

Screenshots : CampusHelpDesk

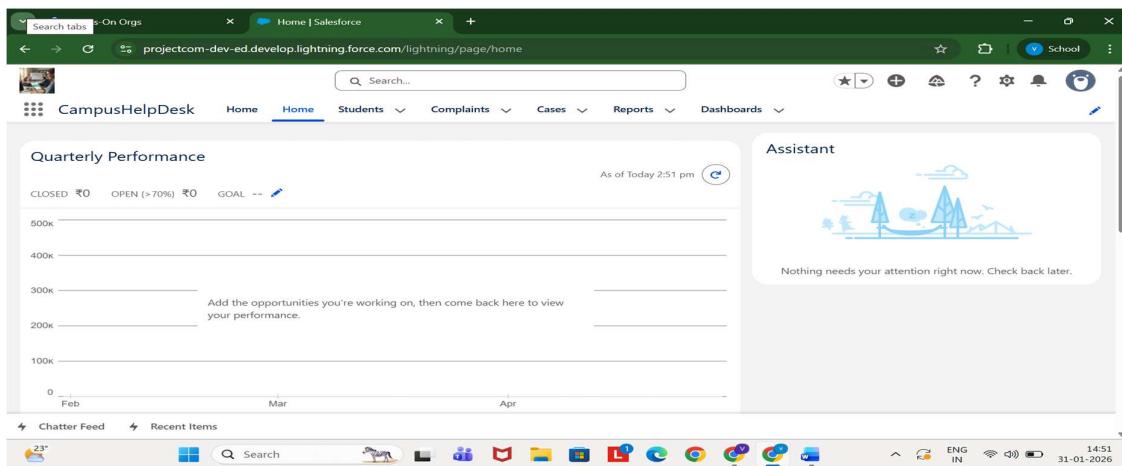
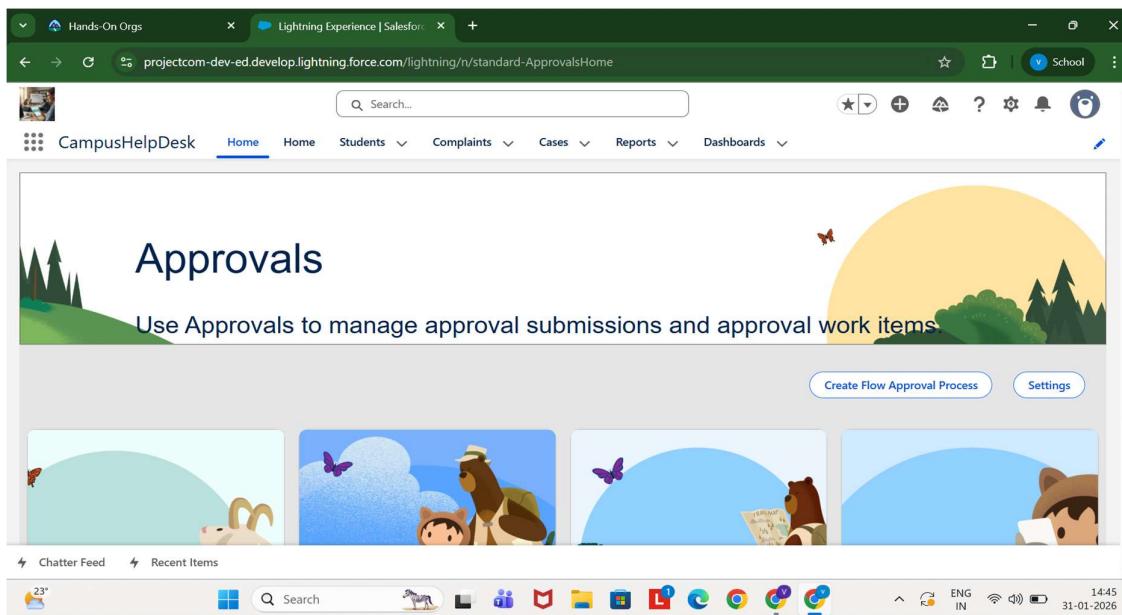
Home Page:

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.



