

The Travel Smart App

Empowering South African Citizens Abroad

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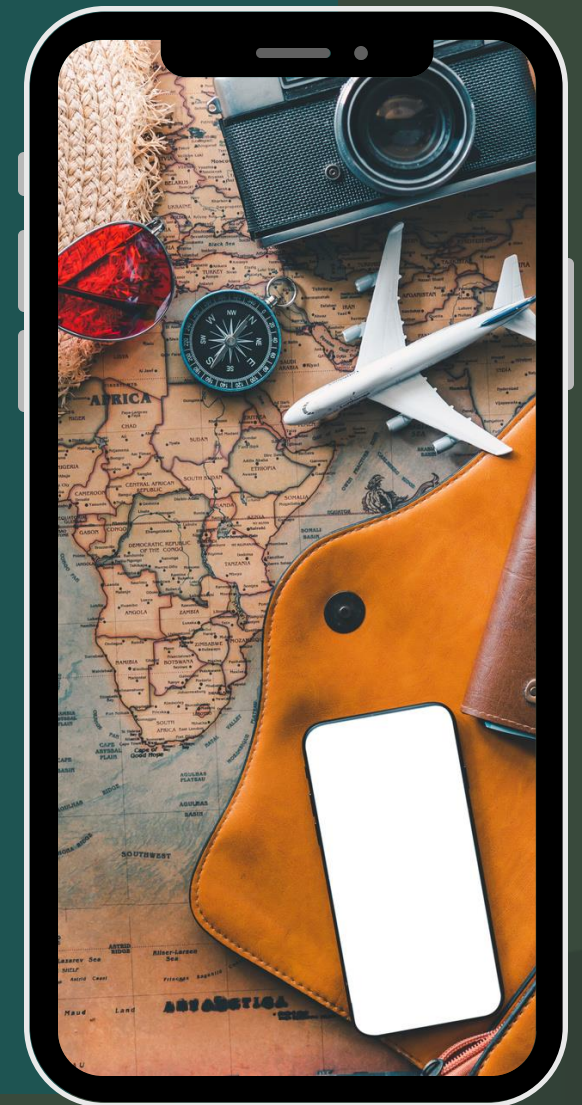


Introduction

As globalization continues to bring the world closer together, an increasing number of South African citizens find themselves traveling, living, or working abroad. While these experiences can be enriching and fulfilling, they can also expose citizens to unforeseen challenges and risks. In response to these growing needs, the Department of International Relations and Cooperation (DIRCO) has collaborated with Microsoft and Xiquel Group to develop the Travel Smart App, a groundbreaking tool designed to transform consular assistance for South African citizens abroad.

The Purpose of Travel Smart

Smart Travel is an app that targets South African citizens who are travelling abroad, whether it be for work or leisure. The App offers a suite of innovative features that provide unparalleled benefits, convenience, and support, ensuring that South African citizens feel protected, informed, and connected, no matter where their journey takes them. By harnessing the power of technology and user-centered design, the Travel Smart App is poised to revolutionize consular services, transforming the way South African citizens navigate the complexities of life abroad.



Travel Smart App Front End User Process (Citizen)

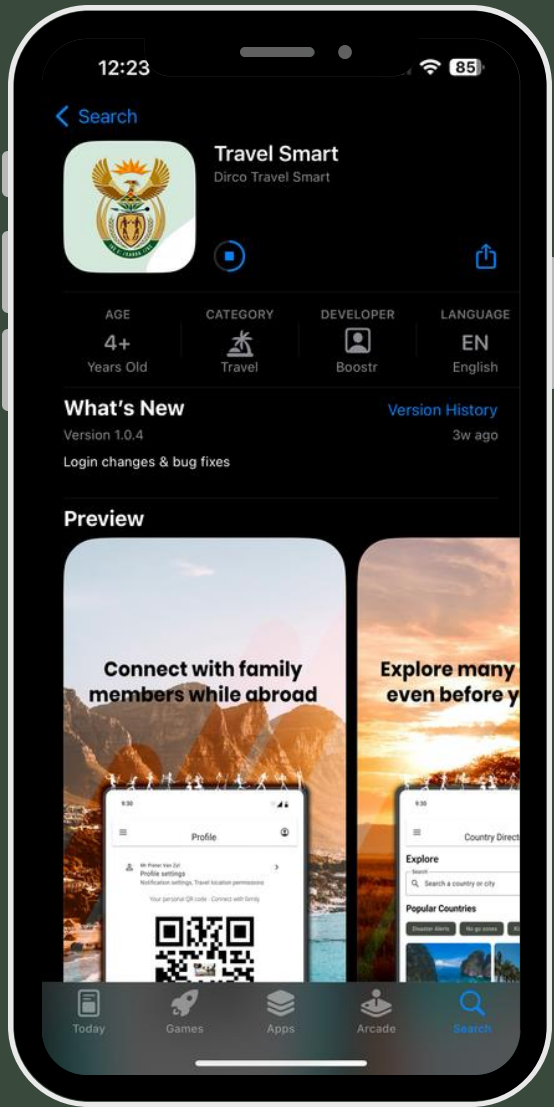


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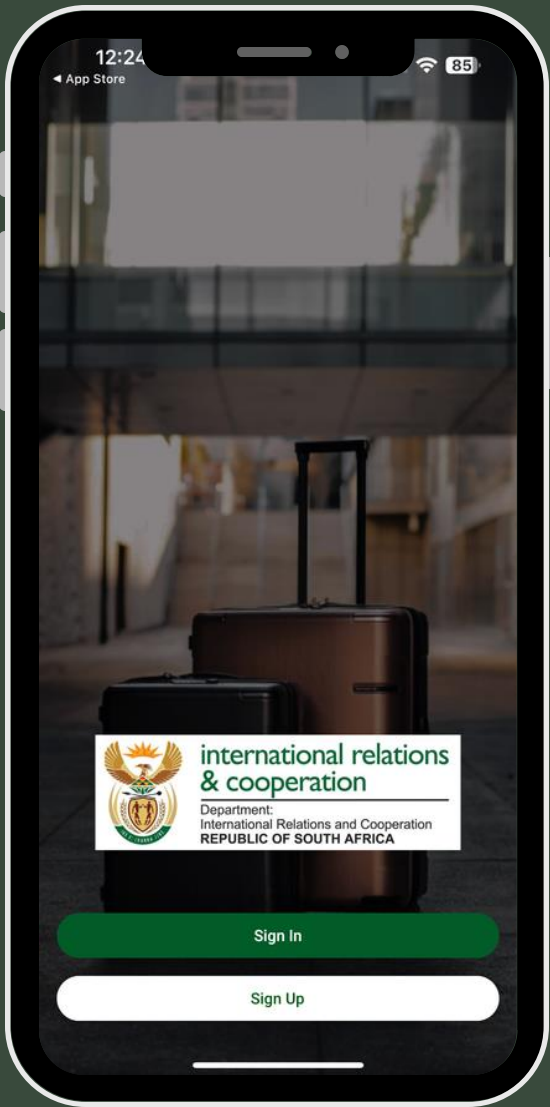
DIRCO PRESENTATION



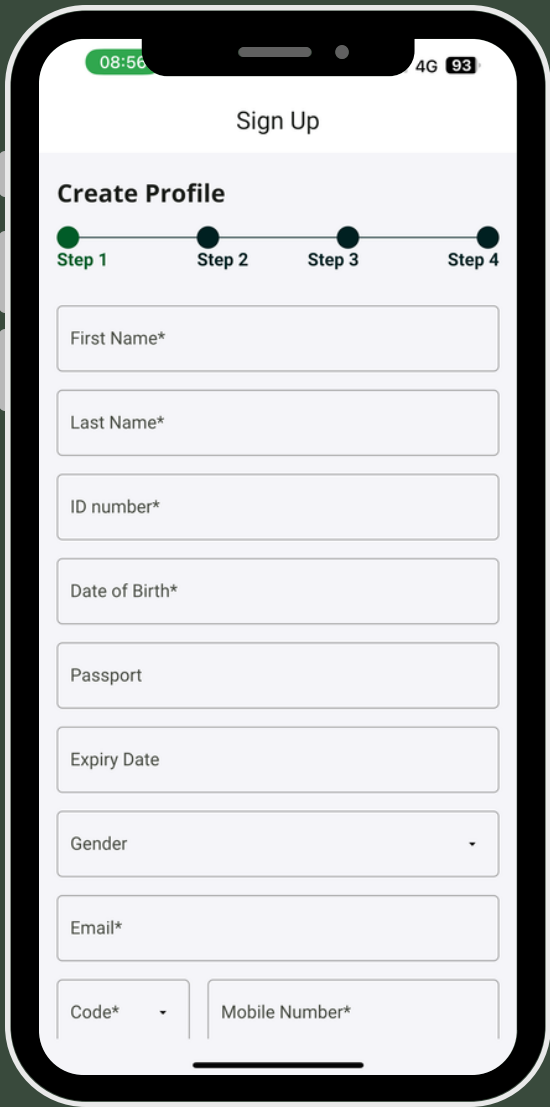
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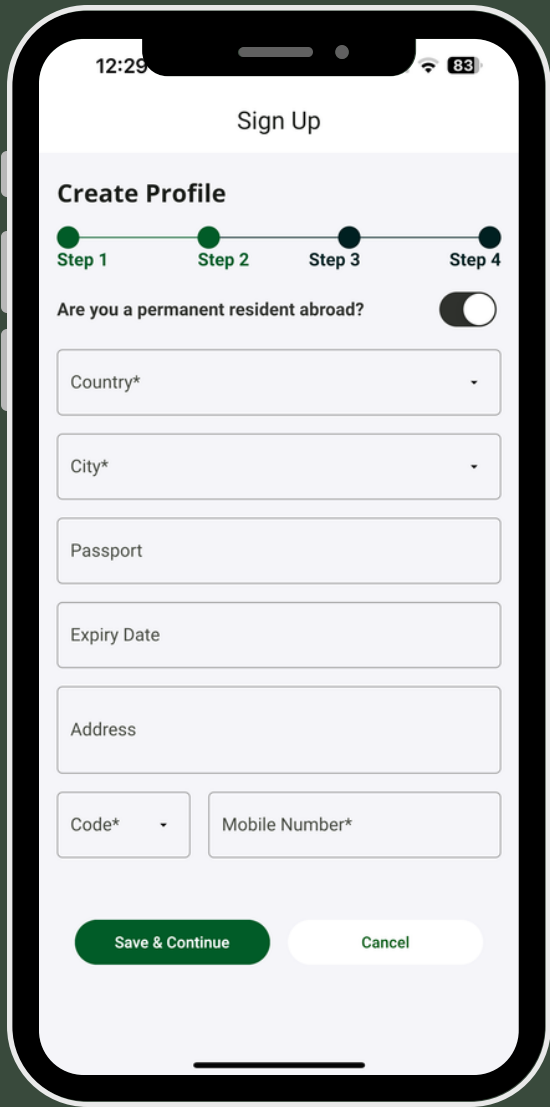
Download app on AppStore or Google Play



