

Appendix I

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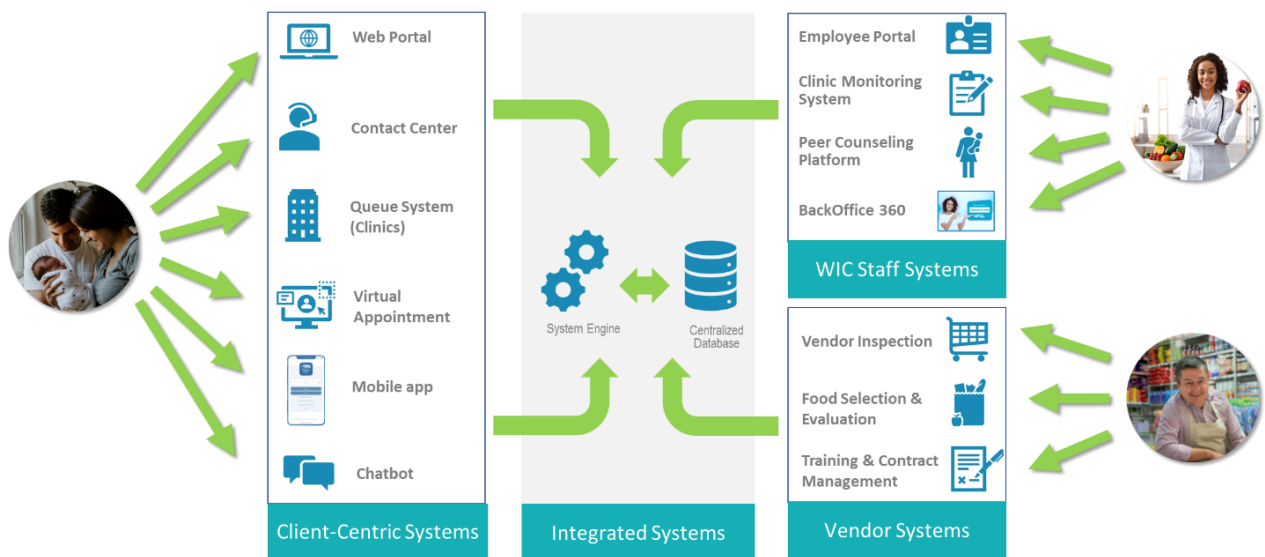
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1 Technology Solutions and Platforms of the PR WIC Program

1.1 General Overview

The following diagram shows the different technological solutions available in the Puerto Rico WIC Program, considering the focus and area being supported.

The different technological solutions are integrated with each other and, as appropriate, there are some interfaces with the MIS system. The integration of the solutions allows working with micro-services to provide a **modular** and **flexible technological ecosystem** to the needs of the WIC Program. On the other hand, this technology provides the advantage of **scalability, growth, and adaptation to new functionalities**.



- **Client-Centric Systems:** Technological solutions that are used by the participants themselves. In most cases, they represent service channels for participants or potential participants.
- **WIC Staff Systems:** Technological solutions designed to provide tools and streamline the work of WIC staff. Specifically, with BackOffice 360, WIC staff have complete visibility of the participant's profile, class history, transferred documents, appointment history, exchanged messages, and any notes recorded in the virtual file.
- **Vendor Systems:** Technological solutions designed to support vendor monitoring management, the contracting process, and food selection and evaluation processes.

1.2 List of Technology Solutions and Integrations

Technology Solution	Current Version	Description	Impacted Stakeholders	Integration
BackOffice 360 Platform	3.1	A high-coverage, multi-modular centralized platform for 360-degree management of program participants. The platform integrates with different solutions to facilitate the work of WIC employees and can be accessed remotely in a secure manner. The platform allows WIC staff to have complete visibility of the participant's profile, class history, transferred documents, appointment history, exchanged messages, and any notes recorded in the virtual file. In addition, the platform has multiple executive dashboard and reports.	WIC staff (call center and clinics)	Mi WIC Portal, NEXT Platform, Genesys, MIS System, Chatbot Frutilina, WIC Portal, and Virtual Appointment
Clinic Monitoring System	0.2	A sampling and evaluation system for controlling and monitoring clinics in compliance with federal requirements. Based on an annual sample, the system facilitates and expedites monitoring at the participant file level as well as at the facility level. The system includes all stages of the monitoring process, from sampling, evaluation, recording of findings, requesting additional information, monitoring results, and establishing the corrective action plan. As a monitoring system, all results, notes, and communications through the system are kept as historical records.	WIC staff (central office and clinics)	BackOffice 360 Platform

NEXT Platform	5.0	A technological solution that allows for the management of appointments (in person or virtual), queue management, and employee productivity in WIC clinics.	WIC Staff and participants	BackOffice 360 Platform, WIC Portal, Mi WIC PR, and Virtual Appointment
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Technology Solution	Current Version	Description	Impacted Stakeholders	Integration
		The platform can generate real-time information for the supervision and control of clinic staff. In addition, the platform allows the deployment of official videos in all the Program clinics and has a messaging engine for participants.		
Mi WIC PR	IOS 8.0.7 Android 3.9.3	A mobile application that provides multiple services and relevant information and allows communication with participants and potential participants. It is the way to connect participants with the Program. The application is distributed on both Apple and Android platforms.	Participants and vendors	BackOffice 360 Platform, MIS System, NEXT Platform, Virtual Services (Genesys), and Food Selection & Evaluation
WIC Portal	4.9	Official web portal (www.wicpr.gov) that allows for information and services to be provided through automated transactions. The portal provides information about the Program, benefits, educational material, location of clinics, information about authorized businesses, authorized foods, and others. In addition, the portal offers services to participants, businesses, and health providers.	WIC Staff, participants, vendors, and health providers	BackOffice 360, NEXT Platform, Chatbot Frutilina, Healthcare Providers, Food Selection & Evaluation, Training & Contract Management, and Employee Portal

Chatbot Frutilina	1.5	Chatbot with Artificial Intelligence that provides information 7/24 in an automated manner. In addition, the chatbot allows certain transactions to be carried out, such as scheduling appointments. The information that the chat offers is based on the current procedures and policies of the Program that are "fed" to the artificial intelligence engine.	Participants, vendors, and WIC staff	BackOffice 360 Platform, NEXT Platform, and MIS System
Virtual Services (Genesys)	2.38.792	A communications platform that manages virtual services in all clinics island-wide, in the virtual clinic, and in the call center. The	WIC staff (call center and clinics) and participants	NEXT Platform, BackOffice 360 Platform, and

Technology Solution	Current Version	Description	Impacted Stakeholders	Integration
		platform supports incoming and outgoing calls and allows monitoring and control of service levels and staff productivity.		Virtual Appointment
Peer Counseling Platform	3.2	Solution that has two components to digitalize the operation of peer counselors, the assignment of referrals and the attention to program participants. It has a portable component that facilitates the counselors with remote visits to the assigned participants. In addition, the platform provides reports that facilitate the measurement of services and the control of peer counselors.	Peer Counselors and WIC staff	BackOffice 360 Platform

Vendor Inspection System	1.1	Inspection system that consists of two components. A mobile component for on-site inspections at authorized vendors and a web-based component for planning, controlling, and recording inspection results. The mobile component allows inspectors to visit vendors and record inspection results according to predefined templates. It can operate offline and synchronize data once connectivity is established. The web-based component allows for viewing results, planning routes, and monitoring inspector productivity.	WIC Staff (Vendor Division) and Vendors	Food Selection & Evaluation, Vendor Contract Management, Vendor Portal, and BackOffice 360 Platform
Food Selection & Evaluation	1.8	This is a web-based system presented by the Web Portal to digitally support the evaluation and selection process of authorized foods. The system includes the stage of submitting foods by food distributors, carrying out the flow of the corresponding evaluations, and selecting authorized WIC foods. The system allows recording all the	WIC Staff (Nutrition and Vendor Division) and Food Distributors	Vendor Portal, Vendor Inspection, Mi WIC PR, and BackOffice 360 Platform

Technology Solution	Current Version	Description	Impacted Stakeholders	Integration
		documentation and the flow of the selection process with the corresponding approvals at each stage. The system is integrated with the publication processes of authorized foods and the inspection processes of vendors.		

Vendor Contract Management	1.8	This is a web-based system presented by the Web Portal for the management of compulsory training and the management of the signing of contracts of authorized vendors. Through the system, vendors can review the compulsory training material, perform a test electronically, and obtain the corresponding certificate. Once the requirements are met, the system provides the possibility of signing the contract as an authorized vendor.	WIC Staff (Vendor Division) and Vendors	Vendor Inspection, Vendor Portal, MI WIC PR, and BackOffice 360 Platform
Employee Portal	1.00	Web portal used for the management and individual access of WIC Program employees. Through the portal, employees can access relevant human resources information, edit contact information, receive individualized information, access HR materials (templates, memos, or others), receive reminders, and manage their professional certifications, as applicable.	WIC staff	N/A
Vendor Portal	1.2	A unified web portal to centralize all access, communication, and individual management of WIC merchants.	WIC Staff (Vendor Division) and Vendors	Vendor Inspection, Vendor Contract Management, and BackOffice 360 Platform
Portal for Healthcare Providers	1.3	A web portal that integrates with Mi WIC PR and the BackOffice 360 platform in order to provide digital support for the process of prescribing infant formulas to participants by pediatricians or	WIC Staff and Health Care Providers	BackOffice 360 Platform, Mi WIC PR, and WIC Portal

Technology Solution	Current Version	Description	Impacted Stakeholders	Integration
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		duly authorized health providers. It facilitates digital requests, prescriptions, and the seamless recording of such data in the participant's file. It also enables personalized communication between the healthcare professional and WIC staff, as well as bulk communication for notifications or sharing of relevant materials.		
Executive Dashboards	<ul style="list-style-type: none"> • 4.0_NEXT Platform • 1.0_Chatbot Frutilina • 1.0_Vendor Inspection • 1.0_Virtual Clinic • 1.0_Call Center 	<p>Multiple executive dashboards to have relevant information on the following solutions:</p> <ul style="list-style-type: none"> • NEXT Platform • Chatbot Frutilina • Vendor Inspection • Virtual Clinic • Call Center 	WIC Staff	NEXT Platform, Chatbot Frutilina, Vendor Inspection, Virtual Services, and Call Center

1.3 Technology and Programming Language

Technology Solution	Frontend Framework	Backend Framework	Programming language	Database
BackOffice 360 Platform	Angular	Microsoft .NET	JavaScript, C#	Microsoft SQL
Clinic Monitoring System	Angular	Microsoft .NET	JavaScript, C#	Microsoft SQL
NEXT Platform	Angular	Microsoft .NET	JavaScript, C#	Microsoft SQL
Mi WIC PR	Microsoft MAUI	Microsoft .NET	XAML, C#	Microsoft SQL
WIC Portal	Angular	Microsoft .NET	JavaScript, C#	Microsoft SQL
Chatbot Frutilina	HTML	Azure bot services (Azure Search AI, Azure Blob Storage, Azure Open AI)	C#, JavaScript	Microsoft SQL
Virtual Services (Genesys)	Genesys Cloud is built on top of Amazon Web Services (AWS)			Genesys Info Mart includes a software platform and a set of predefined tasks. Interaction Concentrator databases.
Peer Counseling Platform	Angular	Microsoft .NET	JavaScript, C#	Microsoft SQL
Vendor Inspection System	Microsoft Xamarin	Microsoft .NET	XAML, C#	Microsoft SQL
Food Selection & Evaluation	Angular	Microsoft .NET	JavaScript, C#	Microsoft SQL
Vendor Contract Management	Angular	Microsoft .NET	JavaScript, C#	Microsoft SQL
Employee Portal	Angular	Microsoft .NET	JavaScript, C#	Microsoft SQL
Vendor Portal	Angular	Microsoft .NET	JavaScript, C#	Microsoft SQL
Executive Dashboards	Microsoft Power BI			Microsoft SQL

2 Features of Each Technology Solution and Platform

2.1 BackOffice 360 Platform

A multi-modular centralized platform for 360-degree management of program participants. The platform integrates with different solutions to facilitate the work of WIC employees and can be accessed remotely in a secure manner. The platform allows WIC staff to have complete visibility of the participant's profile, class history, transferred documents, appointment history, exchanged messages, and any notes recorded in the virtual file. In addition, the platform has multiple executive dashboards and reports.



