

SKRGDC, GUDUR

Program Book

For

SHORT TERM INTERNSHIP

FROM:

ERAGARAJU CHANDANA PRIYA

Hall NO: 202129006

B.COM(CA)

TO:

Smt. B. LAKSHMI,

Lecturer in computer

Applications

Program Book

Short Term Internship

STATE COUNCIL OF HIGHER EDUCATION
(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

Program Book for Short-Term Internship

Name of the Student: E. Chandana Priya

Name of the College: SKR Government Degree College

Registration Number: 202129006

Period of Internship: From: AUG-29-22 To: NOV-15-22

Name & Address of the Intern Organization : APSCH ONLINE INTERN -
SHIP ON SALESFORCE
ADMINISTRATOR.

Instructions to Students

Please read the detailed Guidelines on Internship hosted on the website of AP State Council of Higher Education <https://apsche.ap.gov.in>

1. It is mandatory for all the students to complete 2 months (180 hours) of short-term internship either physically or virtually.
2. Every student should identify the organization for internship in consultation with the College Principal/the authorized person nominated by the Principal.
3. Report to the intern organization as per the schedule given by the College. You must make your own arrangements of transportation to reach the organization.
4. You should maintain punctuality in attending the internship. Daily attendance is compulsory.
5. You are expected to learn about the organization, policies, procedures, and processes by interacting with the persons working in the organization and by consulting the supervisor attached to the interns.
6. While you are attending the internship, follow the rules and regulations of the intern organization.
7. While in the intern organization, always wear your College Identity Card.
8. If your College has a prescribed dress as uniform, wear the uniform daily, as you attend to your assigned duties.
9. You will be assigned with a Faculty Guide from your College. He/She will be creating a WhatsApp group with your fellow interns. Post your daily activity done and/or any difficulty you encounter during the internship.
10. Identify five or more learning objectives in consultation with your Faculty Guide. These learning objectives can address:
 - Data and Information you are expected to collect about the organization and/or industry.
 - Job Skills you are expected to acquire.
 - Development of professional competencies that lead to future career success.
11. Practice professional communication skills with team members, co-interns and your supervisor. This includes expressing thoughts and ideas effectively through oral, written, and non-verbal communication, and utilizing listening skills.

12. Be aware of the communication culture in your work environment. Follow up and communicate regularly with your supervisor to provide updates on your progress with work assignments.
13. Never be hesitant to ask questions to make sure you fully understand what you need to do your work and to contribute to the organization.
14. **Be regular in filling up your Program Book. It shall be filled up in your own handwriting. Add additional sheets wherever necessary.**
15. At the end of internship you shall be evaluated by your Supervisor of the intern organization.
16. There shall also be evaluation at the end of the internship by the Faculty Guide and the Principal.
17. Do not meddle with the instruments/equipment you work with.
18. Ensure that you do not cause any disturbance to the regular activities of the intern organization.
19. Be cordial but not too intimate with the employees of the intern organization and your fellow interns.
20. You should understand that during internship programme, you are the ambassador of your College, and your behavior during the internship programme is of utmost importance.
21. If you are involved in any discipline related issues, you will be withdrawn from the internship programme immediately and disciplinary action shall be initiated.
22. Do not forget to keep up your family pride and prestige of your College.

An Internship Report
On
(Title of the Internship)

Submitted in accordance with the requirement for the degree of.....

Name of the College: SKR GOVERNMENT DEGREE COLLEGE, GUDUR.

Department: B.COM [COMPUTER APPLICATIONS]

Name of the Faculty Guide: Smt. LAKSHMI BHEEMAVARAPU

Duration of the Internship: From ~~08-29-22~~ To ~~11-15-22~~

Name of the Student: E. CHANDANA PRIYA

Programme of Study B.COM [COM]

Year of Study: 2020 - 2023

Register Number: 202129006

Date of Submission: NOV - 17 - 2022

Student's Declaration

I, E. Chandana Priya a student of SRAD Program, Reg. No. 202129.006 of the Department of B.COM, SRAD, GUDUR College do hereby declare that I have completed the mandatory internship from 8-29-22 to 11-17-22 in APSCHE ONLINE INTERNSHIP ON SALESFORCE ADMINISTRATOR (Name of the intern organization) under the Faculty Guideship of Smt. B. LAKSHMI (Name of the Faculty Guide), Department of COMPUTER APPLICATIONS SRAD, GUDUR (Name of the College)

