

Appendix D3: Existing Customer – Existing Case

<u>Applet Field Name</u>	<u>Logical Field Name</u>	<u>Smartsript Question Name</u>	<u>Question Text</u>	<u>Pick Applet</u>	<u>Notes</u>	<u>Required Field?</u>
N/A	N/A	Master Greeting	* Good [Time of Day]! Thank you for calling the Office of the Ombudsman. My name is [Agent Name]. Is this your first time calling our office?	N/A		Y
N/A	N/A	Master Existing Case?	Are you calling about an existing case?	N/A	Answer = YES	Y
N/A	N/A	Master Existing Yes	[NOTE: Press Enter twice to end the script. Use the OCTS 2.0 screens to find the case and log an activity.]	N/A		N

