

# Phase 3: Data Modeling & Relationships

## 1.Standard & Custom Objects

- Created **Complaint\_\_c** object to store citizen complaints.
- Created **Feedback\_\_c** object to store citizen ratings and comments.
- Used standard objects like **User** and **Queue** for complaint assignment.

Setup

Home

Object Manager

queue

Users

Queues

Environments

Jobs

Apex Flex Queue

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Queues

Queues allow groups of users to manage a shared workload more effectively. A queue is a location where records can be routed to wait processing by a group member. The records remain in the queue until a user accepts them for processing or they are transferred to another queue. You can specify the set of objects that are supported by each queue, as well as the set of users that are allowed to retrieve records from the queue.

View: All Edit Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Action	Label	Queue Name	Queue Email	Supported Objects	Modified By	Last Modified Date
Edit   Del	City Admin Queue	City_Admin_Queue		Complaint	Nagesh Janu	9/24/2025, 6:28 AM
Edit   Del	Electricity Queue	Electricity_Queue		Complaint	Nagesh Janu	9/16/2025, 9:21 AM
Edit   Del	Roads Queue	Roads_Queue		Complaint	Nagesh Janu	9/16/2025, 9:22 AM
Edit   Del	Waste Management Queue	Waste_Management_Queue		Complaint	Nagesh Janu	9/16/2025, 9:26 AM
Edit   Del	Water Queue	Water_Queue		Complaint	Nagesh Janu	9/16/2025, 9:32 AM

Setup

Home

Object Manager

users

Users

All Users

On this page you can create, view, and manage users.

To get more licenses, use the Your Account app. Let's Go

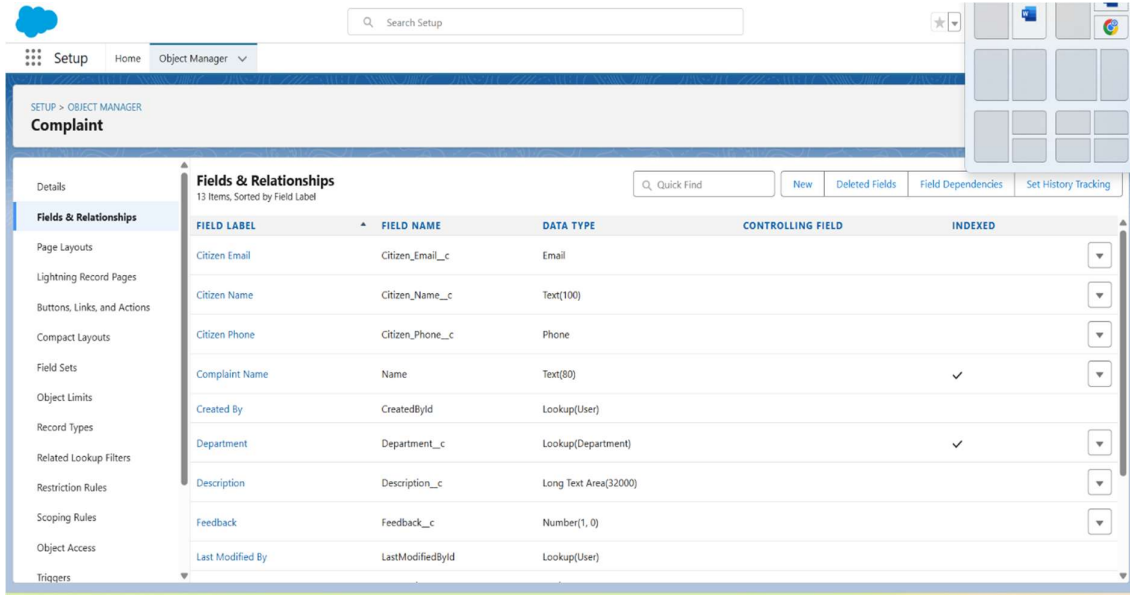
View: All Users Edit Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Action	Full Name	Alias	Username	Role	Active	Profile
<input type="checkbox"/> Edit   Login	Admin, ParikshitKL	testad	testadminaa@mail.com	Water Department Manager	<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/> Edit   Login	Blank John	john	johnk@mail.com	Waste Management Department	<input checked="" type="checkbox"/>	Standard Platform User
<input type="checkbox"/> Edit   Login	Citizen_Test	test	test.citizen@smarctcity.com	Citizen User	<input checked="" type="checkbox"/>	Citizen Profile
<input type="checkbox"/> Edit   Login	Nagesh_Gowda Jahnouj	gsage	jahnoujowda812@gmail.com	Electricity Department Manager	<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/> Edit	Nagesh Janu	jah	jng@mail.com		<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/> Edit	Parikshit	pari	koarkshitn@test.com	Manager	<input type="checkbox"/>	System Administrator
<input type="checkbox"/> Edit   Login	Shetty Ram	sram	sram@test.com	Road Department Manager	<input checked="" type="checkbox"/>	System Administrator
<input type="checkbox"/> Edit	User Integration	integ	integration@00d9d000007x7huaw.com		<input checked="" type="checkbox"/>	Analytics Cloud Integration User
<input type="checkbox"/> Edit	User Security	sec	insightssecurity@00d9d000007x7huaw.com		<input checked="" type="checkbox"/>	Analytics Cloud Security User

