

03 Call - Case Creation

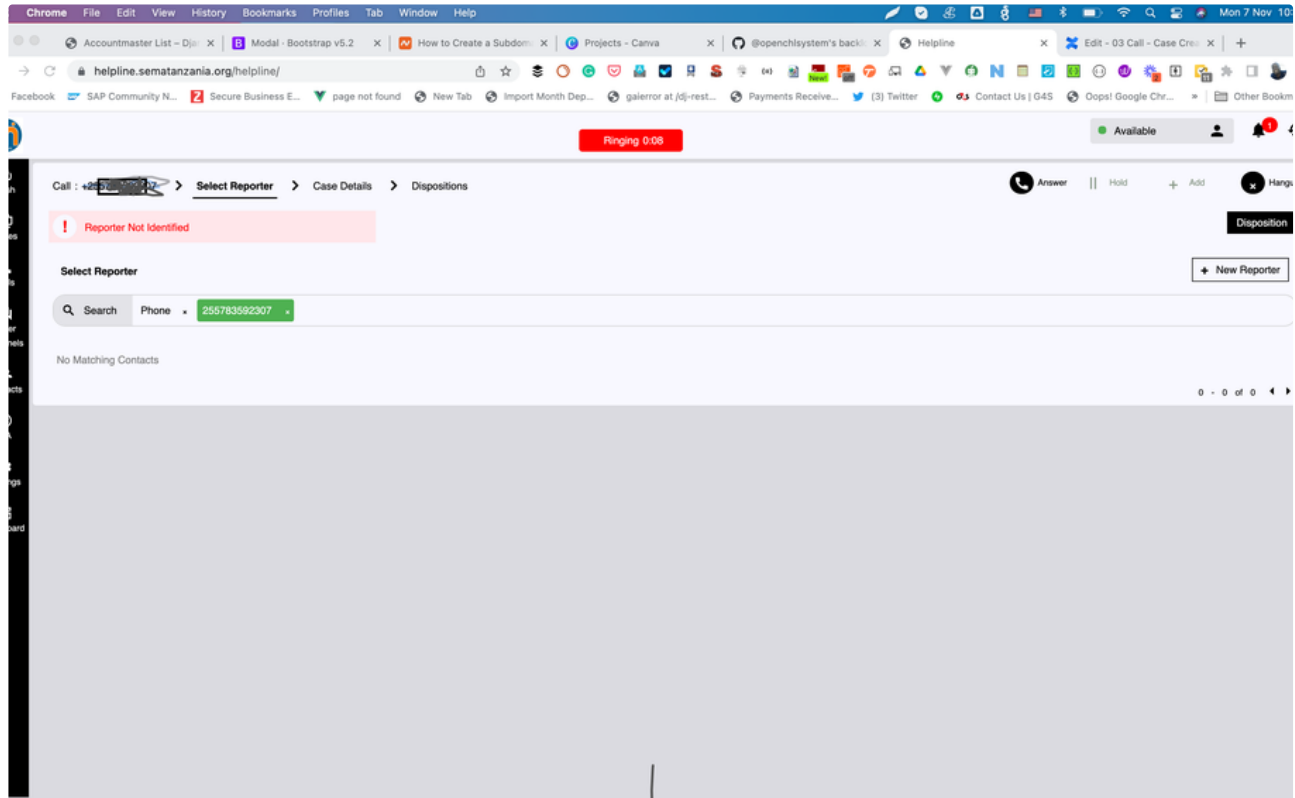
User Acceptance Testing (UAT) is **the final stage of any software development life cycle**. This is when actual users test the software to see if it is able to carry out the required tasks it was designed to address in real-world situations.

