MHEO 2.6.105.1 Solution Components

## New Entities Created

* Education Staging
* LGY Staging
* MHEO Interaction Assignment
* Outbound Call Attempt
* VADIR Contact Staging
* VGLI Staging

## Entity Changes

Contact

* Views, forms and quick views added
* 14 Fields added

Interaction

* Views, forms and quick views added
* 15 fields added

Setting

* 1 Form added
* 1 Field added

User

* 2 fields added

1 view added to each of the following entities that are surfaced on the MHEO Vet History contact form

* Change of Address & Bank Account
* Chat Session Log
* FNOD/MOD/Memorial Certificate
* Intent to File
* Request
* Service Request

## Dashboards

* MHEO Agent Dashboard
* MHEO Call Center Manager Dashboard
* MHEO National Dashboard

## Reports

* MHEO Import Summary
* MHEO Unsuccessful Call Report

## Web Resources

* Created 2 new HTML web resources that surface on the new MHEO interaction form
* Created 2 new JavaScript web resources to support click to call and custom icons in grids
* Modified 2 existing web resource for UCI support
* Created image web resources

## Plug-in Assemblies

Workflow plugin to support the MHEO workflows

## Processes

Created 11 new workflows to support MHEO automation

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Entity | Real Time/Background | Triggering Event |
| MHEO - Clear out Disposition upon Reactivate | Interaction | Real Time | Status Change |
| MHEO - Education - Map to Contact | Education Staging | Background | Create |
| MHEO - First Failed Attempt Email | Interaction | Background | On change of MHEO First Failed Attempt Date |
| MHEO - Interaction - Deactivate Record | Interaction | Real Time | On change of MHEO Call Disposition |
| MHEO - Last Failed Attempt Email | Interaction | Background | On change of MHEO Call Disposition |
| MHEO - LGY - Map to Contact | LGY Staging | Background | Create |
| MHEO - Outbound Call Attempt - Create Draft Recap Email | Outbound Call Attempt | Background | Create |
| MHEO - Outbound Call Attempt - Increment Number of Attempts on Interaction | Outbound Call Attempt | Real Time | Create |
| MHEO - Override Interval for Pre December 2 | Interaction | Background | Create |
| MHEO - VADIR - Map to Contact | VADIR Contact Staging | Background | Create |
| MHEO - VGLI - Map to Contact | VGLI Staging | Background | Create |

## Security Roles

* MHEO Administrator
* MHEO Data Import
* MHEO Email Template
* MHEO PCR

## Model Driven Apps

* MHEO