Screenshot of the Salesforce Lightning Home page for the "CampusHelpDesk" org.

The page features a dark-themed header with tabs for "Hands-On Orgs", "Home | Salesforce", and a "+" button. The URL in the address bar is projectcom-dev-ed.lightning.force.com/lightning/page/home.

The main content area includes:

- Today's Events:** Displays a blue icon of a person sitting at a desk with a laptop and a coffee cup. Below it says, "Looks like you're free and clear the rest of the day." with a "View Calendar" link.
- Today's Tasks:** Displays a blue icon of a person working at a desk with a computer monitor and a keyboard. Below it says, "Nothing due today. Be a go-getter, and check back soon." with a "View All" link.
- Recent Records:** Shows two items:
 -  [College Support Dashboard](#)
 -  [photo](#)
- Key Deals - Recent Opportunities:** Displays a blue icon of a person holding a briefcase. Below it says, "No deals yet. Select another filter or check back later." with a "VIEW ALL" link.

At the bottom, there are links for "Chatter Feed" and "Recent Items". The system tray shows the date as 31-01-2026 and the time as 14:52.

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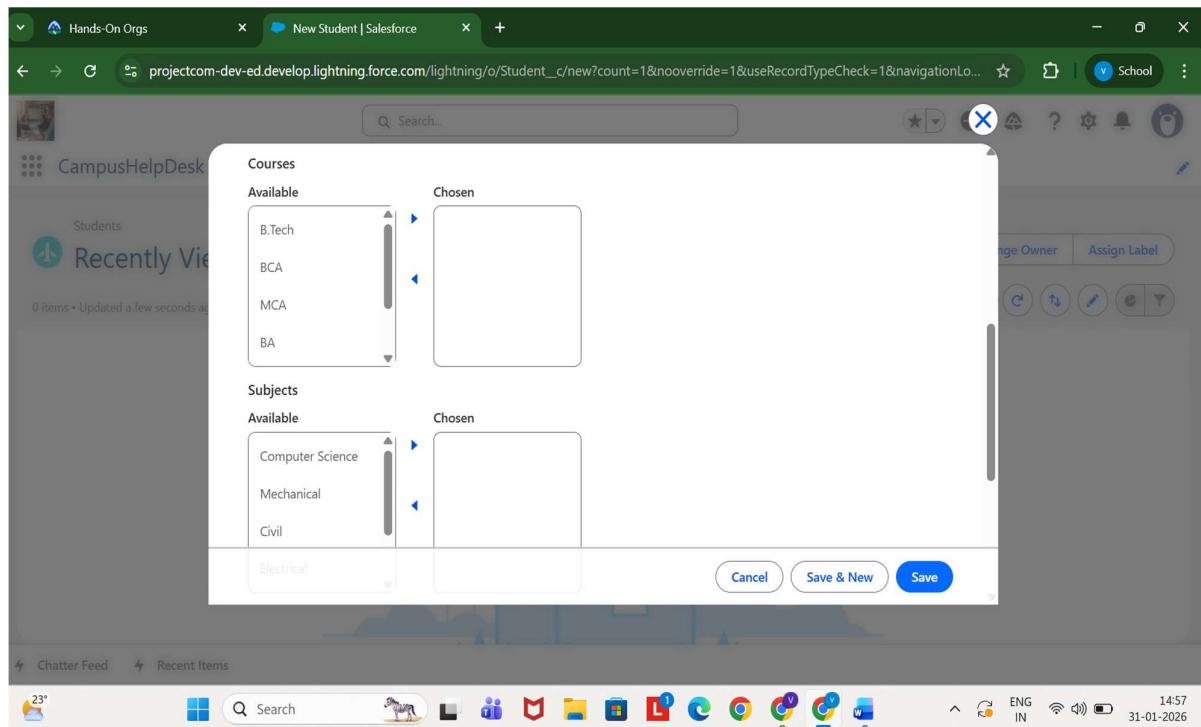
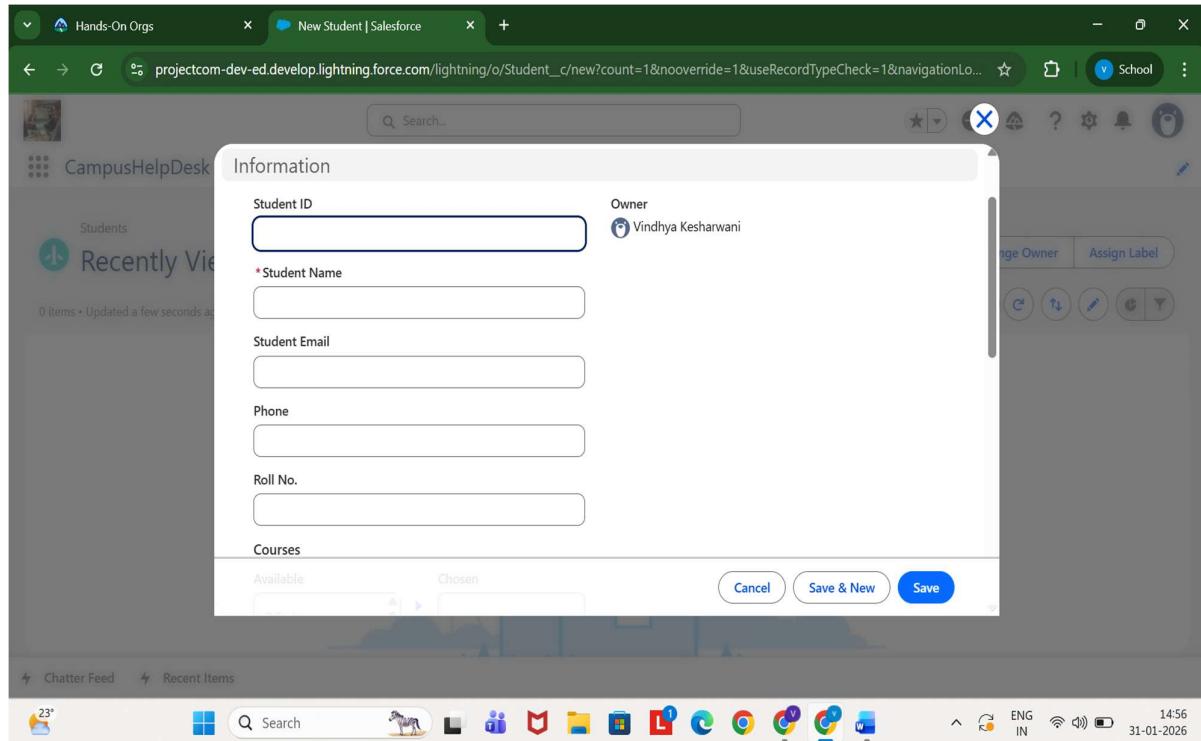
The main content area includes:

- Recent Records:** Shows five items:
 -  [College Support Dashboard](#)
 -  [photo](#)
 -  [Complaints by Priority](#)
 -  [Complaints by Priority](#)
 -  [Complaints by Department](#)
- Key Deals - Recent Opportunities:** Displays a blue icon of a person holding a briefcase. Below it says, "No deals yet. Select another filter or check back later." with a "VIEW ALL" link.

At the bottom, there are links for "Chatter Feed" and "Recent Items". The system tray shows the date as 31-01-2026 and the time as 14:52.

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.

This screenshot shows a student profile in the CampusHelpDesk system. The top navigation bar includes links for Home, Students, Complaints, Cases, Reports, and Dashboards. The current view is under the 'Students' tab. The profile for 'Vindhya Kesharwani' is displayed, showing details like Student ID (0206CS21228), Name (Vindhya Kesharwani), Email (vindhya.kesharwani.cs22@gkits.net), Phone (8839851060), Roll No. (0206CS21228), and Courses (B.Tech). The 'Details' tab is selected. A 'Related' section is also visible. The bottom of the screen shows a taskbar with various application icons and system status indicators.

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.

This screenshot shows the 'New Complaint' form in the CampusHelpDesk system. The top navigation bar is similar to the previous screenshot. A modal window titled 'New Complaint' is open, prompting the user to 'Select a record type'. Two options are available: 'Student Complaint' (selected) and 'Student Complaints'. Below the modal, there is a blurred background of the 'Recently Viewed' section. The bottom of the screen shows a taskbar with various application icons and system status indicators.

