Model Program Book

SHORT-TERM INTERNSHIP
(On-Site/Virtual)

Designed & Developed by

An Internship Report on

Salesforce Developer Virtual Internship

Submitted in accordance with the requirement for the degree of

Under the Faculty Guideship of
Mr.E.Akhil Babu

Department of

COMPUTER SCIENCE AND ENGINEERING

(ARTIFICIAL INTELLIGENCE & MACHINE

LEARNING)

RISE KRISHNA SAI PRAKASAM GROUP OF INSTITUTIONS

Submitted by:
CHIMMIRI SAI GANESH
Reg no: 208A1A4234

Department of: **COMPUTER SCIECNCE AND ENGINEERING**

RISE KRISHNA SAI PRAKASAM GROUP OF INSTITUTIONS

Salesforce Developer Virtual Internship

An Internship Report submitted in partial fulfillment of the requirements for the award of degree of

BACHELOR OF TECHNOLOGY
In
COMPUTER SCIENCE AND ENGINEERING
(ARTIFICIAL INTELLIGENCE & MACHINE LEARNING)

Submitted by:

CHIMMIRI SAI GANESH

208A1A4234

Department Of Computer Science And Engineering

RISE KRISHNA SAI PRAKASAM GROUP OF INSTITUTIONS

Approved by AICTE, permanently affiliated to JNTUK & Accredited by NBA
NH-16, Valluru, ONGOLE, Prakasam Dist, A.P

2022-2023

CERTIFICATE

This is to certify that the Internship report entitled *"Salesforce DeveloperVirtual Internship"* is being submitted by CHIMMIRI SAI GANESH (208A1A4234). In partial fulfillment of the requirements for award of the B.Tech degree in *Computer Science And Engineering with a specialization of Artificial Intelligence & Machine Learning* of the academic year 2022-2023.

Internship Coordinator   **Head of the Department**

Instructions to Students:

Please read the detailed Guidelines on Internship hosted on the website of AP State Council of Higher Education **https://apsche.ap.gov.in**

1. It is mandatory for all the students to complete 2 months (180 hours) of short- term internship either physically or virtually.
2. Every student should identify the organization for internship in consultation with the College Principal/the authorized person nominated by the Principal.
3. Report to the intern organization as per the schedule given by the College. You must make your own arrangements for transportation to reach the organization.
4. You should maintain punctuality in attending the internship. Daily attendance is compulsory.
5. You are expected to learn about the organization, policies, procedures, and processes by interacting with the people working in the organization and by consulting the supervisor attached to the interns.
6. While you are attending the internship, follow the rules and regulations of the intern organization.
7. While in the intern organization, always wear your College Identity Card.
8. If your college has a prescribed dress as uniform, wear the uniform daily, as you attend to your assigned duties.
9. You will be assigned a Faculty Guide from your College. He/She will be creating a WhatsApp group with your fellow interns. Post your daily activity done and/or any difficulty you encounter during the internship.
10. Identify five or more learning objectives in consultation with your Faculty Guide. These learning objectives can address:
    a. Data and Information you are expected to collect about the organization and/or industry.
    b. Job Skills you are expected to acquire.
    c. Development of professional competencies that lead to future career success.
11. Practice professional communication skills with team members, co-interns, and your supervisor. This includes expressing thoughts and ideas effectively through oral, written, and non-verbal communication, and utilizing listening skills.
12. Be aware of the communication culture in your work environment. Follow up and communicate regularly with your supervisor to provide updates on your progress with work assignments.

    Never be hesitant to ask questions to make sure you fully understand what you need to do your and work to contribute to the organization.

13. Be regular in filling up your Program Book. It shall be filled up in your own handwriting. Add additional sheets wherever necessary.
14. At the end of internship, you shall be evaluated by your Supervisor of the intern organization.
15. There shall also be evaluation at the end of the internship by the Faculty Guide and the Principal.
16. Do not meddle with the instruments/equipment you work with.
17. Ensure that you do not cause any disturbance to the regular activities of the intern organization.
18. Be cordial but not too intimate with the employees of the intern organization and your fellow interns.
19. You should understand that during the internship programm, you are the ambassador of your College, and your behavior during the internship programm is of utmost importance.
20. If you are involved in any discipline related issues, you will be withdrawn from the internship programm immediately and disciplinary action shall be initiated.
21. Do not forget to keep up your family pride and prestige of your College.

