



Case handling for support organizations

CAPScase™ is an enterprise-level case-handling application. It enables groups of people to collaborate efficiently and dynamically manage tasks, issues and requests, submitted by a user community. Although originally designed to support helpdesk problems and case handling in IT-support organizations, it can be easily adapted to handle any workflow process that can be described in terms of cases, actions, notes, messages and documents. The CAPScase™ module is built on the CAPS™ framework and can be combined with other CAPS™ applications.

| CAPScase | | | | | |
|--|--|-----------|----------|---------|--|
| File Edit Tools Settings Help | | | | | |
| New Open Print Exit Copy Paste Merge Add event | | | | | |
| 1.3 release, 46 matches | | | | | |
| Case number | Name | State | Priority | Release | |
| 111009 | Traceback dependency - how to deal? | Assigned | Medium | 1.3 | |
| 111012 | Attributes - list ordering | Assigned | Medium | 1.3 | |
| 105855 | Print | Unwanted | High | 1.3 | |
| 103289 | Translation/Spelling | Started | High | 1.3 | |
| 102624 | Diarienummer | Renewed | High | 1.3 | |
| 108906 | Presentation improvements | Started | Medium | 1.3 | |
| | Actions (5) | | | | |
| | People widgets | Corrected | | | |
| | Messages (1) | | | | |
| | Title:FY1; Created:2003-09-09 09:44:38 | | | | |
| | Journal (5) | | | | |
| | Help button is cut off | Corrected | | | |
| | Leverantörskontakt/beställarkontakt | Corrected | | | |
| | Wildcards - present in all fields | Assigned | | | |
| | Messages (1) | | | | |
| | Journal (15) | | | | |
| 105924 | Journal entries | Renewed | High | 1.3 | |
| 105996 | Dokument - create new using template | Assigned | Medium | 1.3 | |
| 110249 | Busy cursor - CPV kod | Unwanted | Low | 1.3 | |
| 110849 | Intressenter - namn read only | Assigned | High | 1.3 | |
| 110357 | Upphandling creation - state to bereda idé | Started | Medium | 1.3 | |
| 110793 | WebGui - cannot access | Assigned | Urgent | 1.3 | |
| 110033 | Client exits with a "fatal python error" | Assigned | High | 1.3 | |
| 107072 | Display tender thank you note and instructions | Accepted | Urgent | 1.3 | |

Figure 1: List view of cases

Case Components

Requests, issues and tasks are organized into **Cases**. Cases can be input manually or automatically via incoming email. Cases can contain an unlimited number of **actions**, so that complex issues can be subdivided into smaller steps. Actions can also be used as a checklist for tasks within a case. Dependency of actions is supported. Cases and actions may have unlimited **messages**, **notes** and **documents** attached. Message can hold text and any type of attached MIME data (text, sound, pictures, video, documents, spreadsheets, etc.). Messages can be received through email and stored automatically in the right case. Additionally, messages can be

created manually in the system, and, if needed, sent by email. Notes are editable text, and documents can be any type of MIME data. **Journals** are kept automatically to keep track of the history of a case. Finally, cases have properties such as a unique case number, creation specifics, last updated date, a name and description, a responsible person, case handlers, a priority level and completion state. They can belong to a predefined category and to an internal business unit. Cases can be merged and actions can be made into cases.

Search & View

Powerful search filters can be easily defined and stored to list specific cases, actions, or other information that is of interest to users in general, or a specific user. Search buttons are added with one click for repetitive searches. A search result is listed in the upper part of the CAPSCase™ window, and details of a selected item are shown in the bottom.

