



AC Rapid Cases User Guide

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Overview

AC Rapid Cases is native to the Salesforce application for case management with an intuitive interface that will revolutionise your customer service experience. Now users don't need to report about their problems by typing long texts and trying to describe correctly the issues they faced with. Our component facilitates this process. Just make a screen recording with an issue and add audio comments to the video if needed. So easy!

Being the most advanced case management in the Salesforce eco-system, **AC Rapid Cases** provides personalised customer care, smart self-service, and a cloud-based system that's compatible with all devices. Moreover, it ensures long-distance service that's available any time of the day.



Installation and Configuration

Install the AC Rapid Cases app from the Appexchange

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N4V00000FguWIUAJ>

Prerequisites

To start using the application, please make sure the following features are enabled and set up in your Salesforce organization:

1. Communities should be enabled on your org (Setup - Community Settings).
2. You should have My Domain set and deployed to users (Setup - My Domain)

Set Up Permissions

We recommend the following object and field-level permissions:

Organization-Wide Defaults (Default External Access):

Case - Private

Case Draft - Private

Administrator Permissions:

Tab settings

Case Draft - Default On

Cases - Default On

Case Settings - Default On

Case Video Recording - Default On

Object and Field-Level Permissions

Objects and Fields	AC Rapid Cases Admin
Case Drafts	Read, Create, Edit, Delete, View All, Modify All
Case Classification Category	Read, Edit
Case Draft Name	Read, Edit
Closed By Case	Read, Edit

Created By	Read
Last Modified By	Read
Owner	Read, Edit
Recognition Job Id	Read, Edit
Recognition Status	Read, Edit
Recognition Text	Read, Edit
Status	Read, Edit
Storage Key	Read, Edit
Storage Name	Read, Edit
Submitted By	Read, Edit
Cases	Read, Create, Edit, Delete, View All, Modify All
Case Classification Category	Read, Edit
Recognition Job Id	Read, Edit
Recognition Status	Read, Edit
Recognition Text	Read, Edit
Storage Key	Read, Edit
Storage Name	Read, Edit
Subject	Read, Edit
Title	Read, Edit

Alternatively, assign users Permission Set that come with the package:

- **Rapid Cases**



Apex Classes Access

According to the Salesforce access restriction to @AuraEnabled Apex Methods for Guest and Portal Users, provide access for external users (including guests) to the following Apex Classes:

acrc.AmazonS3DataController
acrc.CalloutMock
acrc.CaseKnowledgeArticlesController
acrc.CasePhraseAndRuleSettingsController
acrc.CaseRecognitionBatch
acrc.CaseRecognitionProgressController
acrc.CaseRecognitionService
acrc.CryptoHelper
acrc.RedidCaseClassifierClass
acrc.SecurityHelper

To set Apex class security from a profile:

1. From Setup, enter Profiles in the Quick Find box, then select **Profiles**.

We recommend using the Enhanced Profile User Interface to see the full list of available Apex classes!

2. Select a profile.
3. In the Apex Class Access page or related list, click **Edit**.
4. Select the Apex classes that you want to enable from the Available Apex Classes list and click **Add**.

Profile
Customer Community User Rapid Cases

Find Settings... Clone Delete Edit Properties

Profile Overview > Apex Class Access

Apex Class Access

Save Cancel

Available Apex Classes

ChangePasswordController
ChangePasswordControllerTest
CommunitiesLandingController
CommunitiesLandingControllerTest
CommunitiesLoginController
CommunitiesLoginControllerTest
CommunitiesSelfRegConfirmController
CommunitiesSelfRegConfirmControllerTest
CommunitiesSelfRegController
CommunitiesSelfRegControllerTest
ForgotPasswordController
ForgotPasswordControllerTest
LightningForgotPasswordController
LightningForgotPasswordControllerTest
LightningLoginFormController

Add
Remove

Enabled Apex Classes

acrc.AmazonS3DataController
acrc.CalloutMock
acrc.CaseKnowledgeArticlesController
acrc.CasePhraseAndRuleSettingsController
acrc.CaseRecognitionBatch
acrc.CaseRecognitionProgressController
acrc.CaseRecognitionService
acrc.CryptoHelper
acrc.RedidCaseClassifierClass
acrc.SecurityHelper

VisualForce Pages Access

1. Search for the **Visualforce Page Access** section in the Guest User profile.
2. Click **Edit**, add mentioned custom visualforce pages to the **Enabled Visualforce Pages**, then click **Save**.

acrc.AmazonS3Data
acrc.CaseWithScreenCapture



SETUP

Profiles

[Profile Overview](#) > Visualforce Page Access 

Visualforce Page Access

Save

Cancel

Available Visualforce Pages

--None--

Add



Remove



Enabled Visualforce Pages

FileNotFound

ForgotPassword

ForgotPasswordConfirm

IdeasHome

InMaintenance

MyProfilePage

SiteLogin

SiteRegister

SiteRegisterConfirm

SiteTemplate

StdExceptionTemplate

Unauthorized

UnderConstruction

acrc.AmazonS3Data

acrc.CaseWithScreenCapture



General Settings

Case Settings

In the App Launcher find the Case Settings app to set up the search process.

