EVENT REGISTRATION APP

Project report submitted in partial fulfillment of the requirement for the degree of
Bachelor of Technology

In

Computer Science and Engineering

By

Manas Dubey (161267)

Under the supervision

of Mr. Praveen Modi

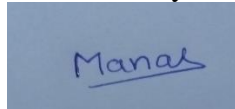Department of Computer Science & Engineering and Information
Technology

Jaypee University of Information Technology Waknaghat,
Solan-173234, Himachal Pradesh

Candidate's Declaration

I hereby declare that the work presented in this report entitled **"Event Registration App"** in partial fulfillment of the requirements for the award of the degree of **Bachelor of Technology** in **Computer Science and Engineering** submitted in the department of Computer Science & Engineering and Information Technology**,** Jaypee University of Information Technology Waknaghat is authentic record of our own work carried out over a period from February 2020 to May 2020 under the supervision of Mr.Shibu kalidhasan and guidance of **Mr.Praveen Modi**(Assistant Professor grade-1), Computer Science and Engineering and information technology.
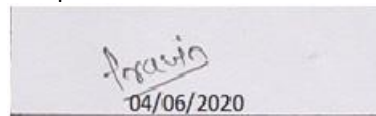
The matter embodied in the report has not been submitted for the award of any other degree or diploma.

Manas Dubey,161267

This is to certify that the above statement made by the candidate is true to the best of my knowledge.

Mr. Praveen Modi
Assistant Professor (grade-1)
Computer   Science   and   Engineering

04/06/2020

Project Report Undertaking

I Mr. /Ms. _Manas Dubey_ -Roll No._161267_
Branch_CSE_ is doing my internship with _Cognizant_ from _7th Feb 2020_ to _5th June 2020_

As per procedure I have to submit my project report to the university related to my work that I have done during this internship.

I have compiled my project report. But due to COVID-19 situation my project mentor in the company is not able to sign my project report.

So I hereby declare that the project report is fully designed/developed by me and no part of the work is borrowed or purchased from any agency. And I'll produce a certificate/document of my internship completion with the company to TnP Cell whenever COVID-19 situation gets normal.

Signature_Manas_

Name _Manas Dubey_

Date _10-June-2020_

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LIST OF ABBREVIATIONS

CRM	Customer relationship management
CSV	Comma Separated Values
SFA	Salesforce automation
ERP	Enterprise Resource Planning
SaaS	Software as a Service
B2C	Business to Customer
B2B	Business to Business

LIST OF FIGURES

ABSTRACT

In process of an event management it becomes very difficult to keep track of what all events are going to happen, what are its time ranges, what will be the cost of that event, who all will be attending that event, what are the different types of sessions in that event, if a user has registered for an event can he be assigned automatically to corresponding sessions. To solve this issue we have made an event registration app on salesforce platform that helps solve all the above problems using simple point and click solutions.

CHAPTER1

INTRODUCTION

1.1: Evolution of CRM

There is a misinterpretation that "customer relationship management" or CRM is a completely fresh technology that originated towards the end of the 20th century. This term may be different, but the method is as traditional as trade and even originated before money. The first found example of business dates back twenty thousand years, during this period the obsidian daggers were traded in Papua New Guinea, between islands that had precious obsidian deposits.

Taking into consideration what was believed to be a successful trader and have a sustainable business forever, and you realise that very small amount has changed over the years. Here are some things you should consider-

- Who are your sellers and buyers in the supply chain
- their position or location
- what they wanted to sell or buy.

1.1.1: Accounting and trade are always together

Keeping a record of who owned what, and who owns which thing to whomsoever required some method of permanent record and notation, and some form of accounts that has been performed for thousands of years. Ideally

names and positions were part of the accounts records and were the oldest form of a consumer database. There would have been some prior form of division applied too, probably based on personal income and position to pay. So, when we understand when the concept of CRM was explained, we need to be less short sighted; CRM started a long, long time back, that's how successful governments, businesses and countries arose.

1.1.2: Automating Sales and marketing

The starting of CRM as we know it began in the 1980s. Kate Kestnbaum and Robert were great achievers of database marketing. Which was a meathod of direct marketing that studied the customer database statistically to find which customers would be most probably to react to a marketing strategy. The concept took place and Kestnbaum, along with Robert Shaw, brought us new methodologies and concepts, ranging from consumer lifetime value to channel arrangement.

1.1.3: Emergence of CRM

When these pioneers led, there were more early belivers, and the nineteen ninety saw many new technologies that managed consumer data. The acronym "SFA" stands for Sales Force Automation described these methods, that were an abundance of contact management and database marketing. One of the old products from a CRM enthutiast, Tom Siebel, who was performing at Oracle at the time, left Siebel to sell his solution, which became the market best seller in its day. The ERP companies also witnessed an opportunity and the marketplace

became very competitive. However, not every company was offering expensive solutions and megalithic. Companies such as Maximiser (1987) and Goldmine (1990) gave off-the-shelf software that was profitable for small businesses, but had many features that made them attractive to large companies. Both companies are still work today.
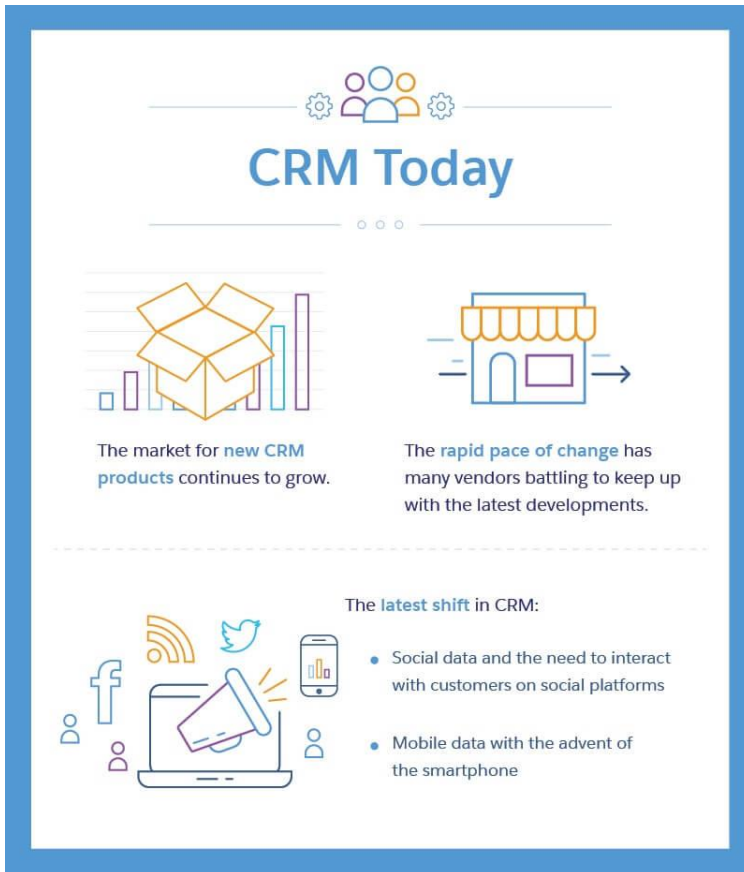
Fig 1.1:CRM

1.1.1: Modern world CRM

As of now, the market of new CRM products has not achieved it's saturation point. New industries continue to come to market with products developed on

cloud, while existing companies have changed their working models to offer cloud seervices to old site licenses. The latest shift is the increase of social data and the requirement to interact with consumers on the various social areas.

