

SSSS DEGREE COLLEGE(19769)
Vizianagaram

PROGRAM BOOK



SEMESTER INTERNSHIP

Name

K. Roma nandini

Designed & Developed by



Reg. No.

720151105113

ID No.

20-MPC-A-11

**ANDHRA PRADESH
STATE COUNCIL OF HIGHER EDUCATION**

(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

PROGRAM BOOK FOR
SEMESTER INTERNSHIP

Name of the Student:

Name of the College: SSSS DEGREE COLLEGE(19769)

Registration Number:

Period of Internship: From: To:

Name & Address of the Intern Organization

Andhra University
YEAR

An Internship Report on

Salesforce Administrator

(Title of the Semester Internship Program)

Submitted in accordance with the requirement for the degree of

Final year B.S.C Chemistry

Under the Faculty Guideship of

(Name of the Faculty Guide)

Department of

Sai shiridi sai srinivasa degree college

(Name of the College)

Submitted by:

K Rama nandini

(Name of the Student)

Reg.No: 720151105113

Department of B.Sc (Chemistry) M.P.C

Sai shiridi sai srinivasa degree college

(Name of the College)

Instructions to Students

Please read the detailed Guidelines on Internship hosted on the website of AP State Council of Higher Education <https://apsche.ap.gov.in>

1. It is mandatory for all the students to complete Semester internship either in V Semester or in VI Semester.
2. Every student should identify the organization for internship in consultation with the College Principal/the authorized person nominated by the Principal.
3. Report to the intern organization as per the schedule given by the College. You must make your own arrangements for transportation to reach the organization.
4. You should maintain punctuality in attending the internship. Daily attendance is compulsory.
5. You are expected to learn about the organization, policies, procedures, and processes by interacting with the people working in the organization and by consulting the supervisor attached to the interns.
6. While you are attending the internship, follow the rules and regulations of the intern organization.
7. While in the intern organization, always wear your College Identity Card.
8. If your College has a prescribed dress as uniform, wear the uniform daily, as you attend to your assigned duties.
9. You will be assigned a Faculty Guide from your College. He/She will be creating a WhatsApp group with your fellow interns. Post your daily activity done and/or any difficulty you encounter during the internship.
10. Identify five or more learning objectives in consultation with your Faculty Guide. These learning objectives can address:
 - a. Data and Information you are expected to collect about the organization and/or industry.
 - b. Job Skills you are expected to acquire.
 - c. Development of professional competencies that lead to future career success.
11. Practice professional communication skills with team members, co-interns, and your supervisor. This includes expressing thoughts and ideas effectively through oral, written, and non-verbal communication, and utilizing listening skills.
12. Be aware of the communication culture in your work environment. Follow up and communicate regularly with your supervisor to provide updates on your progress with work assignments.

13. Never be hesitant to ask questions to make sure you fully understand what you need to do your work and to contribute to the organization.
14. Be regular in filling up your Program Book. It shall be filled up in your own handwriting. Add additional sheets wherever necessary.
15. At the end of internship, you shall be evaluated by your Supervisor of the intern organization.
16. There shall also be evaluation at the end of the internship by the Faculty Guide and the Principal.
17. Do not meddle with the instruments/equipment you work with.
18. Ensure that you do not cause any disturbance to the regular activities of the intern organization.
19. Be cordial but not too intimate with the employees of the intern organization and your fellow interns.
20. You should understand that during the internship programme, you are the ambassador of your College, and your behavior during the internship programme is of utmost importance.
21. If you are involved in any discipline related issues, you will be withdrawn from the internship programme immediately and disciplinary action shall be initiated.
22. Do not forget to keep up your family pride and prestige of your College.

-----<<@>>-----

Student's Declaration

I, Kettali Ramanandini, a student of BSC (Chemistry) Program, Reg. No. 720151105113 of the Department of SSSS Degree College do hereby declare that I have completed the mandatory internship from _____ to _____ in Salesforce Administrator (Name of the intern organization) under the Faculty Guideship of _____ (Name of the Faculty Guide), Department of BSC, chemistry, SSSS Degree college (Name of the College)

K. Ramanandini
(Signature and Date)

Official Certification

This is to certify that K Rama nandini (Name of the student) Reg. No. 720151105113 has completed his/her Internship in Sales force (Name of the Intern Organization) on Sales force -Administrator (Title of the Internship) under my supervision as a part of partial fulfillment of the requirement for the Degree of BSC chemistry in the Department of SSSS Degree college (Name of the College).

This is accepted for evaluation.



Endorsements

Faculty Guide

Head of the Department

Principal

PRINCIPAL
SSSS DEGREE COLLEGE
VIZIANAGARAM

Certificate from Intern Organization

This is to certify that H. Roma mandini (Name of the intern)
Reg. No 720151105113 of SSSS Degree College (Name of the
College) underwent internship in Salesforce administrator (Name of the
Intern Organization) from _____ to _____

The overall performance of the intern during his/her internship is found to be
satisfactory (Satisfactory/Not Satisfactory).



Acknowledgements

I should need to express my remarkable thanks & gratefulness to my commercial lecturer and my guidance and encouragement.

The satisfaction that accompanies this successful company taste would be incomplete without mention to this people who made it possible who constant guidance and encouragement crowed our efforts via success.

