

Phase 1: Problem Understanding & Industry Analysis

Project Title: Leave Management App

Problem Statement:

An organization requires an efficient Leave Management System to manage employee leave applications, approvals, tracking, and history. The system should provide an automated, user-friendly solution to request leaves, apply approvals based on hierarchy, ensure compliance with leave policies, and maintain audit trails for accountability. It should also provide reporting dashboards to management and ensure data privacy and role-based access.

1. Requirement Gathering

- Capture employee leave processes: leave request submission, manager approval/rejection, leave balance management, leave history, cancellation, and reporting.
- Define role-based access control (employees, managers, HR, administrators).
- Store leave applications and employee leave balances securely.
- Maintain audit trails for every leave request, approval, or modification.
- SLA-driven alerts and reminders for pending approvals or balance shortages.
- Reporting dashboards for management (leave balance summary, pending approvals, department-wise leave statistics).
- Notifications via email or system alerts for leave status updates.

2. Stakeholder Analysis

Stakeholder	Role / Interest	Needs
Employees	Apply for leaves	Easy leave request submission, view leave balances, track application status
Managers	Approve/reject leave applications	Approve/reject with remarks, track team leave schedule
HR Team	Manage leave policies and records	Maintain leave policies, leave history tracking, compliance management
Administrators	Oversee system operation	Role management, audit trail visibility, system configurations
Management	Track leave trends	Leave analytics, reports, compliance overview

3. Business Process Mapping

Core Workflow:

Employee Submits Leave Request → Manager Approves/Rejects → Leave Balance Updated → Notifications Sent → Leave History Updated → Reporting Dashboard Updated

- SLA timers for leave approvals (e.g., approvals within 48 hours).
- Role-based approval hierarchy (e.g., only managers can approve team leaves).
- Automated email reminders for pending approvals or when leave balance is low.

- Rejection reason mandatory for transparency.

4. Industry-specific Use Case Analysis

- Compliance with labor laws and company leave policy.
- Integration with internal HR systems (for employee data and leave balances).
- Notifications through email or app for better employee engagement.
- Audit & Reporting: Detailed logs of who applied, approved, modified, or cancelled leaves.
- Scalability: Capable of supporting large organizations with thousands of employees.
- Data privacy: Secure handling of personal leave records.

AppExchange Exploration

Potential Salesforce AppExchange Apps to speed development:

- Leave Management Apps (prebuilt workflows for leave tracking).
- Document Management Apps (for storing leave applications and supporting documents).
- Notifications/Alerts Apps (email and system notifications).
- Audit & Compliance Apps (enhanced logging, data masking).
- Analytics/Dashboard Apps (leave usage trends, department-wise statistics).