|  |
| --- |
| **Philly CRM 311**  **Technical Design – Alley Light Outage**  **V1.8** |
|  |

# REVISION HISTORY

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision Number** | **Revision Date** | **Summary of Changes** | **Author** |
| 1.8 | 04/16/2014 | This document is based off the requirements document “SR-ST06 Alley Light Outage Requirements Definition” | Anne Egan |

# 1 - TABLE OF CONTENTS

[REVISION HISTORY 2](#_Toc387232916)

[1 - TABLE OF CONTENTS 3](#_Toc387232917)

[2 – SERVICE REQUEST INFORMATION 4](#_Toc387232918)

[2.1 ENTITY RELATIONSHIP DIAGRAM 5](#_Toc387232919)

[2.1.1 CASE STANDARD FIELDS FOR STREETS 5](#_Toc387232920)

[2.1.2 CASE ADDITIONAL FIELDS 6](#_Toc387232921)

[2.1.3 Dependent Picklist 7](#_Toc387232922)

[2.1.4 Force.com Objects 7](#_Toc387232923)

[2.2 HIGH LEVEL SYSTEM PROCESS FLOW 8](#_Toc387232924)

[3 - NEW FUNCTIONALITY 9](#_Toc387232925)

[3.1 CONFIGURATION DETAILS 9](#_Toc387232926)

[3.2 DATA SHARING MODEL 11](#_Toc387232927)

[3.3 CUSTOM DEVELOPMENT DETAILS 11](#_Toc387232928)

[4 – STANDARD CASE FIELDS 15](#_Toc387232929)

[4.1 DEPARTMENT DETAILS SECTION 15](#_Toc387232930)

[4.2 CASE DETAIL/INFORMATION SECTION 17](#_Toc387232931)

[4.3 SERVICE REQUEST LOCATION SECTION 18](#_Toc387232932)

[4.4 CASE LOCATION SECTION 19](#_Toc387232933)

[4.5 DESCRIPTION INFORMATION SECTION 19](#_Toc387232934)

[4.6 RESOLUTION INFORMATION SECTION 19](#_Toc387232935)

[4.6 WEB INFORMATION SECTION 20](#_Toc387232936)

[4.7 SYSTEM INFORMATION SECTION 21](#_Toc387232937)

# 2 – SERVICE REQUEST INFORMATION

|  |  |
| --- | --- |
| **Case Record Type :** | Alley Light Outage |
| **Service Request ID** | SR-ST06: Alley Light Outage |
| **Service Request Type** | Alley Light Outage |
| **Department** | Streets |

|  |
| --- |
| 2.1 ENTITY RELATIONSHIP DIAGRAM |



|  |
| --- |
| 2.1.1 CASE STANDARD FIELDS FOR STREETS |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Field Label** | **Field Name** | **Data Type** | **Required** | **Unique** | **Default Value** | **External ID** | **Rule #** | **History** | **Help Text** |
| Status | Status | Picklist  Values: New, In-Progress, Escalated, On Hold, and Closed | Yes | No | New | No | None | Yes |  |
| Case Origin | Origin | Picklist  Values: Phone, Email, Web | Yes | No | Phone | No | None | Yes |  |
| Priority | Priority | Picklist  Values: High, Medium, Low | Yes | No | Medium | No | None | Yes |  |

