# Common Responses

Monday, January 22, 2024    6:17 PM

**WABA**

https://docs.google.com/document/d/1W3lltlYimUkT7gXWIgznXWlcshZNyQoyWHFFJchQapE/edit?tab=t.vk9i6fdzs9m1

Thank you for contacting production support. Assigning to "Owner name" for further review

**PeerReview Process**

1.AM appproval
 2.do changes in sfull and validate with business/user
3.Peer review
4.Prod deployment and sign off from user

From <https://fb.workplace.com/chat/t/61553108440773>

**PasswordReset**

https://www.internalfb.com/tasks/?t=1159503471819319

Hi Gal Kramf,
Please send the below instructions to the users to reset their password.
**STEPS TO RESET YOUR PASSWORD**

Before you start, make sure you connect to **VPN**. Otherwise, you won't be able to reset or access Salesforce.

· On the login page, click the forgot password link. Enter your username and click continue in next page.
URL: login.salesforce.com


· An email containing instructions to reset your password is sent to the email address specified in your Salesforce personal
settings. Please copy the link and paste it in your preferred browser. (**Do not click the link**)
**Note: The password reset link is valid for 24 hours and is for one time use only.**

· Answer your security question and click Continue.
· When prompted, enter a new password.
· If you are still having trouble resetting your password, contact your Salesforce admin.

Password Reset Demo: https://salesforce.vidyard.com/watch/MxeeKTO3x5oMx4jNVWWX4w


**bmgPrmHipoIncentive**

**NetZero.**

**https://metanz.lightning.force.com/lightning/page/home**
**metanz.lightning.force.com**


**bhallamuneesh@meta.com.metanz**

**PapaPkl@1963443  or 1933443**

**Partner Incentive Reassign    HIPO Incentive**

No so usually when we are getting PI requests for reassigning approver etc we are taking Marianne merchant approval


Ya after she approves u can see reassign button in approval history
Or if approval history is blank then u can Submit for approval from drop down and enter task number and the requested user

ON Partner Incentive records, Reassign it and provided Task number.
From <https://fb.workplace.com/chat/t/61553108440773>


## PRM User
**Ceren Civaner ceren@vr-expert.com:**
**This user does not exist (not yet created/added). Please let me know if you would like this user to be added to the
account and enabled.**
**we would need a Role: for this contact to add.**

**Merijn van den Broek merijn@vr-expert.nl:**
**This user already exists. I have reset the user's password, which will send an email to reset their password and regain
access to the partner portal. Please check with the user. If the user is still having trouble, I would recommend updating
the email ID to '@vr-expert.com' to match the website from the account.**

**Could you also confirm if this is the correct account: VR Expert - RL B2B (Netherlands). ?**

**Agreement Terms Not Found In Terms Library for Legal Document & Signatures**

[T201830132](https://www.internalfb.com/tasks/my_tasks?t=201830132&full_pane=true)

Opportunity Order Form, the option available is for Non-US/Non-Canada customers
https://docs.google.com/document/d/1ZMt1zHF0Q5iD3CjMLVcHxdGvNLyJnbM-
f1AqpMVqAdQ/edit#heading=h.btszk5xj2lwa

**T167411800**

**We have seen similar posts in the WP Q&A Salesforce group and wanted to report this bug.**
**When this occurs, the user is unable to find the agreement they need from the terms library.**
**To resolve this, we have to manually update the Operating Unit to the correct country.**

**Here are some of the posts that can be found in the workplace group.**
**https://fb.workplace.com/groups/939389866157192/permalink/6531455700283886/**

**INVALID WABA ID**

https://www.internalfb.com/tasks/my_tasks?t=210407732&full_pane=true

Kellie Roop There are two reasons here:
1. Reseller Partner on the Quote is empty and on Opportunity the Reseller is Airtel Digital Limited. These two should match.
2. Account on the WABA should match the reseller. In this case WABA Account is XTELIFY LIMITED
Please let us know if you need any further assistance. Thanks.

1) The WABA Account name should match the Account name in the Opportunity. OR 2) If the Opportunity involves a Reseller Partner, then the WABA Account name must align with the Reseller Partner Account name.

https://fb.lightning.force.com/lightning/r/SBQQ__Quote__c/aPU8V00000112KoWAI/view
On Opportunity, There is no Reseller mentioned And Account Name is MultiMoney and WABA Account Name is AtomChat

I added the Reseller Partner to the opportunity and it immediately turned the WABA Verification Status to valid! Thank you!

internalfb.com/intern/wiki/EP_Doc_Center/MSP_SOPs/Revenue/Salesforce/BMG/

**Wiki**  Current page an... ▼  Search current page and its sub-pages  ⑧  ⌨  🐞  Recently viewed ▼  Owned by you ▼

**EP Doc Center**

EP Doc Center  >  ···  >  BMG

> Agile Product Lifecycle Managem...
> Care
> Foundations
> NewStore
> New Store_B2C
> Oracle Global Trade Management
∨ Revenue
    Payout
    Ad Credits and Coupons Traini...
    Shops Ads - Ad Credit Trouble...
    CnC RunBook Ver1
    ∨ Salesforce
       User Management
       **BMG**
       RL
       CBG (Commerce Business G...

- Gurumoorthy Vulchi
- Shivakumar Madanna

### Engineering (L2) Contacts

- Eduardo Contreras
- Hemanth Pendayala

### WABA Issues

1. Account mismatch on Quote and WABA Master(Bill to Org)

### Description

WABA ID validation is based on "Bill To" org on that WABA. The Bill To Org should be the same as the BSP org (deals with reseller partner engagement) or Direct Client org in case of direct deal. If this is not the case, the system will show the WABA status as "invalid". .

### Solution

Check on the quote if its a direct deal or a Reseller deal .If it is Reseller deal check for the **Reseller Partner** field on the quote .

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UNIX

**Unix Account Creation**

You already have a Unix account with the username "bhallamuneesh". If you are having trouble accessing it please first try resetting your password here

username "bhallamuneesh"

From <https://www.internalfb.com/intern/unix/new/>

TAGS

T199040506

≔  **Magesh Muthumani** made several changes

  1 hr

⊕  added tags  asset_management , oncallteam-eeci-bot , permission , user support

🗑  removed tags  ep msp hcl , oncallteam-eeci-support

    Hide updates

🏷 **Tags**  asset maintenance ✕  asset_management ✕  enterprise products ✕  enterprise-products-sla-eligible ✕  gmstech_support ✕  oncall ✕  oncallteam-eeci-bot ✕  permission ✕  production support ✕  salesapps ✕  salesforce ✕  user support ✕

================================================================

Hello ,  Thank you for contacting production support, and confirming we are reviewing your task and will reach out in case

additional information is required..

==============================

Thank you for contacting production support. Assigning to "Owner name" for further review and "Owner name" will reach out in case of additional information is required.


Cole Jimisonis this something you can assist the team with or are able to get us into contact with the right POC for this correction?


I have set the priority of the task to Mid. Please change the priority if required.


gmstech_support, enterprise products, oncallteam-eeci-support, oncall, TradeOps Service Cloud



Salesforce and ZoomInfo - Reshma
 Linkedin - @Abdullah Hashmi
Widen - @Kiranmai Kosaraju
HighSpot - @Yashasvi Pareek
 Outreach - 3 Instance - Reshma/Udaya/Yashasvi
Chilipiper- @Udaya Satya Sri Javvadhi
Salesforce Audit Trail Review - @Srinivasa Rao Talluri /Reshma

From <https://fb.workplace.com/chat/t/6874231202613212>

| Highspot & Clearbit | Ashwini, Yashasvi,GuruMoorthy |


HelpDesk

https://fb.workplace.com/work/helpdesk/your_cases/
You can visit this and maybe open your case so that the technician can be alloted your case and he would guide you.

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Hello, Thank you for contacting production support, and confirming we are reviewing your task and will reach out in case additional information is required.

==============================

I have set the priority of the task to Mid. Please change the priority if required.


Hi Andrew DykeThank you for contacting production support, confirming we are reviewing your task and will reach out in case additional information is required.

This task was created via #fileatask. If this is a bug, please close out and use the appropriate bug reporting flow to assign to the correct owner.

#fileatask
**T175877025**
**1.**



Abdullah Hashmi
This task was created via #fileatask. If this is a bug, please close out and use the appropriate bug reporting flow to assign to the correct owner.
January 23, 3:32 AM · Like · Reply

Abdullah Hashmi created this task.
January 23, 3:32 AM
  changed the priority to  None
  subscribed Abdullah Hashmi and Abiola Ajayi
  claimed the task
  added tag  fileatask-bot
  changed the description · View
  changed the title to "No title"
  created the task

**2.**

≔ **Abdullah Hashmi** made several changes

January 23, 3:35 AM

✎ changed the priority from  None  to  Mid

✎ assigned the task from Abdullah Hashmi to Reshma Chinthagumpala

👤 subscribed Reshma Chinthagumpala

✎ changed the title from "No title" to "Create renewal opportunity: Sirona Care and Health"

**3.**

⊕ **Abdullah Hashmi** added tags  opportunity  ,  salesforce

January 23, 3:36 AM

**Abdullah Hashmi**

Hi,

Thank you for contacting production support, we are reviewing your task and will reach out in case additional information is required.

Thanks

AH

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≔ **Purnima Padhee** made several changes

48 mins

👤 subscribed Srinivasa Rao Talluri

✎ assigned the task from Purnima Padhee to Srinivasa Rao Talluri

**Hide all changes...**

⊕ **Butterfly Bot** added tag  enterprise products

48 mins · View Butterfly Rule

**Purnima Padhee**

This task was created via #fileatask. If this is a bug, please close out and use the appropriate bug reporting flow to assign to the correct owner.

49 mins · Like · Reply

≔ **Purnima Padhee** created this task.

49 mins

✎ changed the title to "No title"

✎ claimed the task

⊕ added tag  fileatask-bot

👤 subscribed Purnima Padhee and Lindita Capri

✎ changed the priority to  None

✎ changed the description · View

✓ created the task

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| Number ↑↓ | Typ |
|---|---|
| T177097723 | |
| T177124946 | |
| T177114064 | |
| T177103321 | |
| T177088053 | |
| T177087560 | |
| T177099884 | |
| T177097566 | |
| T177096257 | |
| T177125906 | |
| T177102273 | |

**Current Shift**                                                                                                  Just now

Q  Tags  include any of  oncallteam-gms-core-data-etl  oncallteam-gmstechsupport  oncallteam-eeci-support  oncallteam-gmsappsops  +  ×  Status  is  Open  +  ×  1 more...

Quick Filters  Priority ▼  Type ▼  Only my tasks

| | Priority ↓ | Progress ↑↓ | Title ↑↓ | Number ↑↓ | Type | Comments | Created ↑↓ | Updated ↑↓ | Owner ↑↓ | Actions |
|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | High ▼ | None | RL Logistics - Salesforce Servicecloud Prod Support Task Form – AR/VR Service Cloud User Dashboard Access | T177232451 | | 💬 | 2/2/24, 8:21 AM | 2/2/24, 8:24 AM | | Close ▼ |
| ☐ | High ▼ | None | Cannot sign agreements in the partner portal | T177226664 | | 💬 | 2/2/24, 7:17 AM | 2/2/24, 8:19 AM | | Close ▼ |
| ☐ | High ▼ | In Progr... | SBG PIE V2 - MPs can not access Salesforce and restart their password | T177200175 | | 💬 | 2/2/24, 4:06 AM | 2/2/24, 6:43 AM | | Close ▼ |
| ☐ | High ▼ | In Progr... | SBG PIE V2 – Salesforce Pass Reset | T177203652 | | 💬 | 2/2/24, 4:17 AM | 2/2/24, 6:15 AM | | Close ▼ |
| ☐ | Low ▼ | In Progr... | SBG PIE V2 - SF Territory Update Request | T177199282 | | 💬 | 2/2/24, 3:51 AM | 2/2/24, 4:51 AM | | Close ▼ |

PasswordReset

**Purnima Padhee**
**Rich Text**
Hi

I have reset the users password, they will get an email directly from Salesforce
Please make sure users are logging into Salesforce with VPN. Otherwise, they won't be able to access.

Thanks,
Muneesh
Filetask

This task was created via #fileatask. If this is a bug, please close out and use the appropriate bug reporting flow to assign to the correct owner.
 WABA  Ashwini

From <https://www.internalfb.com/tasks/?t=177231818>

From <https://www.internalfb.com/tasks/?t=399547865872303>
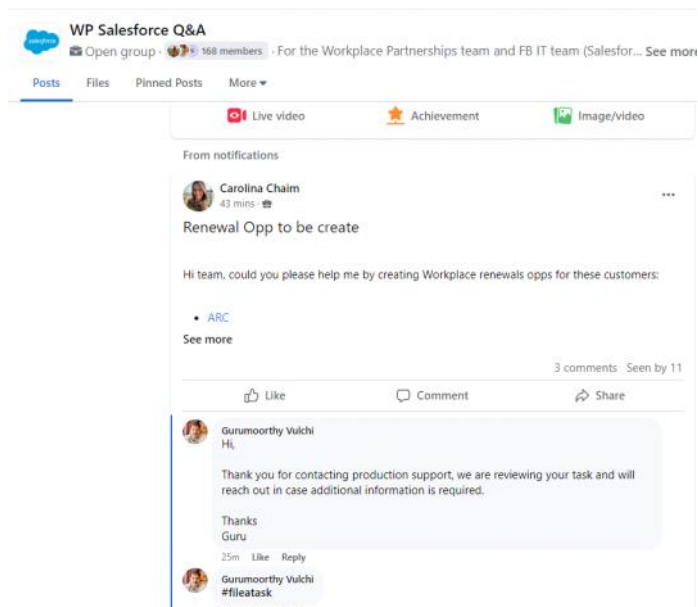
Hi [Andrew Dyke]Thank you for contacting production support, confirming we are reviewing your task and will reach out in case additional information is required.

This task was created via #fileatask. If this is a bug, please close out and use the appropriate bug reporting flow to assign to the correct owner.

#fileatask

**[Abdullah Hashmi]**
**Rich Text**
Hi [Albert Tiong],
We are currently looking into this. We will get back to you as soon as we have an update or if we need any clarification.

Thanks
AH

From <[https://www.internalfb.com/tasks/my_tasks?t=175854969&full_pane=true](https://www.internalfb.com/tasks/my_tasks?t=175854969&full_pane=true)>

Venu

[Abiola Ajayi]I have requested access to make these changes. Mostly it will be done by EOD else I will assign it to one of my team member who has and we will resolve the issue. Cheers

[Pallavi Vunnam]
[Lingge Li]Hi, Sorry I extended the date but no Approvals were triggered. Working with the team internally. TY

[Sindhu Mamidala]
If applicable, try using SF Lightning expierence, and check salesforce service status and enable caching. Complex Reports or Dashboards with extensive data can slow down loading times.
[Sophy Chan]
[Sindhu], yeah, we're on lightning and it's usually to just load a case or doing actions vs reports or dashboards.

[Sindhu Mamidala]
The mentioned tips, primarily address concerns related to loading times when interacting with reports or dashboards. They are more relevant for data-sensitive tasks rather than standard case loading or general actions on records.
[Sindhu Mamidala]
Sophy Chan, Check Salesforce service status to ensure any slowdown is not due to system-wide issues.

From <[https://fb.workplace.com/groups/salesforce.admin](https://fb.workplace.com/groups/salesforce.admin)>

Looks like this is a different salesforce instance that i don't have access to . Here is the link
https://fbpolicy.my.salesforce.com/_nc_external/identity/saml/SamlError

### Reshma Chinthagumpala
**Rich Text**
Zedan Mohamad Please let me know if there is any specific user i can use to mimic your profile. Thanks.

REPORT
Zoltan Rizanji
Hello Rachel McKinnon, I granted view access to David for the Report Folder where the report is. Can you please let me know if all is in order now?
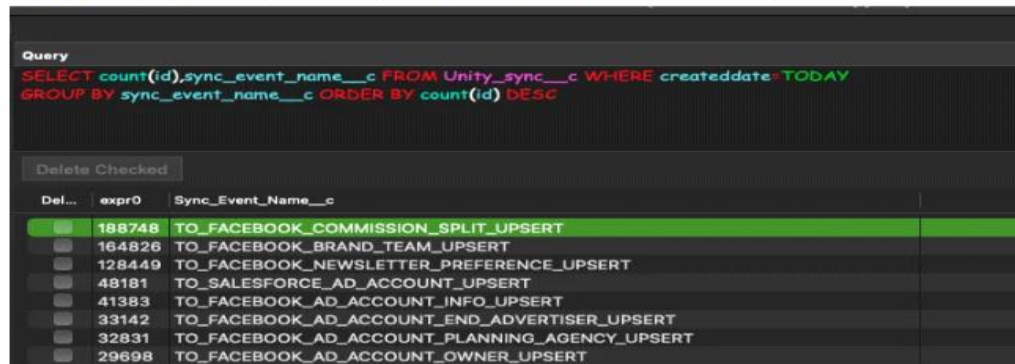
### Ashwini Gattu

This task was created via #fileatask inside Work Chat. To go to the message in question click here:
https://fb.workplace.com/chat/t/6874231202613212/?mid=mid.%24gABhsE6zvh9yTJ2WHhmM9iA8BPoP__. If this is a bug, please close out and use the appropriate bug reporting flow to assign to the correct owner.

### Manisha Yadav
**Rich Text**
Hi Prince Pai,
Could you please help me with the ask for this ticket? what should i be verifying?

### Yashasvi Pareek
**Rich Text**
Kudzai Yvette Makaure - Hi, so can you ask Wiktor Płokita to set the yubikey to access this?
If this doesn't helps, we can setup some time over a call to see what exactly issue is happening.

Please let me know if there are any updates.

Thanks !!

### Wiktor Płokita
**Rich Text**
Hi Yashasvi Pareek,
In order to enter SF we don't use yubikey but Authenticator app code. Yes, I think the best solution here would be to schedule a call to discuss the issue. Let me know when you're available.
Thanks!

From <<https://www.internalfb.com/tasks/?t=172649376>>

Hi Team, Pls ignore my query, I got what I need. [@Magesh Muthumani](#) I just had look on IP ranges and seems there are loads of tickets and I got to know that these tickets are for whitelisting the Ips on the profile level and most of them done by Ruth. We may get these issues to update the IP ranges. I am not sure if our team did this before but just checking with you. Based on Abdullah query I believe this is maybe the issue for that profile and needs to update the Ip range for that profile. We can discuss this on our sync. Thanks

From <<https://fb.workplace.com/chat/t/6874231202613212>>
Venu Kaparaboina

From <<https://fb.workplace.com/chat/t/6874231202613212>>


Morning All, based on the above thread on email to I am - Closing all the "Email-to-Case: Error(s) encountered while processing" tickets as it still appearing on the board. Also I looked into the issue and this is due to the data is too large on email and there is a limitation (Max 4000). I believe this is triggered during the email sent out for a demo. Cheers

From <<https://fb.workplace.com/chat/t/6874231202613212>>

TAGS
I dont think there is a document , but some of the tags I have used , if that helps !!
salesapps
salesforce
production support
marketo
BMG
Workplace
oncallteam-eeci-support
Highspot
Data Management/Manipulation

From <<https://fb.workplace.com/chat/t/6874231202613212>>


**Zoltan Rizanji**
December 21, 2023

hey team, anyone familiar how to log into Access Manager for user comparison export?

From <<https://fb.workplace.com/chat/t/6874231202613212>>

# Ravimummy@1937Tasks Related

**TestPartnerUser**

Test partner user 0058V00000DKeRzQAL

Roll_up_Amount_Latest_Estimate__c
TPM Co-Marketing Amount Rollup to Header on Create or Update Activity

From <https://fb.workplace.com/chat/t/61553108440773>

**AirLock**
air lock is a local issue anna
it could be user or individual laptop specific issue need to be sorted
once long time back I heard , they have VPN enabled in server level instead of individual laptop level
if you need anyone saying 'Air lock' ask them to reach local IT helpdesk to get it sorted
thats would be my approach ☺
or even if they are connected to VPN and still getting 'Air lock' they might be trying to access in "incognito" mode
on my experience

From <https://fb.workplace.com/chat/t/61554738509220>

Who is impacted? Name, FBID and Work Email.: Thi Ha Xuyen Nguyen, 100002443177649,
nhaxuyen@business.fb.com
How do you describe the issue?: Please send a Salesforce password reset email to the user listed
above. They have attempted to reset their Salesforce password using the self-serve process, and
they do receive the password reset link in their @business.fb.com inbox, but all attempts to click the
link or copy/paste it into their web browser result in their being airlocked and redirected to an
'Affiliated User Access Required' error page. This is preventing the agent from accessing Salesforce
as required to accomplish their ordinary duties. Error shown in 'XuyenError.png'. Thanks in advance!

From <https://fb.workplace.com/chat/t/61554738509220>

Tagging Account Team

T223098475
Hi Julian Wei Yiu Wong , Thank you for contacting Production Support. As per the current process,
tagging in Advertiser account teams is managed by the CDS team. I will now assign this request to
the relevant team for further assistance.

Dear CDS team, please review and assist Julian on this request.

[CRM][Account Structures]
Assign to business_data_foundation  on call
Other Tag BDF
T214003740
T213416389

## Partial SandBox
https://fb--partialsbx.sandbox.my.salesforce.com/?ec=302&startURL=%2Fhome%
2Fhome.jsp%3Fsdtd%3D1&sdtd=1

From <https://fb.workplace.com/chat/t/61554738509220>

## PRM Deals Load
T217910490

From <https://www.internalfb.com/gsd/1622424154831981/810124541332761/list?t=217910490>

The partner user should be uploading the campaigns. For this particular ticket, it's okay if ops
support uploads the leads to the campaign with the record type that restricts visibility of those
leads. I would have to review any further changes. I have not authorized Meta users to upload leads
from the PRM interface on behalf of the partner. It's okay if ops support uploads the leads to the
campaign for this one time. Going forward process and enablement needs to happen for the partner
user. FYI, Danielle Ajrawat

Thanks for reaching out to production support . I am assigning this task to
for further review. She will reach out to you if further  information is needed.
Thanks.

**Pinned groups**
- Deal Registration & Special Pricing Support
- Q & A - Commerce Business Group Salesf...
- Business Messaging Sales Applications Q...
- Sales Intelligence Ops
- Salesforce Operational Support
- UK Salesforce Team 😊
- MSP Salesforce
- Salesforce
- Salesforce Admin
- WP Salesforce Q&A
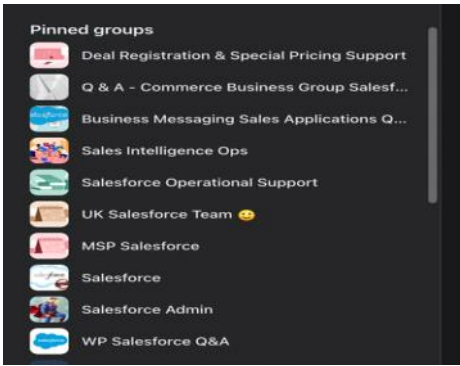
**SLA**

SLA:
- UNBREAK_NOW: 15 Clock Minutes
- HIGH: 30 Clock Minutes
- MID: 60 Clock Minutes
- LOW: 120 Clock Minutes

Stretched SLA:
- UNBREAK_NOW: 60 Clock Minutes
- HIGH: 90 Clock Minutes
- MID: 120 Clock Minutes
- LOW: 8 Clock Hours

Overall SLA:
- UNBREAK_NOW: ">=99.0% within SLA AND 100.0% within stretched SLA"
- HIGH/MID/LOW: ">=95.0% within SLA AND 100.0% within stretched SLA"

**GPA DQ Checks**
**Old Tk**  T173645572
Current tkt  T184176088
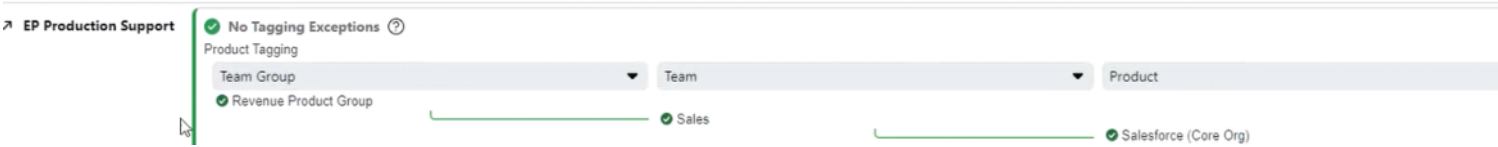
↗ **EP Production Support**   ✔ No Tagging Exceptions ?

Product Tagging

| Team Group | Team | Product |
|---|---|---|
| ✔ Revenue Product Group | ✔ Sales | ✔ Salesforce (Core Org) |

Hello, Thank you for contacting production support, and confirming we are reviewing your task and will reach out in case additional information is required.

Thank you for contacting production support. Assigning this task to for further investigation.

Hi,
Thank you for contacting production support. Assigning this task to Muneesh Bhalla from CPQ team for further investigation.
I have set the priority to Mid, please change if required, thank you!

Thank you, Jamie Sheridan, for contacting production support, we are reviewing your task and will reach out in case additional information is required.

Hi Jamie Sheridan,
We have successfully initiated password reset process for all 13 mentioned users.
A new password for the following user has been sent via email. The user will be required to enter a new password upon initial login to salesforce.com.
Kindly advise them to access salesforce via VPN.
Thank you.

