Project Report Template

1. INTRODUCTION

Overview

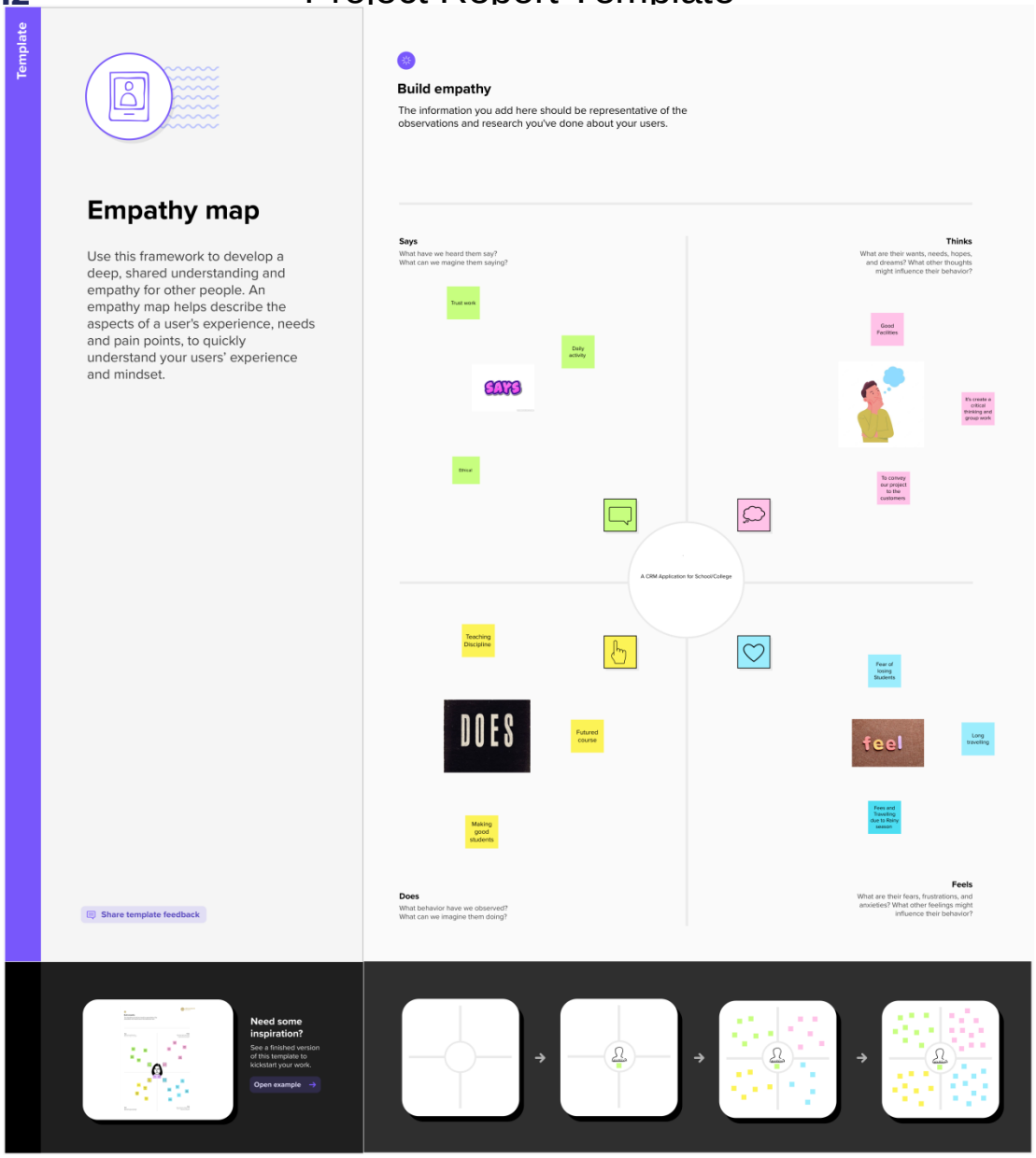
The project aim is to provide real time knowledge for all this students who have basic knowledge of salesforce and looking for real time project.

