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| **Philly CRM 311**  **Technical Design – Street Defect**  **V1.7** |
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# REVISION HISTORY

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| --- | --- | --- | --- |
| **Revision Number** | **Revision Date** | **Summary of Changes** | **Author** |
| 1.7 | 04/17/2014 | This document is based off the requirements document “SR-ST01 Street Defect Requirements Definition” | Anne Egan |

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# 2 – SERVICE REQUEST INFORMATION

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| **Case Record Type :** | Street Defect |
| **Service Request ID** | SR-ST01: Street Defect |
| **Service Request Type** | Street Defect |
| **Department** | Streets |

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| 2.1 ENTITY RELATIONSHIP DIAGRAM |



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| 2.1.1 CASE STANDARD FIELDS FOR STREETS |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Field Label** | **Field Name** | **Data Type** | **Required** | **Unique** | **Default Value** | **External ID** | **Rule #** | **History** | **Help Text** |
| Status | Status | Picklist  Values: New, In-Progress, Escalated, On Hold, and Closed | Yes | No | New | No | None | Yes |  |
| Case Origin | Origin | Picklist  Values: Phone, Email, Web | Yes | No | Phone | No | None | Yes |  |
| Priority | Priority | Picklist  Values: High, Medium, Low | Yes | No | Medium | No | None | Yes |  |

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| 2.1.2 CASE ADDITIONAL FIELDS |

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| **Field Label** | **Field Name** | **Data Type** | **Required** | **Unique** | **Default Value** | **External ID** | **Rule #** | **History** | **Field Help Text** |
| Gas Escaping from the Hole | GasEscapingfrom theHole\_\_c | Picklist  **Values:** Yes, No | Yes |  |  |  | Workflow Rule #1 | No | Is gas escaping from the hole? |
| Inside or Within 18” of Trolley Tracks | InsideorWithin18” ofTrolleyTracks\_\_c | Picklist  **Values:** Yes, No | Yes |  |  |  | Workflow Rule #2 | No | Is the hole inside trolley tracks or within 18” of trolley tracks? |
| On State Highway | OnStateHighway\_\_c | Picklist  **Values:** Yes, No | Yes |  |  |  | Workflow Rule #3 | No | Is the hole on a state highway? |
| Running Wate | RunningWater\_\_c | Picklist  **Values:** Yes, No | Yes |  |  |  | Workflow Rule #4 | No | Is there running water in the hole (if so, probably a cave-in from a broken sewer line). |
| Private Road | PrivateRoad\_\_c | Read-Only Auto-Populated Field  **Values:** Yes, No | No |  |  |  | Workflow Rule #5 | No | Is the hole on a private road? |
| Has a Utility Company Worked at Location | HasaUtility CompanyWorkedat Location\_\_c | Picklist  **Values:** Yes, No | Yes |  |  |  | None | No | Has a utility company been recently working at the site of the hole? |
| Utility Company | UtilityCompany\_\_c | Picklist  **Values:** PWD, PGW, PECO, Not Known | No |  |  |  | Validation Rule #1  Workflow Rule #6 | No | If a utility company has recently been working at the site of the hole, which utility company? |
| Manmade | Manmade\_\_c | Picklist  **Values:** Yes, No | Yes |  |  |  | Workflow Rule #7 | No | Was the hole manmade (by workers)? If so, the hole is a ditch. |
| Shape | Shape\_\_c | Picklist  **Values:** Irregular-Shaped, Bowl-Shaped, Rectangular or Square | Yes |  |  |  | Workflow Rule #8 | No | What is the shape of the hole or impression? If bowl or irregular-shaped, the hole is a pothole or cave-in. If rectangular or square, the hole is a ditch. |
| Condition | Condition\_\_c | Picklist  **Values:** Concrete Visible Through Asphalt, Below Concrete Base | Yes |  |  |  | Workflow Rule #8 | No | In the hole, is the concrete visible through the asphalt but still intact (probably a pothole), or does the hole extend below the concrete base (probably a cave-in)? |
| Depth | Depth\_\_c | Picklist  **Values:** 10 Inches or Less, More than 10 Inches | Yes |  |  |  | Workflow Rule #9 | No | Is the hole less than 10 inches deep (probably a pothole), or more than 10 inches deep (probably a cave-in)? |
| Width | Width\_\_c | Picklist  **Values:** 18 Inches or Less, More than 18 Inches | Yes |  |  |  | None | No | Is the hole 18 inches or less in diameter (probably a pothole), or more than 18 inches (probably a cave-in)? |
| Parking or Driving Lane | ParkingorDrivingLane\_\_c | Picklist  **Values:** Driving Lane, Parking Lane | Yes |  |  |  | None | No | Is the hole in the driving lane of the street or in the parking lane? |

