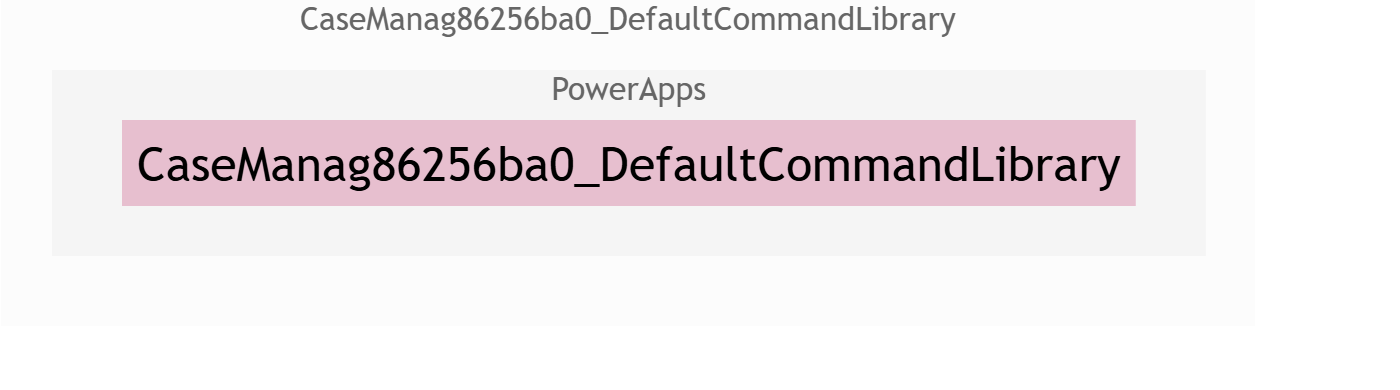
# Technical Design Document for Case Management System

## Solution Details

|  |  |
| --- | --- |
| **Property** | **Value** |
| **Solution Name** | Case Management System |
| **Unique Name** | CaseManagementSystem |
| **Description** | No description provided. |
| **Solution Type** | Unmanaged |
| **Version** | 1.0.0.2 |

## Solution Diagram



# Data and Security

## Tables

|  |  |  |
| --- | --- | --- |
| **Table Name** | **Description** | **Fields** |
| Case | This table contains records of case information | * crf16\_casedescription * crf16\_caseid * crf16\_casemanagerid * crf16\_casetitle * crf16\_clientid * crf16\_enddate * crf16\_startdate * crf16\_totaltimespent * mscsu\_businessimpact * mscsu\_casepriority * mscsu\_casestatus * mscsu\_partyconcerning * mscsu\_totalopentime * new\_assignedto * new\_casenumber * new\_overdue * new\_sladuedate * new\_summary |
| Case Manager | This table contains records of case manager information | * crf16\_casemanagerid * crf16\_department * crf16\_email * crf16\_name * crf16\_phonenumber |
| Case Task | This table contains records of tasks related to cases | * crf16\_assignedto * crf16\_caseid * crf16\_casetask1 * crf16\_casetaskid * crf16\_duedate * crf16\_taskdescription * crf16\_taskstatus * crf16\_timespent |
| Client | This table contains records of client information | * crf16\_address * crf16\_clientid * crf16\_email * crf16\_name * crf16\_phonenumber |
| Communication | This table contains records of communications related to cases | * crf16\_caseid * crf16\_casemanagerid * crf16\_clientid * crf16\_communication1 * crf16\_communicationid * crf16\_message * crf16\_timestamp |
| Document | This table contains records of documents related to cases | * crf16\_caseid * crf16\_clientid * crf16\_documentid * crf16\_documentname * crf16\_documenttype * crf16\_uploaddate |
| Time Log | This table contains records of time logs related to cases | * crf16\_caseid * crf16\_casemanagerid * crf16\_description * crf16\_hoursspent * crf16\_logdate * crf16\_timelog1 * crf16\_timelogid |
| Unnamed Table |  |  |

## Entity Relationship Diagram

