

PROPERTY MANAGEMENT APPLICATION USING SALESFORCE

INTRODUCTION:

1.1 Overview

Salesforce property management enables the realty managers to keep track of crucial data about financial and house hold properties incorporating associated cash flow, primary tenants, and occupancy rates.

PROS & CONS OF CUSTOMISING SALESFORCE FOR PROPERTY MANAGEMENT NEEDS:

The key advantage of salesforce is its huge infrastructure of consulting partners that specialize in CRM customization. There are over 1,700 certified consultants listed on AppExchange and thousands of freelance professionals worldwide.

1.2 Purpose :

Enterprise-level platform security that improves with each release.
Infinite customizability of the system.
Data integration of various data sources.

PROBLEM DEFINITION & DESIGN THINKING:

2.1 Empathy Map:



2.2 Ideation & Brainstroming:



RESULT:

3.1 Data Model

Object Name	Fields in the object	
Object:1	Field Lable	Data Type
	Lead	Auto Number
	State	Picklist
	City	Picklist
	Email	Email
	Phone	Phone
Object:2	Field Lables	Data Type
	Buy	Text Area
	Property type	Picklist
	Discount	Percentage
	State	Picklist
	City	Picklist
Object: 3	Field Lables	Data Type

	Rent	Auto Number
	Rental City	Text
	BHK Type	Picklist
Object: 4		
	Field Lables	Data Type
	Loan Id	Auto Number
	Interest Rate	Currency
	Term	Number
	Anual Loan	Number
	Loan Repayment	Number
	Loan Amount	Formula

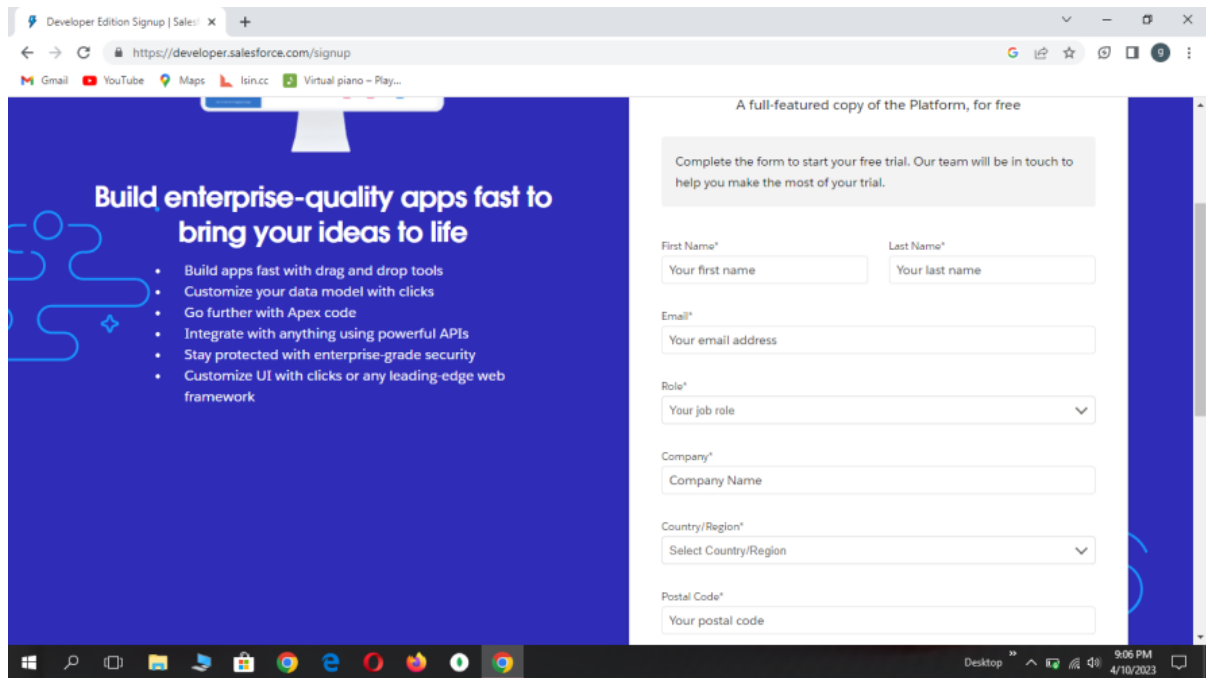
Activity1:

Creating Developer Account

Creating a developer org in salesforce.

1. Go to developers.salesforce.com/
 2. Click on sign up.
 3. On the sign up form, enter the following details :
 - a. First name & Last name
 - b. Email
 - c. Role : Developer
 - d. Company : College Name
 - e. County : India
 - f. Postal Code : pin code
 - g. Username : should be a combination of your name and company
- This need not be an actual email id, you can give anything in the format : username@organization.com

Click on sign up after filling these.



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, as
2. Login To Your Salesforce Account
 - Go to salesforce.com and click on login.
 - Enter the username and password that you just created. 3. After login this is the home page which you will see.

