PROJECT REPORT TEMPLEATE

Implementing CRM for Result tracking of a candidate with internal marks

Team ID: NM2023TMID18396

1.INRODUCTION

1.1 Overview:

   Administrator should be able to create all base data including semester, Semester, candidate, is one of the lecture, should be the only one with ability to update internal its, Re-evaluation can be initialised by candidate for all internal results. Now dean can update the marks after re- evaluation.

1.2 Purpose:

- ❖ Marketing campaign management
- ❖ Resolving conflicts
- ❖ Performance Appraisal
- ❖ Training & Development
- ❖ Maintaining Healthy Work culture
- ❖ Organizing various activities
- ❖ Payroll Management.

2. Problem Defintion & Design Thinking

2.1 Empathy Map

An empathy map is a collaborative visualization used to articulate what we know about a particular type of user. It externalizes knowledge about users in order to

1) create a shared understanding of user needs, and

2) aid in decision making
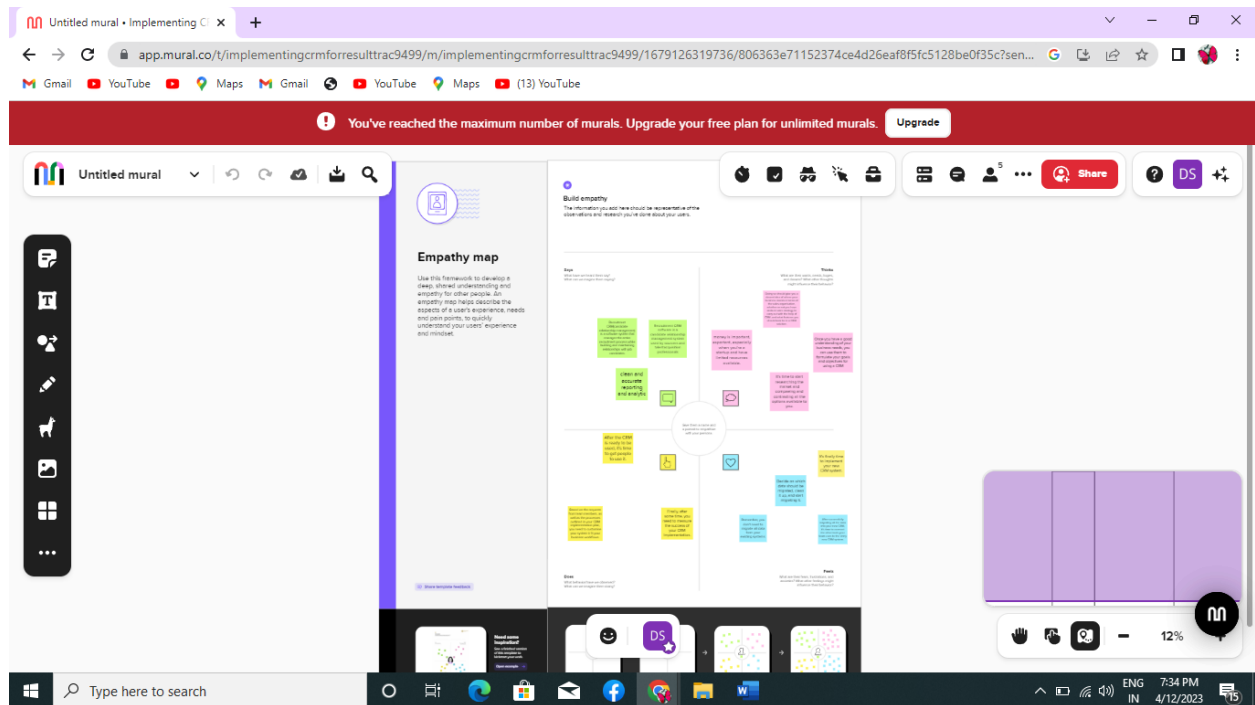
2.2 Ideation & Brainstorming Map

