



## CÚRAM INTELLIGENT EVIDENCE GATHERING™

*Cúram Intelligent Evidence Gathering™ automates the evidence gathering process by supporting self-service operations and providing scripted interview tools to reduce data entry and errors.*

Social enterprises involved in business transformation projects are in need of solutions for a new generation of caseworker, where reduced experience levels, increased turnover and higher customer service expectations are the norm. Cúram Intelligent Evidence Gathering™ addresses these challenges by supporting self-service operations, which reduce agency costs while improving customer service, and providing scripted interview tools to reduce data entry and errors.

One of the key tools in designing the new generation of systems is Cúram Intelligent Evidence Gathering (IEG). IEG allows supervisors and administrators to create and maintain flexible, question-and-answer based scripts to gather information relating to clients and cases. The guided question-and-answer style of evidence gathering steps caseworkers or clients through a set of questions, asking only those questions relevant to the clients' needs. Different paths are taken depending on answers given to prior questions. Question pages and conditional

---

*Using Cúram Intelligent Evidence Gathering, participants are prompted to answer only relevant questions rather than questions presented on a standard form.*

questions are displayed to the user based on defined preconditions and the answers provided on previous pages or within the same page.

## FEATURES OF CÚRAM INTELLIGENT EVIDENCE GATHERING

### Fully Configurable

The dynamic authoring tool provides social enterprises the ability to define interview questions, group them into logical sections, associate them with specific programs, and add branching logic to navigate and flow between the sections and pages, all without writing code. The information collected is returned electronically, eliminating the need for re-keying or scanning. When used along with Cúram for Citizen Self-Service, information collected online through client self-service activities such as screenings or online applications can be mapped to Cúram, to an agency's legacy system or to a form such as a PDF file.

Cúram Intelligent Evidence Gathering allows administrators to define and control all script elements; even the graphical elements of the user interface are configurable. Screens are dynamically created based on the scripts defined.

### User Friendly

The easy-to-use interface can be presented to the user in sections, accessible through a navigation bar or by simply progressing through the script. This gives users a better sense of where they are in the script and allows for script flexibility and re-use. Summary pages allow users to review, add and modify information in each section and progress bars graphically show how much of the script has been completed and how much remains.

Conditional questions and question groups can be hidden within a page, displaying to users only when the answers to other questions on the page indicate it is appropriate to do so.

## BENEFITS OF CÚRAM INTELLIGENT EVIDENCE GATHERING

- Supports the needs of less experienced caseworkers
- Simplifies and structures the evidence collection process, improving data quality and lowering the evidence rejection rate
- Supports customer self-service activities such as self-screening and online applications via the web
- Reduces transaction and implementation costs
- Data entered online can be mapped to Cúram, to an agency's legacy system or to a PDF
- Scripts dynamically adjust depending on the answers given, guiding users to relevant sections, pages and questions
- Offers context-sensitive help to assist user in entering correct information
- Dynamic authoring tool requires no coding and supports rapid creation of customer specific content

**FOR MORE INFORMATION, PLEASE VISIT [WWW.CURAMSOFTWARE.COM](http://WWW.CURAMSOFTWARE.COM)**