It take this opportunity to thank our principle Krishnamraju for providing all short help during this project work.

It is great pleasure in expressing deepest of gratitude and veneration to project mentor "Preetap sir" in computers valuable guidance to thought providing discussion through this course & this project.

Contents

chapter -1

Executive summary

chapter -2

overview to the organization

chapter -3

Internship part

chapter -4

fifteen weeks activity

logs & weekly reports

chapter -5

out come ~~Description~~

chapter -6

student self evaluation

chapter -7

supervisor Evaluation

CHAPTER 1: EXECUTIVE SUMMARY

The internship report shall have a brief executive summary. It shall include five or more Learning Objectives and Outcomes achieved, a brief description of the sector of business and intern organization and summary of all the activities done by the intern during the period.

my under graduate degree in Bachelor of science has equiped me with this skills required to design ourity solutions salesforce.com

learning outcomes

- * study this organization sales of escapes & department to this particular situation
- * Good opportunity to expose the working environment and gain working experience before graduation.
- * To be an effective executive in future
- * It started as a consumer as relationship management

CHAPTER 2: OVERVIEW OF THE ORGANIZATION

Suggestive contents

- A. Introduction of the Organization
- B. Vision, Mission, and Values of the Organization
- C. Policy of the Organization, in relation to the intern role
- D. Organizational Structure
- E. Roles and responsibilities of the employees in which the intern is placed.
- F. Performance of the Organization in terms of turnover, profits, market reach and market value.
- G. Future Plans of the Organization.

Salesforce, This customer success platform and world's

#1 com. Empowers companies to connect w/ their customers in a whole new way.

Salesforce values:

- * Trust
- * customer success
- * Innovation
- * Equality
- * Sustainability

Org structure:

Salesforce organization structure refers to segmentation of sales team into specialized groups how we organized your sales team will be determined by regions

CHAPTER 3: INTERNSHIP PART

Description of the Activities/Responsibilities in the Intern Organization during Internship, which shall include - details of working conditions, weekly work schedule, equipment used, and tasks performed. This part could end by reflecting on what kind of skills the intern acquired.

I have completed my internship work in salesforce organization. I have done my internship for about 8 weeks. I completed my internship work in my college. We have done different modules in admins factor catalyst in the smart intern. I completed all the modules after completion of this trailhead Admin catalyst applied for this certificate given out trailhead for this certificate generation.

. your professional Net work. Be protective and if you are invited to work function introduce yourself to people

ACTIVITY LOG FOR THE FIRST WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Salesforce : quick look.	Learn how salesforce helps your business build stronger relationship with your customers.	g
Day - 2	Trailhead : quick look.	Learn what trailhead is and how to use it to gain new skills.	g
Day - 3	Trailblazer community quick look.	Connect with other Trailblazer by exploring the trailblazer community.	g
Day - 4	Salesforce credentials quick look.	Learn about the resume worthy Salesforce certification on Trailhead.	g
Day - 5	Set up : quick look.	Find your way around setup and use the object manager to create an edit object.	g
Day - 6	Quick Start : Build a Salesforce app	Create a simple app to track visits to your local park.	g

WEEKLY REPORT

WEEK - 1 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

~~Salesforce~~ quick look to learn how to ~~Salesforce~~ helps your business build stronger relationship with our customers.

~~Trailhead~~ quick look to learn what ~~trailhead~~ is and how to use it to gain new skills.

~~Tanibazar~~ community quick look to connect with other ~~Tanibazar~~s by exploring the ~~Tanibazar~~ community.

~~Salesforce~~ credentials quick look to connect with other ~~Tanibazar~~- find your way around set up and use the object manager to create and edit object

~~Quick start Build a salesforce app~~ is to create a simple app to track visits to your local park.

ACTIVITY LOG FOR THE SECOND WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In Charge Signature
Day - 1	Trail head play ground management	cooperate hands-on org Practice your sales force skills, & complete trailhead challenge.	<i>fr</i>
Day - 2	sales force platform Basics	Get introduced to the platform navigate use cases, & build custom functionality	<i>fr</i>
Day - 3	Accounts and contacts for lightning experience	Discover how account and contacts work together in salesforce	<i>fr</i>
Day - 4	Sales cloud Basics	Grow your business boost productivity & make smart decision with sale cloud	<i>fr</i>
Day - 5	Service cloud Basics	Supercharge your agents with omnichannel tools & an intelligent service platform	<i>fr</i>
Day - 6	Service cloud for lightning experience	Set up customer service for your business	<i>fr</i>

WEEKLY REPORT

WEEK - 2 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

Trial playground management is to open hands-on org, practise your sales force skills, and complete the Trailhead challenges.

Salesforce platform Basics to Get introduced to the platform navigated use cases, and build custom functionality.

