

THE SMART CITY ISSUE REPORTING & RESOLUTION PROJECT

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BRD (Business Requirements Document):

This project is a digital solution to allow citizens to report local city issues like potholes, garbage, and broken streetlights through an online portal. Built on Salesforce Experience Cloud, it automates issue routing to city departments, sends real-time updates to users, and visualizes performance using dashboards. Citizens lack a centralized and digital way to report issues and track their resolutions.

Objective:

To build a centralized, user-friendly portal that allows citizens to report civic issues online and track their resolution. The system automatically routes cases to the correct departments, sends status updates via email, and supports reopening of cases after a defined period. It aims to improve transparency, accountability, and service efficiency using Salesforce Experience Cloud and automation tools.

Key Stakeholders:

- * Citizens (Report issues)
- * City Staff (Resolve cases)
- * Supervisors (Track status)

This solution uses Salesforce Experience Cloud as the front-end portal. Case Object handles issue records, Assignment Rules route them to departments, and Flows/Email Templates automate notifications. Dashboards provide real-time reporting.

Components:

- Standard Case Object
- Customized page layout
- Screen Flows
- Record triggered Flows
- Experience Cloud Site
- Assignment Rules
- Escalation Rules
- Auto Response Rules
- Email Alerts

- Custom Profiles and roles
- Queues
- Permission Sets
- Reports and Dashboards

Custom Fields Created in Case:

Field Name	Data type	Use
Issue Type	Picklist	Pothole, Garbage, etc.
Location	Text	Where issue is present
Urgency	Picklist	High, Medium, Low
Attachment	URL	Proof
Citizen Contact	Phone	For communication
Citizen email	email	For acknowledgement
Citizen name	text	To address him in the mail
Description	Long text area	For additional details

Flow:

- * Collects citizen inputs (Name, Email, Issue)
- * Creates Case
- * Triggers Email response
- * Reopen the case

Assignment Rules:

- * Pothole → Roads Department
- * Streetlight → Electrical Department
- * Sanitation → Municipal Department
- * Fire Outbreak → Fire Department
- * Drainage issues → Municipal Department
- * Water leakage → Water department
- * Open electrical wires → Electrical Department
- * Stray dogs → Municipal department



SETUP

Case Assignment Rules

Case Assignment Rule

Smart City Assignment Rule

Help for this Page ?

Add rule entries that specify the criteria used to route cases. You can reorder rule entries on this page after you create them.

Rule Detail

Edit

Rule Name Smart City Assignment Rule

Active ☒

Created By Reshma Sri Toganu, 7/10/2025, 10:57 PM

Modified By Reshma Sri Toganu, 7/12/2025, 2:05 AM

Edit

Rule Entries

New

Reorder

Action	Order	Criteria	Assign To	Email
Edit Del	<input type="text" value="1"/>	Case: Issue Type EQUALS Pot hole	Road Department	<input type="checkbox"/>
Edit Del	<input type="text" value="2"/>	Case: Issue Type EQUALS Fire Outbreak	Fire Department	<input type="checkbox"/>
Edit Del	<input type="text" value="3"/>	Case: Issue Type EQUALS Open Electrical Wires, Street Light	Electrical Department	<input type="checkbox"/>
Edit Del	<input type="text" value="4"/>	Case: Issue Type EQUALS Water Leakage	Water Department	<input type="checkbox"/>
Edit Del	<input type="text" value="5"/>	Case: Issue Type EQUALS Sanitation	Municipal Department	<input type="checkbox"/>

Functionalities Implemented:

- * Public portal with flow form
- * Auto case creation
- * Assignment rules by issue type
- * Email alerts to citizens
- * Escalation for unaddressed issues
- * Developed a reopen case as well

Screenshots:

Portal page (Experience Cloud):

* Page 1(landing page): Smart City Issue Selection Page

This is the first screen users see when they access the Smart City Portal. It offers two options: New Issue, Reopen Existing Case

Search...

SEARCH

USER17514...

HOME

WELCOME!
Report Your Issues here

Submit Issue Flow

*What would you like to do?

☒ New Issue

☐ Reopen Existing Case

Next

* Page 2 (after clicking “New Case”): Issue Submission Form

Search...

SEARCH

USER17514...

