

Appian Accelerator for Constituent Case Management

- Manage your constituent correspondence workload
- Complete audit trail for all correspondence and tasking actions
- Actions, Reports, and Data Records are available anywhere via mobile apps
- Full document management capabilities to store critical information

Delivering benefits and services to constituents is a core function of government performed at nearly every agency. How can your agency optimize the process?

The Appian Accelerator for Constituent Case Management streamlines the procedures for processing external and internal correspondence when doing this, and provides transparency into inefficiencies, bottlenecks, and overdue tasks to optimize constituent communication.

With Appian, interactions from multiple data sources can be integrated seamlessly into a single, unified view of a constituent. Omni-channel delivery, including mobile, allows government services to be delivered in a consistent manner across a variety of demographics.

Correspondence is tracked as documents that can be organized into specific folders to ensure the proper identification of a correspondence request and the appropriate workflow for review, approval, and resolution. In this process, verified responses to correspondence inquiries are managed and maintained within the system to avoid the duplicate processing of common correspondence topics that can needlessly consume budget dollars, and manpower.

Workflow templates capture consistent business processes that are frequently used to develop different types of correspondence, and can be leveraged to quickly generate tasks and assignments. Users are able to dynamically adjust routing and approval workflow tasks as needed, with the ability to assign deadlines and SLAs to ensure the correspondence is handled in a timely manner.

Manage your constituent correspondence workload from a simple, yet powerful, dashboard that displays tasks and due dates. Detailed reports and a full historical audit trail of all folders, documents, and tasks in the system provide further visibility into system usage patterns and operational efficiencies.

With Constituent Case Management, users are empowered to define their own business workflows in real-time for processing a wide variety of documents and forms for review, approval, and sign-off. Users are also able to modify in-progress workflows for documents as needs and business rules change. At any point in the process, documents can be checked out and checked back into the system to ensure document integrity as they are updated and versioned.

The screenshot displays a web interface for managing assignments. The main heading is '15 - Response to Correspondence Request'. Below this, there is a table titled 'Manage Assignments: Response to Correspondence Request (15)'. The table has columns for 'Assignments', 'Role', 'Deadline', and 'Timing'. The assignments listed are:

Assignments	Role	Deadline	Timing
1 CTS HQEXS Writer	Draft Response	Apr 20, 2017 7:00 PM	Parallel
CTS HQEXS Correspondence Management Officer	Provide Information	Apr 20, 2017 7:00 PM	Parallel
2 CTS HQEXS Quality Control Officer	Review and Comment	Apr 21, 2017 3:00 AM	Sequential
3 CTS HQEXS Director	Approve	Apr 21, 2017 5:00 AM	Sequential
4 CTS Signator	Sign	Apr 21, 2017 7:00 AM	Sequential

The Appian Accelerator for Constituent Case Management allows end users to configure workflows for any case, while maintaining total audit traceability.



WHAT IS AN APPLICATION ACCELERATOR?

Appian Accelerators are pre-built configurable application starters developed by Appian Professional Services (PS). Appian continually looks for ways to reduce development time and expedite delivery of value to customers. As part of this effort, Appian PS, in concert with our industry and functional subject-matter experts, has developed Appian Accelerators that are based on knowledge and experience garnered from multiple real world implementations. As Accelerators are built using best practices, customers can rely on their quality, scalability, and easy fit within their existing IT ecosystem.

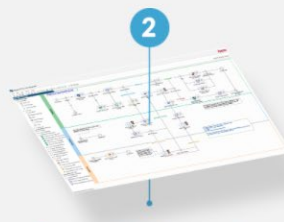
In addition, because Accelerators are native Appian applications, customer specific configurations can be done quickly to meet unique challenges. Accelerators enable users of the Appian Platform to realize increased benefit from a modern application platform. Customers who may have purchased the platform to develop a specific capability can now extend their return on investment by deploying additional applications quickly.

Get the power of the Appian Platform and Appian Accelerators and uncover strategies for high-speed, cost-effective modernization that fits the specific needs of your agency.

Appian makes it easy to build powerful enterprise applications...**fast.**



1
Quickly build unified views of business information from across existing systems.



2
Create optimized processes that manage and interact with your data.



3
Deploy your new enterprise-grade app everywhere—with a click.



To learn more about the Appian Accelerator for Constituent Case Management or any of our other Accelerators, visit www.appian.com/accelerate for a free consultation.

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