



Recently Viewed



0 items • Updated a few seconds ago



Recently Viewed



You haven't viewed any Support Cases recently.
Try switching list views.

New Support Case

* = Required Information

Information

* Support Case Name



CustomAPI

Owner



Sankalp Indish

Case Name



Sankalp Indish



Cancel

Save & New

Save



Recently Viewed



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Recently Viewed



You haven't viewed any Support Cases recently.
Try switching list views.



Support Case
CustomAPI

New Contact

Edit

New Opportunity



Related

Details

Support Case Name

CustomAPI



Owner



Sankalp Indish



Case Name



Sankalp Indish



Created By



Sankalp Indish, 29/01/2025, 12:22 pm

Last Modified By



Sankalp Indish, 29/01/2025, 12:22 pm

Activity



Filters: All time • All activities • All types



Refresh • Expand All • View All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

```
1 trigger SupportCaseTrigger on Support_Case__c (before insert) {
2   for (Support_Case__c caseRecord : Trigger.new) {
3       // If the case is open and no assigned user, assign a default support rep
4       if (caseRecord.Status__c == 'Open' && caseRecord.Assigned_User__c == null) {
5           // Assign a random active user as the support rep
6           User supportRep = [SELECT Id FROM User WHERE IsActive = true LIMIT 1];
7           caseRecord.Assigned_User__c = supportRep.Id;
8       }
9   }
10 }
11 }
```

| User | Application | Operation | Time | Status | Read | Size |
|----------------|-------------|------------------------------|----------------------|---------|--------|---------|
| Sankalp Indish | Browser | /setup/build/allTriggers.... | 29/01/2025, 11:54:00 | Success | Unread | 1.75 KB |

```
1  @isTest
2  private class SupportCaseTest {
3
4      @isTest
5      static void testCaseAssignment() {
6          // Create a mock Account
7          Account acct = new Account(Name = 'Test Account');
8          insert acct;
9
10         // Create a mock Support Case
11         Support_Case__c newCase = new Support_Case__c(
12             Name = 'Test Case',
13             Account__c = acct.Id,
14             Status__c = 'Open'
15         );
16         insert newCase;
17
18         // Verify that the case is assigned to a support rep
19         Support_Case__c insertedCase = [SELECT Assigned_User__c FROM Support_Case__c WHERE Id = :newCase.Id];
20         System.assertNotEquals(insertedCase.Assigned_User__c, null, 'The case should be assigned to a support rep');
21     }
```

| User | Application | Operation | Time | Status | Read | Size |
|----------------|-------------|------------------------------|----------------------|---------|--------|---------|
| Sankalp Indish | Browser | /setup/build/allTriggers.... | 29/01/2025, 11:57:57 | Success | Unread | 1.76 KB |