

Script & Forms

Release 03-06-2021

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms	02-06-2021	Click here to enter text.	Click here to enter text.

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1. Release

RELEASE NUMBER		
TYPE		URGENT
APPLICATION	Script & Forms	
VERSION		
DATE ACCEPTATION	02/06/2021	
DATE PRODUCTION	03/06/2021	

2. New features

2.1. New wrap-up codes for the resending of CTPC codes and Quarantine certificate

It is now possible to resend the CTPC/PCR codes and the quarantine certificate on request of the citizen via the scripts.

In order to resend CTPC/PCR codes

- Agent will select the wrap-up inbound/success/ "**Resend PCR code**" in script 2C, 2E,2D,2A
- By default, the telephone number initially entered in the script will be used.
- The citizen can enter a new phone number in a field that will be displayed below the wrap up codes
- SMS will be send on form submit

In order to resend Quarantine Certificate

- Agent will select the wrap-up inbound/success/ "**Resend Quarantine certificate**" in scripts 2C, 2E,2D,2A
- By default, the email address initially entered in S&F will be used.
- Citizen can update his/her email address in a new field displayed below the wrap up codes in script 2E, new wrap-up code will also be available for outbound calls, because for this script PCR Code and Quarantine are sent before 2E scheduled.

In order to resend CTPC/PCR codes and Quarantine Certificate

- Creation of a new wrap-up code inbound / success / "**Resend PCR and Quarantine Certificate**" in script 2C, 2E,2D,2A
- By default, the email address and phone number initially entered in S&F will be used.
- Citizen can update his/her phone number and email address in 2 new fields displayed below the wrap-up codes
- in script 2E, new wrap-up code will also be available for outbound calls, because for this script PCR Code and Quarantine are sent before 2E scheduled.

Terminer l'appel	Terminer l'appel	Terminer l'appel
<input checked="" type="radio"/> Inbound <input type="radio"/> Field <input type="radio"/> Outbound <input type="radio"/> Local	<input checked="" type="radio"/> Inbound <input type="radio"/> Field <input type="radio"/> Outbound <input type="radio"/> Local	<input checked="" type="radio"/> Inbound <input type="radio"/> Field <input type="radio"/> Outbound <input type="radio"/> Local
<input type="checkbox"/> Marquer comme doublon	<input type="checkbox"/> Marquer comme doublon	<input type="checkbox"/> Marquer comme doublon
Résultat *	Résultat *	Résultat *
<input type="text" value="Renvoyer code PCR"/>	<input type="text" value="Renvoyer certificat de quaranta"/>	<input type="text" value="Renvoyer PCR et certificat de q"/>
Renvoyer code PCR sur un autre numéro de téléphone	Renvoyer certificat quarantaine sur une aute adresse e-mail	Renvoyer code PCR sur un autre numéro de téléphone
<input type="text" value="+32xxxxxxxx"/>	<input type="text" value="example@domain.com"/>	<input type="text" value="+32xxxxxxxx"/>
Renvoyer certificat quarantaine sur une aute adresse e-mail		Renvoyer certificat quarantaine sur une aute adresse e-mail
<input type="text" value="example@domain.com"/>		<input type="text" value="example@domain.com"/>
Commentaire sur l'appel	Commentaire sur l'appel	Commentaire sur l'appel
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Soumettre formulaire"/>	<input type="button" value="Soumettre formulaire"/>	<input type="button" value="Soumettre formulaire"/>

2.2. Various script updates

2.3. Script 1B – New index patient data

Index patient's Region and Zip Code is now displayed in "Patient index information" area.

2.4. Script 3B – Traveller label

The label "traveller : yes / no" is now displayed at the top of script 3B to indicate that the citizen comes from the "Passenger Locator Form" flow

2.5. Script 2B, 3B, 1B – New symptoms

Addition of 3 new minor symptoms to align all scripts with the 27 may release (nausea, vomiting, tiredness)

2.6. Script 1A – Label « treated directly »

In the summary of the added contact, next to the first name, name of the contact and the place of meeting with the index patient, a new column with the mention "treated directly: yes no" for House members treated directly in the call has been added

2.7. Script 2A, 2C and 2A House Members – Removal of Q5

Q5 ~~“Dans le cadre de votre travail, vous occupez-vous de personnes âgées, de personnes souffrant d'une maladie chronique telle que le diabète ou une maladie cardiaque ou pulmonaire, ou de personnes ayant un système immunitaire affaibli ou une maladie cancéreuse active ? Il peut s'agir d'un hôpital, d'une maison de repos, d'un centre pour personnes handicapées, de soins à domicile, d'aide à domicile...”~~

Oui

Non

The question about the citizen's work with people at risk has been removed from the scripts as it's no longer a trigger for the rules to be followed since January 2021.