

Implementing CRM for result tracking of a candidate with internal marks

1. INTRODUCTION

1.1 Overview

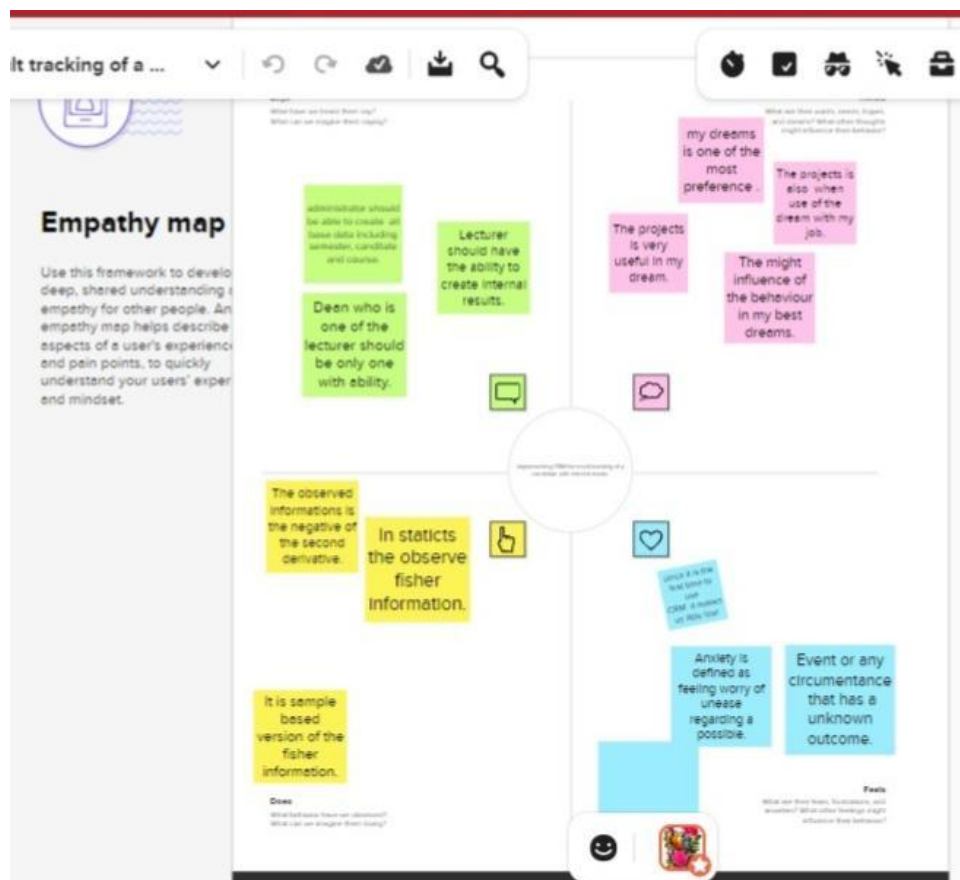
Administrator should be able to create all base data including semester ,candidate course and lecturer ,lecturer should have the ability to create internal results, dean ,who is one of the lecturer should have the ability to update Internal Results, Re-evaluation Can be initialized by candidate for all internal Results. Now only dean can update the marks after re-evaluation.

1.2 PURPOSES:

- It helps you in collating all the customer information at one place and helps you in better customer management .
- A want is placing certain personal criteria as to how that need must be fulfilled .
- It is easy way to maintain internal marks.

2 . PROBLEM DEFINITION &DESIGN THINKING

2.1 Empathy map



2.2 Ideation&Brainstroming Map

Brainstorm

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

⌚ 10 minutes

TIP

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

Person 1

Identify customer pain points or change existing pain points to enhance their customer experience

It turns generative idea opportunities for generative thinking

You present the findings/insight to the user and gather them up with some next steps

Organize how you think about the current and possible solution

The first one is to close and you are excited to see what the results

The team comes back at you, just these are creative

A Few people come back at you

Some look at their comments and a few answer emails

Then you hear if the research is interesting or not

Person 2

All the interviews are done and you published

The report is shared with stakeholders

An interview is done so that you know that the research might not always be on

We are good at reflecting evidence to problems and thinking

Real research is not always a linear process

These thoughts and comments about other knowledge

The important to be prepared for an interview session

I have suggests that we do not yet have the answer

I think up to consider multiple interview for innovation

Person 3

The interview that we are all ensuring the present and solution space

Right to present that they can only offer what you can get out and bring about vision

