

Script & Forms

Camunda

Genesys

Release 20-01-2021

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms Camunda Genesys	15-01-2021	Click here to enter text.	Click here to enter text.

TABLE OF CONTENT

1. RELEASE	3
2. IMPROVEMENTS OF THE FUNCTIONALITY “LINKED TICKETS BY PHONE NUMBER” ON ALL SCRIPTS	3
2.1. Goal	3
2.2. Solution :.....	3
2.3. Solution in detail	4
3. OTHER FEATURES.....	11
3.1. All scripts, limit of characters in comment	11
3.2. Script 1A, field “phone_mob_mut_index_patient” and phone_LL_mut_index_patient are now displayed 11	

1. Release

RELEASE NUMBER		
TYPE		URGENT
APPLICATION	Script & Forms, Camunda, Genesys	
VERSION		
DATE ACCEPTATION	12/01/2021	
DATE PRODUCTION	20/01/2021	

2. Improvements of the functionality “Linked tickets by phone number” on all scripts

2.1. Goal

The "linked ticket" functionality which aims to group together tickets that refer to the same telephone number (for example members of the same family) so that Call Centre agents can close these tickets as "duplicate" without having to call them. This new version avoids potential problems of interference between agents in the handling of these tickets.

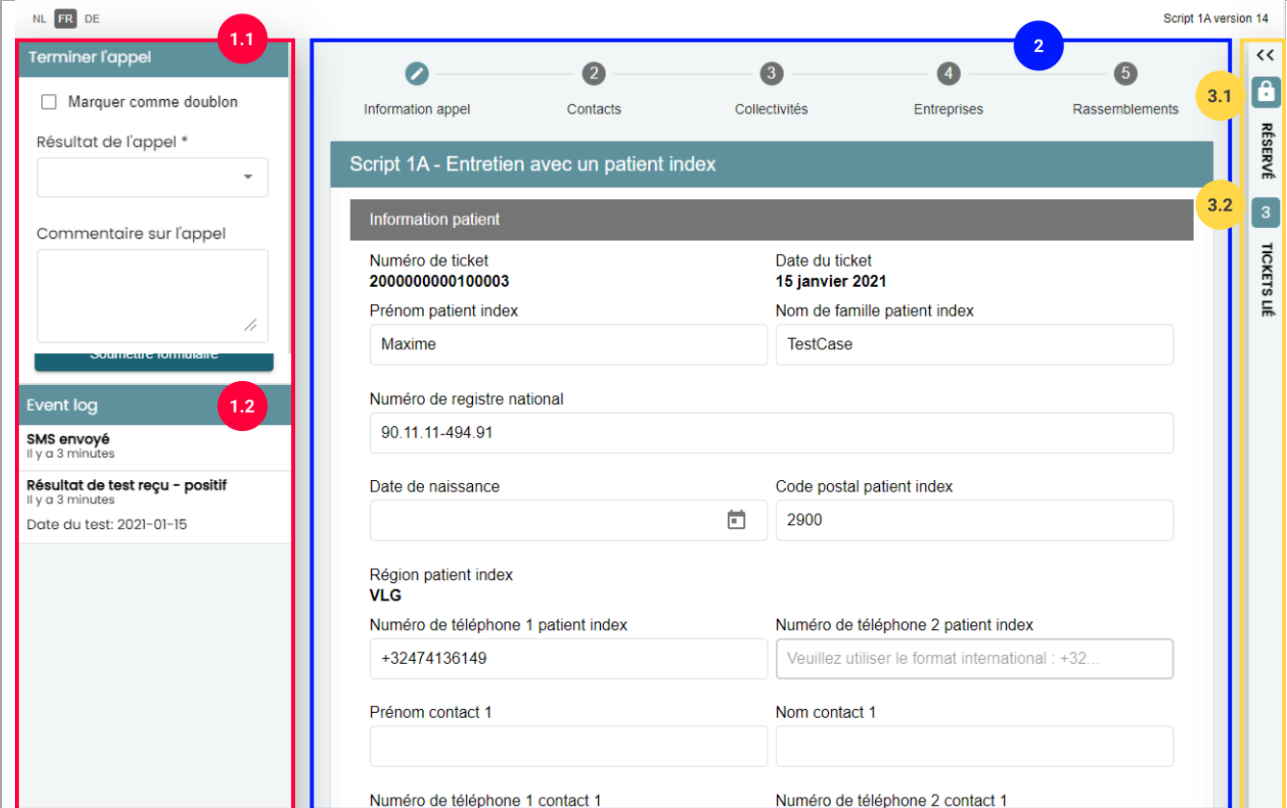
2.2. Solution :

