

Reimagining the OPENCHS Helpline System

Designing for Clarity,
Speed, and Intelligence

Introduction to OPENCHS

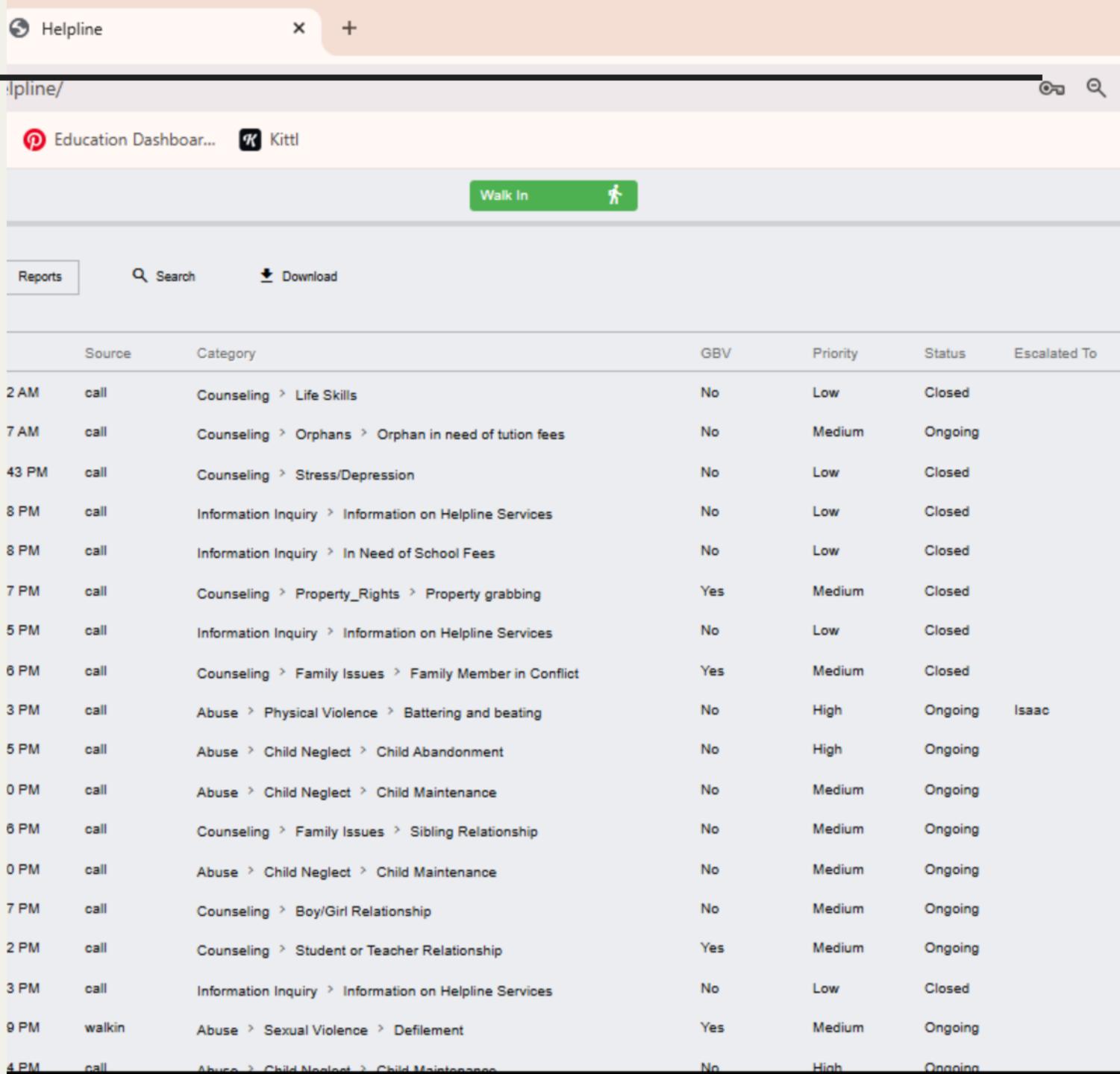
The OPENCHS system is a vital tool designed to enhance helpline support and case management efficiency.

Overview of OPENCHS System

OPENCHS is a comprehensive helpline management platform that operates to streamline case management and improve service delivery. It helps manage a wide range of cases effectively, ensuring timely responses and enhanced outcomes for clients in need of support.

Purpose and Usage

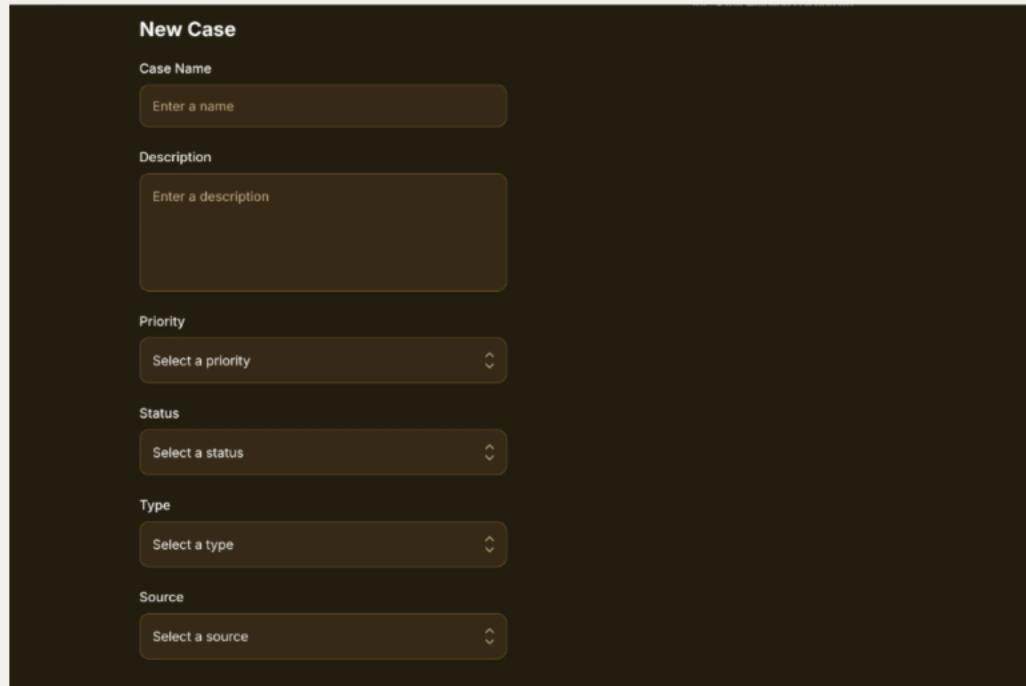
The primary purpose of OPENCHS is to provide efficient case management and helpline support. This system facilitates quick communication, resolves inquiries effectively, and maintains accurate records for ongoing cases, contributing significantly to resource allocation and management.



