

Platform Event Notifications component

<https://github.com/SFDC-Assets/rc-platform-event-notifications>

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SETUP

Platform Events

Platform Event Business Event

Standard Fields [3] | Cust...

[Edit](#) [Delete](#)

Platform Event Definition Detail

Singular Label	Business Event
Plural Label	Business_Event
Object Name	Business_Event
API Name	Business_Event_e
Event Type	High Volume i
Publish Behavior	Publish Immediately i
Created By	User User, 12/23/2020, 11:07 PM

Standard Fields

Action	Field Label	Field Name	Data Type
	Created By	CreatedBy	Lookup(User)
	Created Date	CreatedDate	Date/Time
	Replay ID	ReplayId	External Lookup

Custom Fields & Relationships

[New](#)

Action	Field Label	API Name	Data Type
Edit Del	Action	Action_c	Text(20)
Edit Del	Event Name	Event_Name_c	Text(100)
Edit Del	Flow API Name	Flow_API_Name_c	Text(50)
Edit Del	Flow Button Label	Flow_Button_Label_c	Text(30)
Edit Del	Origin	Origin_c	Text(50)
Edit Del	Record Field Label	Record_Field_Label_c	Text(30)
Edit Del	Record Field Value	Record_Field_Value_c	Text(50)
Edit Del	Record ID	Record_ID_c	Text(18)
Edit Del	Type	Type_c	Text(10)



Event subscriber component

Notification Hub



- i New Lead Created
Origin: Partner Portal 08:43
- ✓ New Lead Created
Origin: Partner Portal 08:55
[Do Something](#)
- ⚠ New Lead Created
Origin: Partner Portal 09:05
Name: [Hanna Moore](#)
- 🚫 New Lead Created 09:10
[View Hanna Moore](#)



Business Events Test Business Events Business Events Leads Accounts Opportunities

Test Business Events

Notification Hub ready to receive notifications

All Leads More

All Leads 2 items, sorted by Name

Hanna Moore

Email: hanna@mailinator.com
Company: Judu
State/Province:
Lead Status: Open - Not Contacted
Unread By O...
Created Date: 1/5/2021, 9:27 PM
Owner Alias: UUser

Ryan Cox

Email: ryan.cox@salesforce.com
Company: Salesforce
State/Province: CO
Lead Status: Open - Not Contacted
Unread By O...
Created Date: 1/6/2021, 7:39 AM

Publish Business Event

Notification Hub

0

Event Listener component

Flow for publishing test events

Business Events Test Business Events Business Events Leads Accounts Opportunities

Test Business Events

All Leads More

All Leads 2 items, sorted by Name

Hanna Moore

Email: hanna@mailinator.com
Company: Judu
State/Province:
Lead Status: Open - Not Contacted
Unread By O...
Created Date: 1/5/2021, 9:27 PM
Owner Alias: UUser

Ryan Cox

Email: ryan.cox@salesforce.com
Company: Salesforce
State/Province: CO
Lead Status: Open - Not Contacted
Unread By O...
Created Date: 1/6/2021, 7:39 AM

