

# Script and forms V1.5

## Workaround Log in met ITSME



COVID-19  
TRACING

09/07/2020



Services du Collège réuni de la Commission communautaire commune  
Diensten van het Verenigd College van de Gemeenschappelijke Gemeenschapscommissie



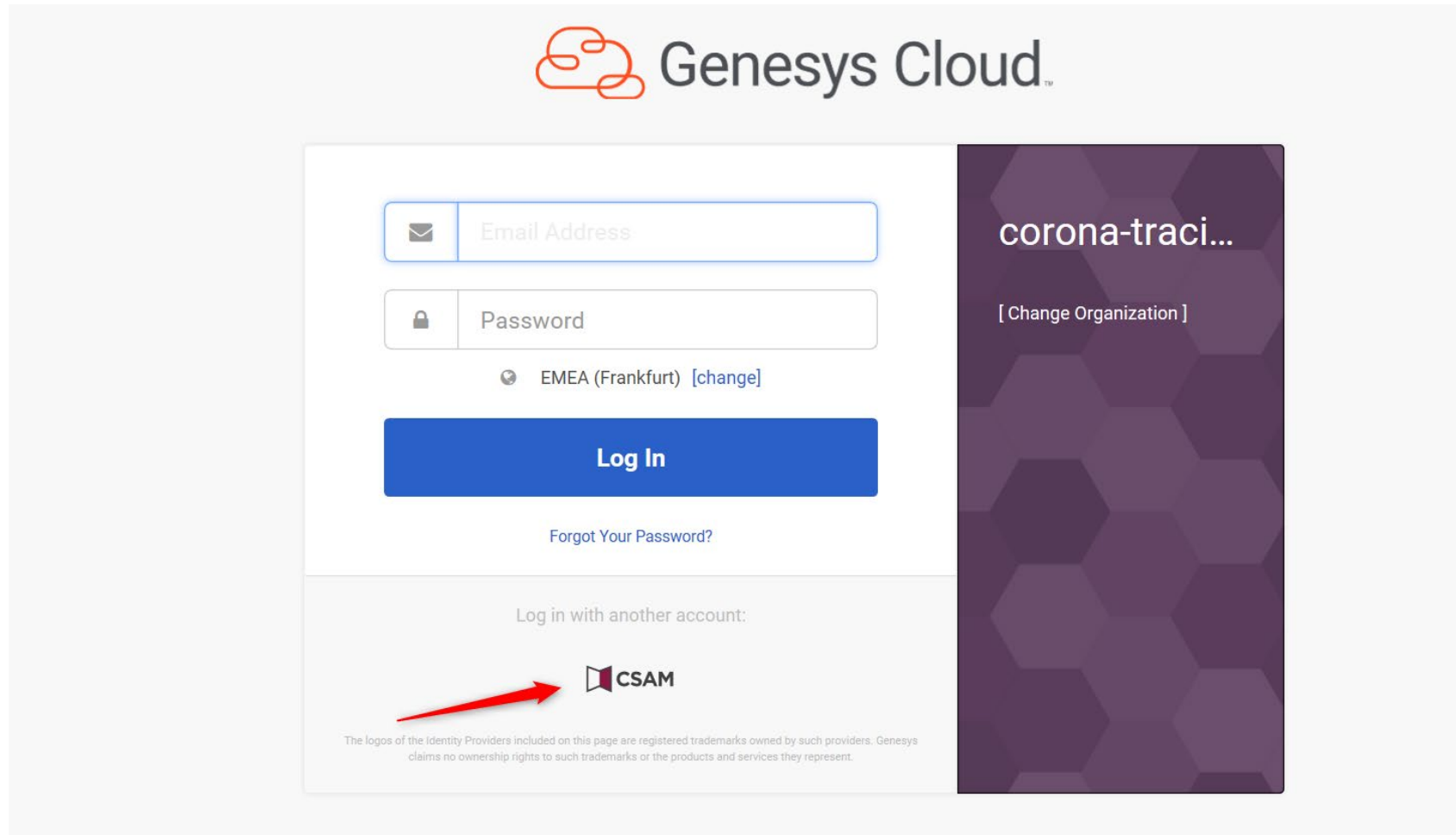
Vlaanderen  
is zorg



Wallonie  
familles santé handicap  
AVIQ

Ostbelgien 

# 1 Toegang tot Genesys



Genesys Cloud.

Email Address


Password

EMEA (Frankfurt) [change]

**Log In**

[Forgot Your Password?](#)

Log in with another account:

 CSAM

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corona-traci...

[ Change Organization ]



# 2

# Rechtsklik op de link ITSME

The screenshot shows a customer support interface with a sidebar on the left and a main content area on the right. The sidebar contains customer information and contact details. The main content area shows a registration page for CSAM with a right-click context menu open over the 'AANMELDEN via itsme' link.

