

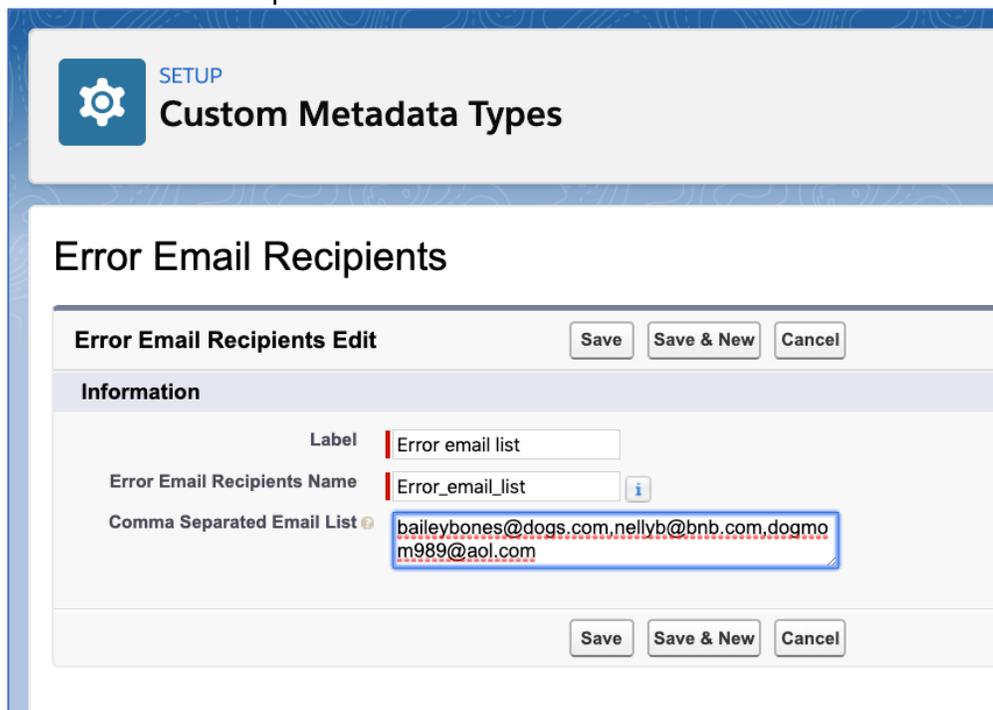
Flow Error Handling

By Jessie Rymph for Salesforce Labs, September 2019

Required: One Time Set Up of Recipient Email Address (s)

This package contains a Custom Metadata Type to store the email addresses of recipients of the error handling message. You'll need to create a record.

1. Open **Custom Metadata Types** from Setup.
2. Click **Manage Records**.
3. Click **New**.
4. Label and name the record "Error email list" or anything else you want. It doesn't matter to this process.
5. In **Comma Separated Email List**, type the list of anyone who should be alerted when a Flow fault occurs. Separate the emails with commas.



The screenshot shows the Salesforce Setup interface for Custom Metadata Types. The page title is "Custom Metadata Types" under the "SETUP" menu. The specific record being edited is "Error Email Recipients". The "Error Email Recipients Edit" form includes three buttons: "Save", "Save & New", and "Cancel". The "Information" section contains the following fields:

- Label:** Error email list
- Error Email Recipients Name:** Error_email_list
- Comma Separated Email List:** baileybones@dogs.com,nellyb@bnb.com,dogmo m989@aol.com

At the bottom of the form, there are three buttons: "Save", "Save & New", and "Cancel".

6. Click Save.

Learn How to Use the Error Handling Subflow

The easiest way to use the **ErrorHandlingSubflow** with your own Flows is to open the **Sample Flow to Debug** and save it as a new flow, so all of the variables do not have to be recreated. Then simply delete the **Sample Account** and **Sample Contact** create records elements (and relevant "sample" fields) and build your new flow.

