

Camunda

Release 04-02-2021

RELEASE NOTE

| Auteur, service et coordonnées de contact | Date | Copie à | Commentaires |
|---|------------|---------------------------|---------------------------|
| Camunda | 03-01-2021 | Click here to enter text. | Click here to enter text. |

TABLE OF CONTENT

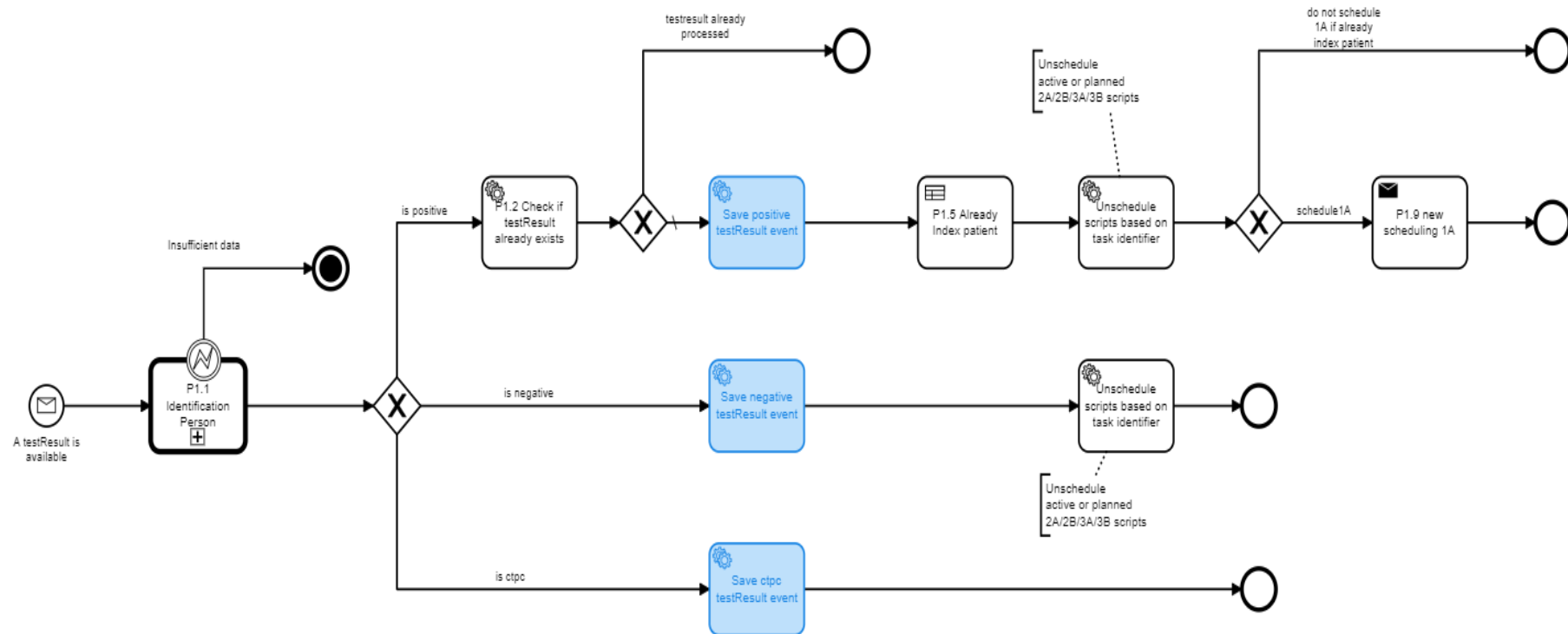
| | | |
|-----------|--|----------|
| 1. | RELEASE | 3 |
| 2. | FEATURES..... | 4 |
| 2.1. | Process 1 : TestResult : Exporter | 4 |
| 2.2. | Process 2 : Passenger Locator Form | 5 |
| 2.3. | Process 3 : Bulk Upload | 7 |
| 2.4. | Process 4 : Scheduling Process | 8 |

