

## Phase 10 Completion Report

### Smart City Complaint & Feedback Portal

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#### Phase 10: Final Presentation & Demo Day

This phase focused on preparing the **final pitch, live demo, and project handoff**. It demonstrates the end-to-end functionality of the Smart City Complaint & Feedback Portal and highlights the value it brings to citizens, departments, and administrators.

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#### 1 Pitch Presentation

We designed a **pitch deck** that summarized:

- **Problem Statement:** Lack of transparent, efficient complaint handling in urban governance.
  - **Solution:** Salesforce-based complaint & feedback portal with automation, SLA monitoring, and dashboards.
  - **Impact:**
    - Faster resolution of citizen complaints.
    - Department accountability.
    - Improved citizen satisfaction through feedback ratings.
    - Data-driven insights for administrators.
  - **Technology Stack:** Salesforce Lightning, Apex, LWC, SFDX, Reports/Dashboards, Integrations.
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#### 2 Demo Walkthrough

We created an **8–10 minute demo video** highlighting:

1. **Citizen Complaint Submission** (via LWC form).
  - Fields: Citizen name, email, phone, complaint type, description, priority.
  - Record created in Salesforce.
  - Example Complaint: “Water Leakage near MG Road”.
2. **Auto-Assignment to Department**

- Record-triggered Flow assigns complaint to the right department (e.g., Water Department).

### 3. SLA & Escalation Handling

- SLA Due Date assigned.
- If overdue → Escalation handled by Queueable/Scheduled Apex.

### 4. Feedback System

- After resolution, email sent to citizen.
- Feedback record created with satisfaction rating.

### 5. Reports & Dashboards

- Complaints by Department.
- SLA Breach trends.
- Feedback summary.

Demo video link: [https://drive.google.com/file/d/1b5Sh5nKtly5ZAm9\\_JQqDrxN-vSw1jO2N/view?usp=drive\\_link](https://drive.google.com/file/d/1b5Sh5nKtly5ZAm9_JQqDrxN-vSw1jO2N/view?usp=drive_link)

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## 3 Feedback Collection

We conducted **feedback gathering** from test users (citizens, department managers, and admins).

- **Citizens** liked:
  - Simple UI for submitting complaints.
  - Transparency of status tracking.
- **Department Managers** liked:
  - Automatic assignment of cases.
  - Notifications for SLA breaches.
- **Administrators** liked:
  - Dashboards for monitoring performance.
  - Easy configuration via Flows & Reports.

## 4 Handoff Documentation

Final **handoff package** prepared for project owners:

- **README.md** (with all 10 phases).
  - **Technical Documentation** (Apex classes, triggers, flows).
  - **Deployment Guide** (SFDX & Change Sets).
  - **User Guide** (how citizens, managers, and admins interact with the app).
  - **Demo Video** (8–10 min).
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### **Phase 10 Outcomes**

- Delivered **end-to-end demo video (8–10 min)**.
  - Completed **pitch presentation deck**.
  - Collected **feedback from test users**.
  - Prepared **handoff documentation** for future maintenance.
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### **Project Completion**

With Phase 10 completed, the **Smart City Complaint & Feedback Portal** is now fully functional, documented, and ready for **real-world use** by city governance teams.