

# IMPLEMENTING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARKS

## Project Report Template

### INTRODUCTION

#### 1.1 Overview

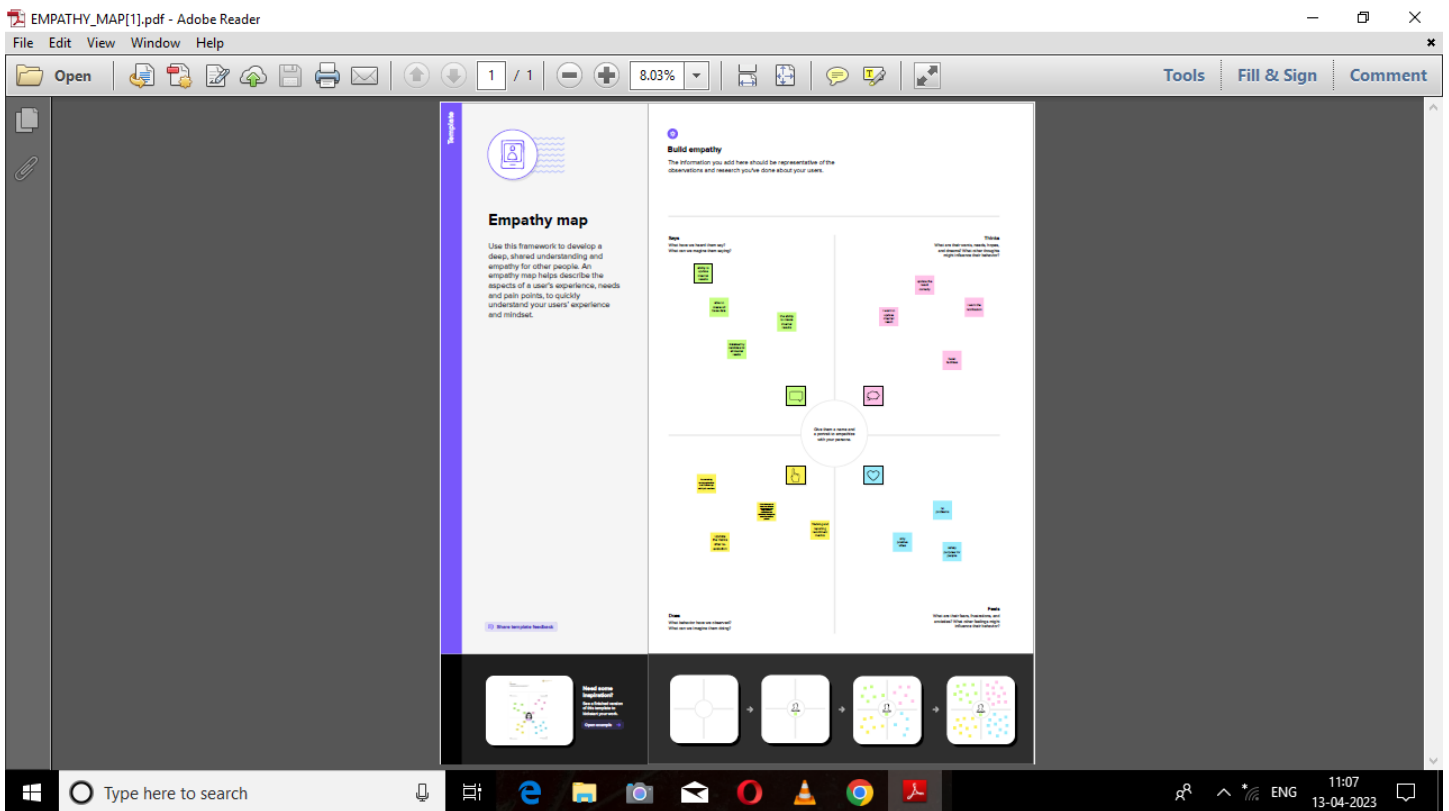
Administrator should be able to create all base data including semester, candidate, course and lecturer, lecturer should have the ability to create internal results, dean, who is one of the Lecturer, should be the only one with ability to update internal results, re-evaluation can be initialised by candidate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

