03 Call - Case Creation

User Acceptance Testing (UAT) is **the final stage of any software development life cycle**. This is when actual users test the software to see if it is able to carry out the required tasks it was designed to address in real-world situations.

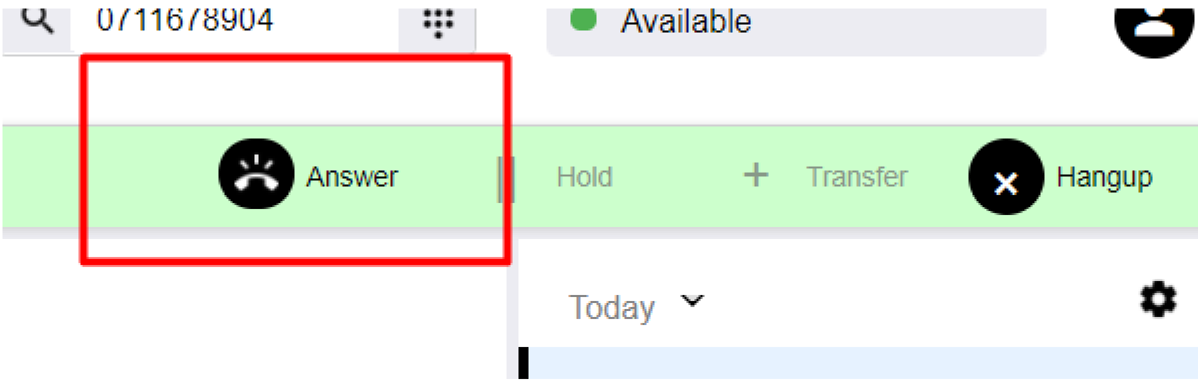
In this situation, we have identified the Call Case Creation process as critical to the success of the project.

The main links are provided for this testing are as follows.

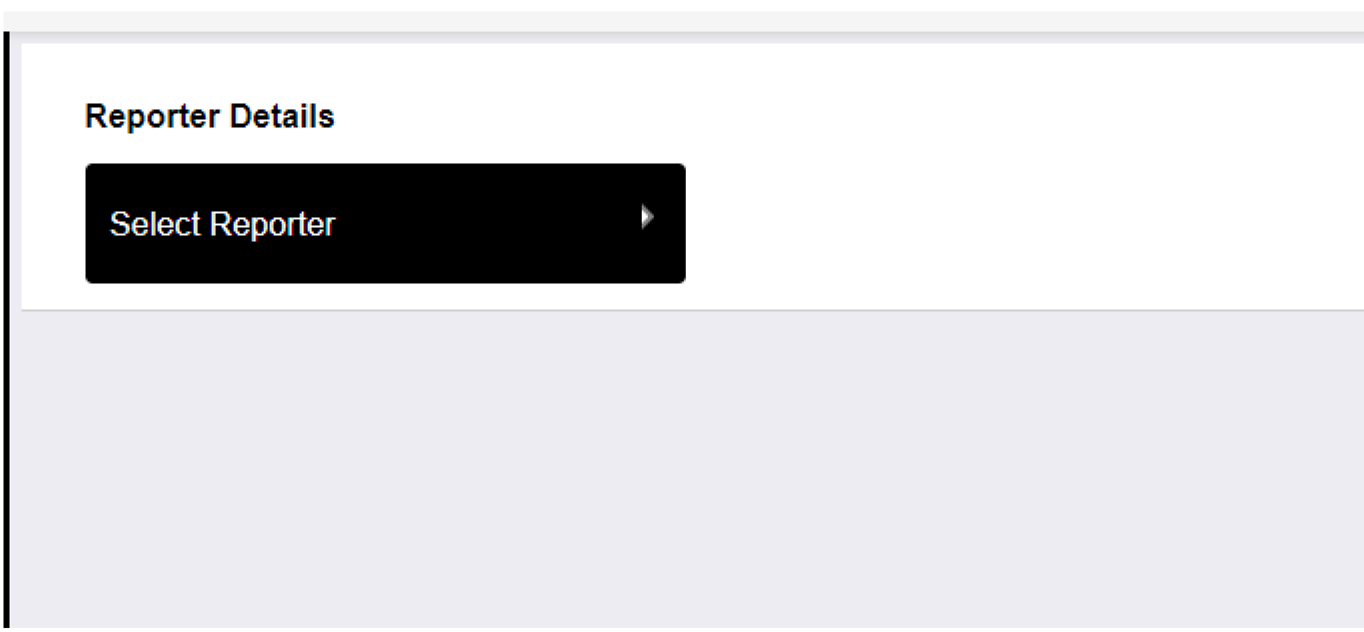
The system has an inbuilt calling system.

