

A CRM Application For Public Transport Management

Introduction: -

The Public Transport (RTC - Regional Transport corporation) Management System is a comprehensive Salesforce application designed to streamline and manage various operational aspects of the Public Transport. This system will enable the Transport department to efficiently maintain details of employees, their roles, bus stations, buses, ticket fares, daily bus trips, passenger counts, and the total ticket fare amount. By leveraging Salesforce's robust platform, the Transport Department can improve operational efficiency, data accuracy, and reporting capabilities.

Project Overview:

This project is to Consolidate all Transport-related data into a single Salesforce application to ensure easy access, management, and reporting. Enable real-time insights and reports on various operational metrics such as passenger count and revenue. Maintain detailed records of all Transport employees, including personal details, contact information. Define and assign roles and responsibilities to each employee. Schedule and manage employee shifts, especially for drivers and conductors. Maintain information on all bus stations, including location, facilities. Maintain detailed records of all buses, including model, capacity. Manage bus schedules and assign buses to specific routes and trips. Define and manage ticket fares for different routes and bus types. Track daily trips for each bus, including start and end times, routes, and driver details. Record the number of passengers on each trip. Calculate and track the total ticket fare amount collected from each trip. Provide real-time dashboards for quick insights into key metrics such as passenger count, trip efficiency, and revenue.

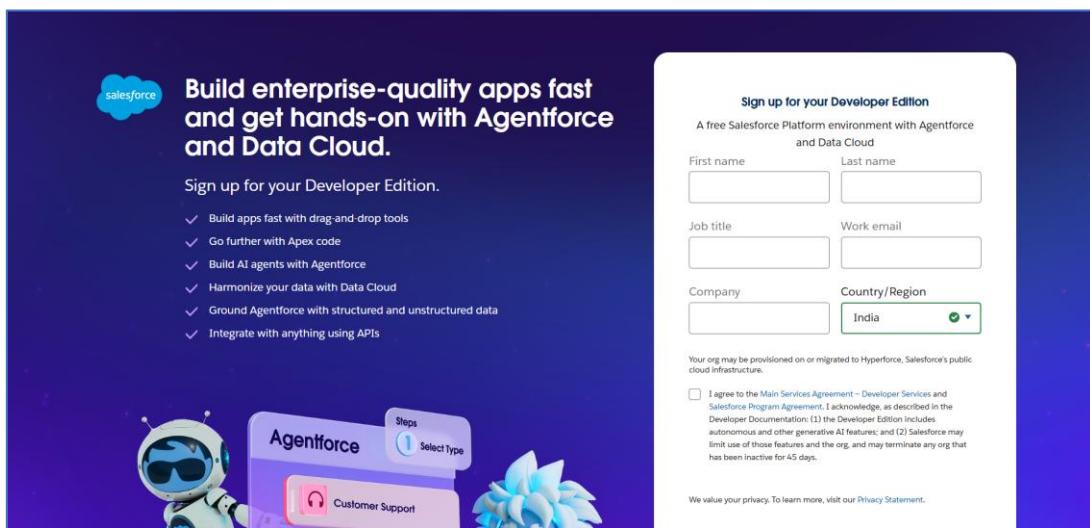
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Milestone 1 Salesforce

Activity 1: Creating Developer Account

Creating a developer org in Salesforce

1. Go to <https://developer.salesforce.com/signup>
2. On the sign up form, enter the following details :

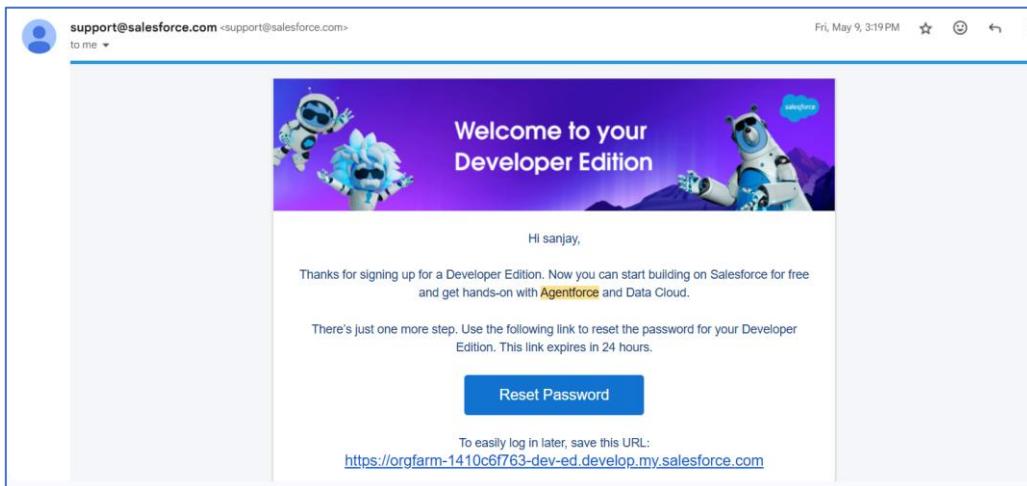


1. First name – DevaMalleswara
2. Last name - Juruku
3. Email - jdevamalleswara@gmail.com
4. Role : Developer
5. Company : Gayatri Degree College Tirupati
6. County : India

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Activity 2: Account Activation

1. Go to the inbox of the email that you used while signing up. Click on the verify account to activate your account. The email may take 5-10mins.

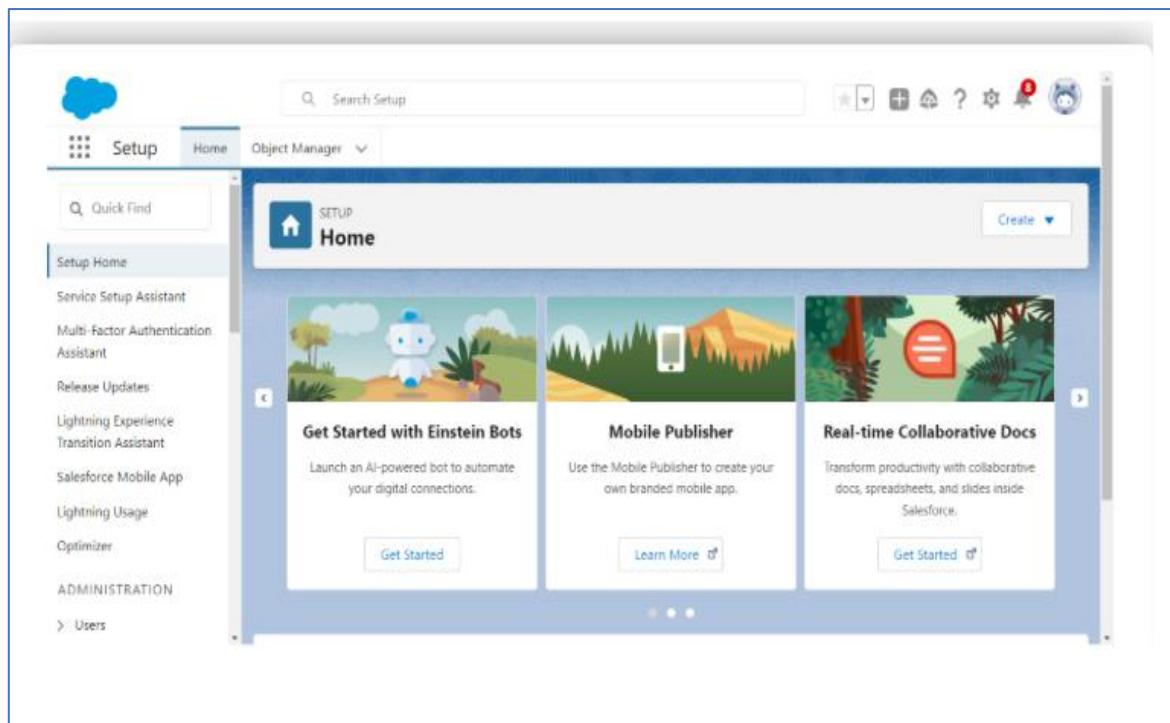


2. Click on Verify Account
3. Give a password and answer a security question and click on change password.

A screenshot of the "Change Your Password" page. It asks for a new password and a confirmation, both of which are highlighted with a red box. Below that, it asks for a security question ("In what city were you born?") and an answer ("asdfghjkl"). The "Change Password" button at the bottom is also highlighted with a red box.

4. Then you will redirect to your Salesforce setup page.

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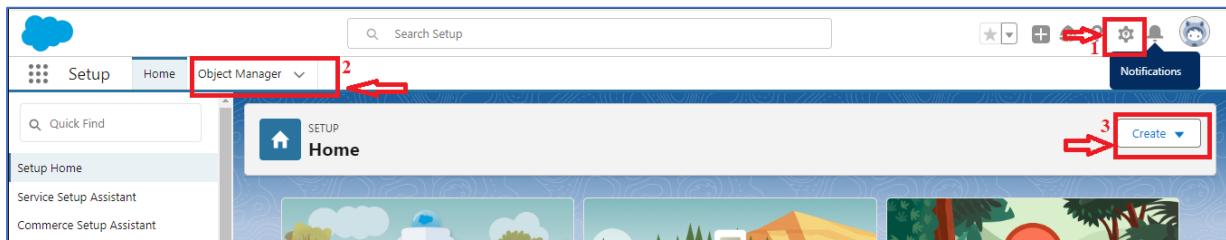
Milestone 2 Objects

Activity 1: Creating a Bus Station Object

The purpose of creating a Bus Station custom object is to store and manage information about Bus Stops.

To create an object:

1. From the setup page
2. Click on Object Manager
3. Click on Create >> Click on Custom Object.



4. Enter the label name as Bus Station
5. Enter Plural label name as Bus Stations
6. Enter Record Name as Bus Station Name

This screenshot shows the 'Custom Object Definition Edit' screen under the 'SETUP' tab. The title is 'New Custom Object'. The form has several sections: 'Custom Object Information' where fields 4 and 5 are highlighted (Label: 'Bus Station' and Plural Label: 'Bus stations'), 'Object Name' (Object Name: 'Bus_Station'), 'Description' (empty), 'Context-Sensitive Help Setting' (radio button selected for 'Open the standard Salesforce.com Help & Training window'), and 'Content Name' (dropdown set to 'None'). A note at the bottom right says 'Activate Windows'.

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7. Select Data Type as Text.
8. Select Allow reports.

The screenshot shows the 'New Custom Object' setup page. At the top, there are tabs for 'Setup', 'Home', and 'Object Manager'. The main section is titled 'New Custom Object' with a sub-section 'Record Name' containing the value 'Bus Station Name'. Below this is a dropdown for 'Data Type' set to 'Text'. A red box highlights the 'Data Type' field. The next section, 'Optional Features', contains a checked checkbox for 'Allow Reports' (red box) and several other unchecked options: 'Allow Activities', 'Track Field History', 'Allow in Chatter Groups', and 'Enable Licensing'. Another red box highlights the 'Allow Reports' checkbox. The 'Object Classification' section includes three checked checkboxes: 'Allow Sharing', 'Allow Bulk API Access', and 'Allow Streaming API Access'. The 'Deployment Status' section shows a radio button for 'Deployed' (red box) selected over 'In Development'. On the right side, there's a message about activating Windows and a 'What is this?' link.

9. Select Allow search.
10. Click on Save and New

This screenshot shows the continuation of the 'New Custom Object' setup. It includes sections for 'Deployment Status' (Deployed selected), 'Search Status' (checkbox for 'Allow Search' checked, red box), and 'Object Creation Options' (checkboxes for 'Add Notes and Attachments related list to default page layout' and 'Launch New Custom Tab Wizard after saving this custom object'). At the bottom, there are three buttons: 'Save', 'Save & New' (red box), and 'Cancel'. To the right, there's a message about activating Windows and a 'What is this?' link.

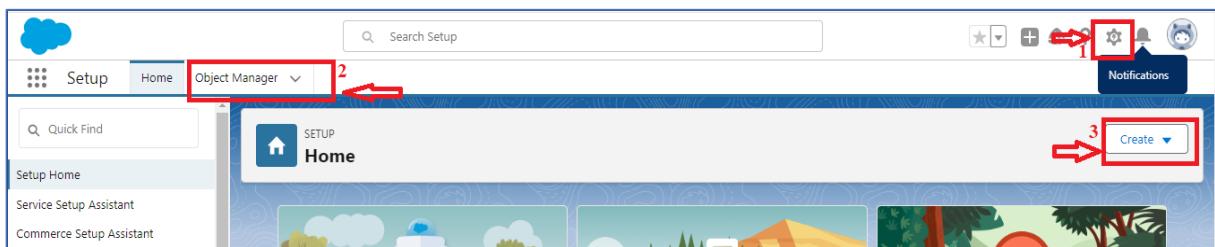
In the same way Create Bus, Trip, Ticket Fare and Employee objects.

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Activity 2: Creating a Bus Object

The purpose of creating a Bus custom object is to store and manage information about Bus Stops.
To create an object:

1. From the setup page
2. Click on Object Manager
3. Click on Create >> Click on Custom Object.



4. Enter the label name as Bus
5. Enter Plural label name as Buses
6. Enter Record Name as Bus Registration Number

Custom Object Information
The singular and plural labels are used in tabs, page layouts, and reports.
Be careful when changing the name or label as it may affect existing integrations and merge templates.

Label	<input type="text" value="Bus"/>	Example: Account
Plural Label	<input type="text" value="Buses"/>	Example: Accounts
Starts with vowel sound	<input type="checkbox"/>	
The Object Name is used when referencing the object via the API.		
Object Name	<input type="text" value="Bus"/>	Example: Account
Description	<input type="text"/>	
Context-Sensitive Help Setting	<input checked="" type="radio"/> Open the standard Salesforce.com Help & Training window <input type="radio"/> Open a window using a Visualforce page	
Content Name	<input type="text" value="None"/>	

7. Select Data Type as Text.
8. Select Allow reports.

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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 is called "Name" when referenced via the API.

Record Name: Example: Account Name

Data Type: Warning: If you plan to insert a high volume of records in this object, via the API for example, use the Text data type.

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

In Development
 Deployed

Search Status

9. Select Allow search.
10. Click on Save and New

Deployment Status

In Development
 Deployed

Search Status

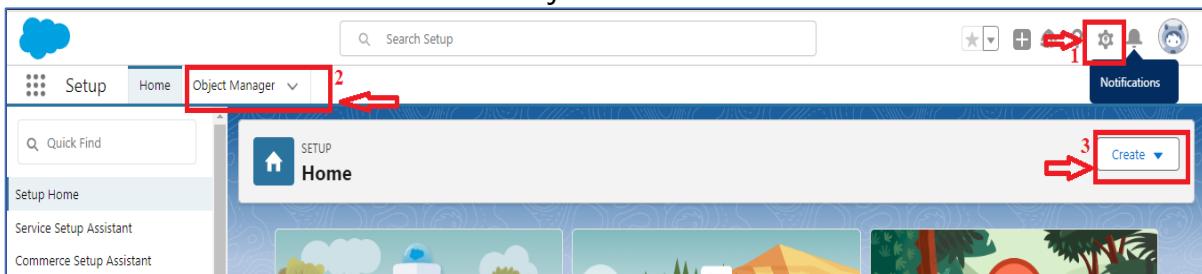
When this setting is enabled, your users can find records of this object type when they search. [Learn more](#).

Allow Search

Activity 3: Creating a Trip Object

The purpose of creating a Bus custom object is to store and manage information about Bus Stops. To create an object:

1. From the setup page
2. Click on Object Manager
3. Click on Create >> Click on Custom Object.



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4. Enter the label name as Trip
5. Enter Plural label name as Trips
6. Enter Record Name as Trip No

Custom Object Definition Edit

Custom Object Information

The singular and plural labels are used in tabs, page layouts, and reports.
Be careful when changing the name or label as it may affect existing integrations and merge templates.

Label	<input type="text" value="Trip"/>	Example: Account
Plural Label	<input type="text" value="Trips"/>	Example: Accounts
Starts with vowel sound	<input type="checkbox"/>	

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

Object Name	<input type="text" value="Trip"/>	Example: Account
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Description

Context-Sensitive Help Setting

<input checked="" type="radio"/> Open the standard Salesforce.com Help & Training window
<input type="radio"/> Open a window using a Visualforce page

Content Name

Save **Save & New** **Cancel**

7. Select Data Type as Text.
8. Select Allow reports.

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	<input type="text" value="Trip No"/>	Example: Account Name
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Data Type **Warning:** If you plan to insert a high volume of records in this object, via the API for example, use the Text data type.

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

9. Select Allow search.
10. Click on Save and New

Deployment Status

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

Save **Save & New** **Cancel**

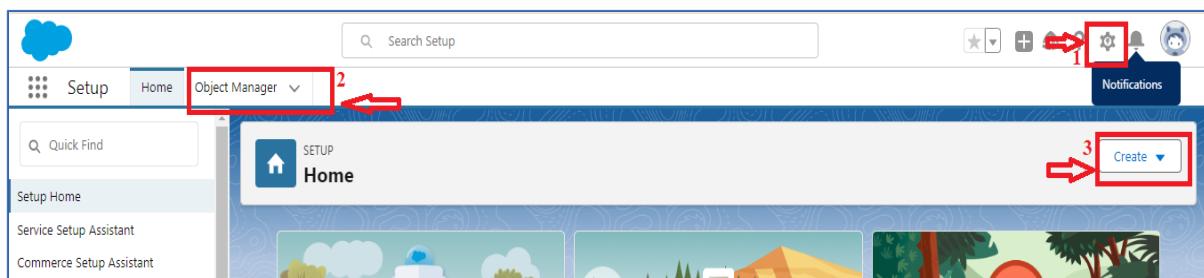
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Activity 4: Creating a Ticket Fare Object

The purpose of creating a Ticket Fare custom object is to store and manage information about Bus Stops.

To create an object:

1. From the setup page
2. Click on Object Manager
3. Click on Create >> Click on Custom Object.



4. Enter the label name as Ticket Fare
5. Enter Plural label name as Ticket Fares
6. Enter Record Name as Route Name

This screenshot shows the 'Custom Object Definition Edit' page. At the top, there are three buttons: 'Save', 'Save & New', and 'Cancel'. The main section is titled 'Custom Object Information' with a note: 'The singular and plural labels are used in tabs, page layouts, and reports. Be careful when changing the name or label as it may affect existing integrations and merge templates.' It includes fields for 'Label' (Ticket Fare), 'Plural Label' (Ticket Fares), and a checkbox for 'Starts with vowel sound'. Below this, there's a note: 'The Object Name is used when referencing the object via the API.' It shows 'Object Name' (Ticket_Fare) and 'Example: Account'. There's also a 'Description' text area and a 'Context-Sensitive Help Setting' section with two radio buttons: 'Open the standard Salesforce.com Help & Training window' (selected) and 'Open a window using a Visualforce page'. The 'Content Name' dropdown is set to 'None'.

7. Select Data Type as Text.
8. Select Allow reports.

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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 Example: Account Name

Data Type **Warning:** If you plan to insert a high volume of records in this object, via the API for example, use the Text data type.

