PROGRAM BOOK FOR
SEMESTER INTERNSHIP

Name of the Student : P. Saketh varma

Name of the College : Dr Lankapalli Bullayya College, Visakhapatnam

Registration Number : 121128807075

Period of Internship : 6th semester

Name & Address of Intern Organization: Smart Bridge

Name of the University : Andhra University

Year : 2021-24

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An Internship Report on

Sales for 6 & Developer

Submitted in accordance with the requirement for the degree of

Bachelor of Business Administration

Under the Faculty Guideship of

Smt. Dr. J. l. purnima

Department of

. Management

Dr Lankapalli Bullayya College: Visakhapatnam

Submitted by

P. Saketh varma

Reg. No.

_121128807075_

Dr. Lankapalli Bullayya College
Visakhapatnam-13

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Declaration

I P.Saketh varma student of BBA

Program, Reg. No. 121128807075 of the Department of management

College do hereby declare that I have completed mandatory Long-Term

Internship Under the Faculty Guideship of Smt. Dr. J.L. Purnima

Department of management , Dr.L.Bullayya College,

Visakhapatnam.

P. Saketh varma
Signature of the student

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Certification

This is to certify that ___P. Saketh varma___

Reg. No. ___12/128807075___ has completed Internship in

___Salesforce and developer___ on ___Salesforce and developer___

Under my supervision as part of a partial fulfillment of the requirement for
the Degree of ___Bachelor of business administration___ in Department of ___BBA___

Dr. Lankapalli Bullayya College, Visakhapatnam.

This is accepted for evaluation.

Signature with Date and seal

Dr. L. B. COLLEGE
VISAKHAPATNAM-13

Endorsements

Faculty Guide : *Purnima*

Head of the Department :

Principal :

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Acknowledgements

I would sincerely like to thank APSCHE for providing me with this longterm internship which helped me gain practical experience and knowledge on "Salesforce and developer".

I thank our respected principal sir "Dr. G.S.K. chakravarty" for giving me this wonderful opportunity.

I would also like to thank our head of department Mr. N.K. Mahesh department of BBA and my guide Dr. J.L. Purnima for being a wonderful mentor throughout my project.

I thank almighty my parents and my friends without whose help this project would not have been completed.

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CHAPTER 1: EXECUTIVE SUMMARY

The internship report shall have a brief executive summary. It shall include five or more Learning Objectives and Outcomes achieved, a brief description of the sector of business and intern organization and summary of all the activities done by the intern during the period.

Description of Sector of business in term organization

Smart bridge operates in Salesforce & developer sector providing innovative solutions to enhance Sales and developing . .

Learning objectives & outcomes-

* Generate reports
* Creating automation tools
* Launching Apex trigger

* Making APEX classes
* Creating Custom objects

Summary of internship activities-

* Attending demo live classes on project development.
* Selection of topic preparation.

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CHAPTER 2: OVERVIEW OF THE ORGANIZATION

Suggestive contents

A. Introduction of the Organization
B. Vision, Mission, and Values of the Organization
C. Policy of the Organization, in relation to the intern role
D. Organizational Structure
E. Roles and responsibilities of the employees in which the intern is placed.
F. Performance of the Organization in terms of turnover, profits, market reach and market value.
G. Future Plans of the Organization.

Smart bridge is a platform that offers virtual internship to students. The platform goal is to prepare students for the job market by establishing a corporate relation ship between industry and acadamic.

Smart bridge partern with companies such as google to offer virtual internship. The internship provide students with hands on experience with based learning smart bridge to provide knowledge working environment.

CHAPTER 3: INTERNSHIP PART

Description of the Activities/Responsibilities in the Intern Organization during Internship, which shall include - details of working conditions, weekly work schedule, equipment used, and tasks performed. This part could end by reflecting on what kind of skills the intern acquired.

1) Registration with APSHE smart internz enrolling for smartbridge with salesforce course.

2) Participation on weekly quiz and completing weekly assignments with respect to salesforce and developer.

3) Team formation and selection of project topics based on student performance.

4) Getting the data and using the making reports

5) Submission of team project uploading the project files in github repository.

