

Case

Details

Fields & Relationships

Case Page Layouts

Case Close Page Layouts

Lightning Record Pages

Buttons, Links, and Actions

Compact Layouts

Field Sets

Fields & Relationships

46 Items, Sorted by Field Label

Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

type	type	PICKLIST
Urgency Level	Urgency_Level__c	Picklist
Web Company	SuppliedCompany	Text(80)
Web Email	SuppliedEmail	Email
Web Name	SuppliedName	Text(80)
Web Phone	SuppliedPhone	Text(40)





Search Setup



email-to

- Feature Settings
- Service

Email-to-Case

Didn't find what you're looking for? Try using Global Search.

SETUP Email-to-Case

After you enable Email-to-Case, you can't disable it, but you can update its settings.

- Enable Email-to-Case
- Notify case owners on new emails
- Let reps move emails [i](#)
- Enable HTML email
- Set case source to email
- Save Email-to-Case attachments as Salesforce files
- Eliminate duplicate email attachments [i](#)
- Invoke triggers on status change from New to Read [i](#)
- Reply with new content only [i](#)

Send Emails from Cases



email-to

- Feature Settings
- Service

Email-to-Case

Didn't find what you're looking for? Try using Global Search.



SETUP

Email-to-Case

Let Salesforce notify email senders when there's an error during Email-to-Case processing.

Notify senders about Email-to-Case processing errors [i](#)

Routing Addresses

New Email2Case

Action	Source	Routing Name	Case Owner	Email Address	Verification	Controlled by Permission Set	Outbound Service	Email Services Address
Edit Del	Email2Case	billing support	Billing Support	igoniefetoborebernard@gmail.com	Verified	No	Salesforce	igoniefetoborebernard@vr29sw61c.hsn32eaa.swe126.case.salesforce.c
Edit Del	Email2Case	customer support	Customer Support	eomamuyovwi@gmail.com	Verified	No	Salesforce	coolben2004@7-25pf72wnb93ryyt.hsn32eaa.swe126.case.salesforce.c
Edit Del	Email2Case	technical support	Technical Support	efetoboreigoni@gmail.com	Verified	No	Salesforce	efetoboreigoni@p-wa3rm6yhs2pzgj.hsn32eaa.swe126.case.salesforce.c

Cases

All Open Cases

New Change Owner Printable View Assign Label

52 items - Sorted by Case Number - Filtered by Date/Time Opened, Closed - Updated a few seconds ago

Search this list... [Settings] [Grid] [Refresh] [Sort] [Edit] [Share] [Filter]

<input type="checkbox"/>	Case N... ↑	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
<input type="checkbox"/>	00001007		23 new jobs in migration, (save up, pennineshire, dyfed, wales, uk that match your preferen...	New	Medium	26/05/2026, 13:00	Customer Support
<input type="checkbox"/>	00001068		Action: Let Cora Health know how your symptoms have improved now it's been 3 months sinc...	New	Medium	26/05/2026, 13:15	Customer Support
<input type="checkbox"/>	00001069		I'm Happy to Join You on Your Chess Journey	New	Medium	26/05/2026, 13:53	Customer Support
<input type="checkbox"/>	00001070		Take a look at these popular picks – get £15 off	New	Medium	26/05/2026, 15:09	Customer Support
<input type="checkbox"/>	00001071		Summer in comfort! FREE delivery tomorrow	New	Medium	26/05/2026, 16:06	Customer Support
<input type="checkbox"/>	00001072		Billing Issue	New	Medium	26/05/2026, 16:09	Billing Support
<input type="checkbox"/>	00001073		Billing Issue	New	Medium	26/05/2026, 16:10	Billing Support
<input type="checkbox"/>	00001074		Technical Issue	Finished	High	26/05/2026, 16:15	Technical Support
<input type="checkbox"/>	00001075		Technical Problem	New	Medium	26/05/2026, 16:18	Technical Support
<input type="checkbox"/>	00001076		Eid al-Adha Public Holiday Notice	New	Medium	26/05/2026, 16:22	Customer Support
<input type="checkbox"/>	00001077		TLC21tt, Your Opening Moves Are Ready	New	Medium	26/05/2026, 17:53	Customer Support

History

que

- Users
- Queues**
- Data
 - Mass Transfer Approval Requests
- Feature Settings
- Service
 - Customer Contact Requests
- Einstein
- Einstein Search
- Search Manager



Queues

Help for this Page

Queues allow groups of users to manage a shared workload more effectively. A queue is a location where records can be routed to await processing by a group member. The records remain in the queue until a user accepts them for processing or they are transferred to another queue. You can specify the set of objects that are supported by each queue, as well as the set of users that are allowed to retrieve records from the queue.