Five ideas for every problem creativity and brainstorming

The thinking about the present from multiple perspectives

Five might is where innovation becomes part of the process

We should all work collaboratively to come up with a joint understanding

The research is to answer on how all the possible interview topics

With the much focus we are think on one particular solution already

Person 4

We want to create different ideas at first at the end

So the user can think on how solution will look creativity and innovation

The statement focus on your user and their needs

How you connect your observations to assumptions or an insight of your user

You can create this by combining these elements

Clear, focused, insight into problems

A person expecting that that might needs to set up an interview

Because they want to join for their initial future education

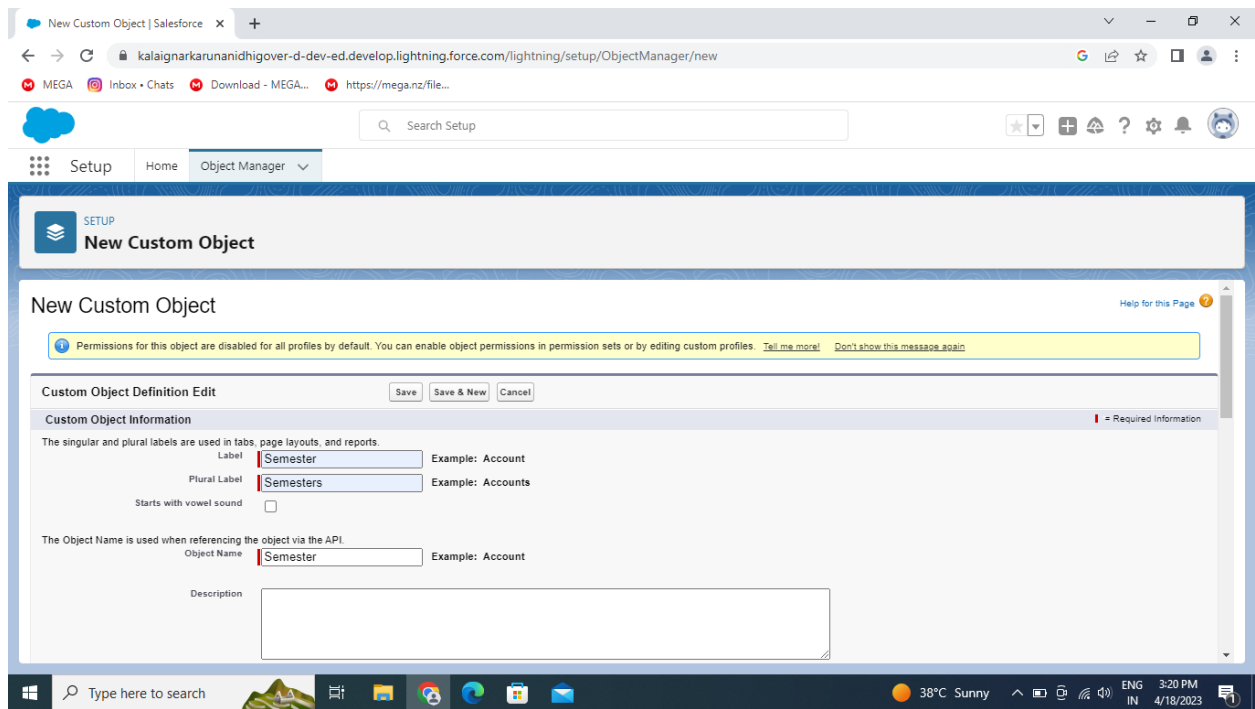
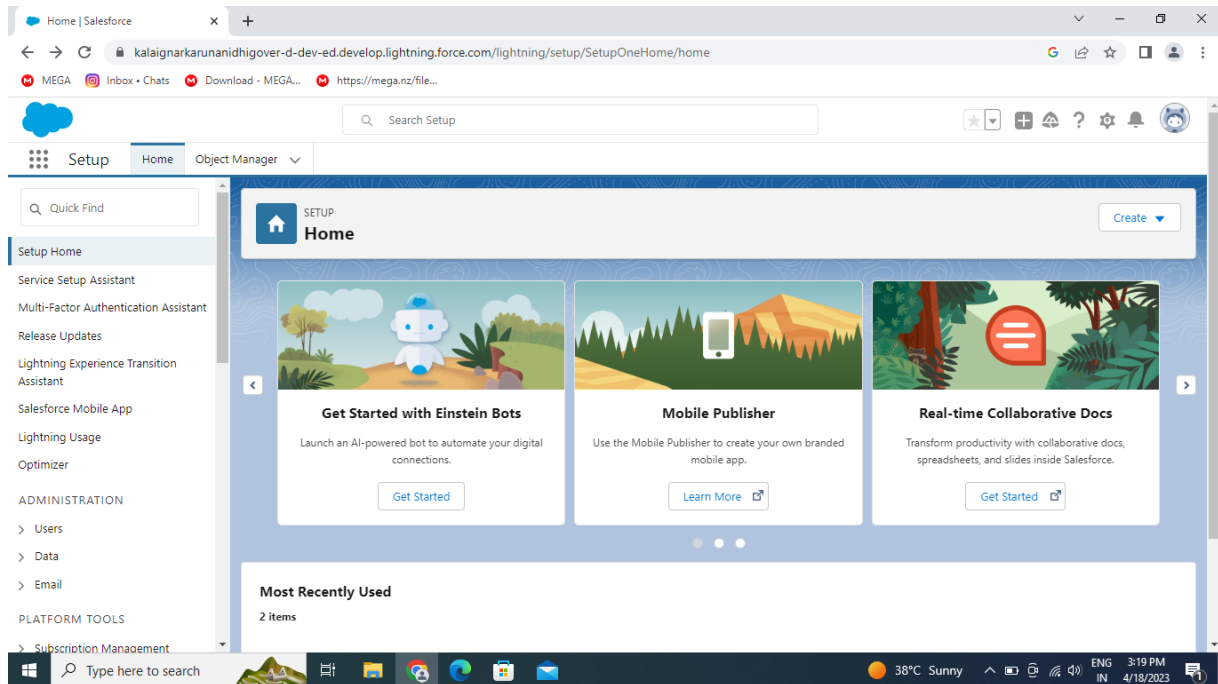
They are not interested to learn and how to create a proper change document

