

**IMPLEMENTING**  
**CRM FOR RESULT**  
**FOR TRACKING**  
**OF A CANDIDATE**  
**WITH INTERAL**  
**MARKS**

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

## **INTRODUCTION:**

### **OVERVIEW:**

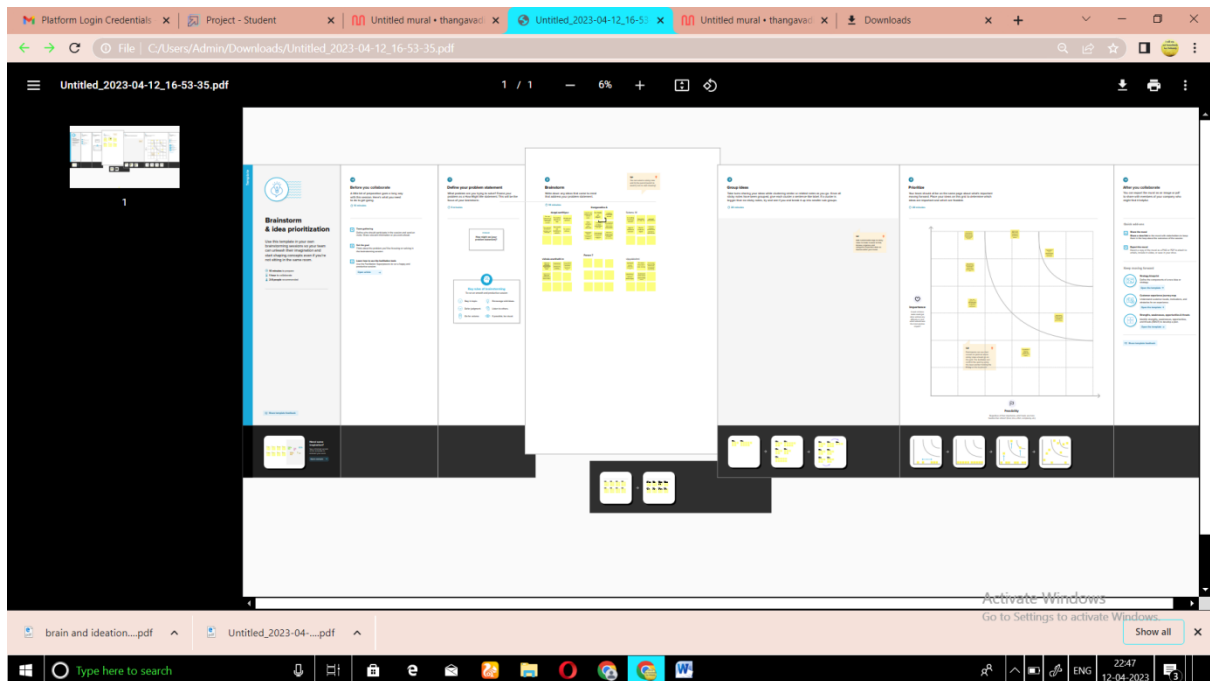
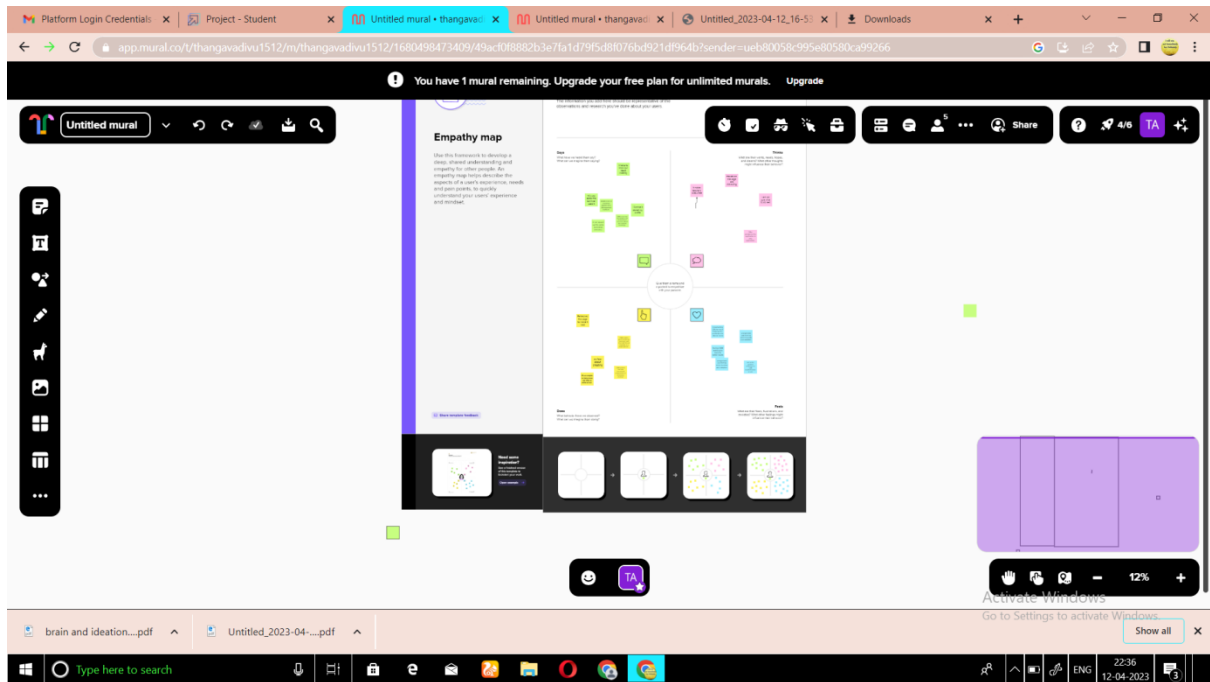
Salesforce is the world's number one customer relationship management CRM platform. It helps in marketing sales, service, commerce and IT teams works as one from anywhere in the world. This can help field sales teams ensure that order fulfilled quickly and accurately and that inventory levels are maintained at optimal levels.

