New interface benefits

In this document we detail some of the main benefits / changes of the new interface compared to the previous one. This is to help our customers using our old interface prepare for moving over to the new interface.

Contents

Display 1

Functionality 7

Logging 7

Managing cases 8

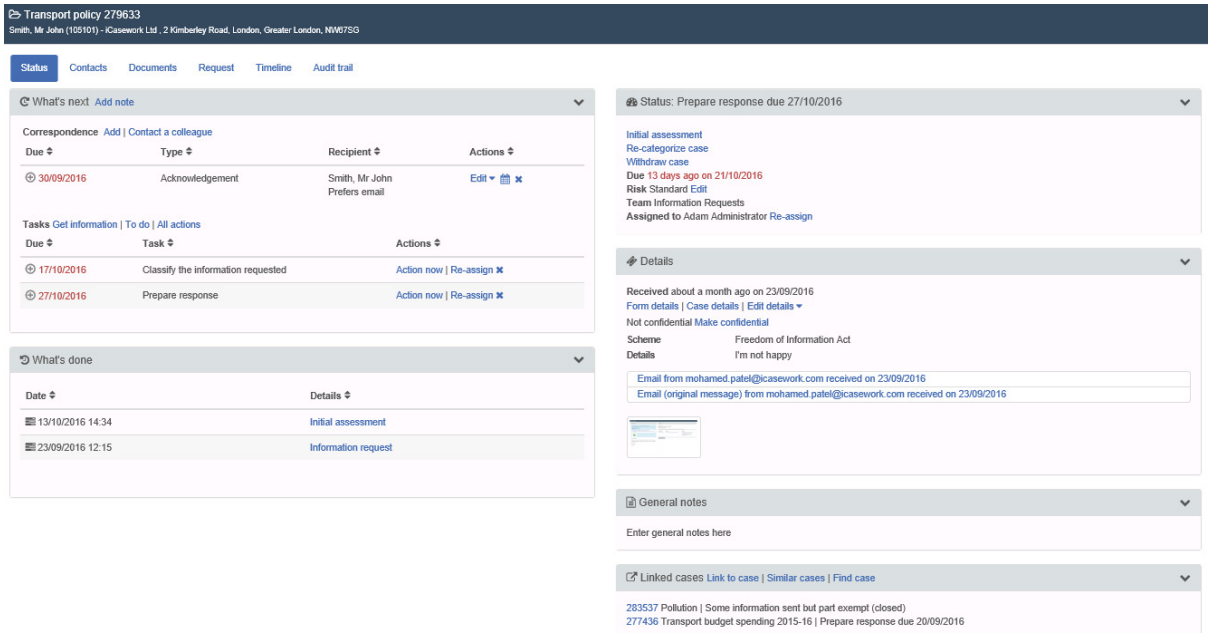
Display

Default screen is now the manage cases screen:

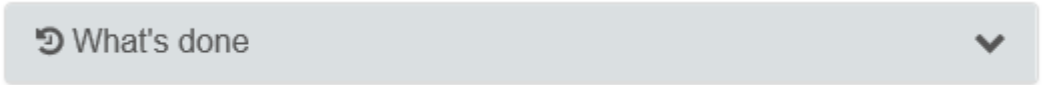
By selecting the hyperlink, you now go straight into the case now.

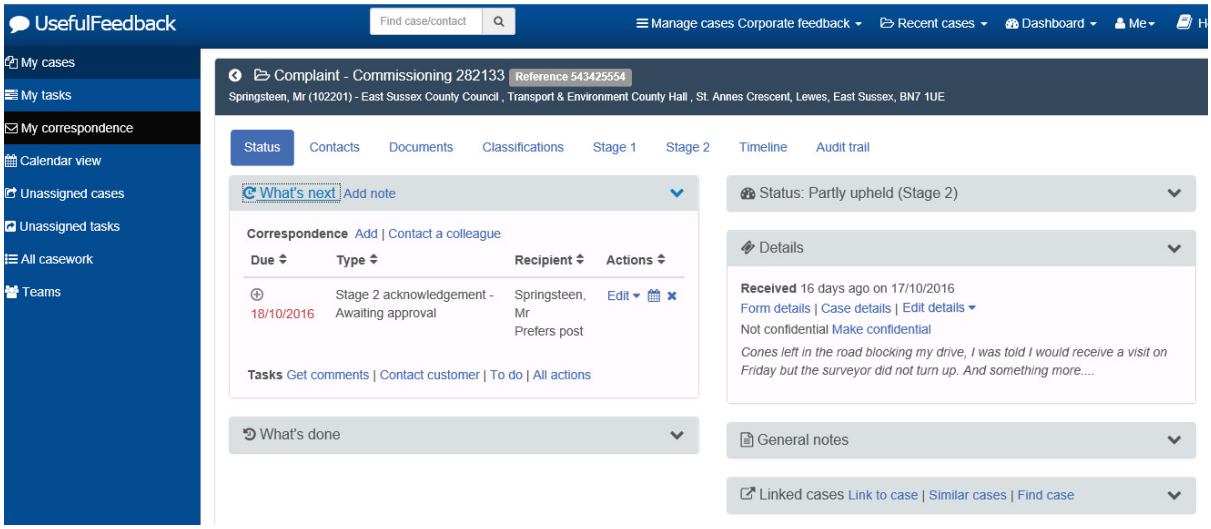
System automatically optimises to the devise you are using, for e.g. here's a tablet display:

My cases screen is now restructured so we have What's Next and What's done on the right hand pane and the rest on the left.