A screenshot of the OPENCHS software interface. At the top, there's a header bar with the title 'Helpline' and a search bar containing the text 'helpline/'. Below the header, there are two tabs: 'Education Dashboard' and 'Kittl'. A green button labeled 'Walk In' with a walking person icon is visible. The main area is a table titled 'Reports' with columns for 'Source', 'Category', 'GBV', 'Priority', 'Status', and 'Escalated To'. The table lists various cases, mostly from 'call' sources, categorized under 'Counseling' and 'Information Inquiry', involving topics like 'Life Skills', 'Orphans', 'Stress/Depression', 'School Fees', 'Property grabbing', 'Family Issues', 'Abuse', and 'Child Neglect'. Some cases are marked as 'Ongoing' and linked to a user named 'Isaac'. The 'Priority' column shows levels from 'Low' to 'High', and the 'Status' column shows 'Closed' or 'Ongoing'.

Source	Category	GBV	Priority	Status	Escalated To
2 AM	call Counseling > Life Skills	No	Low	Closed	
7 AM	call Counseling > Orphans > Orphan in need of tuition fees	No	Medium	Ongoing	
43 PM	call Counseling > Stress/Depression	No	Low	Closed	
8 PM	call Information Inquiry > Information on Helpline Services	No	Low	Closed	
8 PM	call Information Inquiry > In Need of School Fees	No	Low	Closed	
7 PM	call Counseling > Property_Rights > Property grabbing	Yes	Medium	Closed	
5 PM	call Information Inquiry > Information on Helpline Services	No	Low	Closed	
6 PM	call Counseling > Family Issues > Family Member in Conflict	Yes	Medium	Closed	
3 PM	call Abuse > Physical Violence > Battering and beating	No	High	Ongoing	Isaac
5 PM	call Abuse > Child Neglect > Child Abandonment	No	High	Ongoing	
0 PM	call Abuse > Child Neglect > Child Maintenance	No	Medium	Ongoing	
6 PM	call Counseling > Family Issues > Sibling Relationship	No	Medium	Ongoing	
0 PM	call Abuse > Child Neglect > Child Maintenance	No	Medium	Ongoing	
7 PM	call Counseling > Boy/Girl Relationship	No	Medium	Ongoing	
2 PM	call Counseling > Student or Teacher Relationship	Yes	Medium	Ongoing	
3 PM	call Information Inquiry > Information on Helpline Services	No	Low	Closed	
9 PM	walkin Abuse > Sexual Violence > Defilement	Yes	Medium	Ongoing	
4 PM	call Abuse > Child Neglect > Child Maintenance	No	High	Ongoing	

Objectives of the Redesign



A dark-themed screenshot of a software application window titled "New Case". The window contains several input fields: "Case Name" (placeholder "Enter a name"), "Description" (placeholder "Enter a description"), "Priority" (dropdown menu "Select a priority"), "Status" (dropdown menu "Select a status"), "Type" (dropdown menu "Select a type"), and "Source" (dropdown menu "Select a source").

