



Protect the Health and Safety
of Your Workforce

NetSuite Workforce Case Interaction



The NetSuite Workforce Case Interaction SuiteApp provides NetSuite customers with a quick and easy way to create and track cases of employees with an infected illness in the workforce. Authorized users can record in-person interactions manually, or those interactions can be surfaced automatically by analyzing NetSuite data to create a case. With a central place to record an infected employee's in-person interactions with co-workers, customers and vendors, organizations can protect the health and safety of their workforce.

Key Benefits

- Centralized place to manage and track in-person interactions of infected employees
- Administrators can control access, limiting who can run a trace or manage a case
- Quickly create an email distribution list to notify at-risk people
- Import or export contact information for additional analysis and reporting

Case Management

Create cases for infected employees and track all of their in-person interaction details within a specified time frame. Notes or file attachments can be added to the employee case record, and verified interactions discovered outside of NetSuite can be added to the case manually.

Notifications

When they're ready to communicate with other possibly affected members of the workforce, authorized users can automatically create an email distribution list of at-risk individuals.

Security and Privacy

Administrators assign access to users to control and limit who can perform a trace and manage a case.

Contact Tracing

The application will generate a list of potential interactions the infected employee had with other individuals based on the employee's location, time entry location, reporting structure, project team and NetSuite calendar events. With these trace results and the ability to log additional interactions, HR professionals or other authorized users can quickly respond and help limit the spread of contagious diseases to the rest of the workforce.

The screenshot shows the Oracle NetSuite interface for creating an Employee Case. The form is titled "Employee Case" and includes a navigation bar with "Save", "Cancel", and "Reset" buttons. The form is divided into several sections:

- Primary Information:** A section with instructions on how to use the form to track employee contact. It lists criteria for tracking, such as common location, time entry, reporting structure, and project-based relationships. A note states: "Please do not enter any personal or sensitive information into the notes. Oracle NetSuite does not guarantee the privacy of information entered into these notes."
- Case Information:** Fields for NAME (Dale Chandler), START DATE (4/1/2020), REPORTED DATE (5/5/2020), END DATE (4/20/2020), and CASE STATUS (Identifying Contacts).
- Employee Information:** Fields for EMAIL (dale.chandler@netsuite.com), PHONE ((555) 555-1010), MOBILE PHONE ((555) 555-6724), JOB TITLE (Software Engineer), SUPERVISOR (Kim Huffman), LOCATION (01: San Francisco), DEPARTMENT (Engineering), and SUBSIDIARY (Parent: United States).
- Interactions:** A section with tabs for "Interactions", "Notes", and "Files". A button labeled "Generate Possible Interactions" is visible.

At the bottom of the screenshot, a caption reads: "Create a new employee case or generate possible interactions from NetSuite data."