

Project Title: To Supply Leftover Food to Poor (Salesforce Platform)

Date: November 02, 2025

Team ID: NM2025TMID04760

Maximum Marks: 4 Marks

Phase 4: Requirement Analysis

1. Introduction

The **Requirement Analysis phase** identifies and defines all the **functional and non-functional requirements** necessary to develop the Salesforce-based food redistribution system. This phase ensures that the project meets user expectations, supports all key operations, and aligns with the overall goal of minimizing food wastage and providing timely assistance to those in need.

2. Objectives of Requirement Analysis

- To clearly identify **user roles and needs** (Donors, NGOs, Volunteers, and Admins).
- To define **system functionalities** and workflows.
- To establish **technical, performance, and security requirements**.
- To ensure the solution is **scalable and user-friendly** on Salesforce.

3. Stakeholders and Their Requirements

Stakeholder	Role / Responsibility	Requirements
Donors	Provide leftover food.	Easy registration, food donation form, status updates.
NGOs	Collect and distribute food to needy people.	Real-time notifications, food request tracking, delivery confirmation.
Volunteers	Transport and deliver food.	Task assignment, route details, and delivery status updates.
Admin	Manage users and oversee system performance.	Dashboard monitoring, data reports, issue handling, and analytics.

4. Functional Requirements

1. **User Management:**
 - o Register and manage donor, NGO, and volunteer profiles.
 - o Authentication and role-based access control.
2. **Food Donation Management:**
 - o Allow donors to post leftover food details (quantity, location, expiry time).
 - o Automatically notify nearby NGOs and volunteers.
3. **Matching & Allocation System:**
 - o Match donations with suitable NGOs based on need and proximity.
 - o Assign available volunteers for delivery tasks.
4. **Notification and Communication:**
 - o Send automated alerts via email or SMS for donation updates.
 - o Provide confirmation messages for successful deliveries.
5. **Tracking and Reporting:**
 - o Display donation history, volunteer activities, and total food distributed.
 - o Generate analytics reports on impact (meals served, food saved, etc.).
6. **Feedback System:**
 - o Allow NGOs and volunteers to rate experiences.
 - o Record suggestions for service improvement.

5. Non-Functional Requirements

Category	Requirement
Performance	The system must support up to 1,000 concurrent users with minimal latency.
Scalability	Must handle an increasing number of users, donations, and NGOs over time.
Security	Use Salesforce authentication and role-based access to protect data.
Availability	Ensure 99% uptime for uninterrupted operations.
Usability	User-friendly dashboards and mobile compatibility.
Maintainability	Easy to update, extend, and integrate with other Salesforce apps.

6. System Requirements

Type	Requirement
Software	Salesforce CRM, Process Builder, Flow, Apex, Lightning Components
Hardware	Internet-enabled computer or smartphone
Database	Salesforce cloud database
Users	Donors, NGOs, Volunteers, Administrators

Conclusion

The **Requirement Analysis phase** provides a clear blueprint for designing and developing the Salesforce platform. By defining precise user needs, system functions, and performance expectations, this phase ensures that the project delivers an **efficient, secure, and scalable solution** for redistributing leftover food to the poor.