

# Screenshots : EduHelpDesk

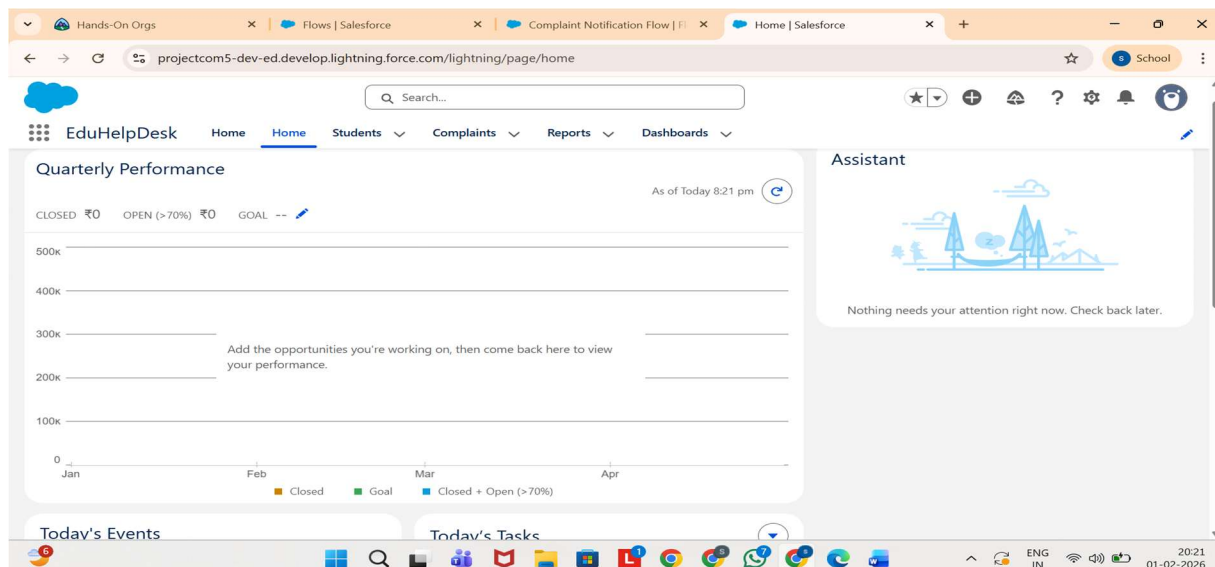
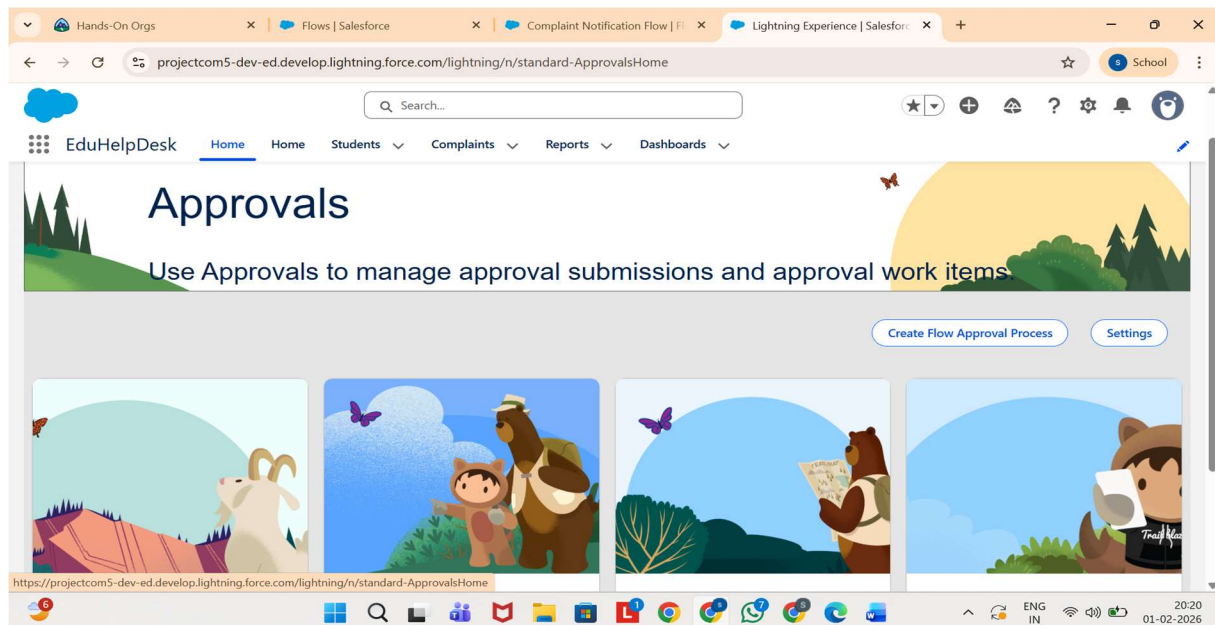
## Home Page:

This is the home page of the Campus Help Desk app for students.