Hands-On Orgs New Complaint: Student Comp... +

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

CampusHelpDesk

Recently Viewed

0 items • Updated a few seconds ago

New Complaint: Student Complaint

* = Required Information

Information

* Complaint Title

Description

Owner

Vindhya Kesharwani

Student

Search Students...

Department

Available Chosen

Computer Science

Cancel Save & New Save

Chatter Feed Recent Items

23° Search ENG IN 15:09 31-01-2026

This screenshot shows the initial step of creating a new student complaint. The 'Information' section is active, requiring input for the title and description. The department is set to 'Computer Science'. The status bar indicates the date as 31-01-2026 and the time as 15:09.

Hands-On Orgs New Complaint: Student Comp... +

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

CampusHelpDesk

Recently Viewed

0 items • Updated a minute ago

New Complaint: Student Complaint

Available Chosen

Computer Science

Electrical

Electronics

Civil

Priority

Available Chosen

Low

Medium

High

Urgent

Status

Cancel Save & New Save

Chatter Feed Recent Items

23° Search ENG IN 15:10 31-01-2026

This screenshot shows the continuation of the complaint creation process. The user has selected 'Electrical' from the department list. The priority is set to 'Low'. The status bar indicates the date as 31-01-2026 and the time as 15:10.

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

The screenshot shows a Salesforce interface for a 'Complaint' record. The title of the record is 'Hostel Fee'. The 'Details' tab is selected, showing the following fields:

- Complaint Title: Hostel Fee
- Owner: Vindhya Kesharwani
- Description: What is the fee of hostel per month
- Student: Vindhya Kesharwani
- Department: Computer Science
- Priority: Medium
- Status: Status (dropdown menu)

On the right side, there is an 'Activity' section with a button bar for creating various types of activities like calls, emails, and tasks. Below the button bar, it says 'Filters: All time • All activities • All types' and includes 'Refresh', 'Expand All', and 'View All' buttons. A note says 'No activities to show.' and 'Get started by sending an email, scheduling a task, and more.' At the bottom of the activity section, there is a link to 'To change what's shown, try changing your filters.'

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.

The screenshot shows a 'New Case' dialog box. The 'Case Information' section contains the following fields:

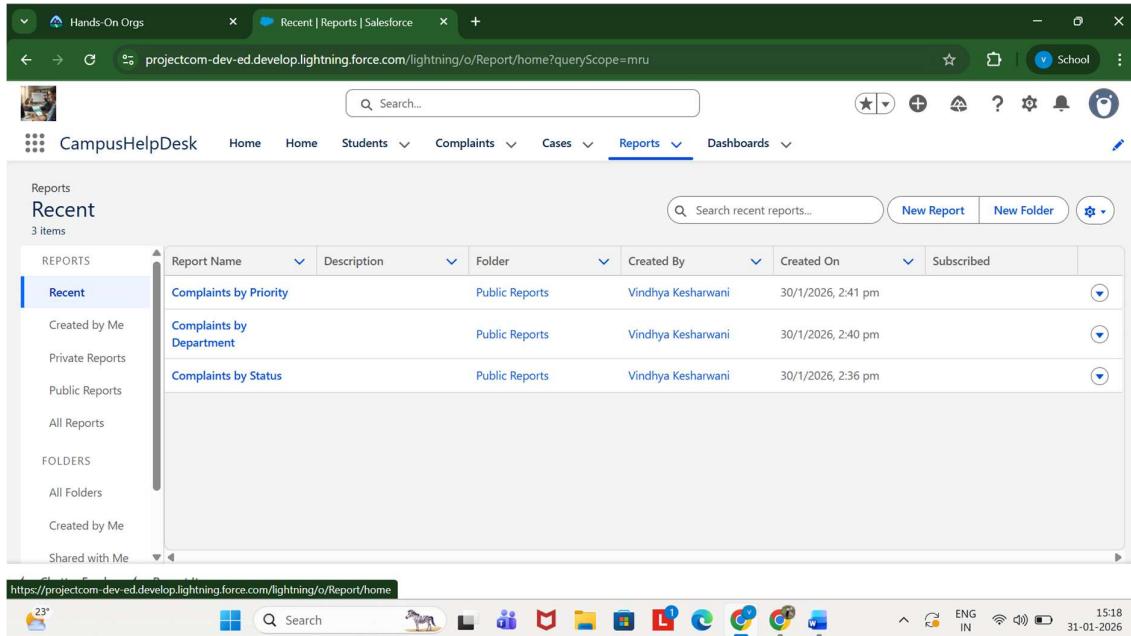
- Case Owner: Vindhya Kesharwani
- Status: New
- Case Number: (empty)
- Priority: Medium
- Contact Name: Search Contacts...
- Case Origin: -None--
- Account Name: (empty)

