Certification Management App

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Prepared By

Vishad Tripathy
Intern
46022547

Abstract

The Certification Management Application is a Salesforce based application used for registering certification requests for different certifications.It comprises of two different types of users with different functionalities.The types of users in this application are App Admin and App User. App Admin is responsible for addition or removal of Certifications and its corresponding Vouchers. App User has been assigned the task of managing the Employees who are interested in different Certifications. Once the Employee is added to the system he/she can mail to the App User for processing their interest where as in response to their mail App User raises a Certification Request in the system which is then forwarded to the App Admin. App Admin decides whether to approve or reject the proposal of the employee. If the request is approved a discount voucher is assigned to the request so that employees can use it to avail discounts. User and Employees are informed automatically about every stage by the help of Email Alerts. After the due date of the Certification, App User waits for the Employee to respond about their result of the examination. This is how the app keeps a track about the whole Certification Processes.

Scopes

In-scope:

Following is the functionality provided by the system:
There are two categories of people who would access the system: App Admin and App User. Each of these would have some exclusive privileges.

- Admin:
    1. Login into the Application
    2. Create, edit, delete Certifications
    3. Create, edit, delete Vouchers for registered Certifications
    4. Approves the Certification Requests raised in the system.
    5. View Employees
    6. View Certification Requests
- User:
    1. Login into the Application
    2. Create, edit, delete Employees
    3. Create, edit, delete Certification Request which is submitted for approval
    4. Assign Vouchers to the Certification Requests
    5. Update the status of passed or failed for the approved certification requests
    6. View Certifications
    7. View Vouchers

Out-scope:

The following functionalities have not been covered under the application:
1. The App does not calculates the price for the application and doesn't provides the sum total.
2. Pass/Fail is updated manually instead of being up by its own from the feedback received from the employee.
3. No login options for the employees hence they are totally rely on the email alerts to be updated about the situation. They should also be allowed to login and check their status on their own.
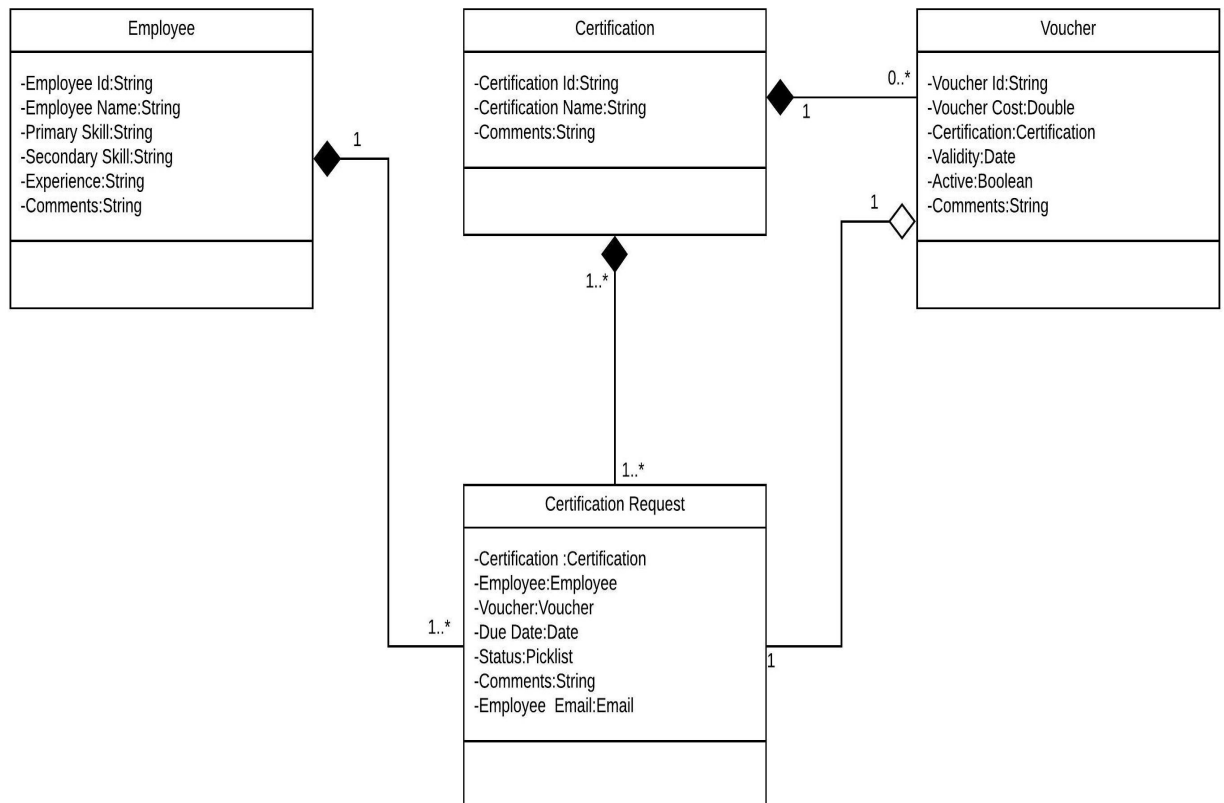
Class Diagram

Employee
-Employee Id:String
-Employee Name:String
-Primary Skill:String
-Secondary Skill:String
-Experience:String
-Comments:String

Certification
-Certification Id:String
-Certification Name:String
-Comments:String

Voucher
-Voucher Id:String
-Voucher Cost:Double
-Certification:Certification
-Validity:Date
-Active:Boolean
-Comments:String

1

0..*

1

1

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1

Certification Request
-Certification :Certification
-Employee:Employee
-Voucher:Voucher
-Due Date:Date
-Status:Picklist
-Comments:String
-Employee Email:Email

Fig 1.1 - Class diagram

Sequence Diagram for Admin
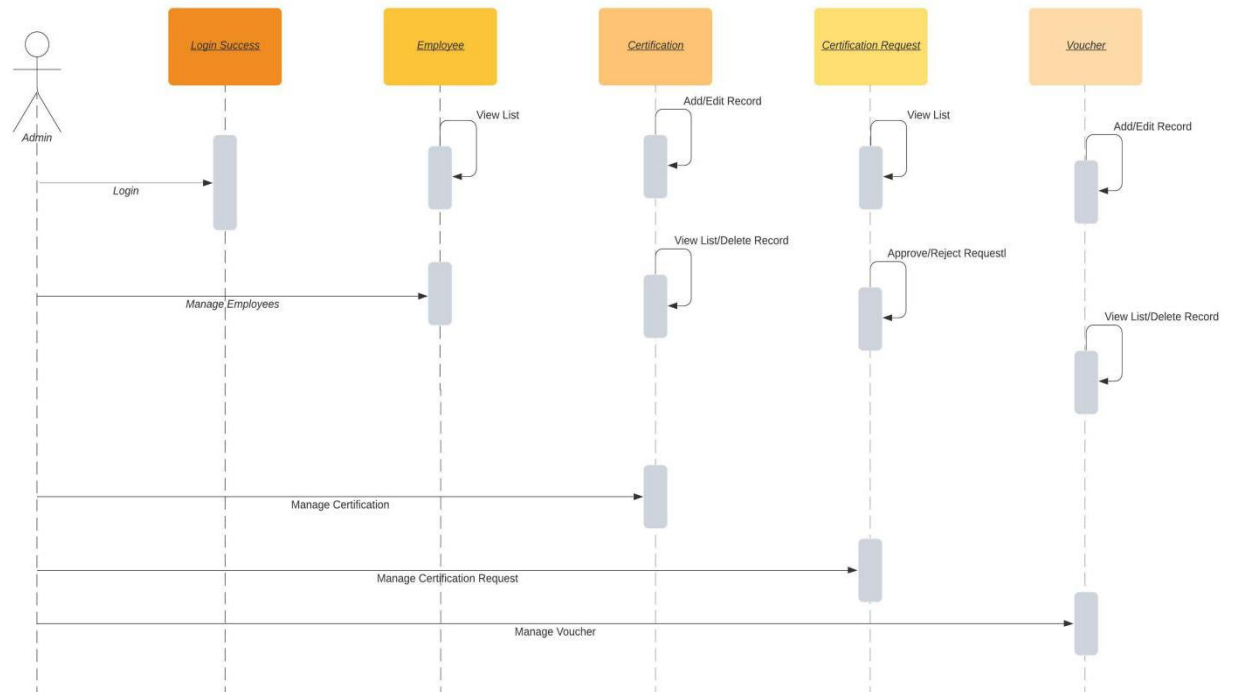
Fig 1.2 - Sequence Diagram for Admin

Sequence Diagram for User
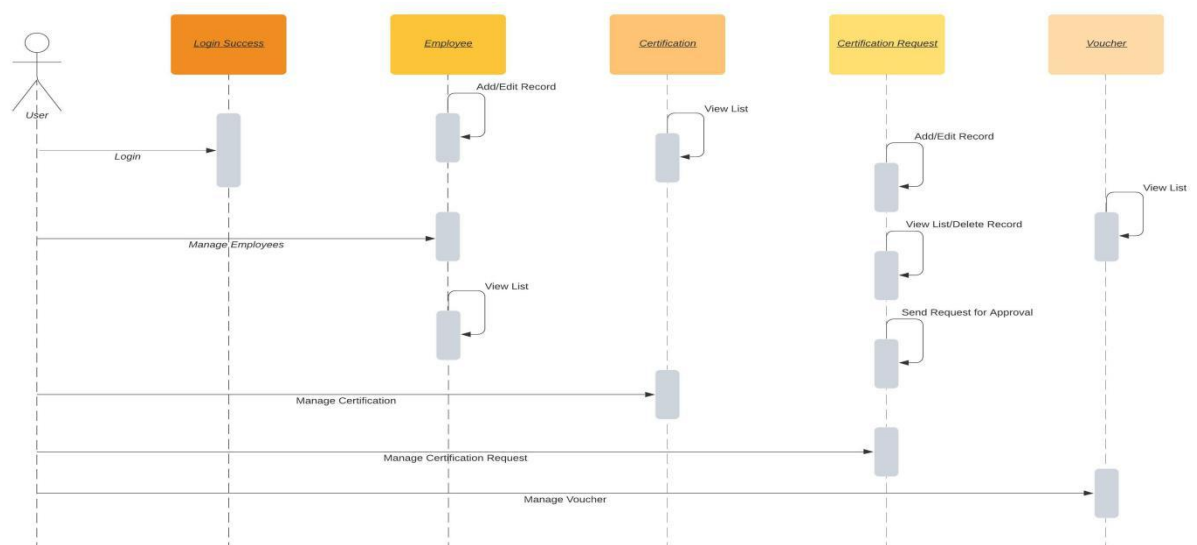
Fig 1.3 - Sequence Diagram for User