ACTIVITY LOG FOR THE FIRST WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 12-02-2024	Introduction to Salesforce	We learnt about the introduction of salesforce & its benefits	Purnima
Day -2 13-02-24	Sales force developer organization	We learnt about different organisations in salesforce	Purnima
Day -3 14-02-24	Salesforce themening & branding	We learnt about types of objectives & how to create object in salesforce.	Purnima
Day -4 15-02-24	Field creations	We learnt about different types of data types & how to create field dependency	Purnima
Day -5 16-02-24	Relationships in salesforce	We learnt about different relationships & its uses in salesforce	Purnima
Day -6 17-02-24	Introduction to field dependencies	We learnt how to make control field & dependent field	Purnima

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WEEKLY REPORT

WEEK – 1 (From Dt. 12. 02. 24. to Dt. 17. 02. 2.4..)

Objective of the Activity Done: Introduction to Sales force

Detailed Report: Our first week at Smart Bridge was an introduction to Sales force & its challenges. This week was primarily dedicated to laying the foundation of our internship journey.

Our journey started with an insightful orientation program where we were introduced to smart bridge values & significance of Sales force. We derived deep into topics like different organisations of salesforce, Types of objects in sales force & field dependencies.

Smart Bridge had set the stage for exploring our knowledge & it helped us to learn a lot about salesforce.

ACTIVITY LOG FOR THE SECOND WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 19-02-24	Data Security	We learnt about User & how to create employee profile.	Purnima
Day - 2 20-02-24	Permission Set Groups	We learnt about how to create permission set group & Record level secutity	Purnima
Day – 3 21 - 02-24	Record - Level Security	We learnt about the roles & sharing rules.	Purnima
Day – 4 22- 02-24	Introduction to data migration tools	We learnt about data import wizard & data loader	Purnima
Day – 5 23-02-24	Data loader tool	We learnt about how to upload & update by using data loader	Purnima
Day –6 24-02-24	Types of migration tools	We learnt about different tools in data loader tool.	Purnima

WEEKLY REPORT

WEEK – 2 (From Dt. 19.02.24 to Dt. 24.02.24.)

Objective of the Activity Done: Building foundation in data security

Detailed Report: Second week of internship at smart bridge was focused on data security & learnt about how to create employee profile by using various tools. Day one, we learned what is data security. Day two, we learned about various sets in permission set group. Day three, we understood about Roles and Organization wide default in record level security. Day four, introduction to data migration tools was given. On day five, we learnt about how to update or insert roles by using data loader tool.

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ACTIVITY LOG FOR THE THIRD WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 26/2/24	Introduction to data Loader actions	We learnt about how to import & export data.	Purnima
Day – 2 27/2/24	Reports & Dashboards	We learnt how to create dashboards & types of reports	Purnima
Day – 3 28/2/24	Dashboards & Validation Rule	We learnt how to verify the entered data	Purnima
Day – 4 29/2/24	Introduction to Setup Group Records	We learnt about types of records	Purnima
Day – 5 1/3/24	Setup Approval process	We learnt about how to create leave request	Purnima
Day –6 2/3/24	Acceptance of approval request	We learnt how to accept the approval request	Purnima

Objective of the Activity Done: Knowledge on Reports & Dashboards

Detailed Report: Third week of internship at smart bridge was focused on data loader actions tools & setup group records. Day one, we learnt what is data loader action and how to export & import data by using it. Day two, we learned about differents types of reports. Day three, we learnt how to create dashboard & its validation rules. On Day four, we discuss about types of records that are used in formula field. Day five, we learnt about the different tools used in automation tools. Day six, we understood about how to setup & accept approval request.

ACTIVITY LOG FOR THE FORTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 4/3/24	Introduction to Salesforce developer	We learnt about the basics & how to create developer	Purnima
Day- 2 5/3/24	Introduction to automation tools	We learnt about different tools in automation	Purnima
Day – 3 6/3/24	Introduction to screen flow	We learnt about creation of screens for accounts, contacts	Purnima
Day – 4 7/3/24	Auto launched flow	We learnt about basics of auto launched flow	Purnima
Day – 5 8/3/24	Introduction to record trigger flow	We learnt about how to create or delete by using record trigger flow	Purnima
Day –6 9/3/24	Action & related record	We learnt about scheduled trigger flow	Purnima

Objective of the Activity Done: Building foundation in salesdeveloper

Detailed Report: During the fourth week we commenced learning about the sales force developer. On day one, we understood what is sales force developer. Day two, we discussed in depth about different tools in automation. Day three, we learnt about creation of screens for accounts, contacts. Day four, introduction to auto launched flow was given and also learnt how to create record elements. Day five, we understood how to upgrade, create or delete records by using record trigger flow. Day six, we discussed about remaining auto launched flows such as scheduled trigger flow.

