

Phase 4: Process Automation (Admin)

👉 **Goal:** Automate fraud detection processes using **Flow Builder** (instead of legacy Workflow Rules / Process Builder).

1. Validation Rules

- **VR_Notes_Required_On_Closed**
 - **Object:** *Fraud Case*
 - **Field:** *Investigation_Notes__c*
 - **Rule:** If *Case_Status__c* = "Closed" → Investigation Notes must not be blank.
 - **Error Message:** "Please add Investigation Notes before closing the case."
 - **Active:** ☒ True

Fraud Case Validation Rule

[Back to Fraud Case](#)

Validation Rule Detail

EditClone

Rule Name	VR_Notes_Required_On_Closed	Active	<input checked="" type="checkbox"/>
Error Condition Formula	AND(ISPICKVAL(Case_Status__c, "Closed"), ISBLANK(Investigation_Notes__c))		
Error Message	Please add Investigation Notes before closing the case	Error Location	Investigation Notes
Description			
Created By	Nishant.Deshmukh, 9/19/2025, 12:10 AM	Modified By	Nishant.Deshmukh, 9/19/2025, 12:10 AM

EditClone

- **VR_RiskScore_Range**
 - **Object:** *Fraud Case*
 - **Field:** *Risk_Score__c*
 - **Rule:** Risk Score must be between 0 and 100.
 - **Error Message:** "Risk Score must be between 0 and 100."

○ **Active:**  **True**

Object Manager ▾

Fraud Case Validation Rule

[Back to Fraud Case](#)

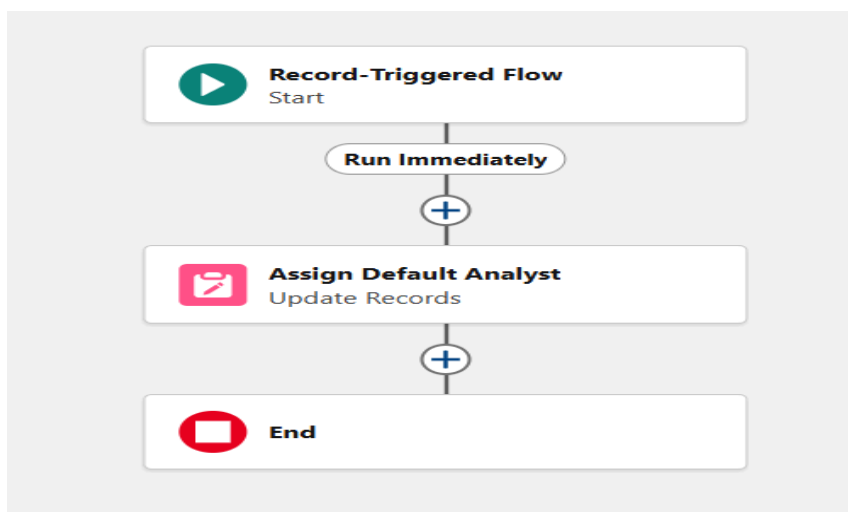
Validation Rule Detail		Edit	Clone
Rule Name	VR_RiskScore_Range	Active	<input checked="" type="checkbox"/>
Error Condition Formula	OR(Risk_Score__c < 0, Risk_Score__c > 100)		
Error Message	Risk Score must be between 0 and 100.	Error Location	Risk Score
Description	Risk Score must be between 0 and 100.		
Created By	Nishant Deshmukh , 9/19/2025, 12:09 AM	Modified By	Nishant Deshmukh , 9/19/2025, 12:09 AM

Edit Clone

2. Record-Triggered Flows

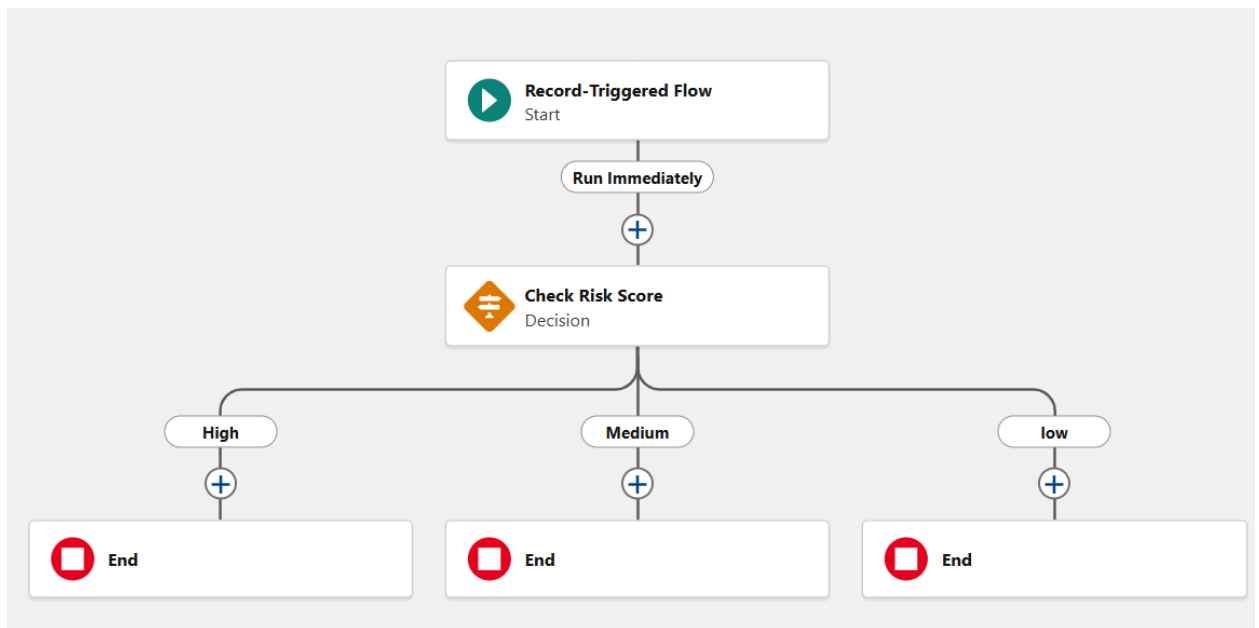
A) Auto-Assign Analyst

- **Object:** Fraud Case
- **Trigger:** When record is created
- **Condition:** Assigned_Analyst__c IS NULL
-
- **Action:** Update Records → Assigned_Analyst__c = Default Fraud Analyst



B) Auto-Calculate Severity from Risk Score

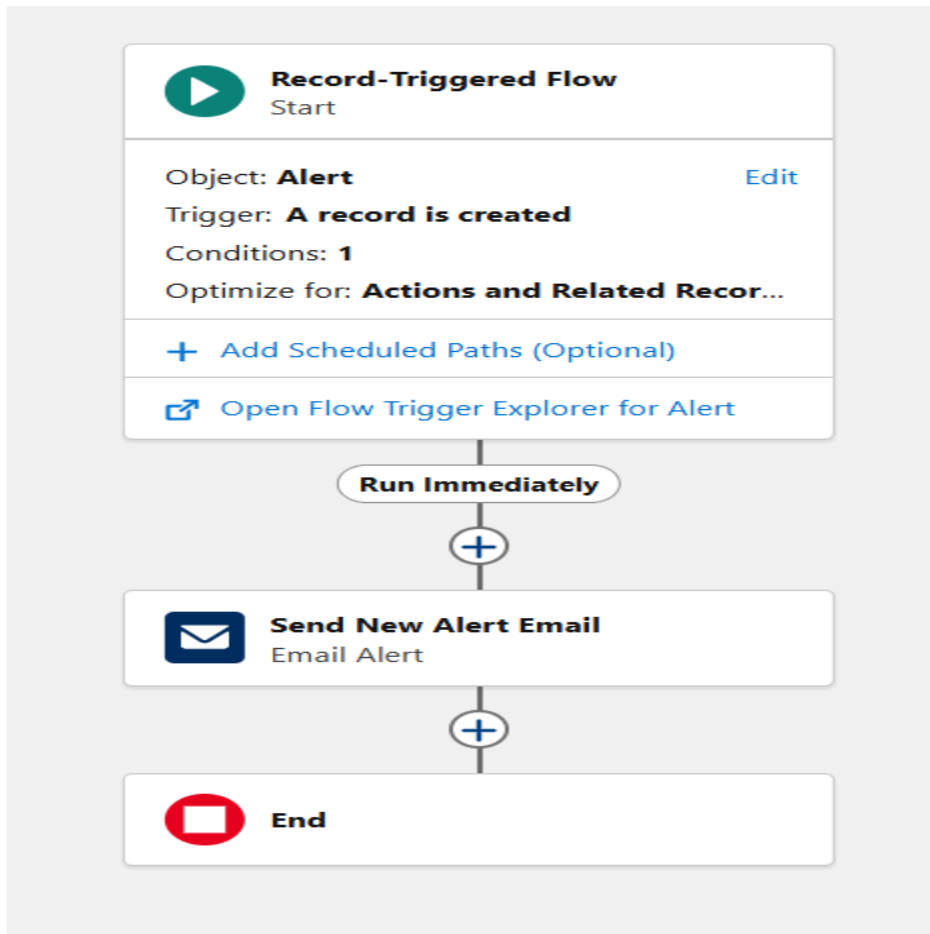
- **Object:** Fraud Case
- **Trigger:** When record is created or updated
- **Logic (Decision element):**
 - If Risk_Score__c \geq 80 \rightarrow Severity__c = High
 - If Risk_Score__c \geq 50 \rightarrow Severity__c = Medium
 - Else \rightarrow Severity__c = Low
- **Action:** Update Records \rightarrow update Severity__c



C) Fraud Alert Notification (Email)

- **Object:** Alert__c
- **Trigger:** When Alert is created

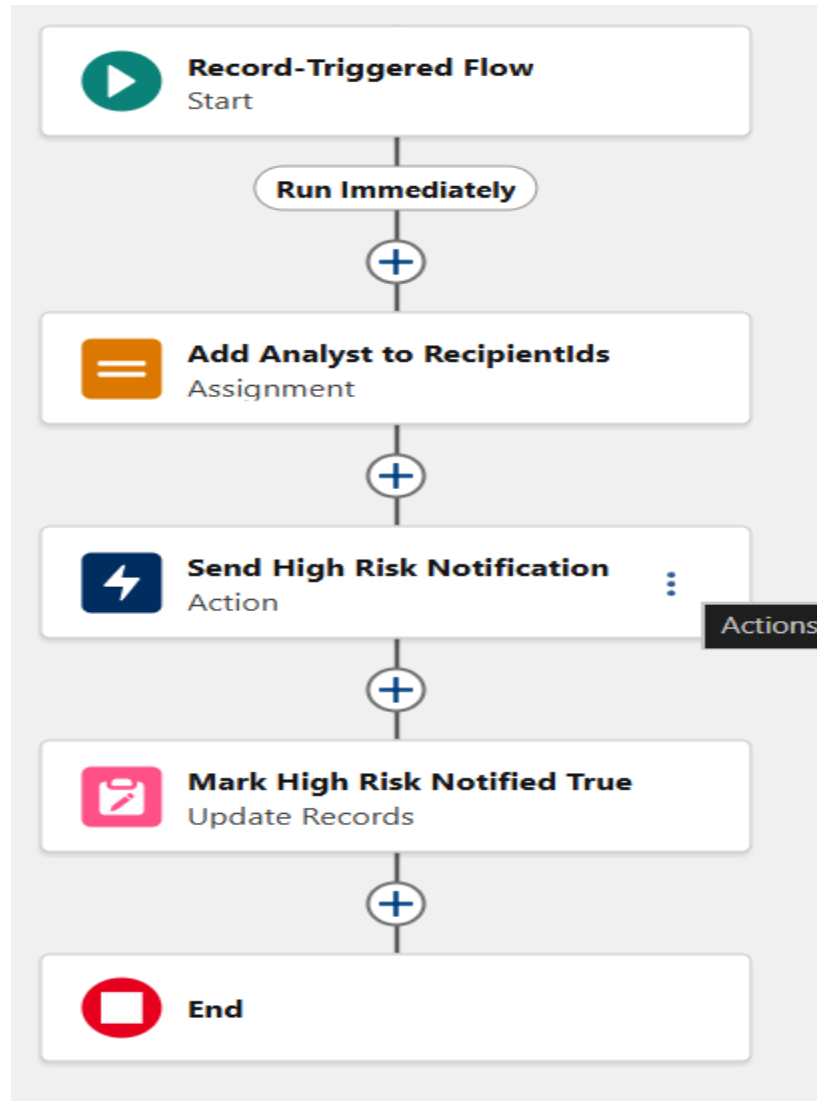
- **Condition:** Status__c = "Open"
- **Action:** Email Alert → send template "New Fraud Alert Notification"
- **Recipient:** Assigned Analyst



D) Fraud Case High-Risk Notification (In-App)

- **Object:** Fraud Case
- **Trigger:** When record is created
- **Condition:** Risk_Level__c = High
- **Action:** Send Custom Notification

- Title: "High Risk Fraud Case Created"
- Body: "Fraud Case ID {!\$Record.Name} is flagged as High Risk."
- Recipient: Assigned Analyst

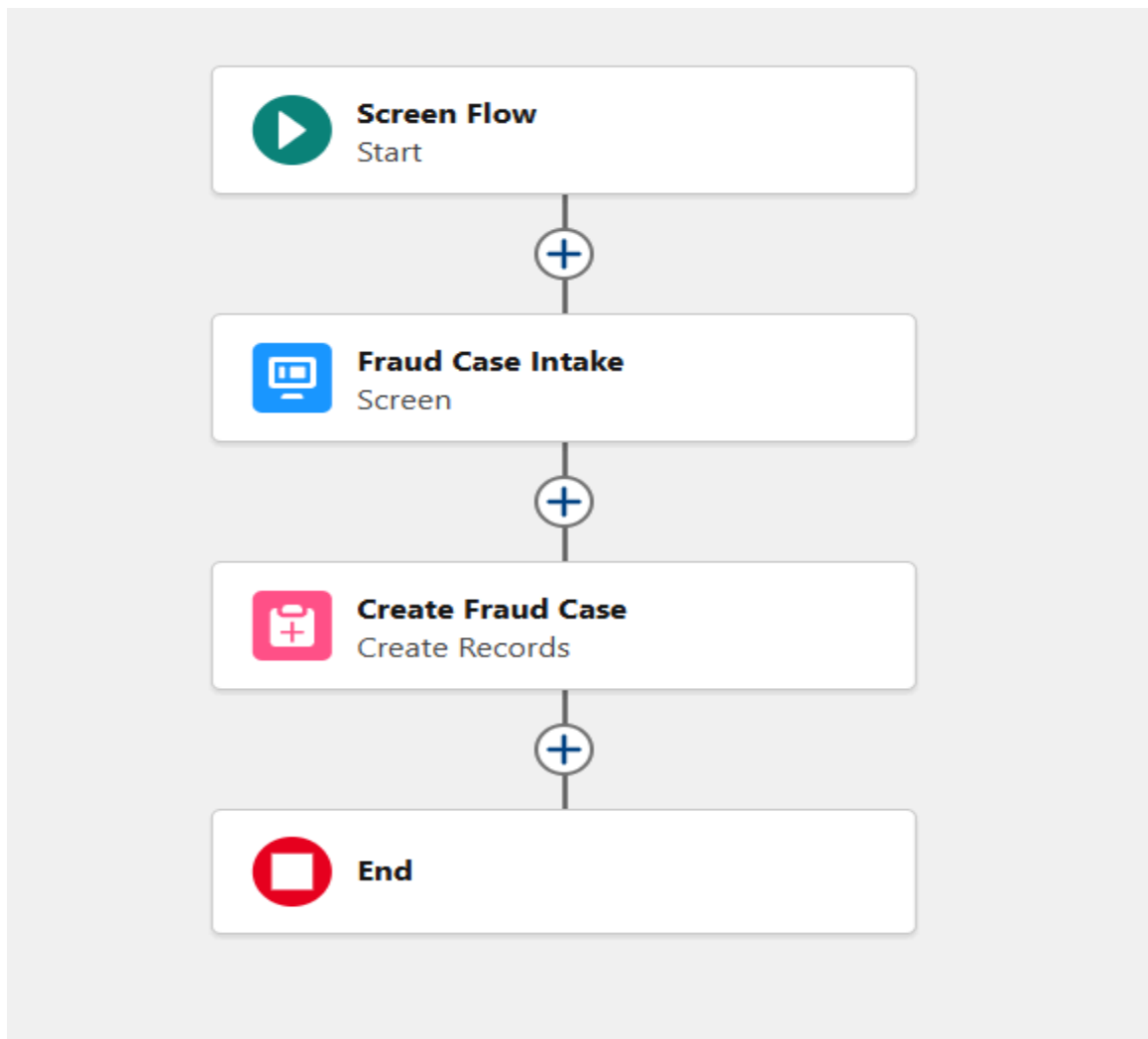


3. Screen Flow

Fraud Case Intake Form


- **Purpose:** Guided entry form for Analysts
- **Steps:**

1. Screen → Enter: Customer, Transaction, Risk Score, Investigation Notes
 2. Create Records → Fraud Case record
 3. Decision → If Risk_Score__c ≥ 80, show *High-Risk warning* message
- **Placement:** Added to Fraud Analyst Lightning Page



4. Email Alerts

- **Templates Created:**
 - Case Approved Notification

SETUP
Email Alerts

Email Alert

EA_Case_approved_Assignee

[Rules Using This Email Alert \(0\)](#) | [Approval Processes Using This Email Alert \(0\)](#) | [Entitlement Processes Using This Email Alert \(0\)](#)


Email Alert Detail

EditDeleteClone

Description	EA_Case_approved_Assignee	Email Template	ET_Case_Approved
Unique Name	EA_Case_approved_Assignee	Object	Fraud Case
From Email Address	Current User's email address		
Recipients	User: Parwesh Jaiswal User: Ajit Chauhan		
Additional Emails			
Created By	Nishant Deshmukh, 9/20/2025, 5:01 AM	Modified By	Nishant Deshmukh, 9/20/2025, 5:01 AM

EditDeleteClone

○ Case Rejected Notification

SETUP
Email Alerts

Email Alert

EA_New_Case_Rejected_Assignee

[Rules Using This Email Alert \(0\)](#) | [Approval Processes Using This Email Alert \(0\)](#) | [Entitlement Processes Using This Email Alert \(0\)](#)


Email Alert Detail

EditDeleteClone

Description	EA_New_Case_Rejected_Assignee	Email Template	ET_Case_Rejected
Unique Name	EA_New_Case_Rejected_Assignee	Object	Fraud Case
From Email Address	Current User's email address		
Recipients	User: Parwesh Jaiswal		
Additional Emails			
Created By	Nishant Deshmukh, 9/20/2025, 5:02 AM	Modified By	Nishant Deshmukh, 9/20/2025, 5:02 AM

EditDeleteClone

○ New Fraud Alert Notification

SETUP
Email Alerts

Email Alert

EA_New_Alert_Notify_Assignee

[Rules Using This Email Alert \(0\)](#) | [Approval Processes Using This Email Alert \(0\)](#) | [Entitlement Processes Using This Email Alert \(0\)](#)

Email Alert Detail

EditDeleteClone

Description	EA_New_Alert_Notify_Assignee	Email Template	ET_New_Alert_Notification
Unique Name	EA_New_Alert_Notify_Assignee	Object	Alert
From Email Address	Current User's email address		
Recipients	Role: Fraud Manager Role: Fraud Analyst		
Additional Emails			
Created By	Nishant Deshmukh, 9/19/2025, 3:30 AM	Modified By	Nishant Deshmukh, 9/20/2025, 11:24 AM

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- **Usage:** Linked inside Flows (Record-Triggered, Post-Approval).

5. Field Updates (Inside Flow)

- **Scenario:** After Approval → Case Status = Resolved
 - **Flow Step:** Update Records → Fraud_Case__c.Case_Status__c = "Resolved"
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6. Tasks (Auto-Assigned to Analyst)

- **Trigger:** Case Approved (Final step of Approval Process Flow)
- **Action:** Create Task →
 - **Subject:** "Investigate Fraud Case"
 - **Assigned To:** Fraud Case → Assigned Analyst
 - **Related To:** Fraud Case ID
 - **Status:** Not Started

