

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)

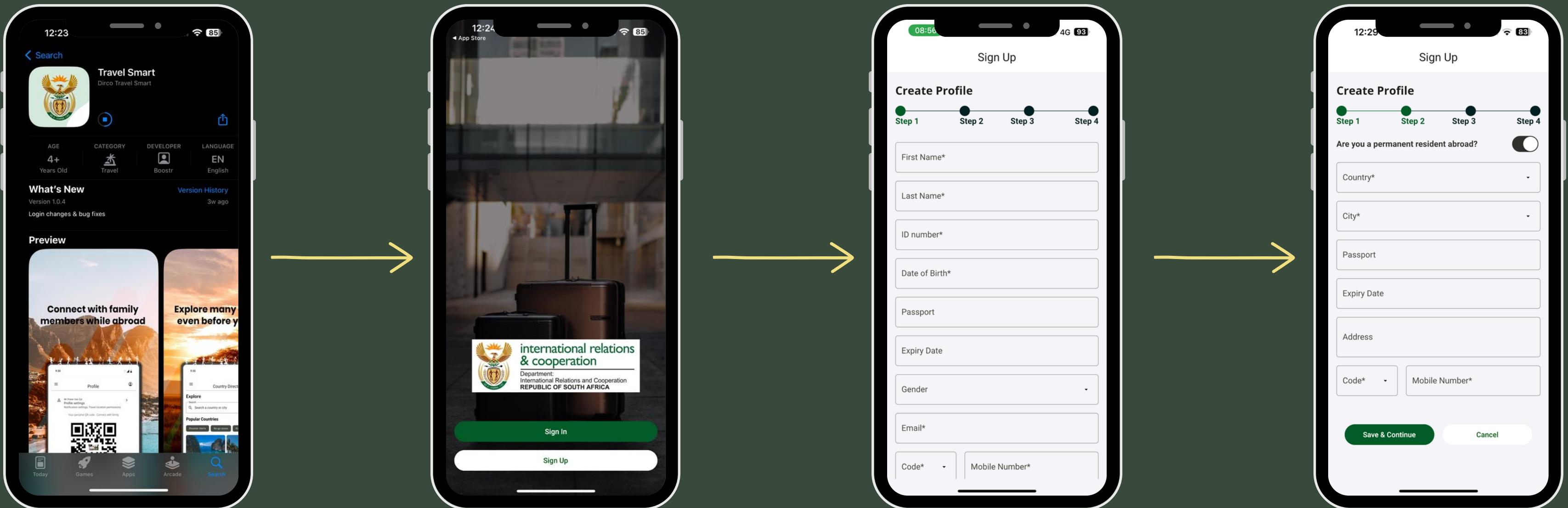


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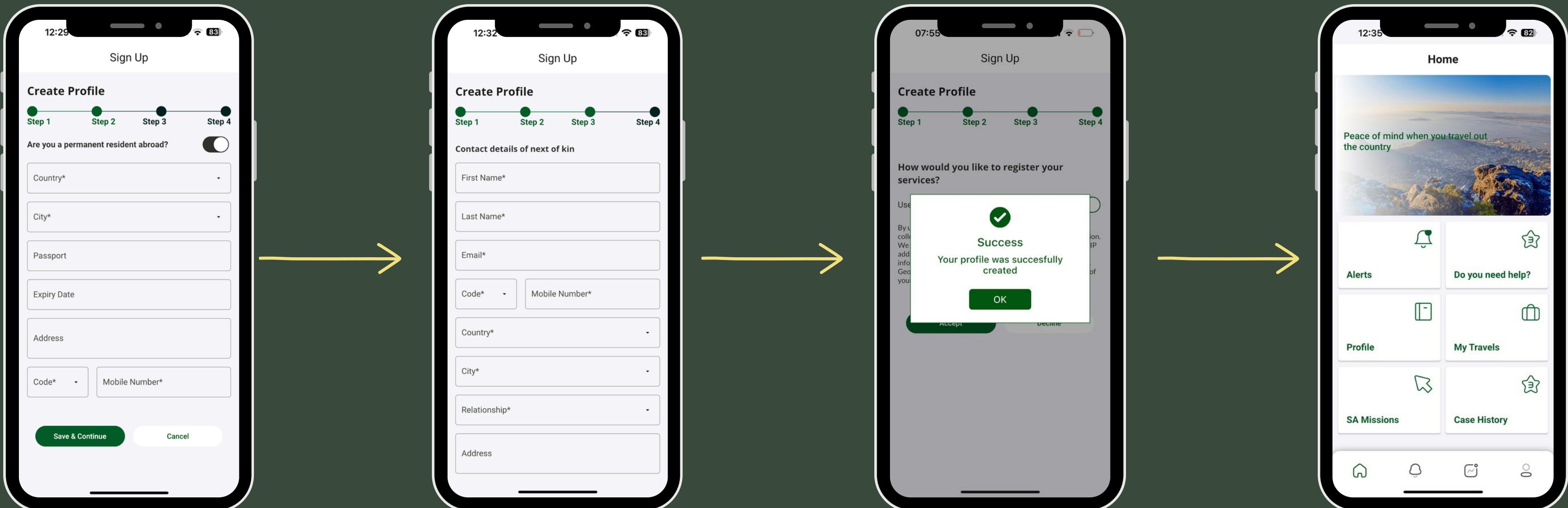


Download app on
AppStore or Google Play

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



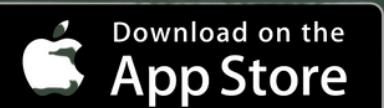
Add passport info and other citizenships if any

