

RENTOMAX PRESENTATION

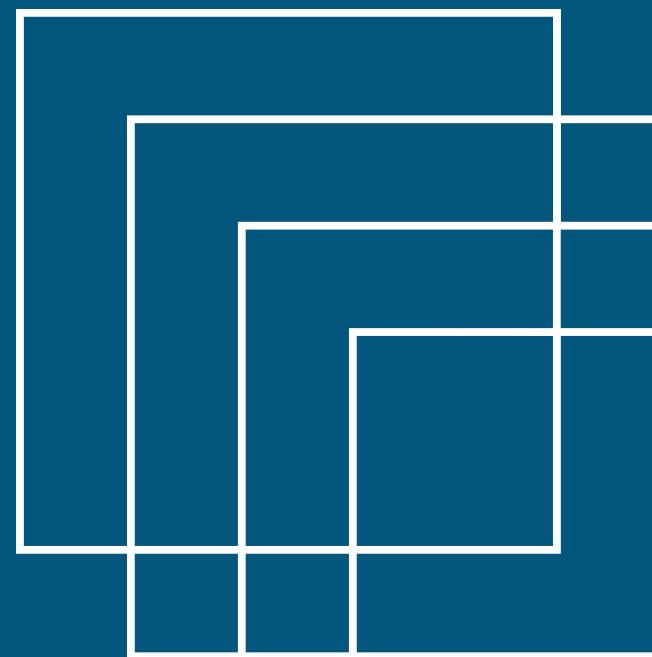


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AGENDA



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MEET THE TEAM

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BACKGROUND



For this project, we are developing a system for the company RentoMax. RentoMax is an apartment rental company that manages its properties across various locations in Athens. Currently, the company manages their processes manually, so they want to implement an automated system for its key processes with Salesforce.

EXECUTIVE SUMMARY

- Problem: RentoMax currently utilizes outdated manual, paper-based processes. Tenants have expressed dissatisfaction due to delays, which hinders business efficiency and future growth.
- Solution: Team created a Salesforce platform that will:
 - Increase operational efficiency
 - Improve tenant satisfaction and experience
 - Enhance maintenance processes and management
 - Create dashboards for high level oversight



ANALYSIS & DESIGN TECHNIQUES

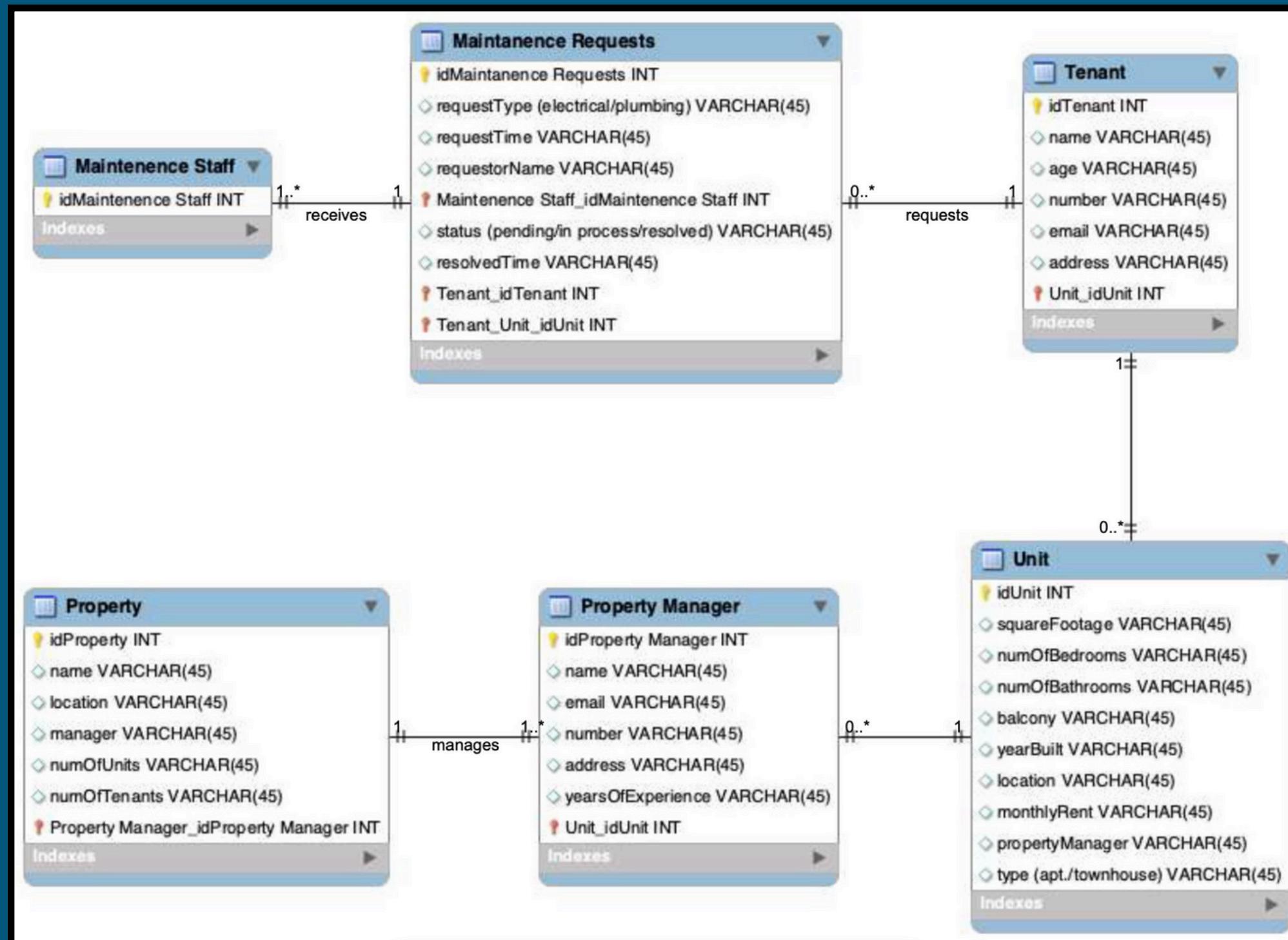
TECHNIQUES USED:

