

CHILD HELPLINES

**SYSTEM USER MANUAL**

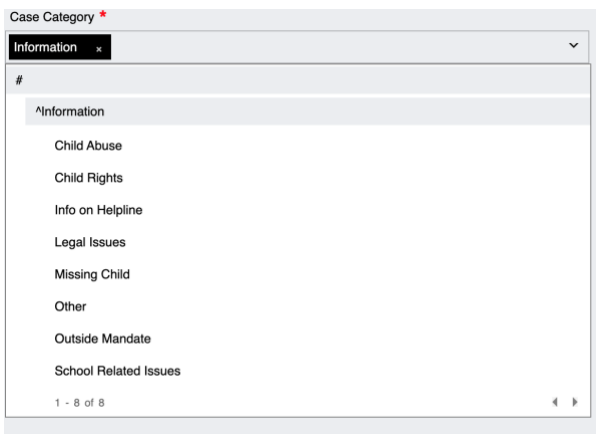
FOR THE UPGRADE OF THE VAC HELPLINE SYSTEM

Submitted By

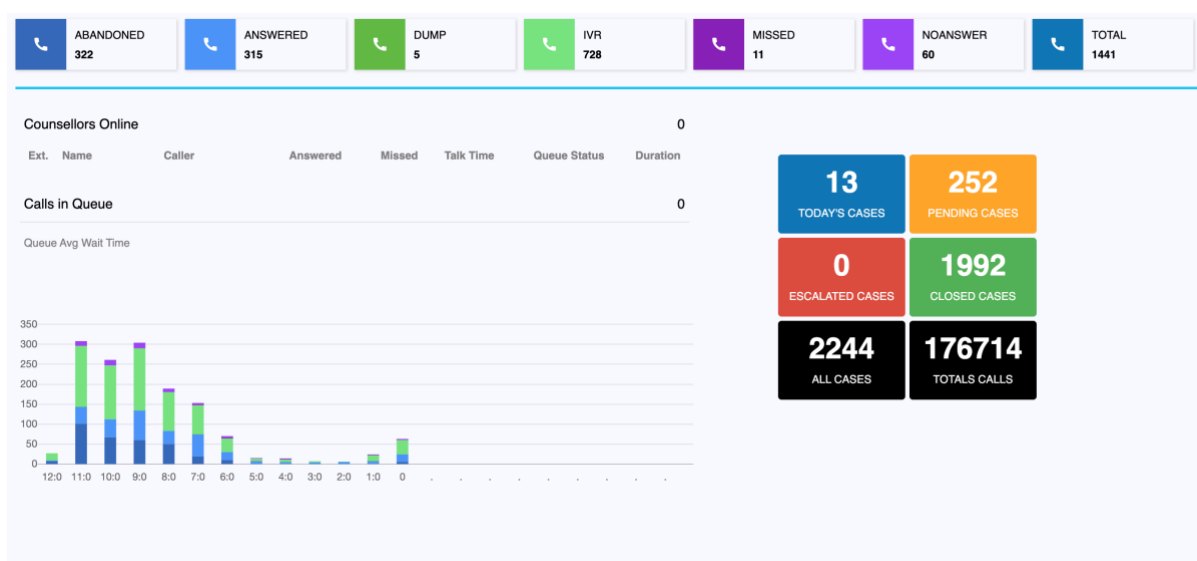


NOVEMBER 2022

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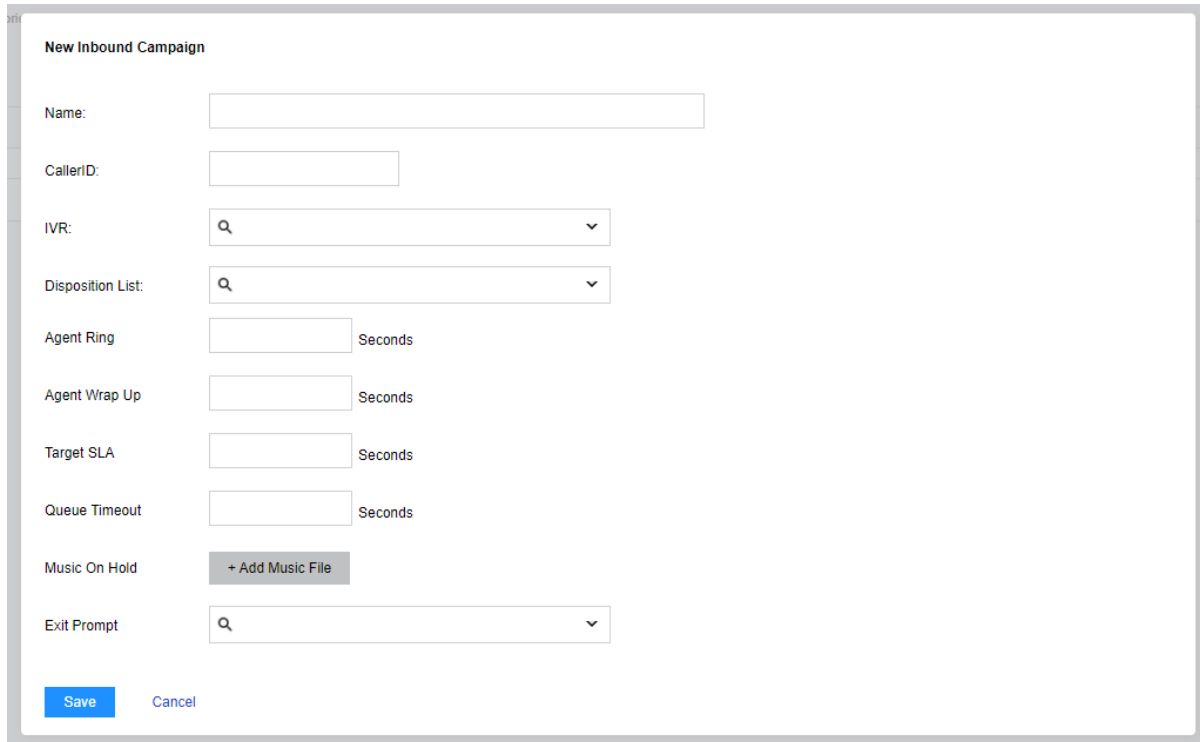
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**New Inbound Campaign**

Name:

CallerID:

IVR:  ▼

Disposition List:  ▼

Agent Ring  Seconds

Agent Wrap Up  Seconds

Target SLA  Seconds

Queue Timeout  Seconds

Music On Hold

Exit Prompt  ▼

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## 1 Introduction

This solution is an upgrade of the helpline call and case management system currently handling VAC cases to incorporate GBV cases and case management. This is a documentation of the different components to guide the users in the daily operations and configurations on the different modules.

### 1.1 System components

The solution is made up of a number of modules including call management, case management, quality assessment and additional media channels such as email, SMS & social media.

### 1.2 Requirements for using the system:

- ✓ A computer
- ✓ Good internet connectivity (Optional for core items)
- ✓ A browser

## 2 Installations

### 2.1 Browser installation

A user is at liberty to use any browser they are comfortable with. Chrome browser is highly recommended for the system. To install the Chrome browser;

- a) Go to <https://www.google.com/chrome>.
- b) Click Download Chrome.
- c) Check the box that asks if you want to make Chrome the default browser.
- d) Click Accept and Install.
- e) Go to the folder of downloads and locate the setup download by searching ChromeSetup.exe
- f) Click on the setup. A dialog box will appear on the screen asking if you want to allow the program to make changes to the computer. Click yes to agree to the installation.
- g) Chrome browser will start downloading and installing.

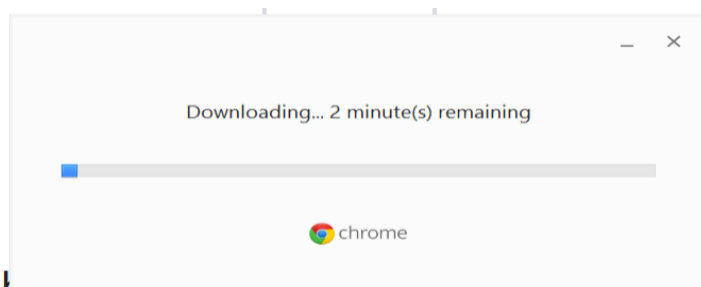


Figure 1: Chrome browser downloading

- h) Once the installation is done, you will be prompted to close the process and the browser will be launched.

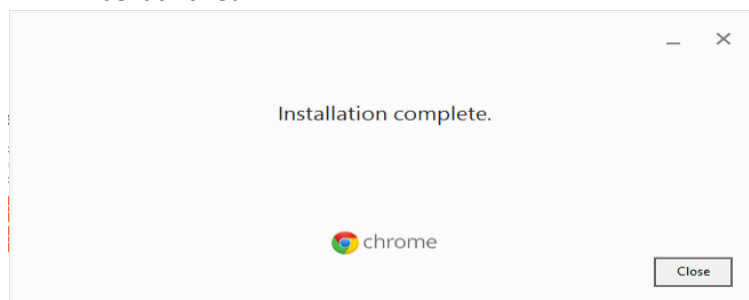


Figure 2: Installation Complete

## 3 The Helpline System

### 3.1 Accessing the system

The system shall be accessible to users upon installation via a dedicated IP address mapped to a subdomain for users within the helpline centre and via a public link for remote users. The IP and link shall be accessible on any modern browser. The links are as follows:

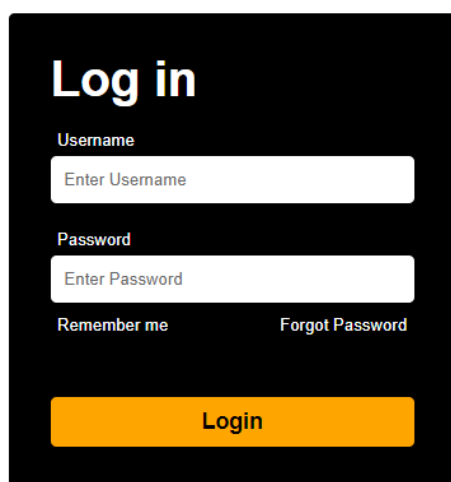
Local IP: helpline.subdomain.com

Public Link:

#### 3.1.1 Helpline System Login

A login page will appear as shown in Figure 9 once one accesses the links provided. The user is required to type in the username and password provided by the administrator and click the sign-in button to access the helpline account using.

- Username e.g test
- Password e.g P@ssw0rd



The login page has a black background with white text. At the top, it says 'Log in' in a large font. Below this, there are two input fields: 'Username' with a placeholder 'Enter Username' and 'Password' with a placeholder 'Enter Password'. Under the password field, there are two links: 'Remember me' and 'Forgot Password'. At the bottom, there is a large orange button labeled 'Login'.

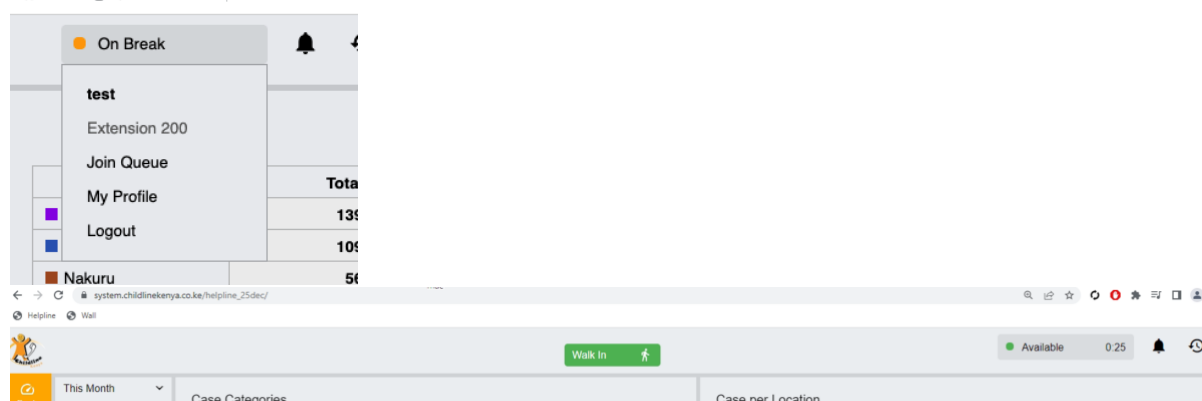
Figure 3: Login Page

### 3.2 Call & Queue Management

#### 3.2.1 Queue Status

Users with call option are able to manage their time and availability for calls easily using status options provided which include {Join Queue/Leave Queue}.

The queue status dropdown shows the current users extension number assigned during user creation.