Optional Features

Allow Reports
 Allow Activities
 Track Field History
 Allow in Chatter Groups
 Enable Licensing [i](#)

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

9. Select Allow search.
10. Click on Save and New

Deployment Status

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

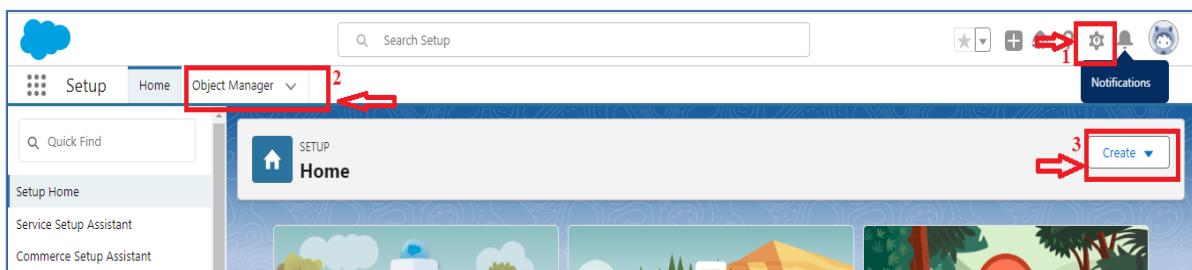
Buttons

Activity 5: Creating a Employee Object

The purpose of creating a Employee custom object is to store and manage information about Bus Stops.

To create an object:

1. From the setup page
2. Click on Object Manager
3. Click on Create >> Click on Custom Object.



4. Enter the label name as Employee
5. Enter Plural label name as Employees
6. Enter Record Name as Employee Id

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Custom Object Information

The singular and plural labels are used in tabs, page layouts, and reports.
Be careful when changing the name or label as it may affect existing integrations and merge templates.

Label	<input type="text" value="Employee"/>	Example: Account
Plural Label	<input type="text" value="Employees"/>	Example: Accounts
Starts with vowel sound	<input type="checkbox"/>	

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

Object Name	<input type="text" value="Employee"/>	Example: Account
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Description

Context-Sensitive Help Setting

<input checked="" type="radio"/> Open the standard Salesforce.com Help & Training window
<input type="radio"/> Open a window using a Visualforce page

Content Name

7. Select Data Type as Text.
8. Select Allow reports.

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 is called "Name" when referenced via the API.

Record Name	<input type="text" value="Employee Id"/>	Example: Account Name
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Data Type **Warning:** If you plan to insert a high volume of records in this object, via the API for example, use the Text data type.

Optional Features

Allow Reports
 Allow Activities
 Track Field History
 Allow in Chatter Groups
 Enable Licensing [\[i\]](#)

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

9. Select Allow search.
10. Click on Save and New

Deployment Status

In Development
 Deployed

Search Status

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

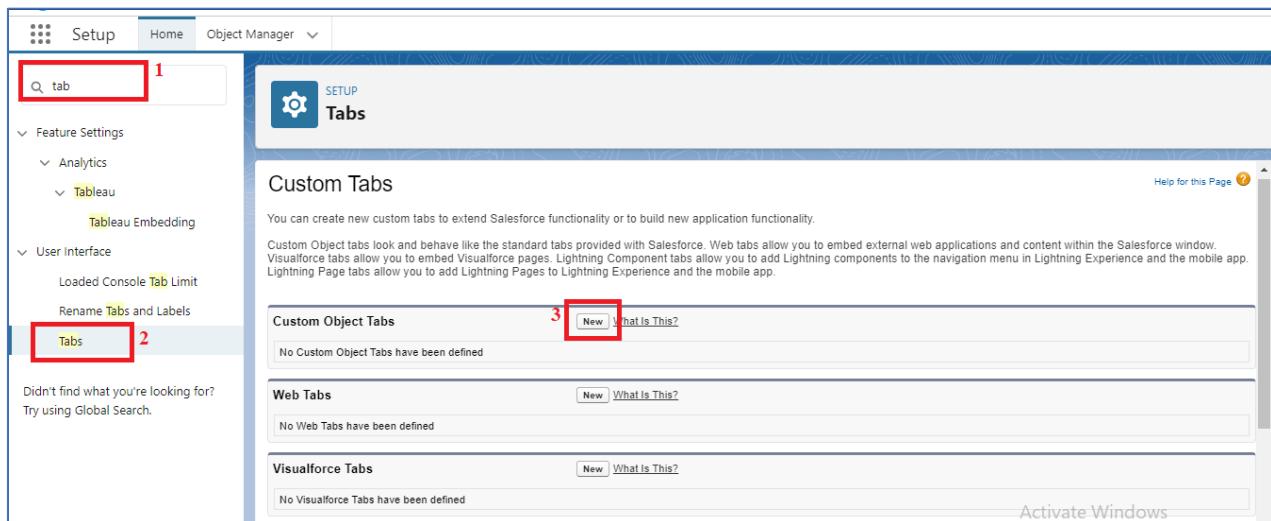
Allow Search

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Milestone 3 Tabs

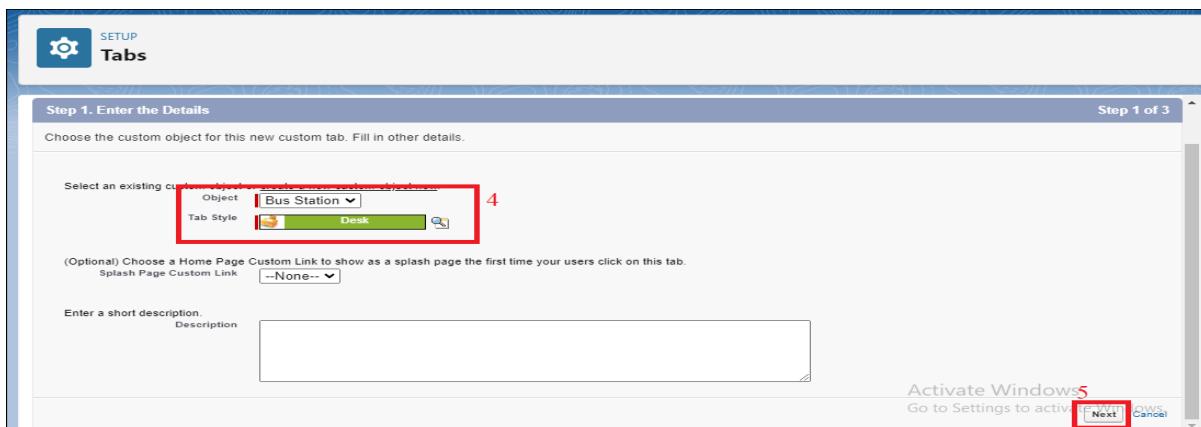
Activity 1: Creating a tab for Bus Station Object

1. Go to the setup page >> type Tabs in Quick Find bar
2. Click on tabs
3. Click on New (under custom object tab).



The screenshot shows the Salesforce Setup interface under the 'Tabs' section. On the left, there's a sidebar with 'Feature Settings' and 'User Interface' sections, and 'Tabs' is highlighted with a red box and the number '2'. The main area is titled 'Custom Tabs' and contains three sections: 'Custom Object Tabs', 'Web Tabs', and 'Visualforce Tabs'. Each section has a 'New' button highlighted with a red box and the number '3' above it. There's also a 'What Is This?' link next to each 'New' button.

4. Select Object(Bus Station) >> Select the tab style
5. Click on Next >>(Add to profiles page) keep it as default >>Click on Next (Add to Custom App) uncheck the include tab .



The screenshot shows the 'Step 1. Enter the Details' page of the Tab creation wizard. It asks to choose a custom object (set to 'Bus Station') and a tab style (set to 'Desk'). Below that, there's an optional field for a splash page custom link. At the bottom, there's a 'Description' field and a note about activating windows. The 'Next Step' button is highlighted with a red box and the number '4' above it.

6. Make sure that the Append tab to user's existing personal customizations is checked

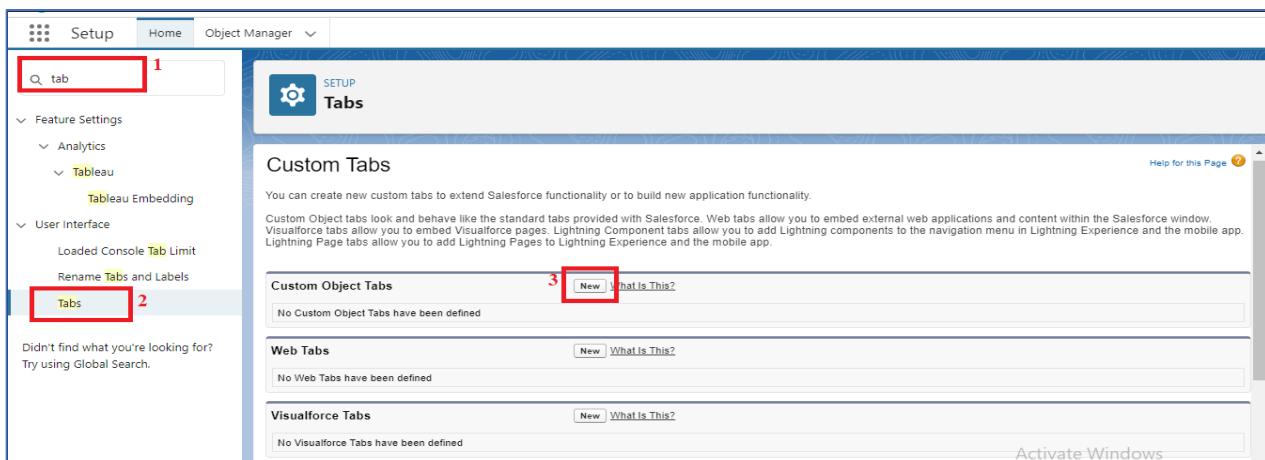
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7. Click on Save.

- 1. Now create the Tabs for the remaining Objects, they are “Bus, Trip, Ticket Fare, Employee”.**
- 2. Follow the same steps as mentioned in Activity -1**

Activity 2: Creating Tabs for Bus Object

1. Go to the setup page >> type Tabs in Quick Find bar
2. Click on tabs
3. Click on New (under custom object tab).



4. Select Object(Bus) >> Select the tab style
5. Click on Next >>(Add to profiles page) keep it as default >>Click on Next (Add to Custom App) uncheck the include tab .

Custom Object Tab Information

Tab Label: Buses
Object: Bus
Tab Style: Car Bus Visualforce

(Optional) Choose a Home Page Custom Link to show as a splash page the first time your users click on this tab.
Splash Page Custom Link: -None--

Enter a short description.

Description:

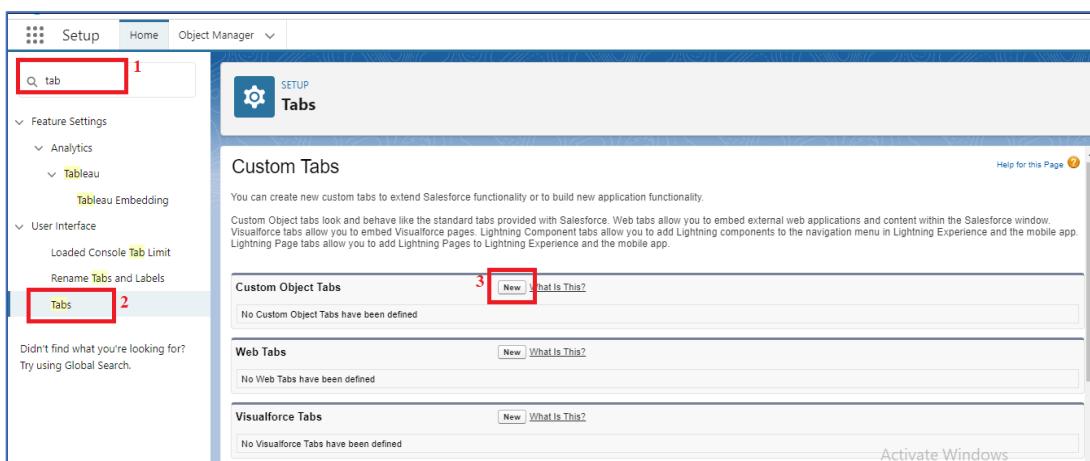
Save Cancel

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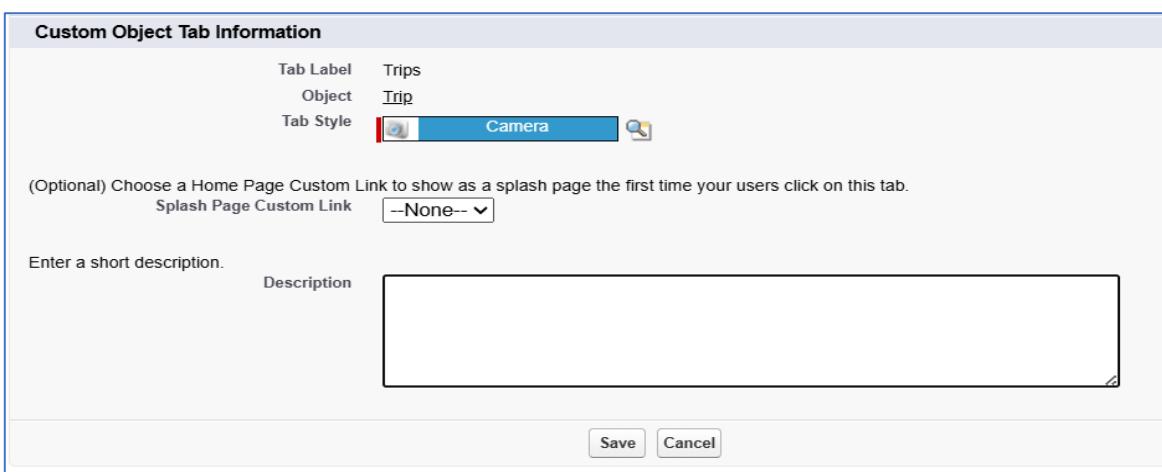
6. Make sure that the Append tab to user's existing personal customizations is checked
7. Click on Save.

Activity 3: Creating Tabs for Trip Object

1. Go to the setup page >> type Tabs in Quick Find bar
2. Click on tabs
3. Click on New (under custom object tab).



4. Select Object(Trip) >> Select the tab style
5. Click on Next >>(Add to profiles page) keep it as default >>Click on Next (Add to Custom App) uncheck the include tab .



Custom Object Tab Information

Tab Label	Trips
Object	Trip
Tab Style	 Camera 
(Optional) Choose a Home Page Custom Link to show as a splash page the first time your users click on this tab.	
Splash Page Custom Link	--None--
Enter a short description.	
Description	<input type="text"/>

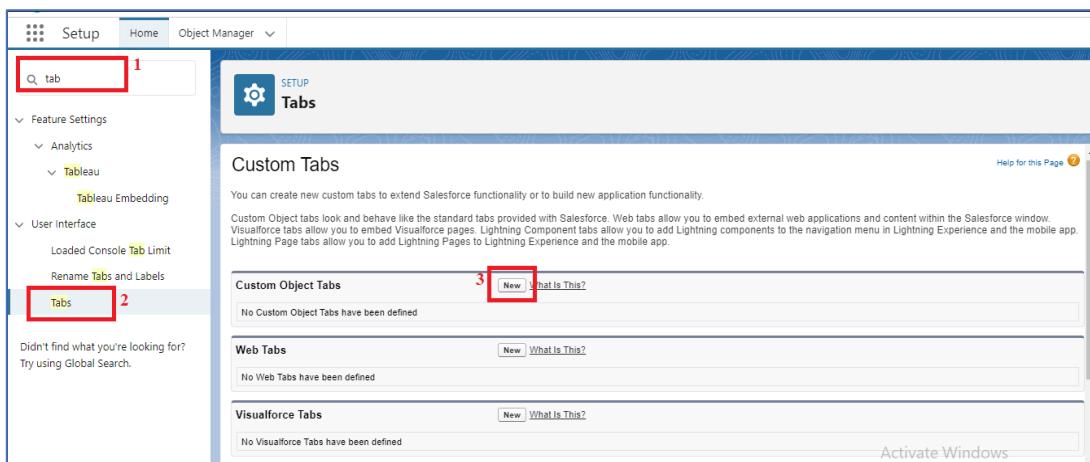
6. Make sure that the Append tab to user's existing personal customizations is checked

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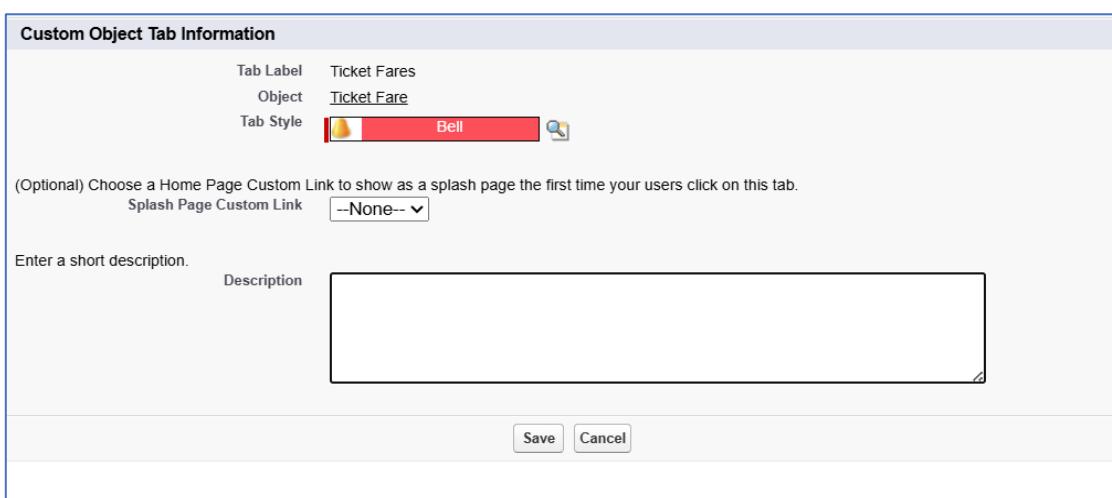
7. Click on Save.

Activity 4: Creating Tabs for Ticket Fare Object

1. Go to the setup page >> type Tabs in Quick Find bar
2. Click on tabs
3. Click on New (under custom object tab).



4. Select Object(Ticket Fare) >> Select the tab style
5. Click on Next >>(Add to profiles page) keep it as default >>Click on Next (Add to Custom App) uncheck the include tab .



