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:

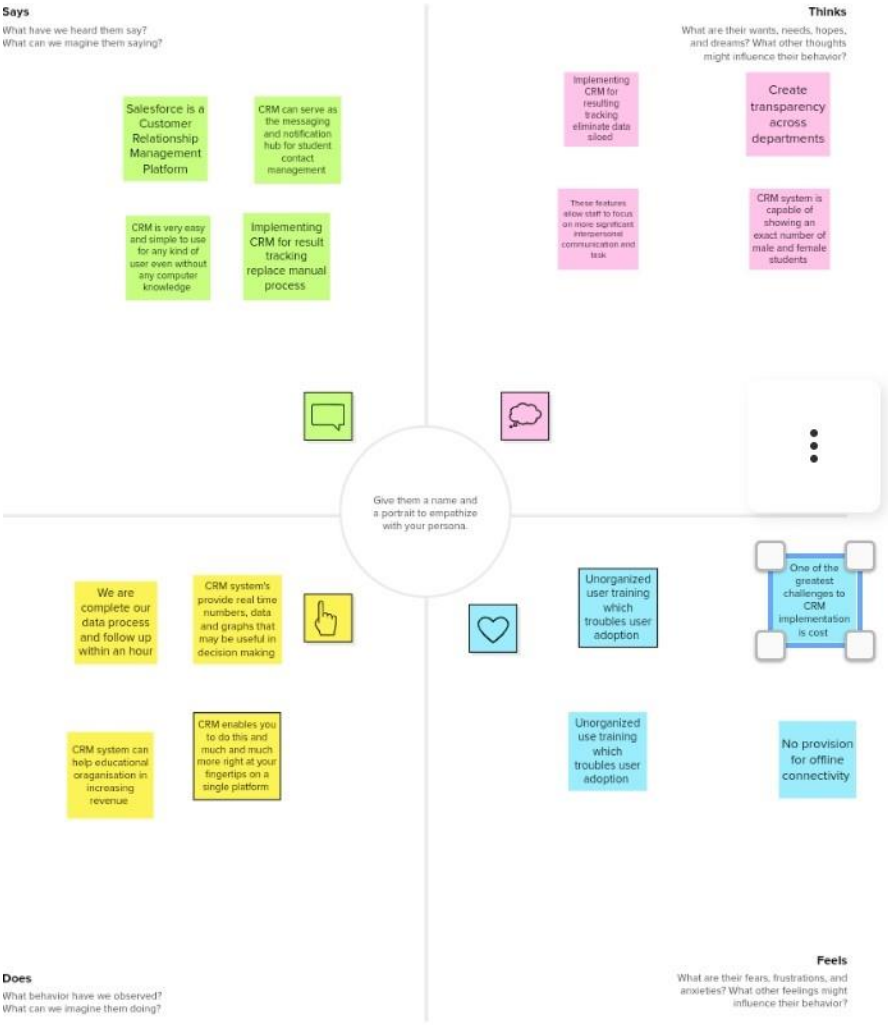
Salesforce is a Customer Relationship Management Platform. CRM is very easy and simple to the lot any kind of user even without computer knowledge. We are complete our data process and follow up within an hour.

