

FIELD SERVICE WORKORDER OPTIMIZATION

By

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ABSTRACT

Field Service Work Order Optimization System

The Field Service Work Order Optimization System is designed to help a company efficiently manage installations and repair tasks. It uses a database to match work orders with skilled technicians based on factors like location, availability, and skills. This ensures that every job is assigned to the best technician. The system's algorithm prioritizes tasks, helping save time, reduce costs, and improve customer satisfaction.

Additionally, the system features automated communication, keeping technicians informed about job details in real-time. This reduces confusion and makes the workflow smoother. The built-in analytics offer insights into performance, enabling continuous improvement and better decision-making.

Key Technologies Used:

- **Salesforce Field Service:** Provides tools for scheduling, dispatching, and communication.
- **Artificial Intelligence & Machine Learning:** Predicts service demands and matches technicians to jobs based on various factors.
- **Predictive Analytics:** Forecasts service needs and identifies potential issues using historical data.
- **Internet of Things (IoT):** Uses real-time data from field devices for proactive maintenance.

Implementation Phases:

- **Salesforce Field Service Setup:** This phase includes setting up the core system for scheduling, dispatching, and real-time communication.
- **Integrating AI and ML:** AI and ML are used to improve scheduling and task assignments based on real-time data.
- **Predictive Analytics Integration:** This phase focuses on using historical data to predict service needs and plan accordingly.
- **IoT Integration:** Real-time data from field equipment is collected using IoT devices and connected to the Salesforce system for faster maintenance.

Potential Challenges:

- **Data Integration:** Combining data from different sources and legacy systems can be complex.
- **Change Management:** Managing transitions and getting everyone on board with new systems can be challenging.
- **Scalability:** The solution must be able to handle future growth and increased demand.
- **Security and Privacy:** Protecting sensitive customer and company data from security threats is critical.

Functional Requirements:

- **Work Order Management:** The system will track and manage work orders.
- **Scheduling and Dispatching:** Assign jobs to the best-suited technicians.
- **Resource Management:** Manage the availability and skills of technicians.
- **Mobile Access:** Technicians can access the system on mobile devices.
- **Integration:** Connect with other systems for seamless operations.
- **User Management and Security:** Control user access and protect data.
- **Maintenance and Support:** Provide ongoing support and system maintenance.

By addressing these needs, the system optimizes field service operations, reduces costs, and boosts customer satisfaction, creating a more efficient and effective work environment.

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INTRODUCTION

The Field Service Work Order Optimization System streamlines operations for a company providing installations and repairs. Utilizing a robust database, the system efficiently matches work orders with skilled technicians based on technicians' location, availability, and skills. The system employs a prioritization algorithm, focusing on assigning tasks to technicians. Automated communication keeps technicians informed, while analytics offer insights for continuous improvement. Overall, this solution maximizes efficiency, reduces operational costs, and improves customer satisfaction in the dynamic realm of field service operations.

Task 1:

Create Technician Object:

An entity representing field technicians, capturing details like skills, name, location, availability, and contact information for optimized service dispatch.

Create a custom object from a spreadsheet

Define object and fields

Choose the data source, map fields and their types, and import field data.

CSV File Details

Encoding Format ¹

Values Separated By

Field Label Source ☐ Enter manually ☒ Detect from row

* Field Labels Row

Import 5 rows of Data? ¹ ☐ No, skip import ☒ Yes, import data

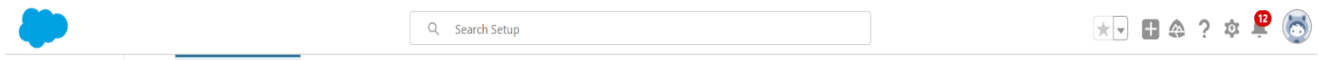
Record Name Field ¹

Fields 7 of 7 to import ☐ Hide mapped fields

IMPORT FILE FIELD NAME	SALESFORCE FIELD NAME	SALESFORCE FIELD TYPE	ADD TO LAYOUTS ¹	FIELD PREVIEW
✓ Technician ID	Technician ID	Text	<input checked="" type="checkbox"/>	T-0001
✓ Name	Name	Text	<input checked="" type="checkbox"/>	Raghu
✓ Phone	Phone	Picklist	<input checked="" type="checkbox"/>	7892341560
✓ Email	Email	Picklist	<input checked="" type="checkbox"/>	example@gmail.com
✓ Location	Location	Picklist	<input checked="" type="checkbox"/>	Hyderabad

☒ ☐

After creating technician details, the Quick box looks like the below



Search Setup

Setup Home Object Manager

Object Manager

1 Items. Sorted by Label

Q tech Schema Builder Create

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
Technician	Technician__c	Custom Object		02/01/2025	✓

Create Work Order Object:

Create a custom object from a spreadsheet

Define object and fields

Choose the data source, map fields and their types, and import field data.

CSV File Details

Encoding Format: Unicode (UTF8)

Values Separated By: Comma

Field Label Source: Detect from row

Field Labels Row: 1

Import 5 rows of Data?: Yes, import data

Record Name Field: Let Salesforce Create a Default R

Fields 7 of 7 to import

IMPORT FILE FIELD NAME	SALESFORCE FIELD NAME	SALESFORCE FIELD TYPE	ADD TO LAYOUTS	FIELD PREVIEW
Technician ID	Technician ID	Text	✓	T-0001
Name	Name	Text	✓	Raghu
Phone	Phone	Picklist	✓	7892341560
Email	Email	Email	✓	example@gmail.com
Location	Location	Picklist	✓	Hyderabad

BackNext

An entity tracking service tasks, detailing job requirements, status, assigned technician, and customer information for efficient field operations.

After creating the Work Order Custom object it looks like the below



Search Setup

Setup Home Object Manager

Object Manager

1 Items. Sorted by Label

Q WorkOrder Schema Builder Create

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
WorkOrder	WorkOrder__c	Custom Object		02/01/2025	✓

Create Assignment Object:

An entity linking technicians to work orders, detailing assignment dates, priority, status, and specific tasks for optimized field service.

After creating the Assignment custom object, the object manager bar looks the below

Search Setup

Setup Home Object Manager

Object Manager
2 Items, Sorted by Label

Assignment Schema Builder Create

LABEL	API NAME	TYPE	DESCRIPTION	LAST MODIFIED	DEPLOYED
Assignment	Assignment__c	Custom Object		02/01/2025	✓
Location Group Assignment	LocationGroupAssignment	Standard Object			

Task 2:

Creating a Custom Tab

A user interface element in Salesforce that provides access to custom objects, records, or web content, enhancing navigation and organization of data within the Salesforce environment. To create a Tab:(Assignment)

1. Go to the setup page --> type Tabs in the Quick Find bar --> click on tabs --> New (under the custom object tab)
2. Select Object(Assignment) --> Select any tab style --> Next (Add to profiles page) keep it as default -> Next (Add to Custom App) keep it as default --> Save.

Note: Tabs for Work Order & Technician objects do get created automatically. We do not need to create tabs for those objects.

After following the above steps, the output looks like this:

Custom Tabs

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

Custom Object tabs look and behave like the standard tabs provided with Salesforce. Web tabs allow you to embed external web applications and content within the Salesforce window. Visualforce tabs allow you to embed Visualforce pages. Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app. Lightning Page tabs allow you to add Lightning Pages to Lightning Experience and the mobile app.