#### 1.2 Purpose

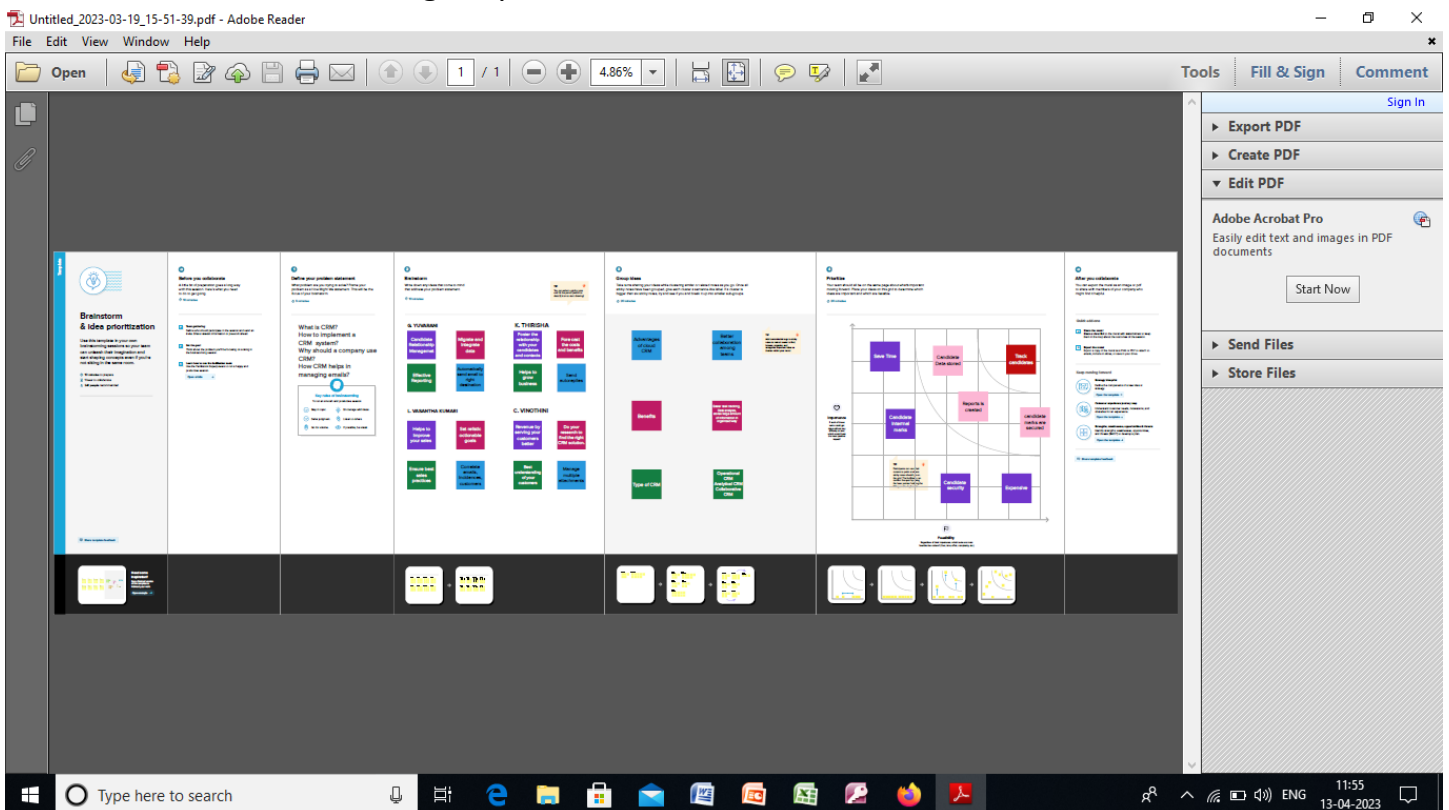
- It helps you in collating all the customer information at one place and helps you in better customer management.
- A want is placing certain personal criteria as to how that need must be fulfilled.
- It is easy way to maintain internal marks.

