

Project: Disaster Relief Resource Management CRM (ReliefConnect)

PHASE 9: Reporting, Dashboards & Security Review

Executive Summary

Phase 9 focused on transforming the data collected by ReliefConnect into actionable intelligence through comprehensive reporting and dashboards. It also involved a thorough security review and hardening of the platform to protect sensitive data. The objective was to empower stakeholders with real-time analytics for decision-making while ensuring the system adheres to strict security and privacy standards. This was achieved by building a suite of custom reports and a dynamic operational dashboard, and by implementing a multi-layered security model that includes granular sharing rules, field-level security, and session policies.

Reports (Tabular, Summary, Matrix, Joined)

- **Purpose/Rationale:** To provide different views of the application's data to answer specific business questions for different user groups. I created four distinct reports, each using a different format for a specific purpose.
- **Detailed Implementation:**
 - **Tabular Report:** I created a report named **"All Raw Dispatch Logs"**. This is a simple, Excel-like list showing every single field for every `Dispatch__c` record. Its purpose is for data administrators who need to export raw data for detailed, external analysis or auditing.
 - **Summary Report:** I created **"Relief Cases by Status"**. This is the primary operational report. It lists all `Relief_Case__c` records, but groups them by the `Status__c` field and includes subtotals. This allows managers to instantly see how many cases are New, Assigned, In Progress, etc.
 - **Matrix Report:** I built a powerful pivot table-style report called **"Needs Hotspot Analysis"**. It uses `Relief Camp` as the row grouping and `Category` as the column grouping, with the SUM of `People_Affected__c` as the value in the cells. This provides an instant heatmap of which camps are experiencing the most need, and for which categories.
 - **Joined Report:** I created a complex report named **"NGO Workload and Assigned Cases"** to provide a holistic view of partner engagement. It contains two blocks:

1. The first block shows **Accounts** (NGOs) and their related **Contacts** (Volunteers).
2. The second block shows the same **Accounts** and their related **Relief Cases**. This allows the command center to see not only which cases an NGO is handling, but also how many volunteers they have available, all in one view.

Report: Relief Cases
Relief Cases by Status

Total Records: 90

Row Counts: ☒ Detail Rows: ☒ Subtotals: ☒ Grand Total: ☒

Status	Relief Case: Relief Case Name
New (46)	Request for 1000 blankets at Nampally camp
	Tarpaulin sheets for temporary shelters
	Canned food and dry rations for Secunderabad camp
	Temporary housing for 20 displaced families
	Emergency repair of water pump
	Sleeping bags and mats for relief camp
	Tetanus shots required after flooding
	Durable cots for elderly and injured
	Waterproof clothing for 100 volunteers
	High-protein biscuits for malnutrition cases
	Setup of temporary communication tower
	Protective gear (masks gloves) for medical staff
	Solar lamps and charging stations for camp
	Emergency shelter for livestock

Report: Relief Cases
Needs Hotspot Analysis

Total Records: 90

Related Camp	Category	Medical	Food/Water	Shelter	Infrastructure	Total
-	Record Count	28	26	22	14	90
Total	Record Count	28	26	22	14	90

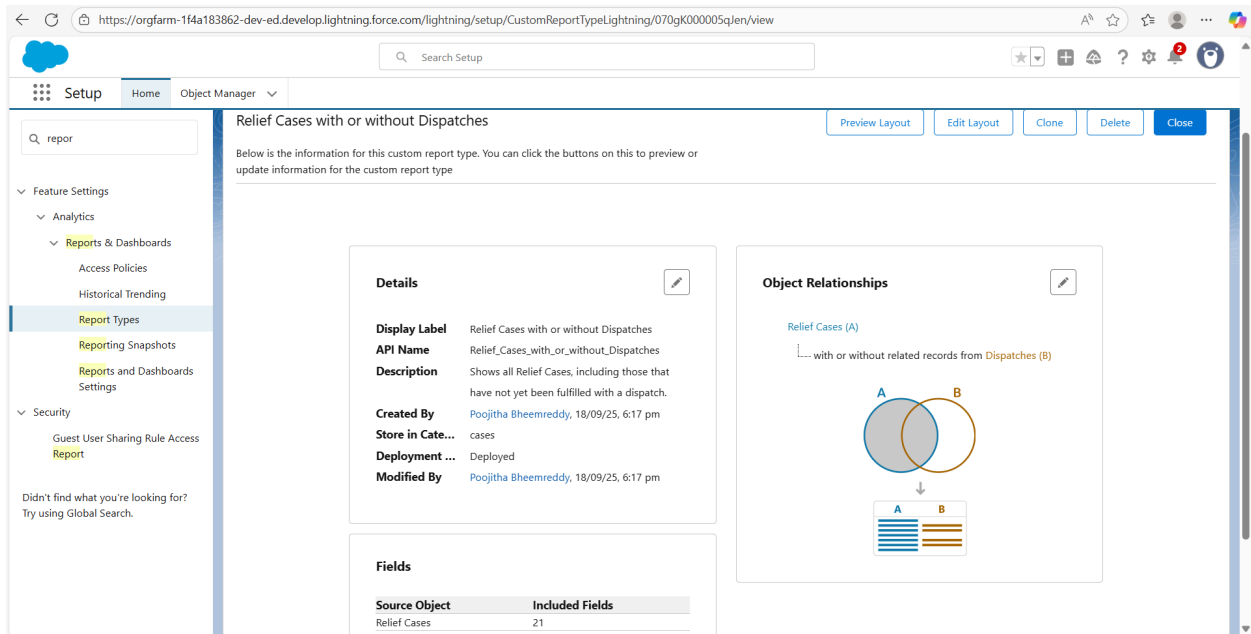
Details (90 Rows) Click an intersection in the table above to filter details.

Relief Case: Relief Case Name
1 First aid kits for volunteer team in Jubilee Hills
2 Basic medicines (paracetamol bandages) needed
3 Need for antibiotics and antiseptics
4 Urgent medical aid for flood victims in Gachibowli
5 Request for snake bite anti-venom

Row Counts: ☒ Detail Rows: ☒ Grand Total: ☒ Stacked Summaries: ☒

Report Types

- **Purpose/Rationale:** Standard report types can only show records where a relationship exists (an inner join). To find bottlenecks, we needed to see cases that *don't* have any dispatch records yet. This required a Custom Report Type.
- **Detailed Implementation:** I created a **Custom Report Type** named **"Relief Cases with or without Dispatches"**.
 - **Primary Object:** Relief Cases (A)
 - **Secondary Object:** Dispatches (B)
 - **Relationship:** I defined the relationship as "A" records may or may not have related "B" records. This creates a left outer join, allowing a single report to show both fulfilled cases and, more importantly, unfulfilled cases that represent a gap in the response effort.



