

# **IMPLEMENTING CRM FOR RESULT RACKING OF A CANDIDATE WITH INTERNAL MARKS**

## **1 INTRODUCTION:**

### **OVER VIEW:**

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.

### **PURPOSE:**


It aims to produce areal time knowledge of the salesforce and how can we build a app using salesforce in this project we build a

Candidate results card application for educational institutions, which would be useful for the staffs to reduce time and track the performance of the students with ease.it is helpful to have large number of data maintained under one platform.

## **2 PROBLEM DEFINITION AND DESIGN THINKING:**

# EMPATHY MAP

Template



## 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.

Show template feedback

### Build empathy

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

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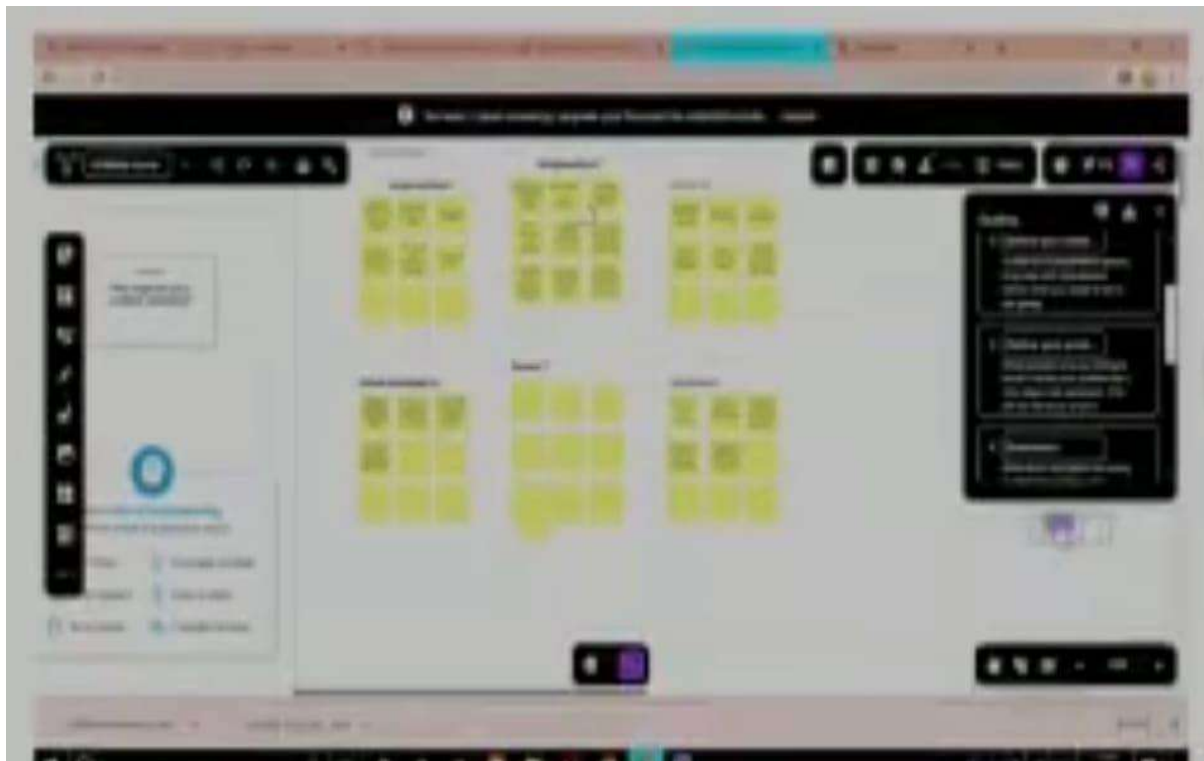
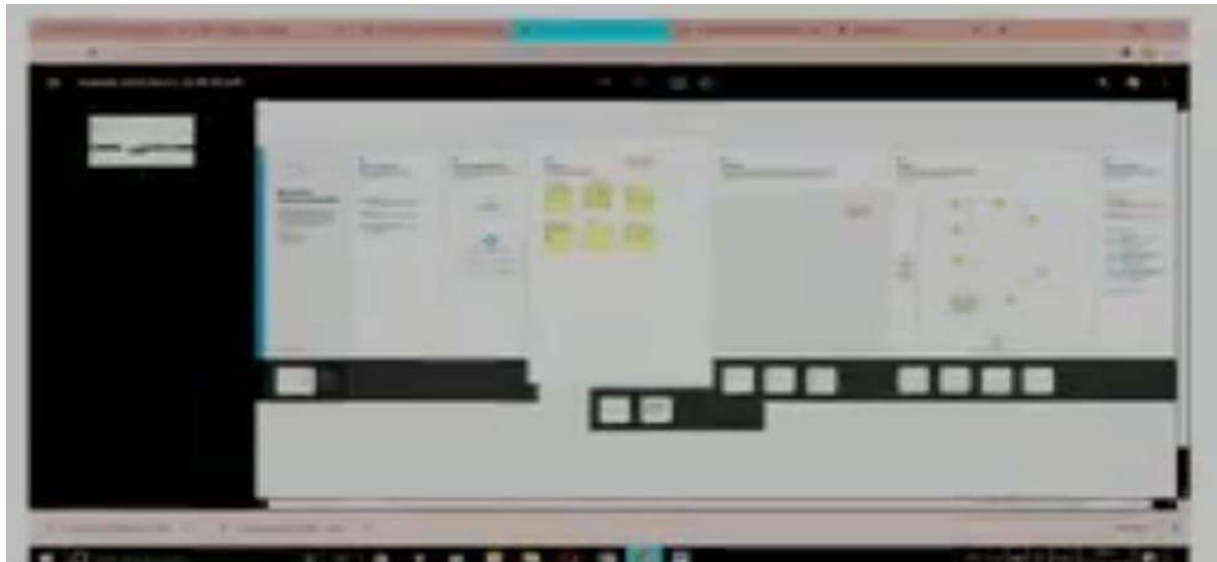
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# IDEATION AND BRAINSTORMING MAP