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| 2.1.3 Force.com Objects |

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| **Custom/Standard** | **Existing Objects** | **New Objects** |
| Standard | Case |  |
| Standard | Account |  |
| Standard | Contact |  |
| Custom | PKB Article Deflection |  |

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| 2.2 HIGH LEVEL SYSTEM PROCESS FLOW |



# 3 - NEW FUNCTIONALITY

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| 3.1 CONFIGURATION DETAILS |

**Record Types :** *Street Defect*

**Case Record Type:** *Street Defect*

Label: Street Defect

Support Process: Case Support Process

Support Process Selected Values:

* New (Default)
* Open
* In-Progress
* Follow-Up
* Closed
* Redress

Record Type Name: Street\_Defect

**Buttons:**

* Case Edit
  + Save
  + Save & Close
  + Cancel
* Case Detail
  + Edit
  + Delete
  + Close Case
  + Clone

**Tab Setup:**

**App Setup:**  Call Center Console

**User Profile Setup:**

* 311 Agents
* 311 Supervisors
* Case Workers
* System Administrators

**Permission Set Setup:** Please refer Profile & Permission Setup and Profile technical design.

**Role Hierarchy Considerations:** TBD

**Workflows:**

| **Rule No** | **Rule Name** | **Action** | **Rule Criteria** | **Object** | **Evaluation Criteria** |
| --- | --- | --- | --- | --- | --- |
| 1 | Workflow Rule *Gas Escaping from the Hole* | Make a hot transfer to 911.  Close this case. | *Gas Escaping from the Hole = ‘Yes’* | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 2 | Workflow Rule *Inside or within 18” of Trolley Tracks* | 1) Display message: “If a pothole is within 18” of trolley tracks or inside trolley tracks, then it is serviced by SEPTA. Call SEPTA at (215) 580-7800 or (215) 580-7853 (TDD/TYY).”  2) Automatically change Service Request Type to “Service Not Needed’ and save the case.  3) Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | *Inside or within 18” of Trolley Tracks = ‘Yes’* | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 3 | Workflow Rule *On State Highway* | 1) Display message: “If a pothole is on a state highway, then it is filled by Pennsylvania Department of Transportation (PennDOT). Call PennDOT at 1-800-FIX-ROAD.”  2) Automatically change Service Request Type to “Service Not Needed’ and save the case.  3) Automatically assign the case and then close it with a Close Reason = “Service Not Needed”.  Information request = ‘Yes”. Close this case. | *On State Highway* = ‘Yes’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 4 | Workflow Rule *Running Water* | 1) Display message: “If there is running water in the pothole, then call the Water Department at 215-685-6300 (open 24 hours a day/7 days a week).”  2) Automatically change Service Request Type to “Service Not Needed’ and save the case.  3) Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | *Running Water* = ‘Yes’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 5 | Workflow Rule *Private Road* | 1) Display message: “If the hole is on a private road, then fixing the hole is the responsibility of the property owner.”  2) Automatically change Service Request Type to “Service Not Needed’ and save the case.  3) Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | Use the Service Address to determine address validity the GIS location.  If the address is on a private road, then *Private Road = ‘Yes’. Otherwise, Private Road = ‘No’.* | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 6 | Workflow Rule *Utility Company* | 1) Display message: “If a utility company has recently worked at the site of the hole, then the constituent is responsible for contacting the utility company.”  2) Automatically change Service Request Type to “Service Not Needed’ and save the case.  3) Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | *Utility Company <> ‘Not Known’* | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 7 | Workflow Rule for *Manmade* | Display message: “The system has changed the Case Record Type to Ditch Repair.”    Automatically change the *Case Record Type* = ‘Ditch Repair.’ | *Manmade* = ‘Yes’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 8 | Workflow Rule for *Shape* | Display message: “The system has changed the Case Record Type to Ditch Repair.”    Automatically change the *Case Record Type* = ‘Ditch Repair.’ | *Shape* = ‘Rectangular or Square’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 9 | Workflow Rule for *Condition* | Display message: “The system has changed the Case Record Type to Cave-In Repair.”    Automatically change the *Case Record Type* = ‘Cave-In Repair.’ | *Condition* = ‘Below Concrete Base’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 10 | Workflow Rule for *Depth* | Display message: “The system has changed the Case Record Type to Cave-In Repair.”    Automatically change the *Case Record Type* = ‘Cave-In Repair.’ | *Depth = ‘*More than 18 Inches’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 11 | Workflow Rule for *Redress* | Set Case Status = ‘Redress’ | If Case Status = ‘Closed’ AND Current Date – Case Opened Date <= 30 | Case | Evaluate the rule when a record is created, and every time it’s edited. |