View: All Edit | Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other

Action	Label ↑	Queue Name	Queue Email	Supported Objects	Modified By	Last Modified Date
Edit Del	Billing_Support	Billing_Support	igoniefetoborebernard@gmail.com	Case	Igoni_Efetobore(support Manager)	24/05/2026, 13:49
Edit Del	Customer Support	Customer_Support	eomamuyowwi@gmail.com	Case	Igoni_Efetobore(support Manager)	24/05/2026, 18:00
Edit Del	Technical Support	Technical_Support	efetoboreigoni@gmail.com	Case	Igoni_Efetobore(support Manager)	24/05/2026, 13:57

Navigation icons: Print, Refresh, Home, and a floating chat window.



Q assignme

Feature Settings

Marketing

Lead Assignment Rules

Service

Case Assignment Rules

Topics

Topic Assignment Triggers

Didn't find what you're looking for? Try using Global Search.



SETUP

Case Assignment Rules

Rule Detail

Edit

Rule Name British Gas Case Assignment Rule

Active

Created By [Efetobore\(support Manager\)_Igoni](#), 24/05/2026, 14:00

Modified By [Efetobore\(support Manager\)_Igoni](#), 24/05/2026, 14:08

Edit

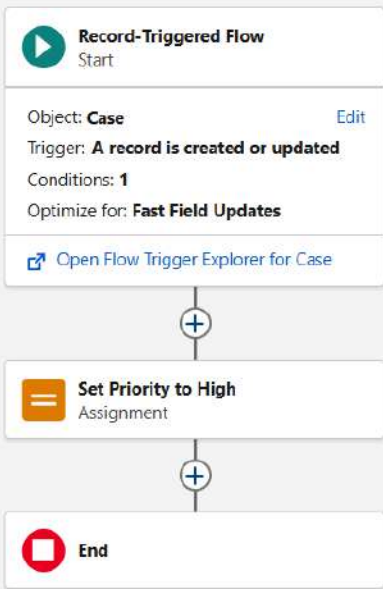
Rule Entries

New

Reorder

Action	Order	Criteria	Assign To	Email
Edit Del	<input type="text" value="1"/>	Case: Issue Category EQUALS Billing	Billing Support	<input checked="" type="checkbox"/>
Edit Del	<input type="text" value="2"/>	Case: Issue Category EQUALS Technical	Technical Support	<input checked="" type="checkbox"/>
Edit Del	<input type="text" value="3"/>	Case: Issue Category EQUALS General Enquiry	Customer Support	<input checked="" type="checkbox"/>







Search...



Service Console

Cases | 00001020 | Case | Open Cases by Queue | 00001033 | Case | 00001043 | Case | 00001077 | Case

Case Details

Case Number
00001077

Case Owner
Customer Support

Status
New

Priority
Medium

Subject
TLC21tt, Your Opening Moves Are Ready

Description
Here's the best way to start your chess journey!

Your Opening Moves

Create Your Account
Congrats! You've selected TLC21tt as your username and Beginner as your skill level.

Play Martin
Play a low stress game at your own pace against our most popular chess bot.

Play Martin

Try a Chess Puzzle

Case **TLC21tt, Your Opening Moves Are Ready** + Follow Edit

New Working Escalated Finished Closed

Status: New Mark Status as Complete

Feed **Details**

* = Required Information

Case Owner: Customer Support

* Status: Finished

Case Number: 00001077

Contact Name: [input]

Resolution Notes: [input]

Cancel Save

We hit a snag.

Review the following fields

- Resolution Notes

Milestones

No milestones to show.

