IMPLMENTING CRM FOR RESULT TRCKING OF A CANDIDATE WITH INTERNAL MARKS

INTRODUCTION:

OVER VIEW:

Administrator should be able to create all base data including Semester, Candidate, Course and Lecturer, Lecturer should have the ability to create Internal Results, Dean, who is one of the Lecturer, should be the only one with ability to update Internal Results, Re-evaluation Can be initialized by Candidate for all Internal Results. Now only dean can update the marks after re-evaluation.

PURPOSE:

Salesforce is a Customer Relationship Management Platform. CRM is very easy and simple to the lot any kind of user even without computer knowledge. We are complete our data process and follow up within an hour.

PROBLEM DEFINITION AND DESIGN THINKING

EMPATHY MAP

Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says
What have we heard them say?
What can we imagine them saying?

- Salesforce is a Customer Relationship Management Platform
- CRM can serve as the messaging and notification hub for student contact management
- CRM is very easy and simple to use for any kind of user even without any computer knowledge
- Implementing CRM for result tracking replace manual process

Thinks
What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

- Implementing CRM for resulting tracking eliminate data siloed
- Create transparency across departments
- These features allow staff to focus on more significant interpersonal communication and task
- CRM system is capable of showing an exact number of male and female students

Give them a name and a portrait to empathize with your persona.

Does
What behavior have we observed?
What can we imagine them doing?

- We are complete our data process and follow up within an hour
- CRM system's provide real time numbers, data and graphs that may be useful in decision making
- CRM system can help educational oraganisation in increasing revenue
- CRM enables you to do this and much and much more right at your fingertips on a single platform

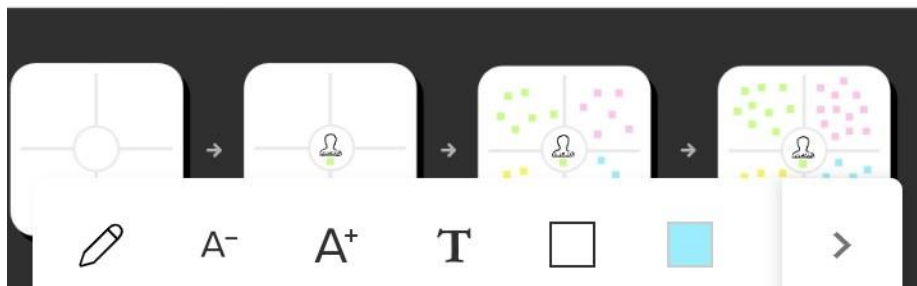- Unorganized user training which troubles user adoption
- One of the greatest challenges to CRM implementation is cost
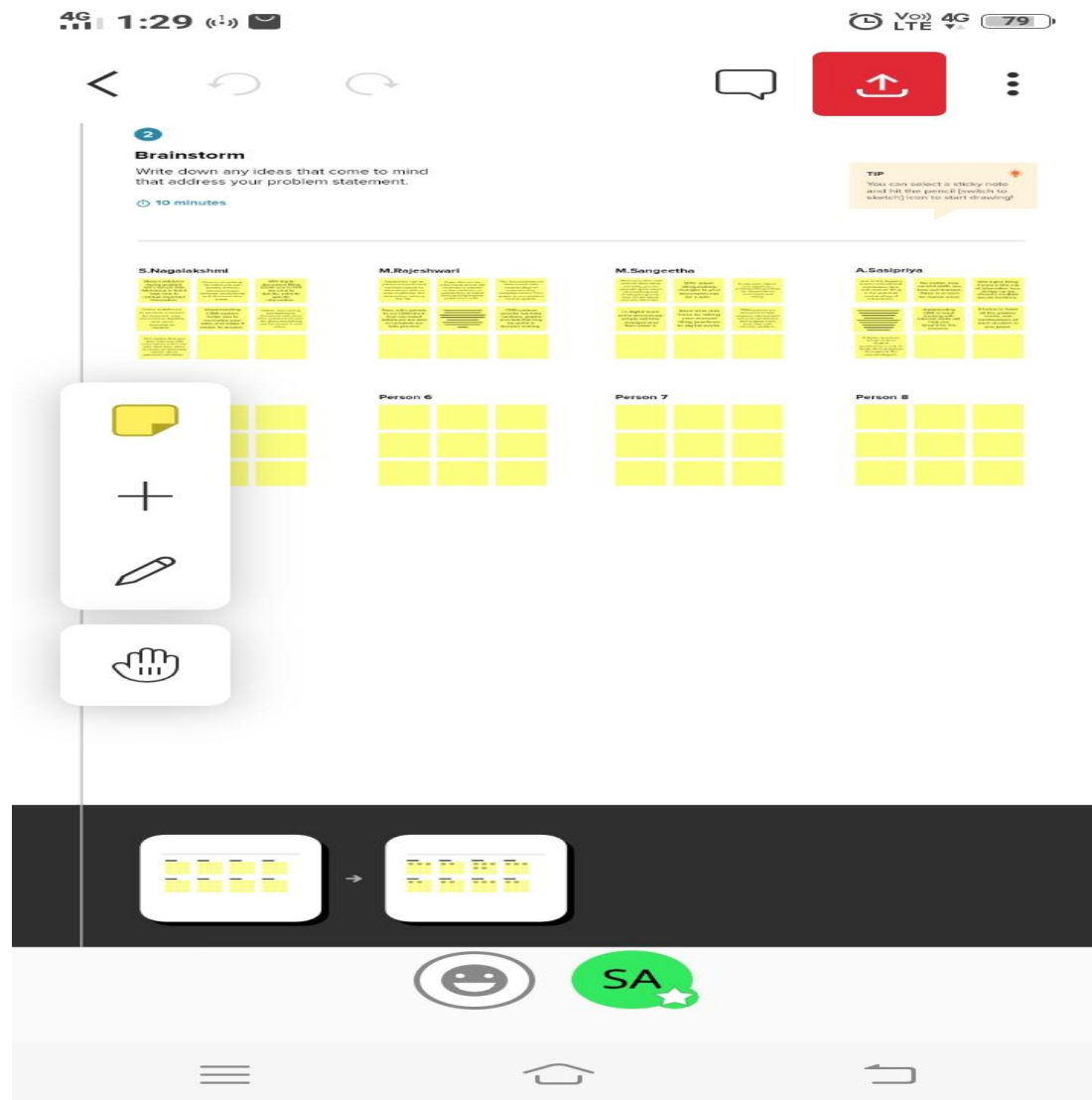- Unorganized use training which troubles user adoption
- No provision for offline connectivity

