

Screenshots : EduHelpDesk

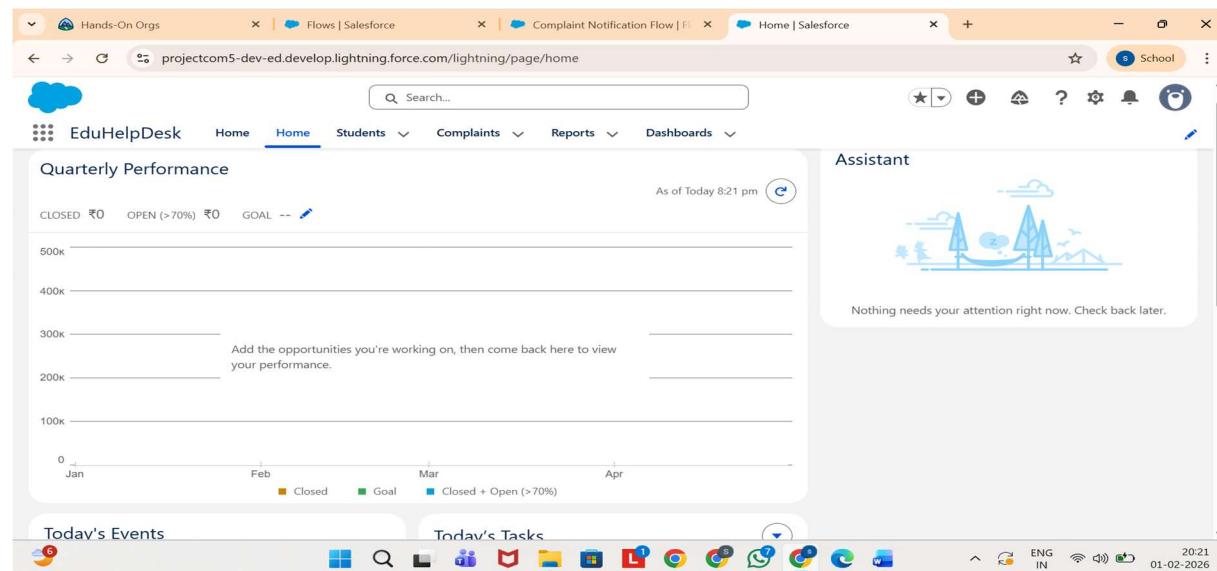
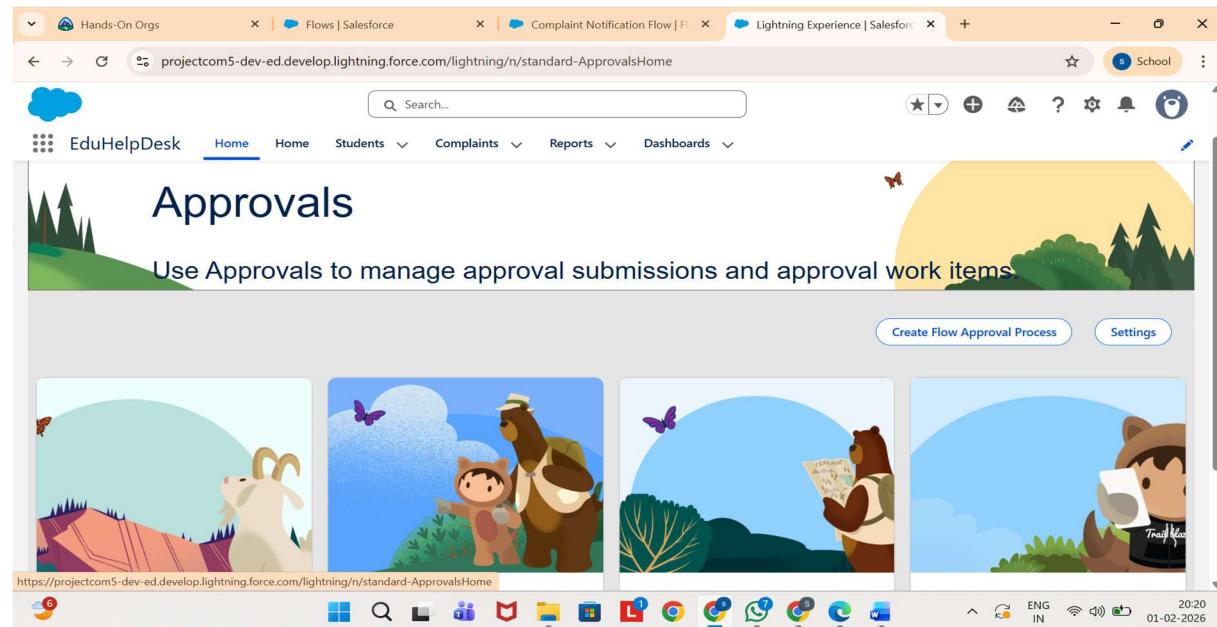
Home Page:

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 | F Home | Salesforce

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

EduHelpDesk Home Home Students Complaints Reports Dashboards

Today's Events

Today's Tasks

Recent Records

Key Deals - Recent Opportunities

View All

View Calendar

College Support Dashboard

Complaints by Priority

Complaints by Department

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

View All

2023 01-02-2026

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

View All

2024 01-02-2026

Student Login Page

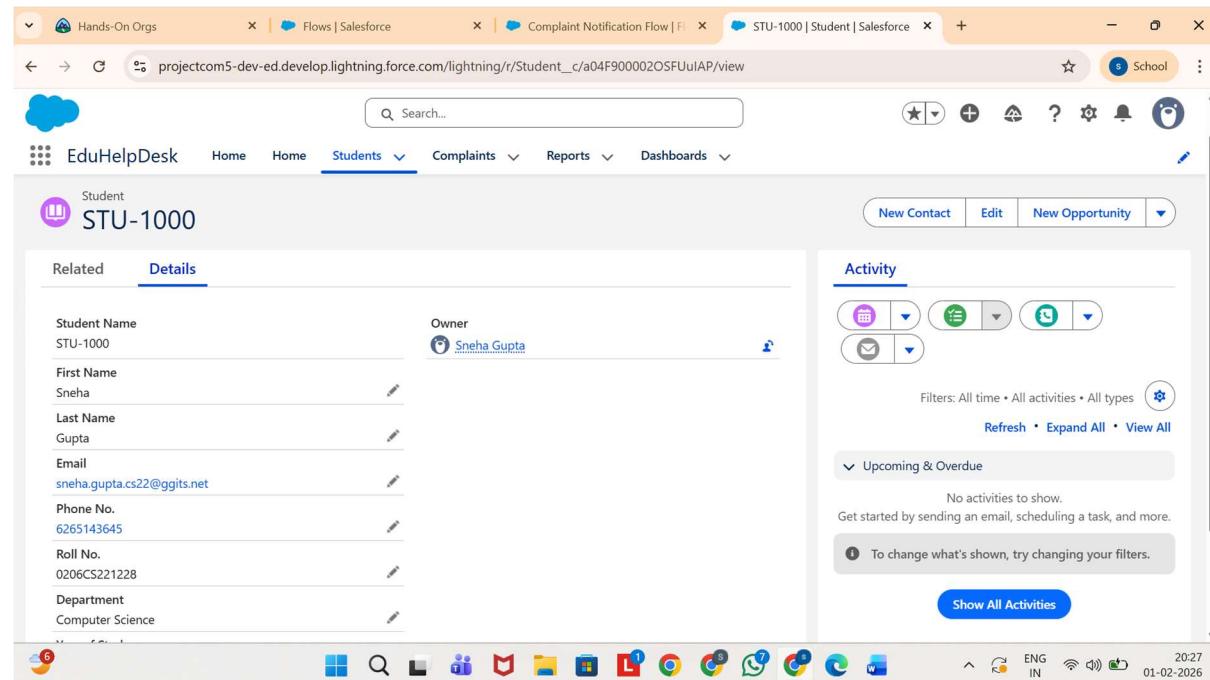
This is the login page for students. Students use their college credentials to log in securely.

The screenshot shows a Salesforce Lightning interface for creating a new student record. The title bar says "New Student". The "Information" section contains fields for "First Name" (empty), "Last Name" (empty), "Email" (empty), and "Phone No." (empty). To the right, the "Owner" field is set to "Sneha Gupta". A note at the top right indicates "* = Required Information". At the bottom are "Cancel", "Save & New", and "Save" buttons. The status bar at the bottom right shows "20:25 01-02-2026".

