



Day-19

Business Requirement

When a Contact is created or updated, and the Description field contains keywords like “Complaint”, “Issue”, or “Problem”, a Case should be automatically created with High Priority.

Contact create/update ayyaka, Description lo “Complaint”, “Problem” lantivi unte, automatic ga oka High Priority Case create cheyyali. ila cheste customer complaints immediate ga track cheyyachu.

Business Value

- Automates customer issue tracking
- Ensures complaints aren't missed
- Faster service response
- Increases customer satisfaction

Objects & Fields



- Contact (Description)
- Case (Subject, Priority, ContactId)

Apex Trigger Code

```
trigger CreateCaseOnContactComplaint on Contact (after insert, after
update) {
    List<Case> caseList = new List<Case>();

    for (Contact con : Trigger.new) {
        String de = con.Description != null ? con.Description.toLowerCase() : "";

        if (de.contains('complaint') || de.contains('problem') ||
de.contains('issue')) {
            Case cs = new Case(
                Subject = 'Complaint from ' + con.FirstName,
                Priority = 'High',
                Status = 'New',
                ContactId = con.Id
            );
            caseList.add(cs);
        }
    }

    if (!caseList.isEmpty()) {
        insert caseList;
    }
}
```

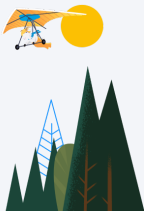
Example



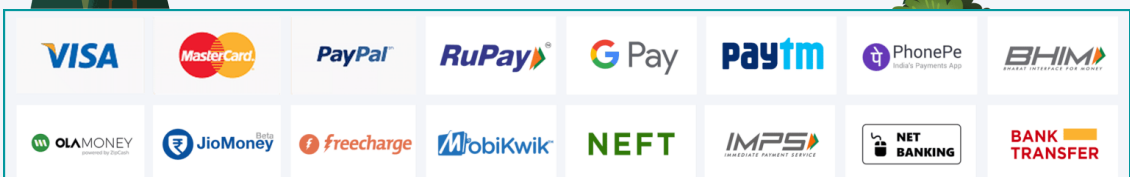
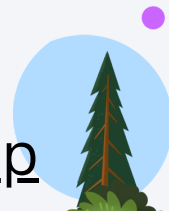
- Contact created with Description = “Customer raised a complaint about payment issue.”
- A High Priority Case is created automatically.

Real-Time Use Cases

- Service cloud implementations
- B2C companies managing complaints
- Automatic escalation of support tickets



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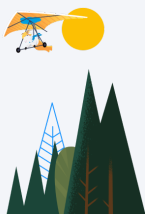
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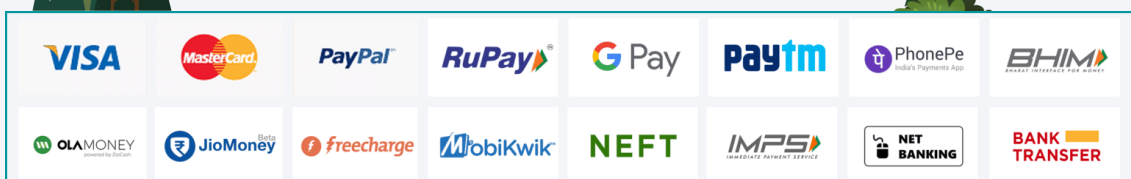
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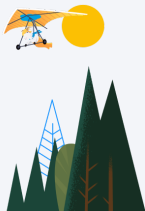


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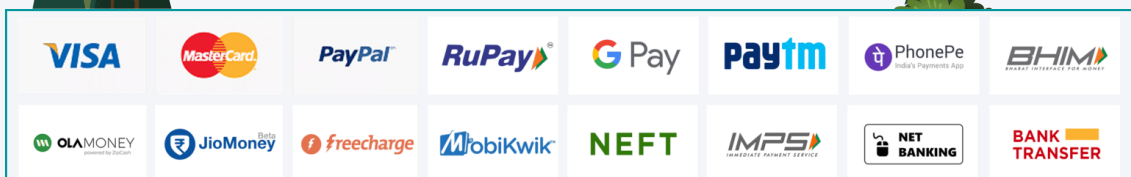
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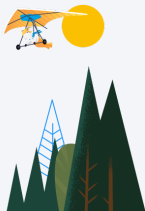


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