

### 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.

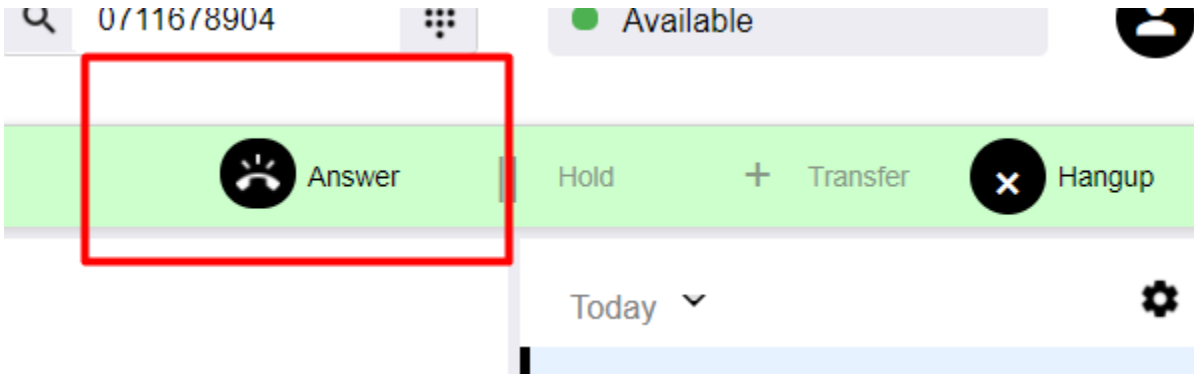
The main links are provided for this testing are as follows.

The system has an inbuilt calling system.

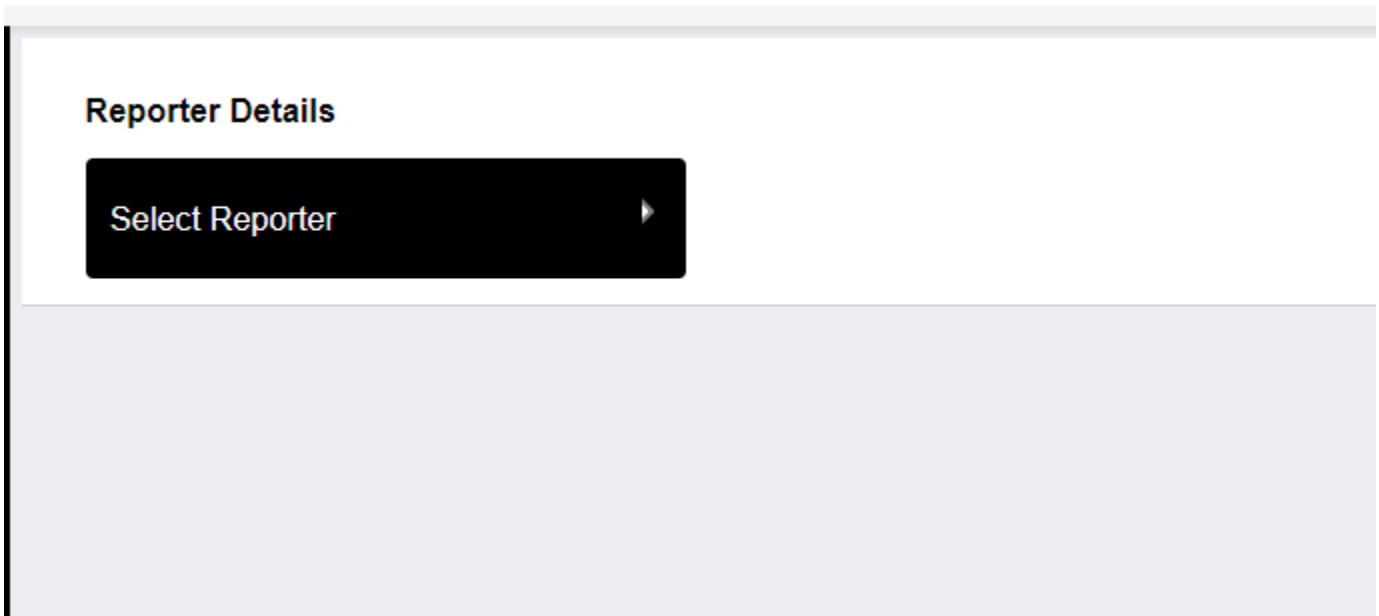
When a call comes in you will see the following screens.



