

Manual DialoogXpert for the customer

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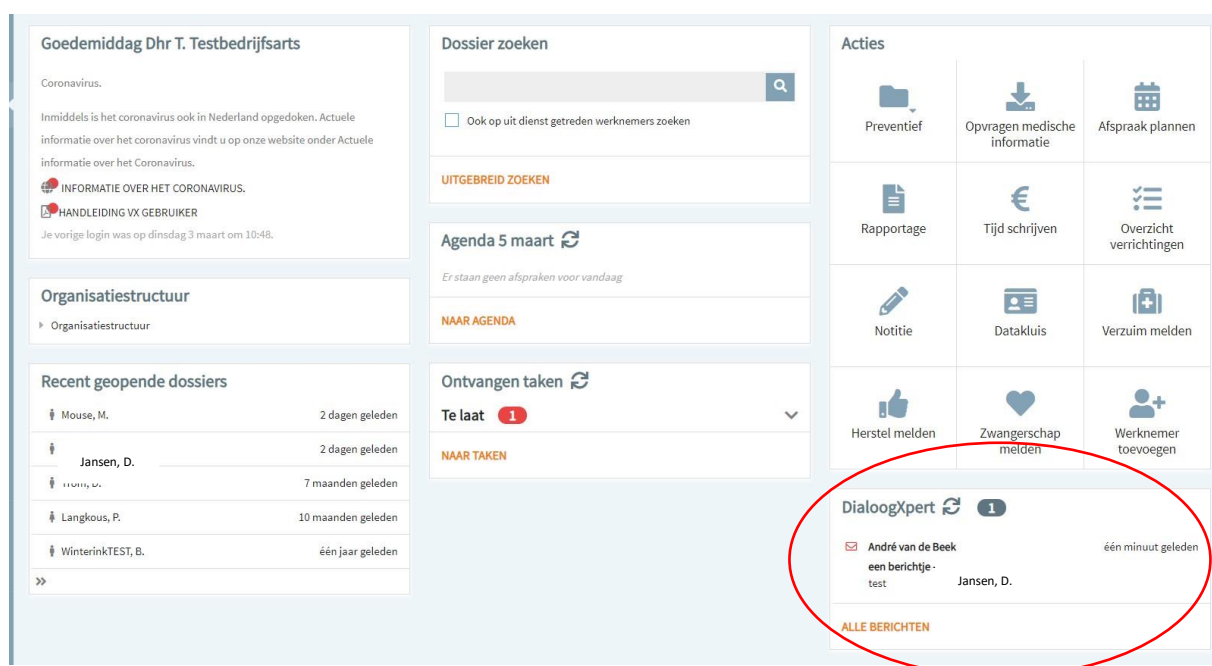
What is DialoogXpert?

DialoogXpert (DX) is a new communication module in XpertSuite (XS). This allows you to communicate (sensitive) information in a safe way. That's why DX largely replaces the sending and receiving of data via e-mail. You use DX for all your communication from XS; towards the professional of Rienks Arbodienst, the employee or a colleague.

Where can I find DX and how does it work?

DX can be found and started in two places:

A. XS home page



The screenshot shows the XS home page interface. The 'Acties' (Actions) section on the right contains a grid of icons for various tasks. The 'DialoogXpert' notification is highlighted with a red circle. It shows a message from André van de Beek to Jansen, D., dated 'één minuut geleden' (one minute ago). The notification includes a 'Herstel melden' (Report problem) icon and a 'Zwangerschap melden' (Report pregnancy) icon. Below the notification is a link for 'ALLE BERICHTEN' (All messages).

