

Order of execution of Processes

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Description

Scenario:

You want to send Auto response rule to the Email-to-case Cases.

On Auto response rule you have define the criteria as:

Order 1 - Criteria: Case: ABC Equals XYZ - Send from(Email): XYZ - Template: Auto response XYZ.

Order 2 - Criteria: Blank - Send from(Email): 2XYZ - Template: 2Auto response XYZ

You also have process builder which will trigger whenever EmailMessage Isincoming: True. Process builder updating Case field ABC with XYZ value.

You will expect that Auto response Order 1 should fire but Order 2 will fire.

Resolution

When record get created into Salesforce following Order of execution works:

1. System Validation Rules
2. Apex Before Triggers
3. Custom Validation Rules
4. Duplicate Rules
5. Apex After Triggers
6. Assignment Rules
7. Auto-Response Rules
8. Workflow Rules
9. Processes
10. Escalation Rules
11. Roll-Up Summary Fields

According to above scenario its seems like process builder will execute first and update Case ABC field with XYZ but according to the order of execution Auto response rule fire first which will check on the case ABC field is blank and fire Order 2.

Later on process builder will fire and update the field with XYZ value which will of no use.

Depending on the Order of execution you should create process if one process is depend on another one.