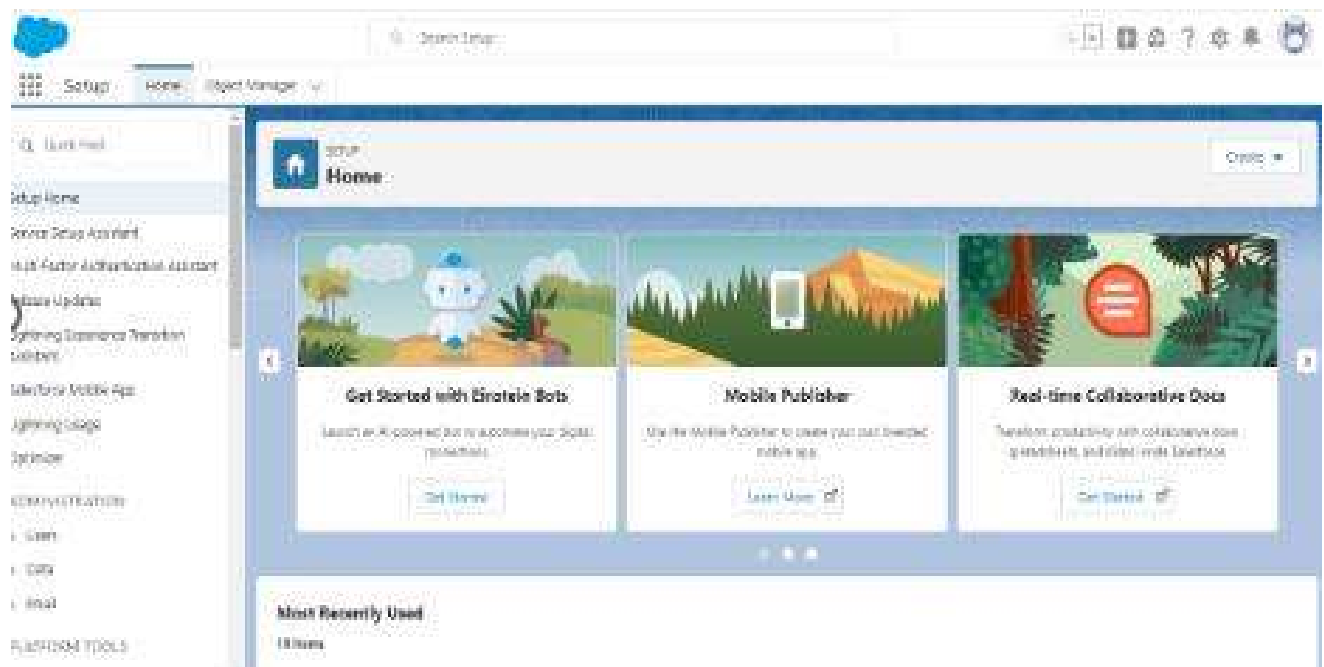
## 3 RESULT

OBJECT NAME	FIELD IN THE OBJECT
SEMESTER	<b>FIELD LABEL:</b> SEMESTER NAME COURSE(LOOK UP) <b>DATA TYPE:</b> TEXT
CANDIDATE	<b>FIELD LABEL:</b> CANDIDATE NAME CANDIDATE ID SEMESTER NAME INTERNAL RESULT(LOOKUP) <b>DATA TYPE:</b> TEXT
COURSE DETAILS	<b>FIELD LABEL:</b> COURSE NAME COURSE ID <b>DATA TYPE:</b> TEXT
LECTURER DETAILS	<b>FIELD LABEL:</b> LECTURER ROLE LECTURER NAME COURSE ID COURSE(LOOKUP) <b>DATA TYPE:</b>