B. Via 'Dossier zoeken' (search file)

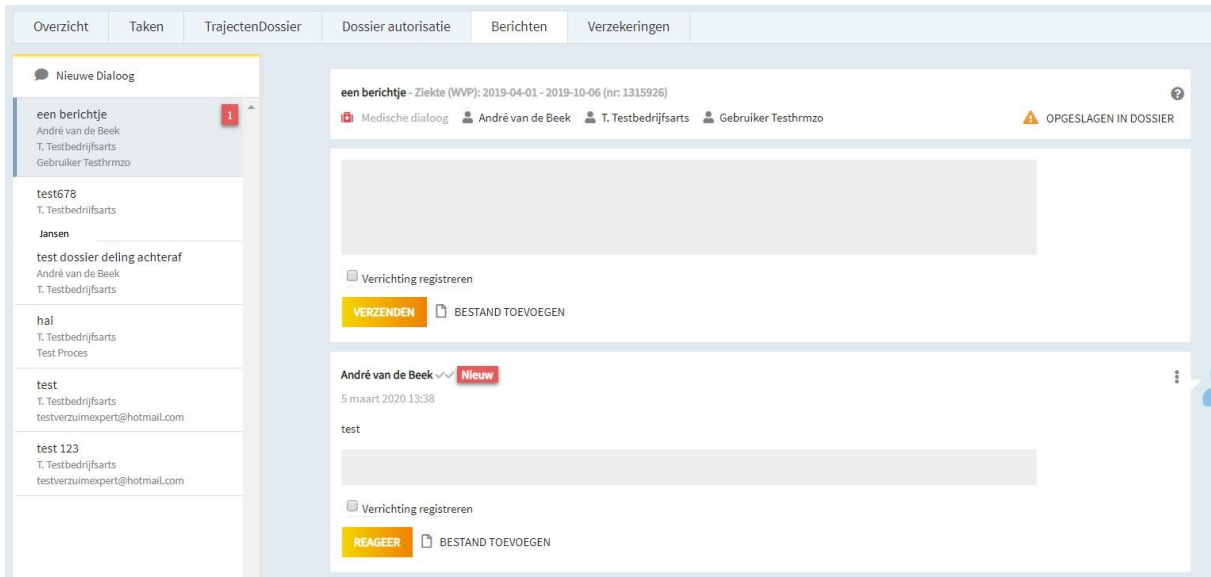
A. DX can be found on the XS homepage on the right side under “Acties” (Actions). Here you can respond directly to messages.

As you can see in the DX module, here is a '1' and a message with a red envelope. This means that there is a new message. The number of new/unopened messages are boldly shaded with a red envelope in front of them. If you want to see all messages, click on 'Alle berichten' (All messages, see in orange at the bottom).



If there is no message in it, you cannot open DX this way and go to option B!

If you click on the message, you will immediately enter the Messages screen (*this screen will be explained later after option B*).



B. Start DialogXpert from 'Dossier zoeken' (finding file)

Goedemiddag Dhr T. Testbedrijfsarts

Coronavirus.

Inmiddels is het coronavirus ook in Nederland opgedoken. Actuele informatie over het coronavirus vindt u op onze website onder Actuele informatie over het Coronavirus.

INFORMATIE OVER HET CORONAVIRUS.

HANDLEIDING VX GEBRUIKER

Je vorige login was op dinsdag 3 maart om 10:48.

Dossier zoeken

Ook op uit dienst getreden werknemers zoeken

UITGEBREID ZOEKEN

Agenda 5 maart

Er staan geen afspraken voor vandaag

NAAR AGENDA

Ontvangen taken

Te laat 1

NAAR TAKEN

Acties

Preventief Opvragen medische informatie Afspraak plannen

Rapportage Tijd schrijven Overzicht verrichtingen

Notitie Datakluis Verzuim melden

Herstel melden Zwangerschap melden Werknemer toevoegen

DialogXpert

André van de Beek
een berichtje - test Jansen, D. één minuut geleden

ALLE BERICHTEN

- You start by searching for the employee and then you click on this employee.

