

IMPLEMENTING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARKS

Smart
Internz

1.INTRODUCTION

1.1 Overview -Administrator should be able to create all base data including Semester, Candidate, Course and Lecturer.

Lecturer should have the to create internal result Dean, who is one of the Lecturer, should be the only one with ability to update.

Internal results Re-evaluation can be initialised by candidate for all internal results. Have a multilevel approval process for the re-evaluation for the internal marks first level by Lecturer and 2nd levels by dean. Now only dean can update the marks after re-evaluation dean should be able to see. List of the candidates grouped by the marks(pass/fail) in each semester should be a visual force page. Dean should be able to see average percentage of each course for a candidate. Dean should have the ability to view pass percentage for each semester.

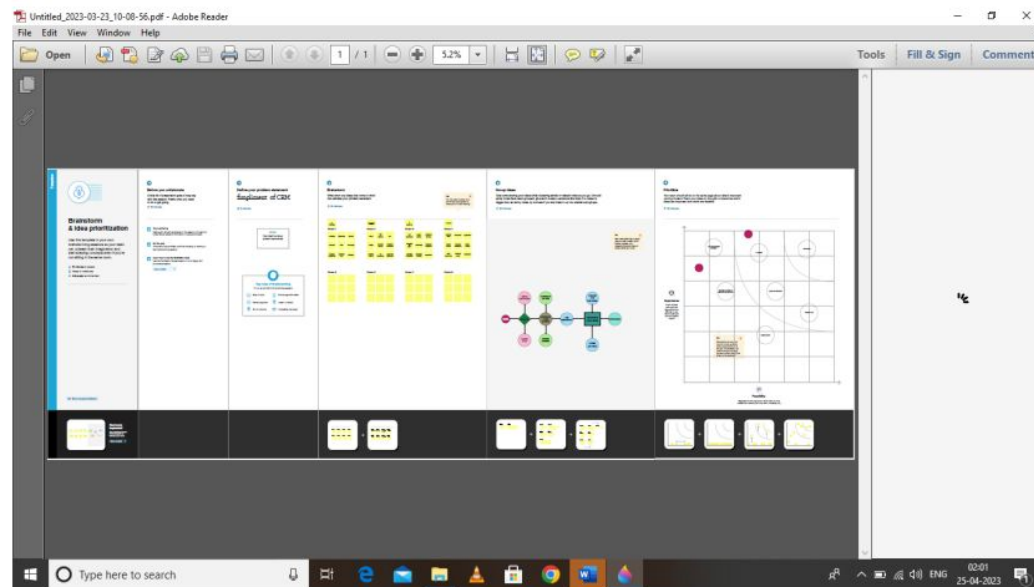
1.2 Purpose -It aims to produce areal time knowledge of the salesforce and how can we build a app using salesforce in this project we build a candidate result card application for education instruction which would be useful for the staffs to reduce time and track the performance of the students with ease. It is helpful to have large number of data maintained under one platform.

1.1 Empathy map:

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2.2 Ideation & Brainstorming Map



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3 RESULT

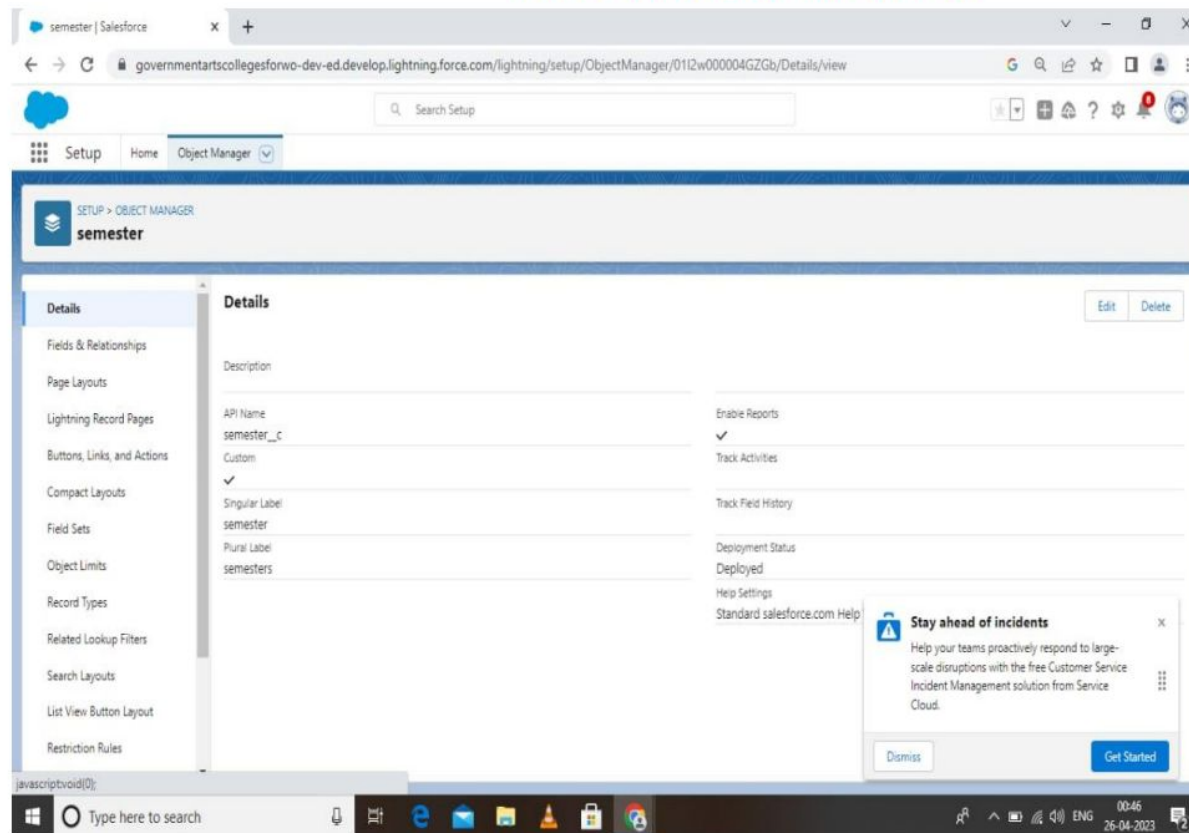
3.1 Data Model:

Object name	Fields in the Object	
Obj1	Field label	Data type
	SEMESTER	TEXT
	CANDIDATE	TEXT
obj2	Field label	Data type
	COURSE DETAIL	TEXT
	INTERNAL RESULT	TEXT

3.2 Activity & Screenshot

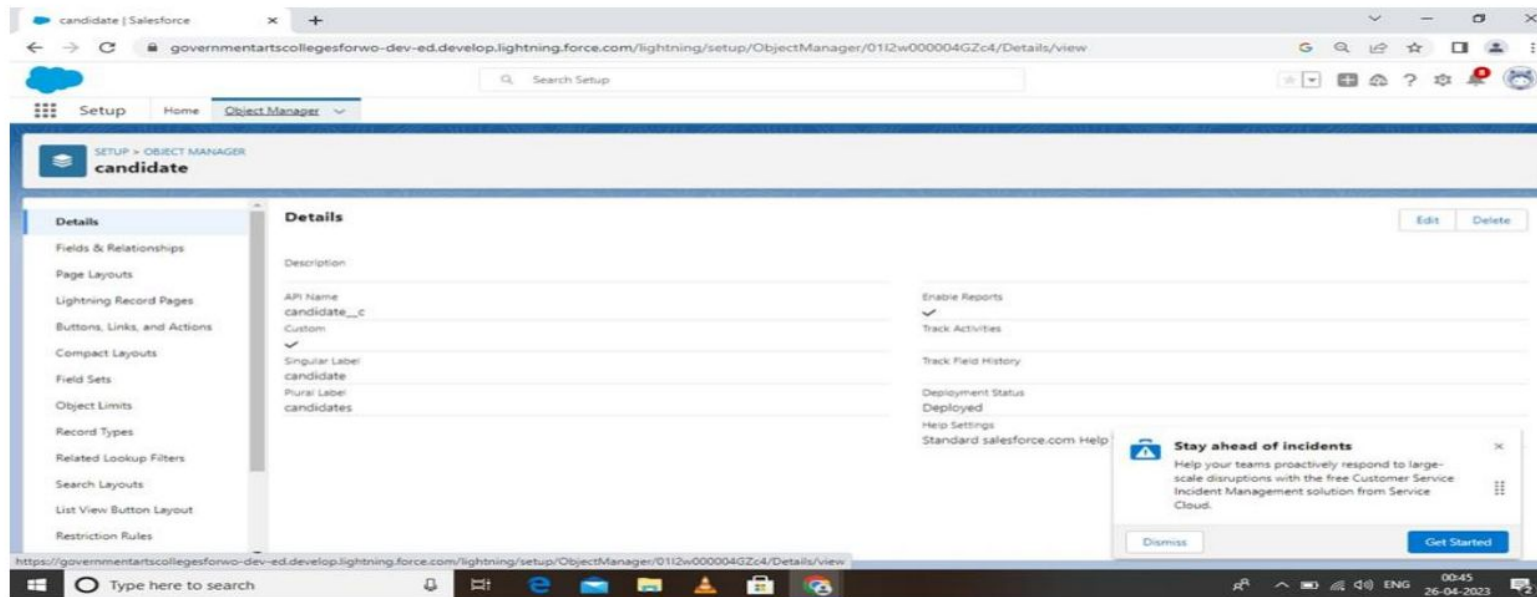
OBJECTS: SEMESTER

