

Your Direct Link to All Client Resources

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For US Healthcare Professionals

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## Scientific Request Process

1 Ask a scientific or medical question about a Client product or service. You will be contacted within 5 business days by phone.

To speak to a medical team member, please call the Client National Service Center at 1-800-555-5555 between 8:00 AM to 7:00 PM ET.

2 All fields are required except for those labeled "Optional."

3 Phone:  Ext (Optional):

4

5 E-mail: jennifer.smith@gmail.com  
(Need to [update your e-mail address?](#))

6 What is the Nature of Your Request?

Choose One

Your Question:

7 Characters Remaining:

8 Best Time to Reach You:

Client response team hours are from 9:00 AM to 5:00 PM ET.

Check All

- Monday From:  To:
- Tuesday From:  To:
- Wednesday From:  To:
- Thursday From:  To:
- Friday From:  To:

### Adverse Event Reporting

If this is an emergency or you wish to report an adverse event with a specific Client product, please call the Client National Service Center at any time at:

**1-866-555-5555**

### E-mail Us a Product-Related Question

To ask a question about a client product, please visit [My Product Question and Answers](#) with Client Product Services.

## Design Annotations

Information tied to visitors' account profiles, such as Professional Designation, First Name, Last Name, etc., is stored in the system. This information can be sent to the appropriate recipients at Client along with the form submission.

1. **Required/Optional Fields:** A brief explanation of required/optional fields will be displayed. Required fields will be displayed in bold type. Optional field labels will be displayed in normal font weight, with "Optional" appearing within the label.

2. **Introductory Copy:** Concise but comprehensive introductory copy will be provided below the page title. This will briefly explain the purpose of the SRP request form.

3. **Field Labels:** Labels are top-aligned with form fields. User research has shown that top-aligned field labels are generally easier to read and scan than left or right-aligned field labels.

4. **Phone Number:** If visitors have previously provided a phone number, it should be stored in their profile, and therefore it should be pre-populated in the text field.

Phone:  Ext (Optional):

Because phone numbers are not required for registration, most visitors will likely see an empty field, which they are required to complete for submission of this form.

5. **Update E-Mail Address Link:** The visitor's e-mail address will always be displayed because it is stored in the account profile. A link to update the e-mail address should be displayed. E-mail address will always be displayed as fixed text and not an open form field.

6. **Nature of Your Request:** This dropdown menu will be pre-populated with the following choices:

- Grants / Exhibits
- Outcomes/Health Economics Statistics Information
- Contact by Client Research Laboratories
- Clinical Investigator / Site Evaluation Inquiry
- Presentation (Non-CME)
- Published or Unpublished Information
- Research Support (Funding / Materials)
- Other

An "Other" option should be provided in case visitors cannot find their option in the list.

7. **Dynamic Character Count:** As characters are entered into the text field, the counter updates to display the remaining characters. Visitors may enter up to 1000 characters, including spaces.

8. **Best Time to Reach You:** Visitors must indicate the best time that they can be reached. Business hours will be stated above this area. Interaction Design (IXD) specifications for this area are detailed later in this document.

9. **Adverse Event Reporting:** Information about Adverse Event Reporting is displayed, directing visitors to call the appropriate phone number if they wish to report an adverse event.

10. **My Product Question and Answers Callout:** A callout to the My Product and Answers section (within Client Product Services) is displayed. Placement of this callout will aid in directing visitors away from the SRP request form if they arrive there in search of the My Product and Answers form.



**Best Time to Reach You:**

*Client response team hours are from 9:00 AM to 5:00 PM ET.*

Check All

**Monday** From:  To:


**Tuesday** From:  To:

**Wednesday** From:  To:

**Thursday** From:  To:

**Friday** From:  To:

**1**

**2**  Please read our [Privacy Policy](#) to learn more about how Client protects your personally identifiable information.

**Design Annotations**

- 1. Submission Button Disabled:** The form submission button is disabled until all required fields are completed. When all required fields are completed (with properly formatted content), this button will become enabled. Disabling the button prior to form completion will prevent visitors from submitting a form that is incomplete or has errors.
- 2. Privacy Policy:** Links to the privacy policy are provided below the form submission button.



# “Best Time to Reach You” - Detailed Interaction Design (IxD)

1  Check All

Monday From: 9:00 am ET To: 5:00 pm ET

Tuesday From: 9:00 am ET To: 5:00 pm ET

Wednesday From: 9:00 am ET To: 5:00 pm ET

Thursday From: 9:00 am ET To: 5:00 pm ET

Friday From: 9:00 am ET To: 5:00 pm ET

2  Check All

3 4  Monday From: 9:00 am ET To: 5:00 pm ET

Tuesday From: 9:00 am ET To: 5:00 pm ET

Wednesday From: 9:00 am ET To: 5:00 pm ET

Thursday From: 9:00 am ET To: 5:00 pm ET

Friday From: 9:00 am ET To: 5:00 pm ET

5  Check All

Monday From: 9:00 am ET To: 5:00 pm ET

Tuesday From: 9:00 am ET To: 5:00 pm ET

Wednesday From: 9:00 am ET To: 5:00 pm ET

Thursday From: 9:00 am ET To: 5:00 pm ET

Friday From: 9:00 am ET To: 5:00 pm ET

6  Check All

Monday From: 3:00 pm ET To: 4:00 pm ET

Tuesday From: 9:00 am ET To: 3:30 pm ET (30 mins)

