

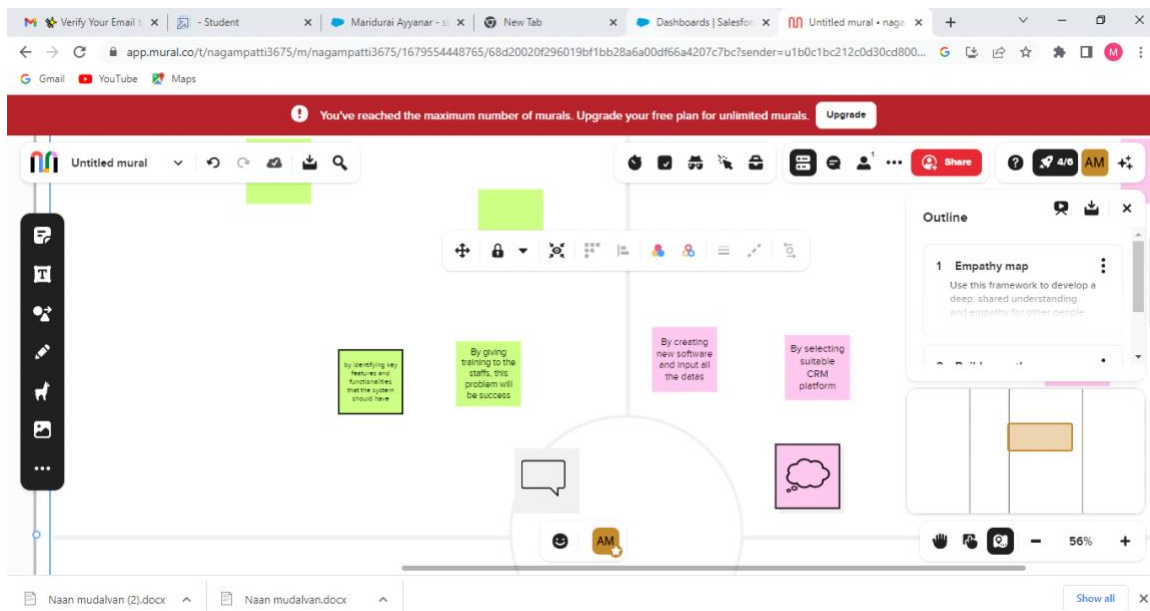
IMPLEMENTING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARK

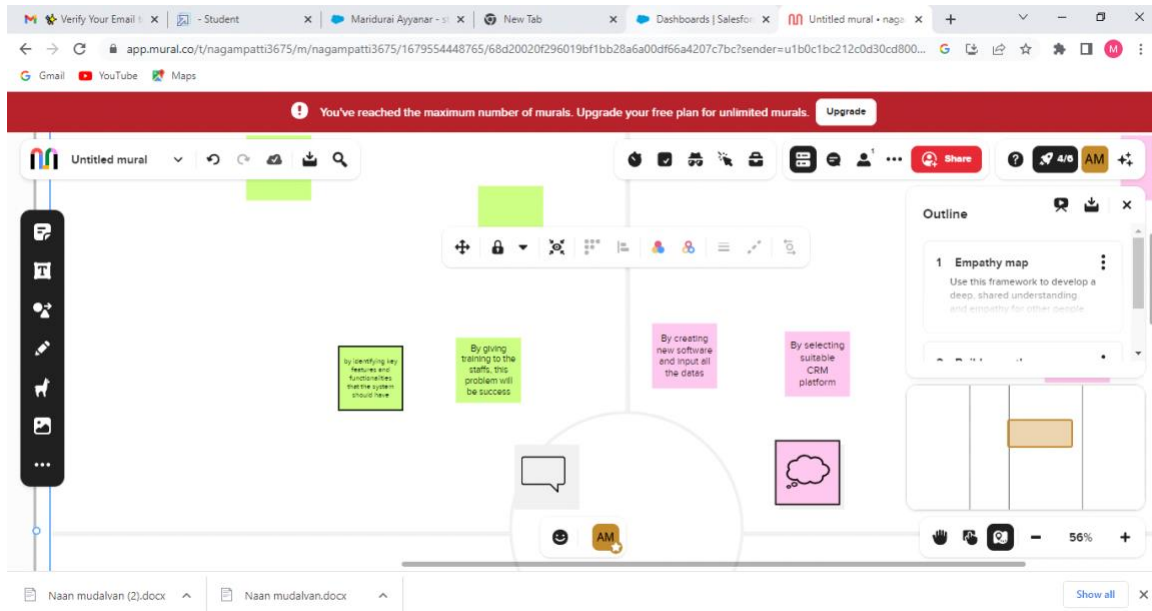
Project Overview:

The project involves the implementation of a CRM (Customer Relationship Management) system for tracking academic results using internal marks. The main objective of the system is to provide an efficient and effective way of tracking academic performance, analyzing trends, and making informed decisions to improve student outcomes. The system will be designed to be user-friendly, scalable, and secure.

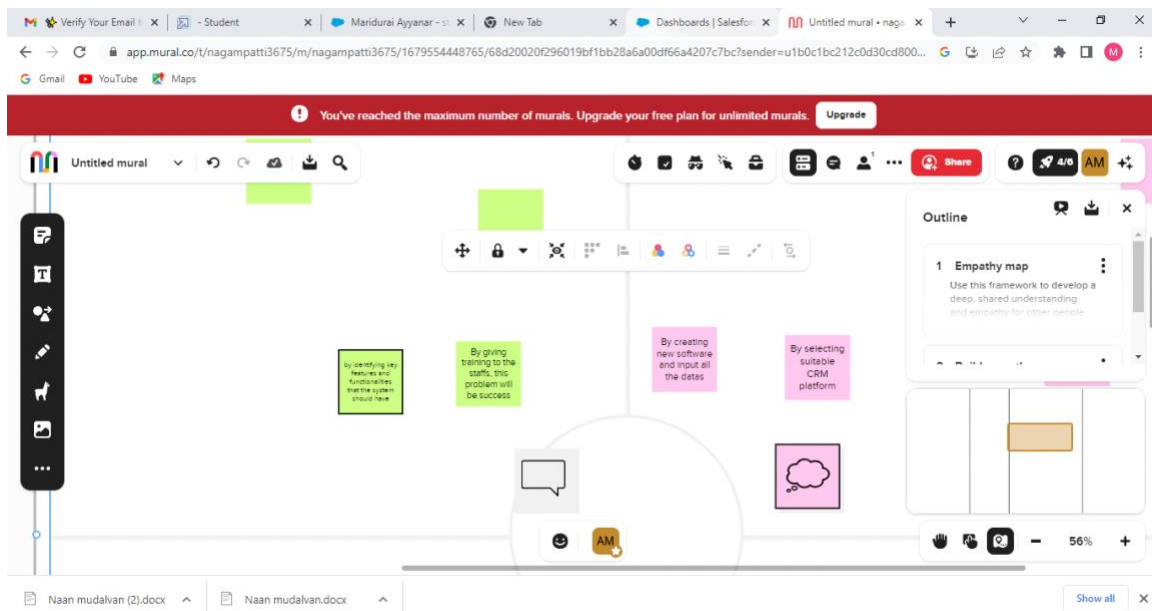
PROBLEM DEFINITION AND DESIGN THINKING

Empathy Map





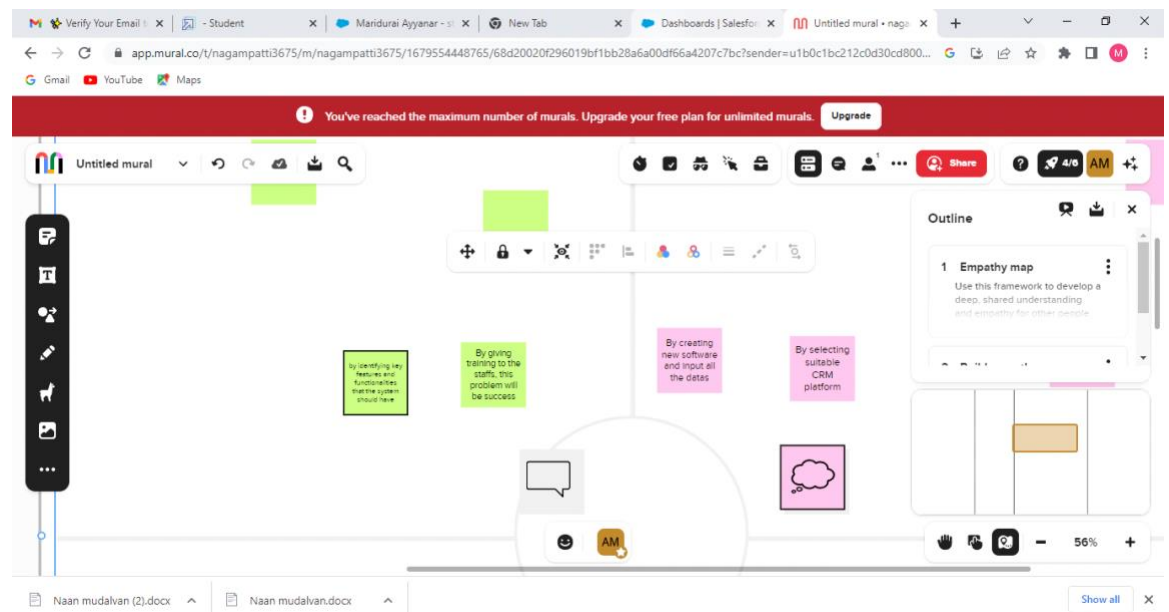
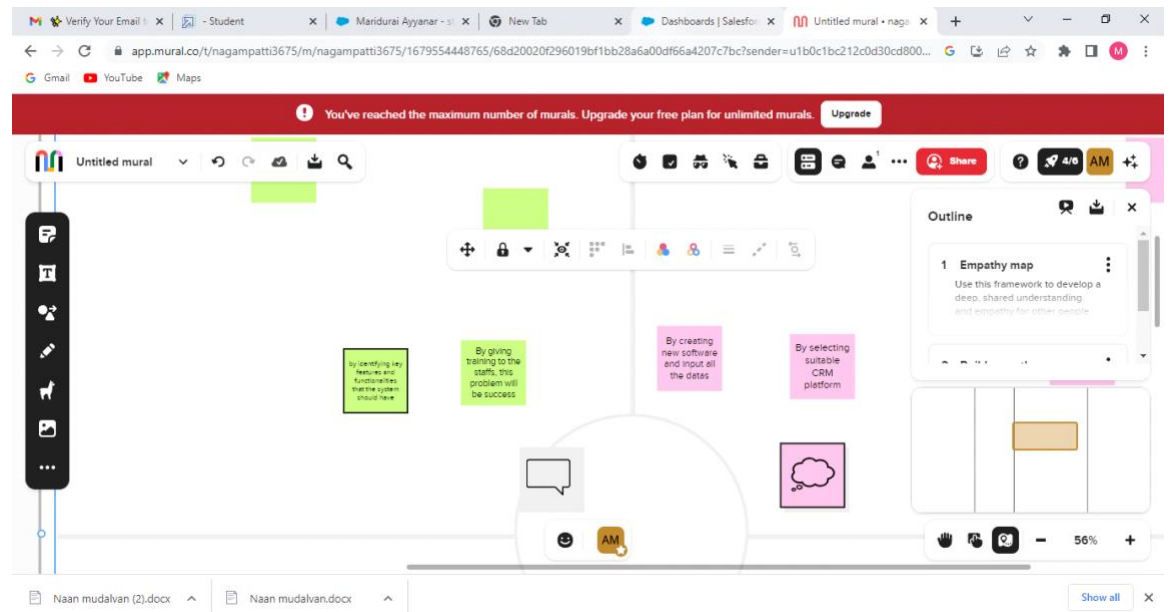
Brain Storm



