

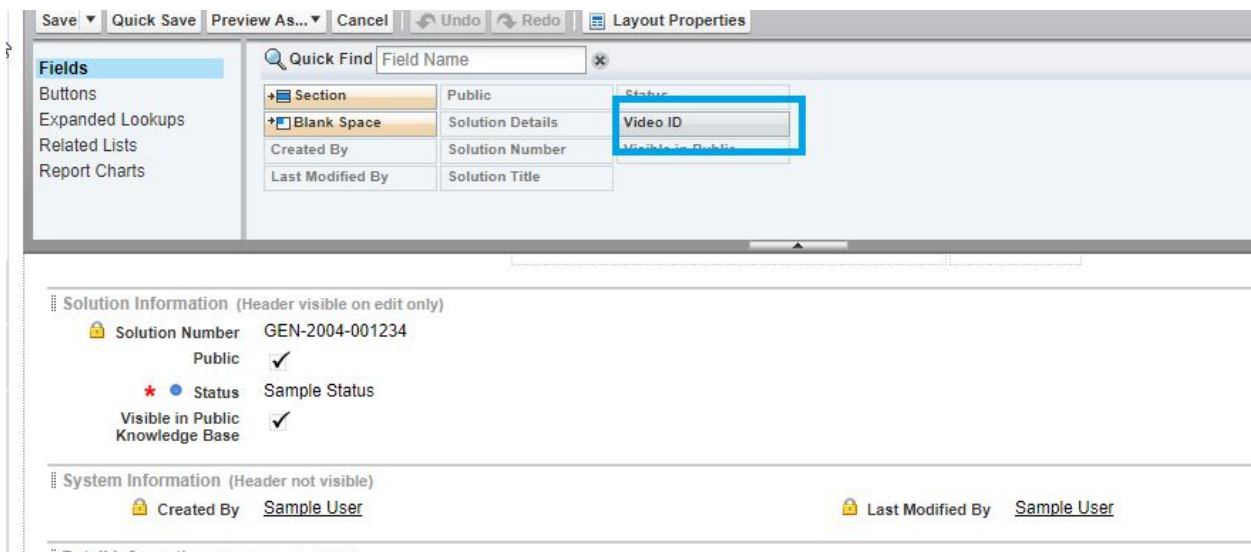
## Enhanced Solutions

### Introduction of Astrea's Enhanced Solutions

As YouTube is one of the best source for videos in all the cases(uploading, viewing), Astrea provides an option to link YouTube uploaded videos with Solution object of Salesforce which impacts on better services of CRM. We cover this functionality in both Classic and Lightning versions of Salesforce.

### Functionality in Classic version:

Once you done with the installing app, go to the Solution object and Click on “Edit Layout”, add field “**Video Id**” on layout.



The screenshot displays the Salesforce Classic interface for editing a Solution record layout. The top navigation bar includes buttons for Save, Quick Save, Preview As..., Cancel, Undo, Redo, and Layout Properties. A sidebar on the left lists available fields: Fields, Buttons, Expanded Lookups, Related Lists, and Report Charts. The main workspace shows a table of fields with columns for Field Name and Status. The 'Video ID' field is highlighted with a blue box. Below the table, the 'Solution Information' section is visible, showing fields like Solution Number (GEN-2004-001234), Public (checked), Status (Sample Status), and Visible in Public Knowledge Base (checked). The 'System Information' section at the bottom shows Created By (Sample User) and Last Modified By (Sample User).

Also, create a new Section on the layout to add Video Page on the layout, please make sure you have chosen 1 column while creating section and set the visualforce page height and width as per the visuals, we suggest you to keep Width as 100% and height as 370 pixels. We are adding “VideoForSolution” page on “Enhanced Solution” section of Solution record layout.

Save Quick Save Preview As... Cancel Undo Redo Layout Properties

Quick Find Page Name

Fields

Buttons

Expanded Lookups

Related Lists

Report Charts

Visualforce Pages

Section

Blank Space

VideoForSolution

### Solution Detail

Standard Buttons: Change Record Type Select Select Edit Delete Custom Buttons

**Solution Information** (Header visible on edit only)

**Solution Number** GEN-2004-001234

**Public** ☒

**Status** Sample Status

**Visible in Public Knowledge Base** ☒

**Video ID** Sample Video ID

**System Information** (Header not visible)

**Created By** Sample User **Last Modified By** Sample User

**Detail Information** (Header not visible)

**Solution Title** Sample Solution Title

**Solution Details** Sample Solution Details

**Enhanced Solutions**

Fields

Buttons

Expanded Lookups

Related Lists

Report Charts

Visualforce Pages

Section

Blank Space

Public

Status

Solution Details

Video ID

Created By

Solution Number

Visible in Public...