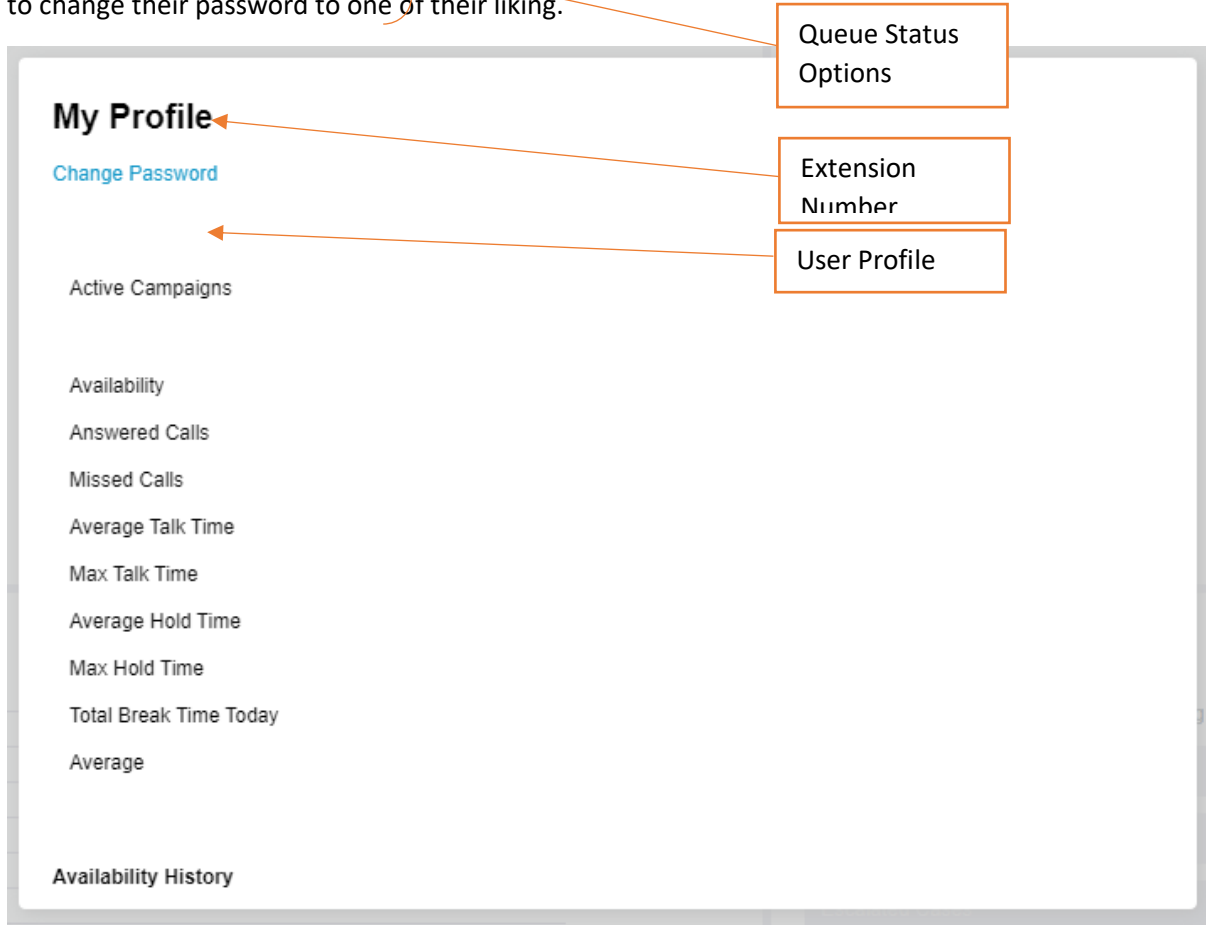


The screenshot shows a web application interface. At the top, there's a header with 'On Break' status and a bell icon. Below this, a dropdown menu is open, showing a user profile for 'test' with 'Extension 200'. The menu options are 'Join Queue', 'My Profile', and 'Logout'. To the right of the dropdown, there's a table with a 'Total' column and some numerical values. At the bottom, there's a navigation bar with 'Walk in' status, 'Available' indicator, and '0.25' value. The footer shows 'This Month' and 'Case Categories'.

Figure 4: SIP Queue Status

### 3.2.2 User Profile

This displays personal details for the person currently logged in. This also provides an option for one to change their password to one of their liking.

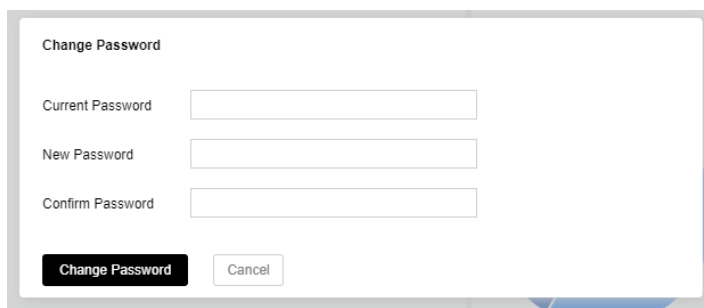


The screenshot shows a 'My Profile' page. On the right side, there are three orange-bordered boxes with arrows pointing to specific elements: 'Queue Status Options' points to the top right area, 'Extension Number' points to the 'Change Password' link, and 'User Profile' points to the 'Active Campaigns' section. The page content includes a 'My Profile' header, a 'Change Password' link, and a list of metrics: Active Campaigns, Availability, Answered Calls, Missed Calls, Average Talk Time, Max Talk Time, Average Hold Time, Max Hold Time, Total Break Time Today, and Average. At the bottom, there is an 'Availability History' section.

Figure 5: User profile view

### Change Password

The change password button under the user profile gives the user the form as shown in the figure below. To change the password, one needs to have the current password and match the new password in the fields provided.



The screenshot shows a 'Change Password' form. It has three input fields: 'Current Password', 'New Password', and 'Confirm Password'. Below the fields are two buttons: 'Change Password' (highlighted in black) and 'Cancel' (in a light gray box).

Figure 6: Change password form

### 3.2.3 Integrated Softphone

Softphone for receiving and/or dialling out is integrated within the CRM. On dialling a number, it looks like in the diagram below:

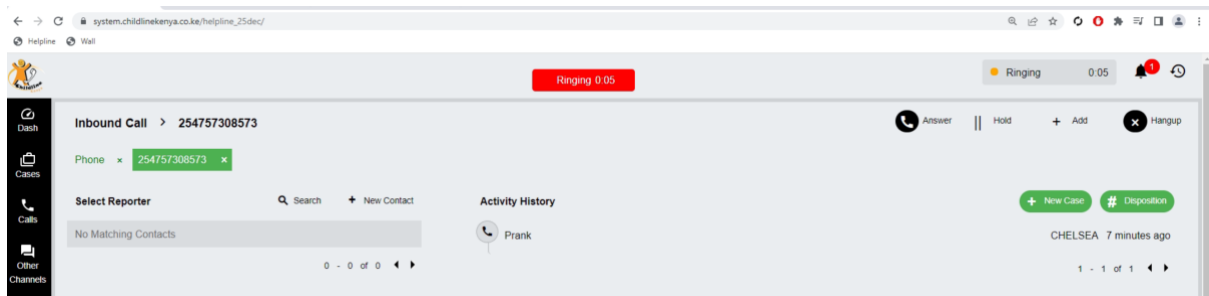
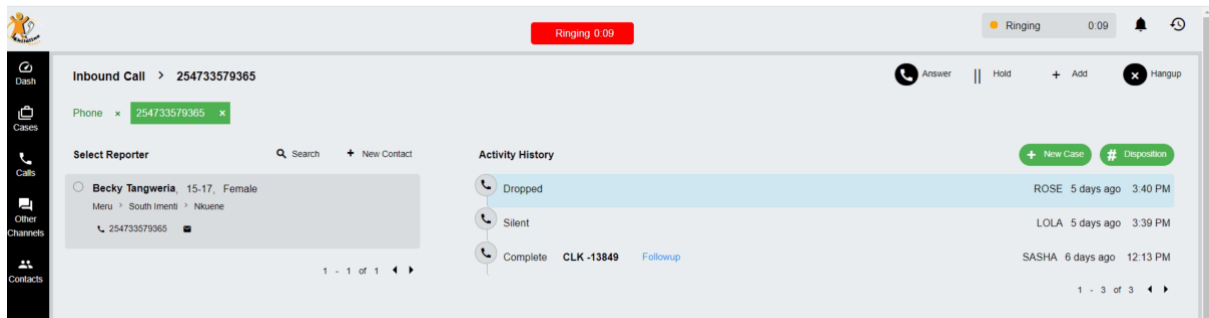


Figure 7: SIP Phone & Making a call

### 3.2.4 Receiving A call

When a call comes in from an outside line, the sip phone rings and upon receiving, a case form pops for case creation further explained in [Case Capture Section](#).



When the reporter exists and is selected, the reporter details form is pre-populated and the user can proceed to the next section, otherwise the user can click on the “New Reporter” button to created new details.

Reporter Details

Reporter's Name

Age Group

Atim stella

05-09

Location

Sex

\*NORTHERN\*ADJUMANI\*EAST  
MOYO\*PAKELE\*PERECHI\*MARINYO\*ADJUMANI EAST  
COUNTY

Female

Nearest Landmark

Language

Lacor

Acholi

Phone Number

National ID

Nationality

0773978160

98776654466544

Ugandan

Alternative Contact

Email

Tribe

0753387147

stellaakullu88@gmail.com

Acholi

Next

Figure 8:Selected Reporter Details

## 4 Case Capture

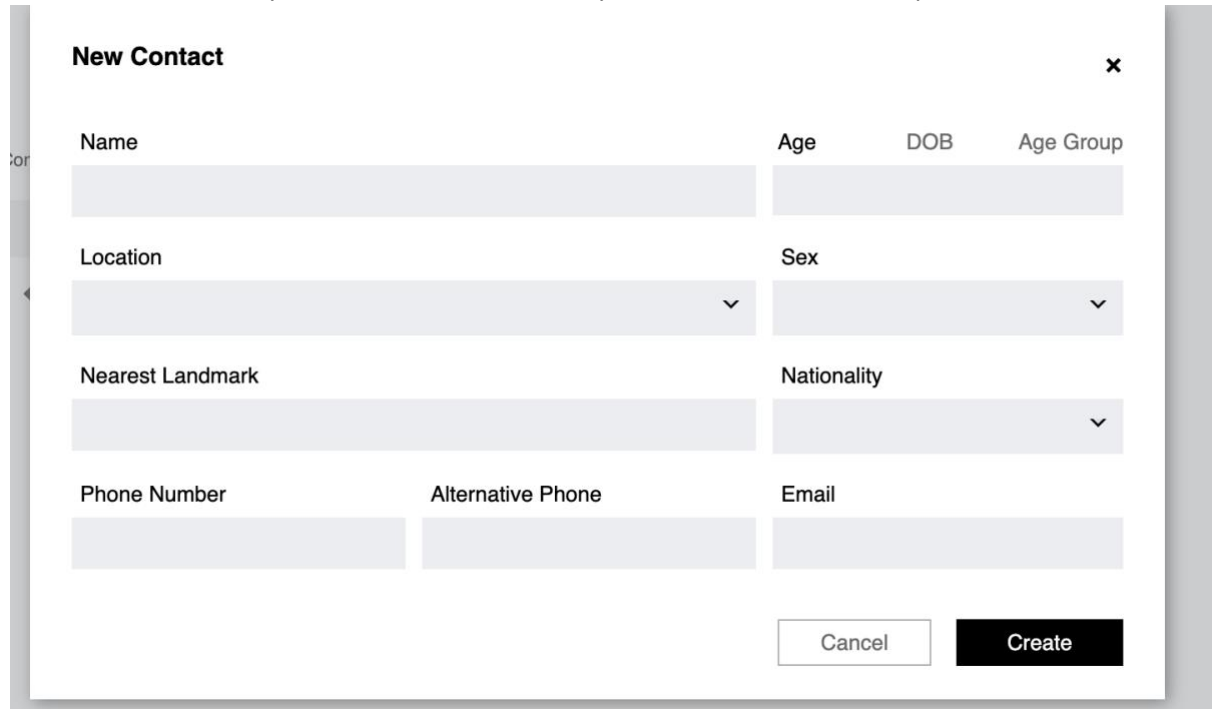
There is a universal case capture form taking into consideration the different case sources which include but not limited to call, walkin, SMS, email, CHATBOT, etc.

The case form fields are grouped into reporter details, client details, case details, perpetrator details and case status details. The case capture process is as described in the steps below.

### 4.1 Reporter Details

For a call cases, the system searches automatically if the caller number has any existing call details which shall be populated under reporter details. If there is no history, then user creates a new reporter.

For a walk-in case, a system user can search the system contacts with the reporter name.



The 'New Contact' form is a modal window with a close button (X) in the top right corner. It contains the following fields:

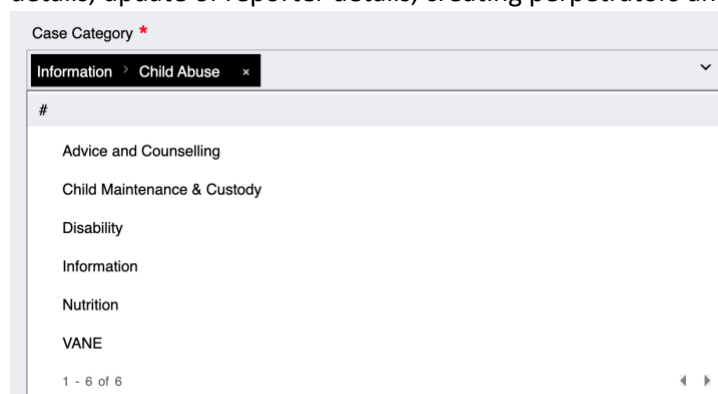
- Name**: Text input field.
- Age**: Text input field.
- DOB**: Text input field.
- Age Group**: Text input field.
- Location**: Dropdown menu.
- Sex**: Dropdown menu.
- Nearest Landmark**: Text input field.
- Nationality**: Dropdown menu.
- Phone Number**: Text input field.
- Alternative Phone**: Text input field.
- Email**: Text input field.

At the bottom right, there are two buttons: 'Cancel' and 'Create'.

Figure 9:Reporter Form

### 4.2 Case type action

The caller does not necessarily call to report a case, so the system has an option for other call classification which are necessary for data capture which include: Service, Follow Up, Information Inquiry and New Case report as shown in the figure below. This has four sections: filling of case details, update of reporter details, creating perpetrators and creating clients.



The 'Case Category' dropdown menu is shown with the 'Information' category selected. The dropdown list contains the following options:

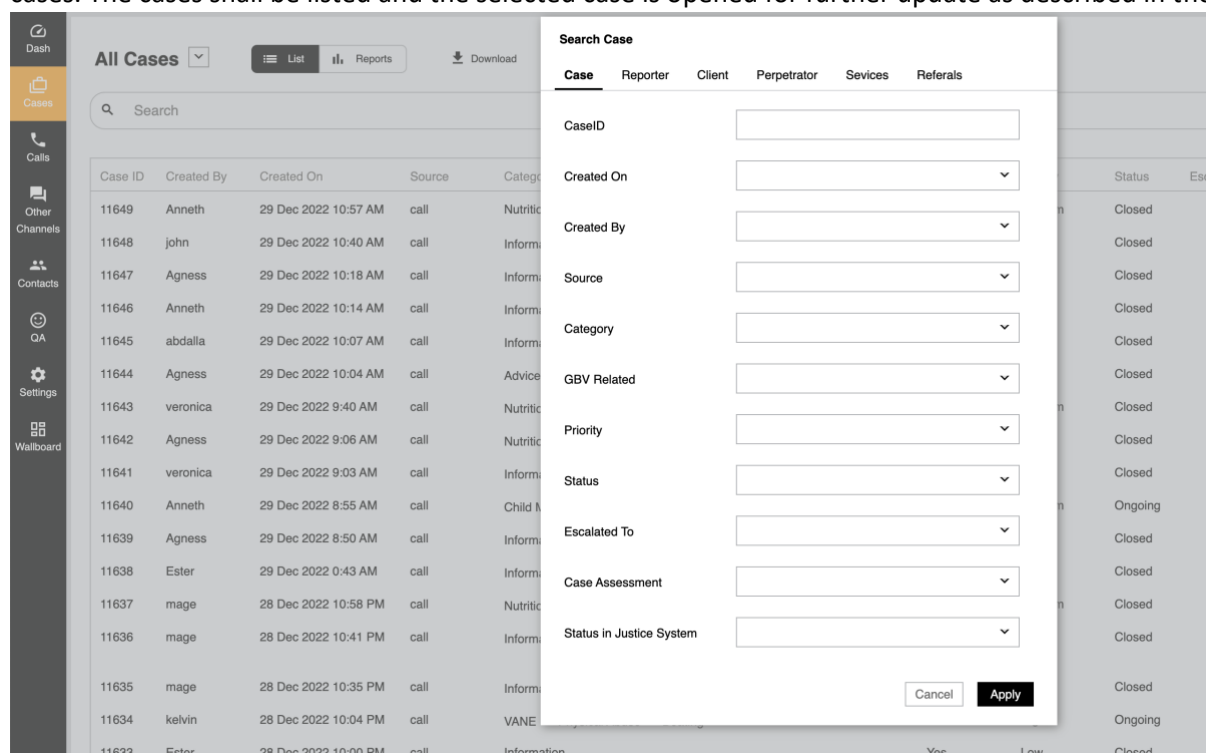
- Information
- Child Abuse
- Advice and Counselling
- Child Maintenance & Custody
- Disability
- Information
- Nutrition
- VANE

At the bottom of the dropdown, it shows '1 - 6 of 6' and navigation arrows.

Figure 10: Case Type Action

#### 4.2.1 Case Follow Up

This is for reporters who are following up on the status or giving an update of previously created cases. This presents a list of cases under the reporter's phone number and a form to search for other cases. The cases shall be listed and the selected case is opened for further update as described in the

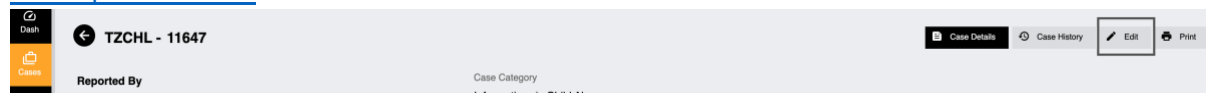


The screenshot shows the 'All Cases' dashboard. A search modal is open, allowing users to filter cases by various criteria. The modal includes the following fields:

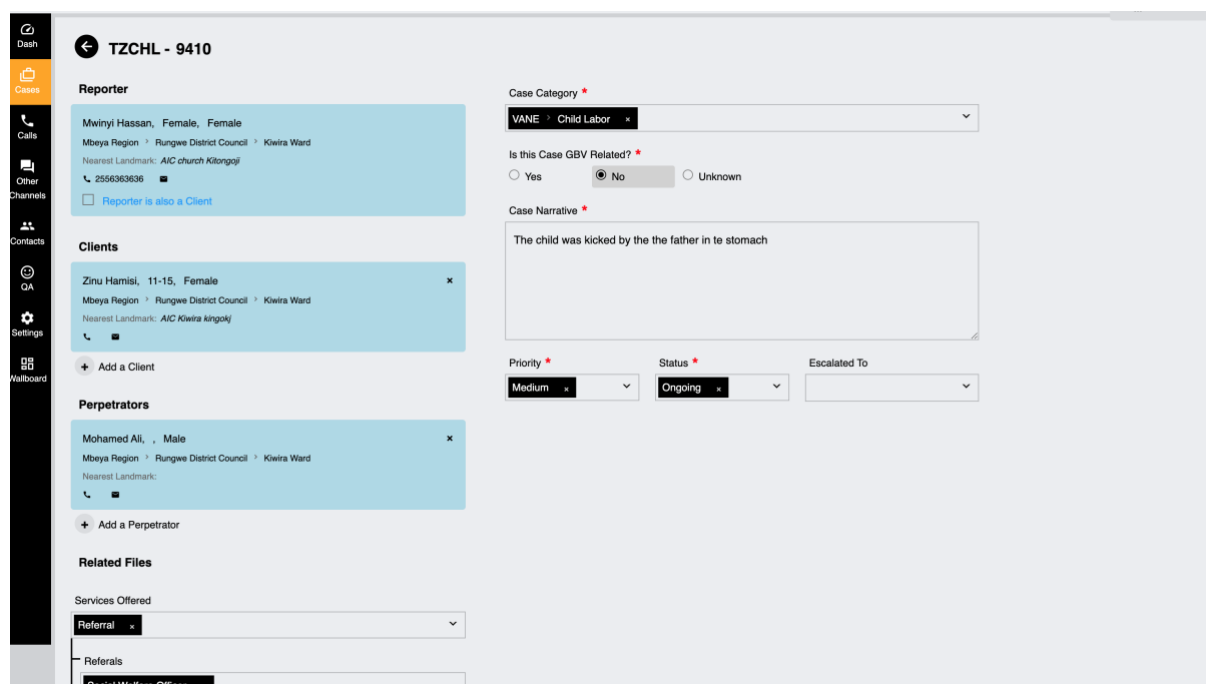
- CaseID
- Created On
- Created By
- Source
- Category
- GBV Related
- Priority
- Status
- Escalated To
- Case Assessment
- Status in Justice System

The background shows a table of cases with columns: Case ID, Created By, Created On, Source, Category, and Status. The status column includes options like 'Closed', 'Ongoing', and 'Escalated'.

#### Case Update Section.



The screenshot shows the 'Case Update Section' for case TZCHL - 11647. The interface includes a sidebar with navigation options (Dash, Cases, Calls, Other Channels, Contacts, QA, Settings, Wallboard) and a main content area. The main content area displays the case details, including the reporter's name (TZCHL - 11647) and the case category (Information > Child Abuse). Buttons for 'Case Details', 'Case History', 'Edit', and 'Print' are visible.

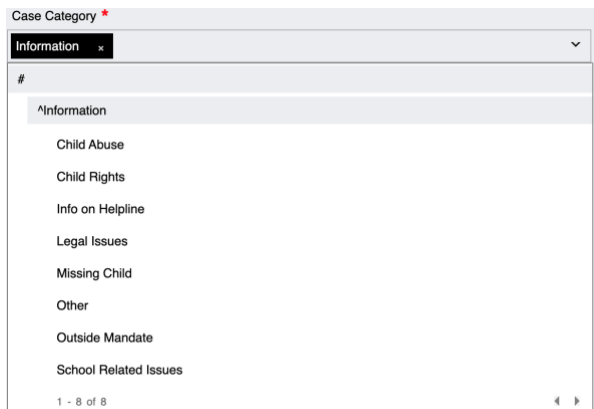


The screenshot shows the 'Case Update Section' for case TZCHL - 9410. The interface includes a sidebar with navigation options (Dash, Cases, Calls, Other Channels, Contacts, QA, Settings, Wallboard) and a main content area. The main content area displays the case details, including the reporter's name (TZCHL - 9410) and the case category (VANE > Child Labor). The case narrative is 'The child was kicked by the the father in te stomach'. The case is categorized as 'Medium' priority and 'Ongoing' status. The case is escalated to 'Social Welfare Officer'.

Figure 11: Follow Up Case list

#### 4.2.2 Information Inquiry.

This leads to an FAQ and information page and/or form. The content of FAQs shall be always updated by system administrators and during the call when the information Inquiry is selected and the question asked does not exist.



Case Category \*

Information x

#

^Information

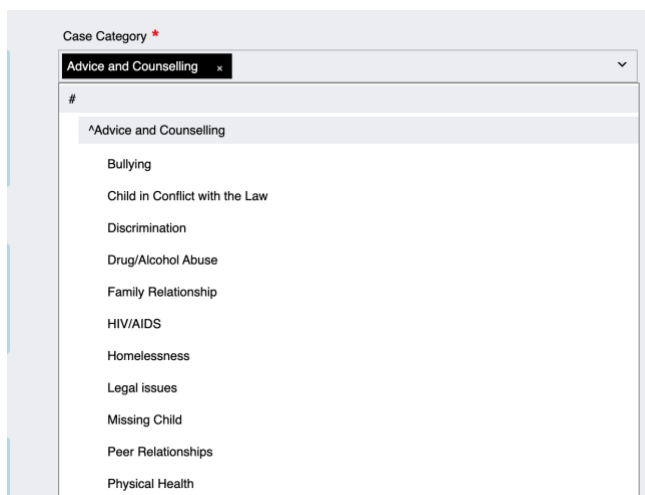
- Child Abuse
- Child Rights
- Info on Helpline
- Legal Issues
- Missing Child
- Other
- Outside Mandate
- School Related Issues

1 - 8 of 8

#### 4.2.3

#### Counselling

This refers to counselling service offered to callers who do not necessarily have an abuse case to be recorded. When this option is selected, a form with counselling category field, narrative, service offered and service comments by agent is opened for the agent to fill.



Case Category \*

Advice and Counselling x

#

^Advice and Counselling

- Bullying
- Child in Conflict with the Law
- Discrimination
- Drug/Alcohol Abuse
- Family Relationship
- HIV/AIDS
- Homelessness
- Legal issues
- Missing Child
- Peer Relationships
- Physical Health

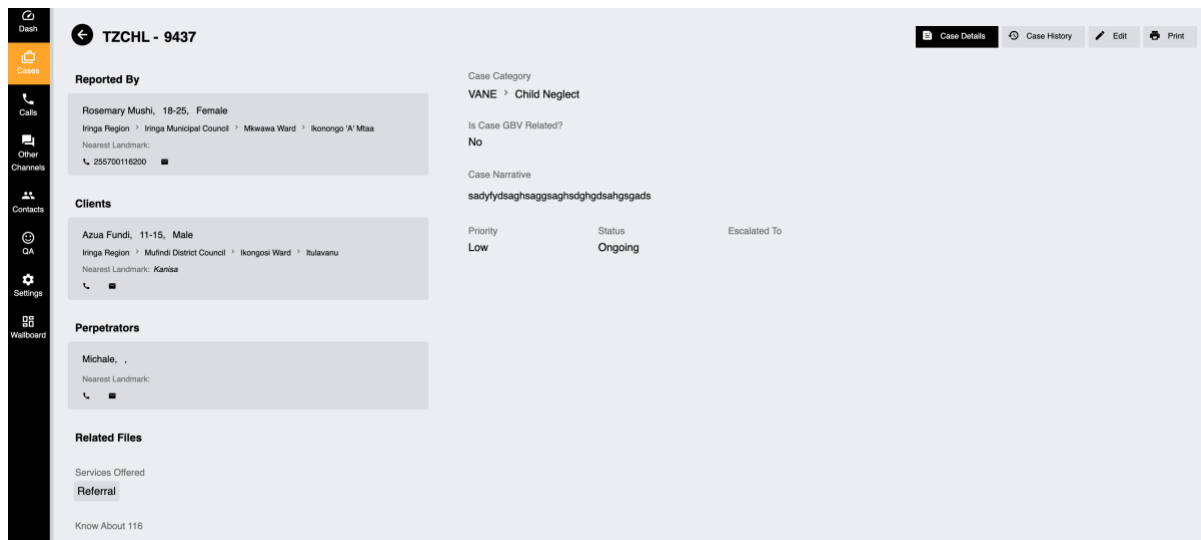
#### 4.2.4 New Case

This takes us to the case form described in [Case Form Section](#) of this documentation where the user creates a case as described under [Case Fields section](#).

#### 4.3 Case Details

These are the fields relating to the specific case as explained by the reporter to the system user.

### 4.3.1 Case Fields



**TZCHL - 9437**

**Reported By**

Rosemary Mushi, 18-25, Female  
 Iringa Region > Iringa Municipal Council > Mkwawa Ward > Ikonongo 'A' Mtaa  
 Nearest Landmark:  
 255700116200

**Clients**

Azusa Fundi, 11-15, Male  
 Iringa Region > Mufindi District Council > Ikonongo Ward > Ibulavani  
 Nearest Landmark: Kanisa

**Perpetrators**

Michale,  
 Nearest Landmark:

**Related Files**

Services Offered  
 Referral  
 Know About 116

Case Category  
 VANE > Child Neglect

Is Case GBV Related?  
 No

Case Narrative  
 sadyfysaghsaghsaghsdghdsahgsgads

Priority  
 Low

Status  
 Ongoing

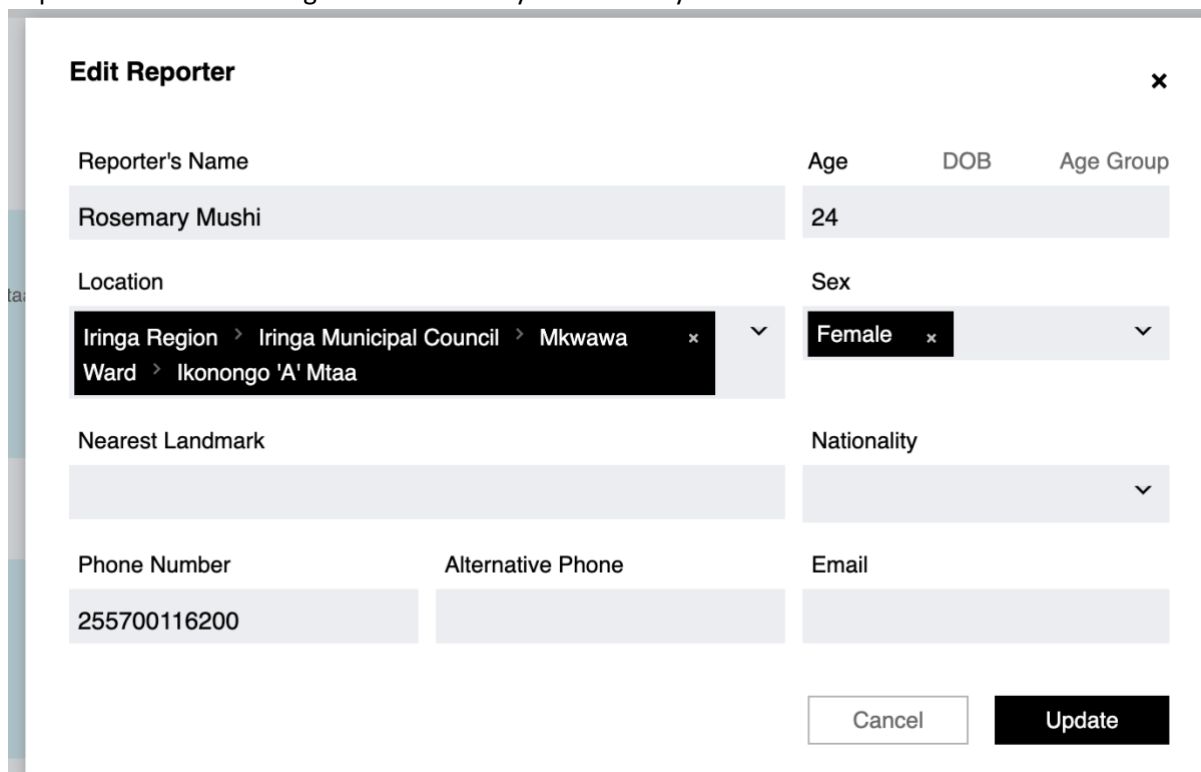
Escalated To

Figure 12: Case Details

The new case report section has additional items captured which include: Client details, perpetrator details, case status and an option to update reporter details.

### 4.3.2 Reporter Details Update

Reporter details are being edited since they have already been created.



**Edit Reporter**

Reporter's Name  
 Rosemary Mushi

Age  
 24

DOB

Age Group

Location  
 Iringa Region > Iringa Municipal Council > Mkwawa Ward > Ikonongo 'A' Mtaa

Sex  
 Female

Nearest Landmark

Nationality

Phone Number  
 255700116200

Alternative Phone

Email

Cancel Update

Figure 13: Reporter Details Update

### 4.3.3 Client Details

Client details are captured in the form presented when once clicks the plus sign next to “Client Details” label. More than one clients can be added and they shall be listed as below:


## Edit Client Details

Client's Name	Age	DOB	Age Group
Azua Fundi	12		
Location	Sex		
Iringa Region > Mufindi District Council > Ikongosi Ward > Itulavanu	Male		
Nearest Landmark	Nationality		
Kanisa			
Phone Number	Alternative Phone	Email	
Reporter's Relationship with Client	Relationship Comment		
Neighbour			
Is the Client Attending School?			
<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Unknown	
Reason for not attending school			
Hakuna Pesa			
Is the Client Disabled?			
<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Unknown	

Cancel

Update

Figure 14: Client Details

One can add more than one clients and perpetrators but clicking the  sign next to the respective label. The added clients and/or perpetrators shall be listed for update as show in the diagram below:

### Clients

Azua Fundi, 11-15, Male

Iringa Region > Mufindi District Council > Ikongosi Ward > Itulavanu

Nearest Landmark: *Kanisa*

+

Add a Client

Figure 15: Added clients listing

#### 4.3.4 Perpetrator Details

Perpetrators can be added at this point and a case can have more than one perpetrators, each one will be added and listed in the perpetrators section.

Edit Perpetrator Details

Perpetrator's Name

Michale

Age

0

DOB

Age Group

Location

Sex

Nearest Landmark

Nationality

Phone Number

Alternative Phone

Email

Relationship with Client?

Shares Home with Client?

Perpetrator's Guardian's Name

Additional Details

Enter Additional Details

Cancel

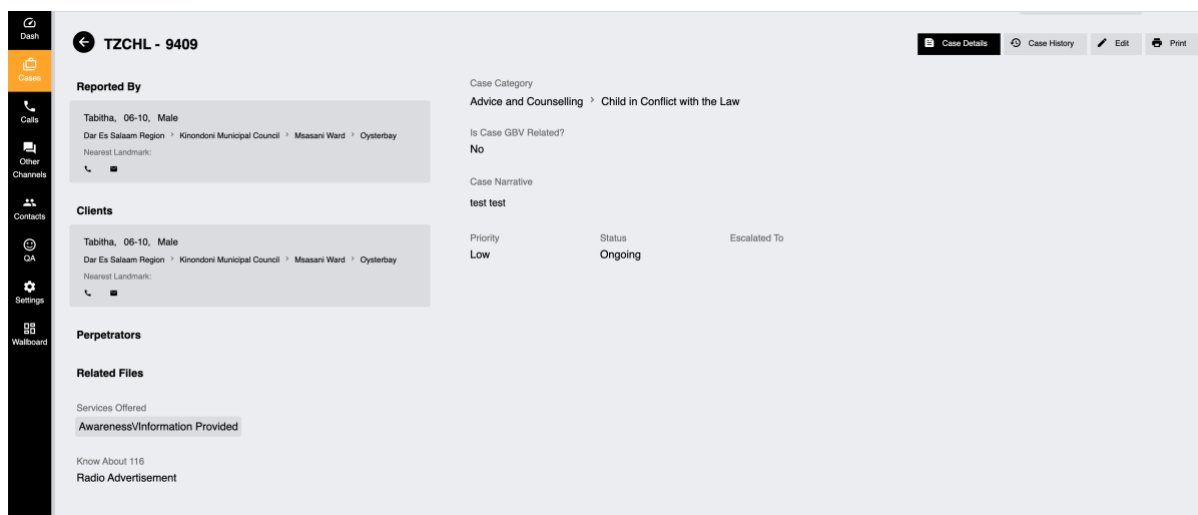
Update

Figure 16: Perpetrator Details

Added perpetrators shall also have a listing as described for client in diagram on “Added Clients Listing”

#### 4.3.5 Case View

This provides a platform for viewing the created cases, once a case has been submitted, a user will be redirected to the case view. From the case view page, one has an option to edit the case, print or export to PDF.



Dash TZCHL - 9409 Case Details Case History Edit Print

**Reported By**  
 Tabitha, 06-10, Male  
 Dar Es Salaam Region > Kinondoni Municipal Council > Msasani Ward > Oysterbay  
 Nearest Landmark:

**Clients**  
 Tabitha, 06-10, Male  
 Dar Es Salaam Region > Kinondoni Municipal Council > Msasani Ward > Oysterbay  
 Nearest Landmark:

**Perpetrators**

**Related Files**  
 Services Offered  
 Awareness/Information Provided  
 Know About 116  
 Radio Advertisement

Case Category  
 Advice and Counselling > Child in Conflict with the Law

Is Case GBV Related?  
 No

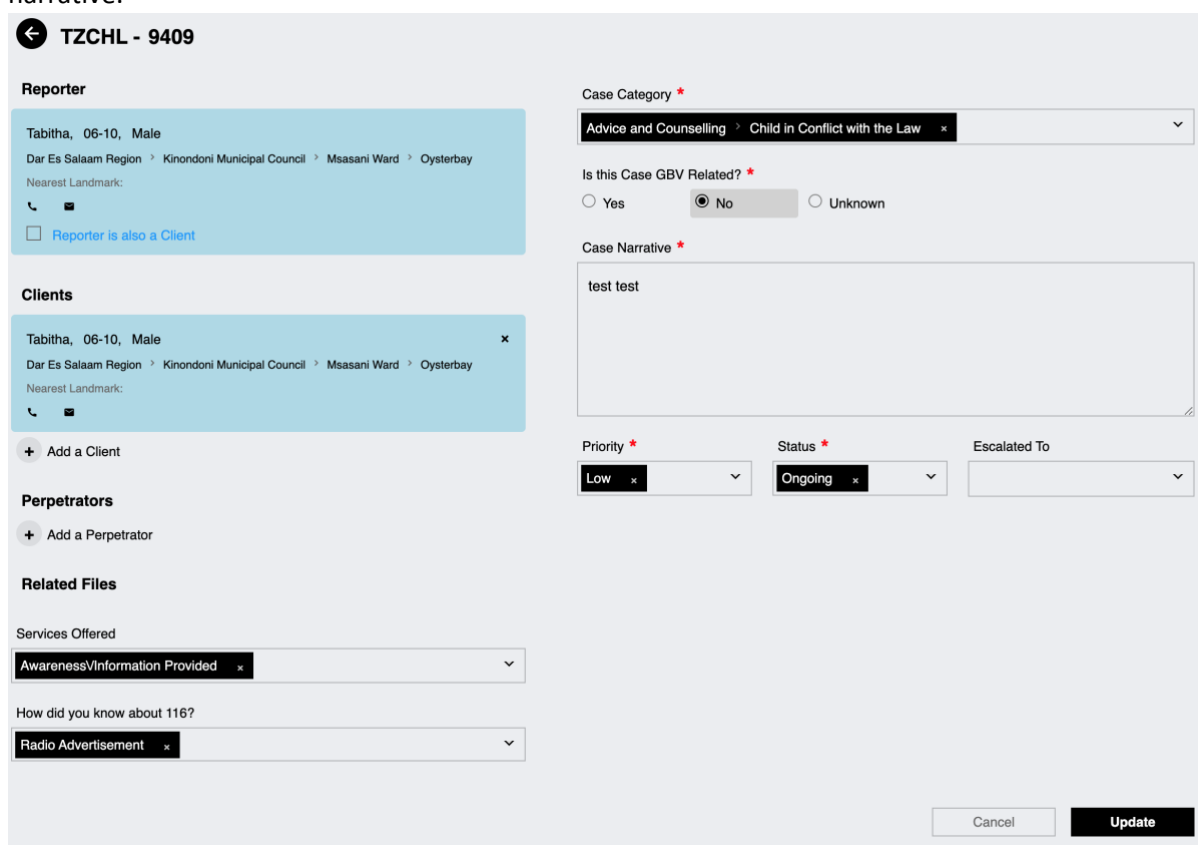
Case Narrative  
 test test

Priority Low Status Ongoing Escalated To

Figure 17: Case View

### 4.3.6 Case Update/Edit

When an old case is selected for update, the case details are presented in an editable form with the fields being prefilled. The case related information such as reporter, client and perpetrator details are as in the case capture form. The case update option does not allow for a change on the case narrative.



