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**JOB RECRUITMENT & HIRING MANAGEMENT SYSTEM**

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

**Problem Statement**

Recruitment is one of the most critical functions in any organization, yet many companies still rely on manual processes, spreadsheets, and disconnected tools to manage job postings, candidate applications, interview scheduling, and hiring decisions.

This lack of centralization leads to:

* **Inefficient hiring workflows** — recruiters spend significant time coordinating with hiring managers and candidates.
* **Poor candidate experience** — applicants do not receive timely updates about their status.
* **Data silos** — candidate information, resumes, and interview feedback are scattered across emails and documents.
* **Limited visibility** — management cannot easily track hiring funnel metrics such as time-to-fill, application-to-hire ratio, and recruiter performance.
* **Security risks** — sensitive candidate data may not be properly controlled or audited.

Therefore, there is a need for a centralized recruitment management system that streamlines the hiring process, improves candidate experience, automates repetitive tasks, and provides actionable insights through reports and dashboards.

**Requirement Gathering**

The primary requirement for this project was to address the widespread inefficiencies found in manual and disconnected recruitment processes. Key functional requirements gathered were:

* **Centralized Data Management**: The system must provide a single source of truth for all hiring-related data, including job postings, candidate information, and application histories.
* **Process Automation**: The system must automate repetitive tasks such as routing jobs for approval, creating interview records, and sending status updates to candidates.
* **Robust Security**: The application needs to ensure sensitive candidate data is secure and only visible to authorized personnel.
* **Actionable Analytics**: The system must provide reports and dashboards to give management real-time visibility into hiring funnel metrics.
* **Integration Capability**: The platform should be able to connect with external systems to enrich candidate data.

**Stakeholder Analysis**

Four primary stakeholders were identified, each with distinct needs and roles within the application:

* **The Recruiter** : The primary daily user. Needs an efficient interface to manage candidates, applications, and interviews.
* **The Hiring Manager** : An approver and collaborator. Needs to easily review and approve job requisitions and see the pipeline of candidates for their specific roles.
* **The Executive/HR Admin**: A strategic user. Needs high-level dashboards to track key performance indicators (KPIs) like time-to-fill and application-to-hire ratios. Also requires administrative access for setup and maintenance.
* **The Candidate**: An external stakeholder. Needs timely communication and a professional experience throughout the application process.

**Business Process Mapping**

The end-to-end business process for the recruitment lifecycle was mapped out as follows:

1. **Requisition**: A Hiring Manager identifies a need for a new role.
2. **Creation & Approval**: A Recruiter or Admin creates a new Job record, which is submitted for approval.
3. **Approval**: The designated Hiring Manager reviews the Job and either approves or rejects it via the formal Approval Process.
4. **Posting**: Once approved, the job's status is changed to "Open."
5. **Application**: A Candidate applies for the job, creating an Application record that links the two.
6. **Screening**: The Application status is updated as the candidate moves through stages like "Screening," "Interview," and "Offer."
7. **Hiring** **Decision**: The candidate is either hired or rejected, and the final status is recorded.
8. **Reporting**: Throughout the process, all data is captured for real-time reporting.

**Industry-specific Use Case Analysis**

The project was tailored to address common use cases within the Human Resources (HR) and Talent Acquisition industry:

* **Data Quality**: An Apex Trigger was planned to prevent duplicate applications, a common data entry problem in recruiting systems.
* **Candidate Engagement**: A Batch Apex job was designed to send automated follow-up emails to candidates whose applications have been "in progress" for a set period, improving the candidate experience.
* **Hiring Funnel Visualization**: A key requirement was to build a report and dashboard component to visualize the hiring funnel, allowing managers to instantly see how many candidates are in each stage of the process.

**AppExchange Exploration**

An analysis of existing applications on the Salesforce AppExchange was conducted. This exploration revealed that while many comprehensive (and expensive) HR solutions exist, there was a clear opportunity to build a lightweight, custom application that perfectly fits the defined business process without the overhead of unnecessary features. This confirmed the value and feasibility of a custom-built solution for the capstone project.