

Introducing Alerts

Keeping You Informed and Proactive in Iken Cloud



204 results | Clear filters

Action	Reference	Name	Status	Open	Date
	pln-dev-008	12 Apple Street, Cranchester, CC10 9AF	Planning: Development	Open	02/01/2024
	foi-001	FOI - Cranchester Council HR Depart...			13/07/2021
	sch-003	Cranchester Juniors - Grant Melton			06/07/2021
	hse-dis-006	3 The Grange, Cranchester, CC5 4SP			22/06/2021
	sch-002	Cranchester Infants - Mikail Navarro			21/06/2021
	hus-dis-005	Crossways, Cranchester, CC14 8HY			18/06/2021
	con-les-010	Hearts Delight, Cranchester, CC15 7H			15/06/2021
	con-rtb-010	16 Leivers Road, Cranchester, CC14 9JD	Conveyancing: Right to ...	Open	25/05/2021
	hus-dis-004	14 Sandwich Close, Cranchester, CC20 3QG	Housing: Disrepairs	Open	19/05/2021
	sch-001	Cranchester Grammar - Freja Hubbard	Schools: Admissions Bo...	Open	17/05/2021

Alerts **12**

- Medium** Today, 09:05
The risk has been updated for this case. The risk assessment should be commenced/updated.
Crossways, Cranchester, CC14 8HY
- High** Today, 16:35
You have been assigned as the owner for this case
12 Apple Street, Cranchester, CC10 ...
- High** Yesterday, 12:05
A new diary item that has been assigned to your team.
FOI - Cranchester Council HR Dep ...

The Challenges and Needs for Alerts



Managing your cases and matters efficiently is no small task. Manual communications like emails and instant messages often lead to missed tasks and compliance issues. Some of the key challenges you're likely facing include:



Reducing Manual Follow-ups: You shouldn't have to rely on manual emails or instant messages to keep your team informed.

Compliance: It's vital to follow processes accurately through automated notifications within the system.

Tracking Critical Events: You need to ensure key events are monitored, and escalate issues when they aren't addressed.

Configurability: It's essential to have alerts and notifications tailored specifically to your organisational needs.



Iken's Solution

Keeping You Informed and Proactive

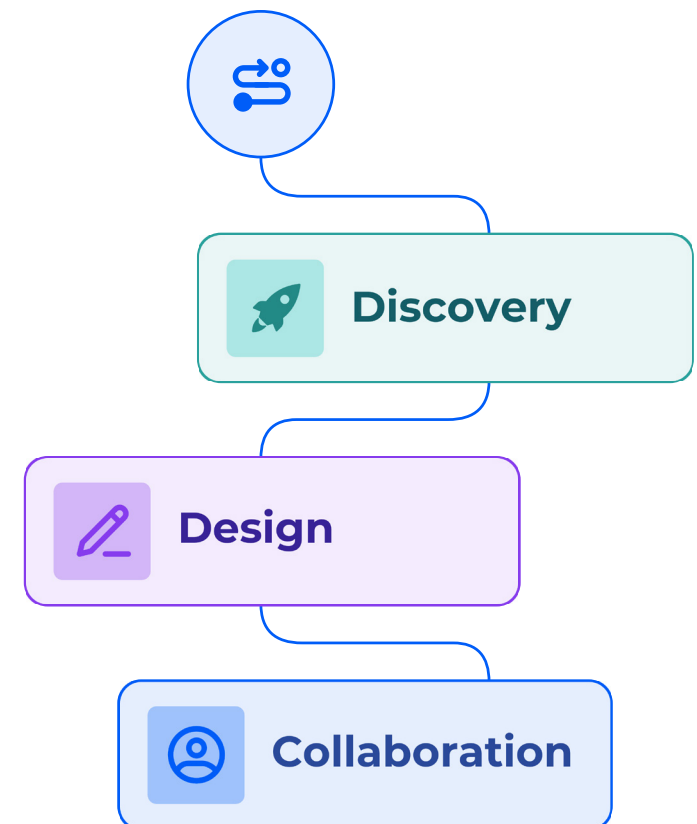
To address these challenges, we've developed a robust Alerts feature in Iken Cloud. Our approach ensures that notifications are real-time and fully configurable, keeping your team informed and prompting them to action. Here's how we developed this solution:

Discovery: We reviewed the functionality of our existing product. We gathered and analysed feedback from our clients.

