

DAYANANDA SAGAR COLLEGE OF ARTS SCIENCE AND COMMERCE

Shavige Malleshwara Hills, Kumaraswamy Layout, Bangalore-560082

Internal Quality Assurance Cell (IQAC) Cell

“Certification course on CRM and Soft skills”

Department: BCA

Date: 26/04/2023

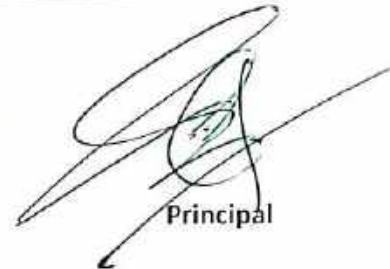
Sl. No.	Particulars	Event related Details			
1.	Event*	Workshop			
2.	Title of the Event	Certification course on CRM and Soft skills			
3.	Date	27/03/2023 to 19/04/2023			
4.	Time	9.00 a.m. – 5.00 p.m.			
5.	Venue	Project Lab and Seminar hall			
6.	Resource Person 1 Details** (Profile to be enclosed)	Mr. Gowtham Narra, Trainer			
7.	Topics Covered	Certification course on CRM			
8.	Resource Person 2 Details** (Profile to be enclosed)	Ms. Manisha B. Belani and Ms. Sushma			
9.	Topics Covered	Softskills			
10.	No. of Faculty Participants(Enclose a copy of names with signatures)	Internal:	-	External:	NA
11.	No. of Student Participants (Enclose a copy of names with signatures)	Internal:	60	External:	NA
12.	Faculty Coordinator/s	Name: Prof.Hemanth U Designation: HOD Department: Department of Computer Applications, DSCASC. Name: Prof. Aruna Devi C Designation: Assistant Professor and Course Coordinator Department: Department of Computer Applications, DSCASC.			
13.	Student Coordinator/s	-			
14.	Total Expenditure (Details to be enclosed)	₹2800/-			
15.	Sponsors and Amount (if any)	NIL			
16.	Program Schedule of the Event attached?	Yes			
17.	Provide the link of the report uploaded on College Website	https://www.dscasc.edu.in/images/BCA/news/CRM.pdf			
18.	Provide the links of the report uploaded on Social Media	NIL			

No.	Particulars	Event related Details
19.	Report sent to Newspapers? If yes, provide cuttings/images:	No
20.	Certificates Printed? (Enclose a copy***)	NO YES
21.	Feedback Collected? (Enclose a copy***)	No
22.	Attendance Sheet Attached? #	YES
23.	Summary of the Event	The Department of BCA conducted a training on "Certificate Course on CRM and Soft Skills" for VI semester students in association with ICT Academy and PayPal for 140 hours from 27-03-2023 to 19-04-2023. This training is imparted to our students with essential knowledge of Certificate Course on CRM concepts provided by PayPal through Valuable Hands-on training conducted during the Academic Year 2022-2023 in Dayananda Sagar College of Arts, Science and Commerce, Bengaluru in an exemplary manner. This Students Enablement program enhanced our students as Industry ready. We are thankful to ICT Academy and PayPal for providing this great opportunity.
24.	Photographs of the Event	Enclosed Below


Event Coordinator


Vice Principal & HOD


25/04/23
IQAC Coordinator


Principal

Photos:



Photo1:Mr. Goutham Narra giving hands on Training to students



Photo2: Prof. Samyuktha helping the students during the CRM Training session



Photo3: Ms.Manisha B. Belani taking soft skills sessions



Photo 4: Students demonstrating Interview Process



Photo 5: Activity on communication skills

Certificate Course on CRM






Name: Dayananda Sagar College of Arts, Science and Commerce
 Course Name: Certificate Course on CRM
 Teacher Name: Mr Gowtham Narra

