

SCREENSHOTS OF PORTAL

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.

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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 Togaraju, 7/10/2025, 10:57 PM

Modified By

Reshma Sri Togaraju, 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"/>

SEARCH

 USER17514... ▼



HOME

WELCOME!

Report Your Issues here

Submit Issue Flow

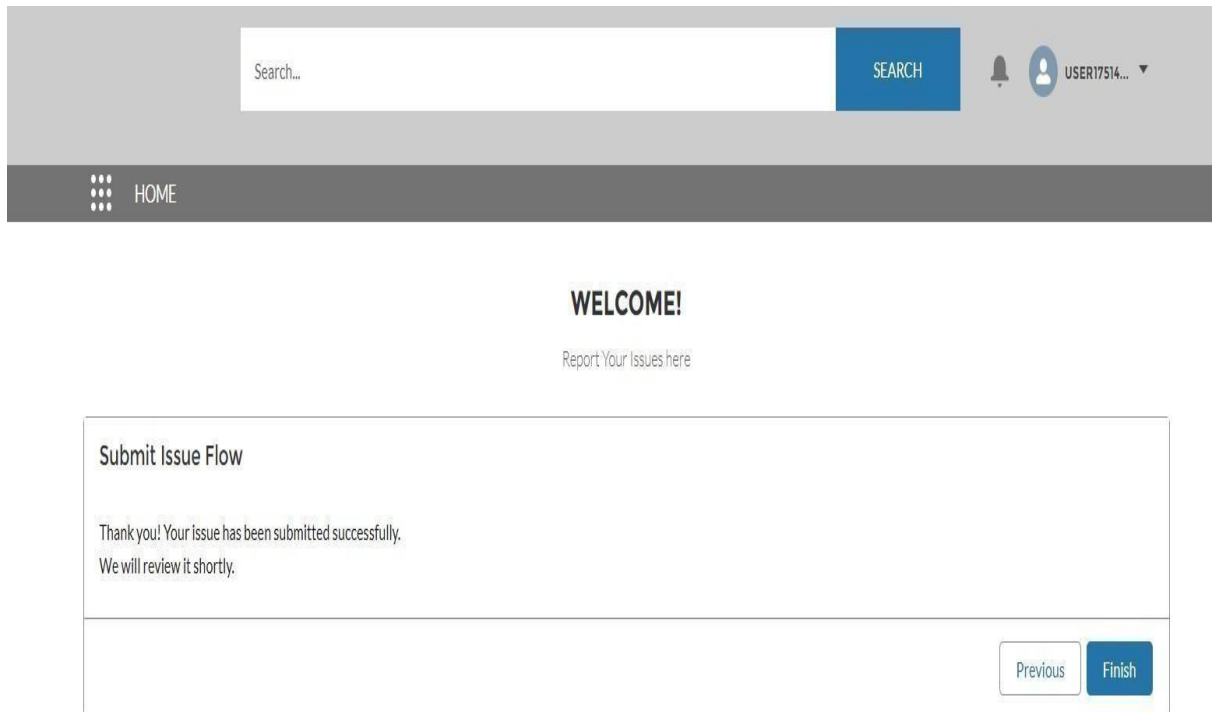
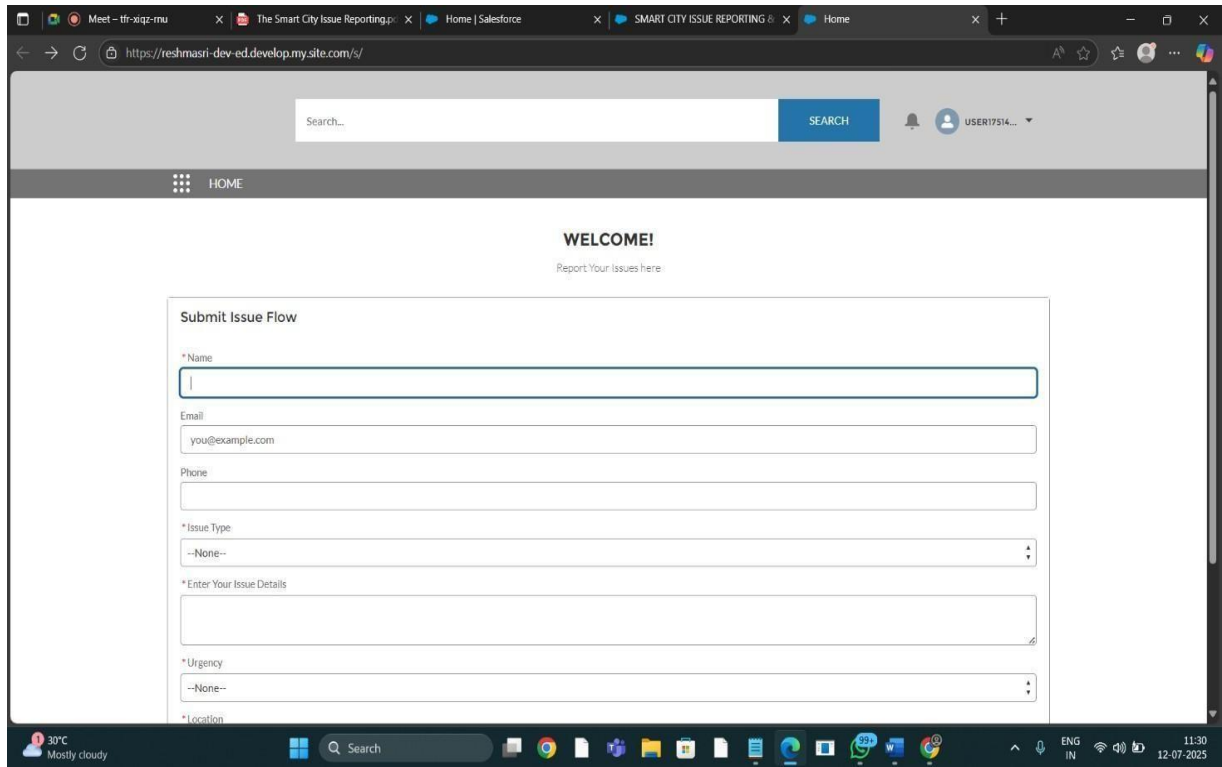
*What would you like to do?