The dashboard displays key metrics: total complaints, pending complaints, and resolved complaints.

Students can quickly raise a new complaint using the “Raise New Complaint” button and track the status of existing complaints.

The interface is clean and user-friendly, designed to make navigation simple for students.



Hands-On Orgs | Flows | Salesforce | Complaint Notification Flow | Home | Salesforce

projectcom5-dev-ed.develop.lightning.force.com/lightning/page/home

Search...

EduHelpDesk Home **Home** Students Complaints Reports Dashboards

### Today's Events

Looks like you're free and clear the rest of the day.

[View Calendar](#)

### Today's Tasks

Nothing due today. Be a go-getter, and check back soon.

[View All](#)

### Recent Records

- [College Support Dashboard](#)
- [Complaints by Priority](#)
- [Complaints by Department](#)

### Key Deals - Recent Opportunities

No deals yet. Select another filter or check back later.

2023 01-02-2026

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EduHelpDesk Home **Home** Students Complaints Reports Dashboards

Looks like you're free and clear the rest of the day.

[View Calendar](#)

Nothing due today. Be a go-getter, and check back soon.

[View All](#)

### Recent Records

- [College Support Dashboard](#)
- [Complaints by Priority](#)
- [Complaints by Department](#)
- [Complaints by Status](#)
- [eduhelpdesk](#)

[View All](#)

### Key Deals - Recent Opportunities

No deals yet. Select another filter or check back later.

2024 01-02-2026

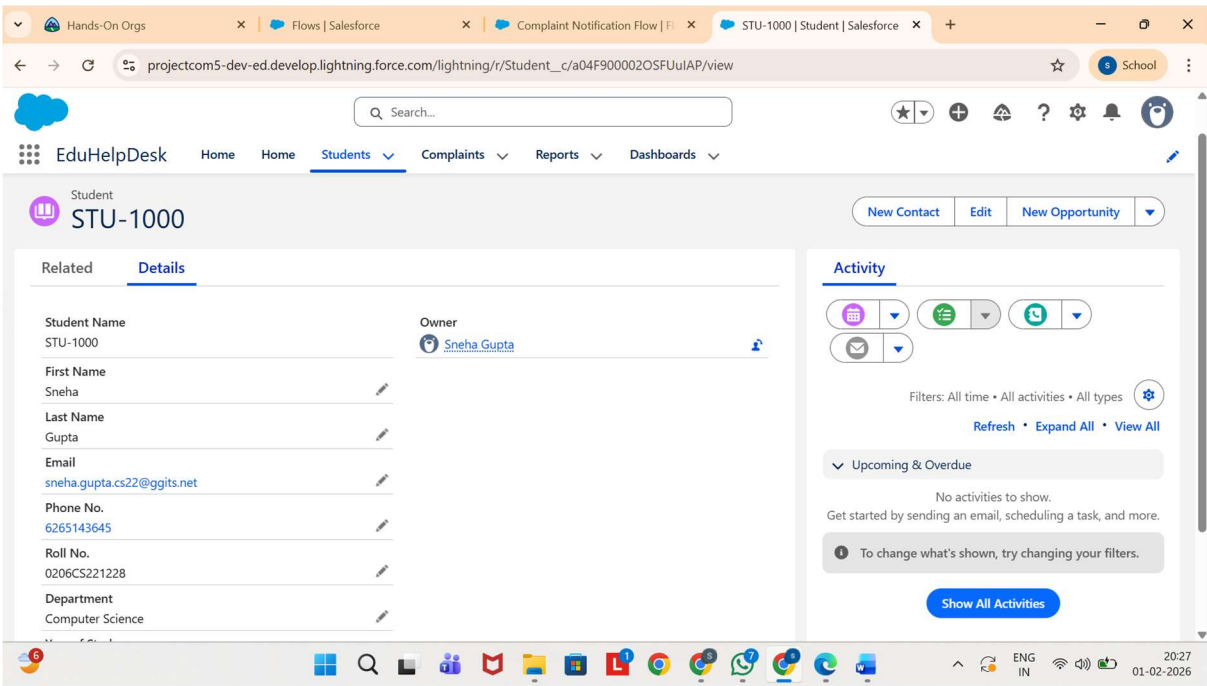
# Student Login Page

This is the login page for students. Students use their college credentials to log in securely.

