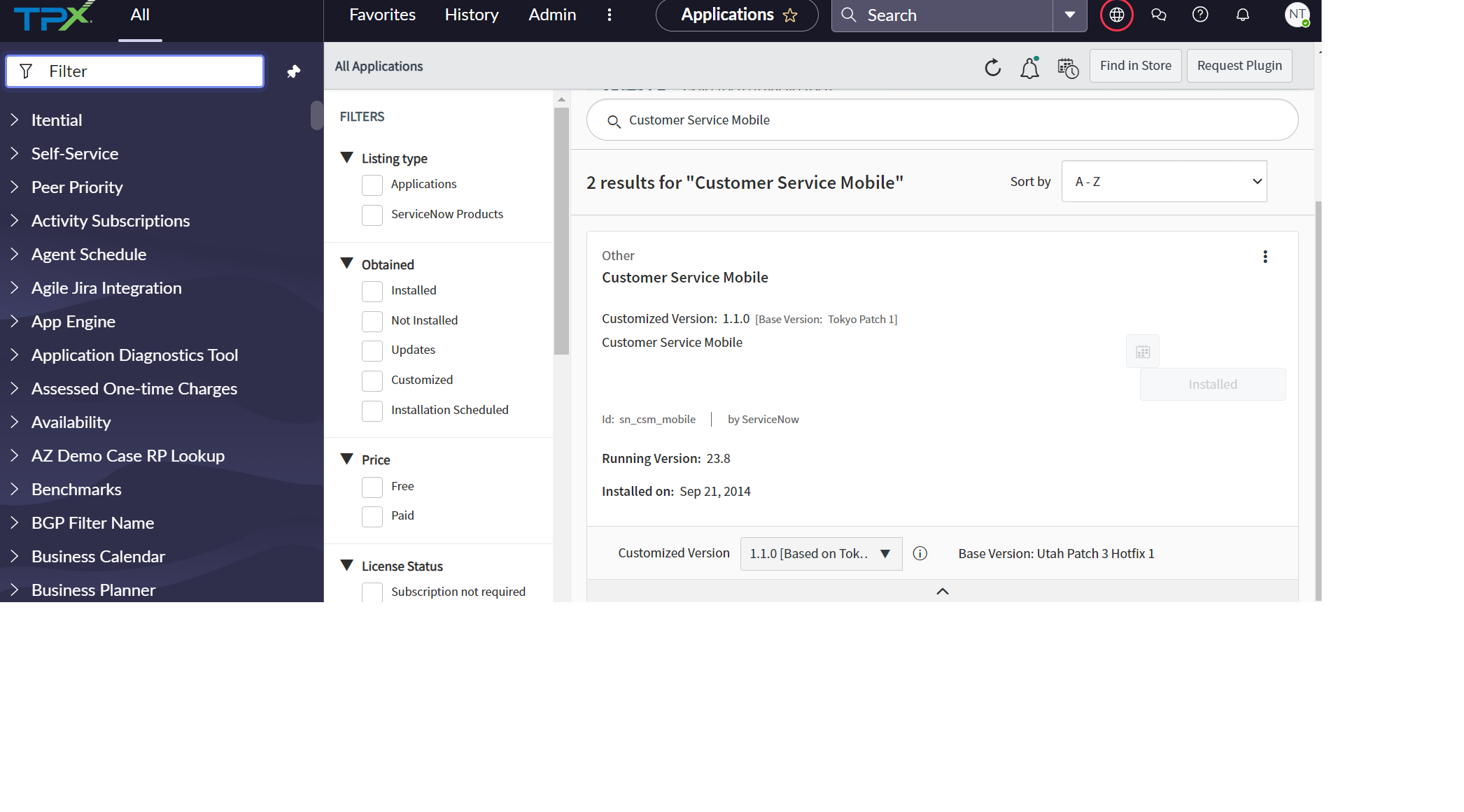
**Now Mobile POC - Case Management**

**Customer Service Mobile Plugin Activation**

****

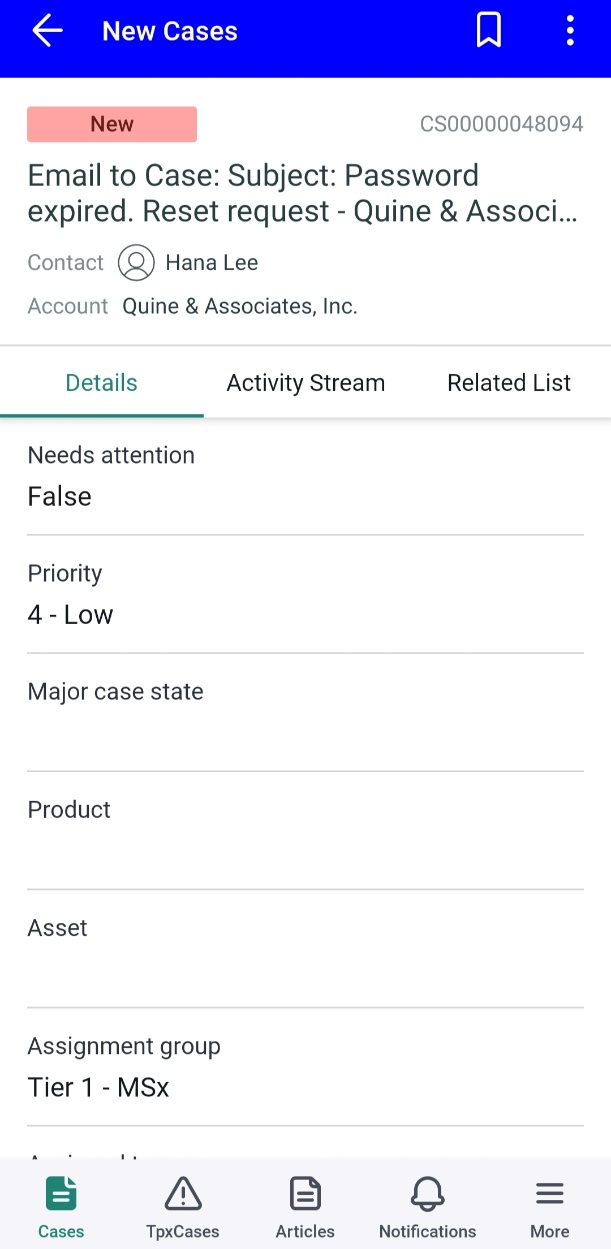
**OOB Available Screen**

* This screen will be available for agent and manager.
* These cases have been showing data from case table.
* For showing data from our case type, we must create our own screen as per each agent roles.

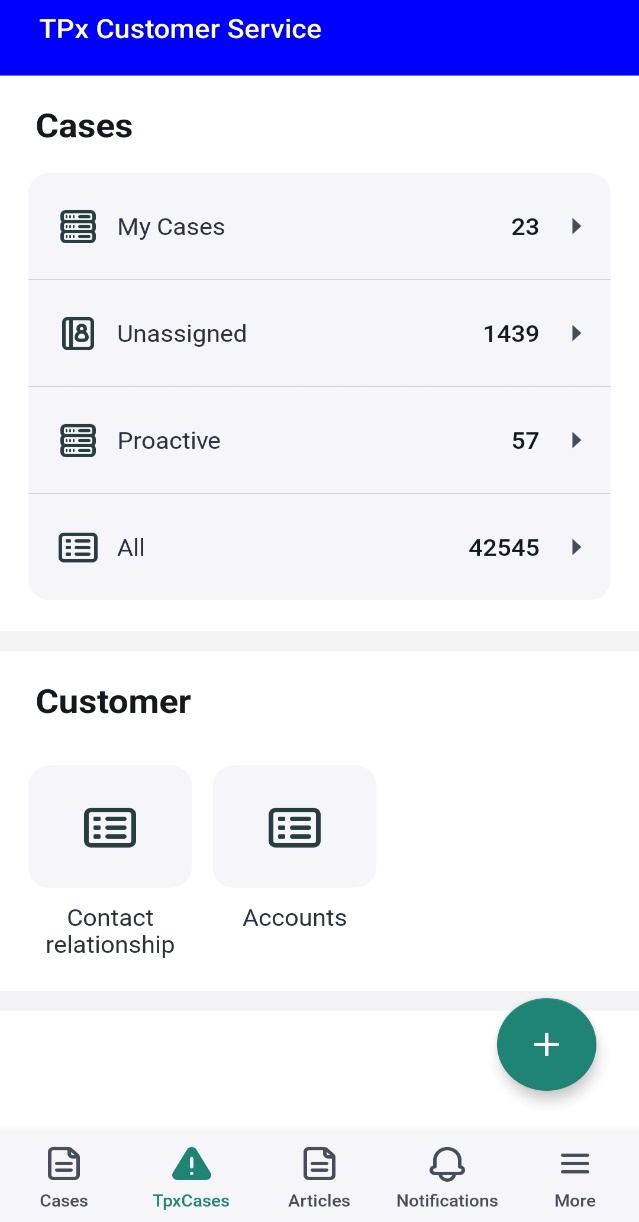
A screenshot of a phone

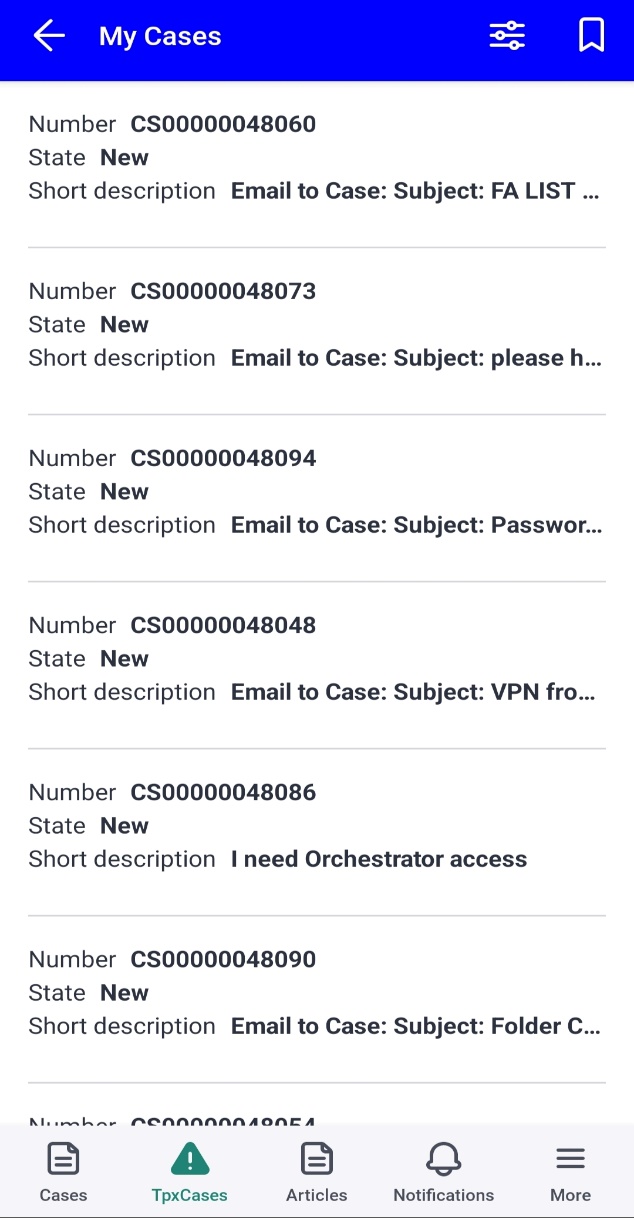
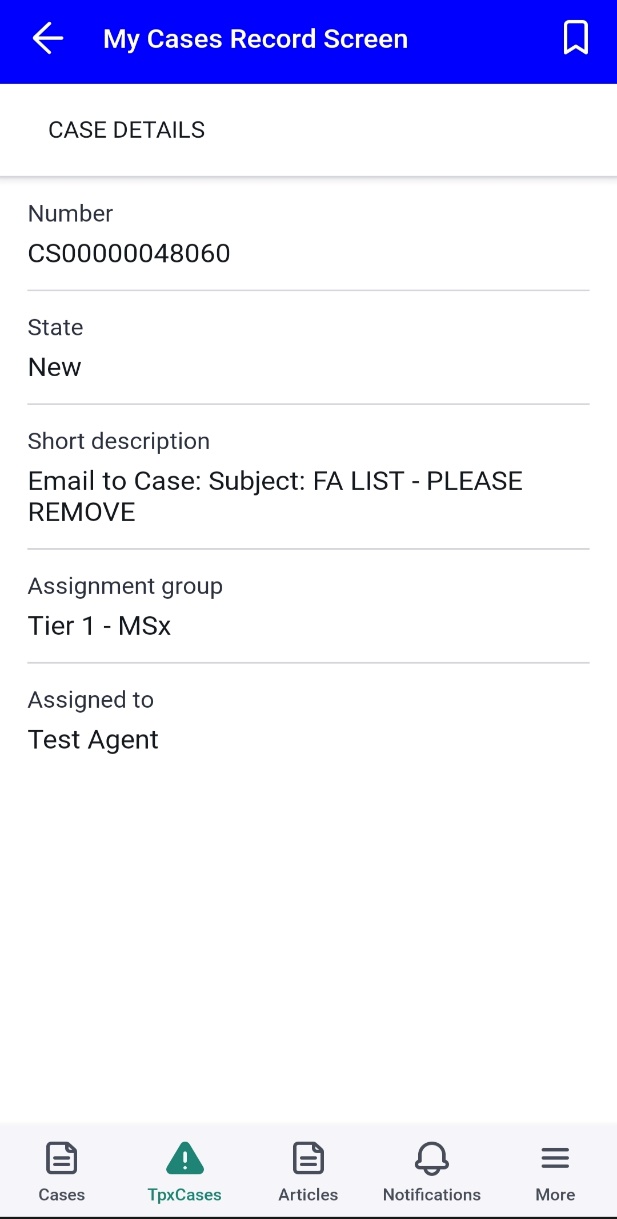
Description automatically generated

