

## **1.INTRODUCTION**

### **1.1 OVERVIEW**

**A CRM application for school management is a software tool designed specifically to help schools manage their administrative and operational process. It provides a centralized platform for storing and managing data related to students,parents,teachers,academic performance,financial transactions,and other important aspects of school management.**

#### **\* STUDENT INFORMATION MANAGERMENTS:**

**The CRM application can store and manage information related to students such as personal details,academic performance,attendance records,health information,etc. This helps school administrators to have a 360-degree view of each student,and allows them to make informed decisions about their education.**

#### **\*PARENT COMMUNICATIONS:**

**With a CRM application,schools can easily communicate with parents through email,SMS,or even automated notifications. This helps to keep them informed about their child's academic progress, school schedule, and more other important events or announcements.**

#### **\*ADMISSION AND ENROLLMENT MANAGEMENT:**

**When it comes to managing admissions and enrollment ,a CRM application can make the process smoother and more efficient. It can keep track of students applications, acceptance status, and waiting lists, and allow easy communication with prospective students and their families.**

#### **\*TEACHER MANAGERMENTS:**

**A CRM application can also manage teacher details, such as personal information, assignment details, and professional development. This allows the school to have a comprehensive view of each teacher, and helps in making decisions about staffing and curriculum.**

#### **\*REPORTING:**

**CRM applications can generate reports that provide insights into students performance,financial data, and other key areas of school management. This helps administrators to analyze and evaluate the effectiveness of their teaching and administrative staff, and make informed decisions for improvement.**

**Overall, CRM applications can provide a comprehensive solution for managing all aspects of school managements, increasing efficiency, improving communication, and enhancing students outcomes.**

### **1.2 PURPOSE:**

**The main purpose of a CRM application for a school is to manage and organize the relationship with its students, parents, teachers, and other stakeholders. This can**

include tracking communications with the parents and students, managing enrollment and admissions, scheduling appointments with teachers or counselors, tracking academic progress, and maintaining financial records. By using a CRM application, schools can streamline their administrative process, improve communication with stakeholders, track students data in real-time, and ultimately enhance the overall educational experience.

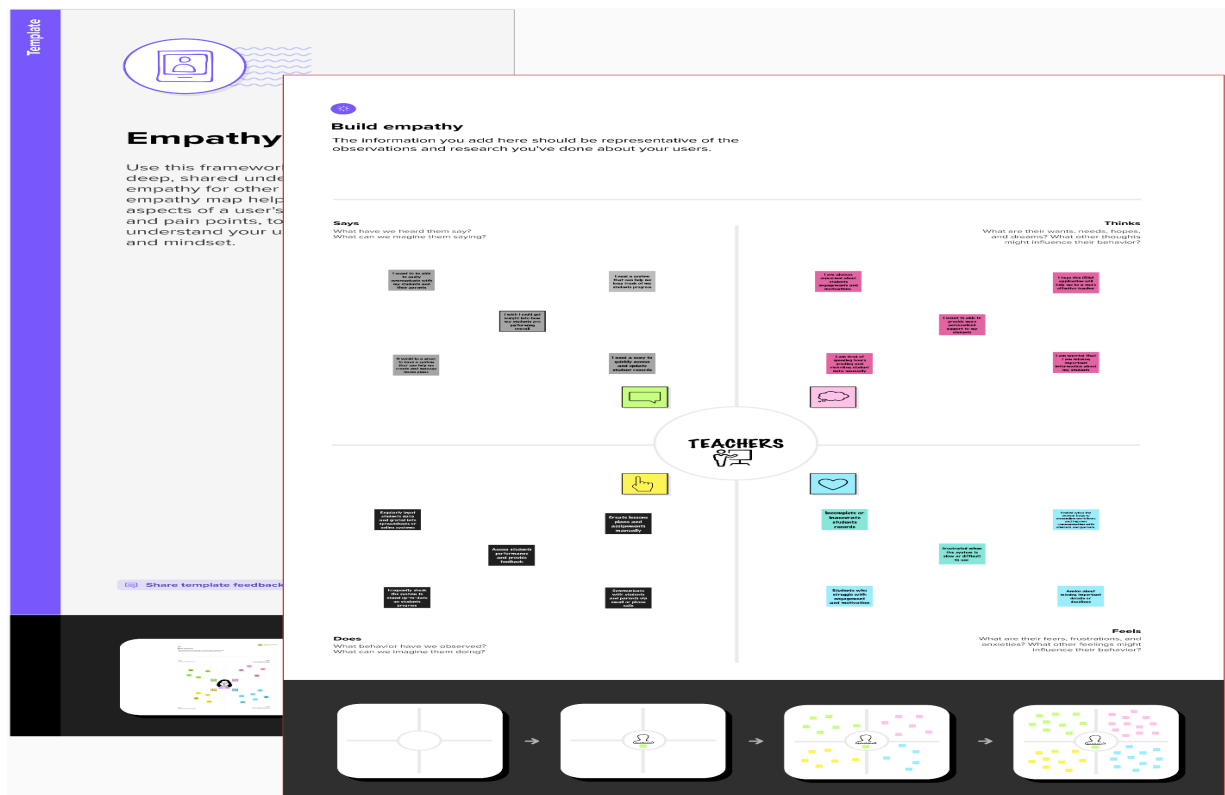
## EXAMPLES:

1. IMPROVING ENROLLMENT AND ADMISSIONS PROCESS
2. ENHANCING PARENT AND STUDENT COMMUNICATION
3. TRACKING ACADEMIC PROGRESS
4. MANAGING FINANCIAL INFORMATIONS

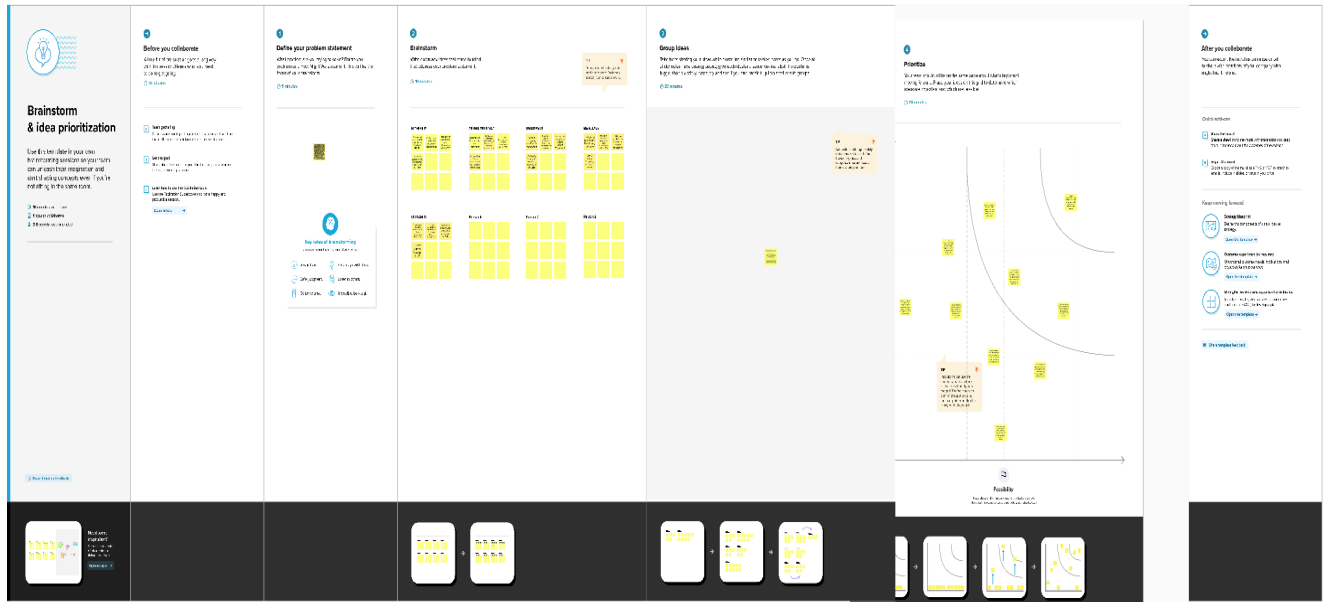
Overall, a CRM application can provide schools with a wide range of benefits their operations, enhance students outcomes, and build stronger relationship with parents and students.

