

Oracle Financial Services: Alert Management User Guide

Release 6.1
December 2011



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Alert Management User Guide

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What's New in this Release

This section identifies updates in the *Oracle Financial Services Alert Management User Guide*, Release 6.1 and addresses the following new features:

New Features

The 6.1 release of the Oracle Financial Services Alert Management application provides the following new features and support the following functionality:

- Defining authorization model in a database instead of an LDAP repository.
- Administration user interface to configure user and permission management.
- Printing of all comments related to case actions and stand-alone comments.
- On-screen notifications that require user's attention.
- Home page that shows priority case and alerts lists and role driven AML and Fraud Analytics reports.
- Views to quickly access pre-defined set of canned case and alert queries.
- General Overview and Metrics in the alert and case list UI so that the user need not drill-down into the case or alert to review key details. This also provides customers an opportunity to configure the case or alert list screen, such that, additional field details are included without requiring to scroll horizontally.
- Search and Advanced search functions.
- Three new categories of reports: Trading Compliance and Brokerage Compliance, and Energy and Commodity Trading Compliance.
- The Entity Search and Transaction Entity Search reports for AML, Trading Compliance, Brokerage Compliance and Fraud reports sections.
- The Trade Execution and Order Entity Search reports for TC and BC Reports section.

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About this Guide

This guide explains the concepts behind the Oracle Financial Services Behavior Detection Platform™, Release 6.1, and provides step-by-step instructions for navigating the Oracle Financial Services Web pages, analyzing alerts, acting on alerts, researching the business information. This chapter focuses on the following topics:

- Who Should Use this Guide
- How this Guide is Organized
- Where to Find More Information
- Conventions Used in this Guide

Who Should Use this Guide

The *Oracle Financial Services Alert Management User Guide*, Release 6.1 is designed for the following users:

- **Analyst:** This user works on the alerts within the application frequently. This user's specific role (that is, Analyst I, Analyst II, or Analyst III) determines what this user can see and do within the application.
- **Supervisor:** This user works on the alerts within application on a daily basis and is typically a higher level Analyst or Compliance Officer.
- **Executive:** This user may not be involved in the day-to-day analysis of alerts, however, this user can view many areas within the application and can perform only a limited set of actions.
- **Auditor:** This user has broad viewing rights within the application however, can perform a limited set of actions based on the user's role (that is, Internal Auditor or External Auditor).

How this Guide is Organized

The *Oracle Financial Services Alert Management User Guide*, Release 6.1, includes the following sections:

- Chapter 1, *About Oracle Financial Services Behavior Detection Platform*, provides an overview of Oracle Financial Services, how it works, and what it does.
- Chapter 2, *Getting Started*, includes instructions on how to configure your system, access Oracle Financial Services, and exit the application.
- Chapter 3, *About Oracle Financial Services Alert Management' Web Pages*, explains common elements of the interface.
- Chapter 4, *Monitoring Alerts*, explains the Alerts workflows.
- Chapter 5, *Working with Trusted Pairs and Suppression Rules*, provides instructions for managing suppression rules and trusted pairs.
- Chapter 8, *Navigating Tabs*, explains the tab pages of the application.
- Chapter 6, *Working with Trade Blotter*, explains analysis on the trades.
- Chapter 7, *Working with Regulatory Reporting*, explains the high-level information on the Regulatory Reporting (RR).
- Chapter 11, *Generating Interactive Analytic Reports*, describes the Interactive Analytic reports available in Oracle Financial Services.
- Chapter 9, *Acting on Alerts*, explains the actions you can take on alerts.
- Chapter 12, *Setting User Preferences*, explains the actions you can take on alerts.
- Chapter 10, *Creating an Alert*, explains how to search for business data and create alerts.
- Appendix A, *Message Pages*, explains error and status pages that are not directly related to the business function of the application.
- Appendix B, *Business Tabs*, identifies the possible business tab pages that Oracle Financial Services displays for a specific scenario class, focus type.
- Appendix C, *Trade Blotter List Component Matrix*, list trade blotter components in the Oracle Financial Services Alert Management application.
- The *Index* provides an alphabetized cross-reference list that helps you locate information quickly.

Where to Find More Information

For more information about the Oracle Financial Services Behavior Detection Platform, refer to the following documents:

- *Oracle Financial Services Behavior Detection Platform Administration Guide*
- *Oracle Financial Services Behavior Detection Platform Administration Tools User Guide*
- *Oracle Financial Services Behavior Detection Platform Configuration Guide*
- *Oracle Financial Services Behavior Detection Platform Data Interface Specification*
- *Oracle Financial Services Behavior Detection Platform FSDM Reference Guide, Vol.1, Business Data*
- *Oracle Financial Services Behavior Detection Platform FSDM Reference Guide, Vol.2, Mantas Data*
- *Oracle Financial Services Behavior Detection Platform FSDM Reference Guide, Vol.3, Case Management*
- *Oracle Financial Services Behavior Detection Platform Installation Guide*
- *Oracle Financial Services Behavior Detection Platform Release Notes*
- *Oracle Financial Services Anti-Money Laundering Technical Scenario Descriptions*
- *Oracle Financial Services Fraud Detection Technical Scenario Descriptions*

To find more information about Oracle Financial Services and our complete product line, visit our Web site www.oracle.com/financialservices.

Conventions Used in this Guide

Table 1 provides the conventions used in this guide.

Table 1. Conventions Used in this Guide

This convention . . .	Stands for . . .
<i>Italics</i>	<ul style="list-style-type: none">● Names of books as references● Emphasis● Substitute input values
Bold	<ul style="list-style-type: none">● Menu names, field names, options, button names● Commands typed at a prompt● User input
Monospace	<ul style="list-style-type: none">● Directories and subdirectories● File names and extensions● Code sample, including keywords and variables within text and as separate paragraphs, and user-defined program elements within text
<Variable>	<ul style="list-style-type: none">● Substitute input value

About Oracle Financial Services Behavior Detection Platform

The purpose of the Oracle Financial Services Behavior Detection Platform is to help your firm to detect and investigate behaviors of interest.

This chapter covers the following topics:

- Oracle Financial Services Behavior Detection Platform
- Scenario Classes
- Alerts
- Correlation
- Workflows
- User Privileges
- Security within Oracle Financial Services Behavior Detection Platform
- Calculating Risk

Oracle Financial Services Behavior Detection Platform

Oracle Financial Services Behavior Detection Platform uses sophisticated pattern recognition techniques to identify behaviors of interest, or *scenarios*, that are indicative of potentially interesting behavior. A *pattern* is a specific set of detection logic and match generation criteria for a particular type of behavior. These behaviors can take multiple representations in a firm's data.

The software detects behavior that matches the logic and criteria defined by specific patterns. When one or more data records equal a scenario's pattern of behavior, a *match* is created. Records that contribute to the exhibition of the behavior are associated to the match as *matched records* and display in the Oracle Financial Services Behavior Detection Platform as building blocks. The entity that is responsible for the behavior of interest is considered the *focus* of the match. Examples of focus types are account, execution, correspondent bank, and employee.

Oracle Financial Services Behavior Detection Platform generates an *alert* to package one or more matches for analysis and action. If multiple matches are found that are closely related for the same focus (that is, instances of similar behaviors by the same entity), the matches can be combined to create a single alert, herein referred to as a multi-match alert, to help the analysis of the found behaviors.

Scenarios representing related business problems are grouped into scenario classes. Scenario classes are categories of behaviors or situations that have common underlying characteristics.

Depending on your deployment, one or more of the following solution sets are available: Anti-Money Laundering (AML) and Fraud (FR), Trading Compliance (TC), Broker COmpliance (BC), and Energy and Commodity Trading Compliance (ECTC).

Oracle Financial Services Behavior Detection Platform UI

The pages that are available within the Oracle Financial Services Behavior Detection Platform User Interface (UI), the fields on those pages, and the actions you can take are based on your firm's deployment of the product. There is a base set of pages that displays for all alerts (for example, the Alert Data tab pages).

The Alert Data tabs consist of Details, Disposition, Financials, Correlations, Relationships, Narrative, Evidence and Audit tabs. These tabs display information pertaining to the focus of the alert and the entities related to the focus in relation to the firm's most recent data submission.

In addition to the Alert Data tab pages, Business Data tab pages are conditionally displayed, based upon the focus and scenario class of the alert. The contents of the Business Data tab pages are also based on scenario class.

Scenario Classes

The Oracle Financial Services Behavior Detection Platform detection modules are divided into scenarios that typify specific types of business problems or activities of interest. The scenarios within Oracle Financial Services Behavior Detection Platform are grouped into scenario classes that represent categories of behaviors or situations that have common underlying characteristics. The scenario class dictates the action choices available and the data that is displayed to you while an alert is processing.

Alerts

Oracle Financial Services Behavior Detection Platform detects potentially problematic behaviors by identifying patterns in data and generating alerts. An *alert* is a unit of work in which a focus appears to have exhibited a behavior of interest, along with the supporting information. Alerts can be generated from a pattern matching specific source events, a sequence of events, trends, conditions, or context. An alert is not necessarily tied to an event but rather to the behavior of a focus. An alert is a record of one or more pattern matches in a detection run, which is a signal for further investigation.

Oracle Financial Services Behavior Detection Platform routinely generates alerts as determined by the configuration of the application in your environment, typically nightly, weekly, monthly, and quarterly. Alerts can be automatically assigned to an individual or group of users and can be reassigned by a user.

Oracle Financial Services Behavior Detection Platform matches data against defined patterns, which are defined through the use of scenarios. When the data matches a pattern, an alert is generated to advise the user of a potentially interesting activity. The data that matches the pattern is based on various focuses such as a bank or an account.

Alert Statuses

An alert's status can change in two ways:

- By an eligible user viewing the alert
- When an action is taken on the alert

While some actions can be taken automatically by the application that changes status, this section focuses on the manual actions you take that cause an alert's status to change.

If you access the Alert Details page of an alert with the status of New, and the alert is owned by a user group of which you are a member, the alert status is changed to Open through the Alerts workflow. However, ownership of the alert will only transfer to you if your firm's installation is configured to allow for Alert Inheritance (the transfer of ownership of a New alert to an authorized user).

During the process of closing an alert, several actions can be taken on the alert. Refer to Chapter 9, *Acting on Alerts*, on page 163, for details on how to take these actions.

Note: You can only take actions on alerts that you are authorized to view. Oracle Financial Services Behavior Detection Platform determines your ability to take action on alerts based on your role.

Table 2 lists the alert status and the events that cause the status to change.

Table 2. Alert Status Descriptions

Status	Description
New	The application has generated an alert, and the owner has not yet viewed the alert detail information.
Open	An owner has viewed the alert detail information.
Follow-up	An authorized user has set a date when additional information needed to aid in the analysis of the alert must be received.
Reassigned	An authorized user has assigned the alert to another owner, and the new owner has not yet viewed the details of the alert.
Closed	An authorized user has taken a closing action, or the alert is auto-closed or auto-suppressed by the application because it meets your firm's criteria for auto-closing.
Reopened	An authorized user has opened an alert that had previously been closed, and the owner has not yet viewed the reopened alert.

Figure 1 identifies events that can change the status of an alert as it moves throughout an organization.

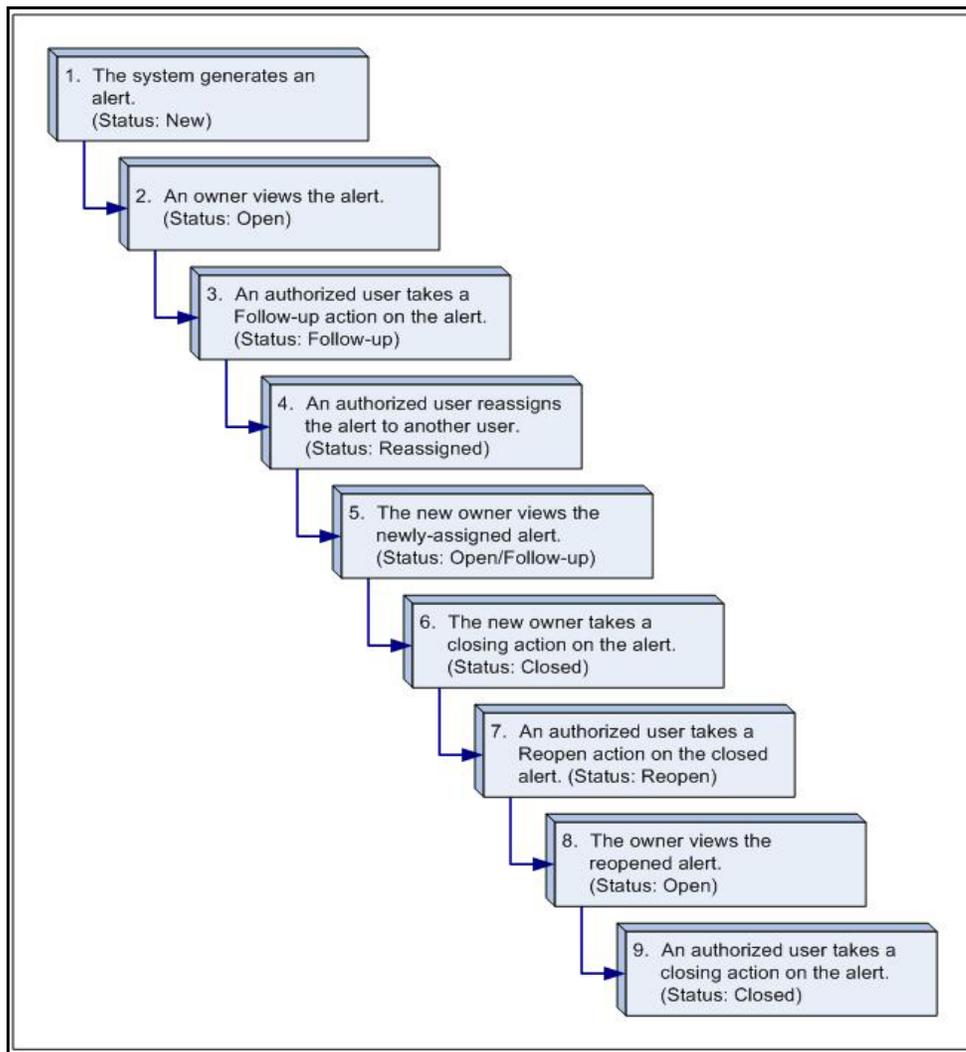


Figure 1. Potential Life Cycle of an Alert

Table 3 provides a high-level walk-through of an alert's typical life cycle.

Table 3. Alert Life Cycle Walk-Through

Types of Actions	Alert Status
1. Application generates an alert.	New
2. An owner views the alert.	Open
3. An authorized user takes a Follow-up action on the alert.	Follow-up
4. An authorized owner reassigns the alert to another user or closes the alert, and in that case skip to Step 6.	Reassigned
5. The new owner views the newly assigned alert.	Open/Follow-up
6. An authorized user takes a Closing action on the alert.	Closed
7. An authorized user takes the Reopen action on the closed alert.	Reopen
8. The owner views the reopened alert.	Open
9. An authorized user takes a Closing action on the alert.	Closed

Related Alerts

Oracle Financial Services Behavior Detection Platform display the alerts related to the focal entity of the alert. Related alerts are those alerts whose focal entities share a business relationship with the focal entity of the current alert being investigated. Additionally, related alerts can be alerts related to the focal entity of the current alert based upon matching one or more business entities to alert correlation rules. Refer to section *Correlation*, on page 7, for more information on alert correlation.

The Related Alerts display on all Relationship tab.

Related Cases

If your firm has implemented Oracle Financial Services Enterprise Case Management, Oracle Financial Services Behavior Detection Platform displays the cases related to the focal entity of the alert being investigated. The Related Cases display on the Relationships tab.

Correlation

Alert Correlation is an Oracle Financial Services Behavior Detection Platform module that automatically uncovers relationships among alerts based on configurable rule sets. It is executed on-demand by the Alert Management Supervisor Web service as alerts are posted or as part of the behavior detection batch process. Its purpose is to find relationships between individual posted alerts and other existing alerts; to correlate alerts generated as part of a nightly batch process with other alerts generated in the same or prior batches; and, finally, to periodically identify relationships across alerts generated within a certain time period. If your firm has implemented Oracle Financial Services Enterprise Case Management Alert Correlations can automatically be promoted to a case based upon configurable actions.

Details pertaining to the detected correlations are displayed within the Oracle Financial Services Behavior Detection Platform UI as additional information within the context of an alert or case.

Alert correlation occurs either as part of processing a posted alert or during batch alert processing. Alert correlation derives the Alert-to-Business Entity Correlation and stores the resulting relationships in the FSDM (Financial Services Data Model). After the Alert-to-Business Entity Correlation, alerts are correlated to other alerts (Alert-to-Alert Correlation) and a set of action rules are instituted to process the resulting correlation (Figure 2).

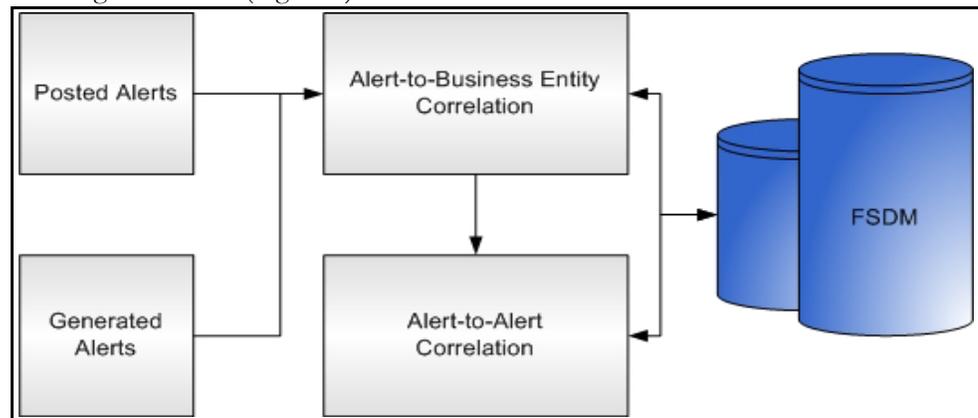


Figure 2. Alert Correlation— Process Flow

Note: Correlation of alerts to other alerts (that is, Alert-to-Alert Correlation) can only happen when you purchase a separate license component of OFSAAL.

Correlation Rules

Alerts are correlated to other alerts based on the common business entities and correlation rules that are applied on the alerts. Multiple correlation rules are defined to correlate alerts for different business purposes. For example, you can set a correlation rule to link alerts generated over a specific time period that share the business entity. These correlation rules are version controlled with an audit trail to identify any changes made by the user.

Correlation Scoring Rule

Similar to alert scoring rules, a correlation can also be scored. The correlation scoring rule, which is defined within the correlation rule, is driven by the alerts that are part of the correlation.

Alert Correlation in the Oracle Financial Services Behavior Detection Platform UI

Oracle Financial Services Behavior Detection Platform displays detected Alert-to-Business Entity Correlations within the context of alerts. Refer to section *Correlation Tab*, on page 133, for more information. Oracle Financial Services Behavior Detection Platform also displays discovered Alert Correlations (that is, Alert-to-Alert Correlations) within the context of alerts. Refer to section *Correlation Tab*, on page 133, for more information.

Workflows

The section *Who Should Use this Guide*, on page xv, explains that the workflow you use depends on your role within your firm.

Monitoring Workflow

Use the Monitoring workflow for alerts assigned to you or to your group to perform the following (depending upon your access control rights) tasks:

- Filter, sort, and view alerts
- Analyze the data associated with the alert
- Investigate related events and summary information about the focus of the alert
- Close alerts by determining whether a specific alert is suggestive of problematic activity and requires further action or whether it can be closed without further analysis
- Create cases by promoting alerts for further analysis (applicable if your firm has implemented Oracle Financial Services Enterprise Case Management)
- Reassign alerts to other individuals on a team or groups (Analysts and Supervisors only)
- Manage links (applicable if your firm has implemented Oracle Financial Services Enterprise Case Management)
- Record actions taken
- Export data to MS Excel
- E-mail alerts and request information
- Designate trusted pairs
- Manage trusted pairs
- Manage suppression rules

- Manually create alerts, which can function the same way as system-generated alerts

Detail information of each of these features is also available through the *Oracle Financial Services Enterprise Case Management User Guide*.

Reports Workflow

Individuals, depending upon their role and privileges, can use the Reports workflow to prepare reports containing management information about alerts. Use the Reports workflow to do the following:

- Analyze and identify the distribution of alerts by users and organizations, and, categorize and total alerts by scenario class and focus.
- Analyze trends, including the types of actions used to close alerts, the length of time to close alerts, and general trends regarding the processing of alerts.

Refer to Chapter 11, *Generating Interactive Analytic Reports*, on page 201, for more information.

User Privileges

Oracle Financial Services Behavior Detection Platform allows different types of roles to access the Oracle Financial Services Behavior Detection Platform. The various roles of Oracle Financial Services Behavior Detection Platform are: Analyst I, Analyst II, Analyst III, Supervisor, Executive, Internal Auditor, External Auditor, Data Miner, and Oracle Administrator.

Table 4 describes the privileges for each role level.

Table 4. Oracle Financial Services Behavior Detection Platform User Privileges

Privileges	Analyst I	Analyst II	Analyst III	Supervisor	Executive	Internal Auditor	External Auditor	Data Miner	Oracle Administrator
Access to Workflows									
Access to Monitoring workflows	X	X	X	X	X	X	X		
Access to Reports workflow			X	X	X	X			
Access to Pages									
Owner to Alerts	X	X	X	X					
Access to Administration workflow									
Access to Manage Suppression Rules and Manage Trusted Pairs	X	X	X	X	X	X			
Inherit alert ownership when viewing or taking action (if deployment is configured to enforce this)	X	X	X	X					

Table 4. Oracle Financial Services Behavior Detection Platform User Privileges (Continued)

Privileges	Analyst I	Analyst II	Analyst III	Supervisor	Executive	Internal Auditor	External Auditor	Data Miner	Oracle Administrator
Access to Alert Actions	X	X	X	X		X			
Add/Modify Narrative		X	X	X					
Access to Alert Suppression History page	X	X	X	X	X	X			
Access to Create Alert page		X	X	X					
Access to Network Analysis tab	X	X	X	X	X	X			
Access to Print Alert Investigative reports (detailed and summary level)		X	X	X	X	X			
Access to Tabs									
Access to Relationships Tab	X	X	X	X	X	X	X		
Access to Narrative Tab	X	X	X	X	X	X	X		
Access to Disposition Tab	X	X	X	X	X	X	X		
Access to Audit Tab	X	X	X	X	X	X	X		
Access to Evidence Tab	X	X	X	X	X	X	X		
Access to Correlations Tab		X	X	X		X	X		
Access to Manage Suppression Rules Functionality									
Access to View Search and List of for Suppression Rules	X	X	X	X	X	X			
Update Suppression Rules			X	X					
End Suppression Rules			X	X					
View Suppression Rule Action History			X	X	X	X			
Access to Alert Actions									
Access to add comments functionality	X	X	X	X		X			
Access to Remove Attachment functionality	X	X	X	X		X			
Access to Follow-up or Closing actions (additional restrictions may apply)		X	X	X					
Access to Reassign action	X	X	X	X					
Ability to Reassign to owners in all organizations (additional access control restrictions may apply)	X	X	X	X					
Access to Export action (not referring to actions, which include export to SAR)		X	X	X					
Access to E-mail actions		X	X	X					
Access to Suppression actions			X	X					
Access to suppression actions not associated with a suppression duration (Close and Suppress - Enter Date)			X	X					
Modify the highlight value while creating a suppression rule.			X	X					

Table 4. Oracle Financial Services Behavior Detection Platform User Privileges (Continued)

Privileges	Analyst I	Analyst II	Analyst III	Supervisor	Executive	Internal Auditor	External Auditor	Data Miner	Oracle Administrator
Access to Reopen actions		X	X	X					
Access to Add Attachments	X	X	X	X		X			
Access to Alert Trusted Pairs Functionality									
Access to Designate Trusted Pairs button on Matched Information section		X	X	X					
Access to Manage Trusted Pairs tab in Monitoring Workflow	X	X	X	X	X	X			
Access to View Search and List for Trusted Pairs	X	X	X	X	X	X			
Reject Trusted Pair Recommendations				X					
Self Reject Trusted Pair Recommendations		X	X						
Approve Trusted Pair Recommendations				X					
Cancel Trusted Pairs				X					
Recommend Cancel Trusted Pairs		X	X						
Modify Trusted Pairs				X					
Recommend Modify Trusted Pairs		X	X						
View Trusted Pair History	X	X	X	X	X	X			
Access to Reports									
AML Reports			X	X	X	X			
Productivity Reports			X	X	X	X			
Threshold Analyzer Reports								X	X
Access to Financials Functionary									
Access to view Financials tab	X	X	X	X	X	X			
Access to Enter data in Financials data entry sections		X	X	X					
Access to view History in the Financials tab		X	X	X	X	X			
Access to Edit existing data on Financials tab		X	X	X					
Access to Delete existing data on Financials tab		X	X	X					
Access to Admin Tools									
Threshold Editor								X	
Alert Scoring Editor									X
Alert Creator Editor									X
Alert Assigner Editor									X
Access to Common Productivity Reports for Alerts									
Alerts by Final Disposition - Monthly			X	X	X				
Alerts by Final Disposition - Weekly			X	X	X				
Alerts by Final Disposition - Yearly			X	X	X				

Table 4. Oracle Financial Services Behavior Detection Platform User Privileges (Continued)

Privileges	Analyst I	Analyst II	Analyst III	Supervisor	Executive	Internal Auditor	External Auditor	Data Miner	Oracle Administrator
Alerts by Jurisdiction			X	X	X				
Alerts by Scenario			X	X	X				
Alerts by Status			X	X	X				
Alerts Late or near Late distributed by Jurisdiction			X	X	X				
Alerts Late or near Late distributed by Owner			X	X	X				
Alerts Late or near Late distributed by Scenario			X	X	X				
Access to AML Reports for Alerts									
SARs Submitted in a Period Distributed by Owner			X	X	X	X			
SARs Submitted in a Period Distributed by Scenario			X	X	X	X			
SARs Submitted in a Period Distributed by Jurisdiction			X	X	X	X			
False Positive Alerts Over a Period Distributed by Owner			X	X	X	X			
False Positive Alerts Over a Period Distributed by Scenario			X	X	X	X			
False Positive Alerts Over a Period Distributed by Jurisdiction			X	X	X	X			
AML Reports - Others									
SARs Due in a Period Distributed by Owner			X	X	X	X			
SARs Due in a Period Distributed by Jurisdiction			X	X	X	X			
Top 10 Branches with High Risk Customers			X	X	X	X			
Alert Entity Search Reports			X	X	X	X			
Access to Trade Blotter Reports									
Trade Review Activity Report			X	X	X				
Compliance Staff Productivity Report			X	X	X				
Access to Trade Blotter									
Access Trade Blotter			X	X	X	X			
Access to View Trades in "Reviewed" status (This controls user's access to trades that are in the Reviewed satus, and thus, also to the display of the "Reviewed" tab)			X	X	X	X			
Access to View Trades in "New- Uneviewd" status (This controls user's access to trades that are in the Pending satus, and thus, also to the display of the "Pending" tab)			X	X	X	X			

Table 4. Oracle Financial Services Behavior Detection Platform User Privileges (Continued)

Privileges	Analyst I	Analyst II	Analyst III	Supervisor	Executive	Internal Auditor	External Auditor	Data Miner	Oracle Administrator
Access to View Trades in "Reviewed w/Follow-Up" status (This controls user's access to trades that are in the Reviewed w/Follow-Up status, and thus, also to the display of the "Reviewed w/Follow-Up" tab)			X	X	X	X			
Access to mark a trade as a "Reviewed" Trade (when the existing trade review status is "New- Unviewd")			X	X					
Access to mark a trade as a "Reviewed w/Follow-Up" Trade (when the existing trade review status is "New- Unviewd")			X	X					
Access to Add Attachments to Trades			X	X					
Access to Add Comments to Trades			X	X					
Access to View Trade Attachemnts Audit History, Comment Audit History and Trade Action History			X	X		X			
Access to mark a trade as a "Reviewed" Trade (when the existing trade review status is "Reviewed w/Follow-Up")				X					
Access to mark a trade as a "Reviewed w/Follow-Up" Trade (when the existing trade review status is "Reviewed")				X					
Access to Send Email via Trade Blotter			X	X					
Access to Send Email and Request a Response via Trade Blotter			X	X					

Security within Oracle Financial Services Behavior Detection Platform

OFSAAI uses six layers of security to control data access as defined in Table 5. You can view an alert if your combination of access controls authorizes you to view the alert and business information. Contact your system administrator for details about your access control permissions.

Table 5. Access Controls

Security Layer		Description
Type	Controls	
Roles	Features and Functions	This security layer identifies the features and functions you can perform within the Oracle Financial Services Solution Sets.
Organizations	Alert Information	This security layer enables your firm to restrict access using your firm's organizational hierarchy. To ensure accurate reporting, all users must be assigned one <i>primary organization</i> ; however, a user can be assigned multiple viewable associations. To see an alert owned by an organization or by the users within an organization, you must have viewable rights to that organization.
Scenarios	Alert Information	This security layer enables your firm to restrict access by specific business problems (that is, scenarios). To see a linked alert generated by a scenario, you must have rights to view the scenario that generated the alert. To see a multi-match alert that is generated by several scenarios, you need rights to view at least one of the scenarios that generated the alert.
Business Domains	Alert and Business Information	This security layer enables your firm to restrict access along operational business lines and practices. You can only see entities and alerts that are assigned to at least one of the same business domains. Entities and alerts can have multiple domains.
Jurisdictions	Alert and Business Information	This security layer enables your firm to restrict access using geographic locations. You can only see entities and alerts that are assigned to the same jurisdictions.

Calculating Risk

Oracle Financial Services Behavior Detection Platform uses risk calculations as part of managing sensitivity when detecting behaviors of interest in Money Laundering and Fraud scenarios. Risk information can be provided either through a Watch List or, for Customers and Accounts, an attribute of the record provided to the Oracle Mantas Ingestion Manager.

Based on several risk inputs, Oracle Financial Services Behavior Detection Platform calculates effective risks for business entities and calculates both Party Risk and Activity Risk on Transactions and Settlement Instructions.

Figure 3 displays the basic flow of the calculation .

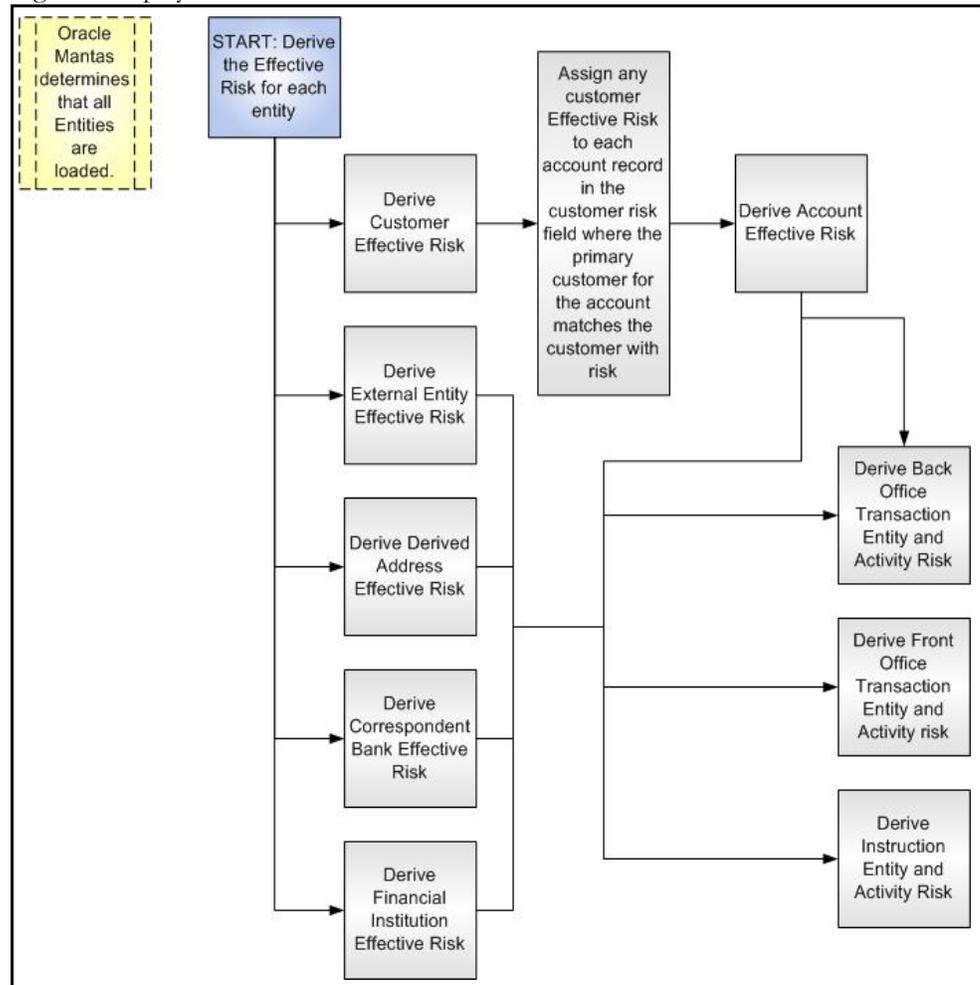


Figure 3. Risk Derivation—Overview

In addition to risk, Oracle Financial Services Behavior Detection Platform supports the concepts of Exempt Entities and Trusted Entities. These concepts are discussed in more detail with Watch Lists later in this chapter. In brief, Exempt Entities are those that should not alert in Anti-Money Laundering scenarios. Trusted entities are those that are known to be more trustworthy than the general population.

Risk levels use a ten-point scale, with one representing moderate risk and ten representing highest risk. Entities that have no known risk receive a risk score of zero.

Determining Entity Risk

Oracle Financial Services Behavior Detection Platform clients can provide risk factors for business entities through the Oracle Financial Services Data Interface Specification (DIS). The same business entity can be assigned risks in several ways. The Oracle Mantas Ingestion Manager resolves across these various risks to create an Entity Effective Risk.

Figure 4 reflects the basic flow for deriving Entity Effective Risk.

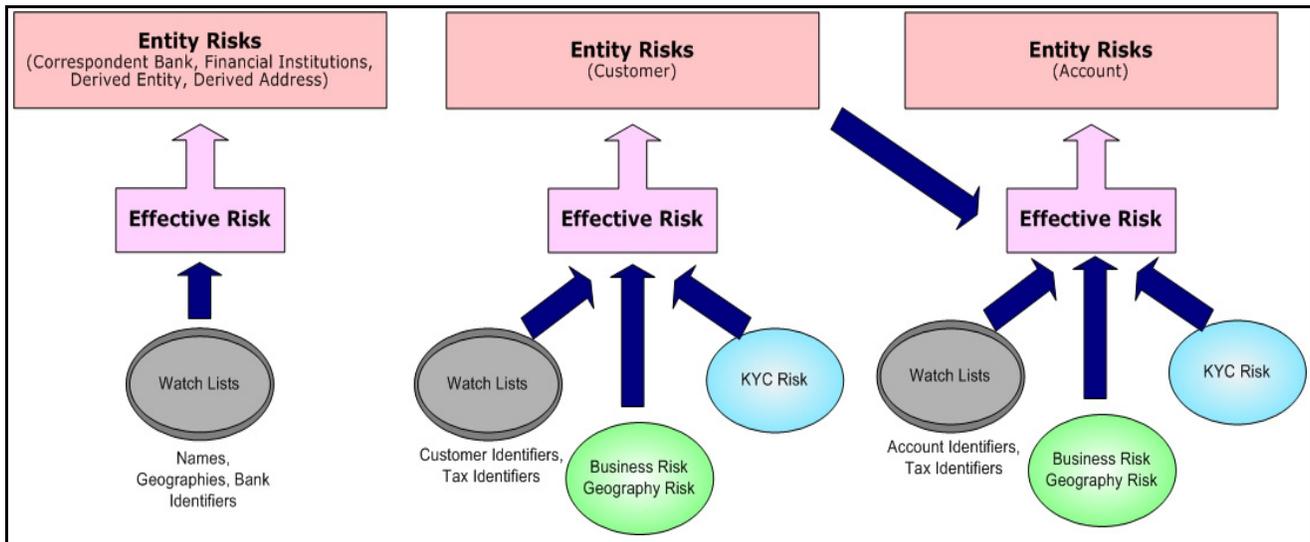


Figure 4. Entity's Effective Risk

Oracle Financial Services Behavior Detection Platform derives risk on the following business entities:

- Customers
- Accounts
- Financial Institutions
- Correspondent Banks
- Derived Addresses
- Derived Entities (Names)
- Derived Entities (Identifiers)

Clients can provide risk information directly through the Account and Customer input files as specified in the DIS. Accounts and Customers can also receive Know Your Customer (KYC) risk information through the Account Supplemental Attributes and Customer Supplemental Attributes DIS files. All of the business entity types can receive risk information through watch lists.

