

Release Note

Product Name: Support360 – A Comprehensive Support Management Solution

Version: 1.0

Release Date: 2025-02-24

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1. Overview

1.1 Purpose

This release note provides details about the components, configurations, and deployment process of the Support360 system. It includes pre-deployment steps, a list of deployed components, and post-deployment configurations.

2. List of Components

The following components are included in this release:

Package Components

▼ Pages (8)

Component Name	Parent Object	Component Type
Project_Record_Page		Lightning Page
Home_Page_Default		Lightning Page
IwcChildCasesTable		Lightning Web Component Bundle
Story_Record_Page		Lightning Page
pathCaseStatusSupport360		Lightning Web Component Bundle
IwcSelectedProjectList		Lightning Web Component Bundle
Case_Record_Page		Lightning Page
Support_360_UtilityBar		Lightning Page

▼ Flows (11)

Component Name	Parent Object	Component Type
[Action Approval] Case Status Approval		Flow Version
[Resource, Project] Update Project Allocation When Related Resource Deleted		Flow Version
Missing Due Date Notification		Flow Version
[SUPPORT360_ARIF__Resource] Prevent Duplicate User Assign in Same Project		Flow Version
[Project__c__Share] Give Read Only Access to User of a Project		Flow Version
[SCREEN] Selected Project__c List Screen Flow		Flow Version
[SUPPORT360_ARIF__Resource__c] Resource Allocation Capitalization Checker		Flow Version
[Schedule Flow] Notify Owner One Day Before Due Date		Flow Version
[Project__c__Share] Deleting the Project Share Flow After the Resource		Flow Version
[Resource__c, Project__c] Update Total Allocated Resources of The Project		Flow Version
[Case] Update Parent Case Status for Child Case Statuses		Flow Version

▼ Profiles (2)

Component Name	Parent Object	Component Type
Support360 Profile		Profile Settings
Support360 Team Member		Profile Settings

▼ Objects (4)

Component Name	Parent Object	Component Type
Project		Custom Object
Resource		Custom Object
CaseDueDateTomorrowNotification		Custom Notification Type
Story		Custom Object

▼ Code (8)

Component Name	Parent Object	Component Type
EmailHelper		Apex Class
BatchCaseCSVInvokerTest		Apex Class
SendNewManagerMail		Apex Class
BatchCaseCSV		Apex Class
ProjectController		Apex Class
BatchCaseCSVTest		Apex Class
BatchCaseCSVInvoker		Apex Class
ProjectControllerTest		Apex Class

▼ Resources (31)

Component Name	Parent Object	Component Type
Report Status Chart		Report
Start_Due_Date_Validation	Case	Validation Rule
SUPPORT360_ARIF__Case Layout	Case	Page Layout
Project Layout	Project	Page Layout
ResourceCanNotBeBellow5	Resource	Validation Rule
Backlog Case Report		Report
Start_End_Date_Validation	Story	Validation Rule
SUPPORT360_ARIF_LOGO1		Asset File
Case Type Report		Report
Support360Report		Dashboard Folder
Development Tasks	Case	Record Type
Up-sell / Cross-sell Opportunity	Case	Button or Link
YouMustAssignAteamMember	Resource	Validation Rule
Due_Date_Validation	Project	Validation Rule
Project Progress		Dashboard
ResourceCanNotBeGreaterThan100	Resource	Validation Rule
Case Progress Report		Report
User Story Layout	Story	Page Layout
Project_Lookup_cannot_be_Empty	Case	Validation Rule
Change Manager	Project	Custom Link within salesforce.com
Change Requests	Case	Record Type
All	Project	List View
CaseTestSupportProcess	Case	Business Process
Resource Layout	Resource	Page Layout
Support Requests	Case	Record Type
ProjectStatusPath		Path Assistant
Bug Reports	Case	Record Type
Case_Subject_Can_not_be_Empty	Case	Validation Rule
All	Story	List View
Support360		Report Folder
SUPPORT360_ARIF_LOGO		Asset File

▼ Fields (25)

Component Name	Parent Object	Component Type
Resource Allocation	Resource	Custom Field
Start Date	Story	Custom Field
Approved	Case	Custom Field
Status	Project	Custom Field
Estimated Time	Project	Custom Field
Description	Project	Custom Field
Story	Case	Custom Field
Project	Resource	Custom Field
Project	Story	Custom Field
User	Resource	Custom Field
Project Completed	Resource	Custom Field
Approval Status	Case	Custom Field
Resolution	Case	Custom Field
Estimated Time	Case	Custom Field
Start Date	Case	Custom Field
End Date	Project	Custom Field
Resource Assigned(%)	Project	Custom Field
Estimated Time	Story	Custom Field
Contact	Project	Custom Field
Project	Case	Custom Field
End Date	Story	Custom Field
Due Date	Case	Custom Field
Start Date	Project	Custom Field
Total Allocated Resource(%)	Project	Custom Field
Priority	Project	Custom Field