Activity Diagram for Admin
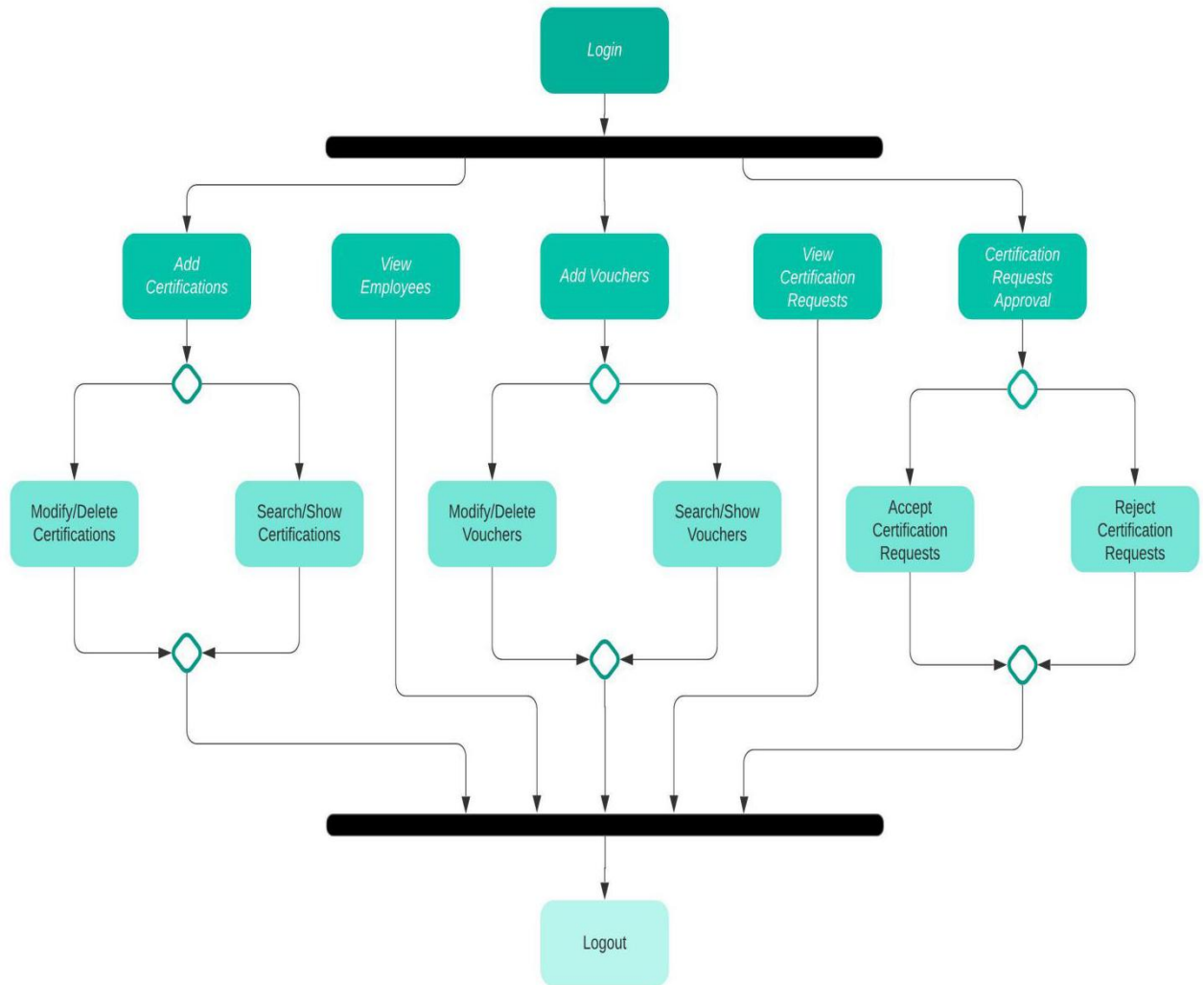
Fig 1.4 - Activity Diagram for Admin

Activity Diagram for User
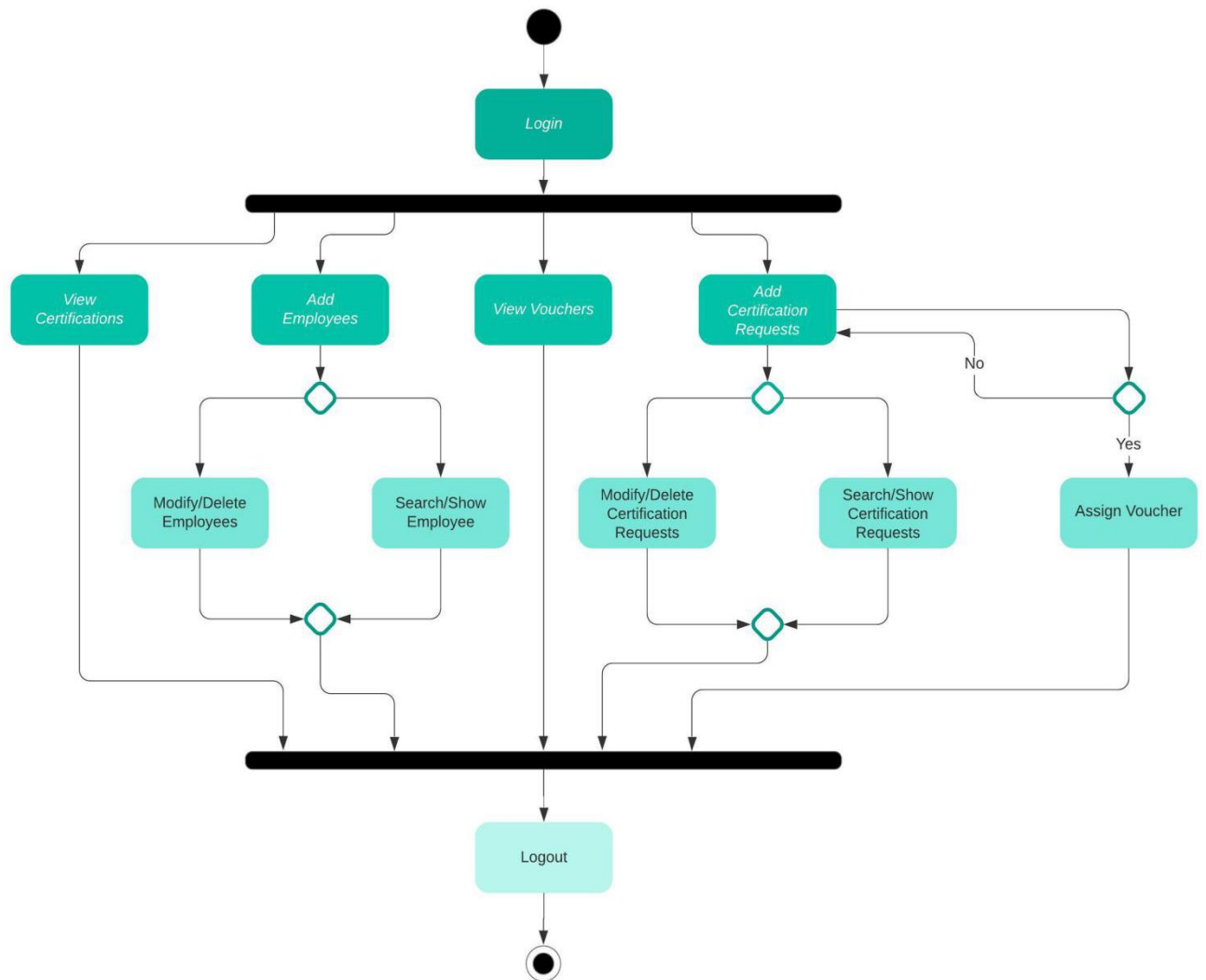
Fig 1.5 - Activity Diagram for User

