

A CRM APPLICATION FOR SCHOOL/COLLEGES

Introduction

Overview

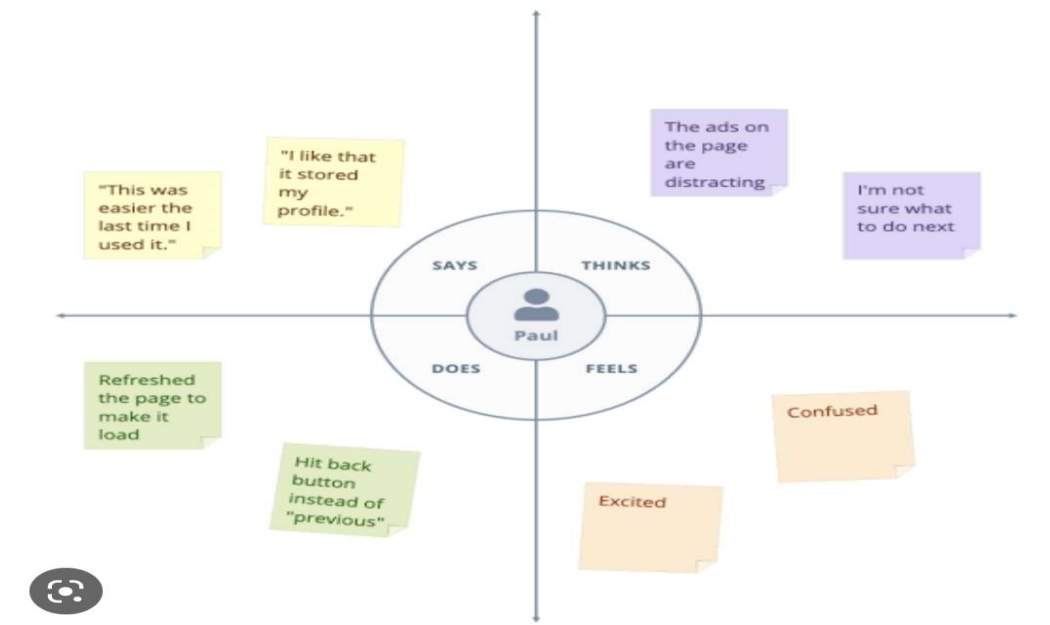
The project aim is to provide real-time knowledge for all the students who have basic knowledge of salesforce and looking for a real-time project. This project will also help those professionals who are in cross-technology and want to switch to Salesforce. With the help of this project they will gain knowledge and can include it into their resume as well.

Purpose

The project aim is to provide real-time knowledge for all the students who have basic knowledge of Salesforce and Looking for a real-time project.

Problem Definition & Design Thinking

Empathy Map



RESULT

Data Model:

Object Name	Fields In Object	
Object 1	Field label	Data type
	School	Text Area
	Schools	Text Area
Object 2	Field label	Data type
	Student	Phone
	Students	Phone
Object 3	Field label	Data type
	Parent	Text Area
	Parents	Text Area

ACTIVITY & SCREENSHOT

The screenshot shows the Salesforce Setup interface, specifically the Object Manager for the 'School' object. The top navigation bar includes the Salesforce logo, a search bar, and various utility icons. The left sidebar shows the 'Setup' menu with 'Object Manager' selected. The main content area displays the 'Details' for the 'School' object, including fields like 'API Name', 'Singular Label', and 'Plural Label', along with checkboxes for 'Enable Reports', 'Track Activities', and 'Track Field History'. The 'Plural Label' is set to 'Schools'. The 'API Name' is 'School__c'. The 'Singular Label' is 'School'. The 'Plural Label' is 'Schools'. The 'Enable Reports' checkbox is checked. The 'Track Activities' checkbox is checked. The 'Track Field History' checkbox is unchecked. The 'Deployment Status' is 'Deployed'. The 'Help Settings' are set to 'Standard salesforce.com Help Window'. The bottom of the page shows the URL: <https://deparimentofphysics-dev-ed.develop.lightning.force.com/one/one.app#/setup/ObjectManager/0112w0000044HW4/FieldsAndRelationships/view>.