Student's Declaration

I, Chimmiri Sai Ganesh a student of B.Tech Program, Reg.No. **208A1A4234** of the Department of **COMPUTER SCIENCE ENGINEERING** College do here by declare that I have completed the mandatory internship from **29/08/2022 to 24/10/2022** in **SALESFORCE** under the Faculty Guideship of Mr.E.Akhil Babu Department of **COMPUTER SCIENCE AND ENGINEERING, RISE KRISHNA SAI PRAKASAM GROUP OF INSTITUTIONS.**

(Signature and Date)

Official Certification

This is to certify that **Chimmiri Sai Ganesh** Reg. No. **208A1A4234 h**as completed his/her Internship in **SALESFORCE** on **SALESFORCE DEVELOPER VIRTUAL INTERNSHIP** under my supervision as a part of partial fulfillment of the requirement for the Degree of **B.TECH** in the Department of **CSE (Artificial Intelligence & Machine Learing), RISE KRISHNASAI PRAKASAM GROUP OF INSTITUTIONS.**

This is accepted for evaluation.

Endorsements

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Head of the Department

Principal

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Work environment I have experienced

Real time technical skills I have acquired

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- An appetite for learning

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Certificate from Intern Organization

This is to certify that **Chimmiri Sai Ganesh** Reg. No **208A1A4234** of **RISE KRISHNA SAI PRAKASAM GROUP OF INSTITUTIONS** underwent internship in **SALESFORCE** from**29/08/2022** to **24/10/2022** The overall performance of the intern during his/her internship is found to be **Satisfactory** (Satisfactory/Not Satisfactory).

Authorized Signatory with Date and Seal

Certificate from Intern Organization

Acknowledgements

It gives us immense pleasure to express a deep sense of gratitude to my guide ****, Department CSE for wholehearted and invaluable guidance throughout the project work. Without her/his sustained and sincere effort, this project work would not have taken this shape. He encouraged and helped us to overcome various difficulties that I have faced at various stages of our project work.

I would like to sincerely thank our Head of the department Dr.D.V.V.Phani Kumar for providing all the necessary facilities that led to the successful completion of my internship.

I would like to take this opportunity to thank our beloved Principal Dr.A.V.Bhaskar Rao for providing all the necessary facilities and a great support to us in completing the Internship. I would like to thank all the faculty members and the non-teaching staff of the Department of Computer Science Engineering for their direct or indirect support for helping us in completion of this project work.

Finally, we would like to thank all our friends and family members for their continuous help and encouragement.

Chimmiri Sai Ganesh
208A1A4410

CHAPTER 1: EXECUTIVE SUMMARY

The Salesforce Virtual Internship is provided by Smart Internz through AICTE portal.

Learning Objectives of Salesforce Internship:

- Market Leadership.

- Increase in Sales Volume.

- Organization growth.

- Converting prospects to customers.

Learning Outcomes of Salesforce Internship:

- Manage all your contacts.

- Focus on right deals.

- Organize tasks and to-do items.

- Work with your prospective customers.

- It terms which work in anywhere

A Brief Description of the Intern Organization

Salesforce is a cloud-based software company that provides businesses with tools that help them find more prospects, close more deals, and provide a higher level of service to their customers. Salesforce is a famous American cloud-based software company that provides CRM services.

Salesforce is a popular CRM tool for support, sales, and marketing teams worldwide.

Salesforce services allow businesses to use cloud technology to better connect with partners, customers, and potential customers.

Salesforce Summary:

Salesforce Developer Catalyst online course is developed by Salesforce and provided by Future Skills Prime which is designed for individuals who want to learn everything there is to understand about Salesforce to become professional salesforce developers. The Salesforce Developer Catalyst online course by FutureSkills Prime focuses on covering basic Salesforce technology functionality utilizing several programming languages.

Salesforce Developer Catalyst online classes begin with the section where individuals are taught about the Salesforce testing framework and frequent use cases of Salesforce for logical against functional modifications. Individuals are also taught how to use programmable strategies to minimize security flaws and how to write classes and triggers in Apex. Individuals will get a comprehension of many technologies in development, validation, and reporting modification by the end of this training, and will be able to develop various data models or architectures employing various techniques and automation.

CHAPTER 2: OVERVIEW OF THE ORGANIZATION

Introduction of the Organization:

Sales force, Inc. is an American cloud-based software company headquartered in San Francisco, California. It provides customer relationship management (CRM) software and applications focused on sales, customer service, marketing automation, analytics, and application development.

