Private Beta Triage Process

CSC advisor

- User calls new application line
- Eligibility check carried out
- User eligible? — No → User can continue using current OAS on Justice Portal
- Yes ↓

First Triage

Ask the user:
1) Are you claiming as a victim of sexual assault or abuse?
2) Do you have an email address?
3) Are you a British citizen or EU national?
4) Are you over 18?
5) Are you applying for yourself or someone else?

→ Meets criteria? — No → User can continue using current OAS on Justice Portal

Yes ↓

Second Triage

Explain:
1) New online application service
2) Simple and easy to use
3) Fewer questions
4) Can do it in their own time

↓

Can user go online to complete?

- No ←

Ask the user:
1) Do they have the approximate date of the crime?
2) Name of police force dealing with it?
3) Crime ref no?
4) Location of where crime happened?

- No → Advise user to call back with info and select option 8

- Yes (from Ask the user) ↓

- Yes (Can user go online to complete?) → Record users name and email on PB tracker → Send PB URL link to user by email → User completes PB application

Assisted Digital (AD) advisor

- User calls back, selects option 8

Call is directed to AD team:
1) Lorraine Mackenzie
2) Richard McGovern
3) Joseph Smith
4) Gregor Preston-Jones
5) Ross Little

→ AD advisor completes telephone application using PB URL → AD advisor completes PB feedback tracker → User is sent automatic confirmation email