

Project Name:
**A CRM Application to Manage the Services
offered by an Institution**

By

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A CRM Application to Manage the Services offered by an Institution

EduConsultPro Institute is a leading educational institution offering a variety of courses and programs in diverse fields. With a growing number of prospective students seeking admission each year, the institute faces challenges in managing the admission process, students enquiry, and expert consulting services efficiently. To address these challenges, EduConsultPro Institute decides to leverage Salesforce CRM to streamline the admission process and enhance the overall experience for both students and admissions staff.

The use case focuses on the admission process for prospective students interested in enrolling in courses and programs offered by EduConsultPro Institute. The goal is to provide a seamless and transparent experience for students while enabling admissions staff to efficiently review and process admission applications, students enquiry and case management.

Requirements

1. Admission Application Management:

Prospective students should have access to the admission application form through the institute's website or portal. The admission application form should collect comprehensive information including personal details, academic history, and qualification. Submitted admission applications should be captured and stored in the Salesforce CRM system. Students should receive automated email notifications after successful submission of application. Admissions staff should be able to generate reports and dashboards to analyze application metrics, acceptance rates, and enrollment trends.

2. **Approval Process Requirements :**

Implement an Approval process in Salesforce to review and approve Consulting Request. Set up email alerts to notify relevant students when he/she is approved or rejected. Ensure that request gets automatically submitted when it is created.

3. **Consulting Services Management:**

Prospective students should be able to request consulting services through the institute's website or portal. The consulting request form should capture student details, consulting preferences, and areas of expertise required. Submitted consulting requests should be recorded in the Salesforce CRM system. Consultants and advisors should receive automated email notifications for new consulting requests. Consultants should be able to view, accept, and manage consulting requests within the Salesforce CRM interface. Consulting appointment scheduling should be facilitated within Salesforce, including date, time, and purpose of the appointment. Appointment status (e.g., scheduled, completed, canceled) should be tracked and updated in Salesforce.

4. **Immigration Case Management:**

Students should be able to initiate immigration cases through the phone, email or web. The immigration case submission form should capture case details, and relevant information. Submitted immigration cases should be recorded and stored in the Salesforce CRM system. Immigration agents and case managers should receive automated email notifications for new immigration cases.

Immigration agents should be able to view, process, and track immigration cases within the Salesforce CRM interface. Case status (e.g., open, in progress, closed) should be tracked and updated in Salesforce. Document management and collaboration tools should be integrated to facilitate case processing and communication.

Create Objects from Spreadsheet

Directly Creating Objects from Spreadsheet in Salesforce

Create Course object

1. Go to your object manager and click on create object from spreadsheet
2. Click on the link to get the spreadsheet, [Course](#).
3. After downloading, upload the file, map the fields and upload to create an object

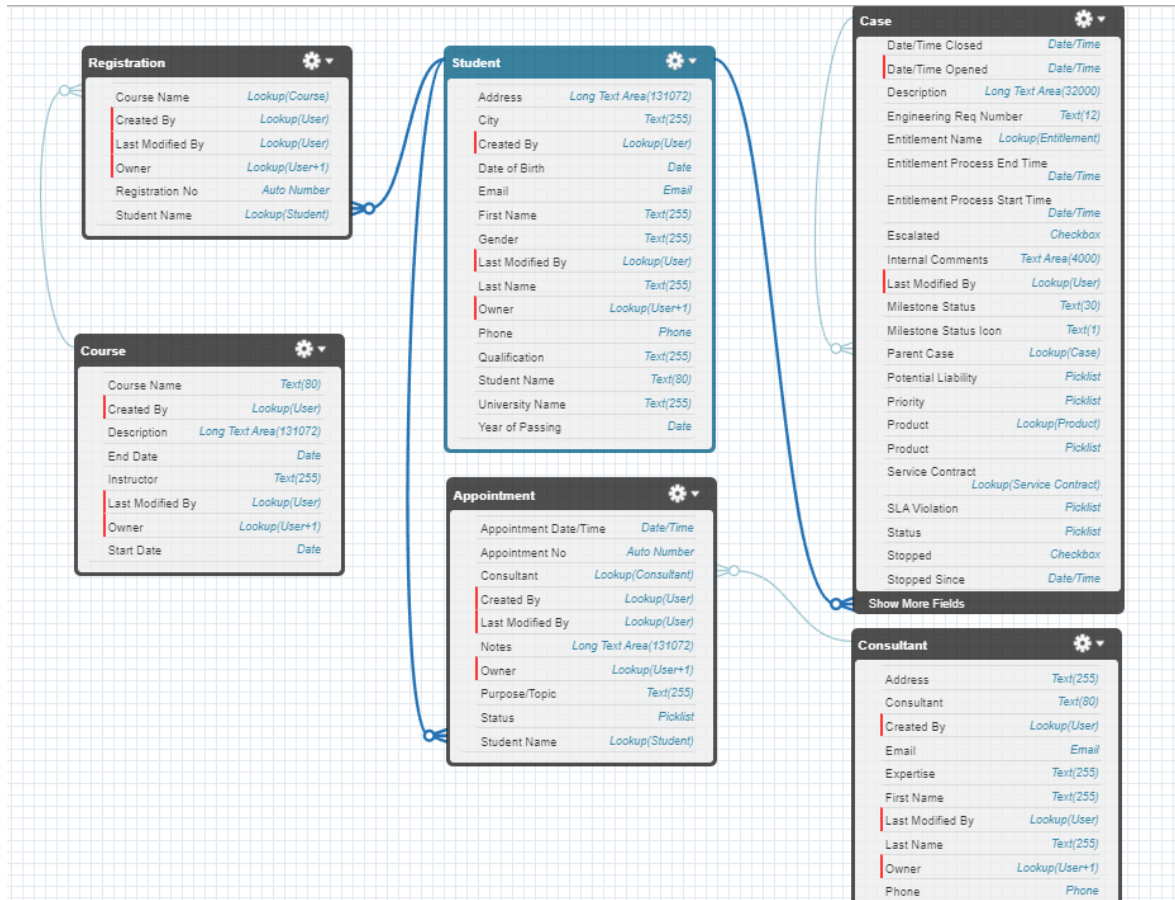
Create Remaining objects

1. Follow the steps which we have followed for course object creation.
2. Use the following sheets for remaining objects.
 - a. [Consultant](#)
 - b. [Student](#)
 - c. [Appointment](#)

Create Relationship among the objects

1. Create lookup between appointment and student, appointment and consultant.
2. Create an object to store the information student and course details with the name Registration.