Founded by former Oracle executive Marc Benioff, Salesforce quickly grew into one of the largest companies in the world, making its IPO in 2004. Salesforce's continued growth makes it into the first cloud computing company to reach US$1 billion in annual revenue by fiscal year 2009, and the world's largest enterprise software firm by 2022. Salesforce is a cloud-based software company that provides its customers with a platform to develop their own applications without following the tough steps that they used to follow in the legacy system. The software or application once created can be uploaded onto the cloud allowing the end-users to view them.
Salesforce is currently providing various software solutions and platforms for developers to create and distribute custom software/applications. Tech giants like Google, Twitter, Amazon, and Facebook are using Salesforce either in the form of SaaS or PaaS.

Vision, Mission, and Values of the Organization:

Salesforce Vision:

They believe that the business of business is to improve the state of the world, and work to make sure Salesforce is a platform for change through serving the interests of all our stakeholders-employees, customers, partners, communities and the environment. They are working to play a meaningful role in creating a sustainable, low-carbon future by: Working toward 100 percent renewable energy for our global operations Continuing to deliver our customers a carbon neutral cloud and operate as a net-zero greenhouse gas emissions company Pursuing green building certification and other innovative green office initiatives Leveraging people, technology and resources to help environmental causes around the world When it comes to protecting our planet and combatting climate change, They know that companies have a key role to play. And aspire to never settle for the status quo. At every turn, we look to innovate, taking bold action and paving the way for others to join us.

Salesforce Mission:

Salesforce, the Customer Success Platform and world's 1 CRM, empowers companies to connect with their customers in a whole new way. The company was founded on three disruptive ideas: a new technology model in cloud computing, a pay-as-you-go business model, and a new integrated corporate philanthropy model. These founding principles have taken our company to great heights, including being named one of Forbes's "World's Most Innovative Company" eight years in a row and 1 on the FORTUNE '100 Best Companies to Work For®' List. We are the fastest growing of the top 10 enterprise software companies, and this level of growth equals incredible opportunities to grow a career at Salesforce.

Salesforce Values:

Trust.

Customer Success.

Innovation.

Equality, Sustainability.

INTRODUCTION:

Salesforce is a cloud-based software company that provides businesses with tools that help them find more prospects, close more deals, and provide a higher level of service to their customers. Salesforce is a famous American cloud-based software company that provides CRM services. Salesforce is a popular CRM tool for support, sales, and marketing teams worldwide. Salesforce services allow businesses to use cloud technology to better connect with partners, customers, and potential customers.

SALESFORCE DEVELOPER CATALYST:

Able to explain Salesforce concepts such as the testing framework. Identify common use cases for declarative versus programmatic customization. Use programmatic techniques to prevent security vulnerabilities. Write Apex classes and triggers, following best practices.

Data Security:

Salesforce Data security deals with the security or sharing settings of data and visibility between users or groups of users across the organization. Force.com platform provides a flexible, layered sharing model that makes it easy to assign different data sets to different sets of users.

Reports & Dashboards for Lightning Experience:

Salesforce dashboards are a visual representation of your Salesforce reports. They give you the ability to view your key metrics in multiple ways. For example, you can have multiple dashboard components from a single report that show different information.

Lightning App Builder:

The Lightning App Builder is a point-and-click tool that makes it easy to create custom pages for the Salesforce mobile app and Lightning Experience, giving your users what they need all in one place. The Lightning App Builder is also a one-stop shop for configuring Lightning apps.

Apex:

Developed various Apex classes and Triggers for different functional requirement.

Implemented validations using apex for ensuring data cleanliness.

Developed various Apex classes, Controller classes and Apex Triggers for various functional needs do build multiple applications for the company.

Custom Objects:

- Designed Custom objects, Entity - Relationship data model, validation rules, Auto - Response states, and custom settings.
- Created new custom objects, assigned fields, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps.
- Created Email Templates and Mail Merging Templates and was involved in doing the mail merge for different standard and custom objects.
- Improved data quality for Sales Cloud users by cleaning bad data, updating the data model for standard and custom objects.
- Designed and deployed custom Objects, Custom tabs, validation rules, and Auto-Response rules for automating various steps in leasing.