- Display of “linked tickets by the same telephone number” in a right-hand column
- Introduction of the concept of "**ticket locking**" by agents
- Submitting a ticket as a duplicate without making a phone call

2.3. Solution in detail

2.3.1. Script&Forms layout

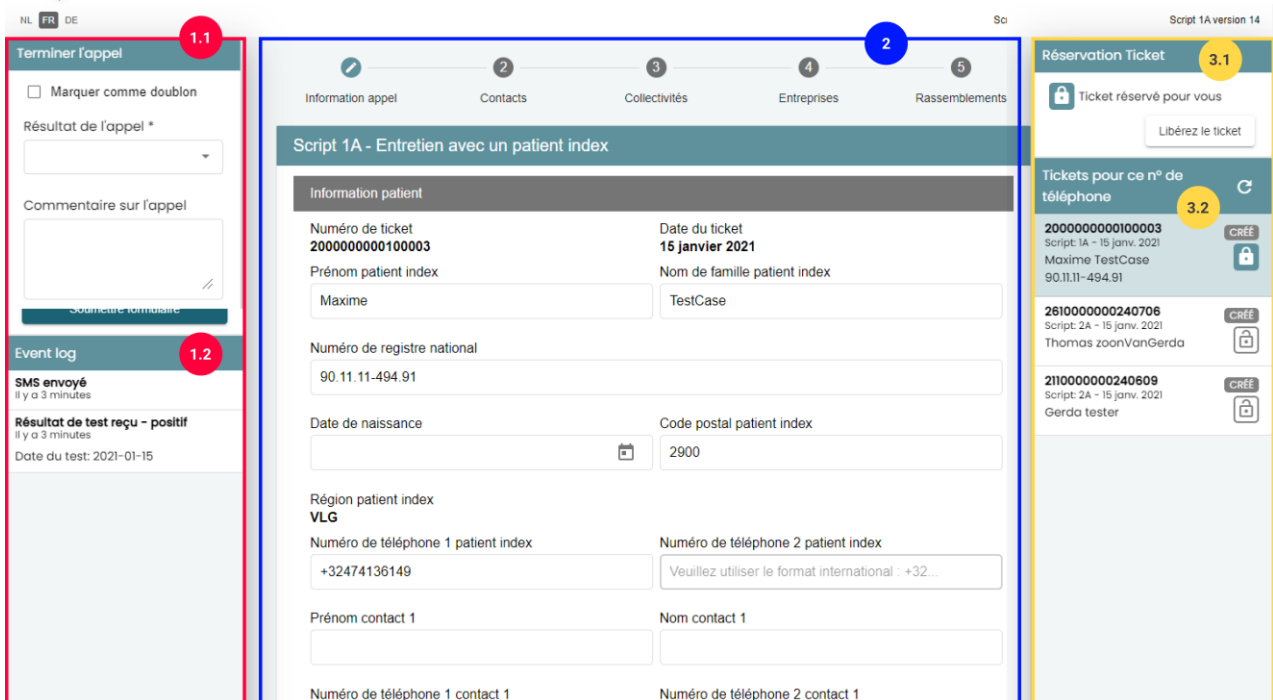
Script and Forms layout is now divided into 3 main areas :



The screenshot displays the Smals interface for 'Script 1A - Entretien avec un patient index'. The interface is divided into three main areas:

- Area 1.1 (Left Sidebar):** Contains 'Terminer l'appel' (End call) with a checkbox for 'Marquer comme doublon' (Mark as duplicate), a dropdown for 'Résultat de l'appel *' (Call result), a text area for 'Commentaire sur l'appel' (Call comment), and an 'Event log' section showing 'SMS envoyé' (SMS sent) and 'Résultat de test reçu - positif' (Test result received - positive).
- Area 2 (Top Navigation):** Features a horizontal menu with tabs for 'Information appel', 'Contacts', 'Collectivités', 'Entreprises', and 'Rassemblements'.
- Area 3 (Main Content Area):** Displays the patient information form with fields for:
 - Numéro de ticket (Ticket number): 200000000100003
 - Date du ticket (Ticket date): 15 janvier 2021
 - Prénom patient index (Patient index first name): Maxime
 - Nom de famille patient index (Patient index last name): TestCase
 - Numéro de registre national (National register number): 90.11.11-494.91
 - Date de naissance (Date of birth)
 - Code postal patient index (Patient index postal code): 2900
 - Région patient index (Patient index region): VLG
 - Numéro de téléphone 1 patient index (Patient index phone 1): +32474136149
 - Numéro de téléphone 2 patient index (Patient index phone 2): Veuillez utiliser le format international : +32...
 - Prénom contact 1 (Contact 1 first name)
 - Nom contact 1 (Contact 1 last name)
 - Numéro de téléphone 1 contact 1 (Contact 1 phone 1)
 - Numéro de téléphone 2 contact 1 (Contact 1 phone 2)

"Right panel are" is reduced if the screen is not wide enough.



The screenshot displays the Smals interface with three main sections highlighted by red, blue, and yellow boxes:

- 1.1 Left Panel (Terminer l'appel):** Contains a checkbox for 'Marquer comme doublon', a dropdown for 'Résultat de l'appel *', a text area for 'Commentaire sur l'appel', and an 'Event log' section with 'SMS envoyé' and 'Résultat de test reçu - positif' notifications.
- 2. Main Form (Script 1A - Entretien avec un patient index):** A detailed form for patient information including ticket number (200000000100003), date (15 janvier 2021), patient name (Maxime TestCase), national register number (90.11.11-494.91), birth date, postal code (2900), region (VLG), and contact details.
- 3.1 Right Panel (Réservation Ticket):** A list of ticket reservations with columns for ticket number, script type, creation date, and agent name. Each entry includes a 'CRÉÉ' status and a padlock icon.

1. Left Panel

1.1 Wrap-up code

1.2 Event log

2. Script

3. **Right panel :** This area is minimized by default (unless your screen is large enough). The area is open when you hover the mouse over it.

3.1 (active) Ticket reservation

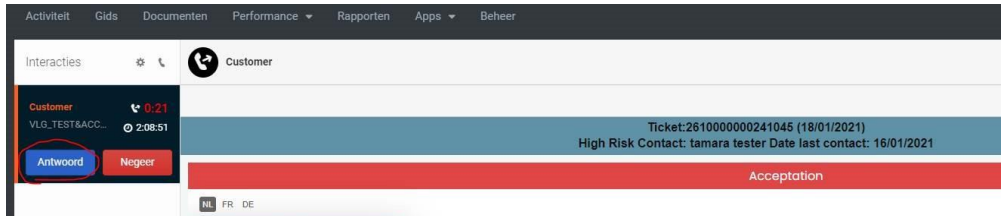
- Icon “padlock locked” in green = this ticket is booked for you
- Icon “padlock unlocked” in white = this ticket is available
- Icon “padlock locked” in red = this ticket is already booked by another agent

