Determine each agent's current workload.  
Using predetermined criteria (such as the fewest number of instances or a weighted balance taking case complexity into account), identify the most balanced agent.

Testing and Optimization: Verify that the process functions properly under load and assigns cases appropriately while taking various business needs into account. Optimize the regulations in light of actual usage trends.

I would start a conversation with my coworker to find out the details of their Dynamics CRM feature and how it clashes with the Azure Function. We would work together to determine the underlying reason and investigate possible fixes. Aligning on a solution that guarantees the smooth operation of both systems together would be the aim.