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CRM APPLICATION THAT HELPS TO BOOK A VISA SLOT

Date	20.04.2023
Team ID	NM2023TMID05586
Project Name	CRM application that helps to book a visaslot
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1. INTRODUCTION

1.1. Overview

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 center to schedule and manage appointments with applicants.

2. PROBLEM DEFINITION & DESING THINKING

2.1. Empathy map

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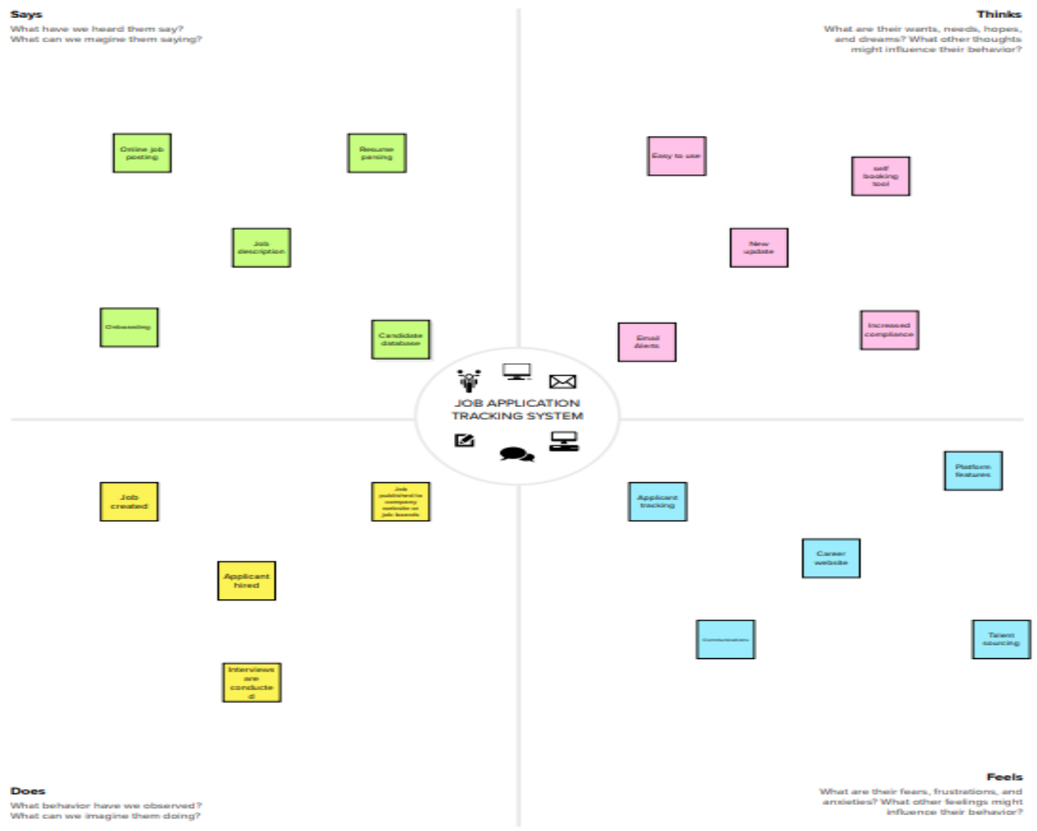
Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.



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3.2. Activity & Screenshot

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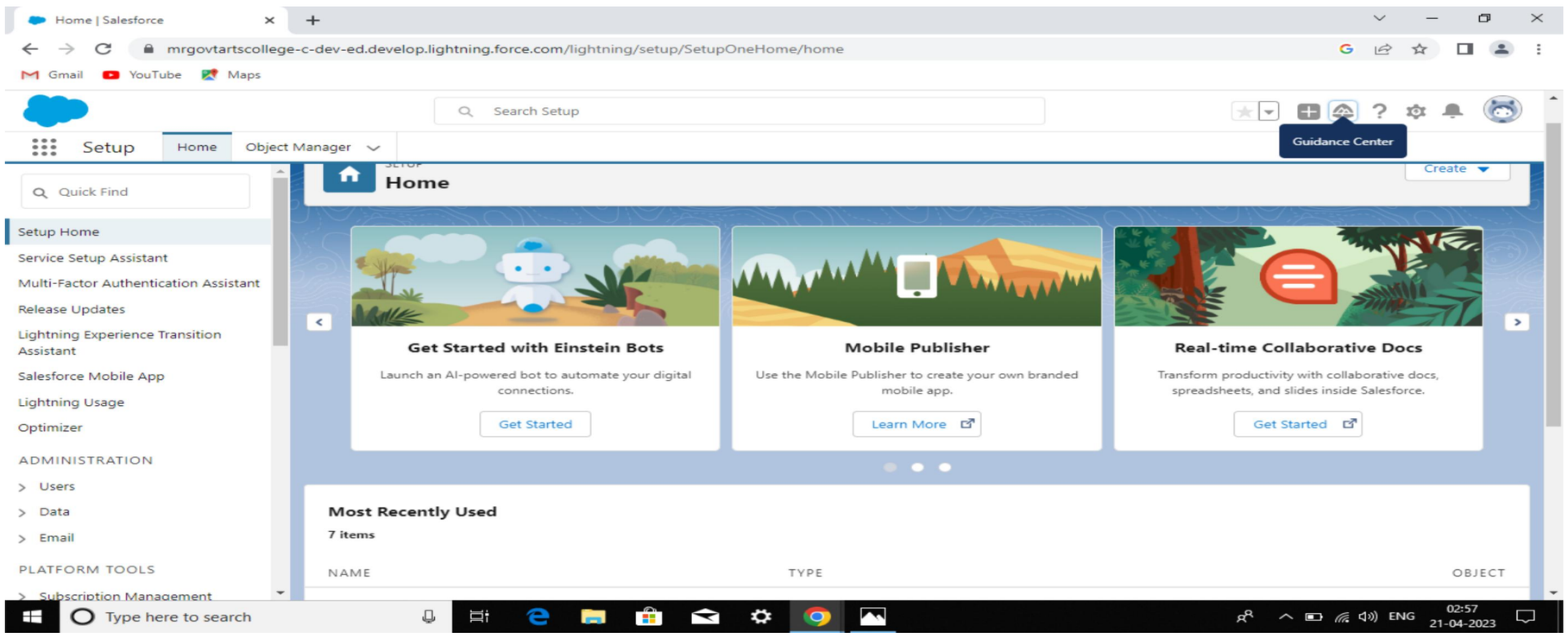