Save Settings

Storage Settings

Choose Storage

Use Default

Rapid Cases Settings

Search Phrase Identifiers

"Error", "Exception",
"System", "Validation",
"Salesforce", "Database"

Strict Search

Inactive

Case Deflection

✓

Active

Load Video On Init

✓

Active

Allow to add Audio Comments

✓

Active

Case Classification Rules

URL contains	"wp-admin"	Assign Case Category	Wordpress	Delete
URL contains	"force.com"	Assign Case Category	Salesforce	Delete
Page text contains	"Validation"	Assign Case Category	Validation Rule	Delete
Page text contains	"database"	Assign Case Category	Database	Delete

[Add New Rule](#)

[Save Settings](#)

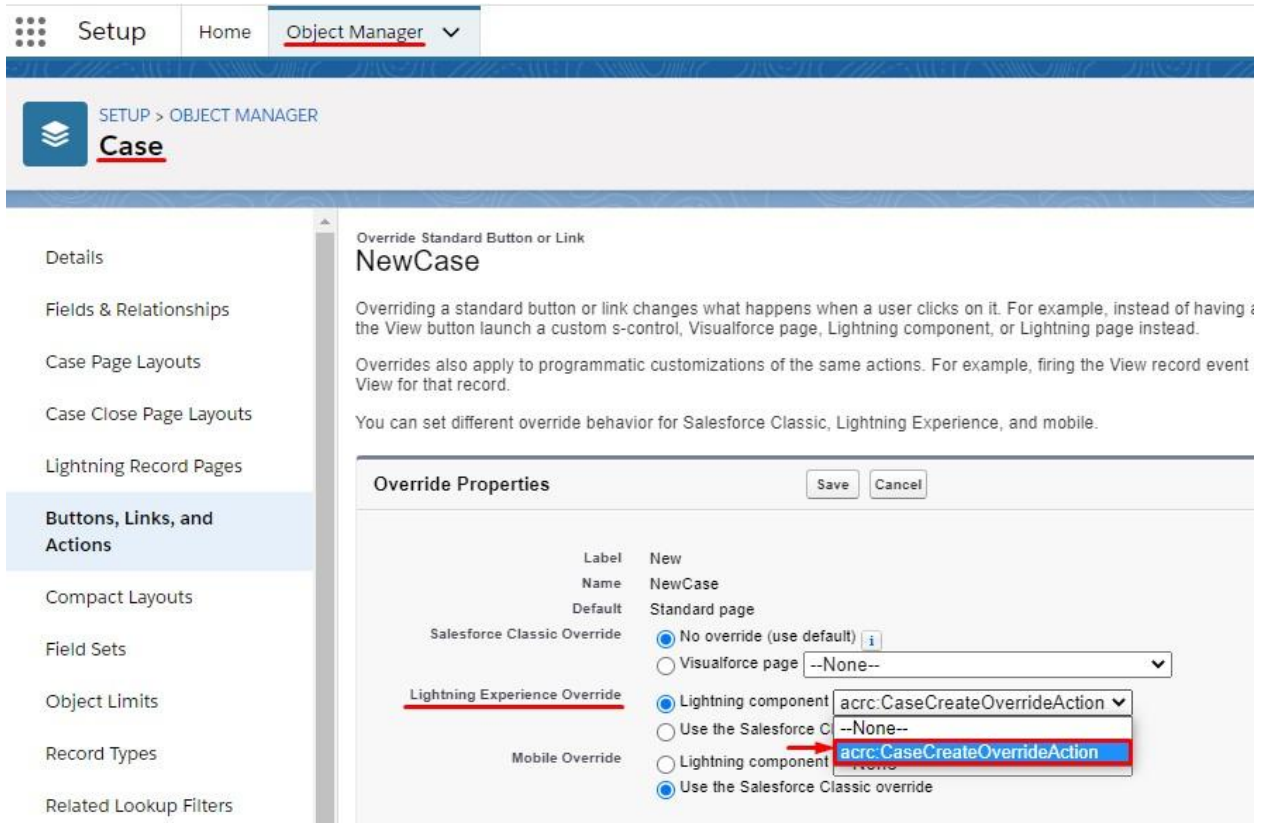
- **Choose storage** - choose where your video recordings will be stored (on our default storage or custom AWS storage).
- **Search Phrase Identifiers** - enter the identifier words so key issues could be found on the video. Each identifier must be quoted with " mark and separated with " , " mark.
- **Strict Search** - if Strict Search enabled all different characters are removed from the recognized text (except numbers and letters), words are filtered by length (more than one character) and the search is performed for a match in the word. So, the search for "no" will give a positive result in "knowledge". If Strick Search disabled no manipulations are made with the phrase. The search is performed for a context for a search word or phrase. So, the search for "WordPress limit" will give a positive result in "WordPress is known for its limits".
- **Case Deflection** - choose the flow for case creation. Go to the [Use Case section](#) to see two flow variations.
- **Load Video On Init** - enable video loading when a Case page opens.
- **Allow to add Audio Comments** - allow recording video with audio comments.
- **Case Classification Rules** - assign words that will determine the case category.