Custom Object Tab Information

Tab Label: Ticket Fares
Object: Ticket Fare
Tab Style:  

(Optional) Choose a Home Page Custom Link to show as a splash page the first time your users click on this tab.
Splash Page Custom Link: -None--

Enter a short description.
Description:

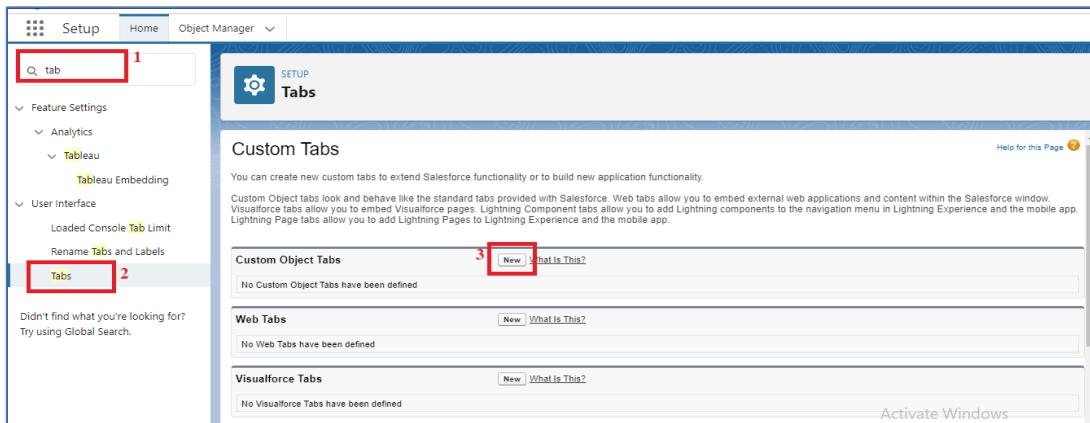
Save Cancel

6. Make sure that the Append tab to user's existing personal customizations is checked
7. Click on Save.

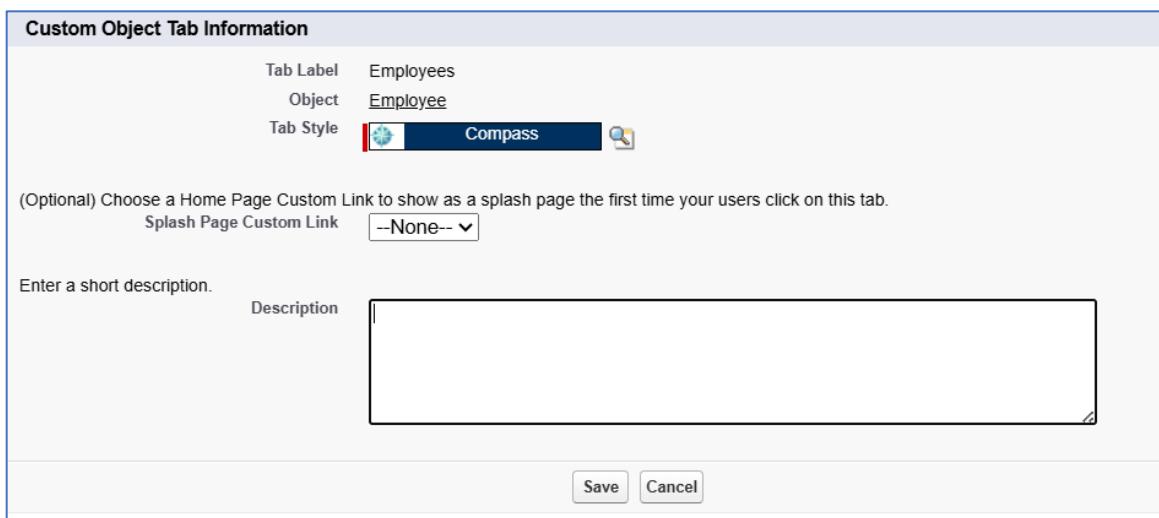
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Activity 5: Creating Tabs for Employee Object

1. Go to the setup page >> type Tabs in Quick Find bar
2. Click on tabs
3. Click on New (under custom object tab).



4. Select Object(Ticket Fare) >> Select the tab style
5. Click on Next >>(Add to profiles page) keep it as default >>Click on Next (Add to Custom App) uncheck the include tab .



Custom Object Tab Information

Tab Label: Employees
Object: Employee
Tab Style: Compass

(Optional) Choose a Home Page Custom Link to show as a splash page the first time your users click on this tab.
Splash Page Custom Link: --None--

Enter a short description.

Description:

Save Cancel

6. Make sure that the Append tab to user's existing personal customizations is checked
7. Click on Save

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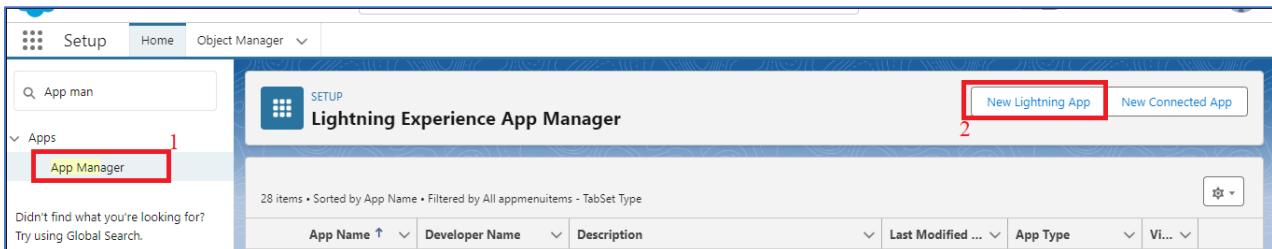
Milestone 4

The Lightning App

A Lightning App in Salesforce refers to an application built using the Lightning framework, which is a modern user interface framework for developing dynamic web applications for mobile and desktop devices. Lightning apps provide a more responsive and interactive user experience compared to traditional Visualforce pages.

Activity 1: Create a Lightning App for Banquet Hall Booking

1. From Setup, enter App Manager in the Quick Find and select App Manager.
2. Click New Lightning App.

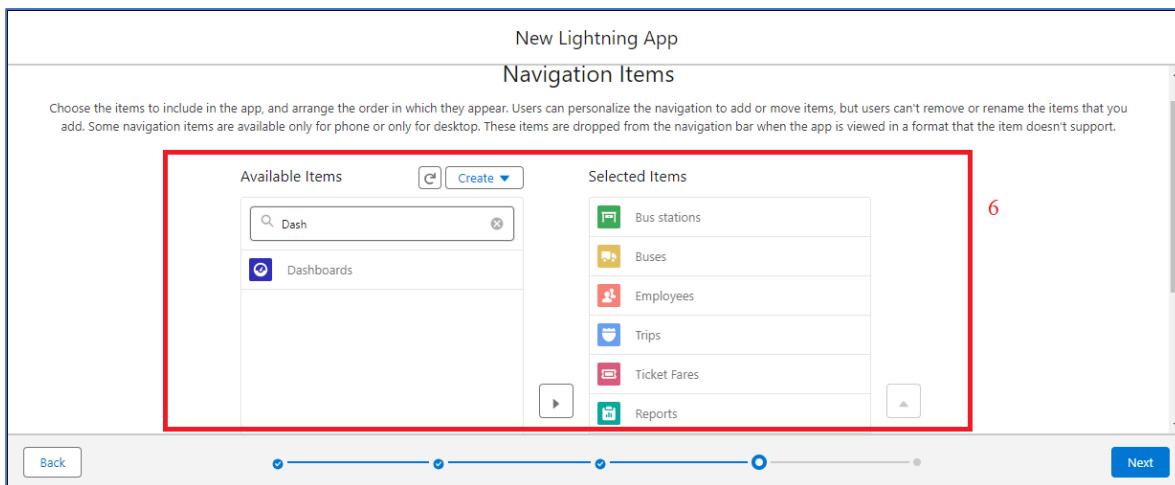


3. Enter Public Transport as the App Name, then click next

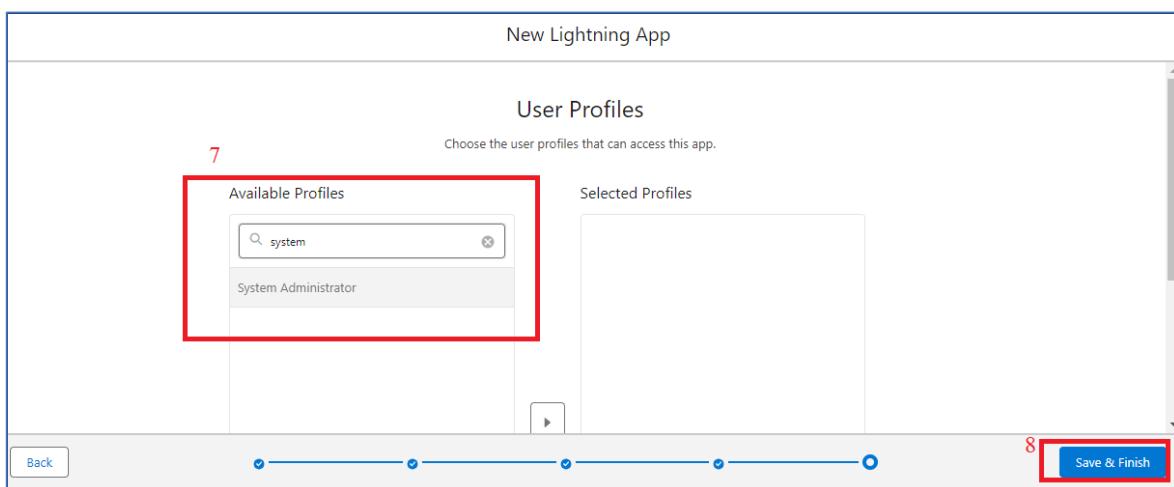
A screenshot of the 'New Lightning App' configuration page. The title is 'New Lightning App' under 'App Details & Branding'. It says 'Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.' On the left, there's an 'App Details' section with fields for 'App Name' (containing 'Public Transport(RTC)', highlighted by a red box), 'Developer Name' (containing 'Public_TransportRTC'), and 'Description' (containing 'Enter a description...'). On the right, there's an 'App Branding' section with 'Image' (with an 'Upload' button), 'Primary Color Hex Value' (#0070D2), and 'Org Theme Options' (checkbox). At the bottom right is a blue 'Next' button.

4. Under App Options, leave the default selections and click next.
5. Under Utility Items, leave as is and click Next.
6. From Available Items, select Bus Stations, Buses, Trips, Ticket Fares, Employees, Reports, and Dashboards and move them to Selected Item and Click Next.

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7. From Available Profiles, select System Administrator and move it to Selected Profiles.
8. Click Save & Finish



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Milestone 5 Fields

Object	Field Name	Data Type
Bus Station	Bus Station Name(Standard)	Text
	Bus Stop Category	Picklist(Unmanaged Bus Stop, Managed Bus Stop)
	Last Updated	Formula(Date)
	Amenities	Picklist(Multi-select)
	City	Text(40)
	Street	TextArea
	State/Province	Text(25)
	Zip/PostalCode	Text(10)
	Shelter Available	Checkbox
	Bench	Checkbox
Bus	Bus Registration No (Standard)	Text
	Bus Station Name	Lookup(Bus Station)
	Capacity	Number(4,0)
	Category	Picklist

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	Model	Picklist(Dependent on Category)
Trip	Trip No(Standard)	Text
	Trip Date	Date
	Bus No	Lookup(Bus)
	Route Name	Lookup(Ticket Fare)
	Arrival Time	Picklist
	Departure Time	Picklist
	Bus Starting Terminal	Text
	Destination Terminal	Text
	Driver Id	Lookup(Employee)
	Driver	Formula
	Conductor Id	Lookup(Employee)
	Conductor	Formula
	Estimated Travel Time	Number
	Frequency Per Day	Number(2,0)
	No. of Stops	Number(2,0)
	Passenger Count	Number(4,0)
	Ticket Fare	Currency(16,2)
	Total Amount	Formula

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Ticket Fare	Route Name(Standard)	Text
	Bus Model	Picklist
	Ticket Fare	Currency(10,2)
Employee	Employee Id(Standard)	Text
	Bus Station Name	Lookup(Bus Station)
	Employee Name	Text
	Role	Picklist
	Date of Birth	Date
	Age	Formula(Number)
	Work Place	Text
	Salary	Currency(18,0)
	Phone	Phone
	Date of Joining	Date
	Date of Retirement	Formula(Date)
	Experience	Formula(Number)
	Street	TextArea
	City	Text
	State/Province	Text
	Country	Text

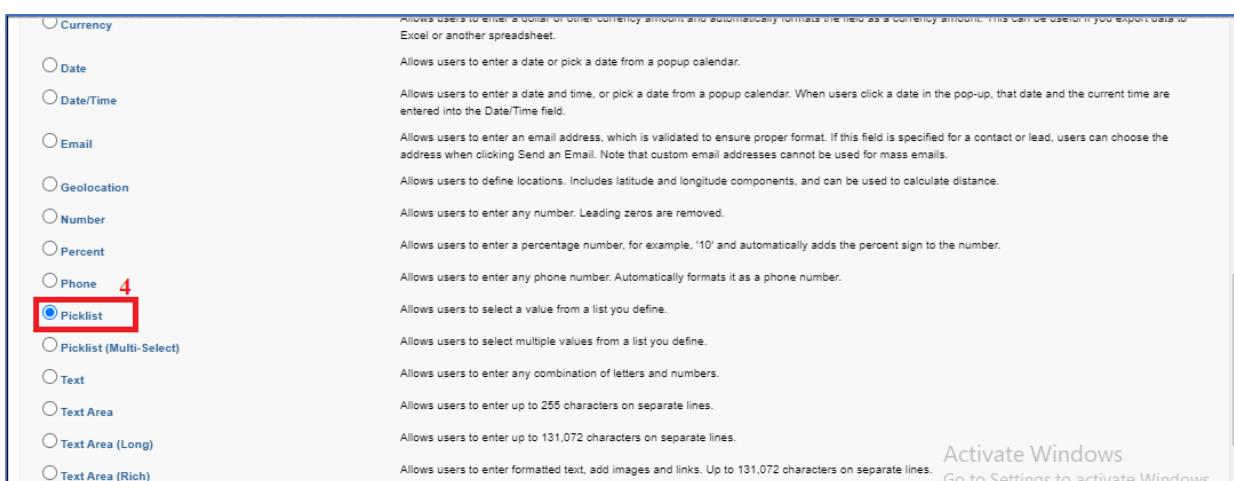
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	Zip/PostalCode	Text
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Activity 1: Creating a Role Picklist Field in Employee Object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Employee) in quick find box>> click on the Employee Object.
2. Now click on “Fields & Relationships” .
3. Click on New.
4. Select Data type as “Picklist” and click Next.



5. Enter Field Label as “Role”.
6. In values select “Enter values, with each value separated by a new line” and enter values as shown below.

Administrative Assistant

Cleaner

Conductor

Customer Service Representative

Driver

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Safety Officer

Station Manager

Supervisor

Ticket Inspector

7. Select Display values alphabetically, not in the order entered .

Step 2. Enter the details Step 2 of 4

5 Field Label Role

Values Use global picklist value set Enter values, with each value separated by a new line

6 Station Manager
Administrative Assistant
Customer Service Representative
Safety Officer
Supervisor
Cleaner

7 Display values alphabetically, not in the order entered Use first value as default value Restrict picklist to the values defined in the value set

Field Name Role

Description

Activate Windows Go to Settings to activate Windows.

8. Select Required, Always require a value in this field in order to save a record .

9. Click on Next, Next and Save.

7 Required Always require a value in this field in order to save a record Add this field to existing custom report types that contain this entity

Auto add to custom report type

Default Value Show Formula Editor

Use formula syntax: Enclose text and picklist value API names in double quotes: ("the_text"), include numbers without quotes: (25), show percentages as decimals: (0.10), and express date calculations in the standard format: (Today() + 7). To reference a field from a Custom Metadata type record use: \$CustomMetadataType__mdt:RecordAPIName.Field__c

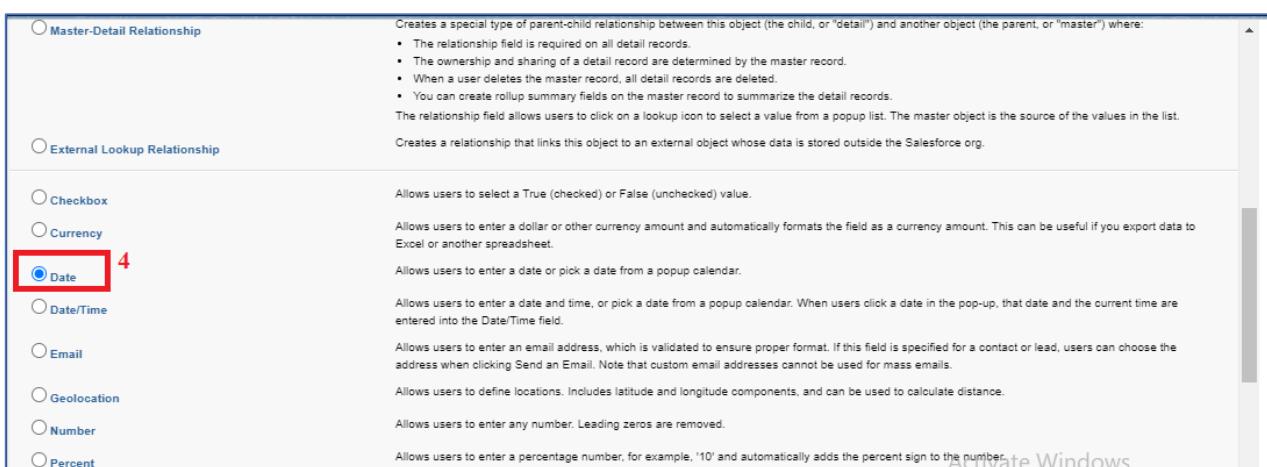
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Activity 2: Creating a Trip Date Field in Trip object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Trip) in quick find box>> click on the Trip object.
2. Now click on “Fields & Relationships”
3. Click on New.
4. Select Data type as “Date” and click Next.



5. Enter Field Label as “Trip Date”.
6. Select Required, Always require a value in this field in order to save a record .
7. Click on Next, Next and Save.

The screenshot shows the 'New Field' configuration page. The 'Field Label' is set to 'Trip Date' (highlighted with a red box and number 5). The 'Field Name' is 'Trip_Date'. Under 'General Options', the 'Required' checkbox is checked (highlighted with a red box and number 6), and the 'Always require a value in this field in order to save a record' option is selected. Other settings include 'Data Type' (Date), 'Data Owner' (User), 'Field Usage' (None), 'Data Sensitivity Level' (None), and 'Compliance Categorization' (Available: PII, HIPAA, GDPR, PCI; Chosen: None).

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Activity 3: Creating a Number Field in Bus object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Bus) in quick find box >> click on the Bus object.
2. Now click on "Fields & Relationships"
3. Click on New.
4. Select Data type as "Number" and click Next.
5. Enter Field Label as " Capacity".
6. Length - 4, Decimal Places - 0.
7. Select Required, Always require a value in this field in order to save a record .
8. Click on Next, Next and Save.

Activity 4 : Creating Lookup Relationship

A Lookup relationship is a type of relationship in Salesforce that connects two objects together based on a field known as the Lookup field. It establishes a relationship between a child object and a parent object, allowing the child object to reference the parent object.

To Create a relationship from Employee to Bus Station .

1. Go to the Setup page >> click on Object manager >> type object name(Employee) in the quick find bar >> click on the Employee object.
2. Click on fields & relationship
3. Click on New.

