**Project Design Phase - Part 1**

**Proposed Solution**

In this activity you are expected to prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.

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

Implementing CRM for Result Tracking

User

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

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.

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

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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.

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.