Set up the New Case Button

For the New Case button to work correctly you need to override the content source for it.

- Go to Setup - Object Manager - Case - Buttons, Links, and Actions - choose New - click Edit;
- In the Lightning Experience Override section choose Lightning Component;

- Change None to **acrc:CaseCreateOverrideAction** - click Save.



The screenshot shows the Salesforce Setup interface for overriding a standard button or link. The breadcrumb trail is: **Setup** > **OBJECT MANAGER** > **Case**. The left sidebar lists various setup options, with **Buttons, Links, and Actions** selected. The main content area is titled **Override Standard Button or Link: NewCase**. It explains that overriding a standard button or link changes what happens when a user clicks on it, and that overrides also apply to programmatic customizations. Below this is the **Override Properties** section, which includes a **Save** button and a **Cancel** button. The **Override Properties** section is divided into three tabs: **Salesforce Classic Override**, **Lightning Experience Override** (which is selected), and **Mobile Override**. Under the **Lightning Experience Override** tab, there are three radio button options: **No override (use default)** (selected), **Visualforce page** (with a dropdown menu set to **--None--**), and **Lightning component** (with a dropdown menu set to **acrc:CaseCreateOverrideAction**). A red arrow points to the **acrc:CaseCreateOverrideAction** option in the dropdown menu.

- Go to the community - Administration - Preferences - enable the “Override standard actions with a Lightning component” checkbox - click Save.


Administration
RcccCommunity

Settings

Preferences

Members

Contributors

Login & Registration

Emails

Pages

Rich Publisher Apps

Preferences

General

- ☒ Show nicknames [i](#)
- ☒ Optimize images for mobile devices [i](#)
- ☐ Give access to public API requests on Chatter [i](#)
- ☒ Let guest users view asset files and CMS content available to the community [i](#)
- ☒ Enable direct messages [i](#)
- ☒ Allow discussion threads [i](#)
- ☐ See other members of this community [i](#)
- ☐ Let guest users see other members of this community [i](#)
- ☐ Gather Community 360 data [i](#)
- ☐ Use custom Visualforce error pages [i](#)
- ☐ Show all settings in Workspaces [i](#)

Community Management

- ☐ Allow members to flag content [i](#)
- ☐ Allow members to upvote and downvote [i](#)
- ☐ Enable setup and display of reputation levels [i](#)
- ☐ Enable knowledgeable people on topics [i](#)
- ☒ **Override standard actions with a Lightning component** [i](#)
- ☐ Suggest topics in new community posts [i](#)
- ☒ Show number of people discussing suggested topics [i](#)

Set up the Case Page Layout

Add the following fields to the Case Page Layout:

- Title;
- Recognition_Status;
- Case Classification Category;
- Recognition Text.

Go to:

- Setup - Object Manager - Case - Case Page Layouts - Case Layout;
- Add the appropriate fields - click Save.