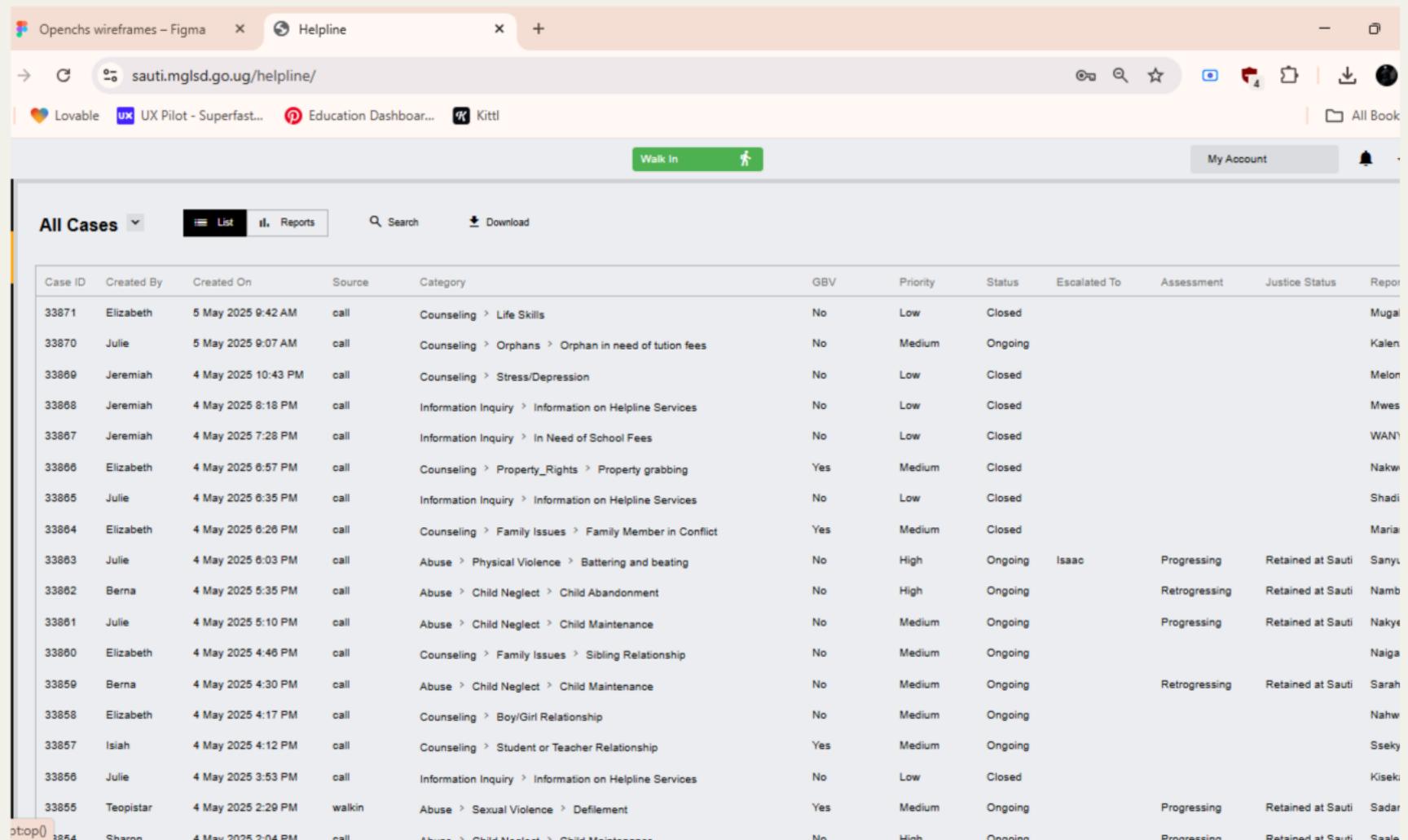
The redesign of OPENCHS aims to enhance user experience by integrating AI features, allowing theme customization (light and dark), and improving accessibility. These changes focus on creating an intuitive interface that simplifies navigation and case management for users.

Current System Challenges

The OPENCHS Helpline system faces numerous challenges that hinder its functionality and user experience, including visual clutter, limited design options, inefficient manual workflows, and accessibility issues.

Visual Clutter in Interface

The current interface of the OPENCHS Helpline system is visually cluttered, overwhelming users with excessive data and unstructured layouts. This complexity masks critical information, leading to delays in accessing essential features and hindered overall productivity.



The screenshot shows a web browser window titled "Helpline" with the URL "sauti.mglsd.go.ug/helpline/". The interface is cluttered with various elements:

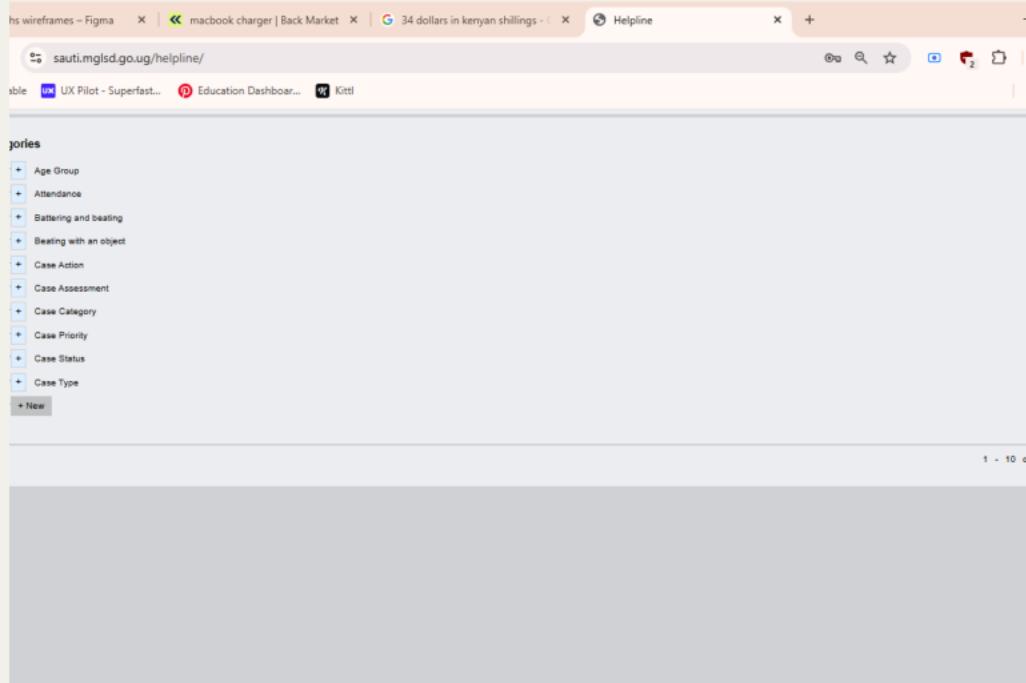
- A top navigation bar with icons for "Walk In" and a person icon.
- A sidebar on the left containing "All Cases" dropdown, "List" button, "Reports" button, "Search" input, and "Download" button.
- A large central table with many columns (Case ID, Created By, Created On, Source, Category, GBV, Priority, Status, Escalated To, Assessment, Justice Status, Report) and rows of data.
- Bottom navigation bar with "stop" and "1854" buttons.

