SMART LOST AND FOUND SYSTEM – SALESFORCE CRM

Introduction

Universities often struggle with managing lost and found items due to manual logging, lack of transparency, and delays in item recovery. Current processes rely on physical registers or ad-hoc communication, which results in inefficiency, unclaimed items, and poor student/staff experience. Our project, **Smart Lost and Found System – Salesforce CRM**, aims to create a centralized, automated platform within Salesforce where students and staff can report, track, and claim lost or found items efficiently. The solution leverages Salesforce's ecosystem to improve accountability, streamline workflows, and enhance user satisfaction.

Problem Statement

- Lost and found processes are fragmented, often relying on paper records or spreadsheets.

- Students and staff face delays in reporting or claiming lost items.

- There is no centralized visibility of reported or recovered items.

- Manual processes lead to duplication, mismatches, and poor tracking.

- Lack of transparency reduces trust and increases the number of permanently unclaimed items.

Proposed Solution: Smart Lost and Found System – Salesforce CRM

- Develop a Salesforce-based application to track lost and found items.

- Centralize item records, claimant details, and recovery status in Salesforce.

- Automate match detection between reported lost and found items.

- Enable claim requests and approvals through workflows.

- Provide dashboards and reports for administrators to monitor trends, item categories, and recovery rates.

Objectives

- **Centralized Tracking** – Maintain all lost and found records in a single Salesforce system.

- **Transparency for Users** – Students and staff can view and track the status of their lost or found items.

- **Automation** – Automated notifications, claim approvals, and potential match suggestions.

- **Scalable & Secure** – Role-based access to ensure security and adaptability for different institutions.

- **Leverage Salesforce Ecosystem** – Use standard/custom objects, flows, and AppExchange solutions to build the system.

Phase 1: Problem Understanding & Industry Analysis

Requirement Gathering

Core Functions:

- Lost item reporting

- Found item reporting

- Claim request workflow

- Match detection between lost and found items

- Automated notifications (e.g., item matched, claim approved, reminder for unclaimed items)

Non-functional Requirements:

- **Scalability** – Support growing numbers of lost/found records.

- **Automation** – Enable flows, triggers, and batch processing for matches and notifications.

- **Data Security** – Ensure role-based access (student, admin, staff).

- **Audit Trails** – Keep a history of claim requests and approvals for accountability.

Stakeholder Analysis

- **Students/Staff (Item Owners)** – Report lost items, submit claim requests, and track recovery status.

- **Reporters (Finders)** – Submit found item details (could be staff or students).

- **Administrators** – Verify claim requests, approve/reject matches, and maintain records.

- **Security/Support Staff** – Manage physical collection and handover of items.

- **University IT/CRM Team** – Maintain Salesforce setup and automation.

Business Process Mapping

As-Is (Current University Process):

- Lost items are reported verbally or via email.

- Found items are logged in notebooks/registers.

- HR or admin staff manually match lost and found entries.

- No real-time tracking or notifications.

- Claim approvals are manual and slow.

To-Be (Smart Lost and Found in Salesforce):

- Lost item is logged in Salesforce by student/staff.

- Found item is logged in Salesforce with details and photo.

- System auto-detects potential matches and notifies users.

- Claim requests are routed to administrators for approval.

- Status updates are automated (Pending, Approved, Collected).

- Dashboards display metrics like most lost items, recovery rates, and time to claim.

Industry-specific Use Case Analysis

- **Universities/Colleges** – Large campuses, frequent lost items (ID cards, gadgets, books).

- **Corporate Offices** – Manage lost badges, devices, and personal belongings.

- **Airports/Transport Hubs** – High volume of lost/found items requiring quick matching.

- **Events & Conferences** – Temporary setups needing efficient lost and found systems.

How it applies: Our project focuses on **university use cases**, but the model is scalable to corporate and public institutions as well.

AppExchange Exploration

- **Notification Apps** – To automate reminders (e.g., SMS Magic, Mass Mailer).

- **Document Apps** – For logging item photos and descriptions (e.g., Files Connect).

- **Case/Request Management Apps** – To handle claim requests.

- **Analytics/Dashboards** – For tracking lost/found trends and recovery rates.

Outcome: While existing solutions provide partial functionality, the Smart Lost and Found System is designed as a **custom Salesforce app** tailored specifically for universities, ensuring better alignment with campus needs.