**Zach Briscoe**

From <https://fb.my.salesforce.com/_ui/search/ui/UnifiedSearchResults?searchType=2&sen=aON&sen=aR4&sen=aN0&sen=aPr&sen=aN2&sen=a1u&sen=aPt&sen=aHn&sen=a2Z&sen=aPx&sen=aPz&sen=aPy&sen=aES&sen=00O&sen=00Q&sen=a2a&sen=a4f&sen=00T&sen=aAT&sen=00U&sen=aKa&sen=aB7&sen=a0g&sen=a3J&sen=aHE&sen=0RB&sen=aPU&sen=aMw&sen=a0z&sen=aMy&sen=a5b&sen=02s&sen=001&sen=003&sen=005&sen=500&sen=006&sen=a2G&sen=aRg&sen=aQI&sen=a0H&sen=800&sen=a2L&sen=a1m&sen=a0N&str=792545370>

Add US legal terms for this Opportunity
T192900770
https://fb.lightning.force.com/lightning/r/Opportunity/0068V00000z8t8sQAA/view

| 38 | ☐ | AH-539870112 | Operating_Unit__c | | IE | US | Muneesh Bhalla | 6/18/2024 12:41 PM |
| 39 | ☐ | AH-539870651 | Legal_Entity__c | | Facebook Ireland - 20003 | Facebook US - 10001 | Muneesh Bhalla | 6/18/2024 12:42 PM |

For another Opt and Task:
T183981884
https://fb.lightning.force.com/lightning/r/Opportunity/0068V00000uwlZXQAY/related/Advanced_History__r/view

| AH-497566735 | Operating_Unit__c | | IE | US | 3/30/2024 10:17... | 3/30/2024 10:17 AM | Michael Hill |
| AH-497566736 | Legal_Entity__c | | Facebook Ireland - 20003 | Facebook US - 10001 | 3/30/2024 10:17... | 3/30/2024 10:17 AM | Michael Hill |

**ONCall Engineering**
+ Create a new subtask

| enterprise producs ✕ | Business Messaging ✕ | salesforce ✕ | level1-engoncall-escalation-FurtherInvestigation oncallteam ✕ | ee_bizapps_ci_salesforce ✕ |

**OrderForm US NonUS**
When creating the Order Form, the option that appears is non-US, as the customer is from the US, we need it to be changed to US.
T183640452



| | Advanced History Name | Field | Old Value | Value | Update... ↓ ∨ | Created Date | Created By |
|---|---|---|---|---|---|---|---|
| 1 | AH-405826528 | Legal_Entity__c | | Facebook US - 10001 | 3/27/2024 2:34 ... | 3/27/2024 2:34 PM | Muneesh Bhalla |
| 2 | AH-405826401 | Operating_Unit__c | | IE  US | 3/27/2024 2:34 ... | 3/27/2024 2:34 PM | Muneesh Bhalla |

Change  Operating Unit to US
Change Legal Entity to Facebook US - 10001

SFDC Report
Michael FYI I've had a few conversations with Danius Silkaitis who may be able to support us with creating a pipeline of data out of UserVoice into a Daiquery Table - this would allow us to more easily connect the two data sources and create the types of export we are looking for.

From <https://www.internalfb.com/tasks/my_tasks?t=188363534&full_pane=true>

## external signatory

select id,CreatedDate, CreatedBy.name,Details__c from log__c where Apex_Class__c ='BMG_QuoteAddExternalSignerController'

Please make sure that Start Date should be at least 5 days in the future. Please update that too. If the contract start date is less than 5 days (current date + 5 days), the system will not allow the contract to be sent for signatures

select Id, Contact__c, Contact__r.Name, Quote__c,
        Quote__r.BMG_Reseller_Partner__c,
        Quote_Contact_Id__c, Signatory_Role__c
    from External_Signer__c
    where Quote__c ='aPU8V0000009okrWAA'

SELECT RecordId, HasEditAccess,HasAllAccess,HasTransferAccess,MaxAccessLevel,HasDeleteAccess
FROM UserRecordAccess
WHERE UserId = '0051H00000B5h99QAB'  AND RecordId = '0011H00001xOOl7QAO'

https://trailhead.salesforce.com/trailblazer-community/feed/0D54S00000A7dvWSAR

There I validation rule on External_signer__C object
**Unix Access**
T197086346
You already have a Unix account with the username "bhallamuneesh". If you are having trouble accessing it please first try resetting your password here
https://www.internalfb.com/intern/unix/new/
From <https://www.internalfb.com/intern/unix/new/>

From <https://www.internalfb.com/tasks/?t=197086346>

## SVN Access
https://www.internalfb.com/amp/group/svnuser

## MPS Lead to Opportunity Logic
https://www.internalfb.com/tasks/?t=147062275
## MPS Lead Opportunity Assignment Capacity
https://www.internalfb.com/tasks/?t=147062653
Quote Access
**Michael Hill**
**XDS comment bubble area**
I've added apex perms for the following profiles, the three user profiles with Quote access
Facebook ARVR Retail - Accounts/VP
Facebook ARVR Retail - Global Budget Access
Facebook ARVR Retail - TPM Category Manager CPM

From <https://www.internalfb.com/tasks/?t=199640716>

## SplitRules   6 rules

https://fb.my.salesforce.com/m0C8V000000srTY- Advertiser
https://fb.my.salesforce.com/m0C1H000000CaRN- Agency
https://fb.my.salesforce.com/m0C1H000000CaRV- Advertiser SMB HV (Manage_Account_Team_SMB_HV_AM)
https://fb.my.salesforce.com/m0C1H000000CaRX- Agency SMB HV (Manage_Account_Team_SMB_HV_PM)
https://fb.my.salesforce.com/m0C1H000000CaRW- Advertiser SMB ME
https://fb.my.salesforce.com/m0C1H000000000G- Advertiser GPA

From <https://fb.workplace.com/chat/t/61553518224422>

## My Recurring tasks

T177103321  Weekly GPN Portfolio Management Model Anaplan > Salesforce Execution

From <https://www.internalfb.com/tasks/?t=408164838411956>

T178399626 Is the task that should be replicated each week so we can house the data for each weeks execution and the failures and updates weekly

Enhancement
Hi All - For the enhancement tasks Please follow the below process
 1. Tag = "Enhancement" and Status = 'Planned' and don't change to blocked even if waiting for approval or Business
2. Get Approval from Engg team before making FULLSB changes and get confirmation from business in FULLSB or approval in task after UAT and then proceed with Prod changes

Any production support tasks Please keep the status as **Blocked** if pending with Business.
Thanks

GBG BookBuilding BOB

Please get all the approvals for BOB tasks with respective Ops team. Thanks

Killian Ross O'Crowley Today at 3:39 PM Killian Ross O'Crowley Hi both, I hope you're well! Just wanted to reach out and officially introduce myself. My name is Killian and I'm on the Central Ops team, focused primarily on GBG Book building. Cole told me to reach out to you to discuss how we worked with the old team. Not sure if Ram mentioned in the handover but my team approves all account team changes to GBG. So feel free to tag me in any tasks you get that arent from me and I can review & coordinate. We reject quite a few requests so it may make things easier for your team. I assume the ramp up has been pretty tough, how are things going at the moment?

Attainment Override
T175826164
Ask Rajni to grant approval for

**Rajni Jain**

Sindhu Mamidala You can remove Attainment End Date from this opp record

# MyTkts

Monday, February 5, 2024        12:47 PM

https://www.internalfb.com/tasks/?t=177017971

https://www.internalfb.com/tasks/?t=177233488

PasswordReset

Hi Munessh, Pls Reset on UI and they look like DAC acc managers.. Once you reset ask them to use VPN to login and give our URL, further, you may see some challenges as some of the users might need to whitelist there Ip's. As first step reset and ask them to validate and wait for a day or so and then close the ticket. cheers

From <https://fb.workplace.com/chat/t/6874231202613212>
T177985935
I have triggered password reset for the provided list of users. These users will receive an email from SFDC with details about the URL and password reset link. Users need to follow the instructions. Users need to be logged into the VPN in order to access Salesforce.

Please  check and contact us if you need any further assistance.

T184177065
GPA Q1 '24 > Q2 '24 Salesforce Copy
T184203729

Portfolio Management Anaplan > Salesforce LTA Execution: Batch 2 [2024-04-03]

# KT Videos

Monday, February 5, 2024          7:15 AM

| Chronos | https://fb.workplace.com/61553108440773/videos/696693135645613/?idorvanity=880148677033072 |
|---|---|
| Service Cloud | https://fb.workplace.com/61552671031019/videos/373561231740058/?idorvanity=880148677033072 |
| Service Cloud Overview | https://fb.workplace.com/groups/880148677033072 |
| | |
| | |
| | |

# Territory Management Request

Monday, January 22, 2024        8:23 PM

For Any territory management request we have to go for approvals for certain business groups. Please refer the document when we get Task. We can discuss tomorrow.

From <https://fb.workplace.com/chat/t/6874231202613212>

Created two documents for Account team Role Mapping and Territory Management

Enter

Magesh
Today at 8:11 PM

https://docs.google.com/document/d/1H1E5TnwMvLVCgNleVmqSRfPING6GkHzd/edit?usp=drive_link&ouid=115099061716364960133&rtpof=true&sd=true

https://docs.google.com/document/d/1H1E5TnwMvLVCgNleVmqSRfPING6GkHzd/edit?usp=drive_link&ouid=115099061716364960133&rtpof=true&sd=true

From <https://fb.workplace.com/chat/t/6874231202613212>

**Abdullah Hashmi**

January 11 at 2:28 AM

Hi guys, I've got emails that I got access to the following apps. But when I try to login its not taking my usual password and I cant reset my password. Who do I reach out to sort the issue? Helpdesk or someone from here will be able to help me? -

Sandbox Workplace -

Trade Operations (External) -

FRL Partner Relationship Management -

3PL Partner Portal -

BM Partner Portal -

RL Commercial -

Novi -

Workplace Partner Relationship Management

From <https://fb.workplace.com/chat/t/6874231202613212>

# Questions2Ask

Monday, January 22, 2024        7:36 PM

Data Cloud Admin ???

TAGS

|  | **Widen** |
|---|---|
| CBG Shops | enterprise-products-sla-active |
| Data Management/Manipulation | enterprise products |
| enterprise products | enterprise-products-sla-eligible |
| fileatask-bot | Widen |
| filetask | user support |
| request / issue / Enhancement |  |
| salesapps |  |
| salesforce |  |
| Operational Execution |  |
| production support |  |
| marketo |  |
| BMG |  |
| oncallteam-eeci-support |  |
| EMEA |  |
| **ee_bizapps_ci_salesforce** | **To escalate to Engg team** |

For updating access etc. whose permission/ approval is needed? Manager

When we have to update it and where
This task was created via #fileatask inside Work Chat. To go to the message in question click here: https://fb.workplace.com/chat/t/6874231202613212/?mid=mid.%24gABhsE6zvh9yTJ2WHhmM9iA8BPoP_. If this is a bug, please close out and use the appropriate bug reporting flow to assign to the correct owner.

Do we have login as User rights?

What are the steps for approval and providing access?

Access Process ?

Hey Guys, who is responsible to add the Ip ranges on the profile level..? Cheers

**Different Stages of the task and when to change the Progress Status**

Please monitor the below URL and assign the tasks accordingly during the OnCall
https://www.internalfb.com/tasks?q=422309737815124

From <https://fb.workplace.com/chat/t/6874231202613212>

What is the process of oncall person to assign Tasks

FullSB refresh Steps

Hi team - Please validate tags and subscribers before closing the tasks. Thanks

From <https://fb.workplace.com/chat/t/6874231202613212>

From <https://fb.workplace.com/chat/t/6874231202613212>

How can I have access to all the google Docs share din the "Salesforce Operation Support" Chat

