

# SMART SLA TRACKER: INTELLIGENT CUSTOMER COMPLAINT & ESCALATION MANAGEMENT

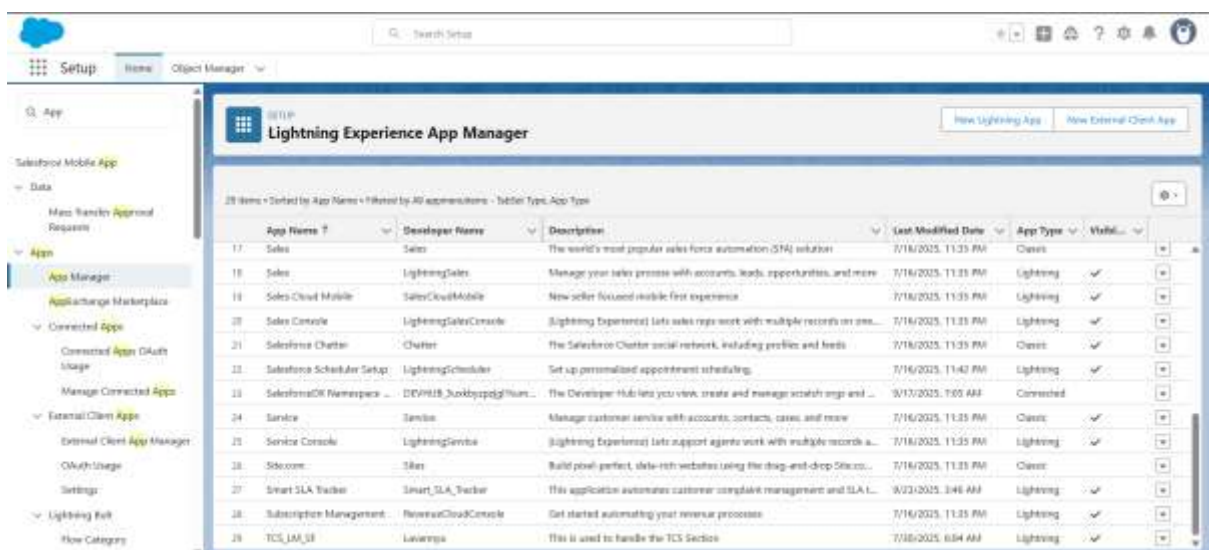
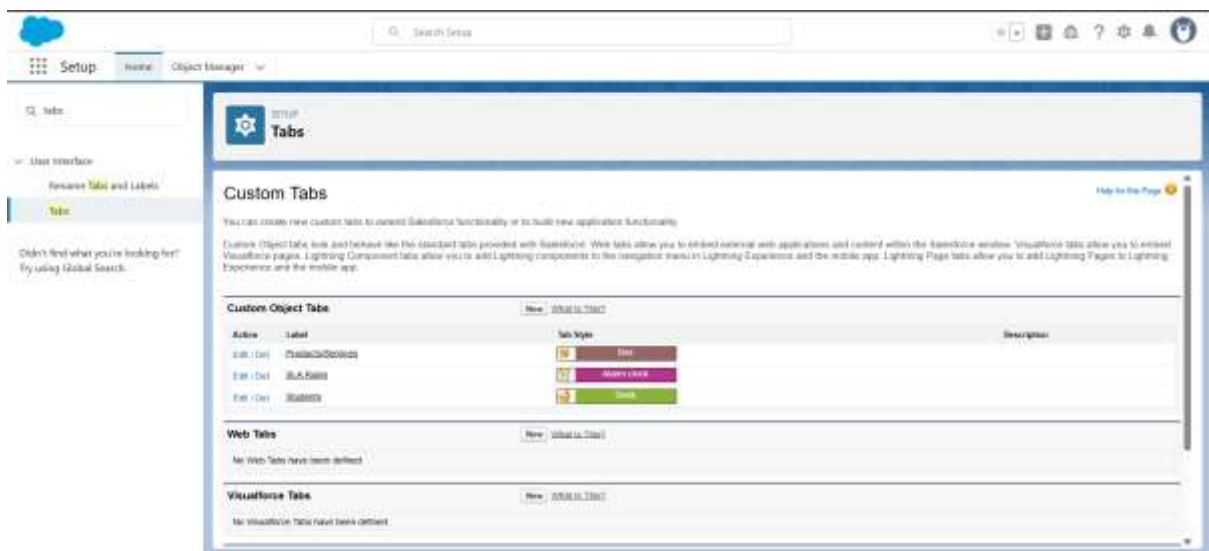
## Phase 6: User Interface Development

### 6.1 Lightning App & Home Page:

Setup > App Manager > New Lightning App > App Name > as Smart SLA Tracker

- Create custom object Tabs > SLA Rule and Product/Service.