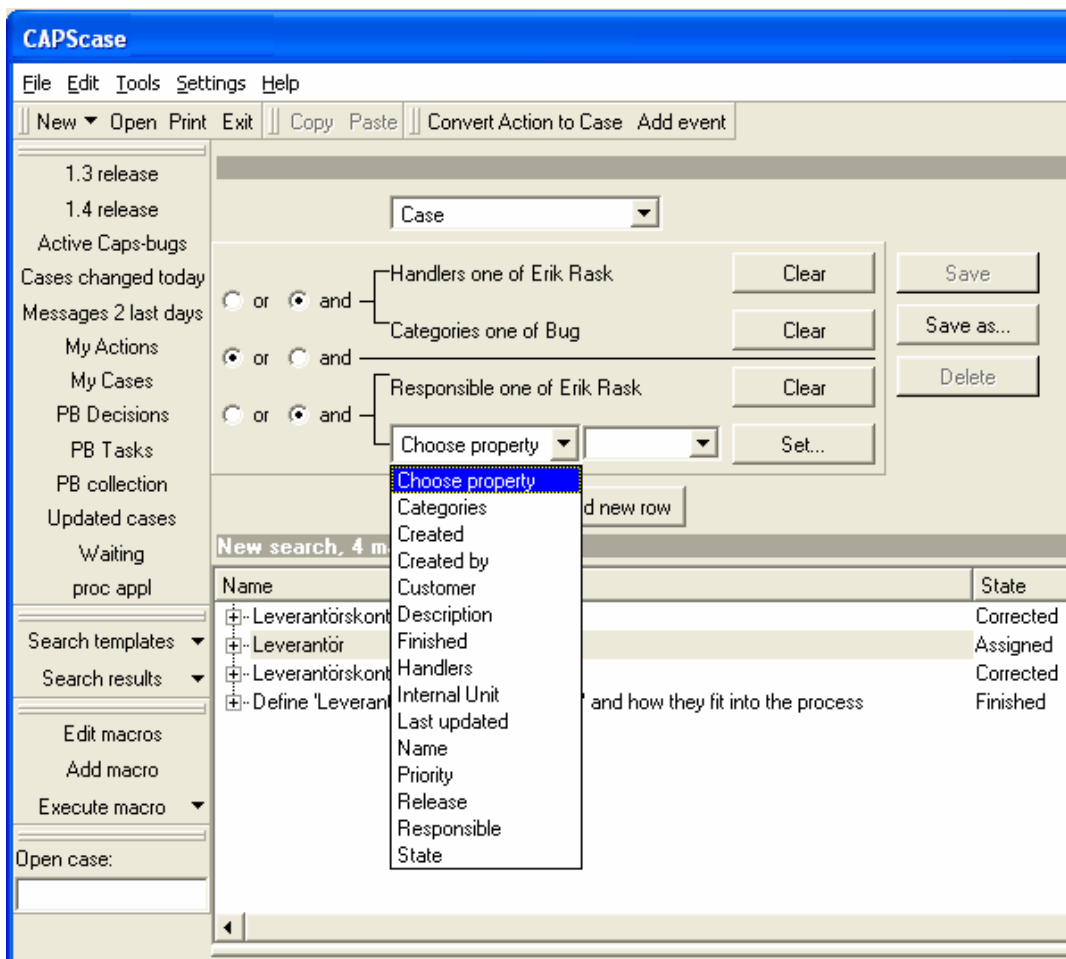


Figure 2: Search view

Access Privileges

An individual or group has read/write, read only, or no access to a particular case or specific case components. A handler can decide to share or give away a case or action to another individual or group.

Macros

Sequences of steps that have to be repeated over and over again can be combined into a macro, which automatically executes these steps on an active object or upon object creation.

Events, Recurring Events & Notifications

Events are one-time occurrences set against any one object to notify an individual or group at a certain time or when something changes (e.g., a cases priority is set to urgent). When the condition is met a system notification is sent automatically to the specified users. Recurring events are set against all objects of a certain type. They will be triggered when an object is created that matches the specified conditions or if an object enters these conditions. Besides notifying users, (recurring) events can also automatically execute macros, enabling full automation of certain processes.

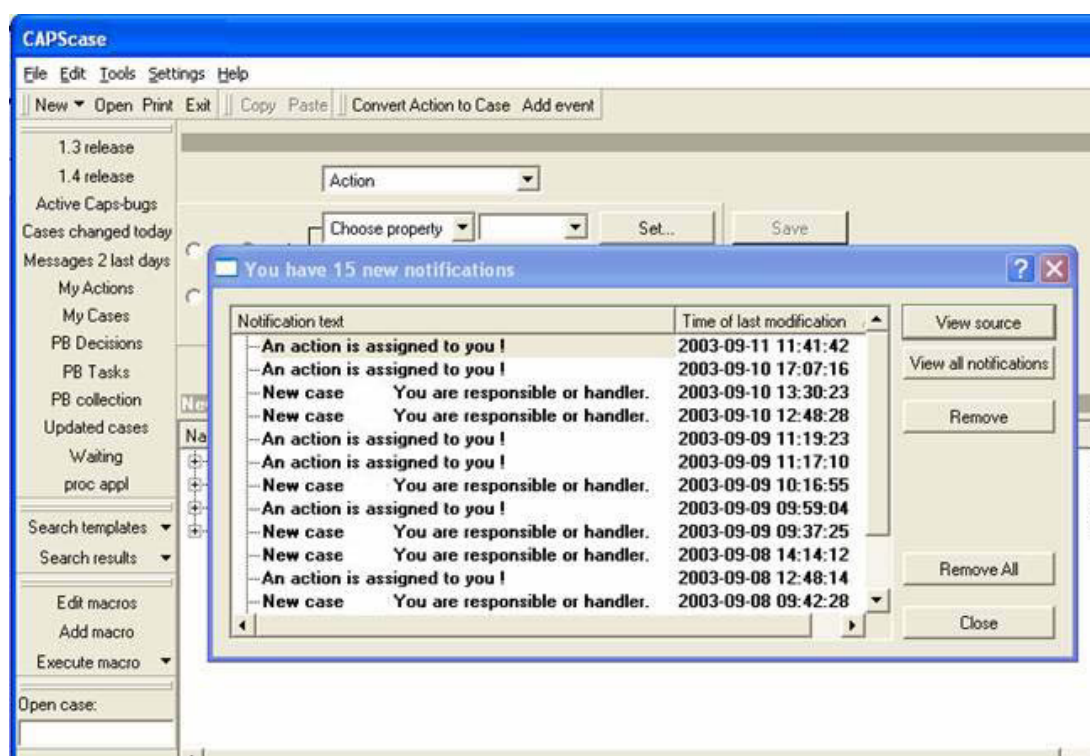


Figure 3: Notifications

Real-Time

Changes are immediately made available throughout the system to other users with access to the information, and show up automatically in the views of those who have a pertinent search active.

Real-Time Monitoring

Any data stored in any of the attributes in the system can be gathered and processed statistically. The output may be viewed by an external application through its COM interface, for example Microsoft® Excel. With every relevant transaction the viewing application is updated, resulting in a constant up-to-the-minute managerial view. Managers of all levels are thus enabled to at any time have a current view of the state of and the changes in their particular business. Also up-to-the-minute reports can be generated.

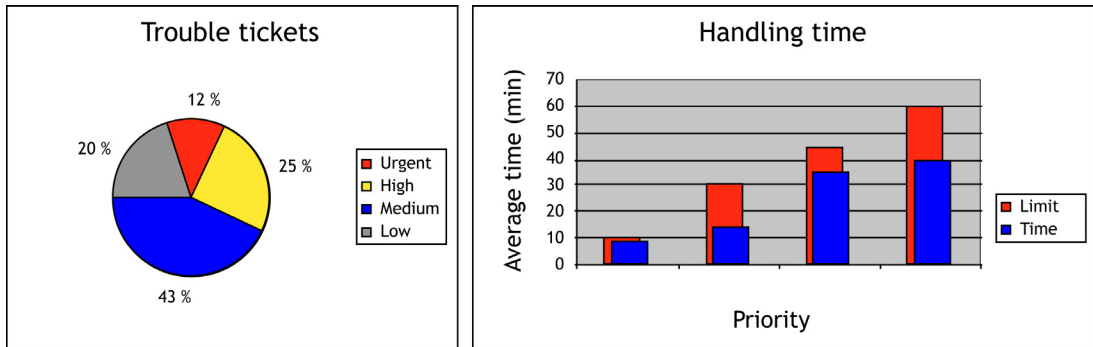


Figure 4: Example of real-time monitoring of a trouble ticket process.

System Requirements

The CAPS™ server is running on Linux® or Windows®, while GUI clients or front-ends are available for Linux®, Solaris™ and Windows®. A Web-server front-end is also available. Additionally, reporting of cases may be done by email or using the CAPS™ Web report tool.

About STRAKT: AB STRAKT is a privately owned company with headquarters in Gothenburg in Sweden, founded in January 2001. The company provides state-of-the-art frameworks for workflow and business process applications.

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