

Project: Smart Service Request & Escalation System for Educational Institutions

Problem Statement:

Educational institutions such as universities and colleges deal with a large number of student service requests every day. These may include IT-related issues (Wi-Fi access, software installation), hostel maintenance complaints, library access requests, or exam-related queries.

Currently, these requests are handled manually through physical forms, phone calls, or emails, which often leads to delayed responses, lack of accountability, miscommunication, and difficulty in tracking progress. As a result, students face frustration and administrative staff struggle with inefficiency.

To address these challenges, there is a need for a centralized Salesforce-based Smart Service Request & Escalation System. The system should allow students to log their requests digitally, automatically assign them to the appropriate department, and escalate unresolved cases within defined timelines. Additionally, administrators should have access to dashboards and reports to monitor request categories, resolution times, and overall departmental efficiency.