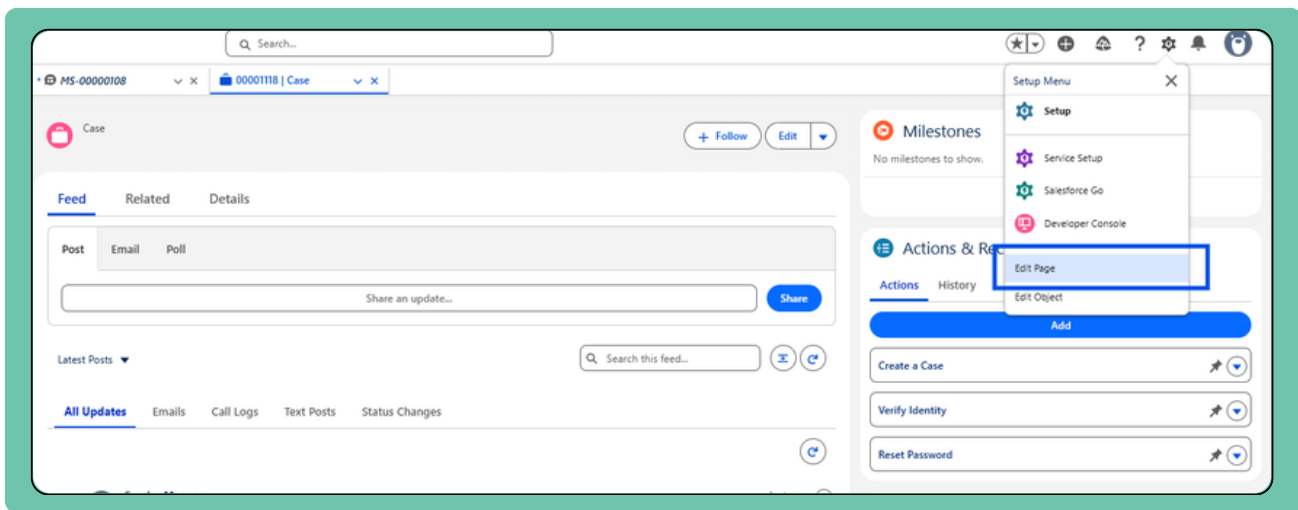


Chatter, Email & Case Comment Setup Guide

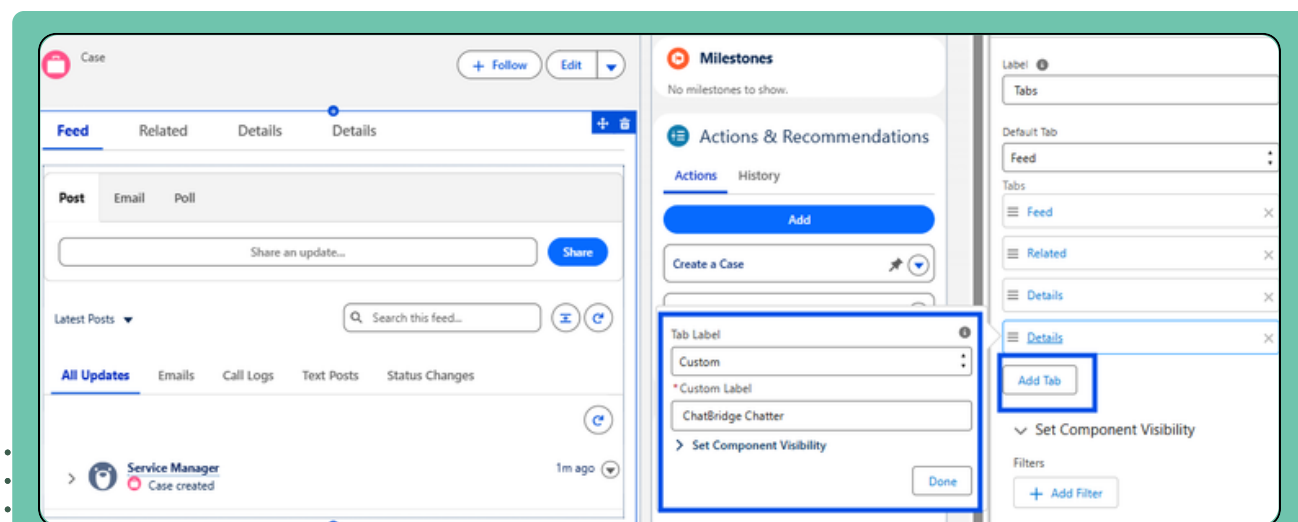


ChatBridge Chatter Component

1. Navigate to **App Launcher** → **Cases**, create or open a