When determining an entity's effective risk, the approach to resolving across multiple sources of risk varies based on the entity type. The general rules to follow are:

- Watch List risk has higher priority than other risk factors.
- Exemption and Trust take priority over risk.
- More specific risk factors are preferred over less specific risk factors (for example, risk associated with an Identifier is more specific than risk associated with a Name).

Derivation of Customer, Account, and Correspondent Bank Effective Risk are the most complex. The following sections outline the rules for these derivations.

Deriving Customer Entity Risk

Customer records can provide risk through three distinct mechanisms:

- Business Risk or Geography Risk provided in the Customer DIS file
- KYC Risk provided in the Customer Supplemental Attributes DIS file
- Watch List entries matching the Customer Identifier or Customer's Tax Identifier

If the Customer has any Watch List risk information, then the Customer's Effective Risk is derived directly from the Watch List risk factors. If there is no Watch List risk information on the Customer, then the Effective Risk is derived as the highest of Business Risk, Geography Risk, and KYC Risk. KYC Risk can be provided as either Trust or Exclusion. If that is the case, the KYC trust is selected over positive risk factors in Business Risk or Geography Risk.

Deriving Account Entity Risk

Account records can provide risk through three distinct mechanisms:

- Business Risk or Geography Risk provided in the Account DIS file
- KYC Risk provided in the Account Supplemental Attributes DIS file
- Watch List entries matching the Account Identifier or Account's Tax Identifier

Accounts can also inherit risk from the Primary Customer identified on the Account. This risk is referred to as Account Customer Risk. Accounts inherit the Effective Risk from the Primary Customer as it has been calculated using the rules described in Deriving Customer Entity Risk with two exceptions:

- If the Customer's Effective Risk was driven by KYC risk, then the Account processing re-calculates the Customer's effective risk, ignoring KYC risk on the Customer. The reason for this is that the Account's risk factors are part of the Oracle Financial Services Alert Management KYC product's risk derivations, so propagating that risk back to the Account is not productive. If the Customer's Effective Risk was driven by KYC, then the Account uses the highest of the Customer's Geography and Business risks as the Account Customer Risk.
- There is a configurable parameter in the Oracle Ingestion Manager to determine whether or not Trust and Exclusion should be inherited from the Customer record. If this is configured to NOT inherit this effective risk and the Customer's Effective Risk indicates Trust or Exclusion, then the Customer's risk is not taken into account in determining the Account Effective Risk.

If the Account has any Watch List risk information, then the Account's Effective Risk is derived directly from the Watch List risk factors. If there is no Watch List risk information on the Account, then the Effective Risk is derived as the highest of Business Risk, Geography Risk, KYC Risk, and Account Customer Risk.

Deriving Correspondent Bank Entity Risk

Correspondent Bank records can derive risk information through three distinct mechanisms:

- Watch List entries matching the Correspondent Bank Identifier
- Watch List entries matching the Correspondent Bank Name
- Watch List entries matching the Correspondent Bank Address

If the Correspondent Bank has any Watch List risk information, then the Correspondent Bank's Effective Risk is derived directly from the Watch List risk factors. If there is no Watch List risk information on the Correspondent Bank identifier, then the Effective Risk is derived based upon matching Watch List risk information pertaining to the Correspondent Bank name. If there is no Watch List risk information on the Correspondent Bank name, then the Effective Risk is derived based upon the matching of the Correspondent Bank's address information to Watch List entries.

Watch Lists

A Watch List is a list of entities that have known risk characteristics. Watch Lists can represent public sources or can be created and managed internally by the institution. Common public sources for watch lists include Office of Foreign Asset Control (OFAC) and Financial Action Task Force (FATF). The types of entities provided on Watch Lists include:

- Identifiers (for example, SSN, Tax ID, and Passport ID)
- Organizations (for example, business name, SWIFT code, and ABA number)
- Accounts (for example, internal or external accounts)
- Persons (for example, personal name)
- Geography (for example, countries, state, city, postal code, and address)
- Combined Names and Geography

Refer to *Oracle Financial Services Data Interface Specification*, Release 6.1, for more information on Watch Lists and Watch List Entries.

Oracle Financial Services Behavior Detection Platform categorizes Watch List into three types:

- **Exempted Watch List:** Entities on Exempted Watch Lists are highly trusted clients on whom no Money Laundering alerts will be generated.
- **Trusted Watch Lists:** Entities on Trusted Watch Lists are known to be highly trustworthy. Certain scenarios can be configured to exclude trusted entities from monitoring.
- **Risk Watch List:** These are the entities that carry a risk value indicating that they should be monitored more closely than the general population. Money Laundering scenarios allow for separate threshold values to be set when monitoring entities with a certain risk level. Risk lists are risk weighted using values ranging from one (lowest risk) to ten (highest risk).

Note: There is no risk list with a risk level of zero. Risk level zero is reserved to indicate that there are no known risk factors to consider. It is also the default risk level for all entities in Oracle Financial Services Behavior Detection Platform.

The matching criteria of Watch List Entry are as follows:

- All Identifier entries on a Watch List require an exact match to an entity
- All Name entries on a Watch List require an exact or a fuzzy match to an entity

- Addresses can be matched to watch list entries at multiple levels (for example, the same address can match one watch list entry for a Street Address and can match a separate entry for a Country)

For each Watch List match to an entity, a List Membership Record is created, which includes:

- Identifier of Watch List matched
- Date, when the entity was added to the Watch List
- Date, when the entity was removed to the Watch List
- Watch List entry that was matched
- Type of Watch List Entry that was matched

Fuzzy name matching is a technique to account for normal variations in names and still successfully match the names against watch lists. For more information on configuration of Fuzzy Name Matching within Oracle Financial Services Behavior Detection Platform, refer to *Oracle Financial Services Behavior Detection Platform Administration Guide*.

Determining Watch List Risk

Oracle Financial Services Behavior Detection Platform defines each reference entity with an adjudicated Watch List Risk. An entity's Watch List Risk is determined through a hierarchy of rules as follows:

- If an entity is a member of a Watch List of type Exempt, then the Watch List Risk value is -2. This value is not displayed; it is used for internal processing.
- If an entity is a member of a Watch List of type Trusted, then the Watch List Risk value is -1. This value is not displayed; it is used for internal processing.
- If an entity is matched to multiple entries on one or more Watch Lists, the match that is the *most specific* is used to drive risk. The order of preference is:
 - 1 Identifier match
 - 2 Exact Name match
 - 3 Fuzzy Name match
 - 4 Street Address match
 - 5 Postal Code match
 - 6 City match
 - 7 State/Province match
 - 8 Country match

Not all entity types can match multiple types of watch list entries. For example:

- Accounts and Customers only match identifiers.
- Correspondent Banks can match either IDs, Names, or Addresses.
- Addresses can match at different granularities, ranging from Country to the specific street address.

- If multiple risk lists are matched with the same specificity, then the final Watch List Risk is the highest of the risks of the entities matched at the same level.

Note: All matches are retained and stored in List Membership Records associated with the entity.

Determining Risk on Transactional Data

After Effective Risk is derived for Entities, this risk is reflected on instructions and transactions. The risk is generally calculated for each party on the transaction and stored as a Party Entity Risk. The Entity Risks of each party is then used to calculate an Activity Risk for each party. Activity Risk is an assessment of the risk level of the activity in which that party has engaged. As such, that party's own Entity Risk is not considered when calculating the Activity Risk for the party.

The derivations for Party Entity Risk vary by the transaction type.

Determining Front Office Transaction Party Entity Risk

Front Office transactions contain three distinct sources of risk for any one party:

- Party Identifier
- Party Name
- Party Location

As a general rule, Oracle Financial Services Behavior Detection Platform uses the most specific risk factor possible when setting the Party Entity Risk. As such, risk information about the Party Identifier is considered more reliable than risk information about the Party Name or the Party Location. The Ingestion Manager can be configured to automatically accept the Party Identifier Risk only when it is above a certain threshold (this defaults to zero, meaning that non-zero Party Identifier Risk is always accepted as the Party Entity Risk).

For each Party, a Geography Risk is calculated using Watch List information as described in the section *Watch Lists*.

Party Entity Risk is determined by a hierarchy of rules as follows:

- If the Party Identifier Effective Risk is Trusted or Exempt, then set Party Entity Risk to the Party Identifier Effective Risk.
- If the Party Identifier Effective Risk is $>$ *Party Identifier Win Threshold*, then set Party Entity Risk to Party Identifier Effective Risk.
- If the Party Name combined with the Party Location matches a combined Name-Location Watch List record that represents Trust or Exclusion, then set the Party Entity Risk to the combined Name-Location and Trust-Exemption level.
- If the Party Name combined with Party Location matches a combined Name-Location Watch List record that represents Risk, then set the Party Entity Risk to the HIGHER of the Party Identifier Effective Risk and the combined Name-Location Risk level.
- If the Party Name Effective Risk alone is Trusted or Exempt, then set the Party Entity Risk to the Trust-Exemption level of the Name.

- If the Party Name Effective Risk indicates risk, set the Party Entity Risk to the HIGHER of the Party Identifier Effective Risk and the Party Name Effective Risk.
- If the Party Geography Risk is Trusted or Exempt, then set the Party Entity Risk to the Trust-Exemption level of the Geography.
- Set the Party Effective Risk to the HIGHER of the Party Identifier Entity Risk and the Party Geography Risk.

The Party Entity Risk is calculated for every party on each Front Office Transaction. This value is displayed when showing Front Office Transactions in the UI. This value is then used to calculate Party Activity Risk for each party on the transaction. Refer to section *Determining Activity Risk on Front Office Transactions*, on page 21, for details on the calculation of Party Activity Risk for Front Office Transactions.

Determining Back Office Transaction Party Entity Risk

Back Office Transactions contain only two parties, the Account that is the focus of the activity and the Offset Account involved in the transaction. As these are both Identifiers, setting the Party Entity Risk for Back Office Transactions is simply propagating the Account Effective Risk values for the related accounts to the transaction.

Determining Settlement Instruction Party Entity Risk

Based on how Settlement Instructions are used in scenarios, the processing of parties is handled somewhat differently than Front Office Transactions. Although there are multiple parties on a Settlement Instruction, there is only a Party Entity Risk calculated for the Account holding the Instruction. The processing is, therefore, simply to propagate the Account's Effective Risk to the Settlement Instruction Entity Effective Risk.

Determining Activity Risk

Activity Risk identifies the risk of the Activity as seen from the viewpoint of each Party on a transaction. In general, the Activity Risk is the highest risk of the other parties on the transaction or of the transaction Channel or Product itself. As with calculating Party Entity Risk, the derivation of Party Activity Risk varies by transaction type.

Determining Activity Risk on Front Office Transactions

Front Office Transaction Party Activity Risk calculates risk separately from the point of view of each party on the transaction. The risk is intended to identify how risky the activity is independent of risk factors already associated to the Party through the Party Entity Risk. As such, on Front Office Transactions, the risk is calculated using the Party Entity Risk of the parties on the other side of the transaction. The general approach is to use the highest of the Channel Risk, Product Risk, and Party Entity Risk of the other parties. Channel and Product Risk are provided in the DIS file for Front Office Transactions.

Several party roles effect activity risk. The following sections describes the relationship between varying party roles and activity risk for transactions.

Table 6 displays the party role-activity risk relationship for an electronic funds transaction.

Table 6. Electronic Funds Transfer Transaction

Party Role	Roles impacting Activity Risk
Originator, Secondary Originator, Sending Bank	Intermediary Banks, Receiving Bank, Beneficiary, Secondary Beneficiary
Intermediary Banks	All roles except for the party for which the Activity Risk is being calculated
Receiving Bank, Beneficiary, Secondary Beneficiary	Intermediary Banks, Sending Bank, Originator, Secondary Originator

Cash Transaction

Table 7 displays the party role-activity risk relationship for the cash transaction.

Table 7. Cash Transaction

Party Role	Roles impacting Activity Risk
Originator	Location, Conductor
Location	Conductor, Originator, or Beneficiary
Conductor	Location, Originator, or Beneficiary
Beneficiary	Location, Conductor

Note: A Cash Transaction record can have an Originator or a Beneficiary, but not both.

Monetary Instrument and Check Transactions

Table 8 displays the party role-activity risk relationship for the monetary instrument and check transaction.

Table 8. Monetary Instrument and Check Transactions

Party Role	Roles impacting Activity Risk
Remitter, Issuing Institution	Depositing Institution, Clearing Institution, Beneficiary, Secondary Beneficiary, Conductor
Clearing Institution	Remitter, Issuing Institution, Depositing Institution, Beneficiary, Secondary Beneficiary, Conductor
Depositing Institution, Beneficiary, Secondary Beneficiary	Remitter, Issuing Institution, Clearing Institution, Conductor
Conductor	Remitter, Issuing Institution, Clearing Institution, Depositing Institution, Beneficiary, Secondary Beneficiary

Determining Activity Risk on Back Office Transactions

Activity Risk on Back Office Transactions is only calculated for the Account that is the focus of the activity. Since the only other risk factors available are the Offset Account's Effective Risk and the Channel and Product Risks provided on the transaction, the Activity Risk is simply calculated as the highest of these three factors.

Determining Activity Risk on Settlement Instructions

The Activity Risk calculated for Settlement Instructions is from the point of view of the Account holding the instructions. Calculating Activity Risk on Settlement Instructions follows a similar approach as Front Office Transactions whereby the Entity risk is calculated for each party and then used to calculate Activity Risk; however, on Settlement Instructions, the Entity Risks for each party are not stored. The Entity Risks are calculated as follows:

Destination Customer Entity Risk

The Destination Customer Entity Risk is calculated using the following hierarchical rules:

1. If the Destination Customer Account Effective Risk is non-zero, then set Destination Customer Entity Risk to Destination Customer Account Effective Risk.
2. If the Destination Financial Institution Effective Risk is non-zero, then set Destination Customer Entity Risk to Destination Financial Institution Effective Risk.
3. If the Destination Customer Name Risk \geq Destination Financial Institution Name Risk, then set Destination Customer Entity Risk to Destination Customer Name Risk.
4. If the Destination Financial Institution Name Risk $>$ Destination Customer Name Risk, then set Destination Customer Entity Risk to Destination Financial Institution Risk.
5. Set Destination Customer Entity Risk to zero (0).

Physical Delivery Party Entity Risk

The Physical Delivery Party Entity Risk is calculated using the following hierarchical rules:

1. If the Physical Delivery Account Effective Risk is non-zero, then set Physical Delivery Party Entity Risk to Physical Delivery Account Effective Risk.
2. If the Physical Delivery Financial Institution Effective Risk is non-zero, then set Physical Delivery Party Entity Risk to Physical Delivery Financial Institution Effective Risk.
3. If the Physical Delivery Geography Risk is non-zero, then set the Physical Delivery Party Entity Risk to the Physical Delivery Geography Risk.
4. Set Physical Delivery Party Entity Risk to zero (0).

The final Activity Risk setting on the Settlement Instruction is the highest level of:

- Destination Customer Entity Risk
- Physical Delivery Party Entity Risk
- Settlement Country Geography Risk

- Product Risk
- Channel Risk

This final Activity Risk is used in scenarios to determine the risk level of the Settlement Instruction without regard to the risk factors inherent in the Account holding the Instruction.

Getting Started

This chapter discusses the information you need to start using Oracle Financial Services Alert Management:

- System Requirements
- Logging In to Oracle Financial Services Alert Management
- Access To Multiple Solutions
- Troubleshooting Your Display

System Requirements

The following applications are required to run Oracle Financial Services Alert Management:

- Microsoft Internet Explorer (IE) version 7 or later.
Earlier versions and other browsers are not supported and may produce errors, inaccurate data and display failures. For users of IE version 8.0, the browser should be run in compatibility mode.
- Adobe Acrobat Reader version 8.0, or later.
You can download a free copy of the latest version of the Reader at www.adobe.com.
- Java should be installed. JDK 1.6 (version 6) or above.
- The screen resolution of the system should be set to 1280 × 1024 or higher for proper display of the user interfaces (UI).

Logging In to Oracle Financial Services Alert Management

Access to the Oracle Financial Services Alert Management application depends on the Internet or Intranet environment. Oracle Financial Services Alert Management is accessed through Microsoft IE browser. Your system administrator provides the intranet address uniform resource locator (Figure 5).

Your system administrator provides you with a user ID and password. Login to the application through the login page. You will be asked to change your password on your first login. You can change your password whenever required by logging in. Your password is case sensitive. If you have problems with the password, ensure that the **Caps Lock** key is off. If the problem persists, contact your system administrator..

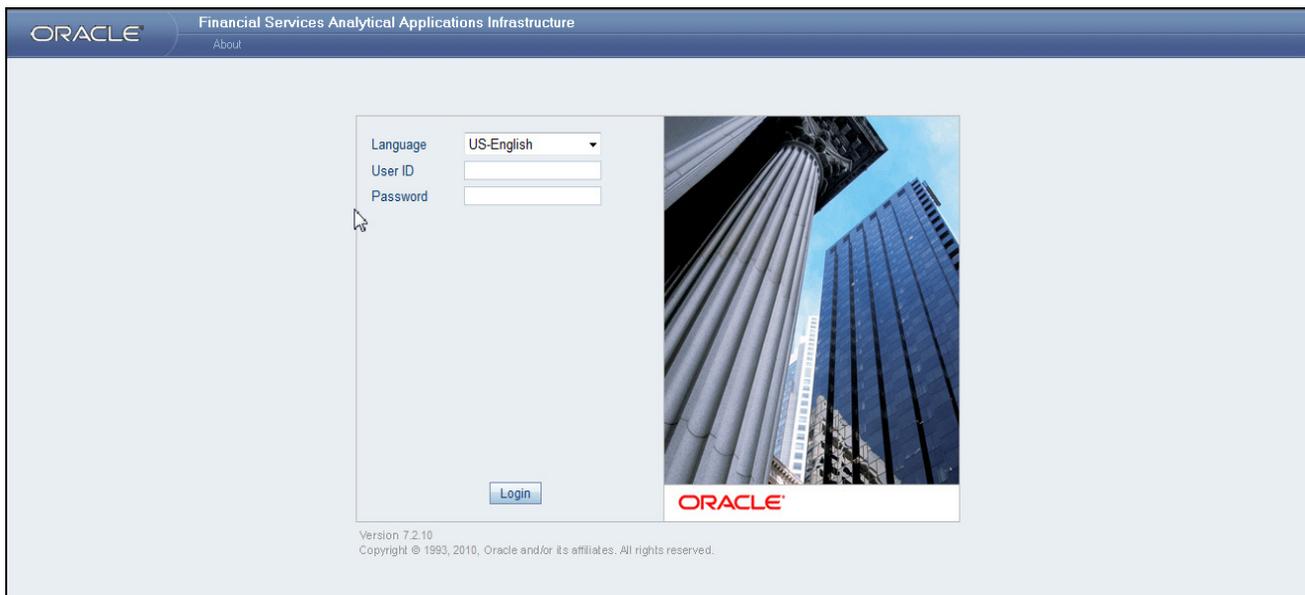


Figure 5. Oracle Financial Services Login Page

To log into Oracle Financial Services Alert Management, follow these steps:

1. Type your user ID in the **User ID** text box.
2. Type your password in the **Password** text box.
3. Click **Login**.

After verifying the user ID and password, the system displays the default page as defined by the system's defaults and as per your role.

Copyright Information

In the Login page, click the **About** link. The page provides the copyright information of Oracle Financial Services in a pop-up.



Figure 6. Copyright Information

Change Password

If you want to change your password, you can do so using the **Change Password** link available from the Login page. Enter your user ID and password and without clicking the **Login** button, click the **Change Password** link. The application will navigate to the Password Change page. Enter your old and new password in the given fields respectively, and click **OK**. Your password is changed successfully (Figure 7). On click of the **OK** button in the pop-up, the application navigates back to the login page where you can login with the new password.



Figure 7. Change Password

Language Selection

The Login page provides you an option to choose the language that you want to display in the UI.

In the Login page, select a language from the **Language** drop-down list. Provide your user credentials and login. On successful login, the UI displays the contents in the language you have selected. The list of languages displayed is installation specific. Refer to the *Oracle Financial Services Behavior Detection Platform Configuration Guide*, for more information on language configuration.

Access To Multiple Solutions

If you have access to multiple solutions, such as, Know Your Customer (KYC), Monitoring (Alert Management) or Investigations (Case Management), when you first log in, the application navigates to a Start page that lists your available solutions in a Left Hand Side (LHS) menu (Figure 8). From the Start page, you can designate one of these solutions as the default solution that you will navigate to when logging in, allowing you to bypass the Start page on future logins.



Figure 8. Application Start Page

The application Start page contains two main sections:

1. The main page has an option to set your default Start page.
2. The LHS page will have links to various administrative utilities and links to all the solutions to which you have access.

To set the default Start page when you are in the middle of the application Start page, select your desired default Start page from the drop-down list and click **Save**.

To navigate to a solution using the LHS menu, follow these steps:

1. Click the **FCCM** icon.
 - All the solutions you have access to lists on the page.
2. Click on the desired application to navigate to that solution's landing page.

The application displays in a new window (Figure 9). Moreover, you can logout from the application by clicking the **Logout** link present in the application Home page.

Note: The LHS section is a configurable item. Contact your system administrator for more information.

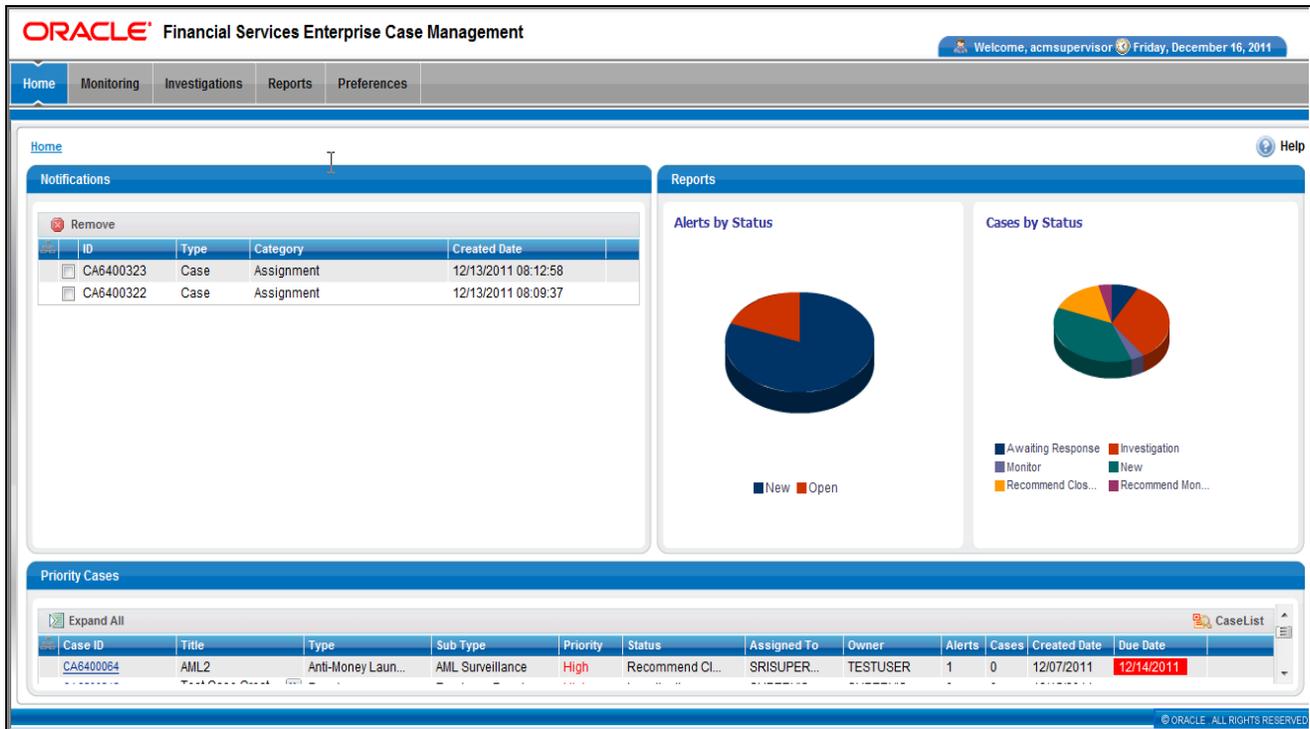


Figure 9. Alert Management Landing Page

Troubleshooting Your Display

If you experience problems logging into Oracle Financial Services Alert Management or with your display, the browser settings may be incompatible with running Oracle Financial Services Alert Management. The following sections provide instructions for properly setting your Web display options for Oracle Financial Services Alert Management within IE.

Note: The following procedures apply to all versions of IE called out in the section *System Requirements*, on page 25. Separate procedures are listed for each version where differences exist in the locations of settings and options.

Enabling JavaScript

JavaScript must be enabled. To enable JavaScript, follow these steps:

1. From the Tools menu, click **Internet Options**.
The Internet Options dialog box displays.
2. Click the **Security** tab.
3. Click the **Local Intranet** icon as your Web content zone.
4. Click **Custom Level**.
The Security Settings dialog box displays.
5. In the Settings list and under the Scripting setting, enable all options.
6. Click **OK**, then click **OK** again to exit the Internet Options dialog box.

Enabling Cookies

Cookies must be enabled. The following sections list procedures for enabling cookies in Internet Explorer (IE) 7.0 or later.

Note: If you have problems troubleshooting your display, please contact your System Administrator.

In IE 7.0

To enable cookies in IE 7.0, follow these steps:

1. From the Tools menu, click **Internet Options**.
The Internet Options dialog box displays.
2. Click the **Privacy** tab.
3. Set the slider to **Medium**.
Note: If the slider is set on a different privacy setting, then click **Default** to set the slider to **Medium**.
4. Click **OK** to exit the Internet Options dialog box.

In IE 8.0

To enable cookies in IE 8.0, follow these steps:

1. From the Tools menu, click **Internet Options**.

The Internet Options dialog box displays.

2. Click the **Privacy** tab.
3. Set the slider to **Medium**.

Note: If the slider is set on a different privacy setting, then click **Default** to set the slider to **Medium**.

4. Click **OK** to exit the Internet Options dialog box.

Enabling Temporary Internet Files

Temporary Internet files are pages that you view on the Internet and store in a folder for quick viewing later. You must adjust this setting to always check for new versions of a stored page. To adjust your Temporary Internet File settings, follow these steps:

1. From the Tools menu, click **Internet Options**.

The Internet Options dialog box displays.

2. On the General tab, click **Settings**.

The Settings dialog box displays.

3. Click the **Every visit to the page** option.
4. Click **OK**, then click **OK** again to exit the Internet Options dialog box.

Enabling File Downloads

File downloads must be available. To enable file downloads, follow these steps:

1. From the Tools menu, click **Internet Options**.

The Internet Options dialog box displays.

2. Click the **Security** tab.
3. Click the **Local Intranet** icon as your Web content zone.
4. Click **Custom Level**.

The Security Settings dialog box displays.

5. Under the Downloads section, ensure that **Enable** is selected for all options.
6. Click **OK**, then click **OK** again to exit the Internet Options dialog box.

Setting Printing Options

Printing background colors and images must be enabled. To enable this option, follow these steps:

1. From the Tools menu, click **Internet Options**.

The Internet Options dialog box displays.

2. Click the **Advanced** tab.
3. In the Settings list, under the Printing setting, click **Print background colors and images**.

4. Click **OK** to exit the Internet Options dialog box.

Tip: For best display results, use the default font settings in your browser.

Enabling Pop-Blocker

Some user might experience difficulties on running the Oracle Financial Services Alert Management application when the IE pop-up blocker is enabled. It is recommended to add the URL of the application to the *Allowed Sites* to the Pop-up Blocker Settings in the IE Internet Options.

To enable pop-up blocker, follow these steps:

1. From the Tools menu, click **Internet Options**.

The Internet Options dialog box displays.

2. Click the **Privacy** tab.

3. In the Pop-up Blocker setting, select the **Turn on Pop-up Blocker** option.

The **Settings** button enables.

4. Click the **Settings** button to open the Pop-up Blocker Settings dialog box.

5. In the Pop-up Blocker Settings dialog box, enter the URL of the application in the text area.

6. Click **Add**.

The URL appears in the Allowed site list.

7. Click **Close**, then click **Apply** to save the settings.

8. Click **OK** to exit the Internet Options dialog box.

About Oracle Financial Services Alert Management' Web Pages

This chapter explains the common Web page features used throughout Oracle Financial Services Alert Management, including:

- Where they appear
- What they do
- When or if they change based on your roles

The information provided in the following sections helps you achieve optimal use of the Oracle Financial Services Alert Management UI:

- Common Screen Elements
- Using the Browser
- Navigating in Oracle Financial Services Alert Management
- Message Pages

Common Screen Elements

The following section describes the common screen elements in the Oracle Financial Services Alert Management UI.

The screenshot displays the Oracle Financial Services Enterprise Case Management web interface. The top navigation bar includes 'Home', 'Monitoring', 'Investigations', 'Reports', 'Regulatory Reporting', 'Preferences', and 'Administration'. The 'Monitoring' tab is active. Below the navigation bar, there is a search bar and a dropdown menu for 'Views' set to 'My Open Alerts'. The main content area shows an 'Alert List (126)' with a table of alert details. The table has columns for Alert ID, SC, Focus, Scenario, Created, Net Loss Amt, Prmry Cost Cntr, Status, and Due. Below the table, there are sections for 'General Overview' and 'Metrics'.

Alert ID	SC	Focus	Scenario	Created	Net Loss Amt	Prmry Cost Cntr	Status	Due
1891	50	AC 25AIOSRISKMISSHH-025	User Defined	12/13/2011	--	--	Open	--
478	5	AC MLACHRTHRCP-001	HR Trans - HR Counter Party; Networks ...	12/06/2011	--	--	Follow-Up	12/16/2011
413	5	AC MLTERRORFINFAC-007	FTN CUIEN - External; HR Trans - Focal ...	12/06/2011	--	--	Open	--
464	5	AC ACSTRDVLUPRODTSAC-...	HR Trans - HR Counter Party; Rapid Mv...	12/06/2011	--	--	Open	--
523	5	AC XXXACESCINAC-025	Checks, MIs - Recurring RE/BE Known; ...	12/06/2011	--	--	Open	--
549	5	AC XXXACFRKITINGAC-020	Checks, MIs - Recurring RE/BE Known; ...	12/06/2011	--	--	Follow-Up	--

Figure 10. Common Screen Elements

Common screen elements are those elements that consistently perform the same type of function in the same way when they display in the UI. Some serve as labels and never change (Matrix header); some enable you to get help or complete a task (buttons); some offer an explanation for a specific item (tooltips); and some operate as variables that allow you to type entries (text boxes) and make selections (drop-down lists).

Masthead

The masthead displays at the top of the page and contains the following components:

- Navigation Bar as Menus
- Session Information with session user name, day and date.
- Help Button

Buttons

Buttons on the Oracle Financial Services Alert Management UI enable you to perform tasks such as executing and canceling actions or commands. Click a button to complete the desired task.

Task Button

Task buttons display throughout Oracle Financial Services Alert Management and include the following:

- The **Search** and **Advanced Search** buttons display on the Search & List page of the Monitoring workflow to filter data based upon the criteria you set with basic filters and advanced additional filters respectively.
- The **Save** button records actions and navigates you to the appropriate resulting page and displays the updated alert information accordingly.
- The **Save & Attach** button records actions and navigates you to a page providing the option to attach a document with the action. Once you complete the attachment you are navigated to the appropriate resulting page and the alert information is updated accordingly.
- The **Set Values/Next** button displays only when taking the Promote to Case - Multiple Alert to Multiple Cases (MAMC) action. It saves any values entered on the global case information screen for all cases and navigates you to the first case of the multiple cases being created with all the global values entered pre-populated. This action is only available if your firm has implemented Oracle Financial Services Enterprise Case Management.
- The **Next** button displays only for Promote to Case - (MAMC) option. It allows you to by-pass setting any global case information and allows you to enter specific case information for each alert being promoted to a case. As with the **Set Values/Next** button, this action is only available if your firm has implemented Oracle Financial Services Enterprise Case Management.
- The **Clear** button displays on those actionable sections of the UI which do not display any pre-populated data. It clears the data entered by you when clicked.

- The **Reset** button displays on those actionable sections of the UI which display some pre-populated data. It discards the data entered by you and resets the contents to their original state.
- The **Cancel** button displays on all the actionable sections of the UI and cancels the action you intend to take and closes the action pop-up.
- The **Send** button displays in the E-mail pop-up and sends the e-mail to the addressed parties.
- The **Create** button in the Create Alert workflow displays fields for you to enter data for the new alert being created.
- The **Designate Trusted Pairs** button displays on specific transaction building blocks in the details page and provides you with a pop-up to create trusted pairs.
- The **Related to Focus** button displays in some specific business tabs where this information is available. It refreshes the tab details to replace the Related to Alert information with what is often a broader set of information that is applicable to the focus of the alert and not limited to just the activity of the alert.
- The **Related to Alert** button in specific business tabs does not display by default. The **Related to Alert** button replaces the **Related to Focus** button once the **Related to Focus** button has been clicked. Selecting **Related to Alert** refreshes the tab information to display information that is applicable to the alert activity only.
- The **Add** button displays in the Financials tab and in the Evidence tab. It provides you with a pop-up to add a new piece of information.
- The **Edit** button displays in the Financials, Narrative tabs. It provides you with a pop-up to edit the existing piece of information you have chosen for edit.
- The **Remove** button displays in the Notification section, and in the Attachment List matrix present in the attachment section of the Evidence tab. It also display in the Financials tab. It helps you delete information that you think is not relevant.
- The **Update** button displays in the Suppression Rule List and Trusted Pairs List. It provides you with a UI to modify a suppression rule or trusted pair with appropriate comments.
- The **End** button displays in the Suppression Rule List and provides you with a UI to end a suppression rule.
- The **History** button displays in the Financials tab, Manage Suppression Rules and Manage Trusted Pairs workflow. It provides you with a detailed account of previous activities on the selected record.
- The **Go** button displays in all the Search bars Alert/Manage Suppression Rule /Manage Trusted Pairs and performs the search function. It also displays in the various action pop-up. In the action pop-up, the **Go** button helps display the appropriate fields as per the actions you have selected.

- The **Alert List** button displays in the Priority Alert List on the landing page. It helps you navigate to the Search & List page.

