

# Why Case Age?

Many a times, organizations need to know exactly where cases sit in different statuses and after accounting for business hours. There is no out-of-the-box way of doing that today. Enter the Case Age in Business Hours demo component.

*It calculates in business hours how long your case has spent in each status. This allows you to generate reports and dashboards and identify areas of concern.*



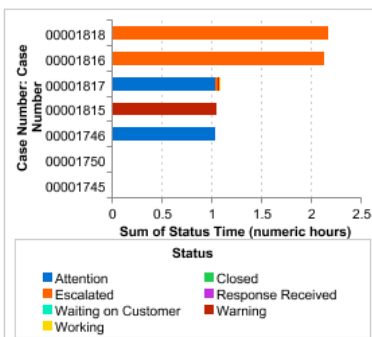
## Case Age in Business Hours Dashboard

Show Feed

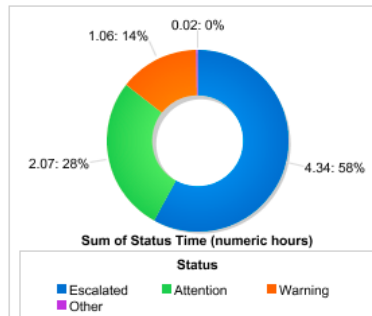
Find a dashboard...

Edit Clone Refresh As of Today at 7:03 AM

### How much time are my cases spending in each status?



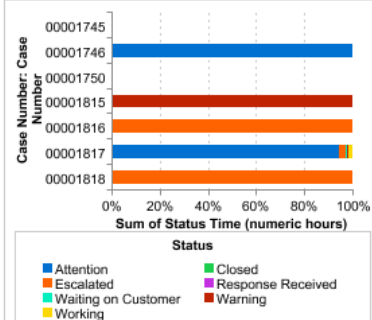
### What status is taking the most time?



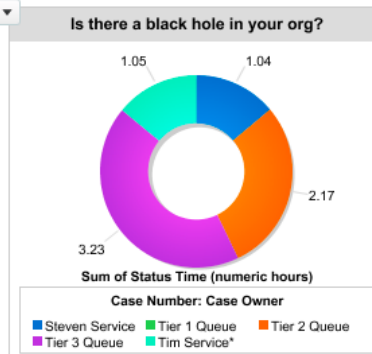
### Average time spent by my cases in each status

| Status              | Average Status Time (numeric hours) |
|---------------------|-------------------------------------|
| Escalated           | 1.06                                |
| Attention           | 0.02                                |
| Warning             | 4.34                                |
| Working             | 0.0                                 |
| Waiting on Customer | 0.0                                 |
| Closed              | 0.0                                 |
| Response Received   | 0.0                                 |

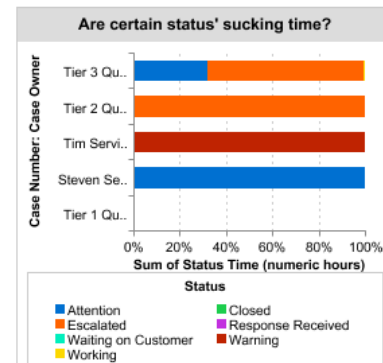
### Time spent in each status by %



### What owner is taking the most time?



### Time Spent in each status by owner by %



The demo package essentially consists of the following three elements:

1. “**Case Status Change**” custom object (and associated fields) to record all the changes to all cases. Essentially a record is written here every time a case changes status.
2. “**CaseStatusChangeTrigger**” and associated Apex classes – This trigger fires every time a case changes status and inserts the record in the “Case Status Change” custom object.