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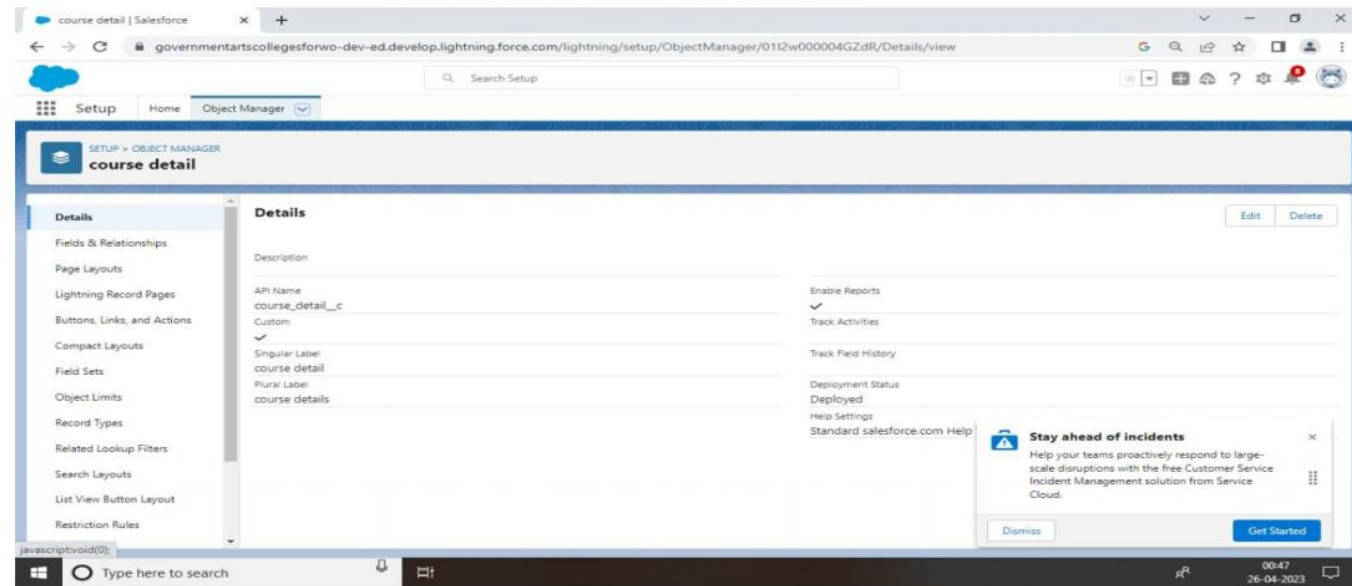
OBJECT: CANDIDATE

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OBJECT: COURSE DETAIL

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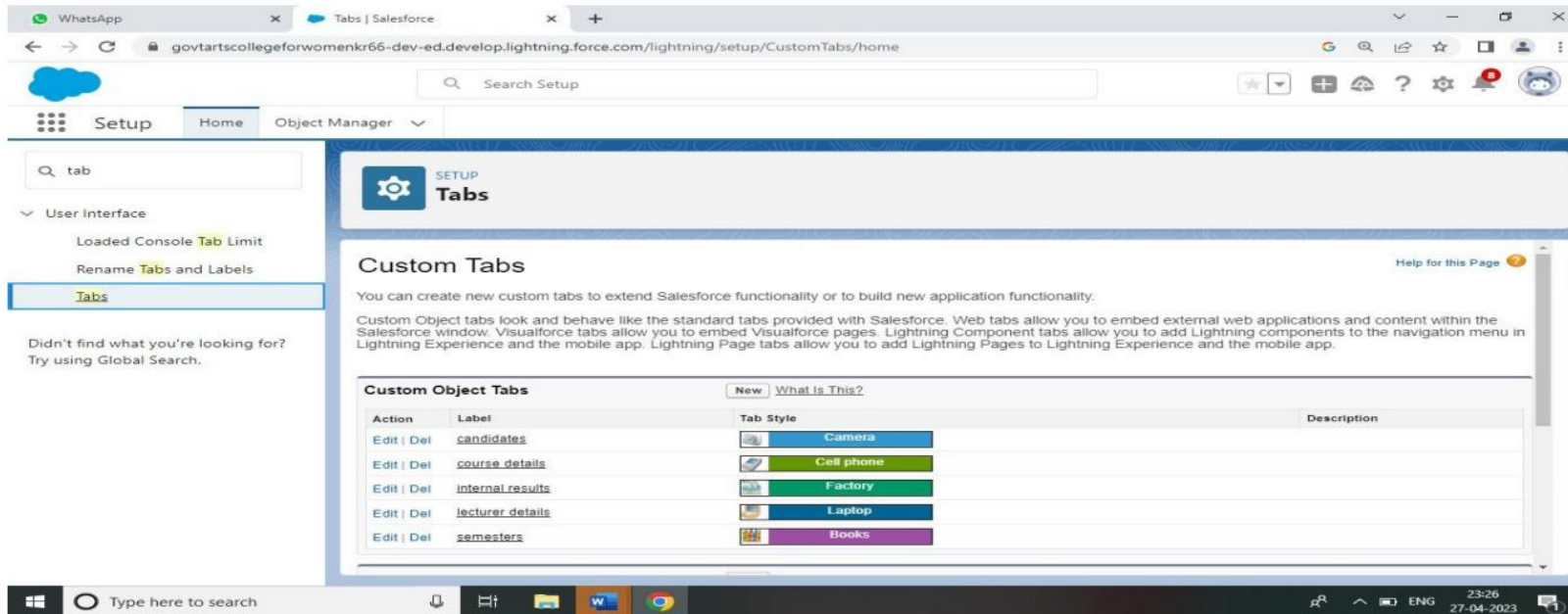
OBJECT:LECTURER DETAILS

