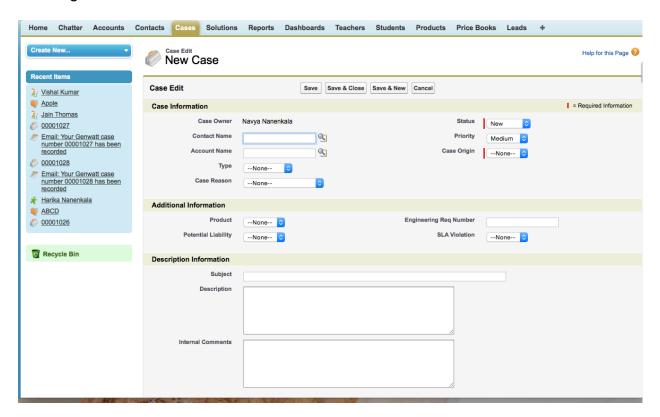
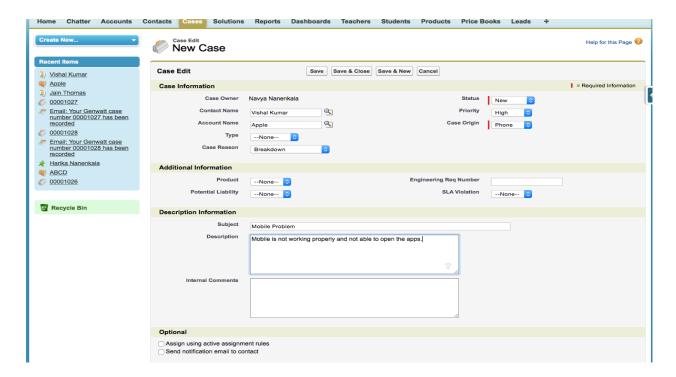
Company wants to capture all the information about the customers who are facing some issue in the mobile device. From the type of issue, they want to automate the assignment of the issue ownership to the concern person. Apart from that company wants to escalate the issue to the higher authority when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

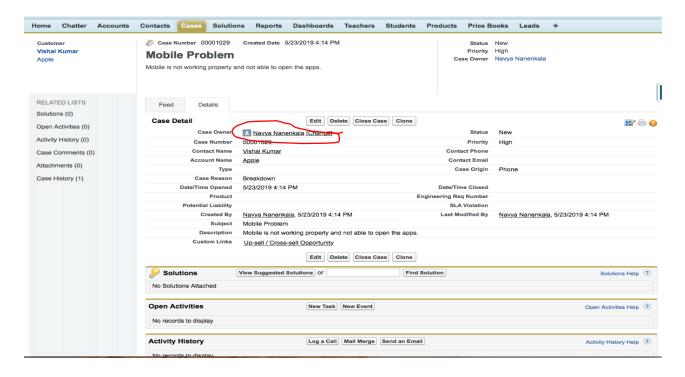
Creating a Case on Mobile Issue.



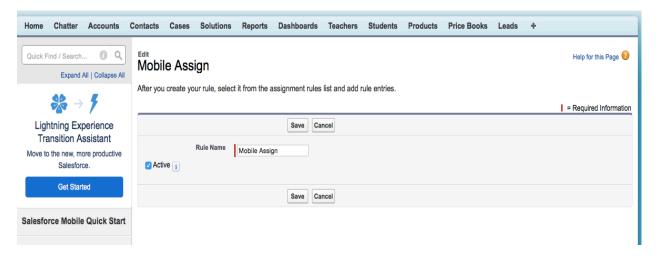
Case Information and Problem Description are given. Click Save



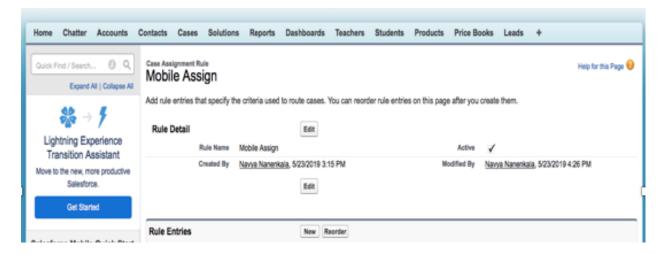
Details of the Case. Case is created.



