salesforce 14

Search...   **Search**

Ammar Alammar ▼   Setup   Help   **Patient Centre** ▼

Home   Dashboards   Patients   Medical Procedures   ✚

Search All Setup...   ⓘ 🔍

Expand All | Collapse All

Force.com Home

Administer

▶ Manage Users
▶ Manage Apps
▶ Company Profile
▶ Security Controls
▶ Domain Management
▶ Communication Templates
▶ Translation Workbench
▶ Data Management
▶ Mobile Administration
▶ Desktop Administration
▶ Email Administration
▶ Google Apps
▶ Data.com Administration

Build

▼ Customize
  ▶ Tab Names and Labels
  ▶ Home
  ▶ Activities

Case Fields

Help for this Page ❓

This page allows you to specify the fields that can appear on the Case page. You can create up to 500 Case custom fields.

Note that deleting a custom field will delete any filters that use the custom field. It may also change the result of Assignment or Escalation Rules that rely on the custom field data.

Set History Tracking

Case Standard Fields

Case Standard Fields Help ❓

Action	Field Label	Field Name	Data Type	Controlling Field	Track History
Edit	Account Name	Account	Lookup(Account)		☐
Edit	Asset	Asset	Lookup(Asset)		✓
Edit	Business Hours	BusinessHours	Lookup(Business Hours)		☐
Edit	Case Number	CaseNumber	Auto Number		☐
Replace	Edit	Case Origin	Origin	Picklist		✓
Edit	Case Owner	Owner	Lookup(User,Queue)		✓
Replace	Edit	Case Reason	Reason	Picklist		✓
Edit	Case Record Type	RecordType	Record Type		✓
Edit	Closed When Created	IsClosedOnCreate	Checkbox		☐
Edit	Contact Email	ContactEmail	Email		☐
Edit	Contact Fax	ContactFax	Phone		☐
Edit	Contact Mobile	ContactMobile	Phone		☐
Edit	Contact Name	Contact	Lookup(Contact)		✓

Edit	Contact Phone	ContactPhone	Phone	☐
	Created By	CreatedBy	Lookup(User)	☐
Edit	Date/Time Closed	ClosedDate	Date/Time	☐
	Date/Time Opened	CreatedDate	Date/Time	☐
Edit	Description	Description	Long Text Area(32000)	✔
Edit	Escalated	IsEscalated	Checkbox	☐
Edit	Internal Comments	Comments	Text Area(4000)	☐
	Last Modified By	LastModifiedBy	Lookup(User)	☐
Edit	Parent Case	Parent	Lookup(Case)	☐
Replace | Edit	Priority	Priority	Picklist	✔
Replace | Edit	Status	Status	Picklist	✔
Edit	Subject	Subject	Text(255)	✔
Replace | Edit	Type	Type	Picklist	✔
Edit	Web Company	SuppliedCompany	Text(80)	☐
Edit	Web Email	SuppliedEmail	Email	☐
Edit	Web Name	SuppliedName	Text(80)	☐
Edit	Web Phone	SuppliedPhone	Text(40)	☐

Case Custom Fields & Relationships   [New] [Field Dependencies]   Case Custom Fields & Relationships Help ?

Action	Field Label	API Name	Data Type	Controlling Field	Modified By	Track History
Edit | Del	Emergency Contact	Emergency_Contact__c	Text(255)		Sandeep Bhanot, 5/29/2014 11:02 AM	☐
Edit | Del	Emergency Contact Phone Number	Emergency_Contact_Phone__c	Phone		Sandeep Bhanot, 5/29/2014 11:02 AM	☐
					Ammar	

Sidebar navigation:
- ▶ Campaigns
- ▶ Leads
- ▶ Accounts
- ▶ D&B Companies
- ▶ Contacts
- ▶ Opportunities
- ▶ Quotes
- ▶ Forecasts
- ▼ Cases
  - Fields
  - Related Lookup Filters **New!**
  - Validation Rules
  - Triggers
  - Contact Roles
  - Page Layouts
  - Field Sets
  - Compact Layouts
  - Search Layouts
  - Assignment Rules
  - Escalation Rules
  - Buttons, Links, and Actions
  - Support Processes
  - Record Types
  - Limits
  - Support Settings
  - Auto-Response Rules
  - Email-to-Case
  - ▶ Case Teams
  - ▶ Case Comments
  - ▶ Quick Text
- ▶ Entitlement Management
- ▶ Self-Service
- ▶ Call Center

Live Agent

Contracts

Orders New!

Solutions

Products

Price Books

Partners

Salesforce to Salesforce

Work.com

Customer Portal

Chatter Answers

Ideas

Answers

Assets

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Agent Console

Salesforce CRM Content

Content Deliveries

Tags

Reports & Dashboards

Search

Chatter

Communities

Social Apps Integration

Topics

User Interface

Create

Develop

Schema Builder

Canvas App Previewer

Installed Packages

AppExchange Marketplace

Critical Updates

Edit | Del	Request Post Op Xray	Request_Post_Op_Xray__c	Checkbox	Alammar, 6/7/2014 6:15 PM
Edit | Del	Surgeon	Surgeon__c	Lookup(Contact)	Sandeep Bhanot, 5/29/2014 11:05 AM
Edit | Del	Surgery Date	Surgery_Date__c	Date/Time	Sandeep Bhanot, 5/29/2014 11:00 AM
Edit | Del	Surgery Type	Surgery_Type__c	Text Area(255)	Sandeep Bhanot, 5/29/2014 11:01 AM

Deploy

Deployment Status

Monitor

System Overview

Imports

Outbound Messages

Time-Based Workflow

Automated Process Actions

Medical Procedure Escalations

API Usage Notifications

Mass Emails

▶ **Jobs**

▶ **Logs**

Chat