

SOLUTION OVERVIEW AND OBJECTIVES

Overview

- The Call Centre 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 call centers by enabling call center agents to capture cases using quick create forms and pre-filtered lookups.
- The solution allows different business units, such as Hospitals, Pharmaceuticals, ER, Infrastructure, 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 medical emergencies by selecting predefined lookup data (such as facilities, and different ER codes).
- 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 and HR queries and requests) within a single application.
- Keep track of patient records (such as hospital visits and prescriptions)
- 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 (hospitals, clinics etc)
Visual colour coding of cases by status	SLA