

THE SMART CITY ISSUE REPORTING & RESOLUTION PROJECT

Purpose: To allow citizens to report city issues (e.g., potholes, garbage, broken streetlights) via a portal, route them to appropriate departments, and track resolution with automated updates and dashboards

Salesforce Tools Used:

Experience Cloud: Web portal for citizens.

Case Object: Standard object to manage issue records.

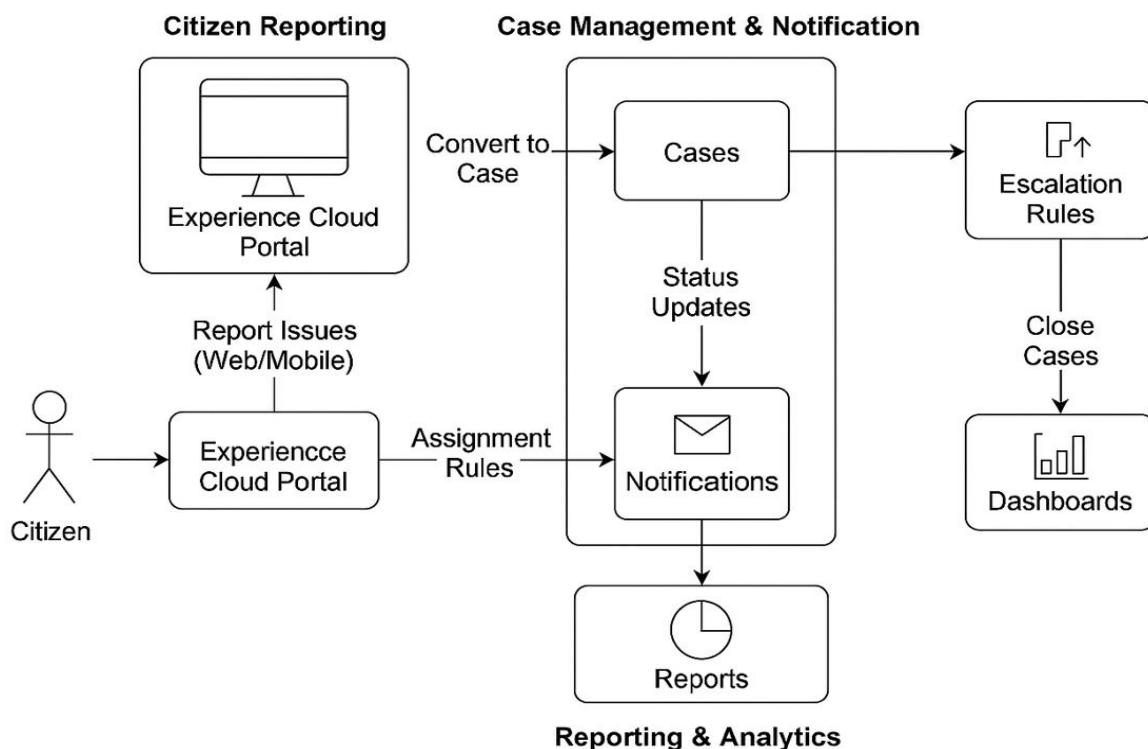
Flows & Process Builder: Automate case creation, status update emails, and escalations.

Assignment Rules / Omni-Channel: Route cases to correct departments. Reports & Dashboards: Visualize service performance and issue statistics.

Email Alerts & Notification Templates: Keep citizens informed.

Custom Fields: For issue type, location, photos, etc.

Use Case Diagram:



Key Components & Description:

Component	Description
Citizens (Users)	End-users reporting issues via web or mobile portal.
Experience Cloud Site	Portal interface for reporting and tracking issues.
Salesforce Core	Backbone system for case processing, routing, automation, and reporting.
Case Management	Each report becomes a Salesforce Case record.
Assignment Rules	Directs each case to the appropriate department based on criteria.
Notification Flow	Sends status updates to citizens via Email/SMS using Flow or Process Builder.
City Department Console	Internal agents resolve issues and update case statuses.
Real-Time Dashboard	Reports for tracking department performance, issue status, and more.

Summary: This system delivers a complete end-to-end solution to modernize urban problem reporting, improve transparency and governance, and enable actionable insights through Salesforce's robust automation and reporting tools.