|  |
| --- |
| 2.1.2 CASE ADDITIONAL FIELDS |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Field Label** | **Field Name** | **Data Type** | **Required** | **Unique** | **Default Value** | **External ID** | **Rule #** | **History** | **Field Help Text** |
| Light Type | LightType\_\_c | Picklist  **Values:** Alley Light, Street Light | Yes |  |  |  | Workflow Rule #1 | No | Is the problem an alley light, a street light or a street Light? |
| Alley Passable | AlleyPassable\_\_c | Picklist  **Values:** Yes, No | Yes |  |  |  |  | No | Is the alley passable (free of trash and debris, etc.)? |
| Alley Gated or Locked | AlleyGatedorLocked\_\_c | Picklist  **Values:** Yes, No | Yes |  |  |  |  | No | Is the alley gated or locked? |
| Is there a key location | Isthereakeylocation\_\_c | Dependent Picklist  (Controlling field = *Alley Gated or Locked*) | Yes |  |  |  |  |  |  |
| How can access to the alley be obtained? | Howcanaccesstothe alleybeobtained? \_\_c | Depedent Text (100)  (Controlling field = *Alley Gated or Locked*) | Yes |  |  |  |  |  | Where can the key be found? |
| Alley Type | AlleyType\_\_c | Picklist  **Values:** Pre-Existing Alley, New Alley, New Driveway | No |  |  |  | Workflow Rule #2 | No | Is the request for a preexisting alley light or for new alley/driveway light? |
| Problem Type | ProblemType\_\_c | Dependent Picklist  **Values:** Bulb Hanging, Pole Down, Wire Down, Wire Sparking, Light Out, Light On/Off, On 24 Hours, Other Problem | Yes |  |  |  | Workflow Rule #3 | No | The type of problem that is causing the alley light outage. |
| Hazardous | Hazardous\_\_c | Formula  (Controlling field = Problem Type)  **Values:** Yes, No | Yes |  |  |  | Workflow Rule #3 | No | Auto-filled |

|  |
| --- |
| 2.1.3 Dependent Picklist |

**DEPENDENT Picklist Rule #1:**

Controlling field Name: Alley Gated or Locked

Dependent Field Name: Is there a key location

Values = TBD

**DEPENDENT Picklist Rule #2:**

Controlling field Name:

Dependent Field Name: Problem Type

Values = Bulb Hanging, Pole Down, Wire Down, Wire Sparking, Light Out, Light On/Off, On 24 Hours, Other Problem

|  |
| --- |
| 2.1.4 Force.com Objects |

|  |  |  |
| --- | --- | --- |
| **Custom/Standard** | **Existing Objects** | **New Objects** |
| Standard | Case |  |
| Standard | Account |  |
| Standard | Contact |  |
| Custom | PKB Article Deflection |  |

|  |
| --- |
| 2.2 HIGH LEVEL SYSTEM PROCESS FLOW |



# 3 - NEW FUNCTIONALITY

|  |
| --- |
| 3.1 CONFIGURATION DETAILS |

**Record Types :** *Alley Light Outage*

**Case Record Type:** *Alley Light Outage*

Label: Alley Light Outage

Support Process: Case Support Process

Support Process Selected Values:

* New
* In-Progress
* Escalated
* On-Hold
* Closed

Record Type Name: Alley Light Outage

**Buttons:**

* Case Edit
  + Save
  + Save & Close
  + Cancel
* Case Detail
  + Edit
  + Delete
  + Close Case
  + Clone

**Tab Setup:**

**App Setup:**  Call Center Console

**User Profile Setup:**

* 311 Agents
* 311 Supervisors
* Case Workers
* System Administrators

**Permission Set Setup:** Please refer Profile & Permission Setup and Profile technical design.

**Role Hierarchy Considerations:** TBD

**Workflows:**

| **Rule No** | **Rule Name** | **Action** | **Rule Criteria** | **Object** | **Evaluation Criteria** |
| --- | --- | --- | --- | --- | --- |
| 1 | Workflow Rule for *Light Type* Street Light | Display message: “The system has changed the Case Record Type to Street Light Outage.”  Automatically change the *Case Record Type* = ‘Street Light Outage’. | *Light Type* = ‘Street Light (emergency)’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 2 | Workflow Rule for  *Alley Type* | Display message: “No requests are taken for new alleys or driveways.”  Automatically change Service Request Type to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | *Alley Type* = ‘New Alley’ OR ‘New Driveway’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 3 | Workflow Rule for *Hazardous* | *Hazardous* = ‘Yes’. (Send an email to Municipal Radio.) | *Problem Type* = ‘Bulb Hanging’, ‘Pole Down’, ‘Wire Down’, ‘Wire Sparking’ | Case | Evaluate the rule when a record is created, and every time it’s edited. |
| 4 | Workflow Rule for *Redress* | Set Case Status = ‘Redress’ | If Case Status = ‘Closed’ AND Current Date – Case Opened Date <= 30 | Case | Evaluate the rule when a record is created, and every time it’s edited. |

