

# Model Program Book



## SHORT-TERM INTERNSHIP (~~On-Site~~/Virtual)

Designed & Developed by



**ANDHRA PRADESH  
STATE COUNCIL OF HIGHER EDUCATION**

(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

## An Internship Report on

Virtual Internship on Salesforce Administration

(Title of the Internship)

Submitted in accordance with the requirement for the degree of  
B.Sc (M.P.CS)

Under the Faculty Guideship of

Dr. B. Suseelavathy

(Name of the Faculty Guide)

Department of

Mathematics, Government Degree College, Naidupeta

(Name of the College)

Submitted by:

Ponneri Vandana Sai

(Name of the Student)

Reg.No: 203112021

Department of

Mathematics, Government Degree College, Naidupeta.

(Name of the College)



## 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 for 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 people 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 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:
  - a. Data and Information you are expected to collect about the organization and/or industry.
  - b. Job Skills you are expected to acquire.
  - c. 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 the 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.

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## Student's Declaration

I, Ponnesi Vandana Sai a student of B.Sc (MPCS)  
Program, Reg. No. 203112021 of the Department of \_\_\_\_\_  
College do hereby declare that I have completed the mandatory internship  
from 29-08-22 to 10-10-22 in Salesforce (Virtual) (Name of  
the intern organization) under the Faculty Guideship of  
Dr. B. Suseelavathy (Name of the Faculty Guide), Department of  
Mathematics, Government Degree College, Naidupeta.  
(Name of the College)

P. Vandana Sai  
(Signature and Date)

## Official Certification

This is to certify that Ponneri. Vandana Sai (Name of the student) Reg. No. 203112021 has completed his/her Internship in Salesforce (Name of the Intern Organization) on Salesforce Administration (Virtual) (Title of the Internship) under my supervision as a part of partial fulfillment of the requirement for the Degree of B.Sc(MPCS) in the Department of Government Degree College, Naidupeta (Name of the College).

This is accepted for evaluation.

(Signatory with Date and Seal)

### Endorsements

Faculty Guide

  
18/11/2022

Head of the Department

  
18/11/22

Principal

PRINCIPAL  
Govt. Degree College  
NAIDUPET, Tirupati Dt.



In Partnership With



## CERTIFICATE OF COMPLETION

October 27, 2022

**Ponneri Vandana Sai**

### Salesforce Administrator Virtual Internship

During the 8 Weeks period of Virtual Internship (**August-October 2022**), Ponneri Vandana sai has completed the following Salesforce Trailhead modules

Salesforce Fundamentals  
Organizational Setup  
Relationship & Sales Cloud  
Service Cloud & Process Automation  
Flow & Chatter  
Security, Reports & Dashboards  
Data Management

Super Badge - Security Specialist  
Super Badge - Business Administration Specialist  
Super Badge - Lightning Experience Reports & Dashboards Specialist

Certificate ID: SISFVIPAD2022-15004 | Verify this certificate @  
[https://smartinternz.com/internships/salesforce\\_certificates/780bc6ca1343bb06a4372c0821012624](https://smartinternz.com/internships/salesforce_certificates/780bc6ca1343bb06a4372c0821012624)

**Shri Buddha Chandraseker**

Chief Coordinating Officer(CCO),  
NEAT Cell-AICTE

**Mr Amarender Katkam**

Founder & CEO, TheSmartBridge &  
SmartInternz

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## Certificate from Intern Organization

This is to certify that Ponneri Vandana Sai (Name of the intern)  
Reg. No 203112021 of GDC, Naidupeta (Name of the  
College) underwent internship in Salesforce (Virtual) (Name of the  
Intern Organization) from 29-08-22 to 10-10-22

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

  
18/11/2022  
Authorized Signatory with Date and Seal

## Acknowledgements

I would like to thank all those persons who have contributed towards the successful completion of the project work. I am glad to say that working on this project has been both illuminating and enjoyable for me.

