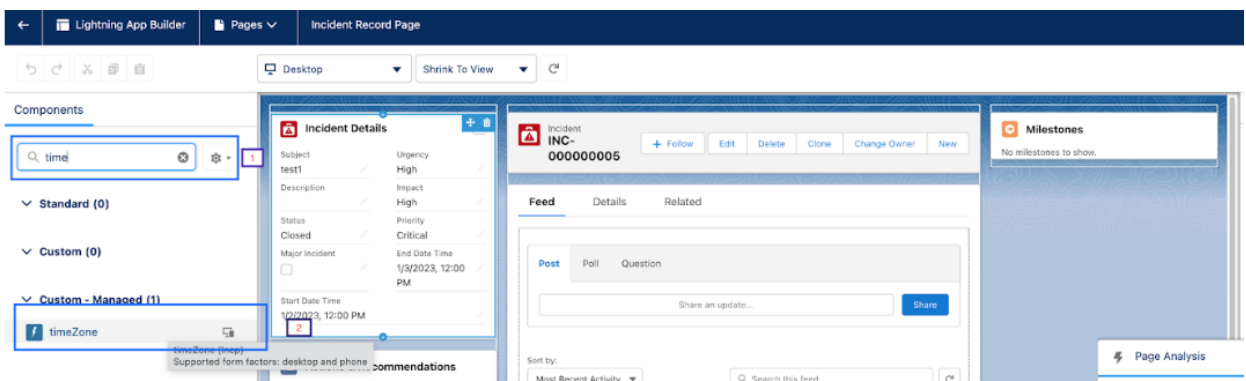
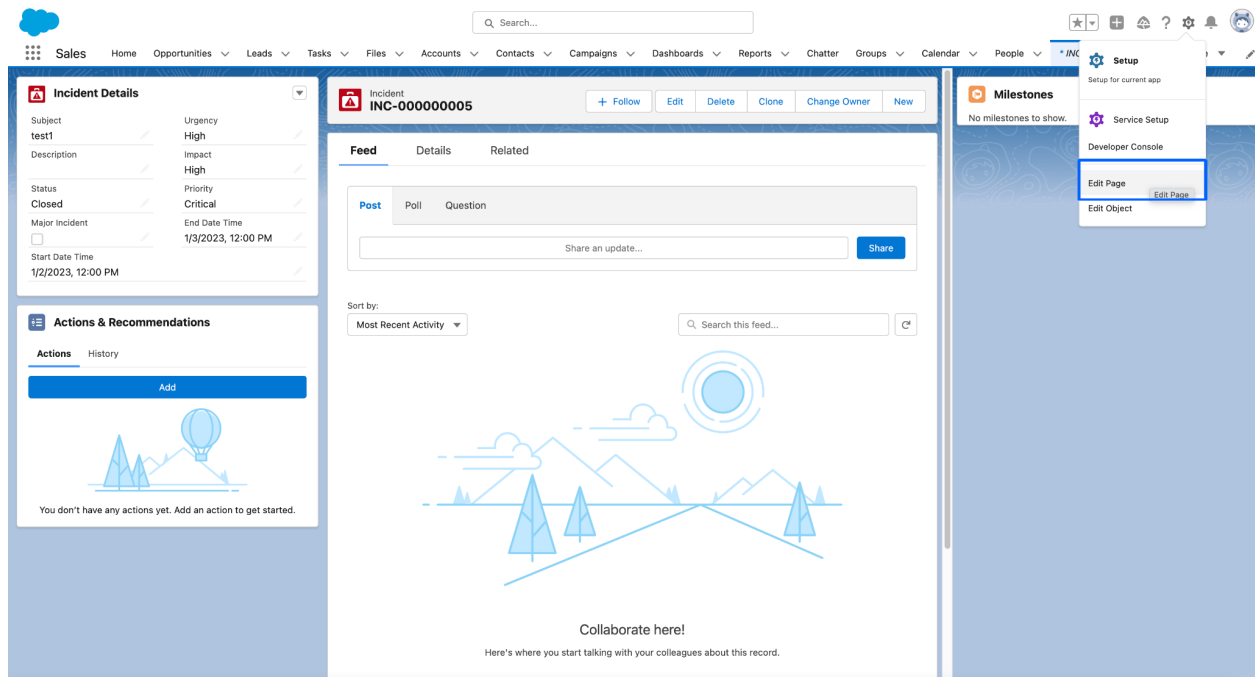




