**Service-Connect – Improvements**

**A picture containing room

Description automatically generated**

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# Introduction

This document describes the improvements needed for the Service connect application to fulfill agent-customer issue resolution flow.

# Overview

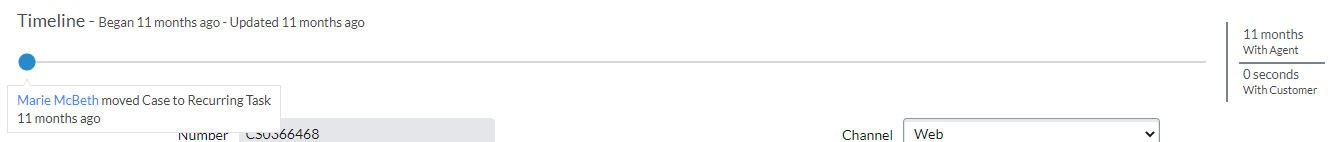
The new enhancements cover to indicate the life cycle of case, tracking user log, and resolution of case closure also generating the knowledge based on case resolution.

# Requirements

**Use Story: Service Connect Enhancements.**

The following enhancements should be fulfilled:

1. Life Cycle | Timeline of Case
   * When the case has been opened, display the life cycle of the Case in below format.



1. Case Logs | Time Worked
   * To resolve a case, it must be worked by different people in the system, the work logs can be added by each user using the Case Log.



1. Case Resolution Section

* When a case has been closed, based on this event change. A resolution note should be taken for closure.



* Resolution Codes – pre-populate with common codes:
  + User Training
  + Data Issue
  + Duplicate Case
  + Design Issue
  + Code Fix
  + Requirement
  + Out of Scope
  + Implementation Issue

1. Knowledge article from a Case:
   * Since a case can be resolved by agent by suggesting steps or guidelines to customer, based on the resolution steps of the case, using that information a new knowledge article can be created from it, re-used for later.
   * Required role - Support User / Agent, Admin.
   * In Authoring, setup a common channel / index with “service\_connect\_kapture\_knowledge”.
   * Article Properties:
     1. Article ID: Generate Unique number to identify the knowledge article (SC+Number example: SC0001)
     2. Short Description: Case Subject
     3. User Group - Public User Group
     4. Categories – Set default categories.
     5. Version
     6. Resolution notes – Capture resolution notes from Case.
2. Create should have visibility of Case along with assigned user.
   * Currently when a case has been created, based on assignment rules, only the assigned user was able to see the case but not the creator.
   * To see the case updates, creator of case should have access to the case at any moment.