1. Custom Object: Complaint__c

⬜ Purpose

Stores all complaints raised by customers, with details such as description, priority, status, and resolution notes.

⬜ Key Fields

Field Label	API Name	Data Type	Description / Purpose
Complaint Name	Name / Auto Number	Auto Number / Text	Unique complaint identifier (e.g., CMP-0001).
Customer	Customer__c	Lookup (Customer)	Links complaint to a customer record.
Complaint Date	Complaint_Date__c	Date	Date the complaint was created. Default: Today().
Complaint Description	Complaint_Desc__c	Long Text Area	Detailed description of the issue.
Status	Status__c	Picklist	Complaint lifecycle: New, In Progress, Resolved, Closed.
Priority	Priority__c	Picklist	Urgency: Low, Medium, High, Urgent.
Assigned To	Assigned_To__c	Lookup (User)	The support agent handling the complaint.
Resolution Notes	Resolution_Notes__c	Long Text Area	Manager/Agent fills when complaint is resolved.

⬜ Relationships

- Lookup to **Customer__c** (each Complaint is linked to one Customer).
- Lookup to **User** (Assigned To).

orgfarm-3142e30c9b-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01IgL000002QM0X/Details/view

Setup   Home   Object Manager

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- Scoping Rules
- Object Access
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Details   Edit   Delete

Description

API Name
Complaint__c

Custom
✓

Singular Label
Complaint

Plural Label
Complaints

Enable Reports
✓

Track Activities
✓

Track Field History
✓

Deployment Status
Deployed

Help Settings
Standard salesforce.com Help Window

Rainy days ahead
31°C

Q Search

ENG
IN
12:42
30-09-2025

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orgfarm-3142e30c9b-dev-ed.develop.lightning.force.com/lightning/setup/ObjectManager/01IgL000002QM0X/FieldsAndRelationships/view

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Fields & Relationships
11 Items, Sorted by Field Label

Quick Find   New   Deleted Fields   Field Dependencies   Set History Tracking

Assigned To	Assigned_To__c	Lookup(User)	✓
Complaint Date	Complaint_Date__c	Date	
Complaint Description	Complaint_Description__c	Long Text Area(32768)	
Complaint Name	Name	Auto Number	✓
Created By	CreatedById	Lookup(User)	
Customer	Customer__c	Lookup(Customer)	✓
Last Modified By	LastModifiedById	Lookup(User)	
Owner	OwnerId	Lookup(User,Group)	✓
Priority	Priority__c	Picklist	
Resolution Notes	Resolution_Notes__c	Long Text Area(32768)	

1 cm of rain
Thursday

Q Search

ENG
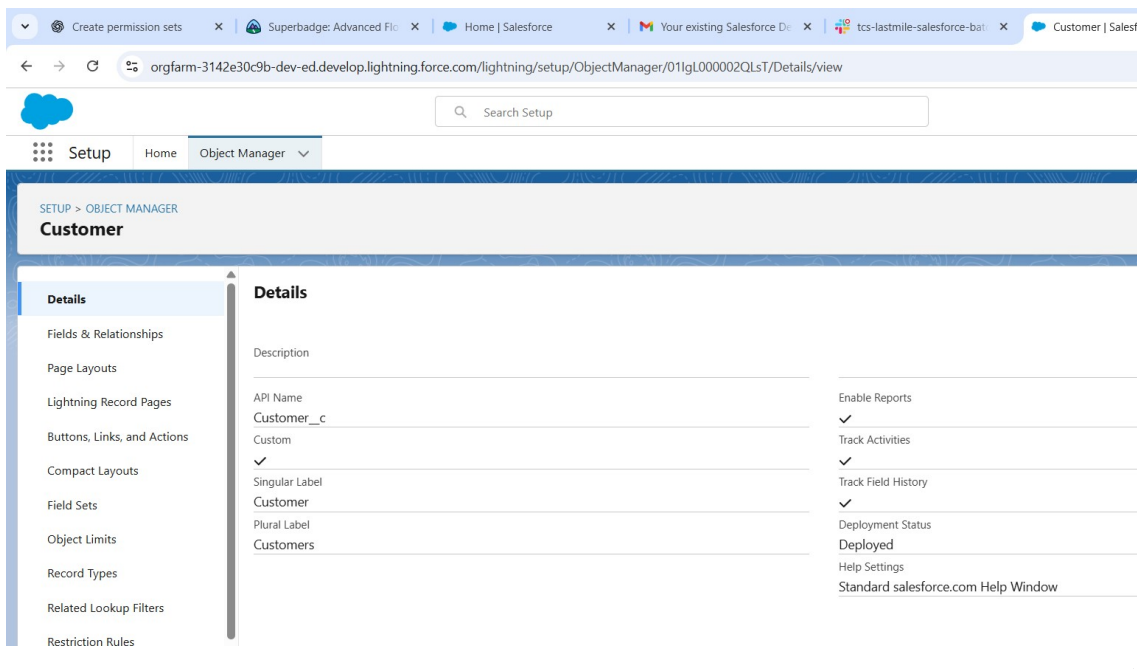IN
12:42
30-09-2025

2. Custom Object: Customer__c

⬚ Purpose

Stores customer details to whom complaints are linked.

⬚ Key Fields

Field Label	API Name	Data Type	Description
Customer Name	Name	Text	Name of the customer.
Email	Email__c	Email	Unique customer email address.
Phone Number	Phone__c	Phone	Contact number.
Address	Address__c	Text Area	Customer's address.
Customer Type	Customer_Type__c	Picklist	Values: Individual, Corporate.

⬚ Relationships

- Parent in relationship with **Complaint__c** (one Customer → many Complaints).

3. Object Relationships (ERD – simplified)

```
Customer__c (Parent)
   |
   |--< Complaint__c (Child)
           |
           |-- Assigned To (Lookup to User)
```

- One Customer can have **many Complaints**.
- Each Complaint is assigned to **one User (Agent/Manager)**.

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4. Field-Level Security (FLS) Summary

- **Admins** → Full access.
- **Managers** → Can edit most fields including "Assigned To" and "Resolution Notes".
- **Agents** → Can create complaints, edit description, update status, but cannot reassign.

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5. Page Layouts

- **Complaint Layout** → Shows complaint details, related lists (Activities, History).
- **Customer Layout** → Shows customer contact details, related complaints.