The screenshot shows the Salesforce Setup interface for a Custom Report Type. The left sidebar contains navigation links for Setup, Home, and Object Manager. The main content area displays the details for the 'Relief Cases with or without Dispatches' report type. The 'Details' section includes fields for Display Label, API Name, Description, Created By, Store in Category, Deployment Status, and Modified By. The 'Object Relationships' section shows a Venn diagram with two overlapping circles, A (Relief Cases) and B (Dispatches), with a label indicating a left outer join. The 'Fields' section shows a table with Source Object and Included Fields.

Relief Cases with or without Dispatches

Below is the information for this custom report type. You can click the buttons on this to preview or update information for the custom report type

Details

Display Label Relief Cases with or without Dispatches

API Name Relief_Cases_with_or_without_Dispatches

Description Shows all Relief Cases, including those that have not yet been fulfilled with a dispatch.

Created By Poojitha Bheemreddy, 18/09/25, 6:17 pm

Store in Category cases

Deployment Status Deployed

Modified By Poojitha Bheemreddy, 18/09/25, 6:17 pm

Object Relationships

Relief Cases (A)

with or without related records from Dispatches (B)

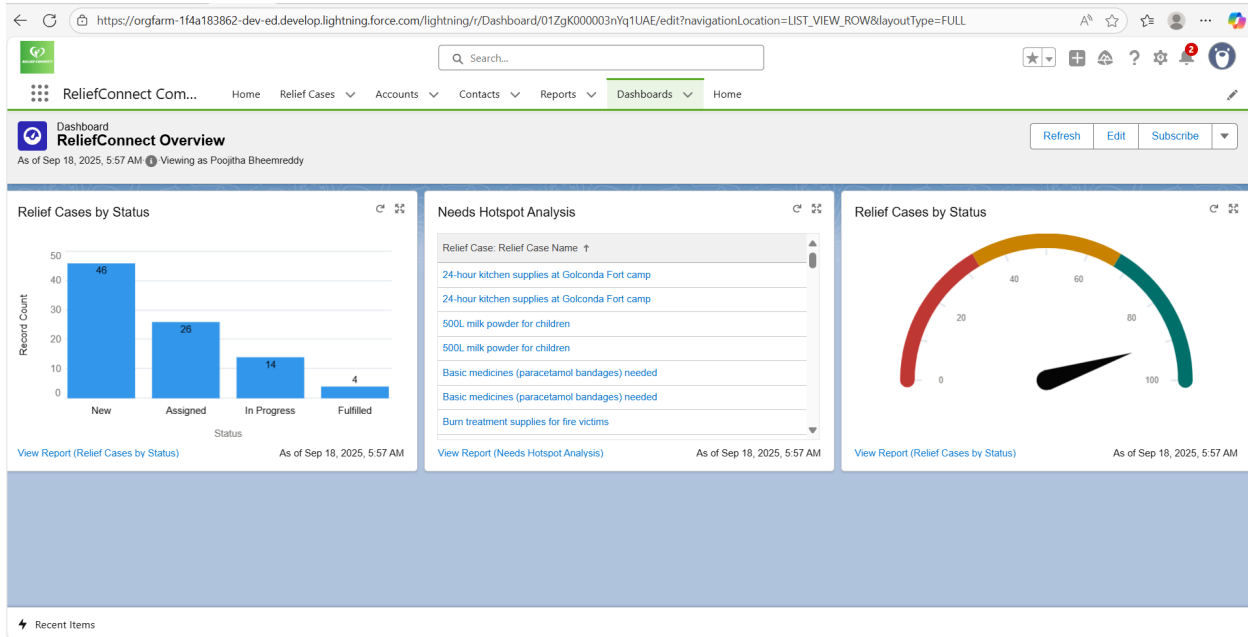
Fields

Source Object	Included Fields
Relief Cases	21

Dashboards

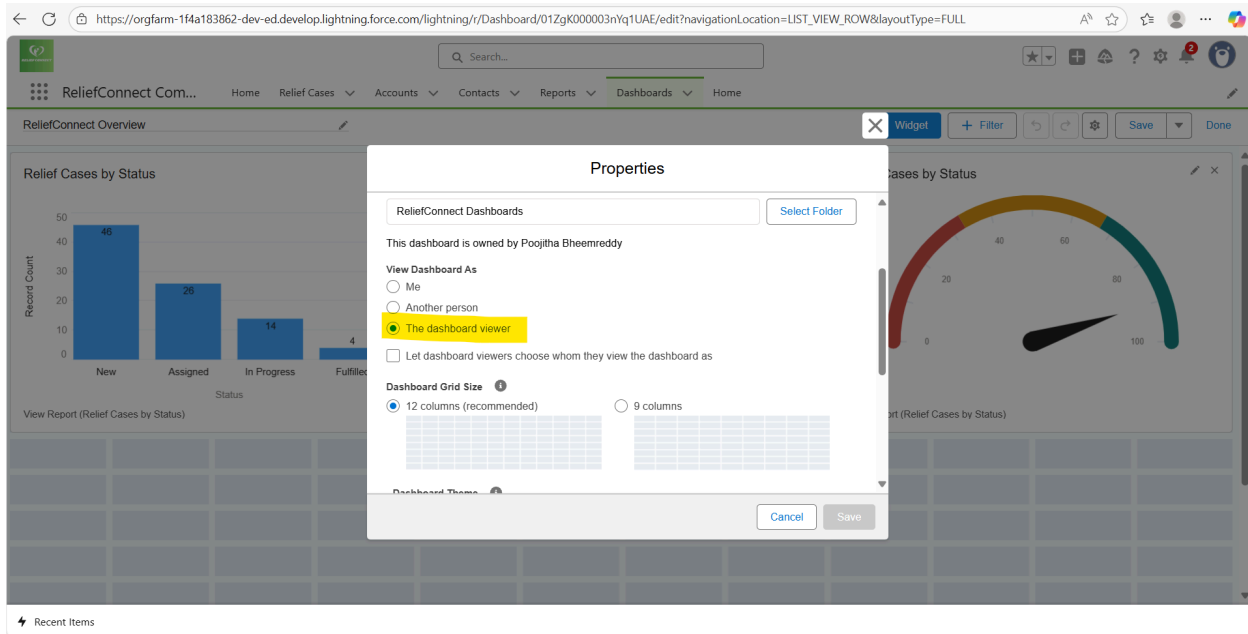
- **Purpose/Rationale:** To provide an immediate, visual, at-a-glance overview of the entire relief operation for command center users.
- **Detailed Implementation:** I built the primary operational dashboard, the **ReliefConnect Overview**. It was built on a 12-column grid and contains multiple components sourced from the reports created above:
 - **Gauge:** Shows the "Overall Fulfillment Rate (%)" (Fulfilled Cases vs. Total Cases).
 - **Bar Chart:** Displays the "Relief Cases by Status" report.
 - **Lightning Table:** Lists the "Top 5 Open Critical Cases" with key details.

- **Donut Chart:** Shows the breakdown of "Active Needs by Category".