ACTIVITY AND SCREEN SHOT

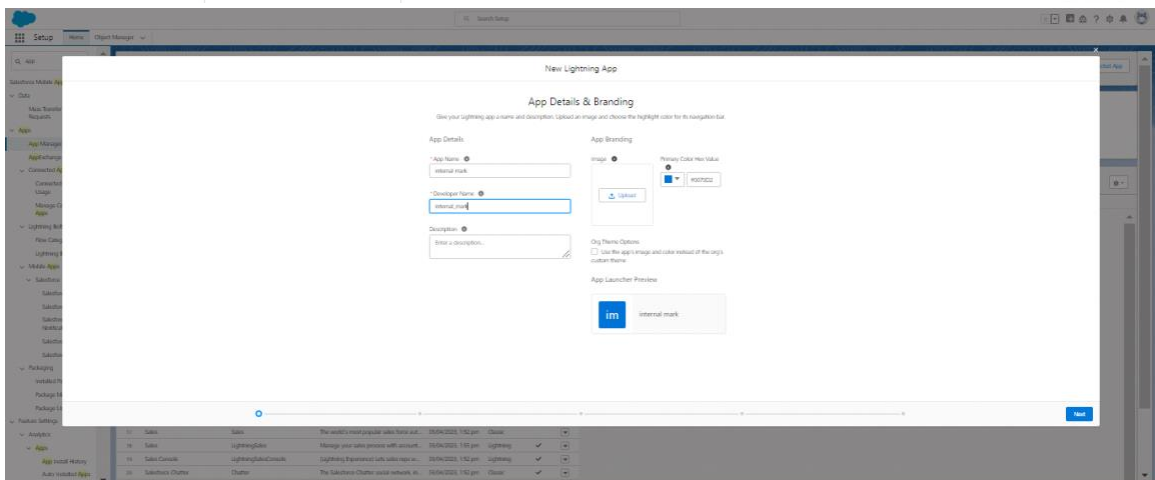
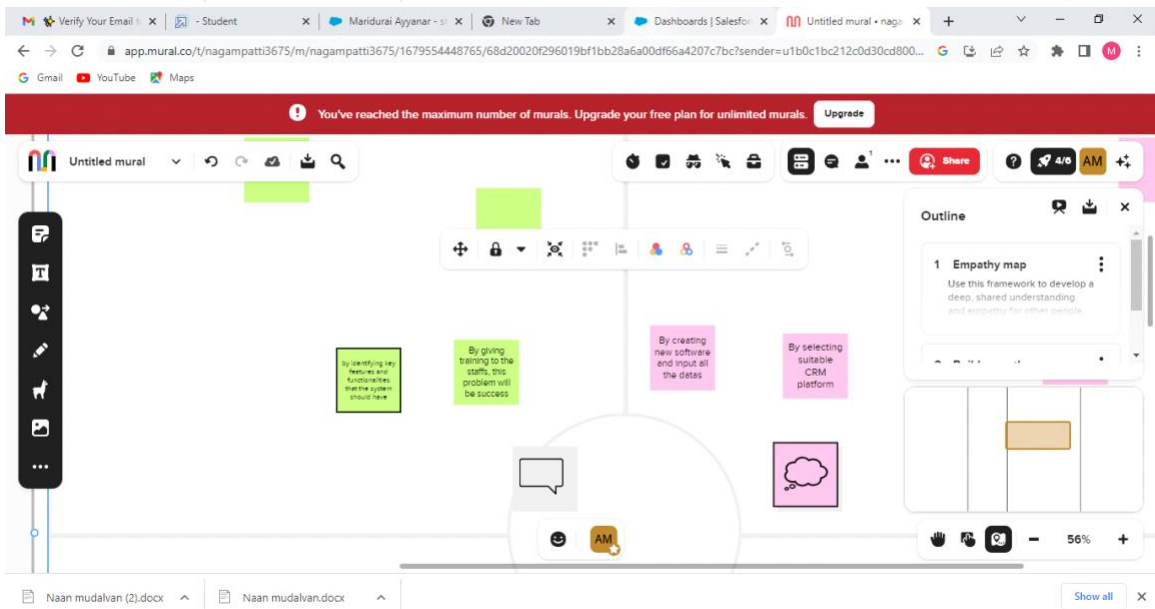
