**Phase 1 – Problem Understanding & Industry Analysis**

In this phase, the primary objective is to clearly understand the problem that the project aims to solve and determine how AI can enhance human tasks. This involves gathering requirements, analyzing stakeholders, mapping existing processes, and exploring potential use cases across various industries.

**Requirement Gathering:**  
We begin by identifying key pain points that users face. For example, customer service agents often spend significant time drafting responses to queries, which affects efficiency and satisfaction. The platform is expected to include features such as suggestive drafting, confidence scoring, and feedback loops to improve accuracy and speed.

**Stakeholder Analysis:**  
It is essential to define the users who will benefit from the platform, including support agents, supervisors, and customers. By understanding their needs, such as reducing response time or improving customer satisfaction, the solution can be tailored to address these expectations.

**Business Process Mapping:**  
We map existing workflows to identify how tasks are currently managed and where AI-powered assistance can be integrated. A typical process may involve task creation, AI-generated suggestions, user approval, and feedback tracking to ensure continuous improvement.

**Use Case Analysis:**  
We explore how this solution can be adapted and scaled across other industries like healthcare, legal services, and education, identifying opportunities where AI-human collaboration can enhance productivity and outcomes.

**AppExchange Exploration:**  
To ensure the uniqueness and relevance of the solution, we review existing Salesforce apps, templates, and Einstein AI tools available on AppExchange. This helps in avoiding redundancy and leveraging available resources to build an effective, customized platform.

This phase sets the foundation for a successful implementation by aligning industry needs, user expectations, and available technologies to create an impactful, scalable AI-powered solution.