Setup Home **Object Manager** ▾

SETUP > OBJECT MANAGER
Case

Details

Fields & Relationships

Case Page Layouts

Case Close Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Object Limits

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

Fields

Buttons

Custom Links

Quick Actions

Mobile & Lightning Actions

Expanded Lookups

Related Lists

Quick Find Field Name *

Section	Business Hours	Case Owner	Contact Email
Blank Space	Case Classificati...	Case Reason	Contact Fax
Account Name	Case Number	Case Source	Contact Mobile
Asset	Case Origin	Closed When Created	Contact Name

Description Information (Header visible on edit only)

- Subject Sample Text
- Description Sample Text
- Internal Comments Sample Text
- Title Sample Text
- Recognition_Status Sample Text
- Recognition_Text Sample Text
- Case Classification Category Sample Text



Community Setup

AC Rapid Cases package comes with the following lightning components:

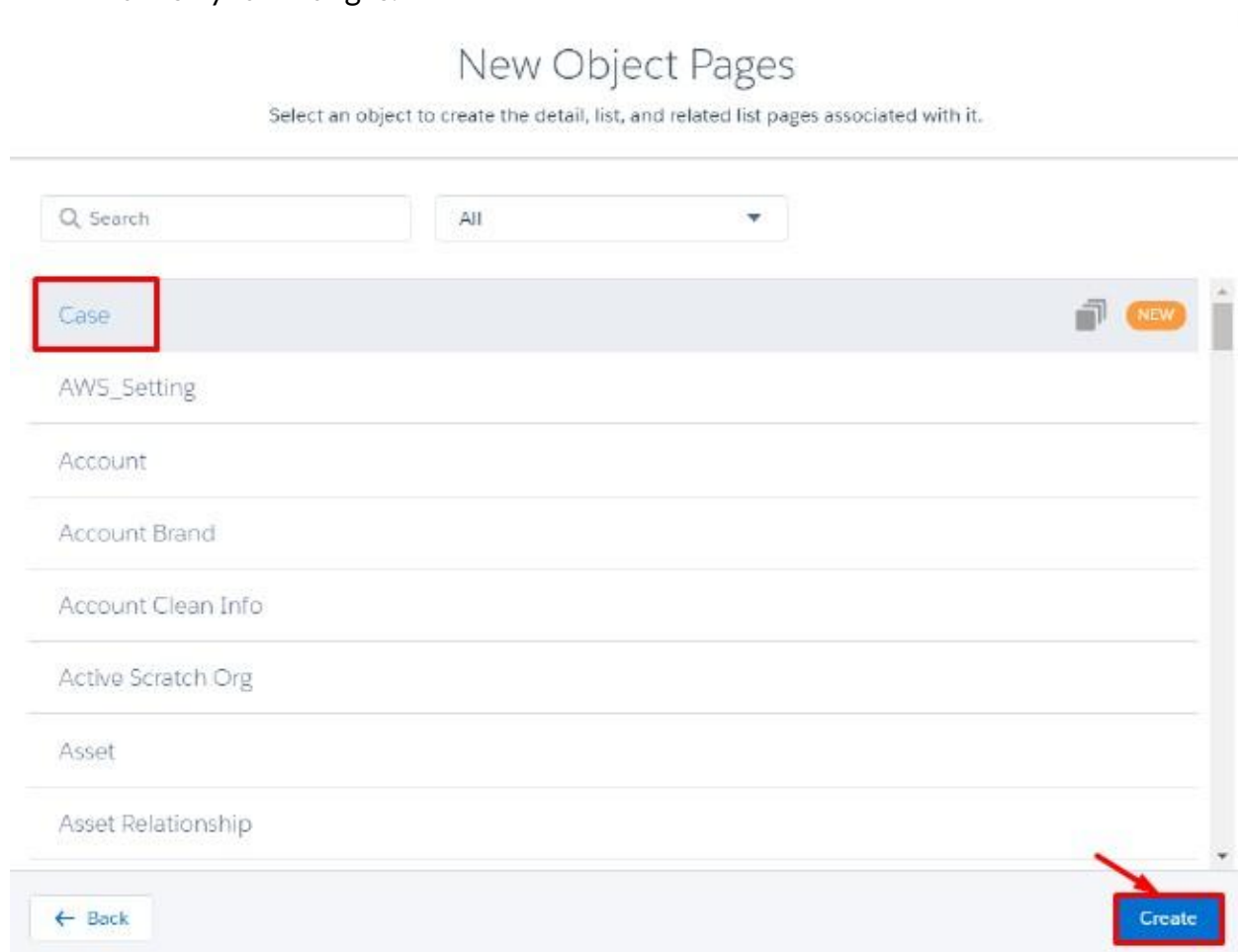
- Case Recognition Process - displays the list of suggested articles;
- Case Video - displays the video recording of an error;
- Case Video Recording - component for case creation;

Set up Cases List Page

In the Community Builder, create a new Object Page and add it to the navigation menu.