I Express my deepest thanks to Rakesh Bhoomani, Hazari Ajay Kumar, Gandhinaju phani varma, Tanakesh kola [Mentors] Salesforce (Smartinternz) for taking part in useful decision and giving necessary advices and guidances arranged all facilities to make life easier. I choose this moment to Acknowledge their contribution gratefully, I thank them for their encouragement, guidance and valuable suggestions.

I sincerely thanks to my respected principal sir DR. M. MADHUSUDANA VARMA and I have deep sense of gratitude to my project mentor B. Suseelavathy, Lecturer in Mathematics, Department of Mathematics, Government Degree - college, Naidupeta Tirupathi (Dist).

P. Vandana Sai  
[Name of the Student]

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  - i) An Internship Report on
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## 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.

This is the Internship report report based on the 2 months short term Internship programme that I had successfully completed in Smartbridge (Salesforce Administrator) under Salesforce assigned mentors. Collectate Compound S.P.S.R. Nellore (D) Tirupathi (Dist) from 29-08-22 to 10-10-22 requirement for my B.Sc (M.P.C.S) Programme on Department of Mathematics in V.S university.

This report includes how an performance in Administration skills, technical skills in Smartbridge (Salesforce). How I done my tasks/modules given by the Salesforce and learned the Administrative work

I have worked in smartbridge (Salesforce) under the APSCHE programme. learned about Salesforce provides customer relationship Management to their clients & partners.

First Four weeks of my Internship programme on salesforce Administrator under Smartbridge I have worked with the full support of basic modules/badges and next 2 weeks I worked on Superbadges/project given by salesforce. I have worked on different types of modules, badges and Superbadges

Learning objectives:-

- \* Learned about salesforce (Administrator)
- \* How to do manage customer relations.
- \* How to provide security to clients/customers.
- \* How to create reports & Dashboards, rules etc.
- \* How to create users and sending e-mails etc.

Outcomes achieved:-

- \* I learned about technical skills.
- \* How to solve technical issues during this process
- \* I learned / improved communication skills.
- \* I can do salesforce administrative work.



## 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 to 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.

### A. Introduction of the organization :-

Salesforce Inc. is an American cloud-based software company headquartered in San Francisco, California. It provides customer relationship management (CRM) software and applications focused on sales, customer service, marketing automation, analytics and application development. Salesforce is founded in February 3, 1999 by former Oracle executive Marc Benioff.