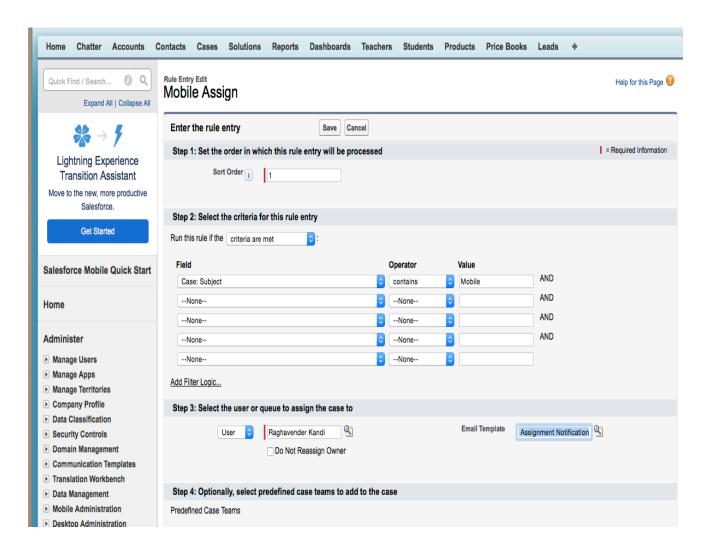
## Goto Setup → Customize → Cases → Cases Assignment Rules → Click New



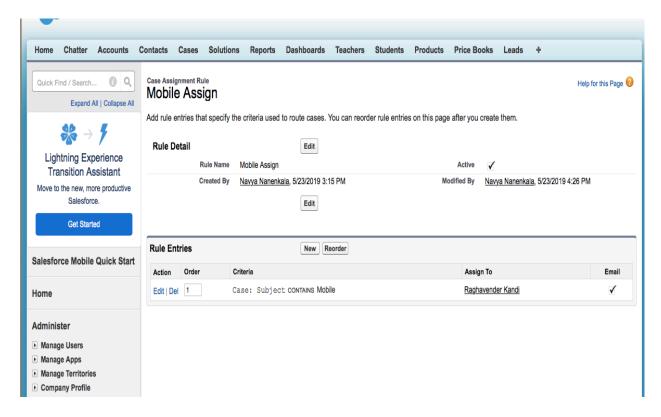
Click Save Below Rule Enteries → Click New



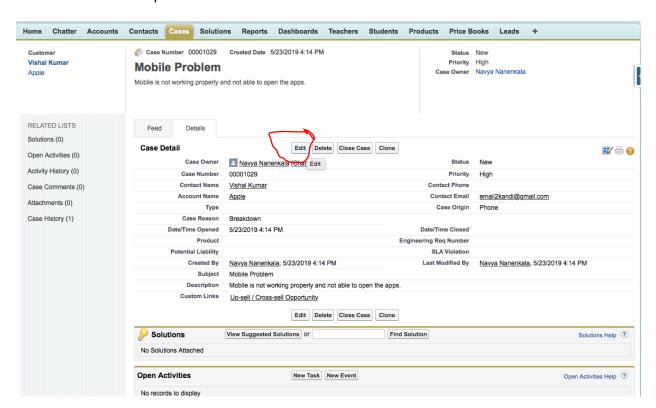
Create A Rule Entry for Mobile Assign



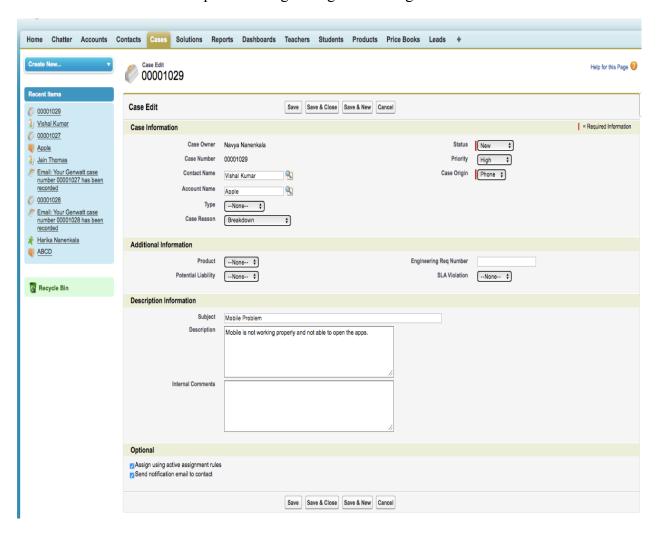
### Mobile Assignment Rule is created.



