

DG Sanco

CONSUMER COMPLAINTS – REQUIREMENTS

V1.0

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25-05-2010	Eric Ngantchjon	1.0	Initial version of the document

Documents references

Name	Description
http://ec.europa.eu/consumers/strategy/docs/consumer-complaint-recommendation_en.pdf	Commission recommendation on the use of a harmonised methodology for classifying and reporting consumer complaints and enquiries

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1 INTRODUCTION

1.1 PURPOSE AND SCOPE OF THIS DOCUMENT

The purpose of this document is to give a description of the business requirements for the Consumer Complaints project.

This document is based on the Commission recommendation on the use of a harmonised methodology for classifying and reporting consumer complaints and enquiries (http://ec.europa.eu/consumers/strategy/docs/consumer-complaint-recommendation_en.pdf).

2 TERMINOLOGY

2.1 ABBREVIATIONS AND ACRONYMS

Abbreviation	Meaning
API	Application Programming Interface
GUI	Graphical User Interface
MS	Member State
EC	European Commission
EU	European Union
DB	Data Base
DG Sanco	Directorate General for 'Health and Consumers' (Direction Générale de la santé et des consommateurs)
OECD	Organisation for Economic Co-operation and Development
ETL	Extract, Transform, and Load

Table 1: Abbreviations and Acronyms

3 PURPOSE OF THE PROJECT

The main objective of the Consumer Complaints project is to establish a classification methodology for consumer complaints among Europe.

There are more or less 800 organizations handling consumer complaints in Europe.

The European Commission seeks a harmonization of the complaints data encoding and the collection of these complaints on a yearly basis.

The project has 2 sub modules: *data collection* and *reporting*.

Both data collection and reporting have also two sub parts as explained below.

Data collection

- *Data collection through the IT tool*, the Consumer Complaints centers will use an application provided by EC to submit their data. The organization will encode manually their data in the IT tool.

It is intended to small organizations which can not afford the development of their own application to communicate with DG Sanco.

- *Data collection through a direct call to XMLGate*, the Consumer Complaints centers will develop their own application to submit data.

It is intended to big centers which have their own database and can not re encode manually thousands of complaints in the IT tool.

Reporting

- *Reporting through the IT tool*, there will be a feature in the IT tool allowing the users to make queries on previously submitted complaints to DG Sanco. The organization will be able to search, based on some criteria, past complaints.
- *Reporting through OECD.stats*, DG Sanco B1 unit will publish consolidated data on submitted complaints by complaints organizations; and these scoreboards will be made available through a tool derived from *OECD.stats*.

4 ARCHITECTURE

4.1 USERS

There are 3 kinds of users involved in the project:

- *IT tool user*, the user who submits complaints through the IT tool; he will also be able to generate some reports through the IT tool.
- *System to system user*, the system user which submits complaints through a direct call to XMLGate web service.
- *DG Sanco B1 user*, the B1 unit user who will disseminate reports through *OECD.stats*.