✨ Dynamic Dashboards

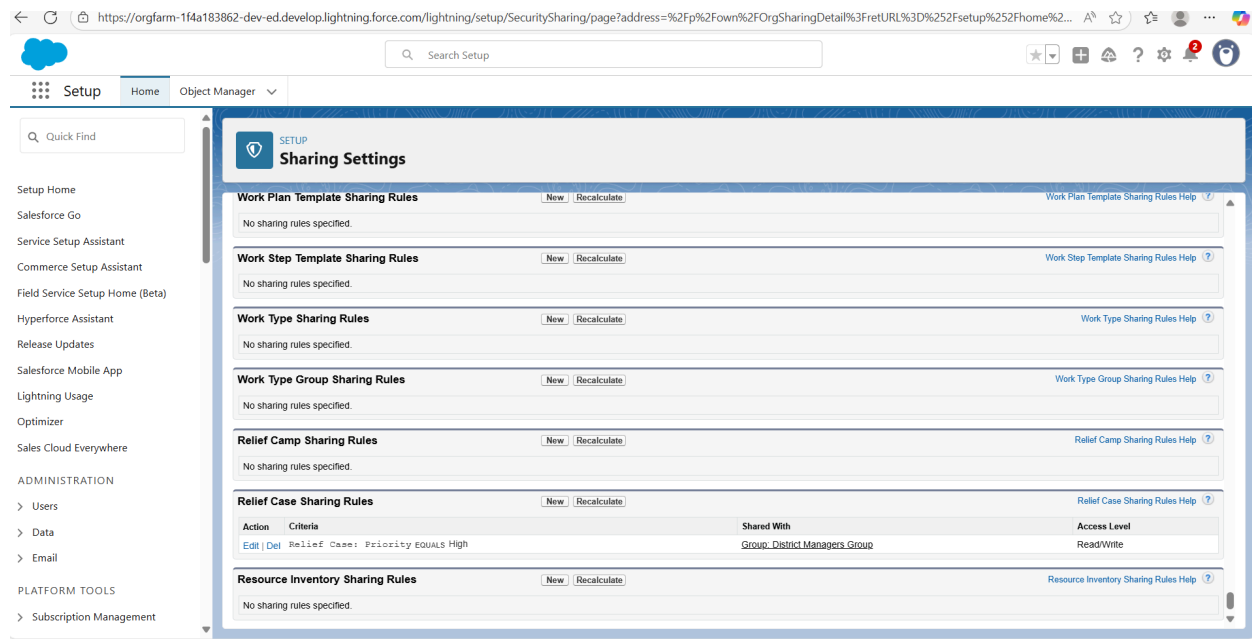
- **Purpose/Rationale:** To maintain a single source of truth while respecting the data visibility of different users. A dynamic dashboard allows a single dashboard to be used by everyone, from a national coordinator to a district-level manager.
- **Detailed Implementation:** I took the [ReliefConnect Overview](#) dashboard and converted it into a Dynamic Dashboard. I went into the dashboard properties (gear icon ⚙️) and changed the **"View Dashboard As"** setting from a specific running user to **"The dashboard viewer"**. Now, when a District Manager views the dashboard, the charts and metrics are automatically filtered to show data only for the relief cases within their district, as defined by the sharing rules.



👉 Sharing Settings

- **Purpose/Rationale:** The foundational security model was designed to be private by default to protect sensitive victim information, with access granted on an as-needed basis.
- **Detailed Implementation:**
 - **Organization-Wide Defaults (OWD):** I set the OWD for the **Relief_Case__c** object to **Private**. This ensures that, by default, a record can only be seen by its owner and users above them in the role hierarchy.
 - **Sharing Rules:** I created a **Criteria-Based Sharing Rule** to open up access where needed. The rule states: "If a **Relief_Case__c** record's **District__c** field equals 'Hyderabad', then share this record with the Public Group 'Hyderabad Relief Team' with Read/Write access."

I implemented using priority:



Field Level Security (FLS)

- **Purpose/Rationale:** To protect specific, highly sensitive data points on a record from users who do not need to see them, even if they can see the rest of the record.
- **Detailed Implementation:** I configured FLS for the **Victim_Information__c** field on the **Relief_Case__c** object.
 - For the **"Field Volunteer Profile"**, this field was set to **Read-Only**.
 - For the **"NGO Coordinator Profile"**, this field was set to **Hidden** (not visible at all).
 - Only the **"Crisis Manager Profile"** was granted full Read/Write access to this field.

The screenshot shows the Salesforce Setup interface. The left sidebar contains a search bar with 'prof' and a list of items including 'Users' and 'Profiles'. The main content area is titled 'Field Volunteer Profile' and displays a table of field-level security settings. The table has four columns: Field Name, Field Type, Read Access, and Edit Access. The 'Read Access' column contains checkmarks for all fields, while the 'Edit Access' column contains checkmarks for most fields, except for 'Case ID' and 'Victim Information' which have unchecked boxes.

Field Name	Field Type	Read Access	Edit Access
# People Affected	Number	✓	✓
Case ID	Auto Number	✓	<input type="checkbox"/>
Category	Picklist	✓	✓
Created By	Lookup	✓	<input type="checkbox"/>
Description	Text Area	✓	✓
Last Modified By	Lookup	✓	<input type="checkbox"/>
Location	Geolocation	✓	✓
Owner	Lookup	✓	✓
Priority	Picklist	✓	✓
Record Type	Record Type	✓	✓
Related Camp	Lookup	✓	✓
Relief Camp	Lookup	✓	✓
Relief Case Name	Text	✓	✓
Reported By	Lookup	✓	✓
Status	Picklist	✓	✓
Urgency Level	Picklist	✓	✓
Victim Information	Long Text Area	✓	<input type="checkbox"/>

Session Settings

- **Purpose/Rationale:** To protect the entire org from unauthorized access by enforcing stricter session policies.
- **Detailed Implementation:** In **Setup > Session Settings**, I implemented two key changes:
 1. I reduced the **Session timeout value** from the default of 8 hours to **2 hours** of inactivity.
 2. I checked the box for **Lock sessions to the IP address from which they originated** to help prevent session hijacking.

The screenshot shows the Salesforce Setup interface for Session Settings. The left sidebar contains navigation links for Einstein, Security, and Session Management. The main content area is titled "Session Settings" and includes a search bar, a "Session Timeout" section with a dropdown for "2 hours", and a "Session Settings" section with various checkboxes for session security. A warning message at the bottom states: "EXTENDED USE OF IE11 WITH LIGHTNING EXPERIENCE HAS NOW ENDED".