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

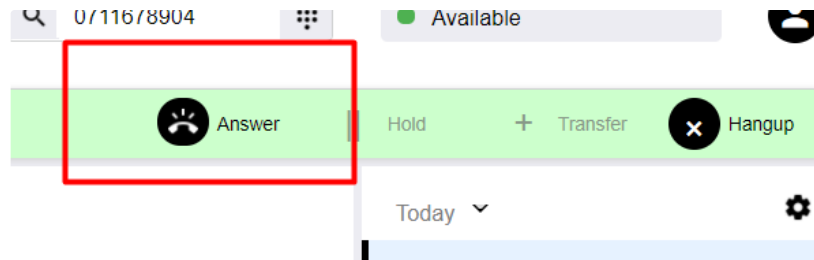
The main links are provided for this testing are as follows.

The system has an inbuilt calling system.

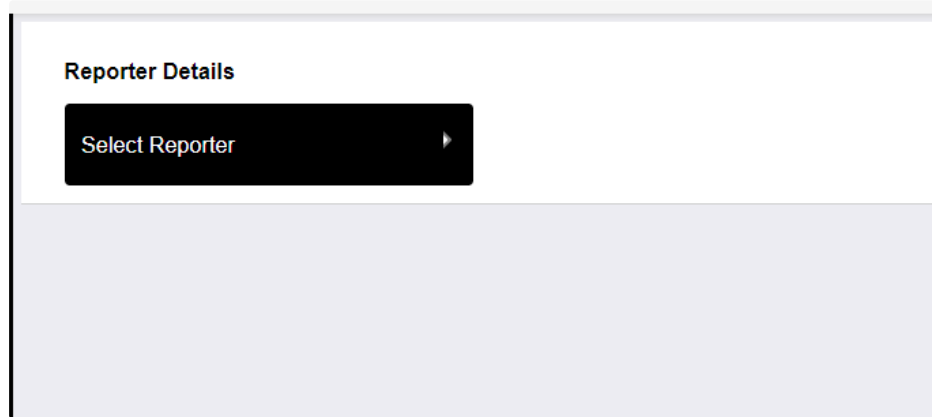
When a call comes in you will see the following screens.



you can click the Answer button



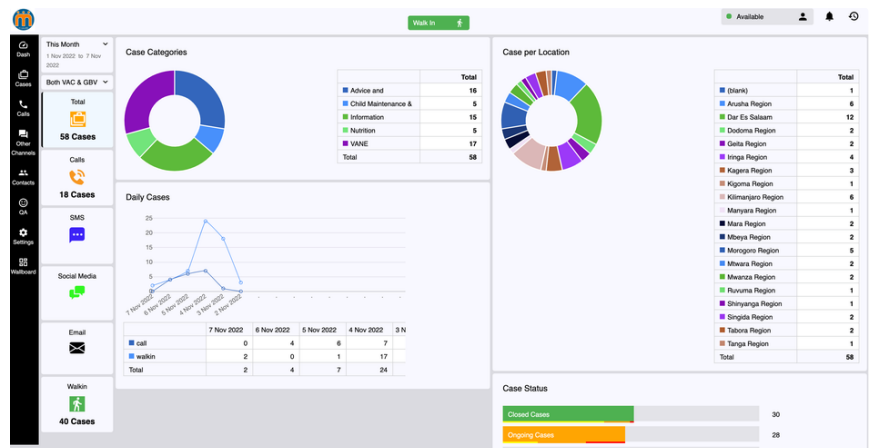
Then you click on `select reporter`



Then you can follow the normal process for case creation.

General Guide.

- ☐ On the top of the page, click the Walkin Button after logging in.
- ☐ Enter the reporter's details by clicking on the Enter Reporter Button. A reporter is someone who walks to the call center to report 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.

Edit Reporter Details

Reporter's Name

Type Reporter Name

Age

34

DOB

Age Group

Location

Iringa Region > Mafinga Town Council > Changarawe Ward

Sex

Female

Nearest Landmark

Enter Name of anything that can be used to Identify The location

Nationality

Phone Number

Alternative Phone

Email

Update

After saving the reporter details the workflow moves to new case creation.

