

# CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

## INTRODUCTION:

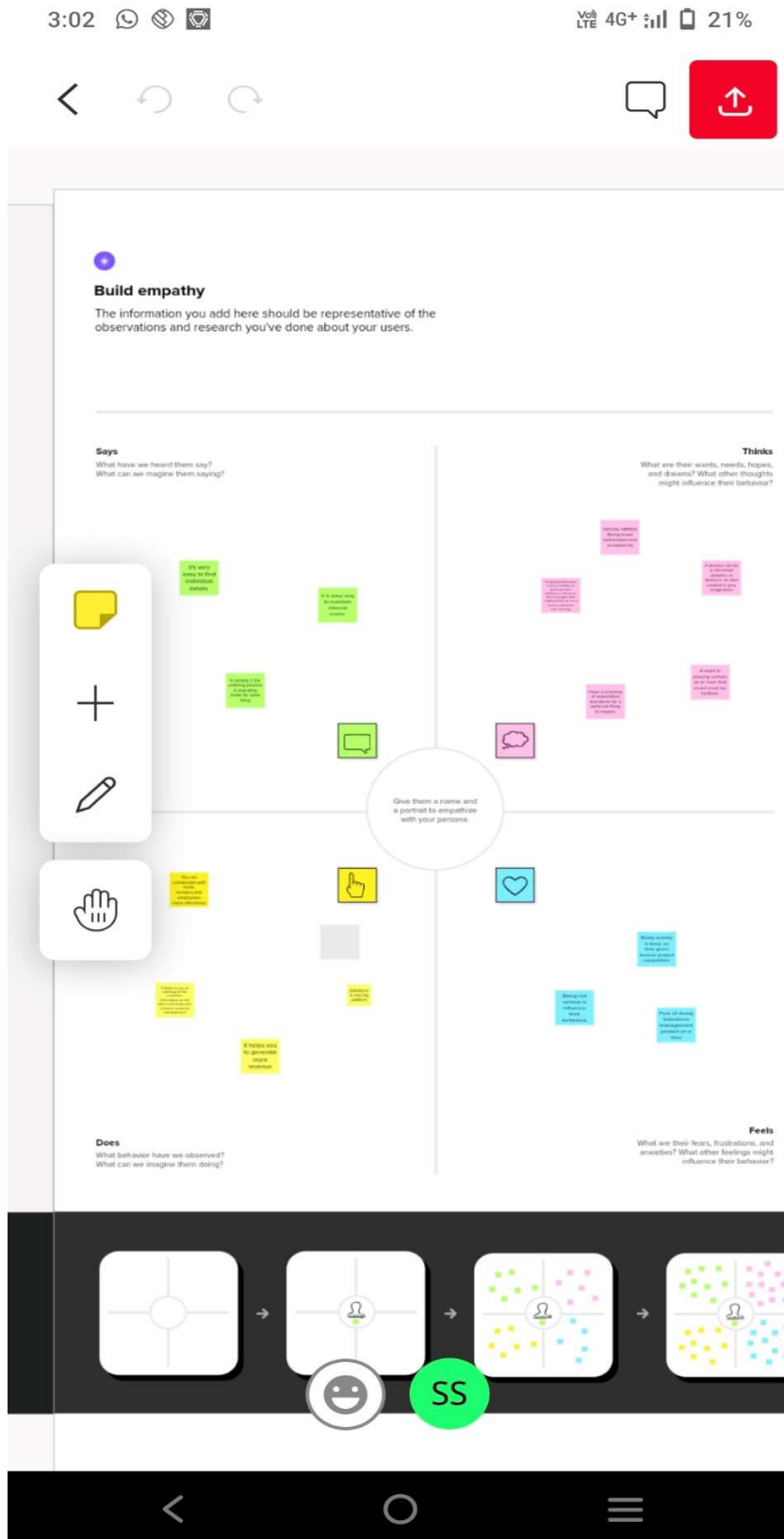
## OVER VIEW:

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.

## PURPOSE:

- 1] Salesforce is very big platform
- 2] It helps you to generate more revenue
- 3] Its very easy to find individual details
- 4] Being not serious is influence their behaviour
- 5] Fear of doing Salesforce management project on a time

## PROBLEM DEFINITION & DESIGN THINKING: EMPATHY MAP:



IDEATION @BRAINSTORMING MAP



2

**Brainstorm**

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

10 minutes

**TIP**

You can select a sticky note and hit the pencil (switch to sketch) icon to start drawing!