case, then click **Settings** and select **Edit Page** to open the Lightning App Builder.



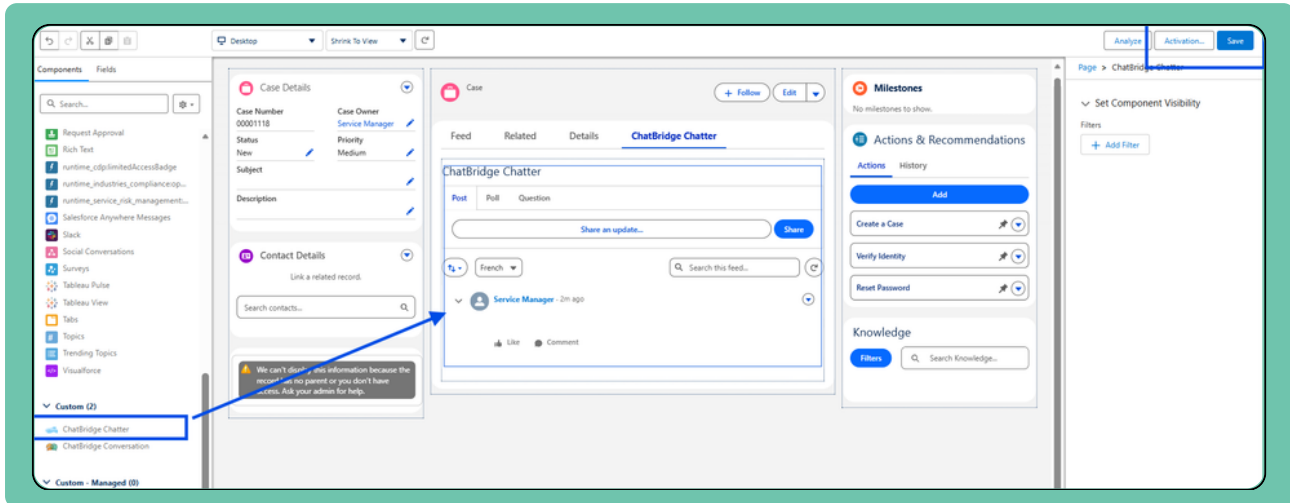
2. Add a Custom Tab on the case record page and set the label like “ChatBridge Chatter”.