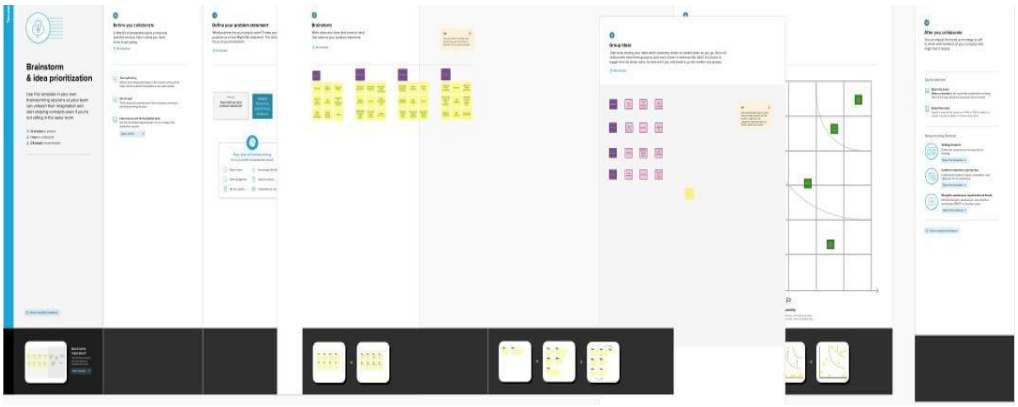
Purpose

The project helps to maintain and manage the school related problems which further can be modified based on the requirements.

2. Problem Definition & Design Thinking

Empathy Map


Template
Empathy map
Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.
Share template feedback
Build empathy
The information you add here should be representative of the observations and research you've done about your users.
Says
What have we heard them say?
What can we imagine them saying?
Thinks
What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?
Does
What behavior have we observed?
What can we imagine them doing?
Feels
What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?
A CRM Application for School/College
Need some inspiration?
See a finished version of this template to kickstart your work.
Open example

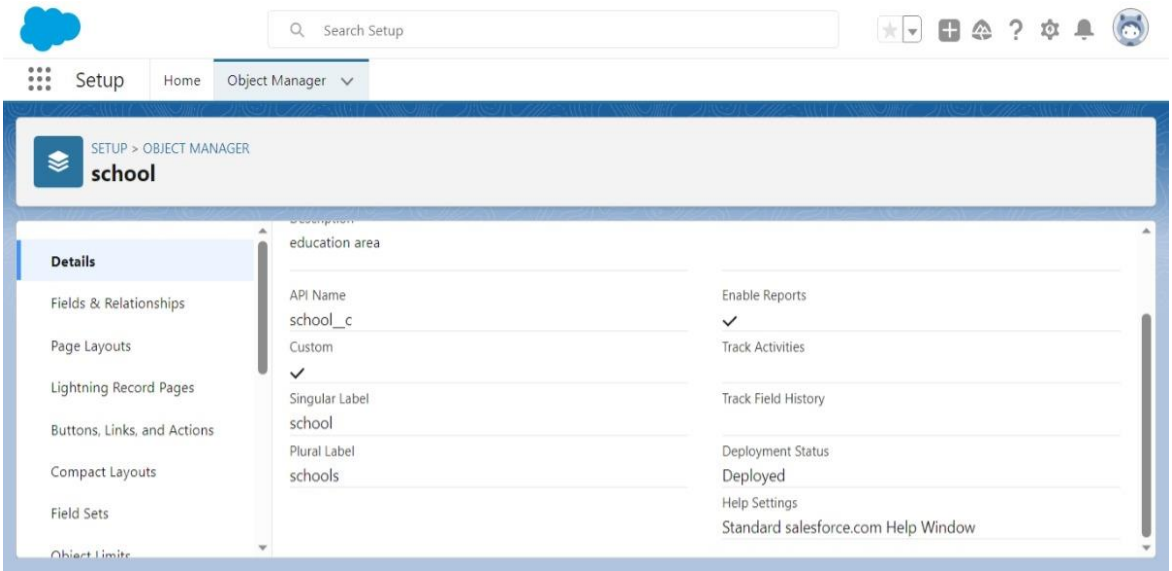

Brainstorm & idea prioritization

3. RESULT

Data Model:

<table>
<tr><th>Object name</th><th>Fields in the Object</th></tr>
<tr><td>Object
School</td><td>
<table>
<tr><th>Field label</th><th>Data type</th></tr>
<tr><td>Address</td><td>Text Area</td></tr>
<tr><td>District</td><td>Text Area</td></tr>
<tr><td>State</td><td>Text Area</td></tr>
<tr><td>Phone Number</td><td>Phone</td></tr>
<tr><td>No.of Students</td><td>Roll up Summary</td></tr>
<tr><td>Highest Mark</td><td>Roll up Summary</td></tr>
</table>
</td></tr>
<tr><td>Object
Student</td><td>
<table>
<tr><th>label</th><th>Data type</th></tr>
<tr><td>Phone</td><td>Phone Number</td></tr>
<tr><td>Results</td><td>Picklist</td></tr>
<tr><td>Class</td><td>Number</td></tr>
</table>
</td></tr>
<tr><td>Object
Parent</td><td>
<table>
<tr><th>Field label</th><th>Data type</th></tr>
<tr><td>Parent Address</td><td>Text Area</td></tr>
<tr><td>Parent Number</td><td>Phone</td></tr>
</table>
</td></tr>
</table>

Activity & Screenshot



Smart Internz

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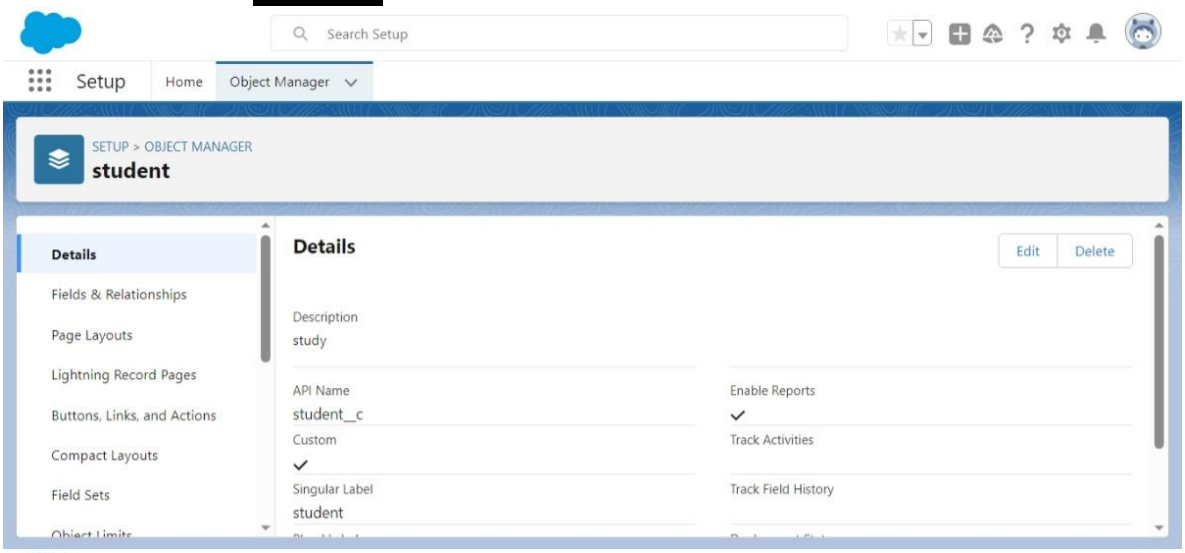