3.2 Linked tickets with the number of tickets grouped together

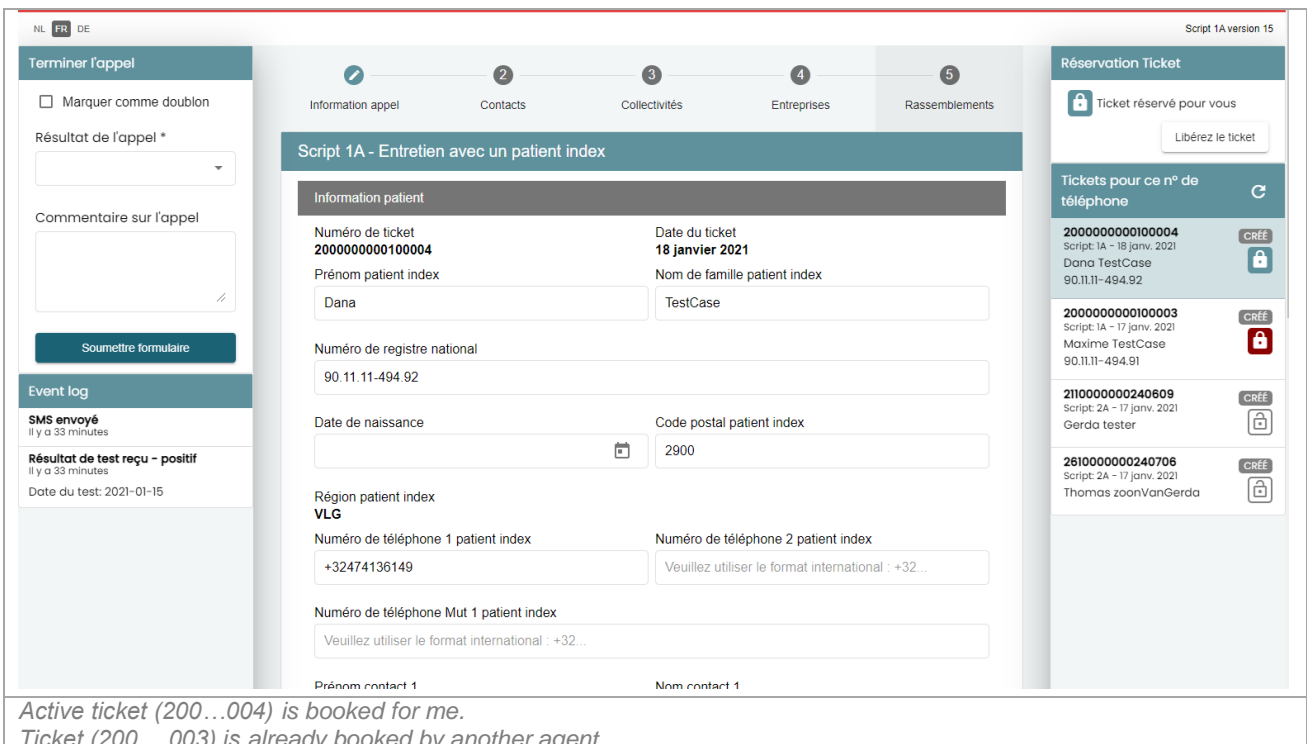
- Icon “refresh” to refresh the “locked status” by ticket
- For each linked ticket
 - Ticket number
 - Type of script (1A, 2A,...)
 - Script creation date
 - Citizen’s First and last name
 - Citizen’s Nation Register
 - Ticket Status (create, draft, submit, could not be reached)
 - Button « padlock » button to lock a linked ticket
 - Icon “padlock locked” in green = this ticket is booked for you
 - Icon “padlock unlocked” in white = this ticket is available
 - Icon “padlock locked” in red = this ticket is already booked by another agent

2.3.2. Use case « Outbound Call »

1. An agent takes a ticket offered in Genesys and opens the ticket.
2. The ticket will be automatically booked when the agent clicks on the "answer" button in Genesys.



3. Handling of linked tickets by agents
 - a. in order to process a locked ticket, the agent must check if the ticket is available (unlocked padlock icon in white) and click on it to reserve the ticket for him/her (locked padlock icon in green)
4. **Available ticket** : If a ticket is available, the agent can click on the padlock icon to reserve it and will then be able to fill in a wrap-up code for this ticket.
5. **Already booked ticket** : If a ticket is already booked by another agent (locked padlock icon in red), The agent will then see the name and surname of the other agent who has already booked the ticket (as the timestamp). He/she will not be able to submit the ticket and will see an error message.



Script 1A - Entretien avec un patient index

Information patient

Numéro de ticket: 200000000100004 | Date du ticket: 18 janvier 2021

Prénom patient index: Dana | Nom de famille patient index: TestCase

Numéro de registre national: 90.11.11-494.92

Date de naissance: | Code postal patient index: 2900

Région patient index: VLG

Numéro de téléphone 1 patient index: +32474136149 | Numéro de téléphone 2 patient index: Veuillez utiliser le format international : +32...

Numéro de téléphone Mut 1 patient index: Veuillez utiliser le format international : +32...

