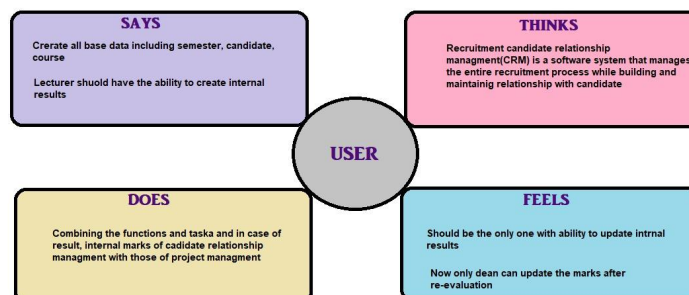Project Report

1 INTRODUCTION

- ## 1.1 Overview

  Are you new to salesforce? Not sure exactly what it is, or how to use it? Don't know where you should start on your learning journey? If you've answered yes to any of these questions, then you're in the right place. This module is for you.

  Welcome to salesforce! Salesforce is game-changing technology, with a host of productivity-boosting features, that will help you sell smarter and faster. As you work toward your badge for this module, we' ll take you through these features and answer the question, "what is salesforce, anyway?"

1.2
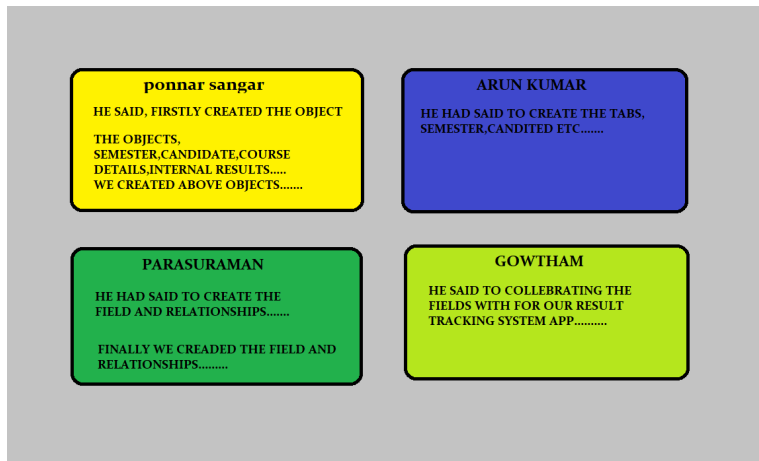
Customer relationship manegement. (CRM) software isn't just about sales and sevice automation. It's also how to engage with customers, anticipate their journey, and exceed their needs.

2.problem Definition & Design Thinking

2.1 Empathy Map

2.2 Ideation & Brainstorming Map

ponnar sangar

HE SAID, FIRSTLY CREATED THE OBJECT

THE OBJECTS,
SEMESTER,CANDIDATE,COURSE
DETAILS,INTERNAL RESULTS.....
WE CREATED ABOVE OBJECTS.......

ARUN KUMAR

HE HAD SAID TO CREATE THE TABS,
SEMESTER,CANDITED ETC.......

PARASURAMAN

HE HAD SAID TO CREATE THE
FIELD AND RELATIONSHIPS.......

FINALLY WE CREADED THE FIELD AND
RELATIONSHIPS.........

GOWTHAM

HE SAID TO COLLEBRATING THE
FIELDS WITH FOR OUR RESULT
TRACKING SYSTEM APP..........

3 RESULT

3.1 Data Model:

Objects:
 1.Semester

   Field labels: Data type

   Course(lookup)   -Text(30)
   Enter Semester Name   -Text(20)
   Semester Name   -Text(20)

 2.Candidate:

   Field Labels: Data type

   Candited id   -Text(30)
   Candited name -Text(15)
   Enter Semester Name   -Text(20)
   Internal Results(lookup)   -Text(20)
   Semester name   -Text(20)

 3.Course details:

   Field Labels: Data type

   Course id   -Text(15)
   Courese name   -Text(20)
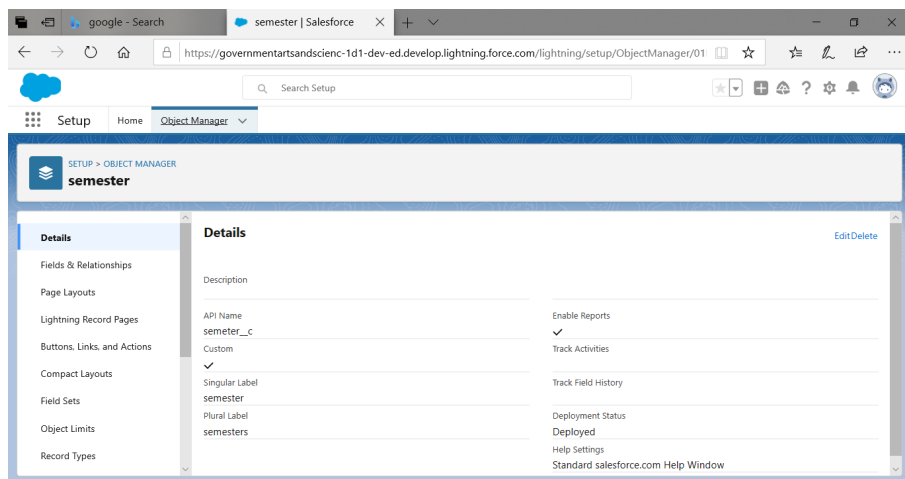
4.Lecturer Details:
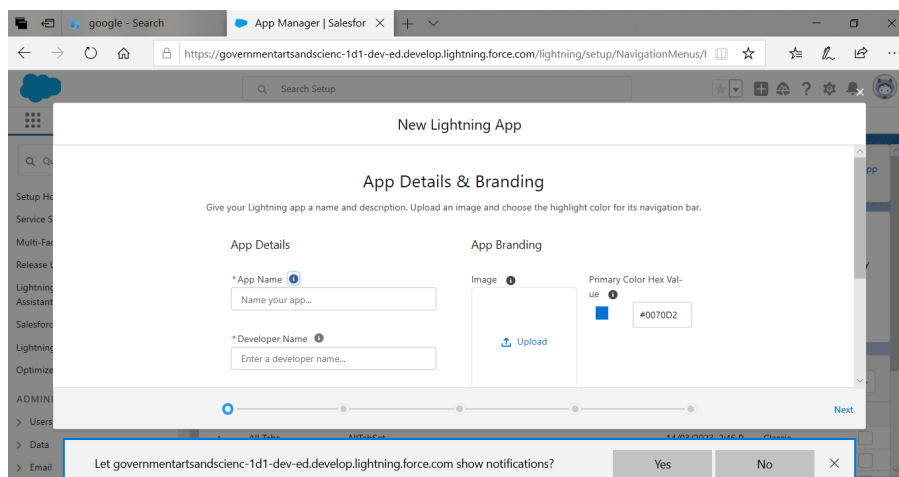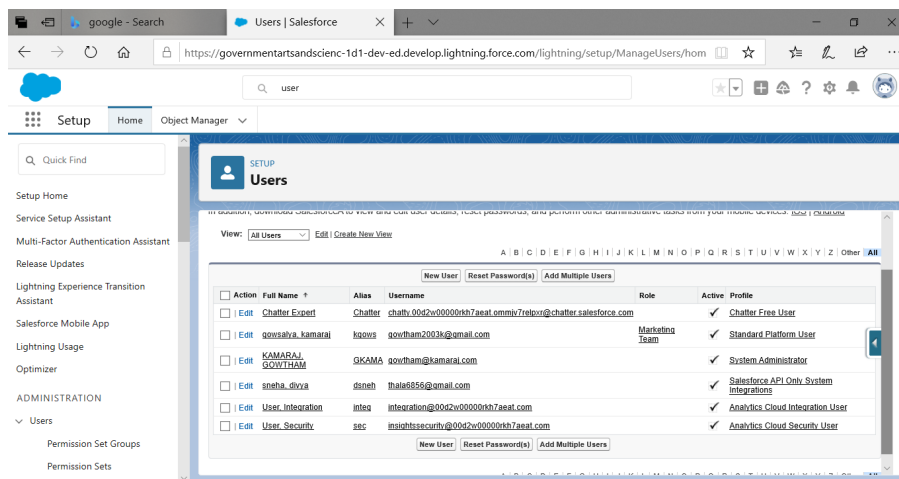
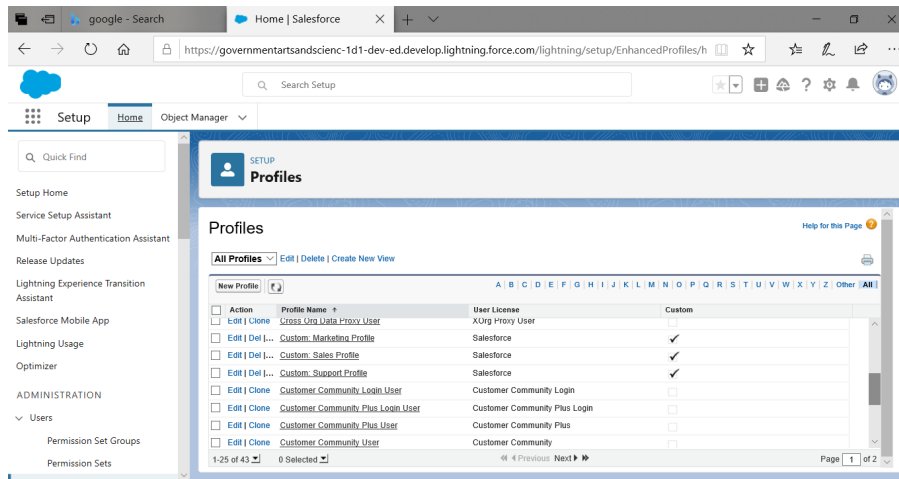Field Labels: Data type

Course(lookup)   -Text(30)
Course id   -Text(15)
Lecturer Name   -Text(15)
Lecturer role   -Text(30)

5.Internalresults

Field Labels: Data Type

Candidate id   -Text(15)
Course id   -Text(20)
Marks   -Text(20)

3.2 Activity & Screen shot

4.Trailhead Profile Public URL:

Team Lead:https://trailblazer.me/id/grocky3

Team Member 1:http://trailblazer.me/id/tsiva43
Team Member 2:https://trailblazer.me/id/akumar8374
Team Member 3:https://trailblazer.me/id/praman8
Team Member 4:Ashwin Kumar long aption

5.Advantage & Disadvantage

Advantage:

Develop And Maintain New Digital Channels, Attract New Prospects, Nsmely Visitors to Your Site, Convert These Prospects Into Customers and Maximize Revenue, Retain Customers and Establish a long-term.

Disadvantage:

Nothing But

6.Application:

The Observing Of Persons Or Objects On The Move and Supplying a Timely Ordered Sequence Of Location Data For Further Processing.

7.Conclusion:

CRM strategy improves the reliability of your sales and marketing efforts by providing you with more data points.

8.Future Scope:

Companies Will be Able to Pivot to Meet the Changing Needs and Trends — Driven by Customer Expectations.