Phase 5: Apex Programming

Project: Retail Customer Complaint Hub

This phase introduces a simple server-side automation using

Apex, Salesforce's native programming language. The goal is to create a basic Apex Trigger that automatically populates a field on new complaint records, demonstrating the use of developer tools to enhance the application's functionality.
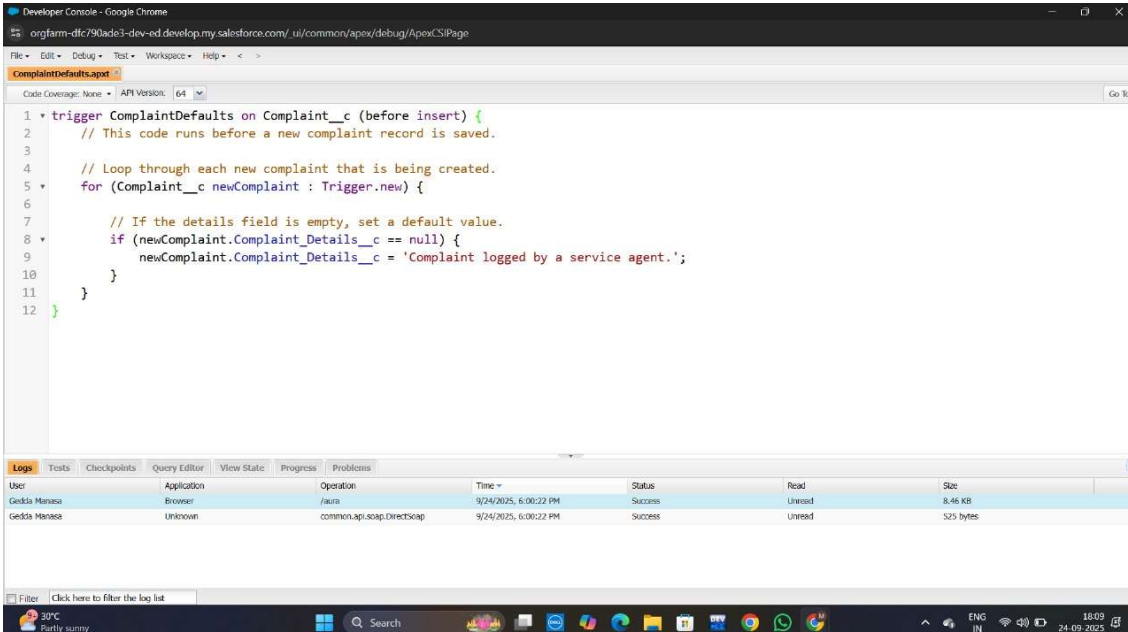
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1. Apex Trigger: Complaint Defaults

- **Purpose**: To ensure that every new complaint record has an initial note in the details section, even if the user does not enter one manually.

- **How it Works**: This is a before insert trigger, which means the code runs just before a new complaint record is saved to the database. It checks each new complaint, and if the "Complaint Details" field is empty, it inserts a default piece of text.

Implementation and Testing

A. The Apex Code

The following code was created using the Developer Console and saved in the system.

B. Testing the Trigger

To test the trigger, we create a new complaint record, leaving the details field blank to see if the trigger populates it automatically.

1. **While Creating the Complaint** Here, we are creating a new complaint record. Notice that the **"Complaint Details"** field is left empty before clicking "Save."

2. **After Creating the Complaint** After saving the record, the trigger fires successfully. The screenshot below shows the new complaint record page, where the **"Complaint Details"** field has been automatically populated by the Apex code.

Conclusion

The Apex Trigger was successfully created, tested, and deployed. This completes the basic developer customization requirement for the project and adds a useful automation to the application.