END USER MANUAL

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1. Login to System

- Enter valid username and password.
- Click Login to access dashboard.
- Invalid credentials will display error message.

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2. Create New Case

- Click "New Case".
- Enter Customer Reference ID.
- Select Interaction Type (Inquiry / Complaint / Service Request / Follow-up).
- Select Channel (Call / Email / Branch / Chat).
- Select Priority (Low / Medium / High).
- Enter Raw Notes.
- Click Submit to create case.

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3. AI Case Note Generation

- Click "Generate AI Note".
- System converts raw notes into professional format.
- Structured sections generated:
    - Interaction Summary
    - Action Taken
    - Next Steps

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4. Review & Edit

- User can edit AI generated content.
- Make necessary corrections if required.
- Save changes.

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5. Status Workflow

- Draft – Initial stage.
- Reviewed – Verified by user.
- Finalized – Locked for editing.

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6. SLA Tracking

- SLA date auto-calculated based on Priority.
- System tracks SLA breach.
- Dashboard shows approaching deadlines.

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7. Follow-up Management

- Add follow-up remarks.
- Mark follow-up as completed.

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8. Dashboard Overview

- Total Active Cases.
- Cases by Status.
- Cases by Priority.
- SLA Compliance Rate.

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9. Search & Filter

- Search by Case ID.
- Filter by Status, Priority, Channel.
- View SLA Breached cases.

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10. Export & Audit

- Export finalized notes as PDF or text.
- Audit view shows:

- Raw Notes
- AI Generated Notes
- Final Content
- Status Changes
- Timestamps