Work.com Developer Guide

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CHAPTER 1   Extend Work.com with Custom Solutions

Build custom solutions for Work.com, including Workplace Command Center, Wellness Check, Shift Management, Employee Workspace and more, to help businesses respond to a major event, adopt wide-scale compliance, implement an auditing system, or other workplace operations.

We built Work.com as the solution to help businesses reopen the workplace as quickly as possible, while keeping employees, customers, partners, and communities safe and informed during the COVID-19 crisis and beyond.

The Work.com solution is an ecosystem of many products including the Workplace Command Center, Shift Management, Emergency Response Management and more. Work.com provides a framework for organizing critical information from various sources such as government policies, regional health data, and company information.

Use the Work.com framework to enhance employees' Work.com experience, or integrate Work.com data with existing apps in the following ways.

- Enrich Work.com data. Add more employee or location details, or integrate your own data model, to improve the Work.com Workplace Command Center experience.

- Enhance the Workplace Command Center functionality. Create custom components that users can add to the Workplace Command Center with critical features. Update your component UI in real-time based on user changes to location filters.

- Integrate Work.com data in other solutions. Expand the Work.com solution with more data-driven apps.

As you begin developing your Work.com solution, we recommend reviewing Salesforce's Privacy and Ethical Use Principles guiding COVID-19 response.

CHAPTER 2   Set Up Your Work.com Development Org

To develop and test your Work.com solution, you need an org with Work.com enabled. You can use a Partner Developer Edition org or a scratch org.

Use the following steps to enable the Work.com data model in your development org.

1. **If you're using a new Partner Developer Edition org** created from the Environment Hub in Partner Business Org, the Work.com add-on feature should be enabled by default. Contact Salesforce if the add-on feature is not enabled in your Partner Developer Edition org.

   📝 Note: To add a Work.com permission set license to an existing Partner Developer Edition org, log a case for a license request in the Partner Community (Partner Community login required).

   If you're using a scratch org, enable the "WorkplaceCommandCenterUser", "Communities", and "ForceComPlatform" add-on features. To use Workplace Command Center in your scratch org, enable Surveys and Communities settings. For example, your scratch org scratch-def.json configuration file might look like:

```
{
  "orgName": "my company",
  "edition": "Enterprise",
  "features": [
    "Communities",
    "WorkplaceCommandCenterUser",
    "ForceComPlatform"
  ],
  "settings": {
    "lightningExperienceSettings": {
      "enableS1DesktopEnabled": true
    },
    "surveySettings": {
      "enableSurvey": true
    },
    "communitiesSettings": {
      "enableNetworksEnabled": true
    }
  }
}
```

2. For Workplace Command Center development, install both the Workplace Command Center and Wellness Check packages (org login required).

   For Employee Workspace development, install the Employee Workspace package.

3. For Workplace Command Center development, create and assign the Workplace Command Center permissions in your org. To create all the permission sets and permission set groups for all Workplace

personas, use the Update Permissions option from within the Command Center Settings tab. Then assign your user the permission set group called Workplace Admin Access Group.

For information on Employee Workspace users and permissions, see Meet the Employee Workspace Personas.

We provide an example script that sets up a scratch org for Work.com. See https://github.com/forcedotcom/WorkDotCom-Partners/blob/master/orgInit.sh.

> **Note:** For a more streamlined setup process, create a scratch org and use the Work.com installer service to add and partially configure the Workplace Command Center, Wellness Check, or Employee Workspace packages in your org. For reference, see Verify Command Center and Wellness Check Installation and Auto-Configuration or Verify Employee Workspace Installation and Auto-Configuration.

SEE ALSO:

Salesforce Help: Create Permission Sets

Salesforce Help: Assign a Feature Permission Set License and Permission Set

CHAPTER 3   Develop a Workplace Command Center Solution

For the best user experience, develop a solution that integrates with Workplace Command Center.

Workplace Command Center provides a top down view of the readiness states of a workforce, worksites, and the operating profile of a business. Workplace Command Center UI includes:

- A global filter component, allowing the user to filter Command Center components by Location. Location selection changes are communicated to other components using Lightning Message Service.
- Components with visualizations sourced from the Wellness Check survey, including a mapping visualization of site and location status, and charts of wellness responses.
- A public world-wide health visualization provided by Tableau, showing the same data for all customers. Because this is a public component, Tableau licenses are not required.

SEE ALSO:

Github: Sample solution

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Create a Workplace Command Center Compatible Lightning Component

Use Workplace Command Center compatible components in your custom solution.

Since the Command Center is developed as a Lightning Home page, it supports dragging and dropping in standard components such as reports and list views. However, because standard components don't subscribe to the message channel used to communicate when the Location global filter changes, they won't change when the user filters by Location. This can create a confusing user experience. For this reason, to display Location-aware data, we recommend developing custom Lightning components.

A custom component that can be added to Command Center must support Lightning app pages. This means that custom Lightning Web Components must allow the `lightning__AppPage` target in its config file, and custom Aura components must implement `flexipage:availableForAllPageTypes`.

SEE ALSO:

   Lightning Web Components Dev Guide: Introducing Lightning Web Components

Respond to Location Filter Changes

Custom components should respond to global filter changes if possible, to provide a cohesive Command Center user experience.

Components that must respond to global filter changes should subscribe to the Command Center standard Lightning Message Service channels. To reference a message channel, import it from the `@salesforce/messageChannel` scoped module. To use the Lightning Message Service APIs:

- Import the following functions from lightning/messageService: `subscribe`, `unsubscribe`, `MessageContext`, and `APPLICATION_SCOPE`.
- Import `COMMAND_CENTER_MSG_CHANNEL` from `@salesforce/messageChannel/lightning__CommandCenterMessageChannel`.

The following example, from the sample app at https://github.com/forcedotcom/WorkDotCom-Partners, demonstrates subscribing and unsubscribing to the Command Center message channel and listening for events fired.

```
import { LightningElement, wire, track } from 'lwc';
import { subscribe, MessageContext, unsubscribe, APPLICATION_SCOPE } from
'lightning/messageService';

/*** Message Channel ***/
import COMMAND_CENTER_MSG_CHANNEL from
'@salesforce/messageChannel/lightning__CommandCenterMessageChannel';

export default class lwc_component extends LightningElement{
    @wire(MessageContext)
    messageContext;

    @track globalLocationName;
    @track globalLocationId;

    subscription;

    connectedCallback() {
```

```
            this.subscribeToChannel();
    }

    /**
     * Subscribe to Command Center Message Channel to listen to global filter changes
     */
    subscribeToChannel() {
        if (!this.subscription) {
            this.subscription = subscribe(this.messageContext, COMMAND_CENTER_MSG_CHANNEL,
 message => this.handleEvent(message), {
                scope: APPLICATION_SCOPE
            });
        }
    }

    /**
     * Any time global filter changes are captured get updated values
     * @param  {} message
     */
    handleEvent(message) {
        switch (message.EventType) {
            case 'CC_LOCATION_CHANGE': {
                /* This event returns two attributes within it's EventPayload (locationName
 & locationId) */
                this.globalLocationName = message.EventPayload.locationName;
                this.globalLocationId = message.EventPayload.locationId;

                break;
            }

            default: {
                break;
            }
        }
    }

    /**
     * If disconnected unsubscribe from Message Channel
     */
    disconnectedCallback() {
        if (this.subscription) {
            unsubscribe(this.subscription);
        }
    }
}
```

While Lightning Message Service allows any component to publish a message on any channel, the Command Center global filter component does not subscribe to any LMS channels, so it won't receive any messages published by other Command Center components.

Add a Component to Workplace Command Center

Users will need to add custom components to the Workplace Command Center.

Once Workplace Command Center is installed in an org, all Command Center component changes must be done by admin configuration. If a customer installs or creates other components to display in the Command Center, the admin must clone the Command Center page and drag and drop new components on the Command Center Lightning Page. It isn't possible to configure a new component to automatically appear in the Command Center after installation. Because of this, you should provide documentation for your users on how to set up your app and add your components to the Command Center.

SEE ALSO:

    Salesforce Help: Clone the Command Center

CHAPTER 4   Package and License a Workplace Command Center Component

In this chapter ...

To extend Workplace Command Center functionality, you package a solution that's installed where Work.com and the Workplace Command Center package are installed. When deciding how to package your Workplace Command Center solution, consider the features that impact Work.com package and license dependencies.

Package Your Work.com Solution

Choose the most appropriate type of package based on your solution design and resulting dependencies.

Work.com:

- Requires an Enterprise Edition org or higher.
- Has a standalone data model with objects, such as Location and Employee, that are gated behind the provisionable Workplace Command Center Permission Set License (PSL). The Location object is available in orgs that have the Work.com PSL. To access the Employee object, the PSL must be assigned to a user.
- Includes the Command Center managed package which has a dependency on the Work.com data model.
- Uses Lightning Message Service (LMS). The Work.com LMS channel is available to all users. The channel isn't gated behind the Work.com PSL.

The following options illustrate how your packaging strategy can introduce or avoid Work.com hard dependencies for your end users.

Base Package with Work.com Hard Dependencies

Directly accessing the Work.com data model introduces Work.com hard dependencies. The same is true if you use declarative features, such as flows, reports, and triggers in your base package. To avoid these dependencies, choose another packaging strategy, such as an extension package.

Base Package with No Work.com Hard Dependencies

If you use only dynamic Apex and custom Lightning Components to access the Work.com data model, there are no Work.com hard dependencies in your base package.

Use dynamic Apex with InvocableMethod annotation, Salesforce Object Query Language (SOQL), Salesforce Object Search Language (SOSL), and Lightning Components in a new or existing package. Lightning Components can use the object query and search classes to dynamically access the data model.

Your package can also listen for messages on the Work.com LMS channel without introducing Work.com hard dependencies.

However, using declarative features, such as flows, reports, and triggers, without using Apex InvocableMethod annotation, introduces Work.com hard dependencies. To avoid these dependencies in your base package, create an extension package that uses the declarative features.

Extension Package with Work.com Hard Dependencies

Use an extension package to avoid Work.com hard dependencies in your base package. The extension package can directly access the Work.com data model, and use declarative features such as Lightning App Builder components and flows.

Your base or extension package can also listen for messages on the Work.com LMS channel without introducing Work.com hard dependencies.

Another reason to use an extension package is to preserve existing licensing requirements for your base package users. If you introduce Work.com dependencies in your base package, you also introduce a Workplace Command Center add-on license requirement for your base package users. Instead, abstract the dependencies to your extension package. A Workplace Command Center add-on license is required only for users who install your extension package.

Work.com Command Center Licensing

Design your solution with Salesforce platform and Work.com end-user license requirements in mind.

Your solution's users are also Workplace Command Center users. Every Command Center user must have one Lightning Platform Starter (LPS) or core CRM user license. LPS and CRM licenses are required to access Salesforce features in general.

To access the Work.com data model, users must also have a Workplace Command Center add-on license installed in their org. Without it, the org admin can't assign the Workplace Command Center PSL to users.

Based on your solution's features, there can be additional user licenses requirements. For example, Work.com Command Center doesn't ship with CRM Analytics or Tableau licenses. Solutions that embed CRM Analytics or Tableau components are only available to customers who purchase CRMA or Tableau licenses. However, Tableau licenses aren't required to access the public world-wide health visualization.

CHAPTER 5   Understand the Work.com Data Model

The Workplace Command Center uses a mix of standard Salesforce objects, custom objects, and Metadata types to represent workspace information, employee status and health assessments, consent and authorization information, and employee survey information.

Standard Salesforce Objects that Workplace Command Center uses as-is include:

- AuthorizationForm, AuthorizationFormConsent, AuthorizationFormText: Used to capture employee's consent for collecting and storing health information.
- Individual: Used to connect Employee data with privacy and consent information.
- Survey, SurveyResponse, SurveyVersion: Used for Work.com Wellness Check health questionnaires for employees.

Location is used by Work.com to represent a physical organization location, with extra custom fields added by Work.com.

Objects added specifically for Work.com are:

- Employee: Represents an employee within a company or organization.
- InternalOrganizationUnit: Represents an organization that an Employee belongs to.
- EmployeeCrisisAssessment: Represents a crisis assessment of an Employee.
- Crisis: Represents a major crisis event that affects an Employee in an InternalOrganizationUnit.

The relationships between objects used for Workplace Command Center are described in the following diagram:

- Custom Metadata Types Used by Work.com
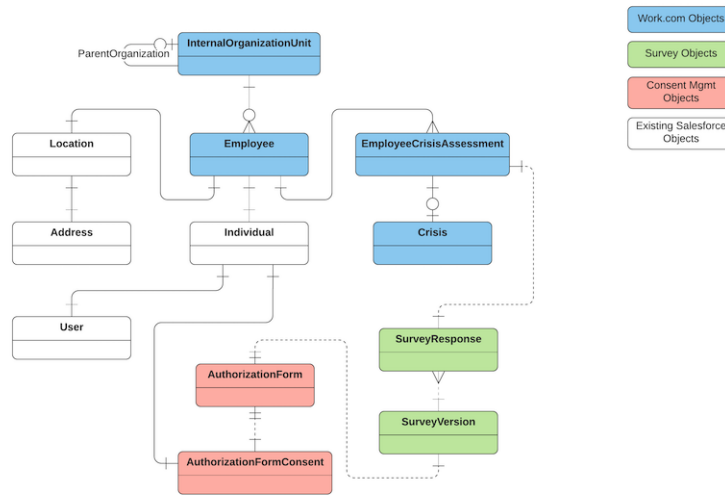
SEE ALSO:

Salesforce Object Reference: Salesforce Surveys Object Model

Salesforce Object Reference: Salesforce Consent Object Model

Work with Employee Data

While Work.com uses Employee to track employee information, existing solutions may already have an alternate data model that tracks employees. To apply the full power of Work.com, solutions may need to correlate or synchronize their data with Employee data.

The following are recommended approaches for working with Employee data.

Create a process that synchronizes Employee data with solution data. This synchronization has to be done on an ongoing basis for any new and changed records. You may also have to keep some amount of duplicate data between Employee records and solution data.

Add custom data to Employee to link Employee records with your solution's data. This ensures that anything that relies on Employee records still will work with Workplace Command Center, but the rest of your data can be kept with your solution's data model. You will need to include a data synchronization process to keep your custom Employee data in synch with your solution's data. If custom fields are added to Employee to aid with synchronization, these fields should be clearly documented for solution users and admins.

Create a new solution, or revise your solution to only work with the Work.com data model. This requires some way to migrate your customers using any previous solution, and creates extra support work.

SEE ALSO:

   Link Employee with Other Objects

   Synchronize Work.com Data Between Orgs

   Command Center Data Triggers

Link Employee with Other Objects

Connect the Employee object to other objects.

Employee has an `Employee.UserId` lookup field to the User object. Also, the Employee object is linked to Individual. PersonAccount, for example, is sometimes used to represent employees. PersonAccount could be linked to an Employee via Individual.

Other examples for utilizing Individual's connection to Work.com include:

- Solutions leveraging Contact can tie back via `Contact > Individual < Employee`.

- Solutions leveraging PersonAccount can tie back via `PersonAccount > Individual < Employee`.

- Solutions leveraging custom Employee objects can tie back via `Employee > Individual < Custom employee object`.

Data synchronization is still required, depending on your own data model. The Command Center package ships with triggers that are designed to populate Individuals based on Employees, and associate Individuals to Users based on the Employee Number field.

SEE ALSO:

   Synchronize Work.com Data Between Orgs

Synchronize Work.com Data Between Orgs

Users are encouraged to install and use Work.com in an org dedicated to Work.com. This may result in scenarios where data in an existing org has to be migrated or kept in synch with a new Work.com org.

When keeping orgs in synch, avoid using bi-directional synchronization, as manual conflict management between org data will be required. Instead, we recommend having a single "source of truth" org. If a data change occurs in a different org, use Salesforce APIs to make the change in the "source of truth" org first, and then synchronize the change back to the org where the change initially occurred.

If other orgs only need read-only access to Work.com org data, use Salesforce Connect to display the Work.com org data in the other orgs. If Salesforce Connect won't work for your scenario, you can use Salesforce API calls to query the Work.com org. For example, you could use on-demand API calls in your Lightning Web Components to query your Work.com org data, and display the data in your component.

Consider doing initial data synchs followed by smaller incremental data synchs. A strategy might work as follows:

- Run an initial data load job to move data to the new org.
- Run nightly or hourly incremental data load jobs to keep orgs in synch.
- If a record is updated in the new org, use Salesforce APIs to update the existing org first, and then migrate that incremental change back to the new org. This avoids unnecessary data conflicts.

Data synchronization middleware tools might help with this process.

SEE ALSO:

   Salesforce Help: Salesforce Connect

Authenticate Between Work.com and Other Orgs

If Work.com has been installed in a new, dedicated org, but your solution must access the original org, you need a strategy for authenticating to the other org.

The following are recommended strategies for authenticating to another org.

Use the existing, original org as an identity provider. Use user authentication from the original org to log in to the Work.com org. Avoid creating replicated logins in the new Work.com org.

If the existing org is already using a different identity provider, you can either connect the Work.com org to the same identity provider, or connect the Work.com org to the existing org.

SEE ALSO:

   Salesforce Help: Configure SAML SSO Between Salesforce Orgs or Experience Cloud Sites

Understand Location Data

Work.com uses Location to associate Employees to physical and abstract locations. Existing solutions may already have an alternate data model that tracks employee locations. To apply the full power of Work.com, solutions may need to correlate or synchronize their data with Location data.

Locations can be physical sites, such as a building, a farm, a factory, or any location where your employees normally congregate during their regular workday. Locations can also be abstractions, representing an aggregation of child locations that should be viewed together because of a shared characteristic, such as locations belonging to the same sales region. If your solution already uses a different entity or data source to define locations, and you need to correlate this information with Work.com, you'll need to synchronize your data with the Location object. Synchronization strategies similar to those described for synchronizing Employee data can also be used for Location data.

Querying the Location Hierarchy

Because Location is modeled and used as a hierarchical tree structure, it's important to be able to efficiently query subtrees within it. This is made possible using the `wkcc__LocationPath__c` field, along with the Location trigger. `wkcc__LocationPath__c` is of the form "<level one id>,<level two id>,<level three id>", and so forth.

⚠️ **Important:** Treat `wkcc__LocationPath__c` as a read-only field. Only Salesforce should modify the location path for a location.

