unqork

Status Blueprint Accelerator: Simplifying Bespoke Status Management

Build and maintain a system of statuses within a bespoke case management application faster and easier with Unqork's Status Blueprint Accelerator.
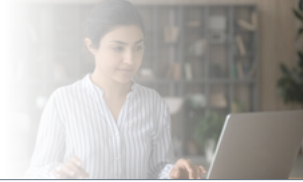
Building an effective case management system to collect, organize, and resolve customer service cases across any channel can be a complex and tedious undertaking. At the core of any case management system are a series of statuses, actions, and checklist items that power workflows for each case type an organization manages. However, using traditional approaches to build and maintain this bespoke status management system is expensive, takes a long time to build, and lacks the flexibility required to easily maintain and scale as business needs evolve. Further, the lack of transparency into references and dependencies across components and modules within a bespoke status management system makes iterations extremely arduous and error-prone.

Unqork's **Status Blueprint Accelerator** transforms the creation of a bespoke status management system by centralizing and standardizing statuses, actions, and checklist items as a dynamic component of a case management application. Accounting for roughly 75% of common use cases, the accelerator provides a framework for Solution Architects to easily plug in their statuses and workflows—enabling status blueprints to be defined in minutes rather than hours. Because the Status Blueprint Accelerator is codeless and portable, Solution Architects can extend the framework to handle custom statuses and workflows, as well as bring components of the status blueprint into the larger application. With the Status Blueprint Accelerator, gain the needed transparency and flexibility to iterate and scale for future business needs.

Key Benefits

◆ **Accelerate time to value**
 Dramatically reduce configuration and QA costs by building your status management system faster

◆ **Reduce maintenance burden**
Reduce the risk and cost associated with updating your system of statuses during and after the initial delivery

◆ **Improve transparency**
With a centralized definition of the status blueprint it becomes easier to understand, hand off, and validate with stakeholders

Key Capabilities

Quickly Build
Create a bespoke system of statuses, actions, and checklist items in minutes

Automate workflows
Further automate your case management process by orchestrating internal and external workflows based on status actions

Institute robust role-based access controls
Restrict who can complete checklist items and execute actions based on user role

Intuitive pre-built status UI
After the Status Blueprint is built, leverage the accelerator's built-in, user-facing UI throughout the case management application to allow end-users to move a case through its lifecycle

Freely iterate
Leverage the Preview tool to visualize your Status Blueprint and move a sample case through the entire status lifecycle

Built-in documentation
Document as you build using the status setting and comments field to better align your teams

Portable status management
Export and import a status blueprint's JSON to promote changes from test environments to production environments or other systems safely

Customize where needed
Unqork's Codeless Architecture enables Solution Architects to extend the status blueprint framework to fit their particular business needs

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About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Organizations like Goldman Sachs, Liberty Mutual, the District of Columbia, and Maimonides Medical Center are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches.

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