Brainstorming is a group problem-solving method that involves the spontaneous contribution of creative ideas and solutions. This technique requires intensive, freewheeling discussion in which every member of the group is encouraged to think aloud and suggest as many ideas as possible based on their diverse knowledge.
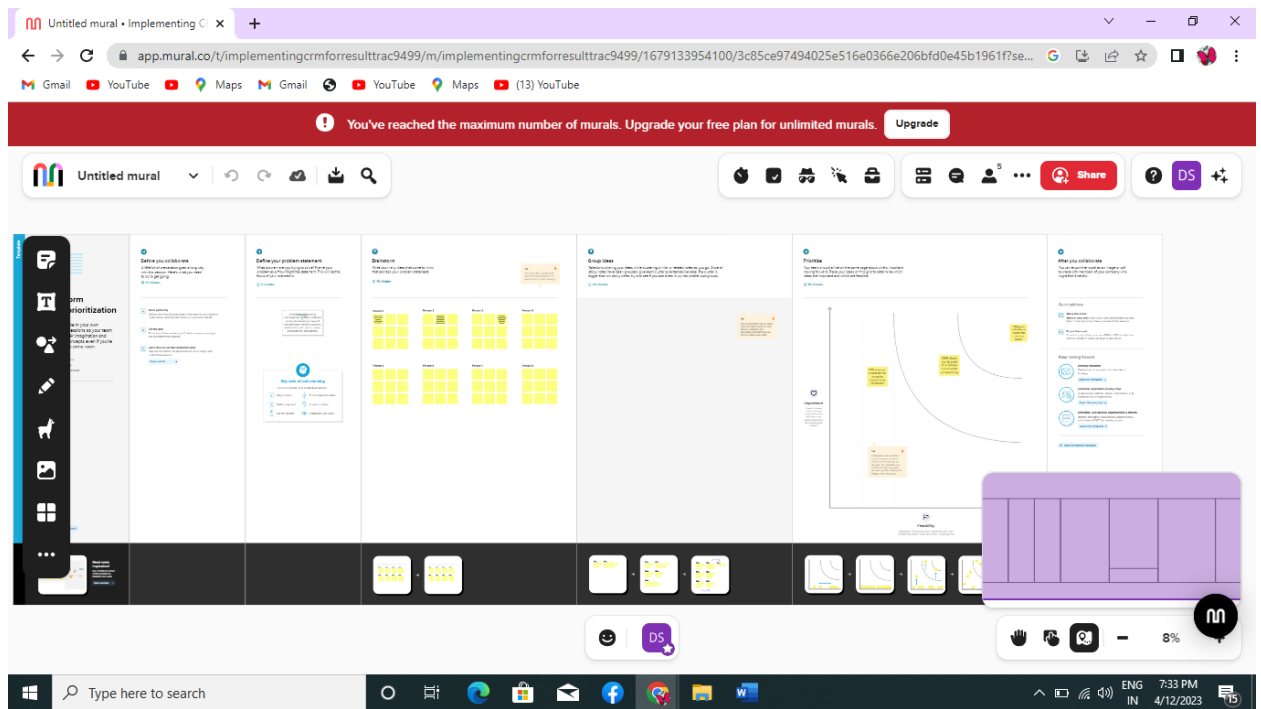
3. Result

3.1 Data Model:

	Object name	Field label	Data type
1.	semester	Semester	Text
	Candidate	Candidate	Text
2.	Course details	Course details	Text
	Internal results	Internal results	Text

3.2 Activity & Screenshort:

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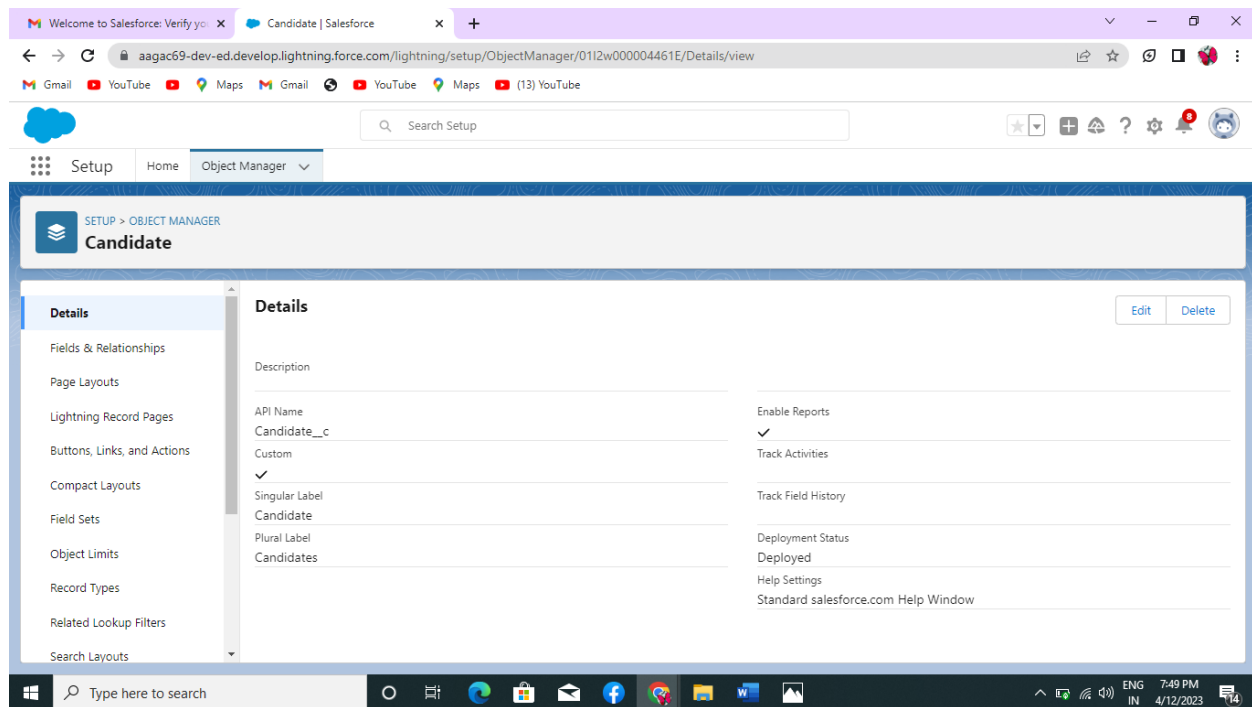
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Build