When you click the new case button a new form will open for you to create the case

Available

Waken : > Select Reporter > Case Details > Dispositions

Reporter Not Identified

Disposition

New Case

Follow Up A Case

Search

No Matching Cases

You can now enter new Client information by clicking on the Add Client Button

CSEMA - 9464

Reporter Details

Type Reporter Name

Iringa Region > Mafinga Town Council > Changarawe Ward

Female

34

Is the Reporter a Client?

Client Details

Enter the Client Information

Geta Region > Geta District Council > Busanda Ward

Female

12

Add a Client

Perpetrator Details

Add a Perpetrator

Related Files

Attach a File

Services Offered

National

Referrals

Social Welfare Officer

How did you know about 1167

Other

Case Category *

Child Maintenance & Custody > Custody

Case Narrative *

Enter Case Details

Case Action

This is NOT Mandatory for Tanzania

Priority *

Low

Status *

Ongoing

Escalated To

Cancel

Update

The form on the side will guide you on how to enter the relevant information

•

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

- ☐ Select the Category as indicated on the diagram

Abuse Category

Physical Abuse x

Has the client received medical examination?

☐ Yes ☐ No

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

- ☐ Enter Details about the case in the case Narrative Section

- ☐ Enter Case Update in the Case Action Area

Edit Client Details

Client's Name	Age	DOB	Age Group
Enter the Client Information	12		

Location	Sex
Geita Region > Geita District Council > Busanda Ward x	Female x

Nearest Landmark	Nationality
Enter anything that can be used to Identify the location	Tanzanian x

Phone Number	Alternative Phone	Email

Reporter's Relationship with Client	Relationship Comment
Father x	

Is the Client Attending School?

☒ Yes ☐ No ☐ Unknown

School Name

School Name

School Level	School Type
Primary x	Public x

Is the Client Disabled?

☒ Yes ☐ No ☐ Unknown

Disability	Is the Client referred for Special Services?
Albinism x	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown

Special Services Referral

Social Welfare Officer x

where the case is an ABUSE case

- ☐ 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

New Perpetrator

Perpetrator's Name

Age

DOB

Age Group

Add the Name of the perpetrator

Location

Sex

by click the arrow down to select Location

Male

Nearest Landmark

Nationality

Phone Number

Alternative Phone

Email

Relationship with Client?

Shares Home with Client?

Perpetrator's Guardian's Name

Additional Details

Enter any Additional Information

Add

Dashboard

Home

Case

Other Channels

Contacts

GR

Report

Workflow

CSEMA - 9464

Reporter Details

Type Reporter Name

Female 34

Inga Region - Matanga Town Council - Changarawe Ward

Is the Reporter a Client?

☐

Client Details

Enter the Client Information

Female 12

Geta Region - Geta District Council - Busanda Ward

Add a Client

Perpetrator Details

Add a Perpetrator

Related Files

Attach a File

Services Offered

Referrals

Referrals

Social Welfare Officer

How did you know about this?

Other

Case Category

Child Maintenance & Custody - Custody

Advice and Counselling

Child Maintenance & Custody

Disability

Information

Nutrition

Online CSEA

VANE

1 - 7 of 7

Priority

Low

Status

Ongoing

Escalated To

Cancel

Update

Child Maintenance & Custody - Custody

Case Narrative

Enter Case Details

Case Action

Case Action

This is NOT Mandatory for Tanzania

Priority *

Low x

Status *

Ongoing x

Escalated To

Case Action

This is NOT Mandatory for Tanzania

State in Justice System

Case Assessment

Priority *

Low x

Status *

Ongoing x

Escalated To

Services Offered

Referral x

Referrals

Social Welfare Officer x

How did you know about 116?

Other x

Question	User Response	Our Comments
Did you successfully Create an Abuse Case	<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 improvements you would wish to have in the next system upgrades.</div>

Indicate your details

Your Names

Your signature.

- You can perform a case follow-up through a search. We provide multiple parameters to enable you to search your cases.