Login IP Ranges

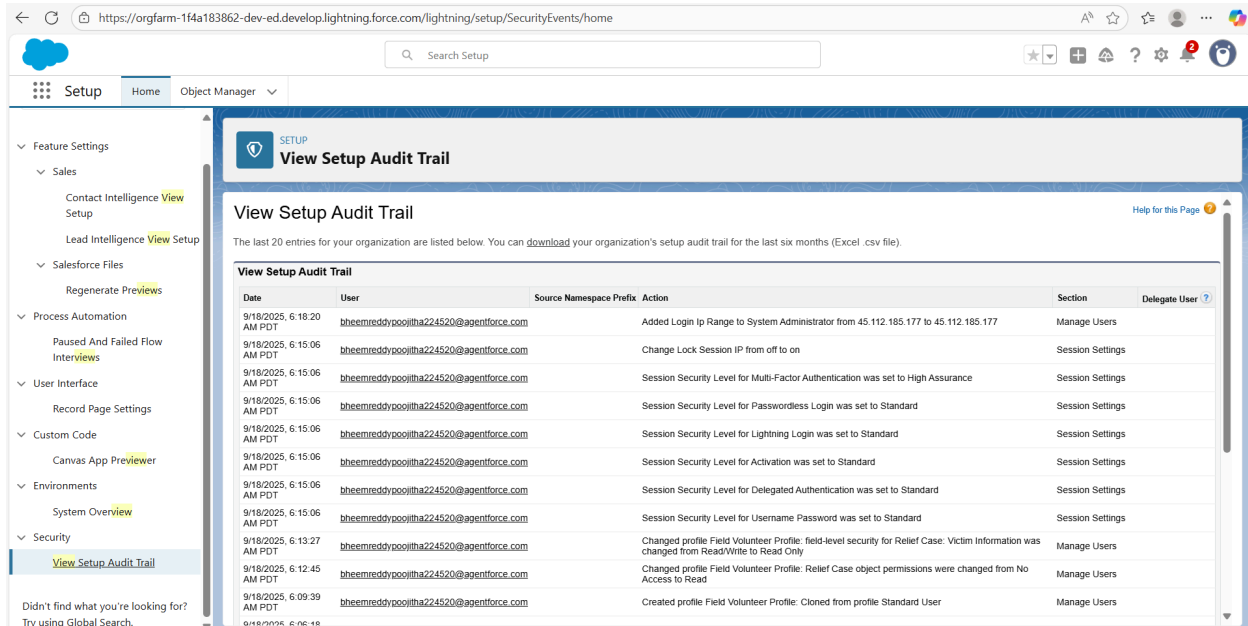
- **Purpose/Rationale:** To enforce the highest level of security for high-privilege users by restricting the physical locations from which they can log in.
- **Detailed Implementation:** For the "**Command Center Manager Profile**", I configured Login IP Ranges. I added a new range (e.g., **Start IP: 102.168.1.1, End IP: 102.168.1.255**) that corresponds to the physical IP address range of the command center headquarters. Users with this profile can now *only* log in when they are connected to that specific network.

The screenshot shows the Salesforce Setup interface for Profiles. The left sidebar contains navigation links for Users and Profiles. The main content area is titled "Profiles" and includes a search bar, a "Require a minimum 1 day password lifetime" checkbox, and a "Login IP Ranges" section with a table of IP ranges. The table has columns for Action, IP Start Address, IP End Address, and Description. The "Enabled Apex Class Access" section is also visible.

Action	IP Start Address	IP End Address	Description
Edit Del	45.112.185.177	45.112.185.177	Command Center HQ

Audit Trail

- **Purpose/Rationale:** To maintain a clear and immutable log of all administrative changes to the system for accountability and troubleshooting.
- **Detailed Implementation:** The Setup Audit Trail is enabled by default. My implementation of this feature was to actively use it. I went to [Setup > View Setup Audit Trail](#) to monitor and confirm the administrative changes I made during this phase, such as the changes to Session Settings and the FLS on the Crisis Manager Profile. The trail provides a downloadable 6-month history of all setup changes.



Date	User	Source Namespace Prefix	Action	Section	Delegate User
9/18/2025, 6:18:20 AM PDT	bheemreddypoojitha224520@agentforce.com		Added Login Ip Range to System Administrator from 45.112.185.177 to 45.112.185.177	Manage Users	
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com		Change Lock Session IP from off to on	Session Settings	
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com		Session Security Level for Multi-Factor Authentication was set to High Assurance	Session Settings	
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com		Session Security Level for Passwordless Login was set to Standard	Session Settings	
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com		Session Security Level for Lightning Login was set to Standard	Session Settings	
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com		Session Security Level for Activation was set to Standard	Session Settings	
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com		Session Security Level for Delegated Authentication was set to Standard	Session Settings	
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com		Session Security Level for Username Password was set to Standard	Session Settings	
9/18/2025, 6:13:27 AM PDT	bheemreddypoojitha224520@agentforce.com		Changed profile Field Volunteer Profile: field-level security for Relief Case: Victim Information was changed from Read/Write to Read Only	Manage Users	
9/18/2025, 6:12:45 AM PDT	bheemreddypoojitha224520@agentforce.com		Changed profile Field Volunteer Profile: Relief Case object permissions were changed from No Access to Read	Manage Users	
9/18/2025, 6:09:39 AM PDT	bheemreddypoojitha224520@agentforce.com		Created profile Field Volunteer Profile: Cloned from profile Standard User	Manage Users	

Date	User	Action	Section
9/18/2025, 6:18:20 AM PDT	bheemreddypoojitha224520@agentforce.com	Added Login Ip Range to System Administrator from 45.112.185.177 to 45.112.185.177	Manage Users
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com	Change Lock Session IP from off to on	Session Settings
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com	Session Security Level for Multi-Factor Authentication was set to High Assurance	Session Settings
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com	Session Security Level for Passwordless Login was set to Standard	Session Settings

9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com	Session Security Level for Lightning Login was set to Standard	Session Settings
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com	Session Security Level for Activation was set to Standard	Session Settings
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com	Session Security Level for Delegated Authentication was set to Standard	Session Settings
9/18/2025, 6:15:06 AM PDT	bheemreddypoojitha224520@agentforce.com	Session Security Level for Username Password was set to Standard	Session Settings
9/18/2025, 6:13:27 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed profile Field Volunteer Profile: field-level security for Relief Case: Victim Information was changed from Read/Write to Read Only	Manage Users
9/18/2025, 6:12:45 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed profile Field Volunteer Profile: Relief Case object permissions were changed from No Access to Read	Manage Users
9/18/2025, 6:09:39 AM PDT	bheemreddypoojitha224520@agentforce.com	Created profile Field Volunteer Profile: Cloned from profile Standard User	Manage Users
9/18/2025, 6:06:18 AM PDT	bheemreddypoojitha224520@agentforce.com	Initiated Criteria Rule: Relief Case recalculation: Share Hyderabad Cases	Sharing Rules
9/18/2025, 6:06:18 AM PDT	bheemreddypoojitha224520@agentforce.com	Created Relief_Case Criteria-Based Sharing Rule Share Hyderabad Cases	Sharing Rules
9/18/2025, 6:06:18 AM PDT	bheemreddypoojitha224520@agentforce.com	Completed Criteria Rule: Relief Case recalculation: Share Hyderabad Cases	Sharing Rules
9/18/2025, 6:00:57 AM PDT	bheemreddypoojitha224520@agentforce.com	Finished Organization-Wide Defaults update	Sharing Defaults
9/18/2025, 6:00:56 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed default internal access for Relief Case from Public Read/Write to Private	Sharing Defaults
9/18/2025, 6:00:37 AM PDT	bheemreddypoojitha224520@agentforce.com	Started default internal access update for Relief Case from Public Read/Write to Private	Sharing Defaults
9/18/2025, 6:00:36 AM PDT	bheemreddypoojitha224520@agentforce.com	Started Organization-Wide Defaults update	Sharing Defaults