HOME

WELCOME!
Report Your Issues here

Submit Issue Flow

* Name

you@example.com

Phone

* Issue Type

--None--

* Enter Your Issue Details

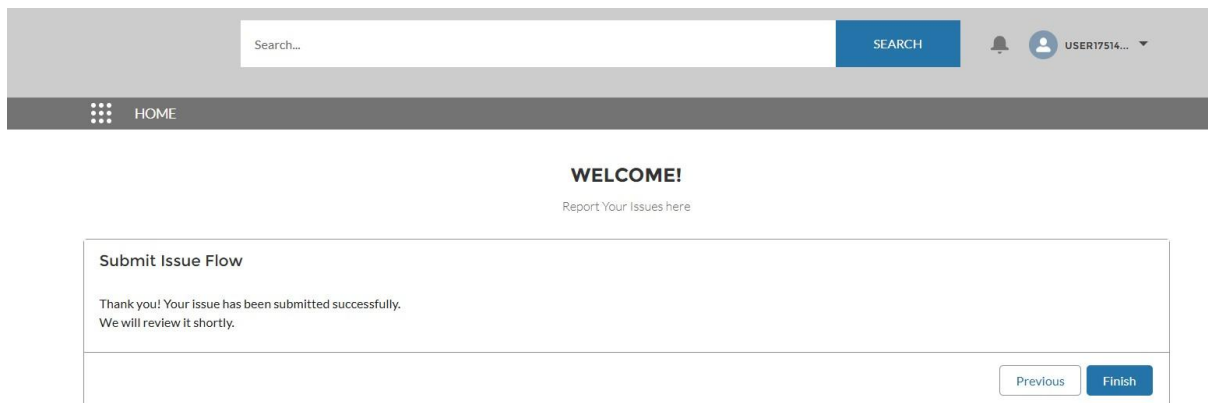
* Urgency

--None--

* Location

* **Page 3 (successfully submitted page and finish or go to previous page and edit)**

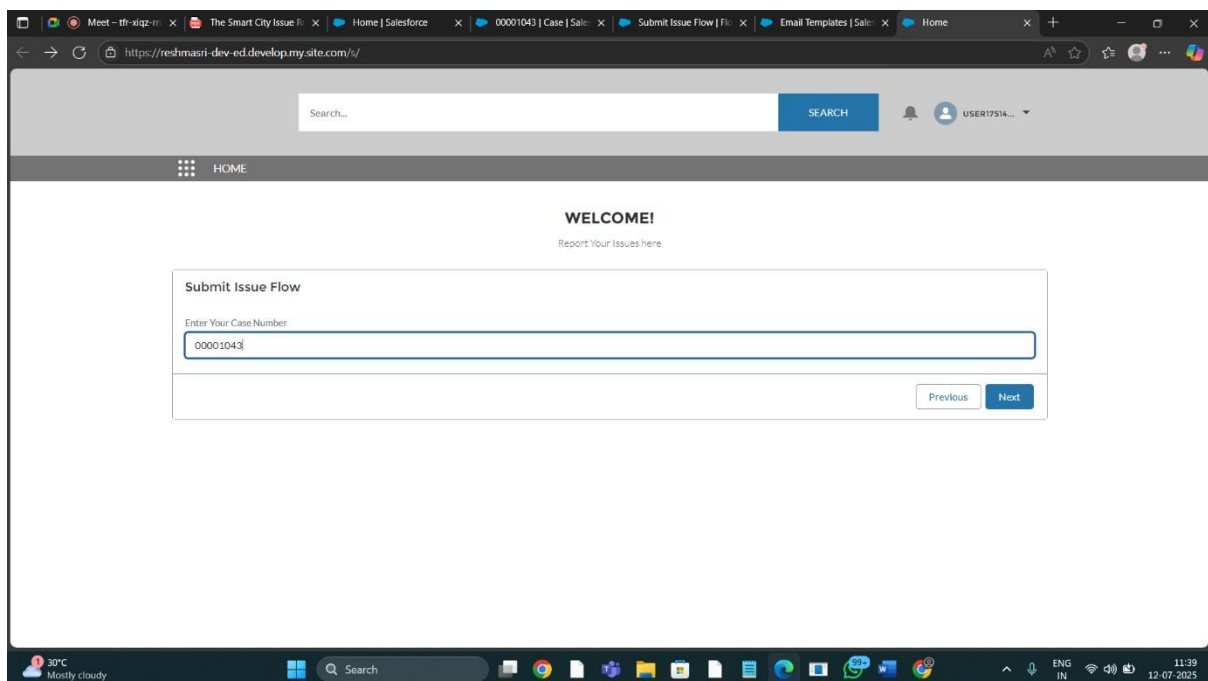
After submitting a new case or reopening one, users are shown a **success message** confirming their action.



The screenshot shows a web application interface. At the top, there is a search bar with the placeholder text 'Search...' and a blue 'SEARCH' button. To the right of the search bar is a user profile icon labeled 'USER17514...' with a dropdown arrow. Below the search bar is a dark grey navigation bar with a grid icon and the text 'HOME'. The main content area has a 'WELCOME!' heading followed by the text 'Report Your Issues here'. Below this is a box titled 'Submit Issue Flow' containing the message: 'Thank you! Your issue has been submitted successfully. We will review it shortly.' At the bottom right of this box are two buttons: 'Previous' and 'Finish'.