- Use Case Diagram
- Use Case Description Table
- User Interface Flow
- Domain Class Diagram
- CRUD Matrix

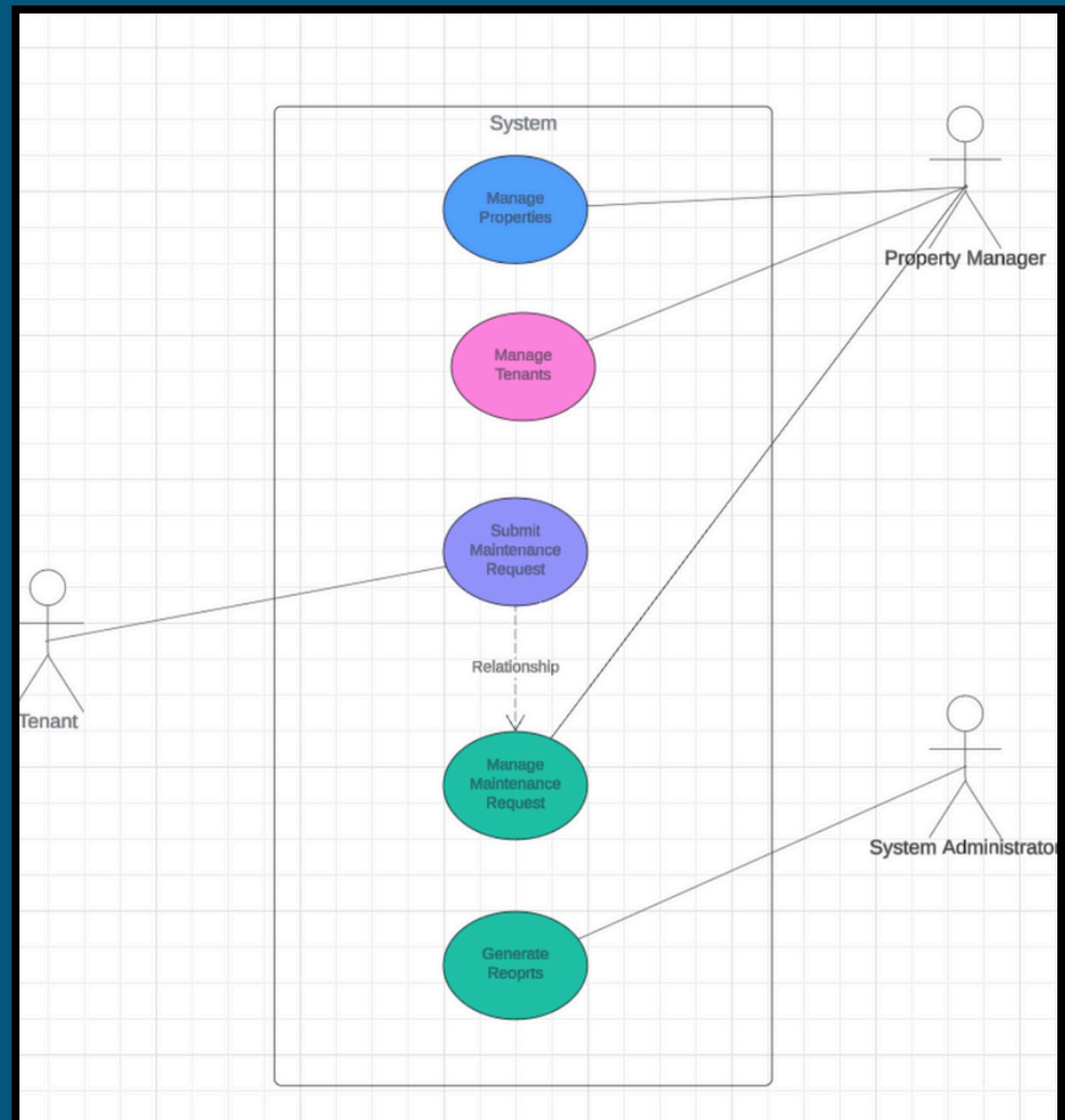
- By utilizing all of these diagrams, we were able to precisely map out the content to showcase in Salesforce.
- Each technique provided us with a clear approach to determine the best course of action for the use cases.

