

Company wants to capture all the information about the customers who are facing some issue in the mobile device. From the type of issue, they want to automate the assignment of the issue ownership to the concern person. Apart from that company wants to escalate the issue to the higher authority when any delay happens.

→ The case is to be assigned to a specific person on the Case fields, say Subject.

→ The case is to be escalated to a specific person if solution not provided in 1 hour for High priority cases.

→ Please perform the following are the activities of the project using your Salesforce account to achieve the goal of the project

→ Project Roadmap Planning

→ Data model designing

→ Creating Assignment rules

→ Configure Assignment rules

→ Setting Auto Escalation Rule

Solution:

Creating a Case on Mobile Issue.

The screenshot shows the Salesforce 'New Case' form. The top navigation bar includes Home, Chatter, Accounts, Contacts, Cases (selected), Solutions, Reports, Dashboards, Teachers, Students, Products, Price Books, Leads, and a plus icon. The left sidebar has a 'Create New...' button and a 'Recent Items' list with entries like 'Vishal Kumar', 'Apple', 'Jain Thomas', and '00001027'. Below the sidebar is a 'Recycle Bin' button. The main form area is titled 'Case Edit' and 'New Case'. It has buttons for 'Save', 'Save & Close', 'Save & New', and 'Cancel'. The form is divided into three main sections: 'Case Information', 'Additional Information', and 'Description Information'. The 'Case Information' section includes fields for Case Owner (Navya Nanenkala), Contact Name, Account Name, Type, Case Reason, Status (New), Priority (Medium), and Case Origin. The 'Additional Information' section includes fields for Product, Potential Liability, Engineering Req Number, and SLA Violation. The 'Description Information' section includes fields for Subject, Description, and Internal Comments. The form has a 'Help for this Page' link in the top right corner.

Case Information and Problem Description are given. Click Save

Home Chatter Accounts Contacts **Cases** Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Create New...

Recent Items

- Vishal Kumar
- Apple
- Jain Thomas
- 00001027
- Email: Your Genwatt case number 00001027 has been recorded
- 00001028
- Email: Your Genwatt case number 00001028 has been recorded
- Harika Nanenkala
- ABCD
- 00001026

Recycle Bin

Case Edit

New Case

Help for this Page ?

Case Edit Save Save & Close Save & New Cancel

Case Information ! = Required Information

Case Owner: Navya Nanenkala Status: New

Contact Name: Vishal Kumar Priority: High

Account Name: Apple Case Origin: Phone

Type: --None--

Case Reason: Breakdown

Additional Information

Product: --None-- Engineering Req Number:

Potential Liability: --None-- SLA Violation: --None--

Description Information

Subject: Mobile Problem

Description: Mobile is not working properly and not able to open the apps.

Internal Comments:

Optional

☐ Assign using active assignment rules

☐ Send notification email to contact

Details of the Case. Case is created.

Home Chatter Accounts Contacts **Cases** Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Customer: Vishal Kumar, Apple

Case Number: 00001029 Created Date: 5/23/2019 4:14 PM

Mobile Problem

Mobile is not working properly and not able to open the apps.

Status: New Priority: High Case Owner: Navya Nanenkala

Feed Details

Case Detail Edit Delete Close Case Clone

Case Owner: Navya Nanenkala (Owner)

Case Number: 00001029

Contact Name: Vishal Kumar

Account Name: Apple

Type:

Case Reason: Breakdown

Date/Time Opened: 5/23/2019 4:14 PM

Product:

Potential Liability:

Created By: Navya Nanenkala, 5/23/2019 4:14 PM

Subject: Mobile Problem

Description: Mobile is not working properly and not able to open the apps.

Custom Links: Up-sell / Cross-sell Opportunity

Status: New Priority: High

Contact Phone:

Contact Email:

Case Origin: Phone

Date/Time Closed:

Engineering Req Number:

SLA Violation:

Last Modified By: Navya Nanenkala, 5/23/2019 4:14 PM

Solutions View Suggested Solutions or Find Solution Solutions Help ?

No Solutions Attached

Open Activities New Task New Event Open Activities Help ?

No records to display

Activity History Log a Call Mail Merge Send an Email Activity History Help ?

No records to display

Assignment Rules

Goto Setup → Customize → Cases → Cases Assignment Rules → Click New

Home Chatter Accounts Contacts Cases Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Quick Find / Search... Expand All | Collapse All

Lightning Experience Transition Assistant
Move to the new, more productive Salesforce.
Get Started

Salesforce Mobile Quick Start

Edit Mobile Assign Help for this Page

After you create your rule, select it from the assignment rules list and add rule entries.

Save Cancel

Rule Name Mobile Assign

Active

Save Cancel

= Required Information

Click Save
Below Rule Entries → Click New

Home Chatter Accounts Contacts Cases Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Quick Find / Search... Expand All | Collapse All

Lightning Experience Transition Assistant
Move to the new, more productive Salesforce.
Get Started

Case Assignment Rule Mobile Assign Help for this Page

Add rule entries that specify the criteria used to route cases. You can reorder rule entries on this page after you create them.

Rule Detail Edit

Rule Name	Mobile Assign	Active	✓
Created By	Navya Nanenkala, 5/23/2019 3:15 PM	Modified By	Navya Nanenkala, 5/23/2019 4:26 PM

Edit

Rule Entries New Reorder

Create A Rule Entry for Mobile Assign

Quick Find / Search... 

Expand All | Collapse All



Lightning Experience Transition Assistant

Move to the new, more productive Salesforce.

Get Started

Salesforce Mobile Quick Start

Home

Administer

- Manage Users
- Manage Apps
- Manage Territories
- Company Profile
- Data Classification
- Security Controls
- Domain Management
- Communication Templates
- Translation Workbench
- Data Management
- Mobile Administration
- Desktop Administration

Rule Entry Edit


Mobile Assign

[Help for this Page](#) 

Enter the rule entry

Save Cancel

Step 1: Set the order in which this rule entry will be processed

 = Required Information

Sort Order  1



Step 2: Select the criteria for this rule entry

Run this rule if the criteria are met  :


Field	Operator	Value	
Case: Subject	contains	Mobile	AND
--None--	--None--		AND
--None--	--None--		AND
--None--	--None--		AND
--None--	--None--		AND

[Add Filter Logic...](#)

Step 3: Select the user or queue to assign the case to

User  Raghavender Kandi 

Email Template

Assignment Notification 

☐ Do Not Reassign Owner

Step 4: Optionally, select predefined case teams to add to the case

Predefined Case Teams

Mobile Assignment Rule is created.

The screenshot displays the Salesforce Lightning Experience interface. The top navigation bar includes Home, Chatter, Accounts, Contacts, Cases, Solutions, Reports, Dashboards, Teachers, Students, Products, Price Books, Leads, and a plus icon. A search bar is located on the left. The left sidebar contains a 'Lightning Experience Transition Assistant' with a 'Get Started' button and a 'Salesforce Mobile Quick Start' section. The main content area is titled 'Case Assignment Rule Mobile Assign'. It includes a description: 'Add rule entries that specify the criteria used to route cases. You can reorder rule entries on this page after you create them.' Below this is the 'Rule Detail' section, which shows the Rule Name as 'Mobile Assign', Active status as checked, Created By as 'Navya Nanenkala, 5/23/2019 3:15 PM', and Modified By as 'Navya Nanenkala, 5/23/2019 4:26 PM'. The 'Rule Entries' section contains a table with one entry:

Action	Order	Criteria	Assign To	Email
Edit Del	1	Case: Subject CONTAINS Mobile	Raghavender Kandi	<input checked="" type="checkbox"/>

Click on Cases tab Open the Mobile Problem Case and Edit

The screenshot displays the Salesforce Lightning Experience interface with the 'Cases' tab selected. The main content area shows the details of a case titled 'Mobile Problem'. The case number is 00001029, created on 5/23/2019 at 4:14 PM. The status is 'New', priority is 'High', and the case owner is 'Navya Nanenkala'. The description is 'Mobile is not working properly and not able to open the apps.' The 'Case Detail' section includes fields for Case Owner, Case Number, Contact Name, Account Name, Type, Case Reason, Date/Time Opened, Product, Potential Liability, Created By, Subject, Description, and Custom Links. The 'Edit' button is highlighted with a red circle. Below the case details is the 'Solutions' section, which shows 'No Solutions Attached'. At the bottom is the 'Open Activities' section, which shows 'No records to display'.

Select the checkbox below Optional Assign using active assignment rule. Click Save

[Home](#) [Chatter](#) [Accounts](#) [Contacts](#) **Cases** [Solutions](#) [Reports](#) [Dashboards](#) [Teachers](#) [Students](#) [Products](#) [Price Books](#) [Leads](#) [+](#)

Create New...

00001029

Vishal Kumar

00001027

Apple

Jain Thomas

Email: Your Genwatt case number 00001027 has been recorded

00001028

Email: Your Genwatt case number 00001028 has been recorded

Harika Nanenkala

ABCD

Recycle Bin

Case Edit

00001029

Help for this Page

Case Edit

Save Save & Close Save & New Cancel

Case Information

= Required Information

Case Owner

Navya Nanenkala

Status

New

Case Number

00001029

Priority

High

Contact Name

Vishal Kumar

Case Origin

Phone

Account Name

Apple

Type

--None--

Case Reason

Breakdown

Additional Information

Product

--None--

Engineering Req Number

Potential Liability

--None--

SLA Violation

--None--

Description Information

Subject

Mobile Problem

Description

Mobile is not working properly and not able to open the apps.

Internal Comments

Optional

☒ Assign using active assignment rules

☒ Send notification email to contact

Save Save & Close Save & New Cancel

Assignment Rule Worked. We can check below screenshot.

The screenshot displays a CRM interface with a top navigation bar including Home, Chatter, Accounts, Contacts, Cases, Solutions, Reports, Dashboards, Teachers, Students, Products, Price Books, and Leads. The left sidebar shows a customer profile for Vishal Kumar (Apple) and a feed filter menu with options like All Updates, Call Logs, Case Notes, Status Changes, and Tasks and Events.

The main content area shows a case record for "Mobile Problem" (Case Number: 00001029, Created Date: 5/23/2019 4:14 PM). The case description states: "Mobile is not working properly and not able to open the apps." The case owner is listed as Raghavender Kandi.

The "All Updates for this case" section shows a recent update: "Navya Nanenkala changed Case Owner (using assignment rule) from Navya Nanenkala to Raghavender Kandi." This update is circled in red. Below this, it shows "Navya Nanenkala sent an email." with the email content:

To: email2kandi@gmail.com Subject: Your Genwatt case number 00001029 has been recorded
Dear Vishal,

Thank you for contacting us with your inquiry.

Your reference # for this case is: 00001029 The subject of your case is: "Mobile Problem"

We look forward to speaking with you soon.

navyachandana@gmail.com
ITU
[Show Less](#)
[View Email](#)

On the right side, there are sections for Followers (No followers), Topics (Add Topics), and Custom Links (Up-sell / Cross-sell Opportunity).

Customer
Vishal Kumar
Apple

Case Number 00001029 Created Date 5/23/2019 4:14 PM

Status New
Priority High
Case Owner Raghavender Kandi

Mobile Problem

Mobile is not working properly and not able to open the apps.

Feed

Details

Case Detail

Edit Delete Close Case Clone



Case Owner	Raghavender Kandi (Change)	Status	New
Case Number	00001029	Priority	High
Contact Name	Vishal Kumar	Contact Phone	
Account Name	Apple	Contact Email	email2kandi@gmail.com
Type		Case Origin	Phone
Case Reason	Breakdown		
Date/Time Opened	5/23/2019 4:14 PM	Date/Time Closed	
Product		Engineering Req Number	
Potential Liability		SLA Violation	
Created By	Navya Nanenkala, 5/23/2019 4:14 PM	Last Modified By	Navya Nanenkala, 5/23/2019 4:35 PM
Subject	Mobile Problem		
Description	Mobile is not working properly and not able to open the apps.		
Custom Links	Up-sell / Cross-sell Opportunity		

Edit Delete Close Case Clone



Solutions

View Suggested Solutions or Find Solution

Solutions Help ?

No Solutions Attached

Open Activities

New Task New Event

Open Activities Help ?

No records to display

Activity History

Log a Call Mail Merge Send an Email View All

Activity History Help ?

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit Del	Email: Your Genwatt case number 00001029 has been recorded	Vishal Kumar	✓	5/23/2019	Navya Nanenkala	5/23/2019 4:35 PM

Case Comments

New

Case Comments Help ?

No records to display

Run script "void(0)"

Home Chatter Accounts Contacts **Cases** Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Customer: Vishal Kumar, Apple
 Case Number: 00001029, Created Date: 5/23/2019 4:14 PM, Status: New, Priority: High, Case Owner: Raghavender Kandl
 Mobile Problem: Mobile is not working properly and not able to open the apps.

RELATED LISTS: Solutions (0), Open Activities (0), Activity History (1), Case Comments (0), Attachments (0), Case History (2)

Case Detail [Edit] [Delete] [Close Case] [Clone]

Case Owner	Raghavender Kandl (Change)	Status	New
Case Number	00001029	Priority	High
Contact Name	Vishal Kumar	Contact Phone	
Account Name	Apple	Contact Email	email2kandi@gmail.com
Type		Case Origin	Phone
Case Reason	Breakdown		
Date/Time Opened	5/23/2019 4:14 PM	Date/Time Closed	
Product		Engineering Req Number	
Potential Liability		SLA Violation	
Created By	Navya Nanenkala, 5/23/2019 4:14 PM	Last Modified By	Navya Nanenkala, 5/23/2019 4:35 PM
Subject	Mobile Problem		
Description	Mobile is not working properly and not able to open the apps.		
Custom Links	Up-sell / Cross-sell Opportunity		

[Edit] [Delete] [Close Case] [Clone]

Solutions [View Suggested Solutions] or [Find Solution] [Solutions Help]

No Solutions Attached

Open Activities [New Task] [New Event] [Open Activities Help]

No records to display

Activity History [Log a Call] [Mail Merge] [Send an Email] [View All] [Activity History Help]

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
[Edit] [Del]	Email: Your Genwait case number 00001029 has been recorded	Vishal Kumar	✓	5/23/2019	Navya Nanenkala	5/23/2019 4:35 PM

Case Comments [New] [Case Comments Help]

No records to display

Attachments [Attach File] [Attachments Help]

No records to display

Case History [Case History Help]

Date	User	Action
5/23/2019 4:35 PM	Navya Nanenkala	Changed Owner (Assignment) from Navya Nanenkala to Raghavender Kandl.
5/23/2019 4:14 PM	Navya Nanenkala	Created.

- Back To Top Always show me more records per related list

Escalation Rule.

Created Escalation Rule. Click on New Rule Entries.

Home Chatter Accounts Contacts Cases **Solutions** Reports Dashboards Teachers Students Products Price Books Leads +

Quick Find / Search... [Expand All] [Collapse All]

Lightning Experience Transition Assistant
 Move to the new, more productive Salesforce.
 Get Started

Case Escalation Rule [Help for this Page]

Mobile Escalation

Add rule entries that specify the criteria used to escalate cases. You can reorder rule entries on this page after you create them.

Rule Detail [Edit]

Rule Name	Mobile Escalation	Active	✓
Created By	Navya Nanenkala, 5/23/2019 3:28 PM	Modified By	Navya Nanenkala, 5/23/2019 3:53 PM


[Edit]

Rule Entries [New] [Reorder] [Rule Entries Help]

Escalation Rules

Quick Find / Search...

Expand All | Collapse All


Lightning Experience
Transition Assistant
Move to the new, more productive
Salesforce.
[Get Started](#)

Salesforce Mobile Quick Start

Home

Administer

- Manage Users
- Manage Apps
- Manage Territories
- Company Profile
- Data Classification
- Security Controls
- Domain Management
- Communication Templates
- Translation Workbench
- Data Management
- Mobile Administration
- Desktop Administration
- Outlook Integration and Sync
- Gmail Integration and Sync
- Email Administration
- Google Apps
- Data.com Administration

Rule Entry Edit

Mobile Escalation

Help for this Page

Enter the rule entry

Save Save & New Cancel

Step 1: Set the order in which this rule entry will be processed

= Required Information

Sort Order 1

Step 2: Select the criteria for this rule entry

Run this rule if the criteria are met

Field	Operator	Value	
--None--	--None--		AND
--None--	--None--		AND
--None--	--None--		AND
--None--	--None--		AND
Field 3	--None--		
--None--	--None--		

Add Filter Logic...

