1. **INTRODUCTION.**

1.1 *Overview.*

Title: **Implementing CRM for Result tracking of a candidate with internal marks.**
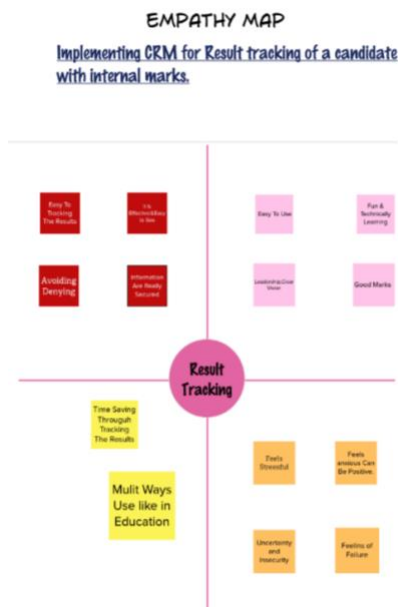
Description: Administrator should be able to create all base data including Semester, Candidate, Course and Lecturer, Lecturer should have the ability to create Internal Results, Dean, who is one of the Lecturer, should be the only one with ability to update Internal Results, Re-evaluation Can be initialized by Candidate for all Internal Results. Now only dean can update the marks after re-evaluation.

1.1 Purpose.

Since there are more autonomous educational institutions especially in arts and science and Engineering domain, the institutions are badly in need of software packages to keep record of their students personal information, course details, internal and external mark details and Re-evaluation for the candidate if needed.
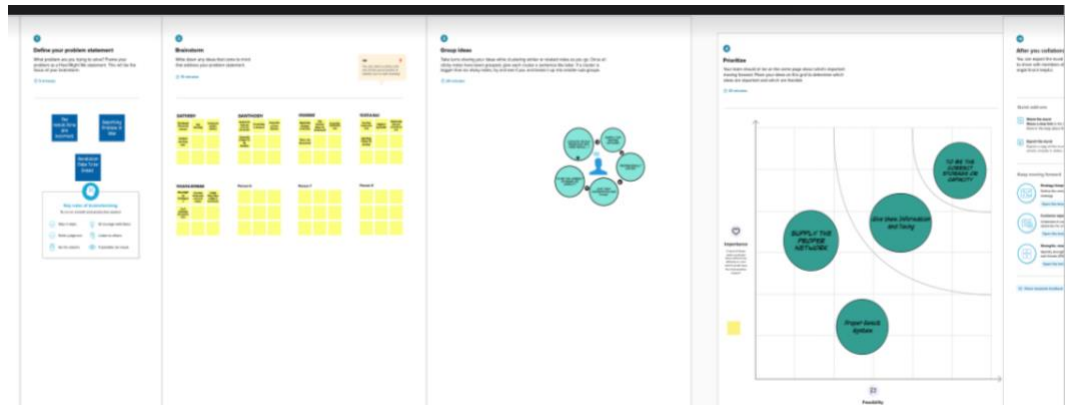
2. *PROBLEM DEFINING AND DESIGN THINKING.*

2.1 *Empathy Map*

EMPATHY MAP

Implementing CRM for Result tracking of a candidate with internal marks.

2.2 *Ideation and Brainstorming* *map.*

3. Result.

3.1 Data Model:

Semester:	Candidate:	Course Details:	Lecturer Details:	Internal results
Semester Name	Candidate Name	Course Name	Lecturer Role	Candidate ID
Course(lookup)	Candidate Id	Course ID	Lecturer Name	Course ID
	Semester Name		Course ID	Marks
	Internal results(lookup)		Course(lookup)	

Setup   Home   Object Manager ∨

SETUP > OBJECT MANAGER
candidate

Details

Details   Edit   Delete

Fields & Relationships

Page Layouts   Description

Lightning Record Pages   API Name   Enable Reports
                            candidates__c
Buttons, Links, and Actions
                            Custom   Track Activities
Compact Layouts   ✓