Publish Business Event

* Event Type info

Event Message New Lead Created

Event Origin Partner Portal

* Action message

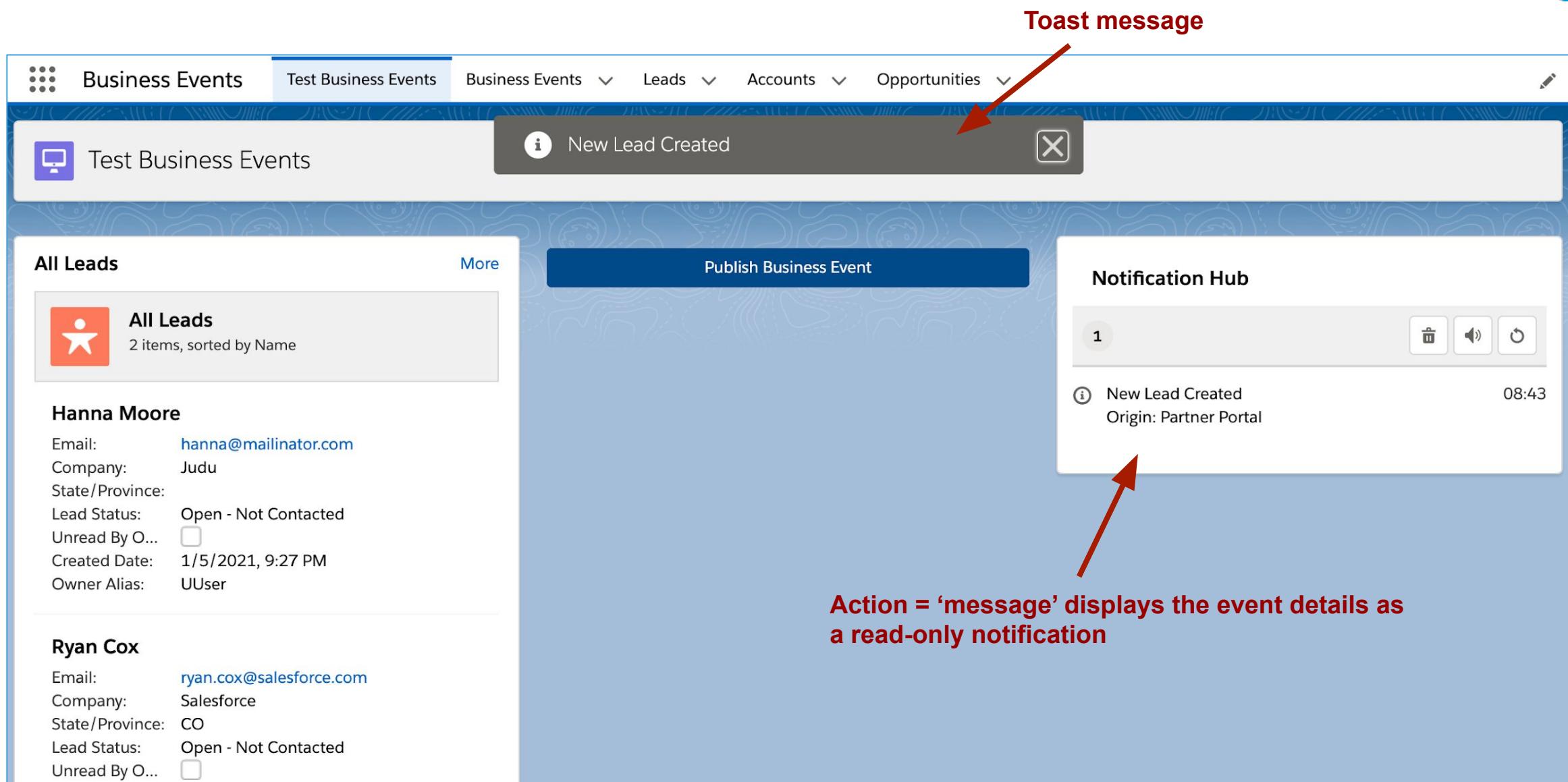
Next

Notification Hub

0

Action = 'message' displays the event details as a read-only notification

Toast message



The screenshot shows the Salesforce interface with the following elements:

- Header:** Business Events, Test Business Events, Business Events, Leads, Accounts, Opportunities.
- Left Sidebar:** Test Business Events, All Leads (with 2 items, sorted by Name).
- Middle Area:** Publish Business Event button.
- Top Center:** A toast message box with "New Lead Created" and a close button (X). A red arrow points from the text "Toast message" to this box.
- Right Side:** Notification Hub with 1 notification: "New Lead Created" (Origin: Partner Portal) at 08:43. A red arrow points from the text "Action = 'message' displays the event details as a read-only notification" to this hub.

Text Labels:

- Toast message:** Points to the toast message box.
- Action = 'message' displays the event details as a read-only notification:** Points to the notification in the Notification Hub.

 Test Business Events

Event Type controls the notification icon and color

All Leads

More



All Leads

2 items, sorted by Name

Hanna Moore

Email: hanna@mailinator.com
Company: Judu
State/Province:
Lead Status: Open - Not Contacted
Unread By O...
Created Date: 1/5/2021, 9:27 PM
Owner Alias: UUser

Ryan Cox

Email: ryan.cox@salesforce.com
Company: Salesforce
State/Province: CO
Lead Status: Open - Not Contacted
Unread By O...
Created Date: 1/6/2021, 7:39 AM
Owner Alias: UUser

Publish Business Event

* Event Type

success

Event Message

New Lead Created

Event Origin

Partner Portal

* Action

link

Action = 'link'