	TEXT
INTERNAL RESULTS	<b>FIELD LABEL:</b>  CANDIDATE ID  COURSE ID  MARKS  <b>DATA TYPE:</b>  TEXT

## ACTIVITY AND SCREENSHOT

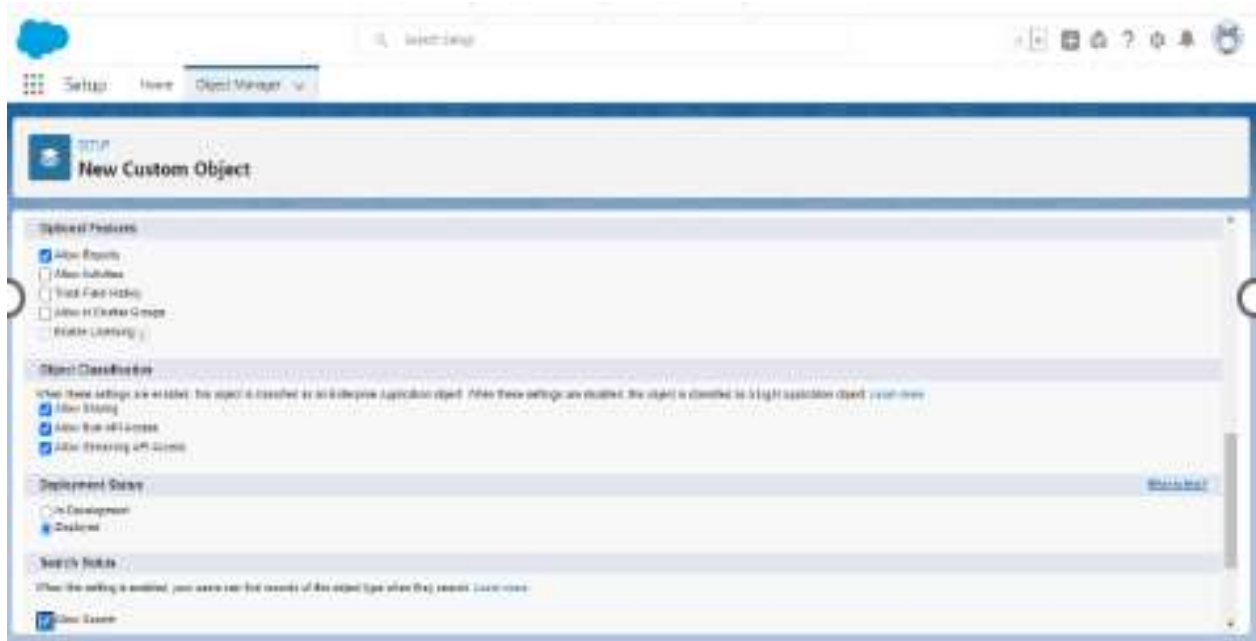
### CREATION SALESFORCE ORG



We have created a developer account for salesforce account.  
Salesforce is your customer success platform.

Our mail id and name are given to get developer account.