TZCHL - 9409

**Reporter**  
 Tabitha, 06-10, Male  
 Dar Es Salaam Region > Kinondoni Municipal Council > Msasani Ward > Oysterbay  
 Nearest Landmark:  
☐ Reporter is also a Client

**Clients**  
 Tabitha, 06-10, Male  
 Dar Es Salaam Region > Kinondoni Municipal Council > Msasani Ward > Oysterbay  
 Nearest Landmark:  
 + Add a Client

**Perpetrators**  
 + Add a Perpetrator

**Related Files**  
 Services Offered  
 Awareness/Information Provided  
 How did you know about 116?  
 Radio Advertisement

Case Category \*  
 Advice and Counselling > Child in Conflict with the Law

Is this Case GBV Related? \*  
☐ Yes ☒ No ☐ Unknown

Case Narrative \*  
 test test

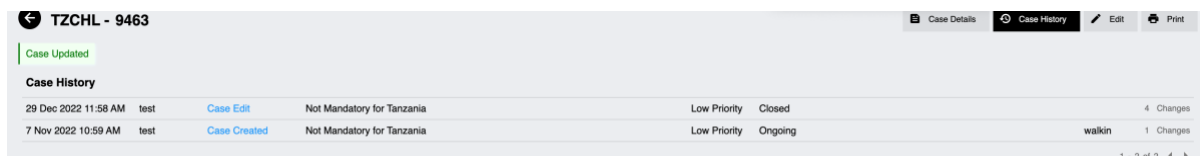
Priority \* Low Status \* Ongoing Escalated To

Cancel Update

Figure 18: Case Update View

### 4.3.7 Case History

Case edit allows for the editing of the case narrative by either a supervisor, a case manager and/or the person who created the case. When a case is edited the system automatically generates a case history.



TZCHL - 9463							
Case Updated							
Case History							
29 Dec 2022 11:58 AM	test	<a href="#">Case Edit</a>	Not Mandatory for Tanzania	Low Priority	Closed		4 Changes
7 Nov 2022 10:59 AM	test	<a href="#">Case Created</a>	Not Mandatory for Tanzania	Low Priority	Ongoing	walkin	1 Changes

Figure 19: Case History

## 4.4 Disposition

The agent might need to dispose of the call due to some reasons. This will be catered for under the disposition segment. The disposition options shall be configured by the administrator.

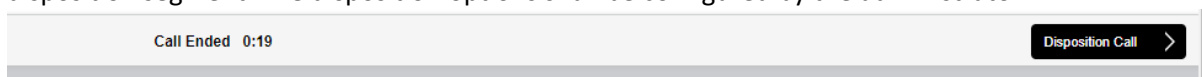


Figure 20: Form Disposition

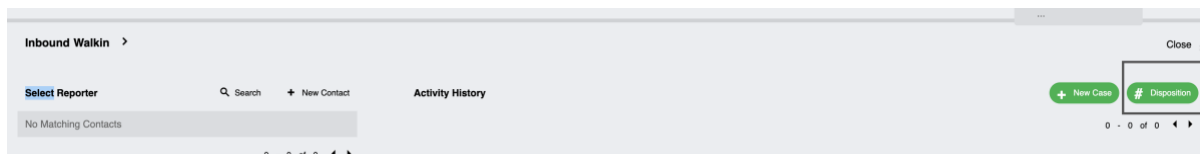


Figure 21: Call Disposition Reasons

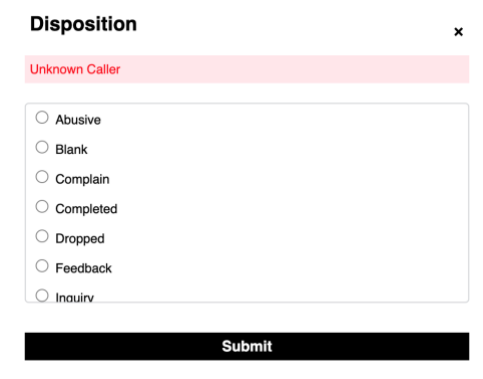


Figure 22: Case Report Filters

## 5 Dashboards

### 5.1 User Dashboards

The user can carry out multiple roles depending on the user rights given, as seen through the elements on the dashboard in Figure below

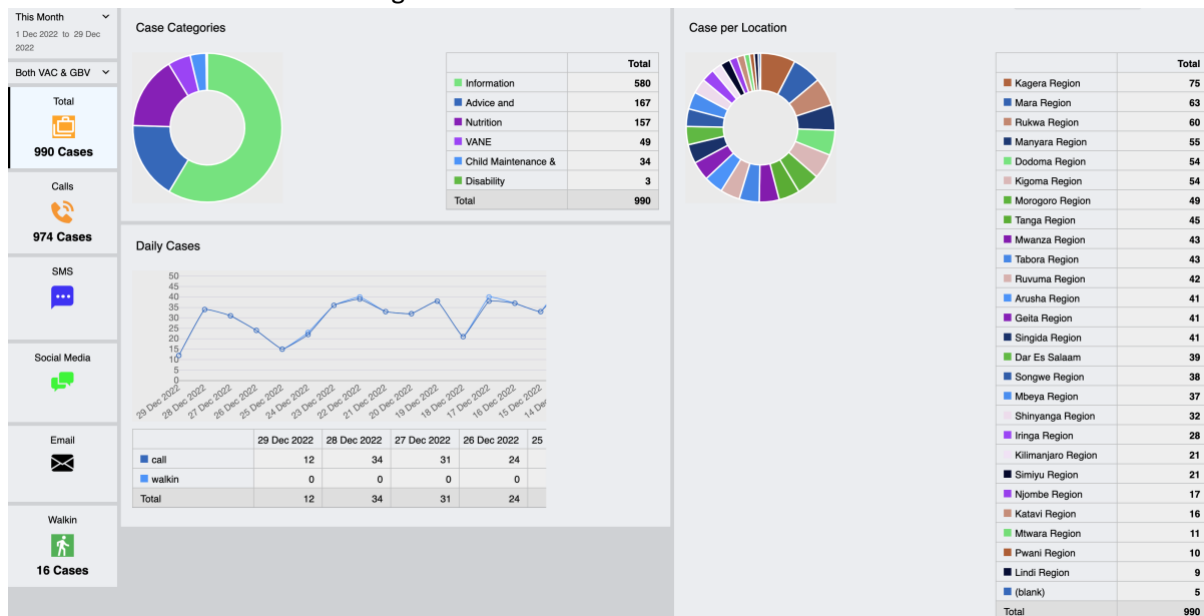
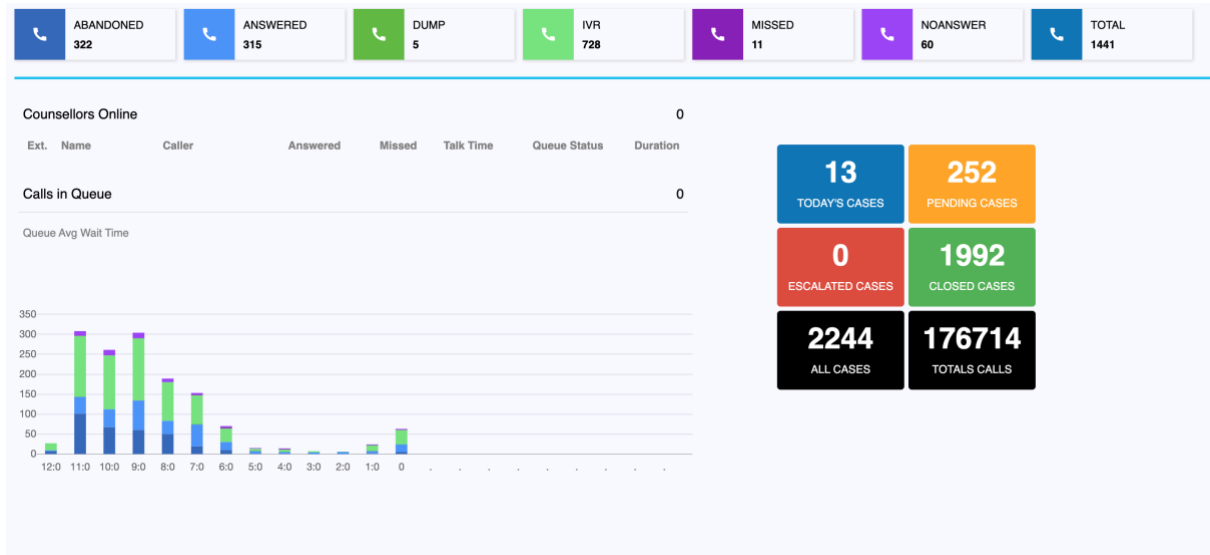


Figure 23: Generic Dashboard

## 5.2 Wall Dashboard

This dashboard displays real-time statistics of the helpline System and is meant for centre management. This helps in the monitoring of the Helpline service delivery and daily activities.



6

## Calls

Calls is a major source of cases to the helpline. When a call comes in, it will ring on the agents/counsellors on queue one by one. The diagram below shows an incoming call with options to receive or reject. Details related to the calling number are displayed if they already exist within the system.

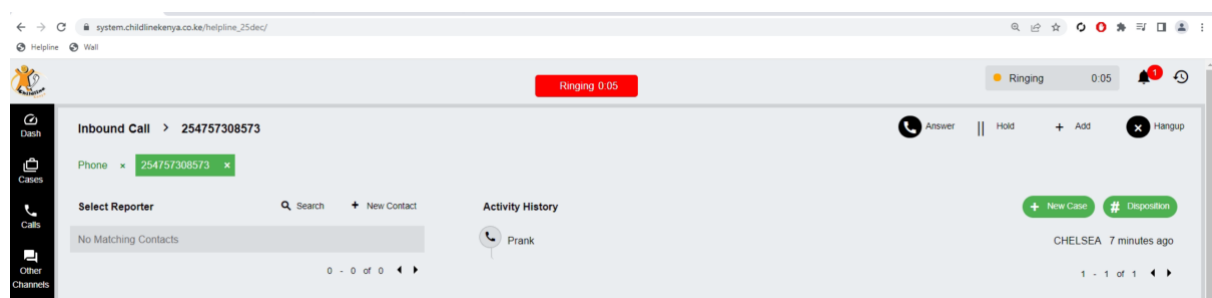


Figure 24: Incoming Call

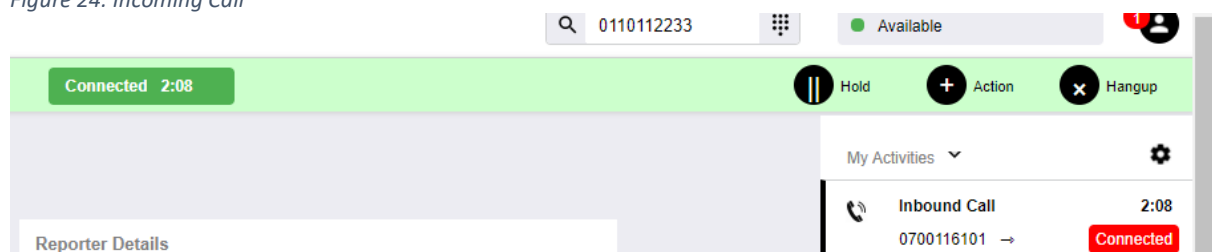


Figure 25: Incoming Call Options

When the user opts to hang-up a call, a form pops for them to give a reason as to why they are hanging-up on the caller before successfully disconnecting the caller.

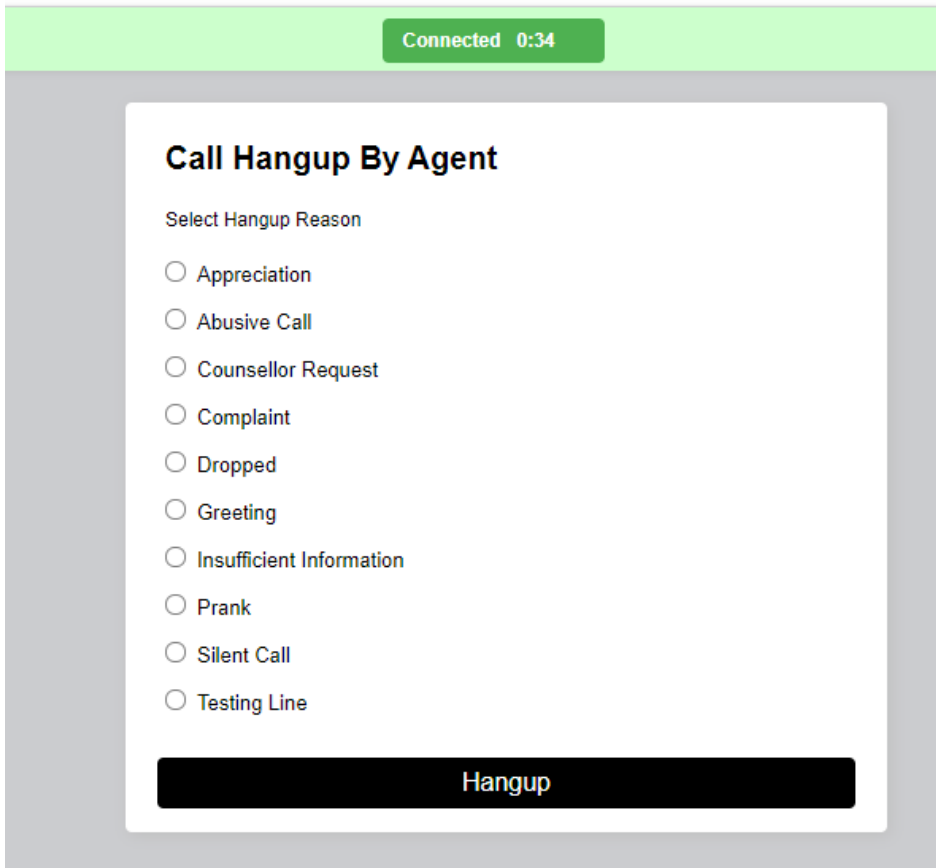


Figure 26: Hang-up Reasons

## 7 Quality Assessment

QA is a role played by the supervisor to assess the quality of service in the calls made at the helpline. A QA form will pop up when a call record is selected for analysis and the audio recording tied to the call will start playing. The supervisor will listen to the recording as they rate it against the parameters set as shown below.

The QA button is located on the left side bar menu. It has three categories.

- ✓ Calls records
- ✓ Analyzed records
- ✓ Analysis reports

For each parameter chosen, a score will be displayed.

After filling the QA form, the supervisor will submit the form. The system will sum up the calculation and display the score on the specific agent. The system will also do an average of the call statistics and display on the monitoring wall.

Note The report above will list the calls that are yet to be analysed. The supervisor will click on the analyse link to perform QA.

QA form can be found under call record listing, calls that have not been analysed shall have a button for QA as active under the supervisor account.

## Call History

Filter CSV List Reports

Date	Direction	Phone	Extension	Wait Time	Talk Time	Hold Time	Hangup By	Hangup Status	Disposition	QA Done
3 Nov 2021 12:27	Inbound	101	→ 110	1:01	1:56	0:05	usr	answered		No
3 Nov 2021 12:17	Inbound	110	→	0:16	0:00	0:00	phone	abandoned		N/A
3 Nov 2021 8:38	Inbound	100	→	0:43	0:00	0:00	phone	abandoned		N/A
2 Nov 2021 11:26	Inbound	100	→	0:19	0:00	0:00	phone	abandoned		N/A

Figure 27: Call Listing For QA

### QA Form

Inbound Call From 101 To 110, 3 Nov 2021 12:27

Talk Time 1:56

Opening / Greeting	Listening	Pro-activeness	Resolution / Counselling	Hold Procedures	Closing	Feedback	Total Score
0	0	0	0	0	0		0
0 %	0 %	0 %	0 %	0 %	0 %		0 %

#### Opening Call Greeting

- Use of call opening phrase
 

Yes Partially No
- Section Comments

Next

Figure 28: QA Form

The QA form is a step by step process with questions on every section having a score that adds to the total score. Once a section has been scored, the next button can be used to the next section. A previous button is available for succeeding sections.

The QA form has an audio player for the call recording, the audio player has controls for the user to pause, play or rewind the audio.

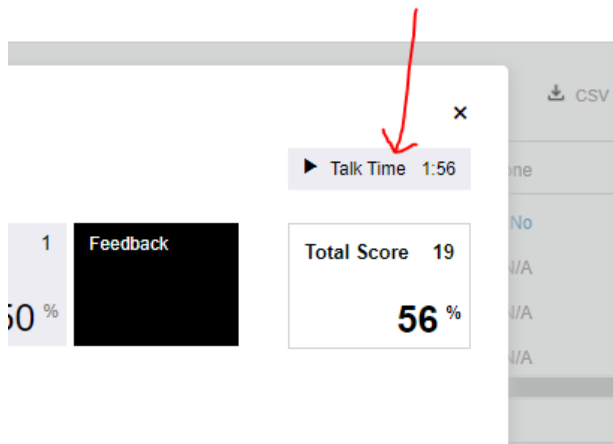


Figure 29: QA Audio Player

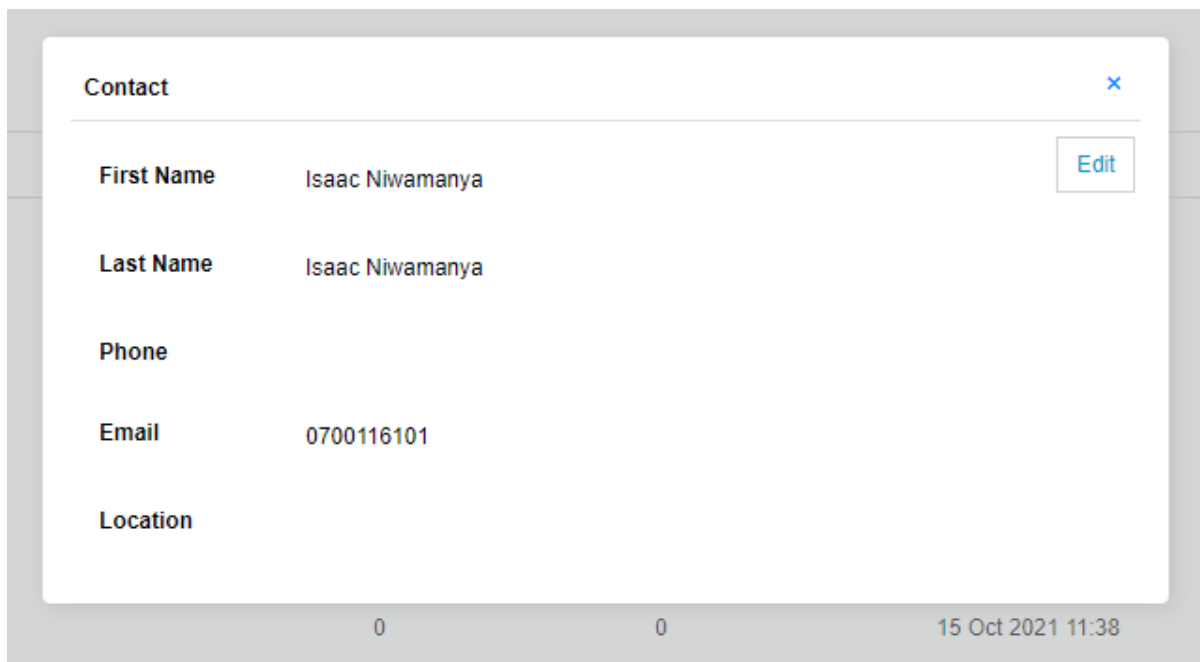
## 8 Contact list

This is the list of all registered members. They are listed as a report exportable in CSV format.

Contacts							Filter	List	Reports	CSV
Full Name	Phone	Email	Open Cases	Closed Cases	Created On					
Isaac Nwamanya	Isaac Nwamanya		0700116101	0	0	17 Oct 2021 14:43				
Cherulyot	Cherulyot			0	0	16 Oct 2021 19:42				
Cherulyot	Cherulyot			0	0	15 Oct 2021 17:02				
Cherulyot	Cherulyot			0	0	15 Oct 2021 16:54				
Cherulyot	Cherulyot			0	0	15 Oct 2021 16:54				
Cherulyot	Cherulyot			0	0	15 Oct 2021 16:53				
Cherulyot	Cherulyot			0	0	15 Oct 2021 16:53				
Mary	Mary			0	0	15 Oct 2021 11:38				
Meg Karash	Meg Karash			0	0	12 Oct 2021 21:38				
Meg Karash	Meg Karash			0	0	12 Oct 2021 21:37				
Isaac Nwamanya	Isaac Nwamanya		0700116100	0	0	6 Oct 2021 14:50				
James Apolo	James Apolo			0	0	4 Oct 2021 17:45				
kembol	kembol			0	0	4 Oct 2021 14:34				
darius	darius		0700111222	0	0	3 Oct 2021 12:14				
Kimani Joseph	Kimani Joseph		0725456324	0	0	3 Oct 2021 11:45				
Henry	Henry			0	0	3 Oct 2021 10:52				
Nelson Adagi	Nelson Adagi		254723457189	0	0	3 Oct 2021 10:50				
James Nganga	James Nganga		254723457189	0	0	3 Oct 2021 10:46				
Amaheno	Amaheno		755625625	0	0	2 Oct 2021 18:42				
Nelson Adagi	Nelson	Adagi	254723457189	0	0	2 Oct 2021 12:53				

Figure 30: Contact List

Click on any of the contacts to view and to edit.



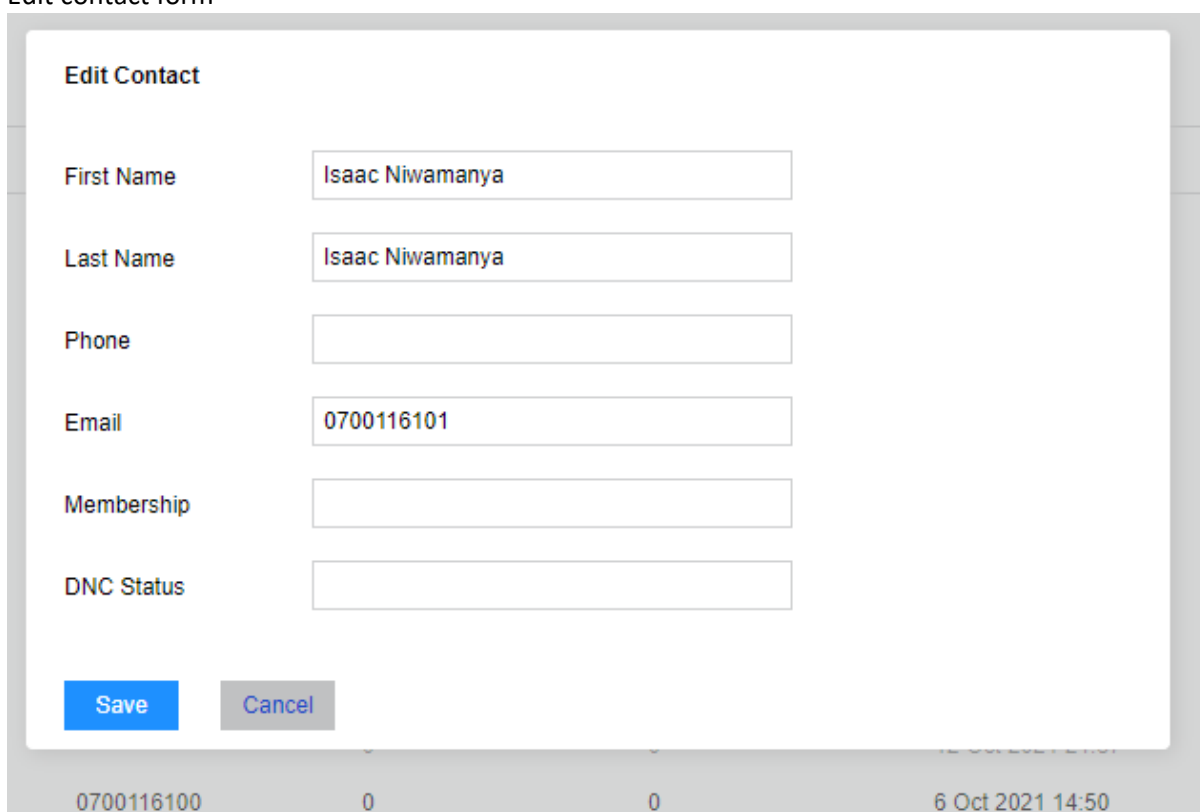
The screenshot shows a 'Contact' modal window with a close button (X) in the top right corner. The modal contains the following fields:

Field	Value
First Name	Isaac Niwamanya
Last Name	Isaac Niwamanya
Phone	
Email	0700116101
Location	

An 'Edit' button is located in the top right corner of the modal. The background shows a table with columns for ID, Name, Phone, Email, and Location, and a timestamp '15 Oct 2021 11:38'.

Figure 31: Individual Contact View

#### Edit contact form



The screenshot shows an 'Edit Contact' modal window with a close button (X) in the top right corner. The modal contains the following fields:

Field	Value
First Name	Isaac Niwamanya
Last Name	Isaac Niwamanya
Phone	
Email	0700116101
Membership	
DNC Status	

At the bottom of the modal are two buttons: 'Save' (blue) and 'Cancel' (grey). The background shows a table with columns for ID, Name, Phone, Email, and Location, and a timestamp '6 Oct 2021 14:50'.

Figure 32: Individual Contact Edit

Every person contacting the centre in one way or another via the system shall be added to the contact list.

## 9 Reports

The reports are divided into two major categories: call reports and Case reports each with both report listing and report pivots. Every report – call and case, has options which include: switching between list & pivot, download and filter.

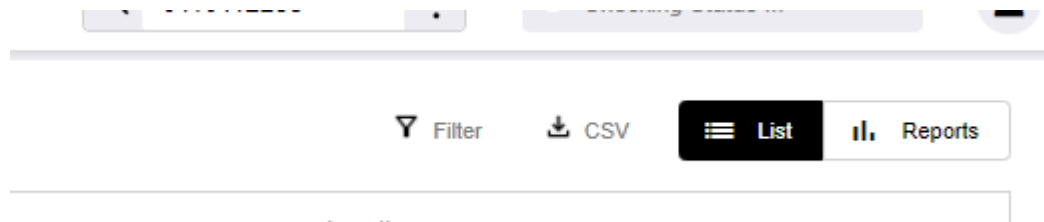


Figure 33: Report Options

### 9.1 Call reports

#### 9.1.1 Call List

These are reports from incoming calls. The listing on the call reports is based on the standard call records and with relevant filters as per the related fields.

**Call History** Filter CSV List Reports

Date	Direction	Phone	Extension	Wait Time	Talk Time	Hold Time	Hangup By	Hangup Status	Disposition	QA Done
3 Nov 2021 12:27	Inbound	101	→ 110	1:01	1:56	0:05	usr	answered		No
3 Nov 2021 12:17	Inbound	110	→	0:16	0:00	0:00	phone	abandoned		N/A
3 Nov 2021 8:38	Inbound	100	→	0:43	0:00	0:00	phone	abandoned		N/A
2 Nov 2021 11:26	Inbound	100	→	0:19	0:00	0:00	phone	abandoned		N/A

1 - 4 of 4

Figure 34: Call Record List

#### 9.1.2 Call Pivot Report

This give more flexibility in generating statistical reports numeric and graphical.

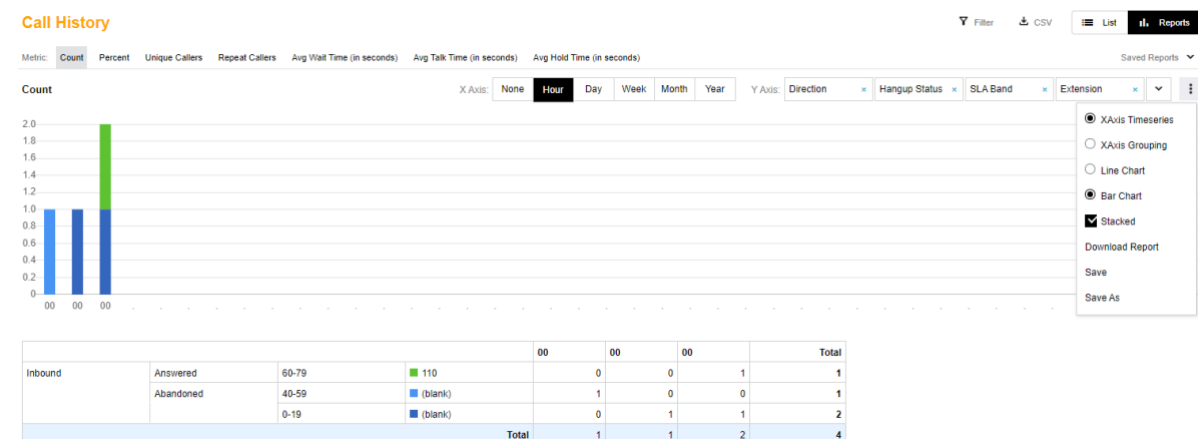


Figure 35: Call Pivot Reports

### 9.2 Case reports

These are reports on cases created within the system irrespective of the case source, they have filters as per the case fields on the case capture and date created.

### 9.2.1 Case List

This is a listing of the cases recorded on the helpline system with options to view and edit individual cases. The listing gives a brief understanding of the nature of cases in the columns displayed such as case source, category, location, gender among others.

Case ID	Created On	Category	Priority	Status	Source	Reporter	Location
88	27 Oct 2021 10:33		Low	Array		Ambrose, Female, 1year to 2 years	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, PALANYUA, ADJUMANI EAST COUNTY
87	27 Oct 2021 10:32					...	
86	27 Oct 2021 10:32					...	
85	27 Oct 2021 10:32					...	
84	27 Oct 2021 5:29		Low	Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY
83	27 Oct 2021 5:14			Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY
82	27 Oct 2021 5:11			Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY
81	27 Oct 2021 5:10			Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY
80	27 Oct 2021 5:10			Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY
79	27 Oct 2021 5:09		Low	Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY
78	27 Oct 2021 5:05		Medium	Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY
77	27 Oct 2021 5:02			Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY
76	27 Oct 2021 5:01			Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY
iptop01 5	27 Oct 2021 5:00			Array		vcvov, Female, 18yrs and above	NORTHERN, ADJUMANI, EAST MOYO, PAKELE, PERECI, MAANYALWA, ADJUMANI EAST COUNTY

Figure 36: Case Report Listing

Filters

CaseID

Created On

Category

Priority

Status

Source

Reporter Name

Reporter Phone

Reporter Location

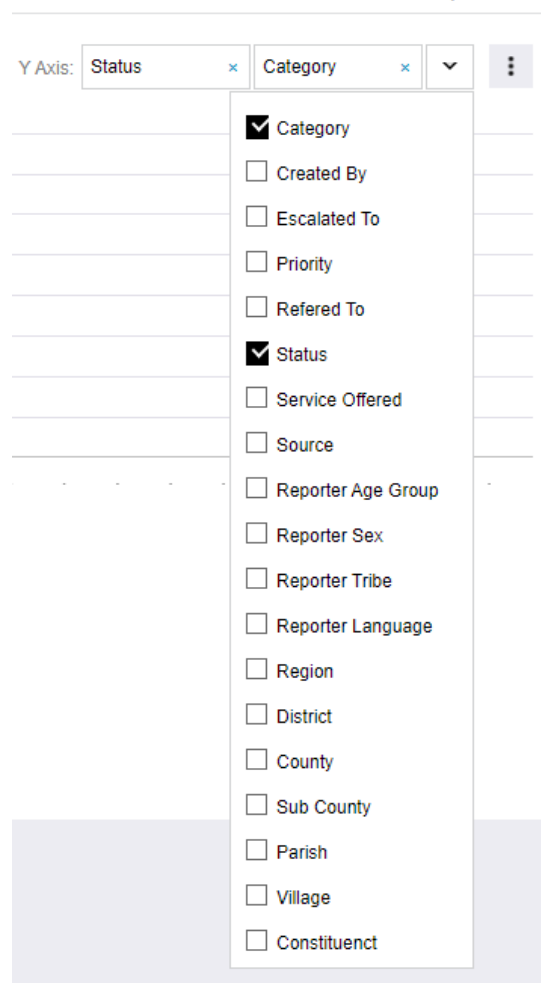
Apply

Cancel

Figure 37: Case Report List Filters

### 9.2.2 Case Report Pivot

Pivot reports are custom reports based on a X and Y axes matrix. The X-Axis based on time (Hour, Day, Week, Month and Year) and the Y-Axis based on the different available fields in the case capture.



Y Axis: Status × Category ×

- ☒ Category
- ☐ Created By
- ☐ Escalated To
- ☐ Priority
- ☐ Referred To
- ☒ Status
- ☐ Service Offered
- ☐ Source
- ☐ Reporter Age Group
- ☐ Reporter Sex
- ☐ Reporter Tribe
- ☐ Reporter Language
- ☐ Region
- ☐ District
- ☐ County
- ☐ Sub County
- ☐ Parish
- ☐ Village
- ☐ Constituent

Figure 38: X-Axis Case Report Filters

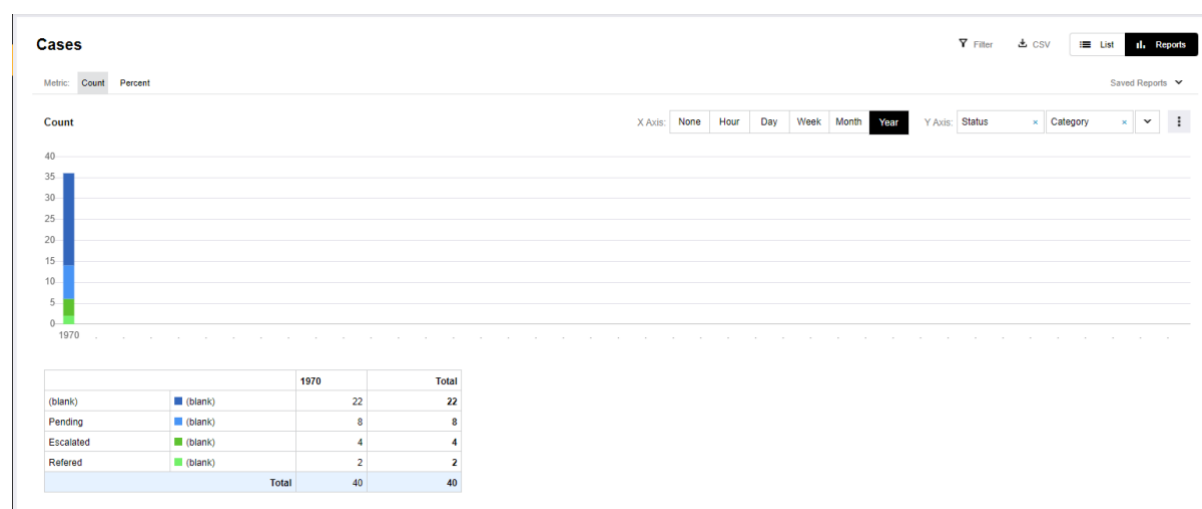
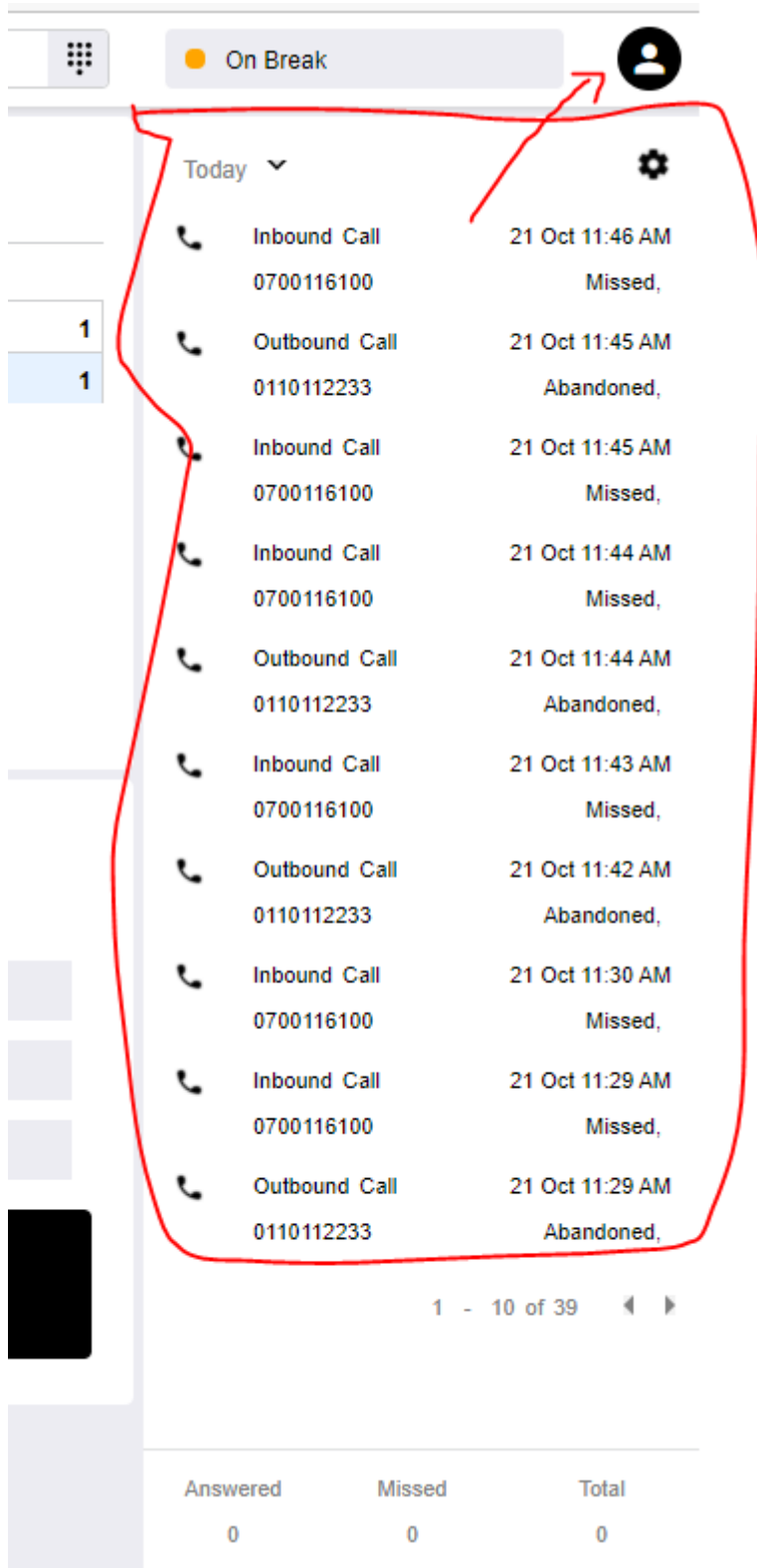


Figure 39: Case Pivot Report

## 10 System Notifications & Other Sources

The system notifications are alerts to the users on what they need to act on or information on what is happening on the items related to them. Currently implemented to include incoming channels such as SMS, Email and any other media through which the system receives communication.

This is on the top-right corner as shown on the figure below:



The screenshot shows a user interface with a top navigation bar. On the right side of the bar, there is a user profile icon. A red arrow points to this icon. Below the navigation bar, a list of notifications is displayed, enclosed in a red circle. The notifications are categorized by date (Today) and type (Inbound Call, Outbound Call). Each notification includes a phone icon, the call type, the phone number, and the status (Missed, Abandoned). At the bottom of the notification list, there is a pagination indicator showing '1 - 10 of 39'. Below the notification list, there is a summary table with three columns: Answered, Missed, and Total, each with a value of 0.

Today	Call Type	Phone Number	Status	Time
	Inbound Call	0700116100	Missed,	21 Oct 11:46 AM
	Outbound Call	0110112233	Abandoned,	21 Oct 11:45 AM
	Inbound Call	0700116100	Missed,	21 Oct 11:45 AM
	Inbound Call	0700116100	Missed,	21 Oct 11:44 AM
	Outbound Call	0110112233	Abandoned,	21 Oct 11:44 AM
	Inbound Call	0700116100	Missed,	21 Oct 11:43 AM
	Outbound Call	0110112233	Abandoned,	21 Oct 11:42 AM
	Inbound Call	0700116100	Missed,	21 Oct 11:30 AM
	Inbound Call	0700116100	Missed,	21 Oct 11:29 AM
	Outbound Call	0110112233	Abandoned,	21 Oct 11:29 AM

1 - 10 of 39

Answered	Missed	Total
0	0	0

Figure 40: Web Online Case Report Form

## 11 System Settings

This provides the system administrators with the power to change and/update dynamic items affecting system functionality. This currently has four items: Users, Campaigns, IVR prompts and Categories.



