

# LOCAL GOVERNMENT SERVICE REQUEST FRAMEWORK



Potholes



Graffiti



Abandoned Vehicles



Fly Tipping



Broken Streetlights

## 1. ISSUE REPORTING



Case Creation  
Location  
Upload Photo

## 2. CASE MANAGEMENT



Case Triage  
Work Order Creation  
SLAs  
Routing

## 3. RESOURCE SCHEDULING



Appropriate Personnel Identification  
Team Location & Routing  
Colour-Coded Progress  
Nearby Work

## 4. FIELD SERVICE MOBILE APP



Work Orders  
Image Capture  
Inspection Templates  
Update Statuses  
Escalations  
Remote Assistance

## 5. JOB COMPLETION



Case Resolved  
Customer Update  
Satisfaction Survey  
Time Tracking  
Performance Reporting  
Power BI Heat Maps



Dynamics 365  
Field Service



Dynamic 365  
Customer Voice



Copilot



Dynamics 365  
Customer Service



Power BI