**Why do education institutions need a centralised and efficient query management system?**

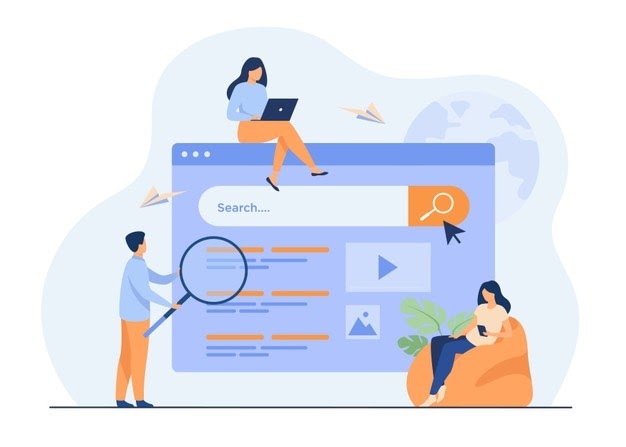
**Introduction**

A student centralised database system is designed to computerise the process of maintaining student records in light of the difficulties associated with doing it manually. The system was analysed to get the necessary data, and relevant authorities were interviewed.

This system is meant to provide for the quick retrieval of correct information for efficient and appropriate allocations, the ease of maintenance of integrity and confidentiality, and time savings and cost reductions in operation.

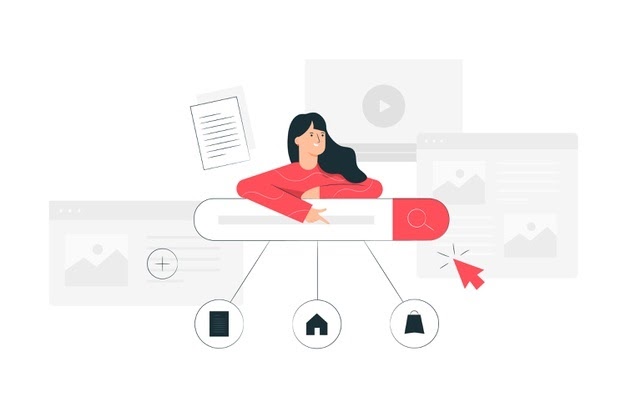
The majority of students' information operations are recorded and documented in the system, where they may be accessed at any time. In addition, it maintains security since students must connect to the networks before viewing information about them.

**What is a Query Management System?**



Evaluating learners' experiences in the LMS and the experience and abilities they gain is critical to maintaining your firm's teaching environment interesting and up to date. Within the LMS, reaction assessments are referred to as questionnaire surveys. They are intended to assess a user's contentment with their learning. For example, questions might be asked on how satisfied you are with the course material, the teachers, and the course delivery mode. Because the survey is designed to capture a student's rapid reaction to the course, it is sent to the student as soon as teaching is recorded.

**How does the Query management system aid the learning process?**



Collecting continuing feedback will need some more effort in terms of course administration. However, in today's challenging classroom environment, you'll really have to stand out to thrive - and you'll be able to do so by leveraging student feedback.

Simply demonstrating that you are genuine about responding to comments can increase student happiness. You'll get valuable information and take action that will improve your courses. In addition, you'll have an advantage over rivals that only seek input on rare occasions and in an archaic manner.

**Benefits of the query management system**

**Integrated system - Enables candidates to drop queries from their dashboard**

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With a specialised **Query Management System**, you can make your help even more accessible. Allow your prospects to drop their questions directly from their dashboard, and real-time alerts will keep them up to date when you've responded to their questions.

The Candidate Dashboard also includes links to commonly asked questions (FAQs) and provides metrics at a glance, allowing you to save time by not having to retype searches or queries. Finally, say goodbye to sorting through a plethora of phone calls and emails to assist your students.

**Robust admission support - Manage queries from leads and applicants**.

Managing inquiries from leads and candidates may be a pain if you are not outfitted to organise them for multi-channel assistance. It is intensified by manual data input or a segregated departmental workflow.