**Interactions** [Settings] [Phone] [Customer]

**Customer** [0:06]  
BRU\_TRAINING [21:49:11]  
[Répondre] [Refuser]

**Ticket: TRA\_BRU\_1A\_00038**

**INDEX: Huber Tucker**

INSZ/NISS : 26988950786  
Date of Birth: 18/02/2020  
Gender: f / f  
Postal Code: 1000  
Cell Phone: +3225101400  
LandLine: +3225101401

Info from "ziekenfonds/mutualité"  
Cell Phone:  
LandLine:

Testresult: on testdate:

**CONTACT 1: Hurst Dorian**

Label: friend / friend  
Cell Phone: +3225101402  
LandLine: +3225101403

**CONTACT 2: Moon Brielle**

Label: tutor / tutor  
Cell Phone: +3225101404  
LandLine:

nl fr de en

**CSAM** **Aanmelden bij de online overheid**

**Kies uw digitale sleutel om aan te melden** [Hulp nodig?](#)

Digitale sleutel(s) met **eID** of **digitale identiteit**

- AANMELDEN met eID kaartlezer**
- AANMELDEN via itsme** (Context menu open: Open link in new tab, Open link in new window, Open link in incognito window, Send link to iPhone, Save link as..., Copy link address, Inspect Ctrl+Shift+I)

Digitale sleutel(s) met **beveiligingscode** en **gebruikersnaam + wachtwoord**

- AANMELDEN met beveiligingscode via e-mail**
- AANMELDEN met beveiligingscode via app**

**Belangrijk om te weten!** **Aanmelden via CSAM bij de online overheid**



# 3

## Verbinding met ITSME in de nieuwe tab

itsme

nl

Google Translate

### Identificeer je

Gsm-nummer

BE (+32) 4 7 5 6 6 0 4 1 8

Mijn nummer onthouden?

verstuur



Geef je gsm-nummer in  
Selecteer 'verstuur' en open je itsme® app.



# 4

## Toegang tot het script

Information appel   Collectivités   Contacts

### Script 1A

**Information patient**

Numéro de ticket  
**TRA\_BRU\_1A\_00038**

Date du ticket  
**25 juin 2020**

Numéro de registre national

Langue

Complété par un agent de terrain

Oui  
 Non

**Start Script**

**Q1** "Bonjour madame/monsieur, ici ... (nom de l'appelant), du centre de suivi des cas Covid-19. Puis-je parler à... (nom du patient) / Êtes-vous le parent/tuteur de (nom du patient) ?"

Personne en ligne  
 Absence de réponse



## 5

# Terug in Genesys: F5 om de link te vernieuwen

The screenshot displays the Genesys customer service interface. On the left, a sidebar shows the customer's profile with contact information and buttons for 'Répondre' and 'Refuser'. The main area shows a ticket for 'TRA\_BRU\_1A\_00038' with the name 'Huber Tucker'. Below this, there are sections for 'CONTACT 1: Hurst Dorian' and 'CONTACT 2: Moon Brielle', each with their respective contact details. The right side of the interface features a 'Script 1A' section with a form for patient information, including fields for 'Ticketnummer', 'Ticket datum', and 'Rijksregisternummer'. There is also a dropdown for 'Taal' and a section for 'Voltooid door een veldagent' with radio buttons for 'Ja' and 'Nee'. At the bottom, there is a 'Start Script' button and a question 'Q1' regarding the patient's contact with the center.

Interactions Customer

Customer 0:07  
BRU\_TRAINING 21:53:15

Ticket: TRA\_BRU\_1A\_00038

INDEX: Huber Tucker

INSZ/NISS : 26988950786  
Date of Birth: 18/02/2020  
Gender: f / f  
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Cell Phone: +3225101400  
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Info from "ziekenfonds/mutualité"  
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LandLine:

Testresult: on testdate:

CONTACT 1: Hurst Dorian

Label: friend / friend  
Cell Phone: +3225101402  
LandLine: +3225101403

CONTACT 2: Moon Brielle

Label: tutor / tutor  
Cell Phone: +3225101404  
LandLine:

Training

NL FR DE

Script 1A

Informatie patiënt

Ticketnummer  
**TRA\_BRU\_1A\_00038**

Ticket datum  
**25 juni 2020**

Rijksregisternummer  
26988950786

Taal

Voltooid door een veldagent

Ja  
 Nee

Start Script

Q1 "Dag mevrouw/meneer, dit is ... (naam van de beller), van het Covid-19 contactopsporingscenter. Kan ik alstublieft spreken met ... (naam van de patiënt) / bent u de ouder/voogd van (naam van de patiënt)?"

Il y a plusieurs interactions et d'alerte.  
Répondre