The screenshot shows the Salesforce Object Manager interface. The top navigation bar has 'SETUP > OBJECT MANAGER' and the object name 'Billing'. On the left, there's a sidebar with 'Details' (highlighted with a red box), 'Fields & Relationships' (highlighted with a red box), 'Page Layouts', 'Lightning Record Pages', 'Buttons, Links, and Actions', and 'Compact Layouts'. The main content area is titled 'Fields & Relationships' with a sub-header '4 Items, Sorted by Field Label'. It lists four fields: 'Billing No' (Field Label), 'Name' (Field Name), 'Auto Number' (Data Type), 'Billing' (Controlling Field), and 'INDEXED' (Indexed). Below this is another table row for 'Created By' (Field Label), 'CreatedBy' (Field Name), 'Lookup(User)' (Data Type), 'CreatedBy' (Controlling Field), and 'INDEXED' (Indexed). The third row is 'Last Modified By' (Field Label), 'LastModifiedBy' (Field Name), 'Lookup(User)' (Data Type), 'LastModifiedBy' (Controlling Field), and 'INDEXED' (Indexed). The fourth row is 'Owner' (Field Label), 'OwnerId' (Field Name), 'Lookup(User,Group)' (Data Type), 'Owner' (Controlling Field), and 'INDEXED' (Indexed). At the top right of the main table area, there are buttons for 'New' (highlighted with a red box), 'Deleted Fields', 'Field Dependencies', and 'Set History Tracking'. There are also 'Quick Find' and search/filter icons.

4. Select "Lookup relationship" as data type and click Next.

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Data Type

Select one of the data types below.

None Selected

Auto Number

Formula

Roll-Up Summary (i)

Lookup Relationship

Creates a relationship that links this object to another object. The relationship field allows users to click on a lookup icon to select a value from a popup list. The other object is the source of the values in the list.

Master-Detail Relationship

Creates a special type of parent-child relationship between this object (the child, or "detail") and another object (the parent, or "master") where:

- The relationship field is required on all detail records.
- The ownership and sharing of a detail record are determined by the master record.
- When a user deletes the master record, all detail records are deleted.
- You can create rollup summary fields on the master record to summarize the detail records.

The relationship field is required on all detail records. The ownership and sharing of a detail record are determined by the master record. You can create rollup summary fields on the master record to summarize the detail records.

Activate Windows
Go to Settings to activate Windows.

5. Select the related object " Bus Station".

Employee
New Relationship

Step 2. Choose the related object

Select the other object to which this object is related.

Related To

Step 2

Previous **Next** Cancel

Previous Next Cancel

6. Click on Next

7. Give Field Label as "Bus Station Name" .

Employee
New Relationship

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

Field Label (i)

Field Name (i)

Description

Help Text

Step 3 of 6

Previous **Next** Cancel

Child Relationship Name (i)

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

What to do if the lookup record is Clear the value of this field. You can't choose this option if you make this field required.

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8. Click on Next , Next, Next , Save.

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Activity 5: Creating a Checkbox Field in Bus Station object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Bus Station) in quick find box>> click on the Bus Station object.
2. Now click on "Fields & Relationships"
3. Click on New.
4. Select Data type as "Checkbox" and click Next.
5. Enter Field Label as " Shelter available".

The screenshot shows the 'New Custom Field' wizard, Step 2: Enter the details. It has a header 'Bus Station' and 'New Custom Field'. The main area contains fields for 'Field Label' (Shelter Available), 'Default Value' (radio buttons for 'Checked' and 'Unchecked' with 'Unchecked' selected), 'Field Name' (Shelter_Available), 'Description' (Indicates whether the bus stop has a shelter or covered waiting area.), and 'Help Text'. At the bottom, there are checkboxes for 'Auto add to custom report type' and 'Add this field to existing custom report types that contain this entity'. The 'Next' button is highlighted with a red box. The status bar at the bottom right says 'Activate Windows' and 'Go to Settings to activate Windows.'

6. Select Default value : Unchecked .
7. Click on Next, Next and Save.

Activity 6: Creating a Phone Field in Employee object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Employee) in quick find box>> click on the Employee object.
2. Now click on "Fields & Relationships"
3. Click on New.
4. Select Data type as "Phone" and click Next.
5. Enter Field Label as " Phone No".

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Employee
New Custom Field

Step 2. Enter the details Step 2 of 4

Field Label [i]

Field Name [i]

Description

Help Text

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

Auto add to custom report type Add this field to existing custom report types that contain this entity [i]

Default Value [Show Formula Editor](#)

Activate Windows
Go to Settings to activate Windows.

6. Click on Next, Next and Save.

Activity 7: Creating a Last Updated Formula Field in Bus Station object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Bus Station) in quick find box >> click on the Bus Station object.
2. Now click on "Fields & Relationships"
3. Click on New.
4. Select Data type as "Formula" and click Next.
5. Enter field label Last Updated

Field Information

Field Label [i]

Field Name [i]

Description

Help Text

6. Select formula return type Date, Click Next
7. Create and insert Advance formula: TODAY()

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Simple Formula | Advanced Formula |

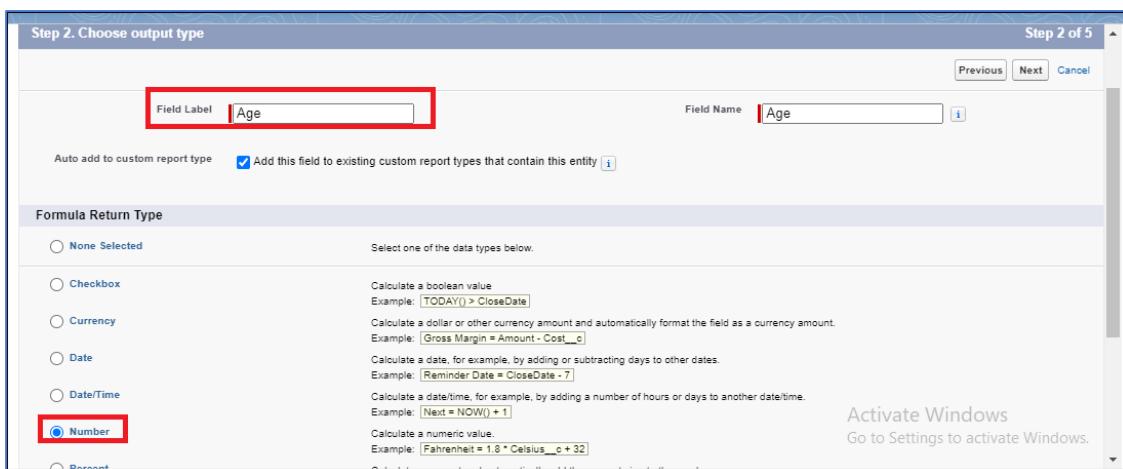
Last Updated (Date) =

8. Click Next, Next, then Save.

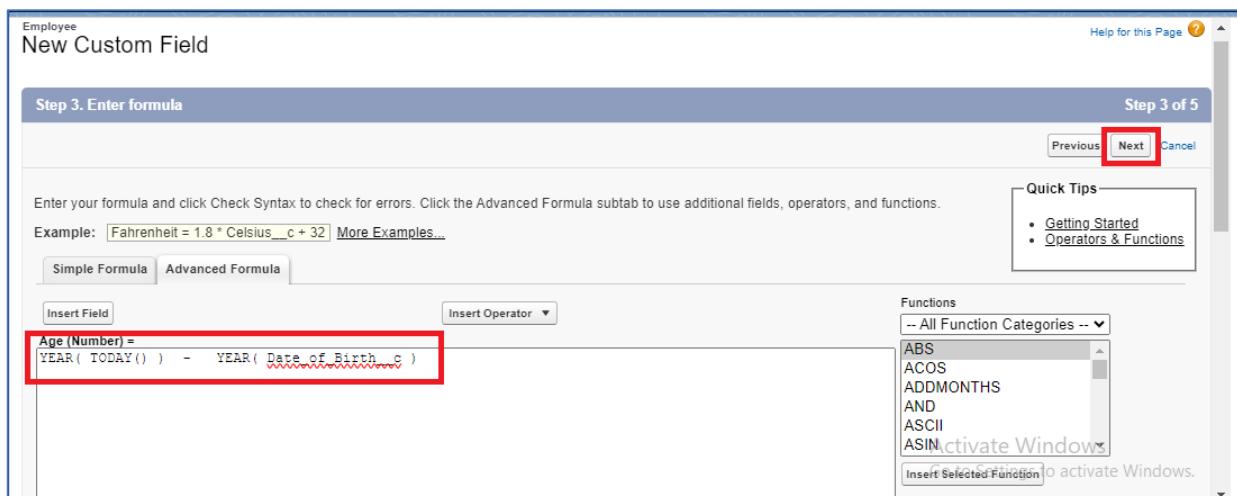
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Activity 8: Creating a Age Formula Field in Employee object

1. Go to setup >> click on Object Manager >> type object name(Employee) in quick find box >> click on the Employee object.
2. Now click on "Fields & Relationships"
3. Click on New.
4. Select Data type as "Formula" and click Next.
5. Enter field label Age



6. Select formula return type Number, Click Next
7. Create and insert Advance formula: YEAR(TODAY()) - YEAR(Date_of_Birth_c)



8. Click Next, Next, then Save.

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Activity 9: Creating a Date of Retirement Formula Field in Employee object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Employee) in quick find box >> click on the Employee object.
2. Now click on "Fields & Relationships"
3. Click on New.
4. Select Data type as "Formula" and click Next.
5. Enter field label Date of Retirement
6. Select formula return type Date, Click Next
7. Create and insert Advance formula: DATE(YEAR(Date_of_Birth_c) + 55, MONTH(Date_of_Birth_c) , DAY(Date_of_Birth_c))
8. Click Next, Next, then Save.

The screenshot shows the 'Custom Field Definition Detail' page for a custom field named 'Date of Retirement'. The page has a header with 'Employee Custom Field' and the field name 'Date of Retirement'. It includes links to 'Back to Employee', 'Edit', 'Set Field-Level Security', 'View Field Accessibility', and 'Where is this used?'. The 'Field Information' section contains the following details:

Field Label	Date of Retirement	Object Name	Employee
Field Name	Date_of_Retirement		
API Name	Date_of_Retirement_c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			

Below this, it shows the creation and modification details: 'Created By' sanjay.polisetty, 6/3/2025, 12:22 AM and 'Modified By' sanjay.polisetty, 6/3/2025, 12:22 AM. The 'Formula Options' section shows the formula: DATE(YEAR(Date_of_Birth_c) + 55, MONTH(Date_of_Birth_c) , DAY(Date_of_Birth_c)).

Activity 10: Creating Experience Formula Field in Employee object

To create fields in an object:

1. Go to setup >> click on Object Manager type object name(Employee) in quick find box >> click on the Employee object.
2. Now click on "Fields & Relationships"

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3. Click on New.
4. Select Data type as "Formula" and click Next.
5. Enter field label Experience

Field Information

Field Label	Experience
Field Name	Experience
Description	
Help Text	

6. Select formula return type Number, Click Next
7. Create and insert Advance formula: YEAR(TODAY()) - YEAR(Date_of_joining_c)

Experience (Number) = YEAR(TODAY()) - YEAR(Date_of_joining_c)

8. Click Next, Next, then Save.

Activity 11: Creating a Total Amount Formula Field in Trip object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Trip) in quick find box >> click on the Trip object.
2. Now click on "Fields & Relationships"
3. Click on New.
4. Select Data type as "Formula" and click Next.
5. Enter field label Total Amount.

Field Information

Field Label	Total Amount
Field Name	Total_Amount
Description	
Help Text	

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6. Select formula return type Currency, Click Next.
7. Create and insert Advance formula: Passenger_Count_c * Ticket_Fare_c

The screenshot shows a formula editor interface. At the top, there are two tabs: "Simple Formula" and "Advanced Formula", with "Advanced Formula" being selected. Below the tabs are two buttons: "Insert Field" and "Insert Operator". The main area contains the formula "Total Amount (Currency) = Passenger_Count_c * Ticket_Fare_c".

8. Click Next, Next, then Save.

Activity 12: Creating a Driver Name Formula Field in Trip object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Trip) in quick find box>> click on the Trip object.
2. Now click on "Fields & Relationships"
3. Click on New.
4. Select Data type as "Formula" and click Next.
5. Enter field label Driver Name.

The screenshot shows the "Field Information" section of the object setup. It includes fields for "Field Label" (containing "Driver Name"), "Field Name" (containing "Driver_Name"), and "Description" and "Help Text" which are currently empty.

6. Select formula return type Text, Click Next.
7. Create and insert Advance formula: Driver_Id_r.Employee_Name_c

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The screenshot shows a formula editor interface. At the top, there are tabs for "Simple Formula" and "Advanced Formula", with "Advanced Formula" selected. Below the tabs are buttons for "Insert Field" and "Insert Operator". The main area contains the formula: "Driver Name (Text) = Conductor_Id__r.Employee_Name__c". The "Conductor_Id__r" part is highlighted with a red vertical bar.

8. Click Next, Next, then Save.

Activity 13: Creating a Conductor Name Formula Field in Trip object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Trip) in quick find box >> click on the Trip object.
2. Now click on "Fields & Relationships"
3. Click on New.
4. Select Data type as "Formula" and click Next.
5. Enter field label Conductor Name.

The screenshot shows the "Custom Field Definition Edit" screen. At the top right are buttons for "Save", "Quick Save", and "Cancel". Below that is a section titled "Field Information". It includes fields for "Field Label" (set to "Conductor Name"), "Field Name" (set to "Conductor_Name"), "Description" (empty), and "Help Text" (empty). The "Field Label" field is highlighted with a red vertical bar.

6. Select formula return type Text, Click Next.
7. Create and insert Advance formula: Conductor_Id__r.Employee_Name__c

The screenshot shows the formula editor again. The formula is "Conductor Name (Text) = Conductor_Id__r.Employee_Name__c". The "Conductor_Id__r" part is highlighted with a red vertical bar.

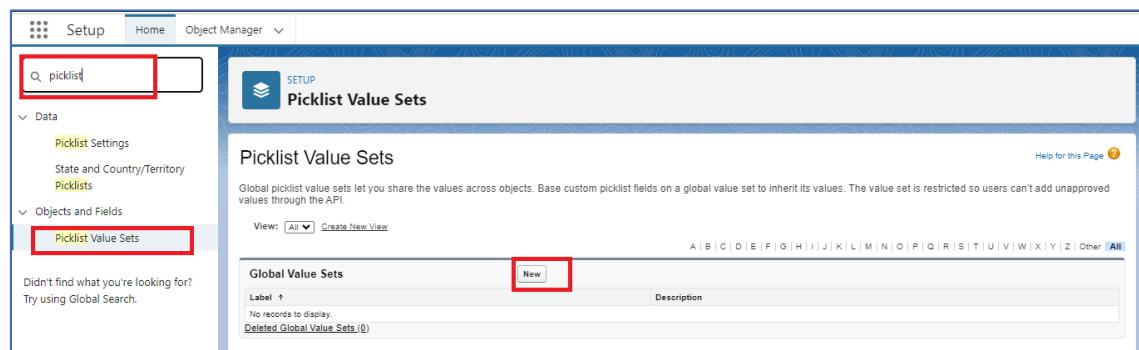
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8. Click Next, Next, then Save.

Activity 14: Create a Global Value Set

1.

1. From the Setup menu, enter "Picklist Value Sets" in the Quick Find box and select it.
2. Click on "New" to create a new global value set.



3. Enter the label Bus Time.
4. In values select "Enter values, with each value separated by a new line" and enter values as shown below.

6:00 AM

7:00 AM

8:00 AM

9:00 AM

10:00 AM

11:00 AM

12:00 PM

1:00 PM

2:00 PM

3:00 PM

4:00 PM

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5:00 PM

6:00 PM

7:00 PM

8:00 PM

9:00 PM

10:00 PM

11:00 Pm

The screenshot shows the 'Global Value Set Edit' screen. The 'Label' field is set to 'Bus Time'. The 'Name' field is set to 'Bus_Time'. The 'Description' field contains the text 'Time to select for Departure or Arrival time of Bus'. The 'Values' section contains a list of time values from '9:00 AM' to '11:00 PM', each separated by a new line. A red box highlights the 'Values' input area.

- Click "Save" to create the global value set

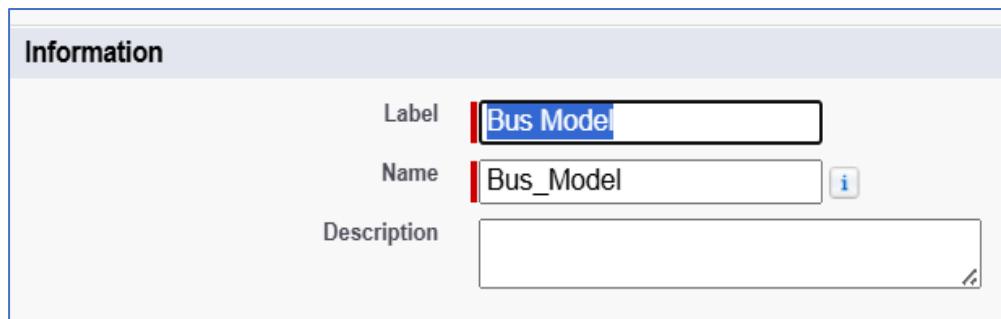
Activity 15: Create a Global Value Set for bus model

- From the Setup menu, enter "Picklist Value Sets" in the Quick Find box and select it.
- Click on "New" to create a new global value set.

The screenshot shows the 'Picklist Value Sets' list view. The 'Q. picklist' search bar is highlighted with a red box. The 'Picklist Value Sets' section shows a table with one row: 'Label' (Bus Model) and 'New' (highlighted with a red box). The 'Description' column is empty. The 'View' dropdown is set to 'All'.

- Enter the label Bus Model.

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Information	
Label	Bus Mode
Name	Bus_Model i
Description	

4. In values select "Enter values, with each value separated by a new line" and enter values as shown below

Regular

Metro

A/C

Express

Deluxe

Super Deluxe

Semi Sleeper

Sleeper

Activity 16: Creating a Picklist Field using global picklist value set in Trip Object

To create fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Employee) in quick find box>> click on the Employee Object.
2. Now click on "Fields & Relationships" .
3. Click on New.
4. Select Data type as "Picklist" and click Next.
5. Enter Field Label as "Arrival Time".

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The screenshot shows the 'Field Information' section of a configuration interface. It includes fields for 'Field Label' (Arrival Time), 'Field Name' (Arrival_Time), 'Description' (empty), and 'Help Text' (empty). A 'Data Type' dropdown is set to 'Picklist'. There is also a small info icon in the bottom right corner of the form area.

6. Select "Use global picklist value set" and choose the global value set "Bus Time".
7. Click on Next, Next and Save.

Activity 17: Creating a Controlled and Dependent Picklists in Bus object

Creating Controlling picklist field in Bus object:

1. Go to setup >> click on Object Manager >> type object name(Bus) in quick find box >> click on the Bus Object.
2. Now click on "Fields & Relationships" .
3. Click on New.
4. Select Data type as "Picklist" and click Next.
5. Enter Field Label as "Category".