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day -1 11/3/24	Introduction to APEX	We learnt about basics of APEX	Purnima
Day -2 12/3/24	How to create APEX	We learnt how to create & customi-ze APEX	Purnima
Day -3 13/3/24	Introduction to Developer Console	We learnt about features of Developer Console	Purnima
Day -4 14/3/24	Hands on Developer Console	We learnt about how to enter code in developer console	Purnima
Day -5 15/3/24	Introduction to apex trigger	We learnt how to insert, update & delete a record by using apex.	Purnima
Day -6 16/3/24	Hands on apex trigger	We learnt about how to enter code using apex trigger.	Purnima.

Objective of the Activity Done: Introduction to APEX

Detailed Report: Fifth week of internship at smart bridge was focused on APEX stored tools. Day one, we learnt what is APEX & its uses. Day two, we focused on how to create and customize the record by using APEX. Day three, we learnt about different features in developer console. Day four, we understand how to enter code in developer console. Day five, we learnt how to insert, update, edit & delete a record by using apex trigger. Day six, we learnt in depth about how to convert given record into code by using apex trigger.

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day –1 18/3/24	Introduction to practice trigger	We learnt about basics on practice trigger usage	Purnima
Day –2 19/3/24	Hands on practice trigger use-cases	We learnt how to update, delete by using practice trigger	Purnima
Day –3 20/3/24	Apex Bench	We learnt about how to transfer data into code.	Purnima
Day –4 21/3/24	Introduction to Asynchronous apex	We learnt about basics of asychronous apex	Purnima
Day –5 22/3/24	Guided project overview	learned basis on overall salesforce developer	Purnima
Day –6 23/3/24	Guided project modules	learned about different modules and guides in project	Purnima

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Objective of the Activity Done: Introduction to practice trigger

Detailed Report: Sixth week of internship at smart bridge was focused on completely about APEX trigger. Day one, we learnt about basics of trigger usage. Day two, we focused more on how to update, delete or utlize the record by using practice trigger. Day three, we understood more about APEX bench. Day four, we learnt more about how to transfer data by using asynchronous apex. Day five, our mentor guided us about project. Day six, our mentor explained us about different modules and project overview.

ACTIVITY LOG FOR THE SEVEN WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 25/3/24	Tutorial on trail head	learned how to use trail head	Purnima
Day – 2 26/3/24	Tutorial on data security	learned how to use data security	Purnima
Day – 3 27/3/24	Tutorial on data Migration tools	learned how to import data by using migration tools.	Purnima
Day – 4 28/3/24	Tutorial on data loader	learned how to upload data by using data loader.	Purnima
Day – 5 29/3/24	Tutorial on reports & dashboards	learned to create reports & dashboards	Purnima
Day – 6 30/3/24	Brief description on Salesforce	Insightful understanding on Sales force.	Purnima.

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Objective of the Activity Done:	Insightful understanding of salesforce
Detailed Report:	In the seventh week of our internship program, we again recieved a brief comprehensive on Salesforce. Day one, we gained more knowledge on trail head. Day two, we understood about use of data security in-depth. Day three, we re-gained more knowledge about importing & updating data by using migration tools. Day four, we discussed more on data loader and its uses. Day five, we learned about how to create reports & dashboards in trail head. Day six, Brief description was given on Salesforce.

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 1/4/24	Project allocation	The projects has been allocated by our mentor.	Purnima
Day – 2 2/4/24	Team allotment	The team has been assigned by our mentor.	Purnima
Day – 3 3/4/24	Project description	The brief description regarding project was given	Purnima
Day – 4 4/4/24	Creation of developer account	We learned about creation of developer account.	Purnima
Day – 5 5/4/24	Creating custom object for customer detail.	We learned about Creating custom objects.	Purnima
Day –6 6/4/24	Creating custom object for everyday value	We learned about creation of custom objects.	Purnima

Objective of the Activity Done: Assignment of Project

Detailed Report: Eigth week of internship at smart internz was more focused on project allocation. Day one, the project has been allocated by our mentor. Day two, the mentor assigned a team to complete the respective project. Day three, a breif description regarding on project has been explained. Day four, we learned how to create our developer account. Day five, we made custom object for customer detail. Day six, we made custom object for our everyday value.