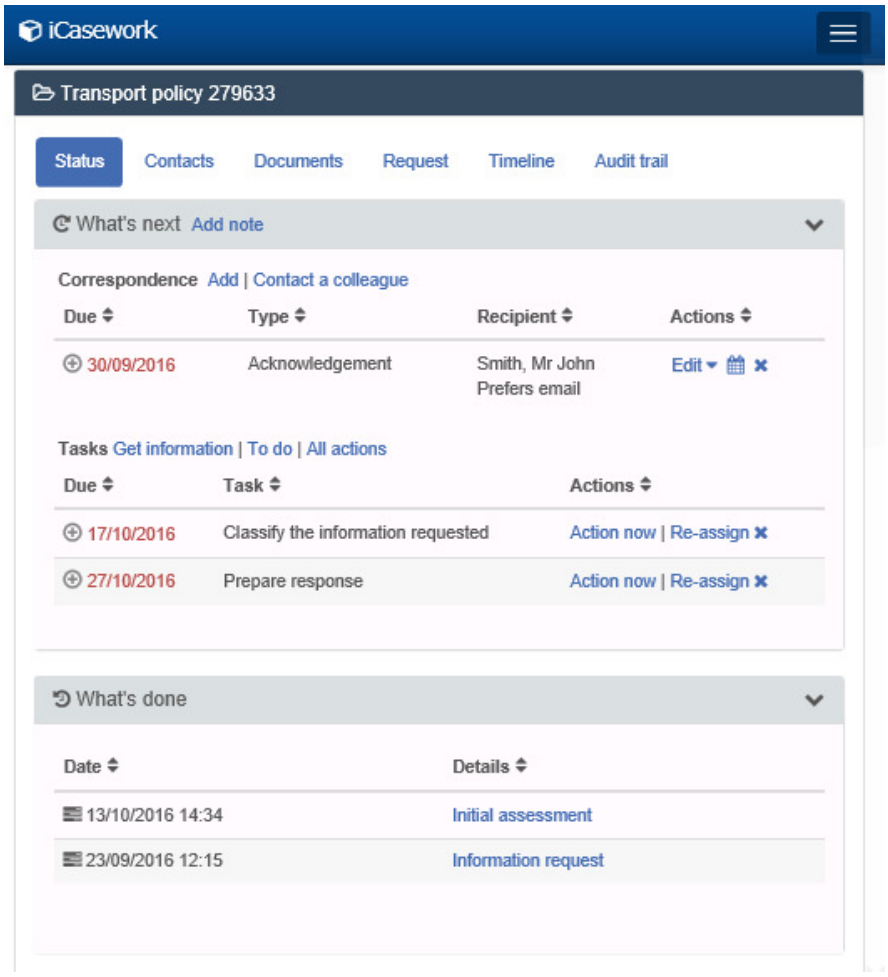


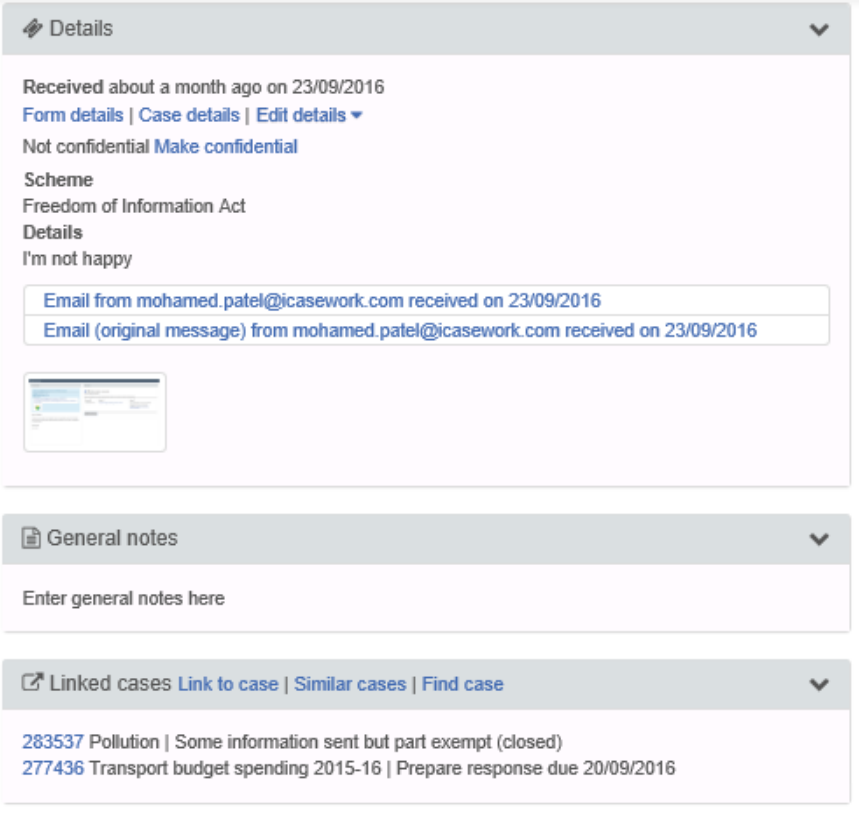
You can hide sections you don't want to see be selecting the section name or the