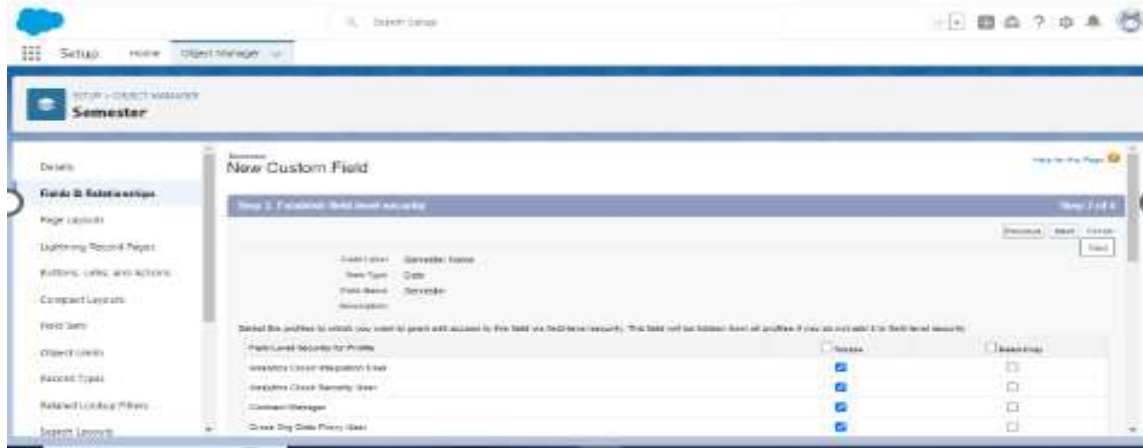
## CUSTOM OBJECT:



Creation of objects for candidate internal result card, for this candidate internal result card need to create 5 objects that are Semester, Candidate, Course Details, Lecturer Details, Internal result objects.

## FIELD AND RELATIONSHIP

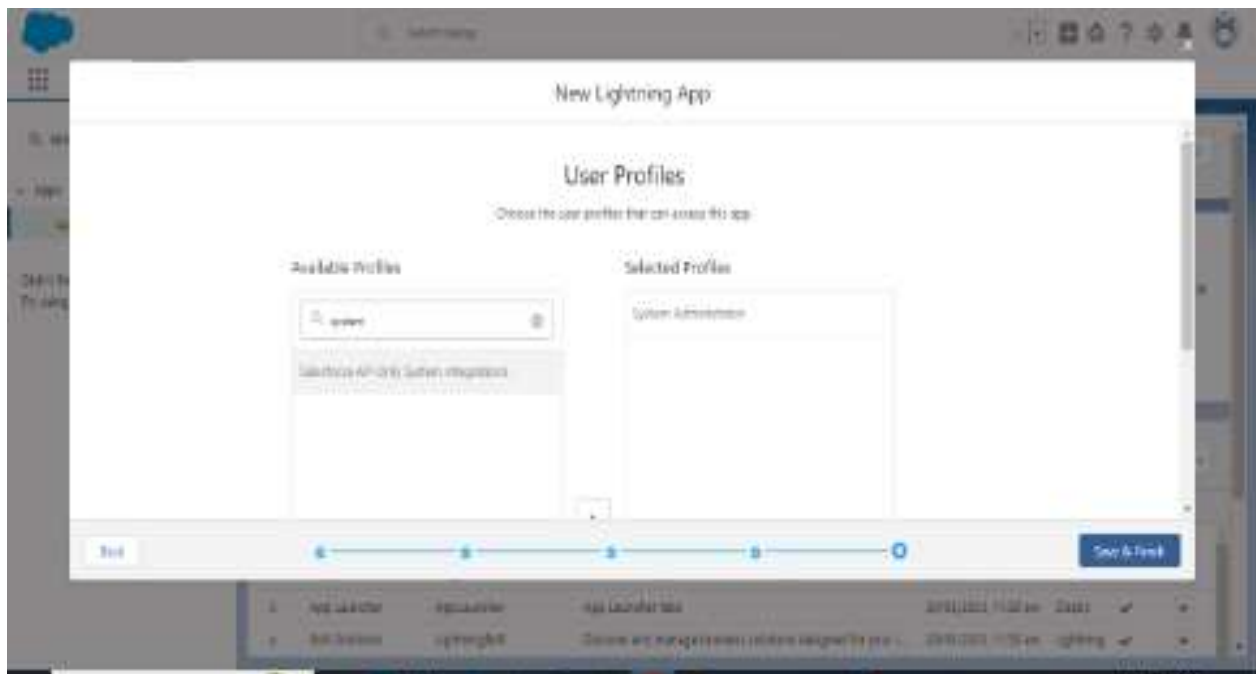
### CREATION OF FIELDS



Relationship are created custom relationship fields on an object. This is done for the users to view, records, they can also see and access related data.