While it could be thought that CRM products have evolved, customers still face difficulty in acquiring successful implementations. This is due to the reason that they too, are struggling to cope up with their business models sustainable and relevant in this disruptive period.

It will be interesting to watch what happens later in our turbulent future. Maybe even the statement "Customer Relationship Management" and its short form, CRM is due for a change.

1.2: Salesforce

It began as a Software as a Service (SaaS) industry, Salesforce has become into the fifth-largest software industry in the world it is a Cloud Computing company. Salesforce wasn't just about a better service at a fraction of the price. It was about changing the lengthy installation method and moving everything to the web. They evolved the business model and stopped long-term contracts and expensive licensing products, anyone could use Salesforce with a minimal amount of 50-dollar monthly fee.
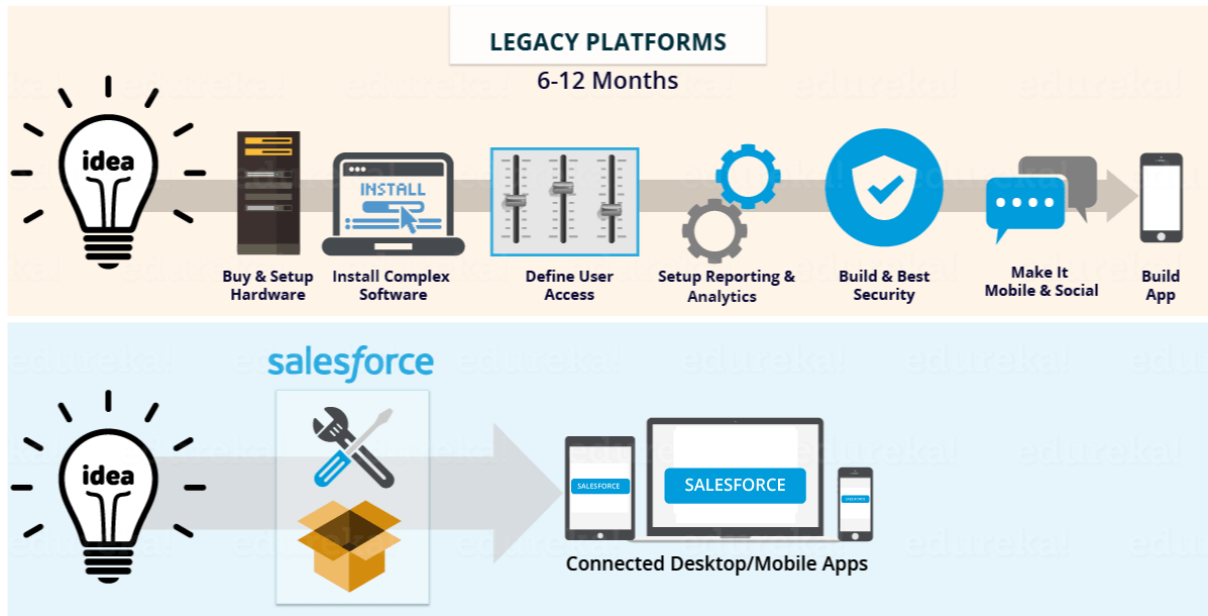
Fig 1.2:Legacy platform

- As presentecd in the above image, Salesforce gives you with the fastest way from Idea to App. You can focus on building your application using Salesforce tools, and not with the building the infrastructure and tools manually. This can save you lot of time and millions of cost.

- Salesforce customers mostly say that it's unique for 2 major reasons:
  - Fast – Earlier CRM software can take more than a year to come to production, compare that to months or even less with Salesforce.
  - Easy – Salesforce gains in the *easy to use* section of hands down. You can spend more energy in putting it to use and less energy figuring it out.
  - Effective – As it is easy to use and can be changed to meet business requirements, customers find Salesforce very efficient.

- Salesforce is in the cloud framwork, so your team can utilize it from anywhere with availability to the internet.
- If you are own a business that is rapidly evolving or you are an experienced company that's been around for long time, your business is probably evolving too. Salesforce is completely upgradable to your growth.
- Salesforce seamlessly joins with 3rd party apps. If you want to join Salesforce with Gmail you can do it, if you want to join it with your accounting software you can do it also. On the other hand, integration is difficult with other CRMs.
- Salesforce is cheap, especially if you consider its vast availability of capabilities. Even small business and startups can use Salesforce.