9/18/2025, 5:25:54 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseController Apex Class code	Apex Class
9/18/2025, 5:25:54 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed reliefCaseIntakeForm Lightning Web Component	Lightning Components
9/18/2025, 4:48:13 AM PDT	bheemreddypoojitha224520@agentforce.com	For duplicate rule Flag Potential Duplicate Cases, changed matching rules.	Duplicate Rule
9/18/2025, 4:48:12 AM PDT	bheemreddypoojitha224520@agentforce.com	Created new 01IgK000002HmtV duplicate rule "Flag Potential Duplicate Cases". Set "Record-Level Security" to "Enforce sharing rules"	Duplicate Rule
9/18/2025, 4:46:43 AM PDT	bheemreddypoojitha224520@agentforce.com	Relief Case matching rule, Relief Case Matching Rule, activating by Poojitha Bheemreddy	Matching Rule
9/18/2025, 4:46:39 AM PDT	bheemreddypoojitha224520@agentforce.com	For matching rule Relief Case Matching Rule, added matching criteria where matching method is Exact, the field is Category and match blank fields is "Does Not Match If Null"	Matching Rule
9/18/2025, 4:46:39 AM PDT	bheemreddypoojitha224520@agentforce.com	For matching rule Relief Case Matching Rule, added matching criteria where matching method is Exact, the field is Name and match blank fields is "Does Not Match If Null"	Matching Rule
9/18/2025, 4:46:38 AM PDT	bheemreddypoojitha224520@agentforce.com	For matching rule Relief Case Matching Rule, matching engine set to Exact Match Engine.	Matching Rule
9/18/2025, 4:46:38 AM PDT	bheemreddypoojitha224520@agentforce.com	Created new Relief Case matching rule Relief Case Matching Rule	Matching Rule
9/18/2025, 4:17:39 AM PDT	bheemreddypoojitha224520@agentforce.com	Created a new Salesforce Connect: OData 4.0 external data source: National_NGO_Database	External Objects
9/18/2025, 4:13:41 AM PDT	bheemreddypoojitha224520@agentforce.com	For user bheemreddypoojitha224520@agentforce.com, the User Verified Email status changed to verified	Manage Users

9/18/2025, 4:13:41 AM PDT	bheemreddypoojitha224520@agentforce.com	A request was made to get the consumer secret for the External Client App called External Client App External_Partner_System. The consumer secret was returned to the user	External Client Application
9/18/2025, 4:13:41 AM PDT	bheemreddypoojitha224520@agentforce.com	A request was made to get the consumer secret for the External Client App called External Client App External_Partner_System. The consumer secret was returned to the user	External Client Application
9/18/2025, 4:13:41 AM PDT	bheemreddypoojitha224520@agentforce.com	A request was made to get the consumer secret for the External Client App called External Client App External_Partner_System. The consumer secret was returned to the user	External Client Application
9/18/2025, 4:13:41 AM PDT	bheemreddypoojitha224520@agentforce.com	A request was made to get the consumer secret for the External Client App called External Client App External_Partner_System. The consumer secret was returned to the user	External Client Application
9/18/2025, 4:13:41 AM PDT	bheemreddypoojitha224520@agentforce.com	A request was made to get the consumer secret for the External Client App called External Client App External_Partner_System. The consumer secret was returned to the user	External Client Application
9/18/2025, 4:13:41 AM PDT	bheemreddypoojitha224520@agentforce.com	A request was made to get the consumer secret for the External Client App called External Client App External_Partner_System. The consumer secret was returned to the user	External Client Application
9/18/2025, 4:09:53 AM PDT	bheemreddypoojitha224520@agentforce.com	Finished the process to create the Managed App plugin OAuth for the Managed App called External_Partner_System	External Client Application

9/18/2025, 4:09:53 AM PDT	bheemreddypoojitha224520@agentforce.com	Associated a new External Client App OAuth Policies called External_Partner_System_oauth Plcy with the External Client App External_Partner_System	External Client Application
9/18/2025, 4:09:53 AM PDT	bheemreddypoojitha224520@agentforce.com	Generated the consumer secret for the External Client App called External Partner System with a consumer ID of 888gK000000BNhF.	External Client Application
9/18/2025, 4:09:53 AM PDT	bheemreddypoojitha224520@agentforce.com	Generated the consumer key for the External Client App called External Partner System with a consumer ID of 888gK000000BNhF.	External Client Application
9/18/2025, 4:09:53 AM PDT	bheemreddypoojitha224520@agentforce.com	Updated the External Client App Global OAuth Settings External Partner System: Changed ValidateOAuth1CallbackUrl from false to true	External Client Application
9/18/2025, 4:09:53 AM PDT	bheemreddypoojitha224520@agentforce.com	Associated a new External Client App OAuth Settings called External_Partner_System_oauth with the External Client App External_Partner_System	External Client Application
9/18/2025, 4:09:53 AM PDT	bheemreddypoojitha224520@agentforce.com	Started the process to create the Managed App plugin OAuth for the Managed App called External_Partner_System	External Client Application
9/18/2025, 4:09:53 AM PDT	bheemreddypoojitha224520@agentforce.com	Created an External Client App Policies: External_Partner_System_plcy	External Client Application
9/18/2025, 4:09:53 AM PDT	bheemreddypoojitha224520@agentforce.com	Created an External Client App: External_Partner_System	External Client Application
9/18/2025, 3:56:38 AM PDT	bheemreddypoojitha224520@agentforce.com	Added Change Data Capture entity Relief_Case__c to channel ChangeEvents	Change Data Capture
9/18/2025, 3:54:38 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseTriggerHandler Apex Class code	Apex Class
9/18/2025, 3:48:38 AM PDT	bheemreddypoojitha224520@agentforce.com	Created custom field Case ID (Text) on Critical Need Detected	Custom Objects

