT	1. Full Name 2. Passport Number 3. Contact Number 4. Permanent Address	Text Number Number Text
VISA SLOT	1. Location 2. Time 3. Passport Number 4. Visa slot Number	Text Time Master detail relationship Number
PAYMENT	1. Payment Mode 2. Card Number 3. Transaction id 4. Cancel Transaction 5. Visa slot Number	Text Number Auto Number Text Master detail relationship

RESCHEDULE/ CANCEL	1. Passport Number	Master detail relationship
	2. Location	Text
	3. Time	Text
	4. Cancel	Text
	5. Status	Text

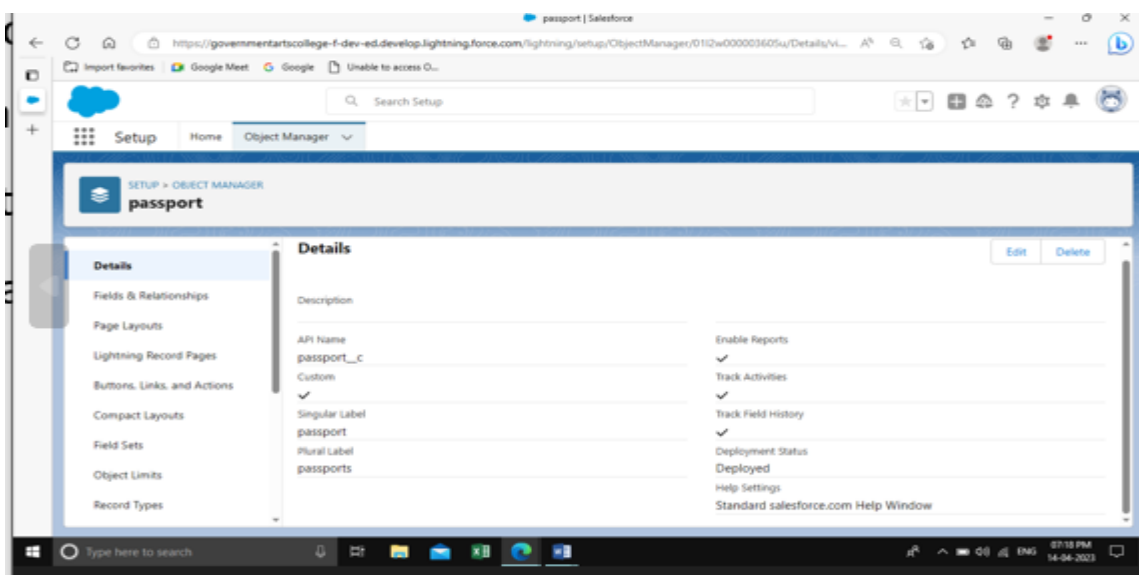
3.2. ACTIVITY & SCREENSHOT

1. OBJECT

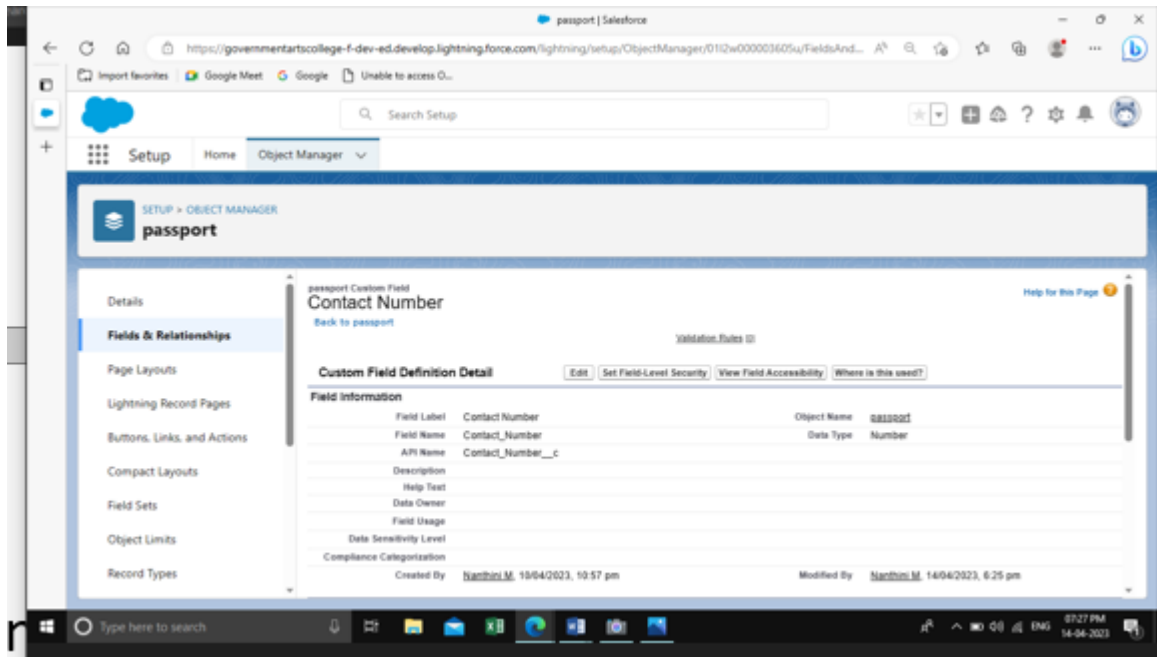
Object are database tables that permit you to store data is specific to an organization. Salesforce object are two types: Standard Object & Custom Object .

Activity-1:

Creation of custom object: PASSPORT

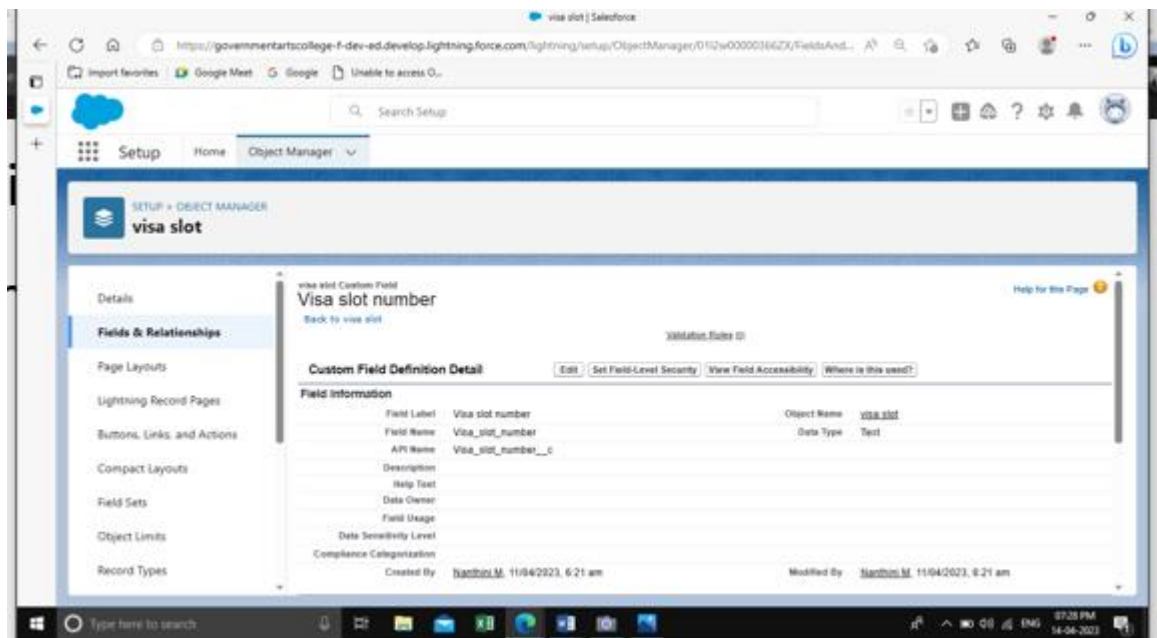


Creation of fields on custom object: PASSPORT



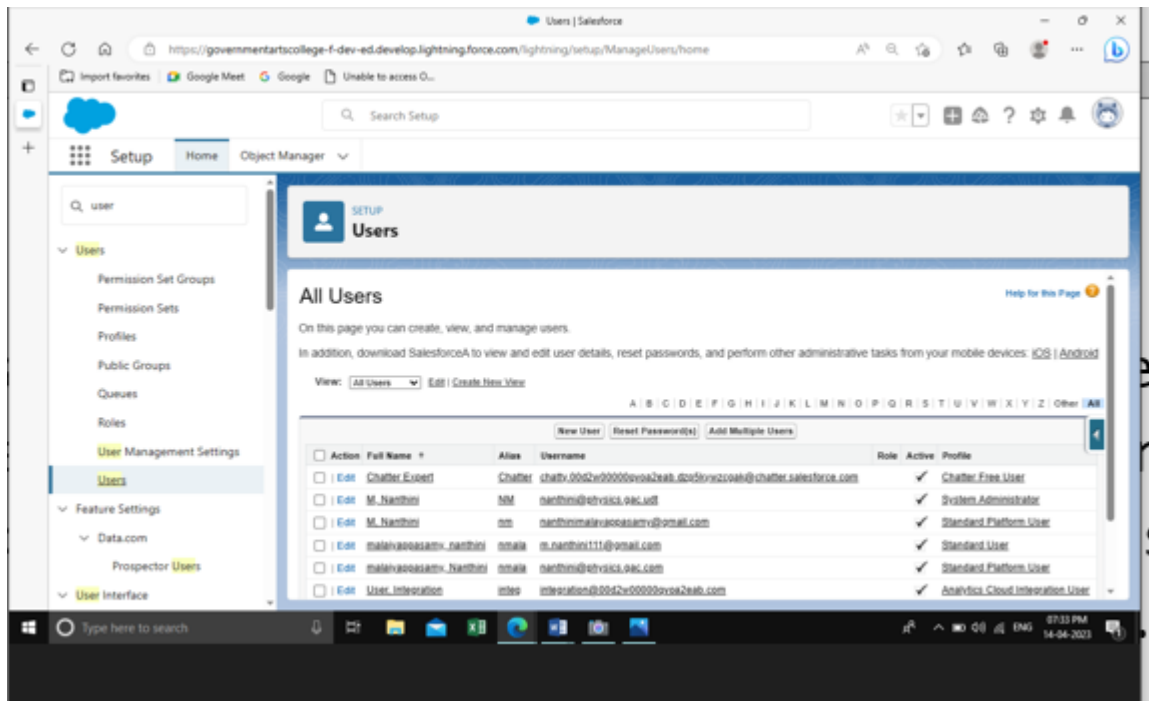
Activity-2:

Creation of fields on custom object: VISA SLOT



Creation of USER:

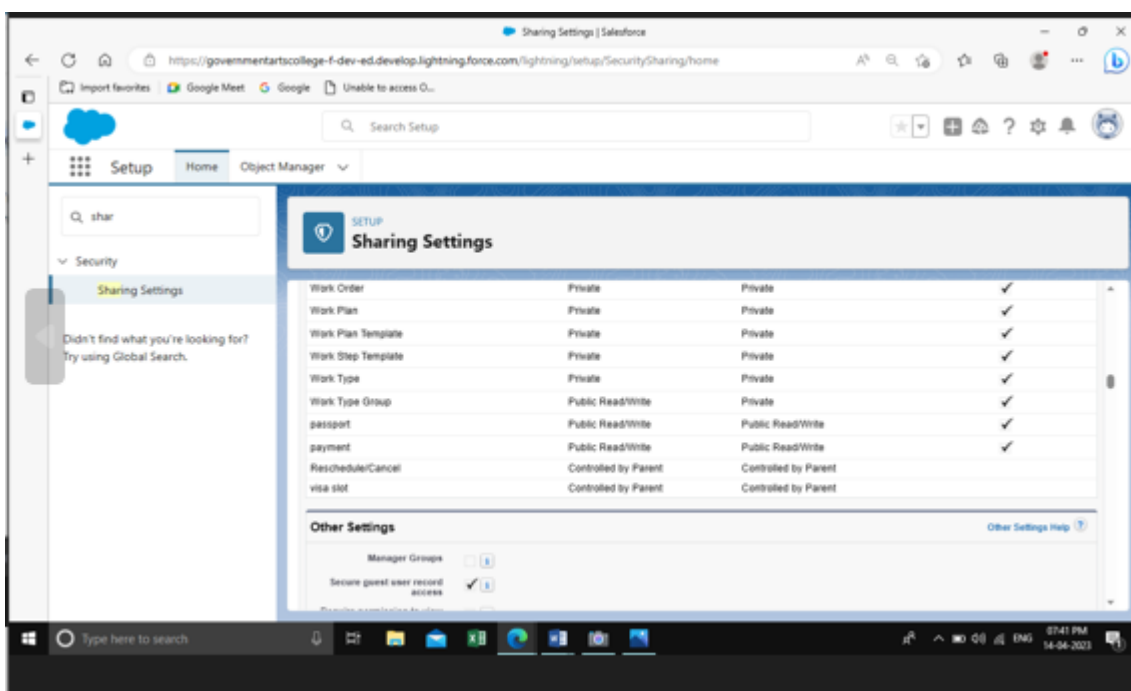
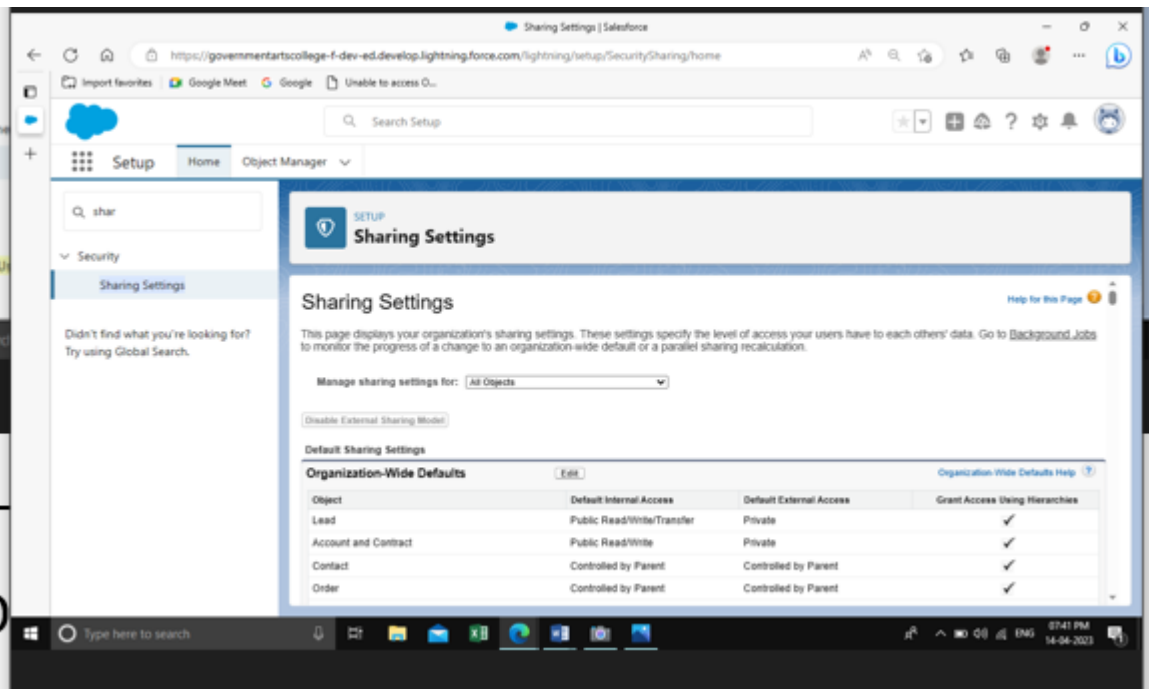
A user is anyone who logs in to Salesforce. Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records. Every user in Salesforce has a user account.



