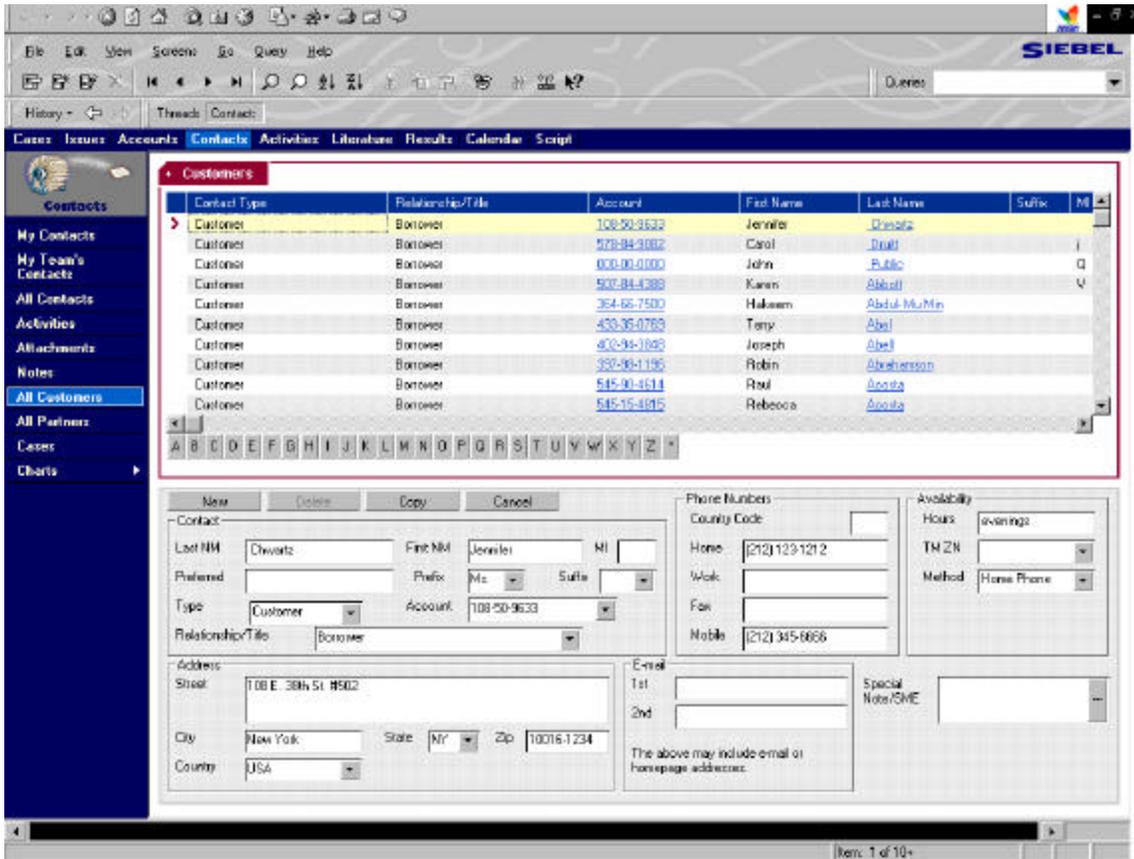


All Customers View



View Description:

This view's primary purpose is to allow quick searches for specific customer contacts, to display full details for a particular customer contact while viewing a list of all customer contacts, and to enter new customer contact data.

OCTS Customer Contact List Applet: *top half of view*

The list applet allows the user to scroll through a list of all customer contacts, or to select a subset of customer contacts to view by using the query feature. To facilitate efficient work on a customer contact, hyperlinks in some fields provide quick navigation to a different screen/view to provide detailed account or contact information.

For a detailed data mapping please refer to Appendix B-7

OCTS Customer Contact Form Applet: *bottom half of view*

The form applet displays all pertinent case information for a given customer contact in a single, scroll-free display. The data displayed is that of the active customer contact in the list applet above (the selected customer contact with the red arrow in left-most column). A "New" button quickly creates a new customer contact, and the form applet provides an intuitive, efficient method of customer contact data entry.

For a detailed data mapping please refer to Appendix B-8

