

Screenshots : CampusHelpDesk

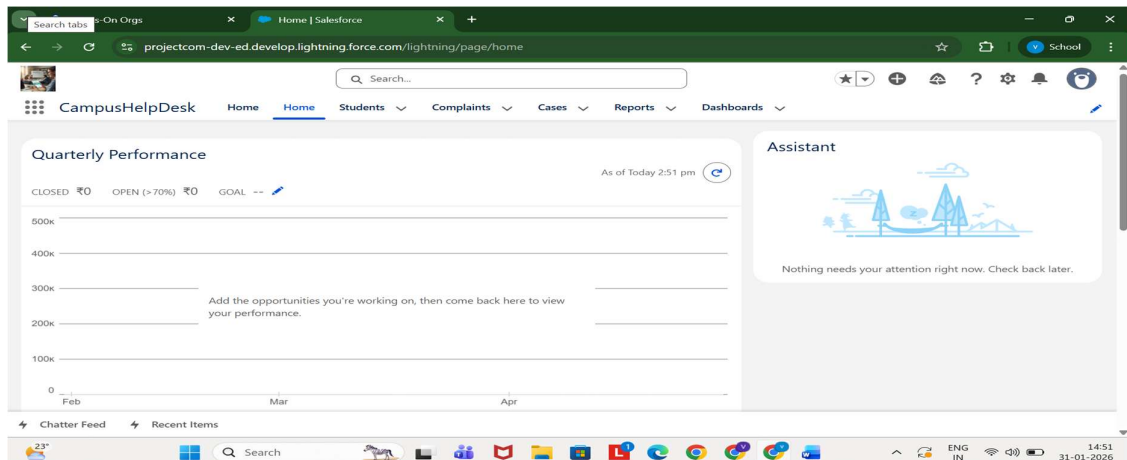
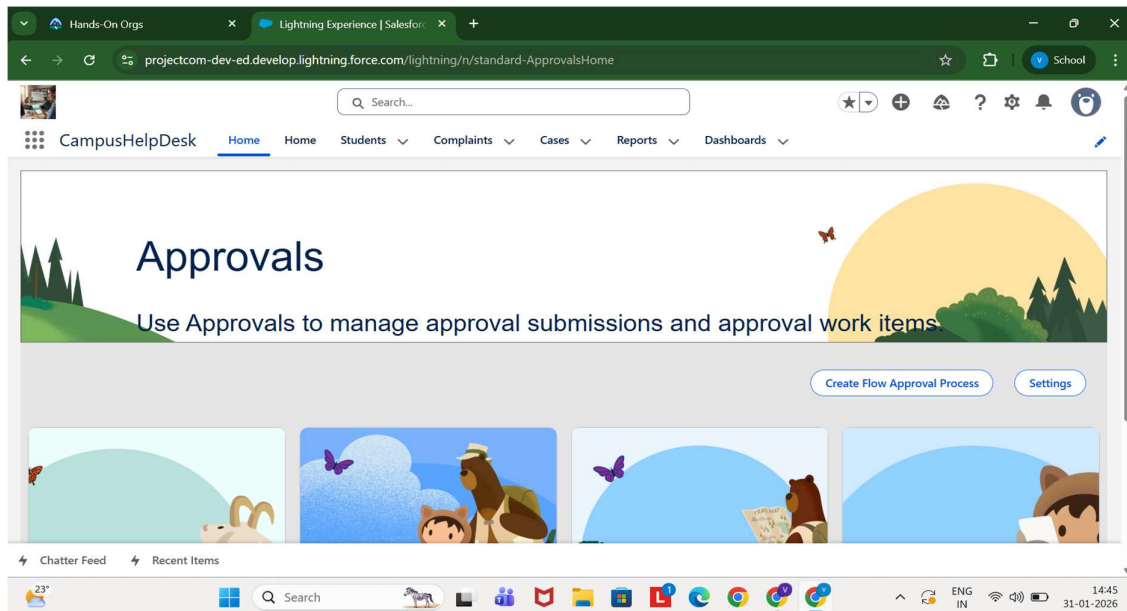
Home Page:

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 x Home | Salesforce x +

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Search...