Salesforce Critical Incident Management Customizations Package

Time Zone Component
Custom Time and Duration Fields
Custom Related Case Count Field
Incident List View

There is a time zone lightning web component that an administrator can add to their incident, problem or change request entities. Once the time (GMT - PST - EST - GMT+8) has been modified in one of the objects (incident, problem, or change request) the same time will be displayed in the rest of the entities.



Today, +3HRS
UTC/GMT

19:43



Today, -5HRS
PST

11:44



Today, -2HRS
EST

14:45



Tomorrow, +11HRS
GMT+8

03:44



Custom Time and Duration Fields

Incident

 Incident

INC-000000005

[+ Follow](#) [Edit](#) [Delete](#) [Clone](#) [Change Owner](#) [New](#)

Feed

Details

Related

▼ Incident Details

Subject

test1

Description

Incident Number

INC-000000005

Status Code

Closed

Created to Close Time Duration

1 Days 11 Hrs 31 Min

Incident Closed

☒

Incident Close Time ⓘ

1/4/2023, 1:09 PM

Related Customer Cases

0

Start to End Time Duration

1 Days 0 Hrs 0 Min

Status

Closed

Reported Method

Parent Incident

Type

Incident Owner

 [Victoria Forte](#)

Urgency

High

Impact

High

Priority

Critical

Priority Override Reason

Entitlement

▼ Working Details

Detected Date Time

Start Date Time

1/2/2023, 12:00 PM

▼ Closing Details

Category

Sub Category

Resolved By

Resolution Date Time

End Date Time

1/3/2023, 12:00 PM

Once the 'Start Date Time' and 'End Date Time' fields are manually filled in and the incident is closed, the 'Start to End Time Duration' field is automatically populated in the format of days, hours, and minutes.

Status Code	Closed	Urgency	High
Created to Close Time Duration	1 Days 11 Hrs 31 Min	Impact	High
Incident Closed	☒	Priority	Critical
Incident Close Time ⓘ	1/4/2023, 1:09 PM	Priority Override Reason	
Related Customer Cases	0	Entitlement	
Start to End Time Duration	1 Days 0 Hrs 0 Min		
Status	Closed		
Reported Method			
Parent Incident			
Type			

Working Details

Detected Date Time
Start Date Time
1/2/2023, 12:00 PM

Closing Details

Category
Sub Category

Resolved By
Resolution Date Time

End Date Time
1/3/2023, 12:00 PM

Resolution Summary

System Information

Created By
Victoria Forte, 1/3/2023, 1:38 AM

Last Modified By
Victoria Forte, 1/4/2023, 1:09 PM

Created Date
1/3/2023, 1:38 AM

Last Modified Date
1/4/2023, 1:09 PM

When the status of the incident is closed, the 'Created to Close Time Duration' field is automatically populated. This field calculates the time duration between 'Incident Close Time' and 'Created Date' fields. All of these fields are automatically populated.

Problem

Feed	Details	Related
▼ Problem Details		
Subject		
test1		
Description		
Problem Number		Problem Owner
PRB-00000001		Victoria Forte
Created to Close Time Duration		Urgency
0 Days 1 Hrs 20 Min		High
Problem Close Time ⓘ		Impact
1/2/2023, 1:20 PM		High
Problem Start Date Time		Category
1/1/2023, 12:00 PM		
Start to Resolution Time Duration		Priority Override Reason
1 Days 0 Hrs 0 Min		
Status Code		
Closed		
Status		
Closed		
Parent Problem		
Priority		
Critical		
Sub-Category		
▼ Problem Analysis		
Root Cause Summary		
▼ Resolution Information		
Resolved By		Resolution Date
		1/2/2023, 12:00 PM
Resolution Summary		
▼ System Details		
Created By		Last Modified By
Victoria Forte, 1/2/2023, 11:59 AM		Victoria Forte, 1/2/2023, 1:20 PM
Created On		Last Modified On
1/2/2023, 11:59 AM		1/2/2023, 1:20 PM

Once the 'Problem Start Date Time' and 'Resolution Date' fields are manually filled in and the problem is closed, the 'Start to Resolution Time Duration' field is automatically populated in the format of days, hours, and minutes.



Change Request
CHG-000000001

Feed
Details
Related

Change Request Details

Subject

test1

Description

Change Request Number

CHG-000000001

Change Request Close Time ⓘ

1/2/2023, 1:53 PM

Created to Close Time Duration

0 Days 1 Hrs 53 Min

Start to End Time Duration

1 Days 0 Hrs 0 Min

Status Code

Closed

Status

Closed

Category

Type of Change

Final Review Details

Reviewer

Final Review Notes

Change Readiness

Business Reason

Business Justification

Impact Analysis

Remediation Plan

Schedule

Start Time (Estimated)

1/1/2023, 12:00 PM

System Details

Created By

 Victoria Forte, 1/2/2023, 11:59 AM

Created On

1/2/2023, 11:59 AM

When the status of the change request is closed, the 'Created to Close Time Duration' field is automatically populated. This field calculates the time duration between 'Change Request Close Time' and 'Created On' fields. All of these fields are automatically populated.

Related Customer Cases

 Incident
INC-000000005

Feed

Details

Related

▼ Incident Details

Subject

test1

Description

Incident Number

INC-000000005

Status Code

Closed

Created to Close Time Duration

1 Days 11 Hrs 31 Min

Incident Closed

☒

Incident Close Time ⓘ

1/4/2023, 1:09 PM

Related Customer Cases

0

Start to End Time Duration

 Incident
INC-000000005

+ Follow

Edit

Delete

Clone

Change Owner

New

Feed

Details

Related

 Case Related Issues (0)

New

'Related Customer Cases' is a custom integer field which displays the count of the number of cases attached to the incident (via Case Related Issues). This field is automatically calculated.

Incident List View

Incidents
Incident List View

Active Incidents Recently Resolved Incidents

3 items · Sorted by: Created Date · Filtered by excluding: Closed, Completed

Search this list...

	Incident ID	Incident Number	Created Date	Subject	Status	Owner Id	Description
1	0nyDn000000kez3IAA	INC-000000007	2023-01-04 21:18:37	test4	New	Victoria Forte	
2	0nyDn000000kez2IAA	INC-000000006	2023-01-04 21:18:22	test3	New	Victoria Forte	
3	0nyDn000000kdynIAA	INC-000000002	2023-01-02 16:04:20	test1	In Progress	Victoria Forte	

Annotations: 1 points to the 'Active Incidents' tab, 2 points to the 'Recently Resolved Incidents' tab, 3 points to the refresh button, 4 points to the search box, and 5 points to the column configuration icon.

Incidents
Incident List View

Active Incidents Recently Resolved Incidents

1 items · Sorted by: Created Date · Filtered by excluding: Closed, Completed

Search this list...

	Incident ID	Owner ID	Incident ...	Created ...	Subject	Descript...	Status
1	0nyDn00000...	Victoria Forte	INC-000000...	2022-12-30 ...	test		New

Annotations: 1 points to the 'Active Incidents' tab, 2 points to the 'Recently Resolved Incidents' tab, 3 points to the refresh button, 4 points to the search box, and 5 points to the column configuration icon.

1. 'Active Incidents' is a tab that displays all incidents with a status that is not 'Closed' or 'Completed' in chronological order.
2. 'Recently Resolved Incidents' tab displays all incidents with a 'Closed' or 'Completed' status in chronological order.
3. The refresh button only refreshes the list view and not the entire page.
4. The search box allows one to search for a specific incident in the list.
5. Click on the icon to modify, add, or remove columns.