**Approval Processes:**

**Reports & Dashboards:**

**Validation Rules**:

|  |  |  |
| --- | --- | --- |
| **Rule Name** | **Conditions** | **Message** |
| Validation rule for *Address* | An Alley Light must have a valid address. | Alley light address must be a valid street address |

**Queues :** St Lighting Shop

311 Contact Center

**Queue Members :** St Lighting Stop – **Richard Montanez**

311 Contact Center - **TBD**

**Public Groups:**

**Sharing Rules:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Rule Name** | **Criteria** | **Shared With** | **Access Level** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Custom Report Types:**

**Chatter Enabled Objects:**

**Documents And Attachments** :

**Flow/Agent Instructions(Left side of the Layout)**:

|  |
| --- |
| * **Purpose**: To report a broken or burned-out alley light.   + An **Alley** or **Alleyway** is a narrow, pedestrian lane found in urban areas which usually runs between or behind buildings. Alleys may be paved, or simply dirt tracks. A light in an alley is an alley light.   + A **Street** is generally intended for vehicular traffic, and has a name and designation. Anything that has a street name is a street. A light in a street is a streetlight. Submit a Street Light Outage request for emergencies or a Street Light (Other) request for non-emergencies. * **Contact** fields: Enter the customer’s contact information. * **Service Address** fields: Enter the exact address where the alley light is located. (Please try to get an exact location from the customer, i.e., 1234 North Broad St. rear alley, not a hundred block or intersection)*.* * **Description** field: Enter any additional information about the alley light. * Advise the customer:   + If access is given, the Streets Department will replace bulbs in alley lights, repair damage wiring and remove knocked down poles. Please be sure to have gates unlocked and a clear path to the light fixture. Streets Lighting Technicians are not authorized to pass through a resident’s home to gain access to the alley.   + The time frame for completion cannot be estimated at this time**.** Do **NOT** advise customers this is due to funding, backlog or requests or ANY other reason. Do **NOT** transfer to Streets Department to get a time frame. |

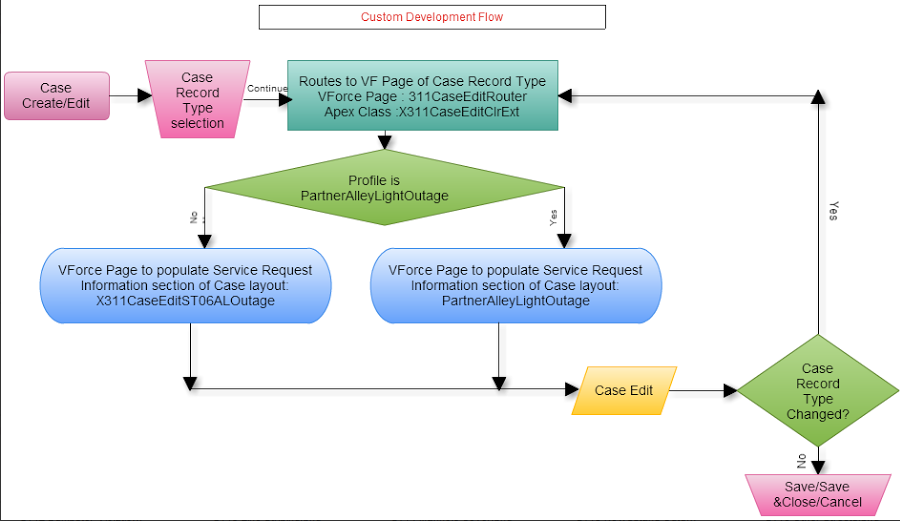
|  |
| --- |
| 3.2 DATA SHARING MODEL |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ***User Types*** | ***Permission Sets*** | ***Public Groups*** |
| *LEVEL 1* |  |  |  |
| *LEVEL 2* |  |  |  |
| *LEVEL 3* |  |  |  |

|  |
| --- |
| 3.3 CUSTOM DEVELOPMENT DETAILS |

**Visualforce Pages**

* For Case Location Section in Case Detail: Create a VF Page which will use SR Location to depict Street,City,State in a Map.