THAMMAL

VSRI SIVA JAYA LAKSHMI

S.SUMITHRA

PTHANGAMUPPDATE

Person 6

Person 7

Person 8



SS



## RESULT:

## DATA MODEL:

OBJECT NAME	FIELDS IN THE OBJECT	
OBJ 1 PASSPORT VISASLOT	FIELD LABEL	DATA TYPE
	FULL NAME	TEXT
	LOCATION	TEXT
OBJ 2 PAYMENT RESCHEDULE	FIELD LABEL	DATA TYPE
	PAYMENT MODE	TEXT
	PASSPORT NUMBER	NUMBER

## ACTIVITY & SCREENSHOT

12:58

4G+ 62%

Home Charter Libraries Content Subscriptions Passports

## It's Better in Lightning

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

Tell Me More

Check Readiness

Quick Find / Search

Closed All Collapse All



## Lightning Experience Transition Assistant

Move to the new, more productive Salesforce.

Get Started

## Salesforce Mobile Quick Start

## Home

## Administer

- Release Updates
- Manage Users
- Manage Apps
- Manage Territories
- Company Profiles
- 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
- Information Log Layouts
- Objects
  - Big Objects
  - Picklist Value Sets
  - Package
  - Report Types
  - Tab
  - Service Cloud Launch Pad
  - Action Link Templates
- Global Actions
- Workflow & Approvals
- Development
  - Lightning Bolt
  - Scraper Builder
  - Lightning App Builder
  - Canvas App Previewer
  - Installed Packages
  - Package Usage
  - AppExchange Marketplace

## Deploy

- Deployment Settings
- Deployment Status

## Monitor

- System Overview
- Optimizer
- Imports
- Outbound Messages
- Time-Based Workflow
- Automated Process Actions
- Case Escalation
- Enterprise Processes
- API Usage Notifications
- Mass Emails
- Smart Snapshots
- Jobs
- Logs

## Custom Object

## Passport

[Standard Fields Help](#) | [Custom Fields & Relationships Help](#) | [Validation Rules Help](#) | [Page Layouts Help](#) | [Field Sets Help](#) | [Compact Layouts Help](#) | [Search Layouts Help](#) | [Buttons, Links, and Actions Help](#) | [Record Types Help](#) | [Apex Sharing Reasons Help](#) | [Help for this Page](#)

## Custom Object Definition

[Edit](#) [Delete](#)

Field Label	Field Name	Description	Required
Field Label	Passport	Enable Reports	<input checked="" type="checkbox"/>
Object Name	Passport	Track Activities	<input type="checkbox"/>
API Name	Passport__c	Allow in Chatter Groups	<input type="checkbox"/>
		Allow Sharing	<input checked="" type="checkbox"/>
		Allow Sub-API Access	<input checked="" type="checkbox"/>
		Allow Streaming API Access	<input checked="" type="checkbox"/>
		Track Field History	<input type="checkbox"/>
		Enable Logging	<input type="checkbox"/>
		Deployment Status	Deployed
		Allow Search	<input checked="" type="checkbox"/>
		Help Settings	Standard Salesforce.com Help Window
Created By	System Administrator V	Modified By	System Administrator V
	pm		pm

## Standard Fields

[Standard Fields Help](#)

Action	Field Label	Field Name	Data Type	Controlling Field	Indexed
<a href="#">Edit</a>	<a href="#">Create New</a>	CreatedBy	Lookup(User)		
<a href="#">Edit</a>	<a href="#">Last Modified By</a>	LastModifiedBy	Lookup(User)		
<a href="#">Edit</a>	<a href="#">Owner</a>	Owner	Lookup(User Group)		<input checked="" type="checkbox"/>
<a href="#">Edit</a>	<a href="#">External Name</a>	Name	Text(80)		<input checked="" type="checkbox"/>

## Custom Fields &amp; Relationships

[New](#) [Field Dependencies](#)[Custom Fields & Relationships Help](#)

No custom fields defined.

