

# Dynamic Case Management

ECCENTEX DYNAMIC CASE MANAGEMENT - OVERVIEW

## SOLUTION OVERVIEW

### Enterprise-grade AI-assisted case management solution for all industries

**Eccentex Dynamic Case Management** is an enterprise-grade AI-assisted case management solution built on top of Eccentex HyperAutomation Cloud iPaaS - Intelligent Platform as a Service. It is designed for organizations that need to automate and manage complex business processes in an agile way.

The solution leverages the power of the platform embedded low-code / no-code configuration tools, visual builders, and Generative AI technology to assist with quick development and help business teams to design, develop and deploy their case-centric applications with greater speed and flexibility.

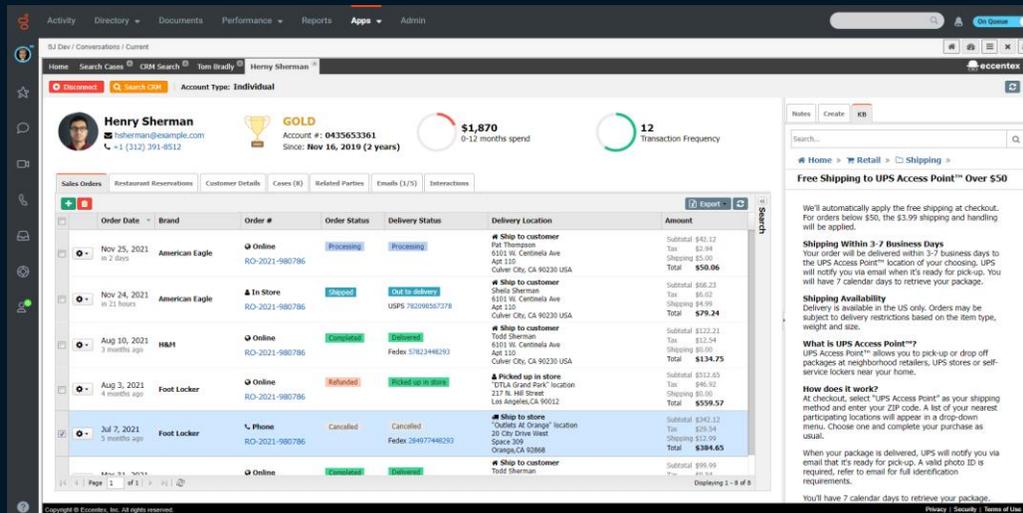
Many important business processes do not follow a rigid, linear path. They involve multiple participants, changing conditions, related tasks, documents, business rules, deadlines, and external systems - that all need to be orchestrated across the ideal resolution path. Eccentex Dynamic Case Management is built to support both structured and non-linear casework, helping organizations manage investigations, claims, onboarding, logistics, fraud, patient journeys, complaints, and many other adaptive processes with stronger control and visibility.

The solution helps organizations bring together workflow, case data, real-time context, collaboration, intelligent work distribution, and customer-facing process steps into one connected operational environment. It can also integrate with broader CX ecosystem to support a unified Customer 360 view and omnichannel customer engagements through a single desktop experience.

## UNITE PEOPLE, PROCESSES, ENGAGEMENTS & SYSTEMS

### TRANSFORMING CASEWORK

Eccentex Dynamic Case Management helps organizations modernize case-driven operations by connecting front-office engagement, back-office execution, real-time information access, and intelligent work orchestration. Rather than forcing complex business processes into rigid process models, the solution supports the dynamic nature of real-world case handling while still enabling automation, governance, and measurable outcomes.



## FASTER EXECUTION • BETTER VISIBILITY • HIGHER ACCURACY • LOWER EFFORT

### DYNAMIC CASE STRUCTURE

Create case types, forms, workflows, and data models for a wide range of process-intensive scenarios across industries.

Case Types | Forms | Data Models | Intake

### DYNAMIC WORKFLOWS

Manage both predictable and changing case paths with visual process design, milestones, business rules, and ad-hoc work handling.

Workflows | Milestones | Business Rules | Ad-hoc Tasks

### UNIFIED CASE-VIEW

Bring together documents, web forms, emails, and third-party data into a single case view so employees can work with the right information in context.

360-Degree Case View | Unified Case File | Real-Time Context

### DYNAMIC PRIORITIZATION

Coordinate work across teams using priorities, due dates, queues, AI-assisted decisioning, and intelligent assignments to keep cases moving forward.

Task Queues | Intelligent Assignments | SLAs | Priorities

Want to see how Eccentex Dynamic Case Management can help you to transform your case-work operation?

[Learn more ▶](#)

# Dynamic Case Management

## KEY FEATURES, CAPABILITIES AND BENEFITS

AI-assisted Case Management capabilities for complex, collaborative, and adaptive business operations

### BUILT FOR STRUCTURED & DYNAMIC CASEWORK

Eccentex Dynamic Case Management supports both well-defined processes and more fluid, non-linear case scenarios. Organizations can manage processes with their own forms, participants, rules, tasks, and SLAs while still allowing for changing paths, investigations, approvals, escalations, and exceptions.

