

Project Report Template

1 INTRODUCTION

1.1 Overview

The project aim is to provide real-time knowledge for all the students who have basic knowledge of Salesforce and Looking for a real-time project.

1.2 Purpose

This Project helps us to maintain and manage the school related problems which further can be modified based on the requirements.

2 Problem Definition & Design Thinking

2.1 Empathy Map



2.2 Ideation & Brainstorming Map

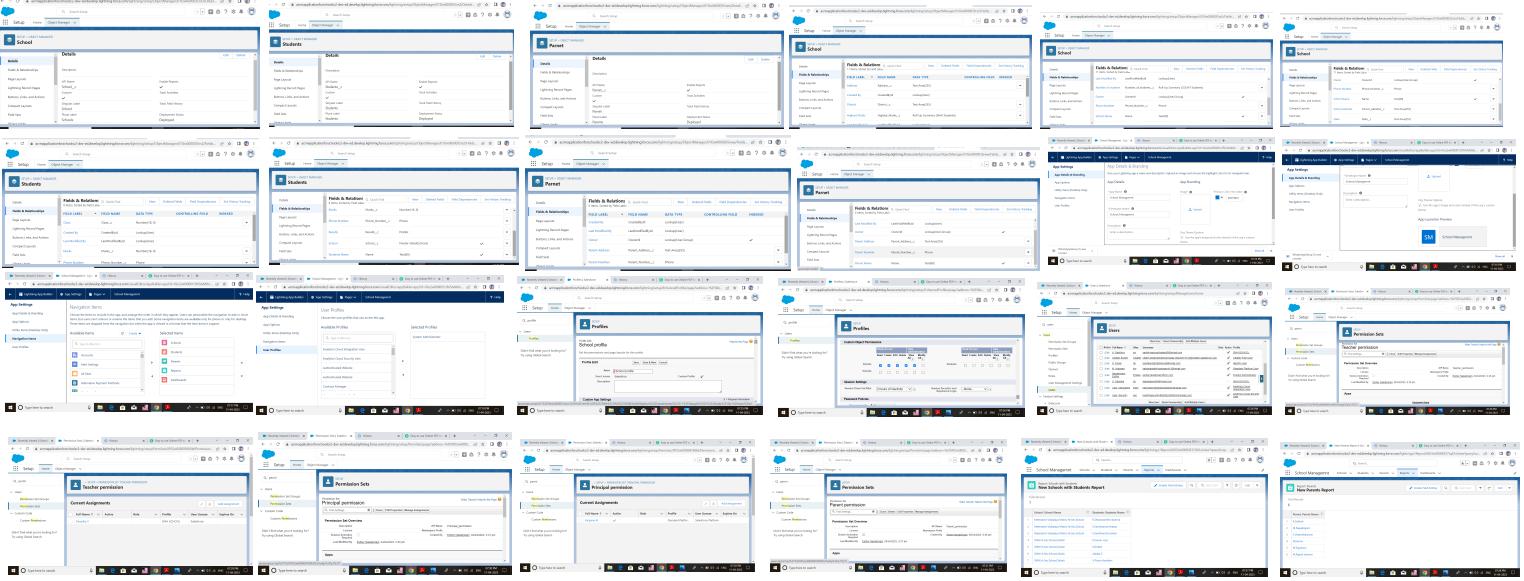
3 RESULT

3.1 Data Model:

Object name	Fields in the Object	
	Field label	Data type
School	Adress	Text Area
	District	Text Area
	State	Text Area
	School Websites	Text Area
	Phone Number	Phone
	Number of Students	Roll-up summary
	Highest Marks	Roll-up summary
Student	Field label	Data type
	Phone Number	Phone
	School	Master-Detail Relationship
	Results	Picklist
	Class	Number
	Marks	Number
Parent	Field label	Data type
	Parent Adress	Text Area
	Parent Number	Phone

Project Report Template

3.2 Activity & Screenshot



4 Trailhead Profile Public URL

Team Lead - <https://trailblazer.me/id/pdharshini100>
Team Member 1 - <https://trailblazer.me/id/enagalingam>
Team Member 2 - <https://trailblazer.me/id/rreevan1>
Team Member 3-<http://trailblazer.me/id/yuvae1>

5 ADVANTAGES & DISADVANTAGE

ADVANTAGES

1. It allows for more effective sales and marketing
2. It can speed up the sales conversion process

DISADVANTAGE

1. Staff over-reliance on CRM may diminish customer loyalty through a bad experience.
2. The excess initial time and productivity cost of implementation

6 APPLICATIONS

1. Tracking Customers
2. Collecting data for Marketing
3. Improving interactions and communications
4. Streamlining internal sales processes
5. Planning our operations

7 CONCLUSION

1. Wide branch network has significant impact on strong customer relationship
2. Most commonly used for requirement and admissions with 57% of institutions using these systems for both processes.

8 FUTURE SCOPE

This CRM system is best for users who are already leveraging Salesforce for their education data needs. The education could help staff members achieve digital transformation at any institution looking to transform processes and migrate to a streamlined, mobile, and cloud-based platform.