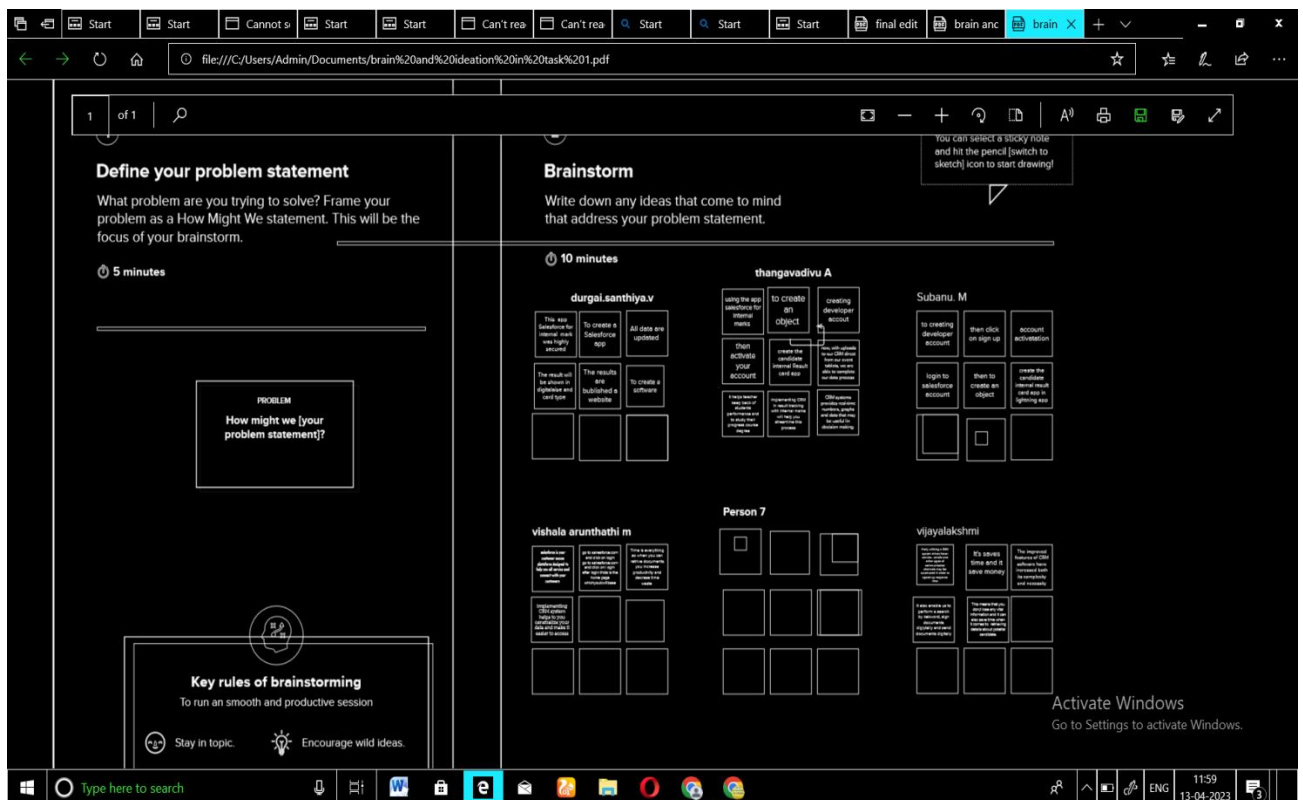
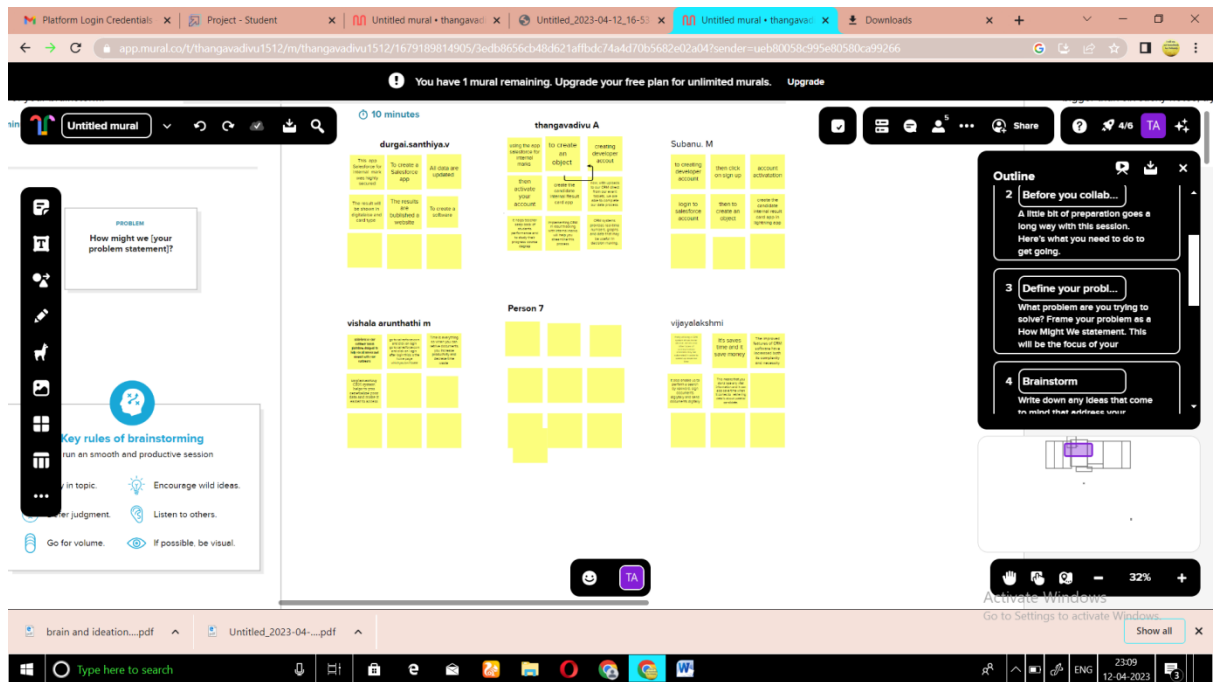
### **PURPOSE:**

