PROJECT   REPORT   TEMPLATE

## 1 . INTRODUCTION

1.1 Overview

Administrator should be able to create all base data including semester, candidate , course and lecturer, lecturer should have the ability to create internal result, dean , who is one of the lecturer, should be the only one with ability to update internal result, re-evaluation can be initialized by candidate for all internal result .
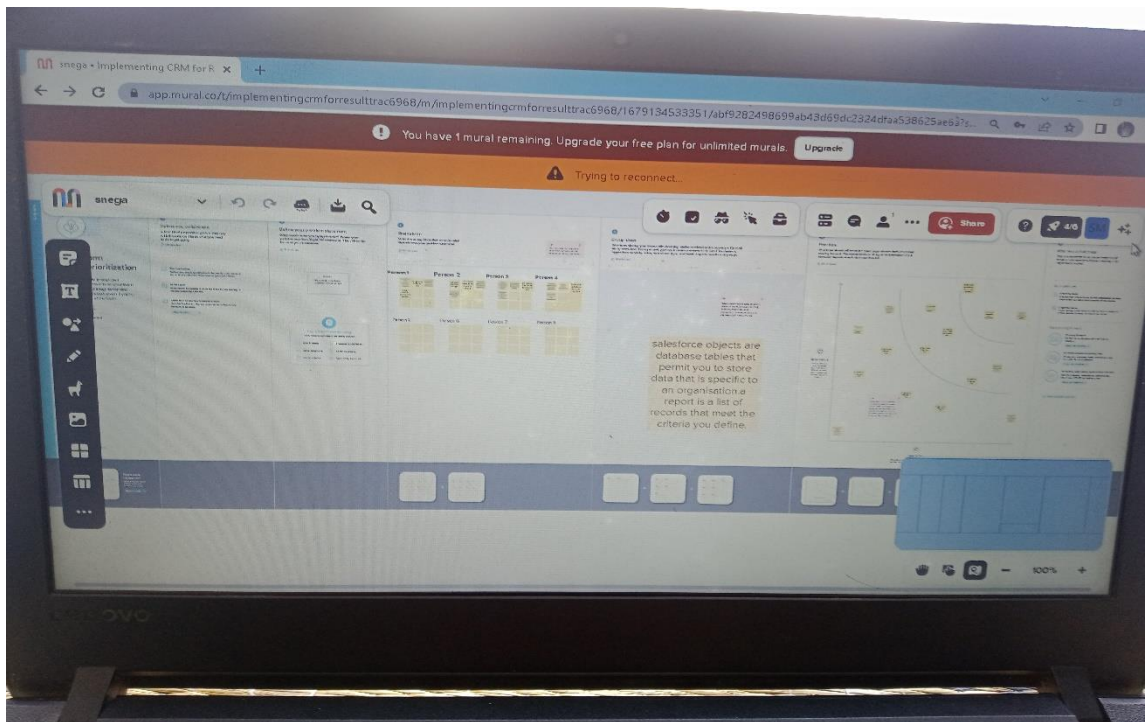
1.2 purpose

customer relationship management is a technology for managing all your company's relationship and intereactions with customer and potential customer. The goal is simple improve business relationships.

2.PROBLEM DEFINITION & DESIGING THINKING

2.1 Empathy map
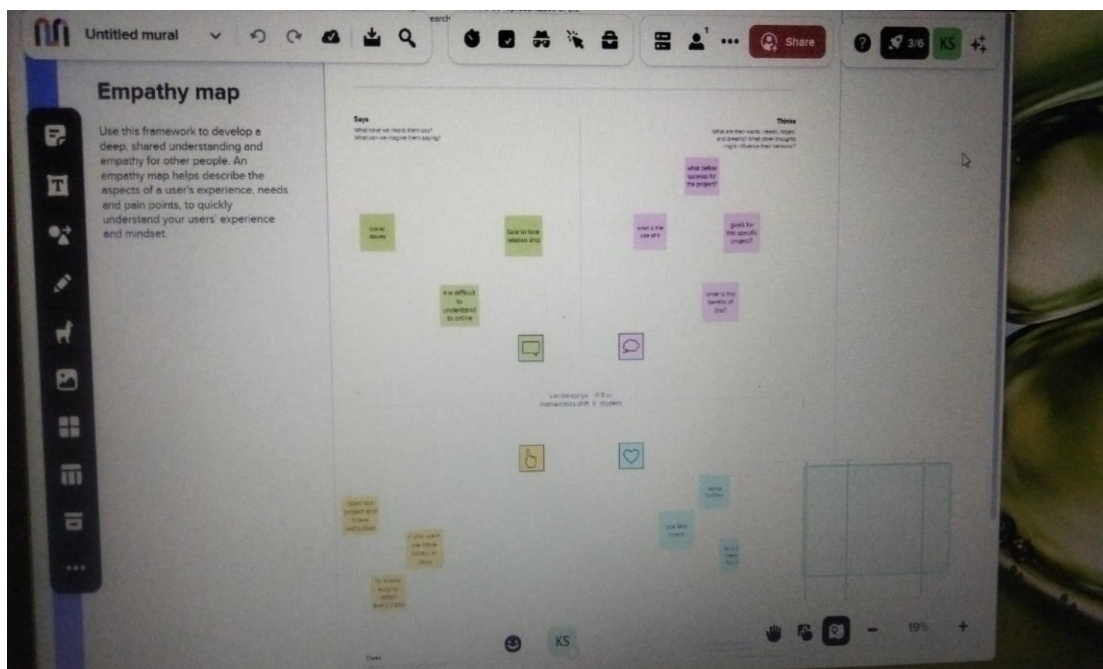
2.2 Ideation & brainstorming map

3. RESULT

3.1 Data model:

Object Name	Fields in Object	
Object 1 semester	**Field label**	**Data type**
	semester	Semester name
Object 2 candidate	**Field label**	**Data type**
	candidate	Candidate name
Object 3 Course details	**Field label**	**Data type**
	Course details	Course details name

Object 4 Lecturer details	Field label	Data type
	lecturer	Lecturer name

Object 5 Internal results	Field label	Data type
	Internal results	Internal result name

3.2 Activity & screenshot

MILESTONE 1

MILESTONE 2 OBJECT

Activity-1:

To Create an object:
Creation of Objects for Candidate Internal Result Card, For this Candidate Internal Result Card we need to create 5 objects i.e Semester,Candidate,Course Details,Lecturer Details,Internal Results.
The below steps will assist you in creating those objects.
- Click on the gear icon and then select Setup.
- Click on the object manager tab just beside the home tab.
- After the above steps, have a look on the extreme right you will find a Create Dropdown click on that and select Custom Object.

On the Custom Object Definition page, create the object as follows:
- Label: Semester
- Plural Label: Semesters

- Record Name: Semester Name
- Check the Allow Reports checkbox
- Check the Allow Search checkbox
- Click Save.
- Now create a custom tab. Click the Home tab, enter Tabs in Quick Find and select Tabs.
- Under Custom Object Tabs, click New.
- For Object, select Semester.
- For Tab Style, select any icon.
- Leave all defaults as is. Click Next, Next, and Save.

To Navigate to Setup page:
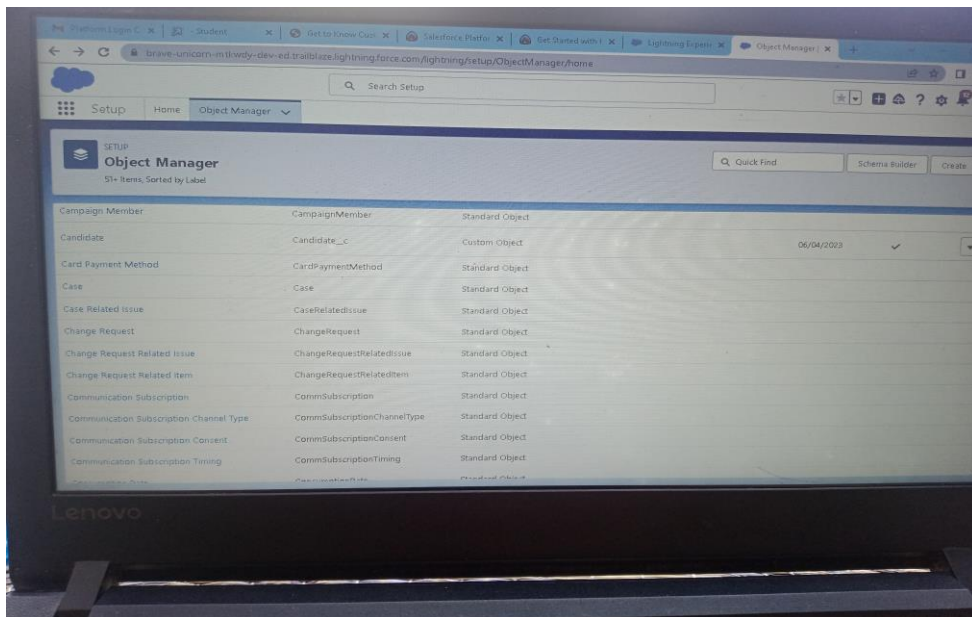Click on gear icon → click setup.

To create an object:
From the setup page → Click on Object Manager → Click on Create → Click on Custom Object.

On Custom object defining page:
Enter the label name, plural label name, click on Allow reports, Allow search → Save.

MILESTONE 3 LIGHTING APP

Fill the field label name → Next → Next → Save.
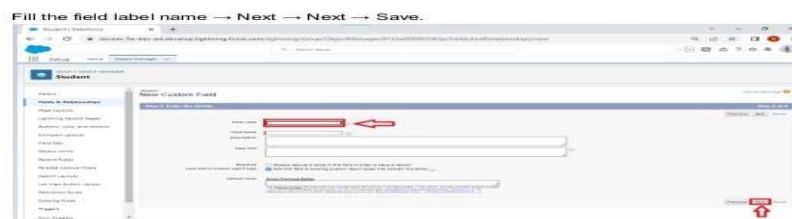
Activity-2:Similarly Create Following Fields according to the objects.

Semester:	Candidate:	Course Details:	Lecturer Details:	Internal results
Semester Name	Candidate Name	Course Name	Lecturer Role	Candidate ID
Course(lookup)	Candidate Id	Course ID	Lecturer Name	Course ID
	Semester Name		Course ID	Marks
	Internal results(lookup)		Course(lookup)	
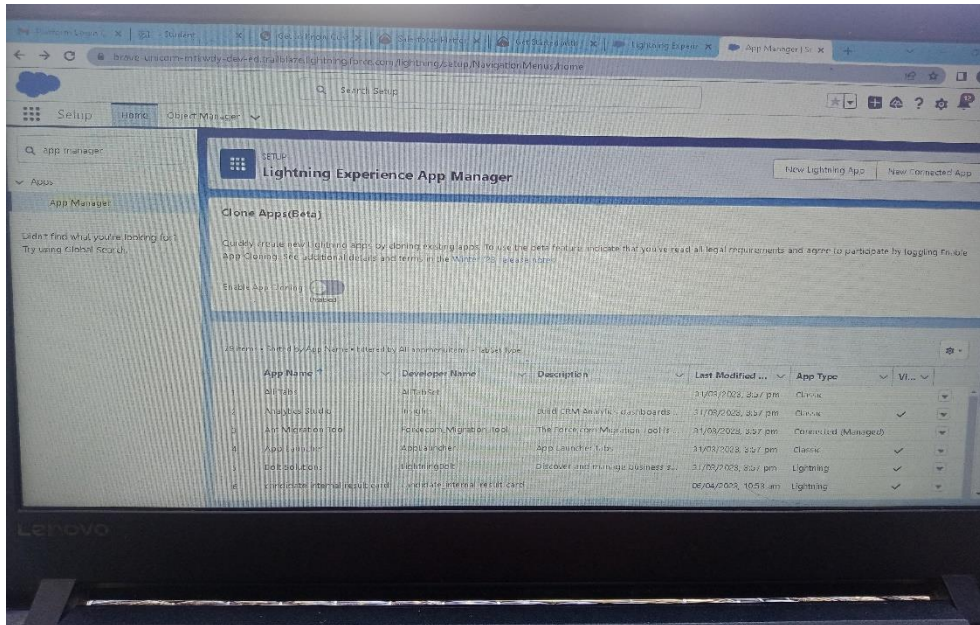
MILESTONE 4   USERS

Activity-1:

**Create the Candidate Internal Result Card app:**

- From Setup, enter App Manager in the Quick Find and select App Manager.
- Click New Lightning App. Enter Candidate Internal Result Card as the App Name, then click Next
- Under App Options, leave the default selections and click Next.
- Under Utility Items, leave as is and click Next.
- From Available Items, select Semester,Candidate,Course Details,LecturerDetails,InternalResults and move them to Selected Items. Click Next.
- From Available Profiles, select System Administrator and move it to Selected Profiles. Click Save & Finish.
- To verify your changes, click the App Launcher, type Candidate Internal Result Card and select the Candidate Internal Result Card app.

To create a lightning app page:
Go to setup page → search "app manager" in quick find → select "app manager" → click on New lightning App.
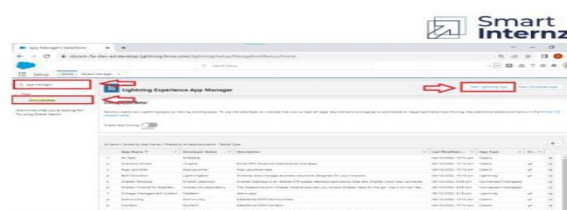
Fill the app name in app details and branding →Next → (App option page) keep it as default → Next → (Utility Items) keep it as default → Next → (Add Navigation Items) → Next → (Add User Profile) Add System Administrator → Next.
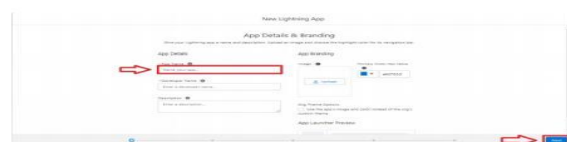
To Add Navigation Items:
Select the items from the search bar and move it using the arrow button → Next.

MILESTONE 6 DASHBOARDS

Milestone-6:Dashboards:

Dashboards let you curate data from reports using charts, tables, and metrics. If your colleagues need more information, then they're able to view your dashboard's data-supplying reports. Dashboard filters make it easy for users to apply different data perspectives to a single dashboard.
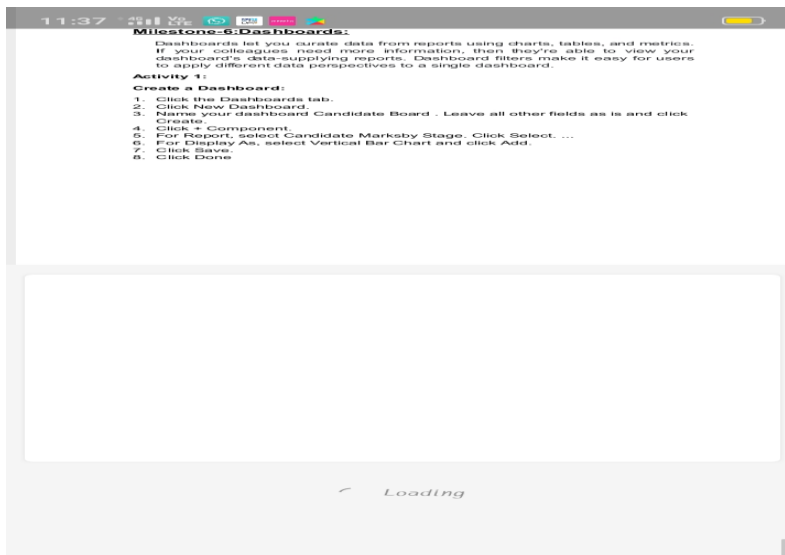
Activity 1:

Create a Dashboard:

1. Click the Dashboards tab.
2. Click New Dashboard.
3. Name your dashboard Candidate Board . Leave all other fields as is and click Create.
4. Click + Component.
5. For Report, select Candidate Marksby Stage. Click Select. ...
6. For Display As, select Vertical Bar Chart and click Add.
7. Click Save.
8. Click Done

Loading

4. TRAILHEAD PROFILE PUBLIC URL

Team leader

snega.M- https://trailblazer.me/id/snegm4

Team member

Krishnapriya.S- https://trailblazer.me/id/krishnapriya2002

Bharathipriya.A- https://trailblazer.me/id/bharish21

Sharmila.G- https://trailblazer.me/id/ssharmila29

5.ADVANTAGE & DISADVANTAGE

ADVANTAGES

1. trustworthy reporting
2. dashboards that visually showcase data
3. improved messaging with auto
4. proactive service
5. effenciency enhanced by auto
6. simplified collaboration

DISADVANTAGES

1. CRM costs one of the greatest challengers to CRM implementation is cost
2. Business culture a lack of commitment or resistance to culture change from people with in the company can cause major difficult with CRM implementation
3. Poor communication
4. Lack of leadership

6.APPLICATIONS

Contract life cycle management automates and streamlines contract process during key stages, this stages included initiation,authoring process and workflow ,negotiation and approval, execution,ongoing mamagement and complianc, and contract renewal

1. Application of CRM – Example and strategies
2. Tracking customer
3. Collecting data for marketing
4. Improving interaction
5. Communications

7.CONCLUSION

Customer relationship management enables a company to aligl its strategy with the needs of the cutomer in order to best need these needs that thus ensure long term customer loyalty

8.FUTURE SCOPE

The future of CRM IS BRIGHT. CRM will continue to report key data and give insight for future action,howere,leading expert see CRM evolving to measure and inform sales enablement and customer engagement while playing a tremendous role in the success of future business .