**Custom Flow :** For standard button New/Edit button is replaced with a custom Visualforce Page **X311CaseEditRouter**. All the Visual force pages and related extensions are defined as follows.

**Visual Force Page : X311CaseEditRouter**

**Purpose:**  To route to SR specific Visual force page.

<apex:page standardcontroller="Case" extensions="X311CaseEditClrExt" action="{!redir}">

</apex:page>

**Apex Class : X311CaseEditClrExt**

public PageReference redir() {

* + - 1. Get current page parameters.
      2. Get the relevant Page depending on the Profile and Record Type(X311CaseEditST06ALOutage or PartnerAlleyLightOutage)..
      3. Redirect to the page with parameters.

}

**Visual Force Page : X311CaseEditST06ALOutage**

<apex:page standardcontroller="Case">

<apex:composition template="X311CaseEdit">

<apex:define name="typeSpecific">

<apex:pageblocksection title="Service Request Information" showheader="true" collapsible="true" columns="2">

**ALLEY LIGHT OUTAGE SPECEFIC FIELDS**

</apex:pageblocksection>

</apex:define>

</apex:composition>

</apex:page>

**Visual Force Page : X311CaseEdit**

<apex:page standardcontroller="Case" extensions="X311CaseEditClrExt">

<apex:pageblock mode="edit">

<apex:pageblocksection title="Department Details">

</apex:pageblocksection>

<apex:pageblocksection title="Case Information">

</apex:pageblocksection>

<apex:pageblocksection title="Service Request Location">

</apex:pageblocksection>

<apex:inputTextArea id="caseInternalComments" >

</apex:pageblocksection>

<apex:pageblocksection title="Description Information">

</apex:pageblocksection>

<apex:pageblock>

</apex:page>

**Visual Force Page : PartnerStreetAlleyLightOutage**

<apex:page standardcontroller="Case" extensions="X311CaseEditClrExt">

<apex:pageblock mode="edit">

<apex:pageblocksection title="Department Details">

</apex:pageblocksection>

<apex:pageblocksection title="Case Information">

</apex:pageblocksection>

<apex:pageblocksection title="Service Request Location">

</apex:pageblocksection>

<apex:inputTextArea id="caseInternalComments" >

</apex:pageblocksection>

<apex:pageblocksection title="Service Request Information" showheader="true" collapsible="true" columns="2">

**STREET ALLEY LIGHT OUTAGE SPECEFIC FIELDS**

</apex:pageblocksection>

<apex:pageblocksection title="Description Information">

</apex:pageblocksection>

<apex:pageblock>

</apex:page>

|  |  |  |
| --- | --- | --- |
| **Trigger Name** | **Object** | **Description** |
| CalculateBusinessHoursAges | Case | Calculates the total business hours between when a case was opened and when it was closed and then populates “Case Age in Business Hours” field, which is displayed in the “Age to Close in Business Hours” field shown within the “Resolution Information” section of the case |
| Account\_Name\_Update | Contact | When a new Contact is created during the case creation process, the system does not allow for an Account to be associated to the Contact, yet Account is a required field for a Contact. Whenever a new Contact is created without an Account, this trigger will associate the Account record with Name = “City of Hampton” to the Contact record |

**Apex Code:**

**Force.com sites:**

**Javascripts:**

**Web Service/API Code:**

**Customer Portals:**

**Communities:** Community Partner Self-Service Portal

**Site.com:**

**Third Party Applications:**  Survey Force, Sales for Social Media & Call Center Console

**Other:**

**Layout : TBD**

Related Lists :

* Articles
* Related Cases
* Open Activities
* Activity History
* Case Comments
* Case History
* Attachments

