

Technical design Ben case handling

flowchart TD

Start([Salesforce Case Arrives]) → Categorize{Skill Selection
Based on Case Content}

Categorize → |Troubleshooting| AnswerQ[Answer Question Skill]

Categorize → |Parts Request| EscalateParts[Escalate: Parts Skill]

Categorize → |KB Feedback| EscalateKB[Escalate: KB Article Skill]

Categorize → |Customer Complaint| EscalateComplaints[Escalate: Complaints Skill]

Categorize → |Retailer Mechanic Request| EscalateRetailer[Escalate: Retailer Mechanic Skill]

AnswerQ → SearchKB[Search FAQ Articles
& Manuals]

SearchKB → AnswerOutput{Sufficient
Information?}

AnswerOutput → |Yes| GenerateAnswer[Generate Troubleshooting
Response]

AnswerOutput → |No| RequestInfo[Request Missing
Information]

GenerateAnswer → WriteAnswer[Write to
Freeday_AI_Response__c]

RequestInfo → WriteAnswer

WriteAnswer → QueueDecision{Move to
specific queue?}

QueueDecision → |TBD| AnswerEnd([Case Remains in
Current Queue])

EscalateParts → FixedParts[Fixed Output:
Parts Case Response]

EscalateKB → FixedKB[Fixed Output:
KB Feedback Response]

EscalateComplaints → FixedComplaints[Fixed Output:
Complaint Response]

EscalateRetailer → FixedRetailer[Fixed Output:
Retailer Mechanic Response]

FixedParts → MoveParts[Move to Queue:
NL CC Onderdelen Pelgrim
+ Set Freeday_AI_Response__c]

FixedKB → MoveKB[Move to Queue:
 ? TBD - KB Queue Name
+ Set Freeday_AI_Response__c]

FixedComplaints → MoveComplaints[Move to Queue:
 ? TBD - Complaints Queue Name
+ Set Freeday_AI_Response__c]

FixedRetailer → MoveRetailer[Move to Queue:
NL CC Vakzaken
+ Set Freeday_AI_Response__c]

MoveParts → EndEscalated([Case Escalated
to Queue])

MoveKB → EndEscalated

MoveComplaints → EndEscalated

MoveRetailer → EndEscalated

style Start fill:#e1f5ff

style AnswerEnd fill:#e8f5e9

style EndEscalated fill:#ffcdd2

style Categorize fill:#fff4e6

style AnswerQ fill:#e8f5e9

style EscalateParts fill:#ffebee

style EscalateKB fill:#ffebee

style EscalateComplaints fill:#ffebee

style EscalateRetailer fill:#ffebee

style MoveKB fill:#fff9c4

style MoveComplaints fill:#fff9c4

style QueueDecision fill:#fff9c4