The table data is as follows:

Case ID	Created By	Created On	Source	Category	GBV	Priority	Status	Escalated To	Assessment	Justice Status	Report
33871	Elizabeth	5 May 2025 9:42 AM	call	Counseling > Life Skills	No	Low	Closed			Mugal	
33870	Julie	5 May 2025 9:07 AM	call	Counseling > Orphans > Orphan in need of tuition fees	No	Medium	Ongoing			Kalen	
33869	Jeremiah	4 May 2025 10:43 PM	call	Counseling > Stress/Depression	No	Low	Closed			Melon	
33868	Jeremiah	4 May 2025 8:18 PM	call	Information Inquiry > Information on Helpline Services	No	Low	Closed			Mwes	
33867	Jeremiah	4 May 2025 7:28 PM	call	Information Inquiry > In Need of School Fees	No	Low	Closed			WAN	
33866	Elizabeth	4 May 2025 6:57 PM	call	Counseling > Property_Rights > Property grabbing	Yes	Medium	Closed			Nakwi	
33865	Julie	4 May 2025 6:35 PM	call	Information Inquiry > Information on Helpline Services	No	Low	Closed			Shadi	
33864	Elizabeth	4 May 2025 6:26 PM	call	Counseling > Family Issues > Family Member in Conflict	Yes	Medium	Closed			Maria	
33863	Julie	4 May 2025 6:03 PM	call	Abuse > Physical Violence > Battering and beating	No	High	Ongoing	Isaac	Progressing	Retained at Sauti	Sanya
33862	Berna	4 May 2025 5:35 PM	call	Abuse > Child Neglect > Child Abandonment	No	High	Ongoing		Retrogressing	Retained at Sauti	Namb
33861	Julie	4 May 2025 5:10 PM	call	Abuse > Child Neglect > Child Maintenance	No	Medium	Ongoing		Progressing	Retained at Sauti	Naky
33860	Elizabeth	4 May 2025 4:46 PM	call	Counseling > Family Issues > Sibling Relationship	No	Medium	Ongoing			Naiga	
33859	Berna	4 May 2025 4:30 PM	call	Abuse > Child Neglect > Child Maintenance	No	Medium	Ongoing		Retrogressing	Retained at Sauti	Sarah
33858	Elizabeth	4 May 2025 4:17 PM	call	Counseling > Boy/Girl Relationship	No	Medium	Ongoing			Nahw	
33857	Isiah	4 May 2025 4:12 PM	call	Counseling > Student or Teacher Relationship	Yes	Medium	Ongoing			Sseky	
33856	Julie	4 May 2025 3:53 PM	call	Information Inquiry > Information on Helpline Services	No	Low	Closed			Kiseki	
33855	Teopistar	4 May 2025 2:29 PM	walkin	Abuse > Sexual Violence > Defilement	Yes	Medium	Ongoing		Progressing	Retained at Sauti	Sadar
33854	Sharon	4 May 2025 2:04 PM	call	Abuse > Child Neglect > Child Maintenance	No	High	Ongoing		Progressing	Retained at Sauti	Saale

Limitations: Light Mode Only

The system's design is restricted to a light mode, limiting usability in low-light environments. This constraint affects user comfort and reduces accessibility for individuals sensitive to bright screens, ultimately impacting user retention and engagement.



Manual Workflows and Inefficiencies

Many procedures within the OPENCHS Helpline system rely on manual inputs and processes, creating significant inefficiencies. This not only increases the potential for human error but also lengthens response times, negatively impacting service delivery.

The screenshot shows a web-based application titled "UCHEL - NEW CASE". The interface is divided into several sections:

- Reporter:** Displays personal information: "xniur, 25-30, Male", address: "CENTRAL > BUIKWE > BUIKWE > BUIKWE > KITAZI > KASUBI > BUIKWE COUNTY SOUTH", Nearest Landmark: "mountain", phone number: "3455789098765", email: "fghjhgfhjkjhgf@gmail.com", and a checkbox for "Reporter is also a Client".
- Clients:** A button to "+ Add a Client".
- Perpetrators:** A button to "+ Add a Perpetrator".
- Related Files:** A button to "+ Attach a File".
- Services Offered:** A dropdown menu.
- How did you know about 116?** A dropdown menu.
- Case Category ***: A dropdown menu.
- Is this Case GBV Related? ***: Radio buttons for "Yes" and "No".
- Case Narrative ***: A large text area for describing the case.
- Case Plan**: A large text area for developing a plan.
- Priority ***, **Status ***, **Escalated To**: Dropdown menus.
- Create**: A prominent black button at the bottom right.

The browser's toolbar and taskbar are visible at the bottom, showing various open tabs and system icons.

