

# **CRM Application that helps to book a Visa Slot**

## **Introduction:**

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

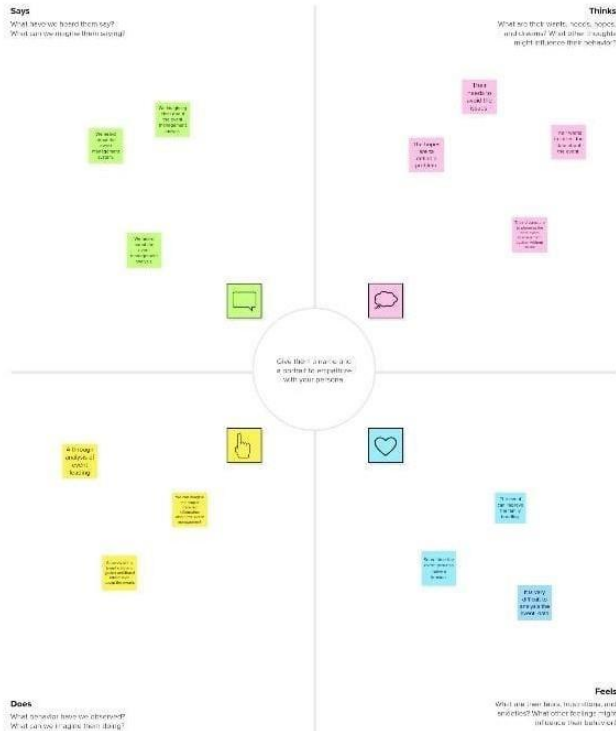
## **ACTIVITY-1:**

**Empathy map:**



## Build empathy

The information you add here should be representative of the observations and research you've done about your users.



2

## Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

### TIP

You can select a sticky note and hit the pencil (switch to sketch) icon to start drawing!

### Person 1

Event is the program management	Gathering of people also a event	Event management the organization of events
Understanding an event is a common process	When it's too late to do anything	Get detailed information no during the event days
It takes a lot of time to plan	Follow a pre-event check	When planning the event, it's important to have a backup plan

### Person 2

Feeling overwhelmed to plan it all out well	Well planned before the event	Leading the attention of guests
Keep them engaged with activities	Unexpected technical issues	Complicated catering and gift logistics
Test regularly and have a backup plan	Once register to help simplify the process	Struggling to find sponsors

### Person 3

Previously seek sponsors with a long list of options	Updating the event theme depends the feedback	Coming up with new ideas can be very much
Event is meant to be engaging and interactive	Events are meant to be engaging and interactive	An event has a lot of moving parts
And it's important to stay on track	Audio visual failures and technical issues	Selecting venues and finding vendors for events

### Person 4

Over spending or not having enough money	Too many people keep a track of attendees	Uncooperative weather
Not considering the venue	Choosing the venue	Unexpected issues having a plan
Start a preparation early	Clearly start or suggest program lunch time	Thinking that having a lot of time

### Person 5

Are patient and creativity	Enjoy helping and a good person	Designed free periods
Large crowd organized	Figuring out these things	Be ready with adaptive strategies
Early warm up times at the end	Interested guests can take a break	Understand the objective of the event

### Person 6

Selection of the right venue is vital	Effective on the event budget	Draft a plan and follow the timeline
Create content that attracts our target audience	Designing the event message our want to share	Lead digital mechanism
Don't let poor event logistics management	Event management software make it easier	Using vision boards can help our team management

### Person 7

Making the arrangements for the event	Food is an art that can be used to create a lasting impression	Seating management
To create a show stopping experience	Still be innovative with table decoration	Unseen our creativity with prop and shape for a welcoming
Arranging the chairs differently	Event backdrop can be used to create a strong statement	Attract our guests attention and make the stage stand

### Person 8

Lighting is an extremely important part of the event	Incorporate a dash of technology	Event design allows planners
Unexpected issues arise anytime in the event	Follow a pre-event check	Handmap can be useful tool
Tech and science event themes	An invite to participate	Material to post across



**Objects involved in Book my visa are:**

<b>Objects</b>	<b>Passport</b>	<b>Visa slot</b>	<b>Payment</b>	<b>Reschedule\cancel</b>
<b>Fields</b>	<b>Full name</b>	<b>Location</b>	<b>Payment mode</b>	<b>Passport number(master)</b>
<b>Fields</b>	<b>Passport number</b>	<b>Time</b>	<b>Card number</b>	<b>Location</b>
<b>Fields</b>	<b>Contact number</b>	<b>Passport number(master)</b>	<b>Transaction id (auto number)</b>	<b>Time</b>
<b>Fields</b>	<b>Permanent number</b>	<b>Visa slot number</b>	<b>Cancel Transaction Cancel</b>	<b>Cancel</b>