The Centralised **Query Management System** from **InventtEd LMS** provides a lightning-fast approach to contact your prospects. A ticket is produced as soon as the candidate asks a question. Your staff could simply examine the inquiry, assist the applicant with a response, then promptly shut the chat so that the prospect may continue with the registration and complete it without difficulty.

**Query Allocation - Real-time allocation of the query to the appropriate person**

Did we mention it's also smart? You're getting a lot of questions, and it's equally crucial that they're routed to the person best suited to answer them. Depending on their nature or kind, you might set and auto-assign inquiries on the **Best LMS in India** Support Desk. The appropriate teams are contacted to get to work on the alternatives as soon as possible!

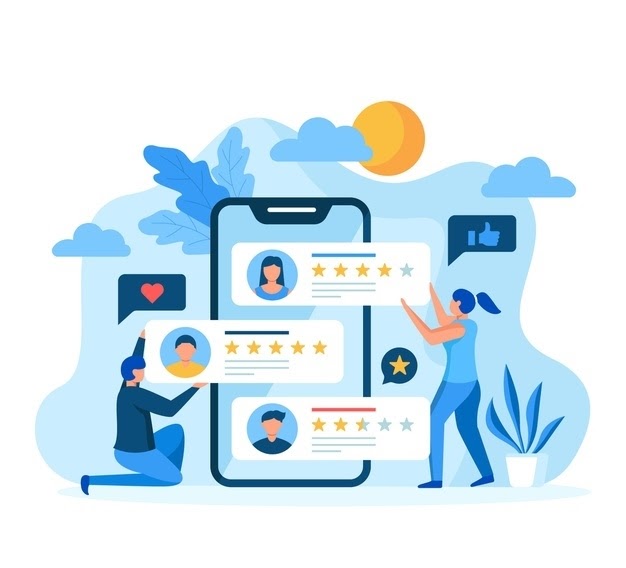
Assume that payment inquiries are routed to the Finance Team in real-time, hostel inquiries are routed to the Hostel Warden, and placement inquiries are routed to the Placement Team. Simply set up the Allocation Process once and then sit back and relax!

**Query Dashboard - Keep track of all queries: generated, attended, resolved, escalated**.

Keep track of how many inquiries were produced, how many were answered, how many were resolved, how many were escalated, and so on, along with the date and time of each action. For example, to guarantee error-free and rapid application processing, secured payment resolving disputes, and reconciliation inquiries.

Filter the inquiries by Form, Department, Location, Authorised agent, and other criteria. With a centralized system, you can resolve requests more efficiently and quickly.

**Feedback management - measure the quality of resolutions provided by your team**.



Assess the quality of solutions offered by your teams based on direct feedback from the candidate. Candidates can score the assistance they got with good or negative comments, and you can always contact them to try and understand their problems. This also allows you to track how well you comprehend the different types of student questions.

As in today's world, it is critical to offer flawless and hassle-free expertise, and if you've ever wanted to assess the efficacy of it all, you've come to the correct spot!

**Push to FAQ - standardise your support by adding repetitive queries to FAQ**

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It appears that many of the questions being posed are repeated. You may send any question straight to the FAQ section using the Push to FAQ capability. Make your applications and advising teams work on modifications while students can have access to answers for all basic queries.

Simply amend your response to make it more generic, update the phrasing if desired, and click Send. That's all there is to it.

**Conclusion**

A learning management system, often known as an e-Learning system, digitises the conventional teaching-learning process and enables academic institutions. When integrated with Microsoft teams, LMS allows teachers to give an uninterrupted, engaging, and dynamic virtual learning opportunity via remote classes to educate and assist students build new abilities.

The **InventtEd LMS** Student Support Desk covers all of your prospective' connection points - email, phone, and so on – and brings them all together in a single window. In addition, the learning management system (LMS) provides training courses for the schoolroom and its activities, guiding students to be on the same page with their teachers and enabling online distribution of course materials, reference books, and even textbooks.

Faculty members may now employ strong online tools to supplement their teaching using Educational LMS, and students can use these technologies to improve their relationships with professors and peers.