The screenshot shows the continuation of the "New Student" form. It includes a "Roll No." field (empty) and a "Department" section. The "Available" list contains "Computer Science", "Information Techn...", "Mechanical", and "Electrical". The "Chosen" list is currently empty. Below the department section is a "Year of Study" dropdown menu with the option "--None--". The bottom of the screen features a taskbar with various application icons. The status bar at the bottom right shows "20:26 01-02-2026".

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.

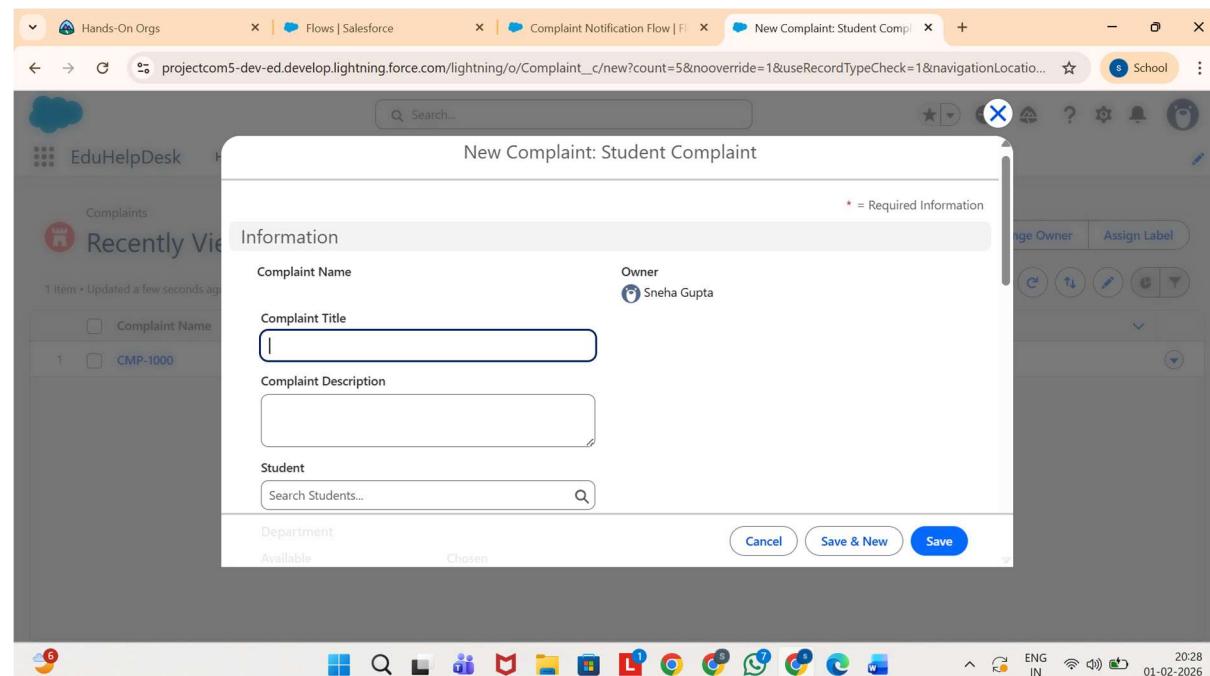


A screenshot of a Salesforce student record detail page. The URL in the browser is https://projectcom5-dev-ed.lightning.force.com/lightning/r/Student__c/a04F900002OSFUuIAp/view. The page shows details for a student named STU-1000 (Sneha Gupta). The 'Details' tab is selected. On the right, there is an 'Activity' sidebar with buttons for different types of interactions. Below it, a message says 'No activities to show.' A 'Show All Activities' button is present. The bottom of the screen shows a Windows taskbar with various icons.