4.1.1 IT TOOL USER

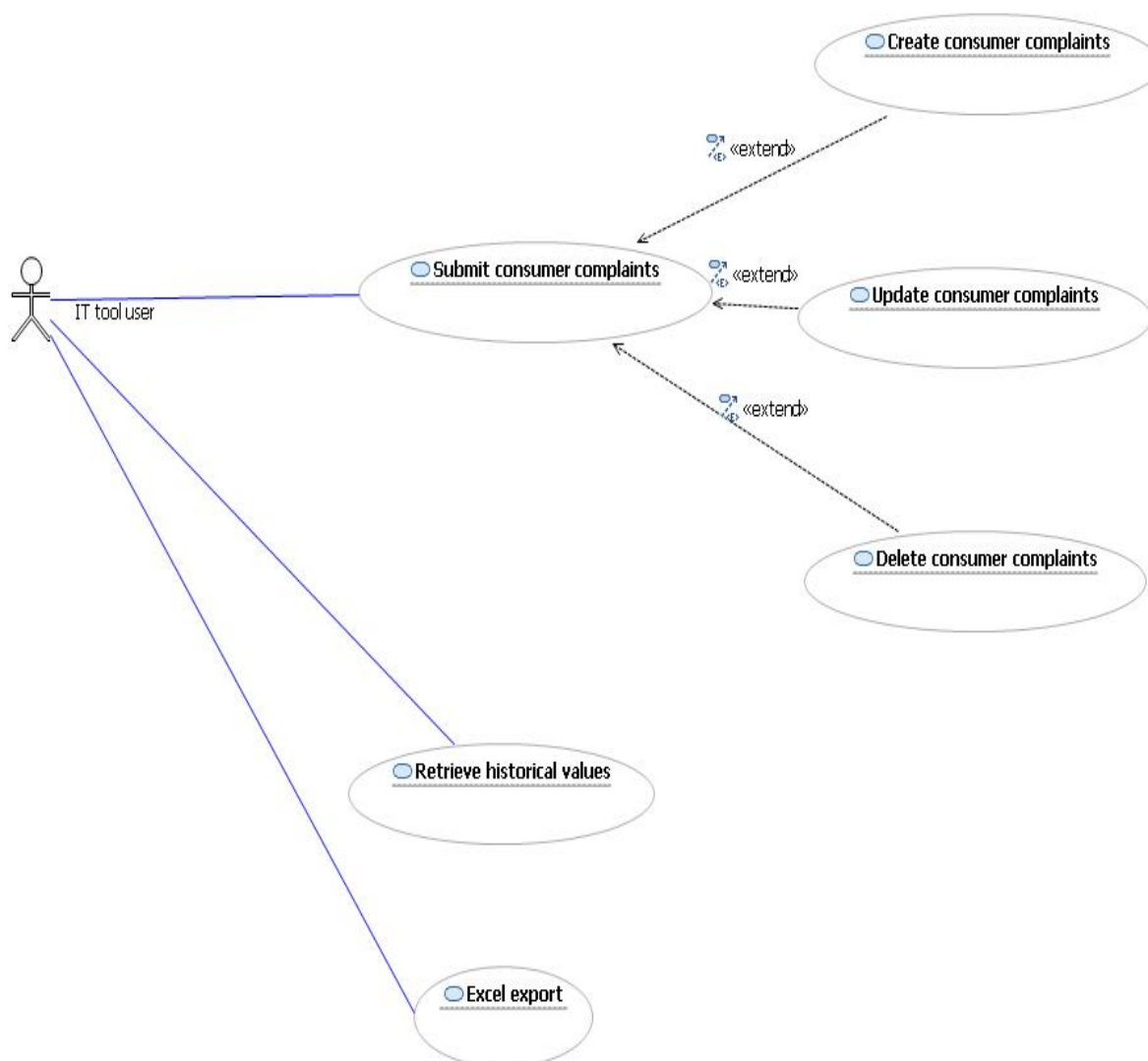


Figure 1: IT tool user – Use case

4.1.2 SYSTEM TO SYSTEM USER

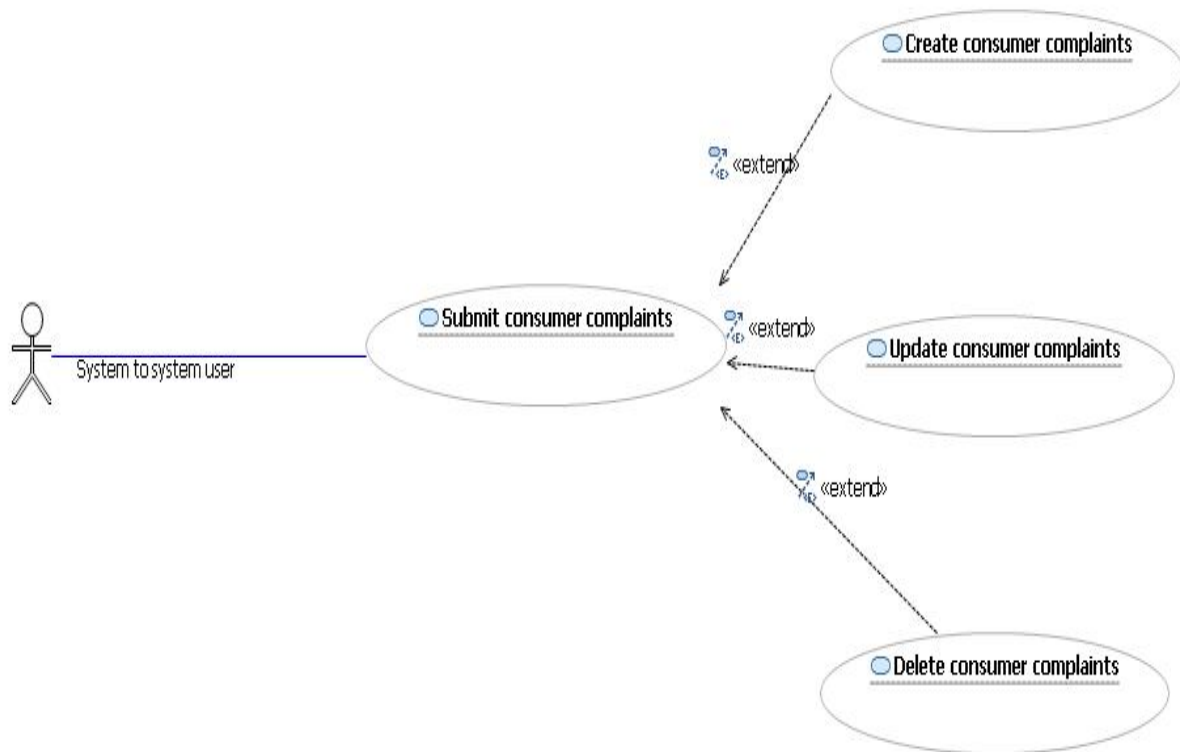


Figure 2: System to system user – Use case

4.1.3 DG SANCO B1 USER