1. Release

| | | |
|-------------------------|------------|--|
| RELEASE NUMBER | | |
| TYPE | | |
| APPLICATION | Camunda | |
| VERSION | | |
| DATE ACCEPTATION | 18/03/2021 | |
| DATE PRODUCTION | 18/03/2021 | |

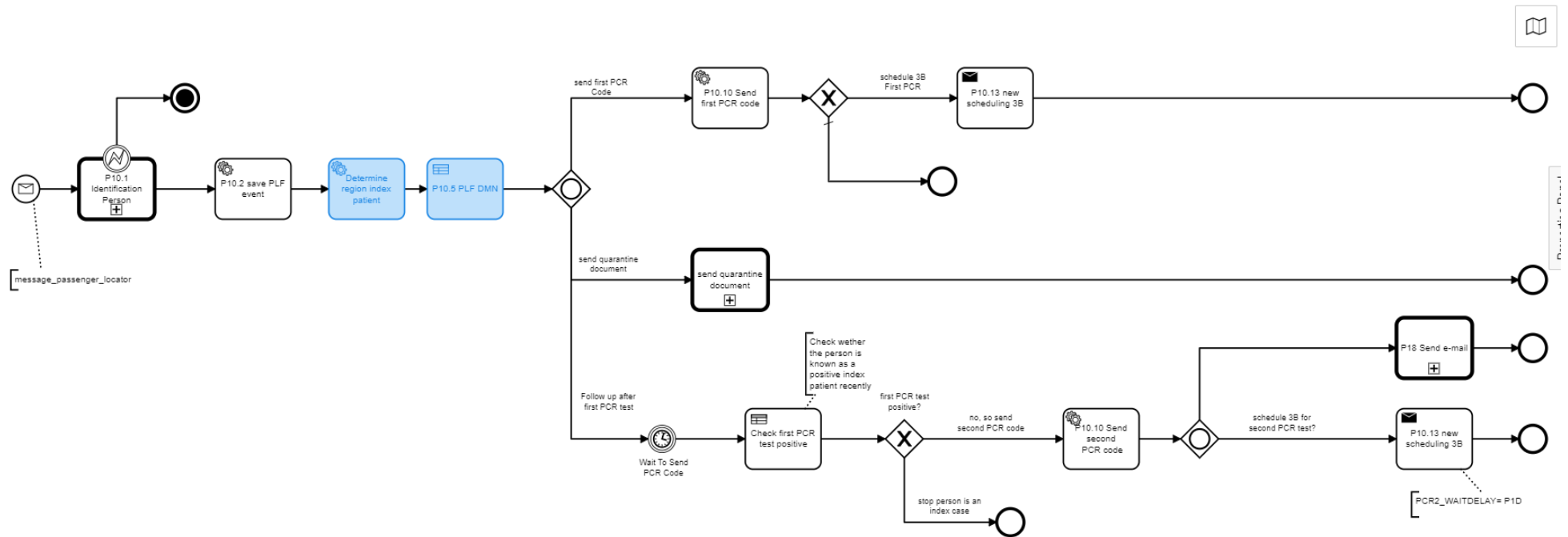
2. features

2.1. Process 1 : TestResult : Exporter



Performance Improvement

2.2. Process 2 : Passenger Locator Form



Impacts :

