

Case Management System

Team (DTTT – Section A)

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Overview:

The Case Management System is a centralized internal application developed using Microsoft Power Platform, enabling employees and departments to log, monitor, and manage internal cases such as IT issues, HR queries, or administrative requests. Built as a model-driven app using Microsoft PowerApps, the solution ensures efficiency, traceability, and automation throughout the service lifecycle.

Key Goals:

- Streamline internal service request management by allowing quick submission and status tracking of cases.
- Enhance transparency and accountability with real-time tracking and role-based visibility.
- Support data-driven decision-making with categorized cases and volume analysis.
- Reduce average resolution times through automation and reminders.
- Improve the user experience with intuitive UI and timely communication.

Core Technologies:

- **Microsoft PowerApps (Model-Driven App):** Frontend interface for case creation, tracking, category linking, and status management.
- **Dataverse:** Centralized, secure data platform for managing relational data entities like Cases, Activities, Comments, Attachments, etc.
- **Power Automate:** For creating automated flows such as sending emails when a new case is submitted.
- **Microsoft Outlook Integration:** Email alerts, case assignment notifications, and escalation triggers.

Technical Implementation Details:

1. Data Modeling (Tables Created in Dataverse):

- **Case Table:**
 - Allows users to create new cases with fields like Title, Status, Priority, Description, and Created Date.
 - Linked with Contact (Users) and Case Category.
 - Connected to related tables (Activities, Attachments, Comments, Reports) using relationships.
- **Case Category Table:**
 - Maintains different categories such as IT, HR, Finance, etc.
 - Each case is assigned to a relevant category, aiding in classification and filtering.
- **Activities Table:**
 - Logs every action taken on a case (e.g., Investigated, Contacted, Updated).
 - Includes fields like Activity Type, Status, and Date.
 - Linked to respective cases via the Case ID.
- **Attachments Table:**
 - Allows users to upload files relevant to the case.
 - Fields include File Name, File Type, Uploaded By, and Date.
 - Ensures traceability and additional context for case resolution.
- **Comments Table:**
 - Enables users to add comments to a case.
 - Tracks who commented, what was said, and when.

2. Model-Driven App Features:

- Created a model-driven app to provide a responsive and structured experience.
- Used views, charts, and subgrids to display related activities, comments, and attachments within the case record.

3. Automation Using Power Automate:

- **Email Notification Flow:**

- A flow is triggered every time a new case is created.
- An automated email is sent to a designated member with the case details.
- Example steps:
 - Trigger: When a new record is added to the Case table.
 - Action: Send email with case title, category, and priority using Outlook connector.
- **Duplicate Detection Rule:**
 - Configured duplicate detection on the Case Title and Description to avoid multiple submissions of the same issue.
 - Rules are enforced during case submission to ensure data integrity.

4. Dashboards and Reports:

- Created interactive dashboards to show:
 - Total cases vs Case Categories.
 - Total cases Vs priority.
 - Total cases Vs users.
- Created multiple reports which represent data of each case. Reports are:
 - Overall case report.
 - Case activity report.
 - Case comment report.
 - Case attachment report.

Business Value:

1. Accelerates Case Resolution:

- Unified form with categorization and activity tracking reduces miscommunication and improves response time.

2. Promotes Accountability:

- Case status transitions and logs help supervisors track performance and ensure timely resolutions.

3. Enables Data-Driven Service Management:

- Dashboard insights guide strategic planning, e.g., assigning more agents to frequently reported categories.

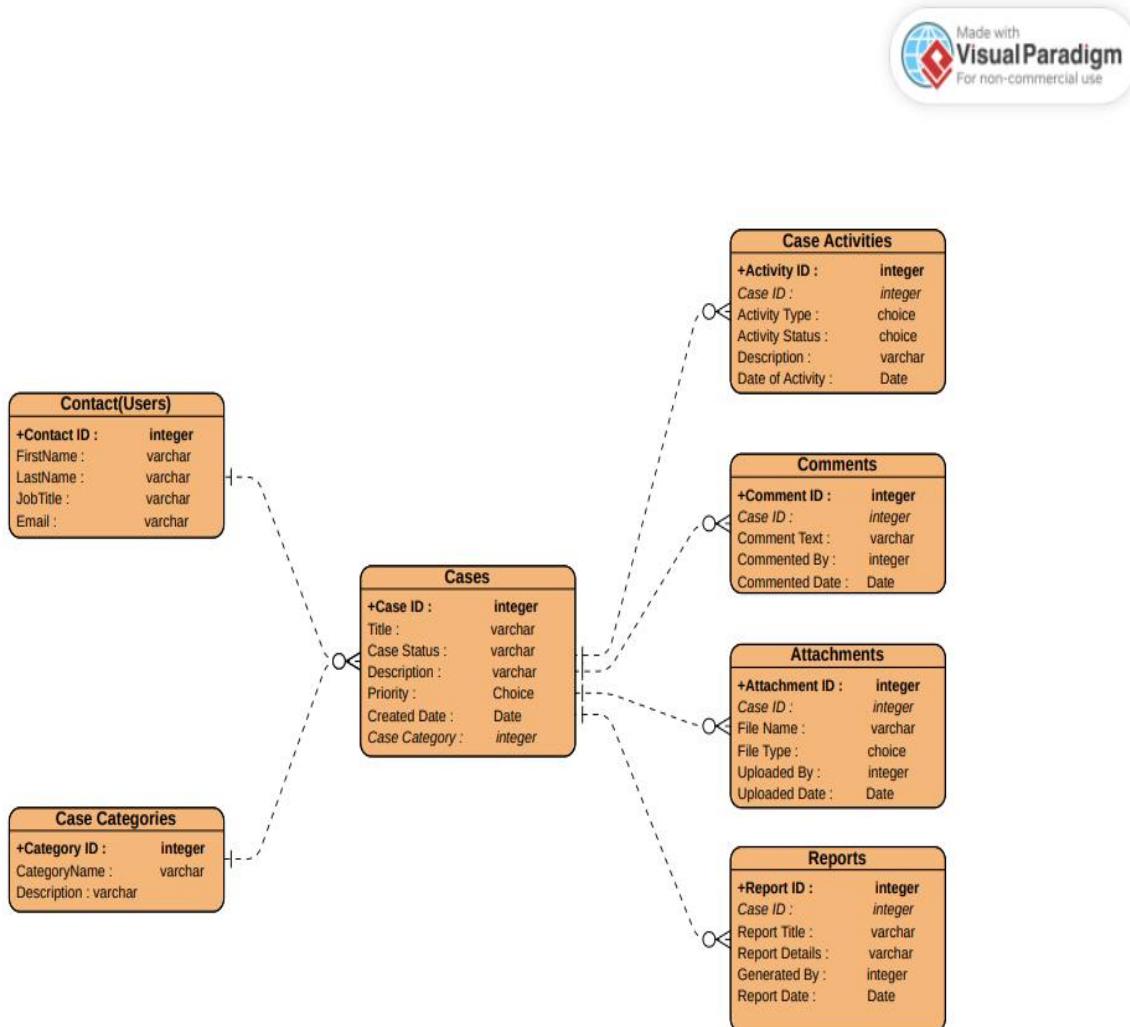
4. Boosts Employee Experience:

- Employees experience a fast, intuitive way to submit issues with the assurance of follow-up.