Dossier zoeken

trump

D. Jansen 121212 Testwerkgever 01-09-1948

UITGEBREID ZOEKEN

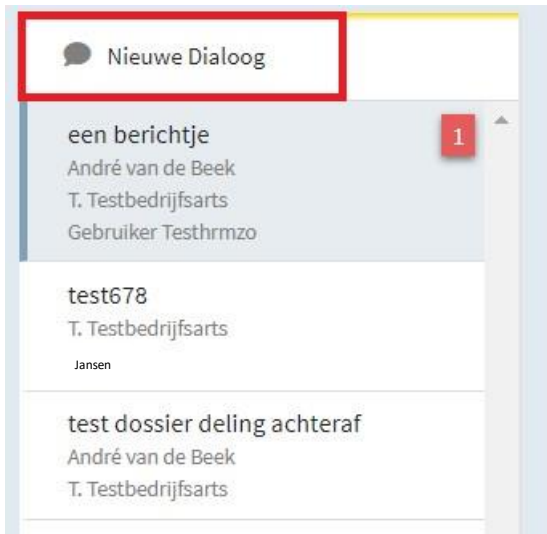
After this, click on the tab 'Berichten' (Messages)

Dossier: Trump, D

Rienks Groep > Testwerkgever > Afdeling X > Jansen, D.

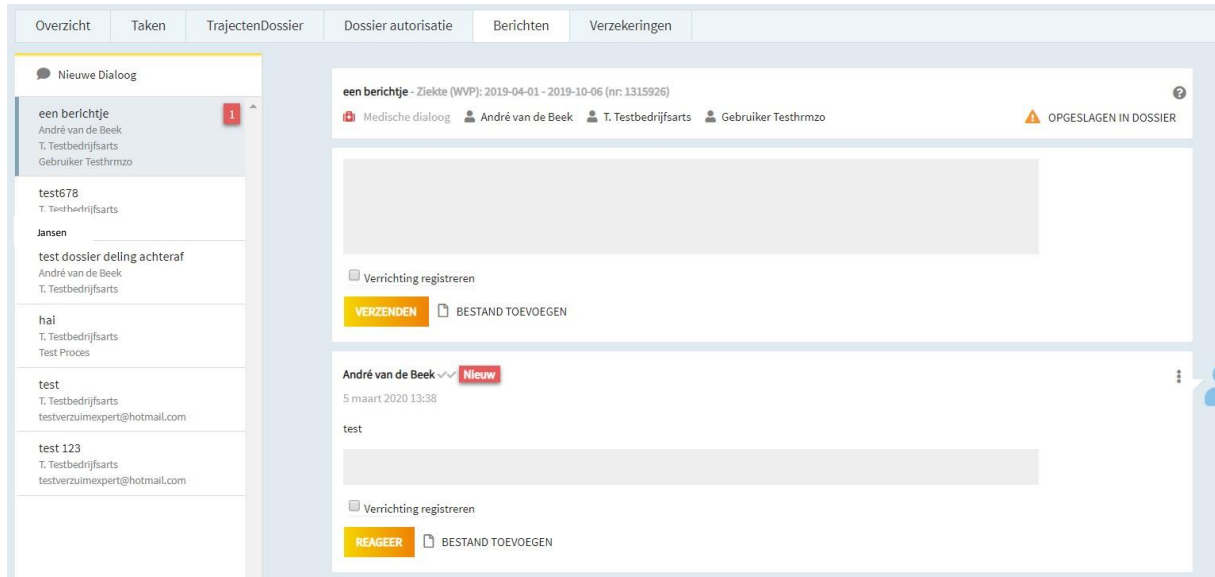
Overzicht Taken TrajectenDossier Dossier autorisatie **Berichten**

Then you enter the Dialogue screen. Then click on “Nieuwe Dialoog” (New Dialogue) in the bar on the left.