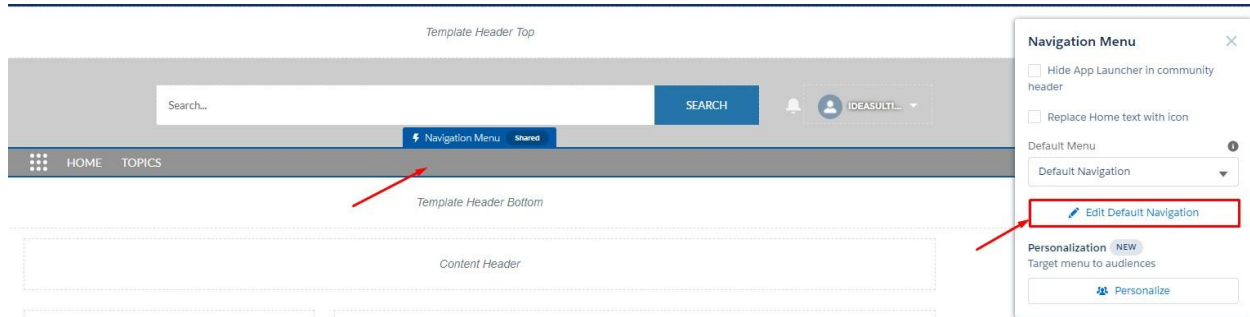
To create an Object page go to:

- Pages Menu - New Page - Object Page - Create;
- Publish your changes.



**Add the Cases Page to the Navigation menu to make it available for community users.
Take the following steps to do this:**

- Navigation Menu – Navigation Menu window.



- Click “+ Add Menu Item” – Enter the Name; Type: Site Page; Page: Case List.
- Enter an URL in the following format:

/case/Case/AllOpenCases

Edit Default Navigation

* Menu Name

Default Navigation

Menu Structure

+ Add Menu Item

Home

Cases

Menu Item

* Name

Cases

* Type

Community Page

* Page

Case List

* URL

/case/Case/AllOpenCases

Please replace the parameters in the url of the page you selected. Parameters start with ":" and point to specific data, For example, :recordId.

☒ Publicly available

> Optional

Cancel

Save Menu

Set up the Detail page

Add the following components to the page:

Case Video Component

Choose the Case Video component from the list of components and drag it to the page canvas. This component has no properties.

Publish your changes.

Case Recognition Progress Component

On the Case Detail page, click on the components tab to find the Case Recognition Progress component in the drop-down list and drag it to the page canvas. This component has no properties.

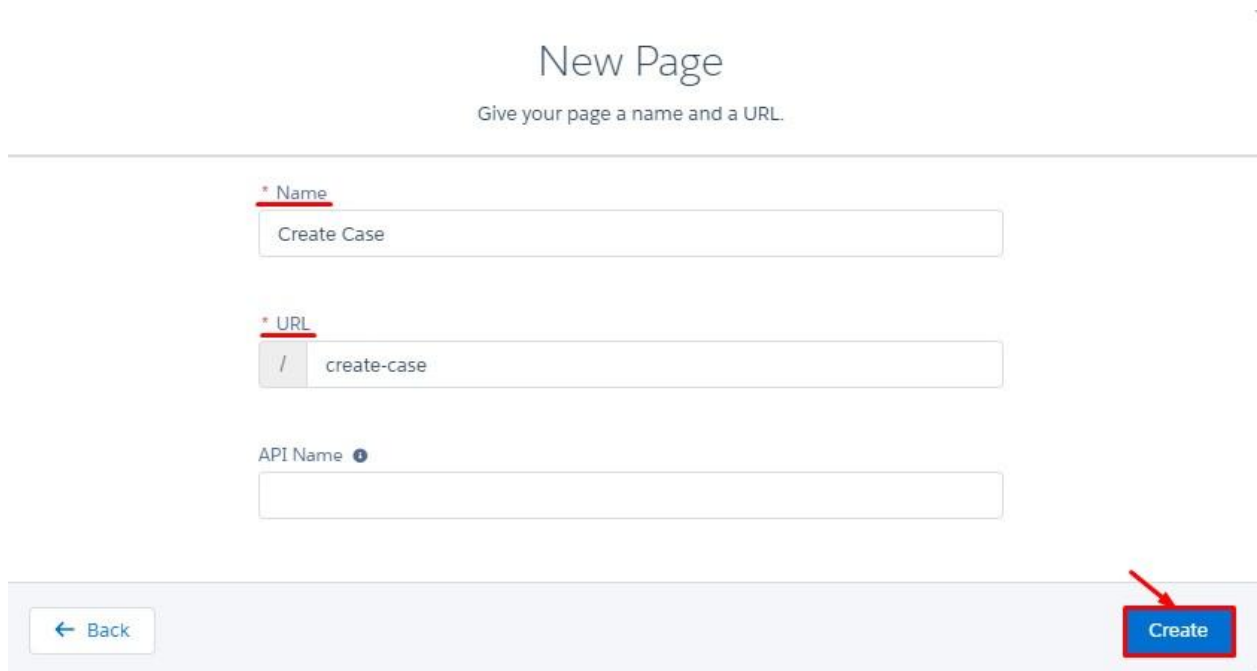
Publish your changes.

Set up the Create Case page

Create a new standard page:

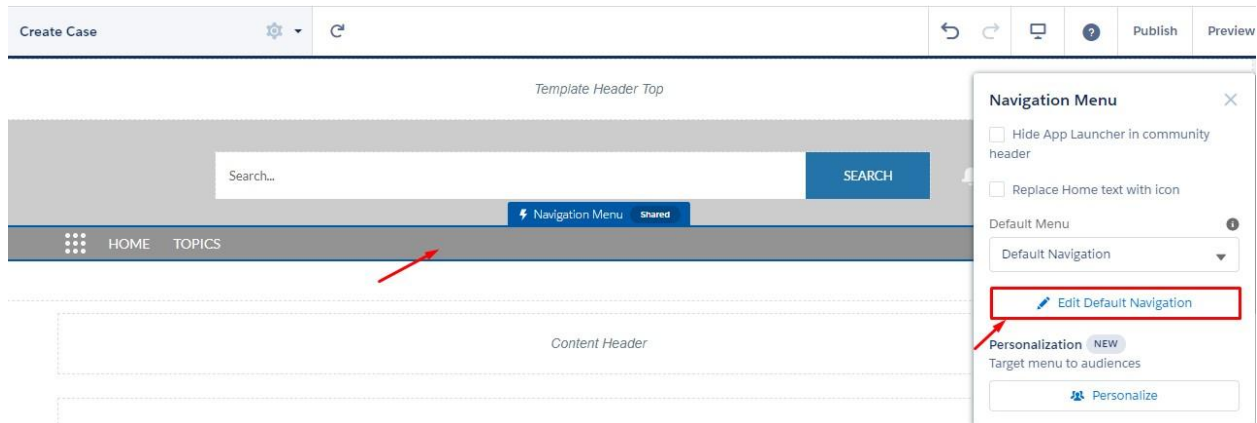
- Pages Menu - New Page - Standard Page - Create Case - Enter the Name and URL - click Create. Publish your changes.

Note! Make sure you've entered the collect URL. It should necessarily be "create-case".



To make the page available for community users, add it to the Navigation menu. Take the following steps to do this:

- Navigation Menu – Navigation Menu window.



- Click “+ Add Menu Item” – Enter the Name; Type: Site Page; Page: Create Case;
- Click Save Menu. Publish your changes.

Add the following components to the page:

Case Video Recording Component

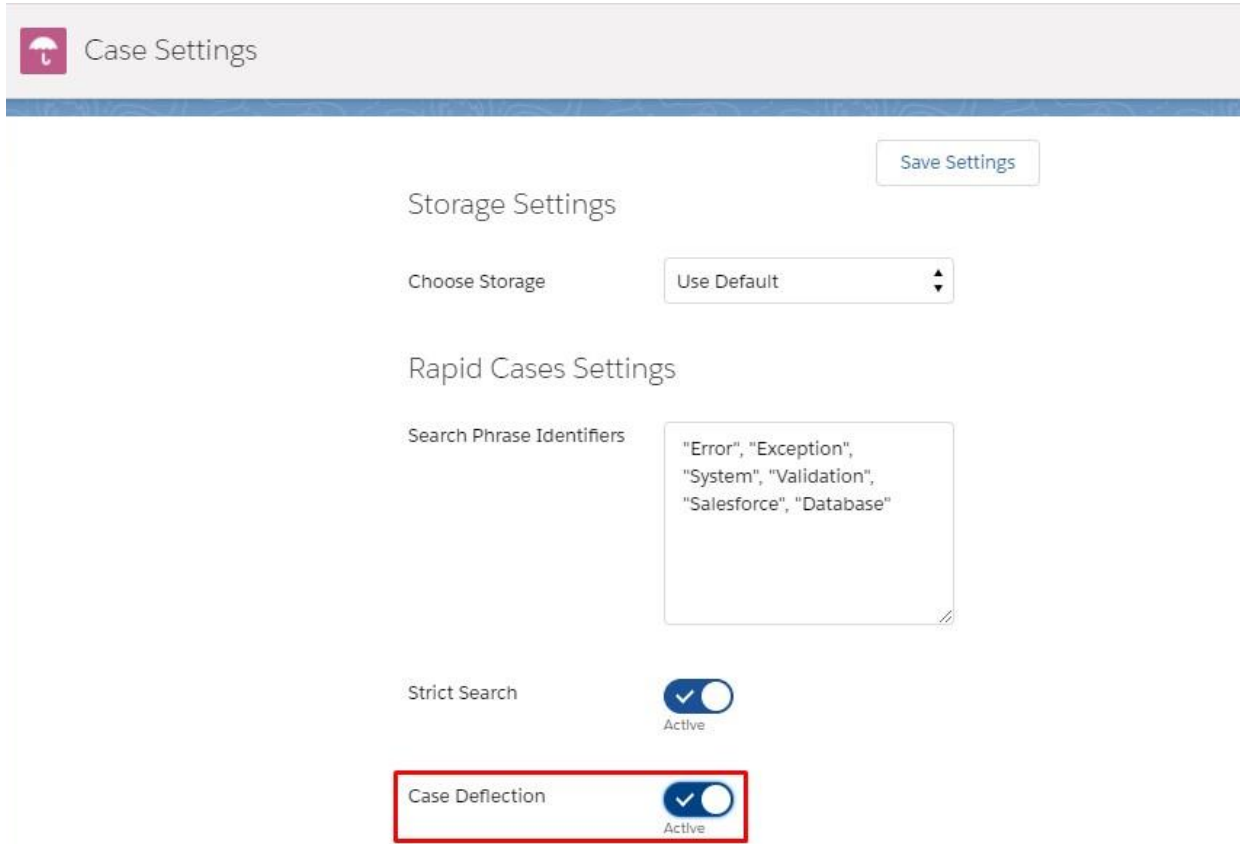
On the “Create Case” page, click on the components tab to find the Case Video Recording component in the drop-down list, and drag it to the page canvas. This component has no properties.

Publish your changes.

Use Case

Create a case with Case Deflection flow enabled

Go to the Case Settings - activate the “Case Deflection” toggle.



In the community go to the Cases page and click New.

- Follow the instruction on the screen to record a video. If something went wrong while video recording, you can overwrite video - just click the Start Recording button one more time and repeat all actions. The video will be replaced automatically.

Note! Users can add audio comments by enabling the “I want to include audio comments” checkbox and allowing to use a microphone (to show this checkbox on the case creation page go to the Case Settings - activate the “Allow to add Audio Comments” toggle).

Record Screen

Review Suggestions

Create Case

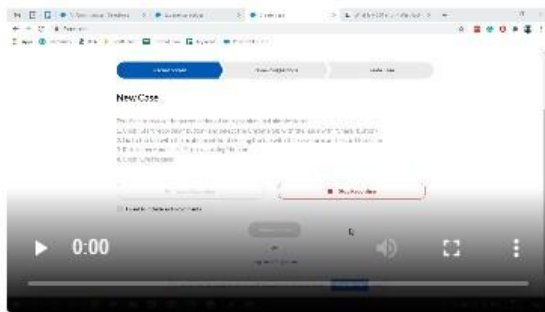
New Case

Feel free to record the screen video of your problem in 4 simple steps:

1. Click "Start recording" button (and select the Chrome tab with the issue with "Share" button)
2. Go to the tab with the problem without closing the tab with this case form and record the issue
3. Return here and click "Stop recording" button
4. Click "Create case"

▶ Start Recording

■ Stop Recording

☐ I want to include audio comments.


Submit video

or

[Skip recording video](#)

- Click Submit video (or click Skip recording video and the user will be moved right to the third step).
- View suggested articles on the next step:



Suggested Articles

13 results

Dec 1st, 2020

[Wordpress database connection error](#)

Dec 1st, 2020

[Confluence exception. Please contact your system administrator.](#)

Dec 1st, 2020

[Validation rules in Salesforce](#)

Aug 4th, 2020

[Oracle® Database Error Messages](#)

- If you found a solution in the article click “Article helped, don’t create case” and the user will be moved to the Case Draft page or click “Create Case” if you don’t:

Wordpress database connection error Dec 1st, 2020

Question:

How to Fix the Error Establishing a Database Connection in WordPress

error establishing a database connection

The “error establishing a database connection” is probably one of the most common and frightening errors that WordPress users can encounter. It’s definitely a close tie with the white screen of death (WSOD). This error means your website is no longer communicating or has access to your WordPress database, and thus your entire website goes down. This is not something to be taken lightly and you should try and resolve this immediately as this can directly affect your sales, traffic, and analytics.

