sigmasoft™

Automation – User Deactivation Process

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Problem Statement

o   It's a very frequent ask from Business that they want to get rid of users who have not used the application or who are no longer with organization to have the Salesforce licenses freed from their name.

o   As we know, users in Salesforce consumes licenses which are PAID !!

o   In order to free the licenses from the users who are not interested and doesn't login to the application for long.

Solution – Advantages

o This utility is focused to provide the feature to automatically deactivate the user.

o Sending multiple reminder emails to the user who has not logged in for past X, Y, Z…(e.g., 10, 20, 30) number of days.

o Reminder emails days can be set as per the business requirements.

o After sending multiple reminder emails if user still doesn't log in to the application finally the user will be deactivated. Salesforce license will be free to use for another user.
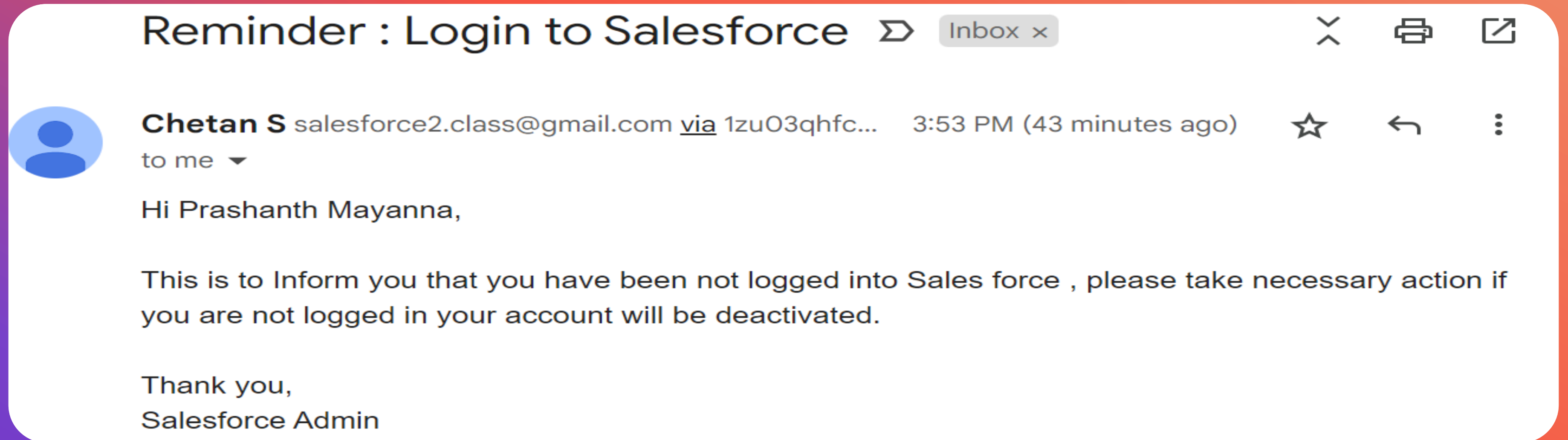
Solution – Components

No	Component	Type	Purpose
1	User Detail	Custom Object	To store in-active user details in order to send reminder emails
2	UserDeactivation	Apex Batch Class	To check users who have not logged in from N number of days
3	UserDeactivationScheduler	Apex Schedular Class	To Schedule Batch class
4	UserDetails	Email Alert	To send Reminder Emails to user
5	User Deactivation Reminder	Flow	To Automate process of sending email

Reminder : Login to Salesforce Inbox ×

Chetan S salesforce2.class@gmail.com <u>via</u> 1zu03qhfc... 3:53 PM (43 minutes ago)
to me

Hi Prashanth Mayanna,

This is to Inform you that you have been not logged into Sales force , please take necessary action if you are not logged in your account will be deactivated.

Thank you,
Salesforce Admin

THANK YOU