

Sample census. Ashgrove Facilities is an invented company. The figures are illustrative, modelled on patterns found in real orgs, and drawn by the same tool and layout a client receives.

SALESFORCE ORG CENSUS

Ashgrove Facilities



Read 20 October 2026 · sample org

DATA STORAGE

116%

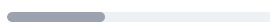
over its allocation



REPORTS NOT RUN IN A YEAR

412

of 1,120, and on no
dashboard



BUILT, NEVER USED

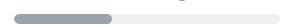
8

added 3 to 20 months
ago

FIELDS RARELY FILLED IN

170

of 457 this org built



THE ORG AT A GLANCE

ORG AGE

7 years

INTERNAL USERS

64

PORTAL USERS

112

ACCOUNTS

18,420

WORK ORDERS

96,310

SERVICE APPOINTMENTS

121,870

OPPORTUNITIES

9,640

LEADS

4,210

Every figure in this sample is invented for illustration. In a real census each one is measured directly from the org and can be re-read on demand; nothing is estimated.

WHAT THIS READING FOUND

What stands out

Chosen by a fixed rule, in a fixed order. Each line is measured, and is set out in full in the detail that follows.

OVER A LIMIT	Data storage: 6,912 MB used against an allocation of 5,980 — over by 932
RULES AGAINST RECORDS	18,204 of the 23,950 WorkOrder records carrying a Cancellation Reason hold a value that is not among that field's options ('LEGACY - Cancelled', 'Cust Cancelled'), none of them on a record created in the last twelve months
LICENCE DATE	The snapfield licence expires 2026-11-30, 41 days from today
INSTALLED PACKAGE	11 of the 38 fields FSL installed on the objects assessed hold a value on at least one record; 27 hold none. That counts fields on those objects, not whether the package's features are in use
RECENT BUILD	8 custom fields added between 3 and 20 months ago hold no value on any record, across 2 objects
SEATS	Salesforce licences: 64 of 80 assigned — 16 unused

WITHIN LIMITS

✓ File storage at 29%

✓ No record ends before it starts

What this did not look at

sandboxes — this is production only, so work built or tested elsewhere and not yet deployed does not appear; the contents of records — this describes the org, not the data in it; whether any automation still does what it was built to do; field-level security, sharing rules and profile configuration; anything requiring a conversation about how this business works.

1 What it costs

Billed whether or not anyone is using it, and the dates on which that changes.

Data storage	6,912 MB used against an allocation of 5,980 — over by 932 Over	
File storage	61,240 of 212,400 used (29%)	
Salesforce licences	64 of 80 assigned — 16 unused	
Internal seats not signed into	9 of 64 active internal users have not logged in for 90 days	
snapfield seats	15 of 15 seats are assigned, so nobody else can be given access without buying more At limit	
snapfield licence	expires 2026-11-30, 41 days from today	

2 What stands in the way of change

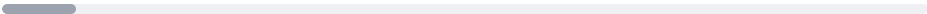
What has to be understood before this org is changed: its own code and tests, code nothing calls, and automation only a vendor can alter. Findings marked Checked two ways rest on two separate measurements, because one measurement always has an answer.

Apex tests	48 of this org's 132 Apex classes are tests. 212 test results are on record in production, 187 passing, the latest from 2026-03-02. Salesforce's stored coverage figure reads 61% and does not reflect those runs, so it is not reported as a measure	
Objects with competing triggers	1 of 8 objects carry more than one trigger this org owns (worst: 2); Salesforce does not define which runs first	

Apex nothing references or runs

7 of 84 non-test classes this org owns are referenced by no flow, page, trigger or other class (BatchRetryHelper, InspectionPdfLegacy, OldQuoteSync, SiteGeoFix, TempMigrationUtil, TestDataFactoryV1, WOCloneHandler); none of them is scheduled or has run as a background job on record.

Read from production: code not yet deployed could call them



Running here, built elsewhere

Installed packages account for 118 of this org's 127 active triggers, 41 of its 62 validation rules and 1,460 Apex classes.

They act on this org's records and only the vendor can change them. Most triggers: FSL (104), snapfield (9), docgen (5). On 21 objects a packaged trigger fires alongside at least one other, in an order Salesforce does not define.



✓ CHECKED TWO WAYS

More than 10,000 records under one owner

Salesforce's guidance calls this ownership skew. It often arises from a migration loaded under one user, or an integration user, where it is by design.

ServiceAppointment 1 user owns more than 10,000 ServiceAppointment records; the largest holds 104,220. 1 of them is a deactivated user

Established by — Salesforce's guidance calls more than 10,000 records under one owner ownership skew, which can slow sharing recalculation and cause record locks depending on how sharing is set up; counted by grouping every record on the object by its owner

3 What was built, against what is used

Where this org's configuration meets its records: what was installed, commissioned or added, set beside whether anything holds data in it.

Values outside their picklist

18,204 of the 23,950 WorkOrder records carrying a Cancellation Reason hold a value that is not among that field's options ('LEGACY - Cancelled', 'Cust Cancelled'), none of them on a record created in the last twelve months.

In all, 6 of the 112 picklists on the objects assessed hold such values, on 24,880 records. Options since retired are not counted; every value is in the accompanying CSV.

