

## **CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT - PROJECT REPORT**

### **1 INTRODUCTION**

**TEAM ID: NM2023TMID06734**

#### **1.1 Overview**

The CRM application that helps to book a visa slot is a software application designed to simplify the visa booking process for individuals who wish to travel to another country. The application provides a user-friendly interface that eliminates the need for manual paperwork and long queues, making it easier for individuals to obtain a visa. The application is designed to streamline the process of visa booking, making it faster, more efficient, and more accessible to a wider range of users. It provides a comprehensive solution that covers all aspects of visa booking, from application submission to visa interview scheduling. Overall, the CRM application is a powerful tool that helps individuals navigate the complex process of obtaining a visa, saving time and effort, and increasing the chances of success.

#### **1.2 Purpose**

The purpose of this project is to simplify the visa booking process for individuals who want to travel to another country. The application will eliminate the need for manual paperwork and long queues, making it easier for individuals to obtain a visa.

##### **Achievement**

1. Convenience: The application provides a user-friendly interface that eliminates the need for manual paperwork and long queues, making it easier for individuals to obtain a visa.
2. Time-Saving: The visa booking process can be time-consuming and complicated, but with the CRM application, individuals can save time by filling out their visa applications and scheduling their visa interviews online.
3. Efficiency: The application is designed to streamline the process of visa booking, making it faster, more efficient, and more accessible to a wider range of users.
4. Transparency: The application provides a comprehensive solution that covers all aspects of visa booking, from application submission to visa

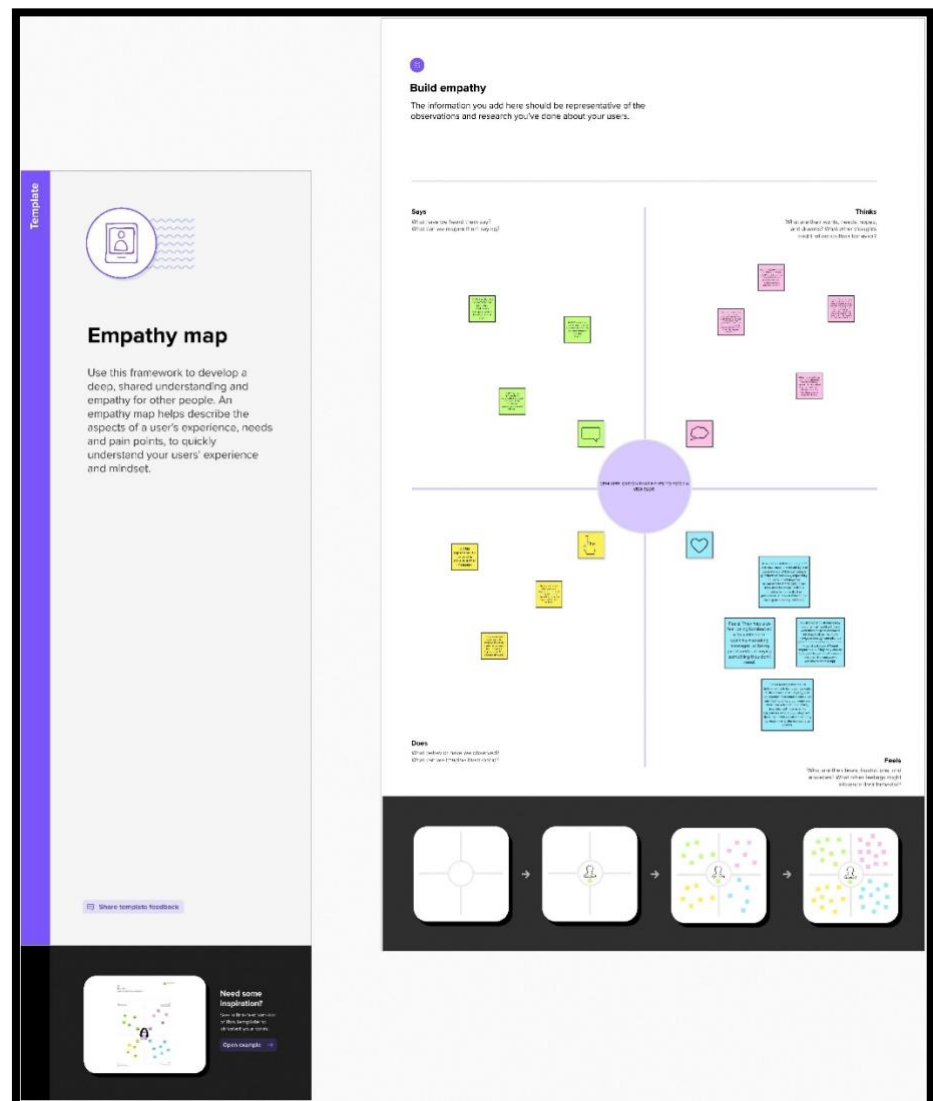
interview scheduling, which helps to ensure transparency and accuracy throughout the process.

5. Increased Chances of Success: The CRM application helps individuals navigate the complex process of obtaining a visa, increasing their chances of success and making it easier for them to achieve their travel goals.

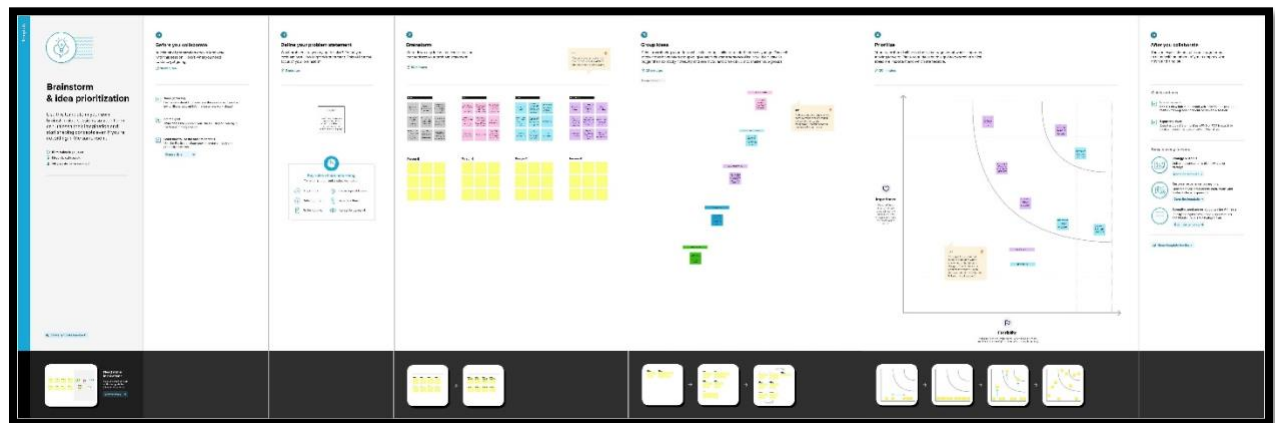
Overall, the use of the CRM application that helps to book a visa slot can make the visa booking process smoother, faster, and more efficient for individuals.

