SOLUTION OVERVIEW AND OBJECTIVES

Overview

- The Case Management solution is built on the Microsoft Power Platform and Dynamics 365 Customer Engagement platform.
- This application is designed for Global Market to be used by Government Departments' centralized for case management by enabling service desk agents to capture cases using quick create forms and pre-filtered lookups.
- The solution allows different business units, such as Facilities, Investigations, IT, Security, etc to capture cases and manage case resolution in a centralized platform.

Solution Objective

By using a centralised application government departments can

- Improve service delivery and efficiency by having access to up-to-date citizen data.
- Respond to public sector related queries by selecting predefined lookup data (such as facilities, security services, investigations and service desk).
- Reduce the amount of time agents spend capturing data
  Have access to near real-time case statuses.
- Automation of notifications to customers
- Tracking cases that are approaching non-compliance and those that have breached Service Level agreements.
- Manage internal cases (such as IT, facilities, investigations and security queries and requests) within a single application.
- Keep track of cases logged (such as case investigation, facilities requests, complaints, and work orders)
- Provides robust security access to different user categories by allowing specific roles access to specific records.

Technology stack

The Microsoft Power Platform and Dynamics 365 were leveraged to build the complete solution.

- D365 CE
- Power Automate
- Classic workflow
- Java Script
- Azure portal

Front End Feature List	Back End Feature List
Case Quick Create forms	Configurable field and Tab visibility
Contact Quick Create forms	Email notifications to customer
Dashboards	Lookups to facilities, security & investigations
Visual colour coding of cases by status	SLA