

ERC utilise LAGAN (Customer Relationship Management system) to manage interaction with the public, whether in person, via telephone and/or online.

The *History* tab provides a breakdown of when the case was created - the type of interaction is recorded alongside date and time of initial interaction.

A record of action taken thereafter is also kept - action is assigned to a specific employee of ERC.

The screenshot displays the LAGAN Case Search interface. At the top, there is a search bar for 'Case Ref' with a dropdown menu and a search button. Below this is a table with columns: Case Ref, Title, Classification, Associated With, Created, Last Modified, SLA, and Task. A single row is visible with a red highlight, containing a redacted Case Ref, 'Fol Accountancy', 'FOI Fin Accountancy ...', a redacted Associated With, '23/02/21', '22/03/21', '23/03/21 11:49', and a dash for the Task.

Below the table, it says 'Rows Found:1'. There is a 'View: Custom View' dropdown. The main section is a detailed history table with columns: Type, Reported By, Description, Created by, and Create. The history table contains several rows of interactions, including 'Email In.', 'Agent Created Case', 'FOI Send Acknowledgement Letter. A task requiring...', 'FOI Issue Response Letter. A task requiring full respo...', 'Freedom of Information', 'Email attached.', 'Ack letter attached.', 'Response sent 22/03/21', and 'Agent Finished. Case Closed.. Closed date : 2021-03-...'. The 'Created by' column is redacted with a black box.

At the bottom, there is a 'Rows Found:0' label and a tabbed interface with tabs for 'Details', 'History', 'Events', 'eForms', 'Tasks', 'Interactions', 'Notes', and 'Links'. The 'History' tab is currently selected.