ACTIVITY LOG FOR THE FIRST WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 29/08/2022	This is my first day to attend Salesforce virtual training day. On this day I learnt about Salesforce Organization and the platform like how Salesforce is used in industrial region.	1) Salesforce Org 2) Salesforce platform for Business Users 3) Salesforce User Tour	
Day – 2 30/08/2022	On the 2nd day I created Salesforce developer account and I learnt about Database methods of Salesforce and company rules and regulations.	1)Salesforce CRM 2)Basics of Apex classes 3)Database Methods	
Day – 3 01/09/2022	This day I learnt about Architecture of Salesforce and User Interface methods of Salesforce	1)User Mangement 2)User setup 3)Package Installing	
Day – 4 2/09/2022	I started doing developer handbook modules to gain some experience on hands on experience.	1) Salesforce Platform Basics 2) Platform Development Basics	
Day – 5 3/09/2022	I learnt about the content of Relationships and Process Automation and some rules	1)Object Relationships 2)Workflow Rules and Actions 3)Approval Processes	
Day –6 05/09/2022	I am very excited and learnt a new topic named Process Builder in which various flowcharts and conditional statements can be designed	1)Process Builder Overview 2)Creating a Process Builder Process 3)Process Builder Actions	

WEEKLY REPORT

WEEK – 1 (From Dt: 29/08/2022 **to Dt:** 05/09/2022**)**

Objective of the Activity Done:

I introduced myself to a new platform "SALESFORCE". In 1st week Iearnt the basics of Salesforce organization and trailhead platform.

Detailed Report:

This section is to provide the candidates a quick look at the salesforce environment. This program consists of live sessions, Hands-on practical activities,Mentoring support and working on super badges on Trailhead platform.

I learnt the new terms and rules of Salesforce organization. I started with user basics and terms of the platform.

In the 1st week I mainly overviewed on the architecture of salesforce contents of Relationships and Process Automation and some rules.

By the end of the week, I gained some experience on basic overview of Salesforce.

ACTIVITY LOG FOR THE SECOND WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 06/09/2022	I learnt about Objects like picklists and formula fields, Account Page layouts, Record Types, Validation rules	1) Customizing the Salesforce Objects 2) Hands on activities on Objects in the Object Manager	
Day – 2 07/09/2022	An exciting topic of the day!!!!!!!! I understand Custom and Standard Objects in the Data Modeling.	1) Work with Schema Builder 2) Create Object Relationships 3) Custom and Standard Objects	

Day – 3
 	
08/09/2022
	I learnt that Salesforce works to help marketing, sales, service from everywhere.	1) Data Managment
		  A) Import Data
		  B) Export Data	

Day – 4 10/09/2022	The most important thing in Salesforce Org is Lightning App Builder, In this I build a custom home page and record pages etc...,	1) Custom Home Page 2) Built Custom Record Pages 3) Lightning components	
Day – 5 12/09/2022	On this day I created some pages and components and app development in Lightning App Builder	1) Creating First Page 2) Adding More Components 3) Adding Quick actions and activate the app	
Day –6 13/09/2022	I did some Hands on activities in process builder by creating new process in the object, finally submitted without errors.	1) Creating New process on the Account Object 2) Adding Process criteria and Process Action 3) And Test Processing	

Objective of the Activity Done:

To gain some experience of the platform I did some hands-on practice of some exercises that I learnt.

Detailed Report:

In the 2nd week I overviewed on the concepts of objects like Picklists and Formula fields, Account Page layouts, Record Types, Validation rules.

I learnt that Salesforce works to help marketing, sales, service from everywhere and I also learnt the most important thing in Salesforce Org i.e., Lightning App Builder, In this I built a custom home page and record pages etc...,

I did some basic hands-on activities in trailhead platform like creating new process in the object manager which was created successfully with no errors and challenge submitted successfully.

ACTIVITY LOG FOR THE THIRD WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 14/09/2022	It's my third week, I moved to the Intermediate level and learnt about Flow Builder and their types.	1) Introduction to Flow Builder 2) 5 types of Flows	
Day – 2 15/09/2022	On this day I learned the security overview and organizational settings like how to access users and their details and Settings and Permissions	1)Creating Flows 2)Role Hierarchies 3)Settings and Permissions	
Day – 3 16/09/2022	Another important Builder.......... Flow Builder, it also works like an Process Builder but it creates variables and add logics to the flow	1)Creating Variables 2)Crete flows 3)Add logics and Screens to the flows	
Day – 4 17/09/2022	Adding actions to the flow gives the real work experience where the builder completes the work and check the conditions	1) Adding Actions to the flows. 2)Activating Builder	
Day – 5 19/09/2022	On this day I learn to power the sales process with leads and opportunities with in Salesforce.	1)Create and convert Leads as potential customers 2)Work to the Opportunities	
Day –6 20/09/2022	Till now I have earned a lot of experience on hands on practice of basics of Salesforce organization. I learnt new topic Flow Builder in this week and done some more hands on activities	1)Salesforce Flow 2)Data Security	