Prénom contact 1: | Nom contact 1:

Active ticket (200...004) is booked for me.
 Ticket (200....003) is already booked by another agent

NL FR DE
Script 1A version 14

Terminer l'appel

Résultat de l'appel *

Commentaire sur l'appel

Soumettre formulaire

Ce ticket est réservé par un autre agent. Regardez le panneau à droite afin d'obtenir des informations supplémentaires.

Event log

SMS envoyé
Il y a 3 jours

Résultat de test reçu - positif
Il y a 3 jours

Date du test: 2021-01-15

1 Information appel
2 Contacts
3 Collectivités
4 Entreprises
5 Rassemblements

Script 1A - Entretien avec un patient index

Information patient

Numéro de ticket 200000000100003	Date du ticket 15 janvier 2021
Prénom patient index Maxime	Nom de famille patient index TestCase
Numéro de registre national 90.11.11-494.91	
Date de naissance	Code postal patient index 2900
Région patient index VLG	
Numéro de téléphone 1 patient index +32474136149	Numéro de téléphone 2 patient index Veuillez utiliser le format international : +32...
Prénom contact 1	Nom contact 1

Réservation Ticket

Ticket réservé par Martijn Willekens
il y a 5 minutes

Tickets pour ce n° de téléphone

200000000100004 CRÉÉ
Script: 1A - 18 janv. 2021
Dana TestCase
90.11.11-494.92

200000000100003 CRÉÉ
Script: 1A - 17 janv. 2021
Maxime TestCase
90.11.11-494.91

211000000240609 CRÉÉ
Script: 2A - 17 janv. 2021
Gerda tester

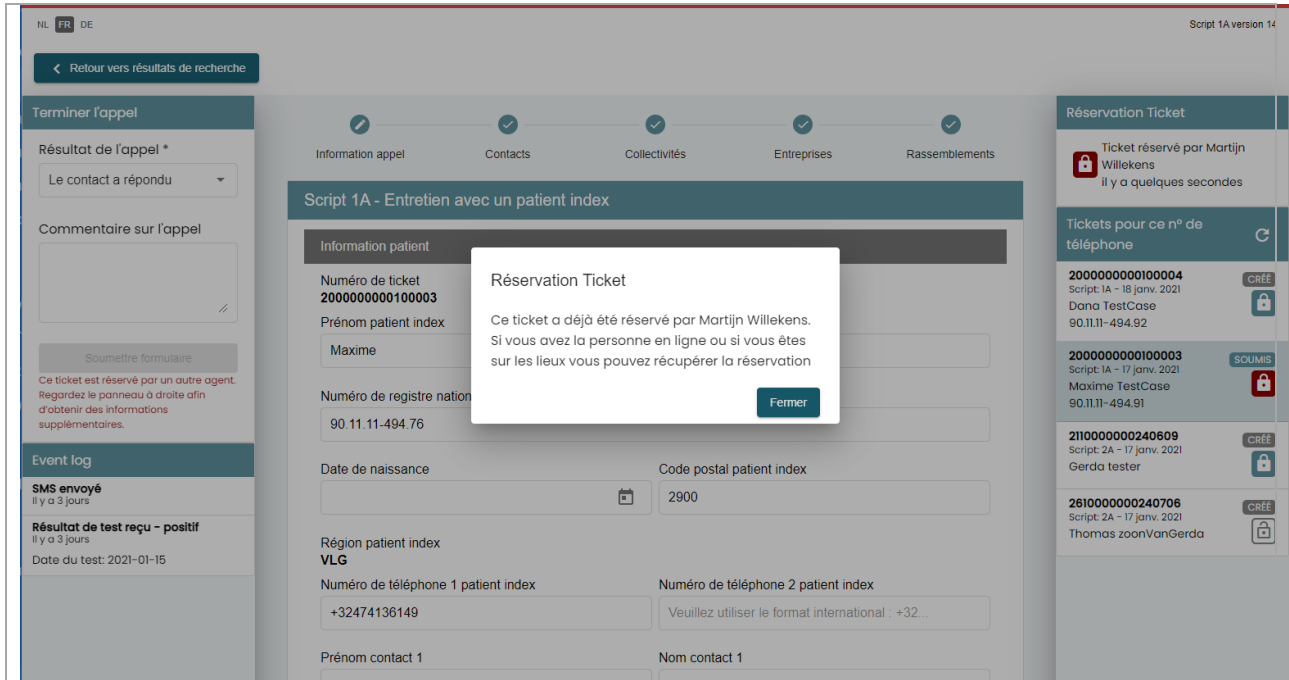
261000000240706 CRÉÉ
Script: 2A - 17 janv. 2021
Thomas zoonVanGerda

if a ticket is already locked by another agent, the submit button is disabled for you if a ticket is already locked by another agent, the submit button is disabled for you

6. **Lock take-over** : an agent may decide to take over a ticket already booked by another agent.