Flow Chart for Admin
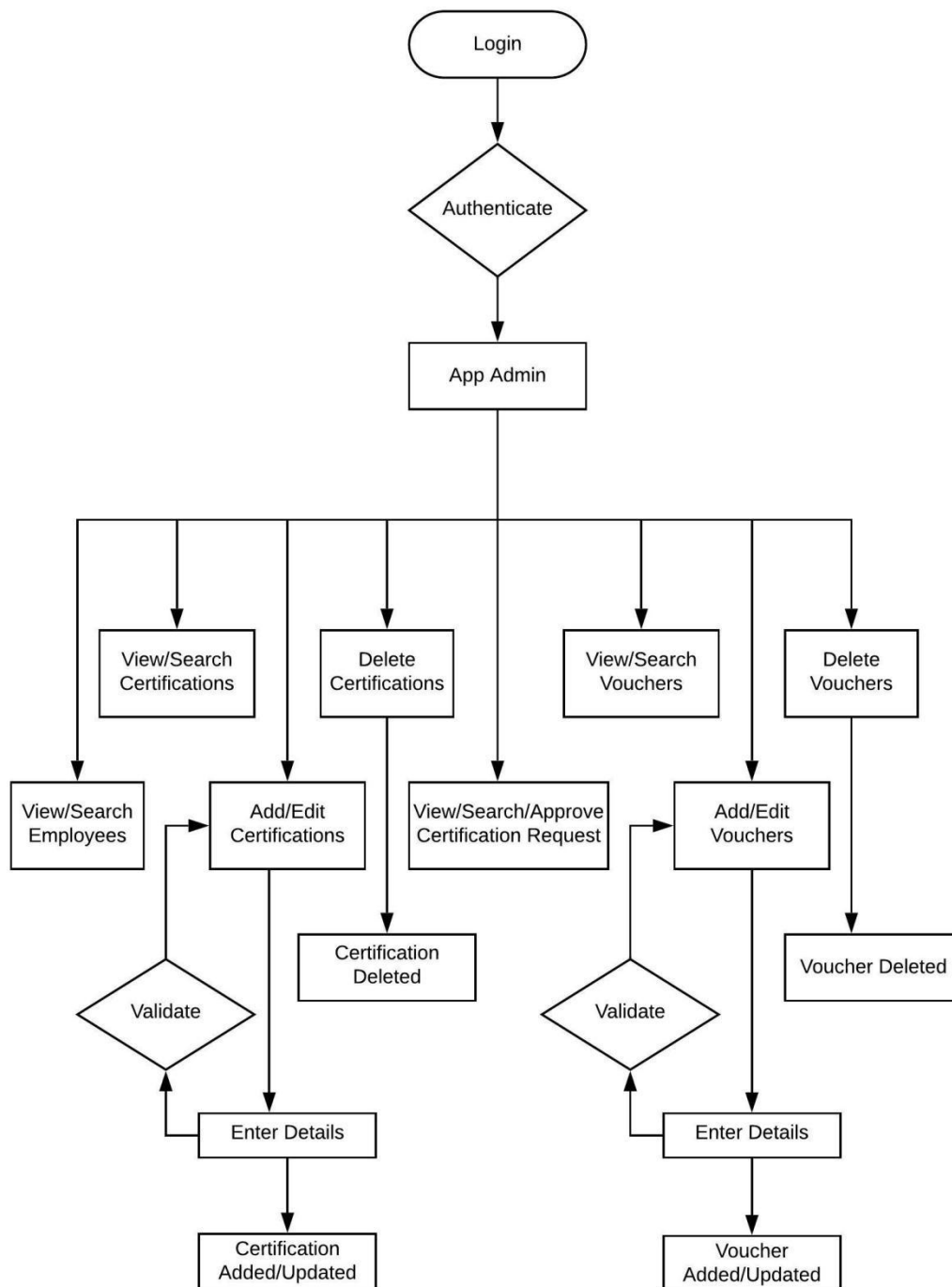
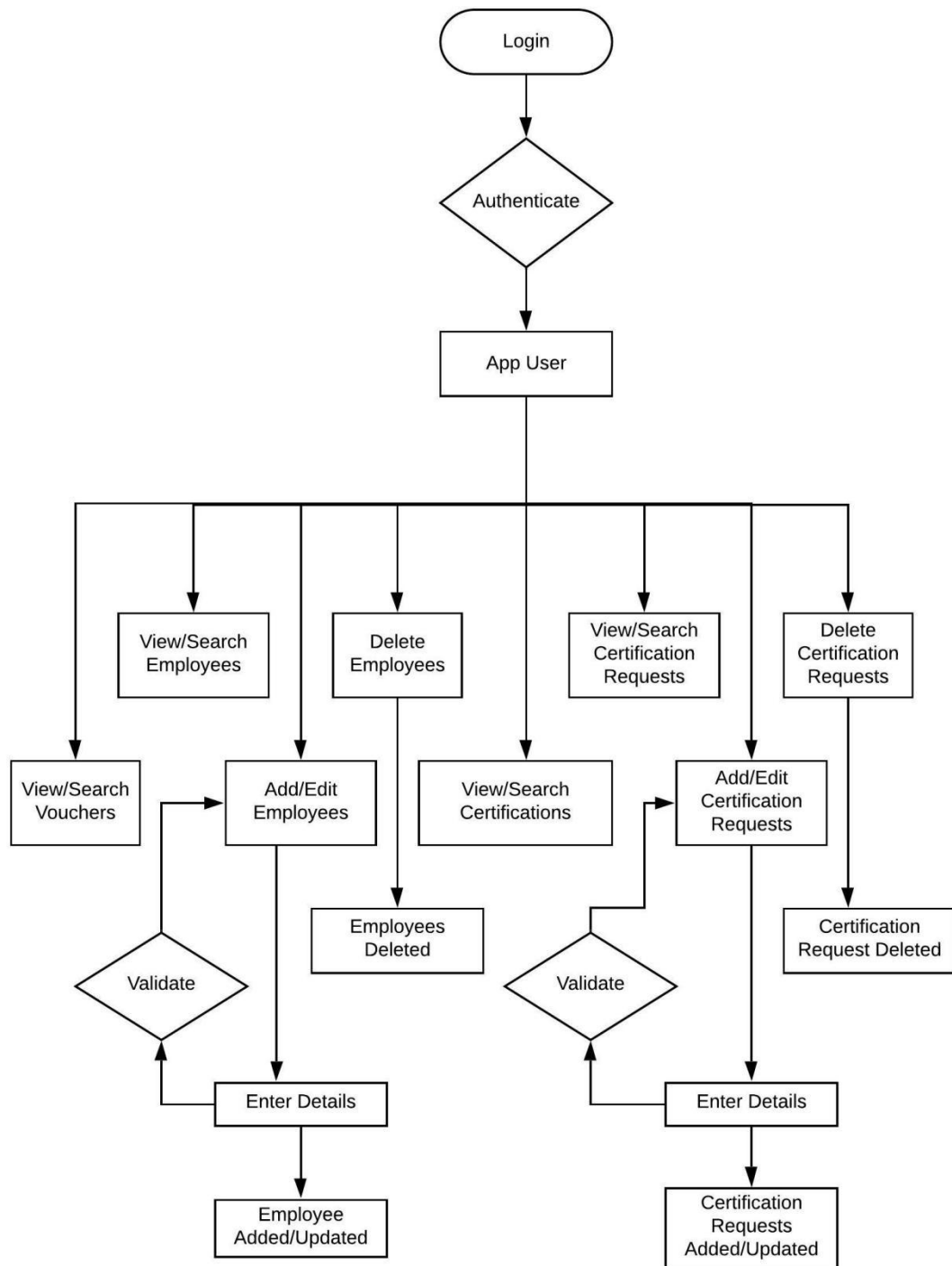Fig 1.6 - Flow Chart for Admin