- Also create a lookup between student and case to store the student queries for immigration or visa application.
- The data model should be similar to the below Data Model with fields & relationships:



Configure the Case Object

- Go to object manager, edit case object.
- Select the "Type" field and add the values in it.
 - Immigration
 - Visa Application
- Now Select the "Status" field and add the values in it.
 - Open
 - In-progress

Create a Lightning App

- Go to Setup, search for the App Manager in quick find

2. Click on New Lightning App
3. Give app name as “EduConsultPro”, click Next, Next, Next
4. Add Home, Students, Courses, Consultants, Appointments, Registrations, and Cases from the Available Items to Selected Items.
5. Add “System Administrator” profile from Available Profiles to Selected Profiles, click Save & Finish.

Create a ScreenFlow for Student Admission Application process.

Add Screen Element

1. From Setup, enter Flow Builder in quick find, select new flow --> ScreenFlow.
2. Add a Screen element.
3. In the Screen Properties pane, for Label, enter “Student Info”.
4. Click on Fields, click on the record variable input and create a new Resource(StudentRecordRes) to display all the fields which are in the student object. Drag all the fields which are needed to add on the screen inorder to collect the student information.

The screenshot displays the 'Edit Screen' interface in Salesforce Flow Builder. The central canvas shows a form titled 'EduConsultantPro Student Flow' with the following fields: 'Student Name', 'First Name', 'Last Name', 'Phone', and 'Email'. On the left, the 'Components' pane has the 'Fields' tab selected, showing a 'Record Variable' 'StudentRecordRes' and a list of 'Fields (12)' including 'Address', 'City', and 'Date of Birth'. On the right, the 'Screen Properties' pane shows the 'Label' set to 'Student Info' and the 'API Name' set to 'Student_Info'. The 'Done' button at the bottom right is highlighted in red.

Create Student Record using Create Element

1. Add a Create element after Student Info Screen Element, Label it as "Create Student Record."
2. Select "one" under How many records to Create, and select "use all values from a record" under How to Set the record fields.
3. Select the record variable resource(StudentRecordRes) which we have created in the Student Info screen element, under Create a record from these values.

New Create Records

* Label

Create Student Record

* API Name

Create_Student_Record

Description

How Many Records to Create

☒ One

☐ Multiple

How to Set the Record Fields

☒ Use all values from a record

☐ Use separate resources, and literal values

Create a Record from These Values

* Record

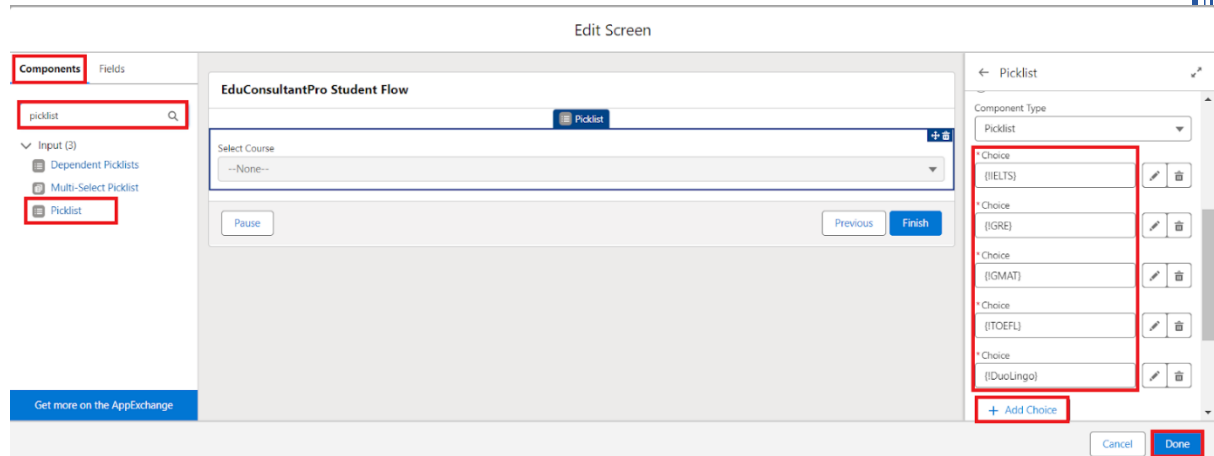
StudentRecordRes

×

Make sure that ID is blank. After the flow creates the records, ID is set to match the record that was created. ⓘ

Add Screen Element

1. Add a Screen Element after Create Student Record Element and label it as Course Screen.
2. Add a picklist component from the left side panel label it as “Select Course”, under choices type “IELTS” and enter. This creates a variable with the name IELTS.
3. Repeat the same for GRE, GMAT, Duolingo, TOEFL.



Add Decision Element

1. Add a Decision Element after Select Course Screen Element, label it as Selecting Course.
2. Under outcome label it as “Selected IELTS” and write the condition such as below:
 Resource : Select_Course (Screen Component from Select Course Screen Element)
 Operator : Equals
 Value : IELTS (Choice Variable from Select Course Screen Element)
3. Click on the “+” icon and Repeat step 2 for other options mentioned as below:
 - a. GRE

- b. GMAT
 - c. DuoLingo
 - d. TOEFL
4. Click Done.

Edit Decision
Selecting Course (*Selecting_Course*)

* Label

Selecting Course

* API Name

Selecting_Course

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

Delete Outcome

Selected IELTS

Selected GRE

Selected GMAT

Selected DuoLingo

Selected TOEFL

Default Outcome

* Label

Selecting Course

* Outcome API Name

Selecting_Course

Condition Requirements to Execute Outcome

All Conditions Are Met (AND)

Resource

Select_Course

x

Operator

Equals

Value


IELTS

x

+ Add Condition

Add GET Record Element

- Add a GET Record Element after Decision Element, under the IELTS path and label it as "Get IELTS Rec".
- Select Object : Course
Condition Requirement : All Conditions are Met(AND)
 - Field : Course Name
Operator : Equals
Value : {!Select_Course

 Edit Get Records
Get IELTS Rec (*Get_IELTS_Rec*)

* Label: * API Name:

Description:

Get Records of This Object

* Object:

Filter Course Records

Condition Requirements:

Field	Operator	Value
<input type="text" value="Name"/>	<input type="text" value="Equals"/>	<input type="text" value="Select_Course"/>

[+ Add Condition](#)

1. Repeat the steps 1 & 2 for the GRE, GMAT, TOEFL, DuoLingo paths.
Create Email Text Template Variables for email body and subject

1. Click on the toggle toolbox on the left corner, click “New Resource”, then select “Text Template” as Resource Type.
2. Give the API name as “StuRegistrationEmailTextTempBody”, select “view as plain text” and paste the below text in body.

“Dear {!StudentRecordRes.Name},

Congratulations and welcome to EduConsultantPro!

We are delighted to inform you that your registration on our platform has been successfully completed. You are now part of our esteemed community dedicated to empowering students like you to achieve their educational and immigration aspirations.

At EduConsultantPro, we understand the importance of your academic and career goals, and we are committed to providing you with the highest level of support and guidance throughout your journey.