- a. The agent can only take the hand by using a keyboard combination
- b. When the « lock » is grabbed for another agent “B”, he/she will not be automatically notified and will not be able to submit this ticket
- c. The agent « B » will see an alert message :
 - a. When submitting
 - b. By clicking on the « refresh » button in “Linked ticket” area header
 - c. When saving (as draft) a ticket
 - d. When reloading the script

7. it is possible that a ticket available in Genesys has already been booked by another agent at the time of opening
 - a. Then the agent will see a popup with an alert message and a button to close the call.



8. **Closing a ticket as “double” :**
 - a. Tick the checkbox « mark as double »
 - b. Select the wrap-up code « mark as double »
 - c. this ticket will be automatically unlocked and will no longer be offered in Genesys
9. **Submitting a ticket as « person could not be contacted » :**
 - a. When a ticket is submit with the wrap-up code « could not be contacted », the ticket will be unlocked automatically after 1h30 and offered again in Genesys.

2.3.3. Use case « ticket research”

1. Agent searches for free ticket
2. In the results, he/she can see the lock status of a ticket (available, already locked by another agent).
3. To reserve it, the ticket must be opened and click on th button “book the ticket” in the "reservation ticket" area (3.1).

Résultats de la recherche						
Script ↑	Nom	Code postal	Numéro de ticket	N° Reg. Nat.	Statut	Dernière mise à jour ↓
2A	laura tester		2810000000241323		Créé	18 janv. 2021 14:50
2A	eddy test		2910000000241254		Créé	18 janv. 2021 14:50
1A	Willy TestCase	2900	2000000000100007		Soumis	18 janv. 2021 14:50
1A	Willem TestCase	2900	2000000000100006	90111149494	Créé	18 janv. 2021 14:49
2A	tamara tester		2610000000241045		Créé	18 janv. 2021 14:49
2A	shannon tester		2510000000241133		Créé	18 janv. 2021 14:49
1A	Dany TestCase	2900	2000000000100005		Soumis	18 janv. 2021 14:47
1A	Dana TestCase	2900	2000000000100004	90111149492	Créé	18 janv. 2021 14:39
2A	Gerda tester		2110000000240609		Créé	18 janv. 2021 14:39
1A	Maxime TestCase	2900	2000000000100003	90111149491	Créé	18 janv. 2021 14:39

Par page 10 1 - 10 de 12 < > >>

2.3.4. Use case « Inbound call »

the difference with the “outbound flow” is that the agent has to manually reserve the ticket in the 'reservation ticket' area (3.1).

2.3.5. Supported Genesys interface languages

This “linked ticket” functionality is compliant for Genesys with following interface languages: English, German, French & Dutch.

Voorkeuren

[Meldingen](#)[Chat](#)[Wachtwoord](#)[Pincode voicemail](#)[Taal](#)[Geluid](#)Voorkeurtaal ✕

Čeština (beta)
Dansk
Deutsch
English
Español
Français
Italiano
<input checked="" type="checkbox"/> Nederlands
Norsk
Polski
Português do Brasil
Suomi
Svenska
Türkçe
ไทย (beta)
한국어
日本語
简体中文
繁體中文

Alle Genesys Cloud-schermen worden bijgewerkt met uw taalselectie.

[Toepassen en opnieuw laden](#)

3. Other features

3.1. All scripts, limit of characters in comment

On all scripts, the character limit in ticket comments is increased from 250 to 500.

3.2. Script 1A, field “phone_mob_mut_index_patient” and phone_LL_mut_index_patient are now displayed

In order to help the agents to know why the tickets are linked to each other, the field with the phone number from the index patient health mutual is now displayed in the script 1A