When a call comes in you will see the following screens.

you can click the Answer button



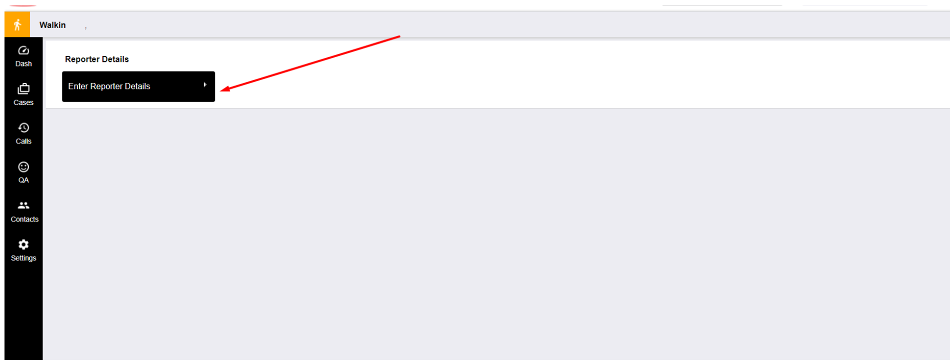
Then you click on select reporter



Then you can follow the normal process for case creation.

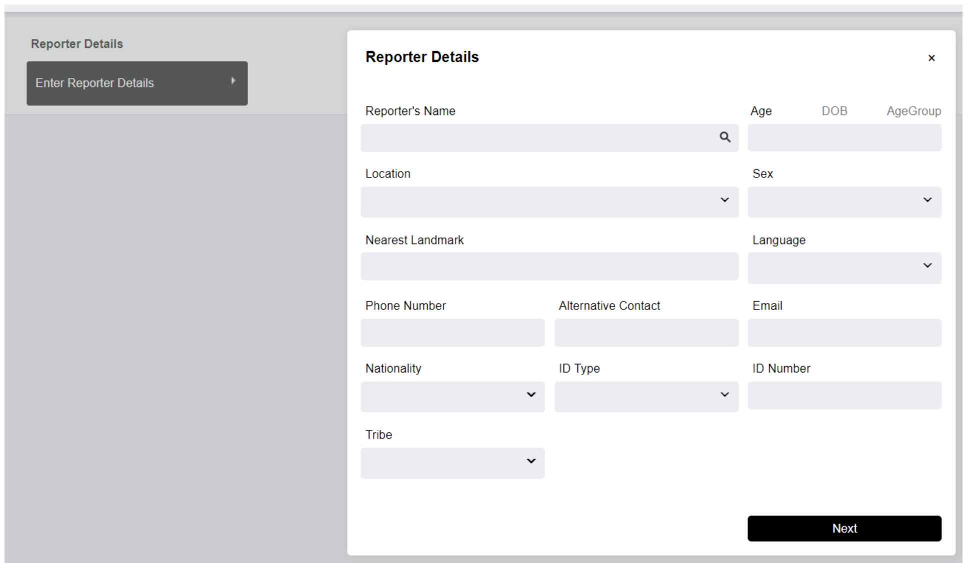
General Guide.

