Phase 1: Problem Understanding & Industry Analysis

Requirement Gathering

- Identify gaps in manual payment tracking.
- Understand issues in sending timely payment reminders.

Stakeholder Analysis

- Customers, bank staff, recovery agents, and managers.
- Focus on their roles and interaction with the payment system.

Business Process Mapping

- Map repayment lifecycle:

  due date → reminder → payment → overdue → recovery.
- Visualize processes for loan and EMI repayments.

Industry-specific Use Case Analysis

- EMI reminders, loan repayments, credit card dues monitoring.
- Streamline overdue and recovery workflows.

AppExchange Exploration

- Research payment reminder.
- Identify ready-made apps to speed up implementation.