

Script & Forms

Release 03-03-2022

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms	02-03-2022	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	02/03/2022	
DATE PRODUCTION	07/03/2022	

2. New features

2.1. New wrap-up codes for conversation issues

Impacted scripts : all

Conversation issues (auditory) :

When a call center agent calls a citizen, he/she may have hearing problems and therefore cannot be able to list their contacts or receive information on the current COVID rules by phone

To be:

- Call agent can now close the ticket with the new wrap-up code Unsuccessful / “Conversation issues (auditory)”
- This information will be saved and used by the system during the case life cycle (future tickets).
- Future tickets (Call scheduled) linked to this flag will be automatically transferred to a Field agent (FA).

Type	Script		Wrap-up	Technical code
IN OUT FIELD LOCAL	ALL	Unsuccessful	Conversation issues (auditory)	CLOSED_WITHOUT_DATA

Conversation issues (other language) :

- Name change of existing wrap-up code Unsuccessful / “Conversation issue” into Unsuccessful / “Conversation issues (other non auditory)”
- No change in current business rules related to this wrap-up code

Type	Script		Wrap-up	Technical code
IN OUT FIELD LOCAL	ALL	Unsuccessful	Conversation issues (other non auditory)	CLOSED_WITHOUT_DATA