### PROBLEM DEFINITION & DESIGN THINKING

## 2.1 Empathy Map



## 2.2 Ideation & Brainstorming Map



## RESULT

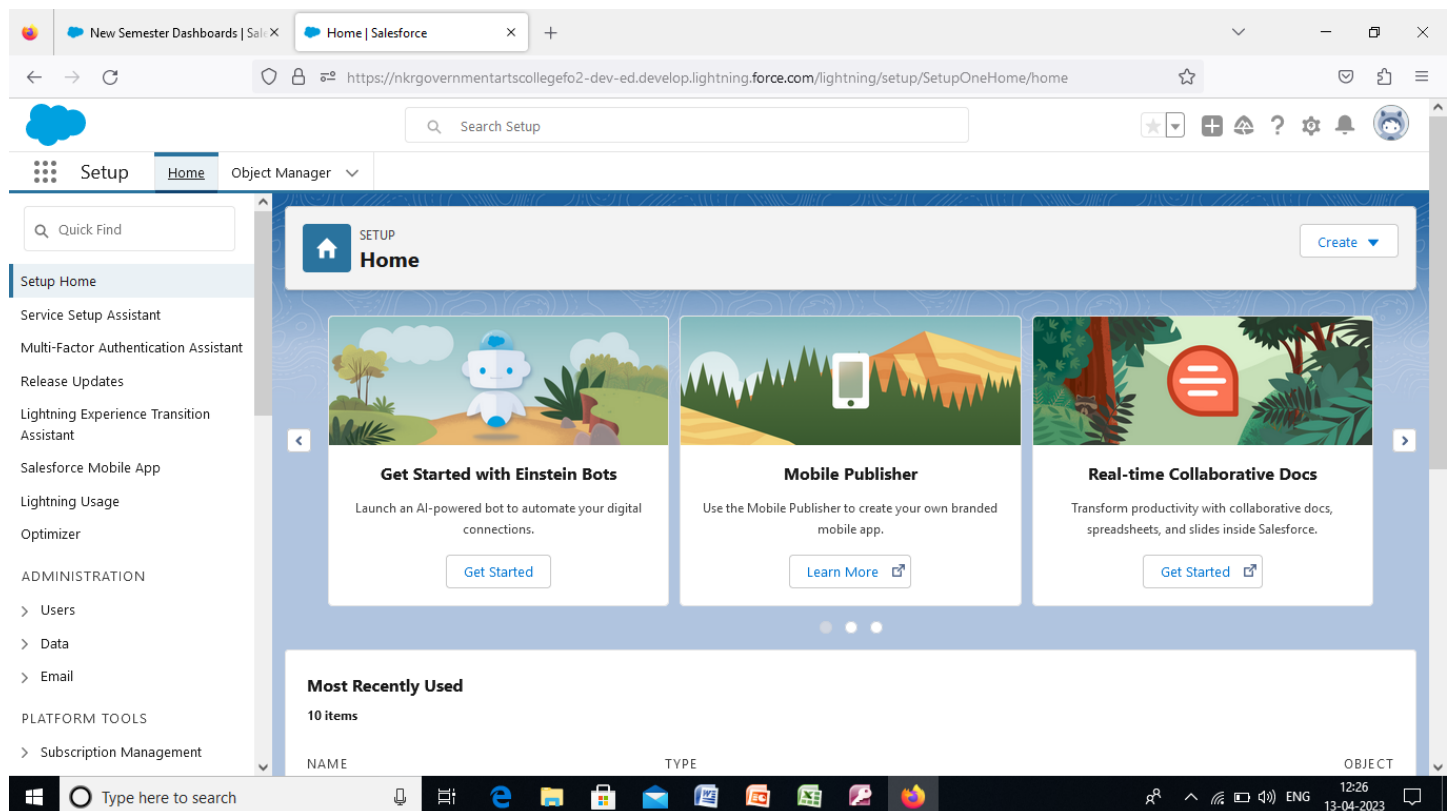
### 3.1 Data Model:

Object name	Fields in the Object
SEMESTER	FIELD LABEL: Semester name Course (Look up)  DATA TYPE Text
CANDIDATE	FIELD LABEL Candidate Name Candidate ID Semester Name Internal Result(Look Up) DATA TYPE Text
COURSE DETAILS	FIELD LABEL: Course Name Course ID DATA TYPE Text
LACTURER DETAILS	FIELD LABEL Lecturer Role Lecturer Name Course ID Course (Look up) DATA TYPE Text
INTERNAL RESULTS	FIELD LABEL Candidate ID Course ID Marks

	DATA TYPE Text
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## 3.2 ACTIVITY & SCREENSHOT

