SME - Affinity Map

Portal not being up-to-date	Mixed Information from the Agents	Timeline Expectations	Difficulty contacting CSC
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Portal is not being updated in real-time, causing clients to call CSC for confirmation (especially in case of biometrics)	There is a lock of froe of information among the employees of CCC and there is no standard from the factors and the control of	The files takes longer to process than its advertised on the website	It is very upsetting for clients and immigration consultants to not able to reach agents to not able to reach agents for getting answers for their queries. Immigration consultants thinks CSC is not ideal to reach out for getting information
Lack of information from Agents at Call centre	Satisfactory/Unsatisfactory experience from Call Centre	Unsatisfying Replies	Influence of Social media and Friends
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Accessible and easily available information	Similar files getting processed at different times		
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