

CRM APPLICATION FOR SCHOOL /COLLEGE

1 INTRODUCTION

Overview

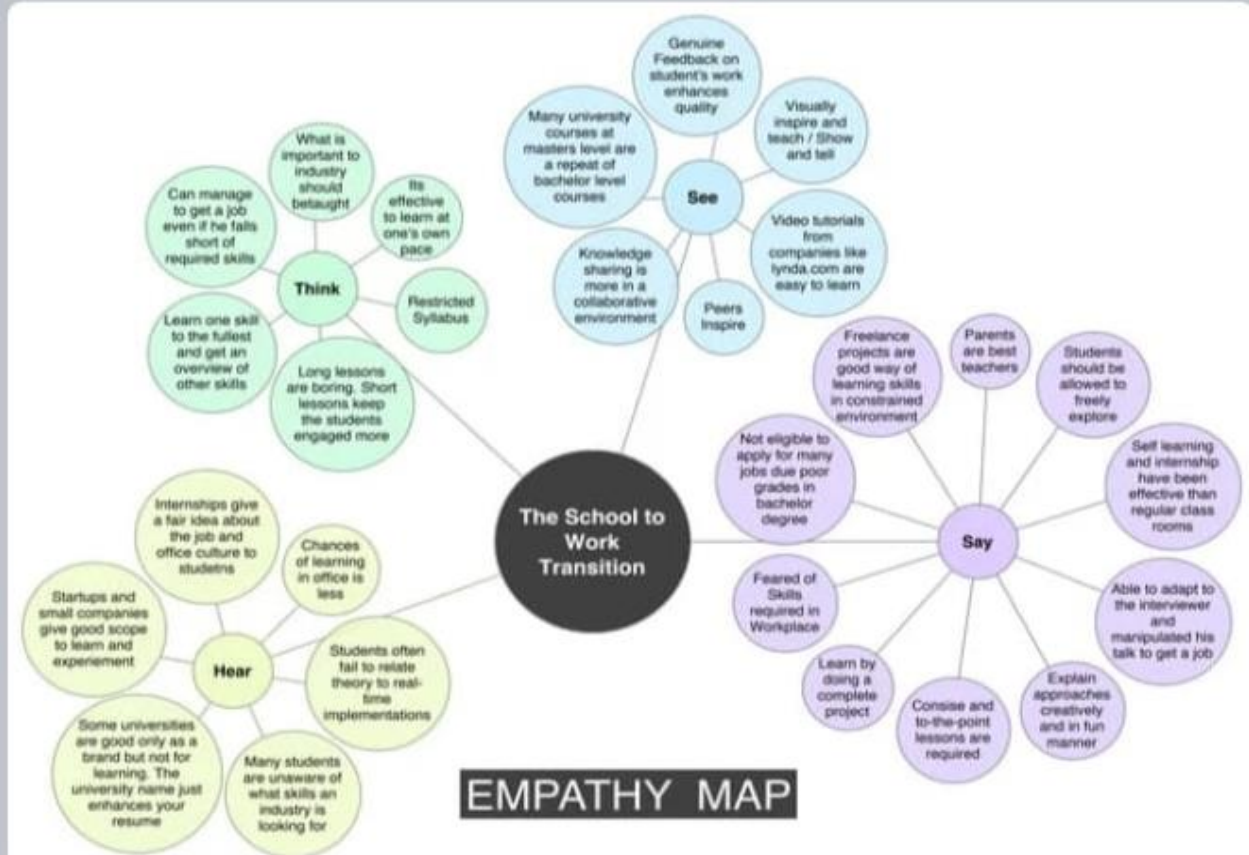
The project aim is to provide real-time knowledge for all the students who have basic knowledge of Salesforce and looking for a real-time project. This project will also help those professionals who are in cross –technology and want to switch to Salesforce. With the help of this project they will gain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