Action Buttons

The Action buttons display in the Search & List page and/or in the Details page. Each of these buttons provides you with an action pop-up for taking actions in the category these buttons are representative of. These include buttons for each action category:

- Reassign
- Actions
- Disposition
- Review
- Reg Reporting
- E-mail
- Export
- Evidence
- Excel

Help Button

A **Help** button, in the form of a question mark, displays to the extreme right of the bread crumbs. Click **Help** while working in Oracle Financial Services Alert Management to get the following:

- More detailed information about the page
- Explanations of the screen elements
- How to instructions on a task that you want to perform

Calendar Button

A **Calendar** button displays when you have the option of selecting a date. For example, you can specify a date range to search for closed alerts. If you click **Calendar** icon, a calendar of the current month displays and highlights the current date (Figure 11).



Figure 11. Calendar Button

To use the Calendar window to select dates, follow these steps:

1. Select a date. The application will automatically enter the selected date in the date field.

2. Click the arrows at the top of the Calendar window to view other months or years.
3. Click the **Close** link to close the calendar without selecting a date.

Expand/Collapse

You can view the complete information in a section, matrix, and field by using various expand or collapse options.

Column Expand All

When values are displayed in a matrix and there are columns, which have lengthier values, then you can use **Column Expand All** button to expand all the columns together at once to display the full length of their values.



Figure 12. Column Expand All Button

Column Collapse All

When values are displayed in a matrix and there are columns, which have lengthier values, then you can use the **Column Collapse All** button to collapse all the values that are already expanded for display, together at once.



Figure 13. Column Collapse All Button

Section Expand Button

If you want to expand a section on a page, you can click the (+) button displayed at the top left corner of the section. This expands the section and all the fields in the section are visible.



Figure 14. Section Expand Button

Section Collapse Button

If you want to collapse a section, which is already expanded, you can click the (-) button displayed at the top left corner of the section. This collapses the section and all the fields in the section are hidden.

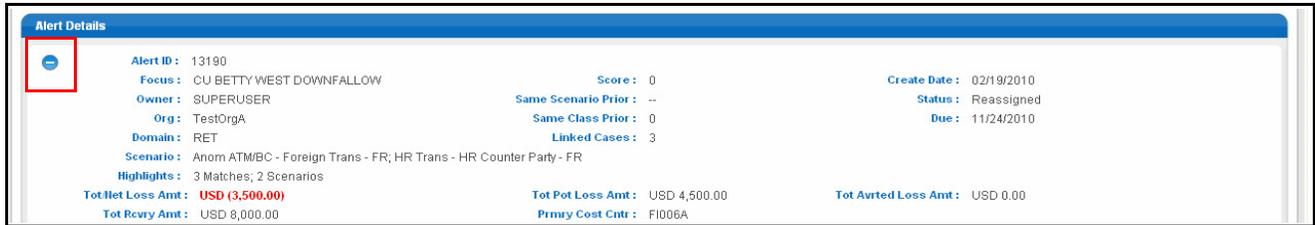


Figure 15. Section Collapse Button

Grid Expand Button

If you want to expand a grid matrix section to see all the rows displayed in it, you can click the (>) button displayed at the top left corner of the section. This will expand the matrix and all the rows and columns in the matrix are visible.

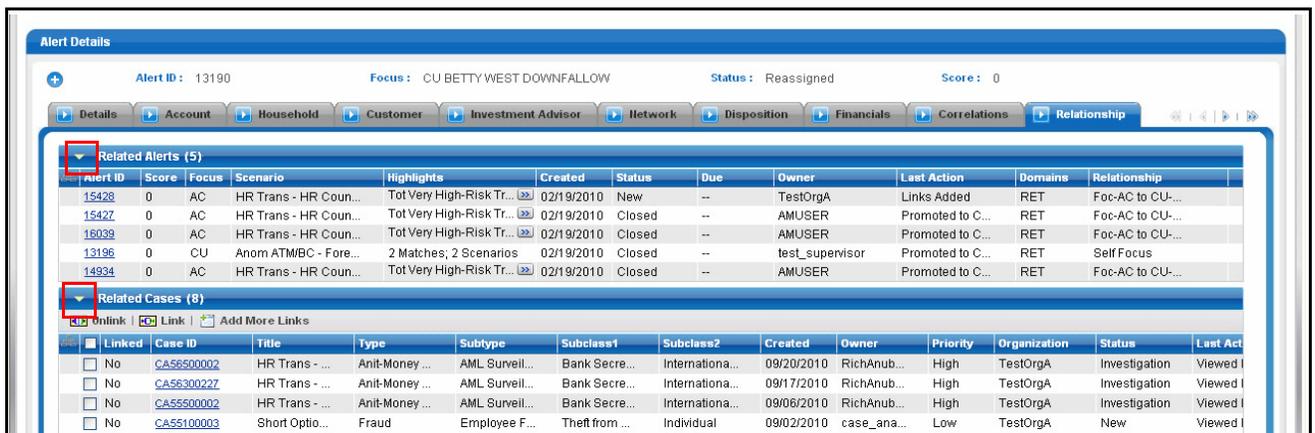


Figure 16. Grid Expand Button

Grid Collapse Button

If you want to collapse a grid matrix, which is already expanded, you can click the (^) button displayed at the top left corner of the section. This collapses the matrix and all the rows and columns in the matrix are hidden.



Figure 17. Grid Collapse Button

Column Expand Button

When values displayed in the columns of a matrix is lengthy, Oracle Financial Services Alert Management displays the first few characters followed by the expand button (>>), indicating that more text is available. The expand button (>>) in a field when clicked, expands the column/row for the complete text to be visible. The button (>>)

is displayed in few of the matrix headers, like Evidence to expand the contents of the matrix.

Alert ID	SC	Focus	Scenario	Created	Status	Due	Owner	Linked Cases
17062	50	AC AARON	User Defined	10/11/2010	Follow-Up	10/14/2010	RichAnubhav	0
17030	50	AC ROBINSON	User Defined	09/22/2010	Open	--	RichAnubhav	1
13326	0	CU RICKY NAME GIBSON	Change Bene/Owner Followed by Surrender; Early Removal	02/19/2010	Follow-Up	11/23/2010	RichAnubhav	0
13315	0	CU HARI PRSAD CHAURASIA	HR Trans - HR Counter Party - FR	02/19/2010	Follow-Up	11/24/2010	RichAnubhav	0
13313	0	CU HARI PRSAD CHAURASIA	HR Trans - HR Counter Party, Rapid Mvmt Funds - FTN	02/19/2010	Open	--	RichAnubhav	0
13313	0	CU HARI PRSAD CHAURASIA	HR Trans - HR Counter Party, Rapid Mvmt Funds - FTN	02/19/2010	Open	--	RichAnubhav	0
13328	0	CU LARA COOL MASON	Change Bene/Owner Followed by Surrender; Early Removal	02/19/2010	Open	--	RichAnubhav	0
13330	0	CU JOE ROCK GIBSON	Anticipate Profile - Income; Large Reportable Trans	02/19/2010	Open	--	RichAnubhav	1
13332	0	CB PHOENIX	CIB - Product Utilization; DPG - Total Activity	02/19/2010	Open	--	RichAnubhav	0
13360	0	HH HHSTRAVDRPTTHRHHR-001	HR Trans - HR Counter Party, Structuring; Avoid R...	02/19/2010	Open	--	RichAnubhav	0
13360	0	HH HHSTRAVDRPTTHRHHR-001	HR Trans - HR Counter Party, Structuring; Avoid R...	02/19/2010	Open	--	RichAnubhav	0
13434	0	EN ACTRUSTEDPAIR-004X	HR Trans - HR Counter Party, Large Reportable T...	02/19/2010	Open	--	RichAnubhav	0
14182	0	CU MRS GUNJAN C	Cash Trans - Possible CTR	02/19/2010	Open	--	RichAnubhav	0

Figure 18. Column Expand Button

Column Collapse Button

When values displayed in the columns of a matrix are expanded, you can click the (<<) button in that column. When clicked, the column contracts the column/row. The **Contract** button is displayed in few of the matrix headers, such as Evidence, to contract the contents of the matrix.

Alert ID	SC	Focus	Scenario	Created	Status	Due	Owner	Linked Cases
17062	50	AC AARON	User Defined	10/11/2010	Follow-Up	10/14/2010	RichAnubhav	0
17030	50	AC ROBINSON	User Defined	09/22/2010	Open	--	RichAnubhav	1
13326	0	CU RICKY NAME GIBSON	Change Bene/Owner Followed by Surrender; Early Removal	02/19/2010	Follow-Up	11/23/2010	RichAnubhav	0
13315	0	CU HARI PRSAD CHAURASIA	HR Trans - HR Counter Party - FR	02/19/2010	Follow-Up	11/24/2010	RichAnubhav	0
13313	0	CU HARI PRSAD CHAURASIA	HR Trans - HR Counter Party, Rapid Mvmt Funds - FTN	02/19/2010	Open	--	RichAnubhav	0
13313	0	CU HARI PRSAD CHAURASIA	HR Trans - HR Counter Party, Rapid Mvmt Funds - FTN	02/19/2010	Open	--	RichAnubhav	0
13328	0	CU LARA COOL MASON	Change Bene/Owner Followed by Surrender; Early Removal	02/19/2010	Open	--	RichAnubhav	0

Figure 19. Column Collapse Button

Field Types

The following sections describe field types.

Text Area

A multi-line rectangular box in which you can type text, such as alert comments. If the box already contains text, you can select the default text or delete it and type new text. You may type as many characters in this box as desired.

Text Box

A single-line rectangular box in which you can type text. If the box already contains text, you can select the default text or delete it and type new text. Text boxes limit the number of characters that you may enter.

Wildcard Text Box

Oracle Financial Services Alert Management permits the use of wildcards in specific text boxes. If you do not know all of the information to type into the text box field, you can type a wildcard character for the missing part of the information. Oracle Financial Services Alert Management recognizes the percent sign (%) and underscore (_) as wildcard characters. You can use the wildcard character at the beginning, end, and anywhere within a string.

The more specific you are when using the wildcard character, the fewer extraneous matches Oracle Financial Services Alert Management returns. For example, if you specify a last name of `S*`, Oracle Financial Services Alert Management may return 100 matches, but if you specify a last name of `Smit*`, Oracle Financial Services Alert Management may return only 17 matches.

Context-Sensitive Text Box

Oracle Financial Services Alert Management permits the use of context-sensitive input in specific text boxes. If you want to perform a search on multiple values, you can enter a string of comma-separated values in the Alert/Suppression Rule/Trusted pair ID search fields.

Drop-down List

A list of items from which you can select one item. Selecting the blank (empty) option applies no filter to your selection.

Selection Box

A list from which you can choose multiple items by selecting the check box against each item. Checking the value *Select All* represents the selection of all the values available in the selection box. Un-checking the value *Select All* represents the de-selection of all the values in the selection box.

Check Box

A square box that displays beside an item or option. Select the check box once to place a check mark in the box. Select the check box again to clear it.

Check All/Uncheck All Check box

You can select all the records or deselect all preselected records using the check box provided at the header of the check box column of all matrices.

A check on the header check box selects all the records in the matrix. An uncheck on the header check box deselects all the selected records in the matrix.

ToolTips

A pop-up ToolTip displays when you position the mouse cursor over an abbreviated field, usually indicated by an ellipsis, or a column label in the Oracle Financial Services Alert Management UI. A Tooltip displays for approximately three seconds and provides the definition or other pertinent information for the abbreviated field or column label.

Using the Browser

The browser cache does not completely refresh the data. Therefore, using keys from keyboards, like Ctrl+Left arrow or Backspace keys for backward navigation, and Ctrl+Right arrow keys for forward navigations displays data that may be outdated. Using the Oracle Financial Services Alert Management navigation, pages are refreshed so the information is always up-to-date.

Navigating in Oracle Financial Services Alert Management

The following sections describe the navigation features that you can use to navigate within Oracle Financial Services Alert Management (Figure 17).

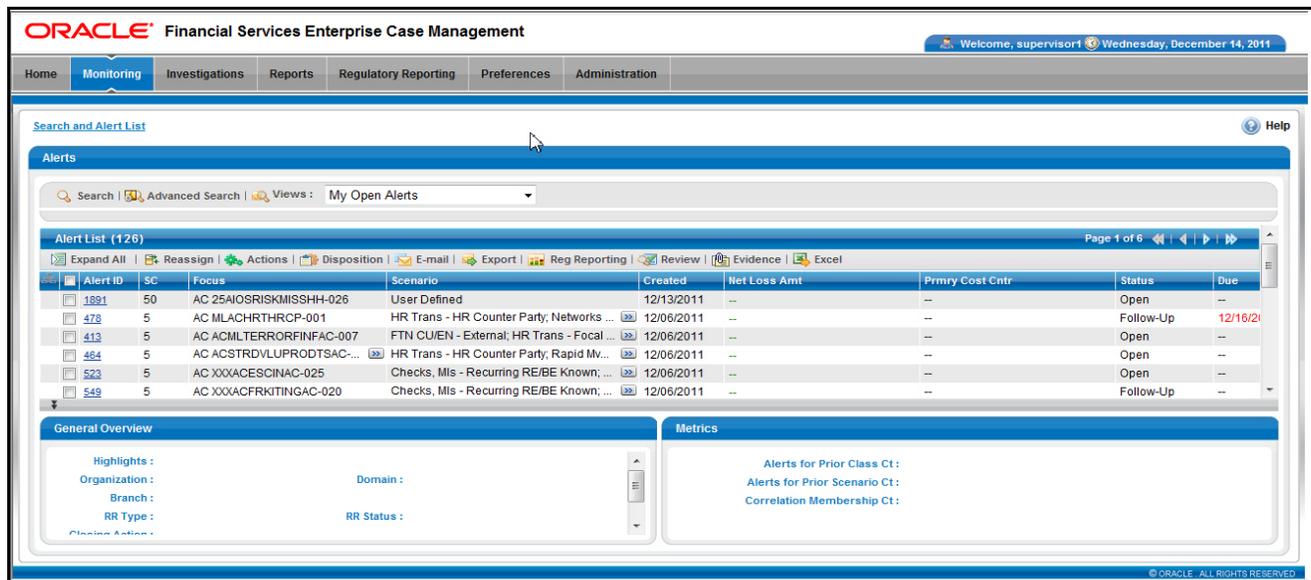


Figure 20. Navigation Features

Navigation features enable you to move easily between pages in the UI to view, analyze, or research alerts and focuses while working in Oracle Financial Services Alert Management.

Navigation Menus

The Navigation menu displays in the upper left corner of the page. The Navigation menu option includes: Home, Monitoring, Reports, and Administration. Menu options displays as per your user role. Refer to *Chapter 1, User Privileges*, on page 9, for more information on access to Oracle Financial Services Alert Management features based on role.

Links

Links display as hypertext (underlined text) on the page that, when clicked, takes you to other pages within the Oracle Financial Services Alert Management UI.

Search Bars

Some Oracle Financial Services Alert Management pages have a *search bar* that allows you to specify values with which to filter and sort your data. Search bars for a specific page are described in the chapter where that page's use is explained. Refer to Chapter 4, *Monitoring Alerts*, on page 47, in the section, *Alert Search & List Page*, on page 51, for more information on the Alert search bars.

Page Context Controls

Page context controls (also called bread crumbs) show your location in Oracle Financial Services Alert Management. It allows you to navigate back to previous page to a particular workflow. The current workflow displays the current entry in the page context controls.

Business Tabs

In Oracle Financial Services Alert Management, business data tabs display in the Alerts workflow after you have accessed an alert.

The business data tabs that display are dependent on the focus of the alert you are viewing and your role in Oracle Financial Services Behavior Detection Platform.

Business data tab pages display detailed information about a business entity. Depending on the type of business entity being displayed (for example, Account, Customer), the content of the tab is different and specific to that type of entity.

Paging

Paging refers to the mechanism on the page that enables you to move through multiple pages of information (alerts, transactions and so forth).

You can move forward and backward through the pages one at a time by clicking the back arrow to the left of the Page text box (unless you are on page #1) or the forward arrow to the right of the total number of pages (unless you are on the last page).

Some pages within Oracle Financial Services Alert Management display only an initial, limited set of information upon first navigating to that page. This information is often displayed in a tabular matrix at the top of the page. Additional information relevant to the page along with a LHS menu can be displayed by clicking on one of the initially displayed records.

Message Pages

Oracle Financial Services Alert Management describes the various types of error and status message pages that you may see in the application. Refer to Appendix A, *Message Pages*, on page 273, for an explanation of what causes the message pages to display and the appropriate way to handle them.

Monitoring Alerts

This chapter explains how to examine and analyze alert-related information to determine what action to take in each situation.

This chapter covers the following topics:

- About the Alert Workflow
- Home Page
- Alert Search & List Page
- Exporting Alerts to Excel
- Designating Trusted Pairs

About the Alert Workflow

This chapter explains how to find and analyze alerts. The primary components of the Alert workflow discussed in this chapter include the following pages:

- **Home page:** Enables you to view your notifications and priority alerts. You can also view the charts based on your role and reports configured for display. Refer to section *Home Page*, on page 49, for more information on the components of the home page.
- **Alert Search & List page:** Enables you to set criteria to retrieve alerts, the results of which display on the Alert List matrix below the Search bar. The Search bar allows you to specify multiple criteria for your search to include searching for an alert by an Alert ID.

The Alert List matrix displays a list of alerts that meet the criteria specified on the Search bar. Clicking the **Alert ID** link for any alert in the list displays the Alert Details page. Refer to Chapter 8, *Alert Details Tab*, for more information. Action buttons are available above the Search bar for the user to select one or more alerts and to take action. Refer to section *Alert Search & List Page*, on page 51, for more information.

Accessing the Monitoring Workflow

You can access the Monitoring workflow using the primary level of navigation menu, which is located at the top of the page and is visible from all pages of the workflow. Click the **Alerts** submenu option under the Monitoring primary level of navigation menu. The Alert Search & List page displays.

If you have access to the Home page, you can view the alert notifications and priority alert matrix here and access the Alert Search & List page by clicking on the Alert List button from the priority alerts matrix.

Home Page

The Home page provides visibility and quick access to a list of high priority alerts that may require more immediate attention. In addition, the Home page displays notifications of activity on alerts of interest to you. The Home page may also display graphical summaries of your current workload. You can navigate to the Home page by selecting Home from the primary level of navigation menu. Based on the access permissions of your role, the Home page may also display as the default page after you have logged into the system.

Refer to section *User Privileges*, on page 9, and *Security within Oracle Financial Services Behavior Detection Platform*, on page 13, on page, for information on Oracle Financial Services Alert Management access privileges.

Refer to section *Home Page*, on page 49, for more information on the components of the Home page.

Home Page Components

The Home page consists of the Notification section, Report section, and Priority Alert Matrix.

Notification

Displays notification for reassigned alerts and for alerts nearing due date. The Notification section displays the notification of the following category:

- **ID:** Identifier of the item for which you have received this notification (for example, Alert ID)
- **ID Type:** The type of item for which you have received this notification (for example, Alert)
- **Notification category:** The type of activity that has triggered this notification (for example, Due Date and Reassign Ownership)
- **Created Date and Time:** Date and time this notification message was created

Double-click a notification to view additional detailed information about the notification in a pop up:

- **Due date:** For Notification category of Due Date, the actual due date that is nearing or has been exceeded for an entity
- **Status:** Where the item type is associated with some status, the current status of that item (for example, the status of the alert)
- **Assigned To:** The current user to whom the item that is the subject of the notification is assigned
- **Action Taken:** If the notification category is Action Taken, the action taken on the item that is the subject of the notification
- **Taken By:** Displays the taken of the action taken on alert

You can select the check box against each notification and click the **Remove** button to delete the notification from your list.

The most recent notifications display first. If there are more notifications than will fit on the initial page, you have the option to navigate to the additional notifications using page controls. Notifications will not remain visible indefinitely. By default, notifications are configured to appear for five days after they are initially created except under the following circumstances:

- You delete the notification
- You view the alert for which the notification of assignment or reassignment was received on action taken
- Or, the due date has been extended on the alert for which the notification of nearly due or overdue was received

Note: The display notification is configurable. Contact your system administrator to modify the default.

Reports

Displays reports based on the role and reports configured for your firm's installation. Contact your system administrator for more information regarding what reports may be available. By default, the Reports section of the Home page displays charts for alerts owned by you and grouped by non-closed status.

Priority Alerts Matrix

Displays only Active alerts, that is, those alerts in a non-closed status. By default, the system displays only five high priority alerts in the list. The alerts, and the order in which they are to be displayed, are based on the following ordering strategies:

- **Highest alert score** (displayed in descending order of score)
- **Due Date** (displayed in ascending order): When the highest scores are identical, the system uses the due date of an alert to determine the display order. If there is a due date associated with the alert, Oracle Financial Services Alert Management selects those alerts most near or exceeding their due date.
- **Create Date:** If the highest score alerts have identical due dates, Oracle Financial Services Alert Management use the most recent create dates of the alerts to determine display.

You can click the **Alert List** button to navigate to the Alert Search & List page.

Alert Search & List Page

The Alert Search & List page enables you to filter the alerts that you want to view and analyze on the Alert List section. You can navigate to the Alert Search & List page by selecting the **Alerts** submenu in the Monitoring primary level of navigation.

From the Home page, you can navigate to the Search & List page by selecting the **Alert List** button on the priority list of alerts.

Alert Search & List Page Components

The Alert Search & List Page contains the following components:

- Action Buttons
- Alert Search Bar
- Alert List Matrix
- Additional Information

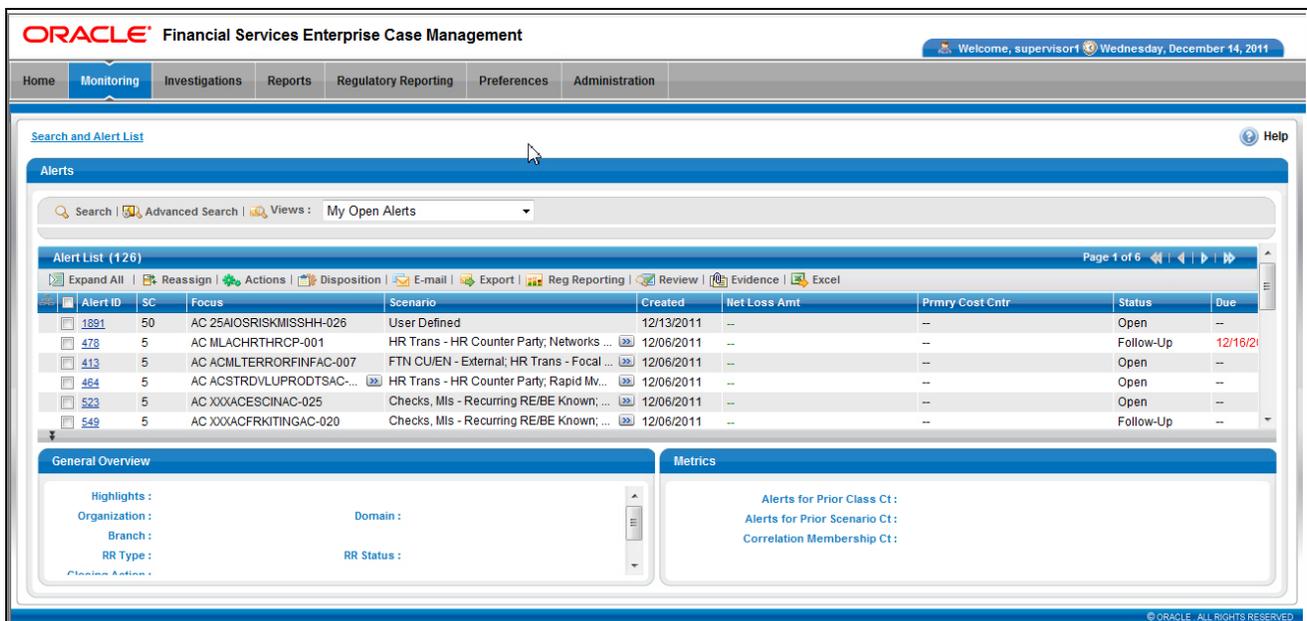


Figure 21. Alert Search & List Page Components

Action Buttons

You can take actions using the Action buttons available above the Search bar. These buttons are visible as per your access permissions. Refer to Chapter 9, *About Alert Actions*, on page 163, for more details on actions.

Alert Search Bar

The Alert Search bar enables you to filter the alerts that you want to view and analyze on the Alert List. The Alert Search bar supports three types of Search—Views, Simple Search, and Advanced Search.

By default, the Views search is available with **My Open Alerts** as the default queue.

You can also choose to search by filter criteria available in Simple Search and Advanced Search, which displays on clicking the respective buttons.

You can use only one search (Views, Simple Search, or Advanced Search) at a time.

Oracle Financial Services Alert Management retrieves alerts, based upon the following:

- The filter criteria you enter into the Views, Simple Search, or Advanced Search bars.
- Your access control permissions. Refer to Chapter 1, *User Privileges*, on page 9.

Views Search

Views represent pre-populated search queries. Selecting a View for searching allows a single click option for returning a filtered alert list based upon the view's preset search criteria. By default, the Views search is available with **My Open Alerts** as the default queue. To search using views simply select the desired views from the list.

Table 9 list the View Filter and Sort Criteria for the View Names.

Table 9. List of Views

View Name	View Filter and Sort criteria
My New Alerts	From: Current Date -1 To: Current Date
	Owner: current user or pool to which the current user belongs
	Status: New
	Sort: By Score Desc; Alert ID Asc
My Open Alerts	Owner: current user or pool to which the current user belongs
	Status: Open or Follow-up
	Sort: By Score Desc; Create Dt Desc; Alert ID Asc
My Reassigned Alerts	Owner: current user or pool to which the current user belongs
	Status: Reassigned
	Sort: By Score Desc; Create Dt Desc; Alert ID Asc
My Overdue Alerts	Due Date is not null and is <= Current Date
	Owner: current user or pool to which the current user belongs
	Sort: By Due Date Asc; Alert ID Asc
My Near Due Alerts	Due Date is not null and is > Current Day and <= (Current Day +4)
	Owner: current user or pool to which the current user belongs
	Sort: By Due Date Asc; Alert ID Asc
Management - Overdue Alerts	Due Date is not null and is <= Current Date
	Owner: Organizational pool(s) for which the current user is supervisor or user within that pool
	Sort: By Owner Asc; Due Date Asc; Alert ID Asc
Management - Near Due Alerts	Due Date is not null and is > Current Day and <= (Current Day +4)
	Owner: Organizational pool(s) for which the current user is supervisor or user within that pool
	Sort: By Owner Asc; Due Date Asc; Alert ID Asc

Table 9. List of Views (Continued)

View Name	View Filter and Sort criteria
Management - Aged Alerts	Alert Age >= 30 days
	Owner: Organizational pool(s) for which the current user is supervisor or user within that pool
	Status: Any status but a closed status
	Sort: By Owner Asc; Create Date Asc; Alert ID Asc

The Alert Search bar supports the ability to search across the following types of information:

- Alert Search Dates
- Alert by Entity
- Linked Cases

Alert Information

Table 10 provides a list of the alert search components that display in the alert Simple and Advanced search bar.

Table 10. Alert Search Components

Column	Description	Simple Search	Advanced Search				
			AML	Fraud	BC	TC	ECTC
Created From	Filters the alert list by the date the alert was created.	X	X	X	X	X	X
Created To	Filters the alert list by the date the alert was created.	X	X	X	X	X	X
Organization	Filters the alert list by the ID of the organization associated with the owner of an alert. The multi-select list box contains only the organizations (and the organizations subordinate to it) to which you have a business association and are authorized to view. If you filter by Organization, you cannot filter by Owner.	X	X	X	X	X	X
Owner	Filters the alert list by a user or group of users to whom an alert is assigned. This multi-select list box contains users or groups of users within the Organization. If you filter by Owner, you cannot filter by Organization.	X	X	X	X	X	X
Focus	Filters the alert list by the type of business object that exhibits the behavior of interest. Focus is a two-part representation including focus type and an associated focal entity. Your access control privileges determine which focus types display in the multi-select list box. If you filter by Focus, you cannot filter by Focus Type. For example, a focus of <i>TR SmithJ</i> consists of a focus type of TR and a focal entity of SmithJ.	X	X	X	X	X	X
Scenario Class	Filters the alert list by the scenario class associated with an alert, listed by its abbreviation. This multi-select list box contains only the scenario classes that you are authorized to view. If you filter by Class, you cannot filter by Scenario.	X	X	X	X	X	X
Scenario	Filters the alert list by the scenario, which is name of the behavior or activity that generated the alert.	X	X	X	X	X	X

Table 10. Alert Search Components (Continued)

Column	Description	Simple Search	Advanced Search				
			AML	Fraud	BC	TC	ECTC
Status	Filters the alert list by the current status of an alert, relative to its analysis and closure in the multi-select list box.	X	X	X	X	X	X
Score	Filters the alert list by the score the alert received when based against your firm selected. Oracle Financial Services Behavior Detection Platform retrieves alerts and cases greater than or equal to the score you enter in this text box.	X	X	X	X	X	X
Closing Action	Filters the alert list by one or more selected closing actions that have been taken on an alert.	X	X	X	X	X	X
Jurisdiction	Filters the alert list by the business jurisdiction associated with an alert. The multi-select list box contains only the jurisdictions with which you are authorized to view.		X	X	X	X	X
Domain	Filters the alert list by the business domain associated with an alert. The multi-select list box contains only the business domains with which you are authorized to view.		X	X	X	X	X
Due	Filters the alert list by past and up to the date you enter by which an action should be taken on the alert.		X	X	X	X	X
Prior All >=	Filters the alert list by the number you enter, and any number greater than of previously generated matches for the same focal entity across all scenarios and solution sets.		X	X	X	X	X
Prior Scenario >=	Filters the alert list by the number of matches previously generated for the same focal entity by the same scenario as the current alert.		X	X			
Prior Class >=	Filters the alert list by the number of matches previously generated for the same scenario class associated with an alert.		X	X			
Age >=	Filters the alert list by the number of calendar or business days, and any number greater, since the creation of an Active alert.		X	X	X	X	X
Action	Filters the alert list by one or more actions that have been taken on an alert.		X	X	X	X	X
Last Action	Filters the alert list by one or more selected last actions that have been taken on an alert.		X	X	X	X	X
Linked Cases >=	Filters the alert list by the number of cases that are linked to the alert. Oracle Financial Services Alert Management retrieves alerts, which are either greater than or equal to, equal to, or less than or equal to the count you enter in the text box. This search option will only be available if your firm has implemented Oracle Financial Services Enterprise Case Management.		X	X	X	X	X
Alert ID	Filters the alert list by the one or more Alert IDs entered in this text field. To search for multiple IDs, separate IDs with commas. If the alerts are found, the Alert List Matrix displays information about the alerts with the IDs that exactly matches the values you entered. The Alert ID search is mutually exclusive with all other filter criteria.	X	X	X	X	X	X

Table 10. Alert Search Components (Continued)

Column	Description	Simple Search	Advanced Search				
			AML	Fraud	BC	TC	ECTC
Regulatory Reporting Type	Filters the alert list by the Regulatory Reporting types that are available to you (for example, (SARDI). Regulatory Reporting is an optional Oracle application.		X	X	X	X	X
Regulatory Reporting Status	Filters the alert list by the current status of an alert that has been recommended for Regulatory Reporting, an optional Oracle application.		X	X	X	X	X
Limit to Focus	Filters the alert list to where the specified entity is the focus.		X	X	X	X	X
Entity Type	Filters the alert list by the type of business entity you select in the drop-down list box. Select the focus from the Entity Type drop-down list and type either Entity Name or Entity ID to search for alerts.		X	X	X	X	X
Entity ID	The unique identifier for entity that is associated with alerts you want to view.The field accept up to 50 characters of text in the Entity ID text box.		X	X	X	X	X
Entity Name	The entity name associated with alerts you want to view.		X	X	X	X	X
Commodity Instrument ID	Filters the alert list by the identification number of the commodity instrument involved in the alert.						X
Commodity Instrument Name	Filters the alert list by the name of the commodity instrument involved in the alert.						X
Security ID	Filters the alert list by the identification number of the security involved in the alert.					X	
Security	Filters the alert list by the name of security involved in the alert.					X	
Trader ID	Filters the alert list by the identification number of the trader involved in the alert.					X	X
Trader	Filters the alert list by the name of the trader involved in the alert.					X	X
IA Firm ID	Filters the alert list by the identification of the firm associated with the Investment Advisor.				X		
IA Firm	Filters the alert list by the name of the firm associated with the Investment Advisor.				X		
Service Team ID	Filters the alert list by the identifier of the primary service team of which this employee is a member.				X		
Rep ID	Filters the alert list by identification number of the employee or contractor who is the Registered Representative.				X		
Rep	Filters the alert list by name of the employee or contractor who is the Registered Representative.				X		
Branch ID	Filters the alert list by the identification number of the organization where this account is domiciled.				X		
Branch	Filters the alert list by the name of the organization where this account is domiciled.				X		
Sup Org ID	Filters the alert list by unique ID of the organization where the Registered Representative is employed.				X		

Table 10. Alert Search Components (Continued)

Column	Description	Simple Search	Advanced Search				
			AML	Fraud	BC	TC	ECTC
Sup Org	Filters the alert list by the name of the organization where the Registered Representative is employed.				X		
Tot/Net Loss Amount	Filters the alert list by the total net loss amount associated with the alert. This is the total loss remaining after Averted and Recovery Amounts have been subtracted from the Potential Loss.			X			
Primary Cost Cntr	Filters the alert list by the primary cost center to which the total net loss amount for an alert has been associated.			X			

Alert Search Dates

You can specify the time frame in which you want to view alerts. When you specify the start (From) and end (To) dates, Oracle Financial Services Alert Management displays only those alerts that are created within the time frame.

In order to search for alerts in a closed status, you are required to specify a From Search Date.

Simple Search

A Simple Search is a search based on limited set of search fields, which are a combination of a drop-down list and text fields.

Advanced Search

An Advanced search offers the same search fields as provided for a simple search, along with an expanded set of additional fields.

In Simple and Advanced search:

- a. The alert list can be dynamically populated based on different set of input criteria or by Alert ID.
- b. Drop-down lists, text boxes, and multi-select list boxes enable you to filter alerts more precisely for analysis.
- c. The fields in Simple or Advanced search supports selection of multiple values in each drop-down control. Selecting the blank list option within a multi-select list box is the same as selecting all options within the list.
- d. When filtering using multiple search fields, the results are filtered based upon matching all criteria specified.
- e. Some text fields allow the use of wildcards when searching. The percent sign (%) is used to denote a wildcard.
- f. If you click the **Go** button without selecting any filter criteria, a message displays:

No values were entered in the filter criteria. Please enter at least one filter criteria.

You must enter data in at least one search field.

- g. Drop-down lists available in the Simple or Advanced search fields populate based on your security attributes access control. Only the data that matches your specified criteria and those alerts, which you are authorized to view, displays as search result.

Alert by Entity

You can search the alert list by using the Entity filters on the Advanced Search bar. These filters enable you to search for an alert by either providing an Entity Name or Entity ID. For example, if you want to search the alert list for a customer focus entity, select CU from the **Entity Type** drop-down list and type the customer name in the Entity Name text box.

You can type up to 255 characters of text in the **Entity Name** field and up to 50 characters of text in the **Entity ID** field, respectively.

The **Limit to Focus** check box on the Alert Search page applies to the Entity filter options—Entity Type, Entity Name, and Entity ID.

Selecting the **Limit to Focus** check box limits your results to those in which the specified entity is the focus of an alert. De-selecting the **Limit to Focus** check box may return a larger set of results. If the **Limit to Focus** check box is de-selected, the results will include those alerts where the specified entity is the focus, and include alerts, which are focused on entities, related to the specified entity.

