Keeps track of Cases, which can be complaints, comments, issues, work orders...

Here is a basic walk through of how the program can be used.

1) Adventurous Annie calls the Municipality to report a pothole on her road.
2) The call is answered by Organized Oscar, who clicks the add case button on his very organized desktop computer and opens the Add Case Form (which is a google form) and uses it to:
    a. Record Annie's contact info
    b. Record Information about the pot hole
    c. Assign the Case to a staff member, which in this case is Hard Working Harold
3) Oscar thanks Annie for reporting the pot hole, hangs up the phone, and carries on with his other duties. Meanwhile the customer service program has done the following:
    a. Saved the case information in the case database (which is a google sheet)
    b. Sent an email to Harold notifying him about the pot hole issue
4) Meanwhile Harold has been busily working on replacing a high density polyethylene pipe culvert, which just happens to be on Annie's Street. Harold Opens the email on his phone and reads about the issue. Since he is close by he goes over and inspects the pot hole right away.
5) After inspecting the pot hole Harold pushes the Add Action link in the email (which opens a google form). Harold uses the form to:
    a. Record that the pot hole was inspected.
6) Harold then reassigns the case to Prompt Pauline by using the edit case form.
7) The customer service program sends Prompt Pauline an email , which she rapidly reads, then drives to the pot hole and fixes it. Pauline then uses the add action from to mark the case as closed.

    Reassign