## **Activity 2: Objects:**

### **1 Passport:**



Student | Document 7.docx - Microsoft | Dashboards | Salesforce | visa slot | Salesforce | Document 9.docx - Microsoft

thiruagovinthasamygovarts-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115000002dkXp/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER  
visa slot

Details

Fields & Relationships  
Page Layouts  
Lightning Record Pages  
Buttons, Links, and Actions  
Compact Layouts  
Field Sets  
Object Limits  
Record Types  
Related Lookup Filters

Details

Description

API Name  
visa\_slot\_\_c

Enable Reports  
✓

Track Activities  
Custom

Singular Label  
visa slot

Track Field History

Plural Label  
visa slot

Deployment Status  
Deployed

Help Settings  
Standard salesforce.com Help Window

Type here to search

32°C Mostly sunny

3:33 PM  
4/26/2023

Student | Document 7.docx - Microsoft | Dashboards | Salesforce | visa slot | Salesforce | Document 9.docx - Microsoft

thiruagovinthasamygovarts-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115000002dkXp/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER  
visa slot

Details

Fields & Relationships

8 Items, Sorted by Field Label

Quick Find

New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
location	location__c	Text(10)		
Passport	Passport__c	Master-Detail(Passport)		✓
Passport number (Master)	Passport_number_Master__c	Number(18, 0) (External ID)		✓
Time	Time__c	Text(10) (External ID)		✓
visa slot Name	Name	Text(80)		✓

Type here to search

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4/26/2023

Payment:

Student | Document 7.docx - Microsoft | Dashboards | Salesforce | payment | Salesforce | Document 9.docx - Microsoft

thiruagovinthasamygovartars-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115000002dkXu/Details/view

Search Setup

Setup Home Object Manager

payment

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Details

Description

API Name  
payment\_\_c

Enable Reports  
✓

Custom  
✓

Singular Label  
payment

Track Activities

Plural Label  
payments

Track Field History

Deployment Status  
Deployed

Help Settings  
Standard salesforce.com Help Window

Edit Delete

Type here to search

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thiruagovinthasamygovartars-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115000002dkXu/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

payment

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Fields & Relationships

9 Items, Sorted by Field Label

Quick Find

New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Cancel Transaction	Cancel_Transaction__c	Text(10) (External ID)		✓
Card Number	Card_Number__c	Text(10) (External ID)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
payment mode	payment_mode__c	Text(10)		
payment Name	Name	Text(80)		✓
Transaction id (Auto number)	Transaction_id_Auto_number__c	Number(18, 0) (External ID)		✓

Type here to search

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3:32 PM 4/26/2023

Reschedule:

Screenshot of the Salesforce Setup interface showing the Reschedule object details and fields & relationships.

**Reschedule Details:**

- Description: API Name: Reschedule\_Cancel\_\_c, Custom: ✓, Singular Label: Reschedule, Plural Label: Reschedule
- Enable Reports: ✓
- Track Activities: ✓
- Track Field History: ✓
- Deployment Status: Deployed
- Help Settings: Standard salesforce.com Help Window

**Fields & Relationships:**

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
cancel	cancel__c	Text(10) (External ID)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
location	location__c	Text(10) (External ID)		✓
Owner	OwnerId	Lookup(User,Group)		
Passport number (Master)	Passport_number_Master__c	Text(10) (External ID)		
Reschedule/Cancel Name	Name	Text(80)		

## Tabs:

Screenshot of the Salesforce Setup interface showing the Custom Tabs configuration page.

**Custom Tabs Configuration:**

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

Custom Object tabs look and behave like the standard tabs provided with Salesforce. Web tabs allow you to embed external web applications and content within the Salesforce window. Visualforce tabs allow you to embed Visualforce pages. Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app. Lightning Page tabs allow you to add Lightning Pages to Lightning Experience and the mobile app.