Setup > Tabs > "Custom Object Tabs" > New.



1. Give it a App Name ( Smart SLA Tracker) and Choose a logo

The screenshot shows the 'New Lightning App' wizard in Salesforce, specifically the 'App Details & Branding' step. The interface is divided into two main sections: 'App Details' and 'App Branding'.

**App Details:**

- App Name:** Smart SLA Tracker
- Developer Name:** Smart\_SLA\_Tracker
- Description:** This application automates customer complaint management and SLA tracking. It intelligently

**App Branding:**

- Image:** A blue shield icon with a white checkmark.
- Primary Color Hex Value:** #0070C0
- Tag Line:** Tag Line Options

A 'Next' button is located at the bottom right of the wizard. Below the wizard, a table lists the components of the app:

Component	App Name	Developer Name	Description	Created At	Created By	Status
11	Digital Experience	Salesforce CRM	Manage content and media for all of your sites	7/16/2023, 11:33 PM	Lightning	✓
12	Lightning Image App	lightningimageapp	View Adoption and Usage Metrics for Lightning Experience	7/16/2023, 11:33 PM	Lightning	✓
13	Marketing CRM Client	Marketing	Track sales and marketing efforts with CRM objects	7/16/2023, 11:33 PM	Client	✓

2. Choose App options.

The screenshot shows the 'New Lightning App' wizard in Salesforce, specifically the 'App Options' step. The interface is divided into two main sections: 'Navigation and Form Factor' and 'Setup and Personalization'.

**Navigation and Form Factor:**

- Navigation Style:** ☒ Standard navigation, ☐ Console navigation
- Supported Form Factors:** ☒ Desktop and phone, ☐ Desktop, ☐ Phone

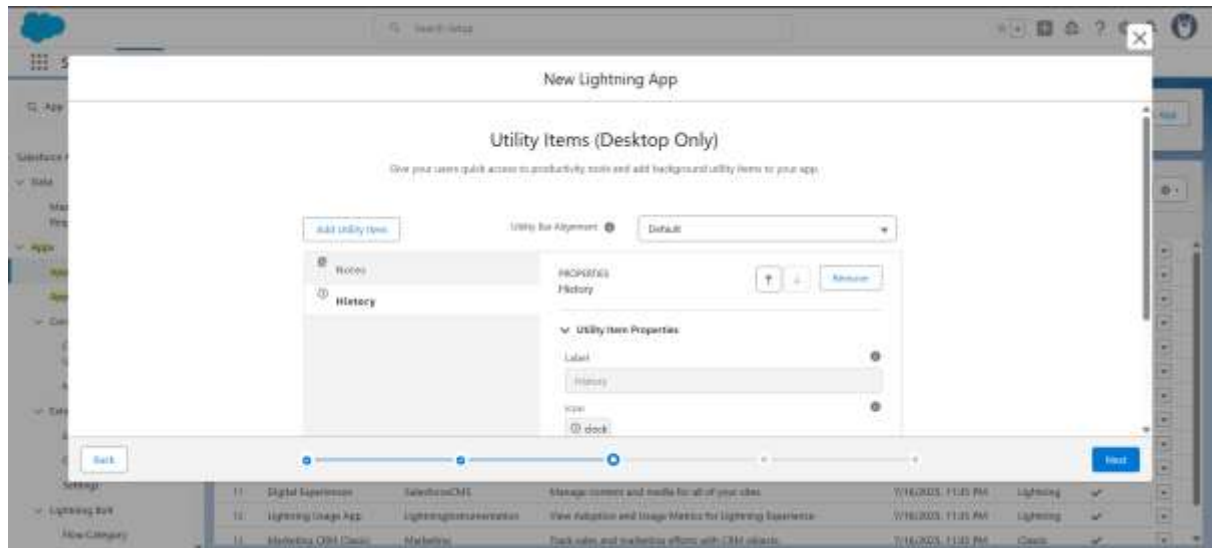
**Setup and Personalization:**

- Setup Experience:** ☒ Setup (Full set of Setup options), ☐ Service Setup, ☐ Data Cloud Setup
- App Personalization Settings:** ☐ Disable and user personalization of nav items in this app, ☐ Disable temporary tabs for items outside of this app, ☐ Use Omni-Channel sidebar