- [ ] After login Click on the Walkin Button on top of the page.
- [ ] Then click on the Enter Reporter Button to allow you to enter the reporter details. (A reporter is a person who walks to the call center to report an incident of violence against children.)

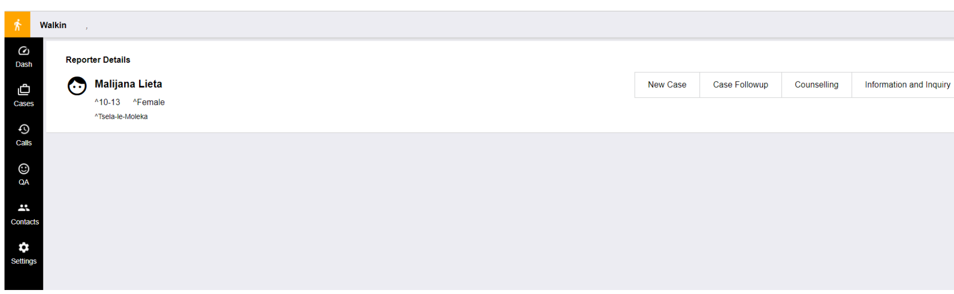


After clicking on the reporter details above a form comes up with the following details.

- [ ] Enter the required information/ The mandatory fields are marked with an asterisk. Click Next to complete the process.

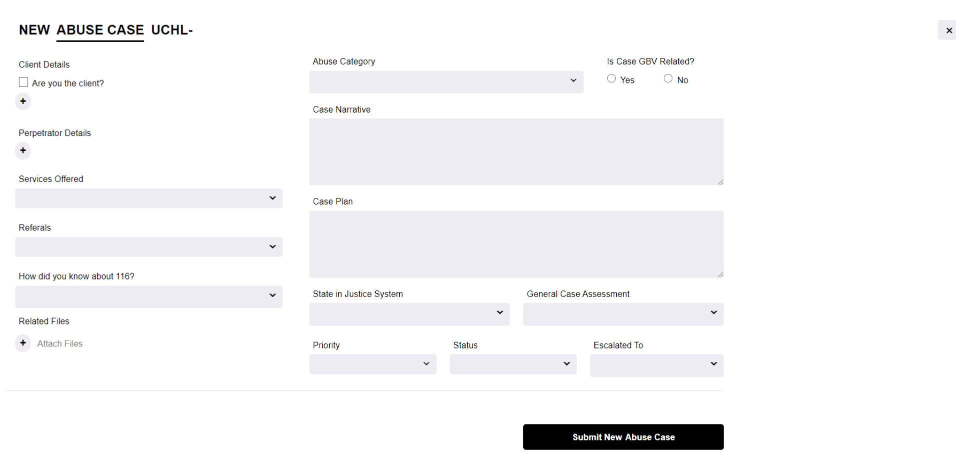


- [ ] Determine which case type your need to create by selecting the buttons on top of the screen. and select New Case.



- New Case - this will load the form with the Abuse categories as the default categories

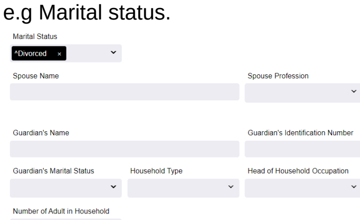
you will see a form as indicated



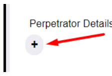
Fill in the Client details by clicking on the + Button next to Client Details.

Some of the Questions on the client details will have follow-up Questions.

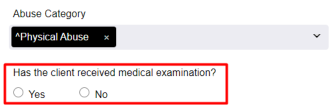
e.g Marital status.



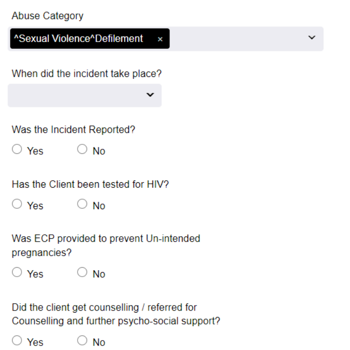
- [ ] Fill in the perpetrator Details by clicking on the + button next to perpetrator details.



