

Astrea Object Hierarchy FAQ

1. *What are the objects supported by Astrea Object Hierarchy?*

Astrea Object Hierarchy App supports any number of objects. We have given 4 packaged buttons for four standard objects i.e. Account, Contact, Lead and Opportunity. If you want any other standard or custom object that could support this App, just create a button for that object. If, you want some more functionality then [contact us](#).

For child and grandchild records that are displayed in the hierarchy, the objects that are supported are – all custom objects, and six standard objects (Account, Contact, Lead, Opportunity, Case and Asset).

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

This product is available free of cost from AppExchange.

3. *What kind of support is available for using Astrea Object Hierarchy?*

If you will like to receive a demo of the product or if you have any questions related to installation please contact us at ObjectHierarchy@astreait.com . We will respond ASAP.

4. *What is the number of objects which we can display in the hierarchy?*

The maximum number of objects that can be display in the hierarchy is One Hundred.

5. *What number of levels does Object Hierarchy supports?*

Object Hierarchy Supports 3 level Hierarchy. 1st level contains the record which you have selected for showing the hierarchy. In 2nd level, child records of the 1st level record are shown and in the 3rd level, child records for the 2nd level are shown.

6. *Can we open the detail page of the records directly from the Hierarchy?*

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

7. *What Number of records we can show in the hierarchy?*

We can show a maximum of a thousand records in the hierarchy. If there are more than thousand records, the first thousand records are displayed.

8. *What happen when more than 1000 child records are present?*

You will get a message in the hierarchy page – “Records have been truncated because total number of records is more than thousand”.

9. *Can we expand and collapse the Hierarchy?*

Yes. By clicking on the ‘+’ and ‘-’ sign before the record, you can expand or collapse the hierarchy.

10. Can we get the name of the object for every record in the display?

Yes. The name field of all objects is displayed by default for all objects.

11. I want to display additional fields in records in the hierarchy display?

This will require additional development. Please [contact us](#) and we will be able to make this change