






## SD Case Manager [SD-CASE]




A highly flexible means of logging and tracking issues as cases with individual configurable case queues and workflows.

 <div data-bbox="561 768 810 929"> <p>Certified for</p> <p><b>Microsoft Dynamics</b></p> <p>NAV</p> </div>	<p>A highly flexible means of logging and tracking issue as Cases with individual configurable case queues and workflows.</p> <p>Create user-definable Case Workflows, Template Case Actions, and Case Escalation Rules.</p> <p>The level of flexibility allows SD Case Manager log and track different streams of Cases in various concurrent ways:</p> <ul style="list-style-type: none"> <li>as a Helpdesk Ticketing system;</li> <li>as a Customer Care system;</li> <li>as a Customer Service system;</li> <li>as a Quality Control system;</li> <li>as a system to log Company Processes.</li> </ul>
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## Why Use SD Case Manager

				
<p>Create a highly flexible and user-definable Case Workflow, and tailor to your existing processes.</p>	<p>Assign, Escalate categorise, and track Case Actions and Resolutions.</p> <p>Create Templates to log information and attach Template files for recurring Case Actions.</p>	<p>Track the Cost of a Case.</p> <p>Link a Case Action to any table record.</p> <p>Log an Interaction for a Case Action.</p>	<p>Rapid deployment with no impact on existing setup.</p>	<p>Certified for Microsoft Dynamics NAV</p>

## Find Out More about SD Case Manager

	Overview Video	<a href="#">SD Case Manager Video</a>
	Version Release History	<a href="#">Version History</a>
	Product Factsheet	<a href="#">Product Factsheet</a>

## What you will get with SD Case Manager

LICENCE	OBJECTS	GUIDE	TRAINING	USERS
Updated Microsoft Dynamics Licence	Add-on Object file (FOB)	A Full user guide for installation, setup and use	Online video tutorial and Online Help files	Unlimited users based on your Dynamics Licence

ASSURANCE	SETUP	OPTION 1	OPTION 2	OPTION 3
First year Software assurance including all updates	Rapid start default setup and configuration file	Optional Remote installation and setup via Teamviewer	Optional Remote Training via Teamviewer	Optional Remote Managed hours user support

## What you need to Deploy SD Case Manager

VERSION	ASSURANCE	REGION	EDITION	PURCHASING
Dynamics NAV 2016 or above  (Dynamics 365 coming soon)	You must be on active software assurance with Microsoft to add new features to your licence	Built for W1 and available in English only as standard (machine translation available on request)	Work with Starter or Extended Pack and also with Perpetual or SAAS Licences	You will need your Current Dynamics Partner details to update your licence

## How to Buy and Pricing

PERPETUAL	SAAS	DYNAMICS 365	ASSURANCE	SERVICES
€4,635 Once off  Includes 1 <sup>st</sup> Year software assurance	€159 Per month  Includes software assurance		16% per annum  after 1 <sup>st</sup> year for perpetual licences	€150 per hour  Remote Installation and Training

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