

## CRM Student Portal: Problem Report

### 1. Default Data Issue

When a student portal is created, it shows pre-filled/default data instead of being empty.

Expected: Student profile should be blank and customizable.

### 2. Profile Not Editable

Students cannot edit their profile information.

Expected: Profile fields like name, phone number, address, education, etc., should be editable.

### 3. Login Error Handling

Wrong password leads to a 404 error page.

Expected: A clear message like 'Incorrect password' should appear.

### 4. University Application Status

Application section shows pre-filled universities by default.

Expected: It should be empty and only show universities applied to.

### 5. Payment Section Issues

Shows payments by default.

Expected: Students should upload payment documents and choose payment purpose (File Opening, Application Fee, Tuition Fee after Offer, Insurance, Document Fee, Post-Visa Service).

### 6. Document Upload Functionality

All documents must be uploaded at once.

Expected: Upload one document at a time, click Save, and return later to upload others.

### 7. Uploaded Documents Not Visible

Uploaded documents do not appear on the dashboard.

Expected: All documents must be visible after upload.

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### 8. Missing Contact Information

Your agency's contact info is missing.

Expected to show:

- Hotline: 09613752752
- WhatsApp: +4915217531538
- Email: studyfirstinfo@gmail.com

### 9. Online Chat Feature Missing

No option to chat with a counselor online.

Expected: Add a live chat feature to connect with counselors.

### 10. Missing AI Chat Support

There is no AI chatbot support.

Expected: Integrate a basic AI chatbot to help answer FAQs or assist with navigation.