

CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

INTRODUCTION

1.1 Overview

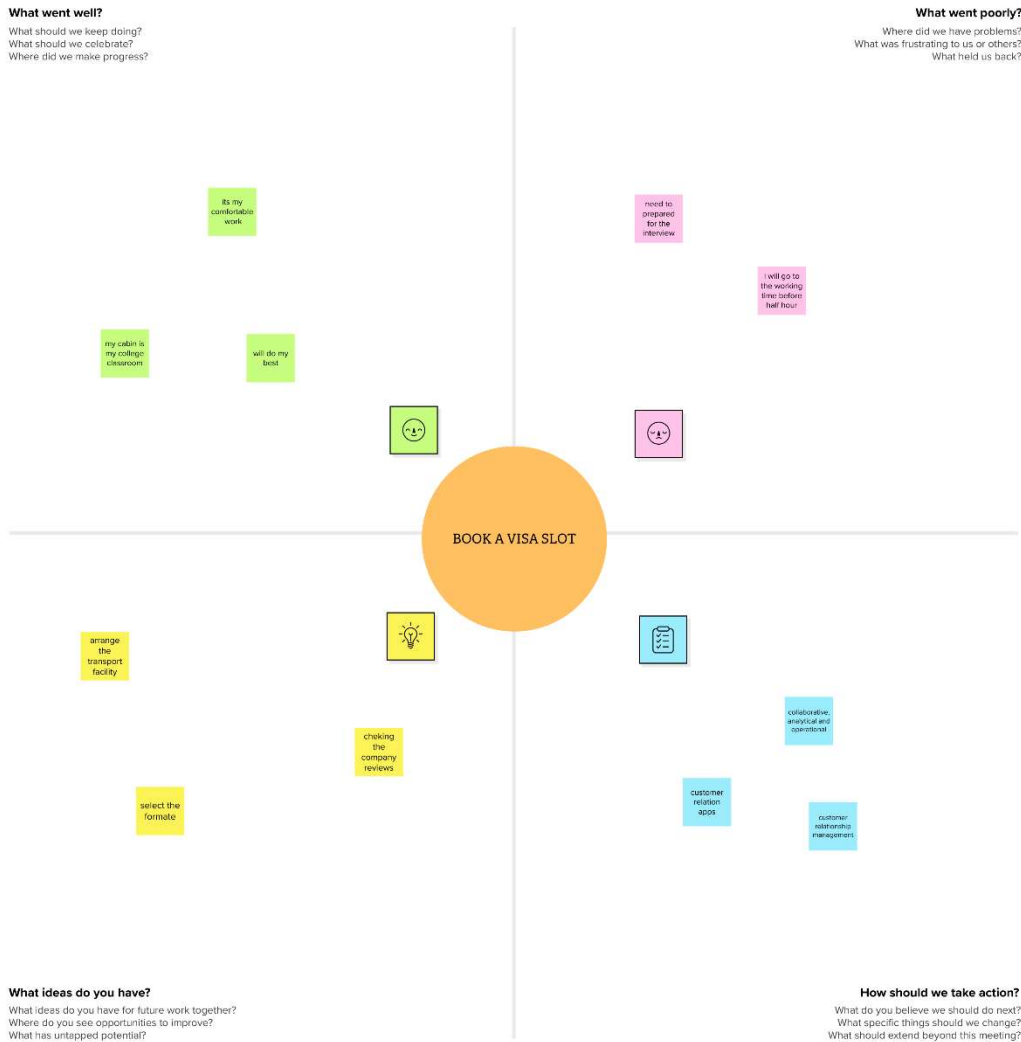
A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing center to schedule and manage appointment with applicants.