Here are a few key points to help you get started:

Explore Our Resources : Take some time to explore the wide range of resources, tools, and services available on the EduConsultantPro platform. From educational insights to immigration advice, we offer comprehensive support tailored to your needs.

Connect with Our Consultants : Our team of experienced consultants is here to assist you at every stage of your educational and immigration endeavors. Don't hesitate to reach out to us with any questions, concerns, or inquiries you may have. We're here to help!

Stay Updated : Keep an eye on your inbox for important updates, announcements, and exclusive opportunities from EduConsultantPro. We'll ensure that you're informed about the latest developments and relevant information to support your journey.

Engage with the Community : Join our vibrant community of students, professionals, and experts who share your passion for education and global opportunities. Connect with like-minded individuals, participate in discussions, and expand your network.

Once again, congratulations on taking this important step towards realizing your academic and career aspirations. We are thrilled to have you as part of the

EduConsultantPro family and look forward to supporting you on your journey to success.

If you have any questions or need assistance, please don't hesitate to contact us.

Thank you.”

1. Click Done.

Edit Text Template

* API Name
StuRegistrationEmailTextTempBody

Description

* Body ⓘ

Resource Picker
Insert a resource... 🔍

View as Plain Text ▼

Dear (!StudentRecordRes.Name),

Congratulations and welcome to EduConsultantPro!

We are delighted to inform you that your registration on our platform has been successfully completed. You are now part of our esteemed community dedicated to empowering students like you to achieve their educational and immigration aspirations.

At EduConsultantPro, we understand the importance of your academic and career goals, and we are committed to providing you with the highest level of support and guidance throughout your journey.


Here are a few key points to help you get started:

Cancel Done

1. Repeat steps 1 & 2 to create an email text template for the email subject, label it as “StuRegistrationEmailTextTempSub”, write a text message in the body and save it.

Add an Action Element

1. Add an Action Element after all the Decision paths, label it as “Send Email to Student”.
2. Under “Set input values for selected action”, include body, Recipient Address List and Subject.
3. For input Body : {!StuRegistrationEmailTextTempBody},
Recipient Address List : {!StudentRecordRes.Email__c},
Subject : {!StuRegistrationEmailTextTempSub}.

 Edit Send Email
Send Email to Student (*Send_Email_to_Student*)

* Label

Send Email to Student

* API Name

Send_Email_to_Student

Description

Set Input Values for the Selected Action

^A_a Body ⓘ

{!StuRegistrationEmailTextTempBody}



Include

^A_a Recipient Address List ⓘ

{!StudentRecordRes.Email__c}



Include

^A_a Subject ⓘ

{!StuRegistrationEmailTextTempSub}



Include

Add Screen Element

1. Add a Screen Element after the Send Email to Student Action Element, label it as Success Screen.
2. From the left side panel search for the Display text component and drag it to the main panel, label it as "SuccessMessage".
3. Paste the below in the Resource picker box.

"Dear {!StudentRecordRes.Name},

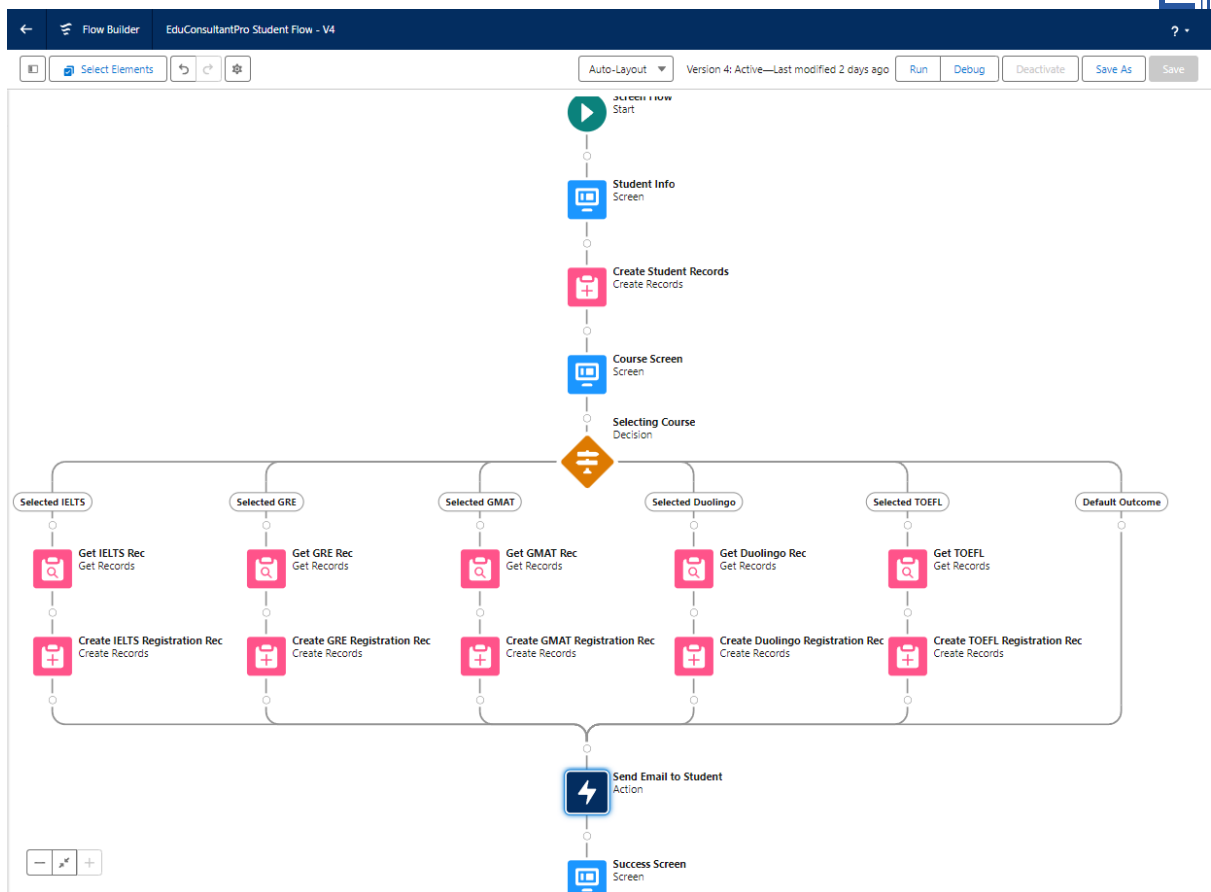
Congratulations and welcome to EduConsultantPro!

We are delighted to inform you that your registration on our platform has been successfully completed. You are now part of our esteemed community dedicated to empowering students like you to achieve their educational and immigration aspirations.

Your Registration details have been sent through mail kindly check it once.

Thank you."

1. Click Done.
2. Save the flow and name it as "EduConsultPro Student Flow". Your flow will look as shown below:



3. Create Users

Create a user with a Standard platform user profile.