**Approval Processes:**

**Reports & Dashboards:**

**Validation Rules**:

|  |  |  |
| --- | --- | --- |
| **Rule Name** | **Conditions** | **Message** |
| Validation Rule *Utility Company* | If *Has a Utility Company Worked at the Location* = ‘Yes’, then *Utility Company* is enabled. Otherwise, *Utility Company* is disabled (grayed out). |  |

**Queues :** INSPECTOR Queue

**Queue Members :** TBD

**Public Groups:**

**Sharing Rules:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Rule Name** | **Criteria** | **Shared With** | **Access Level** |
|  |  |  |  |
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**Custom Report Types:**

**Chatter Enabled Objects:**

**Documents And Attachments** :

**Flow/Agent Instructions(Left side of the Layout)**:

|  |
| --- |
| * Purpose: To report a pothole, cave-in, or ditch for repair. * Potholes are bowl-shaped openings up to 10 inches deep. They occur when the top layer of the road has worn away, exposing the concrete base. * Cave-ins (also called sinkholes) reach past the concrete base of the road. This void can occur when the dirt below the concrete base has washed away, causing the upper surfaces to fall through. * Ditches are rectangular excavations in the road made by utilities and plumbers to reach underground lines. The contractors are responsible for filling the ditch and paving it temporarily and notifying the city upon completion. The Highways Division then schedules a permanent repair to the road. If a ditch is not backfilled properly, it will wash out or sink in, leaving a large hole. * **Contact** information is required in case Streets Department must reach out for further information. * **Service Address** is the exact address or intersection where problem is located. It may be a street address near where the problem is located, or an intersection. * In the **Description** field, provide any additional information that will help the Streets Department locate and identify the problem. * Advise constituent: * When a work order is closed, and a new problem is reported at that same location, if 7 calendar days have passed the Streets Department will create a new work order for the problem at that location. * Redress: If the Streets Department closes a case as completed, a constituent disagree that the problem associated with that case was fixed, the constituent can report the problem to 311 and the Streets Department will inspect the problem again. Current Process – 311 handles this as a new service request. System can calculate if the request is less than 30 days. If Redress? (1) Case must be same issue, status of closed, and less than 30 days, then agent can change the status of the change to Redress, which triggers an email to the Streets Dept. If more than 30 days, open a new service request – cannot change Redress to ‘Yes’. * Some problems are repaired by outside agencies:   + If there is gas escaping from the hole, then 911 should be called immediately.   + If there is water running through the hole, then it is serviced by the Water Department.   + If the hole is within 18” of trolley tracks or inside trolley tracks, then it is serviced by SEPTA.   + If the hole is on a state highway, then it is filled by Pennsylvania Department of Transportation (PennDOT). * Pothole Customer Service Standard:   + Initial complaints will be investigated within 24 hours when called in before 2 PM, and can take up to 3 business days to repair when completed by the Streets Department. Potholes filled by a non-city agency may take longer to fill.   + Response time of 3 business days (Requests reported by 2 p.m. Monday through Friday will be repaired within 3 business days)   + Redress - The Streets Department will notify customers if the repair is not made within 3 days.   + If the pothole request is forwarded to an outside agency or if the pothole is reclassified, the Streets Department will contact the customer to advise of the SLA change. |