The screenshot shows the Salesforce Object Manager interface for the 'lecturer detail' object. The browser address bar indicates the URL: `govtartscollegeforwomenkr66-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003ola1/Details/view`. The page title is 'lecturer detail'. The left sidebar contains a navigation menu with the following items: Details (selected), Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters. The main content area is titled 'Details' and includes 'Edit' and 'Delete' buttons. The 'Details' section is divided into two columns. The left column contains the following fields: Description, API Name (lecturer_detail_c), Custom (checked), Singular Label (lecturer detail), and Plural Label (lecturer details). The right column contains the following fields: Enable Reports (checked), Track Activities, Track Field History, Deployment Status (Deployed), Help Settings, and Standard salesforce.com Help Window.

Field	Value
Description	
API Name	lecturer_detail_c
Custom	✓
Singular Label	lecturer detail
Plural Label	lecturer details
Enable Reports	✓
Track Activities	
Track Field History	
Deployment Status	Deployed
Help Settings	
Standard salesforce.com Help Window	

TABS:

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The screenshot shows the Salesforce Setup interface for Custom Tabs. The left sidebar contains a search bar and a list of categories under 'User Interface', with 'Tabs' selected. The main content area is titled 'Custom Tabs' and includes a description of custom tabs. Below this is a table of 'Custom Object Tabs' with columns for Action, Label, Tab Style, and Description.

Action	Label	Tab Style	Description
Edit Del	candidates	Camera	
Edit Del	course details	Cell phone	
Edit Del	internal results	Factory	
Edit Del	lecturer details	Laptop	
Edit Del	semesters	Books	

FIELD AND RELATIONSHIP: SEMESTER

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The screenshot shows the Salesforce Setup interface for the 'semester' object. The 'Fields & Relationships' section is active, displaying a table of fields. The table has columns for FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: course (Text(80)), Created By (Lookup(User)), Last Modified By (Lookup(User)), Owner (Lookup(User,Group)), semester I (Text(80)), and semester Name (Text(80)).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
course	course__c	Text(80)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		
semester I	semester_I__c	Text(80)		
semester Name	Name	Text(80)		

Stay ahead of incidents
Help your teams proactively respond to large-scale disruptions with the free Customer Service Incident Management solution from Service Cloud.

Dismiss Get Started

CANDIDATE:

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The screenshot displays the Salesforce Object Manager interface for the 'candidate' object. The left sidebar shows navigation options: Details, Fields & Relationships (selected), Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, and Restriction Rules. The main content area is titled 'Fields & Relationships' and shows a table of 9 fields, sorted by Field Label. The table columns are FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: candidate id (Text(80)), candidate name (Text(80)), candidate Name (Text(80)), Created By (Lookup(User)), internal result (Text(80)), Last Modified By (Lookup(User)), Owner (Lookup(User,Group)), semester (Text(80)), and semester name (Text(80)). A 'Stay ahead of incidents' notification is visible on the right side of the interface.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
candidate id	candidate_id__c	Text(80)		
candidate name	candidate_name__c	Text(80)		
candidate Name	Name	Text(80)		✓
Created By	CreatedBy	Lookup(User)		
internal result	internal_result__c	Text(80)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		
semester	semester__c	Text(80)		
semester name	semester_name__c	Text(80)		

COURSE DETAILS:

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The screenshot displays the Salesforce Object Manager interface for the 'course detail' object. The left sidebar lists various setup options, with 'Fields & Relationships' selected. The main area shows a table of fields with columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. A 'Stay ahead of incidents' notification is visible in the bottom right corner.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
course detail Name	Name	Text(80)		✓
course id	course_id__c	Text(80)		
course name	course_name__c	Text(80)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		

INTERNAL RESULT:

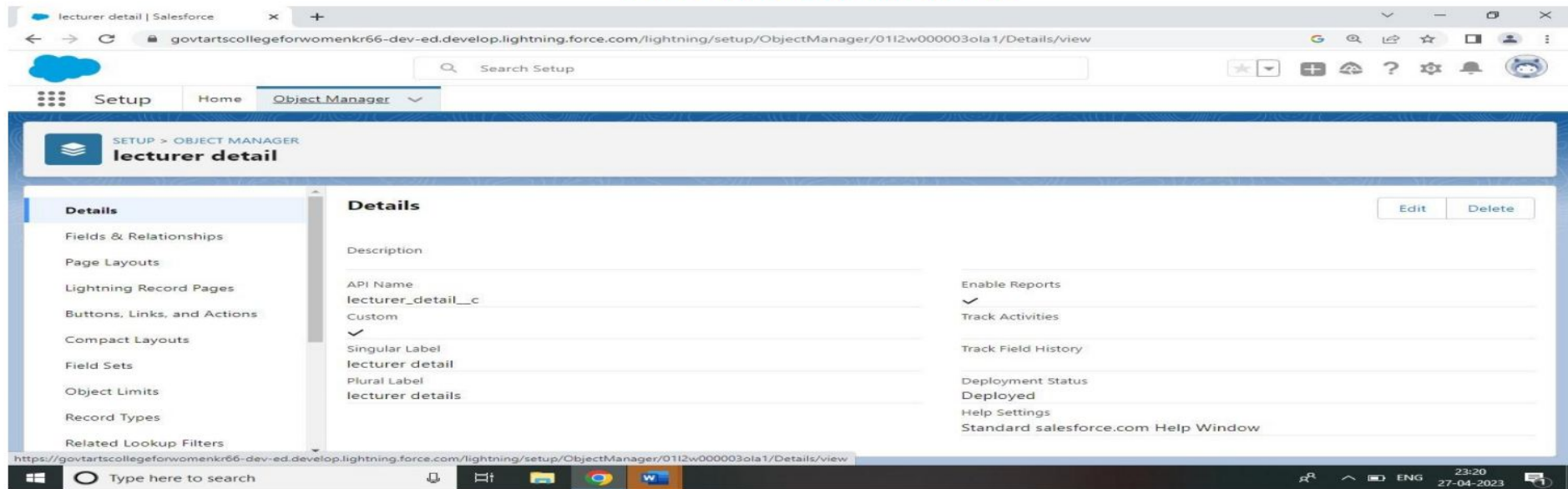
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The screenshot displays the Salesforce Object Manager interface for the 'internal result' object. The left sidebar lists various setup options, with 'Fields & Relationships' selected. The main area shows a table of fields with columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed status. A 'Stay ahead of incidents' notification is visible on the right.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
candidate id	candidate_id__c	Text(80)		
course id	course_id__c	Text(80)		
Created By	CreatedById	Lookup(User)		
internal result Name	Name	Text(80)		✓
Last Modified By	LastModifiedById	Lookup(User)		
mark	mark__c	Number(18, 0)		
Owner	OwnerId	Lookup(User, Group)		

LECTURER DETAILS:

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LIGHTNING APP:

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Recently Viewed | semesters | Salesforce | App Manager | Salesforce

governmentartscollegesforwo-dev-ed.develop.lightning.force.com/lightning/setup/NavigationMenus/home

Search Setup

Setup Home Object Manager

app manager

Apps

App Manager

Didn't find what you're looking for? Try using Global Search.

Lightning Experience App Manager

New Lightning App New Connected App

Clone Apps (Beta)

Quickly create new Lightning apps by cloning existing apps. To use the beta feature, indicate that you've read all legal requirements and agree to participate by toggling Enable App Cloning. See additional details and terms in the [Winter '23 release notes](#).