Module	Function	Description
Participant Search	<i>Participant Search and Documents</i>	Perform accurate searches using advanced filters such as WIC PID, Family ID, names, and date of birth, among others, ensuring that you find the information you need quickly and efficiently.
Participants	<i>Participant Detail</i>	Access a comprehensive view showing the selected participant's main data, including his or her virtual card and EBT card. This interface allows you to update key information and assign the WIC PID easily and quickly.
Participants	<i>Family</i>	Displays all members of the family group along with their respective data. Allows you to view the information of any member of the group with ease, improving the accuracy of family data management.

Participants	<i>Online and Live Classes</i>	Uses advanced filters to access the selected participant's in-progress and completed classes. Facilitates tracking of educational progress and ensures a detailed record of training activities.
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Module	Function	Description
Participants	<i>Documents Requested</i>	View all documents submitted by the participant, with the ability to mark them as accepted, rejected, or revised. This view ensures efficient and transparent management of documentation.
Participants	<i>Documents for Discussion</i>	Reviews authorization and declaration documents, including crucial details such as the name of the person who accepted and discussed the document, as well as the current status (accepted, expired, or pending). Ensures detailed and accurate follow-up.
Participants	<i>Appointments</i>	Find and view the selected participant's appointments through a detailed filtered search. View all relevant information for each appointment to improve coordination and compliance.
Participants	<i>Messages</i>	Access a complete history of messages sent to the participant, ensuring comprehensive tracking of all communications and facilitating personalized and effective interaction.
Participants	<i>Notes</i>	Maintains a detailed and accessible record of all notes related to changes or updates in the status of the participant's documents or data, ensuring efficient and transparent information management.
Messaging Management	<i>Health Care Provider Communications</i>	Manages and administers notices, ensuring that all important communications are sent and received in a timely manner.
Messaging Management	<i>Message history</i>	Provides a complete and organized record of all previous communications within the system. This includes individual, bulk, read, unread, and participant-specific, messages. This log facilitates auditing, tracking of past conversations, and historical reference of crucial communications.
Messaging Management	<i>Individual Message</i>	Allows you to send messages and files to a single recipient. It is ideal for private communications, and personalized programming updates, among others.
Messaging Management	<i>Massive Message</i>	Manages personalized communication with healthcare providers, enabling targeted messages to address individual issues directly.
Messaging Management	<i>Message History Health Care Provider</i>	Provides detailed tracking of message history and focuses on healthcare providers who collaborate with the medical institution.
Messaging Management	<i>Individual message to Health Care Provider</i>	Facilitates personalized communication with healthcare providers, allowing targeted messages to address individual issues directly.

Messaging Management	<i>Massive message to Health Care Provider</i>	Optimizes the delivery of messages to multiple healthcare providers, ensuring that critical information reaches all relevant recipients quickly and efficiently.
Digital Record	<i>Document search</i>	Perform advanced and filtered searches of requested and submitted documents, ensuring that all necessary information is at your fingertips quickly and efficiently.

Module	Function	Description
Referrals	<i>Referrals search</i>	Find and manage referrals, optimizing the tracking and management of medical or service referrals.
Education Nutrition / Classes	<i>Search for Nutrition / Classes</i>	Access a complete view to search all available classes, including names, PDF files or videos, and questions and answers for each course, facilitating educational management.
Education Nutrition / Classes	<i>Management of Online Classes</i>	Manage online classes in a comprehensive manner, allowing you to view, edit, or delete courses as needed, ensuring up-to-date and relevant educational offerings.
Education Nutrition / Classes	<i>Management of Live Classes</i>	Manage live classes comprehensively, allowing you to view, edit, or delete courses as needed, ensuring up-to-date and relevant educational offerings.
Education Nutrition / Classes	<i>Material and Additional Resources</i>	Sources and manages educational materials such as brochures or manuals, ensuring that resources are always available and up to date for users.
Reports	<i>Mi WIC PR Reporting screen</i>	Presents the total number of users registered in the mobile application, users who can view their virtual card through the mobile application, messages sent by participants through the mobile application and answered by WIC staff, and the number of documents sent by participants through the mobile application for the eligibility process.
Reports / Searching	<i>Document Review Log</i>	Perform advanced searches to view all reviewed documents for all participants, ensuring a complete and detailed audit.
Reports / Searching	<i>Demographic Registry Search</i>	Visualizes and filters demographic data, providing a clear and accurate understanding of participant composition.
Reports	<i>Classes Report</i>	Access a detailed view of reports, facilitating analysis and tracking of key data for informed and accurate decision-making.
Reports	<i>Sample of Participants by Clinic</i>	Allows the selection of participant files for the Clinic Monitoring process according to the region and clinic of origin.
Reports	<i>Daily Activity Report</i>	Performs precise searches by employee, clinic, and region of origin, and presents their productivity activity; participants attended by contacts made, benefit issuances, appointments, and classes given. It presents the activity in the employee's clinic associated with the participant.

Reports / Dashboard	<i>Chatbot Frutilina</i>	It presents in Dashboard format different statistics of the chatbot with artificial intelligence; number of conversations and messages, conversation trends, messages received and answered by time intervals, usability, and selected menu options.
Reports / Dashboard	<i>Virtual Clinic</i>	The Dashboard presents the virtual appointments' attention and metrics associated with appointment management in real-time. It also shows the WIC staff assigned to the Virtual Clinic, their status and

Module	Function	Description
		performance metrics, and the results of satisfaction surveys.
Users Administration	<i>Backoffice Users</i>	Facilitates user management for executive users, administrators, and regular users, allowing you to deactivate, edit, or add new users to ensure accurate and up-to-date control.
Users Administration	<i>Health Care Provider Users</i>	Facilitates user management for healthcare providers, ensuring that information is always up-to-date and easily accessible.

2.2 Clinic Monitoring System

A sampling and evaluation system for controlling and monitoring clinics in compliance with federal requirements. Based on an annual sample, the system facilitates and expedites monitoring at the participant file level as well as at the facility level. The system includes all stages of the monitoring process, from sampling, evaluation, recording of findings, requesting additional information, monitoring results, and establishing the corrective action plan. As a monitoring system, all results, notes, and communications through the system are kept as historical records.

WIC Monitoria

v5.2

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NAVEGACIÓN

PLANIFICACIÓN

Importar

Editar Participantes

Calendarización

Autorización

Importar Formulas

Re-programar Formulas

Editar Participantes de Formulas

MONITORIA

DASHBOARD

HALLAZGO

PLANES DE ACCIÓN CORRECTIVA

EJECUCIÓN DE PLANES CORRECTIVOS

USUARIOS

Inicio > Planificación > Importar

IMPORTAR MONITORIAS

Por favor proporcione filtros para importar las monitorias.

Año Fiscal

Año Fiscal

Región

(SELECCIONE)

Clinica

(SELECCIONE)

Archivo

Seleccione un archivo

CARGAR

RESULTADO DE IMPORTAR MONITORIAS

Aquí se muestran los datos que se importarán.

WICID	NOMBRES	APELLIDO PATERNO	APELLIDO MATERNO	CATEGORÍA PARTICIPANTE	SUBCATEGORÍA	ALTO RIESGO	TAMAÑO NÚCLEO FAMILIAR	FECHA DE NACIMIENTO	FECHA DE CERTIFICACIÓN	FECHA DE TERMINACIÓN	FACTOR DE RIESGO	MEI
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WIC Monitoria

v5.2

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NAVEGACIÓN

PLANIFICACIÓN

MONITORIA

DASHBOARD

HALLAZGO

Hallazgo de Monitoria

Hallazgo de Expediente

Hallazgo de Formulas

Observaciones

PLANES DE ACCIÓN CORRECTIVA

EJECUCIÓN DE PLANES CORRECTIVOS

USUARIOS

Inicio > Hallazgo > Hallazgos de Monitorias

HALLAZGOS DE MONITORIAS

Por favor proporcione filtros para buscar.

Año Fiscal

2024

Región

(SELECCIONE)

Clinica

(SELECCIONE)

BUSCAR

LIMPIAR

RESULTADO DE LA BÚSQUEDA DE HALLAZGOS

Resultado basado en los filtros.

ÁREA	PREGUNTA	HALLAZGO REGISTRADO	COMENTARIOS	HALLAZGO
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Module	Function	Description
Sample Selection	<i>Clinic and participant sample file selection</i>	Allows for the configuration of parameters to select samples from clinics and files for the monitoring process. By setting these parameters, users can ensure that the most relevant and necessary samples are chosen for monitoring. This process is crucial for maintaining the accuracy and efficiency of the monitoring system, as it allows for tailored selection criteria that meet specific needs and standards.
Scheduling	<i>Scheduling for execution of monitors</i>	Enables the scheduling of start and end dates for the monitoring process of clinics in selected regions. By allowing users to define these timeframes, the system ensures that monitoring activities are conducted within specified periods, enhancing the efficiency and organization of the monitoring process. This capability is essential for maintaining a structured and timely approach to clinic monitoring, ensuring that all necessary evaluations are completed within the designated schedule.
Authorization	<i>Authorization Process</i>	<p>The system is designed to empower the Monitoring Area Supervisor at the central level with the ability to authorize the commencement of the monitoring process. This feature is crucial for maintaining effective control and proper management of the monitoring process.</p> <p>This authorization not only serves as a quality control measure but also ensures that all monitoring processes are carried out in accordance with established policies and procedures. Additionally, it provides an added layer of security and accountability, as each monitoring process can only be initiated with the Supervisor's approval.</p>
Monitoring	<i>Monitoring Execution</i>	This functionality is designed to present the monitoring instrument in a user-friendly and intuitive manner. The questions are thoughtfully segregated for each section, allowing the inspector to navigate and carry out the monitoring process seamlessly. This structured approach not only enhances the user experience but also ensures that all necessary areas are covered during the monitoring process.

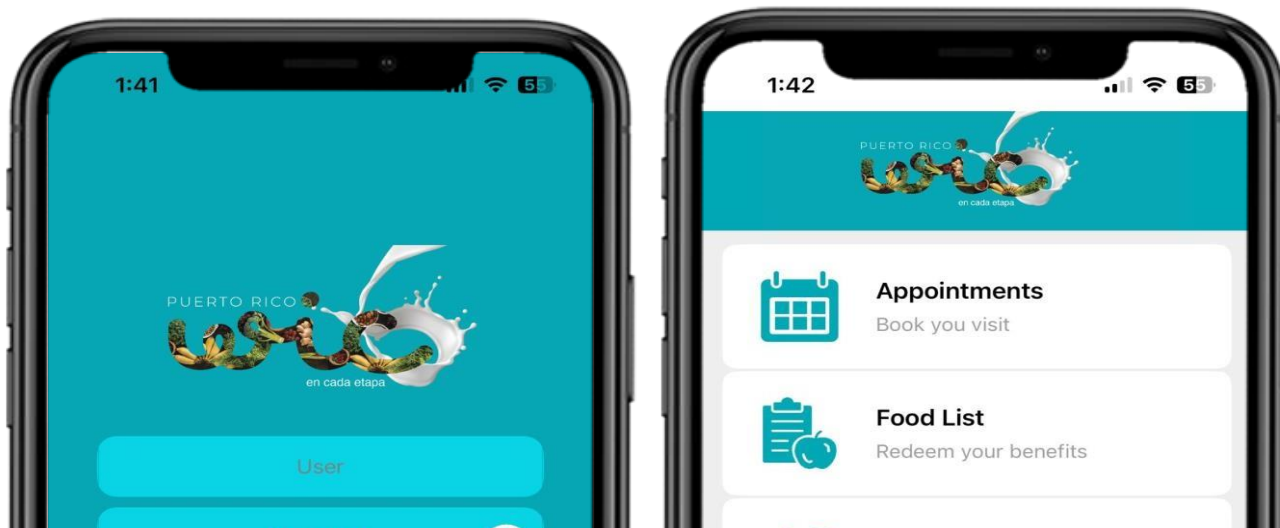
Module	Function	Description
		<p>The system is equipped with the capability to automatically generate comprehensive findings reports. This report consolidates the responses from the inspector and presents them in a structured and easy-to-understand format.</p> <p>The findings report serves as a valuable tool for reviewing the monitoring process, identifying areas of concern, and planning corrective actions. It provides a clear and concise summary of the monitoring process, making it an essential resource for the Monitoring Area Supervisor.</p>
Dashboard	<i>Monitoring Summary, Process, and completed monitoring.</i>	The dashboard must present the total monitoring in process and completed. In addition, you must present the level of compliance of the clinics and the status of the monitoring.
Findings	<i>Findings Report</i>	After completing the monitoring, the system must generate the findings report that users can find in the system. These findings are generated after the inspector completes the monitoring instrument and completes the inspection.
Corrective Action Plans	<i>Corrective Action Strategies</i>	In this section, users must enter the corrective action strategies that they should execute to remedy the findings found by the inspector. They must also enter the estimated date on which they understand they will be completing the plan. The system will provide functionality to assign people responsible for the process, and approvals from regional supervisors.

Corrective Action Plans Execution		<p>In this section, monitored clinics can access the system to enter their corrective action plans for identified findings. The system allows users to:</p> <ul style="list-style-type: none"> • Identified Findings: Clinics can review audit reports or inspection results. • Responsibility Assignment: Each finding can be assigned to a responsible individual who will oversee the corrective action process. • Action Plans Development: The clinic staff can add to the system a detailed corrective action plan, outlining the steps needed to address the finding. • Timeline: The clinic staff can add start and end dates for each corrective action. • Evidence: Supporting documents or evidence that demonstrate the completion of corrective actions. • Monitoring and Review: Clinics staff, Region Supervisor, and Central levels can monitor regularly to ensure that corrective actions are
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Module	Function	Description
		<p>being implemented effectively and within the specified timeline.</p> <ul style="list-style-type: none"> • Verification and Closure: Once the corrective actions are completed. If the actions have successfully addressed the findings, the issue is closed in the system.

2.3 MI WIC PR

Mobile application that provides multiple services and relevant information and allows communication with participants and potential participants. It is the most efficient way to connect participants with the Program. The application is distributed on both Apple and Android platforms.



Module	Function	Description
Appointments	<i>Appointment Management Integration</i>	Allows participants to schedule both in- person and virtual appointments for a variety of services. Each appointment is documented in the participant's file within the Backoffice, capturing all actions and interactions associated with the appointment. Additionally, this feature supports the automated sending of text messages for appointment confirmations and reminders, ensuring participants are well-informed and prepared for the date of the appointment.
Food List	<i>Food List Integration</i>	Program participants will have the ability to access the List of Authorized Foods through the mobile application. This list is generated upon the completion of the food selection and evaluation process. Participants will be able to view the list directly within the app and download a PDF version for their convenience. This seamless integration ensures that the List of Authorized Foods is always up-to-date and easily accessible. The integration with the Food Selection and Evaluation process in the Backoffice guarantees that participants receive accurate and timely information about their food options.

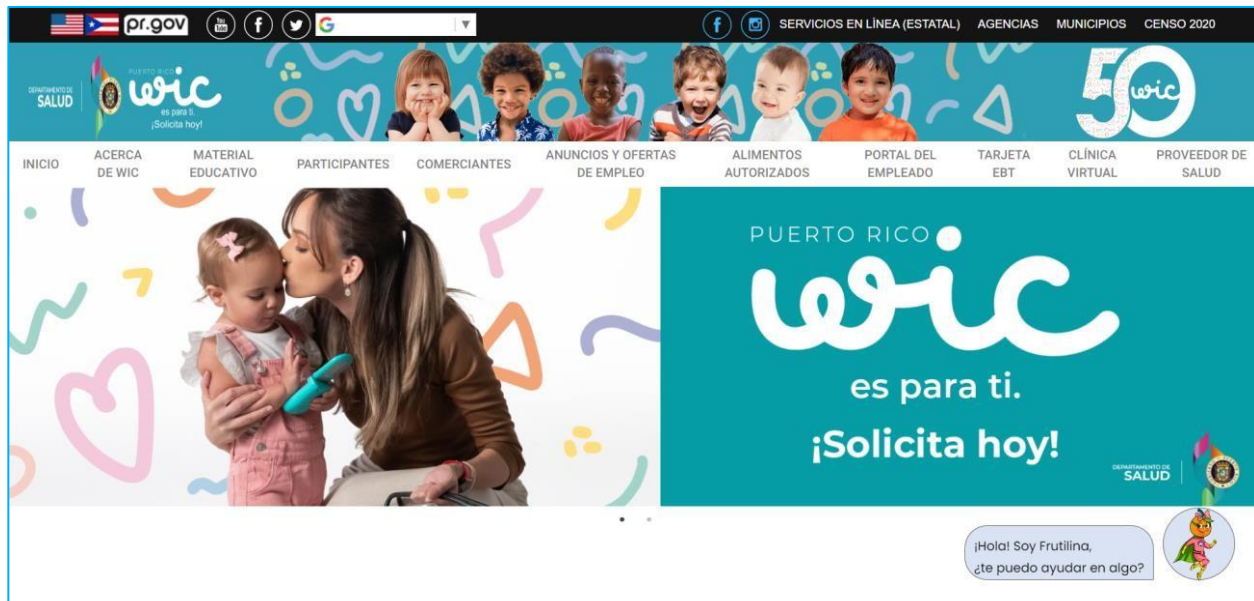
Vendor List	<i>Vendor List Integration</i>	Program participants will have access to an updated list of merchants authorized by the program. This functionality is seamlessly integrated with the processes of mandatory training, contract signing, and merchant inspections conducted from the Backoffice. By ensuring that only trained and inspected merchants are included, the system maintains high standards of quality and compliance.
Certification Documents	<i>Send Approved Certification Documents Integration</i>	Allows participants to send necessary documents for the certification process directly to the Backoffice. Additionally, it enables participants to read and sign other required documents from their mobile devices. Through seamless integration, WIC staff at various clinics can access the participant's documentation by entering each file. This streamlined process ensures that all necessary paperwork is efficiently managed and easily accessible, enhancing the overall certification experience for both participants and staff.

Benefits	<i>EBT Card, Mobile Payment, Benefits, and Balance Access</i>	Through seamless integration between the mobile application and the Backoffice, participants can access a range of features related to their EBT card. They can view their EBT card details, make payments directly from the application, and access information about their benefits, balances, and transaction history. This comprehensive functionality ensures that participants have all the necessary tools at their fingertips to manage their EBT cards efficiently and effectively.
Messages Management	<i>Individual, Massive, and Push Message</i>	The Backoffice system must support integration with the mobile application to manage communication between participants and clinic staff, as well as central administration. The system should facilitate the sending of both individual and mass messages to participants. Additionally, it should enable the sending of push notifications that participants can easily access from their mobile devices. This comprehensive messaging capability ensures effective and timely communication, enhancing the overall experience for participants and staff alike.

Nutrition Education	<i>Live and Online Classes, Educational Worksheets</i>	The system integrates the mobile application with the Backoffice, allowing participants to schedule live nutrition classes. A Nutritionist from the Program, located anywhere on the island, can connect through the system to educate participants on various nutrition topics. After completing the class, participants must fill out a survey and evaluation in the application. The system then records the class as an educational contact in the participant's file. Additionally, participants can access pre-configured online classes through the mobile application, complete the evaluation and survey, and receive a certificate of participation. Furthermore, participants have access to educational worksheets generated through the Backoffice.
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2.4 Chatbot Frutilina

Chatbot with Artificial Intelligence that provides information 7/24 in an automated manner. In addition, the chatbot allows certain transactions to be carried out, such as scheduling appointments. The information that the chat offers is based on the current procedures and policies of the Program that are "fed" to the artificial intelligence engine.

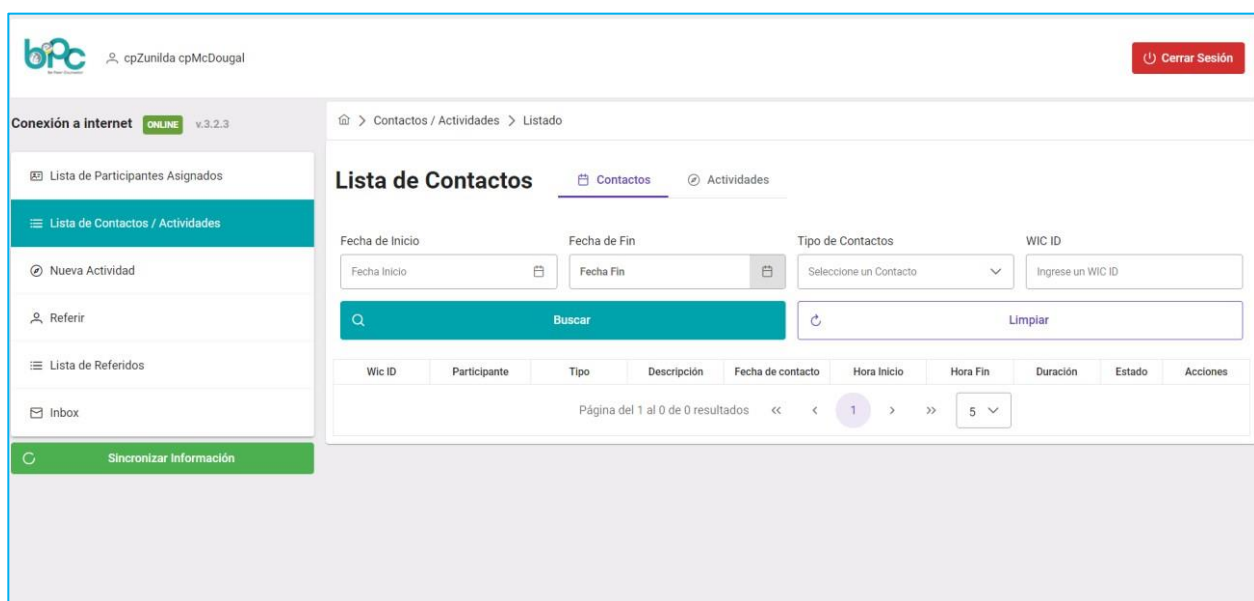
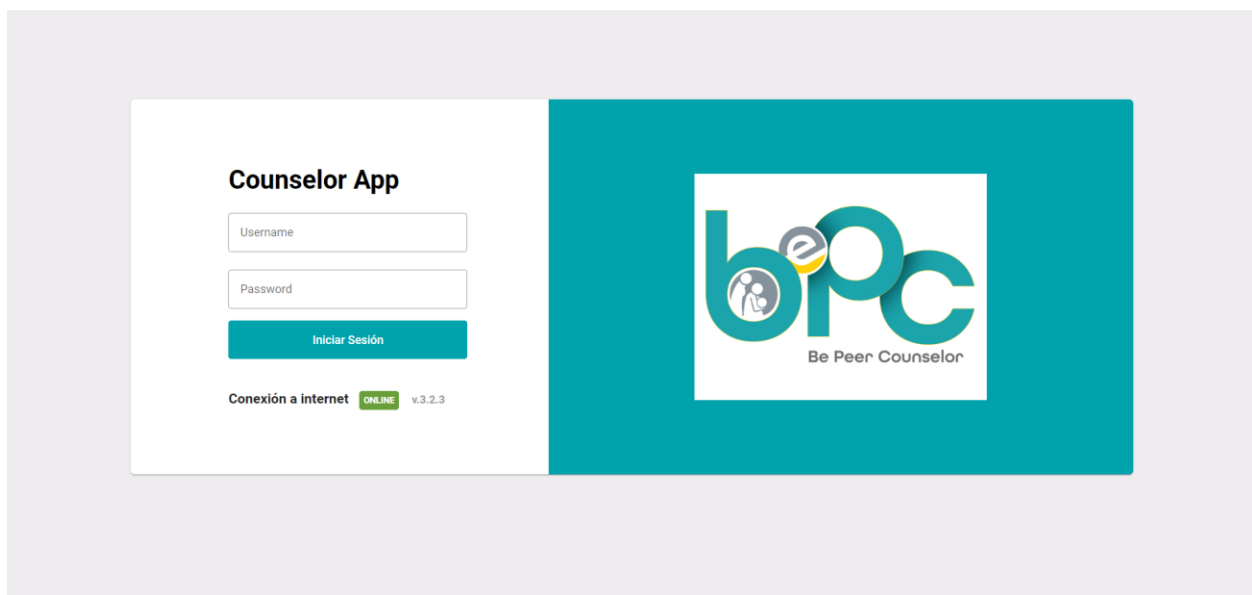


