

Phase 10: Final Presentation and Demo

Project: Customer Support Ticket Management System

App: Customer Support Ticket Management System

Tabs: Customers, Support Tickets, Ticket Categories, Reports and Dashboards

Customer Record Creation:

The screenshot shows the 'Customer Support App' interface with the 'Customers' tab selected. A search bar at the top right contains the placeholder 'Search...'. Below it is a toolbar with icons for star, plus, download, help, settings, and notifications. The main area displays a list titled 'Recently Viewed' with 8 items, updated a few seconds ago. The columns are 'Total Life Time Value' (checkbox) and 'Name'. The data is as follows:

Total Life Time Value	Name
12,500	Anitha
25,000	Vikram
10,000	Rushi
18,000	Saniya
10,000	Kapoortvi
85,000	Riya
12,000	Aarav
80,000	Harika

Support Ticket Record Creation:

The screenshot shows the 'Customer Support App' interface with the 'Support Tickets' tab selected. A search bar at the top right contains the placeholder 'Search...'. Below it is a toolbar with icons for star, plus, download, help, settings, and notifications. The main area displays a list titled 'Recently Viewed' with 8 items, updated a few seconds ago. The columns are 'Support Ticket Name' (checkbox) and a blank column. The data is as follows:

Support Ticket Name	
Report Download Issue	
Slow Application Performance	
Incorrect Billing Amount	
Email Notifications Not Received	
Unable to Update Profile	
Application Crash on Launch	
Payment Gateway Error	
Login Issue – Password Reset	

Ticket Categories Records:

Ticket Categories

Recently Viewed

9 items • Updated a few seconds ago

	Ticket Category Name	Action
1	General Support Query	
2	Report & Dashboard Issues	
3	Security & Access Issues	
4	Data Sync & Integration Issues	
5	Email & Notification Issues	
6	Account Management Issues	
7	Application Performance Issues	
8	Payment & Billing Issues	
9	Login & Authentication Issues	

Reports:

Report: Support Tickets
New Support Tickets Report

Total Records 8

	Support Ticket: Support Ticket Name	Support Ticket: Owner Name	Customer	Support Ticket: ID	Priority	Status
1	Unable to Update Profile	Sai Subha Kanthi pusapati	Rushi	a00f00000m1dkS	Low	Resolved
2	Incorrect Billing Amount	Sai Subha Kanthi pusapati	Vikram	a00f00000m1foh	High	In Progress
3	Slow Application Performance	Sai Subha Kanthi pusapati	Kapoorvi	a00f00000m1yuZ	Medium	Resolved
4	Login Issue – Password Reset	Sai Subha Kanthi pusapati	Anitha	a00f00000m2UeH	Medium	In Progress
5	Payment Gateway Error	Sai Subha Kanthi pusapati	Vikram	a00f00000m2Uj7	Medium	In Progress
6	Application Crash on Launch	Sai Subha Kanthi pusapati	Saniya	a00f00000m2V45	High	In Progress
7	Email Notifications Not Received	Sai Subha Kanthi pusapati	Harika	a00f00000m2ViP	Medium	Closed
8	Report Download Issue	Sai Subha Kanthi pusapati	Aarav	a00f00000m2Yht	Low	Closed

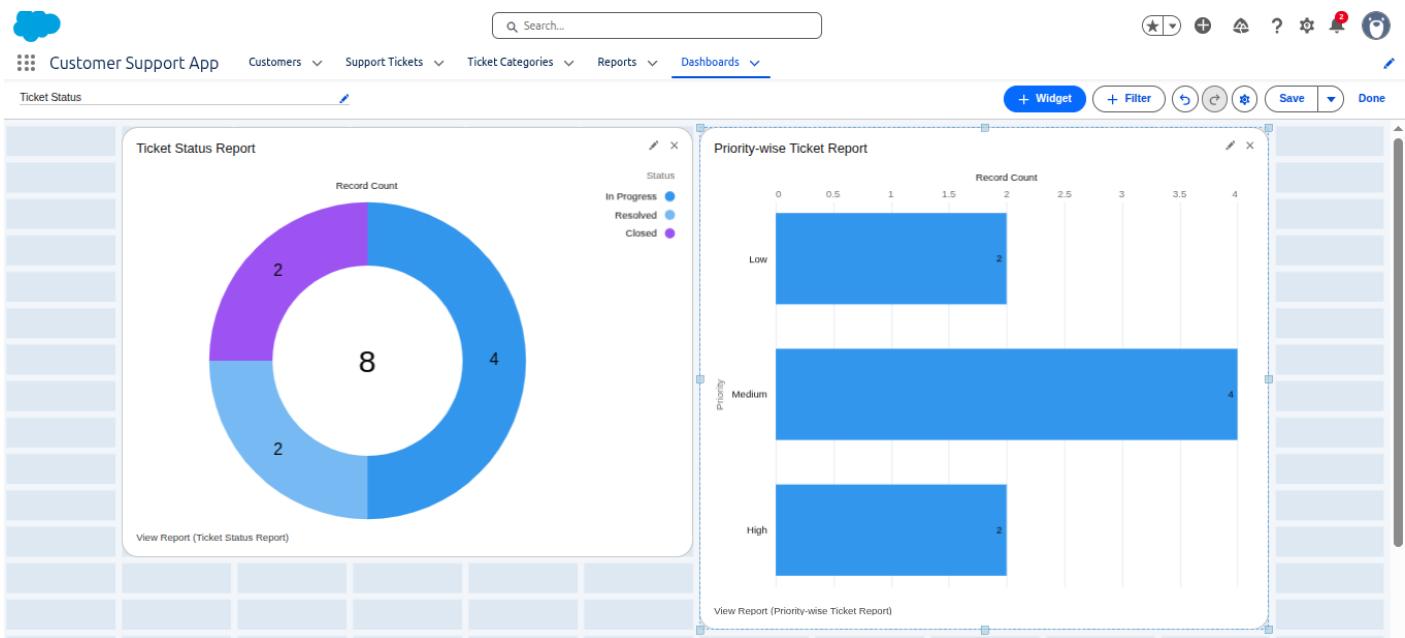
Report: Support Tickets
Ticket Status Report

Status	Record Count
In Progress	4
Resolved	2
Closed	2

Subtotal

Row Counts	Detail Rows	Subtotals	Grand Total
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Dashboards:



Conclusion:

The Customer Support Ticket Management System was successfully designed and implemented using the Salesforce platform. The project addressed key challenges in managing customer support operations by providing a centralized system for ticket creation, tracking, and resolution. By leveraging Salesforce declarative tools such as custom objects, validation rules, flows, reports, and dashboards, the system ensures efficiency, accuracy, and transparency in support processes.