

A CRM APPLICATION FOR PUBLIC TRANSPORT MANAGEMENT SYSTEM

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CHAPTER 10:-Conclusion

Implementing picklist values for bus station amenities in a CRM system offers a structured and efficient way to manage data related to passenger services, infrastructure, and operational needs. It enhances consistency, simplifies reporting, and supports automation across workflows. However, it's essential to balance standardization with flexibility—ensuring the system remains adaptable to evolving amenities and regional variations.

To maximize effectiveness:

- Regularly update picklist options to reflect new technologies and commuter expectations.
- Include localization and accessibility considerations.
- Combine picklists with other input types (e.g. multi-select, free-text) for nuanced data capture.

Ultimately, picklists serve as a backbone for scalable, user-friendly CRM interfaces in public transport systems—streamlining service delivery while improving the commuter experience.