Action	Label	Tab Style	Description
Edit Del	Assignments	Computer	
Edit Del	Technician	Box	
Edit Del	WorkOrder	Box	

Web Tabs

No Web Tabs have been defined

Visualforce Tabs

No Visualforce Tabs have been defined

Task 3 :

Create a Lightning App

To create a lightning app page:

- Go to the setup page --> search "app manager" in quick find --> select "app manager" --> click on New lightning App.
- Fill the app name in app details and branding as follow
 App Name: Field Service Work Order Optimization
 Developer Name: this will be auto populated
 Description: Give a meaningful description
 Image: optional (if you want to give any image you can, otherwise not mandatory) Primary color
 hex value: keep this default

3. Then click Next --> (App option page) keep it as default --> Next --> (Utility Items) keep it as default --> Next
4. To Add Navigation Items:

5.

Search the items in the search bar(Home, WorkOrder, Technician, Assignment, Reports, Dashboard) from the search bar and move it using the arrow button ? Next.

Note: select asset the custom object which we have created in the previous activity. 5. To Add User Profiles:

Search profiles (System administrator) in the search bar --> click on the arrow button --> save & finish.

Lightning App Builder

App Settings

Pages

Field Service WorkOrder Optimization

Help

App Settings

App Details & Branding

App Options

Utility Items (Desktop Only)

Navigation Items

User Profiles

User Profiles

Choose the user profiles that can access this app.

Available Profiles

Analytics Cloud Integration User

Analytics Cloud Security User

Authenticated Website

Authenticated Website

B2B Reordering Portal Buyer Profile

Contract Manager

Custom: Marketing Profile

Custom: Sales Profile

Custom: Support Profile

Customer Community Login User

Customer Community Plus Login User

Selected Profiles

System Administrator

This is the output after completion of following the above procedure.

Task 4:

Creating Lookup Field in Assignment Object

Setup

Home

Object Manager

Search Setup

Star

Plus

Share

Help

Settings

12

Avatar

SETUP > OBJECT MANAGER

Assignment

Details

Fields & Relationships

Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

Record Types

Related Lookup Filters

Search Layouts

List View Button Layout

Restriction Rules

Assignment Custom Field

WorkOrder ID

Back to Assignment

Validation Rules (0)

Custom Field Definition Detail

Edit

Set Field-Level Security

View Field Accessibility

Where is this used?

Field Information

Field Label	WorkOrder ID	Object Name	Assignment
Field Name	WorkOrder_ID	Data Type	Lookup
API Name	WorkOrder_ID__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	Suresh Pakiram, 02/01/2025, 2:35 pm	Modified By	Suresh Pakiram, 02/01/2025, 2:35 pm

Lookup Options

Related To	WorkOrder	Child Relationship Name	Assignments
Related List Label	Assignments		
Required	<input type="checkbox"/>		
What to do if the lookup record is deleted?	Clear the value of this field.		

A lookup field in the Assignment Object establishes a relationship with another object, such as Technicians or Work Orders, enabling users to link and reference related records for improved data organization and relational tracking.

Setup

Home

Object Manager

SETUP > OBJECT MANAGER
WorkOrder

Details

Fields & Relationships

 Page Layouts
 Lightning Record Pages
 Buttons, Links, and Actions
 Compact Layouts
 Field Sets
 Object Limits
 Record Types
 Related Lookup Filters
 Search Layouts
 List View Button Layout
 Restriction Rules

Active and inactive picklist values 4 (1,000 max)

Field Dependencies

No dependencies defined.

New

Field Dependencies Help

Validation Rules

No validation rules defined.

New

Validation Rules Help

Values

New

Reorder

Replace

Printable View

Chart Colors

Delete Selected

Deactivate Selected

Replace Selected

Values Help

Action	Values	API Name	Default	Chart Colors	Modified By
<input type="checkbox"/> Edit Del Deactivate	Value1	Value1	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 1:48 pm
<input type="checkbox"/> Edit Del Deactivate	Nasik	Nasik	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 2:40 pm
<input type="checkbox"/> Edit Del Deactivate	Warangal	Warangal	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 2:40 pm
<input type="checkbox"/> Edit Del Deactivate	Nanded	Nanded	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 2:40 pm

Inactive Values

Delete Unused Values

Inactive Values Help

No Inactive Values values defined.

Back To Top

Always show me more records per related list

Manage your picklist values

Manage your picklist values:

Add following values to the respective fields in WorkOrder object:

Field	Values
Priority	High
Service Type	Hardware repair Troubleshoot/Debugging Lane-Management

Top Screenshot: WorkOrder Object Configuration (2 values)

Picklist Values Used: Active and inactive picklist values 2 (1,000 max)

Field Dependencies: No dependencies defined.

Validation Rules: No validation rules defined.

Values:

Action	Values	API Name	Default	Chart Colors	Modified By
Edit Del Deactivate	Value1	Value1	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 1:48 pm
Edit Del Deactivate	High	High	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 2:52 pm

Inactive Values: No inactive values defined.

Bottom Screenshot: WorkOrder Object Configuration (4 values)

Picklist Values Used: Active and inactive picklist values 4 (1,000 max)

Field Dependencies: No dependencies defined.

Validation Rules: No validation rules defined.

Values:

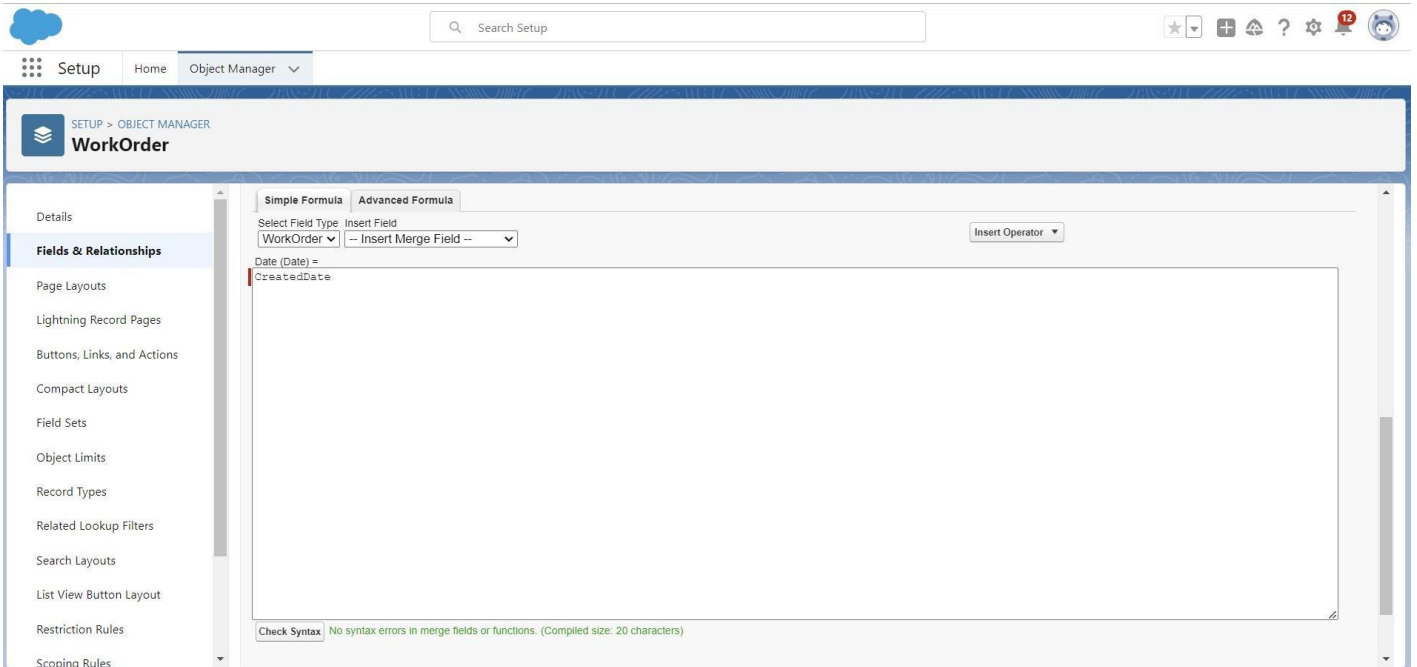
Action	Values	API Name	Default	Chart Colors	Modified By
Edit Del Deactivate	Value1	Value1	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 1:48 pm
Edit Del Deactivate	Hardware repair	Hardware repair	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 2:53 pm
Edit Del Deactivate	Troubleshoot/Debugging	Troubleshoot/Debugging	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 2:53 pm
Edit Del Deactivate	Lane-Management	Lane-Management	<input type="checkbox"/>	Assigned dynamically	Suresh Pakiram, 02/01/2025, 2:53 pm

Inactive Values: No inactive values defined.

