

## **Phase 2: Solution Design**

Project: TalentTrack – Recruitment & Candidate Management System

### **1. Core Objects**

- 1 Standard Objects (Sales Cloud): Lead (Candidate Application), Contact (Candidate after Lead conversion), Opportunity (Job Opening), Campaign (Recruitment Drive)
- 2 Standard Objects (Service Cloud): Case (Candidate Queries)
- 3 Custom Objects: Interview\_\_c (Interview details), Offer\_\_c (Offer details like salary, status)

### **2. Relationships**

- 1 Lead → Contact → Opportunity
- 2 Interview\_\_c → Candidate (Contact) + Job Opening (Opportunity)
- 3 Offer\_\_c → Candidate (Contact) + Job Opening (Opportunity)
- 4 Case → Candidate (Contact)

### **3. Data Flow**

- 1 Candidate applies → Captured as Lead
- 2 Recruiter qualifies Lead → Converted into Contact + Opportunity
- 3 Candidate scheduled for Interview\_\_c
- 4 Feedback recorded → Offer\_\_c created if selected
- 5 Candidate raises Case (Service Cloud) for queries
- 6 Reports & Dashboards (planned) will show: Time-to-hire, Source effectiveness, Candidate conversion ratio, Common queries

### **4. Automation & Workflows (Planned)**

- 1 Planned Email Alerts: Send interview confirmation emails (to be implemented in Phase 3)
- 2 Planned Case Assignment Rules: Route candidate queries automatically (to be implemented in Phase 3)
- 3 Planned Validation Rules: Prevent Offer without Candidate (to be implemented in Phase 3)

- 4 Planned Dashboards: Track hiring funnel, SLA breaches, interview feedback (to be implemented in Phase 3)

## **5. Entity-Relationship Design (ERD)**

Planned schema:

- 1 Lead → Contact → Opportunity
- 2 Interview\_\_c → Candidate + Job Opening
- 3 Offer\_\_c → Candidate + Job Opening
- 4 Case → Candidate

ERD diagram screenshot has been added separately as ERD\_Diagram.png

## **6. Reports & Dashboards (Planned)**

- 1 Candidate Pipeline Report: Opportunities grouped by stage
- 2 Time-to-Hire Report: Average days to close a candidate
- 3 Case Reports: Candidate queries by type and SLA breach
- 4 Recruitment Dashboard: Combined view of pipeline, interview status, candidate queries