The screenshot shows the 'Field Information' section of a configuration interface. It includes fields for 'Field Label' (Category), 'Field Name' (Category), 'Description' (empty), and 'Help Text' (empty). A 'Data Type' dropdown is set to 'Picklist'. There is also a small info icon in the bottom right corner of the form area.

6. In values select "Enter values, with each value separated by a new line" and enter values as shown below.
 - Local
 - Intercity
 - InterState
7. Select Required, Always require a value in this field in order to save a record .

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General Options

Required	<input checked="" type="checkbox"/> Always require a value in this field in order to save a record
Unique	<input type="checkbox"/> Do not allow duplicate values
External ID	<input type="checkbox"/> Set this field as the unique record identifier from an external system
AI Prediction	<input type="checkbox"/> Use this field to store AI prediction scores
Default Value	Show Formula Editor <input type="text"/> Use formula syntax: Enclose text and picklist value API names in double quotes : ("the_text"), include numbers without quotes : (25), show percentages as decimals: (0.10), and express date calculations in the standard format: (Today() + 7). To reference a field from a Custom Metadata type record use: \$CustomMetadata.Type__mdt.RecordAPIName.Field__c

8. Click on Next, Next and Save.

Creating Dependent pickliest field in Bus object:

1. Go to setup >> click on Object Manager >> type object name(Bus) in quick find box >> click on the Bus Object.
2. Now click on "Fields & Relationships" .
3. Click on New.
4. Select Data type as "Picklist" and click Next.
5. Enter Field Label as "Category".

Field Information

Field Label	<input type="text" value="Category1"/>	Data Type	Picklist
Field Name	<input type="text" value="Category1"/>		
Description	<input type="text"/>		
Help Text	<input type="text"/>		

6. Select "Use global picklist value set" and choose the global value set "Bus Time".
7. Select Required, Always require a value in this field in order to save a record .

General Options

Required	<input checked="" type="checkbox"/> Always require a value in this field in order to save a record
Unique	<input type="checkbox"/> Do not allow duplicate values
External ID	<input type="checkbox"/> Set this field as the unique record identifier from an external system
AI Prediction	<input type="checkbox"/> Use this field to store AI prediction scores
Default Value	Show Formula Editor <input type="text"/> Use formula syntax: Enclose text and picklist value API names in double quotes : ("the_text"), include numbers without quotes : (25), show percentages as decimals: (0.10), and express date calculations in the standard format: (Today() + 7). To reference a field from a Custom Metadata type record use: \$CustomMetadata.Type__mdt.RecordAPIName.Field__c

8. Click on Next, Next and Save.

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Establish the Dependency

1. Go to setup >> click on Object Manager >> type object name(Bus) in quick find box >> click on the Bus Object
2. Now click on "Fields & Relationships" .
3. Now click on "Field Dependencies" .
4. Click on New.

The screenshot shows the 'New' page for creating a field dependency. It has two dropdown menus: 'Controlling Field' and 'Dependent Field', both currently set to '--None--'. At the top right are 'Continue' and 'Cancel' buttons. At the bottom right are another 'Continue' and 'Cancel' button pair.

5. Enter Controlling Field : Category
6. Enter Dependent field : Model
7. Click "Continue".
8. Matrix with the controlling field values on the top and the dependent field values on the side. Check the boxes to define which dependent picklist values should be available for each controlling picklist value.
9. Click Save

The screenshot shows the matrix configuration screen. It displays three columns: Local, Intercity, and Interstate. Each column has a header row with 'Regular', 'Metro', and 'A/c'. Below these are rows for 'Express', 'Deluxe', 'Super Deluxe', 'Semi Sleeper', and 'Sleeper'. Each row has a checkbox in the first column. The 'Regular' checkbox in the Local row is checked. The 'Regular' checkbox in the Intercity row is checked. The 'Express' checkbox in the Interstate row is checked. At the bottom are 'Save', 'Cancel', and 'Preview' buttons.

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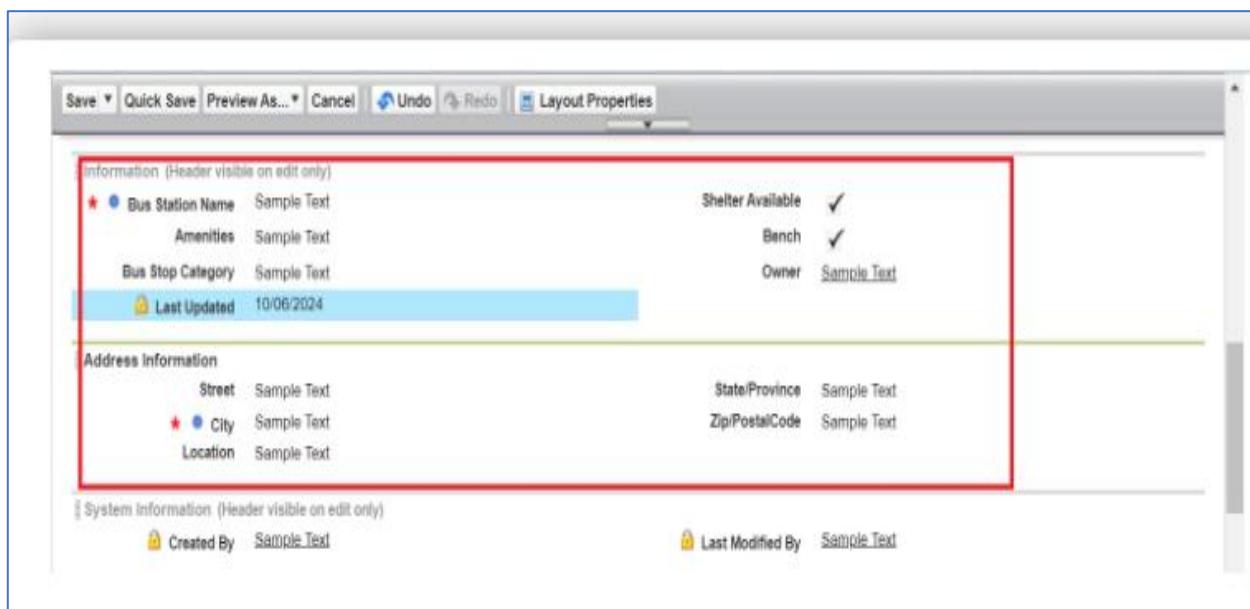
Milestone 6

Editing of Page Layouts

Page layouts in Salesforce control the layout and organization of fields, related lists, custom links, and other elements on a record detail or edit page. They are essential for managing how data is presented to users and can vary based on user roles and profiles.

Activity 1: To edit a Page Layout in Bus Station Object

1. Go to setup >> click on Object Manager >> type object name(Bus Station) in quick find box >> click on the Bus Station object >> Page Layouts .
2. Click on the Bus Station Layout.
3. Drag and Arrange the field as shown below.

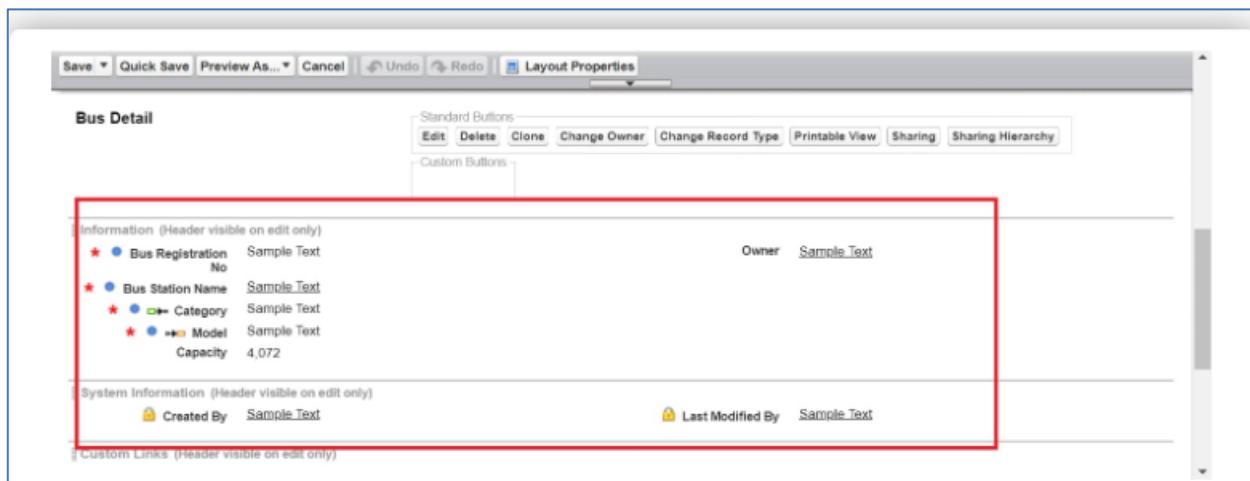


4. Click on field Last Updated >> click on settings >> select Read Only and save it.
5. Click on Save.

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Activity 2: To create a Page Layout in Bus Object

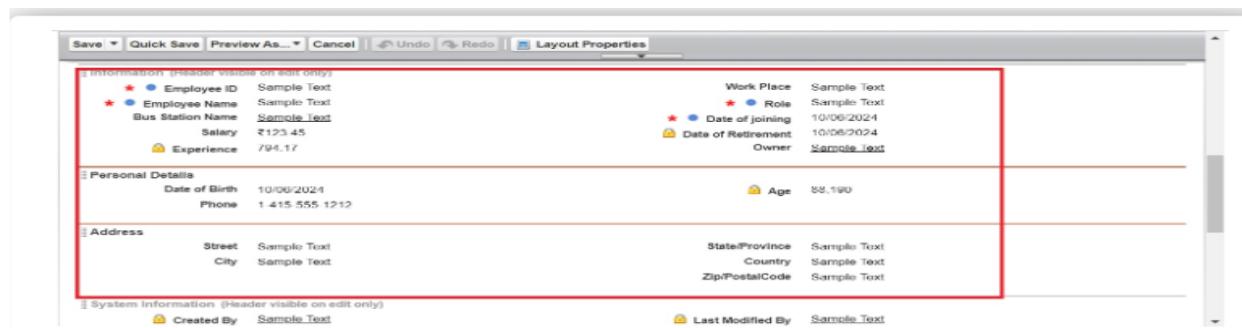
1. Go to setup >> click on Object Manager >> type object name(Bus) in quick find box >> click on the Bus object >> Page Layouts.
2. Click on the Bus Layout
3. Drag and Arrange the field as shown below



4. Click Save

Activity 3: To create a Page Layout in Employee Object

1. Go to setup >> click on Object Manager >> type object name(Employee) in quick find box >> click on the Employee object >> Page Layouts.
2. Click on the Employee Layout
3. Drag and Arrange the field as shown below



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4. Click Save.

Activity 4: To create a Page Layout in Trip Object

1. Go to setup >> click on Object Manager >> type object name(Trip) in quick find box >> click on the Trip object >> Page Layouts.
2. Click on the Trip Layout
3. Drag and Arrange the field as shown below

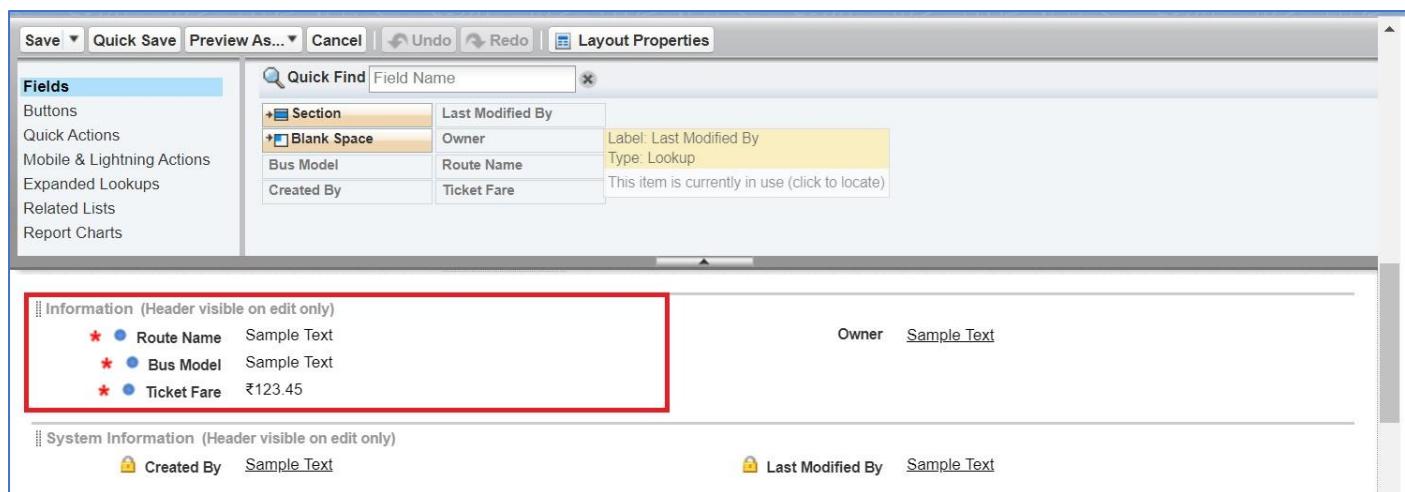
The screenshot shows the Salesforce Page Layout editor for the Trip object. The layout consists of three main sections: Information, Bus Schedule, and Passenger Information. The Information section contains fields for Trip No, Trip Date, Bus No, Driver Id, and Driver Name, along with Conductor Id, Conductor Name, and Owner. The Bus Schedule section contains fields for Route Name, Bus Starting Terminal, Departure Time, No. of Stops, Estimated Travel Time, Destination Terminal, Arrival Time, and Frequency Per Day. The Passenger Information section contains fields for Passenger Count, Ticket Fare, and Total Amount. A red box highlights the entire Information section.

4. Click on field Ticket Fare >> click on settings >> select Read Only and save it.
5. Click Save.

Activity 5: To create a Page Layout in Ticket Fare Object

1. Go to setup >> click on Object Manager >> type object name(Ticket Fare) in quick find box >> click on the Ticket Fare object >> Page Layouts.
2. Click on the Ticket Layout
3. Drag and Arrange the field as shown below

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4. Click Save.

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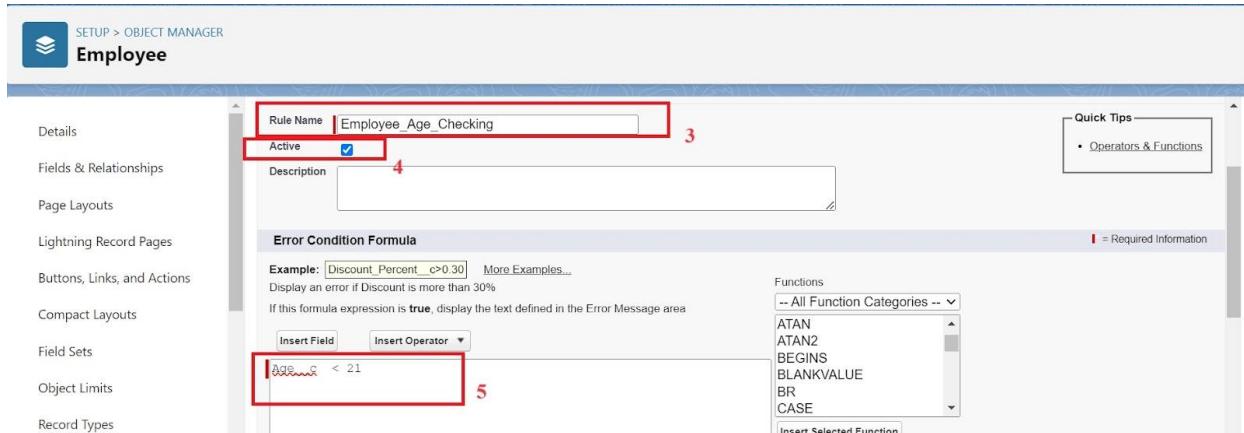
Milestone 7 Validation Rules

Validation rules in Salesforce are used to ensure data integrity by preventing users from entering invalid data into fields. They consist of a logical formula or expression that evaluates the data in one or more fields and returns true or false. If the rule returns true, an error message is displayed, and the record is not saved.

Activity 1: To create a validation rule to a Employee Object

1. Go to setup >> click on Object Manager >> type object name(Employee) in quick find box >> click on the Employee object
2. Click on the validation rule >> click on New.
3. Enter the Rule name as "Employee_Age_Checking".
4. Select Active
5. Insert the Error Condition Formula as :

Age_c < 21



6. Enter the Error Message as "Employee Age Must be Greater than or equal to 21".
7. Select the Error location as Top of Page
8. Click Save.

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Activity 2: To create a validation rule to a Bus Station on Employee Object

1. Go to setup >> click on Object Manager >> type object name(Employee) in quick find box
>> click on the Banquet Hall object
2. Click on the validation rule >> click on New.
3. Enter the Rule name as "Employees_only_for_Managed_Bus_stops".

Rule Name: Employees only for Managed Bus stops (3)
Active (4)
Description
Error Condition Formula
Example: Discount_Percent__c>0.30 More Examples...
Display an error if Discount is more than 30%
If this formula expression is true, display the text defined in the Error Message area
Insert Field Insert Operator (5)
IF(ISPICKVAL(Bus_Station_Name__r.Bus_Stop_Category__c , "UnManaged Bus Stop") , true, false)
Functions
-- All Function Categories -- ABS ACOS ADDMONTHS AND ASCII ASIN Insert Selected Function ABS(number)

4. Select Active
5. Insert the Error Condition Formula as :
IF(ISPICKVAL(Bus_Station_Name__r.Bus_Stop_Category__c , "UnManaged Bus Stop") , true, false)
6. Enter the Error Message as "The Employees must work for Managed Bus stops".
7. Select the Error location as Field and as Bus Station Name and click Save.