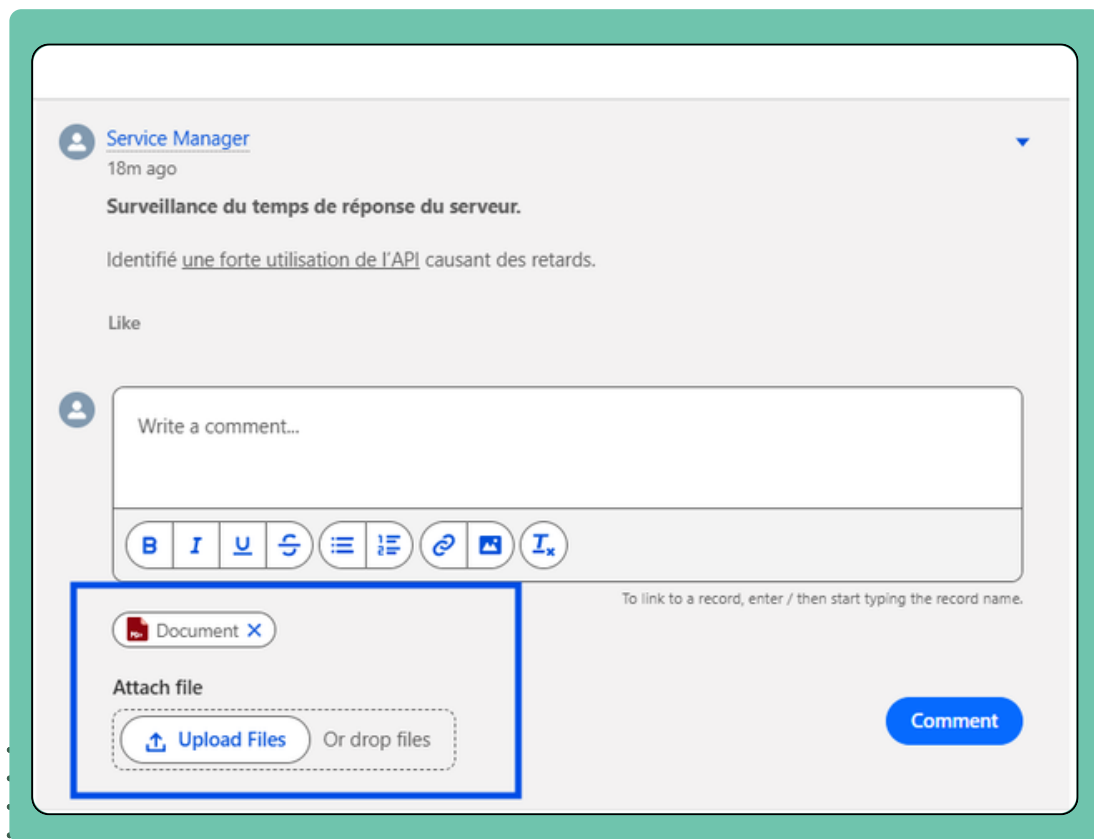
Chatter, Email & Case Comment Setup Guide



3. Then drag and place the Chatter Component inside this tab and save the page layout.



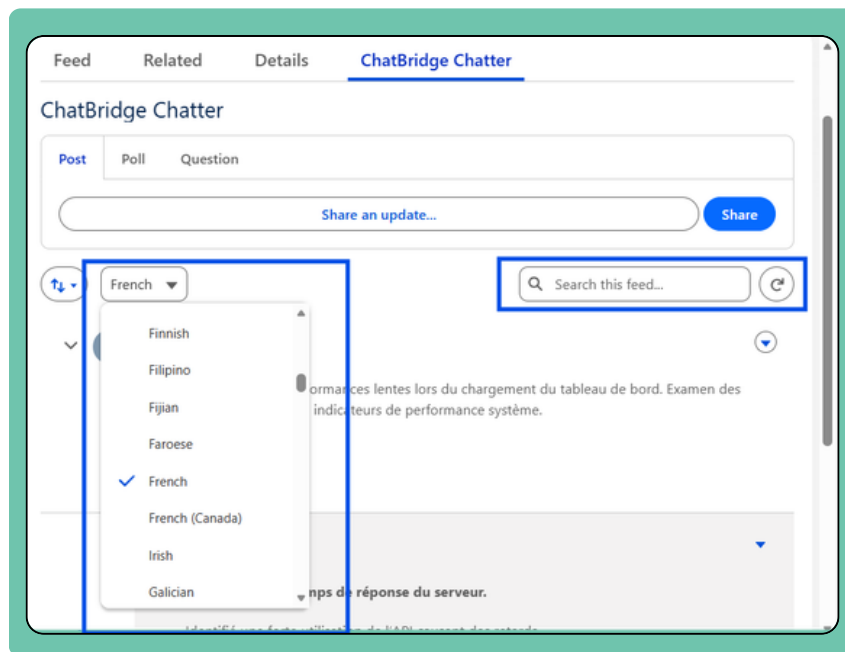
4. Within the ChatBridge Chatter tab, users can create posts and comments. The component also provides additional functionality such as editing posts/comments, deleting content, formatting text (bold, italic, underline, etc.), and uploading files or images.