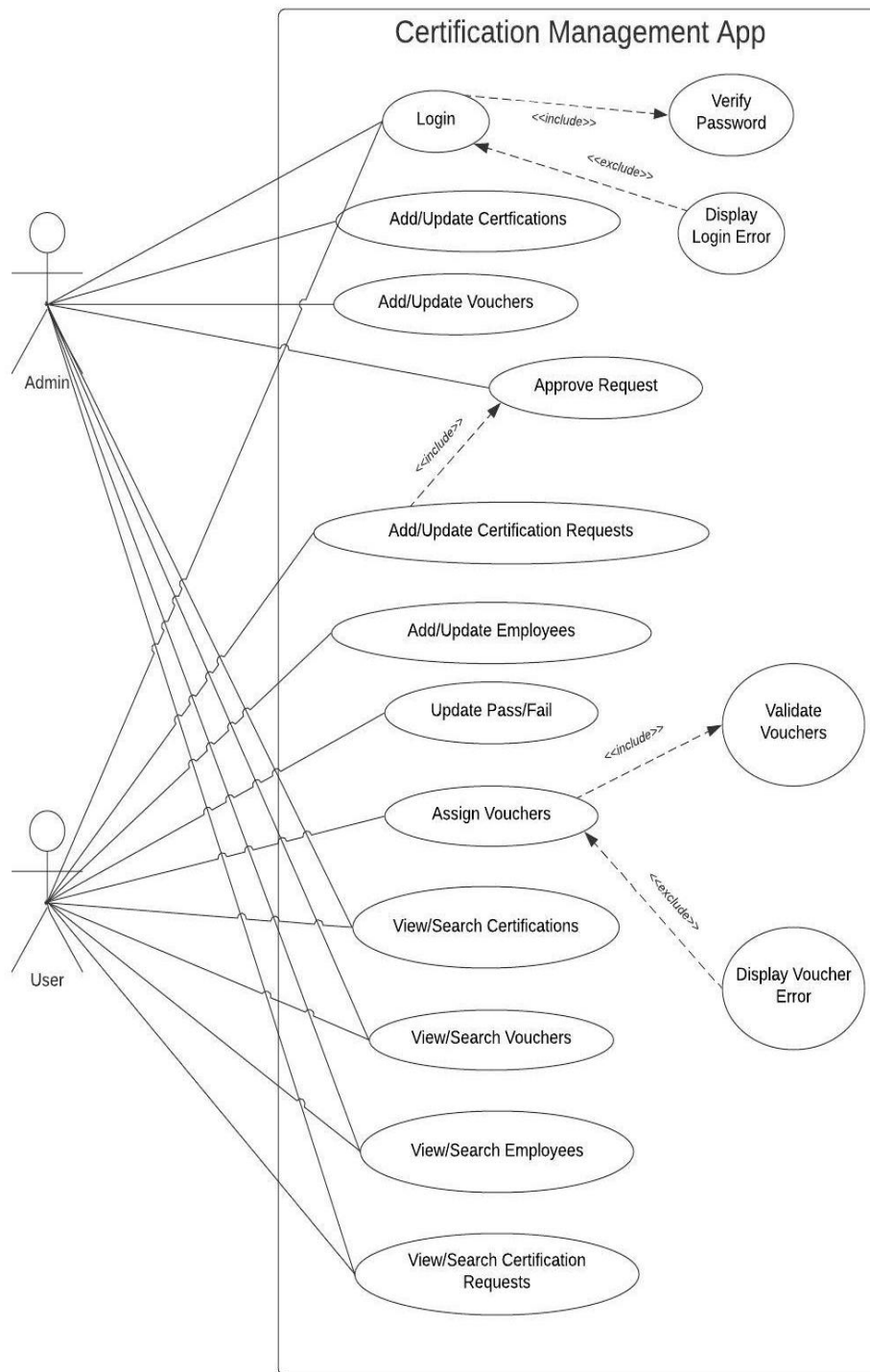# Flow Chart for User

Fig 1.7 - Flow Chart for User

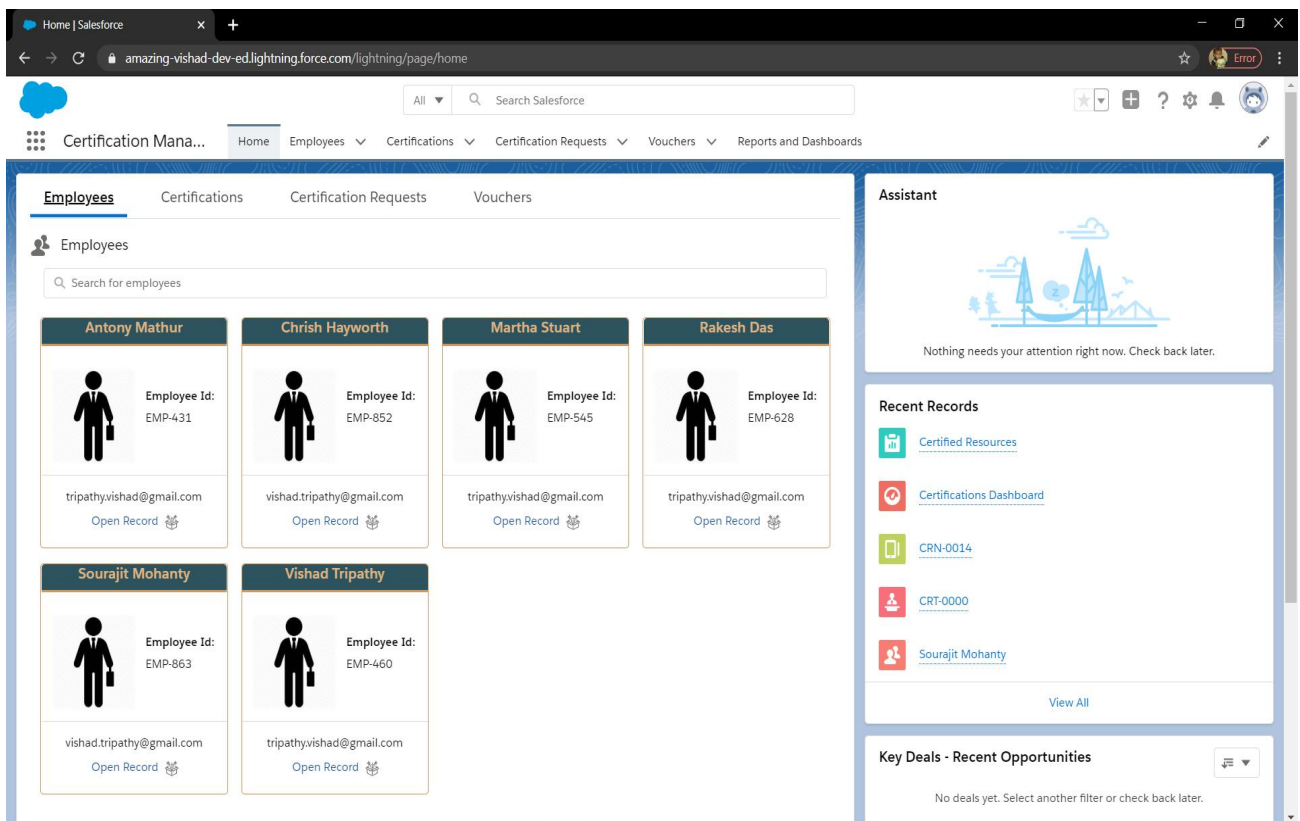# Use Case Diagram

Fig 1.8 - Use Case Diagram

Screenshots

Fig 2.1 - App User/Admin Home Page (Employees Tab)
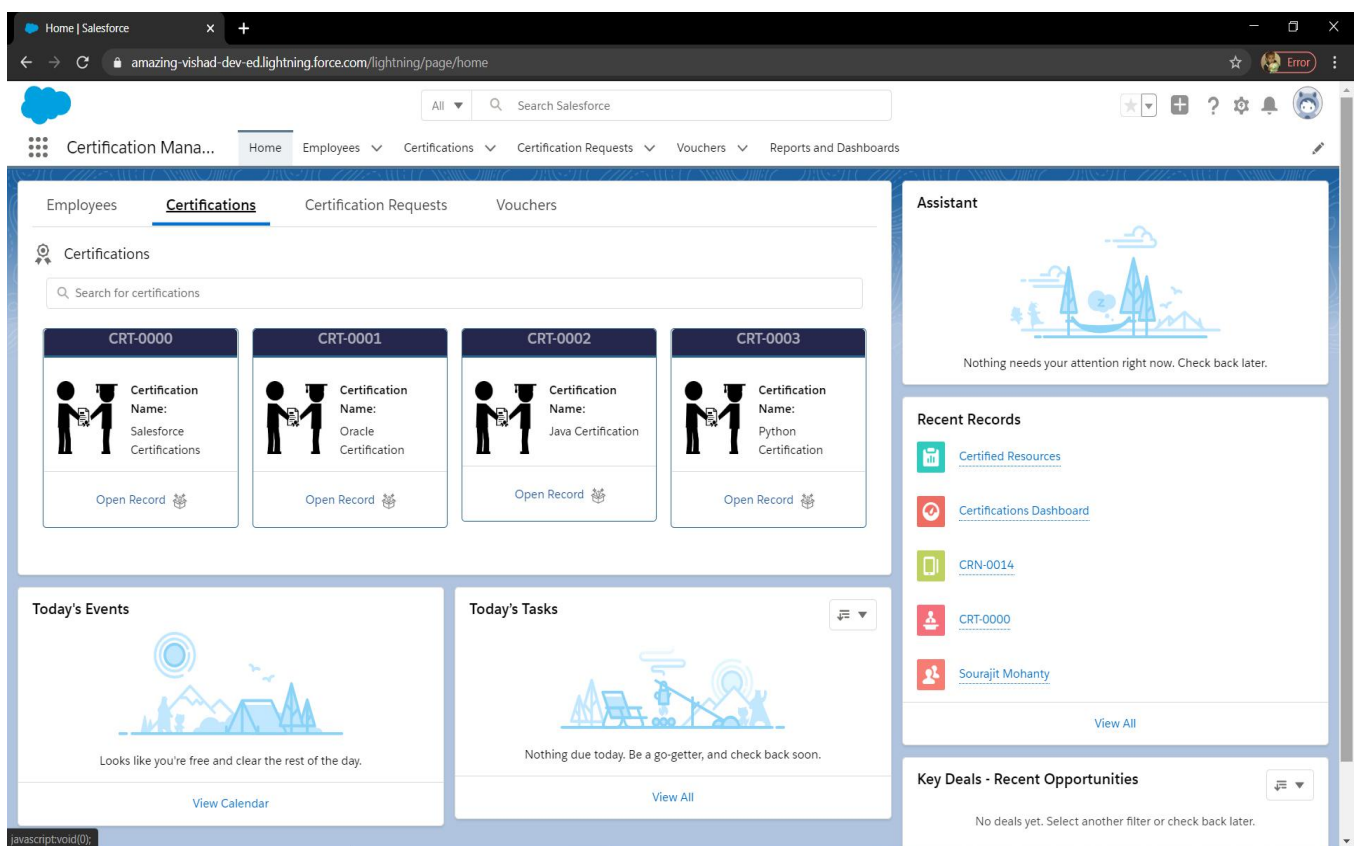
Fig 2.2 - App User/Admin Home Page (Certification Tab)
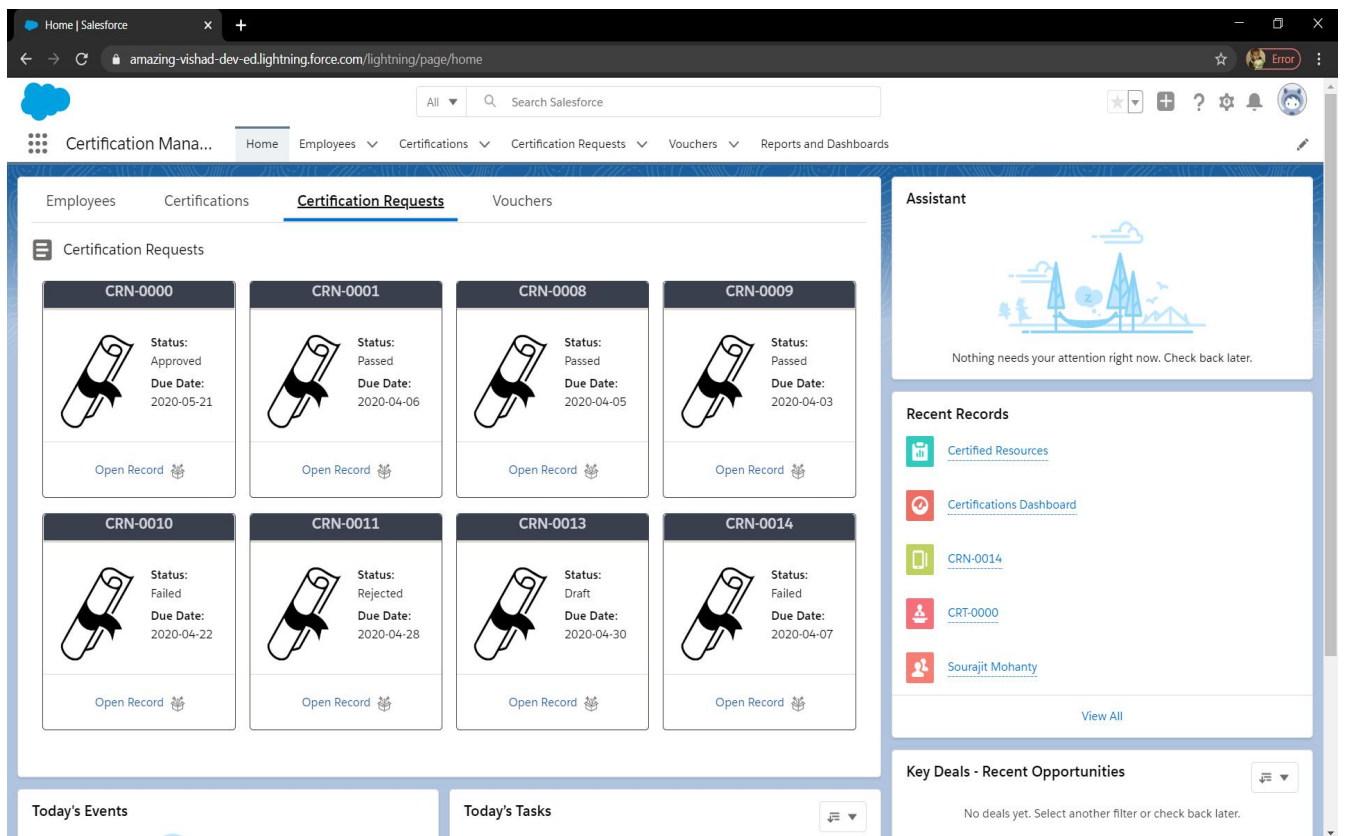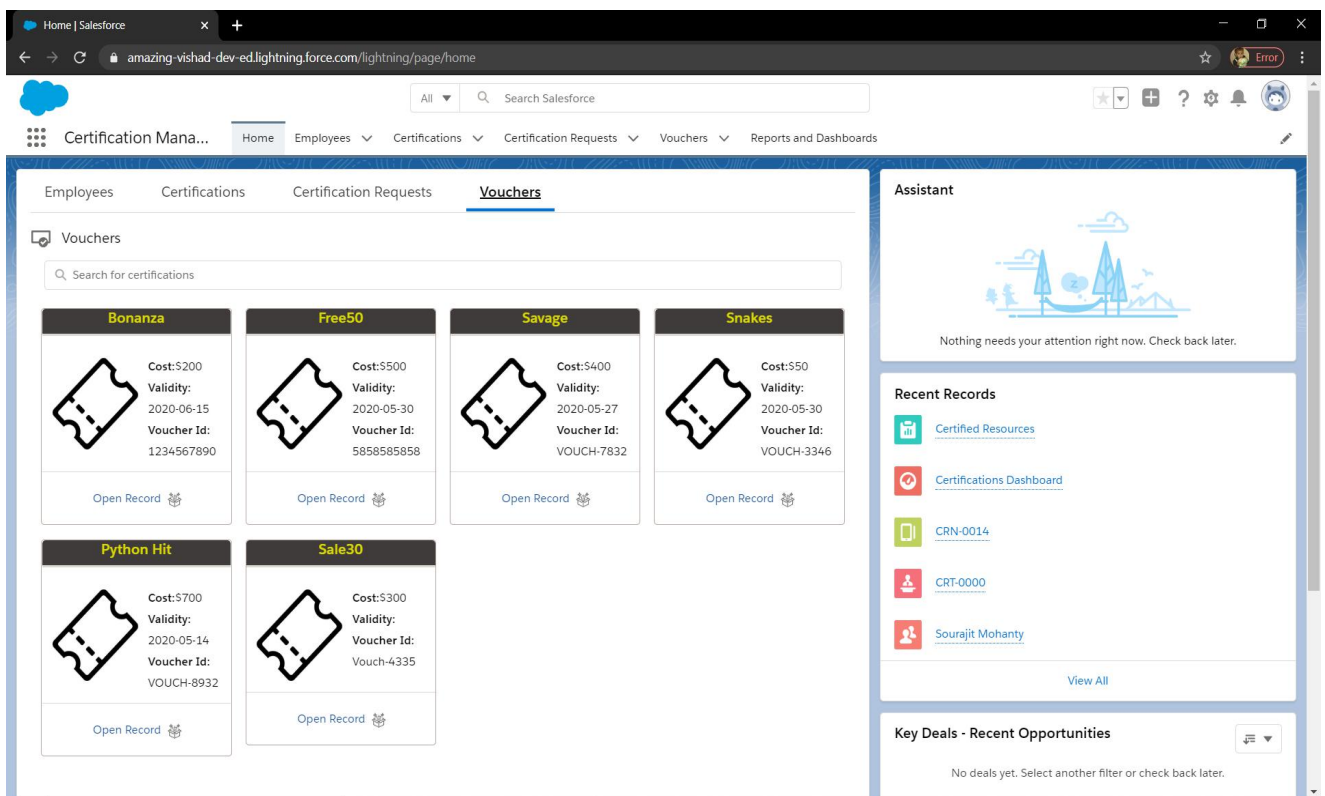
Fig 2.3 - App User/Admin Home Page (Certification Requests Tab)

