



EPT: 0.12 s

4262.16 KB



Sales Console

Case Classification



# AI Case Classification Dashboard

Search Subject

Filter by Category

All

Minimum Confidence %

0-100



Case Number		Subject	Predicted Category	AI Confidence %		
1	00001041	Electronic panel fitting loose	Billing	75	Reclassify	Flag
2	00001039	Electronic panel fitting loose	Other	87	Reclassify	Flag
3	00001038	Electronic panel fitting loose	General	87	Reclassify	Flag
4	00001037	Signal panel on GC5060 blinks inte...	General	87	Reclassify	Flag
5	00001036	Generator GC3060 platform struct...	General	87	Reclassify	Flag
6	00001035	Power generation below stated level	General	87	Reclassify	Flag
7	00001034	Structural failure of generator base	Other	75	Reclassify	Flag
8	00001033	Cannot start generator after electri...	General	75	Reclassify	Flag
9	00001032	Motor design hindering performance	General	92	Reclassify	Flag
10	00001031	Motor design hindering performance	General	92	Reclassify	Flag

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To Do List



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Sales Console

Case Classification



AI Case Classification Dashboard

Search Subject

panel

Filter by Category

All

Minimum Confidence %

0-100



0

Case Number		Subject	Predicted Category	AI Confidence %		
1	00001041	Electronic panel fitting loose	Billing	75	Reclassify	Flag
2	00001039	Electronic panel fitting loose	Other	87	Reclassify	Flag
3	00001038	Electronic panel fitting loose	General	87	Reclassify	Flag
4	00001037	Signal panel on GC5060 blinks inte...	General	87	Reclassify	Flag
5	00001011	Electronic panel fitting loose	Other	92	Reclassify	Flag
6	00001022	Signal panel on GC5060 blinks inte...	Billing	87	Reclassify	Flag

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AI Case Classification Dashboard

Search Subject

panel

Filter by Category

Billing ▼

Minimum Confidence %  
0-100

0

Case Number ▼		Subject ▼	Predicted Category ▼	AI Confidence % ▼		
1	00001041	Electronic panel fitting loose	📺 Billing	75	Reclassify	Flag
2	00001022	Signal panel on GC5060 blinks inte...	📺 Billing	87	Reclassify	Flag





AI Case Classification Dashboard

Search Subject  
panel

Filter by Category  
Billing ▾

Minimum Confidence %  
0-100  
80

Case Number ▾		Subject ▾	Predicted Category ▾	AI Confidence % ▾		
1	00001022	Signal panel on GC5060 blinks inte...	📺 Billing	87	Reclassify	Flag

d2w00000mdubaea1-dev-ed.develop.lightning.force.com/lightning/n/Case\_Classification

A

Finish update

Debug mode enabled for Lightning Web Components. Salesforce is slower in debug mode. [Learn more](#)

Sales Console

Case Classification

Success

Case 00001039 reclassified to Other

AI Case Classification Dashboard

Search Subject

Type...

Filter by Category

All

Minimum Confidence %

0-100

0

Case Number	Subject	Predicted Category	AI Confidence %		
1 00001041	Electronic panel fitting loose	General	75	Reclassify	Flag
2 00001039	Electronic panel fitting loose	Other	87	Reclassify	Flag
3 00001038	Electronic panel fitting loose	General	87	Reclassify	Flag
4 00001037	Signal panel on GC5060 blinks inte...	General	87	Reclassify	Flag
5 00001036	Generator GC3060 platform struct...	General	87	Reclassify	Flag
6 00001035	Power generation below stated level	General	87	Reclassify	Flag
7 00001034	Structural failure of generator base	Other	75	Reclassify	Flag
8 00001033	Cannot start generator after electri...	General	75	Reclassify	Flag
9 00001032	Motor design hindering performance	General	92	Reclassify	Flag
10 00001031	Motor design hindering performance	General	92	Reclassify	Flag

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Q Search...

✓

Success

Case 00001041 flagged

×

AI Case Classification Dashboard

Search Subject

Type...

Filter by Category

All▼

Minimum Confidence %

0-100

0

Case Number		Subject	Predicted Category	AI Confidence %		
1	00001041	Electronic panel fitting loose	General	75	Reclassify	Flag
2	00001039	Electronic panel fitting loose	Other	87	Reclassify	Flag
3	00001038	Electronic panel fitting loose	General	87	Reclassify	Flag
4	00001037	Signal panel on GC5060 blinks inte...	General	87	Reclassify	Flag
5	00001036	Generator GC3060 platform struct...	General	87	Reclassify	Flag
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7	00001034	Structural failure of generator base	Other	75	Reclassify	Flag
8	00001033	Cannot start generator after electri...	General	75	Reclassify	Flag
9	00001032	Motor design hindering performance	General	92	Reclassify	Flag
10	00001031	Motor design hindering performance	General	92	Reclassify	Flag





Search...

EPT: 0.12 s

1307.79 KB



Sales Console

Case Classification



## AI Case Classification Dashboard

Search Subject

Type...

Filter by Category

All

Minimum Confidence %

0-100



0

Case Number



Subject



Predicted Category



AI Confidence %



1

00001041

Electronic panel fitting loose



General

75

Reclassify

Flag

2

00001039

Electronic panel fitting loose

Other

87

Reclassify

Flag

3

00001038

Electronic panel fitting loose



General

87

Reclassify

Flag

4

00001037

Signal panel on GC5060 blinks inte...



General

87

Reclassify

Flag

5

00001036

Generator GC3060 platform struct...



General

87

Reclassify

Flag

6

00001035

Power generation below stated level



General

87

Reclassify

Flag

7

00001034

Structural failure of generator base



Other

75

Reclassify

Flag

8

00001033

Cannot start generator after electri...



General

75

Reclassify

Flag

9

00001032

Motor design hindering performance



General

92

Reclassify

Flag

10

00001031

Motor design hindering performance



General

92

Reclassify

Flag

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