Customer Support Ticketing System

Phase 6: User Interface Development

1. Lightning App Builder

- A drag-and-drop tool used to build custom applications without writing code.

- Admins can design apps by combining standard and custom components.

2. Record Pages

- Custom layouts for specific object records.

- You can decide what fields, related lists, and components appear.

- **Example:**

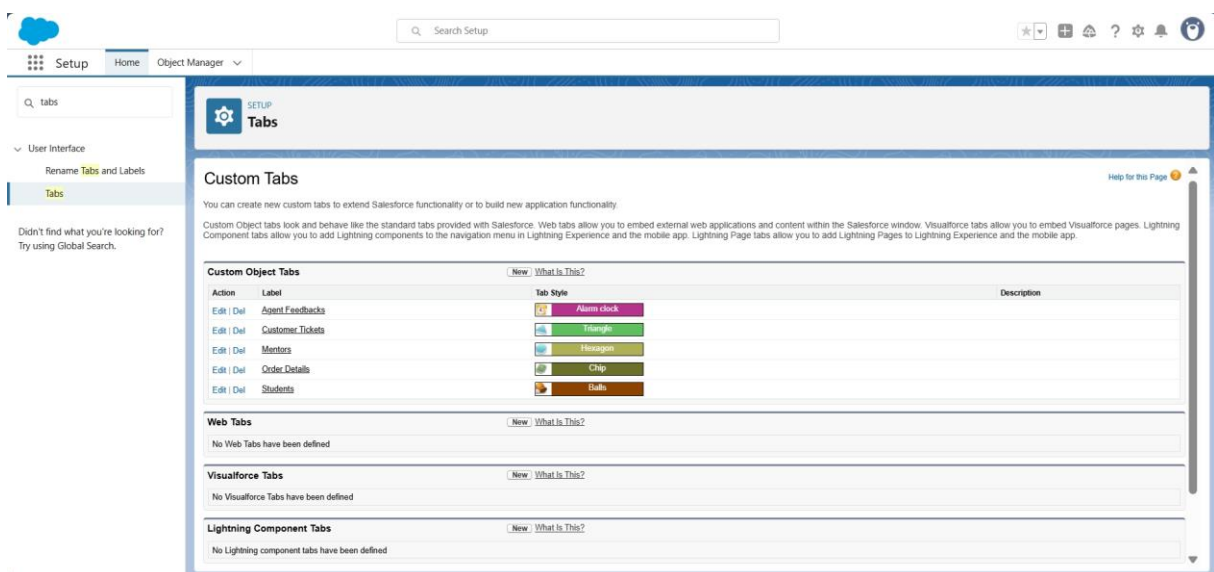 o **Contact Record Page:** Show customer details, issues by customers, department.
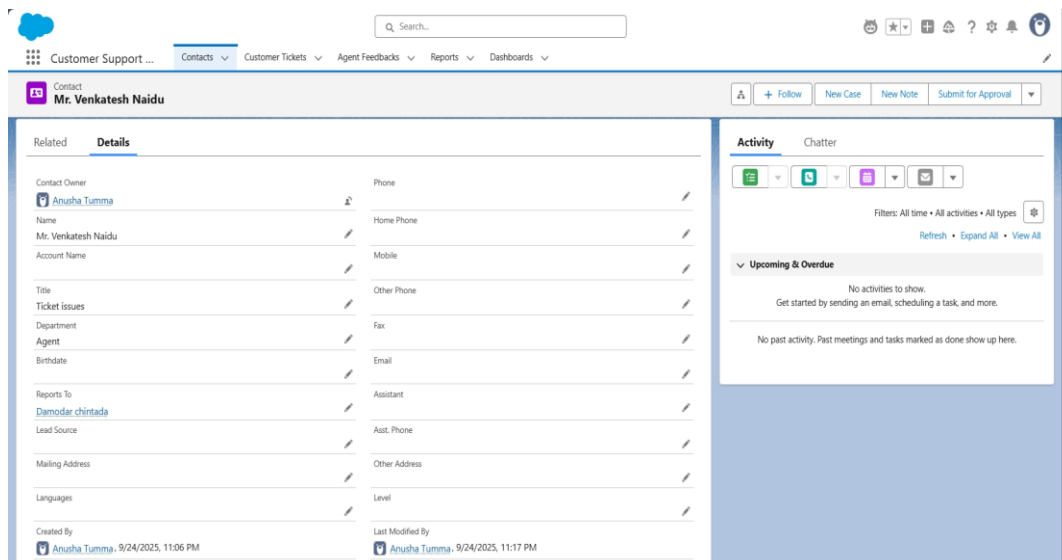
  o **Customer Record Page:** Show product details, stock quantity, and pricing.
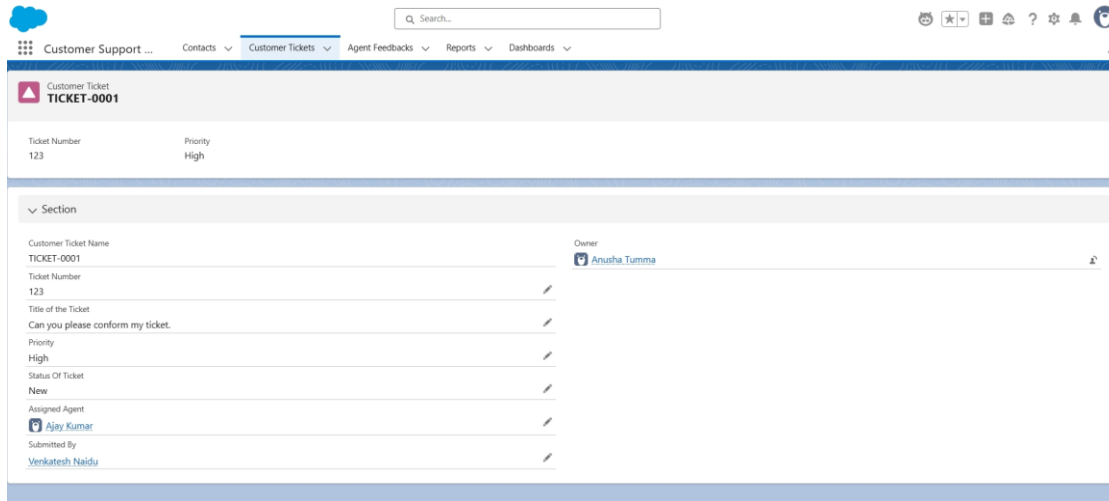
3. Tabs

- Tabs allow easy navigation across different objects in Salesforce.

- **Example:** Create separate tabs for Customer Ticket, agent feedback, mentors, order details.

4. Home Page Layouts

- A **Home Page Layout** is a customizable page built using **Lightning App Builder**. It acts as the **/dashboard** for agents or managers.
- Layouts can differ by **App, Profile, or Record Type**, so Support Agents, Support Managers, and Admins can each have different home pages.

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