- Accounts and contacts for lightning experience is discover how account and contacts work together in Salesforce

Sales cloud Basics is grow your business boost prospecting and make smart decision with sale cloud

Service cloud Basics to set up super badge your agents with omni-channel tools and an intelligent service platform

Service cloud for lightning experience to set up customer to service for your business

ACTIVITY LOG FOR THE THIRD WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	customise an org to support a new business unit.	manage users and optimise your business modes for efficiency	fr
Day - 2	Data modeling	Give your data structure with object fields and relationship	fr
Day - 3	Data security	control access to data using point and click security tools	fr
Day - 4	Data management	learn how to import and export data in salesforce	fr
Day - 5	Reports & Dashboards for lightning experience	visualize key business metrics in real time using lightning exper	fr
Day - 6	Create reports and dashboards for sales and marketing management	Track key business information for your stakeholders with reports & dashboards.	fr

WEEKLY REPORT

WEEK - 3 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

customise an org to support a new business unit to have to manage users and optimize your business model for efficiency.

Data modeling is giving your data structure with object, fields and relationship

Data security is control access to data using point and quick security tools

Data management we learn how to import and export data in salesforce

Reports & dashboards for lightning experience to visualize key business metrics in real time using lightning experience.

Create Reports & dashboards for sales and marketing managers to track key business information for your stakeholders with reports and dashboards

ACTIVITY LOG FOR THE FORTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Quick start : Lightning -App Builder	Build an app for sales reps in the field No code required	fr
Day - 2	Approve Records with -Approval Process	ensure that critical records are reviewed by the right people at the right time	fr
Day - 3	Flow Builder Basics	Explore how Builder and learn when to use flows to automate your business	fr
Day - 4	User Access specialist super badge	complete the capstone assessment to earn the user access specialist super badge	fr
Day - 5	Security Governance specialist super badge	complete the capstone assessments to earn the over than specialist super badge	fr
Day - 6	User Authentication specialist super badge	complete the capstone assessment to earn the user authentication specialist super badge	fr

WEEKLY REPORT

WEEK - 4 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

Quick start lightning app builder to build an app for sales steps in the field no code required

- Approve records with approval process to ensure that critical records are reviewed by the right people at the right time

- Learn builder basics in the explore flow and learn when to use flows to customer your business

~~user access specialist super badge to complete the capstone assessment to earn the user access specialist super badge.~~

~~security Governance specialist super badge to complete the capstone assessment to earn the Governance specialist super badge.~~

~~user authentication specialist super badge to complete the assessment to earn the user authentication of super badge~~

ACTIVITY LOG FOR THE FIFTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Business administration specialist	Brighten up a new business unit with the sales force tent the team needs to success	fr
Day - 2	Lighting experience Reports & Dash Boards specialist	Design powerful reports and dashboard to shine a light on your data	fr
Day - 3	Security specialist Super badge.	complete the capstone assessments to earn the security specialist super badge.	fr
Day - 4	Admin Superset	Complete the capstone assessments to earn the admin superset	fr
Day - 5	Learn about salesforce and own values.	Find more information about salesforce products	fr
Day - 6	Get familiar with Trailhead.	Explain what Trailhead is, what is the Trailhead Community	fr

WEEKLY REPORT

WEEK - 5 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

Business administrative specialist to brighten up a new business unit with the salesforce tool the team needs to succeed

lighting experience reports & dashboards specialist in the design powerful reports and dashboard to shine a light on your data

security specialist super badge to complete the capstone assessments to earn the security specialist super badge :

Admin super set to complete the capstone assessments to earn the admin the super set

learn about salesforce and our values have to find more information about salesforce products

Got familiar with tailhead to explain what tailhead is what the tail bazer community.

ACTIVITY LOG FOR THE SIXTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In Charge Signature
Day - 1	-explore the Trailblazer Community	-Engage with other Trailblazers in the Trailblazer community	<u>fr</u>
Day - 2	Get families with sales force certifications on Trail head	-Explain what superbadges are and certificated	<u>fr</u>
Day - 3	Learn to use set up and the object manager	use quick find to locate set up pages	<u>fr</u>
Day - 4	create the trailblazer APP	data base to organize information	<u>fr</u>
Day - 5	Toy out the APP	You can start by adding a few at the way points of the port	<u>fr</u>
Day - 6	Add a quick Action	Automatically create a mobile on Authentication APP	<u>fr</u>

WEEKLY REPORT

WEEK - 6 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

Explore the Trailblazer community to engage with other the Trailblazer in the Trailblazer community.

Get familiar with salesforce credentials on trailhead to explain what to superbadges are and certificates.

Learn to use set up and the object manager to use quick find to locate set up pages.

Create the Trailblazer app to database to organize information.

Setup the app is you can start by adding a few to the way points in the path that you want to visit.

Add a quick action is take the automatically to create a mobile version of the app.

ACTIVITY LOG FOR THE SEVEN WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Copy a Trailhead playground	Difference b/w a Trailhead playground on a developer edition	hr
Day - 2	Get your Trailhead playground username and password	Rename a Trailhead playground	hr
Day - 3	Install apps and packages in your Trailhead playground	You're downloading apps on the app on the app manager or APP launcher	hr
Day - 4	Get started with the salesforce platform	Define sales force platform & Dream house	hr
Day - 5	Discover use cases for the platform.	Describe sample use cases for the platform	hr
Day - 6	Understand the salesforce architecture	Define key term related to the salesforce	hr

WEEKLY REPORT

WEEK - 7 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

Created a trailhead playground difference b/w a trail head playground and a developer edition organisation.

Get your trailhead playground username and password and openname Trail head playground.

