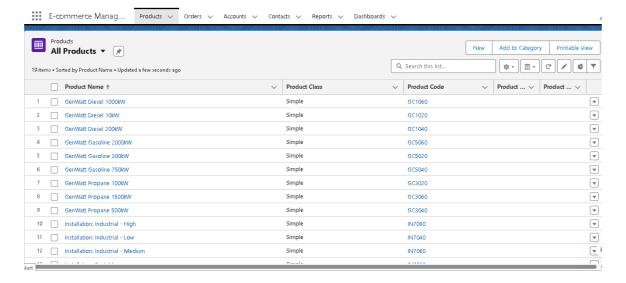# Phase 6 — Agent UX & automation

Design triage Lightning Record Page with recommended queue, confidence, and reasons.
• Enable one-click Accept/Reject/Request Escalation actions.
• Notify via Slack/email for manual triage queues.
• Create macros and quick actions for fast responses.
• Deliverables: LWC Triage Panel, console utilities, macros.

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