

# Project

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## Introduction

Universal Container has implemented a Call Centre application in order to provide a 24\*7 Support for their Customers & Partners via multiple channels like Web, Email or Phone.

As part of their day to day activity, a Support User would like to see a custom page with list of Cases providing inline edit capabilities to update multiple records at same page. Also Business would like to integrate their other IT tools like RemedyIT & SAP to upsert a Case in SFDC.

User Adoption for the new page can be measured on the Report & Dashboard which will be showing the 'Active Cases'.

## Use Case

- Create custom list view page in Salesforce classic UI without Sidebar to view & update multiple Cases on same screen using inline Edit. (VF)

- Add below mentioned standard Case fields along with their Field Level Security on above page:

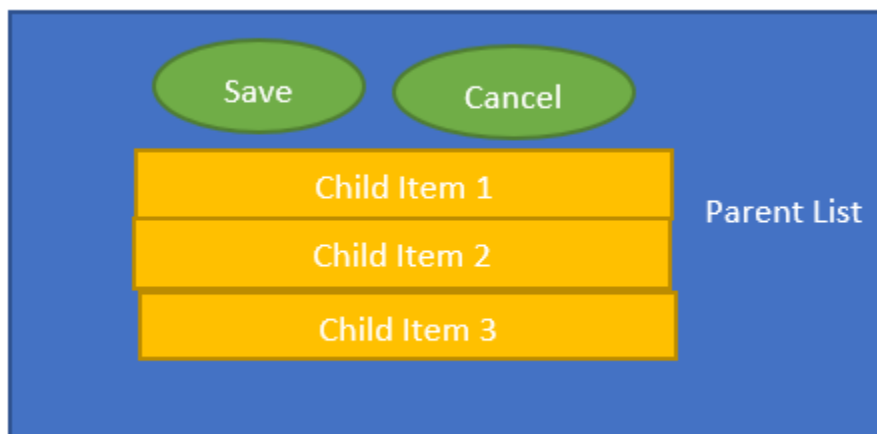
- Case Number – Read Only
- Account Name – Read Only
- Contact Name – Editable
- Subject – Editable
- Case Reason – Editable
- Case Status – Editable
- Case Origin – Editable

- Create a new Controller & add it on the custom page to perform any actions & page redirects. (Apex Class)

- Create a Test class providing more than 75% code coverage for above mentioned Controller Class. (Apex Test Class)

- 'Case Number' will be non-editable field containing a link to each Case record page which opens in a new window.

- Allow Users to Select a picklist value (Ex: 10,20,50...) on the page to set the number of records to be displayed where default value is set to 10 records.
- Use Cancel button from inline edit to go back to the custom page with the Case List View. (Apex class/VF)
- Update Case records & refresh the page after 'Save' button is clicked on the UI when using Inline Edit. (Apex class/VF)
- Implement a custom validation on Case to stop users from updating any field when the Case Status is set to 'Closed'. (Validation Rule/Apex Trigger)
- Update Contact's Information (Name, Phone, Email) on Case fields (Web Name, Web Phone, Web Email) when a Case is inserted or updated with Contact. (Process Builder/ Apex Trigger)
- Display all the error messages on custom page for records that gets failed due to any custom or standard validation. (Apex class/VF)
- Create a new Tab to launch the Custom page and add it to the 'Call Centre' app. (Custom Tab)
- Create a new UI Tab to implement Use Case 1 & 2 in SFDC Lightning along with fields on Case object to update multiple records. (Aura Component/LWC)
- Implement a parent-child relationship in the Lightning UI to display a container parent List containing each Case row as a child. (Aura Component/LWC)



- Use a Controller class to handle the Save/Cancel action on the Lightning Component. (Apex Class/Aura Component/LWC)
- Create a Test class providing more than 75% code coverage for above mentioned Controller Class. (Apex Test Class)
- Create a Custom URI web service which can be used by a third-party Case management system like SAP, RemedyIT to create/update Case records with fields from Use Case #2. (Asnyc Apex/Integration)
- Create a class using Mock interface and use it on Apex Test class to cover more than 75% code coverage on previous web service class. (Apex Test Class)

## Report & Dashboard

- Create a Report on Case object to see all the records updated recently.
- Display a Dashboard with name 'Active Cases' based on the previous Report to show recently updated Cases.

## Object ER Diagram