## 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
<a href="#">Edit</a>	<a href="#">Default</a>	System Administrator V	System Administrator V
		pm	pm

## 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
<a href="#">Edit</a>	<a href="#">System Default</a>	SYSTEM	<input checked="" type="checkbox"/>	

## Search Layouts

[Search Layouts Help](#)

Action	Layout	Columns Displayed	Buttons Displayed	Modified By
<a href="#">Edit</a>	<a href="#">Search Results</a>	Passport Name	N/A	System Administrator V
				pm
<a href="#">Edit</a>	<a href="#">Lookup Dialogs</a>	Passport Name	N/A	System Administrator V
				pm
<a href="#">Edit</a>	<a href="#">Lookup Phone Dialogs</a>	Passport Name	N/A	System Administrator V
				pm
<a href="#">Edit</a>	<a href="#">PersonXFS Tab</a>	Passport Name	N/A	System Administrator V
				pm
<a href="#">Edit</a>	<a href="#">PersonXFS List View</a>	N/A	New, Open in Queue, New From Document, Accept, Change (Default), Report, Change Owner, Printable View	System Administrator V
				pm
<a href="#">Edit</a>	<a href="#">Search Filter Results</a>	N/A		System Administrator V
				pm

## Buttons, Links, and Actions

[New Action](#) [New Button or Link](#)[Buttons, Links, and Actions Help](#)

Action	Label	Name	Description	Type	Current Source	Icon	Overrides
<a href="#">Edit</a>	<a href="#">Account</a>	Account		Standard page			
<a href="#">Edit</a>	<a href="#">Close</a>	Close		Standard page			
<a href="#">Edit</a>	<a href="#">Delete</a>	Delete		Standard page			
<a href="#">Edit</a>	<a href="#">Edit</a>	Edit		Standard page			
<a href="#">Edit</a>	<a href="#">List</a>	List		Standard page			
<a href="#">Edit</a>	<a href="#">New</a>	New		Standard page			
<a href="#">Edit</a>	<a href="#">PersonXFS Tab</a>	Tab		Standard page			
<a href="#">Edit</a>	<a href="#">View</a>	View		Standard page			

## Record Types

[New](#) [Page Layout Assignment](#)[Record Types Help](#)

No record types defined.

## Apex Sharing Reasons

[New](#)[Apex Sharing Reasons Help](#)

No Apex sharing reasons defined.



ENGLISH

TAMIL



**Field available on custom object:passport was created.**

11:03

Vol LFE 4G+ 19%

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Security Controls

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Translation Workbench

Data Management

Mobile Administration

Desktop Administration

Outlook Integration and Sync

Email Integration and Sync

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Time-Based Workflow

Automated Process Actions

Case Escalations

Bottleneck Processes

API Usage Notifications

Mass Emails

Email Snapshots

Jobs

Logs

Custom Object

Reschedule

Standard Fields (8) / Custom Fields &amp; Relationships (8) / Validation Rules (8) / Page Layouts (1) / Field Sets (0) / Compact Layouts (1) / Search Layouts (8) / Buttons, Links, and Actions (8) / Record Types (0) / Apex Sharing Reasons (8) / Apex Sharing Recalculations (8) / Object Limits (0)

Custom Object Definition

Detail

Edit Delete

Field Label	Field Name	Description	Field Type	Field Set
Reschedule	Reschedule	Enable Reports	Text (Area)	✓
Reschedule	Reschedule	Track Audits	Text (Area)	✓
Reschedule	Reschedule	Allow in Chatter Feeds	Text (Area)	✓
Reschedule	Reschedule	Allow Sharing	Text (Area)	✓
Reschedule	Reschedule	Allow Bulk API Access	Text (Area)	✓
Reschedule	Reschedule	Allow Streaming API Access	Text (Area)	✓
Reschedule	Reschedule	Track Field History	Text (Area)	✓
Reschedule	Reschedule	Enable Logging	Text (Area)	✓
Reschedule	Reschedule	Deployment Status	Text (Area)	Deployed
Reschedule	Reschedule	Help Settings	Text (Area)	✓
Reschedule	Reschedule	Modified By	Text (Area)	✓

Standard Fields

Standard Fields Help

Action	Field Label	Field Name	Data Type	Controlling Field	Indexed
✓	Created By	CreatedBy	Lookup (User)		
✓	Last Modified By	LastModifiedBy	Lookup (User)		
✓	Owner	Owner	Lookup (User Group)		
✓	Reschedule Name	Name	Text (30)		

Custom Fields &amp; Relationships

New Field Dependencies

Custom Fields &amp; Relationships Help

No custom fields defined.

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
✓	Reschedule Layout	John Deere	John Deere

Field Sets

New

Field Sets Help

No field sets defined.

Compact Layouts

New Compact Layout Assignment

Compact Layouts Help

Action	Label	API Name	Priority	Modified By
✓	System Default	SYSTEM	✓	

Search Layouts

Search Layouts Help

Action	Layout	Columns Displayed	Buttons Displayed	Modified By
✓	Search Results	Reschedule Name		John Deere
✓	Lookup Dialog	Reschedule Name	N/A	John Deere
✓	Lookup Phone Dialog	Reschedule Name	N/A	John Deere
✓	Reschedules Tab	Reschedule Name	N/A	John Deere
✓	Reschedules List View	N/A	New, Open in Quiz, New From Document, Account, Change Center, Import, Change Owner, Printable View	John Deere
✓	Search Filter Fields	N/A		John Deere

Buttons, Links, and Actions

New Action New Button or Link

Buttons, Links, and Actions Help

Action	Label	Name	Description	Type	Content Source	Is Enabled	Overrides
✓	Accept	Accept		Standard page			
✓	Close	Close		Standard page			
✓	Delete	Delete		Standard page			
✓	Edit	Edit		Standard page			
✓	List	List		Standard page			
✓	New	New		Standard page			
✓	Reschedules Tab	Tab		Standard page			
✓	View	View		Standard page			

Record Types

New Page Layout Assignment

Record Types Help

No record types defined.

Apex Sharing Reasons

New

Apex Sharing Reasons Help

No Apex sharing reasons defined.

Apex Sharing Recalculations

New Recalculate Apex Sharing

Apex Sharing Recalculations Help

No Apex sharing recalculations defined.