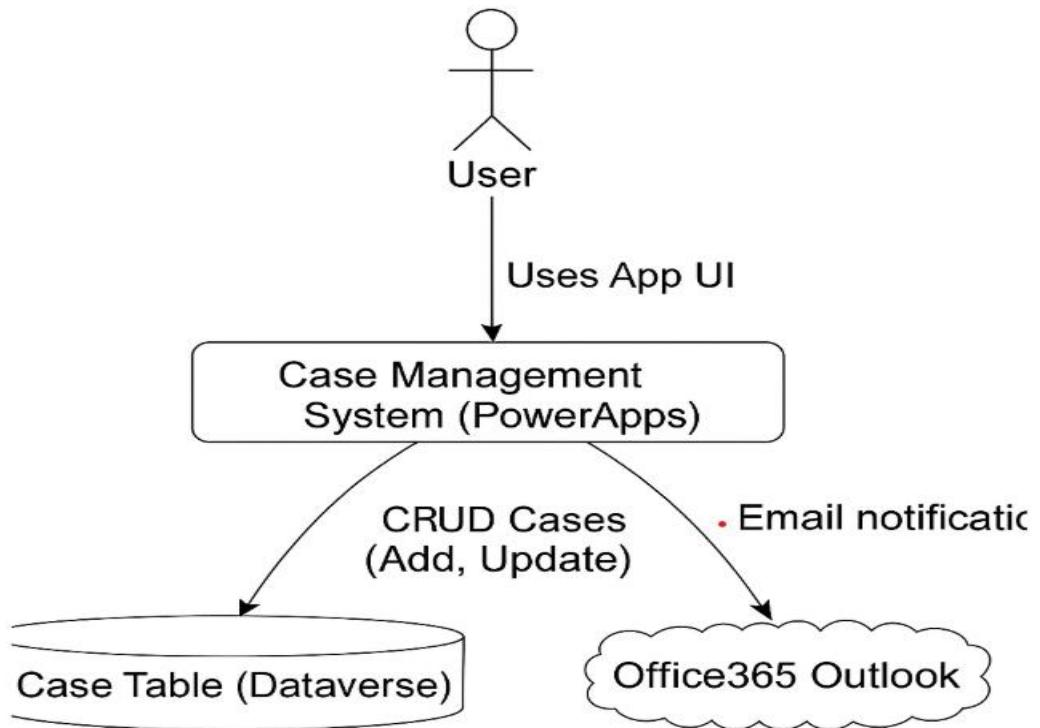
5. Secure, Scalable, and Integrated:

- Dataverse ensures secure data storage and compliance.
- Outlook integration helps maintain consistent communication with users.
- Scalable to additional departments like Facilities, Procurement, and beyond.

Entity Relation Diagram (ERD)



Solution Diagram:



Solution Snap Shot:

The screenshot shows the Power Apps Objects list. The left sidebar lists various objects: Agents (0), Apps (1), Cards (0), Choices (1), Cloud flows (1), Connection references (2), Dashboards (1), Data Workspace (0), Reports (4), Site maps (1), Tables (7), and Web resources (1). The main area displays the entities for the 'Case Management System > All' category:

Display name	Name	Type	Managed	Customized	Last Modified	Owner	Status
Case	cms_case	Table	No	Yes	3 days ago	-	
Case Activity	cms_caseactivity	Table	No	Yes	2 days ago	-	
Case Attachment	cms_caseattach...	Table	No	Yes	3 days ago	-	
Case Category	cms_casecategory	Table	No	Yes	3 days ago	-	
Case Comments	cms_casecomme...	Table	No	Yes	2 days ago	-	
Case Management System	cms_CaseManag...	Site Map	No	Yes	2 days ago	-	
Case Management System	cms_CaseManag...	Model-Driven App	No	Yes	2 days ago	-	On
Case Report	cms_casereport	Table	No	Yes	2 days ago	-	
Case Status	cms_casestatus	Choice	No	Yes	-	-	
cms logo	cms_cmslogo	Web Resource (P...)	No	Yes	3 days ago	-	
CMS Case Report	CMS_Case_Report	Report	No	Yes	1 day ago	# K213881 Muha...	

The screenshot shows the 'Power Apps' interface for managing solutions. The left sidebar lists various objects: Agents (0), Apps (1), Cards (0), Choices (1), Cloud flows (1), Connection references (2), Dashboards (1), Data Workspace (0), Reports (4), Site maps (1), Tables (7), and Web resources (1). The main area displays a table of objects, including:

	Name	Type	Category	Owner	Status	Last Modified	Environment
Case Management System	cms_CaseManag...	Site Map	No	Yes	2 days ago	-	Taha Jawaid
Case Management System	cms_CaseManag...	Model-Driven App	No	Yes	2 days ago	-	On
Case Report	cms_casereport	Table	No	Yes	2 days ago	-	
Case Status	cms_casestatus	Choice	No	Yes	-	-	
cms logo	cms_cmslogo	Web Resource (P...)	No	Yes	3 days ago	-	
CMS_Case Report	CMS_Case Report	Report	No	Yes	1 day ago	# K213881 Muha...	
CMS_CaseActivity Report	CMS_CaseActivit...	Report	No	Yes	1 day ago	# K213881 Muha...	
CMS_CaseAttachments Re...	CMS_CaseAttach...	Report	No	Yes	1 day ago	# K213881 Muha...	
CMS_CaseComments Rep...	CMS_CaseComm...	Report	No	Yes	1 day ago	# K213881 Muha...	
CMS_Dashboard	CMS_Dashboard	Dashboard	No	Yes	-	-	On
Contact	contact	Table	Yes	No	2 weeks ago	-	
Microsoft Dataverse Case...	cms_sharedcom...	Connection Refe...	No	Yes	2 days ago	# K213881 Muha...	Off
Notify Assigned User	Notify Assigned ...	Cloud Flow	No	Yes	2 days ago	# K213881 Muha...	On
Office 365 Outlook CaseM...	cms_sharedoffice...	Connection Refe...	No	Yes	2 days ago	# K213881 Muha...	Off

Complete Project Screenshot

Solution:

The screenshot shows the 'Power Apps' interface for managing solutions. The left sidebar lists Home, Create, Learn, Plans, Apps, AI hub, Tables, Flows, Solutions (selected), and More. The main area displays a table of solutions, including:

Display name	Name	Created	Version	Publisher	Solution check	Source control status
Case Management System	CaseManageme...	4 days ago	1.0.0.0	CaseManageme...	Hasn't been run	Not Connected to Git
Common Data Services Def...	Cr2b8cc	3 weeks ago	1.0.0.0	CDS Default Publ...	Hasn't been run	Not Connected to Git
Default Solution	Default	3 weeks ago	1.0	Default Publisher...	Not supported for analy...	Not Connected to Git

Power Apps | Solutions - Case | New Tab | make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e

Power Apps | Environment Taha Jawaid | KN

Objects

Search

Case Management System > All

	Display name ↑	Name	Type	Managed	Customized	Last Modif...	Owner	Status
Case	cms_case	Table	No	Yes	4 days ago	-		
Case Activity	cms_caseactivity	Table	No	Yes	3 days ago	-		
Case Attachment	cms_caseattach...	Table	No	Yes	4 days ago	-		
Case Category	cms_casecategory	Table	No	Yes	4 days ago	-		
Case Comments	cms_casecomme...	Table	No	Yes	3 days ago	-		
Case Management System	cms_CaseManag...	Site Map	No	Yes	3 days ago	-		
Case Management System	cms_CaseManag...	Model-Driven App	No	Yes	3 days ago	-	On	
Case Report	cms_casereport	Table	No	Yes	3 days ago	-		
Case Status	cms_casestatus	Choice	No	Yes	-	-		
cms logo	cms_cmslogo	Web Resource (P...)	No	Yes	4 days ago	-		
CMS_Case Report	CMS_Case Report	Report	No	Yes	2 days ago	# K213881 Muha...		

