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

SI. No.	Particulars	Event related	Details							
1.	Event*	Workshop								
2.	Title of the Event	Certification co	ourse on CRM an	d Soft skills						
3.	Date	27/03/2023 to	19/04/2023							
4.	Time	9.00 a.m. – 5.0	0 p.m.							
5.	Venue	Project Lab and	d Seminar hall							
6 .	Resource Person 1 Details** (Profile to be enclosed)	Mr. Gowtham	Narra, Trainer	195						
7.	Topics Covered	Certification co	urse 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. Ar Designation: As	OD epartment of Co una Devi C ssistant Professo	mputer Applications, DS r and Course Coordinate mputer Applications, DS	or					
13.	Student Coordinator/s	-	-partment of co	imparer Applications, 05	choc.					
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.d	scasc.edu.in/ima	ages/BCA/news/CRM.pd	If					
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

IOAC 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

per commendence

. Name Dayananda Sagar College of Arts, Science and Commerce

a se Name : Conficate Course on CRM

a cer Name : Mr Gowtham Narra

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Start date : 23.03.2023

End Date: 10.04.2023

Batch id: G2966

Chapter	PlanCode	Subtopic	Methodology D	uration	Training Status
		Stage 1		Training Date	Tranler signature
	CRM	What is CRM, Compension of CRM, History of CRM, Objectives of CRM.	ecture	105-10-20	at-
		Introduction to Salestance, History of Salesforce	ecture	1/29-2	(10)
		Basics of Could Computing, Advantages and Disacvantages of Cloud Computing	Lecture	1 23.0 4.02	3 Bill
	Jonasionce	What is cloud-based CRM,	Lecture,Derno&Hands-on	1 03-84-20	3 Code
Salesforce Fundamentals		Discussion on Trailhead Profile, Badges, Points, Modules, Project	Lecture,Demo&Hands-on	1 23.02-203	3 Oute
Ì		Salesforce Matterm basics, Trailhead Playground Management	Lecture, Demo&Hands-on	: 33.62-50	Other
	froithead Platform	Introduction to the Platform Developer 1 Certification	Lecture, Demo@Hands-on	1 23-0340	13 Cotto
1		Introduction to AW Commuting, Creating Trailbeac account	Lecture, Demos Hands-on	124-03-2	23 pote
		Salesforce Platform basics, Trailhead Playground Management, Introduction to Objects and Fields	Lecture, DemoRHands-on	1 24-03-2	03
	Objects and	Data types available in Salesforce Platform, Relationship, Types of Relationships	Lecture, Demo&Hands-on	1 2403:	2023 OF
		Formula Fields, Roll-up Summary	Lecture,Dema&Hands-on	154-08-	7-2-
		Junction Object, Data Modeling	Lecture, Demo&Hands-on	1124-02-3	The second secon
		Data Management	Lecture, DemokHands-on	1 24-037	18x16
Data Modelling	9	Formulas and Validations	Lecture, Demp&Hands-on	124-03	11123 BAL
and Management		Build a Data Model for a Recruiting App	Lecture, Demo& lands on	1 24- 63	1303 Ad
	Data Modelling		Lecture, Demo&Hands-on	1 25 03	1203 007
		B2B Commerce on Lightning Experience Data Model	Lecture, Demo&Hands-on	125-63	

			Methodology	Duration		Fraining Status
	User	Marketing Cloud Data Management	Lecture, Demo&Hands-on	1	25 03-2023	Gal-
	Management	Salesforce User Basics	Lecture, Domo& Hands-on	1	25-05-2023	(A) A-
		User Authentication	Lecture, Demo&Hands-en		25-03-2023	CALT-
		sian	Lecture		25.03-20131	CATE.
		Discussion	Lecture	2	25/12-27/03/	(F)
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ata Modelling	User	User Management	Lecture, Gemo&Hands-on	1	27.03-2023	int-
and Mänagement	Management	Data Security	Lecture, Demo&Hands-on		27:05:2023	(But 2
id-differnenc		Permission Set Groups	Lecture, DemonMands-on		27-07-2023	汉生-
		Flow Basics	Lecture, Demo&Hands-on		27-03-2029	(Note:
	2	Flow Builder	Lecture, DemoBHands-on		27 - 54-2023	Mate-
	Salesforce Flow	Build a Simple Flow	Lecture, Demo&Hands-on		23-03-703	Out-
		Salesforce Flow	Lecture, Demo&Hands-on		28-05-2023	red.
		Screen Flow distribution	Lecture, Demo&Hands-on		28.03-2023	ANE-
		Automate Business Processes for a Recruiting App	Lecture, Demo&Hands on	- 1	28 (3-2623	out-
Process	Process Automation	Automate Your Business Frocesses with Salesforce Flow	Lecture, DemoS.Hands-on		28-63-2123	(B.)
		Pratform Developer T Certification Prep: Process Automation and Logic	Lectur+, Cemo8Hands-on	1	28.00-2023	(atte
- 1		Process Automation Specialist	Lett Demo&Hands on	1	20-03-2023	CATE-
1		Process Automation Specialist	Lecture, Demo&Hands-un		28-01-20231	cartie-
1		Process Automation Specialist	Lecture, Demo&Hands-on	11	28-05-2023	Cura
-		Process Automation Specialist	Lecture, DemoSHands-on	1	29-6-2023	
		Process Automation Specialist	Include, Demo&Hands-on		29-03-2023	(1)
		Visualforce Basics, Lightning Experience Development	Lecture, Demo&Hands-on	1	29-03-1923	Citt-
er Interface (User Intr≓ace	Lightning Web Components Basics	Lecture, Demo&Hands-on	1	25-03-2023	CEAN
	,		Lect Demo&Hands-on	1	29-05-2023	िस्कार-
		Customize the User Interface for a Travel Approval App	Lecture, Di-mo&Hands-on		29-01-2023	一
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Subtopic Methodology Duration Training Status

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	The control of the co	acii(Course Name : Softskills (Certificate Course on CRM)								
Pon id	Auroration to reserve the con-	Stanta D. L. Co.		Trainer Name : Ms.Monisha B. Belani								
weg ia	Student Name			End Date : 15.04.20	23 12-	12	19					
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7	130296	Monika P	A-	2	0	P	P	Ρ
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4		Arun K Shinde	P	ρ	A	ρ	ρ	A
5		Rithika M	P	I P	P	A	P	P
6		Bhoomika R	P	P	A	6	A	A
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Student Enablement Program - A CSR Init/ative by PayPal Batch 2 : G3230

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

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Prinicipal Shau Signature

Hemanth & poals M.Sc.
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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

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

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

Hari Balachandran

Sulachandran

Chief Executive Officer, ICT Academy







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

NOTES A

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

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

Hari Balachandran
Chief Executive Officer, ICT Academy