WEEKLY REPORT

WEEK – 3 (From Dt: 14/09/2022 **to Dt:** 20/09/2022**)**

Objective of the Activity Done:

I learnt about Flow Builder concepts and did challenges on that.

Detailed Report:

It's my third week and I'm very happy to continue in Salesforce Platform. In this week I learnt about the concepts of Flow Builder and then I did some research on this concept as the topic made me difficult till now than other topics.

Flow Builder, formerly Salesforce Flow, provides declarative process automation for every Salesforce app, experience, and portal with point-and-click automation.

I did exercises on flow builder topic like adding actions and adding screens to the flows which acts as a condition based to the user.

ACTIVITY LOG FOR THE FOURTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 21/09/2022	Apex............................. A new topic that I learned in the new week. Apex Triggers is used to perform custom database actions	1) Get Started with apex triggers 2) Bulk apex Triggers	
Day – 2 22/09/2022	While creating Apex triggers it needs developer console to create triggers and apex classes	1)Error Solving in apex 2)Creating Apex Triggers	
Day – 3 23/09/2022	On this day I learnt about Apex Classes	1) Created Apex classes 2) Java code compiling in developer console	
Day – 4 24/09/2022	The day where I fed up with errors.... While creating an apex classes and triggers I got many errors in the code	1) Error Solving while in developer console	
Day – 5 26/09/2022	Apex Testing -- Executing Robust codes of Apex unit tests I learnt on this day that to write efficient apex code we use asynchronous apex	Compiling and Testing apex classes.	
Day –6 27/09/2022	Asynchronous Apex-- Efficient code in Apex processing	Executing Asynchronous apex codes which worked 100%test cases in the apex and batch apex.	

Objective of the Activity Done:

Learnt new oops concepts of programming language named "APEX"

Detailed Report:

Apex is a strongly typed, object-oriented programming language that allows developers to execute flow and transaction control statements on the Lightning platform server in conjunction with calls to the Lightning Platform API.

The week where I felt more difficult in the entire journey with Salesforce till now.
While creating Apex Triggers and classes I got many errors which took hours of time to resolve and compile.

Then I came to know that how to code efficiently in apex. There is a concept in apex name called "Asynchronous Apex".In this topic Oops concept is declared efficiently where logics and conditions are used to satisfied easily according to the terms and needs.

ACTIVITY LOG FOR THE FIFTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 28/09/2022	On this day I learnt about VS code setup where all the salesforce developer works here to manage programs	1) Installed VS code setup 2) Connected to my trailblazer account 3) runs programs	
Day – 2 30/09/2022	While doing this code setup in this package I got many errors in the challenge ,so it took many hours to complete the challenge.	Debugging Errors and completed the challenge	
Day – 3 01/10/2022	On the 3rd day of the week I solved some more problems to solve the problems of the users.	Finally completed my VS code setup modules	
Day – 4 02/09/2022	On this day I learnt about the fundamentals and benefits of developing of API- Application Programming Interface	1) Make API'S 2) learn benefits of API 3) Put web in web API	
Day – 5 04/10/2022	The 5Th day I learnt in the week is about "event monitoring": It discovers insights into salesforce org with this powerful monitoring feature.	1) Create Event Monitoring with event log files 2) Download and visualize event log files.	
Day –6 05/10/2022	By the end of the week I'm very happy to learn this lesson-Shield Encryption It encrypts your data at rest in the cloud and manage life cycle of encryption keys	1) Set up and manage Shield Platform Encryption 2) Deploy Shield Encryption	

WEEKLY REPORT

WEEK – 5 (From Dt: 28/09/2022 **to Dt:** 05/10/2022**)**

Objective of the Activity Done:

Exciting Topic of the week-VS Code Setup where another package needed to install and connected via my trailhead account

Detailed Report:

I learnt about the VSCode Setup and fundamentals and benefits of API in Salesforce.