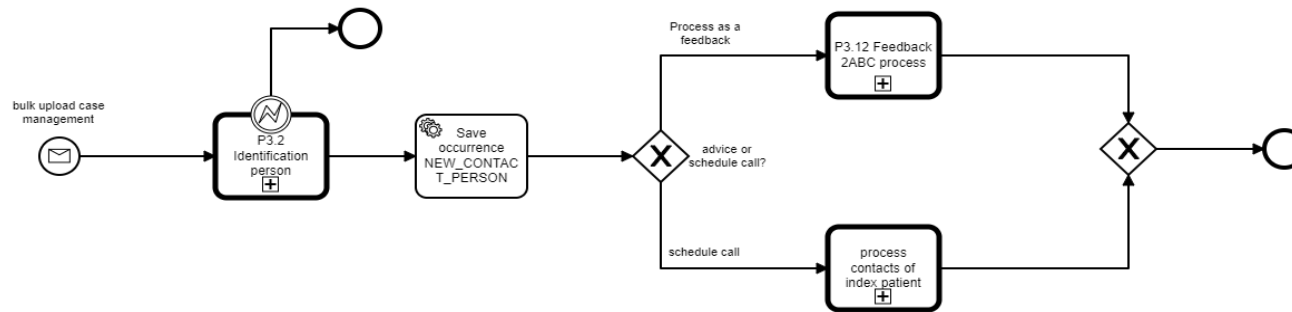
- regionalise the process

| | |
|--|---|
| Schedule 3B linked to the first Pcr Code ? | Yes / No |
| Activation of the 3B linked to the first Pcr Code | Immediate or X days after arrival or X days after reception |
| Activation of the follow up after the first Pcr Test | Immediate or X days after arrival or X days after reception |
| Schedule 3B linked to the second CTPC Code ? | Yes / No |
| Activation of the 3B linked to the second Pcr Code | Immediate or X days after arrival or X days after reception |

Production Configuration : BRU / WAL / VLG / DEU

| | |
|--|------------------------|
| Schedule 3B linked to the first Pcr Code ? | No |
| Activation of the 3B linked to the first Pcr Code | NA |
| Activation of the follow up after the first Pcr Test | 5 days after reception |
| Schedule 3B linked to the second CTPC Code ? | Yes |
| Activation of the 3B linked to the second Pcr Code | 6 days after reception |

