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| **Philly CRM 311**  **Technical Design – SR-LI21 Maintenance Residential or Commercial**  **V1.5** |
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# REVISION HISTORY

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| --- | --- | --- | --- |
| **Revision Number** | **Revision Date** | **Summary of Changes** | **Author** |
| 1.5 | 04/07/2014 | This document was created based off requirements document “SR-LI21 Maintenance Residential or Commercial Requirements Definition” | Anne Egan |

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# 2 – SERVICE REQUEST INFORMATION

|  |  |
| --- | --- |
| **Case Record Type :** | Maintenance Residential or Commercial |
| **Service Request ID** | SR-LI21 Maintenance Residential or Commercial |
| **Service Request Type** | Maintenance Residential or Commercial |
| **Department** | License & Inspection |

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| 2.1 ENTITY RELATIONSHIP DIAGRAM |



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| 2.1.1 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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| 2.1.2 CUSTOM FIELDS |

| **Field Label** | **Field Name** | **Data Type** | **Required** | **Unique** | **Default Value** | **External ID** | **Rule #** | **History** | **Help Text** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Residential or Commercial | ResidentialorCommercial\_\_c | Picklist  **Values:** Residential, Commercial | Yes |  | This read-only field will be automatically populated from the GIS Zoning layer associated with the GIS record selected as the Service Request Location. |  | Workflow Rule #1, Workflow Rule #2 | No | Is fire code violation in a residential building or a commercial building? |
| Exterior or Interior | ExteriororInterior\_\_c | Picklist  **Values:** Exterior, Interior | Yes |  |  |  | None | No | Is the fire code violation outside the building or inside the building? |
| Residential Property Type | ResidentialPropertyType\_\_c | Dependent Picklist  (Controlling field = *Residential or Commercial*)  **Values:** House, Apartment, Condo  All values are shown if *Residential or Commercial* = ‘Residential’ | No |  |  |  | Validation Rule #1 | No | Is the property a house or apartment? |
| Unit Number  **<< See Action Items: This field may be removed. >>** | UnitNumber\_\_c  **<< See Action Items: This field may be removed. >>** | Dependent Text(25)  Apartment Number is enabled and required if *Residential or Commercial* = ‘Residential’, AND *Residential Property Type* = ‘Apartment’ OR ‘Condo’. | No |  |  |  | Validation Rule #2 | No | The unit number of the apartment or condo. |
| Problem Location at House or Unit | ProblemLocationatHouseorUnit\_\_c | Dependent Picklist  (Controlling field = *Residential or Commercial*)  **Values:** Front, Rear, Public Right of Way  All values are shown if *Residential or Commercial* = ‘Residential’ | No |  |  |  | Validation Rule #3, Workflow Rule #3 | No | For maintenance at a residential property, where is the problem? |
| Adult Present to Provide Access to Inspector | AdultPresenttoProvideAccesstoInspector\_\_c | Dependent Picklist  (Controlling field = *Residential or Commercial*)  **Values:** Yes, No  All values are shown if *Residential or Commercial* = ‘Residential’ AND if *Exterior or Interior* = ‘Interior’ | No |  |  |  | Validation Rule #4 | No | If the inspector needs access to view the problem in the interior of a residential property, will an adult (over age of 18) be there to provide access? (An adult must be present.) |
| Is Customer the Property Owner | IsCustomerthePropertyOwner\_\_c | Picklist  **Values:** Yes, No  **Default:** | Yes |  |  |  | None | No | Is the customer the property owner? |
| Property Owner Name | PropertyOwnerName\_\_c | Text(100) | Yes |  | This read-only field will be automatically populated from the Address Validation Service based on the Service Request Location. |  | None | No | The name of the property’s owner. |
| Property Owner Contact Information | PropertyOwnerContactInformation\_\_c | Text(50) | Yes |  | This read-only field will be automatically populated from the Address Validation Service based on the Service Request Location. |  | None | No | Information for contacting the property’s owner. |
| Drainage Problem | DrainageProblem\_\_c | Picklist  **Values:** Yes, No | Yes |  |  |  | None | No | Is there a drainage problem? |
| Flooded Residential Basement | FloodedResidentialBasement\_\_c | Dependent Picklist  (Controlling field = *Drainage Problem*  **Values:** Yes, No  All values are shown if *Drainage Problem* = ‘Yes’ | No |  |  |  | Validation Rule #1, Workflow Rule #4 | No | Is the report regarding a flooded basement at a residential property? |
| L&I District | L&IDistrict\_\_c | Text(50) | Yes |  | This read-only field will be automatically populated from the GIS L&I District layer associated with the GIS record selected as the Service Request Location |  | None | No | The L&I district in which the property is located. |
| L&I Address | L&IAddress\_\_c | Text(100) | Yes |  | This read-only field will be automatically populated from the GIS L&I District layer associated with the GIS record selected as the Service Request Location. |  | Workflow Rule #5 | No | The L&I address key, based on the entered service address. |

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| 2.1.3 Dependent Picklist |

**DEPENDENT Picklist Rule #1:**

Controlling field Name: Residential or Commercial

Dependent Field Name: Residential Property Type

Values = House, Apartment, Condo

All values are shown if *Residential or Commercial* = ‘Residential’

**DEPENDENT Picklist Rule #2:**

Controlling field Name: Residential or Commercial

Dependent Field Name: Problem Location at House or Unit

Values = Front, Rear, Public Right of Way

All values are shown if *Residential or Commercial* = ‘Residential’

**DEPENDENT Picklist Rule #3:**

Controlling field Name: Residential or Commercial

Dependent Field Name: Adult Present to Provide Access to Inspector

Values = Yes, No

All values are shown if *Residential or Commercial* = ‘Residential’ AND if *Exterior or Interior* = ‘Interior’

**DEPENDENT Picklist Rule #4:**

Controlling field Name: Drainage Problem

Dependent Field Name: Flooded Residential Basement

Values = Yes, No

All values are shown if *Drainage Problem* = ‘Yes’

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| 2.1.4 Force.com Objects |

|  |  |  |
| --- | --- | --- |
| **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 |

**Case Record Type:** *Maintenance Residential or Commercial*

Label: Maintenance Residential or Commercial

Support Process: Maintenance Residential or Commercial

Support Process Selected Values:

* New (Default)
* Open
* In Progress
* Follow-up
* Closed

Record Type Name: Maintenance Residential or Commercial

**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** | **Workflow Action** | **Rule Criteria** | **Object** | **Evaluation Criteria** |
| 1 | Workflow Rule for *Residential or Commercial (Residential)* | Set the *Service Request Type* to ‘Maintenance Residential’. | *Residential or Commercial* = ‘Residential’ | Case | Evaluate the rule when the value in a field(s) is populated/updated to a specific value. |
| 2 | Workflow Rule for *Residential or Commercial (Commercial)* | Set the *Service Request Type* to ‘Maintenance Commercial. | *Residential or Commercial* = ‘Commercial’ | Case | Evaluate the rule when the value in a field(s) is populated/updated to a specific value. |
| 3 | Workflow Rule for *Problem Location at House or Unit* | Display Message: “L&I does not write violations for issues on common or public areas such as sidewalks, streets, alleys and driveways–only for the front or rear of the property.”  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”. | *Problem Location at House or Unit* = ‘Public Right of Way’ | Case | Evaluate the rule when the value in a field(s) is populated/updated to a specific value. |
| 4 | Workflow Rule for *Flooded Basement* | Display message: “If a home owner is reporting flooding in the basement, the Water Department is responsible for addressing the problem.”  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”. | *Drainage Problem? =* ‘Yes’ AND *Flooded Basement* = ‘Yes’ AND Property Owner = ‘Yes’ | Case | Evaluate the rule when the value in a field(s) is populated/updated to a specific value. |
| 5 | Workflow Rule for *L&I* *Address (NULL)* | Display Message: “A fire code violation case can be submitted only if the exact L&I address key is validated.”  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”. | *Address Key* returned from GIS is NULL | Case | Evaluate the rule when the value in a field(s) is populated/updated to a specific value. |

**Approval Processes:**  None

**Reports & Dashboards:** None

**Validation Rules:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Rule No** | **Rule Name** | **Conditions** | **Message** |
| 1 | Validation Rule for *Residential Property Type* | The *Residential Property Type* field must be populated (not NULL) if *Residential or Commercial* = ‘Residential’. |  |
| 2 | Validation Rule for *Unit Number*  **<< See Action Items: This field may be removed. >>** | The *Unit Number* field must be populated (not NULL) if *Residential Property Type* = ‘Apartment’ OR ‘Unit’. |  |
| 3 | Validation Rule for *Problem Location at House or Unit* | The *Problem Location at House or Unit* field must be populated (not NULL) if *Residential or Commercial* = ‘Residential’. |  |
| 4 | Validation Rule for *Adult Present to Provide Access to Inspector* | The *Adult Present to Provide Access to Inspector* field must be populated (not NULL) if *Residential or Commercial* = ‘Residential’ AND if *Exterior or Interior* = ‘Interior’. |  |

