



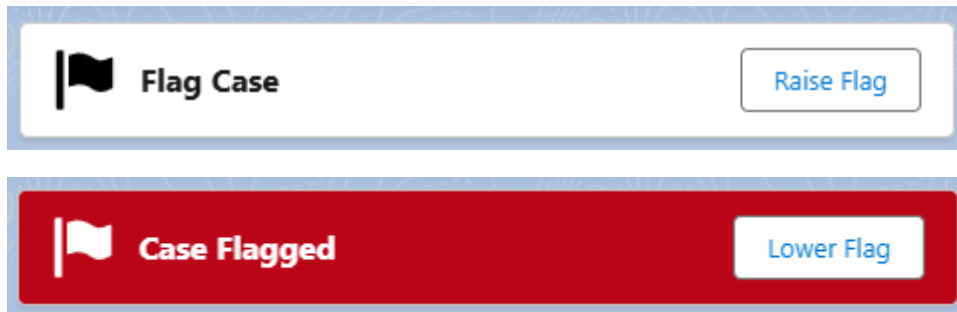
Case Flagger

User Guide

Package Ver. 1.2

Flag Component

After your System Admin has set up the Case Flagger app you should find the flag component on your case records. The component will display as white when the case is not flagged and change to red when the case gets flagged. The component looks like the images below.



You can see from the images that there is a button on the right hand side. By clicking this you can manually change the state of the flag if you need to.

Since this app is configurable to work in multiple systems it is important as a user to speak with your System Admin to understand when the flag will be raised and lowered automatically in your org.

Listview and report Flags

The flag on a case can also be viewed from the case listviews and even in reports. All that needs to be done for this to work is to add the Flag Icon field to the listview or report you are working on.

Cases

Open Cases

NewChange OwnerPrintable ViewAssign Label

1 item • Sorted by Case Number ↑ • Filtered by Closed • Updated a few seconds ago

Q Search this list...

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☐	Case Number ↑	Contact Name	Subject	Status	Priority	Case Owner Alias	Flag Icon	
1	☐ 00001026	Test Contact		New	Medium	UUser	🚩	⌵

Select Fields to Display

Available Fields

Escalated

First Name

Flag

Flag Icon

Last Modified By Alias

Last Modified Date

Last Name

Visible Fields

Case Number

Contact Name

Subject

Status

Priority

Case Owner Alias

Cancel

Save