Module	Function	Description
Integration	Information Load	The Frutilina chatbot needs to be integrated into the Backoffice system to ensure it receives the necessary data updates. This integration will allow the chatbot to access and process the latest. By doing so, the chatbot will be able to display the most current and accurate program information, enhancing its effectiveness and reliability for users.

Dashboard	<i>Interaction, Most Ask Question</i>	In the Backoffice, all the information and queries that participants and visitors make to Frutilina will be displayed in a real-time dashboard. This dashboard, (powered by Power BI), will present the captured information in various graphical formats, enabling quick and insightful analysis of the data.
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2.5 Peer Counseling Platform

Solution that has two components to digitalize the operation of peer counselors, the assignment of referrals and the attention to program participants. It has a portable component that facilitates the counselors with remote visits to the assigned participants. The platform also provides reports that facilitate the measurement of services and the control of peer counselors.

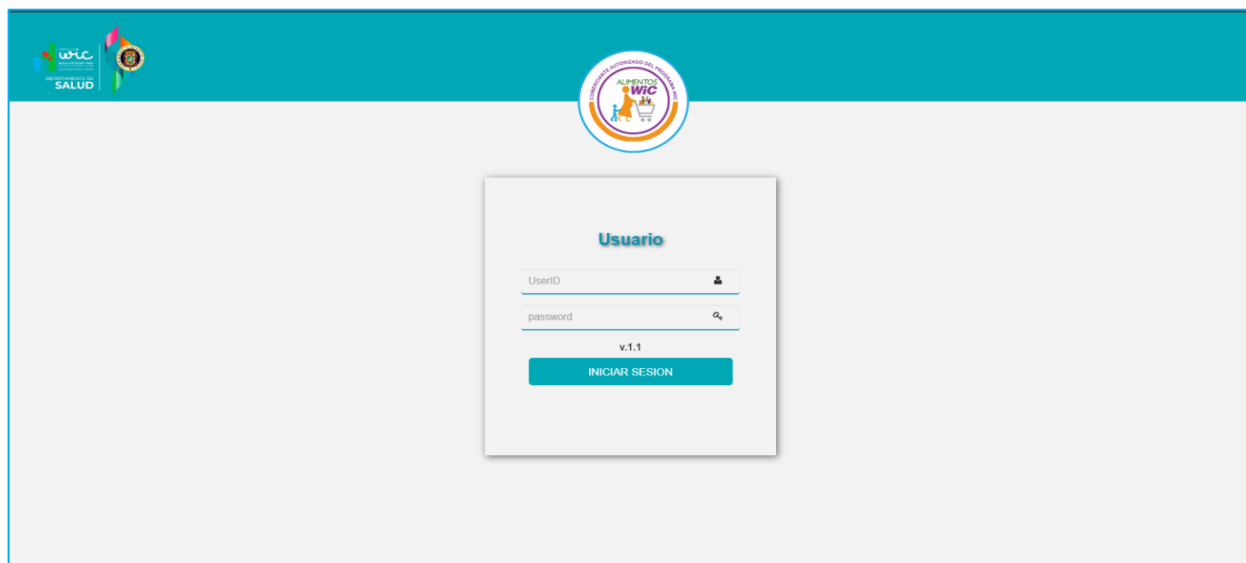


Module	Function	Description
Integration	<i>Participants Referrals</i>	This functionality enables seamless integration between the peer counselor system and the clinic’s Backoffice database. It allows clinic staff to efficiently refer participants to counselors by automatically reading and transferring participant information from the Backoffice database to the peer counselor system. This integration ensures that all relevant participant details are accurately populated in the peer counselor system, streamlining the referral process and enhancing the overall efficiency of clinic operations.

2.6 Vendors Inspections System

Inspection system that consists of two components. A mobile component for on-site inspections at

authorized vendors and a web-based component for planning, controlling and recording inspection results. The mobile component allows inspectors to visit vendors and record inspection results according to predefined templates. It can operate offline and synchronize data once connectivity is established. The web-based component allows for viewing results, planning routes and monitoring inspector productivity.



WIC INSPECCIONES DE SALUD

WIC ALIMENTOS

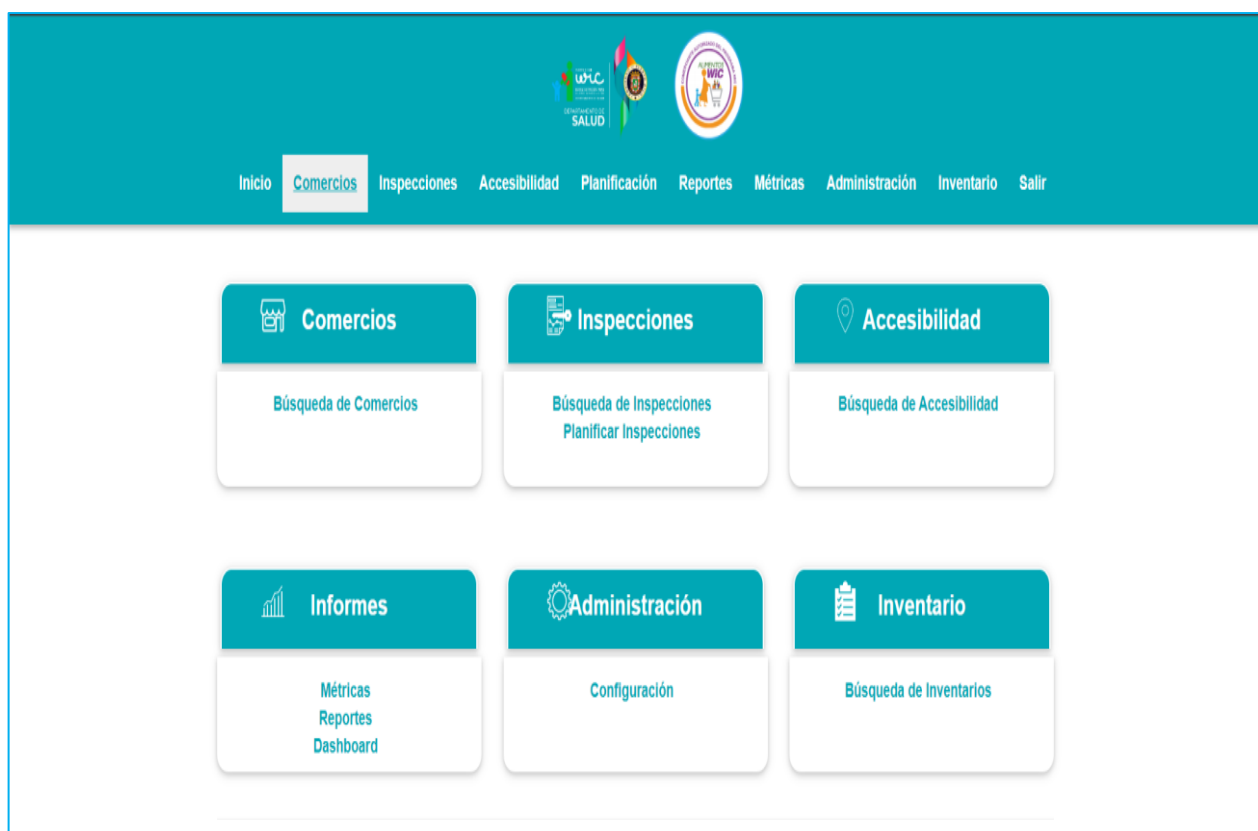
Usuario

UserID

password

v.1.1

INICIAR SESION



WIC INSPECCIONES DE SALUD

WIC ALIMENTOS

Inicio **Comercios** Inspecciones Accesibilidad Planificación Reportes Métricas Administración Inventario Salir

Comercios

Búsqueda de Comercios

Inspecciones

Búsqueda de Inspecciones
Planificar Inspecciones

Accesibilidad

Búsqueda de Accesibilidad

Informes

Métricas
Reportes
Dashboard

Administración

Configuración

Inventario

Búsqueda de Inventarios

Module	Function	Description
Vendors	<i>Vendors Search</i>	In this section, the user will be able to search for merchants by seal number or name of the business. Once the search is completed, the user will be able to see information about the business such as the name of the business, seal number, address, and number of inspections carried out.
Inspection	<i>Inspection Information</i>	This functionality enables WIC staff to efficiently search for inspections conducted by inspectors on assigned businesses. The search can be performed using either the business number or name. Once the relevant information is retrieved, staff can access detailed inspection data, including the inspector's name, the completion status of the inspection, and general inspection information. Additionally, the system provides a comprehensive report of the inspection results, featuring each question and its corresponding answer, along with photos taken during the inspection using a mobile device.
Inventory	<i>Inventory Results</i>	In this section, WIC vendor staff can view the results of the inventory assessments conducted by inspectors during their monitoring visits. This includes detailed information on the quantity of inventory recorded. Additionally, staff can verify whether the business meets the required minimum inventory levels as stipulated by the relevant business rules. This ensures that all compliance standards are upheld, providing a clear and comprehensive overview of inventory status and regulatory adherence.
Planning	<i>Inspection Planning</i>	This functionality enables WIC-designated personnel to create and manage inspection itineraries efficiently. Users can schedule inspectors for visits to various Vendors, whether these inspections are planned for the upcoming week, month, or beyond, in accordance with business rules. This tool ensures that all inspections are systematically organized, allowing for seamless coordination and adherence to regulatory requirements.


