# POORNIMA
## INSTITUTE OF ENGINEERING & TECHNOLOGY

# DEPARTMENT OF COMPUTER ENGINEERING

# WORKSHOP REPORT

**Workshop on Salesforce**

**Skill Development Programme**

**Department of Computer Engineering, PIET**

**28th Nov. 2018**

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## EXECUTIVE SUMMARY

The Skill Development programme on Salesforce is a part of a comprehensive approach to enhance the technical skill among the students of Department of Computer Engineering, PIET, Jaipur. Such type of workshop is defined in the Skill Development Schedule of

Department of Computer Engineering, PIET, which has been approved by the Executive Committee of the department to be jointly implemented by PIET and ISTE. The department is responsible for the implementation of the workshop on good practices in new technology. The main objective of the workshop is to have hands on practice by the student that would reduce the gap between academia and industry sector in the department and to assist the department to comply with the phase- out schedule for the summer training. The programme consists of two phases, the introduction phase and the hands-on phase. The trained trainers are expected to train the remaining students in the salesforce in the department.

The long term expected result of the training programme is to enhance good practice and knowledge in Salesforce and get placed in reputed Organization and Corporate. The training programme will also assist the student to learn business model and business intelligence to switch to new cutting-edge technology in a smooth way without causing unnecessary burden to the academic activity and make the student industry ready.

During the workshop 8 trainers from METACUBE trained 36 students from the department. **The training consisted of thefollowing Modules and Practical sessions:**

i.   Introduction to Salesforce
ii.  Introduction to Trailhead
iii. Hands on Trailhead
iv.  Salesforce data management
v.   Study of different salesforce tools
vi.  Good servicing practice

The workshop covered various topics such as data science, business layer and its amendments, principles of data cloud, recovery from engine errors. The participants were provided hands-on practice on the use of salesforce using Trailhead framework.

**The following theoretical topics were covered:**

- Data science
- Salesforce
- Review of basic concepts in business intelligence
- Review of Tools used in salesforce
- Alternative to data science and their characteristics

**The following practical topics were covered:**

- Study of Tools
- Salesforce using Trailhead (Hands-on session)
- Data Analytics
- Data Science Application

On the last session of the workshop, an evaluation was conducted for the participants to assess their learning capability in the subject. The participants also provided feedback on the training programme. The feedback has been analyzed and the salient features are presented. The feedback was encouraging. The participants also made some recommendations, which are summarized.

Overall, the workshop was successfully conducted in close co-operation with the Department of Computer Engineering and ISTE.

# BACKGROUND

As the initiative by the department of Computer Engineering, PIET, Skill development cell of the department started the process to develop the skills of student so that our students will be Industry ready in pre final year. It will be helpful for the student who wants to join in reputed corporate houses and pursue higher degree.

Therefore the workshop was conducted with synchronization of the Skill development cell to accomplish the target of the department o train the student on Salesforce to get knowledge of the tools.

## Objectives

The main objective of this workshop was to upgrade the skills of students who will in turn help the students to be industry ready thereby assisting the department to increase the employability of students. The workshop further aimed the following:

- Increasing awareness of the participants about as well as the concepts of business model.
- Introducing and demonstrating the Trailhead platform.
- Dissemination of information on alternative technologies to cloud data.
- Stimulating the development of a network for information sharing throughout the cloud.
- Helping the department to achieve placement goal.

## Expected Results of the Workshop

- ➢ The expected result of the training programme is to enhance good technical knowledge and practices in Salesforce.
- ➢ The participants are aware of new technology that is trending in the market.
- ➢ The participants can further enhance the knowledge by pursing summer training/internship in the field of data science.
- ➢ The participants are expected to be trained through the industry associations, technical experts in summer training.

## Participants

The workshop was well attended. There were 41 participants in the workshop while the workshop was planned only for participants earlier. The participants were invited from department, who are in pre-final year. The participants had good knowledge on database.

| SI No | Registration Number | Student Name | Section |
|-------|---------------------|--------------|---------|
| 1 | PIET15CE057 | MAHESH KUMAR | A |
| 2 | PIET15CE010 | Aditya Sharma | A |
| 3 | PIET15CE011 | Akshat Jain | A |
| 4 | PIET15CE015 | Aniket Mathur | A |
| 5 | PIET15CE020 | Anupam Singh Seervi | A |
| 6 | PIET15CE127 | Apurv Sharma | A |
| 7 | piet15ce021 | Ashutosh Tiwari | A |
| 8 | PIET15CE024 | Ayushi Goyal | A |
| 9 | PIET15CS026 | Bhanu Bisht | A |
| 10 | Piet15ce029 | Deepanshu Choudhary | A |
| 11 | PIET15CE030 | DEVSHANKER BANERJEE | A |
| 12 | PIET15CE035 | Gaurav Chaudhary | A |
| 13 | Piet15ce036 | Govind kumarpandey | A |
| 14 | Piet15ce038 | Harshvardhan rai | A |