Power Apps | Solutions - Case | New Tab | make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e

Power Apps | Environment Taha Jawaid | KN

Objects

Search

Case Management System	cms_CaseManag...	Site Map	No	Yes	5 hours ago	-		
Case Management System	cms_CaseManag...	Model-Driven App	No	Yes	5 hours ago	-	On	
Case Report	cms_casereport	Table	No	Yes	3 days ago	-		
Case Status	cms_casestatus	Choice	No	Yes	-	-		
cms logo	cms_cmslogo	Web Resource (P...)	No	Yes	4 days ago	-		
CMS_Case Report	CMS_Case Report	Report	No	Yes	19 hours ago	# K213881 Muha...		
CMS_CaseActivity Report	CMS_CaseActivit...	Report	No	Yes	2 days ago	# K213881 Muha...		
CMS_CaseAttachments Re...	CMS_CaseAttach...	Report	No	Yes	2 days ago	# K213881 Muha...		
CMS_CaseComments Rep...	CMS_CaseComm...	Report	No	Yes	2 days ago	# K213881 Muha...		
CMS_Dashboard	CMS_Dashboard	Dashboard	No	Yes	-	-	On	
Contact	contact	Table	Yes	No	2 weeks ago	-		
Microsoft Dataverse Case...	cms_sharedcom...	Connection Refe...	No	Yes	3 days ago	# K213881 Muha...	Off	
Notify Assigned User	Notify Assigned ...	Cloud Flow	No	Yes	3 days ago	# K213881 Muha...	On	
Office 365 Outlook CaseM...	cms_sharedoffice...	Connection Refe...	No	Yes	3 days ago	# K213881 Muha...	Off	

Tables:

The screenshot shows the Power Apps portal interface. The left sidebar is titled 'Objects' and lists various entities: All (19), Agents (0), Apps (1), Cards (0), Choices (1), Cloud flows (1), Connection references (2), Dashboards (1), Data Workspace (0), Reports (4), Site maps (1), Tables (7), and Web resources (1). The 'Tables' section is currently selected. The main area displays a table titled 'Case Management System > Tables' with the following columns: Table, Name, Type, Managed, Customized, Customizable, and Tags. The rows listed are: Case, Case Activity, Case Attachment, Case Category, Case Comments, Case Report, and Contact.

Case Table

The screenshot shows the Power Apps portal interface. The left sidebar is titled 'Objects' and lists various entities. Under the 'Tables' section, 'Case' is selected. The main area shows the 'Case' table properties: Name (Case), Primary column (Case Title), Type (Standard), and Last modified (4 days ago). It also shows sections for Schema (Columns, Relationships, Keys), Data experiences (Forms, Views, Charts, Dashboards), and Customizations (Business rules, Commands, Row summary). Below this, a grid view titled 'Case columns and data' displays data for Assigned To, Case Category, Case, Case Status, and Case Status. The data includes rows for Israr Ali, Bilal Jawaid, Naresh Kumar, Ahmad Noor Khan, and Naresh Kumar, with details like Facility Management, Procurement and Supply Chain, Human Resources, IT Infrastructure, and Billing and Payments.

Columns:

The screenshot shows the Power Apps portal interface. The left sidebar is titled 'Objects' and lists various entities. Under the 'Tables' section, 'Case' is selected, and then 'Columns' is chosen. The main area shows the 'Case' table columns configuration table with columns: Display name, Name, Data type, Managed, Customized, Customizable, Required, and Searchable. The columns listed are: Assigned To, Case, Case Category, Case Status, Case Title (Primary name column), Created By, Created By (Delegate), Created On, Description, Import Sequence Number, and Modified By.

Power Apps | Solutions - Case | New Tab | make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/entities/05c0922a-e43f-f011-8779-6045bde16728/fields

Power Apps Environment Taha Jawaid

Objects	All (19)	Modified By	ModifiedBy	Lookup	No	Yes	No
	Agents (0)	Modified By (Delegate)	ModifiedOnBehalfOf	Lookup	No	Yes	No
	Apps (1)	Modified On	ModifiedOn	Date and time	No	Yes	No
	Cards (0)	Owner	OwnerId	Owner	No	Yes	Yes
	Choices (1)	Owning Business Unit	OwningBusinessUnit	Lookup	No	Yes	No
	Cloud flows (1)	Owning Team	OwningTeam	Lookup	No	Yes	No
	Connection references (2)	Owning User	OwningUser	Lookup	No	Yes	No
	Dashboards (1)	Priority	cms_Priority	Choice	No	Yes	No
	Data Workspace (0)	Record Created On	OverriddenCreatedOn	Date only	No	Yes	No
	Reports (4)	Status	statecode	Choice	No	Yes	Yes
	Site maps (1)	Status Reason	statuscode	Choice	No	Yes	No
Tables (7)	Case	Time Zone Rule Version Number	TimeZoneRuleVersionNumber	Whole number	No	Yes	No
	Columns	UTC Conversion Time Zone Co...	UTCConversionTimeZoneId	Whole number	No	Yes	No
	Relationships	Version Number	VersionNumber	Whole number	No	Yes	No

Case Activity Table:

Power Apps | Solutions - Case | New Tab | make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/entities/7f62e522-a938-f011-b4cc-7c1e52fba253

Power Apps Environment Taha Jawaid

Objects	All (19)	Properties	Tools	Schema	Data experiences	Customizations	
	Apps (1)	Name	Primary column	Columns	Forms	Business rules	
	Cards (0)	Case Activity	Activity ID	Relationships	Views	Commands	
	Choices (1)	Type	Last modified	Keys	Charts	Row summary	
	Cloud flows (1)	Standard	3 days ago		Dashboards		
	Connection references (2)						
	Dashboards (1)						
	Data Workspace (0)						
	Reports (4)						
	Site maps (1)						
Tables (7)	Case Activity						
	Case Attachment						
	Case Category						
	Case Comments						
	Case Report						
	Contact						
	Web resources (1)						

Case Management System > Tables > Case Activity

Table properties

Name	Primary column
Case Activity	Activity ID
Type	Last modified
Standard	3 days ago

Schema

Columns
Relationships
Keys

Data experiences

Forms
Views
Charts
Dashboards

Customizations

Business rules
Commands
Row summary

Case Activity columns and data

Activity ID * ↑	Activity Status	Activity Type	Assigned To	Case
	Completed	Email	Israr Ali	Air Conditioning Not V
	In Progress	Phone Call	Israr Ali	Air Conditioning Not V
	Pending	Phone Call	Bilal Jawaid	Delay in Office Supplies
	Completed	Meeting	Naresh Kumar	Employee Onboarding
	In Progress	Task	Ahmad Noor Khan	Frequent Network Downtime

Columns:

Power Apps | Solutions - Case | New Tab | make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/entities/7f62e522-a938-f011-b4cc-7c1e52fba253/fields

Power Apps Environment Taha Jawaid

Objects	All (19)	New column	Add existing column	Advanced	Search		
	Apps (1)						
	Cards (0)						
	Choices (1)						
	Cloud flows (1)						
	Connection references (2)						
	Dashboards (1)						
	Data Workspace (0)						
	Reports (4)						
	Site maps (1)						
Tables (7)	Case Activity						
	Columns						
	Relationships						
	Keys						
	Forms						
	Views						
	Charts						

Case Management System > Tables > Case Activity > Columns

Display name ↑	Name	Data type	Managed	Customized	Customizable	Required	Searchable
Activity ID Primary name column	cms_ActivityID	Single line of text	No	Yes	Yes	Yes	Yes
Activity Status	cms_ActivityStatus	Choice	No	Yes	Yes	No	Yes
Activity Type	cms_ActivityType	Choice	No	Yes	Yes	No	Yes
Assigned To	cms_AssignedTo	Lookup	No	Yes	Yes	No	Yes
Case	cms_Case	Lookup	No	Yes	Yes	No	Yes
Case Activity	cms_CaseActivityId	Unique identifier	No	Yes	Yes	Yes	Yes
Created By	CreatedBy	Lookup	No	Yes	Yes	No	Yes
Created By (Delegate)	CreatedOnBehalfOf	Lookup	No	Yes	Yes	No	Yes
Created On	CreatedOn	Date and time	No	Yes	Yes	No	Yes
Date of Activity	cms_DateofActivity	Date and time	No	Yes	Yes	No	Yes
Description	cms_Description	Multiple lines of text	No	Yes	Yes	No	Yes

The screenshot shows the Power Apps Objects screen with the 'Case Activity' table selected. The 'Columns' section is expanded, displaying various columns such as Import Sequence Number, Modified By, Modified On, Owner, Owning Business Unit, Owning Team, Owning User, Record Created On, Status, Status Reason, Time Zone Rule Version Number, UTC Conversion Time Zone Co., and Version Number. Each column is defined with its name, type (e.g., ImportSequenceNumber, Date and time), and properties like Managed, Customized, Customizable, Required, and Searchable.