Enable App Cloning ☒ Enabled

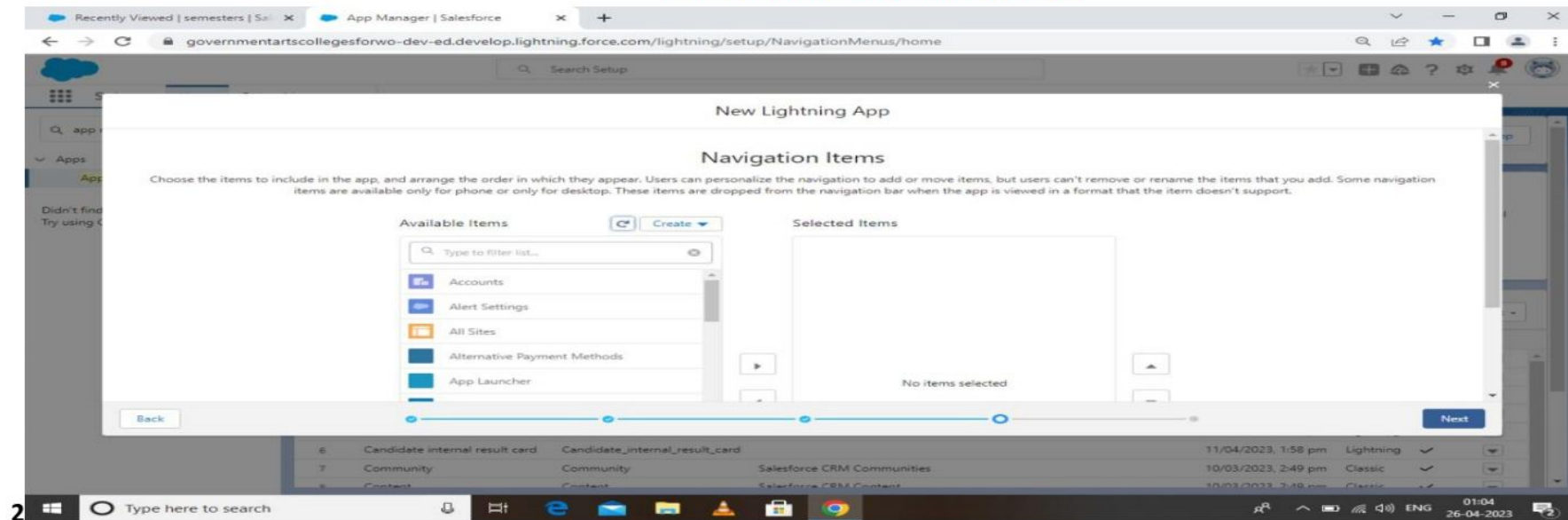
23 items • Sorted by App Name • Filtered by All appmenuitems • TabSet Type

	App Name ↑	Developer Name	Description	Last Modified ...	App...	VL...
1	All Tabs	AllTabSet		10/03/2023, 2:49 pm	Classic	
2	Analytics Studio	Insights	Build CRM Analytics dashboards and apps	10/03/2023, 2:49 pm	Classic	✓
3	App Launcher	AppLauncher	App Launcher tabs	10/03/2023, 2:49 pm	Classic	✓
4	Bolt Solutions	LightningBolt	Discover and manage business solutions designed for your industry.	10/03/2023, 2:52 pm	Lightning	✓
5	Candidate Internal Result Card	POQIA		11/04/2023, 2:15 pm	Lightning	✓
6	Candidate internal result card	Candidate_internal_result_card		11/04/2023, 1:58 pm	Lightning	✓
7	Community	Community	Salesforce CRM Communities	10/03/2023, 2:49 pm	Classic	✓
8	Content	Content	Salesforce CRM Content	10/03/2023, 2:49 pm	Classic	✓

Type here to search

01:00 26-04-2023

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USERS

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Recently Viewed | semesters | Sales | Users | Salesforce

governmentartscollegesforwo-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/home

Setup Home Object Manager

users

Users

Permission Set Groups

Permission Sets

Profiles

Public Groups

Queues

Roles

User Management Settings

Users

Feature Settings

Data.com

Prospector Users

Didn't find what you're looking for? Try using Global Search.

SETUP Users

All Users

On this page you can create, view, and manage users.

In addition, download SalesforceA to view and edit user details, reset passwords, and perform other administrative tasks from your mobile devices: [iOS](#) | [Android](#)

View: **All Users** | [Edit](#) | [Create New View](#)

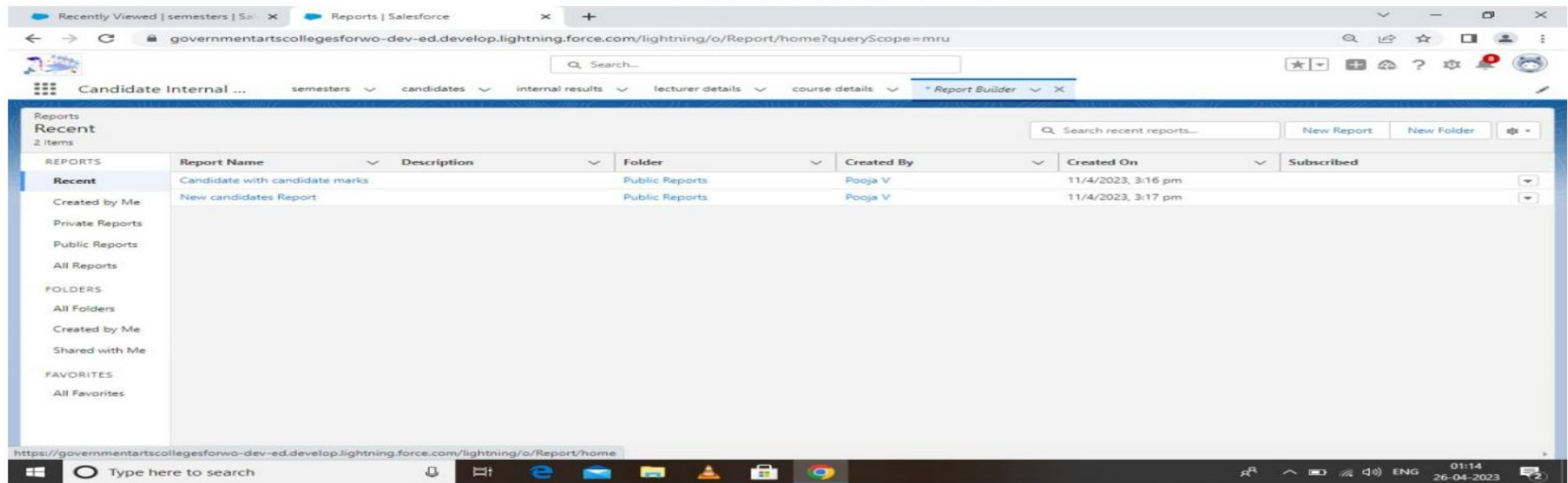
[New User](#) [Reset Password\(s\)](#) [Add Multiple Users](#)