Feels
What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?
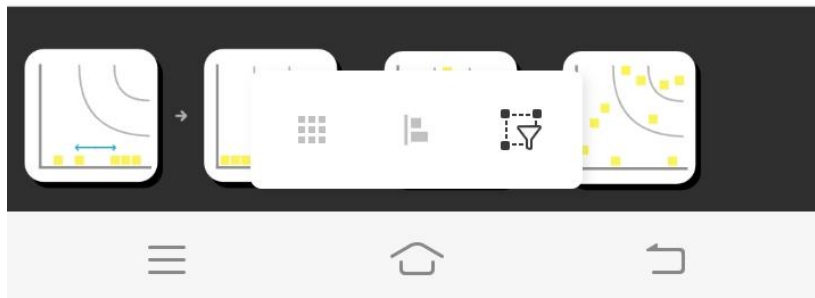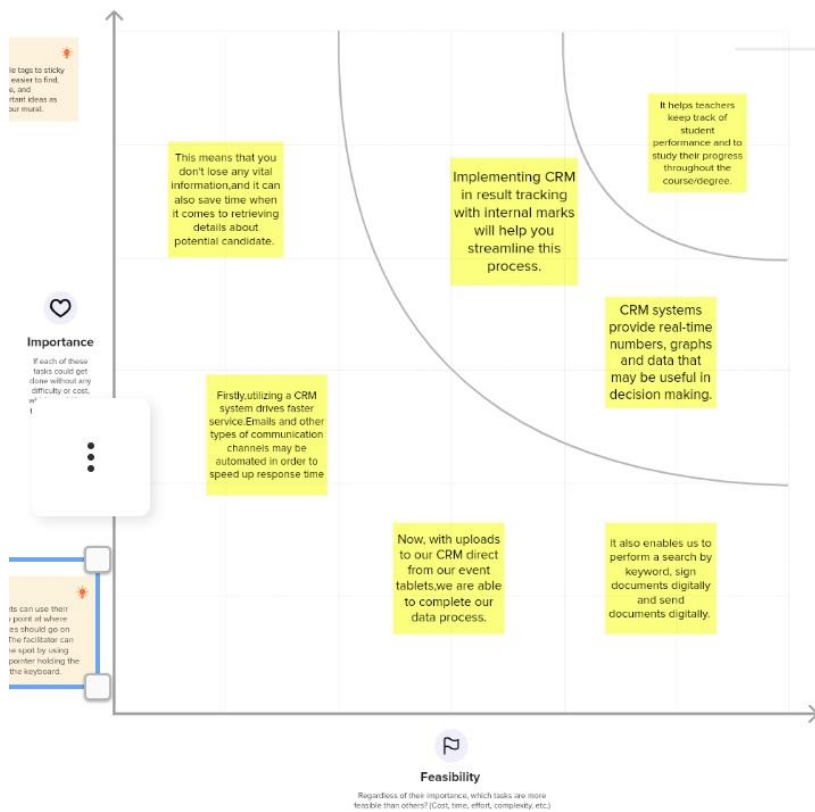
IDEATION AND BRAINSTORING MAP

4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

⏱ 20 minutes

Importance

If each of these tasks could get done without any difficulty or cost.