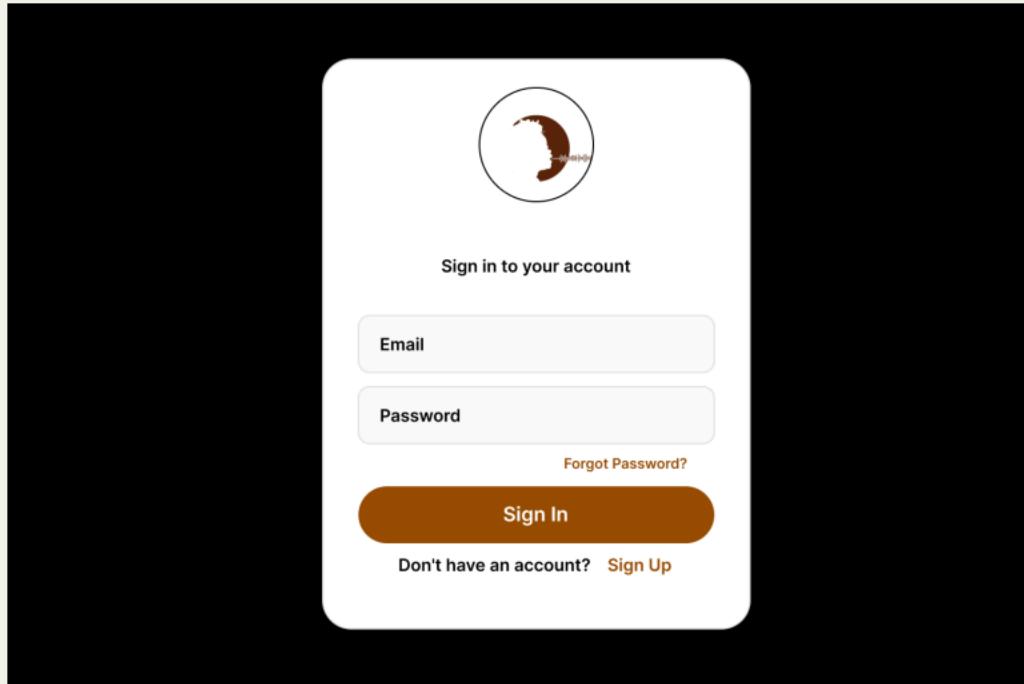
New Design Goals and Features

Revolutionizing the OPENCHS system to
enhance usability and integrate smart
functionalities.

AI-Powered Suggestions

Incorporating AI solutions facilitates personalized user experiences. For instance, auto-tagging reduces manual data entry, minimizing errors and saving time for agents managing cases.

Light and Dark Theme Options



Offering a toggle between light and dark modes caters to diverse user preferences and improves accessibility. This flexibility not only enhances visual comfort but also aligns with modern design trends.

Mobile-First Design Approach

The new design is optimized for mobile devices, ensuring a seamless user experience across platforms. This mobile-first strategy addresses the increasing need for accessibility with on-the-go solutions for case management.

The interface features a vertical timeline on a dark background. It is divided into two sections: 'Today' at the top and 'Yesterday' below it. Each section contains a list of activities, each preceded by a small white circle icon. The activities are: 'Created a new case' (Chris • 10:25 AM), 'Created a new case' (Chris • 10:25 AM), 'Updated the case 'GBV Case'' (Chris • 10:25 AM), 'Shared the case 'GBV Case' with the 'Medical health Team'' (Chris • 10:25 AM), 'Shared the case 'GBV Case' with the 'Medical health Team'' (Chris • 10:25 AM). The 'Yesterday' section shows identical activity logs.

Today

- Created a new case
Chris • 10:25 AM
- Created a new case
Chris • 10:25 AM
- Updated the case 'GBV Case'
Chris • 10:25 AM
- Shared the case 'GBV Case' with the 'Medical health Team'
Chris • 10:25 AM
- Shared the case 'GBV Case' with the 'Medical health Team'
Chris • 10:25 AM

Yesterday

- Created a new case
Chris • 10:25 AM
- Created a new case
Chris • 10:25 AM
- Updated the case 'GBV Case'
Chris • 10:25 AM
- Shared the case 'GBV Case' with the 'Medical health Team'
Chris • 10:25 AM

Enhanced Case Navigation

The screenshot shows a user interface for case management. At the top, there is a navigation bar with several buttons: 'All' (selected), 'Open', 'Pending', 'Assigned', 'Closed', 'Today', and 'Priority'. Below this, the word 'Cases' is displayed in bold. A list of seven cases is shown, each with a small icon of a clipboard and a pen. The cases are:

- Case #123456-GBV request
High priority | Assigned: Robert Jackson
- Case #789012 -Assault
Medium priority | Assigned: Sarah Mitchell
- Case #345678-In-transit medical support
Low priority | Unassigned
- Case #901234-battery coordination
High priority Assigned: Michael Lee
- Case #345678-In-transit medical support
High priority Assigned: Michael Lee
- Case #901234-Transport coordination
High priority Assigned: Michael Lee
- Case #901234-Transport coordination
High priority Assigned: Michael Lee

Improved navigation features streamline case searching and sorting processes. The intuitive interface allows users to filter cases by priority, status, or date, promoting efficiency and reducing response times.

Visual Comparisons

A detailed juxtaposition of the existing OPENCHS Helpline features with modernized counterparts reveals significant improvements in functionality and user experience.

Categories Interface Comparison

The current categories interface presents a cluttered view with numerous case types, impacting user efficiency. The new design streamlines categories, allowing for quicker access and improved case management through a more organized layout.

Activity Log Differences

The existing activity log shows information in a simple tabular format lacking contextual clarity. The redesigned log enhances visibility by utilizing graphical representations, allowing users to easily discern activity trends and quick access to case histories.

Today

- Created a new case
Chris • 10:25 AM
- Created a new case
Chris • 10:25 AM
- Updated the case 'GBV Case'
Chris • 10:25 AM
- Shared the case 'GBV Case' with the 'Medical health Team'
Chris • 10:25 AM
- Shared the case 'GBV Case' with the 'Medical health Team'
Chris • 10:25 AM

Yesterday

- Created a new case
Chris • 10:25 AM
- Created a new case
Chris • 10:25 AM
- Updated the case 'GBV Case'
Chris • 10:25 AM
- Shared the case 'GBV Case' with the 'Medical health Team'
Chris • 10:25 AM

New Contact

First name

Newton Brian

Last name

Nyongesa

Phone number

0110952788

Email address

newtvn@gmail.com

Notes

5'7 male

Pre-fill

Contact Creation Form Evolution

Currently, the contact creation form is basic and requires manual input for each field, leading to errors. The new design features smart pre-fill options and streamlined design, significantly reducing entry time and increasing accuracy.