| 15 | PIET15CE041 | Hasan Bohra | A |
|----|-------------|-------------|---|
| 16 | 15eptcs042 | hemantkumar | A |
| 17 | PIET15CE049 | Kartik Tiwari | A |
| 18 | PIET15CE058 | Mahesh Meena | A |
| 19 | Piet15ce061 | Meghasoni | A |
| 20 | Piet15ce401 | Alka jangir | B |
| 21 | Piet15ce405 | Deepti yadav | B |
| 22 | Piet15ce301 | Iva tyagi | B |
| 23 | Piet15ce067 | Neha gupta | B |
| 24 | piet15ce070 | Pankaj Sharma | B |
| 25 | PIET15CE071 | Pinku Kumar Jha | B |
| 26 | PIET15CE077 | Prateek Vashishtha | B |
| 27 | Piet15ce082 | Raghuveer Singh Bhati | B |
| 28 | piet15ce084 | Rahul Ojha | B |
| 29 | piet15ce085 | rahulpatni | B |
| 30 | PIET15CE097 | SAURAV KUMAR JHA | B |
| 31 | PIET15CE098 | Sayed Shareeqali | B |
| 32 | PIET15CE102 | Shivani Bansal | B |
| 33 | Piet15ce103 | Shubham khandelwal | B |
| 34 | PIET15CE104 | Shubham Paliwal | B |
| 35 | Piet15ce107 | Somesh bhinda | B |
| 36 | Piet15ce404 | Srishti singh | B |
| 37 | Piet15ce111 | Sunil kumarjangid | B |
| 38 | PIET15CE112 | SwinalMeshram | B |
| 39 | PIET15CE119 | Vidit Khandelwal | B |
| 40 | Piet15ce121 | Vishal mathur | B |
| 41 | PIET 15ce123 | YASH KUMAR GUPTA | B |

## Methodology

The workshop was used to train the student on salesforce. In this workshop 41 students were trained. This one-day workshop covered both theoretical and practical aspects of good service practices of Salesforce. There was a practical sessions held to have hands-on demonstrations about the tool.

The introduction session was conducted in the seminar hall which was last for 1.30 hrs. Participants took keen interest in practical work to acquire hands-on experience in the use of tool. There were very interesting discussions during the workshop on use of tools in the realistic situations.

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There were continuing discussions in between the lectures. The participants took keen interest in discussions and understanding the practical implications of good practices as well as new technologies for the tool.

The practical sessions were designed in such a way that all the participants could study in detail the tools and equipments for good practices. Hands-on sessions included proper running of query as well as how to modify or customize tools according to user requirement. The participants practiced the use of recovery from errors.

Time was also allocated for discussions among the participants concerning the implementation of the logic in practical session. After completion of the workshop all the participants also responded to a feedback questionnaire on the workshop by individually answering the questions in it. Relevant workshop recommendations were drafted.

During the last hour of the workshop, an evaluation of the session was also conducted for all the participants to evaluate their learning level.

The winner of the evaluation received their T-Shirts during the closing session. This session was chaired by Mr. Krutibash Nayak, Coordinator Skill Development Cell & Mr. Amit Jain and the chief guest was Mr. Deepak Moud, HOD, Department of Computer Engineering.

It is also expected that the department would introduce a certification system for accreditation of students undergoing such workshop on a continuous basis.
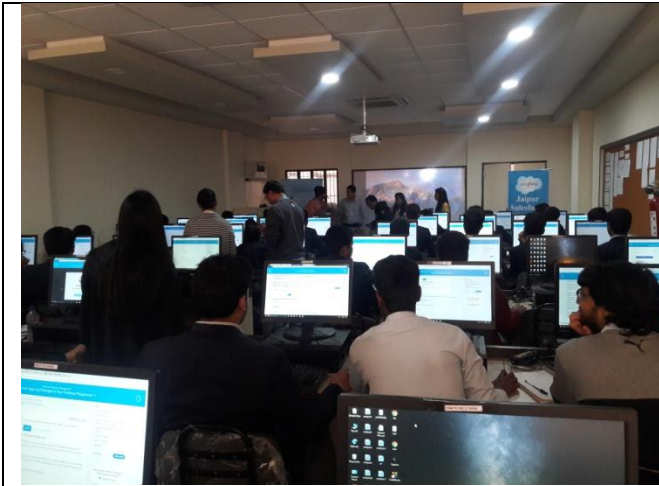
## Follow-up Action Plan

This training programme was a part of the Skill development of Students. It is expected that the students will start working soon in the technology and the results of the training will be evaluated in the next semester. As such it will be accompanied by other training

and policy related activities as defined in the PTS by the department. These activities will be coordinated by the Skill Development Cell of the department in close co-operation with the department ensuring the successful phase-of further workshops.

The department will establish a monitoring mechanism to ensure that the objectives of the workshop programme are met and will produce a follow-up report after finalization of the workshop.

**PHOTOGRAPHS:**

# Summary Report of Workshop:

| Sl No | Activity/Event | Detail/Description |
|---|---|---|
| 1 | Event | Salesforce Workshop |
| 2 | Day | Saturday |
| 3 | Date | 20th January 2018 |
| 4 | Time | 12:10 PM to 4:00 PM |
| 5 | Faculty Coordinator | Krutibash Nayak |
| 6 | Student Coordinator | Kamlesh Acharya |
| 7 | Venue | EF-01 |
| 8 | Participant | 41 |
| 9 | Trainer | Mr. Amit Jain & Ms. Raksha Kala |
| 10 | Topic | Salesforce using Trailhead |