A CRM Application to Manage the Booking of Co-Living

Abstract: Our co-living space project fosters an inclusive community where individuals can live, work, and connect. The space offers a balance of private and communal areas, encouraging collaboration and reducing isolation. The application allows users to select AC rooms with multiple sharing options, choose daily special food items, make payments through various modes, and provide feedback on services like room cleaning, internet connection, and food.

Features and Functionality:

1.Customer Management

I. Customer Registration: Users can register themselves by providing personal details such as name, email, phone number, and address.

II. Customer Profile: A user profile will be created to store customer information, booking history, and payment details.

2.Room Booking

I. Room Selection: Users can browse and select from different AC rooms with multiple sharing options (e.g., single, double, triple sharing).

II. Room Availability: The application will display the availability of each room type in real-time.

III. Booking: Users can book a room by selecting the desired room type, checkin and check-out dates, and number of occupant

3.Food Services

I. Food Menu: A menu of special food items will be available for users to select from.

II. Daily Food Selection: Users can select food items for each day of their stay.

III. Food Preferences: Users can specify dietary restrictions or preferences (e.g., vegetarian, gluten-free).

4.Payment Management

I. Payment Options: Users can make payments using various modes such as credit/debit cards, net banking, or wallets.

II. Payment History: A record of all payments made by a user will be stored in their profile.

5.Feedback and Review

I. Service Feedback: Users can provide feedback on various services such as room cleaning, internet connection, food quality, and overall experience.

II. Rating System: Users can rate their experience on a scale of 1-5.

6.Reporting

I. Booking Reports: The application will generate reports on room bookings, occupancy rates, and revenue.

II. Customer Insights: The application will provide insights on customer behavior, preferences, and feedback.

7.Security and Access Control

I. User Authentication: Users will be authenticated using a secure login system.

II. Role-Based Access: Administrators will have access to manage bookings, customer data, and reports, while users will have access to their profiles and booking information.

8.Functionality

I. Search and Filter: Users can search for available rooms by date, room type, and sharing options.

II. Booking Confirmation: Once a booking is made, the user will receive a confirmation email with details of their booking. I

II. Payment Reminders: The application will send reminders to users for pending payments.

IV. Feedback Notifications: The application will send notifications to administrators when a user provides feedback.

V. Reporting and Analytics: The application will generate reports and provide insights on customer behavior and preferences.

Milestone 1 - Introduction to Salesforce:

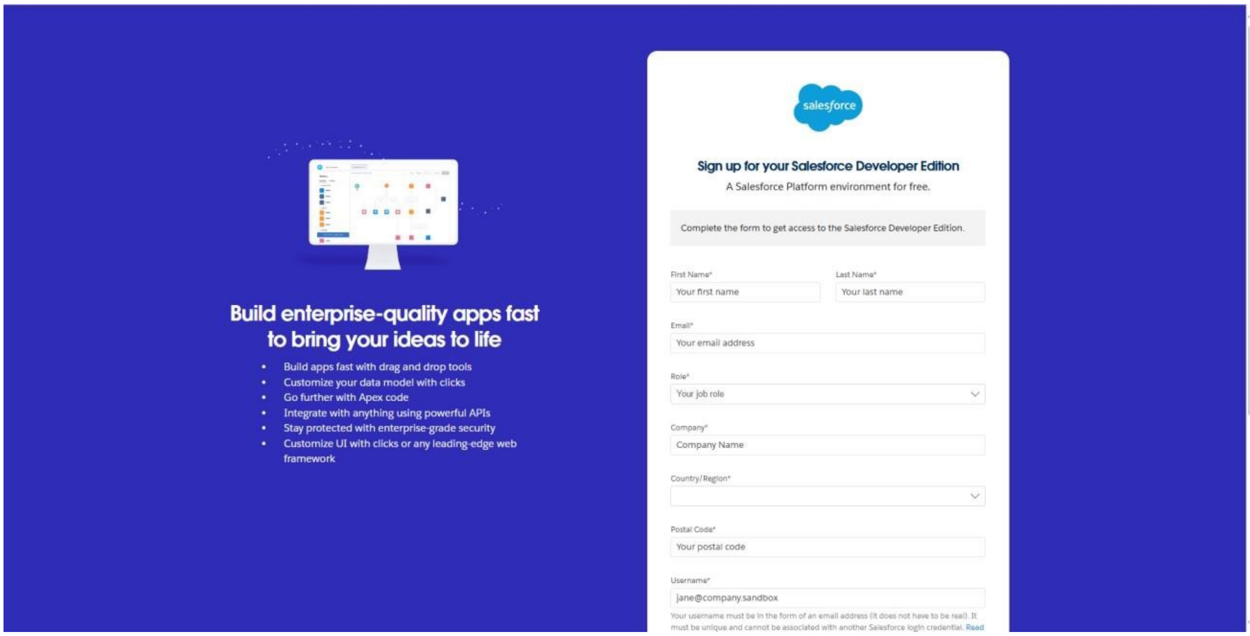
What is Salesforce?

Salesforce is your customer success platform, designed to help you sell, service, market, analyze, and connect with your customers. Salesforce has everything you need to run your business from anywhere. Using standard products and features, you can manage relationships with prospects and customers, collaborate and engage with employees and partners, and store your data securely in the cloud.

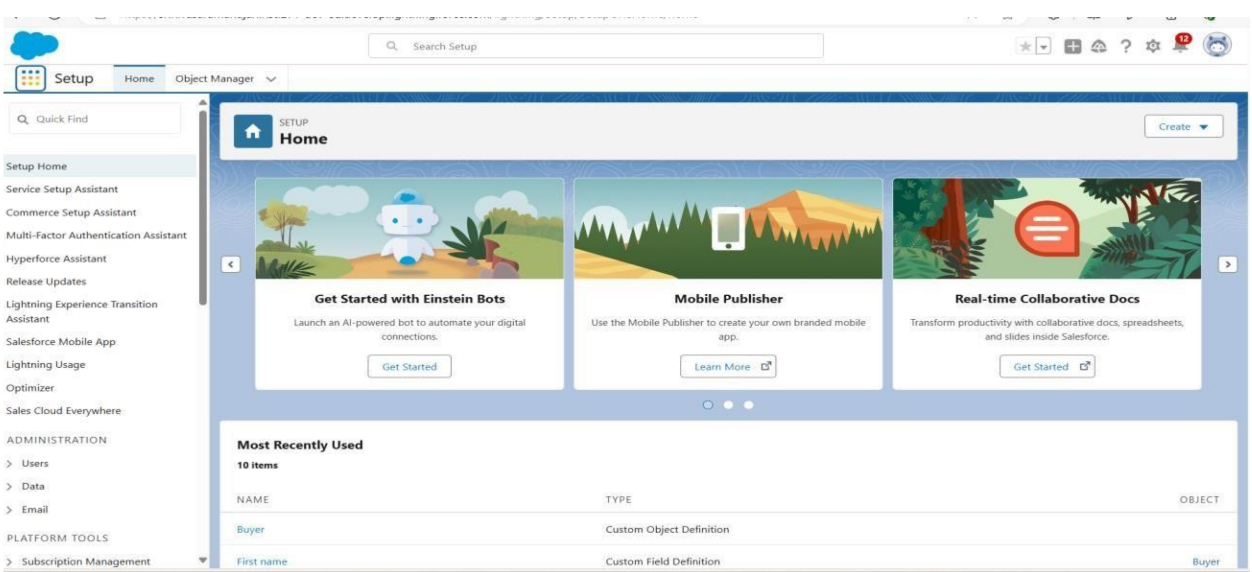
Activity 1: Creating Developer Account:

https://developer.salesforce.com/signup

https://developer.salesforce.com/signup



Activity 2: Account Activation:



Activate your account by clicking the verify account whichyou received to your E-mail id.

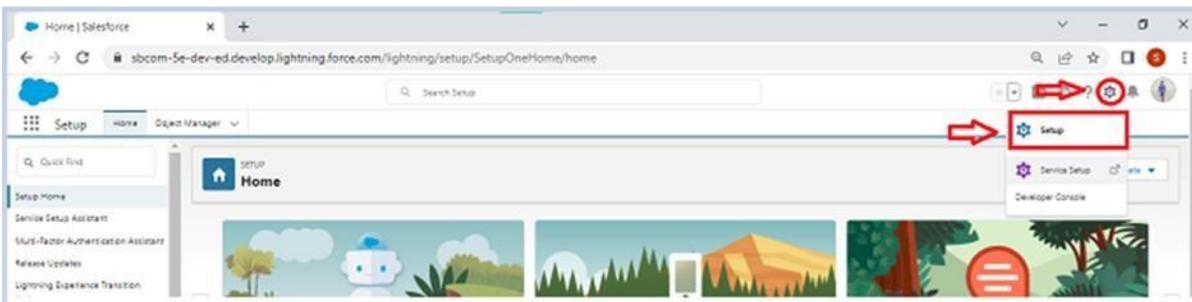
Milestone 2 – Object What Is an Object?

Salesforce objects are database tables that permityou to store data that is specificto an organization. What are the types of Salesforce objects?

Salesforce objects are of two types:

1. Standard Objects:Standard objects are the kind of objectsthat are providedby salesforce.com such as users, contracts, reports, dashboards, etc.
2. Custom Objects:Custom objects are objects createdby users. They supply information that is unique and essential to their organization. They are the heart of any application and provide a data-sharing structure.

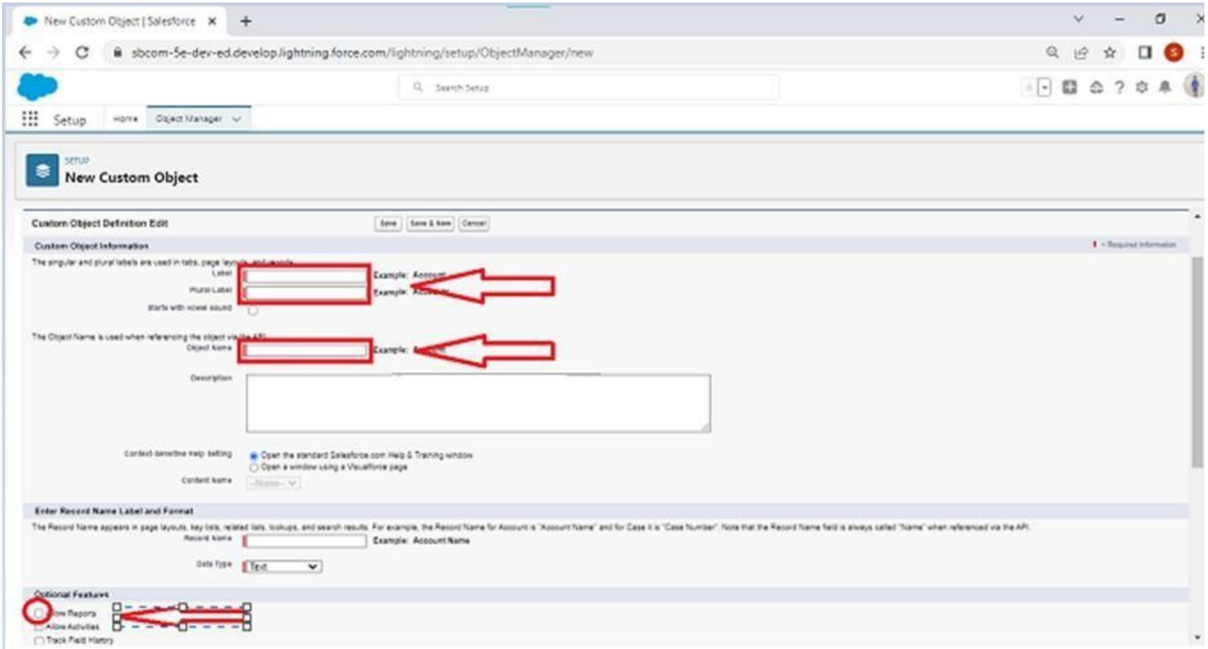
To Navigate to Setup page:



Click on gear icon ? click setup.

To create an object:

1. From the setup page ? Click on Object Manager? Click on Create ? Click on Custom Object.
2. On the Custom objectdefining page:



3.

Enter the label name, and plural label name, clickon Allow reports,and Allow search.

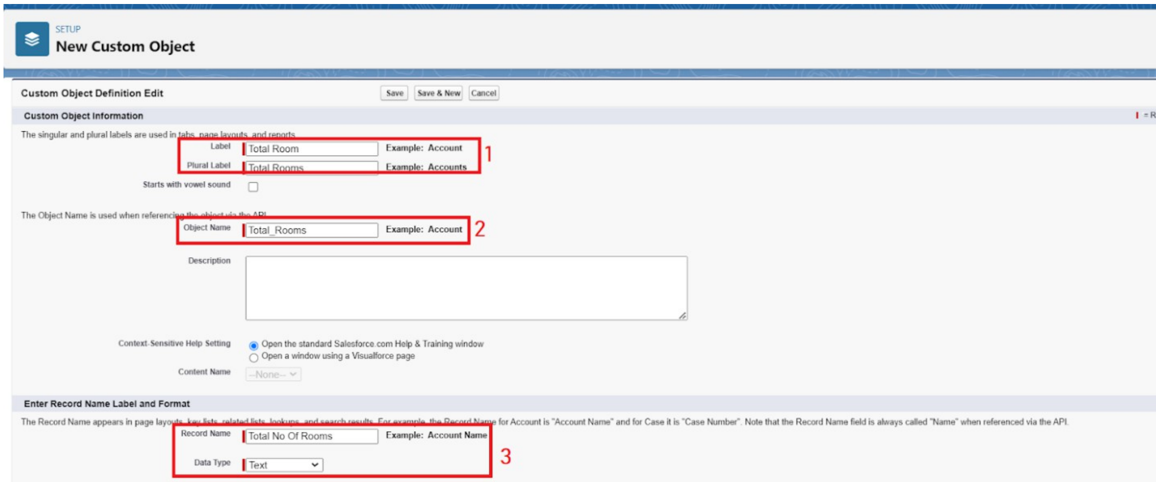
4. Click on Save.

Activity 1: Create a custom objectfor Total Rooms

To create an object:

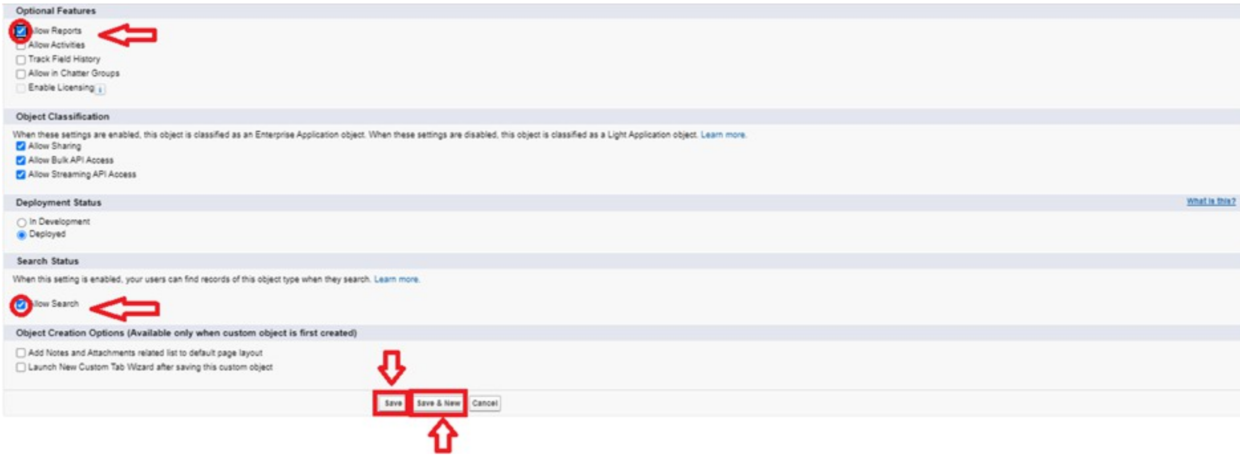
a. From the setup page Click on Object ManagerClick on CreateClick on CustomObject.

i. Enter the label name Supplier
ii. Plural label name? Suppliers
iii. Fillin the label as " Total Room ".
iv. Fillin the plural label as " TotalRooms ".
v. Record name: "Total No Of Rooms"
vi. Select the data type as "Text".
vii. Inthe Optional Featuressection, select AllowReports and Track Field History.
viii. Inthe Deployment Status section, ensureDeployed is selected.
ix. In the Search Status section, select Allow Search.

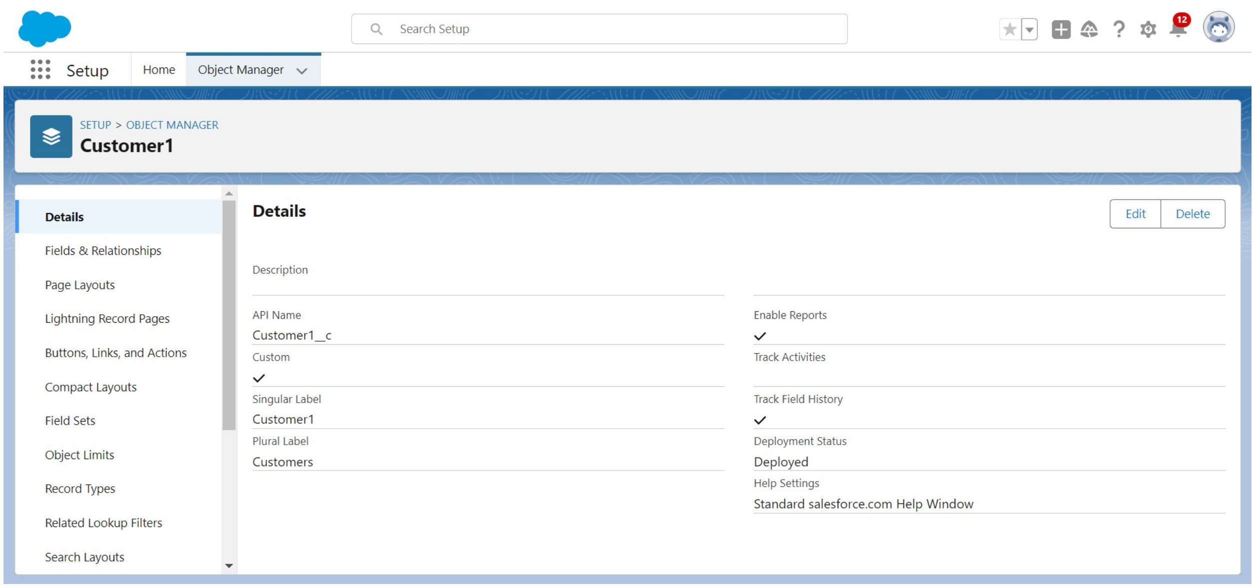


x. In the Object CreationOptions section, select Add Notes and Attachments related list to default page layout.

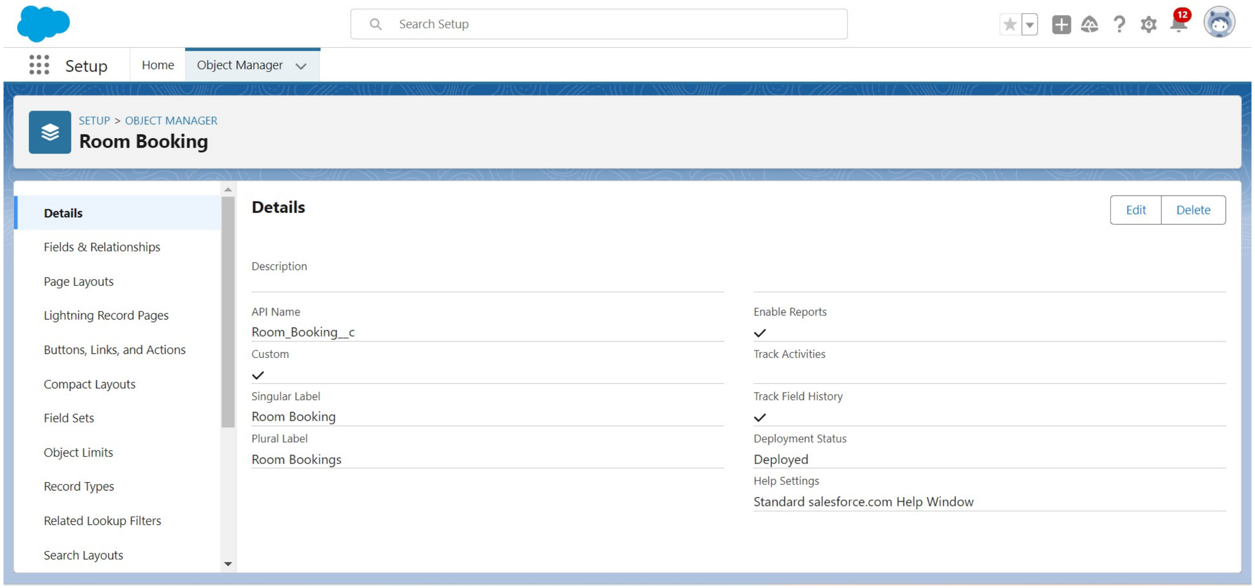
xi. Leave everything else as is, and click Save.



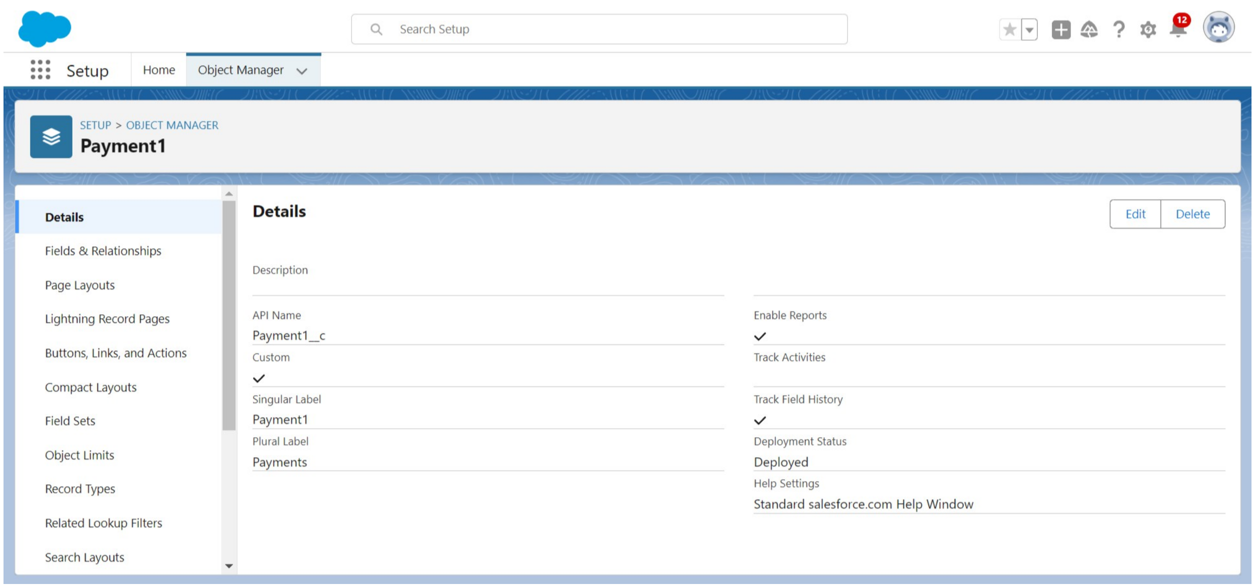
Createa custom objectfor Customer



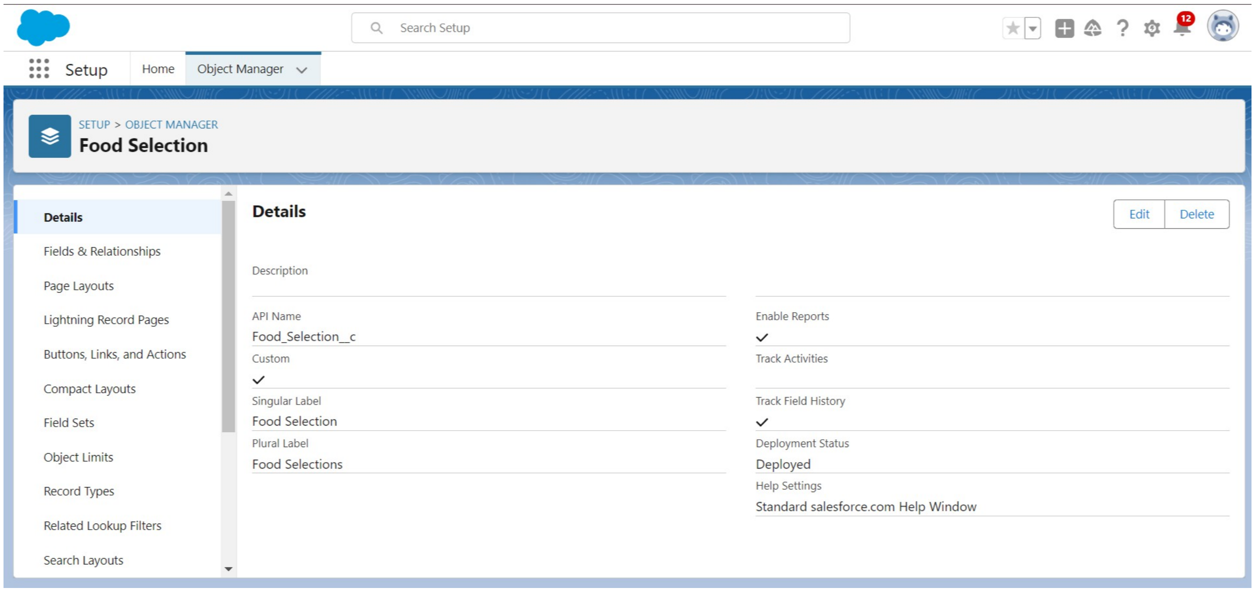
Create a custom objectfor Room Booking



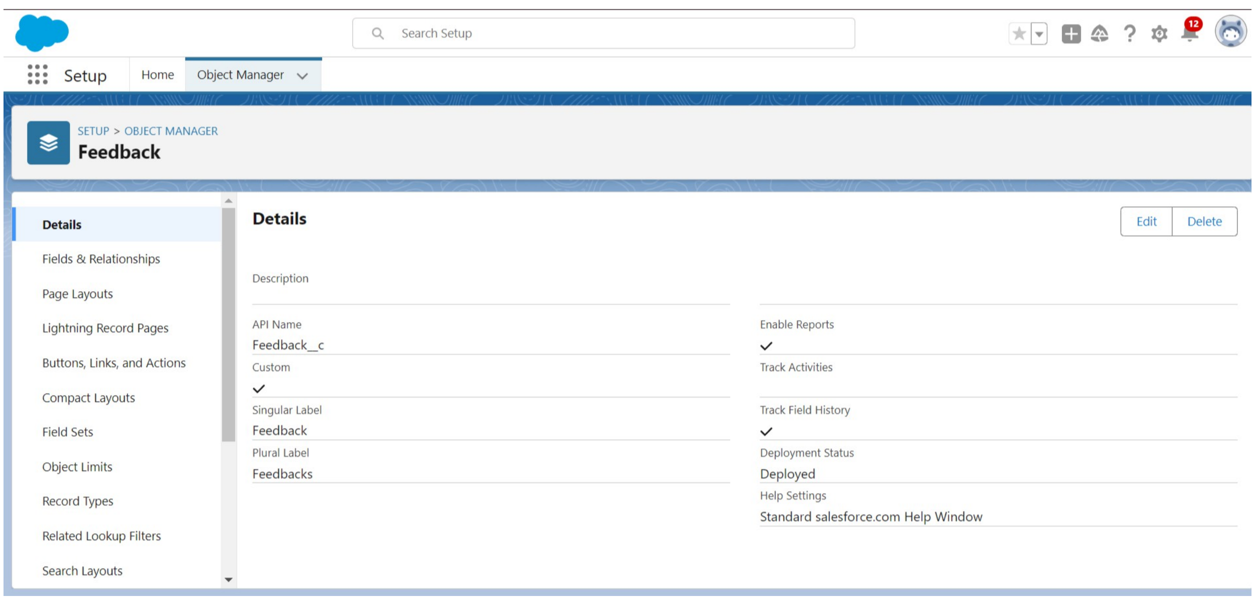
Create a custom objectfor Payment



Create a custom objectfor Food Selection



Create a custom objectfor Feedback



Milestone 3 - Tabs

What is Tab : A tab is like a user interface that is used to buildrecords for objectsand to view the records in the objects.

Types of Tabs:

1. **Custom Tabs :**

Custom object tabs are the user interface for custom applications that you build in salesforce.com.They look and behave like standard salesforce.com tabs such as accounts, contacts, and opportunities.

2. **Web Tabs :**

   Web Tabs are custom tabs that display web content or applications embedded in the salesforce.com window. Web tabs make it easierfor your users to quicklyaccess content and applications they frequently use without leaving the salesforce.com application.

3. **Visualforce Tabs :**

   Visualforce Tabs are custom tabs that displaya Visualforce page.Visualforce tabs look and behave like standard salesforce.com tabs such as accounts, contacts, and opportunities.

4. **Lightning Component Tabs :**

   Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app.

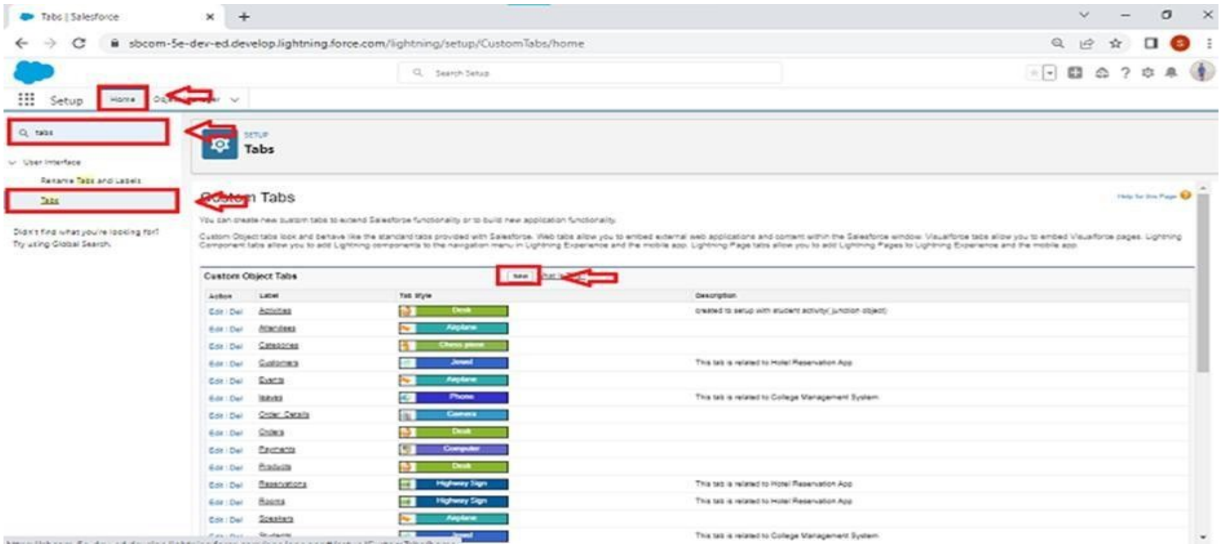
5. **Lightning Page Tabs :**

   Lightning Page Tabs let you add Lightning Pages to the mobile app navigation menu.

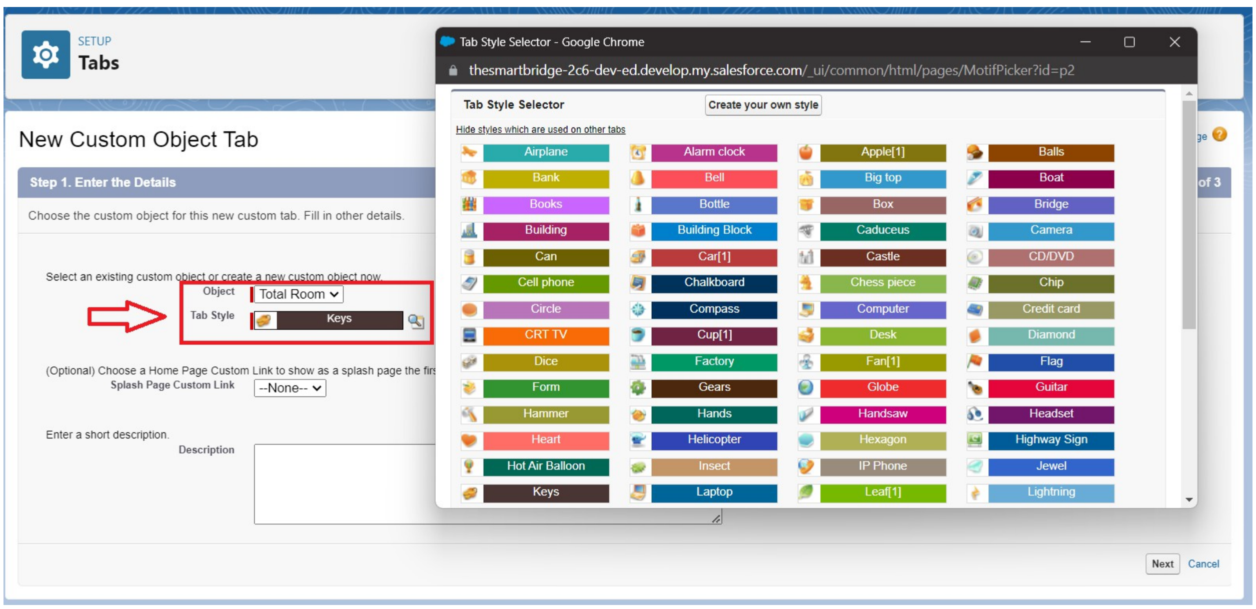
   Lightning Page tabs don't work like other custom tabs. Once created, they don't show up on the All Tabs page when you click the Plus icon that appears to the right of your current tabs. Lightning Page tabs also don't show up in the Available Tabs list when you customize the tabs for your apps.

Activity 1: Creating a Tab for Total Rooms To create a Tab:(Total Rooms)

1. Go to setup page ? type Tabs in Quick Find bar ? click on tabs ? New (under custom object tab)



2. Select Object(Total Rooms)> Select the tab style.



3. Next (Add to profilespage) keep it as default

4. Next (Add to CustomApp) keep it asdefault & Save.

Create a Tab for Customers To createa Tab:(Customers)

1. Go to setup page > type Tabs in Quick Find bar > click on tabs >

New (undercustom object tab)

2. Select Object(Customers) > Select the tab style > Next (Add to profiles page) keep it as default > Next (Add to Custom App) keep it as default > Save.

To create a Tab for Room Bookings

To createa Tab:(Room Bookings)

1. Go to setup page ? type Tabs in Quick Find bar ? click on tabs ? New (under custom object tab)
2. Select Object(Room Bookings) ? Selectthe tab style ? Next (Add to profiles page) keep it as default ? Next (Add to Custom App) keep it as default ? Save.

Create a Tabs For Remaining Objects

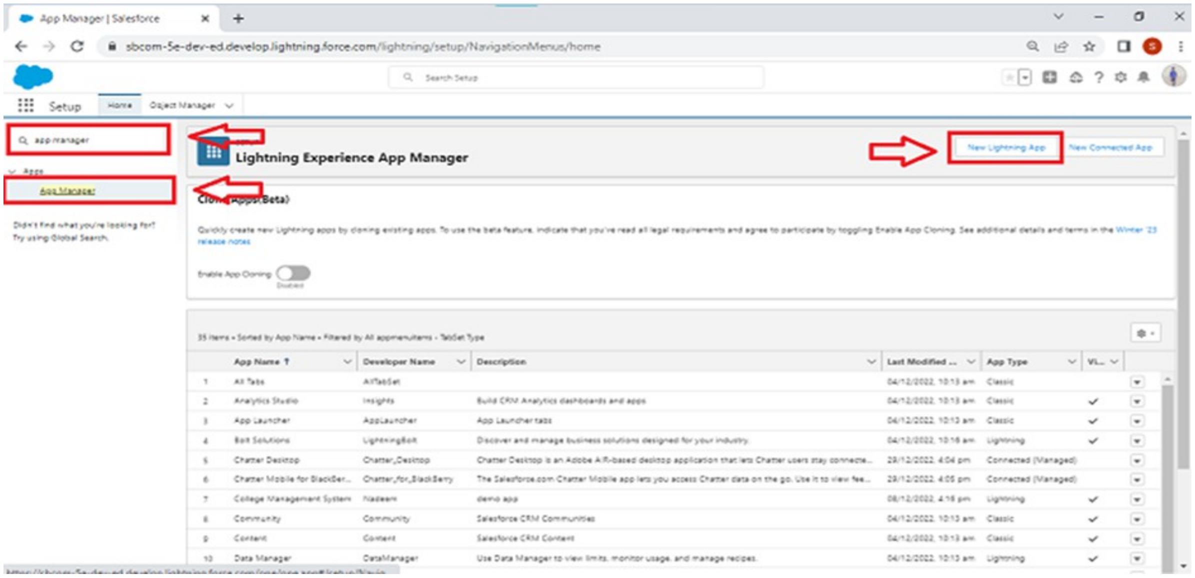
Now createthe tabs for Payments,Food Selections, Feedbacks Objects.

Milestone 4 - The Lightning App

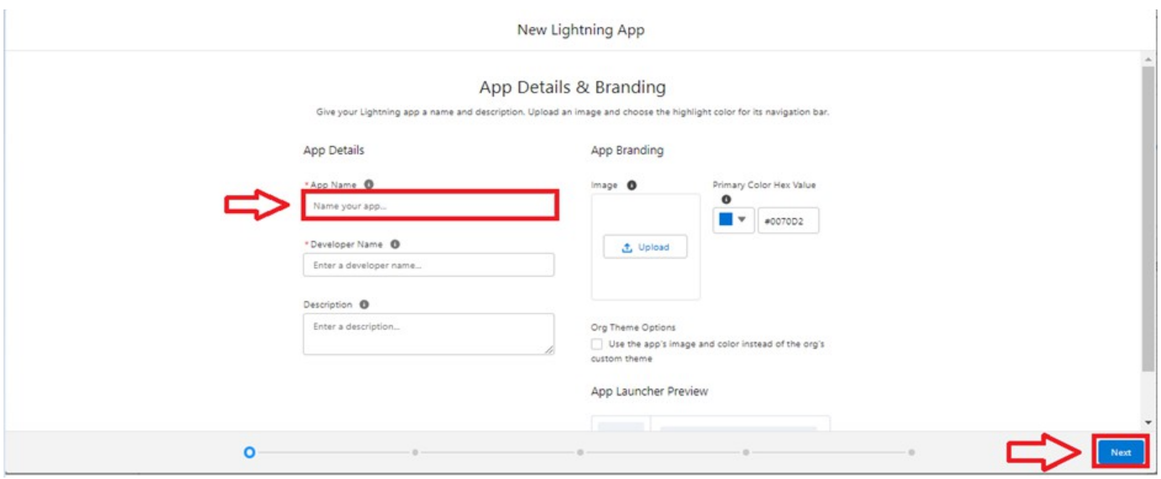
An app is a collection of items that work together to serve a particular function. In Lightning Experience, Lightning apps give your users access to sets of objects, tabs, and other items all in one convenient bundle in the navigation bar.
Lightning apps let you brand your apps with a custom color and logo. You can even include a utility bar and Lightning page tabs in your Lightning app. Members of your org can work more efficiently by easily switching between apps.

Activity 1: To createa lightning app page:

1. Go to setup page > search“app manager” in quick find > select“app manager” > click on New lightning App.

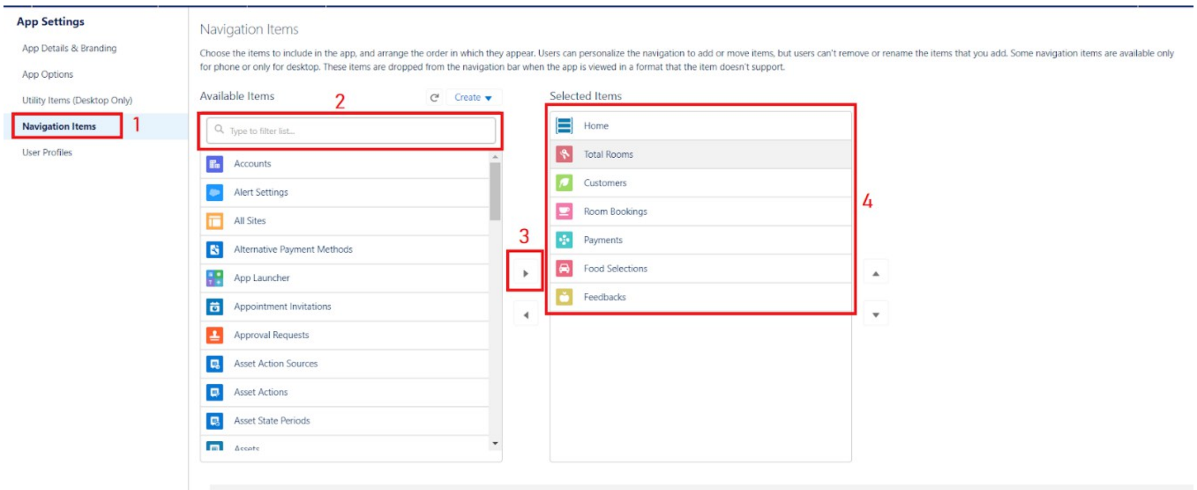


2. Fill the app name in app detailsand branding > Next > (App optionpage) keep it as default> Next

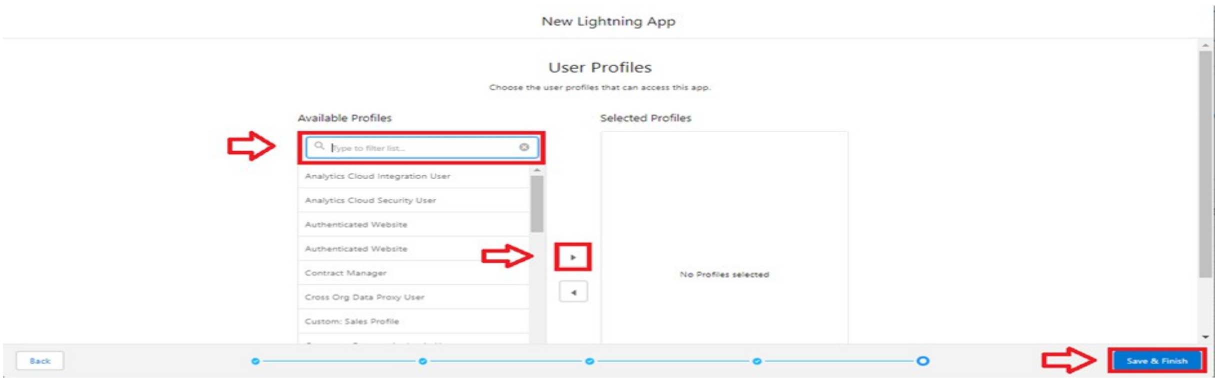


> (Utility Items)keep it as default > Next.

3. To Add Navigation Items:Ctrl and Select the items(Total Rooms, Customers1, Room Booking, Payments1, Food selection, Feedbacks, Reports and Dashboards) from the search bar and move it using the arrow button > Next.



4. To Add User Profiles:



5. Search profiles(System administrator) in the searchbar > click on the arrow button> save & finish.

Milestone 5 – Fields

When we talk about Salesforce, Fields represent the data stored in the columns of a relational database. It can also hold any valuable information that you requirefor a specific object. Hence, the overall searching, deletion, and editing of the records become simpler and quicker.

Types of Fields

1. Standard Fields
2. Custom Fields

Standard Fields:

As the name suggests, the Standard Fields are the predefined fields in Salesforce that performa standard task.The main pointis that you can't simplydelete a StandardField until it is a nonrequired standard field. Otherwise, users have the option to delete them at any point from the application freely. Moreover, we have some fields that you will find common in every Salesforce application. They are,

? CreatedBy

? Owner

? Last Modified

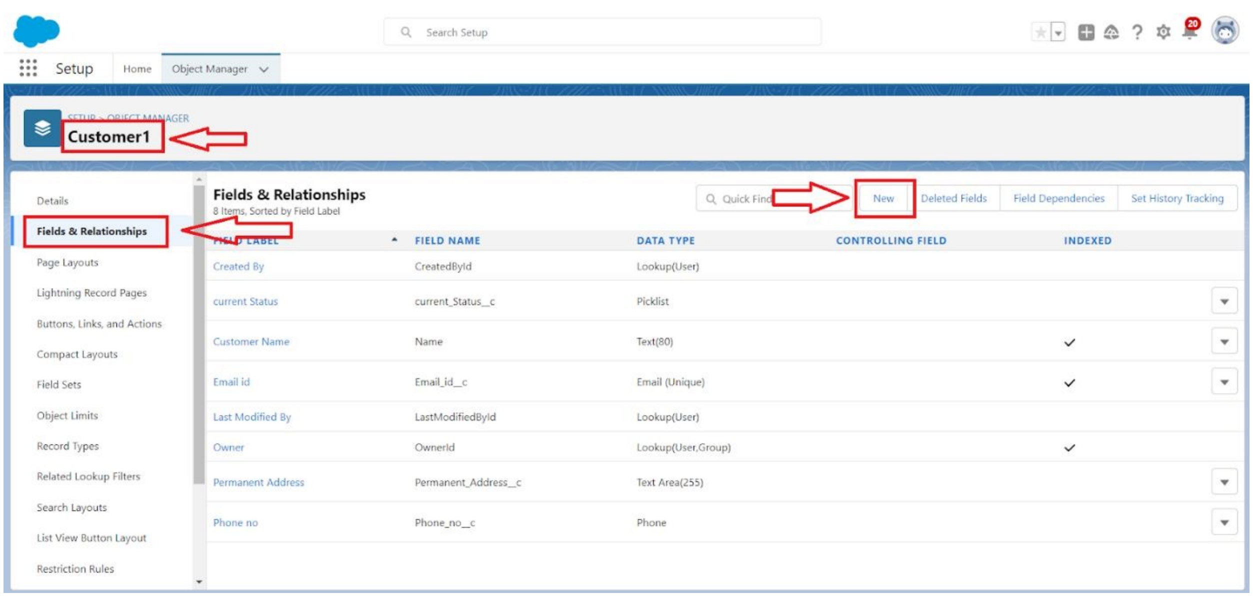
? Field Made During object Creation

Custom Fields:

On the other side of the coin, Custom Fields are highly flexible, and users can change them accordingto requirements. Moreover,each organizer or company can use them if necessary. It means you need not always include them in the records, unlike Standard fields. Hence, the final decision depends on the user, and he can add/remove Custom Fields of any given form.

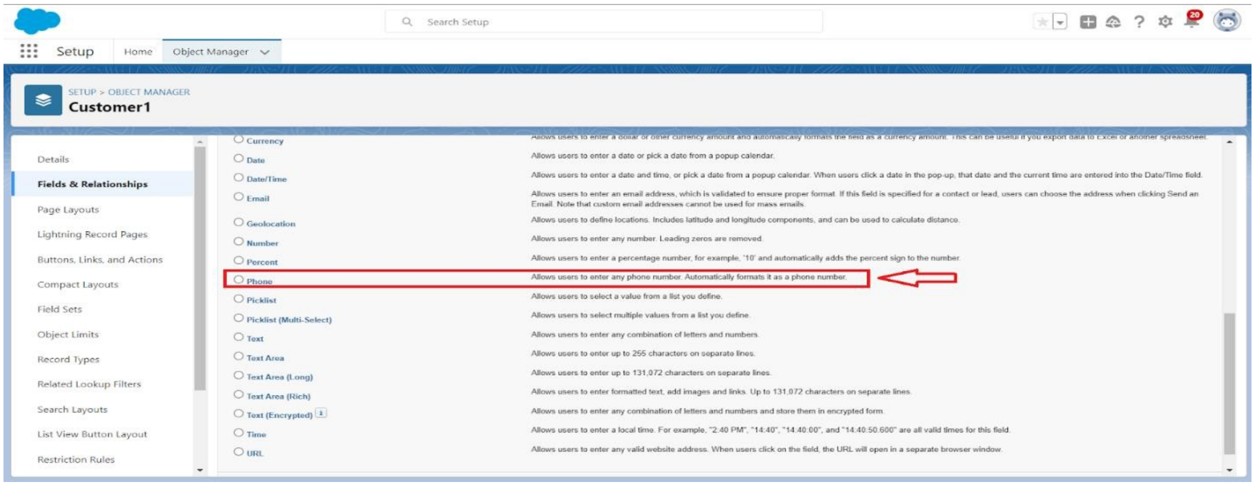
Activity 1: Creation of fields for the customer1 object

1. **To create fieldsin an object:**
   a. Go to setup > click on Object Manager> type objectname(Customer1) in searchbar > click on the object.

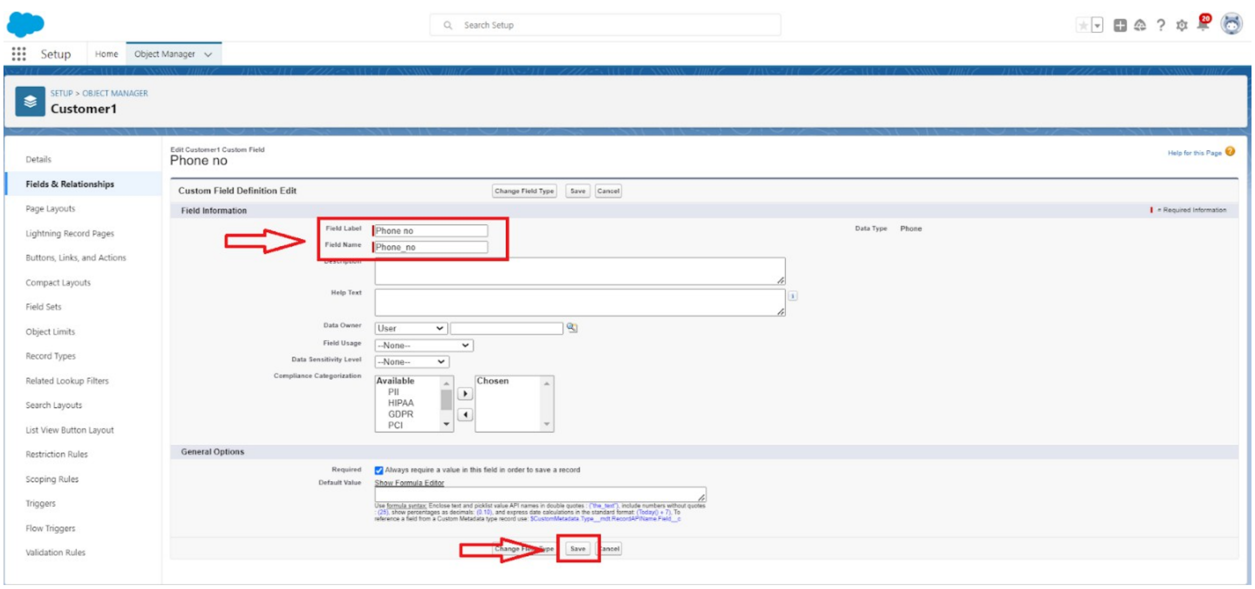


   b.

   Now click on “Fields& Relationships” > New
   c. Select Data Type as a “Phone”



d. Click on next



e. Fill the Above as following:

i. Field Label:Phone no
ii. Field Name : gets auto generated
iii. Click on Next > Next > Save and new.

2. **To create anotherfields in an object:**

a. Go to setup > click on Object Manager> type objectname(Customer1) in searchbar > click on the object.
b. Now click on “Fields & Relationships” > New
c. Select Data type asa “Email” and Clickon Next
d. Fill the Above as following:

- Field Label: Email
- Field Name :It's gets auto generated
- Click on Next > Next > Save and new.

3. **To create anotherfields in an object:**
    a. Go to setup > click on Object Manager> type objectname(Customer1) in searchbar > click on the object.
    b. Now click on “Fields & Relationships” ? New
    c. Select Data type as a “Text Area”and Click on Next
    d. Fill the Above as following:

- Field Label: PermanentAddress
- Field Name : It's gets auto generated
- Click on Next > Next > Save and new.

4. **To create another fieldsin an object:**
    a. Go to setup > click on Object Manager> type objectname(Customer1) in searchbar > click on the object.
    b. Now click on “Fields & Relationships” > New
    c. Select Data type asa “Picklist” and Click on Next
    d. Fill the Above as following: Field Label: Current Status

Value - Select entervalues with each value separated by a new line

- Student
- Employee

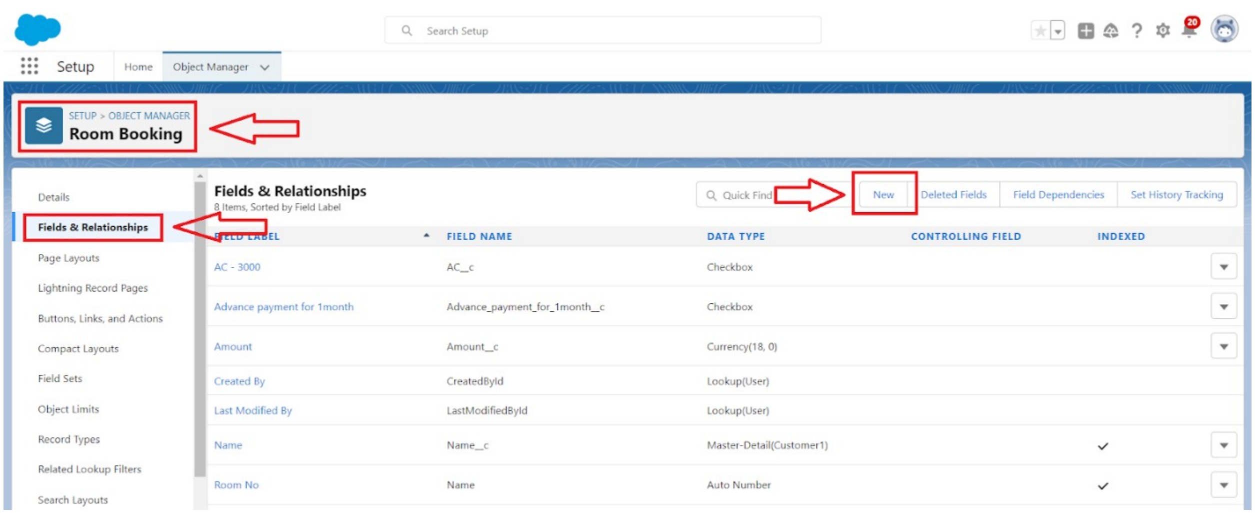
- Others
- Select required

- Field Name :It’s gets auto generated

- Click on Next > Next > Save and new.

Creation of fields for the Room Bookingobject

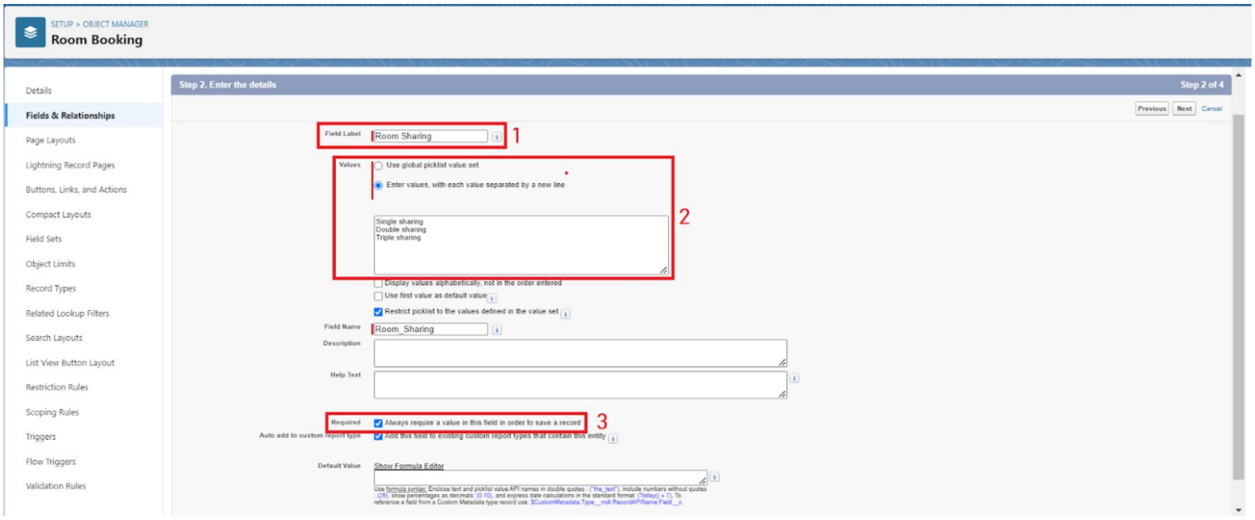
1. **To create fieldsin an object:**
    a. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.



    b. Now click on “Fields& Relationships” > New

    c. Select Data Type as a “Picklist”

    d. Click on Next



a. Fill the Above as following:

i. Field Label:Room Sharing

ii. Value - Select entervalues with each value separated by a new line

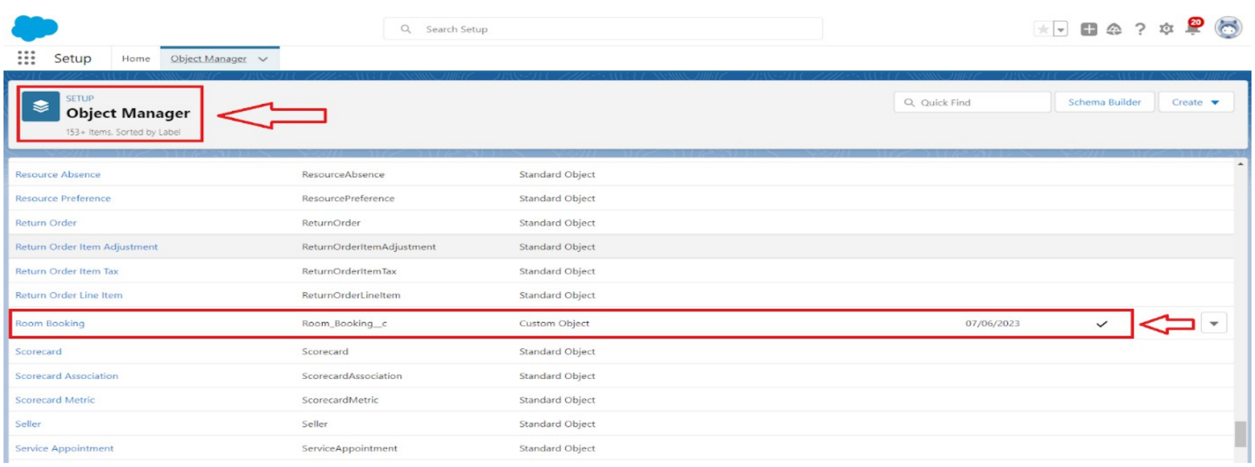
1. Single sharing
2. Double sharing
3. Triple sharing

a. Select required

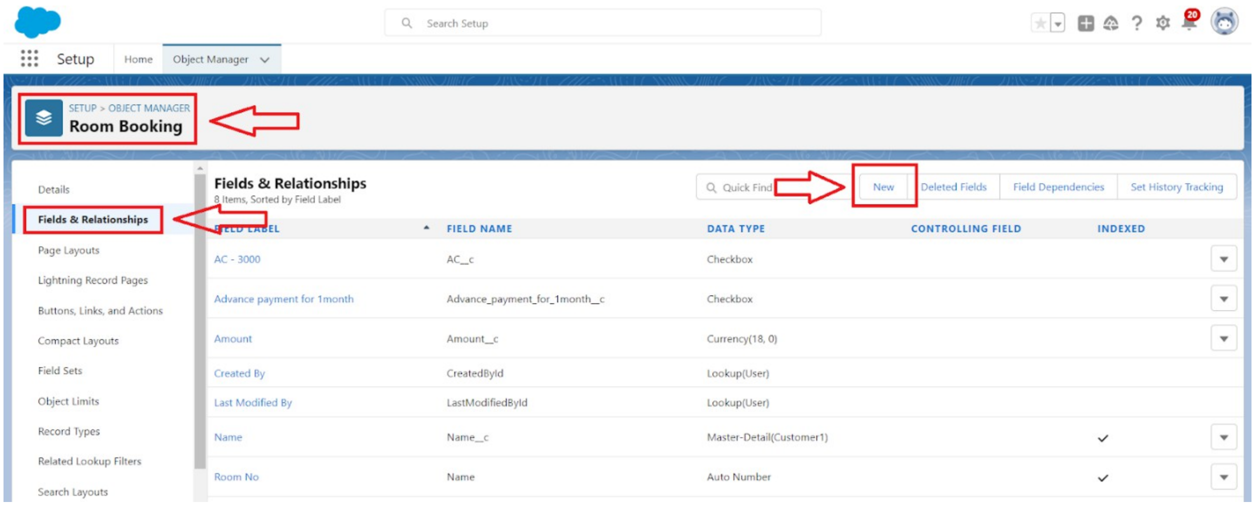
b. Click on Next > Next > Save and new.