E. Chandana Priya

(Signature and Date)

Endorsements

Lakshmi
Faculty Guide

Head of the Department

Principal

Certificate from Intern Organization

This is to certify that E.CHANDANA.PRIYA (Name of the intern) Reg. No. 202129006 of SKRGDC, GUDUR (Name of the College) underwent internship in APSCHE ONLINE INTERNSHIP in ON SALES FORCE ADMINIST (Name of the Intern Organization) from AUG-29-22 to NOV-15-22.

The overall performance of the intern during his/her internship is found to be satisfactory (Satisfactory/Not Satisfactory).

Authorized Signatory with Date and Seal

Acknowledgements

I wish to express my profound regards and deep sense of gratitude to Andhra Pradesh State Council for Higher Education (APSCHE) and Commissioner of Collegiate Education (CCE) for providing me an opportunity to do internship as part of my Under Graduation (UG) program.

I am thankful to my college principal Dr. P. Venkateswarlu and Vice-Principal Dr. Y. Srinivasulu for facilitating me to do my internship.

I am grateful to Salesforce Administration Course(online), Gudur,
Tirupati District for giving me an opportunity to do my internship at his organization. I
would also like to thank Sri/Smt. _____ and
_____ at this organization to who had trained and help me to
complete my internship by sharing their knowledge.

My deep sense of gratitude goes to Dr. Mohammed Maqsood Ahmed, Lecturer in Microbiology and Smt. Lakshmi Bheemavarapu, Lecturer in Computer Applications for coordinating with Industry, University, CCE and APSCE and facilitating me in my search of internship program.

I would like to thank Smt. Lakshmi Bheemavara for mentoring me in this process.

I would like to thank all Teaching and Non teaching staff of my college for their regular support during this time.

I wish to thank my friends, classmates for their support, encouragement and cooperation.

Finally, I would express my profound gratitude to My parents and family members for there selfless encouragement and supporting in my journey towards gaining the knowledge, and facilitating me in becoming a good citizen, and to play my miniature role in nation building.

I am grateful to The Almighty God for His grace and blessings showered upon me, to sustain and helped me to complete this work successfully.

CHAPTER 1: EXECUTIVE SUMMARY

The internship report shall have only a one-page executive summary. It shall include five or more Learning Objectives and Outcomes achieved, a brief description of the sector of business and intern organization and summary of all the activities done by the intern during the period.

Salesforce Administrator:

- It is a application software that is available to everyone.
- It having the CRM (customer Relationship Management). It acts like a bond to company and customer.
- This application is used multiple persons at a time, anyone and everywhere.
- we experience the storage by lightning experience.
- This CRM helps to attracts more benefits from the customers.
- simply the Salesforce is easy and make more benefits from the customers.

CHAPTER 2: OVERVIEW OF THE ORGANIZATION

Suggestive contents

- A. Introduction of the Organization
- B. Vision, Mission and Values of the Organization
- C. Policy of the Organization, in relation with the intern role
- D. Organizational Structure
- E. Roles and responsibilities of the employees in which the intern is placed.
- F. Performance of the Organization in terms of turnover, profits, market reach and market value.
- G. Future Plans of the Organization.

APSCHE (Andhra Pradesh State Council of Higher Education)

The state government has accordingly decided to fill the gap by constituting a state council of higher education as recommended.

APSCHE is primarily according body between the university grants commission (UGC) the state government and the universities.

The Andhra Pradesh state council of higher education entered in to a memorandum of understanding (MOU) with smart internz foundation to provided virtual internship to more than 1.5 lakh students in the state.

CHAPTER 3: INTERNSHIP PART

Description of the Activities/Responsibilities in the Intern Organization during Internship, which shall include - details of working conditions, weekly work schedule, equipment used, and tasks performed. This part could end by reflecting on what kind of skills the intern acquired.

This is my technical information is

Email : Chandanateja777@gmail.com

Mobile no : 9652058048

Trailhead URL : <https://trailhead.salesforce.com>

In the time of internship we are also confused and not understanding that project related subject.