Fig 1.3:Salesforce integration

Salesforce began as Software as a Service (SaaS) CRM company. Salesforce now gives various software solutions and a platform for customers and developers to distribute and develop custom software. Salesforce.com is formed on multi-tenant architecture. This means that various customers share common technology and all use on the latest release. You don't have to think about the infrastructure or application upgrades – which happen automatically. This helps your organization think on innovation and not on managing technology.
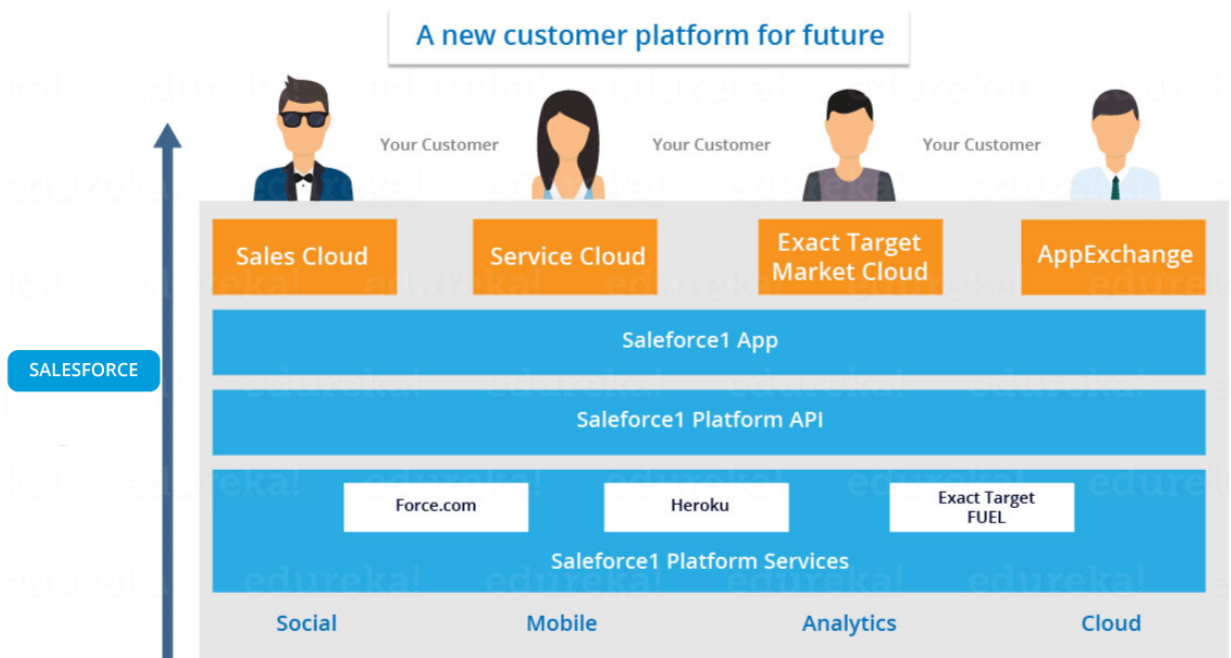

Fig 1.4:Customer platform

Salesforce Sales Cloud – The Sales Cloud is a CRM field that enables you to arrange your organization's marketing , sales and customer support facets. If

your company is involved in business-to-customer (B2C) and business-to-business (B2B), then sales cloud is the service your company sales team needs.

Salesforce Marketing Cloud – The marketing cloud gives you with one of the world's most strongest digital marketing platforms. The marketers in your campany can use it to manage customer journey, social media, email, mobile, web personalization, content management, content creation and data analytics.

Salesforce Service Cloud – The Service Cloud is a service platform for your campany's customer service and support team. It gives features like social networking and case tracking plug-in for conversation and analytics. This not only helps your employees to solve customer problems efficiently, but also gives your customers access to solutions. Using these solutions your customers can solve problems themselves.

Salesforce Analytics Cloud – The Analytics Cloud gives a business intelligence platform for your company to work with large data files, charts and other pictorial representations of data. It is optimized for data visualization and mobile access and can be integrated with different Salesforce clouds.

Salesforce App Cloud – To develop custom application that will run on the Salesforce platform, you can work with the Salesforce App Cloud. It gives you with a collection of development methods that you can utilize to build custom applications.

Chatter – Chatter is an enterprise collaboration application from Salesforce that enables your colleagues to collaborate. Chatter can help you push productivity by connecting employees anywhere. It also helps in knowledge sharing among departments in an organization or different organizations.

1.2.1: Industries using salesforce as a service

Industry	Company	Case
Communications	Comcast-Spectator	Comcast-Spectator used Salesforce to maintain detailed customer profiles so that they can identify their biggest fans and market more effectively to them.
Financial Services	American Express	American Express started to use Salesforce Sales Cloud in 2010. Now, they have their customer success platform on Salesforce, which connects thousands of employees

		across organizations, locations and time zones.
Government	Obama for America	Staff of Obama for America used Salesforce Service Cloud to send personalized emails to users. They also used dashboards to get real-time read on what the nation was thinking about and where opinions differed across the country.
Health Care	Health Leads	With Salesforce Community Cloud, Health Leads are leading the way to a new model for healthcare. Also, with Salesforce App Cloud, they can easily view and update patient data, coordinate with physicians and find effective community resources.
High Tech	Sony	Sony uses Salesforce Service Cloud to tune in with its customers. Sony's customer cases are managed as one unified agent experience which has helped them to keep their customers happy.

		has helped CCE to deliver a better customer experience.
Manufacture	InMobi	InMobi swapped out several CRM systems for the Salesforce Sales Cloud. Salesforce has enabled InMobi to run a single layer of data management through the company. This has made InMobi a fast and efficient company.
Retail	Trip A Deal	Trip A Deal's Heroku based cloud platform application was designed and deployed in under five weeks. This delivered critical advantages to the start up business including system stability and cost effective scalability.

1.3: Accounts and Contacts

In Salesforce, we store information about our customers using accounts and contacts. Accounts are industries that you're doing business with, and contacts are the employees who work for them.

Accounts and contacts are related to many varioius standard objects, which makes them some of the most useful objects in Salesforce. Understanding how to work with accounts and contacts is key to taking the most out of Salesforce. If you're performing business with a single person, like a solo worker or an individual consumer, you use a different account type called a person account.

Person accounts are close to business accounts, but because they're meant to store information about an individual person, person accounts don't contain their own contacts.

There are 3 types of relationships among people and the accounts that you're tracking. Each type of relationship provides a different view into your business.

1. Relationships between companies (accounts) and the employees who work at them or contacts.
By attaching a contact to more than one account (known as Contacts to Multiple Accounts), you can track relationships among people and the companies they work with. Knowing whether a deal has an indirect relationship with company can help move the deal forward.

2. Relationships between your users (accounts) and other users (other accounts). The account hierarchy shows what different companies are affiliated with. Perhaps a company has a parent company that you've already performed business with.

3. Relationships between users (accounts) and employees who deal with them (other Salesforce users).
Finally, account teams represent which sales reps are working on the company deal. Using account teams can help you work better with your sales reps.

1.3.1: Account hierarchies

You have 2 basic choices when you're deciding how to make accounts for businesses with multiple locations.

Global Enterprise Account

You could make one global account and join all contacts, cases, opportunities and so on to that single overarching account. Taking one global account makes it easy to see that account's details and to report on that account at the higher level. But it's harder to manage a greater mass of information, and not being able to easily see the big picture might make it difficult to see what each location needs from you for your relationship to be effective.

Location-Specific Accounts

Make accounts for each location and create contacts, cases, opportunities and so on separately for each location. With this choice, you maintain more accounts and require to set up a few more complicated reports to get the big picture. But using multiple accounts defines you can take advantage of account ownership, specific sharing settings, hierarchies and more precise reporting. You can also more efficiently track and report on cases, opportunities, and other interactions for each account.

It is recommend establishing accounts for each different location, rather than taking all locations into a single one global account. This arrangement lets you focus on customer success in every location while still giving you the power to put the big picture altogether.

Account Teams

Unless your company is very small, it's likely that more than one person works with every account. For example, the team of coworkers for an account might include a sales representative, support agent, sales manager, support manager, and marketing personnel. we can set up the sales team for accounts we own.