Vendors	<i>Businesses inspected and pending inspection</i>	<p>The reporting module is a powerful tool that provides comprehensive insights into the Vendor's Inspection. On the user-friendly interface of this module, you can view a detailed breakdown of the number of Vendors that have undergone inspection. This data is conveniently displayed on your screen for immediate reference.</p> <p>In addition to viewing the data on-screen, the module also offers the functionality to download this information in an Excel format. This feature allows for easy data manipulation and further analysis if required. The downloaded Excel file will include the count of</p>
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Module	Function	Description
		<p>Vendors that have been inspected, providing a clear picture of the inspection progress. The module also keeps track of Vendors that are pending inspection. This information is crucial as it helps in planning and prioritizing future inspections, ensuring no Vendors are overlooked.</p> <p>One of the key features of the reporting module is its ability to filter and display information by Region. This means you can view and analyze the inspection data on a Regional basis, allowing for a more targeted and efficient approach to managing inspections.</p>

Metrics and Dashboard	<i>Inspection Results, target, progress, and Findings</i>	<p>The Metrics and Dashboard are integral components of the system, designed to provide an in-depth understanding of the inspection process. It offers a wealth of information, presented in a user-friendly and intuitive manner.</p> <p>The dashboard displays a variety of key metrics. One of the primary metrics is the number of Vendors that have been inspected, broken down by region. This regional analysis allows for a more targeted approach to managing inspections and helps identify areas that may require additional focus.</p> <p>The system also sets target inspections per year, providing a clear goal for the inspection team. Progress towards this target is tracked and displayed, offering a real-time view of the inspection process.</p> <p>Another important metric is the number of findings identified during the inspections. These findings are critical for understanding the areas where Vendors may need to improve.</p> <p>The system also features a detailed map of Puerto Rico, with markers indicating the location of each Vendor. This interactive map not only provides a geographical context for the inspections but also offers the functionality to view the inspection history of each Vendor.</p> <p>The Metrics and Dashboard offers a holistic view of the inspection process, with detailed information on inspected and non-inspected businesses, inspection targets, findings, completed inspections, and more. The inclusion of a detailed map further enhances the system's functionality, making it a comprehensive tool for managing and understanding the inspection process.</p>
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2.7 Food Selection and Evaluation System

This is a web-based system presented by the Web Portal to digitally support the evaluation and selection process of authorized foods. The system includes the stage of submitting foods by food distributors, carrying out the flow of the corresponding evaluations and selecting authorized WIC foods. The system allows recording all the documentation and the flow of the selection process with the corresponding approvals at each stage. The system is integrated with the publication processes of authorized foods and the inspection processes of vendors.



Alimentos para Infantes
Asignación de Solicitudes
Admin
Administradores
Informes
Resultados
Configuración
Cerrar Sesión

Asignación de Solicitudes

Nro de Solicitud:

Nro de Alimento:

Nombre del Proveedor:

Estado de la Solicitud:

Marca:

Asignado a:

Categoría:

Nro de Solicitud	Nro de Alimento	Nombre de Alimento	Categoría	Sub Categoría	Marca	Proveedor	Estado	Precio	Asignar Especialista	Nutricionista	Supervisor	Ver Detalle	Comentario	Historial de Notas	Retornar Estado
2024-1657	26	Complete Bran	Cereales para el desayuno	Secos listos para comer Integral	Kellogg's	B. Fernández Hnos.	Creada								
2024-1656	25	Frosted Mini Wheats Blueberry Muffin	Cereales para el desayuno	Secos listos para comer Integral	Kellogg's	B. Fernández Hnos.	Creada								

Datos del Producto

Estado

Número de Solicitud

Número de Producto

Categoría

Sub Categoría

Variedad

Tipo

Tamaño



Método Empaque/Envase

Nombre del Alimento

Brand

UPC

Actualizar

Module	Function	Description
Application Submission	<i>Food Submission</i>	<p>This functionality has been specifically designed to streamline the process of food submission by distributors through the WIC program website. It serves as a digital bridge between food distributors and the WIC staff, facilitating a seamless and efficient evaluation process.</p> <p>Distributors are guided by an application form where they are required to provide comprehensive information about the food product they are submitting. This includes the name of the food, which helps the WIC staff to easily identify and categorize the product.</p> <p>The category of the food is another crucial piece of information that the distributor must provide. This helps in classifying the food product into the appropriate group, aiding in the evaluation process.</p> <p>The UPC (Universal Product Code) is also required. This unique identifier assists in tracking and managing the food product within the WIC system.</p> <p>The distributors are asked to upload a photo of the food item along with its label. This visual representation allows the WIC staff to verify the physical attributes of the product and cross-check the information on its label.</p> <p>The Distributor must specify the number of stores where their food product is distributed. This information is vital as it gives the WIC staff an understanding of the product's reach and availability.</p> <p>This functionality simplifies the food submission process for distributors, ensuring that the WIC staff has all the necessary information to carry out a thorough and accurate evaluation of the food products.</p>
Application and Food List		<p>This section provides a comprehensive overview of all the applications that have been submitted by the distributor through the system. It serves as a centralized hub where users can easily access and review the details of each application.</p> <p>The list is organized and presents each application along with its status. The status of an application is dynamically updated and reflects the stage of the process it is currently in. This could range from Submitted for new applications, In Progress, to Approved or Rejected depending on the outcome of the evaluation.</p>

Module	Function	Description
		<p>This real-time tracking of application status provides transparency to the distributors and allows them to monitor the progress of their submissions.</p> <p>This section is a powerful tool that offers a clear and organized view of all submitted applications, their status, and their progression through the evaluation process.</p>
Frequently Asked Questions		<p>In this dedicated section, distributors will discover a comprehensive list of frequently asked questions (FAQs) that are commonly encountered during the Food Selection and Evaluation process. This resource is designed to provide immediate answers to their queries and guide them through the process.</p> <p>The FAQs cover a wide range of topics, from the basics of food submission to more complex aspects of the evaluation process.</p> <p>This section serves as a self-service support resource, enabling distributors to find solutions to their queries at their convenience. It reduces the need for direct contact with the WIC staff, saving time for both parties.</p>
Reference Documents		<p>In the Reference Documents section, distributors will have access to a wealth of essential information to guide them through the process. This includes the Policies and Procedures (P&P), detailed steps to complete the electronic application, and other crucial resources.</p> <p>To ensure that distributors always have the most current information, these documents can be updated by WIC staff at any time. This continuous updating process helps keep distributors informed and up to date with the latest guidelines and requirements.</p>
Make Inquiry		<p>Distributors are encouraged to reach out to the program with any inquiries they may have. Whether they encounter operational challenges or technical issues during the electronic application process, the program is available to provide support and assistance.</p> <p>This ensures that distributors can navigate the application process smoothly and efficiently.</p>

2.8 Vendor and Contract Management System

This is a web-based system presented by the Web Portal for the management of compulsory training and the management of the signing of contracts of authorized vendors. Through the system, vendors can review the compulsory training material, perform a test electronically, and obtain the corresponding

certificate. Once the requirements are met, the system provides the possibility of signing the contract as an authorized vendor.

Selección de Comerciantes

UsuariosComerciantesEvaluacionesContratosStandbesideSMSSMSReportesEventoszmcdougalCerrar sesión

Mantenimiento de Comerciantes

Primer Nombre:

Segundo Nombre:

Apellido Paterno:

Apellido Materno:

Usuario:

Email:

Teléfono 1:

Teléfono 2:

Dueño o Corporación :

Número de sello :

+ Agregar Comerciante

Limpiar Contenido

Buscar

Resultados no encontrados.

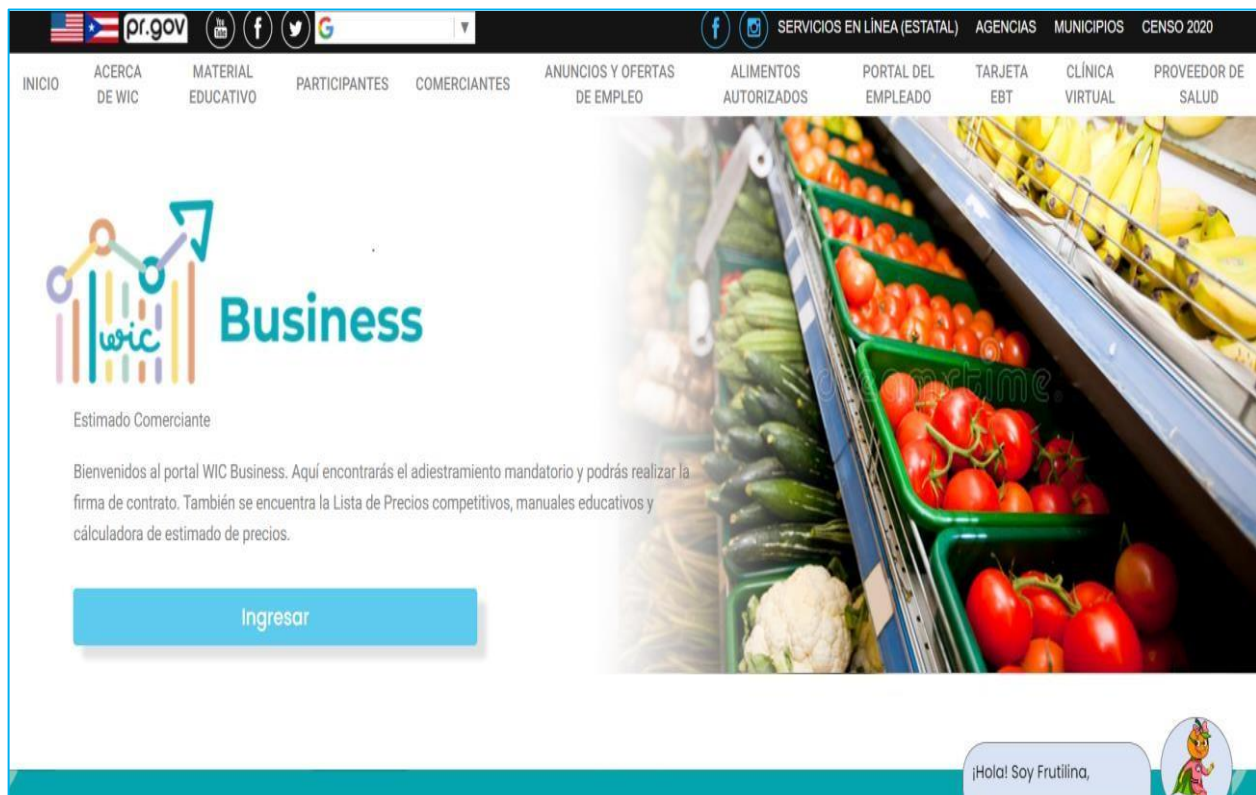
Module	Function	Description
Search	Vendors Searching	The vendor Backoffice was designed to centralize all vendor information on a single, user-friendly platform. This section of the system enables users to efficiently search for vendors using various criteria, such as vendor number, owner’s name, or corporation name. This streamlined approach ensures that all relevant data is easily accessible, enhancing the overall efficiency and effectiveness of vendor management.