By the team work is useful to completing my project that is Salesforce Administrator.

These are the organization. we are using to complete the project.

→ Trailhead login

→ Trailblazer community login.

ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	We do the modules in the smartIntern3 dash-board → Extension8 and go to the live session.	Introduction about the Salesforce app.	
Day - 2	In Salesforce: Quick look i am completing the some modules.	Learning about Salesforce application	
Day - 3	In Salesforce Licensing unit completed the Quiz modules,	understand the relationship between licenses & permissions and add-ons.	
Day - 4	Today i am go to live session and finishing the some modules.	i am knowing about Salesforce app	
Day - 5	Lightning Experience unit i am understand the subject in that,	Discover how Lightning experience benefits and your business	
Day - 6	In Salesforce quick look unit we attempt some quiz modules.	In quizzes i am understanding important things.	

WEEKLY REPORT

WEEK - 1 (From Dt. 29-8-22 to Dt. 5-9-22....)

Objective of the Activity Done: Completing the modules

Detailed Report:

In this week I am open the Smart Interview dash board. In that open the extension and click active resources then after understanding the all units shown in that. How we can attempt the quizzes and how can operating Salesforce app

And then I am go to the live session starts at 6:00PM to 8:00PM. In that live session I understand the introduction about the Salesforce app

How can we operate Salesforce app and how can it works it is useful or not for further future.

Simply says I understand the introduction of the Salesforce app and do the same quizzes in the trailhead playground.

ACTIVITY LOG FOR THE SECOND WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOMES	Person In-charge Signature
Day - 1	Today i am completing the Salesforce ecosystem Quick look module.	I am understand the concept of Salesforce ecosystem.	
Day - 2	Today i am completing the trailhead navigation Quick look module.	I am understand the concept how we can use the trailhead navigation.	
Day - 3	Today i am go to the live session.	In the live session knowing about the Salesforce app.	
Day - 4	Today i am learning about the how to create a new Playground.	I will creating a new Playground in the trailhead.	
Day - 5	Today i am completing the Salesforce solution kits Quick look.	I am learning about the Salesforce solution kits : Quick look.	
Day - 6	This day i am go to the live session.	In the live session I can learn about settings in Salesforce app.	

WEEKLY REPORT

WEEK - 2 (From Dt. 6-9-22. to Dt. 13-9-22.)

Objective of the Activity Done:

Detailed Report:

In this week iam learning about Salesforce ecosystem unit. In that module and iam read all the comprehension and understand the whole concept and completing the quiz section.

I am attempt the quiz section by understanding the concept what does it contain and how can it use in the salesforce app.

And also iam learning about the Sales-force solution kits: Quick look module completed the quiz by understanding the comprehension.

And then iam go to the 2 live sessions. In that live sessions iam learning about the Salesforce app settings.

This is the week report iam work done in the Salesforce application.

ACTIVITY LOG FOR THE THIRD WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Today iam learning about the Salesforce industry Blueprints ; Quick look	I am completing the map Salesforce - capabilities to your business needs module	
Day - 2	Today i learning about the sandboxes for Pardot Quick look module.	I am attempt the quiz by understanding the comprehensions	
Day - 3	Today iam learning about volunteers for Salesforce: Quick look unit .	Attempt the quiz and earn points of badges.	
Day - 4	customer 360 Guides : Quick look module attempt the quiz.	In that module iam learning about customer able in the salesforce app	
Day - 5	work flow Automation for Service ; Quick look module attempting the quiz.	iam learning the work flow automation module concept	
Day - 6	workforce engagement for service ; Quick look module attempt quiz and also go to live session.	understanding Concept what iam learned.	

WEEKLY REPORT

WEEK - 3 (From Dt. 14-9-22. to Dt. 21-9-22.)

Objective of the Activity Done:

Detailed Report:

This week I am learning about the Salesforce industry blueprints: Quick look. I am learning about many of our customers ask how they can take advantage of everything Salesforce has to offer. Blueprints offer a product agnostic overview of key business capabilities common to most customers. An industry blueprint diagrams the end-to-end process from uncovering the opportunities to discovering solid industry solutions.