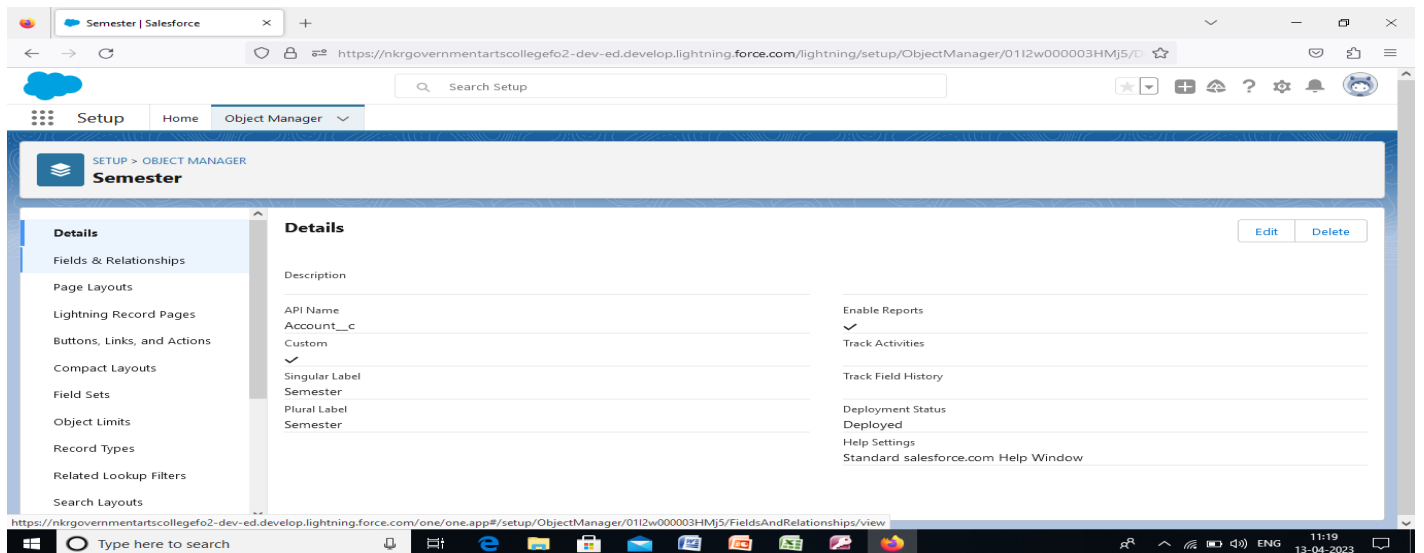
### CREATION SALESFORCE ORG



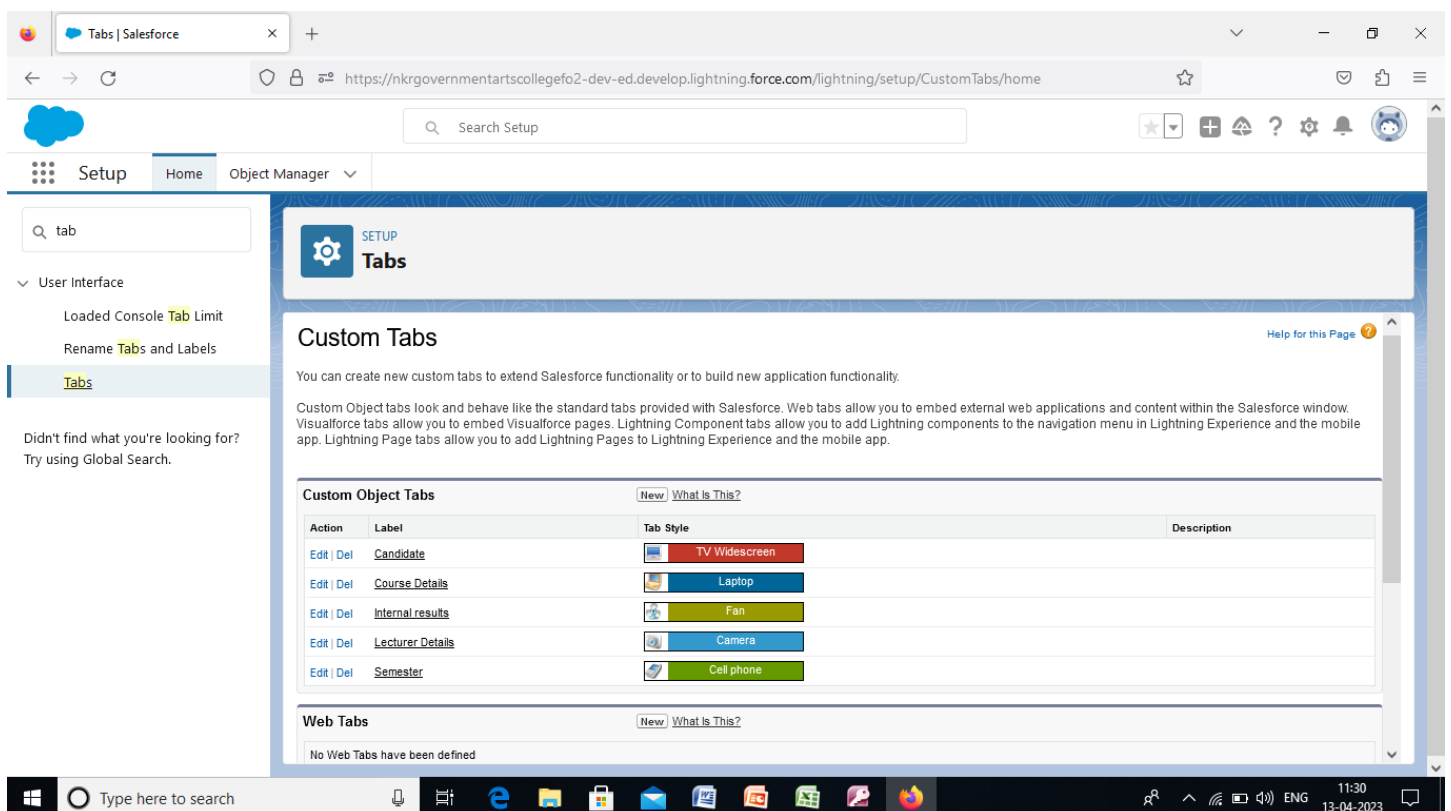
We have created an developer account for salesforce account. Salesforce is your customer success platform