The **Entity Type** drop-down list allows you to search for alerts by the type of business entity. It is distinct from the **Focus** selection box search filter. The **Entity Type** drop-down list refreshes according to the option that you set on the **Limit to Focus** check box filter.

If you select the **Limit to Focus** check box, the focal type options in the **Entity Type** drop-down list refreshes to include only those focal types that you can view based upon your role. For example, if you select the **Limit to Focus** check box and you have the access to view the scenarios that are focused on Accounts (AC) and External Entities (EN), then only AC and EN display in the **Entity Type** drop-down list as possible entity types.

If you clear the selection of the **Limit to Focus** check box, the focal type options in the **Entity Type** drop-down list refreshes to include the distinct superset of the focal entity types that you can view in addition to the complete list of focal types that form the basis for the business entity to alert correlations. For example, if you clear the **Limit to Focus** check box, and you have access to view the scenarios that are focused on Accounts (AC) and External Entities (EN), the **Entity Type** drop-down list populates with CU, EE, EN, CB, AD (which are the current defined business entity to alert correlation types) and AC.

Table 11 provides a list of the alert search entity filters that display on the Alert Search & List Page.

Table 11. Alert Search Entity Filters

Column	Description
Limit to Focus	Filters the alert list to where the specified entity is the focus.
Entity Type	Filters the alert list by the type of business entity you select in the drop-down list box. Select the focus from the Entity Type drop-down list and type either Entity Name or Entity ID to search for alerts.
Entity Name	The entity name associated with alerts you want to view. Wildcard characters '%' and '_' are supported for this field.
Entity ID	The unique identifier for an entity that is associated with alerts you want to view. The field accepts up to 50 characters of text in the Entity ID text box.

Linked Cases

If your firm has implemented Oracle Financial Services Enterprise Case Management, you will have the option to filter the alert list based upon the number of cases to which an alert is linked. The Linked Cases text box enables you to enter the filter criteria based on the number of linked cases that are linked with the alert.

Searching for Alerts

The Alert Search bar enables you to search and display data by Queues, Simple, and Advanced search filters. You can also search for an alert by an Alert ID.

Searching for Alerts Using Views

To search for alerts using views, follow these steps:

1. Navigate to the Search & List Page.
The Views search bar displays.
2. Select any value from the **Views** drop-down list.
3. Click **Go**.

Searching for Alerts using Simple/Advanced Search

To search for alerts by specifying your own criteria, follow these steps:

1. Navigate to the Simple/Advanced Search bar by clicking the **Simple Search/Advanced Search** button.
2. Specify your desired search criteria in the Simple/Advanced Search.

Note: Several Alert Search text boxes accept wildcards and comma-separated entries. Refer to Chapter 3, *Wildcard Text Box*, on page 41, and Chapter 3, *Context-Sensitive Text Box*, on page 42, for more information.

Optional for Advanced Search: Specify one or more criteria, which is specific to Advanced Search.

For example: Select the **Limit to Focus** check box and select an entity type in the **Entity Type** drop-down list, and then type a value in the **Entity Name** or **Entity ID** text box for the selected focus type.

3. Click **Go**.

If you choose to filter by **Entity ID**, Oracle Financial Services Alert Management automatically sets the filter by alert **Entity** selection box to the appropriate focus type.

If the search returns one or multiple alerts, the Alert List matrix displays a list of alerts that matched the criteria.

If no alerts meet the filter criteria, a message appears stating:

No data met the selected filter criteria. Please enter new filter criteria.

Caution: Once you click the **Go** button, you must allow the application time to generate and display the list. Do not click the **Go** button repeatedly as it can lock the Oracle Financial Services Alert Management application. You have to log off and log on again to run the application.

Searching for an Alert by Alert ID

To search for an alert by Alert ID, follow these steps:

1. Navigate to the Simple or Advanced Search bar by clicking the **Simple Search/Advanced Search** button
2. In the Alert ID Search bar, type an alert ID in the **Alert ID** text box for the alert that you want to view.

Optional: Enter additional Alert IDs separated by commas (for example, Alert ID, Alert ID, Alert ID,...).

3. Click **Go**.

The Alert List returns all alerts with IDs that match exactly the values you entered in the **Alert ID** text box.

Note: Searches by Alert ID and other Simple/Advanced search criteria are mutually exclusive. If you attempt to search by a combination of Alert ID and other filters, filter criteria other than Alert ID will be ignored.

Alert List Matrix

The Alert List matrix displays summarized information of alerts that you can further investigate or take actions.

When you search using view, the sort order is based on the view selected. Refer to Table 9 for the sort criteria in each view. When you search from Simple or Advanced search, the default sort order is based upon Due Date Asc followed by Create Date Desc and Alert ID Asc.

By default, the list matrix displays 20 alerts. To view additional alerts returned by search, use the pagination controls to move to additional pages of alerts.

Alert List Components

The Alert List matrix of the Alert Search & List page consists of the Alert List header and a matrix containing one or more alerts and associated data. Each alert has a check box and an **ID** link associated with it.

The components within the Alert List matrix are as follows:

- **Alert List** header: Contains the number of alerts displayed in the list, the total number of alerts returned by the search. Pagination controls within the header allow you to navigate to the additional pages of alerts.

- **List of Alerts:** Displays a list of alerts based on your search criteria on the Alert Search bar. Click the **Alert ID** link for any alert in the list to access the Alert Details page. If the selected alert is locked (meaning, another user has currently accessed the same alert), a message displays:

The selected alert is locked by another user. Click **OK** to view the alert details page in view mode only and **Cancel** to return to list page.

If you click **OK** in the dialog box, you navigate to the alert details page in view mode. In the view mode, you cannot take any action on the alert.

The Alert List header contains a check box, which enables you to select all the check boxes for each row on the page. Selecting the check box again enables you to clear all the check boxes.

The **Expand image (>>)** displays inside the **Scenario** and **Focus** fields if the text in the field is more than the column width. Clicking the **Expand image (>>)** refreshes the data to display the complete Scenario and Focus name.

After you click the **Expand image (>>)** link, it displays the **Contract image (<<)**, which, when clicked, refreshes the data to display only the abbreviated Scenario and Focus name.

For all other fields when the text in the field is more than the column width, a Tooltip displays for approximately three seconds when you position the mouse cursor over the field to display the complete text.

- **Check Boxes:** Appears at the beginning of each row. Select one or more of these boxes to take action on one or more alerts. Select the check box again to clear it. When you select using the check box, the alert row displays a blue color highlight.
- **Action Buttons:** Enables you to select and take action on one or more alerts. When an action button is clicked, the application navigates you to the applicable Actions pop up. You can take an action on a single alert or on several alerts (batch action). Refer to Chapter 9, *Acting on Alerts*, on page 163, for more information on taking actions on alerts.

Before you take action on the selected alerts, Oracle Financial Services Alert Management checks each alert to determine if it is locked. If all the selected alerts are locked by another user, a message displays:

All selected alert records are locked by another user. Please try again later.

If some, but not all, of the selected alerts are locked, a message displays:

One or more Alerts are locked by another user. Select **OK** to continue; **Cancel** to return to the Alert List.

If you click the **OK** button, you can take actions on the alerts that are not locked.

If you fail to select at least one check box and click on any action button, a message displays:

You have not selected any alert(s). Please select one or more alerts.

- **Column Headings:** Labels that tell you what kind of information displays in the columns. All column headings in the Alert List matrix are sortable. You can sort each column in the alert list by right-clicking on the column header and choosing the ascending or descending options.

Table 12 provides a list of the columns that display in the Alert List matrix.

Table 12. Alert List Components by Display Configuration by Solution Sets

Column and Field	Anti-Money Laundering	Fraud	Broker Compliance	Trading Compliance	ECTC	Standard
Alert ID	X*	X	X	X	X	X
SC [ore]	X	X	X	X	X	X
Focus [Type and Name]	X	X	X	X	X	X
Scenario	X	X	X	X	X	X
Highlights						X
Created [Date]	X	X	X	X	X	X
Status	X	X	X	X	X	X
Due [Date Time]	X	X	X	X	X	X
Regulatory Reporting Status						X
Regulatory Reporting Type						X
Owner	X	X	X	X	X	X
CL[ass] Prior						X
SCN [Scenario] Prior						X
Clsg Action						X
[Business] Domain						X
[Involved] Security				X		
[Involved] Trader				X	X	
[Involved] Service Team ID			X			
[Involved] Rep ID			X			
Tot/Net Loss Amt		X				
Pmry Cost Cntr		X				
Linked Cases	X	X	X	X	X	X
Cmdty Instr ID					X	

Additional Information

The Additional Information section consists of the General Overview and Metrics bar and displays below the Alert List. The section refreshes to display additional information about the alert when you click the alert row in the Alert List section.

By default, the section is in the contracted mode. You can click the Expand ▼ image or Collapse ▲ in the section header to expand or contract the section.

Note: The Additional Information section display values only if you have clicked on the alert row. The section does not display if you only click the check box. The check box should be used only to perform actions from the action categories.

Table 13 provides a list of fields that display in the General Overview and Metrics section.

Table 13. General Information Section Components

Column	Description	General Overview	Metrics
Highlights	Pertinent information related to the alert.	X	
Organization	Organization associated with the owner of the alert.	X	
Domain	Business Domains associated with the alert.	X	
Closing Action:	Closing action that has been taken on an alert.	X	
Alerts for Prior Class Ct	Number of matches previously generated for the same scenario class associated with the alert.		X
Alerts for Prior Scenario Ct	Number of matches previously generated for the same focal entity by the same scenario as the alert.		X
Correlation Membership Ct	Number of correlations the alert is a member of.		X
Reg Report Type	Regulatory Reporting types that are available to the user (for example, SARDI). Regulatory Reporting is an optional Oracle Financial Services Behavior Detection Platform.	X	
Reg Report Status	The current reporting status of a case that has been recommended for Regulatory Reporting, an optional Oracle Financial Services Behavior Detection Platform.	X	

Exporting Alerts to Excel

For all roles, Oracle Financial Services Alert Management enables you to export data to Microsoft Excel where you can then review and edit the data as necessary. The Excel function exports all records available within a particular matrix or from all matrices of the UI based on the option selected in Export Properties. If you select Grid Data then it exports records only from a particular matrix. If you select Form Data then it exports records from all matrices available in the UI. On performing this action, the list of records will be exported to the first sheet of a new Microsoft Excel workbook.

Note: Before taking Excel action, you need to do the setting in your Internet Explorer browser. Open your Internet Explorer. Go to **Tools > Internet options > Advanced tab**. In Security section, mark the check box for **Do not save encrypted pages to disk** option and click **Apply**. Re-launch the IE browser.

The Excel functionality works successfully on MS Excel 2003. However, you can encounter a warning message if your system has MS Excel 2007. This warning message does not prevent you from successfully exporting the selected content.

This functionality is available as follows within the Oracle Financial Services Behavior Detection Platform UI:

- **Alert List page:** The **Excel** icon displays on the masthead and on Alert List headers (Figure 22). This functionality exports the Alert List data to Microsoft Excel.

Note: The Excel function exports all pages of alerts returned by your search as indicated in the Paging display in the Alert List page.

To export alert list data, click the **Excel** icon on the masthead. Oracle Financial Services Alert Management displays the alert list on the first worksheet of the Microsoft Excel workbook.

- **Alert Details page:** Once on the Details page the **Excel** icon will no longer appear in the action button row. The **Excel** icon displays next to the name of the following building blocks:
 - Back Office Journal Transactions
 - Cash Transactions
 - Check, MI Transactions
 - Funds Transfer, Electronic or Internet Transaction

In addition, the icon is available in all the Link pages.

- **Correlation tab:** The **Excel** icon displays in the header of Correlation Summary and Membership matrices.
- **Business tabs:** The **Excel** icon displays in Summary pop-ups in all the business tabs where summary pop-ups are applicable.
- **Financials tab:** The **Excel** icon displays in the header of each of Potential Loss, Averted Loss, and Recovered Loss matrices.

- **Manage Trusted Pairs:** The **Excel** icon displays on the Trusted Pairs List header
- **Manage Suppression Rules:** The **Excel** icon displays on the Suppression Rules List header

To Export Alerts to Excel

To export alerts to Excel, follow these steps:

1. Click the **Excel** icon on the Alert List or anywhere in the application where it is available.

A pop-up displays with export details.

2. Set Document Type as *Excel* and select Form Data/Grid Data as *Grid Data*.
3. Click the **Export** button.

When processing is complete, the data displays in an IE window with a dialog box.

4. Click **Save** from the dialog box.

The Save As dialog box displays.

5. Select a directory location where you want to save the file.
6. Enter a new name in the **File Name** field or the application automatically generates a name for the file to accept.
7. Click **Save**.

The application saves your file to the specified location.

Optional: Open the file in Microsoft Excel to edit as needed.

Designating Trusted Pairs

In the course of reviewing and analyzing alerts, you can determine that the activity between two parties on a transaction constitutes acceptable business practice and poses little risk to your institution. If your role permits, you can mark the relationship between these parties as trusted, using a combination of multiple attributes and factors to identify the exact format of the relationship that is to be trusted and therefore, potentially, excluded in behavior detection. Having this ability to exclude selected parties from consideration in behavior detection over a period of time can greatly reduce your workload. Refer to Chapter 5, *Managing Trusted Pairs*, on page 68, for information on searching, listing, updating and viewing the history of trusted pairs.

You can designate a trusted relationship from the Matched Information area (Figure 22).

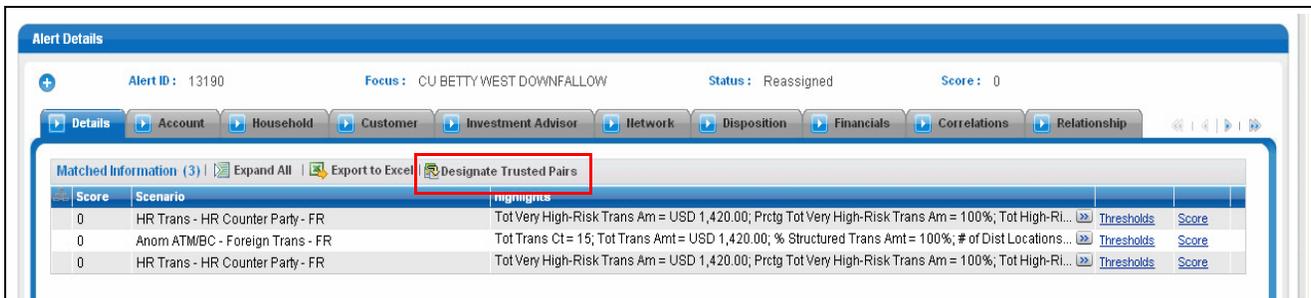


Figure 22. Designate Trusted Pairs from Matched Information

To designate a relationship as trusted, follow these steps:

1. On the Details page, in the Matched Information area for an alert involved in transactions, click **Designate Trusted Pairs**.

The Designate Trusted Pairs pop-up displays with a list of potential trusted pairings for the selected alert with a check box against each pair (Figure 23). Party pairings already in active trusted relationships will not appear.

Note: Only party identifiers in non-institutional roles can be designated as trusted.



Figure 23. Designate Trusted Pairs Pop-up Window

2. Select the check boxes for pairs you want to designate as trusted.
3. Select a direction from the **Direction** drop-down for the match or matches that you want to designate as trusted. Your options are Send, Receive, or Both.
4. Choose a Trust Period or an Expiration Date for each pair.
Note: Trust Period and Expiration Date are mutually exclusive parameters for each pair.
5. Add a comment.
6. Click **Save**.

Working with Trusted Pairs and Suppression Rules

This chapter describes how to search for and modify existing pairs of parties involved in transactions that have been designated as trusted and how to search for and modify existing suppression rules.

The following topics are covered here:

- Accessing Suppression Rules and Trusted Pairs
- Managing Trusted Pairs
- Managing Suppression Rules

Accessing Suppression Rules and Trusted Pairs

You can access the Suppression Rules workflow by clicking on Alert Suppression from the Monitoring menu in the primary level of navigation.

You can access the Trusted Pairs workflow by clicking on Trusted Pairs from the Monitoring menu in the primary level of navigation.

Managing Trusted Pairs

While reviewing and analyzing an alert, you can determine whether the activity between two parties on one or more of the alerting transactions is an acceptable business practice for the entities involved, posing little risk to the institution. If it is determined that the two parties enjoy a trusted relationship, you can designate the two parties as being a *trusted pair*.

Designating pairs of entities as *trusted* helps to decrease the number of false positive alerts that are generated when the alerting activity is between entities that an institution considers to have a trusted relationship. During the process of ingesting transactional information (Wires, Checks and Monetary Instruments, Back Office Transactions and Insurance Transactions), Oracle Financial Services Alert Management flags a transaction as trusted if at least one party/counterparty pair on the transaction is considered to be a trusted pair. These transactions can be optionally excluded from detection for many ML, IML, and FR class scenarios (through the use of a threshold parameter), thus reducing the number of false positives where alerts are generated on activity between parties trusted to do business with one another. As the relationship between a pair of entities is marked *trusted* for some period of time and is excluded from the process of behavior detection, the workload of an analyst can be greatly reduced. If the decision is made to not exclude trusted transactions from detection, alerts involving trusted transactions display information regarding the percent of the alert's transactions that involve trusted pairs versus transactions that do not involve trusted pairs.

The Manage Trusted Pair workflow discussed here is intended only for the *management* of existing trusted pairs, not the *designation* of trusted pairs. Through the Manage Trusted Pairs workflow, you can search, view, approve, reject, and modify existing trusted pairs based on your user privileges. Refer to Chapter 1, *User Privileges*, on page 9, for a detailed description of user roles and their privileges. Refer to Chapter 4, *Designating Trusted Pairs*, on page 65, for information on how to designate trusted pairs.

Manage Trusted Pairs utilizes a versioning approach to maintaining records of trusted pairs to support a Four-Eyes Approval workflow as well as audit changes to records. *Versioning* means that for each trusted pair that is created, subsequent modifications, cancels, approvals, or rejections create a new version of that record reflecting any change in status to the trusted pair as well as tracking the actual change. The trusted pair ID remains the same from version to version, allowing you to easily identify and track the history of that trusted pair.

Note: The ability to Manage Trusted Pairs through the Manage Trusted Pairs workflow user interface (UI) is dependent upon how an organization chooses to work with trusted pairs. If your site has elected to create trusted pairs by passing them into the Oracle Financial Services FSDM directly via the loading of a Data Interface Specification (DIS) file, then management of those trusted pairs will not be enabled via the UI and the Manage Trusted Pairs tab will be suppressed.

Accessing the Trusted Pairs Search Page

You can access the Trusted Pairs Search page by clicking on Trusted Pairs from the Monitoring menu in the primary level of navigation.

Trusted Pairs Search Page

The Trusted Pair Search page enables you to filter for the trusted pairs that you want to view and analyze on the Trusted Pair List page. The Search page consists of the Trusted Pair Search bar and the Trusted Pair ID search bar (Figure 24).

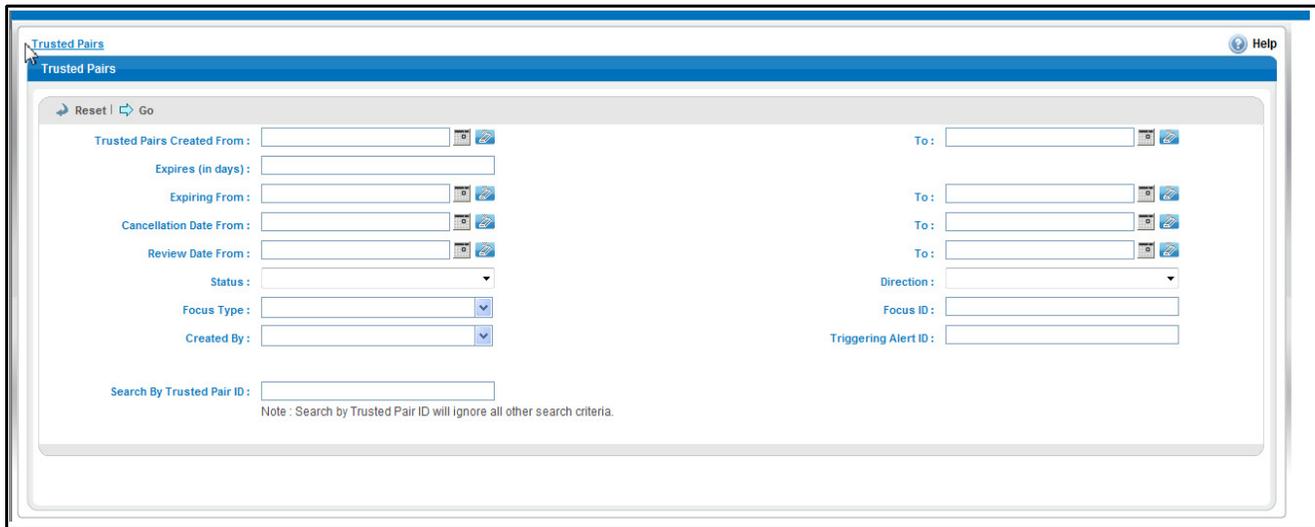


Figure 24. Trusted Pairs Search Page

Trusted Pairs Search Page Components

The Trusted Pair Search page enables you to search for trusted pairs based on criteria that you provide within this search section. Drop-down lists, text boxes, multi-select list boxes, and radio buttons enable you to filter trusted pairs more precisely for analysis. By default, all search fields are blank. Selecting the blank list option within a multi-select list box is the same as selecting all options within the list. Only the trusted pairs that match your specified criteria are displayed when you click the **Go** button. If a search is performed with blank values in fields, then the results are displayed without applying filters on those fields. In particular, if a status is not specified, the system applies a set of underlying rules to the records returned in the results. The results include the following:

- Trusted pairs that are in an Active status as well as any Pending/Risk Esc Rec Cancel/User Rec Cancel versions of that trusted pair record that may currently exist
- Trusted pairs that are currently in an Expired status
- Trusted pairs that are currently in an Inactive status where the latest version of that trusted pair record is Inactive with no Active/Pending/Risk Esc Rec Cancel/User Rec Cancel records

Note: Blank search is not supported. You will need to enter one or more search criteria in order to execute a search. Figure 29 shows a sample Trusted Pairs Search page.

Trusted Pair Search Bar

The Trusted Pair Search bar contains the following search filters:

- Trusted Pairs Created From

- Trusted Pairs Created To
- Expires (in number of days)
- Expiring From
- Expiring To
- Cancellation Date From
- Cancellation Date To
- Review Date From
- Review Date To
- Status
- Direction
- Focus Type
- Focus ID
- Created By
- Triggering Alert ID
- Trusted Pair ID

These search filters are described in detail in the following subsections.

Trusted Pair Creation Search Dates

Optionally, you can specify the time frame in which you want to view trusted pairs. When you specify the start (Trusted Pairs Created From) and end (To) dates, Oracle Financial Services Alert Management displays only those trusted pairs that were created within the specified time frame. The From date must be earlier than the To date. You may also choose to search by specifying only the From or only the To date. You can use the calendar button that is provided adjacent to the entry box to select the dates.

Expiration Search Dates

Expiration search dates enable you to specify the time frame for searching the trusted pairs based on their expiration dates. You can specify the number of days in which the trust expires by entering a value in the Expiring (in days) filter. When you use this filter, Oracle Financial Services Alert Management displays only those trusted pairs that are set to expire within the specified number of days.

On the other hand, you can specify the start (Expiring From) and end (To) dates. When these filters are used, Oracle Financial Services Alert Management displays only those trusted pairs that will expire within the specified time frame. You may choose to enter either the From or the To date. It is not required to enter both. You can use the **Calendar** button that is provided adjacent to the entry box to select the dates.

You should enter values for only one of these Expiration date search filters per search. The system does not support searching by both Expires (in days) and Expiring From and To dates, simultaneously.

Cancellation Search Dates

Cancellation search date filters allow you to search for trusted pairs that have been cancelled within a certain time frame. When you specify the start (Cancellation Date From) and end (To) dates, Oracle Financial Services Alert Management displays only those trusted pairs that have been cancelled within the specified time frame. The From date must be earlier than the To date. You may also choose to search by specifying only the From or only the To date. You can use the calendar button that is provided adjacent to the entry box to select the dates.

Review Search Dates

Review search date filters allow you to search for trusted pairs that have been flagged by the system as requiring review based upon an escalation in effective risk of one or more of the members of the trusted pair. The review date represents the date the system flagged the pair as needing the review. When you specify the start (Review Date From) and end (To) dates, Oracle Financial Services Alert Management displays only those trusted pairs that were flagged for review within the specified time frame. The From date must be earlier than the To date. You may also choose to search by specifying only the From or only the To date. You can use the calendar button that is provided adjacent to the entry box to select the dates.

Status

When you select to filter the status of the trusted pair, Oracle Financial Services Alert Management displays only those trusted pairs whose status matches the filter value selected. Possible statuses are:

- **Active:** The trusted pair is in an active status.
- **Inactive:** The trusted pair is inactive. A trusted pair record is inactive if the trusted pair has been modified in some way resulting in the currently active version of the record becoming inactive. A trusted pair is considered to be completely inactive *only* if all versions of the trusted pair are in an Inactive status. A search for inactive trusted pair records returns only those trusted pairs that are *completely* inactive. If a trusted pair is currently active but has inactive records associated with it due to modifications and updates, that trusted pair is not returned in the results.
- **Pending:** A trusted pair has either been newly recommended or a recommendation has been made for some modification to the trusted pair record that requires supervisory approval. Until the recommendation is either accepted or rejected, the record will remain in a Pending status. Note that active trusted pairs with a pending recommendation are still considered to be active and will continue to be used to flag transactions based upon the trust pair attributes as they were before any modifications. A search for pending trusted pair records returns only those trusted pair records in a Pending status.
- **Expired:** The trusted pair has reached its expiration date and the system has set the status to Expired. A search for expired trusted pair records returns only those trusted pair records in an Expired status.

- **Risk Esc Rec Cancel:** (Risk Escalation Recommend Cancel) One or more members of the trusted pair has experienced an increase in their effective risk that may affect whether or not you want to continue to let them be a member of a trusted pair. The risk increase was sufficient enough to cause the system to flag the trusted pair as needing review due to risk escalation, with a system recommendation to cancel the trust. Note that trusted pairs with a Risk Esc Rec Cancel recommendation are still considered to be active and will continue to be used to flag transactions until such time as the recommendation to cancel is approved. A search for Risk Esc Rec Cancel trusted pairs returns only those trusted pairs currently in Risk Esc Rec Cancel status.
- **User Rec Cancel:** (User Recommend Cancel) A user has recommended that this trusted pair be cancelled. Records in a User Rec Cancel status require supervisory approval of the cancel recommendation. Note that trusted pairs with a User Rec Cancel recommendation are still considered to be active and will continue to be used to flag transactions until such time as the recommendation to cancel is approved. A search for User Rec Cancel trusted pairs returns only those trusted pairs currently in User Rec Cancel status.

Direction

When you select to filter for a specific direction of a trusted relationship, Oracle Financial Services Alert Management displays only those trusted pairs whose trust direction matches the filter value specified. Possible directions are Send, Receive and Both. So a search on a Direction of Send will return all trusted pairs where party 1 is trusted to Send to party 2. A direction of Both means that the two parties are allowed to both send and receive funds from one another.

Focus Type/Focus ID

Focus represents the type of business object that exhibits the behavior of interest. Your access control privileges determine which focus types display in the Focus Type multi-select list box. Trusted pairs involve only two types of entities – Account and External Entity.

You can search by selecting one or more Focus Types. You may combine a search by Focus Type with a specified Focus ID. You can search by only a Focus ID, without specifying a Focus Type. You can also search by specifying only a Focus Type with no accompanying Focus ID.

When the Focus Type filter is used, Oracle Financial Services Alert Management displays trusted pairs created on entities of that focal type, where one or both members of the pair match the focus type. When the Focus ID filter is used, Oracle Financial Services Alert Management displays pairs where a pair member matches on the specified entity identifier.

You can also search by Focus ID using wildcards. In Oracle Financial Services Alert Management, wildcards are represented by the percent sign (%). For example, to search for all parties whose Focus ID begins with AC1 enter AC1% in the Focus ID search field. To search for parties whose Focus ID ends in AC1 enter %AC1 in the Focus ID search field. You can also use the wildcard anywhere in the middle of the identifier if you know the beginning and end but are unsure of the middle values.

Created By

When you specify the creator of the trusted pair, Oracle Financial Services Alert Management displays only those trusted pairs that were created by the specified user.

Triggering Alert ID

When you specify the triggering alert ID, Oracle Financial Services Alert Management displays those trusted pairs that were created during the investigation of the specified alert (in other words, the *create trusted pair* action was taken while investigating this alert).

Trusted Pair ID

The Trusted Pair ID enables you to search for information about the trusted pairs by typing the Trusted Pair ID in the text box. To search for multiple IDs, separate IDs with commas are to be entered.

To search for a trusted pair by Trusted Pair ID, do the following:

1. In the Trusted Pair ID Search section, type a trusted pair ID in the text box for the pair that you want to view.
2. Click **Go**.

If trusted pairs are found, the Trusted Pair List returns all trusted pairs with IDs that match exactly the values you entered in the text box, be it be one or many. When searching by a Trusted Pair ID, the system returns all versions of that trusted pair.

Note: Searches by Trusted Pair ID and other search criteria are mutually exclusive. If you attempt to search by this combination of Trusted Pair ID and other filters, filter criteria other than Trusted Pair ID will be ignored.

Trusted Pairs List

The Trusted Pair List (List) enables you to view the trusted pairs that are returned based on the search criteria you entered on the Trusted Pairs Search. The Trusted Pairs List is displayed when you click the **Go** button after you have entered search criteria. The bread crumbs displays Trusted Pairs >> Search & List on the List page (Figure 25).

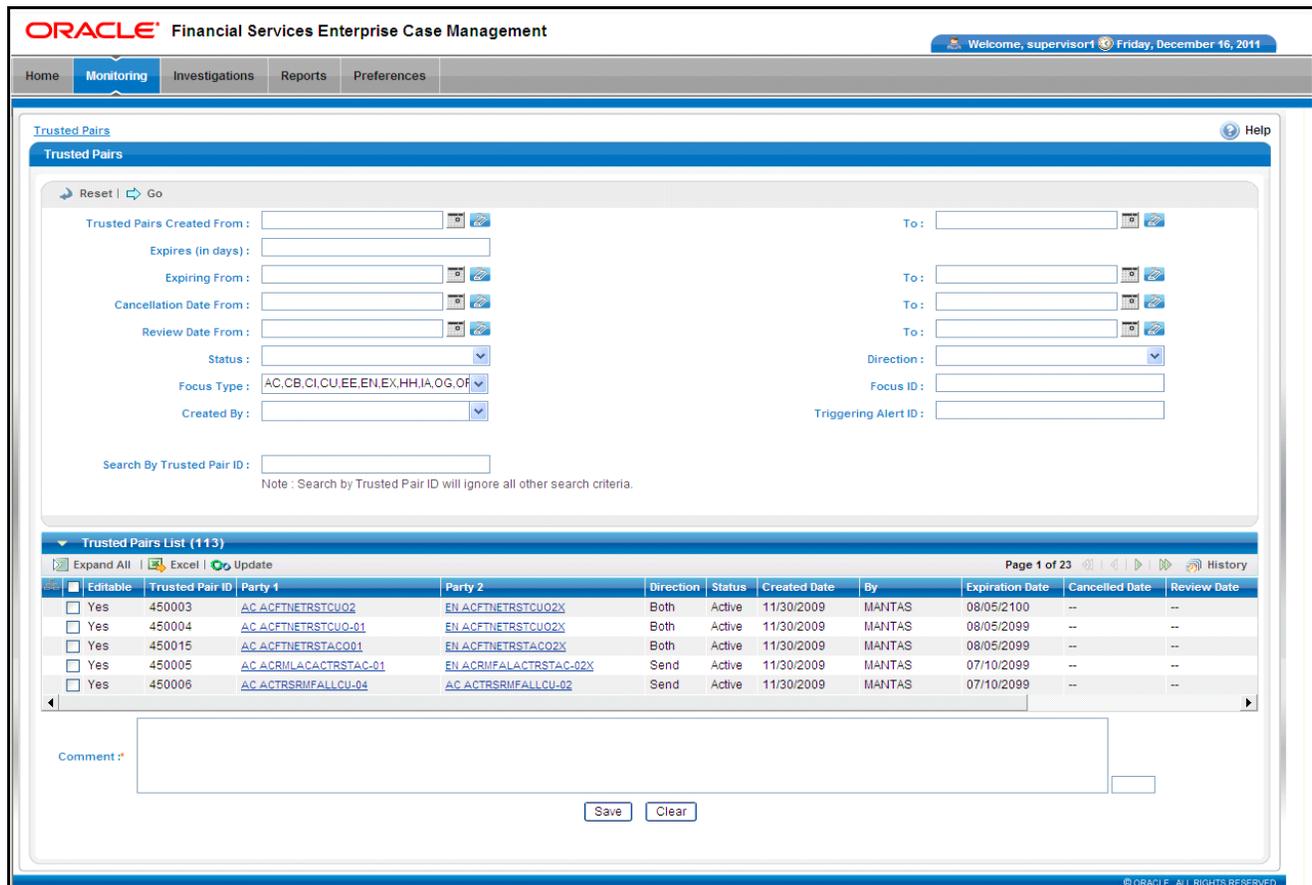


Figure 25. Trusted Pairs List Page

Components of the Trusted Pairs List Page

The Trusted Pairs List page consists of the Trusted Pairs List headers which contain the **Excel** icon, a check box, and an **Update Trusted Pairs** link; individual check boxes for each trusted pair that, when selected, provide you with the option to designate the selected pair for the update action; and a matrix containing one or more trusted pairs.

Trusted Pairs List Header

The header contains the title Trusted Pairs and the **Excel** icon. The Excel icon displays next to the Trusted Pairs title to allow you to export the Trusted Pair List data to Microsoft Excel.

Check Boxes

Check boxes are provided at the beginning of each row in the Trusted Pairs List matrix. Select one or more of these boxes to take an action on one or more trusted pairs. Select the check box again to clear it. You can check individual trusted pairs and

then proceed with Update action. To select all records, click the check box that is available in the List header. Select the check box again to clear all selected records.

Records are considered *not editable* if there are other versions of the trusted pair record that exist in a Pending, User Rec Cancel or Risk Esc Rec Cancel state. Any pending recommendations for modification to a trusted pair must first be approved or rejected before additional modifications or recommendations are created.

Action Buttons

The system provides the following action buttons that appear above the list of trusted pairs:

- **Update Trusted Pairs:** Provides you with an option to update one or more trusted pairs from the List page, based on user roles and access. You can select one or more trusted pairs using the check box provided and click on the **Update Trusted Pairs** button. The Trusted Pairs Update page is then displayed. Refer to section *Updating Trusted Pairs*, on page 78, for more information.

The Update Trusted Pairs functionality is available for trusted pairs in an Active, Inactive or Expired status with no subsequent records reflecting a recommendation for modification (in other words, no outstanding records in Pending/User Rec Cancel/Risk Review Rec Cancel status for that trusted pair). For example, if someone has made a recommendation to modify or cancel an active trusted pair, but that recommendation has not yet been approved (meaning that the recommendation is reflected in a subsequent Pending or User Rec Cancel version of that trusted pair) no update activity can be taken on the active version of the trusted pair until the outstanding recommendation is handled.

Note: The update functionality is also available for trusted pair records that are in a Pending status with the following exception: if you are a user who does not have supervisory privileges, you only have access to update a Pending record if you are the user who created that Pending record.

The update functionality is not available for trusted pair records that are in a Risk Esc Rec Cancel or User Rec Cancel status. When the update functionality is not available, the Editable column displays a value of *No*.

