

# Phase 6: User Interface

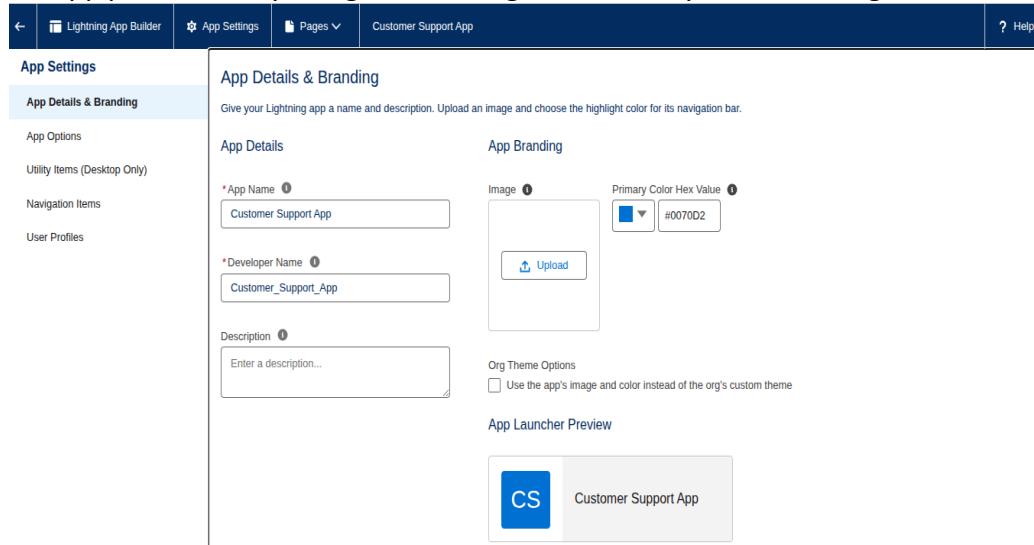
## Project: Customer Support Ticket Management

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.



### 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

The screenshot shows the Salesforce Object Manager interface for editing a page layout. The left sidebar lists various tabs: Setup, Home, Object Manager, Details, Fields & Relationships, Page Layouts (which is selected), Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, and Restriction Rules. The main area displays the 'Support Ticket' page layout. At the top, there are standard edit controls: Save, Quick Save, Preview As..., Cancel, Undo, Redo, and Layout Properties. Below these are sections for 'Fields' (Buttons, Quick Actions, Mobile & Lightning Actions, Expanded Lookups, Related Lists, Report Charts) and 'Information' (Header visible on edit only). The 'Information' section contains fields for Support Ticket Name, Priority, Status, and Description Field, all set to 'Sample Text'. There are also sections for 'Customer Details' (Customer: Sample Text) and 'System Information' (Header visible on edit only). The 'Customer Details' section includes fields for Created By and Last Modified By, both set to 'Sample Text'.

## 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.

The screenshot shows the Salesforce Object Manager interface for viewing a compact layout. The left sidebar includes the same tabs as the previous screenshot. The main area displays the 'Support Ticket Compact Layout' detail. It shows the 'Compact Layout Detail' section with an 'Edit' button, a 'Clone' button, a 'Delete' button, and a 'Compact Layout Assignment' button. The detail view includes fields for Label (Support Ticket Compact Layout), API Name (Support\_Ticket\_Compact\_Layout), Included Fields (Priority, Status, Customer), Object Name (Support Ticket), and a timestamp for Created By (Sai Subha Kanthi rusepani, 12/17/2025, 6:41 AM) and Modified By (Sai Subha Kanthi rusepani, 12/17/2025, 6:41 AM).

## 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.



