# Phase 1: Problem Understanding & Industry Analysis

## Problem Statement:

Managing employee leave requests manually through emails, phone calls, or spreadsheets leads to confusion, delays in approvals, difficulty in tracking leave balances, and lack of transparency. There is a need for a centralized Leave Tracker App in Salesforce that automates leave requests, approvals, notifications, and reporting to improve efficiency and accuracy in HR processes.

## 1. Requirement Gathering

• Employees should be able to apply for leave.

• Managers should be able to approve/reject leave.

• The system should prevent overlapping/conflicting leave requests.

• Email notification should be sent for approvals/rejections.

• Track leave balances (annual, sick, casual).

• Generate reports on leave history.

## 2. Stakeholder Analysis

• Admin (System Administrator): Sets up objects, fields, flows, security.

• Employee: Applies for leave, checks leave status.

• Manager: Approves/rejects leave requests, monitors team leaves.

• HR: Tracks leave balances, reviews reports, ensures policy compliance.

## 3. Business Process Mapping

Employee submits leave request → Validation (leave balance, dates) → Manager approval → Email sent to employee → HR reviews reports (if needed).

## 4. Industry-specific Use Case Analysis

• Leave management is critical in every organization for workforce planning.

• Companies need to track leave balances and ensure business continuity.

• Approvals should be automated to reduce manual HR workload.

• Notifications keep employees and managers updated in real-time.

## 5. AppExchange Exploration

Explored existing 'Leave Management' apps on AppExchange. Many exist with advanced features, but we will build a simpler custom Leave Tracker App to learn and showcase our skills.