**Queue(s) :** L&I Operations North District

L&I Operations South District

L&I Operations East District

L&I Operations West District

L&I Operations Central District

311 Contact Center

**Queue Members :**

L&I Operations North District - **Hansen**

L&I Operations South District - **Hansen**

L&I Operations East District - **Hansen**

L&I Operations West District - **Hansen**

L&I Operations Central District - **Hansen**

311 Contact Center- **None**

**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)**:

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| * Purpose: To file a complaint for a building (private residence included) with outstanding interior and/or exterior maintenance issues (both tenant or owner occupied), OR to report a clogged yard drain, main drain, or flooded basement in a residential or commercial property. * Examples: Non-working utilities, inoperable windows, faulty electrical outlets, leaks in the ceilings, non-locking exterior doors, overgrown grass and/or weeds, trash and/or debris on front or back yards, interior smells, cat odor, interior trash, deteriorated exterior walls and/or porches, hoarding, etc * Contact fields: Enter the name, address, and phone number of the customer reporting the problem.   + Advise the customer that this information is requested in the event the department needs to obtain more information to follow up on this request.   + If the customer does not wish to leave their contact information, advise the customer that if the inspector cannot locate the issues identified, the case will have to be closed out.  Ask the customer, “Are you sure you want to submit this request anonymously?” * Service Address fields: Enter the exact, legal address of the property.   + Verify that you entered the address correctly by repeating the address back to the customer. If the address does not verify in Hansen, advise the customer that “The system is unable to locate the property address. I am sorry this request cannot be processed if the system cannot find it.” * Description field: Enter a description of the maintenance problem and the exact location (bedroom, bathroom, front, rear, etc). * Advise the customer: * For an interior residential inspection, an adult (over 18) must be present. The L&I inspector will use the customer’s contact information to schedule an inspection time if the customer requests an interior inspection. * **L&I does not write violations for issues on common or public areas such as sidewalks, streets, alleys and driveways – only for the front or rear of the property only.** * Once a request is entered into the system the building should be inspected within 20 business days and if appropriate a violation(s) issued and/or a plan for resolution discussed after it is inspected. |

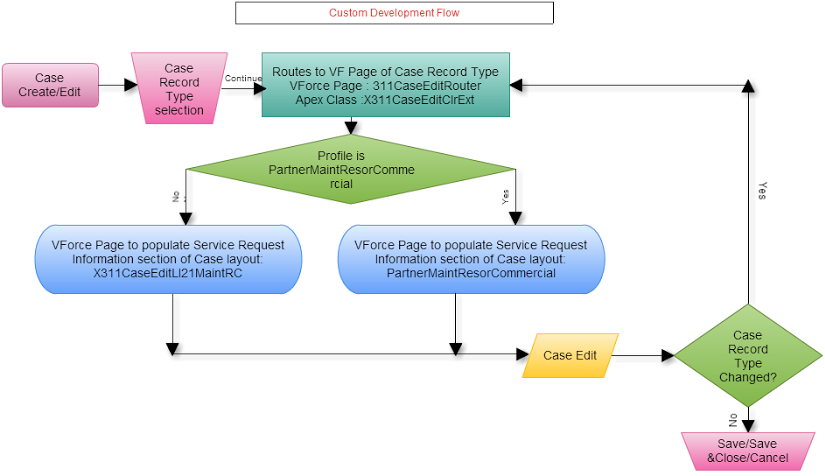
|  |
| --- |
| 3.2 DATA SHARING MODEL |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ***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(X311CaseEditLI21MaintRC or PartnerMaintResorCommercial)..
      3. Redirect to the page with parameters.

}

**Visual Force Page : X311CaseEditLI21MaintRC**

<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 MAINTENANCE RESIDENTIAL OR COMMERCIAL 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 : PartnerMaintResorCommercial**

<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 MAINTENANCE RESIDENTIAL OR COMMERCIAL 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 :** 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:** License & Inspection | 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 | None | 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 |

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