Activity 3

Objects-

To Navigate to Setup page:

1. Click on gear icon → click setup.

To create an object:

2. From the setup page → Click on Object Manager → Click on Create → Click on Custom Object.

On Custom object defining page:

3. Enter the label name, plural label name, click on Allow reports, Allow search → **Save**

The screenshot shows the Salesforce Setup interface. At the top, there's a search bar labeled "Search Setup". Below it, the "Setup" tab is active, and the "Object Manager" dropdown menu is open. The menu shows a "New Object" button and a list of "RECENT RECORDS" including "lead", "Loan", "Rent", and "Buy". The main content area displays three featured tiles: "Get Started with Einstein Bots", "Mobile Publisher", and "Real-time Collaborative Docs". Below these tiles is a section titled "Most Recently Used" with a table of 10 items.

NAME	TYPE	OBJECT
salas rep 3	Permission Set	
Santhanamari S	User	
Marketing	Custom App	
AppLauncher	Custom App	
Work	Custom App	
ServiceCloudConsole	Custom App	
supportforce	Custom App	
AllTabSet	Custom App	
salesforce	Custom App	
Content	Custom App	

Activity 4:

Create Object Buy

1. To create an object:
2. From the setup page → Click on Object Manager → Click on Create → Click on Custom

Object.

3. Enter the label name→Buy

4. plural label name→ Buyers

5. click on Allow reports,

6. Allow search → **Save**

The screenshot shows the Salesforce Object Manager interface for an object named 'Buy'. The browser address bar displays the URL: <https://governmentartsandscienc-41f-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000040gOy/Details/view>. The page title is 'SETUP > OBJECT MANAGER Buy'. The left sidebar contains a 'Details' menu with options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters. The main content area is titled 'Details' and includes an 'Edit Delete' link. It contains several fields: Description (empty), API Name (Buy_c), Custom (checked), Singular Label (Buy), Plural Label (Buyers), Enable Reports (checked), Track Activities (checked), Track Field History (checked), Deployment Status (Deployed), and Help Settings (Standard salesforce.com Help Window).

Activity 5:

Create Object Rent

1. To create an object:

2. From the setup page → Click on Object Manager → Click on Create → Click on Custom

Object.

3. Enter the label name→Rent

4. plural label name→ Rents

5. click on Allow reports,

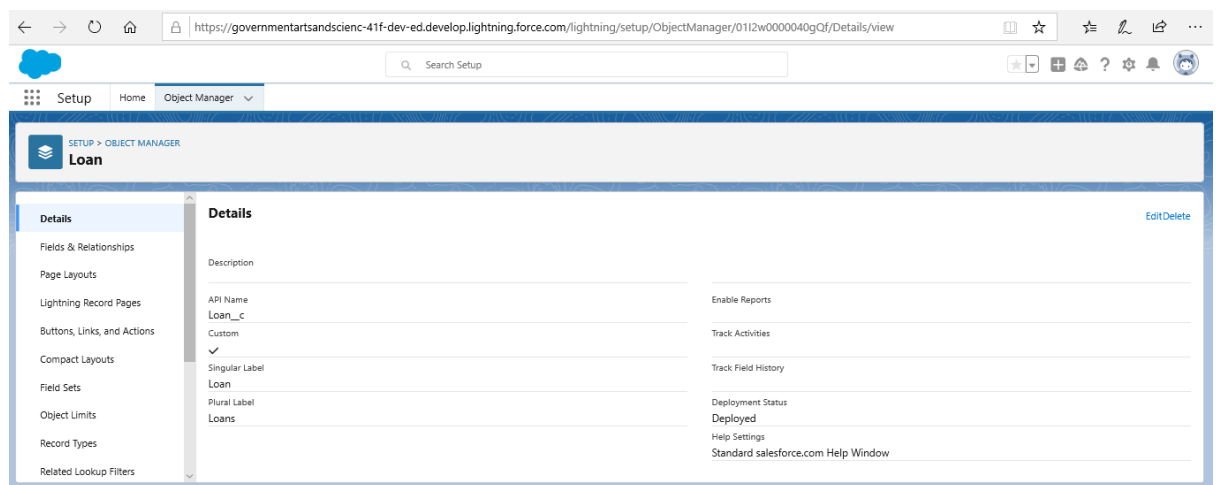
6. Allow search → **Save**

The screenshot shows the Salesforce Object Manager interface for an object named 'Rent'. The browser address bar displays the URL: <https://governmentartsandscienc-41f-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000040mnR/Details/view>. The page title is 'SETUP > OBJECT MANAGER Rent'. The left sidebar contains a 'Details' menu with options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters. The main content area is titled 'Details' and includes an 'Edit Delete' link. It contains several fields: Description (empty), API Name (Rent_c), Custom (checked), Singular Label (Rent), Plural Label (Rents), Enable Reports (checked), Track Activities (checked), Track Field History (checked), Deployment Status (Deployed), and Help Settings (Standard salesforce.com Help Window).