Creating Formula Field in Work Order Object

A formula field in the Work Order Object automatically calculates and displays data based on other fields or custom logic. This feature streamlines data entry, ensures consistency, and provides real-time insights without manual updates.

1. Repeat steps 1 and 2 mentioned in activity 1
2. Select Data type as "Formula" and click Next.
3. Give Field Label and Field Name as "Date" and select formula return type as "Date" and click next.
4. Under Advanced Formula, write the formula and click "Check Syntax"
Formula: CreatedDate
5. Next--> Next--> Save.



Creating Remaining fields for the respective objects

Now create the remaining fields using the data types mentioned in the table.

SI No	Object Name	Field	
1	Assignment	Field Name	Datatype
		<ul style="list-style-type: none"> Technician ID Assignment Date Completion Date 	Lookup (Technician) Formula: return type: Date (WorkOrder_ID__r. Date__c) Formula: return type: Date IF (ISPICKVAL (WorkOrder_ID__r. Status__c , 'Resolved'), WorkOrder_ID__r. LastModifiedDate, NULL)

Setup > OBJECT MANAGER
Assignment

Details

Fields & Relationships

8 Items, Sorted by Field Label Fields & Relationships

Q Quick Find New Deleted Fields Field Dependencies Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Assignment Date	Assignment_Date__c	Formula (Date)		
Assignment ID	Name	Auto Number		✓
Completion Date	Completion_Date__c	Formula (Date)		
Created By	CreatedById	Lookup(User)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User,Group)		✓
Technician ID	Technician_ID__c	Lookup(Technician)		✓
WorkOrder ID	WorkOrder_ID__c	Lookup(WorkOrder)		✓

Page Layouts
Lightning Record Pages
Buttons, Links, and Actions
Compact Layouts
Field Sets
Object Limits
Record Types
Related Lookup Filters
Search Layouts
List View Button Layout
Restriction Rules
Scoping Rules

Task 5:

Technician Profile

1. Go to setup --> type profiles in the quick find box --> click on profiles --> click on new profile.
2. Select 'Standard Platform User' for existing profile and give 'Technician' for Profile Name and click on Save.
3. While still on the profile page, then click Edit.
4. While still on the profile page, then click Edit.
5. Scroll down and Click on Save.
6. Now from the profile detail page scroll down to custom field level security click on view next to Work Order object.
7. Click on Edit, enable the check box for the status field.
8. Click on Save.

The screenshot shows the Salesforce Setup interface. The top navigation bar includes 'Setup', 'Home', and 'Object Manager'. A search bar at the top right contains 'Search Setup'. The left sidebar shows 'Profiles' under the 'Users' section. The main content area displays the 'Profile: Technician1' page. It includes a list of enabled permissions (e.g., Login IP Ranges, Apex Class Access, Visualforce Page Access, etc.) and a 'Profile Detail' section with buttons for 'Edit', 'Clone', 'Delete', and 'View Users'. Below this is a table for 'Page Layouts' with columns for 'Standard Object Layouts' and 'Custom Profile'. The table lists layouts for Global, Email Application, Home Page Layout, Account, Fulfillment Order Item Tax, Fulfillment Order Product, Idea, and Individual, each with a 'View Assignment' link.

Task 6:

Create User

User is engaged in the Field Service Workforce Optimization Project, utilizing Salesforce to optimize field operations, improve resource management, and enhance customer service through efficient scheduling, real-time tracking, and comprehensive analytics.

1. Go to setup --> type users in the quick find box --> select users --> click New user.
2. Fill in the fields
 1. First Name: Elina
 2. Last Name: Gilbert
 3. Alias: Give an Alias Name
 4. Email id: Give your Personal Email id
 5. Username: Username should be in this form: text@text.text
 6. Nick Name: Give a Nickname
 7. Role:
 8. User license: Salesforce Platform

The screenshot shows the Salesforce Setup interface. On the left, there's a navigation menu with 'Setup' selected. The main content area is titled 'Users' and shows the details for a user named 'Elina Gilbert'. The user details include Name, Alias, Email, Username, Nickname, Title, Company, Department, Division, Address, Time Zone, Locale, Language, Delegated Approver, Manager, and various roles. The roles listed are: User License (Salesforce Platform), Profile (Technician), Active (checked), Marketing User, Offline User, Knowledge User, Flow User, Service Cloud User, Site.com Contributor User, Site.com Publisher User, WDC User, Mobile Push Registrations, Data.com User Type, Accessibility Mode (Classic Only), and Debug Mode. The 'Technician' profile is selected.

9.

10. Profiles: Technician

Task 7:

Create an Apex Class

1. Go to Setup --> Click on the gear icon --> Select Developer Console.
2. Then we can see the Developer console. Click on the developer console and you will navigate to a new console window.
3. To create a new Apex Class, follow the below steps: Click on the file --> New --> Apex Class.
4. Give the Apex Class name as "WorkOrderClass".
5. Click ok.
6. Now write the code logic here
7. **Source Code:**

```
public class WorkOrderClass {
    public static void workOrder (List<WorkOrder__C> newListWorkOrder){
        Map<Integer, List<String>> mapptotech = new map<Integer,List<String>>();    integer
num = 0;
        List<WorkOrder__c> properWo = new List<WorkOrder__c>();
        List<Assignment__c> lstAssignment = new List<Assignment__c>();
        List<Technician__c> technicianToAssignment = new List<Technician__c>();
        for(WorkOrder__c iter : newListWorkOrder){
            List<String> lststring = new List<string>();
            If(iter.Service_Type__c != null && iter.Location__c != null ){
```

```

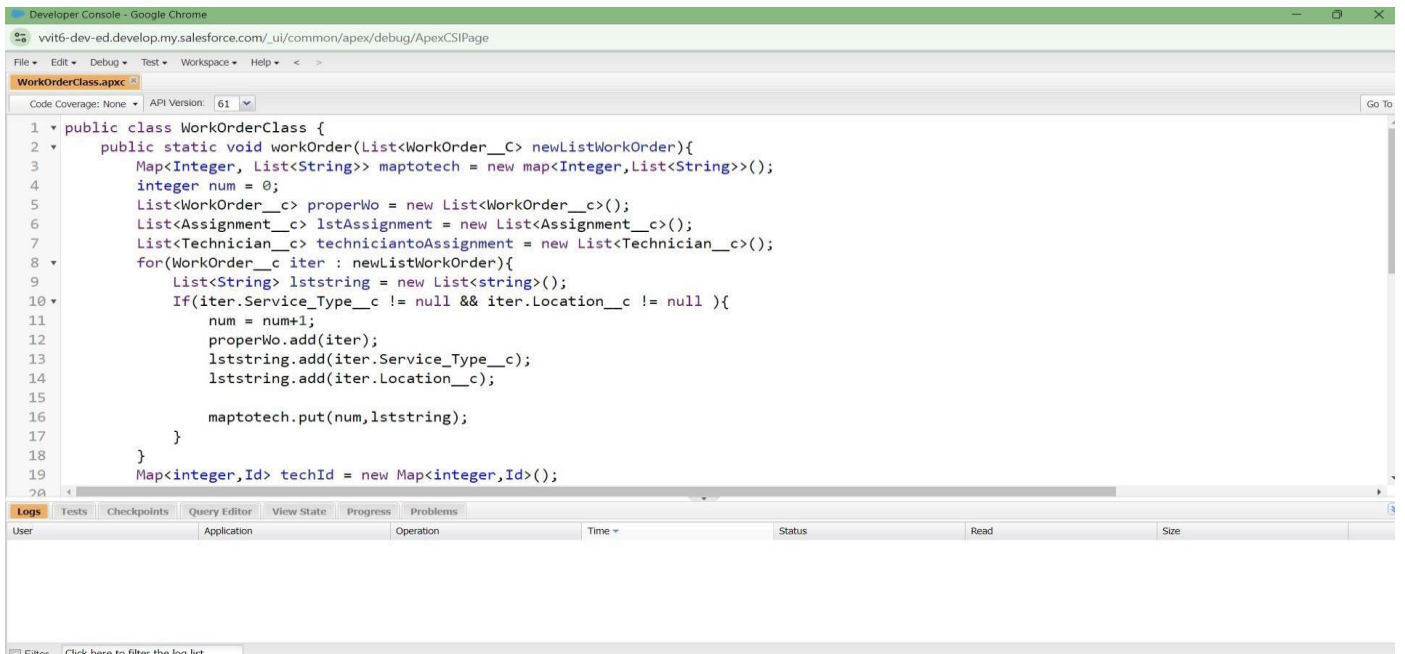
        num = num+1;
        properWo.add(iter);
        lststring.add(iter.Service_Type__c);
        lststring.add(iter.Location__c);

        maptotech.put(num,lststring);
    }
}
Map<integer,Id> techId = new Map<integer,Id>();
Map<Id,Technician__c> allTechnician = new Map<Id,Technician__c>([SELECT Id, Name,
Phone__c, Location__c, Skills__c, Availibility__c, Name__c, Email__c FROM Technician__c]);
integer num2 = 0;
For(Technician__c T : allTechnician.values()){
    num2 = num2+1;
    if(maptotech.get(num2) != null){
        List<string> valofmap = maptotech.get(num2);
        system.debug('error 1 ----> the maptotech is empty ---> ' + maptotech.get(num2));
    if(valofMap.contains(t.Skills__c) && ValofMap.contains(t.Location__c) && t.Availibility__c ==
'Available'){
        techid.put(num2,t.Id);
    }
}

}
integer num3 = 0;
For(WorkOrder__c W : properWo){
    num3 = num3 + 1;
    Assignment__c A = new Assignment__c();
    A.WorkOrder_ID__c = W.Id;
    A.Technician_ID__c = techid.get(num3);
    lstAssignment.add(A);
}
If(!lstAssignment.isEmpty()){
    insert lstAssignment;
}
}
}

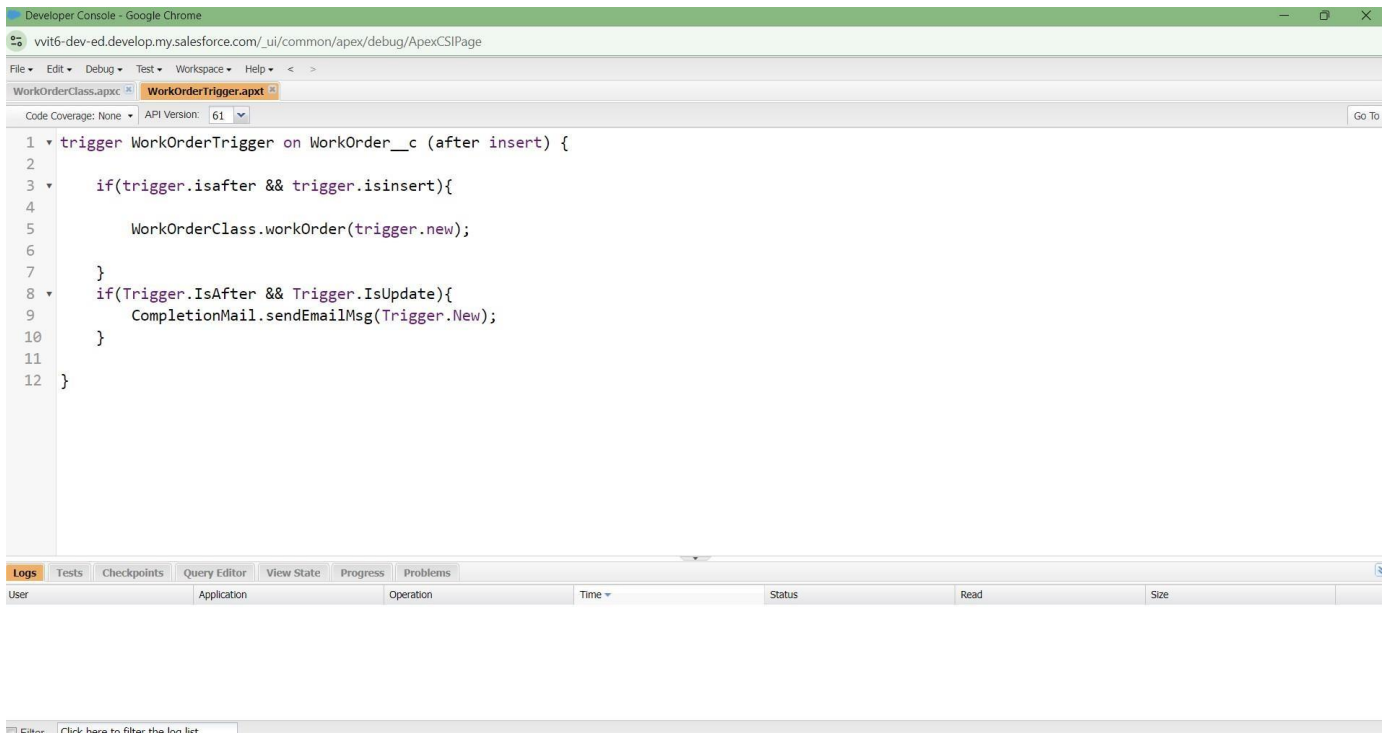
```

8. Save the code. (click on file --> Save)



Create an Apex Trigger

1. To create a new Apex Class follow the below steps:
Click on the file --> New --> Apex Class.
2. Give the Apex Trigger name as “WorkOrderTrigger”, and select “WorkOrder__c” from the dropdown for object.
3. Click Submit.
4. Now write the code logic here **Source Code:** trigger WorkOrderTrigger on WorkOrder__c (after insert) {
if(trigger.isafter && trigger.isinsert){
 WorkOrderClass.workOrder(trigger.new);
}
}
5. Save the code. (click on file --> Save)