Each customer 360-Guide is a collection of assets that shows you how to create a connected customer experience by integrating Salesforce products. In these guides we share best practices and proven integration solutions from Salesforce customers.

And also I am going in live session and learning about some information about the Salesforce app.

ACTIVITY LOG FOR THE FOURTH WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Trailblazer Community Quick look we learning the concept and completing the quiz.	Some information is understanding about this module.	
Day - 2	Fast app development. Quick look module completing to day.	Attempt the quiz and learn some- thing about it.	
Day - 3	Fourth industrial Revolution module completed today.	Attempt the quiz and learning about it.	
Day - 4	Ask the doubts arising to me, clarifying by my mentor.	Clarifying the doubts by my mentor.	
Day - 5	Actions of Recommendations for agents step by step completed the module.	Attempt the quiz by under- standing the concept.	
Day - 6	Today I am completed the module the Salesforce your account app ; Quick Look.	Attempt the quiz by understanding the concept	

WEEKLY REPORT

WEEK - 4 (From Dt. 22-9-22 to Dt. 29-9-22)

Objective of the Activity Done:

Detailed Report:

In this week report i am understanding the trailblazer community module.

We call our customers trailblazers because they're always looking for innovative ways to maximize Salesforce success in their organizations and make the world a better place. We love to help trailblazers learn, connect, have fun and give back together. 90% said that participation in the community.

And also i ask the mentor for some doubts arising to me. My mentor clarifying my doubts very easy and better understanding.

And i will learn more modules concept and attempt the quiz by learning and understanding the concept.

ACTIVITY LOG FOR THE FIFTH WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Today iam completing the unit fast app development Quick look module.	In this module iam completing the homess the Power of Platforms.	
Day - 2	Today iam completing the vaccine cloud : Quick look module.	I am attempt the quiz of get to know vaccine cloud.	
Day - 3	Workflow automation for service : Quick look module l/s completing.	I am read the matter and attempt the quiz and gain points.	
Day - 4	Tabular Mobile : Quick look module completing today.	I understand this topic. That discover the features In salesforce app	
Day - 5	I am reading this module the health care and life Sciences industry quick look.	By reading that i can answer the quiz questions easily	
Day - 6	I am completing this module tenants specific endpoints in marketing cloud quick look.	i am understanding that topic and answer the quiz.	

WEEKLY REPORT

WEEK - 5 (From Dt. 30.09.22 to Dt. 06.10.22..)

Objective of the Activity Done:

Detailed Report: Completing the quiz Modules

In fast app development : Quick look module i can know about the harness the power of the platform.

platform services and builder topic is useful to me and how can it used in the Salesforce application.

The Customer 360 platform allows you to extend Salesforce application and build new tools and interface suited to your company's needs with little or no code.

workflow automation for Service : Quick look module iam read the topic and then understand that answer the quiz section easily.

And iam gain 100 points and earn badges. Whenever we completing the trailhead module automatically we get the point and earn badges for move the high position in the dashboard.

ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Today iam completing some modules in the trailhead Playground.	By read and understand answer the quizzes easily.	
Day - 2	Actions & recommendations for agents : step-by-step completing this module	Iam understand the agents Problems solving with Salesforce.	
Day - 3	Today iam completing the deal tracking with Sales-force Opportunities Quick look.	Answer the quiz by reading the passage.	
Day - 4	Today iam completing the strategies for inclusive Philanthropy module	Answer the quiz by reading that topic.	
Day - 5	Strategic Prospecting Quick look module is completing today.	Answer the quiz by reading that topic.	
Day - 6	Tableau AI and analytics Quick look module is completing today.	Answer the quiz by reading that topic.	

WEEKLY REPORT

WEEK - 6 (From Dt. 7-10-22 to Dt. 14-10-22)

Objective of the Activity Done:

Detailed Report:

In this week i am completing the modules some much.

Some of the six modules are completing by reading that all modules and understand what is in it, how can it is useful to us while working with salesforce application software.

By reading that topics we will understanding some important things and answer that quizzes.

I am learning about the discover tableau AI and analytics objectives some of the important thing they are shown in below.

Tableau uses augmented analytics to empower business user to discover insights ranging from automated modeling to guided natural language queries.

