LIGHTNING PDF GENERATOR

Persona	Scenario/Objective
Mark, the Salesforce Developer	Mark is tasked with enhancing the user experience of a Salesforce application by allowing users to download specific Lightning component views as PDFs. He decides to utilize the "Lightning PDF Generator" component to achieve this functionality seamlessly.

	Discovery	Research & Testing	Implementation	Deploy & Adoption	Feedback & Iteration
User Actions	Mark explores the Salesforce documentation to find a solution for downloading Lightning component views as PDFs.	Mark reviews the capabilities of the "Lightning PDF Generator" component and examines its implementation in sample configurations.	Mark integrates the "Lightning PDF Generator" component into the Salesforce application, customizing its properties according to the requirements.	Mark deploys the updated application with the PDF download feature enabled and communicates the new functionality to users.	Mark collects feedback from users regarding the PDF download feature and iterates on the implementation to address any issues or suggestions.
Touchpoints	Salesforce Documentation, Forums, Community Boards.	Component Documentation, Sample Configurations, Sandbox Environment.	Salesforce Development Environment, Component Configuration.	Release Notes, User Training Sessions.	User Feedback Forms, Support Tickets.
Emotion	☹️	😐	😊	😊	😐
Pain Points	Lack of clear documentation, uncertainty about available solutions.	Complexity of configurations, potential compatibility issues.	Debugging errors, ensuring proper functionality.	User resistance to change, potential performance issues.	Identifying areas for improvement, managing user expectations
Possible Solutions	Finding relevant documentation, seeking advice from community forums.	Experimenting with different configurations, consulting with peers for insights.	Thorough testing, referring to documentation and support resources	Providing clear instructions, addressing user concerns promptly.	Analyzing feedback data, prioritizing enhancements based on user needs.