

A

Internship On
"Salesforce Virtual Internship"

(IT446 – Summer Internship-II)

Prepared by

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Under the guidance of

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Submitted to

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for Partial Fulfilment of the Requirements for the
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for Semester 7



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Chandubhai S. Patel Institute of Technology

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August 2023

CANDIDATE'S DECLARATION

I hereby declare that the project entitled "Salesforce Virtual Internship" is my/our own work conducted under the guidance of Prof. Nishat Shaikh.

I further declare that to the best of my/our knowledge, the project for B. Tech does not contain any part of the work, which has been submitted for the award of any degree either in this University or in other University without proper citation.

Poojan Tandel

(20IT150)



Accredited with Grade A+ by NAAC

CERTIFICATE

This is to certify that the report entitled “**Salesforce Developer**” is a bonafied work carried out by **Tandel Poojan (20IT150)** under the guidance and supervision of Prof. Nishat Shaikh of Internal Guide for the subject **Summer Internship – II (IT446)** of 7th Semester of Bachelor of Technology in **Department of Information** at Chandubhai S. Patel Institute of Technology (CSPIT), Faculty of Technology & Engineering (FTE) – CHARUSAT, Gujarat.

To the best of my knowledge and belief, this work embodies the work of candidate, has duly been completed, and fulfils the requirement of the ordinance relating to the B.Tech. Degree of the University and is up to the standard in respect of content, presentation and language for being referred by the examiner(s).

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SUMMER INTERNSHIP COMPLETION CERTIFICATE

This is to certify that Poojankumar Tandel, B.Tech (IT) students of Chandubhai S. Patel Institute of Technology, CHARUSAT, Changa has done a summer internship on "DEVELOPER TRACK" at "SALESFORCE" from 22/05/2023 to 22/06/2023.

We wish him all the best for his bright career.

Thanking you.

For ,

SALESFORCE

A handwritten signature in black ink, appearing to read "Amarendra", on a light-colored rectangular background.

MR. AMAREN DER KATKAM
(CEO)

ACKNOWLEDGEMENT

My first and foremost thanking goes to my internal guide for his constant support despite the difficulties during these anomalous times, Prof. Nishat Shaikh for helping me in giving helpful guidelines and valuable feedbacks regarding the project.

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“The greatest glory in living lies not in never falling, but in rising every time we fall”

Poojan Tandel (20IT150)

ABSTRACT

Internship training is an important phase of student life. A well planned, properly executed and evaluated internship training helps a lot in developing a professional attitude. It develops an awareness of industrial approach to problem solving, based on a broad understanding of process and mode of operation of organization. The aim and motivation of this internship training is to receive discipline, skills, team work and technical knowledge through a proper training environment, which will help me, as a student in a field of information technology. Salesforce is an American cloud-based software company headquartered in San Francisco, California. It provides customer relationship management service and sells a complementary suite of enterprise applications focused on customer service, marketing automation, analytics, and application development. This year is not more than a roller coaster for each one of us. Due to pandemic, everything changed so suddenly around us that our new normal is dealing with the virtual environment. This summer was different for me as well as I had my first internship and that too in the virtual world, I had never imagined working remotely. But I was fortunate enough to have the opportunity to work as a Software Engineer Intern at Salesforce for Platform Development Tools.

DESCRIPTION OF COMPANY / ORGANIZATION

As an Application Developer intern, you will be responsible for designing and developing customized solutions within the Salesforce platform based on the business requirements. The internship is on 2-months-contract, full time, start date as soon as we identify the most suitable candidate

The work flow of the company can be divided in 5 stages: -

1. Planning: Understanding what the customer wants and plans on accomplishing it.
2. Design: Creating beautiful, affordable, website designs for customers' marketing projects.
3. Development: Content management for clients who need more than just basics.
4. Launch: After successful testing, the product is delivered/ deployed to the customer for their use.
5. Maintenance: Take the important step to make sure that customers' products work with efficiency all the time.

Technology and Tools Use: -

Apex - Salesforce's proprietary programming language. As a Java.

Visualforce - A markup language for creating custom Salesforce pages. As a HTML, but can also use a combination of Apex and JavaScript.

