Industry: Education
Products Used: Sales Cloud, Experience Cloud
Integration: Payment Gateway (Razorpay)

The University helps their Students to build them about Self Awareness by providing them learning Opportunities as well as getting Students out into the World to face the real life challenges. It is a fully philanthropic initiative with an aim contribute to society in a noble manner.

Challenges

Customer needed a system for Education sector that can

- Capture Students information at a single place rather than storing the same at multiple level
- Login provision for Students to access the Courses they are interested into
- Provision of Portal that can be used to assess the students learning as well as their attendance in person
- Helps in broadcasting the message to every individual in terms of Notifications
- Missing 360-degree view of Students as well as their progress on exams
- Update the Minutes/Discussion done internally within the faculty members for the progress
- Missing Online payment when Students opt for specific Courses
- Raise a ticket in terms of any issues, suggestion,

Solution

- Custom solution developed for the students as well Staff using the "Experience Cloud"
- Students are provided the permission to block their attendance when they are in the Class room
- Geo-Locations are captured for each Students and "Check-In" as well as "Check-Out" of the classes to maintain the integrity.
- Multiple processes for Students, Hostels, Staff members and Announcements are developed in a manner so that information is broadcasted at a Run time.
- MIS is facilitated for the University so that all the information is available for the Stakeholder team
- Launching of application via native mobile application was done so that it is accessible from anywhere
- Integration with Razor Pay for Online payment for the students.

Result

- Build Customer's confidence by removing the manual intervention taken over by automation.
- Complete 360-degree information for the Students/Staff Members/Admin/etc. as well as their payment information
- UI was designed and developed in a manner that it covers all aspects of Student's Journey.
- Information is available 24x7, up-to-date and Real-Time.

Process–Snapshot (Using Experience Cloud on Salesforce) for Students

FLAME UNIVERSITY

Screenshot 1 — Minutes / View Minutes

People Search...

Date and Time	Meeting Title	Type of Meeting	Attachment
01/06/2021, 12:10 AM	Test meeting From Information Systems 21/06/2021	Board of Examinations	MeetingMinutes_Nandeesha Faculty_Information Systems_Test meeting From Information Systems 21/06/2021_01/06/2021_12:10 AM-1.pdf MeetingMinutes_Nandeesha Faculty_Information Systems_Test meeting From Information Systems 21/06/2021_01/06/2021_12:10 AM-2.pdf
04/06/2021, 06:06 PM	Test purpose	To be updated	MeetingMinutes_Test COmmunity_Information Systems_Test purpose_04/06/2021_6:06 PM-1.pdf
04/06/2021, 05:44 PM	Test Event created record	Board of Examinations	MeetingMinutes_Test COmmunity_Information Systems_Test Event created record_04/06/2021_5:44 PM-1.pdf
02/06/2021, 05:49 PM	Test Sharing	Board of Examinations	MeetingMinutes_Test COmmunity_Information Systems_Test Sharing_02/06/2021_5:49 PM-1.pdf
02/06/2021, 04:25 PM	Test Community	Board of Examinations	MeetingMinutes_Test COmmunity_Information Systems_Test Community_02/06/2021_4:25 PM-1.pdf
02/06/2021, 04:23 PM	Nandesh	Board of Examinations	MeetingMinutes_Nandeesha Faculty_Information Systems_Nandesh_02/06/2021_4:23 PM-1.pdf
02/06/2021, 04:11 PM	Exam Status	Board of Examinations	MeetingMinutes_Test COmmunity_Information Systems_Exam Status_02/06/2021_4:11 PM-1.pdf
26/07/2021, 12:25 AM	Expenses	Board of Examinations	MeetingMinutes_Test COmmunity_Information Systems_Expenses_26/07/2021_12:25 AM-1.pdf
31/05/2021, 04:29 PM	Exam Status	To be updated	MeetingMinutes_Nandeesha Faculty_Information Systems_Exam Status_31/05/2021_4:29 PM-1.pdf
31/05/2021, 04:23 PM	Exam Status	Board of Examinations	MeetingMinutes_Nandeesha Faculty_Information Systems_Exam Status_31/05/2021_4:23 PM-1.pdf
25/05/2021, 12:35 AM	test27may	To be updated	MeetingMinutes_Test COmmunity_Academic Council_test27may_25/05/2021_12:35 AM-1.pdf

Sidebar: Home, Campus Arrival, Collaborate, Assist, Book, FSP Application, Time-Attendance, Processes, Minutes (Upload Minutes, View Minutes), Resources, New Registration, Quick Links

Screenshot 2 — Processes / Initiate

FLAME University Processes

Academic Processes | Alumni Processes | Campus Processes | ERP Processes | HR Processes | IT Processes | Library Processes | Research Processes | Staff Processes

Academic Processes1

Sidebar: Home, Campus Arrival, Collaborate, Assist, Book, FSP Application, Time-Attendance, Processes (Initiate, To-Do), Minutes, Resources, New Registration, Quick Links

Screenshot 3 — Assist / Raise a Ticket

-- Select Assist Type --
-- Select Assist Type --
Help Desk Services
Request & Assistance
Requisition
Suggestions
Travel Request

Our goal is to make Assist the "single-window" to provide timely, fast and expeditious services, at all times, to all our stake holders. In order to further ... make use of the state-of-the-art technology platform to provide essential and important services with more accuracy and swiftness. This will further enhance the performance of our well-integrated and highly responsive support structure and also reduce the response time even further.

From the most basic requests like creating help-desk tickets for maintenance and other essential services to raising travel requests, to tasks like putting up requisitions for transcripts, grade sheets and duplicate mark sheets etc., this portal provides prompt attention, action and solutions to all your services needs at FLAME University.

We hope to serve you all better with the introduction of this automation into our facilities and operations.

Sidebar: Home, Campus Arrival, Collaborate, Assist (Raise a Ticket, Ticket Status, Dining Menu, My Documents, Knowledge Base), Book, FSP Application, Time-Attendance, Processes, Minutes, Resources