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

## CUSTOM OBJECT



## TAB:

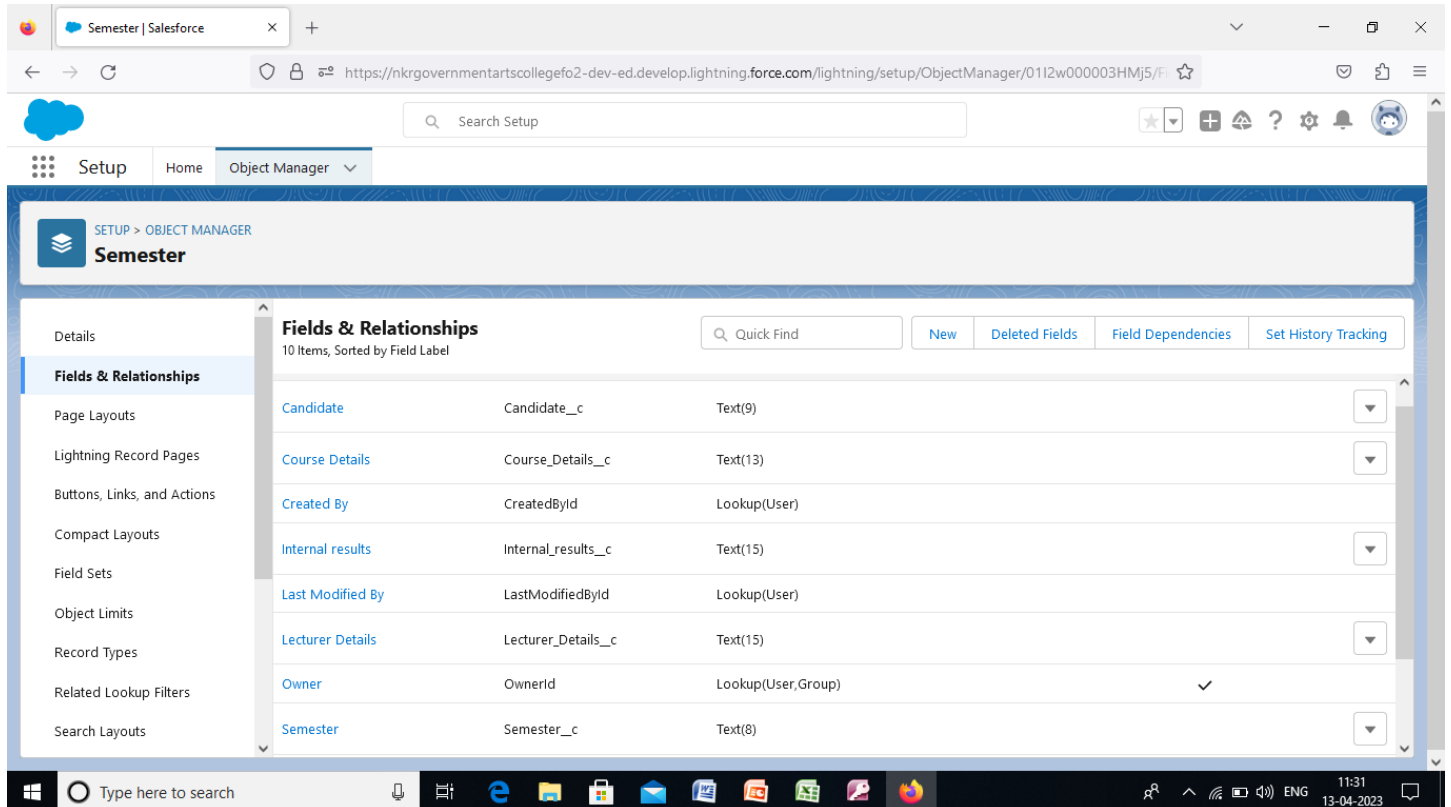


Creation of objects for candidate internal result card, for this candidate internal

result card was need to create 5 objects that are Semester, Candidate, Course Details, Lecturer Details, Internal Results.