## Problem Definition & Design Thinking

### 1.1 Empathy Map



### 1.2 Ideation & Brainstorming Map



## 2.RESULT

### 1.3 Data Model:


Object name	Fields in the Object	
School	Field label	Data type
	Address	Text Area(255)
	District	Text Area(255)
	State	Text Area
	School websites	Text Area
	Phone Number	Phone
	Number of students	Roll-up summary(COUNT student)
	Highest Marks	Roll-up summary(MAX students))

Student		
	Field label	Data type
	Phone Number	Phone
	School	Master-Detail Relationship
	Results	Picklist
	Class	Number(18,0)
	Marks	Number(18,0)
Parent		
	Field label	Data type
	Parent Address	Text Area(255)
	parent name	Text(80)
	Parent Number	Phone

### 1.4 Activity & Screenshot

***Milestone-1:***

***Activity :Creating Developer Account***



Username

nithiyarnithiya83@gmail.com

Password

.....

Log In


☐ Remember me

[Forgot Your Password?](#)

[Use Custom Domain](#)

Not a customer?

[Try for Free](#)



Setup

Home

Object Manager

Quick Find

Setup Home

Service Setup Assistant

Multi-Factor Authentication Assistant

Release Updates

Lightning Experience Transition Assistant

Salesforce Mobile App

Lightning Usage

Optimizer

ADMINISTRATION

> Users

> Data

> Email

PLATFORM TOOLS

> Subscription Management

> Announcements

SETUP

Home

Create

Get Started with Einstein Bots

Launch an AI-powered bot to automate your digital connections.

Get Started

Mobile Publisher

Use the Mobile Publisher to create your own branded mobile app.

Learn More

Real-time Collaborative Docs

Transform productivity with collaborative docs, spreadsheets, and slides inside Salesforce.

Get Started

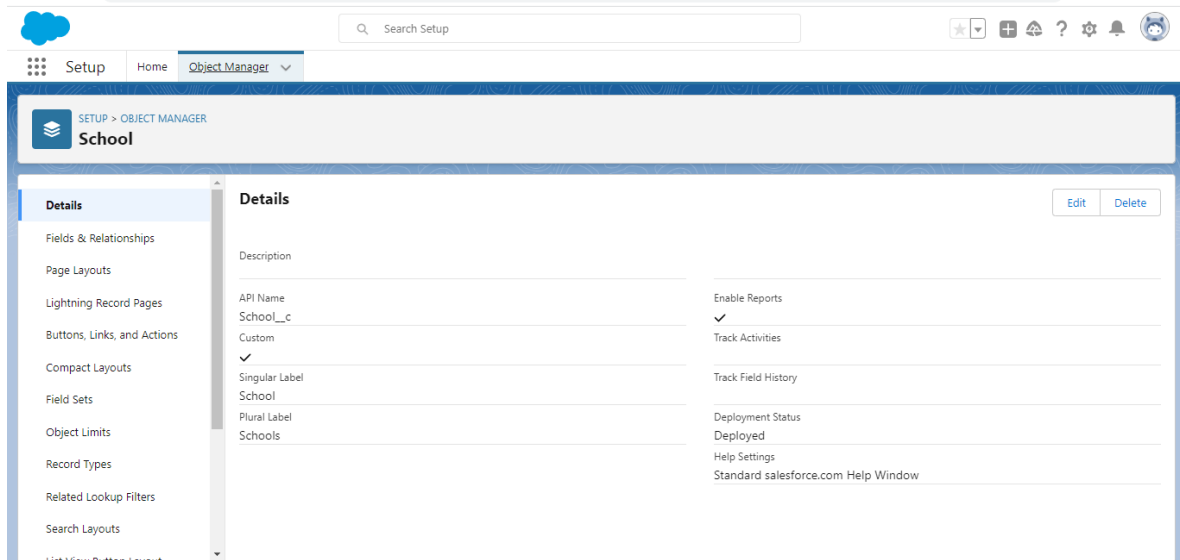
Most Recently Used

10 Items

NAME	TYPE	OBJECT
------	------	--------

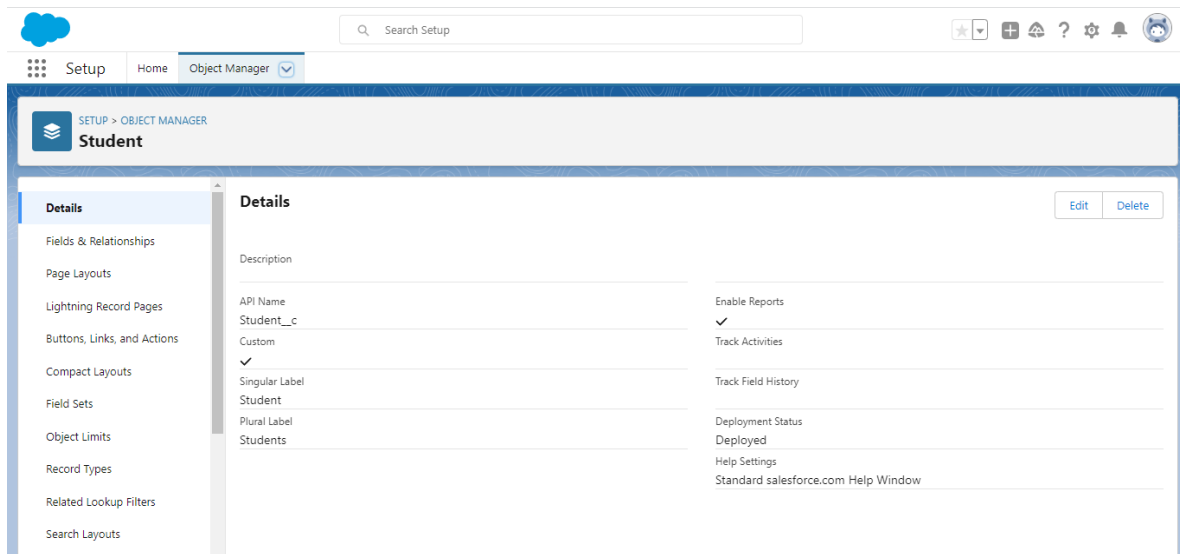
## MILESTONE-2:OBJECT

### Activity:CREATION OF SCHOOL OBJECT



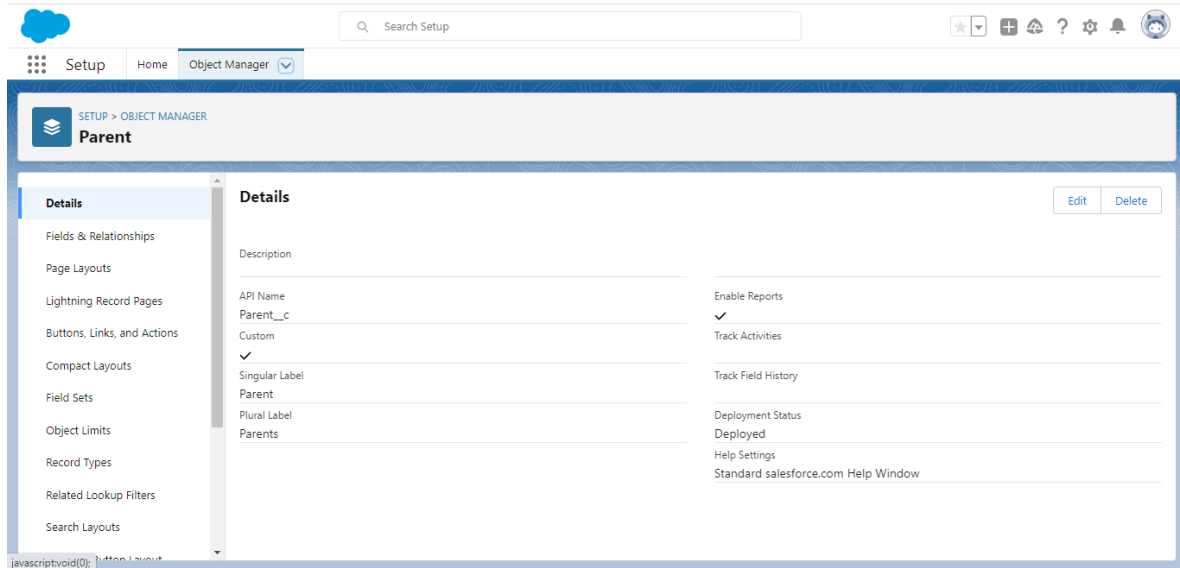
The screenshot shows the Salesforce Setup interface for the 'School' object. The left sidebar contains a 'Details' menu with options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, and Search Layouts. The main content area is titled 'Details' and includes an 'Edit' button and a 'Delete' button. The 'Details' section is divided into two columns. The left column contains: Description, API Name (School\_\_c), Custom (checked), Singular Label (School), Plural Label (Schools), and Record Types. The right column contains: Enable Reports (checked), Track Activities, Track Field History, Deployment Status (Deployed), Help Settings, and Standard salesforce.com Help Window.

### Activity-2:CREATION OF STUDENT OBJECT



The screenshot shows the Salesforce Setup interface for the 'Student' object. The left sidebar contains a 'Details' menu with options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, and Search Layouts. The main content area is titled 'Details' and includes an 'Edit' button and a 'Delete' button. The 'Details' section is divided into two columns. The left column contains: Description, API Name (Student\_\_c), Custom (checked), Singular Label (Student), Plural Label (Students), and Record Types. The right column contains: Enable Reports (checked), Track Activities, Track Field History, Deployment Status (Deployed), Help Settings, and Standard salesforce.com Help Window.

### Activity-3:CREATION OF PARENT OBJECT



## MILESTONE-3:LIGHTNING APP

### Activity

### New Lightning App

#### App Details & Branding

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.

##### App Details


\* App Name ⓘ  
school management

\* Developer Name ⓘ  
school\_management

Description ⓘ  
Enter a description...

##### App Branding

Image ⓘ



Clear

Primary Color Hex Value ⓘ

#0070D2

Next

New Lightning App

## User Profiles

Choose the user profiles that can access this app.

Available Profiles

Salesforce API Only System Integrations

Selected Profiles

System Administrator

Back

Save & Finish

**Setup** | Home | Object Manager ▾

Search Setup

Enable App Cloning ☐ Disabled

22 items • Sorted by Visible in Lightning Experience • Filtered by All appmenuitems - TabSet Type

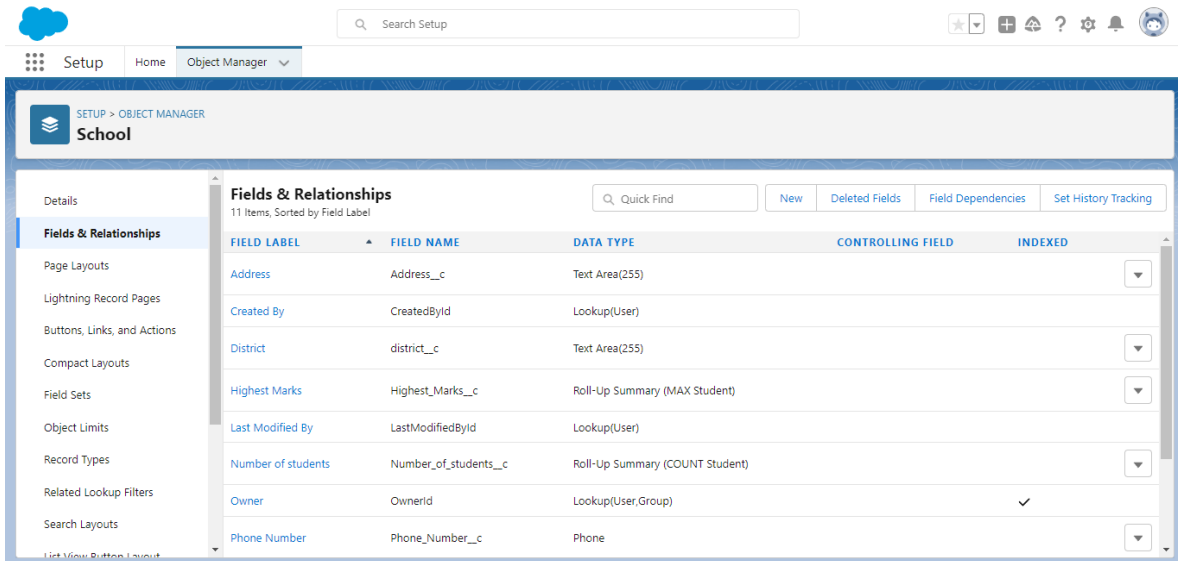
	App Name	Developer Name	Description	Last Modified ...	Ap...	V. ↑ ▾
12	Community	Community	Salesforce CRM Communities	04/03/2023, 2:26 pm	Classic ✓	▾
13	Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profile...	04/03/2023, 2:26 pm	Classic ✓	▾
14	Content	Content	Salesforce CRM Content	04/03/2023, 2:26 pm	Classic ✓	▾
15	Analytics Studio	Insights	Build CRM Analytics dashboards and apps	04/03/2023, 2:26 pm	Classic ✓	▾
16	Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experi...	04/03/2023, 2:26 pm	Lightning ✓	▾
17	Salesforce Scheduler Setup	LightningScheduler	Set up personalized appointment scheduling.	04/03/2023, 2:28 pm	Lightning ✓	▾
18	Bolt Solutions	LightningBolt	Discover and manage business solutions designed for ...	04/03/2023, 2:28 pm	Lightning ✓	▾
19	Service Console	LightningService	(Lightning Experience) Lets support agents work with ...	04/03/2023, 2:26 pm	Lightning ✓	▾
20	Sales Console	LightningSalesConsole	(Lightning Experience) Lets sales reps work with multip...	04/03/2023, 2:26 pm	Lightning ✓	▾
21	School Management	School_Management		26/03/2023, 10:53 am	Lightning ✓	▾
22	Sales	LightningSales	Manage your sales process with accounts, leads, oppor...	04/03/2023, 2:29 pm	Lightning ✓	▾



## MILESTONE-4: CREATION OF FIELDS AND RELATIONSHIP

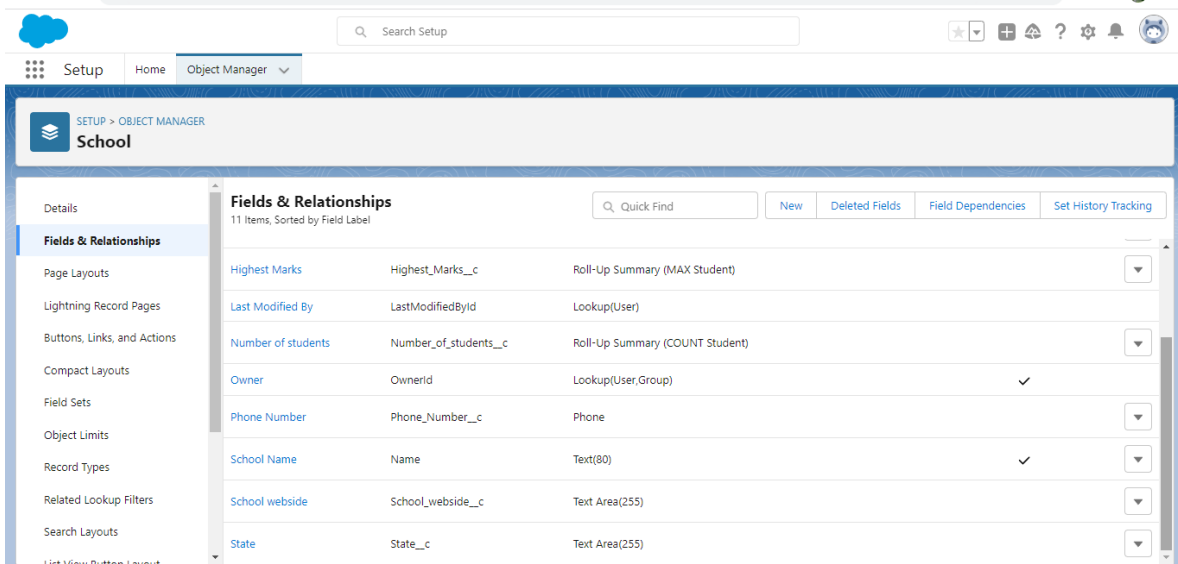
### Activity-1:

#### CREATION OF FIELDS FOR SCHOOL OBJECT:



The screenshot shows the Salesforce Setup interface for the 'School' object. The 'Fields & Relationships' tab is selected, displaying a list of 11 fields. The fields are sorted by Field Label. The table includes columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed status.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Address	Address__c	Text Area(255)		
Created By	CreatedById	Lookup(User)		
District	district__c	Text Area(255)		
Highest Marks	Highest_Marks__c	Roll-Up Summary (MAX Student)		
Last Modified By	LastModifiedById	Lookup(User)		
Number of students	Number_of_students__c	Roll-Up Summary (COUNT Student)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone Number	Phone_Number__c	Phone		




The screenshot shows the Salesforce Setup interface for the 'School' object. The 'Fields & Relationships' tab is selected, displaying a list of 11 fields. The fields are sorted by Field Label. The table includes columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed status.


FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Highest Marks	Highest_Marks__c	Roll-Up Summary (MAX Student)		
Last Modified By	LastModifiedById	Lookup(User)		
Number of students	Number_of_students__c	Roll-Up Summary (COUNT Student)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone Number	Phone_Number__c	Phone		
School Name	Name	Text(80)		✓
School website	School_website__c	Text Area(255)		
State	State__c	Text Area(255)		

### Activity-2:

#### CREATION OF FIELDS FOR STUDENT OBJECT:



[Setup](#)
[Home](#)
[Object Manager](#)



SETUP > OBJECT MANAGER

Student

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

Fields & Relationships


8 Items, Sorted by Field Label

[New](#)
[Deleted Fields](#)
[Field Dependencies](#)
[Set History Tracking](#)


FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Class	Class__c	Number(18, 0)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
marks	marks__c	Number(18, 0)		
phone number	phone_number__c	Phone		
results	results__c	Picklist		
School	School__c	Master-Detail(School)		✓
Student Name	Name	Text(80)		✓

## Activity-3:

### CREATION OF FIELDS FOR PARENT OBJECT:



[Setup](#)
[Home](#)
[Object Manager](#)



SETUP > OBJECT MANAGER

Parent

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

Fields & Relationships

6 Items, Sorted by Field Label

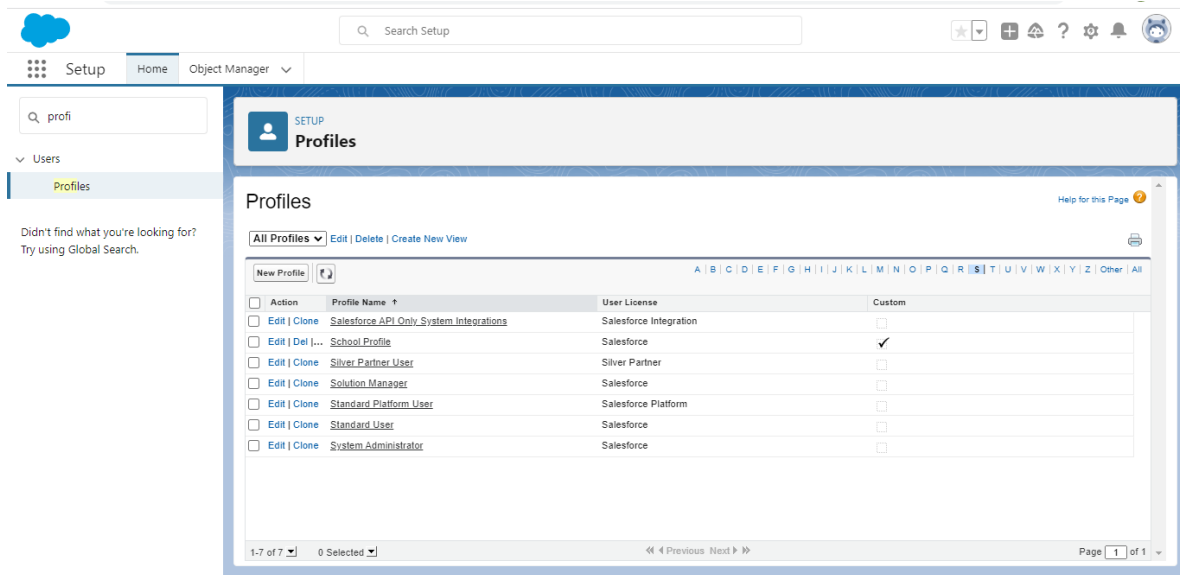
[New](#)
[Deleted Fields](#)
[Field Dependencies](#)
[Set History Tracking](#)

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
parent address	parent_address__c	Text Area(255)		
Parent Name	Name	Text(80)		✓
parent number	parent_number__c	Phone		

## MILESTONE-5:PROFILES

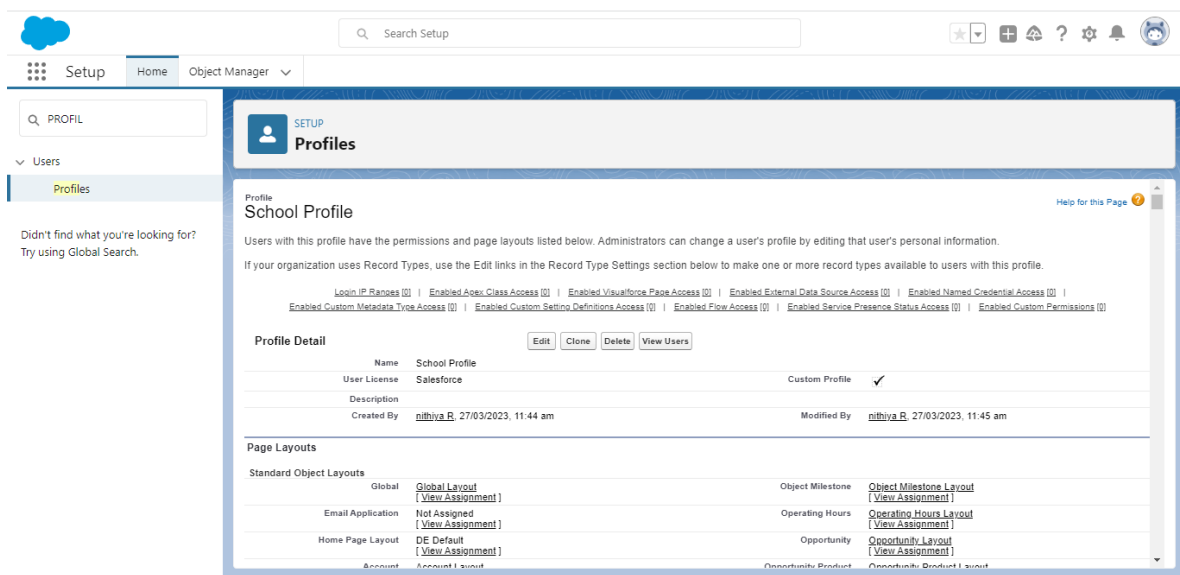
### Activity:

### CREATION OF PROFILES



The screenshot shows the Salesforce Setup interface for the 'Profiles' section. The left sidebar contains navigation links for 'Setup', 'Home', and 'Object Manager'. The main content area displays a table of profiles. The table has columns for 'Action', 'Profile Name', 'User License', and 'Custom'. The 'School Profile' is highlighted, and its details are shown in a modal window.

