

Project Report Template

1.INTRODUCTION

1.1 Overview

This Project you to maintain and manage the school related problems which further can be modified based on then requirements. Real time salesforces project, object & Relationship in salesforce ,profile ,users ,permission set, reports and creating the salesforce account. Now creating milestones 1 to 8 the completed.

1.2 Purpose

CRM higher Education Technology Enables Institutions to Manage Relationships with all of their Customers and Connect Insights From those Interaction in a Unified View.(including students ,teachers ,parents).Student Information Systems Manage Student Data ,Including but not limited to Registering Students in Courses Managing Grades ,Transcripts and Student Test Data.

2.PROBLEM DEFINITION & DESIGN THINKING

2.1 Empathy Map



2.2 Ideation & Brainstorming Map



3.RESULT

school: school Name	students: students Name	parent: parent Name
1 Nimala higher secondary school	divya	ramen
2 Don Bosco school	Sadhana	kathir
3 Government Higher Secondary School	Abitha	Saminathan

4. ADVANTAGES & DISADVANTAGES

Advantages:

- CRM Systems to manage processes ,marketing communication and automate admission workflows .
- Its improved communication with students and parents

Disadvantages:

- Its requires a process driven sales organization
- It may not suit every business

5.APPLICATIONS

CRM software is a powerful tool for businesses looking to improve their customer relationships and drive growth.it offers three main elements: contact management, sales and marketing and customer service and support.

6.CONCLUSION

Customer Relationship management enables a company to align its strategy with the needs of the customer in order to best meet those needs and thus ensure long term customer loyalty

7.FUTURE SCOPE

CRM system companies solve sales problems, increase the productivity of employees .managing customer contact information to develop in personalized marketing campaigns. Distinguish business processes.

8.APPENDIX



A_CRM_Application
_for_Schools&Colleges

