

## SDG Counties Customer Service Program

### How the Program Works

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The program takes advantage of Google's Cloud infrastructure, which in short means it uses the following:

- Forms - for data input
- Spreadsheet – for data and settings storage
- Gmail - for email notification
- Web App – for viewing and searching for Cases
- Scripts – to automate the system
- Drive – for file management

#### Forms

The Google forms are the only way to add, edit, or delete information.

The program has 4 forms:

- Add Case
- Delete Case
- Add Action
- Delete Action

#### Spreadsheet

There is one Google spreadsheet named Customer Service. This spreadsheet holds all of the data in different sheets. For a detailed explanation of what each sheet is for see the technical information document.

#### Gmail

Gmail is used to send out the notifications. The Gmail account that owns the spreadsheet is the account that the emails will originate from. For example, if [sdgcustomerservice@gmail.com](mailto:sdgcustomerservice@gmail.com) was the account owner of the spreadsheet then this is the email address that the email notifications will be sent from.

#### Web App

The Web App is used to view and search for cases. No editing can be done directly in the web app, only viewing. However, the web app does provide links to the forms, which is where the editing occurs.

#### Scripts

The scripts are responsible for automating the system. Further details about the scripts can be found in the technical information document.

#### Drive

Google Drive is used to hold all of the files.