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| **Philly CRM 311**  **Technical Design - Traffic Signal Emergency**  **V1.0** |
|  |

# REVISION HISTORY

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| --- | --- | --- | --- |
| **Revision Number** | **Revision Date** | **Summary of Changes** | **Author** |
| Draft | 05/01/2014 | Initial Version | Murugaboopathi |
| 1.0 | 05/06/2014 | Modified based on SR 1.8 | Murugaboopathi |

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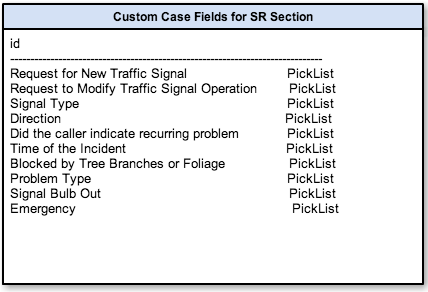
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# 2 – SERVICE REQUEST INFORMATION

|  |  |
| --- | --- |
| **Case Record Type :** | Traffic Signal Emergency |
| **Service Request ID** | **SR-ST25 Traffic Signal Emergency** |
| **Service Request Type** | **Traffic Signal Emergency** |
| **Department** | **Streets** |

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| 2.1 ENTITY RELATIONSHIP DIAGRAM |





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| 2.2.1 CASE STANDARD FIELDS |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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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| 2.2.2 CUSTOM FIELDS |

| **Field Label** | **Field Name** | **Data Type** | **Required** | **Unique** | **Default Value** | **External ID** | **Rule #** | **History** | **Help Text** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Request for New Traffic Signal | Request\_for\_New\_Traffic\_Signal | Picklist  **Values:** Yes, No | Y |  |  |  | Workflow Rule #1 | No | Is this a request to install a new traffic signal? |
| Request to Modify Traffic Signal Operation | Request\_to\_Modify\_Traffic\_Signal\_Operation | Picklist  **Values:** Yes, No | Y |  |  |  | Workflow Rule #2 | No | Is this a request to modify the normal daily operation of a traffic signal |
| Signal Type | Signal\_Type | Picklist  **Values:** Traffic Signal, School Flasher, Pedestrian Beacon, Other Signal | Y |  |  |  | Workflow Rule #3 | No | A traffic signal is red, yellow and green light regulating traffic through an intersection. |
| Direction | Direction | Dependent Multi-picklist  (**Section 2.2.3 Dependent Picklist Rule #1**) | N |  |  |  | None | No | What direction(s) are the traffic signal lights that are malfunctioning facing? If unsure, leave blank. |
| Did the caller indicate recurring problem | Did\_the\_caller\_indicate\_recurring\_problem | Picklist  **Values:** Yes, No | N |  |  |  | None | No | If the problem is recurring, make sure to get contact information so the Streets can contact to determine issue. |
| Time of the Incident | Time\_of\_the\_Incident | Dependent Text  (**Section 2.2.3 Dependent Picklist Rule #2**) | N |  |  |  | None | No | What time the incident occurred. |
| Blocked by Tree Branches or Foliage | Blocked\_by\_Tree\_Branches\_or\_Foliage | Picklist  **Values:** Yes, No | Y |  |  |  | Workflow Rule #4 | No | Is the traffic signal blocked by tree branches/foliage? |
| Problem Type | Problem\_Type | Picklist  **Values:** All Out, Blanks Out, Bulb Out, Flashing, Knocked Down, Leaning, Missing Base, Stuck, Turned | Y |  |  |  | Workflow Rule #5 | No | The type of problem affecting the traffic signal. |
| Signal Bulb Out | Signal\_Bulb\_Out | DEPENDENT Multi-Picklist  (**Section 2.2.3 Dependent Picklist Rule #3**) | No |  |  |  | Validation Rule #2 | No | Which traffic signal bulb(s) are out? |
| Emergency | Emergency | **Value:** Yes | y |  |  |  | Workflow Rule #6 | No | Specifies that the problem presents a hazard. (Read-only field.) |

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| 2.2.3 Dependent Picklist |

**Dependent Picklist Rule #1:**

Control Field Name: Problem Type

Dependent Field Name: Direction

Values: N, S, E, W

Field is enabled if Signal Type = ‘Traffic Signal’