Step 3: Specify the business hours criteria for this escalation rule

☐ Ignore business hours

☒ Use business hours specified on the case

☐ Set business hours

Step 4: Specify how escalation times are set

☒ When case is created

☐ When the case is created, and disable after case is first modified

☐ Based on last modification time

Save Save & New Cancel

Case having Priority is High.

Home Chatter Accounts Contacts Cases Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Quick Find / Search... ?

Expand All | Collapse All

Lightning Experience Transition Assistant
Move to the new, more productive Salesforce.
Get Started

Salesforce Mobile Quick Start

Home

Administer

- Manage Users
- Manage Apps
- Manage Territories
- Company Profile
- Data Classification
- Security Controls
- Domain Management
- Communication Templates
- Translation Workbench
- Data Management
- Mobile Administration
- Desktop Administration
- Outlook Integration and Sync
- Gmail Integration and Sync
- Email Administration
- Google Apps

Rule Entry Edit
Mobile Escalation

Help for this Page ?

Enter the rule entry [Save] [Cancel]

Step 1: Set the order in which this rule entry will be processed

Sort Order 1 1

Step 2: Select the criteria for this rule entry

Run this rule if the criteria are met

Field	Operator	Value	
Case: Priority	equals	High	AND
--None--	--None--		AND
--None--	--None--		AND
--None--	--None--		AND

Add Filter Logic...

Step 3: Specify the business hours criteria for this escalation rule

☐ Ignore business hours
☒ Use business hours specified on the case
☐ Set business hours

Step 4: Specify how escalation times are set

☒ When case is created
☐ When the case is created, and disable after case is first modified
☐ Based on last modification time

[Save] [Cancel]

Click Save. Now we need to create Escalation Actions. Click New

Home Chatter Accounts Contacts Cases Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Quick Find / Search... ?

Expand All | Collapse All

Lightning Experience Transition Assistant
Move to the new, more productive Salesforce.
Get Started

Salesforce Mobile Quick Start

Home

Rule Entry Edit
Mobile Escalation

Help for this Page ?

Edit this rule entries' details or add a new action to take when this entries' details and criteria is met.

Enter the rule entry [Edit] [Cancel]

Rule Name	Mobile Escalation
Order	1
Rule Criteria	Case: Priority EQUALS High
Business Hours Settings	Use business hours specified on the case
How escalation times are set	When case is created

[Edit] [Cancel]

Escalation Actions [New]

Escalation Actions Help ?

Time 1 hour. And re-assign cases to higher head.

Home Chatter Accounts Contacts Cases Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Quick Find / Search... ?

Expand All | Collapse All

Lightning Experience Transition Assistant
Move to the new, more productive Salesforce.
[Get Started](#)

Salesforce Mobile Quick Start

Home

Administer

- Manage Users
- Manage Apps
- Manage Territories
- Company Profile
- Data Classification
- Security Controls
- Domain Management
- Communication Templates

Escalation Action Edit

Save Cancel

Escalation Action Edit ⓘ = Required Information

Specify the time criteria for this rule

Age Over ⓘ 1 0 minutes

Choose one or more of the following actions:

Auto-reassign cases

User ⓘ Raghavender Kandi ⓘ Notification Template ⓘ Support: Escalated Case ⓘ

Notify users

Notify This User ⓘ Notification Template ⓘ

Notify Case Owner ☐

You can enter up to five (5) email addresses to be notified. Please put each address on its own line.

Additional Emails

Save Cancel

Home Chatter Accounts Contacts Cases Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Quick Find / Search... ?

Expand All | Collapse All

Lightning Experience Transition Assistant
Move to the new, more productive Salesforce.
[Get Started](#)

Salesforce Mobile Quick Start

Home

Administer

- Manage Users
- Manage Apps

Rule Entry Edit

Mobile Escalation

Edit this rule entries' details or add a new action to take when this entries' details and criteria is met.

Enter the rule entry Edit Cancel

Rule Name ⓘ Mobile Escalation

Order ⓘ 1

Rule Criteria ⓘ Case: Priority EQUALS High

Business Hours Settings ⓘ Use business hours specified on the case

How escalation times are set ⓘ When case is created

Edit Cancel

Escalation Actions New

Escalation Actions Help ⓘ

Action	Escalate At	Assign To	Email	Notify	Template
Edit Del	1 Hour and 0 Minutes	Raghavender Kandi	<input type="checkbox"/>	<input type="checkbox"/>	

Home Chatter Accounts Contacts Cases Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Quick Find / Search... ?

