Pseudo-Code Automation for the Work flow :

1. Trigger Logic App on a scheduled interval.
2. Logic App retrieves active service cases.
3. Logic App calls Azure Function to evaluate SLA conditions.
4. Azure Function checks if current time exceeds SLA target.
5. If SLA is breached:

   - Send an email notification to service manager.
   - Send Teams alert for escalation.
   - Log breach details for tracking.

6. If SLA is not breached:
   - End workflow.
7. Retry logic handles temporary failures.
8. Repeated failures trigger alert notifications.