SALESFORCE HEALTH CLOUD - (ADMIN)

Introduction

Salesforce, 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, e-commerce, 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 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.

Today, Salesforce is one of the largest technology companies in the world, and as of September 19, 2022, is the 61st largest company in the world by market cap with a value of nearly US$153 billion. Salesforce ranked 136th on the most recent edition of the Fortune 500, making US$26.5 billion in 2022. Since 2020, Salesforce has also been a component of the Dow Jones Industrial Average.

Salesforce Administrator

A Salesforce Administrator solves business problems by customizing the Salesforce Platform. They build, configure, and automate technology solutions to deliver business value**.** Salesforce Administrators work with stakeholders to define system requirements and customize the platform. Most importantly, they enable users to get the most out of Salesforce technology.

A Salesforce Admin best understands how to make the platform work for their company's goals. Some organizations may employ just one admin; some employ many people in this role.

Core responsibilities include supporting users, managing data, maintaining security standards, and delivering actionable analytics. A Salesforce Administrator's colleagues can rely on them to:

- Maintain the platform
- Make it as easy as possible for users of any technical level to use Salesforce
- Stay current on the platform's new tools, capabilities, and updates

Think of Salesforce Administrators as your trusted advisors on all things Salesforce. They are a vital bridge between business and technology.

Proposal

Salesforce Health Cloud is a comprehensive solution designed to enhance the patient experience and streamline administrative tasks within a healthcare facility. The app aims to provide admin and patients with easy access to information about doctor availability, bed availability, and use for appointment booking, improving overall patient care and track all the operational efficiency.

Project Introduction

The project aim is to provide real-time knowledge for all the students who have basic knowledge of salesforce and looking for a real-time project. This project will also help to those professionals who are in cross-technology and wanted to switch to salesforce with the help of this project they will gain knowledge and can include into their resume as well.

In this project we have some key words to learn about they are,

1. OBJECT

Salesforce objects are database tables that permit you to store data that is specific to an organization. Salesforce objects are of two types:

1. Standard Objects: Standard objects are the kind of objects that are provided by salesforce.com such as users, contracts, reports, dashboards, etc.

2. Custom Objects: Custom objects are those objects that are created by users. They supply information that is unique and essential to their organization. They are the heart of any application and provide a structure for sharing data.

2. TAB

Tabs in Salesforce help users view the information at a glance. It displays the data of objects and other web content in the application.

There are mainly 5 types of tabs:

a) Custom Tabs

Custom object tabs are the user interface for custom applications that you build I in salesforce.com. They look and behave like standard salesforce.com tabs such as accounts, contacts, and opportunities.

b) Web Tabs

Web Tabs are custom tabs that display web content or applications embedded in the salesforce.com window. Web tabs make it easier for your users to quickly access content and applications they frequently use without leaving the salesforce.com application.

c) Visualforce Tabs

Visualforce Tabs are custom tabs that display a Visualforce page. Visualforce tabs look and behave like standard salesforce.com tabs such as accounts, contacts, and opportunities.

d) Lightning Component Tabs

Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app.

e) Lightning Page Tabs

Lightning Page Tabs let you add Lightning Pages to the mobile app navigation menu.

Lightning Page tabs don't work like other custom tabs. Once created, they don't show up on the All Tabs page when you click the Plus icon that appears to the right of your current tabs. Lightning Page tabs also don't show up in the Available Tabs list when you customize the tabs for your apps.

3. LIGHTNING APP

An app is a collection of items that work together to serve a particular function. In Lightning Experience, Lightning apps gives users access to sets of objects, tabs, and other items all in one convenient bundle in the navigation bar.
Lightning apps let you brand your apps with a custom color and logo. You can even include a utility bar and Lightning page tabs in your Lightning app. Members of your org can work more efficiently by easily switching between apps.
There are two types of app –

1. Standard App: Standard apps come with every occurrence of Salesforce as default. Many features like Sales, Marketing, Community, call centre, content, Salesforce chatter, App Launcher, etc are present in it.
Note: The description, Logo, and Label of standard app cannot be altered.
2. Custom Apps: Custom apps are created according to need of user. Custom Apps are made by using standard and custom tabs together.

NOTE: The logo of an application can be altered.