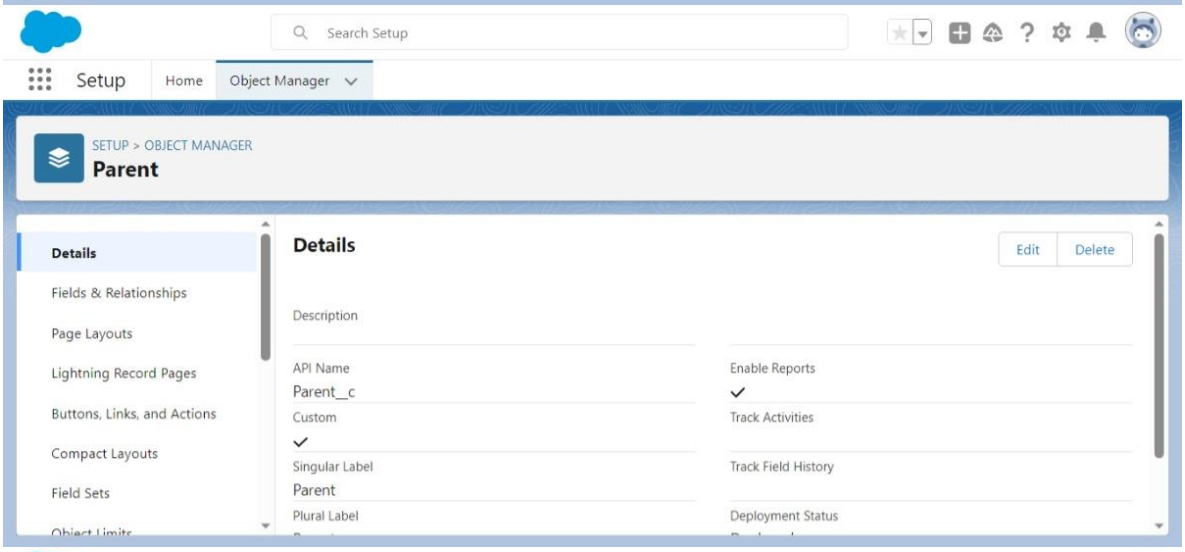

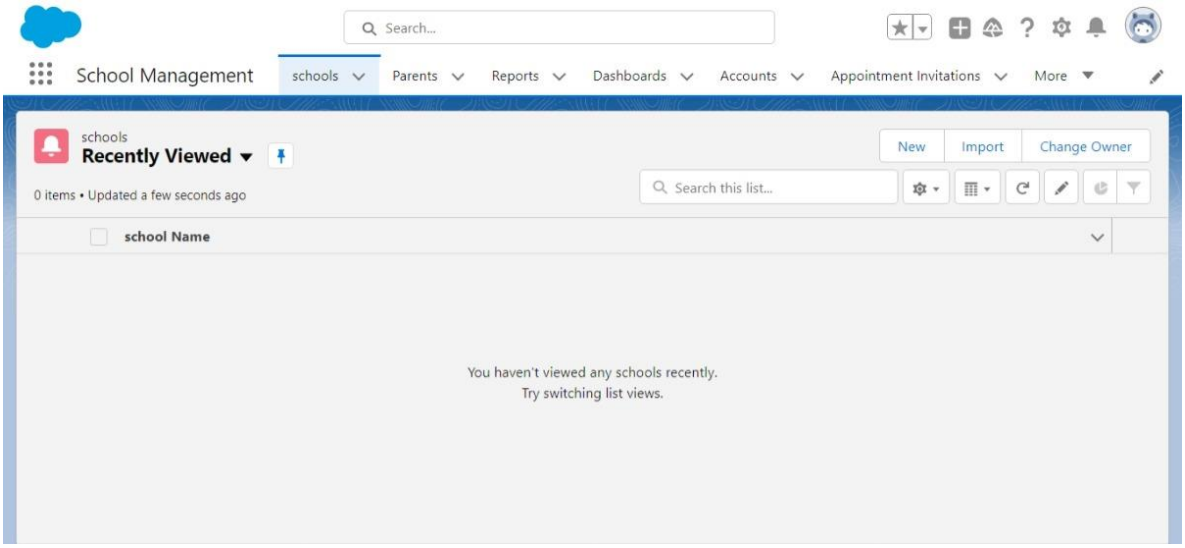

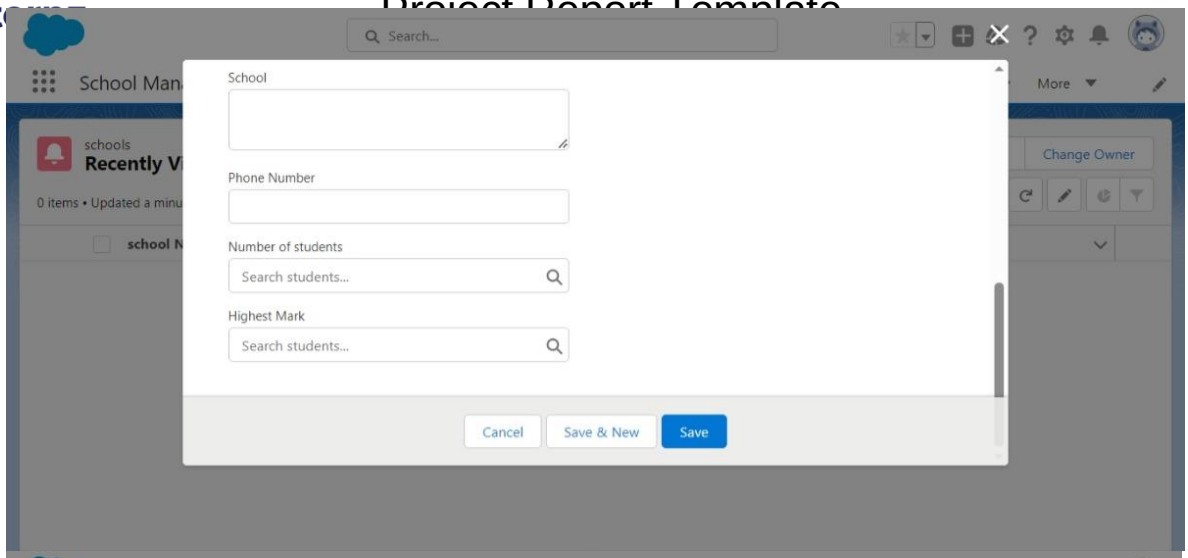

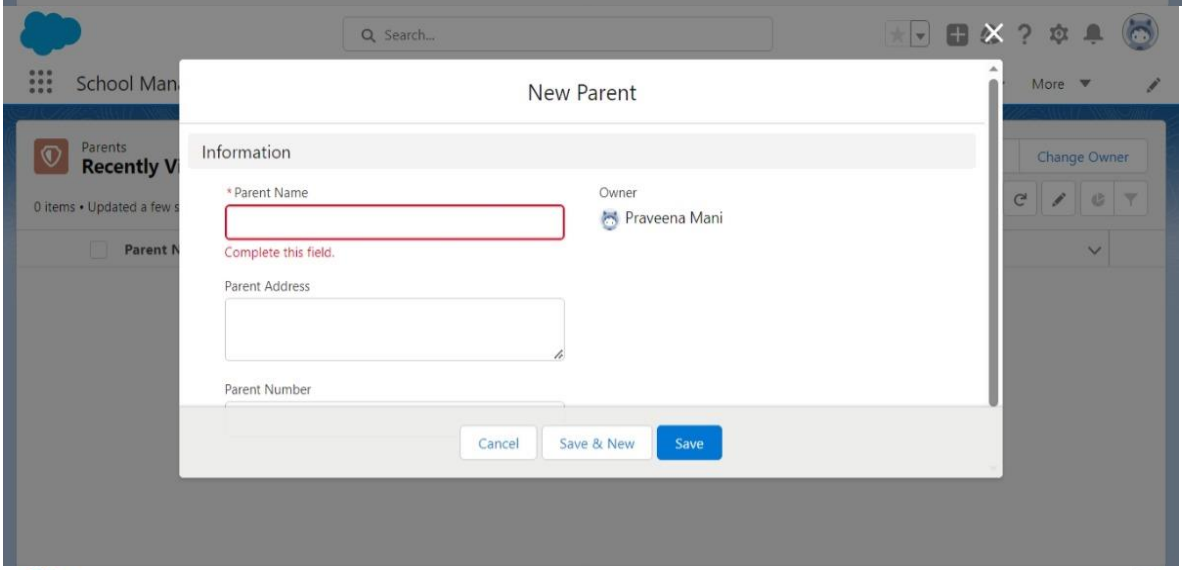

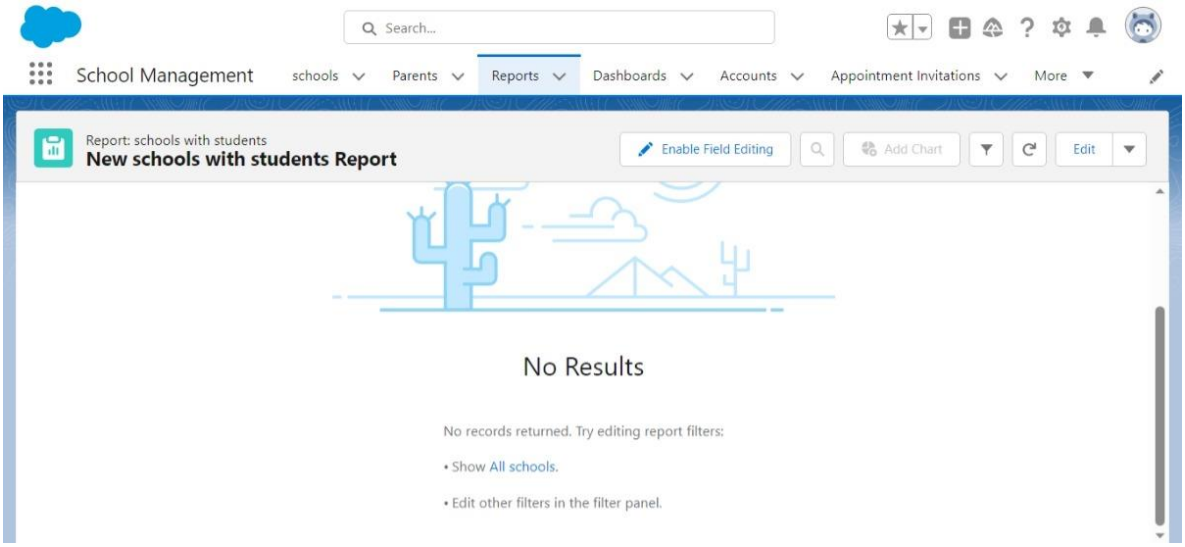

4. Trailhead Profile Public URL

Team Lead https://trailblazer.me/id/pmani202
Team Member 1 -
https://trailblazer.me/id/harinivijayarengan

Team Member 2 – https://trailblazer.me/id/kazhagar

Team Member 3 - https://trailblazer.me/id/sselvamani4

5. ADVANTAGES

Huge amount of data on customer interactions.

It can speed up the sales conversion process.

It increases staff productivity, lowers time costs and boosts morale.

DISADVANTAGES

Security concerns associated with centralized data.

It requires a process driven sales

Not suitable for every business

It eliminates the human element.

APPLICATIONS

Identify and engage the right customers.

Tracking Customers.

Collecting data for Marketing.

Interactions and communications.

6. CONCLUSION

It clearly defines the customer relationship management about the school and college.

7. FUTURE SCOPE

Traditionally and essentially CRM is management software for sales,marketing and customer service teams as they are the major touchpoints for any customer contact strategy.