Lightning Component Framework - A UI development framework. As an Angular JS or React.

Table of Contents

Acknowledgement.....	i
Abstract.....	ii
Description of Company/Organization.....	iii
Table of content.....	iv
List of figures.....	v

Chapter 1 Introduction

1.1 Training Definition.....	1
1.2 Description.....	1
1.3 Task Requirements.....	1

Chapter 2 Introducing Trailhead

2.1 Introduction.....	2
2.2 Trailhead.....	2

Chapter 3 Trailhead Project

3.1 Introduction.....	3
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Chapter 4 Learning Path

4.1 HTML.....	4
4.2 CSS.....	4
4.3 CSS Advance.....	5
4.4 JavaScript.....	5
4.5 Apex.....	6
4.6 ReactJS.....	6
4.7 Bootstrap.....	7

Chapter 5 Conclusion

5.1 Conclusion.....	11
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Chapter 6 References

6.1 References.....	12
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CHAPTER – 1: INTRODUCTION

1.1 TRAINING DEFINITION:

A Salesforce developer is a programmer who builds Salesforce applications across various PaaS (Platform as a Service) platforms. They do not have to work for Salesforce, by the way. This is above mention technology used Apex, Java, Web services, SQL, C, JavaScript and Fundamental object-oriented programming concepts.

1.2 DESCRIPTION:

Salesforce is an American cloud-based software company headquartered in San Francisco, California. It provides customer relationship management software and applications focused on sales, customer service, marketing automation, analytics, and application development. Salesforce Developer simply uses the Salesforce platform. Since Salesforce offers SaaS and PaaS platforms, you could work for any organisation, be that in banking, marketing, healthcare, or IT, for example.

1.3 TASK REQUIREMENTS:

1.3.1 Software Requirements:

VS Code, Node.js, Trailhead Account

1.3.2 Hardware Requirements:

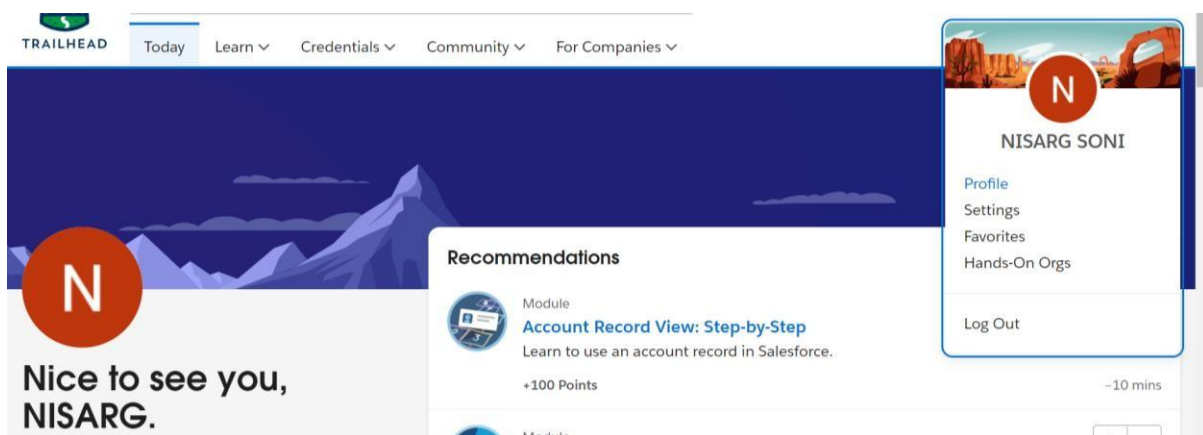
All new generation processors and RAM should be minimum 4gb or above.

