

Astrea Clone FAQ

1. *What are the objects supported by Astrea Clone?*

Astrea Clone App supports all standard and custom objects. We have given two packaged buttons for two standard objects – Account and Contact. If you want any other standard or custom object that needs to support cloning, just create a button for that object as explained in the Installation Guide. If you have additional requirements related to cloning, please [contact us](#).

2. *What are the objects supported by Astrea “Bulk Clone”?*

Bulk Clone Supports four standard objects: Account, Contact, Cases and Opportunity. If you have requirements to support cloning for additional objects, please [contact us](#).

3. *What are the charges for using this product?*

The app priced at \$300 annually. All users of the organization will have access to the app at this price. The product is discounted for Non-profits, and is available at \$150 annually.

4. *What kind of support is available for using Astrea Clone?*

We have provided the test drive for this app as well as 15 days free trial to experience this App. Please contact us at astreaclone@astreait.com with any questions. Typically we will be able to respond to your questions within one working day. Also if required we will set up a “GotoMeeting” session to resolve any issues or give a demo.

5. *Can we open the detail page of the newly created cloned records directly from the output page of Astrea Clone?*

Yes. Just click on the link of the record to open the detail page of the record.

6. *What Number of clones we can create?*

User can clone up to 100 parent records at a time for any object.

7. *How would I differentiate between the records created?*

Now, Astrea Clone allows you to name the records created.

8. *Can we select the related list of record that needs to be cloned?*

Yes. Users can select the related list which they want to clone along with the parent record. Through this feature the product supports deep cloning. Only Related list which have data are shown.

9. *How many rules can user define for an object?*

Users can define multiple rules for an object.

10. Users other than Admin can create a rule or not?

No. Only Admin can define default rules for any Object which will be enforced across an organization. Users have a facility to override the default rules created by Admin when performing clones.

11. *What happens if no related records are there in related object for a record which needs to be cloned?*

If no related records are there, then the section for selecting related record will not appear in the page.