

CXINTEL – CUSTOMER EXPERIENCE INTELLIGENCE PLATFORM

Phase 3: Data Modelling

Customer Feedback Object

The screenshot shows the 'CustomerFeedback' object configuration page. The left sidebar contains a navigation menu with options: Details, Fields & Relationships (selected), Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Slack Record Layouts, Restriction Rules, Scoping Rules, Object Access, Triggers, and Flow Triggers. The main content area is titled 'Fields & Relationships' and displays a table of 9 fields. The table has columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: Created By, Customer Email, Feedback ID, Feedback Text, Last Modified By, Owner, Processed, Sentiment, and Sentiment Score. Each field has a dropdown arrow on the right. Above the table, there are buttons for 'New', 'Deleted Fields', 'Field Dependencies', and 'Set History Tracking'. A search bar is also present.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Email	Customer_Email_c	Email		
Feedback ID	Name	Auto Number		✓
Feedback Text	Feedback_Text_c	Long Text Area(32768)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Processed	Processed_c	Checkbox		
Sentiment	Sentiment_c	Picklist		
Sentiment Score	Sentiment_Score_c	Number(3, 2)		

Testimonial Object

The screenshot shows the 'Testimonial' object configuration page. The left sidebar contains a navigation menu with options: Details, Fields & Relationships (selected), Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, List View Button Layout, Slack Record Layouts, Restriction Rules, Scoping Rules, and Object Access. The main content area is titled 'Fields & Relationships' and displays a table of 9 fields. The table has columns: FIELD LABEL, FIELD NAME, DATA TYPE, CONTROLLING FIELD, and INDEXED. The fields listed are: Created By, Customer Name, Email, Last Modified By, Owner, Rating, Recommend to others, Service Wished we offered, and What You Like The most. Each field has a dropdown arrow on the right. Above the table, there are buttons for 'New', 'Deleted Fields', 'Field Dependencies', and 'Set History Tracking'. A search bar is also present.

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Name	Name	Text(80)		✓
Email	Email_c	Email		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Rating	Rating_c	Picklist		
Recommend to others	Recommend_to_others_c	Picklist		
Service Wished we offered	Service_Wished_we_offered_c	Text(100)		
What You Like The most	What_You_Like_The_most_c	Long Text Area(32768)		

Survey Form Object

Setup

Home

Object Manager

Search Setup

Survey Form

Fields & Relationships

Details

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Slack Record Layouts

Restriction Rules

Scoping Rules

Object Access

Triggers

Flow Triggers

9 Items. Sorted by Field Label

Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Email	Email__c	Email		
How can we avoid this kind of situation	How_can_we_avoid_this_kind_of_situation__c	Text Area(255)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Survey Form Name	Name	Text(80)		✓
Were there any unclear instructions, del	Were_there_any_unclear_instructions_del__c	Long Text Area(32768)		
what specific changes or actions could h	what_specific_changes_or_actions_could_h__c	Long Text Area(32768)		
Would you like someone from our team to	Would_you_like_someone_from_our_team_to__c	Picklist		

Registration Object

Setup

Home

Object Manager

Search Setup

Registration

Fields & Relationships

Details

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Slack Record Layouts

Restriction Rules

Scoping Rules

Object Access

Triggers

Flow Triggers

10 Items. Sorted by Field Label

Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Created By	CreatedById	Lookup(User)		
Customer Id	Name	Auto Number		✓
Email	Email__c	Email		
Full Name	Full_Name__c	Text(18)		
Gender	Gender__c	Picklist		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Password	Password__c	Text (Encrypted)(80)		
Phone	Phone__c	Phone		
User Name	User_Name__c	Text(22)		