**Employee Recognition App**

**Phase 1: Problem Understanding & Industry Analysis**

**Problem Statement:**

In many organizations, recognition is informal and untracked, leaving HR unable to measure engagement or identify top performers. A Salesforce-based Employee Recognition App will allow employees to send Kudos, track points, and provide managers with dashboards for visibility.

**1.Requirement Gathering**

* Primary Requirement: Build a system inside Salesforce where employees can recognize peers by sending “Kudos.”
* Detailed Needs:
  + Employees should be able to select a colleague, choose a recognition type (e.g., Teamwork, Innovation), and add a short message.
  + The recipient should be notified instantly (email or Salesforce notification).
  + Each Kudos should add points to the recipient’s profile.
  + HR managers should be able to track recognition trends, top performers, and engagement data.
  + Optional: Integrate with collaboration tools (Slack, Teams) for real-time recognition announcements.

**2.Stakeholder Analysis**

* **Employees:** Main users of the app → They create Kudos.
* **Managers/HR:** Consumers of reports and dashboards → They use insights to reward and recognize employees formally.
* **Salesforce Admin:** Configures objects, fields, automation, dashboards.
* **Salesforce Developer:** Builds Apex trigger, custom LWC for “Kudos Wall,” or Slack integration if required.

Stakeholder mapping ensures who benefits, who manages, who builds.

**3.Business Process Mapping**

Current Process (Before App):

* Recognition happens informally (verbal thanks, emails, or chats).
* No tracking, so HR cannot measure engagement or reward data-driven recognition.

Future Process (With Salesforce App):

1. Employee A opens “Give Kudos” form.
2. Selects recipient → adds message + type → submits.
3. Kudos record created → Flow/Apex updates points → recipient notified.
4. Reports/Dashboards updated automatically.

This mapping shows how Salesforce streamlines and digitizes the process.

**4.Industry-Specific Use Case Analysis**

* **HR & Employee Engagement:** Many companies invest in recognition platforms to improve morale. This project is like a mini version of Bonusly/Reward Gateway, but built natively in Salesforce.
* **Corporate Culture:** Recognition improves teamwork, reduces attrition, and encourages healthy competition.
* **Scalability:** If the org expands, the same app can integrate with payroll or HR systems to influence appraisals.

**5.AppExchange Exploration**

* Analysis shows they may have licensing costs or too many features for a small org.
* Decision: Build a lightweight in-house custom app tailored to company needs.