Purpose

1. Real Time Salesforce Project
2. Object & Relationship in Salesforce

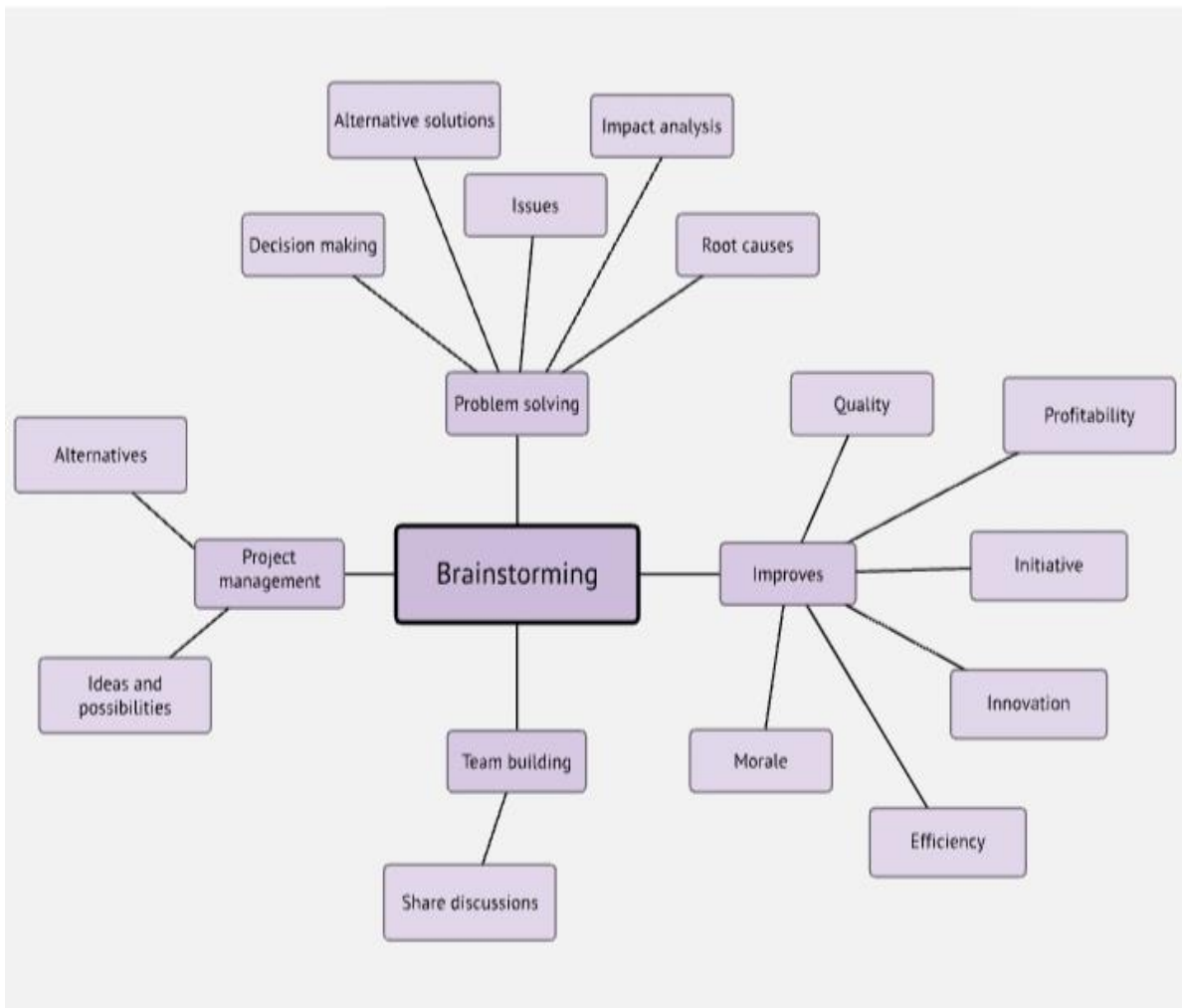
2 Problem Definition & Design Thinking

Empathy Map



Project Report Template

Ideation & Brainstorming Map



Project Report Template

3 RESULT

Data model:

Object Name	Fields in the Object	
School	Field Lable	Data type
	Address	Text Area
	State	Text Area
	District	Text Area
Student	Field Lable	Data Type
	Phone Number	Phone
	School	Mater-Detail Relationship
Parents	Field Lable	Data Type
	Parent Address	Text Area
	Parent Number	Phone