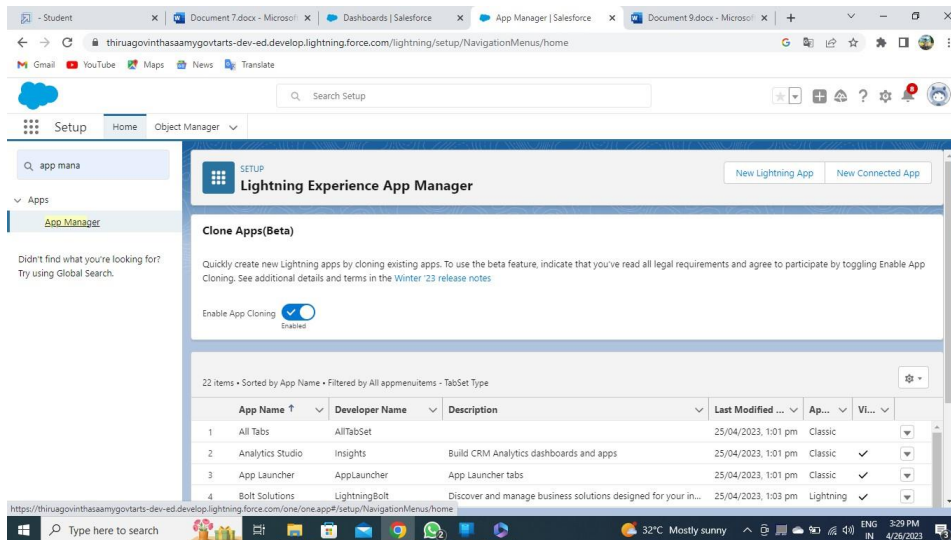
**Custom Object Tabs:**

Action	Label	Tab Style	Description
Edit   Del	Passports	Alpine	
Edit   Del	ayments	Flan	
Edit   Del	Reschedule	Flag	
Edit   Del	xxxxx	Cold phone	

**Web Tabs:**

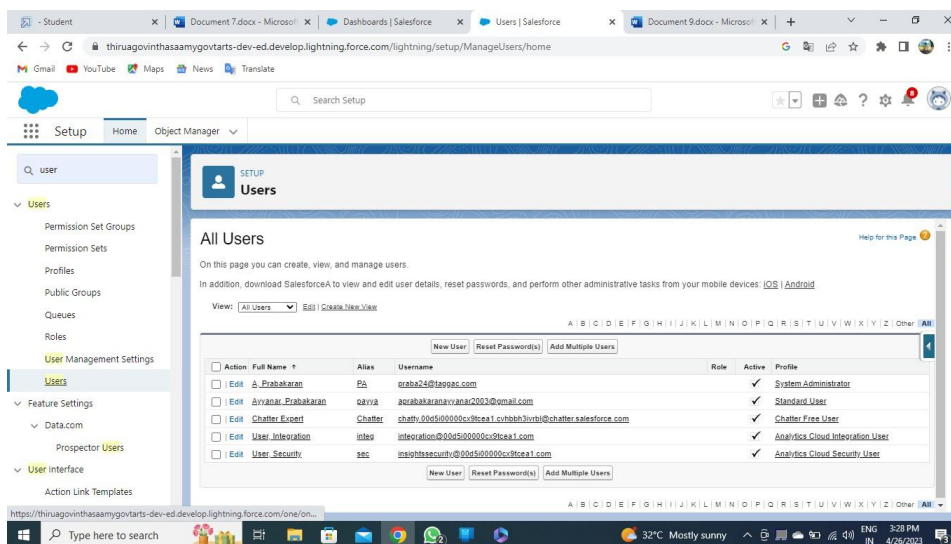
No Web Tabs have been defined.

## Creation of app:



## ACTIVITY 4:

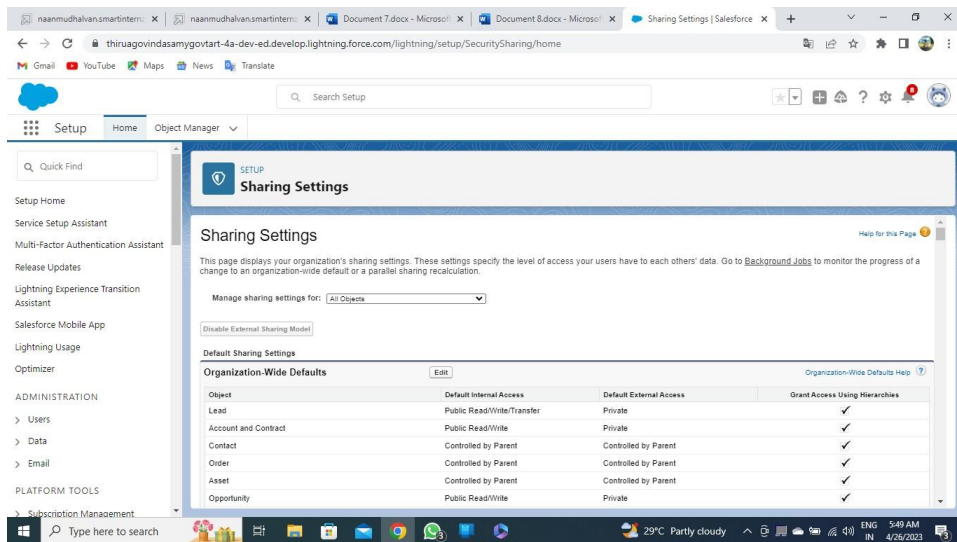
### Creation of User:



## ACTIVITY 4:

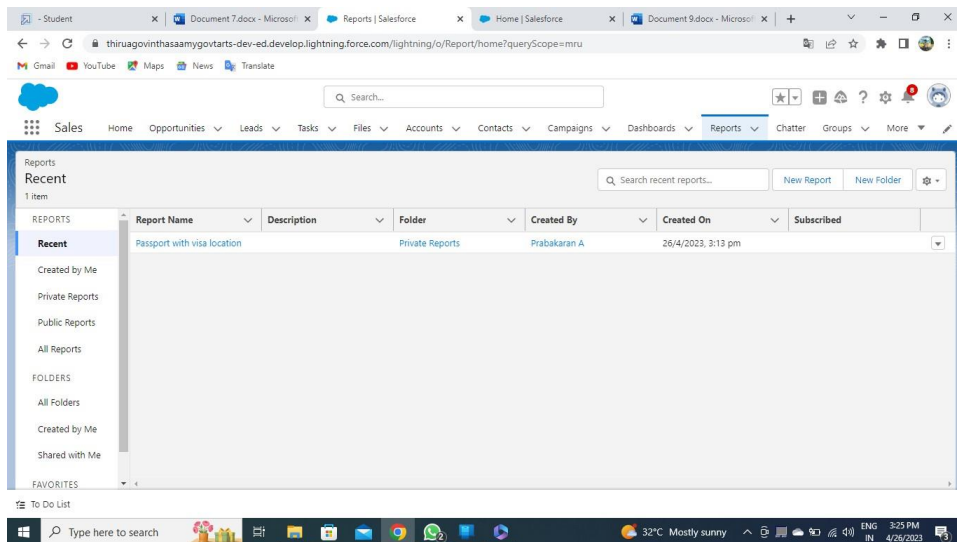
**OWD:**



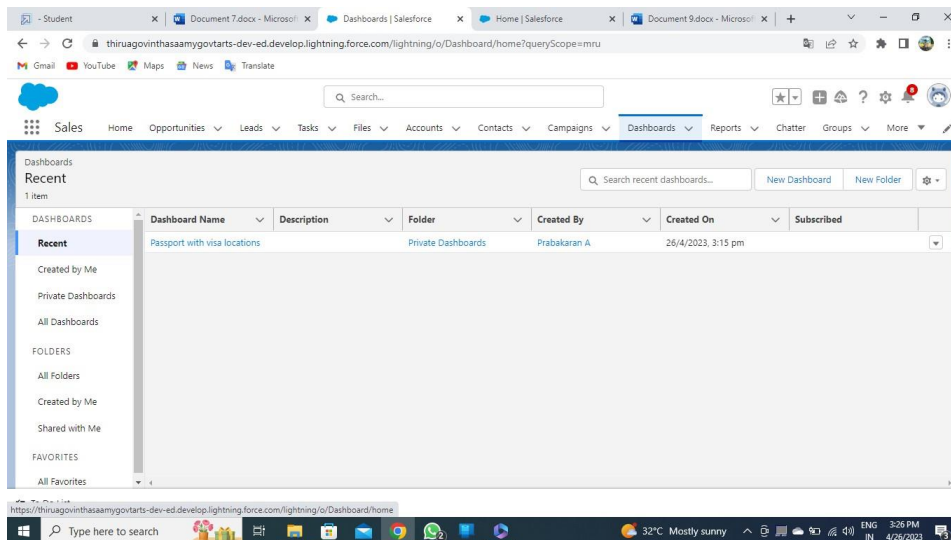


## ACTIVITY 5:

### Creation of Report:



### Dashboard:



### **TRAILBLAZER PROFILE URL:**

TEAM LEADER - <http://trailblazer.me/id/nathm7>

TEAM MEMBER 1 - <http://trailblazer.me/id/rjasr3>

TEAM MEMBER 2 - <http://trailblazer.me/id/pramathas>

TEAM MEMBER 3 - <https://trailblazer.me/id/roobm1>

### **ADVANTAGES AND DISADVANTAGES:**

- 1. Online booking systems and scheduling software save your staff time**
- 2. Removing the bottleneck of phone booking systems**
- 3. Greater sales and marketing synergy**
- 4. Increased revenue thanks to upselling**
- 5. A modern approach to booking**
- 6. Can come at a cost**
- 7. Requires internet access**

### **CONCLUSION:**

CRM Challenges of **CRM implementation** include convincing your colleagues to adopt the changes, moving from your current **software**, and more.