## FILEDS AND RELATIONSHIPS

### CREATION OF FILDS



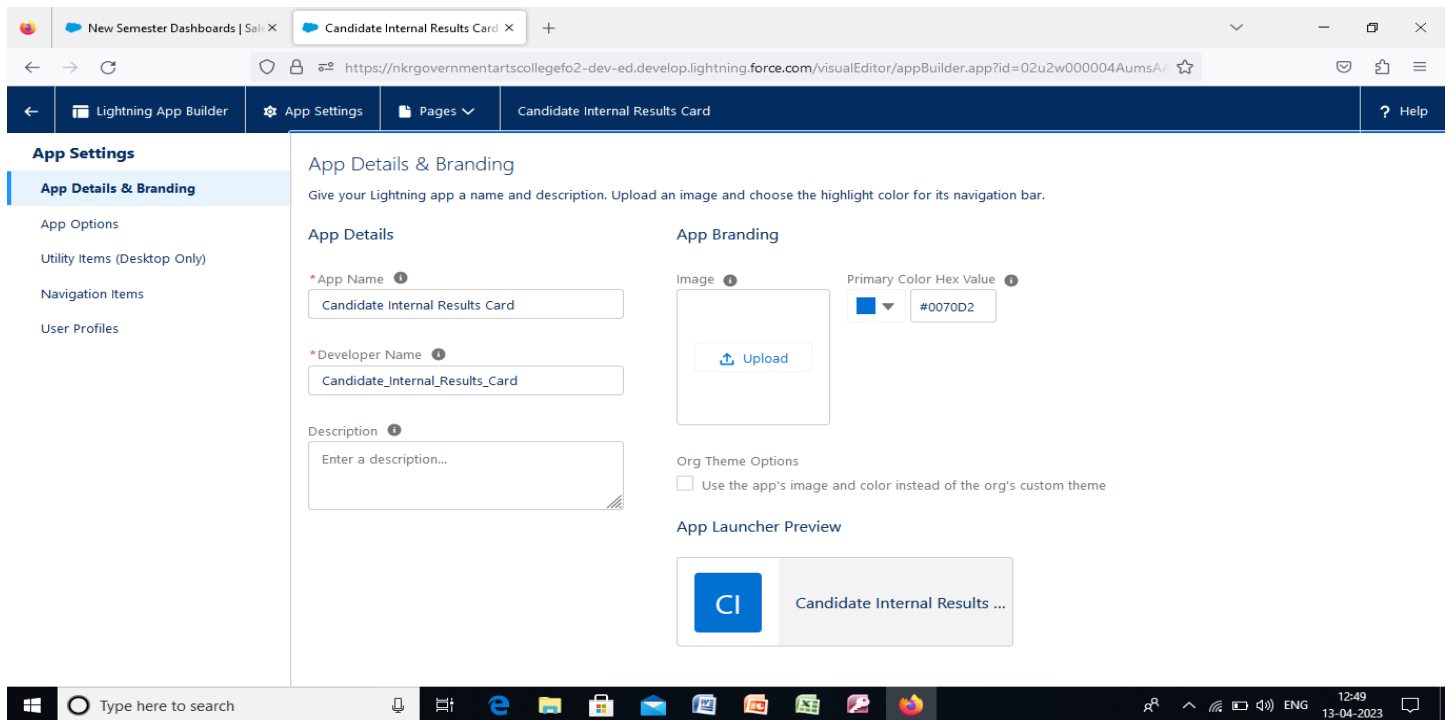
The screenshot displays the Salesforce Object Manager interface for the 'Semester' object. The left sidebar shows the navigation menu with 'Fields & Relationships' selected. The main area displays a table of fields for the 'Semester' object, sorted by field label. The table includes fields like 'Candidate', 'Course Details', 'Created By', 'Internal results', 'Last Modified By', 'Lecturer Details', 'Owner', and 'Semester'. Each row shows the field name, its API name, and its data type. The 'Owner' field is marked with a checkmark, indicating it is the primary field.

Field Name	API Name	Data Type
Candidate	Candidate__c	Text(9)
Course Details	Course_Details__c	Text(13)
Created By	CreatedById	Lookup(User)
Internal results	Internal_results__c	Text(15)
Last Modified By	LastModifiedById	Lookup(User)
Lecturer Details	Lecturer_Details__c	Text(15)
Owner	OwnerId	Lookup(User,Group)
Semester	Semester__c	Text(8)

Relationship 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.