Start date: 23.03.2023
 End Date: 10.04.2023
 Batch id: G2966

No	Chapter	PlanCode	Subtopic	Methodology	Duration	Training Status	Trainer signature	
Stage 1								
1	Introduction To CRM		What is CRM, Components of CRM, History of CRM, Objectives of CRM	Lecture		1 25-03-2023	<i>Qute</i>	
			Introduction to Salesforce, History of Salesforce	Lecture		1 27-03-2023	<i>Qute</i>	
	Introduction To Salesforce		Basics of Cloud Computing, Advantages and Disadvantages of Cloud Computing	Lecture		1 28-03-2023	<i>Qute</i>	
			What is cloud-based CRM, Features of cloud-based CRM, Introduction to Trailhead Platform	Lecture, Demo & Hands-on		1 03-04-2023	<i>Qute</i>	
	Salesforce Fundamentals		Discussion on Trailhead Profile, Badges, Points, Modules, Project	Lecture, Demo & Hands-on		1 23-03-2023	<i>Qute</i>	
			Salesforce Platform basics, Trailhead Playground Management	Lecture, Demo & Hands-on		1 23-03-2023	<i>Qute</i>	
	Trailhead Platform		Introduction to the Platform Developer 1 Certification	Lecture, Demo & Hands-on		1 23-03-2023	<i>Qute</i>	
			Introduction to AW Connecting, Creating Trailhead account	Lecture, Demo & Hands-on		1 24-03-2023	<i>Qute</i>	
			Salesforce Platform basics, Trailhead Playground Management, Introduction to Objects and Fields	Lecture, Demo & Hands-on		1 24-03-2023	<i>Qute</i>	
2	Objects and Fields		Data types available in Salesforce Platform, Relationship, Types of Relationships	Lecture, Demo & Hands-on		1 24-03-2023	<i>Qute</i>	
			Formula Fields, Roll-up Summary Fields	Lecture, Demo & Hands-on		1 24-03-2023	<i>Qute</i>	
			Junction Object, Data Modeling	Lecture, Demo & Hands-on		1 24-03-2023	<i>Qute</i>	
	Data Modelling and Management	Data Modelling		Data Management	Lecture, Demo & Hands-on		1 24-03-2023	<i>Qute</i>
				Formulas and Validations	Lecture, Demo & Hands-on		1 24-03-2023	<i>Qute</i>
				Build a Data Model for a Recruiting App	Lecture, Demo & Hands-on		1 24-03-2023	<i>Qute</i>
				Picklist Administration	Lecture, Demo & Hands-on		1 25-03-2023	<i>Qute</i>
				B2B Commerce on Lightning Experience Data Model	Lecture, Demo & Hands-on		1 25-03-2023	<i>Qute</i>

Chapter	PlanCode	Subtopic	Methodology	Duration	Training Status	
		Marketing Cloud Data Management	Lecture, Demo & Hands-on	1	25-03-2023	Complete
	User Management	Salesforce User Basics	Lecture, Demo & Hands-on	1	25-03-2023	Complete
		User Authentication	Lecture, Demo & Hands-on	1	25-03-2023	Complete
		Revision	Lecture	2	25-03-2023	Complete
		Questions Discussion	Lecture	2	25/03-27/03	Complete
		Assessment	Test	1	27-03-2023	Complete
Stage 2						
Data Modelling and Management	User Management	User Management	Lecture, Demo & Hands-on	1	27-03-2023	Complete
		Data Security	Lecture, Demo & Hands-on	1	27-03-2023	Complete
		Permission Set Groups	Lecture, Demo & Hands-on	1	27-03-2023	Complete
	Salesforce Flow	Flow Basics	Lecture, Demo & Hands-on	1	27-03-2023	Complete
		Flow Builder	Lecture, Demo & Hands-on	1	27-03-2023	Complete
		Build a Simple Flow	Lecture, Demo & Hands-on	1	27-03-2023	Complete
		Salesforce Flow	Lecture, Demo & Hands-on	1	28-03-2023	Complete
		Screen Flow distribution	Lecture, Demo & Hands-on	1	28-03-2023	Complete
Logic And Process Automation	Process Automation	Automate Business Processes for a Recruiting App	Lecture, Demo & Hands-on	1	28-03-2023	Complete
		Automate Your Business Processes with Salesforce Flow	Lecture, Demo & Hands-on	1	28-03-2023	Complete
		Platform Developer 1 Certification Prep: Process Automation and Logic	Lecture, Demo & Hands-on	1	28-03-2023	Complete
		Process Automation Specialist	Lecture, Demo & Hands-on	1	28-03-2023	Complete
		Process Automation Specialist	Lecture, Demo & Hands-on	1	28-03-2023	Complete
		Process Automation Specialist	Lecture, Demo & Hands-on	1	28-03-2023	Complete
		Process Automation Specialist	Lecture, Demo & Hands-on	1	29-03-2023	Complete
		Process Automation Specialist	Lecture, Demo & Hands-on	1	29-03-2023	Complete
User Interface	User Interface	Visualforce Basics, Lightning Experience Development	Lecture, Demo & Hands-on	1	29-03-2023	Complete
		Lightning Web Components Basics	Lecture, Demo & Hands-on	1	29-03-2023	Complete
		User Interface API	Lecture, Demo & Hands-on	1	29-03-2023	Complete
		Customize the User Interface for a Travel Approval App	Lecture, Demo & Hands-on	1	29-03-2023	Complete
		Revision	Lecture	2	29-03-2023	Complete
		Questions Discussion	Lecture	2	30-03-2023	Complete
		Assessment	Test	1	30-03-2023	Complete

