

Case Management Solution Overview

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With a solution, you can group together all workflows and artifacts related to a case.

A solution can include the following components.

- Master workflow (all solutions have one)
- Sub-workflows
- Shared data model
- Shared variables

With shared artifacts, you can create a powerful case management solution with a master workflow and a set of tools for case workers to use to effectively resolve a case (i.e., sub-workflows, case data, analytics, and so on).

There are several types of solutions:

Solution Type	Description
Generic Solution	Basic solution with a master workflow that you can package with additional elements.
HotOperations Solution	A solution that includes HotOperations and advanced resource management.

Tip: Generic solutions can satisfy basic case management scenarios. For high-volume work optimization and enterprise-level case management, use a HotOperations solution.