Vendor Profile	<i>General information, Contract, Evaluation, SMS and audit trail reports</i>	<p>The vendor profile section provides comprehensive information about each vendor. This includes general details such as the vendor's name, telephone number, email address, and username for the vendor portal. Additionally, you can view all the stores associated with the vendor's corporation.</p> <p>In this section, WIC staff can also access the results of evaluations that the vendor has completed since joining the program, along with their corresponding certificates. The system maintains a detailed history of all contracts signed by the vendor, including the date and time of each signing. Contracts generated in real-time are saved within the system, complete with the vendor's signature. Moreover, the vendor profile features a messaging functionality that allows you to view the history of SMS messages sent to the vendor by the program. These messages contain various pieces of information, ensuring that vendors are always kept informed.</p>
Standbeside	<i>Vendor Searching, Send Contract</i>	<p>With this functionality, WIC staff can efficiently send Standbeside contracts to vendors and maintain a comprehensive record of signed agreements. This ensures streamlined communication and accurate documentation for all contractual engagements.</p>
SMS		<p>With this functionality, WIC staff can seamlessly communicate with vendors directly from the system. Messages can be tailored and sent individually to specific vendors, allowing for personalized communication, or broadcasted collectively to all vendors, ensuring important information reaches everyone efficiently. Furthermore, the system is equipped to save detailed records of all sent messages. This includes not only the content of the messages but also the recipients and the time when the message was sent.</p>
Reports		<p>In the reports section, WIC staff have the ability to access comprehensive records of all evaluations conducted and contracts signed by vendors. This section is designed to provide detailed documentation, ensuring that all critical information is readily available for review. The records include specifics such as dates, times, and the nature of each evaluation, as well as the terms and conditions of each signed contract. Additionally, these records can be conveniently downloaded in Excel format. This feature allows staff to easily analyze the data, share it with relevant stakeholders, and archive it for future reference. The Excel format supports various data manipulation and visualization tools, making it easier to generate insights</p>

		and reports.
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2.9 Vendor Portal

A unified web portal to centralize all access, communication, and individual management of WIC merchants.



[INICIO](#)
[ACERCA DE WIC](#)
[MATERIAL EDUCATIVO](#)
[PARTICIPANTES](#)
[COMERCIANTES](#)
[ANUNCIOS Y OFERTAS DE EMPLEO](#)
[ALIMENTOS AUTORIZADOS](#)
[PORTAL DEL EMPLEADO](#)
[TARJETA EBT](#)
[CLÍNICA VIRTUAL](#)
[PROVEEDOR DE SALUD](#)

Saludos Zunilda Mcdougal

[Información General](#)
[Contratos](#)
[Evaluaciones](#)
[Adiestramiento Mandatorio](#)
[Educación](#)
[WICA](#)
[Mensajería](#)
[Salir](#)

Datos Generales

Nombre Completo	Usuario	Email
Zunilda Mcdougal	zmcDougal	zmcDougal@truenorthcorporation.com

Datos del Comerciante

Primer Nombre	Segundo Nombre	Apellido Paterno	Apellido Materno
Zunilda		Mcdougal	
Email	Teléfono 1	Teléfono 2	
zmcDougal@truenorthcorporation.com	9394142689	7879442629	
Usuario			
zmcDougal			

Corporación

¡Hola! Soy Frutillina, ¿te puedo ayudar en algo?

Module	Function	Description
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General Information	<i>Name, stores</i>	<p>The vendor portal is meticulously designed to centralize and maintain vendor information efficiently, while also facilitating a range of essential functions that vendors need to perform. This portal provides a comprehensive overview of each vendor, including their name, contact information, and demographic details such as location and business type.</p> <p>Additionally, it displays the stores associated with each vendor's corporation or business, offering a clear and organized view of all operational sites. This ensures that all relevant information is easily accessible in one place, reducing the need for multiple data sources and minimizing the risk of errors.</p> <p>The centralized approach of the vendor portal not only streamlines vendor management but also significantly enhances the overall efficiency and effectiveness of the system.</p>
Contracts	<i>Contract List Record</i>	<p>In this section, vendors can access a comprehensive history of all signed contracts, complete with detailed information on the date and time each contract was signed. Additionally, vendors have the ability to view the full text of each signed contract, ensuring they have easy access to all relevant documents. This functionality provides vendors with a clear and organized record of their contractual agreements, facilitating better management and reference.</p>
Evaluation	<i>Evaluation Record</i>	<p>"In this section, vendors can access a comprehensive history of all evaluations they have completed on the portal. This includes detailed information such as the date and time each evaluation was taken, as well as the score obtained in each instance.</p>

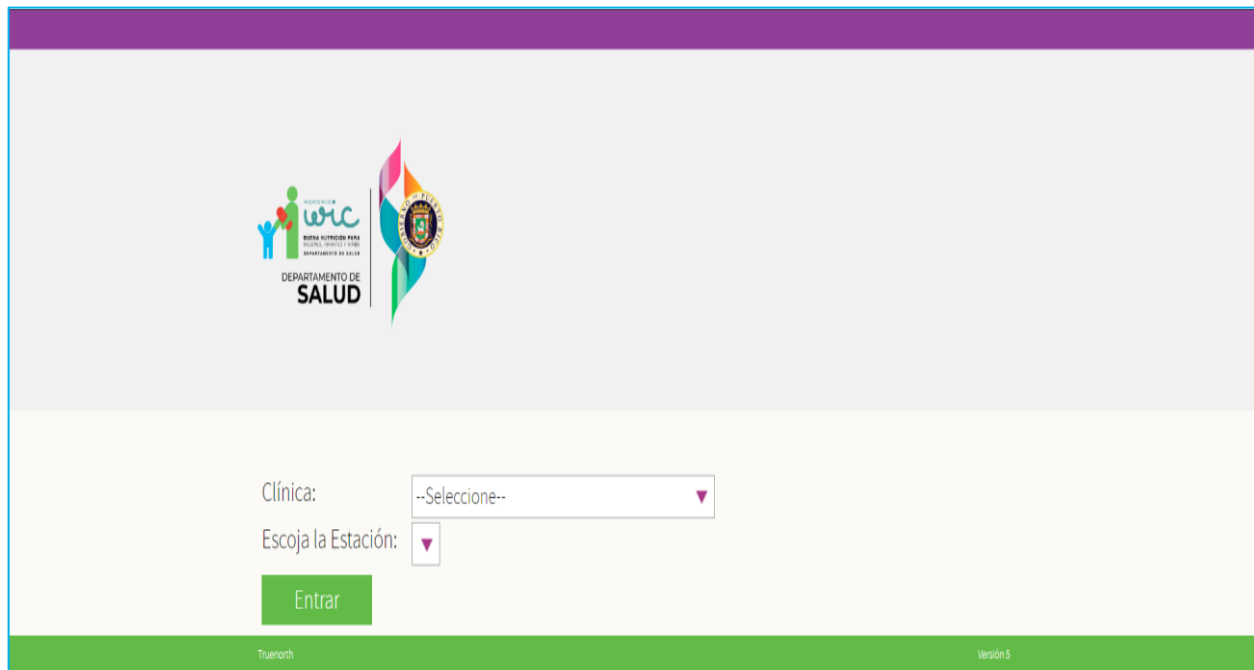
Module	Function	Description
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		<p>Additionally, vendors have the ability to view and download certificates generated by the system upon successfully completing and passing an evaluation. This functionality ensures that vendors have a clear and organized record of their performance and achievements. Vendors can use these records to demonstrate their qualifications and meet compliance requirements.</p>
Mandatory Training	<i>Take Evaluation, Contract Sing</i>	<p>The mandatory training functionality is meticulously designed to ensure that vendors can read and study the required material to participate in the WIC Program. This training material covers all essential aspects of the program, providing vendors with the knowledge they need to comply with WIC guidelines and regulations. After thoroughly reviewing the material, vendors must complete an exam configured within the system. This exam consists of 20 randomly selected questions, ensuring a comprehensive assessment of the vendor's understanding of the material. Vendors must answer each question to the best of their ability.</p> <p>Upon completion of the exam, the system will immediately display the grade obtained, providing vendors with instant feedback on their performance. The system will also highlight any incorrect answers, helping vendors identify areas where they may need further review or clarification.</p> <p>Once the test is successfully completed, the system will generate a certificate indicating compliance with the program requirements. This certificate serves as official documentation that the vendor has met the necessary training standards and is in good standing with the WIC Program. The certificate can be downloaded and printed for the vendor's records, providing a tangible acknowledgment of their achievement and compliance."</p>
Education	<i>Vendor Manuals and Regulations</i>	<p>"In this section, vendors will have access to a wealth of educational information provided by the program. This includes vendor manuals, which offer detailed guidance on program procedures and best practices. Additionally, merchants can find up-to-date regulations that they need to comply with, ensuring they stay informed about the latest requirements.</p> <p>The section also features flexibility analysis documents, which help merchants understand how to adapt to various scenarios and maintain compliance. Alongside these resources, merchants can access a variety of other educational materials designed to support their participation in the program.</p>

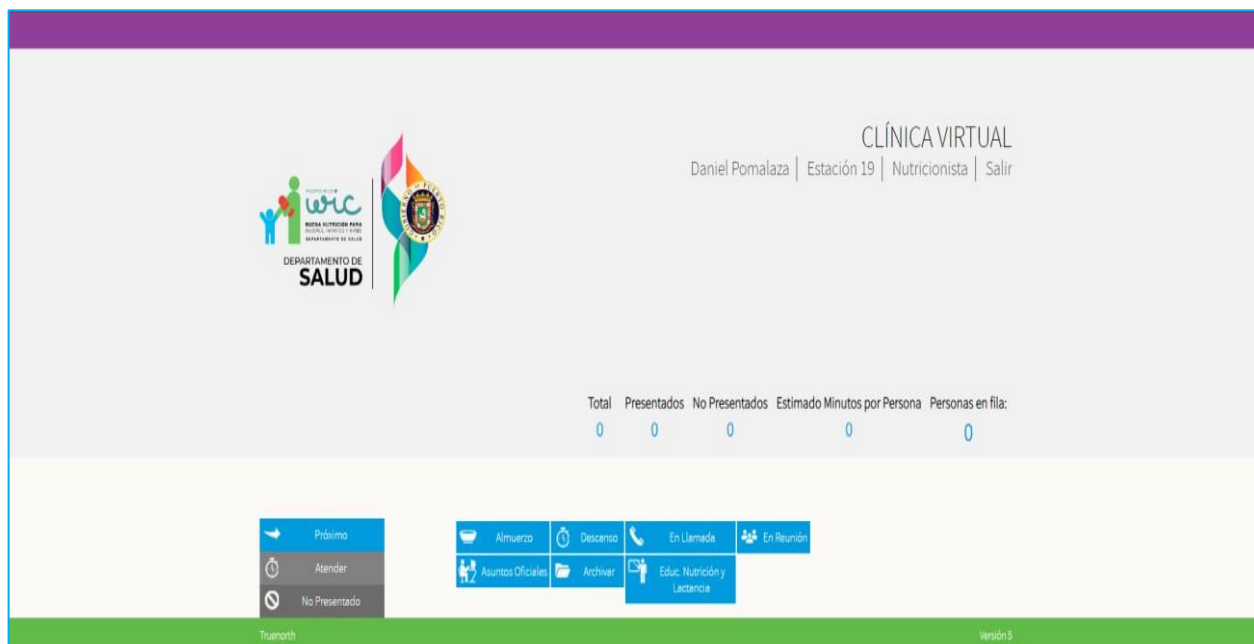
Module	Function	Description
Message	<i>Message Lists</i>	<p>In this section, vendors can access a comprehensive list of messages sent by the program via text messaging. These messages are securely stored within the vendor's profile, ensuring they are easily accessible for future reference. This functionality allows vendors to review past communications at any time, providing a convenient way to stay informed and up to date with important program updates, instructions, and announcements.</p> <p>By having these messages readily available, vendors can ensure they have all necessary information at their fingertips. This enhances their ability to comply with program requirements, respond promptly to any directives, and maintain effective communication with the program administrators.</p>

