

Logistics & Shipment Tracking System – Full Explanation

Phase 1: Problem Understanding & Industry Analysis

👉 **Goal:** Understand what we're building and why.

1. Requirement Gathering

- Talk to stakeholders (logistics manager, drivers, customer service reps, customers).
- Example requirements:
 - Track all shipments with real-time status.
 - Assign and monitor drivers for deliveries.
 - Notify customers automatically about shipment progress.
 - Generate delivery performance reports.

2. Stakeholder Analysis

- **Logistics Manager:** Needs dashboards for shipment tracking and KPIs.
- **Drivers:** Want a simple mobile interface to update shipment status.
- **Customer Service Reps:** Need quick access to shipment details for resolving queries.
- **Customers:** Expect timely updates and proof of delivery.

3. Business Process Mapping

- **Current (AS-IS):** Manual tracking via spreadsheets and phone calls, limited visibility, no automated updates.

- **Future (TO-BE):** Centralized Salesforce CRM system with automated tracking, notifications, and dashboards.

4. Industry-specific Use Case Analysis

- Real-time shipment visibility across checkpoints.
- Exception management for delays or failed deliveries.
- Performance monitoring of drivers and delivery times.
- Automated notifications to reduce customer support calls.

5. AppExchange Exploration

- Explore Salesforce AppExchange apps for:
 - Fleet and driver management.
 - Shipment tracking integrations.
 - SMS/Email notification services.
 - Analytics and reporting dashboards.