CNEXT BUSINESS APPLICATIONS · DATA MODEL · ONE-OFF

Data model, service orders

CUSTOMER
Muster AG, Bern (fictional)

ENVIRONMENT
Muster Service (production), managed environment

AS OF
20 October 2026

DATA SOURCES
Three SharePoint lists and one Excel file

7	4	18'600	4
tables	security roles	records migrated	applications on the same base

When you receive this document: Before the first app is built, for your approval.

Summary

Orders, customers, devices and spare parts live today in three SharePoint lists and one Excel file. The model brings them into seven tables; relationships link order, device and customer, so every detail is maintained in one place. The technician app, two flows and the customer question agent work with the same data. Four roles set who sees what: technicians see their own orders, the agent reads orders and devices and only creates questions.

Tables

TABLE	CONTENT	SOURCE	WRITE ACCESS
Order	Service order with status, date and report	SharePoint list Orders	Dispatch, technicians (own)
Customer	Company, site, service contract	SharePoint list Customers	Dispatch
Contact	Contact person at the customer	SharePoint list Customers	Dispatch
Device	Serial number, model, service interval	SharePoint list Devices	Dispatch, technicians
Spare part	Item and stock level	Excel file Spare parts	Warehouse
Parts used	Spare parts per order	New	Technicians (own)
Question	A customer question and the agent's answer	New	Agent (create only)

To settle before building

- Licences: the twelve technicians need Power Apps Premium; the order runs through your licensing partner.
- The SharePoint lists stay readable for three months after migration and are then archived.

Next steps

After your approval we build the tables in the test environment and check every role with real accounts before any data is migrated.

Every name, system and number in this document is invented. Your report contains your environment on the day of the check.