Last Modified By

Solution Title

Created By Sample User Last Modified By Sample User

**Detail Information** (Header not visible)

**Solution Title** Sample Solution Title

**Solution Details** Sample Solution Details

**Enhanced Solutions**

**Visualforce Page Properties**

Width (in pixels or %) 100%

Height (in pixels) 370

Show scrollbars ☐

Show label ☐

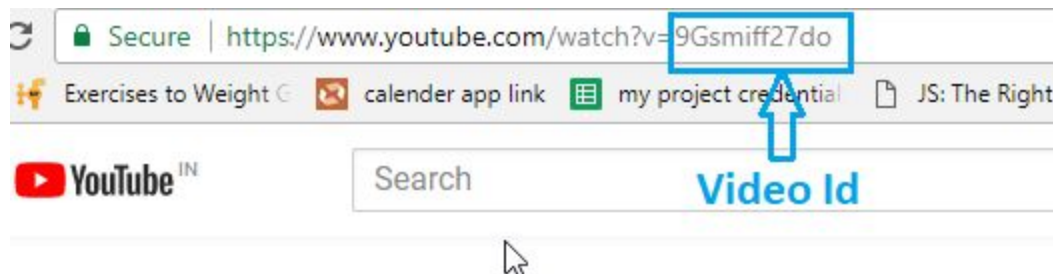
OK Cancel

VideoForSolution

uitEditor.aspx?tune=Solution&lrid=00h7F00000047lin&retURL=%2F5017F0000000c8uh&setunid=Solution&avout=

Save the changes on the layout.

You need to upload the video first on YouTube which you want to show on Salesforce, when you open that video, from the URL just take id after “v=” and copy it, it is mentioned in the snapshot below.



Copy this Id and paste it into the Solution object's Video Id field.

A screenshot of the Salesforce 'Solution Edit' form. The form has a header 'Solution Edit' with 'Save', 'Save & New', and 'Cancel' buttons. Below the header is the 'Solution Information' section. It contains fields for 'Solution Number' (00000011), 'Public' (checkbox), 'Status' (dropdown menu set to 'Draft'), and 'Visible in Public Knowledge Base' (checkbox). The 'Video ID' field is highlighted with a blue box and contains the text '9Gsmiff27do'. The 'Solution Title' field is also highlighted with a blue box and contains the text '9Gsmiff27do'. Below these fields is a large text area for 'Solution Details'. At the bottom of the form are 'Save', 'Save & New', and 'Cancel' buttons.

Save the record, you are now able to view the video on the Solution record layout. Just click on the video and it will play there.

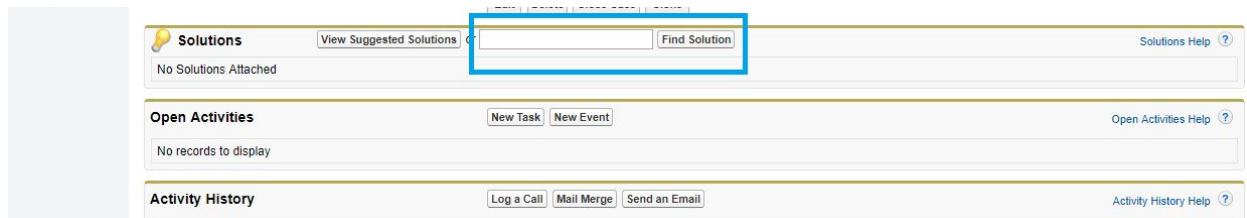
Now you can merge the solution with multiple cases of similar type. Also, in future when you want to update the solution just update the Video Id in the record, changes get reflected automatically.

### Functionality in Lightning version:

This app shows the video solution in Lightning version also. In Lightning, Solution object is not made accessible by Salesforce, so we made user to show Video Solution on Case Record Layout, but user needs to insert the Video Id on Solution object as it will be better if we use Solution object to provide solution to cases, so admin needs to insert the video id. So first provide the solution to case using Case Related List.

Snapshots with flow is attached below:

- Start typing the Solution Name on the related List of Case.