4. FIELD AND RELATIONSHIP

When we talk about Salesforce, Fields represent the data stored in the columns of a relational database. It can hold any valuable information that you require for a specific object. Hence, the overall searching, deletion, and editing of the records become simpler and quicker.

Types of Fields

1. Standard Fields
2. Custom Fields

Standard Fields:

As the name suggests, the Standard Fields are the predefined fields in Salesforce that perform a standard task. The main point is that you can't simply delete a Standard Field until it is a non-required standard field. Otherwise, users have the option to delete them at any point from the application freely. Moreover, we have some fields that you will find common in every Salesforce application. They are,

>>Created By

>>Owner

>> Last Modified

>>Field Made During object Creation

Custom Fields:

On the other side of the coin, Custom Fields are highly flexible, and users can change them according to requirements. Moreover, each organiser or company can use them if necessary. It means you need not always include them in the records, unlike Standard fields. Hence, the final decision depends on the user, and he can add/remove Custom Fields of any given form.

5. APEX & VISUALFORCE PAGE

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. Using syntax that looks like Java and acts like database stored procedures, Apex enables developers to add business logic to most system events, including button clicks, related record updates, and Visualforce pages. Apex code can be initiated by Web service requests and from triggers on objects.

Creating Classes:

Apex classes are modelled on their counterparts in Java. You'll define, instantiate, and extend classes, and you'll work with interfaces, Apex class versions, properties, and other related class concepts.

- Class
  As in Java, you can create classes in Apex. A class is a template or blueprint from which objects are created. An object is an instance of a class.
- Object
  Object is an instance of a class, where it can access all the properties that are present in a class i.e, variables and methods.

Visualforce page:

Visualforce is a framework used in Salesforce, a popular customer relationship management (CRM) platform, to create custom user interfaces and web pages for interacting with data stored in Salesforce. A Visualforce page is essentially a template or markup that defines the layout and functionality of a web page within the Salesforce environment. It allows developers to design and customise the look and feel of Salesforce applications, including forms, dashboards, and reports, to meet specific business needs. Visualforce pages use a combination of HTML-like tags and a server-side scripting language to render dynamic content and interact with Salesforce data.

6. USER

A user is anyone who logs in to Salesforce. Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records. Every user in Salesforce has a user account.

7. REPORTS

Reports give you access to your Salesforce data. You can examine your Salesforce data in almost infinite combinations, display it in easy-to-understand formats, and share the resulting insights with others. Before building, reading, and sharing reports, review these reporting basics.