Field Sets   Singular Label   Track Field History
                            candidate
Object Limits   Plural Label   Deployment Status
                            candidates   Deployed
Record Types
                                                            Help Settings
Related Lookup Filters   Standard salesforce.com Help Window

Search Layouts

List View Button Layout

Setup   Home   Object Manager ∨

Q Quick Find

Setup Home

Service Setup Assistant

Multi-Factor Authentication Assistant

Release Updates

Lightning Experience Transition Assistant

Salesforce Mobile App

Lightning Usage

Optimizer

ADMINISTRATION

> Users

> Data

> Email
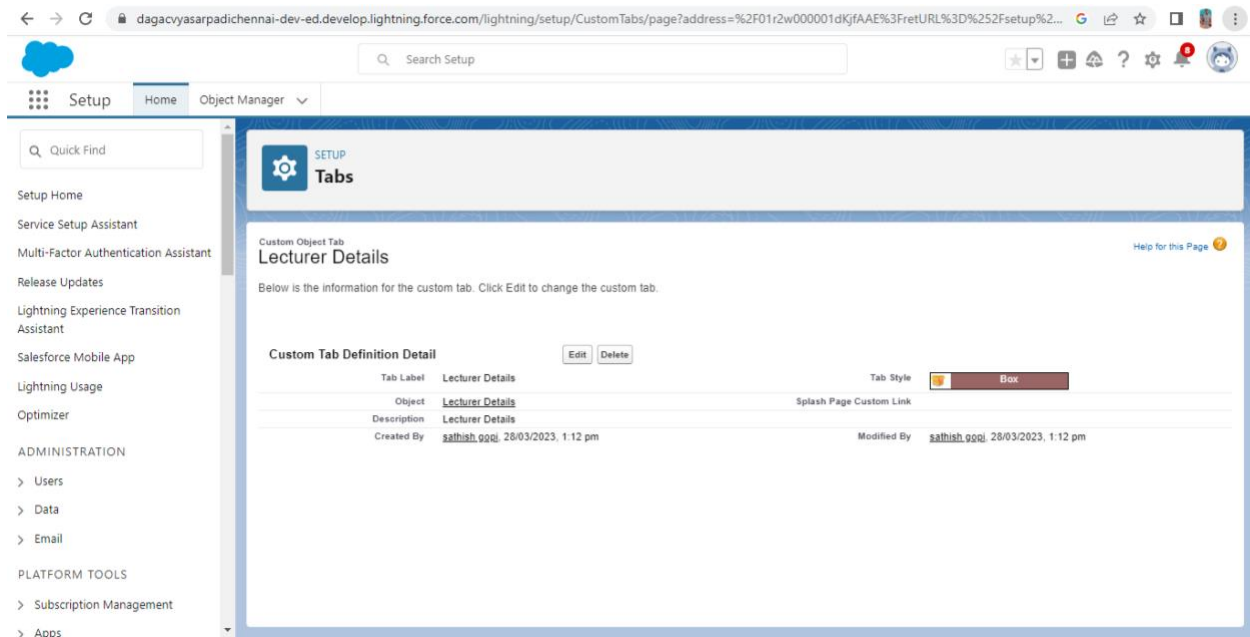
PLATFORM TOOLS

> Subscription Management

> Apps

SETUP
Tabs

Custom Object Tab
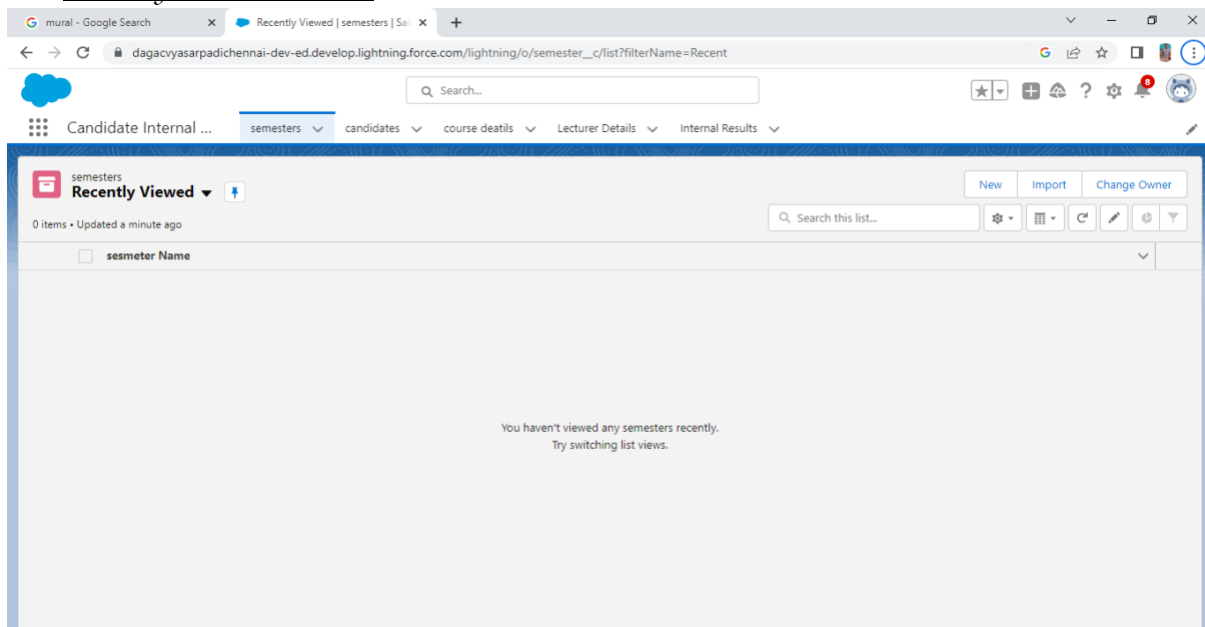**Internal Results**   Help for this Page ❓

Below is the information for the custom tab. Click Edit to change the custom tab.

Custom Tab Definition Detail   Edit   Delete

Tab Label   Internal Results   Tab Style   📦   Box
Object   Internal Results   Splash Page Custom Link
Description Internal Results
Created By   sathish gopi, 28/03/2023, 1:18 pm Modified By   sathish gopi, 28/03/2023, 1:18 pm

3.2 *Activity and Screenshot* :

Candidate for all Internal Results.

4. Trailhead Profile Public URL.

Team Lead - E.Ruba   - https://trailblazer.me/id/rubae1

Team Member 1 – E.Subashini - https://trailblazer.me/id/suba16

Team Member 2 – A.Divya– - https://trailblazer.me/id/divya1631

5. Advantages and Disadvantage.

Advantages	Disadvantage

Smoother to Use.	*Costly.*
Time Efficient.	*Training .*
Resizeable Search Window.	*Security Issues.*
Increase Business Growth.	*Limitaion For Re-valuation.*
Better To Gain Knowledge.	*Server Busy Or Down.*

6. Application.

- *Analysis Reporting.*
- *Relation Management.*
- *Provide Proper Service.*
- *Develop Knowledge Based Education .*

7. Conclusion.

Results-oriented objectives specify in quantifiable terms what is to be accomplished in a specified time period. Setting objectives is part of a systematized . The key to the project is obtaining concurrence on the objectives from all levels of the organization, which requires that each level in the organization be evaluated on its contribution to the objectives rather than on the activity generated.Re-evaluation Can be initialized by Candidate for all Internal Results. Now only dean can update the marks after re- evaluation.

8.FUTURE SCOPE.

Easy to tracking results 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 initialized by Candidate for all Internal Results. This app may fulfil some of the needs of an autonomous institution.