This is the report i am learning and understand about salesforce app.

ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Today my mentor sent me a link related to that Salesforce app.	In that link having 27 units completing i will get certificate.	<u>to</u>
Day - 2	Today iam do open the trailmixes link completing the module.	By reading that topic answer the quiz and earn 100 points.	<u>to</u>
Day - 3	Today iam completing module named salesforce credentials.	Answering the quiz and earn 100 Points	<u>to</u>
Day - 4	Today iam completing module named trailhead navigation ; Quick look	Answer the quiz and earn 100 Points	<u>to</u>
Day - 5	Iam completing the module named setup : Quick look	Answer the quiz and earn 100 Points	<u>to</u>
Day - 6	Iam completing the module named Quick start: Build a salesforce app.	Answer the quiz and earn 100 Points	<u>to</u>

WEEKLY REPORT

WEEK - 7 (From Dt. 15-10-22 to Dt. 22-10-22)

Objective of the Activity Done:

Detailed Report:

In this week my mentor sent a link that is :

<https://trailhead.salesforce.com/users/smartbridgesupport/trailmix/smartintern3-admin>

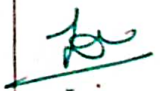
In this link having 22 modules - iam completing the modules named

1. Salesforce credentialx
2. Trailhead Navigation : Quick look
3. Setup : Quick look
4. Quick start : Build a Salesforce app

Above the modules iam completing by reading and understanding the comprehension and answer the quiz earn some points and badges appeared in the dashboard

This week report iam doing the works.

ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Today iam reading the trailhead Playground management.	Iam understanding the sub units topic.	
Day - 2	Today i can do 101, Completing the create a trailhead playground	Answer the quiz and earn Points.	
Day - 3	Today i am completing the sub module named get your trailhead Play ground Username and Password.	Iam getting trailhead playground username and Password.	
Day - 4	Today iam completing the hands on challenge in the module trailhead Playground management.	Done the install apps and Packages in my trailhead Playground.	
Day - 5	Today iam completing the module reports and dashboards for lightning experience	understanding the sub modules by reading	
Day - 6	Some pending subunits and completing today in the reports and dashboards for lightning experience.	completing the hands-on-challenges.	

WEEKLY REPORT

WEEK - 8 (From Dt. 23-10-22 to Dt. 1-11-22...)

Objective of the Activity Done:

Detailed Report:

In this week iam learning the trailhead playground management module. In that module having some sub modules.

They are:

1. create a trailhead playground.
2. Get your trailhead playground username and Password.
3. Install apps and packages in your trailhead playground

In the last sub module having hands-on-challenges and earn 500 points and badges. And also completing the "Reports and dashboards for lightning experience".

In that unit having 5 sub modules.

That modules are also have hands-on-challenges iam completing that challenges and earn points and badges.

This is the week reports done by me.

ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Today I am completing the data security unit.	Completing all subunits hands on challenges by reading	<u>to</u>
Day - 2	I am completing the customize an org to support a new business unit today.	Completing all subunits hands-on-challenges by reading	<u>to</u>
Day - 3	Today I am completing the unit named create Reports and dashboards for sales and marketing manager.	Understanding the Concept and completing the hands-on-challenges	<u>to</u>
Day - 4	Business administration specialist unit is completing today	By completing sub-unit hands-on-challenges iam earn Points of badges.	<u>to</u>
Day - 5	Today iam completing the unit named : Quick start Lightning app builder.	I am reading that earning points and badges by completing the hands-on-challenges	<u>to</u>
Day - 6	Today iam completing the lightning experience report & dashboards specialist unit.	iam done the hands-on-challenges	<u>to</u>

WEEKLY REPORT

WEEK - 9 (From Dt. 2-11-22 to Dt. 9-11-22...)

Objective of the Activity Done:

Detailed Report:

In this week i am completing the units in the trailmixes Smartintenz admin link:

These are the units i am completing:

1. Data Security
2. Customize an org to support a new business unit.
3. Creating reports and dashboards for sales & marketing managers.
4. Business Administration Specialist.
5. Quick Start: light app builder.
6. Lightning experience reports and dashboards Specialist.

