Project Report Template

CRM Application that helps to book a Visa Slot view

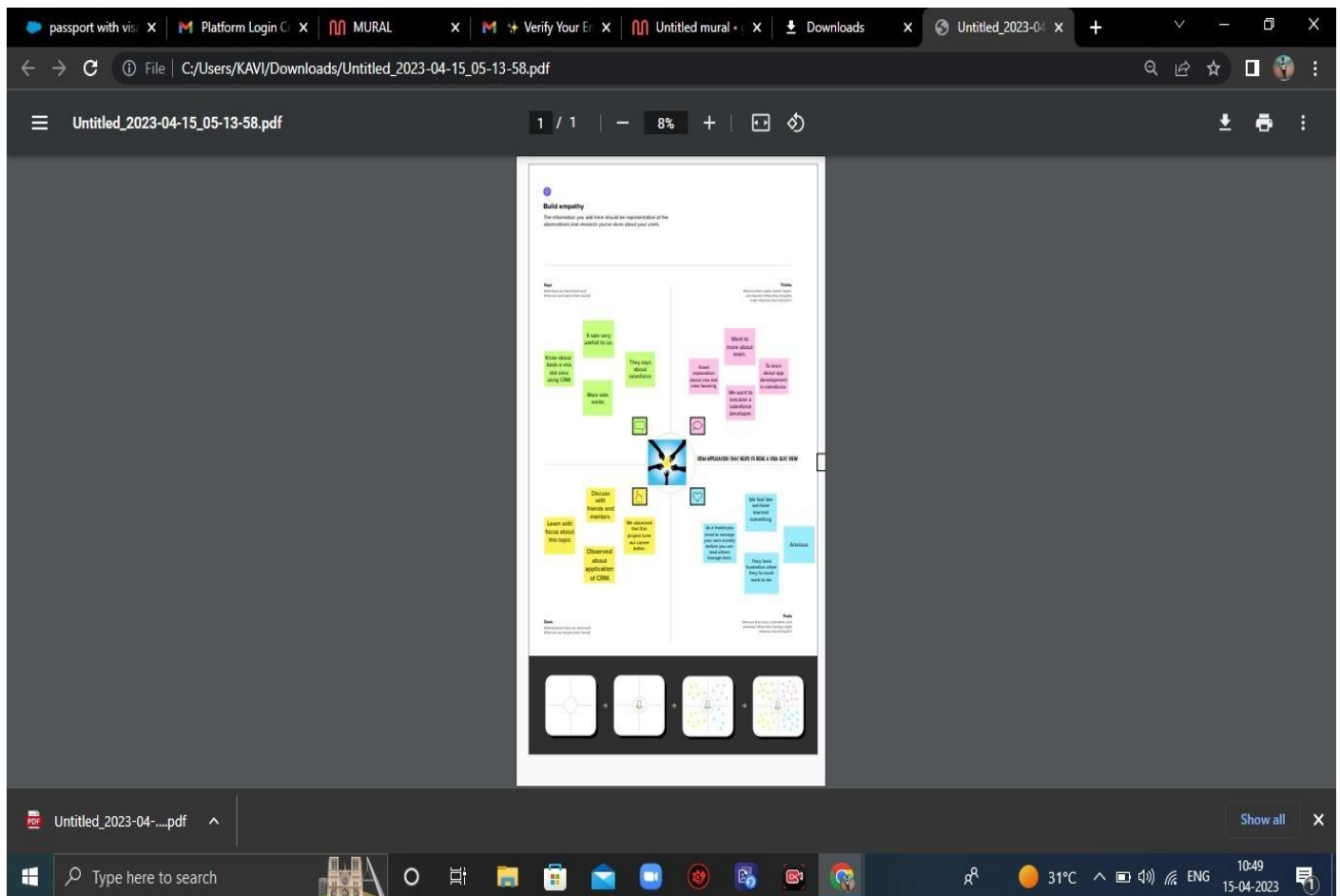# 1 INTRODUCTION :-

➢ Overview

A CRM (Customer Relationship Management) application that helps to book a Visa slot view is a software tool designed to streamline the visa application process and improve customer service.
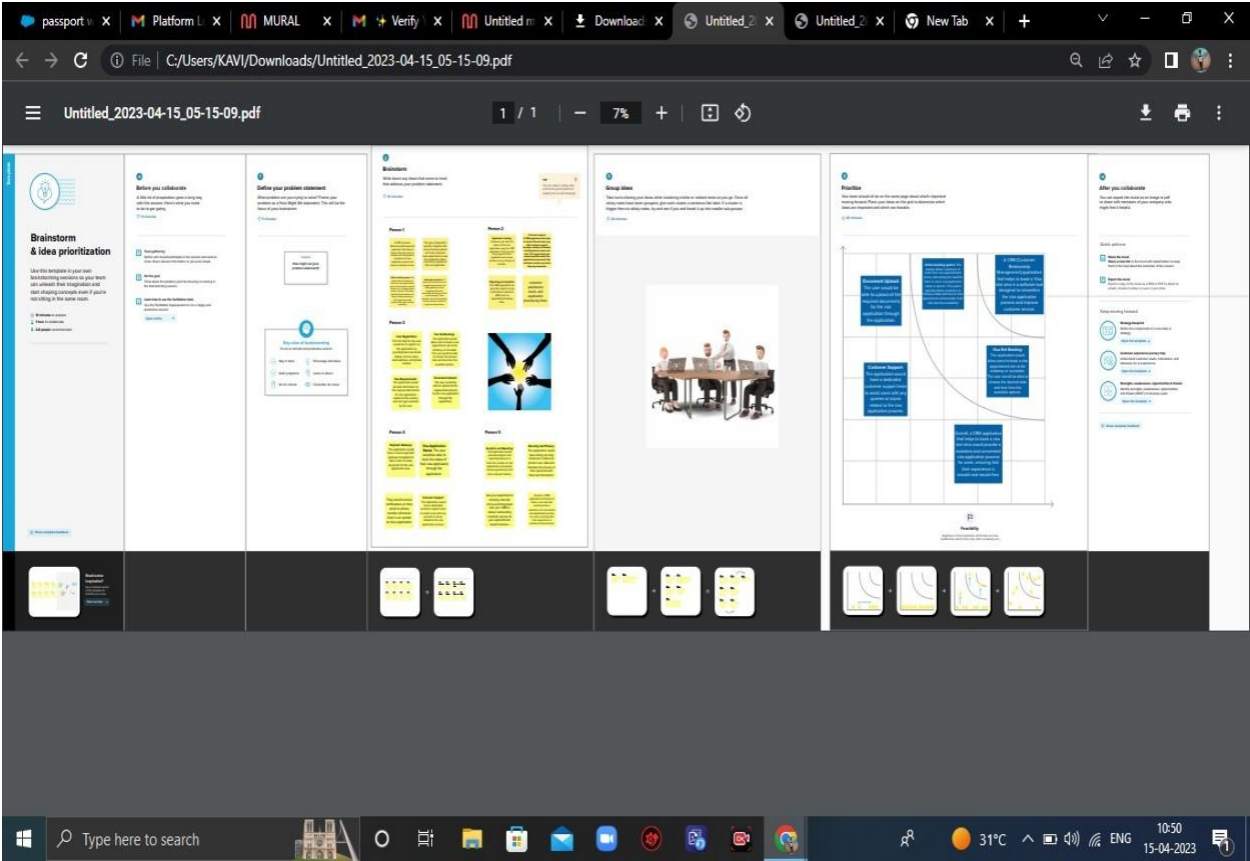

➢ Purpose

This type of application typically integrates with visa processing systems and helps customers book appointments, track their application status, and receive updates on their visa application.

2 Problem Definition & Design Thinking

Empathy Map

Ideation & Brainstorming Map

3. DATA MODEL

Object Name	Fields in the Object	
	Field label	**Data type**
1.Passport	• Full name • Passport Number • Permanent Address	Text
	• Contact number	Number
2.Visa Slot	• Location • Passport number • Visa Slot number	Text
	• Time	Number
3.Payment	• Payment mode • Transaction ID • Cancel transaction • Visa slot number	Text
	• Card number	Number
4.Reschedule	• Passport number • Location • Cancel • Status	Text
	• Time	Number

3.2 ACTIVITY AND SCREENSHOT

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Q Search Setup

Setup   Home   Object Manager ∨

SETUP > OBJECT MANAGER
visa slot

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	

Fields & Relationships
8 Items, Sorted by Field Label

Q Quick Find   New   Deleted Fields   Field Dependencies   Set History Tracking

FIELD LABEL ▲	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED	
Created By	CreatedById	Lookup(User)			
Last Modified By	LastModifiedById	Lookup(User)			
location	location__c	Geolocation			▼
passport number	passport_number__c	Number(18, 0) (External ID) (Unique)		✓	▼
passportnumber	passportnumber__c	Master-Detail(passport)		✓	▼
time	time__c	Date/Time			▼
visa slot Name	Name	Text(80)		✓	▼
visa slot number	visa_slot_numbr__c	Number(18, 0) (External ID) (Unique)		✓	▼

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Q Search Setup

Setup   Home   Object Manager ∨

SETUP > OBJECT MANAGER
payment

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	

Fields & Relationships
9 Items, Sorted by Field Label

Q Quick Find   New   Deleted Fields   Field Dependencies   Set History Tracking

FIELD LABEL ▲	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED	
cancel transaction	cancel_transaction__c	Text(50)			▼
card number	card_number__c	Number(18, 0)			▼
Created By	CreatedById	Lookup(User)			
Last Modified By	LastModifiedById	Lookup(User)			
Owner	OwnerId	Lookup(User,Group)		✓	
payment mode	payment_mode__c	Text(30) (Unique Case Insensitive)		✓	▼
payment Name	Name	Text(80)		✓	▼
transaction id	transaction_id__c	Text(18) (Unique Case Insensitive)		✓	▼

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4 Trailhead Profile Public URL

Team Lead   - https://trailblazer.me/id/vignesh25052003

Team Member 1 - https://trailblazer.me/id/smanikandan24

Team Member 2 - https://trailblazer.me/id/mahav46

Team Member 3 - https://trailblazer.me/id/sudts1

Team Member 4 - https://trailblazer.me/id/aabisek

ADVANTAGES :

1. A CRM application can help you streamline the visa application process, making it easier and more convenient for your customers to book their visa slots.
2. This can result in a better overall customer experience, which can help build customer loyalty and improve your reputation.
3. A CRM application can help you keep track of all the information related to each visa application, including customer details, visa requirements, and appointment schedules.
4. A CRM application can help you communicate with your customers more effectively, providing them with timely updates on their application status and any changes to the visa requirements
5. A CRM application can help you store sensitive customer information securely, reducing the risk of data breaches and identity theft

DISADVANTAGES :-

1. CRM applications can be complex to set up and use, particularly for users who are not familiar with the technology or who have limited technical skills.
2. This can lead to a steep learning curve and may require additional training for staff members.If you are using an existing system to manage visa applications, integrating a new CRM application may require significant time and effort to ensure that all data is transferred correctly and that the new system is fully integrated with existing processes.
3. While most CRM applications are highly customizable, making changes to the system can be time-consuming and may require the assistance of technical experts.
4. This can limit your ability to make changes quickly and easily.While a CRM application can improve data security, it can also pose a security risk if not properly secured. If your system is hacked or otherwise compromised, customer data could be stolen or used for fraudulent purposes.

APPLICATIONS :-

- ➢ Online booking : A CRM application can be used to create an online portal for visa applicants to book their visa slotsThis can help reduce wait times and improve customer satisfaction.A CRM application can be used to send automated emails or SMS messages to visa applicants, providing them with reminders about their appointments, updates on visa requirements, and other relevant information

CONCLUSION

1. CRM application can help you streamline your visa booking process, improve customer satisfaction, and increase efficiency, making it a valuable tool for any visa service provider.CRM application can offer many benefits for visa service providers, there are also potential costs and challenges associated with implementing and using this technology effectively.

2. It is important to carefully consider your needs and resources before investing in a CRM application, and to work closely with technical experts to ensure that your system is properly configured and secured.

8. FUTURESCOPE

1. The future scope for CRM application to book a visa slot is exciting, with new technologies and trends poised to transform the way visa service providers operate and deliver value to their customers.

2. By staying ahead of these emerging trends and embracing new technologies, visa service providers can differentiate themselves in a competitive market and provide a more seamless and satisfying visa application experience for their customers.