By default, the List page displays results per page.

Column Headings

Column headings provide labels that tell you what kind of information displays in the columns.

Most of the column headings in the Trusted Pairs List matrix are sortable. You will be able to sort each column in the trusted pair list by right-clicking on the column header and choosing ascending or descending options.

The column heading that is selected for the sorting option displays with an arrow beside it. The direction of the arrow indicates the sort order (ascending or descending). When you click a different column heading, the arrow displays beside that column with the direction indicating the sort direction. Oracle Financial Services Alert Management refreshes the list and re-sorts the trusted pair display by that field, retaining the current list entries based upon the criteria you selected in the Trusted Pair

Search. If you click the same column heading again, Oracle Financial Services Alert Management sorts the column in the opposite direction.

Table 14 lists and describes the columns that display in the Trusted Pairs List matrix.

Table 14. Trusted Pairs List Matrix

Column	Description
Trusted Pair ID	Displays the ID of the trusted pair.
Party1	Displays one of the two entities that belong to the trusted pair. The entity identifier is displayed as a hyperlink that, when clicked, generates a popup window providing detailed business information about the entity. If your access privileges do not give you rights to see information about this entity, the hyperlink is disabled.
Party2	Displays one of the two entities that belong to the trusted pair. The entity identifier is displayed as a hyperlink that, when clicked, generates a popup window providing detailed business information about the entity. If your access privileges do not give you rights to see information about this entity, the hyperlink is disabled.
Direction	Displays any one of the values Send, Receive or Both based on the direction of the selected trusted pair. Direction displays relative to the direction of trust from Party 1 to Party 2.
Status	Displays the status of the trusted pair. Possible statuses are Active, Inactive, Pending, Expired, Risk Esc Rec Cancel, User Rec Cancel.
Creation Date	Displays the date on which the trust relationship was created.
By	Displays the ID of the user who created the trusted pair.
Expiration Date	Displays the expiration date of the trust relationship.
Cancelled Date	Displays the cancellation date of the trust relationship
Review Date	Displays the date on which the trusted pair was flagged for review.
Review Reason	Displays the reason the trusted pair was flagged for review.
Action	<p>May be suppressed depending upon your role or the status of the current record. Possible actions in the Action drop-down list are:</p> <ul style="list-style-type: none"> ● Approve ● Reject ● Cancel <p>The availability of the actions drop-down is not affected by the value in the Editable column. Records that are not available for modifications of the trusted pair attributes may still be eligible for approval and rejection actions. Refer to the section <i>User Actions Available on the Trusted Pairs List</i>, on page 77 of this document for further details on possible actions based upon status. Refer to Chapter 1, <i>User Privileges</i>, on page 9, for roles and permissions regarding trusted pair actions.</p>

Table 14. Trusted Pairs List Matrix (Continued)

Column (Continued)	Description
Action History	When clicked, navigates you to the Trusted Pairs Action History popup window for that trusted pair record.
Editable	Displays the rows of the trusted pair list that are available for modification. Depending on your search criteria, you may have records in the list that have been modified and have subsequent records that are in a Pending or Rec Cancel status awaiting approval. You cannot modify a record if there is already a record for that trusted pair awaiting approval. Possible values are Yes the record can be updated or No the record cannot be updated.

Visual Indicators

The system displays a visual indicator for all pairs that are *near expiration* where *near expiration* means the pair’s expiration date is within X number of days of the current date. By default, near expiration is considered to be within 5 days. For example, if the near expiration duration is set to 5 days and the trust end date for a trusted pair is May 5th, the system displays the trust expiration date in the color red from April 31st to May 4th.

The system displays a different visual indicator than the near expiration visual indicator when the pair reaches the trust expiration date. For example, if the trust expiration date for a pair is May 5th, the system displays the trust expiration date in a font of the color white with a red background on May 5th (Figure 26).

These visual indicators are system-configurable. Contact your System Administrator if you want to reconfigure these indicators.



Figure 26. Visual Indicator for a Trusted Pair Reaching Expiration Date

Add a Comment

The Add a Comment area provides a free-form field for entering comments related to selected trusted pairs. If you take actions on any items within the Trusted Pairs List matrix, it becomes mandatory for you to enter comments regarding the changes you have made, using the Comment text box. If you try to save without entering comments, the system displays a warning message, reminding you to enter comments. You may also select one or more records from the trusted pairs list and simply enter comments (no other actions required). The comments text box has no character restrictions and scroll bars are provided in case the text exceeds the visible space provided.

User Actions Available on the Trusted Pairs List

Depending upon your role, there are certain actions that you can take on a trusted pair while you are on the Trusted Pair List page. Refer to Chapter 1, *User Privileges*, on page 9, for a listing of Manage Trusted Pair actions and the roles approved to take them. Some roles can take an action on a trusted pair with a status requiring supervisory

approval. Some roles can only recommend actions on a trusted pair while other roles are allowed to act on those recommendations (approve or reject). The drop-down in the Actions column of the Trusted Pair List can contain the following possible actions, depending on the status of the current record:

- **Approve:** This action is available if the current record is in a Pending, Risk Esc Rec Cancel or User Rec Cancel status.
 - Taking this action on a Pending record will accept the recommended modifications and that modified record will be the active trusted pair record for that pair.
 - Taking this action on a Risk Esc Rec Cancel or User Rec Cancel record will signify approval of the recommendation to cancel, or end the trusted pair. The trusted pair will become Inactive.
- **Cancel:** This action is available only if the current record is in an Active Status and is marked as Editable.
 - If this action is taken by a user that requires supervisory approval, the record displays a status of User Rec Cancel, but the trusted pair is still considered Active.
 - If this action is taken by a user that does not require supervisory approval, the trusted pair is canceled and set to a status of Inactive.
- **Reject:** This action is available if the current record is in a Pending, Risk Esc Rec Cancel or User Rec Cancel status.
 - Taking this action on a Pending record rejects the recommended modifications. The modified record is set to Inactive. The trusted pair remains Active, but based on the trusted pair attributes as they existed before the recommended modifications.
 - Taking this action on a Risk Esc Rec Cancel or User Rec Cancel record signifies rejection of the recommendation to cancel, or end the trusted pair. The recommend cancel record is set to Inactive. The trusted pair remains Active, based on the trusted pair as it existed before the recommended cancellation.

For trusted pairs in an Inactive and Expired status, the action column does not display the Action drop-down list. Inactive or Expired trusted pairs can be acted on only through the Update Trusted Pairs page. The Update Trusted Pairs options can be used to *reactivate* an expired or inactive trust if they are given a new expiration date.

Actions that you take using the Actions column on the Trusted Pair List are only applied once you have selected the **Save** button.

Updating Trusted Pairs

The Update Trusted Pairs page provides you with the option to modify one or more trusted pairs. You can access the Update Trusted Pairs page from the List page by selecting one or more trusted pairs and clicking the **Update Trusted Pairs** action button at the top of the list matrix. The navigation path (bread crumbs) for this page is Monitoring > Trusted Pairs (Figure 27).

Note: Only users with appropriate access rights can navigate to the Update Trusted Pairs page. Refer to Chapter 1, *User Privileges*, on page 9, for a detailed description of user roles and their privileges.



Figure 27. Update Trusted Pairs Page

Components of the Update Trusted Pairs Page

The Update Trusted Pairs page is composed of the following areas:

- Update Trusted Pairs Area
- Add a Comment Area

Update Trusted Pairs Area

The Update Trusted Pairs page displays a matrix of the trusted pairs that you selected to be updated on the Trusted Pair List page. This matrix is sorted on the Trusted Pair ID column in ascending order.

The selected trusted pairs will display the following columns:

- Trusted Pair ID
- Party 1
- Party 2
- Direction Party 1 to Party 2
- Trust Period
- Expiration Date
- Action History

The section *Components of the Trusted Pairs List Page*, on page 74 describes several of these columns in detail. This section describes the fields that you can update.

Direction Party 1 to Party 2

The system provides the option to modify the direction of the trust by selecting a new trust direction from the **Direction** drop-down list. The system pre-populates the drop-down with the current direction.

For example, if Direction is pre-populated with the value *Receive*, it means that the entity in the Party 1 column is trusted to receive funds from the entity in the Party 2 column.

This explanation implies that Party 2 is trusted to send funds to Party 1. Selecting a new value of *Send* in the **Direction** drop-down list modifies the trusted pair so that now the entity identified as Party 1 is trusted to send funds to Party 2, but is no longer trusted to receive funds from that party.

Trust Period

The Trust Period field enables you to extend the trust period for a trusted pair. You can select from the drop-down a time frame for the periods of 1, 3, 6 and 12 months. By doing so, the trusted pair relationship in this case is extended by the period selected from the original day it was due to expire. For example, if the trust relationship was set to expire on May 1 and you select 1 month from the **Trust Period** drop-down list, the trust relationship will now expire on June 1. By default, a blank value is pre-selected and highlighted when you navigate to Update Trusted Pair page.

Note: The Trust Period and Expiration Date are mutually exclusive parameters. You can only enter values in these fields one at a time.

Expiration Date

The Expiration Date field provides the option to enter a specific trusted pair expiration date by using the **Calendar** icon. The expiration date is pre-populated based upon the current expiration date.

Note: The Trust Period and Expiration Date fields are mutually exclusive. You can only enter values in these fields one at a time.

Add a Comment Area

The Add a Comment area provides a free-form field for entering comments related to selected trusted pairs. If you try to save updates without entering comments, the system displays a warning message, reminding you to enter comments. The comments text box has no character restrictions and scroll bars are provided in case the text exceeds the visible space provided.

Updating a Trusted Pair Relationship

To update a trusted pair relationship, follow these steps:

1. From the Trusted Pair List page, select one or more editable trusted pairs and click **Update Trusted Pairs**.
2. Do one or more of the following:
 - To modify the expiration date of the trust relationship, do one of the following:
 - Select a trust period from the **Trust Period** drop-down list.
 - Enter a new expiration date.
 - To modify the direction of the trust, select a different direction from the direction drop-down.
3. Enter a comment.
4. When you have completed any of the steps above for the desired records (modify the date, direction or add a comment), click **Save**.

An action of *Modified* is recorded for each record and the status is set to *Active* or *Pending*, depending upon your role.

If you attempt to move away from the Update Trusted Pairs page without saving or cancelling your updates, the system displays a message prompting you to either click **OK** to continue without saving or click **Cancel** to return to the page and save your work.

Results from Updating Trusted Pair Relationships

The system updates the trusted pair with the relevant dates or direction or both once you save the changes. Once you have saved your changes, the system updates the status of the trusted pair accordingly (setting it to either Pending or Active based upon your role – see Table 16 and Table 17) and you are navigated back to a refreshed Trusted Pairs List page.

Table 15 illustrates how the expiration date reflects changes based on updates made.

Table 15. Results from Updating the Expiration Date

Trusted Pair ID	Expiration date (before updating)	Results (after updating Trust Period 6 months)	Results (after updating Expiration Date to 05/25/2009)
TP1	03/16/2009	09/16/2009	05/25/2009
TP2	04/17/2009	10/16/2009	05/25/2009

Table 16 illustrates the update actions and status for users requiring 4-Eyes Approval for updating trusted pair relationships.

Table 16. Results for User Requiring 4-Eyes Approval for Updating

Current Status	Action	Resulting Status	Action By
None	Created	Pending	User
Active	Cancelled	User Rec Cancel	User
Pending	Rejected**	Inactive	User
User Rec Cancel	Rejected**	Inactive	User
Pending/User Rec Cancel/Risk Esc Rec Cancel/Active	Comments	No change	User
Expired	Modified	Pending	User
Inactive	Modified	Pending	User

** 4-Eyes Approval users can Modify or Reject their own Pending recommendations if they have not be acted upon.

Table 17 illustrates the update actions and status for users requiring 4-Eyes Approval for updating trusted pair relationships.

Table 17. Results for User Not Requiring 4-Eyes Approval for Updating

Current Status	Action	Resulting Status	Action By
None	Created	Active	User
Pending	Approved	Active	User
Pending	Rejected	Inactive	User
Active	Cancelled	Inactive	User
User Rec Cancel	Approved	Inactive	User
User Rec Cancel	Rejected	Active	User

Table 17. Results for User Not Requiring 4-Eyes Approval for Updating

Current Status	Action	Resulting Status	Action By
Risk Esc Rec Cancel	Approved	Inactive	User
Risk Esc Rec Cancel	Rejected	Active	User
Pending/User Rec Cancel/Risk Esc Rec Cancel/Active	Comments	No change	User
Expired	Modified	Active	User
Inactive	Modified	Active	User

Viewing Trusted Pairs Action History

Trusted Pair Action History displays a history matrix that provides an audit trail of changes to a trusted pair over time. It can show where a trusted pair's trust period was extended multiple times or the direction of the trust changed. In addition, it might show where a trusted pair was cancelled. By retaining copies of the modified records, you can trace how the characteristics of the trusted pair may have changed over time by seeing changes to such attributes as the direction or expiration date from when the record was created, to when it was cancelled, to when it was modified to become active again by receiving a new expiration date. The audit trail also provides complete visibility into who took the actions on the pair and when (Figure 28).

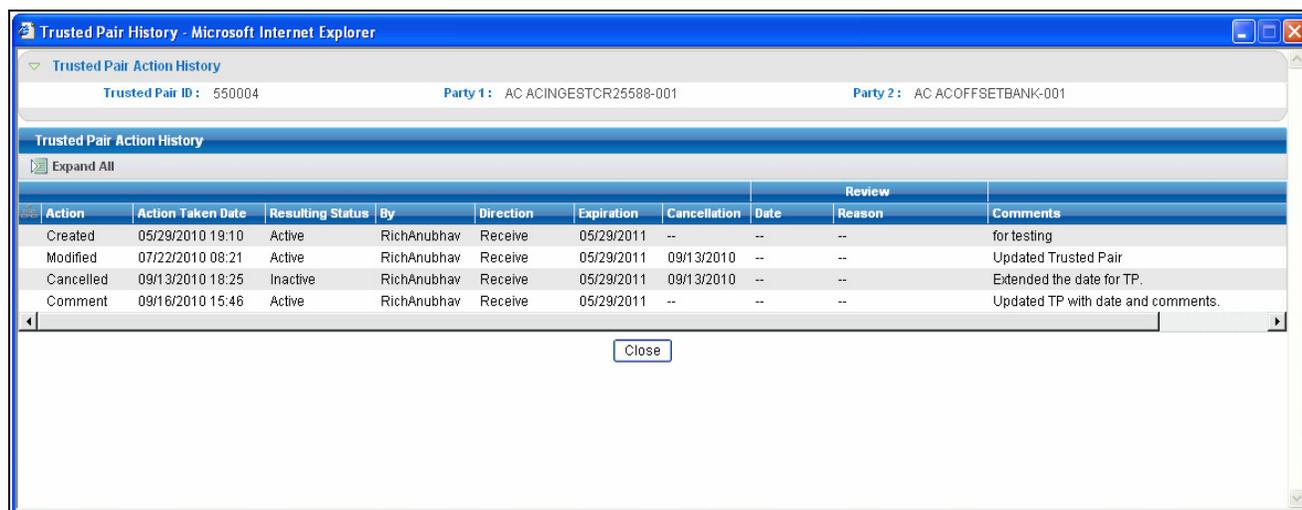


Figure 28. Trusted Pair Action History Popup

Viewing the Action History for a Trusted Pair

You can view the history of all actions taken on a trusted pair by clicking on the **History** link of the selected trusted pair record on the Trusted Pairs List page or the Update Trusted Pairs page. The action history is displayed as a popup window, which also displays the two parties that are the members of the current trusted pair.

Column Headings

The Trusted Pair Action History matrix displays the following columns:

- **Action** – The action taken on the selected trusted pair. Possible actions are as follows:
 - Modified
 - Cancelled

- Created
 - Approved
 - Rejected
 - Risk Review Required
 - **Action Taken Date** – Date (and time) that the action was taken.
 - **Resulting Status** – The status that resulted for that record as a result of action taken on the selected trusted pair.
 - **By** – The user who took the action.
 - **Direction** – The direction (Send, Receive, or Both) specified for the selected trusted pair record on which the action was taken.
 - **Expiration Date** – The expiration date of the selected trusted relationship on which the action was taken.
 - **Cancellation Date** – The date on which the trusted relationship was cancelled if the action taken was Cancelled.
 - **Review/Date** – The date on which the trusted pair was flagged for review.
 - **Review/Reason** – The reason the trusted pair was flagged for review.
- Comments** associated with the action that was taken. If the comments are lengthy and exceed the width of the Comments column you can click on the **ellipses (...)** to display a separate popup window with the complete comment text.

The data is displayed in ascending order of the Action Date Taken column. You can close the Trusted Pair Action History page by clicking **Close Window**.

Managing Suppression Rules

An alert suppression rule enables the system to automatically suppress a particular entity's newly-generated alerts based on criteria such as highlight, scenario, and suppression rule begin and end date. The rule captures information such as the creation date, the status, the generating scenario, the focal entity (focus type and focal entity id) and the links to user comments associated with the suppression rule. Suppression rules are automatically created when you save a *Close and Suppress* action on an alert from within the Monitoring workflow.

The Manage Suppression Rules feature provides a way to search for existing suppression rules based upon a set of user-specified parameters. Manage Suppression Rules also enables you to modify certain components of rules, in particular, to Update or to End an existing suppression rule as well as to track all the actions performed on that rule.

This section focuses on the following topics:

- Accessing the Suppression Rule Search & List Page
- Suppression Rule Search & List Page Components
- Updating Suppression Rules
- Ending Suppression Rules
- Viewing Suppression Rules Action History

Note: Refer to Chapter 9, *Creating a Tailored Suppression Rule*, on page 178, for instructions on creating a suppression rule.

Accessing the Suppression Rule Search & List Page

You can access the Suppression Rule Search & List page from the Suppression Rules submenu in the Monitoring primary level of navigation. The system shows the Suppression Rules Search & List page by default when you navigate to this workflow. The path to this page is Monitoring >> Alert Suppression.

Suppression Rule Search & List Page Components

The Suppression Rules Search & List page has the following components:

- Suppression Rules Search Bar
- Suppression Rules List

Suppression Rules Search Bar

The Suppression Rules Search (Search) page enables you to search for a selected list of suppression rules, based on the criteria that you provide in the search fields. By default all the search fields are blank. Drop-down lists, text boxes, and multi-select list boxes enable you to filter suppression rules precisely for analysis. Selecting the blank value within a multi-select list box is the same as selecting all options within the list. If a search is performed with blank values in a search field, then the result is displayed without applying filters on those fields.

Only the data that matches your specified criteria displays. All the suppression rules that you are authorized to view display in the Suppression Rule List matrix based on the search criteria selected.

Note: Blank search is not supported. You will need to enter one or more search criteria in order to execute a search. Figure 29 shows a sample Suppression Rules Search page.

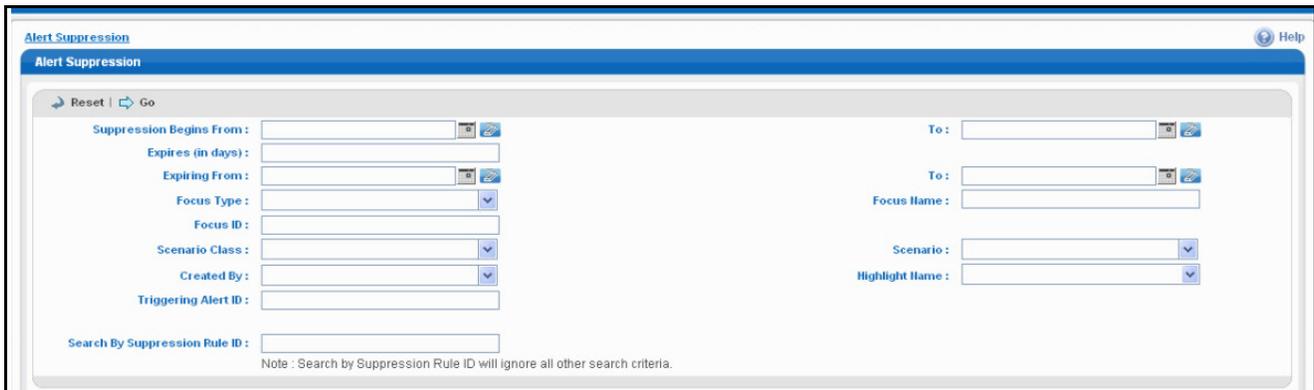


Figure 29. Suppression Rules Search Page

Suppression Rules Search Bar Components

The Suppression Rule Search bar consists of filters that allow you to enter various search criteria. These search criteria are related to attributes of the suppression rule along with searching based on the Suppression Rule ID.

Note: Suppression Rule ID Search is mutually exclusive of other search options. If you attempt to search by the combination of Suppression Rule ID and other filters, then filter criteria other than Suppression Rule ID is ignored.

Suppression Rules Search Bar

The Suppression Rule Search bar enables you to search for a selected list of suppression rules based on the criteria that you select within this search bar.

Suppression Rules Search Information

Table 18 provides a list of the search components that display in the Suppression Rules Search page.

Table 18. Suppression Rules Search Components

Criteria	Description
Suppression Rule Created From Date (Start Date)	Filters the suppression rule list by the date the rule was created
Suppression Rule Created To Date (End Date)	Filters the suppression rule list by the date the rule was created
Expires (in days)	Filters the results based upon suppression rules expiring within the number of days entered
Expiring From (Start Date)	Filters the suppression rules list based upon the expiration start date entered.
Expiring To (End Date)	Filters the suppression rules list based upon the expiration end date entered

Table 18. Suppression Rules Search Components (Continued)

Criteria (Continued)	Description
Focus Type	Filters the suppression rules by the focal type of the business entity associated with the suppression rule
Focus Name	Filters the suppression rules by the Focus Name of the business entity associated with the suppression rule
Focus ID	Filters the suppression rules by the Focus ID of the business entity associated with the suppression rule
Scenario Class	Filters the suppression rules by the scenario class associated with a rule, listed by its abbreviation. This multi-select list box contains only the scenario classes that you are authorized to view. If you filter by Class, you cannot filter by Scenario.
Scenario	Filters the suppression rules by the scenario associated with a rule, in other words, by the name of the behavior or activity that generated that rule.
Created By	Filters the results by the user ID of the user who created the rule
Highlight Name	Filters the suppression rules by the highlight binding used in the suppression rule. (Bindings are variables captured in a scenario pattern that, in this case, are used for defining highlights.)
Triggering Alert ID	Filters the suppression rules based on the alert ID of the alert that was closed with the Close and Suppress action. This filter can accept up to 100 natural numbers and provides comma-separated searching.
Suppression Rule ID	Filters the suppression rules based on the Suppression Rule ID you enter. This filter can accept up to 100 natural numbers and provides comma-separated searching.

The following subsections describe the Suppression Rule Search bar components in detail:

- Suppression Search Dates
- Expiration Search Dates
- Focus Type, Focus Name and Focus ID
- Suppression Rule ID

Suppression Search Dates

You can specify the time frame in which you want to view suppression rules. When you enter the start (Suppression Rule Created From) and end (Suppression Rule Created To) dates, Oracle Financial Services Alert Management displays only those rules that are created within the time frame. In order to search for suppression rules

after the specified date, you must enter only a From search date; to search for rules before a certain date, you must enter only a To search date. Leaving the date fields blank returns rules regardless of their creation dates.

You can use the calendar control located adjacent to the entry box for selection of the dates.

Expiration Search Dates

You can specify the time frame for searching the suppression rules based on the expiration dates of those rules. Specifically, you can specify the time frame in one of two ways:

- You can specify the number of days in which the rule expires by entering a value in the Expiring (in days) filter. When this filter is used, Oracle Financial Services Alert Management displays only those rules that will expire within the specified number of days.
- You can specify the start (Expiring From) and end (Expiring To) dates. When these filters are used, Oracle Financial Services Alert Management displays only those rules that are set to expire within the time frame identified by those dates. You can use the calendar control located adjacent to the entry box for selection of the dates.

These filters are mutually exclusive per search. The system does not support searching by both Expires (in days) and Expiring From and Expiring To dates at the same time.

Focus Type, Focus Name and Focus ID

Focus represents the type of business object that exhibits the behavior of interest. Focus is a three-part representation that includes a focus name or ID and an associated focal type. Your access control privileges determine which focus types display in the Focus Type multi-select list box.

You can search by selecting one or more Focus Types. You can also combine a search by Focus Type with a specified Focus ID or Focus Name. However, Focus ID and Focus Name are mutually exclusive and entry in any one is allowed along with the Focus Type, but not both.

When searching by Focus Name or Focus ID, you can use wildcards. In Oracle Financial Services Alert Management, the wildcard character is represented by the percent (%) sign. For example, to search for all entities whose names start with “Smi”, enter **Smi%**.

When the Focus Type filter is used, Oracle Financial Services Alert Management returns rules created on entities of that focal type; when the Focus Name or Focus ID filter is used, Oracle Financial Services Alert Management returns rules created on the specified entity.

Suppression Rule ID

The Suppression Rule ID search enables you to search for information about the suppression rules by typing the **Suppression Rule ID** in the text box. To search for multiple IDs, you must enter the IDs individually and separated by commas.

To search for a suppression rule by Rule ID, do the following:

1. In the Suppression Rule ID text box, type the **Rule ID** that you want to view in the text box. Do not enter any other search criteria.

Note: To search for multiple Suppression rules at a time, you can enter comma separated suppression rule IDs in the **Suppression Rule ID** text box.

2. Click **Go**.

Suppression Rules List

The Suppression Rule List displays summarized information of rules that you can further investigate or take actions on.

By default, the List matrix displays 20 results per page and indicates the total number of pages in the search result (Figure 30).

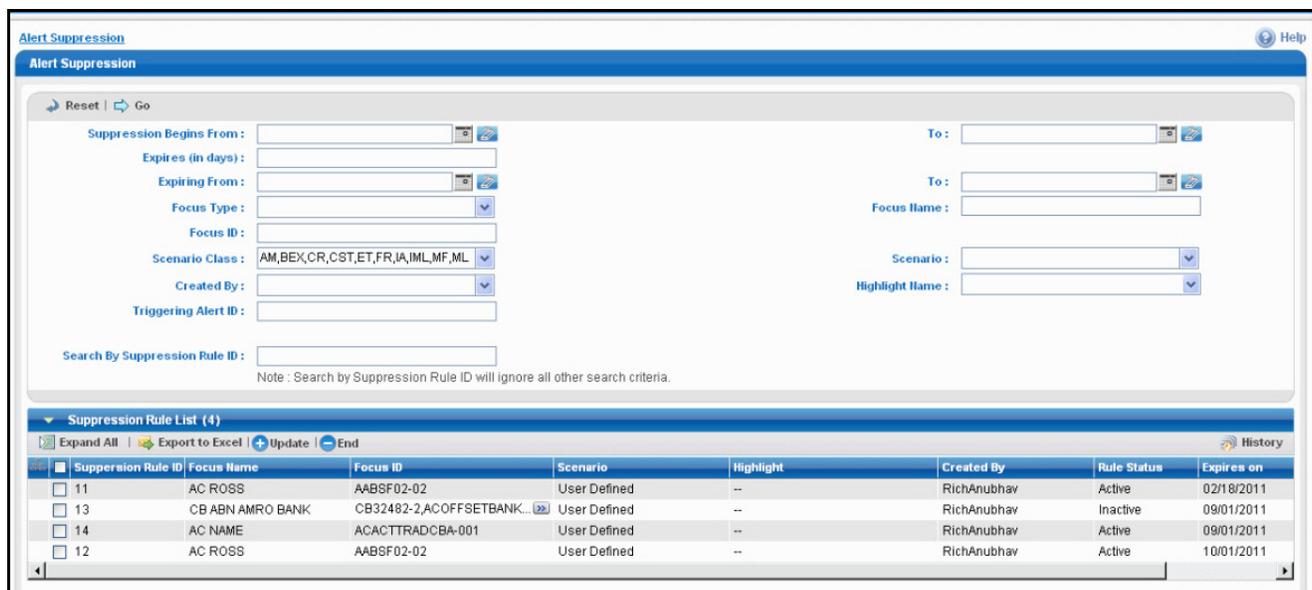


Figure 30. Suppression Rules List

Suppression Rules List Components

The Suppression Rules List consists of the Suppression Rules List header, individual check boxes for each rule that, when selected, provide you with the option to designate the selected rules for either Update Suppression Rule, End Suppression Rules actions or View Suppression Rule History, and a matrix containing one or more suppression rules.

The Suppression Rules List is composed of the following components:

- Suppression Rules List Header
- Action Buttons
- Check Boxes
- Column Headings
- Suppression Rule List Matrix

Suppression Rules List Header	The header contains the title Suppression Rules List, with the count of total number of rules returned by your search. Action buttons display for Update , End , History , and Excel . Refer to Action Buttons section for a detailed explanation of the buttons.
Check Boxes	Check boxes are provided at the beginning of each row in the Suppression Rules List matrix. Select one or more of these boxes to take action on one or more rules. Select the check box again to clear it. You can check individual rules and then proceed with Update or End actions. To select all the check boxes, click the check box available in the list header. Select the check box in the list header again to clear all selected check boxes.
Action Buttons	<p>The system provides the following action buttons that appear in the Suppression Rules List Header:</p> <ul style="list-style-type: none">● Update Suppression Rule: Provides you with an option to update one or more suppression rules from the List page. You can select one or more suppression rules using the check box provided and click on the Update Suppression Rule button. The Suppression Rule Update page is displayed when you click the Update button after selecting one or more rules from the List page, the details of which are provided the <i>Updating Suppression Rules</i> section (refer to <i>Updating Suppression Rules</i>, on page 91). Note that the Update option is available only for Active and Inactive rules.● End Suppression Rule: Provides you with an option to end one or more suppression rules from the List page. You can select one or more rules using the check box provided and click on the End Suppression Rule button. The Suppression Rule End page displays when you click on the End Suppression Rule button. The details of this page are provided in the <i>Ending Suppression Rules</i> section (refer to <i>Ending Suppression Rules</i>, on page 94). Note that The End Suppression Rules feature is provided only for Active Suppression Rules.<ul style="list-style-type: none">■ History: Displays next to the End Suppression Rules button and allows for viewing the action history for a selected suppression rule in a separate pop-up window. You can view the history of only one suppression rule at a time.■ Excel: Displays next to the History button to allow you to export the rule list data to Microsoft Excel.
Column Headings	Column headings provide labels that tell you what kind of information displays in the columns. Most of the column headings in the Suppression Rules List matrix are <i>sortable</i> . You will be able to sort each column in the suppression rules list by right clicking on the column header and choosing ascending or descending options. OFSAAI refreshes the list and re-sorts the alert display by that field, based on the criteria you selected in the Suppression Rule Search.
Visual Indicators	The system displays a visual indicator for all rules that are <i>near expiration</i> . Starting from the first day (of the X days) until the day before the rule expiration date (for example, if the near expiration duration is set to <i>5 days</i> and the suppression rule end date for a suppression rule is May 5th, the system displays the rule end date in the color red from April 31st to May 4th). The system displays a different visual indicator than the <i>near</i>

expiration indicator when the rule reaches the rule end date (in other words, the system displays the rule end date in a white font with a red background on the date it is set to end. For example, if the suppression end date for a rule is May 5th, the system displays the rule end date in a white font with a red background on May 5th). Visual indicators are system-configurable. Contact your System Administrator if you want to reconfigure these indicators (Figure 31).

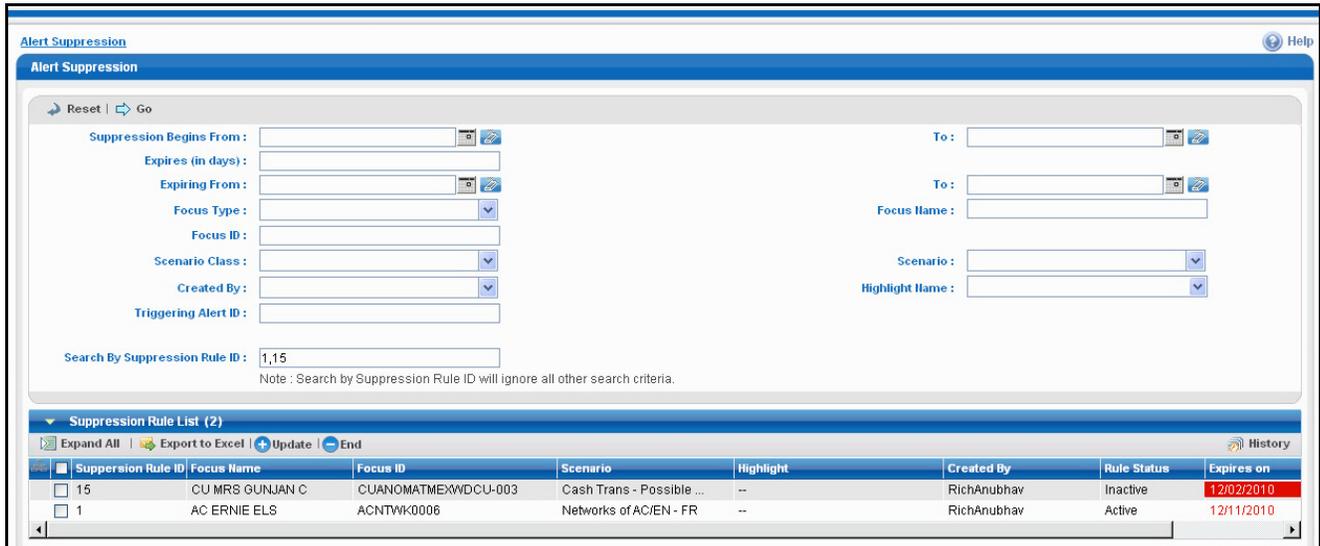


Figure 31. Visual Indicators for Suppression Rules Expiration Dates

Suppression Rule List Matrix

Table 19 provides a list of the columns and their descriptions in the Suppression Rule List matrix.

Table 19. Suppression Rule List Matrix

Column	Description
Focus Name	The focus upon which the suppression rule is based. The system displays the Focus Name for the particular rule search.
Focus ID	Displays one of the two focal entities that belong to the suppression rule. The focal entity identifier is displayed as a hyperlink that, when clicked, generates a popup window providing detailed business information about the entity.
Scenario	The name of the behavior or activity that generated the rule.
Highlight	The highlight binding, operator and value used in the creation of the rule.
Created By	The user who created the rule.
Rule Status	Current state of the rule relative to its analysis and closure.
Expires On	The date on which the suppression rule expires.
Suppression Rule ID	The identifier of a particular suppression rule.
Triggering Alert ID	The accompanying identifier of the alert that has generated the suppression rule.

Updating Suppression Rules

The Update Suppression Rule page provides you with the option to update all the selected rules from the Suppression Rule List section. The Suppression Rule Update page is displayed when you click the **Update** button after selecting one or more rules from the Suppression Rules List matrix (Figure 32).

