

# Pletra Technologies

Tailored Salesforce solutions for your business success.

## About Us

Pletratech's certified Salesforce specialists deliver tailored solutions to maximize ROI and streamline workflows. From setup to optimization, we have the experts to drive your success.

## Why Us?

Pletra has a strong presence in multiple countries, with a focus on India. The company prides itself on delivering the best solutions to its clients while creating a friendly work environment for its employees. Pletra's team of experienced developers and designers work closely with clients to understand their unique needs and provide tailored solutions to meet their specific business requirements.

## Technology Partners



**servicenow**

# Our Client

## Workaround to overcome character limit of Text Area field in Salesforce for **Maximus**

### Challenges

- To read the meta data of the LWC forms, a JSON file was created and stored in the text area field of the Salesforce record.
- As the forms grew bigger, so did the JSON file for that particular form.
- A new requirement from the client to show the errors on the form required us to add error rules and codes to JSON metadata.
- This additional requirement rendered the JSON to exceed the character count of 131072 characters which is the limit of the Text Area field in Salesforce.
- Salesforce won't allow to save the record if the character count of Text Area field exceeds the limit

## Solution

- Initially we came up with a solution to create another Text Area field and split the JSON between these two fields. One field will hold the metadata of the form and another field will hold the error rules and codes.
- But later we found that some of the forms are lengthy which would require lengthier metadata and even lengthier error rules and codes. It would again pose the same problem and require us to create one more field on that object.
- We came up with another solution which was to store the metadata and error rules as an attachment and read the content of the attachment. The issue with this approach is that if the file gets deleted, it would ruin the entire form.
- So the final solution which everyone agreed to was to move the JSON metadata within the LWC bundle of the respective forms.

## Result

- Moving the JSON metadata and error rules and codes to the LWC bundles helped us move every little nugget related to LWC form in one place i.e. the bundle itself.
- Now with this change we were handling the JSON on the client side and not reading it using the APEX.
- LWC has HTML and JS files which again has the same character limit issue i.e. 131072 characters. But there is no limitation on the number of files we can have in a bundle. To make it simpler we created 3 JS file in our bundle, one for the metadata, one for error rules and another for error codes.
- This separation helped us work with the JSON in more efficient way.