



eccentex HyperAutomation Cloud

Eccentex Court Case Management

The **Eccentex Court Management Solution** is designed to modernize court operations, streamline case administration, and enhance access to justice. Built on the Eccentex AppBase platform, the solution enables courts to efficiently manage the full lifecycle of court cases while improving transparency, collaboration, and service delivery for judges, clerks, attorneys, and the public.

Major Capabilities of the Solution

End-to-End Case Lifecycle Management

The solution supports end-to-end judicial process—from case initiation and intake through hearings, rulings, enforcement, and closure. Courts can configure workflows for civil, criminal, family, probate, and specialty courts, ensuring that each case type follows standardized yet flexible procedures. Automated routing, task assignments, and deadlines help reduce manual effort and ensure compliance with statutory and procedural requirements.

Low-Code Configuration and development for Rapid Adaptability

Leveraging Eccentex's low-code architecture, courts can quickly adapt processes, forms, and business rules without extensive custom development. This allows judicial organizations to respond rapidly to legislative changes, policy updates, or operational reforms while minimizing dependency on IT resources and reducing long-term costs.

Digital Case Intake and Intelligent Document Processing

The platform enables secure electronic filing, handling of digital forms, and embed a centralized document management. All case-related documents, evidence, transcripts, and correspondence are stored in a unified, searchable repository with robust version control and audit trails. This eliminates paper-based inefficiencies and ensures that authorized stakeholders always have access to accurate, up-to-date information.

Scheduling, Calendaring, and Resource Management

Integrated scheduling tools manage court calendars, hearings, judge assignments, and courtroom resources. Automated notifications and reminders help reduce continuances and no-shows, while real-time visibility into schedules improves coordination across departments and jurisdictions.

Role-Based Access and Security

The Eccentex Court Management Solution provides granular, role-based access controls to protect sensitive data and ensure compliance with judicial security standards. Judges, clerks, administrators, attorneys, and external participants each receive tailored views and permissions aligned with their responsibilities.

Public Access and Citizen Engagement

The solution supports secure public portals that allow litigants and attorneys to submit filings, check case status, receive notifications, and make payments online. By improving transparency and accessibility, courts can enhance public trust and reduce in-person visits and administrative workload.

Analytics, Reporting, and Performance Insights

Built-in dashboards and reporting tools provide real-time visibility into caseloads, backlogs, processing times, and operational performance. Court administrators can leverage these insights to improve resource allocation, measure efficiency, and support data-driven decision-making.

Seamless Integration and Scalability

Designed for interoperability, the solution integrates with existing justice systems such as law enforcement, prosecution, corrections, financial systems, and document repositories. Its scalable architecture supports courts of all sizes—from local jurisdictions to statewide court systems—while maintaining consistent performance and reliability.

With this solution our customers receiving significant improvement on multiple KPIs, such as:

30% workforce related efficiency can be gained across universal queue and blended workplaces. The solution makes the job easier and less repetitive for your most valued employees.

20% faster reaction time achieved by using a single user interface across all departments to monitor and manage all customer related queues and tasks.

10% higher employee satisfaction can be realized through unified agent experience. No need for copy and past data between different application siloes.



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*Some features may require additional subscription or service



Eccentex Work Item Management

Leverage all benefits of the Universal Queue based push, pull or combination of both work-item distribution strategies and ensure all task and case-work timely fulfillment.

The screenshot displays the Eccentex Work Item Management interface. At the top, there's a navigation bar with 'Home', 'Customer', and 'Pat Thompson'. Below this, a customer profile for Mr. Pat Thompson is shown, including contact information and a 'Gold Member' status with a '687 GOOD' score. A 'Suggestions' section offers services like 'Fee protection service' and 'Auto loan (new credit score)'. The main area shows a list of cases, with the 'Excessive Fees Complaint' case selected. A detailed 'Case Journey' is visible, showing steps like 'Initial Assessment of Complaint', 'Document Collection & Verification', and 'Credit check'. A 'Case Journey' diagram on the left shows the flow of the case through various stages.

Key Features

- Push to Skill / Queue
- SLA Enforcement
- Queue Management
- Auto Close / Reroute
- Work Reprioritization
- Named Agent Routing
- Fair Load Balancing
- Value Based Rules
- Business Calendars
- ...and many more

ADDITIONAL WORK ITEM MANAGEMENT FEATURES

Embedded Case Management

The solution embedding full scale Dynamic Case Management capabilities to enable organizations to define, automate and optimize complex business processes .

External Work Items Routing

Eccentex Work Item Management integrates with existing enterprise systems such as ERP, BPM, CRM, and custom legacy solutions, to establish a unified global work queue that can be prioritized by business value and urgency.

Service Level (SLA) Management

The pre-set Business Rules guarantee that work items are completed within their given SLA timing. The rules efficiently prioritize all work items based on their value, urgency and/or severity and ensuring that the most critical work items are addressed first.

Rule Based Reprioritization

The automated Queue Manager continually reassesses all work items during their lifecycle to maintain an up-to-date priority, enabling the most important ones to remain at the top, or new critical work items to barge to the top.

Work Item Parking

Agents can place work items on hold into their personal queues and come back to them later. They can set specific due dates and get notified as they approach.

Work Item Bundling

Eccentex Work Item Management can consolidate related works into a single bundled work item then assign them to the same agent. For example, packaging a customer's support requests for the last hour into a single work item.

Blended Agent Support

The solution is designed to support agents that work on both real-time and non-real-time interactions in a multi-skill environment. Agents can continue accepting calls and chats while working on less critical work items in the background.

Automated Screen-pop

Customer 360 information screen pops up automatically together with the work item management page including customer data, external data and actions, related work items and more. Every work item can have its own context-aware view.

Automated Event Triggers

As the work item goes through its lifecycle, event triggers can be created for follow-up actions, such as sending a notification to the customer or updating a CRM system.

Advanced Email Management

The solution comes with a built-in email management feature that brings advanced capabilities like email preview, email parking and related workflow automation.

Scheduled Calls & Call Backs

Agents can schedule outbound calls as part of a workflow enriched with scripts and context. The solution allows agents to schedule call backs with due dates or Supervisor Control.

Push & Pull with Workbin Support

Supervisors can configure the solution to automatically push work to the best available agent or to a queue. Push can avoid "Cherry Picking" and unfair distribution of load. The systems supports group and personal workbins as well.

Supervisor Control

The solution gives supervisors real-time control over every work item allowing them to be reassigned, moved between queues, change their priorities, bundle them or perform any business-specific actions.

Historical & Analytical Reporting

Eccentex Work Item Management stores detailed information on when and how the work was done. Data schemas enabling summaries and aggregates required in support of business strategies. When connected to existing enterprise BI tools, including Eccentex BI, manager gain access to comprehensive reports and dashboards across the entire customer journey.

