

Project Report Template

1. 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 lecturers, should be the only one with ability to update internal results, and re-evaluation can be initialized by candidate for all internal results.

1.2 Purpose

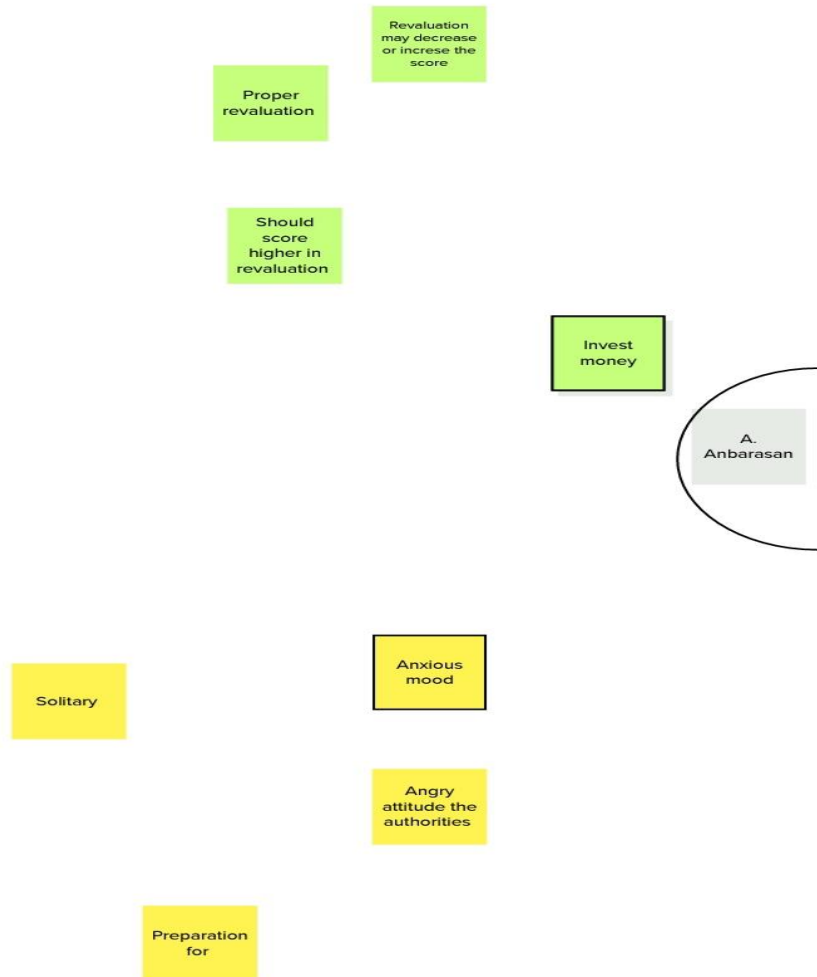
Today we announced that radiance has acquired acidify, adding value to our radiance talent acquisition could through advanced candidate relationship management (CRM) capabilities.

2. PROBLEM DEFINITION & DESIGN THINKING

2.1 Empathy map

Says

What have we heard them say?
What can we imagine them saying?



Does

What behavior have we observed?
What can we imagine them doing?

Thinks

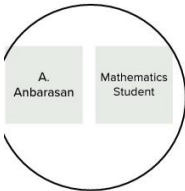
What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

Any mistake in revaluation

To be ranked first in revaluation

Easy reassessment

Inability to do revaluation



Fear of falling marks

Without proper evidence

Not giving the right answer

Appointment of wrong officer

Feels

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

2.2 Ideation & Brainstorming map

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

 5 minutes

PROBLEM

How might we update the marks after re-evaluation?



Key rules of brainstorming

To run a smooth and productive session



Stay in topic.



Encourage wild ideas.



Defer judgment.



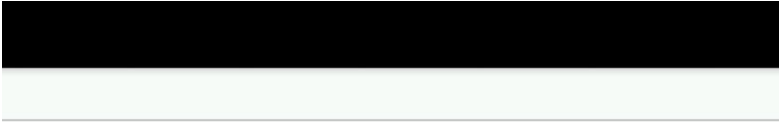
Listen to others.



Go for volume.



If possible, be visual.



2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

🕒 10 minutes

| | | | | | |
|-------------------------------------|--|---------------------|-----------------------|------------------------|-----------------------------|
| ANBARASAN. A | | | AKILA. A | | |
| Go to the relevant place and update | Meet the chief officer | Renovate by paying. | Bring proper evidence | Can be accessed online | It can be updated by known. |
| | | | | | |
| | | | | | |
| CHINNARAJ . M | | | Person 6 | | |
| Renovate by paying | It can be updated by known authorities | | | | |
| | | | | | |
| | | | | | |



TIP



You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

VINOTHINI.
K

| | | |
|---------------------------|---------------------------|--|
| Humble request management | Correction of wrong marks | |
| | | |
| | | |

JEEVA. C

| | | |
|----------------------------|-------------------------------|--|
| Miscorrection by employees | You can make an Email request | |
| | | |
| | | |

Person 7

| | | |
|--|--|--|
| | | |
| | | |
| | | |

Person 8

| | | |
|--|--|--|
| | | |
| | | |
| | | |

TIP

You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

VINOTHINI.
K

Humble
request
management

Correction
of wrong
marks

JEEVA. C

Miscorrection
by
employees

You can
make an
Email
request

Person 7

Person 8

3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you and break it up into smaller sub-groups.

