

# **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.

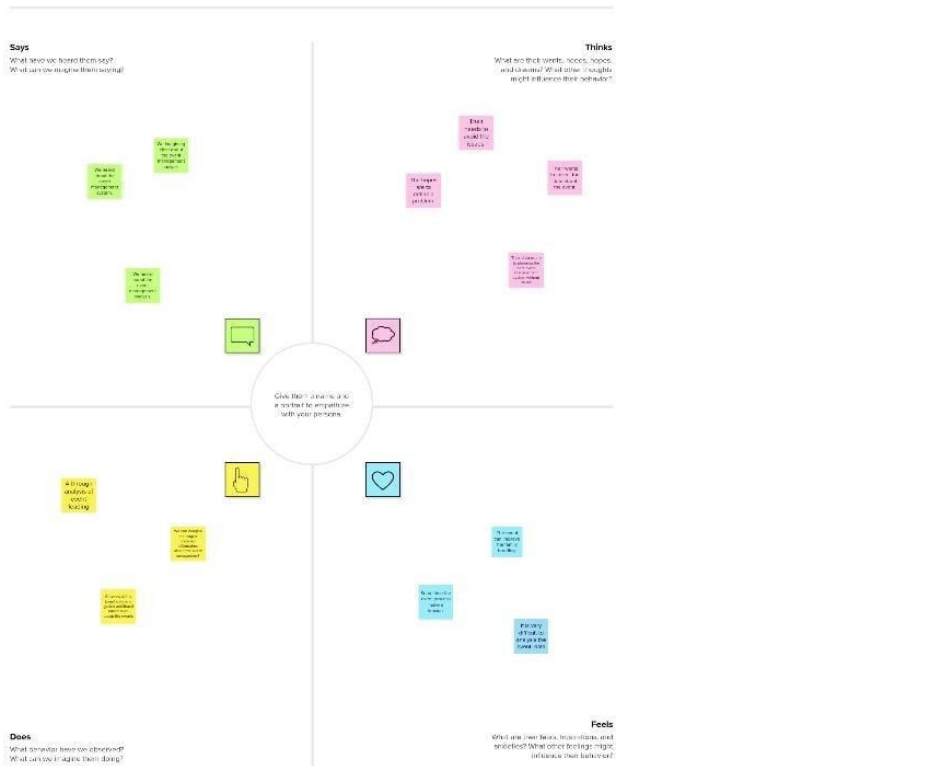
## **ACTIVITY-1:**

**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!



**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 | Passport | Salesforce | Document 9.docx - Microsoft

thiruagovinthasamygovarts-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115i000002dkXI/Details/view

Search Setup

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

Details

Description

API Name  
Passport\_\_c

Enable Reports  
✓

Track Activities  
Custom

Track Field History

Deployment Status  
Deployed

Help Settings  
Standard salesforce.com Help Window

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thiruagovinthasamygovarts-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115i000002dkXI/FieldsAndRelationships/view

Search Setup

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

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
Contact Number	Contact_Number__c	Number(18, 0) (External ID)		✓
Created By	CreatedById	Lookup(User)		
Full Name	Full_Name__c	Text(10)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User/Group)		✓
Passport Name	Name	Text(80)		✓
Passport number	Passport_number__c	Text(10) (External ID)		✓

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## 2. Visa slot:

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

thiruagovinthasamygovarts-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115i000002dkXp/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  
✓

Custom  
✓

Singular Label  
visa slot

Track Activities

Track Field History

Deployment Status  
Deployed

Help Settings  
Standard salesforce.com Help Window

Edit Delete

Type here to search

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

thiruagovinthasamygovarts-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115i000002dkXp/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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Payment:

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thiruagovinthasamygovarts-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115i000002dkXu/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  
✓

Track Activities  
Custom

Track Field History

Deployment Status  
Deployed

Help Settings  
Standard salesforce.com Help Window

JavaScript:void(0);

Type here to search

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

thiruagovinthasamygovarts-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0115i000002dkXu/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)		✓

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Reschedule:

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

**Reschedule Details:**

- Description: Reschedule
- 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)		<input checked="" type="checkbox"/>
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
location	location_c	Text(10) (External ID)		<input checked="" type="checkbox"/>
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 page.

**Custom Tabs**

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	Airplane	
Edit   Del	gavmarts	Fan	
Edit   Del	Reschedule	Flag	
Edit   Del	visa slot	Cell phone	