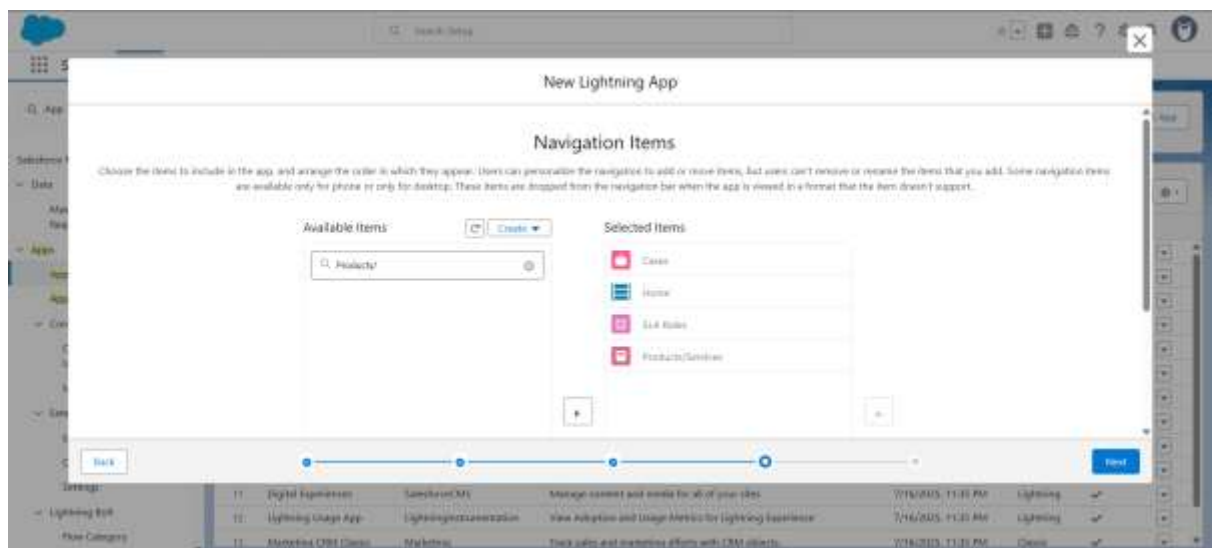
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13	Marketing CRM Client	Marketing	Track sales and marketing efforts with CRM objects	7/16/2023, 11:33 PM	Client	✓

