**Phase 6: User Interface Development**

**Objectives**

Create a **user-friendly interface** for agents, managers, and customers using Salesforce Lightning App Builder, LWC, and page customizations.

**Activities**

1. **Lightning App Builder**
   * Created **After-Sales Support App** with navigation tabs: Cases, Orders, Returns, Refunds, Replacements.
2. **Record Pages**
   * Case Page: Shows related Order, Return, Refund, and Replacement.
   * Refund Page: Includes approval status and payment integration widget.
3. **Tabs**
   * Added tabs for Returns, Refunds, Replacements in navigation bar.
4. **Home Page Layouts**
   * Manager homepage: KPIs on SLA compliance, refund leakage, and return volume.
5. **Utility Bar**
   * Quick Case Creation.
   * Access to Knowledge Articles.
6. **LWC (Lightning Web Components)**
   * **Return Tracking Component**: Customers check return/refund status.
   * **Refund Calculator**: Auto-calculates refund amount based on order.
   * **Courier Tracking Component**: Real-time status from courier API.
7. **Apex with LWC**
   * Refund API integration shown inside LWC refund status component.
8. **Events in LWC**
   * Child-to-parent event communication for refund approval.
9. **Wire Adapters**
   * Fetch live order details from Salesforce records.
10. **Imperative Apex Calls**

* Trigger courier API calls on button click.

1. **Navigation Service**

* Redirect customers from portal homepage to Refund/Return detail pages.

**Deliverables**

* **After-Sales Lightning App**
* **Customer Self-Service Portal (LWC-based)**
* **UI Mockups & Screenshots for Demo**

Name- Shubhangi Vishwakarma

College- Gyan Ganga Institute of Technology and Sciences

Email- shubhangi.vishwakarma.cs22@ggits.net

TCS Phase 2 : Batch 5