Install apps and packages in your Trailhead playground is you're downloading apps on your phone, tablet, computer and other devices etc.

Got started with the salesforce platform to define salesforce platform and dream house scenario.

Discovered use cases for the platform to define describe sample use cases for the platform understand the salesforce architecture is define key term have to related to the salesforce architecture.

ACTIVITY LOG FOR THE EIGHTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	navigate set up	local set up and identify its key elements	<i>g</i>
Day - 2	power up with -APP -exchange	we create the APP exchange to develop the strategies	<i>g</i>
Day - 3	storage information about the customers.	Describe what a person account is	<i>g2</i>
Day - 4	under stand Account and contact relationship	Create a hierarchy among related amounts	<i>g</i>
Day - 5	Get to Know sales cloud	Define CRM, salesforce and sales cloud	<i>g2</i>
Day - 6	Grow your business with sales cloud.	Describe how sales cloud can make your sales team more productive	<i>g</i>

WEEKLY REPORT

WEEK - 8 (From Dt..... to Dt : Dt.....)

Objective of the Activity Done:

Detailed Report:

Initial step is to local setup and identify its key elements.

Power up with app exchange is develop your own app exchange is strategy.

Store information about your customers is to describe what a person account is.

Understand account and contact Relation ship is to create a hierarchy among related accounts.

Get to know sales cloud to define salesforce and the sales cloud. Grow your business with sales cloud is describe how sales cloud can make your sales team more productive.

ACTIVITY LOG FOR THE NINETH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In Charge Signature
Day - 1	Manage sales matrices that matter	Describe features of sales cloud force costing	g
Day - 2	Learn about the sales force platform advantages	Describe the advantages of using the sales force platform	h
Day - 3	Get to know the service cloud platform	Explain what the service cloud platform	h
Day - 4	Resolve cases faster	summarize the benefits of a self-service site	h
Day - 5	Deliver omnichannel services	Describe that omni-channel hosting does	g
Day - 6	Learn about the sales force platform advantages	Explain the connecting sales & services will help you retaining customer	h

WEEKLY REPORT

WEEK - 9 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

measure sales matrices that matter is to describe features of sales cloud forecasting learn about the salesforce platform advantages is to describe the advantages of using the salesforce platform

Get to know the service cloud platform is explain what the service cloud platform is

Resolve cases faster in the summarize the benefits of a self service site.

Deliver omnichannel service is describe what omni-channel routing does learn about the salesforce platform advantages to easy to explain the way connecting sales and service will help you retain customers

ACTIVITY LOG FOR THE TENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Begin your customer service journey	Describe what service clouds benefits	fr
Day - 2	Administer service cloud.	find the service setup page and process for service cloud	fr
Day - 3	Automate case management	Assign cases automatically escalate cases when automating	fr
Day - 4	Create digital oas agreement on multiple channels.	Describe the channels for customer support	fr
Day - 5	manage user access	To create a new users information into your salesforce.	fr
Day - 6	manage chatter.	They can see update in their chatter feed including field design	fr

WEEKLY REPORT

WEEK - 10 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

Begin your customers service journey to describe what service cloud is benefits of lightning service console.

Administrative service cloud is to find the service set up page and process for service cloud.

Automate case management is to assign cases automatically escalate cases when the automatically

Create digital any management on multiple channels is describe the channels for support for customer.

Manage user access is to enter a new user's information into your sales force organisation.

Manage chatter is they can see updates in their chatter feed, including field changes etc.

ACTIVITY LOG FOR THE ELEVENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	modify your data model	To create a customer support plan start date field for her team.	<i>fr</i>
Day - 2	configure an Email letter head and template.	To letter head for her teams HTML email template	<i>fr</i>
Day - 3	Automate your Business Processes	To establish case rules so building cases are routed to the correct queue	<i>fr</i>
Day - 4	understand custom & standard objects.	Describe the pros & cons of using objects on the sales force platform	<i>fr</i>
Day - 5	Create object Relationship	Create or modify a lookup relationship and master details.	<i>fr</i>
Day - 6	work with a schema Builder	use Schema Builder to create a schema of a object model.	<i>fr</i>

WEEKLY REPORT

WEEK - 11 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

modify your data model is to create a custom support plan start date field for her team.

configure an email letter head and template is the letterhead for her team's HTML email template.

-Automate your business processes to establish case rules so billing cases are routed to the correct queue.

Understand custom & standard object is describe the pros & cons of using object on the sales force platform.

Create object relationship to create or modify a look up relationship and master details.

Work with schema builder is to use schema builder to create a schema for a given object model.