2.10 NEXT Platform

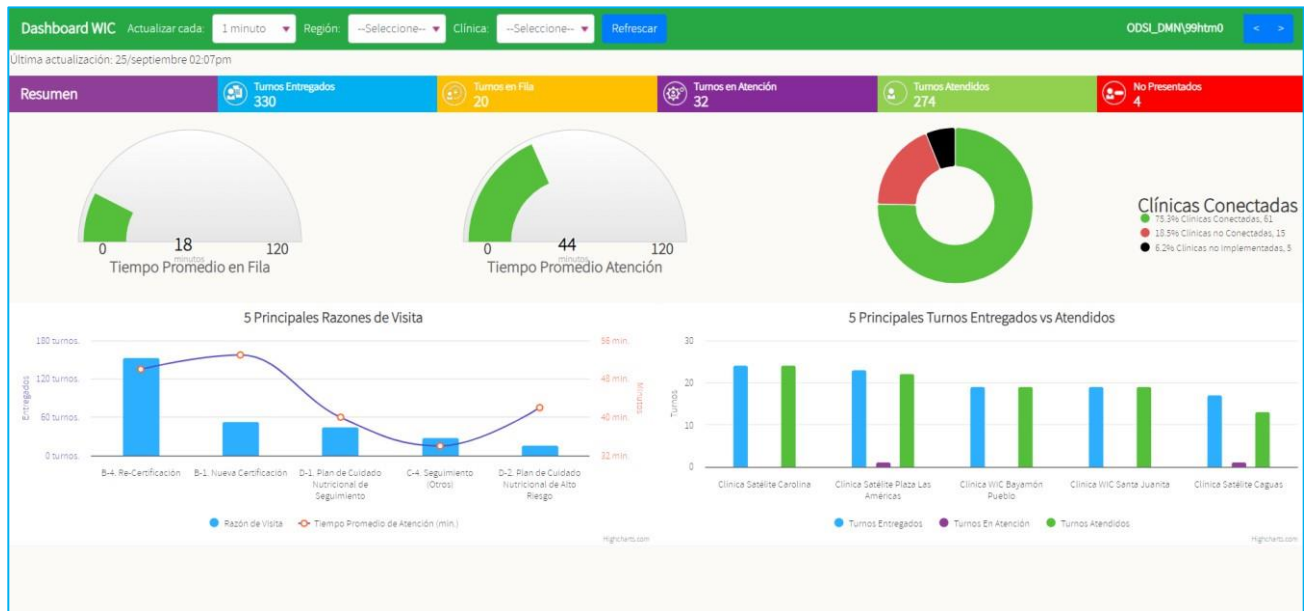
Allows the management of appointments (in person or virtual), queue management, and employee productivity in WIC clinics. The platform can generate real-time information for the supervision and control of clinic staff. In addition, the platform allows the deployment of official videos in all the Program clinics and has a messaging engine for participants.



The screenshot shows the login interface of the NEXT Platform. At the top, there is a purple header bar. Below it, the WIC logo and the Department of Health logo are displayed. The main area is light gray. In the center, there is a form with two dropdown menus: 'Clínica:' and 'Escoja la Estación:'. The 'Clínica:' dropdown is currently set to '--Seleccione--'. Below the dropdowns is a green 'Entrar' button. At the bottom, there is a green footer bar with the text 'Truenorth' on the left and 'Versión 5' on the right.



The screenshot shows the virtual clinic interface of the NEXT Platform. At the top, there is a purple header bar. Below it, the WIC logo and the Department of Health logo are displayed. The main area is light gray. On the right side, the text 'CLÍNICA VIRTUAL' is displayed, followed by 'Daniel Pomalaza | Estación 19 | Nutricionista | Salir'. Below this, there is a table with the following columns: 'Total', 'Presentados', 'No Presentados', 'Estimado Minutos por Persona', and 'Personas en fila:'. The values in the table are all 0. At the bottom, there is a green footer bar with the text 'Truenorth' on the left and 'Versión 5' on the right. In the center, there is a grid of buttons: 'Próximo', 'Atender', 'No Presentado', 'Almuerzo', 'Descanso', 'En Llamada', 'En Reunión', 'Asuntos Oficiales', 'Archiver', and 'Educ. Nutrición y Lactancia'.



Module	Function	Description
Security	Users	Efficiently manages central office, regional, clinical users, and administrators; allowing you to edit existing data or add new users to assign roles and access permissions.
Configuration	Groups	Allows the identification and association of stations by roles for shift attention. The association is applicable per clinic for Clerks, Certifiers, Office Clerks and future creation roles.
Configuration	Videos	Upload videos to the platform that will be displayed on the shift screen for the enjoyment of participants in the waiting room. The videos correspond to educational categories in nutrition, services offered by the Program, and events, among others.
Configuration	Central Office	Manages the selection of video(s) that will be displayed on all shift screens throughout the Program (all regions and clinics).
Configuration	Regions	Manage the selection of video(s) to be displayed on shift screens by region or more than one region; allow segregation of the distribution of videos.
Configuration	Clinics	Manage the selection of video(s) to be displayed on shift screens per clinic or more than one clinic; allow segregation of the distribution of videos.
Configuration	Visit Reason	Allows the creation of visit reasons for shift attention, live classes, and virtual classes.

Configuration	<i>Queue Configuration</i>	Manages the association of previously created visit reasons by the clinic and configured roles. Likewise, it is possible to turn on the box to identify that the reason for the visit corresponds to high-risk categories and for live classes it allows defining the number of participants per class session.
Module	Function	Description
Configuration	<i>Agents Schedule</i>	According to the workstations defined in the clinic, the location of the stations can be displayed in map format, each station will present the name of the connected user, their status and time spent there.
Cancel Appointment	<i>Cancel Appointment</i>	Manage the cancellation of virtual appointments through the web system.
Metrics	<i>Participants per Queue</i>	View the number of participants in line, waiting to be attended, by selected clinic and according to the reason for visiting for shift care.

Metrics	<i>Employee Status</i>	It displays in map format the location of the station by clinic, the user's information, their status and station to which they are assigned and the minutes spent in the current status. Each station is presented with its corresponding number and is defined by color indicative of the different statuses.
Dashboard	<i>Clinic Status</i>	It shows in real time the shift care cycle by clinic, region and Island level. It allows compliance with metrics and decision making proactively through the average time in line and attention. In addition, it presents a PR map and municipal islands of clinics connected to the platform and the generation of reports in real-time or historical data for attended shifts, scheduled participants, and walk-ins.
Dashboard	<i>Sending SMS</i>	Allows graphical visualization of individual and mass SMS sent to participants for different service reasons and reminders. The graphs present data by region/clinic and date calendar.
Reports	<i>Queue Attention History</i>	Allows you to search for shifts registered in clinics by care cycle. The report presents real-time and historical data, and displays the status of the shift, waiting time, service time, appointment, or walk-in. The report is exported in Excel, PDF, or MS Word.
Reports	<i>Employee Metrics</i>	Allows search by employee for productivity performance by role and time in status. Measures the employee's efficiency in their workday. The report presents real-time and historical data and is exported in Excel, PDF, or MS Word.

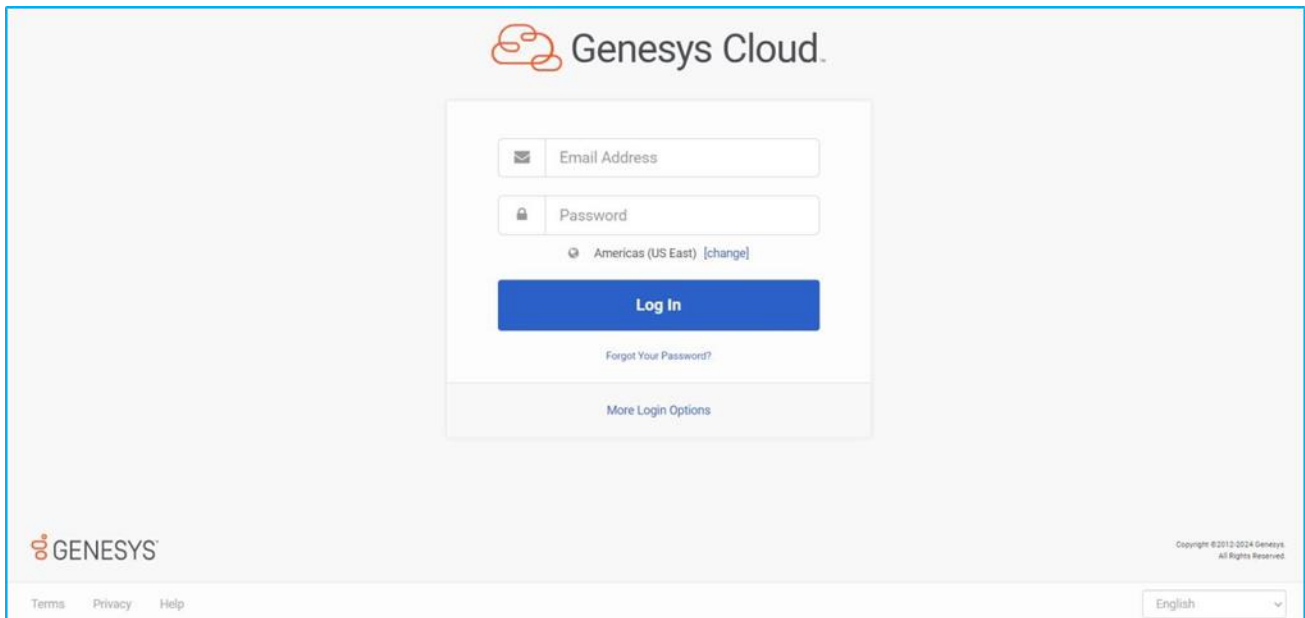
Reports	<i>Participants per Clinic</i>	Presents the number of participants served by clinic and region. It shows the summoned participants who attended and the number in the family group and the participants who did not show up for the shift to be called; of the participants not called, shows the number attended and family group, and the participants who did not show up for the shift will be called. The report is exported in Excel, PDF, or MS Word.
Reports	<i>Visit Reason Metrics</i>	Presents the number of participants attended by clinic, region, and reason for visit selected at the time to be registered. The report is exported in Excel, PDF, or MS Word.
Reports	<i>Virtual Appointment Registration</i>	Allows you to search for registered appointments by date, region, and clinic. Presents in-person and virtual appointments scheduled through the web system, Chatbot Frutilina, and the Mi WICPR mobile application. The report is exported in Excel, PDF, or MS Word.
Reports	<i>Live Class Attendance</i>	Presents by date, time, participant data and class name the live classes for which the participant registers. Also, once the class is granted, it presents the participant's attendance, duration, and the action to modify the class attendance status.

Reports	<i>Participants Served</i>	Allows you to search for participants seen by date, now, clinic, and region. Presents the number of participants. The report is exported in Excel, PDF, or MS Word.
Reports	<i>SMS Sending - Turn Notice</i>	Presents the time, date, clinical region, and participant data for which the system sends SMS notifications to the participant's mobile number at the shift record, one shift before being seen and at the time they will be seen. The report is exported in Excel, PDF, or MS Word.
Reports	<i>SMS Sending - Individual Messages</i>	It presents the date, time, region, clinic, clinic employee who sent the SMS, data of the participant to whom the SMS was sent, and the reason for the message sent. The report is exported in Excel, PDF, or MS Word.
Reports	<i>Automatic SMS Sending - Appointments</i>	It presents the time, date, clinical region, and data of the participant who is sent reminders of the virtual appointment and live class. The report is exported in Excel, PDF, or MS Word.

2.11 Virtual Services (Genesys)

A communications platform that manages virtual services in all clinics island-wide, in the virtual clinic, and in the call center. The platform supports incoming and outgoing calls and allows monitoring and control

of service levels and staff productivity.



