Solution Architecture and Usage

Package: FanVoice Issue Viewer
Version: 1.0.0
Namespace: FanVoice_AI
Date: July 20, 2026

1. Overview

FanVoice Issue Viewer is a Salesforce managed package that displays FanVoice issue/recording content inside Salesforce Cases. It captures FanVoice URLs from Case internal comments and Chatter posts, stores the first valid URL on the Case, and renders the FanVoice page in a Visualforce iframe.

2. Architecture

- Custom URL field on Case: `Fanvoice_Link__c`
- Apex handler: `FeedItemFanvoiceLinkHandler`
- Triggers:
  - `CaseCommentFanvoiceLinkTrigger` (after insert)
  - `FeedItemFanvoiceLinkTrigger` (after insert, after update)
- Visualforce page: `FanVoice_Issue_Viewer` (iframe viewer)
- Lightning record page: `FVCase1` (Info + Fanvoice Issue Viewer tabs)
- Lightning app: FanVoice Case Viewer
- Permission set: FanVoice Issue Viewer User

3. Data flow

1. User creates a Case with an internal comment and/or posts a Chatter update containing a FanVoice URL.
2. Trigger invokes the handler to extract the URL via regex (no HTTP callouts).
3. If `Fanvoice_Link__c` is empty, the Case is updated with the first valid URL (set-once).
4. Agent opens App Launcher → FanVoice Case Viewer → Case.
5. Fanvoice Issue Viewer tab loads an iframe using the stored URL.

4. Authentication and encryption

- Authentication: Salesforce session (standard platform login)
- No OAuth tokens stored by the package
- No Apex callouts to external systems
- External iframe loads over HTTPS in the user browser (TLS by browser / FanVoice host)
- Package does not transmit Salesforce credentials to FanVoice

5. Data touchpoints

Inside Salesforce:

- Case.Fanvoice_Link__c
- CaseComment.CommentBody
- FeedItem.Body / LinkUrl

Outside Salesforce:

- Browser loads user-provided FanVoice URL in iframe (issues.fanvoice.ai / posts.fanvoice.ai)
- No server-side export of Salesforce data by this package

6. Admin install / usage

1. Install the managed package.
2. Assign permission set **FanVoice Issue Viewer User** to Case users.
3. Open App Launcher → **FanVoice Case Viewer**.
4. Open a Case and add a FanVoice link via internal comment or Chatter, for example:
   `Link: https://posts.fanvoice.ai/example`
5. Confirm Fanvoice Link is populated and open the Fanvoice Issue Viewer tab.

7. Requirements

- Chatter must be enabled
- Permission set assignment required for end users