Script & Forms

Release 27-05-2021

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms	25-05-2021	Click here to enter text.	Click here to enter text.

Template version 1.1

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1. Release

RELEASE NUMBER		
TYPE		URGENT
APPLICATION	Script & Forms	
VERSION		
DATE ACCEPTATION	26/05/2021	
DATE PRODUCTION	27/05/2021	

2. New features

2.1. Immediate processing of cohabitant HR contacts without scheduling a call during index patient interview

When interviewing an index patient in script 1A, the agent can now decide to treat the cohabitant directly if he or she is available on the phone or to schedule a 2A call.

This option is now available for cohabitants who require PCR codes, quarantine certificates and who are identified as High Risk Contacts.

Use case

- The agent completes the first part of the form with the data of the "cohabitant" contact. If the contact is identified as an HR contact, then the question *"Do you want the interview with your cohabitant to be carried out now?"* is displayed.

- Agent may decide to interview the cohabitant directly or not and so reschedule a contact with them at another time
- In case the cohabitant is available, the following additional information will be requested from the cohabitant
    - His/her National Register Number
    - The same logic of questions as Script 2A to determine rules to follow :
        - Symptoms : yes/no
        - Strict isolation : yes/no
        - Advice with rules to follow
        - Isolation address (automatically pre-filled with index patient's address)
        - Questions about vaccination
        - Questions about CoronAlert app
- after adding the contact, mention "no scheduled calls" will be displayed next to the first and last name

Business Rules

- The "cohabitant treated without call", will be triggered AFTER the successful submission of ticket 1A
- There will be 10 minutes between the submission of the 1A and the creation of the 2A form, in order to update the event log and the linked tickets correctly.
- At this time, Camunda will do a check if the contact is already known as index patient or High Risk Contact following the current rules.
  - If the contact does not yet exist in the system, then a 2A ticket will be created and automatically closed with the wrap-up code "success" (and without scheduling a call in Genesys). The contact will receive his/her PCR codes by SMS and his quarantine certificate
- After 1A ticket submission : agent can no longer modify the contact data inside the 1A. If the agent wants to edit the data, he/she must be able to find the "2A House member"' ticket created from the advanced search (via the NISS of the contact or linked ticket).

Identify "cohabitant" 2A script

In order to identify "automatically closed 2A tickets for cohabitants", the following actions will be taken:

- The prefix "H" will be added to ticket number. e.g : "H310000000414301"
- Mention *"House member with no call"* will be displayed on top of theses 2A scripts

Linked ticket

Camunda will automatically add the Index patient phone number as secondary number for the cohabitant treated directly. This way there's a guarantee that the ticket will be visible under 'linked tickets' view (also there will also always be a phone number for the contact, even if the agent only fills in address info).

2.2. Display Coronalert « Covicodes » for index patient

In order to anonymously notify their contacts of his infection in the application, an index patient can receive an activation code (Covicodes) during the call 1A.

Use case

- Addition of the new question "Q11F" - *Do you want to add your positive test result to the Coronalert app to anonymously notify your contacts that you are infected with the Covid19 virus?"*
- If the answer is yes, the agent can generate a unique 12-digit code that can be communicated by telephone to the citizen

<mark>Important</mark> :

- Citizens must have updated their application to access this feature
- This code is only valid for 20 minutes after its generation.
- it is therefore advisable that the citizen enters the code in his application directly during the call
- The validity period of a code is displayed next to it.
- If it is no longer valid :
    - an error message will be displayed
    - the agent can regenerate a new code

2.3. Various scripts update

Add new type of symptoms
- nausea, vomiting and fatigue
- in script 1A, 2A, 2C, 2D, 2E

Add support to book test
- In Advices of script 2E, addition of the same text as in 3B in order to help the citizen to book a test

Ask the person on whether they need support during their quarantine
- In script 2E, addition of information for agent at the end of the script as well as the "need for help" area in the left column to indicate if a person needs additional support during their quarantine

Add new reason of non-collaboration "no travel to Belgium"
- In script 2E, add the option "the trip to Belgium did not take place " in Q2

Change Low Risk Contact definition
- In script 1A, clarification of the low risk contact definition

Ask why the person has made an autotest
- In Script 2D, add new question *"Why did you do this self-test?"* to check if citizen use it properly.