

Date	21-04-2023
Team ID	NM2023TMID33408
Project Name	CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT
Team Leader	PRASANNA S
Team Member	POOVARASAN D
	PRIYADHARSHINI M
	PRIYADHARSHINI M

1 INTRODUCTION

1.1 Overview

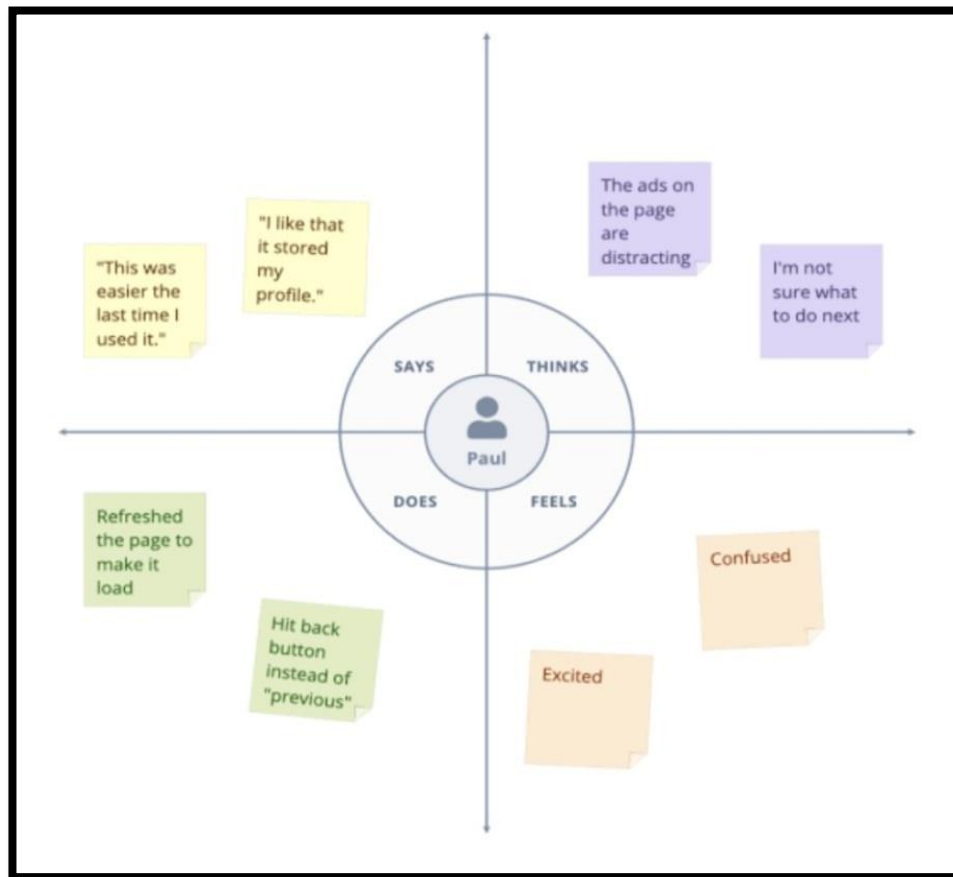
Our project aims to improve the functioning CRM application that helps to booking a visa slot using salesforce. We achieve this goal by creating custom salesforce object, tab, fields, profile, users, Sharing Setting, report, Dashboard that provide easy access to the relevant data.

1.2 Purpose

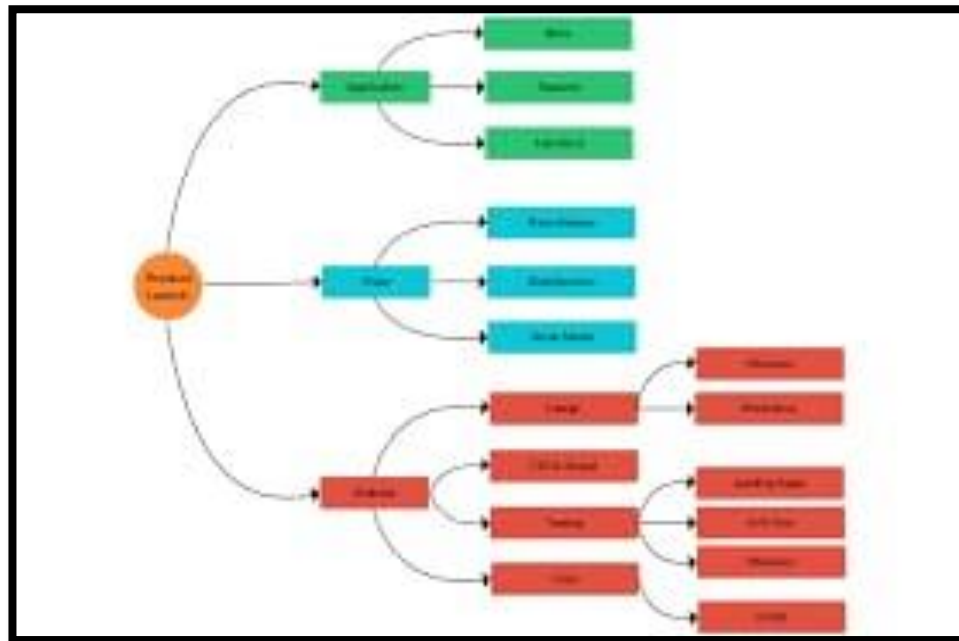
A Visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing center to schedule and manage appointments with applicants.

