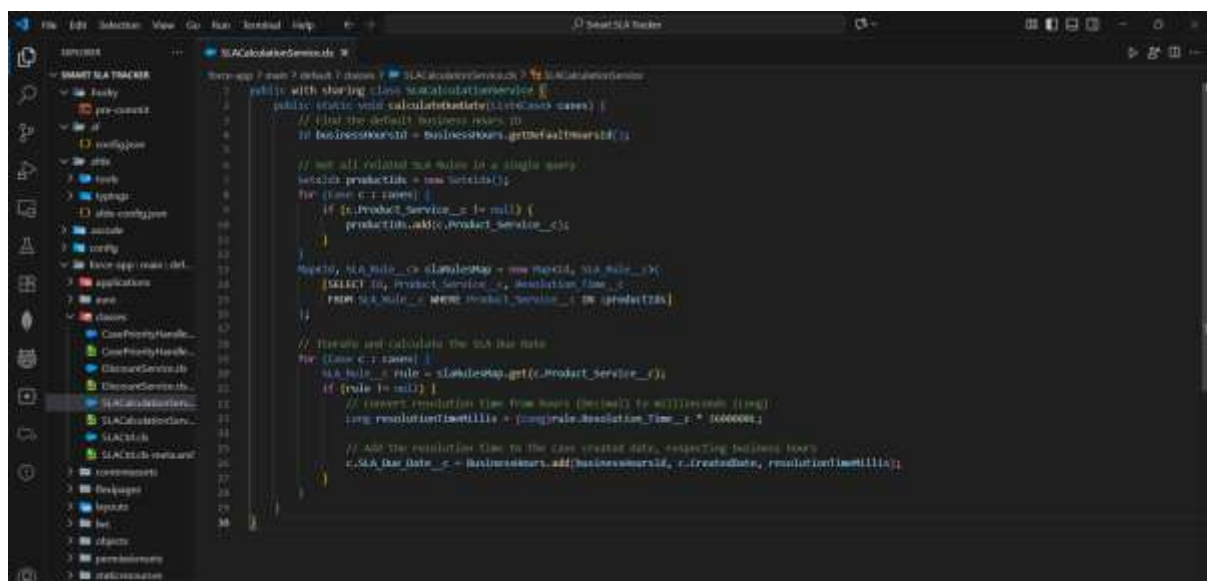


SMART SLA TRACKER: INTELLIGENT CUSTOMER COMPLAINT & ESCALATION MANAGEMENT

Phase 5: Apex Programming (Developer)

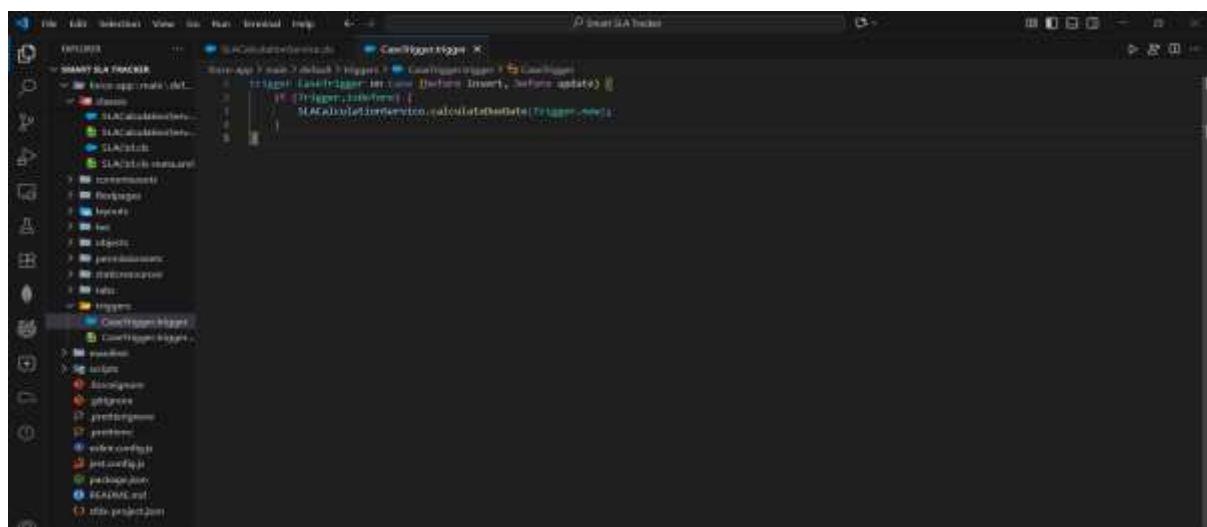
5.1 Apex Class:

VS Code > Command Palette > SFDX: Create Apex Class > Enter the name > SLACalculationService



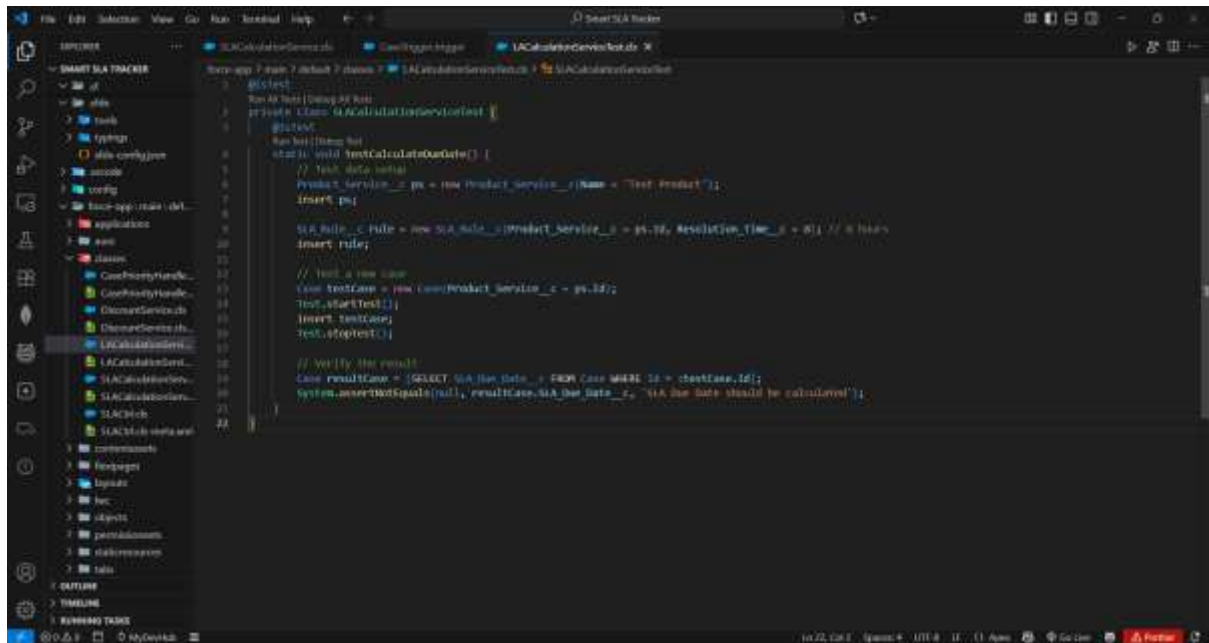
5.2 Apex Trigger:

VS Code > Command Palette > SFDX: Create Apex Trigger > Enter the name > CaseTrigger



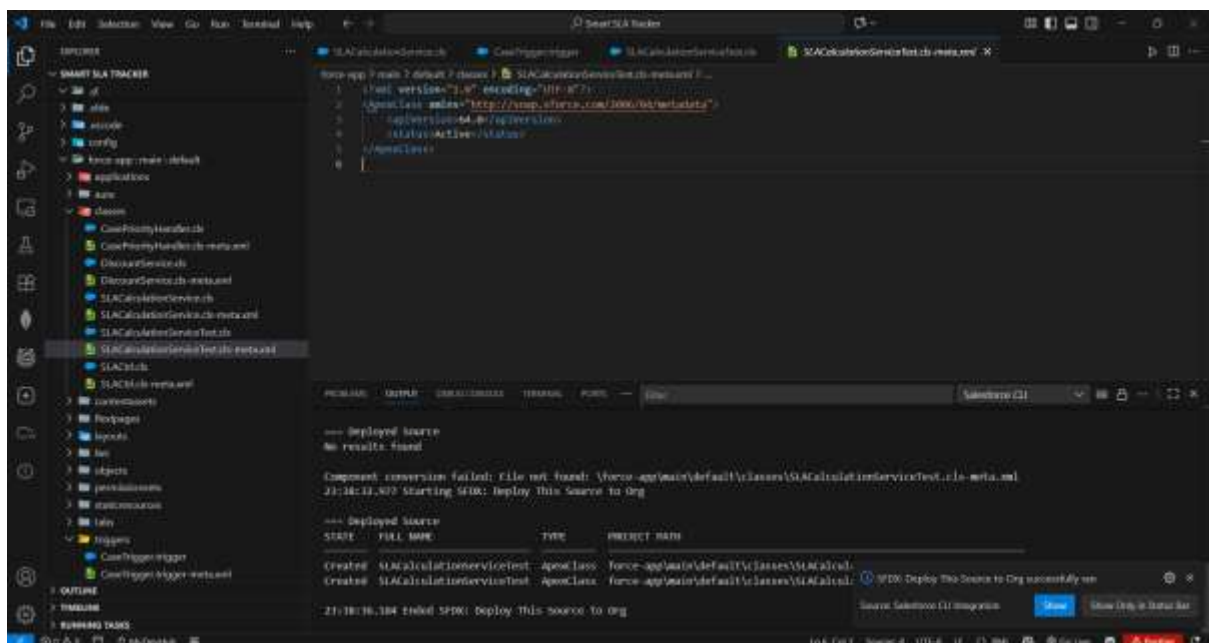
5.3 Write a Test Class:

VS Code > Command Palette > SFDX: Create Apex Class > Enter the name > SLACalculationServiceTest



5.4 Deploying the Code:

VS Code > right-click on the force-app folder in the file explorer > Select SFDX: Deploy Source to Org.



5.4 Run the Test Class:

VS Code > Command Palette > SFDX: Run Apex Tests > SLACalculationServiceTest