Chapter 2 Introducing Trailhead

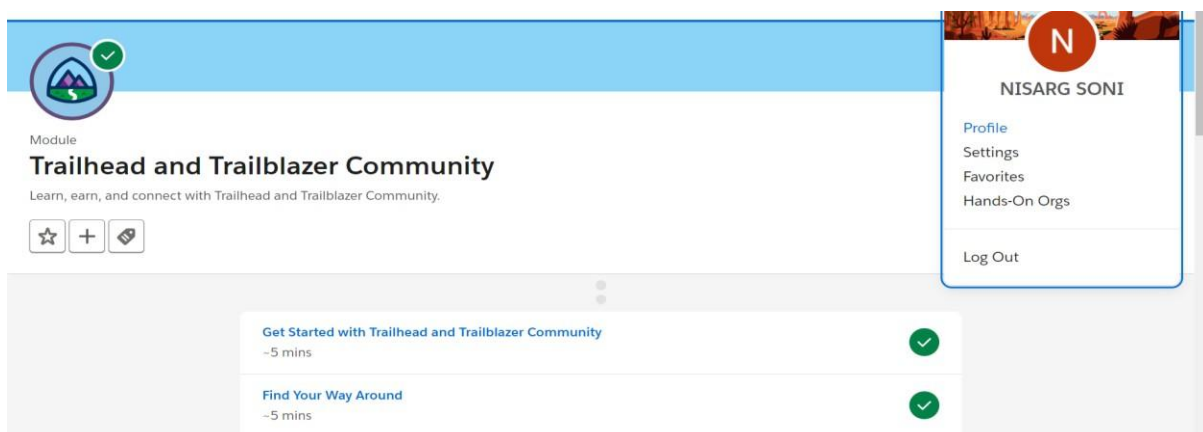
What is Trailhead?

Trailhead is a series of online tutorials that coach beginner and intermediate developers who need to learn how to code for the Salesforce platform. Trailhead education, which was launched in 2014, comes in three levels: trails, modules, and units.

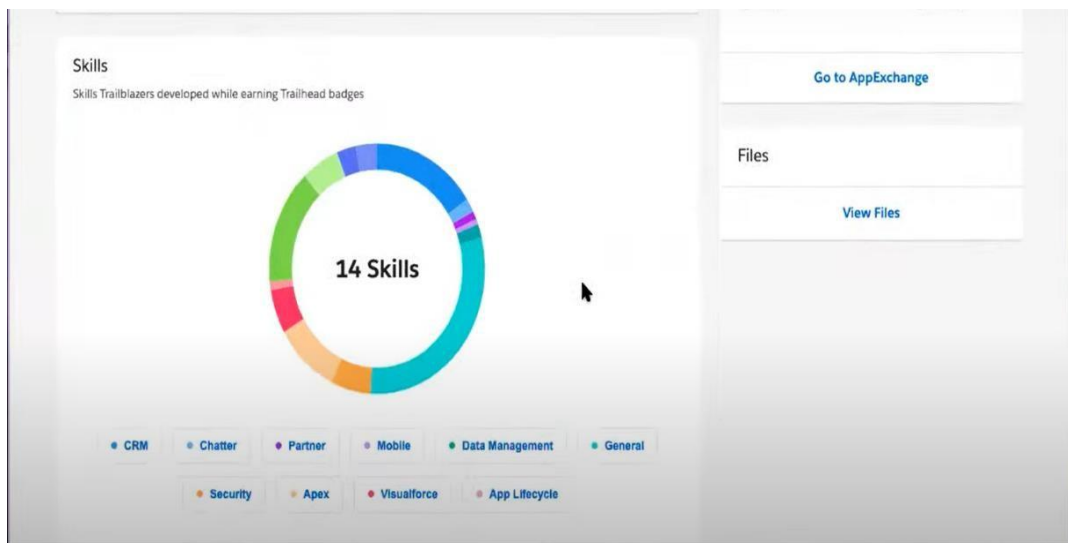
Trailhead helps developers migrate from Salesforce Classic to Lightning Experience, the modern development platform, which provides a great deal of declarative code so coding can be standardized and user-friendly. Modules show users how to program in Apex, JavaScript.



In this trailhead complete tasks and lab in step by step in mention that and complete it in time period. After that complete cloud lab and tasks, you are archive badge is show in mention figure. There are many task and lab like that GCCF (Google Cloud Foundation) and you are archive badges.

