1. INTRODUCTION

1.1.OVERVIEW:

Under the scheme of Naan mudhalvaan we had done a salesforce project in the field of the customer relationship management for the application of schools and colleges. In this project we had done one empathy map , brainstorm and idea prioritization and creation of an application for school management.

1.2.PURPOSE:

This project aims to provide a real-time knowledge to the students about salesforce. This project will also help those professionals who are in cross-technology and want to switch to salesforce. With the help of this project we gained the knowledge about salesforce and can include it in our resume as well.
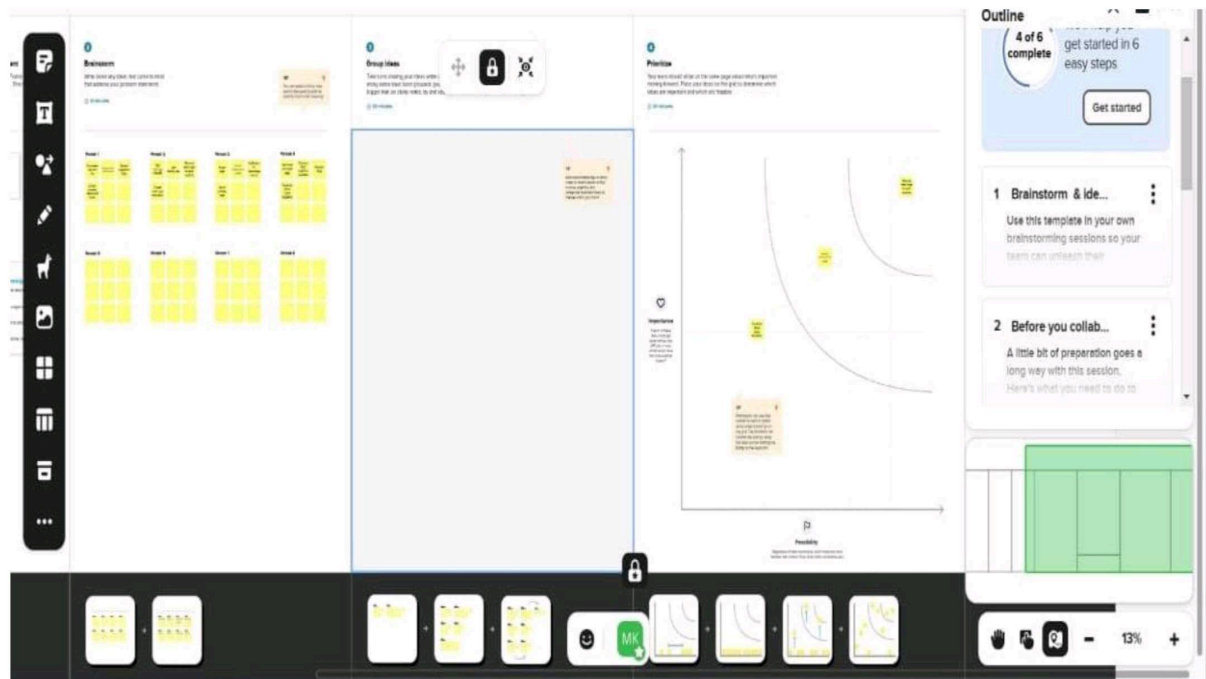
2.PROBLEM DEFINITION AND DEFINE THINKING:
2.1.EMPATHY MAP:
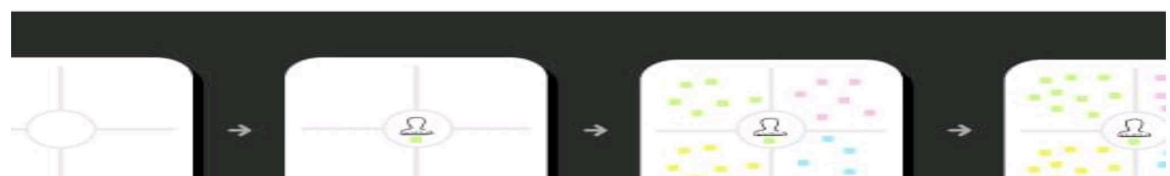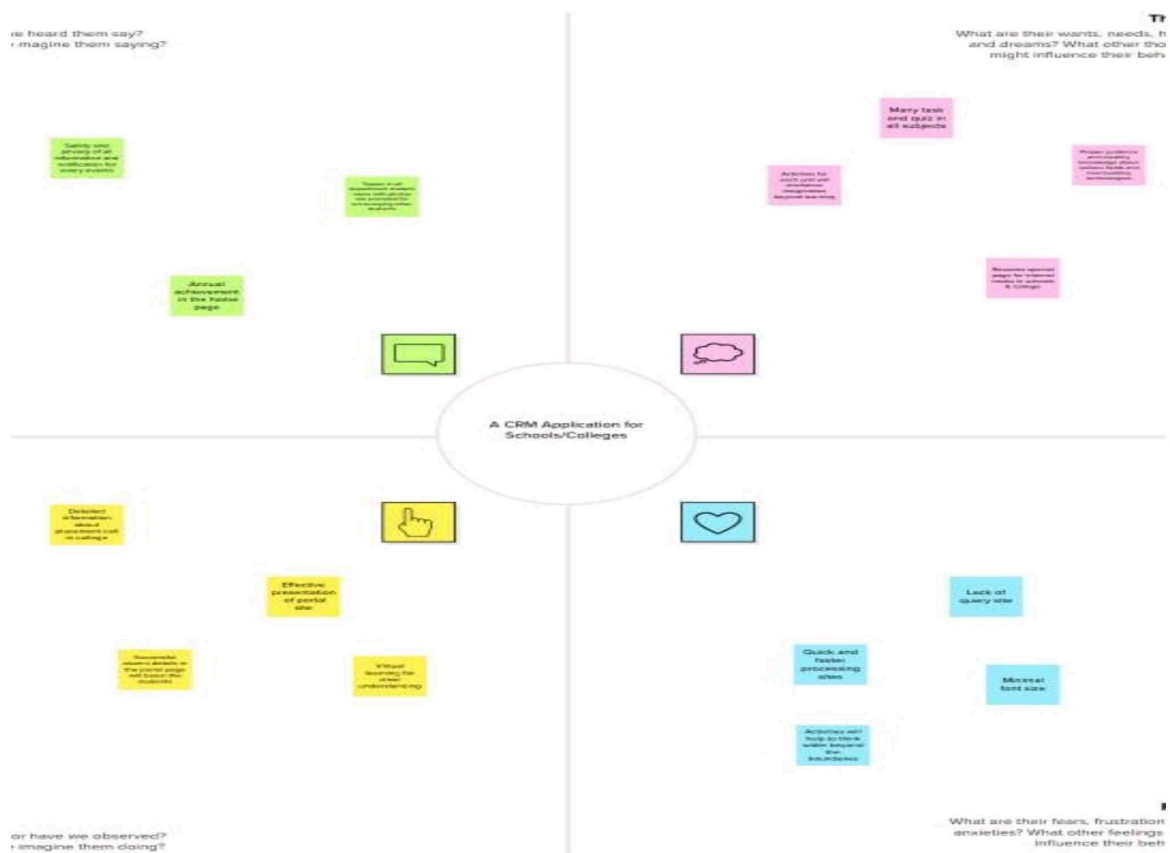
2.2.IDEATION & BRAINSTORMING MAP