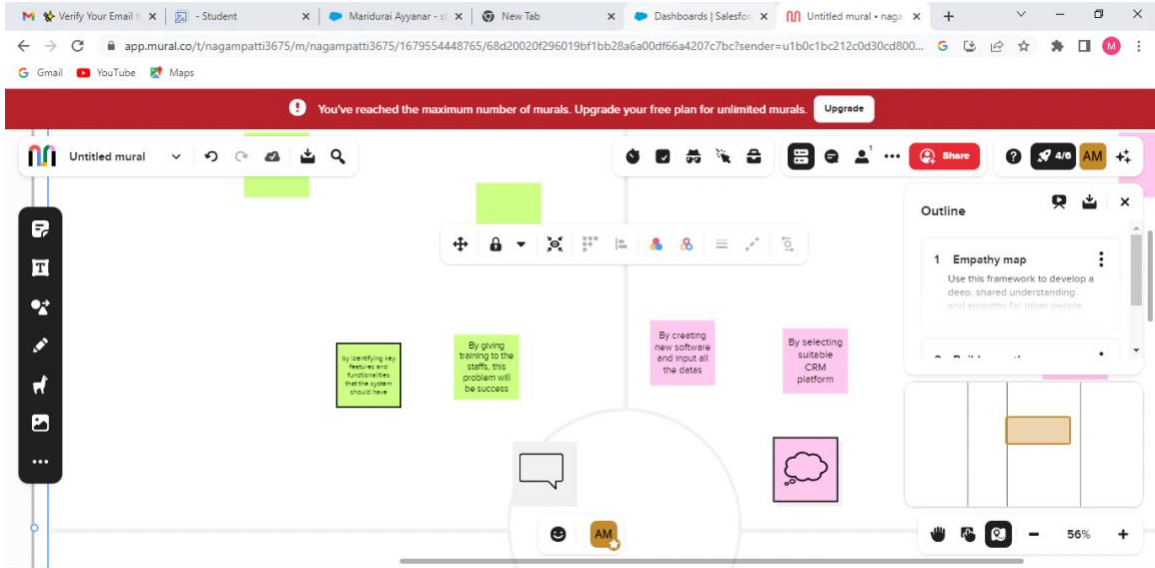
- **Creating a Salesforce Account**