🕒 20 minutes

TIP

Add customizable tags to stick notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural.

Candidate
site

Candidate
Request

Remarks

Can be
accessed
online.

You can
make an
email
request.

Correction of
wrong
marks.

Renovate by
paying.

Humble
request
management.

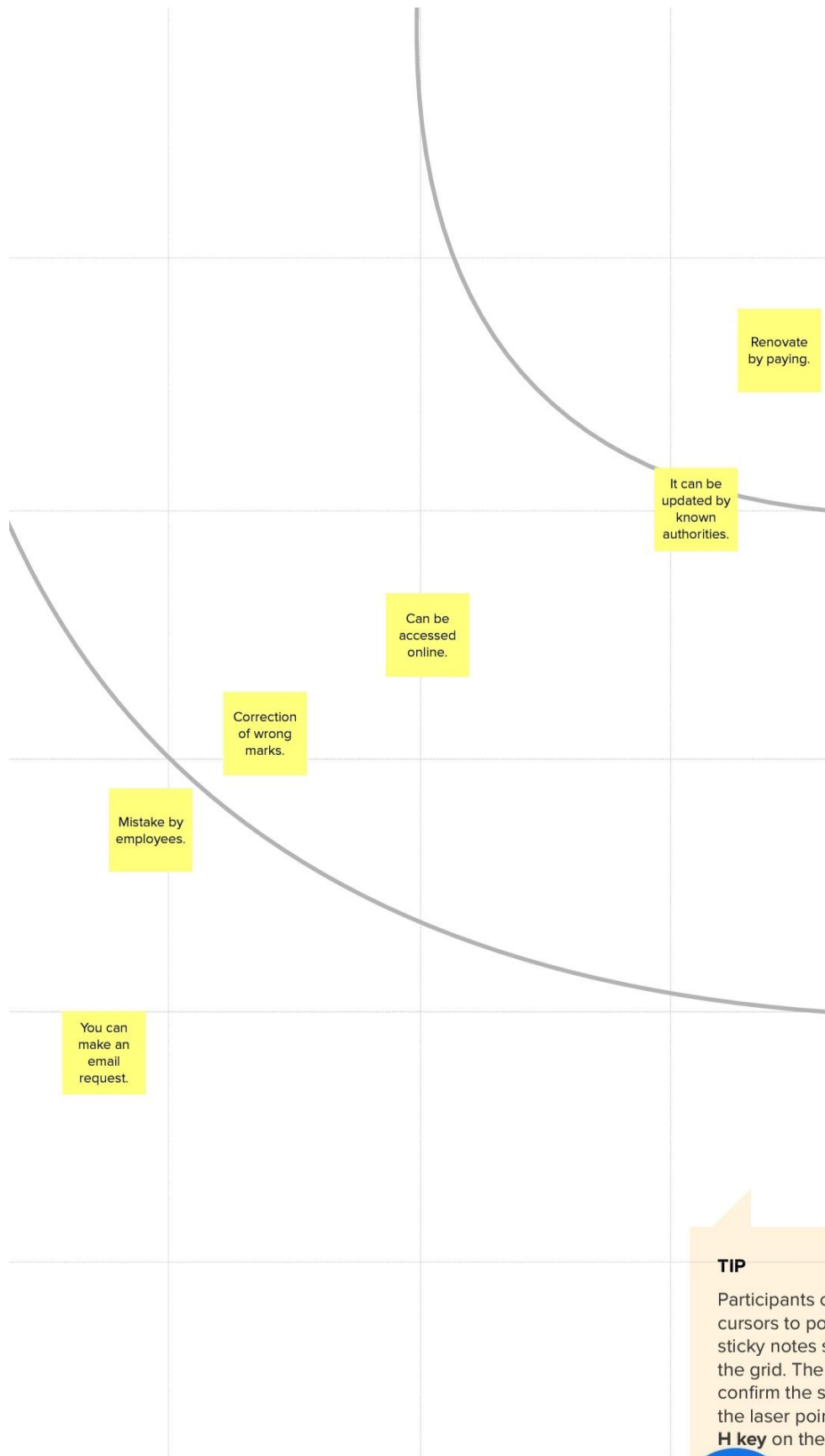
It can be
updated by
known.