Sign in • MURAL x Sign up • MURAL x Login | Salesforce x School | Salesforce x +

deparimentoofphysics-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000044HW4/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER
School

Details

Fields & Relationships
Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout

Details

Description

API Name
School__c

Custom

✓

Singular Label
School

Plural Label
Schools

Enable Reports
✓

Track Activities

Track Field History

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Edit Delete

Type here to search

U: 775.14 kbit/s
D: 47.06 kbit/s

ENG 11:01 PM
11-04-2023

Sign in • MURAL x Sign up • MURAL x Login | Salesforce x School | Salesforce x +

deparimentoofphysics-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000044HW4/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER
School

Details

Fields & Relationships

9 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Address	Address__c	Text Area(255)		
Created By	CreatedById	Lookup(User)		
District	District__c	Text Area(255)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Phone Number	Phone_Number__c	Phone		
School Name	Name	Text(80)		✓
School Websites	School_Websites__c	Text Area(255)		

Type here to search

U: 0.00 kbit/s
D: 0.00 kbit/s

ENG 11:02 PM
11-04-2023

Sign in • MURAL x Sign up • MURAL x Login | Salesforce x School | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000044HW4/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER
School

Details

Fields & Relationships

9 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

Created By	CreatedById	Lookup(User)	
District	District__c	Text Area(255)	
Last Modified By	LastModifiedById	Lookup(User)	
Owner	OwnerId	Lookup(User,Group)	✓
Phone Number	Phone_Number__c	Phone	
School Name	Name	Text(80)	✓
School Websites	School_Websites__c	Text Area(255)	
State	State__c	Text Area(255)	

Type here to search

U: 22.62 kbit/s
D: 0.59 kbit/s

ENG 11:02 PM 11-04-2023

Sign in • MURAL x Sign up • MURAL x Login | Salesforce x Students | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000044HWE/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER
Students

Details

Details

Edit Delete

Description

API Name
Student__c

Custom
✓

Singular Label
Students

Plural Label
Students

Enable Reports
✓

Track Activities

Track Field History

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Type here to search

U: 80.28 kbit/s
D: 18.10 kbit/s

ENG 11:02 PM 11-04-2023

Sign in • MURAL x Sign up • MURAL x Login | Salesforce x Students | Salesforce x +

deparimentoofphysics-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000044HWE/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER
Students

Details

Fields & Relationships
8 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Class	Class__c	Number(18, 0)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Marks	Marks__c	Number(18, 0)		
Phone Number	Phone_Number__c	Phone		
Results	Results__c	Picklist		
School	School__c	Master-Detail(School)		✓
Student Name	Name	Text(80)		✓

Type here to search

U: 22.62 kbit/s
D: 0.53 kbit/s

11:02 PM
11-04-2023

Sign in • MURAL x Sign up • MURAL x Login | Salesforce x Parent | Salesforce x +

deparimentoofphysics-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w0000044HWJ/FieldsAndRelationships/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER
Parent

Details

Fields & Relationships
6 Items, Sorted by Field Label

Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Parent Address	Parent_Address__c	Text Area(255)		
Parent Name	Name	Text(80)		✓
Parent Number	Parent_Number__c	Phone		

Type here to search

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D: 0.96 kbit/s

11:03 PM
11-04-2023

Sign in • MURAL x Sign up • MURAL x Login | Salesforce x Parent | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01I2w0000044HWJ/Details/view

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Parent

Details Edit Delete

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Description

API Name
Parent__c

Custom
✓

Singular Label
Parent

Plural Label
Parents

Enable Reports
✓

Track Activities

Track Field History

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Type here to search

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D: 0.00 kbit/s

ENG 11:03 PM 11-04-2023

Sign in • MURAL x Sign up • MURAL x Login | Salesforce x Profiles | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/setup/EnhancedProfiles/page?address=%2F00e2w000000WbuT

Search Setup

Setup Home Object Manager

profile

Users

Profiles

Didn't find what you're looking for? Try using Global Search.

SETUP

Profiles

Profile School Profile Help for this Page

Users with this profile have the permissions and page layouts listed below. Administrators can change a user's profile by editing that user's personal information.

If your organization uses Record Types, use the Edit links in the Record Type Settings section below to make one or more record types available to users with this profile.

Login IP Ranges (0) | Enabled Apex Class Access (0) | Enabled Visualforce Page Access (0) | Enabled External Data Source Access (0) | Enabled Named Credential Access (0) | Enabled Custom Metadata Type Access (0) | Enabled Custom Setting Definitions Access (0) | Enabled Flow Access (0) | Enabled Service Presence Status Access (0) | Enabled Custom Permissions (0)

Profile Detail Edit Clone Delete View Users

Name	School Profile
User License	Salesforce
Description	
Created By	SUNDARAMOORTHY G. 09/04/2023, 12:03 pm
Modified By	SUNDARAMOORTHY G. 09/04/2023, 12:05 pm
Custom Profile	✓

Page Layouts

Standard Object Layouts	Global	Global Layout [View Assignment]	Object Milestone	Object Milestone Layout [View Assignment]
Email Application	Not Assigned	[View Assignment]	Operating Hours	Operating Hours Layout [View Assignment]
Home Page Layout	DE Default	[View Assignment]	Opportunity	Opportunity Layout [View Assignment]
Account	Account Layout		Opportunity Product	Opportunity Product Layout

Type here to search

U: 141.82 kbit/s
D: 22.86 kbit/s

ENG 11:10 PM 11-04-2023

Sign in • MURAL | Sign up • MURAL | Login | Salesforce | Profiles | Salesforce

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/setup/EnhancedProfiles/page?address=%2F00e2w000000WbuT

Search Setup

Setup Home Object Manager

profile

Users

Profiles

Didn't find what you're looking for? Try using Global Search.

SETUP Profiles

Images	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Work Plan Templates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Work Step Templates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Individuals	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Work Types	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Invoices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Work Type Groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leads	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

Custom Object Permissions

	Basic Access				Data Administration			Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All	Modify All		Read	Create	Edit	Delete	View All	Modify All
Parents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							

Session Settings

Session Times Out After: 2 hours of inactivity

Session Security Level Required at Login

Password Policies

User passwords expire in: 90 days

Enforce password history: 3 passwords remembered

Minimum password length: 8

Sign in • MURAL | Sign up • MURAL | Login | Salesforce | Users | Salesforce

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/page?address=%2F0052w000000GF06L%3FnoRedirect%3D1%26isUserEntit...

Search Setup

Setup Home Object Manager

users

Users

Permission Set Groups

Permission Sets

Profiles

Public Groups

Queues

Roles

User Management Settings

Users

Feature Settings

Data.com

Prospector Users

Didn't find what you're looking for? Try using Global Search.

SETUP Users

User Parents

[Permission Set Assignments \(0\)](#) | [Permission Set Assignments: Activation Required \(0\)](#) | [Permission Set Group Assignments \(0\)](#) | [Permission Set License Assignments \(0\)](#) | [Personal Groups \(0\)](#) | [Public Group Membership \(0\)](#) | [Queue Membership \(0\)](#) | [Team \(0\)](#) | [Managers in the Role Hierarchy \(0\)](#) | [OAuth Connected Apps \(0\)](#) | [Third-Party Account Links \(0\)](#) | [Installed Mobile Apps \(0\)](#) | [Authentication Settings for External Systems \(0\)](#) | [Login History \(0\)](#) | [User Provisioning Accounts \(0\)](#)

User Detail

Name	Parents	Role	
Alias	smath	User License	Salesforce
Email	suntharamoorthy2003@gmail.com	Profile	School Profile
Username	suntharamoorthy2003@gmail.com	Active	<input checked="" type="checkbox"/>
Nickname	User1681022189163442695	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (India)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	View
Delegated Approver		Data.com User Type	

Sign in • MURAL x Sign up • MURAL x Login | Salesforce x Users | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/setup/ManageUsers/page?address=%2F0052w0000GF06k%3FnoRedirect%3D1%26isUserEntit...

Setup Home Object Manager

users

Users

Permission Set Groups

Permission Sets

Profiles

Public Groups

Queues

Roles

User Management Settings

Users

Feature Settings

Data.com

Prospector Users

Didn't find what you're looking for? Try using Global Search.

SETUP Users

User Principal

[Permission Set Assignments \(0\)](#) | [Permission Set Assignments: Activation Required \(0\)](#) | [Permission Set Group Assignments \(0\)](#) | [Permission Set License Assignments \(0\)](#) | [Personal Groups \(0\)](#) | [Public Group Membership \(0\)](#) | [Queue Membership \(0\)](#) | [Team \(0\)](#) | [Managers in the Role Hierarchy \(0\)](#) | [OAuth Connected Apps \(0\)](#) | [Third-Party Account Links \(0\)](#) | [Installed Mobile Apps \(0\)](#) | [Authentication Settings for External Systems \(0\)](#) | [Login History \(0\)](#) | [User Provisioning Accounts \(0\)](#)

User Detail

[Edit](#) [Sharing](#) [Reset Password](#) [Freeze](#)

Name	Principal	Role	
Alias	geet	User License	Force.com - Free
Email	suntharamoorthy2003@gmail.com	Profile	Force.com - Free User
Username	suntharamoorthy203@gmail.com	Active	<input checked="" type="checkbox"/>
Nickname	User16810226254566947092	Marketing User	<input type="checkbox"/>
Title		Offline User	<input type="checkbox"/>
Company		Knowledge User	<input type="checkbox"/>
Department		Flow User	<input type="checkbox"/>
Division		Service Cloud User	<input type="checkbox"/>
Address		Site.com Contributor User	<input type="checkbox"/>
Time Zone	(GMT+05:30) India Standard Time (Asia/Kolkata)	Site.com Publisher User	<input type="checkbox"/>
Locale	English (India)	WDC User	<input type="checkbox"/>
Language	English	Mobile Push Registrations	View
Delegated Approver		Data.com User Type	i

Sign in • MURAL x Sign up • MURAL x Users | Salesforce x Reports | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mru

Search...

Sales Home Opportunities Leads Tasks Files Accounts Contacts Campaigns Dashboards Reports Chatter Groups More

App Launcher

Search apps or items... [Visit AppExchange](#)

The Salesforce Chatter social network, including profiles and feeds

Salesforce CRM Content

(Lightning Experience) Lets sales reps work with multiple records on one...

Service Console (Lightning Experience) Lets support agents work with multiple records...

Sales Manage your sales process with accounts, leads, opportunities, and...

Lightning Usage App View Adoption and Usage Metrics for Lightning Experience

Digital Experiences Manage content and media for all of your sites.

Salesforce Scheduler Setup Set up personalized appointment scheduling.

Bolt Solutions Discover and manage business solutions designed for your industry.

School Management

▼ All Items

FAVORITES

All Favorites

To Do List

Sign in • MURAL x Sign up • MURAL x Permission Sets | Salesforce x Recently Viewed | Schools | Sale: x +

deparimentoofphysics-dev-ed.develop.lightning.force.com/lightning/o/School_c/list?filterName=Recent

Search...

School Management Schools Students Parents Reports Dashboards

Schools Recently Viewed New Import Change Owner

0 items • Updated a few seconds ago

Search this list...

School Name

You haven't viewed any Schools recently.
Try switching list views.

Type here to search

U: 8.38 kbit/s D: 104.43 kbit/s ENG 11:18 PM 11-04-2023

Sign in • MURAL x Sign up • MURAL x Permission Sets | Salesforce x Recently Viewed | Schools | Sale: x +

deparimentoofphysics-dev-ed.develop.lightning.force.com/lightning/setup/PermSets/page?address=%2F0PS2w00000A5hre

Search Setup

Setup Home Object Manager

permission

Users

Permission Set Groups

Permission Sets

Custom Code

Custom Permissions

Didn't find what you're looking for?
Try using Global Search.

SETUP

Permission Sets

Permission Set Teacher Permission Video Tutorial | Help for this Page

Find Settings... Clone Edit Properties Manage Assignments

Permission Set Overview

Description	API Name	Teacher_Permission
License	Namespace Prefix	
Session Activation Required	Created By	SUNDARAMOORTHY G
Last Modified By		09/04/2023, 12:19 pm

Apps

Assigned Apps
Settings that specify which apps are visible in the app menu

Assigned Connected Apps
Settings that specify which connected apps are visible in the app menu

Object Settings
Permissions to access objects and fields, and settings such as tab availability

App Permissions
Permissions to perform app-specific actions, such as "Manage Call Centers"

Apex Class Access
Permissions to execute Apex classes

Type here to search

U: 0.00 kbit/s D: 0.00 kbit/s ENG 11:18 PM 11-04-2023

Platform Login Credentials - Proj x Recently Viewed | Schools | Sales x Students | Salesforce x Login | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/o/School_c/list?filterName=Recent

Apps Gmail YouTube Maps

School Management Schools Students Parents Reports Dashboards

Schools Recently Viewed

4 items • Updated a few seconds ago

Search this list...

New Import Change Owner

	<input type="checkbox"/> School Name	
1	<input type="checkbox"/> GOVE MIDDLE SCHOOL	
2	<input type="checkbox"/> GOVE HIGHER SECONDARY SCHOOL	
3	<input type="checkbox"/> PK METRICULATION & HIGHER SECONDARY SCHOOL	
4	<input type="checkbox"/> Gove Higher Secondary School	

Type here to search

02:59 PM 13-04-2023

Platform Login Credentials - Proj x Recently Viewed | Students | Sale x Students | Salesforce x Login | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/o/Student_c/list?filterName=Recent

Apps Gmail YouTube Maps

School Management Schools Students Parents Reports Dashboards

Students Recently Viewed

4 items • Updated a few seconds ago

Search this list...

New Import

	<input type="checkbox"/> Student Name	
1	<input type="checkbox"/> SUNDARAMOORTHY G	
2	<input type="checkbox"/> PURUSHOTHAMAN T	
3	<input type="checkbox"/> SELVARAGAVAN S	
4	<input type="checkbox"/> AKILAN M	

https://deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/o/Stud...

Type here to search

03:00 PM 13-04-2023

Platform Login Credentials - Proj x Recently Viewed | Parents | Sales x Students | Salesforce x Login | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/o/Parent_c/list?filterName=Recent

Apps Gmail YouTube Maps

School Management Schools Students Parents Reports Dashboards

Parents Recently Viewed

4 items • Updated a few seconds ago

Search this list...

	Parent Name	
1	THIRUNAVUKKARASU.K	
2	MAHENDRAN.G	
3	SELVAMANI.K	
4	GOVINDARAJ.P	

https://deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/o/Pare...

Type here to search

03:00 PM 13-04-2023

Platform Login Credentials - Proj x Reports | Salesforce x Students | Salesforce x Login | Salesforce x +

deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mrur

Apps Gmail YouTube Maps

School Management Schools Students Parents Reports Dashboards

Reports Recent

1 item

Search recent reports...

New Report New Folder

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	New Schools with Students Report		Private Reports	SUNDARAMOORTHY G	13/4/2023, 2:36 pm	