Case Search and Filtering Enhancement

The search functionality in the current system suffers from limited filtering options, making case retrieval cumbersome. Upgraded features allow for multi-criteria filtering, enhancing the speed of locating specific cases based on various parameters.

[All](#)[Open](#)[Pending](#)[Assigned](#)[Closed](#)[Today](#)[Priority](#)

Cases

 Case #123456-GBV request	Case Title	Emergency call
High priority Assigned: Robert Jackson	Case ID	1348456
 Case #789012 -Assault	Case Filler	Nelson Adega
Medium priority Assigned: Sarah Mitchell	Caseer	Mitch Ngugi
 Case #345678-In-transit medical support	Case Priority	Very High
Low priority Unassigned	Jurisdiction	Judge- in Court
 Case #901234-battery coordination	Disposition	Abusive Call
High priority Assigned: Michael Lee	Date	15th Aug 2025
 Case #345678-In-transit medical support	Escalated to	Ntaate Kimani
High priority Assigned: Michael Lee		
 Case #901234-Transport coordination		
High priority Assigned: Michael Lee		
 Case #901234-Transport coordination		
High priority Assigned: Michael Lee		

Disposition

Alert: This is a mandatory field

Sex

Select sex

Location

Select location

Select one or more types

- General Information
- Referral to Services
- Safety and Protection
- Family Tracing

Disposition Form Redesign

The existing disposition form is mandatory but lacks user-friendly elements, complicating the process. The reimaged form introduces intuitive design elements and prompts, streamlining the completion process for users while ensuring compliance with requirements.

Case Management Page Improvements

All Open Pending Assigned Closed Today Priority

Cases

-  Case #123456-GBV request
High priority |Assigned: Robert Jackson
-  Case #789012 -Assault
Medium priority |Assigned: Sarah Mitchell
-  Case #345678-In-transit medical support
Low priority |Unassigned
-  Case #901234-battery coordination
High priority Assigned: Michael Lee
-  Case #345678-In-transit medical support
High priority Assigned: Michael Lee
-  Case #901234-Transport coordination
High priority Assigned: Michael Lee
-  Case #901234-Transport coordination

The current case management page is overwhelming with information overload and poor navigation. The new page layout emphasizes clarity with segmented case details, allowing users to navigate case statuses more effortlessly and efficiently. It allows one to see the case details upon clicking of the interested case.

Chat Interface Upgrades

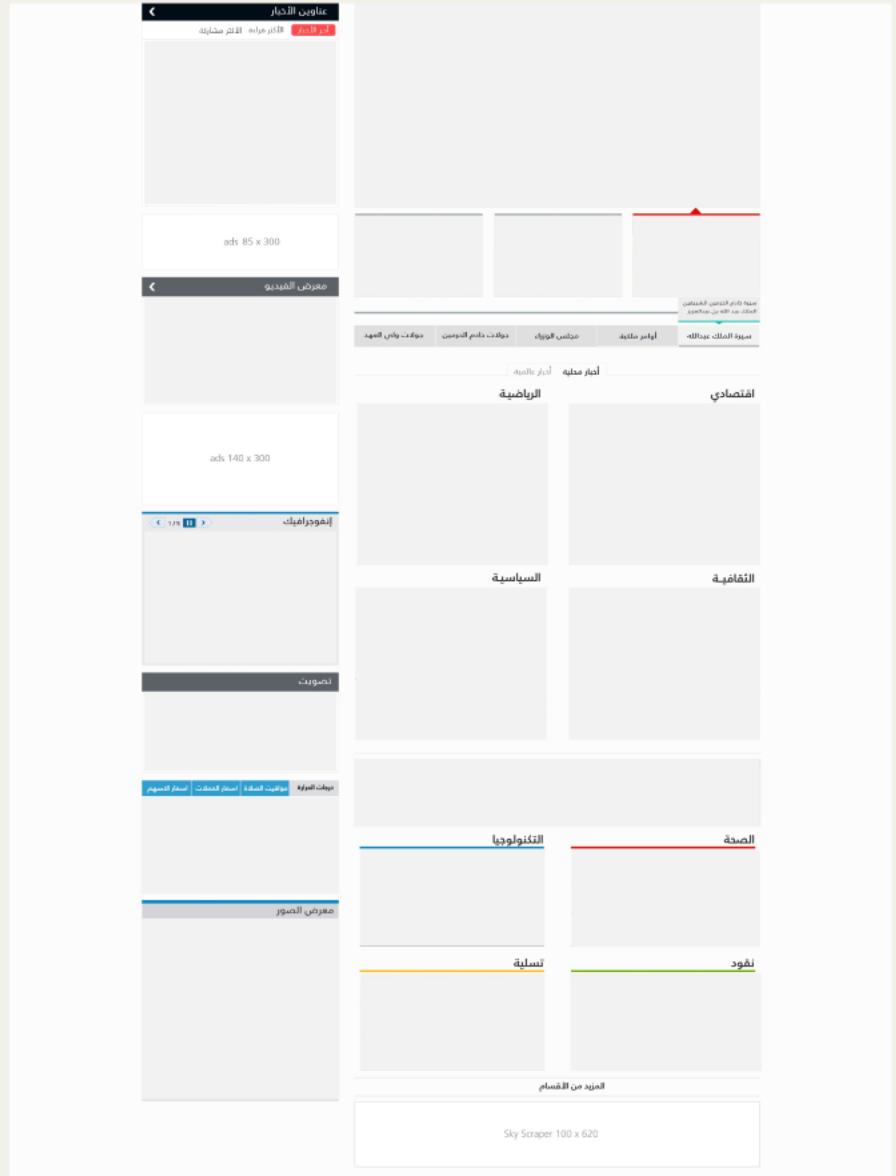
The existing chat interface is basic, providing limited interaction capabilities. The redesigned chat functionalities incorporate AI enhancements for better response suggestions, improving overall user engagement and satisfaction.