Action	Profile Name	User License	Custom
<a href="#">Edit</a>   <a href="#">Clone</a>	Salesforce API Only System Integrations	Salesforce Integration	<input type="checkbox"/>
<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Clone</a>	School Profile	Salesforce	<input checked="" type="checkbox"/>
<a href="#">Edit</a>   <a href="#">Clone</a>	Silver Partner User	Silver Partner	<input type="checkbox"/>
<a href="#">Edit</a>   <a href="#">Clone</a>	Solution Manager	Salesforce	<input type="checkbox"/>
<a href="#">Edit</a>   <a href="#">Clone</a>	Standard Platform User	Salesforce Platform	<input type="checkbox"/>
<a href="#">Edit</a>   <a href="#">Clone</a>	Standard User	Salesforce	<input type="checkbox"/>
<a href="#">Edit</a>   <a href="#">Clone</a>	System Administrator	Salesforce	<input type="checkbox"/>



The screenshot shows the details of the 'School Profile' in the Salesforce Setup interface. The profile is a custom profile with the 'Salesforce' user license. The 'Page Layouts' section shows the assigned layouts for various objects.

**Profile Detail**

Name	User License	Description	Created By	Modified By
School Profile	Salesforce		nithya.R. 27/03/2023, 11:44 am	nithya.R. 27/03/2023, 11:45 am


**Page Layouts**

Standard Object Layouts	Global	Object Milestone	Operating Hours	Opportunity	Account
Global	Global Layout [View Assignment]	Object Milestone	Object Milestone Layout [View Assignment]	Opportunity	Opportunity Layout [View Assignment]
Email Application	Not Assigned [View Assignment]	Operating Hours	Operating Hours Layout [View Assignment]	Opportunity	Opportunity Layout [View Assignment]
Home Page Layout	DE Default [View Assignment]	Opportunity	Opportunity Layout [View Assignment]	Opportunity	Opportunity Layout [View Assignment]
Account	Account Layout	Opportunity	Opportunity Layout [View Assignment]	Opportunity	Opportunity Layout [View Assignment]

## MILESTONE-6:USERS

### Activity:CREATING AS USERS


### 1)TEACHERS:-



[Setup](#)
[Home](#)
[Object Manager](#)

- Users
  - Permission Set Groups
  - Permission Sets
  - Profiles
  - Public Groups
  - Queues
  - Roles
  - User Management Settings
  - Users
  - Feature Settings
    - Data.com
      - Prospector Users

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


**USERS**

User

teachers


[Permission Set Assignments \(1\)](#) | [Permission Set Assignments Activation Required \(0\)](#) | [Permission Set Group Assignments \(0\)](#) | [Permission Set License Assignments \(0\)](#) | [Personal Objects \(0\)](#) | [Public Group Membership \(0\)](#) | [Queue Membership \(0\)](#) | [Team \(0\)](#) | [Managers in the Role Hierarchy \(0\)](#) | [OAuth Connected Apps \(0\)](#) | [Third-Party Account Links \(0\)](#) | [Installed Mobile Apps \(0\)](#) | [Authentication Settings for External Systems \(0\)](#) | [Login History \(0+\)](#) | [User Provisioning Accounts \(0\)](#)

User Detail

[Edit](#) [Sharing](#) [Reset Password](#) [Freeze](#)

Name	teachers	Role	
Alias	teac	User License	Salesforce
Email	nithiyamthiya26@gmail.com	Profile	<a href="#">School Profile</a>
Username	nithiyamthiya26@gmail.com	Active	<input type="checkbox"/>
Nickname	User16805260457525999540	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (India)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<a href="#">View</a>
Delegated Approver		Data.com User Type	<a href="#">i</a>


## 2)PARENTS



[Setup](#)
[Home](#)
[Object Manager](#)

- Users
  - Permission Set Groups
  - Permission Sets
  - Profiles
  - Public Groups
  - Queues
  - Roles
  - User Management Settings
  - Users
  - Feature Settings
    - Data.com
      - Prospector Users

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


**USERS**

User

parents

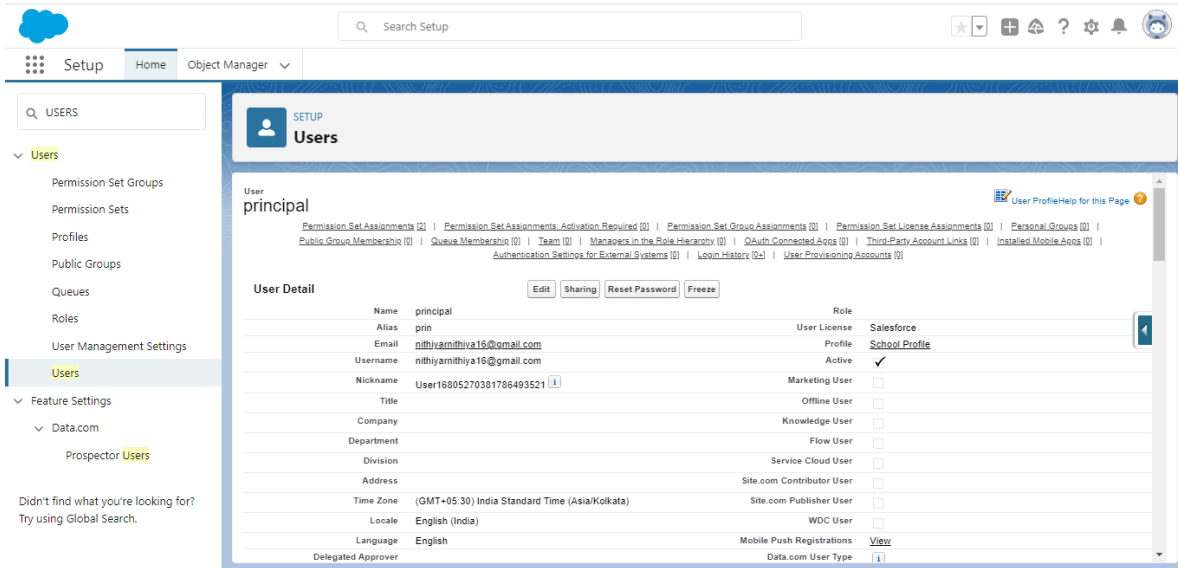
[Permission Set Assignments \(0\)](#) | [Permission Set Assignments Activation Required \(0\)](#) | [Permission Set Group Assignments \(0\)](#) | [Permission Set License Assignments \(0\)](#) | [Personal Objects \(0\)](#) | [Public Group Membership \(0\)](#) | [Queue Membership \(0\)](#) | [Team \(0\)](#) | [Managers in the Role Hierarchy \(0\)](#) | [OAuth Connected Apps \(0\)](#) | [Third-Party Account Links \(0\)](#) | [Installed Mobile Apps \(0\)](#) | [Authentication Settings for External Systems \(0\)](#) | [Login History \(0+\)](#) | [User Provisioning Accounts \(0\)](#)

User Detail

[Edit](#) [Sharing](#) [Reset Password](#) [Freeze](#)