Create an Apex Class

1. Go to Setup --> Click on the gear icon --> Select Developer Console.
2. Then we can see the Developer console. Click on the developer console and you will navigate to a new console window.
3. To create a new Apex Class follow the below steps: Click on the file --> New --> Apex Class.
4. Give the Apex Class name as "AssigningEmail".
5. Click ok.
6. Now write the code logic here
7. **Source Code:**

```

public class AssigningEmail {
    public static void sendEmailmsg(List<Assignment__c> assRec){
        List<messaging.SingleEmailMessage> myVar = new
List<messaging.SingleEmailMessage>();
        Map<id, Technician__c> technicians = new Map<id, Technician__c>([SELECT Id, Phone__c,
Location__c, Skills__c, Name__c, Email__c, Availability__c, Name FROM Technician__c]);
        try{
            for(Assignment__c con : assRec){
                if(con.Technician_ID__c != null){
                    messaging.SingleEmailMessage mail = new messaging.SingleEmailMessage();
                    List<String> sendTo = new List<String>();

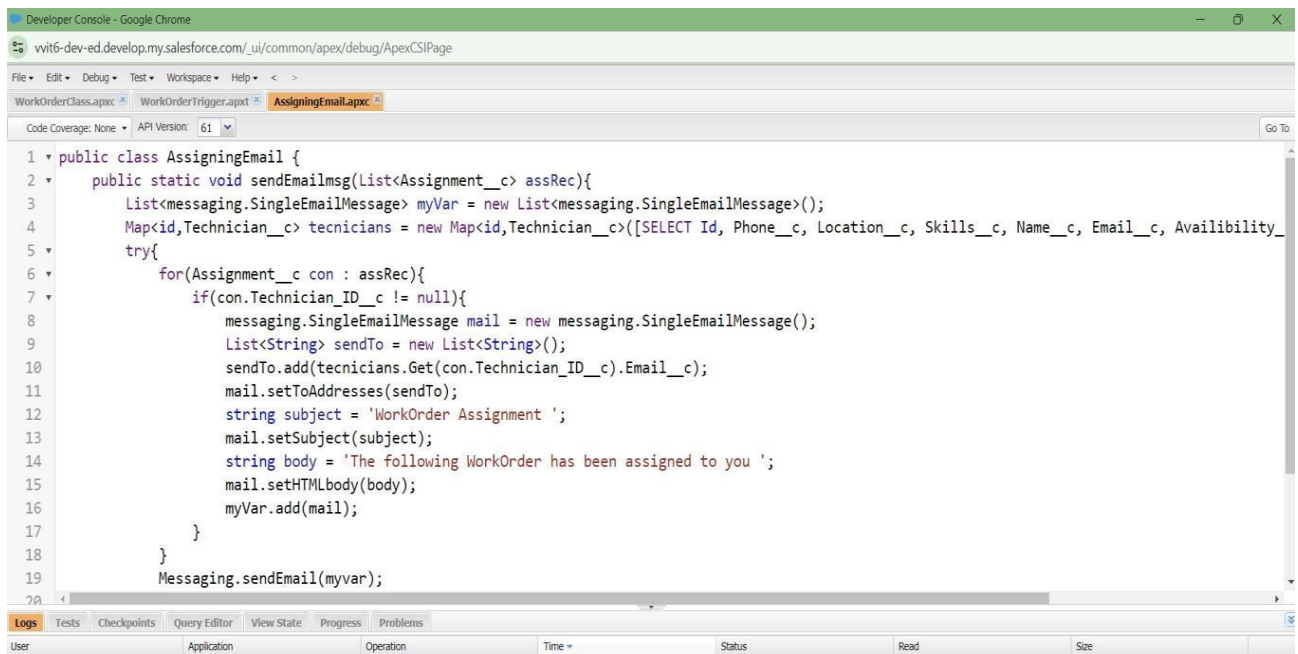
```

```

        sendTo.add(tecnicos.Get(con.Technician_ID__c).Email__c);
        mail.setToAddresses(sendTo);
        string subject = 'WorkOrder Assignment ';
        mail.setSubject(subject);
        string body = 'The following WorkOrder has been assigned to you ';
        mail.setHTMLbody(body);
        myVar.add(mail);
    }
}
Messaging.sendEmail(myvar);
}
catch(exception e){
    system.debug('Error ---- > ' + e.getMessage());
}
}
}

```

8. Save the code. (click on file --> Save)



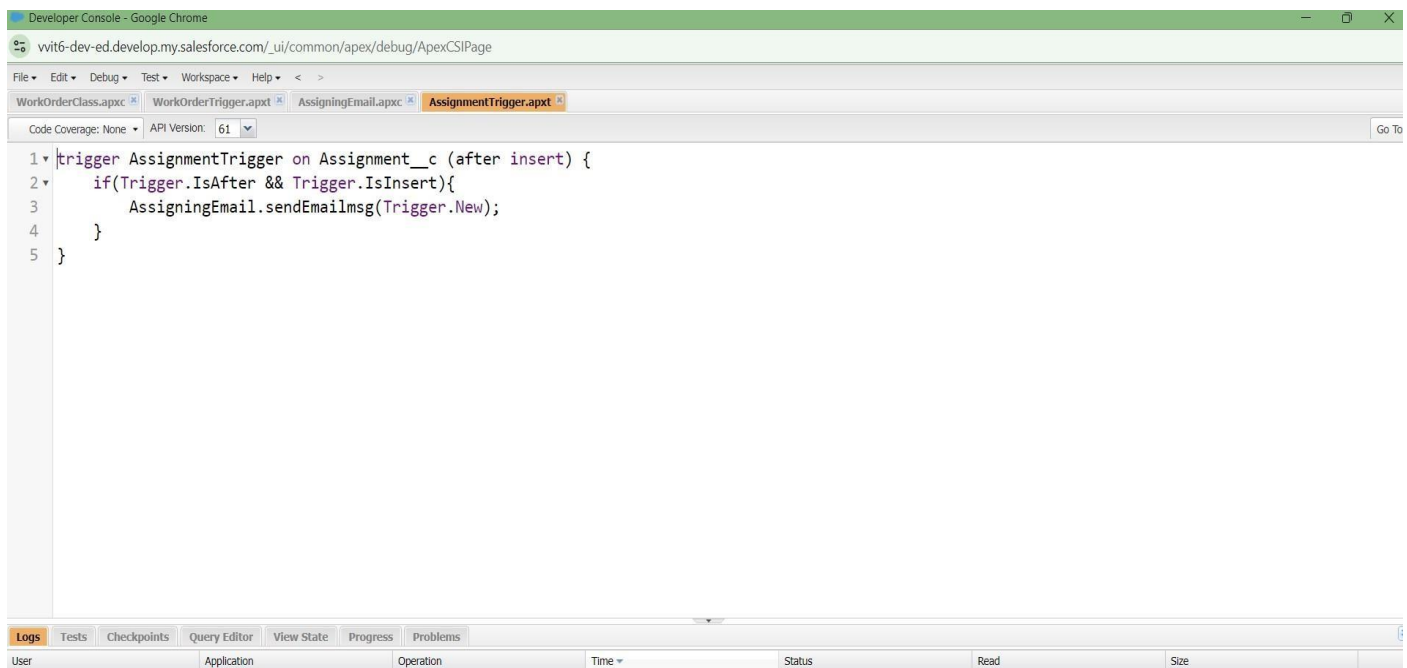
Create an Apex Trigger

To create a new Apex Class follow the below steps:

1. Click on the file --> New --> Apex Class.
2. Give the Apex Trigger name as "AssignmentTrigger", and select "Assignment__c" from the dropdown for sObject.
3. Click Submit.
4. Now write the code logic here
5. **Source Code:**

```
trigger AssignmentTrigger on Assignment__c (after insert) {  
    if (Trigger.IsAfter && Trigger.IsInsert) {  
        AssigningEmail.sendEmailmsg(Trigger.New);  
    }  
}
```

6. Save the code.(click on file --> Save)



Create an Apex Class

1. Go to Setup --> Click on the gear icon --> Select Developer Console.
2. Then we can see the Developer console. Click on the developer console and you will navigate to a new console window.
3. To create a new Apex Class follow the below steps: Click on the file --> New --> Apex Class.