Key Enhancements Summary

This section highlights the transformative changes aimed at elevating the user experience within the OPENCHS Helpline system.

UI Design Improvements

The redesigned UI emphasizes a clean, mobile-first layout, enhancing usability. Key elements include improved readability and visual clarity achieved through modern fonts and streamlined visual elements, fostering an intuitive user experience.



Theming Flexibility

The system introduces a light and dark theme toggle, ensuring accessibility across user preferences. Users can switch themes based on their environment or comfort, enhancing visual ergonomics and reducing eye strain during extended use.

AI Capabilities Overview

Integrating AI features in the OPENCHS Helpline System enhances operational efficiency and user experience through automation and intelligent insights.

AI Integration Benefits

The incorporation of AI features such as auto-tagging, smart contact forms, and sentiment analysis elevates the user experience. These tools provide real-time assistance, facilitate case handling efficiency, and offer insights that lead to improved outcomes and service delivery.

The image displays two side-by-side screenshots of a mobile application's contact form. Both screens have a dark background and a light brown header bar with the text "New Contact".

Left Screen (Placeholder Values):

- First name:** Enter first name
- Last name:** Enter last name
- Phone number:** (123)456-7
890
- Email address:** example@gmail.com
- Notes:** Add notes...

Right Screen (Filled Values):

- First name:** Newton Brian
- Last name:** Nyongesa
- Phone number:** 0110952788
- Email address:** newtvn@gmail.com
- Notes:** 5'7 male

Smart Contact Forms

Q&A Analysis

Review user interactions and support agent responses.