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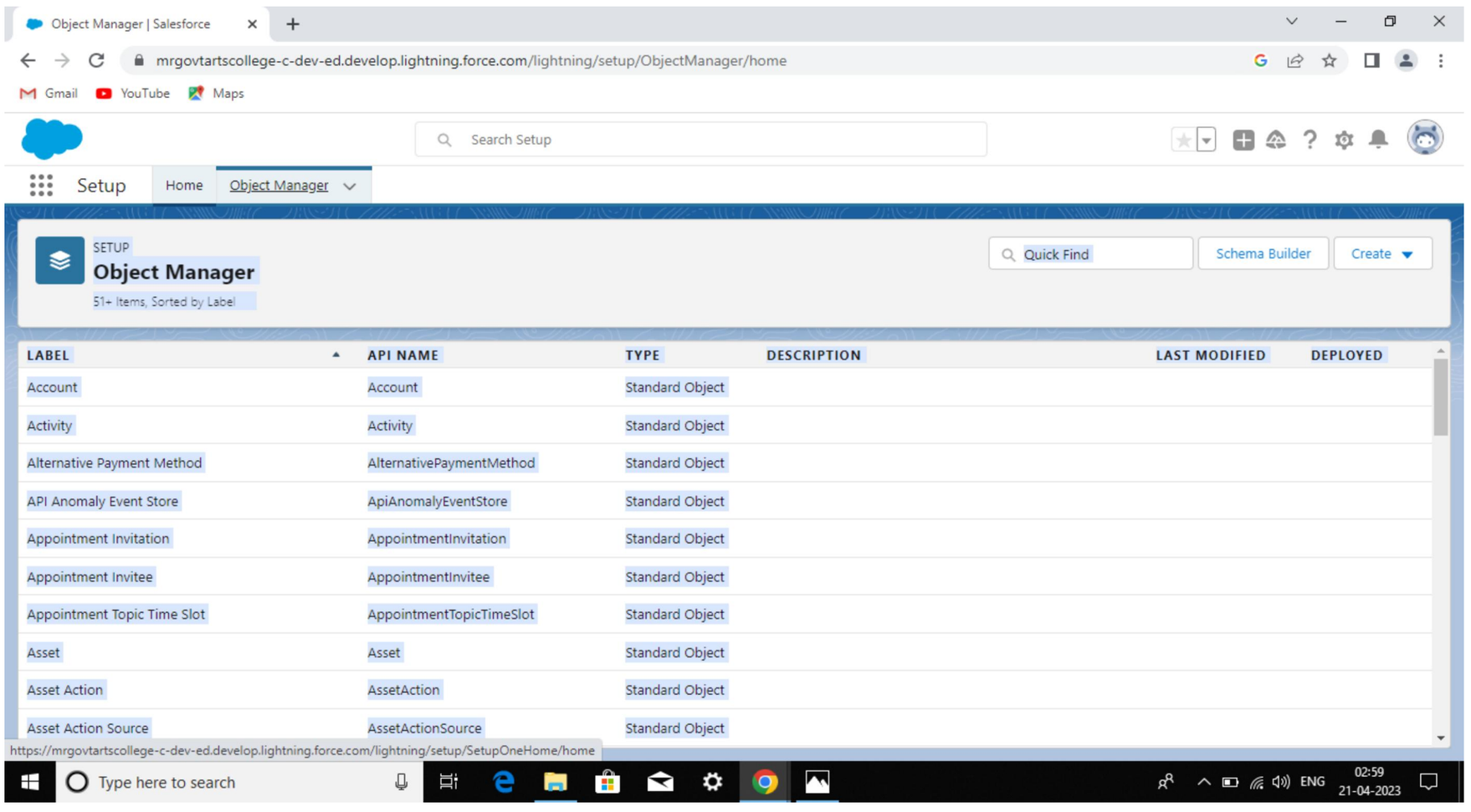

