

Script & Forms

Release 20-05-2021

RELEASE NOTE

Auteur, service et coordonnées de contact	Date	Copie à	Commentaires
Script & Forms	19-05-2021	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	19/05/2021	
DATE PRODUCTION	20/05/2021	

2. New features

2.1. New “reschedule phone number” functionality will become available.

- When a call agent calls a patient and the patient wants to reschedule, the patient can provide a separate phone number to be called on. (This is of course optional)
- This number can be entered by the call agent in the new field below the date-time picker. This new field will only be visible to the agent when the “reschedule” wrap-up has been selected.

Oproep beëindigen

Inbound

Field

Outbound

Local

Als dubbel aanduiden

Resultaat *

Contact niet aanwezig

Herinplannen *

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🕒

Terugbellen op een ander telefoonnummer

+32472681566

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- Once the form has been submitted the orchestrator will reschedule the call in Genesys at the specified time and pass on the reschedulePhoneNumber. The orchestrator will not save this phone number as a contact information for this person in the DB.
- When the agent accepts this call again at the time that it was rescheduled for, the “reschedule phone number” will be at the top of the dropdown list.

2.2. Script 1B – New wrap-up code “success (without calling)”

To ensure that the agent handling a 1B ticket no longer has to call the phone number in Genesys to close the ticket, a new wrap up code is added success / “success ‘without calling)’”.

2.3. Various

- In Advice 4 of scripts 2A and 2C, the field "date of onset of symptoms or date of test" is now mandatory.
- In script 2A and 2C, as Advice 2 and 3 are identical, in order to simplify the structure of the script, Advice 2 has been removed. Only tip 3 is now displayed.