## LIGHTNING APP

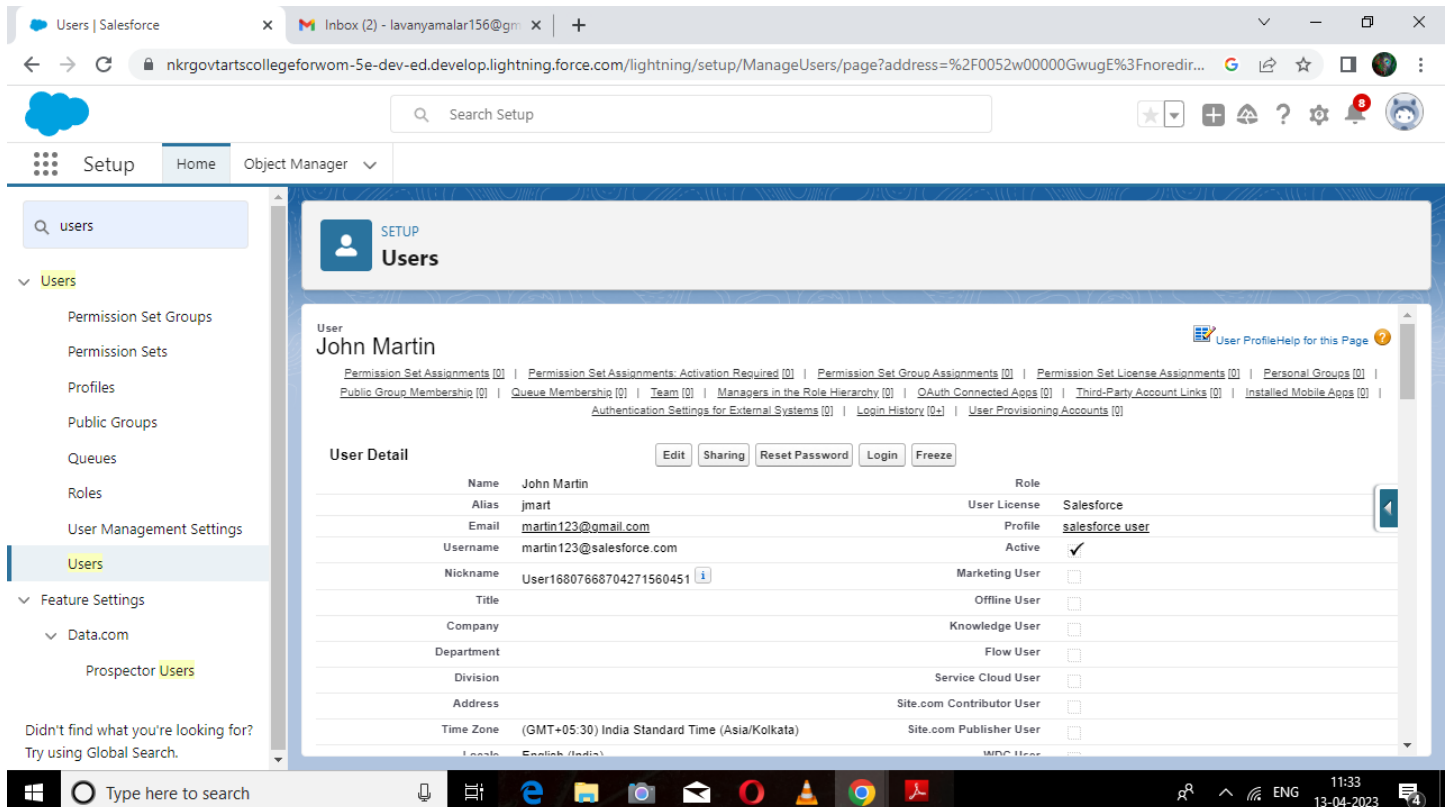
### CREATE THE CANDIDATE INTERNAL RESULT CARD APP



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

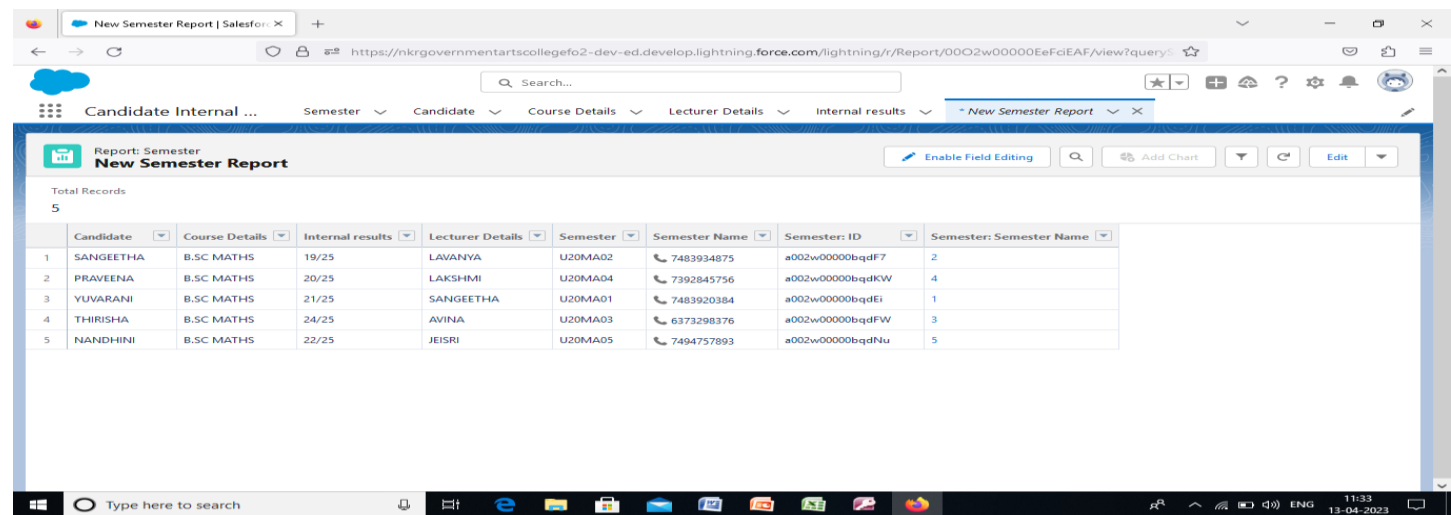
## USERS

## CREATING A USERS



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

## REPORTS



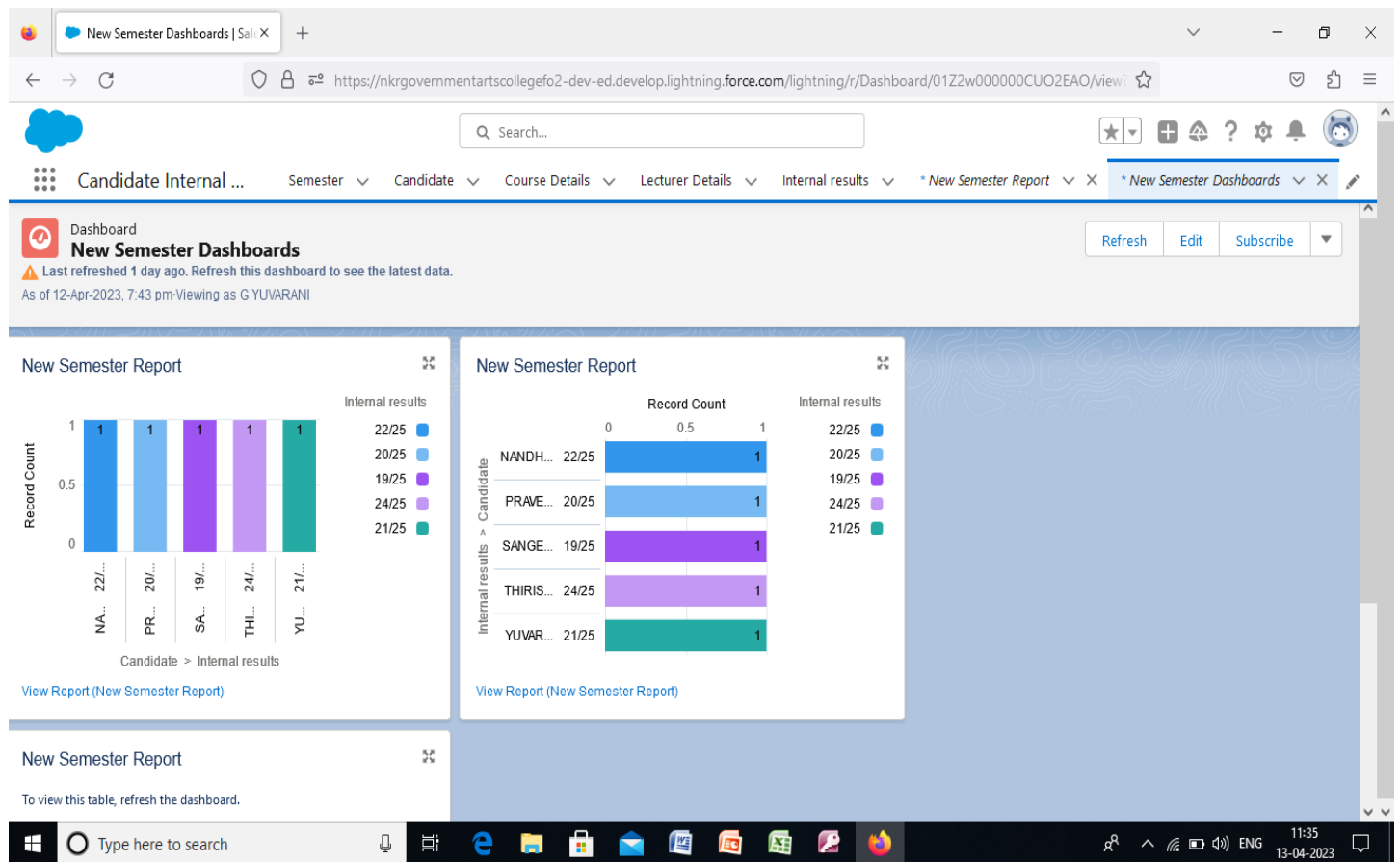
The screenshot shows a Salesforce web interface with a report titled "New Semester Report". The report displays a table with 5 records. The table columns are: Candidate, Course Details, Internal results, Lecturer Details, Semester, Semester Name, Semester: ID, and Semester: Semester Name. The data is as follows:

	Candidate	Course Details	Internal results	Lecturer Details	Semester	Semester Name	Semester: ID	Semester: Semester Name
1	SANGEETHA	B.SC MATHS	19/25	LAVANYA	U20MA02	7483934875	a002w00000bqdf7	2
2	PRAVEENA	B.SC MATHS	20/25	LAKSHMI	U20MA04	7392845756	a002w00000bqdkV	4
3	YUVARANI	B.SC MATHS	21/25	SANGEETHA	U20MA01	7483920384	a002w00000bqdeI	1
4	THIRISHA	B.SC MATHS	24/25	AVINA	U20MA03	6373298376	a002w00000bqdfW	3
5	NANDHINI	B.SC MATHS	22/25	JEISRI	U20MA05	7494757893	a002w00000bqdnU	5

A report is a list of records that meet the criteria you define. Its is displayed in salesforce 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.



# DASHBOARDS



## 4 TRAILHEAD PROFILE PUBLIC URL

Team Lead: <http://trailblazer.me/id/ugyuvarani>

Team Member 1: <http://trailblazer.me/id/kthirisha>

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

Team Member 3: <http://trailblazer.me/id/uvasanthakumaril>

## 5 ADVANTAGES & DISVANTAGES

- CRM made targeting and marketing simple
- Improve deision making and productivity
- Tracking of customer data.
- Customer are engaged across multiple channel.

## DISADVANTAGE

- Loss of collected information or records.
- Not suitable for every business.
- Experience based in all the stages.
- Centralized data is at stake.
- lots of security concerns.

## 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 candidate with internal marks becomes more result we add this type of feature with the help of salesforce.

## 8 FUTURE SCOPE:

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