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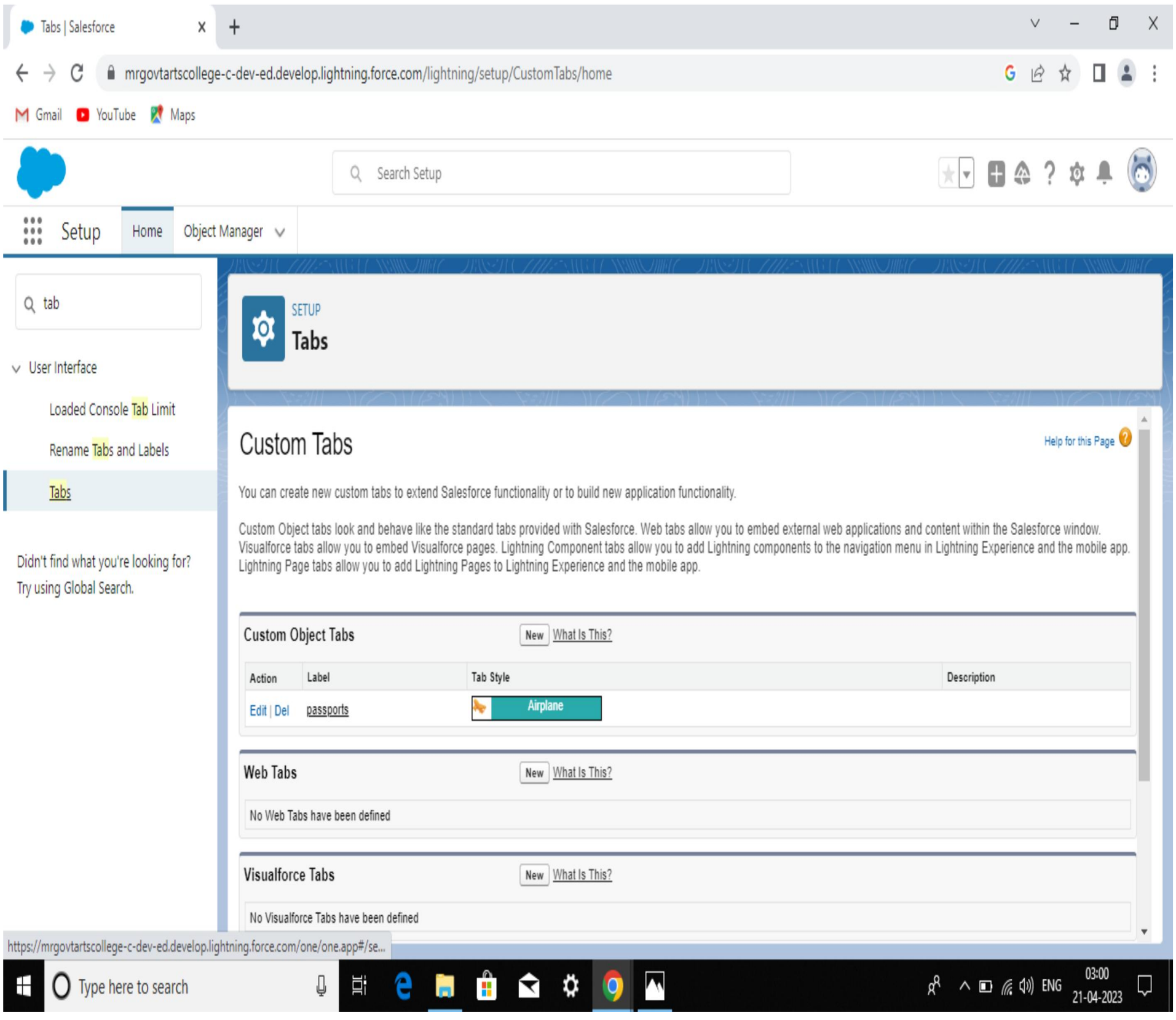

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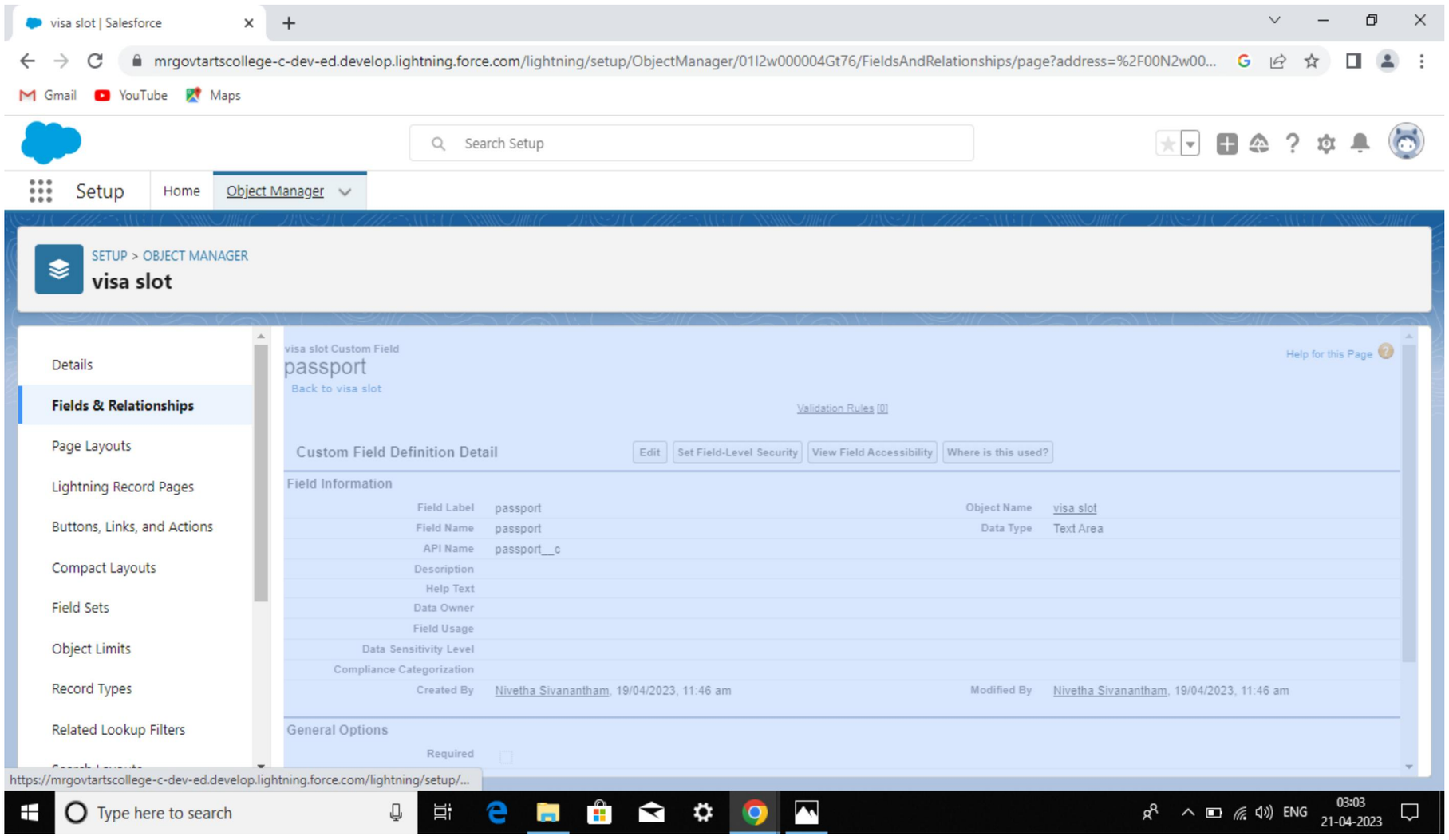

