

## Example of using three dependent dropdowns to categorise a case.

Click 'Categorise Case' link...

**Service Request: 00001007**

« Back to List

Edit Delete Close Service Request Clone Sharing Printable View

**Contact Information:**

Contact Name: <b>Paul Haroon</b>	Contact Phone: <b>01963-32255</b>
Account Name: <b>The Beer Seller Ltd.</b>	Contact Email:

**Service Request Information:**

Service Request Owner: <b>Billing Enquiries [Change]</b>	Status: <b>New</b>
Service Request Number: <b>00001007</b>	Priority: <b>High</b>
Type: <b>Billing Issue</b>	Service Request Origin: <b>Email</b>
Service Request Reason: <b>Instructions not clear</b>	
Service Request Record Type: <b>Billing Enquiry [Change]</b>	
Category:	
Sub category:	
Item:	
Date/Time Opened: <b>06/12/2004 23:26</b>	Date/Time Closed:
Created By: <b>Frank Farmer, 06/12/2004 23:26</b>	Last Modified By: <b>Graham Rowe, 11/02/2005 22:50</b>
Subject: <b>Overcharged on last bill</b>	
Description:	
Web Links:	

**-Categorise Case**

Edit Delete Close Service Request Clone Sharing Printable View

Use the dependent drop downs to categorise the case and save ...

**Case Categorisation: 00001007**

Save Cancel

Case Categorisation: ■ = Required Information

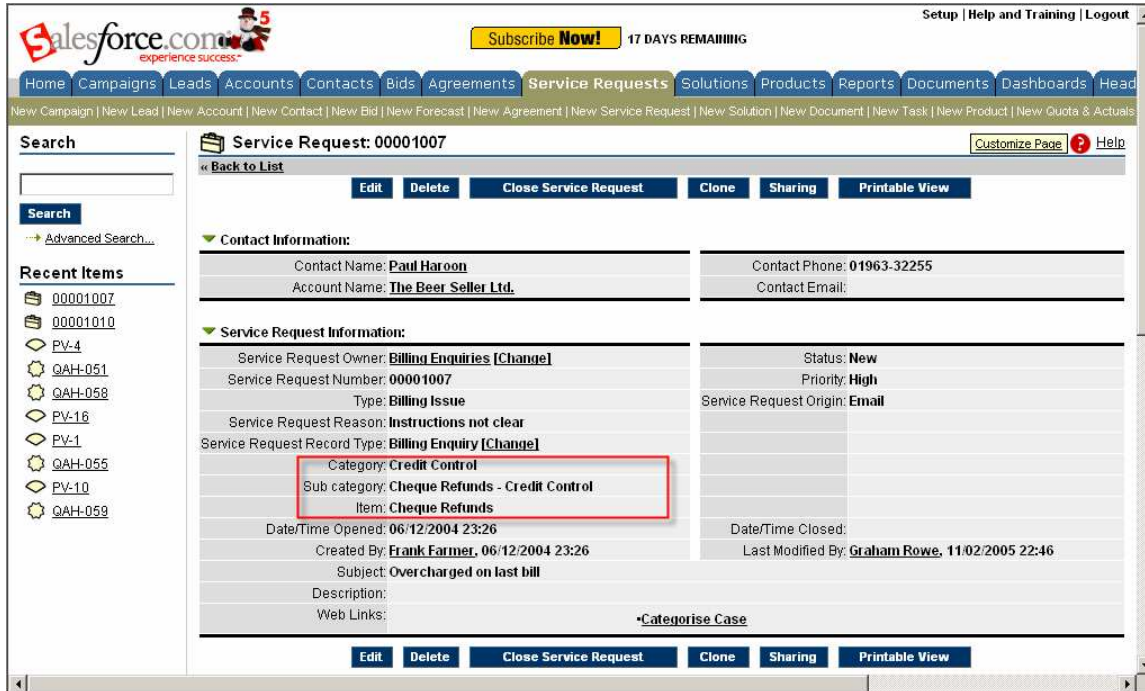
Category:	Credit Control
Subcategory:	Cheque Refunds - Credit Control
Item:	Cheque Refunds

Save Cancel

Home | Campaigns | Leads | Accounts | Contacts | Bids | Agreements | Service Requests | Solutions | Products | Reports | Documents | Dashboards | Headlines | All Tabs

Copyright © 2000-2005 salesforce.com, Inc. All rights reserved.  
Privacy Statement | Security Statement | Terms of Use

Values from dropdowns written to fields on the case record (fields read-only on the page layout)...



To use:

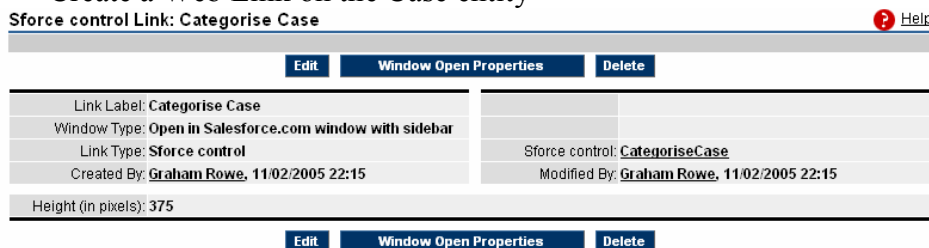
- Create three text custom fields on the case entity with the following field names (change labels to your requirements)...

Category  
Sub category  
Item

- Add fields to case page layout, change field properties to read-only on the layout.
- Create an scontrol (see file 'triple dropdown example.txt')

See the notes at the top of the file on how to setup the arrays to reference the dependent values

- Create a Web Link on the Case entity



- That's it, enjoy!

### **Only need two dependent dropdowns?**

Here is a two dependent dropdowns version...

Instructions as above (but you can ignore the Item field as it is not needed)

Use the file 'double dropdown example.txt' instead for the scontrol