The following SOQL example queries for a subtree in a Location hierarchy.

```
SELECT Id, Name, wkcc__LocationPath__c FROM Location
WHERE wkcc__LocationPath__c LIKE '1314R000000PZ0eQAG,1314R000000PZ0jQAG,%'
```

A normal flow would be to query for the location at the top of the subtree you're interested in, and then query as:

```
Schema.Location parentLoc = [SELECT Id, wkcc__LocationPath__c FROM Location
    WHERE LocationLevel = 2 LIMIT 1];
String parentLikeClause = parentLoc.wkcc__LocationPath__c + ',%';
List<Schema.Location> locs = [SELECT Id, Name, wkcc__LocationPath__c FROM Location
    WHERE wkcc__LocationPath__c LIKE :parentLikeClause];
```

SEE ALSO:

Location

Command Center Data Triggers

Command Center Data Triggers

Work.com installs and uses Command Center data triggers on Employee, Individual, User, and Location. Adding or modifying records for these objects can trigger changes in related objects. It's also possible to disable the triggers for data loads.

When the Work.com managed package is installed into an org, triggers on Employee, Individual, User, and Location are added, along with a `wkcc__TriggerSettings__c` custom object with records that control whether these triggers are enabled or disabled.

Command Center Employee Trigger

The Employee trigger executes on both insert and update. If the employee has no IndividualId set, a new Individual record is inserted and associated with the employee, populating the new record with the relevant field data from the Employee, using the following Employee-to-Individual field mapping:

- OwnerId => OwnerId
- FirstName => FirstName
- LastName => LastName
- DateOfBirth => Birthdate
- JobProfile => Occupation

If the IndividualId is already set, the trigger still populates the same standard fields in the Individual, to ensure the two records match. The Employee is the source of truth; Individual is based on Employee. This does *not* include any other fields that other packages or customers add to an org. Adding fields to Individual is not recommended.

After initially inserting an employee, individuals are by default not kept in sync with later employee updates. To keep them in sync, set the custom setting value wkcc__Settings__c.wkcc__EmployeeIndividualSyncDisabled__c to false. Once this setting is set to false, all changes to the synched Employee fields are pushed to the related Individual.

In addition to updating Individual, the Employee trigger also helps to link the Employee to a User. This reconciliation is done using the Employee Number field. When an Employee is inserted or updated, the trigger queries Users for any records that don't already have an associated Individual and where User.EmployeeNumber uniquely matches Employee.EmployeeNumber.

Importantly, if duplicate User records are found matching the Employee Number, *neither* User record is updated. The trigger does not attempt to guess which user should be linked to the employee. The IndividualId on User remains blank until the customer either explicitly sets it, or removes the duplicate Employee Number in Users.

Command Center User Trigger

The User trigger runs on insert and update. If a user record does not already have an IndividualId set, and it does have an Employee Number value, then the Employee entity is queried for employees matching that Employee Number. If a unique match is found, the User is linked to the same Individual as the matching Employee.

As with the Employee trigger, the User trigger does not decide between users if duplicates are found. However, the User trigger does not query the database itself to find possible duplicate users outside of the users passed to the trigger itself. Thus if a User is inserted or updated with the same Employee Number as another User that was not inserted or updated in the same transaction, that User is linked to the matching Employee's Individual.

Regardless, in all cases, if the customer decides to populate Employee Number, then Employee Number should be treated as a unique identifier.

No other data is synchronized out of the box with Command Center. Other packages still require more, such as Person Account with Health Cloud, or Service Resource with Field Service Lightning. Regardless of the implementation choice, the Individual should be used to link these entities together.

Command Center Location Trigger

The Location trigger is responsible for recreating fields or records that are materialized from Locations. This includes the wkcc__LocationPath__c field values, and the pre-aggregated Location Wellness Facts used to display hierarchical summaries in the Command Center.

> **Note:** Populate the location hierarchy and recalculate wellness data anytime you disable or re-enable `b2w_LocationTrigger`. Run these batch jobs from the Command Center Settings tab, following Salesforce Help Populate the Location Hierarchy.

Enable and Disable Triggers

Use the wkcc__TargetSettings__c object to enable and disable Work.com data triggers. This is useful if you're doing a large data upload or modifying several records at once that already have related field values set up properly.

The Work.com package adds a record in wkcc__TargetSettings__c for each trigger. The record Name field uses the following format: `b2w_Object Name`Trigger. For example, the record that corresponds to the Employee trigger has a Name value of "b2w_EmployeeTrigger".

Bulk Limitations With Triggers Enabled

When Work.com triggers are enabled, bulk operations on affected Work.com objects may incur additional limits. For EmployeeCrisisAssessment, batch sizes should be limited to 3000 records. For Location, batch sizes should be limited to 4000 records.

SEE ALSO:

wkcc__TriggerSettings__c

Understand Logging

Work.com captures errors and exceptions that originate from Workplace Command Center and Wellness Check and adds them as log messages to the wkcc__CmdCtrLog__c custom object.

While log messages originate from all parts of Work.com, most of them come from these operations or background jobs:

- Sending a wellness check survey to one or more employees in one or more locations.
- Processing survey responses.
- Generating wellness counts based on the current wellness status of people associated with a particular location.

Work.com captures errors and exceptions asynchronously. It uses a custom platform event (wkcc__CmdCtrLogEvent__e) and an Apex trigger (LogEventTrigger) to capture the error even if the operation that caused it is rolled back. The error from a rolled back operation is useful because you can use it to troubleshoot potential problems and problems that actually happened.

Logging is enabled by default for Work.com. To disable logging, or configure other properties like how long to keep log messages, update the Command Center Log Settings custom metadata type in Setup. View log messages by creating a list view on the Command Center Logs object, which is visible by default in the App Launcher. As with other Salesforce objects, you can also create reports and Flows on Command Center Logs.

SEE ALSO:

Salesforce Help: Configure Logging

Salesforce Help: View Log Messages

wkcc__CmdCtrLog__c

wkcc__CmdCtrLogEvent__e

wkcc__CmdCtrLogSettings__mdt

Standard Objects Used by Work.com

The Work.com data model includes several standard Salesforce objects.

The Work.com data model uses Crisis, Employee, EmployeeCrisisAssessment, and IndividualOrganizationUnit for tracking employee information in Workplace Command Center.

Crisis

Represents a major crisis event that affects an Employee in an InternalOrganizationUnit. This object is available in API version 48.0 and later. In API version 49.0 and later, this object supports reports, criteria-based sharing rules, and history tracking, plus you can exclude individual fields from custom page layouts.

Employee

Represents an employee within a company or organization. This object is available in API version 48.0 and later. In API version 49.0 and later, this object supports reports, criteria-based sharing rules, and history tracking, plus you can exclude individual fields from custom page layouts.

EmployeeCrisisAssessment

Represents a crisis assessment of an Employee. This object is available in API version 48.0 and later. In API version 49.0 and later, this object supports reports, criteria-based sharing rules, and history tracking, plus you can exclude individual fields from custom page layouts.

InternalOrganizationUnit

Represents an organization that an Employee belongs to. This object is available in API version 48.0 and later. In API version 49.0 and later, this object supports reports, criteria-based sharing rules, and history tracking, plus you can exclude individual fields from custom page layouts.

Crisis

Represents a major crisis event that affects an Employee in an InternalOrganizationUnit. This object is available in API version 48.0 and later. In API version 49.0 and later, this object supports reports, criteria-based sharing rules, and history tracking, plus you can exclude individual fields from custom page layouts.

Work.com uses this object to track and describe crisis situations.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), undelete(), update(), upsert()
```

Special Access Rules

To access this object, you must be assigned a Workplace Command Center permission set license and the Provides access to Workplace Command Center features system permission.

Fields

Field	Details
CrisisType	**Type** picklist **Properties** Create, Filter, Group, Sort, Update **Description** Required. The type or category of crisis. Possible values are: • `Economic Crisis` • `Natural Disaster` • `Pandemic`

Field	Details
	• `War`

Field	Details
`Description`	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The crisis description.
`EndDate`	**Type** date **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The date the crisis ended.
`LastReferencedDate`	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
`LastViewedDate`	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (LastReferencedDate) and not viewed.
`Name`	**Type** string **Properties** Create, Filter, Group, idLookup, Sort, Update **Description** Required. The crisis record name.
`OwnerId`	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update

Field	Details
	Description The ID of the user who currently owns this record. Default value is the user logged in to the API to perform the create operation.
StartDate	**Type** date **Properties** Create, Filter, Group, Sort, Update **Description** Required. The date the crisis started.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

CrisisHistory (API version 49.0)

History is available for tracked fields of the object.

CrisisOwnerSharingRule

Sharing rules are available for the object.

CrisisShare (API version 49.0)

Sharing is available for the object.

Employee

Represents an employee within a company or organization. This object is available in API version 48.0 and later. In API version 49.0 and later, this object supports reports, criteria-based sharing rules, and history tracking, plus you can exclude individual fields from custom page layouts.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), search() undelete(), update(), upsert()
```

Special Access Rules

To access this object, you must have a Workplace Command Center permission set license and the Provides access to Workplace Command Center features system permission or have the Employee Management and Employee User add-on licenses.

Fields

Field	Details
AboutMe	**Type** textarea **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Information about the employee, such as areas of interest or skills. Values can be provided on Employee's profile page. This field is available even if Chatter is disabled.
AlternateEmail	**Type** email **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The employee's alternate email address.
Availability	**Type** picklist **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The employee's availability status. Possible values are: • In The Office • Out Of Office • Out Sick • PTO • Volunteering Time Off • Working Remotely
AvailabilityEndDate	**Type** dateTime **Properties** Create, Filter, Nillable, Sort, Update **Description** The end date of the Employee's availability, inclusive of the date.
AvailabilityStartDate	**Type** dateTime

Field	Details

Properties
Create, Filter, Nillable, Sort, Update

Description
The start date of the Employee's availability, inclusive of the date.

BannerPhotoUrl

Type
url

Properties
Filter, Nillable, Sort

Description
Read only. The URL for the employee's banner photo. Available in API v51.0 and later.

CurrentWellnessStatus

Type
picklist

Properties
Create, Filter, Group, Nillable, Sort, Update

Description
The employee's current wellness status.

Possible values are:

- Available To Work
- Remote Work Only
- Unavailable
- Unknown

DateOfBirth

Type
date

Properties
Create, Filter, Group, Nillable, Sort, Update

Description
The employee's date of birth.

Email

Type
email

Properties
Create, Filter, Group, idLookup, Nillable, Sort, Update

Description
The employee's email address. This field is unique within your organization.

EmployeeNumber

Type
string

Field	Details
	Properties Create, Filter, Group, idLookup, Sort, Update **Description** Required. The employee's employment ID for the organization they were hired into. This field is unique within your organization.
EmployeeStatus	**Type** picklist **Properties** Create, Filter, Group, Sort, Update **Description** Required. The employee's current work status. Possible values are: • Active • Inactive • Leave • Terminated
EmploymentType	**Type** picklist **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The employee's full-time or part-time status. Possible values are: • Full-Time • Part-Time
FirstName	**Type** string **Properties** Create, Filter, Group, Sort, Update **Description** Required. The employee's first name.
FullPhotoUrl	**Type** url **Properties** Filter, Nillable, Sort

Field	Details
	Description Read only. The URL for the employee's profile photo. The URL is updated every time a photo is uploaded and reflects the most recent photo. If a newer photo has been uploaded, the URL returned for an older photo isn't guaranteed to return a photo. Query this field for the URL of the most recent photo. Available in API v51.0 and later.
Gender	**Type** picklist **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The employee's gender. Possible values are: • Female • Male • Non-Binary / Non-Conforming • Other • Prefer Not to State • Transgender Female • Transgender Male
HomeAddress	**Type** address **Properties** Filter, Nillable **Description** The employee's home address.
HomeCity	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The city for the employee's home address.
HomeCountry	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The county for the employee's home address.

Field	Details
HomeGeocodeAccuracy	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** The level of accuracy of an employee's home address geographical coordinates compared with its physical address. A geocoding service typically provides this value based on the address's latitude and longitude coordinates. Possible values are: • `Address` • `Block` • `City` • `County` • `ExtendedZip` • `NearAddress` • `Neighborhood` • `State` • `Street` • `Unknown` • `Zip`
HomeLatitude	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** Used with HomeLongitude to specify the precise geolocation of the employee's home address. Acceptable values are numbers between –90 and 90 with up to 15 decimal places.
HomeLongitude	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** Used with HomeLatitude to specify the precise geolocation of the employee's home address. Acceptable values are numbers between –180 and 180 with up to 15 decimal places.
HomePhone	**Type** phone **Properties** Create, Filter, Group, Nillable, Sort, Update

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Field	Details
	Description The employee's home phone number.
`HomePostalCode`	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The postal code for the employee's home address.
`HomeState`	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The state for the employee's home address.
`HomeStreet`	**Type** textarea **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The street for the employee's home address.
`IndividualId`	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** A reference to the Individual record that this employee is assigned to.
`InternalOrganizationUnitId`	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** A reference to the InternalOrganizationUnit this employee is assigned to.
`JobProfile`	**Type** picklist **Properties** Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description
	The employee's job profile at the company.
LastName	**Type**
	string
	Properties
	Create, Filter, Group, Sort, Update
	Description
	Required. The employee's last name.
LastReferencedDate	**Type**
	dateTime
	Properties
	Filter, Nillable, Sort
	Description
	The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type**
	dateTime
	Properties
	Filter, Nillable, Sort
	Description
	The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (LastReferencedDate) and not viewed.
LocationId	**Type**
	reference
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	A reference to the Location that this employee is assigned to.
ManagerId	**Type**
	reference
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	A reference to the Employee record of the employee's manager.
MediumPhotoUrl	**Type**
	url

Field	Details
	Properties Filter, Nillable, Sort **Description** Read only. The URL for the medium-sized employee's profile photo. The URL is updated every time a photo is uploaded and reflects the most recent photo. If a newer photo has been uploaded, the URL returned for an older photo isn't guaranteed to return a photo. Query this field for the URL of the most recent photo. Available in API v51.0 and later.
MiddleName	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The employee's middle name.
Name	**Type** string **Properties** Filter, Group, idLookup, Nillable, Sort **Description** A compound field of `Employee.FirstName`, `Employee.MiddleName`, and `Employee.LastName`.
NameSuffix	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The employee's suffix.
OutOfOfficeMessage	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The message portion of the employee availability. This message can provide reasons or details about the change in availability. The maximum length of this string is 40 characters.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update

Field	Details
	Description The ID of the user who currently owns this record. Default value is the user logged in to the API to perform the create operation.
PreferredFirstName	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The name the employee prefers to be called.
PreferredPronoun	**Type** picklist **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The employee's preferred pronoun. Possible values are: • He/Him/His • Other/Ask Me • She/Her/Hers • They/Them/Theirs
RelatedPersonId	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Links an employee to a person account with a unique value. Reserved for future use. Don't edit it.
SmallPhotoUrl	**Type** url **Properties** Filter, Nillable, Sort **Description** Read only. The URL for the small-sized employee's profile photo. The URL is updated every time a photo is uploaded and reflects the most recent photo. If a newer photo has been uploaded, the URL returned for an older photo isn't guaranteed to return a photo. Query this field for the URL of the most recent photo. Available in API v51.0 and later.

Field	Details
StatusAsOf	**Type** dateTime **Properties** Create, Filter, Sort, Update **Description** Required. Start date of the employee's current status.
StatusEndDate	**Type** dateTime **Properties** Create, Filter, Nillable, Sort, Update **Description** Planned end date for the employee's status.
TimeZone	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** The time zone which the employee's work hours fall within.
UserId	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Lookup field to associate an Employee record with a user in the org. The field is optional and unique.
WorkPhone	**Type** phone **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The employee's formatted work phone number including country code and extension.
WorkerType	**Type** picklist **Properties** Create, Filter, Group, Restricted picklist, Sort, Update

Field	Details
	Description Required. The type of worker for the employee. Possible values are: • `Alumnus` • `Contractor` • `Employee` • `Intern` • `Temporary`
`WorkingHoursEnd`	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** The end time of the employee's working hours.
`WorkingHoursStart`	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** The start time of the employee's working hours.

Associated Objects

This object has the following associated objects. Unless noted, they're available in the same API version as this object.

EmployeeHistory (API version 49.0)
History is available for tracked fields of the object.

EmployeeOwnerSharingRule
Sharing rules are available for the object.

EmployeesShare (API version 49.0)
Sharing is available for the object.

SEE ALSO:

Employee Custom Fields

EmployeeCrisisAssessment

Represents a crisis assessment of an Employee. This object is available in API version 48.0 and later. In API version 49.0 and later, this object supports reports, criteria-based sharing rules, and history tracking, plus you can exclude individual fields from custom page layouts.

For Work.com, when an employee responds to a wellness survey, an EmployeeCrisisAssessment record is created based on an employee's answers.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `undelete()`, `update()`, `upsert()`

Special Access Rules

To access this object, you must be assigned a Workplace Command Center permission set license and the Provides access to Workplace Command Center features system permission.

Fields

Field	Details
Assessment	**Type** picklist **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The employee's COVID-19 status at the time of the assessment. Possible values are: • `COVID-19 Immune or Recovered` • `COVID-19 No Symptoms` • `COVID-19 Symptoms or Exposed` • `COVID-19 Test Negative` • `COVID-19 Test Positive` • `Declined`
AssessmentDate	**Type** dateTime **Properties** Create, Filter, Sort, Update **Description** The date of the assessment. Required
AssessmentNumber	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** The assessment record number.

Field	Details
CrisisId	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The Crisis that this assessment is associated with.
EmployeeId	**Type** reference **Properties** Create, Filter, Group, Sort, Update **Description** Required. The Employee that this assessment is associated with.
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (LastReferencedDate) and not viewed.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API to perform the create operation.
SourceAssessment	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description
	The record in the source system that drove this assessment.
SourceSystem	**Type**
	string
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	The source system that drove this assessment.

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

EmployeeCrisisAssessmentHistory (API version 49.0)
History is available for tracked fields of the object.

EmployeeCrisisAssessmentOwnerSharingRule
Sharing rules are available for the object.

EmployeeCrisisAssessmentShare (API version 49.0)
Sharing is available for the object.

