**Project Design Phase - Part 2**

From this milestone you will be continue working on the project design phase. You are expected to cover the activities given.

**Determine The Requirements (Customer Journey Maps)**

In this activity, you are expected to create customer journey maps to understand the requirements of customer.

Implementing CRM for Result Tracking

Default (GPT-3.5)

User

implementing crm for result tracking of a candidate with internal marks,proposed solution

ChatGPT

Implementing a CRM (Customer Relationship Management) system for result tracking of a candidate with internal marks is a good way to manage candidate data and their academic progress. Here's a proposed solution:

Data Collection and Integration:

Collect and integrate candidate data, including personal information, enrollment details, and internal marks, from various sources like enrollment forms, databases, and academic records.

Customization:

Customize the CRM to include specific fields for internal marks, courses, and other relevant academic data.

User Access Levels:

Define user roles and access levels to ensure that only authorized personnel can access and modify candidate records.

Dashboard:

Create a dashboard for candidates to view their own progress, including internal marks, course schedules, and academic milestones.

Automated Data Entry:

Implement automated data entry methods, such as importing data from spreadsheets or integrating with other academic systems, to reduce manual data input.

Notification System:

Set up a notification system to alert candidates and relevant staff about important academic events, such as exam dates, assignment deadlines, and results publication.

Data Analysis:

Use data analytics tools to generate reports and insights on candidate performance and trends. This can help in identifying candidates who may need additional support.

Security and Privacy:

Ensure robust security measures to protect candidate data and adhere to privacy regulations like GDPR.

Mobile Access:

Develop a mobile-friendly application or responsive web interface for candidates to access their information on the go.

Integration with Other Systems:

Integrate the CRM with other relevant systems, such as Learning Management Systems (LMS), to streamline the academic process.

Training and Support:

Provide training to staff and candidates on how to use the CRM effectively. Offer support for any technical issues or questions.

Feedback Mechanism:

Include a feedback mechanism for candidates to report issues or suggestions for improvement.

Scalability:

Design the CRM to be scalable to accommodate a growing number of candidates and their data.

Regular Updates:

Keep the CRM system up to date with the latest features, security patches, and improvements.

Testing and Quality Assurance:

Conduct thorough testing to ensure the system works reliably and meets the requirements.

Data Backup and Recovery:

Implement a robust data backup and recovery system to prevent data loss.

Compliance:

Ensure that the CRM complies with academic standards and regulations in your region.

By following these steps, you can create an effective CRM system for result tracking of candidates with internal marks, improving candidate management and academic administration.

User

implementing crm for result tracking of a candidate with internal marks, determine the requirements (Customer journey maps)

Creating customer journey maps for implementing a CRM system for result tracking of candidates with internal marks can help identify the specific requirements and interactions at each stage of the process. Here's a simplified customer journey map:

Stage 1: Enrollment

Touchpoint: Initial Application

Requirements: Collect personal information, contact details, and enrollment choices.

Touchpoint: Application Review

Requirements: Evaluate and verify applicant qualifications, including transcripts and supporting documents.

Stage 2: Course Registration

Touchpoint: Course Selection

Requirements: Allow candidates to choose courses for the semester, specify preferences, and check prerequisites.

Touchpoint: Registration Confirmation

Requirements: Confirm course registration, provide a schedule, and payment options.

Stage 3: Academic Progress

Touchpoint: Attending Classes

Requirements: Enable candidates to mark attendance and engage with coursework.

Touchpoint: Assignment Submission

Requirements: Allow candidates to submit assignments and track deadlines.

Stage 4: Exam and Evaluation

Touchpoint: Exam Scheduling

Requirements: Let candidates schedule exams, view exam dates, and locations.

Touchpoint: Internal Marks

Requirements: Display internal marks, feedback, and progress reports.

Stage 5: Results and Feedback

Touchpoint: Result Publication

Requirements: Publish exam results and overall academic performance.

Touchpoint: Feedback and Support

Requirements: Offer a channel for candidates to seek feedback, support, and discuss academic concerns.

Stage 6: Graduation and Certification

Touchpoint: Graduation Application

Requirements: Enable candidates to apply for graduation and confirm requirements.

Touchpoint: Certificate Issuance

Requirements: Issue certificates and transcripts upon successful completion.

Cross-Stage Requirements:

User Authentication: Securely authenticate candidates and staff with appropriate access permissions.

Data Entry and Validation: Ensure accurate data entry, validation, and integrity of all academic records.

Communication: Enable automated notifications, reminders, and communication with candidates via email, SMS, or in-app messages.

Data Analysis: Implement data analytics to generate insights into academic performance and trends.

Security and Privacy: Maintain strong data security and adhere to privacy regulations.

Mobile Accessibility: Ensure that candidates can access their data via mobile devices.

Feedback Mechanism: Provide a way for candidates to provide feedback on the system and academic processes.

Integration with Other Systems: Integrate with other academic systems like Learning Management Systems (LMS) for a seamless experience.

Creating detailed journey maps for each stage will help in identifying specific CRM requirements and ensuring a smooth candidate experience throughout their academic journey.