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 8/4/24	Creation of custom object for best seller	We learnt about creating of custom object.	Purnima
Day – 2 9/4/24	Creation of custom object for pizza	We learnt about creating objects for pizza.	Purnima
Day – 3 10/4/24	Creating custom object for mode of payment	We learnt about custom object for mode of payment	Purnima
Day – 4 11/4/24	Creating custom object for beverages	We learnt about creating custom object for beverages	Purnima
Day – 5 12/4/24	Explaining about different tabs	Breif description for usage of tabs was given.	Purnima
Day –6 13/4/24	Creating tabs for object manager	We learnt about creating tabs for object manager	Purnima

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Objective of the Activity Done: Creation of custom objects

Detailed Report: In the nineth week of smartinterz we learned about creation of custom objects for various requirements. Day one, we learnt how to create custom object for best seller. Day two, we made custom object for various types of pizza. Day three, we create different modes of payments for our project. Day four, we learnt how to enter different custom objects for beverages. Day five, we understood what is the usage of tabs. Day six, we learnt how to create various tabs for given object manager.

ACTIVITY LOG FOR THE TENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 15/4/24	Description for lighting app	We learnt about lighting app	Purnima
Day – 2 16/4/24	Creating the lighting app	We learnt about creation of lighting app	Purnima
Day – 3 17/4/24	Creating field & relations for delivery field	We learnt how to create field & relations.	Purnima
Day – 4 18/4/24	Creating the field for beverages	We learnt how to create field for beverages	Purnima
Day – 5 19/4/24	Creating the field for pizza	We learnt how to create field for pizza	Purnima
Day – 6 20/4/24	Creating the field for best seller	We learnt how to create field for best seller.	Purnima

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WEEKLY REPORT
WEEK – 10 (From Dt. 15/4/24 to Dt. 20/4/24)

Objective of the Activity Done: Creation of field & relationship

Detailed Report: In tenth week of smart-internz we learnt more about field & relationships. Day one, we learnt about usage of lighting app. Day two, we learnt about creation of lighting app. Day three we understood more about field & relationship. Day four, we learnt how to create field for different beverages Day five, we made field for pizza object. Day six, we learnt how to create field for best sellers in pizza object.

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ACTIVITY LOG FOR THE ELEVENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 22/4/24	Description for record type	We learnt about record type	Purnima
Day – 2 23/4/24	Creation of record types for various pizza	We learnt how to create record type	Purnima
Day – 3 24/4/24	Description for profile	We learnt how to make a profile	Purnima
Day – 4 25/4/24	Creating a new profile	We learnt to Create different profiles	Purnima
Day – 5 26/4/24	Creating a user adoption	We learnt how to create user adoption	Purnima
Day – 6 27/4/24	Description for OWD setting	We learnt about OWD setting	Purnima

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Objective of the Activity Done: Understanding profile and OWD setting

Detailed Report: In eleventh week of smart internz we learnt in depth about profiles. Day one, we learnt about various record types. Day two, we assigned to create a record type. Day three, we learnt how to make a profile. Day four, we learnt about various profile types in developer. Day five, we understood about usage of user adoption. Day six, we learnt how to create OWD settings for our object manager.

ACTIVITY LOG FOR THE TWELVETH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day – 1 29/4/24	Description about report	We learnt about usage of report	Purnini
Day - 2 30/4/24	Creating new reports	We learnt about how to create report	Purnima
Day – 3 1/5/24	Understanding APEX trigger	We learnt about APEX trigger	Purnima
Day – 4 2/5/24	Creating APEX trigger	We learnt how to create APEX trigger	Purnima
Day – 5 3/5/24	Understanding Schedule trigger	We learnt about Schedule trigger	Purnima
Day –6 4/5/24	Creation of Schedule trigger	We learnt how to create Schedule trigger.	Purnima

Objective of the Activity Done: Creation of APEX trigger

Detailed Report: In twelveth week of our smart internz we understood about developer console. Day one, we understood about the report. Day two we learnt how to create report by using various custom object. Day three, we understood about APEX trigger. Day four, we learnt how to use APEX trigger and developer console. Day five, a breif description about schedule trigger was given. Day six, we understood how to handle schedule trigger and classes.

Describe the work environment you have experienced (in terms of people interactions, facilities available and maintenance, clarity of job roles, protocols, procedures, processes, discipline, time management, harmonious relationships, socialization, mutual support and teamwork, motivation, space and ventilation, etc.)

Description of Work environment.

The internship at smartbridge has been given experience equipping me with practical skills with salesforce course and gave deep understanding the role in salesforce and developer industry, the hands on experience and exposure to real world project has only but has also develop my communication.