InternalOrganizationUnit

Represents an organization that an Employee belongs to. This object is available in API version 48.0 and later. In API version 49.0 and later, this object supports reports, criteria-based sharing rules, and history tracking, plus you can exclude individual fields from custom page layouts.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), undelete(), update(), upsert()
```

Special Access Rules

To access this object, you have either a Workplace Command Center permission set license and the Provides access to Workplace Command Center features system permission, or the Employee Management and Employee User add-on licenses. This object is also available with the Referral Marketing license.

Fields

Field	Details
Description	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** A description of the organization the Employee is working in.
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (LastReferencedDate) and not viewed.
OrganizationCode	**Type** string **Properties** Create, Filter, Group, idLookup, Sort, Update **Description** Required. The code of the organization the Employee is working in.
OrganizationName	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The name of the organization the Employee is working in.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update

Field	Details
	Description The ID of the user who currently owns this record. Default value is the user logged in to the API to perform the create operation.
ParentOrganizationId	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** A reference to the parent organization.
Type	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** Specifies whether the record is for an internal or an external organization. This field is available in API version 60.0 and later. Possible values are: • EXTERNAL_BUSINESS_UNIT • INTERNAL_ORGANIZATION

Associated Objects

This object has the following associated objects. Unless noted, they are available in the same API version as this object.

InternalOrganizationUnitHistory (API version 49.0)

History is available for tracked fields of the object.

InternalOrganizationUnitOwnerSharingRule

Sharing rules are available for the object.

InternalOrganizationUnitShare (API version 49.0)

Sharing is available for the object.

Custom Objects and Fields Used by Work.com

The Work.com data model includes several custom objects and fields.

The Work.com package installs custom objects used for Workplace Command Center. Also, installing Work.com also adds custom fields to Location and Task.

Employee

Work.com uses the Employee standard object to track information about users who are students, volunteers, and other roles in addition to employees. Some managed packages also install custom fields for the Employee standard object.

Location

Location is used by Work.com to represent a physical location, with a visitor address, with extra custom fields added by Work.com. If location search filtering for all levels is enabled in the org, a location can also be an abstraction.

Address

Work.com uses the Address standard object to store data about a workplace location address. The Workplace Command Center managed package installs custom fields for the Address standard object.

Task

Work.com uses the Task standard object and custom fields to list tasks in the Operations Feed for Command Center. Employee Service uses the Task standard object and custom fields to list tasks in a transition plan for HR Service Center. The managed packages for each product install the indicated fields for the Task standard object.

wkcc__CmdCtrLog__c

Stores log messages (errors and exceptions) from Workplace Command Center and Wellness Check. Each log message contains information about the error, such as the originating Apex class, affected objects, logging level, user who executed the operation, and more. This object is available in orgs that have Work.com installed.

wkdw__ArticleToFlowLink__c

Create new custom object in order to let customer configure which flows will be invocable from Knowledge Article page in community. This object is available in API version 53.0 and later.

wkcc__CmdCtrLogEvent__e

Contains log messages (errors and exceptions) from Workplace Command Center and Wellness Check. On insert into this platform event, an Apex trigger (LogEventTrigger) adds a corresponding record into the wkcc__CmdCtrLog__c custom object with the same fields. This platform event is available in orgs that have Work.com installed.

wkcc__CommandCenterMapping__c

Stores the mappings for all tabs in the Command Center Settings app, which you access from App Launcher. This object is available in orgs that have Workplace Command Center installed.

wkdw__HealthVerification__c

Represents a request for verification of a user's COVID-19 status.

wkcc__LocationWellnessAggregation__c

Aggregates wellness counts by location and status of employees directly linked to a location. This object is available in orgs that have Workplace Command Center version 4.2 and later installed.

wkcc__LocationWellnessFact__c

Aggregates wellness counts by location and status. This object rolls up the location hierarchy, aggregating status counts for all employees directly linked to a location or linked to any record in that location's descendent hierarchy. This object is available in orgs that have Work.com installed.

wkcc__LocationWellnessStaging__c

Deprecated. This object is a staging table for recalculating location wellness facts. Records are removed once the locations have been recalculated. This object is available in orgs that have version 4 or earlier of Work.com installed. This object was deprecated in version 4.2 of Workplace Command Center. In version 4.2 and later, the data in this object is no longer updated.

wkcc__Settings__c

Settings for the Workplace Command Center application. This object is available in orgs that have Work.com installed.

wkcc__SurveyHistory__c

Represents historical data from a specific sending of a survey. The data includes the name of the survey, when it started to be sent out, the schedule in force (if any), and the status of the sending operation. The history provides an audit trail that can be used for monitoring and troubleshooting survey issues. This object is available in API version 49.0 and later.

wkcc__SurveySchedule__c

Represents the details of a survey schedule in the org, including the selected survey, email template, and filter criteria. This object is available in API version 49.0 and later

wkcc__SurveyScheduleRecipient__c

Represents details about recipients of surveys sent out by a particular survey schedule. The recipients can be employees or locations. If you change the recipients for a scheduled survey, the updated recipients list is referenced the next time the scheduled survey goes out. This object is available in API version 49.0 and later.

wkcc__TriggerSettings__c

Represents the current state of data triggers for Employee, Location, and other Work.com related objects. This object is available in orgs that have Work.com installed.

wkdw__EmployeeWorkExperience__c

Stores work experience of an employee in the Employee Workspace community. This object is available in orgs that have the Employee Workspace managed package installed.

wkdw__OnboardingTask__c

Custom object that represents a reusable task definition that defines the task assigned to an employee in a transition plan template.

wkdw__OnboardingTemplate__c

Represents a custom object that represents a reusable task definition that defines the task assigned to an employee in a transition plan template.

wkdw__OnboardingTemplateTask__c

Represents a custom object that is a junction object which serves to join a transition task to a transition plan.

wkdw__TransitionPlan__c

Custom object for a transition plan that is associated with an employee user. This object is available in API version 56.0 and later.

wkcc__WorkQueueItem__c

Coordinates Workplace Command Center background processing jobs, such as sending surveys or aggregating a location's status. This object is available in orgs that have Workplace Command Center installed.

Employee

Work.com uses the Employee standard object to track information about users who are students, volunteers, and other roles in addition to employees. Some managed packages also install custom fields for the Employee standard object.

A `Location__c` field relates an employee (or user with another role) to a location.

Custom Fields

Field	Details
wkcc__CurrentWellnessStatusAsOf__c	**Type** dateTime

Field	Details
	Properties Create, Filter, Nillable, Sort, Update **Description** Indicates the date and time of the last wellness status update for the employee. This field is updated automatically when the employee responds to a survey with their wellness status. Salesforce admins can update the field manually, when needed, along with or independently of the `CurrentWellnessStatus` standard field on Employee. 🛑 Important: This field isn't part of the default Employee page layout. To add this field, edit the page layout for Employee. This value is stored in GMT time but is shown to users in local time. Available in API version 50.0 and later.
`wkcc__IndividualRole__c`	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** Denotes the role of an individual to support sending surveys by role to one or more selected locations. The initial value is `Employee`, but you can add picklist values for the roles you need, such as `Student`, and set a default value. The values are available when you send a survey to a location, so you can focus the survey on individuals with the assigned role.
`wkcc__ReadyToReturn__c`	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Indicates whether an employee is ready to work at their assigned workplace location (`true`) or not (`false`). The default value is `false`. This field isn't included by default on the employee page layout. Available in API version 50.0 and later.
`wkdw__DisplayName__c`	**Type** string **Properties** Aggregatable, Filter, Sort **Description** Display name of the user. The value is a concatenation of `PreferredFirstName` and `LastName`. If `PreferredFirstName` doesn't have a value, the formula field uses `FirstName` instead. Requires the Employee Workspace managed package.

Location

Location is used by Work.com to represent a physical location, with a visitor address, with extra custom fields added by Work.com. If location search filtering for all levels is enabled in the org, a location can also be an abstraction.

For Work.com, a Location record can have child Location records, which are called sublocations. Use sublocations to create hierarchies that go all the way to an employee work area, for example `Building>Floor>Space`.

Locations have local level information that is set automatically. A top-level, root location is level 1. A child of level 1 is level 2, and so on. By default, a level 1 location must have a visitor address. However, if a Salesforce admin has enabled location search filtering for all levels of the location hierarchy, level 1 locations don't have to have a visitor address. They can be abstractions, like sales regions or city neighborhoods. For details, see Salesforce Help.

A location hierarchy, which includes a level 1 location and all its sublocations, can be 13 levels deep and include up to 10,000 locations.

Location names have a 40-character limit and names must be unique.

Work.com adds the following field customizations on Location.

Changes to Existing Fields

Field	Details
LocationType	**Description** Users see this value in Workplace Command Center. For Work.com, the set of valid values is: • `Building` • `Campus` • `Floor` • `Plant` • `Site` • `Space` • `Store` • `Warehouse` The default value is `Building`.
VisitorAddressId	**Description** Users see this value in Workplace Command Center.

Custom Fields

Field	Details
wkcc__Level2LocationId__c	**Type** string **Properties** Create, Filter, Group, idLookup, Nillable, Sort, Update

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Field	Details
	Description
	For child locations, this value is the level 2 location in its location hierarchy. For level 1 locations, this value is empty. This value is used to aggregate wellness statuses.
`wkcc__LocationPath__c`	**Type**
	string
	Properties
	Create, Filter, Group, idLookup, Nillable, Sort, Update
	Description
	Updates to this field should be made only by Salesforce. The location hierarchy from the root location to this location. Format is similar to `<level1 ID>,<level2 ID>,<level3 ID>`. This field is unique within your organization.
`wkcc__StatusLastUpdated__c`	**Type**
	date
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	The date when `Status__c` was last changed.
`wkcc__Status__c`	**Type**
	picklist
	Properties
	Create, Filter, Group, Nillable, Restricted picklist, Sort, Update
	Description
	The status of the location.
	Possible values are:
	• `Hard Close`
	• `Open`
	• `Reduced Density`
	• `Soft Close`

SEE ALSO:

Understand Location Data

Object Reference for Salesforce and Lightning Platform: Location

Address

Work.com uses the Address standard object to store data about a workplace location address. The Workplace Command Center managed package installs custom fields for the Address standard object.

The `VisitorAddressId` field on the object relates address data to a location.

Custom Fields

Field	Details
`wkcc__County__c`	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** For locations within the United States, use this field for the county in which a location is found. For locations outside the United States, this field can be used for the local municipality name. Available in API version 50.0 and later.
`wkcc__Region__c`	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** The geographic region to which a location belongs. The values for this picklist are managed by Salesforce and can't be edited. The valid values are: • `AMER` • `APAC` • `EMEA` • `LATAM` Available in API version 50.0 and later.

Task

Work.com uses the Task standard object and custom fields to list tasks in the Operations Feed for Command Center. Employee Service uses the Task standard object and custom fields to list tasks in a transition plan for HR Service Center. The managed packages for each product install the indicated fields for the Task standard object.

Custom Fields

Field	Details
`wkcc__ActionCategory__c`	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update

Field	Details
	Description The category of the task, such as an alert or an employee wellness action. The task must have an action category to be displayed in the Operations Feed. The task icon in the Operations Feed matches its action category. If you use a custom action category, the default gray icon is displayed. Possible values are: • `Action` • `Alert` • `Employee Wellness Action` • `Employee Wellness Alert` • `Employee Wellness Information` • `Employee Wellness Warning` • `Information` • `Location Action` • `Location Alert` • `Location Information` • `Location Warning` • `Warning`
`wkcc__ActionUrl__c`	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** A URL that specifies an action to take on the task. The URL can reference a Lightning page or a record, and can be absolute or relative to your Salesforce instance. The URL can also include parameters if necessary. This example is a relative URL that references a specific Employee record page: `/lightning/r/Employee/0id4S000000Y24gQAC/view`. A value in this field causes the **Take Action** button in the Operations Feed to display on the task. If you don't specify an action URL, the task has a **View Task** button, which takes the user to the task record.
`wkcc__ActionType__c`	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** The type of action that this task performs if it has an automated action. Possible values are: • `None`

Field	Details
	• `Flow` • `URL`
`wkcc__ActionApiName__c`	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The API name of the automation to start. This value is required for the Flow action type.
`wkcc__ActionInputVariables__c`	**Type** textarea **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** A JSON-formatted string of variables that are used for the Flow action type to specify input variables. Example data for this field:`{ "name" : "Admin", "age" : 36, "rights" : [ "admin", "editor", "contributor" ] }`
`wkcc__Location__c`	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Associates the task with a location by referencing a Location record. Tasks are filtered in the Operations Feed to match the location specified in the Command Center location filter. If you don't specify a location for a task, the task displays in the Operations Feed only when no location is selected in the Command Center location filter. 📝 Note: In API version 49.0 and later, the Location standard object supports activities, including tasks, so you don't use the `wkcc__Location__c` field to associate tasks with a specific location.
`wkdw__TransitionPlanTask__c`	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The transition plan that joins with a transition task. This field is available in API version 56.0 and later.

Field	Details
`wkdw__TransitionPlanTemplateTaskId__c`	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The transition plan template task that joins with a transition task. This field is available in API version 56.0 and later.
`wkdw__UseTaskLabelsInChecklist__c`	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Indicates whether to show the name and description from the task record in the onboarding checklist. This field is available in API version 56.0 and later. The default value is false.

Task Record Sharing

Tasks are related to locations through the custom lookup field, `wkcc__Location__c`. Tasks are visible to the users they're assigned to. You can share tasks with more users in one of the following ways.

- **Use role hierarchy**. Set up role hierarchy and assign users to roles. Ensure that users who create tasks are added to the lowest level role. That way, all users in higher roles have access to all tasks. For example, say you create a role for the global operations manager with a user. Beneath this role, you add two regional roles with users: one for the West coast operations manager and one for the East coast operations manager. The global operations manager can access all tasks, and each regional manager can access only the tasks under their hierarchy. For more information, see User Role Hierarchy in *Salesforce Help*.

- **Assign tasks to a queue**. Create a queue and add the users who manage tasks to it. When creating a task, set the `Assigned To (Task.OwnerId)` field to the queue. That way, all users in the queue can see the tasks in the Operations Feed. Ensure that users don't assign tasks to themselves and that the tasks remain assigned to the queue. You can use Flow Builder to automate task assignment to a queue for tasks with an action category. For more information about queues, see Set Up Queues in *Salesforce Help*. In SOAP API, a queue corresponds to the Group object with the `Type` set to `Queue`. See Group in the *Object Reference for Salesforce and Lightning Platform*. For more information about flows, see Flow Builder in *Salesforce Help*.

SEE ALSO:

  Object Reference for Salesforce and Lightning Platform: Task

  Object Reference for Salesforce and Lightning Platform: Location

wkcc__CmdCtrLog__c

Stores log messages (errors and exceptions) from Workplace Command Center and Wellness Check. Each log message contains information about the error, such as the originating Apex class, affected objects, logging level, user who executed the operation, and more. This object is available in orgs that have Work.com installed.

Supported Calls

```
create(),delete(),describeLayout(),describeSObjects(),getDeleted(),getUpdated(),query(),
retrieve(),undelete(),update(),upsert()
```

Fields

Field	Details
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean the record was only referenced and not viewed.
Name	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** The name of this log message.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API who ran create().
wkcc__ClassName__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description Apex class from which the error originated.
wkcc__Level__c	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** Logging level for the operation that caused the error. Possible values are: • DEBUG • ERROR • INFO • WARN
wkcc__Message__c	**Type** textarea **Properties** Create, Nillable, Update **Description** The error or exception. For example: `Update failed. First exception on row 0 with id 1315w0000TwPnAAk: first error: FIELD_CUSTOM_VALIDATION_EXCEPTION. Location error message 1 for updating the parent location: [].`
wkcc__ObjectIdList__c	**Type** textarea **Properties** Create, Nillable, Update **Description** Comma-separated list of IDs for the standard and custom objects affected by the operation that caused the error. For example: `1315w0000TwPnAAk, 1315w0000TwQQAA0, 1315w0000TwQRAA0, 1315w0000TwREAAO`.
wkcc__ObjectName__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** If the error was a result of a failed DML operation (insert, update, delete), then this field contains the object of the DML operation. For example: `Location`.

Field	Details
wkcc__Package__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Reserved for future use.
wkcc__ResponseJson__c	**Type** textarea **Properties** Create, Nillable, Update **Description** Reserved for future use.
wkcc__StackTrace__c	**Type** textarea **Properties** Create, Nillable, Update **Description** Reserved for future use.
wkcc__User__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** User who initiated the operation that caused the error.

SEE ALSO:

Understand Logging

wkdw__ArticleToFlowLink__c

Create new custom object in order to let customer configure which flows will be invocable from Knowledge Article page in community. This object is available in API version 53.0 and later.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), undelete(), update(), upsert()
```

Fields

Field	Details
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean that the record was only referenced and not viewed.
Name	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** Name of the article flow link record.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. The default value is the user logged in to the API who ran create(). This is a polymorphic relationship field. **Relationship Name** Owner **Relationship Type** Lookup **Refers To** Group, User
wkdw__ArticleNumber__c	**Type** string

Field	Details
	Properties Create, Filter, Group, Sort, Update
	Description Knowledge Article Number that contains the flow link.
`wkdw__FlowAPIName__c`	**Type** string
	Properties Create, Filter, Group, Sort, Update
	Description API name of the flow link that is on an article page.
`wkdw__IsActive__c`	**Type** boolean
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description Indicates if the flow button is visible on an article page. The default value is 'true'.
`wkdw__Label__c`	**Type** string
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Label for the button that triggers a flow on an article page.

wkcc__CmdCtrLogEvent__e

Contains log messages (errors and exceptions) from Workplace Command Center and Wellness Check. On insert into this platform event, an Apex trigger (LogEventTrigger) adds a corresponding record into the wkcc__CmdCtrLog__c custom object with the same fields. This platform event is available in orgs that have Work.com installed.

Supported Calls

`create(),describeSObjects()`

Fields

Field	Details
`ReplayId`	**Type** string **Properties** Nillable **Description** Platform events system field. See Platform Events Fields.
`wkcc__ClassName__c`	**Type** string **Properties** Create, Nillable **Description** Apex class from which the error originated.
`wkcc__Level__c`	**Type** string **Properties** Create, Nillable **Description** Logging level for the operation that caused the error. Possible values are: • `DEBUG` • `ERROR` • `INFO` • `WARN`
`wkcc__Message__c`	**Type** textarea **Properties** Create, Nillable **Description** The error or exception. For example: `Update failed. First exception on row 0 with id 1315w0000TwPnAAk: first error: FIELD_CUSTOM_VALIDATION_EXCEPTION. Location error message 1 for updating the parent location: [].`
`wkcc__ObjectIDs__c`	**Type** textarea

Field	Details
	Properties Create, Nillable **Description** Comma-separated list of IDS for the standard and custom object affected by the operation that caused the error. For example: `1315w0000TwPnAAk, 1315w0000TwQQAA0, 1315w0000TwQRAA0, 1315w0000TwREAAO`.
`wkcc__ObjectName__c`	**Type** string **Properties** Create, Nillable **Description** If the error was a result of a failed DML operation (insert, update, delete), then this field contains the object of the DML operation. For example: `Location`.
`wkcc__Package__c`	**Type** string **Properties** Create, Nillable **Description** Reserved for future use.
`wkcc__ResponseJson__c`	**Type** textarea **Properties** Create, Nillable **Description** Reserved for future use.
`wkcc__StackTrace__c`	**Type** textarea **Properties** Create, Nillable **Description** Reserved for future use.
`wkcc__User__c`	**Type** string **Properties** Create, Nillable

Field	Details
	Description
	User who initiated the operation that caused the error.

SEE ALSO:

wkcc__CommandCenterMapping__c

Stores the mappings for all tabs in the Command Center Settings app, which you access from App Launcher. This object is available in orgs that have Workplace Command Center installed.

⚠ **Warning:** Update records associated with this object only with the tabs in the Command Center Settings app, which you access from App Launcher. The app provides a UI to create and modify mappings. Don't use the Command Center Mappings tab directly.

A single mapping in a Command Center Settings app tab corresponds to multiple records in wkcc__CommandCenterMapping__c, based on the number of columns in the mapping. The multiple records are correlated with the Name field; each record with the same Name link together to form one mapping. This dynamic method of storing different types of mappings in the same object makes it easier to add other types of mappings in the future.

For example, the Wellness Status Mapping tab (in the Command Center Settings app) allows you to create mappings between crisis assessment values and wellness status values. Let's say it contains these mappings.

CRISIS ASSESSMENT	WELLNESS STATUS
Declined	Remote Work Only
COVID-19 Symptoms or Exposed	Unavailable
COVID-19 No Symptoms	Available to Work

Because the Wellness Status Mapping has two columns, each mapping corresponds to two records in the wkcc__CommandCenterMapping__c object. The Name field is the same for each record. The wkcc__MappedValue__c field contains the actual values or a reference to an object ID. The wkcc_Mapping*__c fields are used for internal processing, such as populating dropdown lists with picklists values. Here's an example of two wkcc__CommandCenterMapping__c records associated with the Declined mapping; only relevant fields of the object are shown.

Name	wkcc__MappedValue__c	wkcc__MappingKey__c	wkcc__MappingType__c
WellnessStatusMap3	Declined	WSAssessment	WellnessStatusMap
WellnessStatusMap3	Remote Work Only	WSCurrentWellnessStatus	WellnessStatusMap

Supported Calls

```
create(),delete(),describeLayout(),describeSObjects(),getDeleted(),getUpdated(),query(),
retrieve(),undelete(),update(),upsert()
```

Fields

Field	Details
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean that the record was only referenced and not viewed.
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The record name. This field groups multiple records into a single mapping of a tab in the Command Center Settings app.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API to perform the create operation.
wkcc__MappedValueName__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** If the wkcc__MappedValue__c field contains an object ID, this field contains the name associated with the object. Otherwise, this field is blank.

Field	Details
wkcc__MappedValue__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The value of one of the columns of the mapping.
wkcc__MappingKey__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Key for looking up values in an internal custom metadata type.
wkcc__MappingTypeId__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** ID for a value in an internal custom metadata type.
wkcc__MappingType__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Value from an internal custom metadata type.

SEE ALSO:

Salesforce Help: Configure Employee Wellness Check Survey Mappings

Salesforce Help: How Do Survey Responses Map to the Data Model?

wkdw__HealthVerification__c

Represents a request for verification of a user's COVID-19 status.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), search(), undelete(), update(), upsert()
```

Fields

Field	Details
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean that the record was only referenced and not viewed.
Name	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** An auto-generated number representing the health verification.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. The default value is the user logged in to the API who ran `create()`. This is a polymorphic relationship field. **Relationship Name** Owner **Relationship Type** Lookup **Refers To** Group, User
wkdw__Case__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description The related case record. This is a relationship field.
	Relationship Name wkdw__Case__r
	Relationship Type Lookup
	Refers To Case
wkdw__DeclinationReason__c	**Type** picklist
	Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update
	Description Reason the employee declines to respond to the health status verification request. One value—`Not specified`—is provided, but you can create more values.
wkdw__Declined__c	**Type** boolean
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description If `true`, indicates that the employee declined to respond to the health status verification request. The default value is `false`.
wkdw__Employee__c	**Type** reference
	Properties Create, Filter, Group, Sort, Update
	Description The employee whose health status is being verified. This is a relationship field.
	Relationship Name wkdw__Employee__r
	Relationship Type Lookup
	Refers To Employee
wkdw__HealthCredentialDocumentDate__c	**Type** date

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The date of the document provided as proof of the employee's health status.
wkdw__HealthCredentialExpirationDate__c	**Type** date
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The expiration date, if any, of the document provided as proof of the employee's health status.
wkdw__Status__c	**Type** picklist
	Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update
	Description The status of the health verification. The following values are provided, but you can create your own. • `Not Verified` • `Verified` • `Declined` • `Pending Approval`
wkdw__Type__c	**Type** picklist
	Properties Create, Filter, Group, Nillable, Restricted picklist, Sort, Update
	Description The method of health verification. The following values are provided, but you can create your own. • `Documentation of COVID-19 Recovery` • `Negative COVID-19 Test Results` • `Proof of Vaccination`
wkdw__VerificationDate__c	**Type** dateTime
	Properties Create, Filter, Nillable, Sort, Update

Field	Details
	Description
	The date the employee submitted the verification.

wkcc__LocationWellnessAggregation__c

Aggregates wellness counts by location and status of employees directly linked to a location. This object is available in orgs that have Workplace Command Center version 4.2 and later installed.

Supported Calls

```
create(),delete(),describeLayout(),describeSObjects(),getDeleted(),getUpdated(),query(),
retrieve(),undelete(),update(),upsert()
```

Fields

Field	Details
Name	**Type**
	string
	Properties
	Autonumber, Defaulted on create, Filter, idLookup, Sort
	Description
	The record name.
OwnerId	**Type**
	reference
	Properties
	Create, Defaulted on create, Filter, Group, Sort, Update
	Description
	The ID of the user who currently owns this record. Default value is the user logged in to the API to perform the create.
wkcc__ExternalId__c	**Type**
	string
	Properties
	Create, Filter, Group, idLookup, Sort, Update
	Description
	A unique identifier for the record in the format `["Cascade" + ":" +] <Location Id> + ':' + <Wellness Status>`. The cascade prefix is only present in records that include child location wellness status values. This field is unique within your organization.

Field	Details
wkcc__LocationIndividualCount__c	**Type** double **Properties** Create, Defaulted on create, Filter, Sort, Update **Description** The total count of individuals regardless of wellness status.
wkcc__Location__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The related Location.
wkcc__NeedsReaggregation__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Indicates to a batch process that wellness status data (specifically, employee counts with each status) must be reaggregated (`true`). This field is reset to `false` after the batch process reaggregates the data.

wkcc__WellnessPercent__c	**Type**
	percent
	
	Properties
	Filter, Nillable, Sort
	
	Description
	The calculated percent of the location's employees that are in the wellness status.
	
	<pre>IF(
	  wkcc__LocationIndividualCount__c = 0,
	  0,
	  wkcc__WellnessStatusIndividualCount__c /
	wkcc__LocationIndividualCount__c
	)</pre>

wkcc__WellnessStatusIndividualCount__c	**Type** double **Properties** Create, Defaulted on create, Filter, Sort, Update **Description** The count of individuals having the wellness status.

Field	Details
`wkcc__WellnessStatus__c`	**Type** string **Properties** Create, Filter, Group, Sort, Update **Description** The wellness status for the individual.

wkcc__LocationWellnessFact__c

Aggregates wellness counts by location and status. This object rolls up the location hierarchy, aggregating status counts for all employees directly linked to a location or linked to any record in that location's descendent hierarchy. This object is available in orgs that have Work.com installed.

Location Wellness Facts are created and updated whenever Locations change, or Employee Crisis Assessments change, or Employees change locations. These records hold summaries to make dashboard queries more performant. Wellness fact records are created for each wellness status type for a particular location and include both the percent of employees and the count of employees in that wellness status bracket. Wellness facts also include the total employee count in that particular location, such that *Wellness Status Employee Count / Location Employee Count = Wellness Percent.*

Directly related counts are maintained for level 1 locations. Cascading counts are maintained for level 1 and level 2 locations.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), undelete(), update(), upsert()`

Fields

Field	Details
`Name`	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** The record name.
`OwnerId`	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API to perform the create.

Field	Details
wkcc__ExternalId__c	**Type** string **Properties** Create, Filter, Group, idLookup, Sort, Update **Description** A unique identifier for the record in the format `["Cascade" + ":" +] <Location Id> + ':' + <Wellness Status>`. The cascade prefix is only present in records that include child location wellness status values. This field is unique within your organization.
wkcc__LocationEmployeeCount__c	**Type** double **Properties** Create, Filter, Sort, Update **Description** The total count of employees regardless of wellness status.
wkcc__LocationLevel__c	**Type** double **Properties** Filter, Nillable, Sort **Description** The related location's location level.
wkcc__Location__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The related Location.
wkcc__NeedsReaggregation__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Indicates to a batch process that wellness status data (specifically, employee counts with each status) must be reaggregated (true). This field is reset to `false` after the batch process reaggregates the data. This field is available in orgs that have Workplace Command Center 4.2 and later installed.

Field	Details
wkcc__WellnessPercent__c	**Type** percent **Properties** Filter, Nillable, Sort **Description** The percent of the location's employees that are in the wellness status.
wkcc__WellnessStatusEmployeeCount__c	**Type** double **Properties** Create, Filter, Sort, Update **Description** The count of employees having the wellness status.
wkcc__WellnessStatus__c	**Type** string **Properties** Create, Filter, Group, Sort, Update **Description** The wellness status for the employee.

wkcc__LocationWellnessStaging__c

Deprecated. This object is a staging table for recalculating location wellness facts. Records are removed once the locations have been recalculated. This object is available in orgs that have version 4 or earlier of Work.com installed. This object was deprecated in version 4.2 of Workplace Command Center. In version 4.2 and later, the data in this object is no longer updated.

Records in this object should not be used for custom solutions.

Supported Calls

create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()

Fields

Field	Details
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort

Field	Details
	Description The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (LastReferencedDate) and not viewed.
Name	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** The record name.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API to perform the create.
wkcc__ExternalId__c	**Type** string **Properties** Create, Filter, Group, idLookup, Sort, Update **Description** A unique identifier for the record in the format of `<Location Id>` + `':'` + `<Wellness Status>`. This field is unique within your organization.
wkcc__JobStatus__c	**Type** picklist **Properties** Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update **Description** Indicates the status of this location for processing. Possible values are:

Field	Details
	• Not Processed
	• Processing
wkcc__Location__c	**Type** reference **Properties** Create, Filter, Group, Sort, Update **Description** The location that needs its fact records recalculated.

wkcc__Settings__c

Settings for the Workplace Command Center application. This object is available in orgs that have Work.com installed.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), search(), undelete(), update(), upsert()
```

Fields

Field	Details
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The record name.
SetupOwnerId	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The setup owner ID.
wkcc__EmployeeIndividualSyncDisabled__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update

Field	Details
	Description
	If true, Employee and Individual data is not kept in sync after initial creation of the Employee record. If false, Employee and Individual data is kept in sync by pushing field changes from Employee to the corresponding fields in Individual. The default value is true.
wkcc__LocationWellnessStagingBatchSize__c	**Type**
	double
	Properties
	Create, Defaulted on create, Filter, Nillable, Sort, Update
	Description
	The batch sized used when processing the location wellness staging records. This value must be between 1 and 200 or it will be ignored. The default is 200. Lower this value if the batch process encounters governor limit errors.
wkcc__LocationWellnessStagingScheduleMins__c	**Type**
	double
	Properties
	Create, Defaulted on create, Filter, Nillable, Sort, Update
	Description
	The number of minutes used for scheduling and rescheduling the next run of the batch that processes the location wellness staging records. This number must be between 0 and 1440 or it will be ignored. The default is 5.
wkcc__SendSurveyBatchSize__c	**Type**
	double
	Properties
	Create, Defaulted on create, Filter, Nillable, Sort, Update
	Description
	The batch size used when sending surveys. This value must be between 1 and 5000 or it will be ignored. The default is 200. Lower this value if the batch process encounters governor limit errors.

wkcc__SurveyHistory__c

Represents historical data from a specific sending of a survey. The data includes the name of the survey, when it started to be sent out, the schedule in force (if any), and the status of the sending operation. The history provides an audit trail that can be used for monitoring and troubleshooting survey issues. This object is available in API version 49.0 and later.

Supported Calls

```
create(),delete(),describeLayout(),describeSObjects(),getDeleted(),getUpdated(),query(),
retrieve(),search(),undelete(),update(),upsert()
```

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Fields

Field	Details
Name	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** An autogenerated number prefixed by `SH-` that uniquely identifies the history.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The user who owns the survey schedule in force for this survey send. Not applicable for surveys sent without a schedule.
wkcc__EndDate__c	**Type** dateTime **Properties** Create, Filter, Nillable, Sort, Update **Description** The date and time that the system finished sending out the surveys. Note: When surveys are sent to many recipients, they can be sent out in batch jobs. The date and time shown indicate when the last batch job of surveys finished running.
wkcc__StartDate__c	**Type** dateTime **Properties** Create, Filter, Nillable, Sort, Update **Description** The date and time that the system started sending out the surveys. Note: When surveys are sent to many recipients, sometimes they can be sent out in batch jobs. The date and time shown indicate when the first batch job began sending out surveys.
wkcc__Status__c	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update

Field	Details
	Description
	The overall status of the sending operation.
	Possible values are:
	• `Failed`
	• `Processing`
	• `Succeeded`
	Note: When surveys are sent to many recipients, sometimes they can be sent out in batch jobs. If any one of the batch jobs fails, the status of the overall send is `Failed`.
`wkcc__SurveySchedule__c`	**Type**
	reference
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	For surveys sent out on a schedule, this field is the name of the schedule. For surveys sent out without a schedule, the value of this field is null.

wkcc__SurveySchedule__c

Represents the details of a survey schedule in the org, including the selected survey, email template, and filter criteria. This object is available in API version 49.0 and later

The custom object that represents details about the locations or employees that receive the scheduled survey is wkcc__SurveyScheduleRecipient__c.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
`LastReferencedDate`	**Type**
	dateTime
	Properties
	Filter, Nillable, Sort
	Description
	The timestamp for when the current user last viewed a record related to this record.

Field	Details
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (see `LastReferencedDate`) and not viewed.
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** Required. The name of the survey schedule. The maximum length is 80 characters.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. The default value is the user logged in to the API to perform the create operation.
wkcc__Active__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Required. Indicates whether the schedule is executing as defined. Deactivating a survey schedule stops it from executing until it's reactivated. The default is `true`. 📝 Note: When you deactivate a schedule, `wkcc__NextSendDate__c` is cleared. The field is cleared, because we can't determine when the next send occurs until the schedule is reactivated.
wkcc__AuthenticationRequired__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Indicates whether recipients of surveys sent out by this schedule must authenticate to access the survey. Available in API version 50.0 and later. The default value is `false`.

Field	Details

📝 **Note:** Recipients of surveys that require authentication must have a user record in your Work.com org, their employee record must include an email address, and each employee's user must be associated with an Experience Cloud site that is activated.

When a survey that requires authentication is sent or scheduled, the number of total recipients shown reflects the number who meet all the requirements. Warnings alert you to problems with the other intended recipients and how many individuals are impacted.

`wkcc__EmailTemplateId__c`

Type
string

Properties
Create, Filter, Group, Sort, Update

Description
Required. The ID of the email template selected for this schedule.

`wkcc__EndDate__c`

Type
date

Properties
Create, Filter, Group, Nillable, Sort, Update

Description
The date by which the schedule stops sending the survey. This value must be later than the value in `wkcc__StartDate__c`. This value is stored in GMT time but is shown to users in local time.

`wkcc__IncludeSublocations__c`

Type
boolean

Properties
Create, Defaulted on create, Filter, Group, Sort, Update

Description
Required. Indicates whether to include sublocations (`true`) or not (`false`). A sublocation is a child record of a Location record. This field applies only when the recipient type is `Location`. The default value is `false`.

`wkcc__IndividualRole__c`

Type
string

Properties
Create, Filter, Group, Nillable, Sort, Update

Description
Indicates the role shared by individuals who are recipients of the scheduled survey. Use this field to send the scheduled survey only to a role-specific group of recipients at the selected locations. This field applies only when the recipient type is `Location`. The maximum number of characters is 255.

Field	Details

wkcc__NextSendDate__c

Type
dateTime

Properties
Create, Filter, Nillable, Sort, Update

Description
The date and time (GMT) when the survey is next sent to recipients, based on the current definition of the schedule. This value is stored in GMT time but is shown to users in local time.

📝 Note: When you deactivate a schedule, `wkcc__NextSendDate__c` is cleared. The field is cleared, because we can't determine when the next send occurs until the schedule is reactivated.

wkcc__RecipientType__c

Type
picklist

Properties
Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update

Description
Required. Indicates the record type of selected recipients of the scheduled survey.

⛔ Important: After a schedule is created, you can't change the recipient type.

Possible values are:

- `Employee`
- `Location`

The default value is `Employee`.

wkcc__ScheduleFrequency__c

Type
picklist

Properties
Create, Defaulted on create, Filter, Group, Restricted picklist, Sort, Update

Description
Required. Indicates how often to send the survey.

Possible values are:

- `ONCE`
- `DAILY`
- `WEEKLY`

The default value is `ONCE`.

wkcc__StartDate__c

Type
dateTime

Field	Details
	Properties Create, Filter, Sort, Update
	Description Required. The date and time by which the schedule begins sending the survey. This value must be earlier than the value in `wkcc__EndDate__c`. This value is stored in GMT time but is shown to users in local time.
`wkcc__Survey__c`	**Type** reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The survey this schedule sends. This field is a lookup to the Survey object.

wkcc__SurveyScheduleRecipient__c

Represents details about recipients of surveys sent out by a particular survey schedule. The recipients can be employees or locations. If you change the recipients for a scheduled survey, the updated recipients list is referenced the next time the scheduled survey goes out. This object is available in API version 49.0 and later.

The custom object that represents details of a survey schedule in the org, including the selected survey, email template, and filter criteria, is wkcc__SurveySchedule__c.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), undelete(), update(), upsert()`

Fields

Field	Details
Name	**Type** string
	Properties Autonumber, Defaulted on create, Filter, idLookup, Sort
	Description The automatically generated ID of a survey schedule recipient, using the SSR-{00000000} display format.
`wkcc__Employee__c`	**Type** reference

Field	Details
	Properties Create, Filter, Group, Nillable, Sort, Update **Description** This is a lookup field to the Employee object. Mutually exclusive with the `wkcc__Location__c` field. 📝 Note: If the referenced Employee record is deleted, the `wkcc__Employee__c` field is cleared.
`wkcc__Location__c`	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** This is a lookup field to the Location object. Mutually exclusive with the `wkcc__Employee__c` field. 📝 Note: If the referenced Location record is deleted, the `wkcc__Location__c` field is cleared.
`wkcc__SurveySchedule__c`	**Type** reference **Properties** Create, Filter, Group, Sort **Description** Required. The name of the survey schedule associated with this list of recipients. 📝 Note: If the referenced survey schedule is deleted, the associated list of survey recipients is also removed.

wkcc__TriggerSettings__c

Represents the current state of data triggers for Employee, Location, and other Work.com related objects. This object is available in orgs that have Work.com installed.

Use wkcc__TargetSettings__c records to enable or disable these triggers.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()`

Fields

Field	Details
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Sort, Update **Description** The API name of the trigger. Names are formatted as "b2w_<object name>Trigger", for example `b2w_EmployeeTrigger`.
SetupOwnerId	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The setup owner ID.
wkcc__IsAfterDeleteDisabled__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** If true, the after-delete trigger is disabled. The default value is false.
wkcc__IsAfterInsertDisabled__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** If true, the after-insert trigger is disabled. The default value is false.
wkcc__IsAfterUndeleteDisabled__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** If true, the after-undelete trigger is disabled. The default value is false.
wkcc__IsAfterUpdateDisabled__c	**Type** boolean

Field	Details
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description If true, the after-update trigger is disabled. The default value is false.
wkcc__IsBeforeDeleteDisabled__c	**Type** boolean
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description If true, the before-delete trigger is disabled. The default value is false.
wkcc__IsBeforeInsertDisabled__c	**Type** boolean
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description If true, the before-insert trigger is disabled. The default value is false.
wkcc__IsBeforeUpdateDisabled__c	**Type** boolean
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description If true, the before-update trigger is disabled. The default value is false.
wkcc__IsDisabled__c	**Type** boolean
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description If true, all Work.com triggers for the object are disabled. The default value is false.

SEE ALSO:

Command Center Data Triggers

wkdw__EmployeeWorkExperience__c

Stores work experience of an employee in the Employee Workspace community. This object is available in orgs that have the Employee Workspace managed package installed.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),`
`retrieve(), search(), undelete(), update(), upsert()`

Fields

Field	Details
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. If this value is null, this record might only have been referenced (LastReferencedDate) and not viewed.
Name	**Type** string **Properties** Aggregatable, Create, Defaulted On Create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The name of an employee's work experience.
OwnerId	**Type** reference **Properties** Aggregatable, Create, Defaulted On Create, Filter, Group, NamePointing, Sort, Update **Description** The ID of the user who owns the work experience record.
wkdw__CompletionDate__c	**Type** date **Properties** Aggregatable, Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description The date when the work was completed. If the completion date isn't specified, the work is marked as ongoing.
wkdw__Description__c	**Type** textarea **Properties** Create, Nillable, Update **Description** The description of an employee's work experience.
wkdw__Ongoing__c	**Type** boolean **Properties** Defaulted On Create, Filter, Group, Sort **Description** Indicates if the specified work is an ongoing experience.
wkdw__Role__c	**Type** string **Properties** Aggregatable, Create, Filter, Group, Sort, Update **Description** The role of an employee in the work experience.
wkdw__StartDate__c	**Type** date **Properties** Aggregatable, Create, Filter, Group, Sort, Update **Description** The date when the work was started.
wkdw__URLs__c	**Type** textarea **Properties** Create, Nillable, Update **Description** Related URLs, separated by line breaks, for the work experience.

wkdw__OnboardingTask__c

Custom object that represents a reusable task definition that defines the task assigned to an employee in a transition plan template.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
LastActivityDate	**Type** date **Properties** Filter, Group, Nillable, Sort **Description** The date for when a user last did something related to the record
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean that the record was only referenced and not viewed.
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The task name.
OwnerId	**Type** reference

Field	Details
	Properties Create, Defaulted on create, Filter, Group, Sort, Update
	Description The ID of the user who currently owns this record. Default value is the user logged in to the API who ran `create()`.
	Relationship Name Owner
	Relationship Type Lookup
	Refers To Group, User
`wkdw__Description__c`	**Type** string
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description A description for the task assigned to an employee in the transition checklist. This field is available in API version 56.0 and later. If left blank, the text in the Task Description field is shown.
`wkdw__DisplayDescription__c`	**Type** string
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Displays the description for the task assigned to an employee in the transition checklist. This field is available in API version 56.0 and later. If left blank, the Description is used.
`wkdw__DisplayName__c`	**Type** string
	Properties Create, Filter, Group, Sort, Update
	Description The task name that employees see in the onboarding checklist. This field is available in API version 56.0 and later. If left blank, the Task Name is used.
`wkdw__FlowAPIName__c`	**Type** string

Field	Details
	Properties Create, Filter, Group, Sort, Update
	Description API name of the flow associated with this task. This field is available in API version 56.0 and later. A flow is optional in order to complete an assigned Task.

wkdw__OnboardingTemplate__c

Represents a custom object that represents a reusable task definition that defines the task assigned to an employee in a transition plan template.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()`

Fields

Field	Details
LastActivityDate	**Type** date **Properties** Filter, Group, Nillable, Sort **Description** The date for when a user last did something related to the record
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort

Field	Details
	Description The timestamp for when the current user last viewed this record. A null value can mean that the record was only referenced and not viewed.
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The template name.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API who ran `create()`. **Relationship Name** Owner **Relationship Type** Lookup **Refers To** Group, User
wkdw__Description__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The description of the template that contains the transition tasks. This field is available in API version 56.0 and later.
wkdw__IsActive__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Indicates if the template is active, turns access to transition plan templates on or off, and controls whether a plan template is available for assignment. This field is available in API version 56.0 and later. The default value is false.

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Field	Details
wkdw__PlanOwner__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Indicates if the template is active, turns access to transition plan templates on or off, and controls whether a plan template is available for assignment. This field is available in API version 56.0 and later. The default value is false.

wkdw__OnboardingTemplateTask__c

Represents a custom object that is a junction object which serves to join a transition task to a transition plan.

Supported Calls

create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()

Fields

Field	Details
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean that the record was only referenced and not viewed.
Name	**Type** string

Field	Details

Properties
Autonumber, Defaulted on create, Filter, idLookup, Sort

Description
The name of the junction record. This is a system field and not explicitly created.

---

wkdw__Description__c

Type
string

Properties
Create, Filter, Group, Nillable, Sort, Update

Description
The description of the template and associated tasks that comprise a transition plan. This field is available in API version 56.0 and later.

---

wkdw__EffectiveDateOffset__c

Type
double

Properties
Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update

Description
The number of offset days relative to the transition plan's effective date that is used to set the due date for the transition tasks. Positive and negative numbers are allowed. This field is available in API version 56.0 and later.

Possible values are:

- Employee
- Manager

The default value is Employee.

---

wkdw__IndividualUser__c

Type
reference

Properties
Create, Filter, Group, Nillable, Sort, Update

Description
This field is reserved for future use.

Relationship Name
wkdw__OnboardingTemplate__r

Relationship Type
Lookup

Refers To
User

---

wkdw__OnboardingTask__c

Type
reference

Field	Details

Properties
Create, Filter, Group, Sort, Update

Description
The onboarding task that is joined to the transition plan template. This field is available in API version 56.0 and later.

Relationship Name
wkdw__OnboardingTask__r

Relationship Type
Lookup

Refers To
wkdw__OnboardingTask__c

`wkdw__OnboardingTemplate__c`

Type
reference

Properties
Create, Filter, Group, Sort

Description
The template ID used to join the task with the template. This field is available in API version 56.0 and later.

Relationship Name
wkdw__OnboardingTemplate__r

Relationship Type
Master-detail

Refers To
wkdw__OnboardingTemplate__c (the master object)

`wkdw__Queue__c`

Type
string

Properties
Create, Filter, Group, Nillable, Sort, Update

Description
This field is reserved for future use.

`wkdw__TaskOwnerType__c`

Type
picklist

Properties
Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update

Description
The type of user who completes a task assigned to them. This field is available in API version 56.0 and later.

Possible values are:

Field	Details
	• Employee
	• Manager
	The default value is Employee. This field is available in API version 56.0 and later.

wkdw__TransitionPlan__c

Custom object for a transition plan that is associated with an employee user. This object is available in API version 56.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
LastActivityDate	**Type** date **Properties** Filter, Group, Nillable, Sort **Description** The date for when a user last did something related to the record.
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The transition plan name.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API who ran `create()`. This field is a polymorphic relationship field. **Relationship Name** Owner

Field	Details
	Relationship Type Lookup
	Refers To Group, User
wkdw__CompletedDate__c	**Type** dateTime
	Properties Create, Filter, Nillable, Sort, Update
	Description The date a transition plan is completed.
wkdw__Description__c	**Type** string
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Provides a description for the transition plan.
wkdw__EffectiveDate__c	**Type** date
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The effective date for the transition plan that is used to calculate the due date based on the task's offset date.
wkdw__Employee__c	**Type** reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The employee that is in a transition and is assigned the transition plan. This field is a relationship field.
	Relationship Name wkdw__Employee__r
	Relationship Type Lookup
	Refers To Employee

Field	Details
wkdw__Manager__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** This field is reserved for future use. This field is a relationship field. **Relationship Name** wkdw__Manager__r **Relationship Type** Lookup **Refers To** User
wkdw__Status__c	**Type** picklist **Properties** Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** The status of the transition plan. Possible values are: • `Completed` • `In Progress` • `Not Started`
wkdw__TransitionPlanTemplate__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** A template that contains a set of tasks related to a specific transition which is assigned to employees. This field is a relationship field. **Relationship Name** wkdw__TransitionPlanTemplate__r **Relationship Type** Lookup **Refers To** wkdw__OnboardingTemplate__c

Field	Details
`wkdw__WelcomeText__c`	**Type** textarea **Properties** Create, Nillable, Update **Description** The greeting users see when viewing a transition plan.

wkcc__WorkQueueItem__c

Coordinates Workplace Command Center background processing jobs, such as sending surveys or aggregating a location's status. This object is available in orgs that have Workplace Command Center installed.

When, for example, an admin clicks **Send Survey** to send a survey to all individuals at a location, Work.com creates a record in the wkcc__WorkQueueItem__c object. Adding a record to this object is akin to adding a job to the work queue. The record contains information about the required work, such as the priority, status, and details of the work. Sensitive information, like the survey's email template and recipient and location IDs, is encrypted and stored in the `wkcc__EncryptedDetails__c` field. A background process checks for new records which in turn kicks off a job to process the work, such as actually sending out the surveys. When the job is complete and successful, the background process deletes the record. If the job fails, the background process logs a message to the wkcc__CmdCtrLog__c object with details about the failure.

Supported Calls

`create(),delete(),describeLayout(),describeSObjects(),getDeleted(),getUpdated(),query(),`
`retrieve(),search(),undelete(),update(),upsert()`

Fields

Field	Details
`LastReferencedDate`	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
`LastViewedDate`	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean that the record was only referenced and not viewed.

Field	Details
Name	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** The name of the record.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API who ran `create()`.
wkcc__EncryptedDetails__c	**Type** textarea **Properties** Create, Nillable, Update **Description** Stores an encrypted serialized object with sensitive details about the job, such as the survey's email template and IDs of the recipients and locations.
wkcc__JobDetailHash__c	**Type** double **Properties** Create, Filter, idLookup, Nillable, Sort, Update **Description** Unique hash of the details of the job. The background process uses this value to prevent duplicate jobs.
wkcc__JobPriority__c	**Type** double **Properties** Create, Defaulted on create, Filter, idLookup, Nillable, Sort, Update **Description** Specifies the priority of the job. The background process selects jobs with the highest number first. If two records have the same priority, the background process selects the most recently added job based on the record creation timestamp. Default value is 0.
wkcc__JobStatusDetails__c	**Type** textarea

Field	Details
	Properties Create, Nillable, Update **Description** More details about the job's status. Includes logged error messages.
wkcc__JobStatus__c	**Type** picklist **Properties** Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** The status of the job. Possible values are: • `Error` • `New`
wkcc__JobType__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Specifies the type of job, such as Survey or Status Aggregation.
wkcc__ProcessAfter__c	**Type** dateTime **Properties** Create, Defaulted on create, Filter, Nillable, Sort, Update **Description** Delays the processing of the job until after the time specified in this field. While we can guarantee that the job will be processed after the specified time, we can't guarantee how long after.
wkcc__QIStatus__c	**Type** string **Properties** Create, Filter, Group, Sort, Update **Description** The name of the internal status Apex class that corresponds to this job. The background process uses this class to determine when to execute this job.
wkcc__QIWorker__c	**Type** string

Field	Details
	Properties Create, Filter, Group, Sort, Update
	Description The name of the internal worker Apex class that corresponds to this job. The background process uses this class to determine how to execute this job.

Custom Metadata Types Used by Work.com

The Work.com data model includes these custom metadata types.

The Workplace Command Center package installs the following custom metadata types for Work.com.

wkcc__CmdCtrLogSettings__mdt

Custom metadata type that contains a record named Default for configuring logging in Workplace Command Center and Wellness Check. You can enable or disable logging and configure whether, and for how long, Salesforce keeps old log messages. The wkcc__CmdCtrLog__c custom object stores the log messages. This custom metadata type is available in orgs that have Workplace Command Center installed.

wkcc__CmdCtrLogSettings__mdt

Custom metadata type that contains a record named Default for configuring logging in Workplace Command Center and Wellness Check. You can enable or disable logging and configure whether, and for how long, Salesforce keeps old log messages. The wkcc__CmdCtrLog__c custom object stores the log messages. This custom metadata type is available in orgs that have Workplace Command Center installed.

Supported Calls

`describeLayout(),describeSObjects(),query(),retrieve()`

Fields

Field	Details
`wkcc__DoesDelPersistentData__c`	**Type** boolean
	Properties Defaulted on create, Filter, Group, Sort
	Description If `true`, Work.com deletes old log messages from the wkcc__CmdCtrLog__c custom object until it reaches the value of the `wkcc__MaxPersistentDataRows__c` field. For example, let's say `wkcc__MaxPersistentDataRows__c` equals 2000 and the number of log messages in the custom object wkcc__CmdCtrLog__c exceeds 2000. In this case,

Field	Details
	Work.com deletes old log messages until the number is back down to 2000. Default value is `false`.
`wkcc__EnableLogging__c`	**Type** boolean **Properties** Defaulted on create, Filter, Group, Sort **Description** If `true`, logging is enabled for Workplace Command Center and Wellness Employee Check. Default value is `true`.
`wkcc__MaxPersistentDataRows__c`	**Type** double **Properties** Filter, Nillable, Sort **Description** When the `wkcc__DoesDelPersistentData__c` field is set to `true`, this field determines the maximum number of log messages to keep in the `wkcc__CmdCtrLog__c` custom object.

SEE ALSO:

Understand Logging

CHAPTER 6   Model Workplace Reopening with Shift Management

Shift Management for Work.com streamlines the process of getting your employees back to work safely. With Shift Management, you can model the capacity of your workplace facilities and resources. Taking into account new requirements and policies, you can specify how many people to allow onsite at a time.

Shift Management Data Triggers

Work.com installs and uses data triggers for Shift Management on Employee, Location, Service Appointment, and Service Territory Member. Adding or modifying records for these objects can trigger changes in related objects. It's also possible to disable some triggers for data loads.

employeeServiceAppointmentUpdate

The employeeServiceAppointmentUpdate trigger executes on an update of Service Appointment. If the following service appointment conditions are met, a `ShiftAcceptNotification__c` record is created for the user:

- The old status of the user's service appointment is not `Dispatched`.
- The new status is `Dispatched`.
- The scheduled start time is greater than today.

A Scheduled Job looks for `ShiftAcceptNotification__c` records created in the last hour and sends notifications to the users for their newly dispatched service appointments.

To prevent notifications from being sent, you can disable the scheduled job. To disable the scheduled job:

1. From the App Launcher, select **Shift Management Setup**.

2. On **Define App Settings** click **Setup**.

3. Go to the **Scheduled Jobs** tab.

4. Uncheck **Hourly job to notify employees to accept/reject shifts assigned to them**.

Employee_AfterUpdate

The Employee_AfterUpdate trigger executes on an update of Employee. If an employee's wellness status changes from `Available to Work` to `Unavailable` or `Unknown`, the trigger sets all service appointments assigned to that employee to `Unscheduled` and creates a ResourceAbsence object for one month. The trigger also disables the employee's access to the mobile and desktop experience of Shift Management. A wellness status of `Unavailable` or `Unknown` indicates that the employee is not fit for work.

If the wellness status changes from `Unavailable` or `Unknown` to `Available to Work`, the employee is considered ready to come back to work. The trigger deletes the resource absence and grants the employee access to the mobile and desktop experience of Shift Management.

LocationInsertBefore and LocationUpdateBefore

The LocationInsertBefore trigger executes on an insert of a new Location and LocationUpdateBefore executes on an update of a Location. The triggers validate that the location Name field is unique. A unique location name is required for creating service territories with the data importer when setting up Shift Management. Each service territory is linked to a location and there must only be one location with that name.

Disable the trigger:

1. From the App Launcher, select **Shift Management Setup**.

2. On **Define App Settings** click **Setup**.

3. Go to the **General Settings** tab.

4. Uncheck **Enforce unique location names (recommended)**.

> ⚠ **Warning:** If you disable this trigger, duplicate location names can exist which could lead to data import failures when creating Service Territories. If you have integration issues because of duplicate location names from an external system, it could be helpful to disable this trigger, but in general it is not recommended to do so.

