

# Internal Job Application Management System CRM

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**Program:** TCS Last Mile SmartBridge

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

**Batch 4**

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## 1. Executive Summary

- This document outlines the first phase of the project focused on developing a secure and efficient solution for managing internal job applications.
  - The current process, which relies on manual tracking, presents significant challenges for the Human Resources department, including inefficiency and a lack of real-time visibility.
  - The objective of this project is to leverage the Salesforce platform to automate the entire application workflow, providing HR with powerful tools for management and employees with real-time status updates.
  - This phase focused on a deep dive into the problem, stakeholder needs, and the industry landscape to build a robust foundation for the solution.
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## 2. Problem Statement

The current process for managing internal job applications is largely manual and inefficient. The HR department struggles to securely track, update, and manage a high volume of applications. This leads to delays in communication, a lack of transparency for employees, and an inability to scale the process as the company grows.

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## 3.Objective

To design and implement a Salesforce-based solution that automates the internal job application process. The system will enable HR to:

- Review and update application statuses efficiently.
- Communicate with applicants seamlessly.

- Generate reports and dashboards for data-driven insights.
  - Provide employees with real-time updates on their application status, enhancing the overall candidate experience.
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## 4. Project Phases

This project is structured into a series of logical phases to ensure a robust and well-managed development process. Each phase builds upon the last, leading to a comprehensive and functional final product.

- **Phase 1:** Problem Understanding & Industry Analysis
  - **Phase 2:** Org Setup & Configuration
  - **Phase 3:** Data Modeling & Relationships
  - **Phase 4:** Process Automation (Admin)
  - **Phase 5:** Apex Programming (Developer)
  - **Phase 6:** User Interface Development
  - **Phase 7:** Integration & External Access
  - **Phase 8:** Data Management & Deployment
  - **Phase 9:** Reporting, Dashboards & Security Review
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## 5. Stakeholder Analysis

- **Primary Stakeholders:**
    - **HR Team:** The main end-users who will manage and interact with the system daily. Their needs center around efficiency, security, and powerful reporting.
    - **Employees/Applicants:** The end-users who will submit applications and require a user-friendly interface and real-time status updates.
    - **Management:** The ultimate beneficiaries who require visibility into recruitment metrics and a more efficient HR process
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## 6.Conclusion

The Internal Job Application Tracker demonstrates a secure, automated, and user friendly solution built using Salesforce native tools. By combining declarative features like Flows, Profiles, Sharing Rules, and Reports with minimal Apex, the system ensures data security, process automation, and real-time insights.