**Phase 6: User Interface Development**

**Objective:**

The goal of this phase was to build a dedicated and efficient workspace for the banking support team by creating a custom Lightning App and a tailored Home Page.

**Completed Actions:**

* **Lightning App Creation:** A custom **Lightning App** named **"Banking Service Console"** was built using the Lightning App Builder. This console app was designed to provide agents with a unified view of all necessary information. Key navigation items such as Home, Cases, Accounts, Contacts, and the custom Loan Applications tab were added. The app was specifically assigned to the "Bank Manager" and "Customer Service Agent" profiles to ensure only the intended users could access it.
* **Custom Home Page:** A custom **Home Page** named **"Banking Support Home"** was designed to serve as the landing page for the support team. It was configured with essential components like "Recent Items" and "Today's Tasks" to improve agent productivity. This new page was then assigned as the "App Default" for the "Banking Service Console".



