Phase 1: Problem Understanding & Industry Analysis

Requirement Gathering

- Institutions often face issues where **lost belongings remain unclaimed** due to lack of a structured reporting system.

- Users need a **centralized platform** to report lost or found items, search records, and get timely notifications.

- Admins/security staff need a way to **verify claims, manage submissions, and track resolution** efficiently.

Stakeholder Analysis

- **Students/Faculty/Staff (Users)** → Report lost/found items, search the portal, receive notifications.

- **Admin/Security Staff** → Manage lost/found records, verify ownership, close cases.

- **System (Salesforce Portal)** → Stores item details, auto-suggests matches, sends alerts, generates reports.

Business Process Mapping

1. User logs into the portal → reports a lost or found item with details.

2. System stores the entry and attempts to **match lost and found records**.

3. User receives notification/email if a possible match is found.

4. Admin verifies item ownership and marks case as resolved.

5. System generates reports → insights into frequently lost items, common locations, and resolution timelines.

Industry-Specific Use Case Analysis

- In large campuses (universities, corporate offices), **misplaced items are common** and recovery is inefficient.

- Existing solutions are either **manual (notice boards, registers)** or require **heavy custom development**.

- A **Salesforce CRM-based solution** provides a **cost-effective, scalable, and mobile-ready approach** with faster adoption.

AppExchange Exploration

- Similar models exist for **case management, resource booking, and asset tracking** on Salesforce AppExchange.

- These apps inspired the **Lost and Found Portal** model, customized to the needs of institutions.

Outcome of Phase 1

The problem, stakeholders, and scope of the **"Lost and Found Portal for Institutions"** are well-defined and aligned with real-world needs.
This ensures the solution is **relevant, practical, and scalable** within an institutional environment.