Timer Control Dynamics CRM 2015

1. In the Spring '14 Wave, Timer Control was created so that it can easily be placed in any custom entity form or customizable out of the box form.
2. Timer Control give users a visual indication of where the case is in relation to the SLA (Service Level Agreement) goal.
3. You can place a timer of the actual countdown on the case form to warn users of approaching/breached SLA's, you can also use this to trigger a warning condition to escalation for items at risk and deadline monitoring.
4. The SLAs are configurable to your requirements that you want and provide.
5. You would see how many hours/minutes/seconds is remaining or if it is exceeding the specified time/date field.

Where can you use it?

1. Microsoft Dynamics CRM web application
2. Microsoft Dynamics CRM Office Outlook
3. Currently not available for CRM for Tablets
4. Mobility: Android version is set to be released to support Windows 8.1 and iOS 7

How Does It Work?

The value Timer Control uses is date/time field. There are three Option Set values to help you see if you met the deadline or not and you can have many Timer Controls in one form for different date/time fields.

Know Your Limitations

- You can only add the timer to the body.
- It works best on forms because it is not a field, which means, it can' be added to CRM views.
- Each Timer Control is bound to a set of fields.

Let's get started

Make sure you have everything you need:

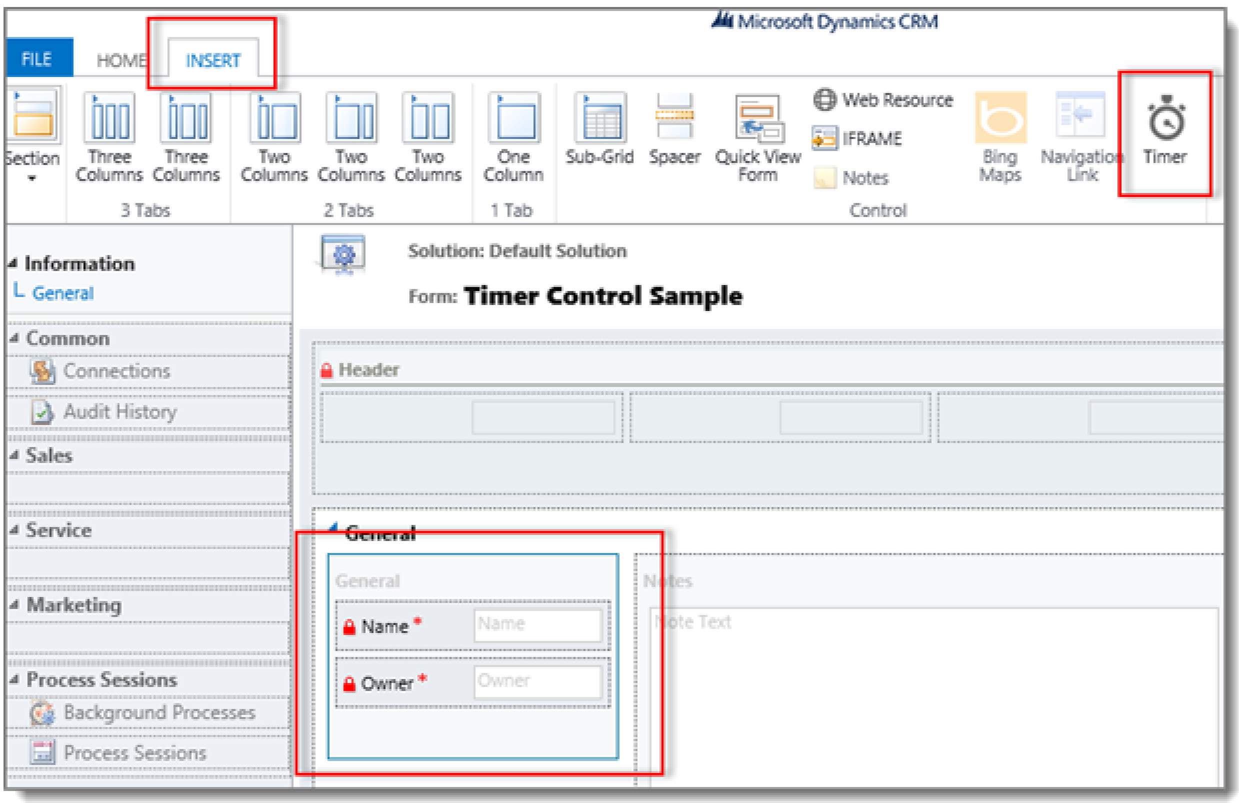
- Required fields you plan to use and created.
- Know where you will place the Controller on the form.
- Once the Timer Control is on the form, select the associated date/time field and configure the conditions (Required).

Let's Begin…

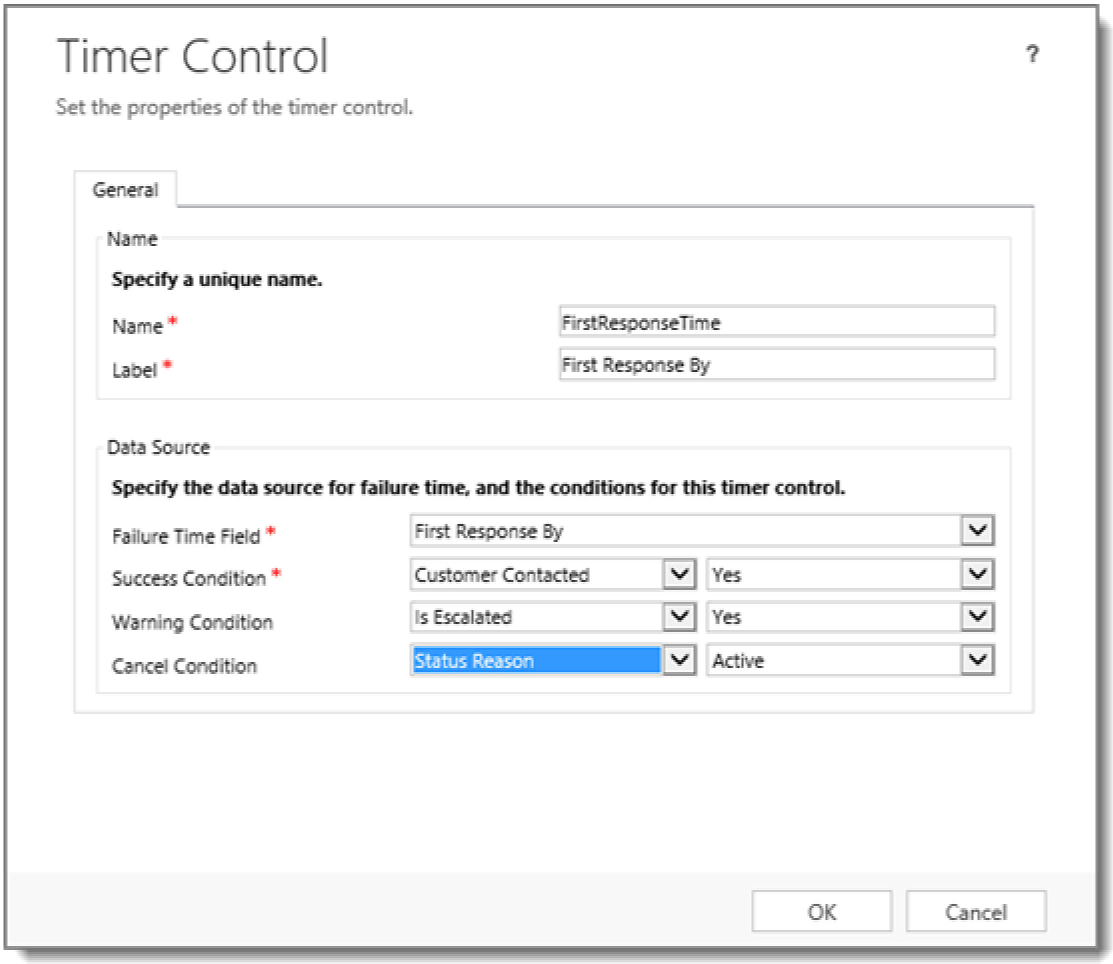
[Note: **First Response By** and **Customer Contacted** fields were created for the example below.]

1. In Microsoft Dynamics CRM, navigate to **Settings>Customizations>Customize the System**.

2. Select **Forms** from the entity you want to add Timer Control > select **Information** form (Form Type: Main).
3. Highlight on the form where you want to insert the Timer. A blue outline will appear when you made a selection. (You can drag and drop the Timer if you decide to move it).
4. Select **Insert** tab > **Timer.**

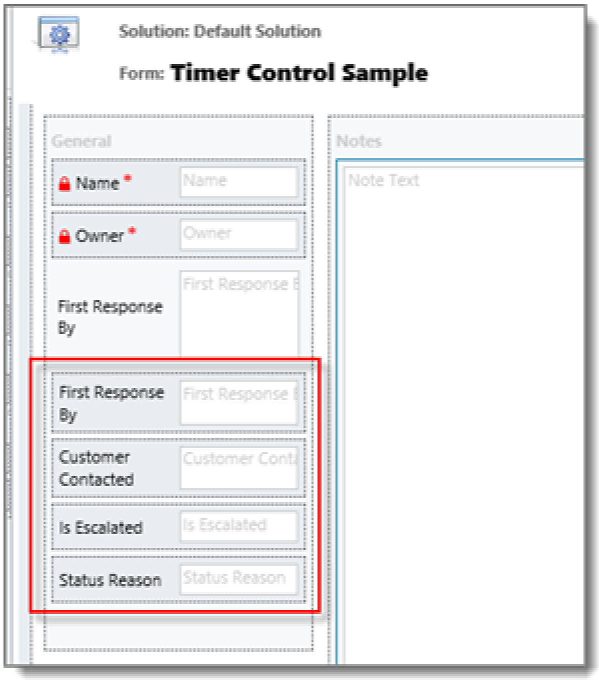


5. Fill in Timer Control window and select **OK.**



7. Drag and drop fields to the form: **First Response By, Customer Contacted, Is Escalated,** and **Status Reason.**

8. Select **Save** and **Publish.**



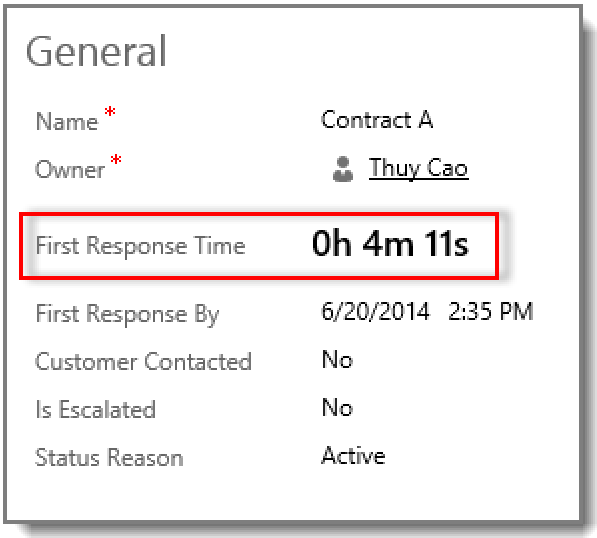
Now to test it. Go to your CRM…

1. Refresh the browser and go to the entity you have chosen to add the Timer Control.
2. Create a **New** record.
3. Notice the Timer Control displays **Not Set.**

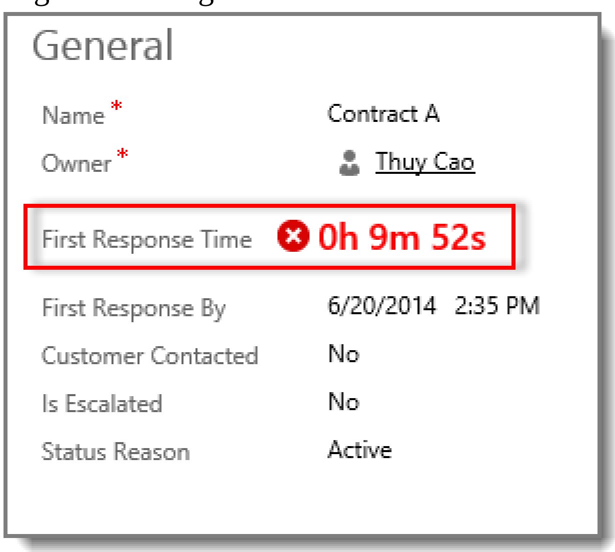
4. **Name** your record and in the **First Response By** field, set the value to 15 min greater than the current date/time.

5. Select **Save.**

Can you see what happened? Look at **First Response By** field again. You will see the Timer Control is showing a decreasing number of hours, minutes, and seconds.



If you let the time exceed the time limit, the Timer Control will display with red text and begin increasing to show the time since the **First Response By** date/time value.



What will happen if you change the values in the other fields?

Customer Contact to **Yes**, the status will change to say **Succeeded**.

Is Escalated to **Yes,** the Timer Control displays in yellow.

Status Reason to **Canceled.** The Timer Control displays **Canceled.**