4. Give the Apex Class name as "CompletionMail".
5. Click ok.
6. Now write the code logic here

7. **Source Code:**

```
public class CompletionMail {  
    public static void sendEmailMsg(List<WorkOrder__c> workOrderList){  
        List<messaging.SingleEmailMessage> myVar = new  
List<messaging.SingleEmailMessage>();  
        for(WorkOrder__c con : workOrderList){  
            if(con.Status__c == 'Resolved'){  
                messaging.SingleEmailMessage mail = new messaging.SingleEmailMessage();  
                List<String> sendTo = new List<String>();  
                sendTo.add(con.Email__c);  
                mail.setToAddresses(sendTo);  
                string subject = 'Status Updated';  
                mail.setSubject(subject);  
                string body = 'email body ';  
                mail.setHTMLbody(body);  
                myVar.add(mail);  
            }  
        }  
        Messaging.sendEmail(myvar);  
    }  
}
```

8. Save the code.(click on file --> Save)

The screenshot shows the Salesforce Developer Console with the file explorer open to 'CompletionMail.apxc'. The code editor displays the following Apex class:

```

1 public class CompletionMail {
2     public static void sendEmailMsg(List<WorkOrder__c> workOrderList){
3         List<messaging.SingleEmailMessage> myVar = new List<messaging.SingleEmailMessage>();
4         for(WorkOrder__c con : workOrderList){
5             if(con.Status__c == 'Resolved'){
6                 messaging.SingleEmailMessage mail = new messaging.SingleEmailMessage();
7                 List<String> sendTo = new List<String>();
8                 sendTo.add(con.Email__c);
9                 mail.setToAddresses(sendTo);
10                string subject = 'Status Updated';
11                mail.setSubject(subject);
12                string body = 'email body ';
13                mail.setHTMLbody(body);
14                myVar.add(mail);
15            }
16        }
17        Messaging.sendEmail(myVar);
18    }
19 }

```

The bottom pane shows the 'Logs' tab with a table header: User, Application, Operation, Time, Status, Read, Size.

Create an Apex Trigger

1. Click on the file --> Open.
2. A pop up window opens click on Triggers, then select "WorkOrderTrigger" and click on "Open"
3. Now write the code logic here.
4. WorkOrderClass.workOrder(trigger.new);

```

    }
    if(trigger.IsAfter && Trigger.IsUpdate){
        CompletionMail.sendEmailMsg(trigger.New);
    }
}

```

5. Save the code.(click on file --> Save)

The screenshot shows the Salesforce Developer Console with the file explorer open to 'WorkOrderTrigger.apxt'. The code editor displays the following Apex trigger:

```

1 trigger WorkOrderTrigger on WorkOrder__c (after insert) {
2
3     if(trigger.isafter && trigger.isinsert){
4
5         WorkOrderClass.workOrder(trigger.new);
6
7     }
8     if(trigger.IsAfter && Trigger.IsUpdate){
9         CompletionMail.sendEmailMsg(trigger.New);
10    }
11 }
12 }

```

The bottom pane shows the 'Logs' tab with a table header: User, Application, Operation, Time, Status, Read, Size.

Create an Asynchronous Apex Class

Create an Apex Class to Delete all the WorkOrder records which meets the following criteriaL

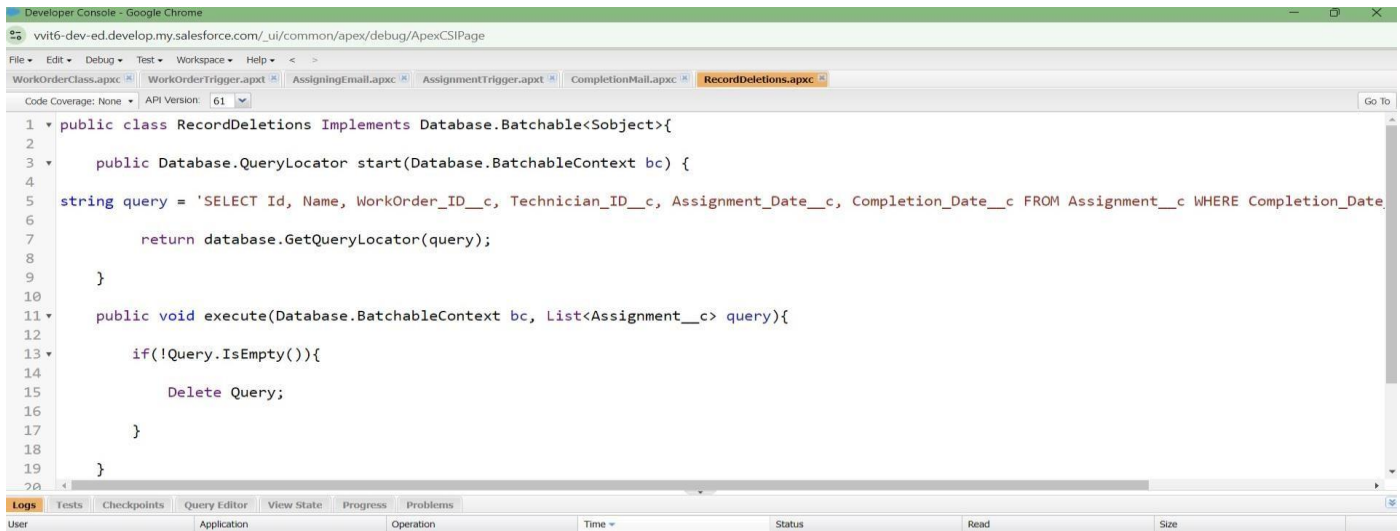
1. Completed date should be more than 30 days.

2. Status should be 'Resolved'. Create an Apex Class

1. Go to Setup --> Click on the gear icon --> Select Developer Console.
2. Then we can see the Developer console. Click on the developer console and you will navigate to a new console window.
3. To create a new Apex Class follow the below steps: Click on the file --> New --> Apex Class.
4. Give the Apex Class name as "RecordDeletion".
5. Click ok.
6. Now write the code logic here

```
public class RecordDeletions Implements Database.Batchable<Subject>{  
    public Database.QueryLocator start(Database.BatchableContext bc) { string query =  
        'SELECT Id, Name, WorkOrder_ID__c, Technician_ID__c,  
            Assignment_Date__c, Completion_Date__c FROM Assignment__c WHERE  
            Completion_Date__c = LAST_N_DAYS:30';  
        return database.GetQueryLocator(query);  
    }  
    public void execute(Database.BatchableContext bc, List<Assignment__c> query){  
        if(!Query.IsEmpty()){  
            Delete Query;  
        }  
    }  
    public void finish(Database.BatchableContext bc){  
    }  
}
```