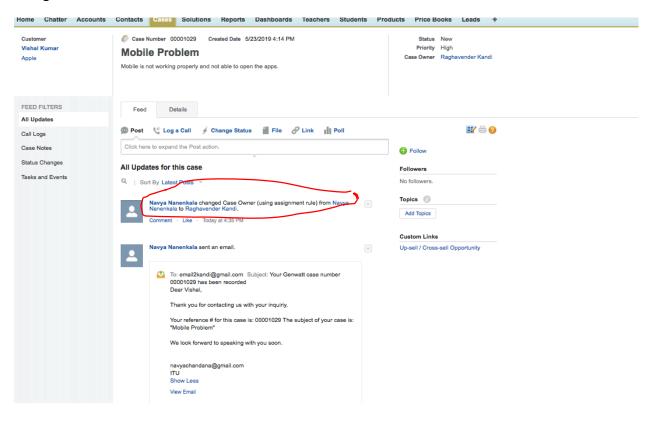
### Click on Cases tab Open the Mobile Problem Case and Edit

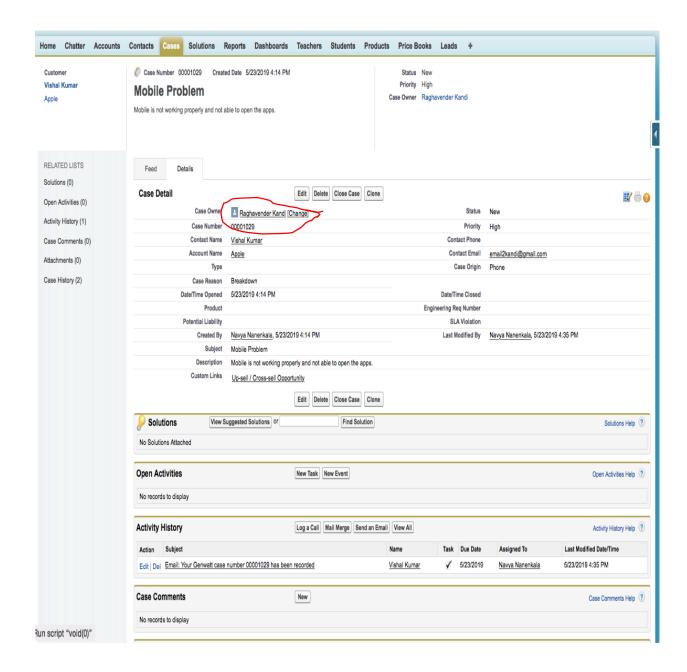


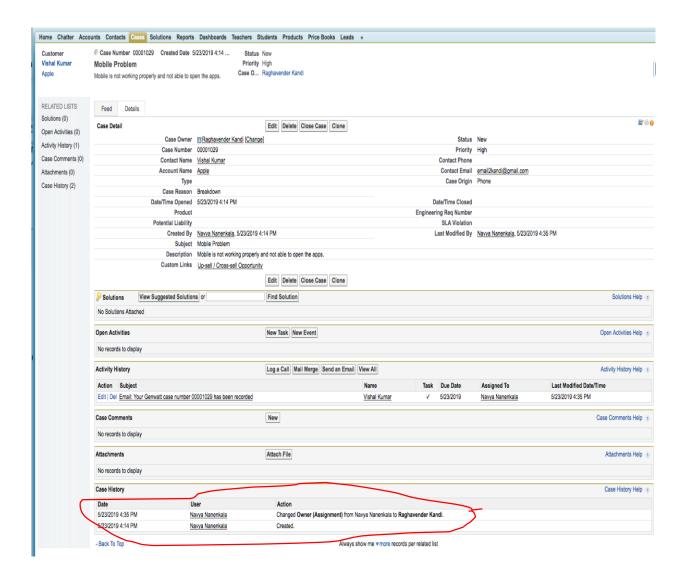
Select the checkbox below Optional Assign using active assignment rule. Click Save



