**Certification Management App**

**Introduction:** Certification Management App is a platform to track and manage salesforce certification vouchers issued to all practice members.

**Type of Users:**

1. App Admin
2. App User

**Use Cases:**

1. App Admin will be able to add, edit and track Certification and Voucher details.
2. Employees can request (over email) to App User to issue certification voucher to them.
3. App User should be able to raise employee voucher request in the system.
4. App User should not be able to raise same certification voucher request again if one already exist in the system. (Duplicate rule/Validation Rule/Flow/Trigger)
5. App User should not be able to add new certification voucher request in system if there is any pending request exist for that employee. (Duplicate rule/Validation Rule/Flow/Trigger).
6. Employee should get notified once their request is submitted. (Process Builder)
7. App User submitted request should automatically go to App Admin to further approve or reject. (Approval Process)
8. Once certification request is approved or rejected then notification should be sent to Employee and App User. (Process Builder)
9. Comments should be mandatory in case request is rejected by App Admin. (Approval Process/Validation Rule)
10. An active Voucher should be assigned automatically to the Certification Request once it is approved. (Process builder/Flow)
11. Certification request status should be automatically changed to Assigned once voucher is assigned to the certification request, (Trigger/ Flow)
12. Only Unused voucher should be assigned to the certification request. App Admin should not able to assign voucher manually without approval. (Validation Rule/ Flow/Trigger)
13. Only One Voucher can be assigned to 1 Certification request. (Validation Rule)
14. Voucher should be exact 10 characters long and unique. (Field setup/ Validation Rule).
15. Employee need to share status of each certification voucher issued to them to App user to get updated in system. (Over Email) and App User should update certification status passed/reject in the system.
16. Once due date is passed of certification request and status has not updated in system then employee should get notification every day with cc to App User that your certification result needs to be updated in system.
17. If an employee gets passed/failed in any certification then system should not allow to App User to raise same certification request for that employee again. (Validation Rule/ Flows/Trigger)
18. System should be automatically assigning vouches to existing approved certification request, when new vouches are added in system to fulfill first come first serve order. (Flows/Trigger)

**Object & Fields:**

|  |  |
| --- | --- |
| **Object** | **Fields** |
| Employee | Emp ID |
| Emp Name |
| Primary Skill |
| Secondary Skill |
| Experience  Comments |
|  |
| Certification | Cert Id |
| Cert Name |
| Comments |
| Certification Request | Certification (Master-Detail) |
| Employee (Master-Detail) |
| Voucher (lookup)  Due Date  Status (Picklist)  Draft,  Approved  Rejected  Passed  Failed  Comments |
|  |
| Voucher | Voucher Id |
| Voucher Cost |
| Certification (Lookup) |
| Validity (Date) |
| Active (Boolean- Y/N)  Comments |

**Reports/ Dashboard:**

1. Report to show how many employees are passed or failed in last 1-month, quarter or year certification name wise.
2. Report to show how many active vouchers are available which are not assigned to anyone in last 1-month, quarter or year certification name wise.
3. Report to show how many certified resources we have in each certification in in last 1-month, quarter or year certification name wise.
4. Dashboard to show visual representation of above reports.

**ERD:**