Case Attachment:

The screenshot shows the Power Apps Objects screen with the 'Case Attachment' table selected. The 'Table properties' section shows the table's name (Case Attachment), primary column (File Name), type (Standard), and last modified date (4 days ago). The 'Schema' section shows columns, relationships, and keys. The 'Data experiences' section shows forms, views, charts, and dashboards. The 'Customizations' section shows business rules, commands, and row summary. Below this, the 'Case Attachment columns and data' section displays a list of attachments with columns for Case, Case Attachment, File Name, File Type, and Up. Each attachment entry includes a preview icon and a delete button.

Columns:

The screenshot shows the Power Apps Objects screen with the 'Case Attachment' table selected. The 'Columns' section is expanded, displaying columns such as Case, Case Attachment, Created By (Delegate), File Name (Primary column), File Type, Import Sequence Number, Modified By, Modified By (Delegate), Modified On, Owner, and Owning Business Unit. Each column is defined with its display name, name, data type (e.g., cms_CaseAttachment, Unique identifier), managed status, customized status, customizable status, required status, and searchable status.

Case Category Table:

The screenshot shows the Power Apps Studio interface with the URL make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/entities/2f9de567-af40-f011-8779-6045bde16728/fields. The left sidebar shows 'Objects' with 'Tables (7)' selected. The main area displays the 'Case Category' table structure with columns: Modified On, Owner, Owning Business Unit, Owning Team, Owning User, Record Created On, Status, Status Reason, Time Zone Rule Version Num..., Upload File, Uploaded By, Uploaded Date, UTC Conversion Time Zone Co..., and Version Number.

Case Category Table:

The screenshot shows the Power Apps Studio interface with the same URL as the previous screenshot. The left sidebar shows 'Objects' with 'Tables (7)' selected, and 'Case Category' is highlighted. The main area shows the 'Case Management System > Tables > Case Category' properties: Name (Case Category), Primary column (Category Name), Type (Standard), and Last modified (4 days ago). Below this, the 'Case Category columns and data' section lists five categories with their descriptions and created by user (K213842 Nareshkumar): Billing and Payments (Handles issues related to invoices...), Facilities Management (Addresses maintenance, office sp...), Human Resources (Covers employee relations, recruit...), IT Infrastructure (Involves hardware, networking, se...), and Procurement and Supply Chain (Covers supplier issues, purchase o...).

Columns:

The screenshot shows the Power Apps Studio interface with the same URL as the previous screenshots. The left sidebar shows 'Objects' with 'Tables (7)' selected, and 'Case Category' is highlighted. The main area shows the 'Case Management System > Tables > Case Category > Columns' section. It lists various columns with their display names, names, data types, managed status, customized status, required status, and searchable status. Columns include Case Category, Category Name (Primary column), Created By, Created On, Description, Import Sequence Number, Modified By, Modified On, and Owner.

Case Category Fields:

The screenshot shows the Power Apps Objects screen with the 'Case Category' table selected. The table contains the following columns:

Column	Type	Format	Required	Searchable
Import Sequence Number	ImportSequence...	Whole number	No	Yes
Modified By	ModifiedBy	Lookup	No	Yes
Modified By (Delegate)	ModifiedOnBeha...	Lookup	No	Yes
Modified On	ModifiedOn	Date and time	No	Yes
Owner	OwnerId	Owner	No	Yes
Owning Business Unit	OwningBusiness...	Lookup	No	Yes
Owning Team	OwningTeam	Lookup	No	Yes
Owning User	OwningUser	Lookup	No	Yes
Record Created On	OverriddenCreat...	Date only	No	Yes
Status	statecode	Choice	No	Yes
Status Reason	statuscode	Choice	No	Yes
Time Zone Rule Version Num...	TimeZoneRuleVe...	Whole number	No	Yes
UTC Conversion Time Zone Co...	UTCConversionTl...	Whole number	No	Yes
Version Number	VersionNumber	Whole number	No	Yes

Case Comments Table:

Case Comments Table:

The screenshot shows the Power Apps Objects screen with the 'Case Comments' table selected. The table properties are as follows:

Name: Case Comments	Primary column: Comment No.
Type: Standard	Last modified: 3 days ago

The 'Case Comments columns and data' section displays the following data:

Case	Case Comments	Comment No.	Comment Text
Air Conditioning Not Working in ...	48a4f76a-5447-f011-877a-7c1e5...	1	The condition of air conditioner
Delay in Office Supply Delivery	5901e95e-5547-f011-877a-7c1e5...	2	Delay in Office Supplies Deliv
Employee Onboarding Portal Ac...	f4531311-5647-f011-877a-7c1e5...	3	Employee Onboarding Poartal
Frequent Network Downtime in W...	eaa9351-5647-f011-877a-7c1e5...	4	Assigned to respective perso
Lighting Problem in Parking Area	acf791d4-5647-f011-877a-7c1e5...	5	Incorrect Invoice Sent to Cli

Columns:

Case Comments Columns:

The screenshot shows the Power Apps Objects screen with the 'Case Comments' table selected. The columns are listed as follows:

Display name	Name	Data type	Managed	Customized	Customizable	Required	Searchable
Case	cms_Case	Lookup	No	Yes	Yes	No	Yes
Case Comments	cms_CaseComm...	Unique identifie	No	Yes	Yes	Yes	Yes
Comment No. (Primary name column)	cms_CommentNo	Single line of te	No	Yes	Yes	Yes	Yes
Comment Text	cms_CommentText	Multiple lines of	No	Yes	Yes	No	Yes
Commented By	CreatedBy	Lookup	No	Yes	Yes	No	Yes
Commented Date	CreatedOn	Date and time	No	Yes	Yes	No	Yes
Created By (Delegate)	CreatedOnBehalf...	Lookup	No	Yes	Yes	No	Yes
Import Sequence Number	ImportSequence...	Whole number	No	Yes	Yes	No	Yes
Modified By	ModifiedBy	Lookup	No	Yes	Yes	No	Yes
Modified By (Delegate)	ModifiedOnBeha...	Lookup	No	Yes	Yes	No	Yes
Modified On	ModifiedOn	Date and time	No	Yes	Yes	No	Yes

Power Apps | Solutions - Case

make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/entities/e9e1776e-a938-f011-b4cc-7c1e52fba253/fields

Power Apps

Objects

Search

Import Sequence Number

Modified By

Modified By (Delegate)

Modified On

Owner

Owning Business Unit

Owning Team

Owning User

Record Created On

Status

Status Reason

Time Zone Rule Version Num...

UTC Conversion Time Zone Co...

