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| Component Name | Type | Purpose |
| pagination | LightningComponentBundle | This helps to navigate table data from one set of data to another set of data. It adds good user experience and can be used as reusable component. |
| caseDataTable | LightningComponentBundle | It keeps the case table data along with the search, download PDF and filter functionality |
| CaseController | ApexClass | It keeps all the @Auraenabled methods which gets called from caseDataTable component. |
| CaseServiceController | ApexClass | It keeps all the data base functionalities which are used in CaseController. |
| CaseServiceControllerTest | ApexClass | Test Class |
| Case.assignmentRules | Case Assignment Rule | It helps to assign the cases generated from web to specific queue by executing certain conditions. |
| 1. Installation\_Queue,  2. Billing\_Queue,  3. Equipment\_Queue,  4. Other\_Queue,  5. Performance\_Queue | Queue | The cases will be assigned to different queue depending on the case reason. |
| 1.SupportCaseAssignmentNotification  2. SupportCaseCreatedWebInquiries | Email | It is used for notification purpose. |
| jsPDF | Static Resource | This Js plugin helps to export the table data in PDF format. |
| CustomerServiceShell | Site | This opens a web form which helps customer to submit their problems and open a case. |
| System Administrator | Profile | It is used for Customer Support Manager user |
| Custom: Support Profile | Profile | It is used for Customer Support Agent user |

Test user:

Customer Support Agent

Profile: Custom: Support Profile

User Name: [enrique.m@gmail.com.shellrecharge](mailto:enrique.m@gmail.com.shellrecharge)

Customer Support Manager

Profile: System Administrator

User Name: [test.admin@gmail.com.shellrecharge](mailto:test.admin@gmail.com.shellrecharge)

Note:

* Generally, we have only 2 Salesforce licenses in dev. org. For this reason, one license is being used for Customer Support Manager and another one is being used for Customer Support Agent user. So, we have only one user for each type of actors.
* I am using same Customer Agent user in all the queue due to lack of Salesforce licenses.
* I have created a service portal to give a web form to the customer so that they can open a case with their problems. Here I am implementing **web to case** concept.
* I have implemented two enhancements (like – pagination, search) for better user experience.
* I have considered the best practices area when I was developing the assignment. I would like to mention that there are possible enhancement areas and alternative ways to implement same functionalities.
* Requesting not to change email for any type of actors (like- Customer Support Agent or Customer Support Manager), so that I can login into the org and show the demo on the discussion day without any issues.
* Both the users (Customer Support Agent, Customer Support Manager) are using my personal email id.
* IP address (from 0.0.0.0 to 255.255.255.255) is set to System Administrator Profile.