
PROJECT REPORT TEMPLATE

IMPLEMENTING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARK

❖ INTRODUCTION

1.1 Overview

A Implementing CRM for result tracking of a candidate with Internal marks should be able to create all base data including Semester, Candidate ,Course and Lecturer ,Lecturer should have the ability to create Internal marks, Dean, Who is the one of the lecturer ,Should be the only one with ability to update Internal Results, Re- evaluation can be initialized by Candidate for all Internal Results .Now only dean can update the marks after re-evaluation.

1.2 Purpose

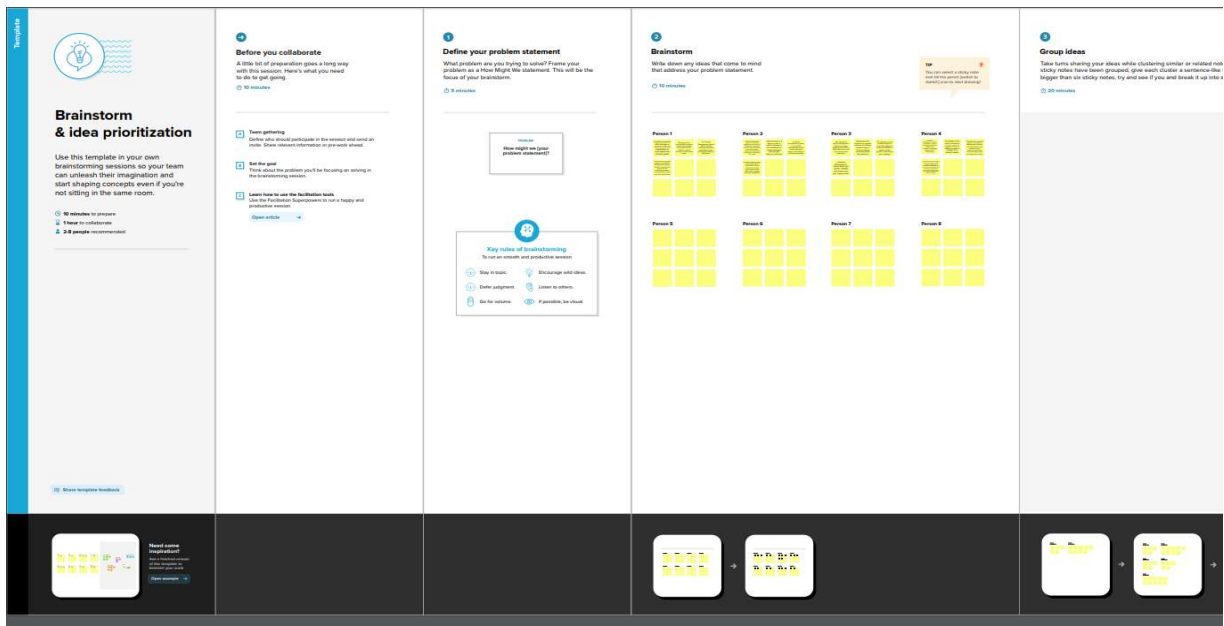
- ❖ Improve the students marks .
- ❖ Improve the student activities and give a qualified education.
- ❖ Lecturer should be can understand the students mindset.