Version Number

Advanced

Environment Taha Jawaid

Search

	ImportSequence...	Whole number	No	Yes	Yes	No	Yes
Modified By	ModifiedBy...	Lookup	No	Yes	Yes	No	Yes
Modified By (Delegate)	ModifiedOnBeha...	Lookup	No	Yes	Yes	No	Yes
Modified On	ModifiedOn	Date and time	No	Yes	Yes	No	Yes
Owner	OwnerId	Owner	No	Yes	Yes	Yes	Yes
Owning Business Unit	OwningBusiness...	Lookup	No	Yes	Yes	No	Yes
Owning Team	OwningTeam	Lookup	No	Yes	Yes	No	No
Owning User	OwningUser	Lookup	No	Yes	Yes	No	No
Record Created On	OverriddenCreat...	Date only	No	Yes	Yes	No	Yes
Status	statecode	Choice	No	Yes	Yes	Yes	Yes
Status Reason	statuscode	Choice	No	Yes	Yes	No	Yes
Time Zone Rule Version Num...	TimeZoneRuleVe...	Whole number	No	Yes	No	No	No
UTC Conversion Time Zone Co...	UTCConversionTi...	Whole number	No	Yes	No	No	No
Version Number	VersionNumber	Whole number	No	Yes	No	No	No

Case Report Table:

Power Apps | Solutions - Case

make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/entities/dbd621d0-e33f-f011-8779-6045bde16728

Power Apps

Objects

Search

Case Management System > Tables > Case Report

Table properties

Name: Case Report

Type: Standard

Primary column: Report Title

Last modified: 3 days ago

Properties

Tools

Schema

Columns

Relationships

Keys

Data experiences

Forms

Views

Charts

Dashboards

Customizations

Business rules

Commands

Row summary

Case Report columns and data

Update forms and views

Edit

Case	Case Report	Report Details	Report Title
new case	48322734-e948-f011-877a-7c1e5...	abc	abc
Air Conditioning Not Working in ...	e2907ce9-5447-f011-877a-7c1e5...	It will take time to be resolved	Air Conditioners report
Delay in Office Supplies Delivery	3dfbabd1-5547-f011-877a-7c1e5...	Will be done in short time	Delay in Office Supplies Deliv

Columns:

Power Apps | Solutions - Case

make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/entities/dbd621d0-e33f-f011-8779-6045bde16728/fields

Power Apps

Objects

Search

Case Management System > Tables > Case Report > Columns

Display name

Name

Data type

Managed

Customized

Customizable

Required

Searchable

Display name	Name	Data type	Managed	Customized	Customizable	Required	Searchable
Case	cms_Case	Lookup	No	Yes	Yes	No	Yes
Case Report	cms_CasereportId	Unique identifier	No	Yes	Yes	Yes	Yes
Created By (Delegate)	CreatedOnBehalf...	Lookup	No	Yes	Yes	No	Yes
Generated By	CreatedBy	Lookup	No	Yes	Yes	No	Yes
Import Sequence Number	ImportSequence...	Whole number	No	Yes	Yes	No	Yes
Modified By	ModifiedBy	Lookup	No	Yes	Yes	No	Yes
Modified By (Delegate)	ModifiedOnBeha...	Lookup	No	Yes	Yes	No	Yes
Modified On	ModifiedOn	Date and time	No	Yes	Yes	No	Yes
Owner	OwnerId	Owner	No	Yes	Yes	Yes	Yes
Owning Business Unit	OwningBusiness...	Lookup	No	Yes	Yes	No	Yes
Owning Team	OwningTeam	Lookup	No	Yes	Yes	No	No

Power Apps | Solutions - Case

make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/entities/dbd621d0-e33f-f011-8779-6045bde16728/fields

Environment Taha Jawaid

Power Apps Objects Search Advanced

Search

Objects

- Apps (1)
- Cards (0)
- Choices (1)
 - Cloud flows (1)
 - Connection references (2)
 - Dashboards (1)
 - Data Workspace (0)
 - Reports (4)
 - Site maps (1)
- Tables (7)
 - Case
 - Case Activity
 - Case Attachment
 - Case Category
 - Case Comments
 - Case Report
 - Columns
- Relationships

Modified On	ModifiedOn	Date and time	No	Yes	Yes	No	Yes
Owner	OwnerId	Owner	No	Yes	Yes	Yes	Yes
Owning Business Unit	OwningBusinessUnit	Lookup	No	Yes	Yes	No	Yes
Owning Team	OwningTeam	Lookup	No	Yes	Yes	No	No
Owning User	OwningUser	Lookup	No	Yes	Yes	No	No
Record Created On	OverriddenCreatedOn	Date only	No	Yes	Yes	No	Yes
Report Date	CreatedOn	Date and time	No	Yes	Yes	No	Yes
Report Details	cms_ReportDetails	Multiple lines of text	No	Yes	Yes	No	Yes
Report Title [Primary name column]	cms_ReportTitle	Single line of text	No	Yes	Yes	Yes	Yes
Status	statecode	Choice	No	Yes	Yes	Yes	Yes
Status Reason	statuscode	Choice	No	Yes	Yes	No	Yes
Time Zone Rule Version Number	TimeZoneRuleVersionNumber	Whole number	No	Yes	No	No	No
UTC Conversion Time Zone Co	UTCConversionTz	Whole number	No	Yes	No	No	No
Version Number	VersionNumber	Whole number	No	Yes	No	No	No

Cloud Flows:

Power Apps | Solutions - Case

make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/objects/cloudflows

Environment Taha Jawaid

Power Apps Objects Search Advanced

Objects

- All (19)
- Agents (0)
- Cloud flows (1)
 - Notify Assigned User
- Cards (0)
- Choices (1)
- Cloud flows (1)
 - Notify Assigned User
- Connection references (2)
- Dashboards (1)
- Data Workspace (0)
- Reports (4)
- Site maps (1)
- Tables (7)
- Web resources (1)

Notify Assigned User:

Power Apps | Solutions - Case

make.powerapps.com/environments/c173a3c4-5647-e898-bb4f-b1511319b84d/solutions/4f3548ca-cb45-f011-877a-7c1e5221002e/objects/cloudflows/b677ecd0-9546-f011-877a-7c1e5221002e/view

Environment Taha Jawaid

Power Apps Edit Save As Delete Send a copy Export Process mining (preview) Turn off Repair tips off

Taha Jawaid > Cloud flows > Notify Assigned User

Flow: Notify Assigned User

Primary owner: # K213881 Muhammad Taha Jawaid

Status: On

Created: Jun 11, 12:29 PM

Modified: Jun 11, 02:40 PM

Type: Automated

Plan: This flow runs on owner's plan

Connection references

- Microsoft Dataverse Case k213881@nu.edu.pk
- Office 365 Outlook Case k213881@nu.edu.pk Permissions

Co-owners

- K213881 Muhammad Taha Jawaid

Set primary owner Share

Flow runs error trends (last 7 days) Go to Automation center

28-day run history

Start	Duration	Status
Jun 14, 11:28 AM (5 ago)	00:00:01	Succeeded
Jun 14, 11:28 AM (5 ago)	00:00:03	Succeeded

Edit columns All runs

Flow runs error trends (last 7 days)

The screenshot shows the Power Apps Flow Designer interface. It displays a flow consisting of three main steps:

- When a row is added, modified or deleted** (Cases): This step triggers the flow when a row is added, modified, or deleted in the Cases table. The scope is set to Organization.
- Get a row by ID** (Contacts): This step retrieves a specific row from the Contacts table where the Row ID matches the value from the previous step.
- Send an email (V2)**: This step sends an email to the contact assigned to the case. The email template includes a greeting, a note about a new case assignment, and regards from the Case Management System.

At the bottom of the flow designer, there are buttons for "+ New step" and "Save".

Outlook Email:

The screenshot shows the Microsoft Outlook inbox. A new email has arrived, titled "New Case Assignment" from "K213881 Muhammad Taha Jawaid". The email body contains the following text:

Dear Naresh,

A new case titled "Employee Onboarding Poatal Access Issue" has been assigned to you, please take note.

Regards,
Case Management System

At the bottom of the email are "Reply" and "Forward" buttons.