1.4: Leads

Leads can be defines as people and companies that you've identified as potential customers. You find leads in various number of ways. Many of your leads can be transferred to you by other happy customers. You can also gain leads when customers contact you on your website, stop at your booth at a conference, or by the information exchanges with partner industries. In Salesforce, data about leads is gathered in Lead records.

Not all industries use leads. Some companies work their full pipeline as opportunities, segmenting offers into unqualified and qualified groups. But there are some big benefits to using leads. You can better track, get insights, and target marketing campaigns to eligible customers. Leads can help you focus on the potential deals most likely to win. If your company has different sales teams for prospective customers and existing customers, using leads helps employees work more efficiently.

1.5: Upgrading Leads to Accounts, Opportunities and Contacts

Qualifying a lead represents that you believe the lead has a purpose for and interest in your service, and that a sale is a obviously possibility. Some businesses choose to define leads more quickly than others. The final criteria for qualifying and upgrading leads are part of your industries unique business process.

When you define a lead, you can upgrade the lead record into an opportunity. You then get around your opportunity until you finalize the deal either by completing it or rejecting it.

Suppose that you call Amar at any company to talk about his deal. He likes what you say to him, and you're definite he has a genuine interest in purchasing custom shoes. Your lead is ready to be upgraded to an opportunity.

When you upgrade a lead, Salesforce uses the data stored in the lead record to build a contact, business account, and an opportunity. If you've allowed person accounts and the lead record didn't contain a company name, the lead is upgraded into a person account and an opportunity.
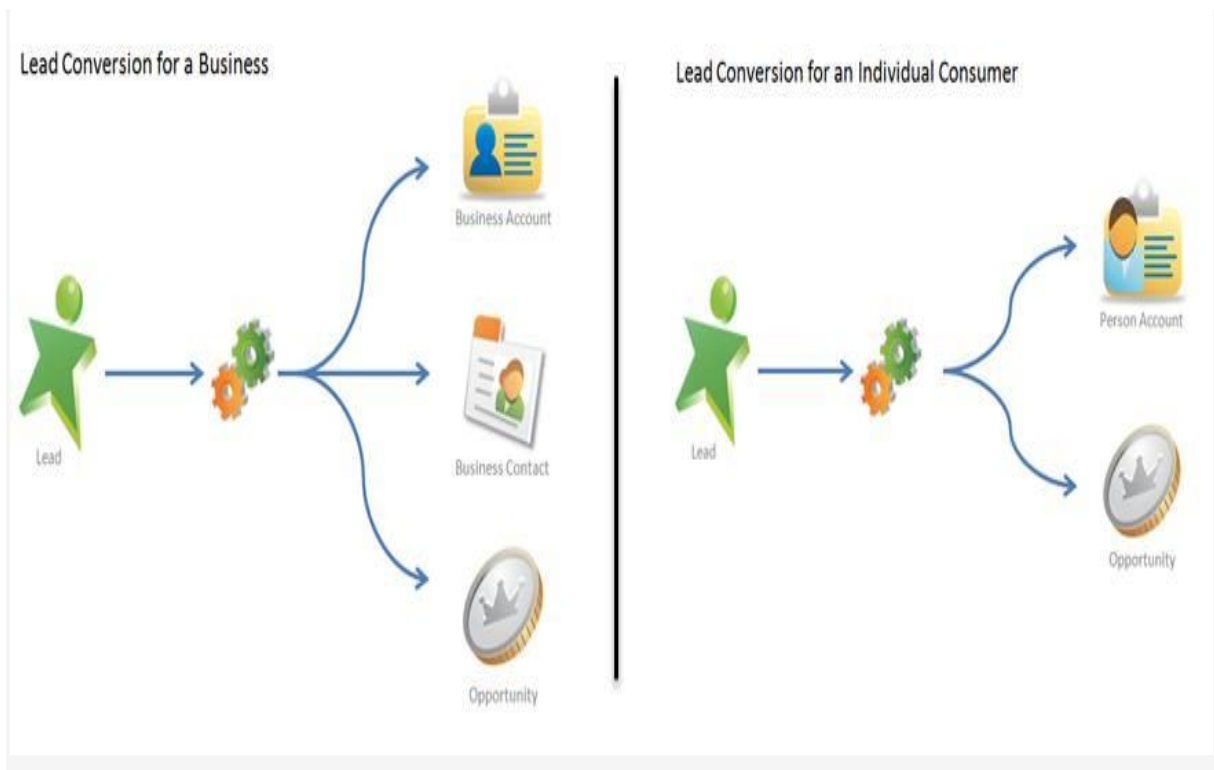
Fig 1.5:Lead conversion

Opportunities

Opportunities are offers in progress. In Salesforce, you can make opportunities for existing accounts or by upgrading a qualified lead. We can use opportunities to analyze our deals, better get to know who you're selling to, and concentrate your team's efforts.

Opportunity Stages

If you've done work in sales, you know that deals usually move from tentative to final before they're finalized. As a deal moves forward, you get

more confident of making the sale. In Salesforce, an opportunity goes through a series of steps linked to the types of duties being performed, and the probability of completing the sale.

The stages that usually progress through can look like this.

- Prospecting
- Proposal also known as Price Quote
- Negotiation also known as Review
- Closed with Won
- Closed with Lost

Contact Roles on various Opportunities

Contact roles on opportunities lets you know you which contacts you're handling with and how each contact is associated to the opportunity. You can also take contact roles to attach contacts from other accounts to the opportunity.

Sell as a Team

Mostly it takes a team to finalize a deal. In Salesforce, creating an opportunity team benefits team members in working together and analyze the opportunity's success rate.

Opportunity teams are a almost similar to account teams. Both let you associate particular people at your company with different accounts or opportunities. But, whereas account team members can be thought to form a long-term relationship

with a product user, an opportunity team is a small time group. It's formed of people who can help you close a deal.

Split Credit or profit for an Opportunity

Your Salesforce administrator can enable opportunity splits to provide opportunity team members benefit to complete a deal by allowing the opportunity owner share profit.

If you're the owner of an opportunity or above the person with greater role hierarchy, you can add and divide splits on an opportunity.

1.6: Company Settings

The company settings are the collection of data or info about your organization. This collection is mostly utilized when you purchase a Salesforce service or utility, but you can update the settings if your industry moves operations or expands around the world. It's essentially a quick glance of your company's identity.

		Key details
Company Information	Name and Address	Used for billing and support
	Primary Contact	Also for billing and support
	Default Locale	Updating this one setting show of information is displayed within Salesforce.
	Default Currency	Currency applied to records
	Currencies	List of all currencies used in the org
	Storage Used	Those cat pics pile up fast!
	Licenses Available	Includes Salesforce and feature licenses
Fiscal Year Information	Fiscal Year	Used in reporting and forecasting
Support Information	Business Hours	These are used when escalation rules do escalating

Locale Settings

Displaying information to your customers in a familiar way improves users' Salesforce utilization and makes them more effective workers. The Salesforce locale settings show the display formats for date and time, names of users, postal address, and commas and periods in numeric. As the admin, it set the default locale, but your customers can set a personal locale if they're situated in a different location.

Locale Settings include		For example
Locale	Date and Time Format	dd/mm/yyyy
	Number Format	1.000 for one thousand
	Name Order	Last, First or First Last
	Address Format	Country, Zip, then Street
	Phone Number Format	(123) 456-7890
Language	All Text	Standard tabs and fields
	Online Help	Text language in Help
Time Zone	Event Start/End Time	Calendar entries and events
	Date or Time Fields	

1.7: user

As a new admin, you perform user management duties like creating and editing users, resetting passwords, configuring access to data, granting permissions and much more.

A user is can be called as anyone who logs in to Salesforce. Users are employees at your industry, such as sales representatives, and IT specialists, managers who need access to the company's data.

Every user in Salesforce has an associated user account. The user account signifies the user, and the user account settings demonstrate what features and records the user can reach. Each user account contains at same of the info as:

- Username

- User's First and Last Name

- License

- Email Address

- Profile

- Role

Usernames

Each user has both a username as well as an email address. The username must be made like an email address and must be unique around all Salesforce organizations. It can be the user's email id, so long as it is different from all other.

User Licenses

A user license identifies which features the user can use in Salesforce. For example, you can give users access to standard Salesforce utilities and Chatter with the standard Salesforce permission lisence. But, if you want to give a user access to only some features in application, you have a host of licenses to grant access according to them. For example, if you have to provide a user access to Chatter without allowing them to use any data in Salesforce, you can provide them a Chatter Free license.

Profiles

Profiles are used to figure out what users can do in Salesforce. They come with a set of permissions which provide access to particular objects, tabs, fields and records. Each user can be assigned only one profile. Select profiles based on a user's job role (the Standard User profile can be assigned for most users). Don't

give a user a profile with greater access than the user requires to do their job. You can provide access to more data the user needs with a permission set.

Roles

Roles determine what users can access in Salesforce based on where they are present in the role hierarchy. Customers at the top of the hierarchy can see all the data owned by customers below them. Users at lower levels can't access data owned by users greater them, or in other branches, or else sharing rules grant them access. Roles are not necessary but each user can have only one.

1.8: Data Security

Data Access levels

You can control which users can use which data in your whole organization, a specific object or an individual record or a specific field.

Organization

For your whole organization, you can maintain a record of authorized users, set password restrictions, and limit logins to certain time and locations.

Objects

Access to object-level data is the easiest thing to control. By providing permissions on a particular type of object, you can stop a group of users from creating, editing, or deleting, viewing, any data of that object. For example, you

can use object permissions to determine that interviewers can view positions and job applications but not change or delete them.

Fields

You can prevent access to certain fields, even if a user has right to the object. For example, you can make the stripend field in a position object invisible to interviewers but visible to marketing managers and recruiters.

Records

You can allow particular users to access an object, but then prevent the individual object records they're allowed to view. For example, an interviewer can see and change her own reviews, but not the reviews of various different interviewers. You can arrange record-level access in these 4 ways. Organization-wide defaults determine the default level of access users have to each others data. You use organization wide sharing rules permission settings to stop your data to the most restrictive level, and then use the other record-level permissions and sharing tools to selectively grant access to different users.

CHAPTER-2

LITERATURE SURVEY

2.1: Objects in salesforce

Salesforce supports many different types of objects. There are standard objects, custom objects, platform events, external objects and BigObjects.

Standard objects are objects that are provided with Salesforce. Ordinary business objects like Account, Lead, Contact and Opportunity are all belong to standard objects.

Custom objects are objects that you make to store information that's special to your company or industry. Objects are containers for storing your information, but they also give you special utilities. For example, when you make a custom object, the platform all by itself builds things like the page layout for the customer interface.

2.2: Types of Object Relationships

There are 2 main primary types of object relationships: master-detail and lookup.

Lookup Relationships

A lookup relationship primarily links two objects together so that you can view one object from the related items of the other object.

Lookup relationships can be of many types like one-to-one or one-to-many. The Account to Contact relationship belongs to one-to-many because a single account can have various different related contacts.

Master-Detail Relationships

While lookup relationships are fairly lightly bound, master-detail relationships are a bit stronger. In this type of relationship, first object is the master and second is the detail. The master object controls certain working or the data of the detail object, like who can see the detail's data.

2.3: Formula Fields

It is a non editable field whose value is calculated from the formula or expression provided by us. We can define formula field on any type of standard as well as custom objects. Any change in expression or formula will by itself update the value of formula field.

Cross Object Formula Fields

These are the fields which work on the principle of Cross-object formulas. The cross object formulas are formed on two related objects and reference addition fields on those objects.

This field is made on a child object. It is also called as Reference formula. We can put these cross-object fields up to ten levels. Cross-object formulas can reach out to merge fields from a master object as well as if that particular field is at detail side then it can combine field from a master-detail relationship. Cross Objects formula can also be made on lookup relationships.

2.4: Roll-Up Summary Fields

While formula fields find all the values using fields contained within a single data record, roll-up summary fields evaluate the results provided from a set of related data records, such as the entries provided in a related list. You can make roll-up summary fields that all by itself provides you a value on a master record based on the data entries of records in a detail record. These detail records must be directly attached to the master through the link of a master-detail relationship.

You can perform several different types of computations with roll-up summary fields. You can find the frequency or number of data records related to a master record, or evaluate the summation, max value, minimum value, or of a field in the detail data records. For example, you might want:

A custom account field that evaluates the summation of all related pending opportunities.

A custom order field that performs summation of the unit prices of products that contain a description you define.

2.5: Introduction to Validation Rules

Validation rules check that data entered by users in records qualify the standards you define before they can save it. A validation rule can include a expression or formula that calculates the data in one or more fields and returns a result of "True" or "False." Validation rules can also provide the customer with different error messages to display to customers when they enter or put invalid values according to a specified criteria. Using these rules efficiently contributes to quality data. For example, you can define that all phone number fields follow a specified format or that discounts applied to specified products never exceed a defined given percentage.

2.6: Data Import

You can easily import data located somewhere else into Salesforce. Supported data sources contain any application that can save information in the comma delimited text format (.csv).

Salesforce offers 2 main ways for importing data.

- **Data Import Wizard**—this tool, provided through the Setup menu, lets you import data in simple common standard objects, such as leads, accounts, contacts, as well as information into custom objects. It can import up to fifty thousand(50,000) records at a time. It provides a decent easy interface to specify the configuration portals, data sources, and the

mappings of various fields that map the field names in your outside data file with the field names in Salesforce.

- **Data Loader**—this is a client program that can import up to as large as five million records at a time, of any type of data, either from remote documents or a database connection. It can be controlled either through the user interface or the CLI. In the latter scenario, you need to define data sources, field mappings, and all other conditions via configuration files. This makes it very easy to automate the import process, using API calls.

Using Data Import Wizard When:

- You need to load fewer than 50,000 data records.
- The objects you need to import can be loaded by the wizard.
- You don't require the import process to be functioning automatically.

Using Data Loader When:

- You need to put fifty thousand (50000) to five million records. If you need to load greater amount than 5 million records, you should work with a Salesforce partner or use the application called appexchange for a suitable partner product.
- You need to load into an object that is not already provided by the Data Import Wizard.

- You want to schedule daily or in intervals data loads, called as nightly imports.

2.7: Data Export

You can easily export data from Salesforce to any other format, either manually or in an auto generated schedule. The data is output as a set of comma-separated values (CSV) data files. Data export tools gives the customer a convenient way to get a copy of your Salesforce data, either for backup or for using it in importing into a different new system.

Salesforce offers 2 main ways for exporting data.

- **Data Export Wizard**

  It is an inbrowser wizard, which can be used through the Setup menu. It provides you an option to export or output data manually once after every seven days time (for weekly export) or you can do it in twenty nine days time (for monthly export). You can also export or output data all by itself at weekly or monthly intervals. In Professional version of salesforce and also in Developer version of salesforce, you can provide backup documents only every twenty nine days time period, or automatically at month time intervals only.

Data Loader

It is a client application program that you must install separately. It can be controlled either through the user interface also known as salesforce UI or the command line or CLI. The latter option is useful if you require to automatically perform the export process or use APIs to combine it with another system.

CHAPTER 3

SYSTEM DEVELOPMENT

3.1 System Requirements

This application works on cloud computing and one of the most important benefits of using cloud computing for the development purpose is that we use salesforce as software as a service which reduces the system requirements to a very large extent.

- Web browser (chrome ,edge)
- Operating System (windows, linux)
- Internet connectivity
- Ram (4gb,8gb)

Chapter-4

Performance Analysis

4.1: App homepage

The app is named events and it has various custom tabs:

- Home

  This opens up the default home page.

- Public Events

  This is a custom object for storing records about public events.

- Sessions

  This custom object keeps the records of all the sessions happening in an event.

- Session registrations

  This custom object keeps records of users registered for a session.

- Contacts

  This object contains records of all the contacts in your org.

- Event Registrations

  - This custom object keeps records of users registered for an event.
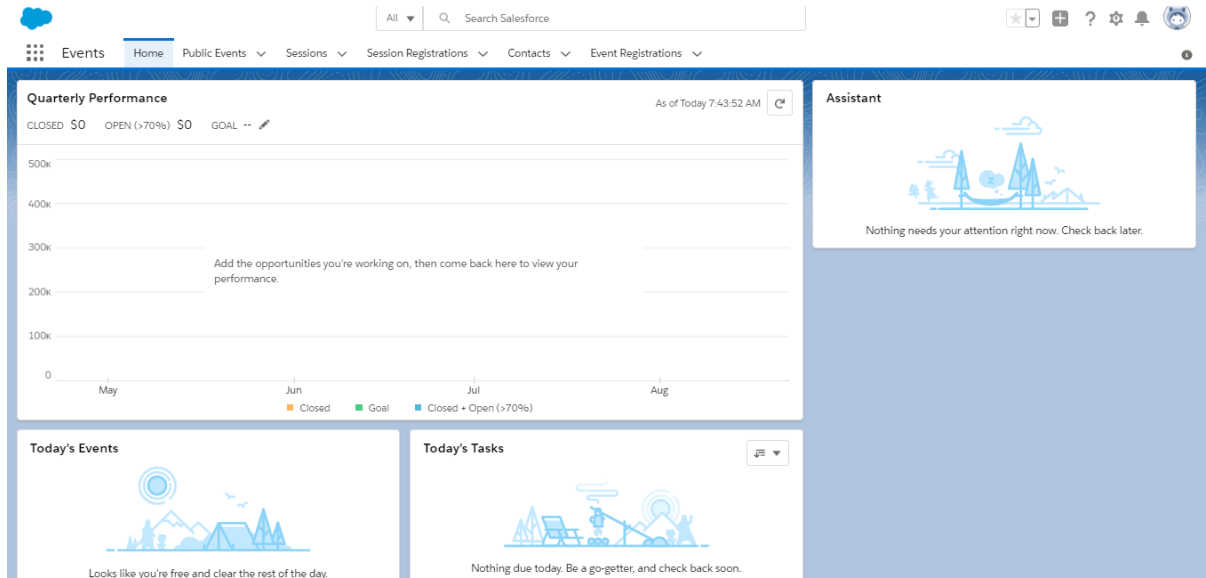
Fig 4.1:homepage

4.2: Fields for event registration object

- A field is added to event registration custom object for storing the unique registration id of every new user of type text.
- A field is added to event registration custom object for storing the information of people attending the event for this we have used contacts standard object.
- A field is added to event registration custom object for storing the name of all the events and for this type is chosen as text.
- A field is added to event registration custom object for storing the dietry needs of people attending the event for this we have chosen type as picklist: vegetarian, gluten free, vegan, diabetic, other.
- A field is added to event registration custom object for storing the cost of an event.
- A field is added to event registration custom object for storing the info about your customers for this we use picklist type: customer, partner, employee.

- A new tab is also joined to access event app.