7. Save the code.(click on file --> Save)



The screenshot shows the Salesforce Developer Console with the 'RecordDeletions.apxc' file open. The code defines a class 'RecordDeletions' that implements 'Database.Batchable<Subject>'. It includes a 'start' method that returns a 'QueryLocator' for a SELECT query on the 'Assignment__c' table, and an 'execute' method that checks if the query is empty and then deletes the records.

```
1 public class RecordDeletions Implements Database.Batchable<Subject>{
2
3     public Database.QueryLocator start(Database.BatchableContext bc) {
4
5         string query = 'SELECT Id, Name, WorkOrder_ID__c, Technician_ID__c, Assignment_Date__c, Completion_Date__c FROM Assignment__c WHERE Completion_Date
6
7         return database.GetQueryLocator(query);
8
9     }
10
11     public void execute(Database.BatchableContext bc, List<Assignment__c> query){
12
13         if(!Query.IsEmpty()){
14
15             Delete Query;
16
17         }
18
19     }
20 }
```

Create an Apex Schedule Class

1. Go to Setup --> Click on the gear icon --> Select Developer Console.
2. Then we can see the Developer console. Click on the developer console and you will navigate to a new console window.
3. To create a new Apex Class follow the below steps: Click on the file --> New --> Apex Class.
4. Give the Apex Class name as "ScheduleClass".
5. Click ok.
6. Now write the code logic here **Source Code:** global class ScheduleClass implements Schedulable {
global void execute(SchedulableContext SC) {
RecordDeletions delrec = new RecordDeletions();
database.executeBatch(delrec, 200);
}
}
7. Save the code.(click on file ? Save)

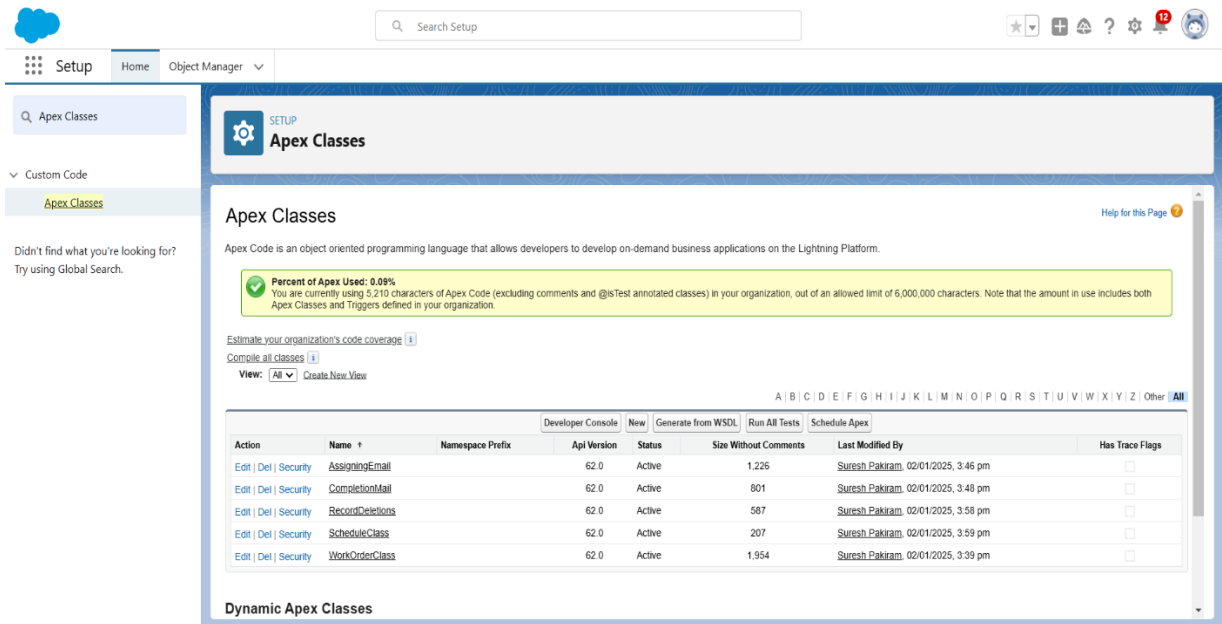
```

1 global class ScheduleClass implements Schedulable {
2     global void execute(SchedulableContext SC) {
3         RecordDeletions delrec = new RecordDeletions();
4         database.executeBatch(delrec, 200);
5     }
6 }

```

Create a Schedule Apex Schedule the Apex class:

1. From the Setup page search for “Apex Classes” in quick search.
2. Click on “Schedule Apex” as shown below.
3. Click on Schedule Apex and enter the Job name.
4. Job Name : DeleteAssignmentSchedule
5. Apex Class : ScheduleClass (from clicking on lookup icon)
6. Frequency : Monthly
7. Preferred Start Time : Select any time



- 8.
9. Click Save.

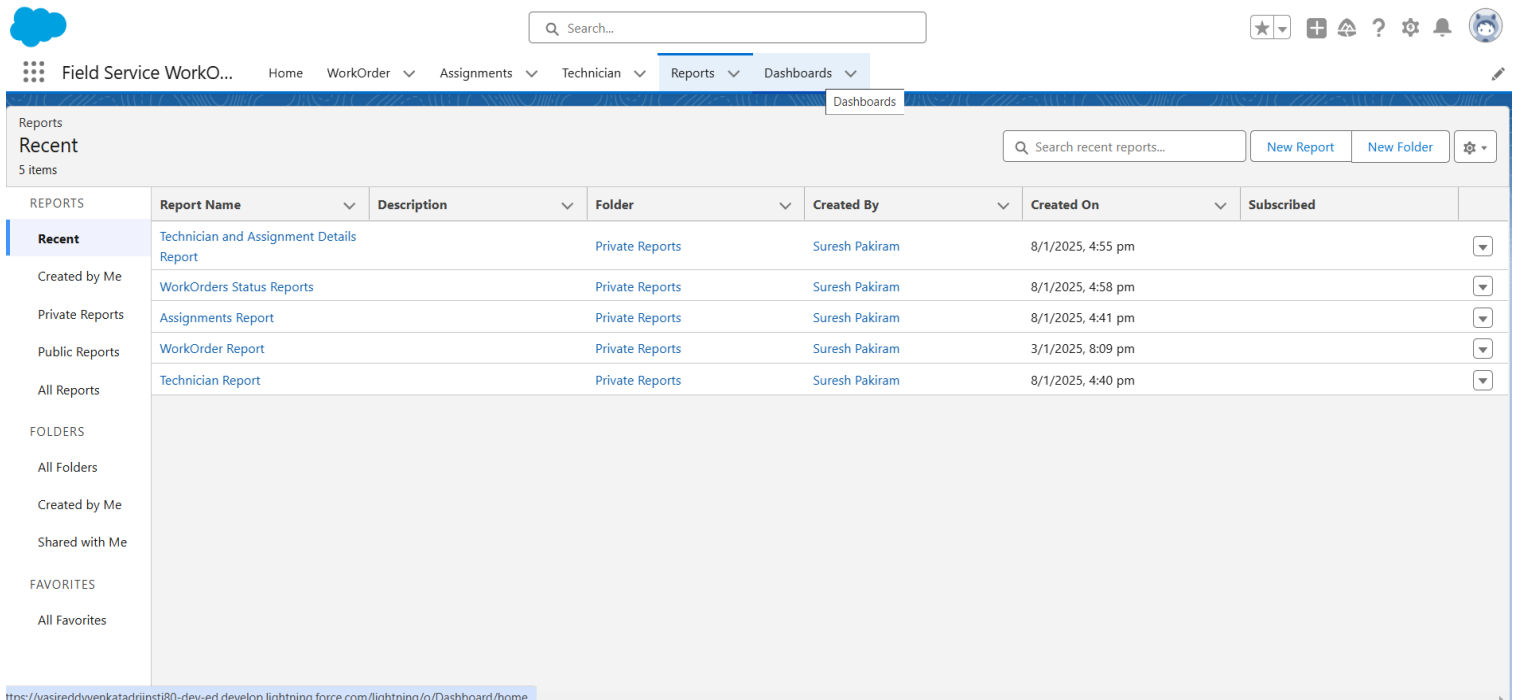
Task 8:

Report

1. Go to the app --> click on the reports tab

2. Click New Report.
3. Select report type from category or from report type panel or from search panel --> click on start report.
4. Customize your report
5. Add fields from left pane as shown below
6. Grouped by workorder ID
7. Save or run it.