3. RESULT

3.1 Data Model

OBJECT NAME	FILDES IN THE OBJECT	
Obj 1		
	Field label	Data Type
	candidate	alphabet
	Course lecturer	alphabet
Obj 2		
	Field label	Data Type
	Internal result	Auto number
	semester	alphabet

3.2 Activity and screen shot



Browser: New Custom Object | Salesforce x +
URL: kалаignarkaranunidhigover-d-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/new
Tabs: MEGA, Inbox • Chats, Download • MEGA..., https://mega.nz/file...

Search Setup

Setup Home Object Manager

SETUP New Custom Object

Help for this Page

Permissions for this object are disabled for all profiles by default. You can enable object permissions in permission sets or by editing custom profiles. [Tell me more!](#) [Don't show this message again](#)

Custom Object Definition Edit

Save Save & New Cancel

Custom Object Information

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

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

Windows Taskbar: Type here to search, 38°C Sunny, 3:22 PM, 4/18/2023

Browser: Object Manager | Salesforce x +
URL: kалаignarkaranunidhigover-d-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/page?address=%2F01%2Fe%3FappLayout%3Dsetup%26retURL...
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Object Manager | Salesforce x Object Manager | Salesforce x +

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Setup Home Object Manager

SETUP
Object Manager
51+ Items, Sorted by Label

Quick Find Schema Builder Create

Custom Object
Custom Object from Spreadsheet

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED
Account	Account	Standard Object		
Activity	Activity	Standard Object		
Alternative Payment Method	AlternativePaymentMethod	Standard Object		
API Anomaly Event Store	ApiAnomalyEventStore	Standard Object		
Appointment Invitation	AppointmentInvitation	Standard Object		
Appointment Invitee	AppointmentInvitee	Standard Object		
Appointment Topic Time Slot	AppointmentTopicTimeSlot	Standard Object		
Asset	Asset	Standard Object		
Asset Action	AssetAction	Standard Object		
Asset Action Source	AssetActionSource	Standard Object		

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Object Manager | Salesforce x Object Manager | Salesforce x Object Manager | Salesforce x Account | Salesforce

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Setup Home Object Manager

SETUP > OBJECT MANAGER
Account

Details Fields & Relationships Page Layouts Lightning Record Pages Buttons, Links, and Actions Compact Layouts Field Sets Object Limits Record Types Related Lookup Filters

Fields & Relationships
33+ Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Account Name	Name	Name		✓
Account Number	AccountNumber	Text(40)		
Account Owner	OwnerId	Lookup(User)		✓
Account Site	Site	Text(80)		
Account Source	AccountSource	Picklist		
Active	Active__c	Picklist		
Annual Revenue	AnnualRevenue	Currency(18, 0)		
Billing Address	BillingAddress	Address		

<https://kalgainarkaranidhigover-d-dev-ed.develop.lightning.force.com/one/one.app#/setup/ObjectManager/Account/FieldsAndRelationships/view>

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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

- ☐ Geolocation
Allows users to define locations. Includes latitude and longitude components, and can be used to calculate distance.
- ☐ Number
Allows users to enter any number. Leading zeros are removed.
- ☐ Percent
Allows users to enter a percentage number, for example, '10' and automatically adds the percent sign to the number.
- ☐ Phone
Allows users to enter any phone number. Automatically formats it as a phone number.
- ☐ Picklist
Allows users to select a value from a list you define.
- ☐ Picklist (Multi-Select)
Allows users to select multiple values from a list you define.
- ☒ Text
Allows users to enter any combination of letters and numbers.
- ☐ Text Area
Allows users to enter up to 255 characters on separate lines.
- ☐ Text Area (Long)
Allows users to enter up to 131,072 characters on separate lines.
- ☐ Text Area (Rich)
Allows users to enter formatted text, add images and links. Up to 131,072 characters on separate lines.
- ☐ Text (Encrypted)
Allows users to enter any combination of letters and numbers and store them in encrypted form.
- ☐ Time
Allows users to enter a local time. For example, "2:40 PM", "14:40", "14:40:00", and "14:40:50.500" are all valid times for this field.
- ☐ URL
Allows users to enter any valid website address. When users click on the field, the URL will open in a separate browser window.

Next Cancel

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Account

Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
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Account
New Custom Field

Step 2. Enter the details Step 2 of 4

Field Label Semester Name

Please enter the maximum length for a text field below.

Length

Field Name

Description

Help Text

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

Previous Next Cancel

Type here to search 38°C Sunny ENG IN 3:39 PM 4/18/2023

Object Manager | Salesforce x Object Manager | Salesforce x Object Manager | Salesforce x Account | Salesforce x +

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SETUP > OBJECT MANAGER
Account

Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
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Account
New Custom Field

Step 3. Establish field-level security Step 3 of 4

Field Label Semester Name
Data Type Text
Field Name Semester_Name
Description

Select the profiles to which you want to grant edit access to this field via field-level security. The field will be hidden from all profiles if you do not add it to field-level security.

Field-Level Security for Profile	<input type="checkbox"/> Visible	<input type="checkbox"/> Read-Only
Analytics Cloud Integration User	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Analytics Cloud Security User	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Authenticated Website	<input type="checkbox"/>	<input type="checkbox"/>
Authenticated Website	<input type="checkbox"/>	<input type="checkbox"/>

Earnings upcoming 3:39 PM 4/18/2023

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SETUP > OBJECT MANAGER
Account

Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
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Account
New Custom Field

Step 2. Enter the details Step 2 of 4

Field Label Course Detail

Please enter the maximum length for a text field below.

