

Service Cloud Task 2 and Task 3

Task - 3

- (1) On the milestone violation send an email (Create queues as we discussed and send email to queue members)**
- (2) Create conversation tab in feed which only show conversations.**
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Question - 1 :

- * First we have to make **Entitlement Process** i.e **ATH-30_40_50**.

The screenshot shows the Service Cloud Entitlement Processes page. At the top, there's a purple header bar with a gear icon labeled "SETUP" and the section name "Entitlement Processes". Below this, the main title is "Entitlement Process" with a "Help for this Page" link. A "Back to List: Entitlement Processes" link is also present. The main content area shows the "Entitlement Process Detail" for "ATH_30_40_50". The process type is "Case" and it is active. The timeline chart shows two main events: "Case enters the process" (based on case created date) and "Case exits the process" (based on custom criteria: Case Status EQUALS Resolved). The milestones table below lists three milestones:

Order	Name	Recurrence Type	Criteria	Minutes To Complete Milestone	Time Trigger Apex Class	Start Time	Business Hours
1	First Response	No Recurrence	Case: Priority EQUALS High	5	Entitlement Process	Default	
2	Resolution Time	No Recurrence	Case: Priority EQUALS High	60	Entitlement Process	Default	
3	Waiting On Customer	Sequential	Case: Status EQUALS Working	120	Milestone Criteria		

* Created 3 Milestones

-> **First Response** with recurrence type : No Recurrence and a criteria when case priority equals high. Time given to complete that milestone is 5 minutes (for testing purpose). It should be 30 mins as per question.

-> **Resolution Time** with recurrence type : No Recurrence and a criteria when case priority equals high. Time given to complete that milestone is 60 minutes (for testing purpose). It should be 40 mins as per question.

-> **Waiting On Customer** with recurrence type : Sequential and a criteria when case status equals working. Time given to complete that milestone is 120 minutes (for testing purpose). It should be 50 mins as per question.

After this I created a Entitlement and Gave permission to System admin profile for Entitlement Name , Stopped, Milestones Status etc and added that on Case layout page.

The screenshot shows the Salesforce Case Support Process page. At the top, there's a navigation bar with links like Home, Chatter, Libraries, Content, Subscriptions, Students, Booksss, Issued Bookss, Marksheets, Contacts Relationships, Subscriptions, Bookssss, Jewels, and a Create New... button. The main content area has tabs for Entitlement Detail, System Information, and Milestones. Under Entitlement Detail, it shows the entitlement name 'Case Support Process' (ID 00001127), type 'Phone Support', account name 'dummy account', service contract, asset name, and per incident settings. Status is Active, with a green checkmark icon. Under System Information, it shows creation and modification details. Under Milestones, it lists three milestones: First Response, Resolution Time, and Waiting On Customer, each with its criteria and completion time. Below these are sections for Cases and Contacts, both showing no records. At the bottom, there's a section for Milestones with fields for Entitlement Name, Status, and a timeline chart.

Milestones	
Entitlement Name	Sample Text
Milestone Status	Sample Text
Milestone Status Icon	Sample Text

Entitlement Process Start Time	9/21/2022, 5:46 PM
Entitlement Process End Time	9/21/2022, 5:46 PM
Stopped	✓
Stopped Since	9/21/2022, 5:46 PM

Timeline (Minutes)

So whenever any case is created with entitlement active status priority high entitlement process will run.

Like this :

Milestones

Entitlement Name <input style="width: 100%; border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;" type="text" value="Search Entitlements..."/> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc; display: inline-block;"> Case Support Process dummy account </div>	Entitlement Process Start Time <div style="display: flex; justify-content: space-between;"> Date <input style="width: 100px; height: 30px; border: 1px solid #ccc;" type="text"/> Time <input style="width: 100px; height: 30px; border: 1px solid #ccc;" type="text"/> </div>
Milestone Status <div style="display: flex; align-items: center;"> dummy account <input type="checkbox"/> </div>	
Entitlement Process End Time <div style="display: flex; align-items: center;"> Stopped <input style="width: 15px; height: 15px;" type="checkbox"/> Stopped Since </div>	
<input type="checkbox"/> Assign using active assignment rule <input type="checkbox"/> Send notification email to contact	
Cancel Save & New Save	

Left column is showing milestone that are created.

Case Details

Case Number	00001128	Case Owner	Piyush Dhaked
Status	New	Priority	High
Subject			
Description			

Case

New	Escalated	In Progress	Closed
Status: New <input type="checkbox"/> Mark Status as Complete			

Milestones

First Response	4 min 44 sec remaining
Piyush Dhaked, 9/21/2022, 5:49 PM	
Resolution Time	59 min 44 sec remaining
Piyush Dhaked	
Show Less	

Related [Details](#) [Jewels](#)

Post	Log a Call	Poll	Email
<input style="width: 100%; height: 20px; border: 1px solid #ccc; border-radius: 5px; margin-bottom: 2px;" type="text"/> Share			
Most Recent Activity ▾			
View All			

Case History (1)

Date:	9/21/2022, 5:49 PM
Field:	Created
User:	Piyush Dhaked
Original Value:	
New Value:	

Milestones actions which were asked in question (1).

- * **Warning** : If 1 mins passed and still agent hasn't done anything Email Alert will be sent to case Owner.
- * **Violation** : 5 mins passed and still agent hasn't done anything Violation Mail will be sent.

Actions

Success Actions

No workflow actions have been added.

Add Workflow Action ▾

Warning Actions

4 Minutes Before

Action	Type	Description
Edit Remove	Email Alert	Your Milestone is approaching

Add Workflow Action ▾

Add Time Trigger

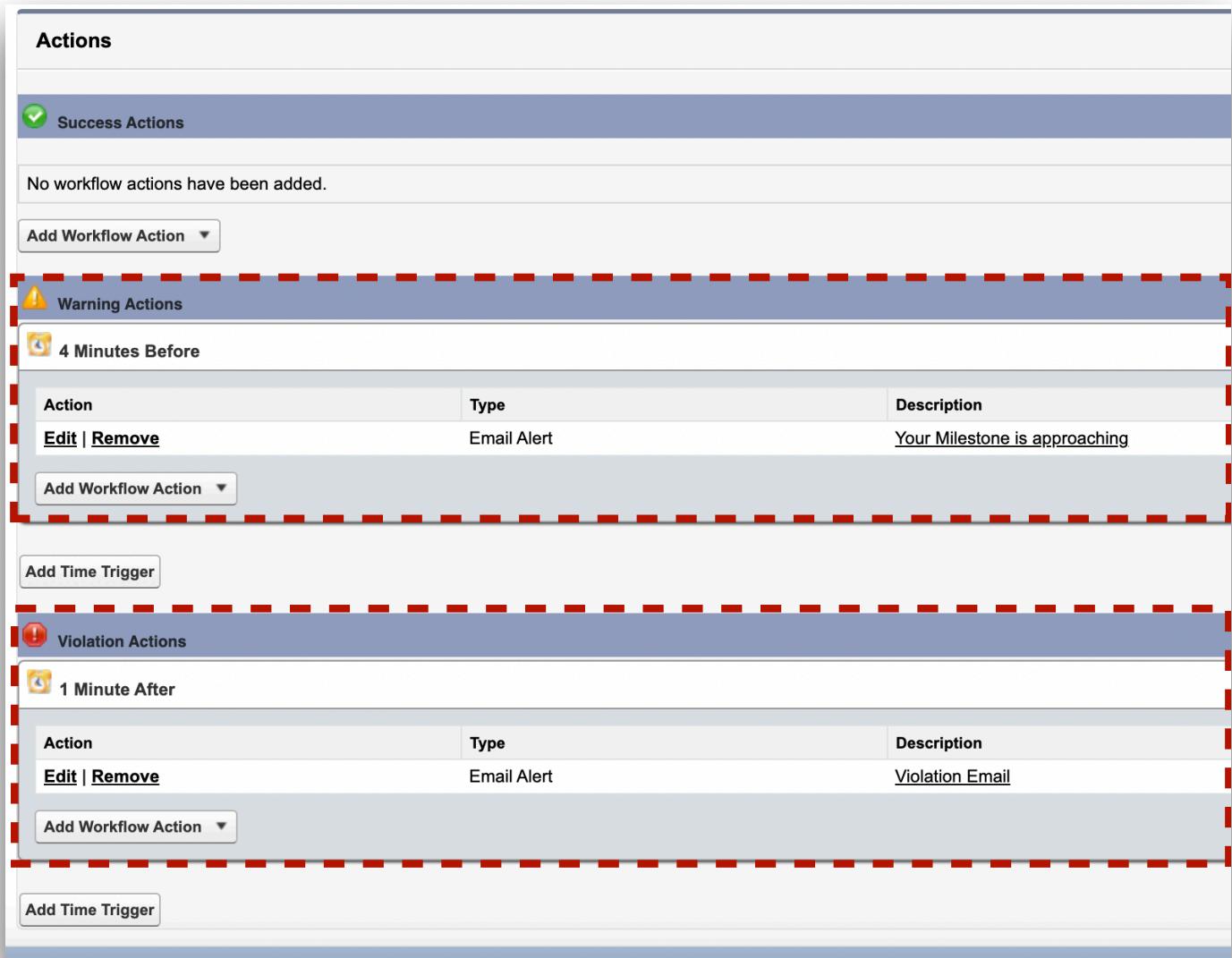
Violation Actions

1 Minute After

Action	Type	Description
Edit Remove	Email Alert	Violation Email

Add Workflow Action ▾

Add Time Trigger



First Response Milestone is overdue and Warning Email was sent to owner after 1 mins of case creation.

Milestone test Case

Priority: High Status: New Case Number: 00001127 Created By: Piyush Dhaked, 9/21/2022, 4:54 PM

New Escalated In Progress Closed

Status: New [Mark Status as Complete](#)

Milestones

- First Response: 22 sec overdue
- Mark Completed

Resolution Time

54 min 37 sec remaining

[Mark Completed](#)

[Show Less](#)

Case History (1)

Date:	9/21/2022, 4:54 PM
Field:	Created.
User:	Piyush Dhaked
Original Value:	
New Value:	

[View All](#)

Below is Warning Email :

Gmail

Inbox 34

Primary Promotions Social

SBI Card Dear Piyush Dhaked, Get reward... 16:58
We respect your privacy. If you are not...

me You Milestone is approaching Please s... 16:56

Easy Loans Dear Piyush Dhaked, You are eligibl... 16:12
We respect your privacy. If you are not...

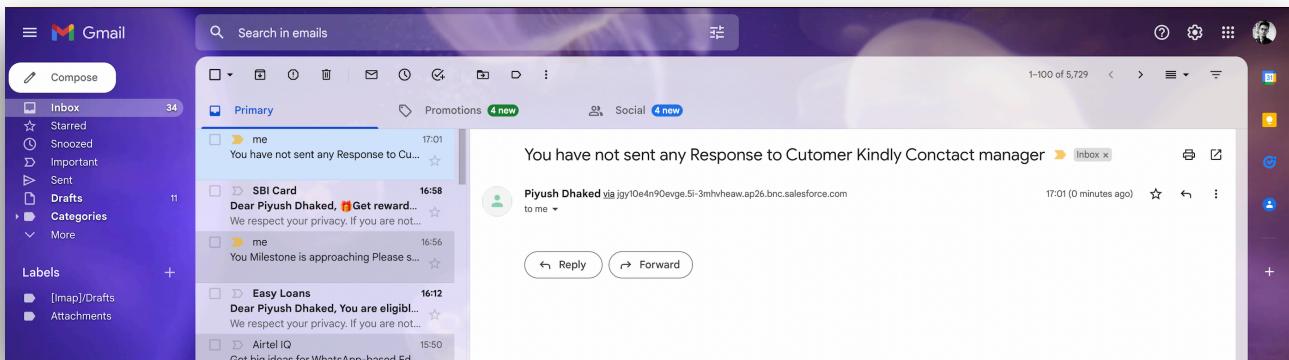
Airtel IQ Get big ideas for WhatsApp-based Ed... 16:50

You Milestone is approaching Please send First Response to Customer

Piyush Dhaked via j2rldh5n2m2tct.5i-3mhvheaw.ap26.bnc.salesforce.com to me 16:56 (4 minutes ago)

[Reply](#) [Forward](#)

The Response Was overdue so Violation Email Was sent After 1 minute.



Milestones are Looking Like this

Date:	9/21/2022, 4:54 PM
Field:	Created.
User:	Piyush Dhaked
Original Value:	
New Value:	

Question - 2 : Create a conversation tab in the Feed item which will show only conversation

The screenshot shows the Aethereus Consulting software interface. On the left, there's a sidebar with 'Case Details' containing fields like Case Number (00001127), Case Owner (Piyush Dhaked), Status (Resolved), Priority (High), Subject (Milestone test Case), and Description. The main area shows a case summary with status 'Resolved'. Below it is a 'Related' section with tabs for 'Details' and 'Jewels'. A central feed area displays recent activity: 'All Updates', 'Emails', 'Call Logs', 'Text Posts' (which is highlighted with a red dashed box), and 'Status Changes'. Two messages from 'Piyush Dhaked' are shown: one saying 'Hi' and another saying 'Hello! @Steve Employee @Security User This is test Message'. To the right, there are sections for 'Milestones' (Completed) and 'Case History' (with three entries for the current case).

This screenshot shows the same software interface as the previous one, but with different user names. The 'Case Details' sidebar shows a Case Number (00001127), Case Owner (Steve Employee), Status (Resolved), Priority (Internal), Subject (Jewelss), and Description. The main area shows a case summary with status 'Resolved'. Below it is a 'Related' section with tabs for 'Details' and 'Jewelss'. A central feed area displays recent activity: 'All Updates', 'Emails', 'Call Logs', 'Text Posts' (highlighted with a red dashed box), and 'Status Changes'. Two messages are shown: one from 'Steve Employee' (@Piyush Dhaked) saying 'Hello' and another from 'Piyush Dhaked' (@Steve Employee) saying 'Hello! @Steve Employee @Piyush Dhaked'.