3.RESULT:

3.1.DATA MODEL:

OBJECT NAME	FIELDS IN THE OBJECT	
1. SCHOOL	**FIELD LABEL**	**DATA TYPE**
	ADDRESS	ADDRESS
	DISTRICT	TEXT AREA
	STATE	TEXT AREA
	SCHOOL	TEXT AREA
	PHONE NUMBER	PHONE
	NUMBER OF STUDENTS	ROLL – UP SUMMARY
	HIGHEST MARKS	ROLL - UP SUMMARY
2. STUDENTS	**FIELD LABEL**	**DATA TYPE**
	PHONE NUMBER	PHONE
	SCHOOL	MASTER DETAIL RELATIONSHIP
	RESULTS	PICKLIST
	CLASS	NUMBER
	MARKS	NUMBER
3. PARENT	**FIELD LABEL**	**DATA TYPE**
	PARENT ADDRESS	TEXT AREA
	PARENT NUMBER	PHONE

3.2. ACTIVITY AND SCREENSHOT:

MILESTONE 1:
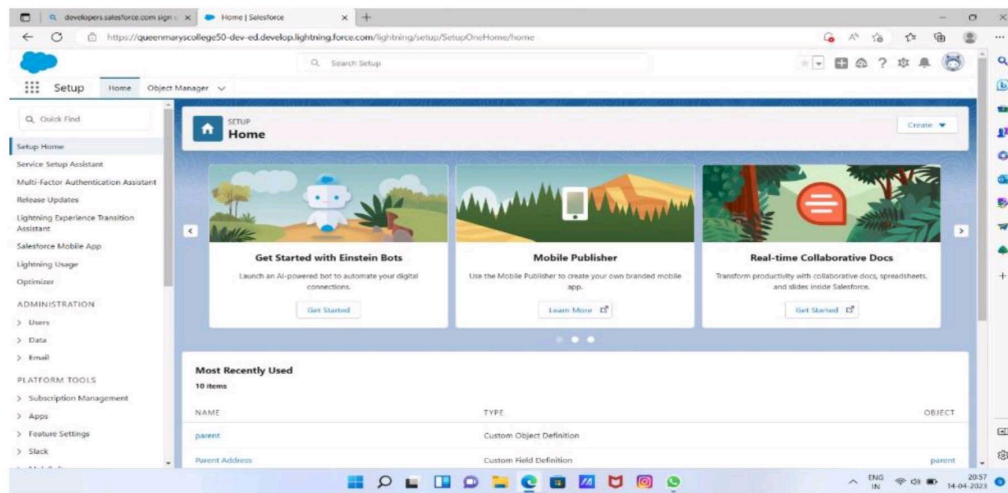
MILESTONE 2 ACTIVITY 1:
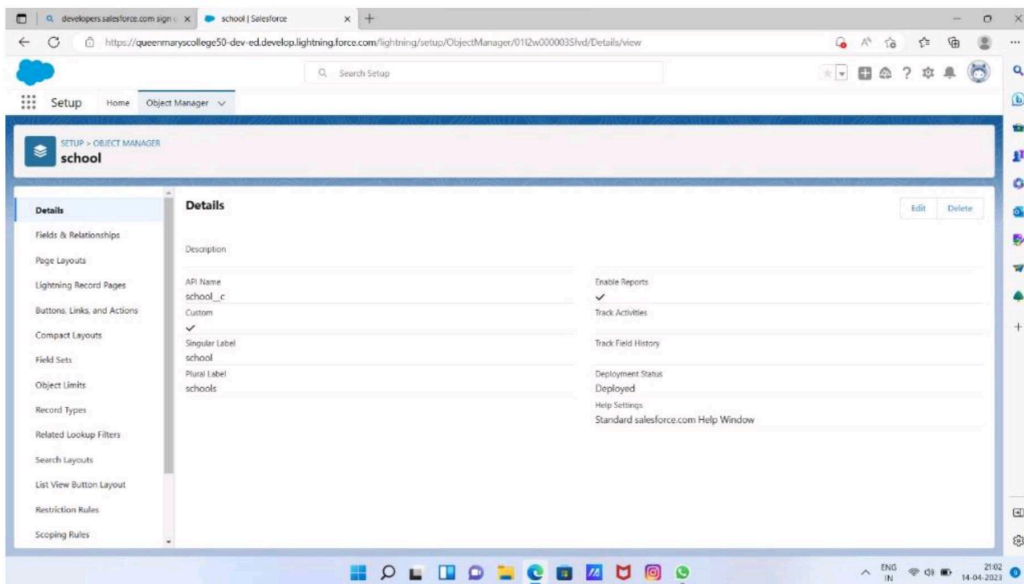
MILESTONE 2 ACTIVITY 2
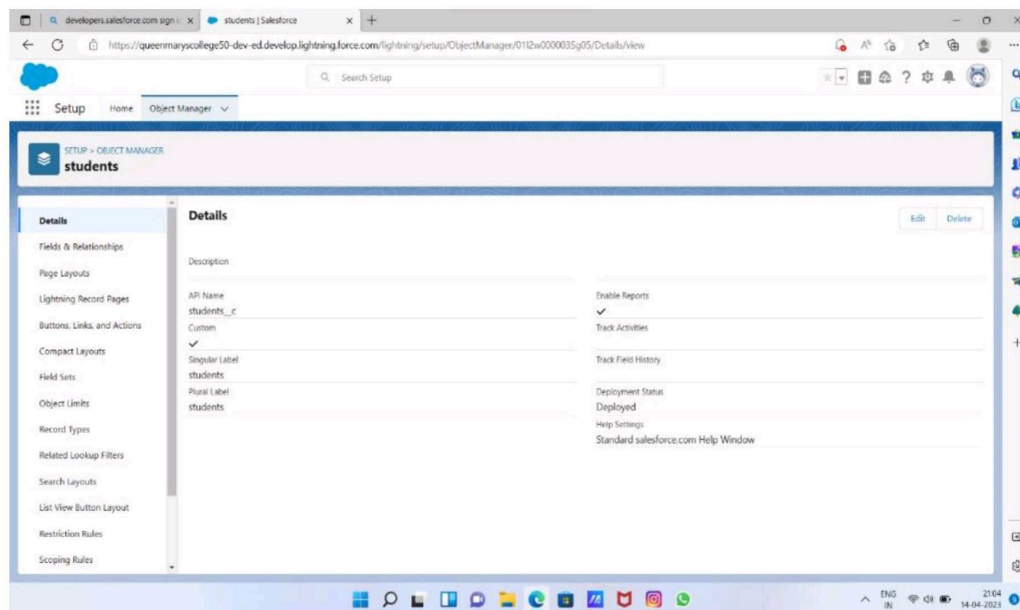
MILESTONE 2 ACTIVITY 3
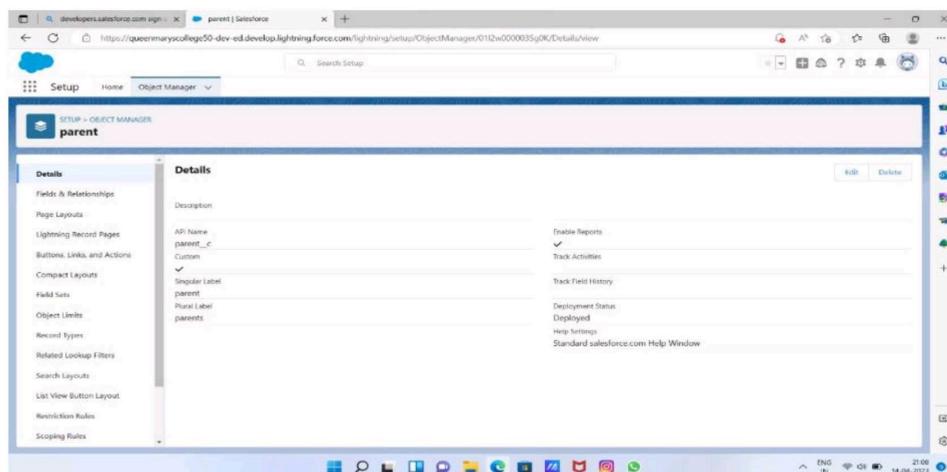
MILESTONE 3

