DATE	**20-5-2025**
TEAM ID	**LTVIP2025TMID29698**
PROJECT NAME	**A CRM APPLICATION FOR PUBLIC TRANSPORT MANAGEMENT SYSTEM**
MAXIMUM	

CHAPTER 5:- Project Planning and Scheduling

Project Planning and Scheduling framework for your **CRM Application for Public Transport Management System**. This plan outlines the phases, timelines, key activities, and deliverables to ensure smooth execution from start to finish.

Project Objective

To design, develop, test, and deploy a CRM application that enhances commuter experience, streamlines feedback resolution, and integrates with public transport infrastructure.

5.1:- Project Planning

Project Planning overview for your **CRM Application for Public Transport Management System**, outlining the strategic approach, resources, milestones, and risk management to ensure successful execution.

Project Scope

In Scope

- CRM platform for commuters, support staff, and administrators
- Complaint and feedback management system
- Real-time notifications and service alerts
- Loyalty and engagement features
- Integration with ticketing, GPS, and messaging systems
- Multilingual and accessible user interface
- Analytics dashboard for transport authorities

Out of Scope

- Hardware installation (e.g., kiosks, sensors)
- Development of ticketing or GPS systems from scratch
- Offline paper-based support systems

Success Metrics

- Complaint resolution time reduced by 50%
- Commuter satisfaction score increased by 30%
- Feedback volume doubled within 3 months
- 90%+ coverage of service alerts via CRM channels
- 20% reduction in support staff workload.

Project Planning and Scheduling

Weeks	Scheduling
1st Week	Requirement analysis
2nd Week	Creation of objects and tabs
3rd Week	Lightning App builder
4th Week	Flows and apex Triggers
5th Week	Reports
6th Week	Dashboards