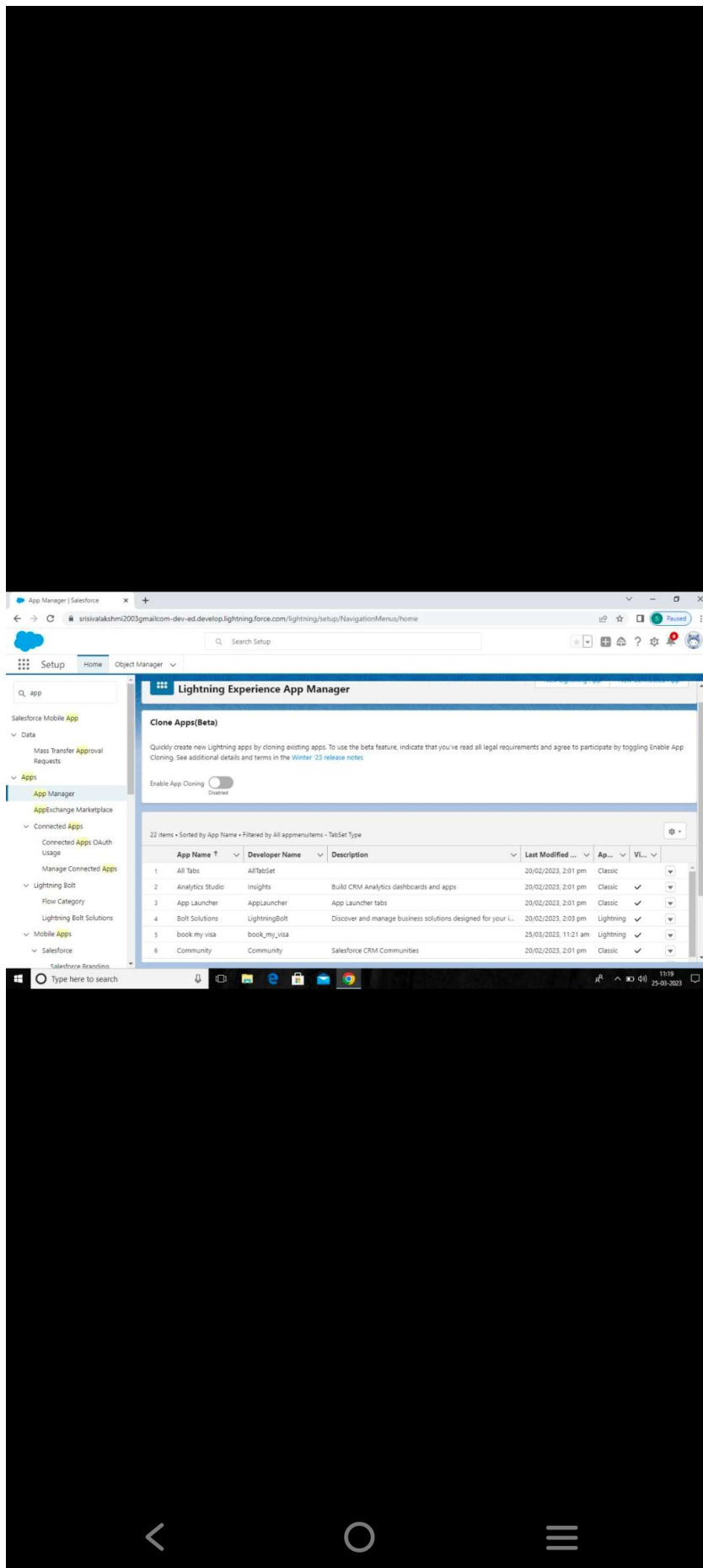
Object Limits

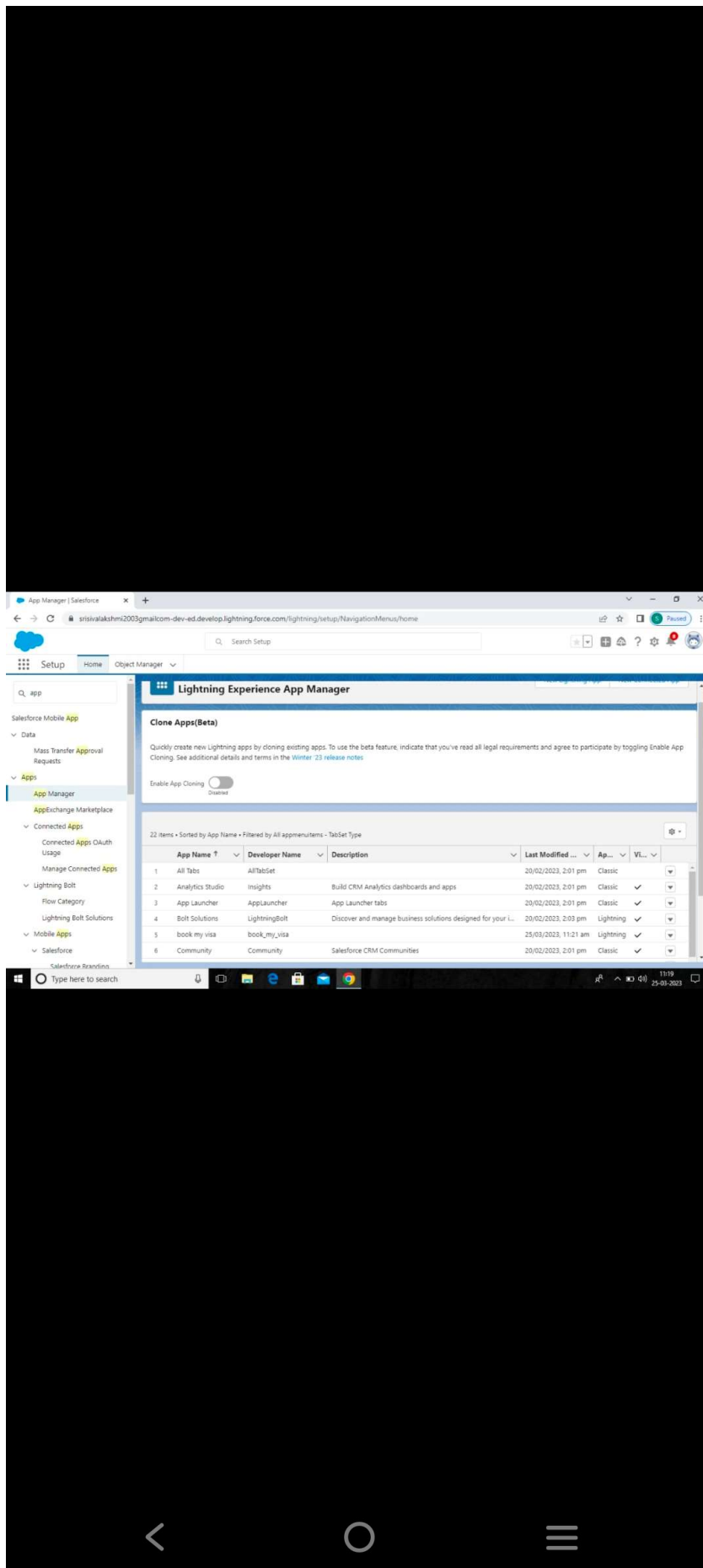
Object Limits Help

Item	Usage	Limit	% Used	Message
Custom Fields	0	300	0%	
Custom Relationship Fields	0	40	0%	
Active Workflow Rules	0	50	0%	
Total Workflow Rules	0	300	0%	
Approval Processes	0	300	0%	
Active Lookup Filters	0	5	0%	
Active Validation Rules	0	100	0%	
Validation Functions	0	10	0%	
Sharing Rules (Both Owner and Criteria Based)	0	300	0%	
Sharing Rules (Criteria Based Only)	0	50	0%	

Fields available on custom object:resechedule was created.









2

**Brainstorm**

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

[10 minutes](#)**TIP**

You can select a sticky note and hit the pencil (switch to sketch) icon to start drawing!

**S.SHANNUGATHAMMAL**

1. Identify the problem statement and its components.

2. Brainstorm ideas that address the problem statement.

3. Select the best idea and develop a solution.

4. Test the solution and evaluate its effectiveness.

5. Implement the solution and monitor its performance.

6. Reflect on the process and learn from the experience.

7. Share the solution with others and seek feedback.

8. Iterate the solution based on feedback and improve it.

9. Document the solution and its implementation.

10. Celebrate the success and share the story.

**V.SRI SIVA JAYA LAKSHMI**

1. Identify the problem statement and its components.

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**S.SUMITHRA**

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**P.THANISAMUPPILATHI**

1. Identify the problem statement and its components.

2. Brainstorm ideas that address the problem statement.

3. Select the best idea and develop a solution.

4. Test the solution and evaluate its effectiveness.

5. Implement the solution and monitor its performance.

6. Reflect on the process and learn from the experience.

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9. Document the solution and its implementation.

10. Celebrate the success and share the story.

**Person 5**

1. Identify the problem statement and its components.

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6. Reflect on the process and learn from the experience.

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8. Iterate the solution based on feedback and improve it.

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10. Celebrate the success and share the story.

**Person 6**

1. Identify the problem statement and its components.

2. Brainstorm ideas that address the problem statement.

3. Select the best idea and develop a solution.

4. Test the solution and evaluate its effectiveness.

5. Implement the solution and monitor its performance.

6. Reflect on the process and learn from the experience.

7. Share the solution with others and seek feedback.

8. Iterate the solution based on feedback and improve it.

9. Document the solution and its implementation.

10. Celebrate the success and share the story.

**Person 7**

1. Identify the problem statement and its components.

2. Brainstorm ideas that address the problem statement.

3. Select the best idea and develop a solution.

4. Test the solution and evaluate its effectiveness.

5. Implement the solution and monitor its performance.

6. Reflect on the process and learn from the experience.

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**Person 8**

1. Identify the problem statement and its components.

2. Brainstorm ideas that address the problem statement.

3. Select the best idea and develop a solution.

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6. Reflect on the process and learn from the experience.

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8. Iterate the solution based on feedback and improve it.