The **ErrorHandlingSubflow** expects the following information from the initial Flow:

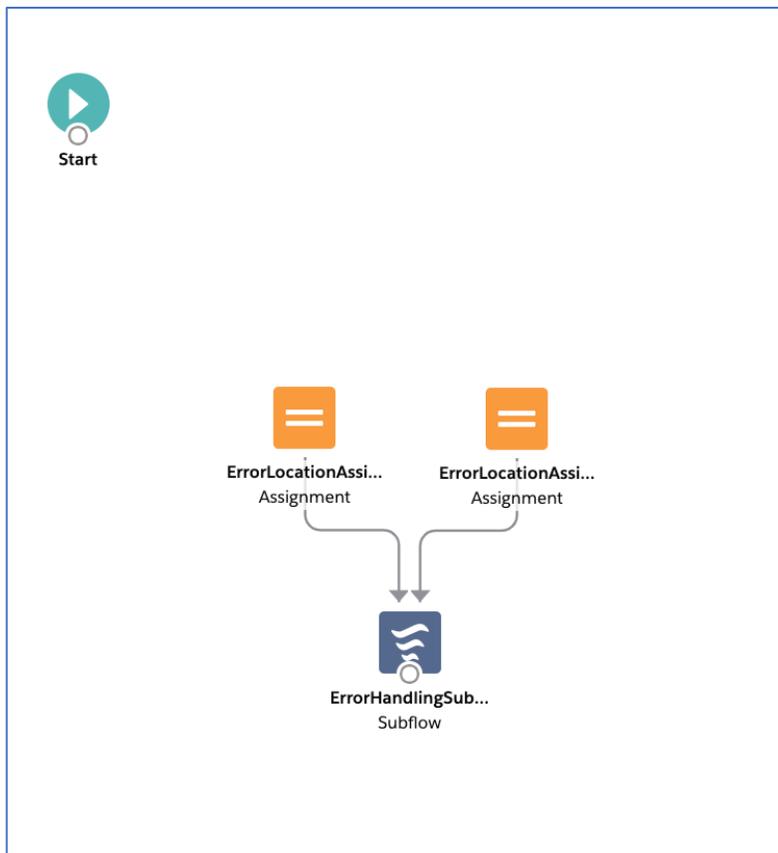
- Formulas
 - CurrentUserEmail
 - Formula to find the email of the Current User. This is used in the email that alerts the administrator about the Flow error, and an email is sent to the user to alert them that the admin knows about the error.
 - CurrentUserName
 - Formula to find the name of the Current User. This is used in the email that alerts the administrator about the Flow error.
- Text Template
 - AllVariables
 - Update this list with all of the variables in your flow to record the values of the variables at the time of the error. You will want to replace these example variables with your own. Type out the name of the variable and insert the variable as a resource.
- Variables
 - ErrorLocation
 - You assign a value to this text variable when the initial flow encounters a fault a particular element. More about this to come.
 - flowFaultMessage
 - This is a message produced by the system to let you know more about the problem. This is sent in the email to the admin.
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The **ErrorHandlingSubflow (Debug Flow Error Handling)** Includes the Following Elements:

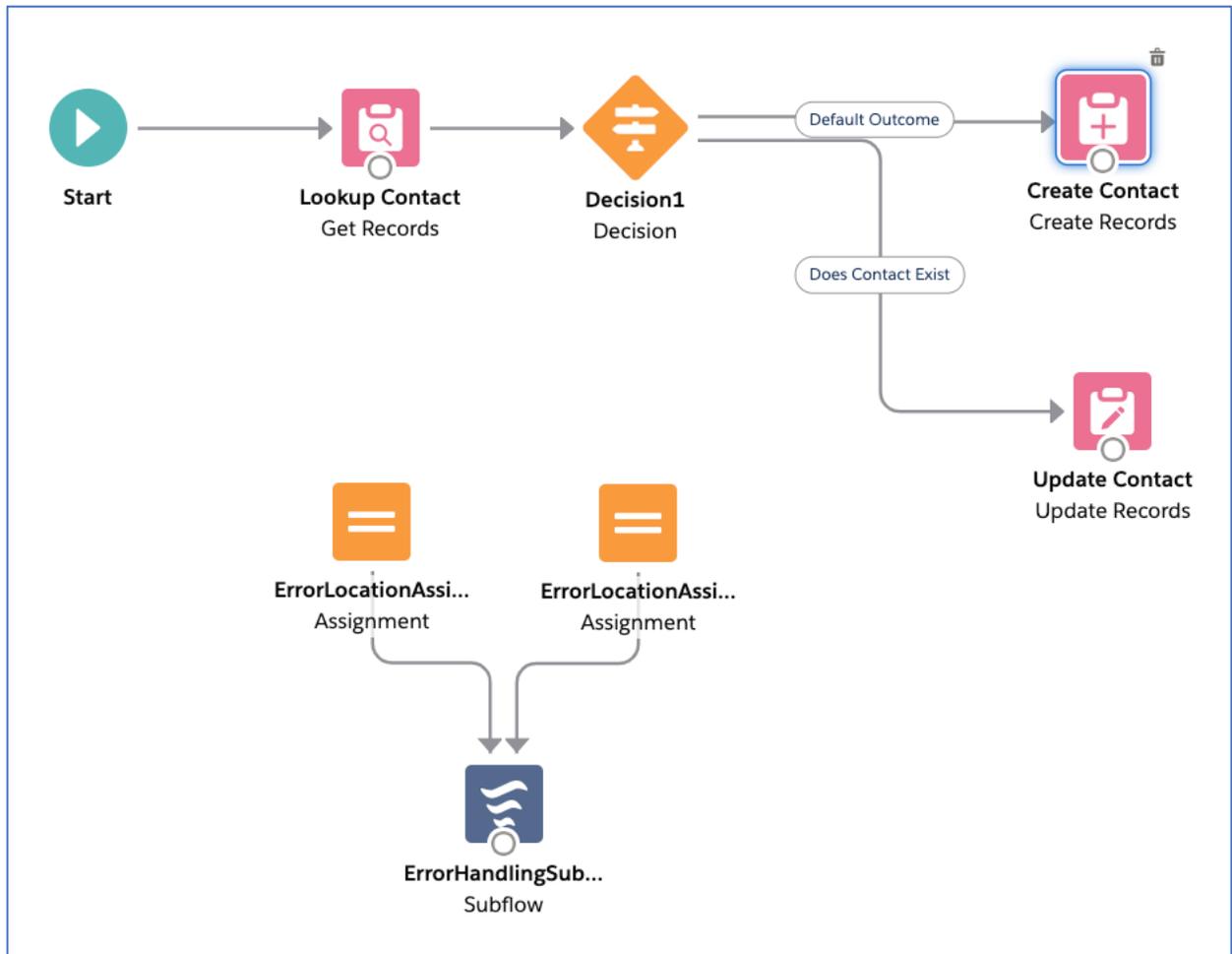
- Text Templates
 - **EmailBodyAdmin** (The email sent to the Admin when a fault occurs):
“Flow Error Message: {!FlowFaultMessage}
Error occurred in Flow named "{!FlowName}" at {!ErrorLocation}.
Current running user: {!CurrentUserName}, {!CurrentUserEmail}
All of the variables from the Flow:
{!allTheVariables}”
 - **EmailBodyCurrentUser** (The email sent to the Current User when a fault occurs):
“While you were using Salesforce, an error occurred in a Flow called {!FlowName}. Your Salesforce administrator has been made aware of the issue.”
- **Send Email to Admin** Action
- **Send Email to Current User** Action
- **Lookup Admin Email** Get Records element
 - Looks up the list of email addresses that should receive the error email. This detail is stored in the Custom Metadata Type. See the first section in this document on how to set up the email address list.