Link Label

Do Something

Link URL

<https://www.google.com/search?q=do+something>

* Link Target

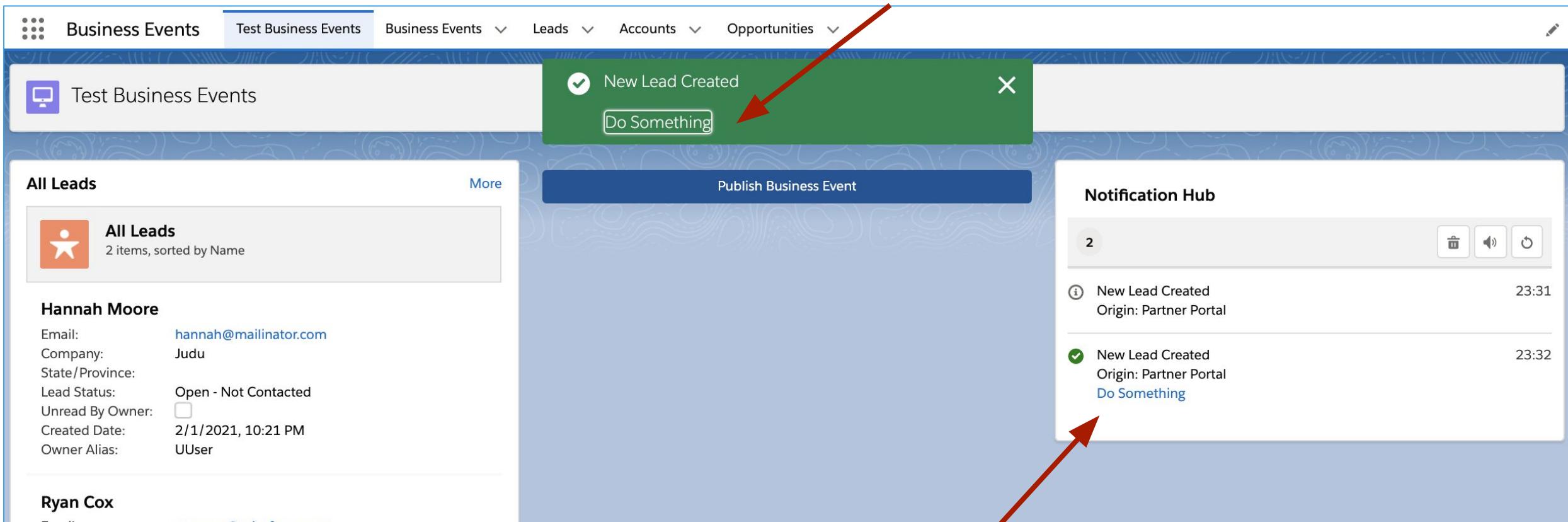
_blank (new window or tab)

Next



Action = 'link' will additionally display a link

Link included in the toast message



The screenshot shows the Salesforce interface with the following elements:

- Header:** Business Events, Test Business Events, Business Events, Leads, Accounts, Opportunities.
- Left Sidebar:** Test Business Events, All Leads (2 items, sorted by Name). It lists two leads:
 - Hannah Moore:** Email: hannah@mailinator.com, Company: Judu, State/Province: , Lead Status: Open - Not Contacted, Unread By Owner: , Created Date: 2/1/2021, 10:21 PM, Owner Alias: UUser.
 - Ryan Cox:** Email: ryan.cox@salesforce.com
- Middle Area:** A green toast message box with a checkmark icon, the text "New Lead Created", and a button labeled "Do Something".
- Bottom Center:** A blue button labeled "Publish Business Event".
- Right Sidebar:** Notification Hub with 2 notifications:
 - New Lead Created (Origin: Partner Portal) at 23:31
 - New Lead Created (Origin: Partner Portal) at 23:32 with a "Do Something" link.

Action = 'link' will additionally display a link



All Leads

More



All Leads

2 items, sorted by Name

Hanna Moore

Email: hanna@mailinator.com
Company: Judu
State/Province:
Lead Status: Open - Not Contacted
Unread By O...
Created Date: 1/5/2021, 9:27 PM
Owner Alias: UUser

Ryan Cox

Email: ryan.cox@salesforce.com
Company: Salesforce
State/Province: CO
Lead Status: Open - Not Contacted
Unread By O...
Created Date: 1/6/2021, 7:39 AM
Owner Alias: UUser

Publish Business Event

* Event Type

Event Message

Event Origin

* Action

Action = 'record_link'

Record ID

Record Field Label

Record Field Value

Next

Notification Hub

2



New Lead Created 08:43
Origin: Partner Portal

New Lead Created 08:55
Origin: Partner Portal
Do Something

Action = 'record_link' will
additionally have a link to the
record.

This link will be displayed like
this:

Record Field Label: Record Field Value

Record link included in toast

The screenshot shows the Salesforce interface with the following elements:

- Top Navigation:** Business Events, Test Business Events, Business Events, Leads, Accounts, Opportunities.
- Left Sidebar:** Test Business Events, All Leads (2 items, sorted by Name). It lists two leads:
 - Hannah Moore:** Email: hannah@mailinator.com, Company: Judu, Lead Status: Open - Not Contacted, Unread By Owner: (unchecked), Created Date: 2/1/2021, 10:21 PM, Owner Alias: UUser.
 - Ryan Cox:** Email: ryan.cox@salesforce.com, Company: Salesforce, State/Province: CO, Lead Status: Open - Not Contacted, Unread By Owner: (unchecked), Created Date: 2/1/2021, 10:22 PM.
- Middle Area:** Publish Business Event button.
- Notification Hub:** A sidebar showing notifications for three new lead creations, all originating from the Partner Portal. The third notification for Hannah Moore includes a link to her record.
- Toast:** An orange toast at the top center displays "New Lead Created" and a link to "Hanna Moore".

