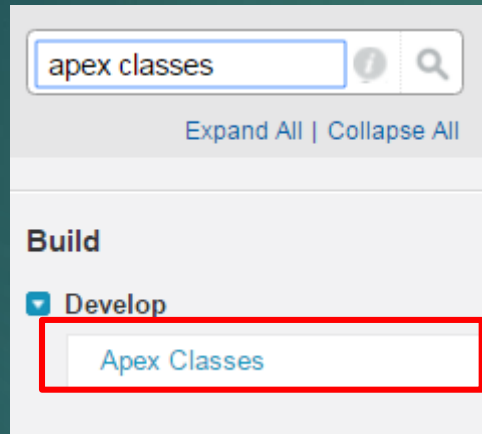
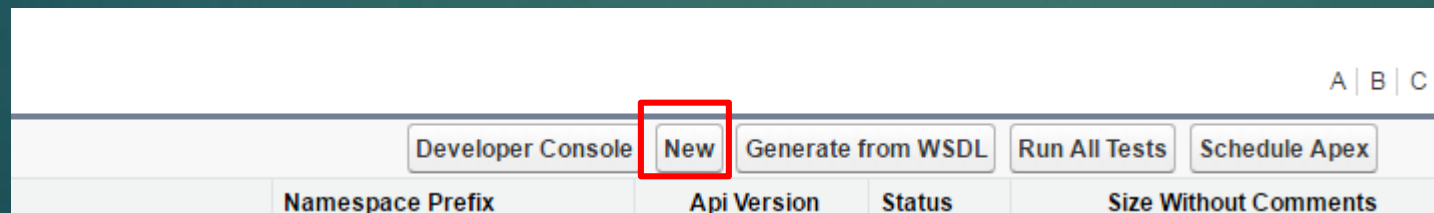


Add Apex Classes

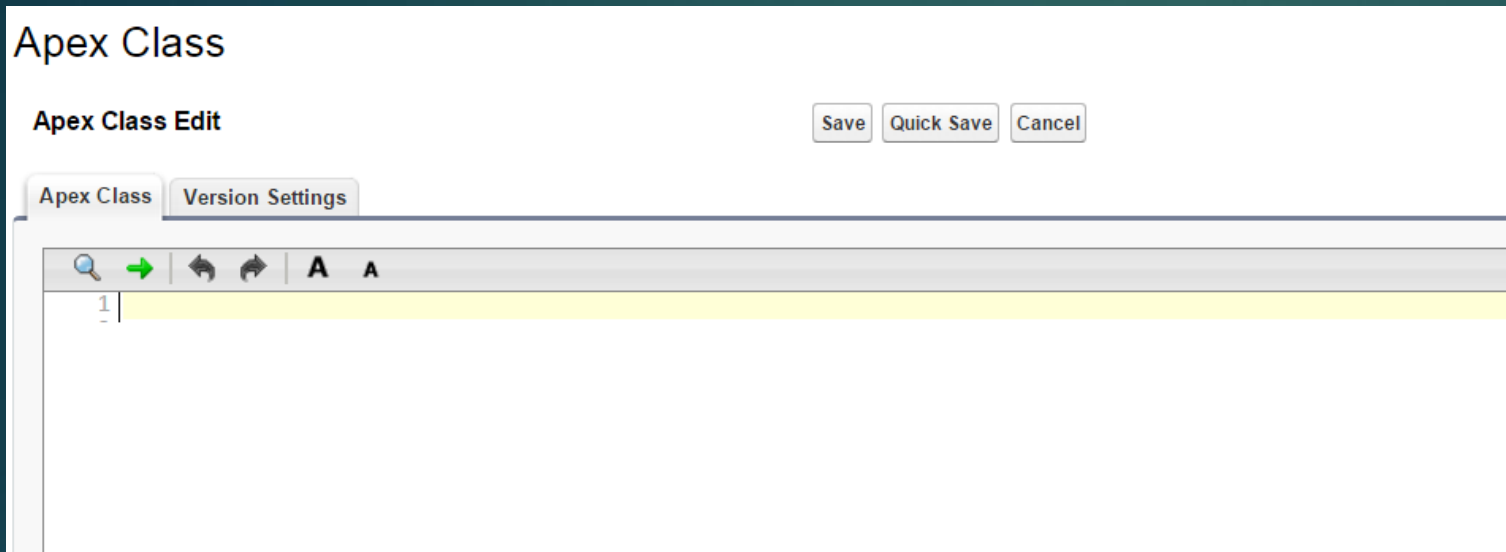
- GO TO “SETUP” → “QUICK FIND/SEARCH” SEARCH BOX.
- TYPE “APEX CLASSES”.