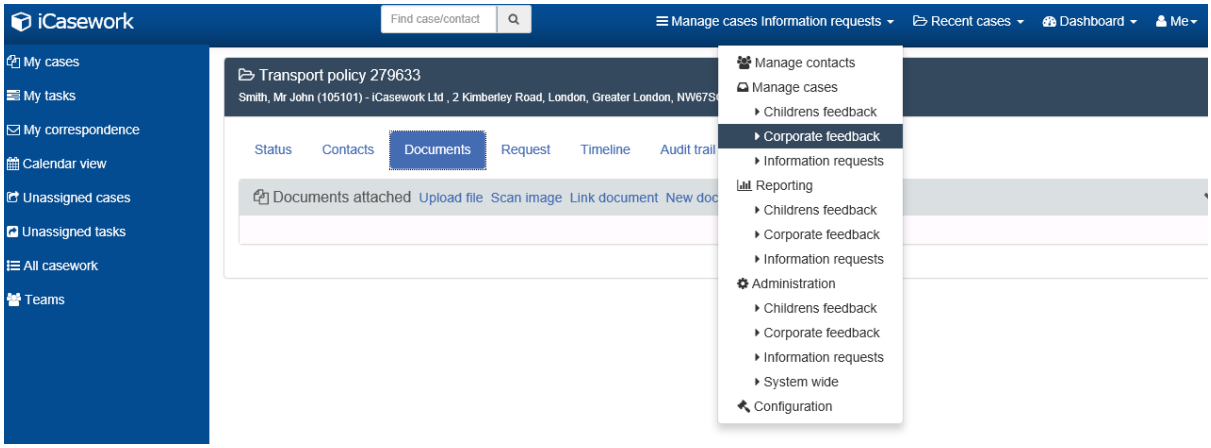

UsefulFeedback
Find case/contact
Manage cases Corporate feedback
Recent cases
Dashboard
Me
My cases
My tasks
My correspondence
Calendar view
Unassigned cases
Unassigned tasks
All casework
Teams
Complaint - Commissioning 282133
Reference 543425554
Springsteen, Mr (102201) - East Sussex County Council , Transport & Environment County Hall , St. Annes Crescent, Lewes, East Sussex, BN7 1UE
Status
Contacts
Documents
Classifications
Stage 1
Stage 2
Timeline
Audit trail
What's next
Add note
Correspondence Add | Contact a colleague
Due
Type
Recipient
Actions
18/10/2016
Stage 2 acknowledgement - Awaiting approval
Springsteen, Mr
Prefers post
Edit
Tasks Get comments | Contact customer | To do | All actions
What's done
Status: Partly upheld (Stage 2)
Details
Received 16 days ago on 17/10/2016
Form details | Case details | Edit details
Not confidential Make confidential
Cones left in the road blocking my drive, I was told I would receive a visit on Friday but the surveyor did not turn up. And something more....
General notes
Linked cases Link to case | Similar cases | Find case

This is a display from a smartphone of the case screen:



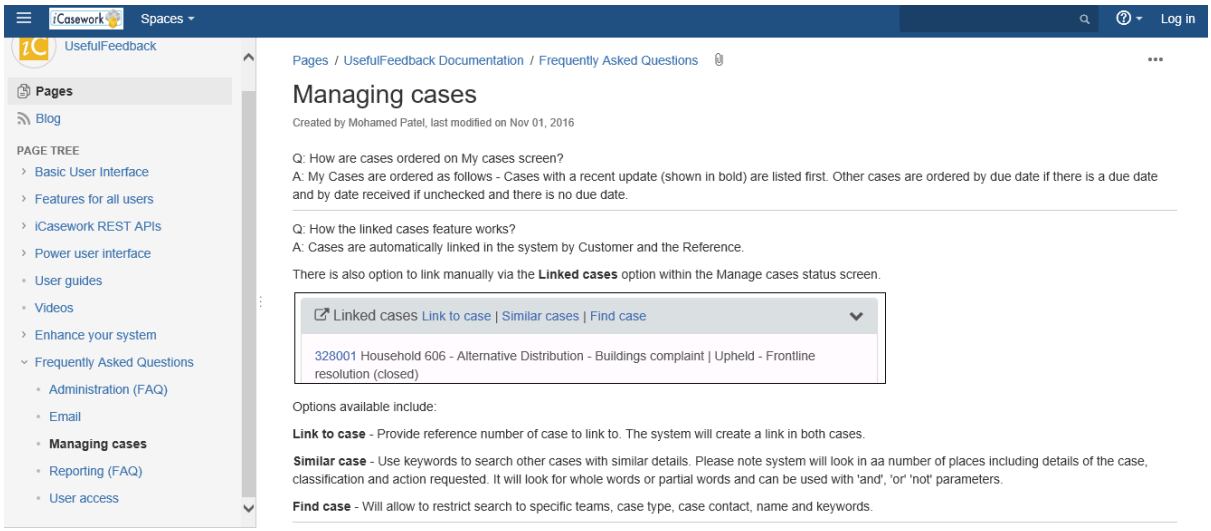


Tabs to access different parts of the system are now incorporated in the dropdown:

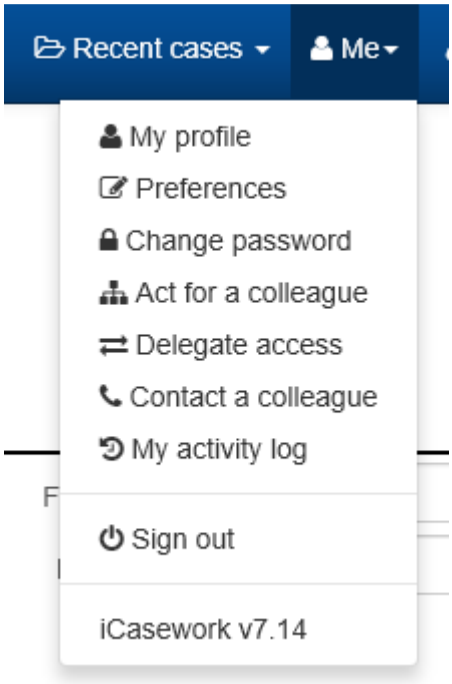


The navigation bar includes access to Recent cases and Help wiki is easier to see:

The Wiki will also include a newly developed FAQ section:



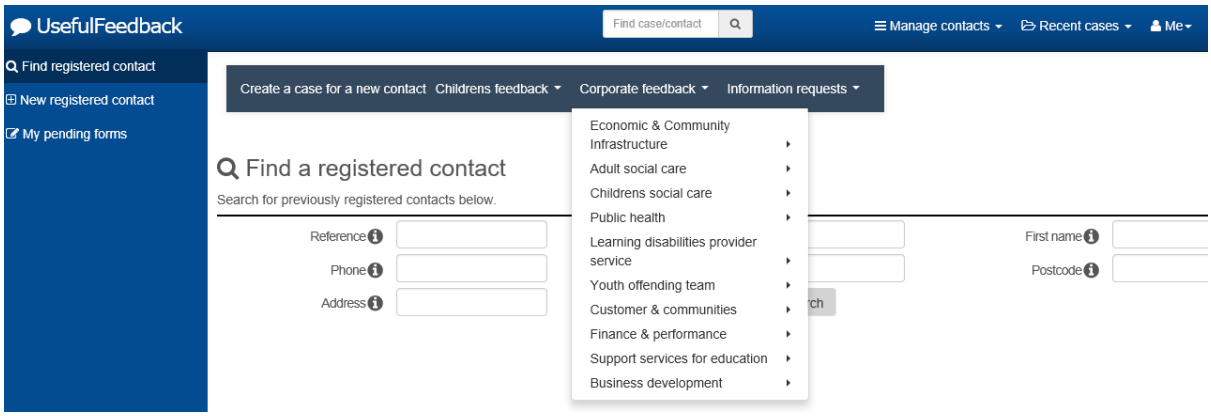
The **Me** option now incorporates Preferences, version number and the labels are much clearer:

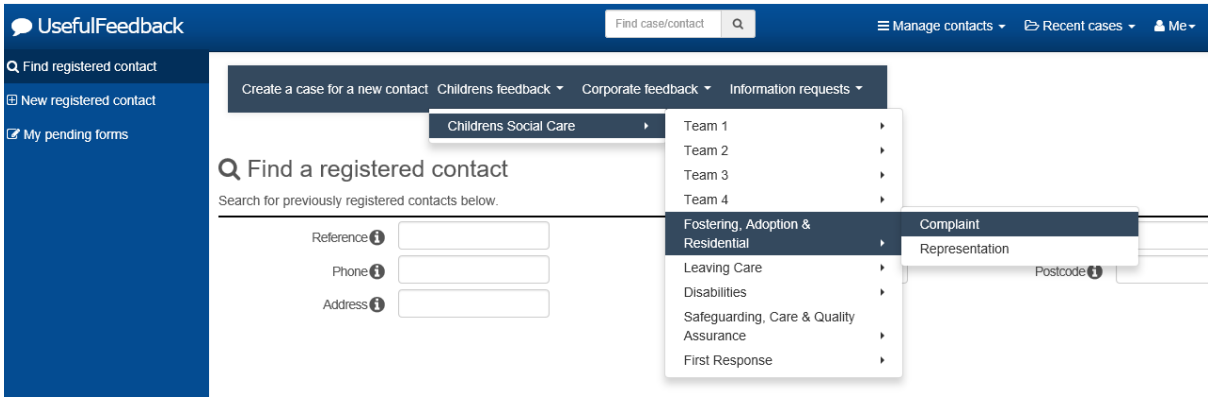

Recent cases
Me
My profile
Preferences
Change password
Act for a colleague
Delegate access
Contact a colleague
My activity log
Sign out
iCasework v7.14

