

# Guest360 CRM Project – Phase 6: User Interface Development

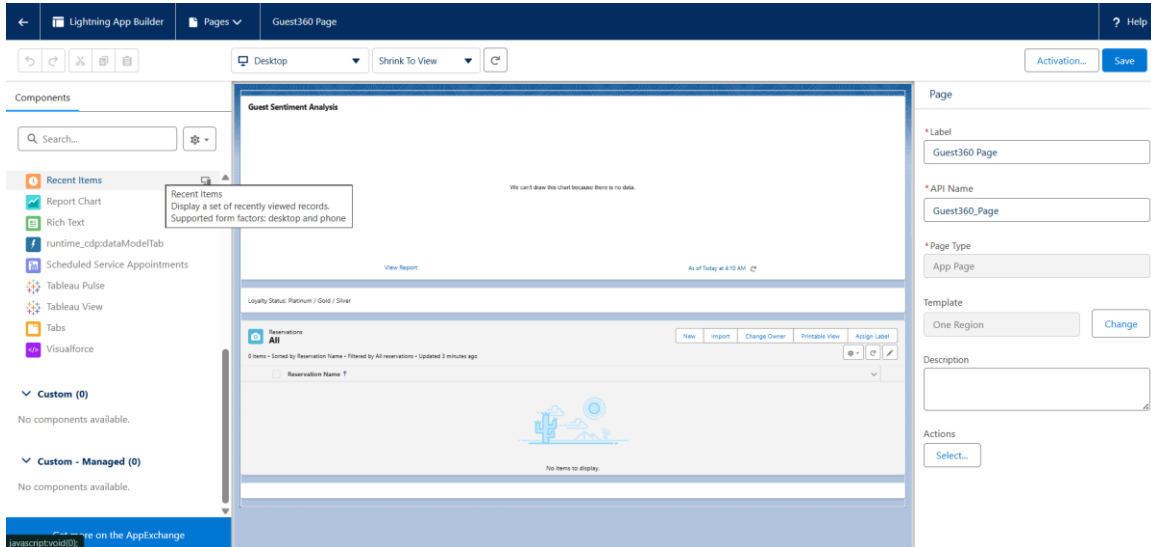
This document explains Phase 6 (User Interface Development) of the Guest360 CRM Project. It includes detailed click-by-click steps and screenshot placeholders for each UI configuration.

## Step 1: Guest360 Page – Loyalty & Sentiment Data

Path: **Setup** → **Lightning App Builder** → **New** → **App Page**

Steps:

1. Setup → Lightning App Builder → New → App Page → Next → Name: Guest360.
2. Drag Tabs Component onto the canvas.
3. Create tabs: Details, Loyalty, Sentiment.
4. Loyalty Tab: Add Rich Text or Report Chart to display loyalty tiers (Gold, Silver, Platinum).
5. Sentiment Tab: Add Report Chart to display sentiment data (positive, neutral, negative).
6. Save → Activate.



## **Step 2: LWC Component – Journey Timeline, AI Recommendations, Sentiment Heatmap.**

### **LWC Component – Journey Timeline**

Path: **Setup → Developer Console → New Lightning Web Component**

Steps:

1. Create LWC named journeyTimeline.
2. Deploy component and add it to Guest360 Page.

### **LWC Component – AI Recommendations**

Path: **Setup → Developer Console → New Lightning Web Component**

Steps:

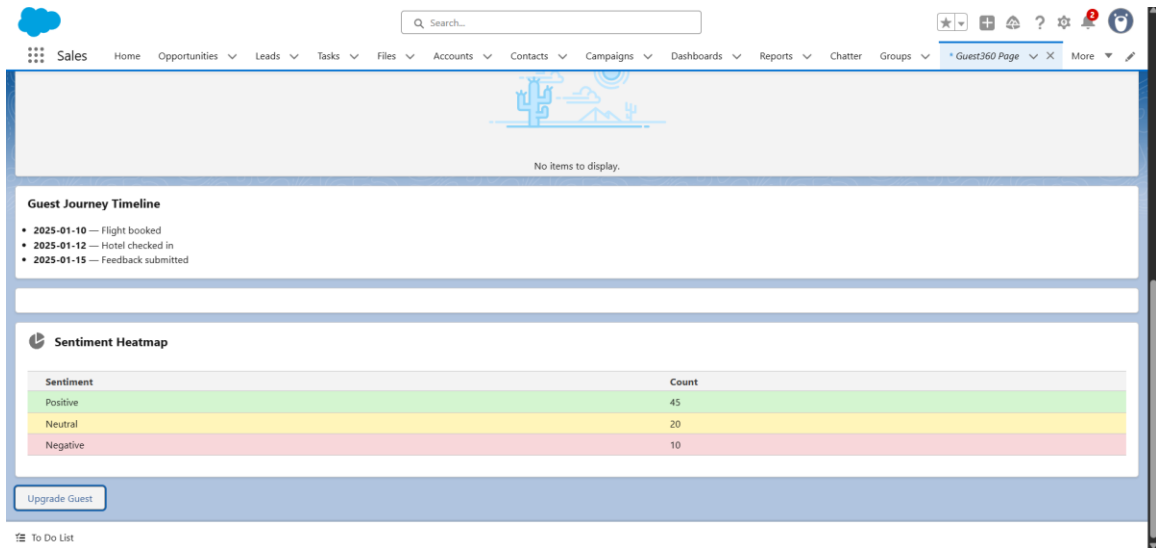
1. Create LWC named aiRecommendations.
2. Display recommendations in cards or list view with CTA buttons
3. Deploy component and add it to Guest360 Page.

### **LWC Component – Sentiment Heatmap**

Path: **Setup → Developer Console → New Lightning Web Component**

Steps:

1. Create LWC named sentimentHeatmap.
2. Use chart library (e.g., chart.js) to display heatmap by date, location, or interaction.
3. Color-code sentiment values for clarity (positive = green, neutral = yellow, negative = red).
4. Deploy component and add it to Guest360 Page.



## Step 5: Navigation Service – One-Click Upgrade

Path: **Setup** → **Lightning App Builder** → **Guest360 Page**

Create Direct Button for Navigation Service.

That is a `upgradeButton`.

(The above screenshot is the proof for this step as well.)

## Conclusion

Phase 6 delivers a fully functional Guest360 Page with interactive LWCs for journey tracking, AI recommendations, and sentiment visualization. The one-click upgrade button simplifies loyalty management and enhances user experience.