

Requirement Analysis

Customer Journey Map

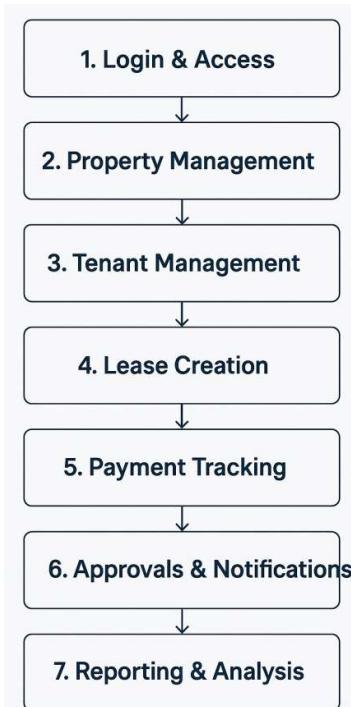
Date	02 November 2025
Team ID	NM2025TMID04536
Project Name	Lease Management
Maximum Marks	2 Marks

Customer Journey Map

The customer journey for the **Lease Management System** outlines the step-by-step experience of both property owners and tenants using the Salesforce platform. It focuses on how users interact with the system — from login to managing lease operations — ensuring convenience, automation, and transparency throughout the process.

Stage	User Action	System Interaction (Salesforce)	Experience
1. Login & Access	The user logs in using Salesforce credentials.	Salesforce authenticates and directs the user to the Lease Management Lightning App.	Secure access to the dashboard.
2. Property Management	The admin adds new property details.	Data stored in the Property Object .	Property records become viewable and editable.
3. Tenant Management	The user registers tenant details.	Stored in the Tenant Object linked to Property.	Tenant data displayed with lease association.
4. Lease Creation	The admin creates a new lease agreement.	Record stored in the Lease Object with validation rules.	Lease data automatically connected to property and tenant.
5. Payment Tracking	Monthly payments are logged or auto-reminded.	Managed through Payment Object , triggers, and flows.	Email notifications sent for payment status.

6. Approvals & Notifications	Approvals triggered for lease renewals or vacant checks.	Approval process workflow initiated in Salesforce.	Approval status updated automatically.
7. Reporting & Analysis	Admin views analytics and reports.	Salesforce dashboard and reports visualize lease data.	Insights into rent collection, active leases, and vacancies.



This journey ensures ease of navigation, automation, and efficient record management, improving both user satisfaction and operational efficiency.