9/18/2025, 3:47:41 AM PDT	bheemreddypoojitha224520@agentforce.com	Created custom object: Critical Need Detected	Custom Objects
9/18/2025, 3:46:11 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed WeatherService Apex Class code	Apex Class
9/18/2025, 3:46:05 AM PDT	bheemreddypoojitha224520@agentforce.com	Created WeatherService Apex Class code	Apex Class
9/18/2025, 3:44:59 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseRestService Apex Class code	Apex Class
9/18/2025, 3:44:41 AM PDT	bheemreddypoojitha224520@agentforce.com	Created ReliefCaseRestService Apex Class code	Apex Class
9/18/2025, 3:42:12 AM PDT	bheemreddypoojitha224520@agentforce.com	Created a new parameter: ExternalCredential (Parameter Type: Authentication, External Credential: Public_API_Authentication) for National_Weather_Service_API	Named Credentials
9/18/2025, 3:42:12 AM PDT	bheemreddypoojitha224520@agentforce.com	Created a new parameter: Url (Parameter Type: Url, Parameter Value: https://api.weather.gov) for National_Weather_Service_API	Named Credentials
9/18/2025, 3:42:12 AM PDT	bheemreddypoojitha224520@agentforce.com	Created a new named credential: National_Weather_Service_API	Named Credentials
9/18/2025, 3:33:10 AM PDT	bheemreddypoojitha224520@agentforce.com	Created a new parameter: Default Principal (Parameter Type: Named Principal, Sequence Number: 1) for Public_API_Authentication	External Credentials
9/18/2025, 3:32:40 AM PDT	bheemreddypoojitha224520@agentforce.com	Created a new parameter: Custom (Parameter Type: Authentication Protocol Variant, Parameter Value: NoAuthentication) for Public_API_Authentication	External Credentials
9/18/2025, 3:32:40 AM PDT	bheemreddypoojitha224520@agentforce.com	Created a new external credential: Public_API_Authentication	External Credentials
9/18/2025, 1:34:18 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Lightning Page: ReliefConnect Home Page	Lightning Pages
9/18/2025, 1:32:21 AM PDT	bheemreddypoojitha224520@agentforce.com	Created reliefCaseIntakeForm Lightning Web Component	Lightning Components
9/18/2025, 1:26:43 AM PDT	bheemreddypoojitha224520@agentforce.com	Created ReliefCaseController Apex Class code	Apex Class

9/18/2025, 1:06:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Added standard button override: Tab (Lightning Page null)	Standard Buttons and Links
9/18/2025, 1:05:38 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Lightning Page: ReliefConnect Home Page	Lightning Pages
9/18/2025, 1:04:42 AM PDT	bheemreddypoojitha224520@agentforce.com	Reset standard button override: Tab	Standard Buttons and Links
9/18/2025, 12:53:07 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Lightning Page: ReliefConnect Home Page	Lightning Pages
9/18/2025, 12:43:38 AM PDT	bheemreddypoojitha224520@agentforce.com	Added standard button override on Relief Cases: View (Lightning Page null)	Custom Objects
9/18/2025, 12:43:38 AM PDT	bheemreddypoojitha224520@agentforce.com	Added standard button override on Relief Cases: View (Lightning Page null)	Custom Objects
9/18/2025, 12:43:13 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Lightning Page: Relief Case Page	Lightning Pages
9/18/2025, 12:42:12 AM PDT	bheemreddypoojitha224520@agentforce.com	Created Lightning Page: Relief Case Page	Lightning Pages
9/18/2025, 12:41:38 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Action Layout for action: View Camp Details on Relief Camp	Custom Objects
9/18/2025, 12:40:02 AM PDT	bheemreddypoojitha224520@agentforce.com	Created Action on Relief Camps: View_Camp_Details	Global Actions
9/18/2025, 12:19:43 AM PDT	bheemreddypoojitha224520@agentforce.com	Added standard button override: Tab (Lightning Page null)	Standard Buttons and Links
9/18/2025, 12:19:13 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Lightning Page: ReliefConnect Home Page	Lightning Pages
9/18/2025, 12:15:07 AM PDT	bheemreddypoojitha224520@agentforce.com	Created Lightning Page: ReliefConnect Home Page	Lightning Pages
9/18/2025, 12:07:45 AM PDT	bheemreddypoojitha224520@agentforce.com	Created Lightning Page: ReliefConnect Command Center UtilityBar	Lightning Pages
9/18/2025, 12:07:45 AM PDT	bheemreddypoojitha224520@agentforce.com	Created custom app ReliefConnect Command Center	Custom Apps
9/17/2025, 10:38:11 AM PDT	salesforce.com, inc.	Max number of streaming topics	
9/17/2025, 2:56:10 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:54:51 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService Apex Class code	Apex Class

9/17/2025, 2:54:34 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService Apex Class code	Apex Class
9/17/2025, 2:53:48 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:51:33 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:50:14 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:49:48 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:47:34 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:47:08 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:46:10 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:44:52 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:43:02 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:41:00 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:38:20 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ExternalSystemService Apex Class code	Apex Class
9/17/2025, 2:38:20 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ProcessDispatchJob Apex Class code	Apex Class
9/17/2025, 2:38:20 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:38:19 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ArchiveOldCasesBatch Apex Class code	Apex Class

9/17/2025, 2:29:16 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 2:28:09 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService Apex Class code	Apex Class
9/17/2025, 2:21:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Shelter Request Layout	Custom Objects
9/17/2025, 2:21:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/17/2025, 2:21:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Medical Assistance Layout	Custom Objects
9/17/2025, 2:21:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Created custom lookup relationship Related Camp (Relief Camp) on Relief Cases	Custom Objects
9/17/2025, 2:06:11 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ScheduleArchiveJob Apex Class code	Apex Class
9/17/2025, 2:02:35 AM PDT	bheemreddypoojitha224520@agentforce.com	Created ScheduleArchiveJob Apex Class code	Apex Class
9/17/2025, 2:01:33 AM PDT	bheemreddypoojitha224520@agentforce.com	Created ProcessDispatchJob Apex Class code	Apex Class
9/17/2025, 2:00:41 AM PDT	bheemreddypoojitha224520@agentforce.com	Created ExternalSystemService Apex Class code	Apex Class
9/17/2025, 1:47:49 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 1:47:37 AM PDT	bheemreddypoojitha224520@agentforce.com	Created ReliefCaseService_Test Apex Class code	Apex Class
9/17/2025, 1:44:25 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ArchiveOldCasesBatch Apex Class code	Apex Class
9/17/2025, 1:44:06 AM PDT	bheemreddypoojitha224520@agentforce.com	Created ArchiveOldCasesBatch Apex Class code	Apex Class
9/17/2025, 1:37:37 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Search Indexing setting for custom object Resource Inventory from off to on	Custom Objects
9/17/2025, 1:37:08 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Search Indexing setting for custom object Relief Case from off to on	Custom Objects
9/17/2025, 1:03:47 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case Trigger code: ReliefCaseTrigger	Apex Trigger

9/17/2025, 1:03:27 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseTriggerHandler Apex Class code	Apex Class
9/17/2025, 1:02:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Shelter Request Layout	Custom Objects
9/17/2025, 1:02:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/17/2025, 1:02:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Medical Assistance Layout	Custom Objects
9/17/2025, 1:02:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Created custom field Description (Text Area) on Relief Cases	Custom Objects
9/17/2025, 12:57:48 AM PDT	bheemreddypoojitha224520@agentforce.com	Created Relief Case Trigger code: ReliefCaseTrigger	Apex Trigger
9/17/2025, 12:56:14 AM PDT	bheemreddypoojitha224520@agentforce.com	Created ReliefCaseTriggerHandler Apex Class code	Apex Class
9/17/2025, 12:55:04 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed ReliefCaseService Apex Class code	Apex Class
9/17/2025, 12:54:31 AM PDT	bheemreddypoojitha224520@agentforce.com	Created ReliefCaseService Apex Class code	Apex Class
9/16/2025, 12:45:22 AM PDT	bheemreddypoojitha224520@agentforce.com	Activated flow with Name "Urgency Score Calculator" and Unique Name "Urgency_Score_Calculator"	Flows
9/16/2025, 12:45:17 AM PDT	bheemreddypoojitha224520@agentforce.com	Created flow with Name "Urgency Score Calculator" and Unique Name "Urgency_Score_Calculator"	Flows
9/16/2025, 12:36:23 AM PDT	bheemreddypoojitha224520@agentforce.com	Activated flow with Name "Daily Overdue Case Check" and Unique Name "Daily_Overdue_Case_Check"	Flows
9/16/2025, 12:36:17 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted flow version #-1 "Daily Overdue Case Check" for flow with Unique Name "Daily_Overdue_Case_Check"	Flows
9/16/2025, 12:36:15 AM PDT	bheemreddypoojitha224520@agentforce.com	Created flow version #1 "Daily Overdue Case Check" for flow with Unique Name "Daily_Overdue_Case_Check"	Flows

9/15/2025, 11:58:58 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created flow with Name "Daily Overdue Case Check" and Unique Name "Daily_Overdue_Case_Check"	Flows
9/15/2025, 11:58:12 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Relief Case page layout Shelter Request Layout	Custom Objects
9/15/2025, 11:58:12 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 11:58:12 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Relief Case page layout Medical Assistance Layout	Custom Objects
9/15/2025, 11:58:12 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created custom field Priority (Picklist) on Relief Cases	Custom Objects
9/15/2025, 11:41:32 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created Email Alert Notify Manager for Dispatch Approval for Object: Dispatch	Workflow Rule
9/15/2025, 11:34:12 PM PDT	bheemreddypoojitha224520 @agentforce.com	Activated flow with Name "Volunteer Intake Form" and Unique Name "Volunteer_Intake_Form"	Flows
9/15/2025, 11:34:07 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created flow with Name "Volunteer Intake Form" and Unique Name "Volunteer_Intake_Form"	Flows
9/15/2025, 11:21:31 PM PDT	bheemreddypoojitha224520 @agentforce.com	Activated flow with Name "Critical Relief Case Assignment" and Unique Name "Critical_Relief_Case_Assignm ent"	Flows
9/15/2025, 11:21:26 PM PDT	bheemreddypoojitha224520 @agentforce.com	Deleted flow version #-1 "Critical Relief Case Assignment" for flow with Unique Name "Critical_Relief_Case_Assignm ent"	Flows
9/15/2025, 11:21:25 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created flow version #1 "Critical Relief Case Assignment" for flow with Unique Name "Critical_Relief_Case_Assignm ent"	Flows
9/15/2025, 11:10:13 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created flow with Name "Critical Relief Case Assignment" and Unique Name	Flows

		"Critical_Relief_Case_Assignm ent"	
9/15/2025, 11:08:49 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Resource Inventory page layout Resource Inventory Layout	Custom Objects
9/15/2025, 11:08:48 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created custom field Category (Picklist) on Resource Inventories	Custom Objects
9/15/2025, 11:08:04 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Resource Inventory page layout Resource Inventory Layout	Custom Objects
9/15/2025, 11:08:04 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created custom field Status (Picklist) on Resource Inventories	Custom Objects
9/15/2025, 10:56:33 PM PDT	bheemreddypoojitha224520 @agentforce.com	Added Action: Update Status to Approved for Approval Process: High Value Dispatch Approval for Object: Dispatch	Approval Process
9/15/2025, 10:56:33 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created Field Update Update Status to Approved for Object: Dispatch	Workflow Rule
9/15/2025, 10:55:41 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Dispatch page layout Dispatch Layout	Custom Objects
9/15/2025, 10:55:41 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created custom field Status (Picklist) on Dispatches	Custom Objects
9/15/2025, 10:52:37 PM PDT	bheemreddypoojitha224520 @agentforce.com	Added Action: Notify Submitter of Approval for Approval Process: High Value Dispatch Approval for Object: Dispatch	Approval Process
9/15/2025, 10:52:37 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created Email Alert Notify Submitter of Approval for Object: Dispatch	Workflow Rule
9/15/2025, 10:46:47 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created Process Step: Step 1 for Approval Process: High Value Dispatch Approval for Object: Dispatch	Approval Process
9/15/2025, 10:46:47 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created Approval Process: High Value Dispatch Approval for Object: Dispatch	Approval Process
9/15/2025, 10:42:55 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed membership of Group District Managers Group	Groups

9/15/2025, 10:42:55 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created Public Group District Managers Group	Groups
9/15/2025, 10:21:03 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Dispatch page layout Dispatch Layout	Custom Objects
9/15/2025, 10:21:03 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created custom field Total Dispatch Value (Currency) on Dispatches	Custom Objects
9/15/2025, 10:13:08 PM PDT	bheemreddypoojitha224520 @agentforce.com	New Relief Cases validation rule "Prevent_Edit_on_Fulfilled_Cas e"	Validation Rules
9/15/2025, 9:33:00 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created record type: Shelter Request on Relief Cases	Custom Objects
9/15/2025, 9:32:20 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created record type: Food & Water on Relief Cases	Custom Objects
9/15/2025, 9:30:32 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created record type: Medical Assistance on Relief Cases	Custom Objects
9/15/2025, 9:29:02 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Relief Case page layout Shelter Request Layout	Custom Objects
9/15/2025, 9:28:56 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created Relief Case page layout Shelter Request Layout	Custom Objects
9/15/2025, 9:28:33 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Relief Case page layout Medical Assistance Layout	Custom Objects
9/15/2025, 9:28:04 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created Relief Case page layout Medical Assistance Layout	Custom Objects
9/15/2025, 9:26:54 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Dispatch page layout Dispatch Layout	Custom Objects
9/15/2025, 9:26:54 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created master-detail field: Resource Inventory (Resource Inventory) on Dispatches	Custom Objects
9/15/2025, 9:26:20 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Dispatch page layout Dispatch Layout	Custom Objects
9/15/2025, 9:26:20 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created master-detail field: Relief Case (Relief Case) on Dispatches	Custom Objects
9/15/2025, 9:24:03 PM PDT	bheemreddypoojitha224520 @agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 9:24:03 PM PDT	bheemreddypoojitha224520 @agentforce.com	Created custom lookup relationship Relief Camp (Relief Camp) on Relief Cases	Custom Objects

9/15/2025, 9:22:48 PM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 9:22:48 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom lookup relationship Reported By (User) on Relief Cases	Custom Objects
9/15/2025, 9:20:51 PM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 9:20:51 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom field Victim Information (Long Text Area) on Relief Cases	Custom Objects
9/15/2025, 9:19:44 PM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 9:19:44 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom field # People Affected (Number) on Relief Cases	Custom Objects
9/15/2025, 9:19:09 PM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 9:19:09 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom field Location (Geolocation) on Relief Cases	Custom Objects
9/15/2025, 9:18:26 PM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 9:18:26 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom field Category (Picklist) on Relief Cases	Custom Objects
9/15/2025, 9:17:26 PM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 9:17:25 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom field Urgency Level (Picklist) on Relief Cases	Custom Objects
9/15/2025, 9:16:30 PM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 9:16:30 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom field Status (Picklist) on Relief Cases	Custom Objects
9/15/2025, 9:15:05 PM PDT	bheemreddypoojitha224520@agentforce.com	Changed Relief Case page layout Relief Case Layout	Custom Objects
9/15/2025, 9:15:05 PM PDT	bheemreddypoojitha224520@agentforce.com	Created Case ID custom field (Auto Number: Starting from Roll-Up Summary) on Relief Cases	Custom Objects
9/15/2025, 9:08:43 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom object tab: Relief Camps	Custom Tabs
9/15/2025, 9:08:21 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom object: Relief Camp	Custom Objects

9/15/2025, 9:07:43 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom object tab: Dispatches	Custom Tabs
9/15/2025, 9:07:28 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom object: Dispatch	Custom Objects
9/15/2025, 9:07:00 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom object tab: Resource Inventories	Custom Tabs
9/15/2025, 9:06:35 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom object: Resource Inventory	Custom Objects
9/15/2025, 9:05:40 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom object tab: Relief Cases	Custom Tabs
9/15/2025, 9:04:04 PM PDT	bheemreddypoojitha224520@agentforce.com	Created custom object: Relief Case	Custom Objects
9/15/2025, 7:43:45 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Administrators Can Log in as Any User from off to on	Manage Users
9/15/2025, 7:42:46 AM PDT	bheemreddypoojitha224520@agentforce.com	Created new role Field Volunteer	Manage Users
9/15/2025, 7:42:26 AM PDT	bheemreddypoojitha224520@agentforce.com	Created new role NGO Lead	Manage Users
9/15/2025, 7:42:09 AM PDT	bheemreddypoojitha224520@agentforce.com	Created new role District Manager	Manage Users
9/15/2025, 7:41:46 AM PDT	bheemreddypoojitha224520@agentforce.com	Created new role State Coordinator	Manage Users
9/15/2025, 7:41:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role SVP, Customer Service & Support	Manage Users
9/15/2025, 7:41:20 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role Customer Support, International	Manage Users
9/15/2025, 7:41:15 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role Customer Support, North America	Manage Users
9/15/2025, 7:41:11 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role Installation & Repair Services	Manage Users
9/15/2025, 7:41:06 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role SVP, Human Resources	Manage Users
9/15/2025, 7:41:01 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role SVP, Sales & Marketing	Manage Users
9/15/2025, 7:40:55 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role VP, International Sales	Manage Users
9/15/2025, 7:40:50 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role VP, Marketing	Manage Users
9/15/2025, 7:40:45 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role Marketing Team	Manage Users

9/15/2025, 7:40:39 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role VP, North American Sales	Manage Users
9/15/2025, 7:40:33 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role Director, Channel Sales	Manage Users
9/15/2025, 7:40:28 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role Channel Sales Team	Manage Users
9/15/2025, 7:40:23 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role Director, Direct Sales	Manage Users
9/15/2025, 7:39:50 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role State Coordinator	Manage Users
9/15/2025, 7:39:42 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role Eastern Sales Team	Manage Users
9/15/2025, 7:39:37 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role Western Sales Team	Manage Users
9/15/2025, 7:39:10 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role CFO	Manage Users
9/15/2025, 7:39:05 AM PDT	bheemreddypoojitha224520@agentforce.com	Deleted role COO	Manage Users
9/15/2025, 7:38:24 AM PDT	bheemreddypoojitha224520@agentforce.com	Created new role State Coordinator	Manage Users
9/15/2025, 7:38:03 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed role National Command Center	Manage Users
9/15/2025, 7:32:52 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Default Organization Time Zone from (GMT-07:00) Pacific Daylight Time (America/Los_Angeles) to (GMT+05:30) India Standard Time (Asia/Kolkata)	Company Information
9/15/2025, 7:32:52 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Default Organization Locale from English (United States) to English (India)	Company Information
9/15/2025, 7:32:52 AM PDT	bheemreddypoojitha224520@agentforce.com	Changed Organization Name from SmartBridge to ReliefConnect - Dev	Company Information
9/15/2025, 7:30:25 AM PDT	bheemreddypoojitha224520@agentforce.com	Set new password for user Poojitha Bheemreddy	Manage Users
9/15/2025, 7:30:06 AM PDT	Automated Process	For user bheemreddypoojitha224520@agentforce.com, the User Verified Email status changed to verified	Manage Users
9/15/2025, 7:29:51 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Reset password for user Poojitha Bheemreddy	Manage Users

9/15/2025, 7:29:50 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	For user Poojitha Bheemreddy, changed Knowledge user from off to on	Manage Users
9/15/2025, 7:29:50 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Changed Organization Address from null null null null US null 219 to null null null null United States null 219	Company Information
9/15/2025, 7:29:50 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Changed Organization Name from EPIC OrgFarm to SmartBridge	Company Information
9/15/2025, 7:29:50 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set Service Cloud User: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:49 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set Agentforce Default Admin: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:49 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set Agentforce Service Agent Configuration: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:48 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set Prompt Template Manager: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:48 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set Data Cloud Architect: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:47 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set license Einstein Prompt Templates: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:47 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set license Messaging for In-App and Web User: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:47 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set license Service User: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users

9/15/2025, 7:29:46 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set license Data Cloud: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:46 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set license Agentforce (Default): assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:45 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Permission set license Agentforce Service Agent Builder: assigned to user Poojitha Bheemreddy (UserID: [005gK000007lcLz])	Manage Users
9/15/2025, 7:29:45 AM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Created new user Poojitha Bheemreddy	Manage Users
9/11/2025, 4:23:06 PM PDT	salesforce.com, inc.	Max number of streaming topics	
9/11/2025, 4:22:36 PM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Disabled the My Domain policy Require first-party use of Salesforce cookies	
9/11/2025, 4:22:35 PM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Changed OrgCreatedOnVersion from -1 to 256.0	
9/11/2025, 4:21:01 PM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Enabled External Sharing Model	Sharing Defaults
9/11/2025, 4:20:36 PM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Case Feeds Processing State	
9/11/2025, 4:20:36 PM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Case Feeds Job Status	
9/11/2025, 4:20:35 PM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Enabled Secure Guest User Record Access	Sharing Defaults
9/11/2025, 4:19:54 PM PDT	epic.2e2dc805b6f5@orgfarm.salesforce.com	Organization setup action: enablementEnabledOffOn has changed.	