## LIGHTING APP

CREATE THE CANDIDATE INTERNAL RESULT CARD APP

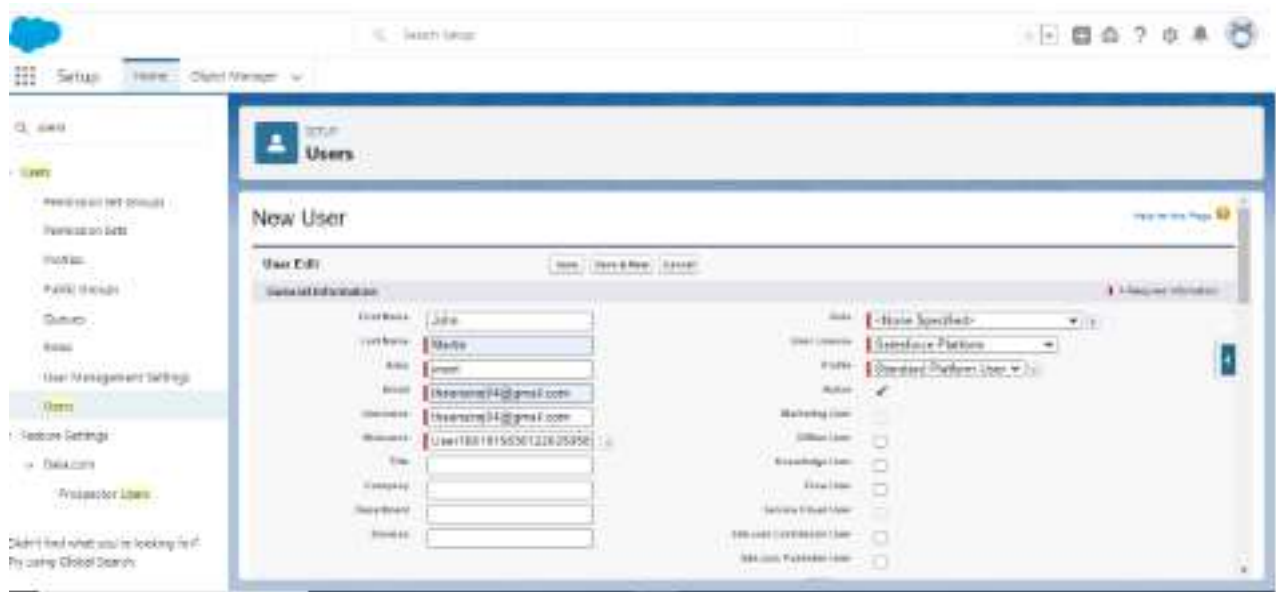




App in Salesforce are a group of tabs that help the application function by working together as a unit. We have created the lightning app of candidate internal result card.