Model Driven App:

The screenshot displays three views of a Model Driven App (MDA) for a Case Management System, showing the creation and management of cases and activities.

Power Apps | Solutions - Case Management System

This view shows the 'Objects' section under 'Case Management System > Apps'. A single entry is listed:

Display name	Name	Type	Managed	Customized	Last Modified	Owner	Status
Case Management System	cms_CaseManagement	Model-Driven App	No	Yes	6 hours ago	-	On

Power Apps | Case Management System

This view shows the 'Active Cases' list:

Case Title	Description	Case Category	Case Status	Priority	Assigned To	Created On
Air Conditioning	Air Conditioner	Facilities Management	Open	Medium	Israr Ali	6/11/2025
Delay in Office Supply	Delay in Office Supply	Procurement	In Progress	Urgent	Bilal Jawaid	6/11/2025
Employee Onboarding	Employee Onboarding	Human Resources	Resolved	Medium	Naresh Kumar	6/11/2025
Frequent Network Issues	Frequent Network Issues	IT Infrastructure	Open	Medium	Ahmad Noor	6/11/2025
Incorrect Invoice	Incorrect Invoice	Billing and Payment	In Progress	Important	Naresh Kumar	6/11/2025
Lighting Problem	Lighting Problem	Facilities Management	Closed	Medium	Ahmad Noor	6/11/2025
Low Inventory Alert	Low Inventory Alert	Procurement	Resolved	Low	Bilal Jawaid	6/11/2025

Power Apps | Case Management System

This view shows the 'Active Case Activities' list:

Activity ID	Activity Type	Description	Assigned To	Date of Activity
1	Email	Air Conditioner	Israr Ali	6/12/2025 3:00 PM
2	Phone Call	Discuss about delay	Israr Ali	6/13/2025 3:00 PM
3	Phone Call	Delay in Office Supply	Bilal Jawaid	6/14/2025 3:00 PM
4	Meeting	Employee Onboarding	Naresh Kumar	6/11/2025 3:00 PM
5	Task	Frequent Network Issues	Ahmad Noor	6/12/2025 3:00 PM
6	Phone Call	Incorrect Invoice	Naresh Kumar	6/13/2025 3:00 PM
7	Email	Outstanding	Ahmad Noor	6/12/2025 3:00 PM

Case Attachments

File Name	File Type	Case	Uploaded Date	Uploaded By
abc	JPG	new case	6/14/2025 6:2...	# K213881 ...
Air conditioner sample	PDF	Air Condi...	6/12/2025 6:1...	# K213881 ...
Delay in delivery	PNG	Delay in ...	6/12/2025 6:2...	# K213881 ...
How to Handle incorrect invoice	JPG	Incorrect ...	6/12/2025 6:3...	# K213881 ...
Inventory Toner	PDF	Low Inve...	6/12/2025 6:3...	# K213881 ...
Printer not working	PNG	Printer no...	6/12/2025 6:4...	# K213881 ...

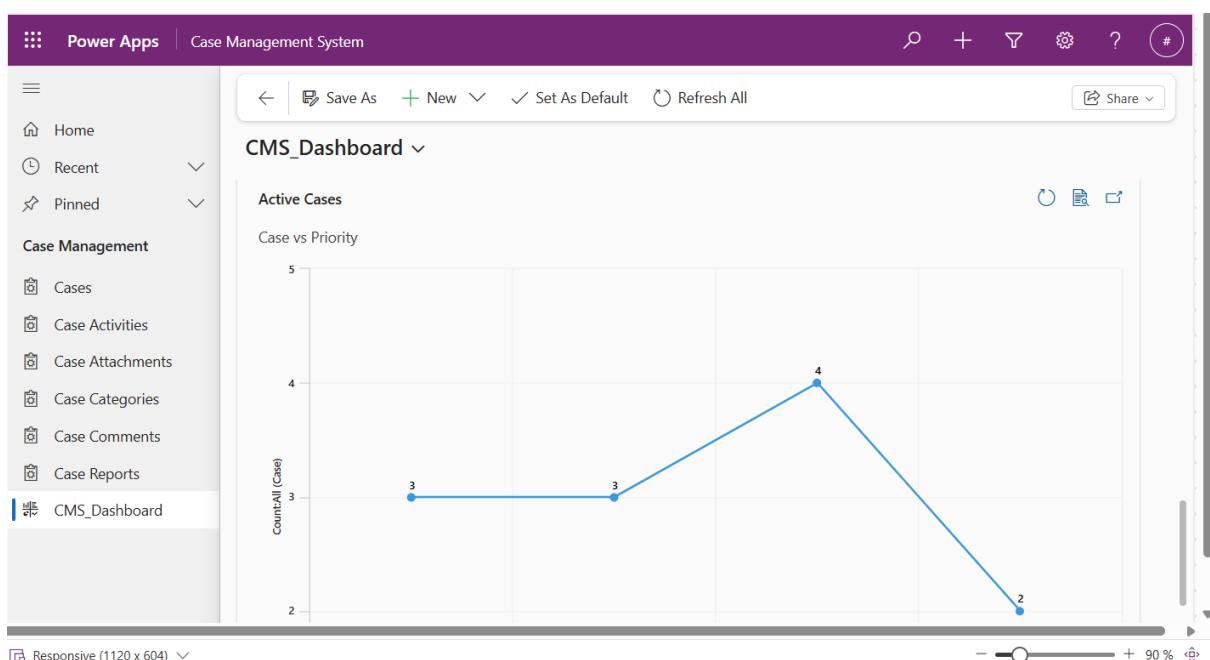
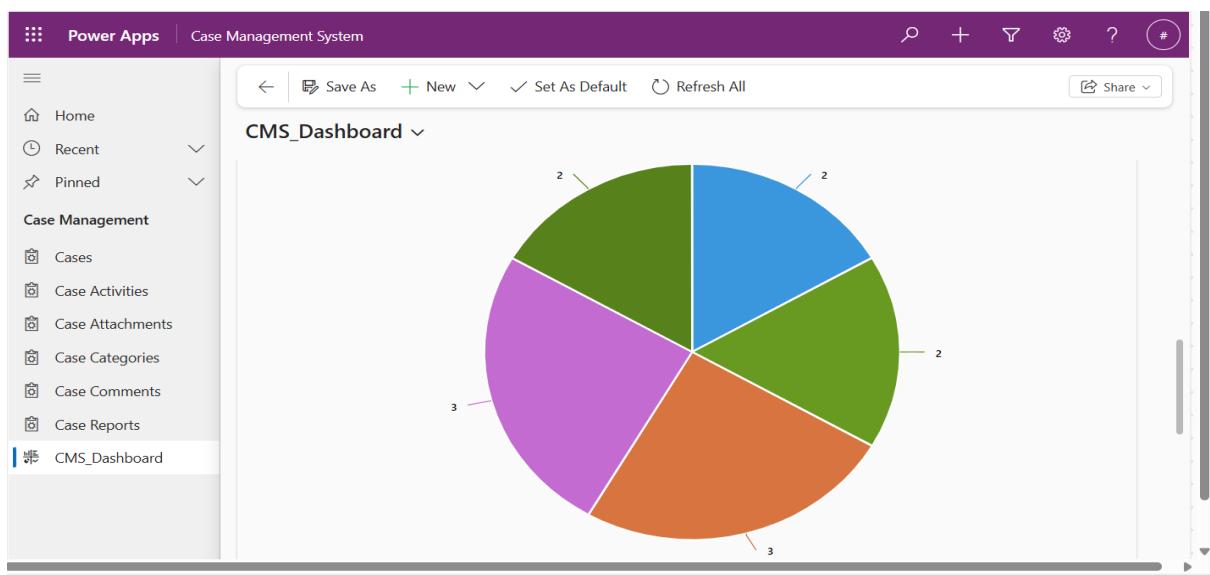
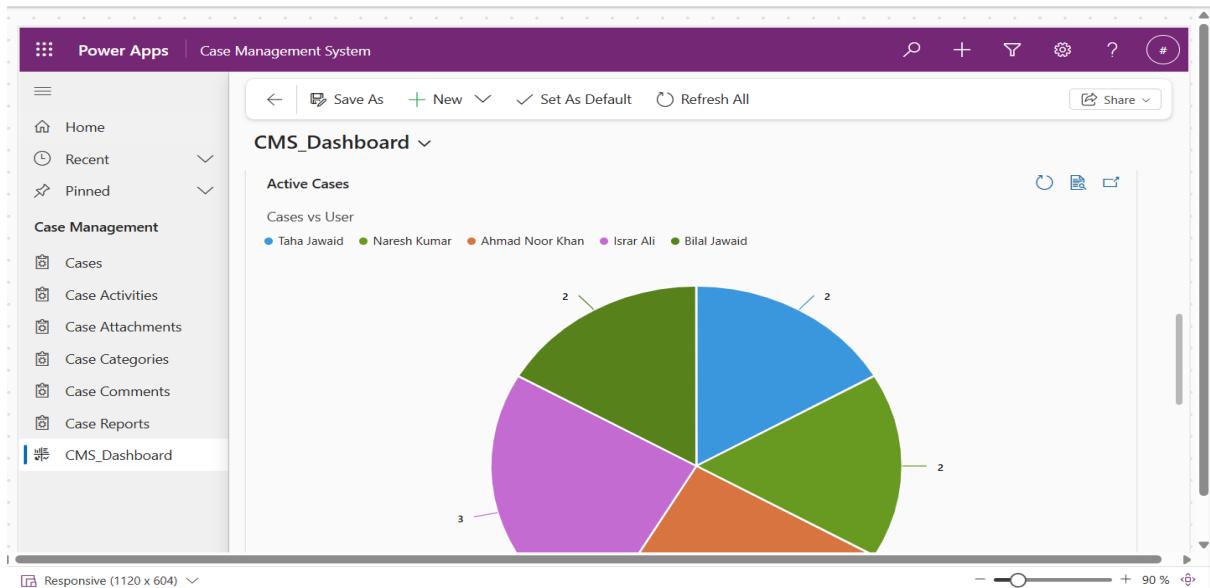
Case Categories

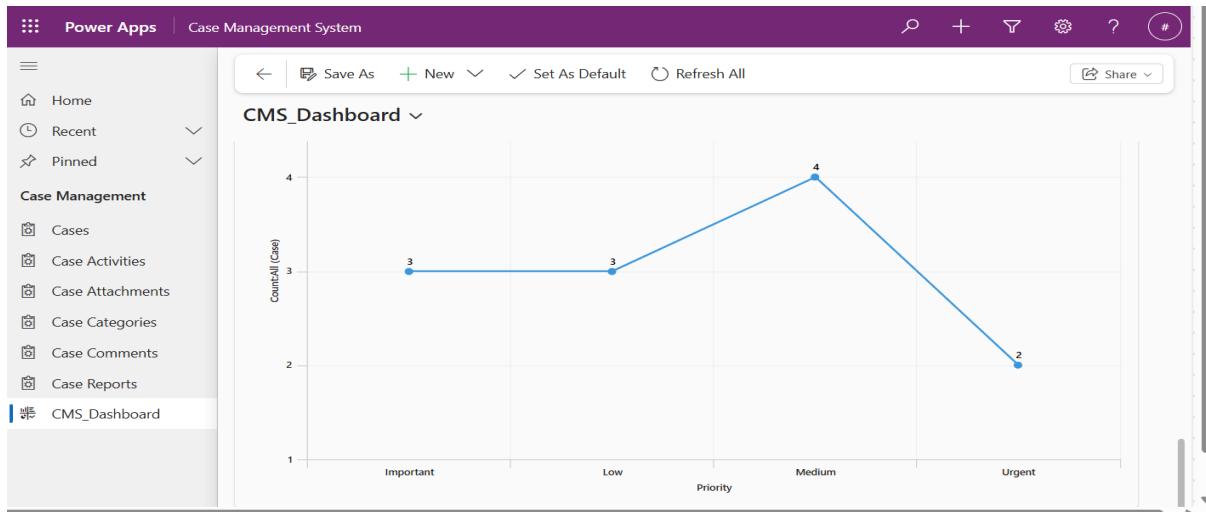
Category Name	Created On
Billing and Payments	6/11/2025 7:44 AM
Facilities Management	6/11/2025 7:47 AM
Human Resources	6/11/2025 7:45 AM
IT Infrastructure	6/11/2025 7:45 AM
Procurement and Supply Chain	6/11/2025 7:46 AM
New category	6/14/2025 6:26 AM

Case Comments

Comment Text	Commented Date	Case
The condition of air conditioner not well	6/12/2025 6:13 AM	Air Conditioning Not Wo...
Delay in Office Supplies Delivery take ti...	6/12/2025 6:20 AM	Delay in Office Supplies ...
Employee Onboarding Portal Access Is...	6/12/2025 6:25 AM	Employee Onboarding P...
Assigned to respective person to handle	6/12/2025 6:27 AM	Frequent Network Downt...
Incorrect Invoice Sent to Client has reso...	6/12/2025 6:31 AM	Lighting Problem in Parki...
Case Resolved	6/12/2025 6:35 AM	Outdated Antivirus on E...
Take a note on it	6/12/2025 6:40 AM	Printer not working

Dashboard:





Reports:

Case Management System > Reports

Display name	Name	Type	Managed	Customized	Last Modif...	Owner	Status
CMS_Case Report	CMS_Case Report	Report	No	Yes	19 hours ago	# K213881 Muha...	
CMS_CaseActivity Report	CMS_CaseActivit...	Report	No	Yes	2 days ago	# K213881 Muha...	
CMS_CaseAttachments Rep...	CMS_CaseAttach...	Report	No	Yes	2 days ago	# K213881 Muha...	
CMS_CaseComments Report	CMS_CaseComm...	Report	No	Yes	2 days ago	# K213881 Muha...	

CMS Case Report:

Report: CMS_Case Report

General Administration

Source

Report Type: Report Wizard Report
Click Report Wizard to create or modify the report.
Report Wizard

Details

* Name: CMS_Case Report
Description: Case Management System
Created By: Muhammad Taha Jawaid (21k-3881)

Parent Report

Parent Report: [Empty]

Categorization

Categories: Cases
Related Record Types: Cases
Display In: Forms for related record types
Languages: English

Status: Existing

Report Viewer: CMS_Case Report - Google Chrome
org55cd452c.crm4.dynamics.com/crmreports/viewer.aspx?id=%7b2B8F6193-E646-F011-877A-7C1E5221002E%7d&helpID=CMS_Case%20Report.rdl&action=run

