Script & Forms

Camunda

Genesys

Release 20-01-2021

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms Camunda Genesys	18-01-2021	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, 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.
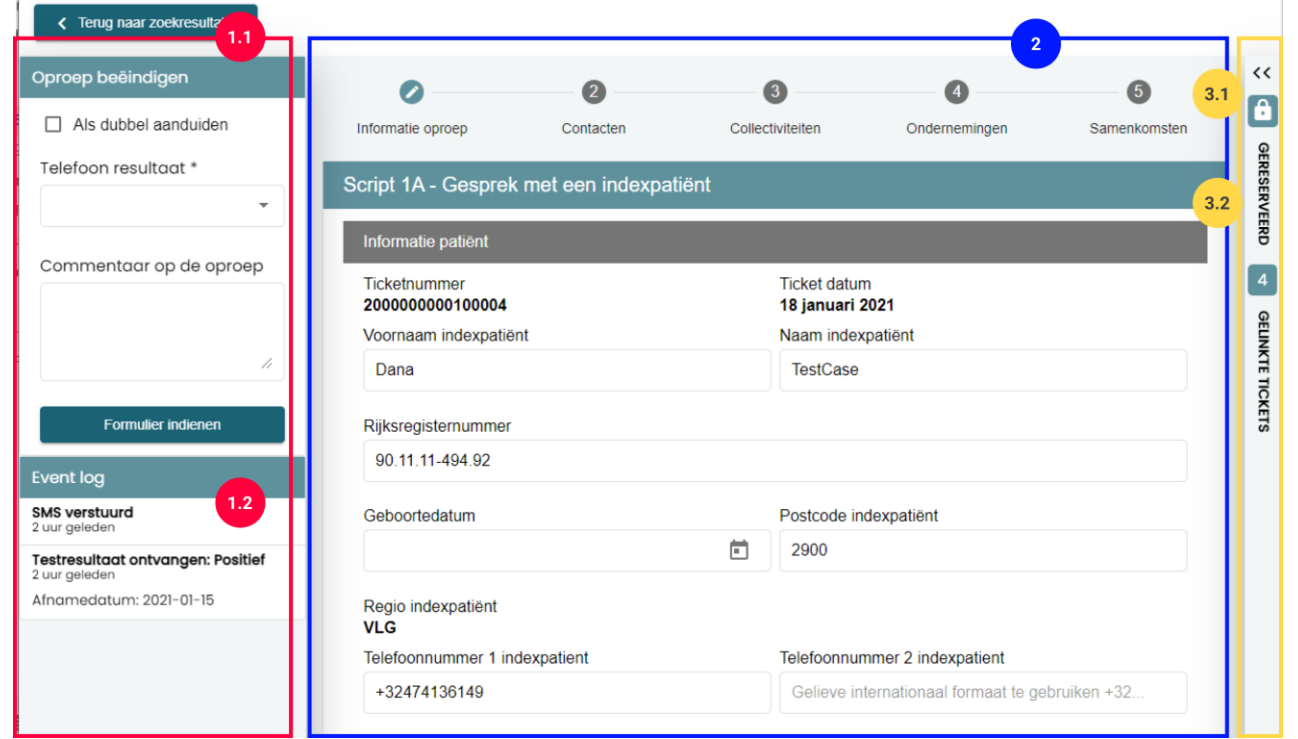
2.2. Solution :

- 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

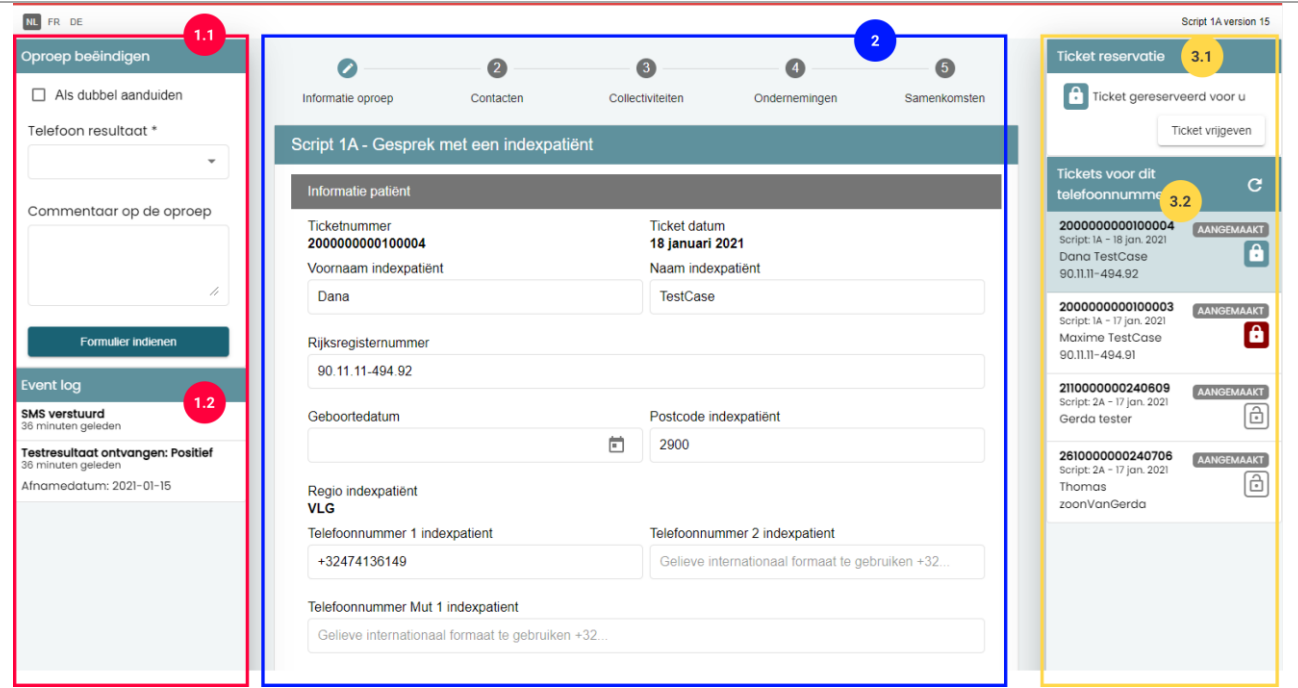## 2.3. Solution in detail

2.3.1. Script&Forms layout

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

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

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
     o Ticket number
     o Type of script (1A, 2A,…)
     o Script creation date
     o Citizen's First and last name
     o Citizen's Nation Register
     o Ticket Status (create, draft, submit, could not be reached)
     o 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
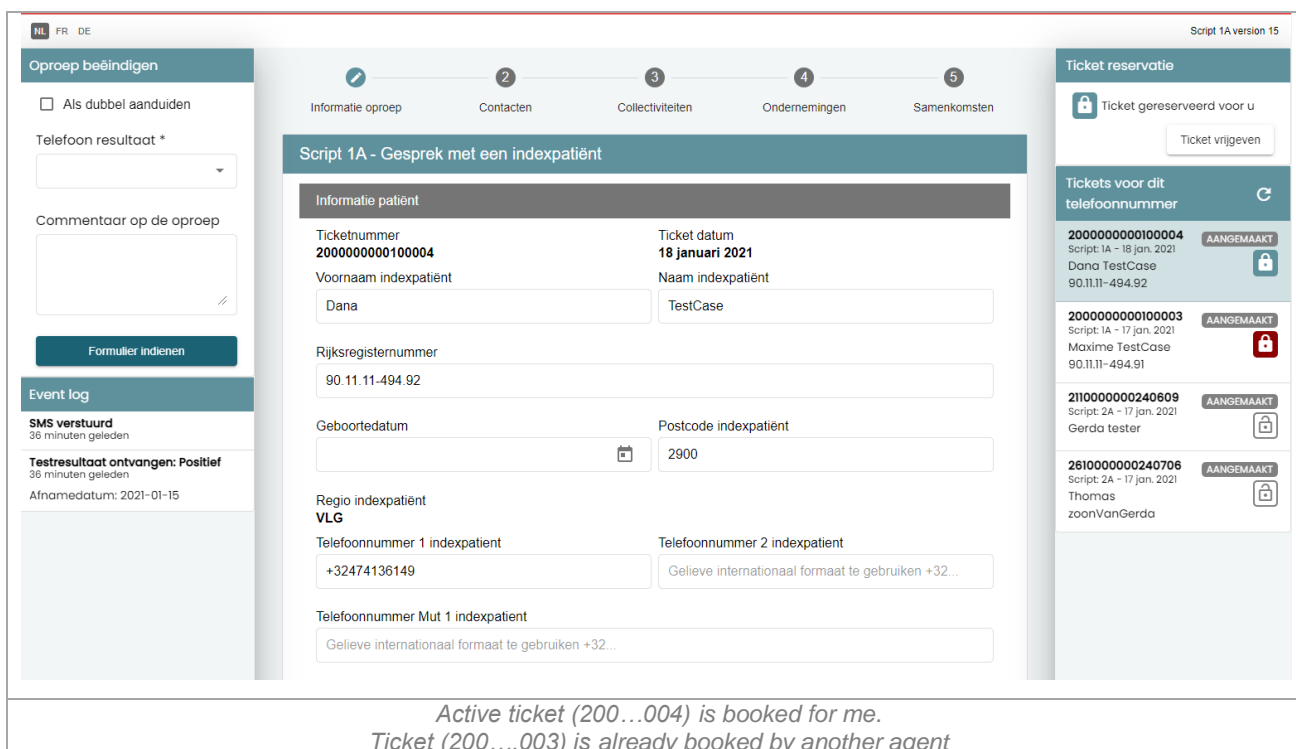
2.3.2. Use case « Outbound Call"

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.
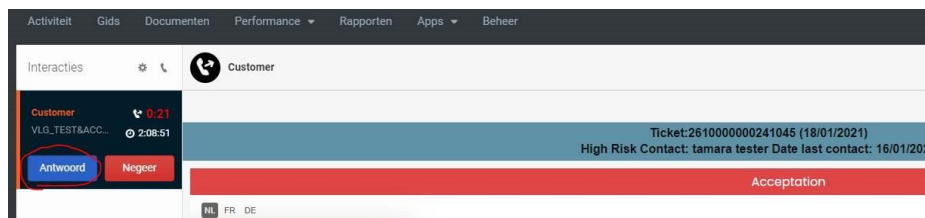
3. Handling of linked tickets by agents
   a. in order to process a locked ticket, the agent must check if the ticket is available (unlocked padlock icon in white) and click on it to reserve the ticket for him/her (locked padlock icon in green)
4. **Available ticket :** If a ticket is available, the 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.

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

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 n ot 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 Geneys 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.
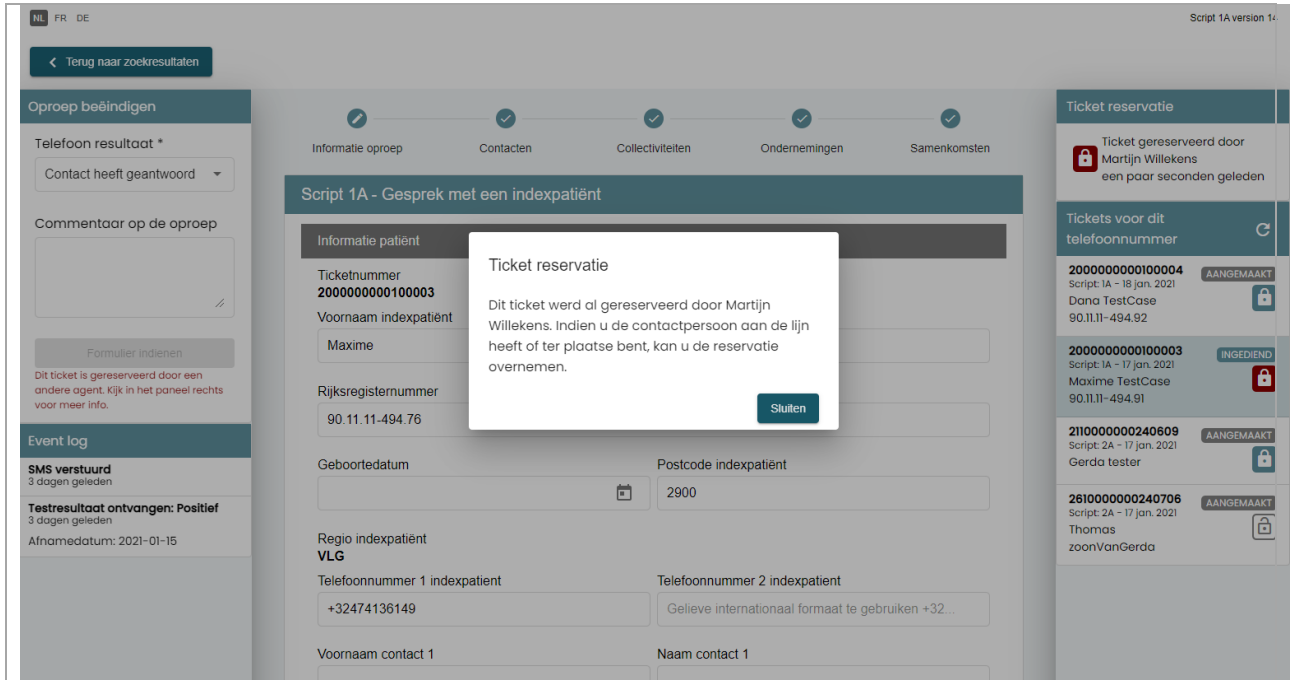
8. **Closing a ticket as "double"** :
    a. Tick the checkbox « mark as double »
    b. Select the wrap-up code « mark as double »
   c. this ticket will be automatically unlocked and will no longer be offered in Genesys

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).

Zoekresultaten

Script	Naam	Postcode	Ticketnummer	Rijksregisternr.	Status	Laatst aangepast ↓	
2A	laura tester		2810000000241323		Aangemaakt	18 jan. 2021 14:50	✏
2A	eddy test		2910000000241254		Aangemaakt	18 jan. 2021 14:50	✏
1A	Willy TestCase	2900	2000000000100007		Ingediend	18 jan. 2021 14:50	✏
1A	Willem TestCase	2900	2000000000100006	90111149494	Aangemaakt	18 jan. 2021 14:49	✏
2A	tamara tester		2610000000241045		Aangemaakt	18 jan. 2021 14:49	✏
2A	shannon tester		2510000000241133		Aangemaakt	18 jan. 2021 14:49	✏
1A	Dany TestCase	2900	2000000000100005		Ingediend	18 jan. 2021 14:47	✏
1A	Dana TestCase	2900	2000000000100004	90111149492	Aangemaakt 🔒	18 jan. 2021 14:39	✏
2A	Gerda tester		2110000000240609		Aangemaakt 🔒	18 jan. 2021 14:39	✏
1A	Maxime TestCase	2900	2000000000100003	90111149491	Aangemaakt 🔒	18 jan. 2021 14:39	✏

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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).

2.3.1. Supported Genesys interface languages

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

ion 1.1

Smals vzw-asbl

Voorkeuren

Meldingen

Chat

Wachtwoord

Pincode voicemail

Taal

Geluid

Voorkeurtaal ✖

Čeština (beta)
Dansk
Deutsch
English
Español
Français
Italiano
✅ 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

ion 1.1

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