2. Problem Definition & Design Thinking

2.1 Empathy Map



2.2 Ideation & Brainstorming Map



❖ Result

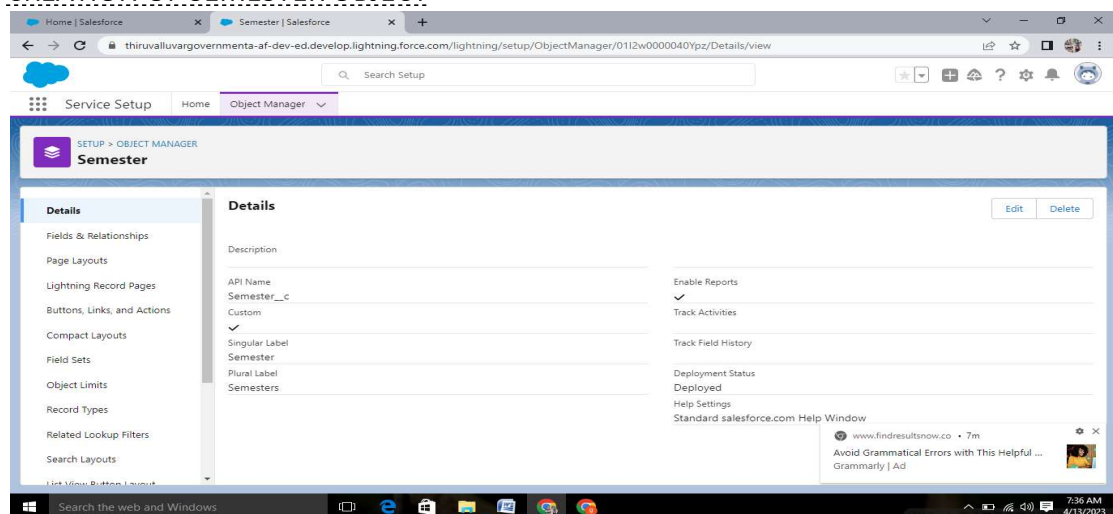
3.1 Data Model

Object name	Fields in the Object	
Semester		
	Field label	Data type
	Semester Name	Text
Candidate	Course(lookup)	Text
	Field label	Data type
	Candidate Name	Text
	Candidate Id	Text
	Semester Name	Text
	Internal results(lookup)	Text

Course Details	<table><tr><th>Field label</th><th>Data type</th></tr><tr><td>Course Name</td><td>Text</td></tr><tr><td>Course ID</td><td>Text</td></tr></table>	Field label	Data type	Course Name	Text	Course ID	Text				
Field label	Data type										
Course Name	Text										
Course ID	Text										
Lecturer Details	<table><tr><th>Field label</th><th>Data type</th></tr><tr><td>Lecturer Role</td><td>Text</td></tr><tr><td>Lecturer Name</td><td>Text</td></tr><tr><td>Course ID</td><td>Text</td></tr><tr><td>Course(lookup)</td><td>Text</td></tr></table>	Field label	Data type	Lecturer Role	Text	Lecturer Name	Text	Course ID	Text	Course(lookup)	Text
Field label	Data type										
Lecturer Role	Text										
Lecturer Name	Text										
Course ID	Text										
Course(lookup)	Text										
Internal results	<table><tr><th>Field label</th><th>Data type</th></tr><tr><td>Candidate ID</td><td>Text</td></tr><tr><td>Course ID</td><td>Text</td></tr><tr><td>Marks</td><td>Text</td></tr></table>	Field label	Data type	Candidate ID	Text	Course ID	Text	Marks	Text		
Field label	Data type										
Candidate ID	Text										
Course ID	Text										
Marks	Text										

3.2 Activity & Screenshot

CREATION OF SEMESTER OBJECT



CREATION OF CANDIDATE

The screenshot shows the Salesforce Setup interface for the 'Candidate' object. The browser address bar displays the URL: `thiruvalluvargovernmenta-af-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000040YAd/Details/view`. The page title is 'SETUP > OBJECT MANAGER Candidate'. 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, titled 'Details', includes a description field and a table of configuration options. The table has two columns: the first column lists configuration items, and the second column shows their current values. The configuration items are: API Name (Candidate__c), Custom (checked), Singular Label (Candidate), Plural Label (Candidates), Enable Reports (checked), Track Activities (checked), Track Field History (checked), Deployment Status (Deployed), and Help Settings (Standard salesforce.com Help Window). The bottom of the screen shows a Windows taskbar with the search bar and various application icons. The system clock indicates 7:38 AM on 4/13/2023.

