

Design questions

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Design questions help to define selection of features by designers of ODR platforms. According to the design selection, list of forms corresponding to the selection will be identified according to the [User Guidelines] .

Design question	Option variables	Notes
Does the platform enable legal representation? C+R	Yes	
	No: no legal representatives sub-process; no legal representatives in any form	Applies to all the forms, not just to complaint and response
In which languages the platforms operates?	List of selected languages;	
	Prepare new language?	Link to design process for localization of everything in a new language
What types of cases the platform helps to resolve?	List of selected types of cases	
	Prepare new type of case?	
In which fields / sectors the platforms specializes?	List of selected fields / sectors	
	Add new field/sector?	
Is it possible to have one's own forms?	Yes	Link to design process for generating one's own forms including branding
	No	
How many JOs are possible to decide cases on the platform?	List of options for JOs to form a senate / panel	
Are JOs selected by the parties?	No:	
	Yes. Selection included in the forms.	Link to JO selection process by the parties
What forms of communication are possible on the platform?	Only online communication	No paper communication lines in the forms

	Online and paper communication	
Who prepares first proposal of resolution?	Complainant	Lines on the options for resolution in the Complaint, not in Response
	Respondent	Lines on the options for resolution in the Response, not in Complaint
When does the decision becomes effective on the platform?	Only selected option(s) appear on the forms	
Are appeals available on the platform?	Yes	
	No	
What procedures are available on the platform?	videoconferencing; physical hearing; etc.	
What enforcement options are being used on the platform?	Automatic implementation; monitoring implementation; etc.	
Add new design question		
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