

SkillSphereX – AI-Powered Skill Exchange & Learning Platform on Salesforce CRM

- Exchange. Learn. Grow.

Salesforce Project Implementation Phases
(Admin + Developer)

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Problem Statement

In today's fast-changing world, individuals—students, professionals, freelancers—possess valuable skills but lack access to **affordable, personalized, and verified** learning or mentorship opportunities. Current platforms focus mainly on **paid courses, static content, or one-way learning**, leaving a major gap in **peer-to-peer skill exchange**.

Key Challenges:

- High costs and subscription fees for skill development.
- Limited personalization and mentorship tailored to an individual's goals.
- Lack of a trusted, gamified system to verify and showcase real-world skills.
- Fragmented tools — learning platforms, freelance sites, and social networks operate in silos, with no unified ecosystem.
- No easy way to barter or exchange skills without involving money.

This results in **underutilized skills, low collaboration, and barriers for self-driven learning**.

Proposed Solution – SkillSphereX

SkillSphereX is a **Salesforce-based, AI-powered Skill Exchange & Learning Platform** designed for **both individuals and institutions**.

It creates a unified ecosystem where **students, professionals, universities, training centers, and corporates** can list skills, discover learning opportunities, and collaborate in a **credit-based, gamified environment**.

How It Works:

- **Skill Listings:** Users or organizations post skills they can teach (or are willing to mentor in) and skills they want to learn.
- **AI Smart Matching:** AI recommends the best matches between skill providers and skill seekers based on expertise, availability, and goals.
- **Credit-Based Economy:** Users earn credits for teaching/mentoring and spend credits to learn from others. Organizations can also allocate credits internally to teams.
- **Gamification & Trust Scores:** Badges, leaderboards, and verified ratings build credibility and engagement.

- **Session Booking & Notifications:** Book live sessions (one-on-one or group), receive automated reminders, and track history.
- **Dashboards & Analytics:** Salesforce dashboards provide real-time visibility of trending skills, credit usage, and engagement metrics at both individual and organizational levels.

Why It's Different:

Unlike traditional course platforms or freelance marketplaces, **SkillSphereX** creates a **reciprocal, AI-powered learning network**.

It empowers:

- **Individuals** to upskill at minimal cost.
 - **Institutions** (colleges, corporates, NGOs) to enable internal knowledge sharing.
 - **Communities** to build verified skill profiles and encourage collaboration.
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Phase 1: Problem Understanding & Industry Analysis

Requirement Gathering

- Collect requirements from learners, skill providers, universities, corporates, and NGOs.
- Key needs: AI-based skill matching, credit-based exchange, session scheduling, gamification, dashboards, and feedback system.

Stakeholder Analysis

- **Learners / Students** → Need affordable access to verified skills and mentorship.
- **Skill Providers / Mentors** → Need a platform to share skills, earn credits, and build reputation.
- **Universities / Corporates** → Need dashboards to track skill engagement and encourage internal knowledge sharing.
- **Administrators** → Need to manage users, approve skill listings, monitor credit transactions, and generate reports.

Business Process Mapping

- **Current:** Skills exchanged informally via social networks, messaging apps, or offline workshops → No tracking → Low trust → No credit system.
- **Future:** Users list skills → AI recommends matches → Sessions booked → Credits exchanged → Feedback collected → Dashboards updated automatically in Salesforce.

Industry-specific Use Case Analysis

- Peer-to-peer skill exchange is growing in EdTech and corporate learning sectors.
- Platforms like LinkedIn Learning or Coursera focus on paid courses; SkillSphereX offers a barter + credit model with AI-powered personalization.
- CRM ensures better user engagement, trust, and performance tracking.

AppExchange Exploration

- Explore Salesforce apps for:
 - Scheduling & Booking (Event Management / Scheduler apps)
 - Gamification & Badges
 - Credit / Reward Management
- For MVP, custom Salesforce objects (Skill, Session, CreditTransaction, Rating/Badge) are sufficient.