The screenshot shows a web browser window with multiple tabs. The active tab is titled "New Student | Salesforce". The address bar shows a URL from "projectcom5-dev-ed.develop.lightning.force.com". The page displays the "EduHelpDesk" interface with a "Students" section. A modal window titled "New Student" is open, showing a form for adding a new student. The form has a header "Information" and a note "\* = Required Information". The form fields are: "Student Name" (with a sub-field "First Name"), "Last Name", "Email", and "Phone No.". The "Owner" field is set to "Sneha Gupta". At the bottom of the form are three buttons: "Cancel", "Save & New", and "Save".

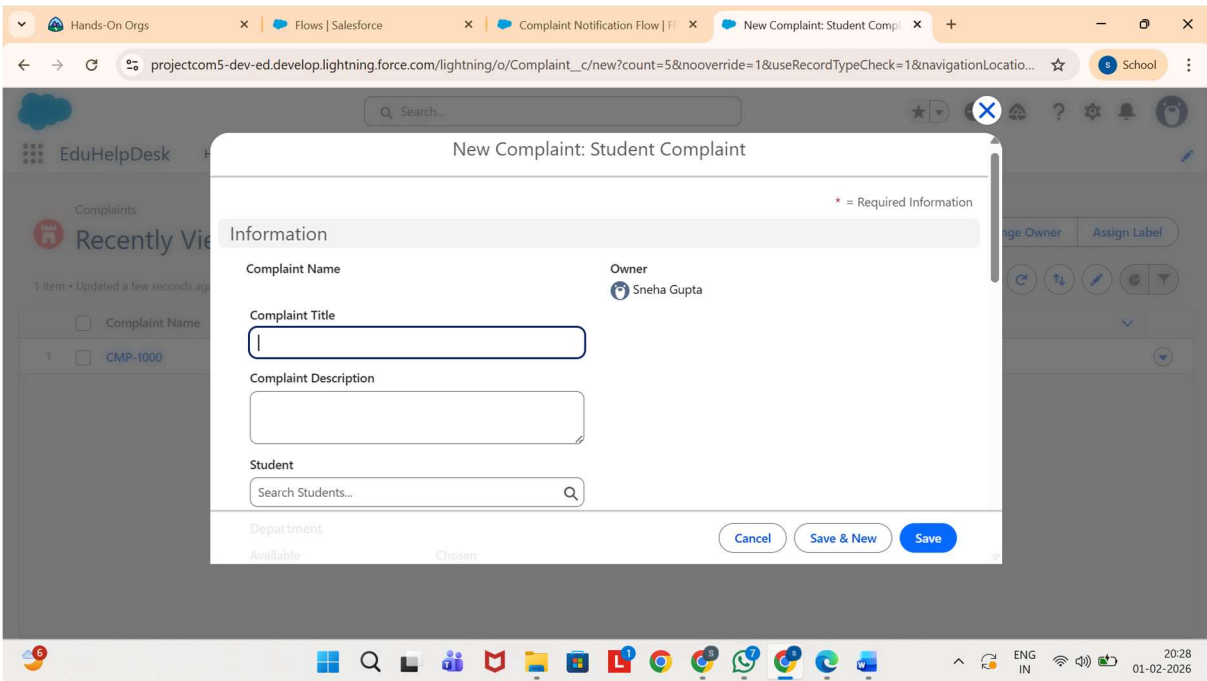
This screenshot shows the same "New Student" modal form, but with the "Roll No." and "Department" sections visible. The "Roll No." field is empty. The "Department" section has two columns: "Available" and "Chosen". The "Available" column lists "Computer Science", "Information Techn...", "Mechanical", and "Electrical". The "Chosen" column is empty. Below the department list is a "Year of Study" dropdown menu currently set to "--None--". The "Cancel", "Save & New", and "Save" buttons are at the bottom.