Build your own Flow using the Error Handling Subflow

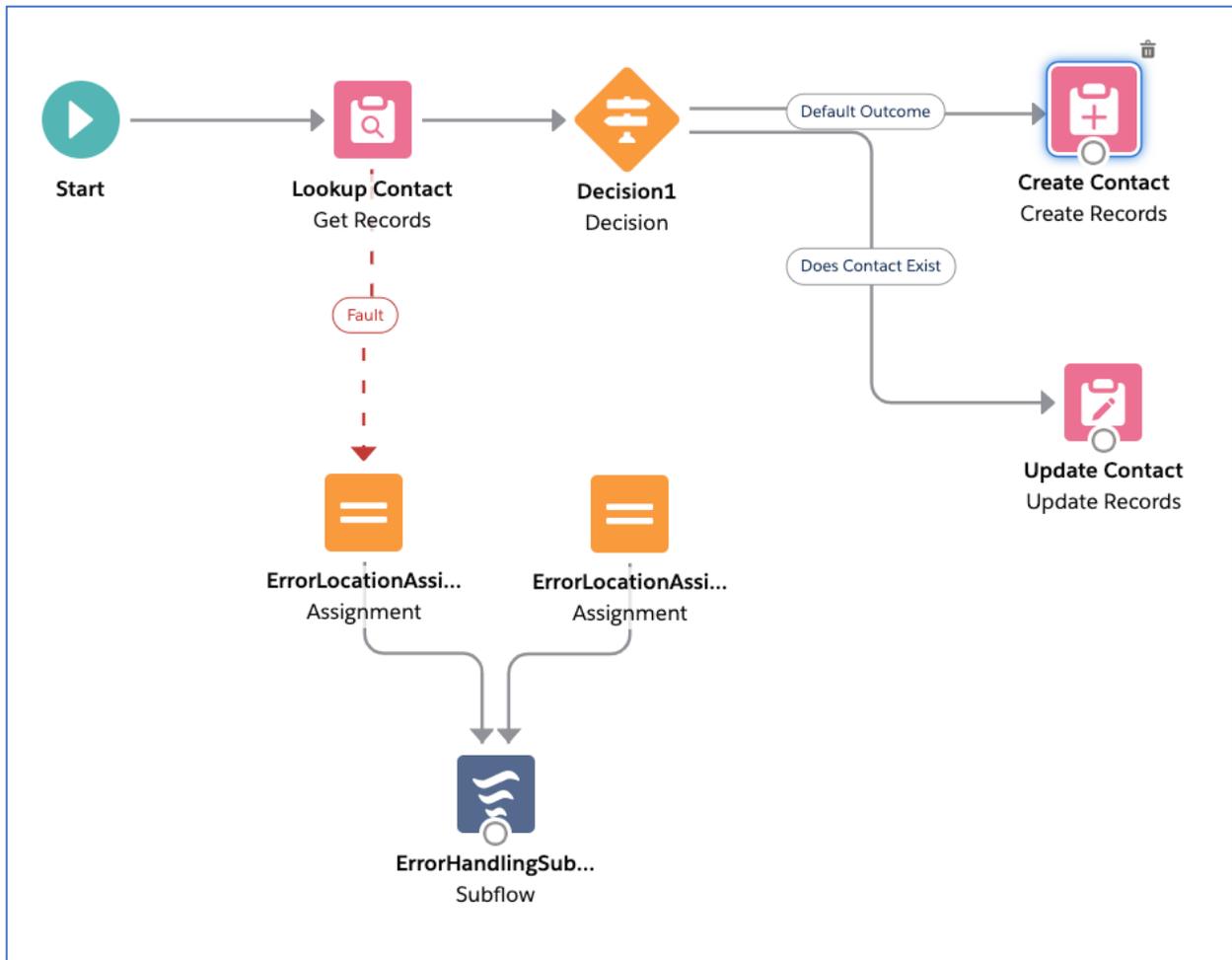
1. Open **Sample Flow to Debug** and save as a new Flow.
2. Delete elements: **Sample Account** and **Sample Contact**



3. Build your own Flow and connect all of the elements for the happy path of the flow.
Example pictured.



4. Connect your first Data element (Create Records, Update Records, Get Records, Delete Records) to **ErrorLocationAssignment**.
 - a. Let's say your first element is called **Lookup Contact** and its type is **Get Records**. Draw a line from that element to **ErrorLocationAssignment** – make sure the fault path line appears which indicates you've already connected the **Lookup Contact** element on its happy path.