2 PROBLEM DEFINITION & DESING THINKING

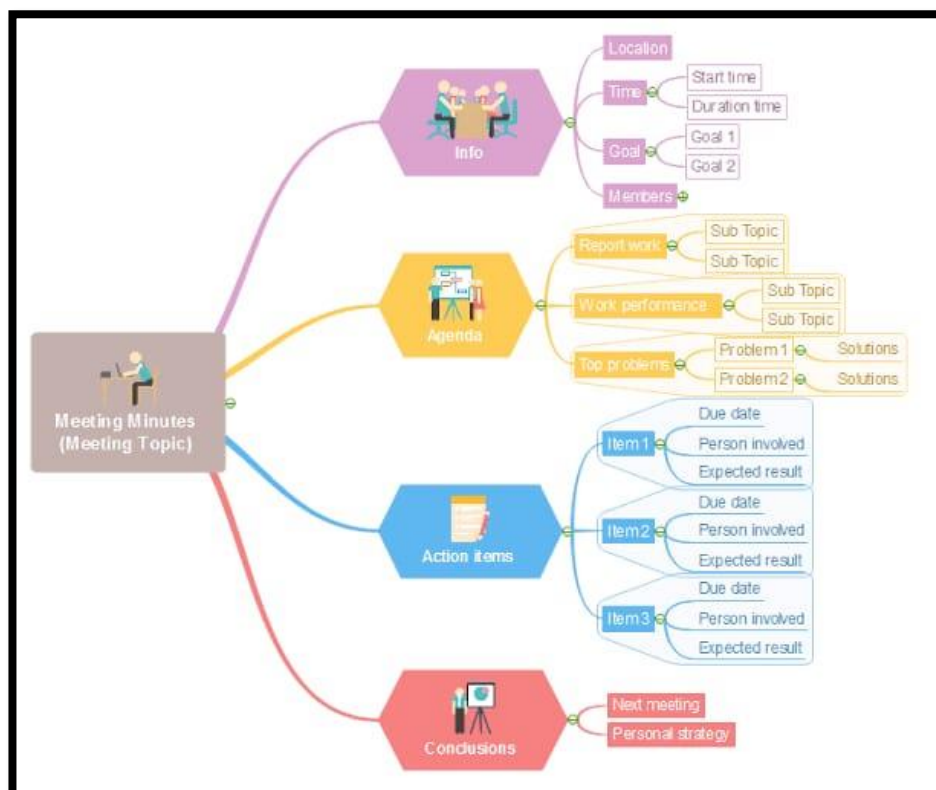
2.1 Empathy Map



2.2 Ideation & Brainstorming Map BRAINSTORM



GROUP IDEAS



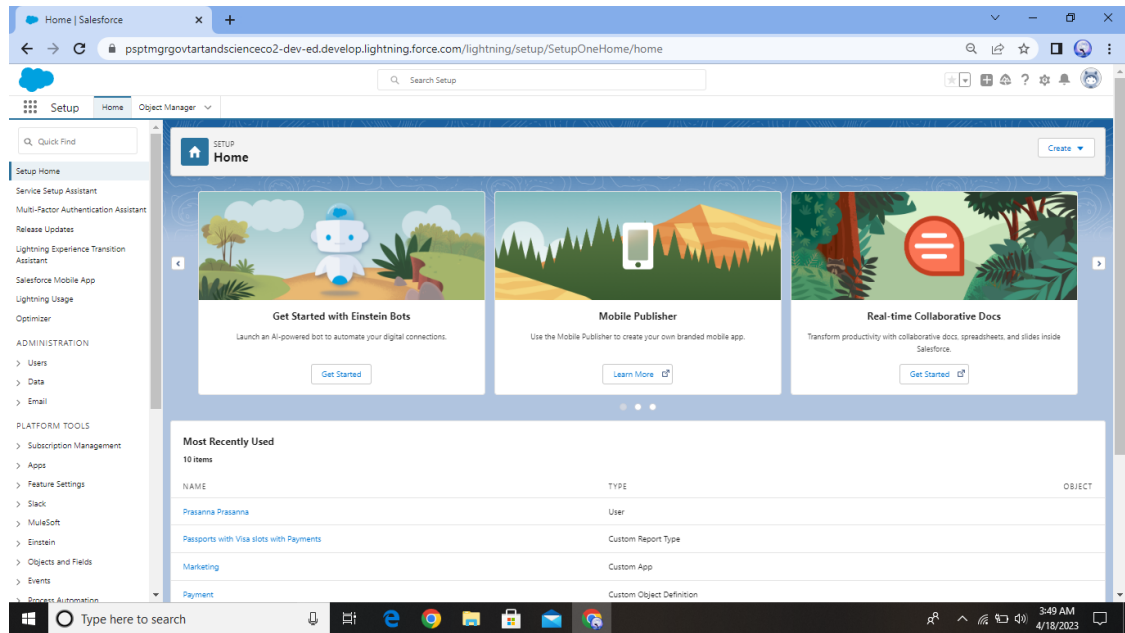
3 RESULT

3.1 Data Model

Object Name	Fields in the Object	
	Field Label	Date Type
Passport	Full Name	Text
	Passport Number	Text
	Contact Number	Number
	Permanent Address	Text
Visa Slot	Location	Geo Location
	Time	Time
	Passport Number	Master-Detail Relationship
	Visa Slot Number	Number
Payment	Payment Mode	Check Box
	Card Number	Number
	Transaction ID	Auto Number
	Cancel Transaction	Text
	Visa Slot Number	Master-Detail Relationship
Reschedule/ cancel	Passport Number	Master-Detail Relationship
	Location	Geo Location
	Time	Time
	Cancel	Text
	Status	Text

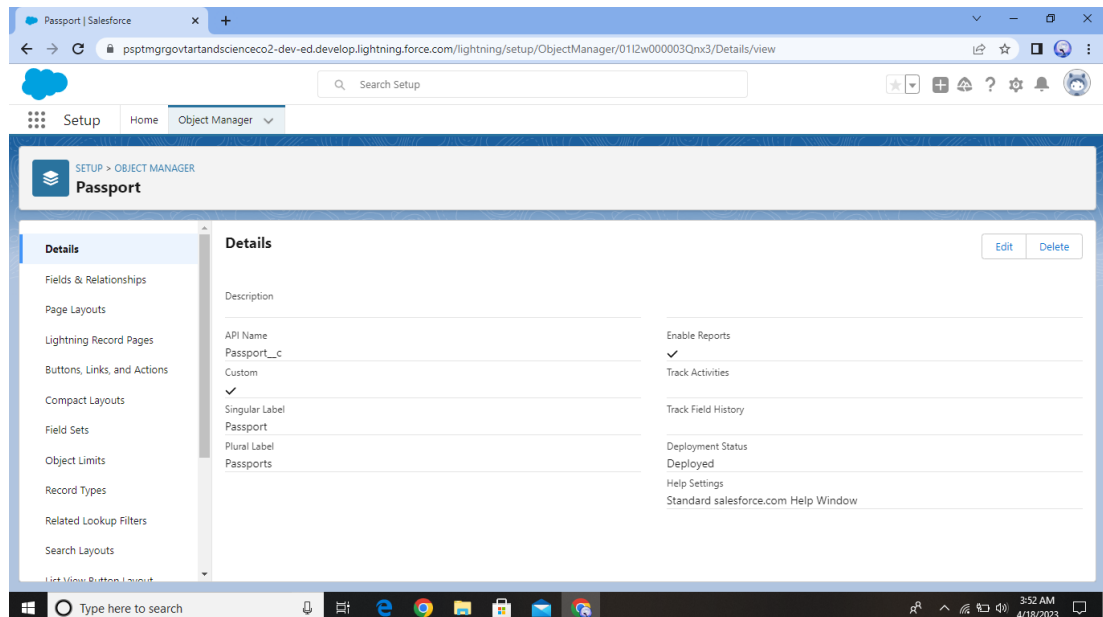
3.2 Activity & Screenshot

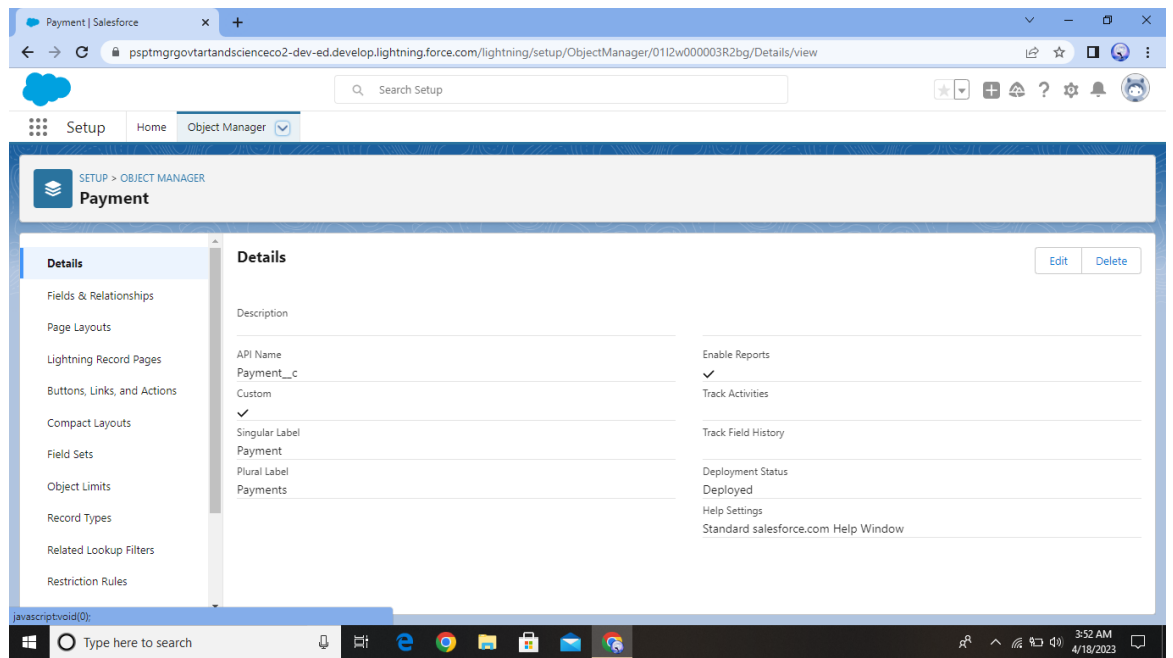
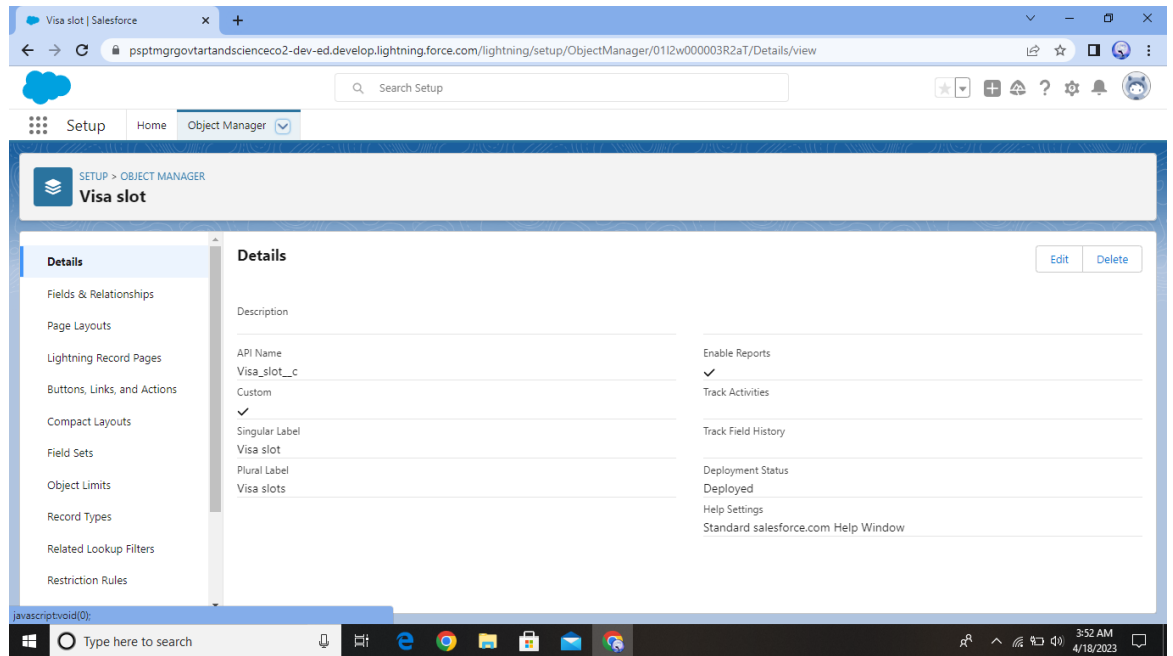
Milestone 1:



Creation of Salesforce Account

Milestone 2:





Reschedule/Cancel | Salesforce x +

psptmrgovtartandscienceco2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003R2eB/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Reschedule/Cancel

Details Edit Delete

Description

API Name
Reschedule_Cancel_c

Custom
✓

Singular Label
Reschedule/Cancel

Plural Label
Reschedules/Cancels

Enable Reports
✓

Track Activities

Track Field History

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Restriction Rules

javascriptvoid(0);

Type here to search

3:52 AM
4/18/2023

Reschedule/Cancel | Salesforce x Tabs | Salesforce x +

psptmrgovtartandscienceco2-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01r2w000000bdoU%3Fsetupid%3DCustomTabs

Search Setup

Setup Home Object Manager

tab

User Interface

Loaded Console Tab Limit

Rename Tabs and Labels

Tabs

Didn't find what you're looking for?
Try using Global Search.

SETUP
Tabs

Custom Object Tab
Passports

Below is the information for the custom tab. Click Edit to change the custom tab.

Custom Tab Definition Detail Edit Delete

Tab Label	Passports	Tab Style	Airplane
Object	Passport	Splash Page Custom Link	
Description			
Created By	Prasanna Prasanna, 21/03/2023, 7:28 am	Modified By	Prasanna Prasanna, 21/03/2023, 7:28 am

Help for this Page

https://psptmrgovtartandscienceco2-dev-ed.develop.my.salesforce.com/one/on...

Type here to search

3:53 AM
4/18/2023

CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

Reschedule/Cancel | Salesforce x Tabs | Salesforce x +

psptmrgovtartandscienceco2-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01r2w000000becn%3Fsetupid%3DCustomTabs

Search Setup

Setup Home Object Manager

tab

User Interface

Loaded Console Tab Limit

Rename Tabs and Labels

Tabs

Didn't find what you're looking for?
Try using Global Search.

SETUP Tabs

Custom Object Tab
Visa slots

Below is the information for the custom tab. Click Edit to change the custom tab.

Custom Tab Definition Detail

Edit Delete

Tab Label	Tab Style
Visa slots	Book

Object Visa slot

Description

Splash Page Custom Link

Created By Prasanna Prasanna, 21/03/2023, 3:20 pm

Modified By Prasanna Prasanna, 21/03/2023, 3:20 pm

javascript:srcUp(%27%2F01r2w000000becn%3Fsetupid%3DCustomTabs%26isdtP%3Dp1%27);

Type here to search

3:54 AM
4/18/2023

Reschedule/Cancel | Salesforce

Tabs | Salesforce

psptmngovtartandscienceco2-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01r2w000000beZa%3Fsetupid%3DCustomTabs

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Setup

Home

Object Manager

tab

User Interface

Loaded Console Tab Limit

Rename Tabs and Labels

Tabs

Didn't find what you're looking for?
Try using Global Search.

SETUP

Tabs

Custom Object Tab

Payments

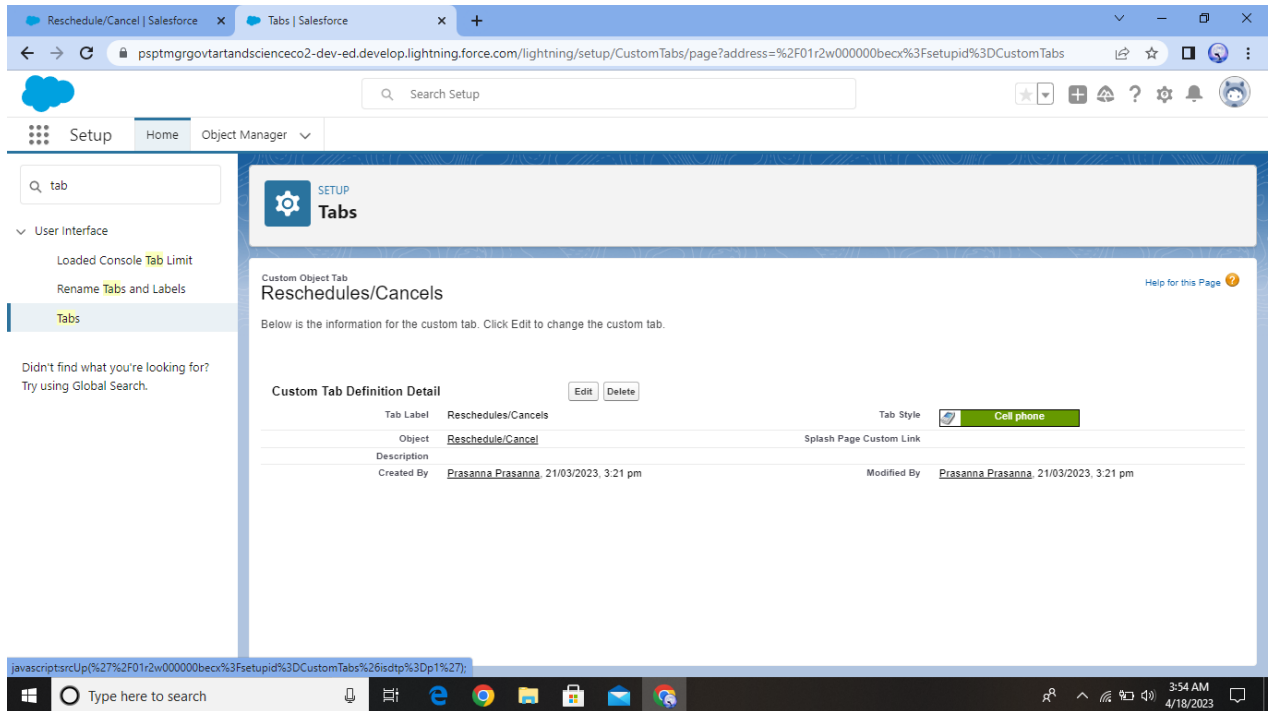
Help for this Page

Below is the information for the custom tab. Click Edit to change the custom tab.

Custom Tab Definition Detail

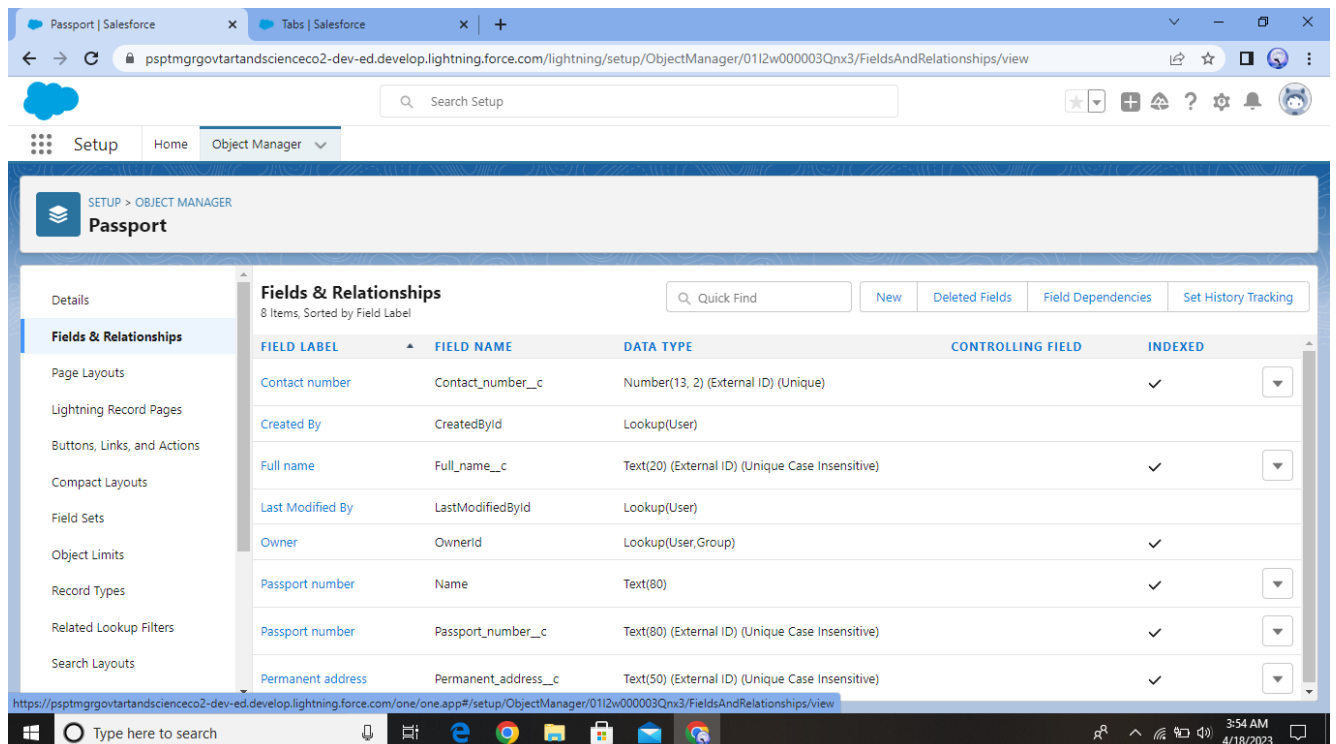
EditDelete

Tab Label	Payments	Tab Style	Box
Object	Payment	Splash Page Custom Link	
Description			
Created By	Prasanna Prasanna, 21/03/2023, 3:20 pm	Modified By	Prasanna Prasanna, 21/03/2023, 3:20 pm



Creation of Object & Tabs (Passport, Visa slot, Payment, Reschedule/Cancel)

Milestone 3 :



Visa slot | Salesforce

psptmgrgovtartandscienceco2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/012w000003R2aT/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Visa slot

Details

Fields & Relationships

7 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	Geolocation		
Passport number	Passport__c	Master-Detail(Passport)		✓
Time	Time__c	Text(10) (External ID) (Unique Case Insensitive)		✓
Visa slot number	Visa_slot_number__c	Number(16, 0) (External ID) (Unique)		✓
Visa slot Number	Name	Text(80)		✓

https://psptmgrgovtartandscienceco2-dev-ed.develop.lightning.force.com/one/app#/setup/ObjectManager/012w000003R2aT/FieldsAndRelationships/view

Type here to search

3:54 AM 4/18/2023

Payment | Salesforce

psptmgrgovtartandscienceco2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/012w000003R2bg/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Payment

Details

Fields & Relationships

8 Items, Sorted by Field Label

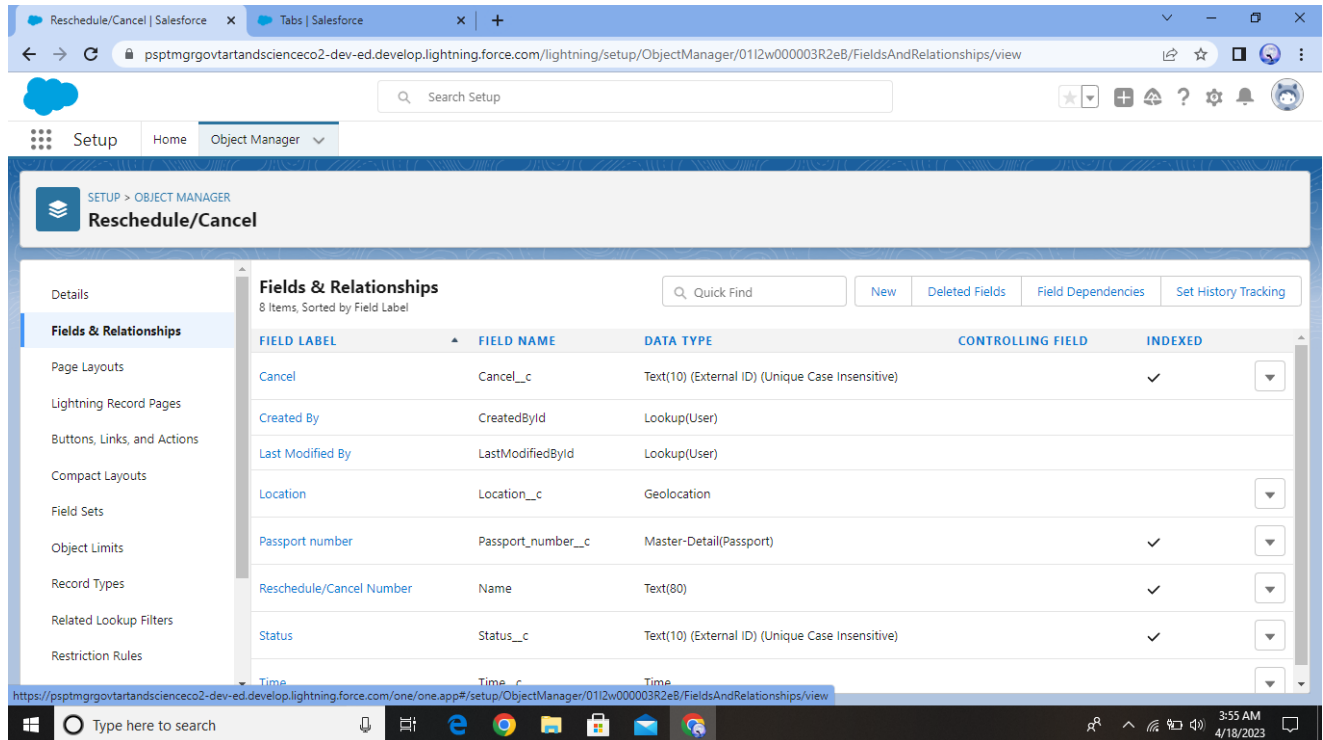
Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
cancel transaction	cancel_transaction__c	Text(10) (External ID) (Unique Case Insensitive)		✓
Card Number	Card_number__c	Number(16, 2) (External ID) (Unique)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Payment mode	Payment_mode__c	Checkbox		
Payment Number	Name	Text(80)		✓
transaction id	transaction__c	Auto Number (External ID)		✓
Visa slot number	Visa_slot_number__c	Master-Detail(Visa slot)		✓

https://psptmgrgovtartandscienceco2-dev-ed.develop.lightning.force.com/one/app#/setup/ObjectManager/012w000003R2bg/FieldsAndRelationships/view

Type here to search

3:55 AM 4/18/2023

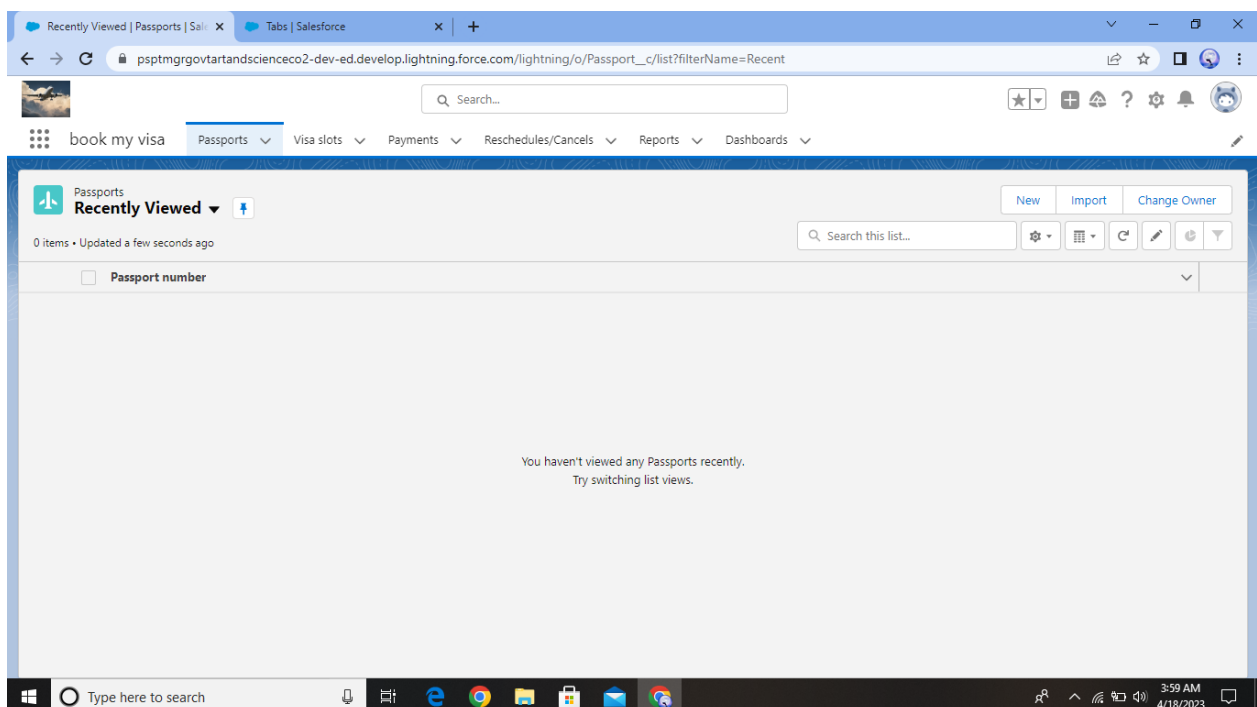


The screenshot shows the Salesforce Object Manager interface for the 'Reschedule/Cancel' object. The left sidebar lists various setup options, with 'Fields & Relationships' selected. The main area displays a table of fields with their labels, names, data types, controlling fields, and indexed status.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Cancel	Cancel__c	Text(10) (External ID) (Unique Case Insensitive)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Location	Location__c	Geolocation		
Passport number	Passport_number__c	Master-Detail(Passport)		✓
Reschedule/Cancel Number	Name	Text(80)		✓
Status	Status__c	Text(10) (External ID) (Unique Case Insensitive)		✓
Time	Time__c	Text		

Creation of Fields

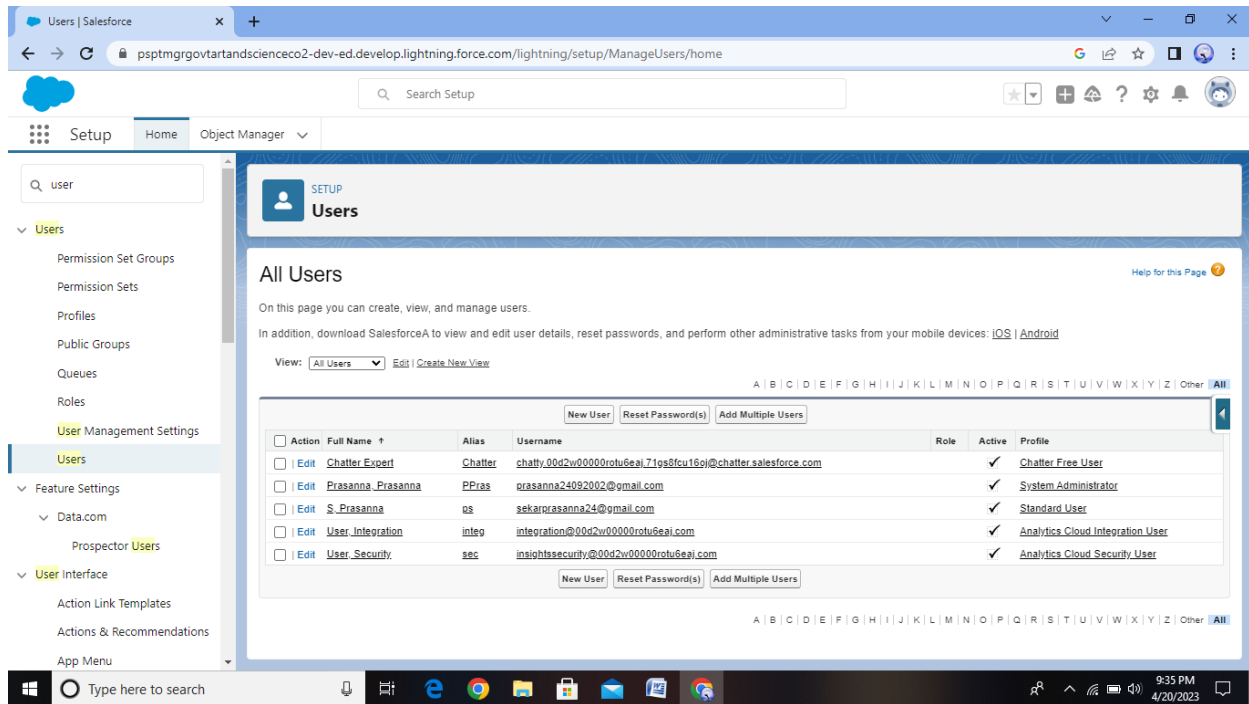
Milestone 4 :



The screenshot shows the Salesforce 'Passports' list view. The header includes 'Recently Viewed' and a search bar. The main content area is empty, displaying a message: 'You haven't viewed any Passports recently. Try switching list views.'

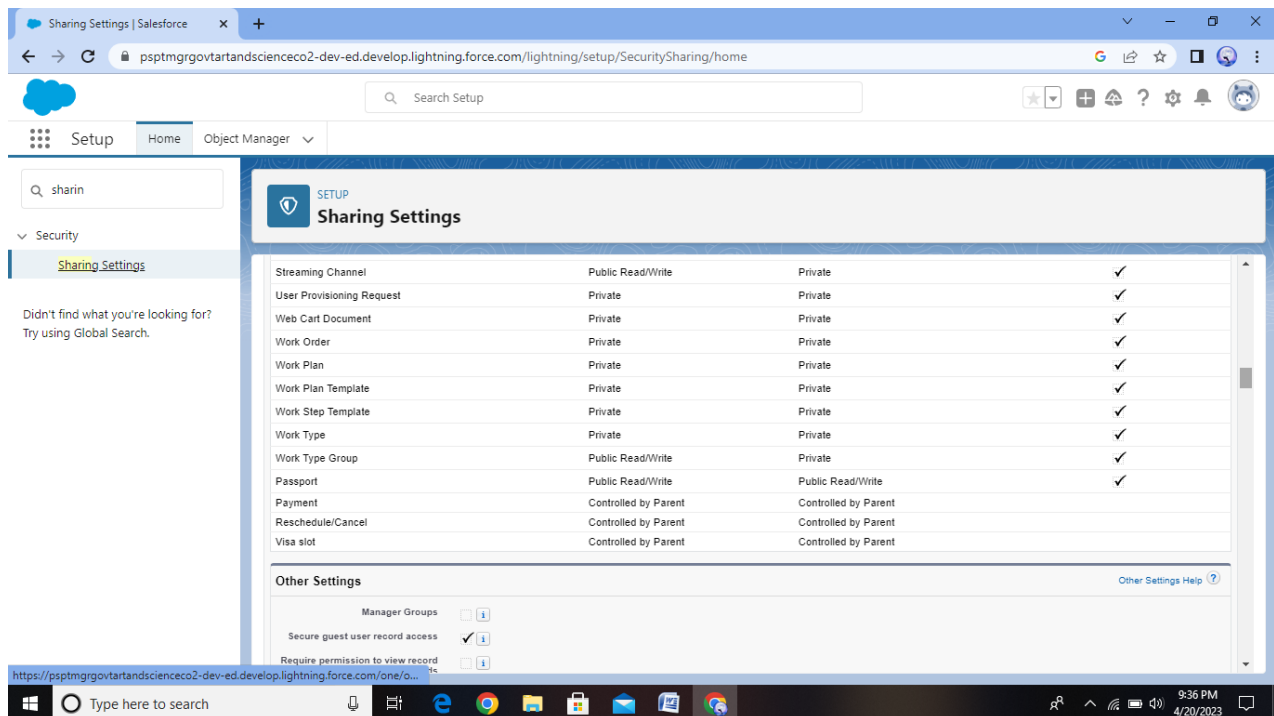
Creation of Book My Visa Construction Application

Milestone 5 :



The screenshot shows the Salesforce Setup page for Users. The left sidebar contains a search bar and a list of setup categories: Users, Permission Set Groups, Permission Sets, Profiles, Public Groups, Queues, Roles, User Management Settings, Feature Settings, Data.com, Prospector Users, User Interface, Action Link Templates, Actions & Recommendations, and App Menu. The main content area is titled 'All Users' and includes a search bar, a view selector (All Users), and a table of users. The table has columns for Action, Full Name, Alias, Username, Role, Active, and Profile. The users listed are Chatter Expert, Prasanna, S. Prasanna, User Integration, and User Security. The bottom of the screen shows the Windows taskbar with the search bar and various application icons.

Creation of User



The screenshot shows the Salesforce Setup page for Sharing Settings. The left sidebar contains a search bar and a list of setup categories: Security, Sharing Settings, and Other Settings. The main content area is titled 'Sharing Settings' and includes a table of sharing settings. The table has columns for Streaming Channel, User Provisioning Request, Web Cart Document, Work Order, Work Plan, Work Plan Template, Work Step Template, Work Type, Work Type Group, Passport, Payment, Reschedule/Cancel, and Visa slot. The sharing settings are listed in the table, and the bottom of the screen shows the Windows taskbar with the search bar and various application icons.

Creation of OWD



The screenshot shows the Salesforce Reports interface. The top navigation bar includes links for 'book my visa', 'Passports', 'Visa slots', 'Payments', 'Reschedules/Cancels', 'Reports', and 'Dashboards'. The 'Reports' section is active, displaying a table of recent reports. The table has columns for Report Name, Description, Folder, Created By, Created On, and Subscribed. A single report is listed: 'Password with visa slot' in the 'Private Reports' folder, created by 'Prasanna Prasanna' on '15/4/2023, 9:47 am'.

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Password with visa slot		Private Reports	Prasanna Prasanna	15/4/2023, 9:47 am	

Creation of Reports

Milestone 7:

The screenshot shows the Salesforce Dashboards interface. The top navigation bar includes links for 'book my visa', 'Passports', 'Visa slots', 'Payments', 'Reschedules/Cancels', 'Reports', and 'Dashboards'. The 'Dashboards' section is active, displaying a table of recent dashboards. The table has columns for Dashboard Name, Description, Folder, Created By, Created On, and Subscribed. A single dashboard is listed: 'Passport with visa slot location' in the 'Private Dashboards' folder, created by 'Prasanna Prasanna' on '15/4/2023, 9:50 am'.

DASHBOARDS	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	Passport with visa slot location		Private Dashboards	Prasanna Prasanna	15/4/2023, 9:50 am	

Creation of Dashboard

4 TRAILHEAD PROFILE PUBLIC URL

Team Lead - <https://trailblazer.me/id/pprasanna63>

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

Team Member 2 - <https://trailblazer.me/id/pmathiyazhagan2>

Team Member 3 - <https://trailblazer.me/id/priym56>

5 ADVANTAGES

- ❖ It make customers engage across multiple channel.
- ❖ It helps to improve customer service.
- ❖ It helps to track customer data.
- ❖ It helps to manage the availability of visa slots.

6 DISADVANTAGES

- ❖ It is a costly project.
- ❖ It may be accessed by third party.
- ❖ It is possible that the cost of integrating it can exceed the costs of the software itself.

7 APPLICATION

- ❖ Tracking customs
- ❖ Collecting data for marketing
- ❖ Improving intraction and communications
- ❖ Streamlining internal sales processes
- ❖ Planning your opertion

8 CONCLUSION

- ❖ To enhance efficiency of the app

9 FUTURE SCOPE

In the 21st century each and every field is computerized and all works are done by using the modern technologies so it has a good future.