It aims to produce a real time knowledge of the salesforce and how can we build a app using salesforce in this project we build a candidate result 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 own platform.

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

### **EMPATHY MAP:**





RESULT:

OBJECT NAME

Semester

FIELDS IN THE OBJECT

Field label

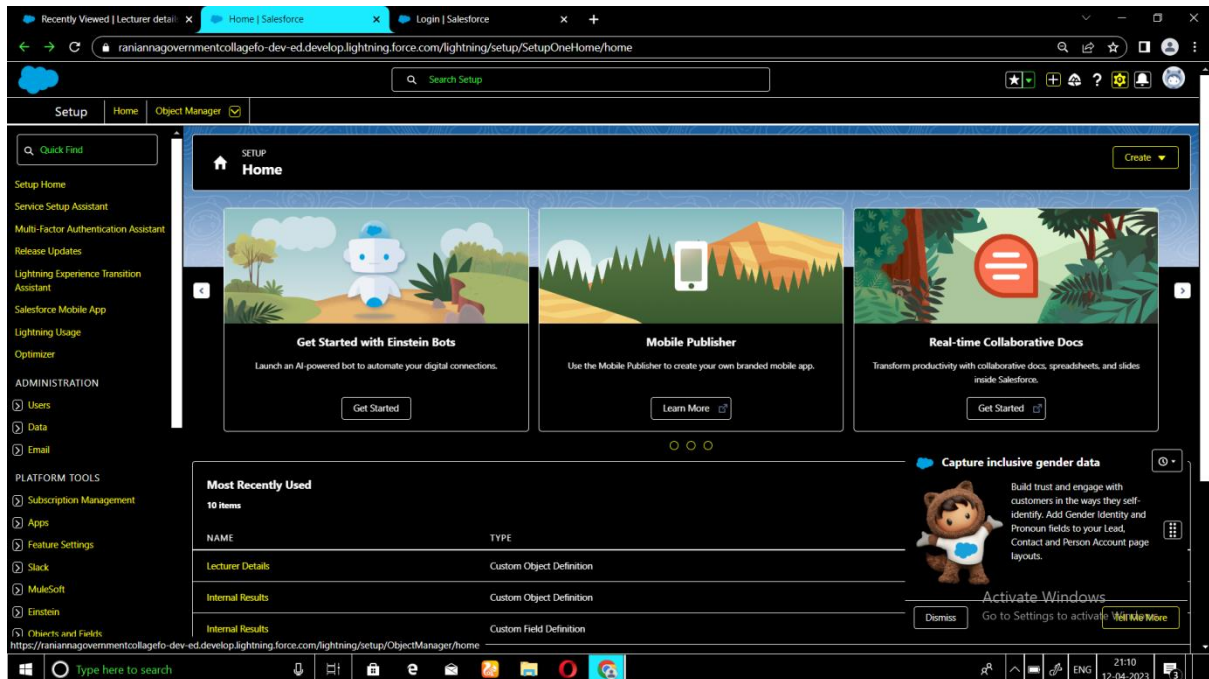
	Semester name Course(lookup) Data Type Text
<b>Candidate</b>	Field label Candidate name Candidate id Semester name Internal results(lookup) Data type Text
<b>Course Details</b>	Field label Course name Course ID Data Type Text
<b>Lecturer Details</b>	Field label Lecturer details Lecturer name Course id Course(lookup) Data type Text
<b>Internal results</b>	Field label Candidate id Course id Mark Data Type Text