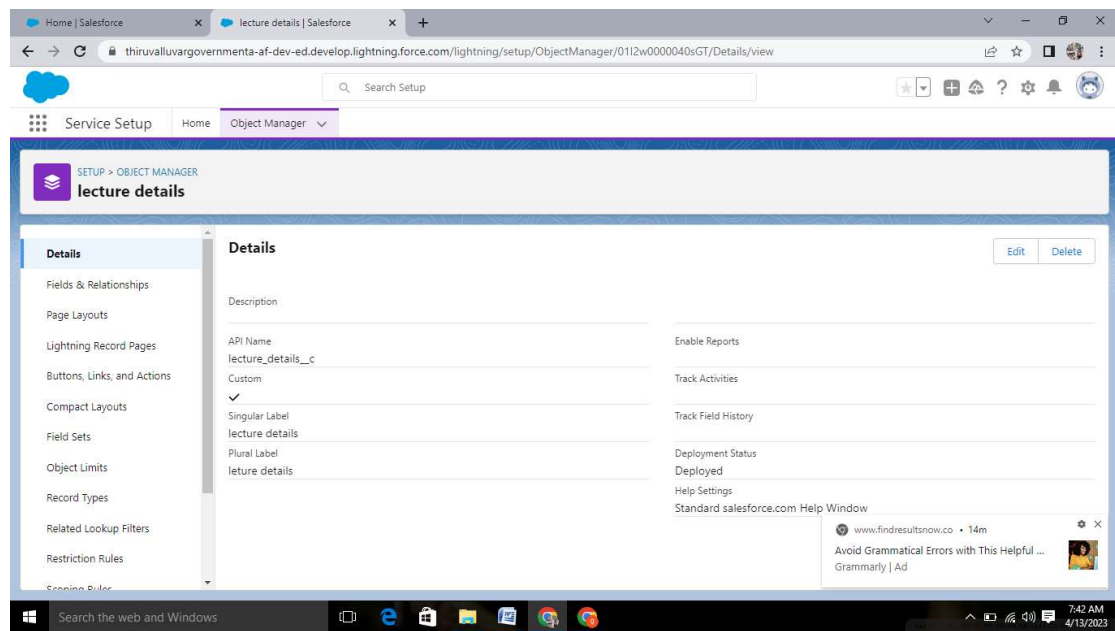
Configuration Item	Value
API Name	Candidate__c
Custom	✓
Singular Label	Candidate
Plural Label	Candidates
Enable Reports	✓
Track Activities	✓
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

CREATION OF COURSE DETAILS

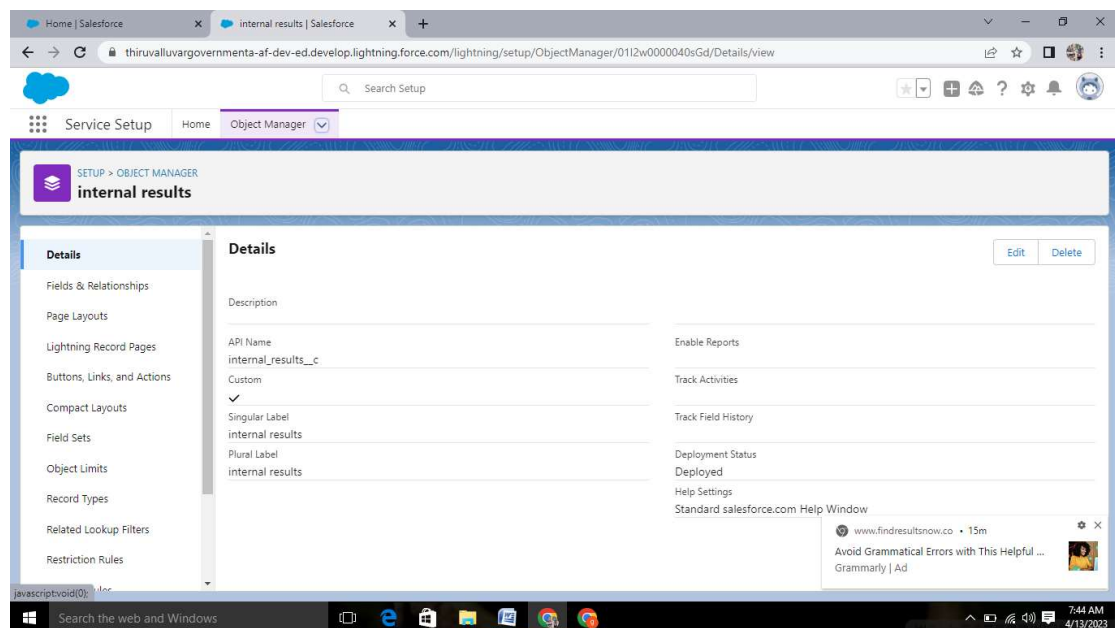
The screenshot shows the Salesforce Setup interface for the 'Course detail' object. The browser address bar displays the URL: `thiruvalluvargovernmenta-af-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000040Yq4/Details/view`. The page title is 'SETUP > OBJECT MANAGER Course detail'. 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 Restriction Rules. The main content area, titled 'Details', includes a description field and a table of configuration options. The table has two columns: the first column lists configuration items, and the second column shows their current values. The configuration items are: API Name (Course__c), Custom (checked), Singular Label (Course detail), Plural Label (Course details), Enable Reports (checked), Track Activities (checked), Track Field History (checked), Deployment Status (Deployed), and Help Settings (Standard salesforce.com Help Window). The bottom of the screen shows a Windows taskbar with the search bar and various application icons. The system clock indicates 7:39 AM on 4/13/2023.