Work environment provided a collobrative atmosphere with clear task role and well defined protocalls and structured procedure that facilitates that equipped, the financial position of a organization based on reports & supportive work

Pizza Deliver App

Customer Details with Mode Of Payment

Record Count

Mode Of Payment ID | Mode Of Payment
M-0006
M-0004
M-0007
M-0005
M-0006

Mode Of Payment Detail: Created Date | Mode Of Payment ID

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```
trigger PizzaApplication on Pizza__c (before insert, before update) {
    if(trigger.isbefore && trigger.isinsert) {

        PizzaApplicationHandler.pizza(trigger.new);
        //updatePizzaApplicationHandler.updatePizza(trigger.new);

    }
    if(trigger.isupdate) {
        PizzaApplicationHandler.pizza(trigger.new);
    }
}
```

```apex
public class PizzaDiscountScheduler implements Schedulable {
    public void execute(SchedulableContext sc) {
        // Logic for sending the email
        // if (System.now() == System.DayOfWeek.Sunday) {
        List<Customer_Detail__c> pz = new List<Customer_Detail__c>();
        String s= 'gmail.com';
        for(Customer_Detail__c c:pz)
        {
            {
                if(c.Email__c.contains(s))
                {
                    system.debug('haiiiii');
                }
            }
        }

        Messaging.SingleEmailMessage email = new Messaging.SingleEmailMessage();
        email.setToAddresses(new List<String>{'user@example.com'});
        email.setSubject('Special Sunday Discount');
        email.setPlainTextBody('Enjoy a 20% discount on all pizzas today!');
        Messaging.sendEmail(new List<Messaging.SingleEmailMessage>{email});
    }
}
```

Description of technical skills acquired-

* Object manager- understanding to make custom objects and entering data.

* Field & relationships- Developing type and no of data required to run program

* APEX trigger - Used to create trigger and classes for making codes.

* User adoptation - Understanding and applying users in the app insights

* Problem solving- Developing solution to challenges encountered during salesforce.

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Describe how you could improve your communication skills *(in terms of improvement in oral communication, written communication, conversational abilities, confidence levels while communicating, anxiety management, understanding others, getting understood by others, extempore speech, ability to articulate the key points, closing the conversation, maintaining niceties and protocols, greeting, thanking and appreciating others, etc.,)*

Description of the skills acquired-

* Technical communication- We acquired technical skills in finding APEX concepts

* Presentation Skills - Creating delivery engaging to communication insights, reports.

* Team collabration - Collabrating with team members discuss project progress

* Written communication - Creating clear reports of documents e-mail related to Salesforce.

* feedback- Providing feedback to trainers, peers mentors.

Student Self Evaluation of the Short-Term Internship
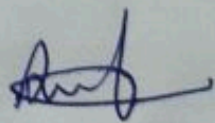
Student Name: P. Saketh varma   Registration No: 12 1128807075

Term of Internship: From: 10/02/24   To: 04/05/24

Date of Evaluation:

Organization Name & Address: Smart bridge

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: 1/5/24

Signature of the Student

Evaluation by the Supervisor of the Intern Organization

Evaluation by the Supervisor of the Intern Organization

Student Name: P. Sakethvarma

Registration No: 121128010015

Term of Internship:

Date of Evaluation:

Organization Name & Address: Smart bridge

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

INTERNAL ASSESSMENT STATEMENT

Name Of the Student: P. Saketh varma

Programme of Study:

Year of Study: 21 - 24

Group: BBA

Register No/H.T. No: 121128807075

Name of the College: Dr. Lankapalli Bullayya College

University: Andhra University

Sl.No	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Activity Log	10	10
2.	Internship Evaluation	30	29
3.	Oral Presentation	10	09
	GRAND TOTAL	50	48

Date: 1/5/24   Signature of the Faculty Guide

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EXTERNAL ASSESSMENT STATEMENT

Name Of the Student: P. Saketh varma

Programme of Study: BBA

Year of Study 2021 - 24

Group: BBA

Register No/H.T. No: 121128807075

Name of the College: Dr. Lankapalli Bullayya College

University: Andhra University

Sl.No	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Internship Evaluation	80	75
2.	For the grading giving by the Supervisor of the Intern Organization	20	20
3.	Viva-Voce	50	45
	TOTAL	150	140
GRAND TOTAL (EXT. 50 M + INT. 100M)		200	188

Signature of the Faculty Guide: *Purnima*

Signature of the Internal Expert:

Signature of the External Expert: *Malik*

Signature of the Principal with Seal

Dr. L. B. COLLEGE
VISAKHAPATNAM-13

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