Sign Up for new profile or Sign In if registered on web



Follow the guided process to sign up for a new profile

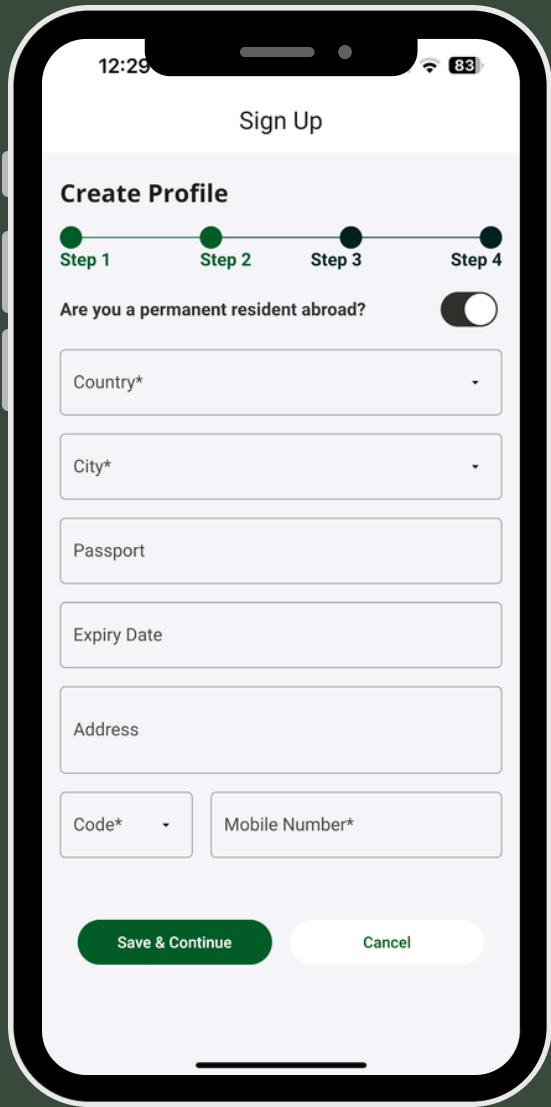


Add your personal and contact details

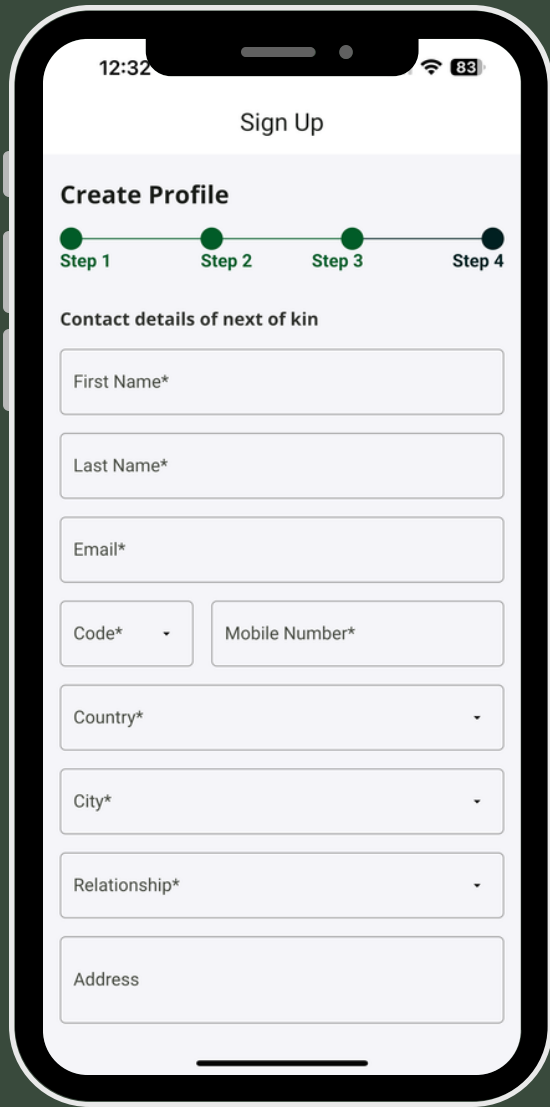




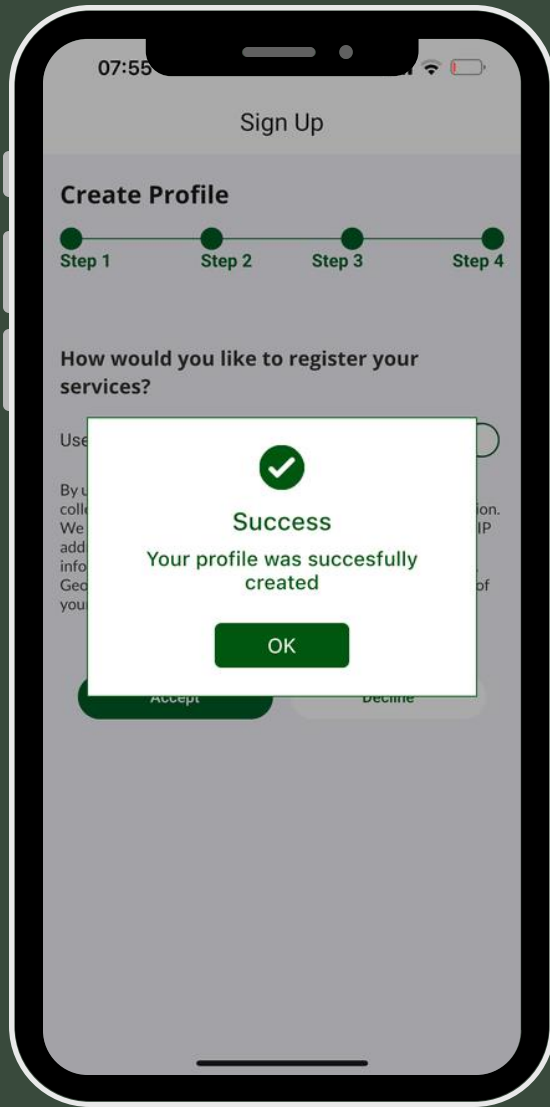
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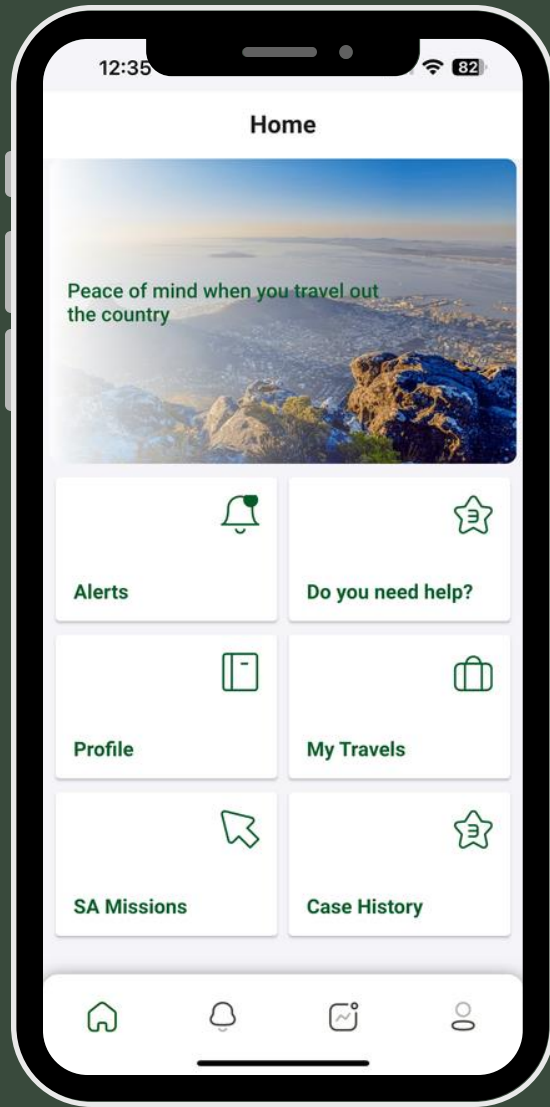
Add passport info and other citizenships if any



Add Next of Kins on your profile

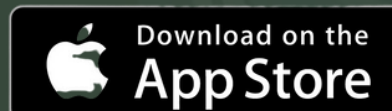


Confirmation of registration followed by email



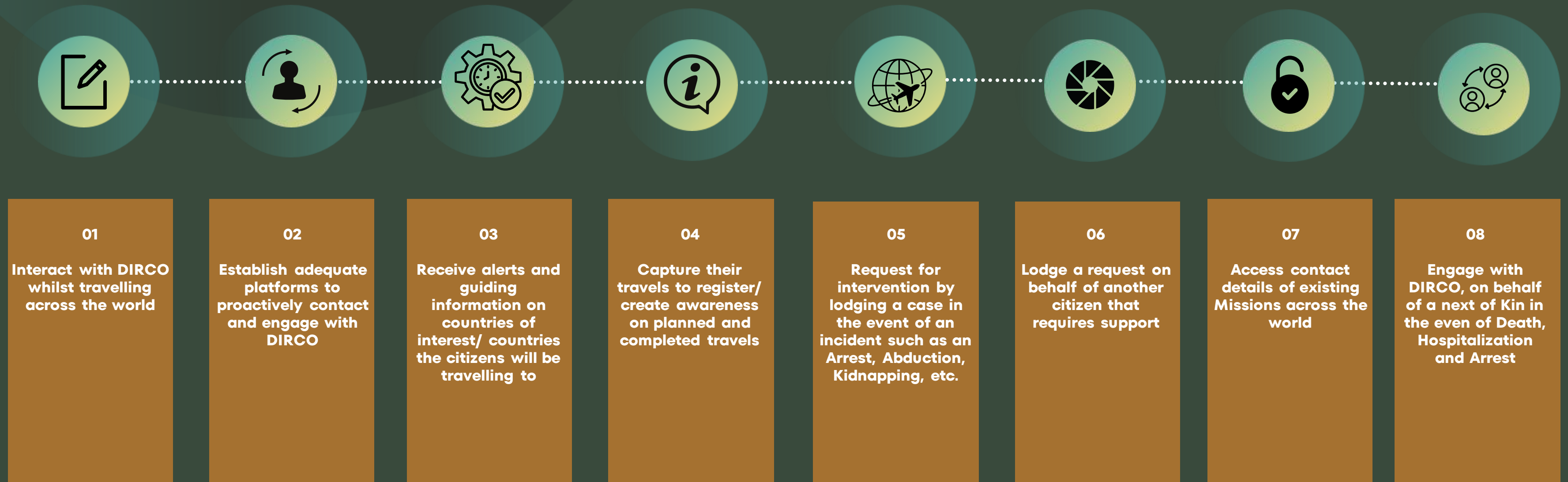
Access Travel Smart Features

Travel Smart App Features

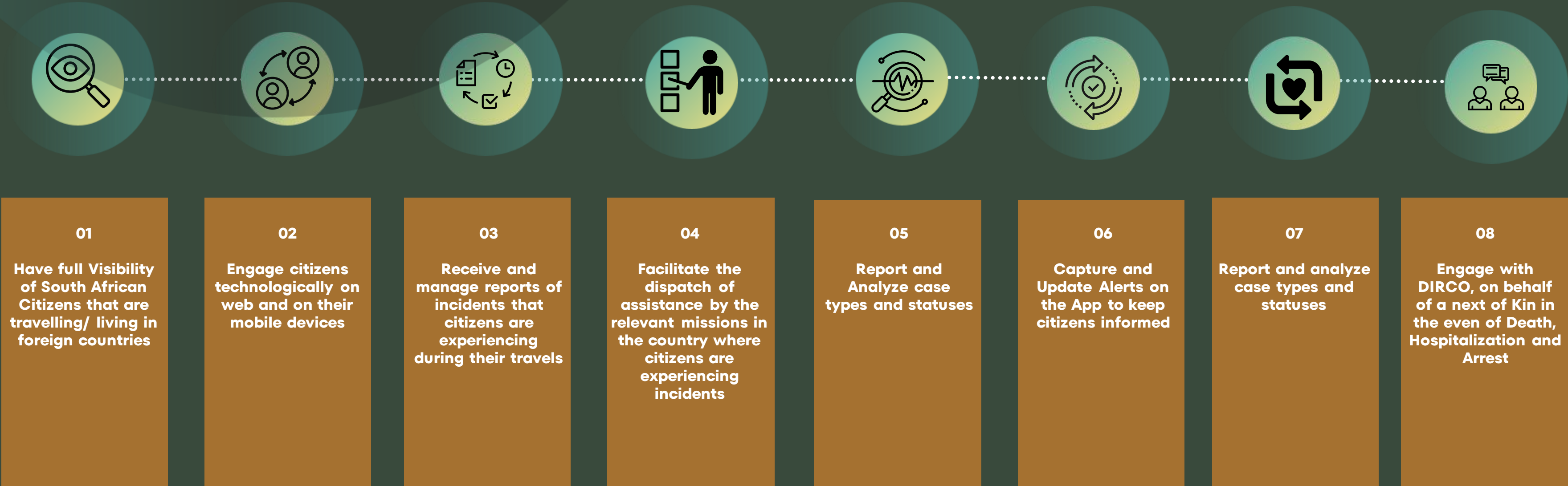


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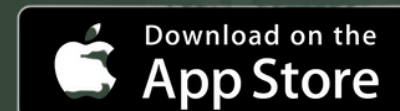
The Travel Smart App will provide a channel for citizens to:



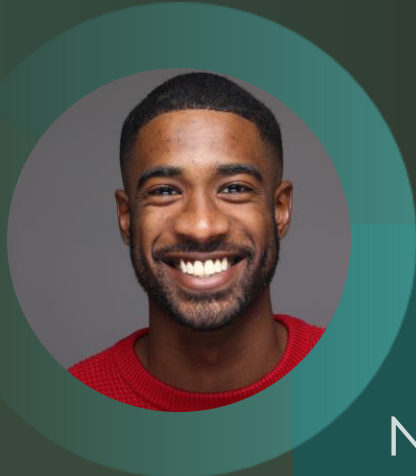
The Travel Smart App will provide a channel for DIRCO to:



Citizen Journey through Persona's



www.travelsmart.dirco.gov.za



User Persona 1

Name	Thabo Maputla
Age	31
Location	Polokwane
Occupation	Musician
Marital Status	Single
Children	0

- **INTERESTS:** Exploring new countries and cities to showcase his musical talent
- **CHALLENGES:** The countries in which Thabo frequently travels to, are prone to natural disasters such as Tsunami
- **STEPS TO FIX CHALLENGES:** With an app that can create/ flag the necessary alerts, Thabo is able to plan his upcoming travels with better caution, whilst also updating his travel insurance, should the need to use it arise
- **GOALS:** To travel the world fearlessly and share his art with the world
- **FRUSTRATIONS:** Not knowing where to get assistance in the event he experiences any incidents in his chosen countries
- **DEFINITION OF SUCCESS:** Having a platform where he can log his travel for the South African Embassy to have the ability to track him and assist seamless in a time of need.



Scenario 1: Emergency Medical Situation:

Imagine a South African citizen named Thabo, who is visiting a remote area of a foreign country when he suddenly falls ill and requires urgent medical attention.

With the Travel Smart App, Thabo can quickly create a case, detailing his location, the nature of his illness, and any other relevant information.

The app instantly connects him to the nearest South African consulate, which can provide timely advice and assistance, coordinating with local healthcare providers to ensure that Thabo receives the best possible care.

Benefits:

- Thabo's Case is logged with DIRCO
- Thabo's Location is clear to the Consular and DIRCO consultants at large
- Thabo's Next of Kin can easily be contacted in the event that his medical
- condition gets worse

Travel Smart App

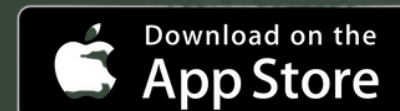
Powered by Microsoft Dynamics 365

- The Travel Smart App is supported by Dynamics 365
- Dynamics 365 is a customer/citizen relationship management solution
- The use of Dynamics seeks to enable DIRCO to better understand their clients, thus enable them to provide better customer service to its citizens across the globe.
- Dynamics 365 enables Reporting and Data Management: e.g Updating New Cities and Alerts in the Back end
- Tracking of Trends on cases logged
- Access dashboards, trends and AI driven analytics

Travel Smart

Consular Staff working from anywhere at anytime

(D365 for DIRCO)



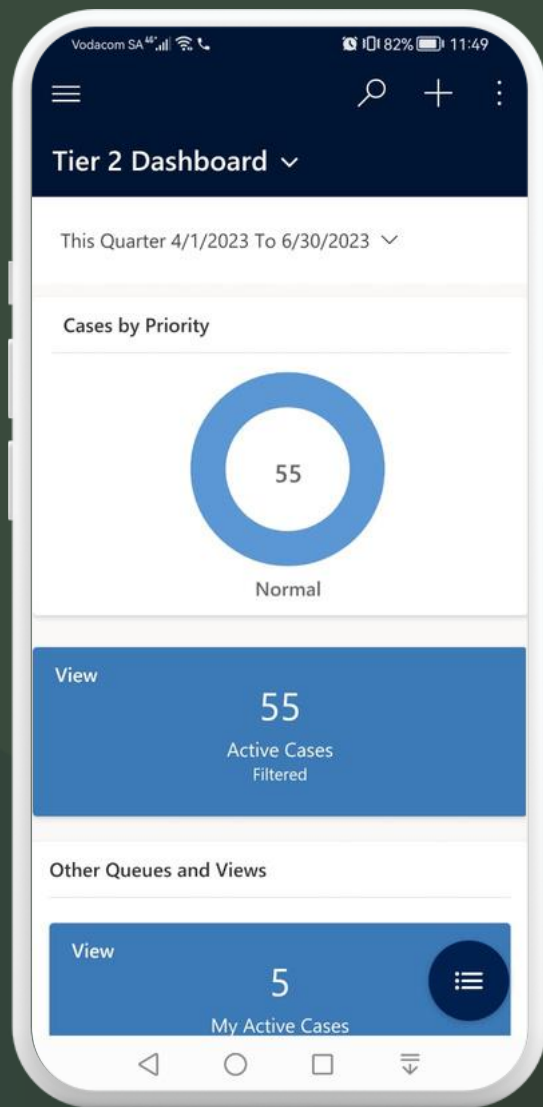
www.travelsmart.dirco.gov.za

DIRCO Consular Back-end support on dynamics 365

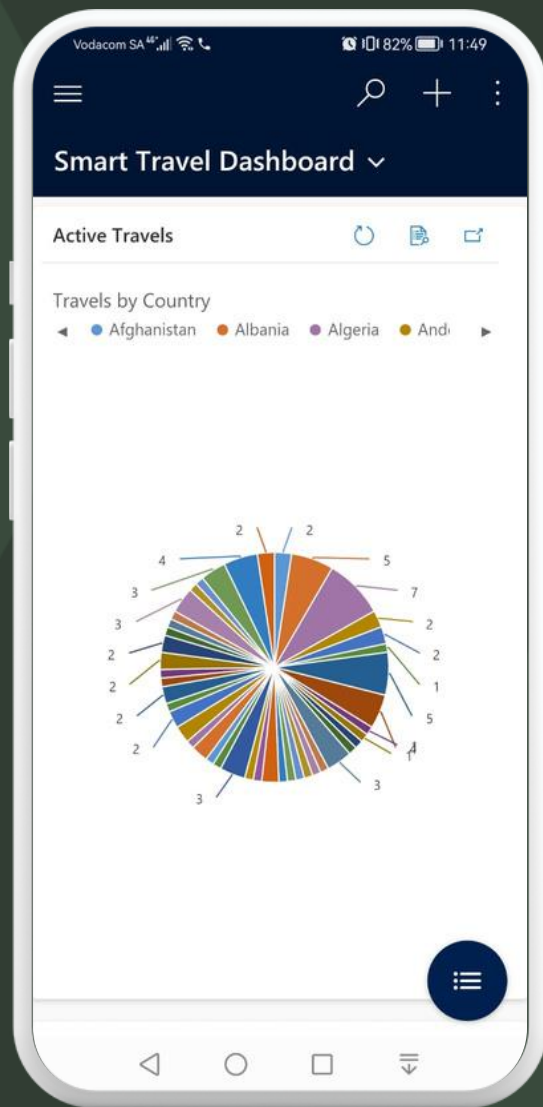
Process and Benefits :

- Citizen creates a profile on the DIRCO Travel Smart App
- Citizen encounters an incident and logs it on the DIRCO Travel Smart App
- Consular Official receives a notification of a logged case
- Open Dynamics 365 to confirm and route the incident in line with the relevant Embassy
- Provide confirmation of receipt on logged case
- Report on the incident whilst tracking the case closure SLA
- Draw Power BI reports for Stats and Trend Management

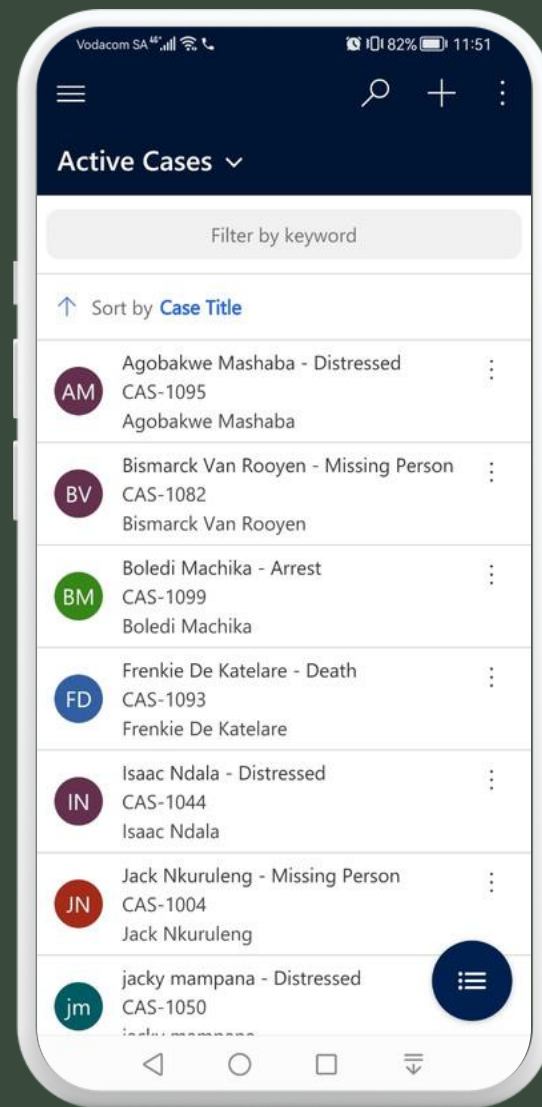
DIRCO PRESENTATION



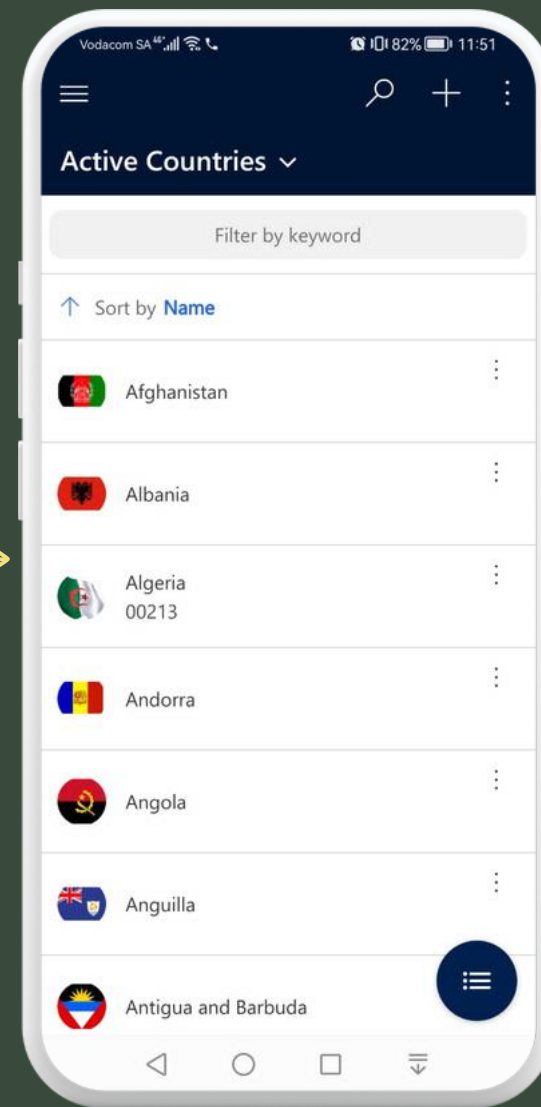
Consular employee -
Monitor incidents logged
by citizens from your
pocket while travelling



