

## Phase 6 Summary: User Interface (UI) Development

**Project:** Return Flow – Efficient Reverse Logistics and Return Management System

This phase focused on creating a branded, intuitive, and efficient user experience by customizing the Salesforce interface for agents, managers, and field personnel.

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### 1. Custom Lightning App: Return Console

- **Purpose:** To provide a dedicated workspace for agents and managers to efficiently manage return requests, inspections, and refunds without distraction from unrelated tabs.
- **Key Actions:**
  - A new app named *Return Console* was created containing only essential tabs: Returns, Inspections, Refunds, and Reports.
  - The app was assigned to the profiles of Customer Service Agents and Return Managers.

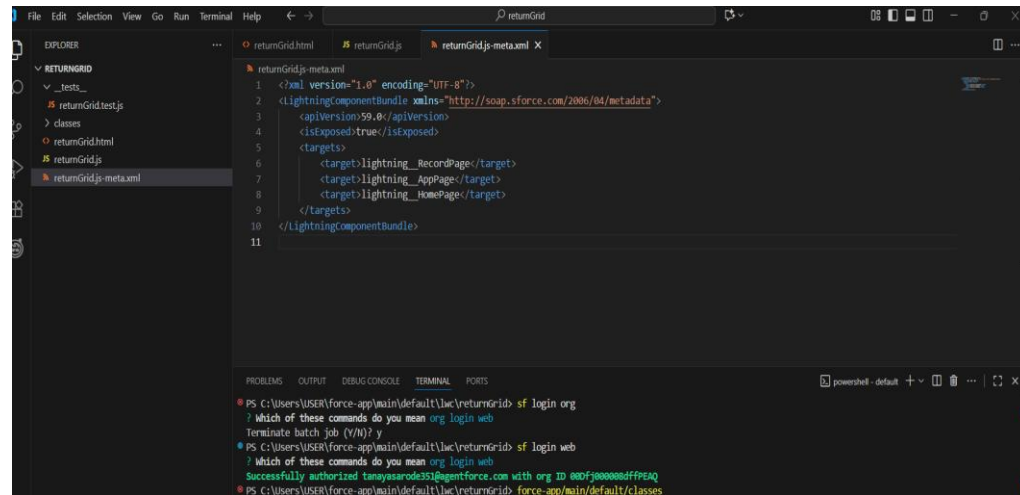
The screenshot displays the Salesforce Lightning App Builder interface for configuring the 'Return Console App'. The top navigation bar includes 'Lightning App Builder', 'App Settings', 'Pages', and 'Return Console App'. The left sidebar shows 'App Settings' with sub-items: 'App Details & Branding' (selected), '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' (Return Console App), 'Developer Name' (Return\_Console\_App), and 'Description' (Enter a description...). The 'App Branding' section includes an 'Image' upload area, a 'Primary Color Hex Value' field (set to #0070C2), and 'Org Theme Options' with a checked box for 'Use the app's image and color instead of the org's custom theme'. An 'App Launcher Preview' shows the app icon and name.

### 2. Customized Record Pages: Return Request, Inspection, and Refund

- **Purpose:** To make record pages more actionable and ensure critical information is visible at a glance.

- **Key Actions:**

- Highlights Panels were customized to show important fields such as Return Status, Refund Status, Inspection Status, and Customer Details.
- Related lists for Inspection Notes, Shipment Details, and Customer Communication were added for quick reference.
- The page layouts were streamlined for efficiency and mobile accessibility.



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### 3. Lightning Web Component (LWC): Return Grid

- **Purpose:** To enable agents to view, filter, and process multiple return requests simultaneously, improving efficiency in handling high volumes of returns.
- **Key Actions:**
  - A custom LWC named returnGrid was developed using lightning-datatable.
  - Features include multi-row selection, bulk actions (Mark Inspected, Approve Refund, Reject), filtering by tags or status, and inline progress tracking.
  - Integration with Apex ensured secure, bulkified processing of return records.

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### 4. Customized Home Page & Mobile Access

- **Purpose:** To provide agents and field personnel with actionable dashboards and mobile-friendly interfaces for managing returns on the go.
- **Key Actions:**

- A Home Page was designed using the Lightning App Builder to display KPIs such as Active Returns, Pending Inspections, and Refund Approvals.
- Quick actions and navigation menus were configured for Salesforce Mobile App access.
- Experience Cloud integration enabled external customers to submit and track return requests.

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**Outcome:**

The UI development in Phase 6 provided a **centralized, intuitive, and mobile-accessible workspace** for managing all aspects of reverse logistics, significantly improving agent productivity and customer experience.