When reopen case is clicked on the Smart City Issue Selection Page:

If the user chooses **Reopen Existing Case**, they are shown a minimal form where they enter their previous case numbers. If the case is eligible (i.e., more than 7 days since closure), the case is reopened and assigned for follow-up.





This screenshot shows the same web application interface as the previous one, but the 'Submit Issue Flow' box contains a form for reopening a case. The form has a label 'Enter Your Case Number' and a text input field containing the value '00001043'. Below the input field are two buttons: 'Previous' and 'Next'. The rest of the interface, including the search bar, user profile, and navigation bar, remains the same.

This case cannot be reopened yet. Cases can only be reopened after 7 days of closure.

Search...

SEARCH

  USER17514...

HOME

WELCOME!

Report Your Issues here

Submit Issue Flow

Sorry, you can only reopen cases after 7 days of closure.

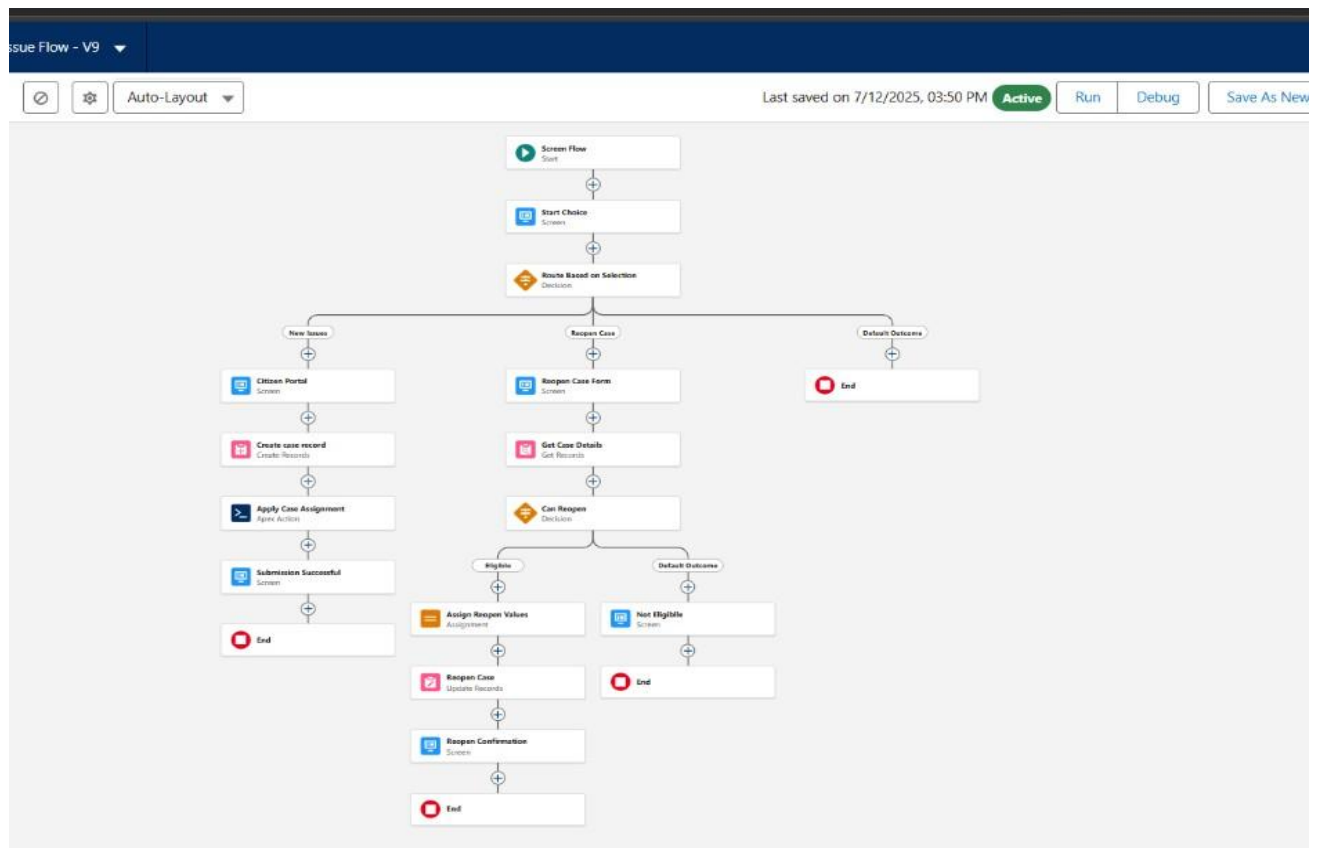
Previous

Finish

Flows for portal: The flow begins by asking the user to select between:

Submit New Case, Reopen Existing Case

Based on the selection, the flow uses a Decision element to direct the user:



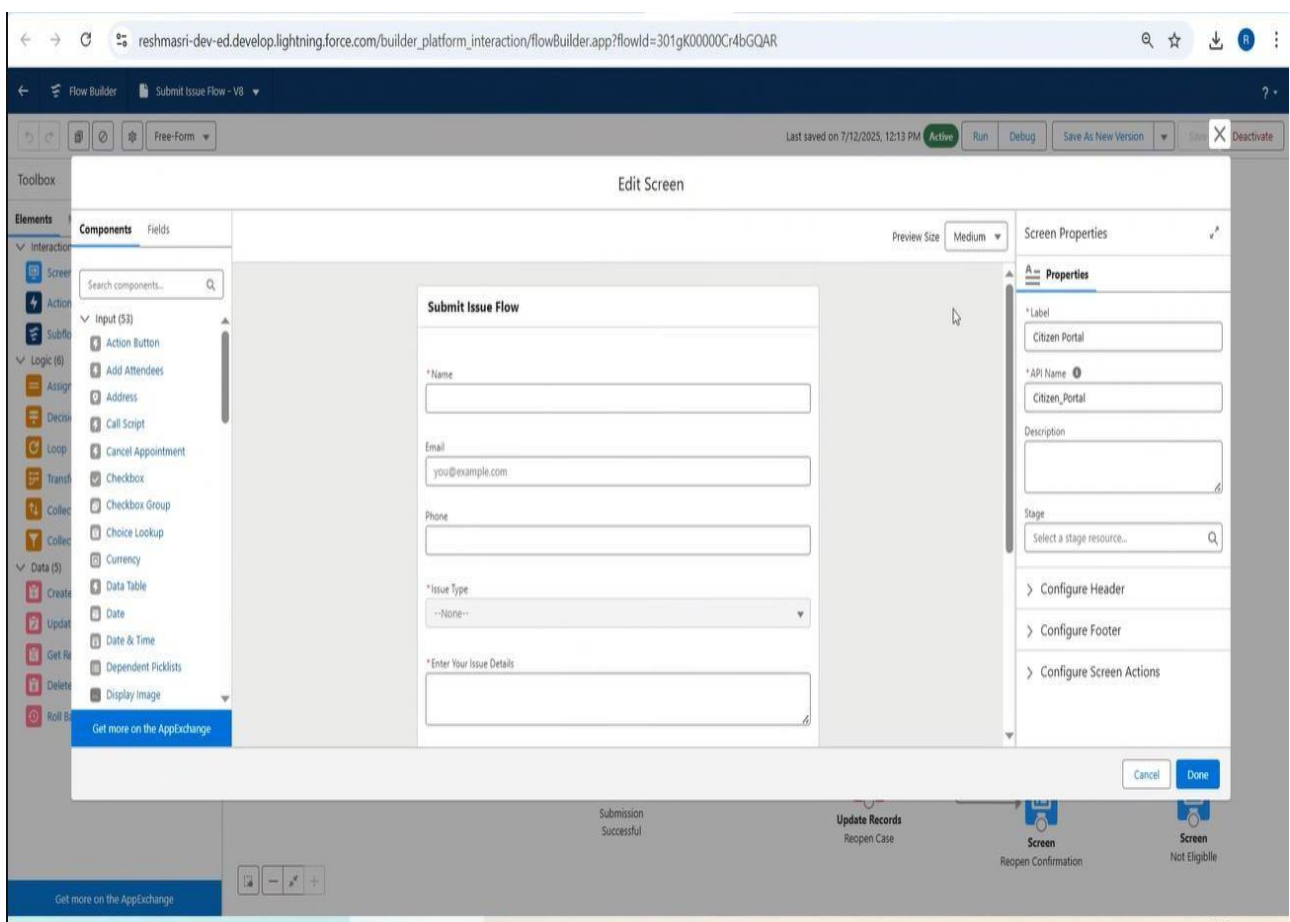
New Case path:

- Shows a **Citizen Portal form** screen for inputs
- Uses a **Create Records** element to create a new Case
- Shows a Submission Successful screen

Reopen Case path:

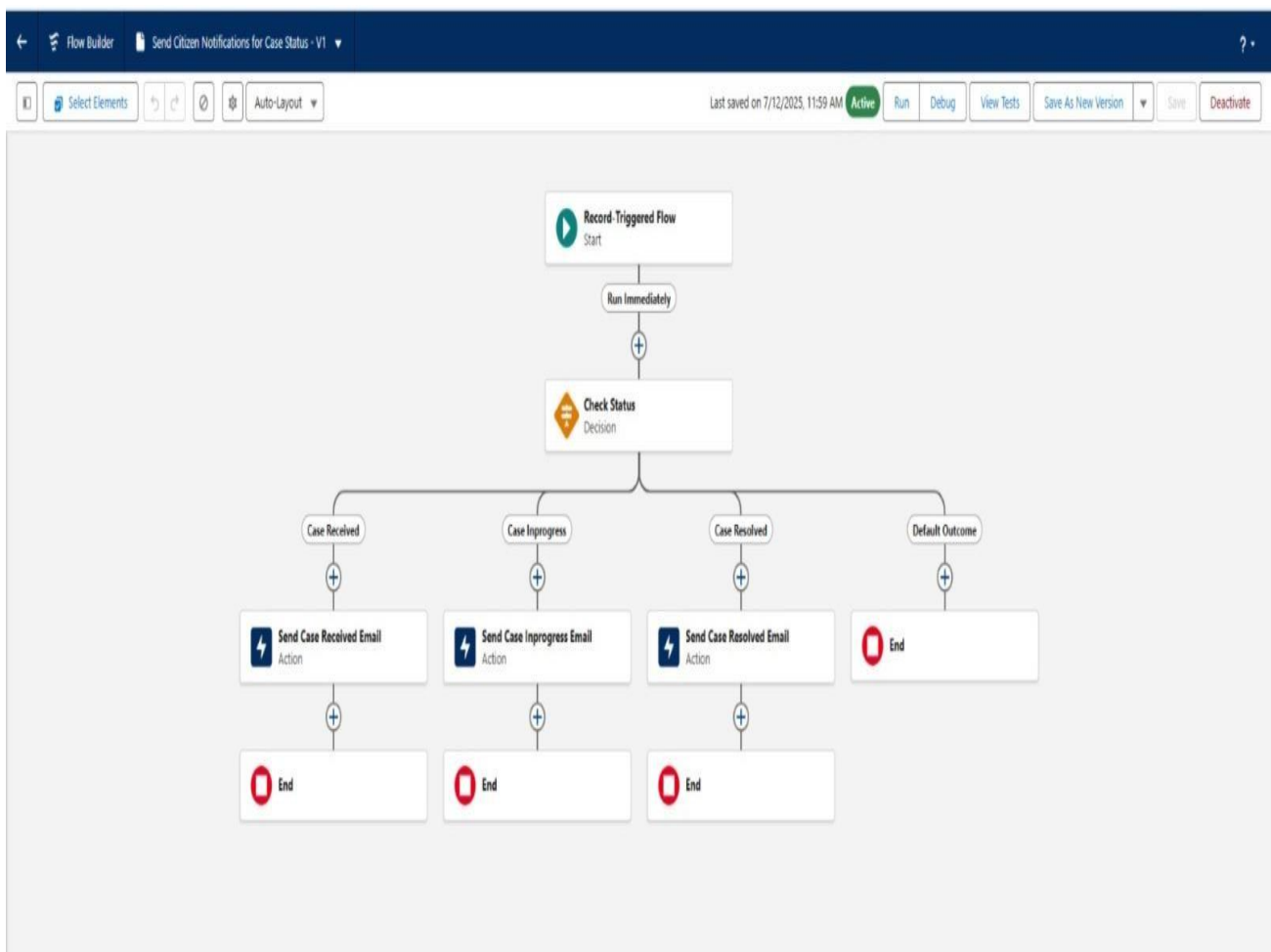
- shows a **Reopen Case Form** (asks for Case Number)
- Fetches case data using **Get Records**
- A Decision element (Can Reopen) checks if it is past 7 days from closure
- If eligible: updates the Case using **Update Records** and shows a Reopen Confirmation screen
- If not eligible: user is shown a Not Eligible message screen

Citizen portal Screen:



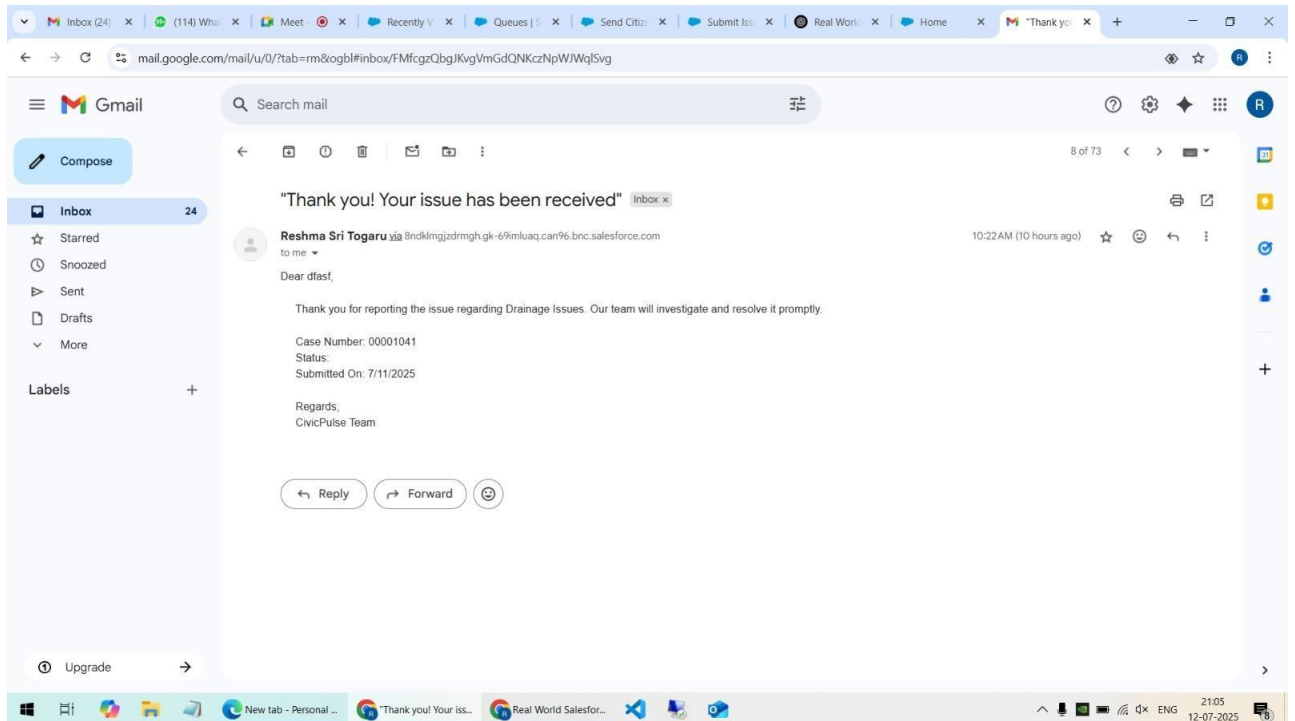
One of the most important screens used in the Submit Issue Flow is the **Citizen Portal screen**. This is the form where citizens enter their basic information and issue details. It includes fields such as Name, Email, Phone, Issue Type (picklist), and a description text box. This screen is designed using Salesforce's **Screen Flow Builder**, and its purpose is to collect all the necessary inputs before creating a Case record in Salesforce. The form is simple, user-friendly, and ensures that the data collected is structured properly for automated processing. Once the user submits this form, the flow proceeds to create a new case in the system using the **Create Records** element.