In this units having the Subunits that Sub units having the hands-on-challenges. By reading and understanding the concept inside the units and subunits do the challenges and completing. By Completion of challenges we can earn Points & badges.

ACTIVITY LOG FOR THE FIRST WEEK

DAY & DATE	BRIEF DESCRIPTION OF THE DAILY ACTIVITY	LEARNING OUTCOME	Person In-charge Signature
Day - 1	Today iam completing the unit named: User authentication Specialist Superbadge	Done the hands-on-challenge by reading the concept.	
Day - 2	Today iam concepting the unit named: Security governance Specialist Superbadge	Completing the hands-on-challenge and earn points and badges.	
Day - 3	Iam completing today the unit named: User access Specialist Superbadge	By reading and takes the challenge step by step process completing unit.	
Day - 4	Iam completing unit named: Security Specialist Superbadge	Iam completing the hands-on-challenge and earn points & badges.	
Day - 5	Today iam completing the unit named: Admin Super set.	Get earn Points and badges while completion of hands-on-challenges	
Day - 6	Today i will do the Certification process generating	Generating the certification Process.	

WEEKLY REPORT

WEEK - 10 (From Dt. 10-11-22 to Dt. 16-11-22.)

Objective of the Activity Done:

Detailed Report:

In this week i will do the hands-on-challenges completion from the following units.

1. User Authentication Specialist Superbadges.
2. Security governance Specialist Superbadge.
3. User access Specialist Superbadge.
4. Security Specialist Superbadge.
5. Admin Super Set.

In this units having the sub units and hands-on-challenges. By reading and understanding the comprehensions in that units, we will do the process that is useful to completing the challenges easily.

Finally iam completing the course named Salesforce Administrator and iam do the certificate generating process to get the certificate.

CHAPTER 5: OUTCOMES DESCRIPTION

Describe the work environment you have experienced (in terms of people interactions, facilities available and maintenance, clarity of job roles, protocols, procedures, processes, discipline, time management, harmonious relationships, socialization, mutual support and teamwork, motivation, space and ventilation, etc.)

I am experience the work environment is difficult unable to certain time to do the work.

And also the people interaxactions are very xide and negative. So then it was a difficult environment and the facilities are required for limited time only.

The equipments are laptops, desktops and android are hanged (or) struck while in process for completing the project work.

Don't having the clarity on work because of Procedure was unable to understand the comprehensions to the hand-on-challenges.

Harmonious relationships, Socialization are not supporting to me because some of the persons are negative minded.

Describe the real time technical skills you have acquired (in terms of the job-related skills and hands on experience)

I am acquired the real time technical skills, so much useful to me for further future.

Simply says as i learned a software job information details is skilled by the Salesforce software that is provided by APSCH Internships.

How the work is done in software jobs, that is the work iam learned little much.

What are the technical skills iam learned in the Salesforce Administrator. In that application software iam learned about the settings and management, how can interact with customer in online, how can solve their problems digitally and how can benefits get from business to the company's.

This is the real time technical skill iam acquired.

Describe the managerial skills you have acquired (in terms of planning, leadership, team work, behaviour, workmanship, productive use of time, weekly improvement in competencies, goal setting, decision making, performance analysis, etc.

I am acquire the managerial skills they are, iam not having the perfect planning to complete the project.

My mentor Latchmi madam show full support on we and gathering team to the work fast.

My all colleagues behaviour is some what better. And the workmanship is not having.

The time is so less, because of we can't understand that modules. we take more time for completing this project

For the first time we handled like this type of online course and it was unable to understand.

Day by day we loose our confidence. So much fear is feelled. we can't take the decision correctly because we are Confused and nothing performed a skill to completing this project.

Describe how you could improve your communication skills (in terms of improvement in oral communication, written communication, conversational abilities, confidence levels while communicating, anxiety management, understanding others, getting understood by others, extempore speech, ability to articulate the key points, closing the conversation, maintaining niceties and protocols, greeting, thanking and appreciating others, etc.,)

In starting stage of online course orally can do most of the quiz modules completing by understanding the comprehension.

We can use the google and youtube for collecting information that is useful to the error correction.

Written communication is happening for do the easy modules. Not having confidence levels while communicating, nothing is anxiety and better understanding will maintaining by my colleagues.