Length 20

Field Name Course_Detail

Description

Help Text

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

Game 3:42 PM 4/18/2023

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Details
Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
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Field Sets
Object Limits
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Search Layouts

Account
New Custom Field Help for this Page

Step 2. Enter the details Step 2 of 4

Field Label

Please enter the maximum length for a text field below.

Length

Field Name

Description

Help Text

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

Previous Next Cancel

Object Manager | Salesforce x Object Manager | Salesforce x Object Manager | Salesforce x Account | Salesforce x +

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Details
Fields & Relationships
Page Layouts
Lightning Record Pages
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Previous Next Cancel

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Search Setup

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Details

Fields & Relationships

45 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Account Name	Name	Name		✓
Account Number	AccountNumber	Text(40)		
Account Owner	OwnerId	Lookup(User)		✓
Account Site	Site	Text(80)		
Account Source	AccountSource	Picklist		
Active	Active_c	Picklist		
Annual Revenue	AnnualRevenue	Currency(18, 0)		
Billing Address	BillingAddress	Address		

Type here to search

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Object Manager | Salesforce x Object Manager | Salesforce x Object Manager | Salesforce x App Manager | Salesforce x +

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Setup Home Object Manager

Lightning Experience App Manager

New Lightning App New Connected App

Clone Apps(Beta)

Quickly create new Lightning apps by cloning existing apps. To use the beta feature, indicate that you've read all legal requirements and agree to participate by toggling Enable App Cloning. See additional details and terms in the [Winter '23 release notes](#)