User

1. Go to Setup --> Administration --> Users --> New User
2. LastName : Consultant
3. License : Salesforce Platform
4. Profile : Standard Platform User
5. Fill all the mandatory fields & Save.

Configure the User Settings

1. Go to Setup --> Administration --> Users --> click Edit next to your

name

2. Scroll down to bottom, under Approver Settings, Select “Consultant” the Manager Field.
3. Click Save.

The image shows two screenshots from the Salesforce Setup interface. The top screenshot is the 'Approver Settings' page. It has a 'Delegated Approver' field, a 'Manager' dropdown menu set to 'Consultant', and a 'Receive Approval Request Emails' dropdown set to 'Only if I am an approver'. The 'Save' button is highlighted with a red box. The bottom screenshot is the 'User Detail' page for a user named 'Consultant'. The user's email is 'sricharan123@gmail.com' and their role is 'Salesforce Platform'. The 'Manager' field is set to 'Consultant'. The 'Receive Approval Request Emails' field is set to 'Only if I am an approver'. The 'Save' button is also highlighted with a red box.

Approver Settings

Delegated Approver

Manager

Receive Approval Request Emails

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

Users

User **Consultant**

Permission Set Assignments (0) | Permission Set Assignments Activation Required (0) | Permission Set Group Assignments (0) | Permission Set License Assignments (0) | Personal Groups (0) | Public Group Membership (0) | Queue Membership (0) | Team (0) | Managers in the Role Hierarchy (0) | OAuth Apps (0) | Third-Party Account Links (0) | Installed Mobile Apps (0) | Authentication Settings for External Systems (0) | Login History (0) | User Provisioning Accounts (0)

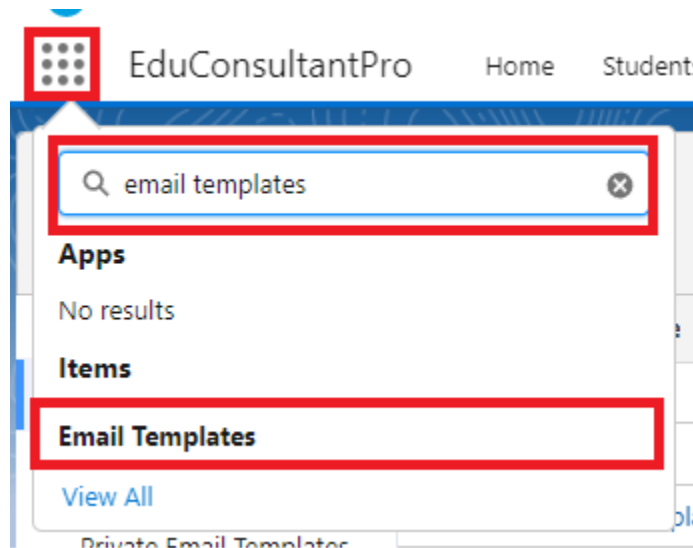
User Detail [Edit](#) [Sharing](#) [Reset Password](#) [Freeze](#) [View Summary](#)

Name	Consultant	Role	Salesforce Platform
Alias	cons	User License	Standard Platform User
Email	sricharan123@gmail.com Verify	Profile	Standard Platform User
Username	sricharan123@gmail.com	Active	<input checked="" type="checkbox"/>
Nickname	User17263211538116475975 Edit	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (India)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	View
Delegated Approver		Data.com User Type	Edit
Manager	Consultant	Accessibility Mode (Classic Only)	Edit
Receive Approval Request Emails	Only if I am an approver	Debug Mode	Edit

Create an Approval Process for Property Object

Create an Email Template

1. From Setup, enter Templates in the Quick Find box, and then select Lightning Email Templates, toggle on.



2. go to app launcher, search for "Email Templates", Create a new folder with the desired name.
3. Then create a new email template, select the folder which we have created in the previous steps, enter the below text in the HTML Value and Save it as "Submission Template".

"Dear {{{Appointment__c.Student_Name__c}}},
 I hope this email finds you well. I am writing to confirm the details of our
 upcoming appointment scheduled for
 {{{Appointment__c.Appointment_DateTime__c}}} regarding
 {{{Appointment__c.PurposeTopic__c}}}.

Appointment Details:

Appointment No : {{{Appointment__c.Name}}},
 Student Name : {{{Appointment__c.Student_Name__c}}},
 Consultant Name : {{{Appointment__c.Consultant__c}}},
 Date & Time : {{{Appointment__c.Appointment_DateTime__c}}},
 Purpose : {{{Appointment__c.PurposeTopic__c}}}

I want to assure you that I am looking forward to our meeting and am fully
 prepared to address any questions or concerns you may have regarding
 {{{Appointment__c.PurposeTopic__c}}}. Your success and satisfaction are my top

priorities, and I am committed to providing you with the guidance and support you need.

If you have any specific topics or questions you would like to discuss during our appointment, please feel free to share them with me in advance. This will help ensure that our time together is as productive and beneficial as possible.

If for any reason you need to reschedule or cancel our appointment, please notify me at your earliest convenience so that we can make alternative arrangements.

Once again, thank you for choosing to work with me on this matter. I am confident that our collaboration will lead to positive outcomes and progress toward your goals.

If you have any questions or require further information before our scheduled appointment, please don't hesitate to reach out to me.

Looking forward to our meeting.

Best regards,

{{{Recipient.Name}}},

EduConsultantPro"

New Email Template

Information

*** Email Template Name**

Related Entity Type

Appointment ▼

Description

Folder

Message Content

Subject

Enhanced Letterhead

HTML Value

Source
Font
Size
B
I
U
A

Dear {{{Appointment__c Student Name__c}}},

I hope this email finds you well. I am writing to confirm the details of our upcoming appointment scheduled for {{{Appointment__c.Appointment_DateTime__c}}} regarding {{{Appointment__c.PurposeTopic__c}}}.

Appointment Details:

Appointment No : {{{Appointment__c Name}}},

Student Name : {{{Appointment__c Student Name__c}}},

4. Create two more Email templates for Approval and Rejection of Request similar to the previous one.

Create an Approval Process

1. From Setup, enter Approval in the Quick Find box, and then select Approval Processes.
2. In Manage Approval Processes For, select Appointment.
3. Click Create New Approval Process --> Use Jump Start Wizard.
4. Configure the approval process.
5. Process Name - Appointment Approval, Under Select Approver, Select

Manager for the option : “Automatically assign an approver using a standard or custom hierarchy field.”

Show More'. At the bottom are 'Save' and 'Cancel' buttons."/>

Select Approver

Using the options below, specify the user to whom the approval request should be assigned.

☐ Let the submitter choose the approver manually.

☒ Automatically assign an approver using a standard or custom hierarchy field: **Manager**

☐ Automatically assign to queue.

☐ Automatically assign to approver(s).

Because this is the Jump Start Wizard, Salesforce automatically chooses some settings for you. [Show More](#)

Save **Cancel**

6. Click next and “Next Automated Approver Determined By” --> Select Manager.
7. From Record Editability Properties --> Click on Administrators OR the currently assigned approver can edit records during the approval process.
8. Save the approval process.
9. Click View Approval Process Detail Page.
10. Under Initial Submission Actions, click Add New --> Field Update, and configure it with these values.

Field	Value
Name	Submitted
Field to Update	Appointment: Status
A Specific value	Pending

Initial Submission Actions

Add Existing

Add New ▼

Action	Type	Description
	Record Lock	Lock the record from being edited
	Field Update	Submitted
	Email Alert	Submission Email Alert

1. click Add New --> Email Alert, and configure it with these values.
Description : Submission Email Alert
Unique Name : Auto Populates
Email Template : Submission Template
Recipient Type : Select your Name
2. Repeat the Steps 10 - 11 for Final Approval and Final Rejection actions.

Q Search Setup

Setup Home Object Manager

approval

Approval Processes

Initial Submission Actions

Action	Type	Description
	Record Lock	Lock the record from being edited
Edit Remove	Field Update	Submitted
Edit Remove	Email Alert	Submission Email Alert

Approval Steps

Action	Step Number	Name	Description	Criteria	Assigned Approver	Reject Behavior
Show Actions Edit	1	Step 1			Manager	Final Rejection

Final Approval Actions

Action	Type	Description
Edit Remove	Record Lock	Lock the record from being edited
Edit Remove	Field Update	Approved
Edit Remove	Email Alert	Final Approval Email Alert

Final Rejection Actions

Action	Type	Description
Edit Remove	Record Lock	Unlock the record for editing
Edit Remove	Email Alert	Final Rejection Email Alert
Edit Remove	Field Update	Rejected

Recall Actions

Create a Record Triggered Flow

Configure the Start Element

1. From Setup, enter Flows in the Quick Find box, then select Flows.
2. Click New Flow.

3. Select Record-Triggered Flow.
4. Click Create. The Configure Start window opens.
5. For Object, select Appointment.
6. For Trigger the Flow When, select A record is created. The flow will look like this:

Select Object

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

* Object

Appointment

Configure Trigger

* Trigger the Flow When:

☒ A record is created

☐ A record is updated

☐ A record is created or updated

☐ A record is deleted

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

* 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

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

Add an Action Element

1. Add an Action element after the Start Element and Select the Submit for approval action, label it as "Approval SubFlow".
2. Set the RecordId to "{!\$Record.Id}".

Edit Submit for Approval approval subflow (*approval_subflow*)

* Label

approval subflow

* API Name

approval_subflow

Description

Use values from earlier in the flow to set the inputs for the "Submit for Approval" core action. To use its outputs later in the flow, store them in variables.

Set Input Values for the Selected Action

A_a * Record ID ⓘ

{!\$Record.Id}

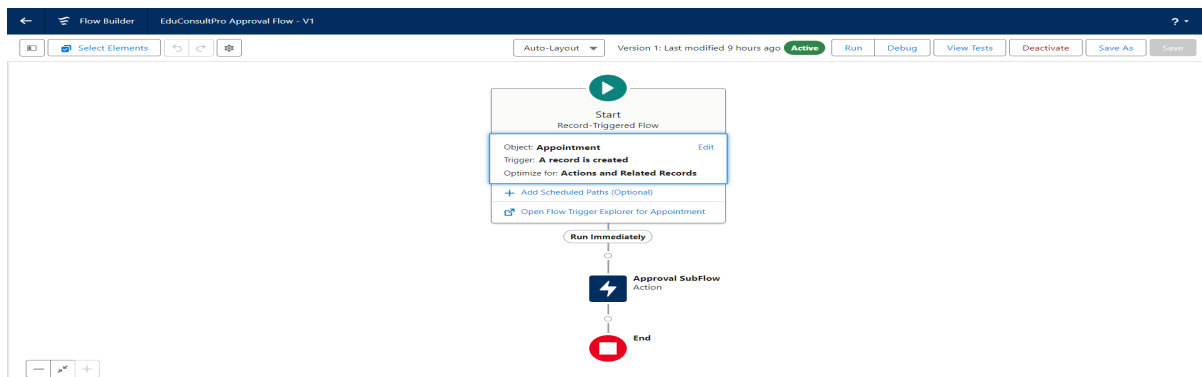
A_a Approval Process Name Or ID

☐ Don't Include

A_a Next Approver IDs

☐ Don't Include

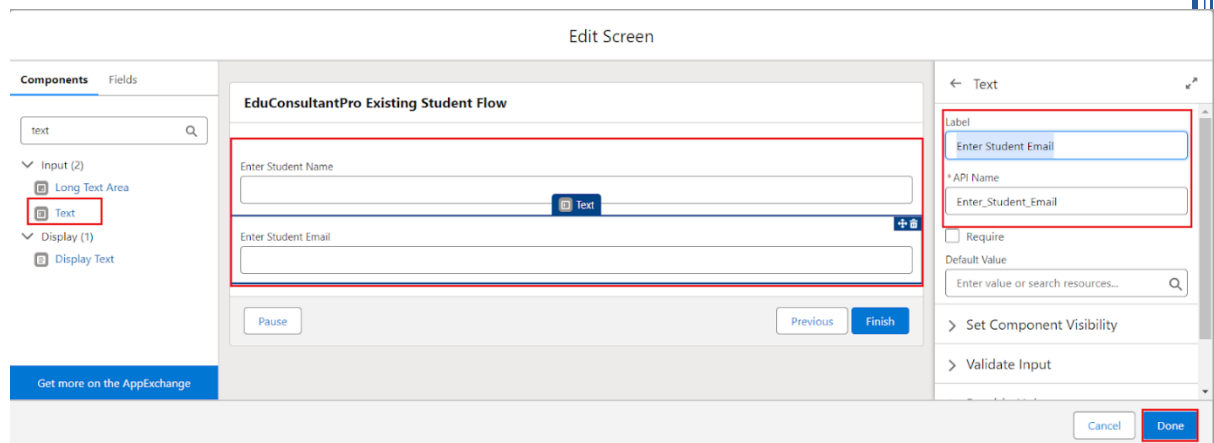
3. Save the Flow, label it as "EduConsultPro Approval Flow and Click on Activate.