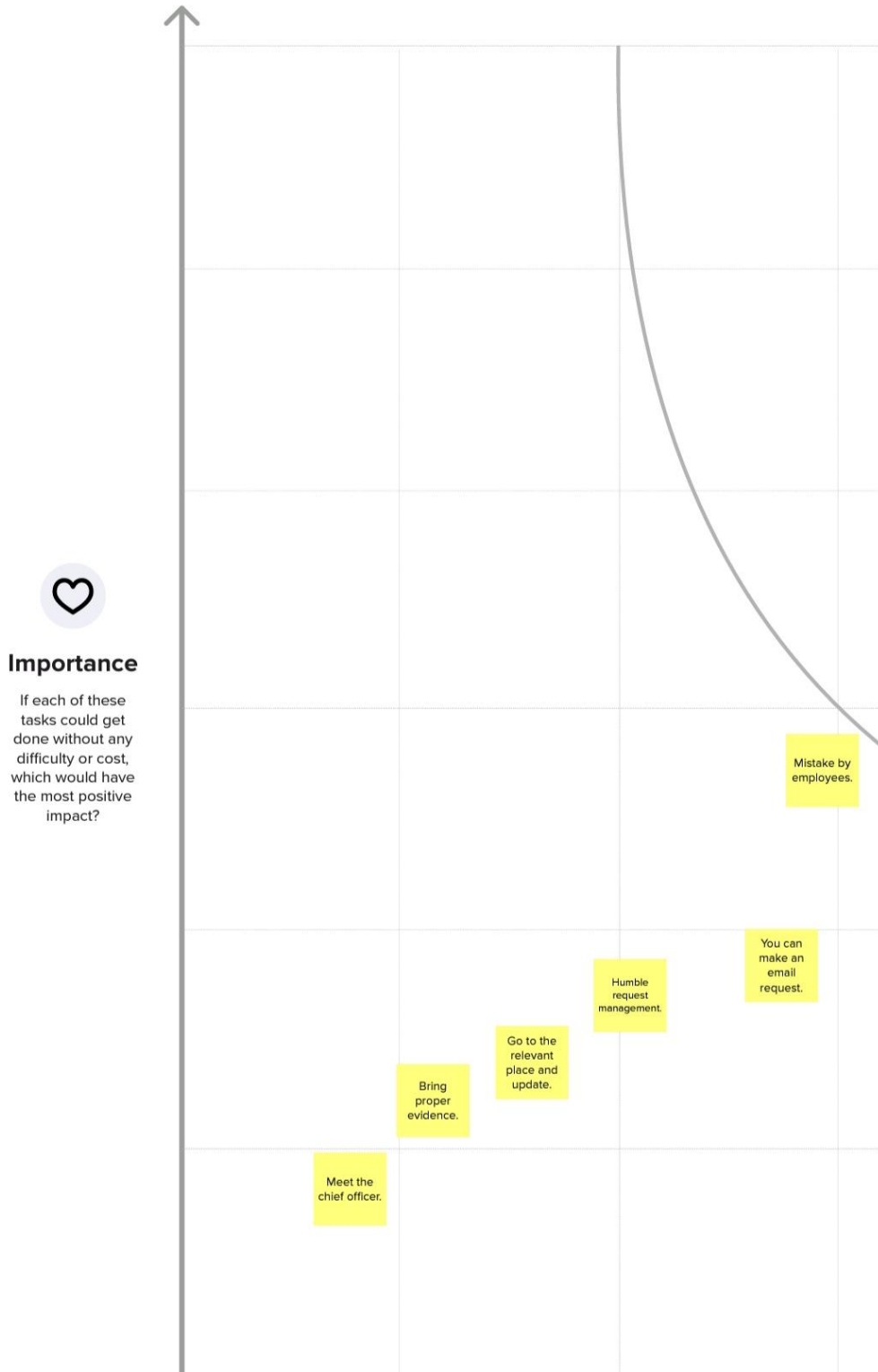
Go to the
relevant
place and
update.

Bring proper
evidence.

Mistake by
employees

Meet the
chief officer.





Importance

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?

3. RESULT

3.1 Data Model:

| Object | Fields in the Object | |
|----------------|----------------------|-----------|
| Semester | Field Label | Data Type |
| | Semester Name | Look up |
| | | |
| Candidate | Field Label | Data Type |
| | Candidate Name | Look up |
| | Candidate Id | Look up |
| | Semester Name | Look up |
| | | |
| Course Details | Field Label | Data Type |
| | Course Name | Text |
| | Course ID | Text |
| | | |

| | | |
|------------------|---------------|-----------|
| Lecturer Details | | |
| | Field Label | Data Type |
| | Lecturer Role | Look up |
| | Lecturer Name | Look up |
| | Course ID | Look up |
| Internal result | | |
| | Field Label | Data Type |
| | Candidate ID | Number |
| | Course ID | Number |
| | Marks | Number |

3.2 Activity & Screenshot

Milestone 1: Creating Developer account



Build enterprise-quality apps fast to bring your ideas to life

Build apps fast with drag and drop tools
Customize your data model with clicks
Go further with Apex code
Integrate with anything using powerful APIs
Stay protected with enterprise-grade security
Customize UI with clicks or any leading-edge web
framework



Sign up for your Salesforce Developer Edition

A full-featured copy of the Platform, for free

Complete the form to start your free trial. Our team will be in touch to help you make the most of your trial.