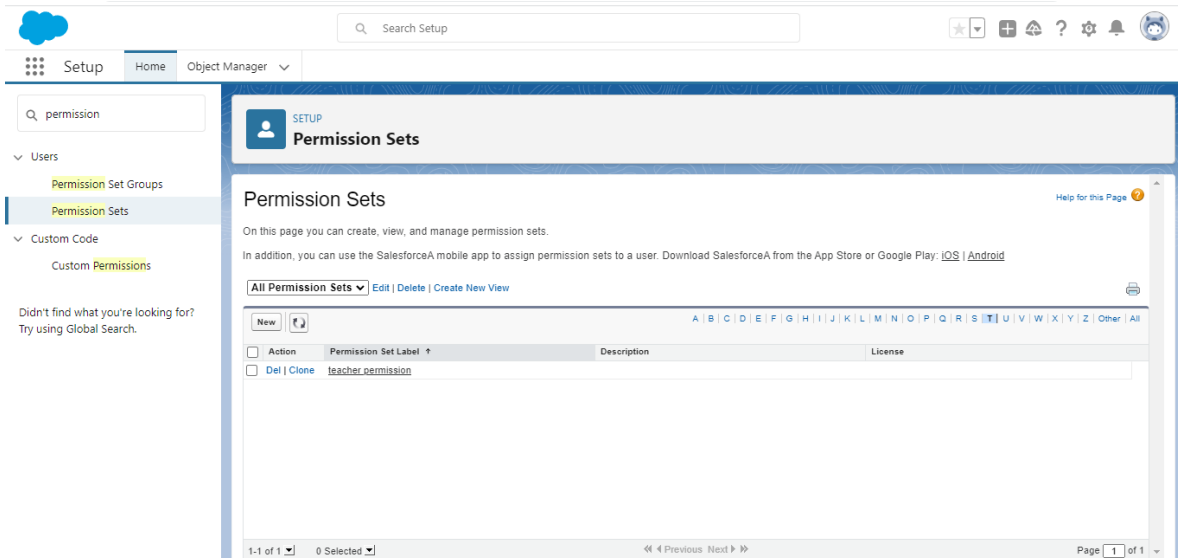
Name	parents	Role	
Alias	pare	User License	Salesforce
Email	nithiyamthiya62@gmail.com	Profile	<a href="#">School Profile</a>
Username	nithiyamthiya31@gmail.com	Active	<input type="checkbox"/>
Nickname	User16805269205781061912	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (India)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	<a href="#">View</a>
Delegated Approver		Data.com User Type	<a href="#">i</a>

## 3)PRINCIPAL



The screenshot shows the Salesforce Setup interface for the 'Users' section. The left sidebar contains navigation links: Setup, Home, Object Manager, Users, Permission Set Groups, Permission Sets, Profiles, Public Groups, Queues, Roles, User Management Settings, Feature Settings, Data.com, and Prospectors. The main content area displays the 'User Detail' for a user named 'principal'. The user's email is 'nthiyarmthiya16@gmail.com' and their username is 'nthiyarmthiya16@gmail.com'. The user is active and has the role of 'Salesforce'. The user detail table includes fields for Name, Alias, Email, Username, Nickname, Title, Company, Department, Division, Address, Time Zone, Locale, Language, Delegated Approver, 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, Mobile Push Registrations, and Data.com User Type.

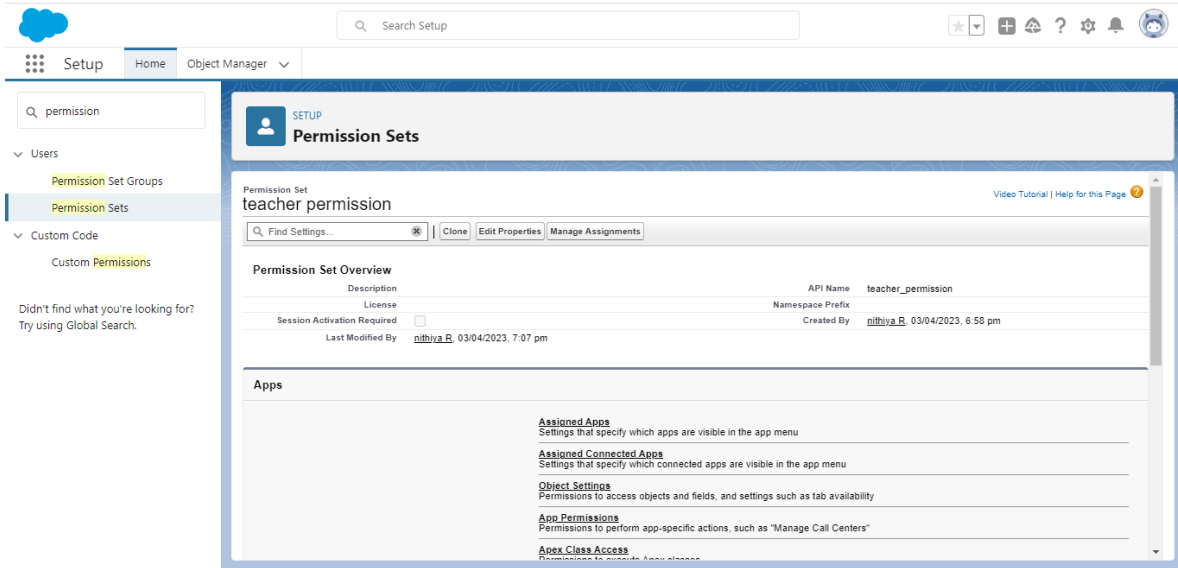
## MILESTONE-7:PERMISSION SETS



The screenshot shows the Salesforce Setup interface for the 'Permission Sets' section. The left sidebar contains navigation links: Setup, Home, Object Manager, Users, Permission Set Groups, Permission Sets, Custom Code, and Custom Permissions. The main content area displays the 'Permission Sets' page. It includes a search bar, a 'New' button, and a table of permission sets. The table has columns for Action, Permission Set Label, Description, and License. The table contains one row with the label 'teacher permission'. The page also includes a 'Help for this Page' link and a 'Page 1 of 1' indicator.

### Activity-1:

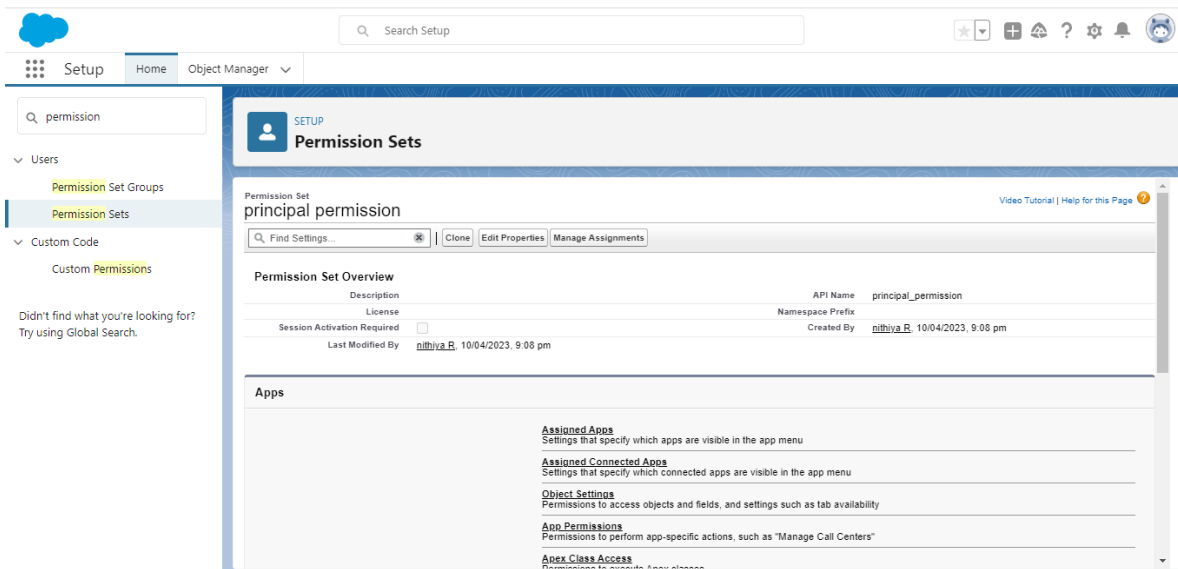
#### PERMISSION SET 1:Teacher Permission



The screenshot shows the Salesforce Setup interface. The left sidebar contains a search bar with 'permission' and a list of navigation items: Users, Permission Set Groups, Permission Sets (highlighted), Custom Code, and Custom Permissions. The main content area is titled 'Permission Sets' and shows the configuration for the 'teacher\_permission' set. The 'Permission Set Overview' section includes fields for Description, License, Session Activation Required (unchecked), Last Modified By (nithya.R, 03/04/2023, 7:07 pm), API Name (teacher\_permission), Namespace Prefix, and Created By (nithya.R, 03/04/2023, 6:58 pm). Below this is the 'Apps' section, which lists various permission categories: Assigned Apps, Assigned Connected Apps, Object Settings, App Permissions, and Apex Class Access, each with a brief description of what they control.


