

Phase 1: Problem Understanding & Industry Analysis

1.Requirement Gathering

Key Requirements:

- **Students:** Apply online, upload documents, pay fees, track status.
- **Admins:** Review, verify, approve/reject applications.
- **Staff:** Manage courses and enrollment.
- **Finance:** Handle payments, generate receipts/reports

2.Stakeholder Analysis

Identify who is involved and their role:

Students	End-users applying for admission
Admission Staff	Manage applications and verify documents

IT/Tech Team Support and maintain the system

Parents/Guardians Secondary users (in school admissions)

Management Decision-makers and policy enforcers

3.Business Process Mapping

1. **Student Registration**
 - a. Student visits the admission portal
 - b. Creates account and logs in
2. **Application Submission**
 - a. Fills out application form online
 - b. Uploads required documents
3. **Document Verification**
 - a. System checks format/validity
 - b. Staff reviews and approves/rejects
4. **Application Review**

- a. Routed to admission officer
 - b. Decision (approve/reject) is recorded
- 5. **Notification**
 - a. Student gets email/SMS update
 - b. Can check real-time status on portal
- 6. **Fee Payment**
 - a. Student pays online via gateway
 - b. Receipt is auto-generated
- 7. **Enrollment**
 - a. Student selects department/courses
 - b. System checks eligibility and seat availability
- 8. **Data Integration**
 - a. Student info saved to central system (ERP/SIS)
 - b. Admin dashboard updated with analytics

4. Industry-Specific Use Case Analysis


Use Case: **Student Admission and Enrollment Automation**

Industry: Higher Education

Proposed Solution-We propose a digital system that allows students to apply, pay fees, and enroll online. It will make the admission process faster, easier, and more accurate for both students and staff.

5. AppExchange Exploration

Evaluate existing Salesforce apps:

 **Admission Management Apps:** Tools that handle application tracking, document management, and communication with applicants.

Payment Integration Apps: Secure gateways to manage online fee payments and generate receipts automatically.

Workflow Automation Tools: Apps that help build custom admission approval processes, notifications, and status updates.

Student Information System (SIS) Connectors: Pre-built integrations to sync student data with existing SIS or ERP systems.

Analytics & Reporting Apps: Dashboards for admission officers and administrators to monitor application trends and performance.

Proposed Solution -> We suggest creating an online system where students can apply, pay fees, and enroll easily. Using Salesforce and AppExchange apps will make the process faster and simpler for everyone.