

Phase 6: User Interface

Project: Customer Support Ticket Management

The User Interface (UI) for the Customer Support Ticket Management System is designed using Salesforce Lightning Experience to provide a clean, simple, and intuitive interface for support agents and managers. The UI enables users to create, view, and manage customer support tickets efficiently, while managers can monitor ticket status and overall support performance.

1. Application

- **App Name:** Customer Support Ticket Management System
- **App Type:** Lightning App
- **Components Included:**
 - Customer (Custom Object)
 - Support Ticket (Custom Object)
 - Ticket Category (Custom Object)
 - Reports and Dashboards (Ticket Summary, Priority Tracking, Status Analysis)

The app provides easy navigation through tabs and layouts to manage the entire leave lifecycle.

The screenshot displays the Salesforce Lightning App Builder interface. The top navigation bar includes a back arrow, 'Lightning App Builder', 'App Settings', 'Pages', and 'Customer Support App', along with a help icon. The left sidebar shows the 'App Settings' menu with options for 'App Details & Branding' (selected), 'App Options', 'Utility Items (Desktop Only)', 'Navigation Items', and 'User Profiles'. The main content area is titled 'App Details & Branding' and includes instructions: 'Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.' The 'App Details' section contains fields for 'App Name' (filled with 'Customer Support App'), 'Developer Name' (filled with 'Customer_Support_App'), and 'Description' (with a placeholder 'Enter a description...'). The 'App Branding' section features an 'Image' upload area with an 'Upload' button, a 'Primary Color Hex Value' field (filled with '#0070D2'), and 'Org Theme Options' with a checkbox 'Use the app's image and color instead of the org's custom theme' (unchecked). At the bottom, an 'App Launcher Preview' shows a blue square icon with 'CS' and the text 'Customer Support App'.

2. Page Layout Design for Leave Request c Object

The page layout for the **Support Ticket** object is divided into structured sections to improve readability and usability.

1. Customer Details

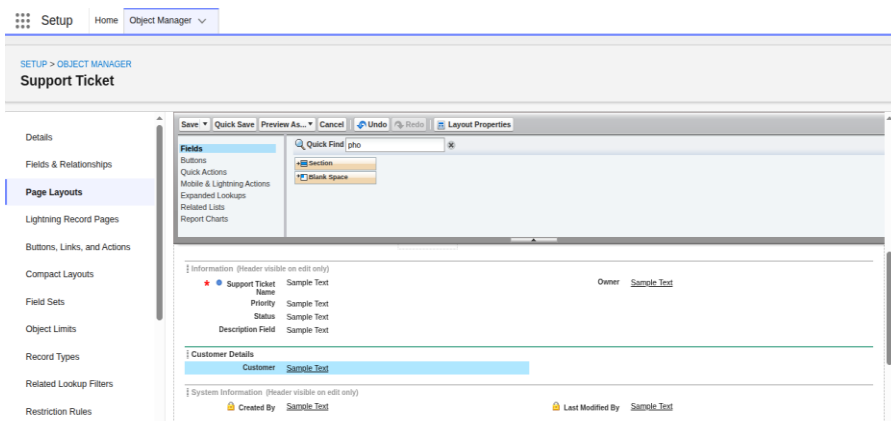
- Customer Name (Lookup to Customer__c)
- Email
- Phone Number

2. Ticket Details

- Ticket Category
- Priority (Low, Medium, High)
- Description (Long Text Area)
- Created Date

3. Ticket Status

- Status (Picklist: New, In Progress, Resolved, Closed)
- Assigned Agent
- Last Modified Date



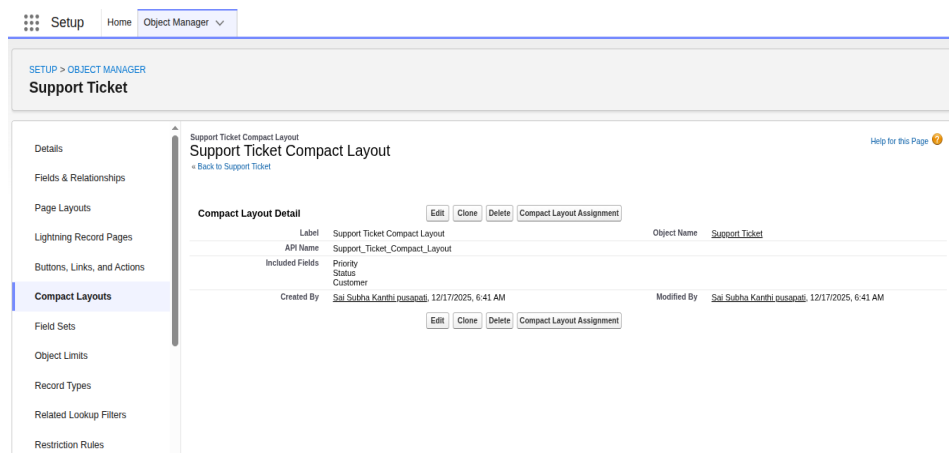
3. Page Layout Features

Compact Layout:

- Displays key ticket information such as Customer Name, Priority, and Status for quick reference in list views and mobile devices.

Related Lists:

- Shows related customer information and ticket history for better context.



4. User Experience Flow

1. **Support Agent logs in** → opens the *Support Tickets* tab → creates a new support ticket.
2. **Ticket details are entered** including customer information, issue category, and priority.
3. **Manager views the ticket** → monitors status updates and resolution progress.
4. **System automation updates ticket status** and sends notifications where applicable.

This flow ensures smooth coordination between support agents and managers

6. Conclusion

- The UI design provides a clean and structured way for support agents and managers to interact with the Customer Support Ticket Management System.
- By organizing the page layout into logical sections such as Customer Details, Ticket Details, and Ticket Status, users can efficiently create, track, and resolve support tickets with minimal effort.