- b. Open **ErrorLocationAssignment** and change the value to “Lookup Contact,” the name of your connected element. **IMPORTANT:** Make sure you TYPE in the name and DO NOT select the suggestion to directly choose the element itself. That will not do anything. In this step we are telling the **Error Handling Subflow** the *name* of the element where the error occurred in text value that we type in – we do not want to choose the actual element here.

Edit Assignment

* Label * API Name

Description
Create an Assignment element like this one for each element of your Flow that you can. Change the (!ErrorLocation) value (on the right) to be the name of that element. In this example, this Assignment will be connected to the "Sample Account" element with a Fault line.

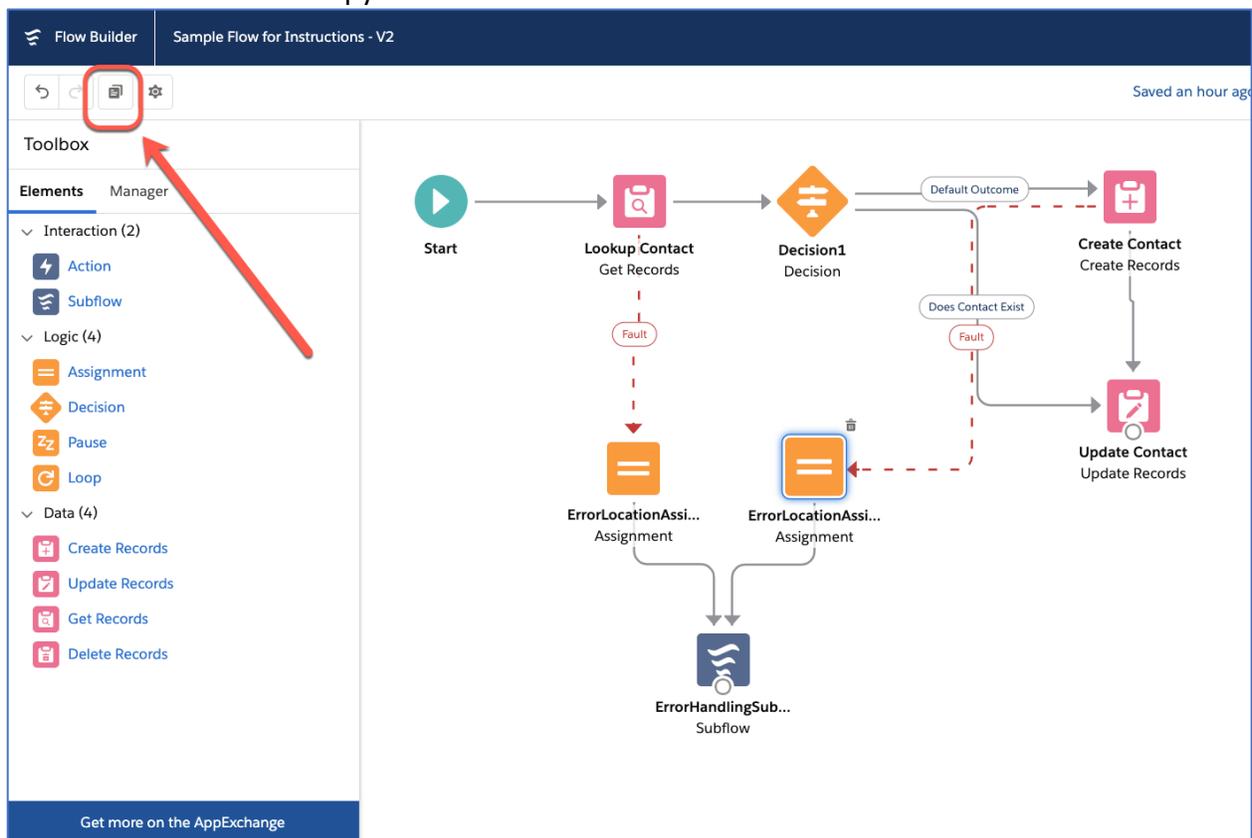
Set Variable Values
Each variable is modified by the operator and value combination.