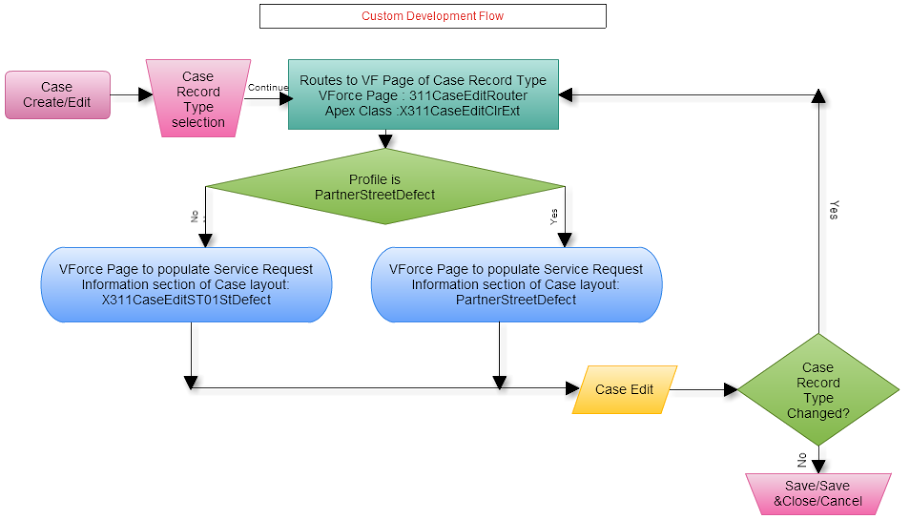
|  |
| --- |
| 3.2 DATA SHARING MODEL |

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| --- | --- | --- | --- |
|  | ***User Types*** | ***Permission Sets*** | ***Public Groups*** |
| *LEVEL 1* |  |  |  |
| *LEVEL 2* |  |  |  |
| *LEVEL 3* |  |  |  |

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| 3.3 CUSTOM DEVELOPMENT DETAILS |

**Visualforce Pages**

* For Case Location Section in Case Detail: Create a VF Page which will use SR Location to depict Street,City,State in a Map.



**Custom Flow :** For standard button New/Edit button is replaced with a custom Visualforce Page **X311CaseEditRouter**. All the Visual force pages and related extensions are defined as follows.

**Visual Force Page : X311CaseEditRouter**

**Purpose:**  To route to SR specific Visual force page.

<apex:page standardcontroller="Case" extensions="X311CaseEditClrExt" action="{!redir}">

</apex:page>

**Apex Class : X311CaseEditClrExt**

public PageReference redir() {

* + - 1. Get current page parameters.
      2. Get the relevant Page depending on the Profile and Record Type(X311CaseEditST01StDefect or PartnerStreetDefect)..
      3. Redirect to the page with parameters.

}

**Visual Force Page : X311CaseEditST01StDefect**

<apex:page standardcontroller="Case">

<apex:composition template="X311CaseEdit">

<apex:define name="typeSpecific">

<apex:pageblocksection title="Service Request Information" showheader="true" collapsible="true" columns="2">

**STREET DEFECT SPECEFIC FIELDS**

</apex:pageblocksection>

</apex:define>

</apex:composition>

</apex:page>

**Visual Force Page : X311CaseEdit**

<apex:page standardcontroller="Case" extensions="X311CaseEditClrExt">

<apex:pageblock mode="edit">

<apex:pageblocksection title="Department Details">

</apex:pageblocksection>

<apex:pageblocksection title="Case Information">

</apex:pageblocksection>

<apex:pageblocksection title="Service Request Location">

</apex:pageblocksection>

<apex:inputTextArea id="caseInternalComments" >

</apex:pageblocksection>

<apex:pageblocksection title="Description Information">

</apex:pageblocksection>

<apex:pageblock>

</apex:page>

**Visual Force Page : PartnerStreetDefect**

<apex:page standardcontroller="Case" extensions="X311CaseEditClrExt">

<apex:pageblock mode="edit">

<apex:pageblocksection title="Department Details">

</apex:pageblocksection>

<apex:pageblocksection title="Case Information">

</apex:pageblocksection>

<apex:pageblocksection title="Service Request Location">

</apex:pageblocksection>

<apex:inputTextArea id="caseInternalComments" >

</apex:pageblocksection>

<apex:pageblocksection title="Service Request Information" showheader="true" collapsible="true" columns="2">

**STREET DEFECT SPECEFIC FIELDS**

</apex:pageblocksection>

<apex:pageblocksection title="Description Information">

</apex:pageblocksection>

<apex:pageblock>

</apex:page>

|  |  |  |
| --- | --- | --- |
| **Trigger Name** | **Object** | **Description** |
| CalculateBusinessHoursAges | Case | Calculates the total business hours between when a case was opened and when it was closed and then populates “Case Age in Business Hours” field, which is displayed in the “Age to Close in Business Hours” field shown within the “Resolution Information” section of the case |
| Account\_Name\_Update | Contact | When a new Contact is created during the case creation process, the system does not allow for an Account to be associated to the Contact, yet Account is a required field for a Contact. Whenever a new Contact is created without an Account, this trigger will associate the Account record with Name = “City of Hampton” to the Contact record |

**Apex Code:**

**Force.com sites:**

**Javascripts:**

**Web Service/API Code:**

**Customer Portals:**

**Communities:** Community Partner Self-Service Portal

**Site.com:**

**Third Party Applications:**  Survey Force, Sales for Social Media & Call Center Console

**Other:**

**Layout: TBD**

Related Lists :

* Articles
* Related Cases
* Open Activities
* Activity History
* Case Comments
* Case History
* Attachments

# 4 – STANDARD CASE FIELDS

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| 4.1 DEPARTMENT DETAILS SECTION |

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| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Unique** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| Type | Type | Picklist  **Values:** Service Request Type, Information Request Type, Directory Services | N | Service Request Type | Y |  | N | N | None | Y | Field is initially auto-populated based on the Case Record Type being created. If this value is manually changed, it will result in a new Field Layout based on the new Case Record Type. |
| Department | Department\_\_c | Picklist  **Values:** Neighborhood Services | Y | Service Request Type | Y |  | N |  | None | N | Department will be automatically set based on Service Request Type. For an Information Request, this field will be automatically populated by the article. For Directory Services the field will default to 311 Services. |
| Service Request Type | Service\_Request\_Type\_\_c | Picklist  **Values:**  <> | Y |  | Y |  | N |  | None | Y | This field is initially auto-populated based on the Case Record Type chosen when creating the case. If this value is changed, it could result in a new Field Layout based on the new Case Record Type chosen.  If any value in the Other Case Information systems indicates that this should not be forwarded to another department as a Service Request, a value of “Request Not Required” will be assigned to this field, which will indicate that the Case should be closed upon save without being assigned to a queue. |

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| 4.2 CASE DETAIL/INFORMATION SECTION |

**NOTE :** Section Header has to be “Case Information” in the layout when case is created or opened for modification. Otherwise, Section Header is “Case Detail” .

| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Unique** | **Read Only** | **External ID** | | **Validation** | **History** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Case Owner | Owner | Lookup(User,Queue) | N |  | N |  | N | N | None | | Y | When a case is created this field is set to the User creating the case. Upon save, the Standard Case Assignment Rule is executed and this field is updated to a Queue based on the case’s Service Request Type. Once the case is saved this field can be manually changed by a user. |
| Case Number | CaseNumber | Auto Number | N |  | N | Y | Y | N | None | | N | The system automatically populates this field when a case is created. |
| Caller Zip Code | Caller\_zip\_code\_\_c | Lookup(Contact) | Y |  | Y |  | N | N | None | | Y | This field will be populated by the Zip Code in the Contact record if one is associated with the case, otherwise the agent may populate it with a number from the caller. |
| Contact Name | Contact | Lookup(Account) | N |  | N |  | N | N | None | | Y | This field contains the Contact requesting the service. Ideally every case should have an associated contact. |
| Account Name | Account | Lookup(Account) | N |  | N |  | N | N | None | | N | This field contains the Account associated with the Contact record. |
| Parent Case | Parent | Lookup(Account) | N |  | N |  | N | N | None | | N | Two cases can be associated to each other via a parent/child relationship. This field identifies the “Parent” case. “Child” cases are displayed in the “Related Cases” Related List section for the “Parent” case. |
| Case Origin icon | Origin | Formula(Text) | Y |  | N |  | Y | N | None | | N | Shows an image representing the value in the Case Origin field. The formula for this field is: IMAGE(  CASE( Origin,  "Email", "https://<SalesforceOrg>.content.force.com/servlet/servlet.FileDownload?file=015K0000000238q",  "Phone", "https://<SalesforceOrg>.content.force.com/servlet/servlet.FileDownload?file=015K0000000238R",  "Web", "https://<SalesforceOrg>.content.force.com/servlet/servlet.FileDownload?file=015K000000023QL",  "/s.gif"),  "Origin Flag") |
| Contact Phone | ContactPhone | Phone | N |  | N |  | Y | N | None | | N | This display-only field is from the “Phone” field on the Contact record associated to the case. |
| Contact Email | ContactEmail | Email | N |  | N |  | Y | N | None | | N | This display-only field is from the “Email” field on the Contact record associated to the case. |
| Status | Status | Picklist  **Values:** On Hold, Escalated, Closed, New, In-Progress | N | New | Y |  | N | N | None | | Y | This required field defines the status of the case.   * “New” is the default value when creating a case. * All values except “Closed” are available when creating or editing a case.   “Closed” is the only value that can be selected when the “Close Case” button is used. |
| Case Origin | Origin | Picklist  **Values:** Email, Phone, Web | N | Phone |  | Y | N | N | None | | Y | This optional field provides the in-depth description of the case. |
| Priority | Priority | Picklist  **Values:** 1,2,3,4,5,6,7,8,9 | N | 5 |  | N | N | N | None | | N | This field allows a user to easily create a Comment while creating or editing a case. The data entered in this field will be used by the system to create a Comment record that will be displayed in the “Case Comments” Related List section of the case. |

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| 4.3 SERVICE REQUEST LOCATION SECTION |

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| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Unique** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| Street | Street\_\_c | Text(255) | Y |  | N |  | N |  |  |  | Street of the Service Request Location. Also see Standard Workflow Rules. |
| City | City\_\_c | Text(255) | Y |  | N |  | N |  |  |  | City of the Service Request Location. Also see Standard Workflow Rules. |
| State | State\_\_c | Text(255) | Y |  | N |  | N |  |  |  | State of the Service Request Location. Also see Standard Workflow Rules. |

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| 4.4 CASE LOCATION SECTION |

Defined in GIS Integration Detailed Design Document.

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| 4.5 DESCRIPTION INFORMATION SECTION |

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| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| Subject | Subject | Text(255) | N |  | Y | N |  |  | Y | If this field is populated when creating a new case, the system will find and display Knowledgebase Articles using the content in the “Subject” field. |
| Description | Description | Long Text Area(32000) | N |  | Y | N |  |  | Y | This optional field provides the in-depth description of the case. |
| Internal Comments | Comments | Text Area(4000) | N |  | N | N |  |  | N | This field allows users to enter a Comment while creating or editing a case. Data entered in this field will be used by the system to create a Comment record that will be displayed in the “Case Comments” Related List section of the case. |

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| 4.6 RESOLUTION INFORMATION SECTION |

NOTE: Case Detail page have these fields only be populated if the case is “closed”.

| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Close Reason | Close\_Reason\_\_c | Formula (Text) Formula : TEXT(Reason) | Y |  | N | Y |  |  | N |  |
| Resolution Description | Resolution\_Description\_\_c | Formula (Text) Formula : TEXT(Issue\_Resolution\_\_c) | Y |  | N | Y |  |  | N |  |
| Date/Time Closed | ClosedDate | Date/Time | N |  | N | Y |  |  | N |  |
| Age to Close in Business Hours | Age\_to\_Close\_in\_Business\_Hours\_\_c | Formula(Number) | Y |  | N | Y |  |  | N | CalculateBusinessHoursAges trigger would update this field |
|  |  |  |  |  |  |  |  |  |  |  |

NOTE: Following fields is shown in Resolution Info section.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| Case Age in Business Hours | Case\_Age\_In\_Business\_Hours\_\_c | Number(15,3) | N |  | N | Y |  |  | Y | CalculateBusinessHoursAges trigger would update this field |
| Case Reason | Reason | Picklist Values: Emergency Call, Invalid, Other, Question Answered | N | Question Answered | Y | N |  |  | Y |  |
| Issue Resolution | Issue\_Resolution\_\_c | Text Area(255) | Y |  | N | N |  |  | Y |  |

## 

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| --- |
| 4.6 WEB INFORMATION SECTION |

NOTE: Section is shown only when the case is created through social media channels.

| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Web Email | SuppliedEmail | Email | N |  | N | Y |  |  | N |  |
| Web Name | SuppliedName | Text(80) | N |  | N | Y |  |  | N |  |
| Web Company | SuppliedCompany | Text(80) | N |  | N | Y |  |  | N |  |
| Web Phone | SuppliedPhone | Text(40) | N |  | N | Y |  |  | N |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 4.7 SYSTEM INFORMATION SECTION | | | | | | | |
| **Field Label** | | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | | **Validation** | **History** | **Comments** |
| Created By | | CreatedBy | Lookup(User) | N |  | N | Y |  | |  | N |  |
| Last Modified By | | LastModifiedBy | Lookup(User) | N |  | N | Y |  | |  | N |  |

Additional comments: