

IMPLEMENTING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARKS

Project Report Template

INTRODUCTION

1.1 Overview

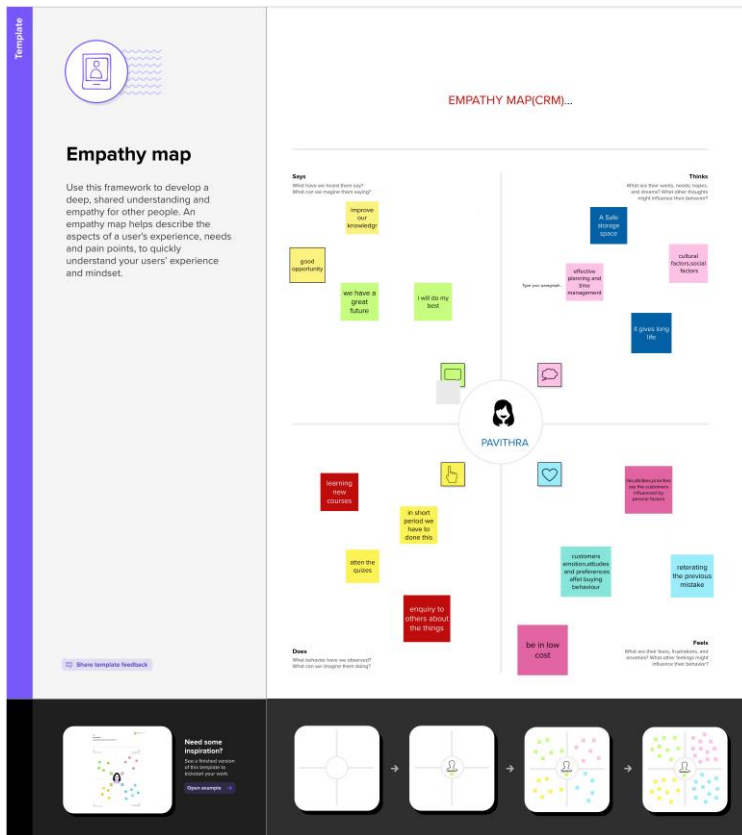
Administrator should be able to create all base data including semester, candidate, course and lecturer, lecturer should have the ability to create internal results, dean, who is one of the Lecturer, should be the only one with ability to update internal results, re-evaluation can be initialised by candidate for all internal results. Now only dean can update the marks after re-evaluation.

1.2 Purpose

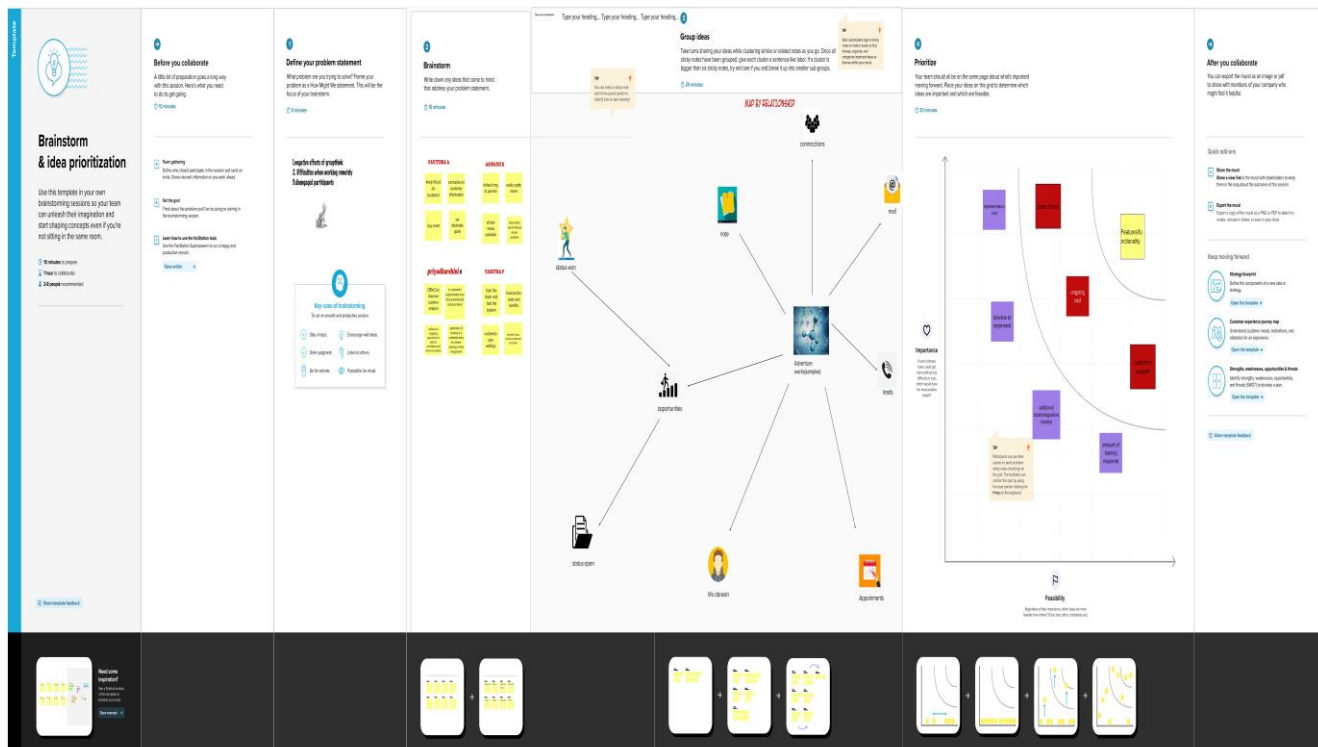
- It helps you in collating all the customer information at one place and helps you in better customer management.
- Awaits placing certain personal criteria as to how that need must be fulfilled.
- It is an easy way to maintain internal marks.

PROBLEM DEFINITION & DESIGN THINKING

2.1 EmpathyMap



2.2 Ideation&Brainstorming Map



RESULT

3.1 DataModel:

Objectname	FieldsintheObject
SEMESTER	FIELDLABEL: Semestername Course(Lookup) DATATYPE Text
CANDIDATE	FIELDLABEL Candidate NameCandidate IDSemesterName InternalResult(LookUp) DATATYPE Text
COURSE DETAILS	FIELD LABEL: Course NameCourseID DATATYPE Text
LECTURERDETAILS	FIELD LABEL Lecturer RoleLecturer NameCourseIDC course(Lookup) DATATYPE Text
INTERNAL RESULTS	FIELDLABEL Candidate IDCourseID Marks

DATATYPE
Text

3.2 OBJECTS

We have created a developer account for salesforce account. Salesforce is your customer success platform

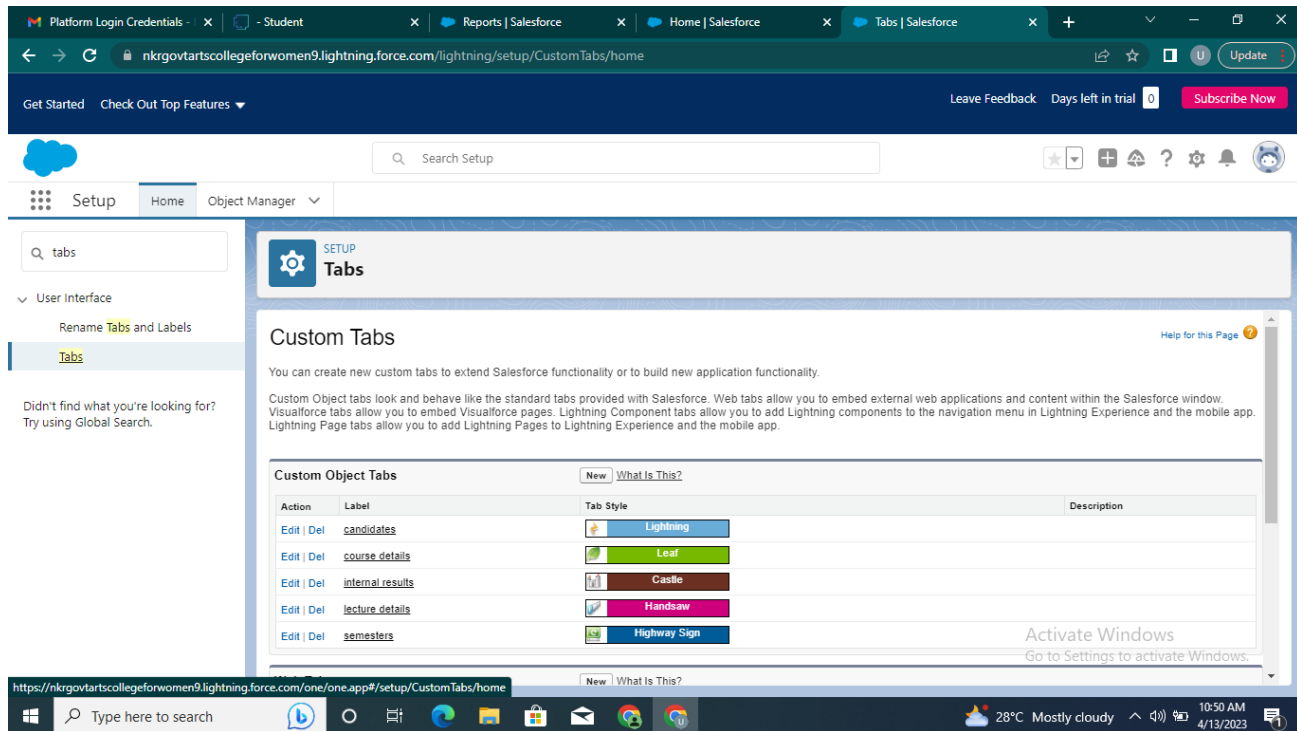
Our mail id and name are given to get developer account.

CUSTOM OBJECT

The screenshot shows the Salesforce Object Manager setup page for a custom object named 'semester'. The browser address bar shows the URL: `nkr.govarts.collegeforwomen9.lightning.force.com/lightning/setup/ObjectManager/0112w00000488FP/Details/view`. The page has a dark blue header with navigation links: 'Get Started', 'Check Out Top Features', 'Leave Feedback', 'Days left in trial: 0', and a 'Subscribe Now' button. Below the header is a search bar labeled 'Search Setup'. The main content area is titled 'SETUP > OBJECT MANAGER semester'. On the left, there is a sidebar menu with options: 'Details', 'Fields & Relationships', 'Page Layouts', 'Lightning Record Pages', 'Buttons, Links, and Actions', 'Compact Layouts', 'Field Sets', 'Object Limits', 'Record Types', 'Related Lookup Filters', and 'Search Layouts'. The 'Details' section is currently selected, showing fields like 'API Name' (semester__c), 'Custom' (checked), 'Singular Label' (semester), 'Plural Label' (semesters), 'Enable Reports' (checked), 'Track Activities' (checked), 'Track Field History' (checked), 'Deployment Status' (Deployed), 'Help Settings' (Standard salesforce.com Help Window), and 'Standard salesforce.com Help Window'. There are 'Edit' and 'Delete' buttons in the top right corner of the details section. At the bottom of the browser window, the Windows taskbar is visible with the search bar, taskbar icons, and system tray showing the date and time as 2:13 AM on 4/13/2023.