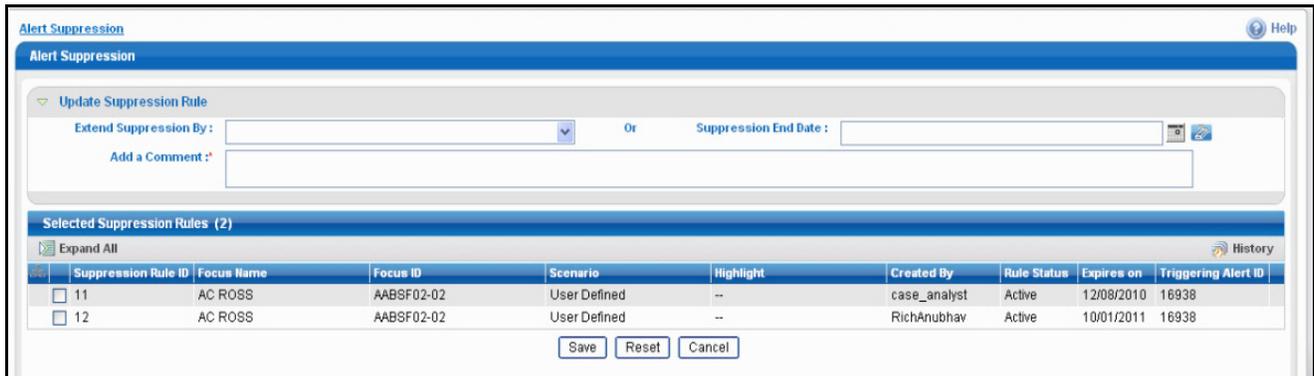


Figure 32. Update Suppression Rule Page

Components of the Update Suppression Rule Page

The Update Suppression Rules page is composed of the following areas:

- Update Suppression Rule Area
- Add a Comment Area
- Selected Suppression Rules Area

Update Suppression Rule Area

The Update Suppression Rule area includes the following functions:

- Extend Suppression By
- Suppression End Date

Extend Suppression By

The Extend Suppression By field enables you to extend the suppression rules by a certain time frame of 1, 3, 6 or 12 months. If one of these time frames is selected, the suppression rule for the particular scenario is extended by the chosen period, from the original day it was due to expire. This field is a drop-down list, and by default it is blank.

Suppression End Date

The Suppression End Date field provides the option to select the suppression rule's end date by using the calendar control. You can select the date on which you want the suppression rule to end.

The Extend Suppression By and the Suppression End Date options are mutually exclusive, therefore you can enter only one of them at a time.

The Suppression End Date field is pre-populated in the following cases:

- When you have selected only one rule from the List matrix

- When multiple suppression rules are selected and all of them have the same end date

The system updates the relevant dates once you have saved your entries and returns you to the Suppression Rules Search & List page, where the updates are displayed in the Suppression Rules List matrix.

Table 20 provides examples of date changes discussed here.

Table 20. Examples of Updated Dates for Suppression Rules

Suppression Rule ID	End date (before updating)	Results (after updating) Extend Suppression By 6 months	Results (after updating) Suppression End Date 05/25/2009
SR1	03/16/2009	09/16/2009	05/25/2009
SR2	04/17/2009	10/17/2009	05/25/2009
SR3	04/25/2008	10/25/2008	05/25/2009

Add a Comment Area

You must enter comments in the text box provided in this area to document the changes made and to support the modifications made in the suppression rules. If you try to save updates without entering comments, the system displays a warning to remind you to enter comments. The comments text box has no character restrictions and scroll bars can be used for text that exceeds the visible space provided. By default, the comments text box is blank regardless of the number of rules you select.

Selected Suppression Rules Area

The Selected Suppression Rules area displays the rules that have been selected for updating. This matrix is sorted on the Suppression Rule ID in ascending order. The selected rules display the following columns with the **History** icon in the header:

- Focus Name
- Focus ID
- Scenario
- Highlight
- Created By
- Rule Status
- Expires on
- Suppression Rule ID
- Triggering Alert ID

Refer to Table 19 for descriptions of these column headings.

Steps for Updating Suppression Rules

The following procedures provide steps for updating suppression rules.

Updating Active Rules Containing Pre-Populated End Dates

If you have selected one or more rules with the same expiration date from the Suppression Rules List and clicked on **Update**, the Suppression Rule End Date will be pre-populated with the common end date.

To update Active rules with pre-populated suppression end dates, follow these steps:

1. Modify the pre-populated end date to a new date which is prior/subsequent to the existing date or select a Suppression End By option.

In order to enter a Suppression End By option, you must clear the pre-populated end date.

2. Provide comments in the comments field.
3. Click **Save**.

The system records the action as Modified and retains the Active status to the rule or rules.

Updating Active Rules Containing Blank Suppression Dates

If you have selected one or more rules from the Suppression Rules List with different expiration dates and clicked on **Update**, the Suppression End Date and the End Suppression By fields will both be blank.

To update Active rules that contain blank suppression dates, follow these steps:

1. Add the suppression end date that is prior/subsequent to the existing date or select a Suppression End By option.
2. Provide comments in the comments field.
3. Click **Save**.

The system records the action as Modified and retains the Active status to the rule or rules.

Adding Comments Only to Active/Inactive Rules

If you have selected one or more rules for updating and navigated to the Update Suppression Rules page, you may elect to enter only comments without taking any other action.

To add only comments to Active/Inactive rules, follow these steps:

1. Enter the comments in the text box without taking any action.
2. Click **Save**.

The system records the Comments action on all the selected rules, but the existing status of any of the selected rules will not be changed.

Updating Inactive Rules

If you have selected one or more rules with the same expiration date from the Suppression Rules List and clicked on **Update**, the Suppression Rule End Date will be pre-populated with the common end date.

To extend the Suppression End Date for Inactive rules, follow these steps:

1. Enter comments in the text box provided.
2. Click **Save**.

For the selected rules that are associated with the Inactive status, when you click **Save**, the system records the Reactivated action and assigns an Active status.

Notes on Updating Suppression Rules

Keep the following in mind when updating suppression rules:

- If one or more suppression rules expires (reaches the end date), the system records the action as Expired and changes the status to Inactive.
- If you attempt to leave the Update Suppression Rule page without saving or cancelling your changes, the system displays a message prompting you to either click **OK** to continue without saving, or to click **Cancel** to return to the page and save your work.
- Note that an expiration end date entered in the Update section applies to all the currently selected suppression rules.

Ending Suppression Rules

The End Suppression Rules page enables you to select one or more suppression rules and, depending on your user access permissions, end those rules. The End Suppression Rule page replaces the Suppression Rules Search & List page when you click the **End Suppression Rule** button after selecting one or more suppression rules. The path for End Suppression Rules is Monitoring >> Alert Suppression >> (Figure 33).

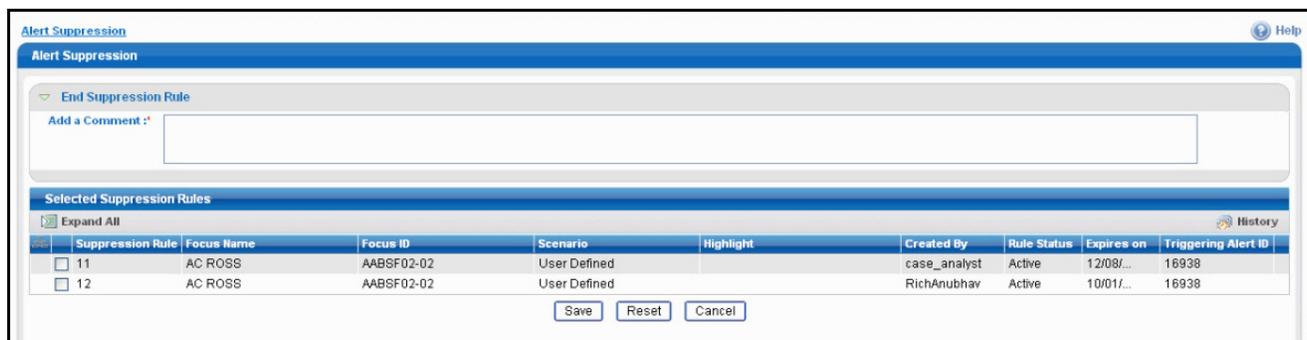


Figure 33. End Suppression Rule Page

Components of the End Suppression Rule Page

The End Suppression Rule page is composed of the following areas:

- End Suppression Rule Area
- Add a Comment Area
- Selected Suppression Rules Area

End Suppression Rule Area

The system allows you to end one or more rules by selecting one or more rules from the Suppression Rules List matrix and clicking the **End Suppression Rule** button. Each rule displays the original *Expires on* date in the respective row. You can end the rules by clicking the **Save** button thereby confirming the action taken.

Add a Comment Area

You must enter comments in the text box provided in this area to document the changes made and to support the modifications made in the suppression rules. If you try to save updates without entering comments, the system displays a warning to remind you to enter comments. The comments text box has no character restrictions and scroll bars can be used for text that exceeds the visible space provided. By default, the comments text box is blank regardless of the number of rules you select.

The system displays a message asking you to confirm the actions taken and the comments entered. If you confirm your actions and comments, the system updates the suppression rule and the list matrix is refreshed with the changes (in other words, the **Expires on Date** field in the refreshed List matrix reflects the date on which the rule was terminated).

You cannot leave this page without saving or cancelling your actions, and the system prompts you to click **OK** to continue without saving or to click **Cancel** to return to the page and save your changes before leaving the End Suppression Rules page. The system assigns *Inactive* status and records the action as *Terminated* for the suppression rule that you have selected to end.

Selected Suppression Rules Area

The Selected Suppression Rules area displays the rules that have been selected for updating. This matrix is sorted on the Suppression Rule ID in ascending order. The selected rules display the following columns with the **History** icon in the header:

- Focus Name
- Focus ID
- Scenario
- Highlight
- Created By
- Rule Status
- Expires on
- Suppression Rule ID
- Triggering Alert ID

Refer to Table 19 for descriptions of these column headings.

Steps for Ending Suppression Rules

To end suppression rules, follow these steps:

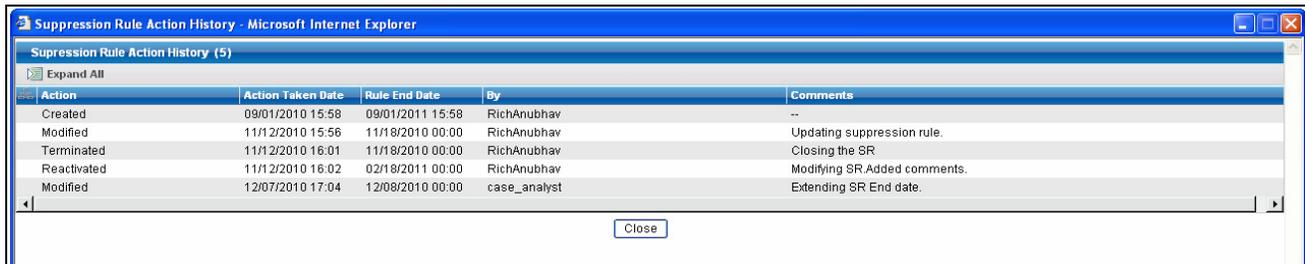
1. From the Suppression Rules List matrix, select one or more Active records.
2. Navigate to the End Suppression Rule page.
3. Provide comments in the **Add a Comment** text box.
4. Click **Save**.

The system records the action as *Terminated* and assigns the status as *Inactive*.

Note: The rule status of Active suppression rules changes to *Terminated* when those rules are terminated manually. For all Active suppression rules that reach their expiration date, the system automatically changes their status to *Expired*. This system action is also tracked in the rule Action History.

Viewing Suppression Rules Action History

You can view the history of the suppression rule actions for individual suppression rules, which is displayed in the Suppression Rule Action History of [Suppression Rule ID] popup window for a particular rule (Figure 34).



Action	Action Taken Date	Rule End Date	By	Comments
Created	09/01/2010 15:58	09/01/2011 15:58	RichAnubhav	--
Modified	11/12/2010 15:56	11/18/2010 00:00	RichAnubhav	Updating suppression rule.
Terminated	11/12/2010 16:01	11/18/2010 00:00	RichAnubhav	Closing the SR
Reactivated	11/12/2010 16:02	02/18/2011 00:00	RichAnubhav	Modifying SR Added comments.
Modified	12/07/2010 17:04	12/08/2010 00:00	case_analyst	Extending SR End date.

Figure 34. Suppression Rule Action History of [Suppression Rule ID] Popup

Viewing the Action History for a Rule

Depending on your user access permissions, you can view the action history for a particular rule.

To view the action history for a particular rule, from the Suppression Rules List matrix, the Update Suppression Rules or End Suppression Rules, click the **History** icon in the Suppression Rules List and Selected Suppression Rules matrix header respectively, by selecting one suppression rule with the help of check box.

The Suppression Rule Action History displays in a popup window. The data is displayed in ascending order of the Action Taken Date column. For example, if the suppression rule was created on June 20th and the user updated it on June 25th, the data for the action taken on June 20th would be displayed first.

Column Headings

The pop-up displays the following list of columns:

- **Action:** The action taken on the associated rule. Possible actions are as follows:
 - Created
 - Expired
 - Re-activated
 - Terminated
 - Extended
 - Expired
- **Action Taken Date:** Date and time of the action.
- **Rule End Date:** End date specified for the suppression rule.
- **By:** User who took the action.
- **Comments:** Comments associated with the action.

If the comments are lengthy and exceed the width of the Comments column, you can click the **Expand** button (>>) to display the complete comment text.

Working with Trade Blotter

This chapter describes the Trade Blotter functionality and gives step-by-step instructions for using it.

The following topics are covered here:

- About Trade Blotter
- Trade Blotter Page
- Trade Blotter List Tabs
- Viewing and Changing the Status of a Trade
- Locking and Unlocking a Trade
- Adding Comments on a Trade
- Adding an Attachment to a Trade
- Exporting Trades to Excel
- Sending an E-mail on a Trade

About Trade Blotter

The Trade Blotter functionality allows trades to be viewed and reviewed, primarily for suitability issues within the wealth management sector, by compliance analysts and/or business supervisors after a trade has been executed. The Trade Blotter is a list of trades returned after a search based on specified criteria. An analyst or supervisor can view various trade details, view related trade documents, enter a comment on a specific trade, and then mark the trade as reviewed or reviewed with follow-up.

You can access Trade Blotter only if the Trade Blotter functionality is enabled at installation and you have the appropriate permissions to do so. You can navigate to Trade Blotter from the Monitoring workflow. When you click on the Trade Blotter menu Trade Blotter page displays.

You can set the Trade Blotter default search page from your Oracle Financial Services Alert Management UI. Refer to Chapter 12, *Setting User Preferences*, on page 253, for instructions.

Trade Blotter Page

The Trade Blotter page enables you to search and list for trades based on the filter criteria displayed on that page. The Trade Blotter page is the default starting point for the Trade Blotter functionality (Figure 35).

The Trade Blotter page contains two search options: Simple Search and the Advanced Search. By default, the Trade Blotter page displays the Simple Search section in its maximized format and the Advanced Search section as minimized. For convenience, the Simple Search section contains the filters most commonly used by a reviewer.

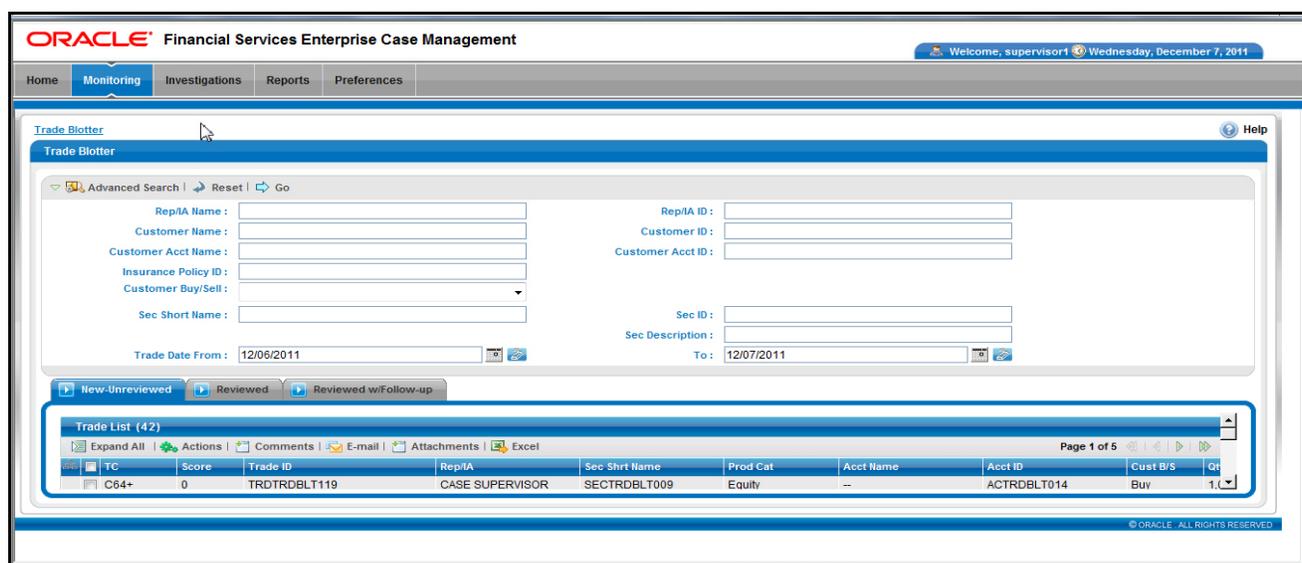


Figure 35. Trade Blotter Page

Trade Blotter Search Components

The Trade Blotter page contains the Simple Search section and the Advanced Search section.

Trade Simple Search Bar

The Trade Simple Search bar enables you to search for information about a trade by typing the name and/or identifier of a registered representative or investment advisor, an insurance policy ID, a customer, and/or a security and the time frame of execution associated with a trade you want to know more about. To search for multiple names or IDs, separate the names or IDs with commas. If the trades are found, the Trade List section displays information about the trades with the names or IDs that exactly match the values you entered.

The Trade Blotter Simple Search bar also enables you to search for information about trades by the dates the trades were executed.

The Trade Blotter Simple Search bar contains the following default search filters:

- **Rep/IA Name:** Filters the Trade List by the name of the Registered Representative or the Investment Advisor associated with the order that is associated with the trade.

- **Rep/IA ID:** Filters the Trade List by the identifier of the Registered Representative or the Investment Advisor associated with the order that is associated with the trade.
- **Customer Name:** Filters the Trade List by the names of the customers who placed the orders.
- **Customer ID:** Filters the Trade List by the identifiers of the customers who placed the orders.
- **Customer Acct Name:** Filters the Trade List by the name associated with the customer account that is associated with the trade.
- **Customer Acct ID:** Filters the Trade List by the identifier associated with the customer account that is associated with the trade.
- **Insurance Policy ID:** Filters the Trade List by the identifiers associated with the insurance policy with which the trade is associated.
- **Customer Buy/Sell:** Filters the Trade List by whether the customer is buying or selling the security.
- **Sec Short Name:** Filters the Trade List by the short names of the securities that were traded.
- **Sec ID:** Filters the Trade List by the identifiers of the securities that were traded.
- **Sec Description:** Filters the Trade List by the descriptions of the securities that were traded.
- **Trade Date From:** Filters the Trade List by the trade execution date against which the data is being filtered (start date).
- **Trade Date To:** Filters the Trade List by the trade execution date against which the data is filtered (end date).

Trade Advanced Search Bar

The Trade Blotter Advanced Search bar contains the following search filters:

- **Score >=:** Filters the Trade List by a score that is greater than or equal to that associated with the trade.
- **Trade Entered Date From:** Filters the Trade List by the date on which the trade was entered into the system (start date).
- **Trade Entered Date To:** Filters the Trade List by the date on which the trade was entered into the system (end date).
- **Settlement Date From:** Filters the Trade List by the beginning trade settlement date against which to filter data.
- **Settlement Date To:** Filters the Trade List by the ending trade settlement date against which to filter data.
- **Review Status:** Filters the Trade List by the trade review status.
- **Review Status From:** Filters the Trade List by the status of trades reviewed within a duration starting with this date.

- **Review Status To:** Filters the Trade List by the status of trades reviewed within a duration ending with this date.
- **Reviewer Name:** Filters the Trade List by the name of the person reviewing the trades.
- **Reviewer ID:** Filters the Trade List by the identifier of the person reviewing the trades
- **Organization Name:** Filters the Trade List by the names of organizations to which you have access.
- **Division Name:** Filters the Trade List by the division names within an organization to which you have access.
- **Branch Name:** Filters the Trade List by the branch names within a division to which you have access.
- **Trade Desk:** Trade desk name associated with the trade.
- **Trader Name:** Filters the Trade List by the name of the trader who executed the trade.
- **Trader ID:** Filters the Trade List by the identifier of the trader who executed the trade.
- **Trader Buy/Sell:** Filters the Trade List by whether the trader is buying or selling the security. You can select from one of two radio buttons.
- **Agent/Principal:** Filters the Trade List by the agent or principal associated with the trade. You can select from a drop-down list.
- **Solicited:** Filters the Trade List by whether the client of the Oracle Mantas client solicited this order. You can select from one of two radio buttons.
- **Product Category:** Filters the Trade List by the product categories associated with a trade. You can select from a drop-down list.
- **Product Type:** Filters the Trade List by the product type designation of the security associated with the trade. You can choose from a multi-select list box.
- **Product Subtype:** Filters the Trade List by the product subtype associated with the trade. You can choose from a multi-select list box.
- **ISIN:** Filters the Trade List by the International Securities Identification Numbers (ISIN), which are unique international codes that identify securities issues.
- **CUSIP:** Filters the Trade List by the Committee on Uniform Security Identification Procedures (CUSIP) unique identifier of the issuer of the trade.
- **Maturity >=:** Filters the Trade List by the date on which the security matures.
- **Qty >=:** Filters the Trade List by the total number of units of the security that was traded that are greater than or equal to the entered amount.
- **Yield >=:** Filters the Trade List by the rate of return on the security.

- **Coupon >=:** Filters the Trade List by the interest rates paid for the securities that are greater than or equal to the entered amount.
- **Principal (Issuing)>=:** Filters the Trade List by the principal amounts of the trades expressed in the issuing currency that are greater than or equal to the entered amount.
- **Commission >=:** Filters the Trade List by the monetary amount greater than or equal to that of the broker commission associated with this trade, expressed in the issuing currency.
- **Gross Amount >=:** Filters the Trade List by the principal amounts of the trades expressed in the issuing currency plus the commission associated with each trade expressed in the issuing currency the totals of which are greater than or equal to the entered amount.
- **Market Price >=:** Filters the Trade List by trades associated with market prices greater than or equal to the entered market price.
- **Trade ID:** Filters the Trade List by the entered trade ID or IDs.
- **Trade Event Type:** Filters the Trade List by the entered trade or trades associated with the selected trade event type.
- **Trade Characteristics:** Filters the Trade List based on the Trading Characteristics (TC) display criteria associated with the trade.
- **Associated Alert ID:** Filters the Trade List by the trade or trades associated with the entered alert identifier or identifiers.

Searching for Trades

The Trade Blotter page enables you to search and display trade data by selecting Simple and Advanced search options.

To search for trades, follow these steps:

1. Select any or all of the filter criteria in the **Search** and the **Advance Search** sections of the Trade Blotter page.

Note: By default, the Trade Simple Search area is expanded while the Advanced section is contracted, making it more convenient to do a quick search.

2. Click **Go**.

Trade Blotter List Tabs

The Trade List section displays the trades retrieved as the search results based on the criteria you entered on the Trade Blotter Search section. The Trade List section allows users with appropriate permissions to quickly review trades that need to be reviewed. The section also displays the trades that have already been reviewed and those that have been reviewed and that need follow-up action. The columns displayed on the Trade List section depend on the product category selected on the Trade Search page.

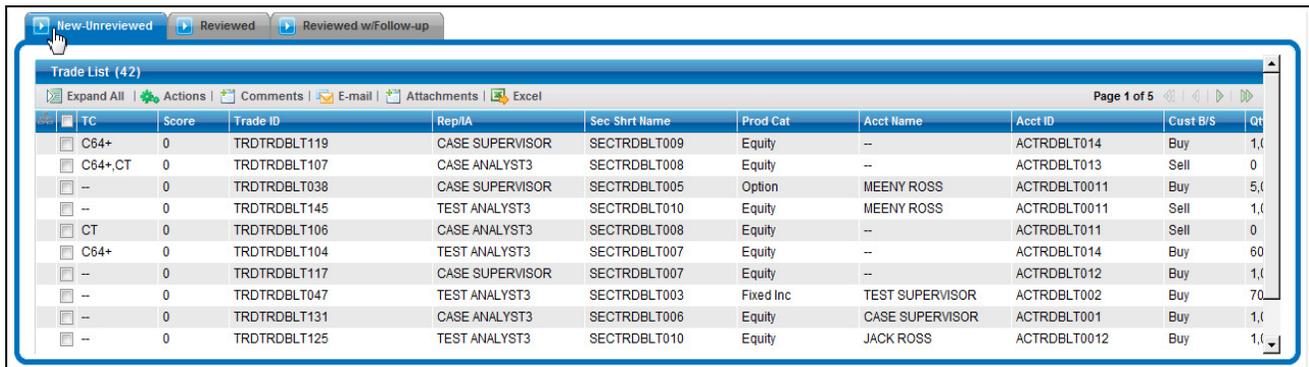
The Trade List section comprises the following three tabs:

- New—Unreviewed
- Reviewed
- Reviewed w/Follow-up

New—Unreviewed

The New—Unreviewed tab displays trades that are in New or unreviewed status. The system displays a trade on the New—Unreviewed tab only if the following rules apply:

- You have access permissions to view trades.
- You have access permissions to view trades that are in the New—Unreviewed status.
- You are associated with an organization that matches the Org ID that is associated with the trade originator.
- The trade is in the New—Unreviewed status (Figure 36).



TC	Score	Trade ID	RepiA	Sec Shrt Name	Prod Cat	Acct Name	Acct ID	Cust B/S	Qt
C64+	0	TRDTRDBLT119	CASE SUPERVISOR	SECTRDBLT009	Equity	--	ACTRDBLT014	Buy	1,0
C64+,CT	0	TRDTRDBLT107	CASE ANALYST3	SECTRDBLT008	Equity	--	ACTRDBLT013	Sell	0
--	0	TRDTRDBLT038	CASE SUPERVISOR	SECTRDBLT005	Option	MEENY ROSS	ACTRDBLT0011	Buy	5,0
--	0	TRDTRDBLT145	TEST ANALYST3	SECTRDBLT010	Equity	MEENY ROSS	ACTRDBLT0011	Sell	1,0
CT	0	TRDTRDBLT106	CASE ANALYST3	SECTRDBLT008	Equity	--	ACTRDBLT011	Sell	0
C64+	0	TRDTRDBLT104	TEST ANALYST3	SECTRDBLT007	Equity	--	ACTRDBLT014	Buy	60
--	0	TRDTRDBLT117	CASE SUPERVISOR	SECTRDBLT007	Equity	--	ACTRDBLT012	Buy	1,0
--	0	TRDTRDBLT047	TEST ANALYST3	SECTRDBLT003	Fixed Inc	TEST SUPERVISOR	ACTRDBLT002	Buy	70
--	0	TRDTRDBLT131	CASE ANALYST3	SECTRDBLT006	Equity	CASE SUPERVISOR	ACTRDBLT001	Buy	1,0
--	0	TRDTRDBLT125	TEST ANALYST3	SECTRDBLT010	Equity	JACK ROSS	ACTRDBLT0012	Buy	1,0

Figure 36. Trade Blotter List Section: New—Unreviewed Tab

Reviewed

The Reviewed tab displays trades that are in the Reviewed status (Figure 37). The system displays a trade on the Reviewed tab only if the following rules apply:

- You have access permissions to view trades.
- You have access permissions to view trades that are in the Reviewed status.
- You are associated with an organization that matches the Org ID that is associated with the trade originator.
- The trade is in the Reviewed status.

TC	Score	Trade ID	Rep/IA	Sec Shrt Name	Prod Cat	Acct Name	Acct ID	Cust B/S	Qty
--	0	TRDTRDBLT121	CASE ANALYST3	SECTRDBLT006	Equity	JACK ROSS	ACTRDBLT0012	Buy	1,000
--	0	TRDTRDBLT101	TEST ANALYST3	SECTRDBLT006	Equity	--	ACTRDBLT011	Buy	500
--	0	TRDTRDBLT165	TEST ANALYST3	SECTRDBLT011	Mutual Fund	--	--	NA	1,000
--	0	TRDTRDBLT135	TEST ANALYST3	SECTRDBLT010	Equity	CASE SUPERVISOR	ACTRDBLT001	Buy	1,000
--	0	TRDTRDBLT022	TEST SUPERVISOR	SECTRDBLT005	Option	JACK ROSS	ACTRDBLT0012	Buy	500

Figure 37. Trade Blotter List Section—Reviewed Tab

Reviewed w/Follow-up

The Reviewed w/Follow-up tab displays trades that are in the Reviewed with Follow-up status (Figure 38). The system displays a trade on the Reviewed with Follow-up tab only if the following rules apply:

- You have access permissions to view trades.
- You have access permissions to view trades that are in the Reviewed w/Follow-up status.
- You are associated with an organization that matches the Org ID that is associated with the trade originator.
- The trade is in the Reviewed w/Follow-Up status.

TC	Score	Trade ID	Rep/IA	Sec Shrt Name	Prod Cat	Acct Name	Acct ID	Cust B/S	Qty
--	0	TRDTRDBLT116	CASE SUPERVISOR	SECTRDBLT006	Equity	--	ACTRDBLT011	Buy	1,000
--	0	TRDTRDBLT032	CASE SUPERVISOR	SECTRDBLT005	Option	SUJE ROSS	ACTRDBLT0015	Buy	5,000

Figure 38. Trade Blotter List Section—Reviewed w/Follow-Up Tab

Trade List Components

All three of the Trade Blotter List tabs have the same components, which are described here:

- Trade Blotter Headers
- Action Buttons
- Trade List Section

Trade Blotter Headers

The Trade Blotter List headers display the tab labels (New—Unreviewed, Reviewed, and Reviewed w/Follow-up) of the tabs and the title of the section (Trade List).

Action Buttons

The Trade Blotter List section provides the following action buttons, or icons:

- **Expand All/Collapse All:** When clicked, expands/collapses the trade information present in each row of the Trade List matrix.
- **Actions:** When clicked, displays the Actions pop-up in which you can select an action on one or more trades. The actions can be a Reviewed or Reviewed wFollow-Up along with the standard and free line comments if the trade is in the New-Unreviewed state.
- **Comments:** When clicked, displays the Global Comment pop-up in which you can type a comment in the text box and/or select one or more standard comments as well for the current individual trade. Any saved comments are then listed in Comment Audit History at the bottom of the pop-up.
- **E-mail:** When clicked, displays a Send E-mail pop-up for the current individual trade. After entering the message recipient's email address and a subject for the message, you can type a message in the text box and choose to request a response by selecting the appropriate check box. The message is sent when you click **Save** and information about the email is listed in the E-mail Action History.
- **Attachments:** When clicked, displays an Add Attachments pop-up for the current individual trade. An attachment is added when you click **Save** and the display name of the attachment is listed in the Attachment Action History section.
- **Excel:** When clicked, displays an Export-Properties pop-up for the current individual trade. Export of trade data can be done in Excel file format.
- **Check All:** When clicked, selects all the check boxes for each row on the page. After you click **Check All**, the button text displays as **Uncheck All**, which then, when clicked, enables you to clear all the check boxes.

Trade List Section

The Trade List section provides a matrix for the three tabs: New—Unreviewed, Reviewed, and Reviewed w/Follow-up. Each of the Trade List sections for each tab have the same columns except for the R and RF columns. The New—Unreviewed tab displays both the R and the RF columns, the Reviewed tab displays only the RF column, and the Reviewed w/Follow-up tab displays only the R column.

Column Headings

Column headings provide labels that tells you what kind of information displays in the columns. A tooltip displays for approximately three seconds to provide information about the column.

Table 21 describes the columns that display for a standard configuration if no product category is selected on the Trade Blotter Search section. If you select a product category on the Search section, the columns on the List section may vary. Refer to Appendix A, for a table showing all of the possible fields that may display on the Trade Blotter List and the Trade Details page by the user interface section and the product category specified on the Trade Blotter Search section.

Table 21. Trade List Matrix

Column	Description
TC (Trade Characteristics)	Displays a special text that represents the specific attribute or attributes associated with a particular trade. Multiple trade characteristics are comma-separated and ordered according to the degree of interest each holds. Refer to Table 22 for more information.
Score	Displays a score for a trade, which is assigned by the system based on the highest score associated with the alerts that are associated with the trade. For example, if a trade is associated with Alert 123 that has a score of 20 and Alert 234 that has a score of 40, the system assigns a score of 40 to that trade.
Rep/IA (Registered Representative/Investment Advisor Name)	Displays the name of the Registered Representative or the Investment Advisor associated with the trade.
Sec Short Name	Displays the short name of the security that was traded.
Product Category	Displays the product category designation for the security associated with the trade.
Acct (Account) Name	Displays the name of the customer's account associated with the trade.
Acct ID	Displays the identifier of the customer's account associated with the trade.
Cust B/S (Buyer/Seller)	Displays the designation of Buy, Sell or N/A (not applicable) to indicate whether the customer associated with the trade is the buyer, the seller, or whether that designation is not applicable.
Qty	Displays the total number of units of the security (for example, shares, contracts, or face value) that were traded.
Price	Displays the price at which the security was traded (bought or sold) as expressed in the issuing currency.
Prin	Displays the principal amount of the trade as expressed in the issuing currency.

Table 21. Trade List Matrix (Continued)

Column	Description
IO (Investment Objective)	Displays the specific investment objective of the account associated with the trade.
Trade ID	Displays the trade identifier for the trade.

Trade Characteristics

The page displays special text in the TC (Trade Characteristics) column of a trade row to represent the specific attributes associated with that trade that might make the trade of higher interest than the other trades (for example, the system displays RET in this column for a trade that is associated with a Retirement Account). If a trade matches more than one of the TC criteria, the page displays a comma-separated list of these characteristics in order according each characteristic's display ranking.

Table 22 lists the default trade characteristics and the text and ranking associated with each.

Table 22. TC Display Ranking

Trade Characteristics Display Criteria	Text Displayed on the User Interface	Display Ranking
Employee Account	EA	1
Age 64+	C64+	2
Cancelled Trade	CT	3
Cancelled and Replaced Trade	CRT	4
Retirement Account	RET	5
Trade associated with an Annuity	ANNU	6

Criteria for "Requires More Analysis"

If a trade is associated with one or more specific attributes (depending on your site's business needs and configured during deployment) that may require that you review the details of a trade, the system will force you to navigate to the Trade Details pop-up window for that trade before you can save an R or an RF action on the trade. As a system default, Oracle Financial Services flags trades for which the last action was **Cancelled** as *Requires more analysis*.

Trade Details Pop-up

The Trade Details pop-up window allows you to view additional details about a trade, such as, account details associated with the trade, customer details associated with the trade, alerts and cases associated with the trade, and so forth. Clicking on a trade row of any one of the Trade Blotter List section displays the Trade Details pop-up specifically for that trade (Figure 39).