Search

Search interactions by question or user

All employees Passed Failed

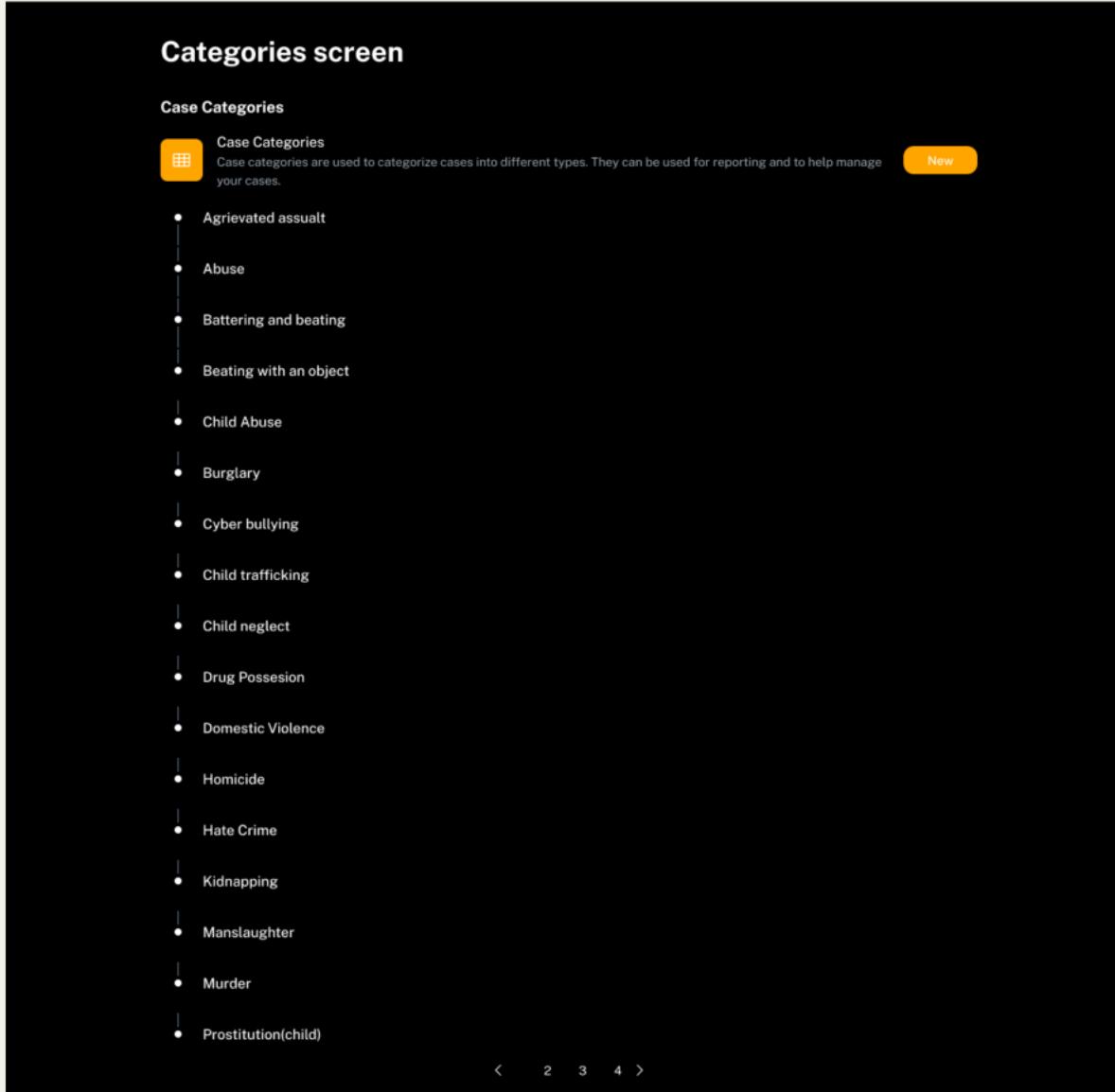
Recent Inquiries

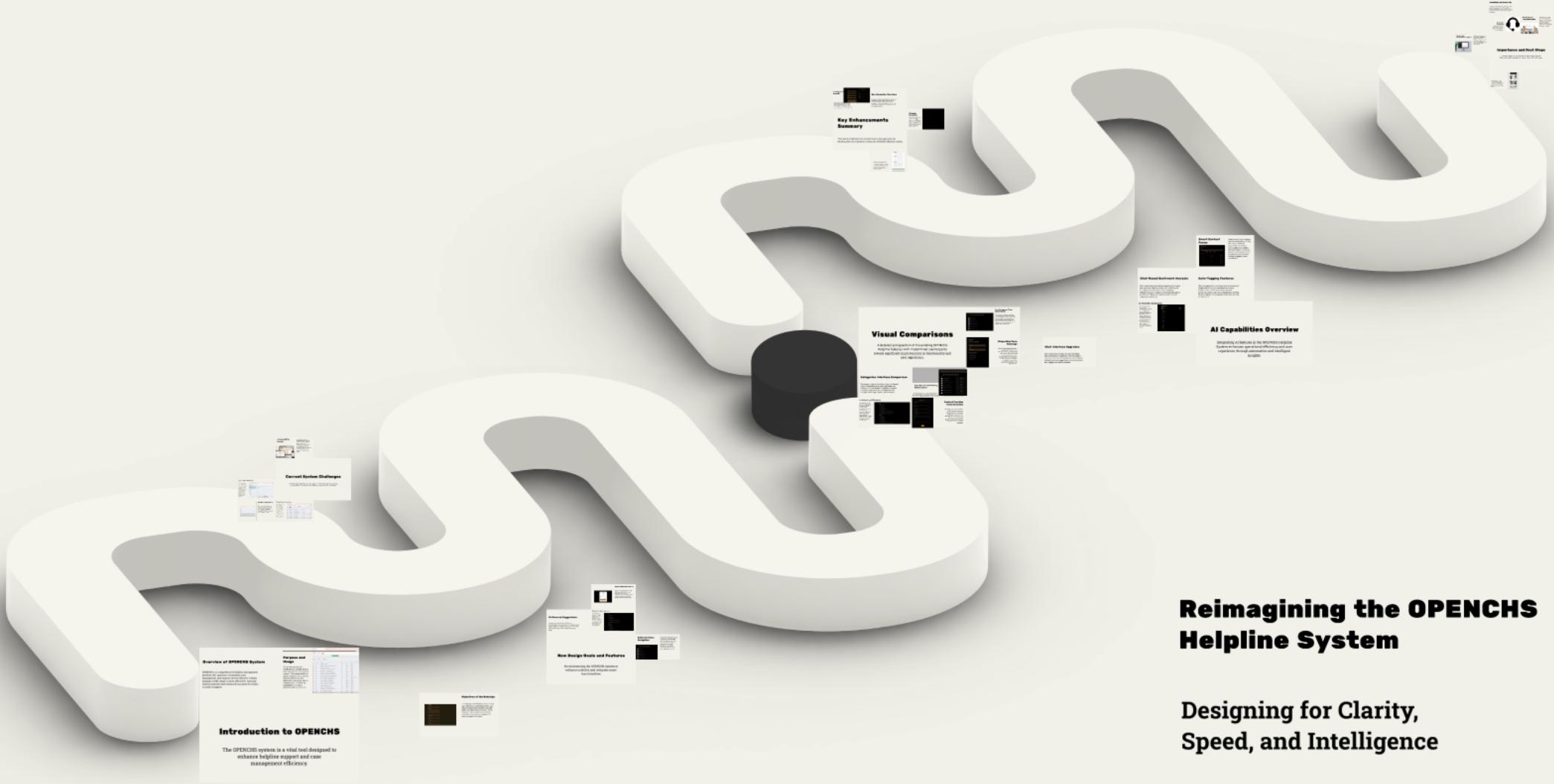
Date	User	Question	Agent	Response
2024-01-20	User A	How do I schedule an appointment with Dr. Ramirez?	Agent 1	You can schedule online at our portal or call our main line.
2024-01-19	User B	What are the visiting hours?	Agent 2	Visiting hours are 9 AM to 8 PM, daily.
2024-01-18	User C	Is urgent care available?	Agent 1	Yes, our urgent care is open until 10 PM.
2024-01-17	User D	Can I get a prescription refill?	Agent 2	Refills can be requested through our website or patient portal.
2024-01-16	User E	Do you have a walk-in clinic?	Agent 1	Yes, we have a walk-in clinic open until 6 PM.

Smart contact forms enhance user interaction by pre-filling fields using AI-driven algorithms that analyze existing data. This reduces the time needed to complete forms and ensures accuracy in information submission, leading to improved user satisfaction.

AI-Generated Summaries

The redesigned category selection screen streamlines case tagging by presenting options in a clean, scrollable layout with clear hierarchy. This improvement reduces cognitive load for agents, enabling quicker decision-making when classifying cases. By making category identification more intuitive, the new design enhances accuracy, shortens response time, and improves overall agent efficiency.





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