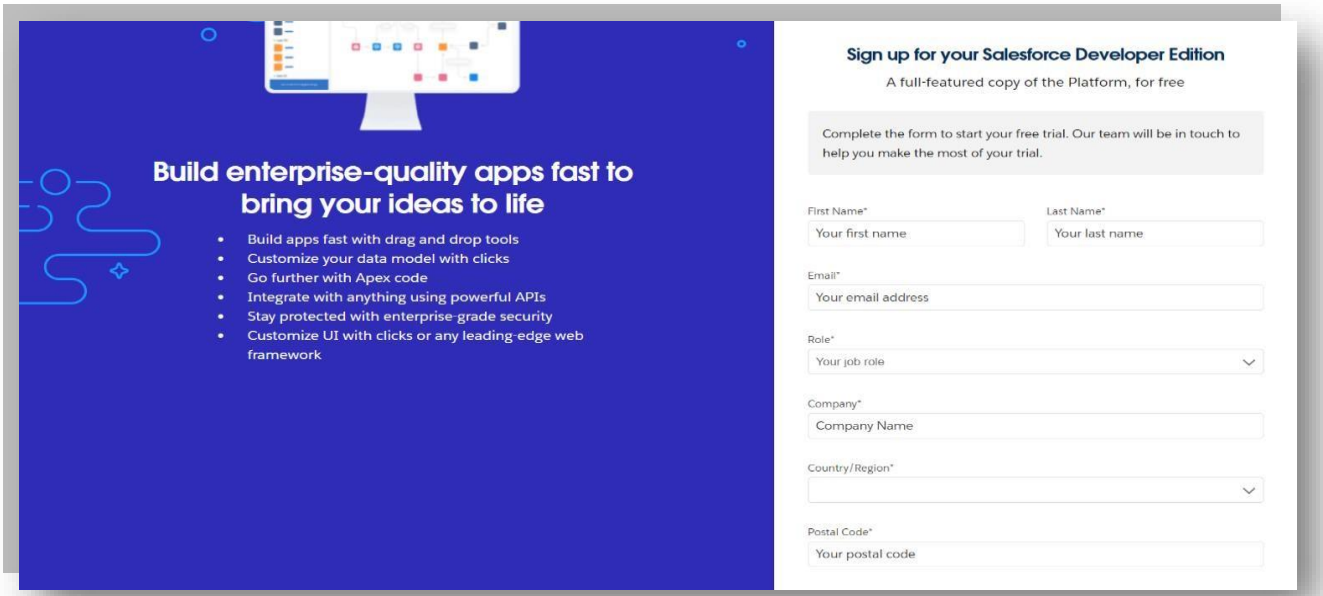
Types of Reports in Salesforce

1. Tabular
2. Summary
3. Matrix
4. Joined Reports

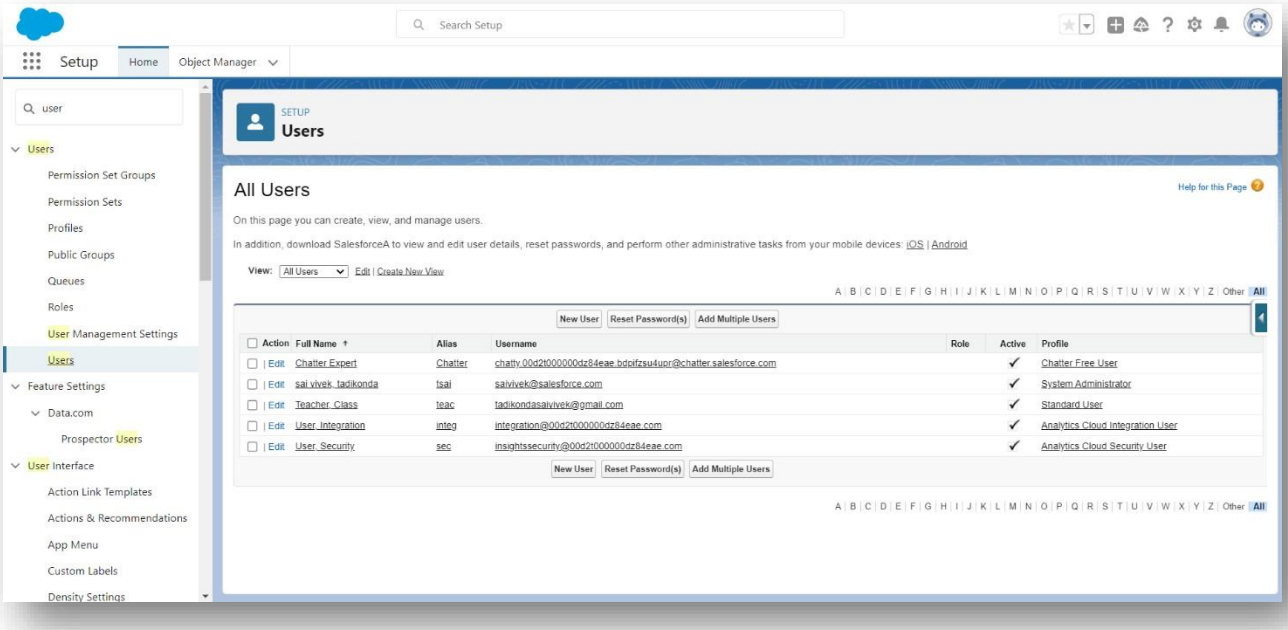
8. DASHBOARD

Dashboards let you curate data from reports using charts, tables, and metrics. If your colleagues need more information, then they’re able to view your dashboard's data-supplying reports. Dashboard filters make it easy for users to apply different data perspectives to a single dashboard.

