

# SafeCity Salesforce Project:

## Phase 3: Data Modeling & Relationships

### 1. Custom Objects Created

- **Citizen\_\_c**
  - Fields: Email, Phone, Address, External ID
- **Department\_\_c**
  - Fields: Type (Picklist), SLA\_Days, Default\_Assignee (Lookup to User), Dept\_Code
- **Complaint\_\_c**
  - Fields: Title, Description, Status, Priority, Category, Reported Date, Citizen (Lookup), Department (Lookup), Assigned\_To (Lookup), SLA\_Due\_Date, Resolution\_Date, Resolution\_Notes
- **Feedback\_\_c**
  - Fields: Rating, Comments, Submitted\_Date, Complaint (Master-Detail)

### 2. Relationships

- Citizen → Complaint: Lookup (1 Citizen → Many Complaints)
- Department → Complaint: Lookup (1 Department → Many Complaints)
- Complaint → Feedback: Master-Detail (1 Complaint → Many Feedback)

The screenshot displays the Salesforce Setup interface. At the top, there's a navigation bar with the Salesforce logo, a search bar labeled 'Search Setup', and several utility icons. Below this, the 'Setup' menu is open, showing 'Object Manager' as the selected option. The main content area is titled 'Department' and shows the 'Fields & Relationships' tab. A table lists the fields for the Department object, including 'Created By', 'Default\_Assignee', 'Department Name', 'Dept\_Code', 'Last Modified By', 'Owner', and 'SLA\_Days'. Each row shows the field label, the internal field name, and the data type.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING
Created By	CreatedById	Lookup(User)	
Default_Assignee	Default_Assignee__c	Lookup(User)	
Department Name	Name	Text(80)	
Dept_Code	Dept_Code__c	Text(20)	
Last Modified By	LastModifiedById	Lookup(User)	
Owner	OwnerId	Lookup(User,Group)	
SLA_Days	SLA_Days__c	Number(2, 0)	

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Buttons, Links, and Actions

Compact Layouts

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Record Types

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Restriction Rules

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Field Dependencies

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING F
Address	Address__c	Text Area(255)	
Citizen Name	Name	Text(80)	
Created By	CreatedById	Lookup(User)	
Email	Email__c	Email	
External_Id	External_Id__c	Text(20)	
Last Modified By	LastModifiedById	Lookup(User)	
Owner	OwnerId	Lookup(User,Group)	

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FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING
Assigned_To	Assigned_To__c	Lookup(User)	
Category	Category__c	Picklist	
Citizen	Citizen__c	Lookup(Citizen)	
Complaint Name	Name	Auto Number	
Created By	CreatedById	Lookup(User)	
Department	Department__c	Lookup(Department)	
Description	Description__c	Long Text	

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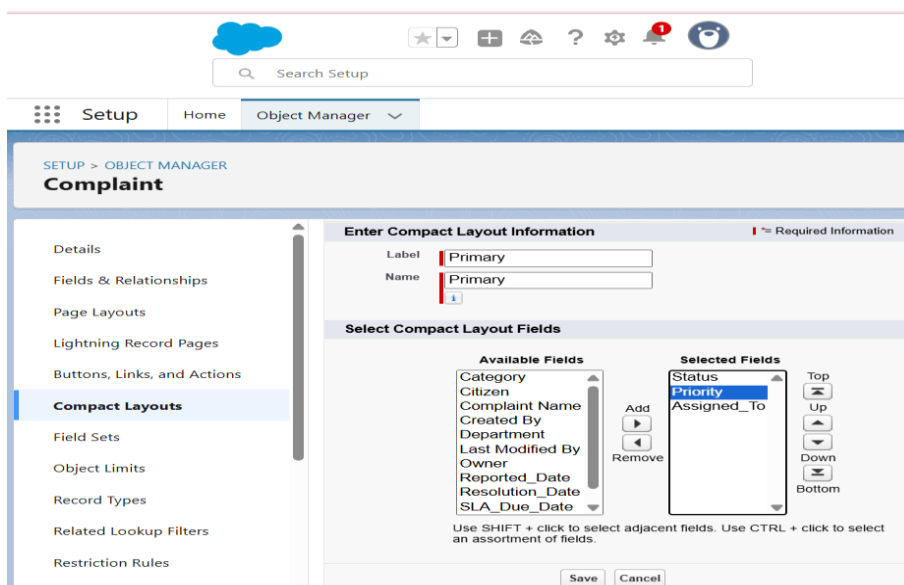
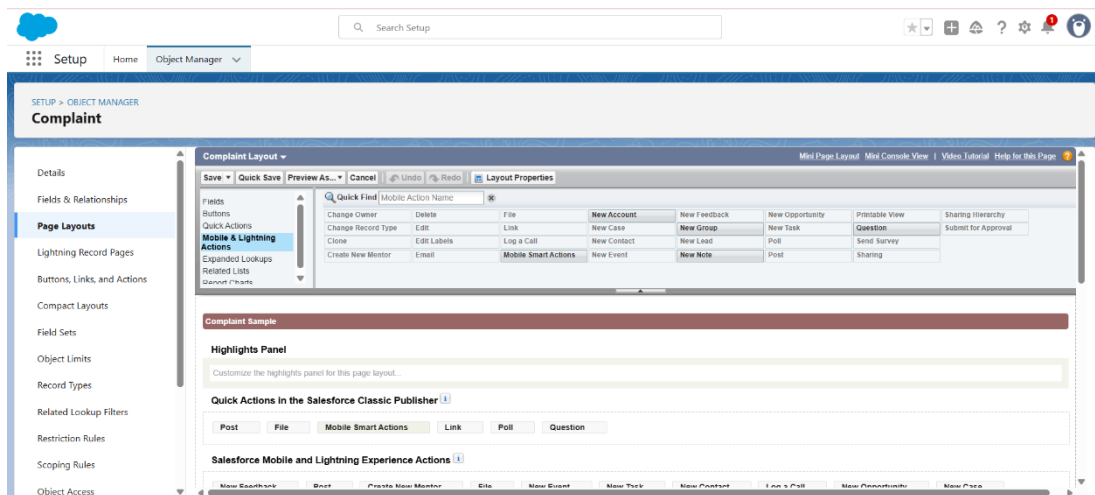
Deleted Fields

