**Project Title:**

**Smart City Complaint & Feedback Portal**

**Problem Statement:**  
A Salesforce-powered portal enabling citizens to report civic issues, track complaint resolution with SLAs, and provide feedback. City admins gain real-time dashboards to monitor performance, improve accountability, and deliver better public services.

Phase 1:

Problem Understanding and Industry Analysis  
**1. Requirement Gathering**

Goal: Understand what each stakeholder needs from the system.

* **Citizens**: Simple way to raise complaints (roads, water, electricity, etc.), track complaint status, provide feedback.
* **Departments (Road, Water, Electricity, etc.)**: Auto-assigned complaints, SLA tracking, workload visibility.
* **City Administrators**: Monitor all complaints, view reports, analyze SLA breaches, improve transparency.
* **Government/Public Representatives**: Access to high-level dashboards to identify recurring issues in wards/areas.

**2. Stakeholder Analysis**

Goal: Identify roles and responsibilities in the ecosystem.

**Primary Stakeholders**

* Citizens → End users submitting complaints & feedback.
* Department Officers → Assigned to resolve complaints.
* City Administrators → Monitor progress, handle escalations.

**Secondary Stakeholders**

* Government Representatives → Use dashboards for planning.
* IT/Salesforce Admins → Maintain system, handle automation.

**3. Business Process Mapping**

Goal: Map current challenges vs. Salesforce improvements.

**Current Process (Manual/Traditional):**

* Citizens raise complaints via phone/email or physically visit offices → delays & lack of tracking.
* Departments receive issues randomly, often without SLA enforcement.
* Citizens rarely know if/when their issue will be resolved.

**Proposed Process (Salesforce Enabled):**

* Citizens raise complaints through Salesforce portal/mobile → auto-assigned to correct department.
* SLA timers ensure timely resolution, with escalation if breached.
* Citizens can log in and track complaint status in real time.
* Feedback captured via gamified rating system → helps improve services.

**4. Industry-Specific Use Case Analysis**

Goal: Benchmark against civic-tech and e-governance best practices.

* **Transparency**: In many cities, citizens struggle with opaque complaint processes. Salesforce enables dashboards for visibility.
* **Accountability**: SLAs + escalation ensure departments are responsible.
* **Citizen Engagement**: Feedback & ratings improve trust in governance.
* **Scalability**: The system can later extend to waste management, street lights, and emergency services.

**5. AppExchange Exploration**

Goal: Explore reusable Salesforce apps to reduce development effort.

* Case Management apps (for service automation).
* Citizen Service Portals (templates for public-facing portals).
* SLA & Escalation apps (for timers and breach alerts).
* Survey/Feedback apps (to capture citizen satisfaction).