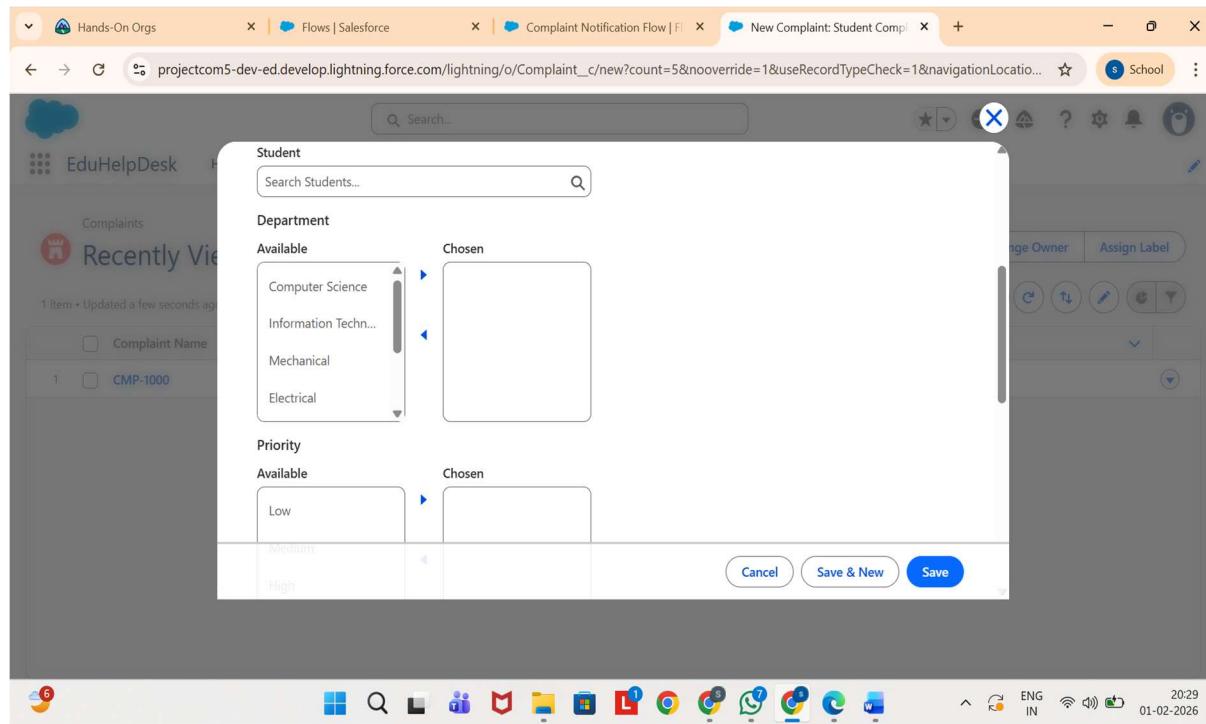
Complaint Submission Page

Students can submit complaints regarding academic, hostel, or general issues.

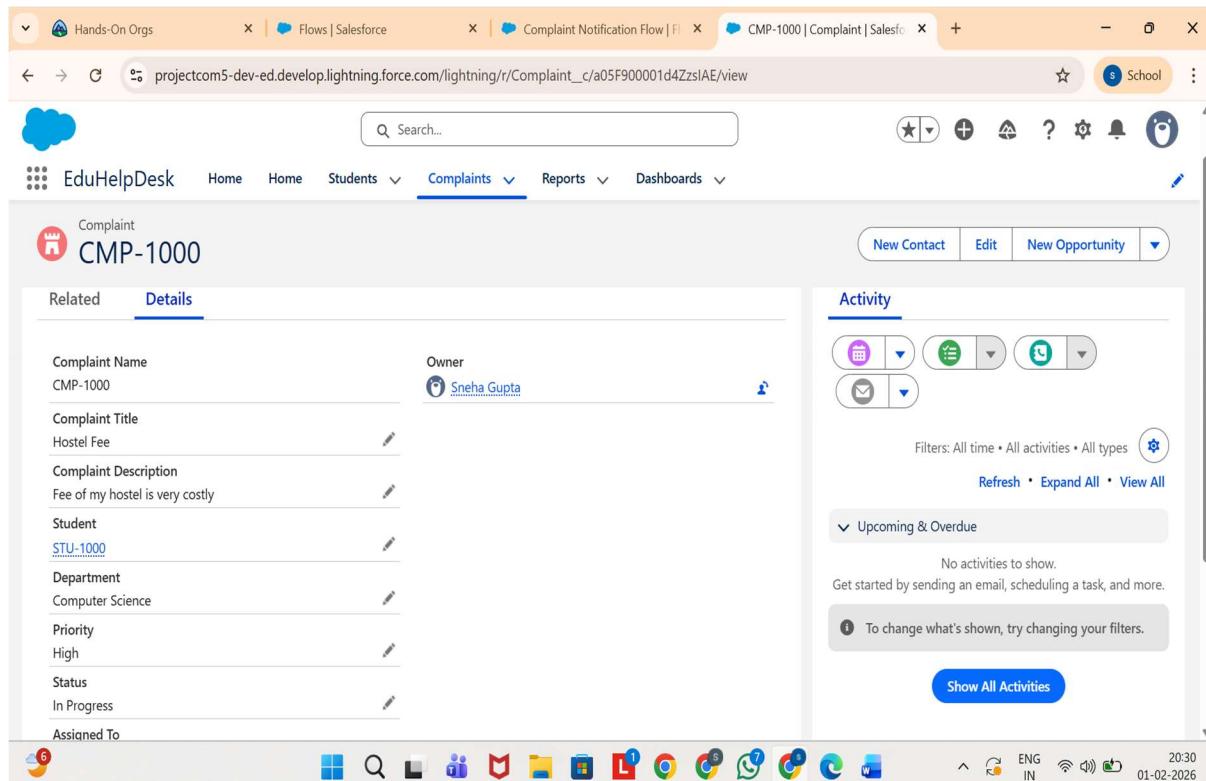
The form captures essential details like complaint category, description, and urgency level.