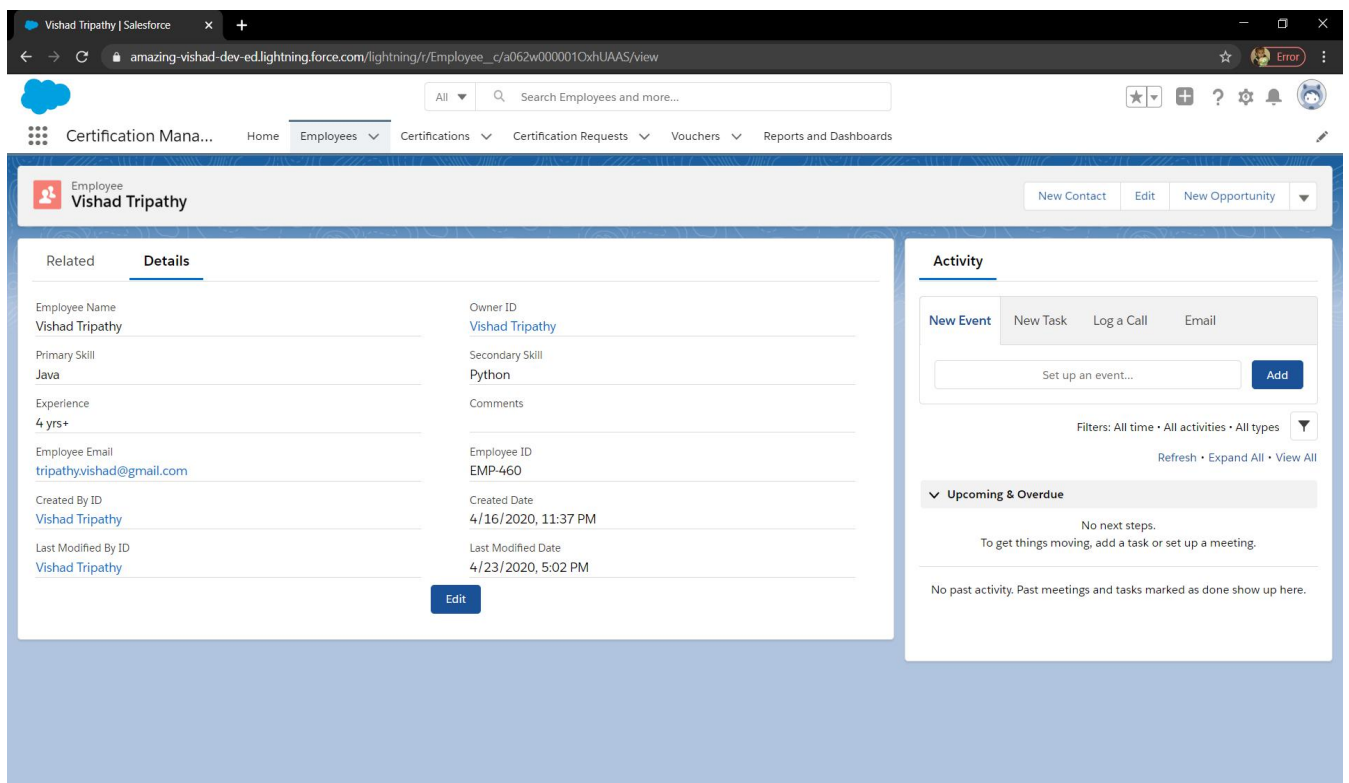Fig 2.4 - App User/Admin Home Page (Vouchers Tab)

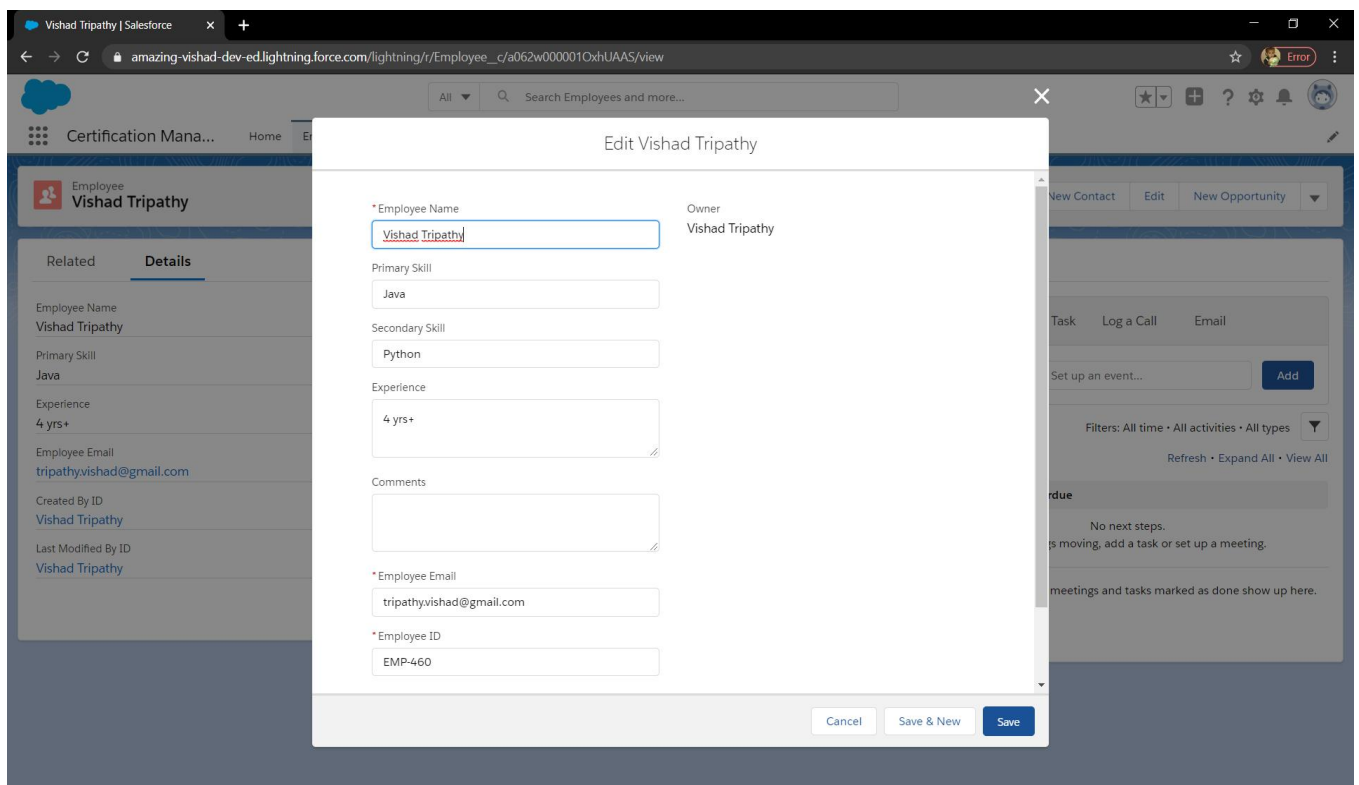Fig 2.5 - App User/Admin Employee Record Page

Fig 2.6 - App User Employee Edit Page
(Only User can access this as Admin doesn't has edit permissions)
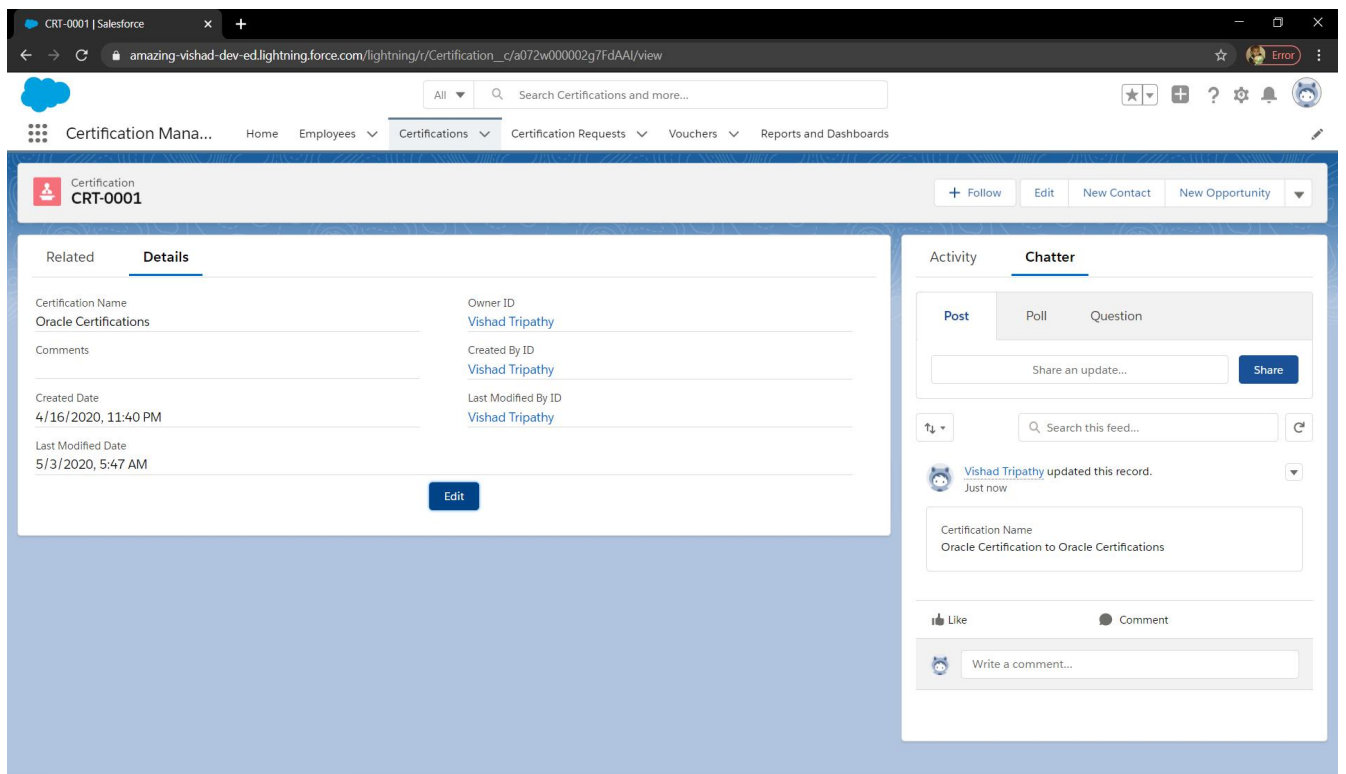
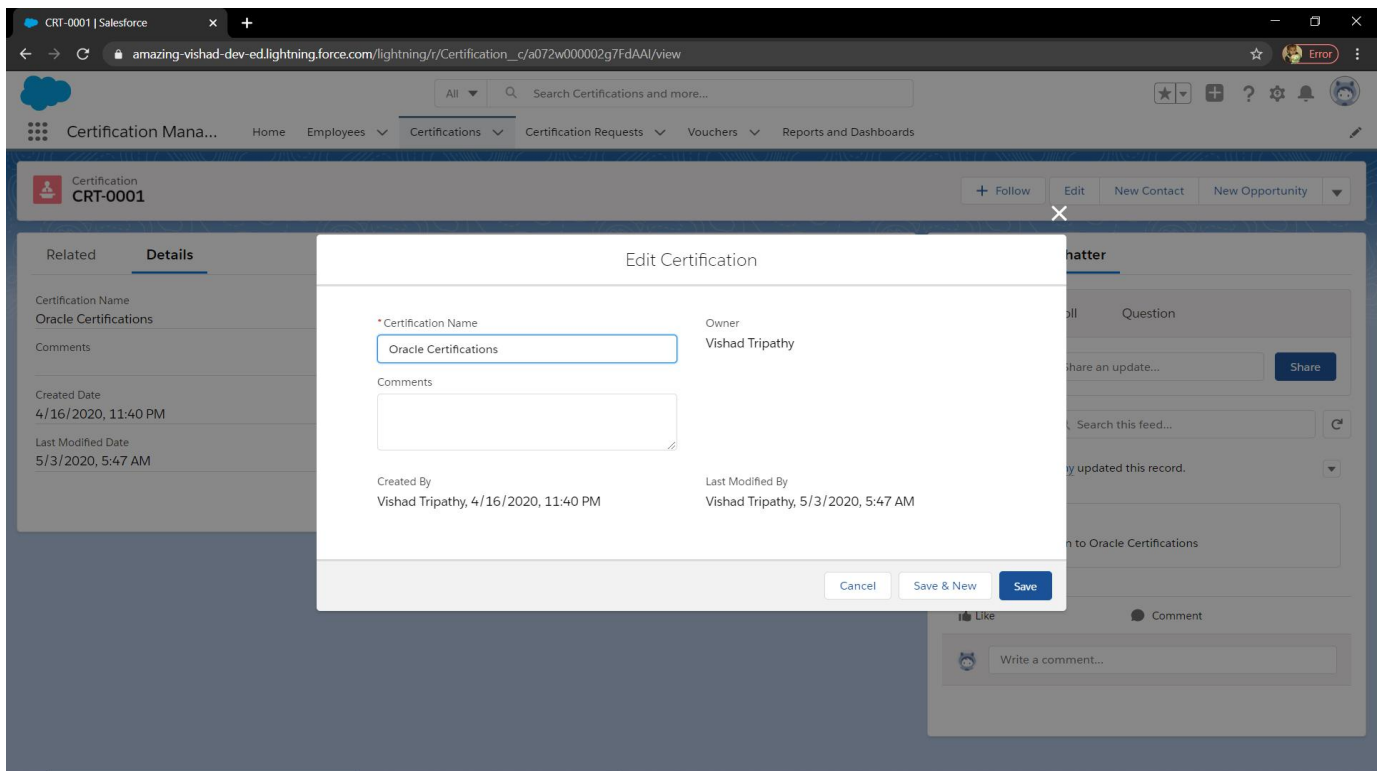Fig 2.7 - App User/Admin Certification Record Page