Action = 'record_link' will additionally have a link to the record.

The screenshot shows the Lead detail page for Hanna Moore:

- Lead Record:** Lead Hanna Moore, Title: (empty), Company: Judu, Phone: 777-777-7777, Email: hannah@mailinator.com.
- Status Bar:** Lead status is currently "Open - Not Contacted" and can be changed to "Working - Contacted".

Publish Business Event

* Event Type
error

Event Message
New Lead Created

Event Origin
Partner Portal

* Action
flow

Action = 'flow'

Record ID
00Q1100000E5iP4EAJ

Flow API Name
BE_View_Lead

Flow Button Label
View Hanna Moore

Next

Business Events Test Business Events Business Events Leads Accounts Opportunities

Test Business Events New Lead Created X

All Leads More

All Leads 2 items, sorted by Name

Hanna Moore

Email: hanna@mailinator.com
Company: Judu
State/Province:
Lead Status: Open - Not Contacted
Unread By O...
Created Date: 1/5/2021, 9:27 PM
Owner Alias: UUser

Publish Business Event

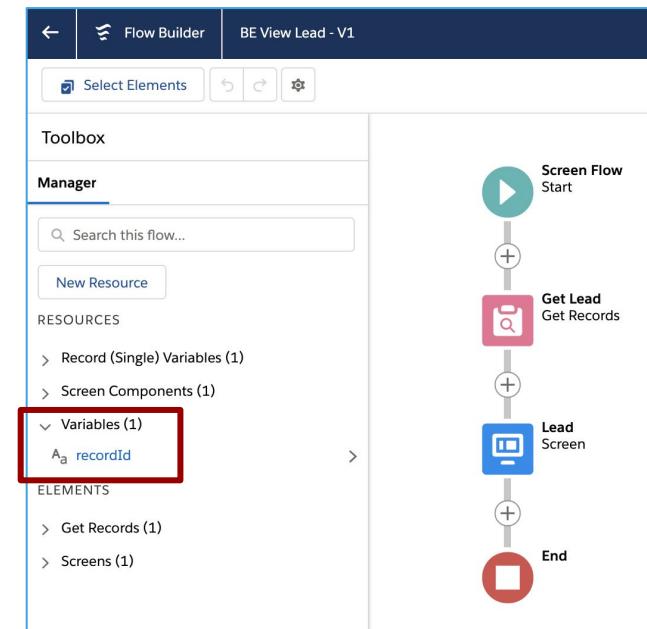
Notification Hub

1

New Lead Created 09:10

View Hanna Moore

Action = 'flow' will show a button, and when clicked, will launch the specified flow, passing in the recordId to that flow



The screenshot shows the Salesforce Lightning Experience. At the top, there's a navigation bar with tabs: Business Events, Test Business Events, Business Events, Leads, Accounts, and Opportunities. Below the navigation, a red banner displays a notification: "New Lead Created". The main content area has three sections: "All Leads" (with a sub-section "All Leads" showing 2 items), a central "Publish Business Event" button, and a "Notification Hub" section. The "Notification Hub" shows one item: "New Lead Created" by Hanna Moore at 09:10, with a "View Hanna Moore" button. A red arrow points from the "View Hanna Moore" button to a second screenshot below.

This screenshot shows a detailed view of a lead record for Hanna Moore. The lead information includes Name: Hanna Moore, Email: hanna@mailinator.com, and Phone: 333-333-3333. A prominent red arrow points to a blue "Finish" button at the bottom right of the lead detail page. This button is used to launch a flow.

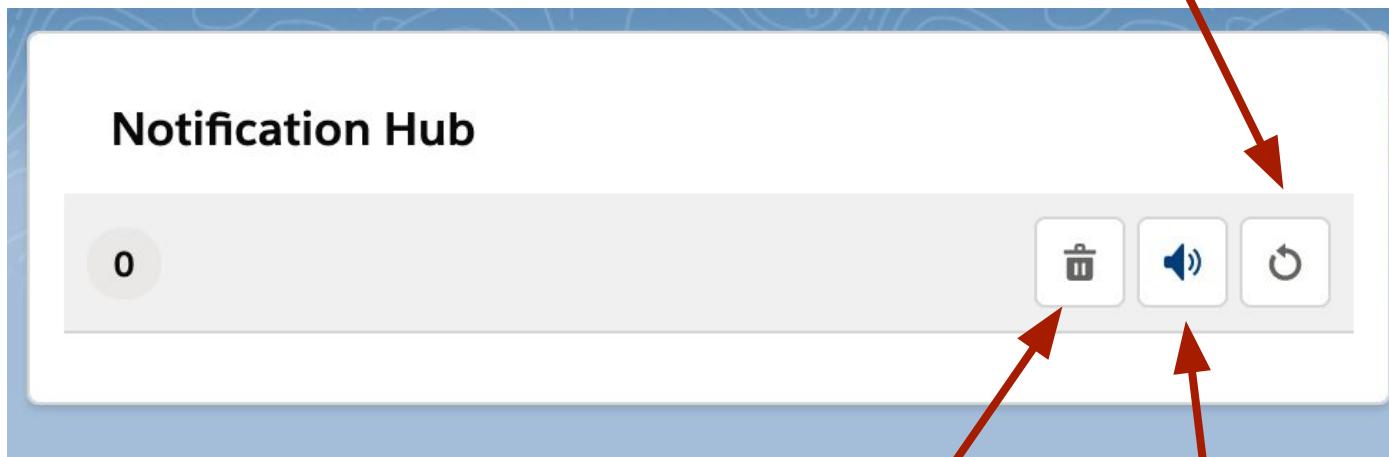
Launch the flow from the button.

