# Chapter Index

|  |  |  |
| --- | --- | --- |
| **S. No.** | **TITLE** | **PAGE NO.** |
|  | **Certificate** | **i** |
|  | **J Techtix Certificate** | **ii** |
|  | **Candidate Declaration** | **iii** |
|  | **Acknowledgement** | **iv** |
|  | **Abstract** | **v** |
| 1. | **INTRODUCTION** | **9** |
|  | 1.1 **why crm matters?** | **9** |
|  | **1.2 what is cloud computing?** | **10** |
|  | **1.3 how does cloud computing work?** | **10** |
|  | **1.4 advantages and disadvantages of cloud computing** | **10** |
|  | **1.5 existing system** | **11** |
|  | **1.5.1 drawback of existing system** | **11** |
|  | **1.6 proposed system** | **12** |
| **2.** | **REQUIREMENT ANALYSIS** | **13** |
|  | **2.1 system requirements** | **13** |
|  | **2.2 need for the system** | **13** |
|  | **2.3 project scope** | **14** |
| **3.** | **FEASIBILITY STUDY** | **15** |
|  | **3.1 technical feasibility** | **15** |
|  | **3.2 economic feasibility** | **16** |
|  | **3.3 operational feasibility** | **16** |
|  | **3.4 behavioral feasibility** | **17** |
|  | **3.5 feasibility study report** | **17** |
| **4.** | **TECHNOLOGY USED** | **18** |
|  | **4.1 about salesforce** | **18** |
|  | **4.2 schema builder** | **19** |
|  | **4.3 objects** | **22** |
|  | **4.4 fields** | **26** |
|  | **4.5 relationships** | **26** |
|  | **4.6 securing and sharing data** | **27** |
|  | **4.7 page layouts** | **28** |
|  | **4.8 visual force** | **28** |
|  | **4.9 apex** | **29** |
|  | **4.10 reports and dashbords** | **29** |
| **5.** | **PROJECT ANALYSIS** | **31** |
| **6.** | **TESTING METHODLOGY** | **32** |
|  | **6.1 testing** | **32** |
|  | **6.2 testing plan** | **33** |
|  | **6.3 test cases and results** | **34** |
|  | **6.4 testing and debugging introduction** | **34** |
| **7.** | **OUTPUTS/SCREENSHOTS** | **36** |
|  | |  | | --- | | **CONCLUSION** | | **43** |
|  | **FUTURE SCOPE** | **44** |
|  | **REFERENCES** | **45** |
|  | **MAPPING OF COURSE OUTCOMES WITH PROGRAM OUTCOMES** | **46** |