Fig 2.8 - App Admin Certification Edit Page
(Only Admin can access this as User doesn't has edit permissions)
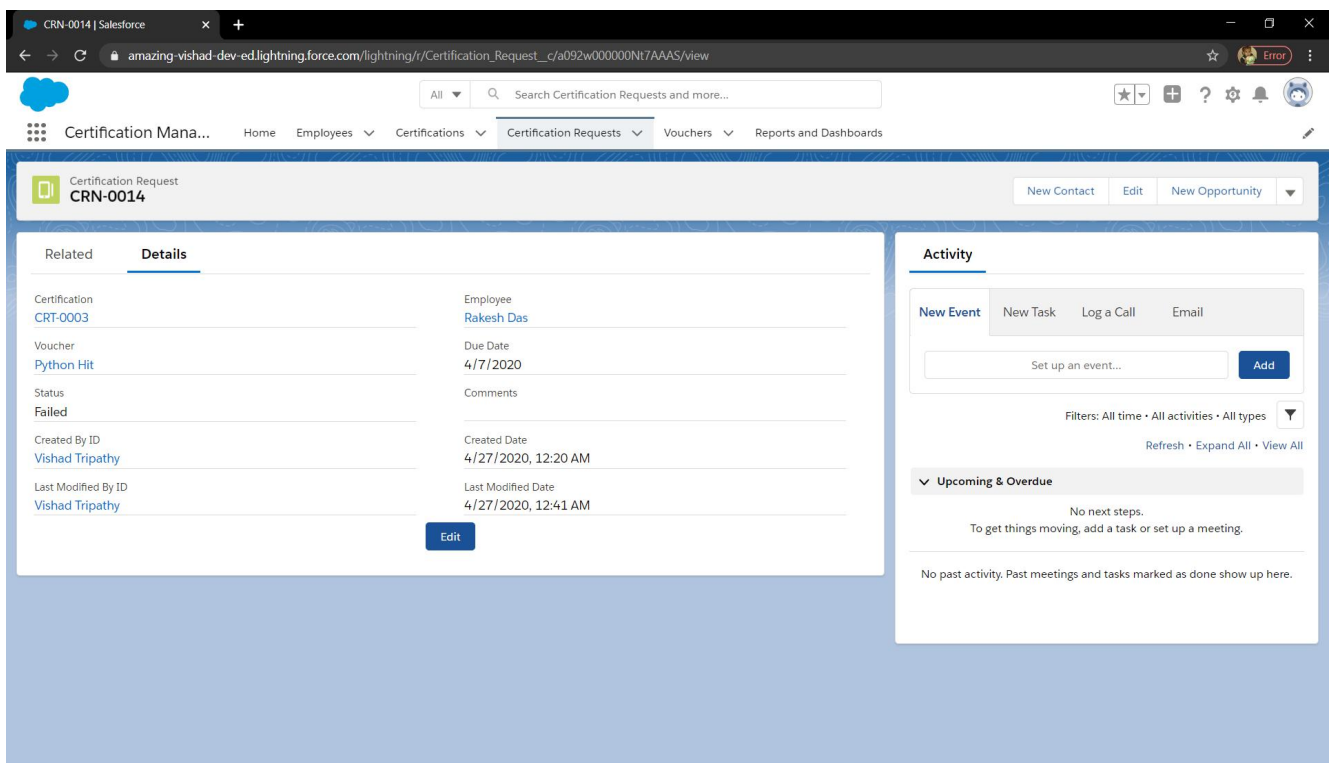
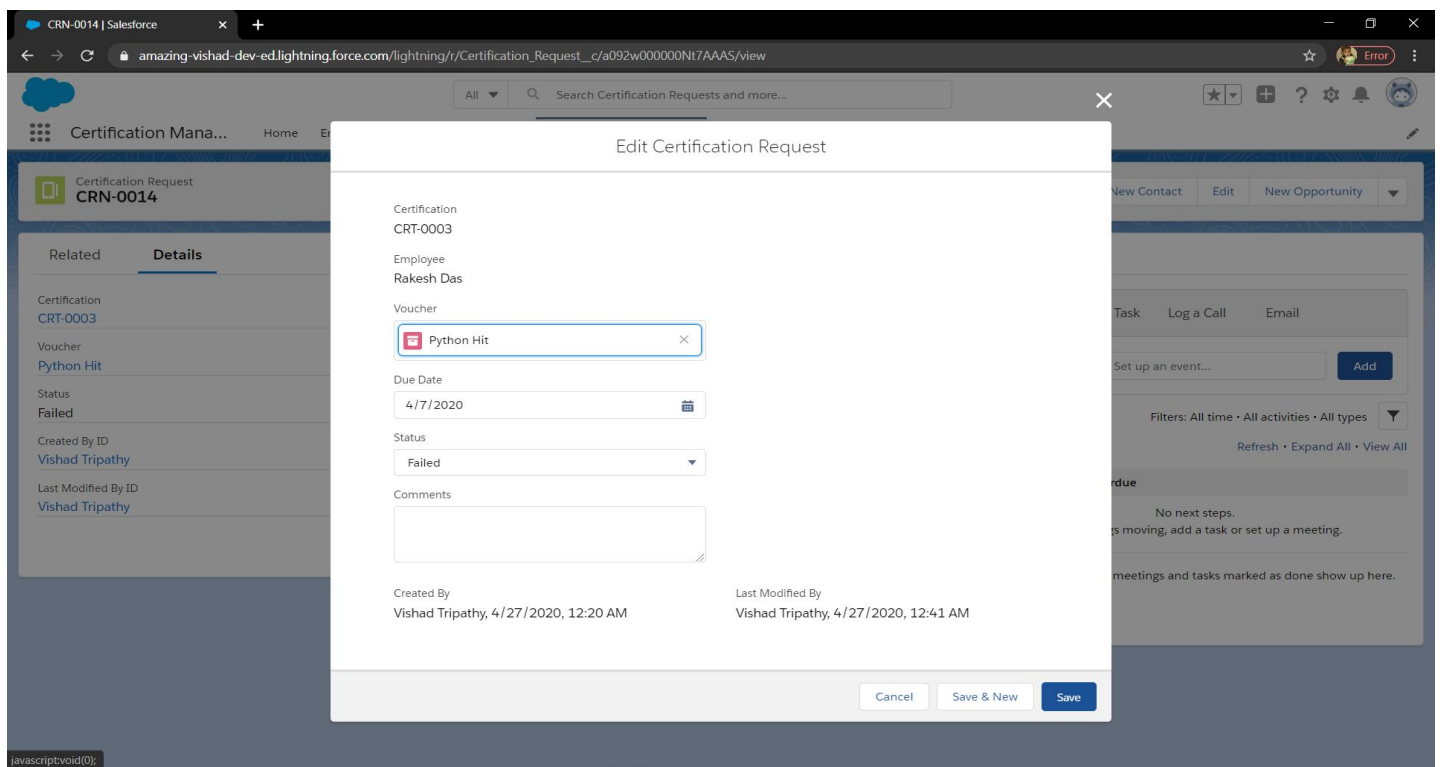Fig 2.9 - App User/Admin Certification Request Record Page

Fig 2.10 - App User Certification Request Edit Page
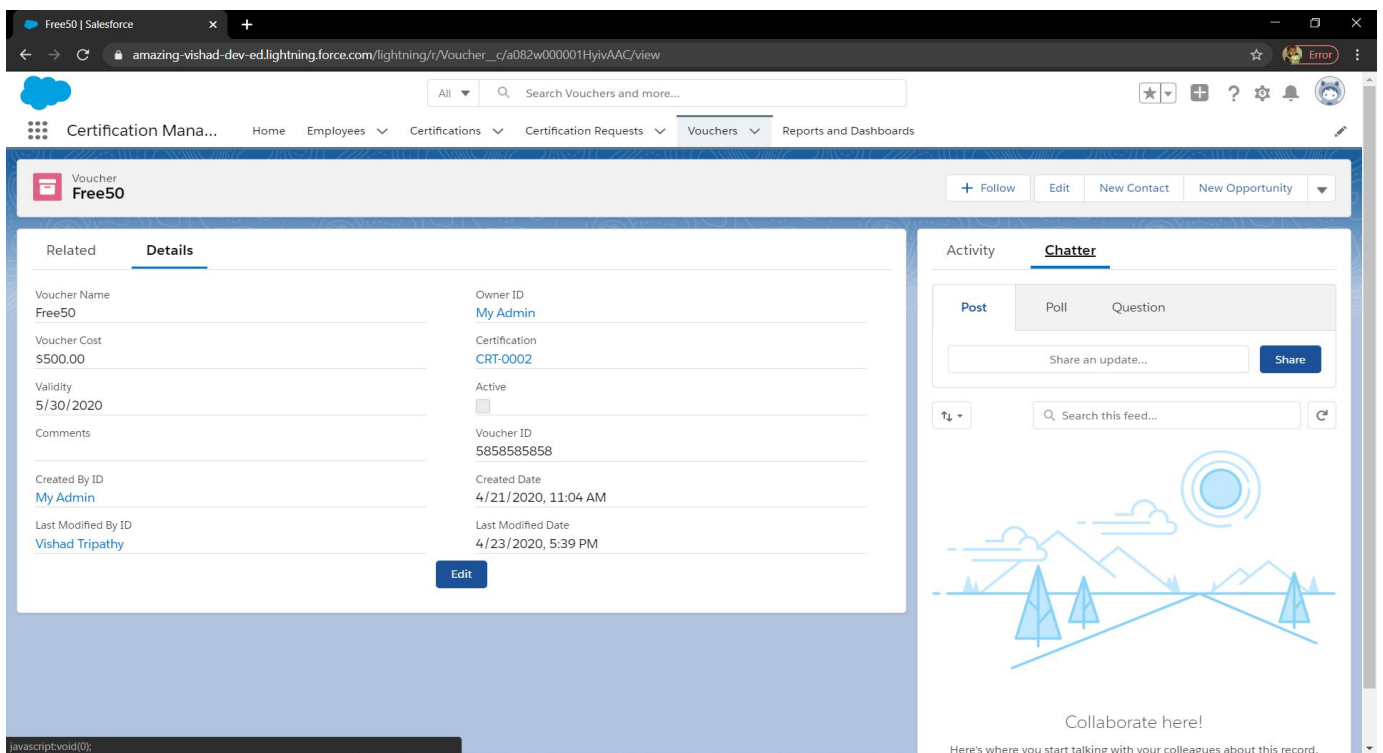(Only User can access this as Admin doesn't has edit permissions)
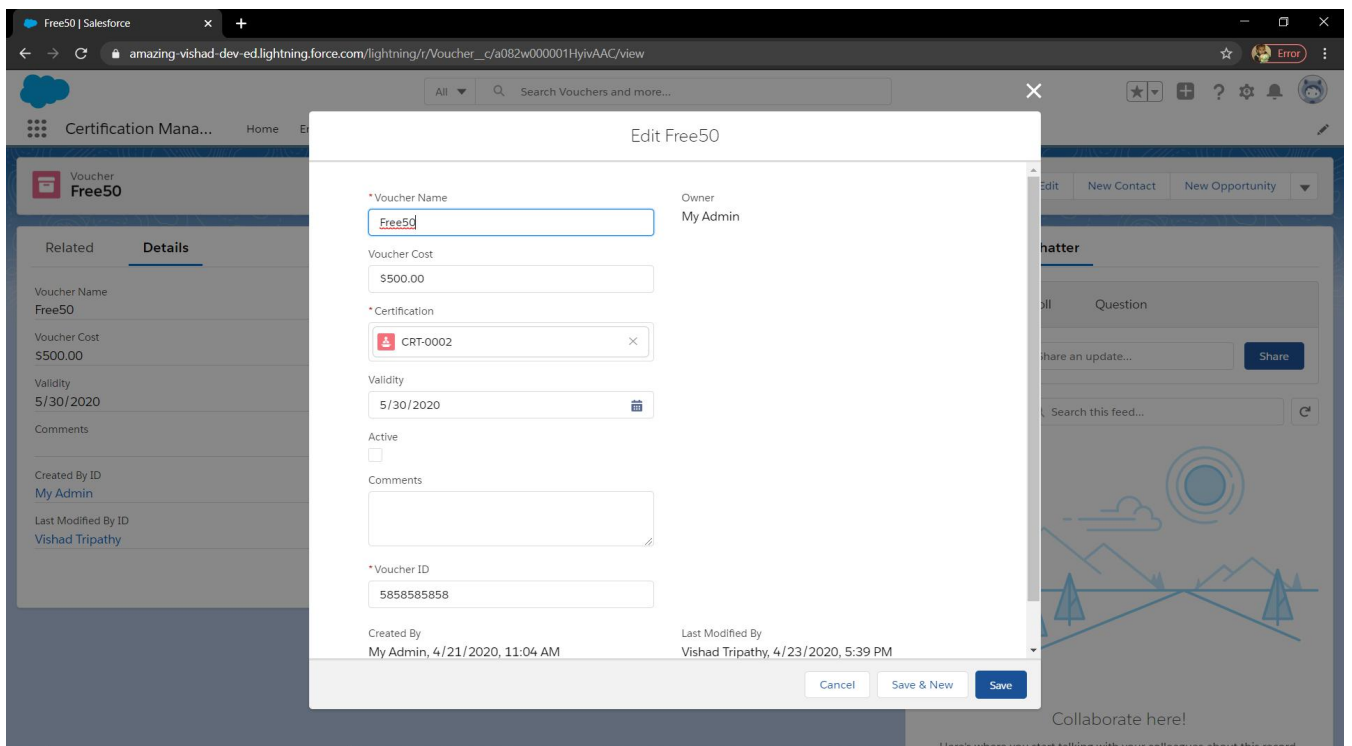
Fig 2.11 - App User/Admin Voucher Record Page