At the bottom of the dialog, there is a checkbox for 'Send notification email to contact' and three buttons: 'Cancel', 'Save & New', and 'Save'.

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:

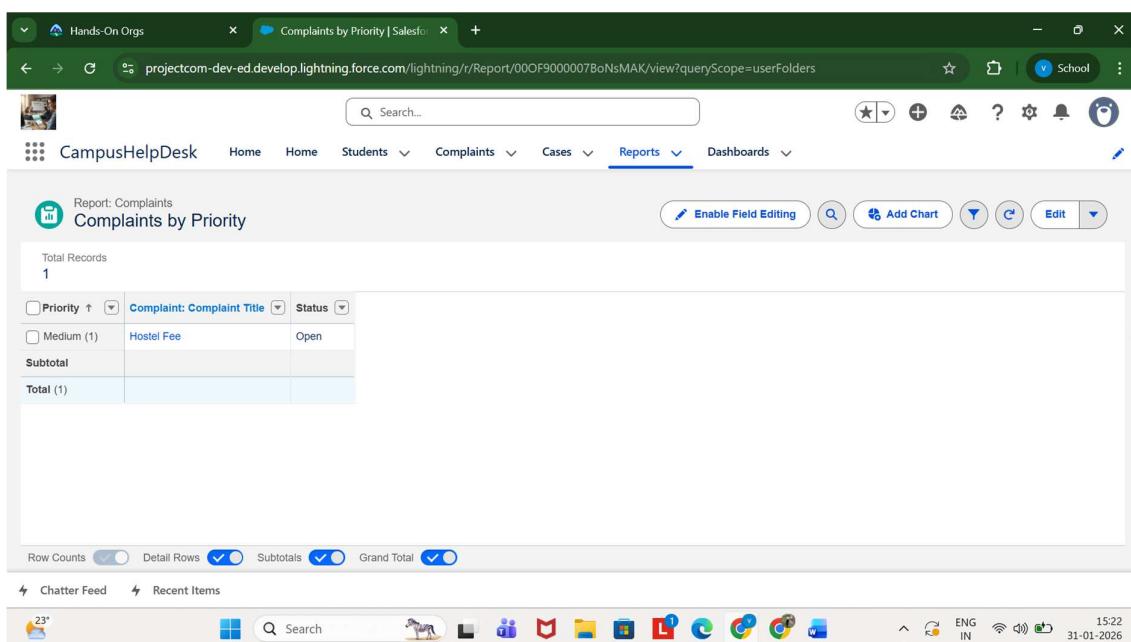


The screenshot shows the Salesforce Reports page. The top navigation bar includes 'Hands-On Orgs', 'Recent | Reports | Salesforce', and a search bar. Below the navigation is a header with 'CampusHelpDesk' and various menu items: Home, Students, Complaints, Cases, Reports (which is currently selected), and Dashboards. A sidebar on the left is titled 'Recent' and lists categories: REPORTS (Recent, Created by Me, Private Reports, Public Reports, All Reports), and FOLDERS (All Folders, Created by Me, Shared with Me). The main content area displays a table of recent reports with columns: Report Name, Description, Folder, Created By, Created On, and Subscribed. Three reports are listed:

Report Name	Description	Folder	Created By	Created On	Subscribed
Complaints by Priority	Public Reports	Vindhya Kesharwani	30/1/2026, 2:41 pm	<input checked="" type="checkbox"/>	
Complaints by Department	Public Reports	Vindhya Kesharwani	30/1/2026, 2:40 pm	<input checked="" type="checkbox"/>	
Complaints by Status	Public Reports	Vindhya Kesharwani	30/1/2026, 2:36 pm	<input checked="" type="checkbox"/>	

The bottom of the screen shows the browser address bar with the URL <https://projectcom-dev-ed.develop.lightning.force.com/lightning/o/Report/home>, and the system status bar indicating 23°, ENG IN, 15:18, and 31-01-2026.