First Name*

Anbarasan

Last Name*

Arivudainambi

Email*

tnanbu11@gmail.com

Role*

Developer

Company*

Rajah's college(Sanskrit&tamil studies)

Country/Region*

India

Postal Code*

613204

Username*

jane@company.sandbox

Your username must be in the form of an email address (it does not have to be real). It must be unique and cannot be associated with another Salesforce login credential. [Read more about username recommendations.](#)

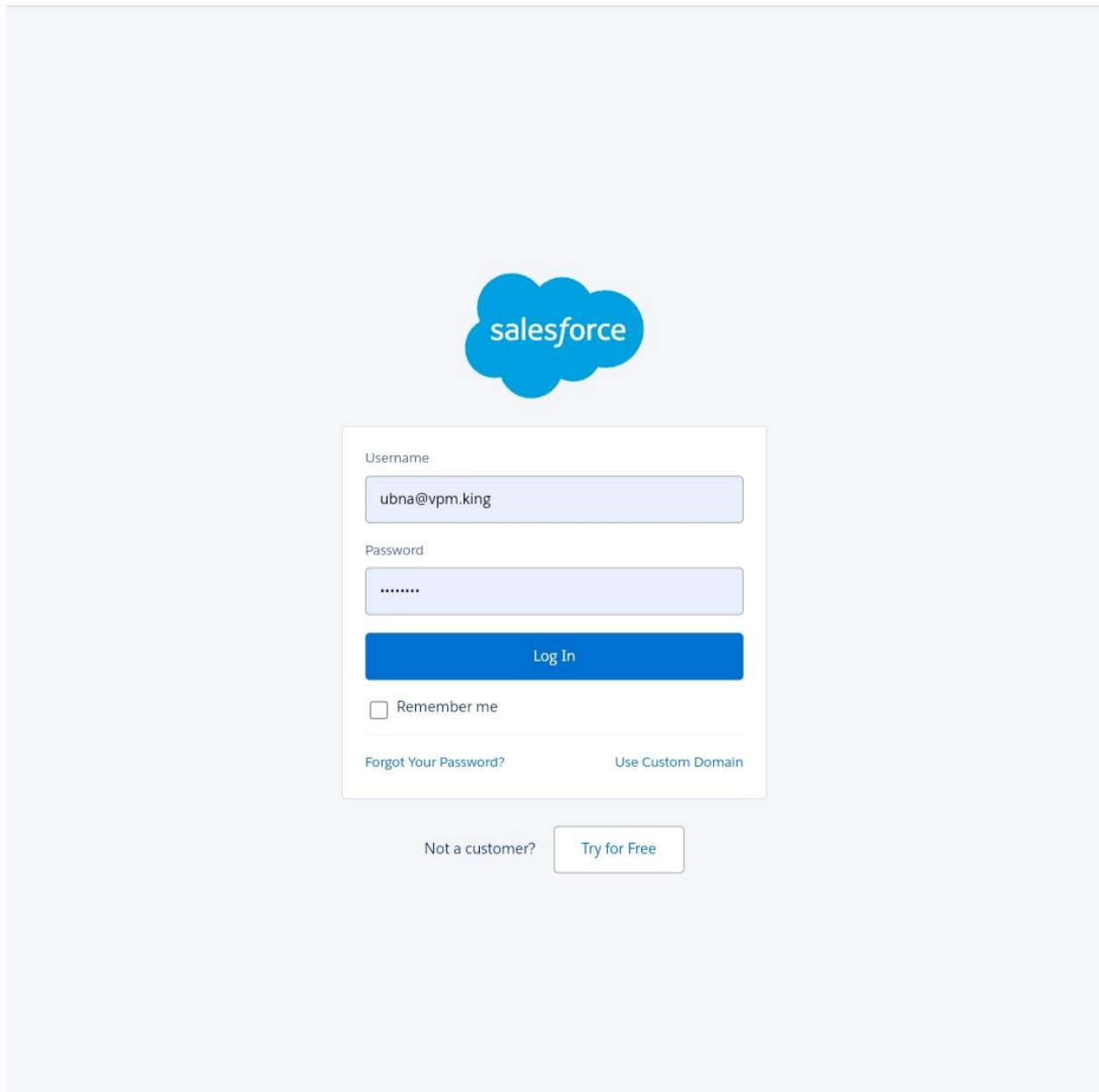
☐ I agree to the [Main Services Agreement – Developer Services](#) and [Salesforce Program Agreement](#).

By registering, you confirm that you agree to the processing of your personal data by Salesforce as described in the [Privacy Statement](#).

Sign me Up

Already have a Salesforce Developer Environment?

[Log in](#)








Developer account is a publishing account issued by platform provider to you as a developer that enables you to post, display, offer for sale, and distribute your product through the platform.

Milestone 2: Object

Custom Object Tabs

[New](#)[What Is This?](#)

| Action | Label | Tab Style |
|--|----------------------------------|--|
| Edit Del | Candidates |  People |
| Edit Del | Course Details |  Computer |
| Edit Del | Internal results |  Cell phone |
| Edit Del | Lecturer Details |  Mail |
| Edit Del | Semesters |  Books |

Web Tabs

[New](#)[What Is This?](#)

No Web Tabs have been defined

Visualforce Tabs

[New](#)[What Is This?](#)

No Visualforce Tabs have been defined

Lightning Component Tabs

[New](#)[What Is This?](#)

No Lightning component tabs have been defined

Lightning Page Tabs

[New](#)[What Is This?](#)

No Lightning Page Tabs have been defined

Search Setup

Setup

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SETUP > OBJECT MANAGER

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Edit Custom Object

Semester

Help for this Page

Custom Object Definition Edit

Save

Save & New

Cancel

Custom Object Information

= Required Information

The singular and plural labels are used in tabs, page layouts, and reports.
Be careful when changing the name or label as it may affect existing integration merge templates.

Label

Semester

Example: Account

Plural Label

Semesters

Example: Accounts

Starts with vowel sound

☐

The Object Name is used when referencing the object via the API.

Object Name

Semester

Example: Account

Description

Context-Sensitive Help Setting

☒ Open the standard Salesforce.com Help & Training window

☐ Open a window using a Visualforce page

Content Name

--None--

Enter Record Name Label and Format

The Record Name appears in page layouts, key lists, related lists, lookups, and search results. For example, the Record Name for Account is "Account Name" and for Case it is "Case Number". Note that the Record Name field is always called "Name" when referenced via the API.

Record Name

Semester Name

Example: Account Name

Data Type

Text

Optional Features

☒ Allow Reports

☐ Allow Activities

☐ Track Field History

☐ Allow in Chatter Groups

☐ Enable Licensing

Object Classification

When these settings are enabled, this object is classified as an Enterprise Application object. When these settings are disabled, this object is classified as a Light Application object. [Learn more.](#)

☒ Allow Sharing

☒ Allow Bulk API Access

☒ Allow Streaming API Access

Deployment Status

[What is this?](#)

☐ In Development

☒ Deployed

Search Status

When this setting is enabled, your users can find records of this object type when they search. [Learn more.](#)

☒ Allow Search

Save

Save & New

Cancel



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- Flow Triggers
- Validation Rules

Edit Custom Object

Candidate

[Help for this Page](#)

Custom Object Definition Edit

Save Save & New Cancel

Custom Object Information

Required Information

The singular and plural labels are used in tabs, page layouts, and reports.
Be careful when changing the name or label as it may affect existing integration merge templates.

Label Example: Account
Plural Label Example: Accounts
Starts with vowel sound ☐

The Object Name is used when referencing the object via the API.

Object Name Example: Account

Description

Context-Sensitive Help Setting ☒ Open the standard Salesforce.com Help & Training window
☐ Open a window using a Visualforce page
Content Name

Enter Record Name Label and Format

The Record Name appears in page layouts, key lists, related lists, lookups, and search results. For example, the Record Name for Account is "Account Name" and for Case it is "Case Number". Note that the Record Name field is always called "Name" when referenced via the API.

Record Name Example: Account Name

Data Type

Optional Features

- ☒ Allow Reports
- ☐ Allow Activities
- ☐ Track Field History
- ☐ Allow in Chatter Groups
- ☐ Enable Licensing

Object Classification

When these settings are enabled, this object is classified as an Enterprise Application object. When these settings are disabled, this object is classified as a Light Application object. [Learn more.](#)

- ☒ Allow Sharing
- ☒ Allow Bulk API Access
- ☒ Allow Streaming API Access

Deployment Status

[What is this?](#)

- ☐ In Development
- ☒ Deployed

Search Status

When this setting is enabled, your users can find records of this object type when they search. [Learn more.](#)

- ☒ Allow Search

Save Save & New Cancel



Search Setup



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Validation Rules

Edit Custom Object

Lecturer Detail

[Help for this Page](#)

Custom Object Definition Edit

Save Save & New Cancel

Custom Object Information

Required Information

The singular and plural labels are used in tabs, page layouts, and reports.

Be careful when changing the name or label as it may affect existing integration merge templates.

Label Example: Account

Plural Label Example: Accounts

Starts with vowel sound ☐

The Object Name is used when referencing the object via the API.

Object Name Example: Account

Description

Context-Sensitive Help Setting ☒ Open the standard Salesforce.com Help & Training window ☐ Open a window using a Visualforce page

Content Name

Enter Record Name Label and Format

The Record Name appears in page layouts, key lists, related lists, lookups, and search results. For example, the Record Name for Account is "Account Name" and for Case it is "Case Number". Note that the Record Name field is always called "Name" when referenced via the API.