ACTIVITY LOG FOR THE TWELVETH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	overview of data security	list the four levels at which you can control data access	fr
Day - 2	control Access to the org	set password policies	fr
Day - 3	control Access to object	view all assignment user in a profile	fr
Day - 4	control access to fields	view and edit field level security settings	fr
Day - 5	control Access to Records	set org-wide sharing defaults to control access to records	fr
Day - 6	Create a role hierarchy	Explain new a role hierarchy is different from an org chart	fr

WEEKLY REPORT

WEEK - 12 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

overview to data security is a list the four level at which you can control data at access

control access to the organisation to set password policies

control access to the object to view all assigned users in a profile

control access to fields to view and edit field-level security settings

control access to records to set org-wide sharing default to control access to records

create a role hierarchy to explain how a role hierarchy is different from an organisation chart

ACTIVITY LOG FOR THE THIRTEENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Import data	csv file using the data import wizard	fr
Day - 2	Export data	Export data manually using the data export service	fr
Day - 3	Create reports with the Report Builder	use dragger and dropper report builder	fr
Day - 4	Format Reports	Create a matrix report	fr
Day - 5	Visualize your data with the lightning dashboard builder	Create a dashboard and underlying report	fr
Day - 6	Extend your reporting strategy with app exchange	Install all reports and dashboard packages from APP exchange	fr

WEEKLY REPORT

WEEK - 13 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

Import data is the csv file using the Data import wizard.

Export data is the manually the data export service.

Create reports with the report builder
use drag and drop report builder

Format reports to create a matrix.
report

visualize your data with the lighting
~~dashboard~~ builder to create a dashboard
and underlying reports.

Extend your reporting strategy
with app exchange is to install a report
and dashboard package from the from
app exchange

ACTIVITY LOG FOR THE FOURTEENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Create reports and Dashboard folders.	visibility into dates, time, savings, flexibility	hr
Day - 2	Create a simple custom Reports	The role of CFO with your profile col reports date is viewable	hr
Day - 3	filter your reports	An Annual revenue of 57 million and up	hr
Day - 4	Group and categorize your data.	opportunities by report to group by the calendar month	hr
Day - 5	use summary formulas in your reports	Report to display closed opportunities by sales gap	hr
Day - 6	manage reported data.	The user's net logged in last 7 days reports.	hr

WEEKLY REPORT

WEEK - 14 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

- Create reports & dashboards folders visibility into data, time savings flexibility.
- Create a simple reports in the role as CEO with your profile so all reports data is viewable.
- Filter your reports in an annual revenue as 52 millions and up.
- Group and categorize your data is opportunities by Reports to display changed opportunities by sales rep.
- Use summary formulas in your reports in the sales rep.
- Manage reported data in the users not logged in the last 7 days report.

ACTIVITY LOG FOR THE FIFTEENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Create your first page	A lightning page is a container for lightning components.	<u>sr</u>
Day - 2	Add more components	Configure to display recent opportunities and lead	<u>sr</u>
Day - 3	Add quick actions and activate the app	To make it available to mobile users	<u>sr</u>
Day - 4	Go with the flow	Identify opportunity to improve business process with automation	<u>sr</u>
Day - 5	Meet flow builder	Describe the building blocks of a flow	<u>sr</u>
Day - 6	Learn about flow variables	Understand how variables work different types of variables	<u>sr</u>

WEEKLY REPORT

WEEK - 15 (From Dt..... to Dt.....)

Objective of the Activity Done:

Detailed Report:

Create your first page to a lightning page
is a container for lightning components

- Add more components is to configure
to display recent opportunities and the
lead

- Add quick actions and activate the
app to make it available to the
mobile users

Go with the flow to identify opportunities
to improve business processes with
automation

Meet flow builder is to describe the
building blocks of a flow

Learn about flow variable to understand
- stand how the variable work different
types of variables

CHAPTER 5: OUTCOMES DESCRIPTION

Describe the work environment you have experienced (in terms of people interactions, facilities available and maintenance, clarity of job roles, protocols, procedures, processes, discipline, time management, harmonious relationships, socialization, mutual support and teamwork, motivation, space and ventilation, etc.)

Salesforce internship helped me to develop my interaction skills with other people during this work I could communicate with other people in better way of our college provided but facilities for own internship work such as providing systems and labs do b/w internship work we have the Proto calls to complete their internship firstly we have to launch challenges and complete their challenges in playground and check on challenge the get points we helped each other to complete the partnership.

Describe the real time technical skills you have acquired (in terms of the job-related skills and hands on experience)

Apex

Developed various apex classes and triggers for department function requirements this apex is helpful to complete class and modules.

Java

Integrating side instance with external system ADP & soap modules

SQL

we used inside the apex controllers classes and triggers to get the optimise result for the this organization.

Custom objects

Designed and deployed custom objects custom tabs validation rules and auto response rules for automation modules

Describe the managerial skills you have acquired (in terms of planning, leadership, team work, behaviour, workmanship, productive use of time, weekly improvement in competencies, goal setting, decision making, performance analysis, etc.

- * communication coopeate a spost environment
- * Respect for this company members employees and friends.
- * Persuasion :- difficult task solved with help of quizzes.
- * Trust is build on communication mutual respect and values.
- * self-control fastening environment of learning.
- * Macroe management helps me shorter this work.
- * Preparation of Launch (or) pre-work will be done before starting.
- * Planning is a vital aspects within an organization. It refers to one's ability to organize.

Describe how you could improve your communication skills (in terms of improvement in oral communication, written communication, conversational abilities, confidence levels while communicating, anxiety management, understanding others, getting understood by others, extempore speech, ability to articulate the key points, closing the conversation, maintaining niceties and protocols, greeting, thanking and appreciating others, etc.,)

- * listening the words of other persons and giving report (or) response after listening their communications.
- * Body language matters how much iam listening how iam interested for work.
- * Having written communication while developing program.
- * Treating everyone equally with respect etc
- * greeting them in polite when they appeared in front of me.
- * Ability to articulate errors etc.
- * I have developed this conventional my one own self

Describe how could you could enhance your abilities in group discussions, participation in teams, contribution as a team member, leading a team/activity.