## Activity-2:







### PERMISSION SET 2:Principal Permission




The screenshot shows the Salesforce Setup interface for the 'principal\_permission' set. The left sidebar is identical to the previous screenshot. The main content area shows the configuration for the 'principal\_permission' set. The 'Permission Set Overview' section includes fields for Description, License, Session Activation Required (unchecked), Last Modified By (nithya.R, 10/04/2023, 9:08 pm), API Name (principal\_permission), Namespace Prefix, and Created By (nithya.R, 10/04/2023, 9:08 pm). Below this is the 'Apps' section, which lists various permission categories: Assigned Apps, Assigned Connected Apps, Object Settings, App Permissions, and Apex Class Access, each with a brief description of what they control.

### MILESTONE-8:REPORTS




School Management

Schools

Students

Parents

Reports

Dashboards


Reports



Recent

2 items

New Report

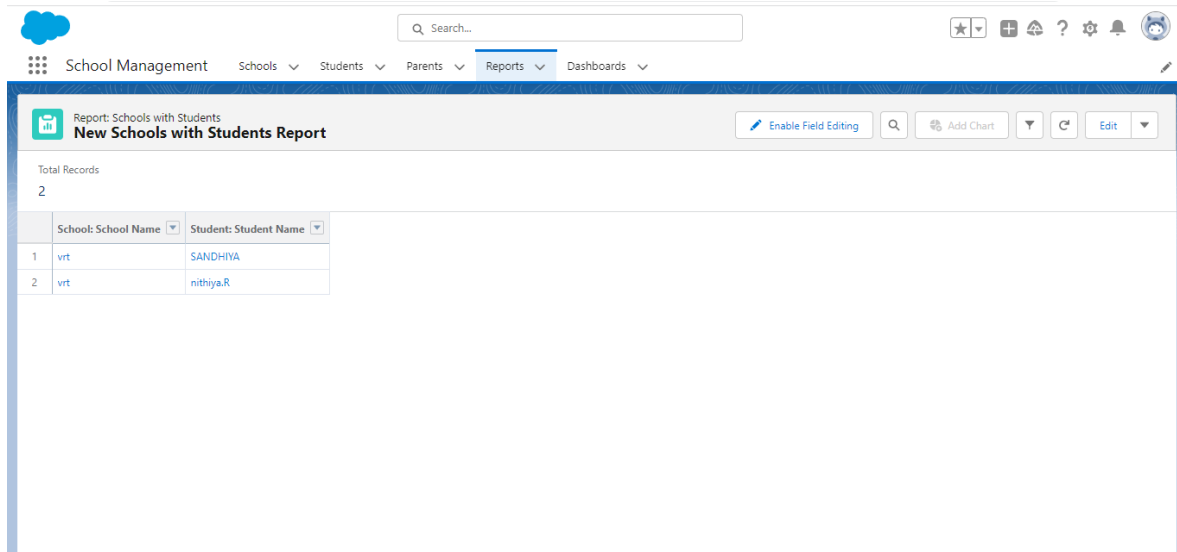
New Folder



REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	New Parents Report		Private Reports	nithiya R	3/4/2023, 7:33 pm	
Created by Me	New Schools with Students Report		Private Reports	nithiya R	3/4/2023, 7:25 pm	
Private Reports						
Public Reports						
All Reports						
FOLDERS						
All Folders						
Created by Me						
Shared with Me						
FAVORITES						
All Favorites						

## Activity:

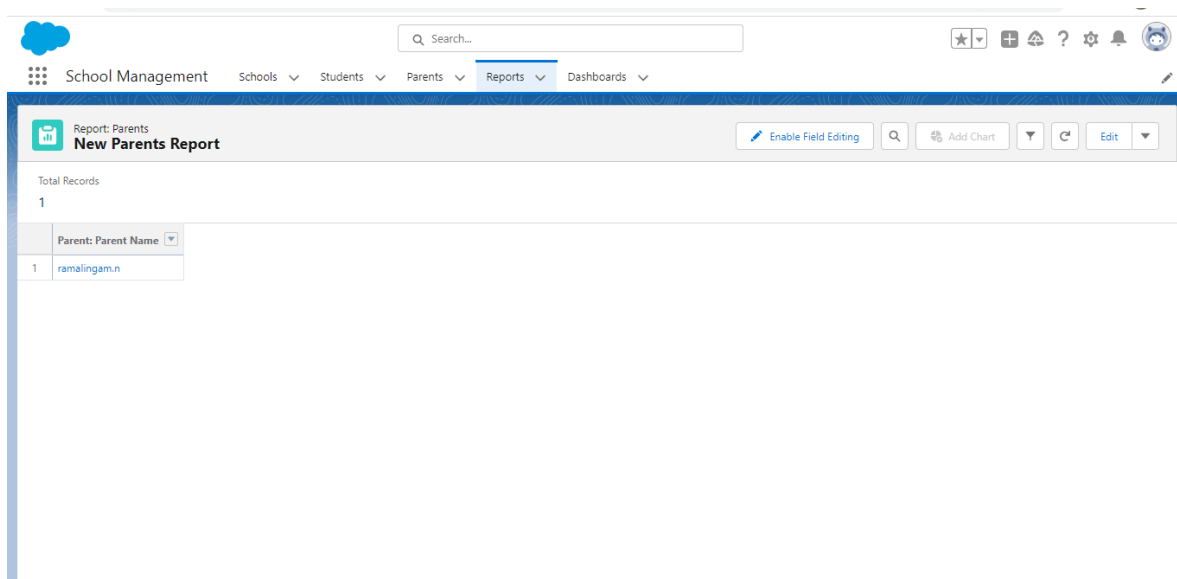
### 1)SCHOOL WITH STUDENTS REPORT



The screenshot shows the 'New Schools with Students Report' dashboard. The top navigation bar includes 'School Management', 'Schools', 'Students', 'Parents', 'Reports', and 'Dashboards'. The 'Reports' section is active, showing a search bar and a list of reports. The 'New Schools with Students Report' is selected, displaying a table with 2 total records. The table has columns for 'School: School Name' and 'Student: Student Name'.

