

1. INTRODUCTION

1.1 Overview:

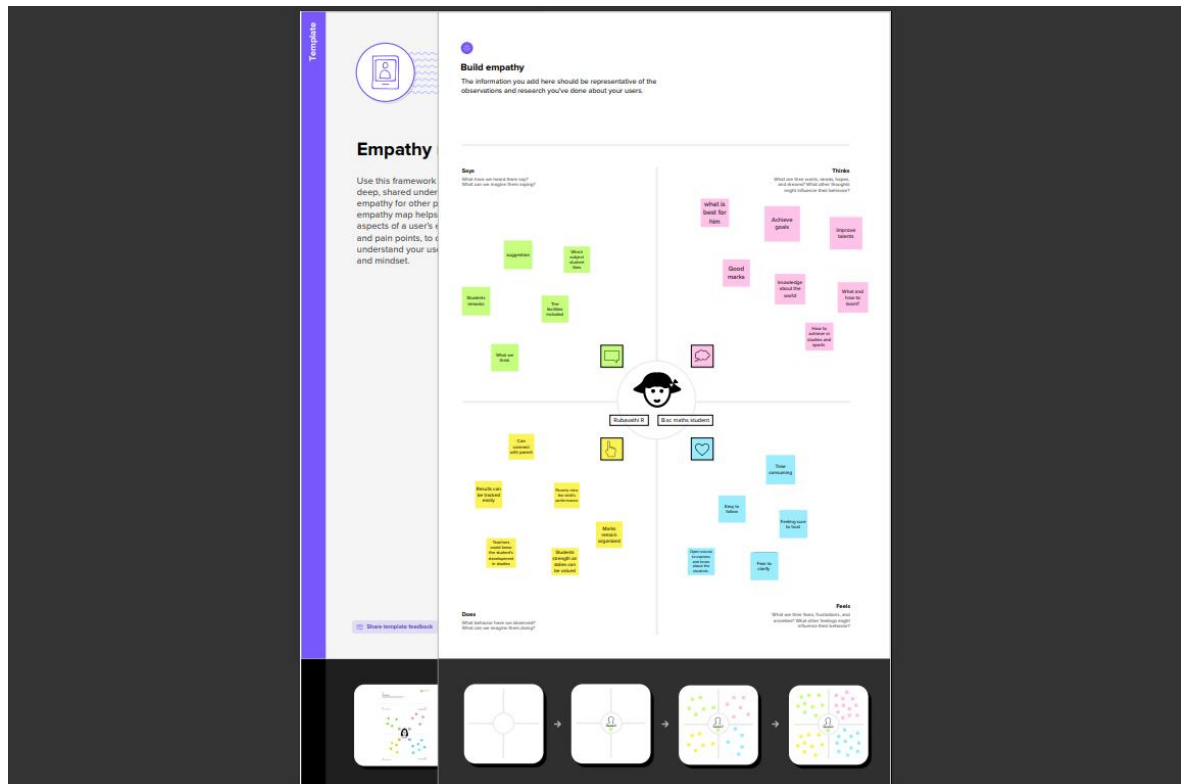
Administrator should be able to create all the base data including Semester,Candidate,Course and Lecturer,Lecturer should have the ability to create internal results , Dean who is one of the Lecturer,should be the only one with ability to update internal results,re-evaluation can be initialised by candidate for all internal results.Now only Dean can update the marks after re-evaluation.

1.2 Purpose:

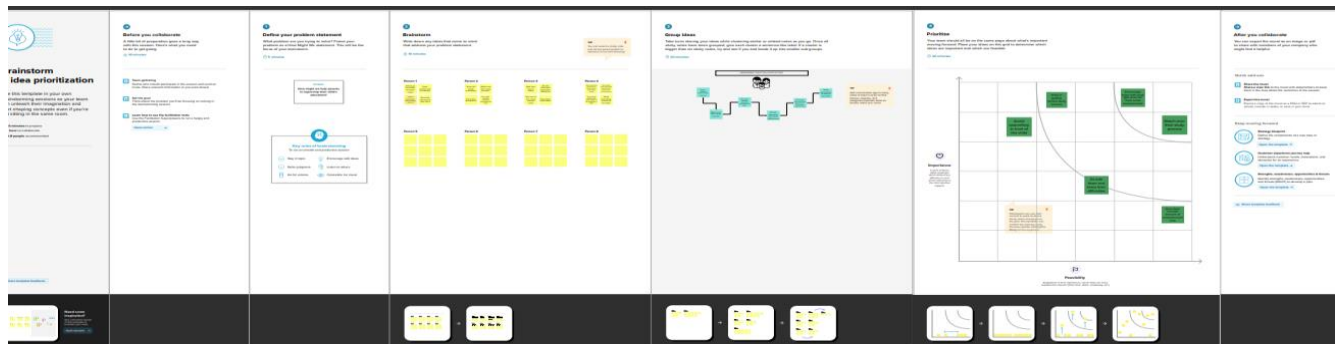
This project is used to create a relationship between the Teachers and the child's parent.This would help both the teachers and parents to know about the improvement in studies of their child.This also would help them to keep track of their child's marks and would help in knowing the student's area of interest.