## ACTIVITY AND SCREENSHOT

CREATION SALESFORCE ORG

## CREATION

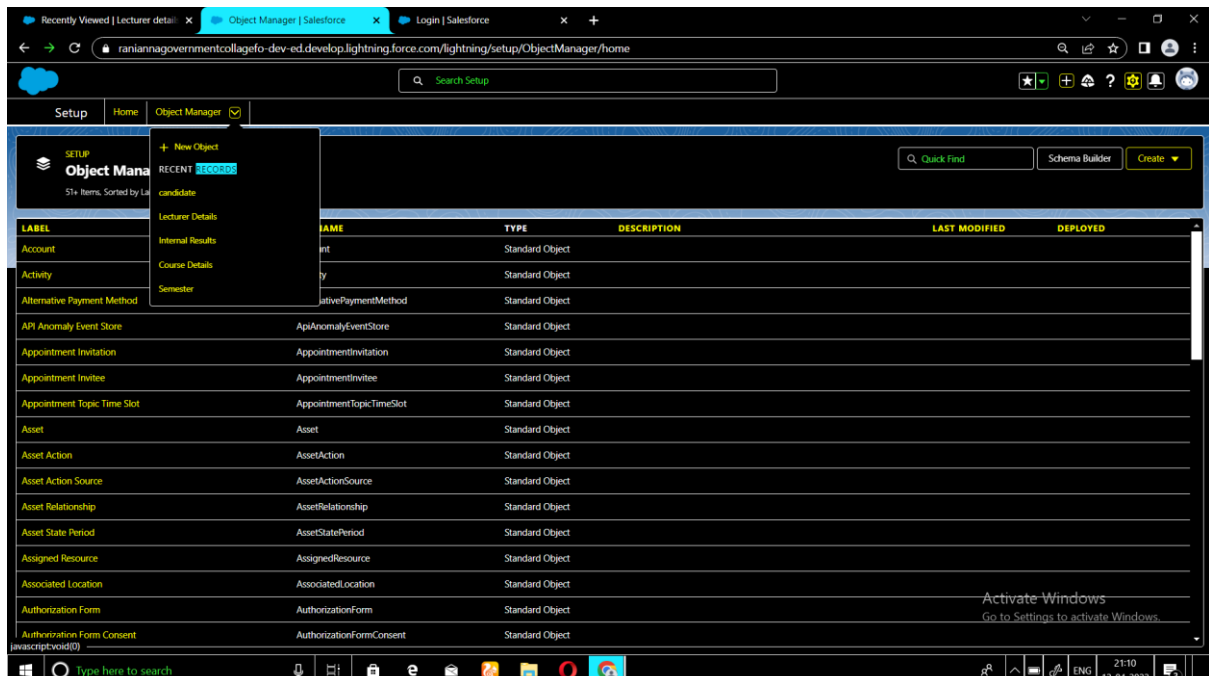
## SALE



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

Our mail id and name are given to get developer account

## CUSTOM



Creation of object for candidate internal result card. For this candidate internal result card we need to create 5 objects that are semester ,candidate, Course details, lecturer details, internal results

The screenshot shows the Salesforce Object Manager interface for the 'candidate' object. The left sidebar contains a navigation menu with options: Details, Fields & Relationships (selected), 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, Restriction Rules, Scoping Rules, Triggers, and Flow Triggers. The main content area is titled 'Fields & Relationships' and shows a table of 9 fields. The table has columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: Candidate Id (Candidate\_Id\_c, Number(15, 2)), Candidate Name (Candidate\_Name\_c, Text(56)), candidate Name (Name, Text(80)), Created By (CreatedBy, Lookup(User)), Internal Results (Internal\_Results\_c, Lookup(Internal Results)), Last Modified By (LastModifiedBy, Lookup(User)), Owner (OwnerId, Lookup(User,Group)), Record Type (RecordType, Record Type), and Semester Name (Semester\_Name\_c, Text(56)).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Candidate Id	Candidate_Id_c	Number(15, 2)		
Candidate Name	Candidate_Name_c	Text(56)		
candidate Name	Name	Text(80)		✓
Created By	CreatedBy	Lookup(User)		
Internal Results	Internal_Results_c	Lookup(Internal Results)		✓
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Record Type	RecordType	Record Type		✓
Semester Name	Semester_Name_c	Text(56)		

The screenshot shows the Salesforce Object Manager interface for the 'Course Details' object. The left sidebar contains a navigation menu with options: Details, Fields & Relationships (selected), 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, Restriction Rules, Scoping Rules, Triggers, and Flow Triggers. The main content area is titled 'Fields & Relationships' and shows a table of 6 fields. The table has columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: Course Name (Name, Text(80)), Course ID (Course\_ID\_c, Number(15, 0)), Course Name (Course\_Name\_c, Text(56)), Created By (CreatedBy, Lookup(User)), Last Modified By (LastModifiedBy, Lookup(User)), and Owner (OwnerId, Lookup(User,Group)).

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Course Name	Name	Text(80)		✓
Course ID	Course_ID_c	Number(15, 0)		
Course Name	Course_Name_c	Text(56)		
Created By	CreatedBy	Lookup(User)		
Last Modified By	LastModifiedBy	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓

Recently Viewed | Lecturer detail | Course Details | Salesforce | Login | Salesforce

ranianagovernmentcollagefo-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003p7Jb/FieldsAndRelationships/View

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Course Details

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

Restriction Rules

Scoping Rules

Triggers

Flow Triggers

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	
Course Name	Name	Text(80)		✓	
Course ID	Course_ID__c	Number(15, 0)			
Course Name	Course_Name__c	Text(50)			
Created By	CreatedById	Lookup(User)			
Last Modified By	LastModifiedById	Lookup(User)			
Owner	OwnerId	Lookup(User,Group)		✓	

Activate Windows  
Go to Settings to activate Windows.

https://ranianagovernmentcollagefo-dev-ed.develop.lightning.force.com/one.app#/set...