Field Dependencies

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIE
Comments	Comments__c	Long Text Area(32768)	
Complaint	Complaint__c	Master-Detail(Complaint)	
Created By	CreatedById	Lookup(User)	
Feedback Name	Name	Auto Number	
Last Modified By	LastModifiedById	Lookup(User)	
Rating	Rating__c	Number(18, 0)	
Submitted_Date	Submitted_Date__c	Date	

### 3. Page Layouts & Record Pages

- Complaint Layout includes:
  - Header (Complaint Number, Status, Priority)
  - Reporter Details (Citizen, Reported Date)
  - Assignment (Department, Assigned To, SLA)
  - Resolution section (Resolution Notes, Date)
  - Related Lists: Feedback, Activities, Notes
- Lightning Record Page customized with:
  - Highlights Panel
  - Path (for Status)
  - Related List – Feedback
  - Quick Action: New Feedback

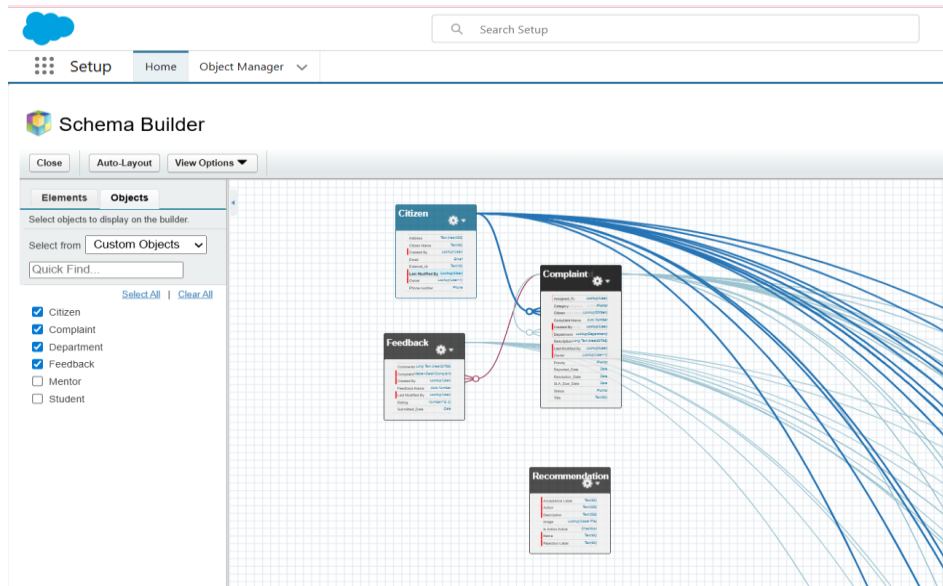


## 4. Schema Builder

Visual diagram created showing object relationships:

- Citizen → Complaint → Feedback
- Department → Complaint

This schema confirms the logical data model.



## 5.Sharing Rules

### Complaint\_\_c Sharing Rules

Rule Name	Criteria	Shared With	Access Level
Share_Pothole_Complaints	Category__c = "Pothole"	Role: Department Staff (Roads)	Read/Write
Share_WaterLeak_Complaints	Category__c = "Water Leak"	Role: Department Staff (Water)	Read/Write
Share_PowerOutage_Complaints	Category__c = "Power Outage"	Role: Department Staff (Electricity)	Read/Write
Share_Garbage_Complaints	Category__c = "Garbage"	Role: Department Staff (Sanitation)	Read/Write
Share_StreetLight_Complaints	Category__c = "Street Light"	Role: Department Staff (Electricity)	Read/Write

## Citizen\_\_c Sharing Rules

- No sharing rules created.
- Staff only access Citizens via their related complaints.
- This ensures citizen privacy is maintained.

## Department\_\_c Sharing Rules

- Department\_\_c OWD = Public Read Only.
- No sharing rules required (all staff can see departments).

## Feedback\_\_c Sharing Rules

- Controlled by Parent (Complaint).
- Visibility flows automatically from Complaint\_\_c access.

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## 6.Testing Summary

- Created sample Departments (Roads, Water), Citizens, Complaints, and Feedback
- Verified related lists display correctly
- Checked OWD + Sharing Rules (staff see only their dept complaints)
- Supervisor can see all complaints via role hierarchy