

SDG Counties Customer Service Program

Future Enhancements

The following enhancements have been requested:

- 1) Web App - Order by case date
- 2) Web App - Highlight idle cases
- 3) Attach pictures to cases
- 4) Auto send reminders for idle cases
- 5) Create the ability to archive cases
 - a. Archived cases would be moved to a different spreadsheet so that they would not be part of the web app. This primary benefit from this is that moving the old cases would increase the speed of the program. It would also make the program easier to manage as there would be less cases to go through
- 6) Add a link to the help website to the spreadsheet. This could be a new sheet named help. The help sheet should be the first sheet that is shown when the template is first opened.
- 7) Suggest Adding a new question to the default setup for the questioncase. The new question should be Received By. Which provides a place to indicate who received the case.

Bug Fixes

- 1) When a case email is sent out the CaseID: Shows New+ID. This should be changed to show the actual Case ID. This change needs to happen in the notification code.