This button is another component that you can do other things with - like apply styling, make it take up the entire notification component section, launch the flow in line in the page rather than as a model....

See -> <https://sfdc.co/rc-flow-button>

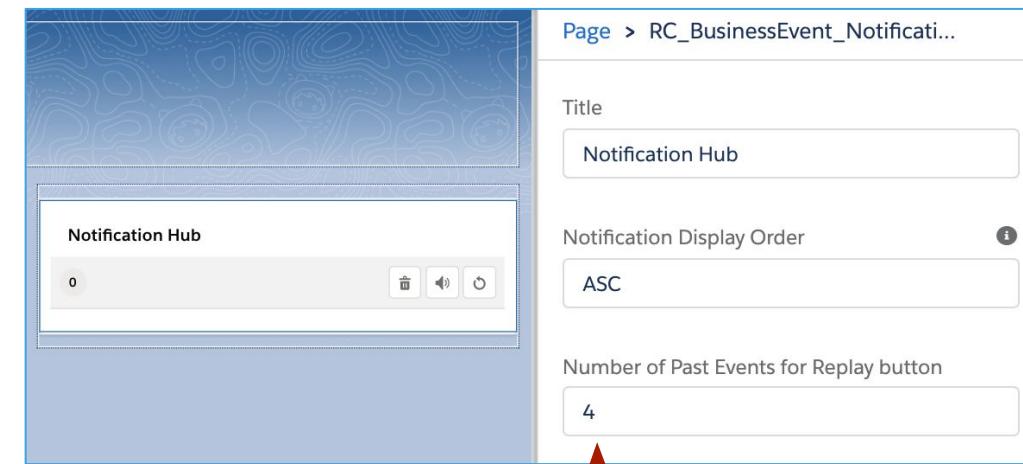
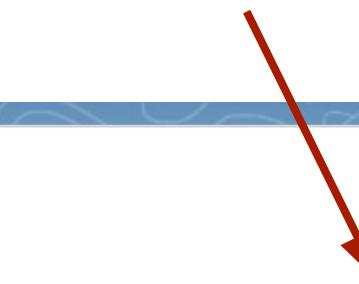


**Re-subscribe to the event channel
to replay previous events**



Clear notifications

**Mute notifications -
unsubscribes from the
platform event channel**



The screenshot shows the page setup interface for the 'RC_BusinessEvent_Notificati...' page. On the right side, there is a configuration panel for the 'Notification Hub' component. It includes fields for 'Title' (set to 'Notification Hub'), 'Notification Display Order' (set to 'ASC'), and 'Number of Past Events for Replay button' (set to '4').

**The number of past events to
replay is a config parameter on
the component**

Page > RC_BusinessEvent_Notificati...

