



An Australian Government Initiative

Using the Call Management System as an External Agency



External Agency

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Call Management System Introduction

The following image shows different elements in the Call Management System for external agencies.

Accessories Bar

Task List

Print

Date	Call ID	Status
01/06/2006	729	Completed
05/06/2006	732	Completed
05/06/2006	663	Read
05/06/2006	708	Completed
07/06/2006	826	Read
07/06/2006	833	Read
07/06/2006	850	Unread
07/06/2006	851	Read
07/06/2006	342	Completed
07/06/2006	852	Read

Accessories Bar

The Accessories bar is always available when logged on to the CMS and contains commonly used options.




The following table details the options available in the Accessories bar.

OPTION	DETAILS
Home	Used to return to the home page. For parenting advisers, the homepage contains the My Task List.
A A A	Used to adjust the size of the text on screen. Three sizes are available: large, medium (default) and small.
About this Site	Used to view details about the CMS.
Sign Out	Used to sign out of the CMS.

Sorting Calls

The Task List can be sorted in either ascending or descending order using the sort icons.

The following table details the sorting icons.

ICON	DETAILS
	Indicates that the relevant column is being sorted in descending order. When clicked on, sorts the relevant column in ascending order.
	Indicates that the relevant column is being sorted in ascending order. When clicked on, sorts the relevant column in descending order.
	Indicates that the relevant column is NOT being sorted. When clicked on, sorts the relevant column in ascending order.

Fields

Fields are used to enter and display information in the call management system.

Print

The Print button is available on all screens. It may be necessary for staff to print caller information. If screens containing caller information are printed, the printouts should be kept confidential and securely destroyed as soon as practicable.

Cross-Browser Compatibility

The Call Management System is compatible with all major Web browsers, but please note that images, colours, and dialog box text may differ slightly in browsers other than Internet Explorer 6.

Navigating through pages of calls

10 calls are displayed in the Task List per page. When searching for a particular call, it's important to look at all pages.

The following table details the page options.

OPTION	DETAILS
Page 2 of 4	Indicates the current page being displayed out of the total number of pages available.
Previous	Used to navigate to the previous page of tasks.
1 2 3 4	Used to quickly navigate to a particular page number. Note: the page currently being viewed is not a hyperlink.
Next	Used to navigate to the next page of tasks.

Using the CMS

External Agencies can use the Call Management System (CMS) to view details about a call. Details that can be viewed include:

- Initial Assessment – date, time, subject of call and to whom the call was transferred/referred
- Parenting Screening and Assessment Summary – date, time, adviser name, presenting needs, services provided and to whom the call was transferred/referred
- Legal Screening and Assessment Summary – date, time, adviser name, presenting needs, services provided and to whom the call was transferred/referred.

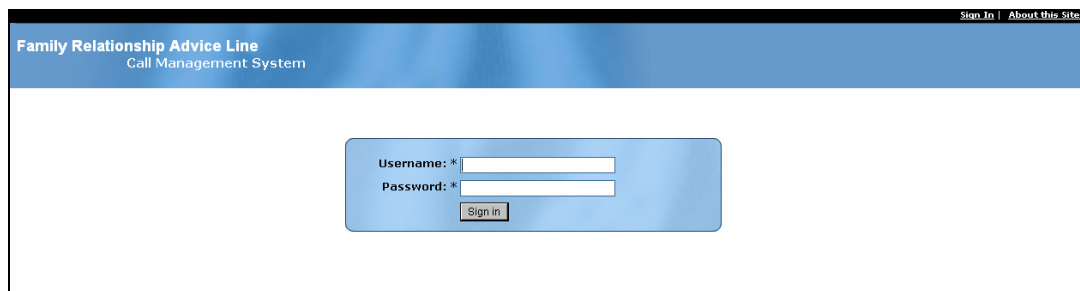
Signing In

If your CMS session is idle for more than 45 minutes, you will need to sign in to the CMS again.

The following procedure is used to sign in.

1. Open **Internet Explorer**.
2. In the **Address** bar at the top of the window, enter **www.fralcms.gov.au** and press <**Enter**> on the keyboard
OR
If **www.fralcms.gov.au** has been saved as a favourite, select it from the **Favourites** menu.

The CMS sign in screen will display.



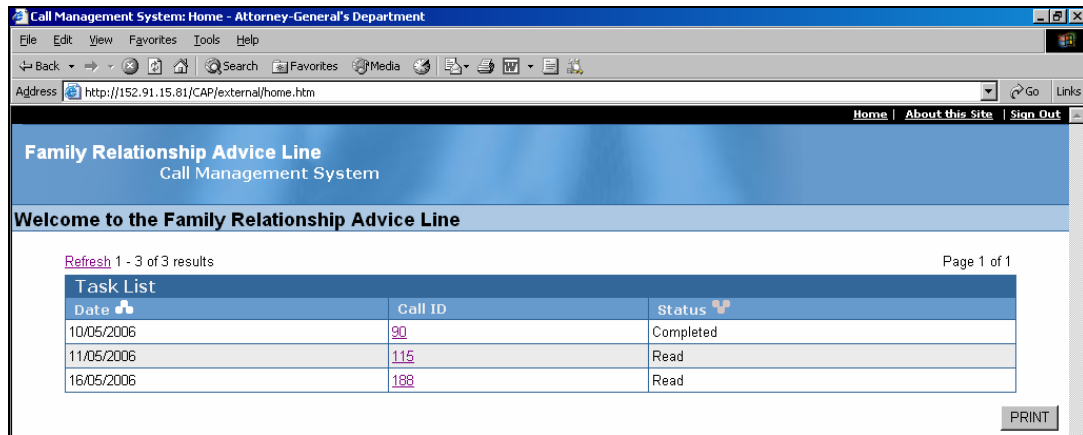
The screenshot shows the sign-in interface for the Family Relationship Advice Line Call Management System. At the top, there is a blue header with the text 'Family Relationship Advice Line' and 'Call Management System' below it. To the right of the header are two links: 'Sign In' and 'About this Site'. The main content area is white and contains a light blue rounded rectangle with two input fields: 'Username: *' and 'Password: *'. Below these fields is a 'Sign In' button.