**Benefits:** Teams can automate real-world casework without forcing complex operations into rigid workflow models.

### VISUAL DESIGN WITH LOW-CODE / NO-CODE AGILITY

Business users can configure workflows, case types, and process behavior through visual builders, supported by low-code / no-code tooling and generative AI capabilities. This reduces dependency on traditional development cycles and helps organizations adapt applications faster as business needs evolve.

**Benefits:** Organizations can launch and refine business applications faster with greater flexibility and less reliance on IT-heavy change processes.

### INTEGRATED CONTENT, EMAIL, AND CASE RECORDS

Eccentex helps unify all case-related content, including emails, documents, forms, attachments, and data from other systems. Email-to-case support further extends the solution by turning inbound emails into cases that can be prioritized and assigned automatically.

**Benefits:** Employees spend less time chasing information across disconnected systems and more time progressing the case.

### 360-DEGREE CASE VISIBILITY

The solution brings together case-related data, documents, emails, forms, and third-party system information into a single working context. Through a 360-degree case view, employees can access the most relevant information at each step of the customer or citizen journey.

**Benefits:** Teams can make better decisions faster because they are working with a fuller and more connected view of the case.

### END-TO-END WORK ORCHESTRATION

Case handling often spans departments, roles, and resource groups. Eccentex supports end-to-end orchestration through intelligent work distribution, priorities, due dates, queues, and AI-assisted decisioning about who should work on what and when.

**Benefits:** Organizations can improve workload balance, reduce bottlenecks, and increase the likelihood of meeting commitments on time.

### OPEN INTEGRATION & EXTENSIBILITY

Dynamic Case Management is part of HyperAutomation Cloud and can connect to major systems through standard connectors, custom APIs, and platform-level integrations. It can support Customer 360 scenarios and broader case execution across the CX ecosystem.

**Benefits:** Organizations can modernize case operations without replacing the rest of their business environment.

### MANAGE AD-HOC PROCESSES, COMPLEX HIERARCHIES & LIFECYCLES

Dynamic Case Management supports multi-stage cases, related issues, case hierarchies, and unplanned tasks such as reviews, approvals, and investigations. It helps teams manage complex case lifecycles that extend beyond a single department or transaction.

**Benefits:** Complex work can be handled with more control, better collaboration, and clearer accountability across the full case lifecycle.

### INTELLIGENT ASSIGNMENTS AND SLA CONTROL

Cases and tasks can be routed to individuals, teams, or specialized queues based on workload, skills, proficiencies, priority, and due dates. Goals, deadlines, and SLAs can be defined at the case or task level, with escalation and notification support for at-risk work.

**Benefits:** Work reaches the right resources faster, and supervisors gain stronger control over time-sensitive operations.

### ENTERPRISE-GRADE SECURITY, SCALE, AND ANALYTICS

The platform includes role-based security, scalability for enterprise use, and built-in Business Intelligence capabilities for dashboards, KPIs, trend analysis, and operational insight.

**Benefits:** Organizations gain a secure and scalable foundation for governing case operations while continuously improving performance.

ECCENTEX DYNAMIC CASE MANAGEMENT - MAIN FEATURES & BENEFITS

## STRATEGIC IMPACT



By combining AI-assisted agility, low-code adaptability, 360-degree case visibility, cross-team orchestration, and open integration, Eccentex enables organizations to improve efficiency, increase responsiveness, reduce manual effort and scale case operations across departments, channels, and industries.

# Dynamic Case Management

## ADDITIONAL SOLUTION FEATURES

**Eccentex Dynamic Case Management** brings together a broad set of capabilities for managing complex business processes that span people, tasks, documents, systems, and time-sensitive commitments. The following list provides a quick snapshot of additional capabilities that help teams work with greater speed, structure, and adaptability.

### Dynamic Workflows

Manage structured and unstructured processes with forms, participants, rules, and SLAs.

### 360-Degree Case View

View and manage all case-related data, including information held in third-party systems.

### Case Hierarchies

Track related issues, multi-stage cases, and connected records across the broader lifecycle.

### Ad-hoc Tasks

Create unplanned reviews, approvals, investigations, and other exception-driven work as needed.

### Intelligent Assignments

Distribute work based on workload, skills, proficiencies, and operational priorities.

### Goals, Deadlines, SLAs

Set due dates, monitor commitments, escalate risk, and notify stakeholders before service failures occur.

### Task Queues

Manage work from multiple sources and assign it to teams, departments, or specialized queues.

### Email-to-Case

Capture emails from multiple addresses and convert them into cases for prioritization and handling.

### Content Management

Give case workers access to relevant emails, documents, and attached files in one place.

### Role-based Security

Protect sensitive case data with controlled access and enterprise-grade governance.

### Visual Builders

Design workflows, process behavior, and case structures through intuitive visual tools.