Activity-2:

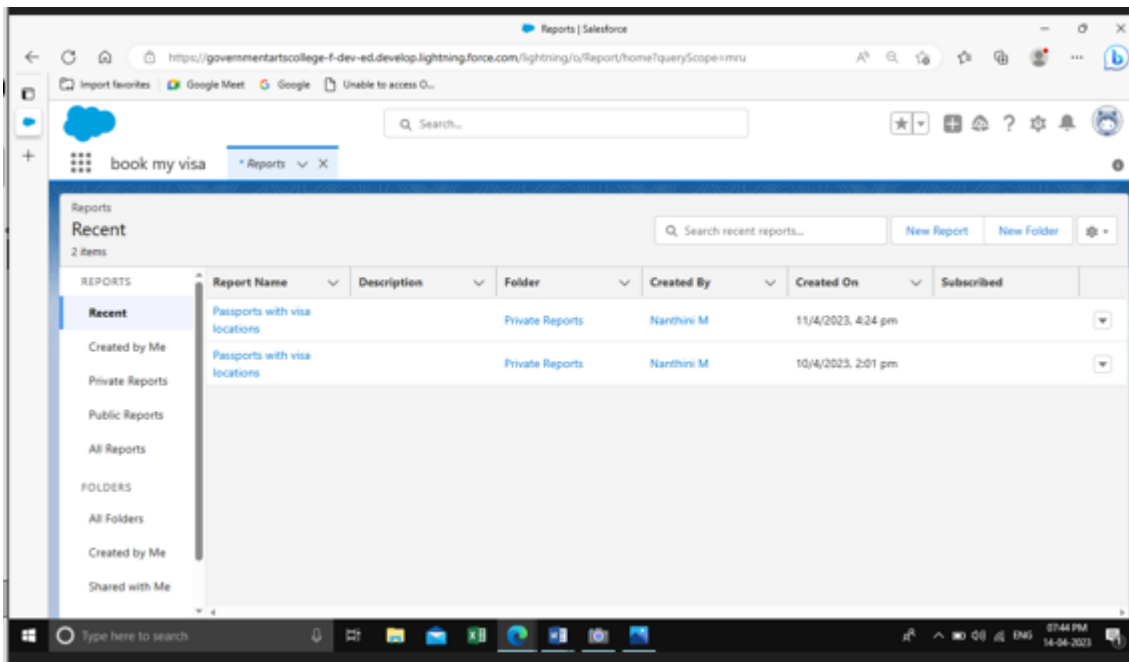
OWD: ORGANIZATION WIDE DEFAULT SETTINGS,

This can be used to give permissions wide and it can be used for restrict the access, we can control the record level access.



Creation of Report:

A report is a list of records that meet the criteria you define. It's displayed in Salesforce in rows and columns and can be filtered, grouped, or displayed in a graphical chart.

