

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.

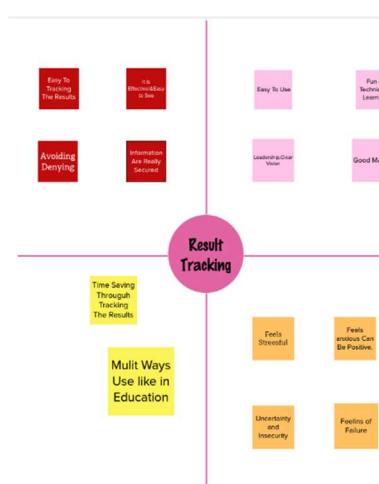
1.1 Purpose.

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. This app may fulfil some of the needs of an autonomous institution.

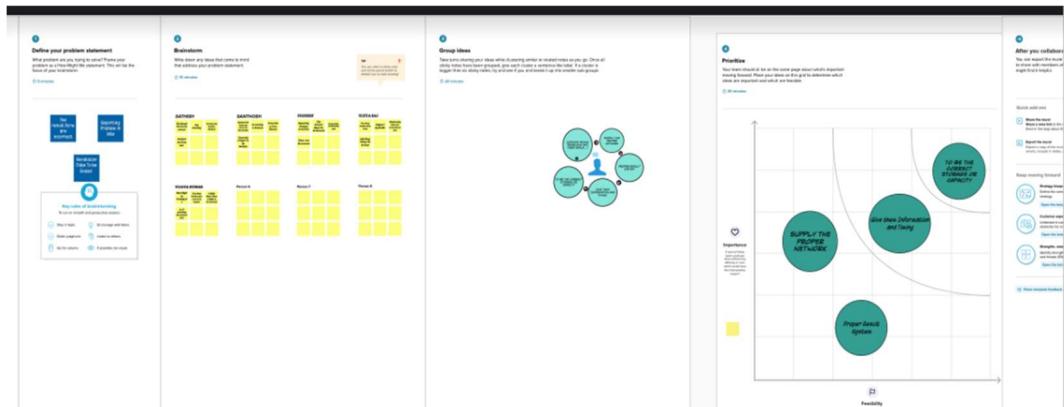
2. PROBLEM DEFINING AND DESIGN THINKING.

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
	Internal results(lookup)		Course(lookup)	

dagacyasarpadichennai-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01Iw00000404dI/Details/view

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes links for Setup, Home, and Object Manager. The main title is "SETUP > OBJECT MANAGER" followed by "candidate". On the left, a sidebar lists various configuration tabs: Details, 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 "Details" tab is selected. The main content area displays the "candidate" object's details. The API Name is set to "candidates__c", and the object is marked as "Custom" with a checked checkbox. Singular Label is "candidate" and Plural Label is "candidates". Under the "Edit" tab, there are sections for Enable Reports, Track Activities, Track Field History, Deployment Status (set to Deployed), Help Settings, and Standard salesforce.com Help Window.

dagacyasarpadichennai-dev-ed.develop.lightning.force.com/lightning/setup/CustomTabs/page?address=%2F01r2w000001dKkYAAU%3Fr?url%3D%252Fsetup%...

The screenshot shows the Salesforce Tabs page. The top navigation bar includes links for Setup, Home, and Object Manager. The main title is "SETUP > Tabs". The left sidebar lists various setup categories: Quick Find, Setup Home, Service Setup Assistant, Multi-Factor Authentication Assistant, Release Updates, Lightning Experience Transition Assistant, Salesforce Mobile App, Lightning Usage, Optimizer, ADMINISTRATION (with sub-options for Users, Data, Email), and PLATFORM TOOLS (with sub-options for Subscription Management and Apps). The central content area shows a "Custom Object Tab Internal Results" section. It displays the information for a custom tab named "Internal Results" for the "Internal Results" object. The tab is defined with a "Box" style and a "Custom Link" splash page. It was created by "gathish gopi" on 28/03/2023, 1:18 pm and modified by the same user on the same date and time.

The screenshot shows the Salesforce Setup interface. The left sidebar includes links for Setup Home, Service Setup Assistant, Multi-Factor Authentication Assistant, Release Updates, Lightning Experience Transition Assistant, Salesforce Mobile App, Lightning Usage, Optimizer, Administration (with sub-links for Users, Data, Email), and Platform Tools (with sub-links for Subscription Management and Apps). The main content area is titled "SETUP Tabs" and displays "Lecturer Details" under "Custom Object Tab". It shows a table with the following data:

Tab Label	Lecturer Details	Tab Style
Object	Lecturer Details	Splash Page Custom Link
Description	Lecturer Details	Box
Created By	sathish gopi 28/03/2023, 1:12 pm	Modified By
		sathish gopi 28/03/2023, 1:12 pm

3.2 Activity and Screenshot :

The screenshot shows the Salesforce Lightning interface. The top navigation bar includes links for "Recently Viewed | semesters | Sales" and "dagacvyasarpadichennai-dev-ed.develop.lightning.force.com/lightning/o/semester__c/list?filterName=Recent". The main content area is titled "Candidate Internal ...". A "Recently Viewed" section shows a list with one item: "0 items • Updated a minute ago". Below this, a message states: "You haven't viewed any semesters recently. Try switching list views."

Candidate for all Internal Results.

The screenshot shows the Salesforce Setup Home page. The left sidebar contains navigation links for Setup Home, Service Setup Assistant, Multi-Factor Authentication Assistant, Release Updates, Lightning Experience Transition Assistant, Salesforce Mobile App, Lightning Usage, Optimizer, Administration (with sub-links for Users, Data, Email), and Platform Tools (with sub-links for Subscription Management). The main content area displays a table titled "Most Recently Used" with 10 items. The columns are NAME, TYPE, and OBJECT. The items listed are:

NAME	TYPE	OBJECT
Internal Deatils	Custom Tab Definition	Internal Deatils
Internal Results	Custom Tab Definition	Internal Results
sathish gopi	User	
candidate	Custom Object Definition	
John Martin	User	
SubscriptionManagementBillingOperations	Permission Set Group	
Internal Results	Custom Object Definition	
Internal Deatils	Custom Object Definition	
Lecturer Details	Custom Tab Definition	Lecturer Details
Lecturer Details	Custom Object Definition	

4. Trailhead Profile Public URL.

Team Lead - G. SATHISH - <https://trailblazer.me/id/sgopi121>

Team Member 1 – M. SANTHOSH - <https://trailblazer.me/id/smurugesan57>

Team Member 2 – H. VIGNESH – <https://trailblazer.me/id/vignb>

Team Member 3 – M. VIJAYAKUMAR- <https://trailblazer.me/id/vkumar3418>

Team Member 4 – E. VIJIYARAJ - <https://trailblazer.me/id/vijiyaraj>

5. Advantages and Disadvantage.

<i>Advantages</i>	<i>Disadvantage</i>
<i>Smoothen to Use.</i>	<i>Costly.</i>
<i>Time Efficient.</i>	<i>Training .</i>
<i>Resizeable Search Window.</i>	<i>Security Issues.</i>
<i>Increase Business Growth.</i>	<i>Limitaion For Re-valuation.</i>
<i>Better To Gain Knowledge.</i>	<i>Server Busy Or Down.</i>

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 process to aid all levels of an organization in accomplishing management's goals. Once the goals are understood by all members of the organization, the supporting objective cycle begins, in which individuals plan their own objectives in conjunction with their supervisors. 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. Now only dean can update the marks after re- evaluation. 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. This app may fulfil some of the needs of an autonomous institution.