Chapter	PlanCode	Subtopic	Methodology	Duration	Training Status	
User Interface	User Interface	Customizing the User Interface for a Record	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Platform Experience 1 Certification on UI	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
Debug and Deployment Tools	Apex Basics	Build Apex Coding Skills	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Quick Start Apex	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Development Tools Basics	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Use Apex to Automate Business Processes	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Use Apex to Automate Business Processes	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Apex Basics Database	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
	Debug and Deployment Tools	Apex Triggers	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Database Basics	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Search Solutions Basics	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Platform Extensions Basics	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Apex Specialist	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Apex Specialist	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Apex Specialist	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Apex Specialist	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
Testing	Apex Testing	Apex Testing	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Asynchronous Apex	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Apex Integration Services	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
		Apex Integration Services	Lecture, Demo&Hands-on	1	05-02-2023	Q&A
Revision			Lecture	1	05-02-2023	Q&A
Questions Discussion			Lecture	2	05-02-2023	Q&A
Assessment			Test	1	05-02-2023	Q&A
Stage 4						
Revision 1			Lecture	3	05-04-2023	Q&A
Questions Discussion 1			Lecture	3	05-04-2023	Q&A
Assessment 1			Test	2	05-04-2023	Q&A
Revision 2			Lecture	3	05-04-2023	Q&A
Questions Discussion 2			Lecture	3	05-04-2023	Q&A
Assessment 2			Test	2	05-04-2023	Q&A
Revision 3			Lecture	3	05-04-2023	Q&A
Questions Discussion 3			Lecture	4	05-04-2023	Q&A
Assessment 3			Test	2	05-04-2023	Q&A

Plan Code	Subtopic	Methodology	Duration	Training Status
 SPOC signature & College Seal		 Trainer signature		 principal's signature

Hemant K. Gupta M.Sc.
 Vice-Chancellor & HOD
 Dayanand Saraswati College of Arts
 Science & Commerce
 Shree Maheshwari Hills, Kumbhacharya Layout
 Bangalore - 560 117 Ind.

Student Enablement Program - A CSR Initiative by PayPal

Attendance Softskills

Batch id 2 : G3230

Note: Mark 'P' for Present and 'A' for Absent

Name of the College : Dayananda Sagar College of Arts, Science and Commerce

Course Name : Softskills (Certificate Course on CRM)