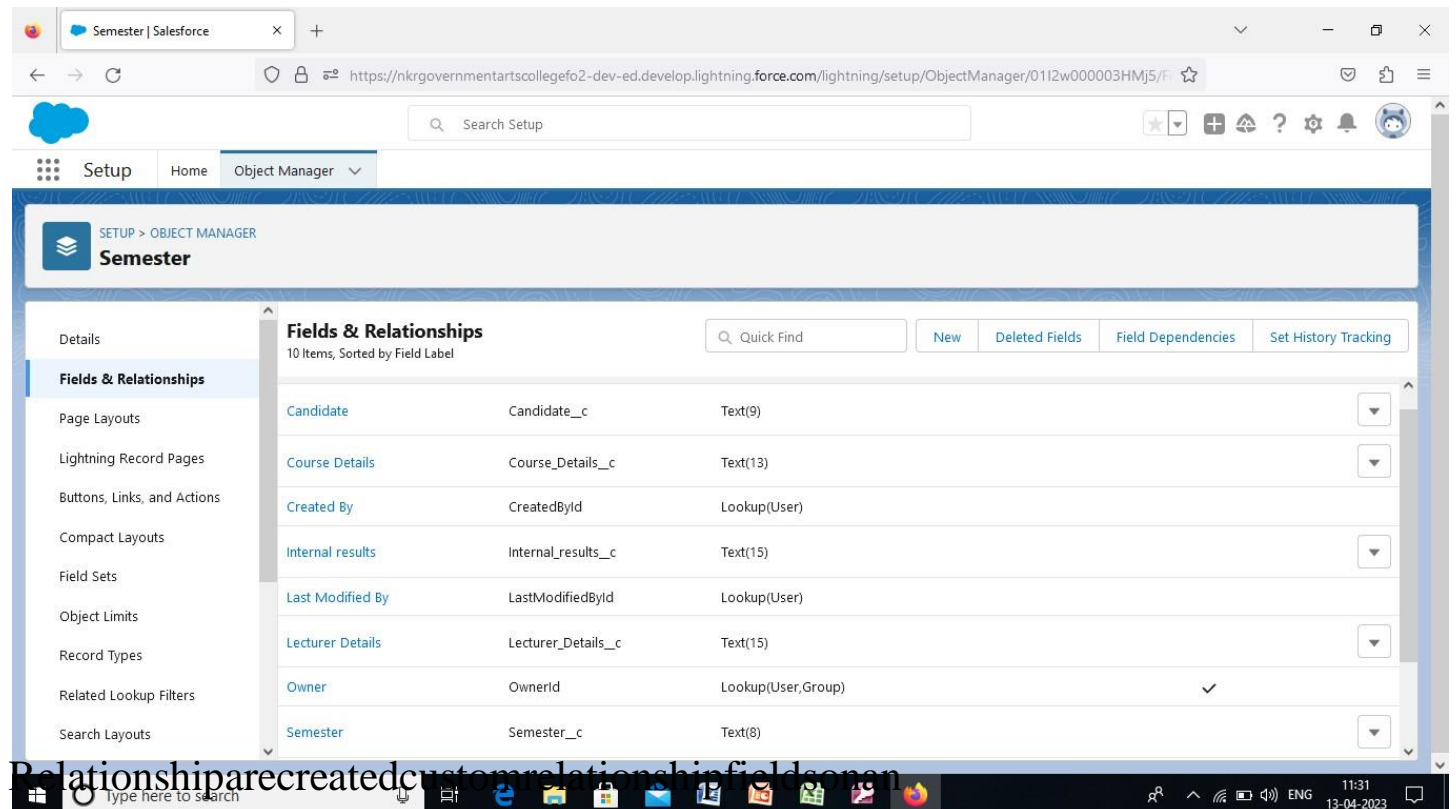
TAB:

The screenshot shows the Salesforce Home page. The browser address bar shows the URL: `nkr.govarts.collegeforwomen9.lightning.force.com/lightning/setup/ObjectManager/0112w00000488FP/Details/view`. The page has a dark blue header with navigation links: 'Get Started', 'Check Out Top Features', 'Leave Feedback', 'Days left in trial: 0', and a 'Subscribe Now' button. Below the header is a search bar labeled 'Search Setup'. The main content area is titled 'SETUP Home'. On the left, there is a sidebar menu with options: 'Home', 'Setup Assistant', 'Factor Authentication Assistant', 'Updates', and 'Experience Transition'. The 'Home' tab is currently selected, showing a 'Create' button in the top right corner. The main content area features three large, colorful illustrations: a robot, a smartphone, and a red button with a white equals sign.



creation of objects for candidate internalresultcard,forthiscandidateinternal resultcard wasneedto create5 objects that are Semester, Candidate, CourseDetails, LecturerDetails, InternalResults.