9. Document the solution and its implementation.

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1:44

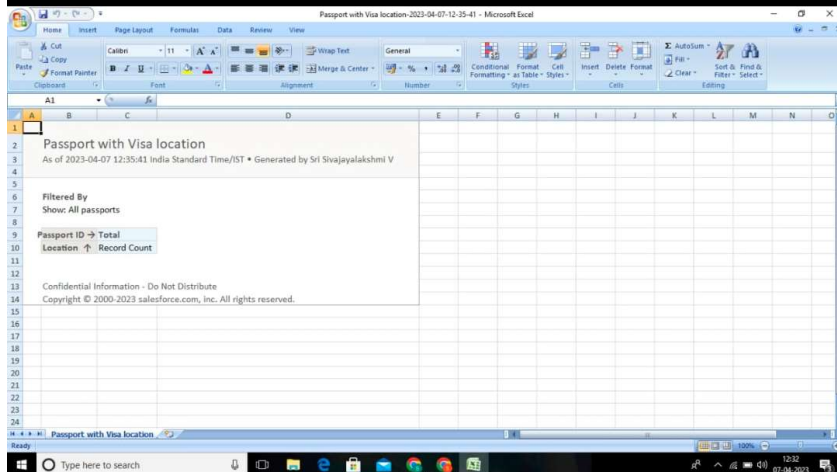


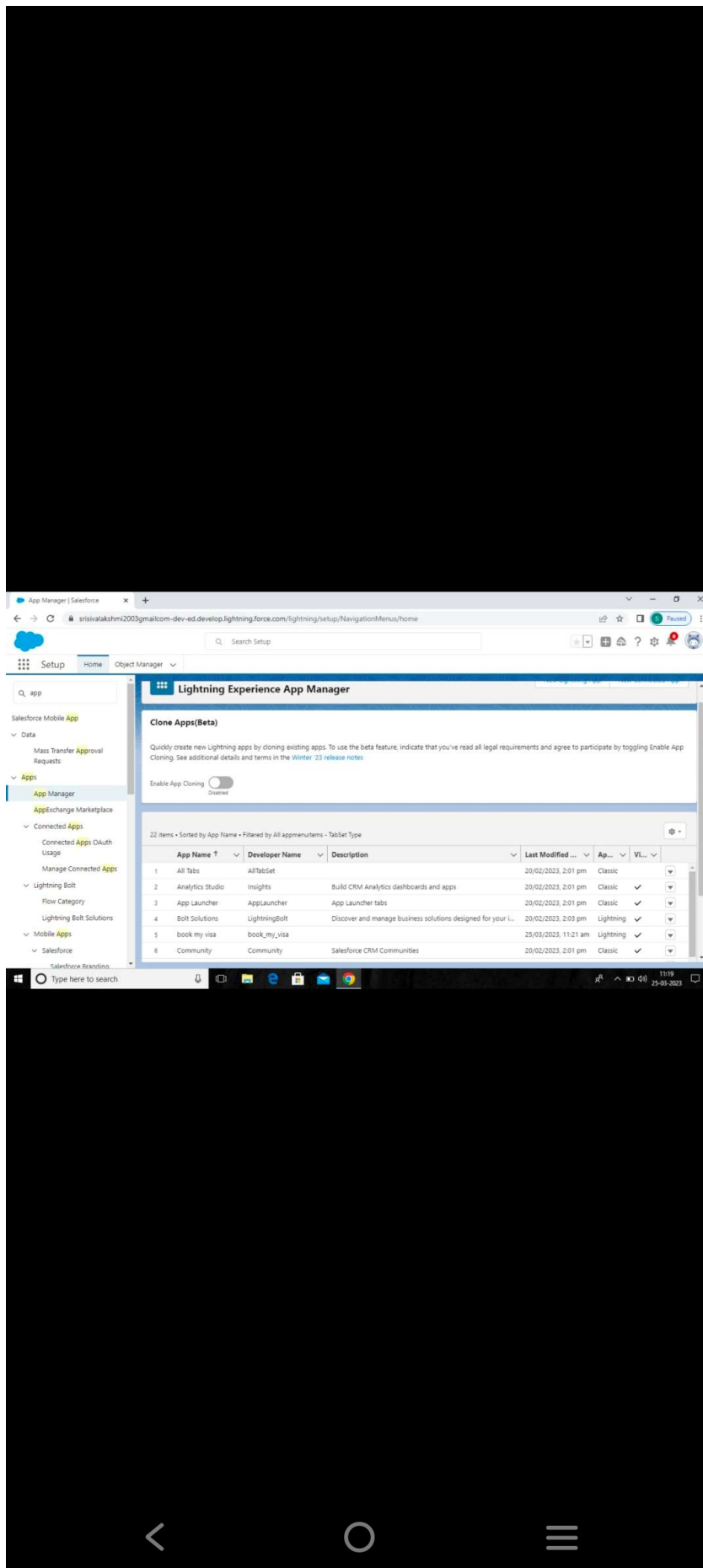
VoLTE 4G+ .lll 35%



You

Today, 9:52 am





## **TRAILHEAD PROFILE PUBLIC URL:**

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

**Team Member 1-**<https://trailblazer.me/id/srisv4>

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

## **ADVANTAGE:**

Having huge amounts of data on customer interactions enables an organisation to build up a clearer picture of its customers.

A CRM system integrated within a marketing campaign allows insights into the interests of prospective customers.

## **DISADVANTAGE:**

If staff come to rely too heavily on CRM software, it reduces their flexibility in dealing with customer queries.

There are risks associated with keeping a lot of data in one place.

## **CONCLUSION:**

A good CRM helps you understand your market and the needs of your customers. A CRM saves important data in extensive customer and contact lists.