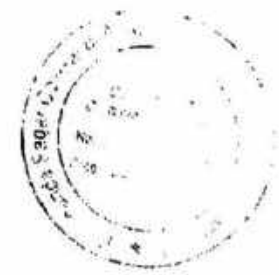
Trainer Name : Ms. Monisha B. Belani

Sl. No	Reg id	Student Name	Starte Date: 10.04.2023		End Date : 15.04.2023			
			10-Apr	11-Apr	12-Apr	13-Apr	14-Apr	15-Apr
1	128631	Chennayya B						
2	128642	DARSHAN C	P	P	P	P	P	P
3	128647	Darshan Gowda A	P	P	A	P	P	P
4	128652	Jeevan T K	P	P	P	P	P	P
5	128674	Suhas J	P	A	P	P	P	P
6	128787	Adithya KB	P	P	P	A	P	P
7	129913	Shashank R	P	P	P	P	A	P
8	129918	Richitha N Girish	P	P	P	P	P	P
9	129922	Chirag b Rajpurohit	P	P	P	P	P	P
10	129925	Karthik M R	P	P	P	P	P	P
11	129926	Abisha S	P	P	P	P	P	A
12	129930	Deepika M	P	P	P	P	P	P
13	129931	Chaithra M S	P	P	P	P	P	P
14	129935	Srihari A	P	P	P	P	P	P
15	129941	Chithan A	P	P	P	P	P	P
16	129943	Kushal Balaji V	P	P	P	P	P	P
17	129944	Chandana S	A	A	A	P	P	P
18	129946	Koushik Murugan	P	P	P	P	P	P
19	129951	Darshan H	P	P	A	P	P	P
20	129954	Lanchana Lokesh	A	P	P	P	P	P
21	129956	Abhigna Prabodh	P	P	P	P	P	P
22	129957	Anirudh R Koushik	P	P	P	P	P	P
23	129965	Prakash Sen	P	P	P	P	P	P
24	129966	Manjush G	A	P	A	P	P	P
25	129972	Gowri C P	P	P	P	P	P	P
26	129973	Karthik P	P	P	P	P	P	P
27	129976	Chandana B	P	P	P	P	P	P
28	129984	Nikhil Moorthy	P	P	P	P	P	P
29	129996	Narendra Babu V	P	P	A	A	P	P
30	130000	Pavithra K	P	P	P	P	P	P
31	130007	Darshan N	P	P	P	P	P	P
32	130012	Adwaith V	P	P	P	P	P	P
33	130036	Lalitha D	P	P	P	P	P	P
34	130111	Hafiza A	P	P	P	P	P	P
35	130114	Jeeva M	P	P	P	A	P	P
36	130124	Gagan D	P	P	P	P	P	P
37	130152	Nikitha Kb	A	A	A	P	P	P
38	130154	Govardhan Reddy.p	P	P	P	P	P	P
39	130183	Guru Prasad K	P	P	P	P	P	P

Sl. No	Reg id	Student Name	Starte Date: 10.04.2023			End Date : 15.04.2023		
			10-Apr	11-Apr	12-Apr	13-Apr	14-Apr	15-Apr
40	130200	Yogendra M S	P	P	P	P	P	P
41	130227	Sanjay P	P	A	A	A	A	P
42	130235	VIVEK s	P	P	A	P	P	P
43	130246	Sree Ram k	A	P	P	P	P	P
44	130248	Sahana J Upadhyaya	P	P	P	P	P	A
45	130254	Pavana R N	P	P	P	P	P	P
46	130283	SHASHANK A C	P	P	P	P	A	P
47	130296	Monika P	A	P	P	P	P	P
48	130311	Raghavendra J	P	P	P	A	P	P
49	130340	Sai Sharath c	P	P	P	P	P	A
50	130352	Pooja S	P	P	P	P	P	P
51	130450	Megha BK	A	P	P	P	P	P
52	130567	Harsha S	P	P	P	P	P	P
53	130580	Nehal V	A	P	P	P	P	P
54	134753	Arun K Shinde	P	P	A	P	P	A
55	134758	Rithika M	P	P	P	A	P	P
56	134824	Bhoomika R	P	P	A	P	A	A
57	134859	Thejaswi S	P	A	A	A	A	P
58	144801	Swathi S Mane	P	P	P	P	P	P
59	144808	SATHYAKI U	P	P	P	P	A	P
60	145693	Jagruti D	P	A	P	P	A	P
	No of Hrs.		7	7	7	7	6	6
	No of Students Present							
	No of Students Absent							
	Signature of the Trainer		<i>Murthy Belu</i>	<i>Murthy Belu</i>	<i>Murthy Belu</i>	<i>Murthy Belu</i>	<i>Murthy Belu</i>	<i>Belu</i>

Murthy Belu
Trainer Signature

Arunachari
SPOC Signature & College Seal



Arunachari
for Hemant H...
Vice-Chancellor
Dayananda Saraswathi
Bachchan & Co
Shri Vinayak
Bachchan & Co