CMS_Case Report

Filter Summary

Case Title	Case Category	Assigned To	Priority	Case Status	Description	Case
Printer not working	IT Infrastructure	Taha Jawaid	Urgent	Open	Printer not working	Printer not working
Incorrect Invoice Sent to Client	Billing and Payments	Naresh Kumar	Important	In Progress	Incorrect Invoice Sent to Client	Incorrect Invoice Sent to Client
Employee Onboarding Portal Access Issue	Human Resources	Naresh Kumar	Medium	Resolved	Employee Onboarding Portal Access Issue	Employee Onboarding Portal Access Issue
Air Conditioning Not Working in Meeting Room	Facilities Management	Istrar Ali	Medium	Open	Air Conditioning Not Working in Meeting Room	Air Conditioning Not Working in Meeting Room
Request for Office Renovation Approval	Facilities Management	Istrar Ali	Low	Resolved	Request for Office Renovation Approval	Request for Office Renovation Approval
Wi-Fi Connectivity Issues on 2nd Floor	IT Infrastructure	Istrar Ali	Important	Closed	Wi-Fi Connectivity Issues on 2nd Floor	Wi-Fi Connectivity Issues on 2nd Floor
Frequent Network Downtime in West Wing	IT Infrastructure	Ahmad Noor Khan	Medium	Open	Frequent Network Downtime in West Wing	Frequent Network Downtime in West Wing
Outdated Antivirus on Employee Systems	IT Infrastructure	Ahmad Noor Khan	Low	Resolved	Outdated Antivirus on Employee Systems	Outdated Antivirus on Employee Systems
Lighting Problem in Parking Area	Facilities Management	Ahmad Noor Khan	Medium	Closed	Lighting Problem in Parking Area	Lighting Problem in Parking Area
Delay in Office Supplies Delivery	Procurement and Supply Chain	Bilal Jawaid	Urgent	In Progress	Delay in Office Supplies Delivery	Delay in Office Supplies Delivery
Low Inventory Alert for Printer Toners	Procurement and Supply Chain	Bilal Jawaid	Low	Resolved	Low Inventory Alert for Printer Toners	Low Inventory Alert for Printer Toners
new case	New category	Taha Jawaid	Important	In Progress	new	new case

CMS Case Activity Report:

Power Apps Solutions - Case > Report: CMS_CaseAttachments > Report: CMS_CaseActivity Report > New Tab

Report: CMS_CaseActivity Report

Working on solution: Case Management System

General Administration

Source

Report Type: Report Wizard Report

Click Report Wizard to create or modify the report.

Details

Name: CMS_CaseActivity Report

Description:

Parent Report

Parent Report:

Categories

Categories: Cases

Related Record Types: Lists for related record types Reports area

Display In: English

Status: Existing

Report Viewer: CMS_CaseActivity Report - Google Chrome
org55cd452c.crm4.dynamics.com/crmreports/viewer.aspx?id=%7b2FF820D8-5947-F011-877A-7C1E5221002E%7d&helpID=CMS_CaseActivity%20Report.rdl&action=run

CMS_CaseActivity Report

Edit Filter

Case Title	Assigned To	Activity Type	Activity Status	Description	Date of Activity
Printer not working	Taha Jawaid	Task	In Progress	Technician assessed the printer and its not working	6/12/2025 6:30 AM
Printer not working	Taha Jawaid	Phone Call	Pending	Called the client for more details	6/13/2025 3:00 AM
Incorrect Invoice Sent to Client	Naresh Kumar	Phone Call	In Progress	Incorrect Invoice Sent to Client	6/13/2025 3:00 AM
Employee Onboarding Portal Access Issue	Naresh Kumar	Meeting	Completed	Employee Onboarding Portal Access Issue	6/11/2025 3:00 AM
Air Conditioning Not Working in Meeting Room	Istrar Ali	Email	Completed	Air Conditioning Not Working in Meeting Room	6/12/2025 3:00 AM
Air Conditioning Not Working in Meeting Room	Istrar Ali	Phone Call	In Progress	discuss about the solution	6/13/2025 3:00 AM
Request for Office Renovation Approval	Istrar Ali	Task	In Progress	Frequent Network Downtime in West Wing, take note on it	6/12/2025 3:00 AM
Wi-Fi Connectivity Issues on 2nd Floor	Istrar Ali	Task	In Progress	Frequent Network Downtime in West Wing, take note on it	6/12/2025 3:00 AM
Frequent Network Downtime in West Wing	Ahmad Noor Khan	Email	In Progress	Outdated Antivirus on Employee Systems, take note on it	6/12/2025 3:00 AM
Outdated Antivirus on Employee Systems	Ahmad Noor Khan	Email	In Progress	Outdated Antivirus on Employee Systems, take note on it	6/12/2025 3:00 AM
Lighting Problem in Parking Area	Ahmad Noor Khan	Task	In Progress	Lighting Problem in Parking Area	6/12/2025 3:00 AM
Delay in Office Supplies Delivery	Bilal Jawaid	Phone Call	Pending	Delay in Office Supplies Delivery	6/14/2025 3:00 AM
Low Inventory Alert for Printer Toners	Bilal Jawaid	Task	In Progress	Low Inventory Alert for Printer Toners	6/14/2025 3:00 AM

CMS Case attachments Report:

Power Apps | Solutions - Case | Report: CMS_CaseAttachments | New Tab

Report: CMS_CaseAttachments Report

Working on solution: Case Management System

General Administration

Source

Report Type: Report Wizard Report

Click Report Wizard to create or modify the report.

Details

*Name: CMS_CaseAttachments Report

Description:

Parent Report

Parent Report:

Categorization

Categories: Cases

Related Record Types: Cases

Display In: Forms for related record types; Lists for related record types; Reports area

Languages: English

Status: Existing

Report Viewer: CMS_CaseAttachments Report - Google Chrome

Report: CMS_CaseAttachments Report

File Edit Filter

1 of 1 Find | Next

100%

CMS_CaseAttachments Report

Case	Assigned To	File Name	File Type	Uploaded Date
Printer not working	Taha Jawaad	Printer not working	PNG	6/12/2025 6:42 AM
Incorrect Invoice Sent to Client	Nareesh Kumar	How to Handle Incorrect invoice	JPG	6/12/2025 6:30 AM
Air Conditioning Not Working in Meeting Room	Israr Ali	Air conditioner sample	PDF	6/12/2025 6:15 AM
	Israr Ali			
	Ahmad Noor Khan			
	Ahmad Noor Khan			
	Ahmad Noor Khan			
Delay in Office Supplies Delivery	Bilal Jawaad	Delay in delivery	PNG	6/12/2025 6:23 AM
Low Inventory Alert for Printer Toner	Bilal Jawaad	Inventory Toner	PDF	6/12/2025 6:34 AM
new case	Taha Jawaad	abc	JPG	6/14/2025 6:29 AM

CMS Case Comments Report:

Power Apps | Solutions - Case | Report: CMS_CaseComments | New Tab

Report: CMS_CaseComments Report

Working on solution: Case Management System

General Administration

Source

Report Type: Report Wizard Report

Click Report Wizard to create or modify the report.

Details

*Name: CMS_CaseComments Report

Description:

Parent Report

Parent Report:

Categorization

Categories: Cases

Related Record Types: Cases

Display In: Forms for related record types; Lists for related record types; Reports area

Languages: English

Status: Existing

Case Title	Assigned To	Comment Text	Commented Date
Printer not working	Taha Jawaid	Take a note on it	6/12/2025 6:40 AM
Incorrect Invoice Employee Sent to Client	Naresh Kumar	Employee Sent to Client	6/12/2025 6:25 AM
Employee Onboarding Portal Access Issue	Naresh Kumar	Employee Onboarding Portal Access Issue has been resolved and Case is closed	
Air Conditioning Not Working in Meeting Room	Israr Ali	The condition of air conditioner not well	6/12/2025 6:13 AM
Request for Office Reservation Approval	Israr Ali		
Wi-Fi Connectivity Issues on 2nd Floor	Israr Ali		
Frequent Network Downtime in West Wing	Ahmad Noor Khan	Assigned to respective person to handle	6/12/2025 6:27 AM
Outdated Antivirus on Employee Systems	Ahmad Noor Khan	Case Resolved	6/12/2025 6:35 AM
Lighting Problem in Parking Area	Ahmad Noor Khan	Incorrect Invoice Sent to Client has been resolved by designated authority	6/12/2025 6:31 AM
Delay in Office Supplies Delivery	Bilal Jawaid	Delay in Office Supplies Delivery take time to be considered	6/12/2025 6:20 AM
Low Inventory Alert for Printer Toner	Bilal Jawaid		
new case	Taha Jawaid	jgfe	6/14/2025 6:29 AM