### Generative AI

Use Generative AI capabilities to accelerate solution design & process automation with greater agility.

### Unified Case File

Bring together web forms, documents, content, and data into a single working case context.

### Third-Party Data

Automatically pull and push data between Eccentex and other business systems.

### Business Intelligence

Track case performance, monitor KPIs, identify trends, and support data-driven improvements.

### Collaboration

Support case progression across teams, business units, partners, and stakeholders.

## IMPROVED EFFICIENCY

Automate repetitive steps, reduce manual intervention, and help employees navigate complex processes more easily.

## INCREASED VISIBILITY

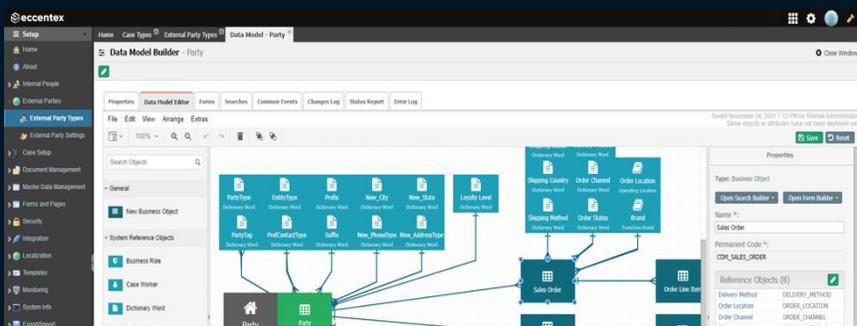
Provide clearer insight across tasks, cases, workloads, and performance so teams can identify issues earlier and make better decisions.

## AGILITY & FLEXIBILITY

Enable business teams to build and adapt applications through visual design and generative AI prompts, without traditional coding dependency.

## ENTERPRISE READINESS

Support secure, scalable, integrated case operations that can evolve across departments, channels, and industries.



Build your own Business Application and deploy it in record time.

# Dynamic Case Management

ECCENTEX HYPERAUTOMATION CLOUD - BUILT-IN PLATFORM CAPABILITIES

## HOW ECCENTEX HYPERAUTOMATION CLOUD SUPPORTS DYNAMIC CASE MANAGEMENT

Dynamic Case Management is part of **Eccentex HyperAutomation Cloud** platform, and it is supported by a broader platform foundation that connects case management with work distribution, AI services, content, analytics, integration, and customer context. This gives organizations a more extensible and future-ready operating model for case-driven business processes.

## ECCENTEX HYPERAUTOMATION CLOUD SUITE OF CAPABILITIES

<p><b>INTELLIGENT WORK AUTOMATION</b></p> <p>Automate task distribution, workload balancing, priorities, and deadline-aware work orchestration across teams and departments.</p>	<p><b>AI-ASSISTED KNOWLEDGE BASE</b></p> <p>Surface relevant knowledge and trusted guidance to support faster, more accurate case handling and employee productivity.</p>	<p><b>SMART DOCUMENT HANDLING</b></p> <p>Support document-heavy case scenarios by connecting case work with captured, organized, and accessible case-related content.</p>	<p><b>BUSINESS INTELLIGENCE</b></p> <p>Track case performance, operational trends, KPIs, and service outcomes with real-time dashboards and analytics.</p>
<p><b>CUSTOMER 360 DESKTOP</b></p> <p>Bring together third-party data and case context into a unified desktop so users can work with the right information at the right moment.</p>	<p><b>LOW-CODE / NO-CODE ADAPTABILITY</b></p> <p>Tailor workflows, case types, rules, forms, and operational logic as business needs evolve.</p>	<p><b>PLATFORM-LEVEL OPEN APIS</b></p> <p>Connect legacy, homegrown, and third-party systems through standard connectors, actions, and APIs.</p>	<p><b>FEDERATED AI SERVICES</b></p> <p>Leverage AI capabilities across case design, assistance, decision support, orchestration, and experience improvement.</p>

**WHY ECCENTEX FOR DYNAMIC CASE MANAGEMENT?**

Organizations choose Eccentex because it combines the power required for enterprise case automation with the flexibility needed for real-world operations. Dynamic Case Management brings together adaptive workflows, 360-degree visibility, intelligent work distribution, case collaboration, low-code / no-code configurability, AI-assisted agility, analytics, and open integration in one extensible foundation.

**A SMARTER FOUNDATION FOR ENTERPRISE CASE OPERATIONS**

Eccentex Dynamic Case Management helps organizations move beyond fragmented task handling and disconnected systems. By connecting people, processes, content, data, and AI-assisted automation in one environment, Eccentex enables teams to manage complex casework with more speed, control, flexibility, and transparency. As part of Eccentex HyperAutomation Cloud, the solution provides a scalable foundation for continuous process improvement across industries and use cases.



Should you have any questions, please contact Sales, or visit [Eccentex.com](https://www.eccentex.com) to learn more about Dynamic Case Management.

