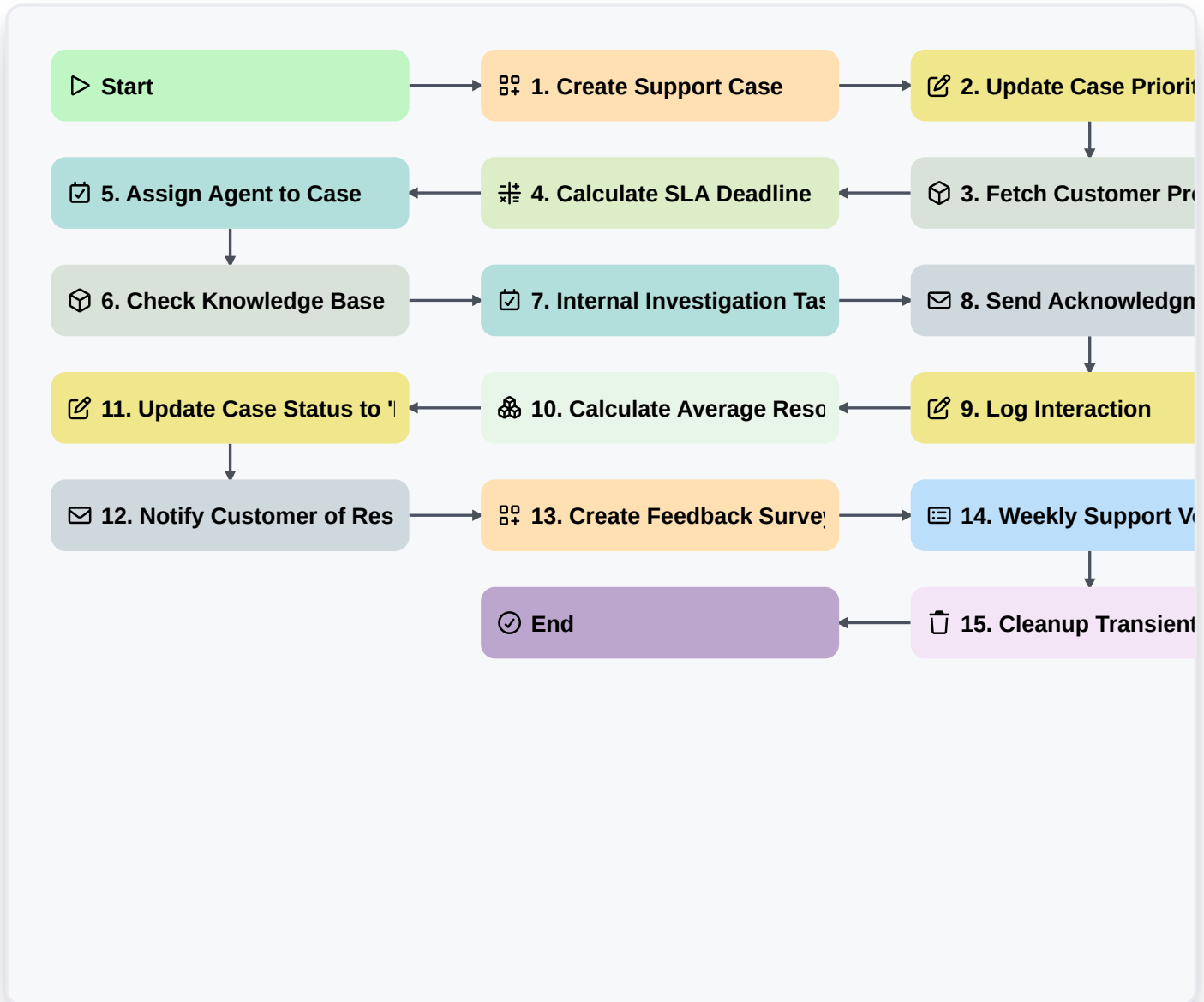


Customer Support Case Management Process



Start

Start of the Workflow/Process.

1. Create Support Case

Create a new entry in the 'Support Cases' data model when a customer submits a request via web form or email.

2. Update Case Priority

Update the priority field of the Support Case entry based on the severity defined in the initial submission.

3. Fetch Customer Profile

Retrieve existing customer data from the 'Customers' data model using the email address provided in the new case.

4. Calculate SLA Deadline

Calculate the required response time by adding a fixed number of hours to the 'Created Date' based on the Case Priority.

5. Assign Agent to Case

Create a task for the Support Tier 1 Agent to review the new incoming case.

6. Check Knowledge Base

Retrieve relevant articles from the 'Knowledge Base' data model that match the keywords in the case description.



7. Internal Investigation Task

Create a sub-task for technical engineers if the case is flagged as a 'Bug'.

8. Send Acknowledgment Email

Send an automated email to the customer confirming that their case has been received and providing a Case ID.

9. Log Interaction

Update the 'Support Case' entry to include a timestamped log of the initial triage.

10. Calculate Average Resolution Time

Aggregate all 'Closed' cases from the last 30 days to calculate the average time taken to resolve issues.

11. Update Case Status to 'Resolved'

Update the status of the Support Case entry once all checklist items in the resolution task are completed.

12. Notify Customer of Resolution

Send an email to the customer notifying them that their case has been marked as resolved.

13. Create Feedback Survey

Create a new entry in the 'CSAT Surveys' data model linked to the completed Support Case.

14. Weekly Support Volume Report

Generate a report summarizing the number of new, open, and closed cases for the weekly management review.

15. Cleanup Transient Logs

Delete temporary debug logs or transient entries associated with the support case once the case is closed and archived.

End

End of the Workflow/Process.