**Exception Handling**

In this activity you are expected to develop & submit the developed code by testing it.

Implementing CRM with Exceptions.

User

implementing crm for result tracking of a candidate with internal marks, exception handling

ChatGPT

To implement a CRM (Customer Relationship Management) system for tracking the results of candidates, especially with internal marks, and incorporating exception handling, you'll need to follow a structured process. Here's a simplified outline of how you might approach this:

Define Requirements:

Understand the specific needs of your organization and users.

Identify what data you need to track for each candidate, including internal marks, personal information, contact details, etc.

Determine the types of exceptions you want to handle (e.g., missed exams, incorrect data entry).

Select a CRM Platform:

Choose a CRM system that supports custom data fields and customization options.

Popular CRM platforms like Salesforce, HubSpot, or Zoho CRM can be tailored to your needs.

Data Modeling:

Define the data structure and create custom fields for candidates, marks, and exceptions.

Set up relationships between candidates and their marks.

User Access Control:

Implement role-based access control to ensure only authorized personnel can access and modify candidate data.

Data Entry:

Develop user-friendly forms for data entry, where staff can input candidate information and marks.

Implement data validation rules to ensure accurate data entry.

Automation Rules:

Set up automation rules to trigger exception handling when predefined conditions are met. For example, notify a supervisor if a candidate's marks fall below a certain threshold.

Exception Handling:

Create a system for handling exceptions. This might include workflows to:

Notify relevant personnel about issues (e.g., low marks).

Document and track the resolution of exceptions.

Generate reports on exception status.

Reporting and Analytics:

Implement reporting tools to generate insights into candidate performance, exceptions, and trends.

Create dashboards for users to visualize the data effectively.

Integration:

Integrate with other systems if necessary, such as an ERP system or an email platform for communication.

Training and Support:

Train your staff on how to use the CRM system effectively.

Provide ongoing support and documentation.

Testing:

Thoroughly test the system to ensure it handles exceptions as expected.