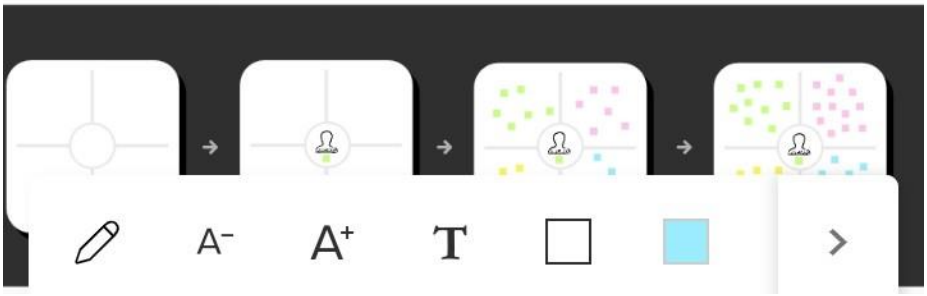
PROBLEM DEFINITION AND DESIGN THINKING

EMPATHY MAP

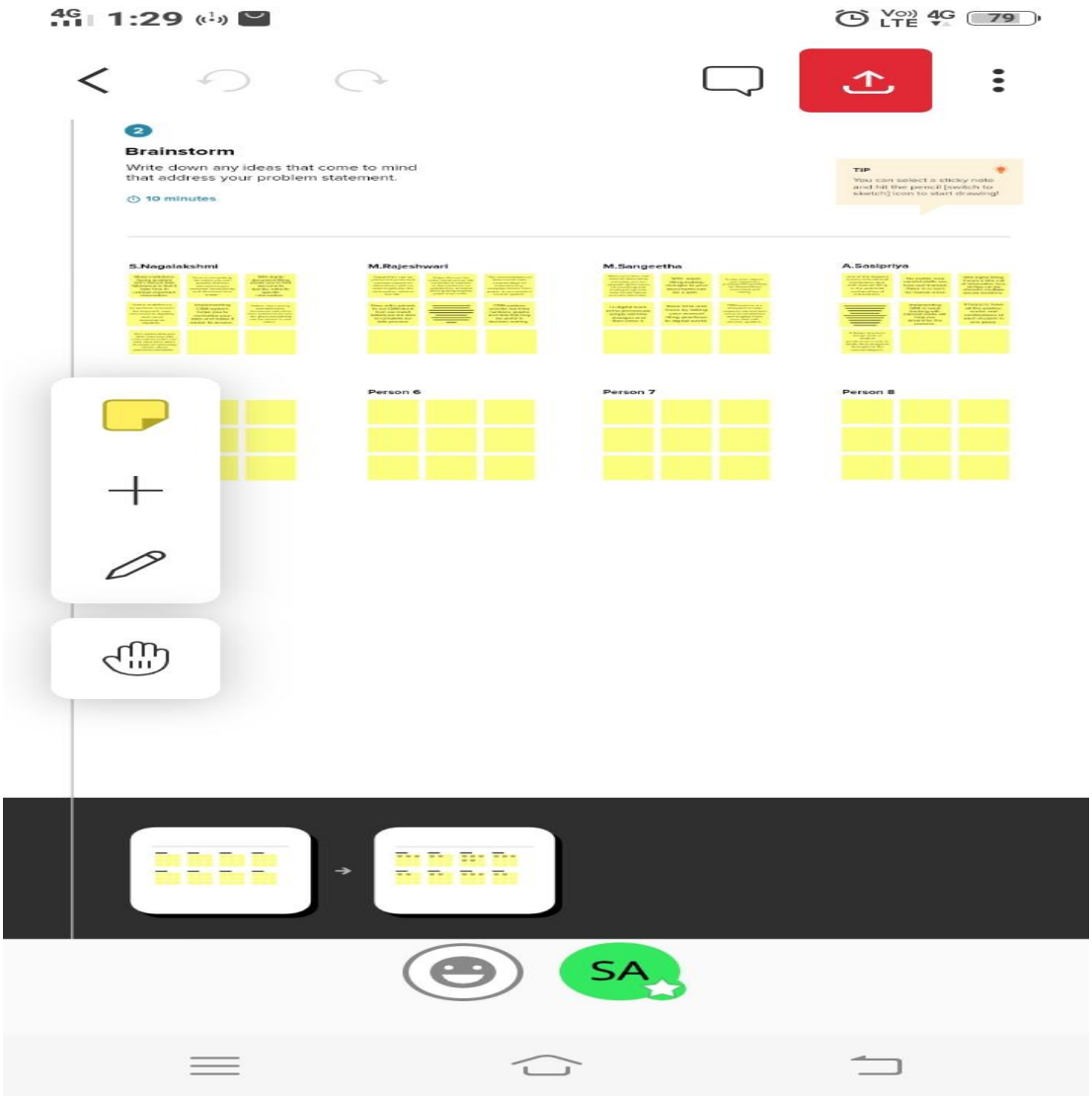
Build empathy

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

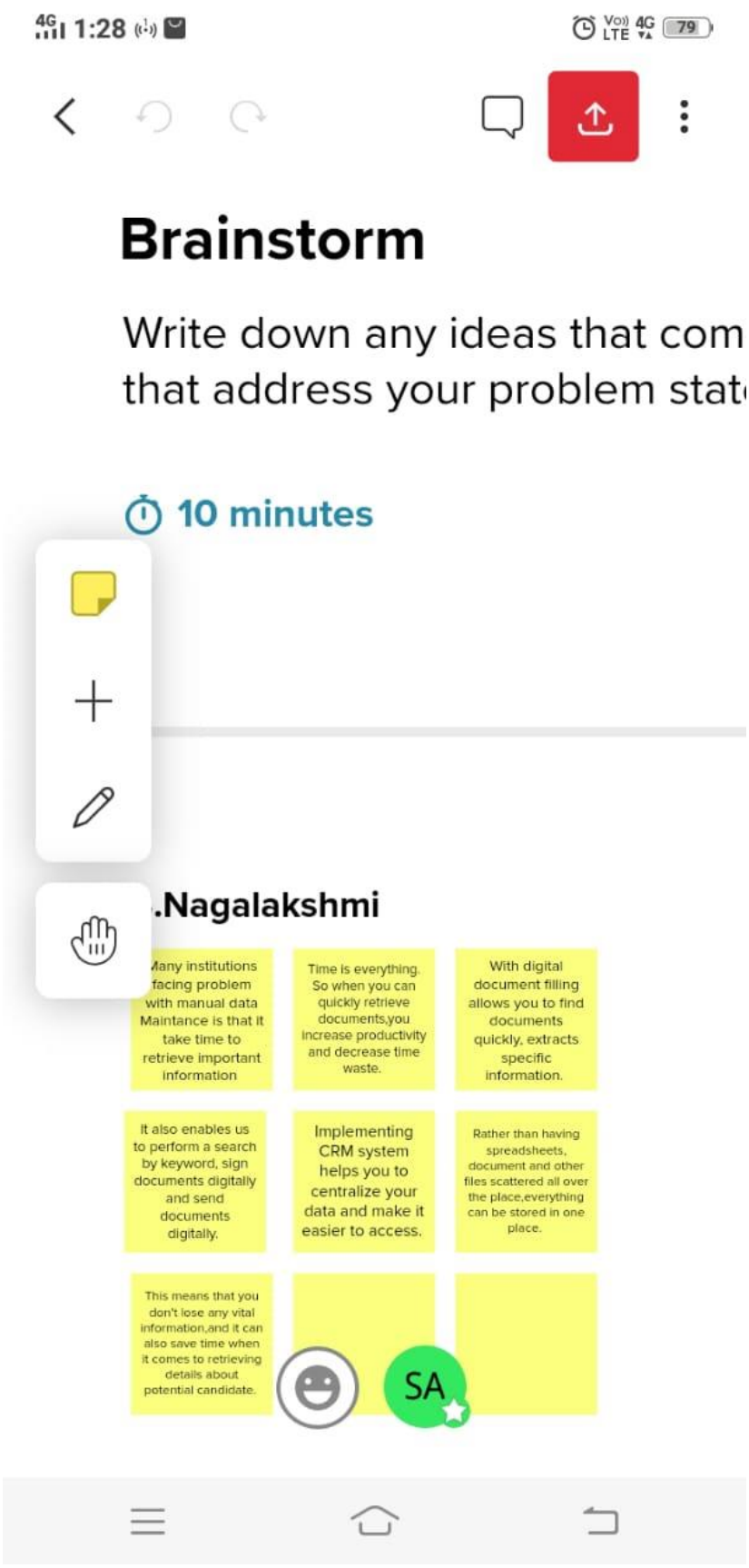




IDEATION AND BRAINSTORING MAP



6:48
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
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.
Importance
Feasibility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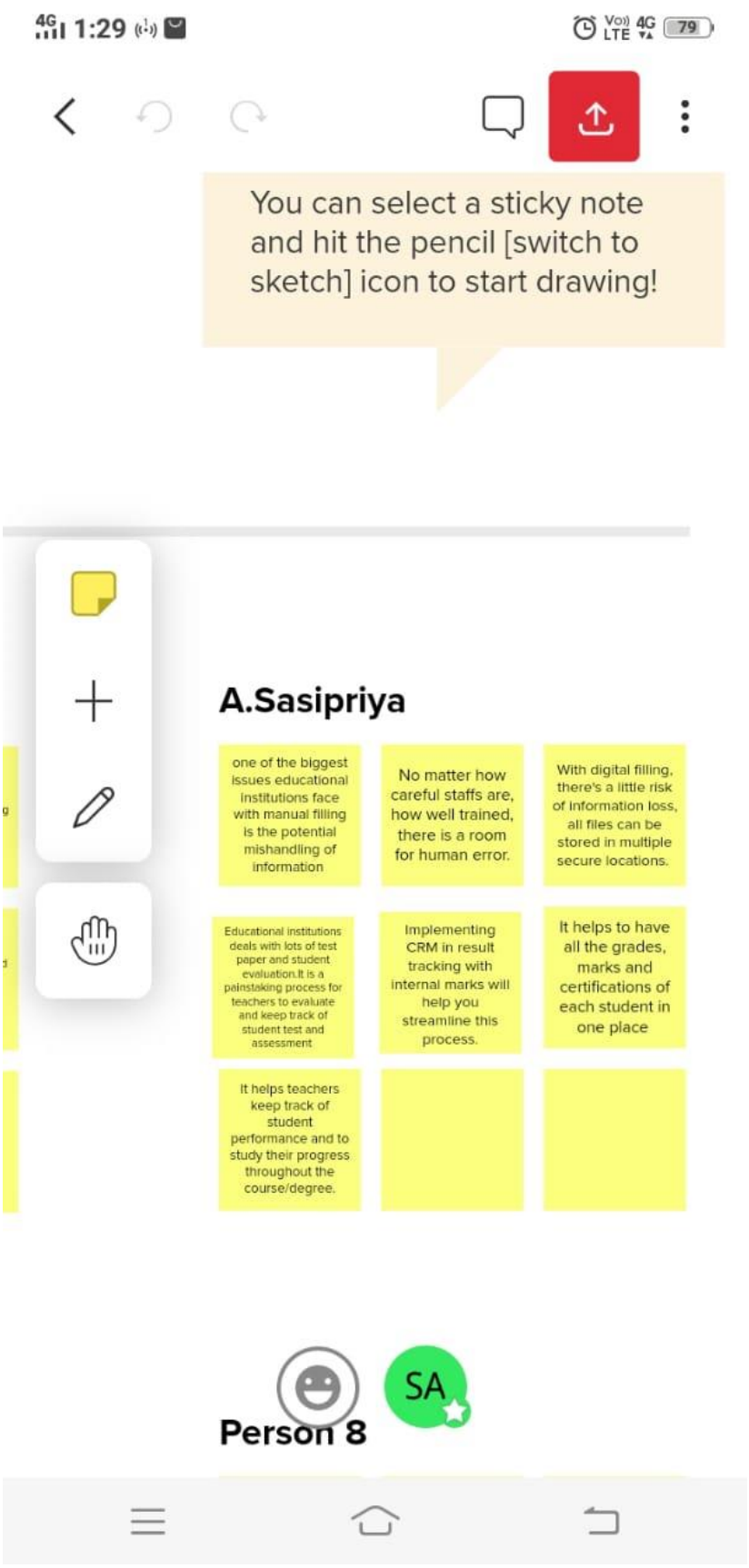
79
Brainstorm
Write down any ideas that com
that address your problem stat
10 minutes
.Nagalakshmi
Many institutions facing problem with manual data Maintance is that it take time to retrieve important information
Time is everything. So when you can quickly retrieve documents,you increase productivity 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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79
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.
SA
Person 8