Expand All | Collapse All

Lightning Experience Transition Assistant
Move to the new, more productive Salesforce
[Get Started](#)

Salesforce Mobile Quick Start

Home

Administer

Manana Heare

Case Escalation Rule
Mobile Escalation [Help for this Page](#) ?

Add rule entries that specify the criteria used to escalate cases. You can reorder rule entries on this page after you create them.

Rule Detail [Edit](#)

Rule Name	Mobile Escalation	Active	✓
Created By	Navya Nanenkala, 5/23/2019 3:28 PM	Modified By	Navya Nanenkala, 5/23/2019 4:44 PM

[Edit](#)

Rule Entries [New](#) [Reorder](#) [Rule Entries Help](#) ?

Action	Order	Criteria
Edit Del	1	Case: Priority EQUALS High

Goto the record. And Edit it.

Home Chatter Accounts Contacts **Cases** Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Customer
Vishal Kumar
Apple

Case Number 00001029 Created Date 5/23/2019 4:14 PM

Mobile Problem

Mobile is not working properly and not able to open the apps.

Status New
Priority High
Case Owner [Raghavender Kandl](#)

RELATED LISTS
Solutions (0)
Open Activities (0)
Activity History (1)
Case Comments (0)
Attachments (0)
Case History (2)

Feed Details

Case Detail [Edit](#) [Delete](#) [Close Case](#) [Clone](#) [Solutions Help](#) ?

Case Owner	Raghavender Kandl Change	Status	New
Case Number	00001029	Priority	High
Contact Name	Vishal Kumar	Contact Phone	
Account Name	Apple	Contact Email	email2kandi@gmail.com
Type		Case Origin	Phone
Case Reason	Breakdown		
Date/Time Opened	5/23/2019 4:14 PM	Date/Time Closed	
Product		Engineering Req Number	
Potential Liability		SLA Violation	
Created By	Navya Nanenkala, 5/23/2019 4:14 PM	Last Modified By	Navya Nanenkala, 5/23/2019 4:35 PM
Subject	Mobile Problem		
Description	Mobile is not working properly and not able to open the apps.		
Custom Links	Up-sell / Cross-sell Opportunity		

[Edit](#) [Delete](#) [Close Case](#) [Clone](#)

Solutions [View Suggested Solutions](#) or [Find Solution](#) [Solutions Help](#) ?

No Solutions Attached

Open Activities [New Task](#) [New Event](#) [Open Activities Help](#) ?

No records to display

Select the below check boxes.

Home Chatter Accounts Contacts **Cases** Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Create New... Case Edit 00001029 Help for this Page

Recent Items

- 00001029 Vishal Kumar
- Email: Your Genwatt case number 00001029 has been recorded
- 00001027 Apple
- Jain Thomas
- Email: Your Genwatt case number 00001027 has been recorded
- 00001028
- Email: Your Genwatt case number 00001028 has been recorded
- Harika Nanankala

Recycle Bin

Case Edit Save Save & Close Save & New Cancel

Case Information = Required Information

Case Owner: Raghavender Kandi Status: New
Case Number: 00001029 Priority: High
Contact Name: Vishal Kumar Case Origin: Phone
Account Name: Apple
Type: --None--
Case Reason: Breakdown

Additional Information

Product: --None-- Engineering Req Number:
Potential Liability: --None-- SLA Violation: --None--

Description Information

Subject: Mobile Problem
Description: Mobile is not working properly and not able to open the apps.
Internal Comments:

Optional

☐ Assign using active assignment rules
☐ Send notification email to contact

Save Save & Close Save & New Cancel

Home Chatter Accounts Contacts **Cases** Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Create New... Case Edit 00001029 Help for this Page

Recent Items

- 00001029 Vishal Kumar
- Email: Your Genwatt case number 00001029 has been recorded
- 00001027 Apple
- Jain Thomas
- Email: Your Genwatt case number 00001027 has been recorded
- 00001028
- Email: Your Genwatt case number 00001028 has been recorded
- Harika Nanankala

Recycle Bin

Case Edit Save Save & Close Save & New Cancel

Case Information = Required Information

Case Owner: Raghavender Kandi Status: New
Case Number: 00001029 Priority: High
Contact Name: Vishal Kumar Case Origin: Phone
Account Name: Apple
Type: --None--
Case Reason: Breakdown

Additional Information

Product: --None-- Engineering Req Number:
Potential Liability: --None-- SLA Violation: --None--

Description Information

Subject: Mobile Problem
Description: Mobile is not working properly and not able to open the apps.
Internal Comments:

Optional

☒ Assign using active assignment rules
☒ Send notification email to contact

Save Save & Close Save & New Cancel

Case: 00001029 ~ Salesforce ~ Dev...Case: 00001029 ~ Salesforce ~ Dev...Case Escalation Rule: Mobile Esc...Set Up Escalation RulesLinkedin: Log in or Sign Up

Customer
Vishal Kumar
Apple

RELATED LISTS
Solutions (0)
Open Activities (0)
Activity History (2)
Case Comments (0)
Attachments (0)
Case History (2)

Case Number 00001029Created Date 5/23/2019 4:14 PM

Mobile Problem

Mobile is not working properly and not able to open the apps.

Status New
Priority High
Case Owner Raghavender Kandi

FeedDetails

Case Detail

EditDeleteClose CaseClone

Case OwnerRaghavender Kandi [Change]

Case Number00001029

Contact NameVishal Kumar

Account NameApple

Type

Case ReasonBreakdown

Date/Time Opened5/23/2019 4:14 PM

Product

Potential Liability

Created ByNavya Nanenkala, 5/23/2019 4:14 PM

SubjectMobile Problem

DescriptionMobile is not working properly and not able to open the apps.

Custom LinksUp-sell / Cross-sell Opportunity

StatusNew

PriorityHigh

Contact Phone

Contact Emailemail2kandi@gmail.com

Case OriginPhone

Date/Time Closed

Engineering Req Number

SLA Violation

Last Modified ByNavya Nanenkala, 5/23/2019 4:56 PM

New Case CommentsDeleteClose CaseClone

Solutions

View Suggested Solutions orFind SolutionSolutions Help ?

No Solutions Attached

New TaskNew EventOpen Activities Help ?

Open Activities

No records to display

Log a CallMail MergeSend an EmailView AllActivity History Help ?

Activity History

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit Del	Email: Your Genwatt case number 00001029 has been recorded	Vishal Kumar	✓	5/23/2019	Navya Nanenkala	5/23/2019 4:56 PM
Edit Del	Email: Your Genwatt case number 00001029 has been recorded	Vishal Kumar	✓	5/23/2019	Navya Nanenkala	5/23/2019 4:35 PM

Case Comments

Home Chatter Accounts Contacts **Cases** Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Customer
Vishal Kumar
Apple

Case Number 00001029 Created Date 5/23/2019 4:14 PM

Status New
Priority High
Case Owner Raghavender Kandl

Mobile Problem

Mobile is not working properly and not able to open the apps.

Feed Details

Post Log a Call Change Status File Link Poll

Click here to expand the Post action.

+ Follow

All Updates for this case

Sort By Latest Posts

Navya Nanenkala sent an email.

To: email2kandi@gmail.com Subject: Your Genwatt case number 00001029 has been recorded
Dear Vishal,

Thank you for contacting us with your inquiry.

Your reference # for this case is: 00001029 The subject of your case is: "Mobile Problem"

We look forward to speaking with you soon.

navyachandana@gmail.com
ITU
[Show Less](#)
[View Email](#)

Followers
No followers.

Topics
[Add Topics](#)

Custom Links
[Up-sell / Cross-sell Opportunity](#)

After 1 hour the case is escalated.

Cases: Home ~ Salesforce - Dev... Case: 00001029 ~ Salesforce - Dev... Case Escalation Rule: Mobile Esc... Set Up Escalation Rules LinkedIn: Log In or Sign Up

salesforce Search... Switch to Lightning Experience Navya Nanenkala Setup Help Service

Home Chatter Accounts Contacts **Cases** Solutions Reports Dashboards Teachers Students Products Price Books Leads +

Create New...

Recent Items

- 00001029
- Vishal Kumar
- Email: Your Genwatt case number 00001029 has been recorded
- Email: Your Genwatt case

Cases Home

View: All Open Cases Go! Edit | Create New View

Recent Cases

Case Number	Subject	Date/Time Opened	Priority
00001029	Mobile Problem	5/23/2019 4:14 PM	High

HomeChatterAccountsContactsCasesSolutionsReportsDashboardsTeachersStudentsProductsPrice BooksLeads+

Customer
Vishal Kumar
Apple

Case Number 00001029Created Date 5/23/2019 4:14 PM

Mobile Problem

Mobile is not working properly and not able to open the apps.

Status Escalated
Priority High
Case Owner Raghavender Kandi

RELATED LISTS

Solutions (0)

Open Activities (0)

Activity History (2)

Case Comments (0)

Attachments (0)

Case History (4)

FeedDetails

Case Detail

EditDeleteClose CaseClone

Case Owner Raghavender Kandi [Change]

Case Number 00001029

Contact Name Vishal Kumar

Account Name Apple

Type

Case Reason Breakdown

Date/Time Opened 5/23/2019 4:14 PM

Product

Potential Liability

Created By Navya Nanenkala, 5/23/2019 4:14 PM

Subject Mobile Problem

Description Mobile is not working properly and not able to open the apps.

Custom Links Up-sell / Cross-sell Opportunity

Status Escalated
Priority High

Contact Phone

Contact Email email2kandi@gmail.com

Case Origin Phone

Date/Time Closed

Engineering Req Number

SLA Violation

Last Modified By Navya Nanenkala, 5/23/2019 5:19 PM

EditDeleteClose CaseClone

Solutions

View Suggested Solutions or Find Solution

Solutions Help ?

No Solutions Attached

RELATED LISTS
Solutions (0)
Open Activities (0)
Activity History (2)
Case Comments (0)
Attachments (0)
Case History (4)

FeedDetails

Case Detail

EditDeleteClose CaseClone

Case Owner	Raghavender Kandl (Change)	Status	Escalated
Case Number	00001029	Priority	High
Contact Name	Vishal Kumar	Contact Phone	
Account Name	Apple	Contact Email	email2kand@gmail.com
Type		Case Origin	Phone
Case Reason	Breakdown		
Date/Time Opened	5/23/2019 4:14 PM	Date/Time Closed	
Product		Engineering Req Number	
Potential Liability		SLA Violation	
Created By	Navya Nanenkala, 5/23/2019 4:14 PM	Last Modified By	Navya Nanenkala, 5/23/2019 5:19 PM
Subject	Mobile Problem		
Description	Mobile is not working properly and not able to open the apps.		
Custom Links	Up-sell / Cross-sell Opportunity		

EditDeleteClose CaseClone

Solutions

View Suggested SolutionsorFind Solution

Solutions Help

No Solutions Attached

Open Activities

New TaskNew Event

Open Activities Help

No records to display

Activity History

Log a CallMail MergeSend an EmailView All

Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
Edit Del	Email: Your Genwatt case number 00001029 has been recorded	Vishal Kumar	✓	5/23/2019	Navya Nanenkala	5/23/2019 4:56 PM
Edit Del	Email: Your Genwatt case number 00001029 has been recorded	Vishal Kumar	✓	5/23/2019	Navya Nanenkala	5/23/2019 4:35 PM

Case Comments

New

Case Comments Help

No records to display

Attachments

Attach File

Attachments Help

No records to display

Case History

Case History Help

Date	User	Action
5/23/2019 5:19 PM	Navya Nanenkala	Changed Status from New to Escalated.
5/23/2019 5:15 PM	Navya Nanenkala	Changed Escalated from false to true.
5/23/2019 4:35 PM	Navya Nanenkala	Changed Owner (Assignment) from Navya Nanenkala to Raghavender Kandl.
5/23/2019 4:14 PM	Navya Nanenkala	Created.

Goto email regarding escalation.

The following case has been auto-assigned to your team. The case needs to be resolved within our standard service levels.

Company: Apple

Contact: Vishal Kumar

Subject: Mobile Problem

Description: Mobile is not working properly and not able to open the apps.