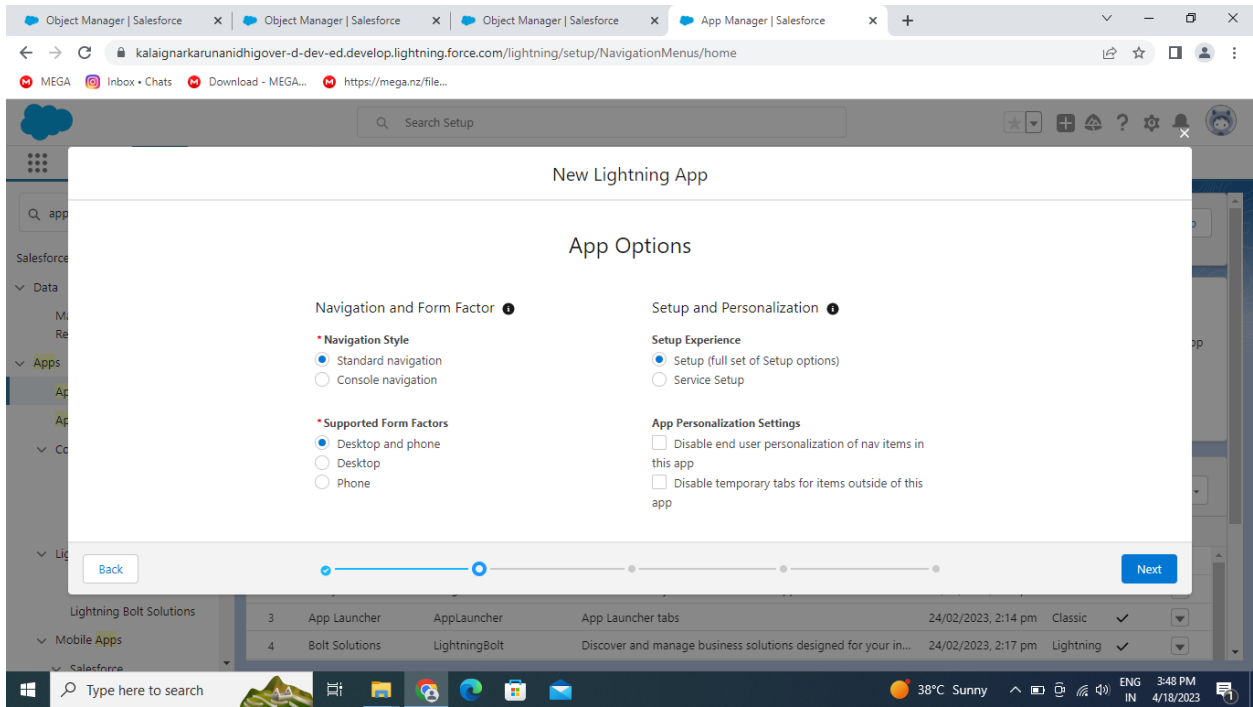
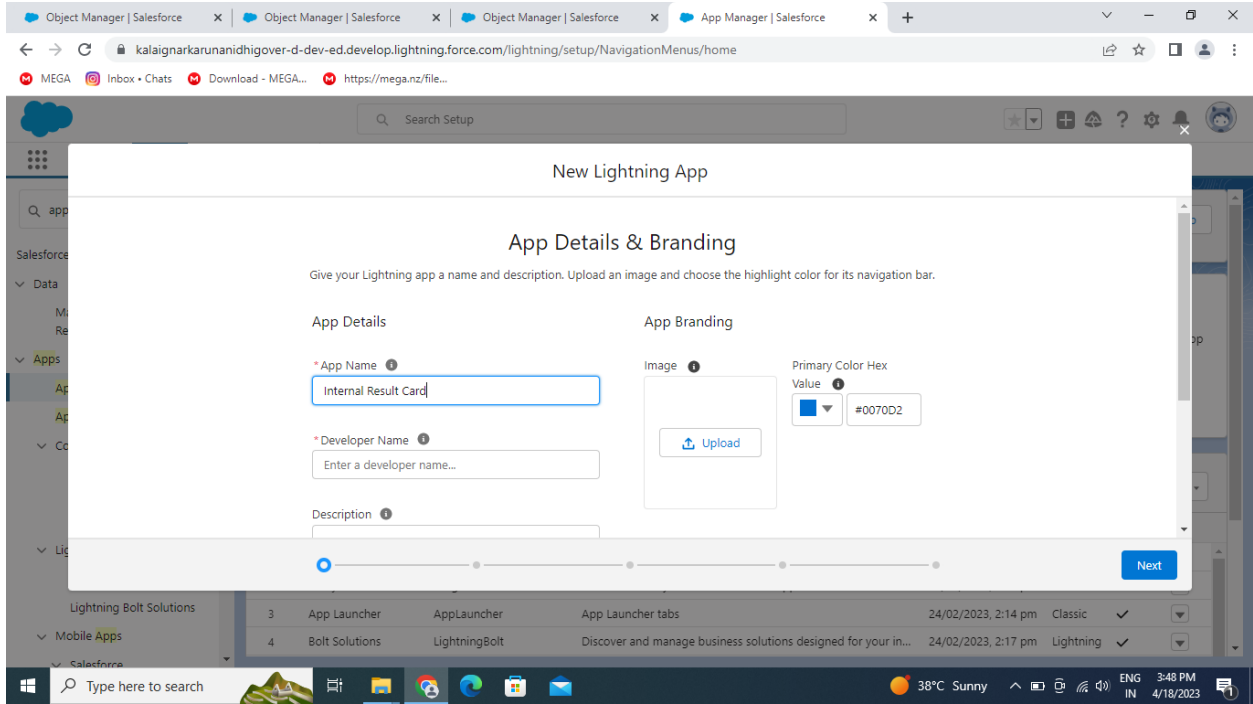
Enable App Cloning ☐ Disabled