☒ New Issue

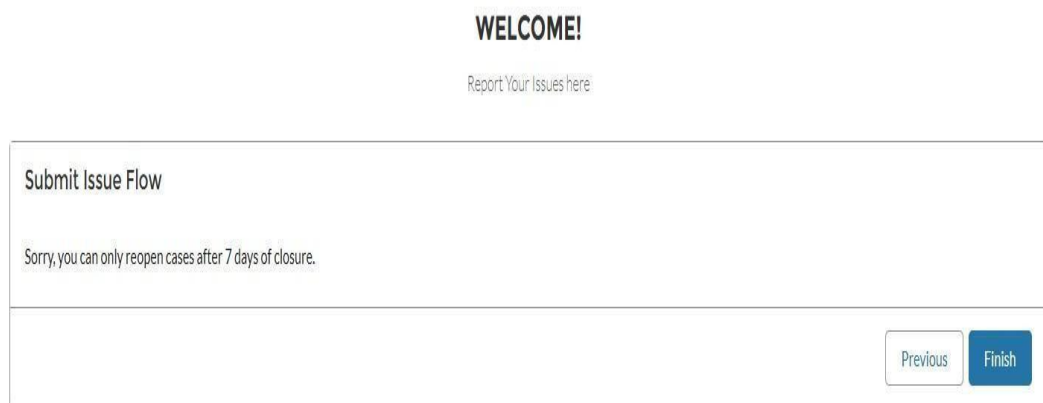
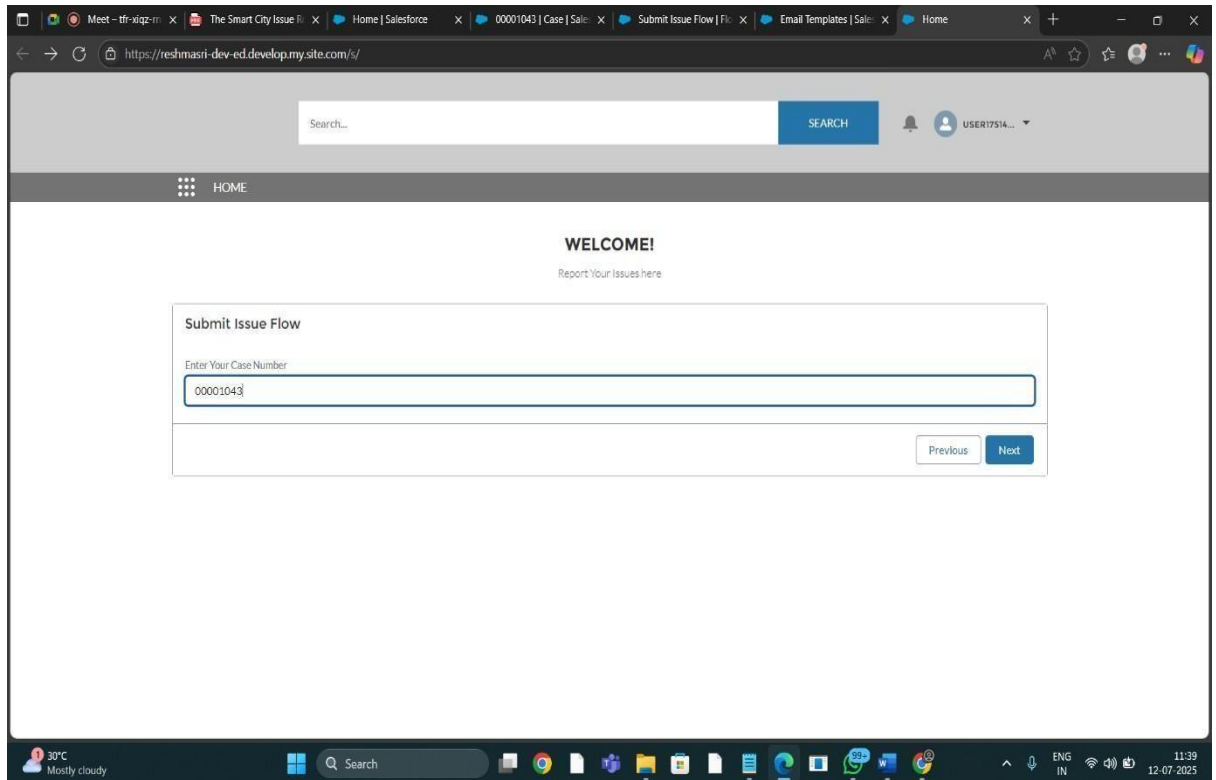
☐ Reopen Existing Case

Next

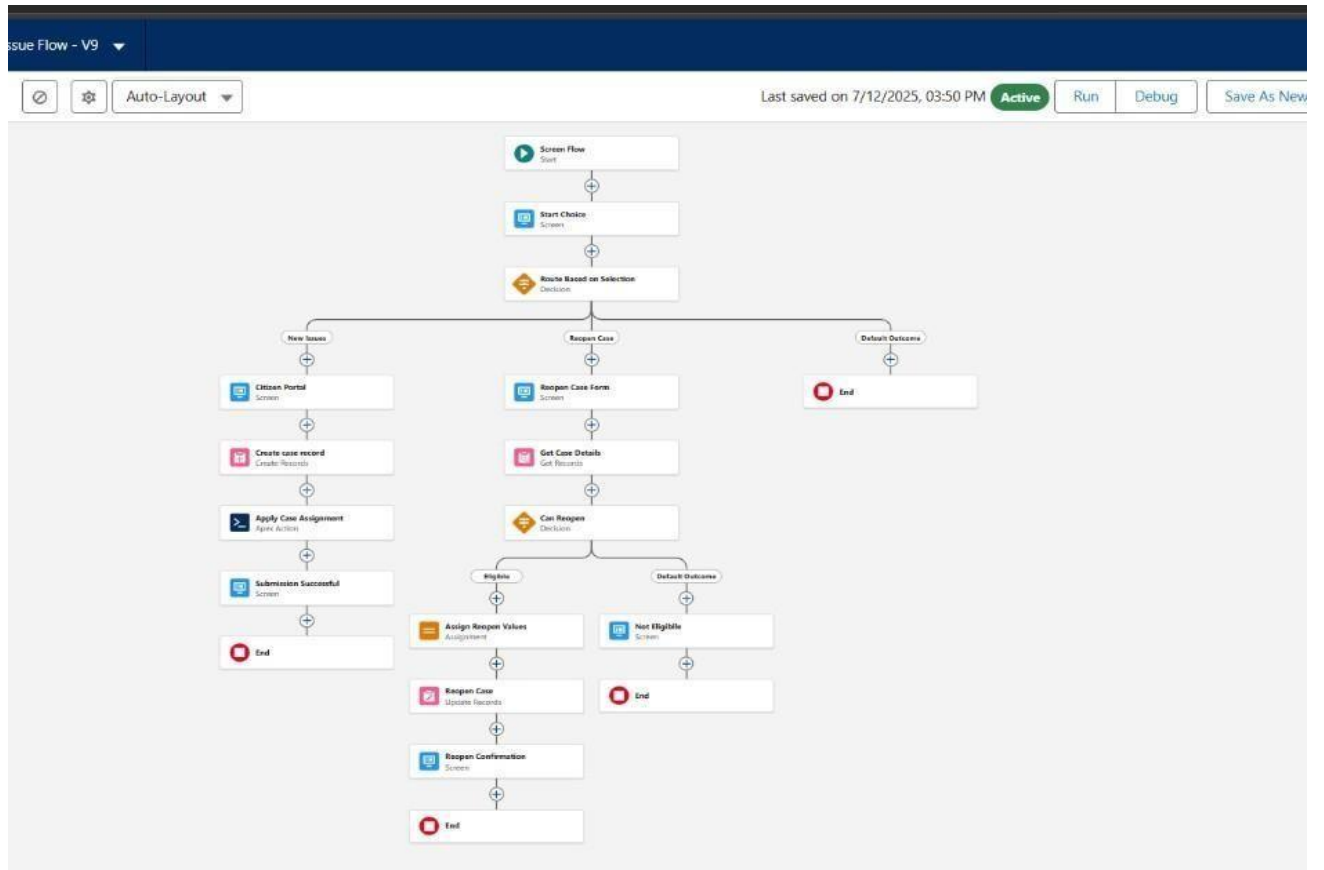
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reshmasri-dev-ed.develop.lightning.force.com/builder_platform_interaction/flowBuilder.app?flowId=301gK0000C4bGQAR

Flow Builder Submit Issue Flow - V9

Last saved on 7/12/2025, 12:13 PM **Active** Run Debug Save As New Version Deactivate

Edit Screen

Preview Size: Medium

Screen Properties

- Label: Citizen Portal
- API Name: Citizen_Portal
- Description:
- Stage: Select a stage resource...
- Configure Header
- Configure Footer
- Configure Screen Actions

Submit Issue Flow

* Name:

Email:

Phone:

* Issue Type: --None--

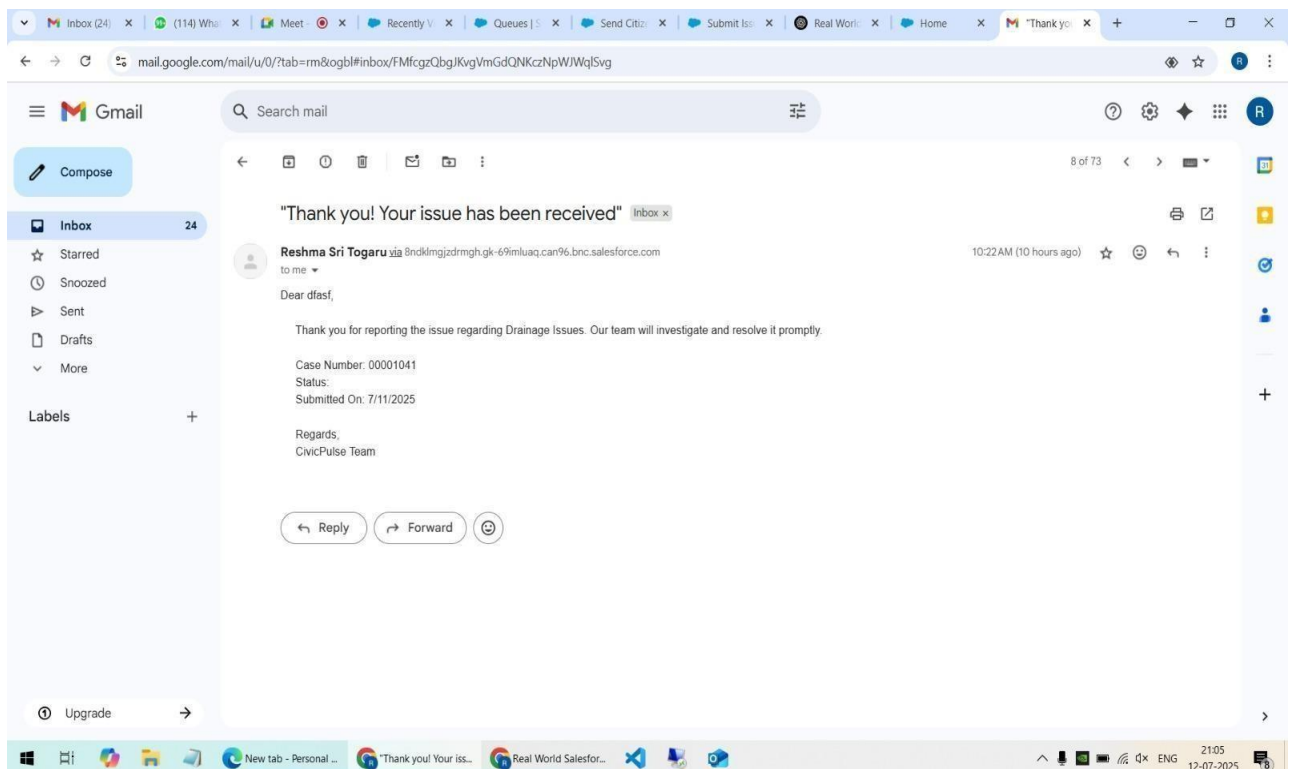