Title

Notification Hub

Notification Display Order

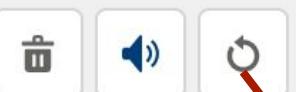
ASC

Number of Past Events for Replay button

4

Notification Hub

0



Re-subscribe to the event channel
to replay previous events

Notification Hub

4



- ⓘ New Lead Created
Origin: Partner Portal 08:43

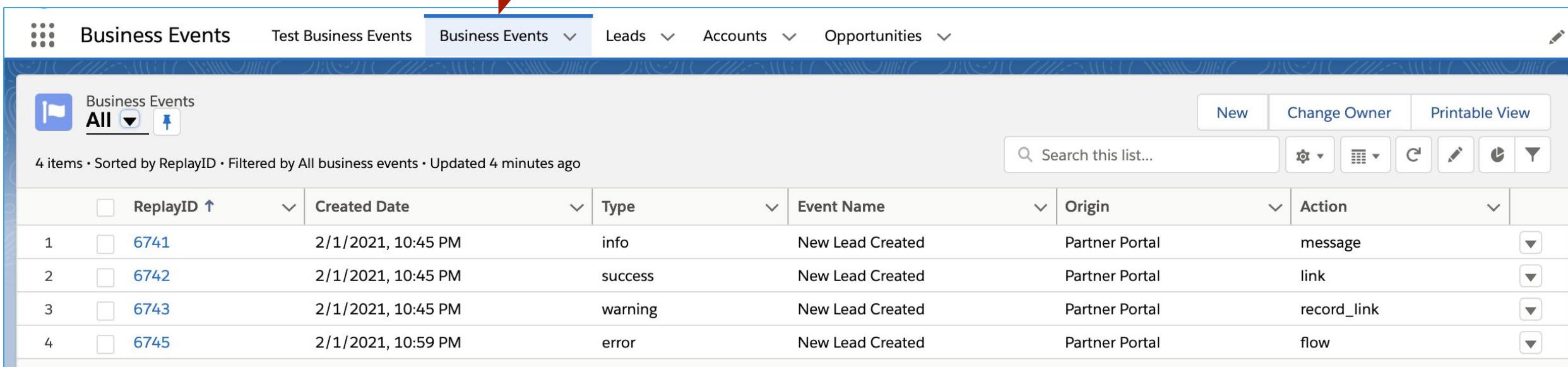
- ✓ New Lead Created
Origin: Partner Portal 08:55
Do Something

- ! New Lead Created
Origin: Partner Portal 09:05
Name: [Hanna Moore](#)

- ✗ New Lead Created 09:10

[View Hanna Moore](#)

Events received are stored in a custom 'Business Event' object.



The screenshot shows the Salesforce Business Events list view. The top navigation bar includes tabs for Business Events, Test Business Events, Leads, Accounts, and Opportunities. A red arrow points to the 'Business Events' tab, which is highlighted with a blue background. Below the navigation bar is a toolbar with icons for New, Change Owner, and Printable View, along with search and filter tools. The main area displays a table with four rows of event data:

	ReplayID	Created Date	Type	Event Name	Origin	Action	More
1	6741	2/1/2021, 10:45 PM	info	New Lead Created	Partner Portal	message	▼
2	6742	2/1/2021, 10:45 PM	success	New Lead Created	Partner Portal	link	▼
3	6743	2/1/2021, 10:45 PM	warning	New Lead Created	Partner Portal	record_link	▼
4	6745	2/1/2021, 10:59 PM	error	New Lead Created	Partner Portal	flow	▼

**Replay the event history beginning with this event.
This action launches a flow in a modal pop-up window.**

Business Events Test Business Events Business Events Leads Accounts Opportunities

Business Event
6743

Details

ReplayID 6743	Type warning
Event Name New Lead Created	Origin Partner Portal
Action record_link	

Replay Event History

Replay Event History (From This Event)

Launched from the top right corner of the main page area.

Launches the same replay history flow but inline within the page.

Action = link

Action = record_link

Action = flow

Record Field Label
Name

Record Field Value
Hanna Moore

Record ID
00Q540000050NcuEAE

Flow API Name

All ▾ Search Business Events and more... X

Business Events Test Business Events

Business Event 6743

Details

ReplayID
6743

Event Name
New Lead Created

> Action = link

✓ Action = record_link

Record Field Label
Name

Record Field Value
Hanna Moore

Record ID
00Q540000050NcuEAE

✓ Action = flow

Flow API Name

Flow Button Label

✓ System Information

Created By
User User, 2/1/2021, 10:45 PM

Last Modified By
User User, 2/1/2021, 10:45 PM

Replay Event History

Event to Replay (1 of 2)

Replay ID: 6743

* Event Type
warning

* Event Message
New Lead Created

* Event Origin
Partner Portal

* Action
record_link

Action = 'record_link'

Record ID
00Q540000050NcuEAE

Record Field Label
Name

Record Field Value
Hanna Moore

Publish this event

Skip this event

Stop the replay flow

Publish

Skip

Cancel

Replay Event History (From This Event)

Replay Event History

Events are published as you step through the replay flow.



Notification Hub

2



00:24

⚠ New Lead Created
Origin: Partner Portal
Name: [Hanna Moore](#)

🚫 New Lead Created

00:24

[View Hanna Moore](#)

Last screen of the flow shows a summary of the events you stepped through.

