

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

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

## 1 INTRODUCTION

### 1.1 Overview

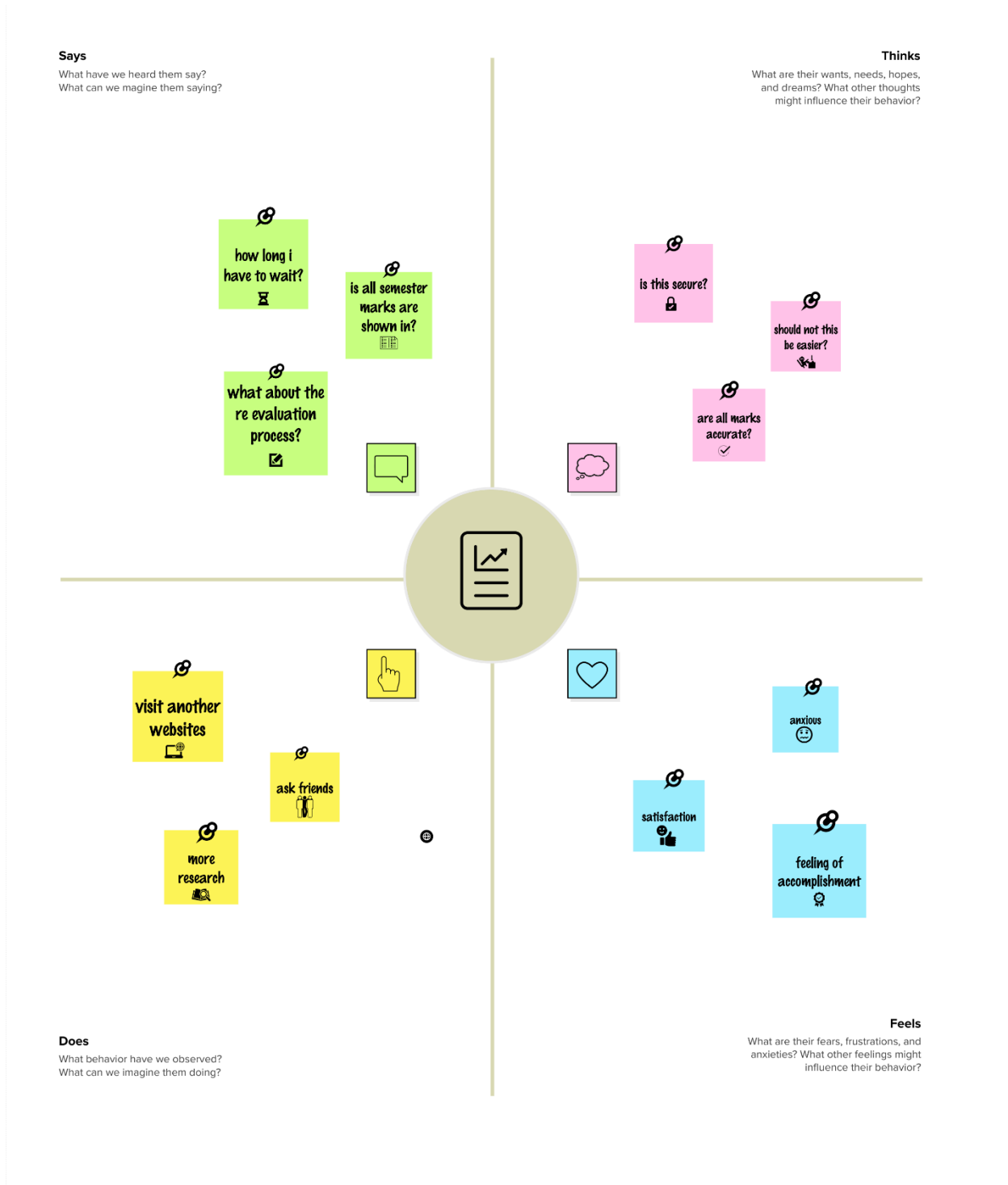
Administrator should be able to create all base data including Semester, Candidate, Course and Lecturer, Lecturer should have the ability to create Internal Results, Dean, who is one of the Lecturer, should be the only one with ability to update Internal Results, Re-evaluation Can be initialized by Candidate for all Internal Results. Now only dean can update the marks after re- evaluation

### 1.2 Purpose

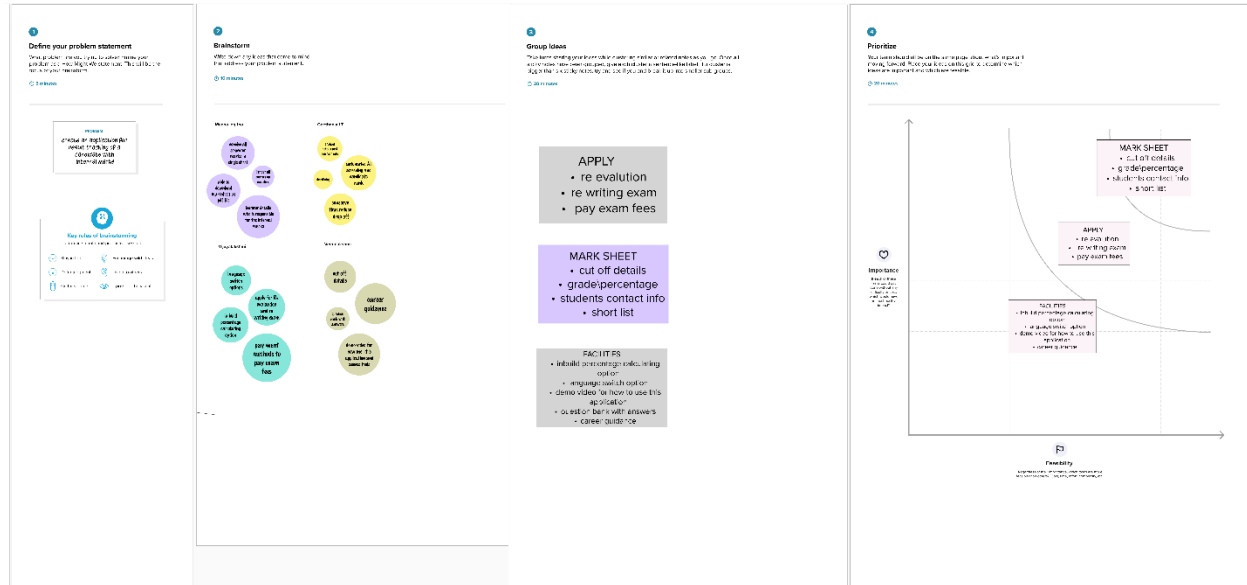
This application let you know about result This tracking of a candidate with internal mark. And to provides an automated efficient tool for managing candidate internal results.