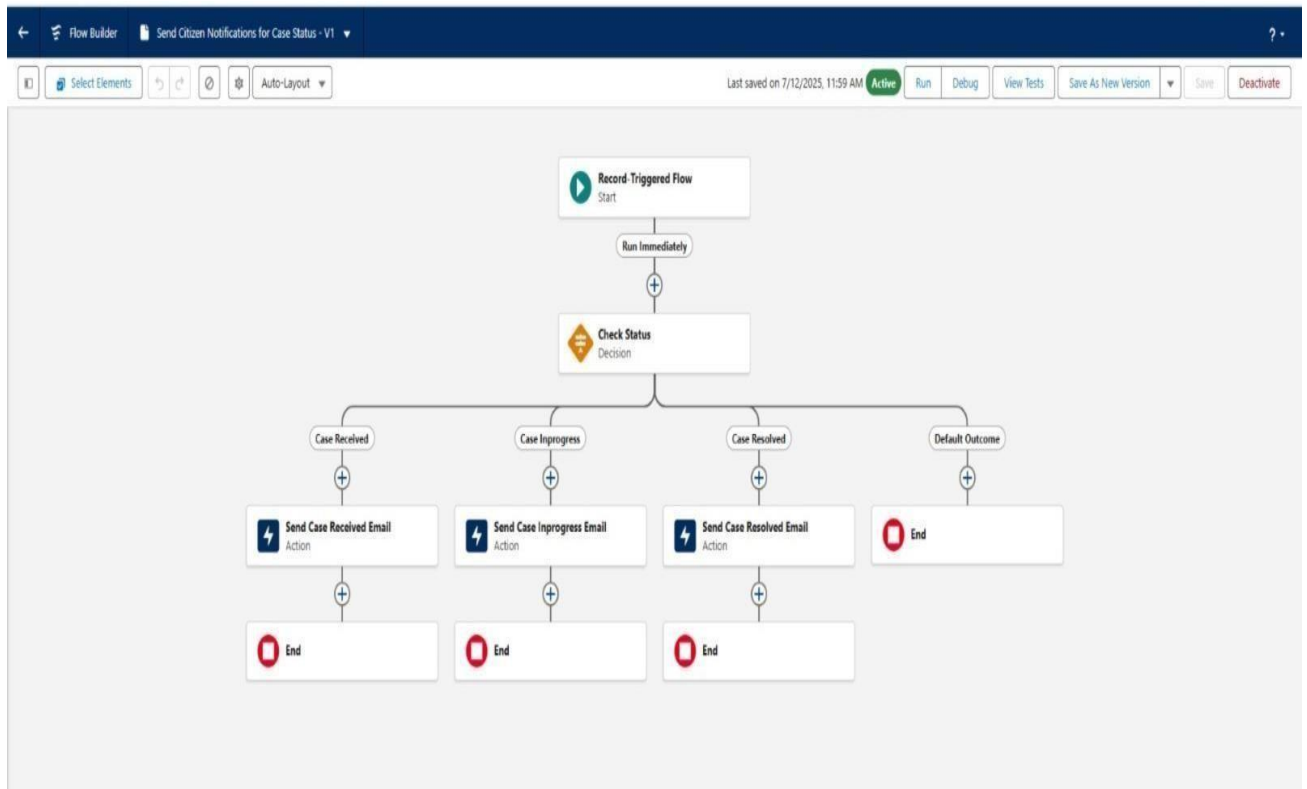
* Enter Your Issue Details:

Get more on the AppExchange

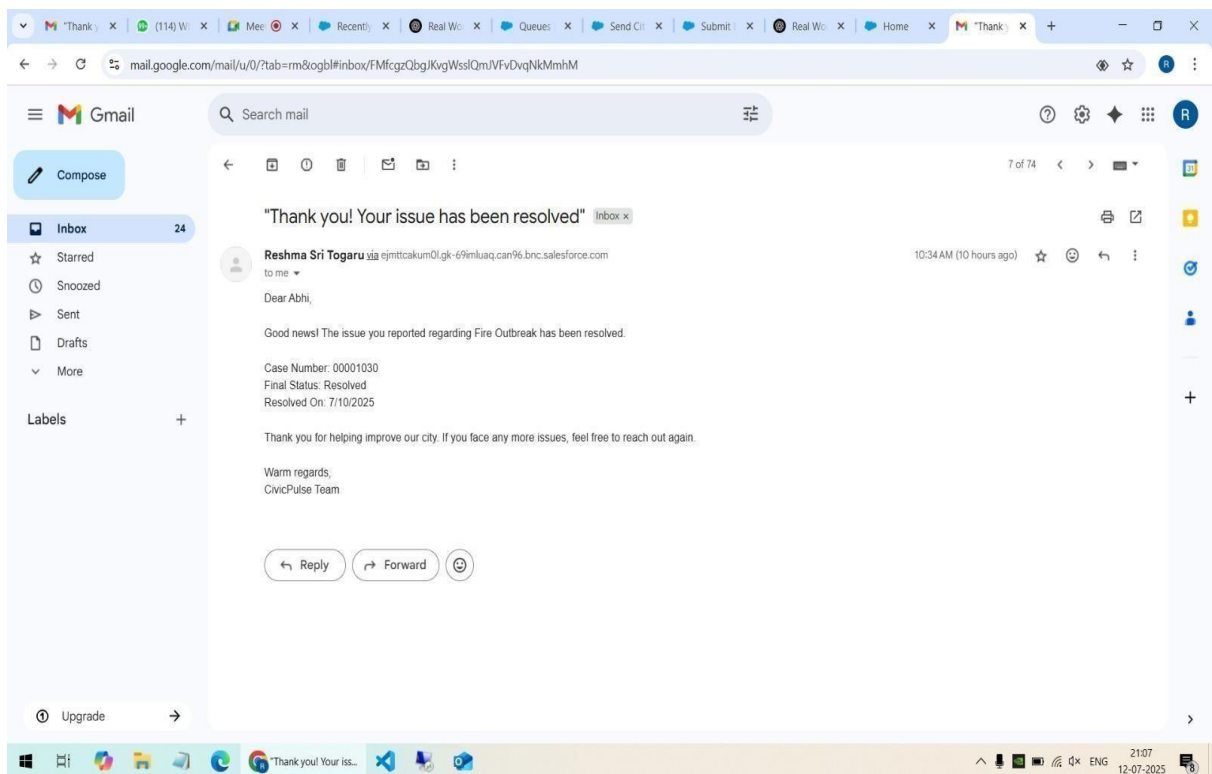
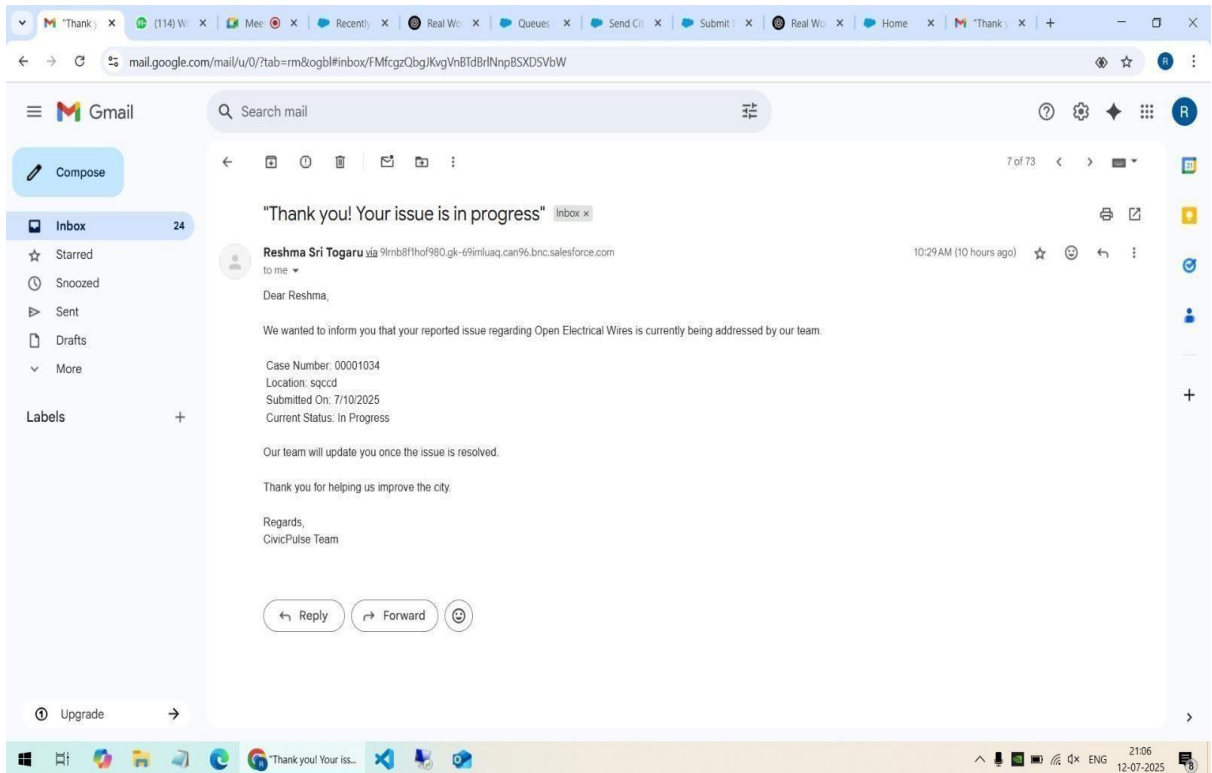
Cancel Done

Submission Successful Update Records Reopen Case Screen Reopen Confirmation Screen Not Eligible

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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