A screenshot of a 'New Complaint: Student Complaint' form. The title bar says 'New Complaint: Student Complaint'. The form has sections for 'Information' and 'Student'. It includes fields for 'Complaint Name' (with owner 'Sneha Gupta'), 'Complaint Title' (empty), 'Complaint Description' (empty), 'Student' (search bar), and 'Department' (Available, Chosen). Buttons at the bottom include 'Cancel', 'Save & New', and 'Save'. The background shows a sidebar with 'Recently Viewed' complaints and a top navigation bar with various icons.

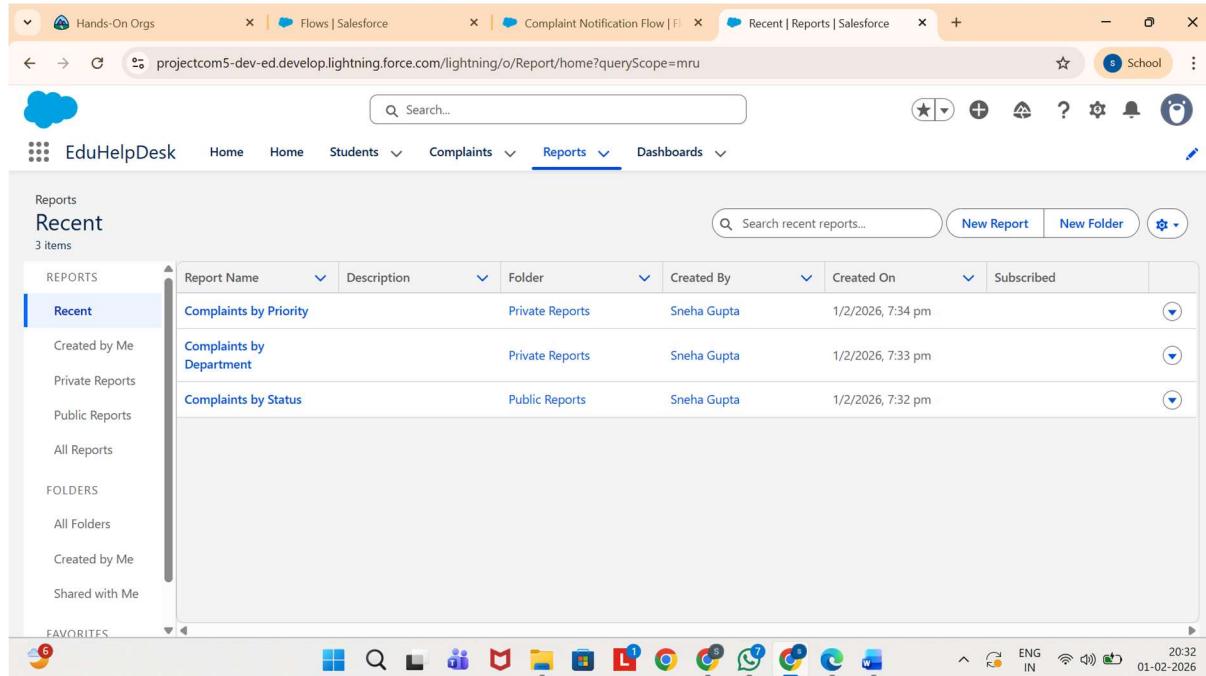


Once submitted, the complaint is automatically assigned to the relevant department using Salesforce automation.



