CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

1. INTRODUCTION

    A CRM gathers customer interactions across all channels in one place. Managing centralized data helps business improve customer experience, satisfaction, retention and service.

    1.1 Overview
        Visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing centre to schedule and manage appointments with applicants.

    1.2 Purpose
        It allows the bearer to visit the issuing country for tourism purposes. A tourist visa does not permit the passenger to legally work or carry out business in the specified country or territory. A different type of visa is required for these purposes. We achieve lots of information about CRM application using book a visa slot.

2. Problem Definition & Design Thinking
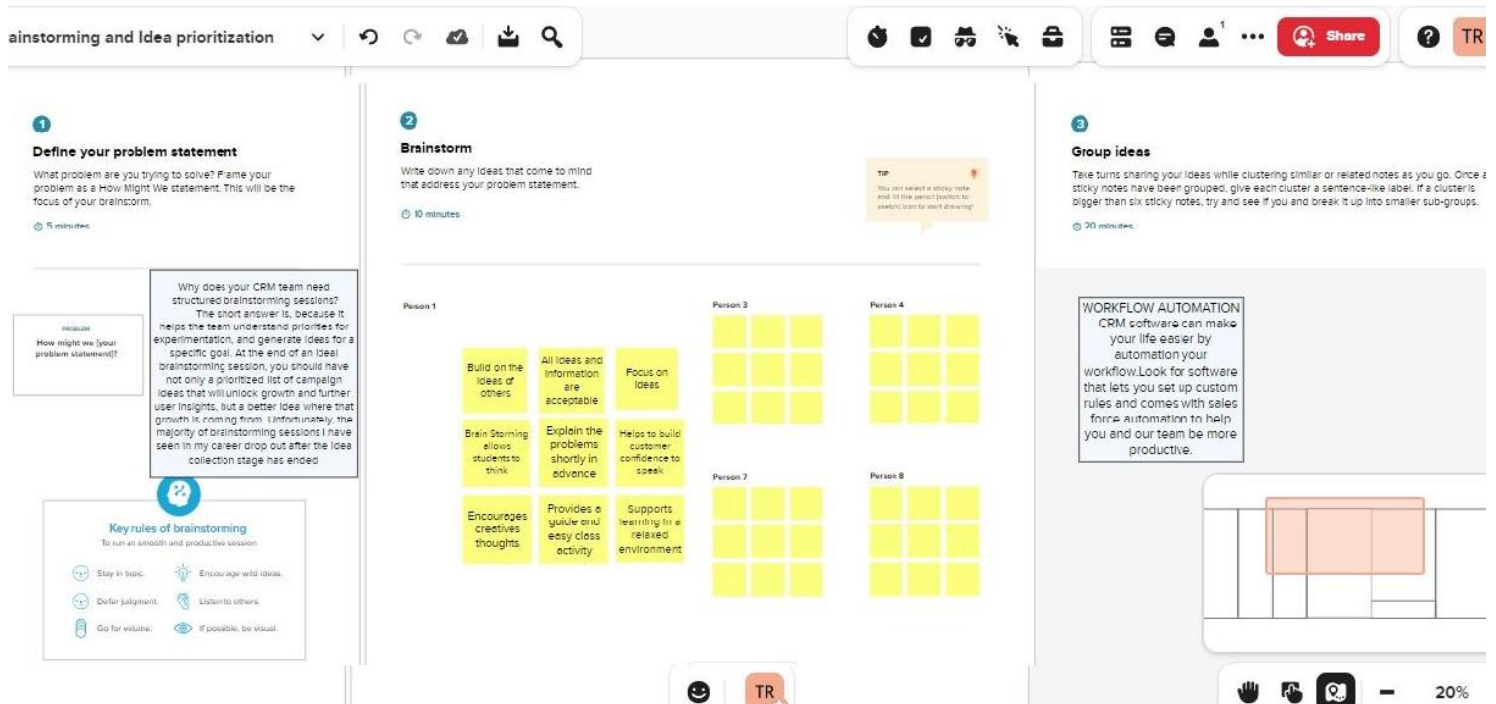
    2.1 Empathy Map

        An empathy map is a collaborative tool teams can use to gain a deeper insight into their customers. Much like a user persona, an empathy map can represent a group of users, such as a customer segment.

Talks about possible ways to charge moving forward

I want quick and easy steps for verification

It is harder to meet people and network virtually

We are innovating and forward thinking about our project

Used to Research purpose

Experience something new

I want to feel that I am contributing to making things better

This could be a great opportunity to helps to learn about our project

Says
What have we heard them say?
What can we imagine them saying?

Thinks
What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

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Does
What behavior have we observed?
What can we imagine them doing?