- [ ] Select the Category (when the category falls under physical Abuse. you will see the following additional Questions.



if the category falls under sexual abuse you will see the following.



- [ ] Enter Details about the case in the case Narrative Section
- [ ] Enter Case Plan in the Case Plan Area
- [ ] State in Justice System
- [ ] Indicate the general Case assessment.
- [ ] Priority
- [ ] Status.

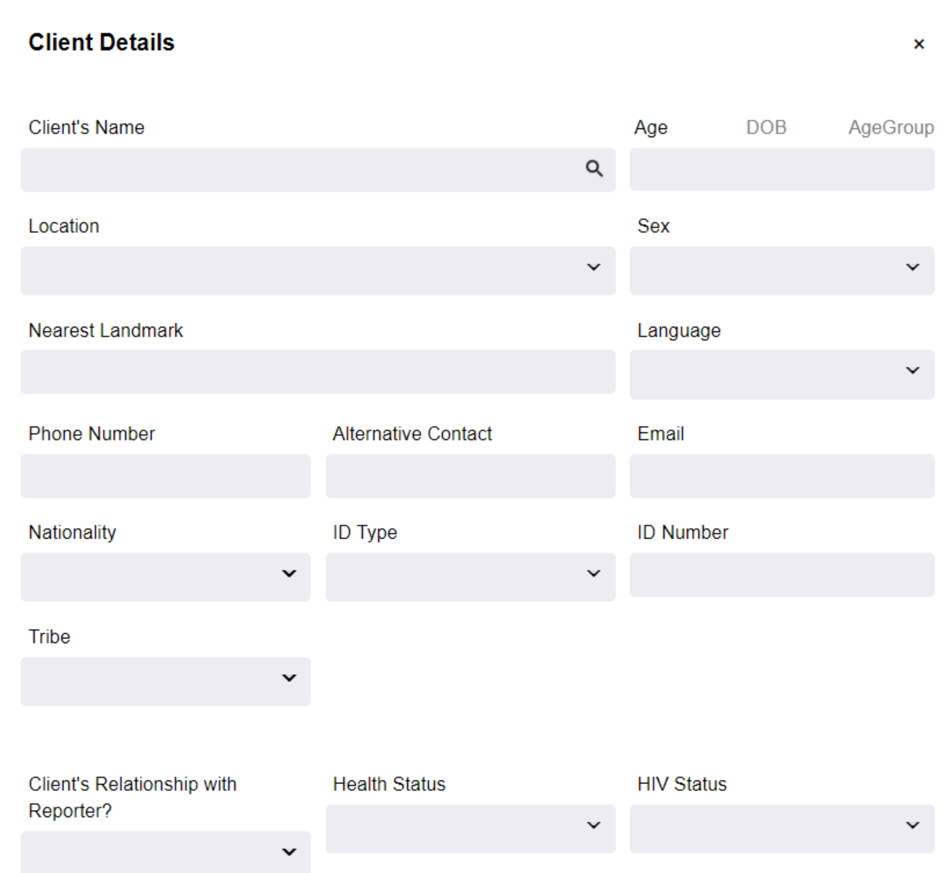
A supervisor has been created in the system where you can escalate the case.

