A CRM APPLICATION FOR PUBLIC TRANSPORT MANAGEMENT SYSTEM

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CHAPTER 9:-Advantages & Disadvantages

The **advantages and disadvantages** of using **picklist values** for managing bus station amenities in a CRM system:

Advantages

- **Standardization**: Ensures consistent data entry across users and departments.
- **Ease of Use**: Dropdown menus simplify selection, reducing errors and training time.
- **Filtering & Reporting**: Enables quick filtering and generation of reports based on selected amenities.
- **Validation**: Limits input to predefined options, improving data integrity.
- **Integration**: Works well with automation workflows, dashboards, and service request forms.

Disadvantages

- **Limited Flexibility**: May not capture nuanced or evolving amenity types unless regularly updated.
- **Over-Simplification**: Complex amenities (e.g. solar-powered vending machines) may not fit neatly into categories.
- **Maintenance Overhead**: Requires regular updates to reflect new features or policy changes.
- **User Frustration**: If options are too broad or vague, users may select incorrect values or skip fields.
- **Localization Challenges**: Picklist values may need translation or customization for different regions or languages.