- * There are several skills to efficiency and positively interact with team members achieved
- * Leadership skills and gain guidances from someone who you admire professionally
- * Good management skills are vital for any organization to succeed goals and objects
- * Technical skills involve skills are vital for any managers the ability the knowledge to use variety of techniques and their objectives.
- * The manager is able to see an entire see an entire concept, analyze and diagnose a problem and find creative solutions.

Describe the technological developments you have observed and relevant to the subject area of training (focus on digital technologies relevant to your job role)

- * Describe the technology the internship acquire technological development used as automation using digital
- * platforms and also innovations and also this fundamental work understanding automation enabled
- * learning new skills from the salesforce virtual internship modules.
- * greeting them in polite when they appeared in front me
- * Ability to architecture others errors etc.
- * I have developed the conversational ability by own my self.
- * Apppecting friends and others success in the internship modules.

Student Self Evaluation of the Short-Term Internship

Student Name: K. Ramanandini

Registration No: 72015110513

Term of Internship: 4 months From:

To :

Date of Evaluation:

Organization Name & Address: Salesforce Administrator

Please rate your performance in the following areas:

Rating Scale: Letter grade of CGPA calculation to be provided

1	Oral communication	1	2	3	4	5
2	Written communication	1	2	3	4	5
3	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan and organization	1	2	3	4	5
9	Professionalism	1	2	3	4	5
10	Creativity	1	2	3	4	5
11	Quality of work done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	OVERALL PERFORMANCE	1	2	3	4	5

Date:

K.Ramanandini
Signature of the Student

Evaluation by the Supervisor of the Intern Organization

Student Name: M Rama nandini

Registration No: 72015110543

Term of Internship: From:

To :

Date of Evaluation:

Organization Name & Address: salesforce Administrator

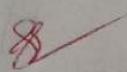
Name & Address of the Supervisor
with Mobile Number

Please rate the student's performance in the following areas:

Please note that your evaluation shall be done independent of the Student's self-evaluation

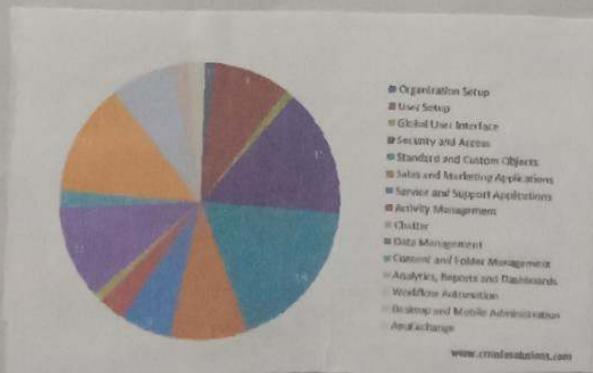
Rating Scale: 1 is lowest and 5 is highest rank

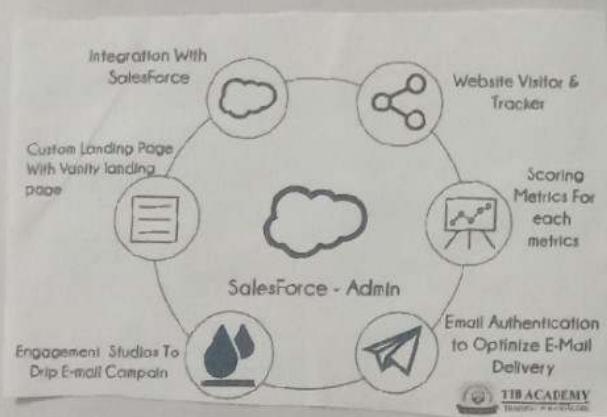
1	Oral communication	1	2	3	4	5
2	Written communication	1	2	3	4	5
3	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan and organization	1	2	3	4	5
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10	Creativity	1	2	3	4	5
11	Quality of work done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	OVERALL PERFORMANCE	1	2	3	4	5