Note: Reports may get varied from the above pictures as the data might be different.



The screenshot shows the 'Field Service WorkOrder' application interface. The top navigation bar includes a search bar and various utility icons. The main menu on the left lists 'Home', 'WorkOrder', 'Assignments', 'Technician', 'Reports', and 'Dashboards'. The 'Reports' section is currently active, displaying a 'Recent' list of 5 items. The interface is divided into a left sidebar with categories like 'REPORTS', 'FOLDERS', and 'FAVORITES', and a main content area showing a table of recent reports.

REPORTS	Report Name	Description	Folder	Created By	Created On	Subscribed
Recent	Technician and Assignment Details Report		Private Reports	Suresh Pakiram	8/1/2025, 4:55 pm	<input type="checkbox"/>
Created by Me	WorkOrders Status Reports		Private Reports	Suresh Pakiram	8/1/2025, 4:58 pm	<input type="checkbox"/>
Private Reports	Assignments Report		Private Reports	Suresh Pakiram	8/1/2025, 4:41 pm	<input type="checkbox"/>
Public Reports	WorkOrder Report		Private Reports	Suresh Pakiram	3/1/2025, 8:09 pm	<input type="checkbox"/>
All Reports	Technician Report		Private Reports	Suresh Pakiram	8/1/2025, 4:40 pm	<input type="checkbox"/>

The left sidebar also includes sections for 'FOLDERS' (All Folders, Created by Me, Shared with Me) and 'FAVORITES' (All Favorites).



Field Service WorkO...

HomeWorkOrderAssignmentsTechnicianReportsDashboards

Report: Technician

Technician Report

Enable Field Editing

Q

Add Chart

Y

C


Edit

Total Records
10

	Technician: Technician ID	Name	Phone	Email	Location	Availability	Skills
1	T-0001	Raghu	7892341560	example@gmail.com	Hyderabad	Available	Machine Installation
2	T-0002	Raghav	7892341560	example@gmail.com	Pune	Not Available	Hardware Repair
3	T-0003	Shyam	7892341560	example@gmail.com	Nasik	Not Available	Troubleshoot/Debugging
4	T-0004	Mastan	7892341560	example@gmail.com	Warangal	Available	Maintenance
5	T-0005	Ramesh	7892341560	example@gmail.com	Nanded	Available	Lane-Management
6	T-0001	Raghu	7892341560	example@gmail.com	Hyderabad	Available	Machine Installation
7	T-0005	Ramesh	7892341560	example@gmail.com	Nanded	Available	Lane-Management
8	T-0004	Mastan	7892341560	example@gmail.com	Warangal	Available	Maintenance
9	T-0002	Raghav	7892341560	example@gmail.com	Pune	Not Available	Hardware Repair
10	T-0003	Shyam	7892341560	example@gmail.com	Nasik	Not Available	Troubleshoot/Debugging

Create Reports

1. Create a report with report type: “Work Orders Status Reports”.



Field Service WorkO...

HomeWorkOrderAssignmentsTechnicianReportsDashboards

Report: Assignments with WorkOrder ID

WorkOrders Status Reports

Enable Field Editing

Q

Add Chart

Y


C

Edit

Total Records
10

	Assignment: Assignment ID	WorkOrder ID: WorkOrder ID	WorkOrder ID: Email	WorkOrder ID: Service Type	WorkOrder ID: Description	WorkOrder ID: Location	WorkOrder ID: Priority	WorkOrder ID: Status
1	A-0001	WO-(0003)	example1@workorder.com	Hardware repair	Probme in the hardware	Nasik	High	Value1
2	A-0003	WO-(0003)	example1@workorder.com	Hardware repair	Probme in the hardware	Nasik	High	Value1
3	A-0008	WO-(0003)	example1@workorder.com	Hardware repair	Probme in the hardware	Nasik	High	Value1
4	A-0002	WO-(0002)	example2@workorder.com	Troubleshoot/Debugging	Problem in the execution of the code	Warangal	High	Value1
5	A-0004	WO-(0002)	example2@workorder.com	Troubleshoot/Debugging	Problem in the execution of the code	Warangal	High	Value1
6	A-0009	WO-(0004)	example3@workorder.com	Lane-Management	-	Warangal	High	Value1
7	A-0005	WO-(0004)	example3@workorder.com	Lane-Management	-	Warangal	High	Value1
8	A-0006	WO-(0001)	example4@workorder.com	Troubleshoot/Debugging	-	Nanded	Value1	Value1
9	A-0007	WO-(0005)	example5@workorder.com	Hardware repair	-	Nasik	High	Value1
10	A-0010	WO-(0005)	example5@workorder.com	Hardware repair	-	Nasik	High	Value1

2. Create a report with report type: "Technician and Assignment Details Reports".



Field Service WorkO...

Home

WorkOrder

Assignments

Technician

Reports

Dashboards

Report: Assignments with Technician ID
Technician and Assignment Details Report

[Enable Field Editing](#)

[Add Chart](#)


Total Records
5

	Assignment: Assignment ID	Technician ID: Technician ID	Technician ID: Name	Technician ID: Phone	Technician ID: Email	Technician ID: Location	Technician ID: Availability	Technician ID: Skills
1	A-0003	T-0001	Raghu	7892341560	example@gmail.com	Hyderabad	Available	Machine Installation
2	A-0010	T-0005	Ramesh	7892341560	example@gmail.com	Nanded	Available	Lane-Management
3	A-0009	T-0004	Mastan	7892341560	example@gmail.com	Warangal	Available	Maintenance
4	A-0004	T-0002	Raghav	7892341560	example@gmail.com	Pune	Not Available	Hardware Repair
5	A-0008	T-0003	Shyam	7892341560	example@gmail.com	Nasik	Not Available	Troubleshoot/Debugging

Dashboard

1. Go to the app --> click on the Dashboards tabs.
2. Give a Name and click on Create.
3. Select add component.
4. Select a Report which we have created in the previous activities and click on select.
5. Click Add then click on Save and then click on Done.

Dashboard 1



Field Service WorkO...

Home

WorkOrder

Assignments

Technician

Reports

Dashboards

Dashboard
Dashboard 1

[Refresh](#)
[Edit](#)
[Subscribe](#)

As of 08-Jan-2025, 5:11 pm Viewing as Suresh Pakiram

WorkOrders Status Reports

Assignment...	WorkOrder...	WorkOr...	WorkOrd...	WorkOrder ID: Des...
A-0001	WO-{0003}	example1@	Hardware re	Probmne in the hardware
A-0002	WO-{0002}	example2@	Troubleshoo	Problem in the execution of the code
A-0003	WO-{0003}	example1@	Hardware re	Probmne in the hardware
A-0004	WO-{0002}	example2@	Troubleshoo	Problem in the execution of the code
A-0005	WO-{0004}	example3@	Lane-Manag	-

View Report (WorkOrders Status Reports)

Create Dashboards

Create another Dashboard as we discussed in activity 3 which shows the details of completed workorder status in a vertical bar graph.

