

SafeCity Salesforce Project:

Phase 6: User Interface Development:

Purpose:

To provide a user-friendly interface for agents, supervisors, and admins to manage complaints efficiently using standard Salesforce Lightning components, tabs, pages, and automation.

1. Lightning App Builder

Implementation:

- Created a dedicated SafeCity Complaints App.
- Added navigation items: Complaints (Complaint__c), Reports, Dashboards, Knowledge.
- Assigned app visibility to relevant profiles (Agents, Supervisors).

Benefit:

Users have a single workspace for complaint management, improving navigation and efficiency.

The screenshot displays the Salesforce Lightning App Builder interface for configuring the 'SafeCity' app. The top navigation bar includes 'Lightning App Builder', 'App Settings', 'Pages', and 'SafeCity'. The left sidebar shows the 'App Settings' menu with options for 'App Details & Branding', 'App Options', 'Utility Items (Desktop Only)', 'Navigation Items', and 'User Profiles'. The main content area is titled 'App Details & Branding' and includes instructions: 'Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.'

App Details

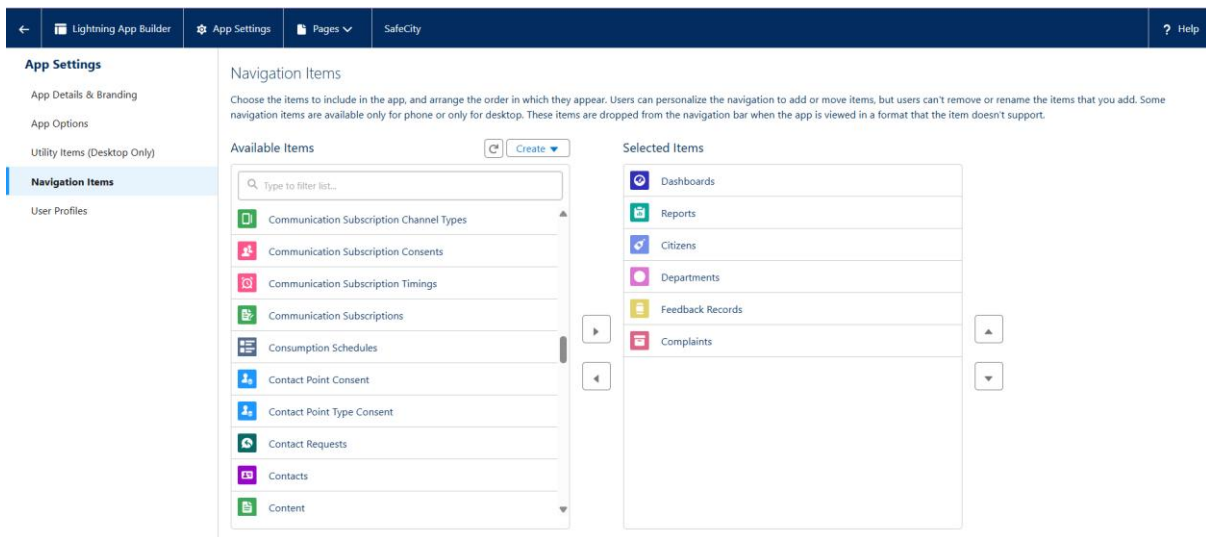
- * App Name: SafeCity
- * Developer Name: Ahmadi
- Description: A Salesforce-based Citizen Complaint & Public Service Tracker.

App Branding

- Image: A black silhouette of a classical building with columns and a flag on top.
- Primary Color Hex Value: #C56DE7
- Org Theme Options: ☐ Use the app's image and color instead of the org's custom theme

App Launcher Preview

The preview shows the app icon (the building silhouette) and the app name 'SafeCity' with the description 'A Salesforce-based Citizen Complaint & Public Service ...'.