## 2 Problem Definition & Design Thinking

### 2.1 Empathy Map



## 2.2 Ideation & Brainstorming Map

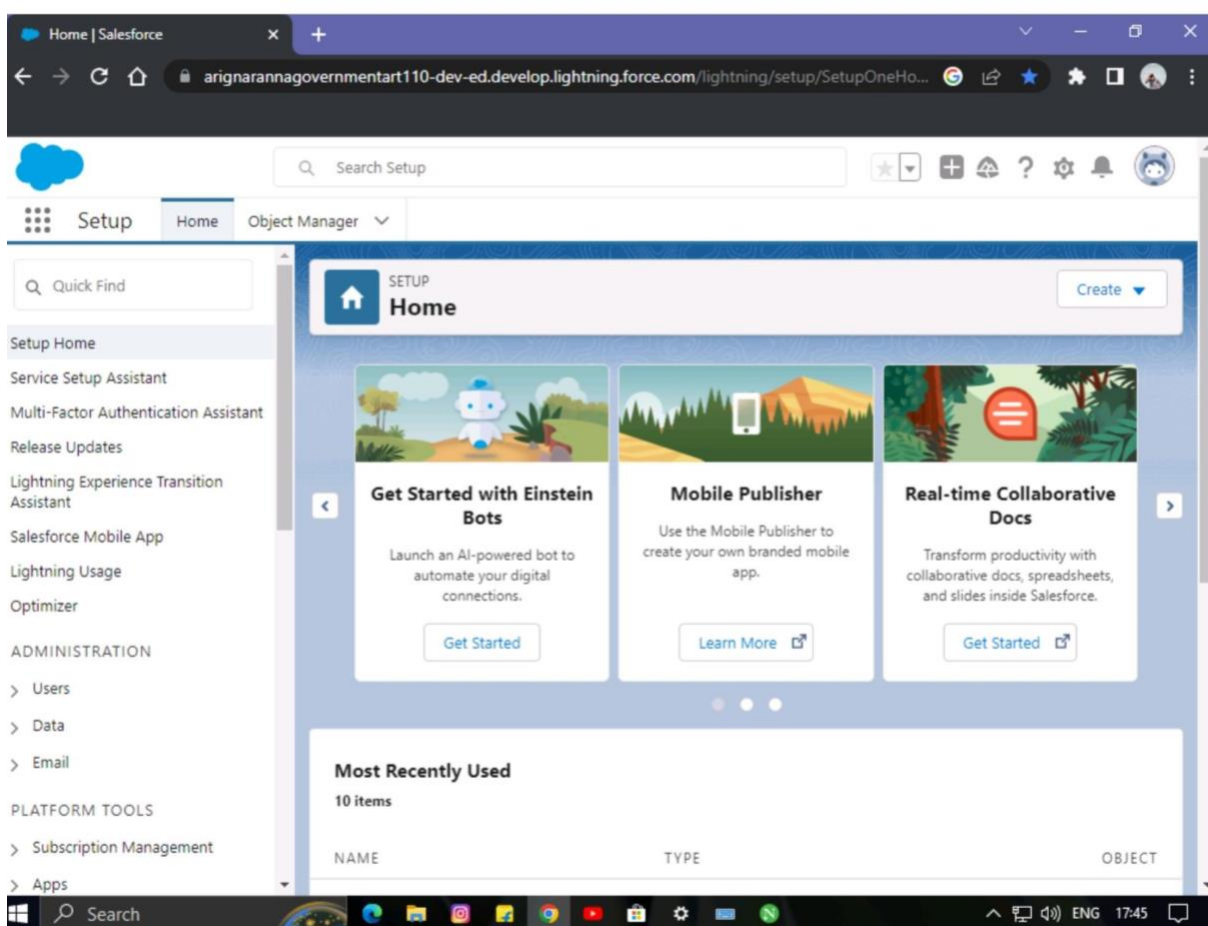


### 3 RESULT

#### 3.1 Data Model:

Object name	Fields in the Object	
	Field label	Data type
Object-1: Passport	Contact Number	Number
	Passport Number	Text
Object-2: Visa Slot	Field label	Data type
	Location	Text
	Visa slot number	Number

### 3.2 Activity & Screenshot



Home | Salesforce

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/lightning/setup/SetupOneHo...

Search Setup

Star

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Help

Settings

Notifications

Profile

Setup

Home

Object Manager

Quick Find

Setup Home

Service Setup Assistant

Multi-Factor Authentication Assistant

Release Updates

Lightning Experience Transition Assistant

Salesforce Mobile App

Lightning Usage

Optimizer

ADMINISTRATION

> Users

> Data

> Email

PLATFORM TOOLS

> Subscription Management

> Apps

Most Recently Used

10 items

NAME	TYPE	OBJECT
Visa slot	Custom Object Definition	
Passport Number	Custom Field Definition	Visa slot
Visa slot number	Custom Field Definition	Visa slot
Location	Custom Field Definition	Visa slot
Visa slot Layout	Page Layout	Visa slot
NITHISH KUMAR	User	
System Administrator	Profile	
Full Name	Custom Field Definition	Passport
Permanent Address	Custom Field Definition	Passport
Contact Number	Custom Field Definition	Passport

Search

ENG 17:45



Passport | Salesforce

Edit Custom Object: Passport ~ 5 x

+

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Privacy Center

Security Controls

Domain Management

Communication Templates

Translation Workbench

Data Management

Mobile Administration

Desktop Administration

Outlook Integration and Sync

Gmail Integration and Sync

Email Administration

Google Apps

Analytics

Data.com Administration

Build

Customize

Create

Apps

Custom Labels

Interaction Log Layouts

Objects

Big Objects

Picklist Value Sets

Packages

Report Types

Tabs

Service Cloud Launch Pad

Action Link Templates

Global Actions

Name

EDIT

Enter Record Name Label and Format

The Record Name appears in page layouts, key lists, related lists, lookups, and search results. For example, the Record Name for Account is "Account Name" and for Case it is "Case Number". Note that the Record Name field is always called "Name" when referenced via the API.

Record Name

Passport number

Example: Account Name

Data Type

Text

Optional Features

☒ Allow Reports

☐ Allow Activities

☐ Track Field History

☐ Allow in Chatter Groups

☐ Enable Licensing

Object Classification

When these settings are enabled, this object is classified as an Enterprise Application object. When these settings are disabled, this object is classified as a Light Application object. [Learn more.](#)

☒ Allow Sharing

☒ Allow Bulk API Access

☒ Allow Streaming API Access

Deployment Status

[What is this?](#)

☐ In Development

☒ Deployed

Search Status

When this setting is enabled, your users can find records of this object type when they search. [Learn more.](#)

☒ Allow Search

Windows Taskbar

15:56





Passport | Salesforce

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/lightning/setup/Object...