**Dependent Picklist Rule #2:**

Control Field Name: Did the caller indicate recurring problem

Dependent Field Name: Time of the Incident

Field is enabled if Did the caller indicate recurring problem = ‘Yes’

**Dependent Picklist Rule #3:**

Control Field Name: Problem Type

Dependent Field Name: Signal Bulb Out

Values = Red, Yellow, Green

All values are shown if Problem Type = ‘Bulb Out’

|  |
| --- |
| 2.2.4 Force.com Objects |

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

|  |
| --- |
| 2.3 HIGH LEVEL SYSTEM PROCESS FLOW |



# 3 - NEW FUNCTIONALITY

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| --- |
| 3.1 CONFIGURATION DETAILS |

**Case Record Type:** *Traffic Signal Emergency*

Label: Traffic Signal Emergency

Support Process: Traffic Signal Emergency

Support Process Selected Values:

* New
* In-Progress
* Escalated
* On Hold
* Closed
* Redress

Record Type Name: Traffic Signal Emergency

**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 #** | **Rule Name** | **Workflow Action** | **Rule Criteria** | **Object** | **Evaluation Criteria** |
| 1 | Workflow Rule for *Request for New Traffic Signal* | Display Message: “To request new installation of a traffic signal, a written request must be sent to: Chief Traffic Engineer, Streets Department, Room 980, Municipal Services Building, 1401 J.F.K. Boulevard Philadelphia, PA 19102. The system has changed this request to Service Not Needed.”  Automatically change Service Request Type to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | *Request for New Traffic Signal* = ‘Yes’. | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 2 | Workflow Rule for *Request to Modify Traffic Signal Operation* | Automatically change the *Service Request Type* = ‘Traffic (Other)’. | *Request to Modify Traffic Signal Operation* = ‘Yes’. | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 3 | Workflow Rule for *Signal Type* | Automatically change the *Service Request Type* = ‘Traffic (Other)’. | *Signal Type* = ‘Signal Other’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 4 | Workflow Rule for *Blocked by Tree Branches or Foliage* | Automatically change the *Service Request Type* = Traffic (other) | *Blocked by Tree Branches or Foliage* = ‘Yes’. | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 5 | Workflow Rule for Problem Type | Automatically change the *Service Request Type* = Traffic (other) | *Signal Type <>* ‘Traffic Signal’ AND *Problem Type* NOT = ‘Knocked Down’. | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 6 | Workflow Rule for Municipal Radio | Automatically set *Hazardous* = ‘Yes’.  Automatically set Service Request Type = ‘Traffic Signal Emergency’.  Generate email to Municipal Radio. | *Case Record Type* <> ‘Traffic (other) | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 7 | 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:**  None

**Reports & Dashboards:** None

**Validation Rules**

|  |  |  |  |
| --- | --- | --- | --- |
| **Rule No** | **Rule Name** | **Conditions** | **Message** |
| 1 | Validation rule for *Service Address* | The location must be a street intersection, not a street address. | Display message: “The location of the traffic signal must be a street intersection, not street address.” |
| 2 | Validation Rule for *Signal* *Bulb Out* | The *Signal* *Bulb Out* field must be populated (not NULL) if *Problem Type* = ‘Bulb Out’ | Display message: “If signal’s bulb is out, then the color of the bulb must be identified.” |

**Queue(s) :** Radio

**Queue Members :** Richard Montanez

* **Email Notifications:** if the Agent is selected “Send Notification Email to Contact” checkbox then send Email to Contact using “Case Creation” template.

**Public Groups:** None

**Sharing Rules:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Rule Name** | **Criteria** | **Shared With** | **Access Level** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Custom Report Types:** None Defined

**Chatter Enabled Objects:** NONE

**Documents And Attachments** :

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

|  |
| --- |
| * **Purpose**: To report a missing, malfunctioning, defaced, damaged traffic signal and/or flashing signal. * **Attention: The traffic signal at 16th & Packer Avenue will be on flash until further notice. DO NOT submit a case for this location.** * **Contact** fields: Enter the customer’s contact information. * **Service Address** fields: Enter the exact intersection of the traffic signal. (Street **INTERSECTION**, not an address or hundred block. Be sure to verify the intersection before sending.) * **Description** field: Enter any additional information about the traffic signal and the corner of the intersection where the problem traffic signal is located. * Request concerning lights: Ask the customer “Is this a light that illuminates the street, or a light that is directing traffic?” Some customers mistakenly refer to traffic lights as street lights. * Other Signals option: Includes tree branches blocking (obscuring) traffic signals. * Signal Request option: Includes a request for modifying the normal daily operation of a traffic signal. * **Advise the customer**:   For a Traffic Signal Emergency:   * + A Streets Department Investigator will visit site within 24 hours to evaluate and take appropriate action to make intersection safe.   + Work should be completed within 4 business days.   For Other Signal Requests:   * + Time frame for completion is dependent on problem type. Requests involving traffic studies may take weeks to complete.. * Did the caller indicate recurring problem is ‘YES’, verify if the existing cases. If the problem is fixed with any action like power cut, or upgrade, then need the caller information to get more information. |

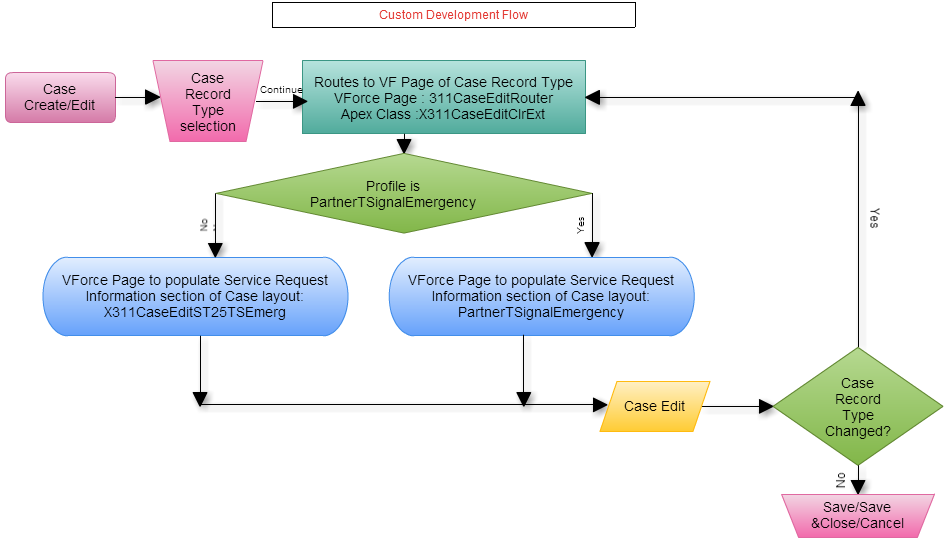
|  |
| --- |
| 3.2 DATA SHARING MODEL |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ***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(X311CaseEditST25TSEmerg or PartnerTSignalEmergency)..
      3. Redirect to the page with parameters.

}

**Visual Force Page : X311CaseEditST25TSEmerg**

<apex:page standardcontroller="Case">

<apex:composition template="X311CaseEdit">

<apex:define name="typeSpecific">

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

**SR Traffic Signal Emergency SPECIFIC 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 : PartnerTSignalEmergency**

<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">

**SR Traffic Signal Emergency SPECEFIC FIELDS**

</apex:pageblocksection>

<apex:pageblocksection title="Description Information">

</apex:pageblocksection>

<apex:pageblock>

</apex:page>

**Triggers**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Trigger Name** | **Parent**  **Object** | **Child**  **Object** | **Trigger**  **Event** | **Operation**  **Type** | **Description** |
| CalculateBusinessHoursAges | Case |  | Before update | Insert | 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 |  | Before update | Insert | 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 Philadelphia” to the Contact record |

**Apex Code:**

**Force.com sites:**

**Javascript:**

**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**

* **Layout:** TBD

Related Lists :

* Solutions
* Open Activities
* Activity History
* Case Comments
* Case History
* Attachments

# 4 – STANDARD CASE FIELDS

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| 4.1 DEPARTMENT DETAILS SECTION |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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:** Graffiti Removal | Y | Graffiti Removal | 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. Other wise, 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 |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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: