**Timeline Accelerator**

**Frequently Asked Questions**

* **Can we include custom entities in the Timeline chart?**

Yes, Timeline accelerator supports all CRM provided customizable and user created custom entities. Only system entities cannot be included and shown in Timeline charts.

* **Can we track all kind of events in Timeline charts?**

Timeline accelerator can track prominent events of CRM entities: Create, Update, Assign and Delete. These events are available for admin to configure on individual entities as required. In case you require some other events to be included in Timeline accelerator please contact Mindtree Support Team and place your request.

* **Can we generate report of Timeline data for offline review?**

Yes, **Timeline Process Records** is a custom entity included in CRM as part of Timeline accelerator. Records of this entity are physically stored in CRM and chart generates over the same. Users can also see and download these records from CRM for offline review if required. For downloading, Go to **Setting**s > **Timeline Process Records** > apply required filters in the view and click on ‘**Export To Excel’**

* **Can we change the sequence of events in a Timeline process once created?**

No, once CRM admin created the **Timeline Events Configuration** records under a **Timeline Process Configuration** there is a relationship and a dependency built between them. Therefore, the sequence cannot be changed directly.Adminwill need to remove the relationships between these Events before deleting/re-organizing them. This relationship is controlled by attribute **HasParent,** **ParentEntity** and **Parent Entity config** attributes under **Timeline Event Configuration** record.

Caution has to be taken to re-create relationships after this sequence change otherwise charts generated will not be accurate.

* **Can we update or delete a configured event in a Timeline process?**

Yes, we can update the only **Parent Entity** field in Event Configuration records. Before deletion of any **Timeline Event Configuration** record admin will need to remove the relationships with other records who might be referring to the one being deleted. CRM will throw error to notify such references and will block deletion until removal of necessary references.

* **Whom can we contact for further queries or changes required in Timeline solution?**

For any query, please write to our mailbox - MSDynamics.CoE@mindtree.com