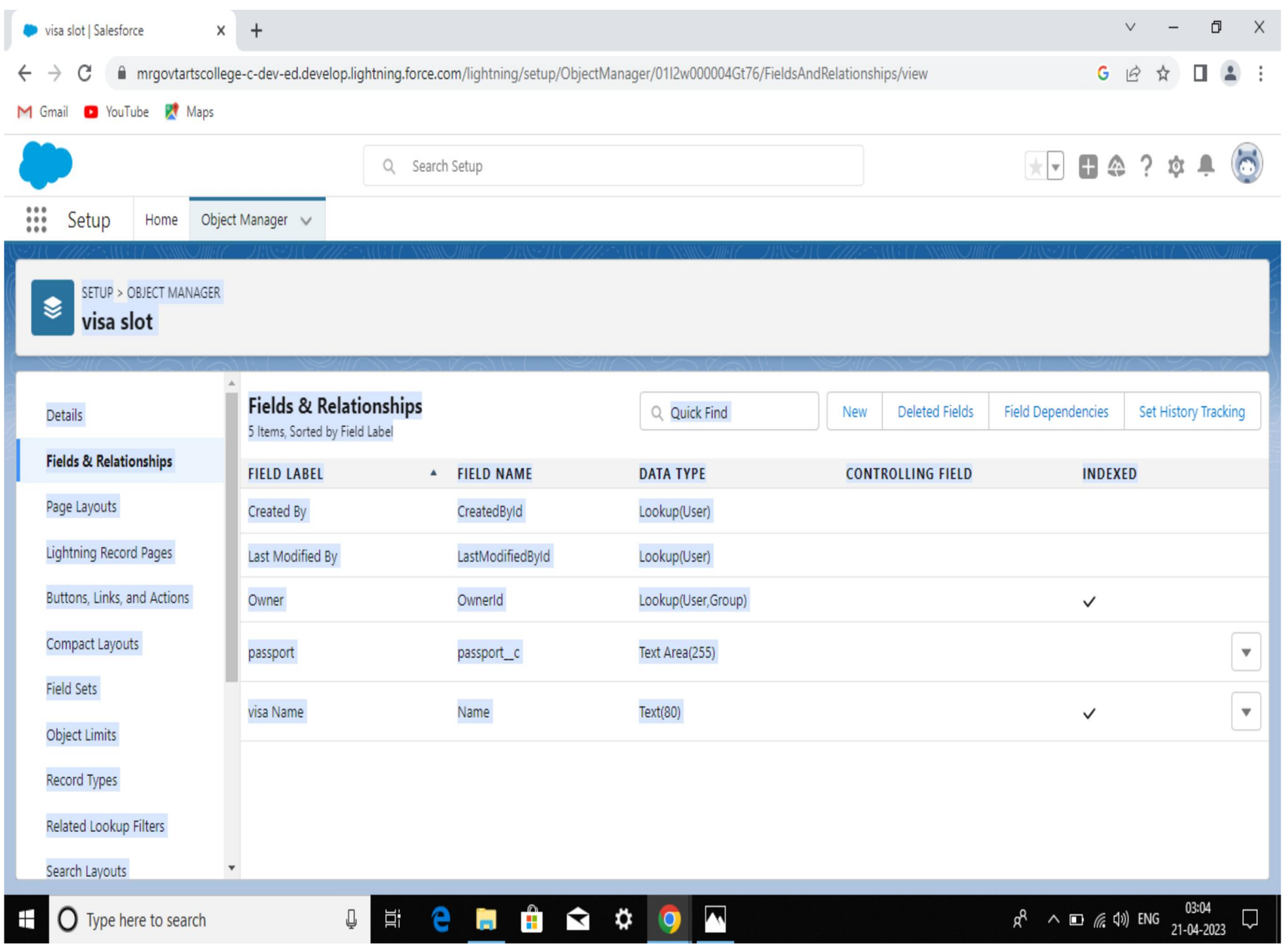

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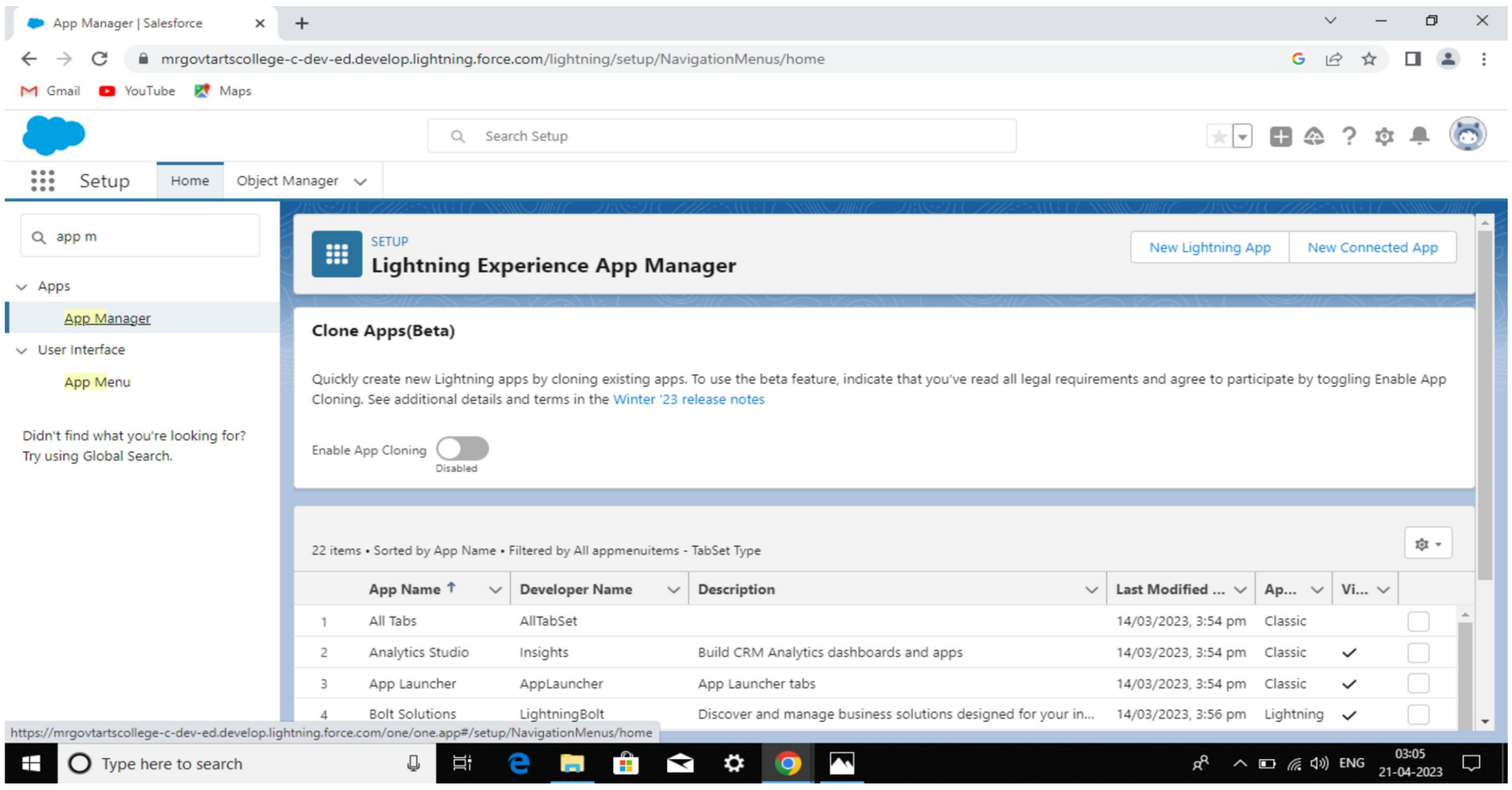

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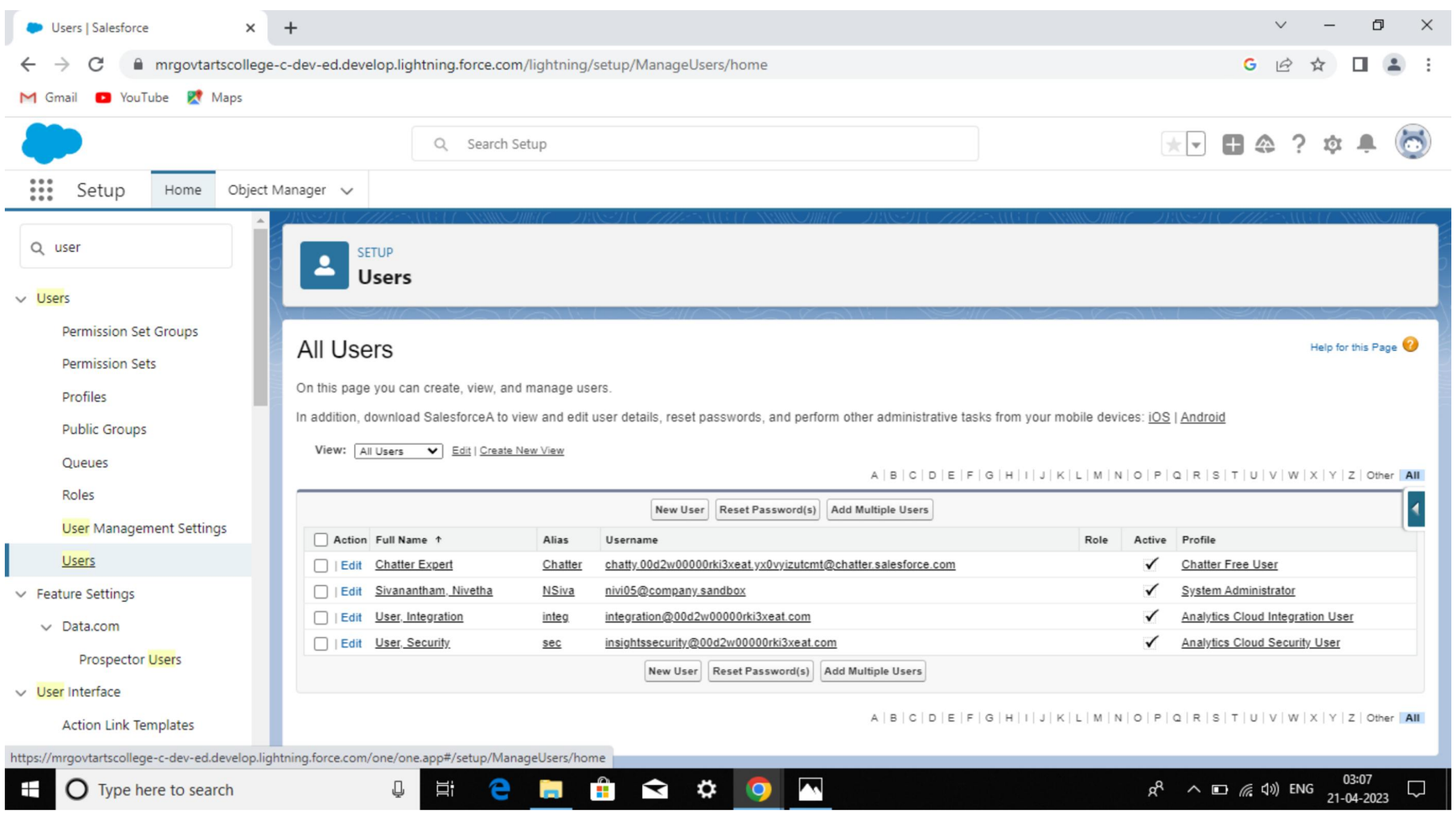

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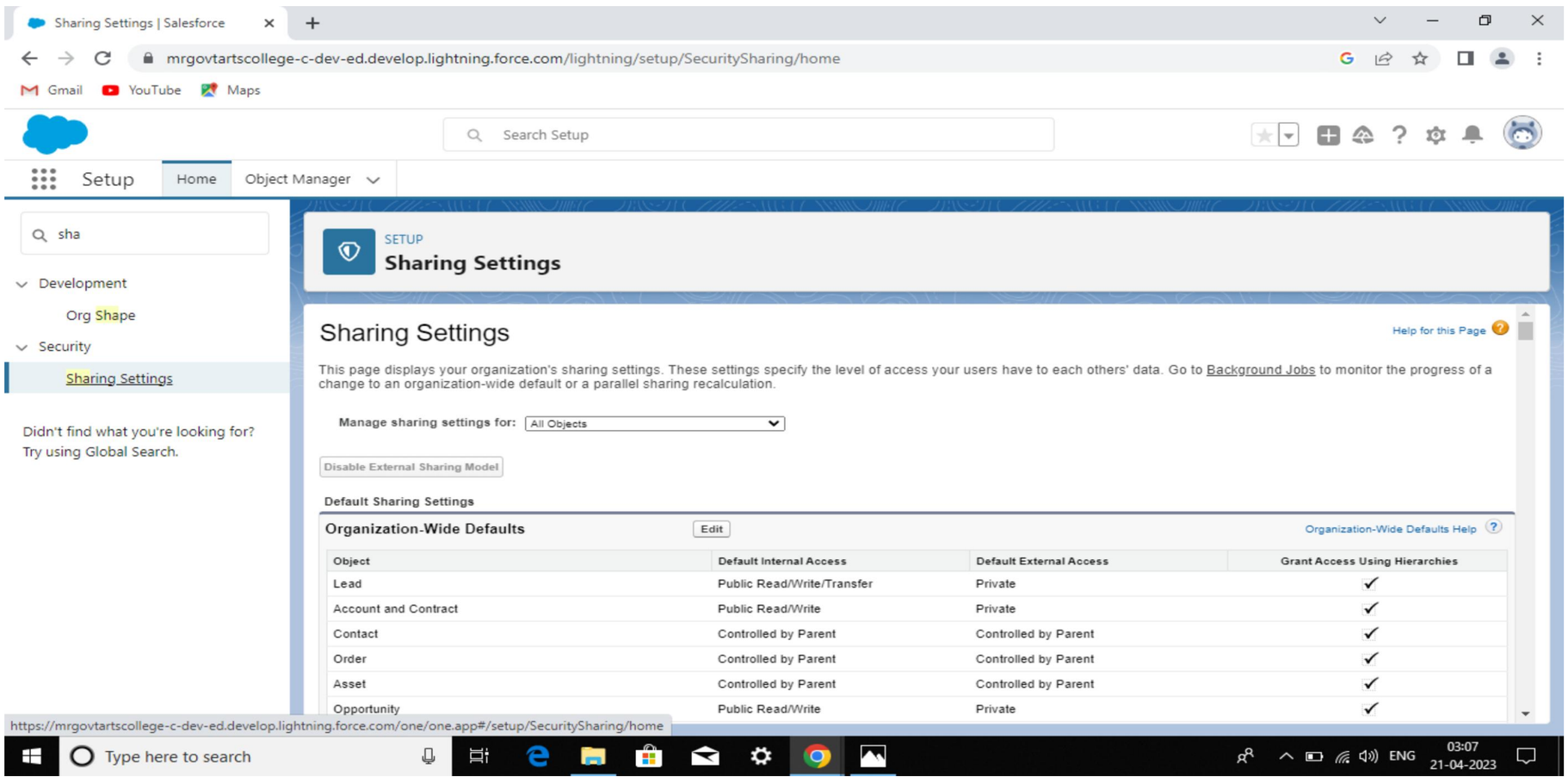

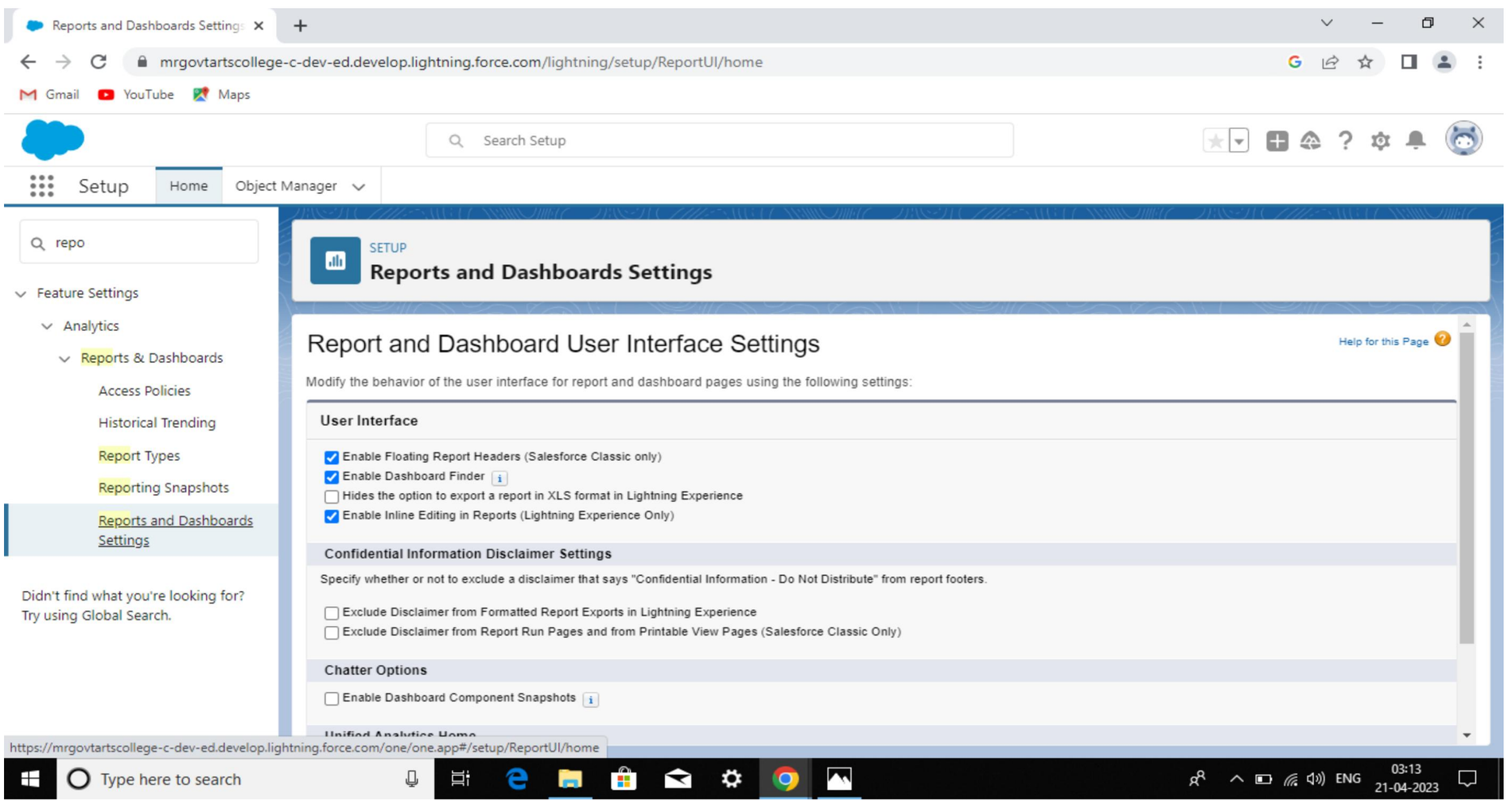

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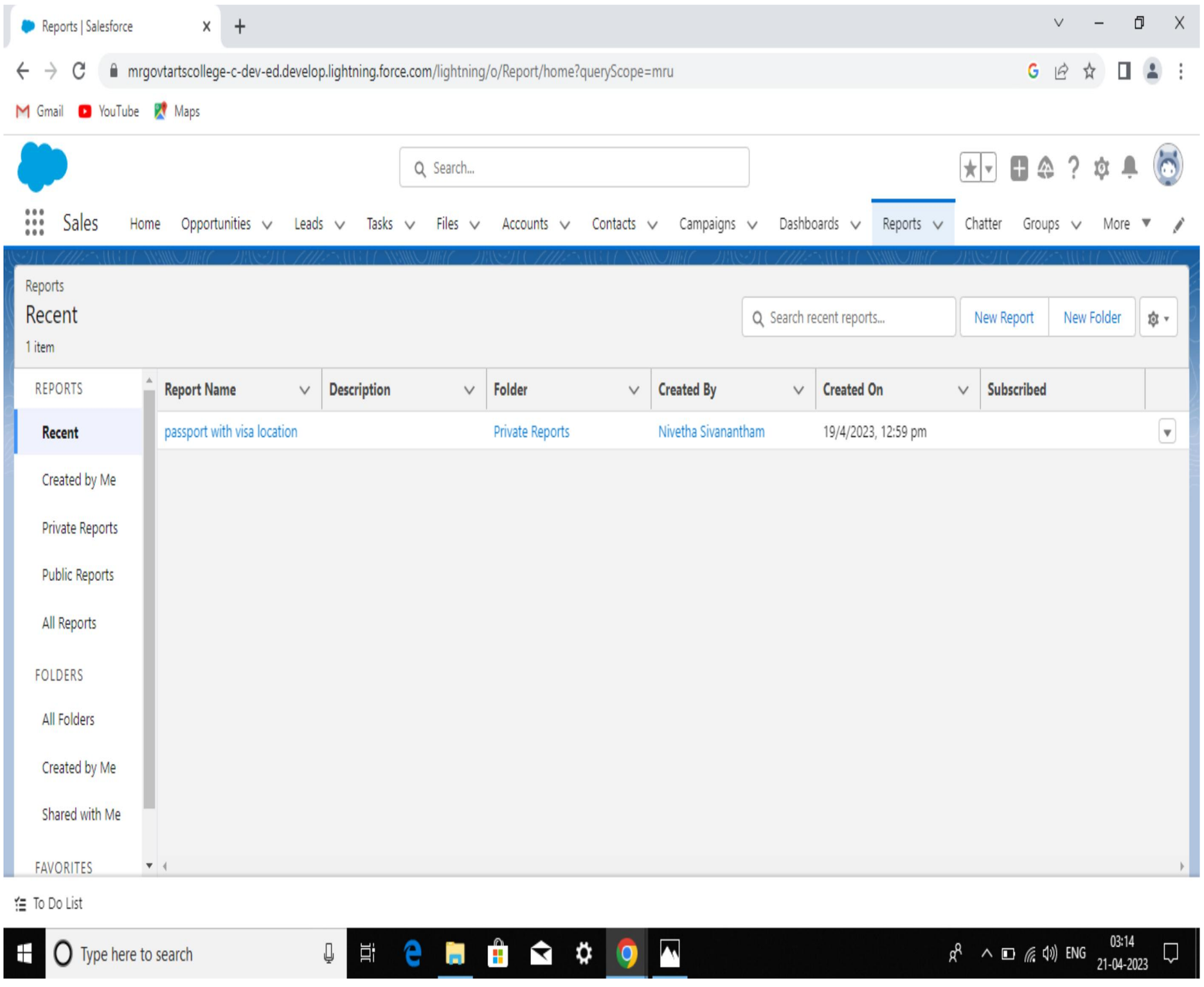

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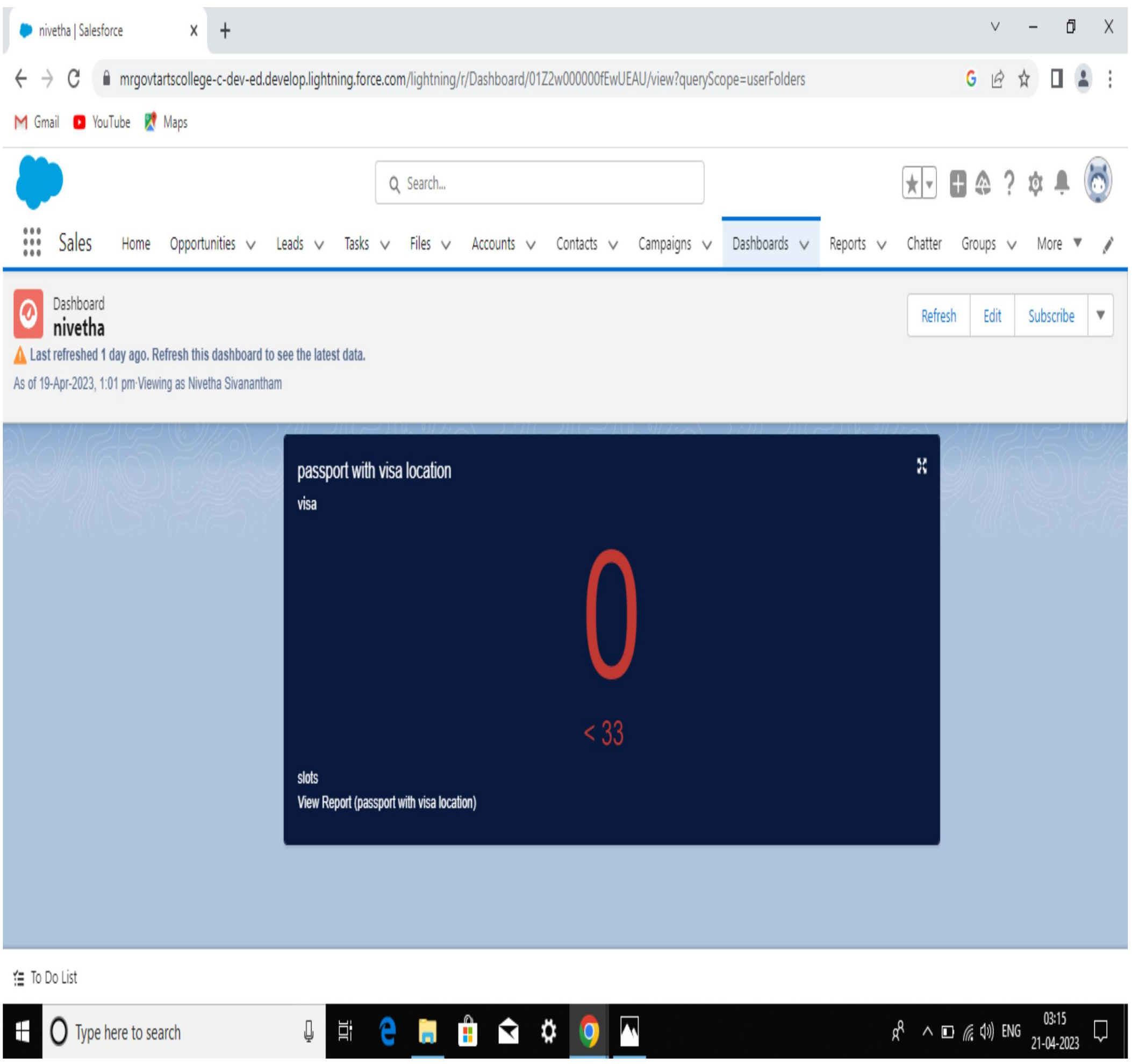

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5. ADVANTAGES & DISADVANTAGE

Advantages:

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.

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member2 https://trailblazer.me/id/gmuruganantham

member 2 https://trailblazer.me/id/sravi477

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Disadvantages:

A lack of commitment or resistance to cultural change from people within the company can cause major difficulties with CRM implementation. Customer relationships may break down and result in loss of revenue, unless everyone in the business is committed to viewing their operations from the customers' perspective.

6. APPLICATIONS

Customer relationship management (CRM) is a technology for managing all your company's relationships and interactions with customers and potential customers. The goal is simple: Improve business relationships

7. CONCLUSION

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

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8. FUTURE SCOPE

[The future of CRM] is about which companies will be able to pivot to meet the changing needs and trends — driven by customer expectations. Customers expect organizations to know a lot about them and expect to have conversations. Companies like Tact.ai and Nimble