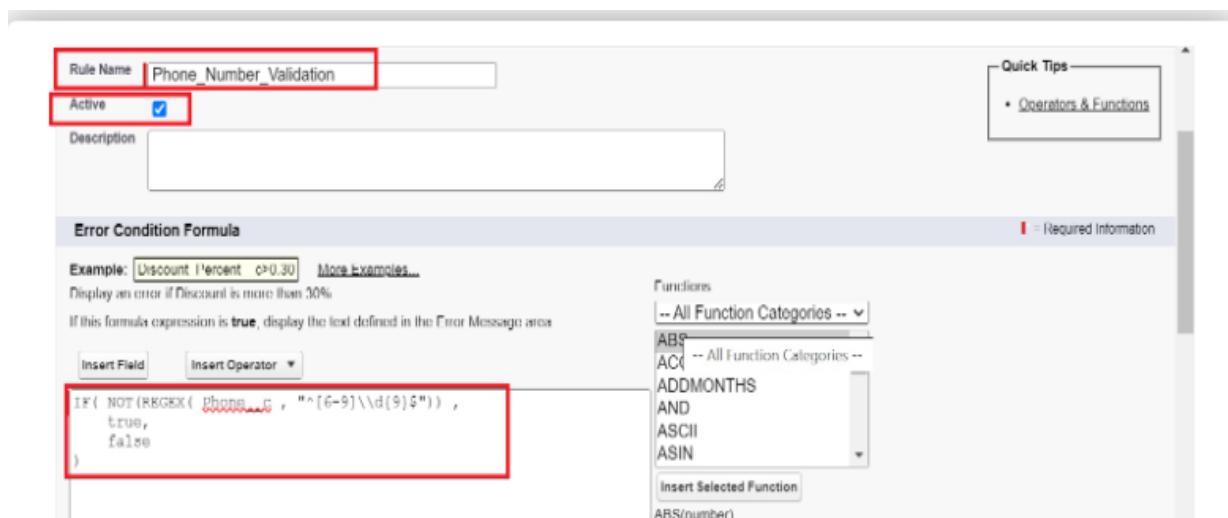
Error Message
Example: Discount percent cannot exceed 30%
This message will appear when Error Condition formula is true (6)
Error Message: The Employees must work for Managed Bus stops
This error message can either appear at the top of the page or below a specific field on the page
Error Location: Top of Page (radio button) Field Bus Station Name (radio button) (7)
Save Save & New Cancel

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Activity 3: To create a validation rule to a Phone No on Employee Object

1. Go to setup >> click on Object Manager >> type object name(Employee) in quick find box >> click on the Employee object
2. Click on the validation rule >> click on New.
3. Enter the Rule name as "Phone_Number_Validation".
4. Select Active
5. Insert the Error Condition Formula as :

IF(NOT(REGEX(Phone_c , "^[6-9]\d{9}\$")) , true, false)



6. Enter the Error Message as "Phone no must be 10 digits and starts with 6 or 7 or 8 or 9".
7. Select the Error location as Top of Page and click Save.

Activity 4: To create a validation rule to a Trip Object

1. Go to setup >> click on Object Manager >> type object name(Trip) in quick find box >> click on the Trip object
2. Click on the validation rule >> click on New.

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3. Enter the Rule name as "Departure_and_Arrival_Time_Checking".

4. Select Active

5. Insert the Error Condition Formula as :

TEXT(Departure_Time_c) = TEXT(Arrival_Time_c)

The screenshot shows the 'Rule' configuration screen. A red box highlights the 'Rule Name' field containing 'Departure_and_Arrival_Time_Checking'. A red number '3' is placed to the right of the field. Below it, the 'Active' checkbox is checked, indicated by a red box and a red number '4'. The 'Description' field is empty. On the right, a 'Quick Tips' panel lists 'Operators & Functions'. In the center, under 'Error Condition Formula', a red box highlights the formula 'TEXT(Departure_Time_c) = TEXT(Arrival_Time_c)'. A red number '5' is placed to the right of the formula. To the right of the formula, a 'Functions' dropdown shows categories like ABS, ACOS, ADDMONTHS, AND, ASCII, ASIN, etc. At the bottom right of the formula area, a note says 'I = Required Information'.

6. Enter the Error Message as "The Departure Time and Arrival Time Should not be the same".

7. Select the Error location as Top of Page and click Save.

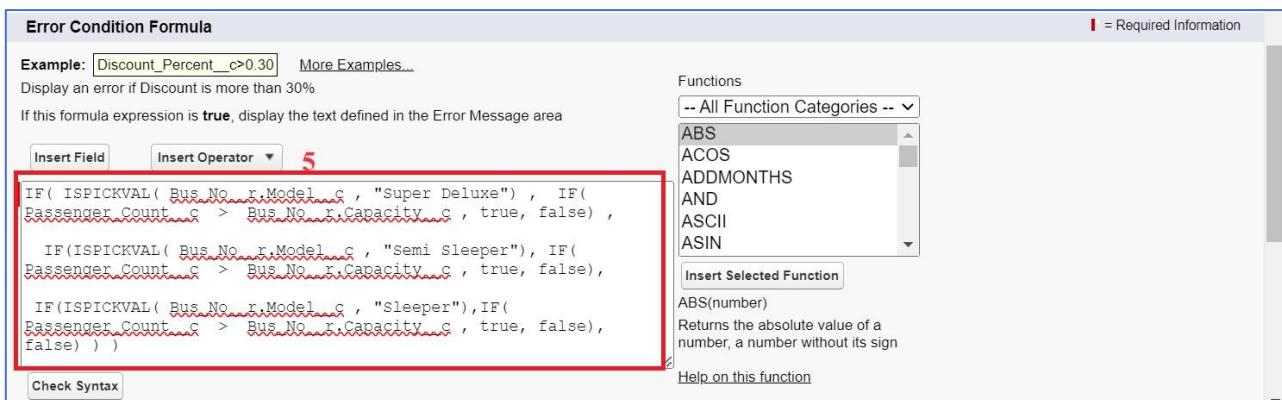
The screenshot shows the 'Error Message' configuration screen. A red box highlights the 'Error Message' field containing 'Booking Date must be a future Date'. A red number '6' is placed to the right of the field. Below it, a note says 'This error message can either appear at the top of the page or below a specific field on the page'. At the bottom, a red box highlights the 'Error Location' dropdown set to 'Top of Page'. A red number '7' is placed to the right of the dropdown. The bottom of the screen shows standard save buttons: 'Save', 'Save & New', and 'Cancel'.

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Activity 5: To create a second validation rule to a Trip Object

1. Go to setup >> click on Object Manager >> type object name(Trip) in quick find box >> click on the Trip object
2. Click on the validation rule >> click on New.
3. Enter the Rule name as "Passenger_Count_Checking_for_Few_Buses".
4. Select Active
5. Insert the Error Condition Formula as :

```
IF( ISPICKVAL( Bus_No_r.Model_c , "Super Deluxe")
, IF( Passenger_Count_c > Bus_No_r.Capacity_c , true, false)
, IF(ISPICKVAL( Bus_No_r.Model_c , "Semi Sleeper"), IF(
Passenger_Count_c > Bus_No_r.Capacity_c , true, false),
IF(ISPICKVAL( Bus_No_r.Model_c , "Sleeper"),IF(
Passenger_Count_c > Bus_No_r.Capacity_c , true, false), false) ) )
```



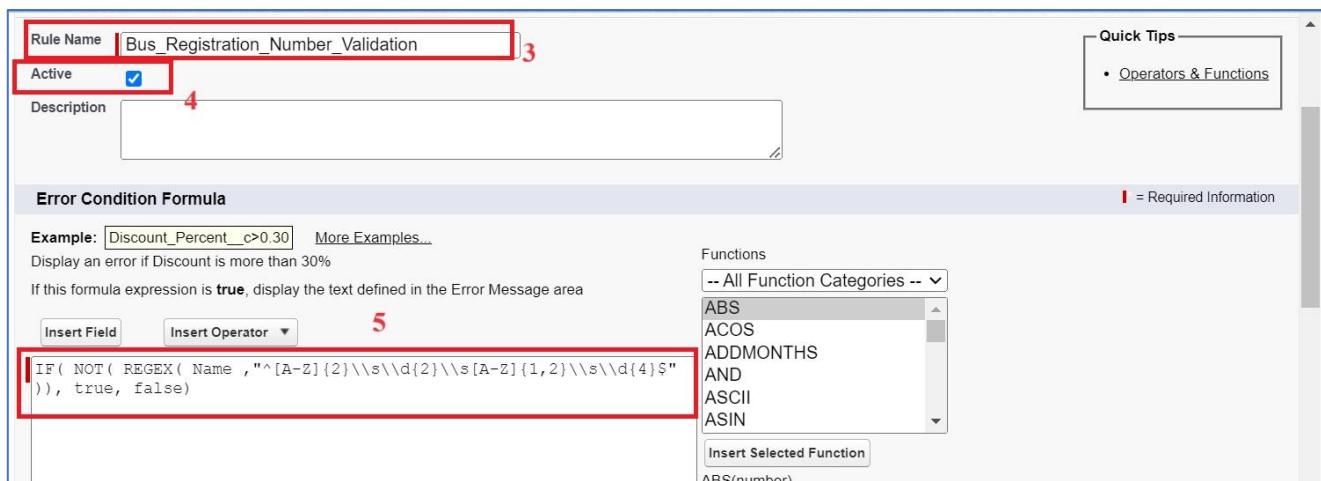
6. Enter the Error Message as "For Super Deluxe, Semi Sleeper and Sleeper Buses ,the Passenger Count must be less than or equal to the Capacity of the Bus".
7. Select the Error location as Field and as Passenger Count and click Save.

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Activity 6: To create a validation rule to a Bus Object

1. Go to setup >> click on Object Manager >> type object name(Bus) in quick find box >> click on the Bus Hall object
2. Click on the validation rule >> click on New.
3. Enter the Rule name as "Bus_Registration_Number_Validation".
4. Select Active
5. Insert the Error Condition Formula as :

IF(NOT(REGEX(Name , "^[A-Z]{2}\s\d{2}\s[A-Z]{1,2}\s\d{4}\$")), true, false)



6. Enter the Error Message as "The bus Registration Number must be in the format of 2 Capital Letters(State Code), space, 2 Numbers (District Code), space 1 or 2 Capital Letters(Series), space and 4 Numbers (Number).".
7. Select the Error location as Field and as Bus Registration No and click Save.

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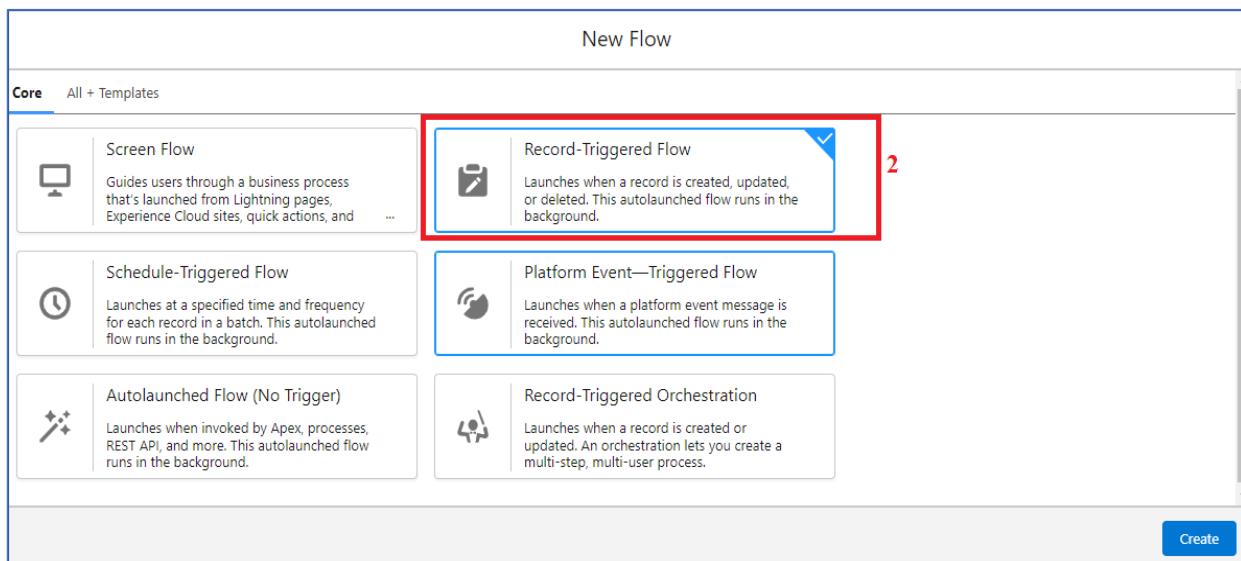
Milestone 8 Flows

In Salesforce, a Flow is an automation tool that allows you to create complex business processes using a visual interface. Flows can be used to collect, update, delete, and create records, as well as to guide users through a series of screens to complete a process.

Activity 1 : Create Flow to Fetch Ticket Fare for Bus.

Note: Please enter Route Name in Ticket Fare object as Hyderabad-Warangal(Express) , Hyderabad-Warangal(Deluxe), ...

1. Go to setup ? type Flow in quick find box ? Click on the Flow and Select the New Flow.
2. Select the record Triggered flow.Click on create.



3. Under Object select "Trip"
4. Select A record is created or updated

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Configure Start

Select Object
Select the object whose records trigger the flow when they're created, updated, or deleted.

* Object Trip 3

Configure Trigger
* Trigger the Flow When:
 A record is created
 A record is updated
 A record is created or updated 4
 A record is deleted

5. Set Entry Conditions : None

6. Select Actions and Related Records and click on Done

Configure Start

Set Entry Conditions
Specify entry conditions to reduce the number of records that trigger the flow and the number of times the flow is executed. Minimizing unnecessary flow executions helps to conserve your org's resources.

If you create a flow that's triggered when a record is updated, we recommend first defining entry conditions. Then select the **Only when a record is updated to meet the condition requirements** option for When to Run the Flow for Updated Records.

Condition Requirements None 5

* Optimize the Flow for:
Fast Field Updates
Update fields on the record that triggers the flow to run. This high-performance flow runs *before* the record is saved to the database.
Actions and Related Records 6
Update any record and perform actions, like send an email. This more flexible flow runs *after* the record is saved to the database.

Include a Run Asynchronously path to access an external system after the original transaction for the triggering record is successfully committed

Cancel Done

7. Under the record trigger flow click on the "+" icon and select Get Records.

8. Enter Label as " Fetching Route Ticket Fares ".

9. For Object select Ticket Fare

Find Salesforce records and store their field values in flow variables.

Label Fetching Route Ticket Fares 8 * API Name Fetching_Route_Ticket_Fares

Description
Getting the records from Ticket Fares based on the bus model

Get Records of This Object
Object Ticket Fare 9

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10. For Condition Requirements , select All Conditions are Met(AND)

For the first condition select as follows:

Field: Id

Operator: Equals

Value: {!\$Record.Route_Name__c}

The screenshot shows a 'Filter Ticket Fare Records' interface. A red box highlights the 'Condition Requirements' dropdown menu, which is set to 'All Conditions Are Met (AND)'. Below it, another red box highlights the first condition row, showing 'Field: Id', 'Operator: Equals', and 'Value: {!\$Record.Route_Name__c}'.

11. For How many Records to store Select Only the First Record.

12. For How to Store Record Data select Choose fields and let Salesforce do the rest. Select Field: Ticket_Fare__c. Click on Done.

The screenshot shows the 'How Many Records to Store' and 'How to Store Record Data' configuration interface. A red box highlights the 'Only the first record' radio button under 'How Many Records to Store'. Another red box highlights the 'Choose fields and let Salesforce do the rest' radio button under 'How to Store Record Data'. Below these, a section titled 'Select Ticket Fare Fields to Store in Variable' shows a list of fields. A red box highlights the 'Ticket_Fare__c' field in the list. At the bottom right, a red box highlights the 'Done' button.

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13. From the Toolbox drag and drop Decision element.

14. Enter the Decision label as "Bus Model Checking".

15. For Outcome Details:

- Label : Ticket Fare Checking
- Outcome API Name : Ticket_Fare_Checking
- Condition Requirements to Execute Outcome : All Conditions are Met (AND)
- Resource : {!Fetching_Route_Ticket_Fares.Ticket_Fare__c}
- Operator : Is Null
- Value : {!\$GlobalConstant.False}

*Label
Bus Model Checking

*API Name
Bus_Model_Checking

Description

Outcomes For each path the flow can take, create an outcome. For each outcome, specify the conditions that must be met for the flow to take that path.

OUTCOME ORDER	OUTCOME DETAILS
1 Ticket Fare Checking	*Label Ticket Fare Checking *Outcome API Name Ticket_Fare_Checking

Default Outcome

Condition Requirements to Execute Outcome
All Conditions Are Met (AND)

Resource	Operator	Value
Ticket Fare from Fetching_Route_Ticket_Fares > ...	Is Null	False

+ Add Condition

Cancel Done

16. Click Done

17. From the Toolbox drag and drop Update Records element and connect to Decision element for Ticket Fare Fetching Output.

18. Enter the label as "Updating Trip Object Ticket Fare Field".

19. How to Find Records to Update and Set Their Values : Use the trip record that triggered the flow

20. Set Filter Conditions : None -Always Update Record

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21. Field : Ticket_Fare_c

Value : {!Fetching_Route_Ticket_Fares.Ticket_Fare_c}

And click Done

The screenshot shows the 'Set Field Values for the Trip Record' section of the flow builder. A red box highlights the 'Field' dropdown set to 'Ticket_Fare_c'. To its right is a 'Value' field containing a formula: 'Ticket Fare from Fetching_Route_Ticket_Fares > Tick...'. Below these are 'Cancel' and 'Done' buttons.

22. From the Toolbox drag and drop Custom Error Message element and connect to Default Outcome of Decision element..

23. Enter the label as "Route with Bus Model Does not Exists".

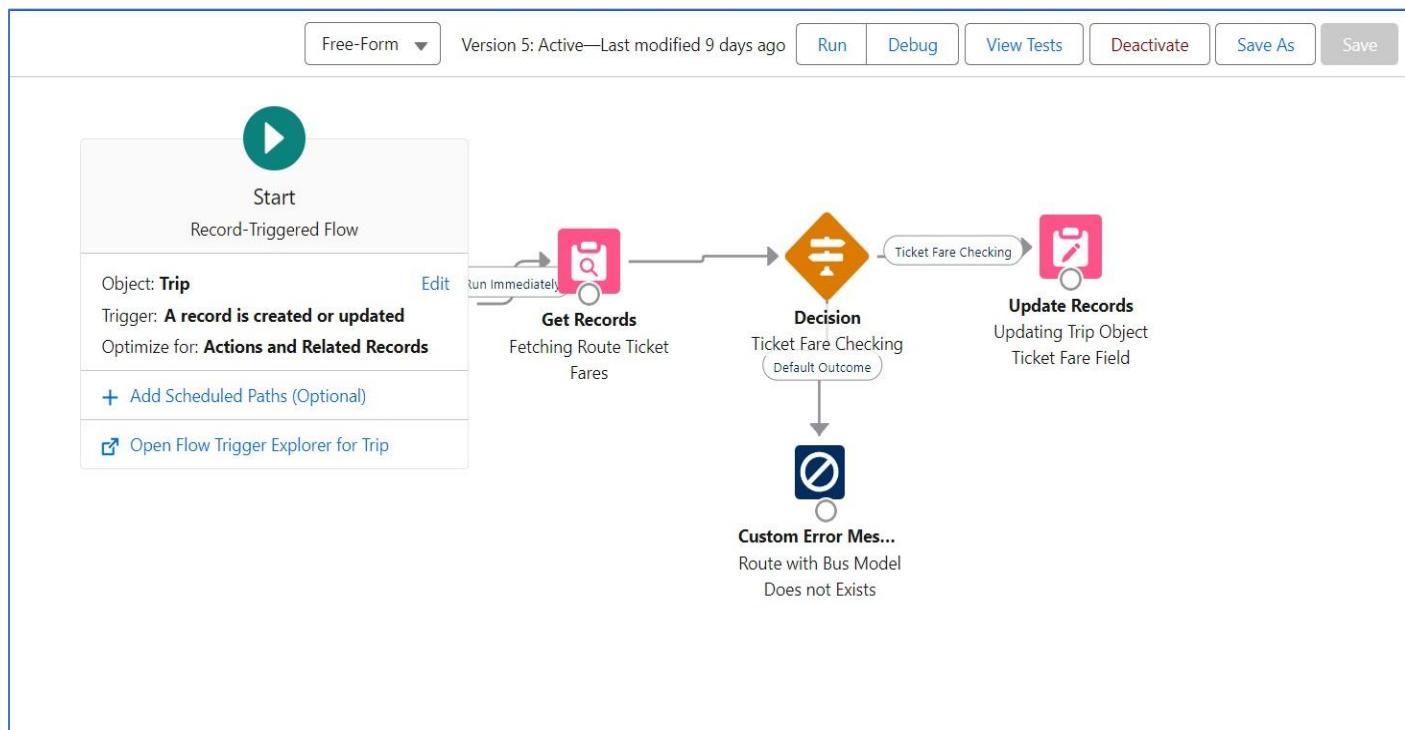
24. For Where to Show the Error Message: Select In a window on a record page

Error Message: There is no Record with the Route {!\$Record.Route_Name_r.Name} and Bus Model {!\$Record.Bus_No_r.Model_c} in the Ticket Fares

The screenshot shows the 'Set Error Message 1 Details' configuration. Under 'Where to Show the Error Message', the radio button 'In a window on a record page' is selected. The 'Error Message' field contains the formula: 'There is no Record with the Route {!\$Record.Route_Name_r.Name} and the Bus Model {!\$Record.Bus_No_r.Model_c} in the Ticket Fares'. Below the message is an 'Add Error Message' button and 'Cancel' and 'Done' buttons.