Go to salesforce website sign up page and give the required details and signin.



- **Creating Result tracking using Internal Mark**

In the quick and find search box, type App Manager and inside that click the New lighting APP and create result tracking by giving necessary details



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Untitled mural

By identifying key features and functionalities that the system should have

By giving training to the staffs, this problem will be success

By creating new software and input all the details

By selecting suitable CRM platform

Outline

1 Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people

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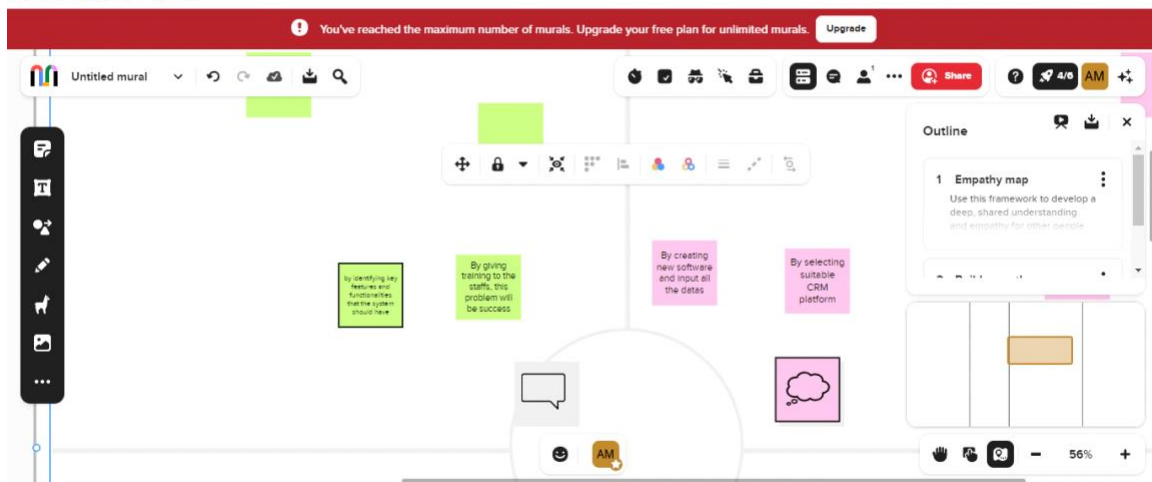
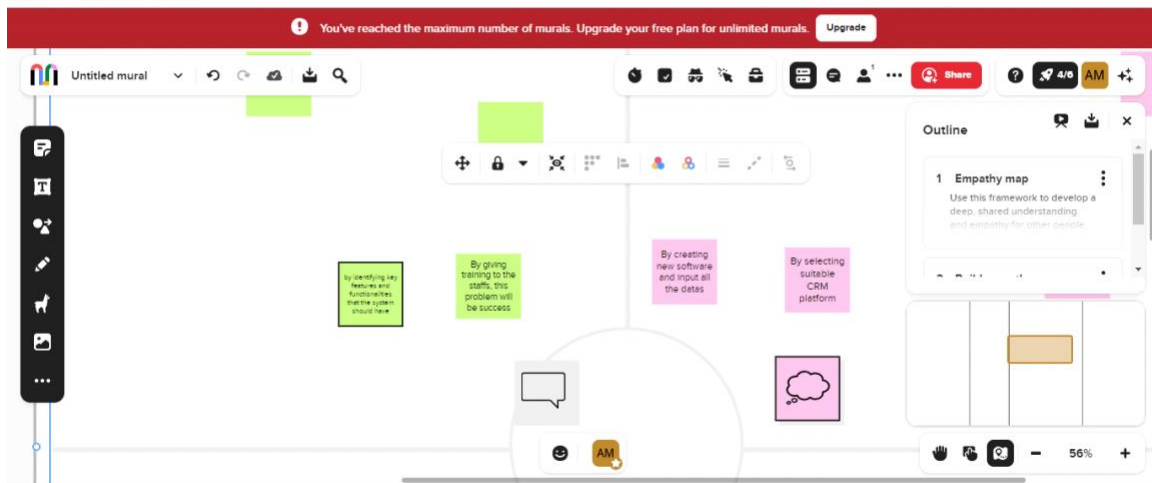
By selecting suitable CRM platform

