

View Description:

This view's primary purpose is to allow the user to attach documents that are related to a case.

OCTS Case Form Applet: *top half of view*

The form applet displays all pertinent case information for a given case in a single, scroll-free display. The data displayed is that of the active case in the list applet of the view from which the user navigated to this view.

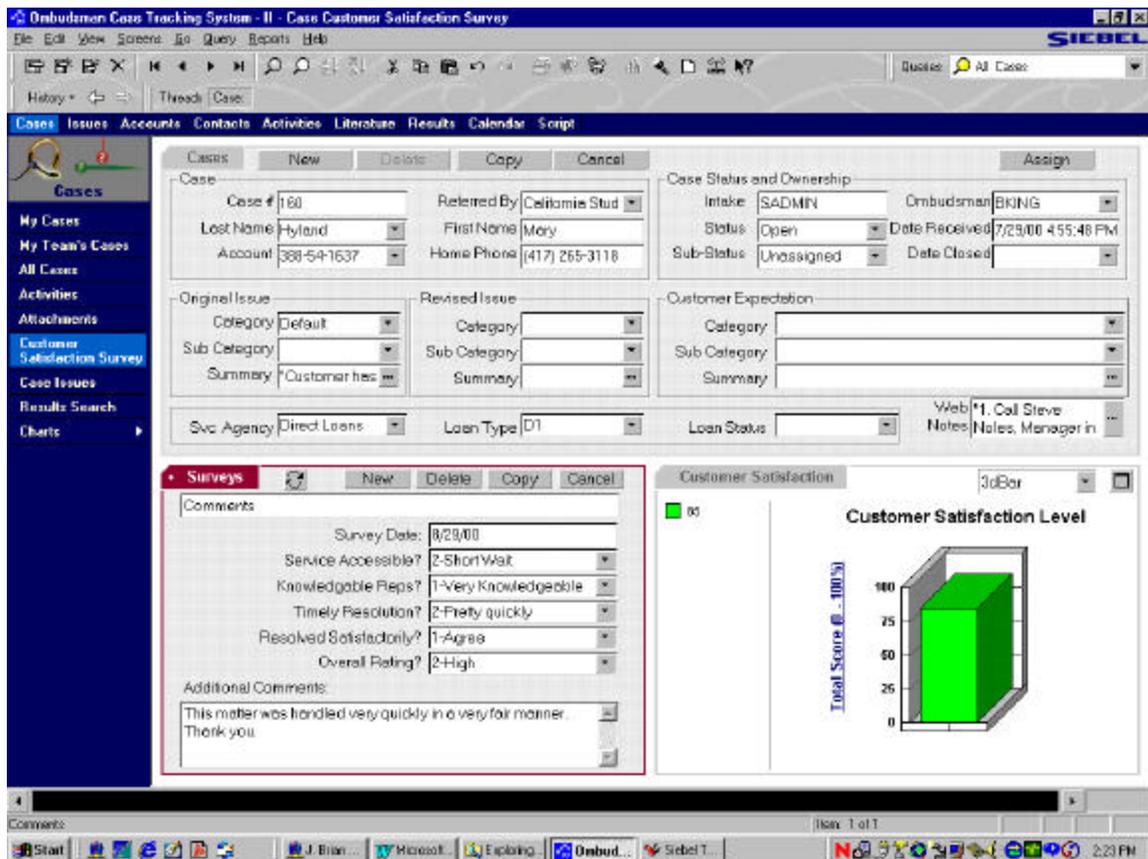
For a detailed data mapping please refer to Appendix B-2

OCTS Attachments List Applet: *bottom half of view*

This list applet displays all of the documents and their descriptions that are attached to the case in the form applet at the top of the screen.

For a detailed data mapping please refer to Appendix B-16

Customer Satisfaction Survey



View Description:

This view provides a tool which will allow the Ombudsman's Office to gauge how well their service was perceived by a customer regarding a specific case.

OCTS Case List Applet: *top half of view*

The form applet displays all pertinent case information for a given case in a single, scroll-free display. The data displayed is that of the active case in the list applet of the view from which the user navigated to this view.

For a detailed data mapping please refer to Appendix B-1

OCTS Satisfaction Survey Form Applet / Satisfaction Survey List Applet: *bottom, quarter of view*

A toggle button is provided on this applet to allow the each user to choose the most comfortable and efficient manor in which to enter the survey data, either the form or list applet.

For a detailed data mapping please refer to Appendix B-19

OCTS Satisfaction Chart Applet: *bottom, right quarter of view*

As each question is answered in the Survey Form Applet or the Survey List Applet, the corresponding score is plotted on the graph. The result is a bar graph that will approximate the level of satisfaction a customer received while working with the Ombudsman's Office to conclude a case.