Activity 6:

Create Object Loan

1. To create an object
2. From the setup page → Click on Object Manager → Click on Create → Click on Custom Object.
3. Enter the label name → Loan
4. plural label name → Loans
5. click on Allow reports,
6. Allow search → **Save**



Activity 7:

Create the Lightning Tab

To create a Tab:(Lead)

1. Go to setup page → type Tabs in Quick Find bar → click on tabs → New (under customobject tab)
2. Select Object(Lead) → Select the tab style → Next (Add to profiles page) keep it as default → Next (Add to Custom App) keep it as default → Save.

Activity 8:

To Create a Tab:(Buy)

1. Go to setup page → type Tabs in Quick Find bar → click on tabs → New (under customobject tab)
2. Select Object(Buy) → Select the tab style → Next (Add to profiles page) keep it as default → Next (Add to Custom App) keep it as default → Save.

Activity 9:

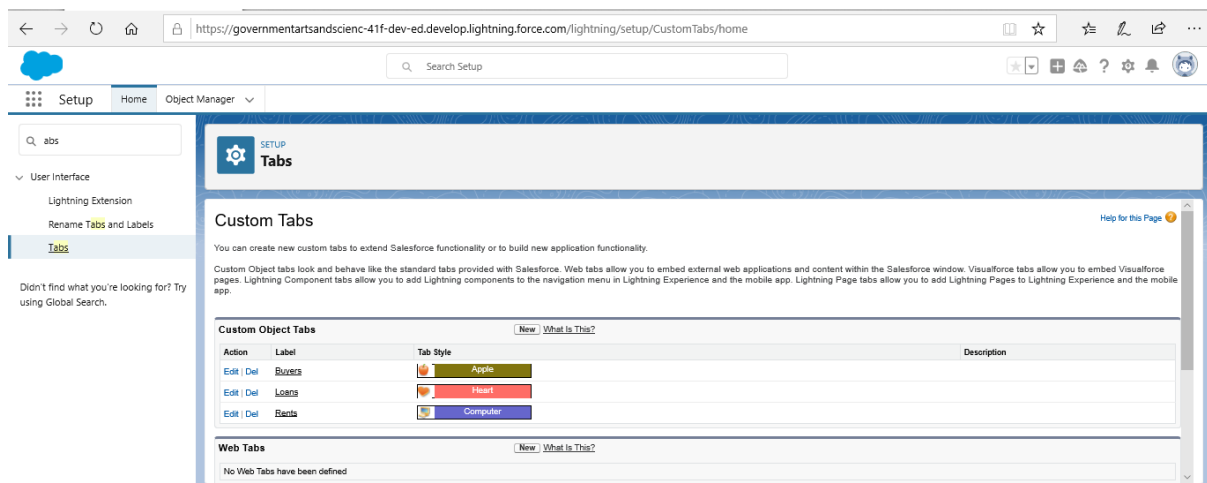
To Create a Tab:(Rent)

1. Go to setup page → type Tabs in Quick Find bar → click on tabs → New (under customobject tab)
2. Select Object(Rent) → Select the tab style → Next (Add to profiles page) keep it as default → Next (Add to Custom App) keep it as default → Save

Activity 10:

To Create a Tab:(Loan)

1. Go to setup page → type Tabs in Quick Find bar → click on tabs → New (under customobject tab)
2. Select Object(Buy) → Select the tab style → Next (Add to profiles page) keep it as default → Next (Add to Custom App) keep it as default → Save



Activity 11:

Create the Lightning App

1. Go to setup page → search “app manager” in quick find → select “app manager” → click on New lightning App.
2. Fill the app name as an **Property Management** in app details and branding → Next → (App option page) keep it as default → Next