Reports

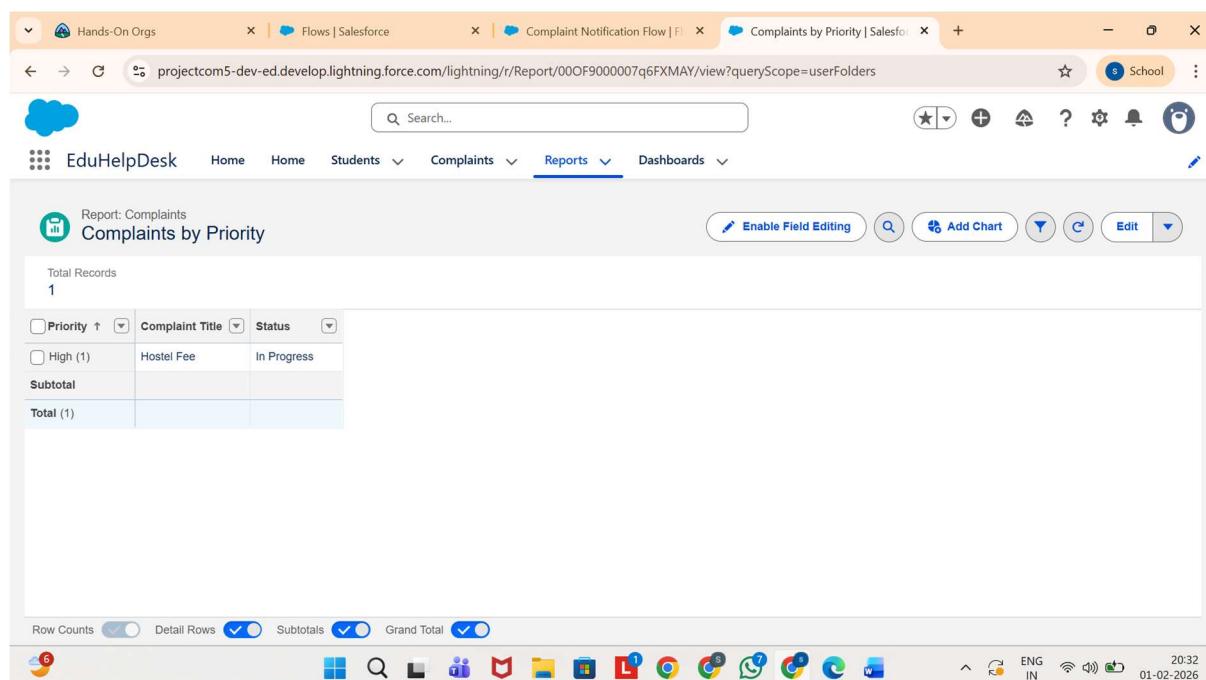
The Reports page provides insights into student complaints across departments. Admins can generate detailed reports to analyze trends and take action on recurring issues. Students can view summary reports like:



The screenshot shows the Salesforce Reports page titled "Recent". On the left, there's a sidebar with categories: REPORTS (Recent, Created by Me, Private Reports, Public Reports, All Reports), FOLDERS (All Folders), and FAVORITES. The main area displays a table of recent reports with columns: Report Name, Description, Folder, Created By, Created On, and Subscribed. The table contains three entries:

| Report Name | Description | Folder | Created By | Created On | Subscribed |
|--------------------------|-------------|-----------------|-------------|-------------------|-------------------------------------|
| Complaints by Priority | | Private Reports | Sneha Gupta | 1/2/2026, 7:34 pm | <input checked="" type="checkbox"/> |
| Complaints by Department | | Private Reports | Sneha Gupta | 1/2/2026, 7:33 pm | <input checked="" type="checkbox"/> |
| Complaints by Status | | Public Reports | Sneha Gupta | 1/2/2026, 7:32 pm | <input checked="" type="checkbox"/> |

Complaints By Priority -



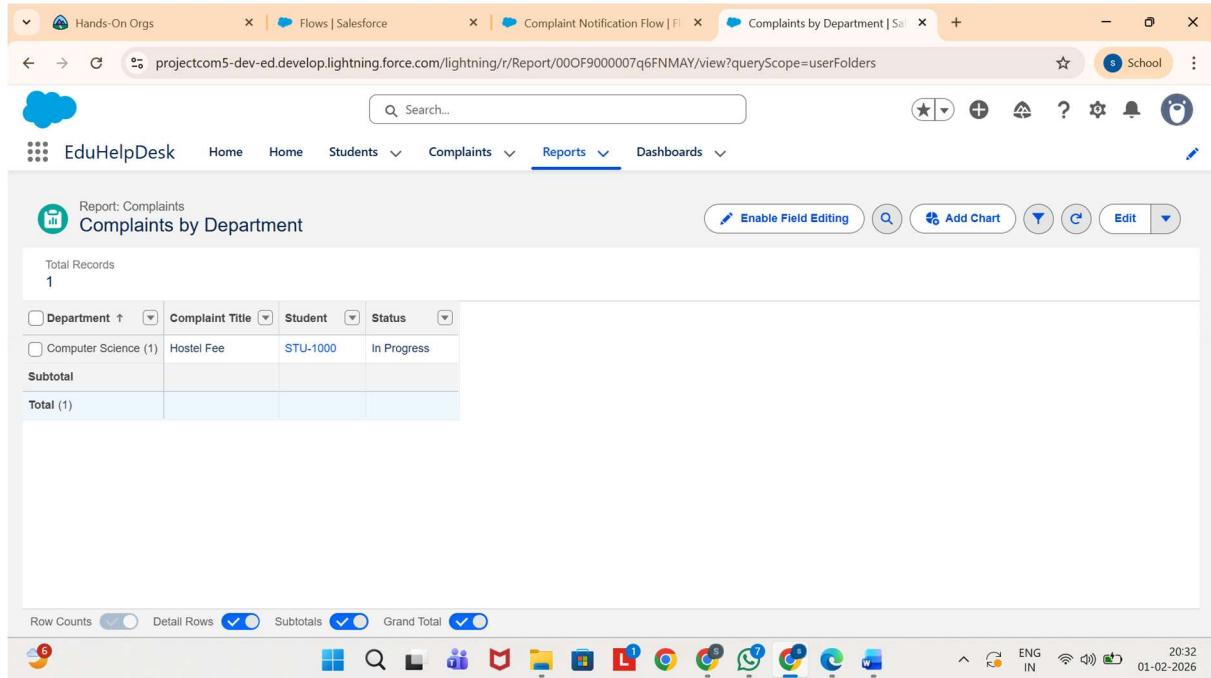
The screenshot shows the "Complaints by Priority" report detail view. At the top, it says "Report: Complaints Complaints by Priority". Below that is a table with the following data:

| Total Records 1 | | |
|-----------------------------------|-----------------|-------------|
| Priority | Complaint Title | Status |
| <input type="checkbox"/> High (1) | Hostel Fee | In Progress |

At the bottom of the table, there are subtotals and totals: "Subtotal" and "Total (1)".

At the very bottom of the page, there are navigation icons and system status indicators.

Complaints By Department –

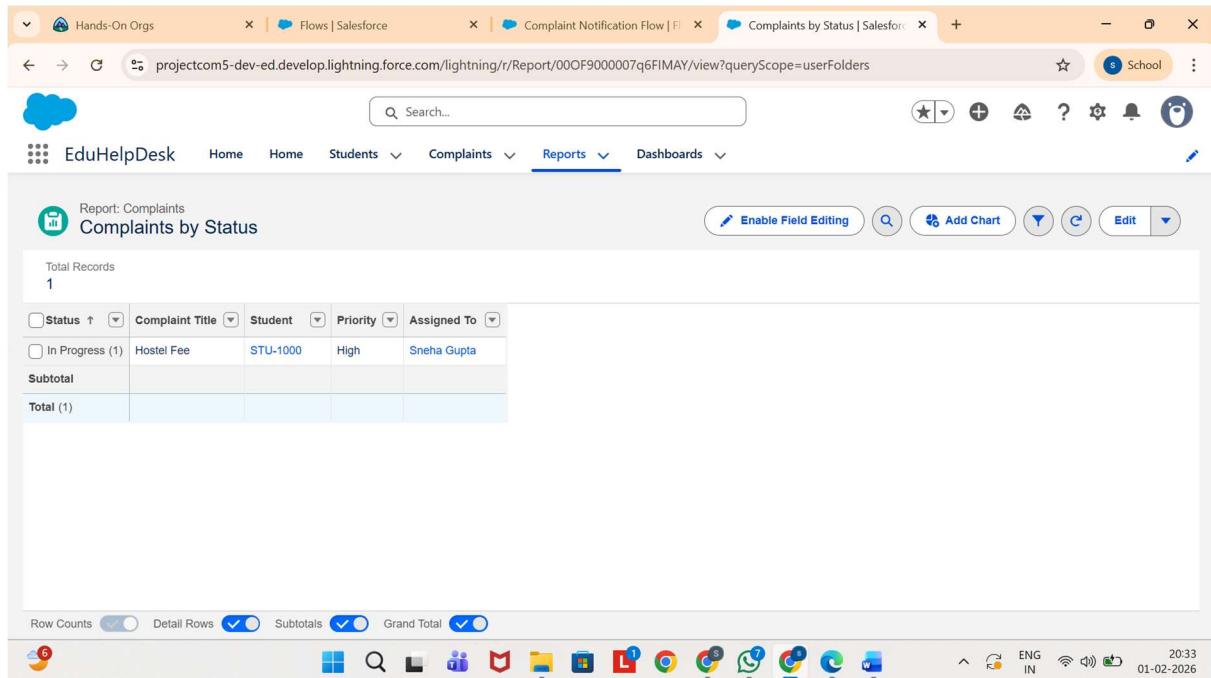


The screenshot shows a Salesforce report titled "Report: Complaints Complaints by Department". The report displays one record:

| Department | Complaint Title | Student | Status |
|----------------------|-----------------|----------|-------------|
| Computer Science (1) | Hostel Fee | STU-1000 | In Progress |

Report settings at the bottom include: Row Counts, Detail Rows, Subtotals, and Grand Total.

Complaints By Status -



The screenshot shows a Salesforce report titled "Report: Complaints Complaints by Status". The report displays one record:

| Status | Complaint Title | Student | Priority | Assigned To |
|-----------------|-----------------|----------|----------|-------------|
| In Progress (1) | Hostel Fee | STU-1000 | High | Sneha Gupta |

Report settings at the bottom include: Row Counts, Detail Rows, Subtotals, and 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.

This screenshot shows the Salesforce Dashboards page. The top navigation bar includes links for Home, Students, Complaints, Reports, and Dashboards. The 'Dashboards' tab is selected. On the left, a sidebar lists categories like Recent, Dashboards, Folders, and Favorites. The main area displays a table of recent dashboards, with one entry for the 'College Support Dashboard'. The table columns include Dashboard Name, Description, Folder, Created By, Created On, and Subscribed. The 'College Support Dashboard' row shows it was created for monitoring student complaints in a public folder by Sneha Gupta on 1/2/2026 at 7:36 pm. A search bar at the top right allows users to find recent dashboards. The bottom of the screen shows the browser's address bar with the URL <https://projectcom5-dev-ed.lightning.force.com/lightning/o/Dashboard/home>.

This screenshot shows the 'College Support Dashboard' page. The top navigation bar is identical to the previous screenshot. The main content area features three charts: 'Complaints by Status' (a donut chart showing 1 record for 'In Progress'), 'Complaints by Department' (a bar chart showing 1 record for 'Computer Science'), and 'Complaints by Priority' (a gauge chart showing 0 priority level). Each chart has a 'View Report' link and a timestamp of 'As of 01-Feb-2026, 7:39 pm'. The bottom of the screen shows the browser's address bar with the URL <https://projectcom5-dev-ed.lightning.force.com/lightning/r/Dashboard/01ZF900000vwVgMAI/view?queryScope=userFolders>.