warning

Replay Event History

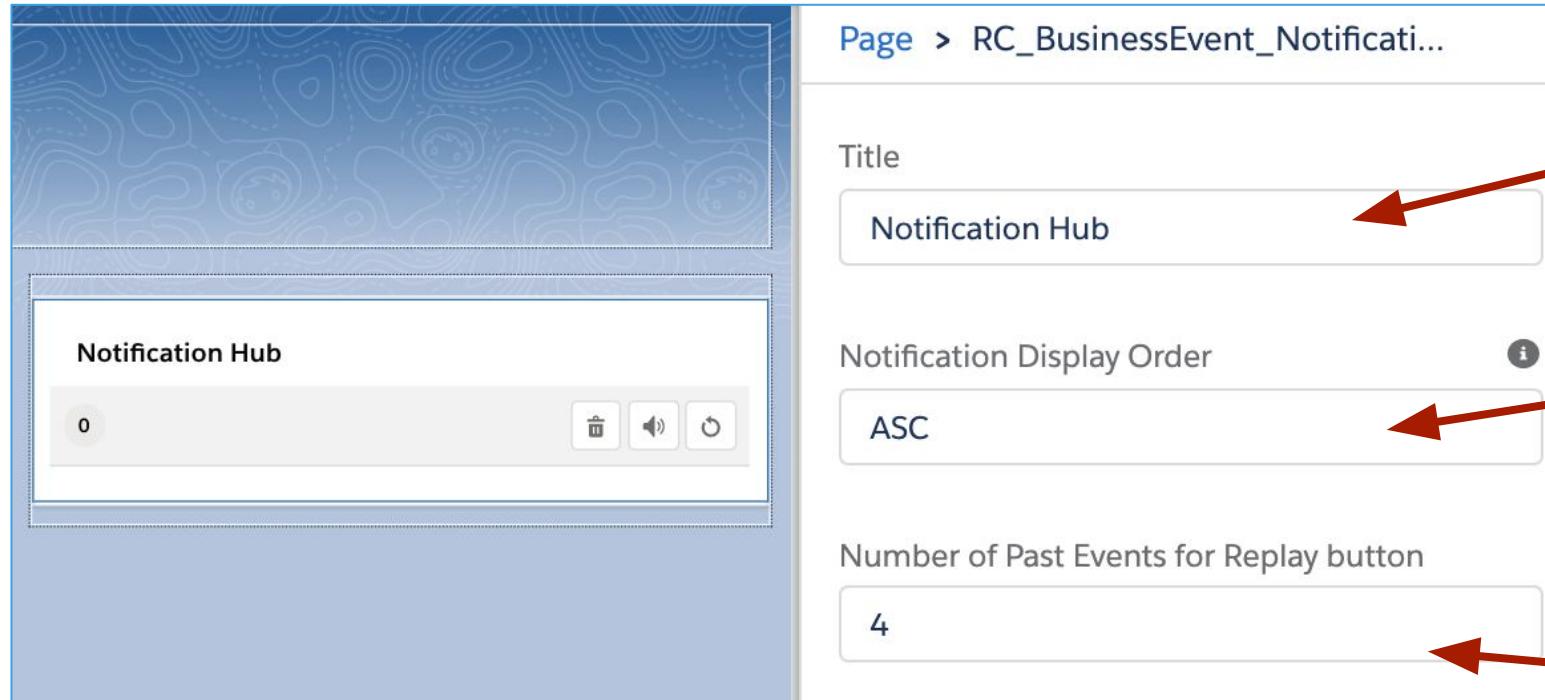
This is the End

Events You Selected To Replay: 2

Events You Published: 2

Events You Skipped: 0

[Close](#)



The screenshot shows the Salesforce page editor interface. On the left, there's a preview window titled "Notification Hub" which displays a summary card with the number "0" and three small icons. On the right, the configuration pane for the "RC_BusinessEvent_Notification" component is open, showing the following settings:

- Title:** Notification Hub
- Notification Display Order:** ASC
- Number of Past Events for Replay button:** 4

Title displayed in the component

**ASC (ascending) = new notifications
will be added to the bottom**

**DESC (descending) = new notifications
will be on top**

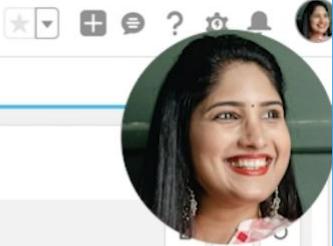
**The number of past events to replay
when the Replay button is clicked**

Examples





Search...



Cisco VDC Console

Home

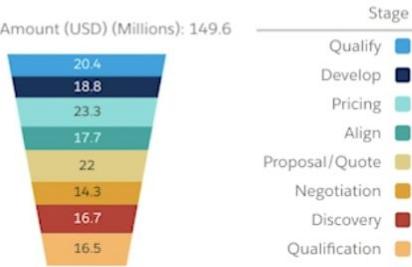
Dashboard High Velocity Sales Dashboard

As of Jan 13, 2021, 12:09 AM · Viewing as Micah

Sales Pipeline

Sales Pipeline

Sum of Amount (USD) (Millions): 149.6



How healthy is the pipeline?

[View Report \(Inside Sales Pipeline\)](#)

Generated Opportunity Size

Generated Opportunity Size

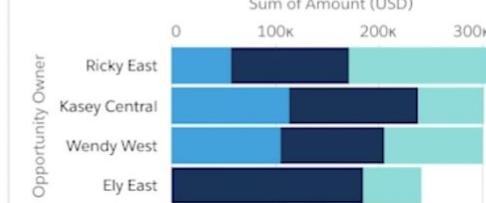


How large are the opportunities being generated?