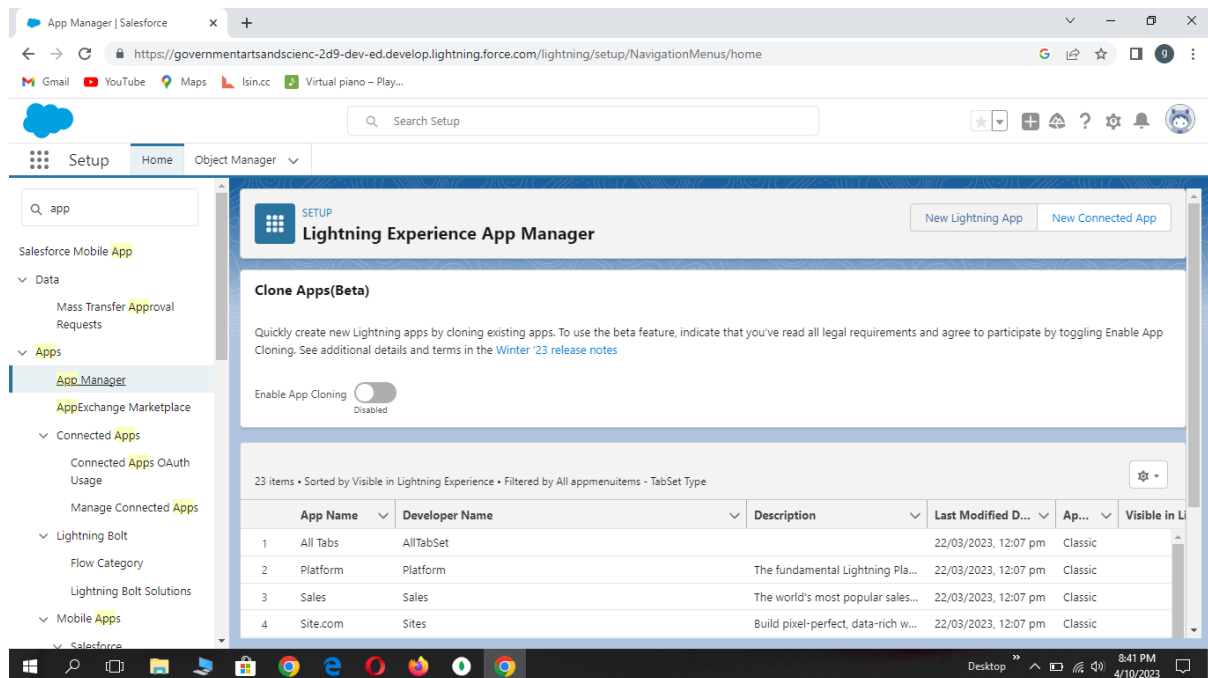
3. (Utility Items) keep it as default → Next → (Add Navigation Items)(add tabs Lead, Buy,Rent, Loan) → Next → (Add User Profile) Add System Administrator, Salesforce platform user, Standard User → Next.

4. To Add Navigation Items:

Select the items from the search bar and move it using the arrow button → Next.

5. To Add User Profiles:

Search profiles in search bar → click on the arrow button → save & finish.



Activity 12:

Create the Lead Field

1. Go to setup → click on Object Manager → type object name in search bar → click on the object.
2. Now click on “Fields & Relationships ” → New.
3. Fill the field label name Lead → Next → Next → Save.

Create the remaining Fields:

Follow the Above Steps to create the Field just change the Labels for Below Fields

Lead:(AutoNumber Created Field while creating Object) →L-{0000}

State: Create the Picklist Field (Maharashtra, Gujarat, Rajasthan)(Field Dependency)

City:Create the Picklist(Mumbai, Pune, Nashik)(Field Dependency)

Email: Create the Email Select the Data Type As Email (Email)

Phone: Select the Field Data type as (Phone)

In the Fields and Relationship go to the Field Dependencies

Setup Home Object Manager

SETUP > OBJECT MANAGER
lead

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Restriction Rules

Scoping Rules

Triggers

Flow Triggers

Validation Rules

Field Quick Find

New Deleted Fields Field Dependencies Set History Tracking

9 Items, Sorted by Field Label

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
city	city__c	Picklist		
Created By	CreatedById	Lookup(User)		
email	email__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
lead	lead__c	Auto Number		
lead Name	Name	Text(80)		✓
Owner	OwnerId	Lookup(User,Group)		✓
phone	phone__c	Phone		
state	state__c	Picklist	city	

Activity 12: (For Object Buy)

1. Create Field for Buy

2. Create Property Type: (Picklist) (Residential, Commercial, Industrial)

3. Discount:(Percentage As the Field Data Type)

4. State:Create the Picklist Field (Maharashtra, Gujarat, Rajasthan)(Field Dependency)

5. City:(Take Any City for Field Dependency)

6. Annual Amount To Be Paid

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
buy	buy__c	Text Area(255)		
Buy Name	Name	Text(80)		✓
city	city__c	Picklist	state	
Created By	CreatedById	Lookup(User)		
discount	discount__c	Percent(18, 0)		
Owner	OwnerId	Lookup(User, Group)		✓

Activity 14:

Create Field for Rent

1. **Rent:**(Auto Number while Creating the object)→ R-{0000}
2. **Rental City:**Select the Text as the Field Data Name(Any City)
3. **BHK type:**(Picklist) (1BHK, 2BHK,3BHK)

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
bhk type	bhk_type__c	Picklist	city	
city	city__c	Picklist		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User, Group)		✓
rent	rent__c	Auto Number		
Rent Name	Name	Text(80)		✓
rental city	rental_city__c	Text(10)		

Activity15:

Create Field for Loan

1. **Loan Id:** Auto generated Field Take it as Autonumber LN-{0000}
 2. **Interest Rate:** (Select the Field Data Type As Currency)
 3. **Term:**(Select the Field Data type as Number)
 4. **Annual Loan** Field create the Number as the field data type
 5. **Total Loan Instalments:**(Field create the Number as the field data type)
 6. **Loan Repayment**(Field create the Number as the field data type)
 7. **Loan Amoun**(Select the Field data type as Formula)
 8. For the Loan Object→ Go to the fields and Relationship and select the formula in field data type. In Formula option select Advanced Formula and write the following formula

$$(\text{Loan_Repayment_c} * (((1 + (\text{Interest_rate_c} / 52))^{\text{Term_c}}) - 1)) / (((\text{Interest_rate_c} / 52) * ((1 + (\text{Interest_rate_c} / 52))^{\text{Term_c}})))$$
- ##Check the syntax below whether the formula syntax is correct or not

Setup Home Object Manager

SETUP > OBJECT MANAGER
lead

Field Quick Find
9 Items, sorted by Field Label

New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
city	city__c	Picklist		
Created By	CreatedById	Lookup(User)		
email	email__c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
lead	lead__c	Auto Number		
lead Name	Name	Text(80)		✓
Owner	OwnerId	Lookup(User,Group)		✓
phone	phone__c	Phone		
state	state__c	Picklist	city	

Activity 16:

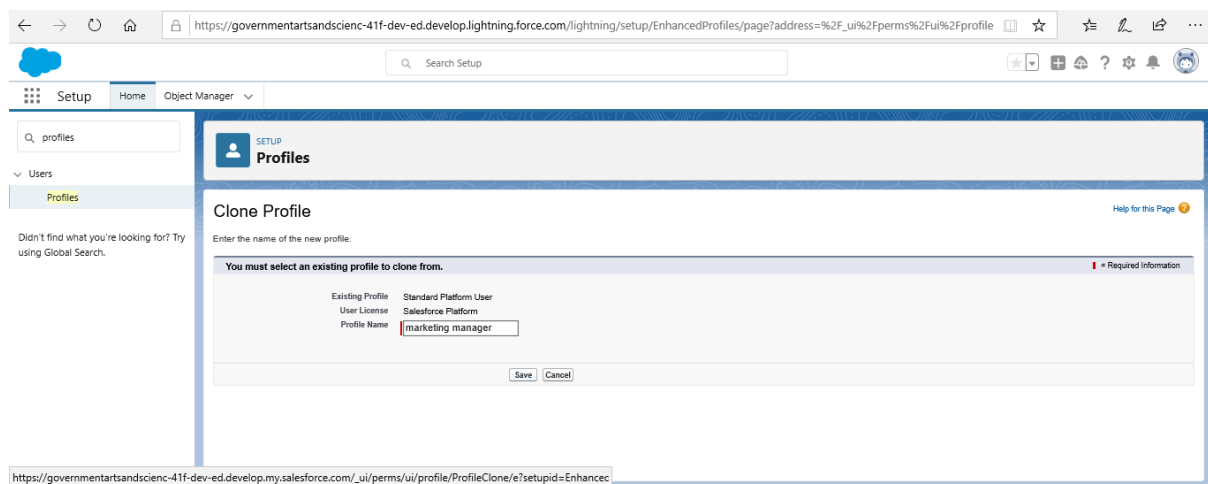
To create a new profile:

1. Go to setup → type profiles in quick find box → click on profiles → clone the desired profile (standard user is preferable) → enter profile name → save
2. Enter a Profile Name
3. Click on the new created profile
4. While still on the profile page, then click Edit.
5. Scroll down to Custom Object Permissions and Give view all access permissions and assign to the parent profile
6. Sales Manager → Standard user Profile , Marketing Executive1 and Executive2 → Standard Platform User, Marketing Manager → Standard Platform User For

Activity 17:

Create Marketing

1. Then In The Profile Level Give Read and Create Access to Marketing Executive and Read, Create, Edit, Delete for the Marketing manager
2. Marketing Manager Should Have Access to Marketing Executive



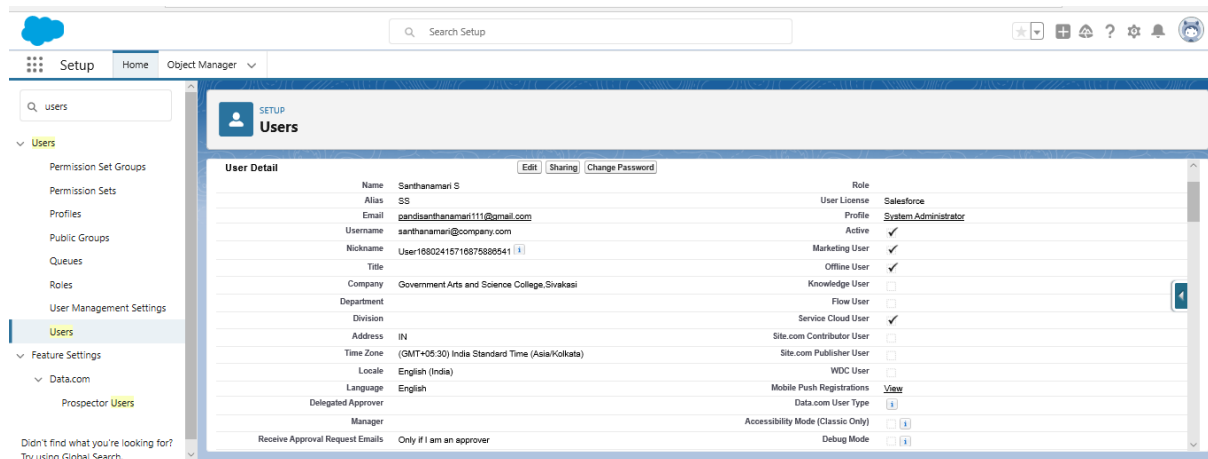
Activity 18-Sales:

1. In the Profile Level Sales Manager is Having Create, Edit, Delete
2. For Sales Rep1 → Read, Create, Edit
3. For Sales Rep2 → Read, Create, Edit
4. For Sales Rep3 → Read only.

Activity 19:

Create User

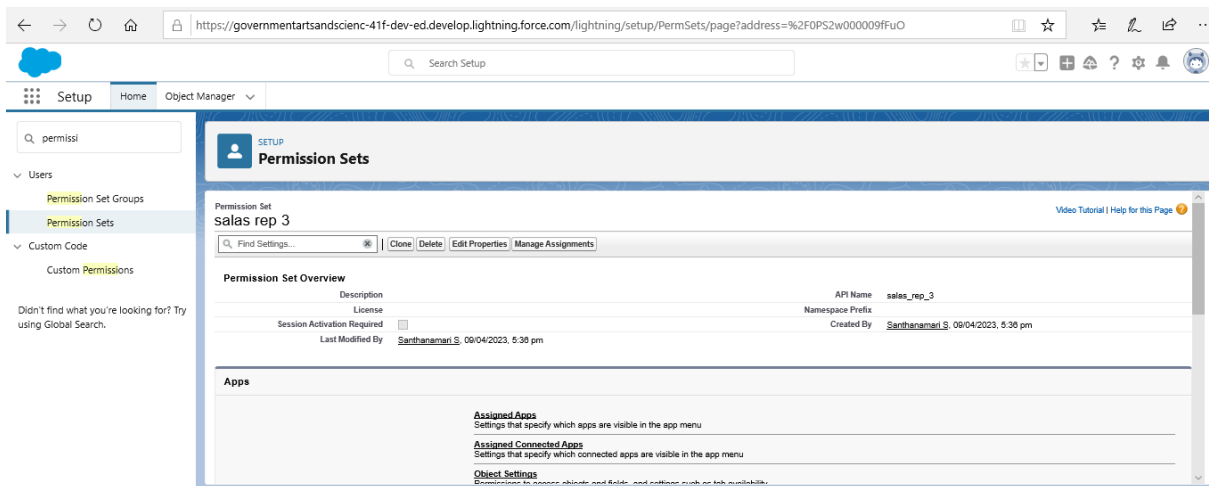
1. Go to setup → type users in quick find box → select users → click New user.
2. Fill in the fields (first name, last name, alias, email id, username, nick name, role, user license, profiles) → save.



Activity 20:

Create the Permission Sets

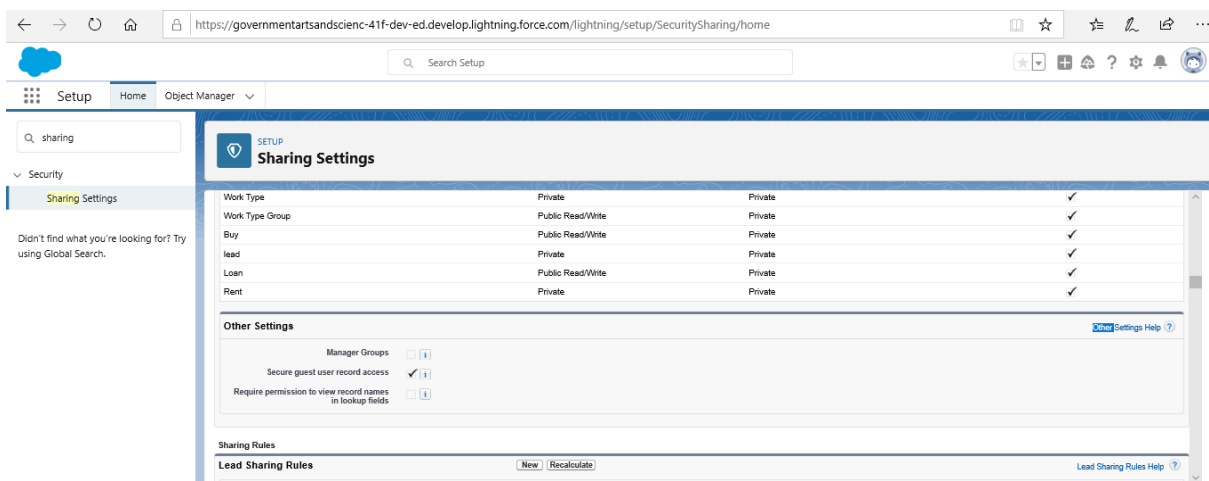
1. Go to setup → type “permission sets” in quick search → select permission sets → New.
2. Enter the label name → save.
3. After saving the permission click on the Manage assignment
4. Now click on the Add Assignment
5. Now select the users and click on save
6. Go to permission set and add the access For Sales Rep3 give Access with Create permission for the User



Activity 21:

Create OWD Setting

1. Setup, use the Quick Find box to find Sharing Settings.
2. Click Edit in the Organization-Wide Defaults area.
3. For each object, select the default access you want to give everyone.
4. To disable automatic access using your hierarchies, deselect Grant Access Using Hierarchies for **Lead, Rent** custom object
5. Click Edit and from the Drop Down select private for internal and external
6. This Setting is for all the User Which have been Created



Activity 22:

Create Report

1. Go to the app → click on the reports tab

2. Click New Report
3. Select report type from category or from report type panel or from search panel → click on start report.
4. Customize your report, then save or run it.

Create Report for following Condition

1. Create the Report of the Total Number of Loan Passed for getting the Amount For the Property
2. The Condition should be Like Loan Amount \geq to 5000\$

The screenshot shows a CRM report builder interface. The top navigation bar includes tabs for Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, and More. The 'Reports' tab is active, and a report titled 'loan amount' is being built under the 'Accounts' category. The interface includes a sidebar with 'Fields' and 'Columns' sections. The main area displays a table with columns: Industry, Last Modified By, Saravanapriya R, and Total. The table shows data for various industries: Apparel, Biotechnology, Construction, Consulting, and Education, each with a 'Record Count' of 1. Below the table, there is a 'Details (12 Rows)' section with a table showing account information, including Last Activity, Account Owner, Account Name, Billing State/Province, Type, Rating, Last Modified Date, and Interest. The bottom of the interface has a 'To Do List' and a 'Conditional Formatting' button.

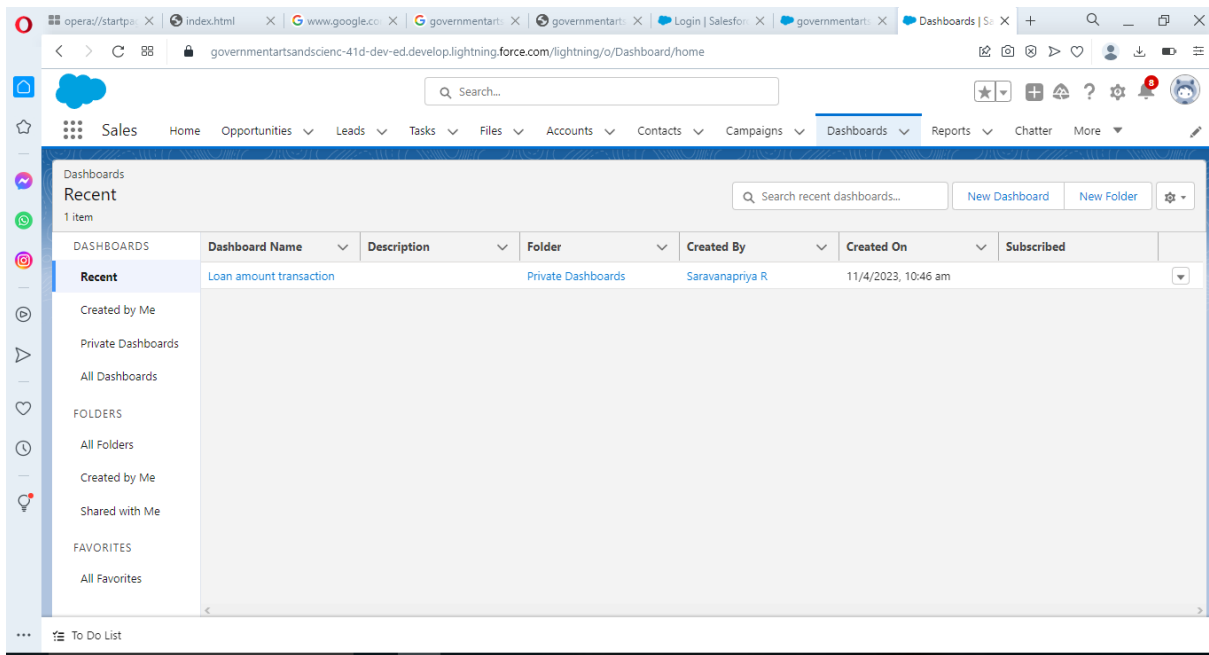
Industry	Last Modified By	Saravanapriya R	Total
-	Record Count	1	1
Apparel	Record Count	1	1
Biotechnology	Record Count	1	1
Construction	Record Count	1	1
Consulting	Record Count	1	1
Education	Record Count	1	1

	Last Activity	Account Owner	Account Name	Billing State/Province	Type	Rating	Last Modified Date	Interest
1	-	Saravanapriya R	sForce	CA	-	-	31/03/2023	-
2	-	Saravanapriya R	Burlington Textiles Corp of America	NC	Customer - Direct	Warm	31/03/2023	Apparel
3	-	Saravanapriya R	GenePoint	CA	Customer - Channel	Cold	31/03/2023	Biotechnolc
4	-	Saravanapriya R	Pyramid Construction Inc.	-	Customer - Channel	-	31/03/2023	Constructio

Activity 23:

Create Dashboards

1. Go to the App Launcher and select the Dashboards
2. Select add component
3. Select the folder select the following option new lead with loan Amount
4. Select in which format you want display chart

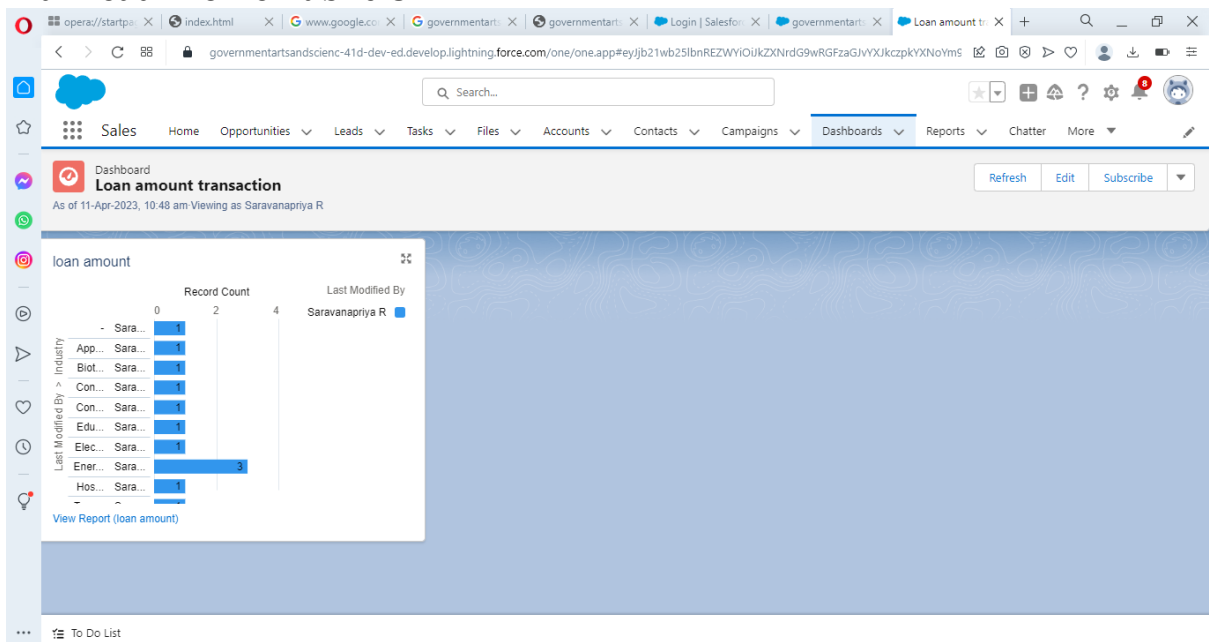


Activity24:

Create Dashboard

1. Create the Dashboard for the Same Take Any Type of Dashboard(Chart) And Display It on The App Home Page

Trailhead Profile Public URL



Team Leader – <https://trailblazer.me/id/santg37>

Team Member 1- <https://trailblazer.me/id/sants64>

Team Member 2- <https://trailblazer.me/id/shobs77>

Team Member 3- <https://trailblazer.me/id/sarar127>

Advantages & Disadvantages

Advantages:

- You can access your information from anywhere
- You will save time and money by being more efficient
- Guest satisfaction may increase with a smooth check in process

Disadvantages:

- Time consuming if you choose the wrong system
- Might seem expensive for a small business
- Training cost and time

Applications:

- property management mobile apps help owners and landlords work remotely and access data on their portable devices from different locations.
- These apps allow them to post vacancy ads, track rent payments check expenses and generate invoices.

Conclusion:

Property management system software is very crucial for all the hotels. Especially Opera PMS constitutes the most appropriate PMS software for Hilton Athens. It is user friendly, connects with central reservation system (CRS), point of sale (POS) etc.

Future Scopes:

The growing population, overall economic growth of the country, rising income levels and increased foreign investment has led to a heightened need for improved infrastructure across urban, semi-urban and rural India.