Configuration Item	Value
API Name	Course__c
Custom	✓
Singular Label	Course detail
Plural Label	Course details
Enable Reports	✓
Track Activities	✓
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

CREATION OF LECTURER DETAILS



CREATION OF INTERNAL RESULTS



FIELDS AND RELATIONSHIP (SEMESTER OBJECT)

The screenshot shows the Salesforce Setup interface for the 'Semester' object. The left sidebar contains a navigation menu with options: Details, Fields & Relationships (selected), 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 'Fields & Relationships' and shows a table of 4 items, sorted by Field Label. The table has columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: Created By (CreatedById, Lookup(User)), Last Modified By (LastModifiedById, Lookup(User)), Owner (OwnerId, Lookup(User,Group)), and Semester Name (Name, Text(80)). A notification at the bottom right states: 'www.smartsearchresults.com • now www.smartsearchresults.com This site has been updated in the background.'

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)		✓
Semester Name	Name	Text(80)		✓

FIELDS AND RELATIONSHIP (Candidate)

The screenshot shows the Salesforce Setup interface for the 'Candidate' object. The left sidebar contains a navigation menu with options: Details, Fields & Relationships (selected), 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 'Fields & Relationships' and shows a table of 7 items, sorted by Field Label. The table has columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: Candidate Id (Candidate_Id__c, Text(80)), Candidate Name (Name, Text(80)), Created By (CreatedById, Lookup(User)), Internal results (Internal_results__c, Lookup(internal result)), Last Modified By (LastModifiedById, Lookup(User)), Owner (OwnerId, Lookup(User,Group)), and Semester Name (Semester_Name__c, Text(80)).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Candidate Id	Candidate_Id__c	Text(80)		
Candidate Name	Name	Text(80)		✓
Created By	CreatedById	Lookup(User)		
Internal results	Internal_results__c	Lookup(internal result)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Semester Name	Semester_Name__c	Text(80)		

FIELDS AND RELATIONSHIP (Internal results)

The screenshot shows the Salesforce Setup interface for the 'internal results' object. The left sidebar lists various setup options, with 'Fields & Relationships' selected. The main content area displays a table of fields for this object. The table has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. There are four fields listed: 'Created By', 'Last Modified By', 'Owner', and 'internal results Name'. The 'internal results Name' field is highlighted in blue. The 'Indexed' column shows checkmarks for 'internal results Name' and 'Owner'.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
internal results Name	Name	Text(80)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

FIELDS AND RELATIONSHIP (lecture details)

The screenshot shows the Salesforce Setup interface for the 'lecture details' object. The left sidebar lists various setup options, with 'Fields & Relationships' selected. The main content area displays a table of fields for this object. The table has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. There are four fields listed: 'Created By', 'Last Modified By', 'Owner', and 'lecture details Name'. The 'lecture details Name' field is highlighted in blue. The 'Indexed' column shows checkmarks for 'lecture details Name' and 'Owner'.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
lecture details Name	Name	Text(80)		✓
Owner	OwnerId	Lookup(User,Group)		✓

FIELDS AND RELATIONSHIP (Course detail)

The screenshot shows the Salesforce Setup interface for the 'Course detail' object. The left sidebar lists various setup options, with 'Fields & Relationships' selected. The main area displays a table of fields for the 'Course detail' object, sorted by field label. The table has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. The fields listed are: Course detail Name (Text(80)), Created By (Lookup(User)), Last Modified By (Lookup(User)), and Owner (Lookup(User,Group)).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Course detail Name	Name	Text(80)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