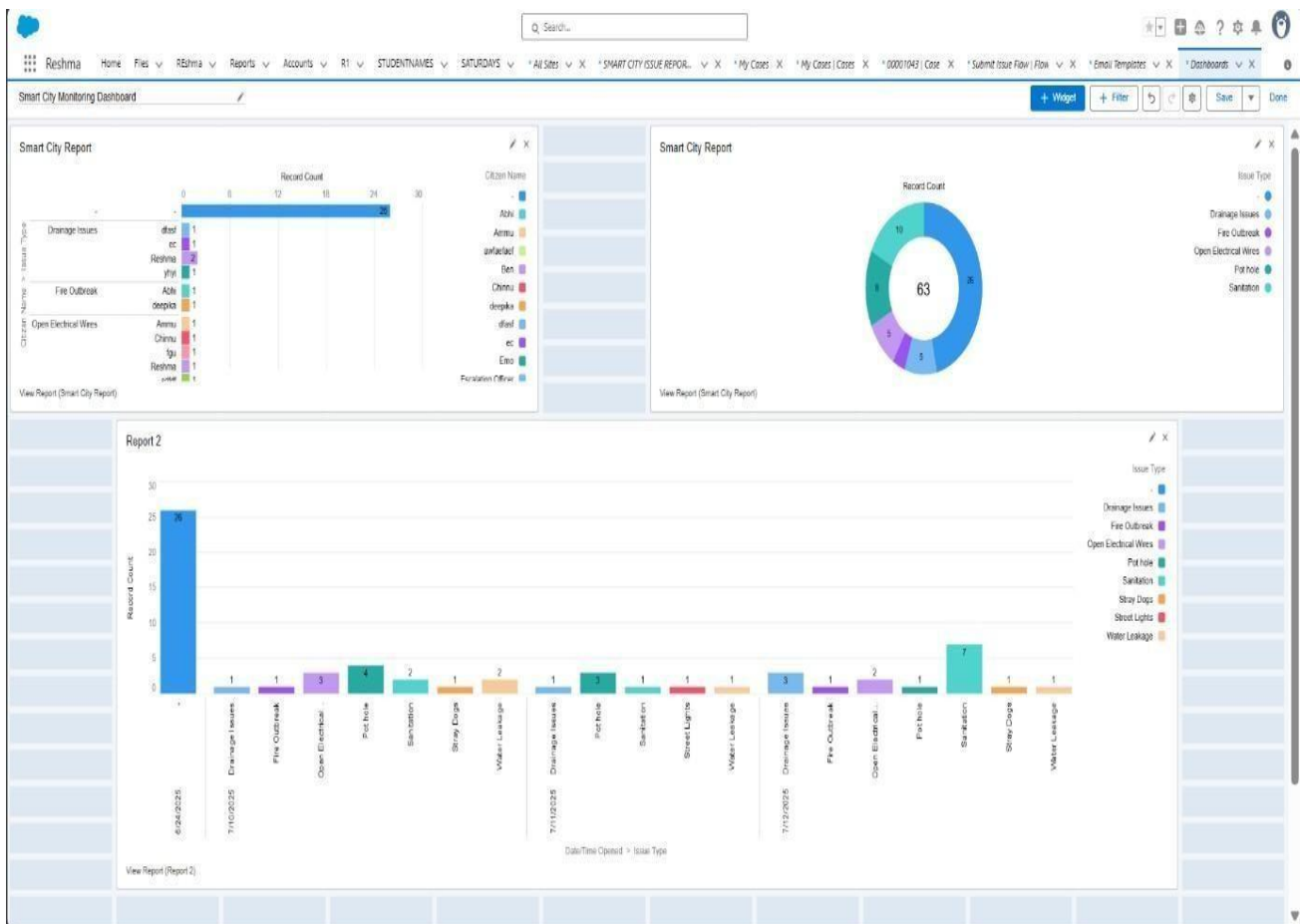
Enable Field Editing Add Chart Edit

Issue Type	Citizen Name	Abhi	Ammu	awfael	Ben	Chinnu	deepika	dhas	ec	Emo	Escalation Officer	fgu	ikdihelshuad	John	nimmalaPUDI DEEPIKA	gef	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	0	1	1	0	0	0	0	0	0	0
Fire Outbreak	Record Count	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Open Electrical Wires	Record Count	0	0	1	0	0	1	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	0	2	0	0	0	0	1	0	1	0	0
Stray Dogs	Record Count																

Details (63 Rows) Click an intersection in the table above to filter details

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

Row Counts Detail Rows Grand Total Stacked Summaries



Thank You