Functionality

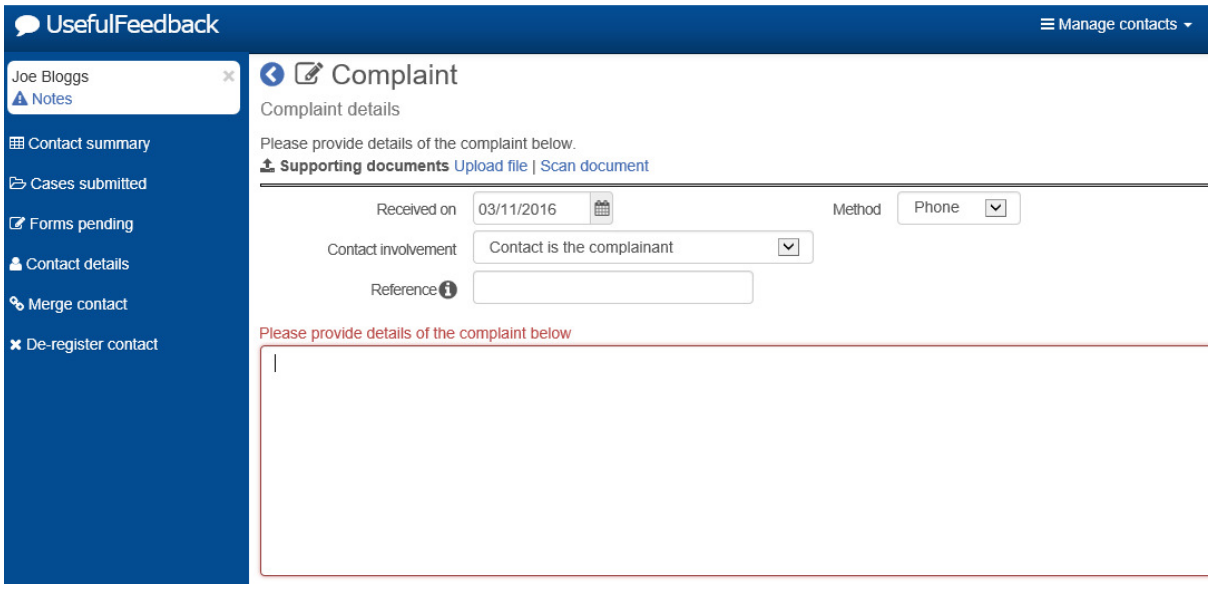
Logging

When logging a new case, it's much easier to navigate to the right authority and find department / division / case type etc.



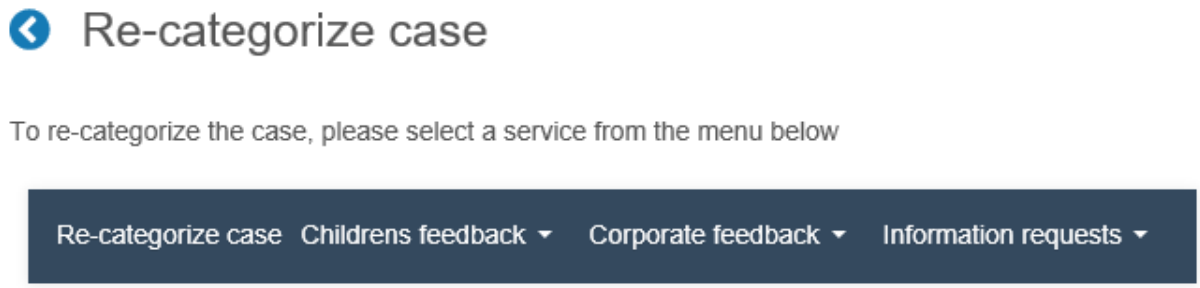


Mandatory fields are now displayed with a red wording and border:

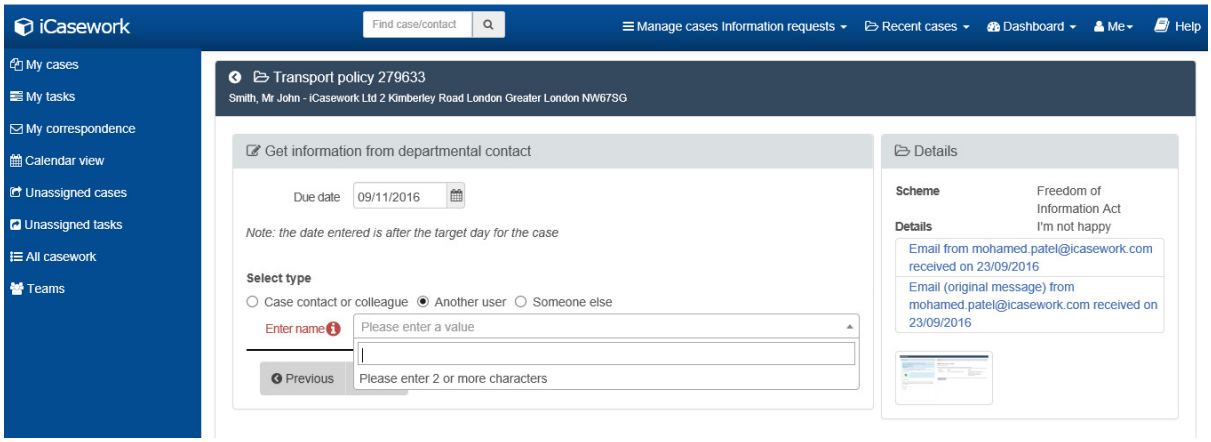


Managing cases

You can now recategorise a case from one authority to another:

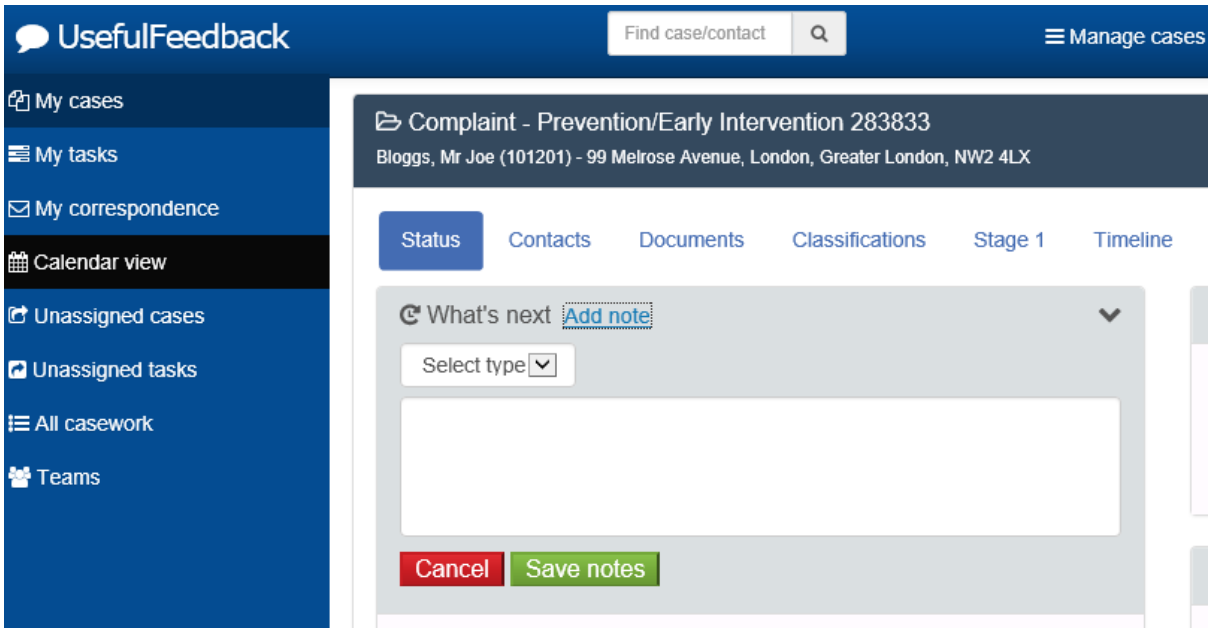


When getting comments, you now have information displayed to help when finding registered emails.

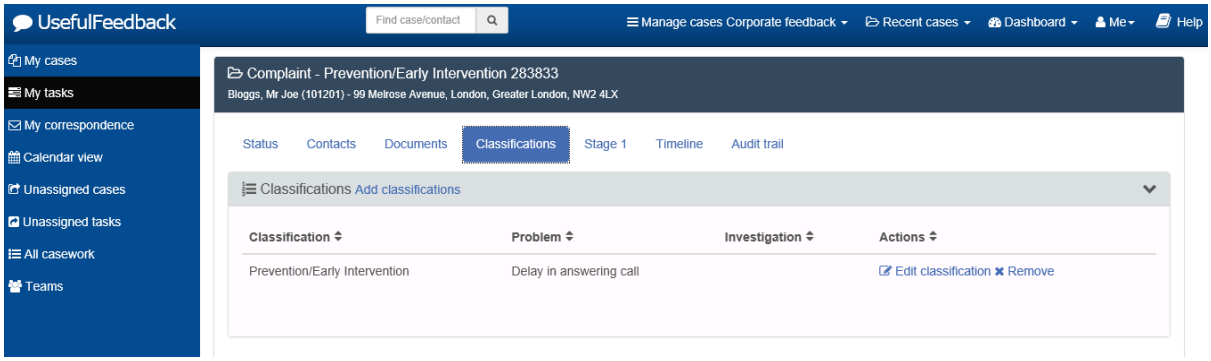


You can now reply to an email or forward using the icons [ ] displayed :

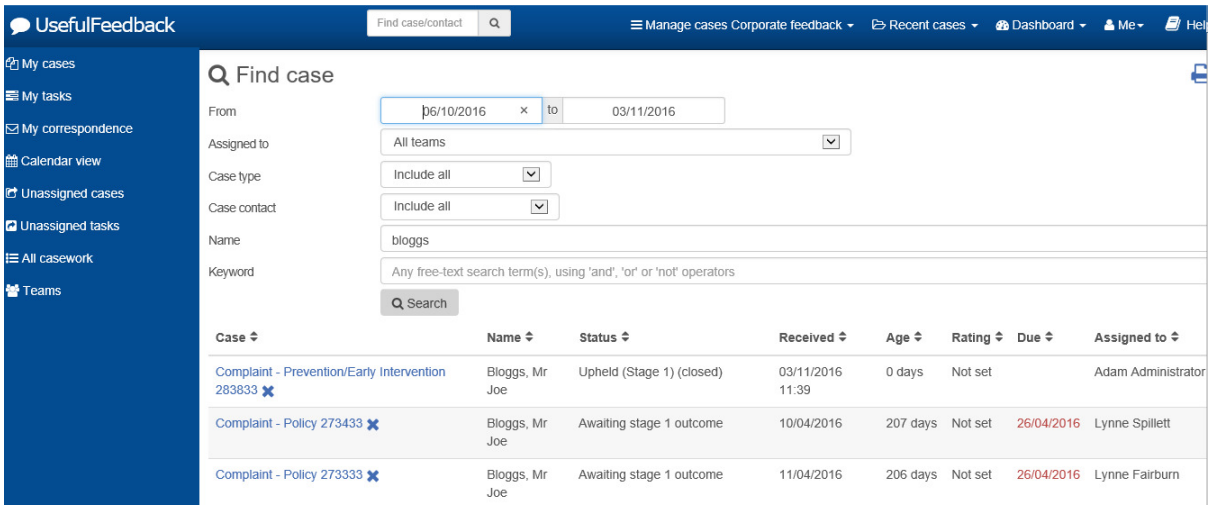
Easy to add Notes from the What's next area:



You now have a Classifications tab to allow editing and adding additional details to classification.



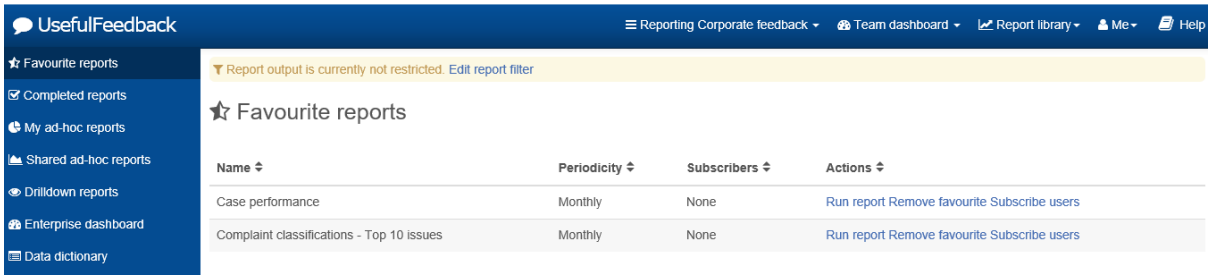
Find case is now incorporated into the navigation bar and is easier to use:



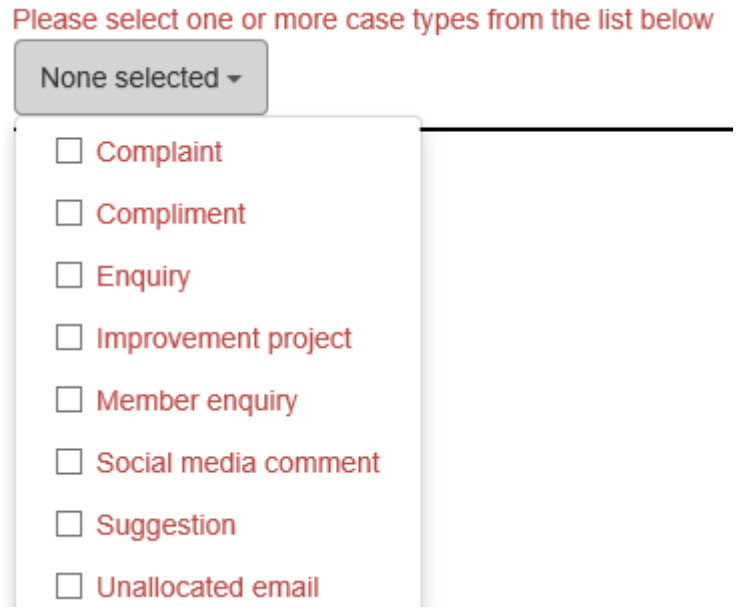
It will also in keyword the use of 'and', 'or' and 'not' operators. This will search case details, classification and case notes.

Reporting

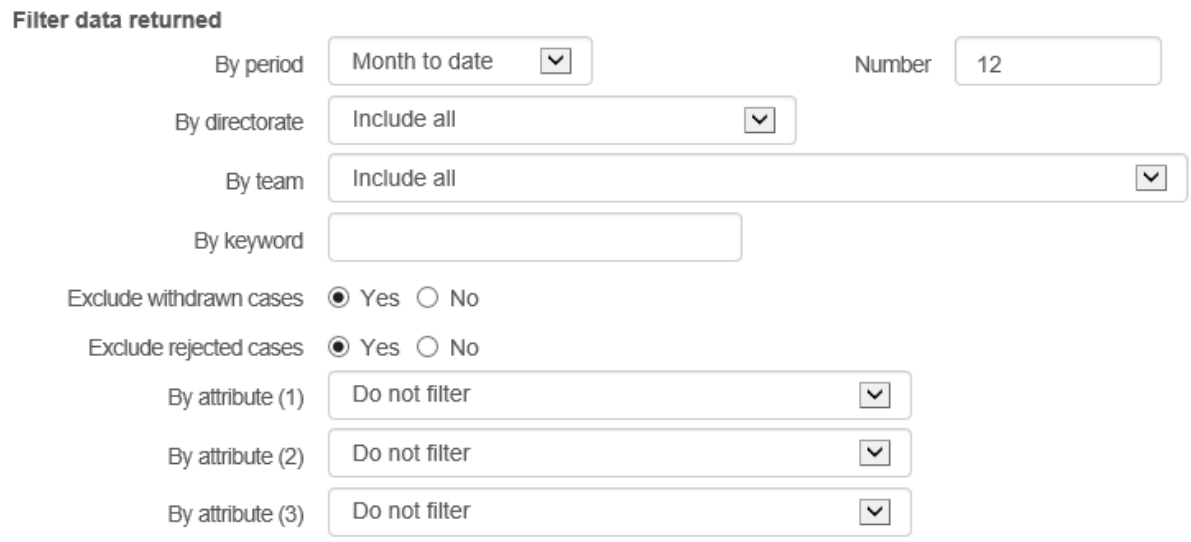
The reporting screen is now organised and much easier to navigate:



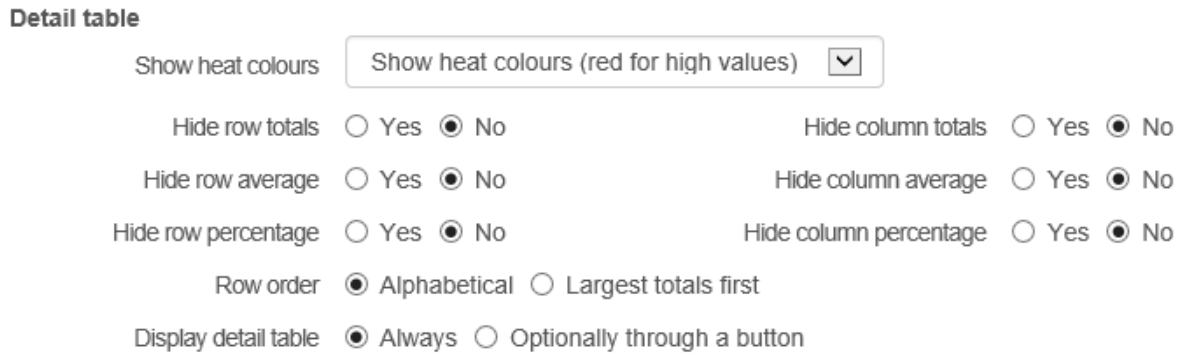
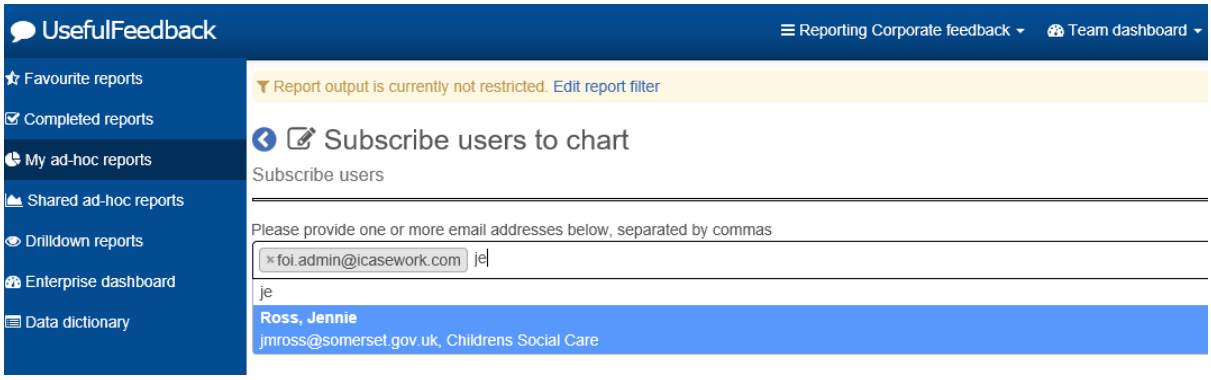
Case type selection is now checkboxes:



Filter data now automatically exclude Withdrawn and rejected cases:



You now have more control on what to include in your table Details of what to include / exclude from a table is now in the user control:



Subscribing allows you to add registered users by typing in their first or surname to search the database. By limiting subscribing to registered users it will make it easier for you to ensure that reports are no longer sent out to users that have left the organisation.