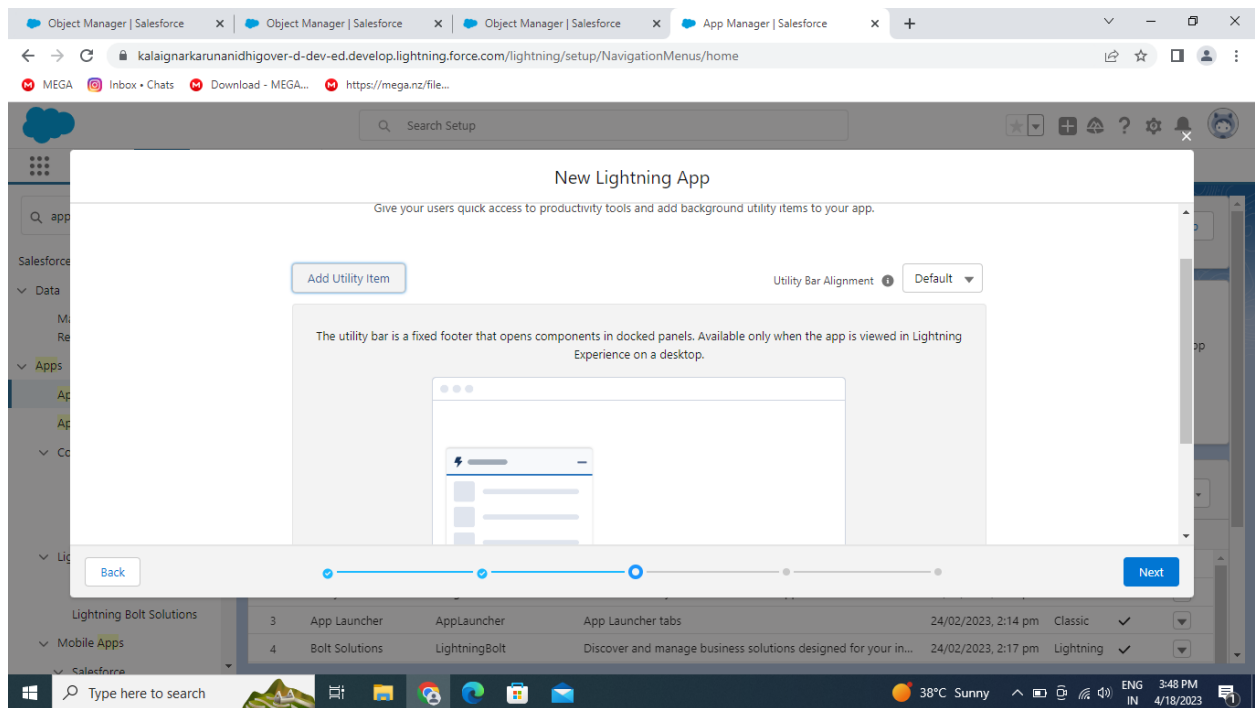
21 items • Sorted by App Name • Filtered by All appmenuitems - TabSet Type

	App Name	Developer Name	Description	Last Modified	Ap...	VI...
1	All Tabs	AllTabSet		24/02/2023, 2:14 pm	Classic	
2	Analytics Studio	Insights	Build CRM Analytics dashboards and apps	24/02/2023, 2:14 pm	Classic	✓
3	App Launcher	AppLauncher	App Launcher tabs	24/02/2023, 2:14 pm	Classic	✓
4	Bolt Solutions	LightningBolt	Discover and manage business solutions designed for your in...	24/02/2023, 2:17 pm	Lightning	✓

Type here to search

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4 . TRAILHEAD PROFILE PUBLIC URL

1. Team Member 1 <https://trailblazer.me/id/hravi56>
2. Team Member 2 <https://trailblazer.me/id/kalas51>
3. Team Member 3 <https://trailblazer.me/id/maham144>
4. Team Member 4 <https://trailblazer.me/id/rocgng>

5 . ADVANTAGES

1. Beneficial for different department or teams of the business.
2. Customers are engaged across multiple channel.
3. Provide streamline operations
4. Improve customer service
5. Data mining
6. Helps in increasing sales
7. CRM made targeting and marketing simple
8. Improve decision making and productivity.

DIS ADVANTAGES

1. Not suitable for every business
2. Experience based procedure in all the stages
3. Can be accessed by third party
4. A costly project
5. Having lot of security concern
6. CRN not fully customized
7. Have poor usability
8. Centralized data is stake

6. APPLICATION

- 1.I want something reliable
- 2.Target marketing
- 3.Increase candidate quality
- 4.cam work easily
- 5.Streamlining internal sales processers
-

7. CONCLUTION

Student internal mark management system deals with student details. academic related reports college details and course details .It tracks all the details of a student from the day one to the end of his course which can be used for all reporting purpose , tracking of progress in the course, completed semester, upcoming semester details, exam details, project or any other assignment details, and final exam result.

8. FUTURE SCOPE

Scope of education means range of view, outlook , field or opportunity of activity, operation and application of education. Education has a wider meaning and application

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