

Case Comments Panel

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.

Features

- View Case Comments directly on the Case record page
- Create new Case Comments
- Support for Internal and Public comments
- Edit existing Case Comments
- Delete existing Case Comments
- Permission-aware user interface
- Automatic refresh after create, edit, and delete actions
- Relative date formatting (Today, Yesterday, Date)
- Optional visibility badges
- Optional component title
- Optional attribution branding
- Custom label support for translation and packaging
- Lightning App Builder configurable properties

Installation

Installable package links are available through the project releases.

For beta versions, install only into a sandbox, scratch org, or Developer Edition org.

Lightning App Builder Configuration

The component exposes the following configurable properties:

Property	Description
Comments Per Page	Number of comments loaded initially and per page
Default Public	Controls whether new comments default to Public
Show Visibility Badge	Displays Internal/Public badges on comments
Allow Edit	Enables edit actions
Allow Delete	Enables delete actions

Property	Description
Show Title	Displays a component title
Title Text	Custom component title
Show Attribution	Displays optional Simplicity+ attribution

Permission Handling

The component respects Salesforce object permissions.

Users without Create permission:

- Cannot create comments
- Receive an informational message

Users without Update permission:

- Cannot edit comments

Users without Delete permission:

- Cannot delete comments

Menu actions automatically hide when permissions are not available.

User Workflow

Create Comment

Users may:

- Enter a comment
- Choose Internal or Public visibility
- Save the comment

Upon save:

- Comment is created
- Comment list refreshes automatically
- Success toast is displayed

Edit Comment

Users may:

- Open an existing comment
- Modify comment text
- Modify visibility

Upon save:

- Comment is updated
- Comment list refreshes automatically
- Success toast is displayed

Delete Comment

Users may:

- Delete existing comments

Deletion requires confirmation before proceeding.

Upon delete:

- Comment is removed
- Comment list refreshes automatically
- Success toast is displayed

Display Features

Comment Header

Each comment displays:

- Comment Author
- Relative Date
- Visibility Badge (optional)
- Actions Menu (when enabled)

Relative Dates

Recent comments display:

None

Today, 10:32 AM

Yesterday, 4:15 PM

Older comments display:

None

Jun 10, 2026, 10:32 AM

Empty State

When no comments exist, an empty state message is displayed.

Optional attribution text may also be displayed.

Requirements

- Salesforce Lightning Experience
- Case object enabled
- Standard Case Comments enabled
- User access to Case Comments object
- Permission enabled for user: Edit Case Comments

About Simplicity+

Simplicity+ delivers practical Salesforce solutions that simplify administration and improve the user experience. Our AppExchange applications focus on solving everyday challenges with lightweight, configurable components that are quick to deploy and easy to maintain.

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Contributing

Bug reports, enhancement requests, and pull requests are welcome.

For support or questions, contact:

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