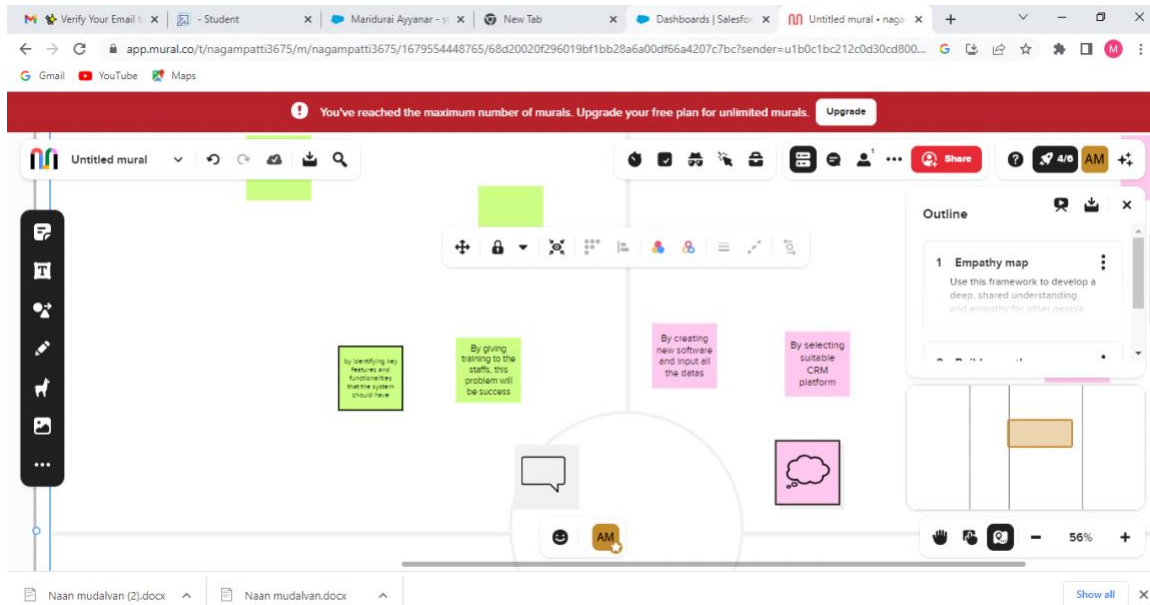
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TRAILHEAD PROFILE PUBLIC URL

TEAM LEADER : <https://trailblazer.me/id/duraj6>

TEAM MEMBER : <https://trailblazer.me/id/mayyanar>

Advantages:

Improved Tracking: The implementation of a CRM system for tracking academic results using internal marks will improve tracking, analysis, and reporting of academic performance. This will allow educators and administrators to make informed decisions based on data-driven insights.

Improved Collaboration: The system will enable teachers, administrators, and students to collaborate more effectively. Teachers will be able to share feedback, grades, and reports with students, and students will be able to track their progress and communicate with their teachers more effectively.

Enhanced Communication: The system will provide an efficient way of communicating with students, parents, and other stakeholders. Teachers and administrators will be able to send notifications, updates, and reports to students and parents, and students and parents will be able to communicate with teachers more effectively.

Increased Efficiency: The system will automate manual processes, reduce paperwork, and eliminate redundancies, resulting in increased efficiency and productivity.

Scalability: The system will be designed to be scalable, allowing for easy expansion as the organization grows.

Disadvantages:

Cost: Implementing a CRM system can be costly, requiring significant financial investment.

Resistance to Change: Some educators and administrators may resist the implementation of a new system, which may require significant change management efforts.

Data Security: The system will require strict data security measures to ensure the confidentiality and privacy of student data, which may pose some challenges.

Application:

The project can be applied to educational institutions, including schools, colleges, and universities. It can also be used by organizations that provide educational services, such as online tutoring platforms, training providers, and test preparation services.

Further Development:

The system can be further developed by incorporating artificial intelligence and machine learning algorithms to analyze data and provide personalized recommendations to students and educators. The system can also be integrated with other educational technologies, such as learning management systems, assessment platforms, and student information systems, to provide a more comprehensive and seamless experience. Additionally, the system can be customized to meet the specific needs of different educational institutions and organizations.