List of Apps where I need access


Discuss this new tkt
T176961985
Edit Mode

**Title**
SP: Kickstarter New Content Program Values

From <https://www.internalfb.com/tasks/?t=1095040021522270>

# Important URLs

| | |
|---|---|
| Update Exchange Rates | https://www.internalfb.com/intern/wiki/Currency_Exchange_Rates/Updating_Exchange_Rates_in_Salesforce/ |
| Territory Admin | https://www.internalfb.com/intern/wiki/BP&TEng/Pods/Rhythm_of_Business/Territory_admin/ |
| Steps for creating Renewal Oppty | https://docs.google.com/document/d/1Q2h228_YDAMXw7v1bWkoyWcT9tFc7MZtSB4qRHoPWWE/edit<br>Check hard disk<br>C:\Muneesh\Tasks\OptyRenewal |
| On Call Current Shift | https://www.internalfb.com/omh/view/eeci_support/tasks?query=TASKS_CURRENT_SHIFT |
| My Tasks | https://www.internalfb.com/tasks/my_tasks |
| On Call Hub Schedule | https://www.internalfb.com/omh/view/eeci_support/oncall_management_scheduling?schedule=9799 |
| Calendar | https://www.internalfb.com/calendar/ |
| SFDC SandBox<br><br>Partial SandBox | https://fb--sfull.sandbox.lightning.force.com/lightning/n/datamask__Data_Mask<br><br>https://fb--partialsbx.sandbox.lightning.force.com/lightning/page/home<br>bhallamuneesh@meta.com.partialsbx<br>Happy@9012<br>Gullu<br><br>From <https://fb--partialsbx.sandbox.my.salesforce-setup.com/0058V00000DfaDvQAJ?noredirect=1&isUserEntityOverride=1&appLayout=setup&tour=&isdtp=p1&sfdcIFrameOrigin=https://fb--partialsbx.sandbox.my.salesforce-setup.com&sfdcIFrameHost=web&nonce=a290dfb9e51c229d600aa63fbca517fd0425c2c0f3ecebafef66686c1db4e4c2&ltn_app_id=&clc=1> |
| Partner Portal | https://bmpartnerportal.com/s/login/?ec=302&startURL=%2Fs%2Fpartner-onboard |
| Partner Portal Doc | https://docs.google.com/presentation/d/1CyfuFJbCVtOjola--JljefChz3cYw8D2/edit#slide=id.g238ece3471c_1_129 |

https://fb--partialsbx.sandbox.my.salesforce.com/?ec=302&startURL=%2Fhome%2Fhome.jsp%3Fsdtd%3D1&sdtd=1
https://l.workplace.com/l.php?u=https%3A%2F%2Ffb--partialsbx.sandbox.my.salesforce.com%2F%3Fec%3D302%26startURL%3D%252Fhome%252Fhome.jsp%253Fsdtd%253D1%26sdtd%3D1
&h=AT2lTAUQnd85klrktC9M88w81W7kxM8npCdiQWEhiHHaOGR_oWZlx9042UkIqNnrtlOqhOqb2SdrL8D8zuz6QSrisFljYs2-GSMsXIQ9-dWV9fw9jlAP8jUfQIk_JpLcNG6wJ98IJlEOoS6vMl7hYDX0A_yFmfOV4pGLDqf4Ssme


https://facebookux.my.salesforce.com/
bhallamuneesh@meta.com.uxprod
https://facebookux--uat.sandbox.my.salesforce.com
bhallamuneesh@meta.com.uxprod.uat


https://metanz--uat.sandbox.lightning.force.com/lightning
bhallabhallamuneesh@meta.com.metanz.uatmuneesh@meta.com
Happy@9012
From <https://metanz--uat.sandbox.my.salesforce.com/_ui/system/security/ChangePassword?retURL=%2Fhome%2Fhome.jsp&fromFrontdoor=1&setupid=ChangePassword>




#fileavc


Once the Deal is created it has to be submitted for approval and then an approval process would be triggered to the partner program team and once the lead is approved an opportunity would be created .

Once the lead qualifies it is converted to Opportunity
From <https://www.internalfb.com/tasks/?t=366138392795793>

Home page of the partner portal **bmpartnerportal.com**

**Trial Extension Request:**
- Users may face issues creating trail extensions due to gaps between start and end dates.
- The trail extension button activates based on the existence of a gap,preventing prolonged free access to the product.
- Sales reps input reasons for the extension,and the request may be automatically or business-approved.

Users experiencing trail extension creation issues can be advised to log in as the sales rep and initiate the trial extension request.

User complaints about approval delays can be addressed by checking the approval status.

**Creating Trial Extension Request:**
**Users initiate trail extension requests by clicking "add new request".**
**The system auto-fills the existing trail expiration date and allows users to input reasons for the extension.**

When the trail extension request needs to be created theTask,
then login as that user,click add trail extension,and create a trail and submit it.

Salesforce CPQ License and BMG - Salesforce CPQ Partner User permission set

you can create a user of your own by cloning a contact and then you can reset the password on that user, if you need to login with username/password otherwise we can login through contact too..

this is the partner portal url - https://bmpartnerportal.com/s/login/?ec=302&startURL=%2Fs%2Fpartner-onboard

From <https://fb.workplace.com/chat/t/61553108440773>

Select count(id),sync_event_name__c from Unity_sync__c where createddate=TODAY
Group by sync_event_name__c order by count(id) desc

SELECT id, Converted_Lead__c, Converted_Lead__r.id from opportunity where id = '0068V00000zNfJzQAK'

This is the process to follow if the user exists in workday but not in Salesforce:
https://www.internalfb.com/intern/wiki/Salesforce/SFDC_User_Provisioning_and_De-Provisioning/

From <https://fb.workplace.com/chat/t/6874231202613212>

✓≡  ▦

| Type ▾ | People ▾ | Modified ▾ |

| Name ↑ | Owner | Last modified ▾ | File size | |
|---|---|---|---|---|
| 📁 Change Mgmt | Ⓝ Natasha Mukherjee | Feb 21, 2023 Natasha Mukh... | — | 👤⁺ ⬇ ✎ ☆ ⋮ |
| 📁 CRM Analytics | Ⓝ Natasha Mukherjee | Apr 5, 2023 Nicolai Johnso... | — | ⋮ |
| 📁 Deployment | Ⓝ Natasha Mukherjee | Feb 9, 2023 Natasha Mukhe... | — | ⋮ |
| 📁 Design Doc/Data Mapping | Ⓝ Natasha Mukherjee | May 12, 2023 Natasha Mukh... | — | ⋮ |
| 📁 Discovery | Ⓝ Natasha Mukherjee | Jan 30, 2023 Natasha Muk... | — | ⋮ |
| 📁 Distributed Marketing | Ⓝ Natasha Mukherjee | Sep 29, 2023 Sora Sedigh | — | ⋮ |
| 📁 IP Warming | Ⓙ Jim Bale | Feb 14, 2023 Jim Bale | — | ⋮ |
| 📁 Knowledge Transfer | Ⓝ Natasha Mukherjee | Apr 24, 2023 Natasha Mukh... | — | ⋮ |
| 📁 Panel Recruitment Build | Ⓙ John Karlock | Sep 19, 2023 John Karlock | — | ⋮ |
| 📁 Post R5 - Discovery | Ⓝ Natasha Mukherjee | Jan 18, 2024 Natasha Mukh... | — | ⋮ |
| 📁 Status Reports | Ⓝ Natasha Mukherjee | Jan 30, 2023 Natasha Muk... | — | ⋮ |
| 📁 User Stories | Ⓝ Natasha Mukherjee | Feb 6, 2023 Natasha Mukhe... | — | ⋮ |
| 🟢 Slalom Team - Tasks & Meeting Notes 👥 | Ⓝ Natasha Mukherjee | Mar 30, 2023 Natasha Muk... | 14 KB | 👤⁺ ⬇ ✎ ☆ ⋮ |

🔒 internalfb.com/intern/wiki/Participant_Management_Tool/Salesforce_Marketing_Cloud/

| Current page an... ▾ | 🔍 Search current page and its sub-pages |

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Data Model

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Tool
Release 1.0)
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**Cloud**

Documentati...

# Salesforce Marketing Cloud

**Salesforce Marketing Cloud (SFMC)** is the tool that that powers all email functionality that is connected to the core Salesforce Platform. The solution is used to build emails, send emails, captures engagement data, and powers engagement dashboards in Salesforce.

**SALESFORCE TO SFMC CONNECTOR:**

Marketing Cloud Connector enables you to connect to the Marketing Cloud API, which is also known as SFMC. This connector exposes convenient operations for exploiting the capabilities of Salesforce Marketing Cloud. This connector is already in place and will continuously sync data between Salesforce and Salesforce Marketing cloud - thus reducing the need to upload duplicate data.

**SFMC COMPONENTS:**

1. Email Studio – Any activity regarding emails will live in your Email Studio.
    a. Content Builder – This is where we house and utilize email assets (images, snippets, templates, etc.). Emails are built using these assets.
    b. Emails – Emails are built, tested, and sent using content blocks in Content builder and data from Data Extensions. These allow for dynamically populated emails to be sent to each user based on user inputs.
    c. Reports – Email data is generated and made available here. This data is connected and is also what powers Salesforce / Einstein dashboards.
2. Automation Studio – This Studio Consists of two major components: Automation Studio & Journey Builder
    a. Automation Studio –  Currently this studio houses the SQL queries that are being used to collect engagement data for our various campaigns.
    b. Journey Builder – Multi-touch email campaigns are created and managed here.
3. Audience Builder
    a. Contact Builder – This is where to access both system and synchronized data sources.
4. Data Extensions – Although Data Extensions can be located in both Email Studio and Audience Builder, they deserve their own breakout section as they power almost anything related to Data in SFMC.
    a. Core Data Extensions
    b. Shared Data Extensions
    c. Synchronized Data Extensions – This is where Salesforce objects are synchronized to SFMC Data extensions using the Salesforce data model. Salesforce data that is synchronized with SFMC will update in SFMC when updated in Salesforce.

# KT

Thursday, January 25, 2024        10:29 AM

**Capacity Increase**

MPS ME Details

From <https://fb.my.salesforce.com/m2H?setupid=CustomMetadata>
select Capacity__c, End_Date__c, ME_SF_ID__c, Start_Date__c
                    from MPS_ME_Detail__mdt  where ME_SF_ID__c in
('00512000005l8iUAAQ','0051H00000C3lutQAB','005A0000001DNHwIAO','005A0000004ubN5IAI')
order by Start_Date__c desc

**T200209681  Worked upon by Manisha about Scaled Partnership MPS: uneven distribution of Opportunities**

**HIPo Approver**
**T200633344**
**Get approval from Marianne Marchant if request is for SPM approver change.**

**SCIM  UpdateSCIM**

Hello guys , does anyone know if we can update scim id on a opportunity

**Yashasvi Pareek**
Today at 8:28 AM

HI Ashwini, when updating a SCIM, we ask the reps to first update the Account SCIM that way it verifies they know exactly what is happening. After they update the Account SCIM, we ask them to edit/save the Opportunity which should case an SCIM update pulling from the Account

From <https://fb.workplace.com/chat/t/6874231202613212>
**HVA Load**
Hi guys, I don't know if you already know. If you see a task for HVA upload, then it is basically tasks import. HVA is a task record type. I just did one file import.

From <https://fb.workplace.com/chat/t/6874231202613212>
**CPQ PermissionSet**
@here Whoever is working on revoking CPQ Permission set tasks , please make sure to remove the CPQ licenses if that is the last CPQ Permission set that user has.
PS
BMG- Salesforce CPQ Partner User

From <https://fb.my.salesforce.com/emptyHtmlDoc.html>

Licenses : Salesforce CPQ License and Salesforce CPQ AA License

List of BP&O/SSPO region wise. Need to get an approval from them when working on Account Teams

unless they raise the task themselves.

For Any territory management request we have to go for approvals for certain business groups. Please refer the document when we get Task. We can discuss tomorrow.

Created two documents for Account team Role Mapping and Territory Management

Enter

Magesh
January 22 at 8:11 PM
https://docs.google.com/document/d/1H1E5TnwMvLVCgNleVmqSRfPING6GkHzd/edit?usp=drive_link&ouid=115099061716364960133&rtpof=true&sd=true
https://docs.google.com/document/d/1H1E5TnwMvLVCgNleVmqSRfPING6GkHzd/edit?usp=drive_link&ouid=115099061716364960133&rtpof=true&sd=true

Facebook    Territory Admin -...    Salesforce Limits...    BP&O POCs - Wiki    Upgrade Access -...    Quota - CRM    Contact Forms    Account Fields ~ S...    Scuba Logs    Graph ENT    Gdrive@Meta

# Issues

Login SalesforceLogin
Please ask users to use SSO to logging into salesforce. Please make sure users are logging into Salesforce with VPN. Otherwise, they wont be able to access.

From <https://www.internalfb.com/omh/view/eeci_support/tasks?query=TASKS_CURRENT_SHIFT>

## Opportunity Owner Change:
Example task : T180111561

https://docs.google.com/document/d/1SWNbrg35rr-XJardkMA9cYhfXPySZF-S2Xy5TQvjZcY/edit?addon_store

County information is updated, waiting for it to sync.

Omega Site Number is generated, so I am closing the Task.
SELECT Id,LastModifiedDate,LastModifiedBy.FirstName FROM Account where LastModifiedBy.FirstName ='Muneesh' and  LastModifiedDate  = LAST_N_DAYS:30
order by LastModifiedDate desc


For account
https://fb.my.salesforce.com/0011200001LnFGGAA3#0011200001LnFGG_RelatedEntityHistoryList_target

SELECT Id,CreatedDate, Field,OldValue,NewValue,CreatedBy.name,Account.Name FROM
        AccountHistory WHERE CreatedDate = LAST_N_DAYS:30 and CreatedBy.FirstName ='Muneesh'

SELECT Id,CreatedDate,Field, OldValue,NewValue,CreatedBy.name,OpportunityId, Opportunity.Name FROM   OpportunityFieldHistory   WHERE CreatedDate = LAST_N_DAYS:30 and CreatedBy.FirstName ='Muneesh' and OpportunityId='
00Q8V00001TDWT5UAP'

Compate field names bs Fields Tracked vs Test record values


SELECT QualifiedApiName,EntityDefinition.QualifiedApiName,LastModifiedBy.FirstName,IsFieldHistoryTracked,LastModifiedDate
FROM FieldDefinition
WHERE EntityDefinition.QualifiedApiName = 'Opportunity'  and IsFieldHistoryTracked=true
order by QualifiedApiName

https://fb.my.salesforce.com/0068V00000tAhf0QAC

# Good Tkts to Study

Thursday, February 1, 2024        4:23 AM

| | | |
|---|---|---|
| T174897082 | Satya Flow | Satya |
| T70291921 | Add "Media Partnerships" value to "Type_of_Organization__c" field | |
| T174425071 | Salesforce access - RL - CPQ Permission/Access | Satya |
| T175781518 | Update scim id | Yashasvi |
| | #filetask and message ??? | |
| T175915446 | #filetask example  filetask-bot | |
| 176679419 | Error updating SCIM. Tags used production-support, user support | Abdullah |
| T176766855 | Delete Scaled Partnerships Data if IG User Deletes Account (Monthly) | Sindhu |
| T176748183 | [Maintenance] MessageBird B.V. T&C Update | Srinivas |
| T176719777 | Sales rep temporary absence - 0% tagging request for coverage | Aparna |
| T176046728 | Updates for DemandBase Integration | Cole |
| T180893819 | 2024 Q1 changes to MetaWorks evergreen lead routing | Lead Routing  Sindhu |
| T175279591 | 2024 Q1 changes to MetaWorks evergreen lead routing | EverGreen Lead Routing Sindhu |
| | | |
| | | |
| | | |

https://www.internalfb.com/omh/view/eeci_support/tasks?query=TASKS_CURRENT_SHIFT

This task was created via #fileatask. If this is a bug, please close out and use the appropriate bug reporting flow to assign to the correct owner.

# Groups to Monitor

Thursday, February 1, 2024      9:05 AM

**Pinned groups**

WP Salesforce Q&A

Salesforce

Salesforce Admin

+ Add pinned group

**Meta**

Lean Data Internal Group

Salesforce Operational Support

MSP Salesforce

Enterprise Products FYI

Sales Intelligence Ops

Enterprise Products ALL

RL Sales Applications Q&A and FYI

# Scrubbing

Thursday, February 1, 2024        11:14 AM

## Masks
6 Items

| Name | Description | Last Edit | Edit By | Status |
|------|-------------|-----------|---------|--------|
| Contacts | Configure fields on Contact object, whose data should be m... | July 10, 2023 at 05:19 PM | Eduardo Contreras | Last Ran 1/17/2024 10:55 AM |
| Leads2016AndBefore | Leads created in 2016 and before | January 31, 2024 at 02:17 AM | Abdullah Hashmi | Not Run Yet |
| Leads2017 | Leads Created in 2017 | February 01, 2024 at 08:54 AM | Abdullah Hashmi | Processing (1 of 5 Steps Completed) |
| Leads2018 | Leads Created in 2018 | January 31, 2024 at 07:57 AM | Abdullah Hashmi | Last Ran 2/1/2024 5:59 AM with Error(s) |
| LeadsByYear | Processing time for lead is too long, too many records, split ... | January 17, 2024 at 09:14 AM | Prince Pai | Last Ran 1/22/2024 4:41 AM with Error(s) |
| LeadsByYearNotNull | Adding Not Null to filters | January 30, 2024 at 11:19 AM | Abdullah Hashmi | Last Ran 1/30/2024 5:38 PM |

New Mask

## Started from

Data Mask    Masks    Run Logs

### Run Logs
### All

50+ items • Sorted by Created Date • Filtered by All run logs • Updated a few seconds ago

Import

| | Run Log Name | Status | Message | Created Date ↓ | Masking Execution Id | Configuration Id | |
|---|------|--------|---------|----------------|----------------------|------------------|---|
| 1 | DM-001704 | Success | Lead Processing has started. | 2/1/2024 11:58 AM | 1706806559554 | m2ZDK000000KyjL2AS | ▼ |
| 2 | DM-001703 | Success | Record Processing is preparing. | 2/1/2024 11:57 AM | 1706806559554 | m2ZDK000000KyjL2AS | ▼ |
| 3 | DM-001702 | Success | Automation Deactivation has completed | 2/1/2024 11:56 AM | 1706806559554 | m2ZDK000000KyjL2AS | ▼ |
| 4 | DM-001701 | Success | Automation Deactivation has started | 2/1/2024 11:46 AM | 1706806559554 | m2ZDK000000KyjL2AS | ▼ |
| 5 | DM-001700 | Success | Data Mask has started. | 2/1/2024 10:56 AM | 1706806559554 | m2ZDK000000KyjL2AS | ▼ |
| 6 | DM-001699 | Success | Data Mask process has completed. | 2/1/2024 5:59 AM | 1706716743017 | m2ZDK000000KyjG2AS | ▼ |
| 7 | DM-001698 | Success | Automation Reactivation has completed | 2/1/2024 5:54 AM | 1706716743017 | m2ZDK000000KyjG2AS | ▼ |
| 8 | DM-001697 | Success | Automation Reactivation has started. | 2/1/2024 5:54 AM | 1706716743017 | m2ZDK000000KyjG2AS | ▼ |
| 9 | DM-001696 | Success | Record Processing has completed. | 2/1/2024 5:54 AM | 1706716743017 | m2ZDK000000KyjG2AS | ▼ |

# HCL

Friday, February 2, 2024      8:25 AM

Videos for MJT system to enter timesheet, approval and apply leaves
https://teams.microsoft.com/l/meetup-
join/19:meeting_OTIwMDNhN2MtNmQzOC00YmEwLThlN2EtOWUyNDRjMGM5Nzg3%40thread.v2/0?
context=%7b%22Tid%22:%22189de737-c93a-4f5a-8b68-6f4ca9941912%22%2c%22Oid%22:%
221b58193c-b706-4584-850d-d6e76dd49253%22%2c%22IsBroadcastMeeting%22:true%2c%22role%
22:%22a%22%7d&btype=a&role=a

Jan 1st to Jan 31st
Facebook - EP Products -Setup (C241348) - 0.30 Meta EP-SFDC - RT (C272095) - 7.30
 Feb 1st to April 30th
Facebook - EP Products -Setup (C241348) - 0.15 EP - Stabilization (C274615) - 0.15 Meta EP-
SFDC - RT (C272095) - 7.30
From May 1st
Facebook - EP Products -Setup (C241348) - 0.30 Meta EP-SFDC - RT (C272095) - 7.30

From <https://fb.workplace.com/chat/t/6874231202613212>

| Enter Your Time Sheet | Work Site Details: | TX:Plano | Update Worksite | | | | ◀ Mon, 29 Jan'24 - Sun, 4 Feb'24 ▶ | |
|---|---|---|---|---|---|---|---|---|
| | 29 MON | 30 TUE | 31 WED | 1 THU | 2 FRI | 3 SAT | 4 SUN | Total |
| ▲ FACEBOOK - EP PRODUCTS -SETUP | | | | | | | | 02:00 |
| Post C5 Support Support for CCIs & WLIs | 00:30 | 00:30 | 00:30 | 00:15 | 00:15 | | | 02:00 |
| ▲ META EP-SFDC - RT | | | | | | | | 37:30 |
| Post C5 Support Support for CCIs & WLIs | 07:30 | 07:30 | 07:30 | 07:30 | 07:30 | | | 37:30 |
| ▲ EP - STABILIZATION | | | | | | | | 00:30 |
| Post C5 Support Support for CCIs & WLIs | | | | 00:15 | 00:15 | | | 00:30 |

# SOQL

**There is a known issue where password reset emails are not working and team is working on it and as a workaround I can set the password.**
**Please let me know the names of the users whose password need to be reset. I will reset the password and will share it with you.  Thanks.**

**System.setPassword('0058V00000COHkBQAX','ManiP_infobip8725');**
**T230127943**


**DashBoard  Logged in As**
SELECT FolderName,Title,type,CreatedDate,LastViewedDate,LastReferencedDate FROM Dashboard WHERE Type = 'LoggedInUser' OR Type = 'MyTeamUser'
order by CreatedDate


**select id,name,LastLoginDate,IsActive from user where LastLoginDate <LAST_N_DAYS:30**
**and IsActive=true**
**order by LastLoginDate desc**


**PermissionSet**
SELECT Id, assignee.name,PermissionSetLicense.MasterLabel FROM PermissionSetLicenseAssign  where Assignee.IsActive=false and PermissionSetLicense.MasterLabel='Salesforce CPQ AA License'

**SELECT Id, assignee.name,PermissionSetLicense.MasterLabel,Assignee.isActive FROM PermissionSetLicenseAssign where Assignee.IsActive=false and PermissionSetLicense.MasterLabel='Salesforce CPQ AA License'**

*SELECT AssigneeId,PermissionSetId,Permissionset.Name,Permissionset.Profile.Name*
*FROM PermissionSetAssignment*
*WHERE Assignee.Id= '{!formulaRunningUserID}'*
*AND PermissionSetId in (Select ParentId from FieldPermissions where SobjectType = 'Account' and Field = 'Account.Rating' and PermissionsEdit = true)*

From <https://unofficialsf.com/tutorial-check-field-permissions-in-screen-flows-when-using-system-context-using-executesoql/>

SELECT AssigneeId,Assignee.name,Assignee.IsActive,
Assignee.Profile.name,PermissionSetId,Permissionset.Name,Permissionset.Profile.Name
FROM PermissionSetAssignment
WHERE PermissionSet.Name = 'BMGSteelBrickCPQPartnerUser'


https://www.simplysfdc.com/2013/06/salesforce-permission-set-report.html

**List all Users with ViewAllData Permission**

SELECT Id, AssigneeId, Assignee.Name, PermissionSet.Name, PermissionSet.IsOwnedByProfile
FROM PermissionSetAssignment
WHERE PermissionSet.PermissionsViewAllData = True
ORDER BY PermissionSet.IsOwnedByProfile DESC, Assignee.Name

**Compare this with the query below, where it just returns the permission from Profile only.**
**SELECT Id, Name FROM User**
**WHERE ProfileId IN (SELECT Id FROM Profile**
   **WHERE PermissionsViewAllData = True)**
**ORDER BY Name**


**List all Active Users without ViewAllData Permission**
```
SELECT Id, Name FROM User
WHERE Id NOT IN (SELECT AssigneeId FROM PermissionSet Assignment
        WHERE PermissionSet.PermissionsViewAllData =
        True)
    AND IsActive = True
ORDER BY Name
```

select parent.name,field from fieldpermissions where   permissionsedit = true and parent.isownedbyprofile = false  and parent.name = 'RL_Elevated_Permissions_for_Ojas_Phansekar'

select parent.name from fieldpermissions where field = 'account.Bill_To_Address__C' and permissionsedit = true and parent.isownedbyprofile = false



SELECT Assignee.Name, AssigneeId, Assignee.Profile.name,PermissionSet.Id,
 PermissionSet.isOwnedByProfile, PermissionSet.Profile.Name,
 PermissionSet.Label FROM PermissionSetAssignment WHERE PermissionSet.isOwnedByProfile=false and Assignee.IsActive=true and PermissionSetId
 IN (SELECT ParentId FROM ObjectPermissions WHERE SObjectType =
 'Account' AND PermissionsModifyAllRecords =true)

SELECT Assignee.Name, PermissionSet.Id,
 PermissionSet.isOwnedByProfile, PermissionSet.Profile.Name,
 PermissionSet.Label FROM PermissionSetAssignment WHERE PermissionSet.isOwnedByProfile=false and PermissionSetId
 IN (SELECT ParentId FROM ObjectPermissions WHERE SObjectType =
 'Account' AND PermissionsModifyAllRecords =true)

**SELECT PermissionsRead, Parent.Name**
**FROM ObjectPermissions**
**WHERE PermissionsModifyAllRecords = true**
**AND SobjectType = 'Account'**


⭐ **CustomPermissions**
**PendingApprovals**
SELECT Id, ProcessInstance.TargetObjectId, ProcessInstance.TargetObject.Name, OriginalActorId, Actor.name, CreatedDate, ElapsedTimeInDays,Actor.IsActive  FROM ProcessInstanceWorkitem WHERE  ProcessInstance.ProcessDefinition.TableEnumOrId IN ('Opportunity') and ProcessInstance.Status = 'Pending' and Actor.IsActive=true

```
select id
      from PermissionSet
      where PermissionSet.Profile.Name='Read Only'
        and PermissionSet.IsOwnedByProfile = true
```

0PSA0000000QJqvOAG

SELECT
Id,PermissionsCreate,PermissionsDelete,PermissionsEdit,PermissionsRead,PermissionsModifyAllRecords,PermissionsViewAllRecords,SobjectType FROM ObjectPermissions where ParentId ='0PSA0000000QJqvOAG'

From <https://fb.workplace.com/chat/t/61552638004450>

SELECT
Id,PermissionsCreate,PermissionsDelete,PermissionsEdit,PermissionsRead,PermissionsModifyAllRecords,PermissionsViewAllRecords,SobjectType, Parent.Description FROM ObjectPermissions where SobjectType='PartnerFundClaim'

and PermissionsRead=true and PermissionsCreate=false and PermissionsDelete=false and PermissionsEdit=false and PermissionsModifyAllRecords=false and PermissionsViewAllRecords=false

## Attainment End Date

select id,DeveloperName, MasterLabel from CustomPermission where developername='Edit_WABA_Attainment_End_Date';

select parentId from SetupEntityAccess where SetupEntityId in (select id from CustomPermission where developername='Edit_WABA_Attainment_End_Date')
Select Id,Label,ProfileId,Profile.Name,LicenseId,Name,IsCustom from PermissionSet where Id='0PS8V000001PJufWAG'

**ONLY BELOW USERS CAN NULLIFY ATTAINMENT END DATE**

Select username,firstname,LastName from user where IsActive=true and Id in (Select AssigneeId from PermissionSetAssignment where PermissionSetId ='0PS8V000001PJufWAG')

Select EntityDefinition.QualifiedApiName,DeveloperName,QualifiedApiName,IsFieldHistoryTracked  from FieldDefinition where EntityDefinition.QualifiedApiName !=null
and EntityDefinition.QualifiedApiName ='Opportunity'
and QualifiedApiName in
('Use_Case__c','Original_Campaign_Name__c','Original_Lead_Source_Detail__c','Messaging_Markets__c','Messaging_Region__c','Messaging_Country__c')
order by  DeveloperName

Select EntityDefinition.QualifiedApiName,DeveloperName,QualifiedApiName,IsFieldHistoryTracked  from FieldDefinition where EntityDefinition.QualifiedApiName !=null
and EntityDefinition.QualifiedApiName ='PartnerFundClaim'
and QualifiedApiName in
('MarketingActivity__c','Description','Total_Amount_Spent_Activity__c','Amount_to_be_Reimbursed__c','Total_Leads_Generated_from_Activity__c','ChannelPartnerId','ChannelPartnerName__c','Status','OwnerId')
order by  DeveloperName

MDF
Select EntityDefinition.QualifiedApiName,DeveloperName,QualifiedApiName,IsFieldHistoryTracked  from FieldDefinition where EntityDefinition.QualifiedApiName !=null

and EntityDefinition.QualifiedApiName ='PartnerFundRequest'
and QualifiedApiName in (
'title','Request_Amount_Calculated__c','Activity', 'Activity_Description__c',
'Status','MarketingActivityRegion__c','Expected_Leads__c', 'ExpectedMQLtoSQL__c','LastModifiedById', 'OwnerId',
'Owner_Name__c')
order by  DeveloperName

# Password reset

Password reset task
T202761900

From <https://fb.workplace.com/chat/t/61554448756312>

https://facebookux--uat.sandbox.lightning.force.com/lightning/page/home
bhallamuneesh@meta.com.uxprod.uat
MotsMoti@1967

Prod

select Status, day_only(LastModifiedDate) LastModifed, LastModifiedBy.name LastModifiedBy,count(Id) from CampaignMember
where   CampaignId='701DH000000htZIYAY'   and  Is_contactable__c = TRUE
group by LastModifiedBy.name, Status,day_only(LastModifiedDate)

CRM On Call
T203024424
In order to assign : CRM Goals Management

Tags   oncallteam-goals-management
From <https://www.internalfb.com/tasks/?t=203024424>

# GoodTKTS

Friday, March 1, 2024          7:37 AM

Manisha _ Lead - T180847222
Manisha - Account Type Update T180601521

| Manisha - Logic | T180217174 |
| --- | --- |

Manisha - Queue  - T180481107
Lead testing  T176624053
Aparna
 ISV selection change in SFDC  T180577728
Team Role Not Reflecting   T180833048

Guru
Lead conversion  Currency error  T180942993

NewAccount Creation  Partner Account
T178946509
T180585313

T180220042

RL Logistics - Salesforce Servicecloud Prod Support Task Form - Provide clarity on the levels of access to the RL Ship Request Form, 'My Cases' Dashboard

T180831110
Salesforce TradeOps Service Cloud - GTM Transactions - Missing Country Labels
**Gnana Prasuna Pinnaka**
**Rich Text**
Nicolas Alderete, I have activated the deactivated flow which fixed the issue. Here are Some of the cases created today for reference which has regions and Countries automated. Can I close the task. Thank you.
14381672

# Contacts

Partner Marketing team : . Jason Singh

# Lead Conversion

Tuesday, June 4, 2024     3:12 PM

T188427920  Lead Conversion Logic explained by Venkat
We are looking into why opportunity automation isn't working once lead lands and it finds an Account. It should create Opp, Opp contact role, Acc Team, Acc Team Member, its pertaining to tasks T147062275, T147062583, T147062423. We are not seeing that.

**Venkat Mallipeddi**
**Rich Text**
Hi Lindsy Judd, Purnima Padhee, Here is the root cause of the issue.

1. On one of the Lead Converted_Account__c is blank.
2. On the other Lead where Converted_Account__c is not blank, but on that Account there are not active account team members. Logic for Active team member is Team_Type = Content Partnerships, Tier = C or D or F

3.

| Id | Name | Email | Page_ID__c | RecordTypeId | RecordType | RecordType.Name | Facebook_Contact__c | Qualification_Status__c | Original_Lead_Source_Detail__c | ConvertedDate | Converted_Account__c | Converted_Contact__c | Converted_Opportunity__ |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 00Q8V00001dmBINNUAU | LindsyTest Juddtwo | lindsyjudd@gmail.com | | 0121H000000WL8jQAG | RecordType | MP-MCD-MPS FB | | | | | | | |
| 00Q8V00001dnaOIUAY | LindsyTest Juddtwentyone | lindsyj1@fb.com | | 0121H000000WL8jQAG | RecordType | MP-MCD-MPS FB | | | | | 0011H00001PN5luQAD | | |

Logic for Lead conversion:

4. Either Facebook_Contace__c or Converted_Account__c field should be populated.
5. Those two Accounts should have an Active Account Team Member.
6. Team Member Logic: Team Type = Content Partnerships, Tier = C, D or F
   Gnana Prasuna Pinnaka, Magesh Muthumani while debugging here are the steps for Lead Conversion failures for MCD:
7. Do a global search based on Lead email, you can find Lead and Logs (Apex). If log is found then if it reaches Step 9 and still Lead is not converted then need to query for LeadConversion apex class.

T147062583  <<<<< Very good Information

 MPS Lead to Account Team + Account Team Member + FB Object Team Creations


select id,Log_Type__c,CreatedDate,Apex_Class__c from Log__C
where Apex_Class__c in ('LeadChangeEventManagement','BMG_PRMLeadConversionBatch','LeadConversion','LeadManagement','WP_LeadConversionBatch','    WP_PartnerLeadConversionBatch')
and LastModifiedDate>= 2024-05-26T11:56:00.512-05:00

select id,Log_Type__c,CreatedDate,CreatedBy.name,Apex_Class__c,Details__c  from Log__C
where Apex_Class__c in ('LeadChangeEventManagement','BMG_PRMLeadConversionBatch')
and LastModifiedDate>= 2024-05-26T11:56:00.512-05:00 and log_type__c<> 'Info'


select record_id__c,id,Log_Type__c,CreatedDate,CreatedBy.name,Apex_Class__c,Details__c  from Log__C
where Apex_Class__c in ('LeadChangeEventManagement','BMG_PRMLeadConversionBatch')
and LastModifiedDate>= 2024-05-21T11:56:00.512-05:00 and log_type__c<> 'Info'
and record_id__c='00Q8V00001bamkzUAA'

select Capacity__c, End_Date__c, ME_SF_ID__c, Start_Date__c
                from MPS_ME_Detail__mdt  where ME_SF_ID__c in
('00512000005l8iUAAQ','0051H00000C3lutQAB','005A0000001DNHwIAO','005A0000004ubN5IAI')
order by Start_Date__c desc


        select Capacity__c, End_Date__c, ME_SF_ID__c, Start_Date__c
                from MPS_ME_Detail__mdt  where ME_SF_ID__c in
('005A0000004ubN5IAI') and Start_Date__c >= 2024-03-16
order by Start_Date__c desc


 SELECT Owner.name,Status__c,count(id) from Opportunity
                                where recordtype.name='Scaled Partnerships' and createddate> 2024-01-01T00:00:01.000Z
and ownerId in ('00512000005l8iUAAQ','0051H00000C3lutQAB','005A0000001DNHwIAO')
group by   Owner.name,Status__c

 select ownerId, count(Id) cnt
                from Lead
                where RecordTypeId = '0121H000000WL8jQAG'
                and ownerId in ('00512000005l8iUAAQ','0051H00000C3lutQAB','005A0000001DNHwIAO')
                and Form_Origin__c = '1513184022185708'
                and createddate> 2024-01-01T00:00:01.000Z
                group by ownerId
                order by count(Id)

# PartnerIncentive

Wednesday, June 5, 2024        7:48 AM

Hi, please see why these two incentives didnt' get auto assigned to their SPM. Then, please assign to the SPM.

1. https://fb.lightning.force.com/lightning/r/Partner_Incentive__c/aES8V000004ArUQWA0/view
    1. Should be assigned to Sandra Roman Delgado. Was it not assigned to her because there are two SPMs listed with Territory Name BMG-PartnerSales-LATAM-L8?
2. https://fb.lightning.force.com/lightning/r/Partner_Incentive__c/aES8V000004AqZUWA0/view
    1. Should have been assigned to Mariana Moreira Taiani.

The system is supposed to auto-assign the SPM Approver based on certain criteria that is outlined on Page 4 of the [SOP] BMA Program Incentive document:

1. **HiPo Incentive Notification to team upon record submission by Partner.**The Partner submits a HiPo Opportunity, and the system generates an email to the approving person for review.

Workflow Rule:

1. **"New" Partner Incentive Request.**
    1. The system checks the Opportunity End Client's **Region & Country** and looks for Regional SPM who manages Reseller Partner Account.
    2. The system updates the Partner Incentive Reviewer to SPM and sends an email for review.

How system searches for the SPM

1. The Reseller Partner account is displayed on the Opportunity record under the field name "Reseller Partner Account."
2. Clicking on this field opens the Account page.
3. On the Account record, Click "View Team," navigate to the "Messaging Partner" section, and assign to the regional Sales Rep as the SPM reviewer for the Partner Incentive record.
4. "New" Partner Incentive Request without SPM:
    1. The Reseller Partner account is displayed on the Opportunity record under the field name "Reseller Partner Account."
    2. Clicking on this field opens the Account page.
    3. On the Account record, Click "View Team," navigate to the "Messaging Partner" section, and assign to the regional Sales Rep as the SPM reviewer for the Partner Incentive record.
    4. When no SPM is found then the system updates the Partner Incentive Reviewer to Peter Cabaña and sends an email for review.

### Hemanth Pendyala
**Rich Text**
Update: The root cause of the issue is missing Reseller Partner on the Opportunity. The logic is expecting the reseller partner ID to query the related brand team members. Since the Reseller Partner is NULL, the brand team members are not getting queried and the value is becoming NULL. So the checkbox Shall_Skip_Regional_Approval_Step__c is getting checked and PI is get assigned to the Regional Lead Approver (Line 403).

Tested in Prod the same and it is working as expected if Reseller Partner != NULL

Tested Opps:

https://fb.lightning.force.com/lightning/r/Opportunity/0068V00000uuFyJQAU/view

Ref Class: BMG_PRMHipoIncentiveController. Line 393

Rajni JainEduardo Contreras

From <https://www.internalfb.com/tasks/?t=186286166>

HIPO Incentive

The issue is that we need to know why it wasn't auto-assigned, so that we dont have to manually assign it each time

Muneesh

This is as per design as Engineering Team person has confirmed.

Kellie

That's not the case

Hipo incentives are not manually assigned each time

Muneesh

If you can share any such Hipo Incentive record which was auto assigned that would be great.

Kallie

https://docs.google.com/document/d/1ndgN8B-7-DBy0buhyg0V6ZvJJcZZKunjZiYXtVcbBto/edit?usp=sharing

Page 4

Step 1.1.ii

"The system updates the Partner Incentive Reviewer to SPM and sends an email for review."

Muneesh

One question. How I know that this Opportunity is Hipo Opportunity?

https://fb.my.salesforce.com/0068V00000zOMN6

Kallie

If there is a hipo incentive on an opportunity, this section on the opportunity is filled out!

No, it is still high priorty. The last time I made a ticket for this, I was told it couldn't be looked into because

the incentive was already manually assigned.

The 2nd incentive listed in the description above, is still not assigned.

https://fb.lightning.force.com/lightning/r/Partner_Incentive__c/aES8V000004ArUQWA0/view

Please do not manually assign it until we know why it was not auto-assigned.

# SFDX

Thursday, October 3, 2024     9:47 AM

BMG_PARTNER
BMG_SALES
BMG_TECH

In VSCODE
cd C:\Muneesh\SFDXSetup\MBMeta\force-app\main\default
Warning: We plan to deprecate this command in the future. Try using the "project retrieve start" command instead.

sfdx  force:auth:web:login --setalias metaprd --instance-url https://fb.my.salesforce.com/ --setdefaultusername

sfdx  force:auth:web:login --alias metaprd --instance-url https://fb.my.salesforce.com/ --set-default

Warning: The "--instanceurl" flag has been deprecated. Use "--instance-url | -r" instead.
Warning: The "--setdefaultusername" flag has been deprecated. Use "--set-default | -s" instead.
Warning: The "--setalias" flag has been deprecated. Use "--alias | -a" instead.


PS C:\Muneesh\SFDXSetup\MBMeta\force-app\main\default> sfdx force:display -u MbMeta --verbose

PS C:\Muneesh\SFDXSetup\MBMeta\force-app\main\default> sfdx force:source:retrieve -x manifest/package.xml

PS C:\Muneesh\SFDXSetup\MBMeta\force-app\main\default> sfdx force:auth:web:login -a MBMeta --set-default

PS C:\Muneesh\SFDXSetup\MBMeta\force-app\main\default> sf project retrieve start --package-name C:\Muneesh\SFDXSetup\MBMeta\manifest\package.xml

C:\Muneesh\SFDXSetup\MBMeta\force-app\main\default> sfdx force:source:retrieve -m flow
PS C:\Muneesh\SFDXSetup\MBMeta\force-app\main\default> sfdx force:project:create --projectname ProjectWithManifest --manifest
sfdx force:source:retrieve --manifest manifest/packageMB_2.xml

sfdx force:source:retrieve -m ApexClass
sfdx force:source:retrieve -m EmailTemplate     nothing found
sfdx force:source:retrieve -m GlobalValueSet
sfdx force:source:retrieve -m ValidationRule
sfdx force:source:retrieve -m WorkflowAlert  nothing
sfdx force:source:retrieve -m CustomApplication
sfdx force:source:retrieve -m CustomMetadata
sfdx force:source:retrieve -m Settings

sfdx force:source:retrieve -m Workflow

sfdx force:source:retrieve -m ProcessBuilder

From <https://trailhead.salesforce.com/trailblazer-community/feed/0D54V00007T475PSAR>


https://www.linkedin.com/pulse/mass-insert-custom-metadata-type-records-salesforce-org-dabbiru/

WABA_Account_Goals_Profile_Settings__mdt.
sfdx force:source:retrieve -m CustomMetadata:(RULE_001)
Warning: We plan to deprecate this command in the future. Try using the "project retrieve start" command instead.
Preparing retrieve request..


From <https://www.black-fox.org/sfdx-salesforce-cli/retrieve-salesforce-metadata-sfdx-main-commands/>




sf project retrieve start --metadata CustomLabels Translations --target-org xxx

From <https://trailhead.salesforce.com/trailblazer-community/feed/0D54V00007CJfCJSA1>

# Account Merge

Thursday, October 17, 2024        8:11 AM

 Account Merge requests has to be done via CRM Data change request through the below links provided as we do not have access to remove/delete an Account. Kindly follow below given process for this request. Please confirm if this task can be closed or in case of any further information, thank you Change request Link: https://www.internalfb.com/crm/data_change_requests Wiki: https://www.internalfb.com/intern/wiki/Data_Tagging_Guide/#tats

T206761929   Remove Duplicate FRL Account

From <https://www.internalfb.com/omh/view/eeci_support/tasks?query=TASKS_CURRENT_SHIFT>

Business Data Foundation Team

T205767628

From <https://www.internalfb.com/tasks/?t=205767628>

Matthew Venerus As you have done for the other Account Merge tasks. Please submit Merge request through Data Change Requests portal: https://www.internalfb.com/crm/data_change_requests Assigning the Task back to you.

CRM Goals Management

Hi Muneesh, here is the context of Accounts merging! In our salesforce org we do have a process of merging. However, this is recommended via CRM in order to prone any mistake. Also there is a functionality added on CRM. There is lot of information required for example which one is the survivor and the victim fields etc! Lets say if we "Merged" then the resulting account All addresses, contacts, activities, cases, ad accounts, and credit information will be combined. Also, Proposed merges are reviewed by sales and then by credit. Approved merges are processed in the third week of the month. I think we need to be sensible on the account merge. Can you please ask the user that he has access to CRM Furthermore, Updates from CRM will reflect as is in CRM. Example: Merged record - https://fb.lightning.force.com/lightning/r/Merge_Request__c/aAI120000004Jh7GAE/view

From <https://fb.workplace.com/chat/t/6874231202613212>

Siva Response
T203743567

From <https://www.internalfb.com/tasks/?t=203743567>

Hi Rafael Costa : I wanted to take a moment to highlight the potential impacts of adjusting the opportunity amount after an opportunity has been moved to the closed won stage and the contracts

has been generated. Changes at this stage could affect downstream systems and financial systems. Hence i would request you to review the this documentation( https://docs.google.com/presentation/d/1nr2Jqn4lQAbvN4ejCQ4t1lRZz2zxqgCqbn21Tg A6e7w/edit#slide=id.g1e56a1e6df7_2_4), which outlines the steps to follow in these use case. The process details what action should be taken. Hence assigning this task to you. For better visibility and to ensure alignment, i've also included Rajni Jain. cc Magesh Muthumani Thank you.

# TechDebt  Tech Debt  Health Check  HealthCheck

Tuesday, October 29, 2024        7:08 AM

https://docs.google.com/spreadsheets/d/1yaXnw8gcZeerkjNabgV0z0msvye5l7j1/edit?gid=903640688#gid=903640688

# BCP Data Sync - omega customer trx - Missing Address Site ID 1235390 in Intern

Thursday, October 31, 2024      1:34 PM

**T206212156**


**Problem**: Invoice Data Sync from Fusion to EP Billing fails. Revenue Operations cannot find the Invoice in EP Billing and CnC. Can't continue with month-end close activities.

**Cause**:Site id is not in CnC, data sync can't create an invoice without a Customer.

In a perfect world, customer sites should not be created in Fusion. SFDC is the source of truth. There is no integration for customer site creation from FUSION to CnC to SFDC.

However due to a new business process, where an address can be used in other regions, e.g. KR address can be used in FB US (not only FB IE), business had to create the site in FUSION to create the invoice.

**Workaround**:
1. EP_EECI_oncall or SFDC team needs to create the site in SFDC. Then provide the salesforce id to Business.
2. BUSINESS team updates the Salesforce ID in FUSION Site level. This process will create new site in CnC.
3. Enterprise Engineer updates the Ent CRM with correct site id from FUSION.
4. Data sync will automatically sync the invoice (no action needed).

**Suggested Short Term solution**:
1. When BUSINESS creates a new site in FUSION (which is an edge case), BUSINESS team needs to create a task for ep_eeci_oncall to do Step #1 above and request for the new Salesforce Site ID.
2. BUSINESS performs Step #2 above.
3. BUSINESS will raise a task for CnC team (ep_cnc oncall). Supply the Orace SIte ID and Salesforce Site ID. Request Cnc to update the oracle site id for the said Salesforce Site id.
4. CnC team (ep_cnc oncall) will update Ent CRM Address.

**Permanent solution (to be discussed with SFDC/CnC/Fusion teams):**
Create a new attribute in SFDC, CnC, and Fusion Lookup mapping. This attribute is for identifying which Business Unit the site belongs to. The SFDC to CnC integration will have to be updated to use new attribute to find the correct BU mapping. This is needed so that Customer site will be created under the right BU. (cc Arun, Cole, Bipin, Vijay)

# TRIAGE Engineering Triage

Friday, November 8, 2024        2:01 PM

Hi team - Use this template when you triage tasks to engg team after our analysis Template to be followed
Issue Summary
Description
Steps to Reproduce
Expected Outcome
Actual Outcome
Troubleshooting Steps by MSP Agent
Technical Information Gathered
MSP Analysis and Findings
Escalation Reason
Suggested Next Steps for Engineer
Attachments: Video (high quality), Screenshot (high quality), Code snippets, Logs

From <https://fb.workplace.com/chat/t/6874231202613212>

# Venkat Terms Conditions

Friday, January 10, 2025    2:05 PM

```
for (Terms_And_Conditions__c tc : [
  select Id, Name, CreatedDate, Terms_Library__r.Name, Sync_With_Contracts_Tool__c,
Contract_Number__c,
    (select Id, CreatedDate, Name from Attachments),
    (select Id from PDFs_To_ContractsTool__r)
  from Terms_And_Conditions__c
  where  CreatedDate >= 2024-12-13T00:00:00Z  and Terms_Library__c in ('a168V00000IVILWQA5') and
Contract_Number__c = null and Sync_With_Contracts_Tool__c = false
  order by CreatedDate asc
  limit 25]) {
  if (tc.Attachments.isEmpty() || tc.PDFs_To_ContractsTool__r.isEmpty()) {
   tc.Sync_With_Contracts_Tool__c = true;
   System.debug('************-1: ' + tc);
   update tc;
 }
}
```

a168V00000IVILHQA5  72

```
for (Terms_And_Conditions__c tc : [
  select Id, Name, CreatedDate, Terms_Library__r.Name, Sync_With_Contracts_Tool__c,
Contract_Number__c,
    (select Id, CreatedDate, Name from Attachments),
    (select Id from PDFs_To_ContractsTool__r)
  from Terms_And_Conditions__c
  where  CreatedDate >= 2024-12-13T00:00:00Z  and Terms_Library__c in ('a168V00000IVILHQA5') and
Contract_Number__c = null and Sync_With_Contracts_Tool__c = false
  order by CreatedDate asc
  limit 48]) {
  if (tc.Attachments.isEmpty() || tc.PDFs_To_ContractsTool__r.isEmpty()) {
   tc.Sync_With_Contracts_Tool__c = true;
   System.debug('************-1: ' + tc);
   update tc;
 }
}
```

a168V00000IVILMQA5  73

```
for (Terms_And_Conditions__c tc : [
  select Id, Name, CreatedDate, Terms_Library__r.Name, Sync_With_Contracts_Tool__c,
Contract_Number__c,
    (select Id, CreatedDate, Name from Attachments),
    (select Id from PDFs_To_ContractsTool__r)
  from Terms_And_Conditions__c
  where  CreatedDate >= 2024-12-13T00:00:00Z  and Terms_Library__c in ('a168V00000IVILMQA5') and
Contract_Number__c = null and Sync_With_Contracts_Tool__c = false
```

```
    order by CreatedDate asc
    limit 5]) {
    if (tc.Attachments.isEmpty() || tc.PDFs_To_ContractsTool__r.isEmpty()) {
      tc.Sync_With_Contracts_Tool__c = true;
      System.debug('************-1: ' + tc);
      update tc;
    }
}


a168V00000IVILRQA5  74
for (Terms_And_Conditions__c tc : [
  select Id, Name, CreatedDate, Terms_Library__r.Name, Sync_With_Contracts_Tool__c,
Contract_Number__c,
    (select Id, CreatedDate, Name from Attachments),
    (select Id from PDFs_To_ContractsTool__r)
  from Terms_And_Conditions__c
  where  CreatedDate >= 2024-12-13T00:00:00Z  and Terms_Library__c in ('a168V00000IVILRQA5') and
Contract_Number__c = null and Sync_With_Contracts_Tool__c = false
  order by CreatedDate asc
  limit 5]) {
  if (tc.Attachments.isEmpty() || tc.PDFs_To_ContractsTool__r.isEmpty()) {
    tc.Sync_With_Contracts_Tool__c = true;
    System.debug('************-1: ' + tc);
    update tc;
  }
}


a168V00000IVILbQAP  76   50

for (Terms_And_Conditions__c tc : [
  select Id, Name, CreatedDate, Terms_Library__r.Name, Sync_With_Contracts_Tool__c,
Contract_Number__c,
    (select Id, CreatedDate, Name from Attachments),
    (select Id from PDFs_To_ContractsTool__r)
  from Terms_And_Conditions__c
  where  CreatedDate >= 2024-12-13T00:00:00Z  and Terms_Library__c in ('a168V00000IVILbQAP') and
Contract_Number__c = null and Sync_With_Contracts_Tool__c = false
  order by CreatedDate asc
  limit 33]) {
  if (tc.Attachments.isEmpty() || tc.PDFs_To_ContractsTool__r.isEmpty()) {
    tc.Sync_With_Contracts_Tool__c = true;
    System.debug('************-1: ' + tc);
    update tc;
  }
}

a168V00000IVILgQAP  20

for (Terms_And_Conditions__c tc : [
  select Id, Name, CreatedDate, Terms_Library__r.Name, Sync_With_Contracts_Tool__c,
Contract_Number__c,
    (select Id, CreatedDate, Name from Attachments),
    (select Id from PDFs_To_ContractsTool__r)
```

```
 from Terms_And_Conditions__c
 where  CreatedDate >= 2024-12-13T00:00:00Z  and Terms_Library__c in ('a168V00000IVILgQAP') and
Contract_Number__c = null and Sync_With_Contracts_Tool__c = false
 order by CreatedDate asc
 limit 33]) {
 if (tc.Attachments.isEmpty() || tc.PDFs_To_ContractsTool__r.isEmpty()) {
  tc.Sync_With_Contracts_Tool__c = true;
  System.debug('***********-1: ' + tc);
  update tc;
 }
}
```

select Id, Sync_With_Contracts_Tool__c from Terms_And_Conditions__c where CreatedDate >= 2024-12-13T00:00:00Z and Terms_Library__c in ('a168V00000HkL1nQAF', 'a168V00000IVILlQAP', 'a168V00000IVILgQAP', 'a168V00000IVILbQAP', 'a168V00000IVILWQA5', 'a168V00000IVILRQA5', 'a168V00000IVILMQA5', 'a168V00000IVILHQA5') and Contract_Number__c = null and Sync_With_Contracts_Tool__c = true order by CreatedDate desc

From <https://fb.workplace.com/chat/t/100029763309322>

T211153223

# BillToAddress

**Changes in Bill to Address/ HQ Address on Account: If Bill To Address Do not already exist on the Account:**

**1.)Address change has to be approved by Finance Team.**

**2.) Then Ojas team can update the field. (DO NOT update the Text fields such as Street, City etc as this change in SFDC will not be synced with other systems as it is only display change. Only select the address from the search lookup/dropdown, the text fields will get auto populated).**

**3.) After address update, it needs to be communicated to Fusion & CNC Team so that the updated address is synced in all the systems. SF -> FUSION -> Intern**

**If Bill To Address Already exists on the Account: SFDC sets up, Bill to flag only first time. After that subsequent changes need to be done the Intern/CNC System Not in SFDC.**

**if address not available, first time change will be from salesforce only**
**SF -> FUSION -> Intern**
**then any later changes are from Intern only**


From <https://fb.workplace.com/chat/t/61553518224422>


CnC


Yilin Sun, May Chen


From <https://fb.workplace.com/chat/t/100081067028112>

# Docs Links

Monday, April 14, 2025     3:43 PM

Reality Labs Enable Partner Account/Contacts

From <https://docs.google.com/document/d/17T4yXA9D6U06uycdQPjEEI-EMWleu-OJDG6LVRmd_9E/edit?tab=t.0#heading=h.lwl2cns174x8>

# CPQ PS Licsense

@hereWhoever is working on revoking CPQ Permission set tasks , please make sure to remove the CPQ licenses if that is the last CPQ Permission set that user has.
Licenses : Salesforce CPQ License and Salesforce CPQ AA License

From <https://fb.workplace.com/chat/t/6874231202613212>

Finalise

CPQ Tasks -
https://docs.google.com/spreadsheets/d/1VUtFO-1Rh4gAT_9SRJf2ENS00_4n41o9ifDDCX4OEwE/edit?gid=2030877323#gid=2030877323

BMG Partner Portal Tasks

https://docs.google.com/spreadsheets/d/1cAsnycgfOOq5oTd9hrlyJEudFPMAqM74suwwEhA1zAw/edit?gid=1144055668#gid=1144055668

# SPLIT Rules splitrules

Thursday, February 29, 2024     7:39 AM

T180455142

https://fb.my.salesforce.com/m0C8V000000srTY - Advertiser
https://fb.my.salesforce.com/m0C1H000000CaRN - Agency
https://fb.my.salesforce.com/m0C1H000000CaRV - Advertiser SMB HV (Manage_Account_Team_SMB_HV_AM)
https://fb.my.salesforce.com/m0C1H000000CaRX - Agency SMB HV (Manage_Account_Team_SMB_HV_PM)
https://fb.my.salesforce.com/m0C1H000000CaRW - Advertiser SMB ME

From <https://fb.workplace.com/chat/t/61554814888912>

Facebook ARVR Retail - TPM Approver Read Only

From <https://fb--sfull.sandbox.my.salesforce.com/0051H000007WvCe?noredirect=1&isUserEntityOverride=1>

ContractsTool  Ashwini

BrandTeamMember  Trigger custom setting

Custom Setting FB Trigger Control

From <https://fb.workplace.com/chat/t/61552671031019>

FB

CDS TASKS
Team, As Magesh mentioned in our sync call,

Please note: Any request from business regarding account team tagging they should use CDS team as the only source for account team changes are there team.
For any critical job that requires immediate attention, Business needs to reach out to Talita  or any CDS team member so they can help expedite.
However, The prioritization should be reserved for exceptionally urgent cases to ensure  CDS address the most critical issues promptly.

CDS SLA to close cases created in CRM is 48 hours.

If business need to escalate a jobs or decision you can happily tell them to use this form
(https://www.internalfb.com/butterfly/form/412917391693555) Thanks

https://www.internalfb.com/butterfly/form/412917391693555

From <https://fb.workplace.com/chat/t/7829116713846780>

Hi @Talita Rosa de Oliveira , T199265486 , I have assigned to CDS Team. Thanks.

From <https://fb.workplace.com/chat/t/7829116713846780>
Can you inform the user to use this form https://www.internalfb.com/butterfly/form/412917391693555

From <https://fb.workplace.com/chat/t/7829116713846780>

T189353152
T189239220

Add the Tag   DMO regional query  and inform in the chat about the Task Number
40.00

## CPQ License

Hi Kellie, CPQ licenses have been assigned for partner users.

**Permission Set License Assignments**

| Action | Permission Set License Label |
|--------|------------------------------|
| Del | Salesforce CPQ AA License |
| Del | Salesforce CPQ License |

**Permission Set Label**

BMG- Salesforce CPQ Partner User

# ApprovalProcess

https://medium.com/@anala007/mastering-salesforce-approval-processes-object-model-7e006bd9f5b9
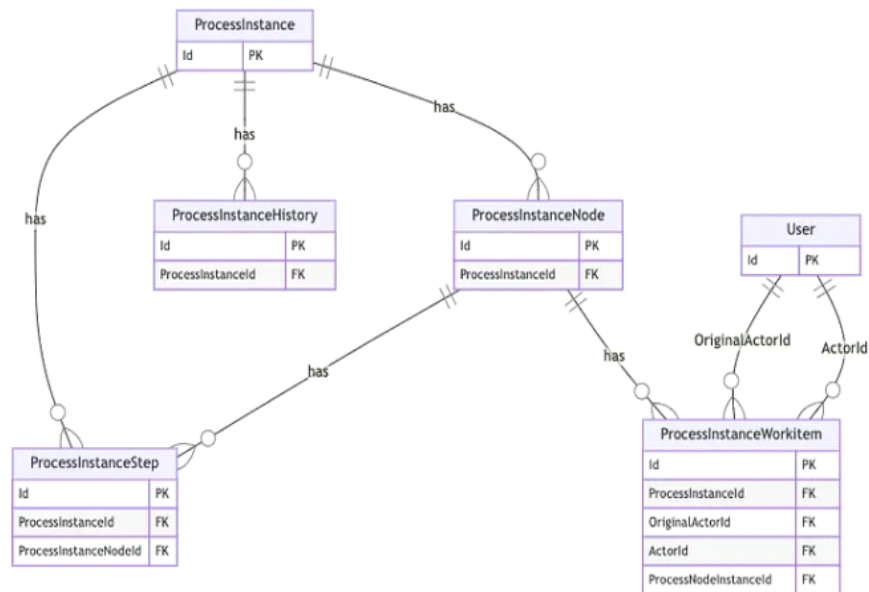
# PermissionSets

Monday, March 18, 2024     1:06 PM

BMG
permission to enable and login as partner for Business Messaging" to "Update Travis, Chris, and Emma's permission to enable and login as partner for Business Messaging

From <https://www.internalfb.com/tasks/my_tasks?t=221436687&full_pane=true>
WA Partner User Setup Permissions

From <https://fb.my.salesforce.com/0PS8V000000p7Ca?s=AppPermissions>

CPQ Access BMG Users
From User's screen, Team Tab to find out team members for the same role and then compare.

**Permission Set License Assignments**    Edit Assignments

| Action | Permission Set License Label | Date Assigned |
|---|---|---|
| Del | Salesforce CPQ AA License | 10/30/2024 |
| Del | Salesforce CPQ License | 10/30/2024 |

**Permission Set Assignments**

| Action | Permission Set Label |
|---|---|
| Del | ARVR Ship Request |
| Del | Salesforce CPQ User Custom |

CPQ license for partner user

**Permission Set Assignments**    Edit Assignments

| Action | Permission Set Label | Date Assigned |
|---|---|---|
| Del | BMG- Salesforce CPQ Partner User | 7/5/2023 |

**Permission Set Assignments: Activation Required**    Edit Assignments

No records to display

**Permission Set Group Assignments**    Edit Assignments

No records to display

**Permission Set License Assignments**    Edit Assignments

| Action | Permission Set License Label | Date Assigned |
|---|---|---|
| Del | Salesforce CPQ License | 7/5/2023 |

**TO FIND WHOHC PERMISSIONSET HAS EDIT ACCESS TO AN OBJECT**
SELECT Id, ParentId, SobjectType,  PermissionsEdit, PermissionsRead, Parent.Name
FROM objectPermissions where SobjectType ='Campaign' and Parent.IsOwnedByProfile = false
and PermissionsEdit=true

**SFMC**

**Find field permissions for an object in PS**
SELECT Id, ParentId, SobjectType, Field, PermissionsEdit, PermissionsRead, Parent.Name
FROM FieldPermissions
WHERE SobjectType = 'Campaign' and Parent.IsOwnedByProfile = false and Field in ('Campaign.Partner_Account__c','Campaign.Partner_Contact__c','
        Secondary_Partner_Account__c','WP_Partner_Program__c','Affiliated_Campaign_Link__c','Products__c','Marketing_Activity_L2
__c','Marketing_Activity_L3__c')
and PermissionsRead=true
ORDER BY SObjectType, Field

DMO_Elevated_Perm_set
Timba_Surveys
ARVR_Retail_Read_Access_to_FRL_Ent_Opps_and_FRL_ISV_Leads_for_DEs

SELECT  Parent.Name,ParentId,SObjectType, PermissionsRead, PermissionsCreate, PermissionsEdit, PermissionsDelete, PermissionsViewAllRecords,
PermissionsModifyAllRecords
FROM ObjectPermissions WHERE PermissionsRead = true and PermissionsEdit= false and PermissionsCreate=false and PermissionsViewAllRecords=false
AND SobjectType in ('Opportunity','Campaign')  order by Parent.Name

SELECT SObjectType, PermissionsRead, PermissionsCreate, PermissionsEdit, PermissionsDelete, PermissionsViewAllRecords, PermissionsModifyAllRecords
FROM ObjectPermissions WHERE Parent.Name = 'ARVR_Retail_Read_Access_to_FRL_Ent_Opps_and_FRL_ISV_Leads_for_DEs'

SELECT fields(all) FROM PermissionSet
where PermissionsEditReadonlyFields = true limit 200

PermissionsViewPublicReports,PermissionsManageReportsInPubFolder,PermissionsManageReportsInPubFolders,

SELECT fields(all) FROM PermissionSet
where PermissionsViewPublicReports= true and IsOwnedByProfile=false limit 200

SELECT SObjectType, PermissionsRead, PermissionsCreate, PermissionsEdit, PermissionsDelete, PermissionsViewAllRecords, PermissionsModifyAllRecords
FROM ObjectPermissions WHERE Parent.Name = 'DMO_Elevated_Perm_set'

SELECT PermissionsRead, Parent.Name,ParentId
FROM ObjectPermissions WHERE PermissionsRead = true
AND SobjectType = 'RCT_Application__c'  order by Parent.Name

SELECT PermissionsRead, Parent.Name,ParentId
FROM ObjectPermissions WHERE PermissionsRead = true
AND SobjectType = 'RCT_Offer__c'   order by Parent.Name

ProcessInstance  ApprovalProcess

SELECT Id,Actor.name,ActorId, ProcessInstance.Id,OriginalActorId,OriginalActor.name FROM ProcessInstanceWorkitem where
ProcessInstance.Id='04g8V00000BBfx2QAD'

SELECT Id FROM ProcessInstance WHERE TARGETOBJECTID = '0RB8V00000098BXWAY' ORDER BY CreatedDate DESC

From <https://fb.workplace.com/chat/t/61553197567063>

| ActorId | ProcessInstanceId | OriginalActorId |
|---|---|---|
| 0058V00000COZ2EQAX | 04g8V00000BBfx2QAD | 0058V00000COZ2EQAX |

# TimeSheet

Videos for MJT system to enter timesheet, approval and apply leaves https://teams.microsoft.com/l/meetup-join/19:meeting_OTIwMDNhN2MtNmQzOC00YmEwLThlN2EtOWUyNDRjMGM5Nzg3%40thread.v2/0?context=%7b%22Tid%22:%22189de737-c93a-4f5a-8b68-6f4ca9941912%22%2c%22Oid%22:%221b58193c-b706-4584-850d-d6e76dd49253%22%2c%22IsBroadcastMeeting%22:true%2c%22role%22:%22a%22%7d&btype=a&role=a

From <https://fb.workplace.com/chat/t/6874231202613212>

# Rhonda Tasks

### T216150491

From <https://www.internalfb.com/tasks/?t=216150491>

### T212686069

From <https://www.internalfb.com/tasks/?t=212686069>

### T206212156

From <https://www.internalfb.com/tasks/?t=206212156>

### T217211756

From <https://www.internalfb.com/tasks/?t=217211756>

### T216836491

From <https://www.internalfb.com/tasks/?t=216836491>