2. **To Create a Fields &Relationship to an Room BookingObject**

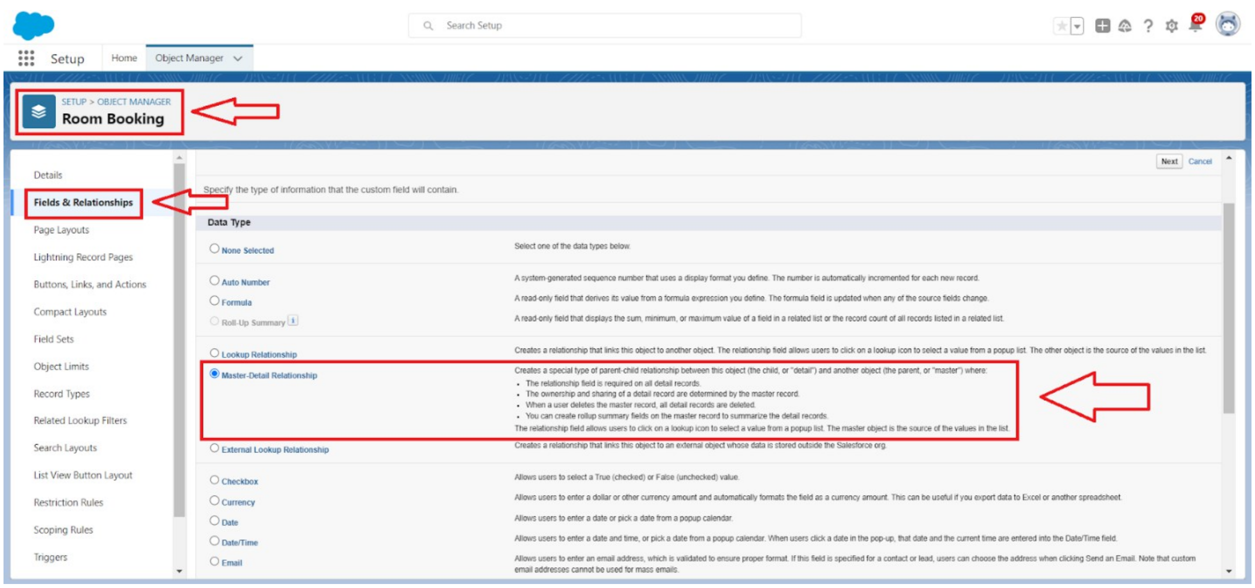
To create fields &relationship to an object:



1. Go to setup > clickon Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
2. Now click on "Fields& Relationships" > New

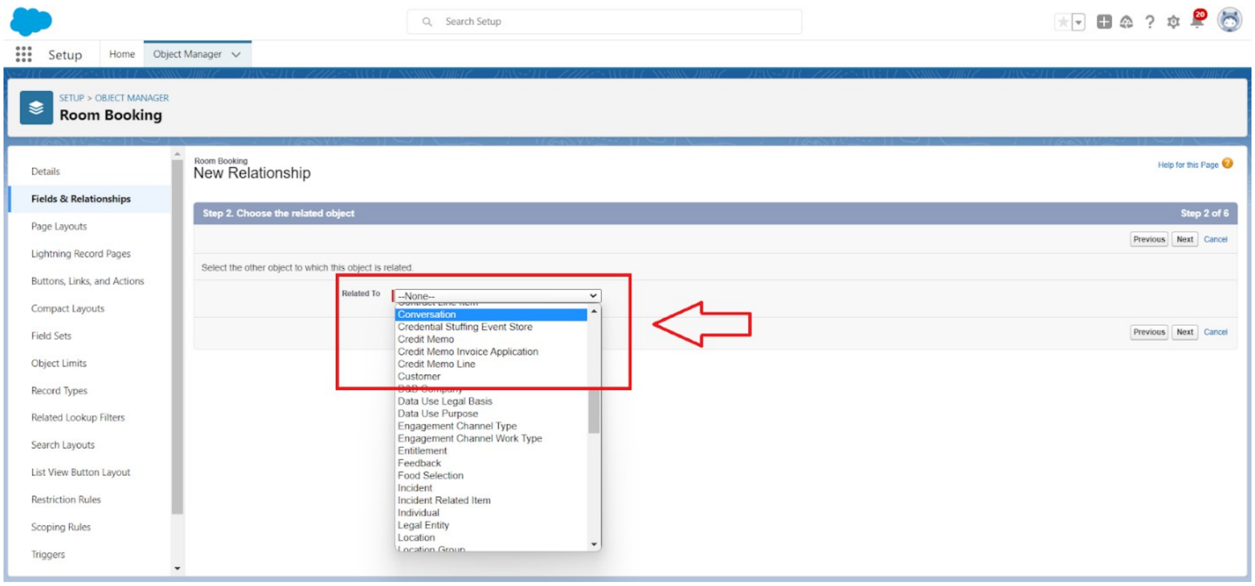


3. Select Data Type as a “Master-detail Relationship”

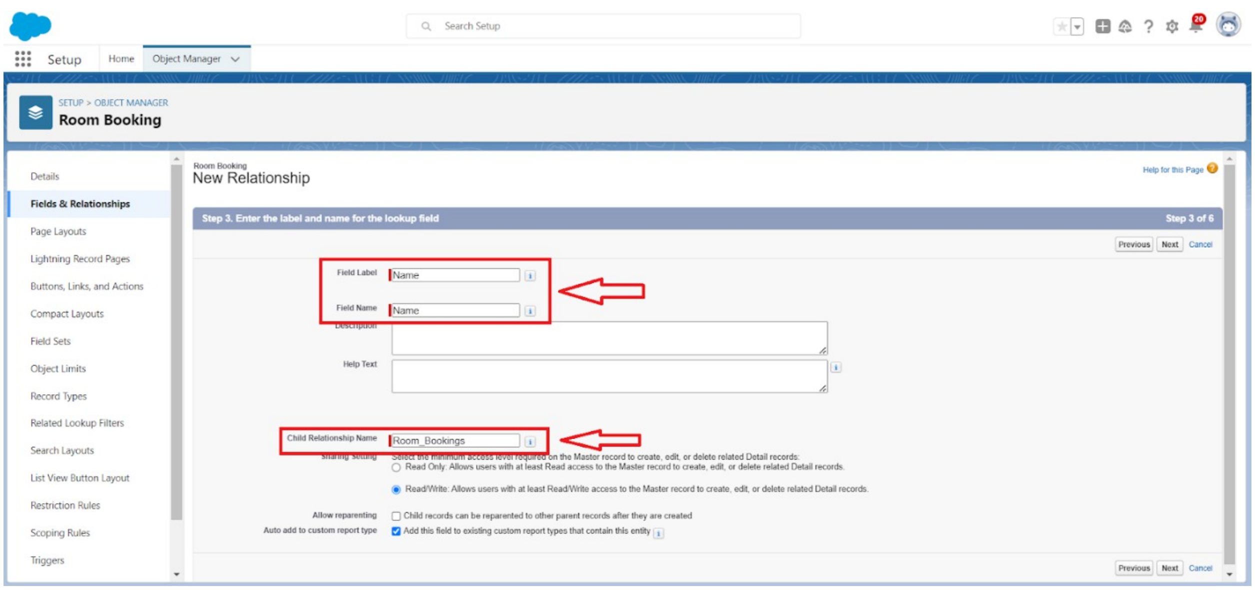


4. Click on Next

5. Click on the Relatedto drop down and Select the “Customer1” object and click on Next



6. Fill the Above as following:
    a. Change the FieldLabel: Name



    b.
        Field Name : It’s gets auto generated
    c. Click on Next > Next > Save and new.

3. **To create fields in an object:**
    a. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
    b. Now click on “Fields & Relationships” > New

c. Select Data Type as a “Checkbox”
d. Click on Next
e. Fill the Above as following:

- Field Label: AC-3000
- Field Name :It’s gets auto generated

- Click on Next > Next > Save and new

4. **To create fieldsin an object:**
   a. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
   b. Now click on “Fields & Relationships” > New
   c. Select Data Type as a “Checkbox”
   d. Click on Next
   e. Fill the Above as following:

- Field Label: AdvancePayment for 1 Month
- Field Name :It’s gets auto generated
- Click on Next > Next > Save and new

5. **To create fieldsin an object:**
   a. Go to setup ? click on Object Manager? type object name(Room Booking)in the search bar ? click on the object.
   b. Now click on “Fields & Relationships” ? New
   c. Select Data Type as a “Currency”
   d. Click on Next
   e. Fill the Above as following:

- Field Label: Amount
- Length: (18,0)
- Field Name :It’s gets auto generated
- Click on Next > Next > Save and new

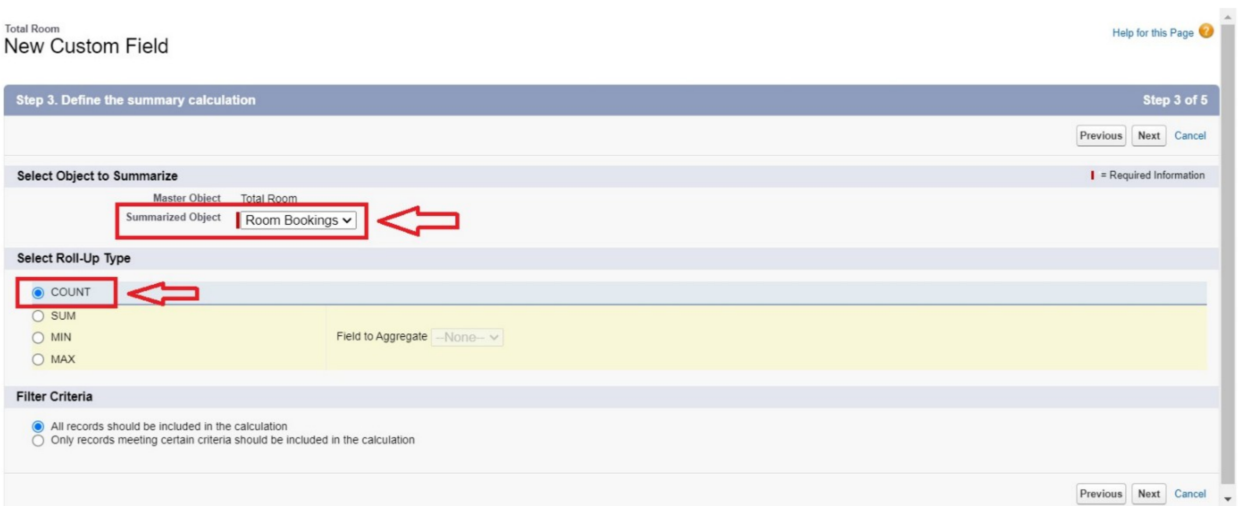
6. **To Create a Fields & Relationship to an Object**

1. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
2. Now click on “Fields & Relationships” ? New
3. Select Data Type as a “Master-detail Relationship”
4. Click on Next
5. Click on the Relatedto drop down and Selectthe “Total Rooms” object and click on Next

a. Fill the Above as following:
b. Change the FieldLabel: Total No Of Rooms
c. Field Name :It’s gets auto generated
d. Click on Next > Next > Save and new.

7. **To Create a Rollup SummaryField in “TotalRoom Object”**

1. After Creatingthe Master- DetailRelationship Than Only you can create the Rollup Summary
2. Goto setup > click on Object Manager> type object name(Total Rooms) in the search bar > click on the object.
3. Now click on “Fields& Relationships” ? New
4. Select Data type as a “Roll-upSummary” and Click on Next
   a. Fill the Above as following:
   b. Field Label: Rooms Booked
   c. Field Name :It’s gets auto generated
   d. Click on Next
5. Select the Room Bookingsin the Summarized Object

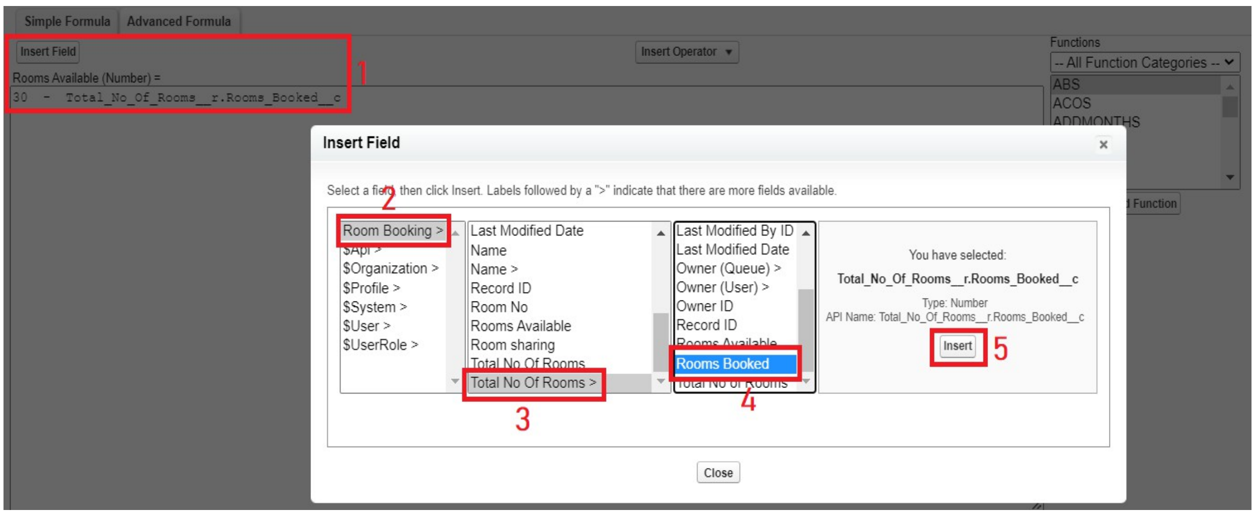


6. Select the count Radio button in the select Roll-upType
7. Click on Next > Next > Save and new

8. **To create fieldsin an object:**

1. Go to setup > click on Object Manager> type objectname(Rooms Booking) in the searchbar > click on the object.
2. Now click on “Fields & Relationships” > New
3. Select Data type asa “Formula” and Click on Next

4. Fill the Above as following:
    a. Field Label: Rooms Available
    b. Field Name : It’s gets auto generated
    c. Select the FormulaReturn Type as “Number”
    d. Select the Decimalplaces as “0” and Clickon Next
    e. Click on the Advanced Formula and Enter the value in formula box “ 30 - ” and Click on insert field than you will find a pop window under the Room Booking selectthe Total No Of Roomsin the second Column and select the Room Booked in the third column and click on insert “



30 - Total_No_Of_Rooms__r.Rooms_Booked__c ” and Check Syntax

    f. Click on Next > Next > Save and new.

9. **To create fieldsin an object:**

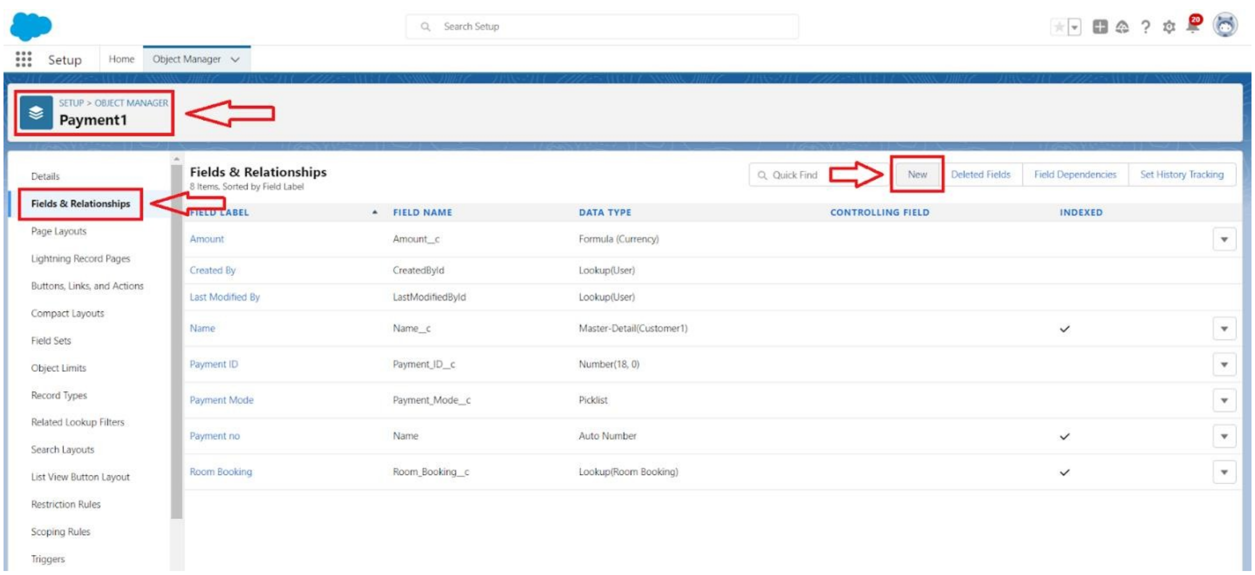
1. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
2. Now click on “Fields & Relationships” > New
3. Select Data Type as a “Checkbox”
4. Click on Next
5. Fill the Above as following:
    a. Field Label: Check in
    b. Field Name :It’s gets auto generated
    c. Click on Next > Next > Save and new

10. **To create fieldsin an object:**

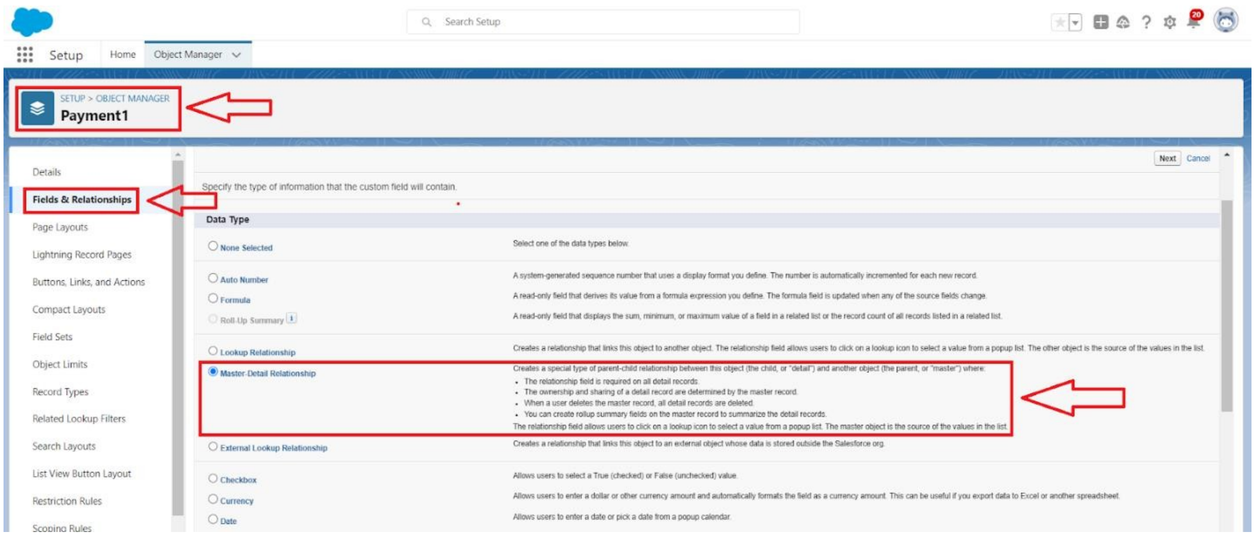
1. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
2. Now click on “Fields & Relationships” ? New
3. Select Data Type as a “Checkbox”
4. Click on Next
5. Fill the Above as following:
    a. Field Label: Check Out
    b. Field Name :It’s gets auto generated
    c. Click on Next > Next > Save and new

Creation of Fields& Relationship for Payment1 Object

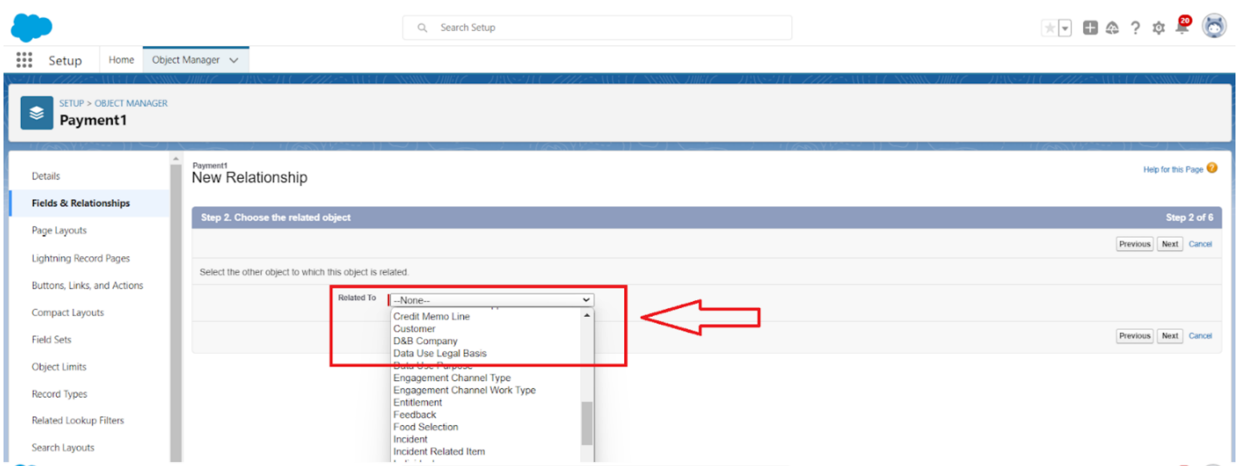
1. **To createfields & relationship to an object:**
    a. Go to setup > click on ObjectManager > type object name(Payment1) in the search bar > click on the object.

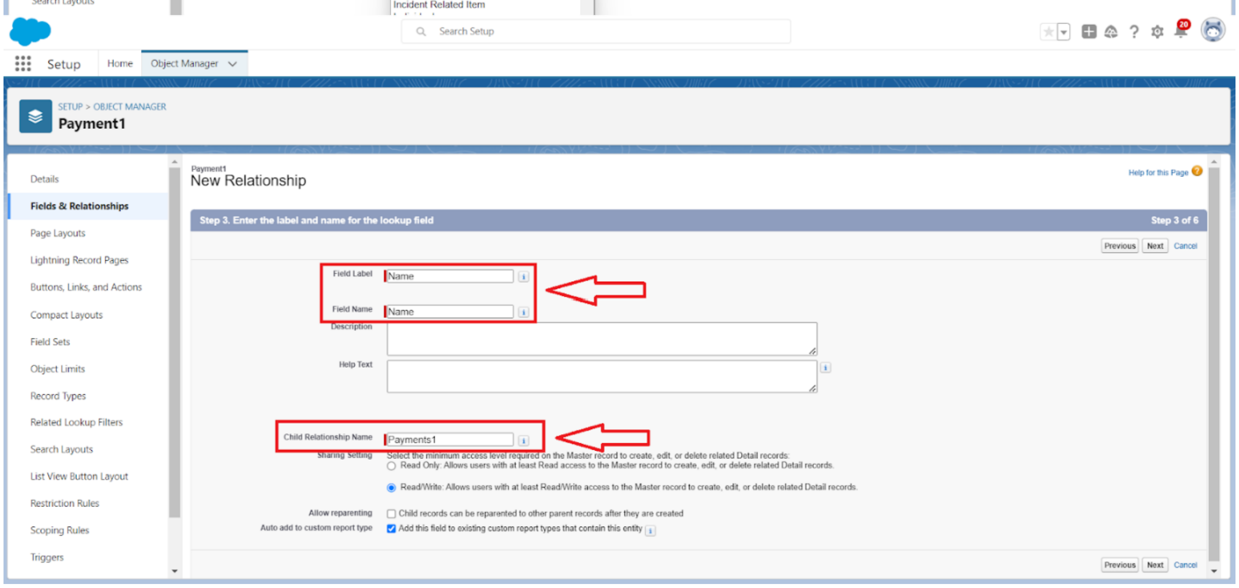


    b. Now click on “Fields& Relationships” > New
    c. Select Data Type as a “Master-detail Relationship”



d. Click on Next





e.

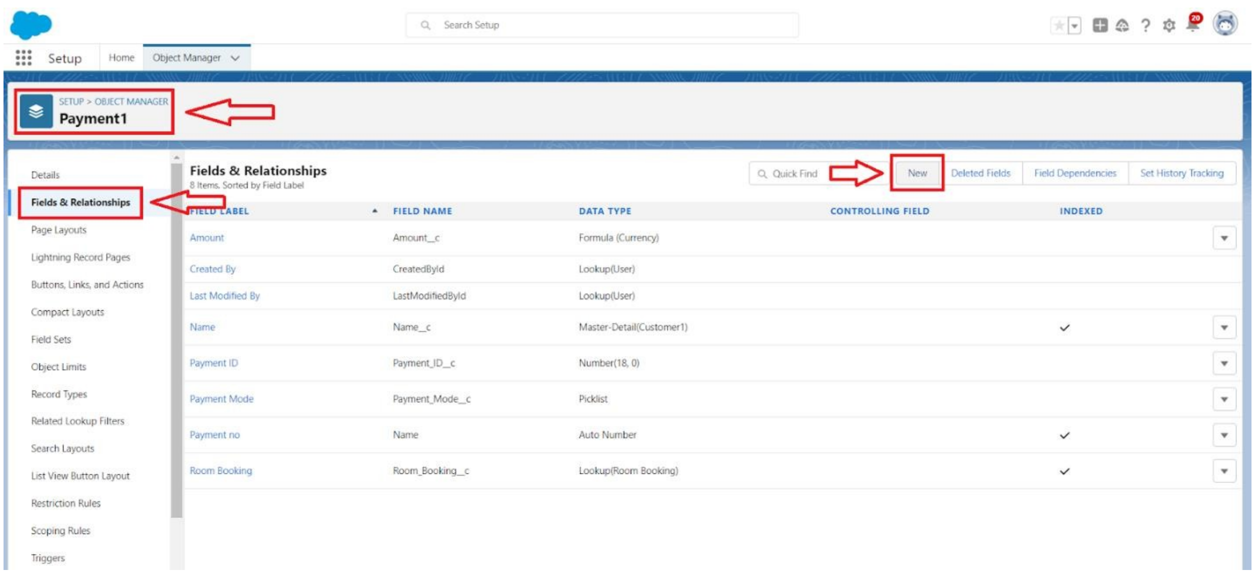
Click on the Related to drop down and Selectthe Customer1 objectand click on Next

f. Fill the Above as following:
   i. Change the Field Label: Name

   ii. Field Name :It’s gets auto generated

   iii. Click on Next > Next > Save and new.

2. **To createanother fields & relationship to an object:**
   a. Go to setup > click on ObjectManager > type object name(Payment1) in the search bar > click on the object.

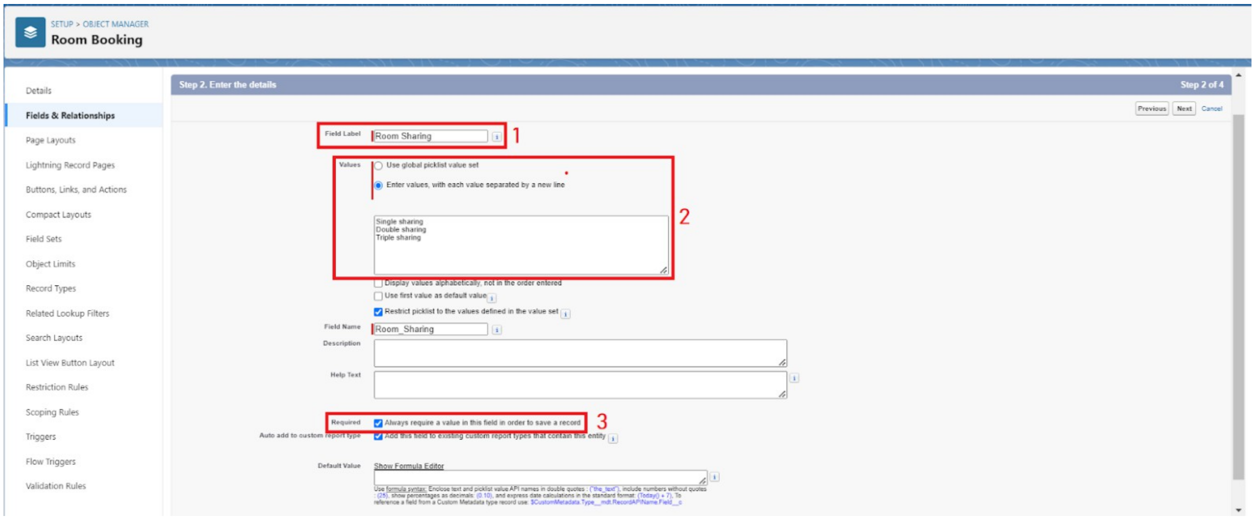


b.

Now click on “Fields& Relationships” > New

c. Select Data Type as a “Lookup Relationship”

d. Click on Next



a. Fill the Above as following:

i. Field Label:Room Sharing

ii. Value - Select entervalues with each value separated by a new line

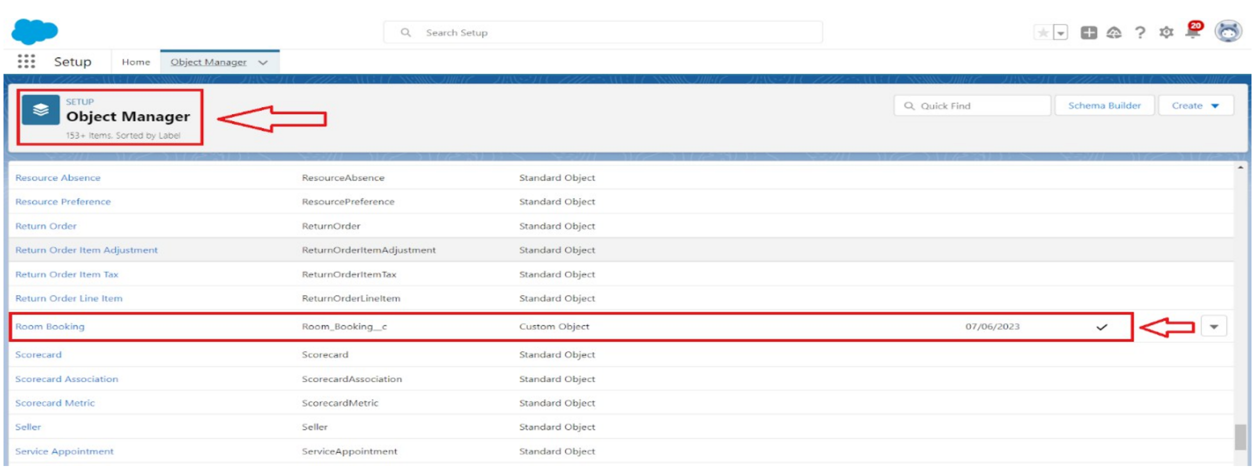
1. Single sharing
2. Double sharing
3. Triple sharing

a. Select required

b. Click on Next > Next > Save and new.

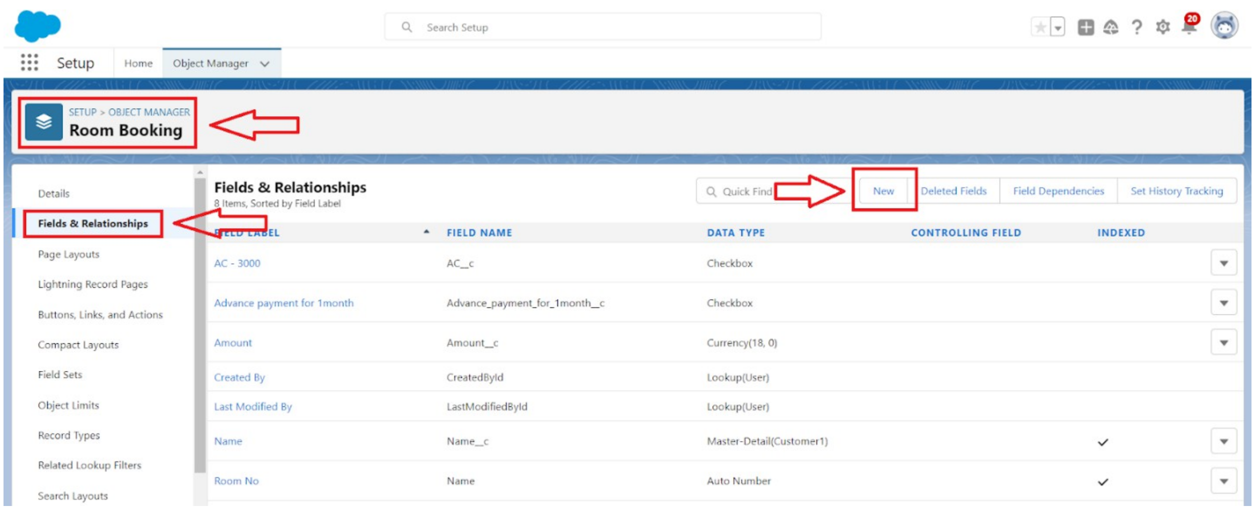
2. **To Create a Fields &Relationship to an Room BookingObject**

To create fields &relationship to an object:

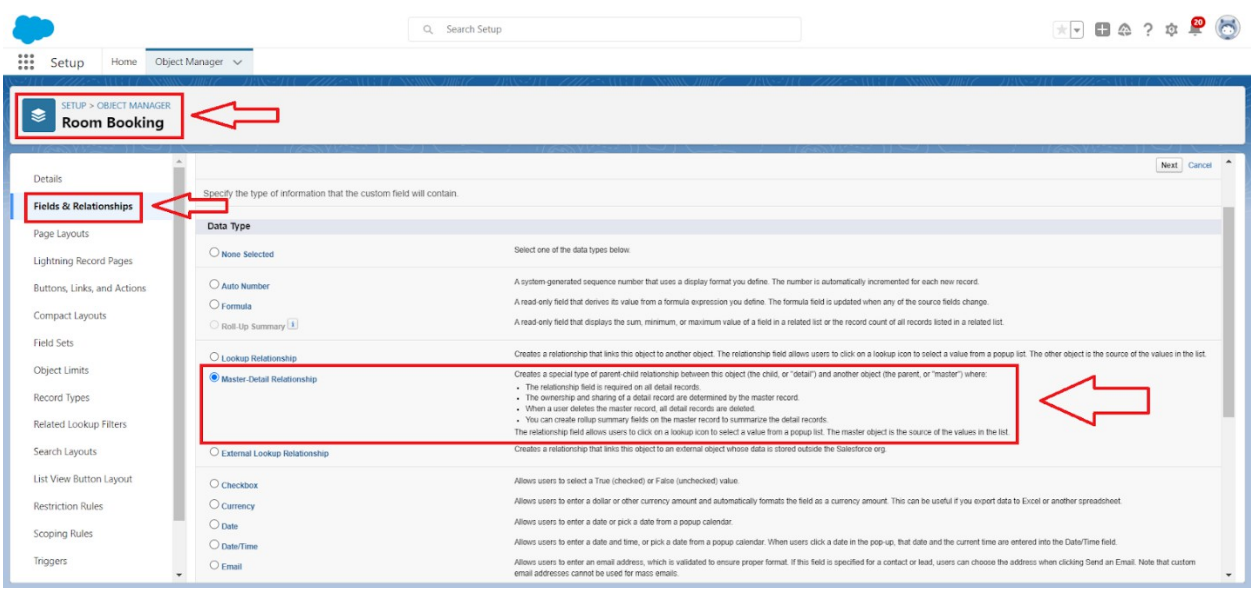


1. Go to setup > clickon Object Manager> type objectname(Room Booking) in the searchbar > click on the object.

2. Now click on “Fields& Relationships” > New

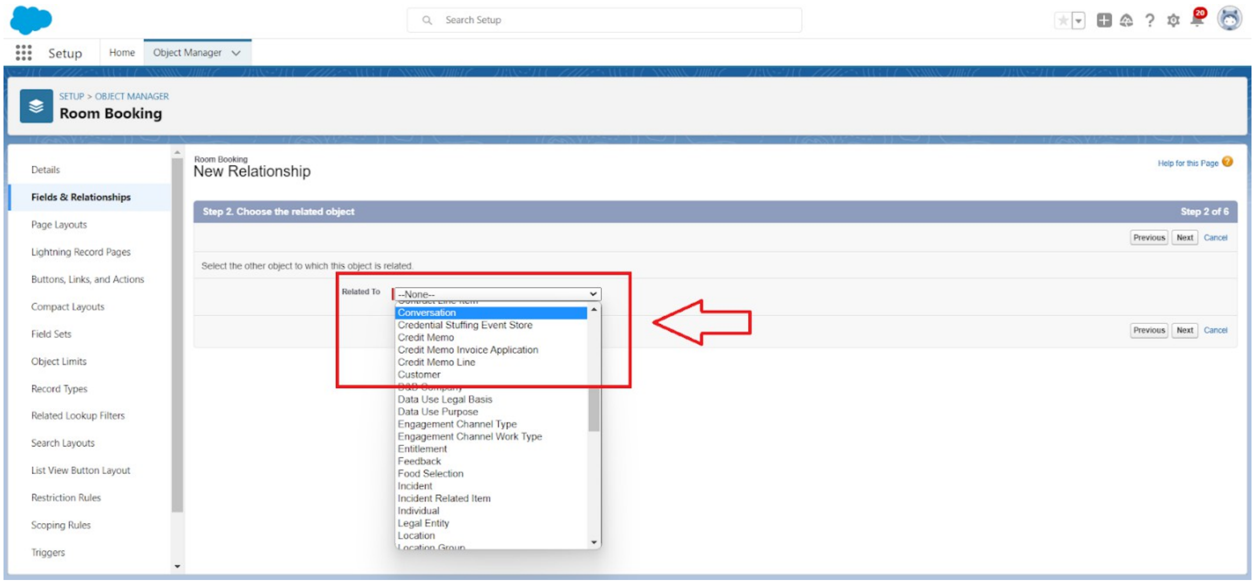


1. Select Data Type as a “Master-detail Relationship”

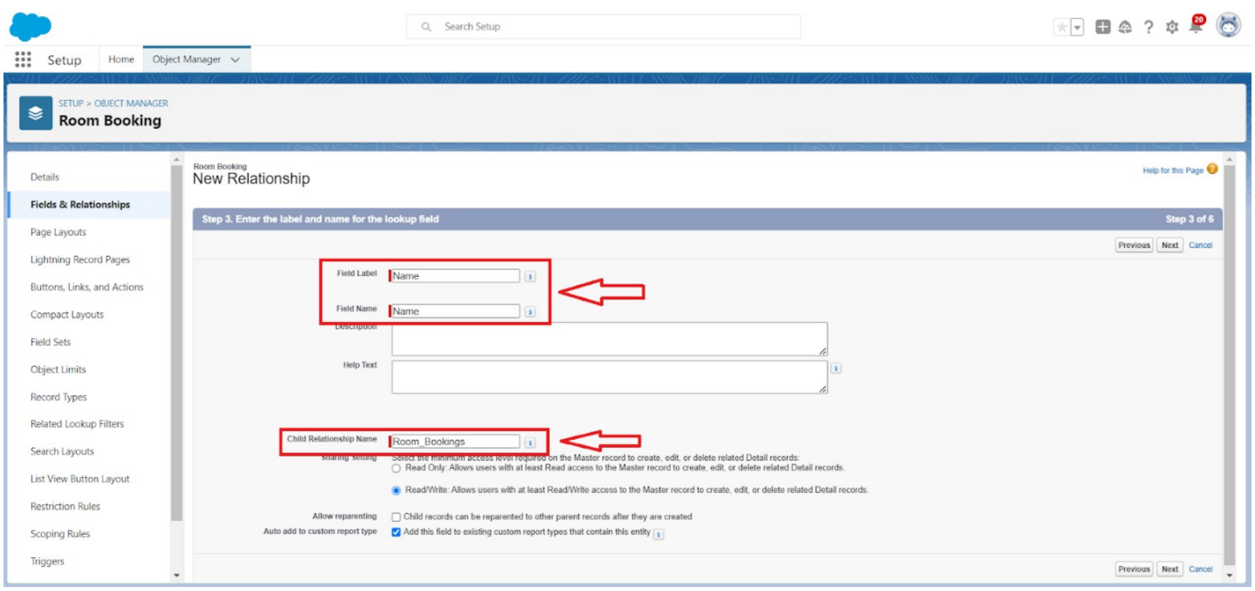


2. Click on Next

3. Click on the Relatedto drop down and Select the “Customer1” object and click on Next



4. Fill the Above as following:
    a. Change the FieldLabel: Name



    b.
        Field Name : It’s gets auto generated
    c. Click on Next > Next > Save and new.

1. **To create fields in an object:**
    a. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.

b. Now click on “Fields & Relationships” > New
c. Select Data Type as a “Checkbox”
d. Click on Next
e. Fill the Above as following:

- Field Label: AC-3000
- Field Name :It’s gets auto generated

- Click on Next > Next > Save and new

2. **To create fieldsin an object:**
   a. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
   b. Now click on “Fields & Relationships” > New
   c. Select Data Type as a “Checkbox”
   d. Click on Next
   e. Fill the Above as following:

- Field Label: AdvancePayment for 1 Month
- Field Name :It’s gets auto generated
- Click on Next > Next > Save and new

3. **To create fieldsin an object:**
   a. Go to setup ? click on Object Manager? type object name(Room Booking)in the search bar ? click on the object.
   b. Now click on “Fields & Relationships” ? New
   c. Select Data Type as a “Currency”
   d. Click on Next
   e. Fill the Above as following:

- Field Label: Amount
- Length: (18,0)
- Field Name :It’s gets auto generated
- Click on Next > Next > Save and new

4. **To Create a Fields & Relationship to an Object**

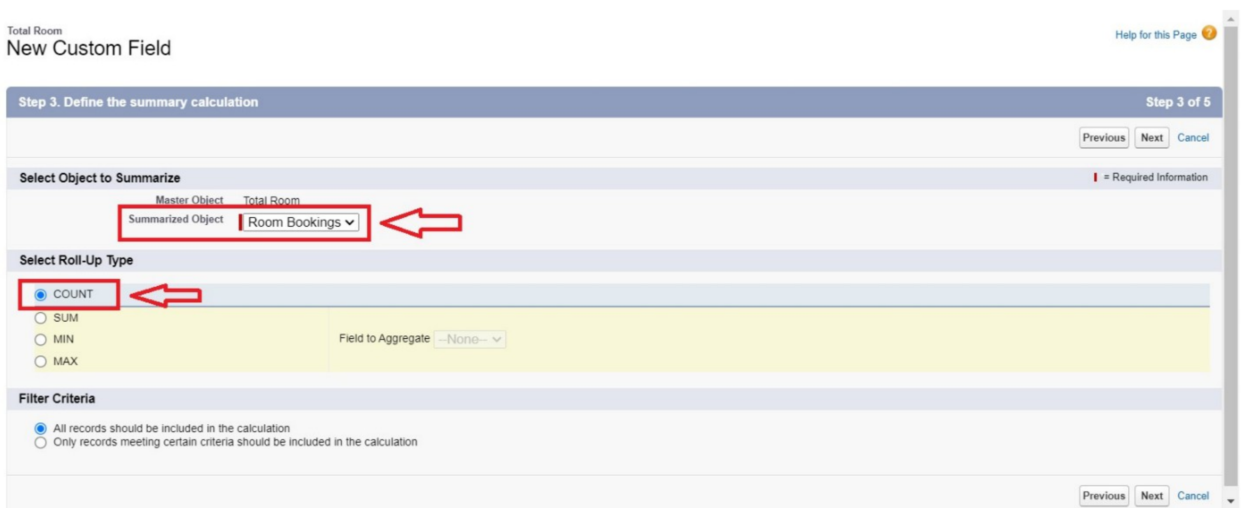
1. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
2. Now click on “Fields & Relationships” ? New
3. Select Data Type as a “Master-detail Relationship”
4. Click on Next
5. Click on the Relatedto drop down and Selectthe “Total Rooms” object and click on

Next

a. Fill the Above as following:
b. Change the FieldLabel: Total No Of Rooms
c. Field Name :It's gets auto generated
d. Click on Next > Next > Save and new.

5. **To Create a Rollup SummaryField in "TotalRoom Object"**

1. After Creatingthe Master- DetailRelationship Than Only you can create the Rollup Summary
2. Goto setup > click on Object Manager> type object name(Total Rooms) in the search bar > click on the object.
3. Now click on "Fields& Relationships" ? New
4. Select Data type as a "Roll-upSummary" and Click on Next
   a. Fill the Above as following:
   b. Field Label: Rooms Booked
   c. Field Name :It's gets auto generated
   d. Click on Next
5. Select the Room Bookingsin the Summarized Object



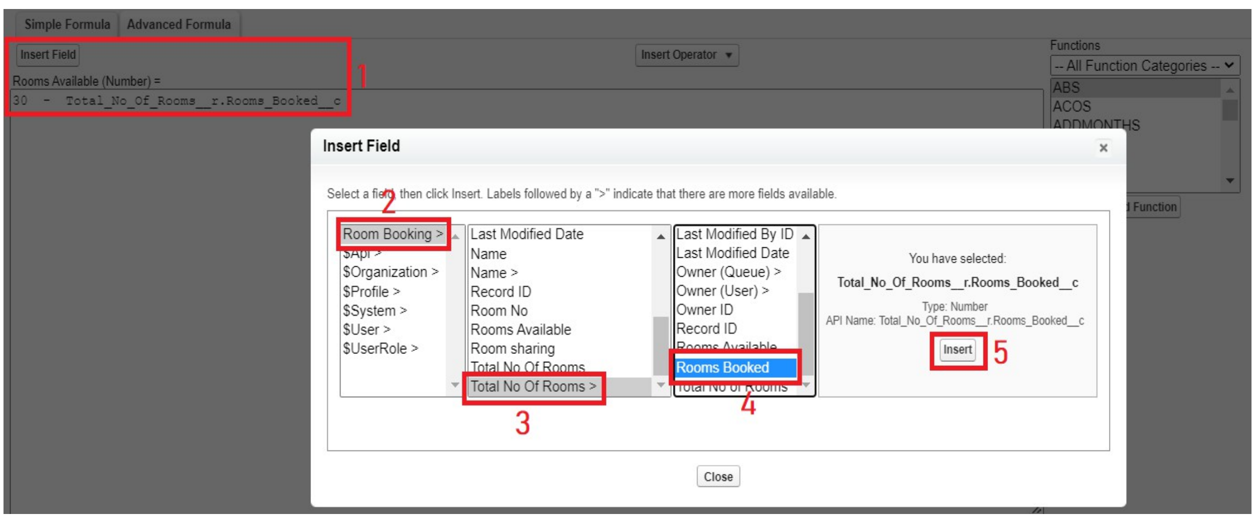
6. Select the count Radio button in the select Roll-upType

7. Click on Next > Next > Save and new

8. **To create fieldsin an object:**

1. Go to setup > click on Object Manager> type objectname(Rooms Booking) in the searchbar > click on the object.

2. Now click on “Fields & Relationships” > New
3. Select Data type asa “Formula” and Click on Next
4. Fill the Above as following:
    a. Field Label: Rooms Available
    b. Field Name : It’s gets auto generated
    c. Select the FormulaReturn Type as “Number”
    d. Select the Decimalplaces as “0” and Clickon Next
    e. Click on the Advanced Formula and Enter the value in formula box “ 30 - ” and Click on insert field than you will find a pop window under the Room Booking selectthe Total No Of Roomsin the second Column and select the Room Booked in the third column and click on insert “



30 - Total_No_Of_Rooms__r.Rooms_Booked__c ” and Check Syntax

    f. Click on Next > Next > Save and new.

1. **To create fieldsin an object:**

1. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
2. Now click on “Fields & Relationships” > New
3. Select Data Type as a “Checkbox”

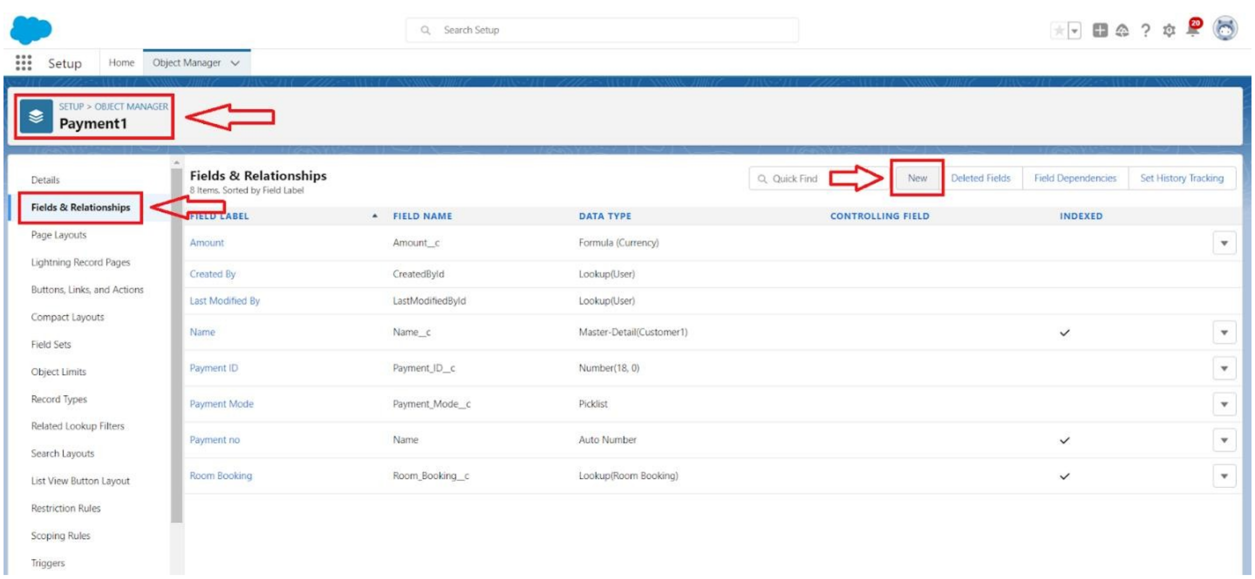
4. Click on Next
5. Fill the Above as following:
    a. Field Label: Check in
    b. Field Name :It’s gets auto generated
    c. Click on Next > Next > Save and new

2. **To create fields in an object:**

1. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
2. Now click on “Fields & Relationships” ? New
3. Select Data Type as a “Checkbox”
4. Click on Next
5. Fill the Above as following:
    a. Field Label: Check Out
    b. Field Name :It’s gets auto generated
    c. Click on Next > Next > Save and new

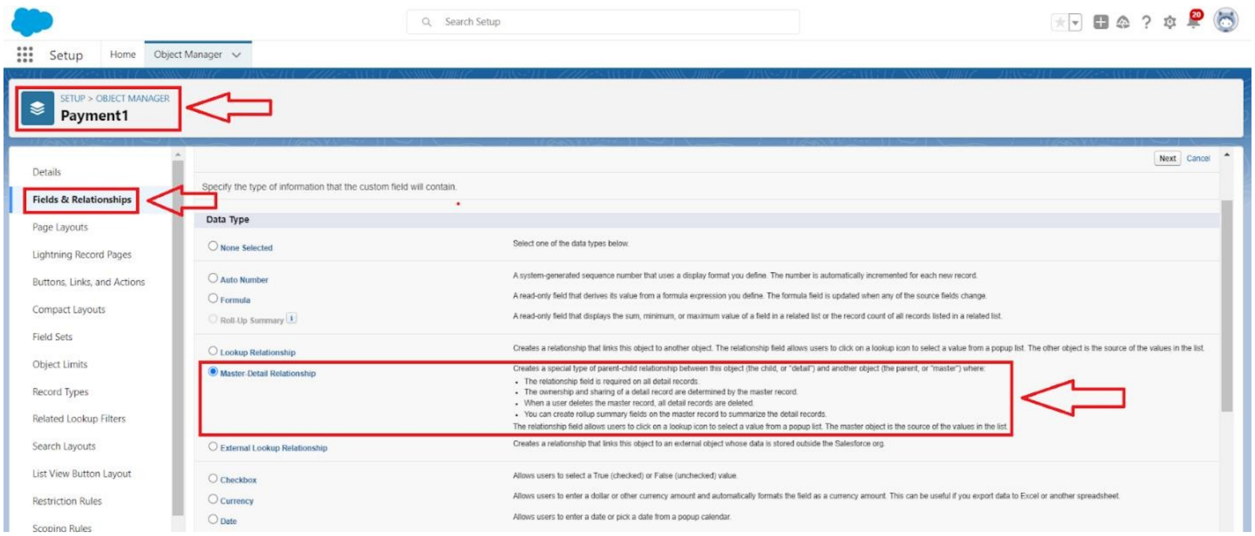
Creation of Fields& Relationship for Payment1 Object

1. **To createfields & relationship to an object:**
    a. Go to setup > click on ObjectManager > type object name(Payment1) in the search bar > click on the object.

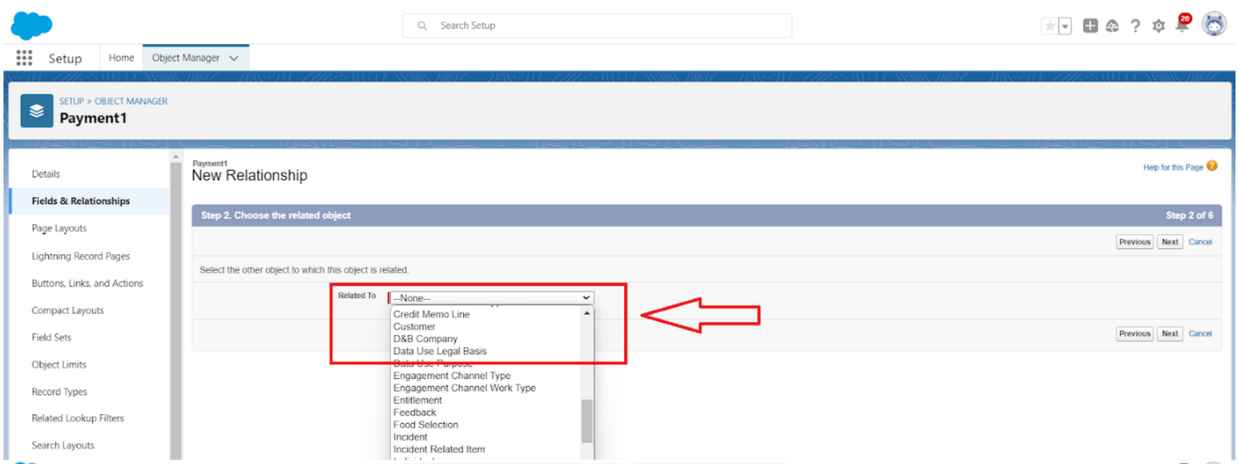


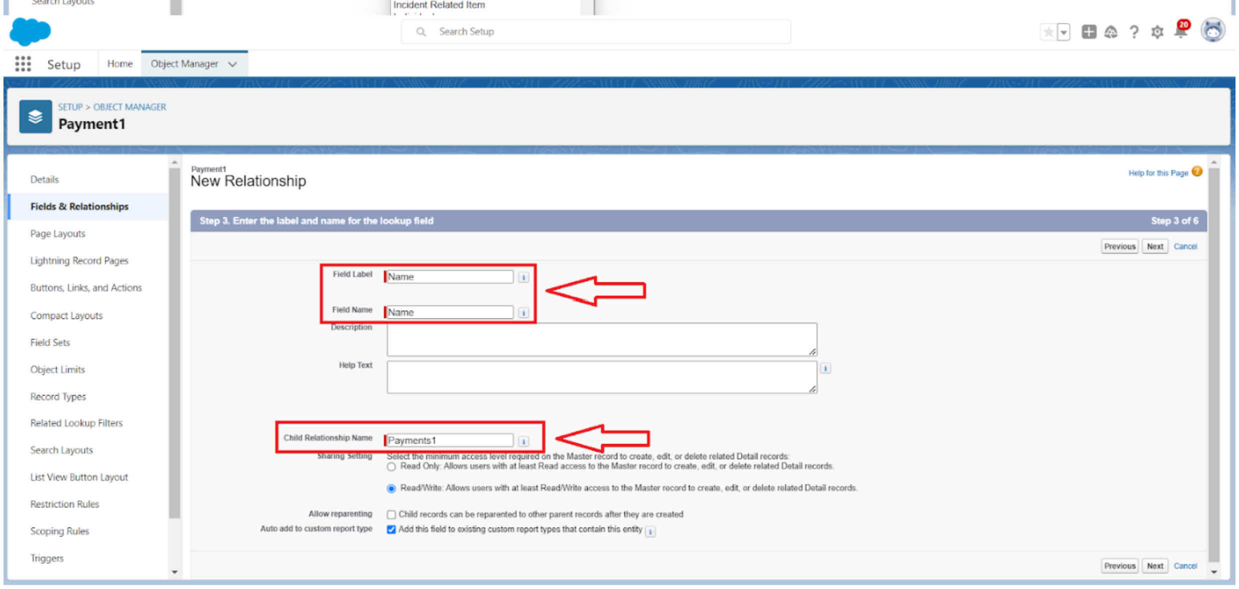
b. Now click on “Fields& Relationships” > New

c. Select Data Type as a “Master-detail Relationship”



d. Click on Next





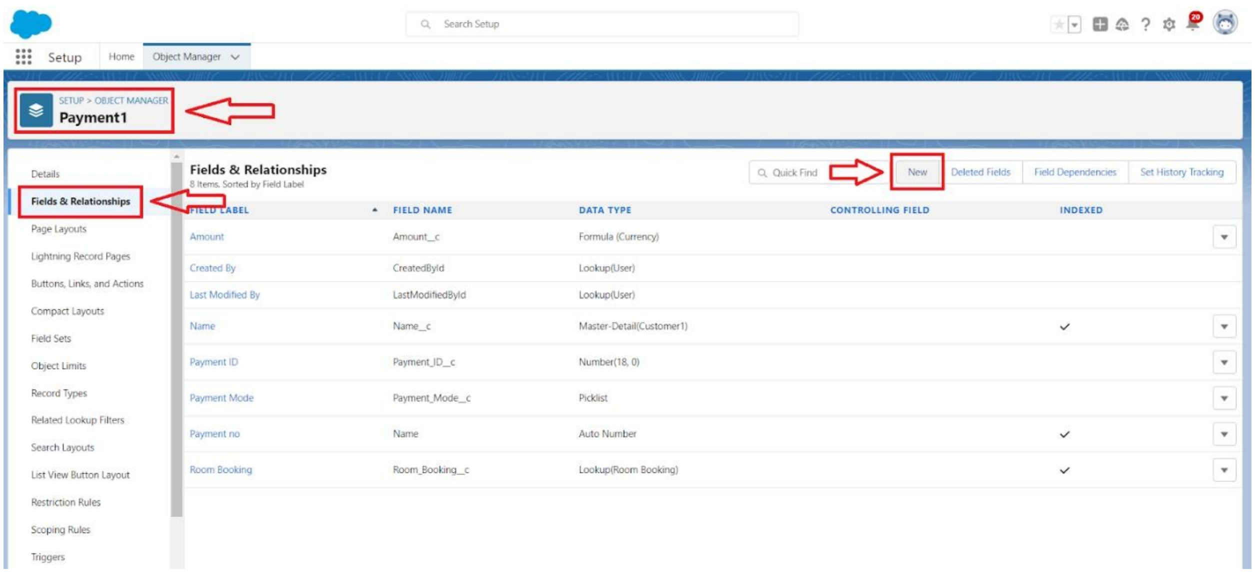
e.

Click on the Related to drop down and Selectthe Customer1 objectand click on Next

f. Fill the Above as following:
   i. Change the Field Label: Name

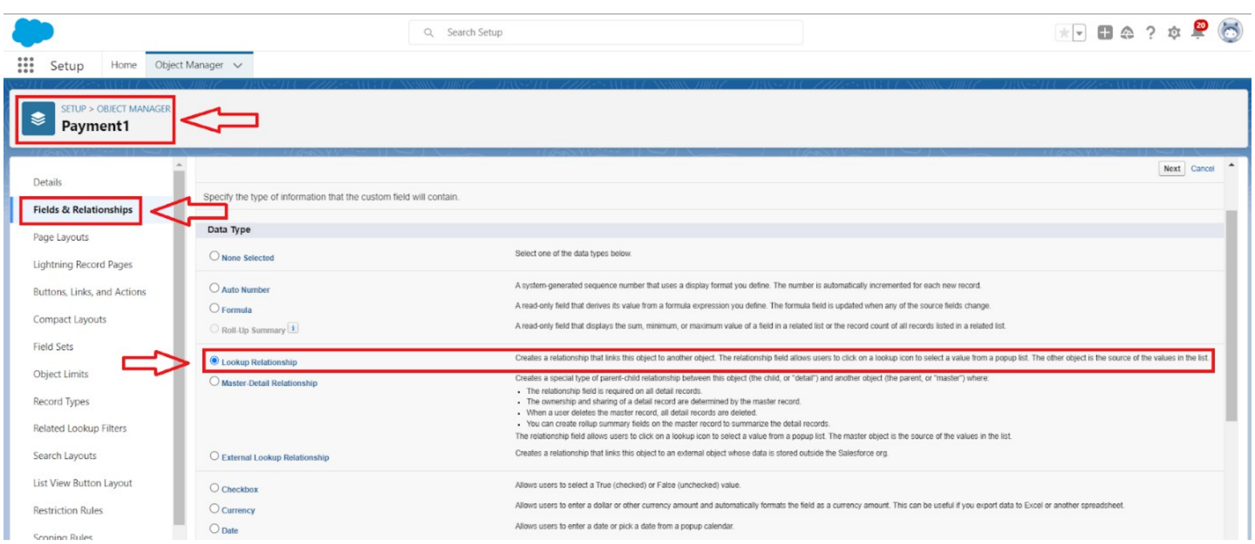
   ii. Field Name :It's gets auto generated
   iii. Click on Next > Next > Save and new.

2. **To createanother fields & relationship to an object:**
   a. Go to setup > click on ObjectManager > type object name(Payment1) in the search bar > click on the object.

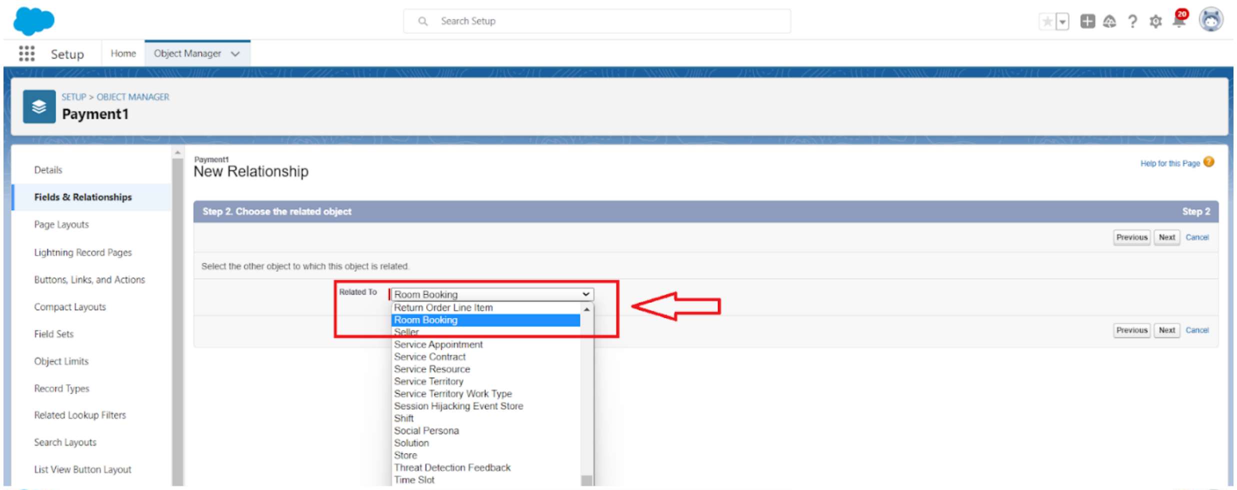


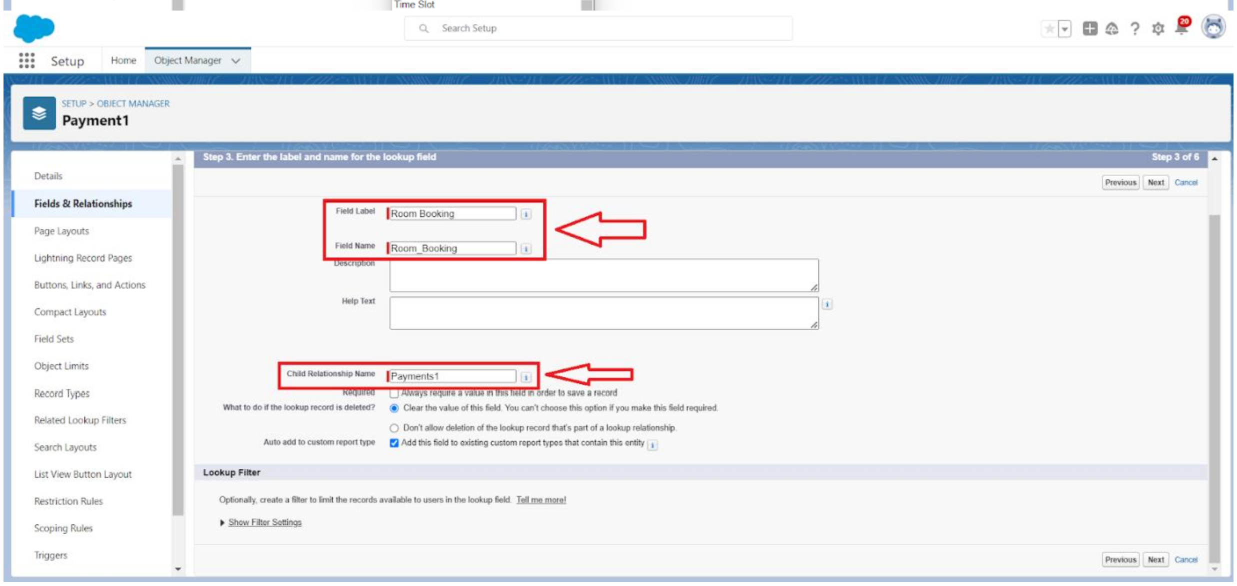
   b.

   Now click on "Fields& Relationships" > New
   c. Select Data Type as a "Lookup Relationship"
   d. Click on Next



e. Click on the Relatedto drop down and Selectthe Room Bookingobject and click on Next





f. Fill the Above as following:

   i. Change the Field Label: Room Booking

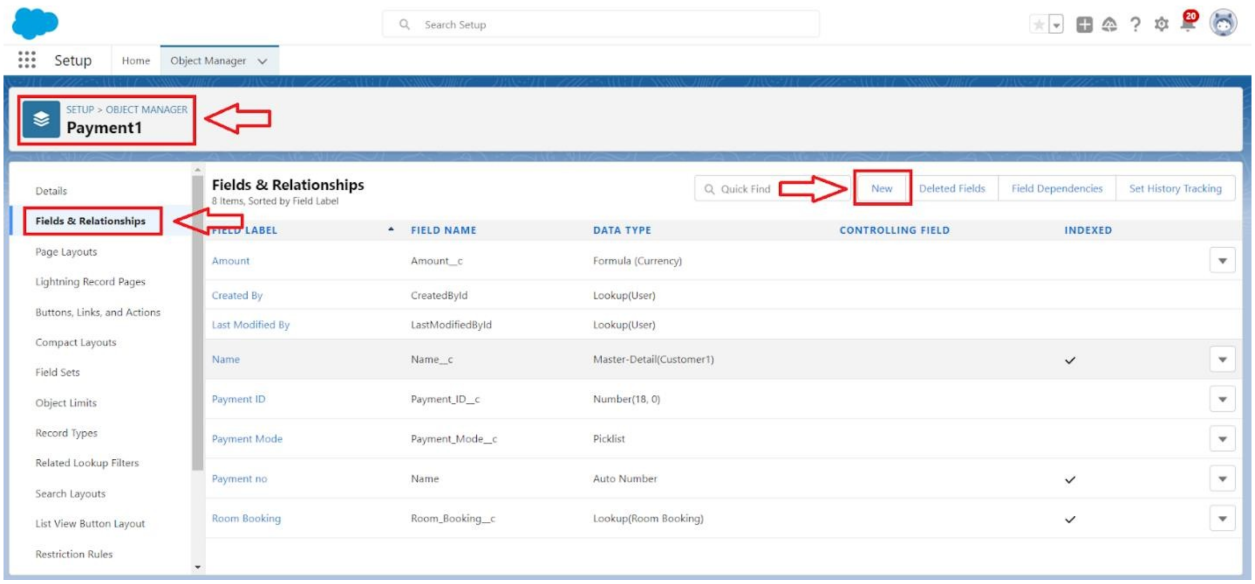
   ii. Field Name :It's gets auto generated

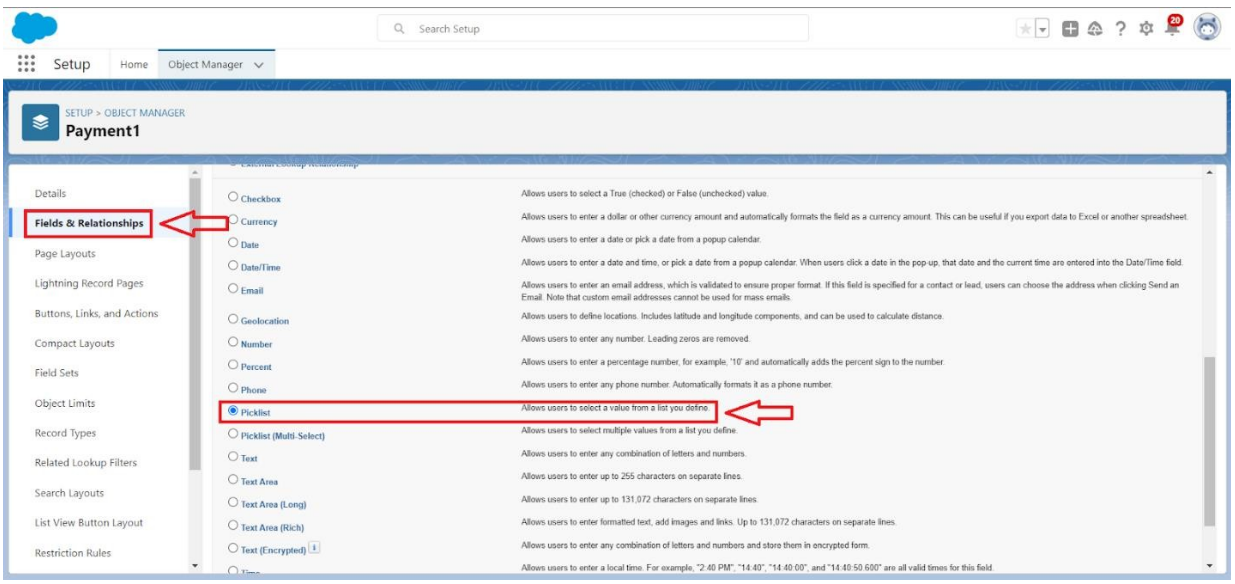
   iii. Click on Next > Next > Save and new.

3. **Creation of another fieldsfor the Payment1object**

To createfields in an object:

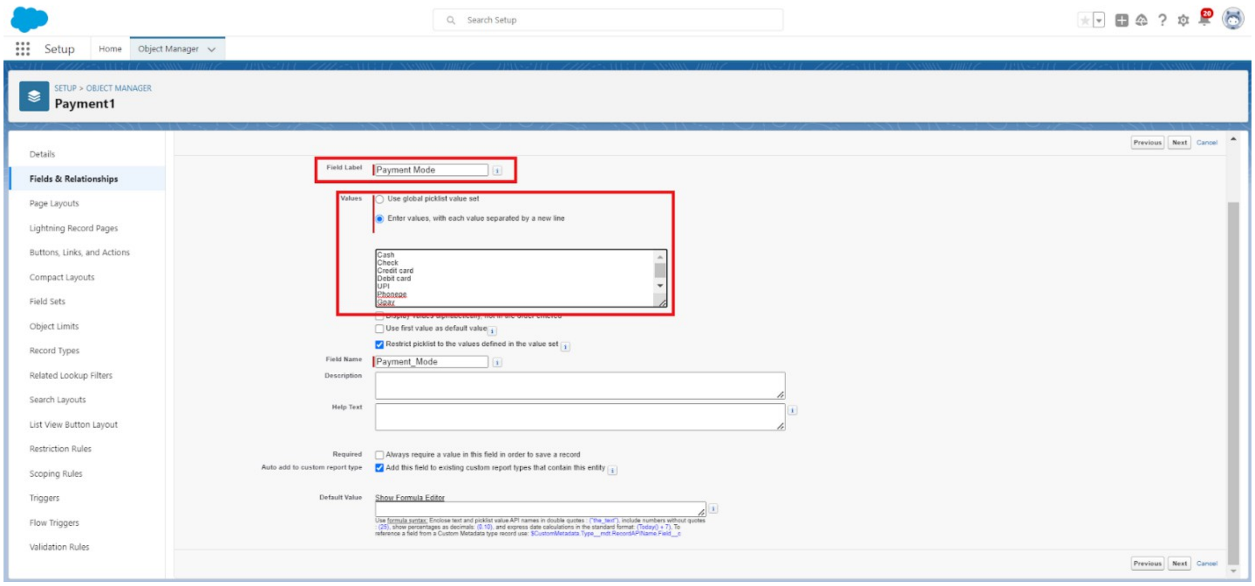
1. Go to setup > click on ObjectManager > type object name(Payment1) in the search bar > click on the object.
2. Now click on "Fields & Relationships" > New





1.

Select Data Type as a “Picklist”



2. Fill the Above as following:
    a. Field Label: PaymentMode
    b. Value - Selectenter values with each value separated by a new line

1. Cash
2. Check
3. Credit card
4. Debit card
5. UPI
6. Phonepe
7. Gpay
8. Paytm
    a. Select required
    b. Click on Next > Next > Save and new.

Cross ObjectFormula Field:

In Salesforce, a cross-object formula field allows you to create a formula that references fields from related objects.It enables you to performcalculations or displaydata from relatedrecords without the need for custom code or complex workflows.

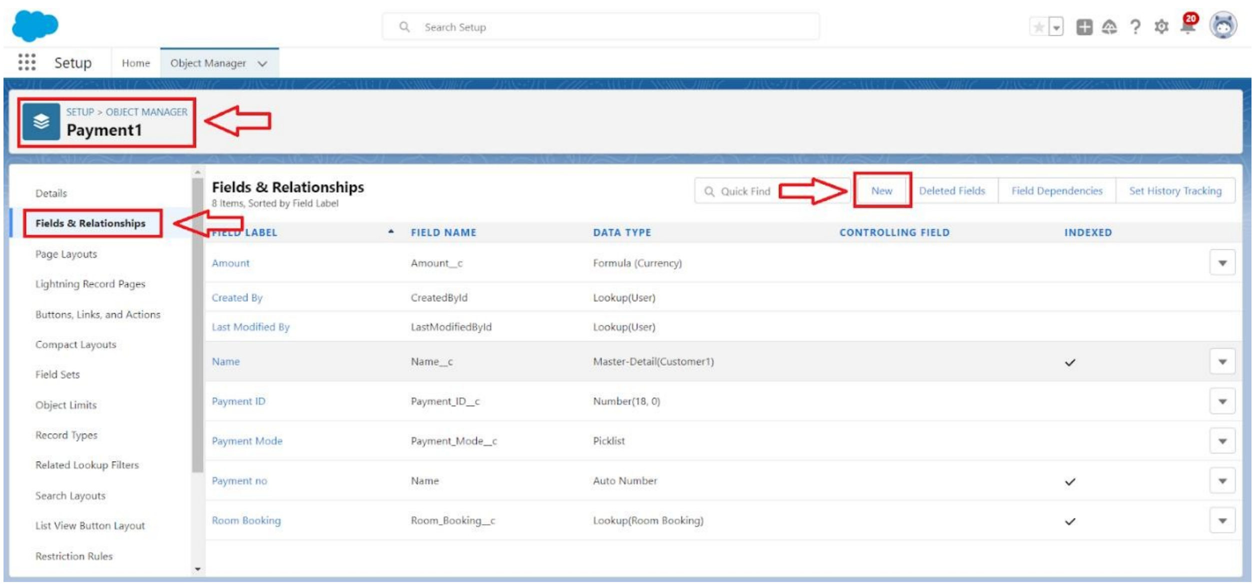
Whydo we need to createthe Cross ObjectFormula Field:

If we want to get the Particular field from anotherobject in that case we will use the Cross object Formula field. For that First we need to create the relationship b/w two objects and relate the field with formula data type.

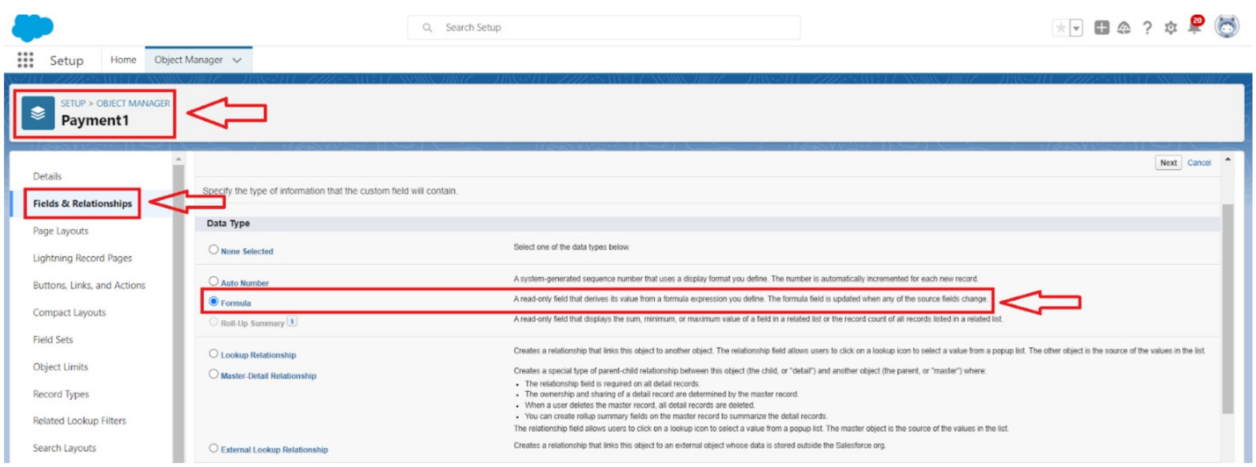
1. **Create a Cross objectformula Field in Payment1 Object**

1. Go to setup > click on ObjectManager > type object name(Payment1) in the search bar > click on the object.

2. Now click on “Fields & Relationships” > New



3. Select Data Type as a “Formula”

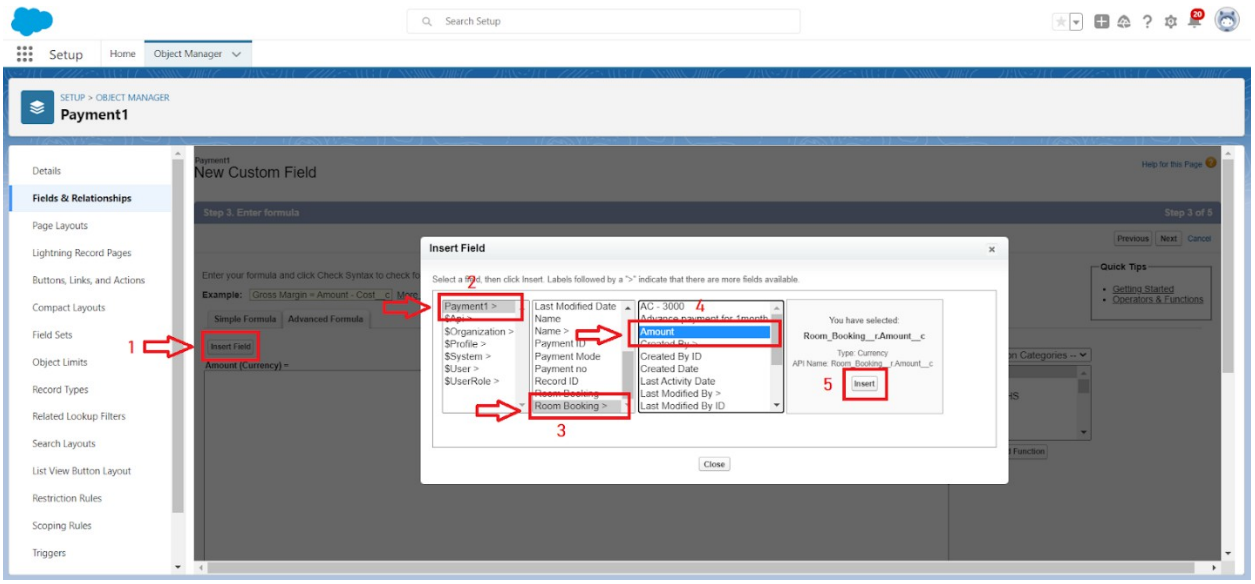


4.

Click on Next

5. Enter the Field label:Amount and Field name: gets auto generated and click on Nex

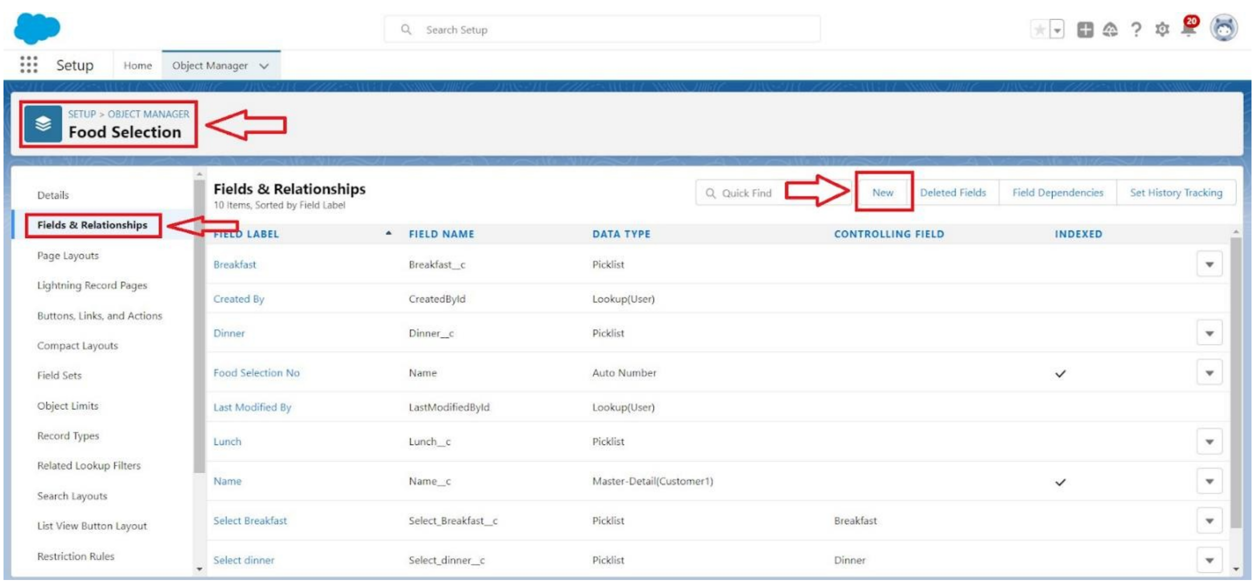
6. In the Advanced FormulaClick on the Insert field in the popup Screen Select the Payment1 and in the second drop down select the Room Booking and in the three drop down select the Amount field and click on Insert “ Room_Booking__r.Amount__c ”.



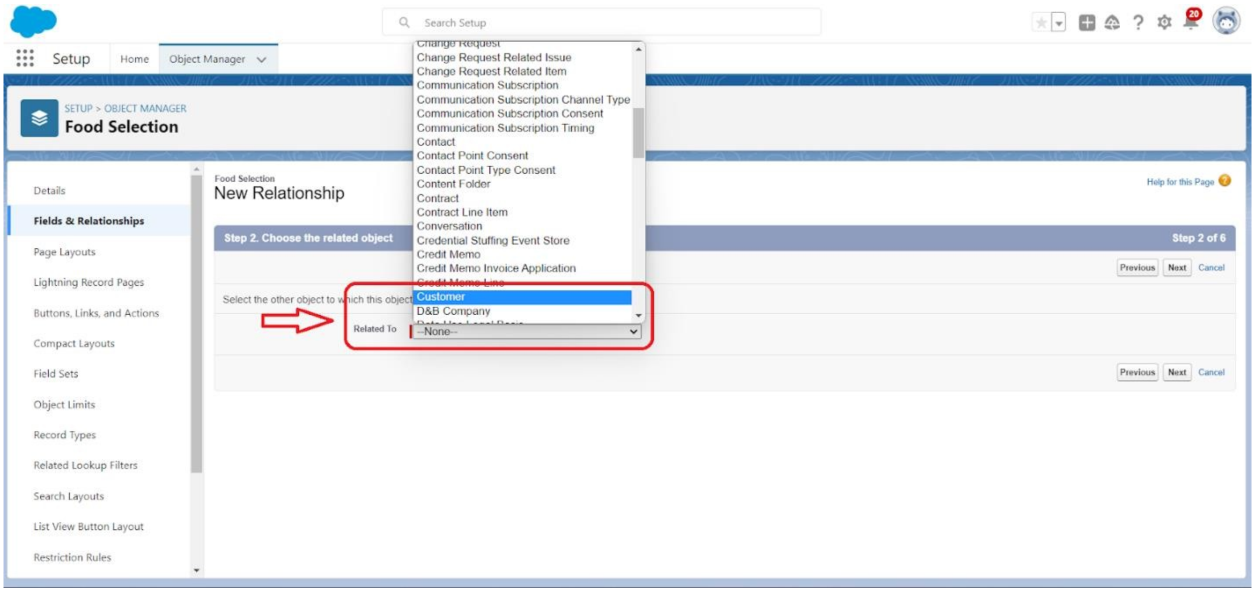
7. Click on the Check syntax: No syntax errors in merge fields
8. Click on Next > Next > Save and new.

Creation of fields for the Food Selection object

1. **To createfields & relationship to an object:**
   a. Go to setup > click on ObjectManager > type object name(RoomBooking) in the search bar > click on the object.



   b. Now click on "Fields& Relationships" > New
   c. Select Data Type as a "Master-detail Relationship"
   d. Click on Next
   e. Click on the Relatedto drop down and Selectthe Customer1 objectand click on Next



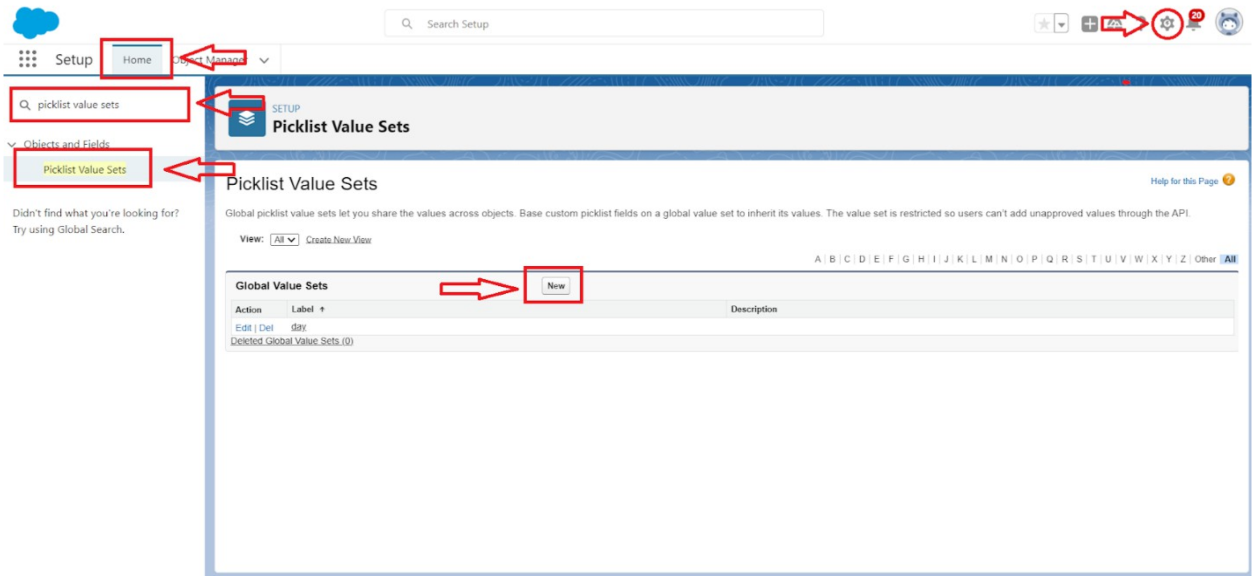
f. Fill the Above as following:
   i. Change the Field Label: Name
   ii. Field Name :It's gets auto generated
   iii. Click on Next > Next > Save and new.

Picklist value sets:

Global picklistvalue sets let you share the values across objects.Base custom picklistfields on a global value set to inherit its values. The value set is restricted so users can't add unapproved values through the API.

Create a picklist valueset:

1. First clickon gear icon and click on setup
2. Click on home tab in the Quick find box search for the " Picklist value sets "

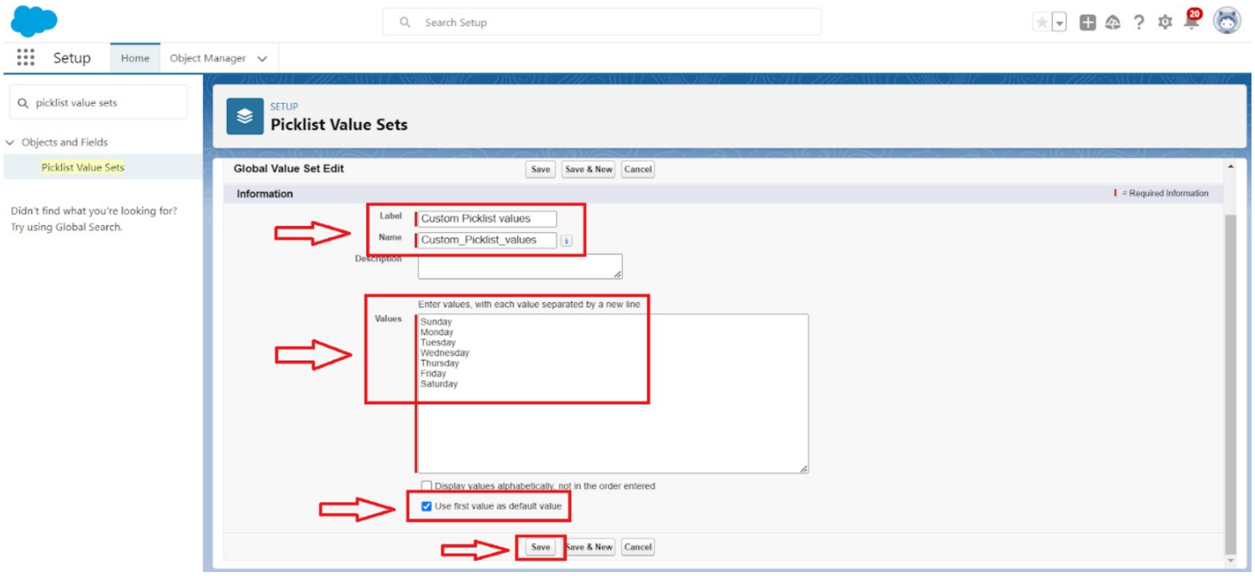


3.

Click on the Picklist valueset and clickon new

4. Enter the Label name and API name automatically Generate
5. Enter the values with each value separated by a new line

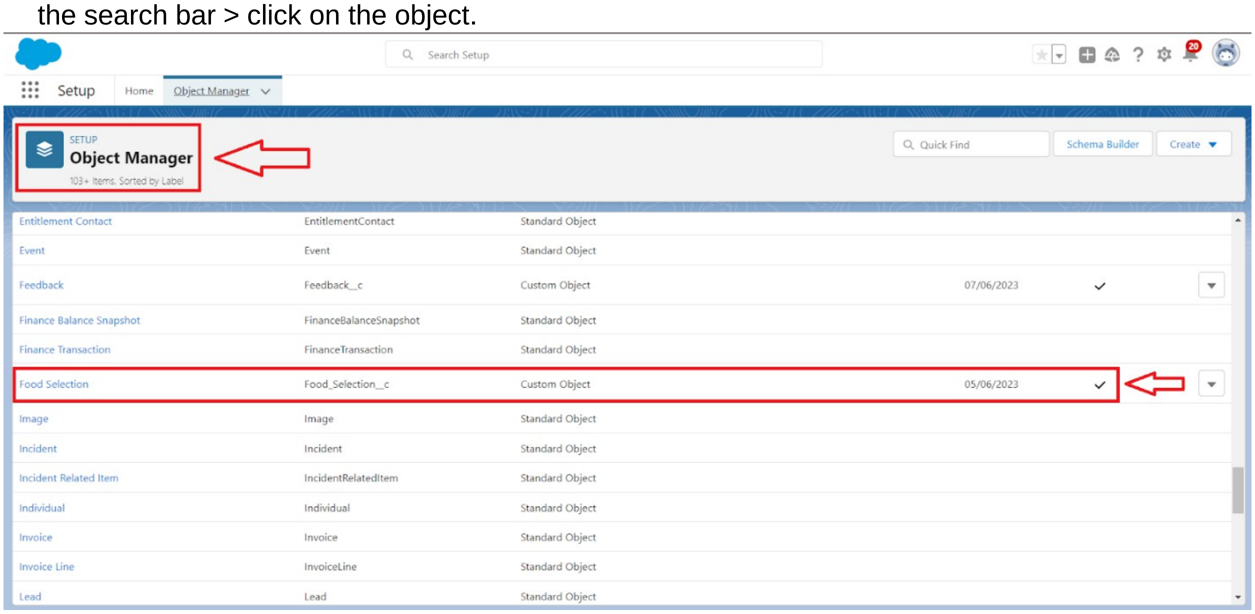
    a. Sunday
    b. Monday
    c. Tuesday
    d. Wednesday
    e. Thursday
    f. Friday
    g. Saturday



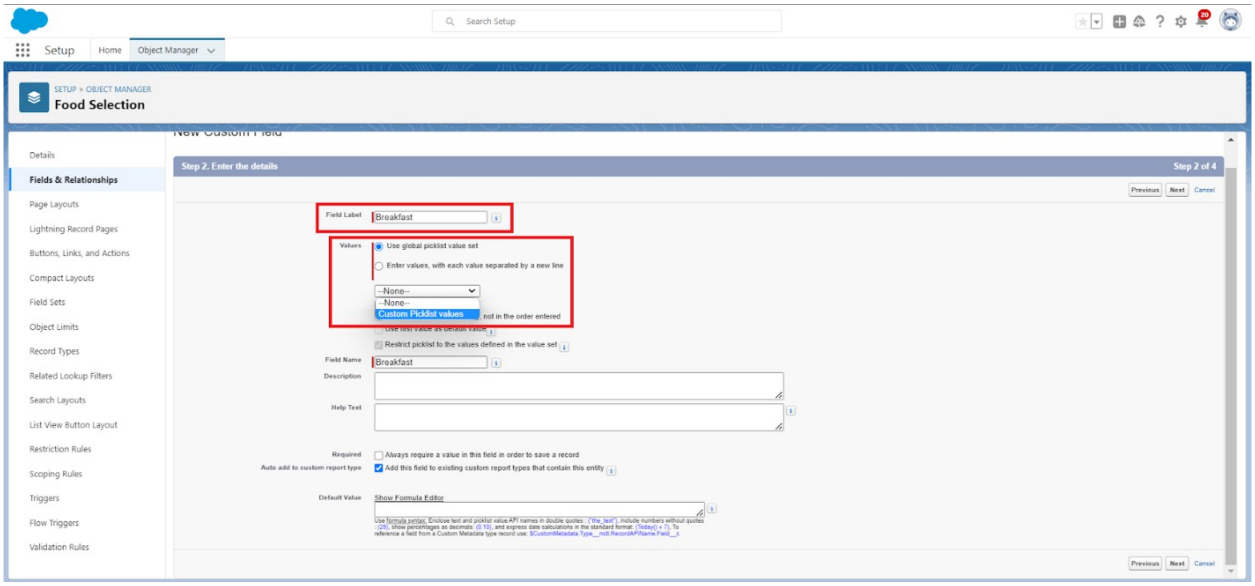
1. Check the Use firstvalue as defaultvalue and Clickon save.
1. **Create a picklist Fieldfor Food selection object**

To createfields in an object:

1. Go to setup > click on Object Manager> type object name(Food Selection) in the search bar > click on the object.



2. Now click on “Fields & Relationships” > New
3. Select Data Type as a “Picklist”

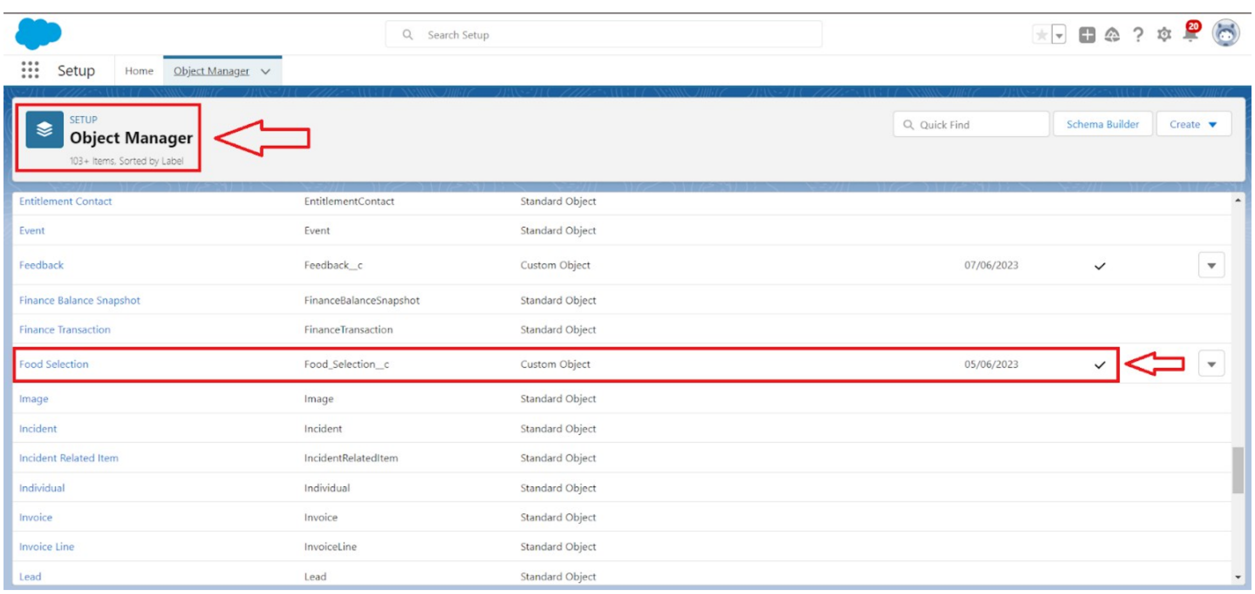


4. Fill the Above as following:
    a. Field Label: Breakfast
    b. Under Value - Select the Use globalpicklist value set
    c. Under the drop down selectthe Custom PicklistValues
    d. Select required
    e. Click on Next > Next > Save and new.

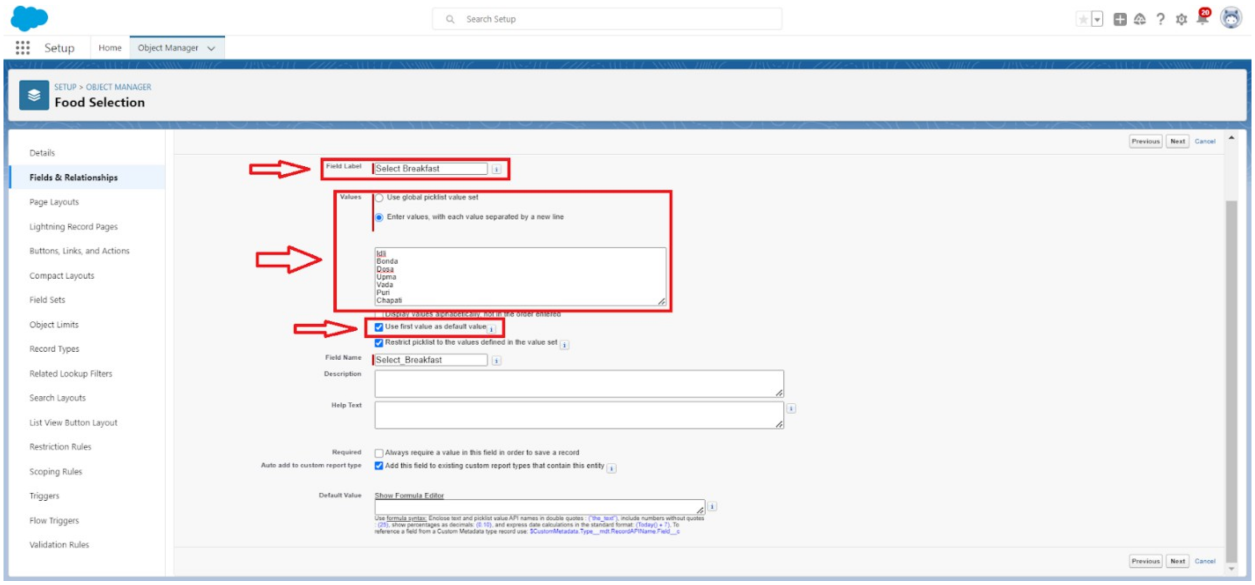
2. **Create a another picklistField for Food selection object**

To create fields in an object :

1. Go to setup > click on Object Manager> type objectname(Food Selection) in the searchbar > click on the object.



1. Now click on “Fields &Relationships” > New



1.

Select Data Type as a “Picklist”

2. Fill the Above as following:
    a. Field Label: Select Breakfast
    b. Under Value - Enter values,with each value separated by a new line
5. Idli
6. Bonda
7. Dosa
8. Upma
9. Vada
10. Puri
11. Chapati
    a. Select Checkbox Use First valueas default Value
    b. Click on Next > Next > Save and new.

Field Dependency:

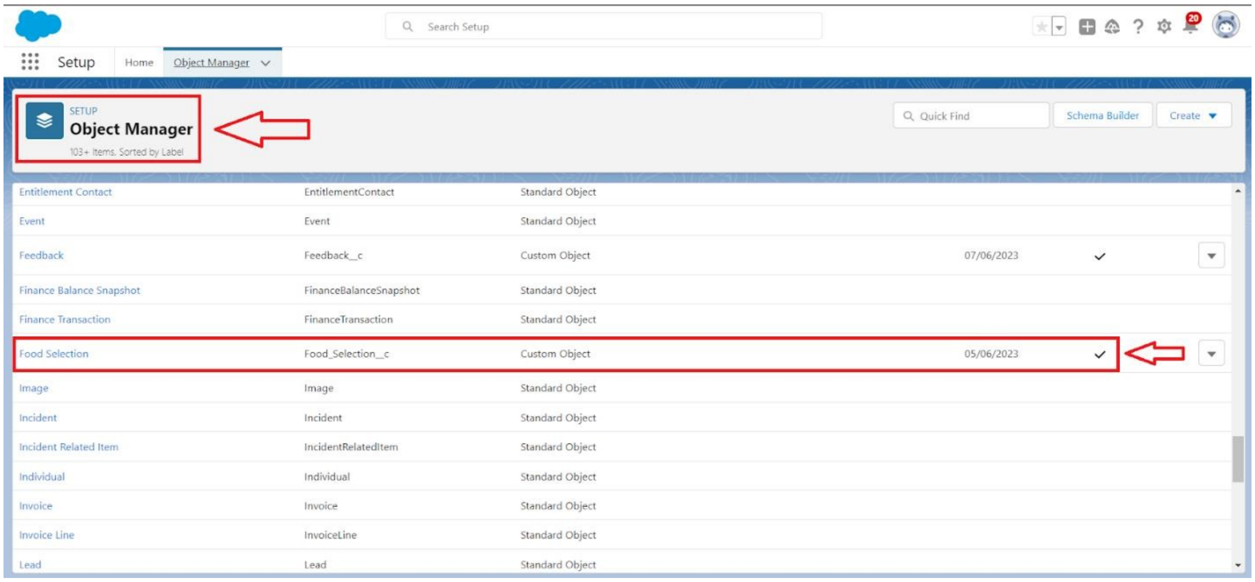
A field dependency refers to a relationship between two fields on an object where the values of one field determine the available values for anotherfield. Field dependencies are commonly used to createpicklist field relationships, where the available options in a dependent picklist are determined by the value selected in a controlling picklist.

Needto use Field Dependency:

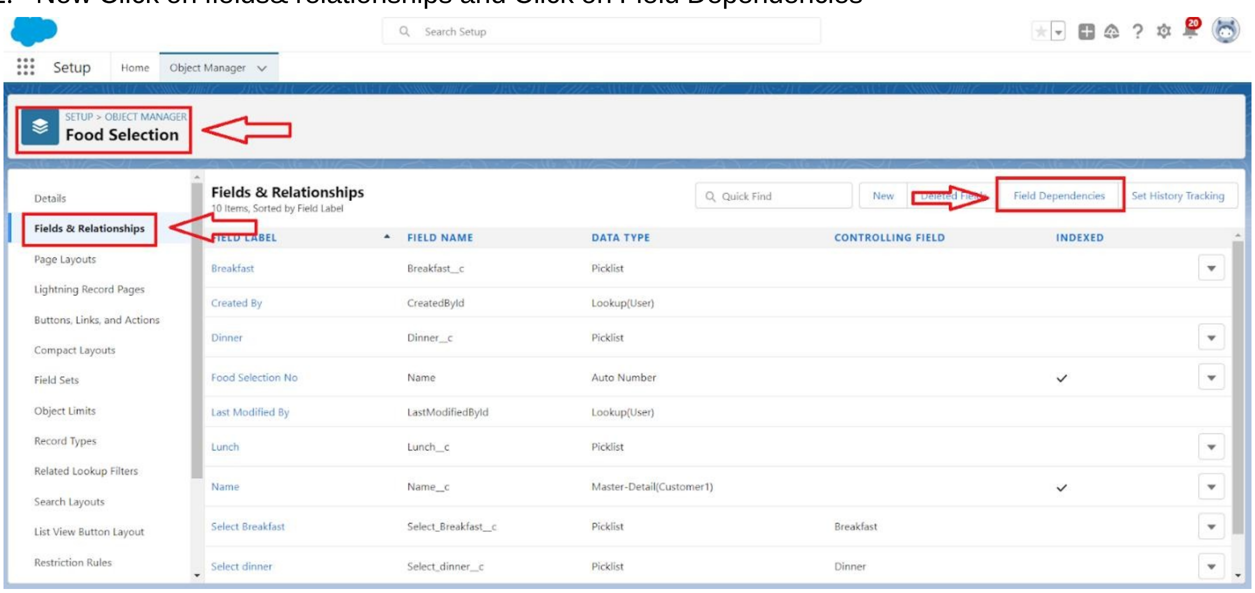
By usingthe field dependency we can get the differentValues by selecting the different Picklist.

Createa Field Dependency on Breakfast and Select Breakfast Fields in Food Selection Object.

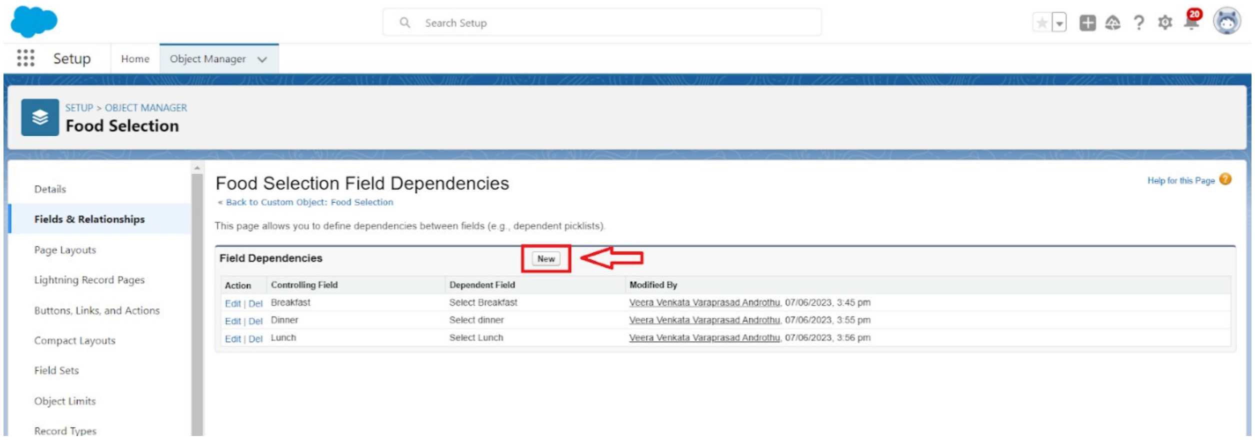
1. Go to setup > click on ObjectManager > type object name(FoodSelection) in the search bar > click on the object.



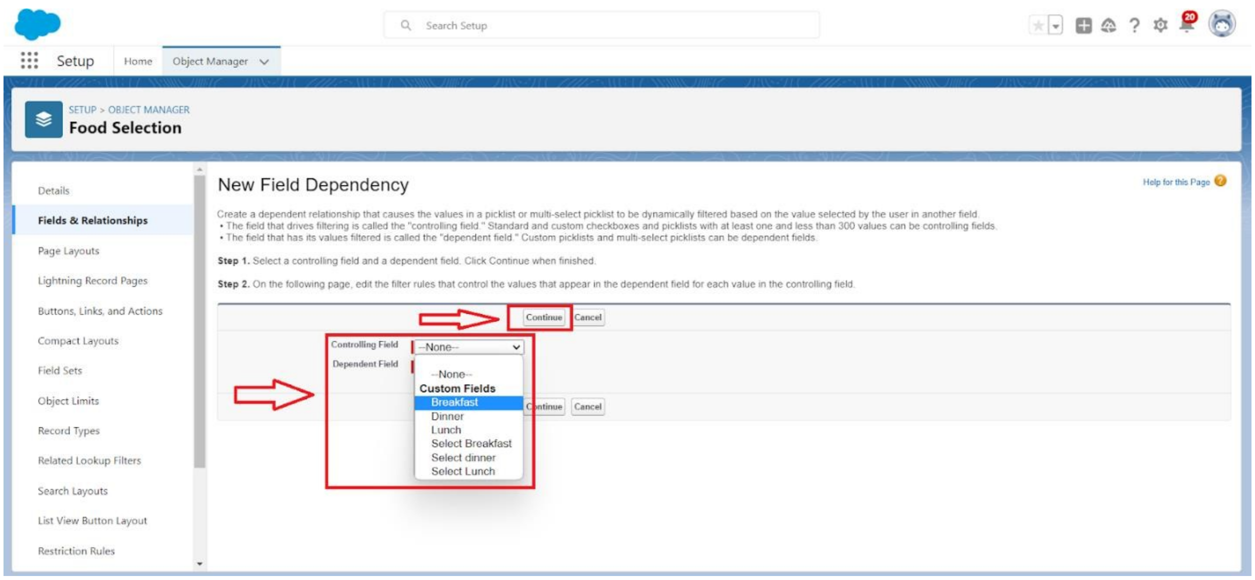
2. Now Click on fields& relationships and Click on Field Dependencies

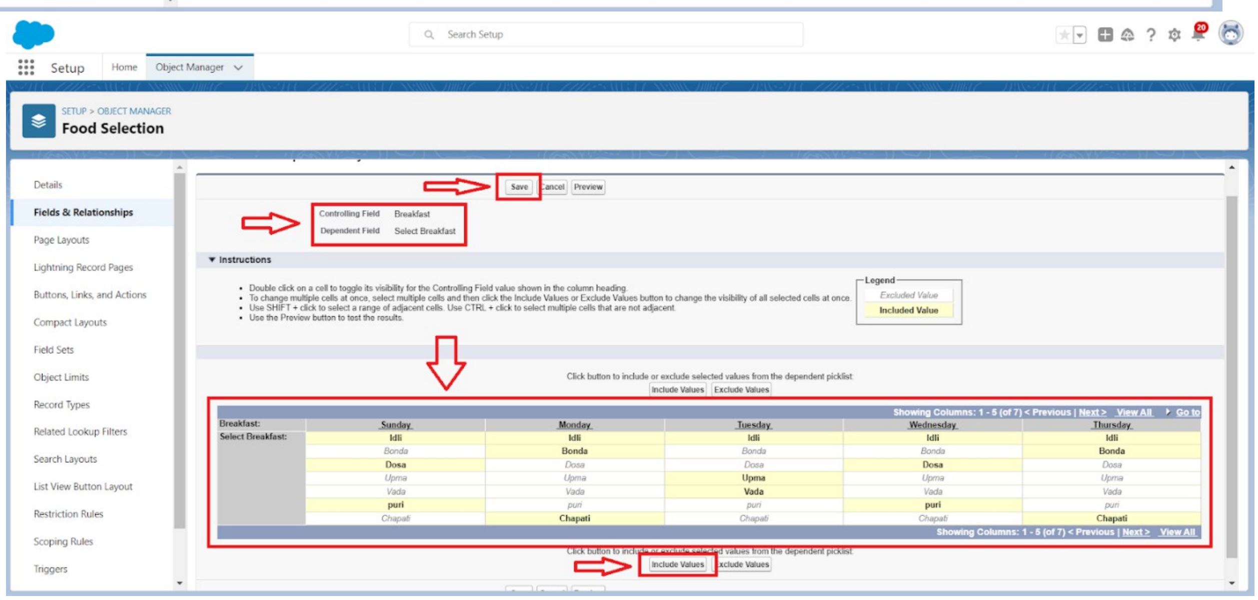


3. Now Click on New Option



4. Under Controlling Field: Breakfast, Dependent Field: Select Breakfastand Click on Continue





5.

Under the Sunday Ctrl and selectthe Picklist valuesIdli,Dosa,Puri and Click on IncludeValues in such a way that do for the remaining days and click on save.

3. **To createfields in an object:**
    a. Go to setup > click on ObjectManager > type object name(FoodSelection) in the search bar ? click on the object.
    b. Now click on “Fields & Relationships” > New
    c. Select Data Type as a “Picklist”
    d. Fill the Above as following:
        i. Field Label: Lunch
        ii. Under Value - Select the Use globalpicklist value set
        iii. Under the drop down selectthe Custom PicklistValues
        iv. Select required
        v. Click on Next > Next > Save and new.

4. **To createfields in an object:**

1. Go to setup > click on ObjectManager > type object name(FoodSelection) in the search bar > click on the object.
2. Now click on “Fields & Relationships” > New
3. Select Data Type as a “Picklist”
4. Fill the Above as following:
    a. Field Label: Select Lunch

    b. Under Value - Enter values,with each value separated by a new line

1. Meals
2. Chicken biryani
3. Veg biryani
4. Veg fried rice
5. Egg fried rice
6. Chicken fried rice
7. Curd rice
8. Tomato rice
9. Egg noodles
10. Chicken Noodles
11. Bhagara rice
    a. Select Checkbox Use First valueas default Value

    b. Click on Next > Next > Save and new.

To create a Field dependencies for Lunch and Select Lunch.

1. Go to setup > click on Object Manager> type object name(Food Selection) in the search bar > click on the object.
2. Now Click on fields& relationships and Click on Field Dependencies
3. Now Click on New Option
4. Under Controlling Field:Lunch, Dependent Field:Select Lunch and Click on Continue
5. Under the Sunday Ctrl and selectthe Picklist valuesChicken biryani, Egg fried rice,curd rice and Click on Include Values in such a way that do for the remaining days and click on save.

6. **To createfields in an object:**
    a. Go to setup > click on ObjectManager > type object name(FoodSelection) in the search bar > click on the object.
    b. Now click on “Fields & Relationships” > New
    c. Select Data Type as a “Picklist”
    d. Fill the Above as following:
        i. Field Label: Dinner
        ii. Under Value - Select the Use globalpicklist value set
        iii. Under the drop down selectthe Custom PicklistValues
        iv. Select required
        v. Click on Next > Next > Save and new.

7. **To createfields in an object:**
    a. Go to setup > click on ObjectManager > type object name(FoodSelection) in the search bar > click on the object.
    b. Now click on “Fields & Relationships” > New
    c. Select Data Type as a “Picklist”
    d. Fill the Above as following:
        i. Field Label: SelectDinner

        ii. Under Value - Enter values,with each value separated by a new line
            1. Meals
            2. Chicken biryani
            3. Veg biryani
            4. Veg fried rice
            5. Egg fried rice

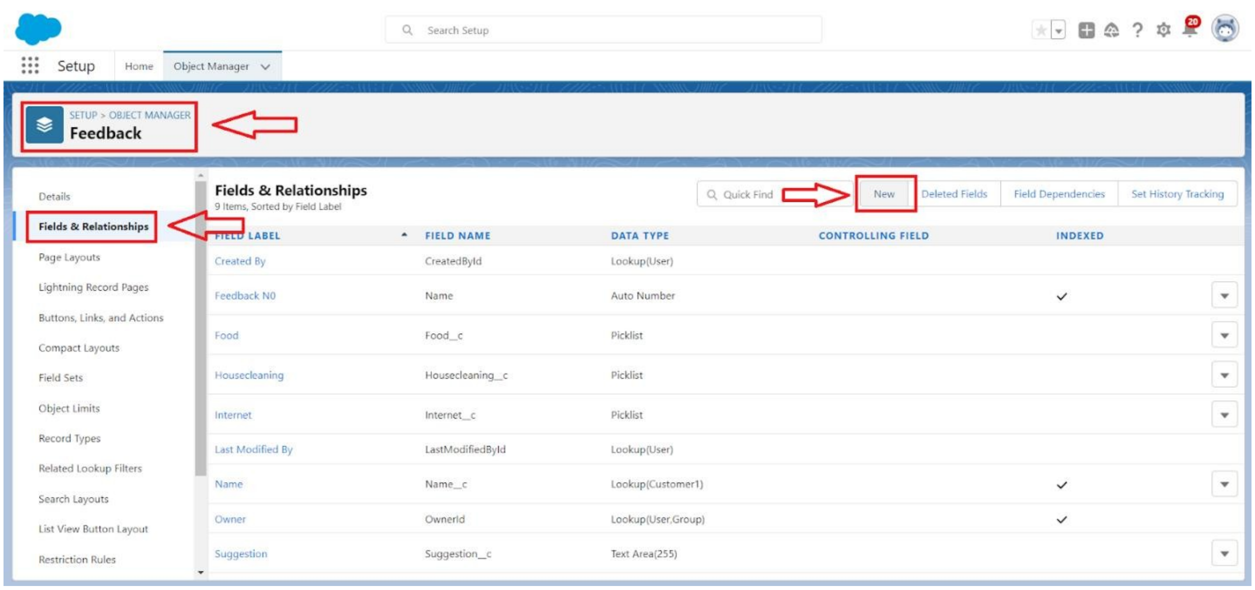
6. Chicken fried rice
7. Curd rice
8. Tomato rice
9. Egg noodles
10. Chicken Noodles
11. Bhagara rice
    a. Select Checkbox Use First valueas default Value
    b. Click on Next > Next > Save and new.
    c.

To createa Field dependencies for Dinner and Select Dinner.

1. Go to setup > click on Object Manager> type object name(Food Selection) in the search bar > click on the object.
2. Now Click on fields& relationships and Click on Field Dependencies
3. Now Click on New Option
4. Under Controlling Field: Dinner, DependentField: Select Dinnerand Click on Continue
5. Under the Sunday Ctrl and select the Picklist values Chicken biryani, curd rice, Chicken noodles and Click on Include Valuesin such a way that do for the remaining days and clickon save.

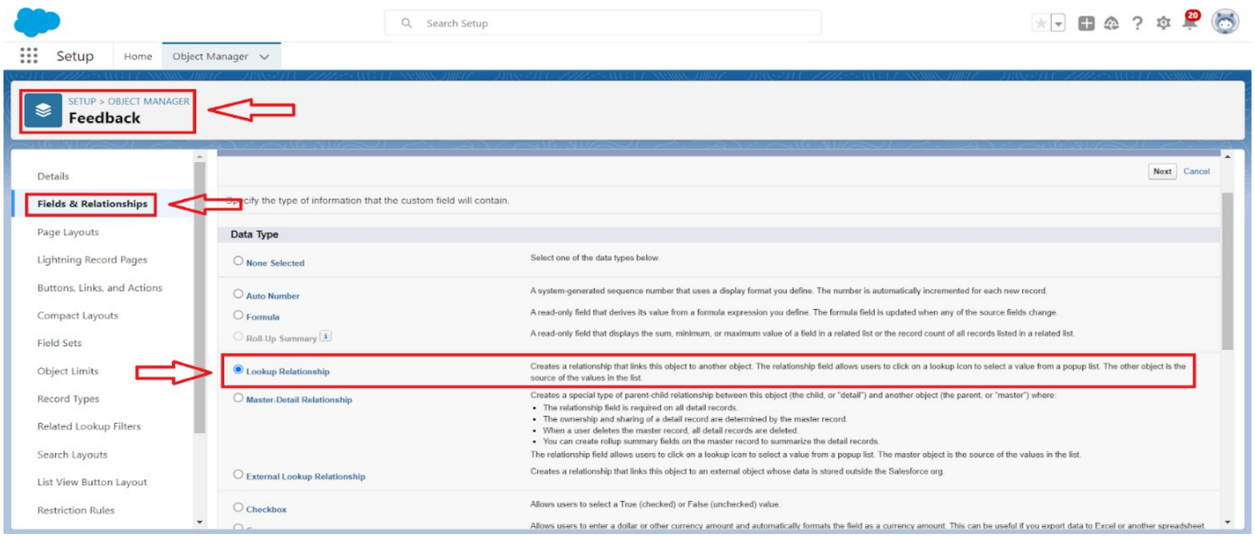
Creation of fields for the Feedbackobject

1. **create fields& relationship to an object:**
   a. Go to setup > click on ObjectManager > type object name(Feedback) in search bar > click on the object.

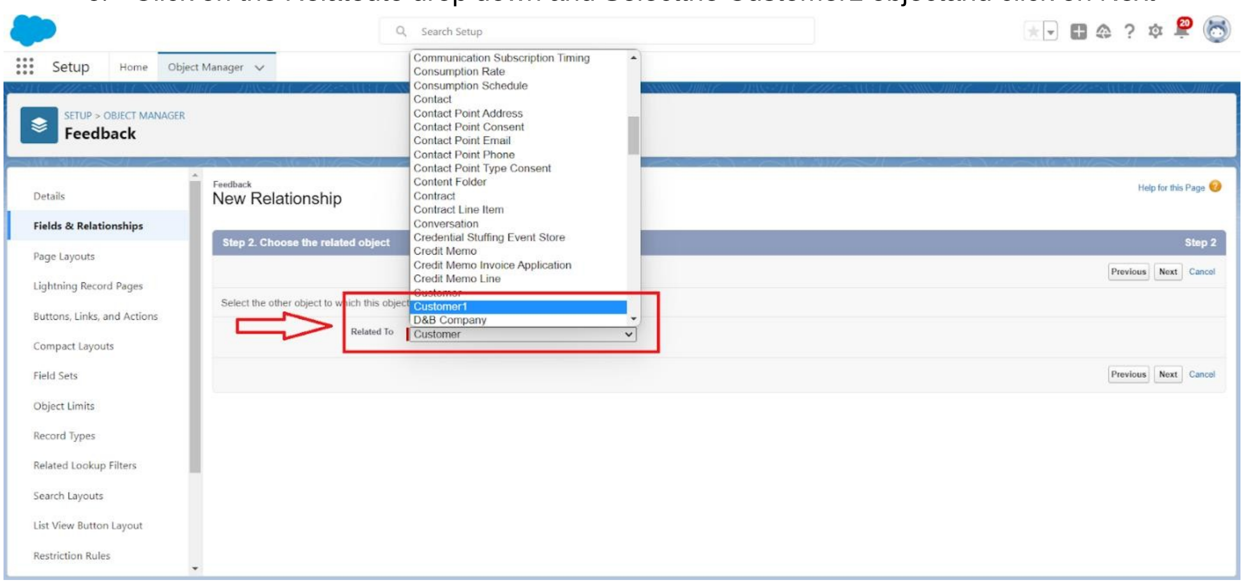


   b.
   Now click on “Fields& Relationships” > New
   c. Select Data Type as a “Lookup Relationship”

d. Click on Next



e. Click on the Relatedto drop down and Selectthe Customer1 objectand click on Next

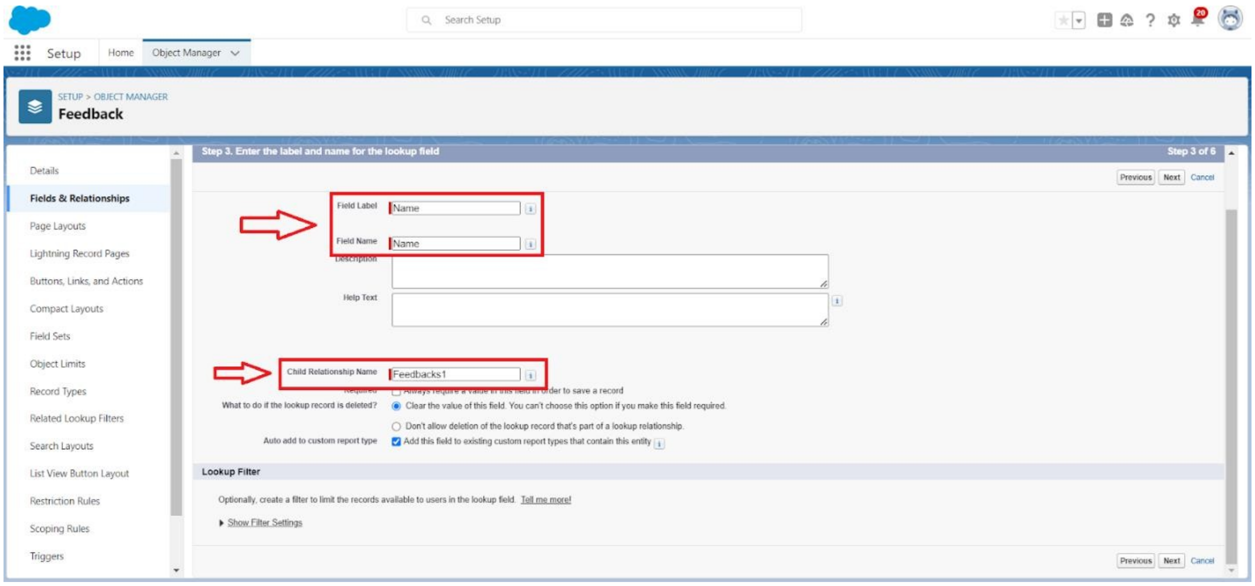


f. Fill the Above as following:

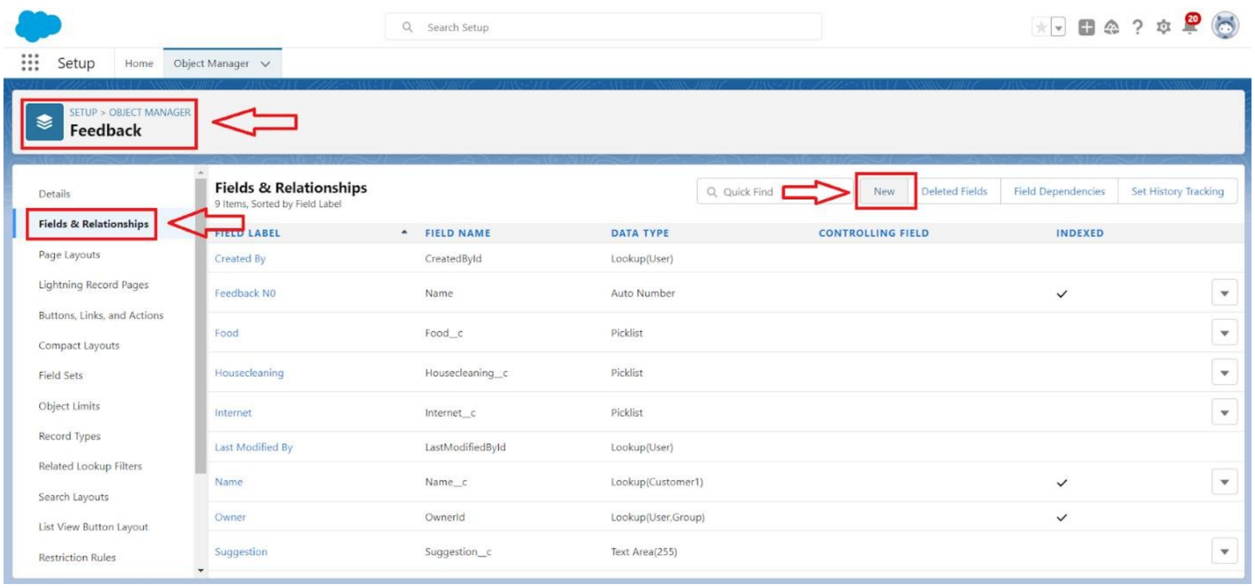
i. Change the Field Label: Name

ii. Field Name :It's gets auto generated

iii. Click on Next > Next > Save and new.

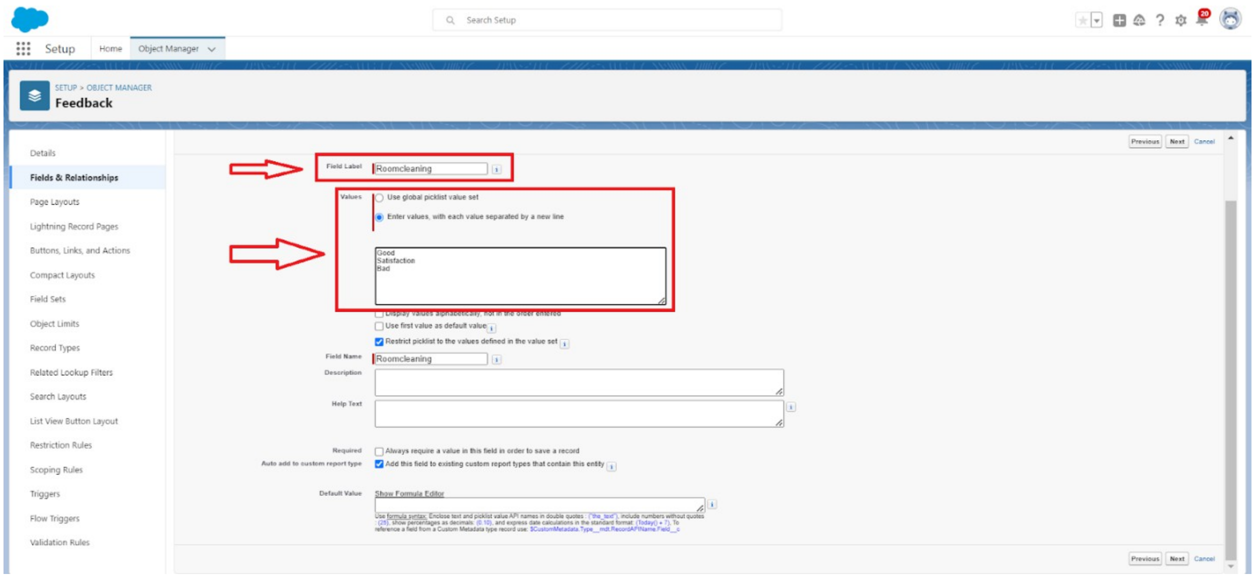


2. **To createAnother fields in an Same object:**
   a. Go to setup > click on ObjectManager > type object name(Feedback) in search bar > click on the object.



   b.

      Now click on "Fields& Relationships" > New
   c. Select Data Type as a "Picklist"
   d. Click on Next



e. Fill the Above as following:

i. Field Label: Roomcleaning

ii. Field Name :It's gets auto generated

iii. Under Values selectEnter values, with each value separated by a new line

1. Good
2. Satisfaction
3. Bad

a. Click on Next > Next > Save and new.

3. **To create a AnotherFields in an Same Object**

1. Go to setup > click on ObjectManager > type object name(Feedback) in search bar > click on the object.
2. Now click on "Fields & Relationships" ? New
3. Select Data Type as a "Picklist"
4. Click on Next
5. Fill the Above as following:

a. Field Label: Internet

b. Field Name :It's gets auto generated

c. Under Values selectEnter values, with each value separated by a new line

1. Good
2. Satisfaction
3. Bad

a. Click on Next > Next > Save and new.

4. **To create a AnotherFields in an Same Object**

1. Go to setup > click on ObjectManager > type object name(Feedback) in search bar > click on the object.

2. Now click on “Fields & Relationships” ? New
3. Select Data Type as a “Picklist”
4. Click on Next
5. Fill the Above as following:
    a. Field Label: Food
    b. Field Name :It’s gets auto generated
    c. Under Values selectEnter values, with each value separated by a new line

1. Good
2. Satisfaction
3. Bad
    a. Click on Next > Next > Save and new.

5. **To create a AnotherFields in an Same Object**

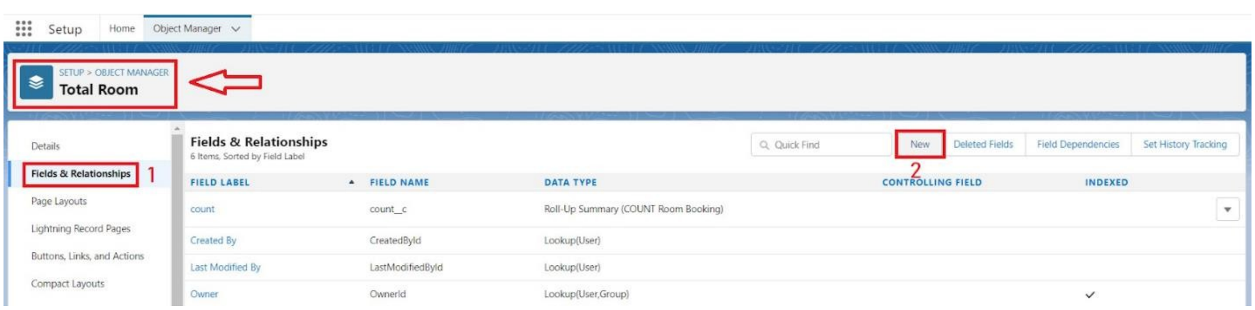
1. Go to setup > click on ObjectManager > type object name(Feedback) in search bar > click on the object.
2. Now click on “Fields & Relationships” > New
3. Select Data Type as a “Text area”
4. Click on Next
5. Fill the Above as following:
    a. Field Label: Suggestion

    b. Field Name :It’s gets auto generated

    c. Click on Next > Next > Save and new.

Creation of fields for the Total Rooms object

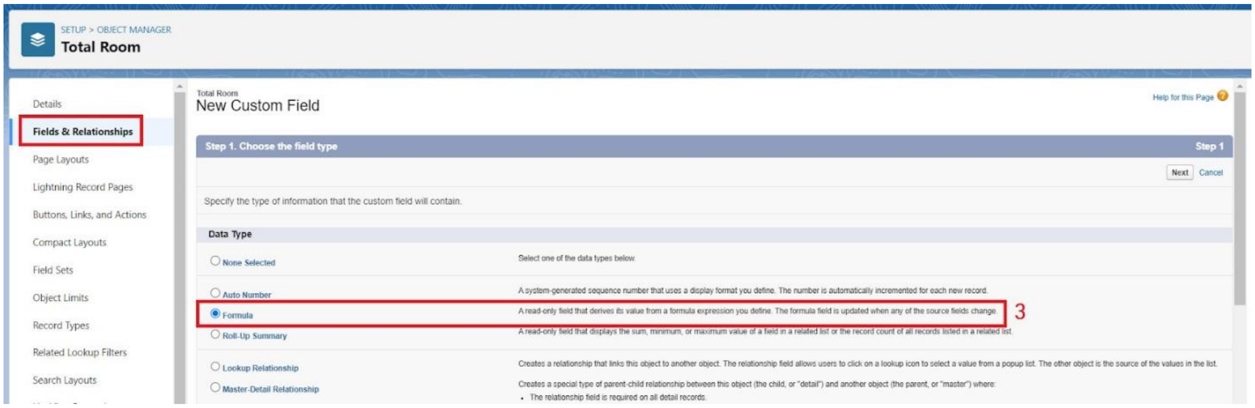
1. **To createfields in an object:**
    a. Go to setup> click on Object Manager> type objectname(Total Rooms) in search bar > click on the object.



b.

Now click on “Fields& Relationships” > New

c. Select Data type as a “Formula” and Click on Next



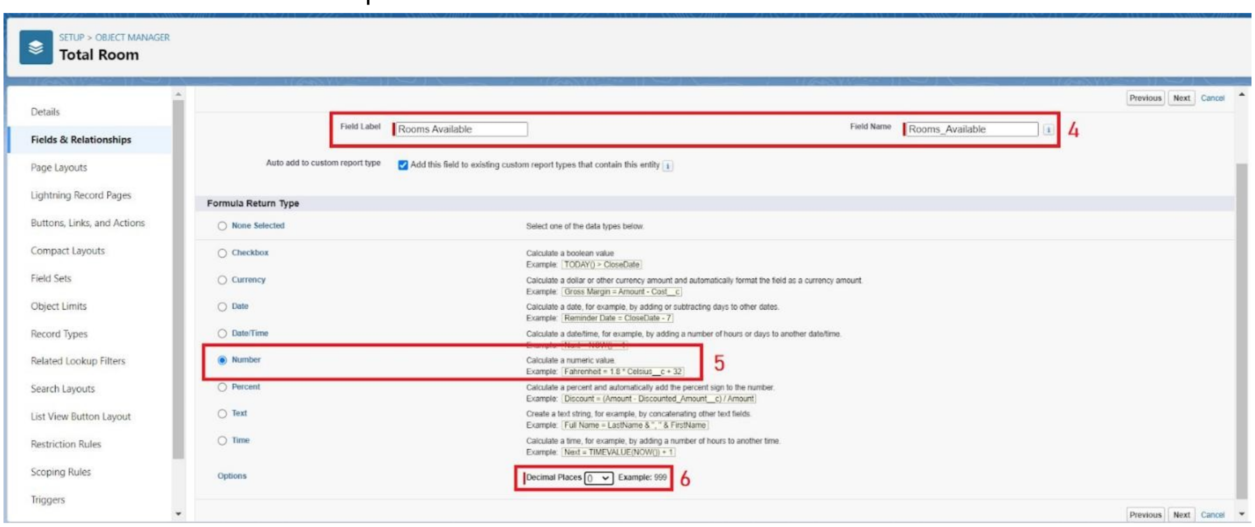
d. Fill the Above as following:

e. Field Label:Rooms Available

f. Field Name : It’s gets auto generated

g. Select the FormulaReturn Type as “Number”

h. Select the Decimalplaces as “0” and Click on Next



Note:I am Considering “Total No Of Rooms = 30” While creatinga new record in TotalRooms Object.

a. Click on the Advanced Formula“ 30 - Rooms_Booked__c ” and Check Syntax

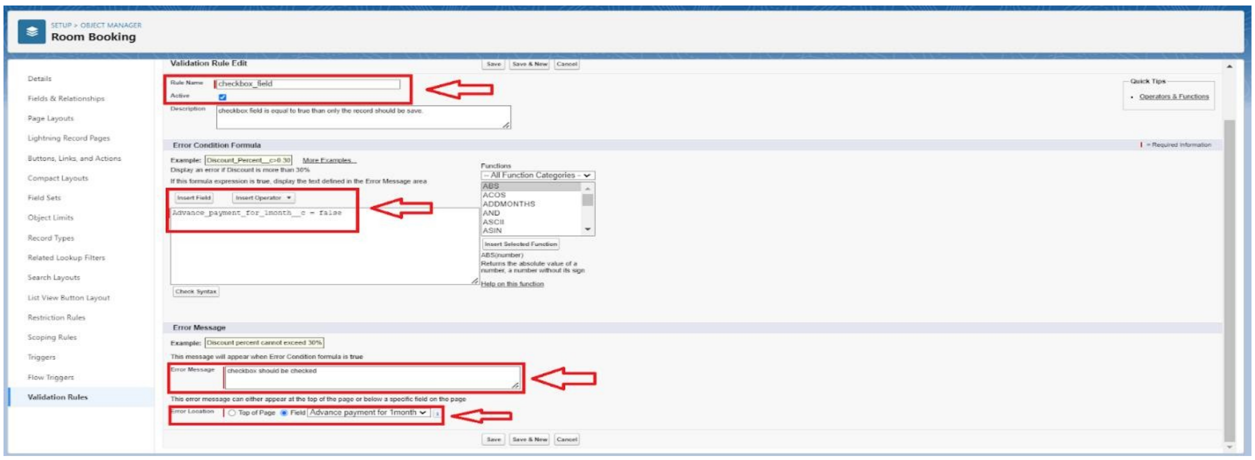
b. Click on Next > Next > Save and new.

Validation rule

Validation rules are applied when a user tries to save a record and are used to check if the data meets specified criteria. If the criteria are not met, the validation rule triggers an error messageand prevents the user from saving the record until the issues are resolved.

create a validation rule to an Room BookingObject

1. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
2. Now click on “Validation rule” at top > New.
3. Enter Rule name “checkbox field” and make the validation should be Active.
4. Enter the formula in the formulaBox “Advance_payment_for_1month__c = false” and check for syntax error.
5. Enter the error message“Checkbox should be checked”



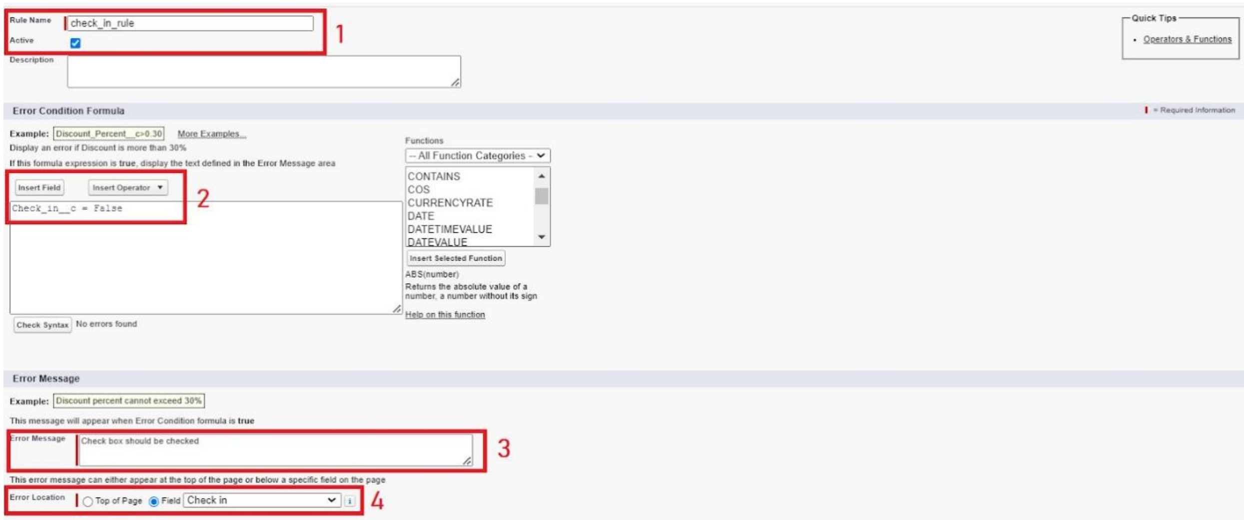
6.

Select error location as field(Advance payment for 1month)

7. Click on save.

create a Another validation rule to an Room BookingObject

1. Go to setup > click on Object Manager> type objectname(Room Booking) in the searchbar > click on the object.
2. Now click on “Validation rule” at top > New.
3. Enter Rule name “check in rule” and makethe validation should be Active.
4. Enter the formulain the formula Box “Check_in__c= False ” and check for syntax error.
5. Enter the error message “Check box should be checked”



6. Select error location as field(Check in)

7. Click on save.

Profile

A profile is a group/collection of settings and permissions that define what a user can do in salesforce. Profile controls "Object permissions, Field permissions, User permissions, Tab settings, App settings, Apex class access,Visualforce page access,Page layouts, RecordTypes, Login hours & Login IP ranges. You can define profiles by the user's job function. For example System Administrator, Developer, Sales Representative.

Types of profiles in salesforce

1. **Standard profiles:**

By defaultsalesforce provides belowstandard profiles.

   a. Contract Manager
   b. Read Only
   c. Marketing User
   d. Solutions Manager
   e. Standard User
   f. System Administrator.

We cannotdeleted standard ones

Each of these standard ones includes a default set of permissions for all of the standard objects available on the platform.

2. **Custom Profiles:**

Custom ones defined by us.

They can be deleted if there are no users assignedwith that particular one.

Customuser Profile

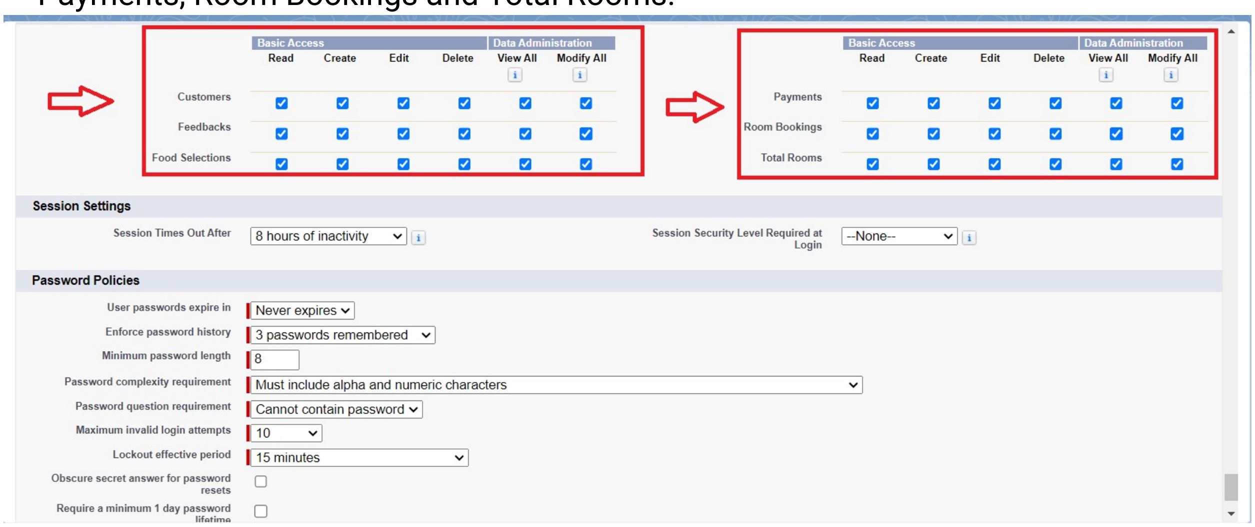
To create a new profile:

1. Go to setup > type profilesin quick find box > click on profiles > clone the desired profile (Standard User)

2.

Enter profilename (Custom User) > Save.

3. While still on the profile page, then click Edit.
4. Scroll down to CustomObject Permissions and Give All access permissions for Customers, Feedbacks, Food selections, Payments, Room Bookings and Total Rooms.

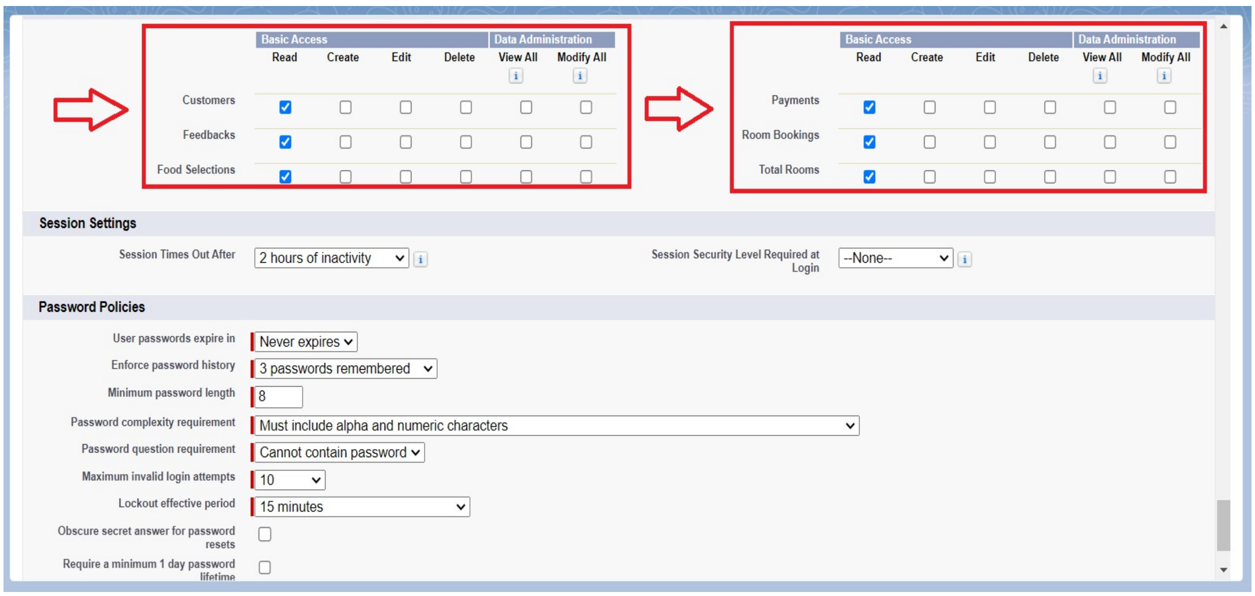


5. Scroll down and Clickon Save.

Customplatform user1

To create a new profile:

1. Go to setup > type profilesin quick find box > click on profiles > clone the desired profile (Standard platform User)
2. Enter profile name (Custom platform User1) > Save.
3. While still on the profilepage, then click Edit.
4. Scroll down to CustomObject Permissions and Give only Read accesspermissions for Customers, Feedbacks, Food selections, Payments, Room Bookings and Total Rooms.



5. Scroll down and Clickon Save.

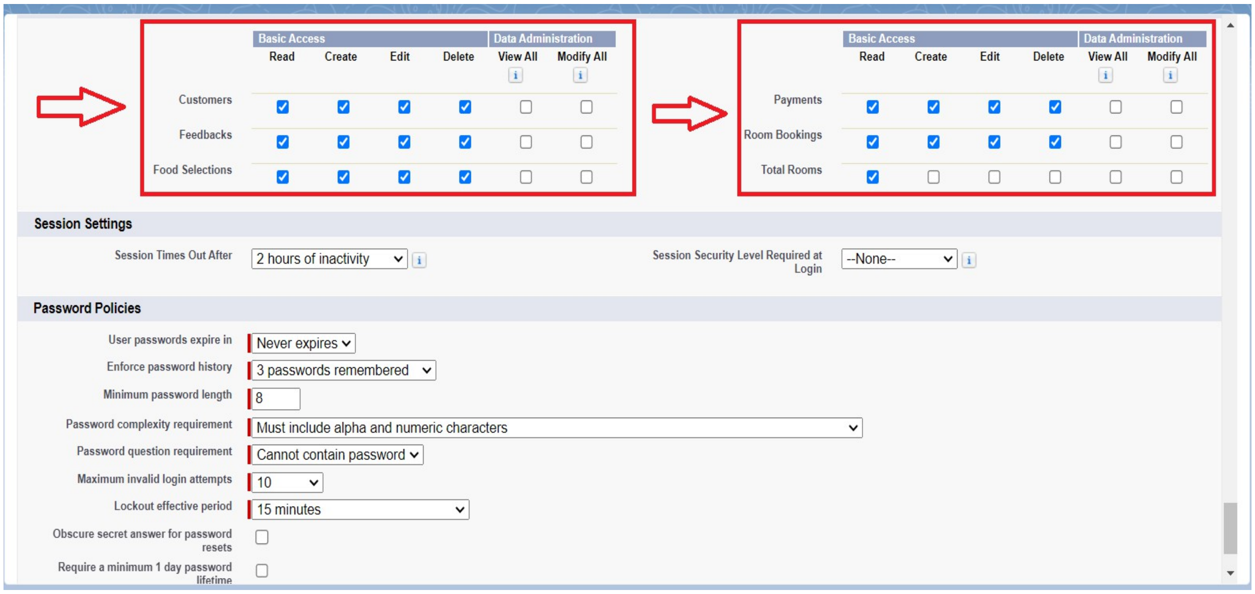
Custom platform user2

To create a new profile:

1. Go to setup > type profilesin quick find box > click on profiles > clone the desired profile (Standard platform User)
2. Enter profile name (Custom platform User2) > Save.

3. While still on the profilepage, then click Edit.

4. Scroll down to Custom Object Permissions and Give Create, Read, Edit and Delete access permissions for Customers, Feedbacks, Food selections, Payments and Room Bookings. And Read Access permission for Total Rooms Object.



5. Scroll down and Clickon Save.

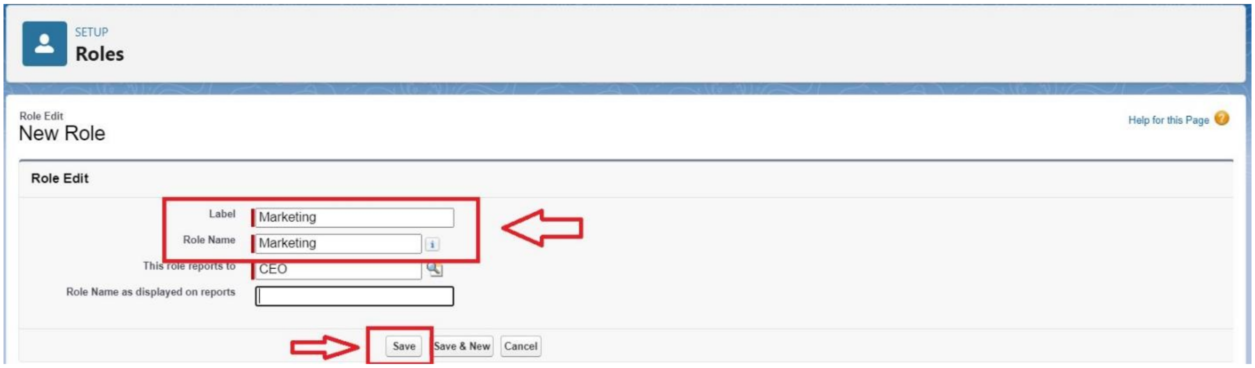
Roles

A role in Salesforce defines a user'svisibility access at the recordlevel. Roles may be used to specify the types of access that people in your Salesforce organization can have to data. Simply put, it describes what a user could see within the Salesforce organization.

Marketing Role

1. Go to quick find > Search for Roles > click on set up roles.

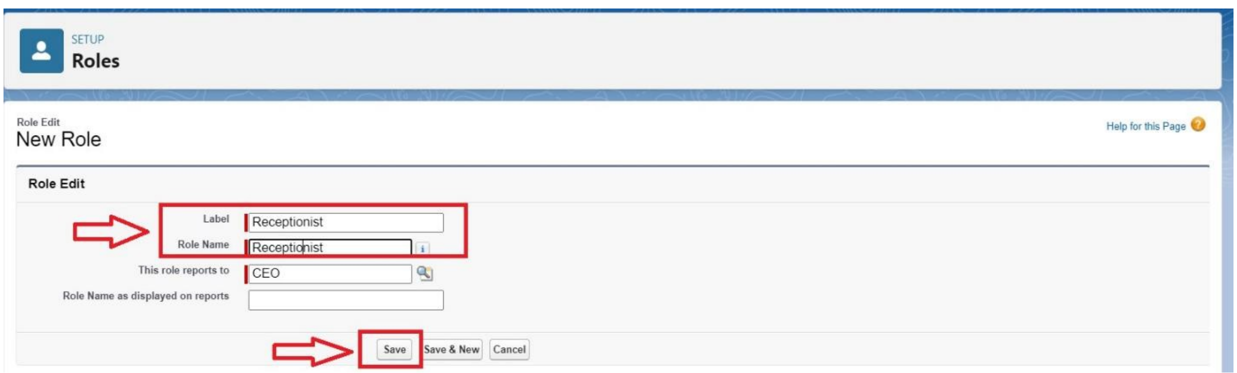
2. Click on Expand All and clickon add role under CEO role.
3. Give Label as “Marketing” and Role name gets auto populated.



4. Then click on Save.

Receptionist Role

1. Go to quick find > Search for Roles > click on set up roles.
2. Click on ExpandAll and click on add role under CEO role.
3. Give Label as “Receptionist” and Role name gets auto populated.



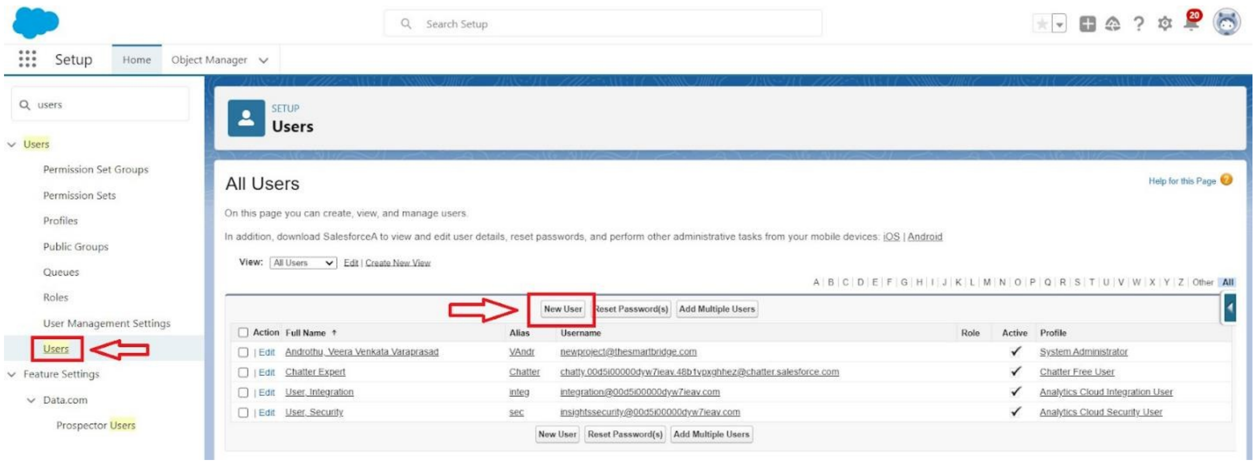
4. Then click on Save.

Users

A user is anyone who logs in to Salesforce. Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records. Every user in Salesforce has a user account. The user account identifies the user, and the user account settings determine what features and records the user can access.

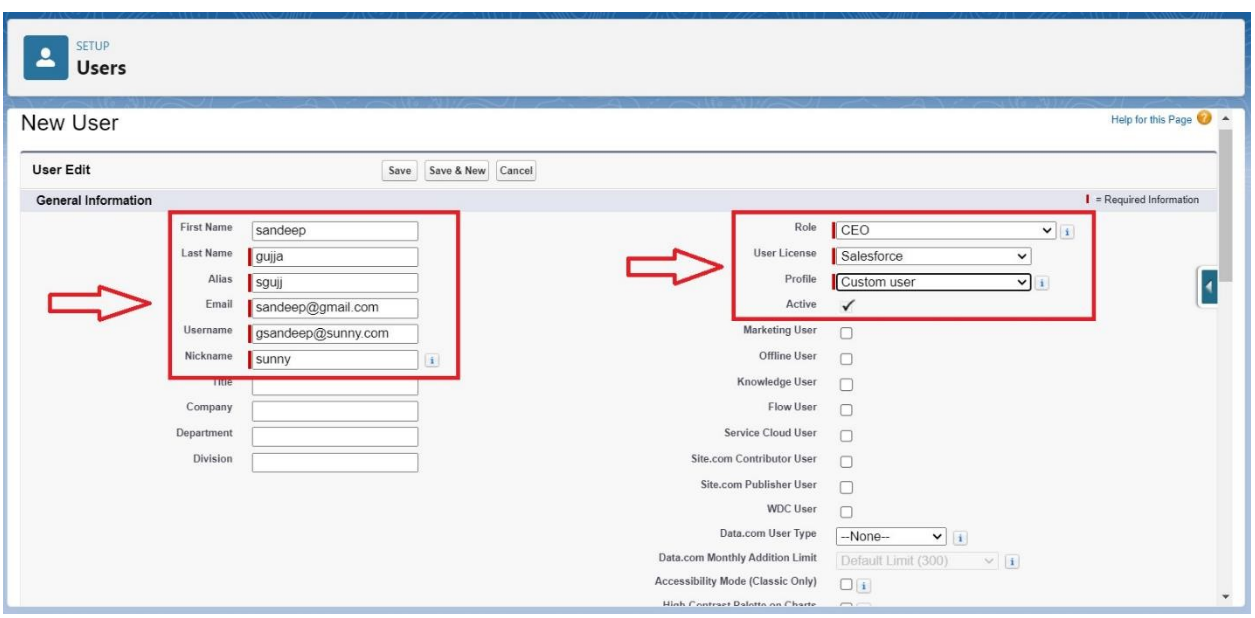
Create User

1. Go to setup > type users in quick find box > select users > click New user.



2. Fill in the fields

   a. First Name : sandeep
   b. Last Name : gujja
   c. Alias : Give a Alias Name
   d. Email id : Give your Personal Email id
   e. Username : Username should be in this form: text@text.com
   f. Nick Name : Give aNickname
   g. Role : CEO
   h. User licence : Salesforce
   i. Profiles : Custom user



1. save.

Create Another User

1. Go to setup > type users in quick find box > selectusers > clickNew user.

2. Fill in the fields

    a. First Name : Abhilash

    b. Last Name : garapati

    c. Alias : Give a Alias Name

    d. Email id : Give your Personal Email id

    e. Username : Username should be in this form: text@text.com

    f. Nick Name : Give aNickname

    g. Role : Marketing

    h. User licence: Salesforce platform

    i. Profiles : Custom Platform User1

3. save

Create Another User

1. Go to setup > type users in quick find box > selectusers > clickNew user.

2. Fill in the fields

a. First Name : Ganesh

b. Last Name : gelli

c. Alias : Give a Alias Name

- Email id : Give your Personal Email id
- Username : Username should be in this form: text@text.com
- Nick Name: Give aNickname
- Role : Receptionist
- User licence: Salesforce Platform
- Profiles : Custom Platform user2

- Save

User Adoption

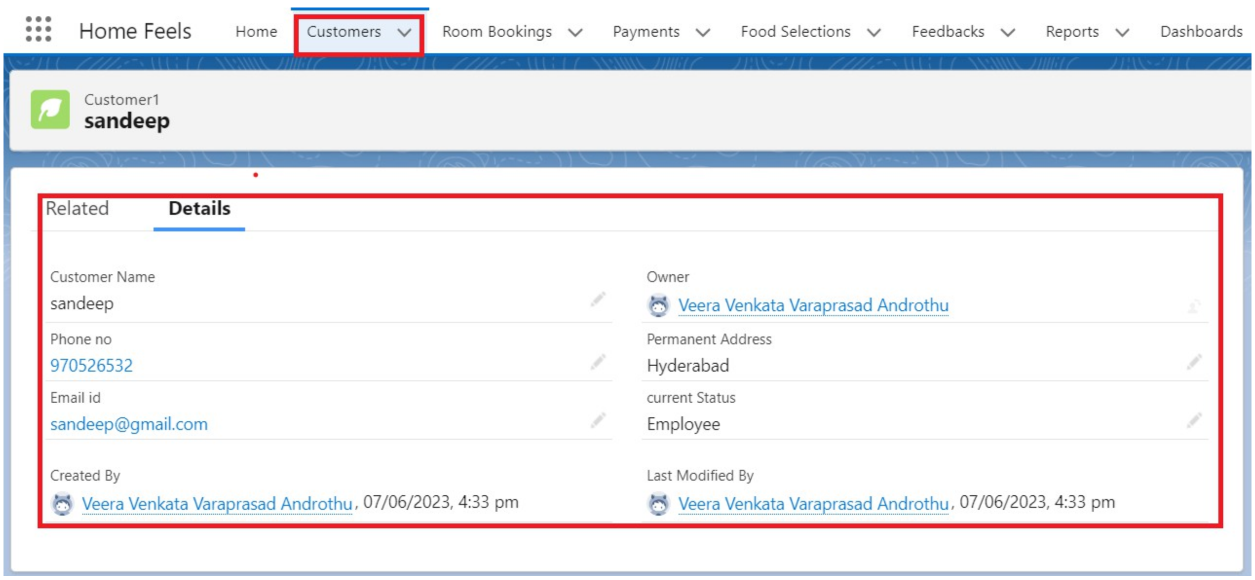
Create a Record (Customers)

1. Click on the Customers Tab.

2. Click new andfill details & Save

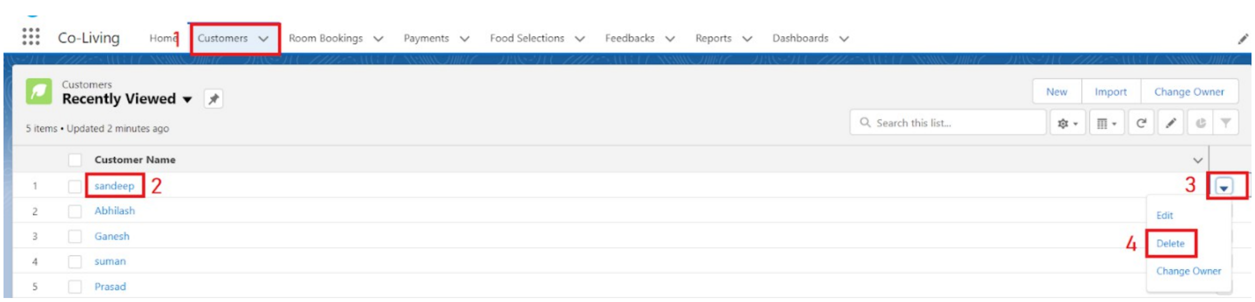
View a Record(Customers)

1. Click on App Launcher on the left side of the screen.
2. Search Home Feels & click on it.
3. Click on Customer Tab.
4. Click on anyrecord name. you can see the details of the Customer.



Delete a Record (Customers)

1. Click on App Launcher on the left side of the screen.
2. Search Home Feels & click on it.
3. Click on the Customers Tab.
4. Click on Arrowat right hand side on that Particular record.
5. Click deleteand delete again.



Reports

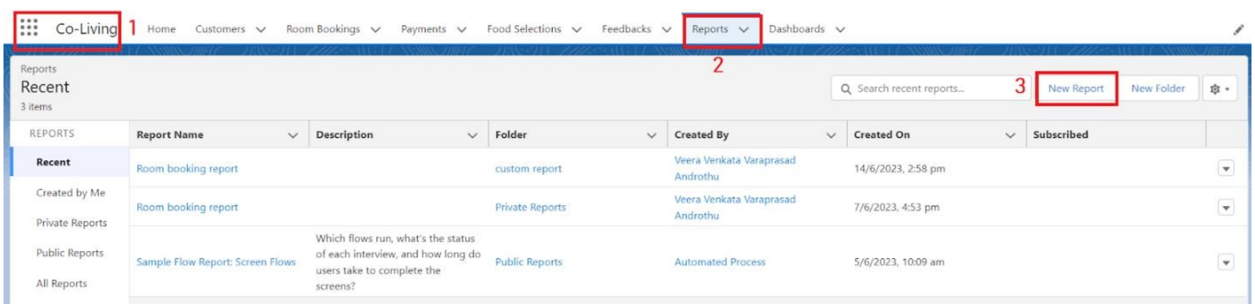
Reports give you access to your Salesforce data. You can examine your Salesforce data in almost infinite combinations, displayit in easy-to-understand formats, and share the resulting insightswith others. Before building, reading, and sharing reports, review these reporting basics. Types of Reports in Salesforce

1. Tabular
2. Summary
3. Matrix
4. Joined Reports

Create Report

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

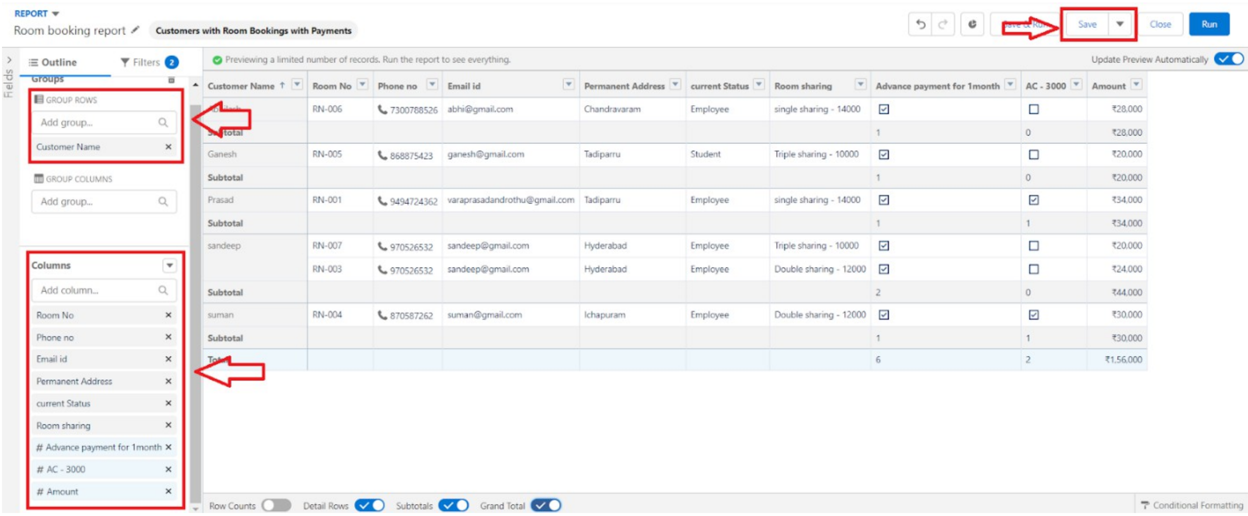
2. Click New Report.



3. Select report type from category or from report type panel or from search panel “Customers with Room Bookings with Total Rooms ” > click on start report.

4. Customize your report

5. Add fieldsfrom left pane asshown below.



6. Save or run it.

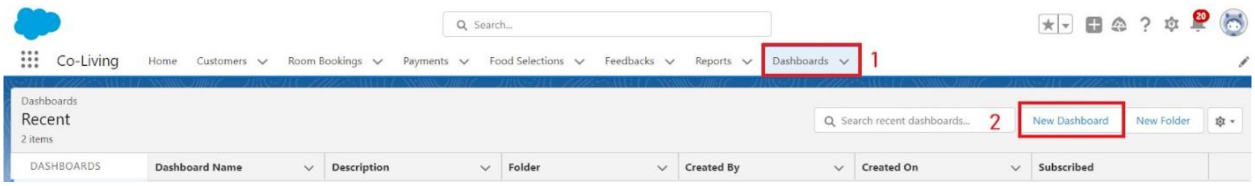
Create another Report

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 Select customer with Room booking with Payments ? click on start report.
4. Customize your report
5. Add fieldsfrom left pane asshown Above
6. Save or run it.

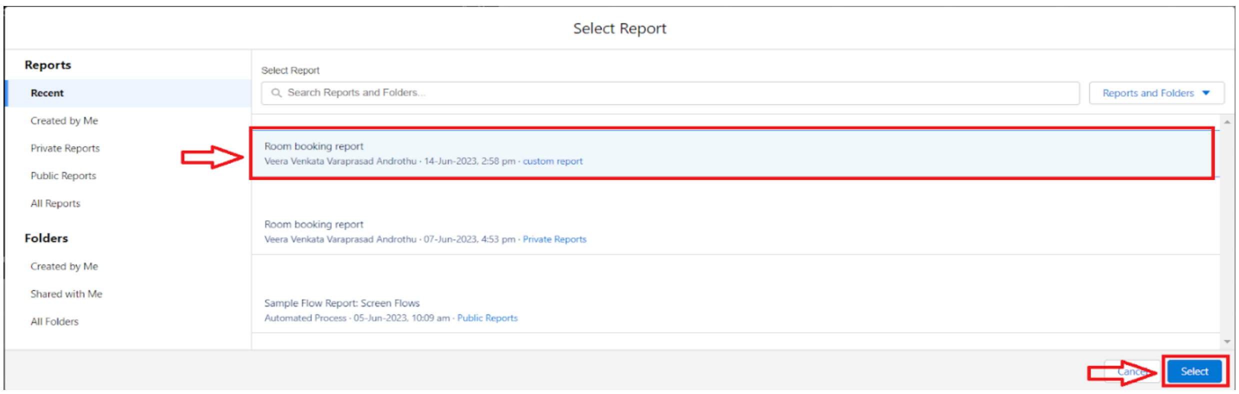
Dashboards

Dashboards help you visually understand changing business conditions so you can make decisions based on the real-timedata you've gatheredwith reports. Use dashboards to help users identify trends, sort out quantities, and measure the impact of their activities. Before building, reading, and sharing dashboards, review these dashboard basics.

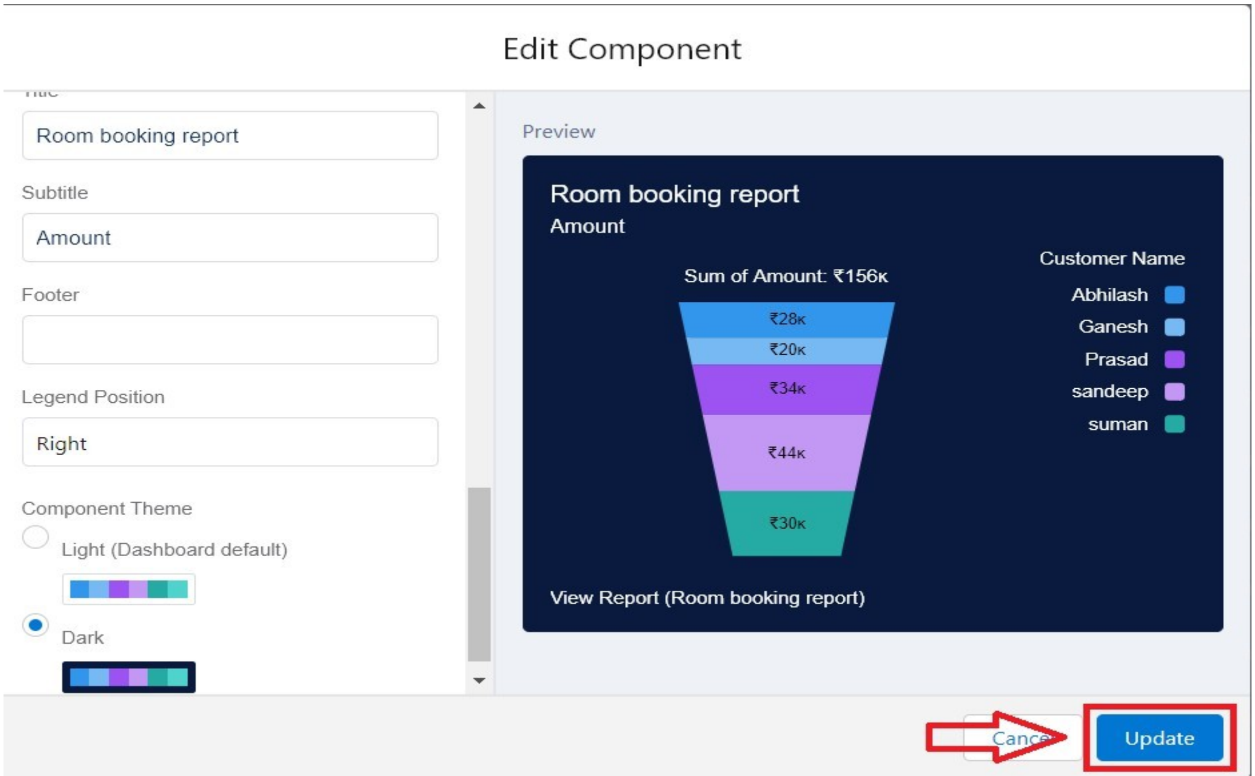
Create Dashboard



1.
   Go to the app >click on the Dashboardtabs and click on new Dashboard
2. Give a Name and click on Create.
3. Select add component.



4.
   Select a Report Customerwith Room Bookingand click on select.



1. Click Add then clickon Save and then clickon Done.

CreateAnother Dashboard

1. Go to the app > click on the Dashboard tabs and click on new Dashboard.
2. Give a Name and click on Create.
3. Select add component.
4. Select a ReportCustomer with Room Booking with Payments and click on select.
5. Click Add then click on Save and then clickon Done.

Flows

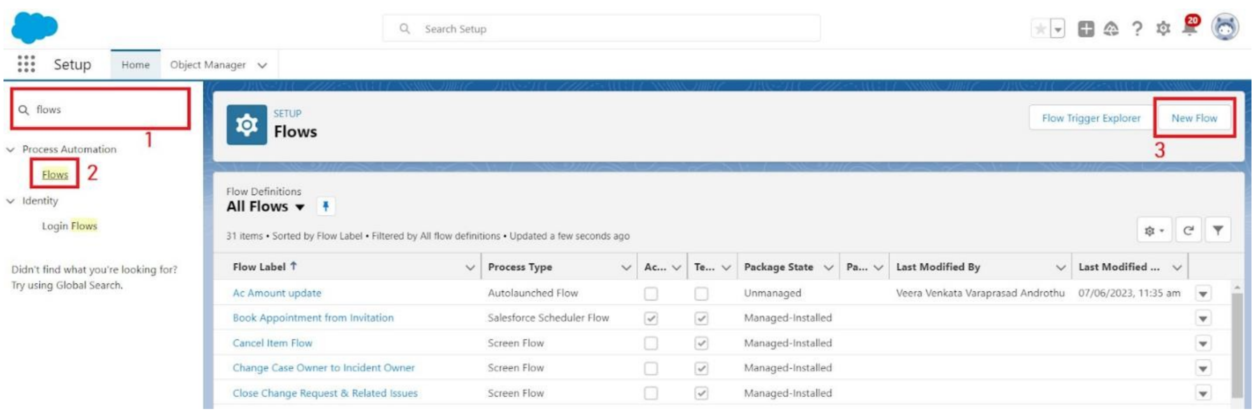
In Salesforce, a flow is a powerfultool that allowsyou to automate business processes, collect and update data, and guide users through a series of screens or steps. Flows are built using a visual interface and can be created without any coding knowledge.

Why do we need to create a flow:

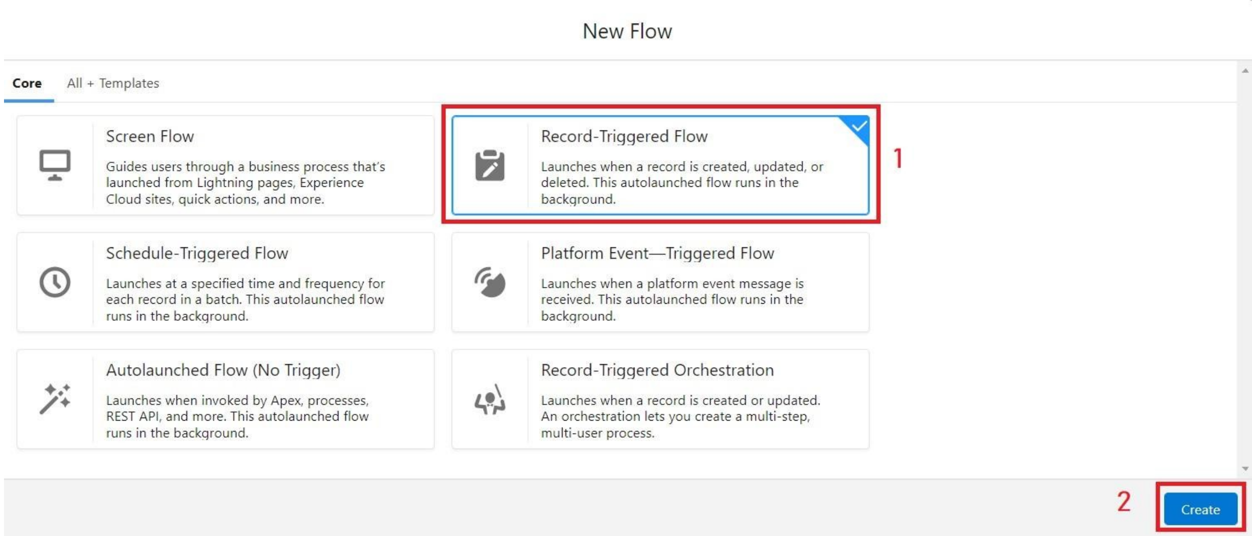
To get the Amount Field automatic by the selection of the Room sharing and Ac fields the Amount is generated Automatically in the amount field.

Create a Flow

1. Go to setup> type Flow inquick find box > Click onthe Flow and Select the New Flow.



1. Select the Record-triggered flow andClick on Create.



2. Select the Object as a Room Booking in theDrop down list.

3. Select the Trigger Flow when: “A record is Created or Updated”.

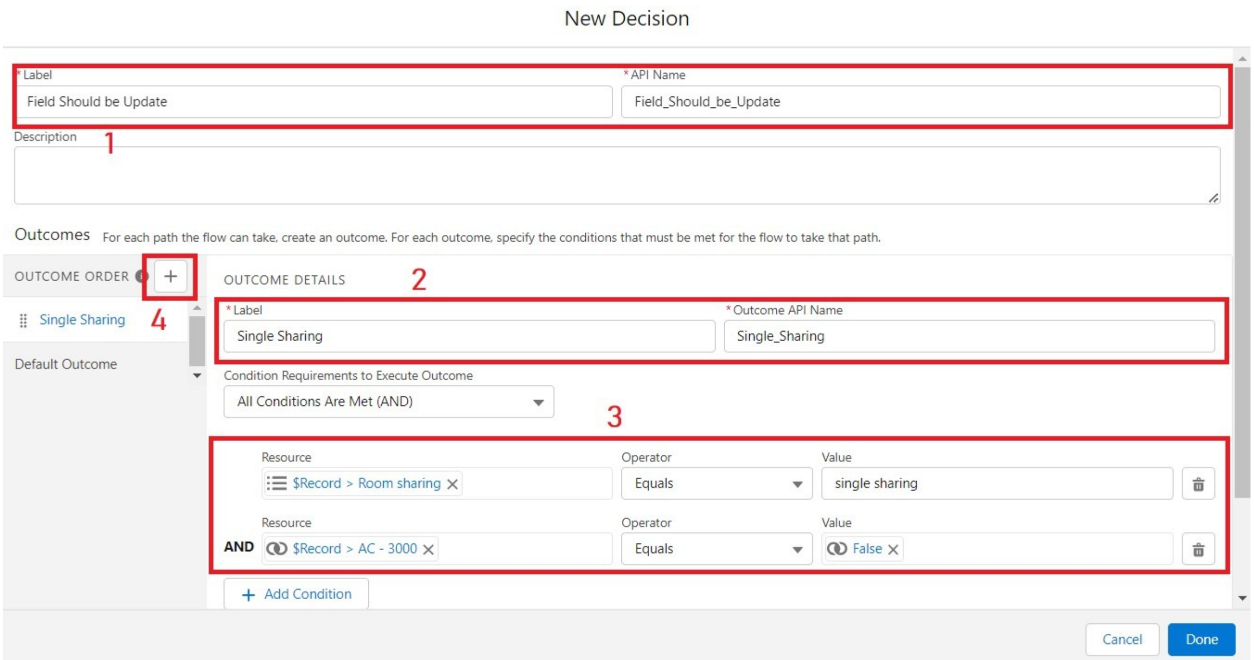
4. Select the Optimize the flow for: “Actions and Related Records” and Click on Done.

5. Under the Record-triggered Flow Click on “+” Symboland In the Drop down List selectthe “Decision Element”.

6. Enter the Details Label: Field should be Update, API name: Gets Automatically Generated.

7. Enter the Outcome DetailsLabel: Single sharing, OutcomeAPI name: Gets Automatically Generated.

    a. Resource: Select Record.Room sharing.
    - Operator: Select Equals.
    - Value: Select Single sharing.
    - Click on “Add Condition”
    - Resource: Select Record.AC-3000.
    - Operator: Select Equals.
    - Value: Select False.
    - Click on “+” Symbol In the Outcome Order.



- Enter the OutcomeDetails Label: Doublesharing, Outcome API name: Gets Automatically Generated.

  - Resource: Select Record.Room sharing.
  - Operator: Select Equals.
  - Value: Select Doublesharing.
  - Click on "Add Condition"
  - Resource: Select Record.AC-3000.
  - Operator: Select Equals.
  - Value: Select False.
  - Click on "+" Symbol In the Outcome Order.

- Enter the OutcomeDetails Label: Triplesharing, Outcome API name: Gets Automatically Generated.

  - Resource: Select Record.Room sharing.
  - Operator: Select Equals.
  - Value: Select Triplesharing.
  - Click on "Add Condition"
  - Resource: Select Record.AC-3000.

- Operator: Select Equals.
- Value: Select False.
- Click on “+” Symbol In the Outcome Order.

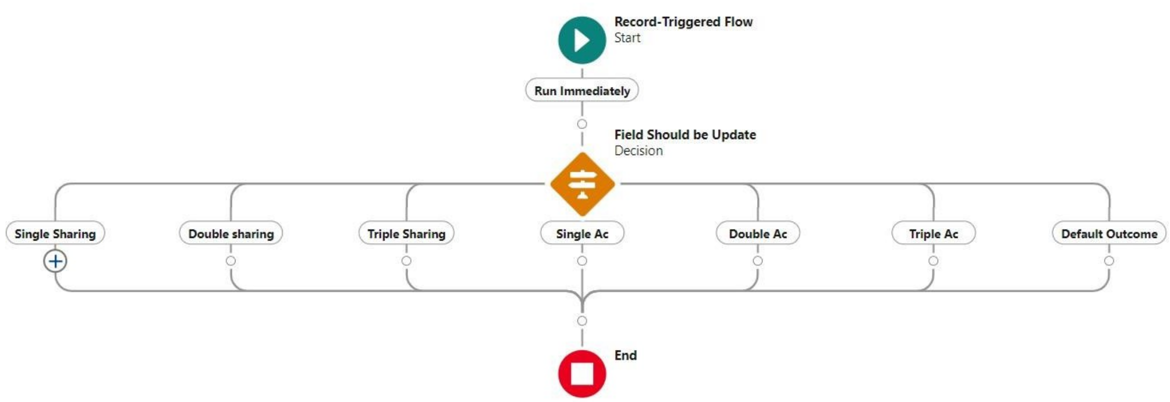
- Enter the OutcomeDetails Label: Single Ac, Outcome API name: Gets Automatically Generated.
  - Resource: Select Record.Room sharing.
  - Operator: Select Equals.
  - Value: Select Single sharing.
  - Click on “Add Condition”
  - Resource: Select Record.AC-3000.
  - Operator: Select Equals.
  - Value: Select True.
  - Click on “+” Symbol In the Outcome Order.

- Enter the OutcomeDetails Label: DoubleAc, Outcome API name: Gets Automatically Generated.
  - Resource: Select Record.Room sharing.
  - Operator: Select Equals.
  - Value: Select Doublesharing.
  - Click on “Add Condition”

- Resource: Select Record.AC-3000.
- Operator: Select Equals.
- Value: Select True.
- Click on “+” Symbol In the Outcome Order.

- Enter the Outcome Details Label: TripleAc, Outcome API name: Gets Automatically Generated.

    - Resource: Select Record.Room sharing.
    - Operator: Select Equals.
    - Value: Select Triplesharing.
    - Click on “Add Condition”
    - Resource: Select Record.AC-3000.
    - Operator: Select Equals.
    - Value: Select True.
    - Click on Done.



1. Click on “+” Symbol under the single sharing and Select the “update Records" in the drop down list.

2. Enter the update records details

    a. Label: Single.
    b. API name: Gets automatically Generated.
    c. Under the Set Field Valuesfor the Room Booking Record.
    d. Field: Amount.
    e. Value: 28000.
    f. Click on Done.

3. Enter the update records details

    a. Label: Double.
    b. API name: Gets automatically Generated.
    c. Under the Set Field Valuesfor the Room Booking Record.
    d. Field: Amount.
    e. Value: 24000.
    f. Click on Done.

4. Enter the update records details

    a. Label: Triple.
    b. API name: Gets automatically Generated.
    c. Under the Set Field Valuesfor the Room Booking Record.
    d. Field: Amount.
    e. Value: 20000.
    f. Click on Done.

5. Enter the update records details

    a. Label: Single ac1.

    b. API name: Gets automatically Generated.

    c. Under the Set Field Valuesfor the Room Booking Record.

d. Field: Amount.
e. Value: 34000.
f. Click on Done.

6. Enter the update records details

    a. Label: Double ac1.
    b. API name: Gets automatically Generated.
    c. Under the Set Field Valuesfor the Room Booking Record.
    d. Field: Amount.
    e. Value: 30000.
    f. Click on Done.

7. Enter the update records details

    a. Label: Triple ac1.
    b. API name: Gets automatically Generated.
    c. Under the Set Field Valuesfor the Room Booking Record.
    d. Field: Amount.
    e. Value: 26000.
    f. Click on Done.

8. The Flow will Form like This and Click on save.

1. Enter the Flow Label: Update Amount Field, Flow API Name: Gets Automatically Generated and Click on Save.

Conclusion:

The CRM application for managing bookings in your co-living space is an essential tool to streamline and enhance the customer experience. It will allow you to efficiently manage and store customer details, enablingresidents to easilychoose from different air-conditioned rooms with multiple sharing options. The platform will also enable users to select special food items on a daily basis, catering to their individual preferences. Additionally, the application will support multiple payment modes, ensuring flexibility and convenience for residents.

Moreover, the feedback featurewill empower residents to provide insightsinto the qualityof services, such as room cleaning, internet connectivity, and food services, which will help maintain and improve service standards. Overall,this CRM systemwill not only foster a seamless livingexperience but also reinforce the values of collaboration, comfort, and community that are at the core of the co-living concept. By balancing privacy and communal living, the application will support the creation of a vibrant and inclusive environment, allowing individuals to connect, thrive, and enhance their quality of life.