MILESTONE 4 ACTIVITY 1

MILESTONE 4 ACTIVITY 2

MILESTONE 4 ACTIVITY 3

MILESTONE 5

MILESTONE 6

MILESTONE 7

MILESTONE 8

4.TRAILHEAD PROFILE PUBLIC URL:

TEAM LEAD: https://trailblazer.me/id/pavithra290603

TEAM MEMBER 1: https://trailblazer.me/id/mohak56

TEAM MEMBER 2: https://trailblazer.me/id/monikasg210103

TEAM MEMBER 3: https://trailblazer.me/id/pragathi05

5.ADVANTAGES AND DISADVANTAGES:

ADVANTAGES:

- We had learned the new things which helps to add in our resume as well.
- In the empathy map, we think a lot to complete the tasks.
- We also learned the softskills i.e., Team work, Group discussion,Leadership quality etc…
- Chat with mentor option helps a lot to complete these project·

DISADVATAGES:

- In the brainstorming and ideation we faced a lots of difficulties i.e., Its has only two trials.
- In the project procedure especially in the milestone 4 rolls up summary given was unordered i.e., Master detail relationship was given after the roll up summary·

6. APPLICATIONS:

- Real time salesforce project
- CRM Platform and also a centralized platform for managing customer accounts , sales leads , activities , customer support cases .
- Salesforce is a massive infrastructure of customer relationship management software products that helps marketing , sales , commerce , service and IT teams connect with their customers.

7.CONCLUSION:

This project enhance us to learn a lot and will definitely helps in the future.

8. FUTURE SCOPE:

This works enhance a better relationship between a customer and the sales which further helps in the development and increases the rate of profit for the companies and industries.