Fig 4.2: Event registration

4.3: Fields for event object

- A field is added to event custom object for storing the revenue for the event.
- A field is added to event custom object for storing the number of people registered for the event.
- A field is added to event custom object for storing the revenue for the event.
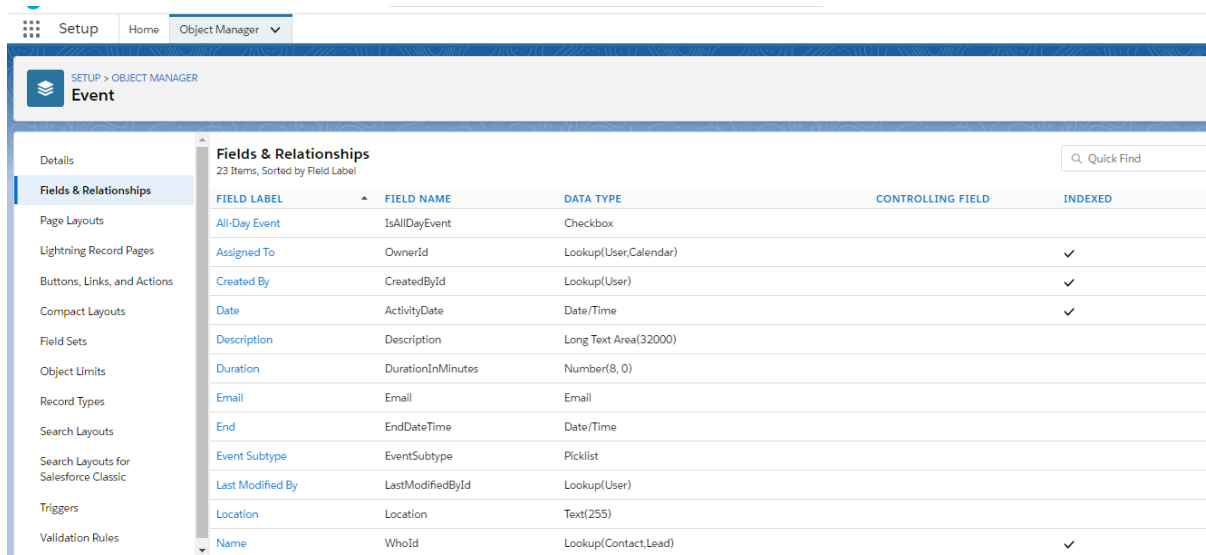- New records are created for event and session.

Fig 4.3: Event object

4.4: Adding attendees to upcoming events

- Now we will add attendees for the event.
- Instead of adding attendees manually we will import a csv file containing information of people.
- For this purpose we will use data import wizard.
- Mapping is done according to following criteria:

salesforce	CSV file
Attendee	Attendee
Event Name	Event Name
Registration Fee	Registration Cost
Event Registration Name	Registration Name

44

4.5: Data in CSV
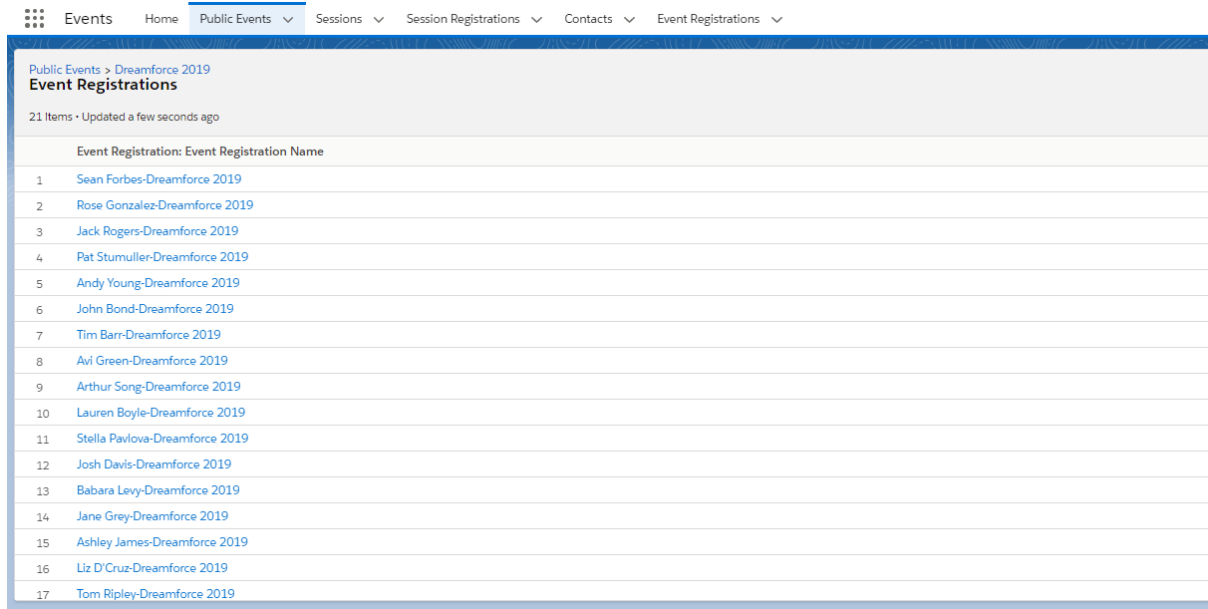
- Data consists of 20 user entries.

- It has 7 columns containing first name, last name, attendee, event name, registration number, registration id, registration name.

- Registration name is joined with the corresponding event name.

	A	B	C	D	E	F	G	H	I	J	K
	Clipboard			Font			Alignment				Number
	A1			fx	First Name						
1	First Nam	Last Name	Attendee	Event Nan	Registrati	Registrati	Registration Name				
2	Sean	Forbes	Sean Forb	Dreamfor	1899	R-1234568	Sean Forbes-Dreamforce 2019				
3	Rose	Gonzalez	Rose Gon;	Dreamfor	1899	R-1234568	Rose Gonzalez-Dreamforce 2019				
4	Jack	Rogers	Jack Roge	Dreamfor	1899	R-1234568	Jack Rogers-Dreamforce 2019				
5	Pat	Stumuller	Pat Stumu	Dreamfor	1899	R-1234568	Pat Stumuller-Dreamforce 2019				
6	Andy	Young	Andy Your	Dreamfor	1899	R-1234568	Andy Young-Dreamforce 2019				
7	John	Bond	John Bonc	Dreamfor	1899	R-1234568	John Bond-Dreamforce 2019				
8	Tim	Barr	Tim Barr	Dreamfor	1899	R-1234568	Tim Barr-Dreamforce 2019				
9	Avi	Green	Avi Green	Dreamfor	1899	R-1234568	Avi Green-Dreamforce 2019				
10	Arthur	Song	Arthur Sor	Dreamfor	1899	R-1234568	Arthur Song-Dreamforce 2019				
11	Lauren	Boyle	Lauren Bo	Dreamfor	1650	R-1234568	Lauren Boyle-Dreamforce 2019				
12	Stella	Pavlova	Stella Pav	Dreamfor	1650	R-1234569	Stella Pavlova-Dreamforce 2019				
13	Josh	Davis	Josh Davis	Dreamfor	1650	R-1234569	Josh Davis-Dreamforce 2019				
14	Babara	Levy	Babara Le	Dreamfor	1650	R-1234569	Babara Levy-Dreamforce 2019				
15	Jane	Grey	Jane Grey	Dreamfor	1650	R-1234569	Jane Grey-Dreamforce 2019				
16	Ashley	James	Ashley Jar	Dreamfor	1000	R-1234569	Ashley James-Dreamforce 2019				
17	Liz	D'Cruz	Liz D'Cruz	Dreamfor	1000	R-1234569	Liz D'Cruz-Dreamforce 2019				
18	Tom	Ripley	Tom Riple	Dreamfor	1000	R-1234569	Tom Ripley-Dreamforce 2019				
19	Edna	Frank	Edna Fran	Dreamfor	1000	R-1234569	Edna Frank-Dreamforce 2019				
20	Jake	Llorrac	Jake Llorr;	Dreamfor	0	R-1234569	Jake Llorrac-Dreamforce 2019				
21	Siddartha	Nedaerk	Siddartha	Dreamfor	0	R-1234569	Siddartha Nedaerk-Dreamforce 2019				
22											
23											
24											

Fig 4.4:CSV file

4.6: Imported data in event registration object

Attendees are automatically inserted in the event registration object.