Complaints By Priority -

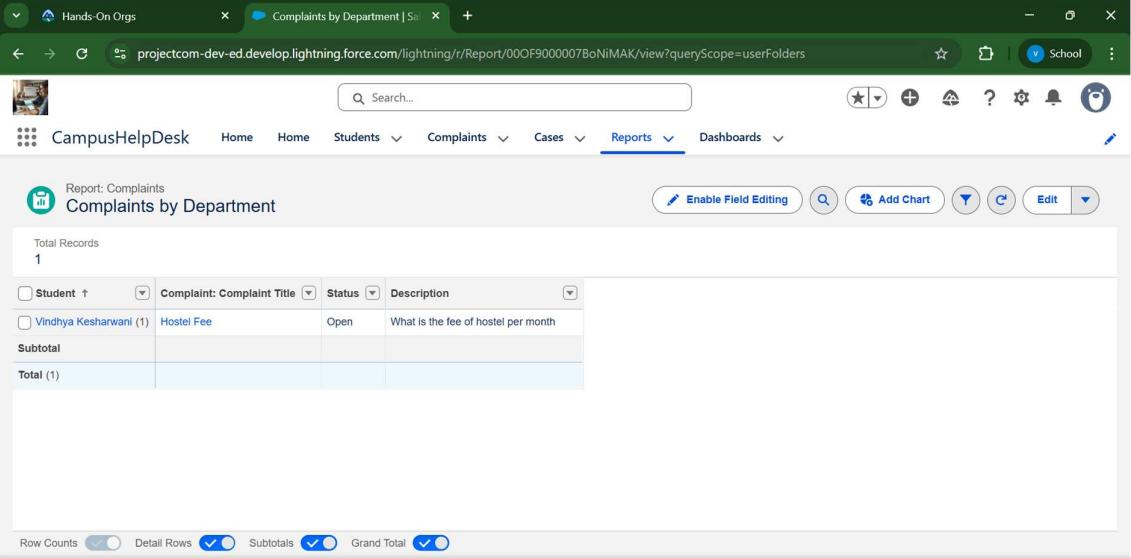


The screenshot shows the 'Complaints by Priority' report detail view. The top navigation bar and sidebar are identical to the previous screenshot. The main content area is titled 'Report: Complaints by Priority'. It displays a table with one record:

Priority	Complaint: Complaint Title	Status
Medium (1)	Hostel Fee	Open

Below the table, there are buttons for 'Enable Field Editing', 'Add Chart', and 'Edit'. At the bottom, there are checkboxes for 'Row Counts', 'Detail Rows', 'Subtotals', and 'Grand Total'. The bottom of the screen shows the browser address bar with the URL <https://projectcom-dev-ed.develop.lightning.force.com/lightning/r/Report/00OF900007BoNsMAK/view?queryScope=userFolders>, and the system status bar indicating 23°, ENG IN, 15:22, and 31-01-2026.