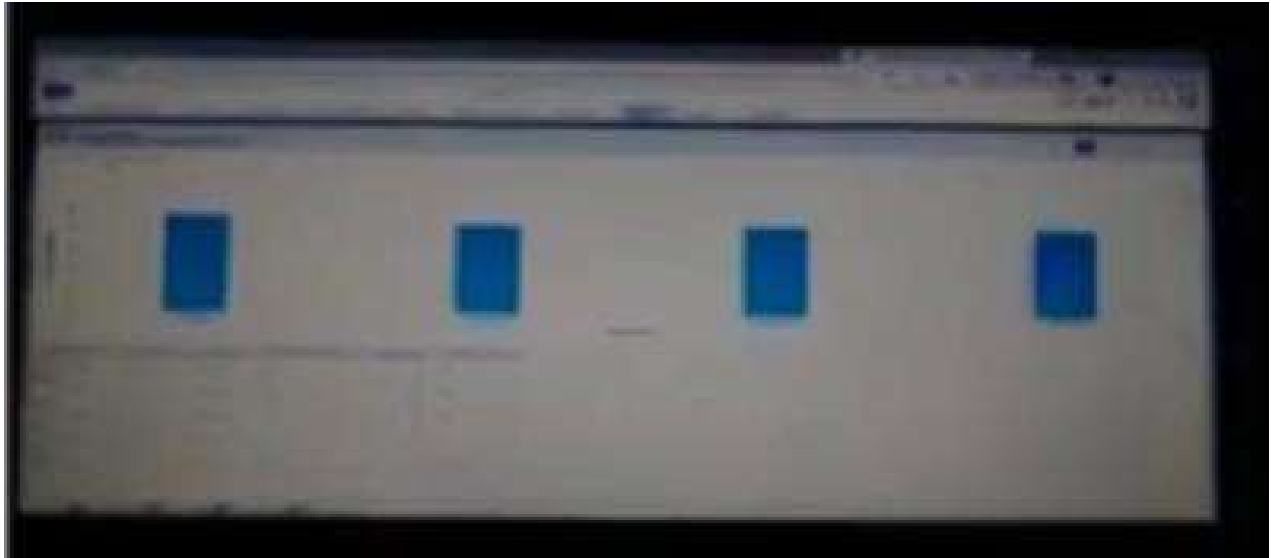
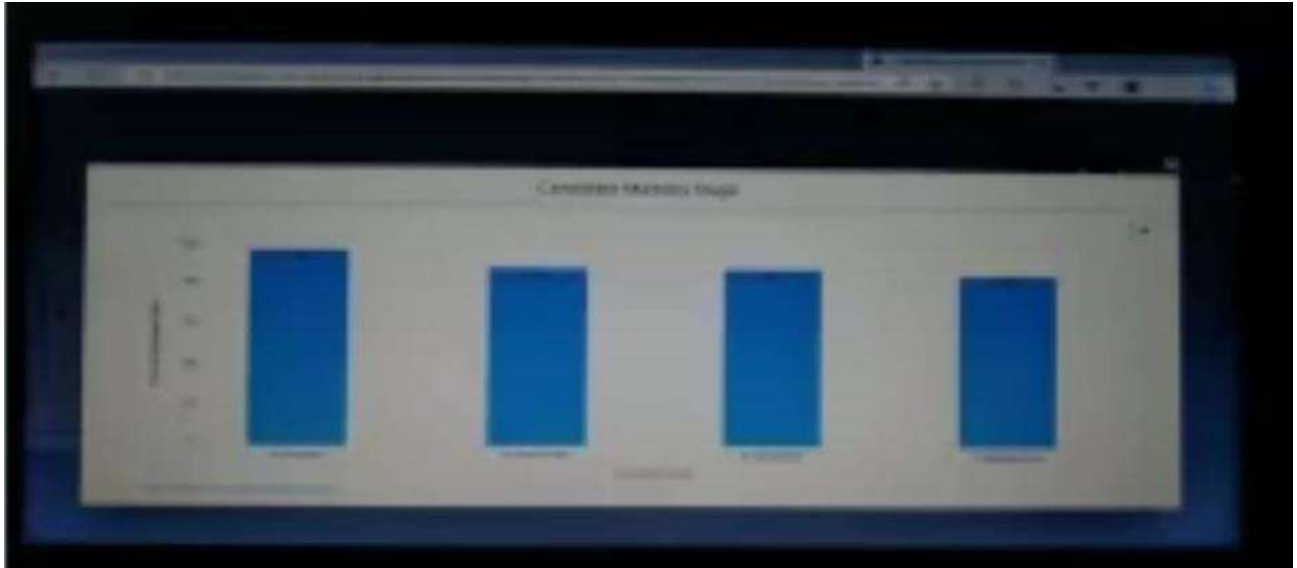
## USERS