## 2 Problem Definition & Design Thinking

### 2.1 Empathy Map



## 2.2 Ideation & Brainstorming Map



## 3 RESULT

### 3.1 Data Model

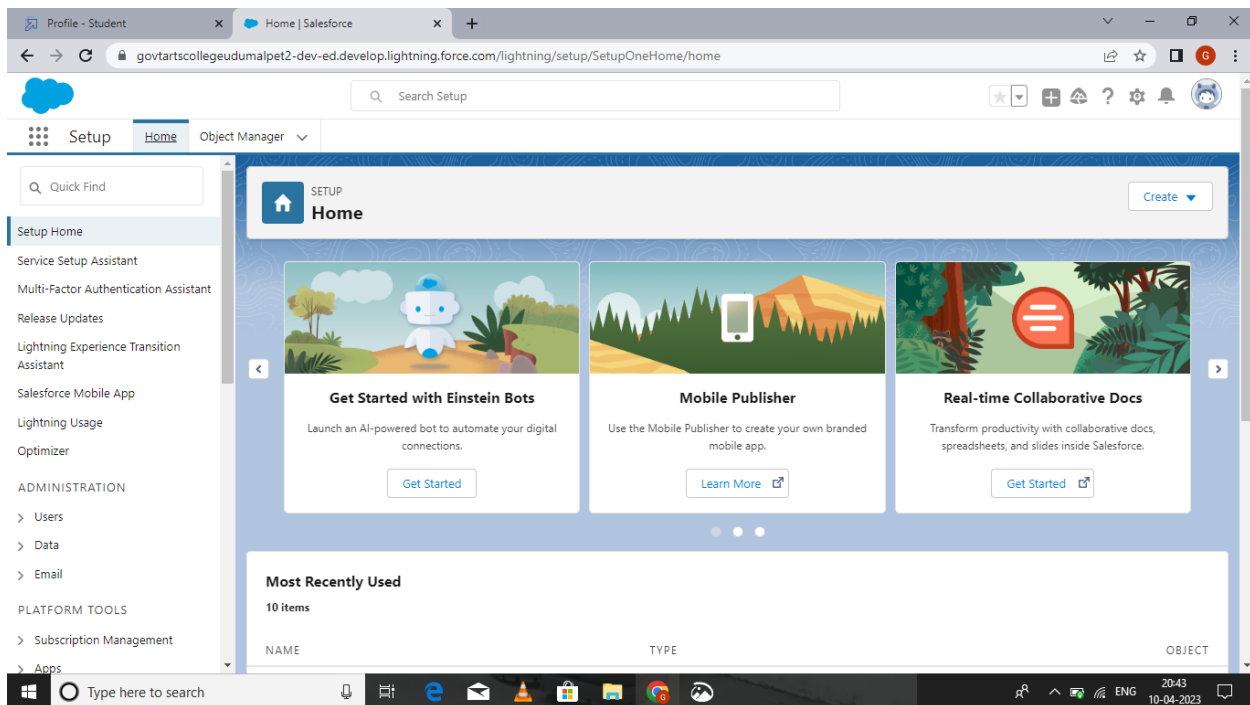
Object Name	Field in the Object	
Semester	Field Label	Data type
	Semester Name	Text
	Course	Lookup Relationship
Candidate	Field Label	Data type
	Candidate Name	Text
	Candidate Id	Text
	Semester Name	Text
	Internal Results	Lookup Relationship
Course Details	Field Label	Data type
	Course Name	Text
	Course ID	Text
Lecturer Details	Field Label	Data type
	Lecturer Role	Text
	Lecturer Name	Text
	Course ID	Text
	Course	Lookup Relationship
Internal Results	Field Label	Data type
	Candidate ID	Text
	Course ID	Text
	Marks	Text

## 3.2 Activity & Screenshot

### Activity 1

#### Creating developer Account

we need to create a developer account to access the resources which are available in salesforce

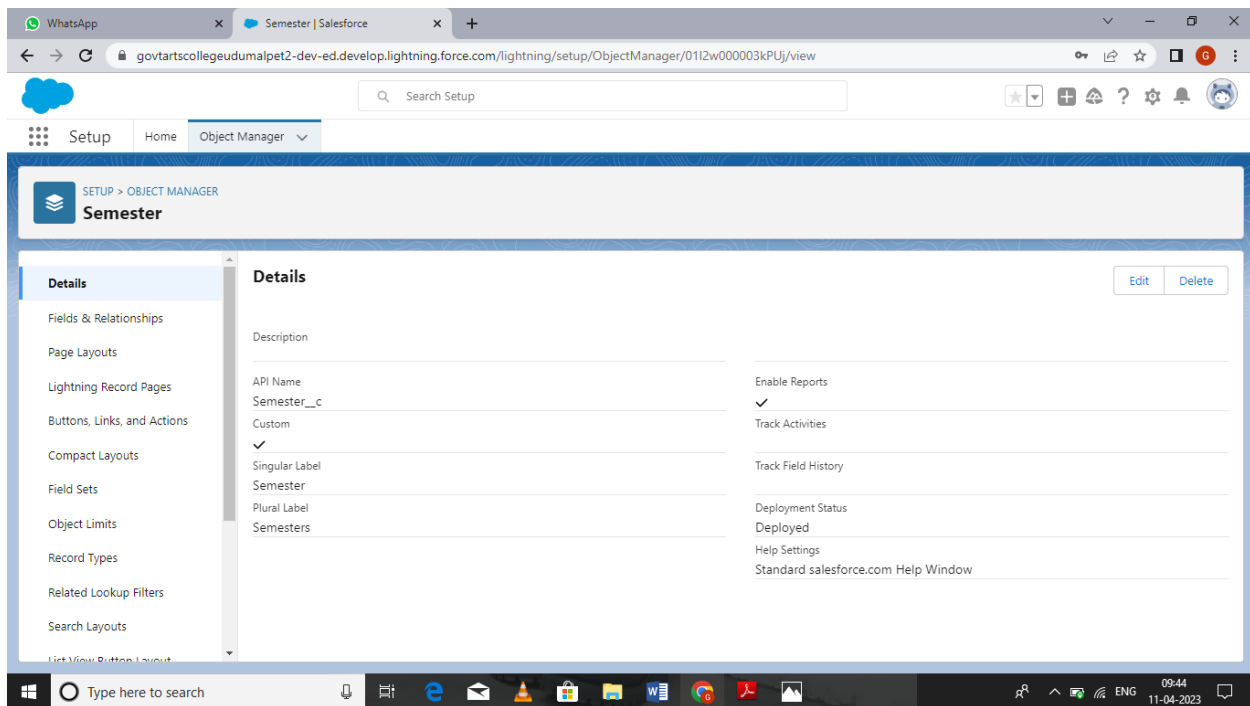


## Activity 2

### To create an Object

Objects are database tables that permit you to store data that is specific to an organization

### Object 1: Semester



## Object 2: Candidate

The screenshot shows the Salesforce Object Manager interface for the 'Candidate' object. The browser address bar indicates the URL: `govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01I2w000003kPVD/Details/view`. The page title is 'SETUP > OBJECT MANAGER Candidate'. The left sidebar contains a list of configuration options: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, and List View Button Layout. The main content area is titled 'Details' and includes a description field, API Name (Candidate\_\_c), Custom checkbox, Singular Label (Candidate), Plural Label (Candidates), Enable Reports checkbox, Track Activities checkbox, Track Field History checkbox, Deployment Status (Deployed), Help Settings, and a link to the Standard salesforce.com Help Window. The bottom of the screen shows the Windows taskbar with various application icons and the system clock displaying 09:47 on 11-04-2023.

WhatsApp Candidate | Salesforce

govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01I2w000003kPVD/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Candidate**

**Details**

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

**Details**

Description

API Name  
Candidate\_\_c

Custom  
✓

Singular Label  
Candidate

Plural Label  
Candidates

Enable Reports  
✓

Track Activities

Track Field History

Deployment Status  
Deployed

Help Settings

Standard salesforce.com Help Window

Edit Delete

Type here to search

09:47  
11-04-2023



## Object 3: Course Details

The screenshot displays the Salesforce Object Manager interface for the 'Course Detail' object. The browser address bar shows the URL: `govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003kPVS/Details/view`. The page title is 'SETUP > OBJECT MANAGER Course Detail'. On the left, a sidebar lists configuration options: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, and List View Button Layout. The 'Details' section is active, showing a form with the following fields:

Field	Value
Description	
API Name	Course_Detail__c
Custom	✓
Singular Label	Course Detail
Plural Label	Course Details
Enable Reports	✓
Track Activities	
Track Field History	
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

Buttons for 'Edit' and 'Delete' are located in the top right corner of the details section. The Windows taskbar at the bottom shows the time as 09:48 on 11-04-2023.

## Object 4: Lecturer Details

The screenshot displays the Salesforce Object Manager interface for the 'Lecturer Detail' object. The browser address bar shows the URL: `govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003kPVC/Details/view`. The page title is 'SETUP > OBJECT MANAGER Lecturer Detail'. On the left, a sidebar lists configuration options: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, and List View Button Layout. The 'Details' section is active, showing a form with the following fields:

Field	Value
Description	
API Name	Lecturer_Detail__c
Custom	✓
Singular Label	Lecturer Detail
Plural Label	Lecturer Details
Enable Reports	✓
Track Activities	
Track Field History	
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

Buttons for 'Edit' and 'Delete' are located in the top right corner of the details section. The Windows taskbar at the bottom shows the time as 09:49 on 11-04-2023.

## Object 5: Internal Results

The screenshot shows the Salesforce Setup interface for the 'Internal Result' object. The browser address bar indicates the URL: `govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003kPvtr/Details/view`. The page title is 'Internal Result' under the 'Setup > OBJECT MANAGER' path. A left-hand navigation menu lists various configuration options: Details, Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, and List View Button Layout. The 'Details' section is currently selected and displays the following information:

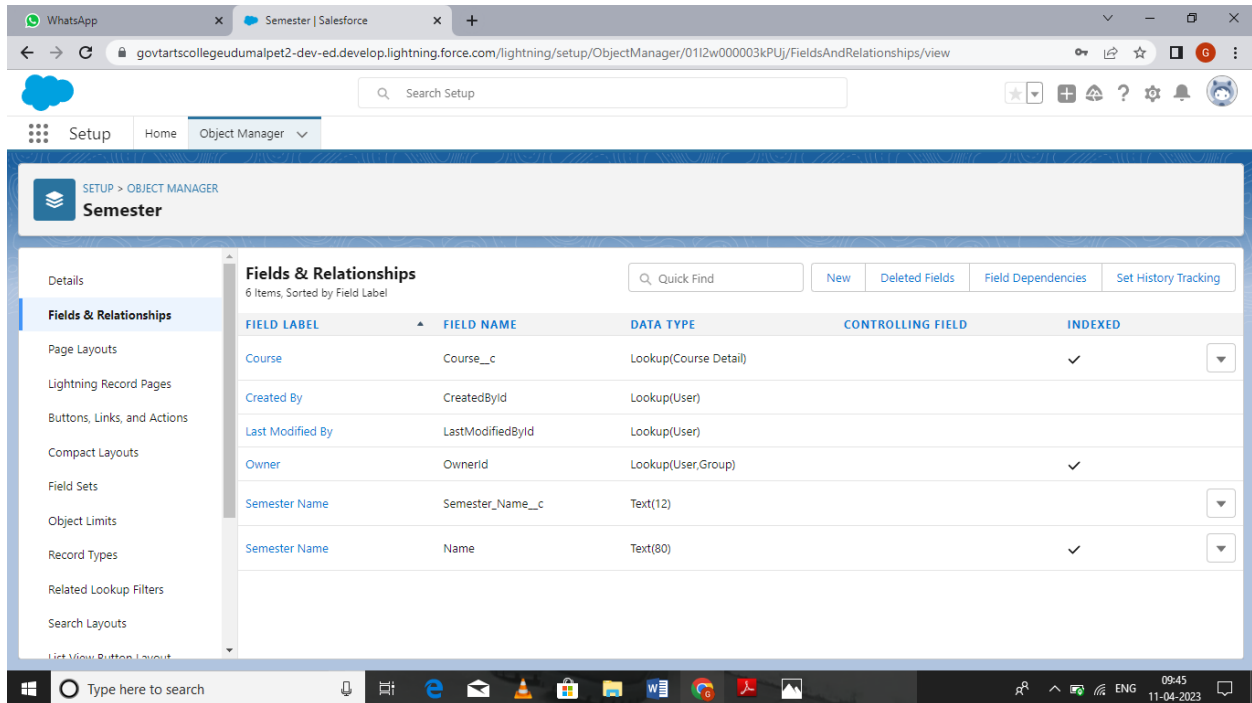
Details	
Description	
API Name	Internal_Result__c
Custom	✓
Singular Label	Internal Result
Plural Label	Internal Results
Enable Reports	✓
Track Activities	
Track Field History	
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

At the top right of the details section, there are 'Edit' and 'Delete' buttons. The Windows taskbar at the bottom shows the system clock as 09:50 on 11-04-2023.

## Activity 3

### Creation of Fields and Relationship

An object relationship is a two-way association between two objects. Relationships are created by creating custom relationship fields on an object



The screenshot shows the Salesforce Object Manager interface for the 'Semester' object. The 'Fields & Relationships' section is active, displaying a table of 6 items sorted by Field Label. The table includes columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed status. The fields listed are Course, Created By, Last Modified By, Owner, Semester Name (with field name Semester\_Name\_\_c), and another Semester Name (with field name Name).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Course	Course__c	Lookup(Course Detail)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Semester Name	Semester_Name__c	Text(12)		
Semester Name	Name	Text(80)		✓

WhatsApp Candidate | Salesforce

govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003kPVD/FieldsAndRelationships/view

Setup Home Object Manager

SETUP > OBJECT MANAGER  
Candidate

Details

**Fields & Relationships**  
8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Candidate ID	Candidate_ID__c	Text(11)		
Candidate Name	Candidate_Name__c	Text(13)		
Candidate Name	Name	Text(80)		✓
Created By	CreatedById	Lookup(User)		
Internal Results	Internal_Results__c	Lookup(Internal Result)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Semester Name	Semester_Name__c	Text(12)		

Type here to search

09:47  
11-04-2023

WhatsApp Course Detail | Salesforce

govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003kPVS/FieldsAndRelationships/view

Setup Home Object Manager

SETUP > OBJECT MANAGER  
Course Detail

Details

**Fields & Relationships**  
6 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Course ID	Course_ID__c	Text(8)		
Course Detail Name	Name	Text(80)		✓
Course Name	Course_Name__c	Text(10)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

Type here to search

09:48  
11-04-2023

WhatsApp x Lecturer Detail | Salesforce x +

govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003kPVC/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Lecturer Detail**

Details

**Fields & Relationships**  
8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Course	Course__c	Lookup(Course Detail)		✓
Course ID	Course_ID__c	Text(8)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Lecturer Detail Name	Name	Text(80)		✓
Lecturer Name	Lecturer_Name__c	Text(12)		
Lecturer Role	Lecturer_Role__c	Text(12)		
Owner	OwnerId	Lookup(User,Group)		✓

Type here to search

09:50  
11-04-2023

WhatsApp x Internal Result | Salesforce x +

govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003kPVR/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER  
**Internal Result**