Search Setup

Star Plus Refresh Help Settings Profile

Setup Home Object Manager

SETUP > OBJECT MANAGER

Passport

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

Fields & Relationships

Quick Find

New Deleted Fields Field Dependencies Set History Tracking

7 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Contact Number	Contact_Number__c	Number(10, 0)		
Created By	CreatedById	Lookup(User)		
Full Name	Full_Name__c	Text(10)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Passport Number	Name	Text(80)		✓
Permanent Address	Permanent_Address__c	Text(10)		

Windows Taskbar

System Tray

New Custom Object | Salesforce

New Custom Object - Salesforce

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Salesforce Mobile Quick Start

Home

Administer

Release Updates

Manage Users

Manage Apps

Manage Territories

New Custom Object

Help for this Page

Permissions for this object are disabled for all profiles by default. You can enable object permissions in permission sets or by editing custom profiles. [Tell me more!](#) [Don't show this message again](#)

Custom Object Definition

Edit

Save

Save & New

Cancel

Custom Object Information

= Required Information

The singular and plural labels are used in tabs, page layouts, and reports.

Label

Visa slot

Example: Account

Plural Label

Visa slots

Example: Accounts

Starts with vowel sound

☐

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

Object Name

Visa\_slot

Example: Account

Description

Windows Taskbar

ENG 17:01

Home | Salesforce

Visa slot | Salesforce

Visa slot: New Custom Field ~ S

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⚡

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- ▶ Manage Apps
- ▶ Manage Territories

Visa slot

New Custom Field

Help for this Page ?

Step 2. Enter the details

Step 2 of 4

Previous Next Cancel

Field Label

Location ⓘ

Length

Please enter the maximum length for a text field below.

10

Field Name

Loca tion ⓘ

Description

Help Text

ⓘ

Required

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

Unique

☐ Do not allow duplicate values

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Visa slot | Salesforce

Visa slot: New Custom Field - Setup

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Visa slot

New Custom Field

Help for this Page

Step 2. Enter the details

Step 2 of 4

PreviousNextCancel

Field Label

Visa slot number

Please enter the maximum length for a text field below.

Length

10

Field Name

Visa\_slot\_number

Description

Help Text

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

Unique☐ Do not allow duplicate values

- ☒ Treat "ABC" and "abc" as duplicate values (case insensitive)
- ☐ Treat "ABC" and "abc" as different values (case sensitive)

External ID☐ Set this field as the unique record identifier from an external system

Auto add to custom report type☒ Add this field to existing custom report types that contain this entity

Windows taskbar with icons for Start, Search, File Explorer, and various applications.

System tray showing network, volume, and time (23:14).

Visa slot | Salesforce

Lightning Experience

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/lightning/setup/ObjectMana...

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

Search Layouts

Fields & Relationships

Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

6 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Location	Loca_tion__c	Text(10)		
Passport Number	Passport_Number__c	Master-Detail(Passport)		✓
Time	Name	Text(80)		✓
Visa slot number	Visa_slot_number__c	Text(10)		

Windows Taskbar

System Tray

New Custom Object | Salesforce

New Custom Object - Salesforce

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New Custom Object

Help for this Page

Permissions for this object are disabled for all profiles by default. You can enable object permissions in permission sets or by editing custom profiles. [Tell me more!](#) [Don't show this message again](#)

Custom Object Definition Edit

Save Save & New Cancel

Custom Object Information

= Required Information

The singular and plural labels are used in tabs, page layouts, and reports.

Label

Payment

Example: Account

Plural Label

Payments

Example: Accounts

Starts with vowel sound

☐

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

Object Name

Payment

Example: Account

Description

Context-Sensitive Help Setting

☒ Open the standard Salesforce.com Help & Training window

☐ Open a window using a Visualforce page

Content Name

--None--

Windows Taskbar

System Tray



New Custom Object | Salesforce xNew Custom Object - Salesforce x+

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salesforce'23

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Setup Help

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Home Chatter Libraries Content Subscriptions Passports +

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Help for this Page ?

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Custom Object Definition

Edit

Save Save & New Cancel

Custom Object Information

= Required Information

The singular and plural labels are used in tabs, page layouts, and reports.

Label

Reschedule/Cancel

Example: Account

Plural Label

Reschedule/Cancels

Example: Accounts

Starts with vowel sound

☐

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

Object Name

Reschedule\_Cancel

Example: Account

Windows Taskbar

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ENG 17:05



Visa slot | Salesforce

Visa slot: New Relationship ~ Sal

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salesforce

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Visa slot

New Relationship

Help for this Page

Step 2. Choose the related object

Step 2 of 6

Previous

Next

Cancel

Select the other object to which this object is related.

Related To

Passport

Previous

Next

Cancel

Windows Taskbar

ENG 22:04

Visa slot | Salesforce

Visa slot: New Relationship ~ Sal

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Manage Apps

Manage Territories

Visa slot

New Relationship

Help for this Page

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

Step 3 of 6

PreviousNextCancel

Field Label

Passport Number

Field Name

Passport\_Number

Description

Help Text

Child Relationship Name

Visa\_slots

Sharing

Select the minimum access level required on the Master record to create, edit, or delete related Detail records:

Windows Taskbar

System Tray


Visa slot | Salesforce

Visa slot: New Relationship ~ Sal

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- Privacy Center
- Security Controls
- Domain Management

Visa slot

New Relationship

Help for this Page

Step 6. Add custom related lists

Step 6 of 6

Previous Save & New Save Cancel

Field Label	Passport Number
Data Type	Master-Detail
Field Name	Passport_Number
Description	

Specify the title that the related list will have in all of the layouts associated with the parent.

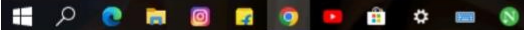
Related List Label Visa slots

These are the page layouts that will include this field. Because this is a Master-Detail relationship, the field is required.

Add Related List	Page Layout Name
<input checked="" type="checkbox"/>	Passport Layout

☒ Append related list to users' existing personal customizations

Previous Save & New Save Cancel




ENG 22:07








Visa slot | Salesforce

Home | Salesforce

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Setup

Home

Object Manager

Salesforce Mobile App

▼ Data

Mass Transfer Approval Requests

▼ Apps

App Manager

AppExchange Marketplace

▼ Connected Apps

Connected Apps OAuth Usage

Manage Connected Apps

▼ Lightning Bolt

Flow Category

Lightning Bolt Solutions

▼ Mobile Apps

▼ Salesforce

Most Recently Used

10 items

NAME	TYPE	OBJECT
Visa slot	Custom Object Definition	
Passport Number	Custom Field Definition	Visa slot
Full Name	Custom Field Definition	Passport
Permanent Address	Custom Field Definition	Passport
Contact Number	Custom Field Definition	Passport
Passport	Custom Object Definition	
Visa slot Layout	Page Layout	Visa slot
Passport Layout	Page Layout	Passport
Payment	Custom Object Definition	

Windows taskbar with icons for Start, Search, File Explorer, Edge, and various background applications.

System tray showing network, volume, and language (ENG) settings, along with the time 22:10.