### CREATING A USERS



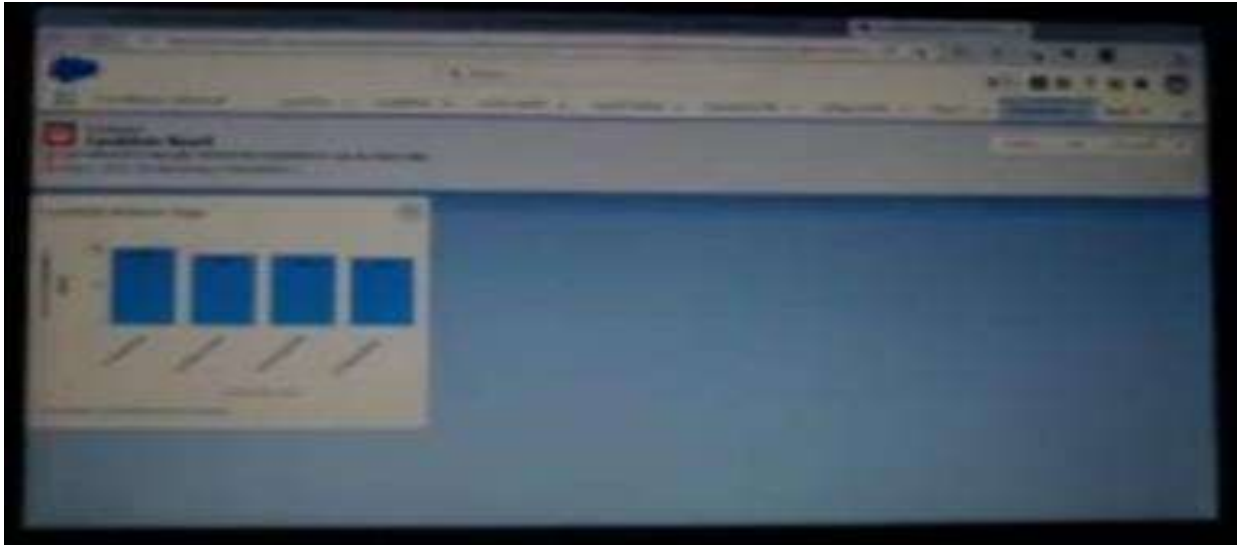
every user in salesforce has a user account. Click setup enter user, select new user, enter the details, we create a new user.

## REPORTS



A Report is a list of records that meet the criteria you define. Its is diplayed in salesforce in the form of rows and columns, and can be filtered, grouped, or displayed in a graphical chart. Every report is stored in a folder.

## **DASHBOARDS**



Dashboards let you curate data from reports using charts, tables, and metrics. Dashboards filters make it easy for users to apply different data perspectives to a single dashboards

## **4 TRAILHEAD PROFILE PUBLIC URL**

Team Leader-

<https://trailblazer.me/id/siraj31>

Team Member 1-

<https://trailblazer.me/id/sibu16>

Team Member 2 -

<https://trailblazer.me/id/chandru05>

Team Member 3-

<https://trailblazer.me/id/jefflin27>

## **5 ADVANTAGES**

It helps teachers keep track of student performance and to study their progress throughout the course or degree.

Implementing CRM in result tracking with internal marks will help you streamline this process.

CRM systems provide real-time numbers, graphs and data that may be useful in decision making

It also enables us to perform a search by keyword, sign documents digitally and send documents digitally.

## **DISADVANTAGES**

1. Software subscription or purchase fees
2. Premium upgrades, eg add-on marketing or reporting features
3. Customisation
4. IT resources needed
5. Hardware or software requirements
6. Staff training and upskilling

## **6 APPLICATIONS**

Implementing CRM in result tracking can be used in all educational institutions to track candidate results.

It can be used both in schools and colleges.

In schools, college even in universities, it would be very useful in monitoring students performance and records.

## **7 CONCLUSION**

Educational institutions deals with lots of test paper and student evaluation.

It is a painstaking process for teachers to evaluate and keep track of student test and assessment.

So, we have come up with a solution known as implementing CRM in result tracking with Internal Marks.

We have customized objects, fields and created Candidate Result card app in that app e create reports and customized dashboard showing marks of student as vertical bars.

By this app we can show the students result in graphical representation which is easier to manage their results.

## **8 FUTURE SCOPE**

### **OMNICHANNEL DASHBOARDS:**

Deeply integrates with social media, websites, cloud telephony, and other software to bring all queries to a unified dashboard.

### **AUTOMATIONS:**

AI-powered bots, automated feedback or information form collection, and canned responses save time for your staff.