▼ Tabs (2)

Component Name	Parent Object	Component Type
Story		Tab
Project		Tab

▼ Workflow (7)

Component Name	Parent Object	Component Type
Changes the case priority to high.	Case	Workflow Field Update
Case Status To Done	Case	Workflow Field Update
CaseStatusToInProgress	Case	Workflow Field Update
CaseApprovedToFalse	Case	Workflow Field Update
Case Status Approval Process	Case	Workflow Field Update
CaseApprovedToRFalse	Case	Workflow Field Update
CaseApprovedToTrue	Case	Workflow Field Update

▼ Apps (1)

Component Name	Parent Object	Component Type
Support 360		Report Folder

Summarizing The Above Components

Component Name	Type	Description	Version
Case Management Module	Salesforce Object	Manages case creation, tracking, and approval	1.0
Project Management	Salesforce Object	Manages project records and resource allocation	1.0

Component Name	Type	Description	Version
Sub-Task/Case Management	Salesforce Object	Tracks and assigns sub-tasks/sub-cases	1.0
Approval Process	Process Builder/Flow	Automates approval for closed cases	1.0
Notification Service	Workflow/Process	Sends email and in-app notifications	1.0
Reports & Dashboards	Reports & Dashboards	Provides insights on case trends and performance	1.0
Security & Access Control	Profile/Permissions	Implements role-based access for users	1.0
Read Only Access to Project	Project__c__Share	Share view only Project to Team Member to create task on Project	1.0

3. Pre-Deployment Configurations

Before deploying this release, ensure the following configurations are completed:

3.1 Environment Setup

- Ensure the target Salesforce environment is properly configured.
- Verify that all necessary licenses and permissions are granted.

3.2 Data Preparation

- Back up existing **case records**, **project records**, and **user roles**.
- Ensure existing data structures match the new schema.

3.3 User Access & Roles

- Ensure appropriate profiles are created for **Case Managers**, **Project Managers**, **Team Members**, and **System Admins**.
- Assign permissions based on the user roles defined in security settings.

3.4 API & Integrations

- Validate third-party integrations (if applicable).
- Ensure any API keys or webhooks are configured correctly.

4. Deployment Process

4.1 Deployment Steps

1. Deploy Salesforce metadata components using Namespace.
2. Create 1GP Package from package Manager
3. Deploy all **Apex Classes**, **Lightning Web Components**, and **Flows**.

4. Deploy updated **Profiles and Permission Sets** to enforce security settings.
5. Enable **Process Builder & Workflows** for automated case approvals.
6. Deploy and verify **Reports & Dashboards** to ensure accurate analytics.

5. Post-Deployment Configurations

After deployment, perform the following actions:

5.1 Verification & Testing

- Verify that all deployed components are functioning as expected.
- Conduct **end-to-end testing** on case creation, approval, and notifications.
- Test role-based access for different user profiles.

5.2 Data Validation

- Perform a **data integrity check** to ensure no records are lost or reconfigured.
- Run sample reports to confirm dashboard accuracy.

5.3 User Training & Documentation

- Conduct training for **Case Managers, Project Managers, and Team Members**.
- Distribute updated **User Guides and Process Documentation**.

5.4 Performance Monitoring

- Monitor system **logs and error reports** for the first 48 hours post-release.
- Check API response times and **Salesforce governor limits** compliance.

6. Known Issues & Limitations

Issue ID	Description	Workaround	Status
ISSUE-001	Notification delays for case owners	Manually refresh notifications	Open
ISSUE-002	Some reports may not refresh instantly	Refresh reports manually	Open
ISSUE-003	Some Object Details Page May Not refresh After Changes on that records	Refresh Manually	Open

7. Rollback Plan

In case of failure, the following rollback steps will be executed:

1. Restore the **backup data** taken before deployment.
2. Disable newly deployed workflows/processes to prevent unintended automation.
3. Notify all stakeholders about the rollback and expected downtime.

8. Release Approval

Name	Role	Approval Status	Date
Arif mahmud	Project developer	Approved	2025-02-24