Show More

Related

Attachments (0)

Upload Files

Or drop files

Activity History (0)

Open Activities (1)

History

Cases
All Open Cases

New Change Owner Printable View Assign Label

51 items • Sorted by Case Number • Filtered by Date/Time Opened, Closed • Updated an hour ago

Search this list.. [Settings] [Grid] [Refresh] [Sort] [Edit] [Print] [Filter]

Case N...	Contact Name	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
42		25 new jobs in kingsmoor. (sa68 0), pembroke... Choose your new surface Laptop	New	Medium	26/05/2026, 13:03	Customer Support
43		Action: Let Cora Health know how your symptoms have improved now it's been 3 months sinc...	New	Medium	26/05/2026, 13:15	Customer Support
44		I'm Happy to Join You on Your Chess Journey	New	Medium	26/05/2026, 13:53	Customer Support
45		Take a look at these popular picks – get £15 off	New	Medium	26/05/2026, 15:09	Customer Support
46		Summer in comfort! FREE delivery tomorrow	New	Medium	26/05/2026, 16:06	Customer Support
47		Billing Issue	New	Medium	26/05/2026, 16:09	Billing Support
48		Billing Issue	New	Medium	26/05/2026, 16:10	Billing Support
49		Technical Issue	Finished	High	26/05/2026, 16:15	Technical Support
50		Technical Problem	New	Medium	26/05/2026, 16:18	Technical Support
51		Eid al-Adha Public Holiday Notice	New	Medium	26/05/2026, 16:22	Customer Support





Search...



Service Console

Cases

00001020 | Case

Open Cases by Queue

00001033 | Case

00001043 | Case

Cases

Billing Support

New Accept Change Owner Printable View Assign Label

items • Sorted by Case Number • Updated a few seconds ago

Search this list...

<input type="checkbox"/>	Case N... ↑	C...	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
1	<input type="checkbox"/> 00001027		(Gmail Forwarding Confirmation - Receive Mail from igoniefetcborebernard@gmail.com)	Finished	High	24/05/2026, 15:06	Billing Support
2	<input type="checkbox"/> 00001028		(Gmail Forwarding Confirmation - Receive Mail from igoniefetcborebernard@gmail.com)	Finished	High	24/05/2026, 15:37	Billing Support
3	<input type="checkbox"/> 00001029		Billing issue with latest gas bill	Finished	Medium	24/05/2026, 15:41	Billing Support
4	<input type="checkbox"/> 00001072		Billing Issue	New	Medium	26/05/2026, 16:09	Billing Support
5	<input type="checkbox"/> 00001073		Billing Issue	New	Medium	26/05/2026, 16:10	Billing Support





Technical Support

[New](#) [Accept](#) [Change Owner](#) [Printable View](#) [Assign Label](#)

4 items • Sorted by Case Number • Updated a few seconds ago

Search this list...

<input type="checkbox"/>	Case N... ↑	C... ↓	Subject	Status ↓	Priority ↓	Date/Time Opened ↓	Case Owner Alias ↓	
1	<input type="checkbox"/>	00001030	(Gmail Forwarding confirmation - Receive mail from efetoboreigoni@gmail.com)	New	Medium	24/05/2026, 15:46	Technical Support	
2	<input type="checkbox"/>	00001031	(Gmail Forwarding confirmation - Receive mail from efetoboreigoni@gmail.com)	New	High	24/05/2026, 16:37	Technical Support	
3	<input type="checkbox"/>	00001074	Technical Issue	Finished	High	26/05/2026, 16:15	Technical Support	
4	<input type="checkbox"/>	00001075	Technical Problem	New	Medium	26/05/2026, 16:18	Technical Support	



Customer Support

New Accept Change Owner Printable View Assign Label

38 items • Sorted by Case Number • Updated a few seconds ago

Search this list...