Flows for email

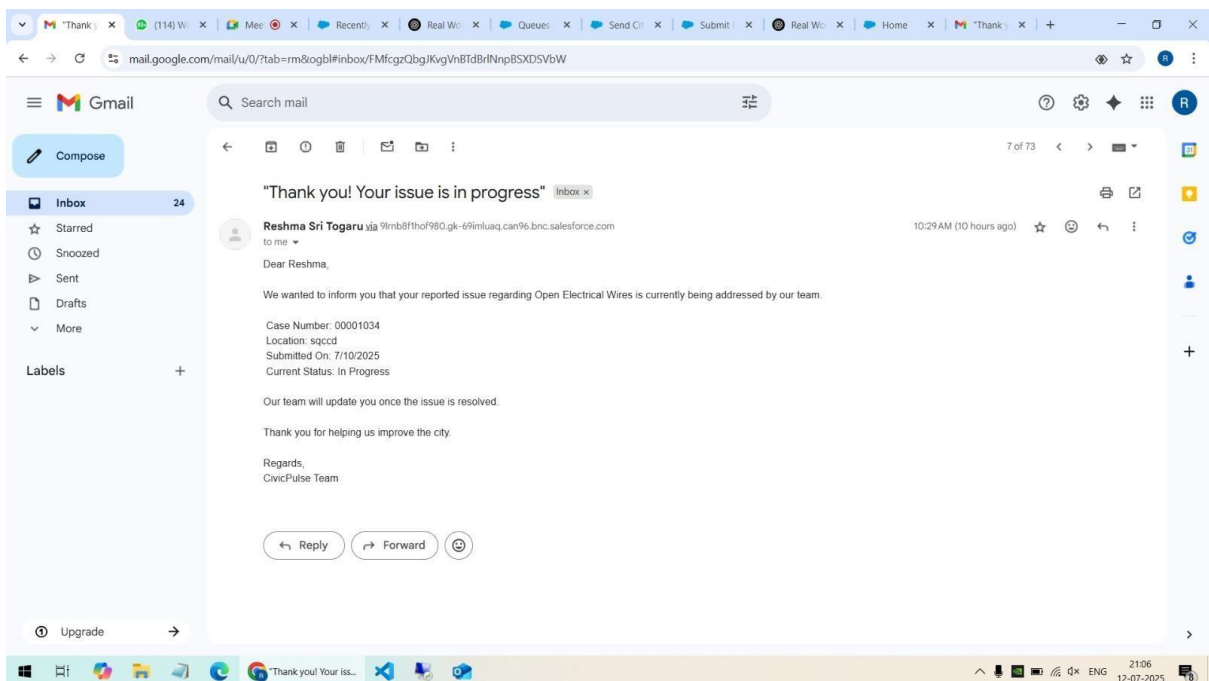


Testing on Email Notifications:

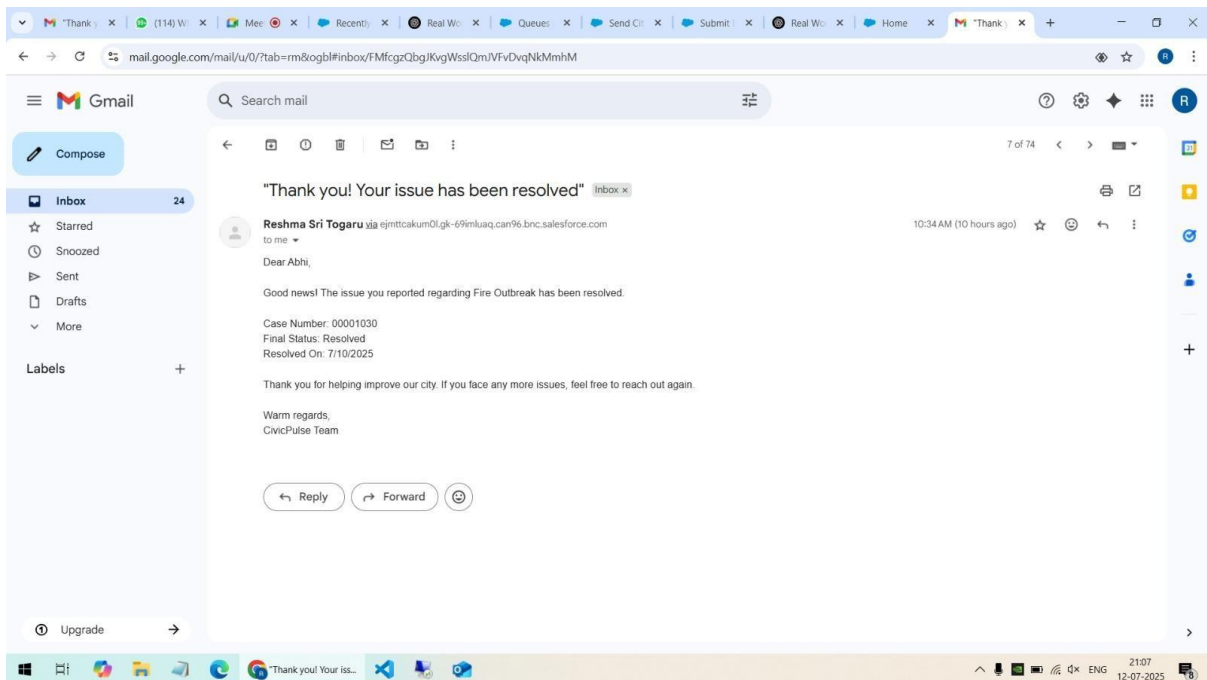
TC1: Email on case being received



TC2: Email on case In Progress



TC3: Email on case which has been Resolved



Reports & Dashboards:

As part of the *Smart City Issue Reporting and Resolution* system built on Salesforce, a comprehensive reporting and monitoring module was developed using Salesforce Reports and Dashboards. The "Smart City Report" tabulates issue records submitted by citizens, grouped by issue types such as Drainage, Fire Outbreaks, Open Wires, and more. It provides key information including citizen details, case owner, and submission timestamps, helping departments monitor assigned cases efficiently. To visualize the data, an interactive dashboard was created with bar charts, donut charts, and stacked graphs displaying issue trends, department workloads, and resolution timelines. These visualizations enable the admin and supervisors to track performance, identify high-volume issue areas, and ensure timely escalation and response. The reporting module greatly enhances transparency, accountability, and decision-making in urban issue management.