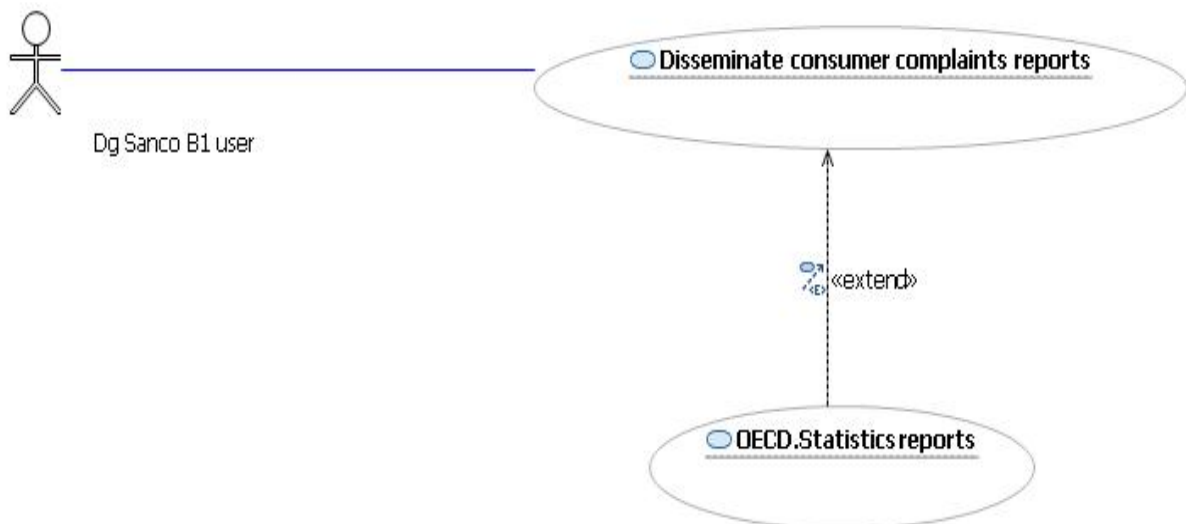


Figure 3: DG Sanco B1 user – Use case

4.2 DATA COLLECTION

4.2.1 ARCHITECTURE

The submission of consumer complaints data will be done through DG Sanco web service XMLGate.

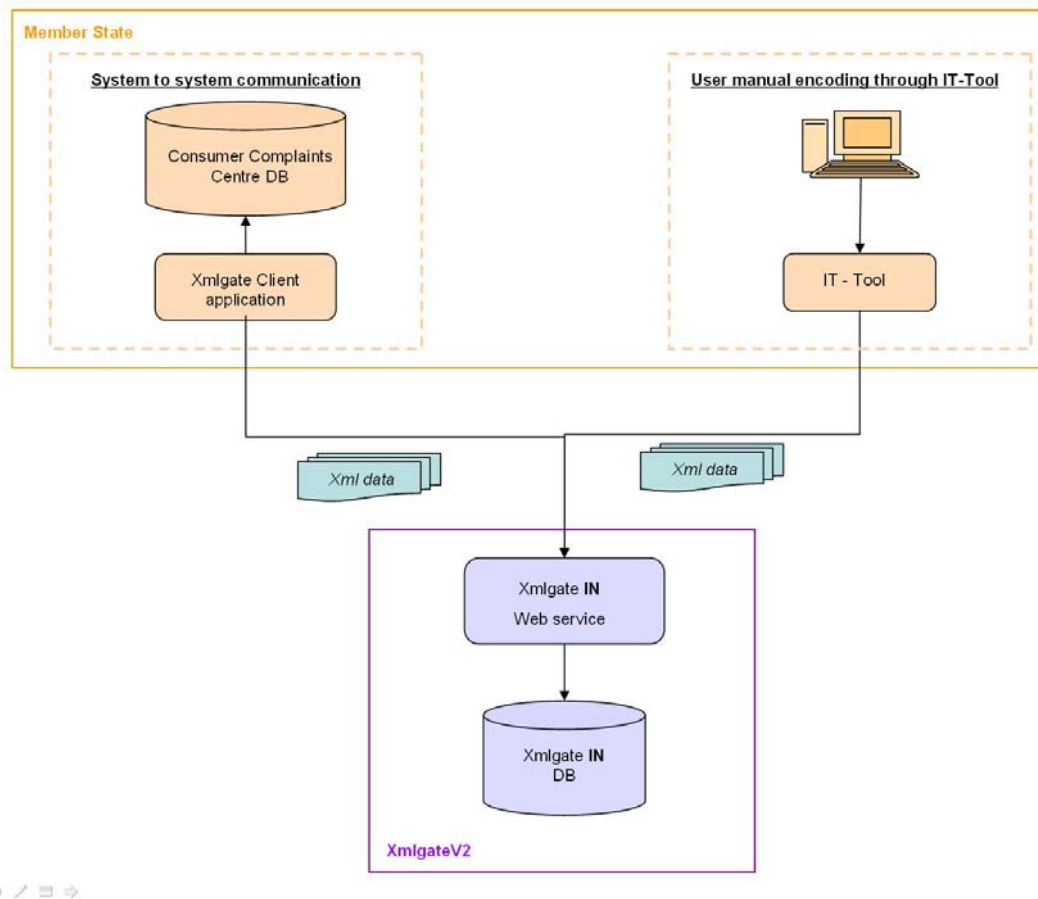


Figure 4: Consumer complaints – Submission process

There are 2 ways of submitting data: through the IT tool and system to system exchange.

4.2.2 IT TOOL SUBMISSION

The IT tool is an application which allows the Member States to submit manually their complaints data to the DG Sanco.

It is an application installed on a local computer in the Consumer Complaints centre; the user will have to record manually all the data to be sent to DG Sanco. Once the encoding is finished, the user clicks on a button and the IT tool sends the XML data to XMLGate web service.

The IT tool is intended to small Consumer Complaints centres which do not have a complex technical architecture and can't afford the development of their own web service architecture.

4.2.3 SYSTEM TO SYSTEM SUBMISSION

There are big Consumer Complaints centres which have their own framework and which can't record manually all their data in the IT tool because it would take quite a long time to encode manually thousands of complaints.

These Consumer Complaints centres will have to develop their own XMLGate client application; this application will extract new complaints from their database, generate the data in the right XML format and make a direct call to XMLGate web service.

4.3 REPORTING

4.3.1 IT TOOL REPORTING

The Consumer Complaints centres which use the IT tool will be able to get historical values of previously submitted data to XMLGate. That feature is imbedded in the IT tool application.

The search criteria used to extract historical values will be detailed in the technical analysis of the IT tool.

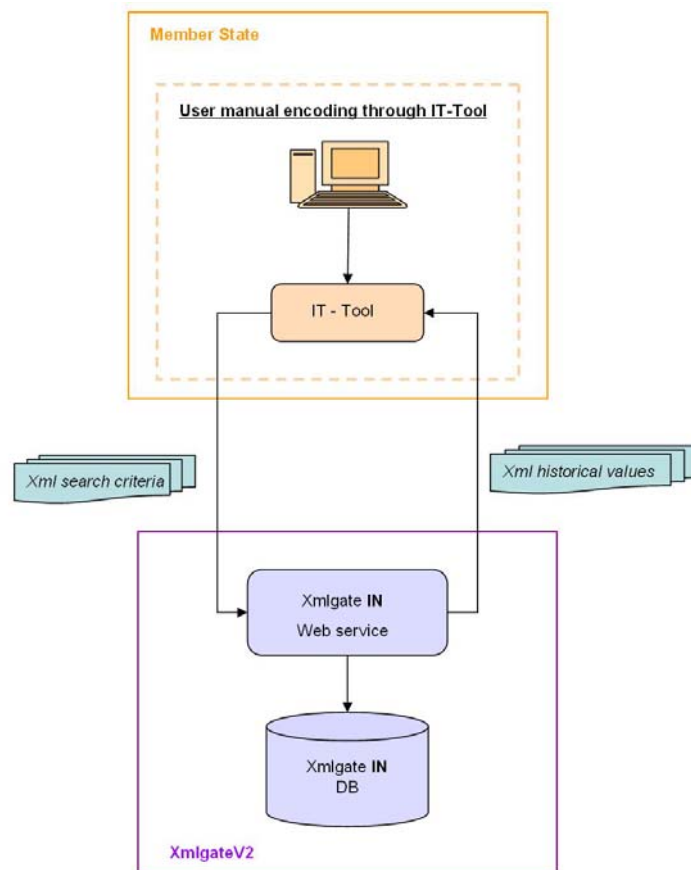


Figure 5: Consumer complaints – Search historical values

4.3.2 OECD.STATS REPORTING

The Consumer Complaints reports at DG Sanco will be done through OECD scoreboards.

Therefore, a DG Sanco application will:

- Extract Xml data complaints from XMLGate database and save them in a relational database.
- Export the Consumer Complaints data in the OECD.Statistics format.

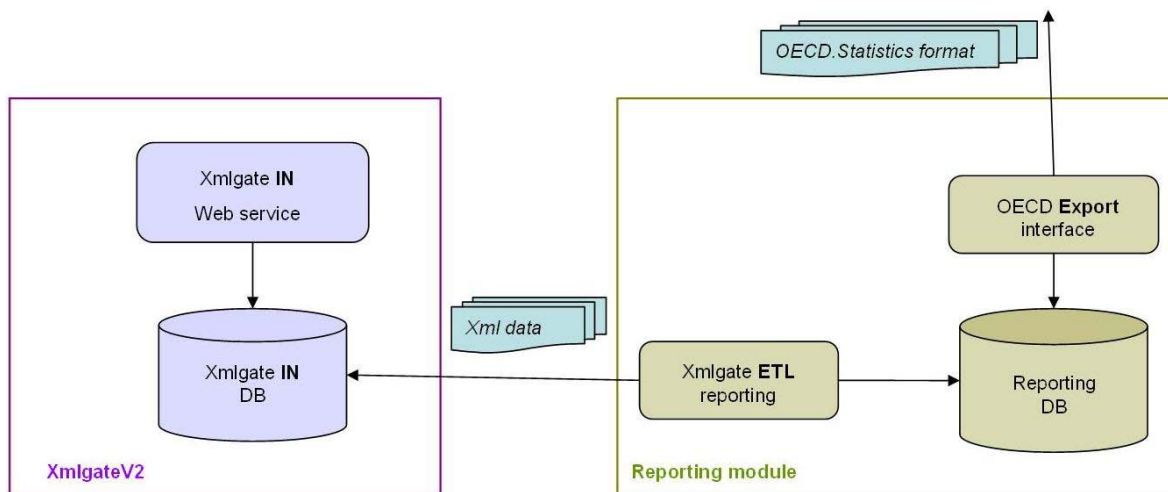


Figure 6: Consumer complaints – Reports architecture

5 XMLGATE WEB SERVICE

5.1 DESCRIPTION

The submission of Consumer Complaints data will be done through XMLGate web service application.

XMLGate is an existing DG Sanco framework service oriented that allows the submission of data from the M.S. to DG Sanco through web services and based on SOAP 1.2 protocol. The exchanged data has the XML format.

5.2 AUTHENTICATION AND AUTHORISATION

5.2.1 XMLGATE CREDENTIALS

The users who submit Xml data to XMLGate must be authenticated; thus the submitted Xml data must contain the XMLGate credentials (*login and password*).

The IT tool will embed the XMLGate credentials and the Consumer Complaints Centres which will use the IT tool won't have to care about XMLGate credentials as it will be automatically embedded in the IT tool.

The Consumer Complaints Centres which will develop their own XMLGate client will need to have in the submitted Xml data the XMLGate credentials.

The XMLGate credentials will be provided to the organisations by DG Sanco.

5.2.2 CONSUMER COMPLAINTS CENTRE CREDENTIALS

In order to avoid a Consumer Complaints centre to submit data of another centre, each organisation will be granted a unique organisation identification code.

And that organisation identification code will be present in the submitted Xml data, so that a check will be done before saving data in DG Sanco database.

Therefore, there will be at DG Sanco a database which will contain all the Consumer Complaints centres along with their unique organisation identification codes.

The organisation identification codes will be generated by DG Sanco and will be provided to the different Consumer Complaints centres.

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