Create a ScreenFlow for Existing Student to Book an Appointment

Add Screen Element

1. From Setup, enter Flow Builder in quick find, select new flow ? ScreenFlow.
2. Add a Screen element.
3. In the Screen Properties pane, for Label, enter “Get Student Info”.
4. Add two Text components from the left side panel. Give the Label’s as follows:
1st Text Component Label : Enter Student Name
2nd Text Component Label : Enter Student Email



5. Click on Done.

Add GET Record Element

1. Add a GET Record Element after Decision Element, under the IELTS path and label it as “Get Rec”.

2. Select Object : Student

Condition Requirement : All Conditions are Met(AND)

a. Field : Student Name

Operator : Equals

Value : {!Enter_Student_Name}

b. Field : Email__c

Operator : Equals

Value : {!Enter_Student_Email}



Edit Get Records
Get Rec (*Get_Rec*)



* Label

Get Rec

* API Name

Get_Rec

Description

Get Records of This Object

* Object

Student

Filter Student Records

Condition Requirements

All Conditions Are Met (AND)

Field	Operator	Value	
Name	Equals	Aa Enter_Student_Name X	
AND			
Email__c	Equals	Aa Enter_Student_Email X	
+ Add Condition			

Add Decision Element

1. Add a Decision Element after Select Display Student Details Element,

label it as "Appointment or Case".

2. Under outcome label it as "Appointment" and write the condition such as below:

Resource : {!How_may_I_Help_you}

Operator : Equals

Value : {!Book_an_Appointment}

3. Click on the "+" icon and Repeat step 2 for Case options mentioned.

Edit Decision
Appointment or Case (*Appointment_or_Case*)

* Label: Appointment or Case
* API Name: Appointment_or_Case

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	Delete Outcome
Appointment		<p>* Label: Appointment * Outcome API Name: Appointment</p> <p>Condition Requirements to Execute Outcome: All Conditions Are Met (AND)</p> <p>Resource: How_may_I_Help_you Operator: Equals Value: Book_an_Appointment</p> <p>+ Add Condition</p>	
Case			
Default Outcome			

4.

Click Done.

Add Screen Element

1. Add a Screen element after the Decision Element, on the Appointment path and label it as "Appointment Booking Screen".
2. Click on Fields, click on the record variable input and create a new Resource (AppointmentRecordRes) to display all the fields which are in the Appointment object.

3. Drag all the fields which are needed to add on the screen inorder to collect the student information.

The screenshot shows the 'Edit Screen' interface. On the left, the 'Components' panel is open, showing a list of fields under 'AppointmentRecordRes'. The 'Appointment Date/Time' field is highlighted with a red box. In the center, the 'Appointment Date/Time' form is displayed, containing fields for 'Date', 'Time', 'Purpose/Topic', 'Notes', and a 'Select Consultant' dropdown. On the right, the 'Screen Properties' panel is open, showing fields for 'Label' (Appointment Booking Screen) and 'API Name' (Appointment_Booking_Screen), both highlighted with red boxes. At the bottom right, there are 'Cancel' and 'Done' buttons, with 'Done' highlighted by a red box.

4. Click on Done.

Add GET Record Element

1. Add a GET Record Element after Decision Element, under the Appointment path and label it as "Get Consultant Rec".
2. Select Object : Consultant
Condition Requirement : All Conditions are Met(AND)
 - a. Field : Name
Operator : Equals
Value : {!AppointmentRecordRes.Consultant_Name__c}

New Get Records

* Label: * API Name:

Description:


Filter Consultant Records

Condition Requirements:

Field	Operator	Value
<input type="text" value="Name"/>	<input type="text" value="Equals"/>	<input type="text" value="AppointmentRecordRes > Con..."/>

[+ Add Condition](#)

Sort Consultant Records

Sort Order:  If you store only the first record, filter by a unique field, such as ID.


How Many Records to Store

☒ Only the first record
☐ All records

Create Appointment Record using Create Records Element

1. Add a Create element after the Get Consultant Rec element and label it as "Create Appointment".
2. Select "one" under How many records to Create, and select "Use separate resources, and literal values" under How to Set the record fields.
3. Select Object : Appointment
 - a. Field : Appointment_DateTime__c
Value : {!AppointmentRecordRes.Appointment_DateTime__c}






- b. Field : Consultant__c
Value : {!Get_Consultant_Rec.Id}
- c. Field : Notes__c
Value : {!AppointmentRecordRes.Notes__c}
- d. Field : PurposeTopic__c
Value : {!AppointmentRecordRes.PurposeTopic__c}
- e. Field : Student_Name__c
Value : {!Get_Rec.Id}

 Edit Create Records
Create Appointment (*Create_Appointment*)

* Label
Create Appointment

* API Name
Create_Appointment

Description

Field	Value	
Appointment_DateTime__c	← AppointmentRecordRes > Appointment Date/Ti... X	
Consultant__c	← Aa Consultant from Get_Consultant_Rec > Record ID X	
Notes__c	← Aa AppointmentRecordRes > Notes X	
PurposeTopic__c	← Aa AppointmentRecordRes > Purpose/Topic X	
Student_Name__c	← Aa Student from Get_Rec > Record ID X	

Add Screen Element

1. Add a Screen Element after the Send Email to Student Action Element, label it as "Confirmation Screen".

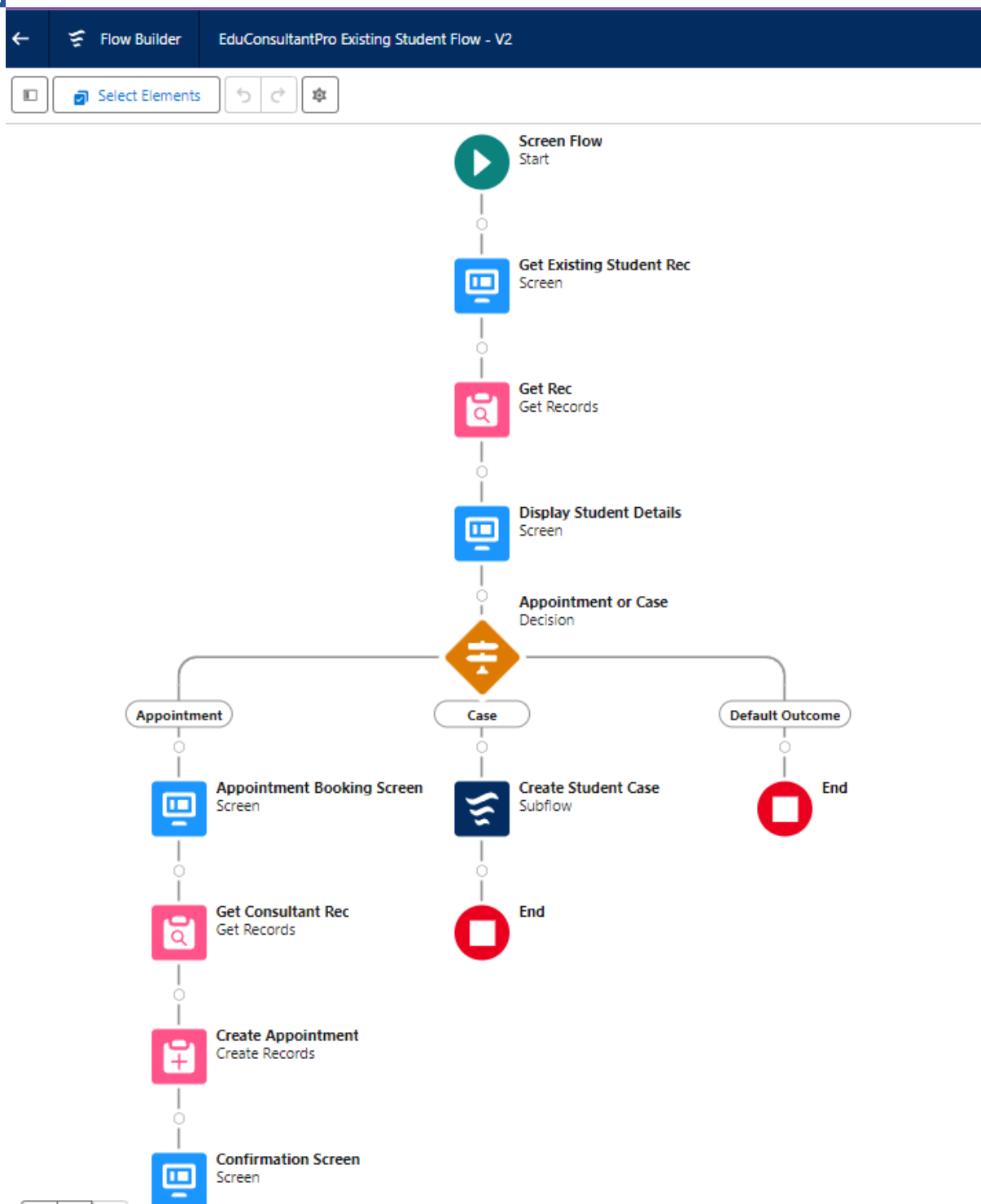
3. Paste the below in the Resource picker box.
- Consultant Name : {!Get_Consultant_Rec.Name},
- Date & Time : {!AppointmentRecordRes.Appointment_DateTime__c},
- Notes : {!AppointmentRecordRes.Notes__c},

Notes : {!AppointmentRecordRes.Notes__c},

1. Click Done.

Add an SubFlow Element

1. Add a subflow element after the Decision Element, on the Case path and search and Select for “Create a Case”, label it as “Create Student Case”.
2. Save the flow and label it as “EduConsultantPro Existing Student Flow”, you can use the below image for reference.



Create a ScreenFlow to Combine all the flows at one place

Add Screen Element

1. Add a Screen Element and label it as Welcome Screen.

2. From the left side panel search for the Display text component and drag it to the main panel, label it as "SuccessMessage".

3. Paste the below in the Resource picker box.

"Welcome to EduConsultantPro

your premier destination for education and immigration solutions!

At EduConsultantPro, we understand that embarking on educational or immigration journeys can be both exhilarating and daunting. That's why we're here to guide you every step of the way with expertise, dedication, and personalized support.

Whether you're seeking to pursue your academic dreams abroad, navigate the complexities of immigration processes, or enhance your professional skills through international opportunities, EduConsultantPro is your trusted partner.

Our team of seasoned consultants is committed to understanding your unique aspirations and crafting tailored strategies to help you achieve your goals efficiently and effectively. From selecting the right educational institution to navigating visa procedures, our comprehensive services cover all aspects of your journey.

At EduConsultantPro, we believe in fostering inclusive communities and unlocking the full potential of every individual. With our unwavering commitment to excellence and integrity, we strive to make your experience with us seamless and rewarding.

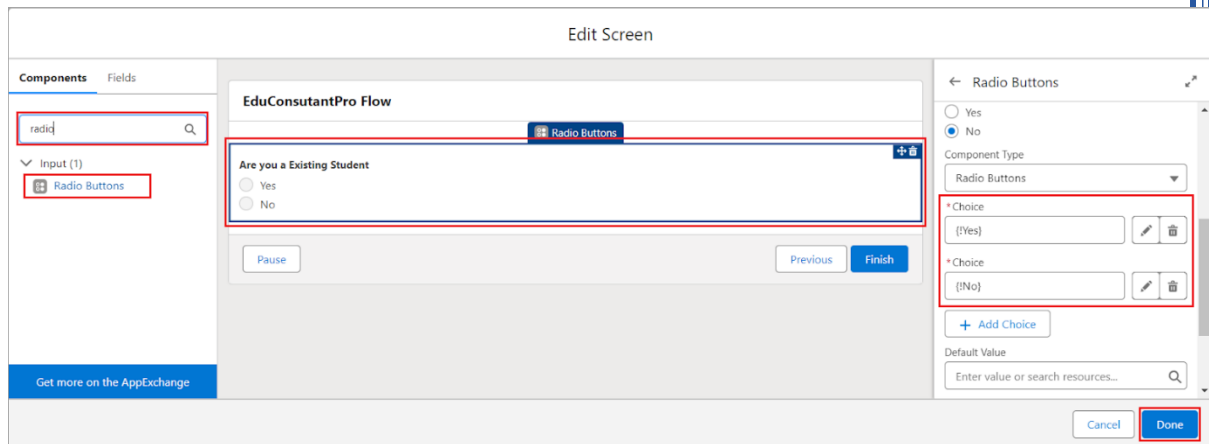
Welcome to EduConsultantPro – where your aspirations meet our expertise, and together, we pave the path to success. Let's embark on this transformative journey together!"

1. Click Done.

Add Screen Element

1. Add a Screen Element after the Welcome Screen Element, label it as "Existing or New Student Confirmation Screen".

2. Add a radio button component from the left side panel,
label : Are you a Existing Student
3. Click on Add Choice --> type "Yes" in the input field --> click Create Yes choice.
4. Repeat step 6 and create an "No" choice resource.



1. Click Done.

Add Decision Element


1. Add a Decision Element after Existing or New Student Confirmation Screen Element, label it as "Decision 1".
2. Under outcome label it as "If Existing Student" and write the condition such as below:
Resource : {!Are_you_a_Existing_Student}
Operator : Equals
Value : {!Yes}

3. Click on the "+" icon and Repeat step 2 for No options mentioned.

Add an SubFlow Element

1. Add a subflow element after the Decision 1 Element on the if Existing Student path and search and Select for "EduConsultantPro Existing Student Flow ", label it as "Existing Student Flow".

2. Save the flow and label it as "EduConsultantPro Existing Student Flow".

 Edit Subflow
Existing Student Flow (*Existing_Student_Flow*)

* Label

Existing Student Flow


* API Name


Existing_Student_Flow

Description

Use values from the parent flow to set the inputs for the "EduConsultantPro Existing Student Flow" flow. By default, the parent flow stores all outputs. You can either reference outputs via the API name of the Subflow element or manually assign variables in the parent flow to store individual outputs from the "EduConsultantPro Existing Student Flow" flow.

Referenced Flow

 **EduConsultantPro Existing Student Flow**

Open Referenced Flow 

1. Click Done.

Add an SubFlow Element

1. Add a subflow element after the Decision 1 Element on the if Not an Existing Student path and search and Select for "EduConsultantPro Student Flow ", label it as "New Student Flow".
2. Save the flow and label it as "EduConsultantPro Existing Student Flow".



Edit Subflow

New Student Flow (*New_Student_Flow*)



* Label

New Student Flow

* API Name

New_Student_Flow

Description

Use values from the parent flow to set the inputs for the "EduConsultantPro Student Flow" flow. By default, the parent flow stores all outputs. You can either reference outputs via the API name of the Subflow element or manually assign variables in the parent flow to store individual outputs from the "EduConsultantPro Student Flow" flow.

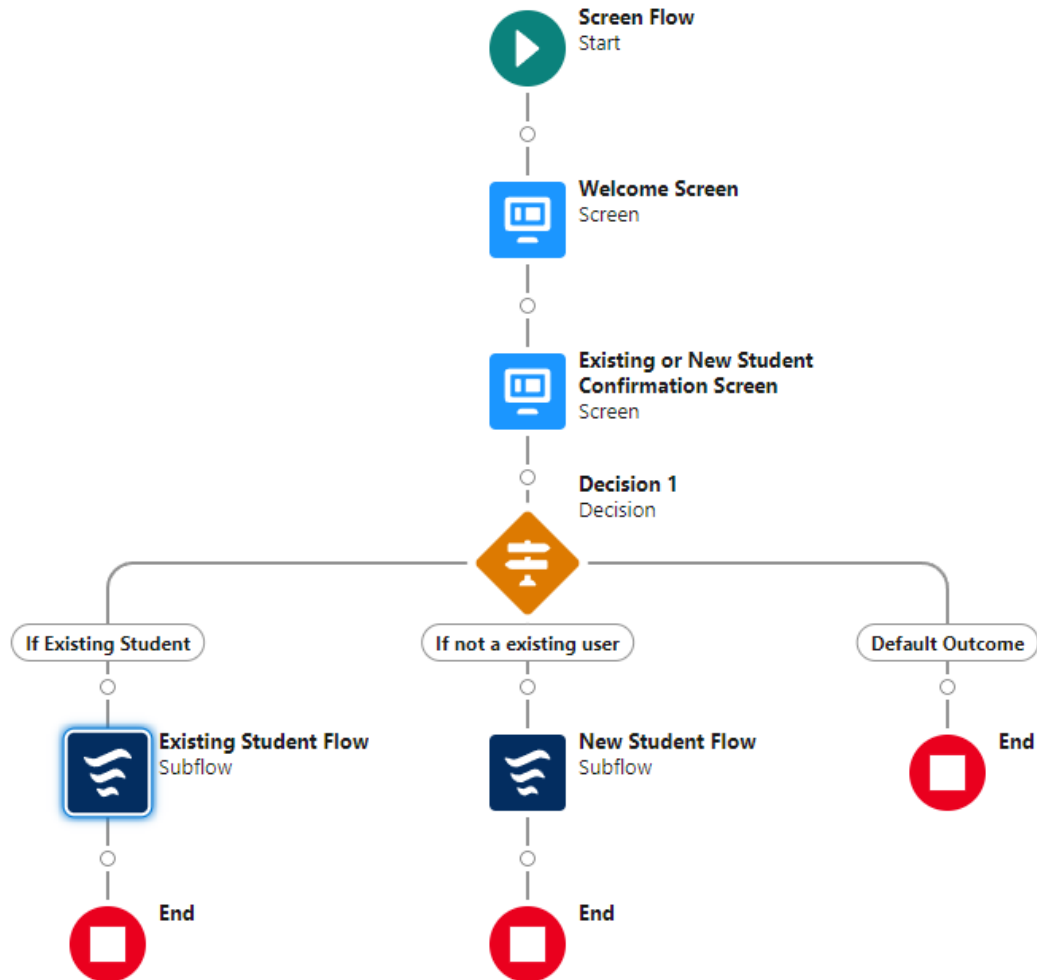
Referenced Flow



EduConsultantPro Student Flow

[Open Referenced Flow](#)

1. Click Done.
2. Save the flow and label it as "EduConsultPro Flow", you can use the below image for reference.



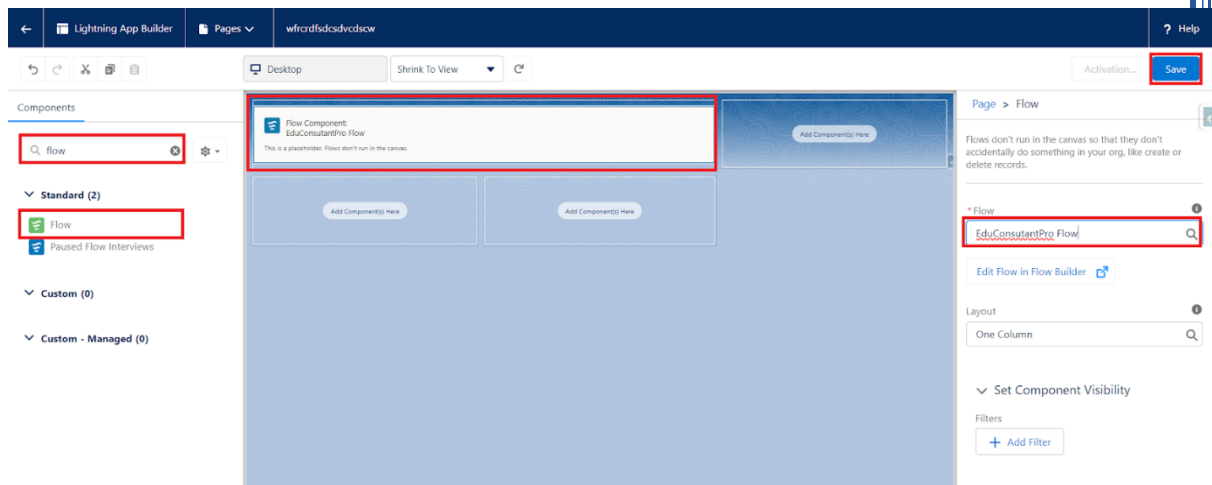
Create a lightning app page

Create a lightning app page and make it available at the application

Create a lightning app page

1. From Setup, enter App Builder in the Quick Find box, then click Lightning App Builder.

2. Click New, select Home Page, then click Next.
3. Step through the wizard and name the page “EduConsultPro Home Page”, select the Standard Home Page template, and then click Done.
4. Drag the Flow component to the top-right region.
5. Search for the “EduConsultantPro Flow” and click Save.



1. Click Activate, Click App and Profile, then click Assign to Apps and Profiles.
2. Select the Sales app, then click Next.
3. Scroll down the list of profiles and select System Administrator, then click Next.
4. Review the assignment, and then click Save.