



Data Change Customization and Implementation

Industry : Healthcare Industry

Implementation Summary:

As a member of complaint management system, the client wanted the system to alert them when critical updates/events are added/changed within the ticket, and view specific types of data change.

The Requirement:

As a member of complaint management system, the client wanted the system to alert them when critical updates/events are added/changed within the ticket. These special types of changes will be identified by the business, so that it is easier to assess if there is an impact to product quality workflow or medical workflow.

In addition to this, another requirement was to view specific types of data change based on an individual's role within the ticket, acknowledge the review for critical update(s)/events individually or as a group within a ticket, so that it can manage their review at the individual or a group of updates/events and ensure that appropriate actions are taken as applicable.

The Business Challenge:

In bigger organization many tickets get generated every day, users might need to perform many actions, and hence becomes unable to focus on the changes. The challenge was to create an implementation that will help users where they can track what critical changes has been occurred and also be aware and acknowledged about the same. The current solution couldn't fulfill many of the customer requirements, like field changes with regulatory submissions check, related records status, necessary flags, acknowledgements, and easy view of ticket and related child objects.



In addition to this the solution should be applicable for all the changes made through integration from the call registration system.

Solution:

CEPTES has provided and customized a top-notch solution.

For every filed change configuration, a written apex controller has been derived which returns desired value. Logic has been written based on the customer requirement for each field change so that along with field changes all the related child objects or regulatory submission record status can be compared.

CEPTES has also created role specific flags on the related objects and flags on the complaint records, on every acknowledgment performed by the user on a complaint or any related child, the system checks the status of all the related ticket and updates the flags accordingly. Once all the role specific flags are marked as true, flag gets checked on the complaint. Also, configured alerts/notification to the respective user on data creation.

Advantages:

- *Easy to monitor all changes.*
- *Tracks all the critical changes.*
- *Easy identification of acknowledgement receipts.*

About CEPTES

CEPTES established as an IT service provider, recognized globally as Technological Experts. With offices in US and New Zealand spanning for few years, the customer retention rate stands at a whopping rate of 99% for customers from various parts of the globe. Most of our clients enjoy long standing relation with us engaging for subsequent and multiple projects.

We help businesses grow with Salesforce.com products and technology. Starting our journey in the year 2010, we provide top-notch quality services, as a Salesforce partner with a particular focus on Lightning-ready AppExchange development, building enterprise solutions, and third-party integration.

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