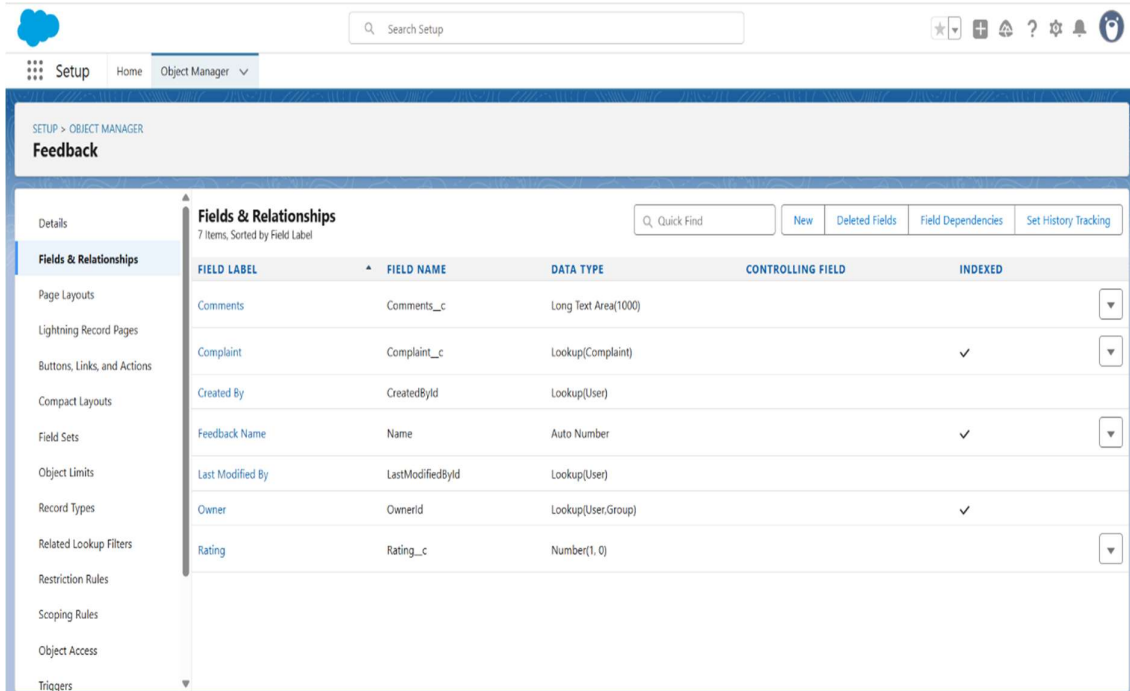
## 2.Fields

- Complaint\_\_c fields: Citizen Name, Citizen Email, Citizen Phone, Complaint Name, Department (Lookup), Description, Priority, Status, SLA Due Date.
- Feedback\_\_c fields: Complaint (Lookup), Rating (1–5), Comments.



The screenshot shows the Salesforce Setup interface for the 'Complaint' object. The left sidebar contains a navigation menu with options like Details, Fields & Relationships, Page Layouts, and others. The main content area is titled 'Fields & Relationships' and displays a table of 13 fields. The table has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. Fields include Citizen Email, Citizen Name, Citizen Phone, Complaint Name, Created By, Department, Description, Feedback, and Last Modified By.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Citizen Email	Citizen_Email__c	Email		
Citizen Name	Citizen_Name__c	Text(100)		
Citizen Phone	Citizen_Phone__c	Phone		
Complaint Name	Name	Text(80)		✓
Created By	CreatedById	Lookup(User)		
Department	Department__c	Lookup(Department)		✓
Description	Description__c	Long Text Area(32000)		
Feedback	Feedback__c	Number(1, 0)		
Last Modified By	LastModifiedById	Lookup(User)		

