Phase 6: User Interface Development – Event Management & Ticketing System

Objective

The main aim of this phase is to design and implement a simple, interactive, and responsive user interface for the Event Management & Ticketing System. It is built with Salesforce Lightning Experience and Lightning Web Components (LWC) to serve three key users: **Organizers, Attendees, and Admins**.

Components of UI Development

1. Dashboards using Lightning App Builder

- **Organizer Dashboard** → Displays event overview, ticket sales, attendee registrations, and upcoming schedules.
- **Attendee Dashboard** → Shows registered events, tickets, QR codes, and feedback forms.
- **Admin Dashboard** → Provides system-wide analytics on events, ticketing trends, and revenue.

Implementation Steps: 1. Use Lightning App Builder to create App Pages for each persona (Organizer, Attendee, Admin). 2. Drag-and-drop components such as Report Charts, List Views, and Related Lists. 3. Insert custom LWCs as placeholders (EventSummaryCard, TicketList, FeedbackForm). 4. Activate per App/Profile so that each persona sees their respective dashboards.

2. Record Pages

Event Page → Includes event details, attendee list, ticket data, and feedback.

Ticket Page → Displays ticket status, type, and linked attendee.

Attendee Page → Shows attendee details, registered events, and feedback history.
Layout: Left panel highlights (date, venue, capacity), middle shows details, tabs for Attendees/Tickets/Feedback, and right panel shows organizer activity.

3. Tabs for Easy Navigation

Organizer: Dashboard, Manage Events, Ticket Reports, Analytics.

Attendee: My Events, Tickets, Feedback, Profile.

Admin: All Events, Revenue Reports, System Logs, User Management.

4. Home Page Layouts

- **Organizer Home Page:** Shows upcoming events, ticket sales reports, quick links to manage events.
- **Attendee Home Page:** Personalized greeting, list of registered events, QR codes for check-in, upcoming reminders.
- **Admin Home Page:** Analytics charts (total events, revenue, attendees) and approval workflows.

5. *Utility Bar*
- Quick Search for events, tickets, attendees.
- Quick Event Creation for organizers.
- FAQ/Help chatbot for attendees.
- Recently accessed items.

6. *Lightning Web Components (LWC)*
- *EventSummaryCard* → Event info and ticket stats.
- *TicketList* → Displays tickets with QR codes.
- *AttendeeDashboard* → Personalized attendee dashboard.
- *FeedbackForm* → Lets attendees submit event feedback.
- *QRScanner* → Ticket scanning for check-in.
  Each LWC interacts with Apex to fetch and display live data.

7. *Apex with LWC*
- Example: A TicketController class fetches ticket details for an attendee.
- LWC TicketList dynamically displays tickets, updating automatically when data changes.

8. *Navigation Service*
Smooth redirection: e.g., when an attendee clicks *View Event*, the app navigates to the Event record page directly.

Outcome of Phase 6
- Dashboards customized for each role (Organizer, Attendee, Admin).
- Record pages that centralize event, ticket, and attendee management.
- LWCs providing interactivity (QR scanning, ticket lists, feedback forms).
- Utility bar and navigation improving usability and efficiency.