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26. Click Done
27. Save the flow as "Fetching Ticket Fare For Bus"
28. Activate the flow.



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Milestone 9 Triggers

Triggers in Salesforce are pieces of Apex code that execute before or after specific database operations, such as insert, update, delete, or undelete. They allow you to perform custom actions on records in Salesforce when certain events occur. Triggers are particularly powerful for enforcing business logic and automating workflows.

Activity 1 : Create a Trigger to validate whether the Driver Id and Conductor Id are correct or not.

Step 1: Login to salesforce

Log in to your Salesforce account with administrative privileges.

Step 2:

i) Navigate to Setup: Once logged in, click on the gear icon ?? (Setup) located at the top-right corner of the page. This will open the Setup menu.

ii) Click on Developer Console: Click on the "Developer Console" option from the Setup menu. This will open the Developer Console in a new browser tab or window.

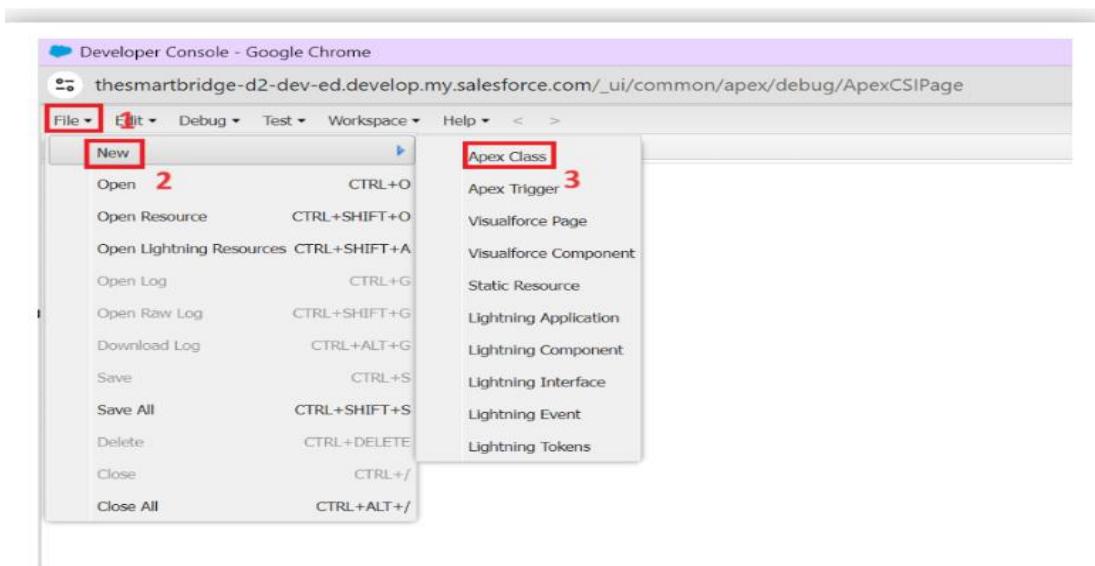
Step 3:

1) In the Developer Console window, go to the top menu and click on "File".

2) Select New: From the dropdown menu under "File", select "New".

3) Choose Apex Class: In the submenu that appears, select "Apex Class". This will open a new Apex Class editor tab.

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Give Class Name : TripTriggerHandlerClass

Create an Apex Class:

```
Public class TripTriggerHandlerClass {  
    // Checking whether the entered Driver Id belongs to a Driver or not  
    public Static void driverValidation(List<Trip__c> tripList){  
        List<Employee__c> driverList = [SELECT Id, Name FROM Employee__c WHERE Role__c ='Driver'  
    ];  
    If(driverList != null){  
        Map<Id, String> driverMap = new Map<Id, String>();  
        for(Employee__c emp : driverList ){  
            driverMap.put(emp.Id, emp.Name);  
        }  
        for(Trip__c trip : tripList ){  
            If(trip.Driver_Id__c!=null){  
                Boolean hasDriverId = driverMap.containsKey(trip.Driver_Id__c); // hasDriverId will be  
true  
                If(hasDriverId == false){  
                    tripaddError('The assigned person is not a Driver.');
```

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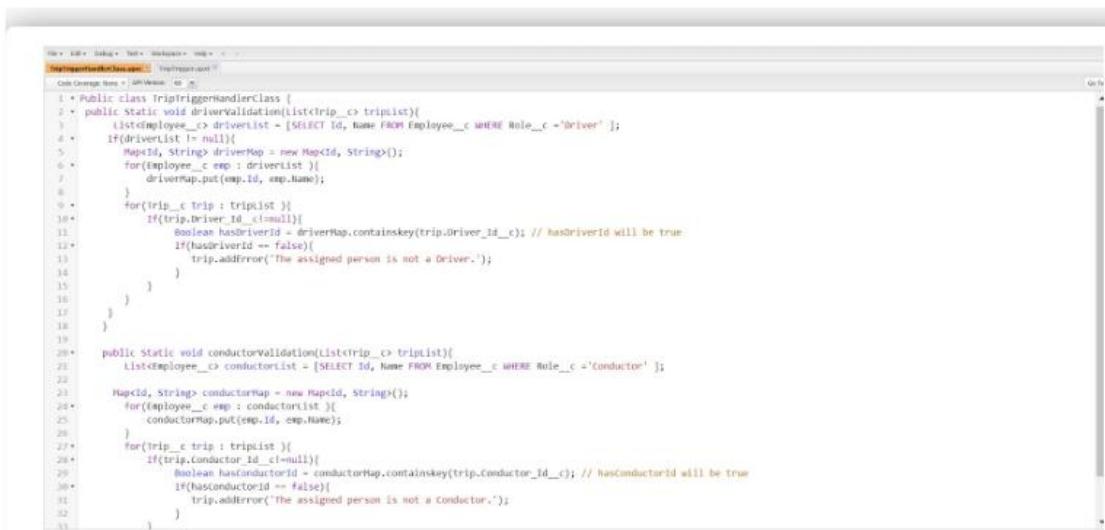
```
// Checking whether the entered conductor Id belongs to a Conductor or not

public Static void conductorValidation(List<Trip_c> tripList){

    List<Employee_c> conductorList = [SELECT Id, Name FROM Employee_c WHERE Role_c
='Conductor'];

    Map<Id, String> conductorMap = new Map<Id, String>();
    for(Employee_c emp : conductorList ){
        conductorMap.put(emp.Id, emp.Name);
    }
    for(Trip_c trip : tripList ){
        If(trip.Conductor_Id__c!=null){
            Boolean hasConductorId = conductorMap.containsKey(trip.Conductor_Id__c); // hasConductorId will be true
            If(hasConductorId == false){
                tripaddError('The assigned person is not a Conductor.');
            }
        }
    }
}
```

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```
1 * Public class TripTriggerHandlerClass {
2 *     public static void driverValidation(List<Trip__c> tripList){
3 *         List<Employee__c> driverList = [SELECT Id, Name FROM Employee__c WHERE Role__c = 'Driver' ];
4 *         if(driverList != null){
5 *             Map<Id, String> driverMap = new Map<Id, String>();
6 *             for(Employee__c emp : driverList){
7 *                 driverMap.put(emp.Id, emp.Name);
8 *             }
9 *             for(Trip__c trip : tripList){
10 *                 if(trip.Driver_Id__c!=null){
11 *                     Boolean hasDriverId = driverMap.containsKey(trip.Driver_Id__c); // hasDriverId will be true
12 *                     if(hasDriverId == false){
13 *                         trip.addError('The assigned person is not a Driver.');
14 *                     }
15 *                 }
16 *             }
17 *         }
18 *     }
19 *
20 *     public static void conductorValidation(List<Trip__c> tripList){
21 *         List<Employee__c> conductorList = [SELECT Id, Name FROM Employee__c WHERE Role__c = 'Conductor' ];
22 *
23 *         Map<Id, String> conductorMap = new Map<Id, String>();
24 *         for(Employee__c emp : conductorList){
25 *             conductorMap.put(emp.Id, emp.Name);
26 *         }
27 *         for(Trip__c trip : tripList){
28 *             if(trip.Conductor_Id__c!=null){
29 *                 Boolean hasConductorId = conductorMap.containsKey(trip.Conductor_Id__c); // hasConductorId will be true
30 *                 if(hasConductorId == false){
31 *                     trip.addError('The assigned person is not a conductor.');
32 *                 }
33 *             }
34 *         }
35 *     }
36 * }
```

Step 4:

- i) In the Developer Console window, go to the top menu and click on "File".
- ii) Select New: From the dropdown menu under "File", select "New".
- iii) Choose Apex Class: In the submenu that appears, select "Apex Trigger". This will open a new Apex Trigger editor tab.

Create an Apex Trigger:

```
trigger TripTrigger on Trip__c (before insert, before update) {
    if(trigger.isBefore){

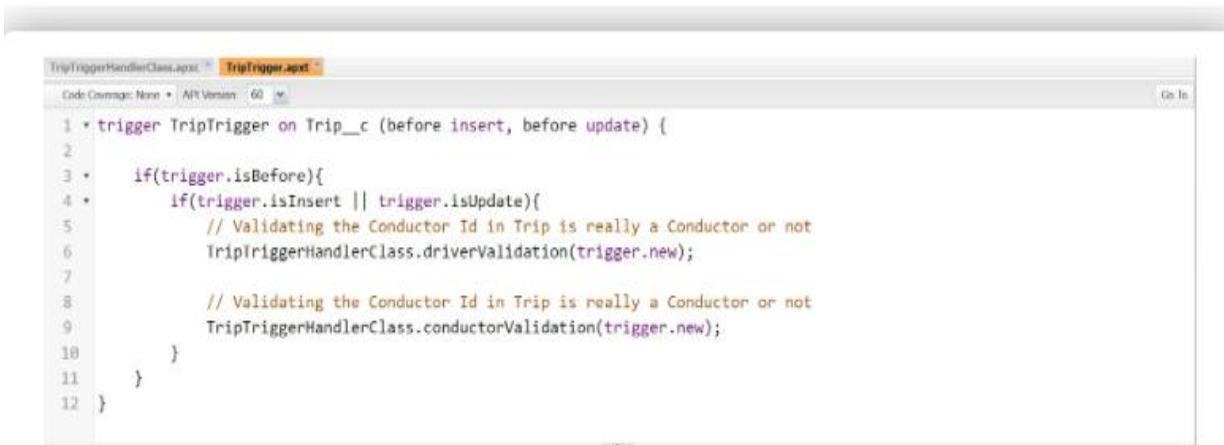
        if(trigger.isInsert || trigger.isUpdate){

            // Validating the Conductor Id in Trip is really a Conductor or not
            TripTriggerHandlerClass.driverValidation(trigger.new);

            // Validating the Conductor Id in Trip is really a Conductor or not
            TripTriggerHandlerClass.conductorValidation(trigger.new);

        }
    }
}
```

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The screenshot shows a code editor window with the title "TripTriggerHandlerClass.apxc" and the file name "TripTrigger.apxt" highlighted. The code is an Apex trigger for the "Trip__c" object, specifically for the "before insert" and "before update" events. The trigger performs validation checks on the "DriverId" and "ConductorId" fields.

```
1 * trigger TripTrigger on Trip__c (before insert, before update) {
2 *
3 *     if(trigger.isBefore){
4 *         if(trigger.isInsert || trigger.isUpdate){
5 *             // Validating the Conductor Id in Trip is really a Conductor or not
6 *             TripTriggerHandlerClass.driverValidation(trigger.new);
7 *
8 *             // Validating the Conductor Id in Trip is really a Conductor or not
9 *             TripTriggerHandlerClass.conductorValidation(trigger.new);
10    }
11 }
12 }
```

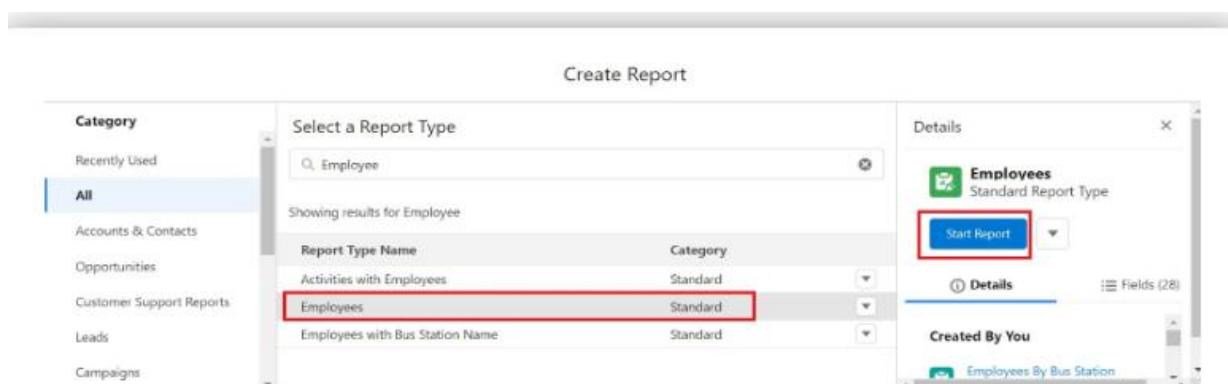
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Milestone 10 Reports

Reports in Salesforce are tools that allow you to analyze and present your Salesforce data in a structured format. They help you understand and monitor key metrics and trends, providing insights into your business operations. Salesforce reports are highly customizable and can be tailored to meet specific business requirements.

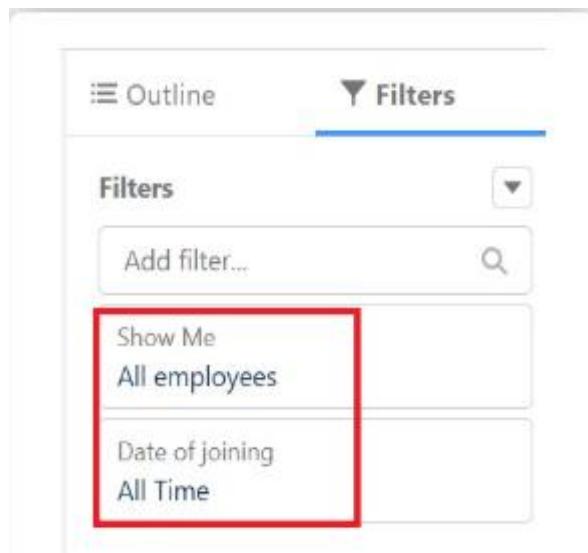
Activity 1: Create a Employees By Bus Station(Summary) Report

1. Click App Launcher
2. Select Public Transport(RTC) App
3. Click on Reports tab
4. Click on New Report.
5. Click the report type as Employees Click Start report.



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6. Click on Filters and select as follows and click on Apply



7. Customize your report, in group rows select – Bus Station Name, for columns Employee ID, Employee Name, Role (In this way we are making a Summary Report).
8. Click save and run
9. Give report name – Employees By Bus Station
10. Click Save

NOTE: In this report you can see your all record of the object you selected for reporting
(What you selects in "Select a report type option")

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The screenshot shows the 'Employees By Bus Station' report interface. On the left, there are configuration panels for 'Fields' (Group Rows, Group Columns, Columns) and 'Filters'. The main area displays a table with data grouped by bus station. The table has columns: Bus Station Name, Employee: Employee ID, Employee Name, and Role. The data is organized into subtotals for each bus station, listing employees like Radha, Krishna, Venu, Sravan, Manohar, Karthik, and Madhu.

Bus Station Name	Employee: Employee ID	Employee Name	Role
Dwarka Bus Station (Visakhapatnam) (1)	EMP-0002	Radha	Station Manager
Subtotal			
JBS (3)	EMP-0005	Sravan	Driver
	EMP-0007	Venu	Driver
	EMP-0001	Krishna	Supervisor
Subtotal			
Kempegowda Bus Station(Bangalore) (1)	EMP-0006	Manohar	Driver
Subtotal			
Mahatma Gandhi Bus Station(MGBS) (2)	EMP-0008	Karthik	Driver
	EMP-0009	Madhu	Conductor
Subtotal			

View Report

1. Click on App Launcher on the left side of the screen.
2. Search Public Transport(RTC) App & click on it.
3. Click on Reports Tab.
4. Click on Employees By Bus Station and see records.

This is a detailed view of the 'Employees By Bus Station' report. The table structure is identical to the one in the previous screenshot, showing employees grouped by bus station with their respective Employee ID, Employee Name, and Role. Subtotals are present for each bus station, and the entire report is contained within a single table row.

Bus Station Name	Employee: Employee ID	Employee Name	Role
Dwarka Bus Station (Visakhapatnam) (1)	EMP-0002	Radha	Station Manager
Subtotal			
JBS (3)	EMP-0005	Sravan	Driver
	EMP-0007	Venu	Driver
	EMP-0001	Krishna	Supervisor
Subtotal			
Kempegowda Bus Station(Bangalore) (1)	EMP-0006	Manohar	Driver
Subtotal			
Mahatma Gandhi Bus Station(MGBS) (2)	EMP-0008	Madhu	Conductor
	EMP-0009	Karthik	Driver
Subtotal			
Srinivasa Bus Station (Tirupathi) (2)	EMP-0003	Karthik	Customer Service Representative

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Activity 2: Create a Drivers and Conductors Information Report

1. Click App Launcher
2. Select Public Transport(RTC) App
3. Click on Reports tab
4. Click on New Report.
5. Click the report type as Employees Click Start report.

The screenshot shows the 'Create Report' screen. On the left, there's a sidebar with categories like 'Recently Used', 'All', 'Accounts & Contacts', 'Opportunities', 'Customer Support Reports', 'Leads', and 'Campaigns'. The 'All' category is selected. In the center, there's a search bar with 'Employee' typed in. Below it, a list of 'Report Type Name' and 'Category' pairs is shown: 'Activities with Employees' (Standard), 'Employees' (Standard, highlighted with a red box), and 'Employees with Bus Station Name' (Standard). On the right, a 'Details' panel is open for the 'Employees' report type, which is described as a 'Standard Report Type'. A 'Start Report' button is highlighted with a red box. Other options in the details panel include 'Details' and 'Fields (28)'.

6. Click on Filters and select as follows and click on Apply

The screenshot shows the 'Filters' dialog box. It has a header 'Filters' and a search bar 'Add filter...'. Below are three filter sections: 'Show Me All employees' (highlighted with a red box), 'Date of joining All Time' (highlighted with a red box), and 'Role'.

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7. Customize your report, in group rows select – Bus Station Name, for columns Employee ID, Employee Name, Role (In this way we are making a Summary Report).

8. Click save and run

9. Give report name – Drivers And Conductors Information

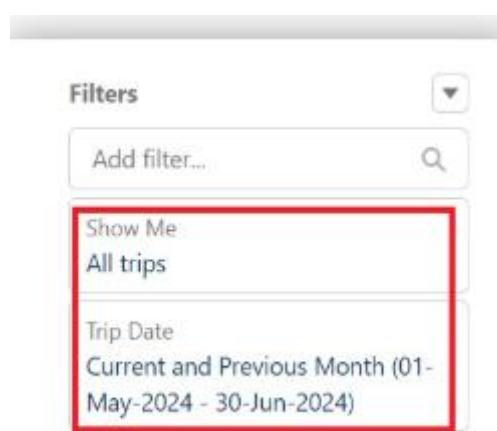
10. Click Save

Bus Station Name	Employee: Employee ID	Employee Name	Role
JBS (2)	EMP-0007	Venu	Driver
	EMP-0005	Sravan	Driver
Subtotal			
Kempegowda Bus Station(Bangalore) (1)	EMP-0006	Manohar	Driver
Subtotal			
Mahatma Gandhi Bus Station(MGBS) (2)	EMP-0008	Karthik	Driver
	EMP-0009	Madhu	Conductor
Subtotal			
Srinivasa Bus Station (Tirupathi) (1)	EMP-0004	Bhuvan	Driver
Subtotal			
Total (6)			

Activity 3: Create a Previous and Current Month Trip Details Report

1. Click App Launcher
2. Select Public Transport(RTC) App
3. Click on Reports tab
4. Click on New Report.
5. Click the report type as Trips Click Start report.
6. Click on Filters and select as follows and click on Apply

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7. Customize your report, in group rows select – Trip Date, Bus No , for columns Trip No, Route Name, Passenger Count, Total Amount (In this way we are making a Summary Report).

8. Click save and run

9. Give report name – Previous And Current Month Trips Details

10. Click Save

Trip Date	Bus No	Trip No	Route Name	Passenger Count	Total Amount
05/05/2024	IN BU AC 0179	1	Ecll X Roads - Gakesar-M	90	₹16,000.00
		1	Ecll X Roads - Gakesar-M	100	₹16,000.00
		1	Ecll X Roads - Gakesar-M	200	₹16,000.00
				390	₹15,600.00
				390	₹15,600.00
06/06/2024	TS 02 AC 0229	1	Ecll X Roads - Gakesar-M	100	₹16,000.00
		1	Ecll X Roads - Gakesar-M	150	₹16,000.00
				250	₹10,000.00
				250	₹10,000.00
				Total	950 ₹38,000.00

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Milestone 11 Dashboards

Dashboards in Salesforce are visual representations of your reports and key metrics, providing a consolidated view of your data. They allow you to monitor performance, track progress, and make informed decisions at a glance. Dashboards are composed of various components such as charts, tables, gauges, and metrics, each displaying data from one or more reports.

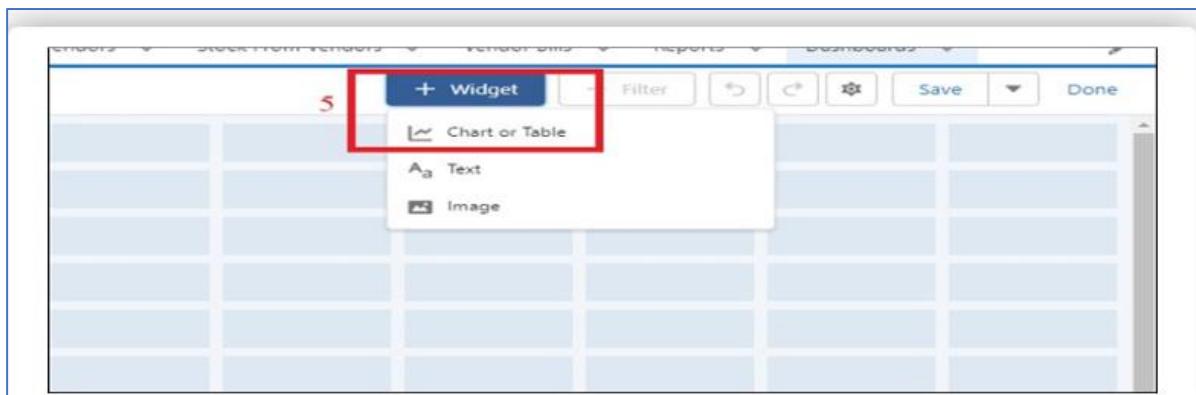
Activity 1: - Create Dashboard

1. Click on the Dashboards tab from the Public Transport(RTC) application.
2. Click on the new dashboard.

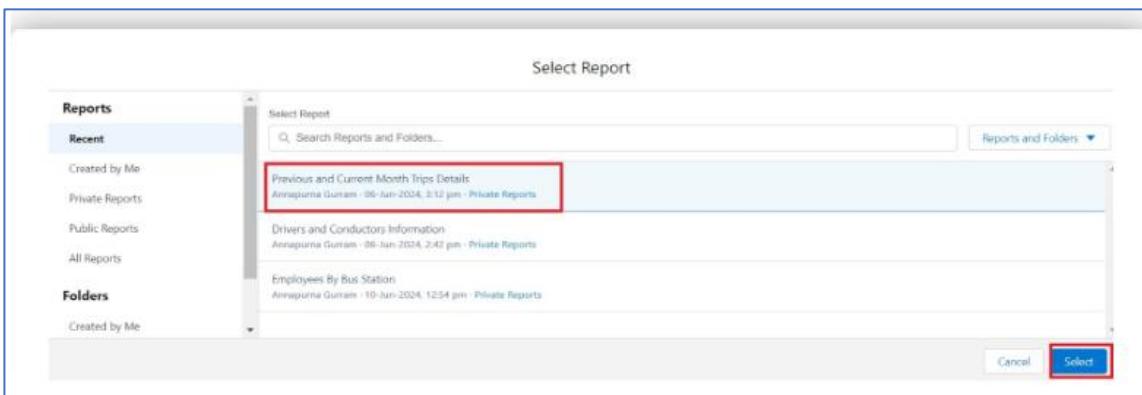
The screenshot shows a 'New Dashboard' dialog box. At the top, it says 'New Dashboard'. Below that is a 'Name' field containing 'Public Transport DashBoard', which is enclosed in a red rectangular box. There is also a 'Description' field and a 'Folder' section with 'Private Dashboards' selected. To the right of the folder dropdown is a 'Select Folder' button. At the bottom right of the dialog are two buttons: 'Cancel' and 'Create', with the 'Create' button also enclosed in a red rectangular box.

3. Give name - Public Transport DashBoard
4. Click create
5. Click on +widget
6. Select the Previous and Current Month Trips Details Report
7. For the data visualization select any of the charts, tables etc. as per your choice/requirement
8. Click add.
9. Click on +widget

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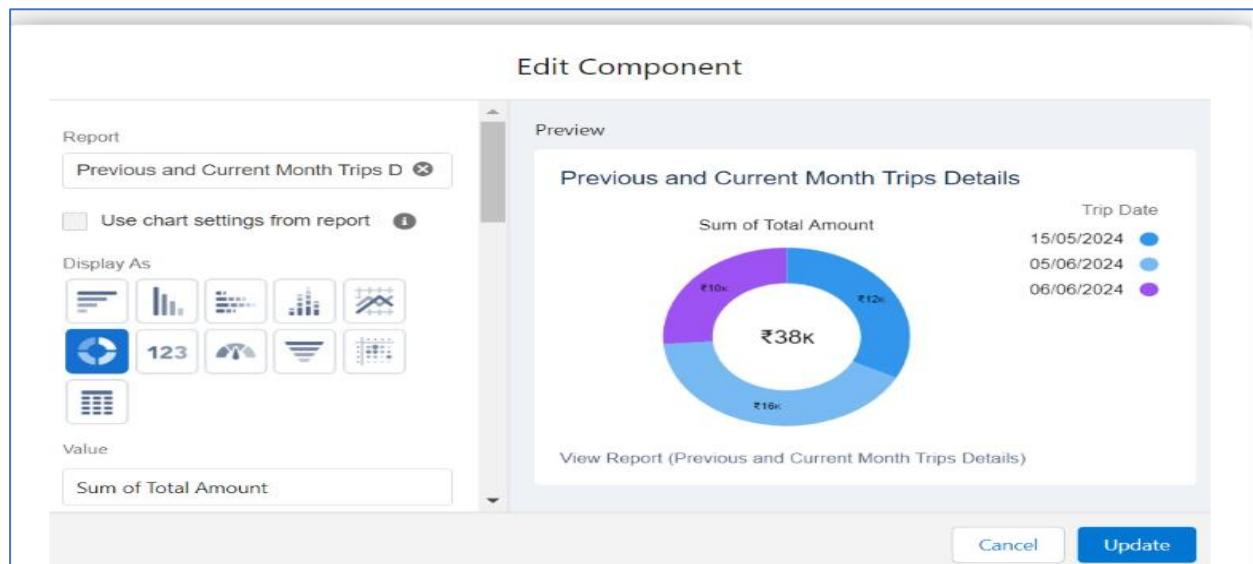
10. Select the Drivers and Conductors Information Report



11. For the data visualization select any of the charts, tables etc. as per your choice/requirement

12. Click add.

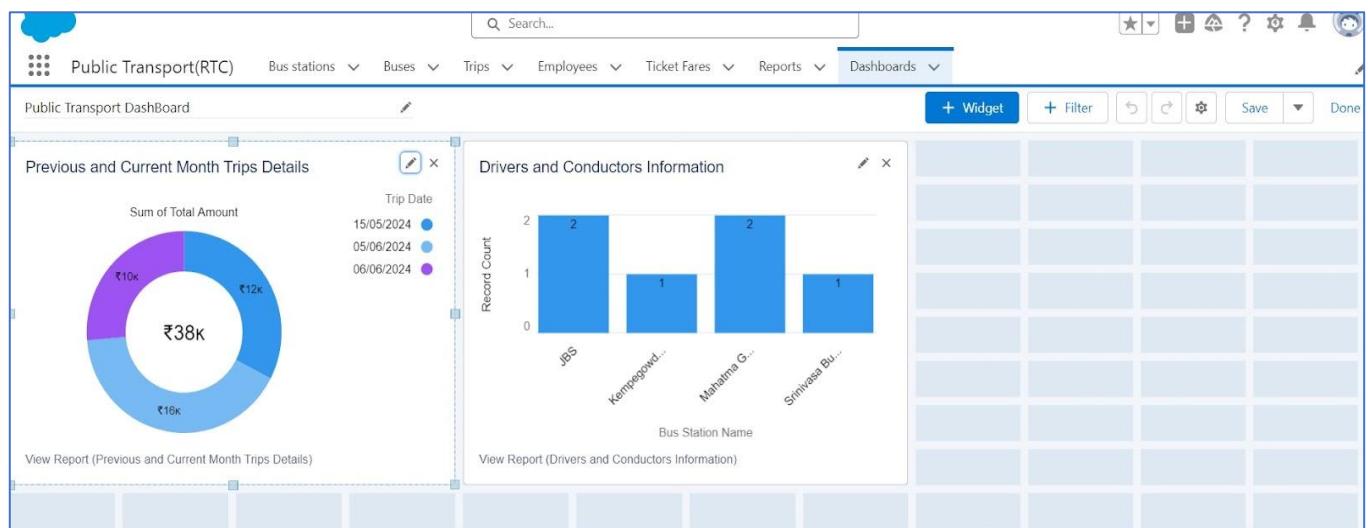
13. Click save.



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Activity 2: View Dashboard

1. Click on App Launcher on the left side of the screen.
2. Search Public Transport(RTC) & click on it.
3. Click on Dashboard Tab.
4. Click on Public Transport DashBoard see graph view of records



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OUT PUTS:

Bus station:-

New Bus Station

* = Required Information

Information

* Bus Station Name

Amenities

Please fill out this field.

Available Chosen

Accessibility
Waiting Area
Information and S...
Food and Drink

Shelter available

Bench

Bus Stop Category

--None--

Owner

 sanjay polisetty

- Address Information:

Address Information

Street

State/Province

* City

Zip/PostalCode

Location

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Buses:

New Bus

* = Required Information

Information

Bus Station Name	<input type="text" value="Search Bus Stations..."/> 
Category	<input type="text" value="--None--"/> 
View all dependencies	
Model	<input type="text" value="--None--"/> 
View all dependencies	
* Capacity	<input type="text"/>
* Bus Registration No	<input type="text"/>

[Cancel](#) [Save & New](#) [Save](#)

Employees:

- Information:

New Employee

* = Required Information

Information

* Employee Id	Work Place
<input type="text"/>	<input type="text"/>
Bus Station Name	* Role
<input type="text" value="Search Bus Stations..."/> 	<input type="text" value="--None--"/> 
Salary	Date of Joining
<input type="text"/>	<input type="text"/> 
Owner	
 sanjay polisetty	

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- Personal Details:

Personal Details

Date of Birth

Phone

- Address:

Address

Street

State/Province

City

Country

Zip/PostalCode

[Cancel](#) [Save & New](#) [Save](#)

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Ticket fares:

New Ticket Fare

* = Required Information

Information	
* Route Name	Owner
<input type="text"/>	sanjay polisetty
Ticket Fare	
<input type="text"/>	
Bus Model	
<input type="text"/> --None--	
<input type="button" value="Cancel"/> <input type="button" value="Save & New"/> <input type="button" value="Save"/>	

- Information:

*Trip Date	Conductor Id
<input type="text"/>	<input type="text"/> Search Employees... <input type="button" value=""/>
Format: 12/31/2024	
*Trip No	Owner
<input type="text"/>	sanjay polisetty
*Bus No	
<input type="text"/> Search Buses... <input type="button" value=""/>	
Driver Id	
<input type="text"/> Search Employees... <input type="button" value=""/>	

- Bus Schedule:

Bus Schedule

*Route Name	Estimated Travel Time
<input type="text"/> Search Ticket Fares... <input type="button" value=""/>	<input type="text"/>
*Bus Starting Terminal	*Destination Terminal
<input type="text"/>	<input type="text"/>
Departure Time	Arrival Time
<input type="text"/> --None--	<input type="text"/> --None--
No. of Stops	Frequency Per Day
<input type="text"/>	<input type="text"/>

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- Passenger Information:

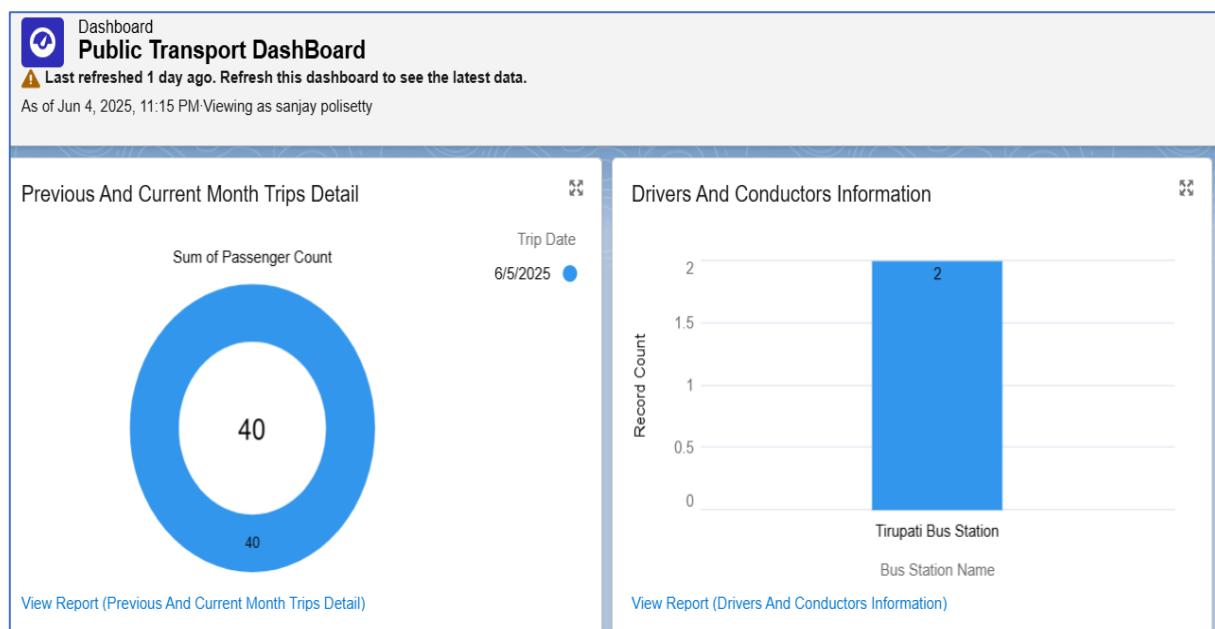
Passenger Information

* Passenger Count	Ticket Fare
<input type="text"/>	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value="Save & New"/> <input type="button" value="Save"/>	

Reports:

Reports						
Recent						
4 items						
REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Previous And Current Month Trips Detail		Private Reports	sanjay polisetty	6/4/2025, 9:13 PM	<input type="button" value="▼"/>
Created by Me	Employees By Bus Station		Private Reports	sanjay polisetty	6/3/2025, 11:42 PM	<input type="button" value="▼"/>
Private Reports	Drivers And Conductors Information		Private Reports	sanjay polisetty	6/4/2025, 9:06 PM	<input type="button" value="▼"/>
Public Reports	Which flows run, what's the status of each interview, and how long do users take to complete the screens?					
All Reports	Sample Flow Report: Screen Flows	Public Reports	Automated Process	4/30/2025, 12:24 AM		<input type="button" value="▼"/>
FOLDERS						

Dashboards:



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Milestone 12

Conclusion

By implementing this Salesforce-based Public Transport(RTC) Management System, the RTC department can significantly improve its operational efficiency, data management, and overall service quality to passengers. Data-driven decision-making capabilities for management. Accurate and up-to-date records of all operational data.