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> Edit	Ammy Ammu	ammy	ammy729@gmail.com		<input checked="" type="checkbox"/>	Standard Platform User
<input type="checkbox"/> Edit	Chatter_Edward	Chatter	chatter_00s2w00000nyvheat.00taufv30bq@chatter.salesforce.com		<input checked="" type="checkbox"/>	Chatter Free User
<input type="checkbox"/> Edit	John Martin John Martin	john	john200973@gmail.com		<input checked="" type="checkbox"/>	Standard User
<input type="checkbox"/> Edit	Eagle	eeagle	ammy123@gmail.com		<input checked="" type="checkbox"/>	Force.com - Free User
<input type="checkbox"/> Edit	User Integration	intep	integration@00s2w00000nyvheat.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/> Edit	Usec_Security	sec	insehtaseesurtyv@00s2w00000nyvheat.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User
<input type="checkbox"/> Edit	Y_Peple	py	eeplepaper@gmail.com		<input checked="" type="checkbox"/>	System Administrator

[New User](#) [Reset Password\(s\)](#) [Add Multiple Users](#)

REPORTS

IMPLEMENTING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARKS



The screenshot shows a Salesforce interface with a browser window open to a development instance. The page title is "Reports | Salesforce". The breadcrumb navigation shows "Candidate Internal ...", "semesters", "candidates", "internal results", "lecturer details", "course details", and "Report Builder". The main content area displays a "Recent" report list with 2 items. The table has columns for Report Name, Description, Folder, Created By, Created On, and Subscribed. The first report is "Candidate with candidate marks" in the "Public Reports" folder, created by "Pooja V" on "11/4/2023, 3:16 pm". The second report is "New candidates Report", also in the "Public Reports" folder, created by "Pooja V" on "11/4/2023, 3:17 pm". The left sidebar shows navigation options for Reports (Recent, Created by Me, Private Reports, Public Reports, All Reports) and Folders (All Folders, Created by Me, Shared with Me). The Windows taskbar at the bottom shows the date as 26-04-2023 and time as 01:14.

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Candidate with candidate marks		Public Reports	Pooja V	11/4/2023, 3:16 pm	
Created by Me	New candidates Report		Public Reports	Pooja V	11/4/2023, 3:17 pm	

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Recently Viewed | semesters | Salesforce | Report Builder | Salesforce

governmentartscollegesforwo-dev-ed.develop.lightning.force.com/one/one.app#eyJjb21wb251bnREZWYiOiJyZX8vcnRzOnJlcG9ydEJ1aWxkZXliLCJhdHRyaWJ1dGVz...

Search...

Candidate Internal ... semesters candidates internal results lecturer details course details Report Builder

REPORT
Candidate with candidate marks candidates

Previewing a limited number of records. Run the report to see everything. Update Preview Automatically

Outline Filters

Groups

- GROUP ROWS
- Add group...
- candidate: ID
- GROUP COLUMNS
- Add group...