Figure 41: System Setting Options

### 11.1 Users

The system users are created and updated at this point, as stated, this is a function reserved for system administrators.

It provides a listing of current users with view and edit options. A user view is available by clicking individual user whereby an option to edit shall be available.

Username	First Name	Last Name	Phone	Email	Extension	Role	Created On
kembol	Henry	Kembol	0723999000	Brian.Mbai@bitz-	103	Supervisor	27 Oct 2021 10:36
tdtdf	tdtdfd	tdtdff			323	Counsellor	21 Oct 2021 11:09
Johntie	Johntie				123	Counsellor	2 Oct 2021 11:32
Anderson	Anderson		0711000213		752	Case Manager	29 Jun 2021 5:38
Laura	Laura		0700112233		751	Supervisor	29 Jun 2021 5:37
test	W				100	Administrator	

1 - 6 of 6

Figure 42: User Listing

### New User

Username

First Name

Last Name

Phone

Email

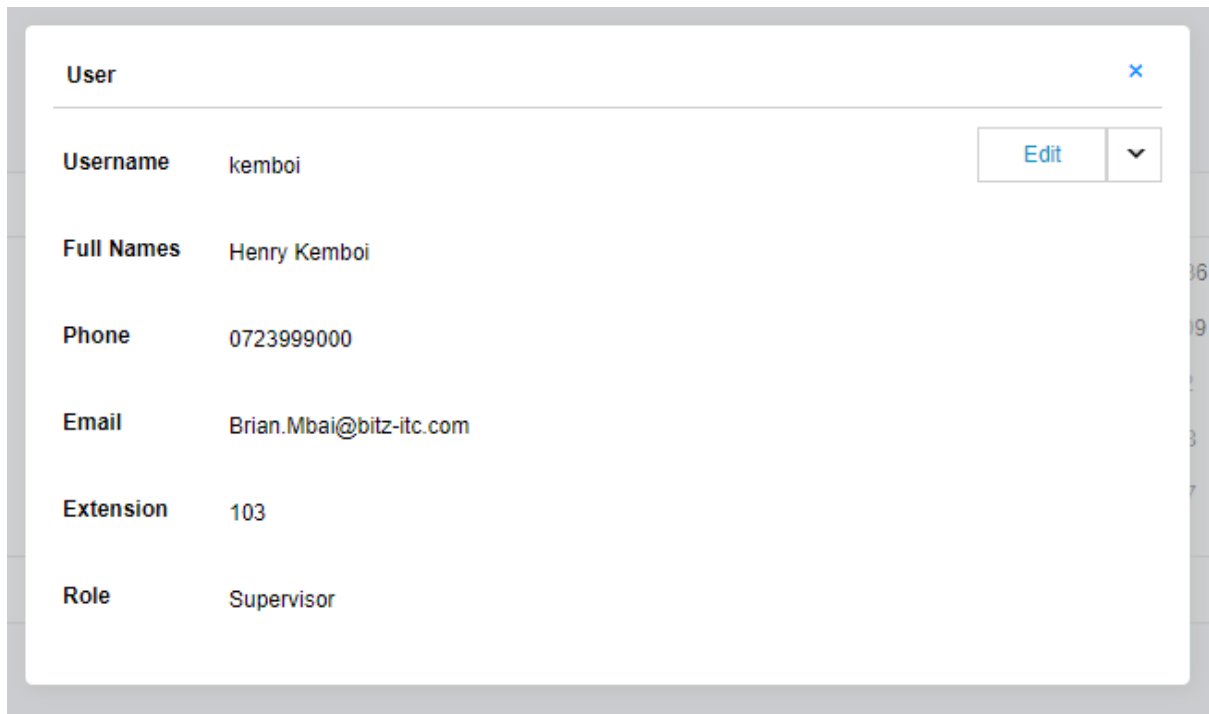
Extension

Role

Save

Cancel

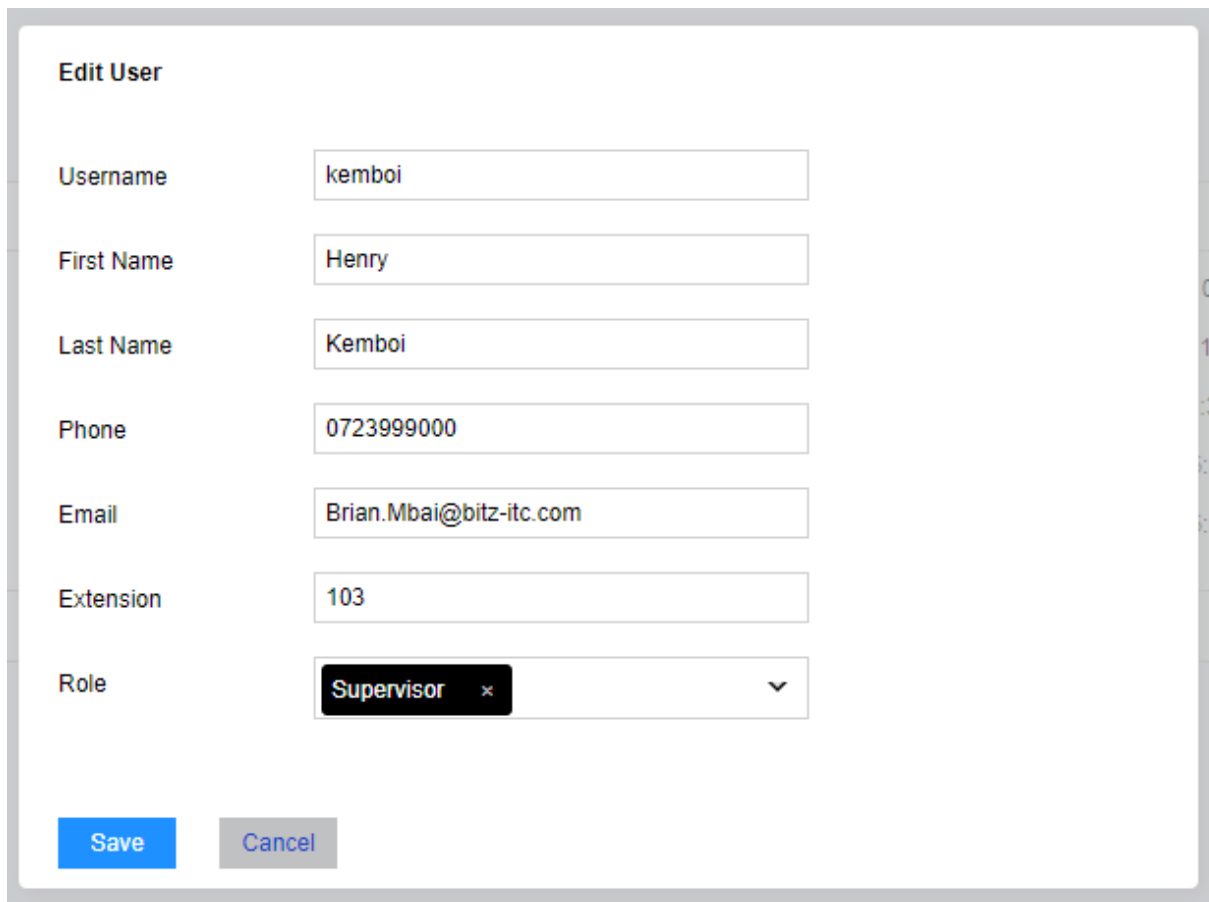
Figure 43: New User Form



**User** ✕

<b>Username</b>	kemboi	<span>Edit</span> <span>▼</span>
<b>Full Names</b>	Henry Kemboi	
<b>Phone</b>	0723999000	
<b>Email</b>	Brian.Mbai@bitz-itc.com	
<b>Extension</b>	103	
<b>Role</b>	Supervisor	

Figure 44: User View



**Edit User**

Username	<input type="text" value="kemboi"/>
First Name	<input type="text" value="Henry"/>
Last Name	<input type="text" value="Kemboi"/>
Phone	<input type="text" value="0723999000"/>
Email	<input type="text" value="Brian.Mbai@bitz-itc.com"/>
Extension	<input type="text" value="103"/>
Role	<div>Supervisor ✕</div> <span>▼</span>

Save
Cancel

Figure 45: User Update Form

## 11.2 Campaigns(Currently Disabled)

This configuration allows the users to be assigned to different call campaigns in the system.

Users Campaigns **IVR Prompts** Categories

**Campaigns** Filter + New

Name	CallerID	Type	Destination	Assigned To	Created On
1	438	Welcome	Call 98	0	19 Aug 2021 11:57

1 - 1 of 1

Figure 46: Campaign List

**New Inbound Campaign**

Name:

CallerID:

IVR:  ▼

Disposition List:  ▼

Agent Ring  Seconds

Agent Wrap Up  Seconds

Target SLA  Seconds

Queue Timeout  Seconds

Music On Hold + Add Music File

Exit Prompt  ▼

Save Cancel

Figure 47: New Campaign Form

### 11.3 IVR Prompts(Currently Disabled)

This provides for adding and updating call IVR prompts. It is presented in a tree view as shown the figure below. For a new item, click on add under the respective parent item and a field is presented for a new item.

Users Campaigns **IVR Prompts** Categories

**IVR Prompts**

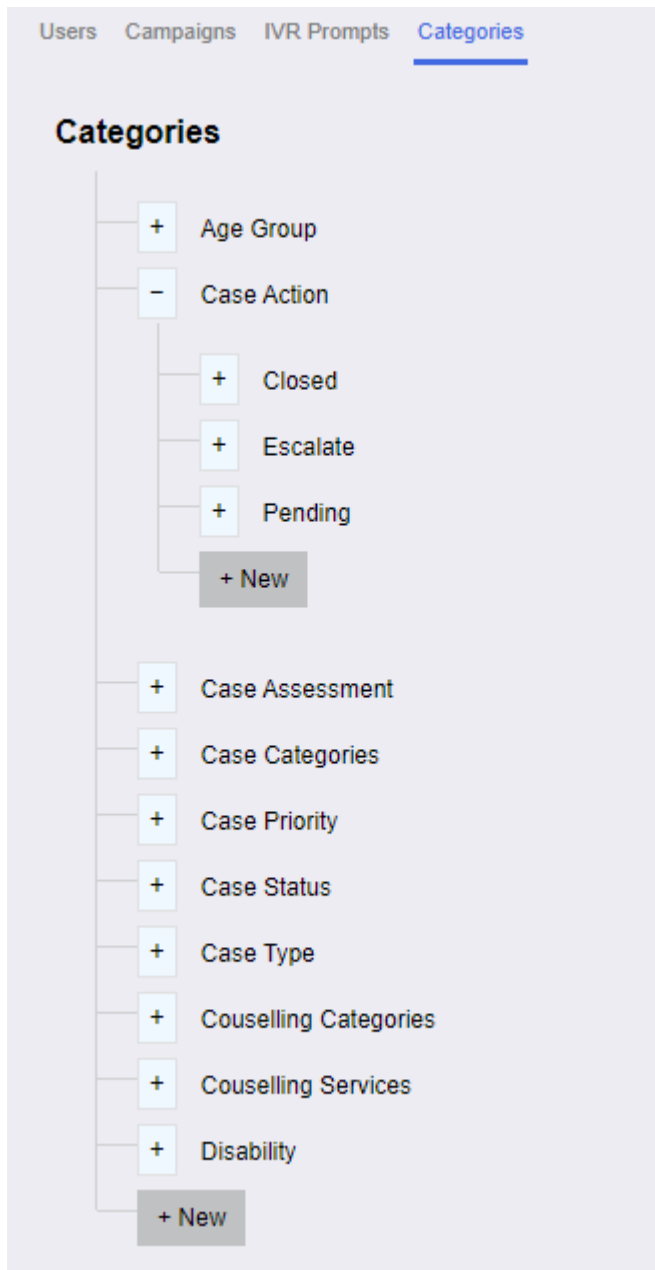
- Menu Test IVR
  - DTMF  + Save x
  - + Add
- + Menu gbv exit
- + Menu New Mothers - Welcome Message
- + Dial Campaign Users Welcome
- + Capture Digits CSAT
- + Menu ewewe
- + Playback wqwqwq
- + Playback jkjkewew

+ New Voice Prompt

Figure 48: IVR Prompt View

## 11.4 Categories

This is a provision for creating listing available for select options on the case form. They are presented in a tree-view as they are hierarchical. The presentation is as is in the diagram below:



A “New” button is available under every category for adding new items.

## 12 Conclusion

This user manual provides the directions for system use as provided by Bitz IT Consulting. This document is initially a replica of the solution’s first version and may be updated with further system upgrades.

## 13 User Manual Sign-Off

By signing this document, I acknowledge that I have received stated deliverables to the agreed quality levels.	
	<b>Signature:</b>
	<b>Date:</b>
	<b>Signature:</b>
	<b>Date:</b>
<b>Bitz IT Consulting Ltd: Director</b> <b>Name:</b> James Nganga <b>Email:</b> <a href="mailto:james.nganga@bitz-itc.com">james.nganga@bitz-itc.com</a>	<b>Signature:</b>
	<b>Date:</b>