Add Next of Kins on your profile

Confirmation of registration followed by email

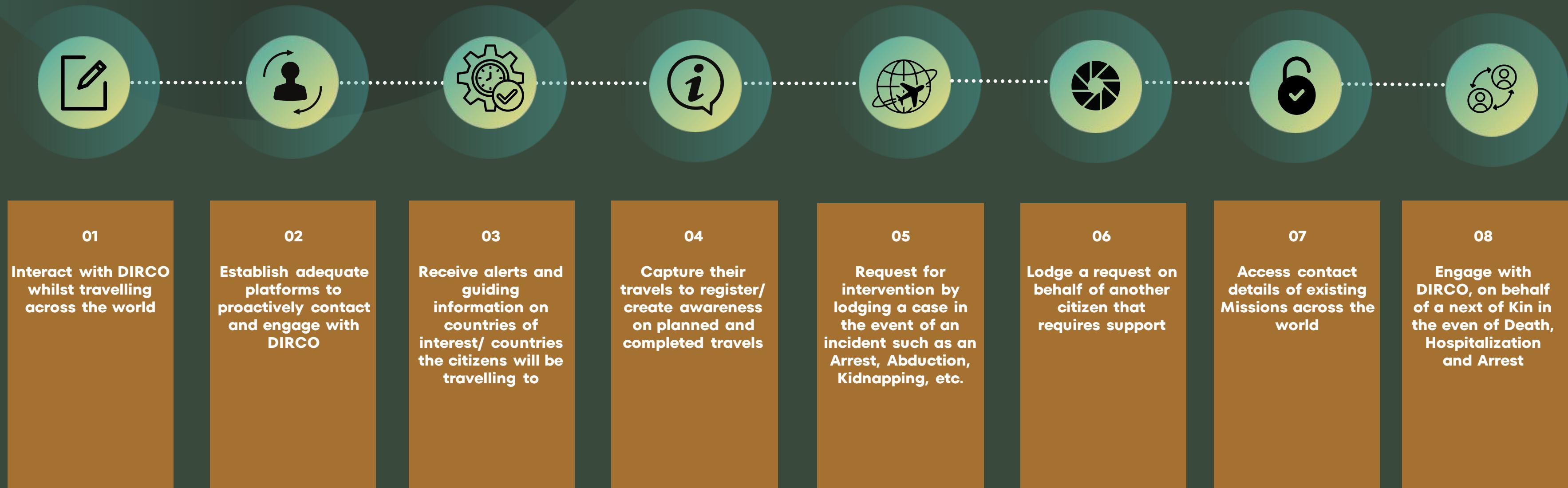
Access Travel Smart Features

Travel Smart App Features

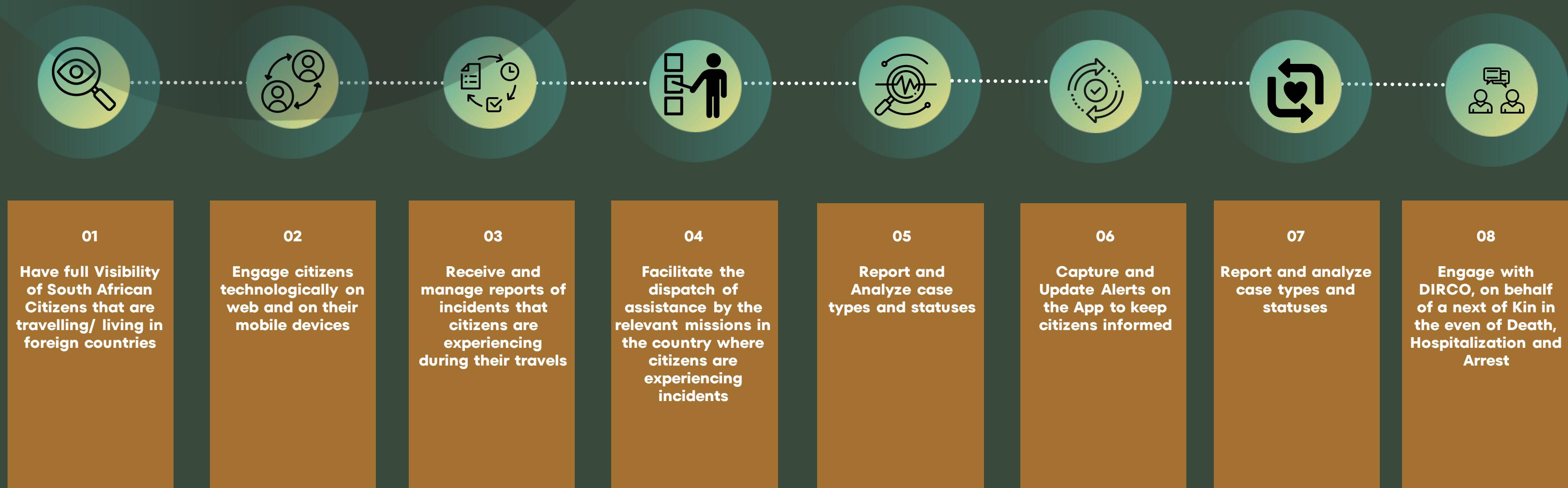


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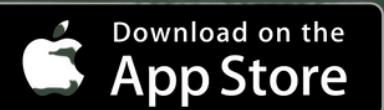
The Travel Smart App will provide a channel for citizens to:



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



Citizen Journey through Person'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

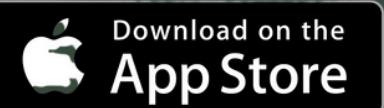
Powered by Microsoft Dynamics 365

- 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)

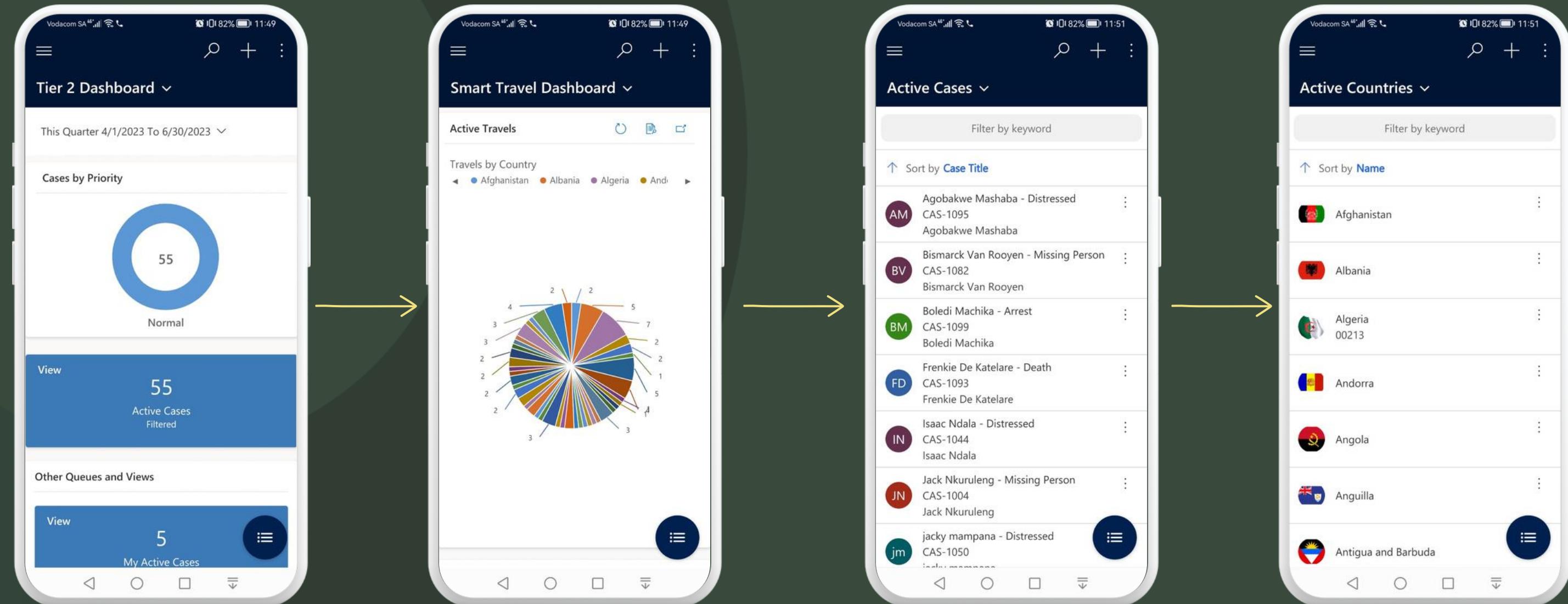


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DIRCO Consular Back-end support on dynamics 365

