



Sfdc Telugu

Business Use Case: 07

Auto-Assign Owner to New Cases by Origin

A support team wants to automatically assign ownership of incoming Cases based on the Origin (how the customer contacted support).

Business logic:

- If Origin = 'Phone' → Assign to user with ID: '005XXXXXXXXXXXXX' (e.g., Phone Support Agent)
- If Origin = 'Email' → Assign to user with ID: '005YYYYYYYYYYYYY' (e.g., Email Support Agent)
- If Origin = 'Web' → Assign to user with ID: '005ZZZZZZZZZZZZZ' (e.g., Web Support Agent)

The Apex code sets the OwnerId on the Case accordingly.

Apex Code



```
public class CaseOwnerAssigner {  
    // Method to assign Case owner based on Origin  
    public static void assignCaseOwner(Id caselId) {  
        // Query the Case record  
        Case c = [SELECT Id, Origin, OwnerId FROM Case WHERE  
Id = :caselId];  
        // Use hardcoded User Ids (replace with real User IDs  
from your org)  
        String phoneAgentId = '005XXXXXXXXXXXXX';  
        String emailAgentId = '005YYYYYYYYYYYYY';  
        String webAgentId = '005ZZZZZZZZZZZZZ';  
        // Assign owner based on Origin  
        if (c.Origin == 'Phone') {  
            c.OwnerId = phoneAgentId;  
        } else if (c.Origin == 'Email') {  
            c.OwnerId = emailAgentId;  
        } else if (c.Origin == 'Web') {  
            c.OwnerId = webAgentId;  
        }  
        // Update the Case  
        update c;  
    }  
}
```

Code Explanation



- Queries the Case record by ID and checks the Origin field.
- Depending on the value, assigns a specific User Id to OwnerId.
- Then updates the Case.

Note:

Replace '005XXXXXXXXXXXXX', '005YYYYYYYYYYYYYY', etc.

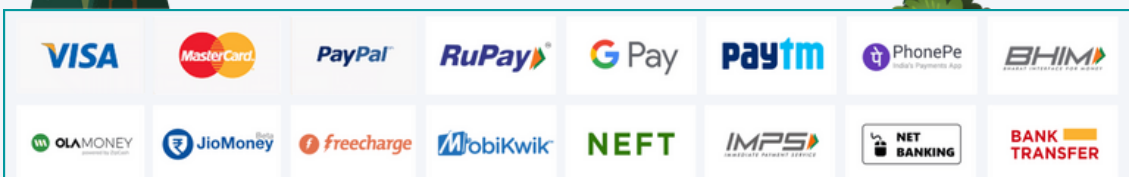
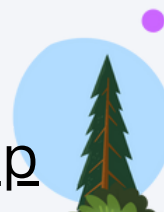
with real User IDs from your Salesforce org.

You can find User IDs in the URL when viewing a User record (/lightning/r/User/005...).

If you want to use Queues instead of Users, you can assign a Queue Id to OwnerId as well.



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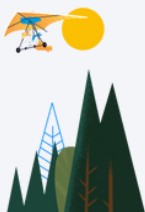
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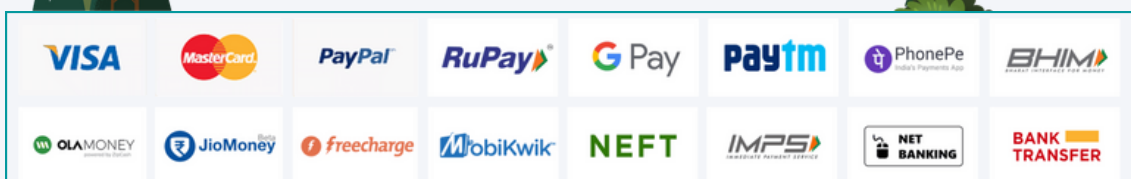
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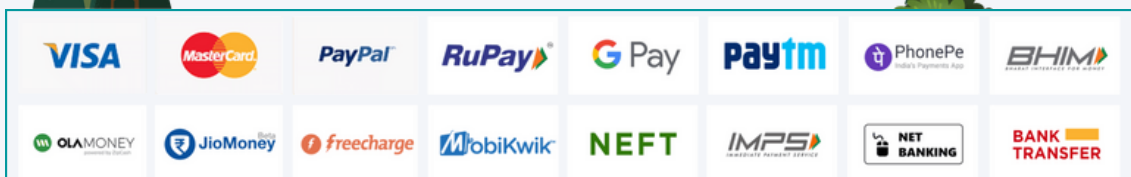
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