Design: We improved upon the existing functionality. We conducted user experience testing with high-fidelity prototypes to ensure the design is intuitive.

Collaboration: We closely collaborated with clients to identify and prioritize essential features. We ranked these elements to ensure the most critical alerts are developed first.

By following this structured process, we've ensured that our Alerts feature is both user-friendly and effective.



How it works

The Alerts feature in Iken Cloud monitors various events and conditions within your case management system. When specific triggers are met, alerts are generated and sent to the relevant team members. Our alerts come in two main types:



Action Notifications: These prompt your team to perform specific tasks.



Informational Notifications: These keep your team informed about important events.

Alerts can be configured, allowing your superusers to tailor messages and recipient actions. You can mark these alerts as “complete” or “dismissed”, ensuring everyone is up to date on the current status.

Alerts 12



Medium Today, 09:05

The risk has been updated for this case. The risk assessment should be commenced/updated. ✓ ×

Crossways, Cranchester, CC14 8HY [↗](#)



High Today, 16:35

You have been assigned as the owner for this case ✓ ×

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FOI - Cranchester Council HR Dep ... [↗](#)

Features & Benefits

- ✓ **Customisable Alerts:** Tailor alerts to suit your specific needs, configuring both the triggers and conditions.
- ✓ **Real-Time Notifications:** Receive alerts in real time, ensuring your team can act promptly.
- ✓ **Shared and User-Specific States:** Manage alerts through various states like unseen, unread, open, completed, and dismissed.
- ✓ **Escalations:** Unresolved alerts can be escalated to ensure critical tasks are addressed.
- ✓ **Visual Indicators:** Clear, intuitive visual cues help you manage and track alerts efficiently.
- ✓ **Enhanced Compliance:** Automated alerts ensure you're sticking to processes and completing tasks on time.
- ✓ **Reduced Manual Work:** Cut down on the need for manual communication, saving you time and reducing errors.
- ✓ **Real-Time Tracking:** Keep track of key events as they happen, making sure nothing falls through the cracks.
- ✓ **Flexible Configuration:** You adapt the system to fit your unique needs, with the ability to scale as your organisation grows.
- ✓ **Collaborative Management:** Shared states and alert escalations mean your team can work together more effectively to manage tasks.

Tailor Your Alerts

Alert for: Matter

When: Creating

Altering

1 item selected

Conditions: Matter status

Equals

Auto-Escalate Critical Tasks

Escalation offset: 5 Days of incompletion

Escalation recipients: Case Owner (client), Supervisor (client)

Real-Time Team Updates

High Yesterday, 12:05

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FOI - Cranchester Council HR Dep ...

Enhancing Case Management Productivity



Use Cases for Iken Cloud Alerts



Case Creation and Assignment: Automatically notify relevant staff when a new case is created and assigned.



Status Change Alerts: Notify users when a case status changes, such as when a case is re-opened, ensuring all relevant stakeholders are informed.



Risk Assessment Alerts: Prompt the case officer to carry out an initial risk assessment when a new case is created, or notify them of changes in risk levels.



Escalation for Incomplete Tasks: Escalate alerts to the rest of your team or management if critical tasks are not completed within specified timeframes.



Task and Deadline Management: Configure alerts to notify you when a case is due for archiving or destruction.

Our Alerts feature in Iken Cloud is designed to make your case management process smooth and efficient, enhancing both productivity and collaboration across your team. We're here to support you every step of the way.




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sch-adb-008	12 Apple Street, Cranchester, CC10 9AF	Planning: Development		02/01/2024
fol-inf-010	FOI - Cranchester Council HR Depart			13/07/2021
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