**Web Tabs**

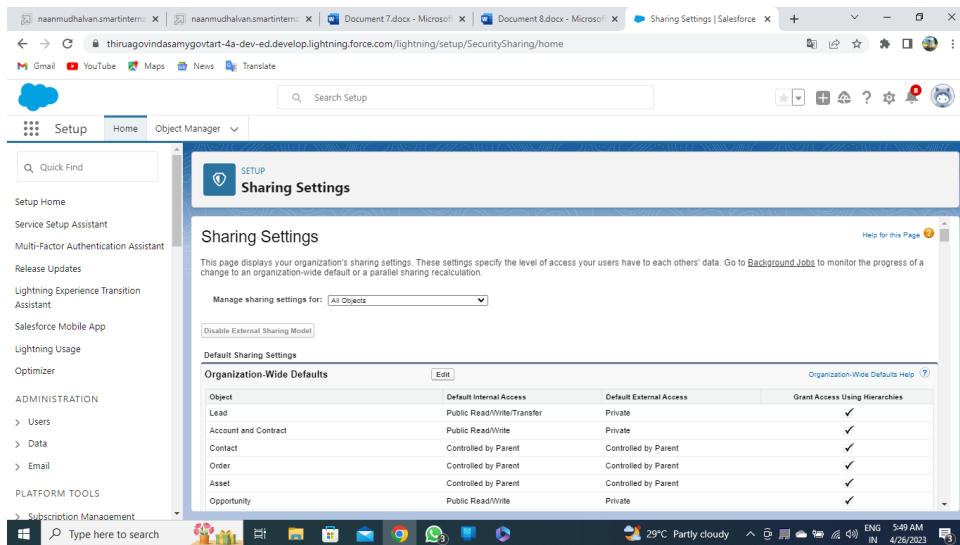
No Web Tabs have been defined

## Creation of app:

[illegible]

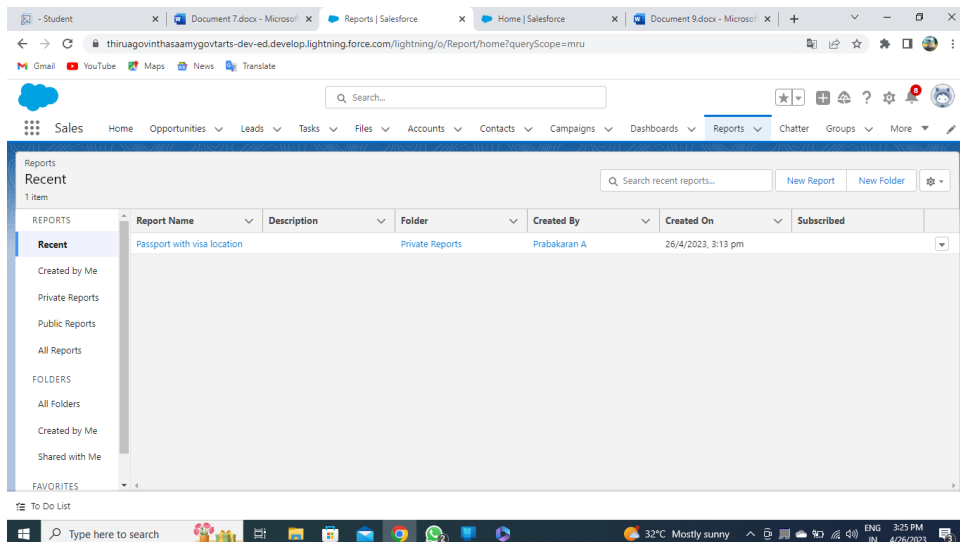
**OWD:**



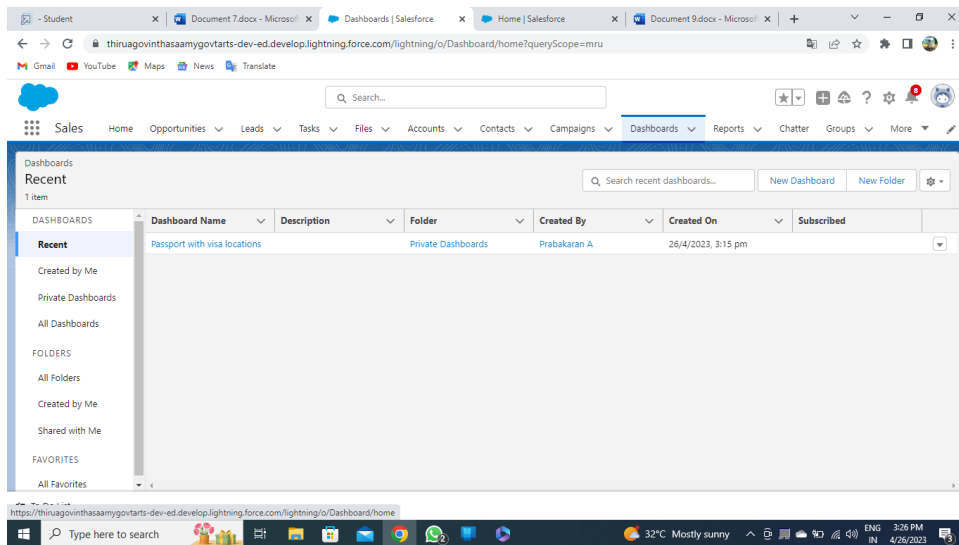


## ACTIVITY 5:

### Creation of Report:



### Dashboard:



### **TRAILBLAZER PROFILE URL:**

TEAM LEADER (PRABAKARAN A) - <http://trailblazer.me/l'd/prabakaranayyanar2003>

TEAM MEMBER 1 (RAJAGANAPATHI R) - <http://trailblazer.me/l'd/rajpathi2003>

TEAM MEMBER 2 (RATHISH R) - <http://trailblazer.me/l'd/rathish075>

TEAM MEMBER 3 (SANTHOSH N) - <http://trailblazer.me/l'd/santhoshsp24013>

### **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.