### B. Vision, mission and values of the organization :-

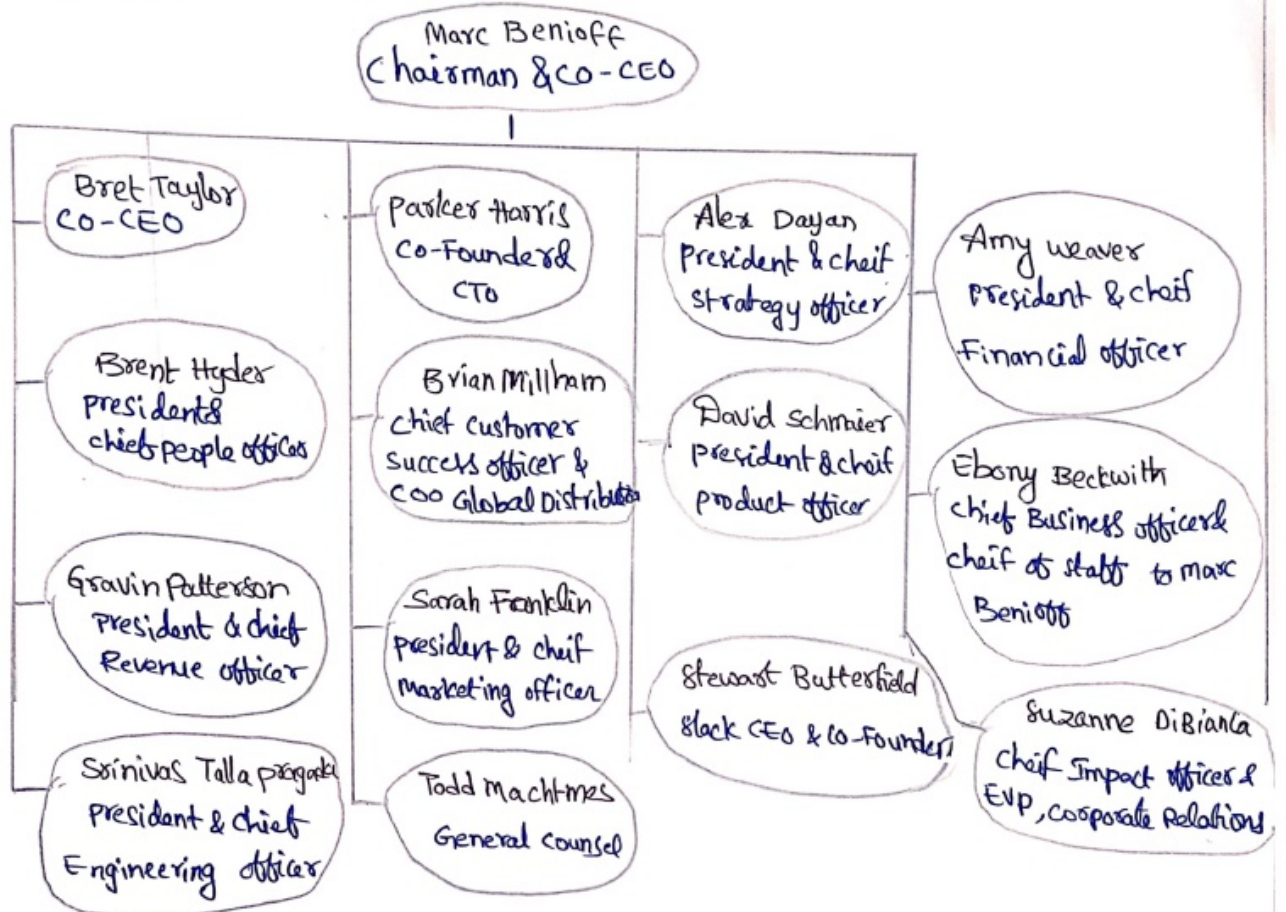
The vision and mission is they believe that the business of business is to improve the state of the world. Their values are mainly trust and customer success, Innovation, Equality & sustainability.

### C. Policy of the organization, in relation to the intern role :-

Salesforce have many policies likes user policies, password policies, organisational setup policies, sharing policies etc.



## D. Organizational structure :-



## E. Roles and responsibilities of the employees in which interns are placed :-

Salesforce Administrators have many responsibilities like developing reports, resetting passwords to maintain data quality, adding fields and running backups to ensure stakeholders use Salesforce correctly.

## F. Performance of the organisation in terms of turnover, profits, market reach and market value :-

The company first went public in 2004. Since then, Salesforce has consistently grown revenue each year.

## G. Future plans of organisation :-

The future plans of Salesforce would be leaning toward smart selling, data-driven, automation and artificial intelligence in order to be one of the most powerful and reliable CRM platforms in market.

## 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.

### Activities of Salesforce :-

Activities include tasks, events and calendars. With Salesforce, track tasks and meetings together in lists and reports to easily prioritize your time and keep up with your accounts, campaigns, contacts, leads, and opportunities.

### Responsibilities of Salesforce :-

- Creating complex workflows
- Creating triggers
- Apex development
- Maintenance
- Testing and implementing applications.

### Working conditions :-

The majority of employees at Salesforce believe the environment at Salesforce is positive.