This means that you don't lose any vital information,and it can also save time when it comes to retrieving details about potential candidate.

Implementing CRM in result tracking with internal marks will help you streamline this process.

It helps teachers keep track of student performance and to study their progress throughout the course/degree.

CRM systems provide real-time numbers, graphs and data that may be useful in decision making.

Firstly,utilizing a CRM system drives faster service.Emails and other types of communication channels may be automated in order to speed up response time

Now, with uploads to our CRM direct from our event tablets,we are able to complete our data process.

It also enables us to perform a search by keyword, sign documents digitally and send documents digitally.

Feasibility

Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)

Brainstorm

Write down any ideas that com
that address your problem stat

⏱ **10 minutes**

.Nagalakshmi

Many institutions facing problem with manual data Maintance is that it take time to retrieve important information

Time is everything. So when you can quickly retrieve documents,you increase productivity and decrease time waste.

With digital document filling allows you to find documents quickly, extracts specific information.

It also enables us to perform a search by keyword, sign documents digitally and send documents digitally.

Implementing CRM system helps you to centralize your data and make it easier to access.

Rather than having spreadsheets, document and other files scattered all over the place,everything can be stored in one place.

This means that you don't lose any vital information,and it can also save time when it comes to retrieving details about potential candidate.

SA

M.Sangeetha

When you store and retrieve documents manually, you set yourself up for hours of searching and finding things that may not be where you saw them last.

With paper filling,making changes to your documents can be a pain.

It may even require new signatures, printing,mailing,waiting for documents to come back,and refiling.

In digital mark entry process,we simply edit the changes and then store it.

Save time and trees by taking your manual filing practices to digital world

CRM systems are designed to help organize internal and external candidates and engage them over time with relevant updates.

SA

t come to mind
n statement.

M.Rajeshwari

Digital files can be password protected and are stored on data drives with no way to glimpse the information without the file.

Paper files,on the other hand,can be left on desks,in printers or fax machines, or grabbed by accident while pulling another paper from a file.

The reconciliation of data would take several days of manual entry, copying names from paper to our student record system.

Now, with uploads to our CRM direct from our event tablets,we are able to complete our data process.

Firstly,utilizing a CRM system drives faster service.Emails and other types of communication channels may be automated in order to speed up response time.

CRM systems provide real-time numbers, graphs and data that may be useful in decision making.

You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

A.Sasipriya

one of the biggest issues educational institutions face with manual filling is the potential mishandling of information

No matter how careful staffs are, how well trained, there is a room for human error.

With digital filling, there's a little risk of information loss, all files can be stored in multiple secure locations.

Educational institutions deals with lots of test paper and student evaluation.It is a painstaking process for teachers to evaluate and keep track of student test and assessment

Implementing CRM in result tracking with internal marks will help you streamline this process.

It helps to have all the grades, marks and certifications of each student in one place

It helps teachers keep track of student performance and to study their progress throughout the course/degree.

Person 8

SA

RESULT

OBJECT NAME	FIELDS IN THE OBJECT
SEMESTER	FIELD LABEL: SEMESTER NAME COUSE(LOOKUP) DATA TYPE: TEXT
CANDIDATE	FIELD LABEL: CANDIDATE NAME CANDIDATE ID SEMESTER NAME INTERNAL RESULTS(LOOKUP) DATA TYPE: TEXT
COURSE DETAILS	FIELD LABEL: COURSE NAME COURSE ID DATA TYPE: TEXT
LECTURER DETAILS	FIELD LABEL: LECTURER ROLE LECTURER NAME COURSE ID COURSE(LOOKUP) DATA TYPE:

	TEXT
INTERNAL RESULTS	FIELD LABEL: CANDIDATE ID COURSE ID MARKS DATA TYPE: TEXT

ACTIVITY AND SCREENSHOT

CREATION SALESFORCE ORG
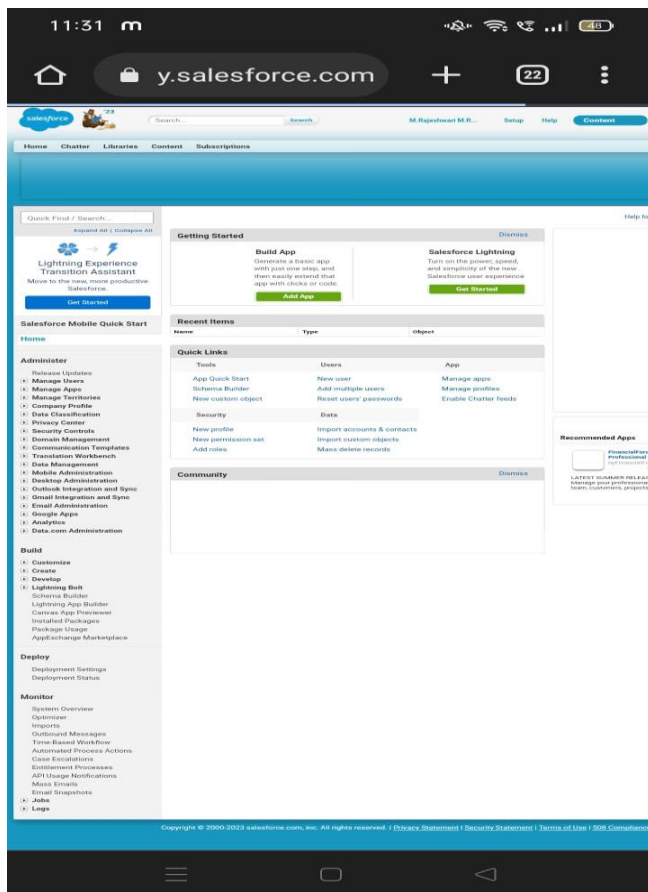
We are create an developer account for salesforce account. Salesforce is your customer success platform.

Our mail id and name are applied we get developer account.

CUSTOM OBJECT:

Creation of objects for candidate internal result card, for this candidate internal result card we need to create 5 objects it that Semester, Candidate, Course Details, Lecturer Details, Internal Results.

FIELD AND RELATIONSHIP

CREATION OF FIELDS
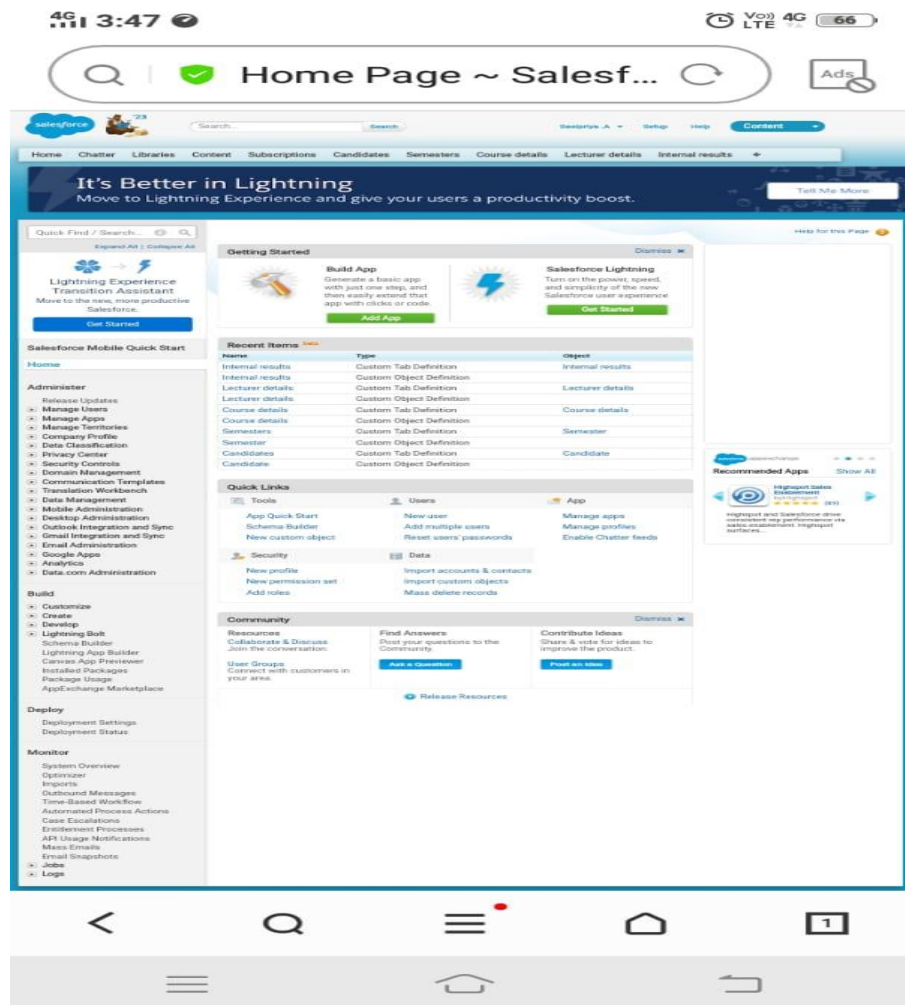
Relationship are created custom relationship fields on an object. This is done do that when users view, records, they can also see and access related data.