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

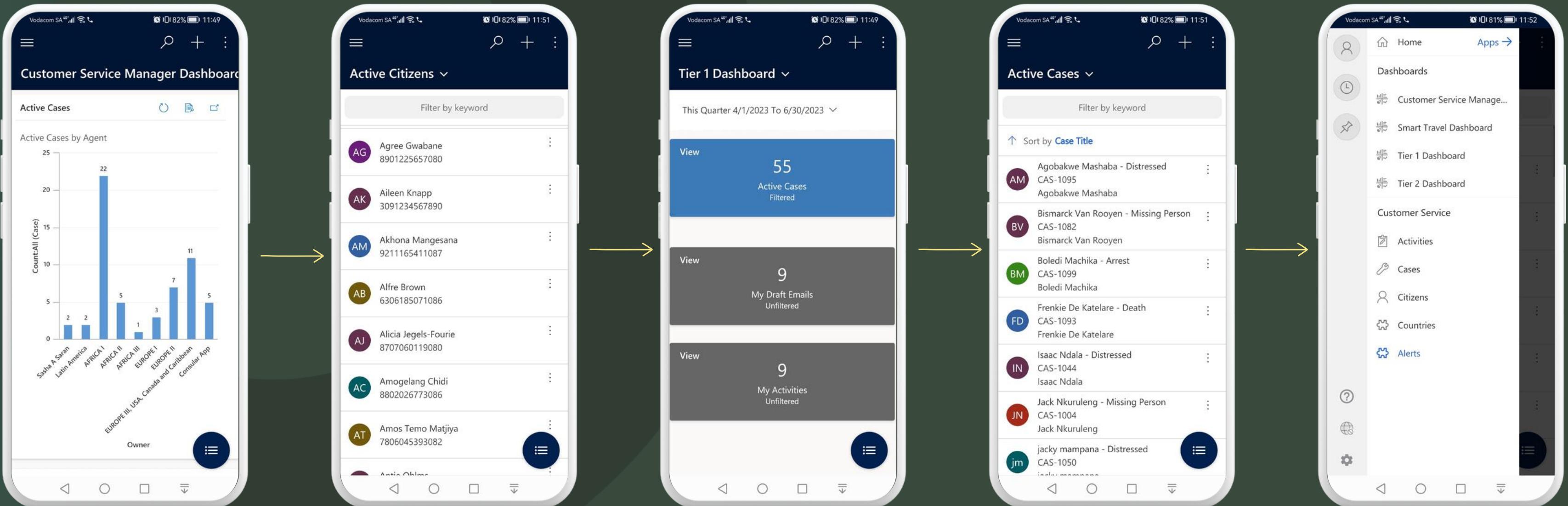


Consular employee -
Monitor incidents logged
by citizens from your
pocket while travelling

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



Consular management to monitor cases per employee for quickest resolution

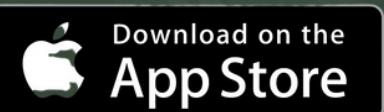
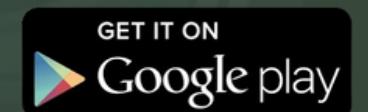
Access database of citizens registered on the app and view status

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

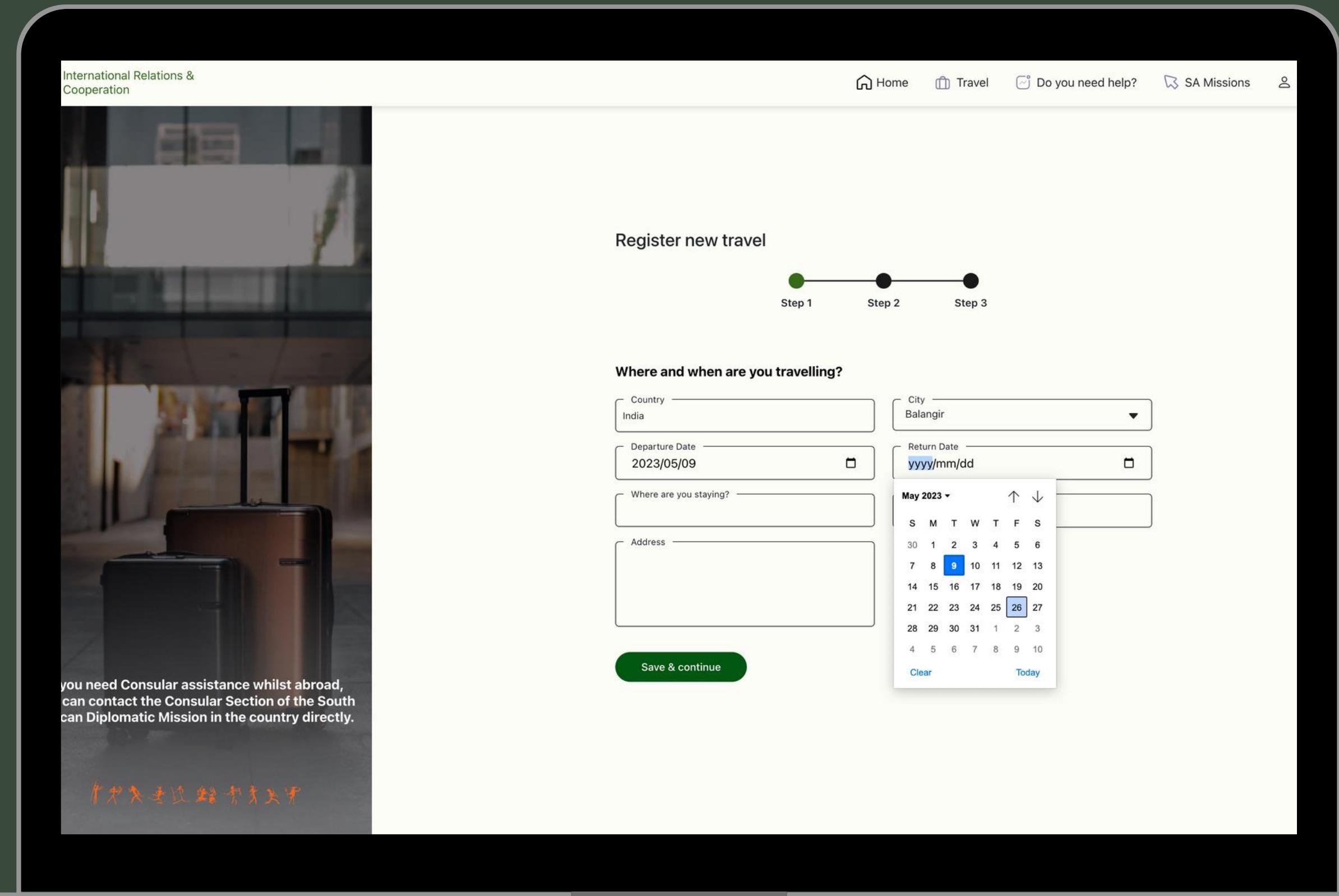
Monitor a list of cases assigned to me for resolution – work from anywhere

