

Project Report Template

Implementing CRM for result tracking of a candidates with internal marks

1. Introduction:

1.1. Over view

In CRM for result tracking is Administrator should be able to create all base data including semester, candidate, course and lecturer should have the ability to create internal results and re-valuation.

1.2 purpose

This system is effective and saves time and helps business keep track of customer interaction.

2. Problem Definition & Design Thinking

2.1 Empathy Map

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.

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Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says
What have you heard them say?
What are you imagine them saying?

We have heard about CRM

We can imagine result tracking of a candidate

The project aims to enhance the employability and innovation of students

Their hopes are to learn many skills and knowledge about CRM for the students.

We have learn some knowledge about salesforce Org.

They think this project encourages students to think creatively

We have heard details about custom objects.

They want to develop our skills

We have observed about the customer relationship management project

In the beginning we handled the project with some fear because of the project outcome

They did the employability and innovation candidates

We feel the project is developed our skills and ability

We can imagine this project make talent students

We have observed the details about the projects

we feel the project is helps to grow our skills.

We have learned the projects is a greatest one to make our unique personality.

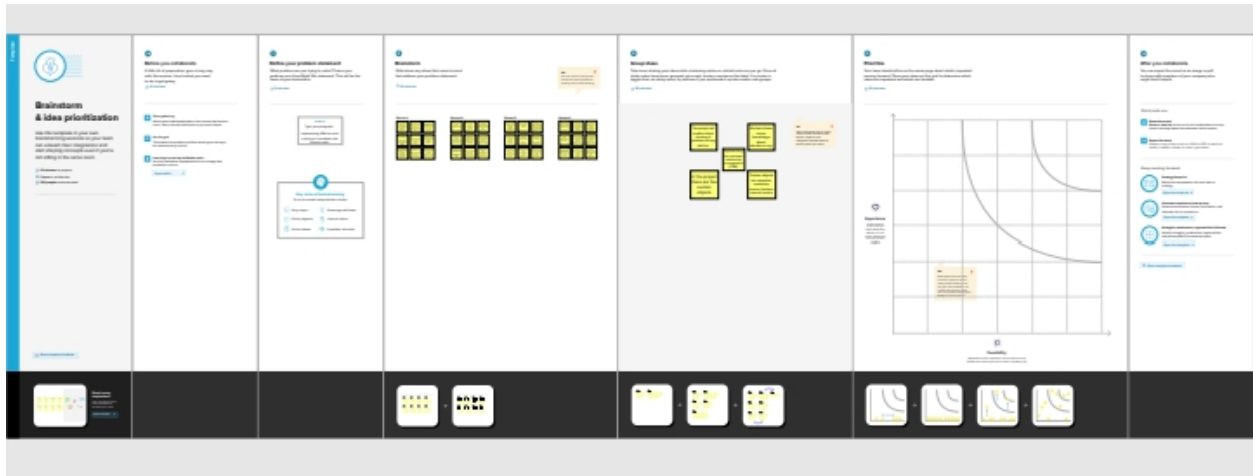
Thinks
What are their words, needs, hopes, and dreams? What other thoughts might influence their behavior?

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?

Implementing CRM for result tracking of a candidate with internal needs

2.2 Ideation and Brainstorming



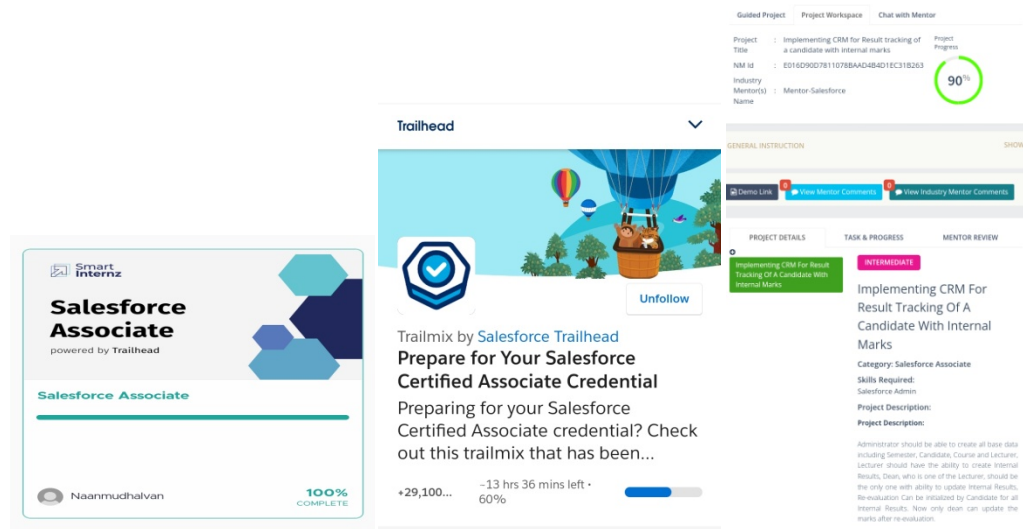
3.1 Data Model

Object Name	Field Label	Data Type
semester	semester Name	Lookup

3. Results

3.2 Activity & Screenshot

We done Empathy Map and Brain Storming and uploading in Github. Also we done the Trailhead Badges Completion and earn points.



4. Trailhead profile public URL

Team lead - <https://trailblazer.me/id/dpriya118>

Team member 1-

<https://trailblazer.me/id/nantk>

Team member 2 -

<https://trailblazer.me/id/pandj5>

Team member 3 -

<https://trailblazer.me/id/pthra7>

5. Advantages & disadvantages

Advantages

- *Require less capital
- *Better customer relationship
- *Credit facility
- *More profit margin than wholesalers
- *No Liability towards the customers

Disadvantage

- *Require more marketing costs
- *Goods selling is required
- *High competition
- *No benefit of bulk buying

6. Applications

- *Improved customer relationship management.
- *Better collaborate and communication between teams.
- *Reduce IT costs.

7. Conclusion

Salesforce can be used to manage orders from retail stores and distributions, including tracking orders, processing payments, and managing inventory levels.

8. Future scope

Supervisory, client communications, merchandise shipment, sales, management and administrative services all are future scope of CRM for result tracking.