Create the Candidate Internal Result Card app (Lightning App):

The screenshot shows the Salesforce Lightning App Builder interface for the 'RM App'. The left sidebar lists various app settings, with 'App Details & Branding' selected. The main area displays the 'App Details & Branding' section, which includes fields for App Name, Developer Name, and Description. The App Name is 'RM App', the Developer Name is 'Ragulmalish', and the Description is 'CRM For result tracking of a candidate'. The 'App Branding' section shows the app's image and primary color hex value (#0070D2). The 'Org Theme Options' section has a checkbox for 'Use the app's image and color instead of the org's custom theme' which is checked. The 'App Launcher Preview' section shows a preview of the app's launcher card.

App Details

- * App Name: RM App
- * Developer Name: Ragulmalish
- Description: CRM For result tracking of a candidate

App Branding

- Image: [Image of RM App logo]
- Primary Color Hex Value: #0070D2

Org Theme Options

- ☒ Use the app's image and color instead of the org's custom theme

App Launcher Preview

RM App
CRM For result tracking of a candidate

Creating a Users:

The screenshot displays the Salesforce Setup interface for managing users. The left sidebar shows the navigation menu with 'Setup' and 'Users' highlighted. The main content area is titled 'All Users' and includes instructions on how to manage users. Below the instructions, there are buttons for 'New User', 'Reset Password(s)', and 'Add Multiple Users'. A table lists the current users with the following columns: Action, Full Name, Alias, Username, Role, Active, and Profile. The table contains six rows of user data.

Action	Full Name	Alias	Username	Role	Active	Profile
[Edit]	Chatter Expert	Chatter	chatty002w00000rx0aajabhyRklsuxr@chatter.salesforce.com		✓	Chatter Free User
[Edit]	Malleesh Raju	Rm	raju@malleesh@yacc.com		✓	System Administrator
[Edit]	Malleesh Raju	malleesh	raju@malleesh@crm.com		✓	Standard User
[Edit]	Martin John	jmart	raju@malleesh@gmail.com		✓	Standard Platform User
[Edit]	B. Raju Malleesh	raju	raju@malleesh@gmail.com		✓	Work.com Only User
[Edit]	User Integration	inteo	integration@0062w000000rx0aaj		✓	Analytics Cloud Integration User
[Edit]	User Security	sec	insightsecurity@0062w000000rx0aaj		✓	Analytics Cloud Security User

Reports and dashboards:

Optimizier | Salesforce x Reports | Salesforce x - Student x Implementing_CRM_for_Result... x +

thiruvalluargovernmenta-af-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mru

Search...

Service Home Chatter Accounts Accounts Contacts Cases Reports Dashboards Candidates Internal results Lecturer Details Semesters More

Reports

Recent

Search recent reports... New Report New Folder

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	New Report		Private Reports	Ragul Mallesh	3/4/2023, 9:54 pm	