you can click the Answer button



Then you click on select reporter



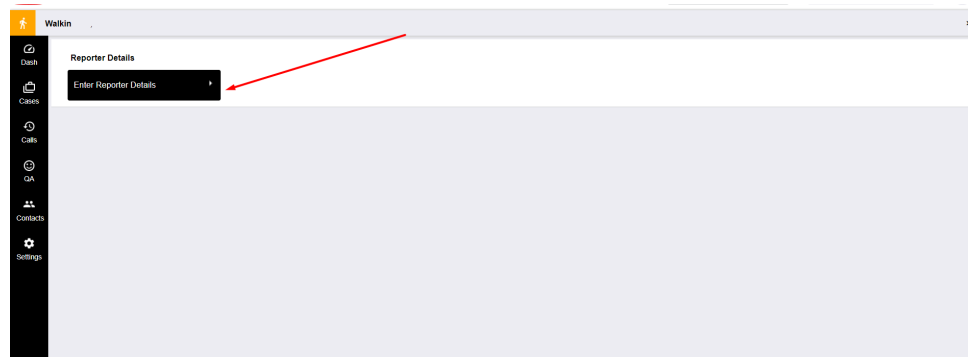
Then you can follow the normal process for case creation.

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.)



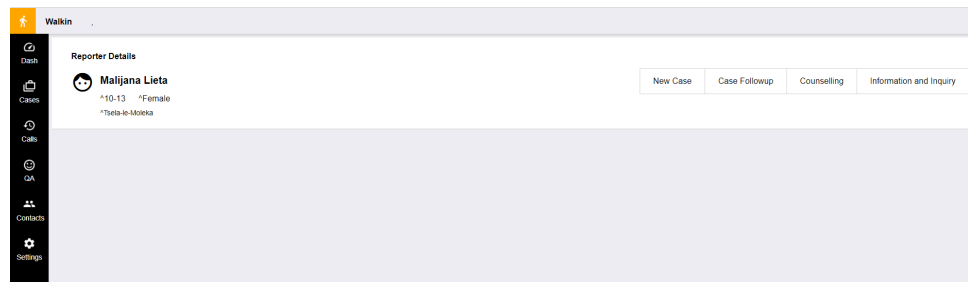
After clicking on the reporter details above a form comes up with the following details.

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

A screenshot of the 'Reporter Details' form. It contains several input fields: Reporter's Name (with a search icon), Age, DOB, AgeGroup, Location (dropdown), Sex (dropdown), Nearest Landmark, Language (dropdown), Phone Number, Alternative Contact, Email, Nationality (dropdown), ID Type (dropdown), ID Number, and Tribe (dropdown). A 'Next' button is at the bottom right.

Determine which case type you 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.

A screenshot of the 'Client Details' form. It includes fields for Marital Status (dropdown), Spouse Name, Spouse Profession, Guardian's Name, Guardian's Identification Number, Guardian's Marital Status, Household Type, Head of Household Occupation, and Number of Adult in Household.

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

A screenshot of the 'NEW ABUSE CASE UCHL-' form. It contains sections for Client Details (with a checkbox 'Are you the client?'), Perpetrator Details, Services Offered, Referrals, How did you know about 1167, Abuse Category, Is Case GBV Related?, Case Narrative, Case Plan, State in Justice System, General Case Assessment, Priority, Status, Escalated To, and a 'Submit New Abuse Case' button at the bottom.



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

Abuse Category

\*Physical Abuse

Has the client received medical examination?

☐ Yes ☐ No

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

Abuse Category

\*Sexual Violence/Defilement

When did the incident take place?

Was the Incident Reported?

☐ Yes ☐ No

Has the Client been tested for HIV?

☐ Yes ☐ No

Was ECP provided to prevent Un-intended pregnancies?

☐ Yes ☐ No

Did the client get counselling / referred for Counselling and further psycho-social support?

☐ Yes ☐ No

☐ 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.

## Client Details



Client's Name

Age

DOB

AgeGroup

Location

Sex

Nearest Landmark

Language

Phone Number

Alternative Contact

Email

Nationality

ID Type

ID Number

Tribe

Client's Relationship with Reporter?

Health Status

HIV Status

The screenshot shows the Walkin application interface. On the left is a sidebar with navigation icons for Home, Cases, Calls, GA, Contacts, and Settings. The main screen displays 'Reporter Details' for 'Maliyana Lieta' (Age 10-13, Female, Tutu-le-Motona). Below this is a 'NEW ABUSE CASE UCHL-' section with a 'Client Details' card for 'Rethabeng Masapo' (Age 18-24). A 'Perpetrator Details' modal form is open, containing fields for Name, Age, DOB, AgeGroup, Location, Sex, Nearest Landmark, Language, Phone Number, Alternative Contact, Email, Nationality, ID Type, ID Number, Tribe, Relationship with Client?, Shares Home with Client?, Perpetrator's Profession, Marital Status, and Health Status. The background shows tabs for 'Case Followup', 'Counselling', and 'Information and Inquiry'.

Abuse Category

Is Case GBV Related?

☐ Yes ☐ No

Case Narrative

Case Narrative

Case Plan

Case Plan

State in Justice System

General Case Assessment

Priority

Status

Escalated To

Services Offered

Referrals

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 <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.
Indicate your details	<div>  Your Names  <b>Mamahali Motanyane</b> </div> <hr/> <div>  Your signature.  <b>M.Motanyane</b> </div> <hr/>	


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

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

Case Follow Up

 Filter

Select a Case from the List below


Case ID	Created By	Created On
190	17 Nov 2021 12:09	Legal Issues^Adult
189	17 Nov 2021 11:26	Sexual
188	17 Nov 2021 11:22	Physical
187	17 Nov 2021 11:12	Sexual Violence
186	17 Nov 2021 11:10	Physical
185	17 Nov 2021 10:17	Sexual
184	17 Nov 2021 9:57	Physical Abuse
183	17 Nov 2021 9:47	Legal Issues
182	17 Nov 2021 9:25	Child Neglect

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

upon search, your case will appear on the list as seen in 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

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	Majana Lieta, ^Female, ^10-13	^Tsetla-le-Moleka		
189	17 Nov 2021 11:26	Sexual	High	Ongoing	walkin	Rehabilieng Masapo, ^Male, ^18-24	^Ngosane		
188	17 Nov 2021 11:22	Physical	Low	Ongoing	call	Majana Lieta, ^Female, ^10-13	^Tsetla-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		

Filters

CaseID

Created On

Created By

Category

Priority

Status

Escalated To

Source

Reporter Name

Reporter Phone

CaseID x 190 x

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

1 - 1 of 1

\*Tsela-le-Moleka

UPDATE COUNSELING UCHL-190

Client Details

+

Perpetrator Details

+

Services Offered

Basic Need Support x

Referrals

Children's Home x

Know About 116

Related Files

+

Attach Files

Case Category

\*Legal\_Issues\*Adult Witness

Is Case GBV Related?

No

Case Narrative

hjuioioio

Case Plan

Priority

Medium x

Status

Ongoing x

Escalated To

Update Counseling

Case History

Medium Priority	Ongoing	Case has now been moved to the police.	test	23 Nov 2021 12:42 PM
Medium Priority	Ongoing	yutlrtyui	Tiisetso	17 Nov 2021 12:09 PM

1 - 2 of 2

Question	User Response	Our Comments
Did you perform a case follow UP to completion.	<div>Tick where appropriate</div> <div><input type="checkbox"/> YES</div> <div><input type="checkbox"/> NO</div>	
Comments	<div>Write your comments if Any</div>	<div>You can give us some feedback on any improvments you would wish to have in the next system upgrades.</div>
Indicate your details	<div><div><div><div></div></div>Your Names</div><div></div><div><div><div></div></div>Your signature.</div><div></div></div>	

- 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.

Reporter Details

Malijana Lieta

\*10-13 \*Female

\*Tsela-le-Moleka

New Case

Case Followup

Counselling

Information and Inquiry

### NEW COUNSELING UCHL-

Client Details

☐ Are you the client?

+

Perpetrator Details

+

Services Offered

Referrals

How did you know about 116?

Related Files

+

 Attach Files

Counseling Category

Is Case GBV Related?

☐ Yes
 ☐ No

Case Narrative

Case Plan

Priority

Status

Escalated To

Question	User Response	Our Comments
Did you successfully create a counselling case.	Tick where appropriate <input type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.
Indicate your details	<div> <div></div> <div>Your Names</div> </div> <div></div> <div> <div></div> <div>Your signature.</div> </div> <div></div>	

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

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

New Case

Case Followup

Counselling

Information and Inquiry

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

### NEW INFORMATION INQUIRY UCHL-

Client Details

☐ Are you the client?

+

Perpetrator Details

+

Services Offered

Referrals

How did you know about 116?

Related Files

+

 Attach Files

Inquiry Category

Is Case GBV Related?

☐ Yes
 ☐ No

Case Narrative



Case Plan

Priority

Status

Escalated To

**Submit New Inquiry**

Question	User Response	Our Comments
Did you successfully Submit an Information Inquiry Case	Tick where appropriate <input type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.
Indicate your details	<div> Your Names</div> <div></div> <div> Your signature.</div> <div></div>	