

1. Could you provide information about the colour theme used on the website?

We would like to have an overall White background them with dashboard having a Bright and Light orange indicators and graphical elements, please share prototype design before you start with the actual design.

2. Could you share additional information regarding the University/College and the specifics of the course?

Unfortunately, we will not be able to share all the courses and university information's as there are more than a hundred universities each having more than a hundred and fifty programs each. In fact, we are giving a separate detailed data sheet to our counsellors to select the programmes to the for the students. The CRM should only have fields to manually enter the List of Universities/ Institutions and the corresponding courses/Programs selected by CX. Also provide a dropdown on the field (which is a list of all the previous entries to the corresponding field in all the student profiles)

3. Which documents are required for the application process for a specific course or university?

The list of the documents varies from institutions to programs, generally the lists are

- SSLC
- HSC/+2
- Graduation
- Diploma
- Post-Graduation
- PG Diploma
- Academic LOR
- Work LOR
- Academic transcript
- Experience certificates

Even though these are the documents generally required for the purpose of submitting an application please add **"ANOTHER DOCUMENTS"** where either the student form student portal or the counsellor from the CRM UI will be able to upload any documents and label it.

4. Have we presented the course fees on the website?

No, the counsellor will be given with an additional sheet to have an understanding about the programme and the fee structure

5. Which attributes should we include for a course, like batch, seat, and year? Do we need to list all of them, or are there any other attributes we should consider?

For recording and tracking purpose we need the following details

- University
- Programme
- Year
- Fee
- Consolidator
- Date of Application
- Date of Offer letter
- Fee payment dead Line

6. Since there are no payment transactions on the website as per the requirement, is it necessary to display any course fees? (only display) If yes, what types of fees should be listed, such as semester/yearly fees and any additional charges? Please provide details on this matter.

We are not providing any programme detail on the website as a part of the CRM as if now, we will be thinking about in the next section of the restructuring.

7. Can a student apply for multiple universities and colleges simultaneously, or is it limited to applying for a single course at a time?

Yes, the Students can Apply to multiple universities and programs at the same time.

8. If a student's application for a course is rejected by the respective university, when can the student reapply for that course—during the next admission opening or through another process?

Its, completely depended on the university and the programs. In this make this scenario in such a way the student can make a request and the counsellor will approve the request and make an application on behave of the student if possible.

9. New leads will be automatically assigned to counselors, while leads in categories like hold, pending, and cold calls will require manual assignment to counselors.

The lead owner will not be changed unless the manager changes the lead owner manually.