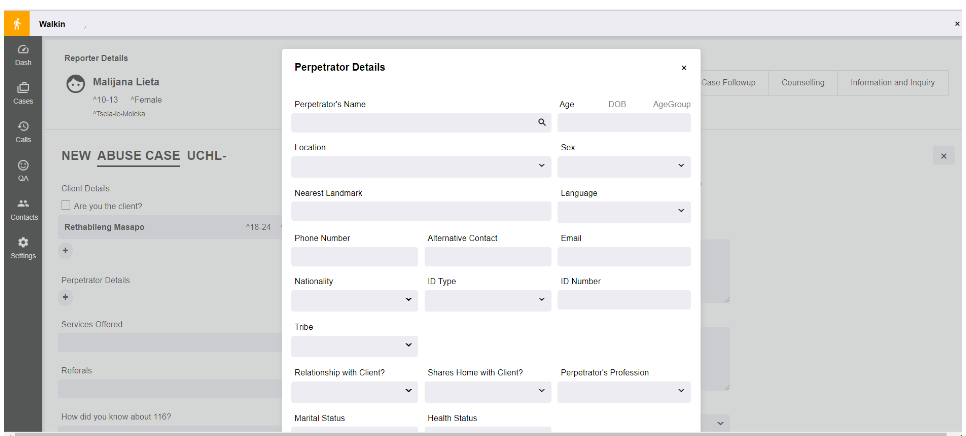
If some services were provided

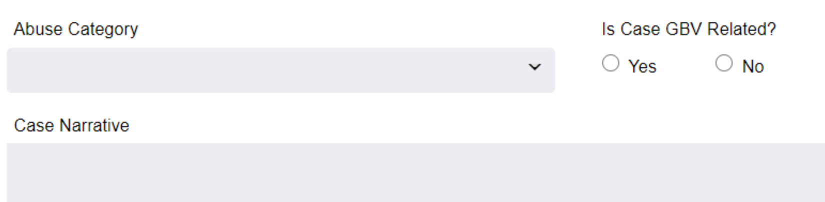
indicate the service and where referrals were given

Sometimes the case may be a GBV related (Kindly Indicate)

Once All the fields are filled in submit the case.







Case Narrative

Case Plan

Case Plan

State in Justice System

General Case Assessment

Priority

Status

Escalated To

Services Offered

Referals

How did you know about 116?

Related Files

+ Attach Files

Is Case GBV Related?

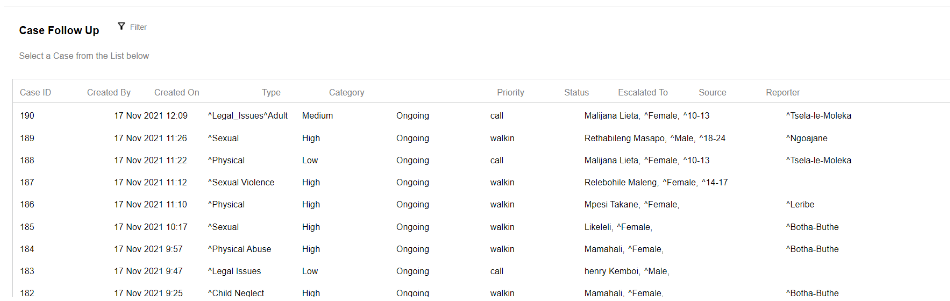
Yes No

Submit New Abuse Case

Question	User Response	Our Comments

Did you successfully Create an Abuse Case	Tick where appropriate ☐ YES ☐ NO	
Comments	Write your comments if Any	You can give us some feedback on any improvments you would wish to have in the next system upgrades.
Indicate your details	Your Names ______________________________ Your signature. ______________________________	

- Case follow is used whenever there is an existing case that requires an update.