Dates set by a default

On 1,962 of the 2,000 most recently created ServiceAppointment records the due date is exactly 14 days after the earliest start time.

A date that many records share is being set by a rule, and on those a record past it has run that many days, not missed something. Worth reviewing where the date is meant to be set per record

Placed on the map away from the rest

214 of 121,870 geocoded ServiceAppointment records are placed about a thousand kilometres or more from the middle of the rest; Field Service works out travel from an appointment's position.

Separately, 31,880 of 88,420 geocoded WorkOrderLineItem records are placed at least 70 km from their own WorkOrder; whether anything reads a line item's position depends on what has been built in this org. Measured in degrees on the map: 10 of latitude or 15 of longitude from the object's median point for the first, 1 degree either way for the second

Statuses filed under None

1,153 appointments hold a status this org files under None, the category Field Service uses for appointments not yet scheduled: 'On Hold' (842), 'Awaiting Parts' (311).

The platform's own scheduling logic goes by the category, not the label

Last modified, mostly on one day

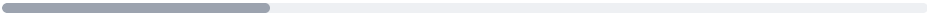
A last-modified date is usually read as somebody having touched the record.

On 3 of the 12 objects read, a quarter or more of all records carry the same one, having been made before it: 64% of ServiceAppointment on 2026-04-18; 41% of Account on 2025-11-03; 29% of Contact on 2025-11-03. On those records the date is the day an update ran over them, so a report or automation that reads it as recent activity is reading that day

FSL fields in use

11 of the 38 fields FSL installed on the objects assessed hold a value on at least one record; 27 hold none.

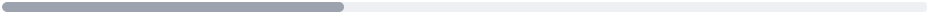
That counts fields on those objects, not whether the package's features are in use



Reports not run in a year

412 of 1,120 reports have not been run in the last year and are on no dashboard.

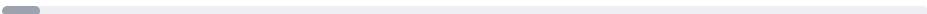
A further 61 have not been run directly but sit on a dashboard, which refreshes without recording a run, and are not counted



Fields nothing can reach

19 of the 424 custom fields on the objects assessed are in this org's metadata but on no layout and not queryable — WorkOrder (11), Account (5), Opportunity (3).

They still count against the field allocation for their object



✓ CHECKED TWO WAYS

Built recently, never used

Added in the last twenty months, at least three months ago, and no record holds a value. Somebody asked for each one and somebody built it. A field built for something not yet launched would also appear here.

WorkOrder

5 of the 14 custom fields added to WorkOrder between 3 and 20 months ago hold no value on any record

ServiceAppointment

3 of the 9 custom fields added to ServiceAppointment between 3 and 20 months ago hold no value on any record

Established by — when each field was created, from the org's own metadata; how many records carry a value in it, counted directly: none

Access_Notes_v2

Customer_Signoff_Required

Parts_Reserved_Date

Second_Engineer

SLA_Breach_Reason

and 3 more

✓ CHECKED TWO WAYS

Referred to by nothing, and empty

No layout, flow or code in this org refers to these, and no record holds a value in them. Nothing has used them.

Account 6 of 74 custom fields on Account are referenced by no layout, flow or code and hold no value on any record

Established by — referenced by nothing in the org's dependency graph, asked field by field; no record holds a value in it (record counts)

Credit_Check_Date

Legacy_Region

Old_Account_Code

Parent_Group_Ref

Sector_2019

and 1 more

✓ CHECKED TWO WAYS

On a page, and empty

Standard fields Salesforce ships, which this org has left on a page and nobody fills in. Each is on the screen every time a record is opened.

Lead 4 of the 12 standard fields on Lead's pages are filled in on fewer than 1 record in 20

Established by — placed on a Lightning record page this org built, or where none places fields, on a page layout it has assigned to a profile; populated on fewer than 1 record in 20 (record counts); checkboxes and long text are not counted

AnnualRevenue

Fax

NumberOfEmployees

Rating

Custom fields rarely filled in

How many of the custom fields this org built are filled in on fewer than 1 record in 20, counted across the whole object. A field used on only one kind of record can fall under that. Fields a package installed are left out; the names are in the accompanying CSV.

WorkOrder	47 of 168	
Account	38 of 74	
Contact	29 of 41	
Opportunity	18 of 45	
ServiceAppointment	14 of 39	
Lead	11 of 30	
Asset_Inspection__c	9 of 33	
WorkOrderLineItem	4 of 27	

The size of it

Scale, for reading the rest against. Not findings.

Built by this org

132 Apex classes, 9 triggers, 21 validation rules (installed packages excluded)

Installed packages

26 installed.

Largest footprint on this org's fields: FSL (781 fields), snapfield (204 fields), docgen (96 fields), and 15 more; a further 8 install no namespace and cannot be told apart from this org's own metadata

Where the records are

3.9M rows across 214 objects anyone chose; the largest are Asset_Inspection__c (612,400), Task (402,118), ServiceAppointment (121,870), WorkOrder (96,310).

A further 14.2M rows are platform-maintained — files, logs and field history nobody here created, and mostly not deletable. Counts rather than megabytes: Salesforce serves no storage-by-object figure, and these rows do not cost the same as each other