Fig 4.5: Imported data

4.7: User automatically registered to a session

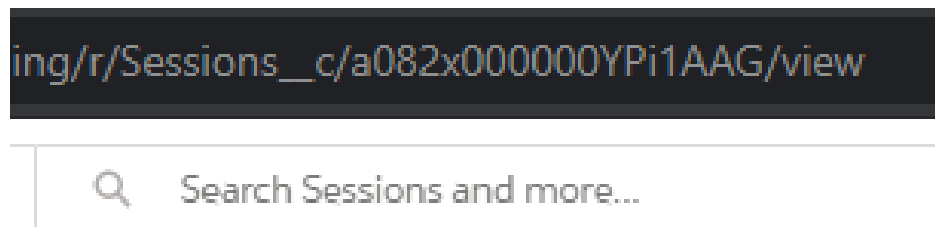- For automatically registering a user to a session we will use the id of that session.

Fig 4.6: Session id

- We used a process builder for automatically performs the registration for the attendees of dreamforce event to dreamforce session.
- Now for for process builder to work we made a trigger which activates the process every time an attendee registers for dreamforce.
- Lastly we added the actions that will happen when a trigger is activated which is new registration for dreamfest.
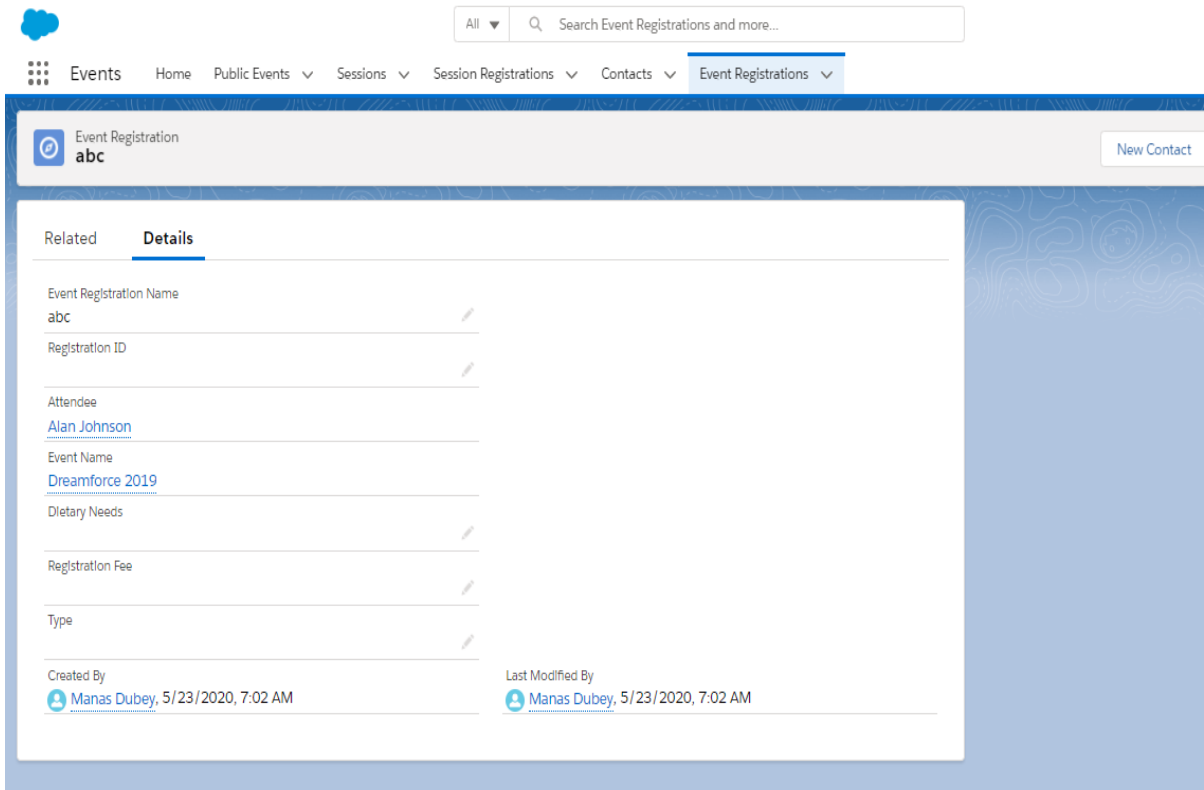
4.8: User registered for dreamforce

Fig 4.7:Dreamforce registration

4.9: User automatically registered for dreamfest session

Fig 4.8: Dreamfest registration

CHAPTER- 5

Conclusion and future work

5.1: Overview

This app helps in providing point and click interface for the purpose of event registration. This is used for creating records for new events that are going to happen what will the cost of events and what beverages will be provided, what type of people are attending, it also automatically calculates the total number of attendees to an event using rollup summary field. It also uses rollup summary field with function of summation to calculate the sum of price field. It uses 2 main custom objects called event registration and public events and to establish the relationship between them a master detail relationship is used with contact field and another master detail relationship is established for public event field, this assures that only contacts can register as an attendee. Finally a process builder is used which ensures that when a user registers for a particular event he automatically gets registered for the session that is in that event.

5.2 Future Scope

For the future scope we can implement further security details in the app when will define which all users can view particular events which will be decided according to their role of profile settings. Further some other improvements can be made in case of reports and dashboard which will help in analyzing graphically which all events and session helped in acquiring maximum profit and we can also represent events geographically in a dashboard to identify which place has maximum number of events.

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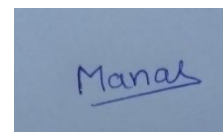
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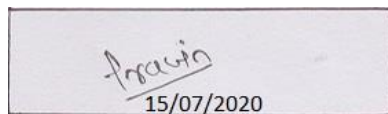
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