Home-Maintenance-Repair-Management-System

Phase 1: Problem Understanding & Industry Analysis

1. Requirement Gathering :

- Collect detailed requirements from stakeholders about what the system should do, the types of repairs and maintenance tracked, scheduling needs, notifications, reporting, and integration needs.
- Document key functional and non-functional requirements.

2. Stakeholder Analysis :

- Identify all stakeholders including homeowners, maintenance teams, service providers, admin staff.
- Analyze their roles, needs, and how each will interact with the system.
- Capture communication and approval workflows.

3. Business Process Mapping :

- Map out current maintenance and repair workflows including request initiation, approval, scheduling, execution, and completion.
- Identify pain points and opportunities for automation.

4. Industry-specific Use Case Analysis :

- Analyze maintenance management use cases such as emergency repairs, preventive maintenance, vendor management, asset tracking.
- Align system design to cover these use cases comprehensively.

5. AppExchange Exploration :

- Explore the Salesforce AppExchange to identify existing apps related to home maintenance management, field service management, asset tracking.
- Evaluate these apps for feature sets, integration capabilities, and cost-effectiveness as potential accelerators.

Summary Table of Salesforce Playground Actions for Phase 1

Step	Salesforce Playground Actions
Requirement Gathering	Create custom objects/fields, upload documents, collaborate
Stakeholder Analysis	Define roles/profiles, permission sets, model stakeholder objects
Business Process Mapping	Use Flow Builder, Process Builder, Lightning pages for workflows
Industry-specific Use Case	Create sample records, customize Cases/Work Orders, build reports
AppExchange Exploration	Browse, install and test apps from AppExchange