### 3. Add Utility Items

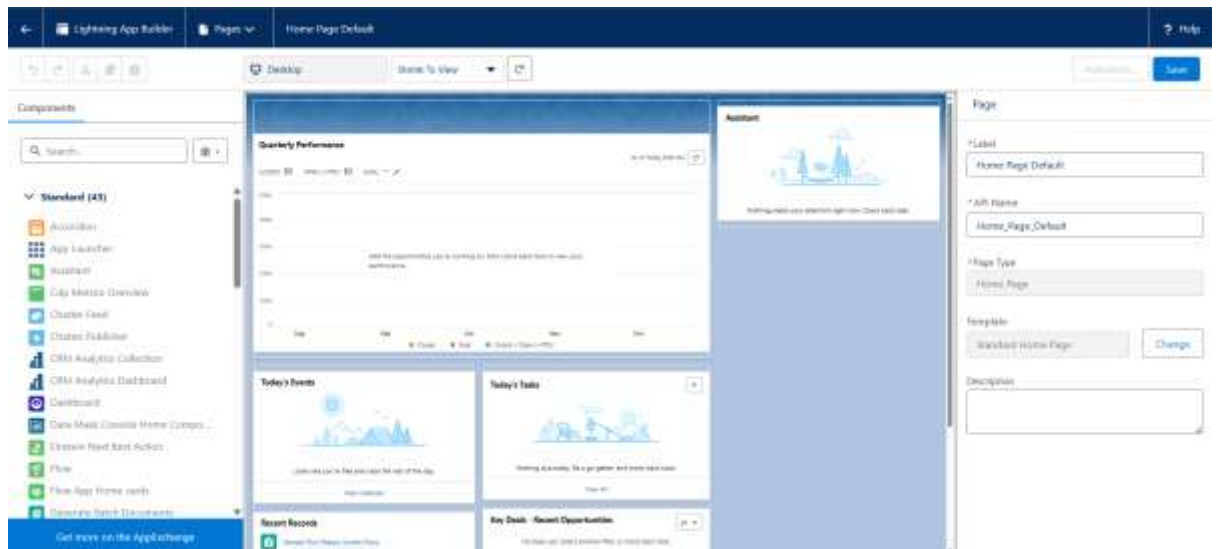


### 4. In the Navigation Items, add the following tabs : Home, Cases, SLA Rules, Products/Services



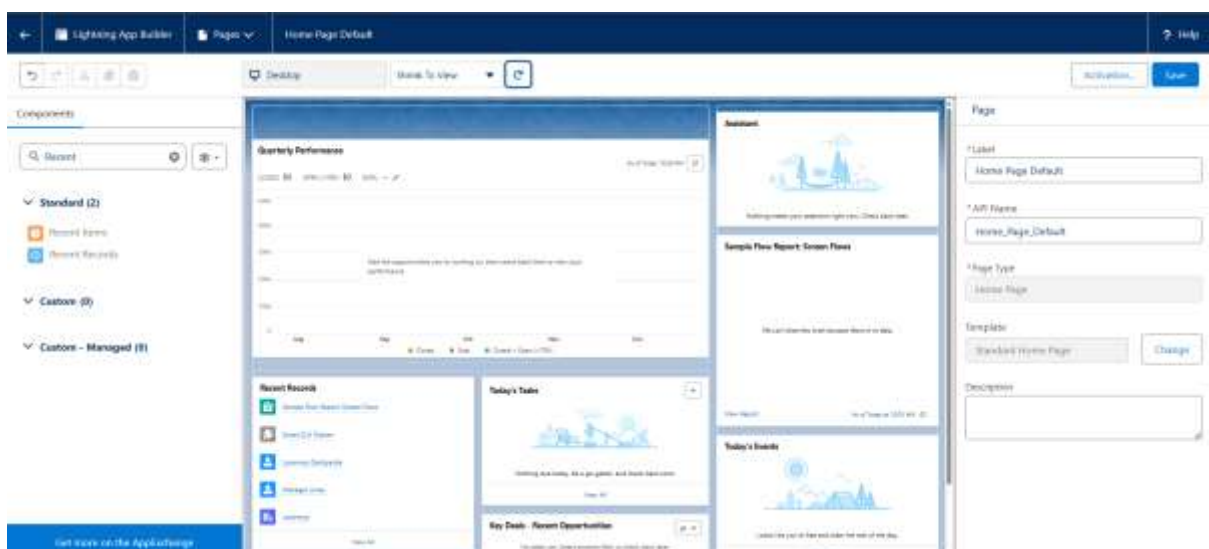
## 6.2 Customize the Home Page:

App Launcher > Smart SLA Tracker > Gear icon > Edit page



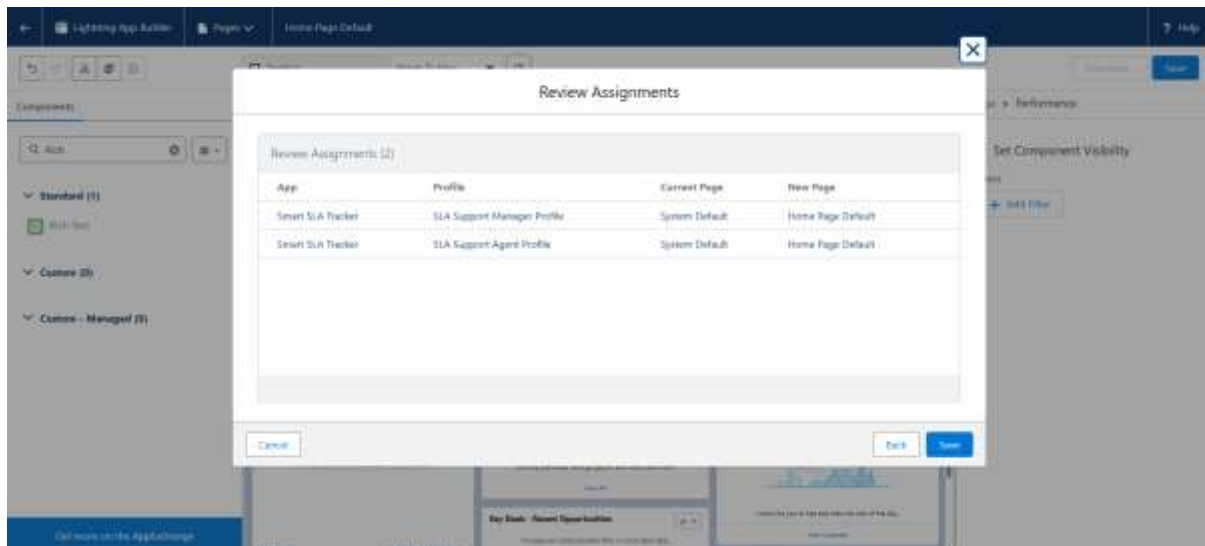
Add and Configure Components:

1. Assistant
2. Report Chart
3. Recent Items
4. Today's Events and Tasks
5. Rich Text



- Save and activate:

Save > activate > App and Profile > Smart SLA Tracker > SLA Support Agent and SLA Support Manager > save



### 6.3 Building a Lightning Web Component (LWC):

Vs Code > SFDX: Create Lightning Web Component > slaStatusIndicator > slaStatusIndicator.html, slaStatusIndicator.js, and slaStatusIndicator.js-meta.xml

slaStatusIndicator.html

```
force-app > main > default > lwc > slaStatusIndicator > slaStatusIndicator.html > ...
1  <template>
2    <lightning-card title="SLA Status">
3      <div class="slds-p-around_medium" style={statusStyle}>
4        <p>SLA Due Date: {slaDueDate}</p>
5      </div>
6    </lightning-card>
7  </template>
8
```

slaStatusIndicator.js

```

1  // @ts-nocheck
2  import { LightningElement, api, wire } from 'lwc';
3  import { getRecord, getFieldValue } from 'lightning/uiRecordApi';
4  import SIA_DUE_DATE_FIELD from '@salesforce/schema/SIA_Due_Date__c';
5
6  // Record Selector (Open)
7  export default class SlatStatusIndicator extends LightningElement {
8    @api recordId;
9    slatStatus;
10    statusStyle = 'color: black;'; // Default color
11
12    // Record Selector (Open) (Generate ID: 1)
13    @wire(getRecord, { recordId: 'recordId', fields: [SIA_DUE_DATE_FIELD] })
14    wireData({ error, data }) {
15      if (data) {
16        this.slatStatus = getFieldValue(data, SIA_DUE_DATE_FIELD);
17        this.checkSlatStatus();
18      } else if (error) {
19        console.error('Error fetching case data: ', error);
20      }
21    }
22
23    // Record Selector (Open) (Generate ID: 2)
24    checkSlatStatus() {
25      if (this.slatStatus) {
26        this.statusStyle = 'color: gray;';
27        return;
28      }
29
30      const now = new Date();
31      const due = new Date(this.slatStatus);
32      const timeRemaining = due.getTime() - now.getTime();
33
34      if (timeRemaining < 0) {
35        this.statusStyle = 'color: red;';
36      } else if (timeRemaining < (24 * 60 * 60 * 1000)) {
37        this.statusStyle = 'color: orange;';
38      } else {
39        this.statusStyle = 'color: green;';
40      }
41    }
42  }

```

**slaStatusIndicator.js-meta.xml**

```

slsStatusIndicator.js  slsStatusIndicator.js - meta.xml  X
force-app > main > default > src > slsStatusIndicator > slsStatusIndicator.js - meta.xml > LightningComponentBundle
1  </xml version="1.0" encoding="UTF-8"/>
2  <lightningcomponentbundle xmlns="http://soap.sforce.com/2006/04/metadata">
3      <apiVersion>55.0</apiVersion>
4      <isExposed>true</isExposed>
5      <targets>
6          <target>lightning__RecordPage</target>
7      </targets>
8      <targetConfigs>
9          <targetConfig targets="lightning__RecordPage">
10              <objects>
11                  <object>Case</object>
12              </objects>
13          </targetConfig>
14      </targetConfigs>
15  </LightningComponentBundle>