# 4 – STANDARD CASE FIELDS

|  |
| --- |
| 4.1 DEPARTMENT DETAILS SECTION |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Unique** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| Type | Type | Picklist  **Values:** Service Request Type, Information Request Type, Directory Services | N | Service Request Type | Y |  | N | N | None | Y | Field is initially auto-populated based on the Case Record Type being created. If this value is manually changed, it will result in a new Field Layout based on the new Case Record Type. |
| Department | Department\_\_c | Picklist  **Values:** Neighborhood Services | Y | Service Request Type | Y |  | N |  | None | N | Department will be automatically set based on Service Request Type. For an Information Request, this field will be automatically populated by the article. For Directory Services the field will default to 311 Services. |
| Service Request Type | Service\_Request\_Type\_\_c | Picklist  **Values:** <> | Y |  | Y |  | N |  | None | Y | This field is initially auto-populated based on the Case Record Type chosen when creating the case. If this value is changed, it could result in a new Field Layout based on the new Case Record Type chosen.  If any value in the Other Case Information systems indicates that this should not be forwarded to another department as a Service Request, a value of “Request Not Required” will be assigned to this field, which will indicate that the Case should be closed upon save without being assigned to a queue. |

|  |
| --- |
| 4.2 CASE DETAIL/INFORMATION SECTION |

**NOTE :** Section Header has to be “Case Information” in the layout when case is created or opened for modification. Otherwise, Section Header is “Case Detail” .

| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Unique** | **Read Only** | **External ID** | | **Validation** | **History** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Case Owner | Owner | Lookup(User,Queue) | N |  | N |  | N | N | None | | Y | When a case is created this field is set to the User creating the case. Upon save, the Standard Case Assignment Rule is executed and this field is updated to a Queue based on the case’s Service Request Type. Once the case is saved this field can be manually changed by a user. |
| Case Number | CaseNumber | Auto Number | N |  | N | Y | Y | N | None | | N | The system automatically populates this field when a case is created. |
| Caller Zip Code | Caller\_zip\_code\_\_c | Lookup(Contact) | Y |  | Y |  | N | N | None | | Y | This field will be populated by the Zip Code in the Contact record if one is associated with the case, otherwise the agent may populate it with a number from the caller. |
| Contact Name | Contact | Lookup(Account) | N |  | N |  | N | N | None | | Y | This field contains the Contact requesting the service. Ideally every case should have an associated contact. |
| Account Name | Account | Lookup(Account) | N |  | N |  | N | N | None | | N | This field contains the Account associated with the Contact record. |
| Parent Case | Parent | Lookup(Account) | N |  | N |  | N | N | None | | N | Two cases can be associated to each other via a parent/child relationship. This field identifies the “Parent” case. “Child” cases are displayed in the “Related Cases” Related List section for the “Parent” case. |
| Case Origin icon | Origin | Formula(Text) | Y |  | N |  | Y | N | None | | N | Shows an image representing the value in the Case Origin field. The formula for this field is: IMAGE(  CASE( Origin,  "Email", "https://<SalesforceOrg>.content.force.com/servlet/servlet.FileDownload?file=015K0000000238q",  "Phone", "https://<SalesforceOrg>.content.force.com/servlet/servlet.FileDownload?file=015K0000000238R",  "Web", "https://<SalesforceOrg>.content.force.com/servlet/servlet.FileDownload?file=015K000000023QL",  "/s.gif"),  "Origin Flag") |
| Contact Phone | ContactPhone | Phone | N |  | N |  | Y | N | None | | N | This display-only field is from the “Phone” field on the Contact record associated to the case. |
| Contact Email | ContactEmail | Email | N |  | N |  | Y | N | None | | N | This display-only field is from the “Email” field on the Contact record associated to the case. |
| Status | Status | Picklist  **Values:** On Hold, Escalated, Closed, New, In-Progress | N | New | Y |  | N | N | None | | Y | This required field defines the status of the case.   * “New” is the default value when creating a case. * All values except “Closed” are available when creating or editing a case.   “Closed” is the only value that can be selected when the “Close Case” button is used. |
| Case Origin | Origin | Picklist  **Values:** Email, Phone, Web | N | Phone |  | Y | N | N | None | | Y | This optional field provides the in-depth description of the case. |
| Priority | Priority | Picklist  **Values:** 1,2,3,4,5,6,7,8,9 | N | 5 |  | N | N | N | None | | N | This field allows a user to easily create a Comment while creating or editing a case. The data entered in this field will be used by the system to create a Comment record that will be displayed in the “Case Comments” Related List section of the case. |

