Post Sales Documentation.

1. **Backend Process After Deal:-**

1.1 Incoming student data from schools

**Stakeholders**: schools to operational team/tech/ academic.

**Platform used:** campus group/lms

1.2 Onboarding mails with credentials to LMS will be sent to school, parents, and

students. Status is to be updated to client status form.

**Stakeholders:** Tech & Marketing to school/ parents/ students.

**Platform Used:** Zoho Campaigns.

1.3 An execution plan will be created with logistics regarding manpower/ no. of

instructors & backup instructor details.

**Stakeholders:** Academic to operational team.

**Platform Used:** LMS/ ERP softwares.

1. **Frontend Process:-**

2.1 After onboarding an attendance sheet will be created on event day.

**Stakeholders:** Academic to operational team.

**Platform Used:** Campus group mobile app.

2.2 A weekly investigatory report will be maintained by the academic team for

any anomalies or per student observation. Each student should have a

unique number which is generated during attendance marking. It will be

permanent throughout.

**Stakeholders:** Academic team to operational team

**Platform Used:** Zoho Forms/ Excel.

1. **Reporting Phase:-**

3.1 A monthly feedback report will be assembled on zoho forms to send it to a

3rd party.

**Stakeholders:** Academic to parents/ schools.

**Platform Used:** Zoho Forms

3.2 Can zoho form autofill data from previous filled forms or integrate with

campus groups through API? An alternative could be excel but it will be

ambiguous & time consuming. Also can auto attachments work with

campaigns?

1. **Invoice Generation:-**

4.1 Zoho mail with invoice integration will send receipts immediately if the

payment is done during a deal such as bootcamp. Data will be updated to

CSF.

**Stakeholders:** Sales team to operational team.

**Platform Used:** Zoho Campaigns.

1. **Closing Ceremony:-**

5.1 Zoho mails will be used to send closing ceremony details.

5.2 Promotional mai;s & follow up mails will be sent out during events too.

**Stakeholders:** All departments.

**Platform used:** Zoho Campaigns