Type here to search

ENG 21:11 12-04-2023

Recently Viewed | Lecturer detail | Lecturer Details | Salesforce | Login | Salesforce

ranianagovernmentcollagefo-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/0112w000003p7JH/FieldsAndRelationships/View

Search Setup

Setup Home Object Manager

SETUP > OBJECT MANAGER

Lecturer Details

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

Restriction Rules

Scoping Rules

Triggers

Flow Triggers

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	
Course Details	Course_Details__c	Lookup(Course Details)		✓	
Course ID	Course_ID__c	Number(15, 2)			
Created By	CreatedById	Lookup(User)			
Last Modified By	LastModifiedById	Lookup(User)			
Lecturer Details Name	Name	Text(80)		✓	
Lecturer Name	Lecturer_Name__c	Text(50)			
Lecturer Role	Lecturer_Role__c	Text(50)			
Owner	OwnerId	Lookup(User,Group)		✓	

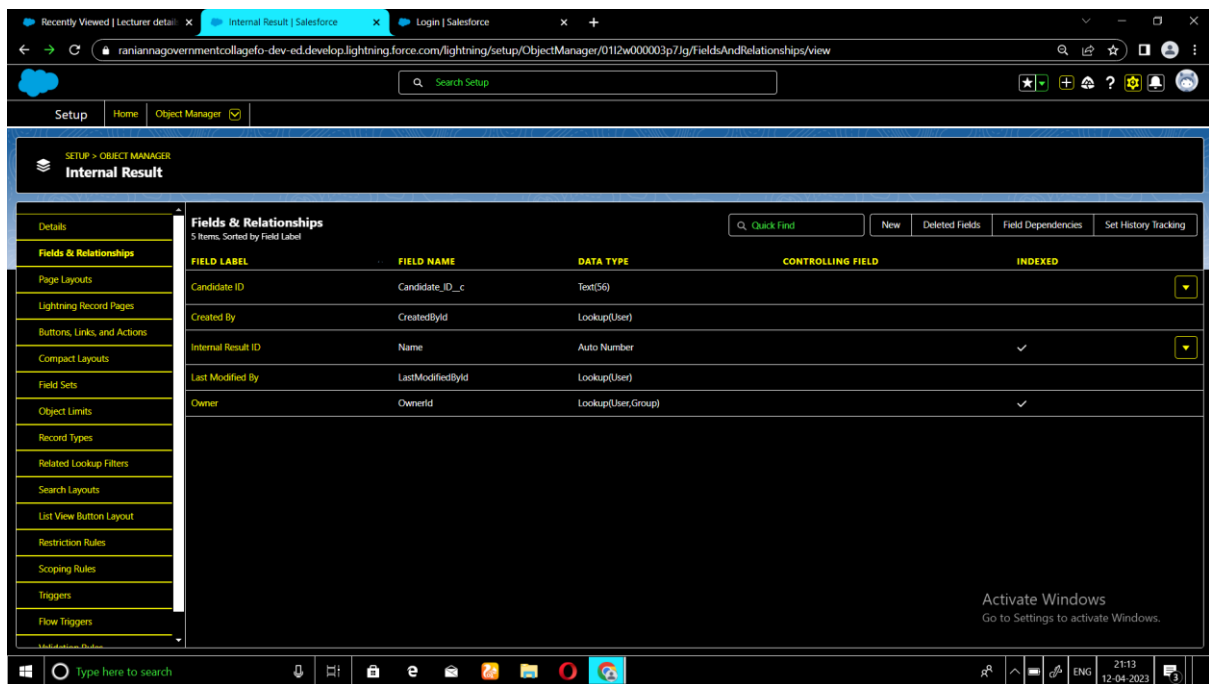
Activate Windows  
Go to Settings to activate Windows.

https://ranianagovernmentcollagefo-dev-ed.develop.lightning.force.com/one.app#/set...