Wednesday From: 9:00 am ET To: 4:00 pm ET (1 hr)

Thursday From: 9:00 am ET To: 4:30 pm ET (1.5 hrs)

Friday From: 9:00 am ET To: 5:00 pm ET (2 hrs)

7  Check All

Monday From: 3:00 pm ET To: 4:00 pm ET

Tuesday From: 3:00 pm ET To: 4:00 pm ET

Wednesday From: 9:00 am ET To: 5:00 pm ET

Thursday From: 9:00 am ET To: 5:00 pm ET

Friday From: 9:00 am ET To: 5:00 pm ET

8  Uncheck All

9  Monday From: 9:00 am ET To: 5:00 pm ET

Tuesday From: 9:00 am ET To: 5:00 pm ET

Wednesday From: 9:00 am ET To: 5:00 pm ET

Thursday From: 9:00 am ET To: 5:00 pm ET

Friday From: 9:00 am ET To: 5:00 pm ET

10  Check All

Monday From: 9:00 am ET To: 5:00 pm ET

Tuesday From: 9:00 am ET To: 5:00 pm ET

Wednesday From: 9:00 am ET To: 5:00 pm ET

Thursday From: 9:00 am ET To: 5:00 pm ET

Friday From: 9:00 am ET To: 5:00 pm ET

### 1. General Notes:

- By default, all items within the “Best Time to Reach You” area are not selected.
- In order to submit the form, at least one day of the week must be selected.

2. **Selecting a Single Day:** To select a single day, visitors may check a box associated with any day of the week. Doing so will enable all fields associated with that day of the week (the “From... To” fields).

3. **Disabled Fields Become Active Upon Visitor Interaction:** By default, the “From... To” fields appear disabled until the corresponding day of the week is selected. Once a day of the week is selected, these fields will appear enabled.

However, visitors are not required to select a day of the week to interact with its “From... To” fields. Once visitors interact with a “From... To” field, all fields associated with that day of the week will appear active, and the corresponding day’s checkbox will be selected.

4. **“From... To” Fields:** Business hours for the Client response team are 9:00 am to 5:00 pm EST. Therefore the dropdown menus will only allow visitors to set timeframes between 9:00 am and 5:00 pm EST.

The start and end times of the “From... To” fields will default to 9:00 am and 5:00 pm respectively.

5. **Dropdown Menus:** Dropdown menus will list values in 30 minute increments. By default, dropdown menus will be set to a duration of one hour. When a start time is selected in the “From” field, the “To” field will immediately update to one hour later. After indicating a start time, visitors may then change the end time to adjust the duration.

6. **End Time Drop-Down:** Choices in the “To” dropdown menu will be populated based upon the specified time in the “From” field. In this example, 3:00 pm is chosen in the “From” field. Therefore, choices in the “To” field begin with 3:30 pm. Values in the “To” field should not precede the selected value in the “From” field. This will prevent users from entering erroneous timeframes (timeframes with an end point prior to a start point).

Choices in the “To” field will display the timeframe duration in relation to the start time listed in the “From” field. In the example illustrated here, 3:00 pm is selected in the “From” field. The timeframe duration, based on 3:00 pm, is indicated with each selection within the “To” field. 3:30 pm has a timeframe of 30 minutes, 4:00 pm a timeframe of one hour, and so on.

Note that this list stops at 5:00 pm, because business hours for the Client response team end at 5:00 pm.

7. **Selection of Individual Days:** When a visitor selects an individual day, then selects an additional day, the default timeframe of the additional day should match the timeframe of the previous day. In this example, a visitor has indicated 4:00 pm to 4:30 pm availability for Monday. When Tuesday is checked, the dropdown menus default to the same timeframe. This rule should apply even if the visitor selects non-sequential days. For example, if a timeframe is set for Friday and Tuesday is then selected, Friday’s timeframe should be pre-populated in the dropdown menus.

8. **Check/Uncheck All Functionality:** Visitors can check all days of the week by checking the “Check All” checkbox. At this point all days become checked, and the check/uncheck all function label changes to “Uncheck All” (this label will dynamically toggle to reflect the action that visitors can take to change the selection). Visitors can then select “Uncheck All” to uncheck all days, at which point the label dynamically changes to “Check All.”

Note that selecting individual days does not affect the check/uncheck all function. For example, assume that all days are unchecked, and the function label reads “Check All.” If visitors select several days, the label still reads “Check All.” If visitors then check all days, then check the “Check All” function, all days remain checked, and the label updates to read “Uncheck All.”

9. **Timeframe Set to 9:00 am EST – 5:00 pm EST When Check All is Used:** When all items are selected via “Check All,” the dropdown timeframes update to reflect 9:00 am to 5:00 pm. It is assumed that a visitor’s timeframe availability is flexible if he or she indicates availability for all five days of the week.