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▸ Lightning Bolt
   Schema Builder
   Lightning App Builder
   Canvas App Previewer
   Installed Packages
   Package Usage
   AppExchange Marketplace

Deploy

Deployment Settings
Deployment Status

Monitor

System Overview
Optimizer
Imports
Outbound Messages
Time-Based Workflow
Automated Process Actions
Case Escalations
Entitlement Processes
API Usage Notifications
Mass Emails
Email Snapshots
▸ Jobs
▸ Logs

Getting Started

Build App
Generate a basic app with just one step, and then easily extend that app with clicks or code.

Add App

Salesforce Lightning
Turn on the power, speed, and simplicity of the new Salesforce user experience.

Get Started

System Overview   Expand

⚠️ You have a message.
Expand to see messages or go to the system overview page to see additional limits.

Recent Items

Name	Type	Object
Candidate	Custom Object Definition	
Internal Result	Custom Object Definition	
Lecturer Detail	Custom Object Definition	
Course Detail	Custom Object Definition	
Semester	Custom Object Definition	
Dhinesh S	User	
dhinesh s	User	
INTERNAL RESULT	Custom Field Definition	Semester
LECTURER DEATIL	Custom Field Definition	Semester
COURSE DETAIL	Custom Field Definition	Semester

Quick Links

🛠 Tools	👤 Users	☁ App
App Quick Start	New user	Manage apps
Schema Builder	Add multiple users	Manage profiles
New custom object	Reset users' passwords	Enable Chatter feeds

🔒 Security	📊 Data	
New profile	Import accounts & contacts	
New permission set	Import custom objects	
Add roles	Mass delete records	

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4. TRAILHEAD PROFILE PUBLIC URL

Team Leader –https://trailblazer.me/id/dhins28

Team Member 1 –https://trailblazer.me/id/divya1619

Team Member 2 – https://trailblazer.me/id/gayan24

Team Member 3 –Trailblazer.me/id/gokup9

5. ADVANTAGES & DISADVANTAGES

Advantages:

The advantages of a business of using a CRM system greatly outweigh the disadvantages. However, there are pitfalls. For a CRM system to work, there needs to be buy-in across the

organization and the processes in place to support it. Otherwaise, your CRM may end up being an expensive waste of time. Here, we take a look at the stratehic pros, cons, and importance of CRM.

Disadvantages:

We looked at the pros-the advantages-of initating a CRM system, so now its time to examine some of the cons—the disadvantages—of a CRM system. Whilst ultimately these are fewer in number then the advandages, for some businesses, the short—term pain of a cultural and technological shift can be a lot to bear and may not generate a return.

6. APPLICATIONS

- ❖ Trustworthy reporting
- ❖ Dashboards that visually showcase data
- ❖ Improved messaging with automation
- ❖ Proactive service
- ❖ Efficiency enhanced by automation
- ❖ Simplified collaboration

7. CONCLUSION

CRM implementation is a project that requires preparation, commitment and cooperation across the entire organization. There are a lot of things you need to get ready for, such as allocating resources, getting people onboard, rolling out a clear and consistent plan of action, etc.

But most importantly, you need to get ready for a shift in the mindset, as a CRM system may transform the way you do business.

8. FUTURE SCOPE

The project has a very vast scope in future. The project can be implemented on internet in future.