Chatter, Email & Case Comment Setup Guide

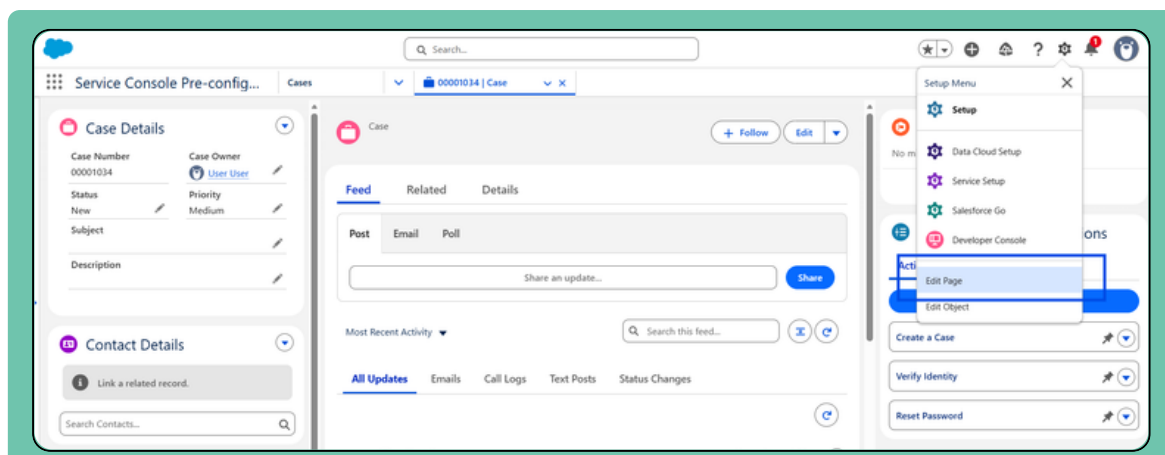


5. As shown in the image Users can select their preferred language from the language selector. Once selected, it automatically displays the translated version of posts and comments based on the chosen language.
6. The component also includes features to search for specific posts or comments, refresh the feed, and view latest posts and recent activity, making it easier for users to track ongoing conversations.



ChatBridge Case Comment Component

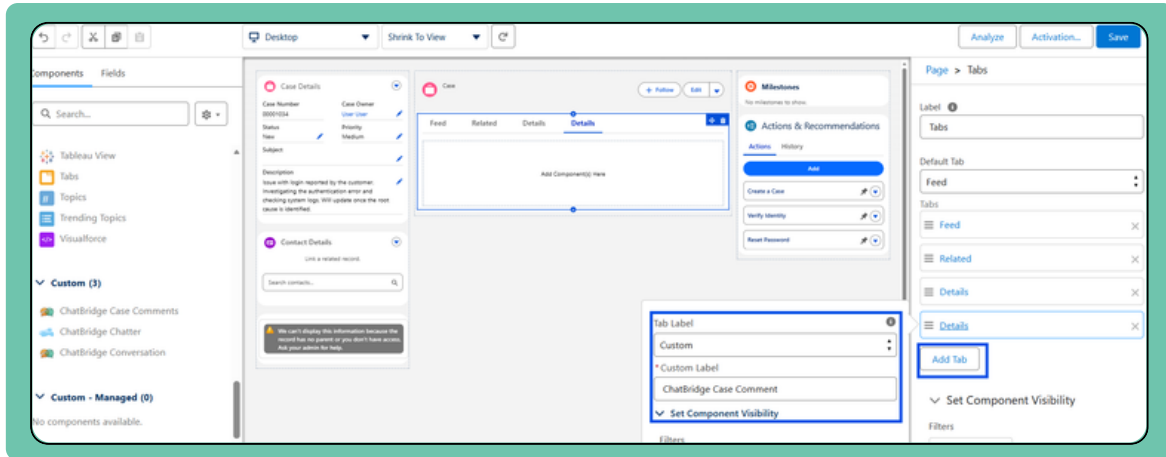
1. Navigate to **App Launcher** → **Cases**, create or open a case, then click Settings and select **Edit Page** to open the Lightning App Builder.



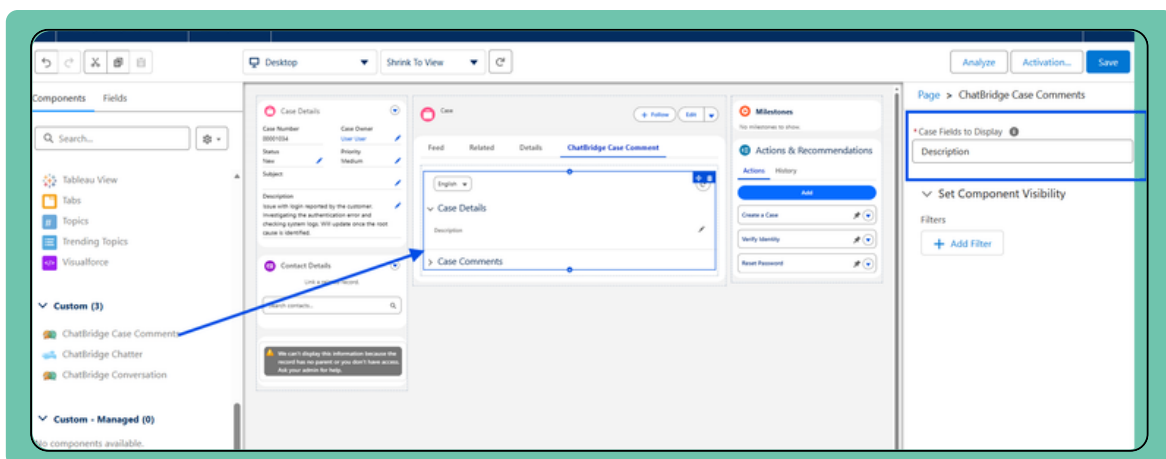
Chatter, Email & Case Comment Setup Guide



2. Add a Custom Tab on the case record page and set the label like “ChatBridge Case Comment”.



3. Then drag and place the Case Comment Component inside this tab and save the page layout.
4. After adding the component, configure the Case Fields to Display section by entering the Case field names (for example: Description, Subject) that you want to show in the component UI.
5. Finally, click Save to apply the changes to the page layout.

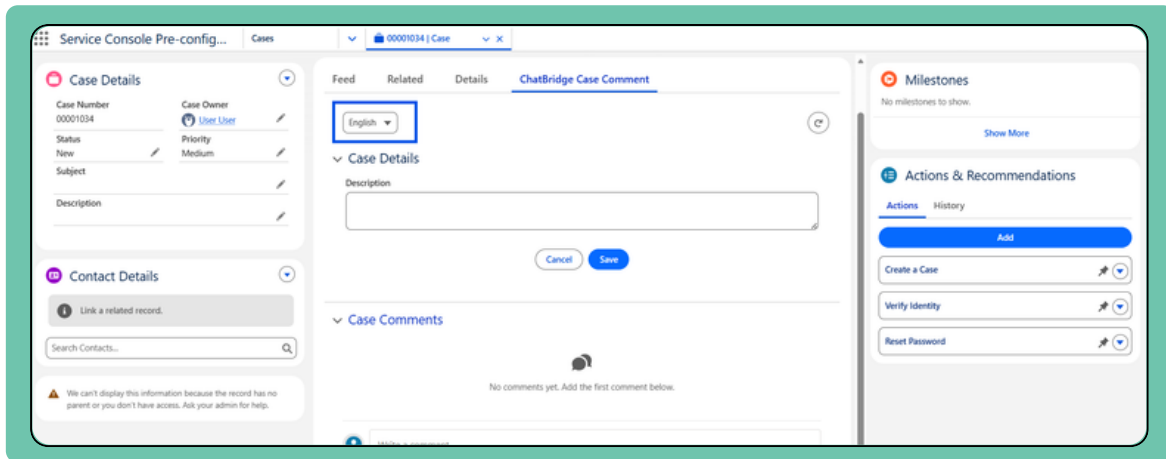


6. You can now enter values of Case Details in the configured fields and add case comments from the Case Comments section.

Chatter, Email & Case Comment Setup Guide

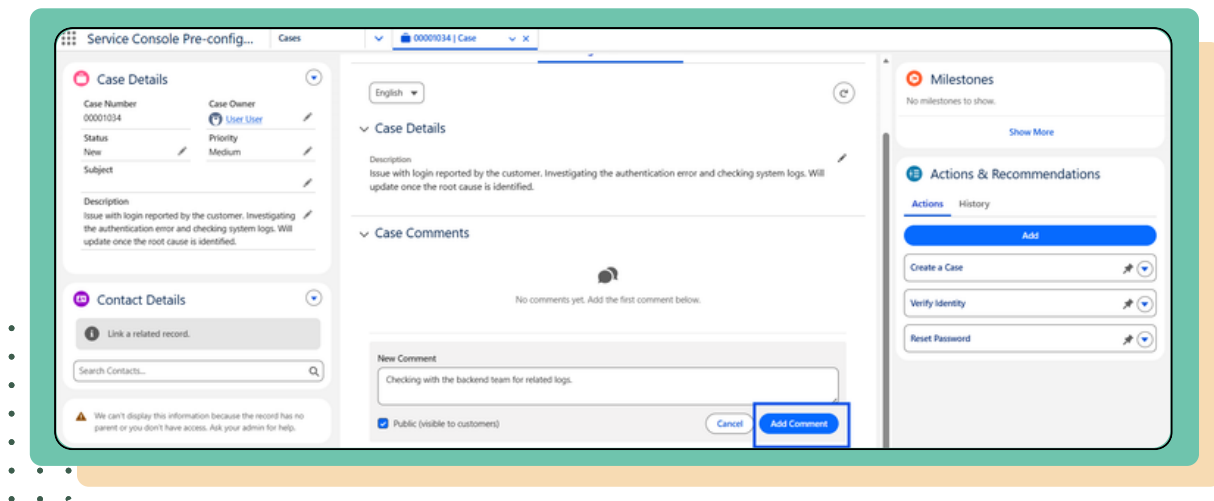


7. Users can select their preferred language accordingly from the language dropdown.



8. After entering the case comment in the New Comment section, click Add Comment to save the comment.

9. If the user wants the comment to be visible to customers, enable the Public (visible to customers) checkbox before saving. Otherwise, the comment will be saved as an internal comment visible only to internal users.



10. Users can also edit or delete the existing case comments directly from the component UI.

Chatter, Email & Case Comment Setup Guide



Service Console Pre-config... Cases 00001034 Case ChatBridge Case Comment

Case Details

Case Number: 00001034
Case Owner: User User
Status: New
Priority: Medium
Subject: [edit]
Description: Issue with login reported by the customer. Investigating the authentication error and checking system logs. Will update once the root cause is identified.

Contact Details

Link a related record.
Search Contacts...

Feed Related Details **ChatBridge Case Comment**

English

Case Details

Description: Issue with login reported by the customer. Investigating the authentication error and checking system logs. Will update once the root cause is identified.

Case Comments

User User - Just now (INTERNAL)
Found a configuration mismatch, applying fix.

User User - Just now (PUBLIC)
Checking with the backend team for related logs.

Edit
Delete

Write a comment...

Milestones

No milestones to show.
Show More

Actions & Recommendations

Actions History

Add

Create a Case
Verify Identity
Reset Password

Edit Case Comment

* = Required Information

Information

* Body
Checking with the backend team for related logs.

☒ Public

Cancel Save