3. In the **Username** field, enter your username, ensuring that you enter lowercase and uppercase letters correctly.
4. In the **Password** field, enter your password, ensuring that you enter lowercase and uppercase letters correctly.

Note: Passwords for new staff are administered by the helpdesk. You will be prompted to change your password the first time you sign in and once every three months. All passwords must be a minimum of six characters in length, have one capital letter, one number and one special character (e.g. % or @).

5. Click on .

If the Username and Password are correct, you will be signed in and the CMS start screen for external agencies will display.



Task List

The Task List contains a list of tasks/calls that are available to be viewed by a particular external agency.

The list can be sorted by Date, Call ID or Status.

One of three statuses may display in the Status column:

- Unread – the call has not been viewed by a particular external agency
- Read – the call has been viewed (but not flagged as completed) by a particular external agency
- Completed – the call has been viewed and flagged as completed by a particular external agency.

Refreshing the Task List

To ensure the most recent calls are displayed, it is advisable to regularly refresh My Task List.

1. Click on the **Refresh** hyperlink.

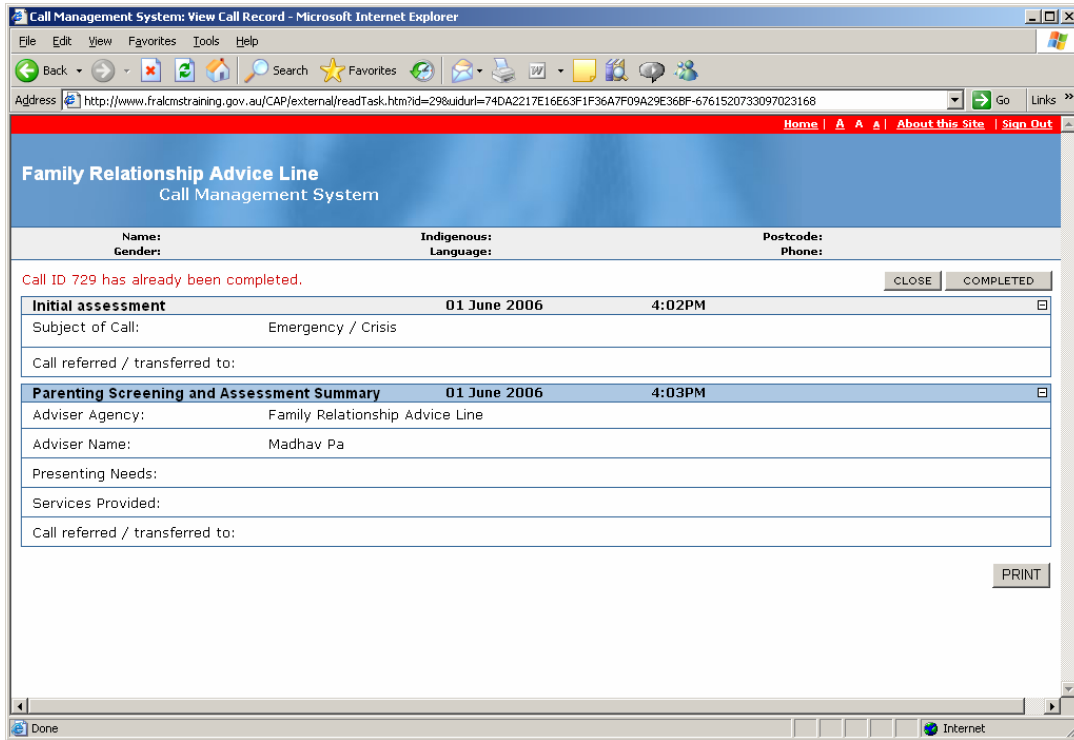
The Task List will refresh.

Viewing a Call Record

The following procedure is used to view a call record.

1. Ensure the CMS start screen for external agencies is displayed.
2. From the Task List, click on the hyperlink of the Call ID to be displayed.

The summary details of the call record will display.



3. Use expand and collapse to adjust the information displayed.

The following table lists the options available.

OPTION	ACTION	RESULT
Close a call (without flagging it as being completed)	Click on <input type="button" value="CLOSE"/> .	The home page for external agencies will display. The status of the call id just viewed will be 'read'. The call is still available for further viewing, when required.
Completing a call	Click on <input type="button" value="COMPLETED"/> .	The home page for external agencies will display. The status of the call id just viewed will be 'completed'. The call is still available for further viewing, when required.

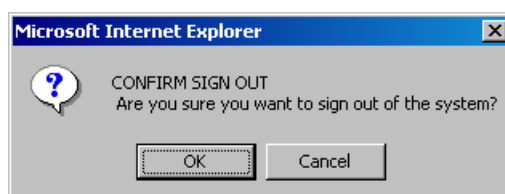
Signing Out

It is important to sign out at the end of your working day. This increases efficiency within the system and minimizes any unauthorised access to the CMS.

The following procedure is used to sign out of the CMS.

1. Ensure you have closed the last call record you were working with.
2. From the Accessories bar, click on **Sign Out**.

A confirmation dialog box will display.



You will be signed out of the CMS and the CMS sign in screen will display.