Details

**Fields & Relationships**  
7 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

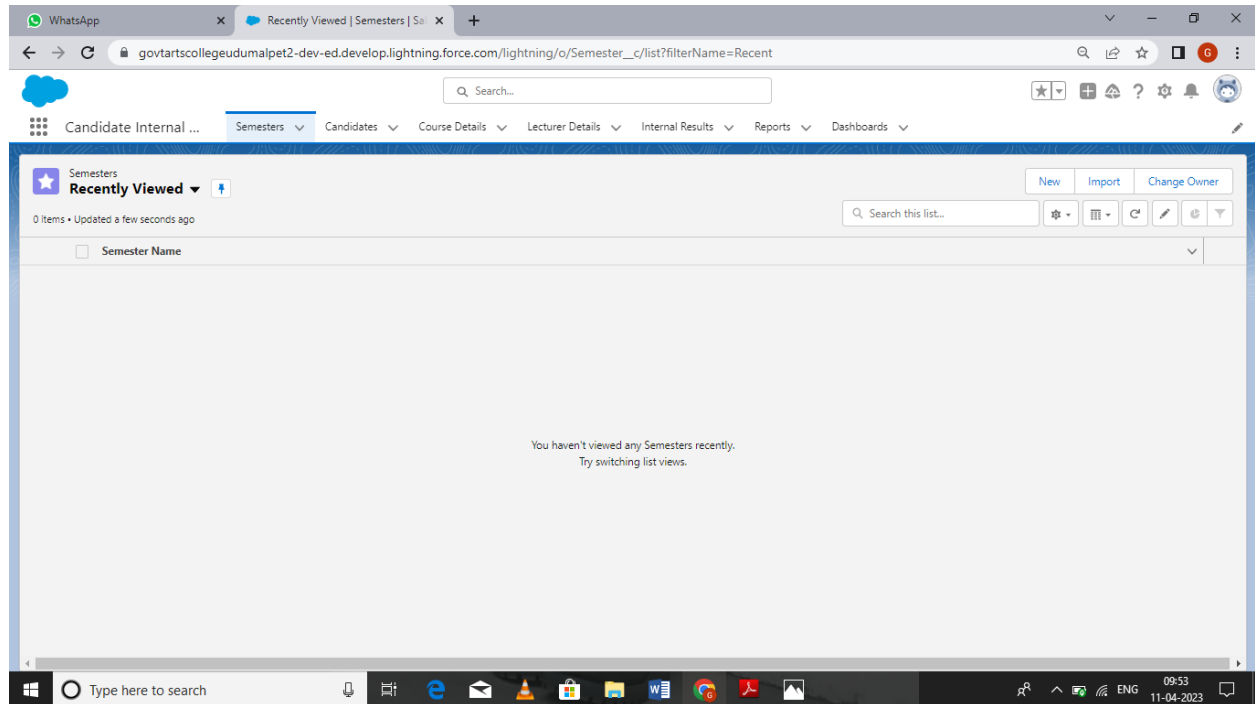
FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Candidate ID	Candidate_ID__c	Text(10)		
Course ID	Course_ID__c	Text(8)		
Created By	CreatedById	Lookup(User)		
Internal Result Name	Name	Text(80)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Marks	Marks__c	Text(5)		
Owner	OwnerId	Lookup(User,Group)		✓

Type here to search

09:51  
11-04-2023

## Activity 4:

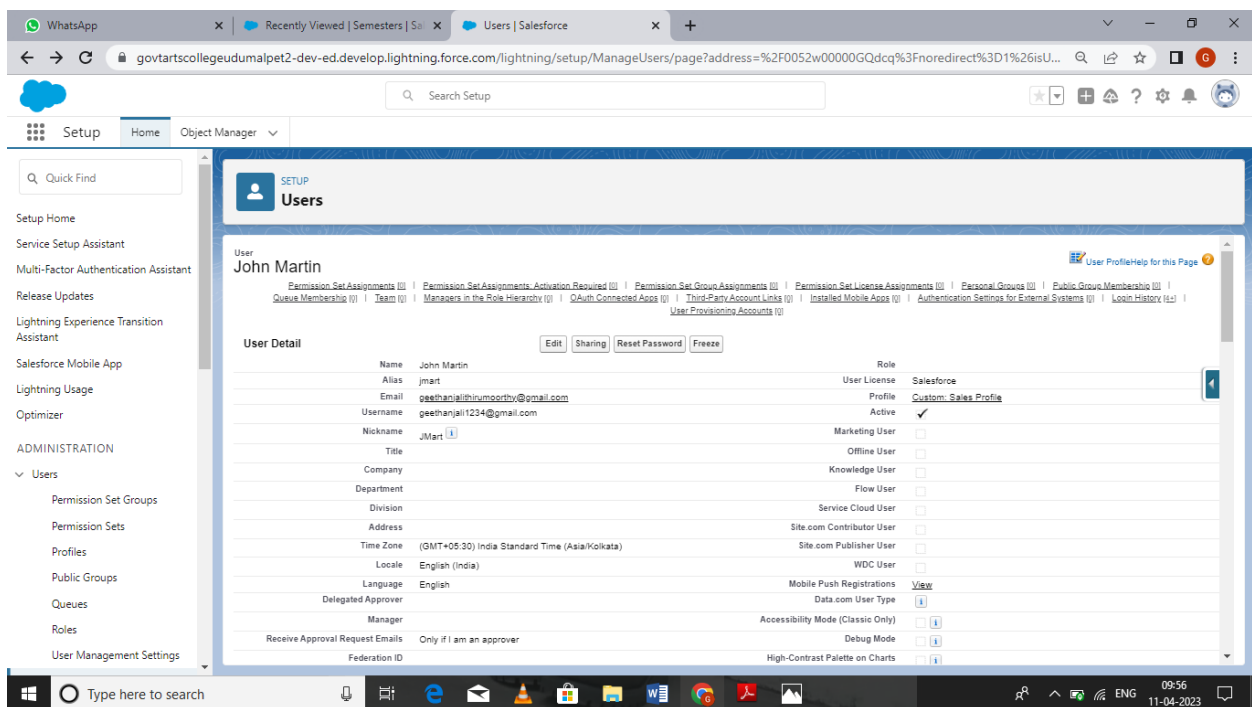
### Create the Candidate Internal Result Card App



## Activity 5

### Creating Users

Users are employees of the company such as sales reps, managers, and IT specialists, who need access to the company's records. Every user has a user account