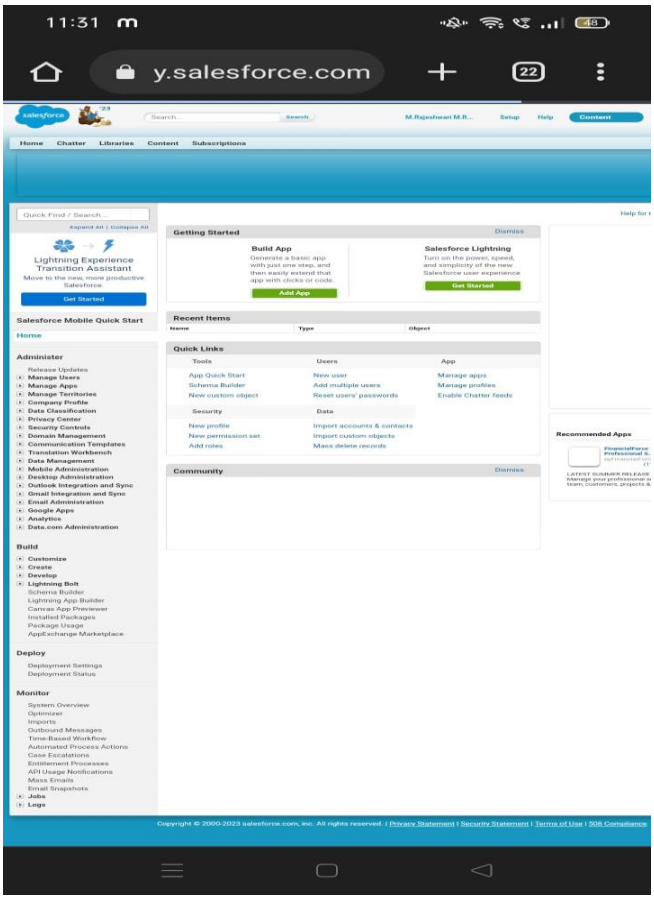
RESULT

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.

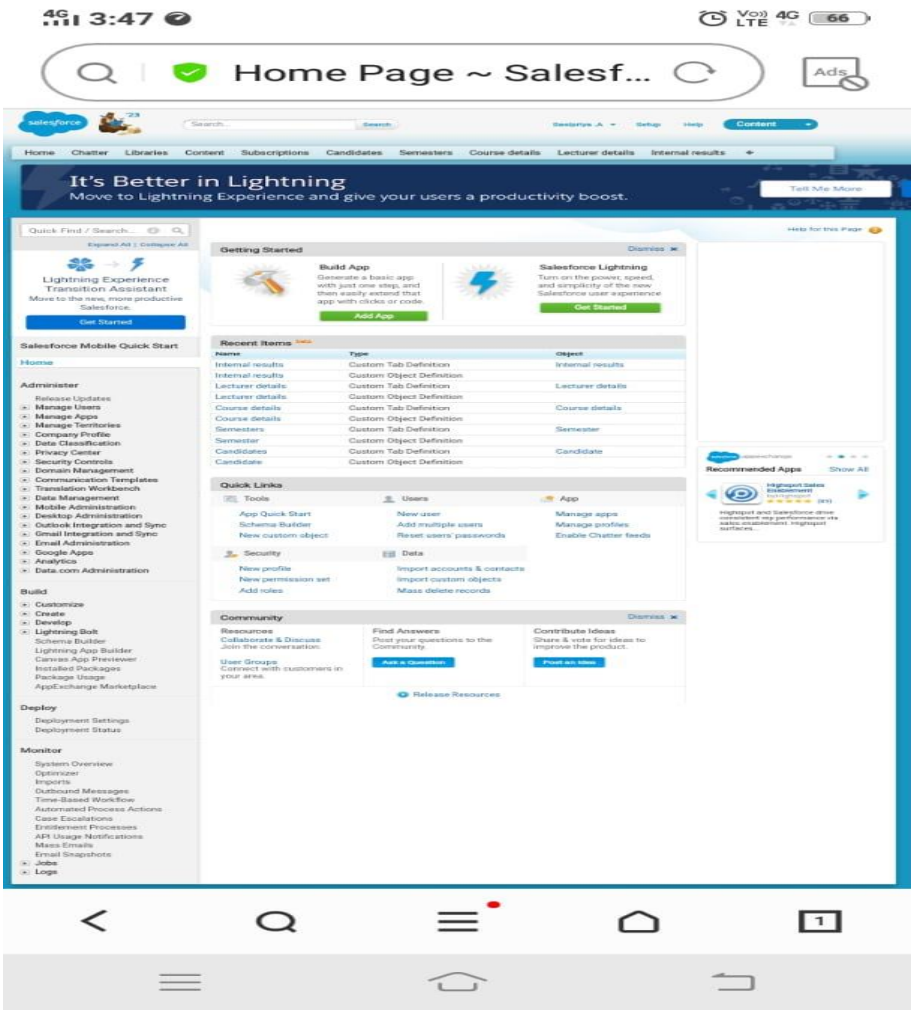
Our mail id and name are applied we get developer account.

