System Architect Essentials

Designing A Case Life Cycle

# Introduction to designing a case life cycle

In

# Glossary

* application
  + An application is a business solution that automates work flows in your organization.
  + Multiple, unrelated applications can be hosted in the same system.
  + You create an application by running the New Application wizard.
* case management
  + Case Management is a business practice that helps you deliver outcome driven results.
  + It relies on case types to model customer processes, share information, and ensure that there is visibility into the work that is completed by your application.
  + Case Management automates service-level agreements, escalation, and audit trails so that you can provide a quality, end-to-end customer experience.
  + Use the Case Type Explorer and Case Designer to build a Case Management strategy in your application.
* case type
  + a
* class
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* Pega express