

PHASE 6: User Interface Development

1. Lightning App Builder

Lightning App Builder was used to design and customize the user interface using a **drag-and-drop, no-code approach**.

- It allows administrators to assemble pages using standard Salesforce components.
- Custom and standard components were arranged to improve usability and data visibility.
- Different pages were created and optimized for desktop view to support daily operations of support agents and managers.

Outcome:

The application interface became intuitive, role-friendly, and easy to navigate.

2. Record Pages

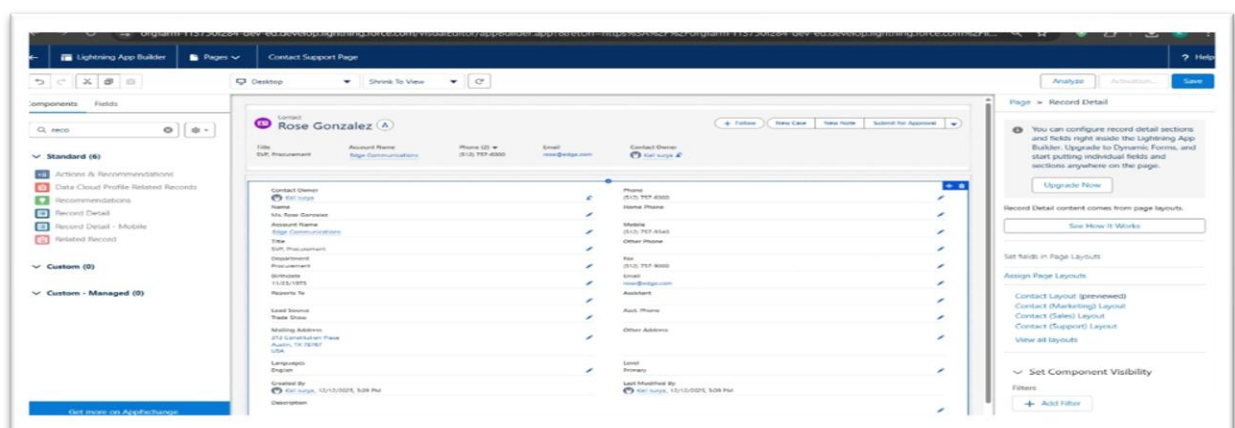
Custom **Record Pages** were created for key objects to display relevant information clearly and efficiently.

a) Contact Record Page

(Based on the Contact Support Page image)

- Displays complete customer information such as name, account, phone numbers, email, department, and address.
- Helps support agents quickly understand customer background while handling tickets.
- Standard **Record Detail** component was used to show fields from the page layout.

This page ensures that agents have immediate access to customer details without navigating to multiple screens.

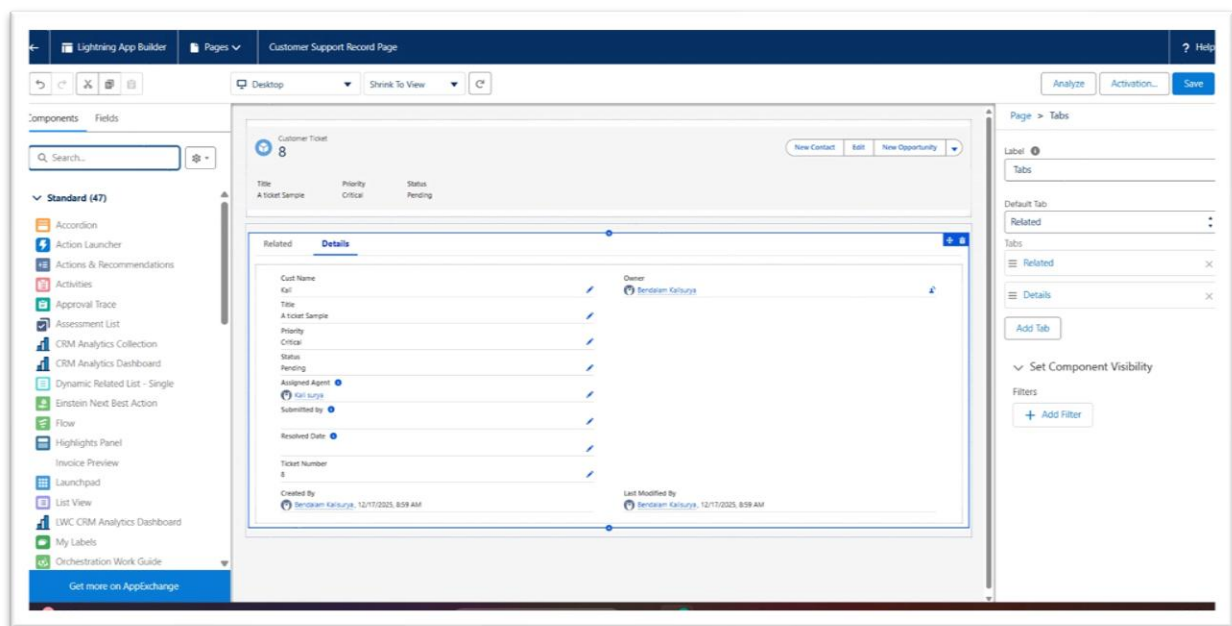


b) Customer Ticket Record Page

(Based on the Customer Support Record Page image)

- Designed specifically for the **Customer Ticket** object.
- Displays ticket-specific fields such as:
 - Ticket Number
 - Title
 - Priority
 - Status
 - Assigned Agent
 - Submitted By
 - Resolved Date
- Uses a **Tabs component** with:
 - **Details tab** → Shows ticket fields
 - **Related tab** → Shows related records such as feedback or activities

This layout improves readability and helps agents focus on ticket resolution.



3. Tabs Configuration

(Based on the Tabs Setup image)

Tabs were created to allow easy navigation between key objects in the application.

Custom Object Tabs Created:

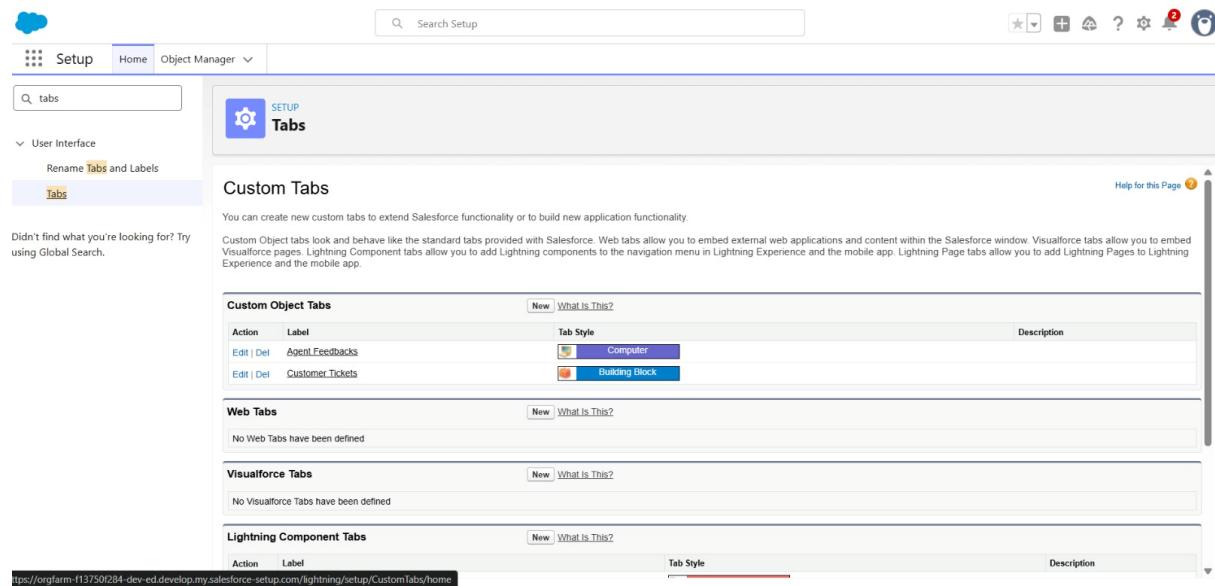
- **Customer Tickets**
- **Agent Feedback**

Implementation Details:

- Tabs were created from **Setup** → **Tabs** → **Custom Object Tabs**.
- Each tab was assigned a suitable icon and label.
- Tabs were added to the relevant Salesforce apps for visibility.

Benefit:

Tabs provide quick access to frequently used objects, reducing navigation time for users.



4. Home Page Layouts

Home Pages were designed using Lightning App Builder to act as dashboards for different user roles.

- The Home Page serves as a central workspace for support agents and managers.
- Components such as reports, charts, and key metrics can be added.
- Different layouts can be assigned based on:
 - App
 - Profile
 - Role

Example Use Case:

- Support Agents see assigned tickets and pending work.
- Support Managers view team performance and ticket status summaries.

Benefits of UI Customization in Phase 6

- Improved user experience through clean and structured layouts
- Faster access to customer and ticket information
- Reduced navigation effort using custom tabs
- Role-based page views increase productivity
- Consistent and professional application interface