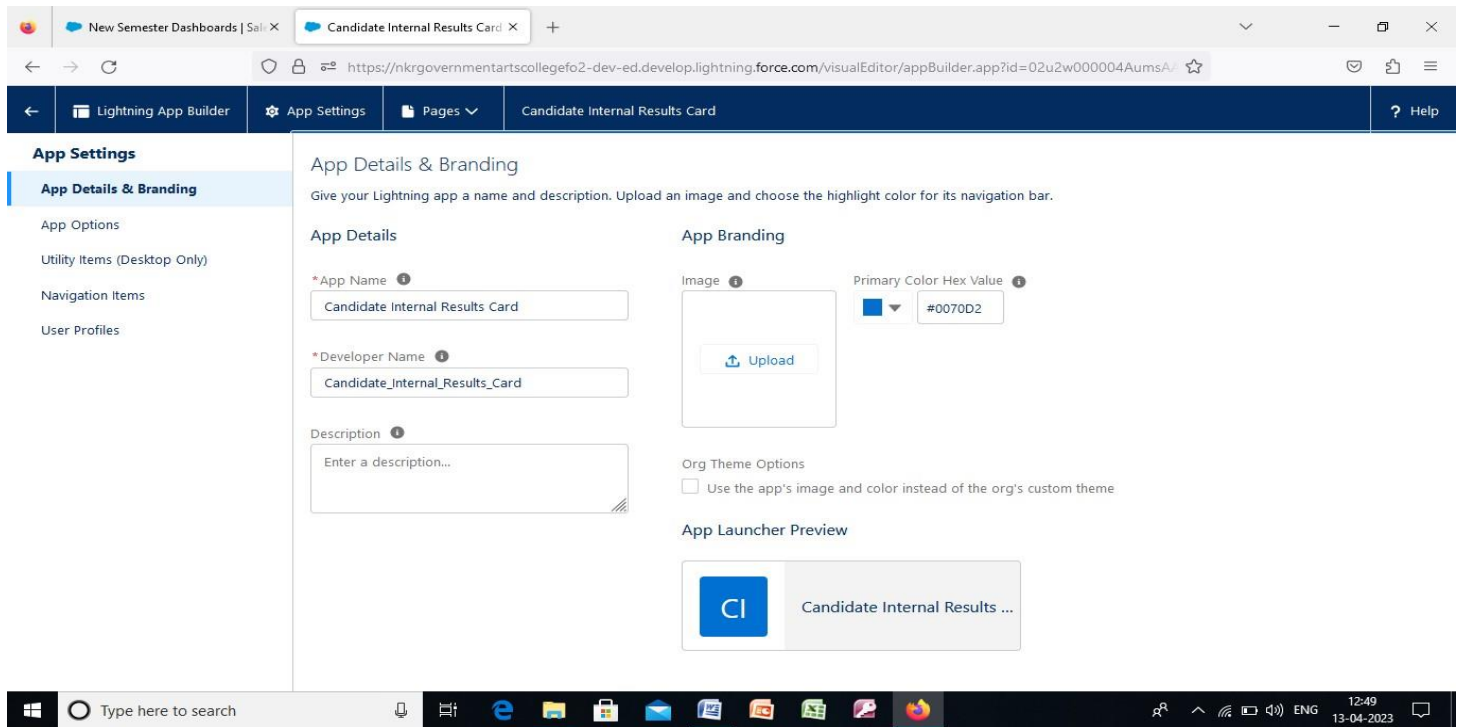
3.2 fields& relationship



Relationships are created custom relationship fields on an object. This is done for the users to view records, they can also see and access related data.

3.3 LIGHTNING APP

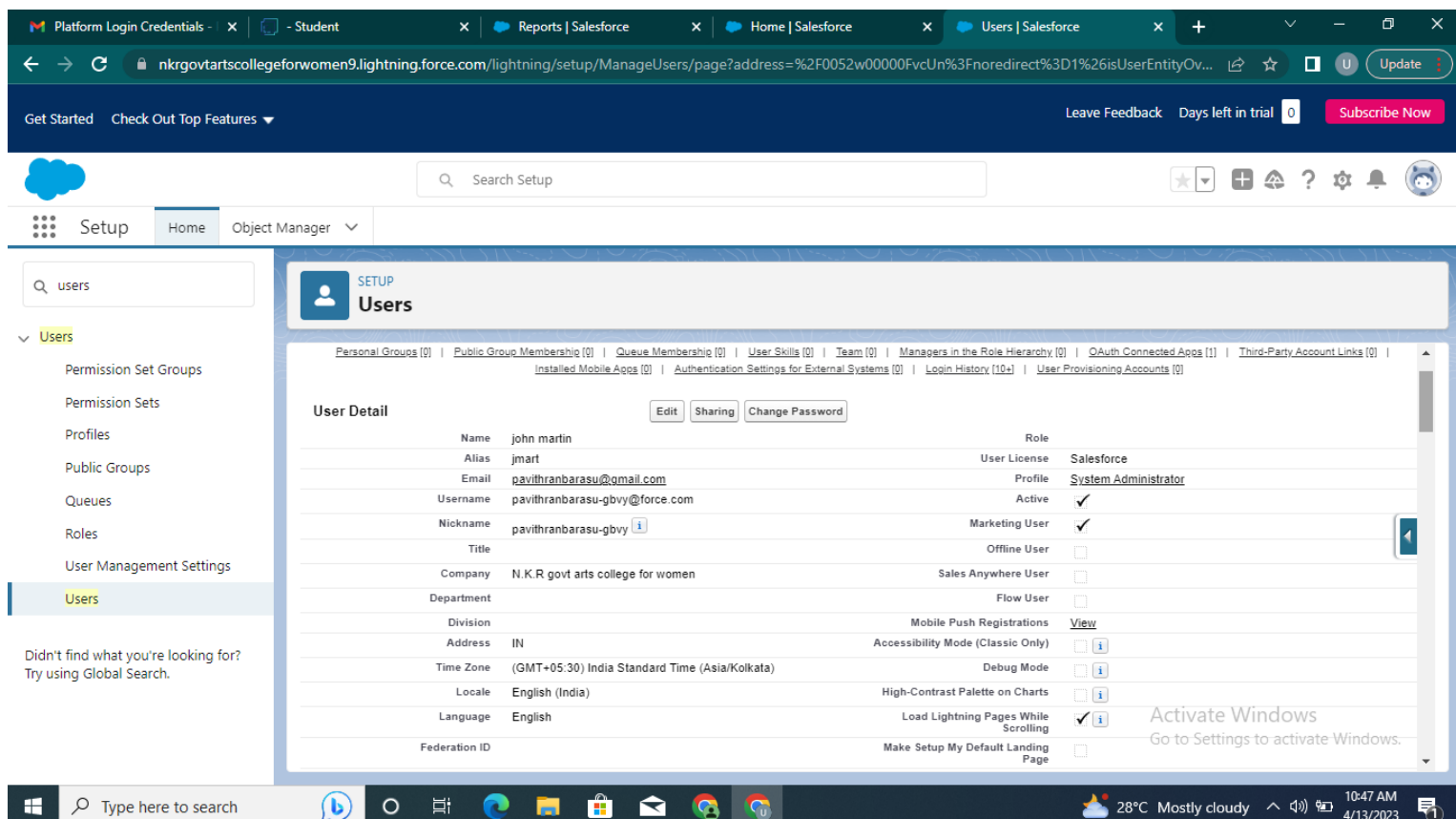
CREATE THE CANDIDATE INTERNAL RESULTCARD APP



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

3.4 USERS

CREATING A USER



Every user in salesforce has a user account. Click setup enter user , enter the details, we create a new user.