Signature of the Supervisor

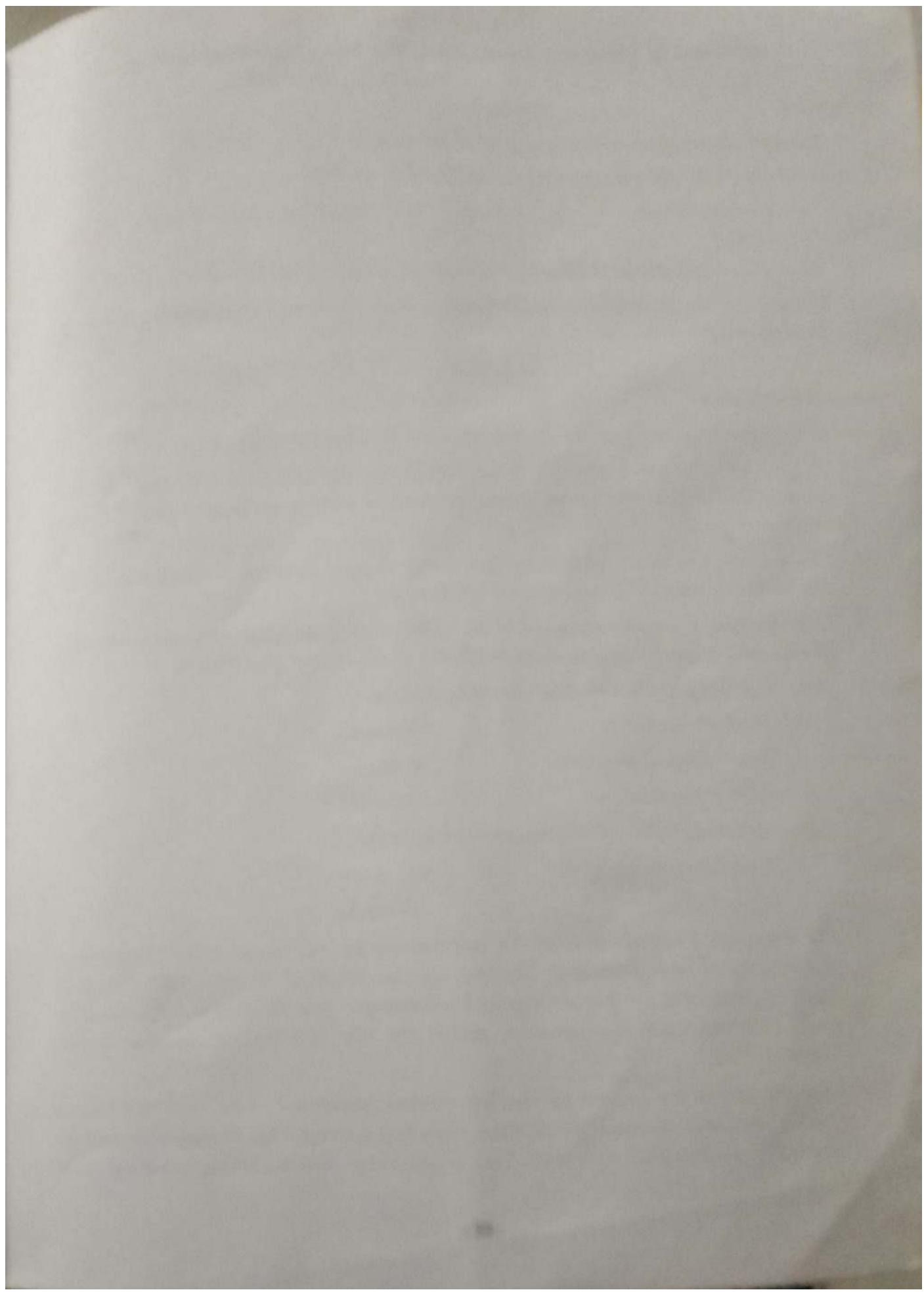
Date:

PHOTOS & VIDEO LINKS





EVALUATION



Internal & External Evaluation for Semester Internship

Objectives:

- Explore career alternatives prior to graduation.
- To assess interests and abilities in the field of study.
- To develop communication, interpersonal and other critical skills in the future job.
- To acquire additional skills required for the world of work.
- To acquire employment contacts leading directly to a full-time job following graduation from college.

Assessment Model:

- There shall be both internal evaluation and external evaluation
- The Faculty Guide assigned is in-charge of the learning activities of the students and for the comprehensive and continuous assessment of the students.
- The assessment is to be conducted for 200 marks. Internal Evaluation for 50 marks and External Evaluation for 150 marks
- The number of credits assigned is 12. Later the marks shall be converted into grades and grade points to include finally in the SGPA and CGPA.
- The weightings for Internal Evaluation shall be:
 - Activity Log 10 marks
 - Internship Evaluation 30 marks
 - Oral Presentation 10 marks
- The weightings for External Evaluation shall be:
 - Internship Evaluation 100 marks
 - Viva-Voce 50 marks
- The External Evaluation shall be conducted by an Evaluation Committee comprising of the Principal, Faculty Guide, Internal Expert and External Expert nominated by the affiliating University. The Evaluation Committee shall also consider the grading given by the Supervisor of the Intern Organization.
- Activity Log is the record of the day-to-day activities. The Activity Log is assessed on an individual basis, thus allowing for individual members within groups to be assessed this way. The assessment will take into consideration

the individual student's involvement in the assigned work.

While evaluating the student's Activity Log, the following shall be considered -

a. The individual student's effort and commitment.

b. The originality and quality of the work produced by the individual student.

c. The student's integration and co-operation with the work assigned.

d. The completeness of the Activity Log.

The Internship Evaluation shall include the following components and based on Weekly Reports and Outcomes Description

a. Description of the Work Environment.

b. Real Time Technical Skills acquired.