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

☐ Click on the filter Icon

All Cases

List

Reports

Download

Search

Case ID	Created By	Created On	Source	Cate
9464	test	7 Nov 2022 11:07 AM	walkin	Child

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

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

☐ You can then double-click on the case to open it

☐ Click on the update case to make some changes to the case History

All Cases

List

Reports

Download

Search

Case ID	Created By	Created On	Source	Category	GBV	Priority	Status	Escalated To	Assessment	Justice Status	Reporter
9464	test	7 Nov 2022 11:07 AM	walkin	Child Maintenance & Custody > Custody	No	Low	Ongoing				Type Re
9463	test	7 Nov 2022 10:59 AM	walkin	VANE > Child Labor	No	Low	Ongoing		Closed	In Court	reporter
9462	teddy	6 Nov 2022 4:23 PM	call	Information > Child Rights	No	Low	Closed				Agress
9461	luka	6 Nov 2022 3:29 PM	call	Nutrition > Balanced Diet	No	Low	Closed				Hadja J
9460	luka	6 Nov 2022 2:52 PM	call	Advice and Counselling > Sexual & Reproductive Health	No	Low	Closed				Amina J
9459	noel	6 Nov 2022 8:30 AM	call	Information > Child Abuse	No	Low	Closed				mUSTAI
9458	kevin	5 Nov 2022 10:21 PM	call	Information > Child Abuse	No	Low	Closed				Khalid H
9457	jackson	5 Nov 2022 5:04 PM	call	Information > School Related Issues	No	Low	Closed				Bartazar

Reports

Download

Search Case

Case

Reporter

Client

Perpetrator

Sevices

Referrals

CaseID

Created On

Created By

Source

Category

GBV Related

Priority

Status

Escalated To

Case Assessment

Status in Justice System

Cancel

Apply

Status	Escalated To	Assessment	Justice Status	Reporter
Ongoing				Type Re
Ongoing		Closed	In Court	reporter
Closed				Agress
Closed				Hadja J
Closed				Amina J
Closed				mUSTAI
Closed				Khalid H
Closed				Bartazar
Closed				Hillary J
Closed				Grace J
Closed				Mustafa
Closed				Jeripher
Closed				Brown, I
Ongoing				test nels
Closed				Ramadh

☐ You can then double-click on the case to open it

☐ Click on the update case to make some changes to the case History

All Cases

List

Reports

Download

Search

Case ID	Created By	Created On	Source	Category	GBV	Priority	Status	Escalated To	Assessment	Justice Status	Reporter
9464	test	7 Nov 2022 11:07 AM	walkin	Child Maintenance & Custody > Custody	No	Low	Ongoing				Type Re
9463	test	7 Nov 2022 10:59 AM	walkin	VANE > Child Labor	No	Low	Ongoing		Closed	In Court	reporter
9462	teddy	6 Nov 2022 4:23 PM	call	Information > Child Rights	No	Low	Closed				Agress
9461	luka	6 Nov 2022 3:29 PM	call	Nutrition > Balanced Diet	No	Low	Closed				Hadja J
9460	luka	6 Nov 2022 2:52 PM	call	Advice and Counselling > Sexual & Reproductive Health	No	Low	Closed				Amina J
9459	noel	6 Nov 2022 8:30 AM	call	Information > Child Abuse	No	Low	Closed				mUSTAI
9458	kevin	5 Nov 2022 10:21 PM	call	Information > Child Abuse	No	Low	Closed				Khalid H
9457	jackson	5 Nov 2022 5:04 PM	call	Information > School Related Issues	No	Low	Closed				Bartazar
9456	dora	5 Nov 2022 7:46 AM	call	Information > Child Abuse	No	Low	Closed				Hillary J
9455	dora	5 Nov 2022 7:37 AM	call	Child Maintenance & Custody > Maintenance	No	Low	Closed				Grace J
9454	dora	5 Nov 2022 1:39 AM	call	Information > Child Abuse	No	Low	Closed				Mustafa
9453	dora	5 Nov 2022 0:52 AM	walkin	Nutrition > Breastfeeding	No	Low	Closed				Jeripher
9452	dora	5 Nov 2022 0:11 AM	call	Advice and Counselling > Physical Health	No	Medium	Closed				Brown, I
9451	test	4 Nov 2022 10:50 PM	call	Advice and Counselling > Child in Conflict with the Law	No	Low	Ongoing				test nels