Complaints By Department -

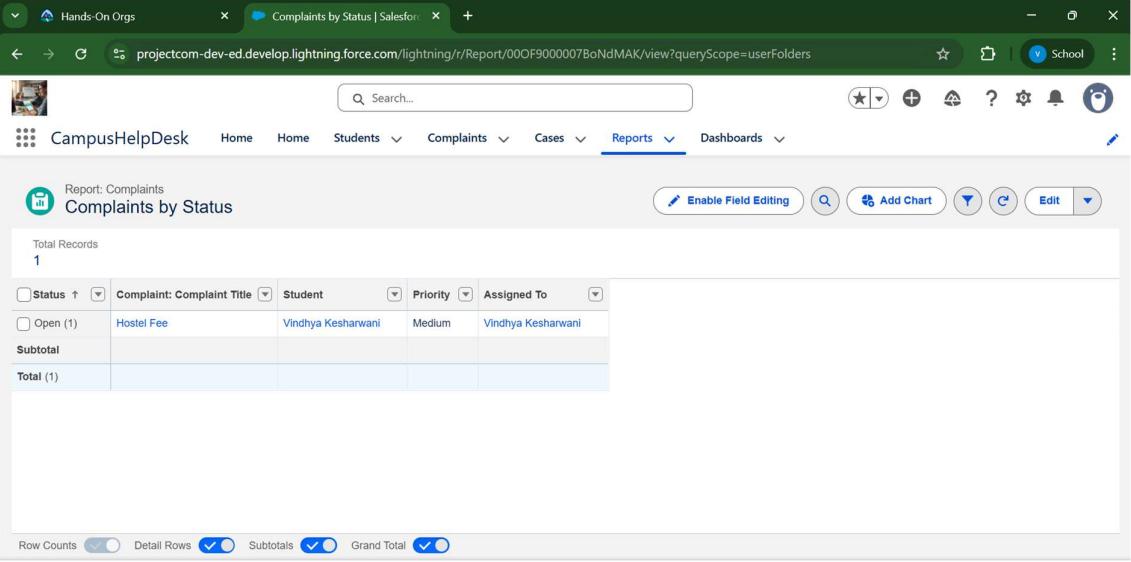


The screenshot shows a Salesforce Lightning interface for a report titled "Report: Complaints Complaints by Department". The report displays one record:

Student	Complaint: Complaint Title	Status	Description
Vindhya Kesharwani (1)	Hostel Fee	Open	What is the fee of hostel per month

Below the table, there are buttons for "Row Counts", "Detail Rows", "Subtotals", and "Grand Total". The status bar at the bottom shows the date as 31-01-2026 and the time as 15:23.

Complaints By Status -



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

Status	Complaint: Complaint Title	Student	Priority	Assigned To
Open (1)	Hostel Fee	Vindhya Kesharwani	Medium	Vindhya Kesharwani

Below the table, there are buttons for "Row Counts", "Detail Rows", "Subtotals", and "Grand Total". The status bar at the bottom shows the date as 31-01-2026 and the time as 15:24.

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 'Dashboards' section of the Salesforce interface. The left sidebar lists categories like 'Recent', 'Created by Me', 'Private Dashboards', and 'All Dashboards'. The main area displays a table of recent dashboards with columns for 'Dashboard Name', 'Description', 'Folder', 'Created By', 'Created On', and 'Subscribed'. The table contains four entries:

Dashboard Name	Description	Folder	Created By	Created On	Subscribed
College Support Dashboard	Dashboard for monitoring student complaints	Private Dashboards	Vindhya Kesharwani	30/1/2026, 3:36 pm	(dropdown)
Complaints by Priority		Private Dashboards	Vindhya Kesharwani	30/1/2026, 2:43 pm	(dropdown)
Complaints by Department		Private Dashboards	Vindhya Kesharwani	30/1/2026, 2:42 pm	(dropdown)
Complaints by Status		Private Dashboards	Vindhya Kesharwani	30/1/2026, 2:42 pm	(dropdown)

This screenshot shows the 'College Support Dashboard' page. The top navigation bar includes 'Home', 'Students', 'Complaints', 'Cases', 'Reports', and 'Dashboards'. The main content area features three cards:

- Complaints by Status**: A card with a message: "We can't draw this chart because there is no data." Below it are links to 'View Report (Complaints by Stat...)' and 'As of 30-Jan-2026, 3:39 pm'.
- Complaints by Department**: A card with a message: "We can't draw this chart because there is no data." Below it are links to 'View Report (Complaints by Dep...)' and 'As of 30-Jan-2026, 3:39 pm'.
- Complaints by Pri...**: A card showing a large red '0'. Below it are links to 'View Re...' and 'As of 30-Jan-2026, 3:39 pm'.