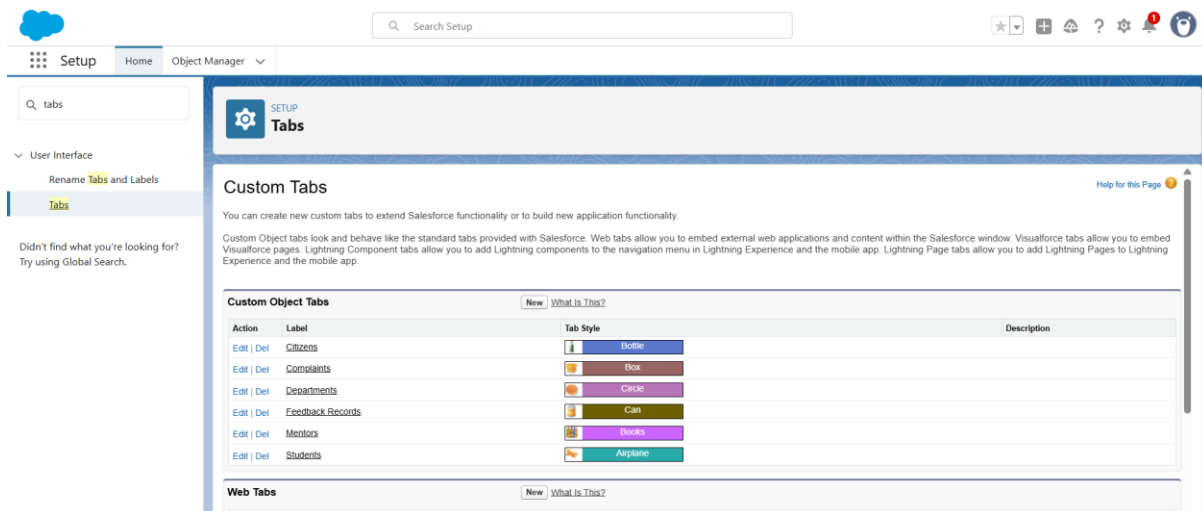
2. Tabs

Implementation:

- Created a custom tab for Complaint__c object.
- Added it to the SafeCity app navigation bar.

Benefit:

Provides quick access to complaint records without searching, enhancing usability.



3. Record Pages

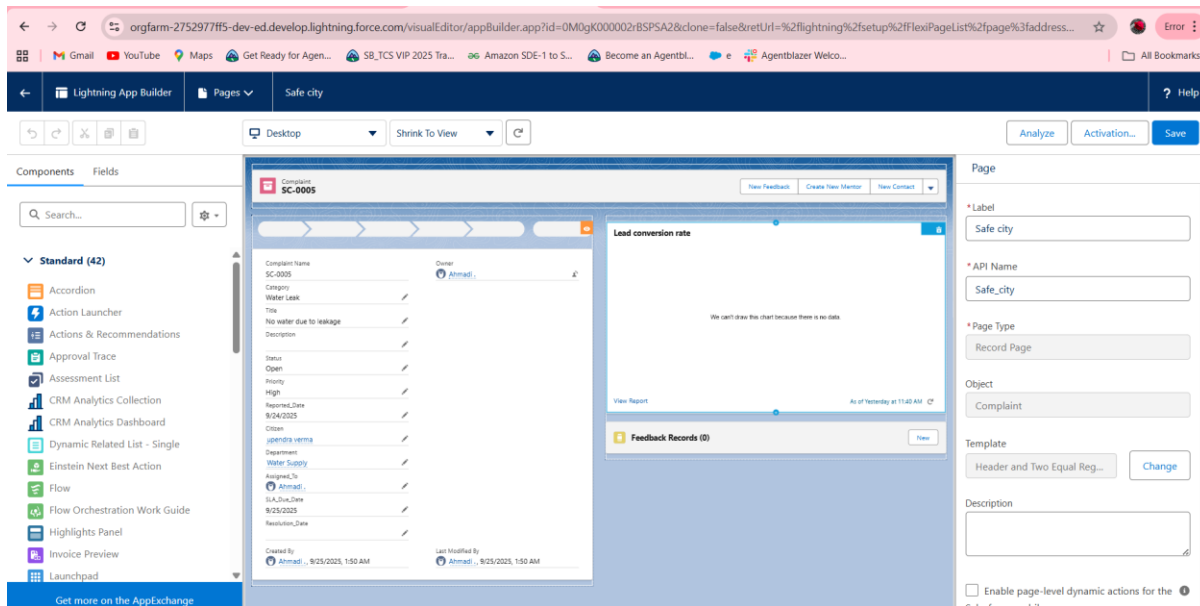
Implementation:

- Customized the Complaint__c record page using Lightning App Builder.
- Added:
 - Highlights Panel (Status, Priority, SLA Due Date, Assigned To)

- Related Lists (Tasks, Notes, Attachments)
- Path Component for complaint stages (New → In Progress → Escalated → Resolved → Closed)

Benefit:

Users can view all relevant complaint details and progress in one page, streamlining workflow.



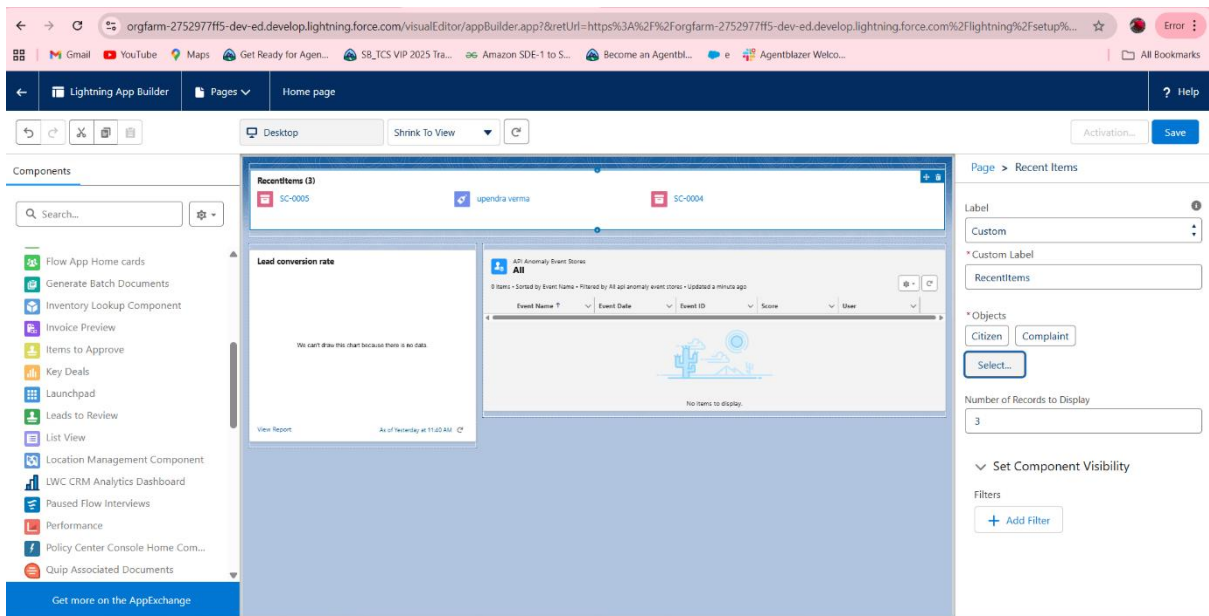
4. Home Page Layout

Implementation:

- Designed a custom home page for agents.
- Added components:
 - Report Charts showing overdue complaints
 - List View Component displaying “My Open Complaints”
 - Tasks Component for pending complaint-related tasks

Benefit:

Provides a dashboard-like view to quickly monitor and prioritize complaints.



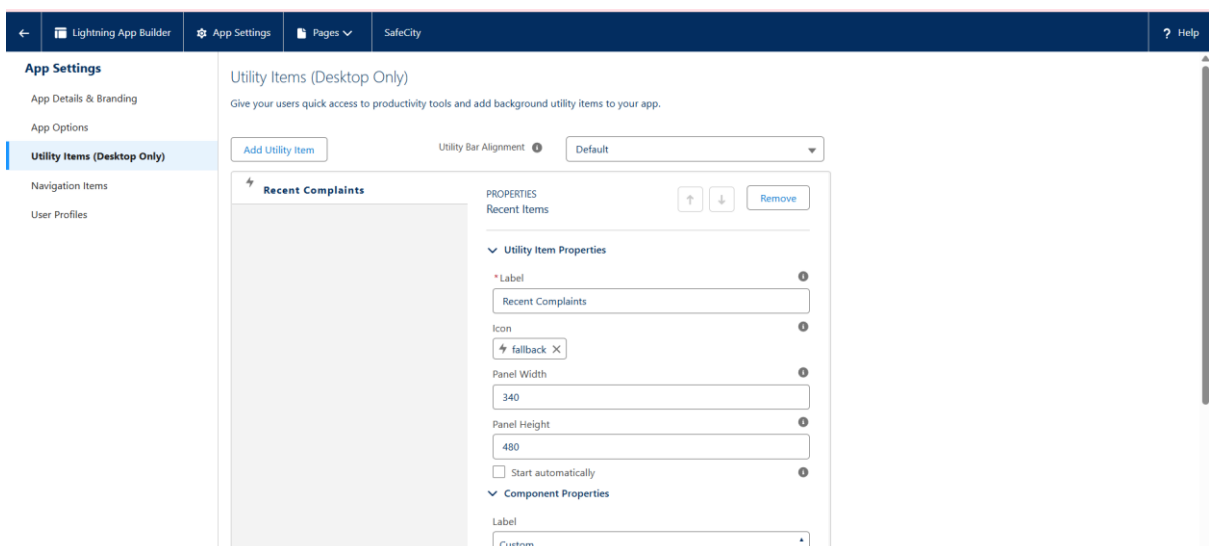
5. Utility Bar

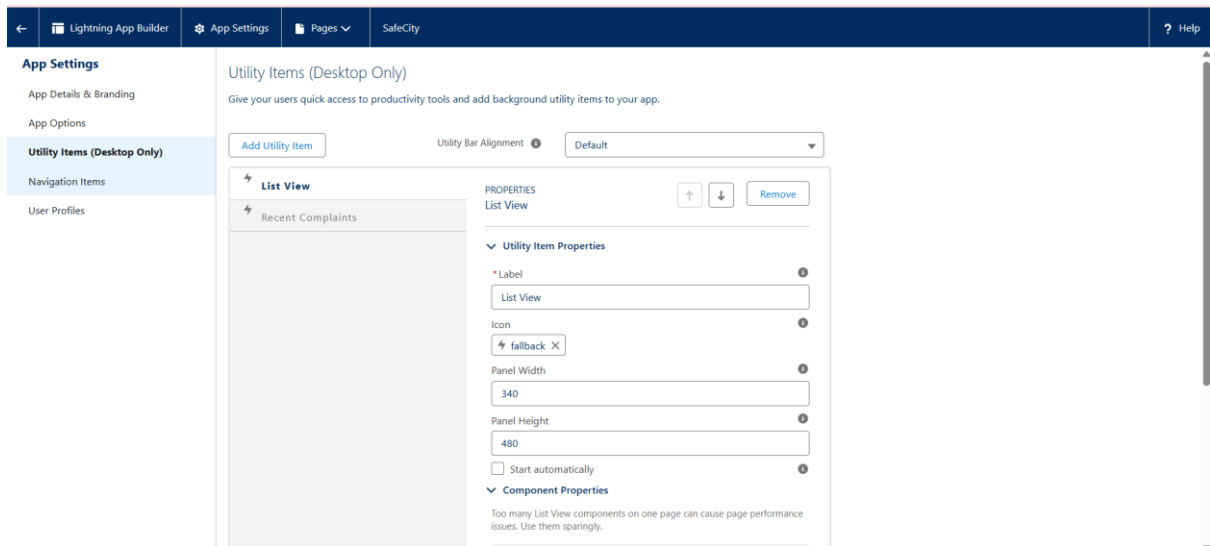
Implementation:

- Configured the utility bar in the SafeCity app.
- Added tools:
 - Recent Complaints
 - Quick Create Complaint
 - Tasks / Notes

Benefit:

Gives users quick access to essential tools without leaving the page, saving time.





6. Buttons & Actions

Implementation:

- Created custom action buttons for Complaint__c:
 - Escalate Complaint → calls Apex/Flow to escalate
 - Close Complaint → updates complaint status to Closed
- Added actions to the record page layout.

Benefit:

Users can perform key actions with a single click, reducing manual steps.

7. Quick Actions

Implementation:

- Added a Quick Update Status action to quickly update complaint stages.
- Added to record page layout for easy access.

Benefit:

Simplifies complaint updates and reduces processing time for agents.



Search Setup

Complaint

- Details
- Fields & Relationships
- Page Layouts
- Lightning Record Pages
- Buttons, Links, and Actions**
- Compact Layouts
- Field Sets
- Object Limits
- Record Types
- Related Lookup Filters
- Restriction Rules

Complaint Actions
New Action

Help for this Page

Enter Action Information

Object Name

Complaint

Action Type

Update a Record

Standard Label Type

Update [Record]

Name

Quick Update Status

Description

Success Message

successfully updated

Icon

Change Icon

Save

Cancel