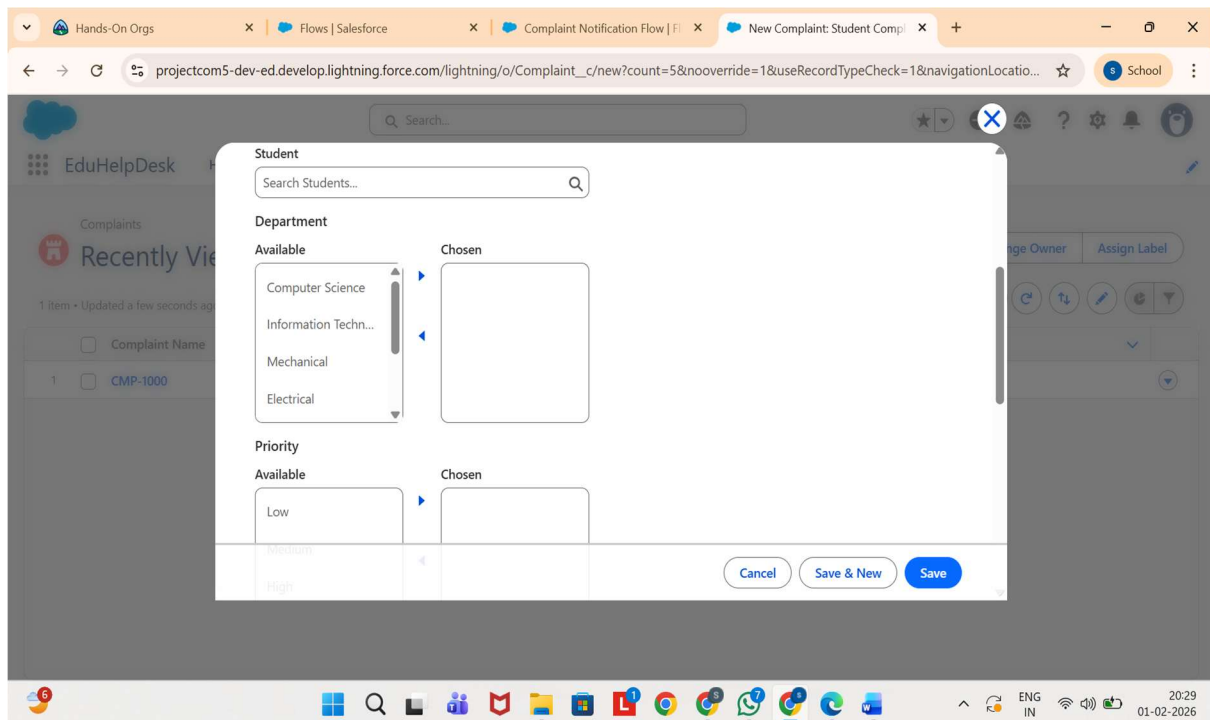
Once logged in, they can access the dashboard, submit complaints, and track the status of previous submissions.  
The page ensures secure access to the Campus Help Desk system.



