# Capstone Project - Phase 1: Problem Statement

## 1. Introduction

This document marks the beginning of the capstone project, focusing on identifying a real-world problem that can be solved using Salesforce. The objective is to clearly define the problem, scope, and expected outcomes of the project.

## 2. Problem Statement

Non-profit organizations often face difficulties in efficiently managing their volunteer data, donations, and event coordination. Manual tracking systems or scattered spreadsheets result in data duplication, poor reporting, and lack of collaboration. This leads to reduced transparency and inefficiency in operations.

## 3. Proposed Solution

To address this issue, the proposed solution is to implement a Volunteer & Donation Management System using Salesforce. The system will provide a centralized platform to track volunteers, manage donations, assign tasks, and generate reports. This will improve organizational efficiency, accountability, and transparency.

## 4. Objectives

The primary objectives of this project are:

* • Create a centralized volunteer database.
* • Track donations and link them to specific campaigns.
* • Enable role-based access for coordinators, finance officers, and volunteers.
* • Provide real-time dashboards and reports for management.

## 5. Expected Outcomes

The project is expected to deliver the following outcomes:

* • Streamlined volunteer and donation management process.
* • Increased transparency in financial contributions.
* • Improved collaboration within the organization.
* • Easy scalability for future campaigns and events.