

Phase 6: User Interface Development

6.1 Overview







While earlier phases focused on building the **data model (Phase 3)**, **automation (Phase 4)**, and **Apex programming logic (Phase 5)**, this phase focused on the **user-facing interface** of the PlayStation Gaming CRM.

The objective was to design record pages, layouts, and Lightning Web Components (LWCs) that present all business processes clearly to **Support Agents, Marketing Managers, and Admins**, ensuring smooth adoption and usability.

By combining **Salesforce Lightning App Builder** with **custom LWCs integrated with Apex**, the CRM now provides a **dynamic, interactive, and user-friendly interface**.

6.2 Activities Done

1. Lightning App Builder

- A custom **Lightning App** named *PlayStation CRM* was created.
- Navigation items were structured to include:
 - **Gamers (Contacts)** 
 - **Games** 
 - **Subscriptions** 
 - **Repairs** 
 - **Cases** 
 - **Campaigns** 

This app acts as the single workspace where all PlayStation CRM data and features can be accessed.

2. Record Pages

- **Gamers (Contacts)** → customized record page showing:
 - Related **Subscriptions** list view.
 - Related **Games** (via junction object Game Participation).
 - Related **Cases** to view support history.
- **Games** → record page highlighting:
 - Game details (Name, Genre, Release Date, Price).
 - Related Gamers who play the game.
- **Subscriptions** → record page showing:

- Plan Type, Start/End Date, Status.
- Approval process fields (Discount Requested, Approval Status).
- Alerts and automation outcomes from earlier phases.

These record pages provide **360° visibility** into each entity and its connections.

3. Tabs & Navigation

- Created **custom tabs** for:
 - **Games__c**
 - **Subscriptions__c**
 - **Repairs__c**
- Tabs were added to the **PlayStation CRM app navigation bar**, making it simple for support staff to switch between modules.

This improved accessibility and minimized clicks for end users.

4. Home Page Layouts & Utility Bar

- **Home Page** customized for Support Agents:
 - Dashboard of **open Cases**.
 - List of **Repairs pending approval**.
 - Alerts for **upcoming Subscription expiries**.
- **Utility Bar** added to the app:
 - **Notes** → quick updates during calls.
 - **History** → access to recently viewed records.

This empowers agents to stay productive without leaving their workspace.



Setup

Home

Object Manager



App Launcher



Apps



PlayStation CRM

Items

No results

[View All](#)

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S

C

F

Hyperforce Assistant

2

Analytics Studio

ETUP

lightning

orted by App M

pp Name ↑

I Tabs

Lightning App Builder

Pages

Games Record Page

Help

Desktop

Shrink To View

Analyze

Activation...

Save

Components

Fields

Search...

Standard (42)

Accordion

Action Launcher

Actions & Recommendations

Activities

Approval Trace

Assessment List

CRM Analytics Collection

CRM Analytics Dashboard

Dynamic Related List - Single

Einstein Next Best Action

Flow

Flow Orchestration Work Guide

Highlights Panel

Invoice Preview

Launchpad

List View

LWC CRM Analytics Dashboard

Get more on the AppExchange

Games

Fifa 25

New Contact

New Opportunity

New Lead

Game

Price

Release Date

Related

Details

Activity

Owner

Created By

Last Modified By

Basic Info

Game Name

Price

Release Date

Pricing

Price

Activity

Filters: All time • All activities • All types

Refresh

Expand All

View All

Upcoming & Overview

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Page

* Label

Games Record Page

* API Name

Games_Record_Page

* Page Type

Record Page

Object

Games

Template

Header and Right Sidebar

Change

Description

Enable page-level dynamic actions for the Salesforce mobile app

PAO

Search...

PlayStation CRM

Subscriptions

Games

Contacts

Repairs

Cases

Campaigns

Home

Copy of Open Cases by Status

We can't draw this chart because there is no data.

View Report

As of Today at 9:35 AM

Copy of Subscriptions Expiring Soon

Record Count

0 0.2 0.4 0.6 0.8 1

End Date

10/11/2025

View Report

As of Today at 9:40 AM

All

More

All

1 item, sorted by Repairs Name

REP-001

History

PAO

Search...

PlayStation CRM

Subscriptions

Games

Contacts

Repairs

Cases

Campaigns

Home

Repairs

Console Repair

New Contact

Edit

New Opportunity

Approval Info

Cost Approved

Approval Status

Repair Request Info

Service Type

Console Repair

Status

In Progress

Request Date

9/16/2025

Repair Cost

\$25.00

Activity

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

PAO

Q Search...

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PlayStation CRM

Subscriptions

Games

Contacts

Repairs

Cases

Campaigns

Home

Subscriptions

Basic

New Contact

Edit

New Opportunity

Plan type

Basic

Status

Active

Start Date

9/23/2025

End Date

10/11/2025

Approval Info

Discount Requested

\$15.00

Approval Status

Pending Approval

Gamer Info

Contact

Bruno Fernandez

Activity

📅

💬

📧

📧

PAO

Q Search...

★

+

🏠

?

⚙️

🔔

👤

PlayStation CRM

Subscriptions

Games

Contacts

Repairs

Cases

Campaigns

Home

Contact

Mr. Bruno Fernandez

+ Follow

New Case

New Note

Submit for Approval

Title

Account Name

Phone (2)

Email

Contact Owner

Himanshu Kumar

Overview

Subscriptions

Repairs

Cases

Repairs (1)

New

Repairs Name

REP-001

View All

Activity

Chatter

PAO

Q Search...

★

+

🏠

?

⚙️

🔔

👤

PlayStation CRM

Subscriptions

Games

Contacts

Repairs

Cases

Campaigns

Home