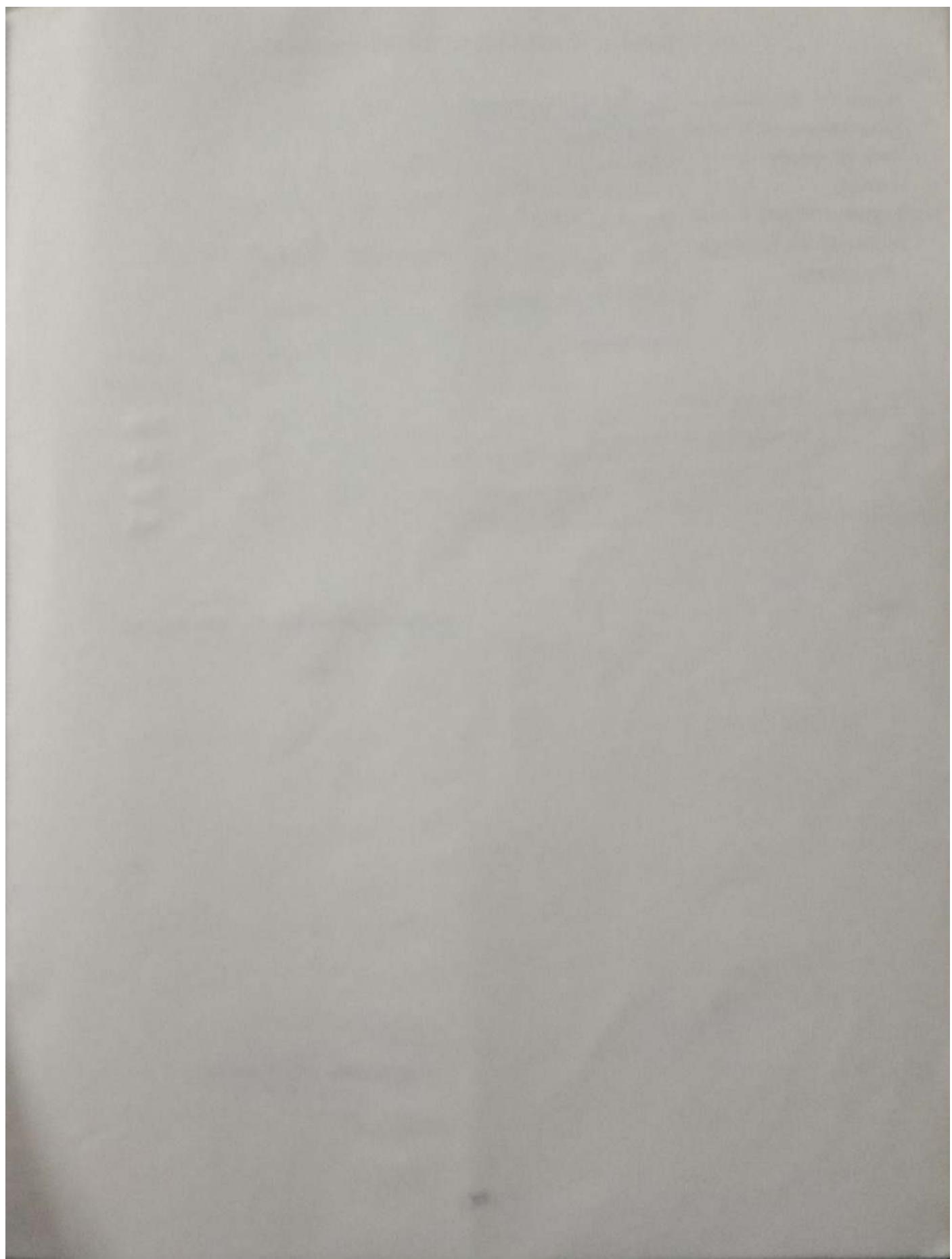
c. Managerial Skills acquired.

d. Improvement of Communication Skills.

e. Team Dynamics

f. Technological Developments recorded.

MARKS STATEMENT
(To be used by the Examiners)



INTERNAL ASSESSMENT STATEMENT

Name Of the Student: K. Rani nandini
 Programme of Study: Sales force
 Year of Study: 2013
 Group: Bsc(chemistry)
 Register No/H.T. No: 720151105113
 Name of the College: Sri shividi Sai srinivasa Degree college
 University: Arulja university

<i>SLNo</i>	<i>Evaluation Criterion</i>	<i>Maximum Marks</i>	<i>Marks Awarded</i>
1.	Activity Log	10	10
2.	Internship Evaluation	30	28
3.	Oral Presentation	10	10
	GRAND TOTAL	50	48

Date:

Signature of the Faculty Guide

EXTERNAL ASSESSMENT STATEMENT

Name Of the Student: K Rama randini
 Programme of Study: Sales force
 Year of Study: 2023
 Group: BSC chemistry
 Register No/H.T. No: 720151105113
 Name of the College: Soji shirodi sai sminivya degree college
 University: Andhra university

Sl.No	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Internship Evaluation	80	78
2.	For the grading giving by the Supervisor of the Intern Organization	20	20
3.	Viva-Voce	50	42
	TOTAL	150	146
GRAND TOTAL (EXT. 50 M + INT. 100M)		200	194

Signature of the Faculty Guide

Signature of the Internal Expert

Signature of the External Expert

Signature of the Principal with Seal

PRINCIPAL
SOS DEGREE COLLEGE
VIZIANAGARAM

Page No



**ANDHRA PRADESH
STATE COUNCIL OF HIGHER EDUCATION**

(A Statutory Body of the Government of Andhra Pradesh)

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