Corporate IT Helpdesk System:

Phase 6 Summary: User Interface (UI) Development

Project: Corporate IT Helpdesk System

This phase focused on creating a **branded, intuitive, and efficient user experience** by customizing the standard Salesforce interface to make IT ticket management more streamlined for employees and IT support staff.

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1. Custom Lightning App: Corporate IT Helpdesk

Purpose:
To provide a dedicated workspace for IT support teams, with only relevant tools and tabs visible, reducing clutter and improving focus.

Key Actions:

- A new Lightning App named **"IT Helpdesk"** was created.

- Only essential tabs were included: **Home**, **IT Tickets**, and **Knowledge Base**.

- The app was assigned to the **IT Support Technician** and **IT Manager** profiles.

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2. Customized Record Page: IT Ticket

Purpose:
To make the ticket record page more efficient by highlighting the most critical information for IT support staff and employees at a glance.

Key Actions:

- The **Highlights Panel** at the top of the IT Ticket page was customized.

- Key fields such as **Issue Category**, **Priority**, and **Status** were added to the Highlights Panel.

- Related lists for **Comments** and **Attachments** were reorganized for better visibility.

- Quick actions were added for **Change Status**, **New Contact**, and **Assign label** to streamline ticket updates.
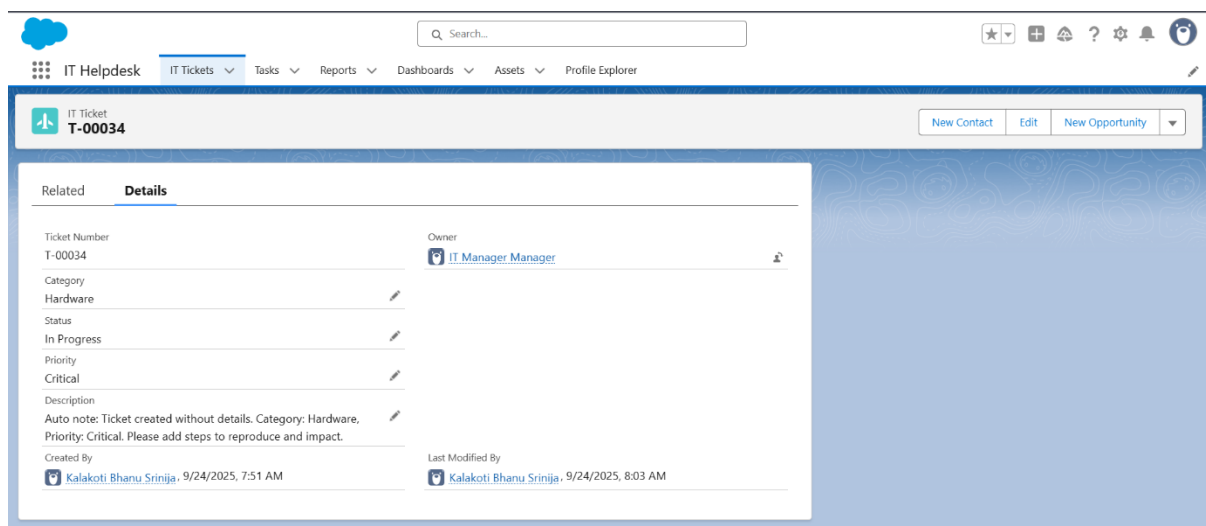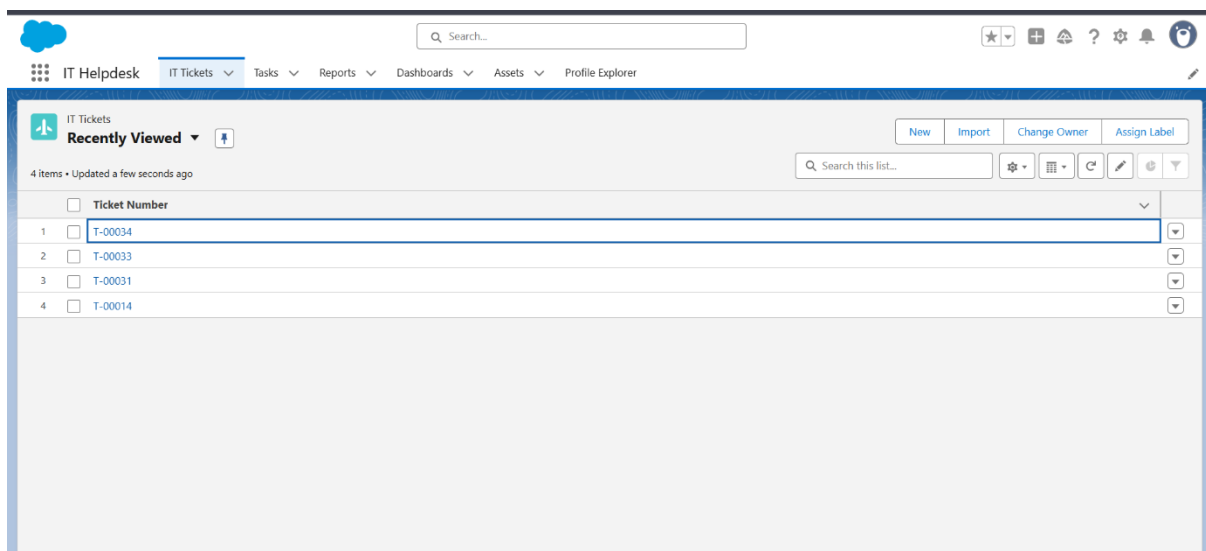