1.2 Purpose

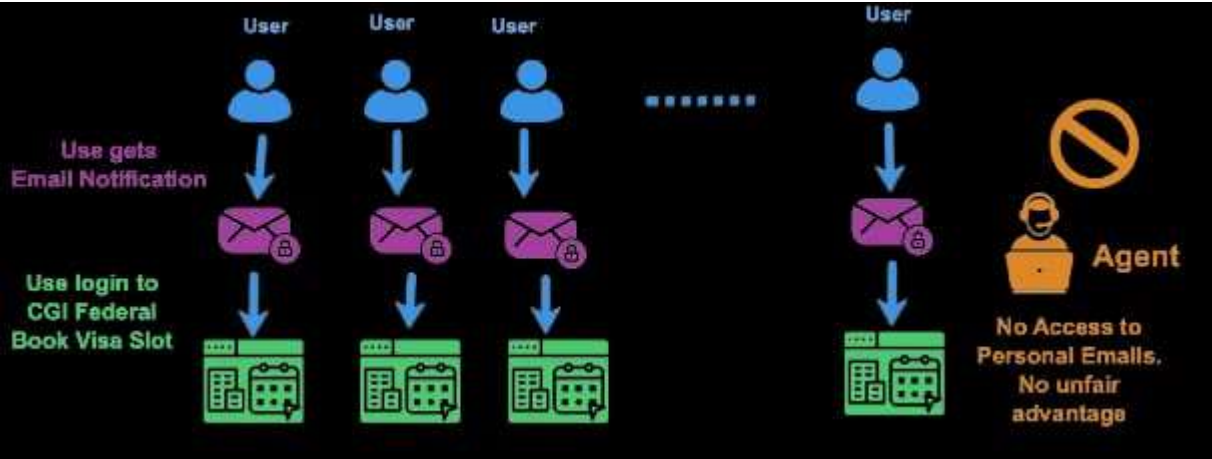
- It helps nature relationship with customers for long terms sales .
- Although the Underlying principle in CRM is not to sequence out more profits but to make customers happy , which In turn results in product loyalty and more revenues for the business in this guide , you'll find more detailed answers on the fundamental aspects of CRM software .
- We'll discuss some of its most important benefits , potential issues you might face with the platform, and some best practise when implementing the software .
- Towards the end , we'll provide a list of CRM products where we'll highlight different features and pricing details .
- there are also handy links to free trails so you can quickly get started on your CRM Journey.