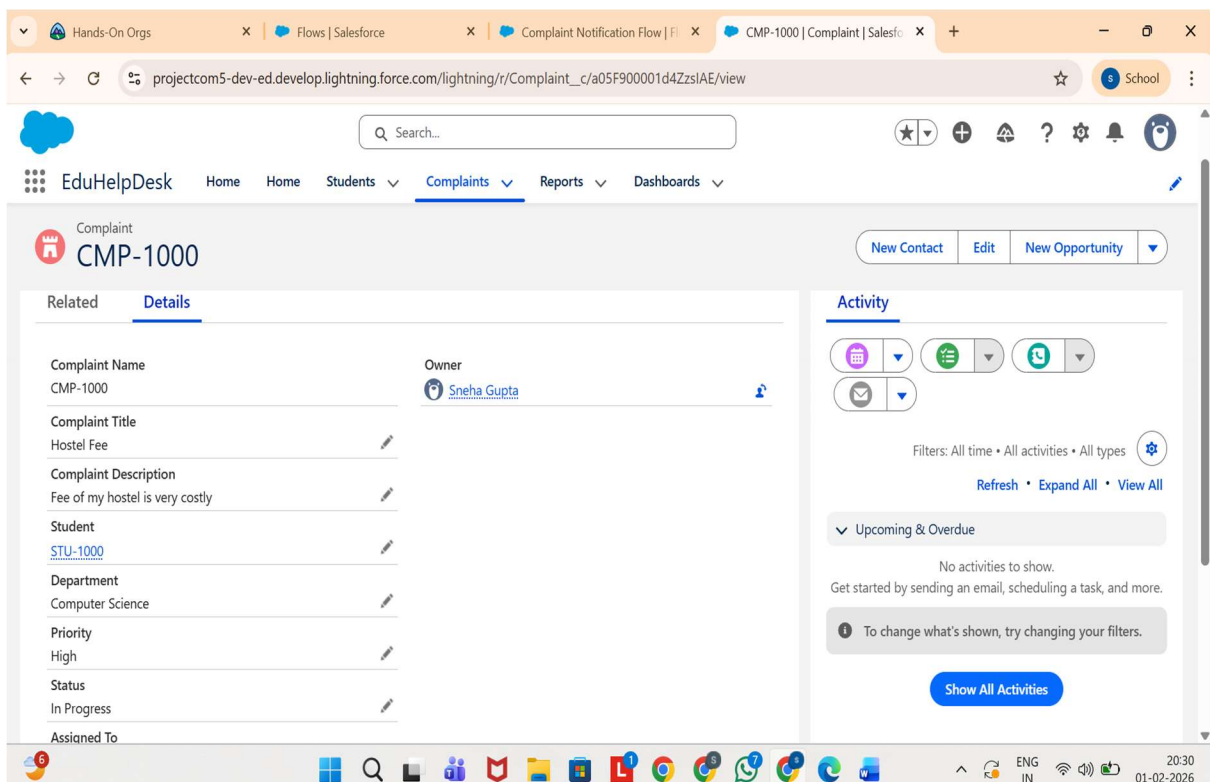
## Complaint Submission Page

Students can submit complaints regarding academic, hostel, or general issues.  
The form captures essential details like complaint category, description, and urgency level.





Once submitted, the complaint is automatically assigned to the relevant department using Salesforce automation.



# Reports

The Reports page provides insights into student complaints across departments. Admins can generate detailed reports to analyze trends and take action on recurring issues. Students can view summary reports like:

Hands-On Orgs

Flows | Salesforce

Complaint Notification Flow | F

Recent | Reports | Salesforce

projectcom5-dev-ed.develop.lightning.force.com/lightning/o/Report/home?queryScope=mru

School

EduHelpDesk

Home

Home

Students

Complaints

Reports

Dashboards

Reports

Recent

3 items

Search recent reports...

New Report

New Folder

REPORTS

Recent

Created by Me

Private Reports

Public Reports

All Reports

FOLDERS

All Folders

Created by Me

Shared with Me

FAVORITES

| Report Name              | Description | Folder          | Created By  | Created On        | Subscribed |
|--------------------------|-------------|-----------------|-------------|-------------------|------------|
| Complaints by Priority   |             | Private Reports | Sneha Gupta | 1/2/2026, 7:34 pm |            |
| Complaints by Department |             | Private Reports | Sneha Gupta | 1/2/2026, 7:33 pm |            |
| Complaints by Status     |             | Public Reports  | Sneha Gupta | 1/2/2026, 7:32 pm |            |

ENG IN

20:32

01-02-2026

## Complaints By Priority -

Hands-On Orgs

Flows | Salesforce

Complaint Notification Flow | F

Complaints by Priority | Salesfo

projectcom5-dev-ed.develop.lightning.force.com/lightning/r/Report/00OF9000007q6FXMAY/view?queryScope=userFolders

School

EduHelpDesk

Home

Home

Students

Complaints

Reports

Dashboards

Report: Complaints

Complaints by Priority

Enable Field Editing

Add Chart

Edit

Total Records

1

Priority

Complaint Title

Status

High (1)

Hostel Fee

In Progress

Subtotal

Total (1)

Row Counts

Detail Rows

Subtotals

Grand Total

ENG IN

20:32

01-02-2026

# Complaints By Department –

Hands-On Orgs

Flows | Salesforce

Complaint Notification Flow | F

Complaints by Department | S

projectcom5-dev-ed.develop.lightning.force.com/lightning/r/Report/00OF9000007q6FNIMAY/view?queryScope=userFolders

Search...

EduHelpDesk

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Home

Students

Complaints

Reports

Dashboards

Report: Complaints

Complaints by Department

Enable Field Editing

Add Chart

Edit

Total Records  
1

Department

Complaint Title

Student

Status

Computer Science (1)

Hostel Fee

STU-1000

In Progress

Subtotal

Total (1)

Row Counts Detail Rows Subtotals Grand Total

# Complaints By Status -

Hands-On Orgs

Flows | Salesforce

Complaint Notification Flow | F

Complaints by Status | Salesfor

projectcom5-dev-ed.develop.lightning.force.com/lightning/r/Report/00OF9000007q6FIMAY/view?queryScope=userFolders

Search...

EduHelpDesk

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Home

Students

Complaints

Reports

Dashboards

Report: Complaints

Complaints by Status

Enable Field Editing

Add Chart

Edit

Total Records  
1

Status

Complaint Title

Student

Priority

Assigned To

In Progress (1)

Hostel Fee

STU-1000

High

Sneha Gupta

Subtotal

Total (1)

Row Counts Detail Rows Subtotals Grand Total

# Dashboard Page

The Dashboard page displays visual charts and metrics for student complaints.

Key components include:

- Pie chart showing complaint distribution by category
- Bar chart showing pending vs. resolved complaints

The dashboard provides both students and admins a quick, easy-to-understand overview of the current status of complaints.

