This LWC is designed to when there is change in case record. For example, if the status of a case changes to ‘in progress’ then platform event will fire. It is best to create a trigger for firing a event but anonymous apex was used here for simple test purposes.

Step1. Create a platform event:  
Graphical user interface, text, application, email

Description automatically generated

Step2. Create the LWC and place it on utility bar  
Graphical user interface, application

Description automatically generated

Step3. Fire the event from anonymous apex. Then toast will pop notifying support user that there is a change in case.