☐ Click Edit to change the Case Entirely

Dashboard

Cases

Channels

Contacts

Out

Settings

Helpdesk

CSEMA - 9464

Reporter Details

Type Reporter NameFemale 34
Kinyua Region > Malindi Town Council > Changarawe Ward

Client Details

Enter the Client InformationFemale 12
Kinyua Region > Malindi District Council > Buswanda Ward

Perpetrator Details

Related Files

Services Offered

Referral

Know About 116

Other

Case Category

Child Maintenance & Custody > Custody

Case Narrative

Enter Case Details

Case Action

This is NOT Mandatory for Tanzania

Priority

Low

Status

Ongoing

Escalated To

Case Details

Case History

Update

Print

Walk in

On Break

Case Details

Case History

Update

Edit

Print

34

Case Category

Child Maintenance & Custody > Custody

Case Narrative

Enter Case Details

12

Case Action

This is NOT Mandatory for Tanzania

Priority

Low

Status

Ongoing

Escalated To

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	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>Your Names</div><div></div><div>Your signature.</div><div></div></div>	

- Select multiple categories to ensure that everything works
- submit cases from all the categories

Case Category *

Child Maintenance & Custody > Custody x

#

Advice and Counselling

Child Maintenance & Custody

Disability

Information

Nutrition

Online CSEA

VANE

1 - 7 of 7

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> <div>Your Names</div> </div> <div></div> </div> <div> <div> <div></div> <div>Your signature.</div> </div> <div></div> </div>	

Information Inquiry Categories

☐ Fill in the inquiry categories as follows

☐ Click submit new Inquiry to submit the case.

Case Category *

Information x

#

Information

Child Abuse

Child Rights

Info on Helpline

Legal Issues



Missing Child

Other

Outside Mandate

School Related Issues

1 - 8 of 8

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><div> Your Names</div><div></div></div> <div><div> Your signature.</div><div></div></div>	

Indicate your details

MICHAEL JOHNSON *MS*
 ROSEMARY DEFOURATH *MS* 9/11/2022
 AQUAH FUNDI *MS* 9/11/2022
 EMERSON MRENAME *MS* 9/11/2022

Your Names

Your signature

X

- You can perform a case follow-up through a search. We provide multiple parameters to enable you to search your cases.

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

All Cases

Search

Case ID	Created By	Created On	Source	Category	GDPR	Priority	Status	Assigned To	Assessment	Current Status	Response
9484	test	7 Nov 2022 11:07 AM	walkin	Child Maintenance & Custody	Custody	No	Low	Ongoing		In Court	Type 1a
9485	test	7 Nov 2022 11:08 AM	walkin	VAWE - Child Labor		No	Low	Ongoing	Closed		response
9482	test	5 Nov 2022 4:23 PM	call	Information - Child Rights		No	Low	Closed			Aggravated
9481	test	5 Nov 2022 3:29 PM	call	Nutrition - Refused Diet		No	Low	Closed			Health 2
9480	test	4 Nov 2022 3:57 PM	call	Advice and Counselling - Sexual & Reproductive Health		No	Low	Closed			Anna 2
9478	test	5 Nov 2022 8:30 AM	call	Information - Child Abuse		No	Low	Closed			Health 1
9476	test	5 Nov 2022 10:21 PM	call	Information - Child Abuse		No	Low	Closed			Health 1
9457	test	5 Nov 2022 5:04 PM	call	Information - Sexual Harassment		No	Low	Closed			Barbara