	School: School Name	Student: Student Name
1	vrt	SANDHIYA
2	vrt	nithiya.R

## 2)PARENT REPORT



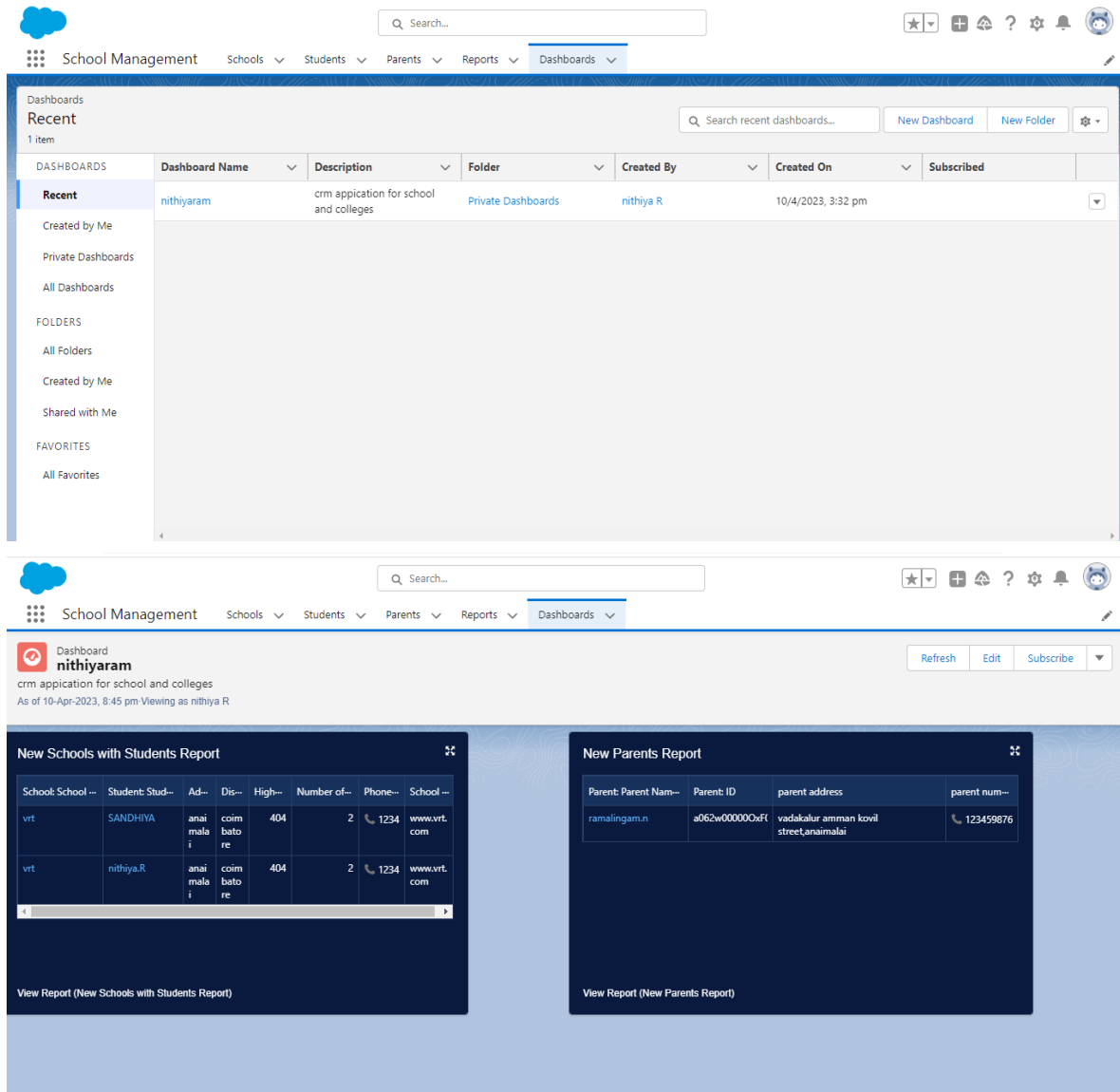
The screenshot shows the 'New Parents Report' dashboard. The top navigation bar is the same as the previous screenshot. The 'New Parents Report' is selected, displaying a table with 1 total record. The table has a column for 'Parent: Parent Name'.

	Parent: Parent Name
1	ramalingam.n

## MILESTONE-8:DASHBOARDS

**Activity:**





**Smart Internz** School Management

Search...

Star Add Share Help Settings Notifications Profile

Schools Students Parents Reports **Dashboards**

**Dashboards**

Recent

Search recent dashboards... New Dashboard New Folder

1 item

DASHBOARDS	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	nithiyaram	crm application for school and colleges	Private Dashboards	nithiya R	10/4/2023, 3:32 pm	

Created by Me

Private Dashboards

All Dashboards

FOLDERS

All Folders

Created by Me

Shared with Me

FAVORITES

All Favorites

**Dashboard nithiyaram**

crm application for school and colleges

As of 10-Apr-2023, 8:45 pm Viewing as nithiya R

Refresh Edit Subscribe

**New Schools with Students Report**

School: School --	Student: Stud--	Ad--	Dis--	High--	Number of--	Phone--	School --
vrt	SANDHIYA	anai mala i	coim bato re	404	2	1234	www.vrt.com
vrt	nithiya.R	anai mala i	coim bato re	404	2	1234	www.vrt.com

View Report (New Schools with Students Report)

**New Parents Report**

Parent: Parent Nam--	Parent: ID	parent address	parent num--
ramalingam.n	a062w00000Cxft	vadakalur amman kovil street,anaimalai	123459876

View Report (New Parents Report)

## 2.Trailhead Profile Public URL

Team Lead -TELMA TELSIIYA.S

<https://trailblazer.me/id/ttelsiyat>

Team Member 1-NITHYA.R

<https://trailblazer.me/id/nithr46>

Team member 2-UMADEVI.S

<https://trailblazer.me/id/umadevi41>

TEAM 3- VIKRAM.D

<https://trailblazer.me/id/vikrd>

TEAM MEMBER 4-BEAULA.A

<https://trailblazer.me/id/beula13>

### 3)ADVANTAGES & DISADVANTAGE

#### ADVANDATES:-

##### **\*IMPROVED COMMUNICATIONS:**

With a CRM application in place,school administrators and teachers can communicate with parents and students through a single platform.

##### **\*ENHANCED DATA MANAGEMENT:**

This makes it easiest for schools to keep track of and make informed decisions regarding their academic per

##### **\*DATA ANALYTICS:**

This can help schools to improve their academic programs,attract more students, and stay ahead of the competition.

##### **\*INCREASED ACCOUNTABILITY:**

This helps to create a culture of excellence and motivates everyone to work harder towards the common goal of academic success

#### DISADVANTAGES:-

##### **\*COST**

CRM applications can be expensive to purchase,maintain and then implement

##### **\*DATA PRIVACY:**

Schools must ensure that their CRM applications are secure and compliant with data privacy laws to protect students' information from unauthorized access or misuse.

**\*TECHNICAL ISSUES:**

This can lead to delay in critical operations such as class scheduling, report generations and communications.

**\*INCOMPLETE DATA:**

This can lead to inaccurate reports for analysis and may hinder decisions-making

### **3.APPLICATIONS**

#### **STUDENT RELATIONSHIP MANAGEMENT:**

A CRM application can help schools manage their relationship with students more effectively . This can include features like creating student profiles, tracking student behavior and academic progress, and monitoring student attendance.

Additionally, a CRM application for school can enhance communication between staff, students and parents.

**EXAMPLE:**

- 1.Streamlining administrative tasks and workflows**
- 2. Enhancing communications between staff, students, and parents**
- 3. Improving students engagement and academic success**
- 4. Facilities data-driven decisions and student interventions**

In this summary, there are many potential benefits to implementing a CRM application for school.

### **3.CONCLUSION**

In conclusion, the use of a CRM application in school management can bring significant benefits to the learning environment. By collecting and centralized student data, teachers and administrators can make data-driven decisions and personalize the learning experience for each student.

This application can also enhance communication and collaboration among staff, students, and parents. With features such as messaging, scheduling, and progress

tracking, a CRM application can make administrative tasks more efficient and streamlined, leaving more time for teachers to focus on teaching and students to focus on learning.

Overall, a CRM application for school management can greatly improve the effectiveness and efficiency of a school operations, leading to a better student outcomes environment for all. As technology continues to play an increasingly important role in education, schools that embrace CRM applications as a way to manage and engage with their students will be better equipped to meet the challenge of the future. By using a CRM application in school managements, school can stay competitive, better serve their students, and help them to achieve academic and personal

### **3.FUTURE SCOPE**

The future scope of CRM application for school management is promising, as technology continues to evolve and become more advanced.

#### **1.AI AND MACHINE LEARNING:**

With advancement in AI and machine learning, CRM applications could become even more personalized and intuitive, adapting to the needs of individual students and providing targeted support and resources.

#### **2.INTEGRATED COMMUNICATION:**

As school becomes more digitally connected, CRM application could integrate with various communication channel such as social media, messaging, and email to provide seamless and efficient communication be, students, and parent

#### **3.ASSESSMENT AND ANALYTIC:**

CRM applications could incorporate advanced assessment and analytics and student success.

#### **4.GAMIFICATION:**

Gamification is a powerful tool that can be used to motivate students and make learning fun. Future CRM applications could incorporate gamification elements to make learning more engaging and interactive.

#### **5.AUGMENTED REALITY:**

With the rise of augmented reality technology, CRM applications could provide immersive and interactive learning experiences, making it easiest for students to visualize and understand complex concepts.

## **6.MOBILE OPTIMIZATION:**

**As mobile becomes increasingly prevalent, CRM applications for school management could become more optimizing for mobile devices, allowing teachers, students, and parents to access information and communicate from anywhere at any time.**

**Overall, as technology continues to evolve the future of CRM applications in school management is bright. By leveraging the latest advancements in AI, communication, assessments, and gamification, CRM applications can help schools better engage with students, promote academic success, and prepare them for the challenges of the future.**