

22. TELEPHONE CALL2
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22.1 Telephone Call

The Telephone Call Event and Follow-up Activity will allow the state office to record telephone calls made to a Vendor. The dialog is invoked in response to the following actions:

- Selection of the Telephone Call event from the Event dialog as described in as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of the Telephone Call follow-up activity on the Follow-up Activities Dialog as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of the Details command button on the Event Log tab of the Vendor Folder when a Telephone Call event or follow-up activity is selected as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “view” mode.

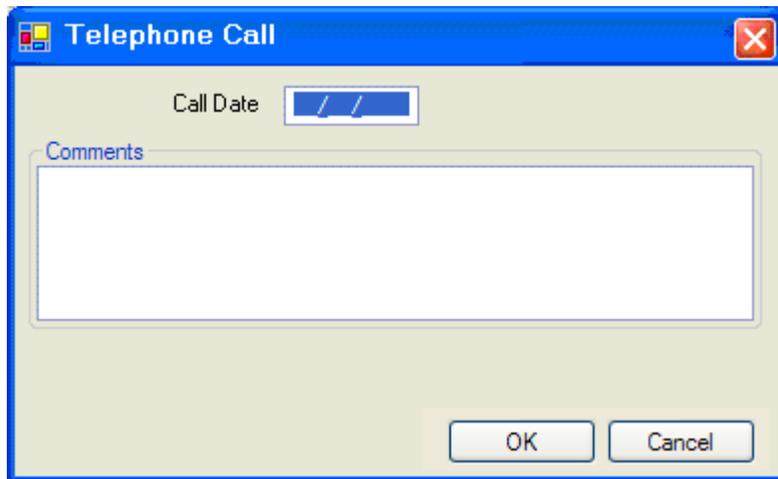


Figure 1 – Telephone Call Dialog (Add mode)

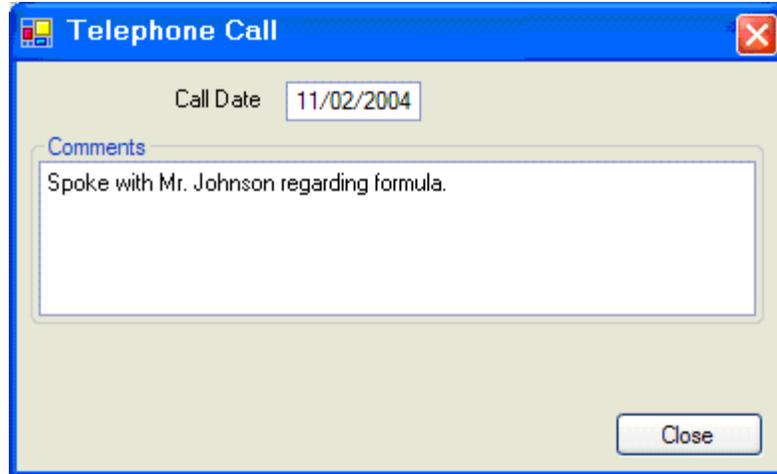


Figure 2 – Telephone Call Dialog (View mode)

22.1.1 Controls

This section describes the behavior of the controls on the Telephone Call dialog.

22.1.1.1 Call Date Masked Edit Box

This control allows the user to enter or view the date that the telephone call is recorded. The masked edit box will be enabled when the Telephone Call dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. When working in “add” mode, the entry field will initially be blank. When working in “view” mode, the control is populated with the previously saved entry and is read only.

22.1.1.2 Comments Text Box

This control allows the user to enter or view comments that have been documented regarding the telephone call. The text box will be enabled when the Telephone Call dialog is active. The control accepts entry of alphanumeric characters. The maximum size of the control is four thousand (4,000) characters. As text is entered in this control, the information will word wrap to accommodate multiple lines of text. A vertical scroll bar is visible and enabled when the text reaches the bottom or last visible line of this control. Alphabetic characters may be entered in mixed case (upper and lower case). Special characters are permitted in the text box. When working in “add” mode, the fields will initially be blank. When working in “view” mode, the control is populated with the previously saved entry.

22.1.1.3 OK Command Button

The OK command button will be enabled when the Telephone Call dialog is active in “add” mode. Characteristics for the OK button are defined in *Consistencies*.

22.1.1.4 Cancel Command Button

The Cancel command button will be enabled when the Telephone Call dialog is active in “add” mode. Characteristics for the Cancel button are defined in *Consistencies*.

22.1.1.5 Close Command Button

The Close command button will be visible and enabled when the Telephone Call dialog is active in “view” mode. Characteristics for the Close button are defined in *Consistencies*.

22.1.2 Processing

This section describes the processes (navigation) that take place as a result of the actions taken on the Telephone Call dialog.

22.1.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Telephone Call”
- In Add mode the Call Date and Comments text box will default to blank.
- In View mode the Call Date and Comments text box will display previously saved values as defined in the Data Map for this dialog
- In Add mode the OK and Cancel command buttons are visible.
- In View mode the Close command button is visible.

22.1.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in the following control
 - Call Date masked edit boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If an invalid date has been entered in the following entry field
 - Call Date Masked Edit Boxthe system will invoke the standard error message with the text “Invalid date entered.”

22.1.2.3 Saving the Data

A Telephone Call event or follow-up activity will be added to the Event Log for the Vendor, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.

The system will then return the user to the Event Log tab of the Vendor Folder.

22.1.2.4 Cancel

Upon selection of the Cancel button:

- The system will dismiss the Telephone Call dialog without saving any information entered
- The system will return the user to the Event Log tab of the Vendor Folder.

22.1.2.5 Close

Upon selection of the Close button:

- The system will dismiss the Telephone Call dialog.
- The system will return the user to the Event Log tab of the Vendor Folder.

22.1.2.6 Data Map

Control Label	Entity	Attribute	Business Rule Applicable
Call Date	TelephoneCall	CallDate	
Comments	TelephoneCall	Comments	