The most comprehensive code analysis tool supporting Salesforce languages and metadata.

Visual Studio Code is the go-to code editor for Salesforce developers. It's free, open-source, and available for Windows, Linux, and macOS. This editor has easy-to-install extensions for syntax highlighting, code completion, and more.

Salesforce provides programmatic access to your organization's information using simple, powerful, and secure application programming interfaces [API's].

Salesforce offers two primary types of APIs based on industry standards. The first is a **SOAP** based API, and the second is a **REST** based API.

ACTIVITY LOG FOR THE SIXTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 06/10/2022	This day I learnt about the apex Integration services where to integrate with external apps using Apps REST and SOAP Callouts While solving these modules I got many.Errors so that I asked my mentor about them	1)Integration overview 2)Apex REST and SOAP Callouts 3)Apex Web Services	
Day – 2 07/10/2022	My mentor helped me a lot while solving the errors and explained about the cause and needs of it.	2)Doubt session with mentor	
Day – 3 08/10/2022	On this day I developed a Travel approval app by using data modelling concept and imported the files	1) Create Travel Approving App and Object 2) Import Data	
Day – 4 09/10/2022	Finally app got tested and I got new idea of creating Recruiting app so that I installed the required packages of it.	1)Test App 2)App verified 3)New App creation	
Day – 5 10/10/2022	In a new playground I created Recruiting app with the given resources. But I failed for creation of the app.	1)App creation got failed 2)Error solving	
Day –6 12/10/2022	I asked my mentor to resolve the problem and he helped me to creation of this app and finally created	1) Errors rectified 2) App package installed	

Objective of the Activity Done:

Created new approval apps

1)Travel Approving App

2)Recruiting App

Detailed Report:

Travel Approving App-that provides a view of specific travel related objects.

Recruiting App-It analyzes candidate demographics to identify new-hire
recruiting patterns.

In this week I created 2 approval apps which are used to identify hire patterns and travel related objects. It took lot of time to set the object settings and to install packages and to deploy the code in a new playground.

Many actions are done to create the app,It required nearly 7 steps to build approval apps and finally with lots of testing and approvals the apps got created.

ACTIVITY LOG FOR THE SEVENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 13/10/2022	I completed all my hands on practice sessions so that I unlocked the badges of superbadges on the same day	1)Modules completion 2)SuperBadges unlocked	
Day – 2 14/10/2022	I unlocked my super Badges after completion all the modules (Process Automation) is the name of the super Badge where it separate have 6000 points in the handbook	1)I completed 2 challenges of the process Automation superbadge	
Day – 3 15/10/2022	On this day I took a doubt session with my mentor and made all doubts clear	Doubt session with a mentor	
Day – 4 16/10/2022	I got a case to install robotic user setup and some bots etc ...,and to create standard objects in the challenge	Solved 3 and 4 challenges in the superbadge.	
Day – 5 17/10/2022	Automate oppurtunities is the challenge where the work is completely done in process builder and app builder, I got many errors inthis challenge particularly and finally solved.	Only 1 challenge completed in this day	
Day –6 18/10/2022	I finally completed my 1st superbadge in the developer course	Finally completed my 1st superbadge in my course	

Objective of the Activity Done: In this week I have done super badge named "PROCESS AUTOMATION"

Detailed Report:

In this super badge total 8 challenges are there. To complete this super badge a pre-work/pre-requisite need to be completed and a package need to be installed in a playground. It took nearly 2 days and after that I started doing challenges which were challenging. I completed a quiz and a challenge in a day and after that it took many hours to complete the challenges, I faced with lots of errors in this super badge. Somehow and finally, I completed this super badge by the end of the week.

It required many tools to complete this super badge Automation tools in Salesforce can eliminate monotonous tasks, freeing up an admin's time to do more profound things. These tools include Workflow Rules, Process Builder, and Flow and Apex.