2. PROBLEM DEFINITION AND DESIGN THINKING

2.1 Empathy Map:



2.2 Ideation and Brainstorming Map:



3. RESULT

3.1 Data Model:

OBJECT NAME	FIELDS IN THE OBJECT	
SEMESTER	FIELDS	DATA TYPE
	Semester name	Text
	Course (lookup)	Text
CANDIDATE	FIELDS	DATA TYPE
	Candidate name	Text
	Candidate ID	Text
	Semester name	Text
	Internal results(lookup)	Number
COURSE DETAILS	FIELDS	DATA TYPE
	Course name	Text
	Course ID	Text
LECTURER DETAILS	FIELDS	DATA TYPE
	Lecturer role	Text
	Lecturer Name	Text
	Course ID	Text
	Course (lookup)	Text
INTERNAL RESULTS	FIELDS	DATA TYPE
	Candidate Id	Text
	Course ID	Text
	Marks	Number

3.2 Activity and screenshot:

MILESTONE 1:

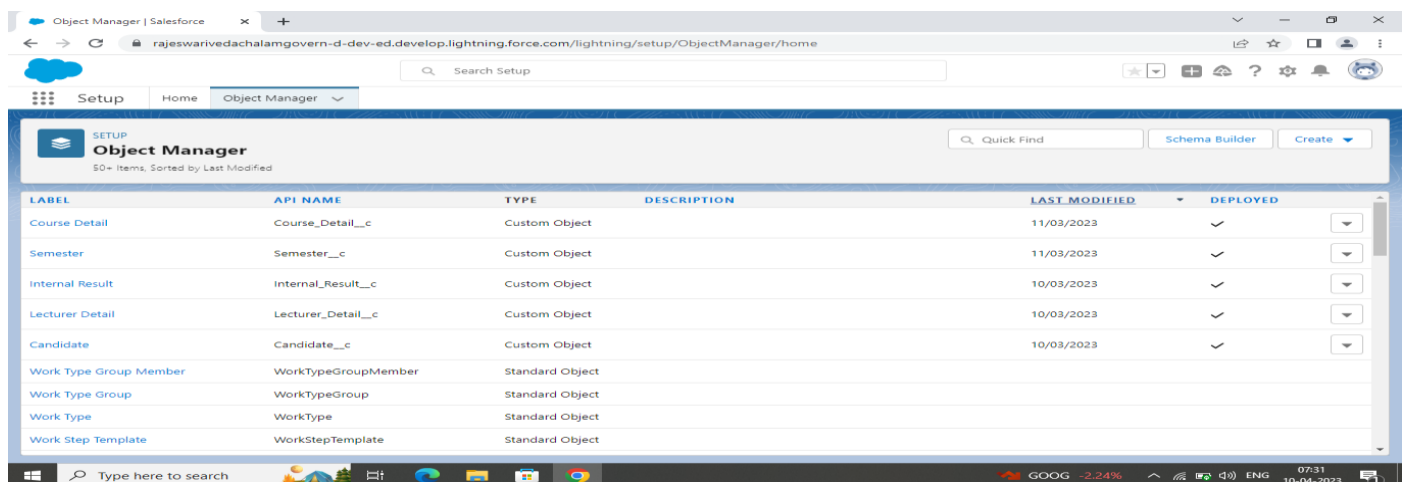
Activity 1 :(Creating Developer Account)

A developer org is created in salesforce.Signup form is filled and a new username and password is created.Account is activated by the email received and the account gets verified and a developer account gets created.

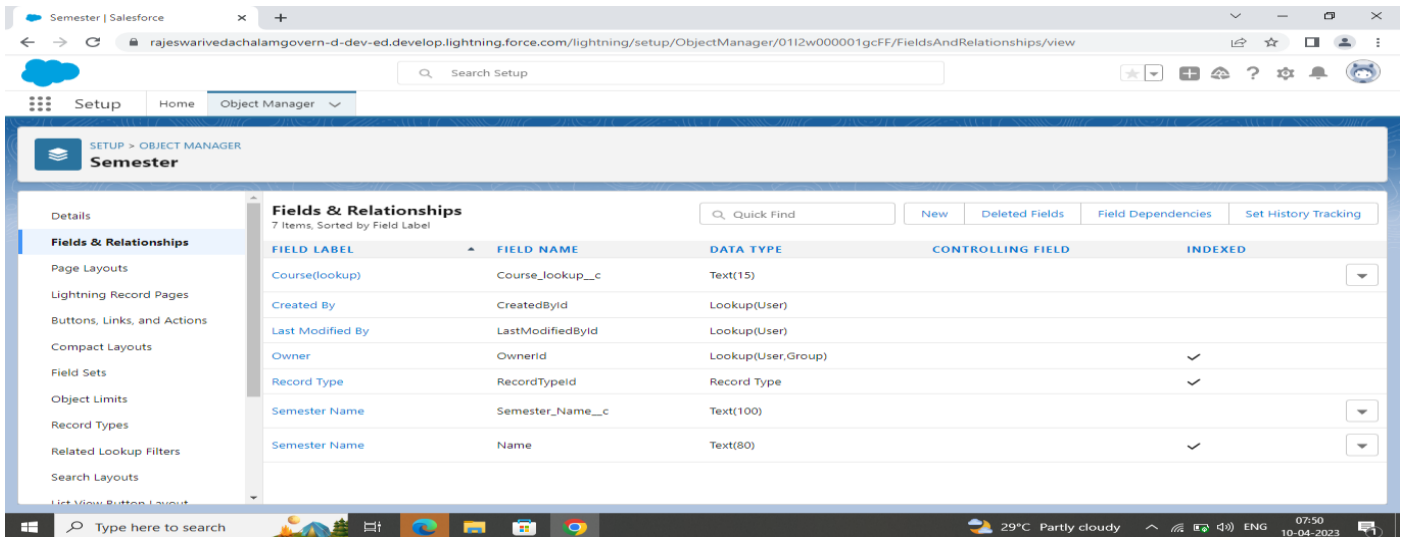
MILESTONE 2:

Activity 1:(Creating 5 custom objects)

- 5 custom objects Semester,Candidate,Course Details,Lecturer Details,Internal Results are created.



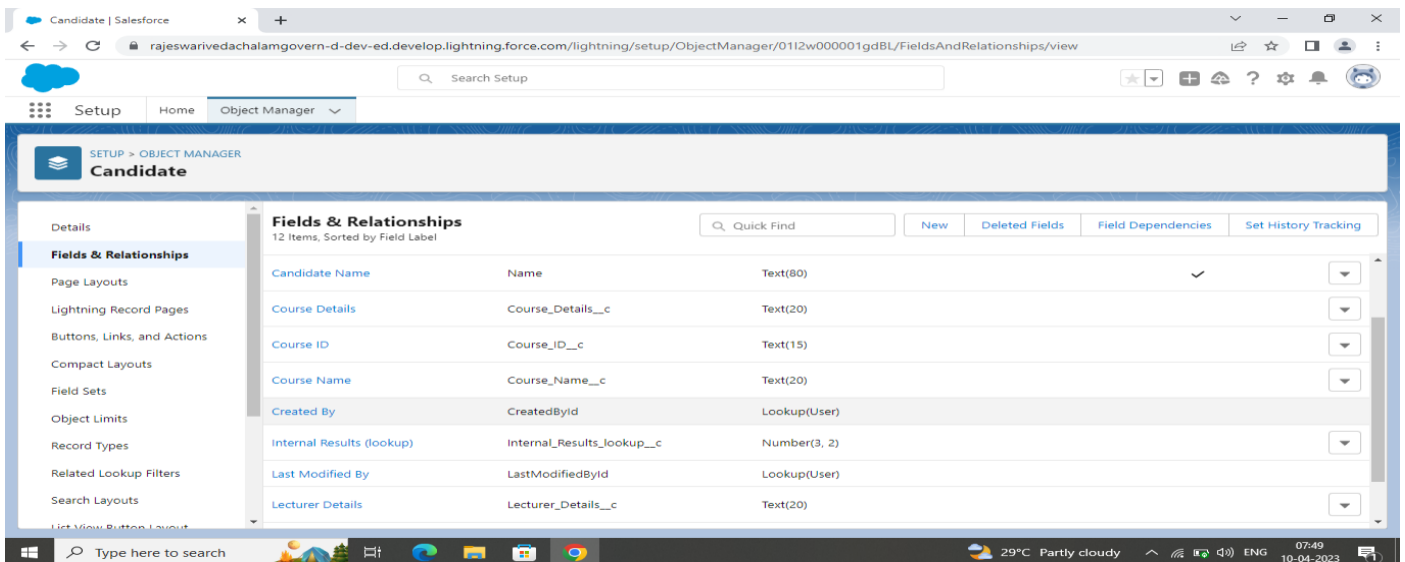
- In Semester object, Semester name and Course(lookup) fields are created.



The screenshot shows the Salesforce Setup interface for the 'Semester' object. The 'Fields & Relationships' section displays 7 items, sorted by Field Label. The table below lists the fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Course(lookup)	Course_lookup__c	Text(15)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Record Type	RecordTypeId	Record Type		✓
Semester Name	Semester_Name__c	Text(100)		
Semester Name	Name	Text(80)		✓

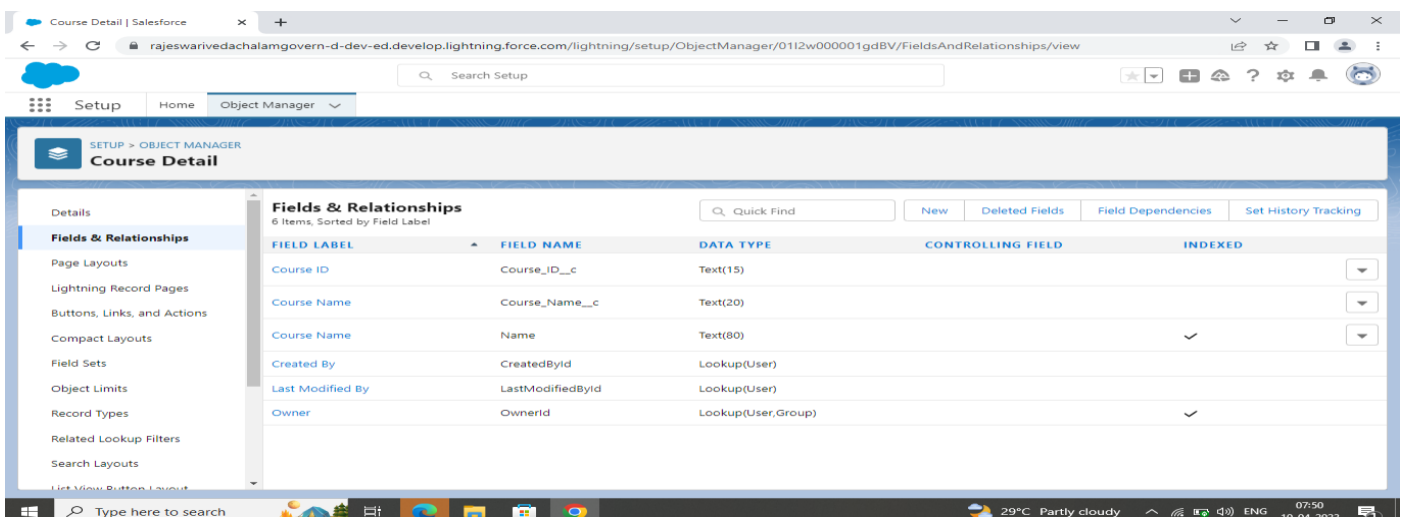
- In candidate object, Candidate name , Candidate ID ,Semester name and Internal results(lookup) fields are created.



The screenshot shows the Salesforce Setup interface for the 'Candidate' object. The 'Fields & Relationships' section displays 12 items, sorted by Field Label. The table below lists the fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Candidate Name	Name	Text(80)		✓
Course Details	Course_Details__c	Text(20)		
Course ID	Course_ID__c	Text(15)		
Course Name	Course_Name__c	Text(20)		
Created By	CreatedById	Lookup(User)		
Internal Results (lookup)	Internal_Results_lookup__c	Number(3, 2)		
Last Modified By	LastModifiedById	Lookup(User)		
Lecturer Details	Lecturer_Details__c	Text(20)		

- In Course details object, Course name and Course Id fields are created.



The screenshot shows the Salesforce Setup interface for the 'Course Detail' object. The 'Fields & Relationships' section displays 6 items, sorted by Field Label. The table below lists the fields:

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Course ID	Course_ID__c	Text(15)		
Course Name	Course_Name__c	Text(20)		
Course Name	Name	Text(80)		✓
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

- In Lecturer details object, Lecturer role, lecturer name, Course Id and Course (lookup) fields are created.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Course (lookup)	Course_lookup__c	Text(20)		
Course ID	Course_ID__c	Text(20)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Lecturer Role	Lecturer_Role__c	Text(100)		
Lecturer Detail Name	Name	Text(80)		✓
Lecturer Name	Lecturer_Name__c	Text(15)		
Owner	OwnerId	Lookup(User,Group)		✓

- In Internal Results object, Candidate Id, Course ID and marks fields are created.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Candidate ID	Candidate_ID__c	Text(15)		
Course ID	Course_ID__c	Text(20)		
Created By	CreatedById	Lookup(User)		
Internal Result Name	Name	Text(80)		✓
Last Modified By	LastModifiedById	Lookup(User)		
Marks	Marks__c	Text(20)		
Owner	OwnerId	Lookup(User,Group)		✓

MILESTONE 3:

Activity 1:(Create candidate internal result card app)

- A new lightning app named as CANDIDATE INTERNAL RESULT CARD APP is created. This app can be viewed in app launcher.

App Name	Developer Name	Description	Last Modified	Ap...	Vi...
1 All Tabs	AllTabSet		09/03/2023, 6:31 pm	Classic	
2 Analytics Studio	Insights	Build CRM Analytics dashboards and apps	09/03/2023, 6:31 pm	Classic	✓
3 App Launcher	AppLauncher	App Launcher tabs	09/03/2023, 6:31 pm	Classic	✓
4 Bolt Solutions	LightningBolt	Discover and manage business solutions design...	09/03/2023, 6:34 pm	Lightning	✓
5 Candidate Internal Result Ca...	Candidate_Internal_Result_Card		12/03/2023, 5:12 pm	Lightning	✓
6 Community	Community	Salesforce CRM Communities	09/03/2023, 6:31 pm	Classic	✓
7 Content	Content	Salesforce CRM Content	09/03/2023, 6:31 pm	Classic	✓
8 Data Manager	DataManager	Use Data Manager to view limits, monitor usa...	09/03/2023, 6:31 pm	Lightning	✓
9 Digital Experiences	SalesforceCMS	Manage content and media for all of your sites.	09/03/2023, 6:31 pm	Lightning	✓
10 Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightnin...	09/03/2023, 6:31 pm	Lightning	✓
11 Marketing	Marketing	Best-in-class on-demand marketing automation	09/03/2023, 6:31 pm	Classic	✓

4. TRAILHEAD PROFILE PUBLIC URL:

Team lead (Rubabathi.R)	- https://trailblazer.me/id/rubar7
Team member 1 (Ajisha.S)	- https://trailblazer.me/id/ajiss1
Team member 2 (Ancy.G.A)	- https://trailblazer.me/id/ancga
Team member 3 (Thennarasi.S)	- https://trailblazer.me/id/thens53

5. ADVANTAGES AND DISADVANTAGES:

Advantages:

- Helps in tracking the student's marks .
- Keeps the information well organized.
- Parents can view the child's performance.
- Teachers could know the child's development in studies.

Disadvantages:

- Parents are unable to contact teachers through this platform.
- This is more time consuming.

6 . APPLICATIONS:

This type of platform or this crm application can be of more useful and can be applied in many fields.

- Used to track students marks .
- Used to organize informations in financial services.
- Used to know the customers and track their health issues in healthcare.
- Used in knowing informations on landlords , would help in answering their queries and would associate them with good salesteams.

7. CONCLUSION:

Our project IMPLEMENTATING CRM FOR RESULT TRACKING OF A CANDIDATE WITH INTERNAL MARKS is a project in which a report and a dashboard is created for tracking the marks of the students for their semesters respectively. Using this CRM application a student's marks are easily tracked and his improvement in studies is brought into the notice of both the parent and the teachers. In our project ,

- We created a developer account
- We created custom objects like semester, candidate, lecturer details, course details and internal marks
- Then we created field for the custom objects.
- Then we created an app named CANDIDATE INTERNAL RESULT CARD APP .
- Then we created a user named John Martin.
- Then we created a Report on candidates marks.
- Then we created a dashboard along with a marks analysis chart and named it as Candidate with candidate marks .

8 . FUTURE SCOPE:

Some enhancements can be made to this CRM application to improve this even more. The chance of contacting the child's parent or teachers is impossible in this application. It would be great if this type of enhancement is done in the application.