No one is giving extempore speech and observe the key points for completing the modules.

Completion of difficult modules we are so happy and greet the others and thanks to my colleagues.

Describe how could you could enhance your abilities in group discussions, participation in teams, contribution as a team member, leading a team/activity.

While the project work is happening no group discussions are managed by the team members.

So many members in my team behaves like selfish and don't helping to other persons in my team.

Only my mentor take the lead and maintain correct information and key points is giving for completing my project.

paran and lakshmi madam recollect our self confidence to do the modules and hands-on-challenges. completion.

My mentor giving and support our team members and helping to me lakshmi madam giving laptop to me for completing the project work.

Finally taking extra time to completing the modules and also co-operates my bestfriends. (Basil), 1.

Describe the technological developments you have observed and relevant to the subject area of training (focus on digital technologies relevant to your job role)

Technical development skills I am observed relevant to the subject area of training, this time I know the online courses.

In the online course I am learning the new technology skills.

They are:

1. How can create a new username and profile in a new organization.
2. And also how can manage the organization using the software tools.
3. How can solve the customer's problems in the online softwares.
4. And experience the software skill using to our future purpose.

These are the some technological developments skills what I am learned while doing the project work.

Student Self Evaluation of the Short-Term Internship

Student Name: & Registration No: E R AGARAJU CHANDANAPRIYA & 202127006

Term of Internship: From 27/8/22 To 16/11/22

Date of Evaluation: 17/11/22

Organization Name & Address: APSCHE ONLINE INTERNSHIP ON SALESFORCE ADMINISTRATION - 10R

Name & Address of the Supervisor with Mobile Number: smt Bheemavarapu Lakshmi, Lecturer in COMPUTER APPLICATIONS, 7893204749

Please rate your performance in the following areas:

Rating Scale: Letter grade of CGPA calculation to be provided

1) Oral communication	1	2	3	4	5
2) Written communication	1	2	3	4	5
3) Initiative	1	2	3	4	5
4) Interaction with staff	1	2	3	4	5
5) Attitude	1	2	3	4	5
6) Dependability	1	2	3	4	5
7) Ability to learn	1	2	3	4	5
8) Planning and organization	1	2	3	4	5
9) Professionalism	1	2	3	4	5
10) Creativity	1	2	3	4	5
11) Quality of work	1	2	3	4	5
12) Productivity	1	2	3	4	5
13) Progress of learning	1	2	3	4	5
14) Adaptability to organization's culture/policies	1	2	3	4	5
15) OVERALL PERFORMANCE	1	2	3	4	5

E. Chandana Priya
Signature of the Student

Evaluation by the Supervisor of the Intern Organisation

Student Name: & Registration No: **ERAGARAJU CHANDANA PRIYA 202129006**

Term of Internship: From **29/8/22** To **16/11/22**

Date of Evaluation: **17/11/22**

Organization Name & Address: **APSCHE ONLINE INTERNSHIP ON SALESFORCE ADMINISTRATION**

Name & Address of the Supervisor with Mobile Number: **Smt BHEEMAVARAPU LAKSHMI, LECTURER IN COMPUTER APPLICATIONS, 7893204714**

Please rate the student's performance in the following areas:

Please note that your evaluation shall be done independent of the Student's self-evaluation

Rating Scale: 1 is lowest and 5 is highest rank

1) Oral communication	1	2	3	4	5
2) Written communication	1	2	3	4	5
3) Initiative	1	2	3	4	5
4) Interaction with staff	1	2	3	4	5
5) Attitude	1	2	3	4	5
6) Dependability	1	2	3	4	5
7) Ability to learn	1	2	3	4	5
8) Planning and organization	1	2	3	4	5
9) Professionalism	1	2	3	4	5
10) Creativity	1	2	3	4	5
11) Quality of work	1	2	3	4	5
12) Productivity	1	2	3	4	5
13) Progress of learning	1	2	3	4	5
14) Adaptability to organization's culture/policies	1	2	3	4	5
15) OVERALL PERFORMANCE	1	2	3	4	5

Lakshmi
Signature of the Supervisor

PHOTOS & VIDEO LINKS