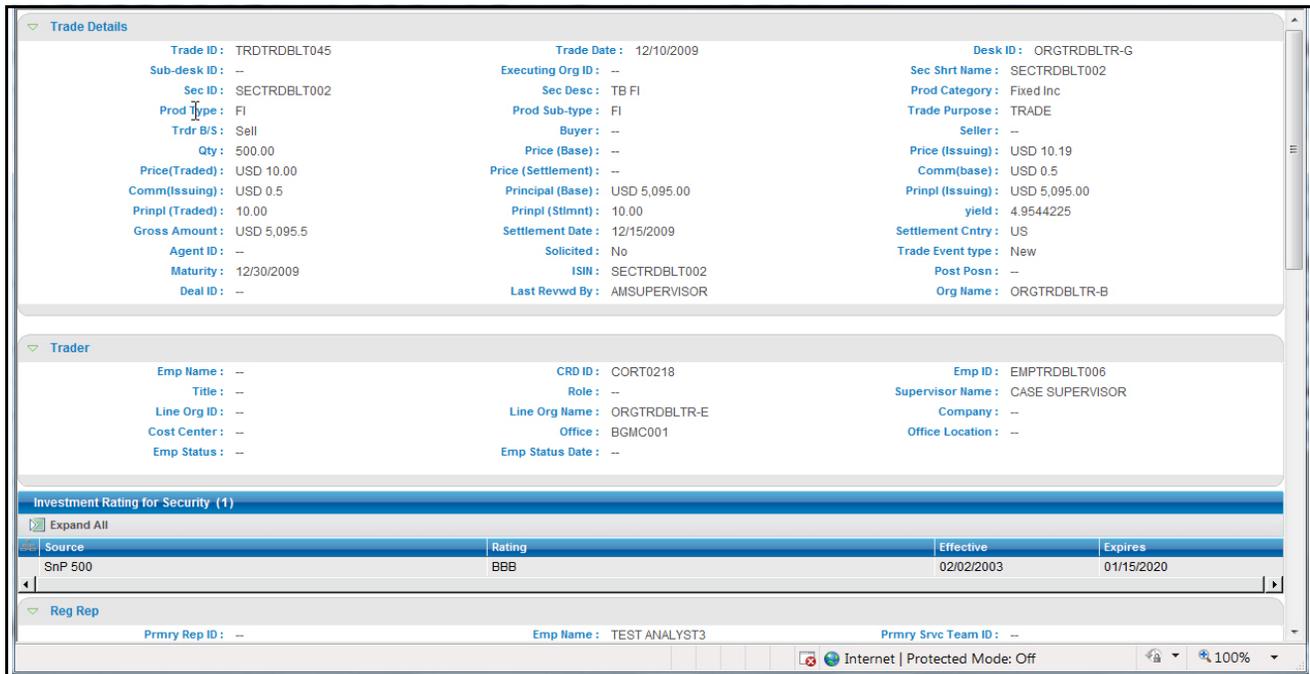


Figure 39. Trade Details Pop-up

The Trade Details pop-up displays all the sections configured for display for this particular trade in the expanded format. Refer to Appendix C, *Trade Blotter List Component Matrix*, on page 279, for information on the fields that will display on the Trade Details pop-up by user interface section and product category.

Components of the Trade Details Pop-up

Depending on the data associated with a particular trade, the Trade Details pop-up may display one or more of the following areas of information, or sections:

- Trade Section
- Security Rating Section
- Rep Section
- IA Section
- Trader Section
- Customer Section
- Account Section
- Order Section
- Trade Review Action History
- Associated Alert List
- Associated Case List

Refer to Appendix C, *Trade Blotter List Component Matrix*, on page 279, for a detailed table with all possible fields that may display on the Trade Details pop-up by user interface section and product category. These sections are summarized here.

<i>Trade Section</i>	The Trade section displays detailed information about the trade you selected on the Trade Blotter List section.
<i>Security Rating Section</i>	The Security Rating section displays detailed information about the investment rating service for the security associated with the selected trade. This matrix displays such information as the investment rating source, the rating value, and the effective and expiration dates of the investment rating of the security.
<i>Rep Section</i>	The Rep section displays detailed information about the registered representative associated with the order that is associated with the selected trade. This matrix displays such information as the primary representative ID; the representative's name, ID, type, title, and role; whether the representative is full or part time; the name, ID, and organization ID of the representative's supervisor; and so forth.
<i>IA Section</i>	The IA section displays detailed information about the investment advisor associated with the order that is associated with the selected trade. This matrix displays such information as the investment advisor's name, ID, Tax ID and format; the name and ID of the investment advisor's firm; and the number of and total net worth of all the active subaccounts managed by this investment advisor.
<i>Trader Section</i>	The Trader section displays details related to the trader who executed the selected trade. This matrix displays such information as the trader's employee name and ID, Central Registration Depository ID, title, role, supervisor's name, line organization name and ID, and so forth.
<i>Customer Section</i>	The Customer section displays details related to the customer associated with the selected trade. This matrix displays such information as the customer's customer ID, birth date, tax ID, level of risk (determined in large part by membership on one or more watch lists), type (individual or organization), and so forth.
<i>Account Section</i>	The Account section displays details related to the customer's account associated with the selected trade. This matrix displays such information as the account ID and type; the dates on which the account was opened and on which the last activity occurred; the organization where the account is domiciled; and so forth.
<i>Order Section</i>	The Order section displays details related to the order associated with the selected trade. This matrix displays such information as the Order ID of the order associated with the trade; the date and time on which the order was placed, first routed, and completely filled; whether the order was an instruction to buy or sell a security; original order quantity; and so forth.
<i>Trade Review Action History</i>	The Trade Review Action History section allows you to view the various actions and modifications that have been saved on the selected trade during the trade review process. This matrix displays the action performed (such as, New, Viewed, E-mail), the date and time of the action, the user ID of the user that performed the action, the

employee ID of that user, the status resulting from the action and any comments or attachments that were added.

Associated Alert List

An alert is considered to be associated with a trade if the alert was created within the same batch in which the trade was ingested and the trade has been recorded as a matched record on the alert. For each alert in the Associated Alert List section, a hyperlinked alert ID is displayed, which when clicked, displays the Alert History Details page for that alert.

An alert will display in this section only if you have appropriate access permissions to view that alert.

Associated Case List

A case is considered to be associated with a trade if the trade is recorded as a matched record on at least one alert that is linked to the case. For each case in the Associated Case List section, a hyperlinked case ID is displayed, which when clicked, displays the Case History Details page for that case.

A case will display in this section only if you have appropriate access permissions to view that case.

Viewing and Changing the Status of a Trade

You can view and/or modify the status of a trade only if you have access permissions to do so. The instructions in this section assume that you have access to view and modify the status of trades on all three of the tabs on the Trade Blotter page: New—Unreviewed, Reviewed, and Reviewed w/Follow-Up.

To view or modify the status of one or more trades currently in the New—Unreviewed status, follow these steps:

1. Ensure that you are on the New—Unreviewed tab (this is the default Trade Blotter starting tab), and do one of the following:
 - To simply view trade details:
 - a. Double-click on the row of the trade you want to view.
The Trade Details pop-up for that trade displays.
 - b. When you are finished viewing that trade, close the pop-up window and go on to the next trade you want to view.
 - To change the status of one or more trades, go to Step 2.
2. Do one of the following:
 - To change the status of one or more trades to Reviewed:
 - a. Select the check box on the row of the trade or trades for which you want to change the status to **Reviewed**.
 - b. Click **Actions**.
 - c. The Review Actions pop-up displays having the trade ID prepopulated in the field.
 - d. Select Reviewed from the **Select an Action** drop-down list.
 - e. Select a standard comments from the **Standard Comments** drop-down list.
Optional: Enter any custom comments, if applicable in the text fields.
 - f. Click **Save**.
The system refreshes all the tabs, moving the trades that you have marked as Reviewed to the Reviewed tab.
 - To change the status of one or more trades to Reviewed w/Follow-Up:
 - a. Select the check box on the row of the trade or trades for which you want to change the status to **Reviewed w/Follow-Up**.
 - b. Click **Actions**.
The Review Actions pop-up displays having the trade ID prepopulated in the field.
 - c. Select Reviewed w/Follow-Up from the **Select an Action** drop-down list.

- d. Select a standard comments from the **Standard Comments** drop-down list.

Optional: Enter any custom comments, if applicable in the text fields.

- e. Click **Save**.

The system refreshes all the tabs, moving the trades that you have marked as Reviewed to the Reviewed w/Follow-Up tab.

To view one or more trades currently in the Reviewed status or to modify the status of one or more trades from Reviewed to Reviewed w/Follow-Up, follow these steps:

1. Go to the Reviewed tab by clicking on the **Reviewed** label for that tab.
 - To simply view trade details:
 - a. Double-click on the row of the trade you want to view.

The Trade Details popup for that trade displays.
 - b. When you are finished viewing that trade, close the pop-up window and go on to the next trade you want to view.
 - To change the status of one or more trades, go to Step 2.
2. Select the check box on the row of the trade or trades for which you want to change the status to **Reviewed w/Follow-Up**.

3. Click **Actions**.

The Review Actions pop-up displays having the trade ID prepopulated in the field.

4. Select Reviewed w/Follow-Up from the **Select an Action** drop-down list.
5. Select a standard comments from the **Standard Comments** drop-down list.

Optional: Enter any custom comments, if applicable in the text fields.

6. Click **Save**.

The system refreshes all the tabs, moving the trades that you have marked as Reviewed to the Reviewed w/Follow-Up tab.

To view one or more trades currently in the Reviewed w/Follow-Up status or to modify the status of one or more trades from Reviewed w/Follow-Up to Reviewed status, follow these steps:

1. Go to the Reviewed w/Follow-Up tab by clicking on the **Reviewed w/Follow-Up** label for that tab.
 - To simply view trade details:
 - a. Double-click on the row of the trade you want to view.

The Trade Details pop-up for that trade displays.
 - b. When you are finished viewing that trade, close the pop-up and go on to the next trade you want to view.
 - To change the status of one or more trades to Reviewed:

a. Select the check box on the row of the trade or trades for which you want to change the status to **Reviewed**.

b. Click **Actions**.

The Review Actions pop-up displays having the trade ID prepopulated in the field.

c. Select Reviewed w/Follow-Up from the **Select an Action** drop-down list.

d. Select a standard comments from the **Standard Comments** drop-down list.

Optional: Enter any custom comments, if applicable in the text fields.

e. Click **Save**.

The system refreshes all the tabs, moving the trades that you have marked as Reviewed to the Reviewed tab.

Locking and Unlocking a Trade

Oracle Financial Services controls access to trades via a locking mechanism in order to prevent inconsistent results caused by more than one user at a time trying to take an action on the same trade or trades. The system locks unlocked trades for you when you select one or more check boxes of one or more trades, either via the Check All icon or by selecting individual check boxes. In addition, the system locks a trade when you click on the **Comments**, **Email** or **Attachments** icon of an individual trade. The system maintains the lock on a particular trade if you take additional actions on that trade until you save or deselect all the actions on that trade.

To unlock a trade, simply deselect the selected check boxes or click the **Uncheck All** icon if Check All has been clicked. If no check boxes are selected, the Comments, Email or Attachments actions remove the lock automatically when saved or cancelled.

Note: If you try to select a trade that is locked by another user, the system displays a Selected Trade Locked dialog box with an error message that reads: *Trade ID [ID] is locked by another user. Please try again once the user is finished. Click OK to continue.*

When you click **Ok**, the system closes the dialog box and returns you to the original tab on the List page.

Adding Comments on a Trade

If you have the appropriate access permissions, you may add comments to selected trades on the Trade Blotter page. When you save comments to a trade, the status of that trade does not change as a result of those comments. However, the comment action is added to the Comment Audit History matrix.

You can add a free-text comment to more than one trade, add one or more standard comments to those trades, and view the comment audit history for those trades.

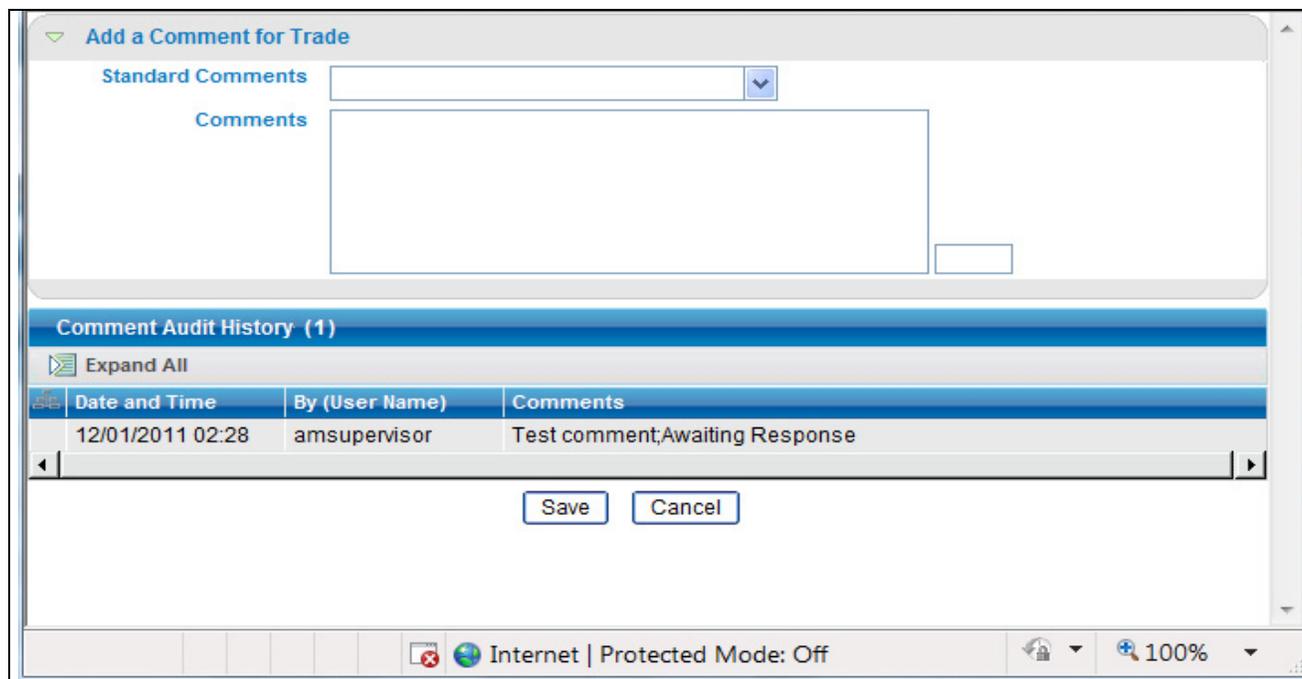


Figure 40. Global Comments Pop-up

To add global comments to more than one trade, follow these steps:

1. On the Trade Blotter page, do one of the following depending on whether you want to add comments on more than one trade but not the whole page of trades, or add global comments to the whole page of trades:
 - For comments on more than one trade, select the check boxes adjacent to the trades and click the **Comments** button.
 - For comments on the entire page of trades, click on the check box on list header and click the **Comments** button.
2. In the Global Comments pop-up, do the following:
 - a. Select one or more applicable standard comments from the **Select a standard comment** drop-down list.
 - b. Type free-text comments in the **Comments** text area.
3. Click **Save**.

A confirmation message displays.

Adding an Attachment to a Trade

You can add one or more attachments to an individual trade, remove one or more attachments from an individual trade, and view the attachment action history for that trade.

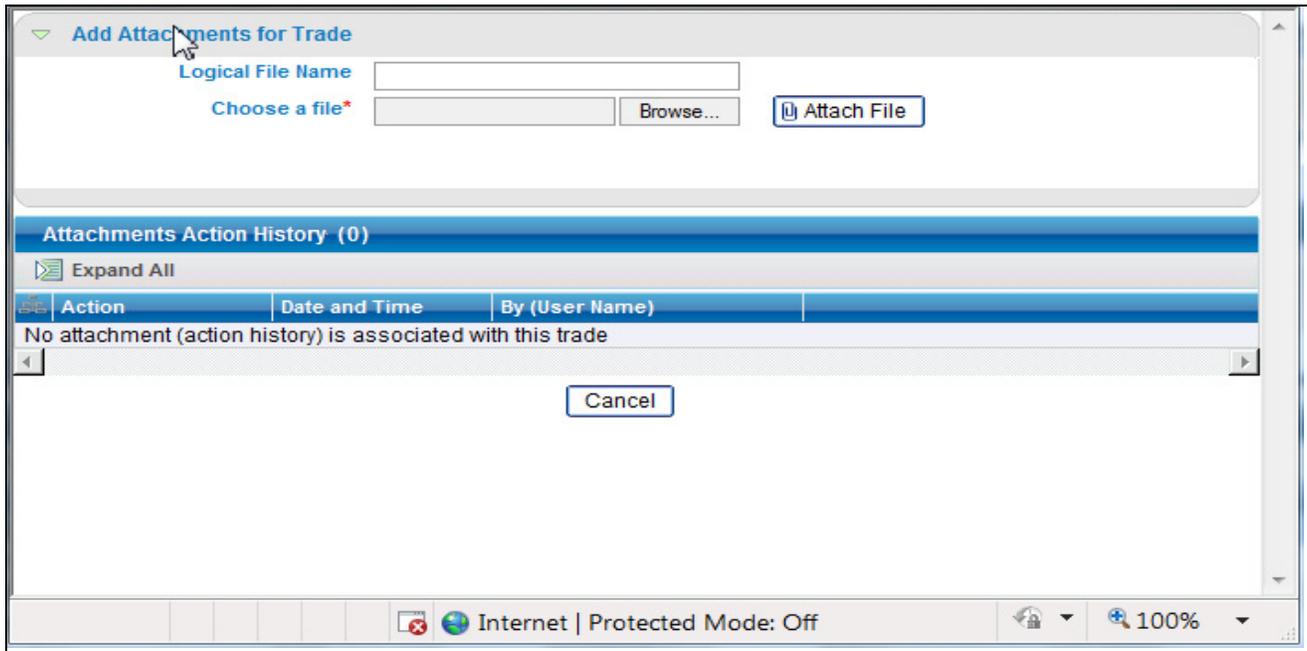


Figure 41. Add Attachment Pop-up

To add one or more attachments to a trade, follow these steps:

1. On the Trade Blotter List section, select the check box adjacent to the trade to which you want to add an attachment.
The Add Attachments pop-up displays.
2. In the Add Attachments pop-up, enter file name in the **Logical File Name** text field.
3. Browse for the file you want to add via the **Choose a file** field.
4. When the Choose File to Upload dialog appears, select the file you want to attach to the trade and click **Open**.
5. Click **Attach File**.

The display name of the file appears in the Attachments Action History list.

6. If you want to add another attachment to this trade, repeat Steps 1 through 4.

Note: If you decide to remove one or more attachments from the Attachments Action History list, simply select the attachment name or names from this list and click **Remove**.

7. When you are sure of the file or files you want to attach to this trade, click **Save**.

The pop-up returns you to the Trade Blotter page and adds the attachments to the Attachments Action History section.

If you do not want to save the trade with the attachments you added, click **Cancel**. The system returns you to the Trade Blotter page and your attachments are not added to the Attachments Action History.

Exporting Trades to Excel

You can export trades from the Trade Blotter List section to a Microsoft Excel format where you can then review and edit the data as necessary. You can export trade data separately from each individual tab or you can export all of the trade data to an Excel for each tab.

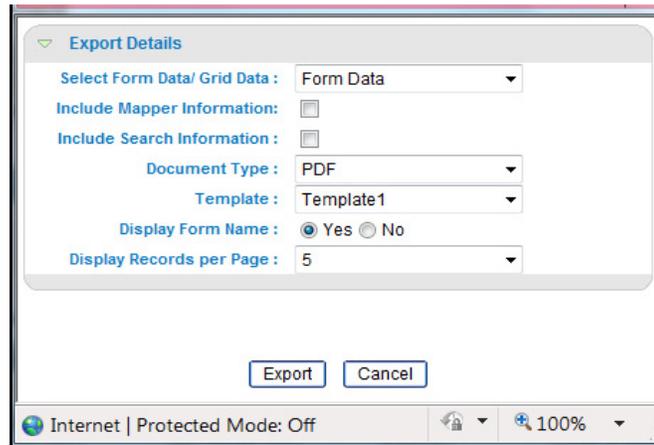


Figure 42. Export pop-up

Note: The Excel functionality works successfully on MS Excel 2003. However, you can encounter an error message, if your system has MS Excel 2007.

Exporting Trades from the Individual Trade Blotter Tabs

To export trades from one of the New-Unreviewed, Reviewed, or Reviewed w/Follow-up tabs, follow these steps:

1. Click the **Excel** icon at the top of the trade list.
An Export-Properties pop-up displays
2. In the Export-Properties pop-up, do the following steps:
 - a. Select display style (form or grid) from the **Select Form Data/Grid Data** drop-down list.
 - b. *Optional:* Select a check box to include the mapper information.
 - c. *Optional:* Select a check box to include the search information.
 - d. Select the output type from the **Document Type** drop-down list.
 - e. Select a template from the **Template** drop-down list.
 - f. Select **Yes/No** option to display or not to display a form name.
 - g. Select the number of records to display from the **Display Records per Page** drop-down list.
 - h. Click **Export**

The application saves your file to the specified format and location.

Sending an E-mail on a Trade

If you have the appropriate access permissions, you can send an e-mail and request a response regarding a particular trade.

The system does not automatically include any information on the trade. You can enter any trade details in the body of the email message.

The screenshot shows a 'Send Email' dialog box. The 'To' field contains 'thomas.edison@oracle.com' and the 'Subject' field contains 'Trade Details'. The 'Request Response' checkbox is checked. Below these fields is a large text area for the 'Body'. At the bottom of the dialog, there is an 'Email Action History (0)' section with an 'Expand All' button and a table with columns 'Date and Time', 'Action', 'By (User Name)', and 'Comments'. The table contains one row with the text 'No email (action history) is associated with this trade'. At the bottom of the dialog are 'Send' and 'Cancel' buttons. The browser status bar at the bottom shows 'Internet | Protected Mode: Off' and '100%' zoom.

Figure 43. Trade Blotter Send Email Popup

To send an email regarding a particular trade, follow these steps:

1. From the Trade List, click the **Email** icon associated with the particular trade you want to discuss.

The Send E-mail pop-up displays.

2. Enter the email recipient's email address in the **To:** field.
3. Provide an appropriate subject in the **Subject** field.
4. Select the **Request Response** check box if you want a response, or go to Step 5 if you don't.

If you select Request Response, the system attaches a response form in which the recipient can enter comments. When the recipient has finished entering comments and clicks **Send Comments**, the response is automatically returned to you

5. Type your message in the **Body** field.
6. Click **Save** to send the message.

The system sends your message and records information about it in the E-mail Action History list.

Working with Regulatory Reporting

This chapter provides the high-level information on the Regulatory Reporting (RR). RR is integrated with the Oracle Financial Services Behavior Detection Platform to allow users to generate reports automatically populated with information relevant to the investigation which triggered the need for report to be filed.

The chapter covers the following topics:

- About the Regulatory Reporting
- Where to Find More Information

About the Regulatory Reporting

As part of Regulations and Compliances, organizations are required to perform appropriate analysis and report any suspicious activities that may lead to fraud or money laundering within the institution to the regulatory authorities. These regulatory bodies are responsible for safeguarding financial institutions and consumers from abuse, providing transparency in the country's financial system, enhancing that country's security, and deterring and detecting criminal activity in the financial system.

As part of this goal, these regulatory bodies require the Financial Crimes Unit (FCU), also referred to as Financial Intelligence Units (FIUs), in financial institutions to provide data regarding suspicious activities. These reports, depending on the regulatory geographic region, can be delivered in either printed or electronic format.

Oracle Financial Services Regulatory Reporting supports the management, delivery and resolution of these regulatory reports across multiple geographic regions and across multiple financial lines of business. Since there are several differences in requirements for paper-based formats versus electronic formats, and between different geographic regions and the data elements that are required on these reports, the approach to satisfying the end goal is to provide a Regulatory Reporting framework that is configured to support paper-based and electronic formats for different geographic regions and to generate and file different types of reports.

RR is integrated with the Oracle Financial Services Behavior Detection Platform to allow users to generate reports automatically populated with information relevant to the investigation which triggered the need for report to be filed. Regulatory Reporting is an optional product. Access to RR actions and functions depends on whether your firm have implemented the Regulatory Reporting.

Where to Find More Information

In order to have more information about the Oracle Financial Services Regulatory Reporting application, refer to the following RR 2.0 documents:

- Install Guide
- Web Services Guide
- Data Model Ref Guide
- Release Notes

In addition, RR 2.0 has the following form-specific documents:

- User Guide and Admin Guide for SGSTR
- User Guide and Admin Guide for MYSTR
- User Guide and Admin Guide for NGSTR

Navigating Tabs

This chapter explains how you can navigate among tabs. Tabs display information according to the focus and entities related to the focus of the alert in accordance with the access permissions appropriate for your user role.

This chapter covers the following topics:

- Alert Data Tabs
- Business Tabs

The Alert Data tabs and Business tabs display horizontally under the alert context and you can view them by clicking the **Alert ID** hyper link on the Alert List page. The alert context is always visible above the horizontal tabs.

Alert Data Tabs

Alert Datatabs refer to those tabs that display for all alerts and include the following:

- **Details** tab: Refer to *Alert Details Tab*, on page 123.
- **Disposition** tab: Refer to *Disposition Tab*, on page 132.
- **Correlation** tab: Refer to *Correlation Tab*, on page 133.
- **Relationship** tab: Refer to *Relationship Tab*, on page 136.
- **Narrative** tab: Refer to *Narrative Tab*, on page 140.
- **Evidence** tab: Refer to *Evidence Tab*, on page 142.
- **Audit** tab: Refer to *Audit Tab*, on page 143.

Alert Details Tab

Oracle Financial Services Alert Management displays detailed information about an alert to assist you in your analysis and resolution of the alert. To access the Alert Details tab (Figure 44) from the Alert List section (Figure 21), you can click the **ID** link for the alert you want to analyze. The application then navigates you to the Alert Details tab.

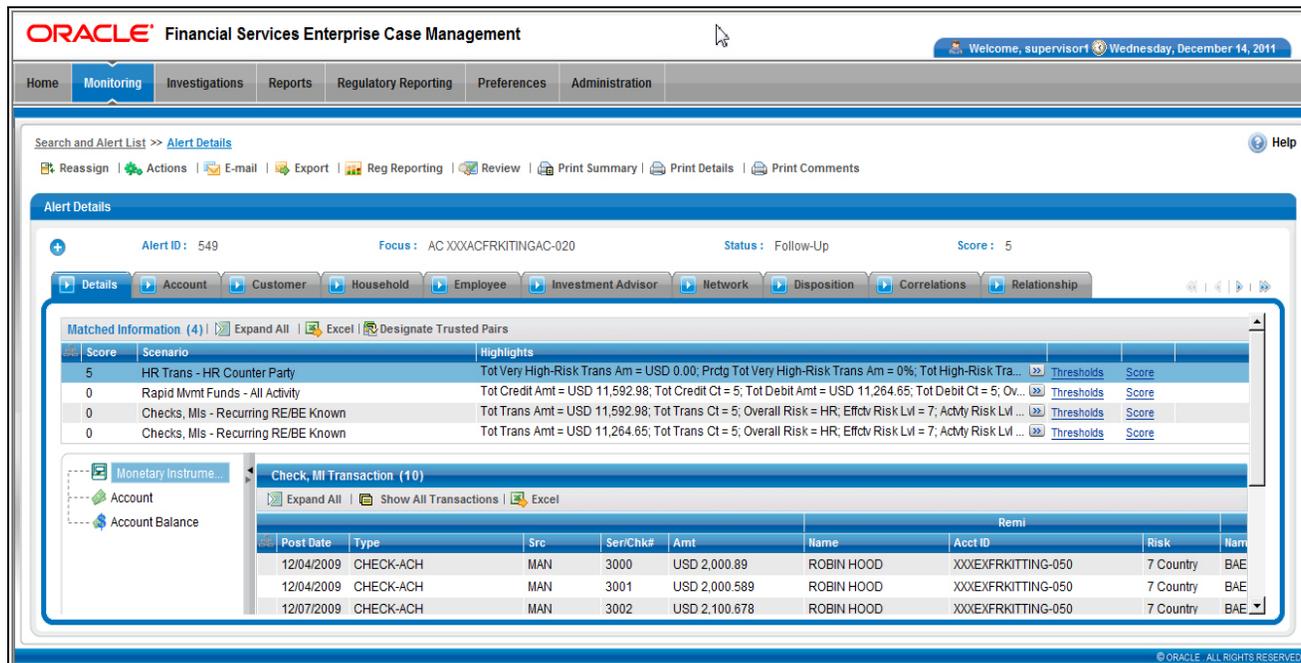


Figure 44. Alert Details Page

The Alert Details tab gives you access to detailed information regarding each match associated with an alert and the information that triggered each match.

When an Analyst (I, II, or III) or Supervisor views the alert details, the alert's status changes from New, Reassigned, or Reopened to Open if the user is an owner of an alert. Refer to section *Alert Statuses*, on page 3, for more information. If your firm configured your deployment to use the alert inheritance feature, and an organization or group owns the alerts, an Analyst (I, II, or III) or Supervisor takes ownership of the alert when the user views the alert details. Internal and External Auditors can view the alert details, but the application does not assign the alert to them or change the status.

Within the Alert Details tab, you can access additional information related to the alert by selecting one of the tabs on the page.

When you navigate to the Alert Details tab for an alert, the alert gets locked and the system allows other users the *view only* access to the alert. If other users attempt to access the same alert they receive a message informing them that the alert is locked by another user and granted only view rights (they can take no action on the alert).

In addition, the Alert Details tab contains **Show All Transactions** button on the header of all transaction building blocks. On clicking the **Show All Transactions** button, the tab displays matrices of all the transaction types for which there is data. These transaction type includes Funds Transfer, MI Transaction, Cash Transaction, and Back Office Transaction.

Components of the Alert Details Tab

The Alert Details tab includes the following areas of information:

- **Page Context Controls (Bread crumbs):** Shows your location in the workflow and how you got to this particular page of the tab.
- **Alert Context Information:** Provides a brief description of the alert and the context for determining what actions need to be taken to dispose of the alert. This area displays on the top of every tab. The fields that display in the Alert Context are based on the solution set associated with the class of the scenario generating the alert. The alert context initially displays in a contracted mode. Only the Alert ID, Focus, Status, and Score are visible. To view the complete details of the context you can select the **Expand** icon to expand the context section for additional information on the alert.

Table 23 provides a list of the fields that display in the Alert Context information based on your scenario class of the alert.

Table 23. Alert Context Information by Scenario Class

Column	Description	AML	Fraud	TC	BC	ECTC
Alert ID	Unique ID of the alert.	X	X	X	X	X
Focus [Type and Name]	Focus upon which the alert is based. Both the focus type abbreviation and the focus name display.	X	X	X	X	X
Score	Score the alert received.	X	X	X	X	X
Scenario	Scenario short name of the scenario that generated the alert.	X	X	X	X	X
Owner	Name of an individual or group of users to whom the alert is assigned.	X	X	X	X	X
Org	Name of the organization for which an alert is assigned.	X	X	X	X	X
[Business] Domain	Business domain(s) associated with the alert focus.	X	X	X	X	X
Same Scenario Prior	Number of previous matches associated with the focus of the current alert and of the same scenario.	X	X	X	X	X
Same Class Prior	Number of previous matches associated with the focus of the current alert and of the same scenario class.	X	X	X	X	X
Linked Cases	The count of cases linked to the alert. This field will only display if your firm has implemented Oracle Financial Services Enterprise Case Management.	X	X			
Status	Current state of the alert relative to its analysis and closure.	X	X	X	X	X
Due [Date Time]	Date and time by which an action should be taken on the alert.	X	X	X	X	X
Highlights	Pertinent information related to the alert.	X	X	X	X	X

Table 23. Alert Context Information by Scenario Class (Continued)

Column	Description	AML	Fraud	TC	BC	ECTC
Tot/Net Loss Amt	The total loss remaining after Averted Loss and Recovery Amounts have been subtracted from the Potential Loss. Applicable to Fraud class alerts.		X			
Tot Pot Loss Amt	The total potential financial loss that the institution may experience as a result of the fraudulent activity identified by the alert. Applicable to Fraud class alerts.		X			
Tot Avrtd Loss Amt	The total financial loss amounts that the institution may be able to prevent based on actions taken during the course of the investigation into the fraudulent activity identified by the alert. Applicable to Fraud class alerts.		X			
Tot Rcvry Amt	The total financial losses that have been recovered during the course of the investigation into the fraudulent activity identified by the alert. Applicable to Fraud class alerts.		X			
Pmry Cost Cntr	The primary cost center to which the total net loss amount for this investigation should be associated. Applicable to Fraud class alerts.		X			
Create Date	Date the alert was created.	X	X	X	X	X
Security ID	Identification number of the security involved in the alert.			X		
Security	Name of the security involved in the alert.			X		
Trader ID	Identification number of the trader involved in the alert.			X		
Trader	Name of the trader involved in the alert.			X	X	
IA Firm ID	Identification of the firm associated with the Investment Advisor.				X	
Service Team ID	Identifier of the primary service team of which this employee is a member.				X	
Rep ID	Identification number of the employee or contractor who is the Registered Representative.				X	
Rep	Employee or contractor who is the Registered Representative.				X	
Branch ID	Identification number of the organization where this account is domiciled.				X	
Branch	Name of the organization where this account is domiciled.				X	
Sup Org ID	Identification number of the organization where the Registered Representative is employed.				X	

Table 23. Alert Context Information by Scenario Class (Continued)

Column	Description	AML	Fraud	TC	BC	ECTC
Sup Org	Name of the organization where the Registered Representative is employed.				X	
Commodity Instrument ID	Filters the alert list by the identification number of the commodity instrument involved in the alert.					X
Commodity Instrument Name	Filters the alert list by the name of the commodity instrument involved in the alert.					X

- Matched Information:** Contains the matched information that triggered the alert as a function of the scenario. The matched information may show a single match, or multiple matches if it is a multi-match alert. Detailed information displays in the form of Building Blocks. Building blocks display when you click on the match in the Matched Information matrix. The L.H.S. (Left Hand Side) menu helps in navigating through the detailed information in the Building Blocks. The information corresponding to the L.H.S. menu refreshes for each selection of match from the Matched information matrix. The information in this area is a snapshot in time of when the application created the alert and does not get updated. This contrasts with data on Oracle Business tabs that display the most recent submitted data.

The **Excel** icon displays next to the building block name if the data that the matched information contains qualifies for this functionality. Refer to Chapter 4, *To Export Alerts to Excel*, on page 64, for more information.

If your role permits, you can view the thresholds that were defined at the time the alert was generated. If you are viewing a multi-match alert, each match displays a separate **Thresholds** link. The layout of the information that this area contains varies based upon the focus type, entity type, and scenario class of the alert.

If your role permits, you can view scoring rules defined for the scenario that generated the match, and the match's actual value of each scoring variable associated with the scenario's scoring rule. In addition, it displays how the individual scoring values are added up to the total and final score of the match. If you are viewing a multi-match alert, each match displays a separate **Scoring** link. The layout of the information that this area contains varies based upon the focus type, entity type, and scenario class of the alert.

If your role permits, your application has been configured to allow designation of trusted pairs via the user interface and an alert has one or more matched transactions records, a **Designate Trusted Pairs** link appears on the Matched Information matrix. When clicked, this link displays a Designate Trusted Pairs popup window where you can mark a relationship between two parties as *trusted*. Refer to Chapter 4, *Designating Trusted Pairs*, on page 65, for instructions on how to designate trusted pairs.

Note: User-initiated alerts do not provide matched information.

Link Pages

Some matched information records on the Alert Details tab can have links to pop-up pages that contain additional information about those records. The data that displays on link pages is static and represents a snapshot at the time the alert was created. The system does not update this information.

Note: One exception exists in that the Network Visualization page provides an interactive graphical representation of alerts involving a network of related entities, with links to additional information.

Network Visualization Page

The purpose of the Network Visualization page is to assist you in your analysis of alerts involving a network of related entities by providing a graphical representation of the relationships and links.

Note: Oracle Financial Services Behavior Detection Platform verifies if the Alert Management solution is locked when you perform either of the following actions: Add, Edit, Save, and so on.

If the Alert Management solution is already locked by another user then Oracle Financial Services Behavior Detection Platform display messages for Network Visualization page.

If the Alert Management solution is not locked by any other user, then Oracle Financial Services Behavior Detection Platform extend the lock time for X configured minutes on the Network Visualization page.

This graphical representation is supplemented with summary information regarding each node (that is, entity) and aggregate information regarding the links (that is, relationships or transactions) between nodes (Figure 45).