ACTIVITY LOG FOR THE FIRST WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
29-08-22 Day -1 Monday	Live Session-1 on Salesforce Introduction and creating Salesforce Org etc...	Learned about what is Salesforce & creating org etc...	
30-08-22 Day -2 Tuesday	Working on the Day-2 Tasks mentioned in the Salesforce Admin Handbook	Learned about Salesforce Platform Basics.	
1-09-22 Day -3 Thursday	Working on the Day-3 Tasks mentioned in the Salesforce Admin Handbook	Learned about Organizational Setup.	
2-09-22 Day -4 Friday	Live Session-2 on Object relationships, Sales Cloud, Creating list views, leads etc...	Learned about how to send Mass and Individual E-mails etc.	
3-09-22 Day -5 Saturday	Working on the Day-5 tasks mentioned in the Salesforce Admin Handbook	Learned about Data Modeling	
5-09-22 Day -6 Monday	Working on the Day-6 Tasks mentioned in the Salesforce Admin Handbook.	Learned about Sales Cloud basics	



## WEEKLY REPORT

WEEK - 1 (From Dt. 29-08-2021 to Dt. 05-09-2021)

Objective of the Activity Done:

Detailed Report:

On Day-1 attended the live session-1 conducted by Salesforce platform and learned about what is Salesforce, creating Salesforce org and so on.

On Day-2 & 3 working on the tasks/modules mentioned in the Salesforce Admin Handbook and completed them before deadline. On the Day-4

attended the live session-2 conducted by Salesforce platform and learned about creating - Objects, fields and relationships, creating list views etc.,. On the Day 5 & 6 working on the modules mentioned in the Salesforce Admin Handbook.

On Day-7 working on the remaining modules and completed them.

ACTIVITY LOG FOR THE SECOND WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
6-09-22 Day -1 Tuesday	Live session-3 on salesforce content for example service cloud, creating cases etc.	Learned about service cloud, creating cases, process builder Actions, Validation rules etc.	
7-09-22 Day -2 Wednesday	Working on the tasks/modules mentioned in the Admin Handbook.	Learned about service cloud basics	
8-09-22 Day -3 Thursday	Working on the tasks/modules mentioned in the Admin Handbook	Learned about how to build process automation.	
09-09-22 Day -4 Friday	Livesession-4 on introduction of flow builder and its types. and chatter.	Learned about types of flow builders and creating them.	
10-9-22 Day -5 Saturday	Working on the tasks/modules mentioned in the Admin hand book.	Learned about basics in flows	
12-09-22 Day -6 Monday	Working on the tasks/modules mentioned in the Admin hand book.	Learned about how to build Flow builders.	

## WEEKLY REPORT

WEEK - 2 (From Dt. 6-09-22 to Dt. 12-09-22)

Objective of the Activity Done:

Detailed Report:

on day-1 attended the live session 3 conducted by salesforce platform and learned about what is service cloud, Approval process and so on. on day 2 & 3 working on the tasks/modules mentioned in the salesforce Admin Handbooks and learned about service cloud basics & process automation. on the Day-4 attended the live session-4 conducted by salesforce platform and learned about flow and types of flows, chatter and chatter functions. on the day 5 & 6 working on the tasks/modules mentioned in the Admin Handbook and practised flows and flow builders.

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ACTIVITY LOG FOR THE THIRD WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
13-09-22 Day -1 Tuesday	Live session-5 on Salesforce security overview Role Hierarchies, sharing rules etc.	Learned about Security and rules in Salesforce etc.	
14-09-22 Day -2 Wednesday	working on the modules /tasks mention in the salesforce Admin handbook.	Learned about Data security & Superbadge program security, credential security etc.	
15-09-22 Day -3 Thursday	Working on the modules/ tasks mentioned in the Salesforce Admin handbook	Learned about user authentication and its related superbadges etc.	
16-09-22 Day -4 Friday	Live session-6 on Duplicate management, Data Loader, documentation etc.	learned about salesforce content, Import wizard etc.	
17-09-22 Day -5 Saturday	Working on the salesforce Admin handbook modules/ tasks.	learned about Data management tools.	
19-09-22 Day -6 Monday	Working on the modules/ tasks mentioned in the Salesforce Admin Hand Book.	Learned about Data loader.	

## WEEKLY REPORT

WEEK - 3 (From Dt. 13-09-22 to Dt. 19-09-22)

Objective of the Activity Done:

Detailed Report:

On day-1 attended the live session-5 conducted by the salesforce-platform and learned about Salesforce security overview, organizational wide Defaults, Record ownership and so on. On the day 2 & 3 working on the modules/tasks mentioned in the Salesforce admin hand book and learned about Data security, credential security and user authentication and its related Superbadges. On the day-4 attended the live session-6 conducted by salesforce platform and learned about Duplicate management, methods for importing & exporting data, data loader, import wizard, salesforce content and so on. On the days 5 & 6 working on the modules/tasks mention in the Salesforce Admin handbook and learned about Data Management Tools and Data loader.

