

Title

Finance Management System – Salesforce CRM Project

Domain

Business / Finance / CRM

Introduction

A Salesforce-based Finance Management System to digitalize the management of members, contributions, auctions, and payouts for chit funds and microfinance companies.

Problem Statement

Chit fund and microfinance operators face challenges like manual record-keeping, missed payment reminders, inefficient auction tracking, and lack of real-time dashboards. These lead to delays, defaults, and poor transparency.

Objectives

- Centralize member and contribution management.
- Automate reminders for payments and auctions.
- Provide dashboards for financial health and group progress.
- Improve efficiency, transparency, and trust.

Key Features & Use Cases

Member & Group Management

- Capture new members with KYC validation.
- Assign members into chit groups.

Contribution Tracking

- Record monthly contributions automatically.
- Automated SMS/Email reminders for dues.

Auction & Payouts

- Conduct and track auctions digitally.
- Notify winners instantly and record payouts.

Defaulter Tracking

- Flag missed payments.
- Assign follow-up tasks to agents.

Dashboards & Reports

- Contributions vs Expected Collections.
- Auction Winner Reports.
- Group Financial Health Tracking.

Proposed Scope

- **Admin Setup:** Objects (Member, Group, Contribution, Auction), Profiles, Permissions, Flows.
- **Developer Work:** Triggers, Apex Classes, Async Processing (Batch, Queueable, Scheduled Apex).
- **UI:** Lightning Web Components for member cards, contribution forms, dashboards.
- **Integration:** SMS/Email notifications using callouts.
- **Reports & Dashboards:** Contributions vs Expected, Auction results, Defaulter tracking.

Expected Outcomes

- A working Salesforce CRM application covering **Admin + Developer + Automation + LWC + Integration**.
- Improved automation and transparency in chit fund/microfinance operations.
- End-to-end demonstration of Salesforce skills for the capstone project.