

Case Comments Panel

Installation Guide

Overview

Simplicity+ Case Comments provides an enhanced user interface for managing Salesforce Case Comments directly from the Lightning Case record page.

The component supports:

- Create Case Comments
 - Edit existing Case Comments
 - Delete Case Comments
 - Public and Internal comment visibility
 - Configurable display options through Lightning App Builder
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Prerequisites

Before installing:

- Salesforce Lightning Experience must be enabled.
 - Users must have access to the Case object.
 - Users must have appropriate permissions to create, edit, or delete Case Comments.
 - A Lightning Record Page for Case must be available for customization.
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Install the Package

1. Open the installation link provided by Simplicity+.
2. Log in to your Salesforce org.
3. Select **Install for Admins Only**.
4. Complete the installation process.
5. Wait for package installation to finish.
6. Add users who need access to the Splus Case Comments User permission set, so that they have access to the function required for the component.

Assign the SPlus Case Comments User permission set to every user who will use the Case Comments Panel. This permission set grants access to the Apex class required by the component.

Editing and deleting Case Comments require additional Salesforce permissions.

This package intentionally does **not** grant those permissions. Users who need to edit

or delete Case Comments must be granted Salesforce's standard **Edit Case Comments** permission through your organization's existing profile or permission set strategy.

Add the Component to a Case Record Page

1. Navigate to **Setup**.
2. Open **Object Manager**.
3. Select **Case**.
4. Open **Lightning Record Pages**.
5. Edit the desired Case record page.
6. Locate **Case Comments Panel** in the Custom Components section.
7. Drag the component onto the page.
8. Configure component properties as desired.
9. Save and Activate the page.

We do recommend adding the case comments to its own tab within the Tabs component.

Component Configuration

The following properties are available in Lightning App Builder:

Property	Description
Comments Per Page	Number of comments displayed initially
Show Title	Display or hide the component title
Title Text	Custom title for the component
Allow Edit	Enable editing of comments
Allow Delete	Enable deletion of comments
Default Public	Default new comments to Public visibility
Show Visibility Badge	Display Public/Internal badges
Show Attribution	Display Simplicity+ attribution text

Validation

After installation:

1. Open a Case record.
 2. Add a new comment.
 3. Verify the comment appears in the list.
 4. Verify edit and delete actions behave as expected.
 5. Confirm Public/Internal visibility settings are displayed correctly.
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Developer Notes

Salesforce Apex and Lightning Web Component solution for displaying, creating, editing, and deleting Case Comments directly on a Lightning Record Page, providing a modern alternative to the standard Case Comments related list.

Apex

- CaseCommentsPanelController
- CaseCommentsPanelControllerTest

Lightning Web Component

- caseCommentsPanel

Custom Labels

All package labels use the `SPlus_CCP_*` naming convention and the `SPlusCaseComments` category.

Examples:

- SPlus_CCP_AddComment
- SPlus_CCP_CaseComments
- SPlus_CCP_PublicComment
- SPlus_CCP_NoComments
- SPlus_CCP_Edit
- SPlus_CCP_Delete

Comment Visibility

The component uses the standard Salesforce CaseComment object. Visibility is controlled through:

None

`CaseComment.IsPublished`

Values:

- Checked = Public Comment
- Unchecked = Internal Comment

No custom objects or custom fields are required.

Permissions Guide

Overview

The component respects Salesforce's native Case Comment security model and does not introduce custom permissions. User access is determined by the permissions already assigned through Salesforce Profiles and Permission Sets.

Required Object Access

Case

Users must have access to:

- Read access on Case

Without Case access, the component cannot display comments.

Case Comment

The component uses Salesforce's standard Case Comment object.

Action	Required Access
View Comments	Read
Create Comments	Create
Edit Comments	Edit
Delete Comments	Delete

Component Behavior

Create Comment

The Add Comment section is displayed only when the user has Create access to Case Comments. If the user lacks Create access, a message is displayed:

You do not have permission to add Case Comments.

Edit Comment

Edit actions are available only when:

- The component property **Allow Edit** is enabled
- The user has Edit access to Case Comments

If either condition is not met, edit functionality is hidden.

Delete Comment

Delete actions are available only when:

- The component property **Allow Delete** is enabled
- The user has Delete access to Case Comments

If either condition is not met, delete functionality is hidden.

Public vs Internal Comments

The component uses Salesforce's standard:

- Public Comments
- Internal Comments

visibility model.

No custom visibility logic is introduced.

Organizations should continue to manage external access using Salesforce standard Case Comment security and sharing settings.

Recommended Administrator Access

Administrators should be granted:

- Read
- Create
- Edit
- Delete

permissions on Case Comments to fully manage comments through the component.

Troubleshooting

User Cannot Add Comments

Verify:

- User has Create access on Case Comments.
- User has access to the Case record.

User Cannot Edit Comments

Verify:

- Allow Edit is enabled in the component.
- User has Edit access on Case Comments.

User Cannot Delete Comments

Verify:

- Allow Delete is enabled in the component.
- User has Delete access on Case Comments.

Component Does Not Appear

Verify:

- Component has been added to the Lightning Record Page.
- Page has been activated.
- User has access to the page assignment.

Support

For support, enhancement requests, or questions:

 appsupport@simplicity-plus.com

 <https://www.simplicity-plus.com>

Please include:

- Salesforce Edition
- Package Version
- Steps to reproduce the issue
- Screenshots (if applicable)