

Community Skill Swap Platform Project

Phase 1 . Problem Understanding & Industry Analysis

1. Requirement Gathering

👉 **Goal:** Understand what each stakeholder needs from the system.

- **Learners (Students/Professionals):**
 - Easy way to request skills they want to learn.
 - Ability to track progress and matches.
 - Access to dashboards showing points and achievements.
- **Mentors/Trainers (Skill Providers):**
 - Platform to showcase skills they can teach.
 - Receive recognition (points, leaderboard ranking).
 - Notifications when matched with learners.
- **Platform Admins (Salesforce Admins/Community Managers):**
 - Manage users, skills, and matches.
 - Monitor most requested/offered skills.
 - Generate reports for platform engagement.

2. Stakeholder Analysis

👉 **Goal:** Identify roles and responsibilities in the ecosystem.

- **Primary Stakeholders:**
 - **Learners:** Request skills, view matches, earn points.
 - **Mentors:** Offer skills, get matched, track teaching points.
 - **Admins:** Maintain system, configure matching, manage dashboards.
- **Secondary Stakeholders:**
 - **Community Partners/Organizations:** May integrate to share training programs.
 - **Employers:** Can view leaderboard/skills for hiring potential talent.

3. Business Process Mapping

👉 **Goal:** Compare current process vs. Salesforce-enabled process.

- **Current Process (Manual/Traditional):**
 - People rely on random networking, social media, or word-of-mouth to exchange skills.
 - No structured tracking of skill matches or progress.
 - No recognition system for active mentors.
- **Proposed Process (Salesforce Enabled):**
 - Users register and enter **skills offered** and **skills requested**.
 - Salesforce **Flow/Automation** matches learners with mentors.
 - Gamification system rewards mentors with points.
 - Leaderboards and dashboards track engagement.
 - Community portal provides a centralized hub for all users.

4. Industry-Specific Use Case Analysis

👉 **Goal:** Benchmark against best practices in EdTech & Knowledge Sharing Platforms.

- **Knowledge Exchange:**
 - Current platforms (LinkedIn Learning, Coursera) are paid/subscription-based.
 - Our system promotes **free peer-to-peer learning via barter model**.
- **Gamification:**
 - Gamified points + leaderboard = increased engagement, similar to Duolingo's streak system.
- **Community Building:**
 - Promotes a **social learning ecosystem** (like Stack Overflow's reputation system).

5. AppExchange Exploration

👉 **Goal:** Explore apps to accelerate development.

- **Potential Apps:**
 - **Gamification/Leaderboard Packages** → Could speed up point system.
 - **Community Enhancer Apps** → Prebuilt templates for user communities.
 - **Matching Algorithms/Recommendation Engines** → For skill-to-skill mapping.

