

NCI/Office of Communications and Public Liaison

APPENDIX 1D

SMOKING CALL BACK TASK

Smoking Call Back Task

NCI Call Back Workspace:

The screenshot displays the NCI Call Back Workspace application. The interface includes a top ribbon with tabs for File, Home, Insert, and Control. The main workspace is divided into several sections:

- Left Sidebar:** Contains a "hamony" logo, a "Connect" button, and a "Recent Items" list with various call back numbers (e.g., 230802-00011, 230918-00020). Below this is a "Navigation" section with links to Staff Management, Application Appearance, Workspaces / Workflows, Client Workflow, Navigation Sets, Customizable Menus, Site Configuration, Internationalization, and Content.
- Top Ribbon:** Includes tabs for Object Tools, Fields, and Workspace Properties. The Object Tools tab is active, showing options like Required, Hidden, and Tab Order. The Fields tab shows various fields such as Call Back (Pacific Time), Call Back Attempt, Call Back Number, Call Back Status, Call Back (Client's Time), Campaign, Contact, Date Last Updated, Document, Date Completed, Due Date, Date Created, Escalation Level, Has Quit, Incident, Mailing, No, why?, Notes, Opportunity, Organization, and Spell Check.
- Main Form:** Contains a "Call Back" form with fields for Inquiry, Has Quit, Plan/Use Medication, No, why?, Other Reason, Call Back Number, Call Back Attempt, Call Back Status, Why Refusal?, and Time Zone. Below these fields are several informational messages about scheduling times for different time zones (Atlantic, Eastern, Central, Mountain, Arizona, Pacific, Alaska, Hawaii, and Guam). At the bottom of the form are tabs for Call Back Notes, Contact Details, CT CB 1, CT CB 2, and SMS Activity. The Call Back Notes tab is active, showing a list of notes with an "Add" button and a "View" dropdown set to "All".
- Right Sidebar:** Contains a "Quick Search" section with a search bar and buttons for "Search" and "Clear".

The application is running in a browser window titled "National Cancer Institute - Oracle Service Cloud". The user is logged in as "Adrianna Gutierrez".

Smoking Call Back Task

Microsoft Sans Serif 8

Preview

Label

Object Tools

Design

Rules

Required

Hidden

Tab Order

Answer

Assigned

Call Back (Client's Time)

Call Back (Pacific Time)

Call Back Attempt

Call Back Number

Call Back Status

Campaign

Contact

Date Completed

Date Created

Date Last Updated

Document

Due Date

Escalation Level

Has Quit

Incident

Mailing

Organization

No, why?

Notes

Opportunity

Ribbon

Rules

Audit Log

Spell Check

Notes

Show Outline

Workspace Properties

OpenMethods Dot

harmony

Unable to get Agent Information. Please try again.

Connect

Recent Items

Search...

Today

230802-00011

230918-00020

231218-00005

240118-00006

240124-00002

240201-00001

240205-00010

240209-00000

Navigation

Configuration

Staff Management

Application Appearance

Workspaces / Workflows

Client Workflow In

Navigation Sets

Customizable Men

Site Configuration

Internationalization

Console

NCI Call Back

Central TZ calls must be scheduled between 8AM and 730PM Central Time

Mountain TZ calls must be scheduled between 7AM and 630PM Mountain Time

Arizona TZ calls must be scheduled between 7AM and 530PM Arizona Time

Pacific TZ calls must be scheduled between 6AM and 530PM Pacific Time

Alaska TZ calls must be scheduled between 5AM and 430PM Alaska Time

Hawaii TZ calls must be scheduled between 4AM and 330PM Hawaii Time

Guam TZ calls must be scheduled between 6AM and 10AM Guam Time Tuesdays - Fridays (NOT Mondays)

Call Back (Client's Time) No Value

Call Back (Pacific Time) No Value

The Call Back (CC Time) field will not be populated until the Call Back is saved

Call Back Notes

Contact Details

CT CB 1

CT CB 2

SMS Activity

Call Back Notes

Add

View All

Sort Date - Descending

Form approved: OMB No. 0925-0208

Expiry Date: 03/31/2025

Public reporting burden: Public reporting burden for this collection of information is estimated to average 4 minute per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0208)

Quick Search

Contact Quick Search

Last Name

First Name

Email

Search

Clear

Logged in as: Adrianna Gutierrez

100%