ServiceAppointmentBeforeUpdate

The ServiceAppointmentBeforeUpdate trigger executes on an update of Service Appointment. If the new status is `Rejected`, the trigger creates a ResourceAbsence object for that service resource for the service appointment's duration. When an employee can't work during the assigned shift's date and time, they can reject the shift. When the shift is rejected, the trigger creates a resource absence so that a new shift isn't rescheduled to the employee at the same time.

ServiceTerritoryMember_AfterUpdate

The ServiceTerritoryMember_AfterUpdate trigger executes when you create a Service Territory Member. The trigger then creates a Sharing record that links the user to the service territory public group.

The data import for setting up Shift Management creates service resources for each employee and service territories for each location. In Shift Management, a service territory member associates a service resource to the service territory that the employee works in. A Sharing record links the employee to the service territory public group which gives the employee access to the facility plan, shifts, and service appointments of the service territory for their shift.

Enable and Disable Triggers

Not all triggers that come with Shift Management can be manually disabled. The triggers that you can disable are in Shift Management's General Settings.

Disable a trigger:

1. From the App Launcher, select **Shift Management Setup**.

2. On **Define App Settings** click **Setup**.

3. Go to the **General Settings** tab.

4. Uncheck the desired trigger.

Shift Records Sharing Flow

The Create Shift Share Records flow checks if the Service Territory is populated when you create a Shift. If it is populated, the flow creates a Shift Share record so that the employee has visibility to their Shift.
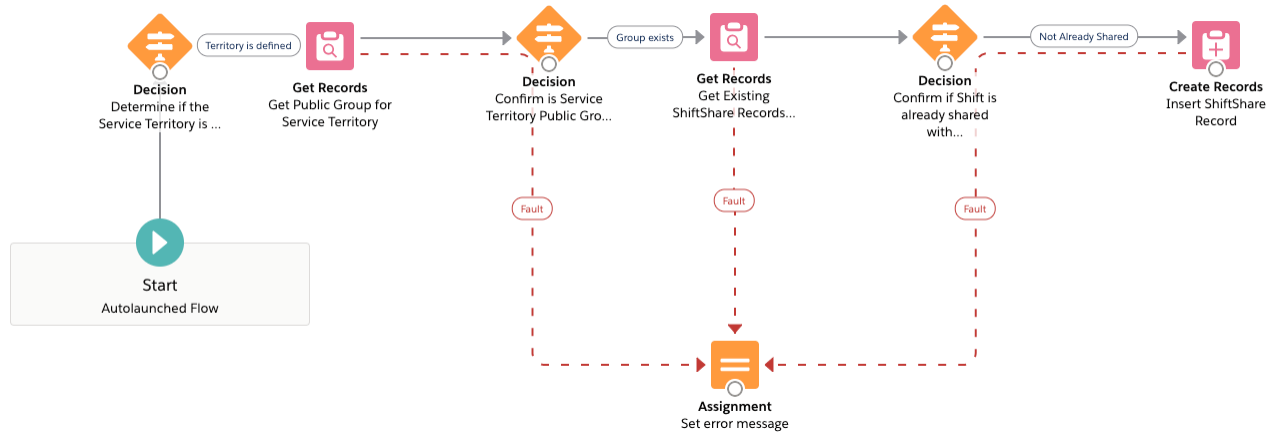
Shift Management for Work.com Object Reference

The Shift Management package includes several custom objects and fields that are described in this section. Shift Management requires Workplace Command Center and it builds on Field Service objects and capabilities such as service appointments and schedule optimization.

To get started with Shift Management, see Shift Management in Salesforce Help. The relationships between objects used by Shift Management are described in the following diagram:
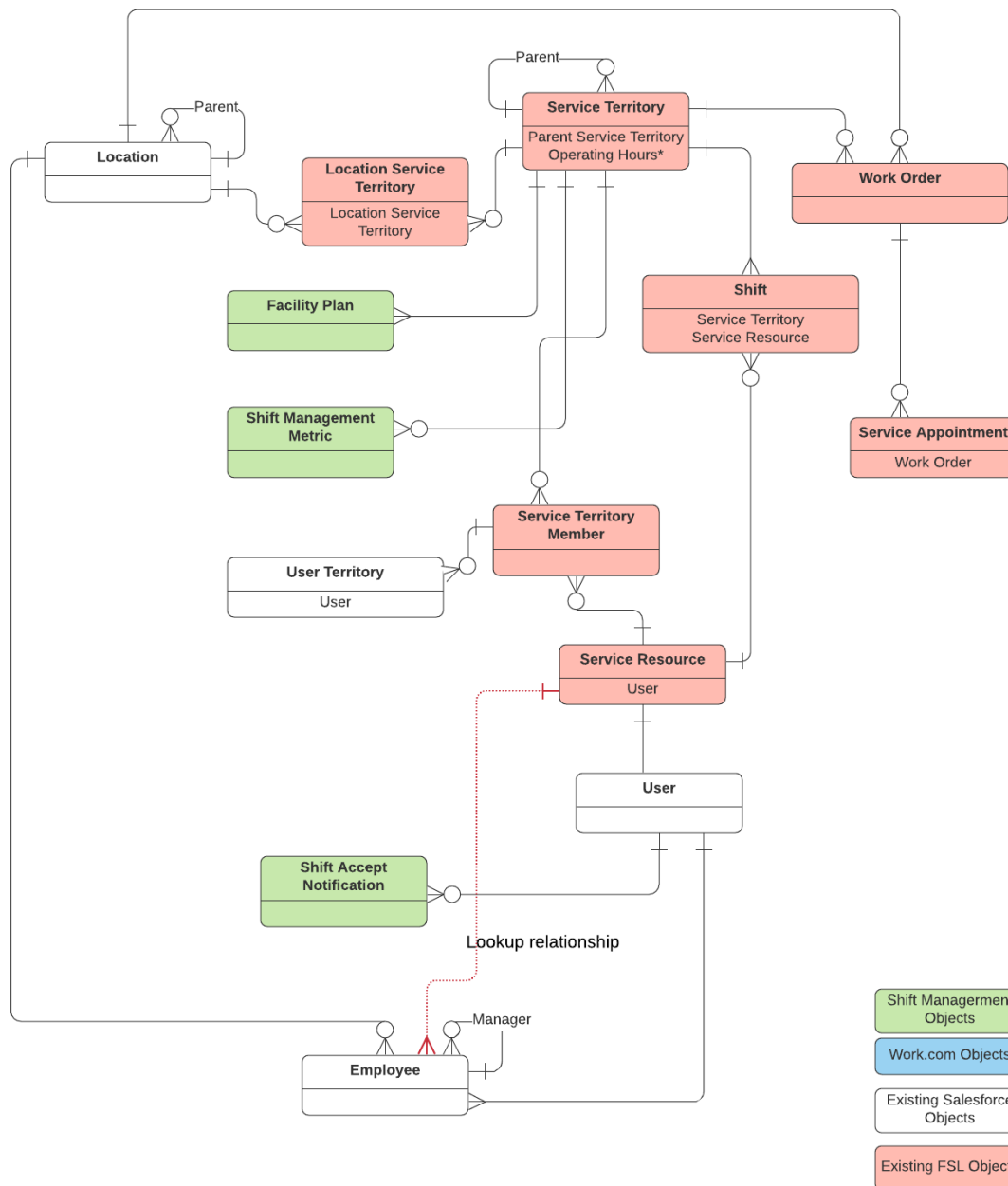
Standard Objects Used by Shift Management

Employee

Represents an employee within a company or organization. When you import employee data to Shift Management, we create a Service Resource record from the Employee records.

Location

Location is used by Work.com to represent a physical organization location. Shift Management uses location data in your org to populate Service Territories.

ServiceTerritoryMember

Links a service resource (employee) to the service territory (location) so that they can be assigned to service appointments within the territory location.

UserTerritory

Links a shift planner or workplace manager to a service territory (location). With custom permission sets, gives access to view and manage the service territories.

Standard Objects with Custom Fields Used by Shift Management

ServiceAppointment on page 100

Represents available shifts for a workplace and confirmed shifts for service resources. Service appointments are linked to planned occupancy and, when confirmed, to a service resource (a person).

ServiceResource on page 101

Represents a user who can accept shifts. Data is imported from employee records to create User and Service Resource records. Service Resources are linked to Service Territories through their Service Territory Membership.

ServiceTerritory on page 101

Represents the locations and spaces associated with your workplace. Work.com adds new custom fields to the standard ServiceTerritory object.

Shift on page 103

Represents a shift for service resource scheduling. Shift is a Salesforce standard object that represents an employee's availability based on their preferences and constraints. Shifts are created for the service resources (employees) included in a facility plan when the planner sends a request for availability.

WorkOrder on page 103

Represents field service work to be performed for a customer. Work.com adds new custom fields to the WorkOrder object. The custom field associated with Shift Manager contains information about the facility plan for that shift.

Custom Objects Used by Shift Management

wkfsl__Facility_Plan__c on page 104

Represents the facility plan to help you manage your sites and buildings. This object has information such as maximum occupancy, arrival window start and end times, and arrival interval information for a location. This object is installed as a part of the Shift Management managed package.

wkfsl__PlanningPeriod__c on page 108

This object has been deprecated in Shift Management managed package version 3.0. Use the wkfsl__Facility_Plan__c object to manage requests for employee availability and set a response due date in version 3.0 and later.

wkfsl__Shift_Management_Metric__c on page 110

Stores metrics that summarize shift data such as available employees and planned occupancy. Each record stores calculated shift data associated with a location and scoped to the current day. This object is installed as a part of the Shift Management managed package.

wkfsl__ShiftAcceptNotification__c on page 113

Represents a helper object to ensure that employees don't receive more than one mobile app notification when they are assigned a service appointment. This object is installed as a part of the Shift Management managed package.

wkfsl__Territory_Parent_Update_Evt__e on page 114

This event is triggered when the parent territory field on the service territory is updated. When service territories are copied from location records during setup, the event triggers to link a territory to its parent territory.

ServiceAppointment

Represents available shifts for a workplace and confirmed shifts for service resources. Service appointments are linked to planned occupancy and, when confirmed, to a service resource (a person). This object is available in API version 38.0 and later.

ServiceResource

Represents a user who can accept shifts. Data is imported from employee records to create User and Service Resource records. Service Resources are linked to Service Territories through their Service Territory Membership. This object is available in API version 38.0 and later.

ServiceTerritory

Represents the locations and spaces associated with your workplace. Work.com adds new custom fields to the standard ServiceTerritory object. This object is available in API version 38.0 and later.

Shift

Represents a shift for service resource scheduling. Shift is a Salesforce standard object that represents an employee's availability based on their preferences and constraints. Shifts are created for the service resources (employees) included in a facility plan when the planner sends a request for availability. This object is available in API version 46.0 and later.

WorkOrder

Represents field service work to be performed for a customer. Work.com adds new custom fields to the WorkOrder object. The custom field associated with Shift Manager contains information about the facility plan for that shift. This object is available in API version 36.0 and later.

wkfsl__Facility_Plan__c

Represents the facility plan to help you manage your sites and buildings. This object has information such as maximum occupancy, arrival window start and end times, and arrival interval information for a location. This object is installed as a part of the Shift Management managed package. This object is available in API version 48.0 and later.

wkfsl__PlanningPeriod__c

This object has been deprecated in Shift Management managed package version 3.0. Use the wkfsl__Facility_Plan__c object to manage requests for employee availability and set a response due date in version 3.0 and later. This object is installed as a part of the Shift Management managed package. This object is available in API version 48.0 and later.

wkfsl__Shift_Management_Metric__c

Stores metrics that summarize shift data such as available employees and planned occupancy. Each record stores calculated shift data associated with a location and scoped to the current day. This object is installed as a part of the Shift Management managed package. This object is available in API version 48.0 and later.

wkfsl__ShiftAcceptNotification__c

Represents a helper object to ensure that employees don't receive more than one mobile app notification when they are assigned a service appointment. This object is installed as a part of the Shift Management managed package. This object is available in API version 48.0 and later.

wkfsl__Territory_Parent_Update_Evt__e

This event is triggered when the parent territory field on the service territory is updated. When service territories are copied from location records during setup, the event triggers to link a territory to its parent territory. This object is available in API version 48.0 and later.

SEE ALSO:

Understand the Work.com Data Model

Object Reference for Work.com: Employee

Field Service Data Model

Object Reference for Salesforce and Lightning Platform: ServiceTerritoryMember

Object Reference for Work.com: Location

Object Reference for Salesforce and Lightning Platform: UserTerritory

ServiceAppointment

Represents available shifts for a workplace and confirmed shifts for service resources. Service appointments are linked to planned occupancy and, when confirmed, to a service resource (a person). This object is available in API version 38.0 and later.

For standard fields on the ServiceAppointment object, see Object Reference - ServiceAppointment.

The following Status values are relevant to Shift Management:

- None—The initial state; the appointment is not linked to a service resource and it represents an available shift.
- Scheduled—The appointment is linked to a service resource (through the AssignedResource junction object). The appointment represents a shift that is tentatively filled by that service resource.
- Dispatched—The appointment is now shared with the service resource and the service resource is notified that they are assigned to that shift.
- In Progress—The service resource accepted the shift.

The service resource can also reject a shift. In that case, the AssignedResource record is deleted and the appointment represents an available shift again.

Supported Calls

```
create(),delete(),describeLayout(),describeSObjects(),getDeleted(),getUpdated(),query(),
retrieve(),search(),undelete(),update(),upsert()
```

Custom Fields

Field	Details
wkfsl__Facility_Plan__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description The facility plan. This has information such as maximum occupancy information for a location. This field is available in API version 48.0 and later.
`wkfsl__Reject_type__c`	**Type** picklist **Properties** Create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** This field is reserved for future use.

ServiceResource

Represents a user who can accept shifts. Data is imported from employee records to create User and Service Resource records. Service Resources are linked to Service Territories through their Service Territory Membership. This object is available in API version 38.0 and later.

For standard fields on the ServiceResource object, see Object Reference - ServiceResource.

Supported Calls

`create()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `update()`, `upsert()`

Custom Fields

Field	Details
`wkfsl__Employee__c`	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Employee information for this resource. This field is available in API version 48.0 and later.

ServiceTerritory

Represents the locations and spaces associated with your workplace. Work.com adds new custom fields to the standard ServiceTerritory object. This object is available in API version 38.0 and later.

For standard fields on the ServiceTerritory object, see Object Reference - ServiceTerritory.

Supported Calls

`create(),delete(),describeLayout(),describeSObjects(),getDeleted(),getUpdated(),query(),`
`retrieve(),search(),undelete(),update(),upsert()`

Custom Fields

Field	Details
`wkfsl__Facility_Type__c`	**Type** picklist **Properties** Create, Defaulted on create, Filter, Group, Nillable, Restricted picklist, Sort, Update **Description** The type of facility, which is derived from the Location record. Users see this value in the Work.com Command Center. Possible values are: • `Building` • `Campus` • `Floor` • `Plant` • `Site` • `Space` • `Store` • `Virtual` • `Warehouse` The default value is `Building`. This field is available in API version 48.0 and later. Note: This field is standard, but the picklist values are custom for Work.com. Users see these values in the Work.com Command Center.
`wkfsl__Location__c`	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Location of the service territory. This field is available in API version 48.0 and later.
`wkfsl__Maximum_Occupancy__c`	**Type** double **Properties** Create, Filter, Nillable, Sort, Update

Field	Details
	Description
	Maximum occupancy for the service territory. This field must be populated for each territory. This field is available in API version 48.0 and later.
`wkfsl__Select_for_Facility_Plan__c`	**Type**
	boolean
	Properties
	Create, Filter, Group, Sort, Update
	Description
	Sets whether the service territory available for facility plans. This field's initial value is set from the location type during setup. The default value is `false`This field is available in API version 48.0 and later, and in package version 1.73 and later.

Shift

Represents a shift for service resource scheduling. Shift is a Salesforce standard object that represents an employee's availability based on their preferences and constraints. Shifts are created for the service resources (employees) included in a facility plan when the planner sends a request for availability. This object is available in API version 46.0 and later.

For standard fields on the Shift object, see Object Reference - Shift.

A scheduler matches a ServiceAppointment to a ServiceResource object based on a planner's request for availability. Shifts are linked to a service resource, while service appointments are linked to the facility's planned occupancy.

Supported Calls

```
create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(),
retrieve(), search(), undelete(), update(), upsert()
```

Custom Fields

Field	Details
`wkfsl__Facility_Plan__c`	**Type**
	reference
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	The facility plan associated with this shift. This field was added in managed package version 3.0. This field is available in API version 48.0 and later.
`wkfsl__PlanningPeriod__c`	**Type**
	reference

Field	Details
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	✏️ Note: This field has been deprecated in managed package version 3.0 and later.
	The planning period associated with this shift. Before version 3.0, shifts used a lookup relationship to the wkfsl__PlanningPeriod__c object. This field is available in API version 48.0 and later.

WorkOrder

Represents field service work to be performed for a customer. Work.com adds new custom fields to the WorkOrder object. The custom field associated with Shift Manager contains information about the facility plan for that shift. This object is available in API version 36.0 and later.

For standard fields on the WorkOrder object, see Object Reference - WorkOrder.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()`

Custom Fields

Field	Details
`wkfsl__Facility_Plan__c`	**Type**
	reference
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	The facility plan record for the shift. This field is available in API version 48.0 and later.

wkfsl__Facility_Plan__c

Represents the facility plan to help you manage your sites and buildings. This object has information such as maximum occupancy, arrival window start and end times, and arrival interval information for a location. This object is installed as a part of the Shift Management managed package. This object is available in API version 48.0 and later.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()`

Fields

Field	Details
wkfsl__AvailabilityRequestsSentDate__c	**Type** dateTime **Properties** Create, Filter, Nillable, Sort, Update **Description** The date when the workplace manager sends availability notifications to employees. This field is available in managed package version 3.0 and later.
Name	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** The name of the facility plan.
wkfsl__Capacity_Overide__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Indicates whether to override the planned occupancy for this facility plan.
wkfsl__Capacity__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** The maximum allowed occupancy for this facility plan. This field is calculated from the facility's maximum occupancy and the reduced occupancy percentage.
wkfsl__Completion_Date__c	**Type** date **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The response due date for employees to submit availability. Before the due date, employees can edit availability for the facility plan. After this date, employees can view any scheduled shifts. This field is available in managed package version 3.0 and later.

