



SCHOOL OF MECHANICAL ENGINEERING
CONTINUOUS ASSESSMENT TEST -I
FALL SEMESTER 2024-2025

SLOT: G1+TG1

Programme Name & Branch : BMA, BME, BMM
Course Code : BMEE355L
Course Name : Cloud Computing using Salesforce
Faculty Name(s) : Dr. MURALIDHARAN B, Dr. SREETHUL DAS,
Dr. RAVITEJA BUDDALA, Dr. MURALIDHARAN B,
Dr. DEVENDRA KUMAR PATEL
Class Number(s) : VL2024250103812
Date of Examination : 31/08/2024
Exam Duration : 90 minutes **Maximum Marks: 50**

General instruction(s):

Q. No	Question	Marks
1.	What is Customer Relationship Management (CRM)? What are the key features of the Salesforce Platform?	10
2.	What are the benefits of the following? • Exchange Rate using Advanced Currency Management (ACM). (5 marks) • The usage of List View and Chatter Group (5 marks)	10
3.	Discuss a standard object and a custom object with examples. How do you identify a custom object? Elaborate the steps for creating an object and use it inside an application.	10
4	Discuss different data security measures and their level inside Salesforce.	10
5	What's the Difference Between Profiles, Permission Sets and Roles? What is the need for permission-set groups, and how does it help to manage the users.	10