SALESFORCE PROJECT IMPLEMENTATION PHASES

Phase 1: Problem Understanding & Industry Analysis

Problem: During natural disasters (floods, earthquakes, cyclones), victims often struggle to request essential resources efficiently, and NGOs/government agencies have difficulty tracking requests and assigning volunteers/resources.

Industry Analysis:

- Sector: Disaster Management / Humanitarian Aid
- Current Challenges:
  - Delayed response due to manual request tracking
  - Lack of real-time visibility of volunteer availability
  - Inefficient allocation of resources
- Salesforce Role: Centralized system to manage requests, volunteers, and resources with automation and dashboards.

1. Requirement Gathering

- Victims should be able to submit requests for essential resources (food, water, medicine, shelter).
- Volunteers should be able to view and accept/complete assignments.
- Coordinators should have a dashboard to track requests, volunteers, and resources.
- The system should automatically assign volunteers/resources based on availability and priority.
- Notifications/alerts for pending or overdue requests.
- Reports and analytics for completed vs pending requests, resource utilization, and volunteer workload.

2. Stakeholder Analysis

Stakeholder	Role	Expectations
Victims (Affected People)	Submit resource requests	Easy-to-use portal, real-time tracking
Volunteers	Fulfill requests	Clear assignments, update status easily
Coordinators/NGOs	Manage relief operations	Central dashboard, automated assignment, analytics
Government Agencies	Oversight/monitoring	Reports, transparency, faster response

3. Business Process Mapping

Process Flow:

1   Victim submits a request.
2   System validates request and auto-assigns volunteer/resource.
3   Volunteer receives task notification and updates status.
4   Coordinator tracks progress and reallocates if needed.
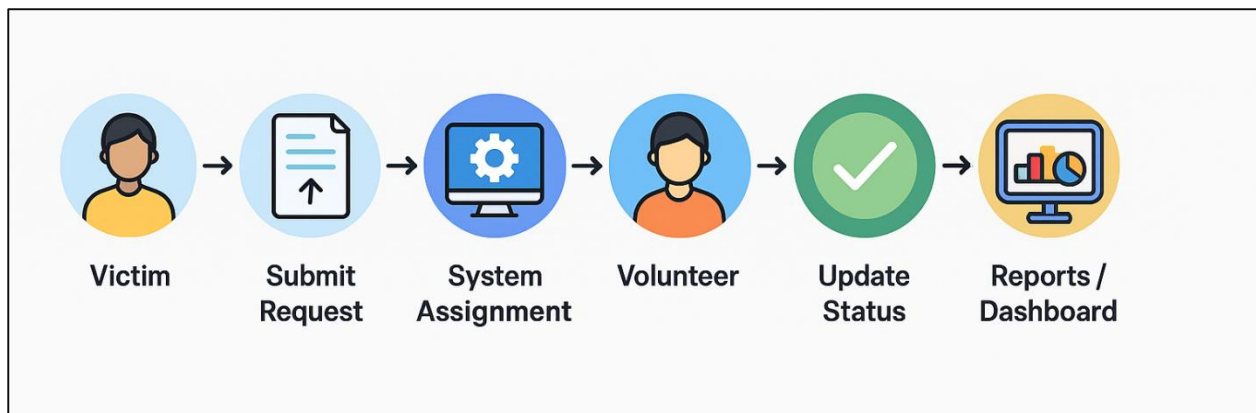5   Reports and dashboards provide insights into overall relief efforts.

Figure 1. Process Flow Diagram

4. Industry-specific Use Case Analysis

- Use Case: Flood Relief in a rural district
- Victims request food, water, and shelter.
- Volunteers from NGOs and community groups are available for deployment.
- Coordinators need real-time tracking of requests and volunteer workload.
- Outcome: Faster allocation of relief resources, reduced duplication of effort, and improved victim support.

5. AppExchange Exploration

- Volunteer Management Apps (for NGOs) → provide partial solutions but are generic.
- Nonprofit Success Pack (NPSP) → widely used in nonprofit operations but not disaster-specific.
- Case Management Apps → good for tracking issues but lack volunteer/resource assignment logic.
- **Differentiation:** Our solution focuses specifically on disaster relief scenarios, integrates volunteer and resource assignment, and includes LWC dashboards for real-time tracking — all built in a free Salesforce Developer Org.