- SELECT APEX CLASS AND CLICK ON “NEW”.



Add Apex Classes(Continued)



→ FIND THE CLASSES SAVED IN THE "CLASSES" DIRECTORY.

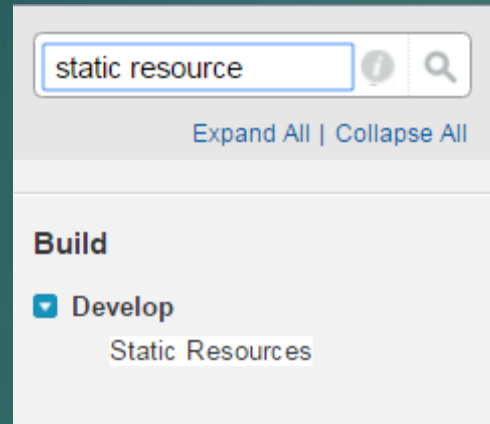
→ PASTE THE CLASS CONTENT BY REFERRING TO THE HIERARCHY AND CLICK ON "SAVE". REPEAT FOR ALL THE CLASSES ONE BY ONE. REFER TO THE CLASS HIERARCHY IN THE NEXT SLIDE. **ENSURE TO COPY THE CLASSES IN THE CLASS HIERARCHY TO AVOID ANY BUILD FAILURES.**

Class Hierarchy

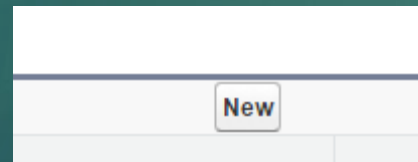
- CASECHRONOLOGYQUERYRECORDS.CLS
- CASECHRONOLOGYQUERYRESULTBUILDER.CLS
- REUSABLE.CLS
- OUTPUT.CLS
- EMAILMESSAGE.CLS
- CASEUTILITY.CLS
- CASEPROFILE.CLS
- CASEHISTORY.CLS
- CASEOUTPUT.CLS
- CASEMANAGER.CLS
- CASECONTROLLER.CLS

Add Static Resource

- SEARCH FOR THE “STATIC.ZIP” FILE IN THE “RESOURCES” DIRECTORY.
- IN THE “QUICK FIND” BOX SEARCH FOR “STATIC RESOURCE”.



- CLICK ON “NEW”.



Add Static Resource(Continued)

→ FILL THE REQUIRED FIELDS SAME AS BELOW. CHOOSE THE ZIPPED FILE AND SAVE.

Static Resource

Static Resource Edit

SaveCancel

Static Resource Information

Name

CaseChronology

Description

File

Choose File

static.zip

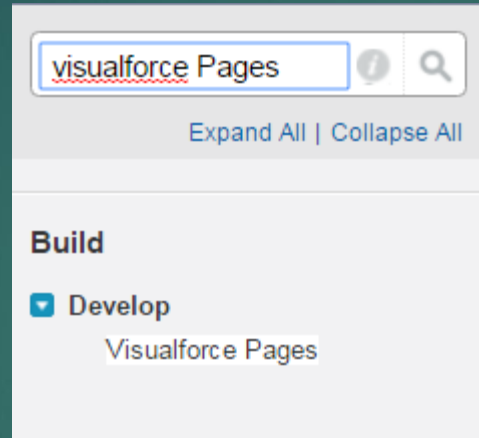
Cache Control

Private ▼

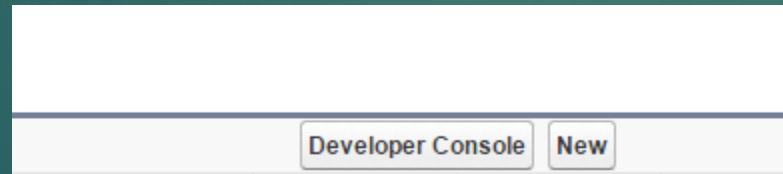
SaveCancel

Add Visualforce Page

→ SEARCH FOR “VISUALFORCE PAGE” IN THE QUICK FIND BOX.



→ CLICK ON “NEW”.



Add Visualforce Page(Continued)

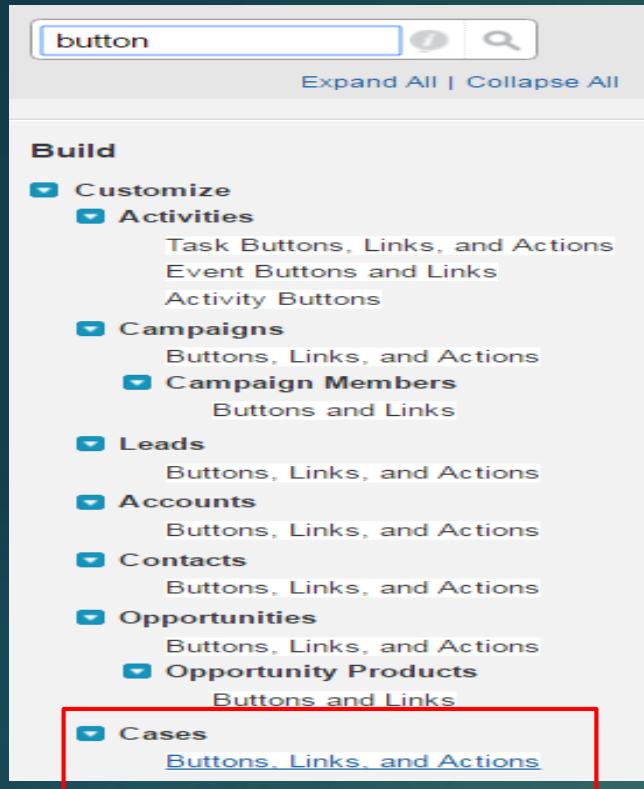
→ OPEN THE CASECHRONOLOGYPAGE.PAGE FILE IN THE PAGES DIRECTORY.

→ AFTER CLICKING ON “NEW” ADD THE DETAILS SAME AS BELOW. COPY THE PAGE CONTENTS FROM THE ABOVE FILE AND PASTE IT IN THE TEXT AREA UNDER “VISUALFORCE MARKUP” AND CLICK ON “SAVE”.

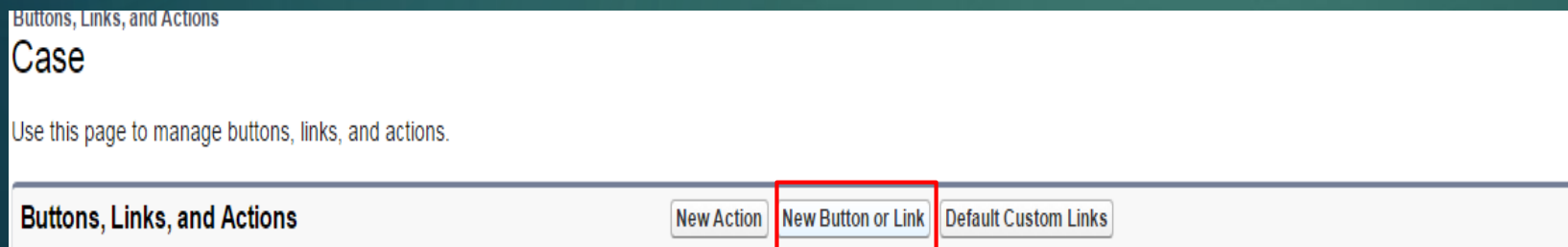
The screenshot shows the Salesforce Visualforce Page editor. At the top, the title is "Visualforce Page". Below it is a "Page Edit" section with buttons for "Save", "Quick Save", "Cancel", "Where is this used?", "Component Reference", and "Preview". The "Page Information" section contains fields for "Label" and "Name", both set to "CaseChronologyPage", and a "Description" field. There are also checkboxes for "Available for Salesforce mobile apps and Lightning Pages" and "Require CSRF protection on GET requests". Below this is a tabbed interface with "Visualforce Markup" and "Version Settings" tabs. The "Visualforce Markup" tab is active, showing a code editor with the following HTML and JavaScript code:

```
</div>
</div>
<script>
$( document ).ready(function() {
    var consolidatedJson = {!JsonResult};
    if (!jQuery.isEmptyObject(consolidatedJson) || consolidatedJson != null) {
        if (consolidatedJson.hasOwnProperty('caseProfile')) {
            var caseProfileJson = consolidatedJson['caseProfile'];
            if (!jQuery.isEmptyObject(caseProfileJson) || caseProfileJson != null) {
```

Add CaseChronology Button



→ IN THE QUICK FIND BOX SEARCH FOR “BUTTON” AND CLICK ON “BUTTONS, LINK AND ACTIONS” UNDER CASE.



→ CLICK ON “NEW BUTTON OR LINK”

Add CaseChronology Button(Continued)

→FILL THE OPTIONS SHOWN BELOW AND CLICK ON “SAVE”.

Edit Case Custom Button or Link

View Case Chronology

Custom Button or Link Edit Save Quick Save Preview Cancel

Label

Name [i](#)

Description

Display Type

- ☐ Detail Page Link [View example](#)
- ☒ Detail Page Button [View example](#)
- ☐ List Button [View example](#)

Behavior [View Behavior Options](#)

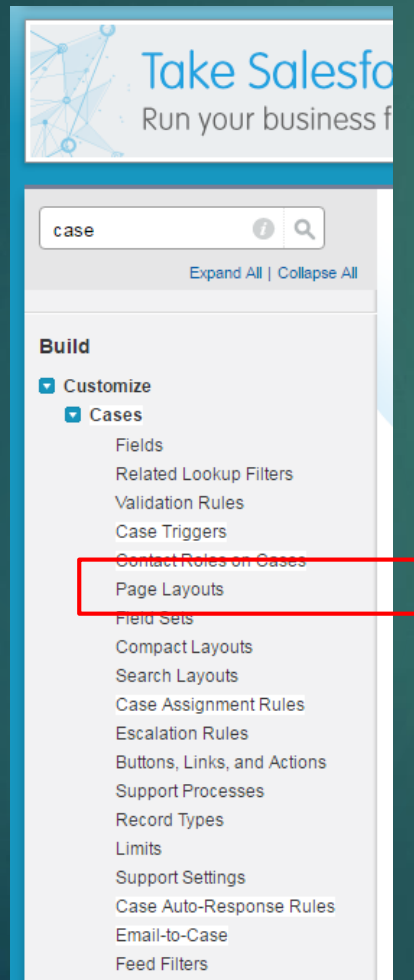
Content Source

Content

Save Quick Save Preview Cancel

Add CaseChronology Button(Continued)

→GO TO “SETUP” → SEARCH FOR “CASE” IN THE QUICKFIND BOX AND CLICK ON “PAGE LAYOUTS”.



Add CaseChronology Button(Continued)

→EDIT THE CASE LAYOUT BY CLICKING ON THE “EDIT” LINK.

Case Page Layout

This page allows you to create different page layouts to display Case data.
After creating page layouts, click the Page Layout Assignment button to control which page layout users see by default.

Case Page Layouts

[New](#)[Page Layout Assignment](#)

Action	Page Layout Name	Created By
Edit Del	Case (Marketing) Layout	Madhurima Ghosh , 3/9/2017 1:40 AM
Edit Del	Case (Sales) Layout	Madhurima Ghosh , 3/9/2017 1:40 AM
Edit Del	Case (Support) Layout	Madhurima Ghosh , 3/9/2017 1:40 AM
Edit Del	Case Layout	Madhurima Ghosh , 3/9/2017 1:40 AM

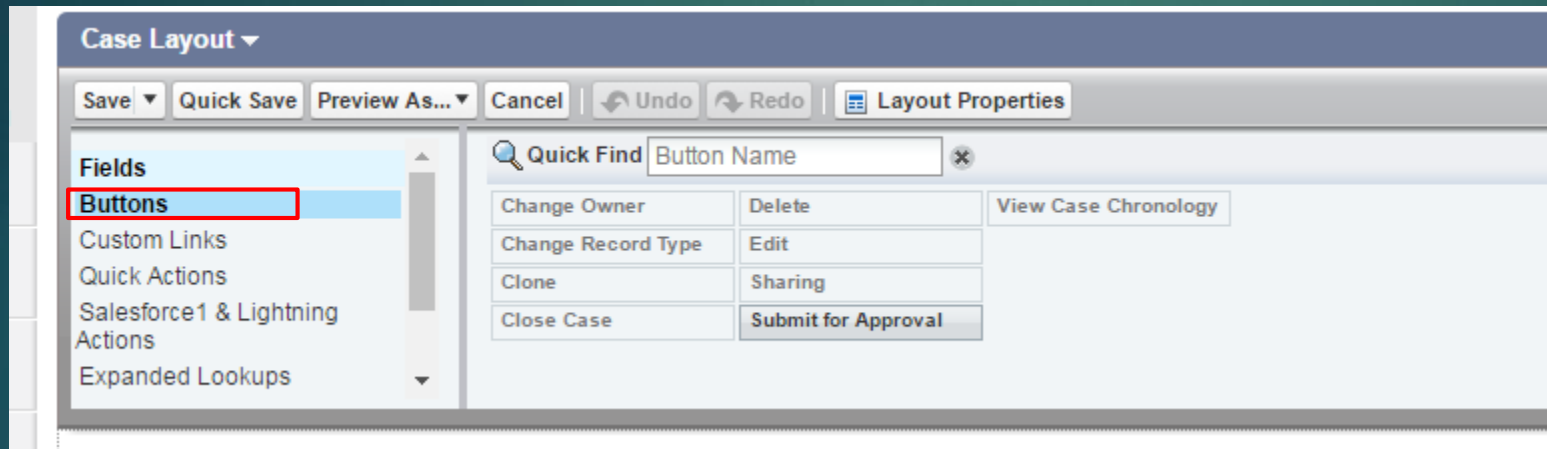
Case Close Page Layouts

[New](#)[Page Layout Assignment](#)

Action	Page Layout Name	Created By
Edit Del	Close Case Layout	Madhurima Ghosh , 3/9/2017 1:40 AM

Add CaseChronology Button(Continued)

→SELECT “BUTTONS” AND DRAG THE “VIEW CASE CHRONOLOGY” TO THE “CUSTOM BUTTON” SECTION



Add CaseChronology Button(Continued)

→ GO TO THE CASE LAYOUT AND SELECT BUTTONS ON THE LEFT PANE. DRAG THE “VIEW CASE CHRONOLOGY” BUTTON TO THE “CUSTOM BUTTON” SECTION AS SHOWN BY THE ARROW. CLICK ON “SAVE”.

The screenshot displays the Salesforce Case Layout editor interface. At the top, a toolbar includes 'Save', 'Quick Save', 'Preview As...', 'Cancel', 'Undo', 'Redo', and 'Layout Properties'. On the left, a sidebar lists 'Fields' and 'Buttons'. The 'Buttons' section is expanded, showing a list of standard buttons: 'Change Owner', 'Delete', 'Change Record Type', 'Edit', 'Clone', 'Sharing', 'Close Case', and 'Submit for Approval'. A red arrow points from the 'View Case Chronology' button in this list to the 'Custom Buttons' section at the bottom of the layout. The main area shows a 'Case Sample' with a 'Highlights Panel' containing customer information, case details, and status. Below this are 'Quick Actions in the Salesforce Classic Publisher' and 'Salesforce1 and Lightning Experience Actions'. At the bottom, the 'Case Detail' section shows a row of buttons: 'Edit', 'Delete', 'Change Owner', 'Change Record Type', 'Close Case', 'Clone', 'Sharing', 'Submit for Approval', and 'View Case Chronology'. The 'View Case Chronology' button is highlighted in the 'Custom Buttons' group.

Case Layout ▾ Feed View Custom Console Components Mini Page Layout Mini Console View Video Tutorial

Save ▾ Quick Save Preview As... ▾ Cancel Undo Redo Layout Properties

Fields

Buttons

Custom Links

Quick Actions

Salesforce1 & Lightning Actions

Expanded Lookups

Quick Find Button Name ✕

Change Owner Delete View Case Chronology

Change Record Type Edit

Clone Sharing

Close Case Submit for Approval

Case Sample

Highlights Panel

Customer **Sample Contact**
Sample Account
1-415-555-1212

Case Number GEN-2004-001234 Created Date 3/9/2017 3:25 AM

Sample Subject

Sample Description

Status **Sample Status**
Priority **Sample Priority**
Case Owner **Sample User**

Quick Actions in the Salesforce Classic Publisher ⓘ

Post Log a Call Change Status File Poll Link

Salesforce1 and Lightning Experience Actions ⓘ

Actions in this section are predefined by Salesforce. You can [override the predefined actions](#) to set a customized list of actions on Salesforce1 and Lightning Experience pages that use this layout. If you customize the actions in the Quick Actions in Classic Publisher section, and have saved the layout, then this section inherits that set of actions by default when you click to override.

Case Detail

Standard Buttons

Edit Delete Change Owner Change Record Type Close Case Clone Sharing Submit for Approval

Custom Buttons

View Case Chronology



The End!!!!