Record Name Example: Account Name

Data Type

Optional Features

☒ Allow Reports
☐ Allow Activities
☐ Track Field History
☐ Allow in Chatter Groups
☐ Enable Licensing

Object Classification

When these settings are enabled, this object is classified as an Enterprise Application object. When these settings are disabled, this object is classified as a Light Application object. [Learn more.](#)

☒ Allow Sharing
☒ Allow Bulk API Access
☒ Allow Streaming API Access

Deployment Status

[What is this?](#)

☐ In Development
☒ Deployed

Search Status

When this setting is enabled, your users can find records of this object type when they search. [Learn more.](#)

☒ Allow Search

Save Save & New Cancel

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Custom Object

Internal result

Help for this Page

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Custom Object Information

Required Information

One singular and plural labels are used in tabs, page layouts, and reports. Be careful when changing the name or label as it may affect existing integrations and merge templates.

Label

Internal result

Example: Account

Plural Label

Internal results

Example: Accounts

Starts with vowel sound

One Object Name is used when referencing the object via the API.

Object Name

Internal_result

Example: Account

Description

Context-sensitive Help Setting

Open the standard Salesforce.com Help & Training window

Open a window using a Visualforce page

Content Name

--None--

Enter Record Name Label and Format

One Record Name appears in page layouts, key lists, related lists, lookups, and search results. For example, the Record Name for Account is "Account Name" and for Case it is "Case Number". Note that the Record Name field is always called "Name" when referenced via the API.

Record Name

Internal result Name

Example: Account Name

Data Type

Text

Optional Features

Allow Reports

Allow Activities

Track Field History

Allow in Chatter Groups

Enable Licensing

Object Classification

When these settings are enabled, this object is classified as an Enterprise application object. When these settings are disabled, this object is classified as a Light Application object. Learn more.

Allow Sharing

Allow Bulk API Access

Allow Streaming API Access

Deployment Status

What is this?

In Development

Deployed

Search Status

When this setting is enabled, your users can find records of this object type when they search. Learn more.

Allow Search

SaveSave & NewCancel

It is used for login to store data is specific to an organisation. Sales force object are database tables that permit you to store data that is specific to an organisation.

Fields & Relationship

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Edit Semester Custom Field

Semester Name

Have feedback on lookup filters? Comment on IdeaExchange Help for this Page

Custom Field Definition Edit

Change Field Type

Save

Cancel

Field Information

= Required Information

Field LabelSemester NameData TypeLookup

Field NameSemester_Name

Description

Help Text

Data OwnerUser

Field Usage--None--

Data Sensitivity Level--None--

Compliance Categorization0 selected0 selected

Lookup Options

Related ToSemesterChild Relationship NameSemesters

Related List LabelSemesters

Lookup Filter

Optionally, create a filter to limit the records available to users in the lookup field. Tell me more!

Show Filter Settings

Change Field Type

Save

Cancel



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Edit Candidate Custom Field

Candidate Name

Have feedback on lookup filters? Comment on IdeaExchange! Help for this Page

Custom Field Definition Edit

Change Field Type

Save

Cancel

Field Information

! = Required Information

Field Label **Candidate Name**

Data Type Lookup

Field Name **Candidate_Name**

Description

Help Text

Data Owner User

Field Usage --None--

Data Sensitivity Level --None--

Compliance Categorization 0 selected



Lookup Options

Related To **Candidate**

Child Relationship Name **Candidates**

Related List Label **Candidates**

Lookup Filter

Optionally, create a filter to limit the records available to users in the lookup field. [Tell me more!](#)

[Show Filter Settings](#)

Change Field Type

Save

Cancel



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Edit Candidate Custom Field

Candidate Id

[Have feedback on lookup filters? Comment on IdeaExchange](#) [Help for this Page](#)

Custom Field Definition Edit

Change Field Type

Save

Cancel

Field Information

***** = Required Information

Field Label ***** Candidate Id

Data Type Lookup

Field Name ***** Candidate_Id

Description

Help Text

Data Owner User

Field Usage --None--

Data Sensitivity Level --None--

Compliance Categorization 0 selected 0 selected

Lookup Options

Related To Candidate

Child Relationship Name ***** Candidates1

Related List Label ***** Candidates (Candidate Id)

Lookup Filter

Optionally, create a filter to limit the records available to users in the lookup field. [Tell me more!](#)

[Show Filter Settings](#)

Change Field Type

Save

Cancel



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Edit Course Detail Custom Field

Help for this Page

Course Name

Custom Field Definition Edit

Change Field Type

Save

Cancel

Field Information

! = Required Information

Field Label **Course Name** Data Type Text

Field Name **Course_Name**

Description

Help Text

Data Owner **User**

Field Usage **--None--**

Data Sensitivity Level **--None--**

Compliance Categorization **0 selected** **0 selected**

General Options

Required ☐ Always require a value in this field in order to save a record

Unique ☐ Do not allow duplicate values

☒ Treat "ABC" and "abc" as duplicate values (case insensitive)

☐ Treat "ABC" and "abc" as different values (case sensitive)

External ID ☐ Set this field as the unique record identifier from an external system

Default Value [Show Formula Editor](#)

Use [formula syntax](#). Enclose text and picklist value API names in double quotes : ("the_text"), include numbers without quotes : (25), show percentages as decimals : (0.10), and express date calculations in the standard format : (Today() + 7). To reference a field from a Custom Metadata type record use: \$CustomMetadata.Type__mdt.RecordAPIName.Field__c

Text Options

Length **5**

Change Field Type

Save

Cancel

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Edit Course Detail Custom Field

Course ID

Help for this Page

Custom Field Definition Edit

Change Field Type

Save

Cancel

Field Information

Field Label

Course ID

Data Type

Text

Field Name

Course_ID

Description

Help Text

Data Owner

User

Field Usage

--None--

Data Sensitivity Level

--None--

Compliance Categorization

0 selected

0 selected

General Options

Required

☐ Always require a value in this field in order to save a record

Unique

☐ Do not allow duplicate values

☐ Treat "ABC" and "abc" as duplicate values (case insensitive)

☐ Treat "ABC" and "abc" as different values (case sensitive)

External ID

☐ Set this field as the unique record identifier from an external system

Default Value

Show Formula Editor

Use **formula syntax**: Enclose text and picklist value API names in double quotes : ("the_text"), include numbers without quotes : (25), show percentages as decimals: (0.10), and express date calculations in the standard format: (Today() + 7), To reference a field from a Custom Metadata type record use: \$CustomMetadata.Type__mdt.RecordAPIName.Field__c

Text Options

Length

5

Change Field Type

Save

Cancel



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Edit Lecturer Detail Custom Field

Lecturer Role

[Have feedback on lookup filters?](#) [Comment on IdeaExchange](#) [Help for this Page](#)

Custom Field Definition Edit

[Change Field Type](#)

[Save](#)

[Cancel](#)

Field Information

I = Required Information

Field Label **Lecturer Role**

Data Type Lookup

Field Name **Lecturer_Role**

Description

Help Text

Data Owner

User

Field Usage

--None--

Data Sensitivity Level

--None--

Compliance Categorization

0 selected

0 selected

Lookup Options

Related To **Lecturer Detail**

Child Relationship Name **Lecturer_Details1**

Related List Label **Lecturer Details (Lecturer Role)**

Lookup Filter

Optionally, create a filter to limit the records available to users in the lookup field. [Tell me more!](#)

[Show Filter Settings](#)

[Change Field Type](#)

[Save](#)

[Cancel](#)



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Edit Lecturer Detail Custom Field

Lecturer Name

Have feedback on lookup filters? Comment on IdeaExchange Help for this Page

Custom Field Definition Edit

Change Field Type

Save

Cancel

Field Information

Required Information

Field Label Lecturer Name

Data Type Lookup

Field Name Lecturer_Name

Description

Help Text

Data Owner User

Field Usage --None--

Data Sensitivity Level --None--

Compliance Categorization 0 selected

0 selected

Lookup Options

Related To Lecturer Detail

Child Relationship Name Lecturer_Details

Related List Label Lecturer Details

Lookup Filter

Optionally, create a filter to limit the records available to users in the lookup field. [Tell me more!](#)

Show Filter Settings

Change Field Type

Save

Cancel



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Edit Lecturer Detail Custom Field

Course ID

[Have feedback on lookup filters?](#) [Comment on IdeaExchange](#) [Help for this Page](#)

Custom Field Definition Edit

Change Field Type

Save

Cancel

Field Information

I = Required Information

Field Label **Course ID**

Data Type Lookup

Field Name **Course_ID**

Description

Help Text

Data Owner

User

Field Usage

--None--

Data Sensitivity Level

--None--

Compliance Categorization

0 selected

0 selected

Lookup Options

Related To **Lecturer Detail**

Child Relationship Name **Lecturer_Details2**

Related List Label **Lecturer Details (Course ID)**

Lookup Filter

Optionally, create a filter to limit the records available to users in the lookup field. [Tell me more!](#)

[Show Filter Settings](#)

Change Field Type

Save

Cancel

It is used for login to when users view records they can also see a access related data. An object relationship in sales force is a two-way association between two objects.

Milestone 3: Lighting App

The screenshot shows the 'New Lightning App' setup screen in the Salesforce Lightning Experience App Manager. The page is titled 'App Details & Branding' and includes instructions: 'Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.'

The form is divided into two main sections: 'App Details' and 'App Branding'.

App Details:

- * App Name:** A required text field with a placeholder 'Name your app...'.
- * Developer Name:** A required text field with a placeholder 'Enter a developer name...'.
- Description:** A text field with a placeholder 'Enter a description...'.

App Branding:

- Image:** A placeholder for an app icon with an 'Upload' button.
- Primary Color Hex Value:** A color picker showing a blue square and a text field with the value '#0070D2'.
- Org Theme Options:** A checkbox labeled 'Use the app's image and color instead of the org's custom theme'.
- App Launcher Preview:** A preview of the app icon and its label in the app launcher.

At the bottom of the form, there is a progress bar with five steps, the first of which is active, and a 'Next' button.

Apps in sales force are a group of tabs help the application function by working together as a unit. It has a name, a logo, and a particular set of tabs.

Milestone 4: Users

Setup

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Permission Sets

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Public Groups

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User Management Settings

Users

Feature Settings

Data.com

Prospector Users

User Interface

Action Link Templates

Actions & Recommendations

App Menu

Custom Labels

Density Settings

Global Actions

Global Actions

Publisher Layouts

Lightning App Builder

Lightning Extension

Loaded Console Tab Limit

Path Settings

Quick Text Settings

Record Page Settings

Rename Tabs and Labels

Sites and Domains

Custom URLs

Domains

Sites

Tabs

Themes and Branding

Translation Workbench

Export

Import

Translate

Translation Language Settings

User Interface

User Engagement

Adoption Assistance

Guidance Center

Help Menu

In-App Guidance

Didn't find what you're looking for? Try using Global Search.

new User

Help for this Page

User Edit

Save

Save & New

Cancel

General Information

Required Information

First Name

Last Name

Alias

Email

Username

Nickname

Title

Company

Department

Division

Role

User License

Profile

Active

Marketing User

Offline User

Knowledge User

Flow User

Service Cloud User

Site.com Contributor User

Site.com Publisher User

WDC User

Data.com User Type

Data.com Monthly Addition Limit

Accessibility Mode (Classic Only)

High-Contrast Palette on Charts

Load Lightning Pages While Scrolling

Debug Mode

Quick Access Menu

Salesforce CRM Content User

Receive Salesforce CRM Content Email Alerts

Receive Salesforce CRM Content Alerts as Daily Digest

Allow Forecasting

Call Center

Phone

Extension

Fax

Mobile

Email Encoding

Employee Number

Individual

Mailing Address

Street

City

Zip/Postal Code

State/Province

Country

Single Sign On Information

Federation ID


Locale Settings








Time Zone


Locale

A user is anyone who logs in to sales force. users are employees at your company, such as sales reps , managers , and IT specialists , who need access to the company's record.

Milestone 5: Reports





Candidate Internal ...

Semesters ▾

Candidates ▾

Course Details ▾

* Reports ▾ ×

More ▾

Reports

Recent

1 item

New Report

New Folder

| REPORTS | Report Name ▾ | Description ▾ | Folder ▾ | Created By ▾ | Created On ▾ | Subscribed |
|--|-----------------------|---------------|-----------------|---------------------------|-------------------|------------|
| <div>Recent</div> <div>Created by Me</div> <div>Private Reports</div> <div>Public Reports</div> <div>All Reports</div> | New Candidates Report | | Private Reports | Anbarasan Arivudaiyanambi | 6/4/2023, 4:05 pm | |
| FOLDERS | | | | | | |
| <div>All Folders</div> <div>Created by Me</div> <div>Shared with Me</div> | | | | | | |
| FAVORITES | | | | | | |
| <div>All Favorites</div> | | | | | | |

Create Report

Category

Recently Used

All

Accounts & Contacts

Opportunities

Customer Support Reports

Leads

Campaigns

Activities

Contracts and Orders

Price Books, Products and Assets

Administrative Reports

File and Content Reports

Individuals

Other Reports

Hidden Report Types

Select a Report Type

Q Search Report Types...

Recently Used Report Types

| Report Type Name | Category |
|------------------|----------|
| Candidates | Standard |

A report is a list of records that meet the criteria you define. Folders can be public, hidden, or shared, and can be set to read-only or read/write.

Milestone 6: Dashboards

4. TRAIL HEAD PROFILE PUBLIC URL

Team lead - <https://trailblazer.me/id/aarivudaiyanambi>

Team Member 1 - <https://trailblazer.me/id/aanbazhagana>

Team Member 2 - <https://trailblazer.me/id/vkarunanithil>

Team Member 3 - <https://trailblazer.me/id/jchinnathurai>

Team Member 4 - <https://trailblazer.me/id/cmaruthaiyan>

5. ADVANTAGES

- It speeds up the sales conversion proposes.
- It increases staff productivity, lowering time-cost.
- It allows geographically dispersed teams to collaborate effectively.
- Improves customer experience by allowing personalisation and improved query resolution.

DISADVANTAGES

- CRM may not suit all businesses.

- Requires a process-driven sales organisation.
- The excess initial time and productivity cost at the implementation.
- Security and data protection issues with centralised data.

6. APPLICATIONS

- CRM software lets you store customer and prospect contact information, identify sales opportunities, record service issues, and manage marketing campaigns, all in one central location-and make information about every customer interaction available to anyone at your company who might need it.

7. CONCLUTION

Sales force is now a days the best cloud computing service providers all over the globe. Their customers never complain regarding their service.

8. FUTURE SCOPE

We expect sales force go integrate data science and big data capabilities to its service cloud and marketing cloud.