```

- **Deploy the code to org**

```

Created slaStatusIndicator LightningComponentBundle force-app/main/default/lwc/slaStatusIndicator/slaStatusIndicator.js-meta.xml

13:16:23.918 Ended SFDX: Deploy This Source to Org
13:30:41.736 Starting SFDX: Deploy This Source to Org

=== Deployed Source
STATE      FULL NAME                                TYPE                                PROJECT PATH
-----
Changed    slaStatusIndicator LightningComponentBundle force-app/main/default/lwc/slaStatusIndicator/slaStatusIndicator.html
Changed    slaStatusIndicator LightningComponentBundle force-app/main/default/lwc/slaStatusIndicator/slaStatusIndicator.js
Changed    slaStatusIndicator LightningComponentBundle force-app/main/default/lwc/slaStatusIndicator/slaStatusIndicator.js-meta.xml

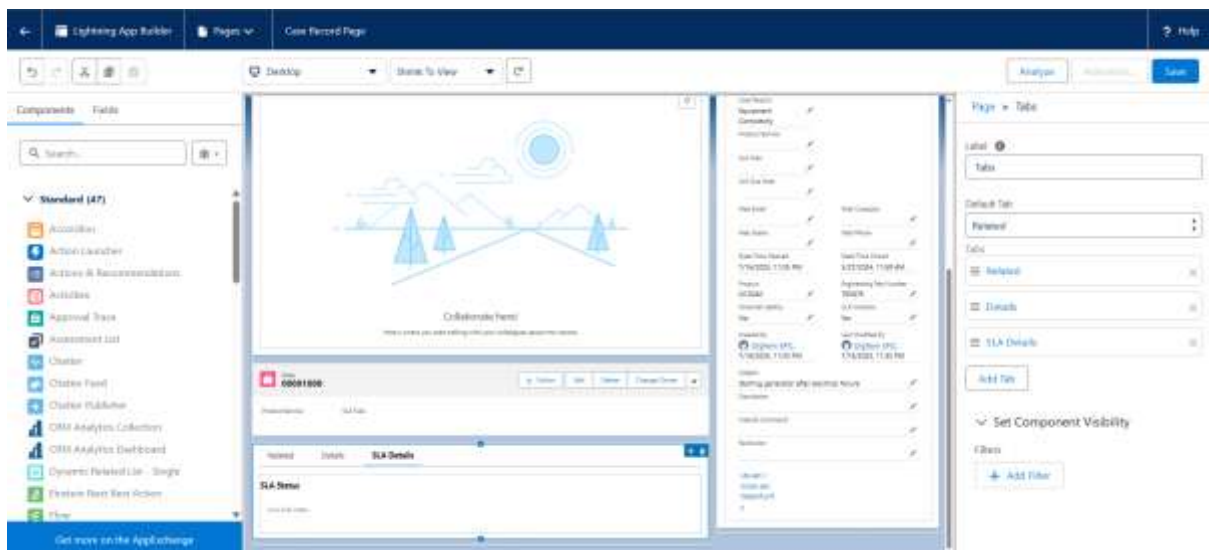
13:30:44.913 Ended SFDX: Deploy This Source to Org

```

## 6.4 Customize the Case Record Page:

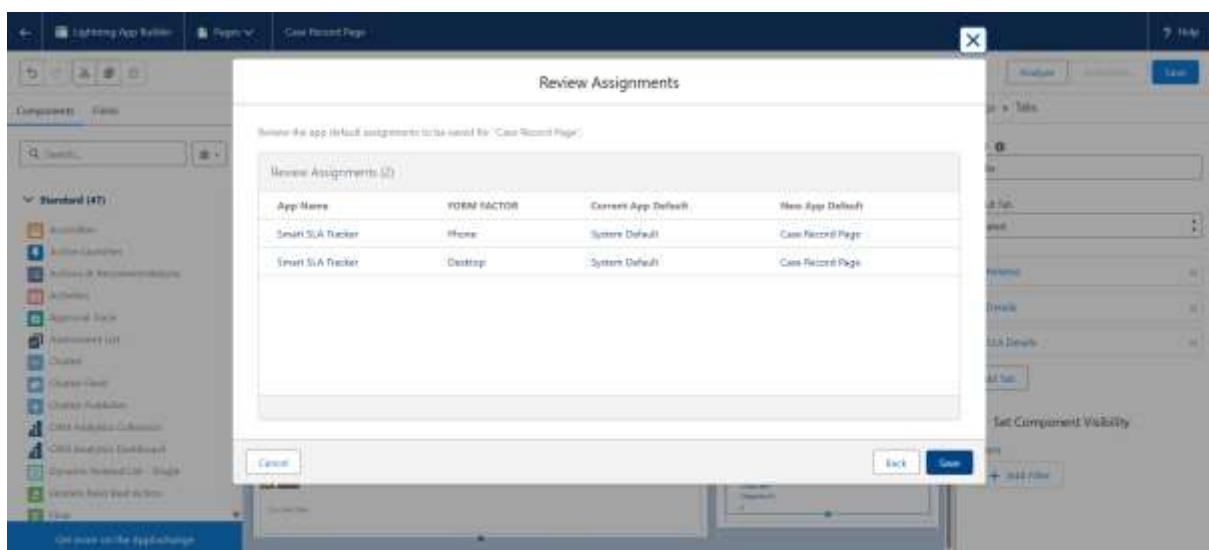
App Launcher > Smart SLA Tracker > Case > Any object > Gear icon > Edit page