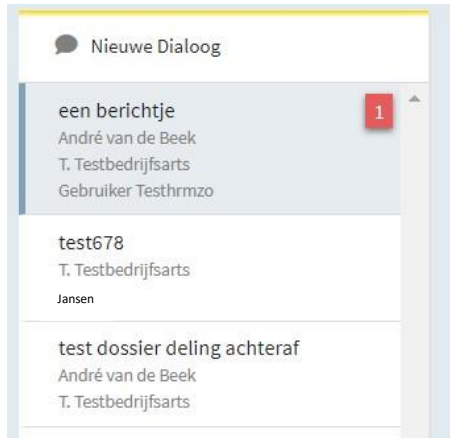
- A new dialogue screen opens. And on the right side you will also enter the message screen.

The Messages screen



A new message is denoted by the word “Nieuw” (New) (red block). You can write a comment in the same screen, but you can also address a new topic in the current conversation. In that case, use the text screen at the top.

On the left side of this Message screen you will see the column 'Nieuwe Dialoog' (New Dialogue), with all your messages (dialogs). These can be messages with employees, executives or professionals. Each message can have different participants. But these are only dialogues in which you as a participant or initiator are involved. DX works as an e-mail in this regard: if X sends an e-mail to Y, Z can never see this e-mail.



Starting a New Dialogue

Nieuwe dialoog

Onderwerp

Deelnemers

