Proposed Solution:

S.NO	Parameter	Description
1	Select and procure a CRM system	When selecting a CRM system, it is important to consider the specific needs of the institution. The system should be able to track internal marks, generate reports on candidate performance, and integrate with existing systems, such as the student information system (SIS) and the learning management system (LMS).
2	Migrate data from existing systems to the new CRM system	Once a CRM system has been selected, the project team will need to migrate data from existing systems to the new system. This may include data on candidates, courses, and internal marks. It is important to develop a detailed data migration plan and test it thoroughly before migrating data to the new system. This will help to ensure that the data is migrated accurately and completely.
3	Configure the CRM system to meet the specific requirements of the institution	Once the data has been migrated, the project team will need to configure the CRM system to meet the specific requirements of the institution. This may include setting up user roles and permissions, defining assessment types, and creating custom reports. It is important to work closely with users to gather requirements and to ensure that the system is configured to meet their needs.
4	Train staff on how to use the CRM	Once the CRM system has been configured,

	system	the project team will need to train staff on how to use the system. This training should include how to enter and track internal marks, generate reports, and manage user accounts. It is important to provide comprehensive training to staff so that they are able to use the system effectively.
5	Launch the system and provide support to users during the transition period	Once staff have been trained, the project team can launch the CRM system. It is important to provide support to users during the transition period to help them learn how to use the new system. This support may include providing online resources, answering questions, and resolving any problems that users encounter.
6	Monitor and evaluate the system on an ongoing basis	Once the CRM system has been launched, it is important to monitor and evaluate the system on an ongoing basis. This will help to identify any areas where the system can be improved. The project team can collect feedback from users and use this feedback to make improvements to the system. Additionally, the project team can monitor the system's performance and identify any areas where the system can be optimized.