Field	Details
wkfsl__Days_of_the_week__c	**Type** multipicklist **Properties** Create, Defaulted on create, Filter, Nillable, Restricted picklist, Update **Description** The days of the week used by this facility. Possible values are: • `Monday` • `Tuesday` • `Wednesday` • `Thursday` • `Friday` • `Saturday` • `Sunday`
wkfsl__End_Date__c	**Type** date **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The end date for this facility plan.
wkfsl__Generate_Shift__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Indicates whether shifts are calculated for this service territory location. The system sets this field to `true` for the lowest-level service territories.
wkfsl_Max_Number_Of_Allowed_Employees__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** The occupancy per interval when employee arrivals are staggered.
wkfsl__Percentage_Allocation__c	**Type** percent **Properties** Create, Filter, Nillable, Sort, Update

Field	Details
	Description The reduced occupancy percentage. This value is used to calculate the planned occupancy from the maximum occupancy.
wkfsl__Related_Top_Level_Territory__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The top-level service territory associated with the facility plan's service territory. This field is available in package version 1.73 and later.
wkfsl__Service_Territory__c	**Type** reference **Properties** Create, Filter, Group, Sort **Description** The service territory associated with this plan.
wkfsl__Shifts_Were_Generated__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Indicates whether the shifts for a facility plan were generated. If the generation of shifts fails, this value is still true.
wkfsl__Stagger_End_Time__c	**Type** time **Properties** Create, Filter, Nillable, Sort, Update **Description** End time for the stagger period.
wkfsl__Stagger_Start_Time__c	**Type** time **Properties** Create, Filter, Nillable, Sort, Update **Description** Start time for the stagger period.

Field	Details
wkfsl__Start_Date__c	**Type** date **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The start date for this shift.
wkfsl__Time_Interval__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** The length of the arrival time slot in minutes.
wkfsl__Time_To_Stagger__c	**Type** time **Properties** Create, Filter, Nillable, Sort, Update **Description** The time when the scheduled job to calculate staggering starts running.
wkfsl__Timezone__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The time zone for the service territory linked to this facility plan.
wkfsl__Work_Type__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The custom work type associated with this plan. This field is available in package version 1.73 and later.

wkfsl__PlanningPeriod__c

This object has been deprecated in Shift Management managed package version 3.0. Use the wkfsl__Facility_Plan__c object to manage requests for employee availability and set a response due date in version 3.0 and later. This object is installed as a part of the Shift Management managed package. This object is available in API version 48.0 and later.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()`

Fields

Field	Details
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The name of this planning period.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API who ran create().
wkfsl__State__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** This field is reserved for future use.
wkfsl__Trigger_Date__c	**Type** date **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** This field is reserved for future use.
wkfsl__Weekdays__c	**Type** multipicklist **Properties** Create, Filter, Nillable, Restricted picklist, Update **Description** The weekdays selected by the planner.

Field	Details
	Possible values are: • `Monday` • `Tuesday` • `Wednesday` • `Thursday` • `Friday` • `Saturday` • `Sunday`
`wkfsl__completionDate__c`	**Type** date **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The date by which the employee submits availability. After this date, the system assumes that the employee is unavailable.
`wkfsl__endDate__c`	**Type** date **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The planning period end date.
`wkfsl__startDate__c`	**Type** date **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** The planning period start date.

wkfsl__Shift_Management_Metric__c

Stores metrics that summarize shift data such as available employees and planned occupancy. Each record stores calculated shift data associated with a location and scoped to the current day. This object is installed as a part of the Shift Management managed package. This object is available in API version 48.0 and later.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()`

Fields

Field	Details
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The name of this metric.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API who ran create().
wkfsl__Allocated_Occupancy__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** Capacity count from the facility plan on the provided date.
wkfsl__Assigned_Shifts__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** Number of active service appointments that are Dispatched, In Progress, Completed, or Accepted on the service territory and its child territories.
wkfsl__Available_Employees__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** Number of active employees who submitted availability and stated that they are available.
wkfsl__Calculated_as_of__c	**Type** dateTime

Field	Details
	Properties Create, Filter, Nillable, Sort, Update
	Description The date and time when this metric was calculated.
`wkfsl__Date__c`	**Type** date
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The date of the shift for which we're calculating data.
`wkfsl__Eligible_Employees__c`	**Type** double
	Properties Create, Filter, Nillable, Sort, Update
	Description The number of eligible employees.
`wkfsl__Location__c`	**Type** reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description Reference to the location.
`wkfsl__Maximum_Occupancy__c`	**Type** double
	Properties Filter, Nillable, Sort
	Description The maximum occupancy for the location.
`wkfsl__Service_Territory__c`	**Type** reference
	Properties Create, Filter, Group, Nillable, Sort, Update
	Description The service territory associated with this metric.
`wkfsl__Total_Shifts__c`	**Type** double

Field	Details
	Properties Create, Filter, Nillable, Sort, Update
	Description The number of service appointments that were created for the service territory based on the facility plan. This value can include assigned and unassigned shifts and matches the planned occupancy.

wkfsl__ShiftAcceptNotification__c

Represents a helper object to ensure that employees don't receive more than one mobile app notification when they are assigned a service appointment. This object is installed as a part of the Shift Management managed package. This object is available in API version 48.0 and later.

Supported Calls

`create(), delete(), describeLayout(), describeSObjects(), getDeleted(), getUpdated(), query(), retrieve(), search(), undelete(), update(), upsert()`

Fields

Field	Details
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The name of this record.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. Default value is the user logged in to the API who ran create().
wkfsl__ServiceResourceId__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description
	The service resource associated with this record.
wkfsl__UserId__c	**Type**
	string
	Properties
	Create, Filter, Group, idLookup, Nillable, Sort, Update
	Description
	The user associated with this record. This field is unique within your organization.

wkfsl__Territory_Parent_Update_Evt__e

This event is triggered when the parent territory field on the service territory is updated. When service territories are copied from location records during setup, the event triggers to link a territory to its parent territory. This object is available in API version 48.0 and later.

Supported Calls

create(), describeSObjects()

Fields

Field	Details
ReplayId	**Type**
	string
	Properties
	Nillable
	Description
	This field is populated by the system when the event is delivered to subscribers. It refers to the position of the event in the event stream.
wkfsl__jsonField__c	**Type**
	textarea
	Properties
	Create, Nillable
	Description
	An event message in JSON format. This field contains the JSON blob of the service territories being updated.

CHAPTER 7   Evaluate When to Open or Close Locations with Workplace Strategy Planner

With Workplace Strategy Planner, add business priorities, operating guidelines, and COVID-19 public data to your Work.com org. Set thresholds on metrics to evaluate current risk levels at all workplace locations. Use the dashboard to visualize all the data in one place and to help guide your operating decisions.

Workplace Strategy Planner Data Triggers

When the Workplace Strategy Planner managed package is installed into an org, data triggers on Crisis, Location, and Location Assessment are added.

Crisis Trigger

When a crisis record is created or updated, `wkplan__CrisisTrigger` executes and creates a location assessment record for each location associated with the crisis. This trigger also executes when installing the Workplace Strategy Planner managed package, and creates a location assessment record for each workplace location associated with a crisis.

Location Trigger

When a location record is created, `wkplan__LocationTrigger` executes and creates a location assessment record for each location associated with a crisis. This trigger also executes when installing the Workplace Strategy Planner managed package, and creates a location assessment record for each workplace location associated with a crisis.

Location Assessment Trigger

The `wkplan__LocationAssessmentTrigger` creates a unique value to the index field, location assessment name, when a location assessment record is created after installing the Workplace Strategy Planner package in an org.

Enable and Disable Triggers

By default, all Workplace Strategy Planner triggers are enabled in your org. Although it's possible to disable any of these triggers, we recommend that they remain enabled.

If you disable either the `wkplan__CrisisTrigger` or the `wkplan__LocationTrigger`, location assessment records aren't created automatically for any new location or crisis. If you decide to disable and re-enable either trigger, manually create location assessment records for any crisis and location pair created in your org while the trigger was disabled.

If you disable the `wkplan__LocationAssessmentTrigger`, you can duplicate location assessment records for crisis and location pairs. If you disable and re-enable this trigger, manually review and delete any duplicate location assessment records that were created while the trigger was disabled.

Workplace Strategy Planner Object Reference

The Workplace Strategy Planner package includes several custom objects and fields that are described in this section. Workplace Strategy Planner requires Workplace Command Center and builds on standard objects, such as Employee, Location, and Address.

The relationships between objects used by Workplace Strategy Planner are described in the following diagram:
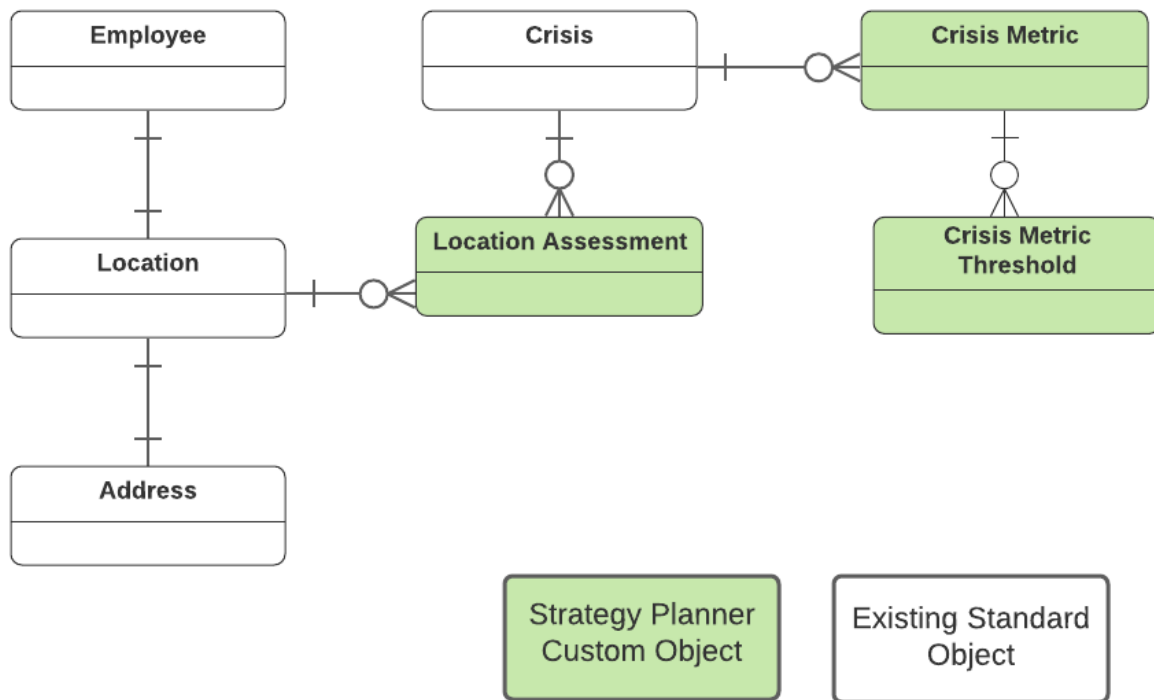
Standard Objects Used by Workplace Strategy Planner

Workplace Strategy Planner requires Workplace Command Center and uses the standard objects Location, Crisis, Address, and Employee. Strategy Planner also uses custom fields on the standard objects Address and Employee.

Custom Objects Used by Workplace Strategy Planner

The Workplace Strategy Planner managed package installs several custom objects that are required in addition to the standard objects Employee, Location, Crisis, and Address.

Standard Objects Used by Workplace Strategy Planner

Workplace Strategy Planner requires Workplace Command Center and uses the standard objects Location, Crisis, Address, and Employee. Strategy Planner also uses custom fields on the standard objects Address and Employee.

Standard Objects Used by Strategy Planner

Address

Data from the standard fields `PartentId`, `City`, and `State` are included in workplace locations.

Employee

Workplace Strategy Planner uses the standard field `LocationId` to associated employees with locations.

Location

Location records in your Work.com org are used as the unique workplace locations assessed for opening or closing in Workplace Strategy Planner. Strategy Planner uses the standard fields `Name`, `Description` and `visitorAddressID`.

Crisis

Workplace Strategy Planner references a crisis, like COVID-19, in your Work.com org using the standard fields `CrisisType` and `Name`.

Custom Fields on Standard Objects Used by Workplace Strategy Planner

Address **on page 41**

An address represents a mailing, billing, or home address. Workplace Strategy Planner relies on the custom fields `wkcc__Region__c` and `wkcc__County__c` for each location to populate some crisis metrics with data from the COVID-19 public data source. These fields are installed through the Workplace Command Center managed package.

Employee **on page 38**

Represents an employee within a company or organization. Workplace Strategy Planner uses the custom field `wkcc__ReadyToReturn__c` as a metric that indicates percent of employees with "Available to Work" Wellness Status. To use this field and metric out of the box, the employee wellness survey must be configured in your org using the suggested mappings and values, though you can create and use a custom survey and value. This field is installed through the Workplace Command Center managed package.

Custom Objects Used by Workplace Strategy Planner

The Workplace Strategy Planner managed package installs several custom objects that are required in addition to the standard objects Employee, Location, Crisis, and Address.

wkplan__CrisisMetric__c

Stores quantitative and qualitative data that can be used to measure an aspect of a crisis. Crisis metrics are used to better understand the severity of a crisis, such as the COVID-19 pandemic. Use them to help decide how to manage individual workplace locations during the crisis. This object is installed as a part of the Workplace Strategy Planner managed package. This object is available in API version 50.0 and later.

wkplan__CrisisMetricThreshold__c

Defines your organization's threshold values for every crisis metric. By default, Workplace Strategy Planner allows location opening and closing thresholds. The metric data value for each location is evaluated by the threshold values to determine its risk level and whether the location can be considered for either opening or closing. This object is installed as a part of the Workplace Strategy Planner managed package. This object is available in API version 50.0 and later.

wkplan__LocationAssessment__c

Stores data for metrics used to evaluate location risk during a crisis, such as the COVID-19 pandemic, including hospital capacity and public guidelines for operating safely. This object is installed as a part of the Workplace Strategy Planner managed package. This object is available in API version 50.0 and later.

wkplan__CrisisMetric__c

Stores quantitative and qualitative data that can be used to measure an aspect of a crisis. Crisis metrics are used to better understand the severity of a crisis, such as the COVID-19 pandemic. Use them to help decide how to manage individual workplace locations during the crisis. This object is installed as a part of the Workplace Strategy Planner managed package. This object is available in API version 50.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** Required. The crisis metric name.
OwnerId	**Type** reference **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** The ID of the user who currently owns this record. The default value is the user logged in to the API to perform the create operation.
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean the record was only referenced and not viewed.
wkplan__Crisis__c	**Type** reference **Properties** Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description The specific crisis that is measured by the related crisis metrics. This field refers to the Crisis object.
wkplan__DataSource__c	**Type** textarea **Properties** Create, Nillable, Update **Description** Reserved for future use.
wkplan__DescriptionLabel__c	**Type** textarea **Properties** Create, Nillable, Update **Description** A reference to the label used for translating the description. This field is used by Salesforce for translating labels from English into other supported languages. This field shouldn't be edited.
wkplan__Description__c	**Type** textarea **Properties** Create, Nillable, Update **Description** A short explanation of what this crisis metric measures. For example, a description for the Workplace Strategy Planner default metric Percent Positive is `Percentage of COVID-19 tests that are positive.`
wkplan__IgnoreIfDataIsEmpty__c	**Type** boolean **Properties** Create, Defaulted on create, Filter, Group, Sort, Update **Description** Allows the Workplace Strategy Planner dashboard to ignore a metric when it has no data. This field isn't used by default in Strategy Planner. Developers can use this field to create a checkbox that, when selected, allows Strategy Planner users to exclude metrics with no data from the dashboard.
wkplan__IsCustomMetric__c	**Type** boolean

Field	Details
	Properties Create, Defaulted on create, Filter, Group, Sort, Update **Description** Reserved for future use.
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
wkplan__MaxValue__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** Along with wkplan__MinValue__c, used to define a metric threshold range. For example, the maximum value for the default Workplace Strategy Planner metric New Tests per 100,000 is 100,000.
wkplan__MetricCategory__c	**Type** picklist **Properties** Create, Filter, Group, Restricted picklist, Sort, Update **Description** Required. The category or criterion to which a crisis metric belongs. All metrics belong to criteria. These values can't be customized. The values are: • BusinessPriority—The business importance of opening or operating a location. • EmployeeData—Workforce availability, based on employee health and preference. • GovernmentGuidance—Public-policy and government recommendations or restrictions. • MedicalTrends—Data related to COVID-19 testing and patient care.
wkplan__MinValue__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update

Field	Details
	Description Along with `wkplan__MaxValue__c`, used to define a metric threshold range. The minimum value for all default metrics is `1`.

Usage

Crisis metrics track discrete data points and are organized into one of four criteria, the values for `wkplan__MetricCategory__c`. The default crisis metrics are populated in your org by the Workplace Strategy Planner managed package. Each metric can have opening and closing threshold values, set by your organization with the wkplan__CrisisMetricThreshold__c object. The threshold values are used in aggregate to determine the risk level for every workplace location, organized by criteria, and displayed in the Strategy Planner App dashboard.

The Strategy Planner managed package includes a custom, pre-configured connector that imports public COVID-19 data from a Snowflake Data Warehouse to populate the values for some default crisis metrics. Your organization must populate other crisis metrics. For information on the data type and source for all default metrics, review Salesforce Help: Understand Strategy Planner Criteria, Metrics, and Thresholds.