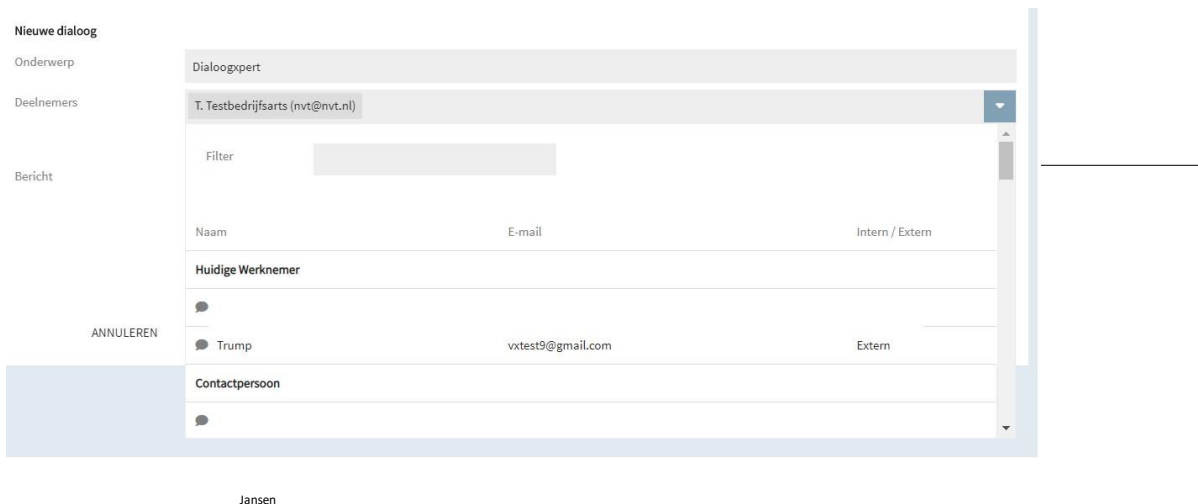
+ NIEUWE DEELNEMER TOEVOEGEN

Bericht

BESTAND TOEVOEGEN

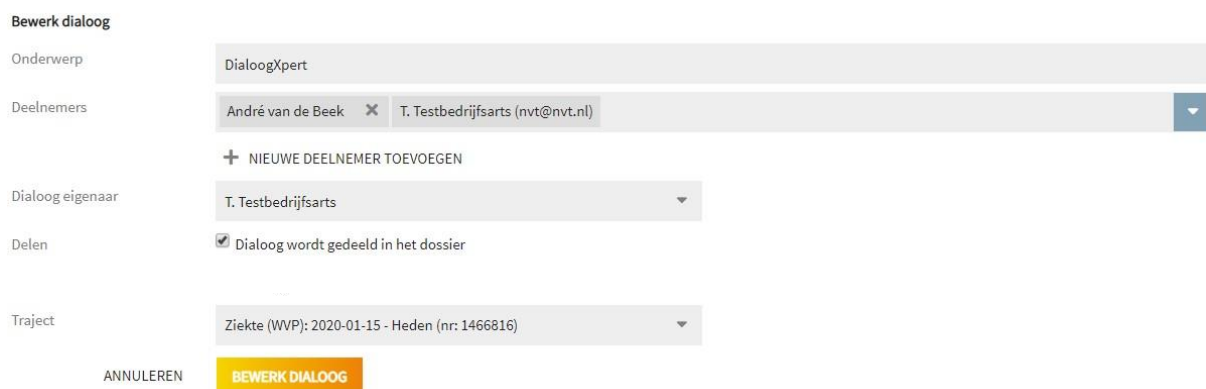
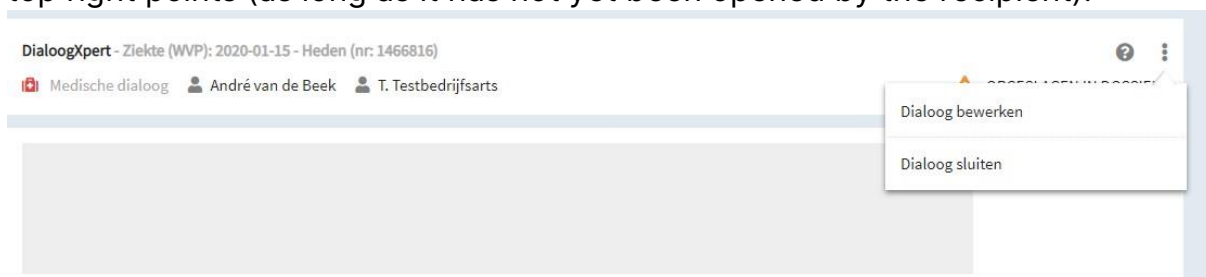
To add participants, click on the slider/ arrow for participants. Here you can search for participants whose data is already in XS. Think of the employee, employer and a colleague.

With the “+ nieuwe deelnemer toevoegen” (+ add new participant) you can add an external third party. This can be any email address.



Edit or close dialog

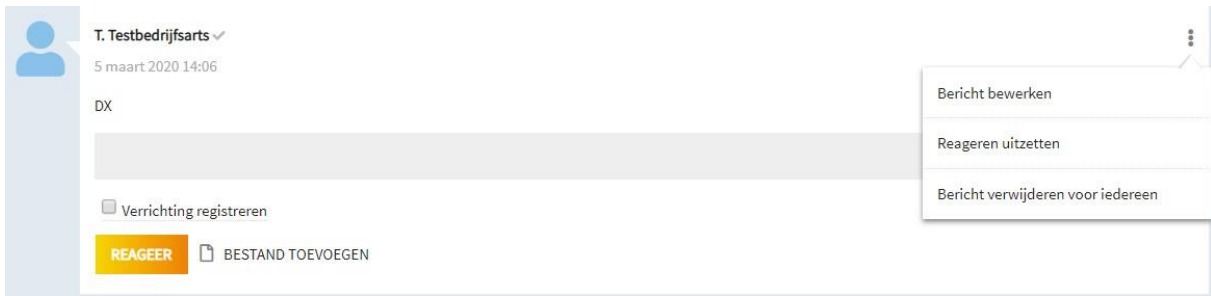
At the top of the Messages screen, you can edit and/or close the Dialog via the top right points (as long as it has not yet been opened by the recipient).



When you press on “Dialoog bewerken” (edit dialogue), you can add or remove participants as initiator of the dialogue and change the file registration and/or the process.

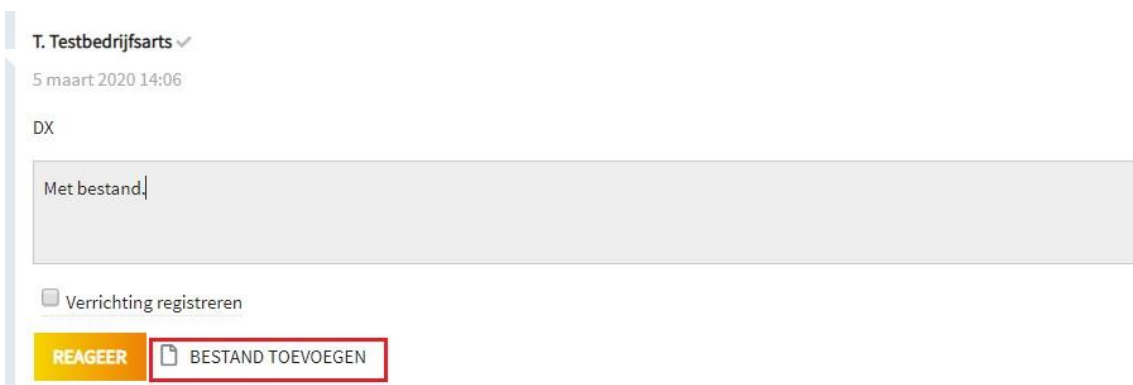
Edit or delete message

At the bottom of the screen, as the initiator of the message you can edit, delete or disable the ability to respond via the dots at the top right of a message (as long as it has not yet been opened by the recipient).

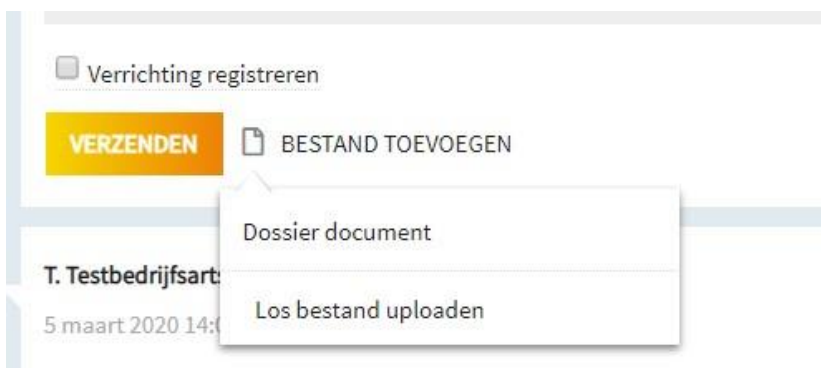








Sending documents

To send a document to the employee, you must send a message to the employee via the dialog screen and add the relevant file.



You can extract the file directly from XS without uploading or you can upload the file from your computer.



Spreekuurdocument selecteren						
Zoeken...    1 - 50 van 91 << < > >>						
Naam	Concept	Versie	Traject	Type	Datum	
SpreekuurDocument						Aantal 83
Oproepbrief CM	Definitief	1	VerzuimExpert - Ziekte (WVP): 15-01-2020 - Heden (nr: 1466816)	VoortgangsDossier	5 mrt 2020	
Begeleidend schrijven werknemer	Definitief	1	VerzuimExpert - Ziekte (WVP): 01-04-2019 - 06-10-2019 (nr: 1315926)	VoortgangsDossier	5 mrt 2020	
RAD Terugkoppeling 1e SU arts	Definitief	1	VerzuimExpert - Ziekte (WVP): 01-04-2019 - 06-10-2019 (nr: 1315926)	VoortgangsDossier	5 mrt 2020	

The employee and DX

As soon as an employee receives an initial message from DX, he is also asked to create an account for DX. With this account, all communication is now secured: with every message you send to this employee, he receives a message stating that a message is ready in his DX account.