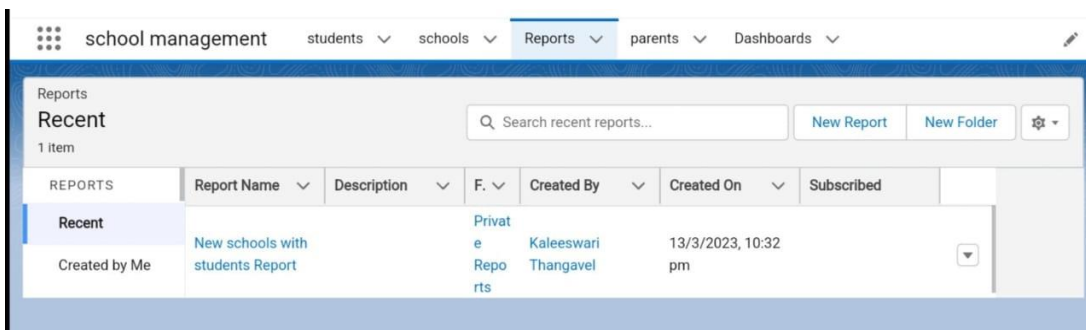
Project Report Template

Activity & Screenshot

Create our customize object tabs.

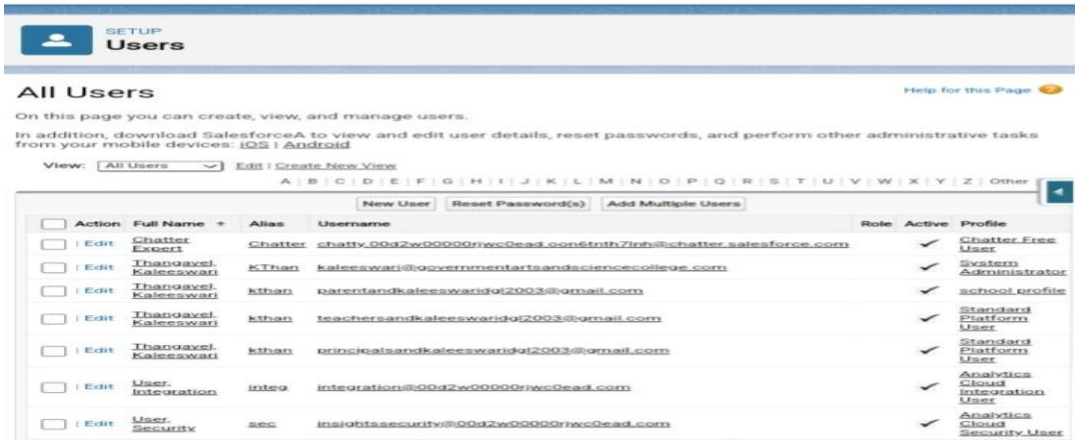


Creating the School Management in Lightning App.



Customize our user interface.

Project Report Template



- A CRM Application For Schools/Colleges
- Create Salesforce Org
- Object
- Lightning App
- Fields And Relationship
- Profile
- Users
- Permission Sets
- Reports

Do this steps one by one to complete the project.

Guided Project

Project Workspace

Chat with Mentor

Project Title

: A CRM Application For Schools/Colleges

NM Id

: 4CE0AE6E9355B529FCC48BC59A46D49F

Industry

Mentor(s) Name

: Mentor-Salesforce

Project Progress

90.00%

Project Report Template

After, Completing guidelines in the pdf. We get this progress in our screen.

Trailhead Profile Public URL

Team Lead - <https://trailblazer.me/id/arunr148>

Team Member 1 - <https://trailblazer.me/id/kalet5>

Team Member 2 - <https://trailblazer.me/id/kdevi151>

Team Member 3 - **M.Murugeshwari**

4 ADVANTAGES

- Reduction in the cost of expenses
- Improving the quality of service / product
- Improving the organization management process
- Increased customer loyalty
- Track and increase the number of potential clients
- History of work with each student

DISADVANTAGE

- CRM costs One of the greatest challenges to CRM implementation is cost
- Business culture. A lack of commitment or resistance to cultural change from people within the company can cause major difficulties with CRM implementation
- Poor communication
- Lack of leadership

APPLICATIONS

- Salesforce
- Trailblazer
- Git Repo
- Git Hub

5 CONCLUSION

Finally, you should also choose a CRM platform that offers good customer support. If something goes wrong, or if you just want to make sure you have setup help if you need it, accessible and thorough customer service will make a world of difference.

6 FUTURE SCOPE

Though adopting a CRM might seem like a miracle solution for improving recruitment efforts at your school, it's important not to forget that the best results come only when the right CRM is selected, and is configured in a way that will deliver genuine insights and proper recommendations to your team. Making a good investment of time and resources when selecting and establishing your CRM is the best way to ensure you get lasting returns from this powerful tool.