ACTIVITY LOG FOR THE FORTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
20-09-22 Day - 1 Tuesday	Working on the Business Administration special Superbadge	Learned about Reports & Dashboards for lightning Experience	
21-09-22 Day - 2 Wednesday	Working on the sub/ Previous tasks on Business Administration Special Super badge	Learned about data security	
22-09-22 Day - 3 Thursday	Working on the sub/pre - views tasks on Business Administration Special Superbadge.	learned about customize on fig to support a New Business unit.	
23-09-22 Day - 4 Friday	Attended the Ask a mentor session conducted by Salesforce	In this session mentors clarified the doubts	
24-09-22 Day - 5 Saturday	Working on the prerequisites of the Business Administration Specialist Superbadge.	Learned about creating reports & dashboards for sales and marketing	
26-09-22 Day - 6 Monday	Working on the final tasks in the Business Administration Specialist Superbadge	learned creating users and assigning tasks to those users etc.	



## WEEKLY REPORT

WEEK - 4 (From Dt. 29.4.22 to Dt. 5.5.22)

Objective of the Activity Done:

Detailed Report:

On day-1 started the prerequisites in the Business Administration specialist Superbadge and completed the tasks in Reports & Dashboards for lightning Experience.

On day-2 working on the 2<sup>nd</sup> prerequisites task and completed Data security.

On day-3 working on the 3<sup>rd</sup> task in the prerequisites and completed customize an Org to support a new business unit.

On day-4 attended the 'Ask a Mentor' live session conducted by salesforce and clarified my doubts.

On day-5 working on the 4<sup>th</sup> tasks in the prerequisites and completed it.

On day-6 working on the final tasks in the Business Administration specialist Superbadge.

ACTIVITY LOG FOR THE FIFTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
27-09-22 Day - 1 Tuesday	Started working on the prerequisites of the Reports & Dashboards specialist superbadge	learned about Reports & Dashboards	
28-09-22 Day - 2 Wednesday	working on the prerequisites of Lightning Experience Reports & Dashboards specialist	learned about creating & modifying Reports & Dashboards	
29-09-22 Day - 3 Thursday	working on the prerequisites of the Lightning Experience Reports & Dashboards specialist	learned about Quick start: Lightning App Builder	
30-09-22 Day - 4 Friday	Attended the Ask a Mentor live session	mentals clarified all the doubts I have in this super badge	
01-10-22 Day - 5 Saturday	working on the final tasks in the Lightning Experience Reports & Dashboards specialist	learned about folder sharing, Report types, Report filters, cross filters	
3-10-22 Day - 6 Monday	Working on the final tasks in the Lightning Experience Reports & Dashboards specialist.	learned about Report buckets & groups, Report charts and Custom Summary formula fields.	

## WEEKLY REPORT

WEEK - 5 (From Dt. 27.09.22 to Dt. 03.10.22.)

Objective of the Activity Done:

Detailed Report:

On day-1 started the prerequisites in the Lightning Experience Reports & Dashboards specialist Superbadge.

On day-2 working on the 2nd task in prerequisites in the Lightning Experience Reports & Dashboards specialist Superbadge.

On day-3 working on the 3rd task in prerequisites in the Lightning Experience Reports & Dashboards specialist Superbadge.

On day-4 attended the "Ask a Mentor" live session and mentors clarified my all doubts related to this superbadge.

On day-5 working on the final tasks in the Lightning Experience Reports & Dashboards specialist Superbadge.

On day-6 working on the final tasks in the Lightning Experience Reports & Dashboards specialist Superbadge.