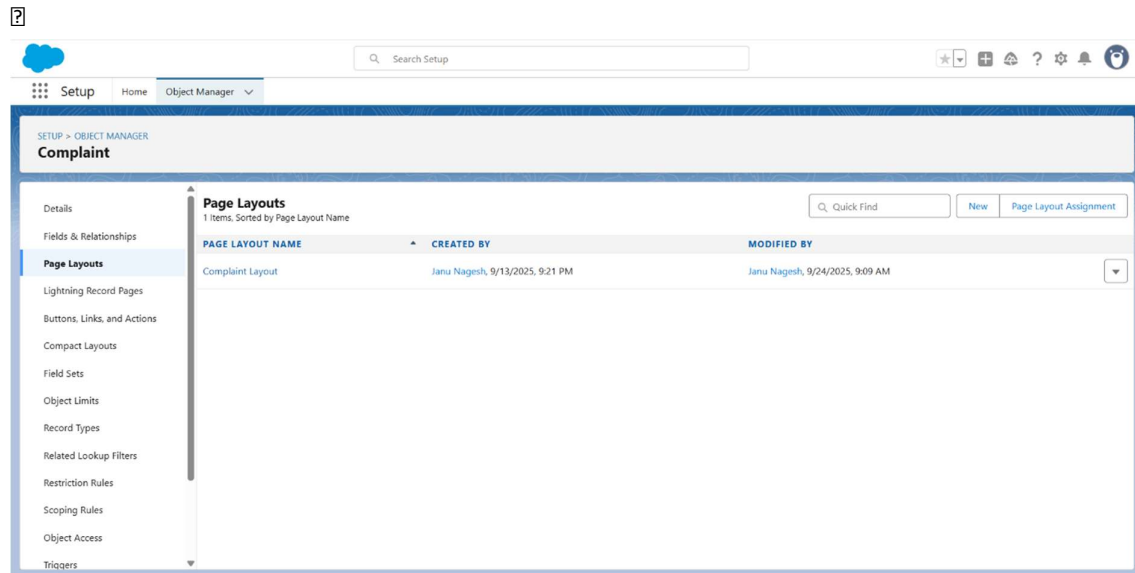


The screenshot shows the Salesforce Setup interface for the 'Feedback' object. The left sidebar contains a navigation menu with options like Details, Fields & Relationships, Page Layouts, and others. The main content area is titled 'Fields & Relationships' and displays a table of 7 fields. The table has columns for Field Label, Field Name, Data Type, Controlling Field, and Indexed. Fields include Comments, Complaint, Created By, Feedback Name, Last Modified By, Owner, and Rating.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Comments	Comments__c	Long Text Area(1000)		
Complaint	Complaint__c	Lookup(Complaint)		✓
Created By	CreatedById	Lookup(User)		
Feedback Name	Name	Auto Number		✓
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User.Group)		✓
Rating	Rating__c	Number(1, 0)		

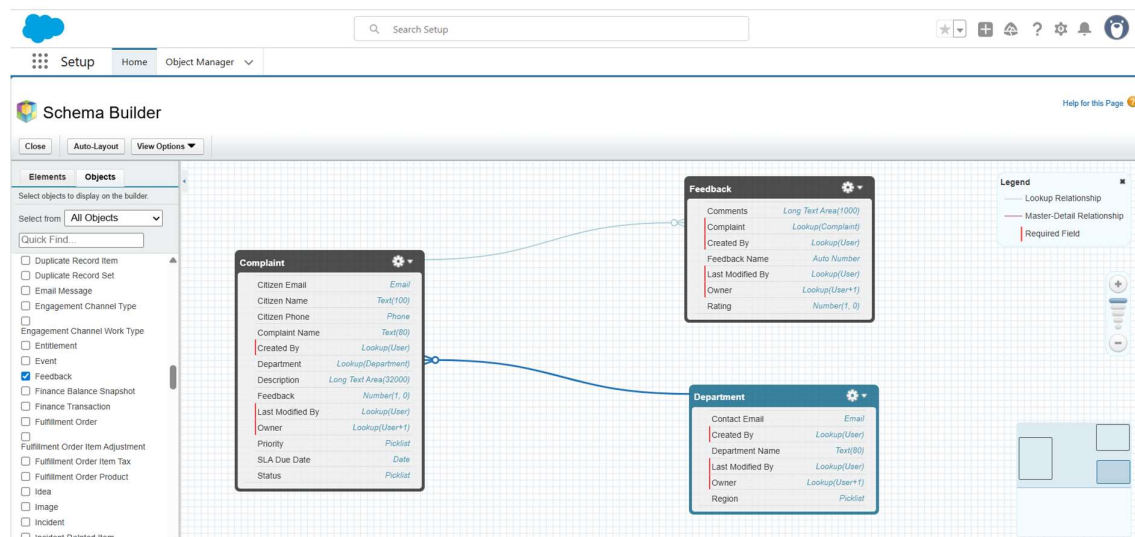
### 3. Page Layouts & Compact Layouts

- Complaint layout shows Complaint Details + Related Feedback.
- Compact layout highlights Complaint Name, Department, Priority, Status.



## 4.Schema Builder

- Visualized relationships between Complaint\_\_c, Department\_\_c, and Feedback\_\_c.



## 5.Relationships

- Complaint\_\_c → Department\_\_c = Lookup.
- Complaint\_\_c → Feedback\_\_c = Master-Detail.