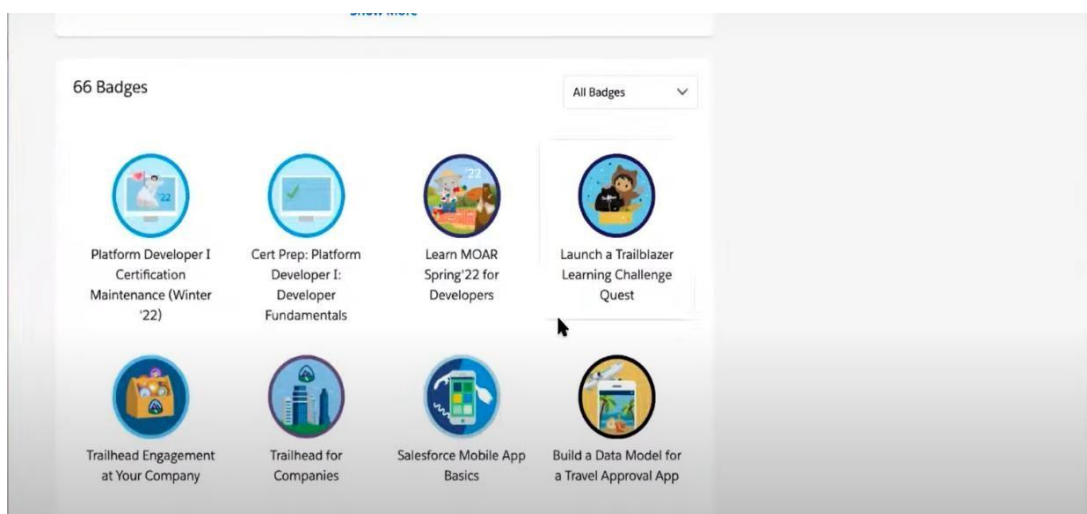


In this many types of modules and lab available after complete it receive skills and skills badges.



Skill Chart

Completing modules and tasks we receive some badges on particular module and tasks.



Badges

Chapter 3 Trailhead Project

Projects give you hands-on practice with Salesforce technologies via step-by-step instructions. You will gain new skills — and confidence — faster than you thought possible.

Projects 125 results

Projects give you hands-on practice with Salesforce technologies via step-by-step instructions. You'll gain new skills – and confidence – faster than you thought possible.

Sort: Levels: Products: Roles:

Project

Quick Start: Explore the Ready to Fly Sample App

Deploy and explore the Ready to Fly sample app.

+50 Points

~30 mins

Project

Set Up and Schedule Visit Recommendations in Consumer Goods Cloud

Create flows for visit recommendations and schedule recommended store visits.

+200 Points

~30 mins

Project

Dashboard

Externships

Guided Projects

Challenges

Internships

Projects

Certificates

Transactions

Guided Project

Project Workspace

Project Title : Salesforce Administrator Self-Learning & Super Badges

Duration : 30 Days

Team :

Mentor(s) Name : Tarakesh

Overall Project Progress

Assigned Tasks Progress

52%

52%

GENERAL INSTRUCTION

SHOW

Git Repo

Project Doc

Demo Link

Note: Use password 9ZxWuYr to access project Doc

PROJECT DETAILS

TASK & PROGRESS

MENTOR REVIEW

Salesforce Administrator Self-Learning & Super Badges

INTERMEDIATE

Many projects available base on HTML, CSS, JavaScript, Apex, Cloud computing. We can select any of this and make website, App etc. Here I created website development project it is hospital management system.

Chapter 4 Learning Path and Implementation

Learning Path of Project Implementation

For creating website learning about Basic element of HTML, basic and advances CSS, Apex, JavaScript, Bootstrap.

4.1 Basic element of HTML

HTML, in full hypertext markup language, a formatting system for displaying material retrieved over the Internet. Each retrieval unit is known as a Web page (from World Wide Web), and such pages frequently contain hypertext links that allow related pages to be retrieved.

1. HTML stands for Hyper Text Markup Language
2. HTML is the standard markup language for creating Web pages
3. HTML describes the structure of a Web Page.
4. HTML consists of series of elements.
5. HTML elements tell the browser how to display the content.
6. An HTML element is defined by start tag, some content, and an end tag.
7. Some of the Elements of HTML are div, h1, a, links, images, tables, etc.