Variable	Operator	Value
<input type="text" value="{!ErrorLocation}"/>	<input type="text" value="Equals"/>	<input type="text" value="Lookup Contact"/>
<div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>+ Add Assignment</p> <p>GET RECORDS</p> <p><input checked="" type="radio"/> Lookup_Contact</p> <p><input type="radio"/> Lookup Contact</p> </div>		

Cancel
Done

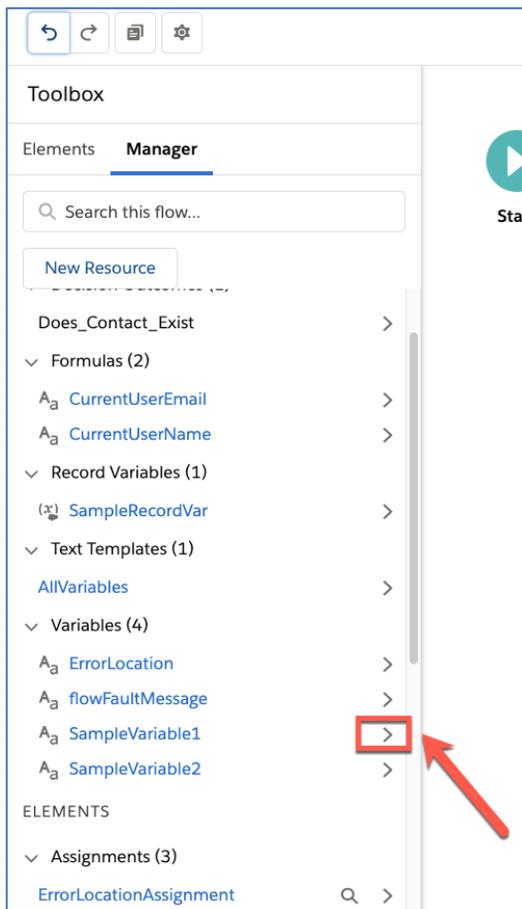
It is tempting, but do not click here.

5. Repeat the same steps for the second Data element in your Flow, but connect the element to **ErrorLocationAssignment1**.
 - a. In this example, we'd draw the fault line from **Create Contact** to **ErrorLocationAssignment1**, and change the value of `{!ErrorLocation}` to "Create Contact."
 - b. Note: a fault path cannot be drawn on the last element of the Flow. To get around this, in this example:
 - i. Draw a line from **Create Contact** to **Update Contact**.
 - ii. Draw the fault path from **Create Contact** to **ErrorLocationAssignment1**.
 - iii. Delete the line from **Create Contact** to **Update Contact**.
6. For the next data element in your Flow, copy one of the **ErrorLocationAssignments**.
 - a. Click on **ErrorLocationAssignment1**, for example.
 - b. Click the copy button



- c. Change the name of **ErrorAssignmentLocation1** to something else like **ErrorLocationAssignment2**.
 - d. Change the value of `{!ErrorLocation}` the name of your connected element. In this example, we'd type "Update Contact."
 - e. Draw the fault line from the element to the new **ErrorLocationAssignment2**.
7. For any remaining elements, repeat step 6 with **ErrorLocationAssingment3**, 4 etc.
8. Modify the Text Template **AllVariables**.
 - a. In the Toolbox on the left, click on **Manager**.
 - b. Click on **AllVariables**.

- c. Update this list with all of the variables in your flow to record the values of the variables at the time of the error. Replace the example variables with your own.
 - d. Type out the name of the variable and click into “Insert a resource...” and find the variables to insert.
 - e. Click Done.
9. Delete the sample variables.
- a. From the manager tab, click on the arrow next to **SampleVariable1**



- b. Click **Delete**.
 - c. Repeat for **SampleVariable2**.
10. Modify **ErrorHandlingSubflow**.
- a. Click **ErrorHandlingSubflow**.
 - b. Scroll to the bottom and change the name of the Flow in the variable **FlowName**.
 - c. Click done.

Test the ErrorHandlingSubflow

To test your Fault path and the **ErrorHandlingSubflow**, force an error by removing a required field. For example, if you have an element that creates a contact, leave out the value for Last Name. Run the Flow as another user to test that the current user variables and email works.