CampusHelpDesk Home **Home** Students Complaints Cases 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](#)
- [photo](#)

Key Deals - Recent Opportunities

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

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Key Deals - Recent Opportunities

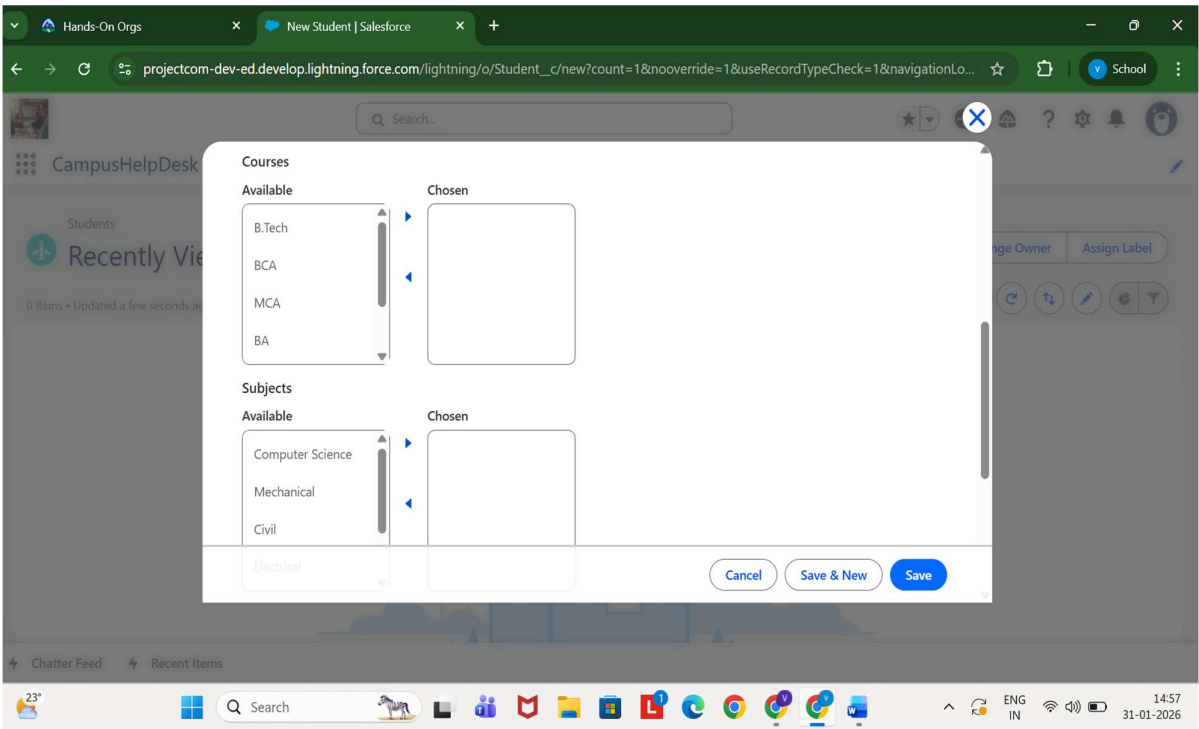
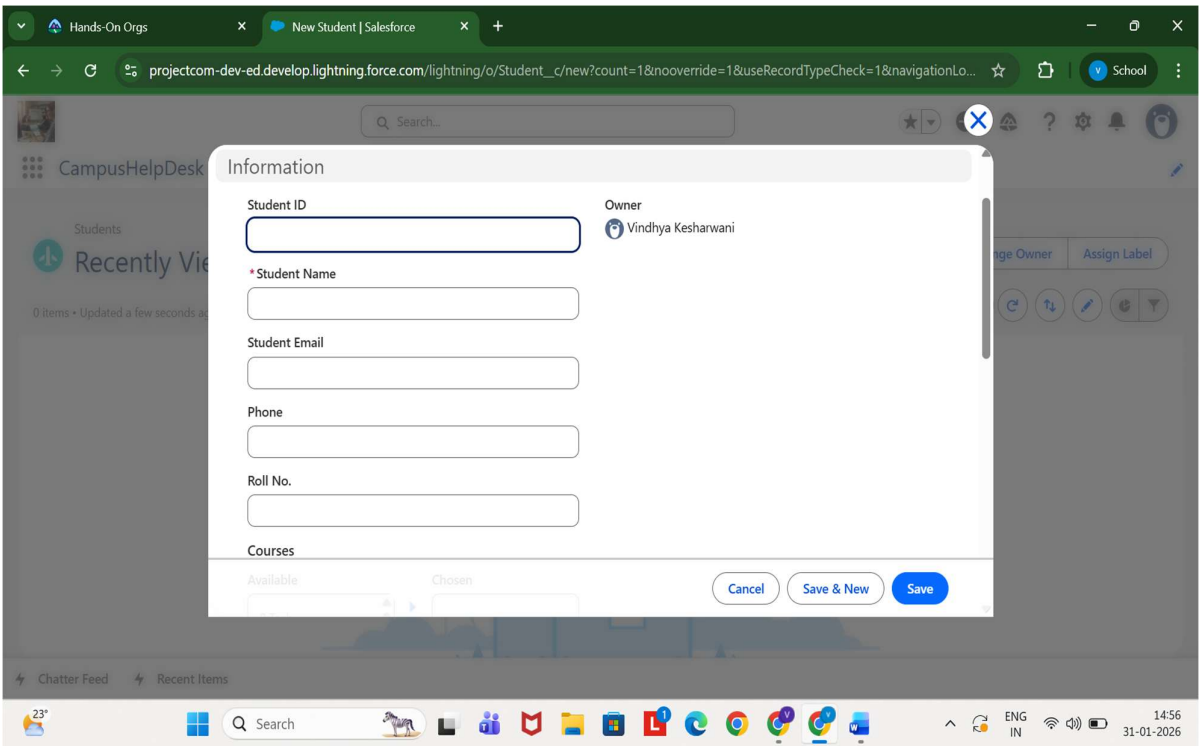
No deals yet. Select another filter or check back later.

Chatter Feed Recent Items

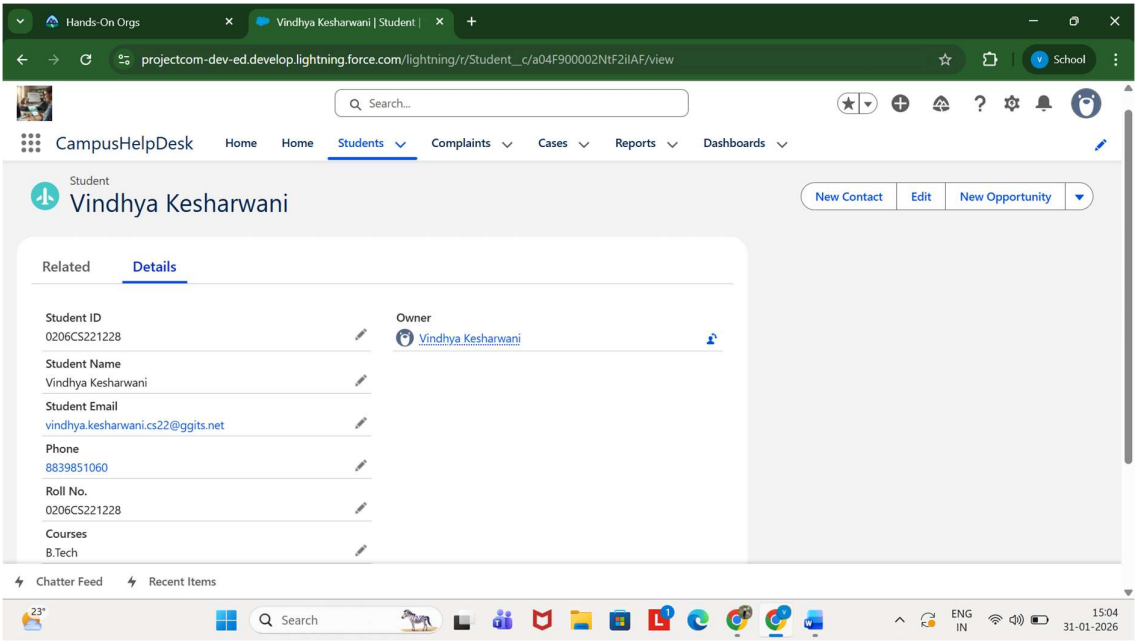
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Student Login Page

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

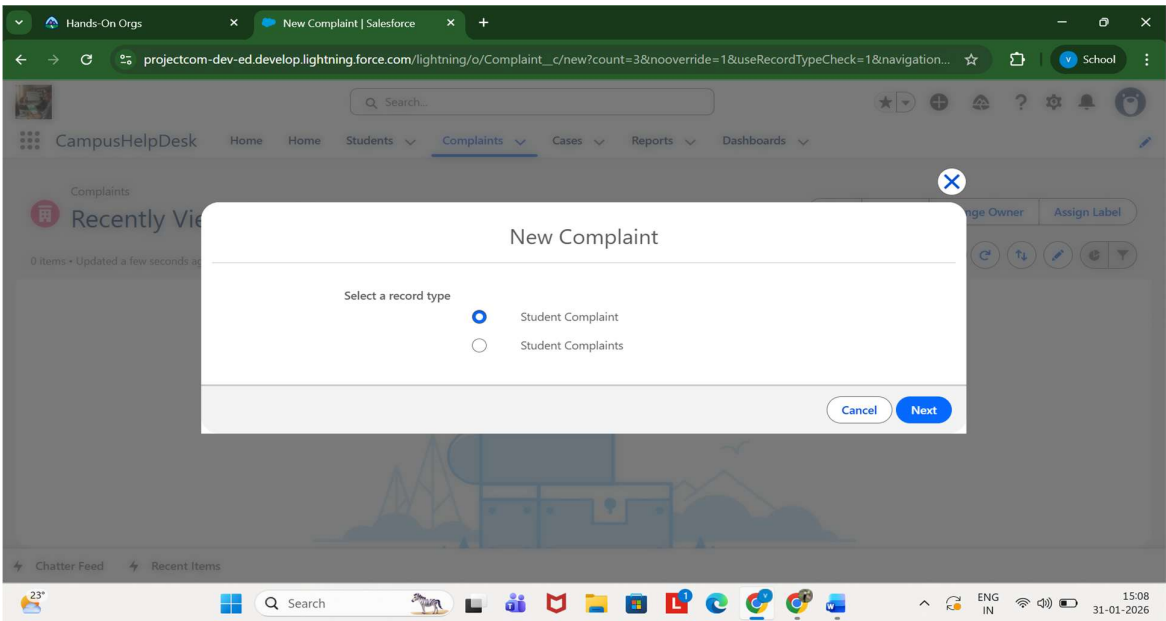


Once logged in, they can access the dashboard, submit complaints, and track the status of previous submissions.
The page ensures secure access to the Campus Help Desk system.



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.



Hands-On Orgs x New Complaint: Student Comp x

projectcom-dev-ed.develop.lightning.force.com/lightning/o/Complaint_c/new?count=3&nooverride=1&useRecordTypeCheck=1&navigation...

Search...

CampusHelpDesk

Complaints

Recently Viewed

0 Items • Updated a few seconds ago

New Complaint: Student Complaint

* = Required Information

Information

* Complaint Title

Owner Vindhya Kesharwani

Description

Student

Department

Available Chosen

Computer Science

Cancel Save & New Save

Chatter Feed Recent Items

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Hands-On Orgs x New Complaint: Student Comp x

projectcom-dev-ed.develop.lightning.force.com/lightning/o/Complaint_c/new?count=3&nooverride=1&useRecordTypeCheck=1&navigation...

Search...

CampusHelpDesk

Complaints

Recently Viewed

0 Items • Updated a minute ago

New Complaint: Student Complaint

Department

Available Chosen

Computer Science

Electrical

Electronics

Civil

Priority

Available Chosen

Low

Medium

High

Urgent

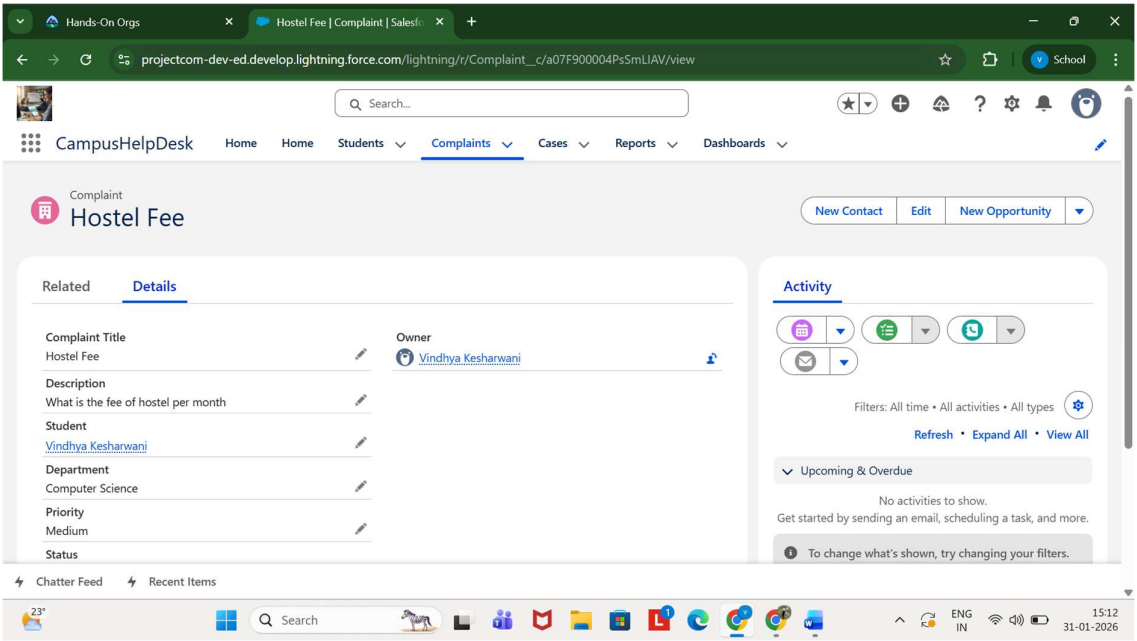
Status

Cancel Save & New Save

Chatter Feed Recent Items

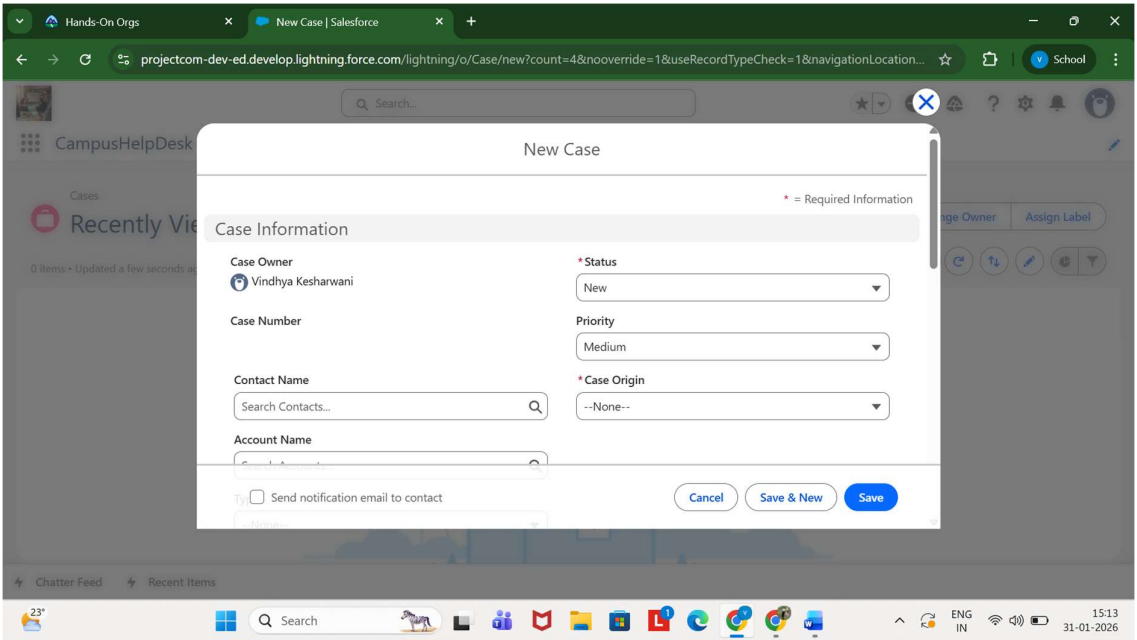
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Once submitted, the complaint is automatically assigned to the relevant department using Salesforce automation.



Cases Registered Page

This page displays all the complaints (cases) submitted by students. Students can view the status of each complaint (New, Pending, or Resolved). Admins or department staff can update case details, assign them to appropriate staff, and track progress.



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

Recent | Reports | Salesforce

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School

Search...

Star Plus Minus Help Settings Bell Profile

CampusHelpDesk Home Home Students Complaints Cases 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

Report Name	Description	Folder	Created By	Created On	Subscribed
Complaints by Priority		Public Reports	Vindhya Kesharwani	30/1/2026, 2:41 pm	
Complaints by Department		Public Reports	Vindhya Kesharwani	30/1/2026, 2:40 pm	
Complaints by Status		Public Reports	Vindhya Kesharwani	30/1/2026, 2:36 pm	

https://projectcom-dev-ed.develop.lightning.force.com/lightning/o/Report/home

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15:18 31-01-2026

Complaints By Priority -

Hands-On Orgs

Complaints by Priority | Salesforce

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School

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CampusHelpDesk Home Home Students Complaints Cases Reports Dashboards

Report: Complaints

Complaints by Priority

Enable Field Editing

Add Chart

Edit

Total Records

1

Priority

Complaint: Complaint Title

Status

Medium (1)

Hostel Fee

Open

Subtotal

Total (1)

Row Counts

Detail Rows

Subtotals

Grand Total

Chatter Feed

Recent Items

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Complaints By Department -

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Complaints by Department | Salesfor

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School

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CampusHelpDesk

Home Home Students Complaints Cases Reports Dashboards

Report: Complaints

Complaints by Department

Enable Field Editing Search Add Chart Filter Refresh Edit

Total Records

1

Status

Student

Complaint: Complaint Title

Status

Description

Vindhya Kesharwani (1)

Hostel Fee

Open

What is the fee of hostel per month

Subtotal

Total (1)

Row Counts

Detail Rows

Subtotals

Grand Total

Chatter Feed

Recent Items

23°

Search

Icons

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31-01-2026

Complaints By Status -

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Complaints by Status | Salesfor

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School

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Home Home Students Complaints Cases Reports Dashboards

Report: Complaints

Complaints by Status

Enable Field Editing Search Add Chart Filter Refresh Edit

Total Records

1

Status

Complaint: Complaint Title

Student

Priority

Assigned To

Open (1)

Hostel Fee

Vindhya Kesharwani

Medium

Vindhya Kesharwani

Subtotal

Total (1)

Row Counts

Detail Rows

Subtotals

Grand Total

Chatter Feed

Recent Items

23°

Search

Icons

ENG IN

15:24

31-01-2026

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.

