Script & Forms

Release 24-02-2022

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms	24-02-2022	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	23/02/2022	
DATE PRODUCTION	24/02/2022	

2. New features

2.1. New "system" wrap-up code for expired tickets

Impacted scripts **:** all

New system wrap-up codes "expired" :

Current situation :

- tickets that are not treated in the required time, go into time-out.
- These tickets eventually just get "completed" in the system but in Script and Forms, these tickets remain open.

To be:

- Tickets that go into time-out and where no further action is undertaken (such as sending it to the Field Agent) get closed automatically by the system in S&F with this new wrap-up "Expired"

Type	Script	Wrap-up	Technical code	
SYSTEM	ALL	Expired	**CLOSED_AUTOMATICALLY**	Unsuccessful_Expired

2.2. Technical fix: High Risk contact "cohabitant" coming from 4A

Impacted page **:** 1A

Issue: the high risk contacts "cohabitant" added from the 4A (citizen form) and transferred to a 1A ticket when it is scheduled are in error and prevent the 1A script from being closed by the agent.

Solution : Make the NISS field of the "house member" form (2A integrated in the 1A) not mandatory when the contact comes from a 4A script (Citizen form). Thus the "cohabitant" type contacts injected into a 1A via the 4A will no longer be in error.