

Smart Citizen Service Hub

Salesforce Experience Cloud Project

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1. Project Overview

The Smart Citizen Service Hub is a Salesforce Experience Cloud portal that enables public citizens to submit service requests such as Road, Garbage Collection, or Electricity Issues. Requests are automatically assigned to the appropriate department based on issue type, escalated if unresolved within 48 hours, and tracked through real-time dashboards and reports.

2. Key Salesforce Objects Created

Object	Fields	Purpose
Citizen (Custom Object)	Name, Email, Phone, Address	Stores citizen information
Service Request (Custom Object)	Subject, Description, Status (New, Assigned, In Progress, Resolved, Escalated), Priority (Low, Medium, High, Critical), Type (Garbage, Road, Electricity), Department (Lookup)	Captures service complaints
Department (Custom Object)	Name, Email, Supervisor	Represents departments like Waste Management, Transport, Electricity

3. Object Relationships

- **Service Request** → **Citizen** (Lookup)
- **Service Request** → **Department** (Lookup)

4. Automation Built (Flows)

Flow Name	Trigger	Purpose
Auto-Assign Department	Record-Triggered on Service Request creation	Automatically assigns Department based on Request Type
Send Confirmation Email	Record-Triggered on Service Request creation	Sends a thank-you email to citizen
Escalation Flow	Scheduled Flow (after 48 hours)	Escalates unresolved requests to Escalated status
Approval Process for Critical Requests	Manual submission for Critical Priority Requests	Supervisor approval before moving to Assigned

5. Validation Rules Implemented

Rule	Condition	Error Message
Email Required	Email is blank	"Email is required for follow-up."
Critical Must Have Description	Priority = Critical AND Description is blank	"Critical issues require a description."

6. Experience Cloud Site Setup

- Site Template: Customer Service (LWR) Template
- Guest User Profile configured for:
 - **Read/Create** on Service Requests
 - **Read** access on Department
- Service Request Submission Form built using a **Screen Flow**.
- Successful Submission → Thank-you Confirmation page.

7. Guest User Access Configuration

User Type	Permissions
Public Citizen	Can create and view own service requests
City Employee	View and update all requests
Supervisor	Can approve critical issues and view reports
Salesforce Admin	Full system access

8. Reports Created

Report Name	Purpose	Chart Type
Requests by Type	Analyze complaints across Garbage, Road, Electricity	Pie Chart
Open Critical Requests	List unresolved critical priority issues	Table/List View

9. Dashboard Created

Dashboard	Components
Smart Citizen Service Hub Dashboard	Pie Chart of Service Requests by Type Table of Open Critical Requests

10. Email Notifications

- **Confirmation Email:** Sent after a request is submitted.
- **Escalation Alert Email:** Sent internally when an issue is escalated (optional, can extend).

11. Flows Logic Overview

Citizen Submits Request -> Auto-Assign Department -> Send Confirmation ->

If not resolved in 48 hours -> Escalate -> Supervisor Approves Critical -> Close Request.

12. Key Salesforce Concepts Covered

- Custom Objects and Fields
- Lookup Relationships
- Record-Triggered Flows
- Scheduled Flows
- Approval Processes
- Validation Rules
- Email Templates
- Guest User Permission Settings
- Public Experience Cloud Portal
- Reports and Dashboards

Highlights of the Project

- End-to-end Service Request handling with full automation
- Public Portal using Salesforce Experience Cloud
- Real-world escalation management after SLA breach
- Supervisor Approval workflow for urgent citizen issues
- Full real-time reporting for city management visibility