DIRCO Head Office to
Monitor SA citizens per
country they are visiting

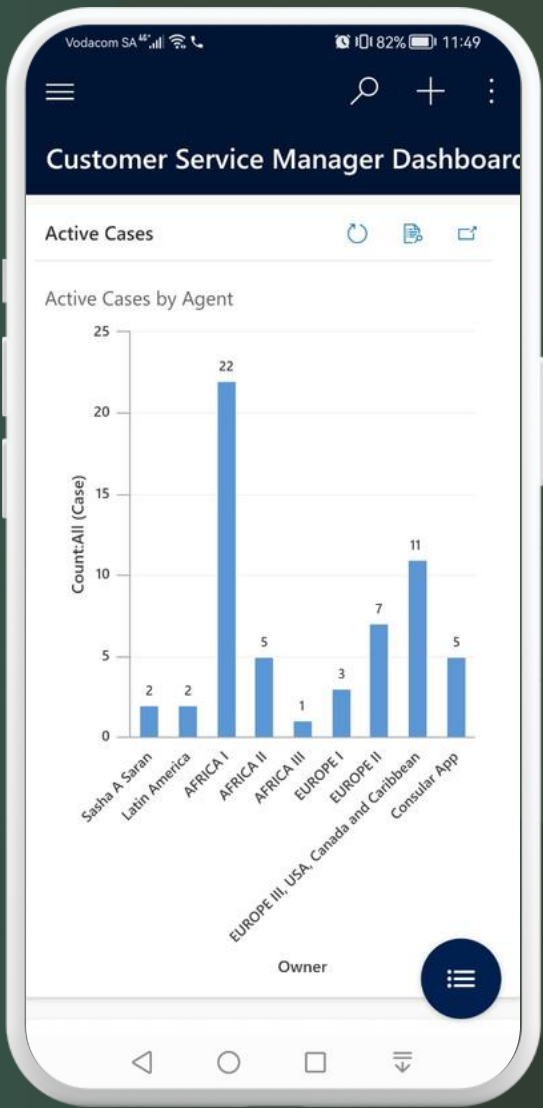


Access details of cases
you need to resolve in
your consular office

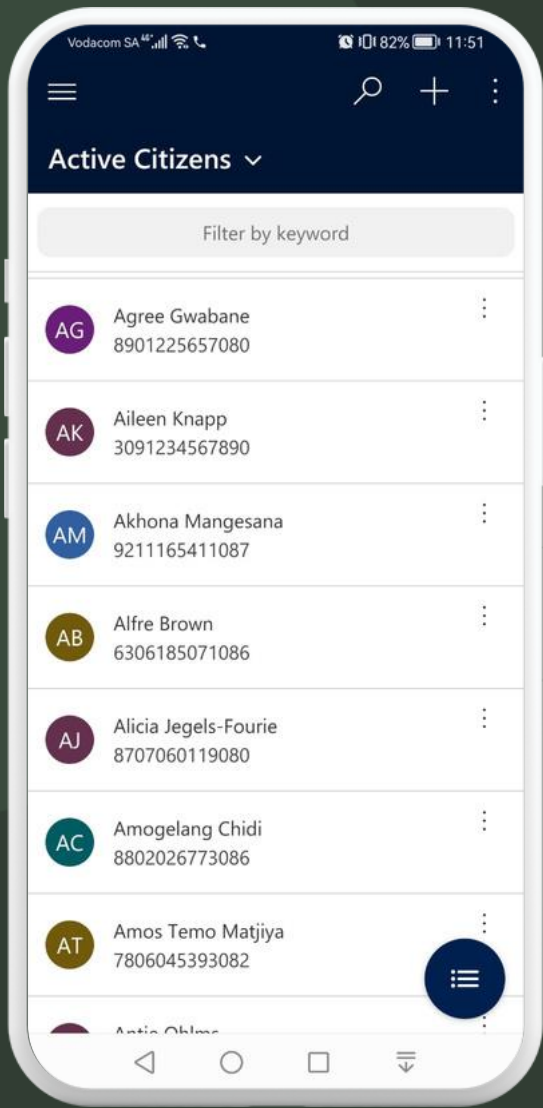


Capture public
information per country
to be accessed by
citizens with travel smart
app

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Consular management to monitor cases per employee for quickest resolution

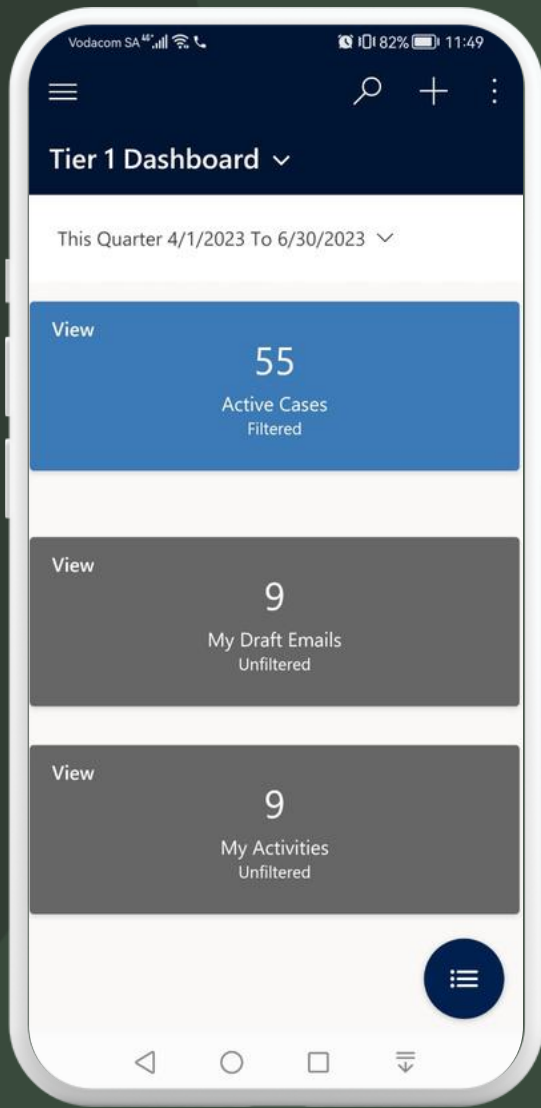


Active Citizens

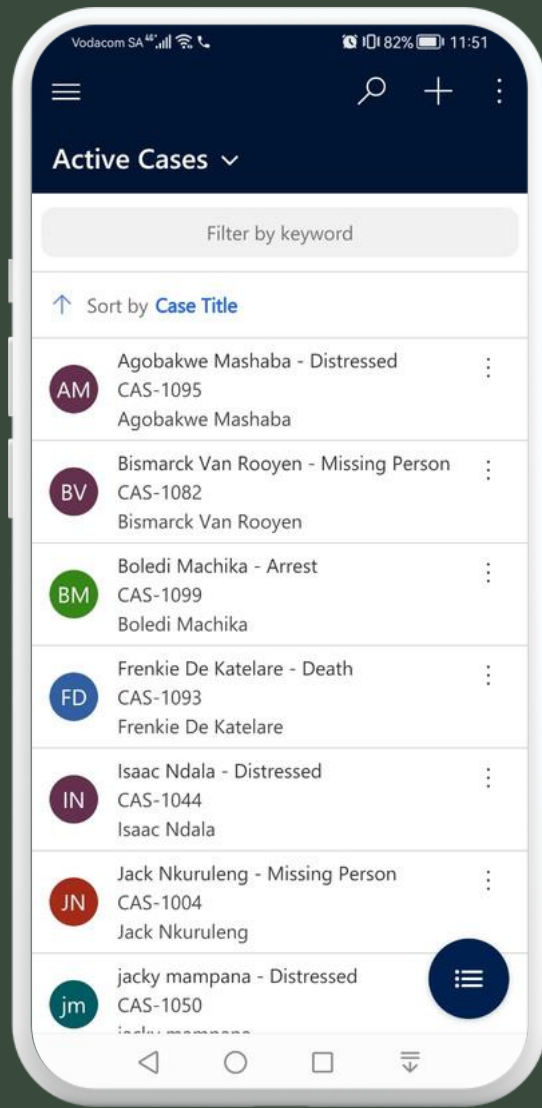
Filter by keyword

AG	Agree Gwabane 8901225657080
AK	Aileen Knapp 3091234567890
AM	Akhona Mangesana 9211165411087
AB	Alfre Brown 6306185071086
AJ	Alicia Jegels-Fourie 8707060119080
AC	Amogelang Chidi 8802026773086
AT	Amos Temo Matjiya 7806045393082

Access database of citizens registered on the app and view status



View Arrested, hospitalized, missing and active citizens with next of kin details



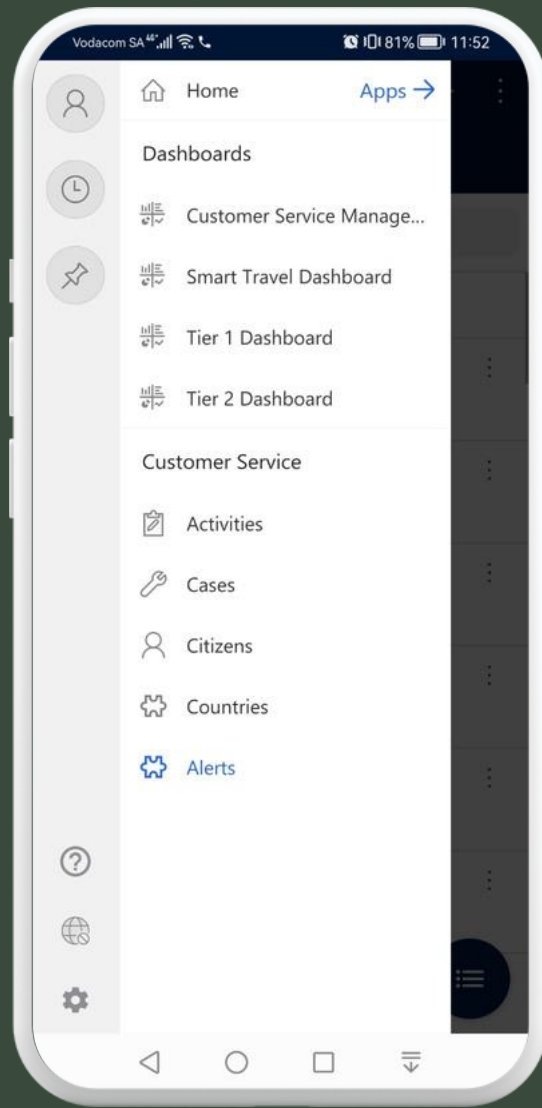
Active Cases

Filter by keyword

Sort by Case Title

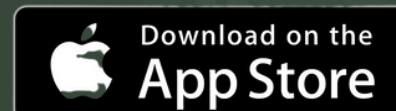
AM	Agobakwe Mashaba - Distressed CAS-1095 Agobakwe Mashaba
BV	Bismarck Van Rooyen - Missing Person CAS-1082 Bismarck Van Rooyen
BM	Boledi Machika - Arrest CAS-1099 Boledi Machika
FD	Frenkie De Katelare - Death CAS-1093 Frenkie De Katelare
IN	Isaac Ndala - Distressed CAS-1044 Isaac Ndala
JN	Jack Nkuruleng - Missing Person CAS-1004 Jack Nkuruleng
jm	jacky mampana - Distressed CAS-1050 jacky mampana

Monitor a list of cases assigned to me for resolution – work from anywhere



Navigate D365 on your mobile with ease

Travel Smart App Front End User Process on website (Citizen)



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International Relations & Cooperation

Home

Travel

Do you need help?

SA Missions

you need Consular assistance whilst abroad, can contact the Consular Section of the South can Diplomatic Mission in the country directly.

南非驻外使领馆联系方式

Register new travel

Step 1

Step 2

Step 3

Where and when are you travelling?

Country

India

City

Balangir

Departure Date

2023/05/09

Return Date

yyyy/mm/dd

Where are you staying?

Address

Save & continue

May 2023

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10

Clear

Today

 Microsoft

DIRCO PRESENTATION

International Relations & Cooperation

Home

Travel

Do you need help?

SA Missions

Travels

Create Travel

Upcoming

Past

Rwanda

Kigali-ville

Departure: 06/05/2023

Return: 09/05/2023

Reason: Business

If you need Consular assistance whilst abroad,
you can contact the Consular Section of the South
African Diplomatic Mission in the country directly.

南非驻外使领馆联系方式

DIRCO PRESENTATION

International Relations & Cooperation

Home

Travel

Do you need help?

SA Missions

you need Consular assistance whilst abroad, you can contact the Consular Section of the South African Diplomatic Mission in the country directly.

SA Missions

Create case

Create case for a third party

Case Type

Distressed

Passport

Description

There are wars in Sudan and we need to travel to a safe space however there are no public transport

Country

Sudan

City

Khartoum

Attachments

+ Add Attachment...

Create case

International Relations & Cooperation


Home

Travel


Do you need help?

SA Missions


Peace of mind when you travel out of the country




Alerts




Do you need help?




Profile




My Travels




SA Missions



Case History


Microsoft

International Relations & Cooperation



ou need Consular assistance whilst abroad,
an contact the Consular Section of the South
an Diplomatic Mission in the country directly.

中 外 交 易 通 道 中 外 交 易 通 道



international relations
& cooperation

Department:
International Relations and Cooperation
REPUBLIC OF SOUTH AFRICA

Welcome to DIRCO


Enter your details to proceed further

Email

kgopotso.riba@xiquelgroup.com

Password

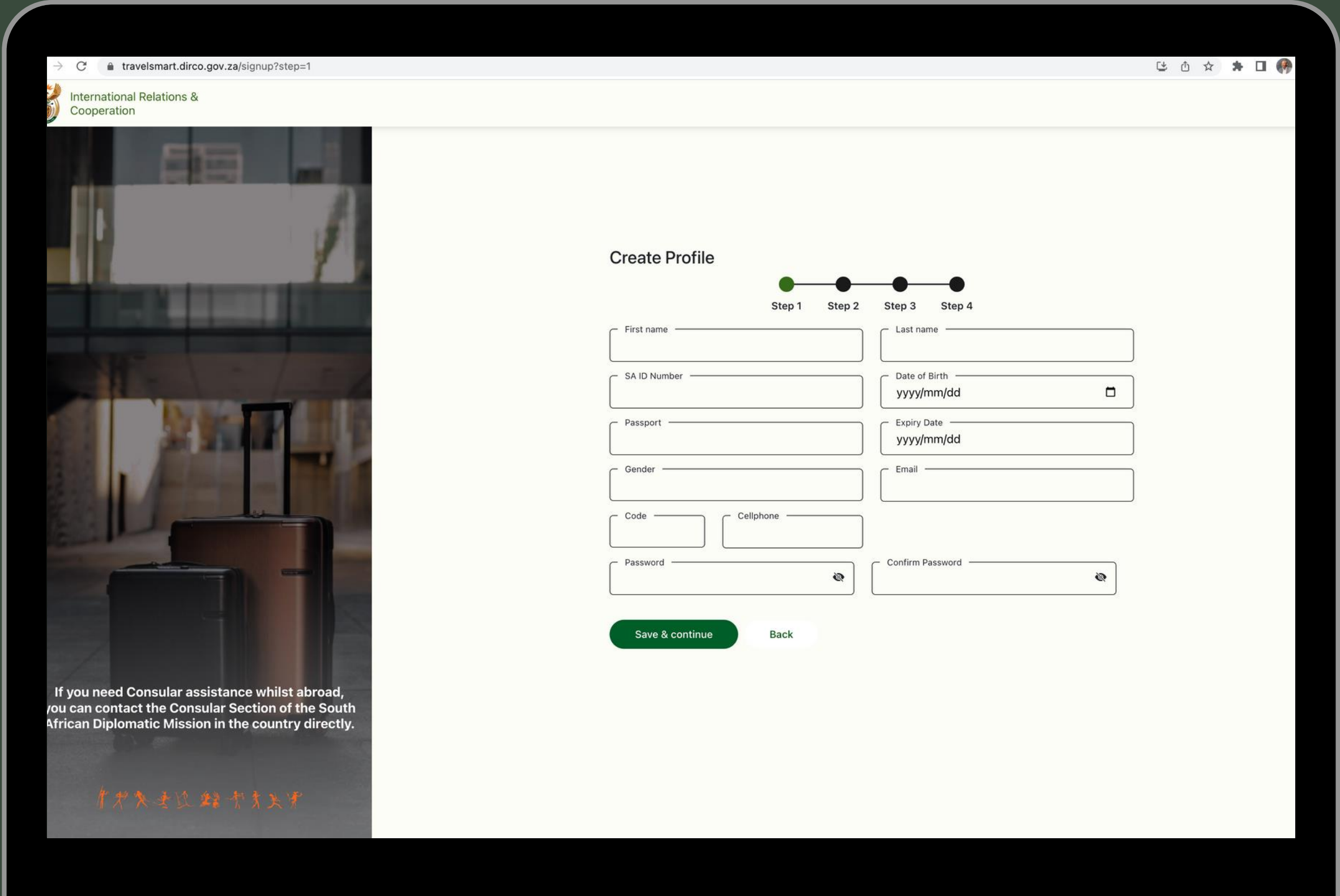
.....



☐ Remember me

[Forgot Password?](#) | [New User?](#)

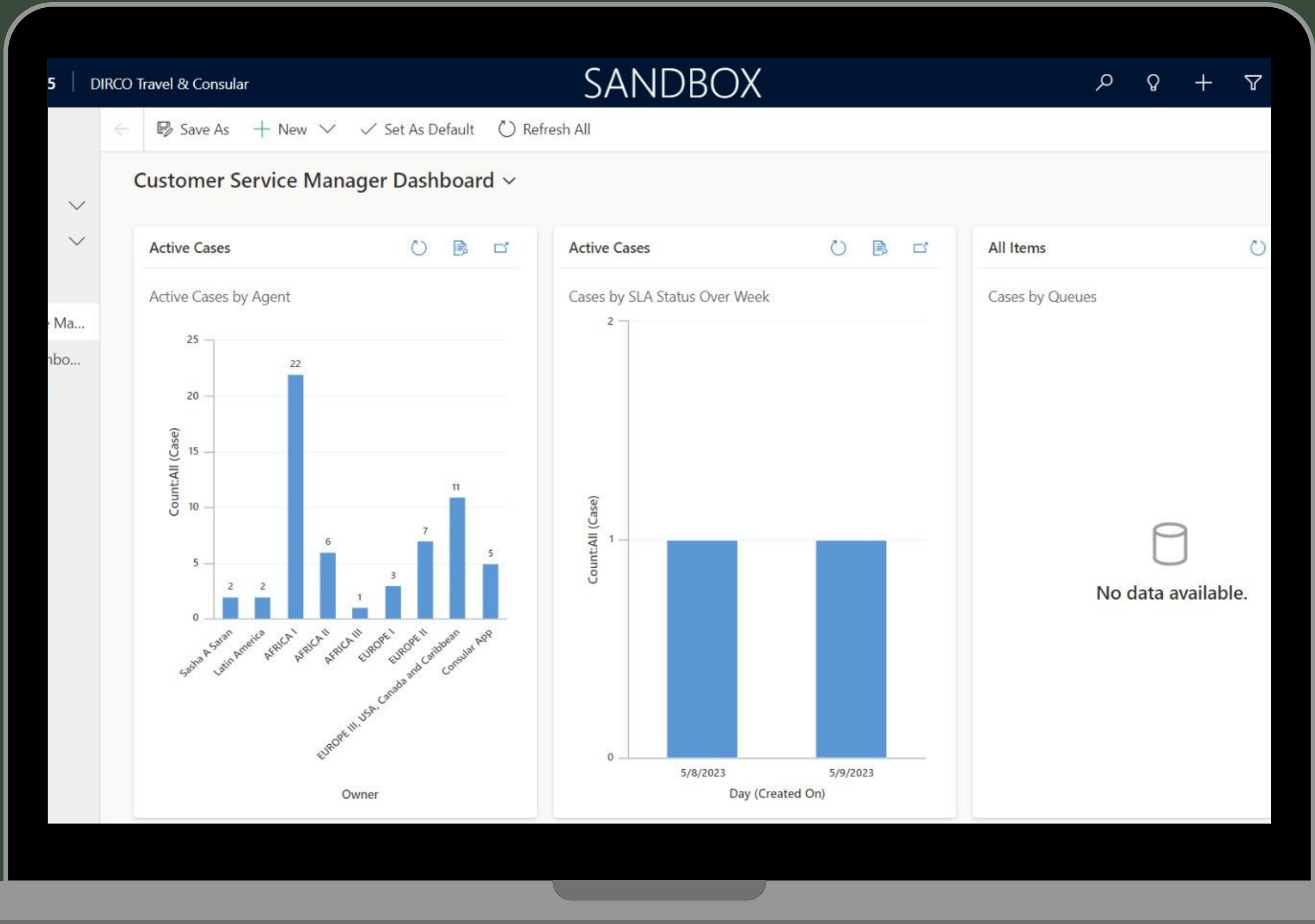
Login



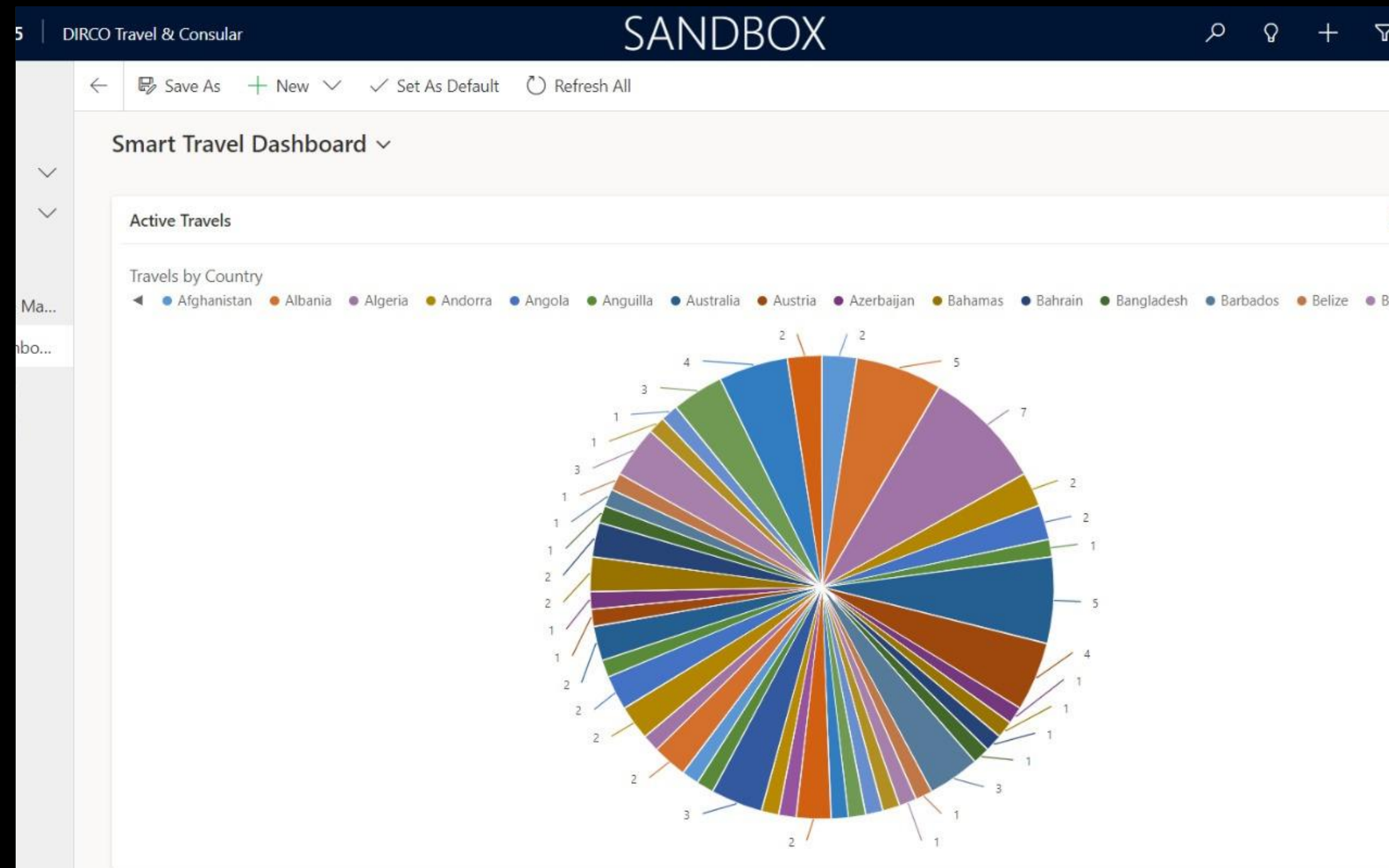
DIRCO Employees Web

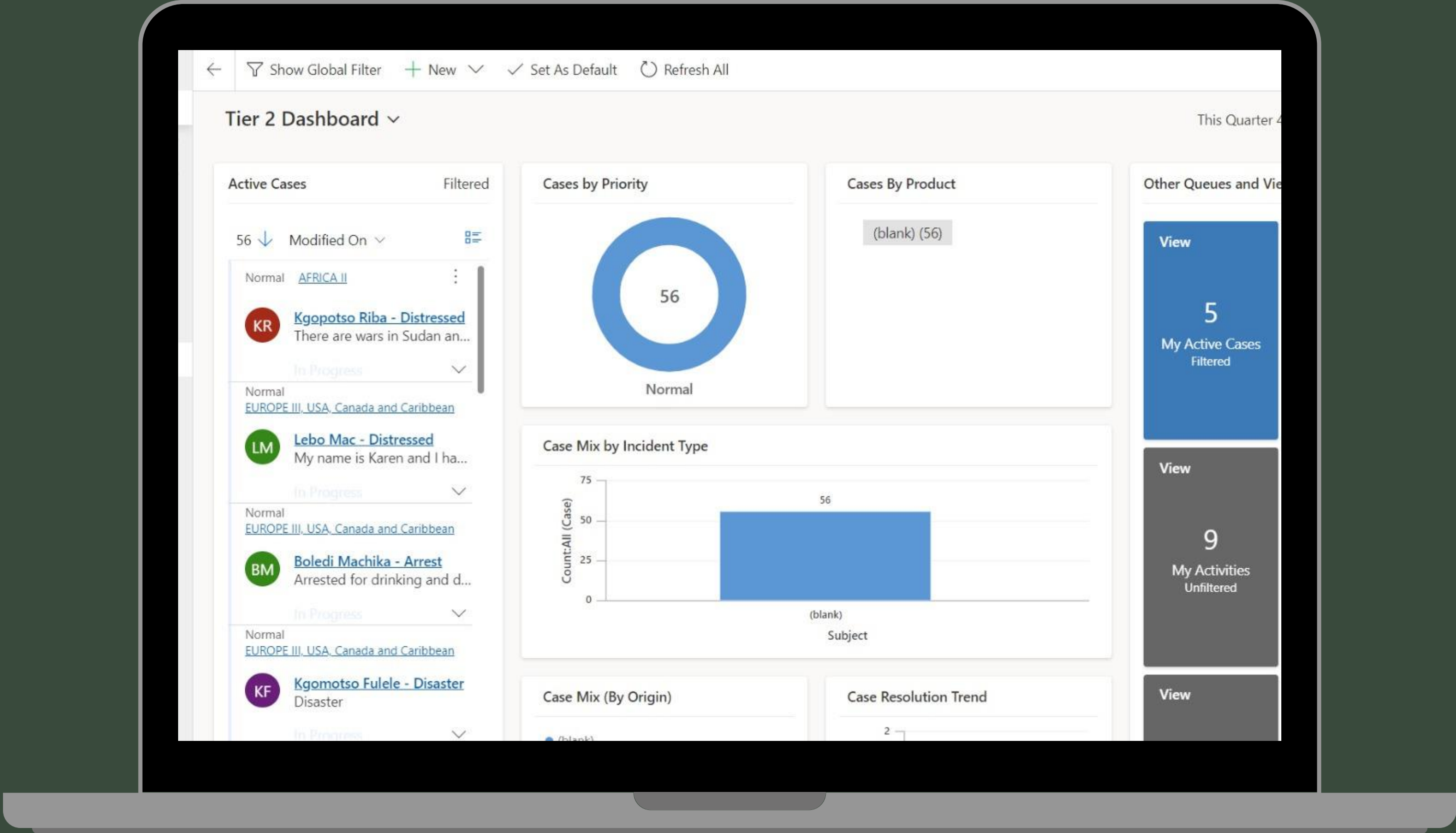


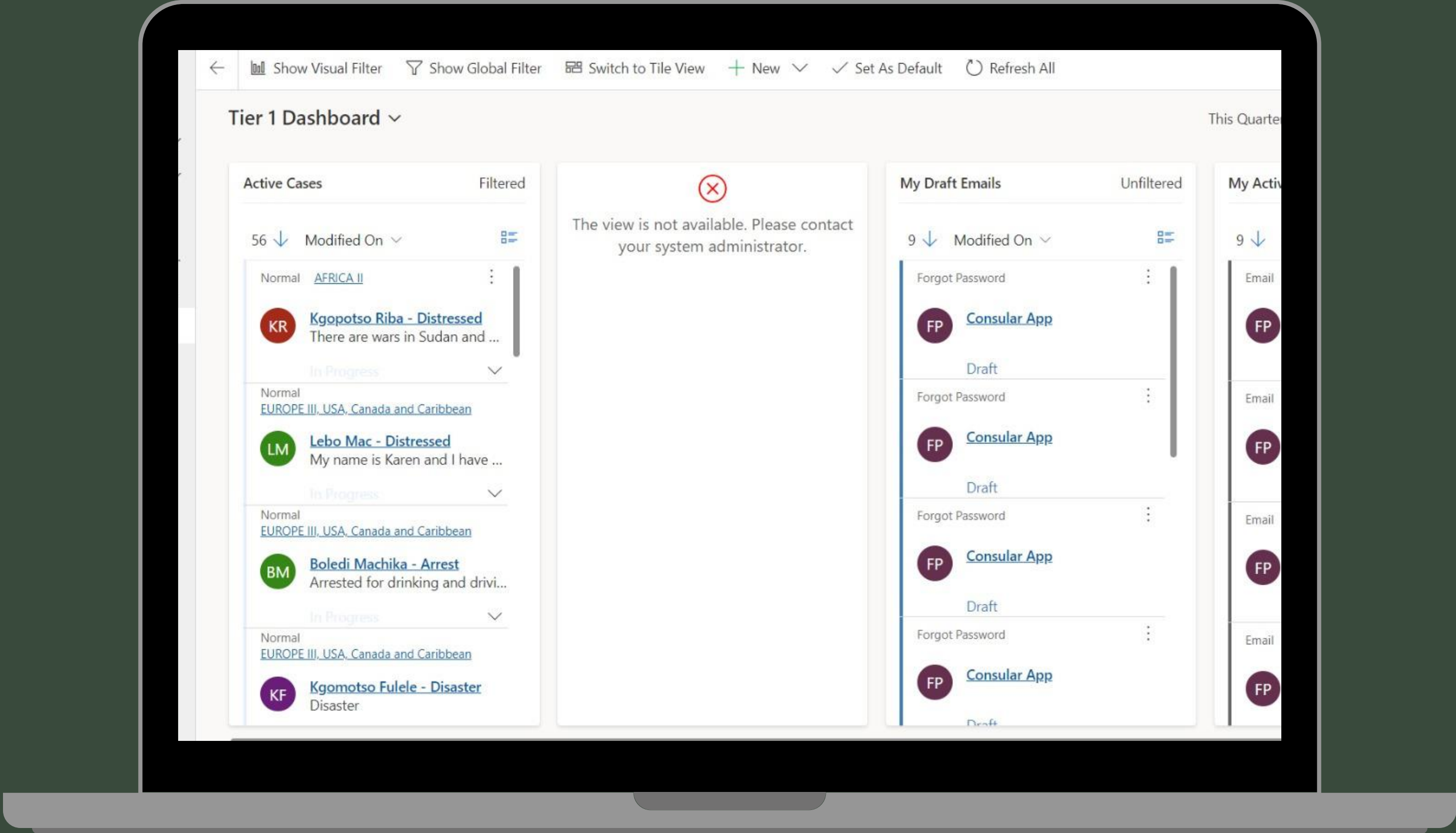
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DIRCO PRESENTATION







55 | DIRCO Travel & Consular

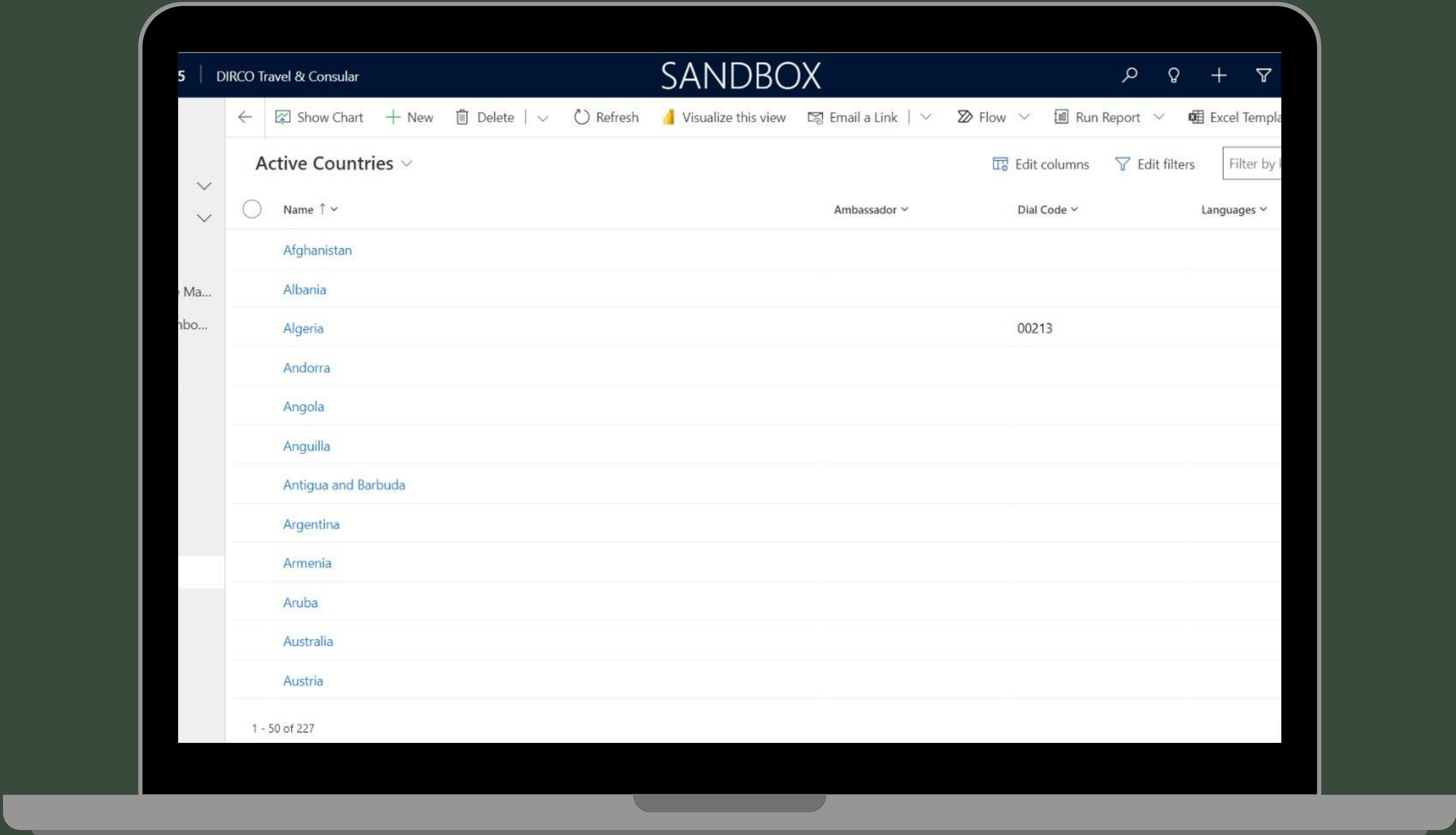
SANDBOX

← Show Chart + New Case Delete | Refresh Run Report Email a Link Visualize this view Flow

Active Cases Edit columns Edit filters Filter by k

Case Title ↑	Case Number	Customer	Case Classification	Owner	Status Reason	Created
Agobakwe Mashaba - Distressed	CAS-1095	Agobakwe Masha...	Distressed	EUROPE III, USA, ...	In Progress	4/25/20
Bismarck Van Rooyen - Missing Person	CAS-1082	Bismarck Van Roo...	Missing Person	AFRICA I	In Progress	4/20/20
Boledi Machika - Arrest	CAS-1099	Boledi Machika	Arrest	EUROPE III, USA, ...	In Progress	5/1/20
Frenkie De Katelare - Death	CAS-1093	Frenkie De Katelare	Death	EUROPE I	In Progress	4/25/20
Isaac Ndala - Distressed	CAS-1044	Isaac Ndala	Distressed	AFRICA I	In Progress	4/18/20
Jack Nkuruleng - Missing Person	CAS-1004	Jack Nkuruleng	Missing Person	AFRICA I	Waiting for Det...	3/14/20
jacky mampana - Distressed	CAS-1050	jacky mampana	Distressed	AFRICA II	In Progress	4/19/20
Jacques Murray - Distressed	CAS-1087	Jacques Murray	Distressed	EUROPE III, USA, ...	In Progress	4/23/20
johnny themba - Missing Person	CAS-1083	johnny themba	Missing Person	EUROPE III, USA, ...	In Progress	4/21/20
Karien van der vyver - Distressed	CAS-1077	Karien van der vyv...	Distressed	EUROPE III, USA, ...	In Progress	4/20/20
Kgomotso Fulele - Disaster	CAS-1096	Kgomotso Fulele	Disaster	EUROPE III, USA, ...	In Progress	4/25/20
Kgopotso Riba - Distressed	CAS-1101	Kgopotso Riba	Distressed	AFRICA II	In Progress	5/9/20

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SANDBOX

← Show Chart Focused view + New Delete | Refresh Visualize this view Email a Link | Flow Run Report

Active Citizens Edit columns Edit filters Filter by k

Full Name ↑	ID Number	Gender	Email	Country	City
Agree Gwabane	8901225657080		agreegwabane@gmail.com		
Aileen Knapp	3091234567890		test1@sharklasers.com		
Akhona Mangesana	9211165411087		akhonamangesana@gmail.com		
Alfre Brown	6306185071086		browna@dirco.gov.za	Germany	Augsburg
Alicia Jegels-Fourie	8707060119080		ajay19870706@gmail.com		
Amogelang Chidi	8802026773086		tenten.sebetha@gmail.com		
Amos Temo Matjiya	7806045393082		amosmatjiya@gmail.com		
Antje Ohlms	6806090397088		antjeohlms@gmail.com		
Anusha Heralal	7610180189085		nisharamjas.nr@gmail.com		
Ashley Benjamin	7101315252089		dgs@fedusa.org.za		
Ashley Benjamin	7101315252089		dgs@fedusa.org.za		
Ashley Benjamin	7101315252089		dgs@fedusa.org.za		
Ashley Benjamin	7101315252089		dgs@fedusa.org.za		

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SANDBOX

←

Show Chart

Task

Email

Appointment

Phone Call

Letter

Fax

Service Activity

Campaign Response

Other Activity

All Activities

Edit columns

Edit filters

Filter by

Due

All

Activity Type

All

Subject

Regarding

Activity Type

Activity Sta...

Owner

Priority

Start Date

Due Date

Citizen Registration CRM:...	Alicia Jegels-...	Email	Comple...	CA Consular App...	Normal		
Citizen Registration CRM:...	Sadeqah Al...	Email	Comple...	CA Consular App...	Normal		
Forgot Password CRM:00...		Email	Comple...	CA Consular App...	Normal		
Citizen Registration CRM:...	Bonolo Mich...	Email	Comple...	CA Consular App...	Normal		
Citizen Registration CRM:...	Henry Harms	Email	Comple...	CA Consular App...	Normal		
Citizen Registration CRM:...	Dan Chif	Email	Comple...	CA Consular App...	Normal		
Citizen Registration CRM:...	Oriel Gallant	Email	Comple...	CA Consular App...	Normal		
Citizen Registration CRM:...	Lebo Mac	Email	Comple...	CA Consular App...	Normal		
Undeliverable: Citizen Re...	Lebo Mac	Email	Comple...	CA Consular App...	Normal		
Undeliverable: Case Ackn...	Lebo Mac - ...	Email	Comple...	CA Consular App...	Normal		
Forqot Password		Email	Open	CA Consular App...	Normal		

1 - 50 of 304

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SANDBOX

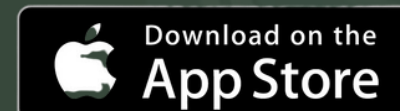
← Show Chart + New Delete | Refresh Visualize this view Email a Link | Flow Run Report Excel Template

Active Alerts Edit columns Edit filters Filter by

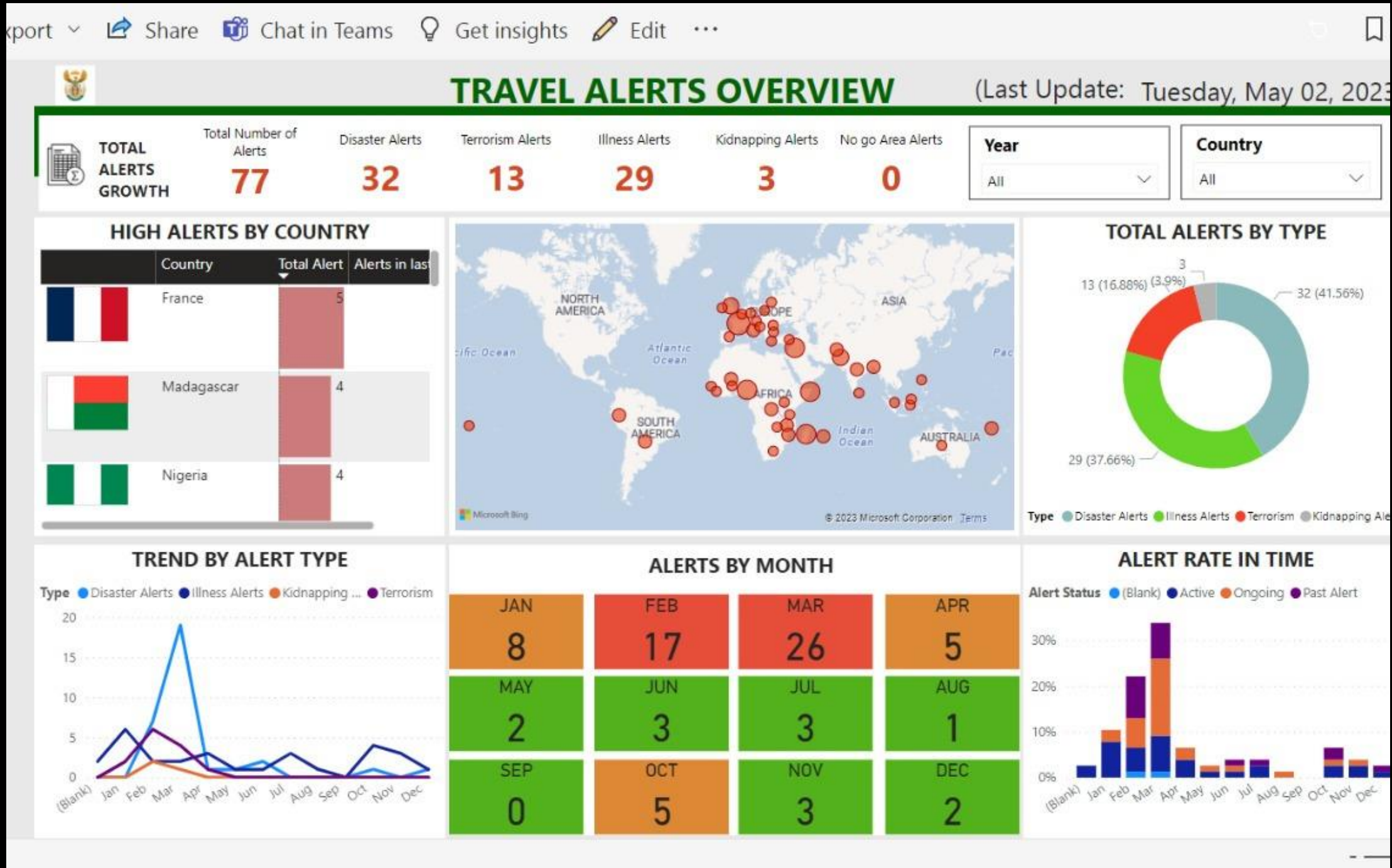
Subject ↑	Country	City	Type	Advisory	Due Date
Bangladesh: Cox's Bazar Camp Settlement Fire - Mar 2023	Madagascar		Disaster Alerts	Report to cons...	3/1/20
bomb killed more than 50 civilians	Afghanistan		Terrorism	Report to cons...	3/1/20
CHIBOK SCHOOLGIRLS KIDNAPPING	Nigeria		Kidnapping Al...	Avoid crowded...	3/1/20
CHIBOK SCHOOLGIRLS KIDNAPPING	Nigeria		Kidnapping Al...	Avoid crowded...	2/1/20
CHRISTCHURCH MOSQUE SHOOTINGS	Australia		Terrorism	Report to cons...	2/1/20
Democratic Republic of the Congo Ebola outbreak	Congo		Illness Alerts	Leave to neare...	3/18/2
Dengue outbreak in Peshawar	Pakistan		Illness Alerts	Leave to neare...	4/23/2
Dengue outbreak in Singapore	Singapore		Illness Alerts	Stay Indoors	10/23/
Dengue outbreak in Sri Lanka	Sri Lanka		Illness Alerts	Stay Indoors	8/12/2
Gorakhpur hospital deaths	India		Illness Alerts	Stay Indoors	6/15/2
Guinea-Bissau: Fire - Jan 2023	Bangladesh		Disaster Alerts	Report to cons...	2/1/20
Gunmen bombed and shot at two Frontier Corps buildings in a c...	Pakistan		Terrorism	Avoid crowded...	2/1/20

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Dashboards - Business Intelligence



www.travelsmart.dirco.gov.za



Export

Share

Chat in Teams

Get insights

Edit

CASE DETAILS

(Last Updated: Tuesday, April 11, 2023)

←

TOTAL CASES GROWTH

Total Number of Cases

12

Total Number of Resolved Cases

1

Total Number of Open Cases

13

Total Number of Cancelled Cases

0

Year

All

Country

All

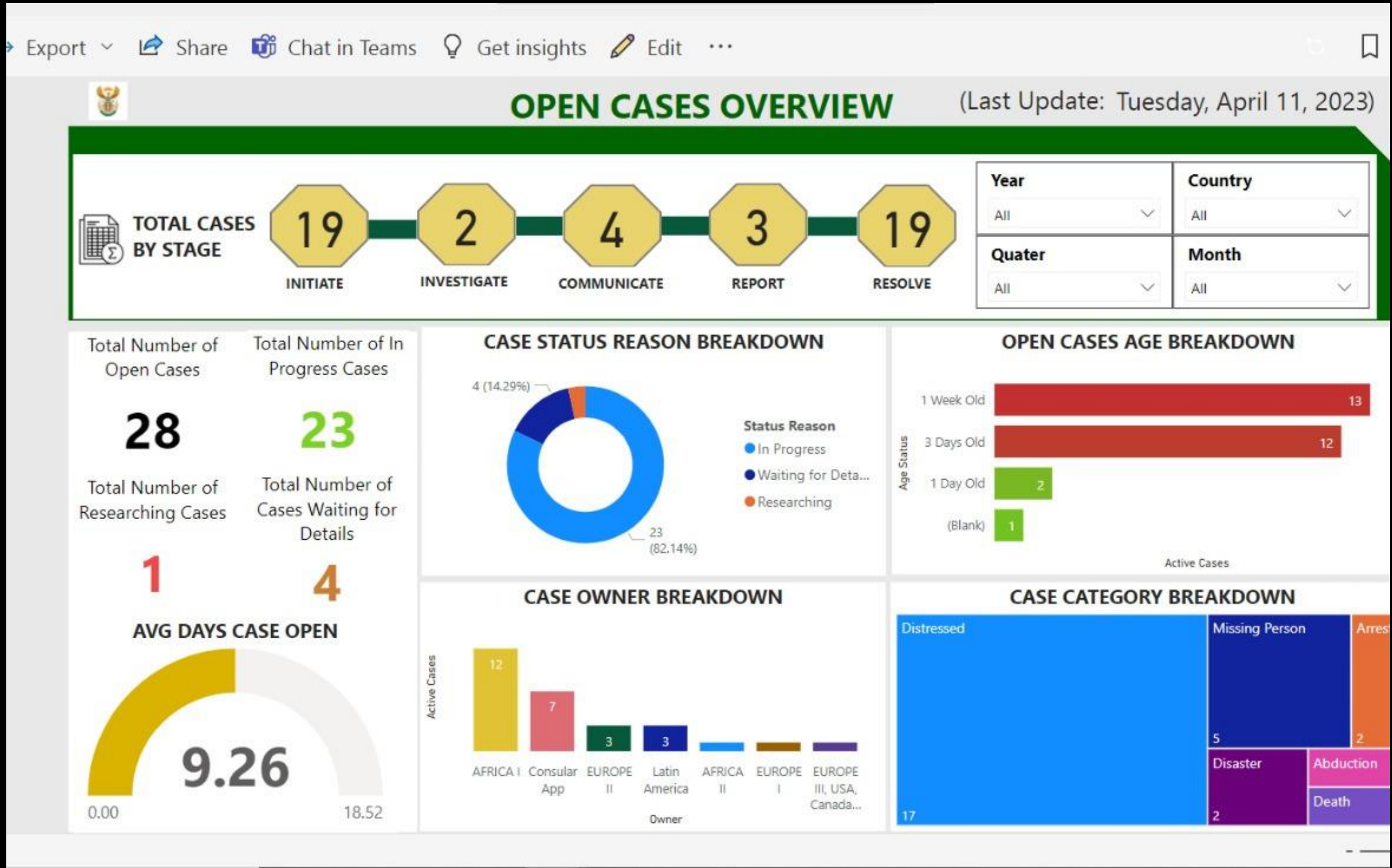
Quarter

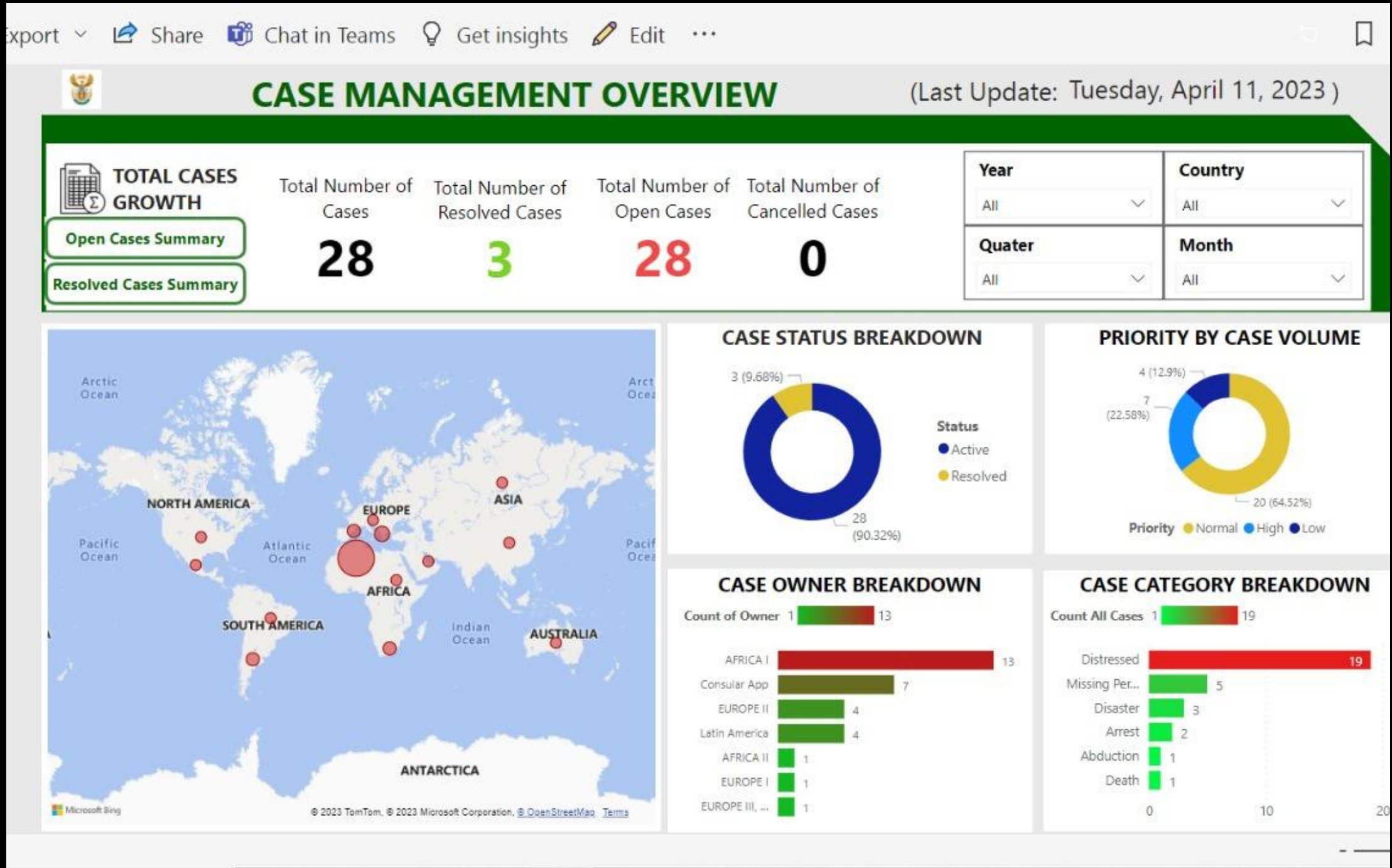
All

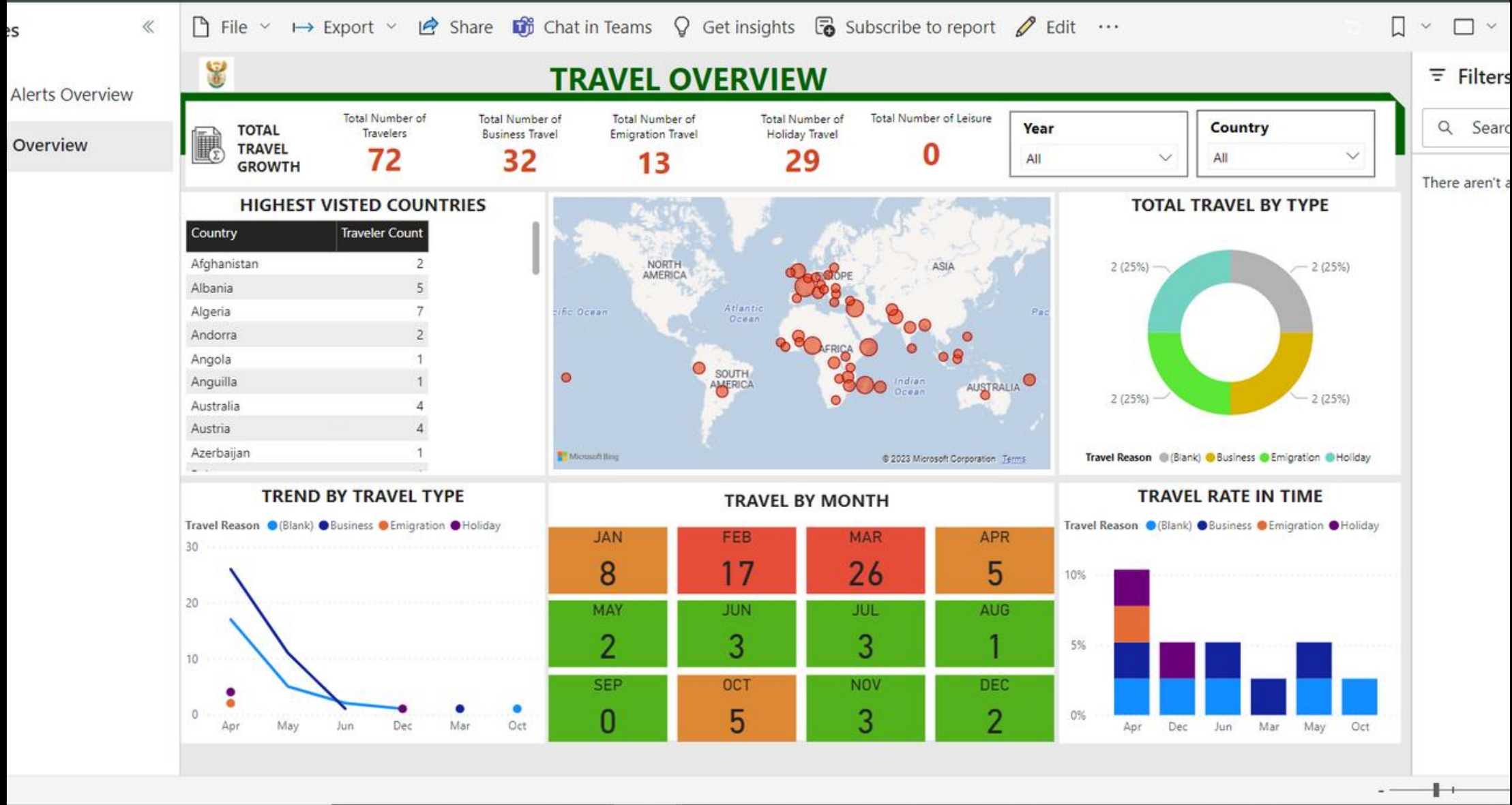
Month

All

Case Number	Case Title	Customer	Case Classification	Country	City	Status Reason	Owner	URL
CAS-01002-G7S5B7	Jacob Israel - Distressed	Jacob Israel	Distressed	Algeria	Batna City	Problem Solved	AFRICA I	Link
CAS-01004-B6M1P0	Jack Nkuruleng - Missing Person	Jack Nkuruleng	Missing Person	Algeria	Algiers	Waiting for Details	AFRICA I	Link
CAS-01014-D9X0V6	Ntshuxeko Chabalala - Missing Person	Ntshuxeko Chabalala	Missing Person	Algeria	Constantine	Waiting for Details	AFRICA I	Link
CAS-01020-H9D3G6	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Annaba	In Progress	AFRICA I	Link
CAS-01021-H0H4F1	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Annaba	In Progress	AFRICA I	Link
CAS-01022-G1Y3Q1	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Annaba	In Progress	AFRICA I	Link
CAS-01024-C7S8J4	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	Link
CAS-01025-S4V0M7	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	Link
CAS-01026-C6B6K8	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	Link
CAS-01027-S2K5B6	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	Link
CAS-01028-C0S2W6	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	Link
CAS-01029-L1K8H7	Support Xiquel Group - Missing Person	Support Xiquel Gru	Missing Person	Algeria	Annaba	In Progress	AFRICA I	Link
CAS-01031-L8N6T0	Support Xiquel Gru - Distressed	Support Xiquel Gru	Distressed	Algeria	Annaba	In Progress	AFRICA I	Link







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