☐ Click on the filter icon

All Cases

Search

Case ID	Created By	Created On	Source	Case
9484	test	7 Nov 2022 11:07 AM	walkin	Child

Search Case

Case	Reporter	Client	Perpetrator	Services	Referrals
CaseID					
Created On					
Created By					
Source					
Category					
GDPR Related					
Priority					
Status					
Escalated To					
Case Assessment					
Status in Justice System					

Apply

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

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

- ☐ You can then double-click on the case to open it

- ☐ Click on the update case to make some changes to the case History

All Cases

Search

Case ID	Created By	Created On	Source	Category	GDPR	Priority	Status	Assigned To	Assessment	Current Status	Response
9484	test	7 Nov 2022 11:07 AM	walkin	Child Maintenance & Custody	Custody	No	Low	Ongoing		In Court	Type 1a
9485	test	7 Nov 2022 11:08 AM	walkin	VAWE - Child Labor		No	Low	Ongoing	Closed		response
9482	test	5 Nov 2022 4:23 PM	call	Information - Child Rights		No	Low	Closed			Aggravated
9481	test	5 Nov 2022 3:29 PM	call	Nutrition - Refused Diet		No	Low	Closed			Health 2
9480	test	4 Nov 2022 3:57 PM	call	Advice and Counselling - Sexual & Reproductive Health		No	Low	Closed			Anna 2
9478	test	5 Nov 2022 8:30 AM	call	Information - Child Abuse		No	Low	Closed			Health 1
9476	test	5 Nov 2022 10:21 PM	call	Information - Child Abuse		No	Low	Closed			Health 1
9457	test	5 Nov 2022 5:04 PM	call	Information - Sexual Harassment		No	Low	Closed			Barbara
9456	test	5 Nov 2022 7:46 AM	call	Information - Child Abuse		No	Low	Closed			Health 1
9455	test	5 Nov 2022 7:37 AM	call	Child Maintenance & Custody	Maintenance	No	Low	Closed			Anna 2
9454	test	5 Nov 2022 1:28 AM	call	Information - Child Abuse		No	Low	Closed			Health 1
9453	test	5 Nov 2022 12:12 PM	walkin	Nutrition - Breastfeeding		No	Low	Closed			Barbara
9452	test	5 Nov 2022 11:11 AM	call	Advice and Counselling - Physical Health		No	Medium	Closed			Barbara
9451	test	4 Nov 2022 12:24 PM	call	Advice and Counselling - Child in Conflict with the Law		No	Low	Ongoing			Health 1

☐ Click Edit to change the Case Entirely

CSEMA - 9464

Reporter Details
 Type Reporter Name: Principle 34
 Org: Region - Matimba Town Council - Chingweni Ward

Client Details
 Enter the Client Information: Female 12
 Child Region - Child District Council - Bulawayo Ward

Registration Details
 Reason Filed:
 Services Offered:
 (Referral)
 How many: 1/1
 Other:

Case Category
 Child Maintenance & Custody - Custody

Case Timeline
 Enter Case Details

Case Action
 This is NOT Mandatory for Tanzania

Priority
 Low

Status
 Ongoing

Enclosed To

Case Details **Case History** **Update** **Edit**

34

Case Category
 Child Maintenance & Custody - Custody

Case Timeline
 Enter Case Details

12



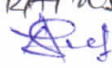

Case Action
 This is NOT Mandatory for Tanzania

Priority
 Low

Status
 Ongoing

Enclosed To

Case Details **Case History** **Update** **Edit**

Question	User Response	Our Comments
Did you perform a case follow UP to completion.	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	Your Names MICHAEL JACKSON  ROSEMARY DEGRATIUS  9/11/2022 AZUHA FUNDO  9/11/2022 EVARISTE VALENTINE  9/11/2022 Your signature:	+

- Select multiple categories to ensure that everything works
- submit cases from all the categories





Case Category *

Child Maintenance & Custody > Custody x

#

- Advice and Counselling
- Child Maintenance & Custody
- Disability
- Information
- Nutrition
- Online CSEA
- VANE

1 - 7 of 7

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 MICHAEL JACKSON  ROSEMARY DEGRATIUS  9/11/2022 AZUWA FUNBI  9/11/2022 EMERSON VALENTINE  9/11/2022	Your Names Your signature	

Information Inquiry Categories

☐ Fill in the inquiry categories as follows

☐ Click submit new Inquiry to submit the case.

Case Category *




Information x

#

- Information
- Child Abuse
- Child Rights
- Info on Helpline
- Legal Issues
- Missing Child
- Other
- Outside Mandate
- School Related Issues

1 - 8 of 8

+

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 MICHAEL JACKSON 	<div>  Your Names <hr/> </div> <div>  Your signature. <hr/> </div>	

X

NEW COUNSELING UCHL-

Client Details	Displaying Category	Is Case GBV Related?
<input type="checkbox"/> Are you the client?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Project/Case Details	Case Narrative	
Services Provided	Case Plan	
Referral		
How did you know about UCHL?	Priority	Status
Assigned Date		Enclosed To
Assigned To		

Question	User Response	Our Comments
Did you successfully create a counselling 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	<input type="text"/> Your Names <input type="text"/> Your signature	

- 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	Inquiry Category	Is Case GBV Related?
<input type="checkbox"/> Are you the client?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Project/Case Details	Case Narrative	
Services Provided	Case Plan	
Referral		
How did you know about UCHL?	Priority	Status
Assigned Date		Enclosed To
Assigned To		

SARAH C. KIMTAI
 HANNAH MBUTHIA
 JEPCHUMBA JOAN
 JOAN JEPCHIROHIA
 ERASTUS BARASA
 DOROTHY KIOKO

[Signature]

[Signature]

[Signature]

[Signature]

[Signature]

[Signature]



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> <i>1</i> Your Names <hr/> </div> <div> <i>1</i> Your signature. <hr/> </div>	

Jane Njeru	0718 891 85 9
Ruth Benta	0790745590
Cynthia Doreen	0719290517
Dennis Muniubi	0159 885781
Viola Nyangeri	0705043933
Glory Kawisa	0702784571
Brenda Jebet	0790396196
Malachi Anyuga	0718475212
Lawrence Lemoya	0741151603
Eralyn Njeri	0704579164

~~Letitia~~
 Ruth
 Cynthia
~~Dennis~~
 Viola
 Glory
 Brenda
 Malachi
 Lawrence
 Eralyn

Indicate your details

1 Your Names

1 Your signature.

Jane Njeru

0718 891 859

~~Walter~~

Ruth Benta

0790745590

~~Buba~~

Cynthia Doreen

0719290517

~~Githen~~

Dennis Muriuki

0759885781

~~Joe~~

Anyoga MALACHI

0718 475212

~~Prosser~~

Viola Nyangesi

0705043933

~~Vivi~~

Glossy Kariisa

0702784571

~~GK~~

Brenda Jebet

079039196

~~BK~~

Lawrence Lemoya

0741151603

~~Lo~~

Evalyn Njeri

0704579164

~~EB~~

Indicate your details	<div>1 Your Names</div> <hr/>	
	<div>2 Your signature.</div> <hr/>	

System Customization.

<p>Click on the category on the top left of the screen and you will see a list of categories. From here, you can add or edit categories.</p> <p>This is used to customize the user experience</p>	
---	--

Question	User Response	Our Comments
Did you successfully Create Categories.	Tick where appropriate <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Did you successfully view the categories .	Tick where appropriate <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	If you have any suggestions for improvements to the next system upgrade, please let us know.
Indicate your details	<div>1 Your Names</div> <div>Emmanuel Kimenyi</div> <div>2 Your signature.</div> <div></div>	