But don’t worry, today we’ll discuss some common scenarios that cause this error and some easy ways to get your site back up and running in no time.

What is the Error Establishing a Database Connection?
Common Scenarios That Cause This Error



- Fill in the following fields if you choose to create a case and click the Create Case button:



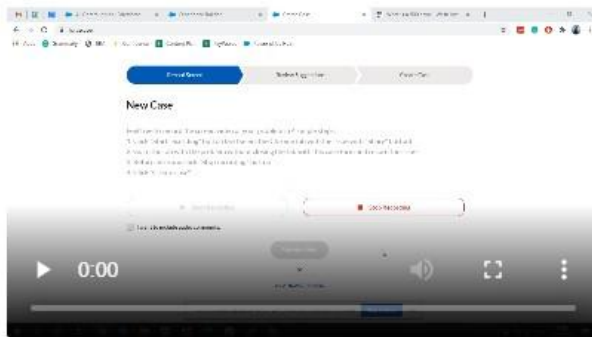
New Case

*Title

Error 500

Description

What is a 500 error?



Create a case without Case Deflection flow

Go to the Case Settings - deactivate the "Case Deflection" toggle.



Case Settings

[Save Settings](#)

Storage Settings

Choose Storage

Use Default

Rapid Cases Settings

Search Phrase Identifiers

"Error", "Exception",
"System", "Validation",
"Salesforce", "Database"

Strict Search



Active

Case Deflection



Inactive

In the community go to the Cases page and click New.

- Fill in appropriate fields and follow the instruction on the screen to record a video.

Note! You can add audio comments by enabling the "I want to include audio comments" checkbox and allowing to use your microphone.

New Case

Feel free to record the screen video of your problem in 4 simple steps:

1. Click "Start recording" button (and select the Chrome tab with the issue with "Share" button)
2. Go to the tab with the problem without closing the tab with this case form and record the issue
3. Return here and click "Stop recording" button
4. Click "Create case"

* Title

Error 500

Description

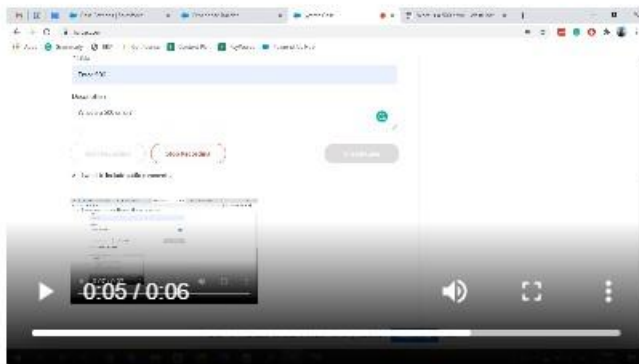
What is a 500 error?

Start Recording

Stop Recording

Create Case

☒ I want to include audio comments.



- As you click Create Case the suggested articles will appear in the right sidebar. Click Open Case.

New Case

Feel free to record the screen video of your problem in 4 simple steps:

1. Click "Start recording" button (and select the Chrome tab with the issue with "Share" button)
2. Go to the tab with the problem without closing the tab with this case form and record the issue
3. Return here and click "Stop recording" button
4. Click "Create case"

*Title

Error 500

Description

What is a 500 error?

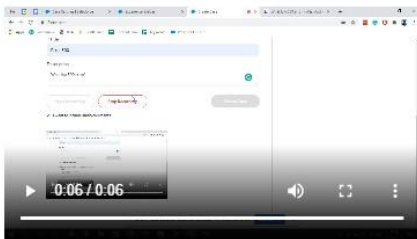
Start Recording

Stop Recording

Create Case

☒ I want to include audio comments.

Case was created. Case number is 00001844



Open case

Suggested Articles

7 results

Dec 1st, 2020

[Wordpress database connection error](#)

Dec 1st, 2020

[Confluence exception. Please contact your system ad...](#)

Aug 4th, 2020

[Oracle® Database Error Messages](#)

Aug 4th, 2020

[12 Common WordPress Errors](#)

Aug 1st, 2020

[What Is an Exception?](#)

Aug 1st, 2020

[4 most common MySQL errors](#)

Aug 1st, 2020

[System Error Codes](#)



Get in Touch

AC Rapid Cases is created and maintained by **AdvancedCommunities.com** - Experience Cloud experts.

We specialize in Experience Cloud customization, development and consulting.

Feel free to contact us regarding anything related to Experience Cloud.

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