

# Salesforce Project Phase-1

## Smart Education & E-Learning Management System

### Phase 1: Problem Understanding & Industry Analysis

#### ❖ Problem Statement

Students and institutions face challenges in tracking learning progress, personalizing study paths, and consolidating online classes into a single platform. Manual tracking, scattered applications, and lack of analytics result in inefficiency, low engagement, and delayed academic performance insights.

#### ❖ Proposed Solution

The **Smart Education & E-Learning Management System** in Salesforce provides a centralized platform for students, teachers, course admins, and institution managers.

- Students can enroll in courses, track progress, and receive personalized learning recommendations.
- Teachers can assign courses, monitor student performance, and approve assignments.
- Course admins and managers can track overall learning outcomes, generate reports, and improve operational efficiency.
- Automation updates assignment statuses, progress records, and sends notifications to ensure real-time visibility.

#### ❖ Requirement Gathering

##### Students:

1. Easy registration and onboarding.
2. View available courses and enroll.
3. Track assignment submissions and grades.
4. Receive personalized learning recommendations.
5. Access progress reports and feedback.

### **Teachers / Academic Advisors:**

1. Monitor student course progress.
2. Approve course enrollments and assignments.
3. Provide feedback on student performance.
4. Generate analytics and performance reports.

### **Course Admins / Institution Managers:**

1. Manage course catalog and scheduling.
2. Match students with relevant courses based on prerequisites.
3. Track overall student learning status.
4. Collect feedback from students and teachers.

### **External Integrations / Platforms:**

1. LMS APIs (Moodle, Google Classroom) integration.
2. Video conferencing (Zoom/Teams) for live classes.
3. Performance dashboards for institution-level monitoring.

### **❖ Stakeholder Analysis**

- **Primary Stakeholders:** Students, Teachers, Course Admins, Institution Managers
- **Secondary Stakeholders:** University IT/Admin team, Alumni Mentors, HR/Training coordinators

### **❖ Business Process Mapping**

#### **Flow Chart:**

Student Registration → Course Enrollment → Assignment Submission → Teacher Approval → Progress Tracking → Reports & Dashboard → Personalized Recommendations

### **❖ Industry-Specific Use Case Analysis**

#### **Common Problems in E-Learning Management:**

- Students lack personalized learning recommendations.

- Teachers find it difficult to track assignment submissions and course progress.
- Institutions struggle to consolidate learning data across multiple platforms.
- No centralized system for generating performance analytics or feedback.

#### **How Salesforce Solves This:**

- **Student 360 View** → Unified student profiles with course history, assignments, and progress.
- **Automated Matching & Recommendation Engine** → Suggests courses and learning paths using flows and AI (Einstein).
- **Workflow Automation** → Automates assignment approvals, notifications, and feedback collection via Flows & Process Builder.
- **Tele-class Integration** → Zoom/Teams integration for live classes and virtual mentorship.
- **Progress & Feedback Tracker** → Custom objects track student performance, grades, and instructor comments.

#### **❖ AppExchange Exploration**

- **Education Cloud** – Core platform for managing students, courses, and learning lifecycle.
- **Zoom or Microsoft Teams Integration** – For virtual classes and mentorship sessions.
- **DocuSign for Salesforce** – For digital agreements or approvals for courses and certifications.
- **Einstein Analytics / Tableau CRM** – For personalized learning recommendations and performance dashboards.
- **FormAssembly or Salesforce Surveys** – To collect feedback from students and teachers.