Sl. No	Reg Id	Student Name	23.03.2023		End Date: 30.04.2023										
			23-Mar	24-Mar	25-Mar	27-Mar	28-Mar	29-Mar	30-Mar	31-Mar	01-Apr	03-Apr	05-Apr	06-Apr	08-Apr
35	130114	Ijeeva	P	P	P	P	A	P	P	P	P	A	P	P	P
36	130124	Gagan	A	P	P	A	P	P	P	P	P	P	P	A	P
37	130152	Nikitha	P	P	P	P	A	A	P	P	P	A	P	P	P
38	130154	Gowarchan	P	P	P	A	A	P	P	P	P	A	P	A	P
39	130183	Guru Prasad	P	P	P	A	A	P	P	P	P	A	P	P	P
40	130200	Yogendra	P	P	P	P	P	P	P	P	P	P	P	P	P
41	130227	Sanjay	P	A	P	P	A	P	P	A	P	A	P	P	P
42	130235	Vivek	P	A	A	P	P	P	P	A	A	P	A	A	A
43	130246	Sree	P	P	A	A	P	P	P	P	A	P	A	P	A
44	130248	Sahana J	P	P	P	P	P	P	P	P	P	P	P	P	P
45	130254	Pavana	P	P	P	P	P	P	P	P	P	P	P	P	P
46	130283	Shashank A C	P	P	P	P	P	A	P	P	P	P	P	P	P
47	130296	Monika	P	P	A	P	P	P	P	P	A	P	P	P	A
48	130311	Raghavendra	P	P	A	A	A	A	P	P	A	P	P	P	A
49	130340	Sai Sharath	P	P	P	A	P	P	P	P	P	P	P	P	P
50	130352	Pooja S	P	P	P	P	P	P	P	P	P	P	P	P	P
51	130450	Megha	P	P	P	P	P	P	P	P	P	P	P	P	P
52	130567	Harsha	A	A	P	P	P	P	P	A	P	P	A	A	P
53	130580	Nehal	A	A	P	P	P	P	A	A	P	P	A	A	P
54	134753	Arun K	P	P	P	P	P	P	P	P	P	P	P	P	P
55	134758	Rithica	P	P	P	P	P	P	P	P	P	P	P	P	P
56	134524	Bhoomika	A	A	A	P	P	P	P	P	P	P	P	P	P
57	134859	Thejaswi	A	P	P	P	P	P	P	A	A	P	P	P	A
58	144801	Swathi S	P	P	A	P	P	P	P	A	P	P	P	P	P
59	144808	Sathviki	P	P	A	P	A	P	A	P	A	P	P	P	A
60	145693	Jagruth	P	P	P	P	P	A	A	P	A	P	P	P	A
No of Hrs.			8	8	8	8	8	8	8	8	8	8	8	8	8
No of Students Present			49	48	47	48	52	48	52	48	44	52	48	43	46
No of Students Absent			11	12	16	12	8	10	8	12	16	8	12	17	14
Signature of the Trainer			<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>

[Signature]
Trainer Signature

[Signature]
SPOC Signature & College Seal

[Signature]
Principal Signature

Hemanth Appala M.Sc
Vice - Princh & HOD
Dayananda Sagar College of Arts
Science & Commerce
Pope Malleshwara Hills, Kumaraswamy Layout
Bangalore - 560 111, India



**STUDENT
ENABLEMENT
PROGRAM**



CERTIFICATE OF RECOGNITION

This is to certify that

GAYATHRI DEEKSHITH

has successfully completed the course on Certificate Course on CRM

with Grade **B** under PayPal Student Enablement Program held from 27 February 2023 to 24 March 2023

at Dayananda Sagar College of Arts, Science and Commerce, Bengaluru, Karnataka

C.No: G-2023-G3046-0018 | Date: 24 March 2023

V. Q. J. d

Mouli V

VP Global Credit Risk, Seller Risk, and
Collections (GCSC) & Site Lead, PayPal India

Hari Balachandran

Hari Balachandran
Chief Executive Officer, ICT Academy

An Initiative of



Implemented by



ICTACADEMY™

STUDENT ENABLEMENT PROGRAM

CERTIFICATE OF RECOGNITION

This is to certify that

DEEPIKA M

has successfully completed the course on Certificate Course on CRM
with Grade **B** under PayPal Student Enablement Program held from 23 March 2023 to 19 April 2023
at Dayananda Sagar College of Arts, Science and Commerce, Bengaluru, Karnataka

C.No: G-2023-G3230-0011 | Date: 19 April 2023

V. Q. J. d

Mouli V

VP Global Credit Risk, Seller Risk, and
Collections (GCSC) & Site Lead, PayPal India

Hari Balachandran

Hari Balachandran
Chief Executive Officer, ICT Academy

verify at [verify at verify.ictacademy.in](http://verify.ictacademy.in)