Case Follow Up   Filter

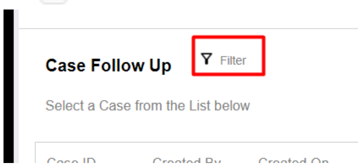
Select a Case from the List below

Case ID	Created By	Created On	Type	Category	Priority	Status	Escalated To	Source	Reporter
190		17 Nov 2021 12:09	^Legal_Issues^Adult	Medium	Ongoing	call	Malijana Lieta, ^Female, ^10-13		^Tsela-le-Moleka
189		17 Nov 2021 11:26	^Sexual	High	Ongoing	walkin	Rethabileng Masapo, ^Male, ^18-24		^Ngoajane
188		17 Nov 2021 11:22	^Physical	Low	Ongoing	call	Malijana Lieta, ^Female, ^10-13		^Tsela-le-Moleka
187		17 Nov 2021 11:12	^Sexual Violence	High	Ongoing	walkin	Relebohile Maleng, ^Female, ^14-17		
186		17 Nov 2021 11:10	^Physical	High	Ongoing	walkin	Mpesi Takane, ^Female,		^Leribe
185		17 Nov 2021 10:17	^Sexual	High	Ongoing	walkin	Likeleli, ^Female,		^Botha-Buthe
184		17 Nov 2021 9:57	^Physical Abuse	High	Ongoing	walkin	Mamahali, ^Female,		^Botha-Buthe
183		17 Nov 2021 9:47	^Legal Issues	Low	Ongoing	call	henry Kemboi, ^Male,		
182		17 Nov 2021 9:25	^Child Neglect	High	Ongoing	walkin	Mamahali, ^Female,		^Botha-Buthe

when you click on the case follow-up you will see the case search screen as you can see above.

if you have some information about the case you can use a filter to search for the specific case.

