

Known Issue: LOVs' to be added on custom fields

Subject: - Lov's to be added on custom fields

Issue Details: - Request has been logged by user for Configuration- Lov's to be added on custom fields

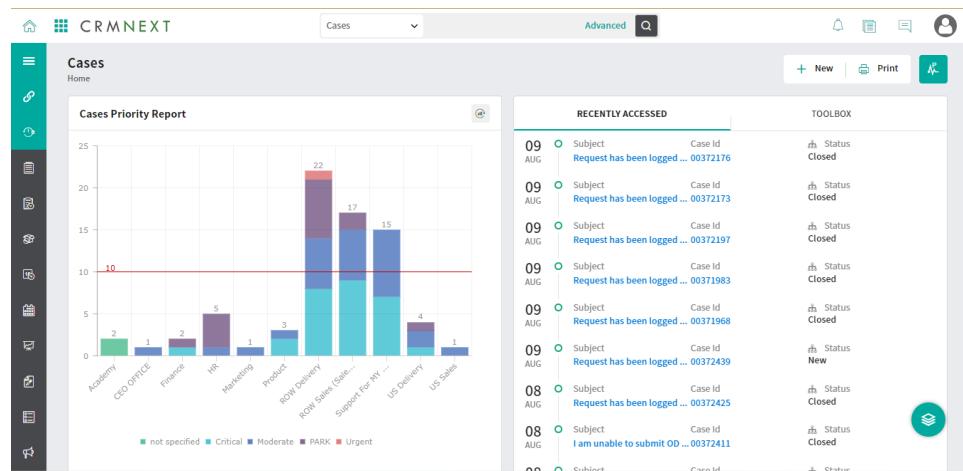
For example, we want to add L5 to the resolution case field.

Resolution Steps: -

We will add LOV's on custom field

Please follow the steps below:-

Step 1: Go to the case object.



Step 2: Go to the toolbox and open “Manage Custom Field”.

Custom Fields

New | Manage Group

View Custom Field ▾ All Fields ▾ All ▾ Filter Search | ☰ | ^

Drag a column header here to group by that column

Created By	Created On	Default Value	Description	Field ID	Internal Label	⋮
Ishu Ahlawat	03/08/2022	Not Specified	For Shudhanshu's requirem...	7016	QA Start Dates_1	⋮
Ravi Prakash	28/07/2022	Not Specified	Not Specified	7011	SLA NEW	⋮
Ravi Prakash	28/07/2022	Not Specified	Not Specified	7009	SLA Rating	⋮
Ravi Prakash	28/07/2022	Not Specified	Not Specified	7008	SLA Diff	⋮
Himanshu Padaliya	25/07/2022	Not Specified	Not Specified	6996	QA Start Date_pro	⋮
Ravi Prakash	30/06/2022	Not Specified	Not Specified	6992	Sub Portfolio_Cus	⋮
Vivek Chauhan	29/06/2022	Not Specified	Not Specified	6991	Sub - Sub Categor	⋮
Vivek Chauhan	29/06/2022	Not Specified	Not Specified	6990	Sub Category_OCI	⋮
Vivek Chauhan	29/06/2022	Not Specified	Not Specified	6989	Category_OCP	⋮

Step 3: Go to filter option and search for field where you want to add L5.

Custom Fields

New | Manage Group

View Custom Field ▾ All Fields ▾ All ▾ Filter Search | ☰ | ^

Drag a column header here to group by that column

Created By	Created On	Default Value	Description	Field ID	Internal Label	⋮
MY Administrator 1	30/04/2020	Not Specified	For Admin Grouping and us...	5055	Stake Holder	⋮

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9

Showing 1-1 Records

 Cancel

Generated in 0.011 s

Step 4: Go to 3 dots and click on edit button.

The screenshot shows a configuration interface with the following sections and settings:

- values**: A list of items:
 - Development
 - Academy
 - L1
 - L2
 - L3
 - L4
 - A blank input field highlighted with a green border.
- Rendering Mode**: Set to Default.
- Convert to picker after**: Set to 20.
- Checkboxes Per Row(For PDF)**: An empty input field.
- Default Value**: An empty input field.

At the bottom are three buttons: **Previous**, **Finish** (highlighted in green), and **Cancel**. Below the buttons is the text **Generated In 1.44 s**.

Step 5: Add the requirement and click the save button.