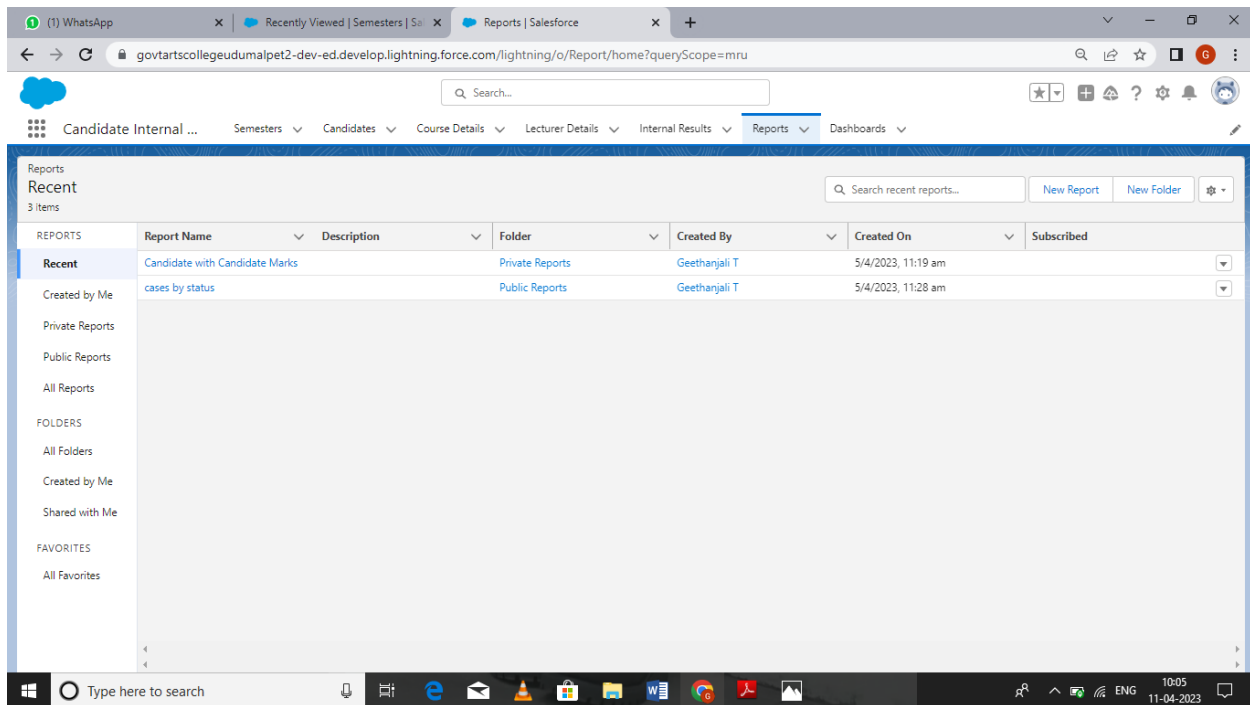
The screenshot displays the Salesforce Setup interface. The left sidebar contains navigation links such as 'Setup Home', 'Service Setup Assistant', 'Multi-Factor Authentication Assistant', 'Release Updates', 'Lightning Experience Transition Assistant', 'Salesforce Mobile App', 'Lightning Usage', 'Optimizer', and 'ADMINISTRATION'. Under 'ADMINISTRATION', the 'Users' link is selected, showing a list of user management options: 'Permission Set Groups', 'Permission Sets', 'Profiles', 'Public Groups', 'Queues', 'Roles', and 'User Management Settings'.

The main content area shows the 'User' profile for 'John Martin'. At the top, there are links for 'Edit', 'Sharing', 'Reset Password', and 'Freeze'. Below this, the 'User Detail' section is divided into two columns. The left column contains personal and organizational information, while the right column contains role and license information.

User Detail	
Name	John Martin
Alias	jmart
Email	geethanjali1234@gmail.com
Username	geethanjali1234@gmail.com
Nickname	JMart
Title	
Company	
Department	
Division	
Address	
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)
Locale	English (India)
Language	English
Delegated Approver	
Manager	
Receive Approval Request Emails	Only if I am an approver
Federation ID	
Role	Salesforce
User License	Custom: Sales Profile
Profile	Active
Marketing User	<input type="checkbox"/>
Offline User	<input type="checkbox"/>
Knowledge User	<input type="checkbox"/>
Flow User	<input type="checkbox"/>
Service Cloud User	<input type="checkbox"/>
Site.com Contributor User	<input type="checkbox"/>
Site.com Publisher User	<input type="checkbox"/>
WDC User	<input type="checkbox"/>
Mobile Push Registrations	<input type="checkbox"/>
Data.com User Type	<input type="checkbox"/>
Accessibility Mode (Classic Only)	<input type="checkbox"/>
Debug Mode	<input type="checkbox"/>
High-Contrast Palette on Charts	<input type="checkbox"/>

## Activity 6

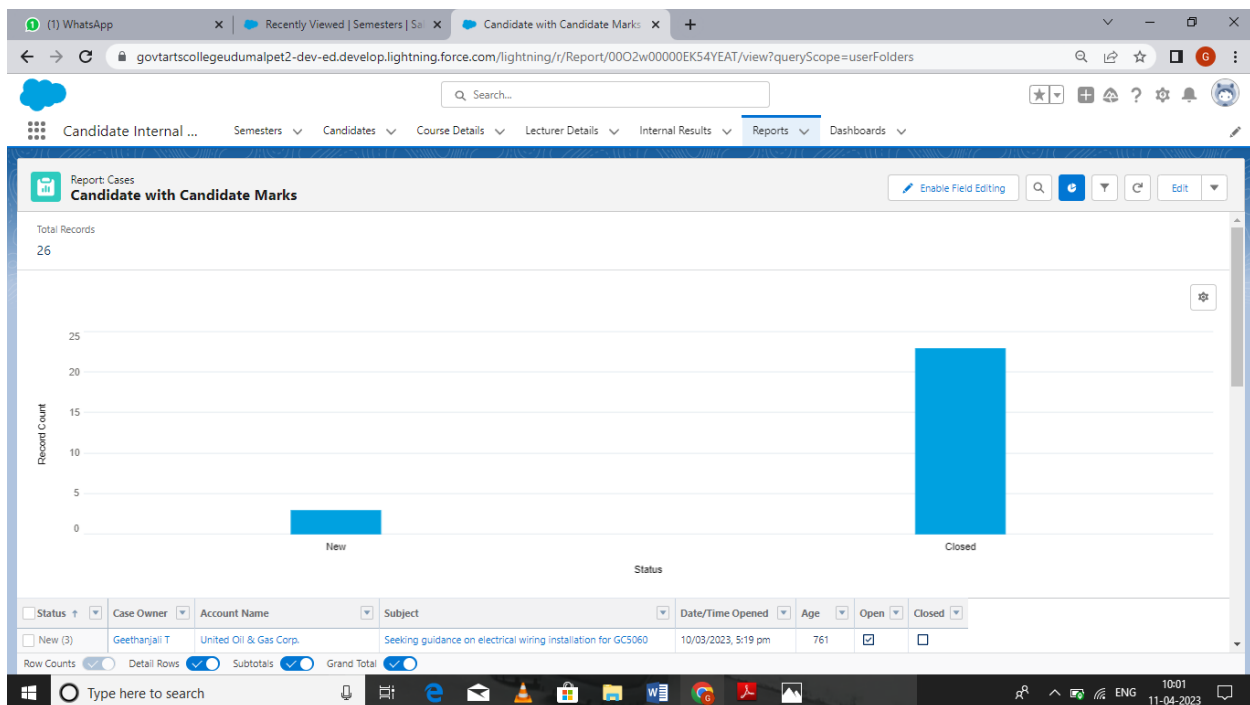
### Create a Report



The screenshot shows the Salesforce Reports interface. The browser address bar displays the URL: `govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mru`. The page title is "Reports | Salesforce". The left sidebar contains navigation links: "Candidate Internal ...", "Semesters", "Candidates", "Course Details", "Lecturer Details", "Internal Results", "Reports", and "Dashboards". The main content area is titled "Reports Recent" and shows a list of 3 items. The table below lists the reports:

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Candidate with Candidate Marks		Private Reports	Geethanjali T	5/4/2023, 11:19 am	
Created by Me	cases by status		Public Reports	Geethanjali T	5/4/2023, 11:28 am	

The bottom of the screenshot shows the Windows taskbar with the search bar and various application icons.



The screenshot shows the Salesforce Report "Candidate with Candidate Marks". The browser address bar displays the URL: `govtartscollegeudumalpet2-dev-ed.develop.lightning.force.com/lightning/r/Report/0002w00000EK54YEAT/view?queryScope=userFolders`. The page title is "Report: Cases Candidate with Candidate Marks". The report shows a total of 26 records. A bar chart displays the record count for two categories: "New" (approximately 3 records) and "Closed" (approximately 23 records). Below the chart is a table with the following columns: Status, Case Owner, Account Name, Subject, Date/Time Opened, Age, Open, and Closed.

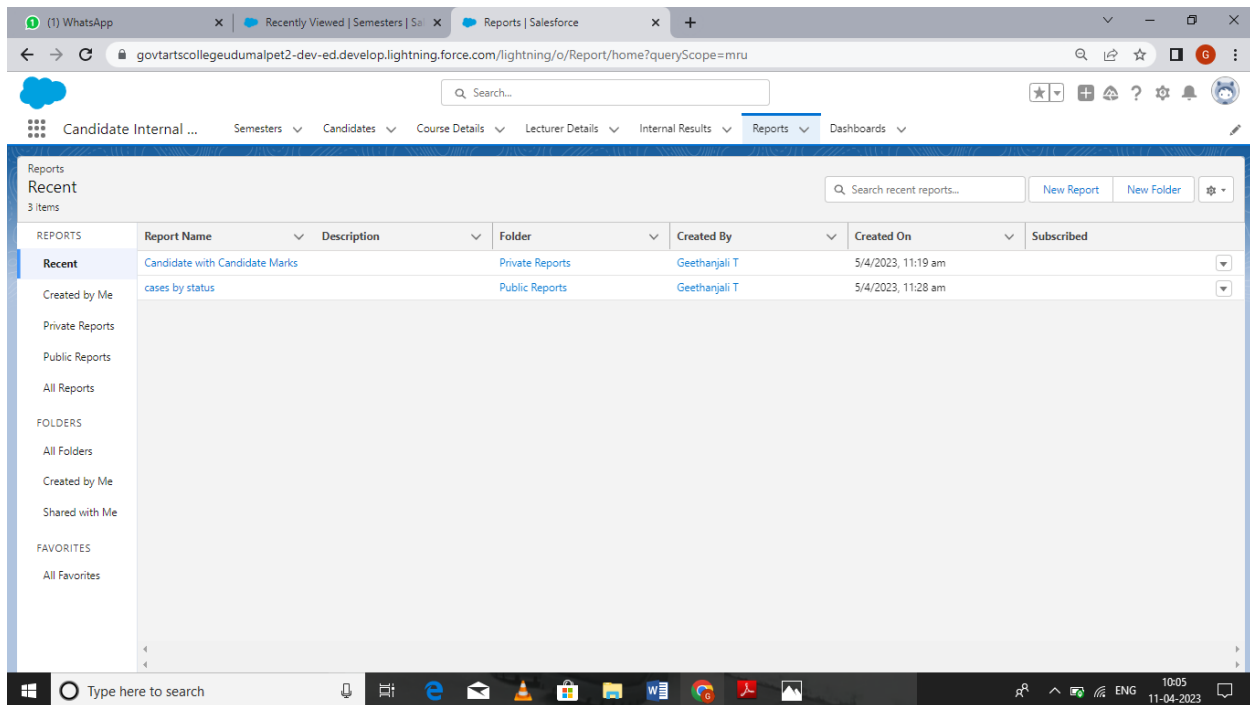
Status	Case Owner	Account Name	Subject	Date/Time Opened	Age	Open	Closed
New (3)	Geethanjali T	United Oil & Gas Corp.	Seeking guidance on electrical wiring installation for GC5060	10/03/2023, 5:19 pm	761	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The bottom of the screenshot shows the Windows taskbar with the search bar and various application icons.



## Activity 6

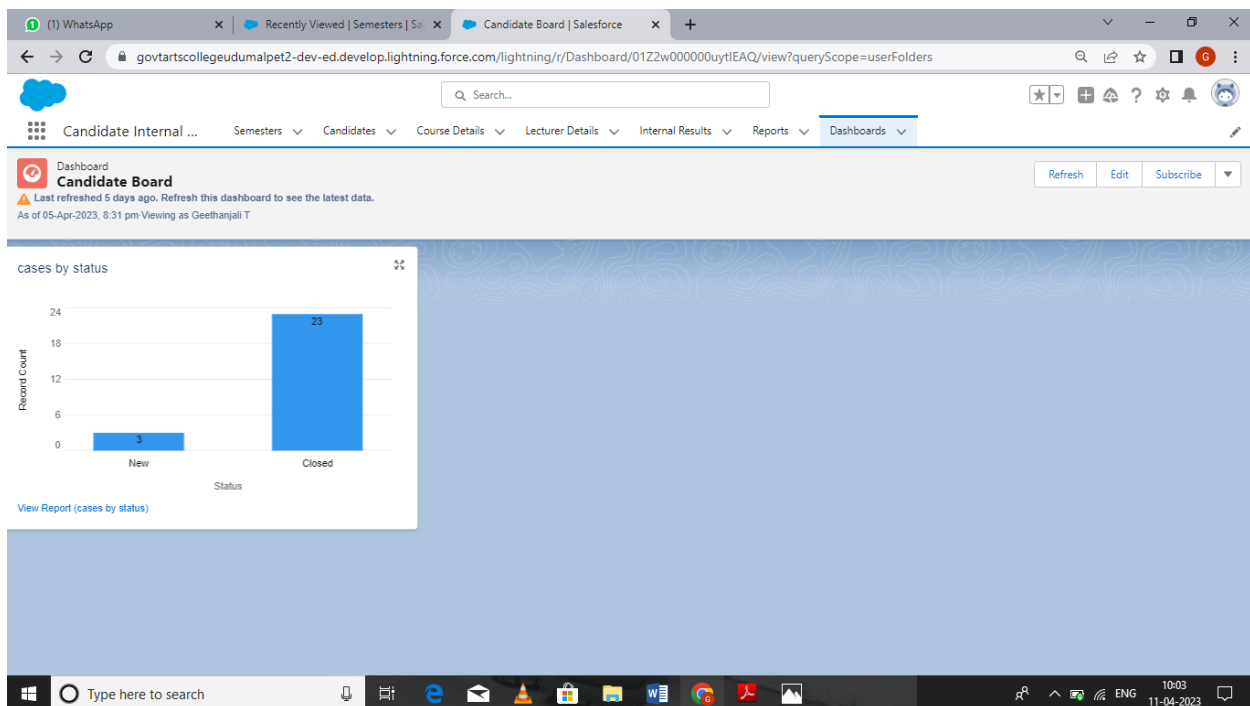
### Create a Dashboard



The screenshot shows the Salesforce Reports page. The left sidebar contains a navigation menu with options like 'Candidate Internal ...', 'Semesters', 'Candidates', 'Course Details', 'Lecturer Details', 'Internal Results', 'Reports', and 'Dashboards'. The main content area is titled 'Reports' and 'Recent' with a search bar and buttons for 'New Report' and 'New Folder'. A table lists recent reports:

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Candidate with Candidate Marks		Private Reports	Geethanjali T	5/4/2023, 11:19 am	
Created by Me	cases by status		Public Reports	Geethanjali T	5/4/2023, 11:28 am	

Below the table, there are sections for 'FOLDERS' (All Folders, Created by Me, Shared with Me) and 'FAVORITES' (All Favorites).



The screenshot shows the Salesforce Dashboard page. The left sidebar is the same as the previous screenshot. The main content area is titled 'Dashboard' and 'Candidate Board'. It includes a warning message: 'Last refreshed 5 days ago. Refresh this dashboard to see the latest data. As of 05-Apr-2023, 8:31 pm Viewing as Geethanjali T'. Below this, there is a bar chart titled 'cases by status' showing the record count for 'New' and 'Closed' statuses.

Status	Record Count
New	3
Closed	23

Below the chart, there is a link to 'View Report (cases by status)'.

## 4 Trailhead Profile Public URL

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

Team Member 1 - <https://trailblazer.me/id/j18ecem65>

Team Member 2 - <https://trailblazer.me/id/vijayalakshmi2>

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

## 5 ADVANTAGES

- **Faster Results**

This is the most obvious advantage of this application. Generally, the traditional paper-based internal result tracking system takes time as the teachers need to collate the internal results, manually calculate, input it into the system and wait until the reports are then printed. This system can take up weeks – during which times the students have forgotten the context and the content of the exam questions. However, with this application the internal results are calculated automatically and then results are ready to view or email within minutes.

- **Error Free Results**

One of the biggest downsides of the traditional form of result management is, that this entire system is prone to human errors and miscalculations. however, with this application we can eliminates all these problems. The automatic calculation and storage of the internal results reduces the burden on the educators and saves the results from any human errors

- **Bias-Free Checking of Marks**

The lack of human intervention in this system ensures that the student results are free from personal biases and prejudices. Most often, these biases can creep in unknowingly, but they affect the marks and the morale of the student

## DISADVANTAGES

- **Minor Technical Glitches in The System**

Just like any other technical system, there may be occasional glitches in this application. These may vary from small server problems to a larger lack of internet connection. However, these are challenges that can be easily managed to ensure that this application is not affected by these challenges

## 6 APPLICATION

The main objective of this application is to manage the details of internal results, candidate, course, semester and etc. this is project totally built at administrative end thus only the administrator is guaranteed to access. the purpose to reduce the manual work for managing the internal results.

## 7 CONCLUSIONS

This is an online website and can be used at any place, any time and by any students or faculty. This application will avoid the calculation and simplify the process of visualizing results by student as well as faculty

## 8 FUTURE SCOPE

The application will manage the information about various students enrolled in the course in different years, the subjects offered during different semesters of the courses the marks obtained by the various students in different semester will greatly simplify and speedup the internal result preparation and management process

In near future, the system interface could be improved, with more attractive, interactive and meaningful images; enhance the system with an email and SMS or email notifications. Enhance the current system by computerizing almost all the services provided by the institution, turning it into a complete LMS. And evolve the system by developing several versions through Users feedback. if a complete solution has not been worked out.