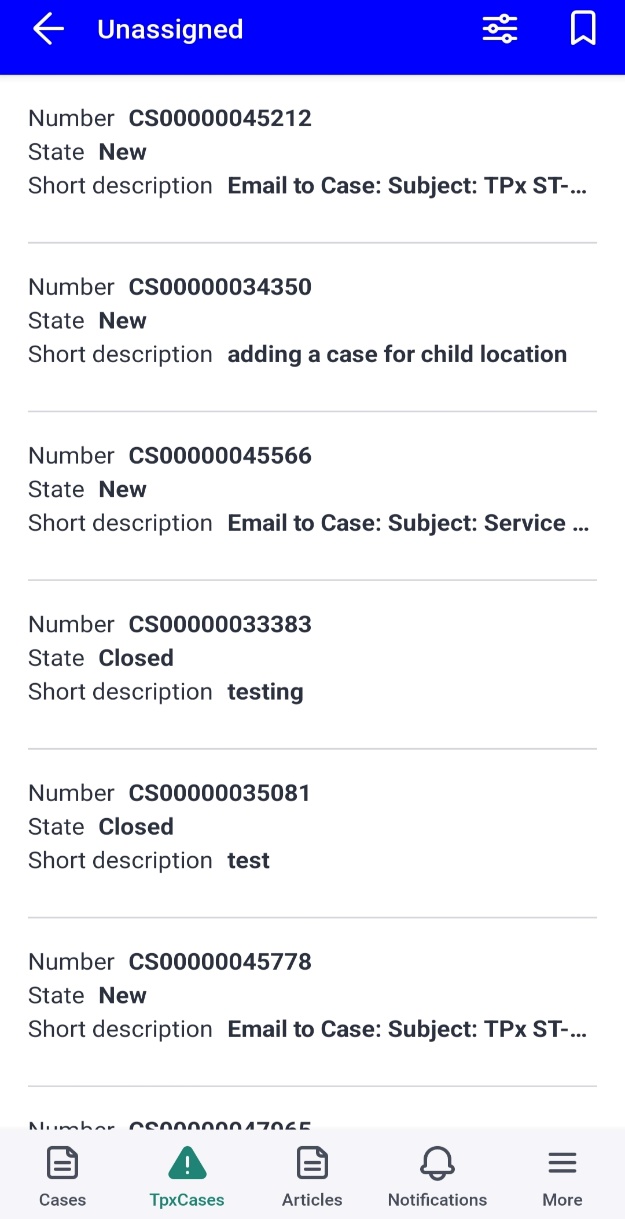
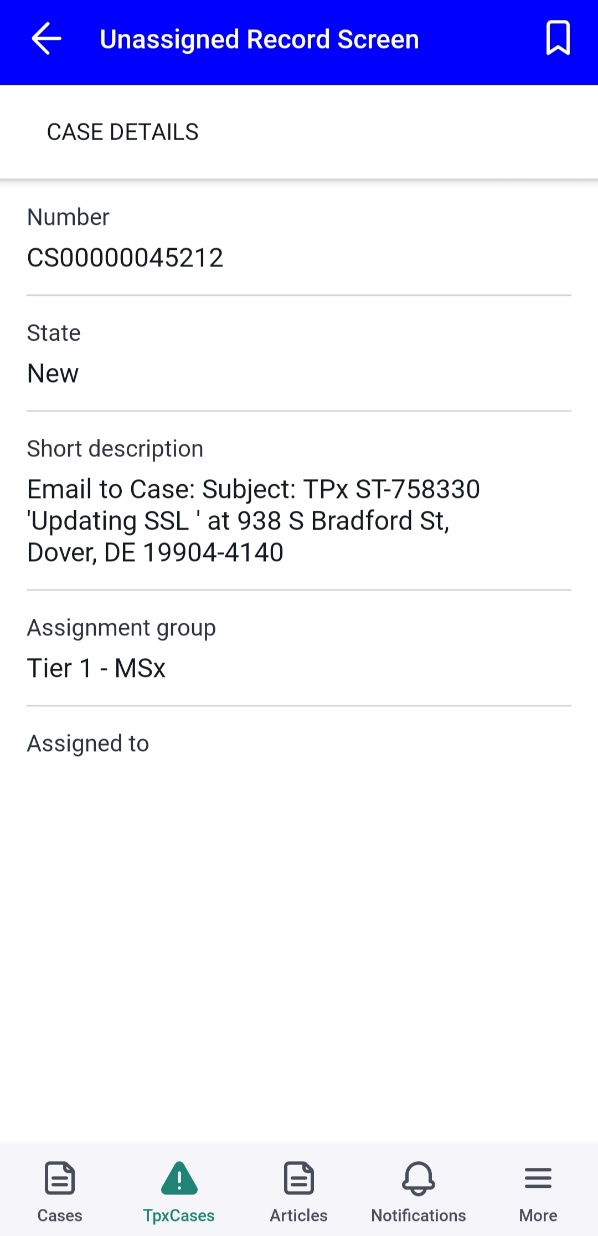
**List View and Form View of New Cases**   
  
A picture containing text, screenshot, software, web page

Description automatically generated 

**Custom Built – Applet Launcher and UI Section**

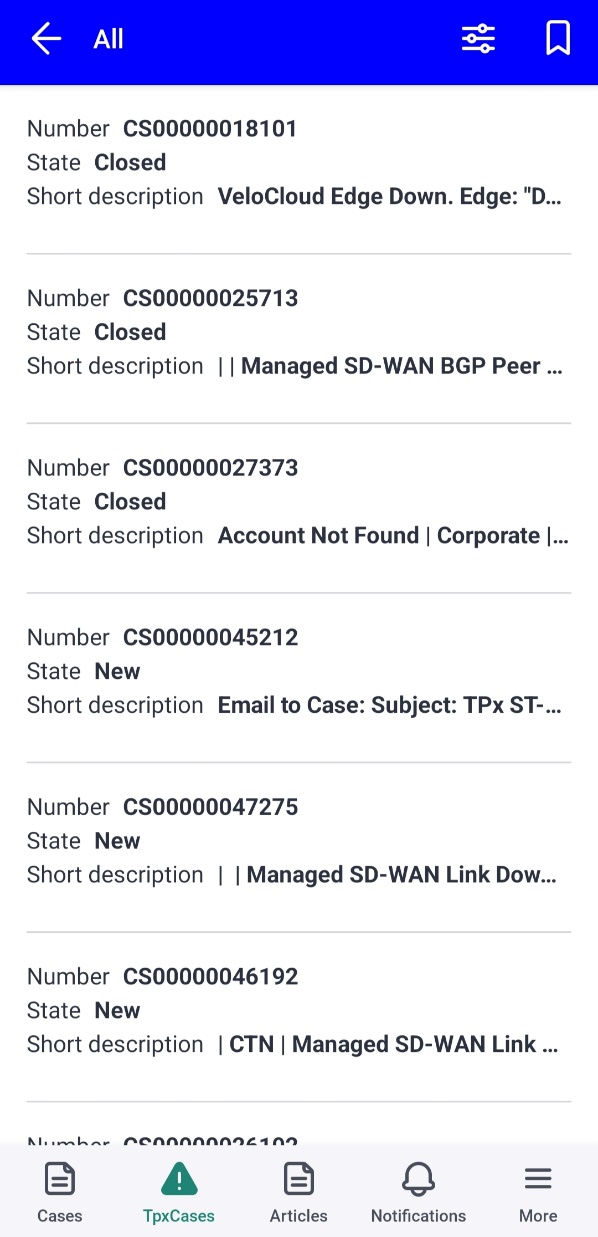


**List View and Form View of My Cases**  
  
 

**List View and Form View of Unassigned Cases**   
  
 

**List View and Form View of Proactive Cases**   
  
 A screenshot of a cell phone

Description automatically generated with low confidence

**List View and Form View of All Cases**  
  
 A screenshot of a computer

Description automatically generated with low confidence

**Contact Relationship and Accounts details**  
  
A screenshot of a computer

Description automatically generated with low confidence A screenshot of a computer

Description automatically generated with medium confidence

**Knowledge Articles** A screenshot of a phone

Description automatically generated with medium confidence A screenshot of a phone

Description automatically generated with medium confidence **Knowledge Article Full View with other features**   
A screenshot of a phone

Description automatically generated with low confidence A screenshot of a phone

Description automatically generated with low confidence

**Notifications and more**   
  
A white background with black text

Description automatically generated with low confidence A picture containing text, screenshot

Description automatically generated

**Features of mobile agent app**

* Provide interface to agent to triage, address and resolve cases.
* Offline mode
* Location tracking feature

**Terminologies**

A picture containing text, screenshot, diagram, design

Description automatically generated