

PROJERCT REPORT TEMPLATE
CRM APPILICATIONS THAT HELPS TO BOOK A VISA SLOT
TEAM ID: NM2023TMID17979

1.INTRODUCTION

1.1 Overview:

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

1.2 Purpose:

- Job Positing
- Rewards and Incentives
- Resolving conflicts
- Training and Development
- Maintaining Healthy Work culture
- Organizing various activities
- Payroll Management

1 . PROBLEM DEFINITION AND DESIGN THINKING

2.1 Empathy map :

An empathy map is a collaborative visualization used to articulate what we know about a particular type of user. It externalizes knowledge about users in order to

- 1 . create a shared understanding of user need, and
- 2 . aid in decision making

EMPATHY MAP

PROJECT NAME	CRM APPLICATIONS THAT HELPS TO BOOK A VISA SLOT
TEAM ID	NM2023TMID17979
DATE	21.3.2023



Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

[Where template feedback](#)



Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says

What have we heard them say?
What can we imagine them saying?

Thinks

What are their wants, needs, hopes,
and dreams? What other things
might influence their behavior?

visa is an official
document or a stamp
put in your passport
which allows you to
enter or leave a
particular country

the earlier you book
your appointment
the more likely you
are to be able to get
the interview data
and time you want



CRM application
that helps to
book a visa slot



the benefits of
getting a
passport
Include easier
visa application

your main
purpose in
coming to book
visa processed
free of charge

Does

What particular have we observed?
What can we imagine them doing?

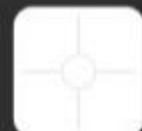
Feels

What are their fears, frustrations, and
anxieties? What other feelings might
influence their behavior?



Need more
inspiration?
See a finished version
of this template or
browse your ideas.

[Open example](#)



2.2 Brainstorming :

Brainstorming is a group problem-solving method that involves the spontaneous contribution of creative ideas and solutions. This technique requires intensive, freewheeling discussion in which every member of the group is encouraged to think aloud and suggest as many ideas as possible based on their diverse knowledge.

PROJECT NAME	CRM APPLICATIONS THAT HELPS TO BOOK A VISA SLOT
TEAM ID	NM2023TMID17979
DATE	21.03.2023
NAME	SOWMIYA.R



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

- 10 minutes to prepare
- 1 hour to brainstorm
- 30 people recommended

[View template feedback](#)

Before you collaborate

A few bits of preparation make a long day with this session easier and you'll need to do to get going.

10 minutes

Team gathering

Get everyone on the same page and make sure everyone is ready to participate.

Set the goal

Think about the problem you're trying to solve and what you want to achieve.

Learn how to use the facilitator tools

Use the Facilitator tool to create a map and generate ideas.

[Open example](#)

Define your problem statement

What problem are you trying to solve? Frame your problem as a clear, specific statement. This will be the focus of your brainstorm.

10 minutes

Problem
visa consultants
CRM software

Key rules of brainstorming

To get the most out of your session:

- 1. Stay on topic
- 2. Encourage wild ideas
- 3. Build on others' ideas
- 4. Stay focused
- 5. Encourage everyone to participate

Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

Person 1	Person 2	Person 3	Person 4
1. I think we should have a CRM system.	2. I think we should have a CRM system.	3. I think we should have a CRM system.	4. I think we should have a CRM system.
5. I think we should have a CRM system.	6. I think we should have a CRM system.	7. I think we should have a CRM system.	8. I think we should have a CRM system.
9. I think we should have a CRM system.	10. I think we should have a CRM system.	11. I think we should have a CRM system.	12. I think we should have a CRM system.

Group ideas

Now it's time to group your ideas into clusters. Write down any ideas that you get. One of the best ways to do this is to use a sticky note. Write down your idea on a sticky note and then stick it on the wall. This will help you see all your ideas at once.

10 minutes

CREATE
CUSTOM INVITE
LIST FOR
SPECIALIZED
RECRUITMENT
EVENTS

BROADCAST
JOBACROSS
TALENT
NETWORKS



Facilitator tool
Sticky notes
Sticky notes
Sticky notes
[Open example](#)



3. RESULT

OBJECT NAME		FIELD LABLE	DATA TYPE
1	Passport	Passport	Text
	Visa slot	Visa slot	Text
2	payment	Payment	Text
	Account	Account	Text

It's Better in Lightning

Move to Lightning Experience and give your users a productivity boost.

Tell Me More

Check Back

Quick Find / Search

Expanded All | Collapse All



Salesforce Mobile Quick Start

Home

Administer

- Release Updates
- Manage Users
- Manage Apps
- Manage Territories
- Company Profile
- Data Classification
- Privacy Center
- Security Controls
- Domain Management
- Communication Templates
- Translation Workbench
- Data Management
- Mobile Administration
- Desktop Administration
- Outlook Integration and Sync
- Gmail Integration and Sync
- Email Administration
- Google Apps
- Analytics
- Data.com Administration

Build

Customize

Create

- Apps
- Custom Labels
- Interaction Log Layouts

Objects

- Big Objects
- Picklist Value Sets
- Package
- Report Types
- Table
- Service Cloud Launch Pad
- Action Link Templates

Global Actions

- Workflow & Approvals

Develop

Lightning Bolt

- Schema Builder
- Lightning App Builder
- Canvas App Previewer
- Installed Packages
- Package Usage
- AppExchange Marketplace

Deploy

- Deployment Settings
- Deployment Status

Monitor

- System Overview
- Optimizer
- Inquiries
- Outbound Messages
- Time-Based Workflow
- Automated Process Actions
- Case Escalations
- Workflow Processes
- API Usage Notifications
- Mass Emails
- Email Snapshots

Jobs

Logs

Custom Object

visa slot

Help for this Page

Standard Fields (3) | Custom Fields & Relationships (2) | Validation Rules (1) | Page Layouts (1) | Field Sets (1) | Compact Layouts (1) | Search Layouts (1) | Buttons, Links, and Actions (1) | Record Types (1) | Object Limits (1)

Custom Object Definition

Detail

Edit | Delete

Regular Label	visa slot	Description	
Plural Label	visa slots	Create Reports	✓
Object Name	visa_slot	Track Activities	✓
API Name	visa_slot__c	Allow in Chatter Groups	✓
		Allow Sharing	✓
		Allow Bulk API Access	✓
		Allow Streaming API Access	✓
		Track Field History	✓
		Enable Unsharing	✓
		Deployment Status	Deployed
		Allow Search	✓
		Help Settings	Standard Salesforce.com Help Window
		Modified By	Seemra S. 31/03/2023, 11:32 am
Created By	Seemra S. 31/03/2023, 11:32 am		

Standard Fields

Standard Fields Help

Action	Field Label	Field Name	Data Type	Controlling Field	Indexed
	Create By	CreateBy	Lookup(User)		
	Last Modified By	LastModifiedBy	Lookup(User)		
Edit	visa slot Name	Name	Text(80)		✓

Custom Fields & Relationships

New | Field Dependencies

Custom Fields & Relationships Help

Action	Field Label	API Name	Data Type	Indexed	Controlling Field	Modified By
Edit New	passport	passport__c	Master Detail(passport)	✓		Seemra S. 31/03/2023, 11:48 am

Related Lookup Filters

No related lookup filters defined.

Validation Rules

New

Validation Rules Help

No validation rules defined.

Triggers

New

Triggers Help

No triggers defined.

Page Layouts

New | Page Layout Assignment

Page Layouts Help

Action	Page Layout Name	Created By	Modified By
Edit New	visa slot Layout	Seemra S. 31/03/2023, 11:32 am	Seemra S. 31/03/2023, 11:48 am

Field Sets

New

Field Sets Help

No field sets defined.

Compact Layouts

New | Compact Layout Assignment

Compact Layouts Help

Action	Label	API Name	Primary	Modified By
	System Default	SYSTEM	✓	

Search Layouts

Search Layouts Help

Action	Layout	Columns Displayed	Buttons Displayed	Modified By
Edit	Search Results	visa slot Name		Seemra S. 31/03/2023, 11:32 am
Edit	Lookup Dialogs	visa slot Name	N/A	Seemra S. 31/03/2023, 11:32 am
Edit	Lookup Phone Dialogs	visa slot Name	N/A	Seemra S. 31/03/2023, 11:32 am
Edit	visa slots Tab	visa slot Name	N/A	Seemra S. 31/03/2023, 11:32 am
Edit	visa slots List View	N/A	New, Open in QAP, New from Document, Accept, Change Owner, Import, Change Owner, Printable View	Seemra S. 31/03/2023, 11:32 am
Edit	Search Filter Fields	N/A		Seemra S. 31/03/2023, 11:32 am

Buttons, Links, and Actions

New Action | New Button or Link

Buttons, Links, and Actions Help

Action	Label	Name	Description	Type	Content Source	Icon	Overridden
Edit	Accept	Accept			Standard page		✓
Edit	Close	Close			Standard page		✓
Edit	Delete	Delete			Standard page		✓
Edit	Edit	Edit			Standard page		✓
Edit	List	List			Standard page		✓
Edit	New	New			Standard page		✓
Edit	View	View			Standard page		✓
Edit	visa slots Tab	Tab			Standard page		✓

Record Types

New | Page Layout Assignment

Record Types Help

No record types defined.

Object Limits

Object Limits Help

Item	Usage	Limit	% used	Message
Custom Fields	1	500	0%	
Custom Relationship Fields	1	40	2%	
Active Workflow Rules	0	50	0%	

4. TRAILHEAD PROFILE PUBLIC URL

Team Leader	- https://trailblazer.me/id/sowmr18
Team Member 1	- https://trailblazer.me/id/sowms31
Team Member 2	- https://trailblazer.me/id/srikt21
Team Member 3	- https://trailblazer.me/id/sriprakash12

5. ADVANTAGES AND DISADVANTAGES

Advantages :

- It allows for more efficient sales and marketing.
- It can speed up the sales conversion process.
- It increases staff productivity, lowers time costs and boosts morale.
- It enables widely dispersed teams to work closely.
- Can improve customer loyalty through exceptional experience.

Disadvantages :

- Staff over-reliance on CRM may diminish customer loyalty through a bad experience.
- Security concerns associated with centralised with centralised data.
- The excess initial time and productivity cost of implementation.
- It requires a process-driven sales organisation.
- It may not suit every business.

6. APPLICATIONS

- Application:1 Tracking customer.
- Application:2 Collecting data for marketing.
- Application:3 Improving interactions and communications.
- Application:4 Streamlining internal sales processes.
- Application:5 Planning your operations.

7. CONCLUSION

From this project, we can able to track and manage the availability of visa slots. This approach will be of particular interest to companies operating in highly competitive markets where it is difficult to attract new customer. In order to be successful in these aims, the different company departments have to work together and use measures in a coordinated fashion.

8. FUTURE SCOPE

The project has a very scope in future. The project can be implemented on internet in future.