PROBLEM DEFINITION & DESIGN THINKING

2.1 Empathy Map



2.2 Ideation & Brainstorming Map



RESULT

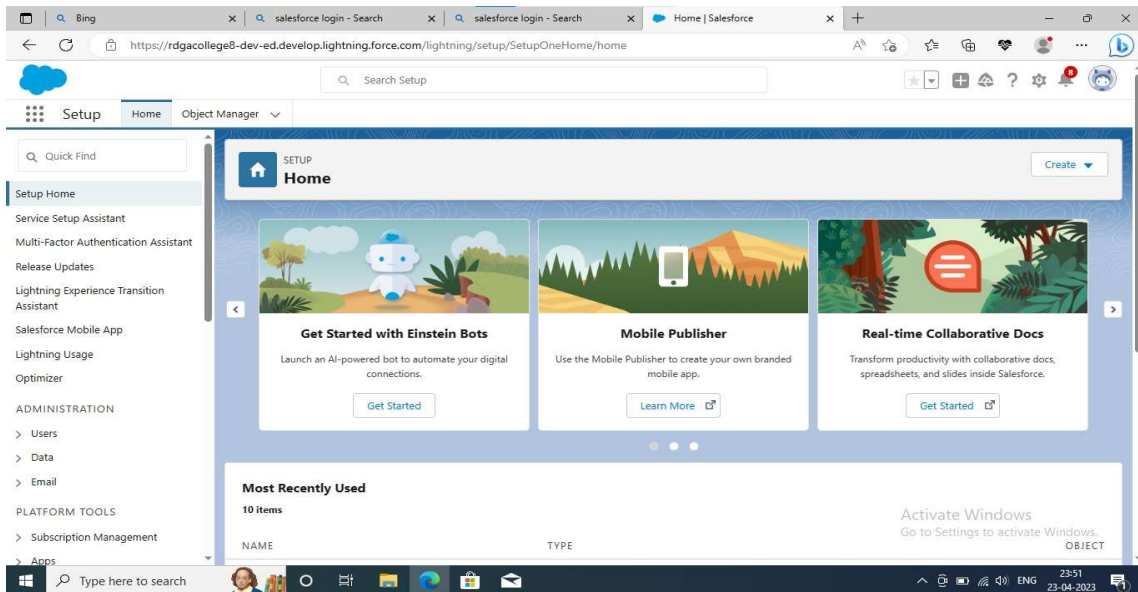
3.1 Data Model

OBJECT NAME	FIELDS IN THE OBJECT	
PASSPORT	Field Label	Data Type
	Contact Number	Number
	Full Name	Text
	Passport Number	Text
	Permanent Address	Text

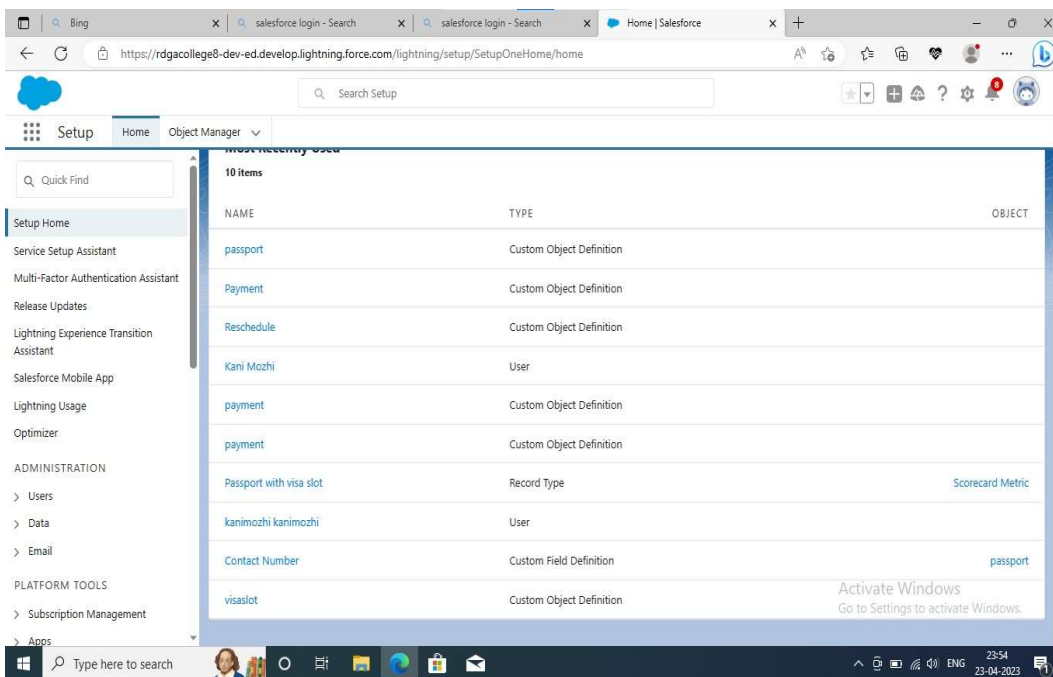
3.1 Activity & Screenshot

1. Salesforce

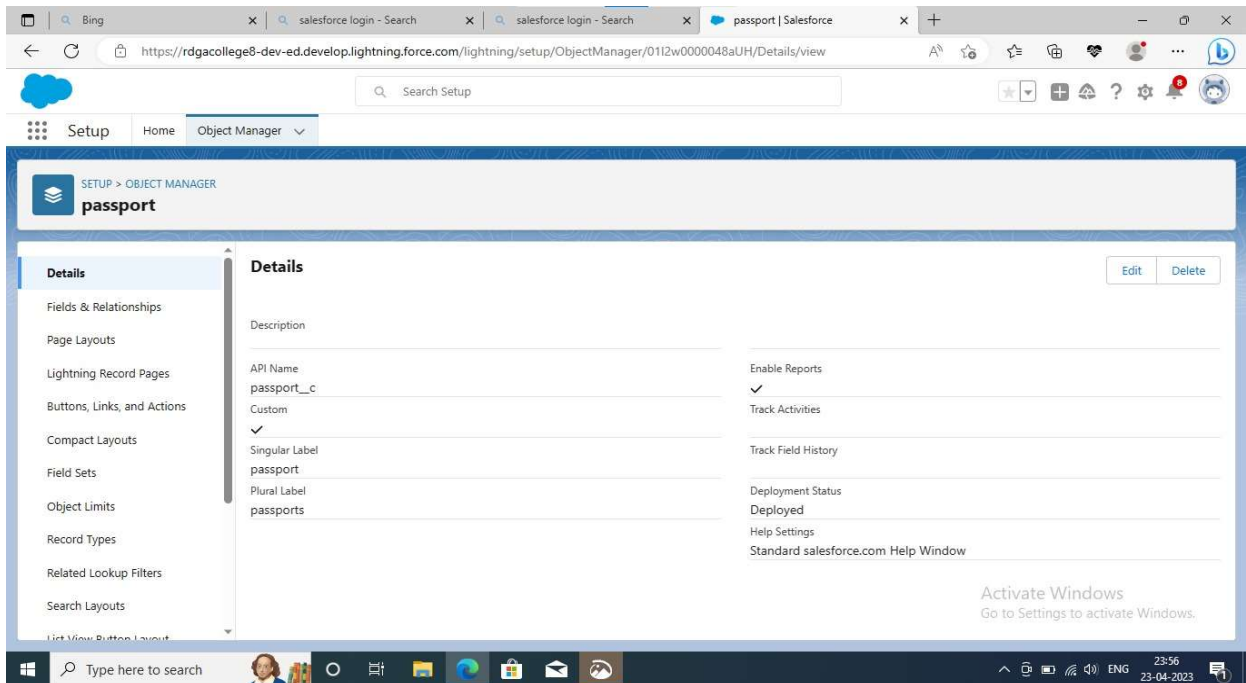
Home page



2. Objects



3. Passport



Trailhead Profile Public URL

- **Team Lead** - <https://trailblazer.me/id/kanimozhirdm>
- **Team Member 1** - <https://trailblazer.me/id/santhoshrdm>
- **Team Member 2** - <https://trailblazer.me/id/deepakarrdm>
- **Team Member 3** - <https://trailblazer.me/id/sridharrdm>
- **Team Member 4** - <https://trailblazer.me/id/kavinesanrdm>

ADVANTAGES

- It allows for more effective sales and marketing
- It can speed up the sales conversion process
- It increases staff productivity , lowers time costs and boosts miracle
- It enable widely dispersed teams to work closely
- Can improve customer loyalty through exceptional experience

DISADVANTAGES

- Staff over reliance on CRM may diminish customer loyalty through a bad Experience .
- Security concerns associated with centralized data .
- The excess initial time and productively cost of implementation.
- It requires a process driven sales organization .
- It may not suit every business .

APPLICATIONS

- Tracking customers
- Collecting data for marketing
- Improving interactions and communications
- Screaming internal sales processes
- Planning your operations

CONCLUSION

- Customer relationship management enables a company to align its strategy with
- The needs of the customer in order to best meet those needs and thus ensure long term customer
- Loyalty .however , in order to be successful in these aims , the different company departments have to
- Work together and use measures in a co ordinated fashion .this purpose is achieved in a via a customer
- Database which is analysed and updated using CRM software . This approach will be of particular interest to companies operating in highly competitive markets where it is difficult to attract new customers .

FUTURE SCOPE

- Customer relationship management is focused on the creation and maintenance of long-term, mutually beneficial relationships with strategically important markets.
- It is based on the premise that customers with the highest life-time value potential are those in whom the company should invest their retention resources.
- Other customers might be fired. For others, it may be possible to re-engineer or nurture the relationship to create new sources of value.
- Creating, communicating and delivering value to selected customers can only be achieved if the company aligns and co-ordinates its relationships with four other major constituencies: suppliers, owners/investors, employees and partners. Together, these five constituencies form the S.C.O.P.E. of customer relationship management.