ACTIVITY LOG FOR THE SIXTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
4-10-22 Day -1 Tuesday	Started working on the prerequisites of the security specialist Superbadge	Learned about Extended User Access and Restriction Superbadge unit.	
5-10-22 Day -2 Wednesday	Working on the prerequisites of the security specialist superbadge	Learned about User access Trouble-shooting superbadge unit	
6-10-22 Day -3 Thursday	Attended the "Ask a Mentor" live session	Mentors clarified the doubts related to this superbadge	
7-10-22 Day -4 Friday	Working on the prerequisites of the security specialist Superbadge	Learned about Security Governance Specialist superbadge.	
8-10-22 Day -5 Saturday	Working on the final tasks of the security specialist Super badge	learned about describe the user authentication best Practices & Consideration	
10-10-22 Day -6 Monday	Working on the Admin -super set Superbadge.	learned about Salesforce Admin roles & responsibilities.	

## WEEKLY REPORT

WEEK - 6 (From Dt. 4-10-22 to Dt. 10-10-22)

Objective of the Activity Done:

Detailed Report:

On day-1 working on the prerequisites of the Security Specialist Superbadge.

On day-2 working on the 2nd task in the Prerequisites of the security specialist superbadge.

On day-3 attended the "Ask a Mentor" live-session and mentors clarified all my doubts related to Security Specialist Superbadge.

On day-4 working on the prerequisites of the Security Specialist Superbadge.

On day-5 working on the final tasks in the Security Specialist Superbadge.

On day-6 working on the Admin SuperSet Superbadge.

## 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.)

Salesforce Experience cloud integrates all Salesforce apps and capabilities under one roof, including sales, marketing and customer care, as well as analytics, advertising and content management.

Salesforce is one of the best places to work

- \* Data mapping
- \* Duplicate Records
- \* Auto-ID Creation
- \* Data migration
- \* builders
- \* triggers and
- \* workflows.



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

### Technical skills:-

Technical skills are the abilities, knowledge or expertise required to perform specific, job-related tasks.

Technical skills are related to jobs in science, engineering, tech, manufacturing, or finance. They are learned through on-the-job experience or structured learning.

Some examples of technical skills are :-

- \* Data analysis
- \* Graphic design
- \* Web development
- \* Writing
- \* Book keeping
- \* Financial management
- \* UX design
- \* Computer programming languages.

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.

### User Management :-

User management is about more than just creating user profiles and permissions; it's about being a champion for your users and taking the time to understand how they do their job.

### Data Management :-

Data is at the heart of everything you do in your business. It also the engine that drives your salesforce instance.

### Leadership skills :-

- \* Writing business cases
- \* Creating training materials
- \* Building and delivering workshop materials.

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.,)

### Active listening:-

I have acquired listening skills in this short term internship by listening / attending live sessions conducted by salesforce platform.

### Oral communication:-

I have improved my oral communication skills by communicating with mentors and classmates during "Ask a Mentor" live sessions.

### Written communication

I have improved my written skills by writing my doubts through slack app with mentors and other students state wide.



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

### Group discussion:-

Group discussion are held by organisation online to communicate with each other. In this group discussion we communicate with each other and with mentors to ask our doubts in the internship. In this online discussion maximum 1000 members are allowed, in slack app also we communicate in group discussion by writing our doubts.

### Participation in team:-

Team participation is primary about communicating within our teammates, and communicating the questions and solutions acquired during discussions.

## Leading a team/activity :-

A team leader's role is to insist to group of people, providing directions and guidance to the team in order to ensure the completion of tasks. A good team leader will motivate and inspire the team solving problems and empowering.

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

Technological developments :-

- \* Problem Solving
- \* User Management
- \* Business Analysis
- \* Data Analysis
- \* Process Automation
- \* Product Management
- \* Project Management.
- \* Data Management.



