

# **SALESFORCE DEVELOPER**

**PROJECT TITLE : WORKFORCE ADMINISTRATION SOLUTION**

**TEAM ID : NM2023TMID0250**

## **TEAM MEMBERS**

**PAVITHRA M (611420104054)**

**DHIVYABHARATHI A (611420104018)**

**JAYASHREE T (611420104026)**

**NANDHINEESWARI D (611420104047)**

**COLLEGE SPOC**

**MANIMEGALAI M , M.E**

**FACULTY MENTOR**

**KOWSALYA N , M.E**

## **PROJECT DESIGN PHASE – 2 :**

### **Determine the requirements( Customer Journey Maps)**

User Requirements:

User Roles: Define the different user roles (administrators, managers, employees) and their specific needs and permissions.

User Interface: Ensure an intuitive and user-friendly interface for easy navigation.

Accessibility: Ensure that the solution is accessible to users with disabilities.

Mobile Access: Support mobile devices with responsive design or dedicated mobile apps.

Core HR Functions:

Employee Records: Store and manage employee information, including personal details, job history, and contact information.

Payroll Management: Calculate and process employee salaries, taxes, and benefits.

Benefits Administration: Allow employees to enroll in and manage benefit plans.

Attendance and Time Tracking: Monitor employee working hours, time-off requests, and overtime.

Recruitment and Onboarding:

Job Posting: Create and manage job postings.

Applicant Tracking: Manage the entire recruitment process, from application to onboarding.

Onboarding Automation: Streamline the onboarding process with digital workflows and document management.

Scheduling and Shift Management:

Shift Scheduling: Create and manage employee schedules.

Shift Swap and Requests: Allow employees to request shift changes and swaps.

Performance Management:

Goal Setting: Set performance goals and objectives.

Performance Reviews: Schedule and conduct performance evaluations.

Feedback and Appraisals: Provide a platform for continuous feedback and performance appraisals.

Learning and Development:

Course Management: Offer a catalog of training courses and materials.

Certification Tracking: Track and manage employee certifications and training progress.