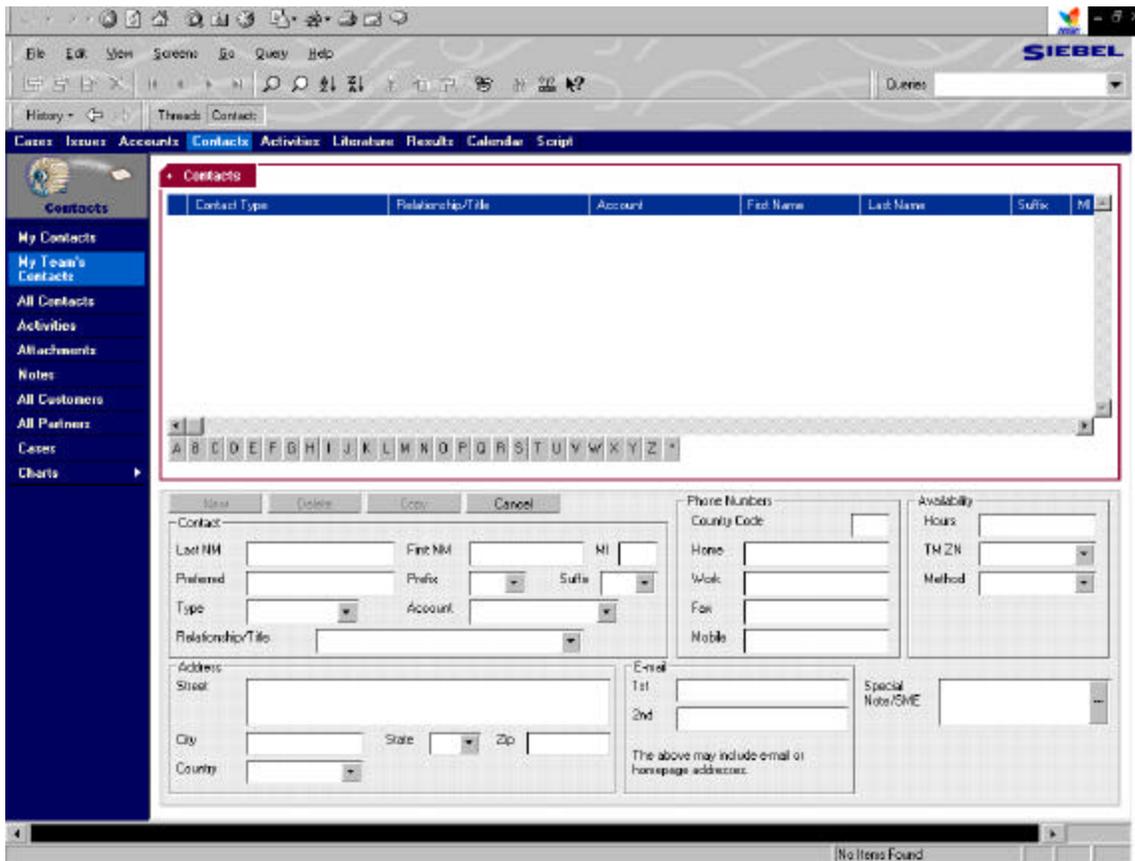


My Team's Contacts View



View Description:

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

OCTS Contact List Applet: *top half of view*

The list applet allows the user to scroll through a list of all contacts, or to select a subset of contacts to view by using the query feature. To facilitate efficient work on a 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 Contact Form Applet: *bottom half of view*

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

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