### Student Self Evaluation of the Short-Term Internship

Student Name: PONNERI VANDANA SAI      Registration No: 203112021

Term of Internship: 2 months From: 29-08-22      To: 16-10-22

Date of Evaluation: 14-11-22

Organization Name & Address: Smart bridge & salesforce

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	Proactiveness	1	2	③	4	5
4	Interaction ability with community	1	2	3	④	5
5	Positive Attitude	1	2	3	④	5
6	Self-confidence	1	2	3	4	⑤
7	Ability to learn	1	2	3	4	⑤
8	Work Plan 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 done	1	2	3	4	⑤
12	Time Management	1	2	3	4	⑤
13	Understanding the Community	1	2	3	④	5
14	Achievement of Desired Outcomes	1	2	3	④	5
15	OVERALL PERFORMANCE	1	2	3	④	5

Date: 14-11-22

P. Vandana Sai  
Signature of the Student

## Evaluation by the Supervisor of the Intern Organization

Student Name: PONNERI VANDANSAI	Registration No: 20312021
Term of Internship: 2 months From: 29-08-22	To: 10-10-22
Date of Evaluation:	
Organization Name & Address: Smartbridge & Salesforce.	
Name & Address of the Supervisor with Mobile Number	

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

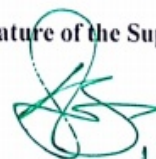
*Highest Lowest*

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	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan 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 done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	OVERALL PERFORMANCE	1	2	3	4	5

Date: 18/11/2022

Signature of the Supervisor



18/11/2022

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## PHOTOS & VIDEO LINKS

Vedio links to Salesforce virtual Internship program

Live sessions in youtube:-

Live sessions links:-

1. <https://youtu.be/S1HEVVHt170>
2. <https://youtu.be/Yp9DE38uV6Y>
3. <https://youtu.be/nRRiv9mpk6Q>
4. <https://youtu.be/zUqWmTeUh-D>
5. <https://youtu.be/BdYzLA0bbTE>.



## Internal Evaluation for Short Term Internship (On-site/Virtual)

### Objectives:

- To integrate theory and practice.
- To learn to appreciate work and its function towards the future.
- To develop work habits and attitudes necessary for job success.
- To develop communication, interpersonal and other critical skills in the future job.
- To acquire additional skills required for the world of work.

### Assessment Model:

- There shall only be internal evaluation.
- The Faculty Guide assigned is in-charge of the learning activities of the students and for the comprehensive and continuous assessment of the students.
- The assessment is to be conducted for 100 marks.
- The number of credits assigned is 4. Later the marks shall be converted into grades and grade points to include finally in the SGPA and CGPA.
- The weightings shall be:
  - Activity Log 25 marks
  - Internship Evaluation 50marks
  - Oral Presentation 25 marks
- Activity Log is the record of the day-to-day activities. The Activity Log is assessed on an individual basis, thus allowing for individual members within groups to be assessed this way. The assessment will take into consideration the individual student's involvement in the assigned work.
- While evaluating the student's Activity Log, the following shall be considered -
  - a. The individual student's effort and commitment.
  - b. The originality and quality of the work produced by the individual student.
  - c. The student's integration and co-operation with the work assigned.
  - d. The completeness of the Activity Log.
- The Internship Evaluation shall include the following components and based on Weekly Reports and Outcomes Description
  - a. Description of the Work Environment.

- b. Real Time Technical Skills acquired.
- c. Managerial Skills acquired.
- d. Improvement of Communication Skills.
- e. Team Dynamics
- f. Technological Developments recorded.

INTERNAL ASSESSMENT STATEMENT

Name Of the Student: Ponneri Vandana Sai  
Programme of Study: B.Sc (M.P.C.S)  
Year of Study: 2021-22  
Group: B.Sc (M.P.C.S)  
Register No/H.T. No: 203112021  
Name of the College: Government Degree College, Naidupeta.  
University: Vikrama Simhapuri University

Sl.No	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Activity Log	25	25
2.	Internship Evaluation	50	40
3.	Oral Presentation	25	20
	GRAND TOTAL	100	85

Date:

18/11/2022

Signature of the Faculty Guide

 18/11/2022

Certified by



Date:

Signature of the Head of the Department/Principal

Seal:





# **ANDHRA PRADESH STATE COUNCIL OF HIGHER EDUCATION**

**(A Statutory Body of the Government of Andhra Pradesh)**

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