

# Phase1: 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**

- Step 1: Student registers on the platform.
- Step 2: Student searches available rooms using filters (location, price, facilities).
- Step 3: Student selects a room and places a booking request.
- Step 4: Landlord receives notification and confirms availability.
- Step 5: Admin verifies and approves booking (if required).
- Step 6: Student receives confirmation email/SMS.
- Step 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.