Navigate D365 on your mobile with ease

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



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The screenshot shows a travel registration form on the DIRCO website. The top navigation bar includes links for Home, Travel, Help, SA Missions, and a user profile icon. The main title is "Register new travel" with a three-step progress bar (Step 1, Step 2, Step 3). The first step is titled "Where and when are you travelling?" and contains fields for Country (India), City (Balangir), Departure Date (2023/05/09), and Return Date (set to May 2023, with the 9th selected). There are also fields for "Where are you staying?" and "Address". A "Save & continue" button is at the bottom. A sidebar on the left features a travel-related image and text: "you need Consular assistance whilst abroad, can contact the Consular Section of the South African Diplomatic Mission in the country directly." The Microsoft logo is visible at the bottom left of the slide.

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

Travel Log (China)

International Relations & Cooperation

Home Travel Do you need help? SA Missions

Create case

Create case for a third party

Case Type

Passport

Country

City

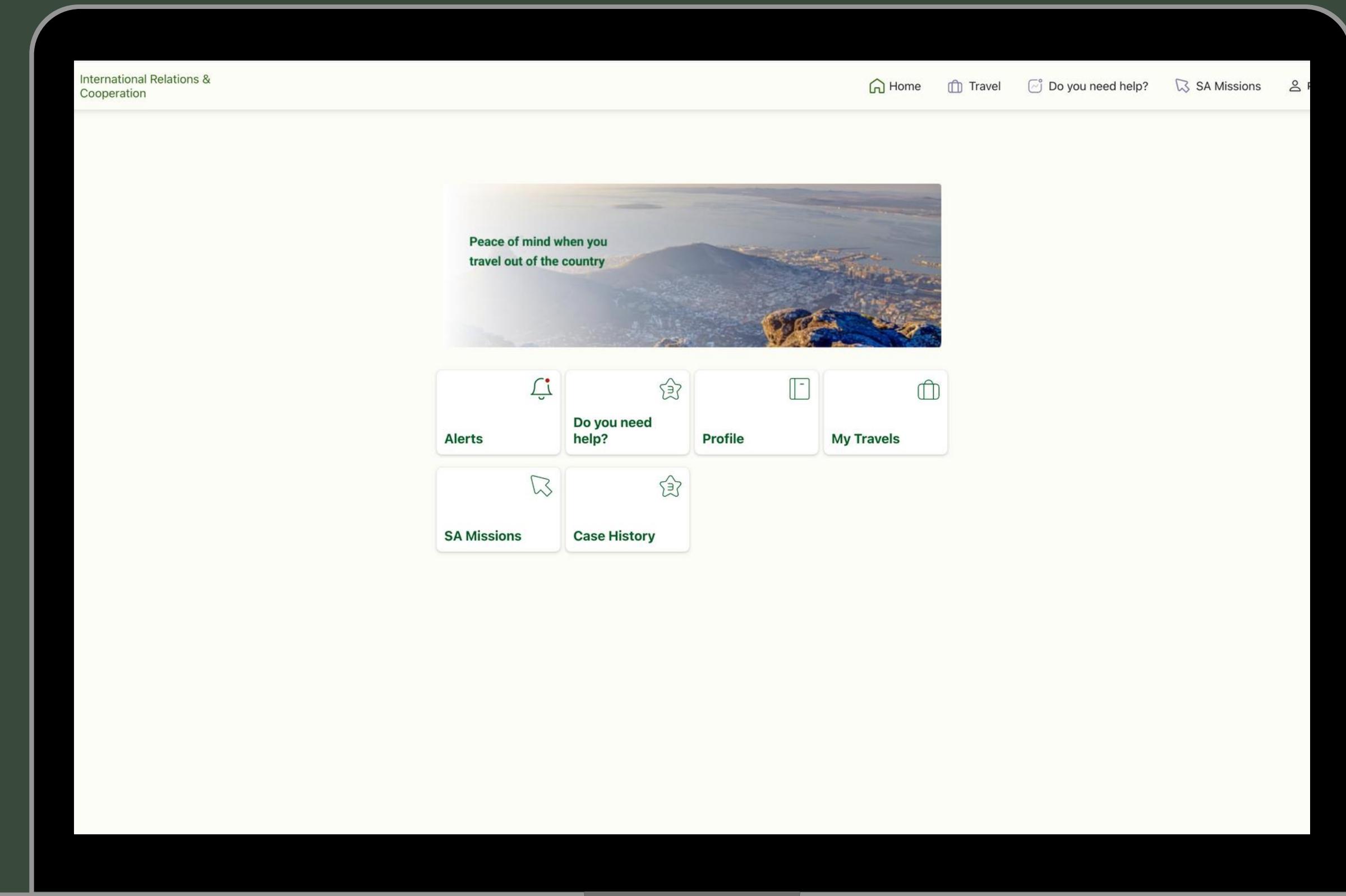
Description

Attachments

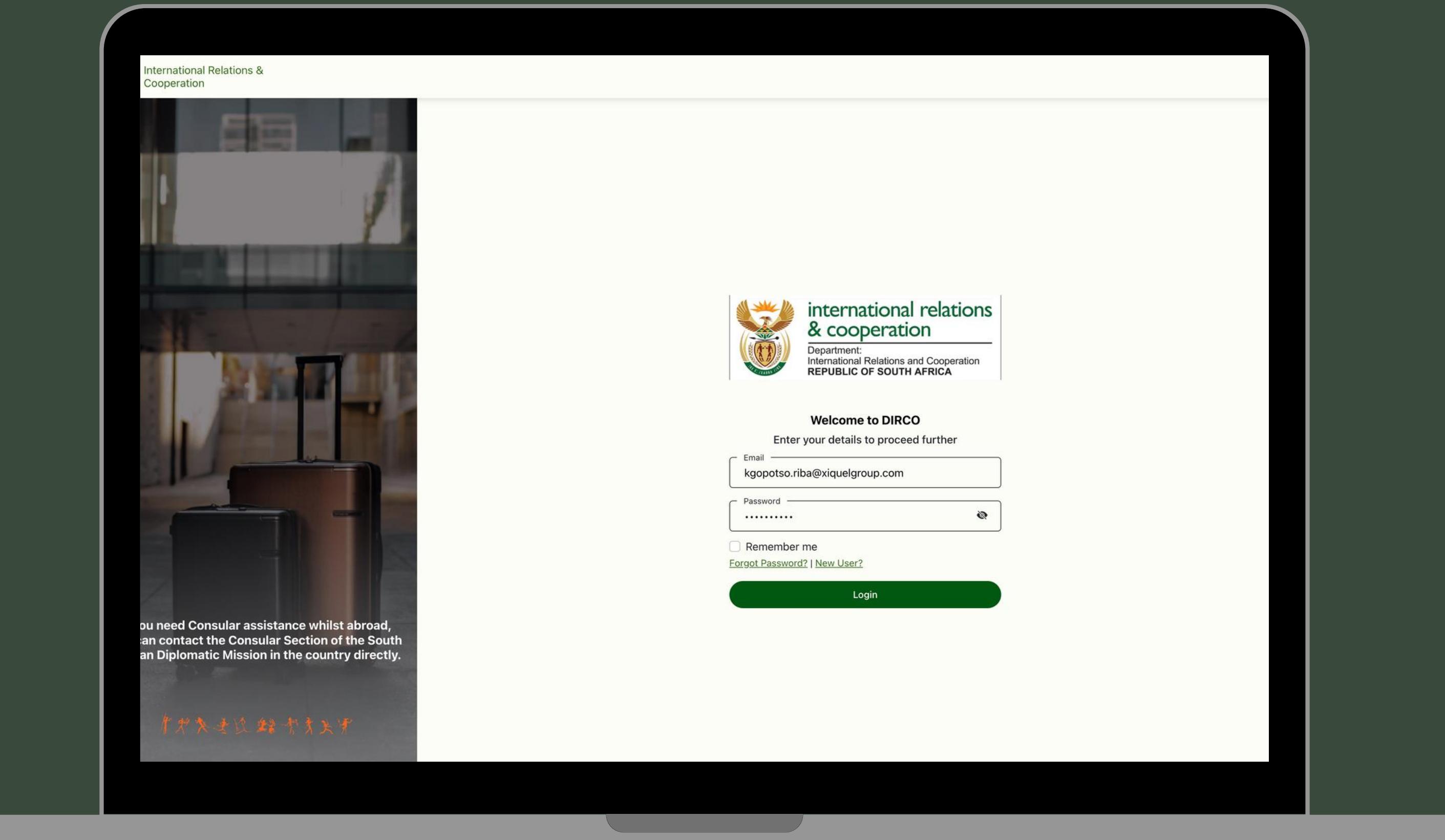
Create case

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

DIRCO PRESENTATION



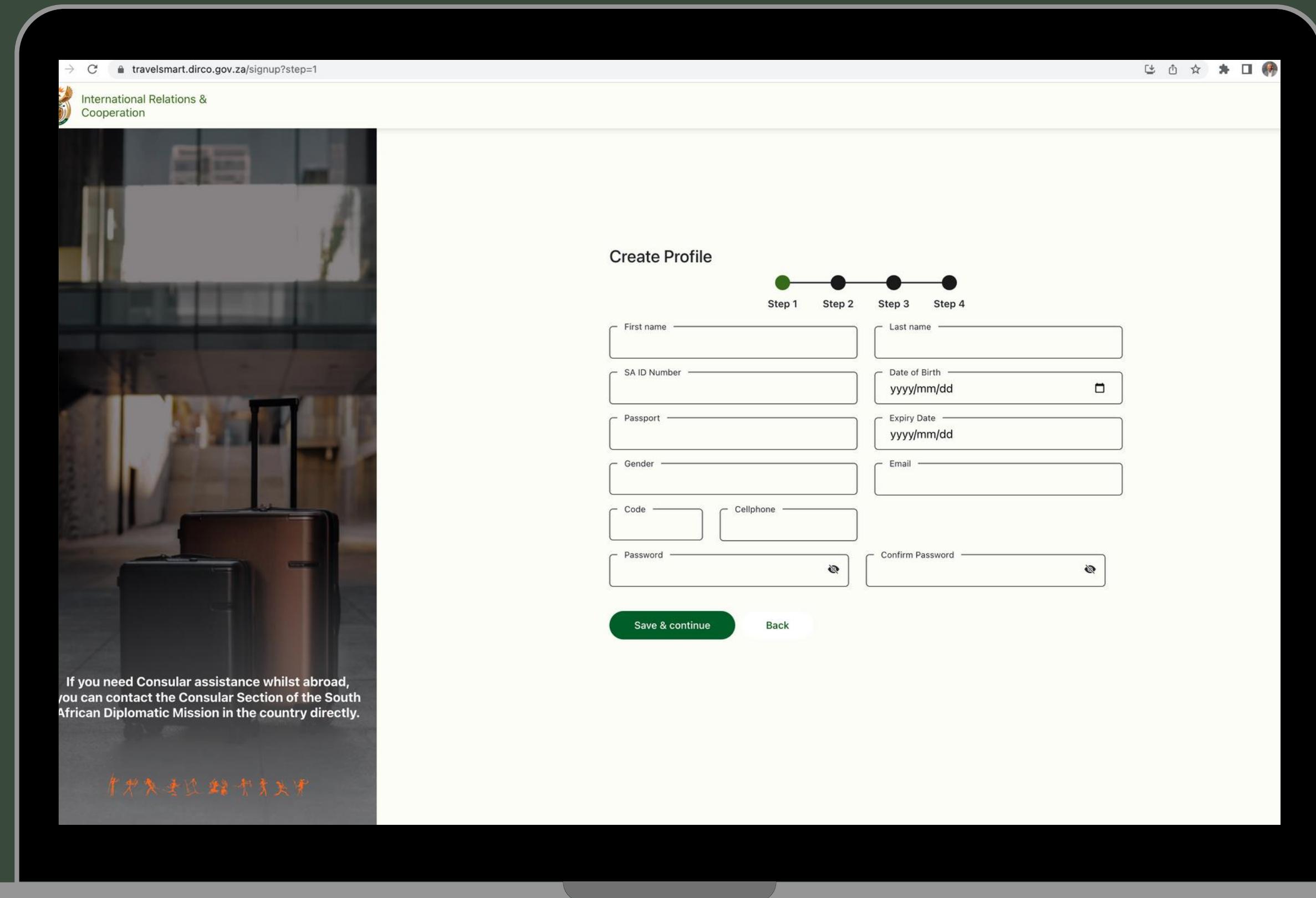
The screenshot shows the DIRCO mobile application interface. At the top, there is a header with the text "International Relations & Cooperation" on the left and navigation links for "Home", "Travel", "Do you need help?", "SA Missions", and a profile icon on the right. Below the header is a large image of a coastal city at sunset, with the text "Peace of mind when you travel out of the country" overlaid. Below the image are several buttons: "Alerts" (bell icon), "Do you need help?" (star icon), "Profile" (profile icon), "My Travels" (suitcase icon), "SA Missions" (globe icon), and "Case History" (star icon).



International Relations & Cooperation

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

Microsoft



travelsmart.dirco.gov.za/signup?step=1

International Relations & Cooperation

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

Save & continue Back

Create Profile

Step 1 Step 2 Step 3 Step 4

First name _____ Last name _____

SA ID Number _____ Date of Birth
yyyy/mm/dd

Passport _____ Expiry Date
yyyy/mm/dd

Gender _____ Email _____

Code _____ Cellphone _____

Password _____ Confirm Password _____

DIRCO Employees Web



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SANDBOX

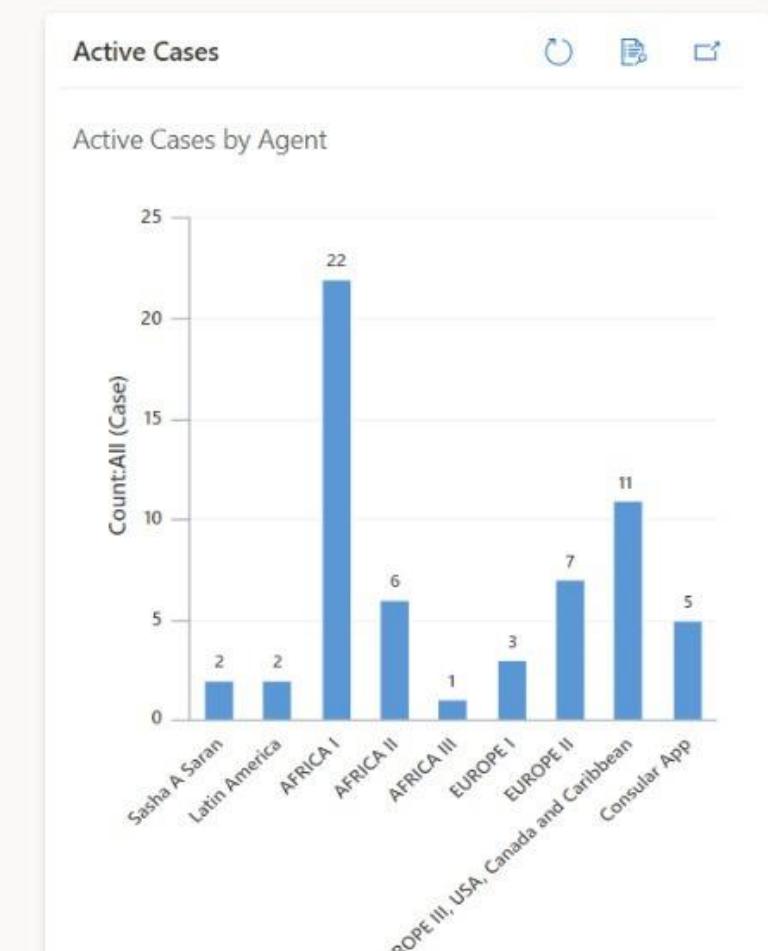
5 | DIRCO Travel & Consular

← Save As + New ✓ Set As Default Refresh All

Customer Service Manager Dashboard

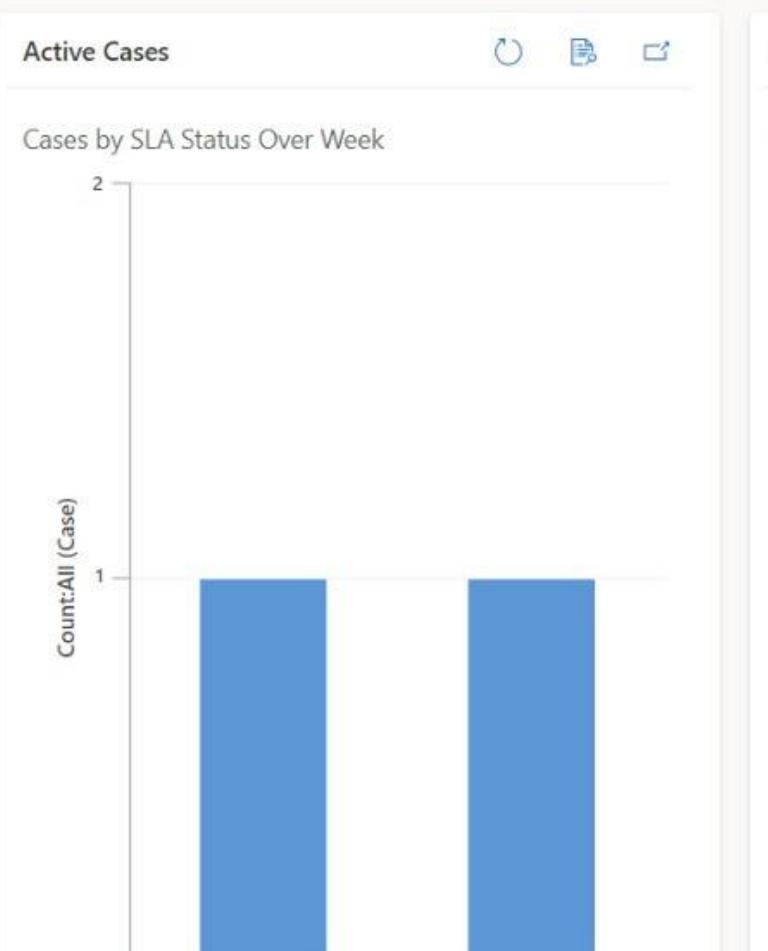
Active Cases

Active Cases by Agent



Owner	Count:All (Case)
Sasha A Saran	2
Latin America	2
AFRICA I	22
AFRICA II	6
AFRICA III	1
EUROPE I	3
EUROPE II	7
EUROPE III, USA, Canada and Caribbean	11
Consular App	5

Cases by SLA Status Over Week

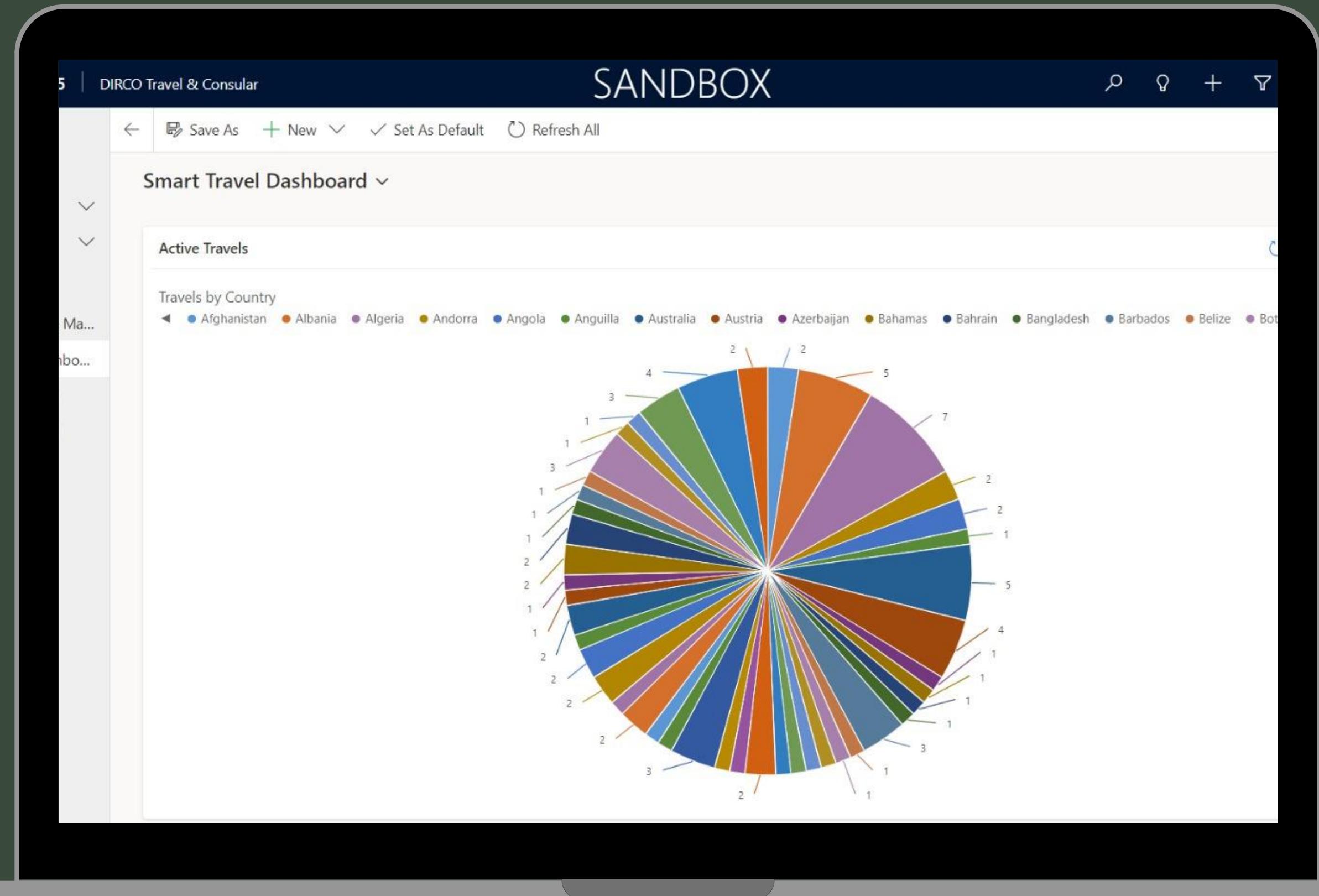


Day (Created On)	Count:All (Case)
5/8/2023	1
5/9/2023	1

All Items

Cases by Queues

No data available.



← Show Global Filter + New ✓ Set As Default ⏪ Refresh All

Tier 2 Dashboard

This Quarter 4

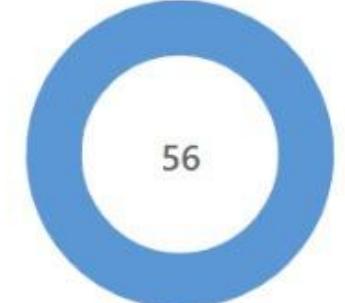
Active Cases

Filtered

56 ↓ Modified On ▾

Normal	AFRICA II
KR	Kgopotso Riba - Distressed There are wars in Sudan an...
In Progress	
Normal	EUROPE III, USA, Canada and Caribbean
LM	Lebo Mac - Distressed My name is Karen and I ha...
In Progress	
Normal	EUROPE III, USA, Canada and Caribbean
BM	Boledi Machika - Arrest Arrested for drinking and d...
In Progress	
Normal	EUROPE III, USA, Canada and Caribbean
KF	Kgomotso Fulele - Disaster Disaster
In Progress	

Cases by Priority



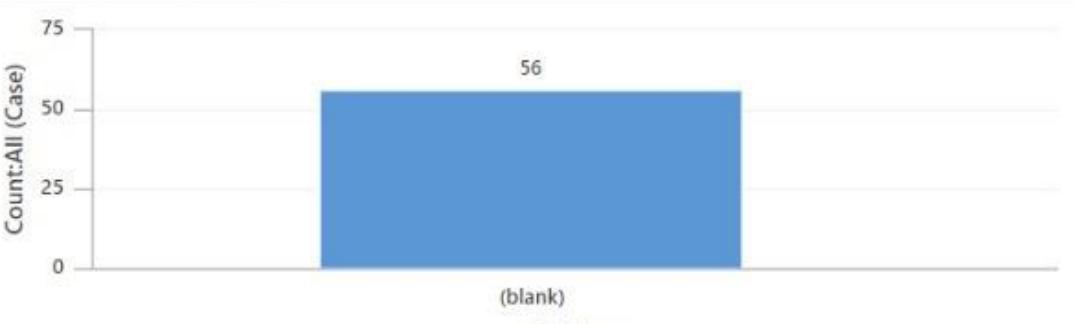
56

Normal

Cases By Product

(blank) (56)

Case Mix by Incident Type



Incident Type	Count
(blank)	56
Subject	0

Case Mix (By Origin)

(blank)

Case Resolution Trend

2

Other Queues and Views

- View** 5 My Active Cases Filtered
- View** 9 My Activities Unfiltered

The screenshot shows a Microsoft Dynamics 365 interface with the following sections:

- Active Cases:** A list of 56 cases, filtered by Modified On. The first case is "Kgopotso Riba - Distressed" (KR), which has a note: "There are wars in Sudan and ...".
- Central Message:** A red X icon with the text: "The view is not available. Please contact your system administrator."
- My Draft Emails:** A list of 9 draft emails, unfiltered. The first email is "Forgot Password" (FP), followed by several from "Consular App" (FP) in Draft status.
- My Active:** A partially visible section showing 9 active emails, each with a purple FP icon.

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Active Cases ⬇️

Case Title ↑	Case Number	Customer	Case Classification	Owner	Status Reason	Created
Agobakwe Mashaba - Distressed	CAS-1095	Agobakwe Masha...	Distressed	E EUROPE III, USA, ...	In Progress	4/25/2023
Bismarck Van Rooyen - Missing Person	CAS-1082	Bismarck Van Roo...	Missing Person	AI AFRICA I	In Progress	4/20/2023
Boledi Machika - Arrest	CAS-1099	Boledi Machika	Arrest	E EUROPE III, USA, ...	In Progress	5/1/2023
Frenkie De Katalare - Death	CAS-1093	Frenkie De Katalare	Death	EI EUROPE I	In Progress	4/25/2023
Isaac Ndala - Distressed	CAS-1044	Isaac Ndala	Distressed	AI AFRICA I	In Progress	4/18/2023
Jack Nkuruleng - Missing Person	CAS-1004	Jack Nkuruleng	Missing Person	AI AFRICA I	Waiting for Det...	3/14/2023
jacky mampana - Distressed	CAS-1050	jacky mampana	Distressed	AI AFRICA II	In Progress	4/19/2023
Jacques Murray - Distressed	CAS-1087	Jacques Murray	Distressed	E EUROPE III, USA, ...	In Progress	4/23/2023
johnny themba - Missing Person	CAS-1083	johnny themba	Missing Person	E EUROPE III, USA, ...	In Progress	4/21/2023
Karien van der vyver - Distressed	CAS-1077	Karien van der vyv...	Distressed	E EUROPE III, USA, ...	In Progress	4/20/2023
Kgomotso Fulele - Disaster	CAS-1096	Kgomotso Fulele	Disaster	E EUROPE III, USA, ...	In Progress	4/25/2023
Kgopotso Riba - Distressed	CAS-1101	Kgopotso Riba	Distressed	AI AFRICA II	In Progress	5/9/2023

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5 | DIRCO Travel & Consular

SANDBOX

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

Active Countries

Name	Ambassador	Dial Code	Languages
Afghanistan			
Albania			
Algeria		00213	
Andorra			
Angola			
Anguilla			
Antigua and Barbuda			
Argentina			
Armenia			
Aruba			
Australia			
Austria			

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Active Citizens

Full Name ↑	ID Number	Gender	Email	Country	City	State
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			

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← Show Chart Task Email Appointment Phone Call Letter Fax Service Activity Campaign Response Other Activities

All Activities Filter by

Due Activity Type

All All

Subject	Regarding	Activity Type	Activity Status	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		
Forgot Password		Email	Open	CA Consular App...	Normal		

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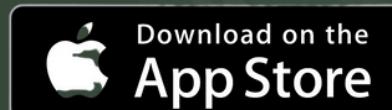
65 | DIRCO Travel & Consular **SANDBOX** Search Help Add Export

Active Alerts Sort by: Subject ↑ Filter by:

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

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Dashboards - Business Intelligence



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Export Share Chat in Teams Get insights Edit ...

CASE DETAILS

(Last Updated: Tuesday, April 11, 2023)

TOTAL CASES GROWTH

Total Number of Cases	Total Number of Resolved Cases	Total Number of Open Cases	Total Number of Cancelled Cases
12	1	13	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	View
CAS-01004-B6M1P0	Jack Nkuruleng - Missing Person	Jack Nkuruleng	Missing Person	Algeria	Algiers	Waiting for Details	AFRICA I	View
CAS-01014-D9X0V6	Ntshuxeko Chabalala - Missing Person	Ntshuxeko Chabalala	Missing Person	Algeria	Constantine	Waiting for Details	AFRICA I	View
CAS-01020-H9D3G6	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Annaba	In Progress	AFRICA I	View
CAS-01021-H0H4F1	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Annaba	In Progress	AFRICA I	View
CAS-01022-G1Y3Q1	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Annaba	In Progress	AFRICA I	View
CAS-01024-C7S8J4	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	View
CAS-01025-S4V0M7	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	View
CAS-01026-C6B6K8	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	View
CAS-01027-S2K5B6	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	View
CAS-01028-C0S2W6	Support Xiquel Group - Distressed	Support Xiquel Gru	Distressed	Algeria	Azazga	In Progress	AFRICA I	View
CAS-01029-L1K8H7	Support Xiquel Group - Missing Person	Support Xiquel Gru	Missing Person	Algeria	Annaba	In Progress	AFRICA I	View
CAS-01031-L8N6T0	Support Xiquel Gru - Distressed	Support Xiquel Gru	Distressed	Algeria	Annaba	In Progress	AFRICA I	View



Export Share Chat in Teams Get insights Edit ...

CASE MANAGEMENT OVERVIEW

(Last Update: Tuesday, April 11, 2023)

TOTAL CASES GROWTH

Total Number of Cases: **28** Total Number of Resolved Cases: **3** Total Number of Open Cases: **28** Total Number of Cancelled Cases: **0**

Open Cases Summary

Resolved Cases Summary

Year: All Country: All

Quarter: All Month: All



Microsoft Bing

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CASE STATUS BREAKDOWN

Status	Percentage
Active	90.32%
Resolved	9.68%

PRIORITY BY CASE VOLUME

Priority	Percentage
Normal	64.52%
High	22.56%
Low	12.9%

CASE OWNER BREAKDOWN

Count of Owner	Count
AFRICA I	13
Consular App	7
EUROPE II	4
Latin America	4
AFRICA II	1
EUROPE I	1
EUROPE III, ...	1

CASE CATEGORY BREAKDOWN

Count All Cases	Count
Distressed	19
Missing Per...	5
Disaster	3
Arrest	2
Abduction	1
Death	1



TRAVEL OVERVIEW

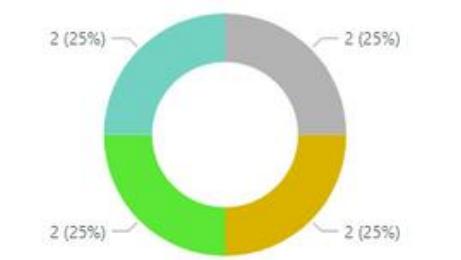
TOTAL TRAVEL GROWTH

Total Number of Travelers	Total Number of Business Travel	Total Number of Emigration Travel	Total Number of Holiday Travel	Total Number of Leisure
72	32	13	29	0

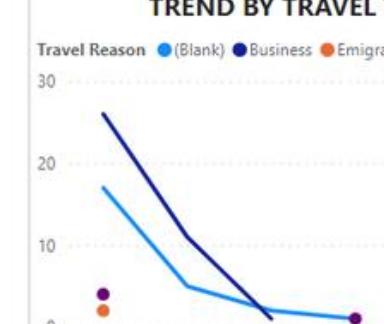
HIGHEST VISTED COUNTRIES

Country	Traveler Count
Afghanistan	2
Albania	5
Algeria	7
Andorra	2
Angola	1
Anguilla	1
Australia	4
Austria	4
Azerbaijan	1

TOTAL TRAVEL BY TYPE



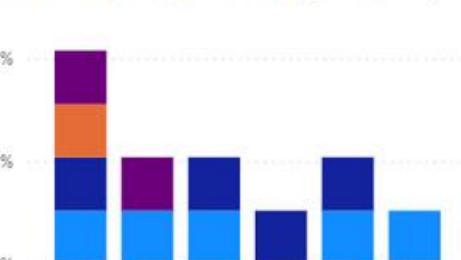
TREND BY TRAVEL TYPE



TRAVEL BY MONTH

Month	Count
JAN	8
FEB	17
MAR	26
APR	5
MAY	2
JUN	3
JUL	3
AUG	1
SEP	0
OCT	5
NOV	3
DEC	2

TRAVEL RATE IN TIME



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