

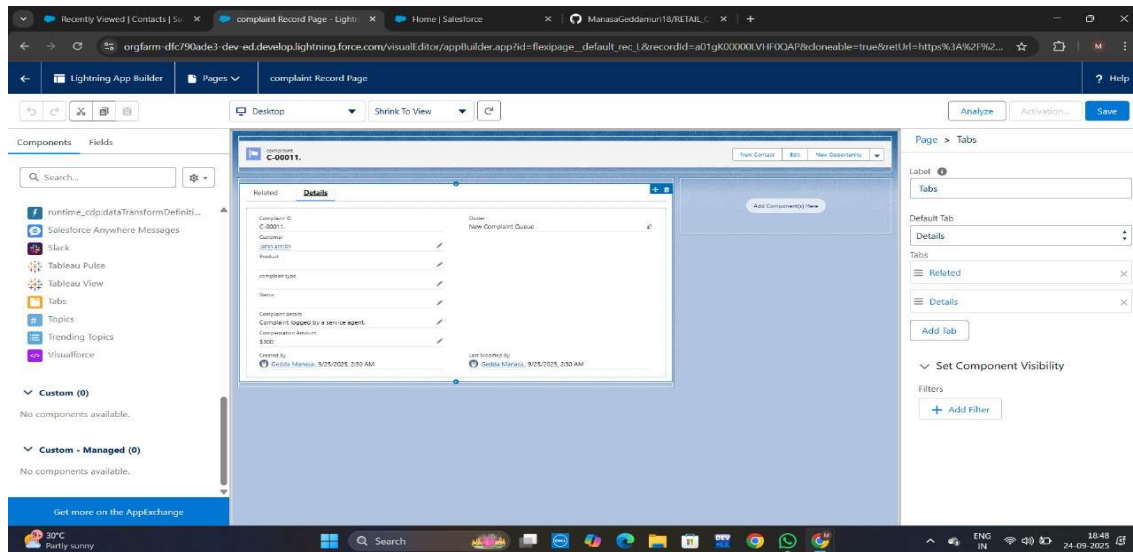
Phase 6: User Interface Development

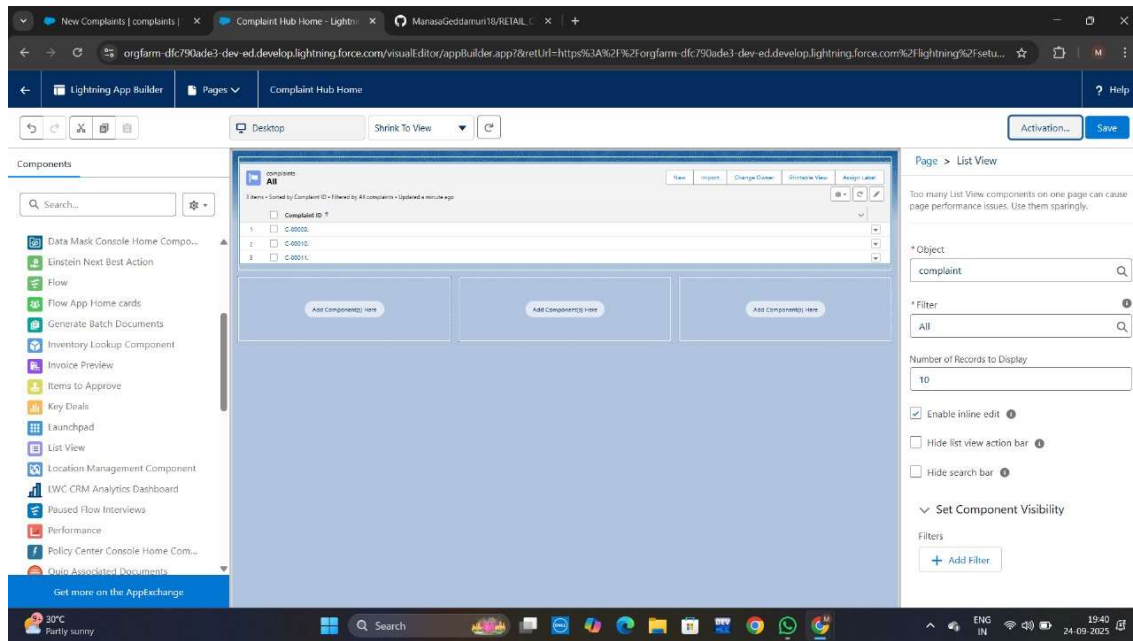
Project: Retail Customer Complaint Hub

Purpose: This phase focuses on enhancing the user experience for service agents by creating a more organized and efficient user interface. Using the declarative **Lightning App Builder**, the standard pages were customized to better suit the specific needs of the complaint management process.

1. Custom Complaint Record Page

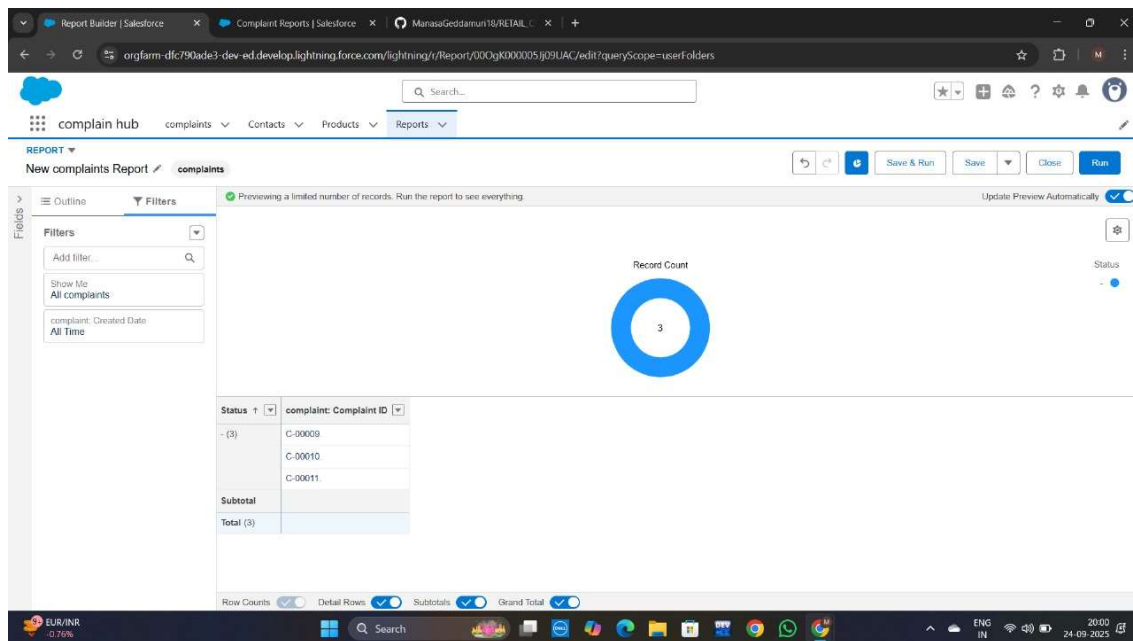
The default record page for the Complaint object was modified to better organize information. A **Tabs component** was added to the page to separate the core record details from related lists, preventing users from having to scroll through a long single page. This makes finding key information faster and more intuitive.





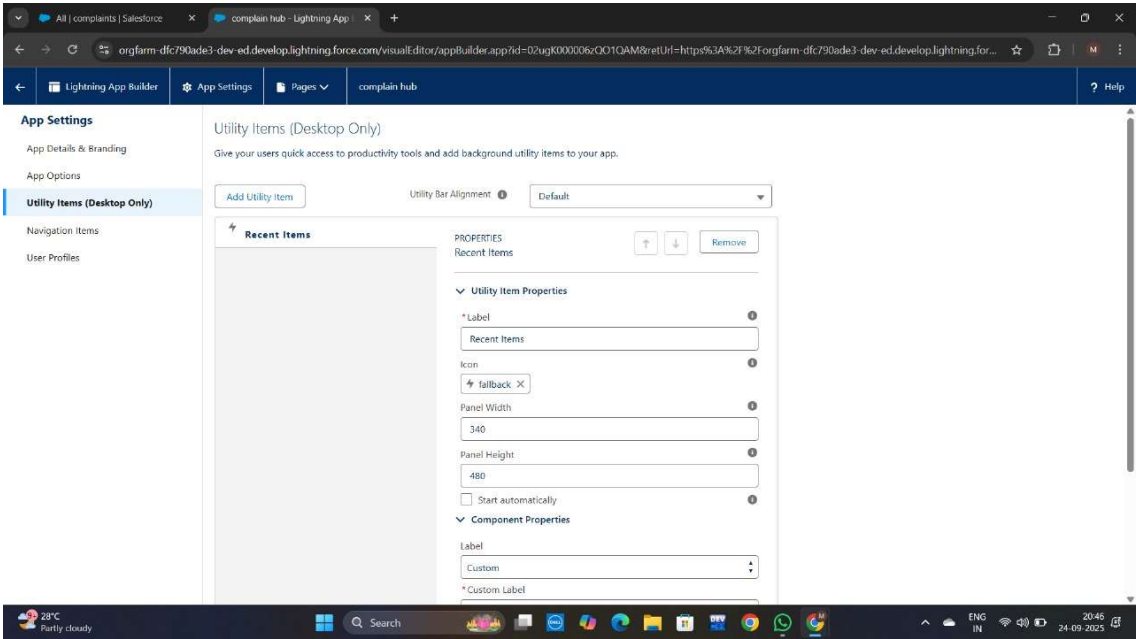
2. Custom App Home Page

A custom home page was created and assigned specifically to the **Complaint Hub** app. This provides agents with a relevant landing page when they open the application. A **List View component** was added and configured to show a list of all new, unassigned complaints, acting as a "to-do" list for the team.



3. App Utility Bar

To provide quick access to common tools, a **Utility Bar** was added to the Complaint Hub app. The **Recent Items** component was included, allowing agents to easily access their recently viewed complaints, contacts, and products from a persistent footer, no matter which page they are on.



Conclusion

With these customizations, the user interface is now more streamlined and tailored to the needs of the customer service team. This completes the UI development phase of the project.