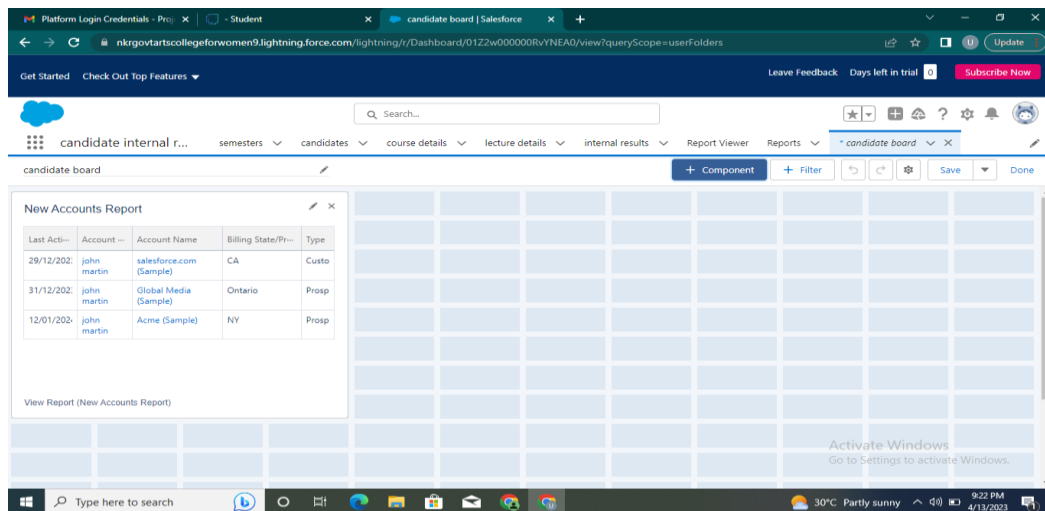
3.5 REPORTS

The screenshot displays the Salesforce 'New Accounts Report' interface. The report is titled 'Report: Accounts New Accounts Report'. It shows a table with 3 records. The columns are: Last Activity, Account Owner, Account Name, Billing State/Province, Type, and Last Modified Date. The records are as follows:

	Last Activity	Account Owner	Account Name	Billing State/Province	Type	Last Modified Date
1	12/01/2024	john martin	Acme (Sample)	NY	Prospect	13/03/2023
2	31/12/2023	john martin	Global Media (Sample)	Ontario	Prospect	13/03/2023
3	29/12/2023	john martin	salesforce.com (Sample)	CA	Customer	13/03/2023

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

3.6 DASHBOARDS



4. TRAILHEAD PROFILE-PUBLIC URL

Team Leader:

<http://trailblazer.me/id/apavithra16>

Team Member 1: <https://trailblazer.me/id/priys80>

Team Member 2: <http://trailblazer.me/id/uyasothap>

Team Member 3: <https://trailblazer.me/id/uashwinir>

ADVANTAGES

- CRMmadetargetingand marketingsimple
- Improvedvisionmakingandproductivity
- Trackingofcustomerdata.
- Customerareengagedacross multiplechannel.

DISADVANTAGES

- Lossofcollectedinformationorrecords.
- Notsuitableforeverybusiness.
- Experiencebasedinallthestages.
- Centralizeddataisatstake.
- lotsofsecurityconcerns

6. APPLICATIONS:

This application is used by the government agency or visa process.

7. CONCLUSION:

This concluded, that the existing Implementing CRM for result tracking of candidates' data with internal marks becomes more results add this type of future with help of salesforce.

8. FUTURE SCOPE:

We see the Future scope of this Project would save the time of both people the applicants and the Recruiters.