[View Report \(Opportunity Size\)](#)

Sales Leaderboard

Sales Leaderboard



Type | New Business Add-On Business Services

Which reps are generating the most business?

[View Report \(Inside Sales Leaderboard\)](#)

Notification Hub

1

New Hot Lead Created

Origin: Cisco.com Lead Generation Chatbot
Hanna Moore

01:05

Activity Scorecard - Last 7 Days

Leads Converted

57

Leads to Follow-Up

7

135 tasks completed

Personal Best: 250

98 calls logged

Personal Best: 200

98 emails sent

Personal Best: 150

23 events logged

Personal Best: 35

You have 5 steps in Sales Cadences and no items in My List.

[Open Work Queue](#)

Hot Leads

Warm Leads

Leads Hot Leads

10+ items · Sorted by Lead Score · Filtered by All leads - Rating · Updated 11 minutes ago

[Open in Quip](#) [New](#) [Import](#) [Add to Campaign](#) [Change Status](#)

Search this list...

<input type="checkbox"/>	<input checked="" type="radio"/> Lead Score ↓	Name	Title	Company	Email	Phone
1	<input type="checkbox"/>	98	George Kewo	Sales Exec	gkewo@example.com	(506) 555-6622
2	<input type="checkbox"/>	86	Hanna Moore	Head of IT	hmoore@judu.com	(252) 555-9091
3	<input type="checkbox"/>	86	Dean Atcherson	President	wind@mailinator.com	(246) 555-2345

News

PE firm Privavera chairman says remain optimistic about China's Ant...
General Business News

Saudi Aramco cuts Feb crude supply to some Asian refiners: sources
General Business News

POLL-C recover
General



Cisco Sales Console

Opportunity Mandor EA FY21

ALIGN

Mandor * 1/8/2021

Amount USD 725,000.00 Opportunity Owner Abram Adams

Opportunity Score Not Available

Mandor has accepted quote from Zig Zag

Mandor EA FY21

Share in C

Pricing Align Contract Closed ✓ Mark Stage as Complete

Activity People Details Partner Opportunities Products & Quotes EA Close Plan

Partner Opportunities (3)

3 items • Updated a minute ago

Opportunity Name	Amount	Stage	Close Date	Owner Full Name
Mandor EA FY21 - Zigzag	USD 251,860.00	Develop	2/17/2021	Abram Adams
Mandor EA FY21 - Shirkan	USD 300,000.00	Develop	1/7/2021	Abram Adams
Mandor EA FY21 - Ripley	USD 275,000.00	Develop	1/7/2021	Abram Adams

View All

Notifications Webex Spaces

Notification Hub

- ZigZag submitted quote for Mandor EA FY21 Origin: PxP 21:0
- Shirkan submitted quote for Mandor EA FY21 Origin: PxP 21:0
- Ripley submitted quote for Mandor EA FY21 Origin: PxP 21:0
- Mandor has accepted quote from Zig Zag Origin: Partner Portal Opportunity: Mandor EA FY21 21:0





Search...



Business Events

Test Business Events

Business Events

Leads

Accounts

Opportunities

Test



Business Events

Reusable Events



New

Change Owner

Open in Quip

Printable View

Receive Alerts

8 items • Sorted by Order • Filtered by All business events - Persona • Updated a few seconds ago

Search this list...



	Persona	O. ↑ ↓	Repla... ▾	Created Date	Type	Event Name	Origin	Action	▼
1	Lisa - LDR	10	198970	1/13/2021, 1:05 AM	success	New Hot Lead Created	Cisco.com Lead Generation Chatbot	link	▼
2	Paul - Partner	20	204892	1/13/2021, 7:43 PM	info	New Lead Created	Partner Portal	message	▼
3	Courtney - PAM	30	202877	1/13/2021, 2:34 PM	success	WFH Security Bundle - Partner Enablement Campaign Ad...	Pipeline Council	message	▼
4	Abram - AM	40	188127	1/11/2021, 8:58 PM	success	Renewal Opportunity Auto-Created	Renewal Engine	record_link	▼
5	Abram - AM	50	188196	1/11/2021, 9:06 PM	info	Ripley submitted quote for Mandor EA FY21	PxP	message	▼
6	Abram - AM	60	188193	1/11/2021, 9:06 PM	info	Shirkan submitted quote for Mandor EA FY21	PxP	message	▼
7	Abram - AM	70	188192	1/11/2021, 9:06 PM	info	ZigZag submitted quote for Mandor EA FY21	PxP	message	▼
8	Abram - AM	80	188199	1/11/2021, 9:07 PM	success	Mandor has accepted quote from Zig Zag	Partner Portal	record_link	▼



Platform Event Notifications

<https://github.com/SFDC-Assets/rc-platform-event-notifications>



THANK YOU