3. Customized Home Page: IT Support Technician Home Page

Purpose:
To transform the generic Home Page into an actionable dashboard for IT technicians, helping them prioritize and manage tickets efficiently.

Key Actions:

- A custom List View named **"Tasks"** was created to display all tickets assigned to the current user that are not yet **Resolved** or **Closed**.

- A new Home Page was designed using the **Lightning App Builder** to prominently display this list view alongside key metrics such as **Tickets by Priority** and **Tickets Pending Approval**.

- The new Home Page was assigned as the default Home Page for the **IT Support Technician** and **IT Manager** profiles within the **Corporate IT Helpdesk** app.
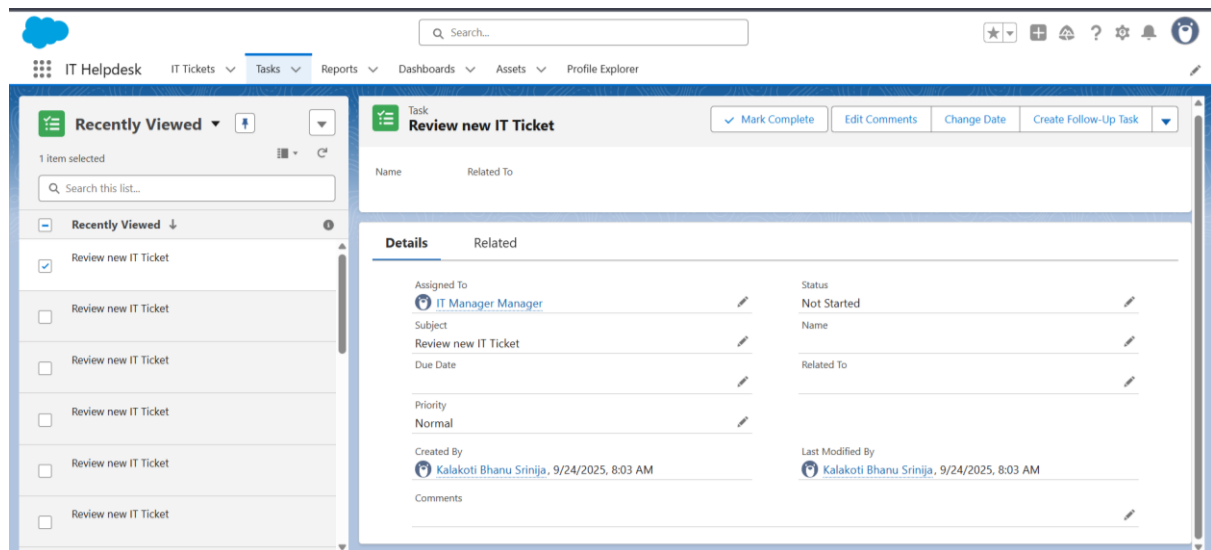
This UI customization ensures that IT support staff can quickly identify and act on critical tickets, improving response times and overall efficiency.