SEE ALSO:

wkplan__CrisisMetricThreshold__c

wkplan__CrisisMetricThreshold__c

Defines your organization's threshold values for every crisis metric. By default, Workplace Strategy Planner allows location opening and closing thresholds. The metric data value for each location is evaluated by the threshold values to determine its risk level and whether the location can be considered for either opening or closing. This object is installed as a part of the Workplace Strategy Planner managed package. This object is available in API version 50.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
LastReferencedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed a record related to this record.
LastViewedDate	**Type** dateTime

Field	Details
	Properties Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean the record was only referenced and not viewed.
Name	**Type** string **Properties** Create, Defaulted on create, Filter, Group, idLookup, Nillable, Sort, Update **Description** The name of a crisis metric.
wkplan__CrisisMetric__c	**Type** reference **Properties** Create, Filter, Group, Sort **Description** The crisis metric to which a threshold belongs. This field refers to the custom object Crisis Metric.
wkplan__DefaultValueText__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Stores the default value for the text display of `wkplan__DefaultValue__c`. The default value displays only when the threshold values aren't customized in your org.
wkplan__DefaultValue__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** The default value for a metric threshold in Workplace Strategy Planner. The default values are intended only to demonstrate the app features and capabilities. Customize metric threshold values in your org before using Workplace Strategy Planner.
wkplan__DisplayTextLabel__c	**Type** string **Properties** Create, Filter, Group, Nillable, Sort, Update

Field	Details
	Description
	A reference to the label used for translating the display text. This field is used by Salesforce for translating labels from English into other supported languages. This field shouldn't be edited.
`wkplan__DisplayText__c`	**Type**
	string
	Properties
	Create, Filter, Group, Nillable, Sort, Update
	Description
	Display text for a metric threshold to display in the Workplace Strategy Planner app. For example, `Less Than {value} per 100,000`. The display text can be an integer, percent, or text string.
`wkplan__IsLowerThreshold__c`	**Type**
	boolean
	Properties
	Create, Defaulted on create, Filter, Group, Sort, Update
	Description
	Indicates whether the value of the field `wkplan__Value__c` is lower than the threshold value.
	For example, if data for a crisis metric associated with a location is greater than or equal to the `wkplan__Value__c` of the opening threshold and the `wkplan__IsLowerThreshold__c` is set to `true`, the location is considered low risk and can be a candidate for opening. If the current metric data for a location is greater than or equal to the `wkplan__Value__c` of the closing threshold when `wkplan__IsLowerThreshold__c` is set to `true`, the location is considered high risk and can be a candidate for closing.
`wkplan__Type__c`	**Type**
	picklist
	Properties
	Create, Filter, Group, Restricted picklist, Sort, Update
	Description
	The type of crisis metric threshold. The threshold type indicates the action or response to take when a threshold is reached.
	The default values are:
	• `Closing`
	• `Opening`
`wkplan__Value__c`	**Type**
	double

Field	Details
	Properties
	Create, Filter, Nillable, Sort, Update
	Description
	The numeric value of a threshold.
	When the data value for a metric is greater than or equal to this field value and `wkplan__IsLowerThreshold__c` is set to `true`, the metric for that location is categorized into the appropriate risk level or threshold recommendation. See the field `wkplan__IsLowerThreshold__c` for more information.

Usage

Crisis metric thresholds allow your organization to set a range for the data values associated with each `wkplan__CrisisMetric__c`. When a data value for a metric associated with a location reaches a threshold, Workplace Strategy Planner categorizes the metric for that location as low, medium, or high risk. By default, the thresholds in Workplace Strategy Planner indicate when an organization should consider opening or closing a workplace location.

Set threshold values in your org. If a threshold value isn't set for any metric, the default value is used to calculate the risk level for that metric in the dashboard. For information on how crisis metric thresholds are used in Workplace Strategy Planner, see Salesforce Help: How Risk Are Levels Calculated..

SEE ALSO:

   wkplan__CrisisMetric__c

wkplan__LocationAssessment__c

Stores data for metrics used to evaluate location risk during a crisis, such as the COVID-19 pandemic, including hospital capacity and public guidelines for operating safely. This object is installed as a part of the Workplace Strategy Planner managed package. This object is available in API version 50.0 and later.

Supported Calls

`create()`, `delete()`, `describeLayout()`, `describeSObjects()`, `getDeleted()`, `getUpdated()`, `query()`, `retrieve()`, `search()`, `undelete()`, `update()`, `upsert()`

Fields

Field	Details
LastReferencedDate	**Type**
	dateTime
	Properties
	Filter, Nillable, Sort
	Description
	The timestamp for when the current user last viewed a record related to this record.

Field	Details
LastViewedDate	**Type** dateTime **Properties** Filter, Nillable, Sort **Description** The timestamp for when the current user last viewed this record. A null value can mean the record was only referenced and not viewed.
Name	**Type** string **Properties** Autonumber, Defaulted on create, Filter, idLookup, Sort **Description** The name of the location assessment record. By default, Salesforce assigns location assessment records the prefix LA- and a number, such as LA-125.
wkplan__BusinessGuidelines__c	**Type** textarea **Properties** Create, Nillable, Update **Description** The business priorities and operating guidelines, policies, or requirements for a location. For example, guidelines could be about capacity limitations, using physical barriers, or mandatory distances between employees.
wkplan__BusinessPriorityScore__c	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** A number (0 to 100) set by your organization that indicates the importance of this location being open and operating. The priority could be any business need, such as sales or production. A higher score means a greater priority.
wkplan__Crisis__c	**Type** reference **Properties** Create, Filter, Group, Sort **Description** The specific crisis that is measured by the related crisis metrics. This field refers to the Crisis object.

Field	Details
`wkplan__HospitalCapacity__c`	**Type** percent **Properties** Create, Filter, Nillable, Sort, Update **Description** Percentage of intensive-care units, hospital beds, or other medical amenities available for patient care.
`wkplan__Location__c`	**Type** reference **Properties** Create, Filter, Group, Sort **Description** The workplace affected by a crisis. This field refers to the Location object.
`wkplan__RegionalGuidanceScore__c`	**Type** double **Properties** Create, Filter, Nillable, Sort, Update **Description** A number (0 to 100) set by your organization that indicates the restrictiveness of local public policies and operating guidelines. A higher score means that there are more or stronger restrictions.
`wkplan__RegionalGuidance__c`	**Type** textarea **Properties** Create, Nillable, Update **Description** Details on opening phases, conditions, or restrictions that are set by a local governing body or political leader.

Usage

The following fields provide context and data for some crisis metrics within Workplace Strategy Planner. Your organization must provide the data for these fields:

- `wkplan__BusinessGuidelines__c`
- `wkplan__BusinessPriorityScore__c`
- `wkplan__HospitalCapacity__c`
- `wkplan__RegionalGuidanceScore__c`
- `wkplan__RegionalGuidance__c`

For more details, see Salesforce Help: Understand Workplace Strategy Planner Criteria, Metrics, and Thresholds in Salesforce Help.

SEE ALSO:

Location

CHAPTER 8   Add a Support App to Employee Workspace with Employee Concierge

With Employee Concierge, add a searchable knowledge base and ticketing system to your Employee Workspace site. Employee Concierge includes Agent Desk, a custom Salesforce app IT Agents can use to respond to and resolve tickets.

To get started with Employee Concierge, see Salesforce Help: Employee Concierge.

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Employee Concierge Data Triggers

When the Employee Concierge managed package is installed, data triggers on the Employee and Case objects are added. We recommend using the default settings for the Employee Concierge triggers.

Case Trigger

When a new ticket is created, `wkdw__CaseTrigger` automatically shares that ticket with the associated employee.

Employee Trigger

When a new employee record is added in your org, `wkdw__EmployeeTrigger` creates a person account. This trigger also updates an existing person account if the related employee record is edited.

Impact of Enabling or Disabling Employee Concierge Triggers

By default, `wkdw__CaseTrigger` and `wkdw__EmployeeTrigger` are enabled in your org. Although it's possible to edit these settings, we recommend using the default trigger settings. Employee Concierge features don't work as expected unless your org uses the default trigger settings.

If `wkdw__CaseTrigger` is disabled, any case created by or for an employee isn't automatically shared with that person. Cases created when the trigger is disabled must be manually shared for an employee to access the related tickets. Disable or re-enable this trigger using the Case Sharing Disabled option (`wkdw__IsCaseSharingDisabled__c`) found under the Custom Settings menu in your org.

If `wkdw__EmployeeTrigger` is disabled, person account records aren't created or updated when you add or update employee records. If you add or edit employee records after disabling the trigger, use the Concierge Settings sync option to create or update person accounts. Disable or re-enable this trigger using the Employee Person Account Sync Disabled option (`wkdw__IsPersonAccountSyncDisabled__c`) found under the Custom Settings menu in your org.

Custom Field Used by Employee Concierge

The Employee Concierge package includes a custom field on the standard object Case. Employee Concierge requires Employee Workspace and builds on the Employee standard object and the person account record type.

Case

Employee Concierge uses the standard object Case to store and manage employee support ticket data. The Employee Concierge managed package also installs a custom field for the Case object.

Case

Employee Concierge uses the standard object Case to store and manage employee support ticket data. The Employee Concierge managed package also installs a custom field for the Case object.

Custom Fields

Field	Details
`wkdw__TicketCategory__c`	**Type** picklist **Properties** Create, Filter, Group, Nillable, Sort, Update **Description** Specifies the API name of the type of support ticket created by an employee or IT Agent. Available on the new ticket form if more than one category exists. By default, Employee Concierge includes one ticket category, `IT`. Available in API version 51.0 and later. The API name value in this field must match the value in the `wkdw_Name__c` field on the related wkdw_TicketCategoryDefinition__mdt record.

Usage

To create more ticket categories, use the custom metadata type wkdw__TicketCategoryDefinition__mdt. If you add ticket categories, use the Ticket Category field (`wkdw__TicketCategory__c`) to give users the ability to choose from a list of available categories when creating a ticket. Ticket categories can be based on any business need or classification, such as electrical, mechanical, or HR.

SEE ALSO:

[wkdw__TicketCategoryDefinition__mdt](#)

Custom Metadata Types Used by Employee Concierge

The Employee Concierge package includes custom metadata types.

[wkdw__EmployeeToPersonAccountFldMap__mdt](#)

Defines the field mapping when creating person account records from employee records in Employee Concierge. This custom metadata type is available in orgs that have Employee Concierge installed in API version 51.0 and later.

[wkdw__TicketCategoryDefinition__mdt](#)

Defines the type of ticket category in Employee Concierge. This custom metadata type is available in orgs that have Employee Concierge installed in API version 51.0 and later.

wkdw__EmployeeToPersonAccountFldMap__mdt

Defines the field mapping when creating person account records from employee records in Employee Concierge. This custom metadata type is available in orgs that have Employee Concierge installed in API version 51.0 and later.

Supported Calls

`describeLayout(), describeSObjects(), query(), retrieve()`

Fields

Field	Details
wkdw__IsActive__c	**Type** boolean **Properties** Defaulted on create, Filter, Group, Sort **Description** Indicates whether the mapping between this specific employee and person account is active or not. By default, the value for this field is `true`.
wkdw__SourceField__c	**Type** text **Properties** Filter, Group, Sort **Description** The employee record field that maps to the specified target field on the person account record.
wkdw__TargetField__c	**Type** text **Properties** Filter, Group, Sort **Description** The person account field that maps to the specified source field on the employee record. This field is unique within your organization.

Usage

Employee Concierge uses the Case object for storing and managing data related to employee support tickets. Data from employee records can't, however, be directly associated with cases. To associate employee data with tickets, Employee Concierge uses person accounts. The custom metadata type wkdw__EmployeeToPersonAccountFldMap__mdt maps data from the employee records to person account records.

The related person field (`RelatedPersonId`) on an employee record links employees and person accounts. To review the default mapping between employee fields and person account fields, see Salesforce Help: Employee to Person Account Field Mapping.

SEE ALSO:

Employee

wkdw__TicketCategoryDefinition__mdt

Defines the type of ticket category in Employee Concierge. This custom metadata type is available in orgs that have Employee Concierge installed in API version 51.0 and later.

Supported Calls

`describeLayout(), describeSObjects(), query(), retrieve()`

Fields

Field	Details
`wkdw__IsActive__c`	**Type** boolean **Properties** Defaulted on create, Filter, Group, Sort **Description** Indicates whether this ticket category is active or not. By default, the value for this field is `true`.
`wkdw__Name__c`	**Type** text **Properties** Filter, Group, Sort **Description** The unique name of the ticket category. The value for this field must match the corresponding API name value in the ticket category picklist field (`wkdw__TicketCategory__c` on the Case object).
`wkdw__QuickAction__c`	**Type** text **Properties** Filter, Group, Sort **Description** The set of fields associated with the ticket category. These fields are available on the new ticket form when this ticket category is selected. Specify the full API name of the quick action, including the org namespace prefix. The record type of the quick action determines the record type for tickets created using the associated ticket category. One record type can have several ticket category definitions associated with it.

Usage

Ticket categories give employees and IT Agents the ability to create more than one type of support ticket in Employee Workspace. Ticket categories can be based on any business need or classification, such as electrical, mechanical, or HR.

By default, only one ticket category is available, but additional categories can be created using the custom metadata type wkdw__TicketCategoryDefinition__mdt. For each ticket category, use the Ticket Category field (`wkdw__TicketCategory__c`) to give users the ability to choose from a category when creating a ticket. The `wkdw__TicketCategory__c` and

You can customize the fields and page layouts for each ticket category you create.

SEE ALSO:

Case

Salesforce Help: Create Ticket Categories

CHAPTER 9   Implement a Queue Management Visitor Experience

In this chapter ...

Let patrons join a digital wait-list and keep tabs on your facility occupancy with Queue Management. The product includes a ready-made host experience that allows you to assign permissions to facility and queue managers as well as regulate customer queues. This document helps you create a customized visitor experience that patrons use to sign up for your digital wait-list.

SEE ALSO:

> *Salesforce Help*: Queue Management

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Queue Management Implementation Instructions

These instructions guide you through the process of creating a customized visitor experience using Queue Management Salesforce objects.

> **Important:** These steps are automatically performed when you install the Queue Management Visitor Sign-Up Experience package. To learn more, see Create a Visitor Sign-Up Form.

Before following the implementation instructions, review these prerequisites:

- SMS is the only supported channel type for Broadcast Messaging.

- You must have a Messaging channel for SMS text messages associated with a working phone number. You can use a short code, or toll free number. You must have access to the MessagingChannel record.

- Your messaging channels must be associated with a queue.

- You must create a queue (a LocationWaitlist record) using the Digital Waitlist app.

- You must create a form that asks for the necessary information to create a wait-list party. This form must include: a name, mobile number, party size, and that the person opts-in to receiving messages.

Once a person fills out the form with the relevant information, use the Salesforce API (SOAP, REST, or Apex) to create a wait-list party.

1. Using the ID of the LocationWaitlist record, get the Status field. Check that the Status is "Open".

2. Create a MessagingEndUser record. This record contains the following relevant fields: MessageType (set to "text"), MessagingChannelId, MessagingConsentStatus (set to "ExplicitlyOptedIn" or "ImplicitlyOptedIn", depending on your workflow), MessagingPlatformKey (contains the phone number of the customer with the country code appended), Name (contains the name of the customer). This record is used by Digital Engagement for checking the consent when sending an SMS message.

   > **Important:** Be sure that the customer has opted in before creating this record with an opted-in consent status!

3. Create a LocationWaitlistedParty record, which stores the wait-list party information. Relevant fields include: MobilePhone, Name, PartySize, PartyStatus (set to "waiting"), and the WaitlistId (set to the ID of the LocationWaitlist record).

When the Status field of the LocationWaitlistedParty record changes, Salesforce uses the Messaging template and the Messaging channel to send an SMS message to the number specified. When the status changes to "canceled", the customer is removed from the wait-list.

Queue Management Object Model

Queue Management uses a combination of Salesforce objects.

The following diagram highlights the key objects involved in the queue management process.
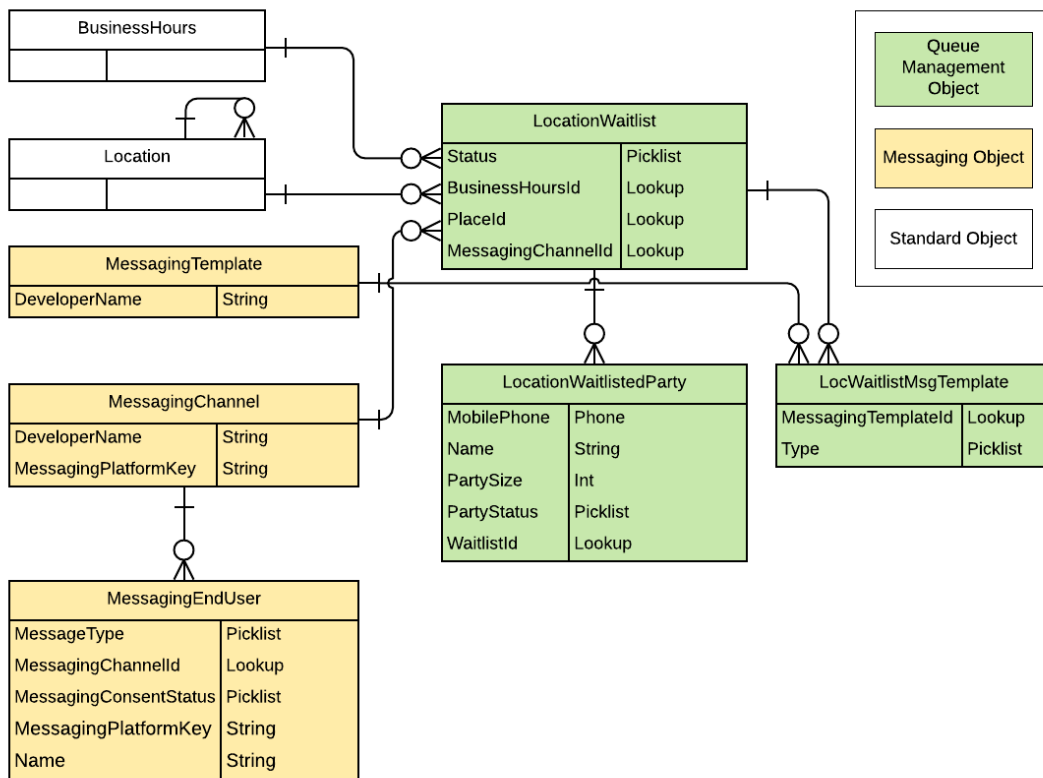
Queue Management Objects

- **LocationWaitlist**: Represents a queue created for a specific location. Multiple queues can be created for a single location. For example, you can have a queue for each sales agent or a standard queue and a queue for vulnerable groups. The specific party of people in a queue is represented by LocationWaitlistedParty.

- **LocationWaitlistedParty**: Represents a specific party of people waiting in a queue.

- **LocWaitlistMsgTemplate**: Represents a junction object connecting LocationWaitlist to MessagingTemplate.

Other Objects

- **BusinessHours**: Specifies the business hours of your support organization.

- **Location**: Represents a physical organization location, with extra custom fields added by Work.com.

- **MessagingChannel**: Represents a communication channel that an end user can use to send a message to an agent. A communication channel can be an SMS number, a Facebook page, or another supported messaging channel. For Queue Management, we exclusively use the SMS text messaging channel.

- **MessagingEndUser**: Represents a single address—such as a phone number or Facebook page—communicating with a single Messaging channel.

- **MessagingTemplate**: Represents a Messaging template used to send pre-formatted messages. For queue management, the admin should create at least one template before implementing this visitor experience.