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

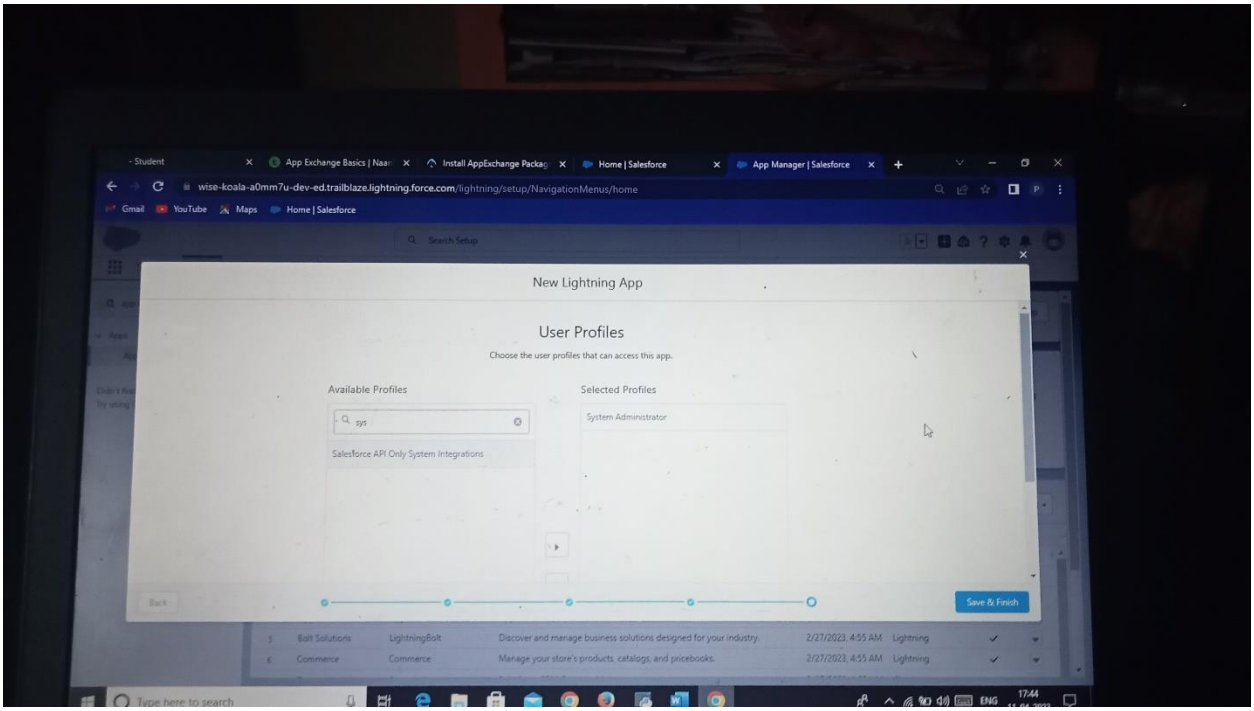
CREATION OF FIELDS

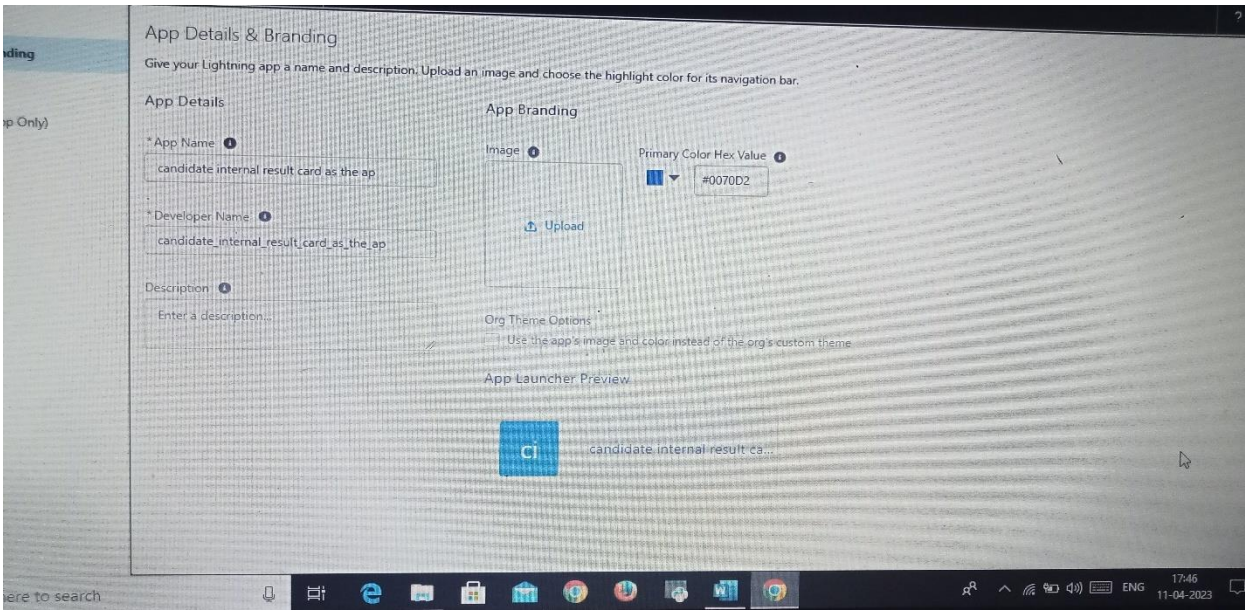


Relationship are created custom relationship fields on an object. This is done do that when users view, records, they can also see and access related data.

LIGHTNING APP

CREATE THE CANDIDATE INTERNAL RESULT CARD APP

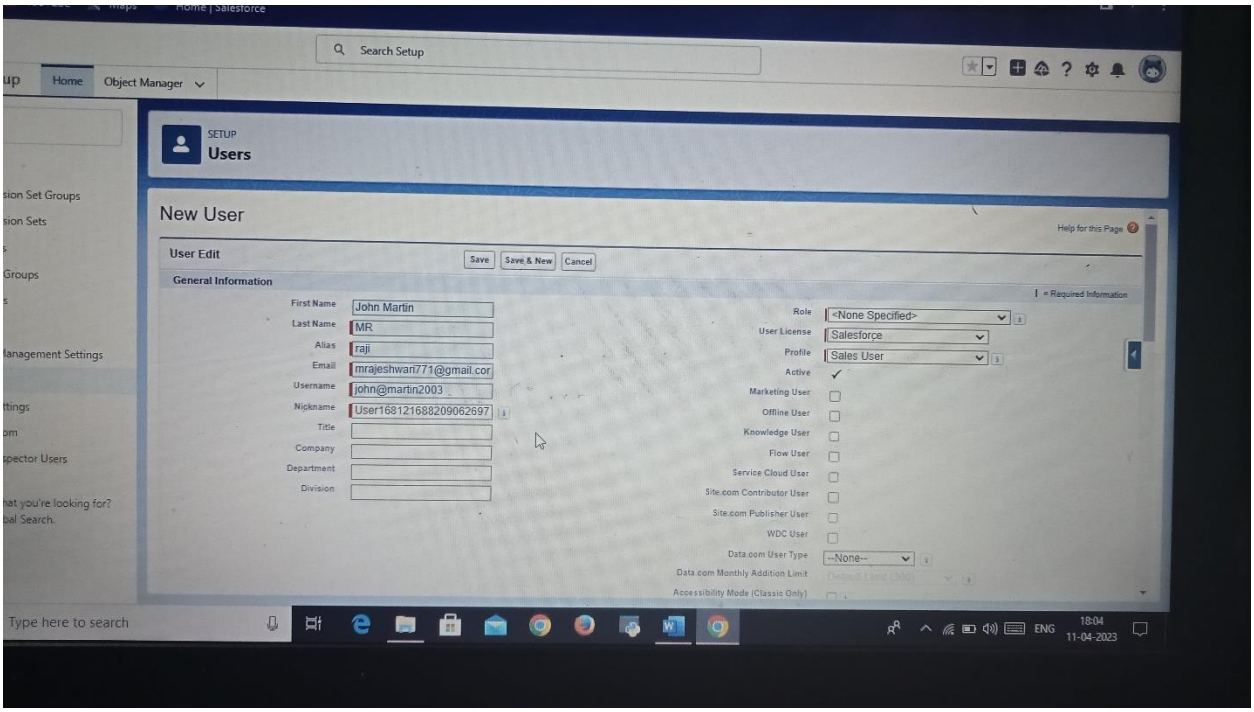


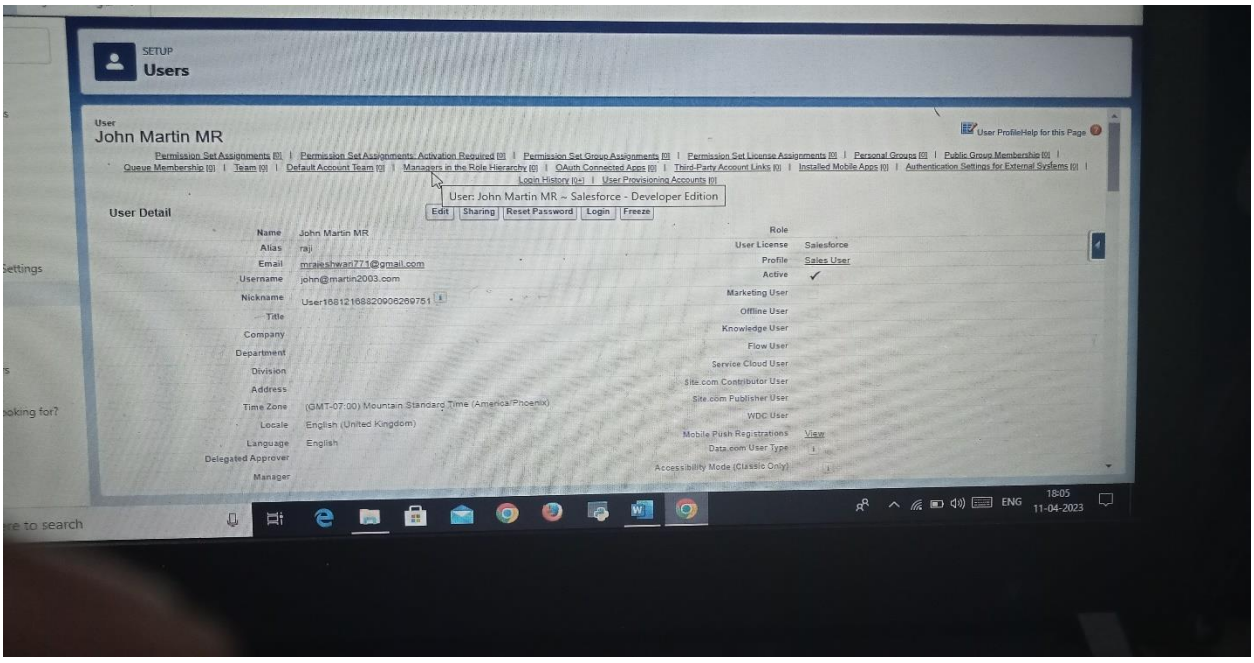


App in Salesforce are a group of tabs that help the application function by working together as a unit. We are create the lightning app of candidate internal result car

USERS

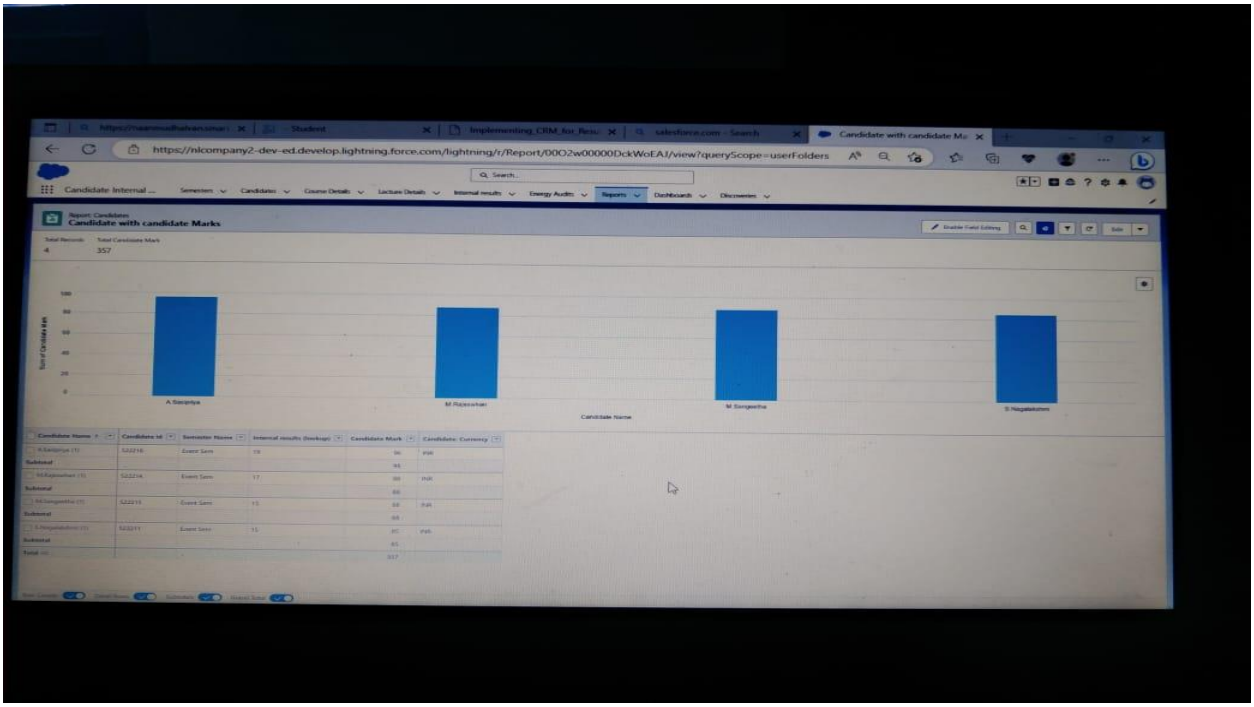
CREATING A USERS





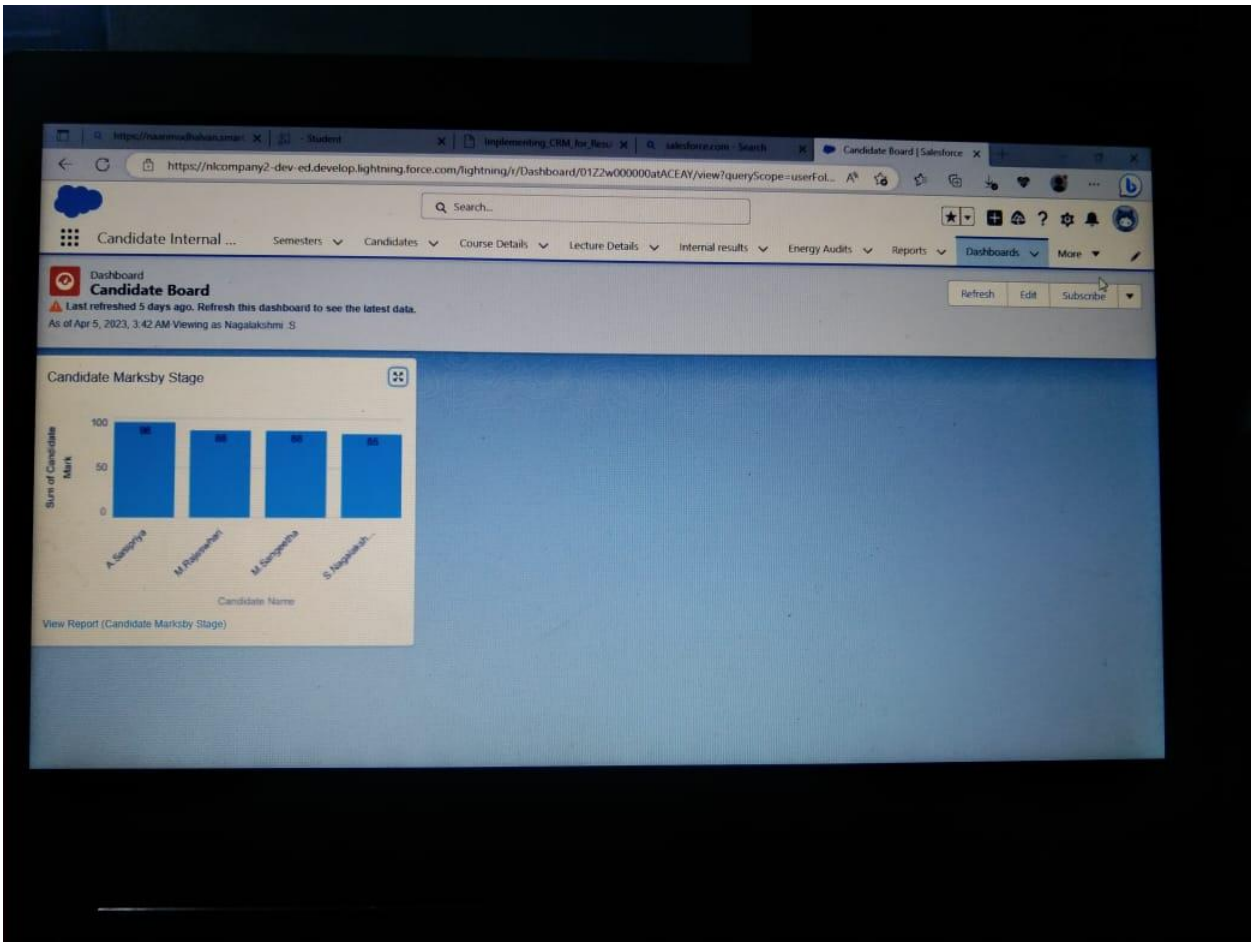
every user in salesforce has a user account. Click setup enter user, select new user , enter the details, we get new user

REPORTS



A Report is a list of records that meet the criteria you define. Its displayed in salesforce in rows and columns, and can be filtered, grouped, or displayed in a graphical chart. Every report is stored is a folder.

DASHBOARDS



Dashboards let you curate data from reports using charts, tables, and metrics. Dashboards filters make it easy for users to apply different data perspectives to a single dashboards.

TRAILHEAD PROFILE PUBLIC URL

Team Lead-https://trailblazer.me/id/nagas210

Team Member 1-http://trailblazer.me/id/mmrajeshwari

Team Member 2-https://trailblazer.me/id/sangeetha2405

Team Member 3-https://trailblazer.me/id/sasipriyaa

ADVANTAGES

1. It helps teachers keep track of student performance and to study their progress throughout the course or degree.
2. Implementing CRM in result tracking with internal marks will help you streamline this process.
3. CRM systems provide real-time numbers, graphs and data that may be useful in decision making.
4. It also enables us to perform a search by keyword, sign documents digitally and send documents digitally.

DISADVANTAGES

1.Software subscription or purchase fees

2.Premium upgrades, eg add-on marketing or reporting features

3.Customisation

4.IT resources needed

5.Hardware or software requirements

6.Staff training and upskilling

APPLICATIONS

Implementing CRM in result tracking can be used in all educational institutions to track candidate results.

It can be used both in schools and colleges.

In schools, college even in universities, it would be very useful in monitoring students performance and records.

CONCLUSION

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.

So we have came up with a solution known as implementing CRM in result tracking with Internal Marks.

We have customized objects, fields and created Candidate Result card app in that app e create reports and customized dashboard showing marks of student as vertical bars.

By this app we can show the students result in graphical representation which in easier to manage their results.

FUTURE SCOPE

OMNICHANNEL DASHBOARDS-

Deeply integrates with social media, websites, cloud telephony, and other software to bring all queries to a unified dashboards.

AUTOMATIONS-

AL-powered bots, automated feedback or information form collection, and canned responses save time for your staff.