

Script & Forms

Release 23/24-03-2022

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms	24-03-2022	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	23/03/2022	
DATE PRODUCTION	23/03/2022 & 24/03/2022	

2. New features

2.1. SUM – Scheduling of 2A/2B disabled

Contact-person Cases coming from SUM that require the scheduling of a 2A/2B will now be ignored. Cases that require processing will still be processed.

2.2. Data export - Column Value Changes in data set “TO_FA”

In the Regional "TO" export file for the Field Agents, the values present in the "CALL_RESULT" column are now filled with the "RESULT" values, which are up-to-date values.

the name of the column remains unchanged to avoid modifications by the data processor.

New Wrap-up (value RESULT)	Old Wrap-up (value CALL RESULT)
Unreachable_VoiceMail	call_not_answered
Unreachable_NoAnswer	call_not_answered
Unreachable_Busy	call_not_answered
Unreachable_InvalidNr	call_not_answered
Unreachable_NotAtHome	call_not_answered
Transferred/Consulted	call_not_answered
Rescheduled_ContactUnavailable	call_not_answered
Rescheduled_FinalizeQuestionnaire	call_not_answered
Rescheduled_ContactListUnavailable	call_not_answered
Rescheduled_ConsultDoctor	call_not_answered
Rescheduled_FieldVisit	call_not_answered
Unsuccessful_Refused	collaboration_refused
Unsuccessful_ConversationIssues	contact_not_understanding
Unsuccessful_WrongPerson	wrong_person
Unsuccessful_WrongTest	wrong_test
Unsuccessful_WrongAddress	wrong_address
Unsuccessful_PartOfCollectivity	other_reason

Unsuccessful_Deceased	other_reason
Unsuccessful_AlreadyCalled	already_called
Unsuccessful_OtherReason	other_reason
Unsuccessful_Expired	expired
Duplicate	cancelled_marked_as_double
Successful	call_answered
Successful_NoCall	call_answered
Successful_OtherNumber	call_answered
Successful_eHealthBox	ehealthbox_to_send
Unsuccessful_ConversationIssuesAuditory	contact_not_understanding
Unsuccessful_ConversationIssuesLang	contact_not_understanding
Successful_Email	e-mail_sent
Successful_ExtraContacts	call_answered
Successful_Resend_PCR/CTPC	call_answered
Successful_Resend_QuarantineCertificate	call_answered
Successful_Resend_CTPCAndQuarantineCertificate	call_answered
Successful_HandledBySMS	handled_by_sms
Successful_HandledByEmail	handled_by_email
Successful_CompletedByCitizen	completed_by_citizen
Successful_NotScheduled	not_scheduled

2.3. SMS “announcement” content adaptation for Brussel

- ➔ Release date : 24-03-2022
- ➔ New “announcement” SMS text for BRU FR/NL

Type of SMS	Text of SMS	Region
Announcement of a call 1A (index case)	Bonjour [First name + First letter last name]. Restez en isolement pendant au moins 7 jours. Demandez a vos cohabitants de porter un masque buccal pendant 7 jours ou de faire un autotest quotidiennement en cas de contact en dehors de la maison. Si questions, appelez le 02 214 19 19	BRU FR
	Beste [First name + First letter last name]. Blijf minstens 7 dagen in isolatie. Vraag uw huisgenoten om 7 dagen een mondmasker te dragen of dagelijks te zelftesten bij contacten buiten het huis. Bel 02 214 19 19 bij vragen	BRU NL

2.4. Script 1A, 2D & 2E textual adaption

Impacted scripts : 1A, 2D, 2E

- Release date : 24-03-2022
- Cfr. script screenshots <https://www.corona-tracking.info/call-center/scripts>