Type here to search

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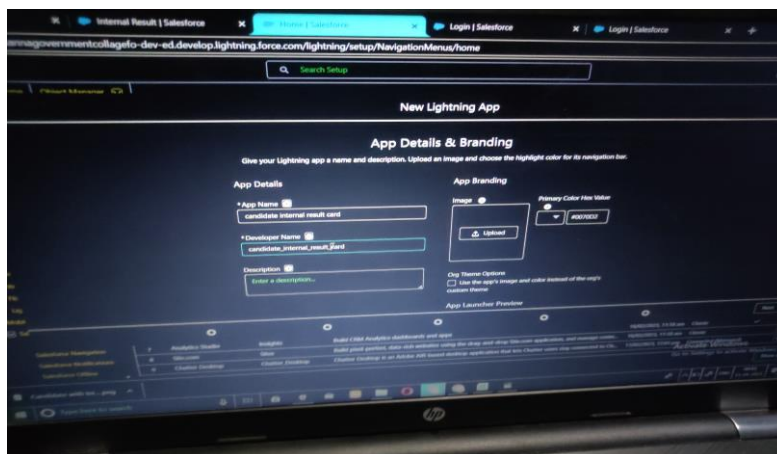




Relationship are created custom relationship fields on an object this is done for the users to view records, they can also see and access related data