4.2 Basic of CSS

Cascading Style Sheets (CSS) is a style sheet language used for describing the presentation of a document written in a markup language such as HTML or XML (including XML dialects such as SVG, MathML or XHTML). CSS is a cornerstone technology of the World Wide Web, alongside HTML and JavaScript.

CSS provides the styling format to our web page. With help of CSS we can position our elements, style images, give margin, padding in the elements, beautify the forms. We can also put animations and transition on our elements. Learn about float property and implement it in web pages.

4.3 CSS Advance

CSS Flexbox:

The **flexbox** or flexible box model in CSS is a one-dimensional layout model that has flexible and efficient layouts with distributed spaces among items to control their alignment structure i.e., it is a layout model that provides an easy and clean way to arrange items within a container. Flexbox can be useful for creating small-scales layouts & is responsive and mobile-friendly.

CSS Transitions:

CSS transitions provide a way to control animation speed when changing CSS properties. Instead of having property changes take effect immediately, you can cause the changes in a property to take place over a period. For example, if you change the colour of an element from white to black, usually the change is instantaneous. With CSS transitions enabled, changes occur at time intervals that follow an acceleration curve, all of which can be customized.

CSS Animations:

CSS animations make it possible to animate transitions from one CSS style configuration to another. Animations consist of two components, a style describing the CSS animation and a set of keyframes that indicate the start and end states of the animation's style, as well as possible intermediate waypoints.

4.4 JavaScript

JavaScript (JS) is a lightweight, interpreted, or just-in-time compiled programming language with first-class functions. While it is most well-known as the scripting language for Web pages, many non-browser environments also use it, such as Node.js, Apache CouchDB and Adobe Acrobat. JavaScript is a prototype-based, multi-paradigm, single-threaded, dynamic language, supporting object-oriented, imperative, and declarative (e.g. functional programming) styles. Read more about JavaScript.

The standards for JavaScript are the ECMAScript Language Specification (ECMA-262) and the ECMAScript Internationalization API specification (ECMA-402). As soon as one browser implements a feature, we try to document it. This means that cases where some proposals for new ECMAScript features have already been implemented in browsers, documentation, and examples in MDN articles may use some of those new features. Most of the time, this happens between the stages 3 and 4, and is usually before the spec is officially published.

Do not confuse JavaScript with the Java programming language. Both "Java" and "JavaScript" are trademarks or registered trademarks of Oracle in the U.S. and other countries. However, the two programming languages have very different syntax, semantics, and use.

4.5 Apex

Apex is a strongly typed, object-oriented programming language that allows developers to execute flow and transaction control statements on Salesforce servers in conjunction with calls to the API.

Apex enables developers to access the Salesforce platform back-end database and client-server interfaces to create third-party SaaS applications. Apex includes an application programming interface (API) that Salesforce developers can use to access user data on the platform.

4.6 ReactJS

React.js is an open-source JavaScript library that is used for building user interfaces specifically for single-page applications. It is used for handling the view layer for web and mobile apps. React also allows us to create reusable UI components.

Uses virtual DOM which is a JavaScript object. This will improve apps performance, since JavaScript virtual DOM is faster than the regular DOM.

Can be used on client and server side as well as with other frameworks.

Component and data patterns improve readability, which helps to maintain larger apps.

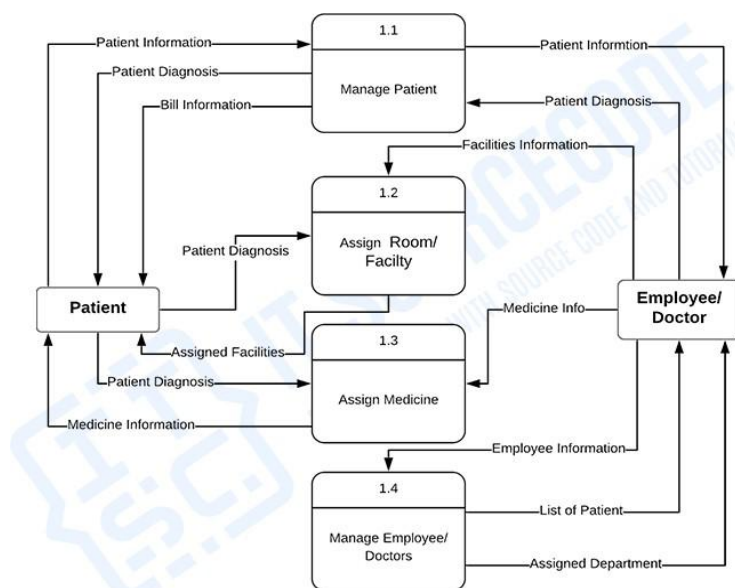
4.7 Bootstrap

Bootstrap is a free and open-source front end development framework for the creation of websites and web apps.