## 

|  |
| --- |
| 4.3 SERVICE REQUEST LOCATION SECTION |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Unique** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| Street | Street\_\_c | Text(255) | Y |  | N |  | N |  |  |  | Street of the Service Request Location. Also see Standard Workflow Rules. |
| City | City\_\_c | Text(255) | Y |  | N |  | N |  |  |  | City of the Service Request Location. Also see Standard Workflow Rules. |
| State | State\_\_c | Text(255) | Y |  | N |  | N |  |  |  | State of the Service Request Location. Also see Standard Workflow Rules. |

|  |
| --- |
| 4.4 CASE LOCATION SECTION |

Defined in GIS Integration Detailed Design Document.

|  |
| --- |
| 4.5 DESCRIPTION INFORMATION SECTION |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| Subject | Subject | Text(255) | N |  | Y | N |  |  | Y | If this field is populated when creating a new case, the system will find and display Knowledgebase Articles using the content in the “Subject” field. |
| Description | Description | Long Text Area(32000) | N |  | Y | N |  |  | Y | This optional field provides the in-depth description of the case. |
| Internal Comments | Comments | Text Area(4000) | N |  | N | N |  |  | N | This field allows users to enter a Comment while creating or editing a case. Data entered in this field will be used by the system to create a Comment record that will be displayed in the “Case Comments” Related List section of the case. |

|  |
| --- |
| 4.6 RESOLUTION INFORMATION SECTION |

NOTE: Case Detail page have these fields only be populated if the case is “closed”.

| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Close Reason | Close\_Reason\_\_c | Formula (Text) Formula : TEXT(Reason) | Y |  | N | Y |  |  | N |  |
| Resolution Description | Resolution\_Description\_\_c | Formula (Text) Formula : TEXT(Issue\_Resolution\_\_c) | Y |  | N | Y |  |  | N |  |
| Date/Time Closed | ClosedDate | Date/Time | N |  | N | Y |  |  | N |  |
| Age to Close in Business Hours | Age\_to\_Close\_in\_Business\_Hours\_\_c | Formula(Number) | Y |  | N | Y |  |  | N | CalculateBusinessHoursAges trigger would update this field |
|  |  |  |  |  |  |  |  |  |  |  |

NOTE: Following fields is shown in Resolution Info section.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| Case Age in Business Hours | Case\_Age\_In\_Business\_Hours\_\_c | Number(15,3) | N |  | N | Y |  |  | Y | CalculateBusinessHoursAges trigger would update this field |
| Case Reason | Reason | Picklist Values: Emergency Call, Invalid, Other, Question Answered | N | Question Answered | Y | N |  |  | Y |  |
| Issue Resolution | Issue\_Resolution\_\_c | Text Area(255) | Y |  | N | N |  |  | Y |  |

## 

|  |
| --- |
| 4.6 WEB INFORMATION SECTION |

NOTE: Section is shown only when the case is created through social media channels.

| **Field Label** | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | **Validation** | **History** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Web Email | SuppliedEmail | Email | N |  | N | Y |  |  | N |  |
| Web Name | SuppliedName | Text(80) | N |  | N | Y |  |  | N |  |
| Web Company | SuppliedCompany | Text(80) | N |  | N | Y |  |  | N |  |
| Web Phone | SuppliedPhone | Text(40) | N |  | N | Y |  |  | N |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 4.7 SYSTEM INFORMATION SECTION | | | | | | | |
| **Field Label** | | **Field Name** | **Field Type** | **Custom** | **Default** | **Required** | **Read Only** | **External ID** | | **Validation** | **History** | **Comments** |
| Created By | | CreatedBy | Lookup(User) | N |  | N | Y |  | |  | N |  |
| Last Modified By | | LastModifiedBy | Lookup(User) | N |  | N | Y |  | |  | N |  |

Additional comments: