

# **PROJECT DESIGN PHASE**

## **problem solution fit template**

Date : 4 Nov 2025

Team ID : NM2025TMID03861

Project Name : To Supply Leftover Food to Poor

Maximum Marks: 4 Marks

### **THE SOLUTION:**

**Solution Statement:** "Implement a real-time, automated 'Surplus Food Notification and Volunteer Assignment' system within the Salesforce application."

#### **(Key Features):**

**Donor Portal/Quick Entry (Salesforce App):** Food donors (restaurants, grocery stores) can quickly log available surplus food via a simplified interface (e.g., a Salesforce Community/Experience Cloud site or a simple component in the core app). They input food type, quantity, readiness time, and expiry date.

**Automated Task Creation (Salesforce Flows/Triggers):** Upon a donor logging food, a Salesforce Flow or Apex Trigger automatically creates a "Food Pick-up Task" record.

### **Smart Volunteer Matching & Notification (Salesforce Flows/Automation):**

The system identifies suitable, available volunteers based on proximity to the donor venue, availability, vehicle capacity, and defined routes (using Location/Geo-data fields for Venues).

Automated notifications (SMS/Email via Salesforce integrations) are sent to matched volunteers with task details.

Volunteers can accept or decline tasks via a simple response (e.g., a link in the SMS/email or a Volunteer Community portal).

**Real-time Tracking & Confirmation:** Once a volunteer accepts, the task is assigned, and both the donor and recipient charity are updated. Volunteers can confirm pick-up and drop-off via their mobile device (Salesforce Mobile App).

**Reporting & Dashboards:** Administrators can monitor the entire process in real-time, tracking successful pick-ups, pending tasks, volunteer availability, and food flow.

How it solves the problem:

**Timeliness:** Automates notifications and assignments, drastically reducing the time between food becoming available and a volunteer being dispatched.

**Efficiency:** Eliminates manual phone calls and spreadsheet tracking, freeing up staff time.

**Visibility:** Creates a single source of truth for available food, assigned tasks, and volunteer status.

**Coordination:** Streamlines the logistical coordination, making it easier for donors to donate and for volunteers to participate.

**Reduces Waste:** By making the process efficient and timely, more food is rescued before it spoils.