


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:



Customer Support App

Customers

Support Tickets

Ticket Categories

Reports

Dashboards

Customers

Recently Viewed

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New

Search this list...

Settings

Table

Copy

Refresh


Edit

Delete

Filter

<input type="checkbox"/>	Total Life Time Value	Name	
1	<input type="checkbox"/> 12,500	Anitha	▼
2	<input type="checkbox"/> 25,000	Vikram	▼
3	<input type="checkbox"/> 10,000	Rushi	▼
4	<input type="checkbox"/> 18,000	Saniya	▼
5	<input type="checkbox"/> 10,000	Kapoorvi	▼
6	<input type="checkbox"/> 85,000	Riya	▼
7	<input type="checkbox"/> 12,000	Aarav	▼
8	<input type="checkbox"/> 80,000	Harika	▼

Support Ticket Record Creation:



Customer Support App

Customers

Support Tickets

Ticket Categories

Reports

Dashboards

Support Tickets

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New

Import

Change Owner

Assign Label

Settings

Table

Copy

Refresh

Edit

Delete

Filter

<input type="checkbox"/>	Support Ticket Name	
1	<input type="checkbox"/> Report Download Issue	▼
2	<input type="checkbox"/> Slow Application Performance	▼
3	<input type="checkbox"/> Incorrect Billing Amount	▼
4	<input type="checkbox"/> Email Notifications Not Received	▼
5	<input type="checkbox"/> Unable to Update Profile	▼
6	<input type="checkbox"/> Application Crash on Launch	▼
7	<input type="checkbox"/> Payment Gateway Error	▼
8	<input type="checkbox"/> Login Issue – Password Reset	▼

Ticket Categories Records:

Customer Support App

CustomersSupport TicketsTicket CategoriesReportsDashboards

Search...

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2

Ticket Categories

Recently Viewed

NewImportChange OwnerAssign Label

9 items • Updated a few seconds ago

⚙️

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↕️

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<input type="checkbox"/>	Ticket Category Name	
1	<input type="checkbox"/> General Support Query	▼
2	<input type="checkbox"/> Report & Dashboard Issues	▼
3	<input type="checkbox"/> Security & Access Issues	▼
4	<input type="checkbox"/> Data Sync & Integration Issues	▼
5	<input type="checkbox"/> Email & Notification Issues	▼
6	<input type="checkbox"/> Account Management Issues	▼
7	<input type="checkbox"/> Application Performance Issues	▼
8	<input type="checkbox"/> Payment & Billing Issues	▼
9	<input type="checkbox"/> Login & Authentication Issues	▼

Reports:

Customer Support App

CustomersSupport TicketsTicket CategoriesReportsDashboards

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Report: Support Tickets

New Support Tickets Report

Enable Field Editing🔍Add Chart📉🔄

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	a00fj00000m1dKS	Low	Resolved
2	Incorrect Billing Amount	Sai Subha Kanthi pusapati	Vikram	a00fj00000m1foh	High	In Progress
3	Slow Application Performance	Sai Subha Kanthi pusapati	Kapoorvi	a00fj00000m1yuZ	Medium	Resolved
4	Login Issue – Password Reset	Sai Subha Kanthi pusapati	Anitha	a00fj00000m2UeH	Medium	In Progress
5	Payment Gateway Error	Sai Subha Kanthi pusapati	Vikram	a00fj00000m2Uj7	Medium	In Progress
6	Application Crash on Launch	Sai Subha Kanthi pusapati	Saniya	a00fj00000m2V45	High	In Progress
7	Email Notifications Not Received	Sai Subha Kanthi pusapati	Harika	a00fj00000m2ViP	Medium	Closed
8	Report Download Issue	Sai Subha Kanthi pusapati	Aarav	a00fj00000m2Yht	Low	Closed

Customer Support App

CustomersSupport TicketsTicket CategoriesReportsDashboards

Search...

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2

Report: Support Tickets

Ticket Status Report

Enable Field Editing🔍📊📉🔄Edit

Status

In Progress

Resolved

Closed

Record Count

00.20.40.60.811.21.41.61.822.22.42.62.833.23.43.63.84

In Progress

Resolved

Closed

Status

Support Ticket: Support Ticket Name

In Progress (4)

Incorrect Billing Amount

Login Issue – Password Reset

Payment Gateway Error

Application Crash on Launch

Subtotal

4

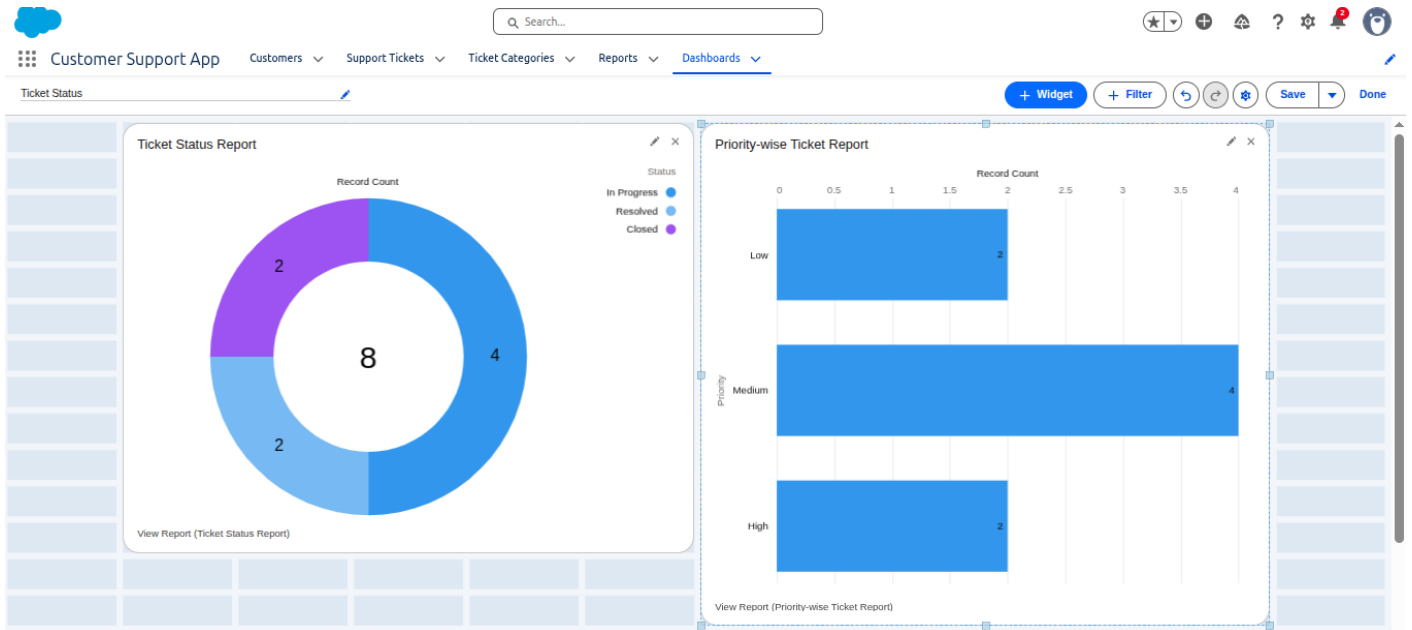
Row Counts

Detail Rows

Subtotals

Grand Total

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.