**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.