2.3. Process 3 : Bulk Upload



New process implemented : Bulk upload

The regions must send CSV files respecting the

- the format
- the order

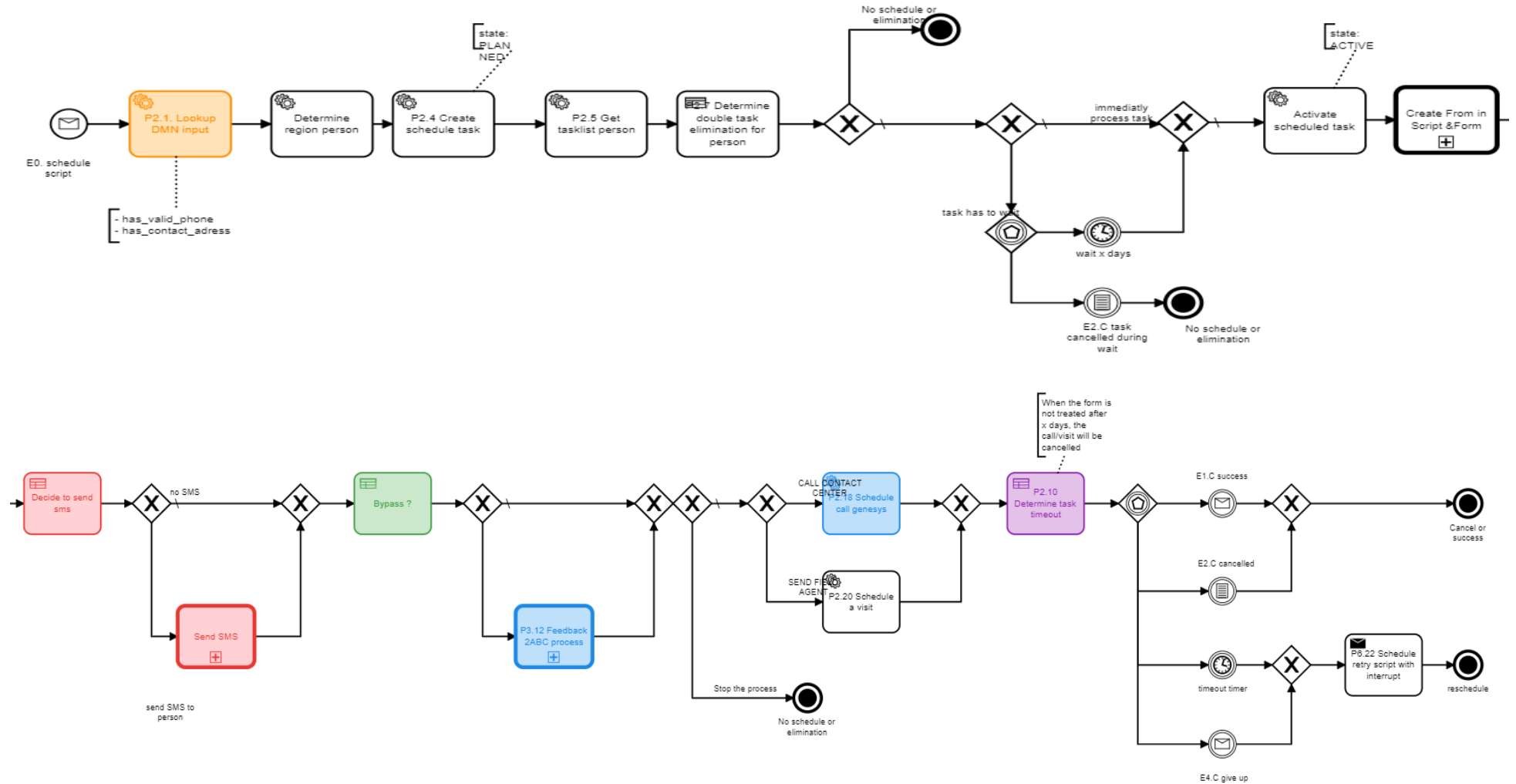


BulkUpload_2A.xlsx

For each validated record we will either :

- Schedule a Call 2A or 2B (if at least one number)
- Schedule a field agent visit (if no phone number and an address)
- Process the Feedback 2A 2B

2.4. Process 4 : Scheduling Process (Bypass)



Bypass 2A

- Sending a quarantine document
- Sending 1 or 2 PCR codes bases on the existing BR of the feedback 2A

| Script | Action | |
|--------|---|----------|
| 2A | Send information SMS ? | Yes / No |
| 2A | Bypass Call Center by automatically processing the Feedback 2A? (If contact reached by SMS) | Yes / No |
| 2A | Bypass Field Agent by automatically processing the Feedback 2A? (If contact reached by SMS) | Yes / No |
| 2A | Automatically process Feedback 2A without Bypassing Call Center? (If contact reached by SMS) | Yes / No |
| 2A | Automatically process Feedback 2A without Bypassing Field Agent? (If contact reached by SMS) | Yes / No |
| 2A | Call Center Time up | 2 Days |
| 2A | Field Agent Time up | 2 Days |

Example (DEU)

| Script | Action | |
|--------|---|--------|
| 2A | Send information SMS ? Yes if Call center could not reach the person (Time up or Give up) | Yes |
| 2A | Bypass Call Center by automatically processing the Feedback 2A? (If contact reached by SMS) | No |
| 2A | Bypass Field Agent by automatically processing the Feedback 2A? (If contact reached by SMS) | Yes |
| 2A | Automatically process Feedback 2A without Bypassing Call Center? (If contact reached by SMS) | No |
| 2A | Automatically process Feedback 2A without Bypassing Field Agent? (If contact reached by SMS) | No |
| 2A | Call Center Time up | 2 Days |
| 2A | Field Agent Time up | 2 Days |

Example (BRU)

| Script | Action | |
|--------|---|--------|
| 2A | Send information SMS ? Yes if Call center could not reach the person (Time up or Give up) | No |
| 2A | Bypass Call Center by automatically processing the Feedback 2A? (If contact reached by SMS) | No |
| 2A | Bypass Field Agent by automatically processing the Feedback 2A? (If contact reached by SMS) | No |
| 2A | Automatically process Feedback 2A without Bypassing Call Center? (If contact reached by SMS) | No |
| 2A | Automatically process Feedback 2A without Bypassing Field Agent? (If contact reached by SMS) | No |
| 2A | Call Center Time up | 2 Days |
| 2A | Field Agent Time up | 2 Days |