ACTIVITY LOG FOR EIGHTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 19/10/2022	Today I started my 2nd superbadge (APEX SPECIALIST) I created automate records using apex triggers	1) Solved Quiz 2) Done prework of the superbadge	
Day – 2 20/10/2022	On this day I setup the development org which is required to complete the superbadge and did automat maintenance requests	1) CreatedAutomate Maintenance Requests 2)Created Unit tests	
Day – 3 21/10/2022	On this day I learnt about the advanced method of APEX methods and development of the org	1)Self placed learning 2)Hands-on-Practice	
Day – 4 22/10/2022	I completed upto 4 challenges in the given superbadge which are solved finally after resolved many errors.	1)4 challenges were solved completely in the superbadge	
Day – 5 23/10/2022	On this day I completed my 2nd superbadge as well as all modules too with a great effort	1) All superbadge completed 2) All modules completed	
Day –6 24/10/2022	On the end of the day I finally submitted my hands on activities to the mentor and he verified and provided me a certification	Verification	

Objective of the Activity Done:

In this week I have done super badge named "APEX SPECIALIST"

Detailed Report:

Apex is a strongly typed, object-oriented programming language that allows developers to execute flow and transaction control statements on the Lightning platform server in conjunction with calls to the Lightning Platform API.

In this super badge total 7 challenges are there. To complete this super badge a pre-work/pre-requisite need to be completed and a package need to be installed in a playground. It took nearly 1 and 1/2 day and after that I started doing challenges which were challenging. I completed a quiz and a challenge in a day and after that it took many hours to complete the challenges, I faced with lots of errors in this super badge. Somehow and finally, I completed this super badge by the end of the week.

CHAPTER 5: OUTCOMES DESCRIPTION

Meet with challenges to determine business, functional and technical requirements and participate in application design, configuration, testing and deployment. Performed configuration and customization of the Salesforce platform. Participated in efforts to develop and execute testing, training and documentation.

The day-to-day work of a Salesforce developer is highly technical, but the job goes beyond programming. Because there are many aspects to a Salesforce developer role, those who succeed in this position complement technical expertise with problem-solving skills and extensive education.

Real time technical skills I have acquired:

I build applications with Salesforce tools, test products and make fixes. Apex, Visualforce and the Lightning Component framework are the most common features Salesforce developers apply to design software and apps.I also worked with **Python JavaScript** and other programming languages, depending on the Salesforce product.

Each company and team have its own pain points, so Salesforce developers must collaborate with stakeholders to determine which Salesforce products best meet their needs. For example, a Salesforce developer may turn to the Marketing Cloud's customer data platform to help a marketing team reduce its campaign spending by only targeting relevant customers.

Managerial skills I have acquired

1. Communication skills:

This is big one. I improved my communication skills a lot than before.While speaking to my mentor or to the Salesforce Org I have been through speaking in english made my communication skill practice and better than before.

2.An appetite for learning:

Curiosity that motivated me to investigation and study of the platform.It made me more engaged in real time work experience.

I improved my communication skills:

I am considered to be a communicative person who established an outstanding raport with others. I am able to listen deeply to people, to help them, to share my experience with them. Many of them tell me I am a good listener and when I talk, they usually listen to me. I understand how people interpret my communicative style and I am able to avoid misunderstanding. I sometimes handle children hassles effectively.

People usually understand my thoughts and I can understand theirs.. The tone of my voice sometimes communicates how I feel about my partner. Determining a communication problem is not very hard for me and I am often able to resolve it. I usually speak in a gentle manner, to give an impression of kindness. I often stay calm in tense situations. I can express my feelings and tell people close to me how much I care about them. My relationship with my family is full of emotion and devotion. Many people think I am a friendly and expansive person. I often know how to cooperate with them and they usually do what I want them to do.

However, I have not always been so successful. I was shy when I was younger and did not speak with assertion. It was hard for me to express my thoughts, it was hard for others to know how I felt about something. Later, I improved my communication skills. During my experience, I began to speak louder and people could understand me. I listened to others more carefully. I learned that it is important to avoid passive style of communication. I also learned to speak with more assertion because my own opinion is as important as the opinion of other people.

Group Discussion:

In group discussion I have interacted with my friends who are doing the same internship. I actively participate in the discussion and we went through different question in the discussion I have actively discuss about learning objectives I had a great time with group discussion.

Participation in teams:

In participate in group will make us so supportive and also, we can have the team support to know about the problems we don't know so I also active in team participation and also knowing about unknown things and tell them the known things.

Contribution as a team member:

A s a team member I discussed about the topics and I also explain the things which I have learned and also getting knowledge by asking my doubts with my team mates. I have contributed that by telling the unknown questions by knowing.

Technological developments I have observed and relevant to the subject area of training:

The first challenge comes from increased competition, both from traditional industry leaders and new challengers hoping to replicate Salesforce's success. Microsoft, SAP, and Oracle have rolled out subscription-based versions of their CRM products in response to Salesforce. Smaller competitors like Net Suite also have made some inroads against Salesforce's market share.

