Phase 1: Problem Understanding & Industry Analysis

1. Requirement Gathering

Functional Requirements

- Students should be able to register and create profiles.

- Students can search for rooms/hostels/PGs by city, price, facilities, and availability.

- Landlords can register and list their rooms with details like rent, location, and facilities.

- A booking system should allow students to request rooms.

- Admin should approve and monitor listings.

- Notifications (email/SMS) should be sent for bookings and approvals.

Non-Functional Requirements

- **Data security**: Only authorized users can access data.

- **Performance**: Search results should load quickly.

- **Usability**: Interface should be simple for students and landlords.

- **Scalability**: System should support multiple cities and thousands of listings.

2. Stakeholder Analysis

Stakeholder	Role in the System	Needs/Expectations
Students	End users who search and book accommodation	Easy search, affordable options, safety info
Landlords	Provide rooms/PGs/hostels	Platform to list rooms and find tenants
Admin	Manages platform operations and approvals	Control over data, monitor activities
Colleges	Optional stakeholders for future integration	Verified housing options for students

3. Business Process Mapping

1. Student registers on the platform.

2. Student searches available rooms using filters (location, price, facilities).

3. Student selects a room and places a booking request.

4. Landlord receives notification and confirms availability.

5. Admin verifies and approves booking (if required).

6. Student receives confirmation email/SMS.

7. Feedback/complaint system allows students to rate their experience.

4. Industry-Specific Use Case Analysis

- **Education Industry**: Colleges want reliable housing solutions for their students.

- **Real Estate Industry**: Property owners get a new market (students) without brokers.

- **Technology/CRM Industry**: Salesforce provides a scalable, secure, and customizable platform for managing student-owner interactions.

5. AppExchange Exploration

Before custom development, we explored Salesforce AppExchange to check for existing solutions:

- **Property Management Apps**: Designed for large-scale real estate companies, not student-focused.

- **Rental Management Apps**: Expensive and more suited for commercial leasing.

- **Education Apps**: Focused on learning, not accommodation.