

# Logistics & Shipment Tracking System – Full Explanation

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## 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.