Analysts predict that Microsoft has a chance to compete with Salesforce by developing merely an acceptable on-demand CRM product, because of the average customer's already-established familiarity with Microsoft applications. Also, Microsoft plans to offer their product at half the price of Salesforce.com, using a tactic they have employed with great effect in other marketplaces to pressure their competitors. Salesforce.com still has plenty of catching up to do to reach the size and market share of their larger competitors. As of 2007, SAP's CRM market share was 25.7 percent, compared to only 7 percent for Salesforce.com. IBM's customer base includes 9,000 software companies that run their applications on their software and that are likelier to choose a solution offered by IBM over Salesforce.com.

Student Self Evaluation of the Short-Term Internship

Student Name: **Registration No:**

Term of Internship: **From:**   **To:**

Date of Evaluation:

 **Organization Name &
Address:**

Please rate your performance in the following areas:

Rating Scale: **Letter grade of CGPA calculation to be provided**

1	Oral communication	1	2	3	4	5
2	Written communication	1	2	3	4	5
3	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan and organization	1	2	3	4	5
9	Professionalism	1	2	3	4	5
10	Creativity	1	2	3	4	5
11	Quality of work done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	**OVERALL PERFORMANCE**	**1**	**2**	**3**	**4**	**5**

Date: **Signature of the Student**

Evaluation by the Supervisor of the Intern Organization

Student Name: **Registration No:**

Term of Internship: **From:**   **To:**

Date of Evaluation:

Organization Name & Address:

Name & Address of the
 Supervisorwith Mobile
 Number   **:**

Please rate the student's performance in the following areas:

Please note that your evaluation shall be done independent of the student's self- evaluation

Rating Scale: 1 is lowest and 5 is highest rank

1	Oral communication	1	2	3	4	5
2	Written communication	1	2	3	4	5
3	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan and organization	1	2	3	4	5
9	Professionalism	1	2	3	4	5
10	Creativity	1	2	3	4	5
11	Quality of work done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	**OVERALL PERFORMANCE**	**1**	**2**	**3**	**4**	**5**

Date: **Signature of the Supervisor**

EVALUATION

Internal Evaluation for Short Term Internship
(On-site/Virtual)

Objectives:

- To integrate theory and practice.
- To learn to appreciate work and its function towards the future.
- To develop work habits and attitudes necessary for job success.
- To develop communication, interpersonal and other critical skills in the future job.
- To acquire additional skills required for the world of work.

Assessment Model:

- There shall only be internal evaluation.
- The Faculty Guide assigned is in-charge of the learning activities of the students and for the comprehensive and continuous assessment of the students.
- The assessment is to be conducted for 100 marks.
- The number of credits assigned is 4. Later the marks shall be converted into grades and grade points to include finally in the SGPA and CGPA.
- The weightings shall be:
    - Activity Log   25 marks
    - Internship Evaluation   50marks
    - Oral Presentation   25 marks
- Activity Log is the record of the day-to-day activities. The Activity Log is assessed on an individual basis, thus allowing for individual members within groups to be assessed this way. The assessment will take into consideration the individual student's involvement in the assigned work.
- While evaluating the student's Activity Log, the following shall be considered –

    a. The individual student's effort and commitment.

    b. The originality and quality of the work produced by the individual student.

    c. The student's integration and co-operation with the work assigned.

    d. The completeness of the Activity Log.

- The Internship Evaluation shall include the following components and based on Weekly Reports and Outcomes Description

    a. Description of the Work Environment.

b. Real Time Technical Skills acquired.

c. Managerial Skills acquired.

d. Improvement of Communication Skills.

e. Team Dynamics

f. Technological Developments recorded.

MARKS STATEMENT
(To be used by the Examiners)

INTERNAL ASSESSMENT STATEMENT

Name Of the Student:

Programm of Study:

Year of Study:

Group:
Register No/H.T. No:
Name of the College:
University:

Sl.No	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Activity Log	25	
2.	Internship Evaluation	50	
3.	Oral Presentation	25	
	GRAND TOTAL	100	

Date: **Signature of the Faculty Guide**

Certified by

Date: **Signature of the Head of the Department/Principal**

Seal:

ANDHRA PRADESH
STATE COUNCIL OF HIGHER EDUCATION

(A Statuory Body of the Government of Andhra Pradesh)

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