DIAGRAMS

DOMAIN CLASS DIAGRAM



USE CASE DIAGRAM



SYSTEM FUNCTIONALITY

Main Functionality

Property and Tenant Management

Allow the user to add, update, and delete properties and tenants to the system with associated details

Maintenance Request Handling

Allow tenant to submit maintenance requests, then categorized as electrical or plumbing

Report Generation and Dashboard

Allows the user to generate reports and view dashboard with information about maintenance requests, property and tenant details, and manager and staff information

Non-Functional Requirements

Scalability

The system should be able to handle a large number of requests

Security

The system protects sensitive data

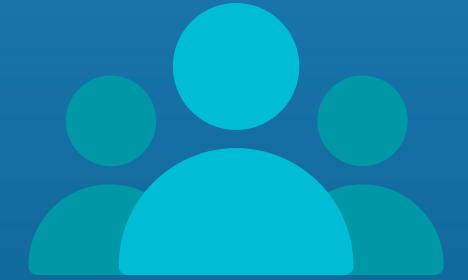
Availability

The system is available 24/7

Usability

The system is easily used and the interface is user-friendly

USERS & IMPACT



USERS:

- Tenant:
 - Request maintenance (electrical/plumbing) via phone.
- Property Manager:
 - Add tenants and their details.
 - Assign tenants to units.
 - Manage leases and maintenance requests.
 - Track rent payments.
- System Administrator:
 - Handle unresolved requests.
 - Create maintenance reports (time to resolve, status).
 - Generate property management dashboards.
- Maintenance Staff (Plumber & Electrician):
 - Fulfill maintenance requests.
 - Monitor request status.
 - Escalate unresolved requests (> 48 hours) to admin.

IMPACT:

- All maintenance requests, assignments, and reports are easily managed
- Rentomax system is easily accessible and user-friendly
- Organized decision-making process and reports
- Requests completed on-time and in order

SYSTEM DEMONSTRATION



S RentoMax ~ C3 4620S

Universityofgeorgia269-dev-ed.develop.lightning.force.com/lightning/r/Dashboard/012Hu000001hzBMAQ/view?queryScope=userFolders

Copy link

RentoMax Home Cases Contacts Properties Units Dashboards Reports

Dashboard
RentoMax Dashboard

As of Apr 19, 2024, 12:45 PM Viewing as Valerie Penaranda

Refresh Edit Subscribe

Case Type by Status

Record Count

Type	New	Escalated	Closed
Electrical	3	1	0
Plumbing	1	1	2

Status

- New
- Escalated
- Closed

[View Report \(Properties with Status and Type\)](#)

Case Count by Status

14

Status

- New
- Escalated
- Closed

[View Report \(Cases and Status\)](#)

Case Count by Request Subject

14

Subject

- Apartment above...
- Bathtub won't s...
- Dishwasher not ...
- Electrical Fire
- Lightbulb broken
- Lightbulb flicker...

[View Report \(Subject\)](#)

Properties by Case Type

Watch on YouTube

Record Count

Properties Name	Record Count
Archer Apartments	1
The Belmont	0

Case Count by Properties

Record Count

Properties Name	Record Count
Archer Apartments	7
The Belmont	0

PROJECT EVALUATION

WHAT WENT WELL

- Overall functionality of the system is good
- Adding custom objects and relationships between properties and units
- Case assignment rules
- Hierarchy of custom and standard objects

WHAT DIDN'T

- Initially, the close case status was not showing up under the picklist options
- Creating a report that we could then properly use in the dashboard
- Calculating the time to resolve using the date/time data type

IMPROVEMENTS

- Acquiring more licenses so more users could be added
- Improving interface for user experience
- Show actual escalated cases in reports

PROJECT RETROSPECTIVE

- Clear mapping of priorities and team vision
- Maintain clear and constant communication with client
- Make decisions for well-being of client
- Establishing clear roles and responsibilities within the team
- Team deadlines in addition to client deadlines
- Team friendship and comfortable working environment

Questions?