## LIGHTNING APP

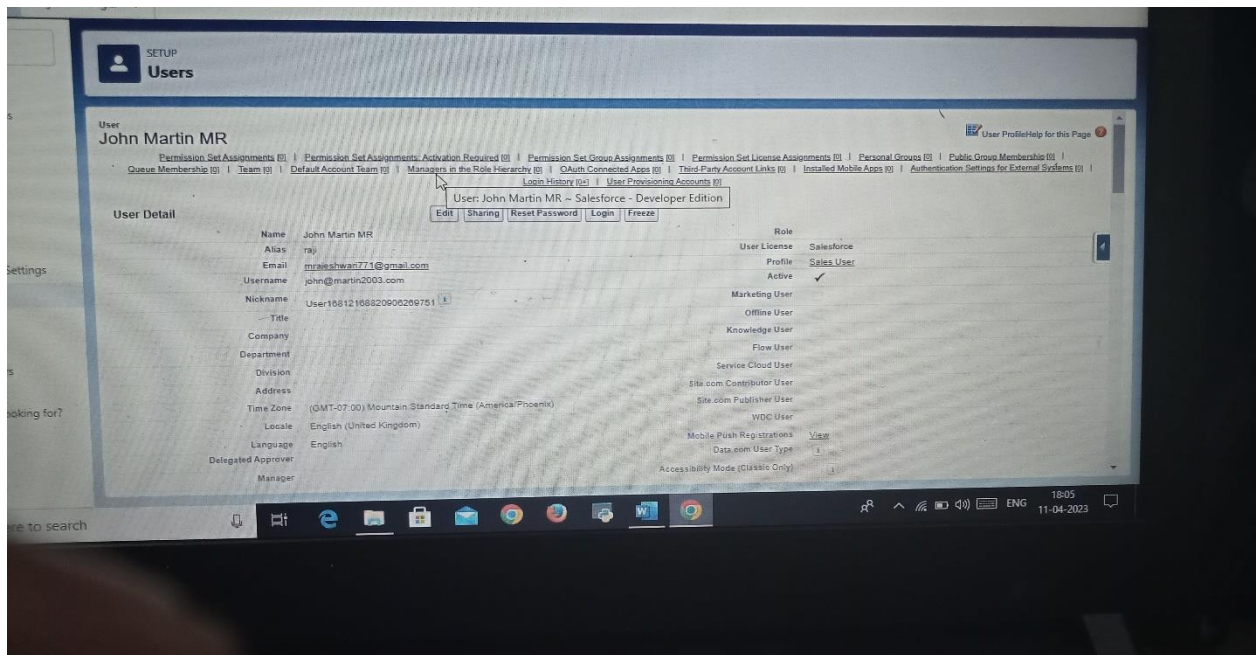
### CREATE THE CANDIDATE INTERNAL RESULT CARD APP



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

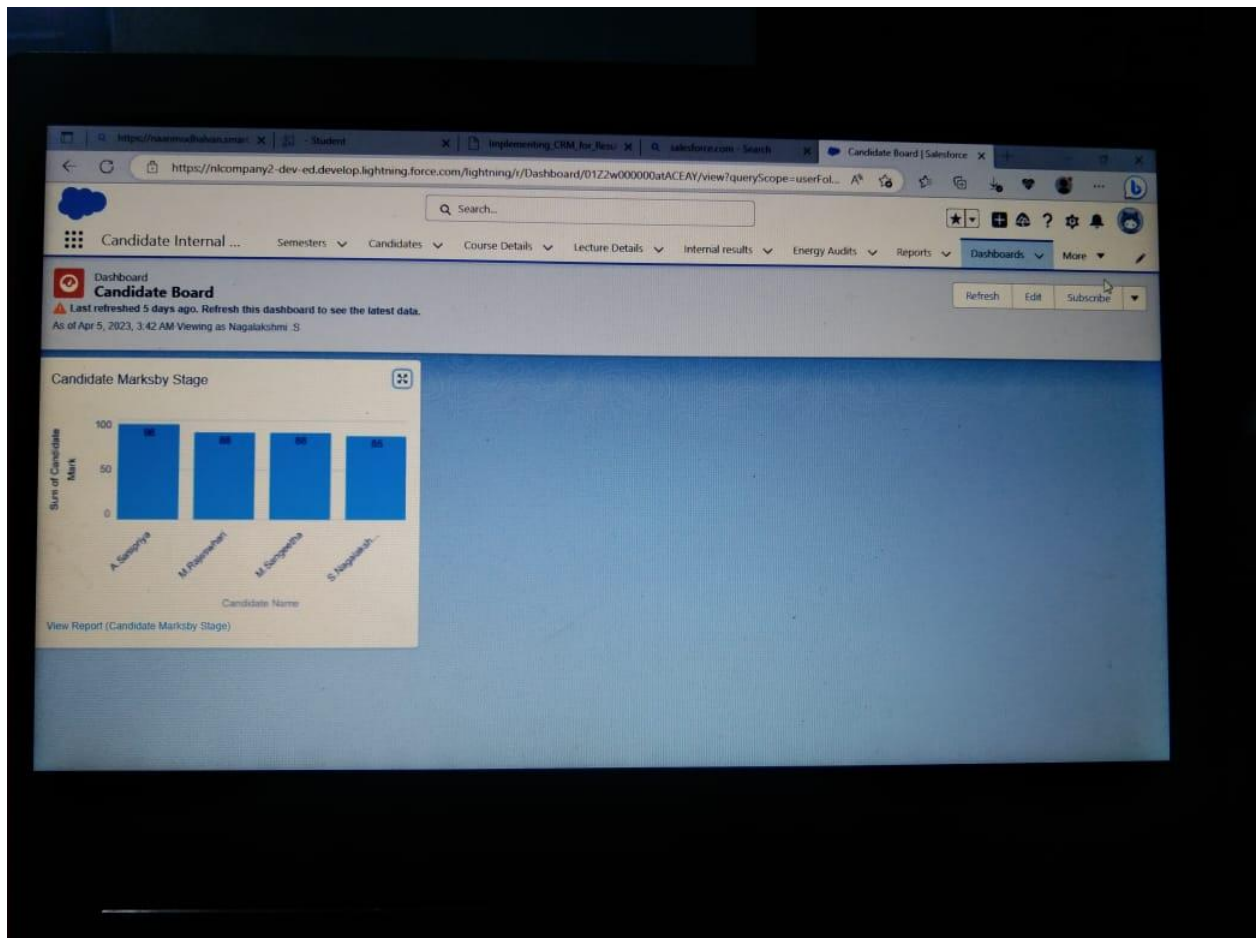


every user in salesforce has a user account. Click setup enter user, select new user , enter the details, we create a new user.

## REPORTS







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.

## TRAILHEAD PROFILE PUBLIC URL

Team Lead-<https://trailblazer.me/id/thana27>

Team Member 1-<https://trailblazer.me/id/subanu26>

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

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

Team Member 4-<https://trailblazer.me/id/ml1tvm>

## 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

## 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.

## 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 came 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 in easier to manage their results.

## FUTURE SCOPE

### OMNICHANNEL DASHBOARDS-

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

### AUTOMATIONS-

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