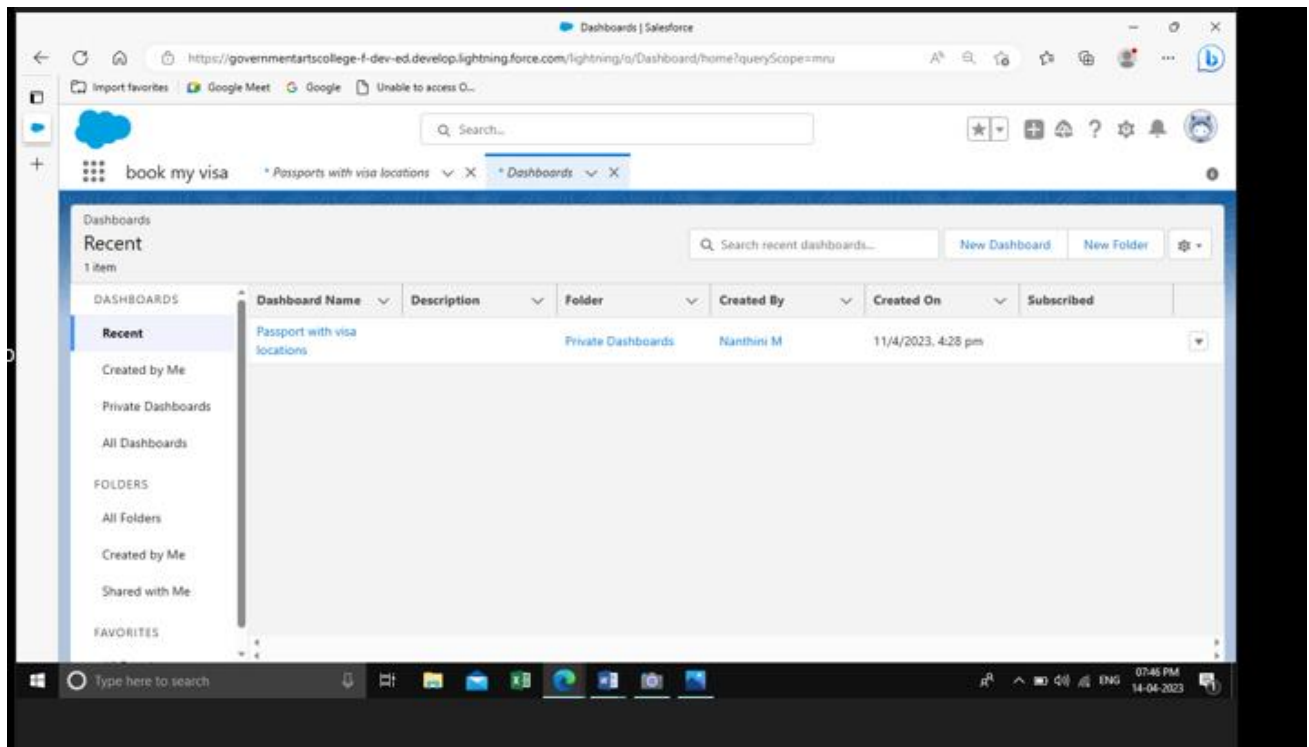


DASHBOARDS

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

Activity:

Creation of Dashboards:



4. Trailhead Profile Public URL:

1. NASEERAHAMATHU.B (LEAD)-

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

2. NANTHINI.M – <https://trailblazer.me/id/nantm2>

3. NAVEENA.V- <https://trailblazer.me/id/navev17>

4. NARMATHA.V- <https://trailblazer.me/id/narmv4>

5. ADVANTAGES & DISADVANTAGES

Advantages:

- Improved Informational Organization.
- CRM for Enhanced Communication.

- CRM Improves Your Customer Service.
- Automation of Everyday Tasks.
- Greater efficiency for multiple teams.
- Improved Analytical Data and Reporting.

Disadvantages:

- CRM costs. One of the greatest challenges to CRM implementation is cost.
- Business culture. A lack of commitment of resistance to cultural change from people within the company can cause major difficulties with CRM implementation.
- Poor communication.
- Lack of leadership.

6. APPLICATIONS

This will help you to track and manage the availability of visa slots, which are appointments that are required for certain visa application.

7. CONCLUSION

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 application. It might be used by a government agency or a visa processing centre to schedule and manage appointments with applications.

8. FUTURE SCOPE

- Types of work visa in India
- Internet manage
- Personalization
- Customer experience
- Analytics
- Artificial intelligence
- It is an more important of this system.

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