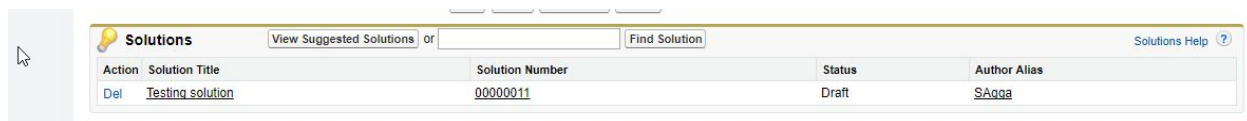
The screenshot shows the Salesforce interface for the 'Solutions' section. At the top, there is a search bar with the text 'Solutions' and a 'Find Solution' button. Below the search bar, there is a section for 'Open Activities' with buttons for 'New Task' and 'New Event'. At the bottom, there is a section for 'Activity History' with buttons for 'Log a Call', 'Mail Merge', and 'Send an Email'.

- Once you find the solution click on the Select button to link Solution with the case.



| Action | Solution Title   | Score | Status | Author Alias | Num Related Cases | Last Modified Date |
|--------|------------------|-------|--------|--------------|-------------------|--------------------|
| Select | Testing solution | 100%  | Draft  | SAgga        | 0                 | 1/15/2018 2:18 AM  |

- You can see there is now a solution for the case in related list of Case

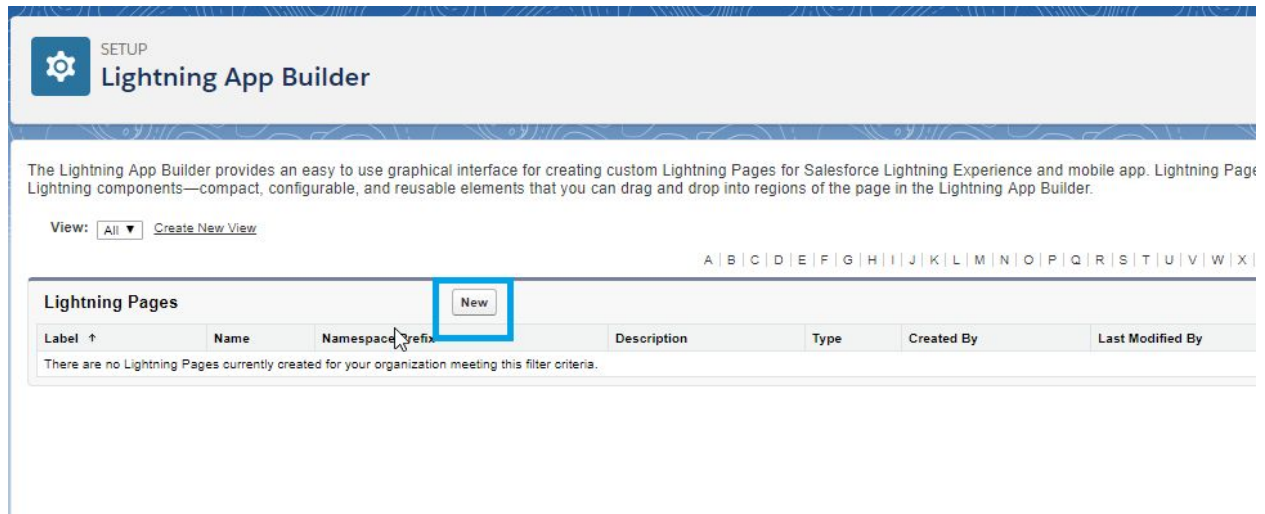


| Action | Solution Title   | Solution Number | Status | Author Alias |
|--------|------------------|-----------------|--------|--------------|
| Del    | Testing solution | 00000011        | Draft  | SAgga        |

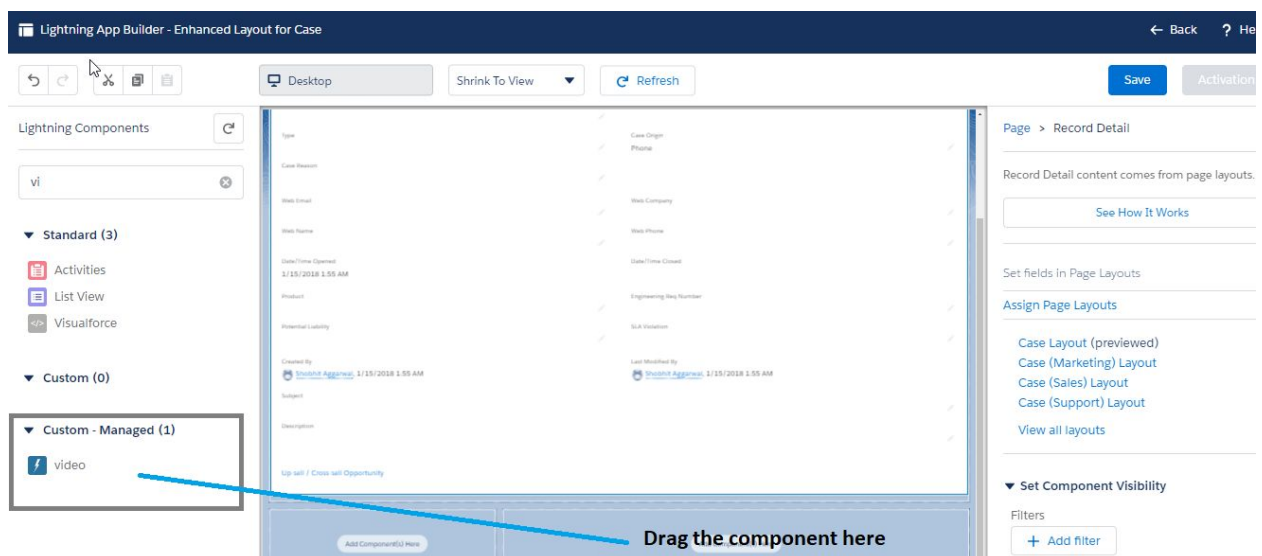
To view video on Layout, make sure you have created domain for your org as it is mandatory for lightning enablements. For new domain please go to

[https://help.salesforce.com/articleView?id=domain\\_name\\_define.htm&type=5](https://help.salesforce.com/articleView?id=domain_name_define.htm&type=5)

Later we need to modify the Case record Detail page, So goto Setup and start typing “Lightning App Builder”, click on “Lightning App Builder” and then Click on “New” button

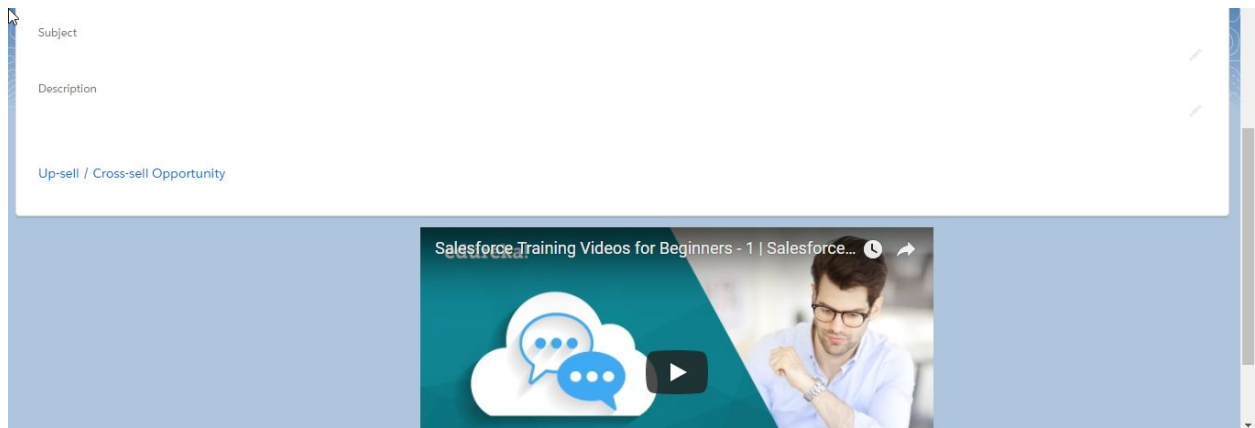


Chose option **Record Page** and click on Next, Enter the label for new layout and then chose object as **Case** and click on Next Button, Choose appropriate template and then add all details you want to show on Layout, make sure to add Lightning component **Video** on the template you have chosen(for reference see the snapshot attached below):



Save and activate the Record Page Layout.

Open the Case in lightning and you can check there is video for the case you have provided the solution.



When you click on the video play icon, it starts the video.

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