## Phase 6: User Interface Development

### Lightning App Builder

Create a "Customer Service" Lightning App with a custom home page and navigation.

### Record Pages

Customize the Account record page to display a related list of all Cases and ServiceRequests for that customer, providing a comprehensive 360-degree view.

### LWC (Lightning Web Components)

Component: Develop a custom LWC to show a live chat interface for agents.

Apex with LWC: Use imperative Apex calls from the LWC to log the chat transcript to a Case record once the chat ends.

## Phase 7: Integration & External Access

### Web Services (REST/SOAP)

Callout: Create a REST callout to a third-party credit check API to instantly pull a customer's credit score when a new loan application is created.

### Named Credentials

Use named credentials to securely store the API key and endpoint for the credit check service, preventing hard-coded credentials in the Apex code.

### Remote Site Settings

Configure remote site settings to allow Salesforce to make callouts to the external credit check API domain.