Created by Me

Private Reports

Public Reports

All Reports

FOLDERS

All Folders

Created by Me

Shared with Me

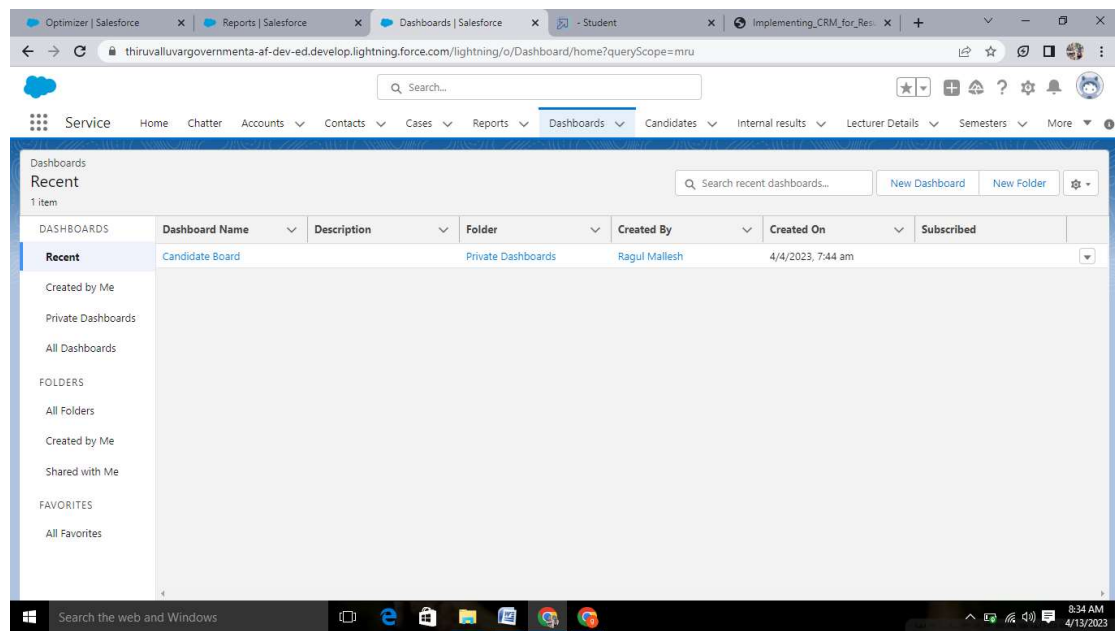
FAVORITES

All Favorites

Search the web and Windows

8:30 AM 4/13/2023

Create a Dashboard (Recent)



3 Trailhead Profile Public URL

Team Lead - <https://trailblazer.me/id/rmalleesh2>

Team Member 1 - <https://trailblazer.me/id/sivas306>

Team Member 2 - <https://trailblazer.me/id/pragm24>

4. ADVANTAGES & DISADVANTAGE ADVANTAGE

- ❖ Students become more attentive during lectures.
- ❖ Fear and anxiety about exams in students is reduced and it makes students more ready for their final or external exams.
- ❖ Students can evaluate themselves and correct their mistakes, which should not be done in final exams
- ❖ . It reduces the weight age of external exams.

DISADVANTAGE

- ❖ Sometimes, partiality and bias - ness may occur.
 - ❖ Teachers may miss-use this for their own benefits.
 - ❖ Sometimes, teachers may give hints to some of the students and this causes a lack of courage in students for external examinations.
- APPLICATIONS
- Implementing CRM for result tracking of a candidate with Internal marks should be able to create all base data including Semester, Candidate, Course and Lecturer, Lecturer should have the ability to create Internal marks, Dean, Who is

the one of the lecturer, Should be the only one with ability to update Internal Results, Re-evaluation can be initialized by Candidate for all Internal Results. Now only dean can update the marks after re-evaluation.

- ❖ Students become more attentive during lectures.
- ❖ Fear and anxiety about exams in students is reduced and it makes students more ready for their final or external exams.
- ❖ Students can evaluate themselves and correct their mistakes, which should not be done in final exams.
- ❖ It reduces the weightage of external exams.

7 .CONCLUSION

Project management that is intelligent and precise is necessary for complex client engagements. During marketing and pre- sales, during the actual sale, and after the consumer has made their purchase, project management assists in achieving the consistent brand messaging that is the hallmark of exceptional customer experiences. Using Salesforce Management for project management is one method to ensure consistency across the customer experience. By integrating project management into your Salesforce instance, you can bring together customer-facing teams, no matter how far apart they are geographically. Your clients will receive exactly what they require when they require it if you approach customer on boarding or customer service as a project. 8 FUTURE SCOPE The future of Salesforce looks bright as the demand for Salesforce professionals continues to grow. With the increasing adoption of cloud technology and the growth of customer relationship management (CRM) systems, there will be a growing need for Salesforce expertise in the coming years. In addition, the company is constantly innovating and adding new features and capabilities to its platform, which will create new job opportunities and career paths for those trained in Salesforce. As more companies turn to Salesforce to manage customer interactions, it's likely that the demand for Salesforce experts will only increase. Therefore, learning Salesforce can be a smart career move for individuals looking for a lucrative and stable career in the technology field. So, if you want to learn for free then you must go for Intellipat's sales force video training which would definitely help you to learn the sales force fundamentals in the best and effective manner