<input type="checkbox"/>	Cas... ↑	C...	Subject	Status	Prior...	Date/Time Opened	Case Owner Alias
1	<input type="checkbox"/> 00001035		(Gmail Forwarding Confirmation - Receive Mail from eomamuyowwi@gmail.com)	New	Medium	24/05/2026, 18:12	Customer Support
2	<input type="checkbox"/> 00001037		People Support is hiring for Domiciliary Care Assistant + 26 new care assistant jobs in Swansea, Swansea	Finished	Medium	24/05/2026, 21:05	Customer Support
3	<input type="checkbox"/> 00001038		Warehouse sale CONTINUES! Reductions on sandals	New	Medium	25/05/2026, 06:03	Customer Support
4	<input type="checkbox"/> 00001039		1 new job for 'chadwick lodge jobs' - 24 May	New	Medium	25/05/2026, 06:16	Customer Support
5	<input type="checkbox"/> 00001040		Clementina, Position: Immediate Start	New	Medium	25/05/2026, 07:46	Customer Support
6	<input type="checkbox"/> 00001041		Immediate Employment	New	Medium	25/05/2026, 07:47	Customer Support
7	<input type="checkbox"/> 00001042		Enjoy 50% off fresh fruit & veg	New	Medium	25/05/2026, 08:12	Customer Support
8	<input type="checkbox"/> 00001043		Positions Vacant	New	Medium	25/05/2026, 10:18	Customer Support
9	<input type="checkbox"/> 00001044		Hurry, Clementina: Bank Holiday Sale Ending Soon	New	Medium	25/05/2026, 11:04	Customer Support
10	<input type="checkbox"/> 00001045		Picky bits and fun picks! ✨	New	Medium	25/05/2026, 11:53	Customer Support

Report: Cases
Open Cases by Queue

Shows open Cases by queue for workload monitoring and support management

<input type="checkbox"/> Case Owner ↑	<input type="checkbox"/> Account Name	<input type="checkbox"/> Subject	<input type="checkbox"/> Date/Time Opened	<input type="checkbox"/> Age	<input type="checkbox"/> Open	<input type="checkbox"/> Closed
<input type="checkbox"/> Billing Support (2)	-	Billing Issue	26/05/2026, 16:09	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	-	Billing Issue	26/05/2026, 16:10	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Subtotal						
<input type="checkbox"/> Customer Support (37)	-	TLC21tt. Your Opening Moves Are Ready	26/05/2026, 17:53	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	-	Eid al-Adha Public Holiday Notice	26/05/2026, 16:22	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	-	Summer in comfort! FREE delivery tomorrow	26/05/2026, 16:06	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	-	Take a look at these popular picks – get £15 off	26/05/2026, 15:09	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	-	Action: Let Cora Health know how your symptoms have improved now it's been 3 months since your treatment ended	26/05/2026, 13:15	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	-	I'm Happy to Join You on Your Chess Journey	26/05/2026, 13:53	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	-	Choose your new Surface Laptop	26/05/2026, 12:11	6	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	-	25 new jobs in kingsmoor, (sa68 0), pembrokeshire, dyfed, wales, uk that match your preferences	26/05/2026, 13:03	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Q Search...



Report: Cases Finished Cases by Issue Category

Shows finished Cases by Issue Category for performance tracking and issue analysis

[Enable Field Editing](#) [Search](#) [Refresh](#) [Filter](#) [Reset](#) [Edit](#)



<input type="checkbox"/> Issue Category ↑	Case Owner	Account Name	Subject	Date/Time Opened	Age	Open	Closed
<input type="checkbox"/> - (6)	Billing Support	-	Billing issue with latest gas bill	24/05/2026, 15:41	51	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Billing Support	-	(Gmail Forwarding Confirmation - Receive Mail from igonicfetoborebernard@gmail.com	24/05/2026, 15:06	51	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Billing Support	-	(Gmail Forwarding Confirmation - Receive Mail from igonicfetoborebernard@gmail.com	24/05/2026, 15:37	51	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Efetobore(support Manager) Igoni	-	Technical Support	24/05/2026, 17:18	49	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Customer Support	-	People Support is hiring for Domiciliary Care Assistant + 26 new care assistant jobs in Swansea, Swansea	24/05/2026, 21:05	45	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Technical Support	-	Technical Issue	26/05/2026, 16:15	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Subtotal							
Total (6)							

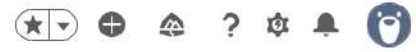
Row Counts Detail Rows Subtotals Grand Total

History





Search...



Open Cases by Queue

Visualizes open Cases by queue for real-time workload and support monitoring.
As of 25 May 2026, 19:38 | Viewing as Efebobore(support Manager) Igoni