Fig 2.12 - App Admin Voucher Edit Page
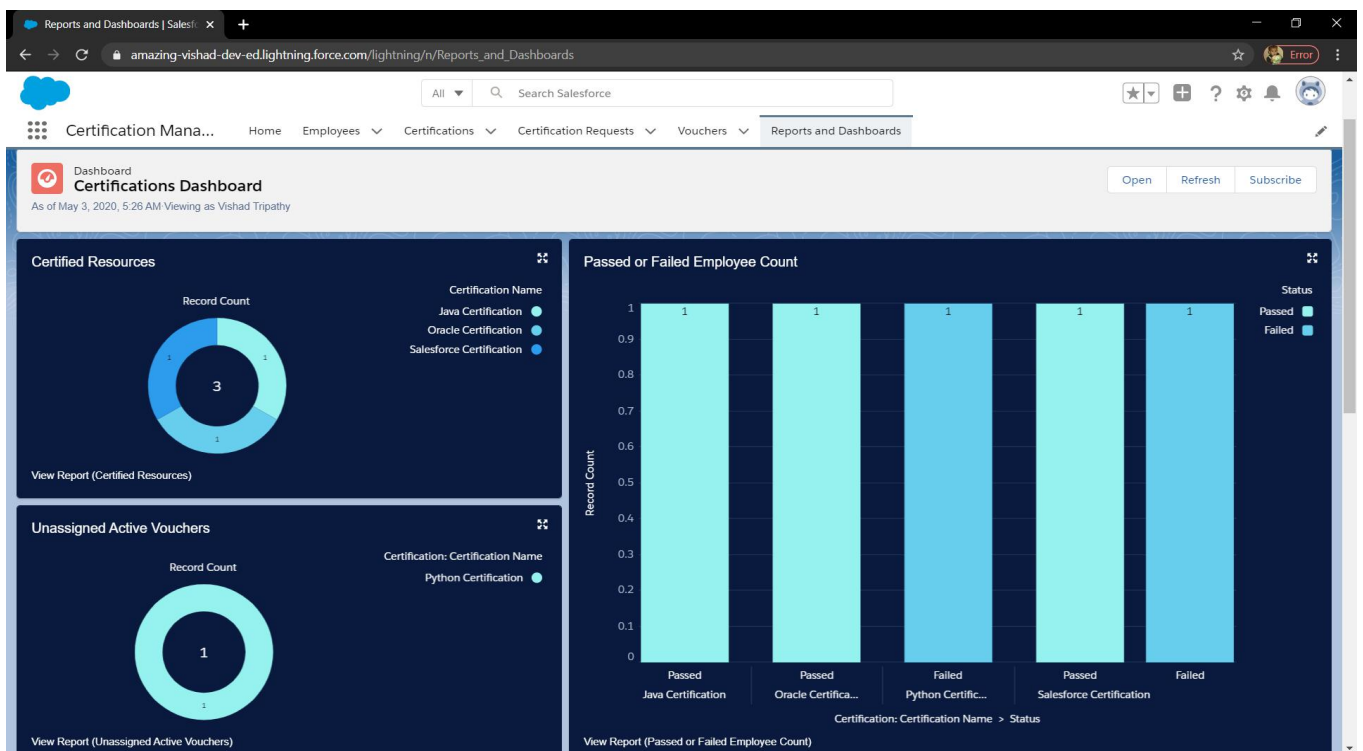(Only Admin can access this as User doesn't has edit permissions)

Fig 2.13 - App User/Admin Reports and Dashboard Tab
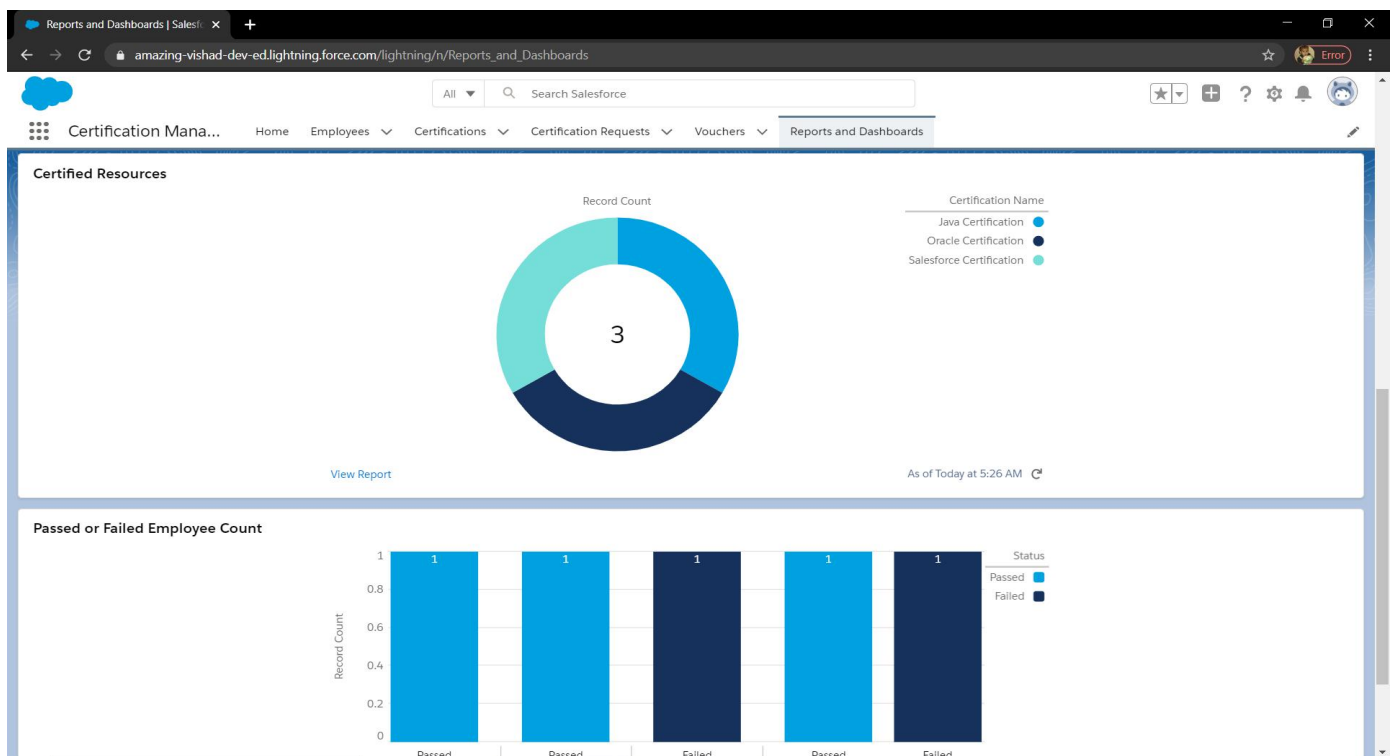(Dashboard)

Fig 2.14 - App User/Admin Reports and Dashboard Tab
(Reports)

Validations:

1. App User should not be able to raise same certification voucher request again if one already exist in the system.

2. App User should not be able to add new certification voucher request in system if there is any pending request already existing for that employee.

3. Comments should be mandatory in case request is rejected by App Admin.

4. Only unused voucher should be assigned to the Certification request.

5. Vouchers cannot be edited once they are assigned to the Certification Requests.

6. Voucher should be exact 10 characters long and unique.

7. If an employee gets passed/failed in any certification then system should not allow App User to raise same certification request for that employee again.

Assumptions:

However, we have made a few assumptions with respect to the application, which are:

1. Certification request's due date is the date on which the exam is supposed to take place.

2. After the Certification request has been assigned a voucher ie. once its status has changed to 'Assigned', it is assumed that the Voucher code has been sent to the employee for redemption.

3. The voucher is deactivated by Admin once the voucher's validity is over. The same cannot be redeemed by Employee after the voucher's validity has expired.

4. All vouchers need to have a Certification associated with them in order to be assigned to a Certification request.