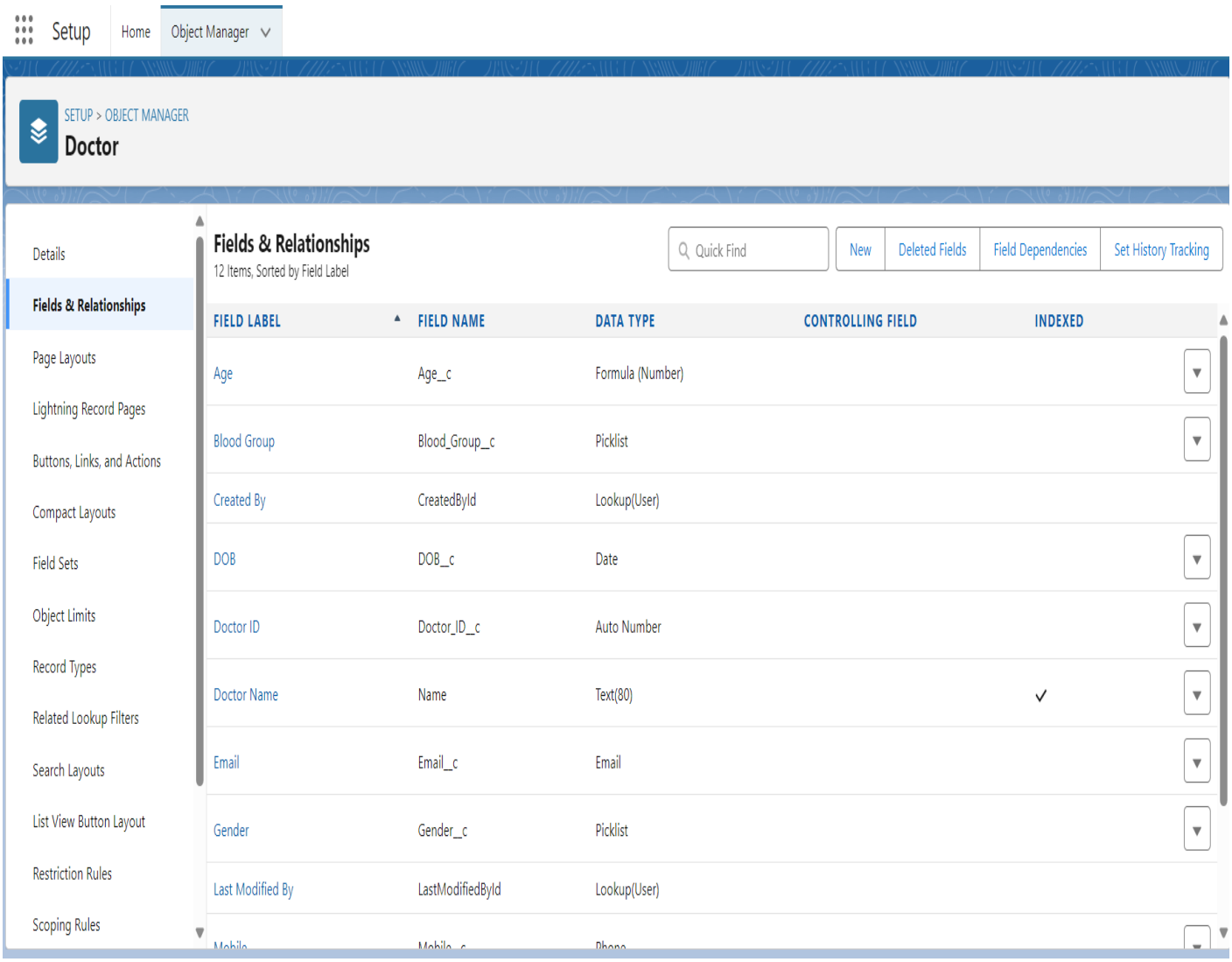
Creating Account



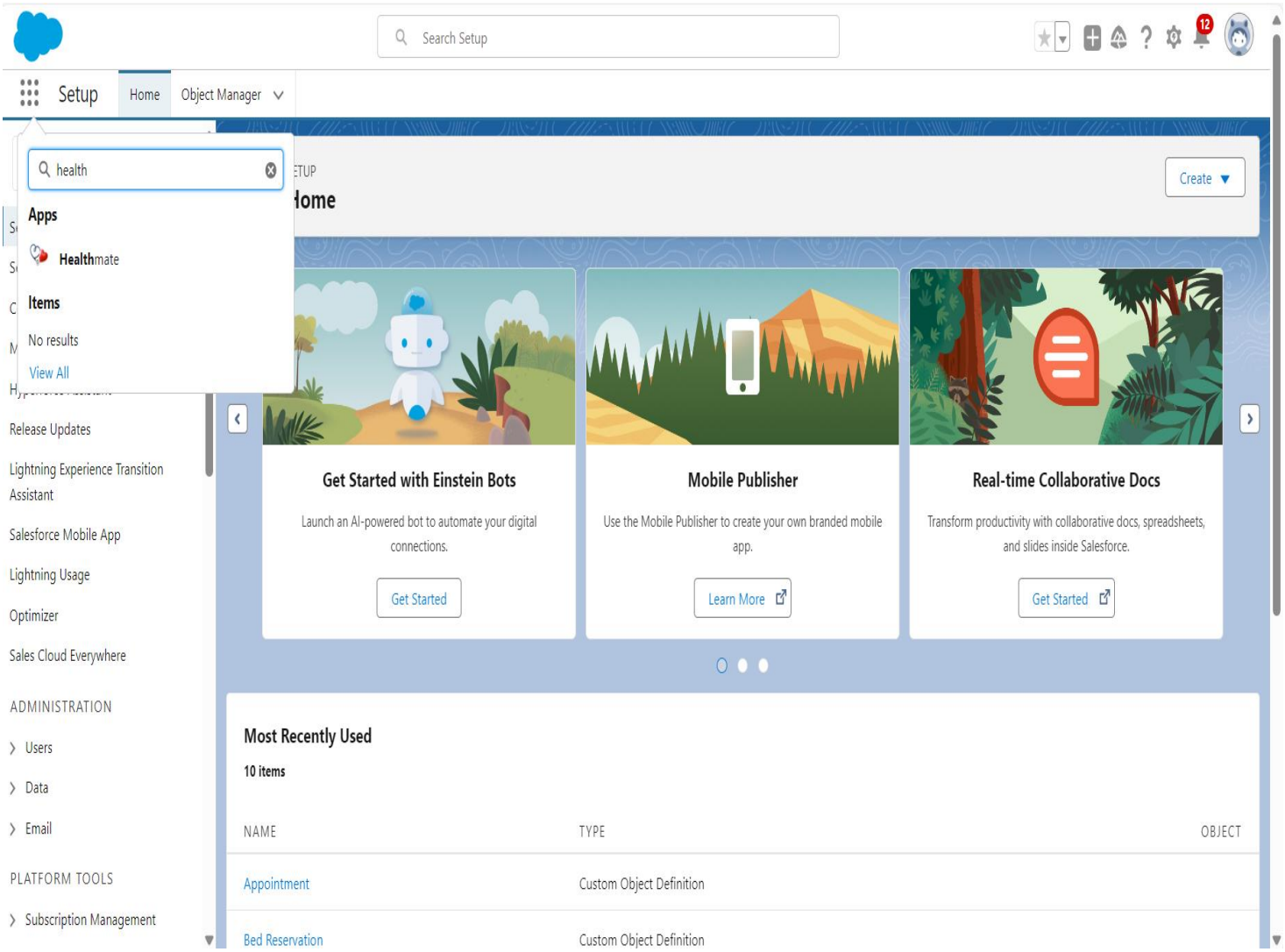
User



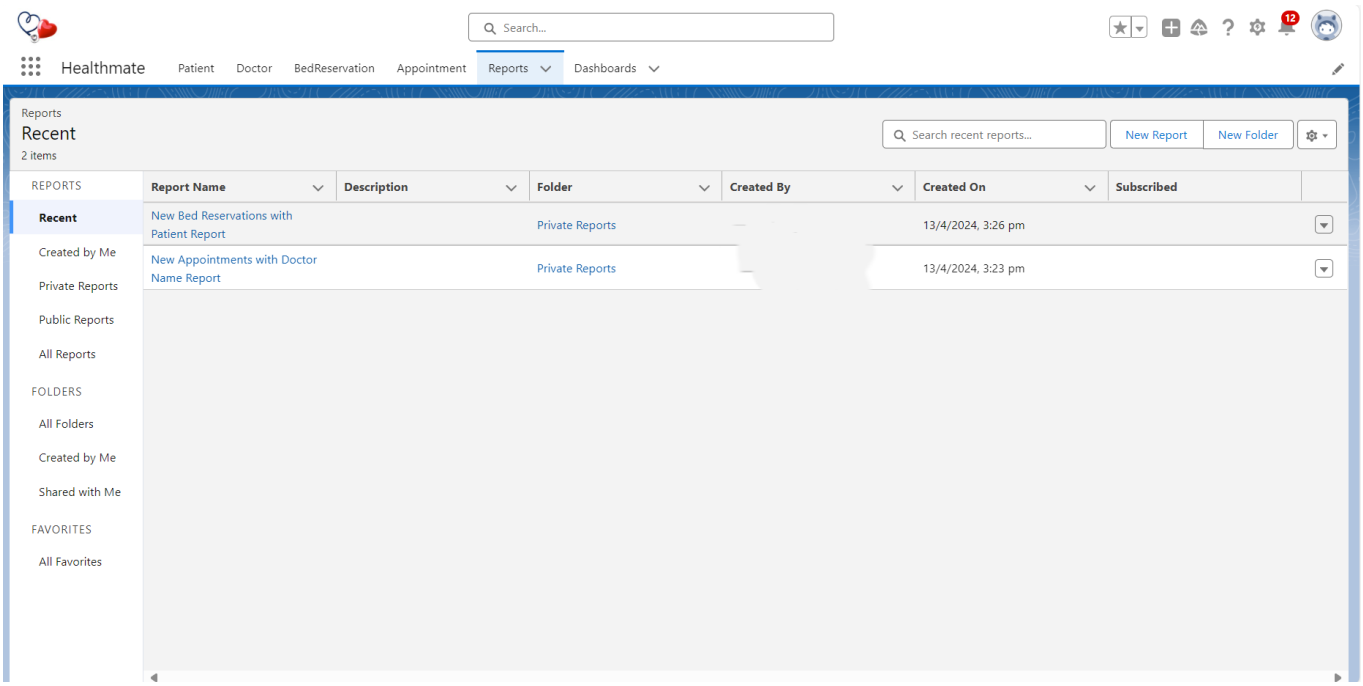
Fields And Relationship’s



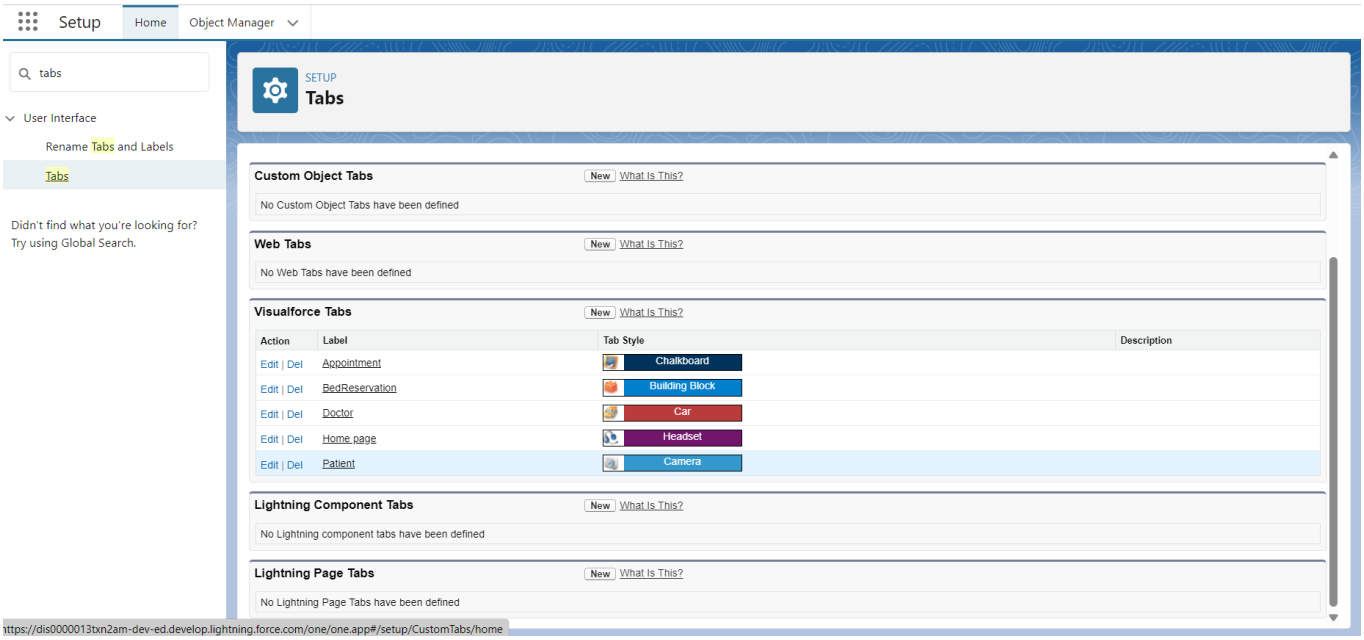
Lightning App



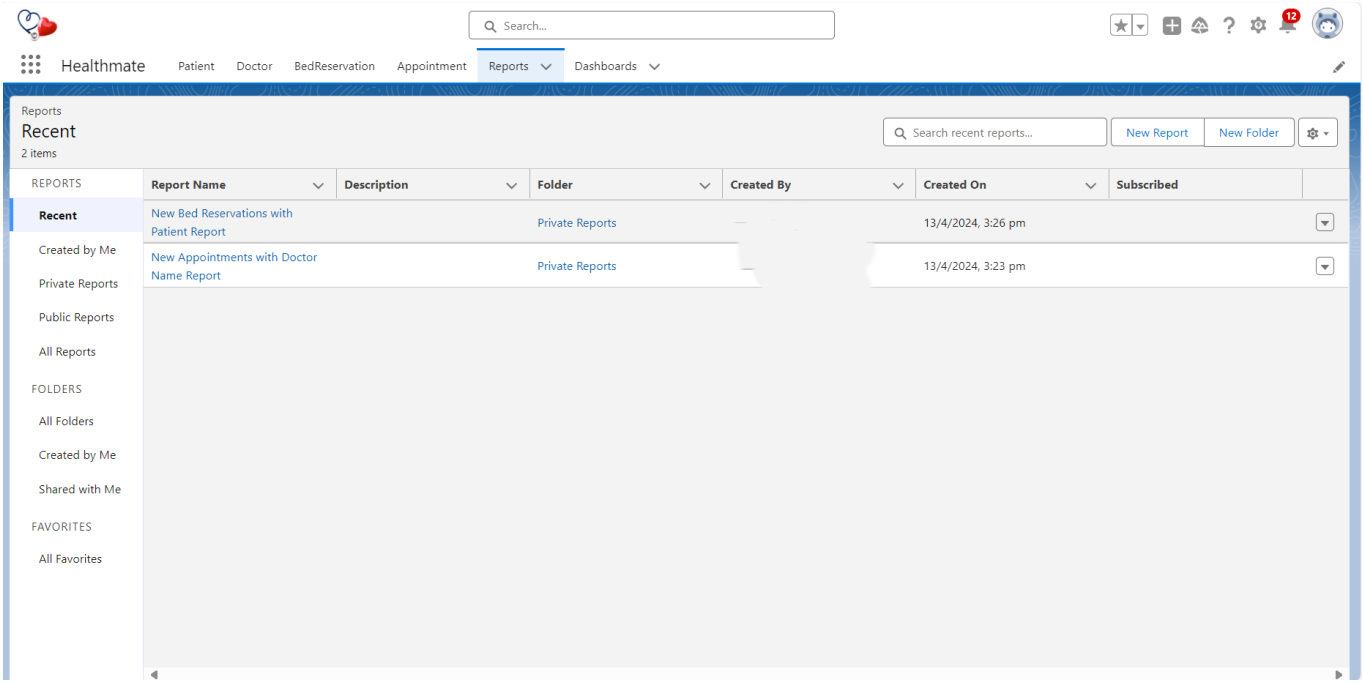
Reports



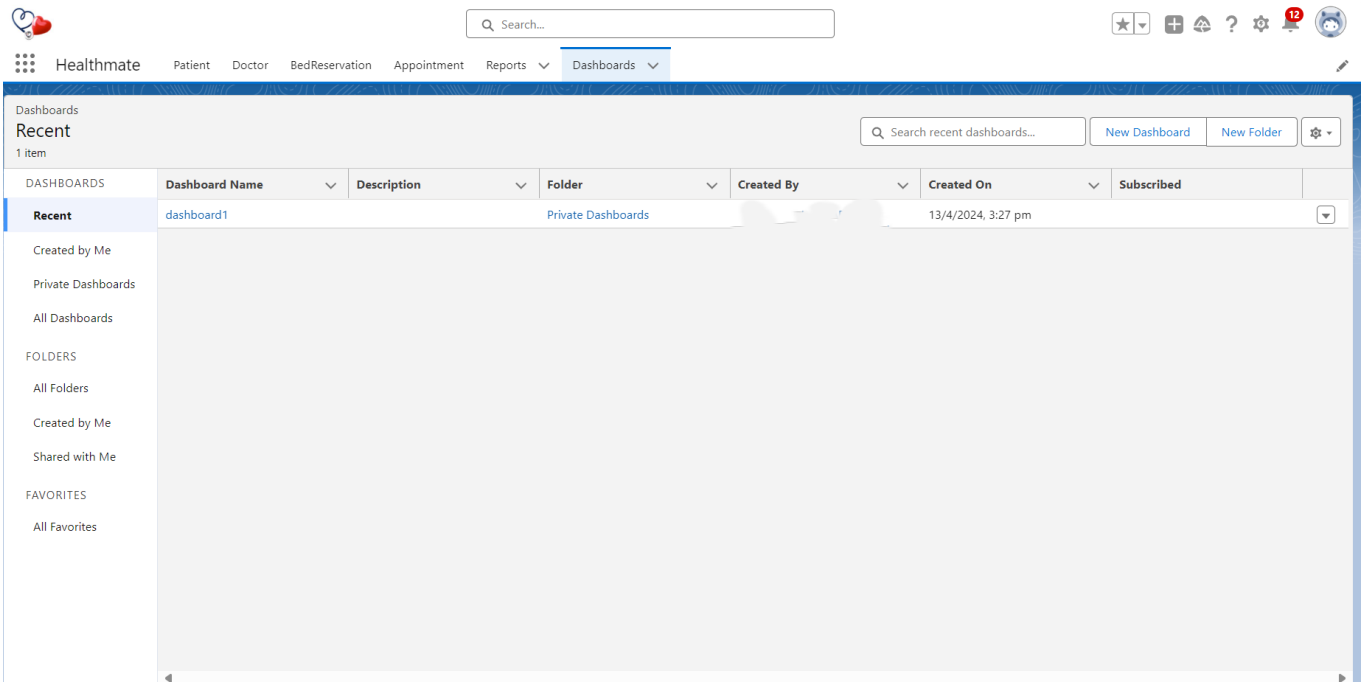
Tabs



Reports



Dashboard



Trailhead Profile Public URL

Team Lead - https://www.salesforce.com/trailblazer/suryakirankolaparthi

Team Member1 - https://www.salesforce.com/trailblazer/vamsipeddinti

Team Member2 - https://www.salesforce.com/trailblazer/gbp7

Team Member3 - https://www.salesforce.com/trailblazer/koteswararaokolli

Advantages

1. Offers a complete view of patients
2. Linked patient involvement
3. Easy feedbacks
4. Easy integration
5. Beneficial for all
6. Specific compilation of data
7. Offers real-time connectivity
8. Enables customized care

Disadvantages

1. Compatibility
2. Security Concerns
3. Information Delay
4. Patient List Limitation
5. Language Support
6. Cost Considerations

Applications

1. Healthcare providers (e.g. hospitals, clinics, and ambulatory care centers)
2. Payers (e.g. insurance companies and government healthcare agencies)
3. Medical device manufacturers
4. Pharmaceutical companies
5. Clinical research organizations

Conclusion

Salesforce Health Cloud is not just a powerful and versatile platform for healthcare organizations, it also offers a host of additional benefits that make it an ideal choice for those looking to revolutionize their patient care and operational efficiency. By leveraging the power of Health Cloud, healthcare organizations can deliver exceptional patient experiences, streamline their processes, and ensure the security and compliance of their data.

With continuous integration with the Salesforce ecosystem, plus a wealth of developer resources and App Exchange applications, Salesforce Health Cloud is a strong contender for positive change in the healthcare industry. Although the industry has a plethora of issues to address, hopefully Health Cloud can be a strong asset in providing a bright future.

Future Scope

The future of Salesforce Health Cloud is promising, with ongoing developments focused on removing obstacles for healthcare workers. Expect advancements in data accessibility, patient lead conversion features, and an overall enhancement of CRM capabilities tailored to the unique needs of the health care industry.

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Thank You