# Assignment Rule Worked. We can check below screenshot.

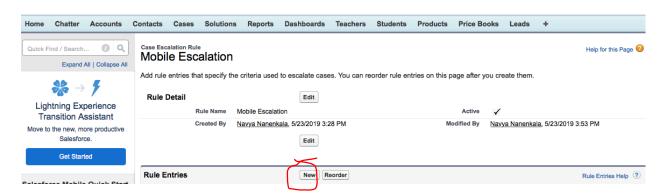


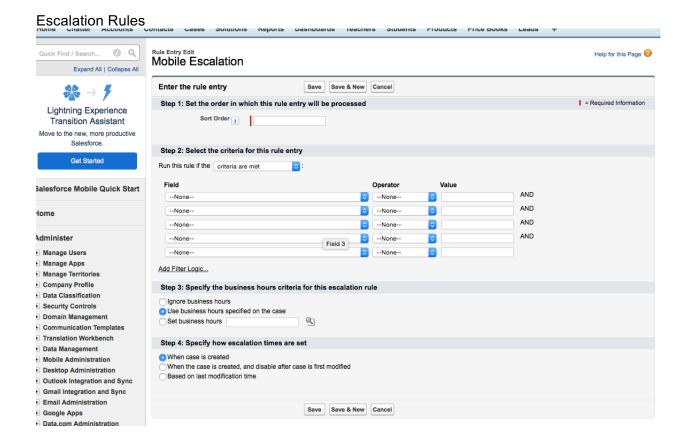




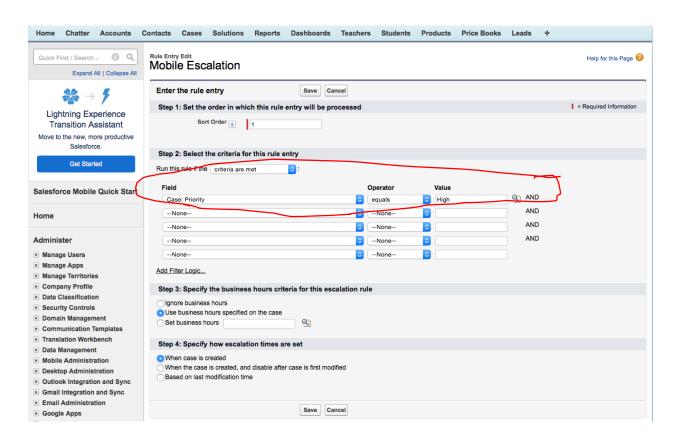
#### Escalation Rule.

## Created Escalation Rule. Click on New Rule Entries.

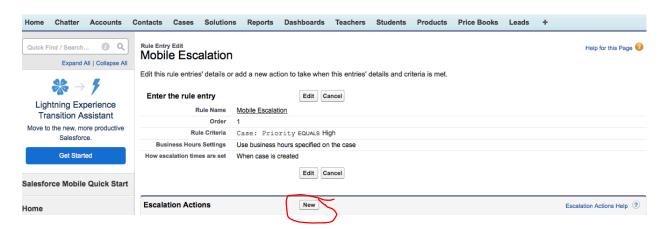




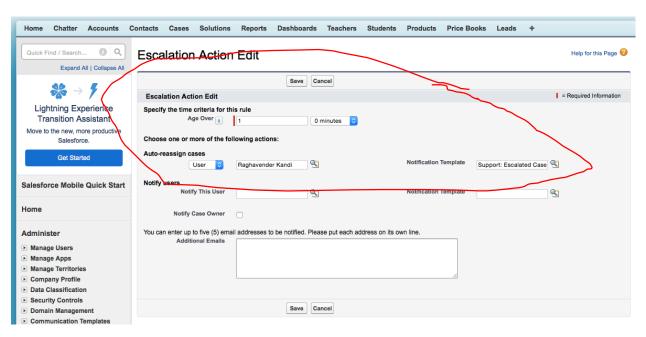
# Case having Priority is High.

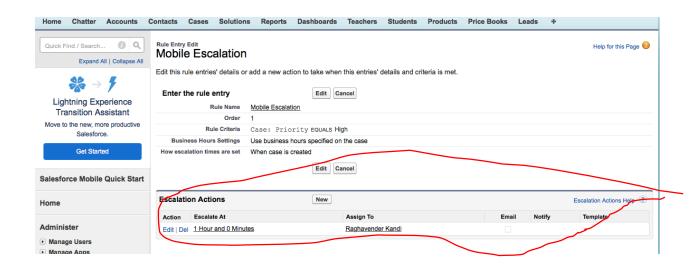


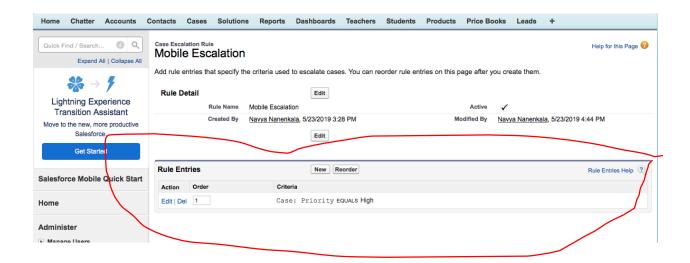
## Click Save. Now we need to create Escalation Actions. Click New



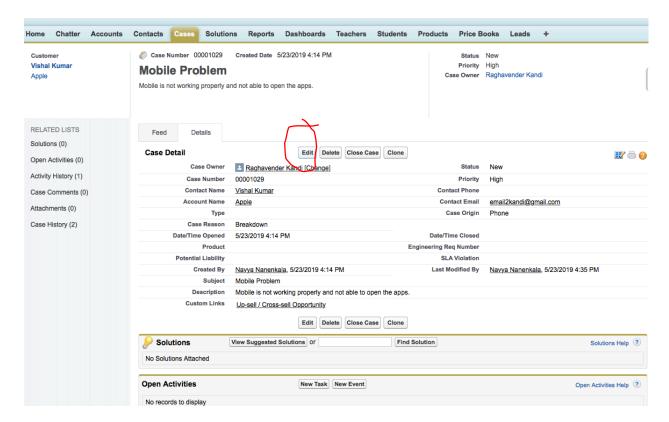
# Time 1 hour. And re-assign cases to higher head.



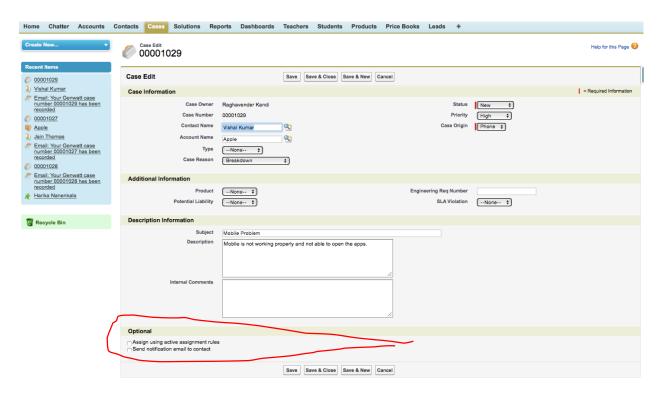


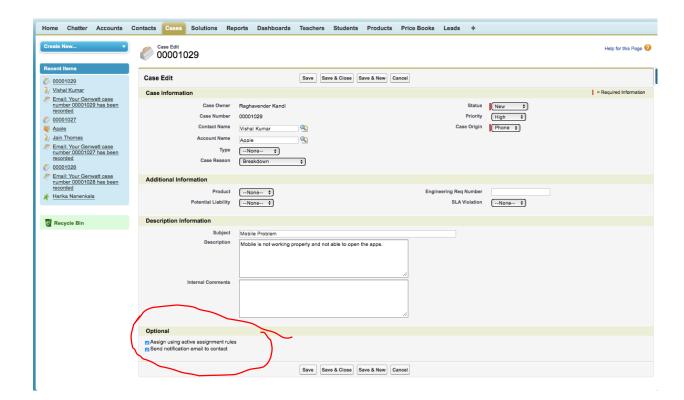


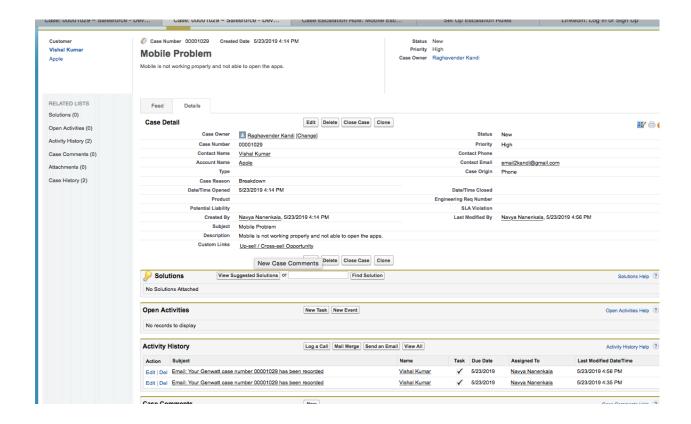
## Goto the record. And Edit it.

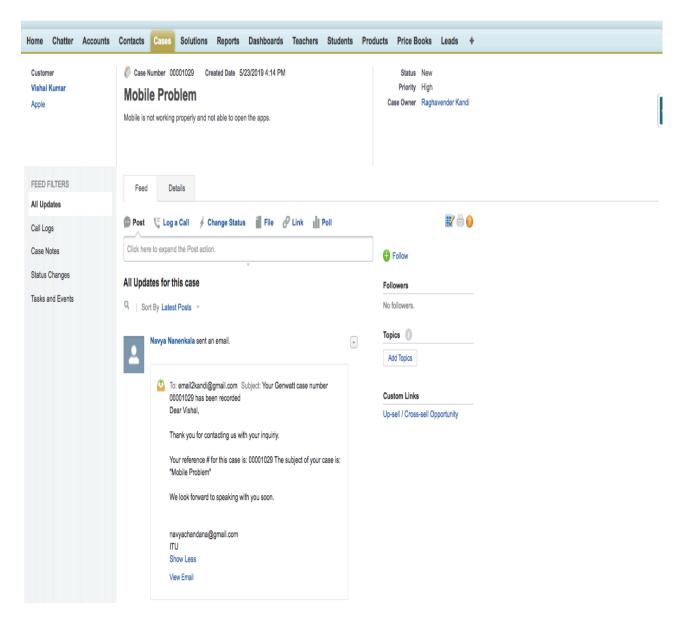


Select the below check boxes.

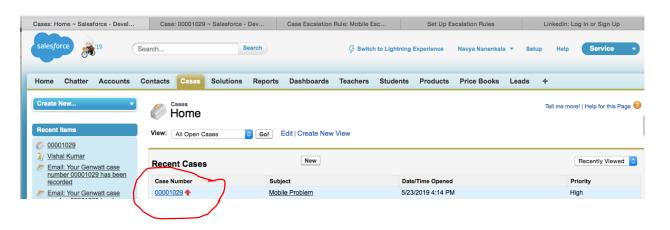


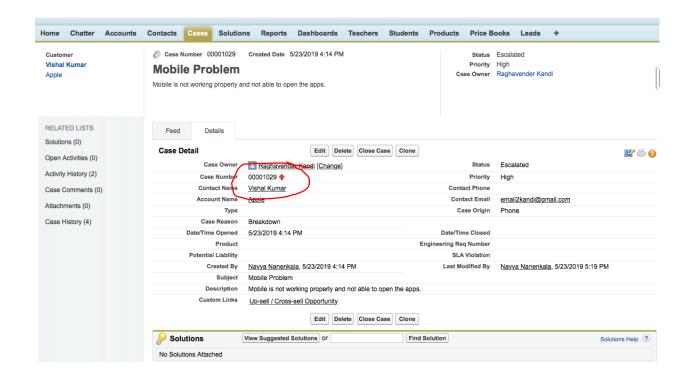


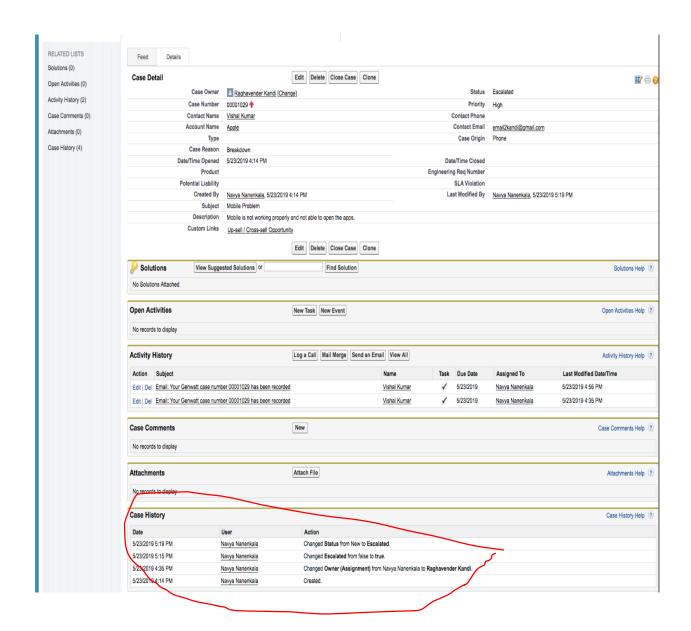




### After 1 hour the case is escalated.







## 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.