

I'm Out! Installation Guide

Install I'm Out! The Out of Office Case Handler.

By Salesforce

Supplemental Resources

[Install AppExchange Packages Trailhead](#)

https://trailhead.salesforce.com/en/modules/appexchange_basics/units/appexchange_basics_install

Install for Admins Only

1. Navigate to the app in AppExchange or access directly using the installation URL:
 - a. <https://login.salesforce.com/packaging/installPackage.apexp?p0=04tf4000000aDTC>
2. Select “Install for Admins Only” and click the “Install” button.
 - a. Test the new package in a Developer Edition or Sandbox organization (a.k.a. org) first. If you’re not already logged in to the correct org, proceed and login.

**Install I'm Out! The Out of Office Case Handler.**
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**What if existing component names conflict with ones in this package?**
☒ Do not install.
☐ Rename conflicting components in package.


☒ Install for Admins Only


☐ Install for All Users


☐ Install for Specific Profiles...

Install

Cancel

App Name	Publisher	Version Name	Version Number
I'm Out! The Out of Office Case Handler.	Salesforce	Summer 2017	1.3

Additional Details

[View Components](#)

- Verify installation was completed successfully and click the “Done” button.

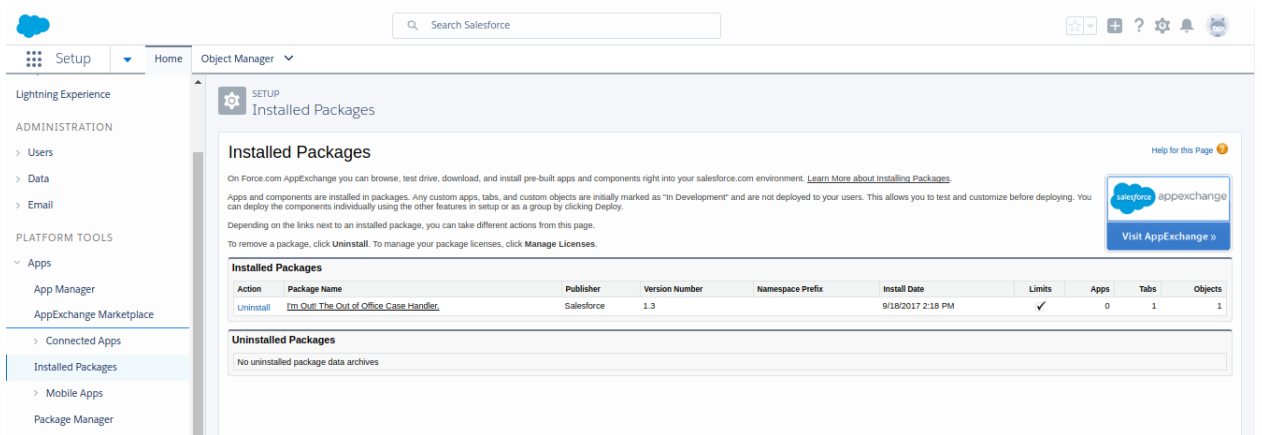
**Install I'm Out! The Out of Office Case Handler.**
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**Installation Complete!**

Done

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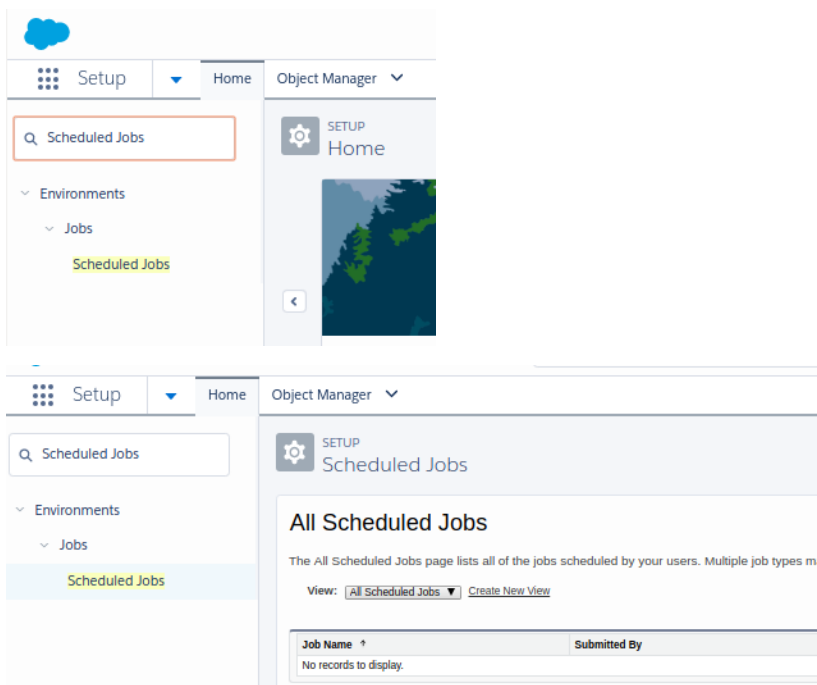
- The new package should be listed in the “Installed Packages” list.



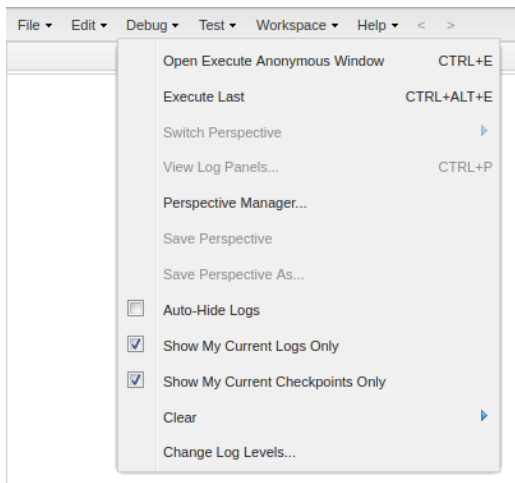
Schedule Case Reassignment Job

Schedule the hourly cron job to reassign cases to the Backup Case Owner when the original Primary Case Owner is Out of Office.

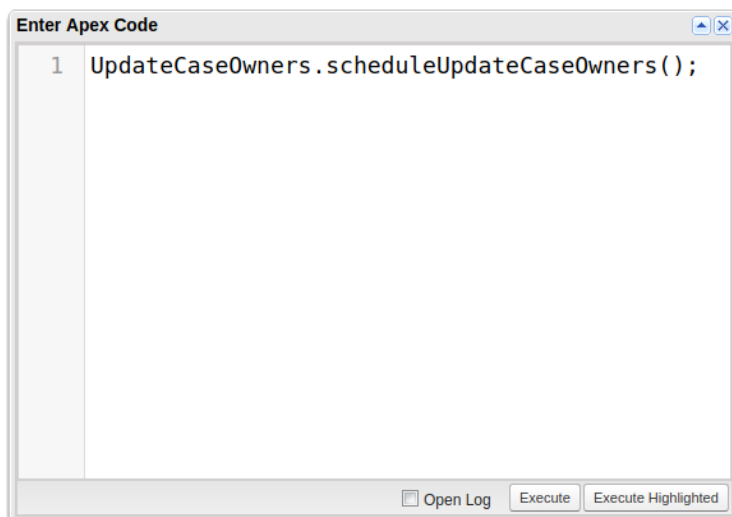
1. Review “All Scheduled Jobs” page and verify the Job Name “Case Ownership Hourly Update” is not listed.
 - a. “Setup” → Search for “Scheduled Jobs”
 - b. Click on “Environments” → “Jobs” → “Scheduled Jobs”



2. Open the Developer Console
 - a. Click on “Debug” → “Open Execute Anonymous Window”



3. Type in “UpdateCaseOwners.scheduleUpdateCaseOwners();” and click the “Execute” button.



4. Verify the successful execution in the “Logs” window.

Logs Tests Checkpoints Query Editor View State Progress Problems							
User	Application	Operation	Time	Status	Read	Size	
OOO Case Handler	Unknown	/services/data/v40.0/to...	9/18/2017, 3:08:08 PM	Success	Unread	3.1 KB	

Filter Click here to filter the log list

5. Refresh the “All Scheduled Jobs” page and verify the Job Name “Case Ownership Hourly Update” is now listed. Note the next scheduled run.

Salesforce interface showing the "All Scheduled Jobs" page. The left sidebar includes "Setup", "Home", "Object Manager", and "Scheduled Jobs" (highlighted). The main content area displays the "All Scheduled Jobs" title and a table of scheduled jobs.

Action	Job Name ↑	Submitted By	Submitted
Del	Case Ownership Hourly Update	Case Handler, OOO	9/18/2017 3:08 PM

6. Congratulations! You've successfully scheduled the cron to reassign cases to the Backup Case Owner specified in existing OOO logs.