

# Phase 1: Problem Understanding & Industry Analysis — SkillSync

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## Project Title:

### SkillSync: Dynamic Knowledge & Expertise Marketplace

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## Goal:

The SkillSync platform is designed to transform how organizations harness internal expertise, promote collaboration, and foster professional growth.

It aims to:

- Enable employees to list their skills & expertise.
  - Match projects, tasks, and mentorship opportunities with the right skills.
  - Track engagement, contributions, and learning journeys.
  - Provide gamified dashboards to drive motivation and performance.
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## 1. Requirement Gathering Engaged Stakeholders:

- Centralized skill repository for employees.
  - Project/task allocation based on expertise.
  - Mentorship program alignment.
  - Gamified learning dashboards.
  - Tracking contributions & recognition.
  - Integrations with Salesforce apps (Chatter, Experience Cloud, Service Cloud).
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## 2. Stakeholder Analysis

- Platform Administrator: Manages rules, data integrity, and system setup.
  - Employee: Lists skills, seeks opportunities, tracks progress.
  - Manager: Assigns tasks/projects based on skills, reviews dashboards.
  - Mentor: Provides guidance and training aligned to employee skills.
  - HR / L&D; Team: Uses analytics for workforce planning and upskilling needs.
  - Executive Leadership: Tracks organizational skill growth and productivity.
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### 3. Business Process Mapping

- Employee creates/updates skill profile.
  - System recommends projects, mentorships, or learning modules.
  - Manager validates skill-task matching.
  - Employee contributes to project/task.
  - System tracks engagement, rewards points, and updates dashboards.
  - HR reviews workforce insights via analytics dashboards.
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### 4. Industry-Specific Use Case Analysis

- Corporate: Skill-based workforce optimization & engagement.
  - Consulting Firms: Expertise marketplace for project-based staffing.
  - Technology Companies: Mentorship-driven learning and innovation.
  - Academia: Faculty-student collaboration & project matching.
  - Non-profits: Volunteer expertise mapping for social projects
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### 5. AppExchange Exploration

- Existing Platforms: Salesforce Work.com, Trailhead, Appirio Skill Cloud.
  - Strengths: Employee engagement, training modules, analytics dashboards.
  - Limitations: Limited gamification, lack of dynamic project-task mapping.
  - SkillSync Opportunity: Unified skills marketplace, gamified contributions, integrated with Salesforce ecosystem
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### 6. Gap Analysis (Existing vs. Proposed)

#### Existing Systems:

- Costly.
- Limited focus.
- Poor integration and not gamified.

#### SkillSync:

- End-to-End Skill Marketplace.
  - Mobile-first, Salesforce-Native Integration.
  - Gamified Contributions.
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## 7. Technology Landscape & Tools

**Platform:** Salesforce

- Lightning, Mobile App, Experience Cloud

**Modules:**

- Service Cloud → Mentorship & Support
- Experience Cloud → Employee Portal
- Tableau CRM → Dashboards

**Integrations:** HR systems, learning platforms, Chatter, third-party APIs

**Design:** Mobile-first, gamified UI, multilingual support

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## 8. Risks & Mitigation

- Low adoption: Gamified experience, intuitive UI.
  - Data quality issues: Validation rules, manager/mentor approvals.
  - Integration challenges: Use of Salesforce APIs, modular rollout.
  - Employee resistance: Change management, training sessions.
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## 9. Success Metrics

- Employee adoption %.
  - Skill coverage mapped vs organizational needs.
  - Task/project allocation efficiency.
  - Mentorship engagement rate.
  - Gamification impact (leaderboards, badges usage).
  - Improvement in employee satisfaction & retention.
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## 10. Future Vision

- AI-driven skill recommendations.
- Expanded integration with external learning platforms.
- Scalable rollout from department → organization-wide → global teams.