

Phase 6: User Interface Development

1. Lightning App Builder

- **Where:** Setup → Lightning App Builder → New Page.
- **Page Type:** App Page.
- **Name:** Citizen Complaint Portal.

The screenshot shows the 'Citizen Complaint Portal' app page. It features a header with the app name and a navigation menu. The main content area contains a 'Submit Complaint' form with the following fields: Citizen Name, Email, Phone, Department (a dropdown menu), Description, and Priority (a dropdown menu). A 'Submit Complaint' button is located at the bottom of the form. The URL at the bottom of the page is https://orgfarm-855542019-dev-ed.develop.lightning.force.com/lightning/n/Citizen_Complaint_Portal.

2. Record Pages

- **Object:** Complaint__c → Lightning Record Page → Add Path (Status).

The screenshot shows the Lightning Record Page for the 'Complaint__c' object. The page has a left sidebar with a navigation menu. The main content area displays the 'Complaint_Record_Page' with the following sections:

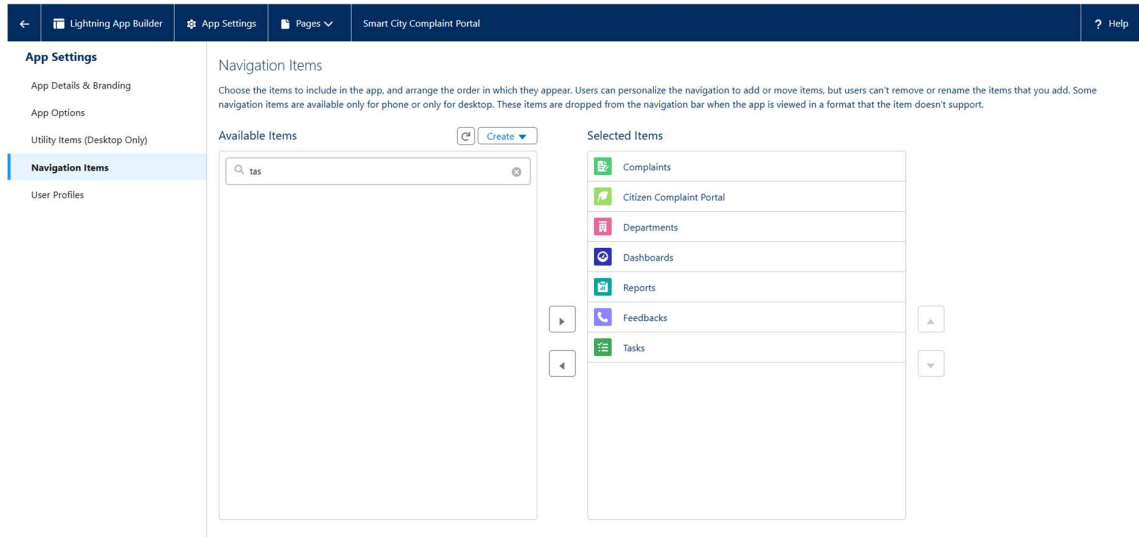
- Lightning Page Detail:** Includes 'Edit', 'Clone', and 'Delete' buttons.
- Information:** Displays the object name 'Complaint_Record_Page' and its label 'Complaint Record Page'.
- Assignments By App:** Shows 'No Assignments to display'.
- Assignments By App, Record Type, and Profile:** A table showing assignments for the 'Smart City Complaint Portal' app across different record types and profiles.

App	Record Type	Profile	Form Factor
Smart City Complaint Portal	Master	Standard Platform User	Desktop and phone
Smart City Complaint Portal	Master	Standard User	Desktop and phone
Smart City Complaint Portal	Master	System Administrator	Desktop and phone

At the bottom of the page, there is a 'Back To Top' link and a note: 'Always show me more records per related list'.

3. Tabs

- **Where:** App Manager → Smart City Complaint Portal → Navigation Items.
- **Add:** Complaints, Departments, Feedbacks, Reports, Dashboards.



4. LWCs

- **ComplaintForm:** lets citizens submit complaints.
- **FeedbackForm:** allows feedback after complaint resolution.
- Both connected to Apex handlers.