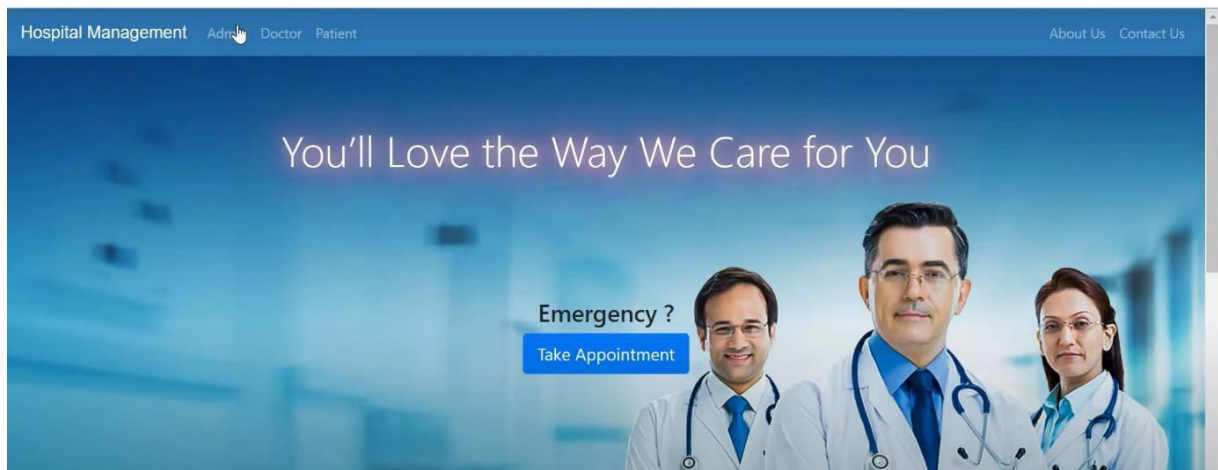
Bootstrap is a potent front-end framework used to create modern websites and web apps. It is open-source and free to use, yet features numerous HTML and CSS templates for UI interface elements such as buttons and forms. Bootstrap also supports JavaScript extensions.

Based on HTML, CSS, JavaScript using a create simple information form on salesforce platform.

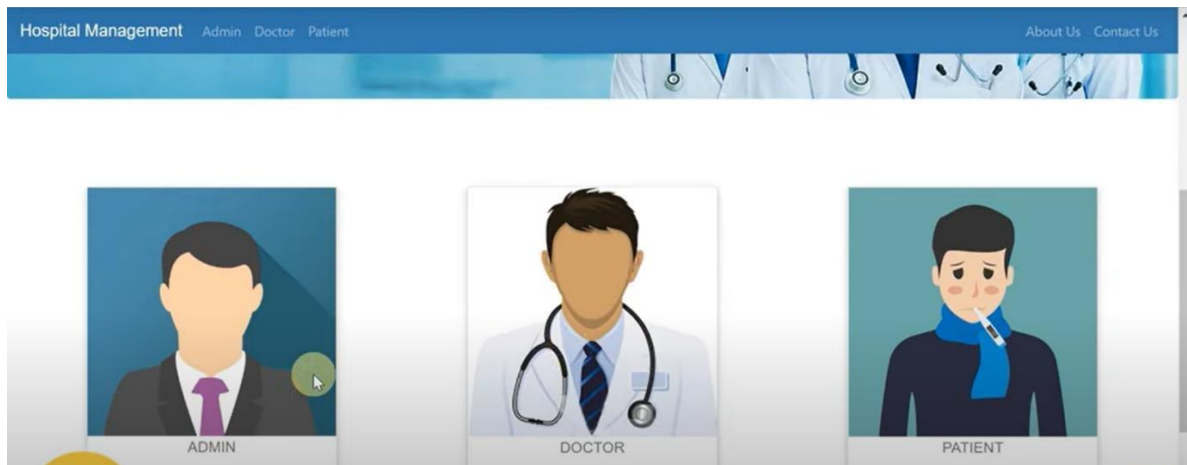
Here is create a hospital management website with connect with database it is create using HTML, CSS, JavaScript, ReactJS. In this project available features is confirm the appointment, Doctor Information, patient Bill payment and other Description.



Dashboard (homepage) of website



Home page of website



Details of Doctor, Patient, Appointment and information of Doctor and Patient.

HOSPITAL MANAGEMENT Logout

Admin
sumit

- Dashboard
- Doctor
- Patient
- Appointment

1
Total Doctor
Approval Required : 1

1
Total Patient
Wants to Admit : 1

1
Total Appointment
Approve Appointments : 0

Name	Department	Mobile	Status
rita kumari	Emergency Medicine Specialists	9572181024	On Hold
rohan kumar	Cardiologist	9572181024	Permanent

Name	Symptoms	Mobile	Address	Status
sonu kumar	loose motion	9572181024	Bihar, India	On Hold
rohini kumar	cough	9572181024	Bihar, India	Admitted

HOSPITAL MANAGEMENT Logout

Admin
sumit

- Dashboard
- Doctor
- Patient
- Appointment

Doctor Record

Register Doctor

Approve Doctor

Doctor Specialisation

[f](#)
[wh](#)
[in](#)
[t](#)

Made in India
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Book appointment form for treatment for the patient.

The screenshot shows the 'Book Appointment Details' form. On the left is a sidebar for the Admin user 'sumit' with navigation links: Dashboard, Doctor, Patient, and Appointment. The main form area has a blue header 'Book Appointment Details'. Below it is a large text area labeled 'Description' containing a yellow sun icon. At the bottom is a dropdown menu labeled 'Doctor Name and Department'.

The screenshot shows the 'Doctors' table in the Hospital Management system. The sidebar on the left is the same as in the previous screenshot. The table has columns: Name, Profile Picture, Mobile, Address, Department, Update, and Delete. There are two rows of data.

Name	Profile Picture	Mobile	Address	Department	Update	Delete
rohan kumar		9572181024	Bihar, India	Dermatologists		
rita kumari		9572181024	Bihar, India	Emergency Medicine Specialists		

At the bottom of the page, there are social media icons for Facebook, WhatsApp, Instagram, and Twitter.

Bill and payment information of patient treatment and download the receipt.

The screenshot shows the patient bill and payment information form. The sidebar on the left is the same. The main form area has a blue header 'HOSPITAL MANAGEMENT'. Below it, patient information is displayed: Patient Mobile : 9572181024, Patient Address : usa, and Patient Name : johny. Below this is a section for 'Disease and Symptoms' with the text 'pain'. A table lists the charges:

Item	Price
Room Charge of 1 Days	1000
Doctor Fee	100
Medicine Cost	100
Other Charge	0
Total Rupees : 1200	

At the bottom right, there is a red 'Download' button.

Chapter-5 Conclusion

At the end of this, I would like to brief how these tasks helped me excel at my best level and made me learn many new things and technologies. Also, implement all the skills that I previously acquired or learned later as a part of the completion of these tasks. The purpose of this internship was to use of different services and tools.

Overall, I enjoyed my time at Salesforce despite being virtual. I really appreciate the commitment salesforce has to its employees, customers, and other stakeholders even during these unprecedented times.

Thanking all those who helped me in a big or a small way with this project. Every contribution that has been given is precious to me. With that, I heartily present my project and welcome all the suggestions or improvements with open hands.

Reference

1. <https://www.youtube.com/watch?v=UaWRLQLxyv4>
2. <https://www.youtube.com/watch?v=k2MQajYhVDc>
3. <https://hirescholars.com/salesforce-internship/>
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5. <https://smartinternz.com/assets/2022/docs/vip-dev.pdf>