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Implementing an IBM Case Manager use case for mobile applications

This chapter describes the use case implementation for IBM Case Manager on the IBM Content Navigator mobile application (app).

Using IBM Case Manager on a mobile device enables users to manage a case or work item on the go, and can keep the user connected to the status or state of a case. Caseworkers can process a case with the customer, or do an onsite visit and add photos or documents pertaining to the case.

This chapter provides information about how using IBM Case Manager on a mobile device can enhance the Customer Response Management solution in this book.