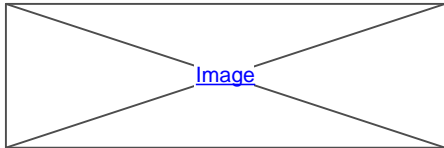
10. **Uncheck All:** When the Check All functionality is used, then Uncheck All functionality is applied, all items become unchecked, and the the dropdowns then appear disabled.



Client Tagline and Logo Displayed Here

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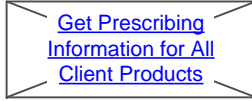


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## Scientific Request Process

Ask a scientific or medical question about a Client product or service. You will be contacted within 5 business days by phone.

To speak to a medical team member, please call the Client National Service Center at 1-800-555-5555 between 8:00 AM to 7:00 PM ET.

All fields are required except for those labeled "Optional."

**1 Phone:**  Ext (Optional):

Please provide a valid 10-digit phone number with the area code included.

**E-mail:**  
jennifer.smith@gmail.com  
(Need to [update your e-mail address?](#))

**What is the Nature of Your Request?**

**Your Question:**

Characters Remaining:

**Best Time to Reach You:**  
Client response team hours are from 9:00 AM to 5:00 PM ET.

Check All

<input checked="" type="checkbox"/> <b>Monday</b>	From: <input type="text" value="9:00 am ET"/>	To: <input type="text" value="5:00 pm ET"/>
<input type="checkbox"/> <b>Tuesday</b>	From: <input type="text" value="9:00 am ET"/>	To: <input type="text" value="5:00 pm ET"/>
<input type="checkbox"/> <b>Wednesday</b>	From: <input type="text" value="9:00 am ET"/>	To: <input type="text" value="5:00 pm ET"/>
<input type="checkbox"/> <b>Thursday</b>	From: <input type="text" value="9:00 am ET"/>	To: <input type="text" value="5:00 pm ET"/>
<input type="checkbox"/> <b>Friday</b>	From: <input type="text" value="9:00 am ET"/>	To: <input type="text" value="5:00 pm ET"/>

### Adverse Event Reporting

If this is an emergency or you wish to report an adverse event with a specific Client product, please call the Client National Service Center at any time at:

**1-866-555-5555**

### E-mail Us a Product-Related Question

To ask a question about a client product, please visit [My Product Question and Answers](#) with Client Product Services.

### Design Annotations

**1. Error Handling:** All errors should be displayed using client-side techniques. Upon entering invalid content into a field and moving focus away from that field, an error message should appear. Any error messages should be located directly above the corresponding field, with the field and its label highlighted in some way.

In terms of error highlighting, we recommend outlining erroneous fields with a red border, and highlighting the corresponding field labels in the color red.

All error messages should be informative and understandable to visitors, written in common language that communicates well to an audience with no technical knowledge. The error message in this example indicates the error and provides instruction for correcting it.

If there are errors within the form fields, the submission button should be disabled until they are corrected.

#### Phone fields should be validated to ensure that:

- 10 numbers have been entered (if fewer or more than 10 numbers are entered, an error message should appear)
- Alpha characters and special characters such as &, %, (, ), and - may be entered (the system will strip them out and retain the numbers after form submission)

#### Additional fields should be validated as follows:

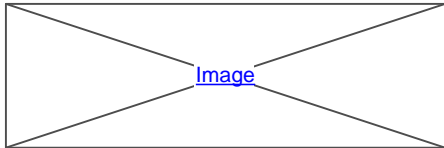
- What is the Nature of Your Request? – Visitors must choose one option
- Your Question - Should be validated to ensure that at least one character has been entered
- Best Time to Reach You - Validated to ensure that at least one day is selected



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## 1 Thank You For Submitting Your Question

Your question has been forwarded to the Scientific Request Process and you will receive an e-mail confirmation shortly.

2 You will be contacted within 5 business days at the phone number you provided.

- 3 [Return to Form to Submit a New Question](#)
- [View all ClientServices Clinical Resources](#)

### Design Annotations

**1. Thank You Message:** Upon successfully completing and submitting a form, visitors will be directed to a confirmation page, informing them of successful submission. An appropriate thank you message should appear.

Copy on this page should indicate that visitors will be receiving an email confirmation shortly after form submission.

The email confirmation should serve as an overall record of what the visitor submitted. It should do the following:

- Confirm form submission
- Reiterate the information submitted by the visitor (Phone number, best time to be reached, etc.)
- Indicate that the visitor will receive a phone call response within 5 business days

Client has supplied the following copy to be included in the confirmation email:

[Subject Line:] Scientific Request Process Question Notification

We have received your request for information. Your question has been forwarded to the Scientific Request Process. You will be contacted within 5 business days at the phone number you provided.

To report an adverse event or you have an urgent need for information about a Client product, please call the Client National Service Center at 1-866-555-5555.

**2. Informative Copy:** Visitors should be informed of what to expect, i.e. a call placed to them within 5 business days.

**3. Additional Options:** It is best practice to provide visitors with "next steps" after the completion of a process. Here visitors are presented with options to return to Clinical Resources or return to the form.