1. Add the Highlights Panel
2. Add a new Tab Component
3. Add the Custom LWC > **SLA Details**
4. Add Field: **SLA Due Date**
5. caseMetrics



Save and Activate:

Choose App Default as Smart SLA Tracker





## 6.5 The Lightning Web Component (LWC):

### CaseDataService.cls

```
CaseDataService.cls X CaseMetrics.js CaseMetrics.js-meta.xml
force-app > main > default > classes > CaseDataService.cls > CaseDataService
1 public with sharing class CaseDataService {
2     @AuraEnabled(cacheable=true)
3     public static Integer getHighPriorityCaseCount() {
4         return [SELECT count() FROM Case WHERE Priority = 'High'];
5     }
6 }
```

- caseMetrics

### caseMetrics.html

```
CaseDataService.cls CaseMetrics.html X CaseMetrics.js CaseMetrics.js-meta.xml
force-app > main > default > lwc > caseMetrics > caseMetrics.html > template
1 <template>
2     <lightning-card title="Case Metrics">
3         <div class="slds-p-around_medium">
4             <lightning-button label="Get Case Metrics" onclick={getCaseCount}></lightning-button>
5             <p>High Priority Cases: {highPriorityCount}</p>
6         </div>
7     </lightning-card>
8 </template>
```

### caseMetrics.js

```
CaseDataService.cls CaseMetrics.html CaseMetrics.js X CaseMetrics.js-meta.xml
force-app > main > default > lwc > caseMetrics > caseMetrics.js > CaseMetrics
1 import { LightningElement, track } from 'lwc';
2 import getHighPriorityCaseCount from '@salesforce/apex/CaseDataService.getHighPriorityCaseCount';
3
4 WireDefault({label: 'Get Case Metrics'})
5 export default class CaseMetrics extends LightningElement {
6     @track highPriorityCount = 0;
7
8     WireDefault({label: 'Get Case Metrics'})
9     getCaseCount() {
10         getHighPriorityCaseCount()
11             .then(result => {
12                 this.highPriorityCount = result;
13             })
14             .catch(error => {
15                 console.error(error);
16             });
17     }
18 }
```

### caseMetrics.xml

```
CaseDataService.cls CaseMetrics.html CaseMetrics.js CaseMetrics.js-meta.xml X
force-app > main > default > lwc > caseMetrics > caseMetrics.js-meta.xml > LightningComponentBundle
1 <?xml version="1.0" encoding="UTF-8"?>
2 <lightningComponentBundle xmlns="http://soap.sforce.com/2006/04/metadata">
3     <apiVersion>55.0</apiVersion>
4     <isExposed>true</isExposed>
5     <targets>
6         <target>lightning__HomePage</target>
7     </targets>
8 </lightningComponentBundle>
```



## Deployment :

```
Created CaseDataService ApexClass force-app/main/default/classes/CaseDataService.cls-meta.xml

15:39:16.615 Ended SFDX: Deploy This Source to Org
15:39:28.272 Starting SFDX: Deploy This Source to Org

==== Deployed Source
STATE      FULL NAME                                TYPE                                PROJECT PATH
-----
Created    caseMetrics lightningcomponentbundle    force-app/main/default/lwc/caseMetrics/caseMetrics.html
Created    caseMetrics lightningcomponentbundle    force-app/main/default/lwc/caseMetrics/caseMetrics.js
Created    caseMetrics lightningcomponentbundle    force-app/main/default/lwc/caseMetrics/caseMetrics.js-meta.xml

15:39:38.811 Ended SFDX: Deploy This Source to Org
```

## 6.6 Add a Utility Bar:

History, notes