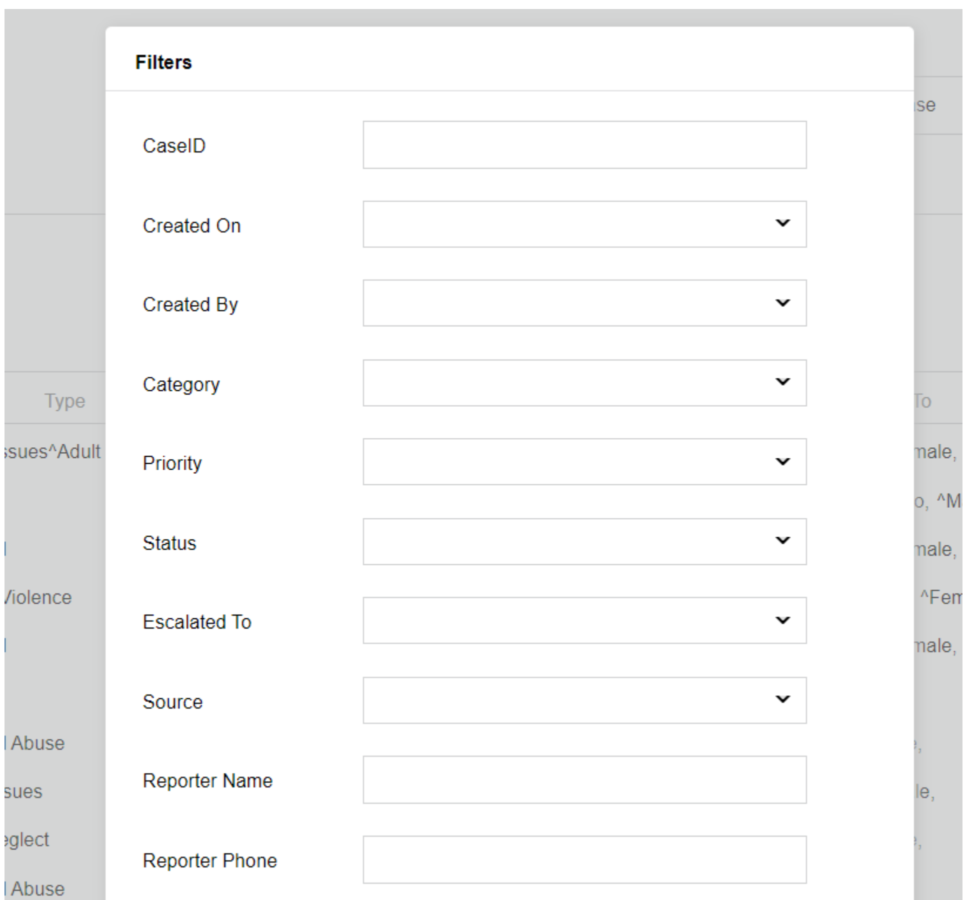
- ☐ Click on the filter Icon

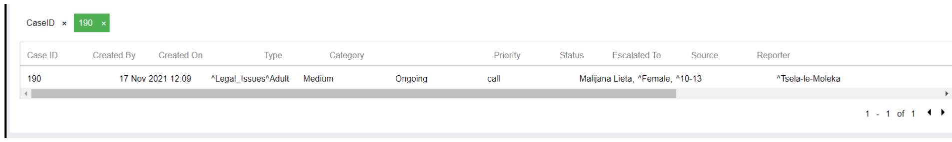


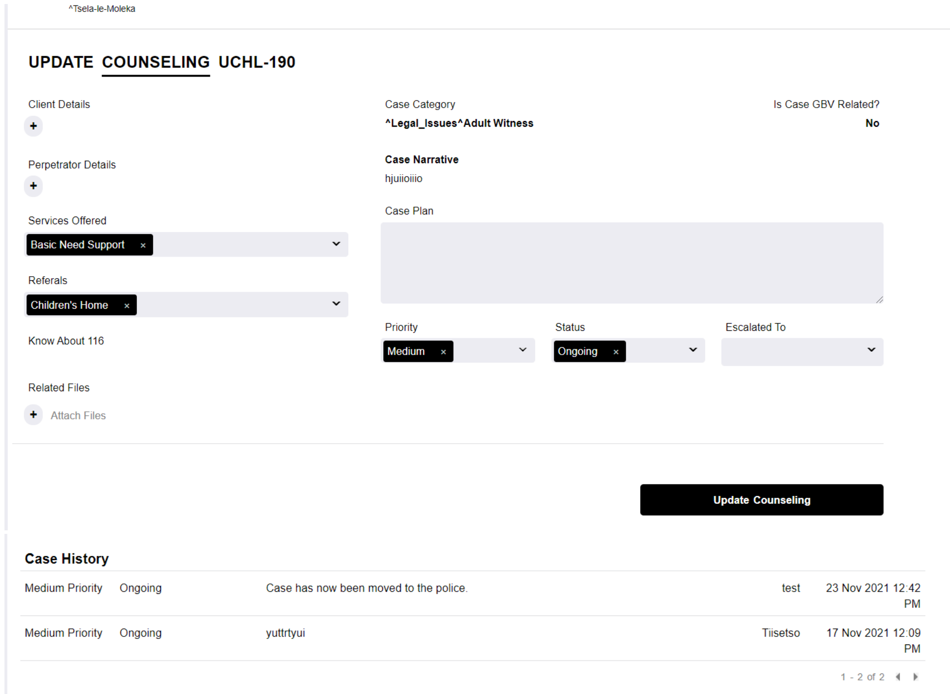
use some of the provider fields to search for your case.

upon search, your case will appear on the list as sin on the figure.

- ☐ Click on the case you filtered (the case form will open and allow you to update all the fields other than. (Category and Case Narrative
- ☐ Click on the update case upon completion of your update.
- ☐ Case history is created at the bottom of the screen for monitoring the case train





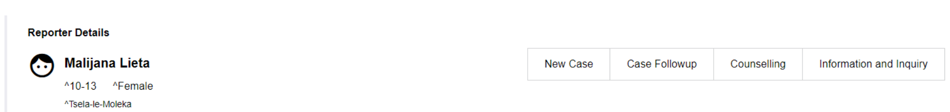


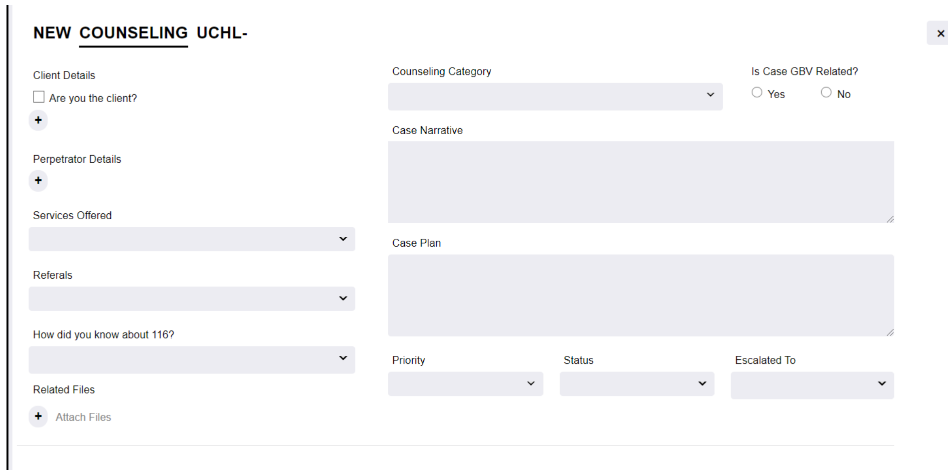
Question	User Response	Our Comments
Did you perfom a case follow UP to completion.	Tick where appropriate ☐ YES ☐ NO	
Comments	Write your comments if Any	You can give us some feedback on any improvments you would wish to have in the next system upgrades.
Indicate your details	Your Names ____________________ Your signature. ____________________	

- Counselling will load the case with counseling categories.

☐ Click the Counselling Button at the top of the screen

☐ Fill in the form by selecting one of the counseling categories. Key in all the other details and submit.

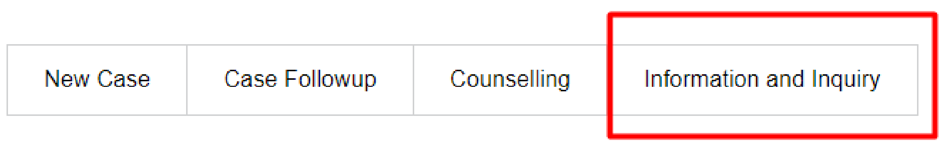




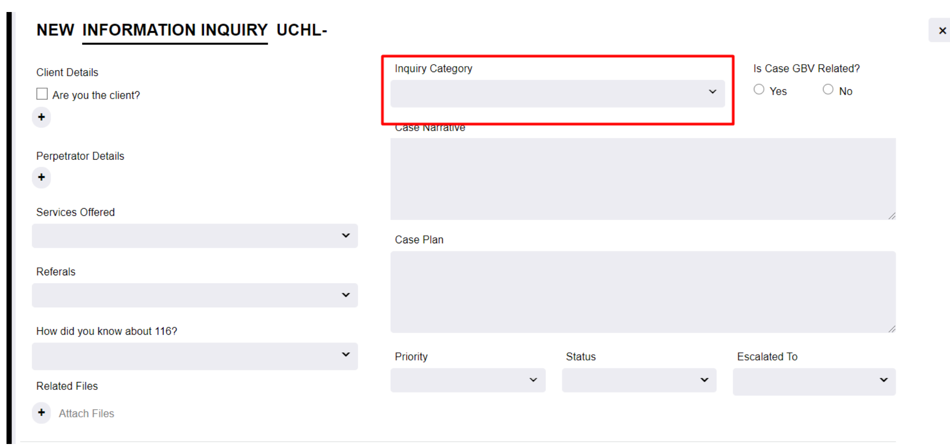
Question	User Response	Our Comments
Did you successfully create a counselling case.	Tick where appropriate ☐ YES ☐ NO	
Comments	Write your comments if Any	You can give us some feedback on any improvments you would wish to have in the next system upgrades.
Indicate your details	Your Names ______________________________ Your signature. ______________________________	

- Information Inquiry will load the form with Information Inquiry Categories.

Click on the information Inquiry button on top of the screen.



- ☐ Fill in the inquiry categories as follows
- ☐ Click submit new Inquiry to submit the case.



Submit New Inquiry

Question	User Response	Our Comments
Did you successfully Submit an Information Inquiry Case	Tick where appropriate ☐ YES ☐ NO	
Comments	Write your comments if Any	You can give us some feedback on any improvments you would wish to have in the next system upgrades.
Indicate your details	Your Names ________________________ Your signature. ________________________	