Columns

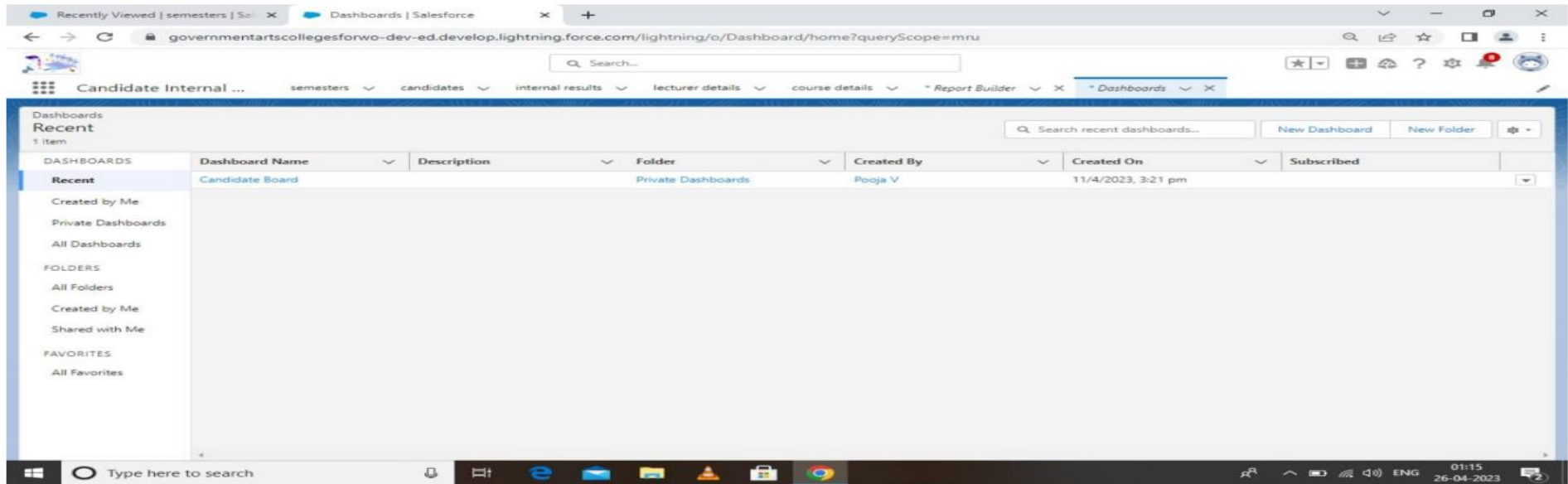
- Add column...
- candidate: candidate Name

candidate: ID	candidate: candidate Name
a062w00000PskG (1)	Pooja
Subtotal	
a062w00000Pskoa (1)	Manjusriparkavi
Subtotal	
a062w00000Pskou (1)	Nadhiya
Subtotal	
a062w00000Pskp4 (1)	Kruthika
Subtotal	
a062w00000PskpE (1)	Divya
Subtotal	
Total (5)	

Row Counts Detail Rows Subtotals Grand Total

DASBORDS

IMPLEMENTING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARKS



The screenshot displays a Salesforce interface with a browser window open to a development environment. The Salesforce navigation bar at the top includes tabs for 'Candidate Internal ...', 'semesters', 'candidates', 'internal results', 'lecturer details', 'course details', 'Report Builder', and 'Dashboards'. The 'Dashboards' tab is active, showing a 'Recent' section with a search bar and buttons for 'New Dashboard' and 'New Folder'. Below this is a table of recent dashboards.

DASHBOARDS	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	Candidate Board		Private Dashboards	Pooja V	11/4/2023, 3:21 pm	

The left sidebar of the Salesforce interface lists navigation options: 'Recent' (1 item), 'Created by Me', 'Private Dashboards', 'All Dashboards', 'FOLDERS', 'All Folders', 'Created by Me', 'Shared with Me', 'FAVORITES', and 'All Favorites'. The Windows taskbar at the bottom shows the search bar, task view, and several application icons, with the system clock indicating 01:15 on 26-04-2023.

IMPLEMENTING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARKS

4 Trailhead Profile Public URL

Team Lead -M. KRUTHIKA <https://trailblazer.me/id/mkrum19>

Team Member 1 - P. MANJUSRIPARKAVI- <https://trailblazer.me/id/manjp17>

Team Member 2 – A. NADHIYA - <https://trailblazer.me/id/nadha7>

Team Member 3 –V. POOJA- <https://trailblazer.me/id/poojv10>

5.ADVANTAGE

- It allows for consolidation of customer data and the basis for deep insights.
- It speeds up the sales conversion process.
- It increases staff productivity, lowering time-cost.
- Improve customer experience by allowing personalization.

DISADVANTAGE

IMPLEMENTING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARKS

- Customer experience may worsen due to staff over reliance on the system.
- CRM may not suit all business.

6.APPLICATIONS

- I Want something reliable.
- Target marketing
- Increase candidate quality.

7.CONCLUSION

Student internal mark management system deals with student details, academic related reports, college details and course details.it tracks all the details of a student from the day one to the end of the course which can be used for all reporting purpose, tracking of a progress in the course, completed semester, upcoming semester details, exam details, project any other assignment details, and final exam result.

8.FUTURE SCOPE

Scope of education means range of view, outlook, field or opportunity of activity, operation and application of education. Education has a wider meaning and application.