Phase 10: Final Presentation & Demo Day

Demo Walkthrough : video

LinkedIn/Portfolio Project Showcase : Linkedin profile

Conclusion: Finalizing the Automated Lost & Found Portal

The **Automated Lost & Found Portal** project successfully transitioned a high-friction, manual process into a centralized, efficient, and reliable institutional service powered by the Salesforce platform. The project delivered on its core objectives by replacing manual cross-referencing with a sophisticated, automated matching engine.

Project Success Highlights

The architecture demonstrates a strategic blend of declarative and programmatic skills to ensure reliability and scalability:

- **Core Automation:** The implementation of two tightly integrated **Record-Triggered Flows** (Phase 4) now guarantees that every new Found Item automatically searches for and creates a **Verification Case** upon identifying a potential match.

- **Security & Data Integrity:** The project established a secure data model using **Private Organization-Wide Defaults (OWD)** (Phase 2), ensuring that sensitive property details are protected while **Sharing Rules** grant the necessary access to the **Security Staff Profile**.

- **Technical Excellence:** A platform limitation in the Flow Builder was elegantly solved by leveraging **Invocable Apex (QueueTools)** (Phase 5), which ensures all new matches are instantly and reliably routed to the correct **Verification Queue**.

- **Operational Visibility:** The final deployment of **Custom Reports** and the **Manager Overview Dashboard** (Phase 9) provides management with crucial, real-time insights into work queue status and inventory backlog, driving better accountability and decision-making.

Summary

The **Lost & Found Portal** is now a fully functional system that minimizes staff effort, increases the recovery rate of lost property, and enhances overall user satisfaction by providing a transparent and automated claims process. The foundation is set for future growth, including external access via **Experience Cloud** and integration with external security systems, ensuring the portal remains a scalable, long-term asset to the institution.