The image shows the Genesys Cloud login interface. At the top center is the Genesys Cloud logo, consisting of an orange icon and the text "Genesys Cloud.". Below the logo is a login form with two input fields: "Email Address" and "Password". Below the password field is a link that says "Americas (US East) [change]". A blue "Log In" button is positioned below the form. Underneath the button are two links: "Forgot Your Password?" and "More Login Options". At the bottom left of the page is the Genesys logo and the word "GENESYS". At the bottom right is the copyright notice "Copyright ©2013-2024 Genesys. All Rights Reserved." and a language selector set to "English". At the very bottom are links for "Terms", "Privacy", and "Help".

Genesys Cloud.

Email Address

Password

Americas (US East) [change]

Log In

Forgot Your Password?

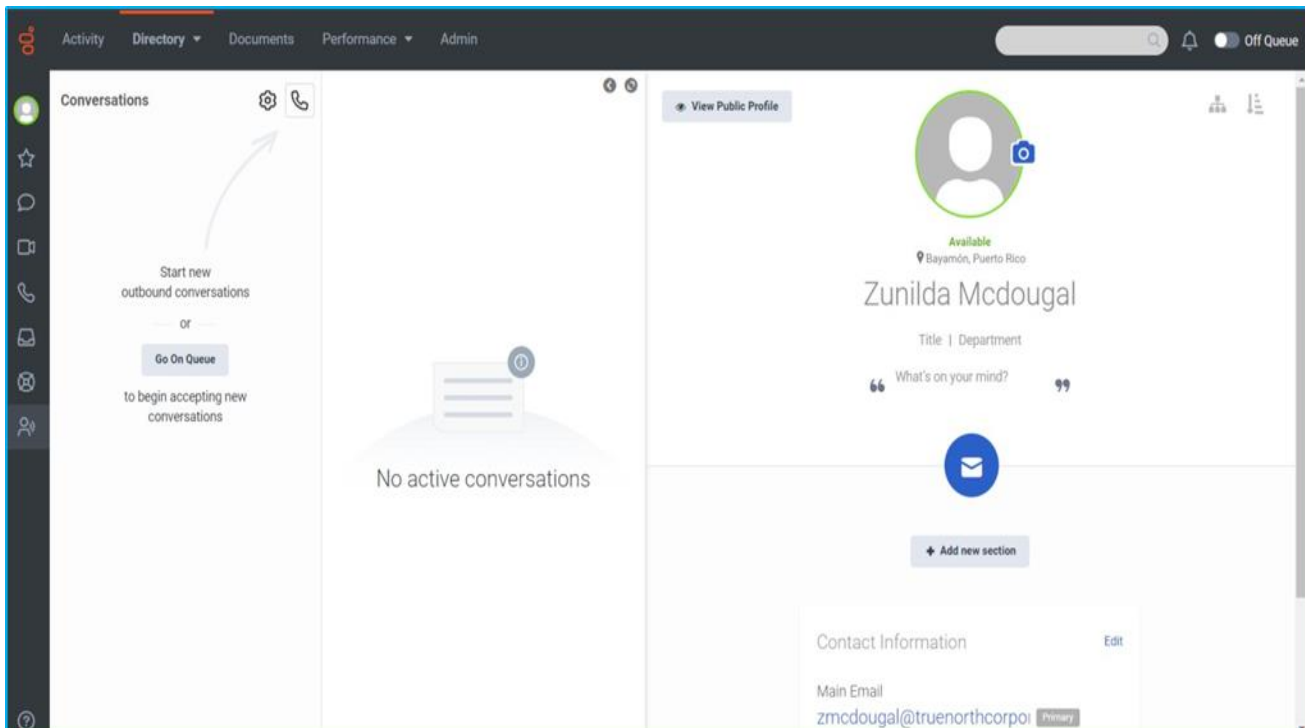
More Login Options

GENESYS

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Terms Privacy Help

English



The image shows a user's dashboard in Genesys Cloud. The top navigation bar includes "Activity", "Directory", "Documents", "Performance", and "Admin". On the left is a sidebar with various icons. The main content area is divided into two columns. The left column is titled "Conversations" and contains a "Start new outbound conversations" button, an "or" separator, a "Go On Queue" button, and a "No active conversations" message. The right column displays a user profile for "Zunilda Mcdougal" with a profile picture, location "Bayamón, Puerto Rico", title "Department", and a "What's on your mind?" section. Below the profile is a "Contact Information" section showing the email "zmcdougal@truenorthcorp.com" as the "Main Email".

Activity Directory Documents Performance Admin

Conversations

Start new outbound conversations

or

Go On Queue

to begin accepting new conversations

No active conversations

View Public Profile

Zunilda Mcdougal

Available

Bayamón, Puerto Rico

Title | Department

What's on your mind?

Add new section

Contact Information

Main Email

zmcdougal@truenorthcorp.com Primary

Module	Function	Description
Security	<i>Users</i>	Efficiently manages central office, regional, clinical users, and administrators; allowing you to edit existing data or add new users to assign roles and access permissions.
Reports	<i>Virtual Clinic</i>	A dashboard presents in real-time the attention of virtual appointments and metrics associated with the management of the appointment. It also displays the status, performance metrics, and survey results of the WIC staff assigned to the Virtual Clinic at the group level.
Reports	<i>Virtual Clinic Service</i>	A dashboard presents in real-time the virtual appointments and metrics associated with the management of the appointment. It also shows the status, performance metrics, and survey results of the WIC staff assigned to the Virtual Clinic Service at the island, region, and clinic levels.
Reports	<i>Call Center</i>	A dashboard presents real-time call handling and metrics associated with call handling. It also shows the status, performance metrics, and results of satisfaction surveys of the WIC staff assigned to the Call Center at the island level.

Reports	<i>Virtual Clinic Staff</i>	Presents the performance metrics and productivity of the WIC staff assigned to the Virtual Clinic. Allows the selection of parameters through filters by employee(s). The report obeys the hierarchy of permissions as granted by the central level.
Reports	<i>Virtual Clinic Service Staff</i>	Presents the performance metrics and productivity of the WIC staff assigned to the Virtual Clinic Service. Allows selection of parameters through filters by region/clinic and employee(s). The report follows the hierarchy of permissions as granted by the central level.
Reports	<i>Call Center Staff</i>	Presents the performance metrics and productivity of the WIC staff assigned to the Call Center. Allows the selection of parameters through filters by employee(s). The report follows the hierarchy of permissions as granted by the central level.

2.12 Employee Portal

Web portal used for the management and individual access of WIC Program employees. Through the portal, employees can access relevant human resources information, edit contact information, receive individualized information, access HR materials (templates, memos, or others), receive reminders, and manage their professional certifications, as applicable.



Module	Function	Description
Security	Users	Efficiently manages central office, regional, clinical users and administrators; allowing you to edit existing data or add new users to assign roles and access permissions.

Employee Search	<i>Employee Search</i>	Allows the search of employee(s) through parameters; first name, last name, status and employee number.
Employee Search	<i>Add Employee</i>	Submit form to add employee to Employee Portal; first/last name, address, phone contacts, emergency contact, employee information pertaining to WIC Program.
Employee Search	<i>List of Employees</i>	Displays the employee's form information, academic information, licenses and professional records. Also, it presents a history of forms submitted by the employee through their individual portal and history of modifications made by the employee through their portal for their form, academic information and professional record.
Employee Search	<i>Employee Search</i>	Through parameters, search for employees who have submitted forms from your portal and require approval from Human Resources or designated personnel.

Portal Information	<i>Calendar</i>	By entering holidays and/or special days, the employee will be able to view these calendar-type days from his or her portal. It also presents a history of the data entered.
Portal Information	<i>Events</i>	Manages the entry of events/disasters by date, time, place, and description that employees can access from your portal. It also presents a history of the data entered.
Portal Information	<i>Official Communications</i>	Manages the entry of official communications from the Program, Health Department or other entities by date, title, description, and document upload. Employees will be able to access it from their portal. It also presents a history of the data entered.
Portal Information	<i>Policies and Procedures Manuals</i>	It manages the different documents of the policy and training manuals that the employee can access from its portal. It also presents a history of the documents entered.
Portal Information	<i>Links of Interest</i>	It allows the addition of different links of interest or reference for the employee of the Program to be necessary consultations or readings. It also presents a history of the links entered.
Report	<i>Professional Licensing and Registration</i>	Manages the search by employee and license type to display data on the expiration date, position, region/clinic of origin, and type of employee. It also presents the option to export the report(s).
Report	<i>Forms Approval</i>	It allows the search of accepted, pending and rejected licenses and registrations by type of form and employee(s) through parameters, name, last name, employee number, and expiration date. It also presents the option to export the report(s).

Report	<i>Employee Status</i>	Allows the search of the employee(s) status through parameters; first name, last name, employee number, status, position, and date ranges. It also presents the option to export the report(s).
Help	<i>Help</i>	Manages and presents quick guide reference documents and frequently asked questions on the use of the Employee Portal.

2.13 Portal for Health Care Providers

This is a web portal that integrates with Mi WIC PR and the BackOffice 360 platform to provide digital support for the process of prescribing infant formulas to participants by pediatricians or duly authorized health providers. It facilitates digital requests, prescriptions, and the seamless recording of such data in the participant's file. Furthermore, it enables personalized communication between the healthcare professional and WIC staff, as well as bulk communication for notifications or sharing of relevant materials.

WIC
es para ti.
(¡Solicita hoy!)

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INICIO ACERCA DE WIC MATERIAL EDUCATIVO PARTICIPANTES COMERCIANTES ANUNCIOS Y OFERTAS DE EMPLEO ALIMENTOS AUTORIZADOS PORTAL DEL EMPLEADO TARJETA EBT CLÍNICA VIRTUAL PROVEEDOR DE SALUD

Saludos zunilda
Zunilda Adams

Búsqueda de Documentación Médica

Primer Nombre: Segundo Nombre: Primer Apellido: Segundo Apellido:

Nombre Segundo Nombre Apellido Paterno Apellido Materno

WIC PID: ID Familiar: Estado de la Solicitud:

WIC PID ID Familiar Seleccionar Estado

Buscar **Limpiar Contenido**

ID Solicitud	Solicitado Por	Nombres	Apellidos	WIC PID / ID Familiar	Estado	Fecha	Hora	ID Referencial	Solicitud
									Ver
									Ver
									Ver

Module	Function	Description
Security	<i>Users</i>	Efficiently manages central office, regional, clinical users, and administrators; allowing you to edit existing data or add new users to assign roles and access permissions.
Health Care Provider	<i>Health Care Provider Users</i>	Manages the creation of accounts for the Health Care Provider Portal user. The system allows the authentication of the provider with the registry of licensed Doctors of the Government of Puerto Rico. The data used to create the account is the name, medical license number, address, email, telephone number, and username. Once the account is created, the system will send an email to the provider with a security code to activate their accounts. Also, it allows you to disable and re-enable an account.
Health Care Provider	<i>Communications</i>	Manages the communications, letters, and documents that the WIC Program shares with Providers. The entry of the notice is by title, descriptive text, effective date range, and file document that is uploaded.
Health Care Provider	<i>History and Send Individual Messages to Health Care Providers</i>	Allows the sending of messages from the Provider Portal through the Health Care Provider Portal and the receipt of the message in Backoffice360 for the corresponding action of the Program. Likewise, the WIC Program may send messages from Backoffice360 to the Provider Portal. Also, it presents search parameters by name and license number of the provider.
Health Care Provider	<i>Send Mass Message to Health Care Provider</i>	Manages the sending of mass messages to Health Providers whose account is active. In sending, it allows the entry of text for the subject, the message, a PUSH notification to your mobile number, and the upload of a document file.
Health Care Provider	<i>References</i>	Manages the upload of documents and/or links that the Provider can view from its portal. Nutritional Risk documents, Guides, User Manual, WIC Contact Persons, among others, are presented.