Visa slot | Salesforce

App Manager | Salesforce

visa slot app images download -

← → ↺ ⌂

arignarannagovernmentart110-dev-ed.develop.lightning.force.com/lightning/setup/NavigationMenus...

☆ ⚙ ?

Search Setup

⚙ ?

New Lightning App

App Details & Branding

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

App Details

\*App Name ⓘ

book my visa


\*Developer Name ⓘ

book\_my\_visa

Description ⓘ

App Branding

Image ⓘ



Primary Color Hex Value ⓘ

#0070D2

Clear

Next

Flow Category

Lightning Bolt Solutions

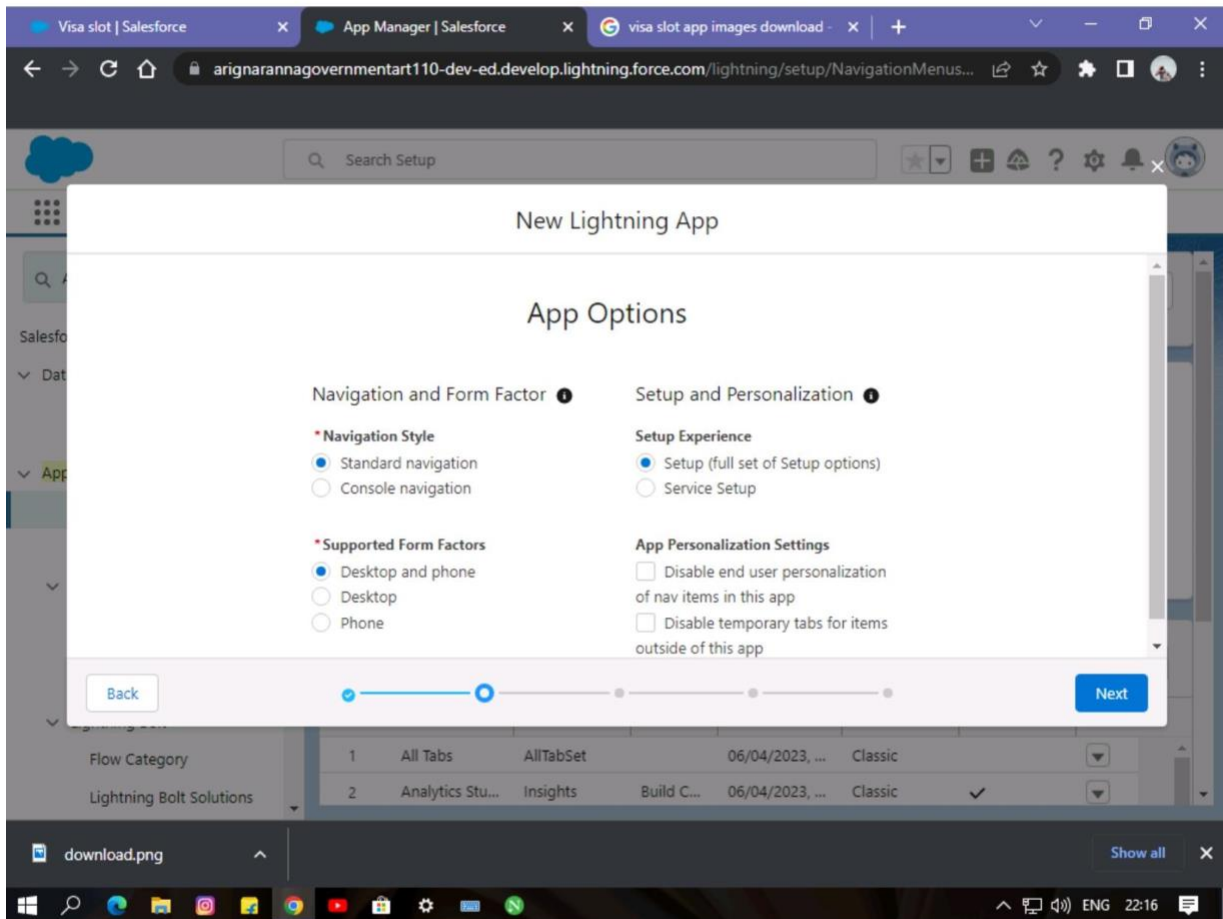
1	All Tabs	AllTabSet	06/04/2023, ...	Classic	
2	Analytics Stu...	Insights	Build C...	06/04/2023, ...	Classic ✓

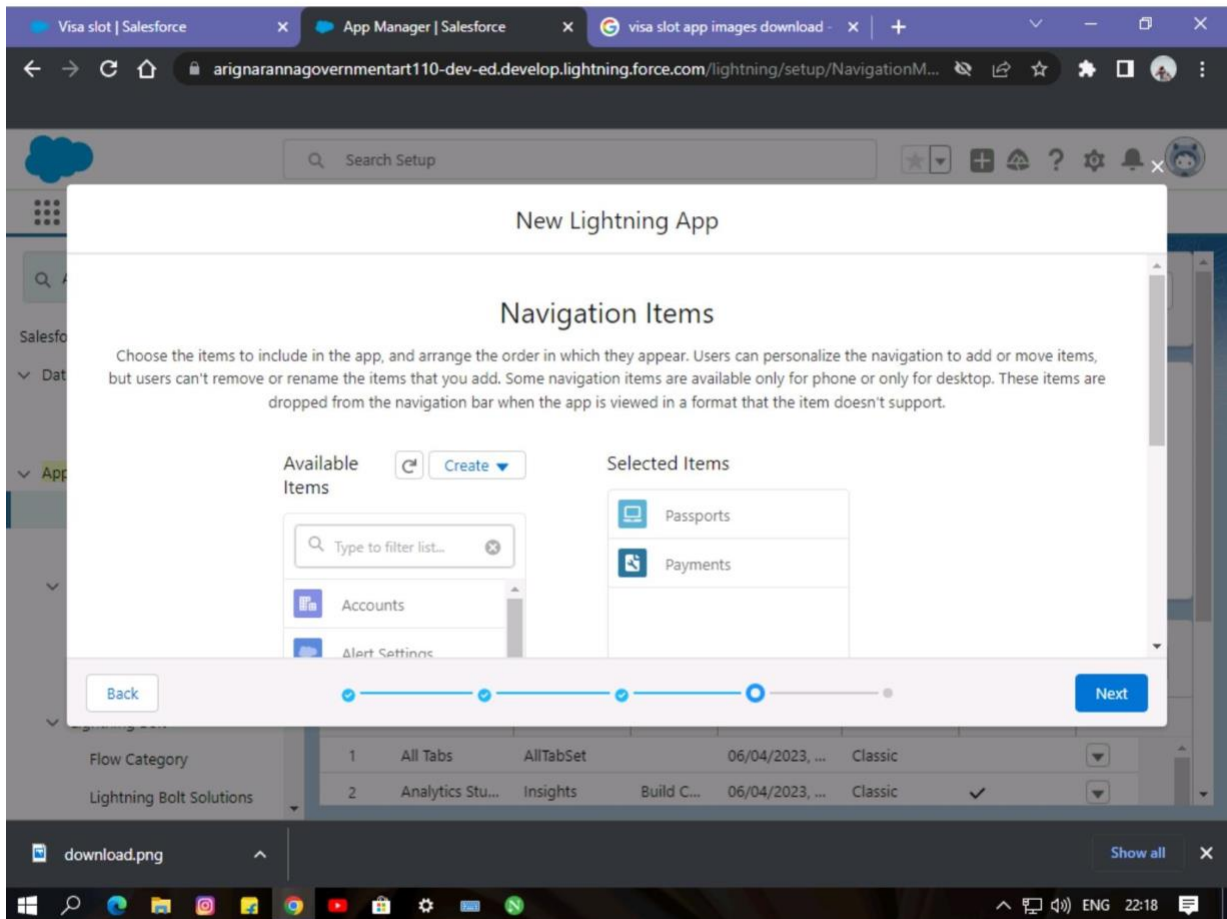
download.png

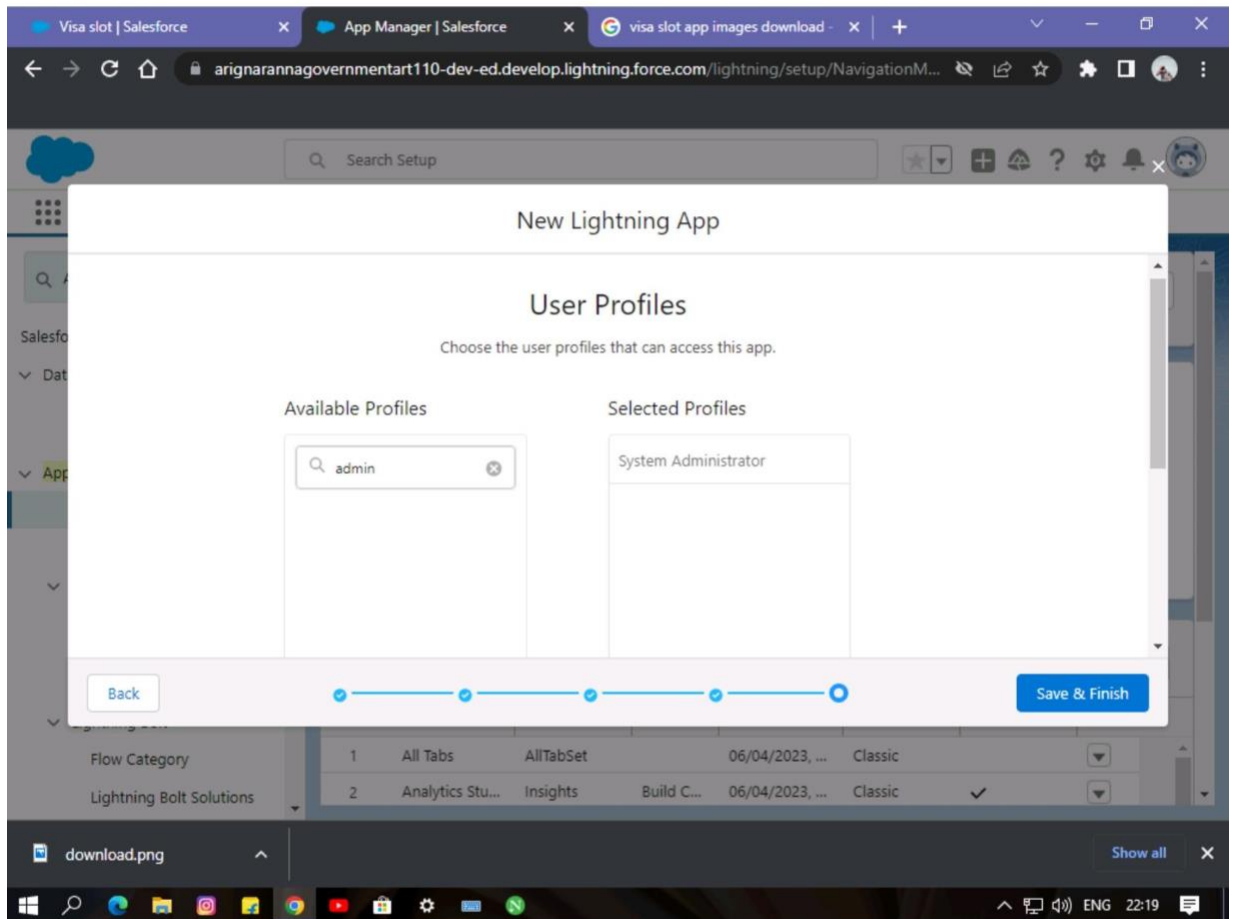
Show all

Windows Taskbar

System Tray: ENG 22:14










Visa slot | Salesforce

Users | Salesforce

New User - Salesforce - Develop

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Administer

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- Manage Users**
  - Users**
  - Mass Email Users
  - Roles
  - Permission Sets
  - Permission Set Groups
  - User Management Settings
  - Profiles
  - Public Groups
  - Queues
  - Login History
  - Identity Provider Event Log
  - Identity Verification History

User Edit

Save Save & New Cancel

General Information

First Name

NITHISH

Last Name

KUMAR

Alias

nkuma

Email

nithishkumarreads@gmail.cc

Username

nithishkumarreads@gmail.cc

Nickname

User1681232127766387855

Title

Company

Department

Division

Role

<None Specified>

User License

Salesforce Platform

Profile

Standard Platform User

Active

☒

Marketing User

☐

Offline User

☐

Knowledge User

☐

Flow User

☐

Service Cloud User

☐

Site.com Contributor User

☐

Site.com Publisher User

☐

WDC User

☐

Data.com User Type

--None--

Data.com Monthly Addition Limit

Default Limit (300)

Accessibility Mode (Classic Only)

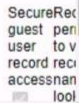
☐

High-Contrast

☐

Windows taskbar

System tray: ENG 22:28



Visa slot | Salesforce


Report Builder | Salesforce

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← → ↺ ⌂

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★ ⚙️ 🔍 🗨️



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⚙️

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Sales

Home

Opportunities

Leads

Tasks

Files

Accounts

Contacts

Reports

More

Create Report

Category

Contracts and Orders

Price Books, Products and Assets

Administrative Reports

File and Content Reports

Individuals

Other Reports

Hidden Report Types

Select a Report Type

Report Type Name	Category
Passports	Standard
Passports with Visa slots	Standard
Payments	Standard
Reschedule/Cancel	Standard
Screen Flows	Custom

https://arignarannagovernmentart110-dev-ed.develop.lightning.force.com/reports/lightningReportApp#

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ENG 23:18

Visa slot | Salesforce


Report Builder | Salesforce

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Sales

Home

Opportunities

Leads

Tasks

Files

Accounts

Contacts

Reports

More

REPORT

Passports with visa locations

Passports with Visa slots

↶ ↷

Add Chart

Save & Run

Save

Close

Run

Outline

Filters

Fields

Groups

GROUP ROWS

Add group...

Location

GROUP COLUMNS

Add group...

Passport: ID

Columns

Add column...

Passport: Passport Number

Visa slot number

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

Update Preview Automatically

Location

Passport: ID

Total

No records returned. Try editing report filters.

Details (0 Rows)

Click an intersection in the table above to filter details.

Passport: Passport Number

Visa slot number

Row Counts

Detail Rows

Grand Total

Stacked Summaries

Conditional Formatting

To Do List

Windows taskbar with icons for Start, Search, Edge, File Explorer, etc.

ENG 23:23

Visa slot | Salesforce


Report Builder | Salesforce

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★ ⚙️ 🗨️ 👤



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⚙️

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👤

Sales

Home

Opportunities

Leads

Tasks


Files

Accounts

Contacts

Reports

More

 Report: Passports with Visa slots

Field Editing Enabled

🔍

🔄

⏏️


🔽

Edit

⌵

Total Records


0



Details (0 Rows)

Click an intersection in the table above to filter details.

×



No detail rows to show.

Row Counts

☐

Detail Rows

☒

Grand Total


☒

Stacked Summaries

☒

☰

To Do List



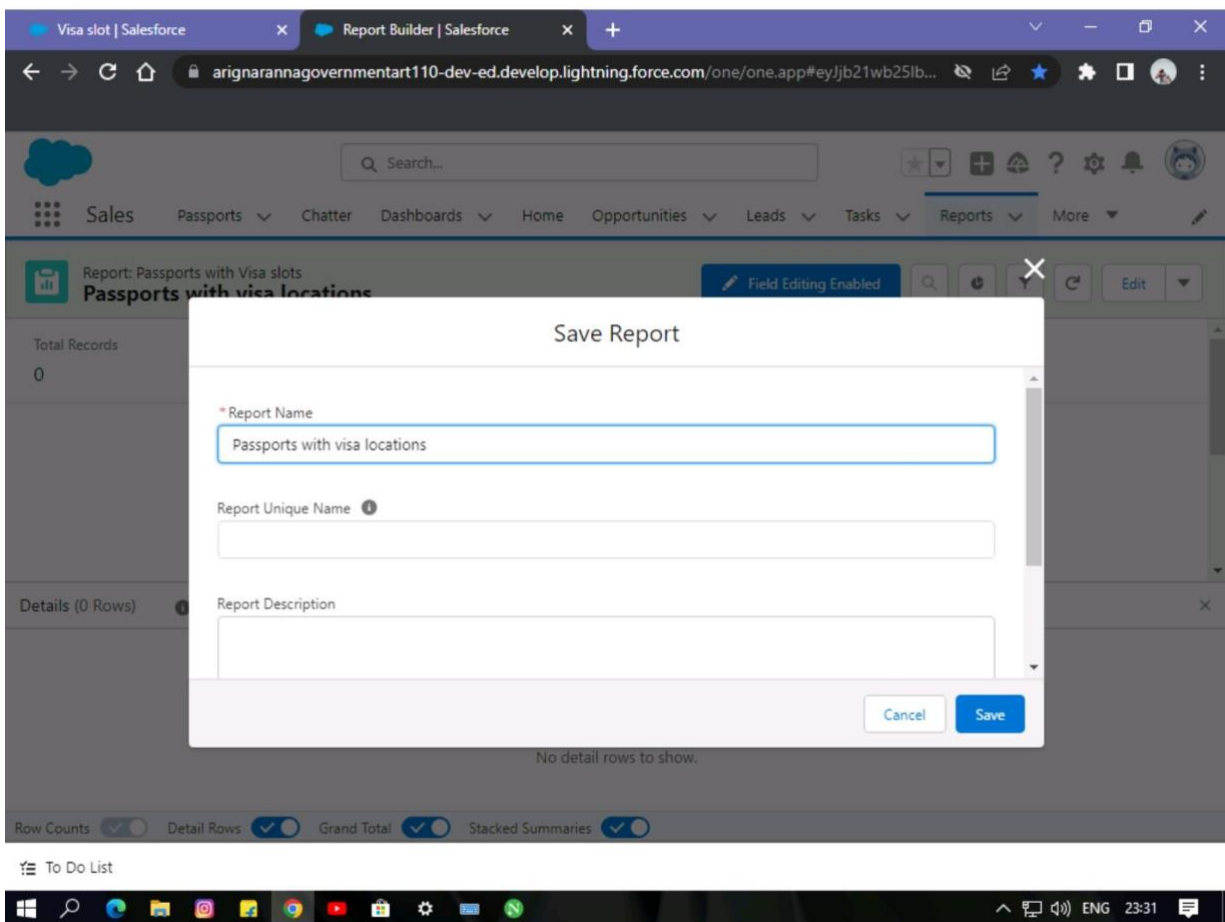
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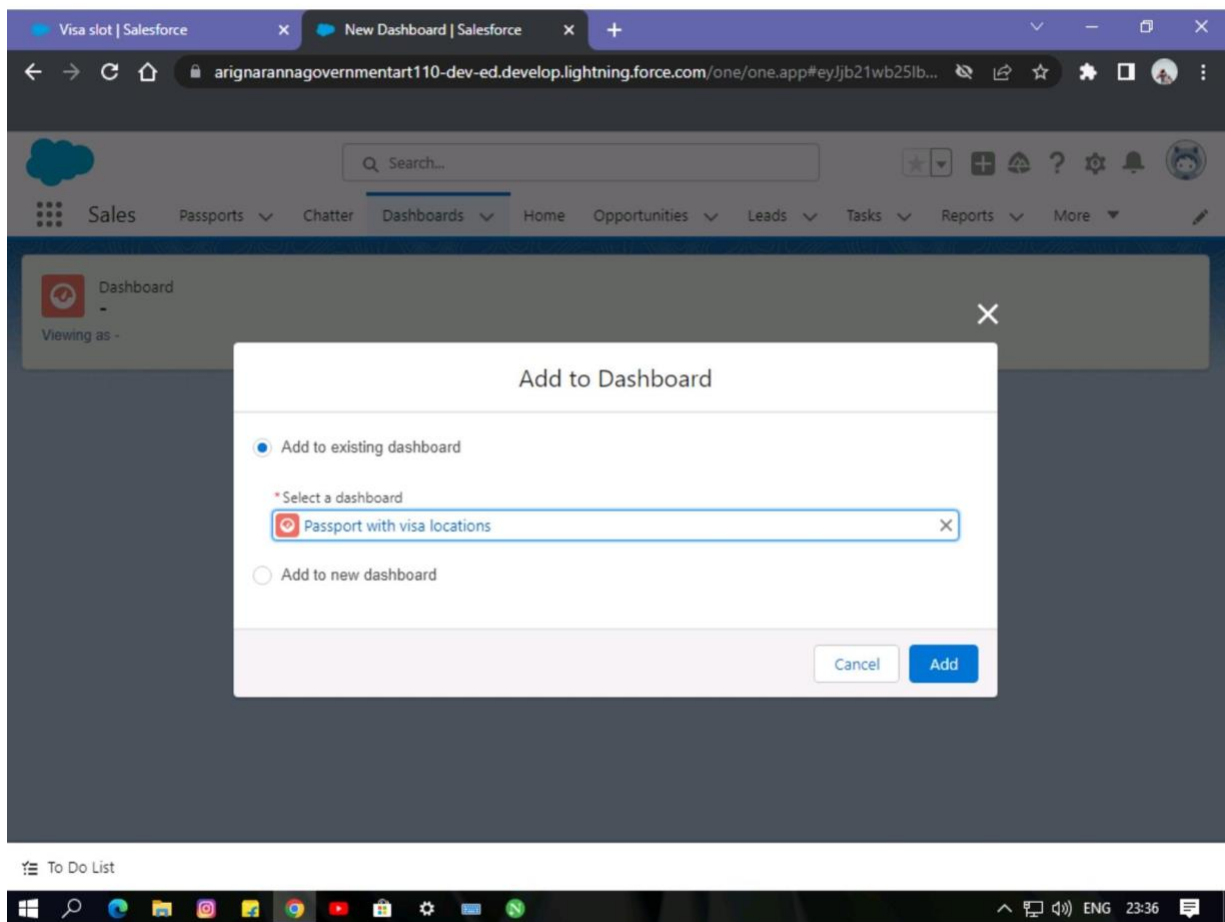
🔊

ENG

23:28

🗨️

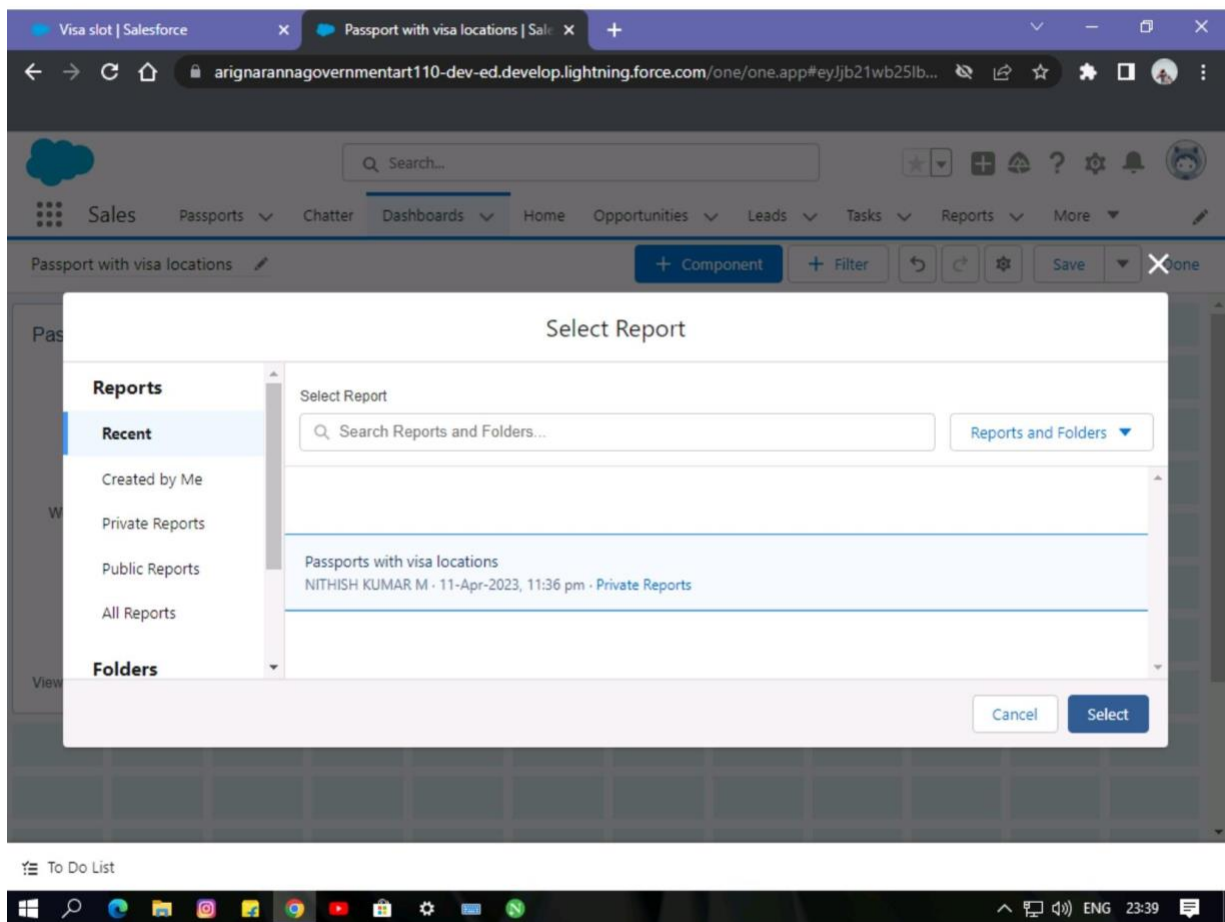


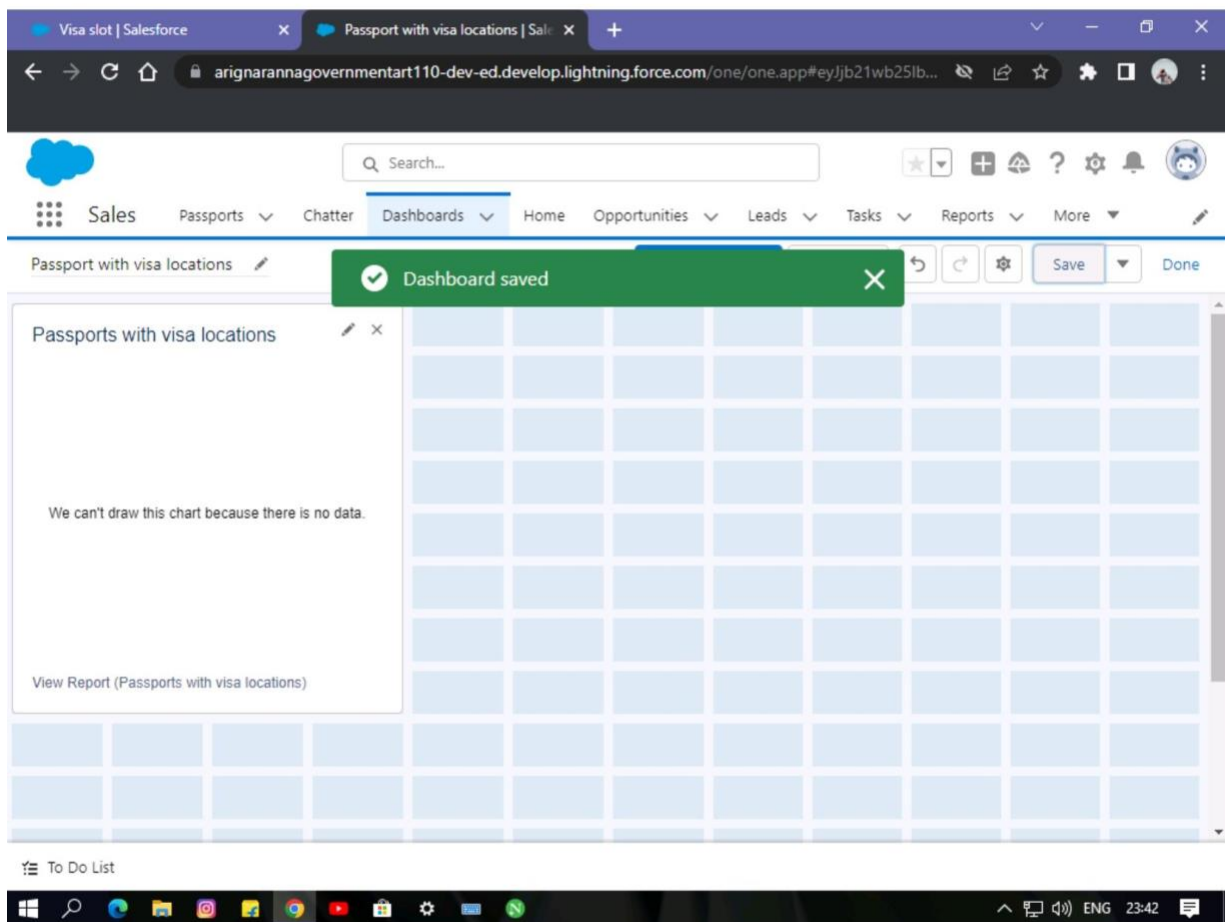












#### **4 Trailhead Profile Public URL**

**Team Lead - <http://Trailblazer.me/id/nithv6>**

**Team Member 1 - <https://trailblazer.me/id/nk17042003>**

**Team Member 2 - <https://trailblazer.me/id/poojg9>**

**Team Member 3 – <https://trailblazer.me/id/nnalininagarajan>**

#### **5 ADVANTAGES & DISADVANTAGES**

**CRM application that helps to book a visa slot ADVANTAGES & DISADVANTAGE**

**Advantages of a CRM application that helps to book a visa slot:**

**1.Process:** A CRM application can help streamline the visa booking process, making it faster and more efficient. This can save time and reduce errors in the booking process.

**2.Improved customer experience:** With a CRM application, customers can easily book a visa slot online, which can enhance their experience and increase their satisfaction with the visa application process.

**3.Increased productivity:** A CRM application can automate many of the tasks involved in booking a visa slot, freeing up staff time for more complex tasks. This can lead to increased productivity and efficiency.

**4.Improved data management:** A CRM application can help manage customer data and information more effectively. This can help reduce errors and improve the accuracy of customer information.

**5.Real-time updates:** A CRM application can provide real-time updates on visa slot availability, which can be helpful for customers who need to schedule their travel plans around their visa appointment.

**Disadvantages of a CRM application that helps to book a visa slot:**

**1.Technical issues:** A CRM application can sometimes experience technical issues, such as downtime or slow performance, which can be frustrating for customers trying to book a visa slot.

**2.Dependence on technology:** A CRM application may rely heavily on technology, and any technical issues can disrupt the visa booking process. This can lead to delays and frustration for both customers and staff.

**3.Security risks:** A CRM application that stores customer data and personal information can be vulnerable to security risks, such as hacking or data breaches. This can compromise the privacy of customers and put their personal information at risk.

**4.Cost:** Implementing a CRM application can be costly, and ongoing maintenance and updates can also add to the cost. This can be a barrier for smaller organizations or businesses with limited resources.

**5.User experience:** A CRM application can be complex and difficult to use, which can be frustrating for customers who are trying to book a visa slot. Poor user experience can lead to decreased satisfaction and lower customer retention.

## **6 APPLICATIONS**

**1.Embassies and Consulates:** Embassies and consulates can use a CRM application to manage visa appointment bookings and improve the efficiency of their visa processing operations.

**2.Travel Agencies:** Travel agencies can use a CRM application to help their clients book visa appointments as part of their travel planning process.

**3.Visa Application Centers:** Visa application centers can use a CRM application to manage their visa application processes, including scheduling appointments and communicating with applicants.

**4.Corporate Travel Departments:** Corporate travel departments can use a CRM application to manage visa requirements for their employees who are traveling abroad for business purposes.

**5.Educational Institutions:** Educational institutions can use a CRM application to help international students schedule visa appointments and navigate the visa application process.

Overall, a CRM application that helps to book a visa slot can be used by any organization or business that deals with visa processing or international travel. By streamlining the visa booking process, a CRM application can improve efficiency, increase customer satisfaction, and reduce errors in the visa application process.

## **7 CONCLUSION**

In conclusion, a CRM application that helps to book a visa slot can offer many benefits, such as streamlining the visa application process, improving customer experience, increasing productivity, improving data management, and providing real-time updates. However, there are also potential disadvantages, such as technical issues, dependence on technology, security risks, cost, and user experience. Therefore, it is important for organizations to carefully consider the pros and cons of implementing a CRM application for visa booking and to ensure that they have measures in place to address any potential issues that may arise. Ultimately, the success of a CRM application for visa booking will depend on how well it is designed, implemented, and managed, and how effectively it meets the needs of both customers and staff.

## **8 FUTURE SCOPE**

The future scope of a CRM application that helps to book a visa slot is significant, as advancements in technology and changes in the global travel industry continue to shape the way visa applications are processed. Here are a few potential areas of growth and development for such an application:

**1.Mobile Optimization:** With the growing popularity of smartphones and mobile devices, there is a significant opportunity to optimize the visa booking process for mobile users. A mobile-optimized CRM application could make it even easier for customers to book a visa slot, potentially increasing usage and customer satisfaction.

**2.AI and Machine Learning:** Artificial intelligence and machine learning technologies can be used to improve the accuracy of visa processing, automate repetitive tasks, and improve customer service. For example, an AI-powered chatbot could assist customers with their visa application questions or help them reschedule their visa appointment.

**3.Integration with Other Systems:** A CRM application that integrates with other systems, such as airline reservation systems or hotel booking platforms, could provide a more seamless and comprehensive travel experience for customers. This integration could enable customers to book their visa appointment along with their flight, hotel, and other travel arrangements.

**4.Blockchain Integration:** The use of blockchain technology could enhance the security and privacy of customer information, making it less vulnerable to hacking or data breaches. Additionally, blockchain technology could enable a more transparent and secure visa processing system, reducing the potential for fraud or corruption.

**5.Predictive Analytics:** By leveraging predictive analytics, a CRM application could identify patterns in visa applications, potentially predicting demand for certain visa types or predicting changes in visa processing times. This information could be valuable to both customers and visa processing agencies.

Overall, the future scope of a CRM application that helps to book a visa slot is promising, with numerous opportunities to improve the customer experience, enhance efficiency, and leverage emerging technologies.























