Attends every classes

Excited about trying something different

Feels
What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

To practices, strategies and technologies helps to customer

Drafts plans for changes to working

Overwhelmed with information about our project

Eager to make the most of this opportunity for changes

To starts collecting and reviewing data on CRM Applications

I already have so much to do but this seems like the really cool opportunity

2.2 Ideation & Brainstorming Map

It basically means is taking all ideas out of your mind and organize those into a map. The map looks like the picture of your brain. When one level is done and the whole picture is visual, your brain automatically starts developing those ideas, incrementing ideas to more ideas, assuming relationships between them.

1

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

5 minutes

PROBLEM

How might we [your problem statement]?

Why does your CRM team need structured brainstorming sessions? The short answer is, because it helps the team understand priorities for experimentation, and generate ideas for a specific goal. At the end of an ideal brainstorming session, you should have not only a prioritized list of campaign ideas that will unlock growth and further user insights, but a better idea where that growth is coming from. Unfortunately, the majority of brainstorming sessions I have seen in my career drop out after the idea collection stage has ended

Key rules of brainstorming
To run a smooth and productive session

Stay in topic.   Encourage wild ideas.

Defer judgment.   Listen to others.

Go for volume.   If possible, be visual.

2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

TIP
You can select a sticky note and hit the pencil (switch to sketch) icon to start drawing!

Person 1

Build on the ideas of others

All ideas and information are acceptable

Focus on ideas

Brain Storming allows students to think

Explain the problems shortly in advance

Helps to build customer confidence to speak

Encourages creatives thoughts

Provides a guide and easy class activity

Supports learning in a relaxed environment

Person 3

Person 4

Person 7

Person 8

3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

20 minutes

WORKFLOW AUTOMATION
CRM software can make your life easier by automation your workflow. Look for software that lets you set up custom rules and comes with sales force automation to help you and our team be more productive.

20%

3   RESULTS

3.1 Data Model:

Object name	Fields in the Object		
Object 1 Passport	**Field label**	**Data type**	
	Contact number	Number	
	Full name	Text	
	Passport number	Text	
	Permanent number	Text	

	Field label	Data type	
Object 2	Passport Number	Master Detail Relationship	
Visa slot			

3.2 Activity & Screenshot

4.Trailhead profile public URL

Team leader (karthika) - https://trailblazer.me/id/mkarthika4

Team member 1 (sangeetha) – https://trailblazer.me/id/tsangeetha4

Team member 2 (mathuraj) – https://trailblazer.me/id/muthuraj2003

Team member 3(Tamilselvi) – https://trailblazer.me/id/rtamilselvi

5.Advantages & Disadvantage

Advantages

Having huge amounts of data on customer interactions enables an organisation to build up a clearer picture of its customers. It allows for deep insights to identify what the company is doing right as well as where it's weak when it comes to managing its customers. With a CRM system, the most profitable customers can be identified, with the view to more time being spent targeting them. The CRM software also lets a business tailor its marketing communications to achieve more effective results and, hence, a greater return on investment in sales and marketing.

Disadvantages

There are risks associated with keeping a lot of data in one place. With stringent regulations surrounding data (GDPR, for example), businesses face severe penalties in the event of security breaches. When it comes to CRM software, it is vital that security processes are put in place to protect clients' personal information. This can be a significant expense for a business, but the costs associated with not having such safeguards in place are far higher. There will be a steep learning curve for staff with any new system. It will take some time for employees to find their feet with the CRM system and mistakes will be made. It's for the management team to ensure that there's adequate buy-in and support in the process of transitioning. This can be expensive as it distracts manpower from their core tasks. The benefits when the CRM system is in place, however, will far outweigh the initial time and productivity costs.

6. Applications

It allows the bearer to visit the issuing country for tourism purposes. A tourist visa does not permit the passenger to legally work or carry out business in the specified country or territory. A different type of visa is required for these purposes. CRMs become smarter and more powerful with this latest trend in CRM. AI improves forecasting, finds new opportunities, and assists your team in making smarter choices.

7. Conclusion

Customer Relationship Management enables a company to align its strategy with the needs of the customer in order to best meet those needs and thus ensure long-term customer loyalty. However, in order to be successful in these aims, the different company departments have to work together and use measures in a coordinated fashion. This purpose is achieved via a customer database which is analyzed and updated using CRM software.

8. Future Scope

Future CRM trend includes businesses automating more of their marketing and sales operations. This will not only help close more deals, but it will also free up staff members to concentrate on work that has a higher value. It facilitates things by giving you and the customer, ease of communication, organized data, and improved customer service. All of this will streamline the process of making sure needs are met and actions get resolved in a timely manner.

Project Description:

A visa slot management project is a system that is used to track and manage the availability of visa slots, which are appointments that are required for certain visa applications. It might be used by a government agency or a visa processing centre to schedule and manage appointments with applicants.