Created by Me

Private Reports

Public Reports

All Reports

FOLDERS

All Folders

Created by Me

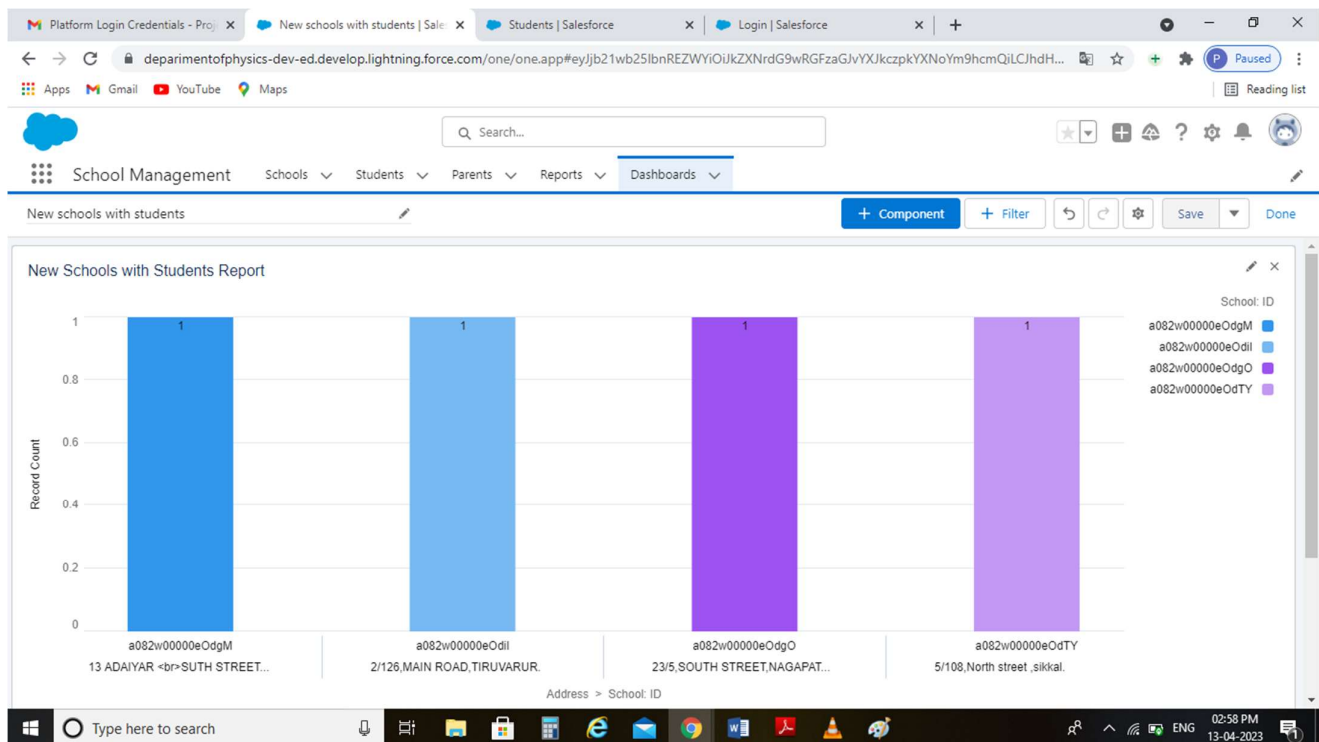
Shared with Me

FAVORITES

https://deparimentofphysics-dev-ed.develop.lightning.force.com/lightning/o/Rep...

Type here to search

03:00 PM 13-04-2023



REPORT

4 Trailhead Profile Public URL

Team Lead – <https://trailblazer.me/id/smoorthy2003>

Team Member 1 – <https://trailblazer.me/id/puody>

Team Member 2 - <https://trailblazer.me/id/akilan77>

Team Member 3 - <https://trailblazer.me/id/sragavan6>

ADVANTAGES & DISADVANTAGE

ADVANTAGES

It gives students, a basic knowledge on salesforce.

DISADVANTAGE

This action plan is not properly reaching children who do not have electronic devices for learning.

APPLICATIONS

This CRM application is got used by the school and colleges students widely.

CONCLUSION

Get more enrolments at a cost that makes sense.

Grow your student numbers predictably and reliably.

Less management no headaches.

FUTURE SCOPE

Create a smooth and simple admission process from collecting the student inquiries to completing the admission with lots of automation.

4 Trailhead Profile Public URL

Team Lead –[trailblazer./id/smoothy2003](https://trailblazer.id/smoothy2003)

5 ADVANTAGES & DISADVANTAGE

ADVANTAGE:

It Gives Students, A basic knowledge on salesforce