Reshma Home Files Reshma Reports Accounts R1 STUDENTNAMES SATURDAYS All Sites SMART CITY ISSUE REPOR... My Cases More

Report Cases Smart City Report

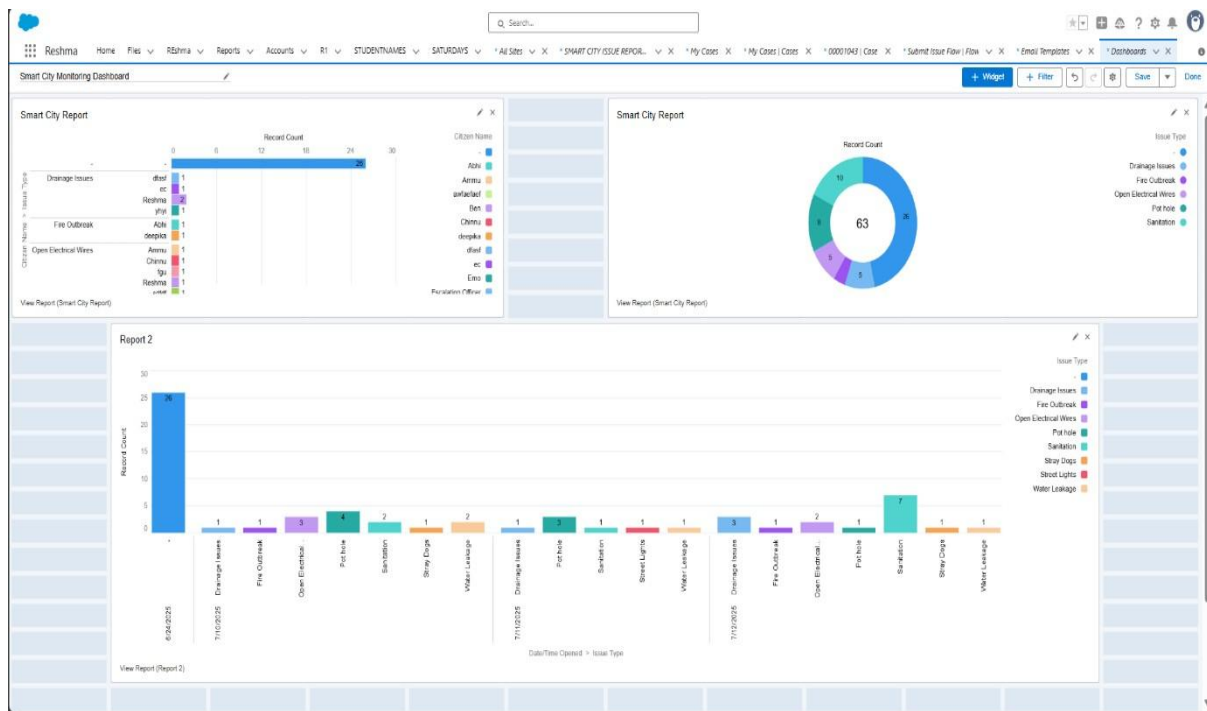
Total Records: 63

Issue Type	Citizen Name	Abhi	Ammu	awfaeaf	Ben	Chinnu	deepika	dfasf	ec	Emo	Escalation Officer	fgu	jdhefthshuad	John	nimmalaPUDI DEEPIKA	qef	Rajeev Boddu
-	Record Count	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Drainage Issues	Record Count	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Fire Outbreak	Record Count	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Open Electrical Wires	Record Count	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0
Pot hole	Record Count	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	2
Sanitation	Record Count	0	0	1	0	0	2	0	0	0	0	0	1	0	1	0	0
Stray Dogs	Record Count																

Details (63 Rows)

Case Owner	Date/Time Opened	Citizen Email	Citizen Contact	Case Number
Reshma Sri Toganu	7/10/2025, 7:50 AM	reshma@gmail.co	479104327	00001028
Reshma Sri Toganu	7/11/2025, 4:20 AM	w@gmail.com	567453	00001040
Reshma Sri Toganu	7/10/2025, 8:02 AM	re@gmail.com	456789	00001029
Reshma Sri Toganu	7/12/2025, 2:27 AM	patient@ppt.com	01335678968	00001054

Row Counts Detail Rows Grand Total Stacked Summaries



Deployment:

Site Name: Smart City Portal

URL: <https://reshmasri-dev-ed.develop.my.site.com/s/>

Published via Experience Builder