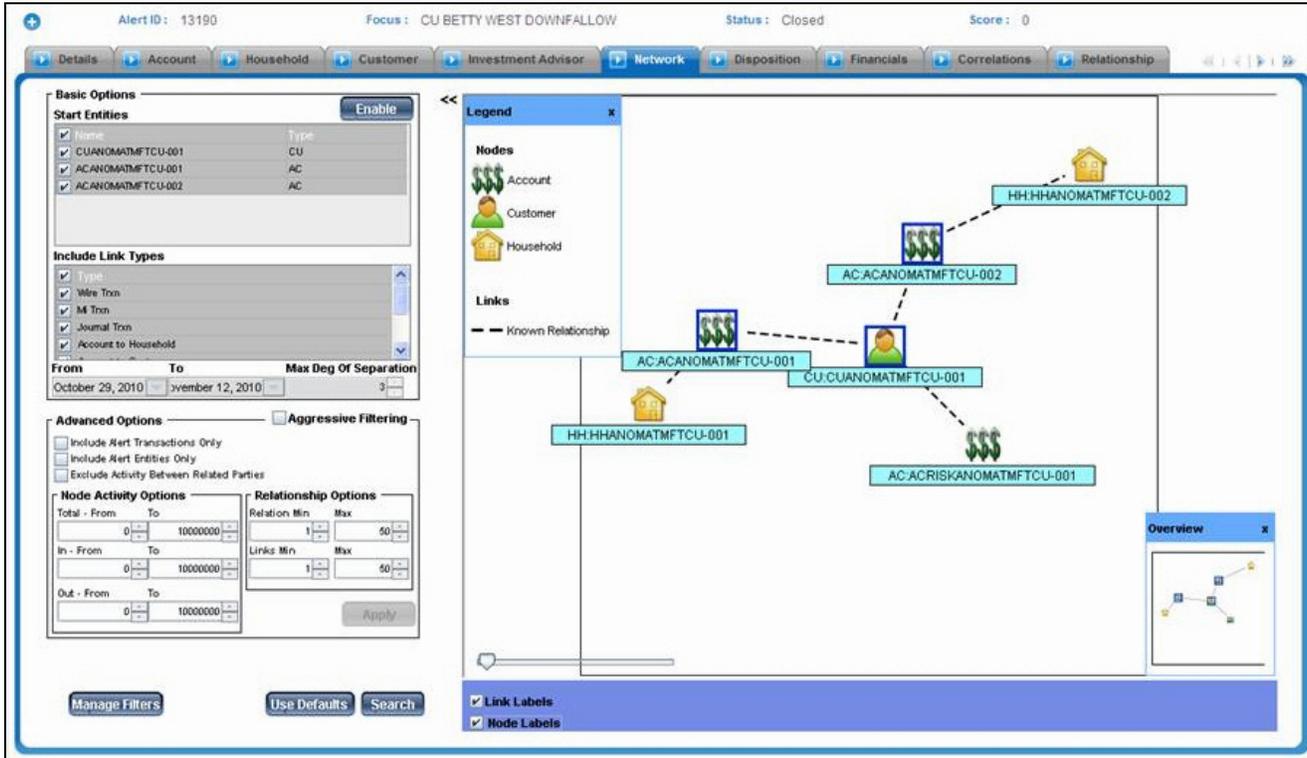


Figure 45. Network Visualization Page

Network Visualization Page—Alert Workflow

The Network Visualization page is accessible for alerts that involve networks. You can access this page in the Alert Details tab by clicking the **Network Visualization** link in the Network Structure section.

The Network Visualization page contains the following areas:

- **Alert Context Information:** The section *Components of the Alert Details Tab*, on page 125, describes how you can set the Alert Context area.
- **Network Visualization:** Displays below the Alert Context section and provides a graphical representation of the nodes, links, and related information for an alert involving a network.

Network Visualization Settings

The Network Visualization Settings dialog box enables you to perform tasks on the Network Visualization page (Figure 45). The dialog box displays when you right-click the mouse button on the graphic area, and select **Settings** from the menu bar.

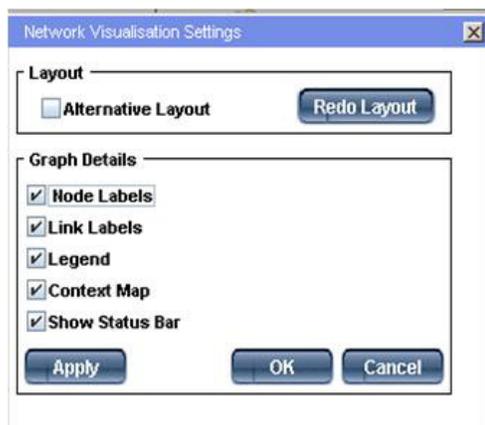


Figure 46. Network Visualization Settings Dialog Box

In the dialog box, you can either select or click to check or clear the appropriate check boxes to perform the desired task.

The Network Visualization Settings dialog box provides the following functions:

- **Legend:** Displays the graphical representation of different nodes and links involved in the Network Topology. For example, Customer and External Entity nodes display in different icons. Similarly, Shared Attributes and Wire Transaction links display in different icons.
- **Link Labels:** Displays the information pertaining to the links on the Network Topology.
- **Node Labels:** Displays the information pertaining to the nodes on the Network Topology.
- **Context Map:** Displays the location of the graphic area when the Network Topology is in enlarge mode.
- **Status Bar:** Displays the bar that contains Link Labels and Node Labels check boxes.
- **Minimize Crossed Lines:** Displays the Network Topology with minimal intersecting links.

In addition, you can perform the following actions in the Network Topology:

- **ToolTip:** Display ToolTip information about a specific node or link in the network by positioning your cursor over the desired element in the Network Topology. To display information about a node or link in the network, position your cursor over the node or link of interest. Refer to the section *Network Visualization ToolTips*, on page 131, for a description of the information displayed in the ToolTip.

- **Drag:** Move a node on the Network Topology from one place to another by dragging it to a new location on the screen.
- **Zoom In:** Enlarge the Network Topology by moving a slider to the right side.
- **Zoom Out:** Reduce the Network Topology by moving a slider to the left side.
- **Export to PDF:** Print the Network Topology section and information of the Network Visualization page in .PDF format. The .PDF file can be saved for analysis purposes.
- **Excel:** Create information of the Network Visualization page in .XLS format. The .XLS file can be saved for analysis purposes.

Network Visualization ToolTips

A ToolTip displays in the Network Topology when you position the cursor over a node or a link in the network display. Based on the scenario, the ToolTip displays the following information:

- **Node Information:**
 - **Type:** Type and purpose of a node
 - **ID:** ID number of a node
 - **Number of unique relationships:** Number of links among the nodes
 - **Total Measure:** Total node amount
 - **Total Incoming Measure:** Total amount of an incoming link
 - **Total Outgoing Measure:** Total amount of an outgoing link
- **Link Information:**
 - **Directional Link:** Comprises the transactions carried among the nodes. For example, wire transaction:
 - ◆ **Total Ct/Amt:** Total count and amount of the transactions between the nodes.
 - ◆ **From:** Originator or Remitter node in the transaction.
 - ◆ **To:** Beneficiary or Receiver node in the transaction.
 - ◆ **Transaction Ct/Amt:** Count and amount of the transaction between nodes.
 - **Non-Directional Link:** Comprises the attributes that are shared among the nodes:
 - ◆ **Shared Attribute:** Common information that is shared among the nodes. For example, Common Tax Code, Common Address, and so forth.

Network Details Page

The purpose of the Network Details page is to provide detailed information of related entities in a network. The Network Details link displays in the Network Structure section of the Alert Details pages (Figure 47).

Network Structure (11)				
Node One	Node Two	Direction	Link	Weight
ACCOUNT ACJRNUNRELATEDSUBACCTS-001	ACCOUNT ACORDRFACILOUTSIDTOBOR-025	No direction	COMMON_PHONE_NO 7036730600	--
ACCOUNT ACJRNUNRELATEDSUBACCTS-002	ACCOUNT ACJRNUNRELATEDSUBACCTS-001	One to two	JOURNALS TRXNJRNUNRELATEDSU...	15,000.00
ACCOUNT ACJRNUNRELATEDSUBACCTS-002	ACCOUNT ACJRNUNRELATEDSUBACCTS-001	One to two	JOURNALS TRXNJRNUNRELATEDSU...	15,000.00
ACCOUNT ACJRNUNRELATEDSUBACCTS-002	ACCOUNT ACORDRFACILOUTSIDTOBOR-010	No direction	COMMON_PHONE_NO 7036730601	--
ACCOUNT ACJRNUNRELATEDSUBACCTS-003	ACCOUNT ACJRNUNRELATEDSUBACCTS-001	One to two	JOURNALS TRXNJRNUNRELATEDSU...	15,000.00
ACCOUNT ACJRNUNRELATEDSUBACCTS-003	ACCOUNT ACJRNUNRELATEDSUBACCTS-001	One to two	JOURNALS TRXNJRNUNRELATEDSU...	15,000.00
ACCOUNT ACJRNUNRELATEDSUBACCTS-003	ACCOUNT ACJRNUNRELATEDSUBACCTS-001	One to two	JOURNALS TRXNJRNUNRELATEDSU...	15,000.00
ACCOUNT ACJRNUNRELATEDSUBACCTS-003	ACCOUNT ACORDRFACILOUTSIDTOBOR-011	No direction	COMMON_PHONE_NO 7036730602	--
CUSTOMER CUORDRFACILOUTSIDTOBOR-010	ACCOUNT ACJRNUNRELATEDSUBACCTS-002	No direction	COMMON_PHONE_NO 7036730601	--
CUSTOMER CUORDRFACILOUTSIDTOBOR-011	ACCOUNT ACJRNUNRELATEDSUBACCTS-003	No direction	COMMON_PHONE_NO 7036730602	--
CUSTOMER CUORDRFACILOUTSIDTOBOR-025	ACCOUNT ACJRNUNRELATEDSUBACCTS-001	No direction	COMMON_PHONE_NO 7036730600	--

Close

Figure 47. Network Details Page

Network Details pop-up contains the Network Details List, which displays rows of network-related information for an alert. Each network row contains information for the nodes, direction, link, and weight of the transaction between the nodes.

Transactions Details Page

The purpose of the Transaction link pop-up is to provide detailed information of the transactions that happened between the beneficiary and remitter on an alert. The Transaction Details icon displays in the EFT Transactions, Check, MI Transactions, and Back Office Transactions building blocks of the Alert Details tab.

When you click the **Details** icon available on each row in the transaction building blocks, it enables you to view expanded details of the transaction in a pop-up window.

Summary Details Page

The Summary Information pop-up displays the focal entity-related information in the form of a matrix for an alert. The matrix provides the detailed information that is specific to a focal entity summary.

For example, for an Account Summary building block in an Alert Details tab, the Summary Details tab displays detailed information regarding the account's Deposits and Disbursements across a rolling 12 month period.

In the Summary building blocks, the Summary link pop-up displays a 13-month summary when you click the **Summary** icon.

In the Business Tabs with summary information, a 3-month summary will display on the tab. You can use the Summary link pop-up to display a 12-month summary when you click the **Summary** link.

For Correspondent Bank Peer Group Summary in the Correspondent Bank tab, the Summary link pop-up displays a 12-month summary when you click the **Summary** icon.

Disposition Tab

List the Disposition actions taken on the selected alert. Disposition actions are those actions, which have resulted in the closure of the alert. Where as, the Audit tab provides a complete view of all actions taken on the alert, the Disposition tab provides a concise view of the action(s) taken to resolve the alert. Refer to section *Audit Tab*, on

page 143, for the details that display in the Disposition Action History matrix. Refer to section *Audit Tab*, on page 143, for the behavior of an **Attachment** icon and **Comments** column.

You can also take any Disposition action on the alert using the **Select an Action** drop-down list, which displays below the Disposition Action History matrix. Refer to Chapter 9, *About Alert Actions*, on page 163, for more details on the Disposition actions.

Correlation Tab

A Correlation is defined as a group of alerts that are associated to one another based upon matching a set of criteria as defined by a correlation rule. A major component of correlations is the establishment of business relationships between the entity or entities associated with an alert to other business entities, which may exist in your firm’s data. Using these business relationships and the criteria specified for a correlation rule, an Alert Correlation can be created. An alert can be a part of more than one Correlation. Correlation rules are defined by your organization. Contact with your system administrator for more information on correlation rules, which your firm may use. Refer to Chapter 1, *Correlation*, on page 7, for more information on correlation.

The Alert Correlation tab provides detailed information regarding the business associations of the current alert. In the context of an alert, the tab enables you to view a list of all correlations of which the current alert is a member as well as a list of the business entities associated with the current alert, regardless of whether or not those entities become part of a correlation (Figure 48).

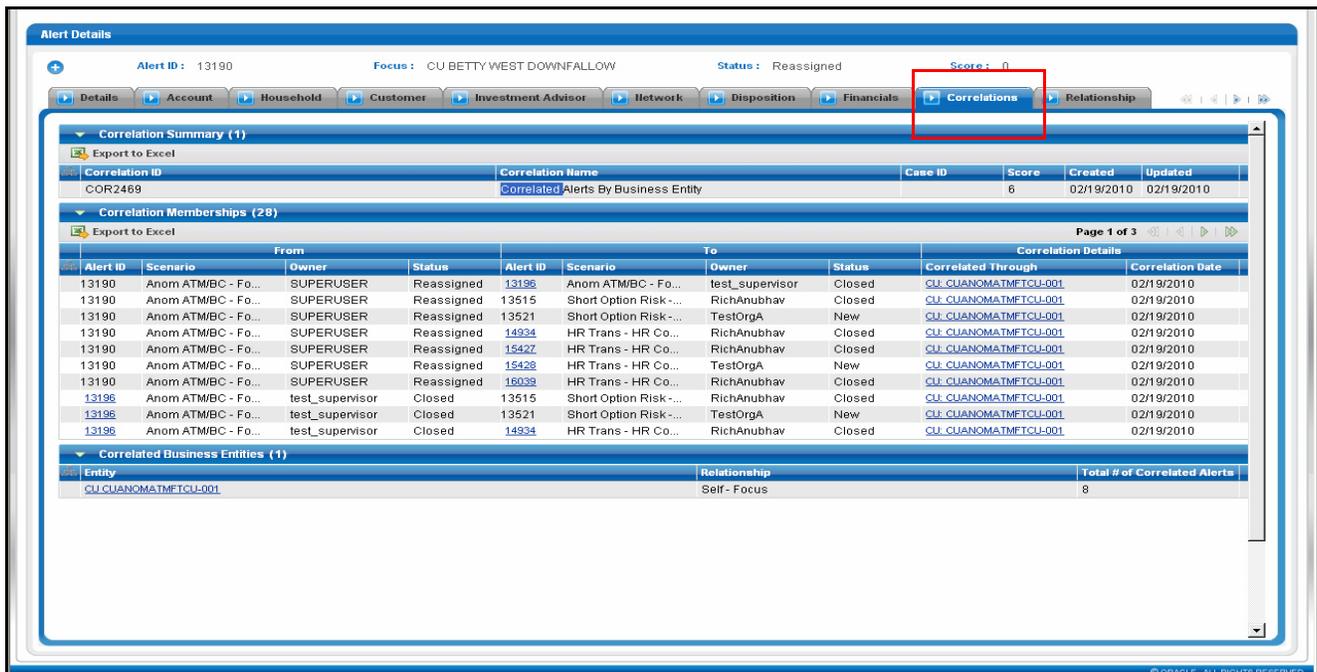


Figure 48. Correlation Tab

Components of the Correlation Tab

The Alert Correlation tab contains the following components:

- Correlation Summary
- Correlation Memberships
- Correlation Business Entities

Correlation Summary

The Correlation Summary matrix displays a list of correlations the alert is a member of. By default, the section includes up to five of the most recent correlations. If the alert is a member of more than five correlations then you can use the pagination options in the summary matrix to navigate to the additional correlations.

The Correlation Summary section displays the correlations in chronologically descending order based upon the update date associated with the correlation, and then by numerically ascending order by Correlation ID.

If your firm has implemented Oracle Financial Services Enterprise Case Management and the correlation has been promoted automatically to a case, then the summary record will contain a Case ID. If your role permits access to the case, then the section display the Case ID as a hyper link, which, when clicked, navigates you to the Case Details tab.

Table 24 describes fields in the Correlation Summary section.

Correlation Memberships

The Correlation Memberships area displays a list of alerts that are members of a correlation. The Correlation Memberships matrix refreshes on selection of record from the Correlation Summary matrix. By default, the section includes up to 10 of the correlation members. If more than 10 alert-to-alert associations are part of this correlation, you can view others by using the pagination option provided on the Correlation Membership matrix.

Each row in the Correlation Membership matrix represents an association of two alerts with one another where the correlation is based on sharing some common relationship with the entity displayed in the Correlated Through column. In other words, each alert has an alert-to-business entity correlation to the same business entity.

The Correlation Membership section displays the correlations in chronologically ascending order by correlation date and then by from Alert ID, subject to access controls.

The section displays **Alert IDs** and **Correlated Through** business entities as hyper links that upon clicking, navigate you to the Alert Details tab and business entity tab pop up, respectively.

Note: If your role permits access to the Alert/Business Entity Details, then the section displays **Alert ID/Correlated Through** fields as hyper links.

Table 24 describes fields in the Correlation Membership section.

Table 24. Correlation Summary and Membership Fields

Field	Description	Correlation Summary	Correlation Membership
Correlation ID	Unique identifier of the correlation. For example, COR 1881.	X	
Correlation Name	Name of the correlation rule that resulted in the correlation. For example, Account Takeover.	X	
Case ID	Case identifier if correlation resulted in automatic promotion to a case. For example, CA8970. This field will only be applicable if your firm has implemented Oracle Financial Services Enterprise Case Management.	X	
Score	Numeric value of the correlation score. For example, 25.	X	
Created	Creation date of the correlation. For example, 1/25/2008.	X	
Updated	Date of the most recent update to the correlation. For example, 1/28/2008.	X	
From Alert ID	Identifier of the From Alert in the alert-to-alert correlation. For example, 1234.		X
From Scenario	Scenario display name of the alert associated with the From Alert ID. For example, Journal Between UnRltd Accts.		X
From Owner	Owner of the alert associated with the From Alert ID. For example, Jsmith.		X
From Status	Status of the alert associated with the From Alert ID. For example, Open.		X
To Alert ID	Identifier of the To Alert in the alert-to-alert correlation. For example, 4567.		X
To Scenario	Scenario display name of the alert associated with the To Alert ID. For example, Rapid Mvmt Funds.		X
To Owner	Owner of the alert associated with the To Alert ID. For example, Fjones.		X
To Status	Status of the alert associated with the To Alert ID. For example, Open.		X
Correlated Through	Entity type and identifier of the business entity through which the alert-to-alert correlation was made. For example, CU:1123456.		X
Correlation Date	Date the alert-to-alert correlation was established. For example, 1/25/2008.		X

Correlation Business Entities

The Correlation Business Entities matrix calculates and displays a distinct list of business entities to which the currently selected alert is associated. In addition, it displays the total number of distinct alerts to which each displayed business entity is correlated. These correlated business entities display in the alphanumeric ascending order based upon the Entity field. Clicking the entity in the Entity column navigates you to a pop-up window displaying the Business Entity information of that entity.

By default, the section includes up to ten of the most recent correlated business entities. If there are more than ten correlation business entities, you have to use the pagination option that is included on the matrix to navigate to additional records.

Note: Only if your role permits, the Correlation Business Entities section displays each entity as a hyper link to the new window.

Table 25 describes the fields for the Correlated Business Entities area.

Table 25. Fields for the Correlated Business Entities for Alert [ID]

Field	Description
Entity	Displays the concatenated value of the two character, that is, business entity type code and the business entity identifier.
Relationship	Displays a translated data path name for each business entity to alert correlation.
Total # of correlated Alerts	Displays the total count, including the current alert (distinct alerts) to which the business entity is correlated.

Relationship Tab

The Relationship tab provides information regarding other alerts related to the current alert being investigated. In context of an alert, the tab enables you to view the list of alerts related through entities and correlations. If your firm has implemented Oracle Financial Services Enterprise Case Management, the Relationship tab also display cases related to the current alert. Cases may be related to the current alert either through a common business entity association or by virtue of the current alert being linked to a case. If your firm has implemented Oracle Financial Services Enterprise Case Management, and your role permits, then you can link/unlink/add more links in the Related Cases section.

Components of Relationship Tab

The Relationships tab contains the following components:

- Related Alerts
- Related Cases— applicable only if your firm has implemented Oracle Financial Services Enterprise Case Management

Related Alerts

Displays up to five of the most recent alerts related to the focus of the alert, where the related alert may be focused on the same entity as the current alert or may be focused on entities related to the focus of the current alert. This can include alerts considered related to the focal entity of the current alert based upon matching one or more business entities to alert correlation rules. If the number of alerts exceeds the default, you can use the pagination option in the Related Alerts matrix to view additional records.

Refer to Chapter 1, *Related Alerts*, on page 6, for more information on correlation.

If you have access to view the related alerts, the section displays an **Alert ID** as a hyper link. Upon clicking the **Alert ID** link, the page navigates you to the Alert Details tab.

Table 26 lists the possible related focus types that can appear in the Related Alerts section.

Table 26. Related Alerts by Focus Type

Current Alert Focus Type	Related Focus Types
Employee	Account, Customer
Account	Employee, Household, Customer, Correspondent Bank
Customer	Account, Related Customer, Correspondent Bank, Employee
Household	Account, Customer, Employee
Correspondent Bank	Customer
Representative	Employee
Portfolio Manager	Employee, Account

Table 27 lists the field displayed for the Related Alerts section.

Table 27. Related Alerts

Columns Displayed	Description
Alert ID	Alert ID number. Also serves as a link to the Alert Details tab.
Score	Score the alert received.
Focus	Focus upon which the alert is based. Both the focus type abbreviation and the focus name display.
Scenario	Scenarios name of the behavior or activity that generated the alert.
Highlights	Pertinent information related to the alert. The Highlights column display “- -”, when no highlights are found for an alert.
Created [Date]	Date the alert was created.
Status	Current state of the alert relative to its analysis and closure.
Due [Date Time]	Date an action associated to an investigation record is to be completed. Blank value indicates a due date is not set.
Owner	Name of an individual or group of users to whom the alert is assigned.
Last Action	The action representing the last action recorded for an alert.
Domains	Business domains associated with the alert focus.
Relationship	Displays a translated data path name for each business entity to alert correlation.

Related Cases

The following section on Related Cases is only applicable if your firm has implemented Oracle Financial Services Enterprise Case Management. Refer to *Oracle Financial Services Enterprise Case Management User Guide*, for more information on case management. The Related Cases matrix displays up to five of the most recent cases to which the current alert is either linked or related. The list is sorted in descending chronological order by Created Date. If the number of cases exceeds the default, you can use the pagination option in the Related Cases matrix to view additional records.

If you have access to view the linked case, the section displays **Case ID** as a hyper link. Upon clicking the **Case ID** hyper link, the page navigates you to the Case Details tab.

Table 26 provides a chart of possible related focus types that can appear in the Related Cases section.

Refer to Table 28 for Related Cases Components for the fields of Related Cases.

Table 28. Related Cases

Columns Displayed	Description
[Check Box]	Available for the Link/Unlink actions.
Linked	Indicates if the case is linked or not. It should have values <i>Yes</i> or <i>No</i> . <i>Yes</i> refers linked and <i>No</i> refers not linked
Case ID	Case ID number. Also serves as a link to the Case Details page.
Title	Name of the case displayed in the case list matrix.
Focus [Type and ID]	Displays the focus of the case as the focus type abbreviation followed by the focal entity identifier.
Type	Type of the case displayed in the case list matrix. For example, AML.
Subtype	Subtype of the case displayed in the case matrix. For example, AML Surveillance.
Subclass 1	The type code of the case subclass1 associated with this case subclass.
Subclass 2	The type code of the case subclass2 associated with this case subclass.
Created [Date]	Date the case was created.
Due [Date Time]	Date and time by which an action should be taken on the case. Due dates that are nearly due display in red font. Due dates that are due or overdue display in bold red font. The definition of nearly due is a value that is configurable by your firm.
Owner	Name or ID of an individual or group of users to who own the case.
Priority	The priority given to the case under investigation.
Organization	Organization or group that owns the cases.
Status	Current state of the case relative to its analysis and closure. The <i>New</i> , <i>Reopened</i> , and <i>Reassigned</i> statuses display in bold text.
Last Action	Filters the case list by one or more selected last actions that have been taken on the case. If you filter by Last Action, you cannot filter by Resolution and Action.
Linked Alerts	Filters the case list by count of alerts that are linked to the case. Oracle Financial Serviced Alert Management retrieves cases, which are either greater than or equal to, equal to, or less than or equal to the count you enter in the text box. This search option will only be available if your firm has implemented Oracle Financial Services Behavior Detection.
User Linked	Indicates if the relationship is based on user-defined link or system-defined link. It displays <i>YES</i> when user manually links an alert/case and <i>NO</i> when system linked an alert/case (as part of alert promotion and correlation promotion to a case).

In addition, the Related Cases section displays the **Unlink/Link/Add More Links** button. If your role permits, you can click these to perform the action of **Link/Unlink** and **Add More Links**. However, you must provide text comments to complete the link and unlink action, respectively.

The related cases matrix has the following buttons:

- **Unlink:** An option to unlink related case(s), which are already linked to the current alert
- **Link:** An option to Link related cases, which are not yet linked to the current alert
- **Add More Links:** An option to search for any case record by Case ID for the purpose of adding additional case links to the current alert

Note: Linking and Unlinking activities of alerts and cases depends on the user roles and permissions.

The Relationship tab enables you to perform the following actions in the related cases matrix:

- Unlink the linked cases using the **Unlink** button
- Select one or more cases to link to the selected alert and transfer the alert information to the case
- Add cases by ID to link to the alert and transfer the alert information to the case

The Link and Unlink action requires you to select the case using a check box and clicking the **Link/Unlink** button, respectively.

When you click the **Link/Unlink** button, the Add Comment pop-up displays, which provides a free-text comment area, where you can add comments while adding or deleting links to the current alert. Comments are mandatory for performing any of the above actions.

The **Add More Links** button enables you to search for, and add, additional Case ID(s) that you want to link to the alert. OFSAAI validates all the Case IDs before linking the cases and confirms the successful link actions.

When you link an alert to a case using the **Link** or **Add More Links** button in the Related Cases matrix, you can add comments for the Link action and also select Transfer Alert Information to be passed on to the case. Refer to Chapter 9, *Promoting Alerts to Cases*, on page 181, for more details about the modes for transfer of alert information.

You can select one or more types of alert information to be transferred, provide comments, and click on save. All the selected alerts are linked to the case and data of all the selected data types associated with the alert is transferred to the case. You can view the alert information in the respective Enterprise Case Management tabs.

When the transfer alert information is in synchronous mode, the system display messages for Successful and Unsuccessful data transfer. When data transfer is successful, the message displays:

Selected alerts and cases were linked and requested transfer of alert information is also completed.

When data transfer is unsuccessful, the message displays:

Selected alerts and cases were linked. But an error occurred during the requested transfer of alert information to the case. The case may reflect incomplete business information.

When the transfer alert information is in asynchronous mode, the system will process the data transfer in the background, allowing you to continue to work. Notification of failure of the data transfer is made through the Notifications section on your Home page.

- If you do not make a selection of at least one data type of information to be transferred, the system will default to transferring all possible alert data during the link (that is, not making a selection is equivalent to selecting all).
- The data transferred to the case is the data available as of the date of link action.
- The alert information that is already associated with the case as a result of previous promotion or link actions will not be transferred again during the current link action.
- During Unlink action, when one or more alerts are unlinked from the case, the alert information, which is transferred during link action shall not be removed by the system. If required, you can manually remove the alert information from the appropriate Enterprise Case Management tabs through the Remove action.
- For link or unlink actions, the case has to be in a non-closed status.

Narrative Tab

If your role permits, the Narrative tab allows you to capture any narrative surrounding the analysis of an alert that has helped you decide how to dispose of the alert. The narrative exists as a single data element on an alert, which allows you to add and maintain that narrative.

You can access the Narrative tab of a particular alert after selecting that alert from the Alert List within the Monitoring workflow, viewing its details, and then selecting the Alert Narrative tab (Figure 49).

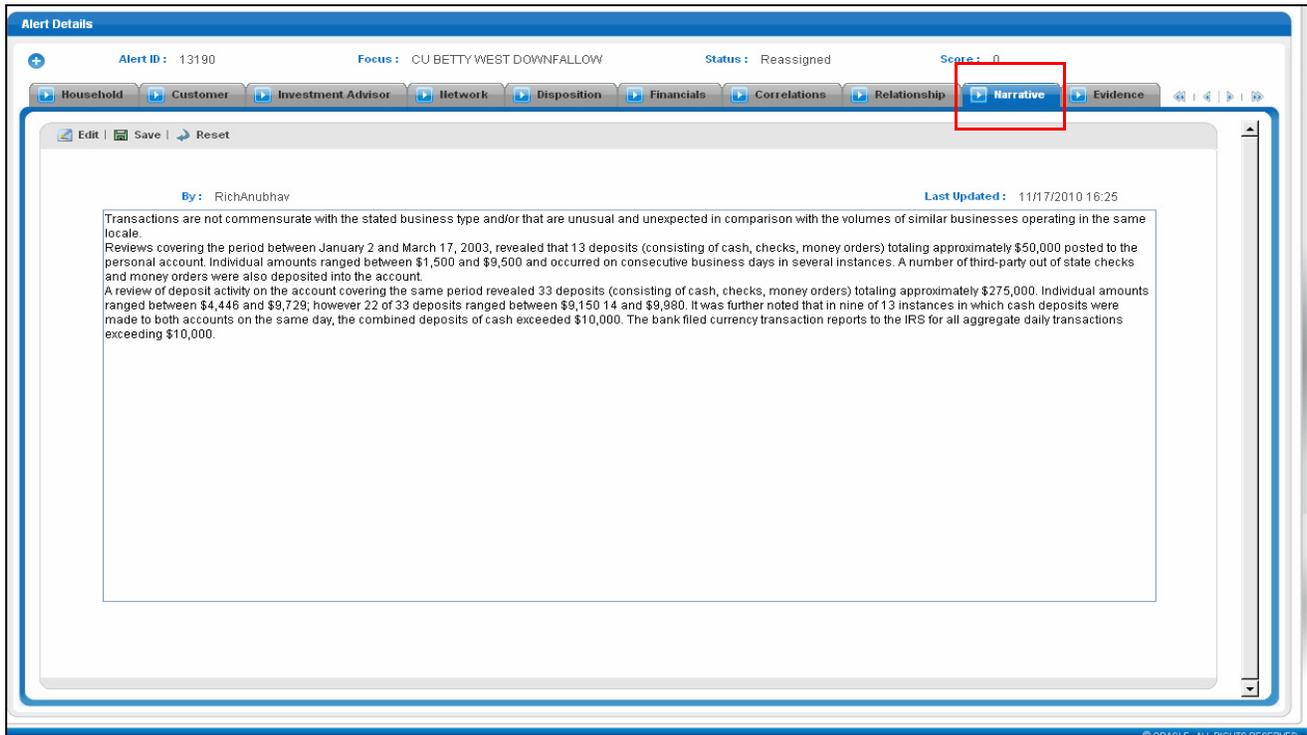


Figure 49. Narrative Tab

Components of the Narrative Tab

The Alert Narrative area includes the following components:

- **Alert Narrative** entry box: Provides a large free text entry area which you can optionally enter, save and modify textual analyses of a particular alert. This area accepts up to 34 lines of text before requiring vertical scrolling.
- **Last Updated** field: Displays the latest date and time when the Alert Narrative entry box was modified. If the Alert Narrative entry box is blank, the Last Updated field is blank as well.
- **By** field: Displays the identity of the user who entered or modified the text in the Alert Narrative entry box.
- **Edit** button: When clicked, allows you to edit the text in the Alert Narrative entry box. If the entry box is blank, this button is grayed out until text is entered and saved. Only when the **Edit** button is selected does the previously entered text in the entry box become editable.
- **Save** button: When clicked, any modifications in the entry box are saved and the **Save** button becomes grayed out.
- **Reset** button: When clicked, any modifications in the text will revert to the previously saved version.

Working with Narrative Tab

You can perform the following tasks when working with the Narrative tab:

- Creating a Narrative

- Editing a Narrative
- Deleting a Narrative

Creating a Narrative

To create a Narrative, follow these steps:

1. Select an alert for which you want to create a narrative from the Alert List tab.
The Alert Details tab displays for that alert.
2. Select the Narrative tab that appears below the alert context.
The Narrative tab displays blank for the selected alert.
3. Click **Edit**
4. Enter your analysis in the text box.
5. Click **Save**.

The system saves your changes, adds the current date to the Last Updated field and adds your name to the By field in the Narrative matrix header.

Editing a Narrative

To edit a Narrative, follow these steps:

1. From the Alert List tab, select the alert for which you want to change or add to the existing narrative.
The Alert Details tab displays for that alert.
2. Select the Narrative tab that appears below the alert context.
The Narrative tab displays for the selected alert.
3. Click **Edit**.
4. Make your changes or additions to the existing text.
5. Click **Save**.

The system saves your changes, adds the current date to the Last Updated field and adds your name to the By field.

Deleting a Narrative

Deleting a narrative can be accomplished by simply deleting the text from the narrative matrix using your standard keyboard options of backspace or select text and delete. This can only be done when you have selected to edit the narrative.

Evidence Tab

If your role permits, the Evidence tab allows you to add comments or attachments to the alert under investigation.

The Evidence tab displays the comments and attachments previously added to the current alert. The Evidence tab displays the comments added through the Evidence tab and all the attachments associated with the alert that are added through the Evidence tab and during specific alert actions.

The Comments matrix includes the creation date and time of the comment action, the user who took the action, alert status at the time of the comment, and the comments added fields.

The Attachment matrix allows you to view the attachments added to the alert either through the Evidence tab or added as a part of any actions taken on the alert during investigation. It includes the creation date and time of the alert action associated with the attachment of the file to the alert, the user who took the action, alert status at the time of the action or resulting from the action, any comments associated with the action, attachment name and the attachment icon fields.

You can add comments (both free text and standard comments) to the alert. Refer to Chapter 9, *Adding Comments to an Alert*, on page 194, for details on how to add a comment to the alert.

You can also add and remove attachments during the investigation of an alert. Refer to Chapter 9, *Adding Attachments to an Alert*, on page 195, for details on how to add an attachment and Chapter 9, *Removing Attachments from an Alert*, on page 196, for details on how to remove an attachment to the alert.

Refer to section *Audit Tab*, on page 143, for more information on the behavior of the **Attachment** icon and the **Comments** column.

Audit Tab

The Audit tab allows you to view all actions that were previously performed on the current alert. It includes the date and time of the alert action, the action, owner of the alert at the time of the action, the user who took the action, alert status at the time of the action or resulting from the action, any comments associated with the action, attachment name, and the Attachment icon fields.

The **Attachment** icon displays for actions with an attachment. In order to view attachments, you can click the **Attachment** icon to open the Attachment List pop-up with a list of attachments available for viewing.

In the Comments column, the **Expand** button is provided when full text of the comment displays all comments that exceeds the width of the column, and also on the header, the **Expand All/Collapse All** button is available.

When both standard comments (comments selected from a preset list of comments) and free text comments display along with an action, the free text comments will appear appended with the selected standard comments.

If your firm has implemented Oracle Financial Services Enterprise Case Management and the alert is, or has been, associated with a case, you may see actions related to the linking and unlinking of the alert from a case. In the Comments column, for Link and Unlink actions, the Case ID(s) of the linked or unlinked cases are appended with the user-entered comments.

Business Tabs

The Business tabs display conditionally based on the focus type and scenario class of the alert under investigation (Figure 50).

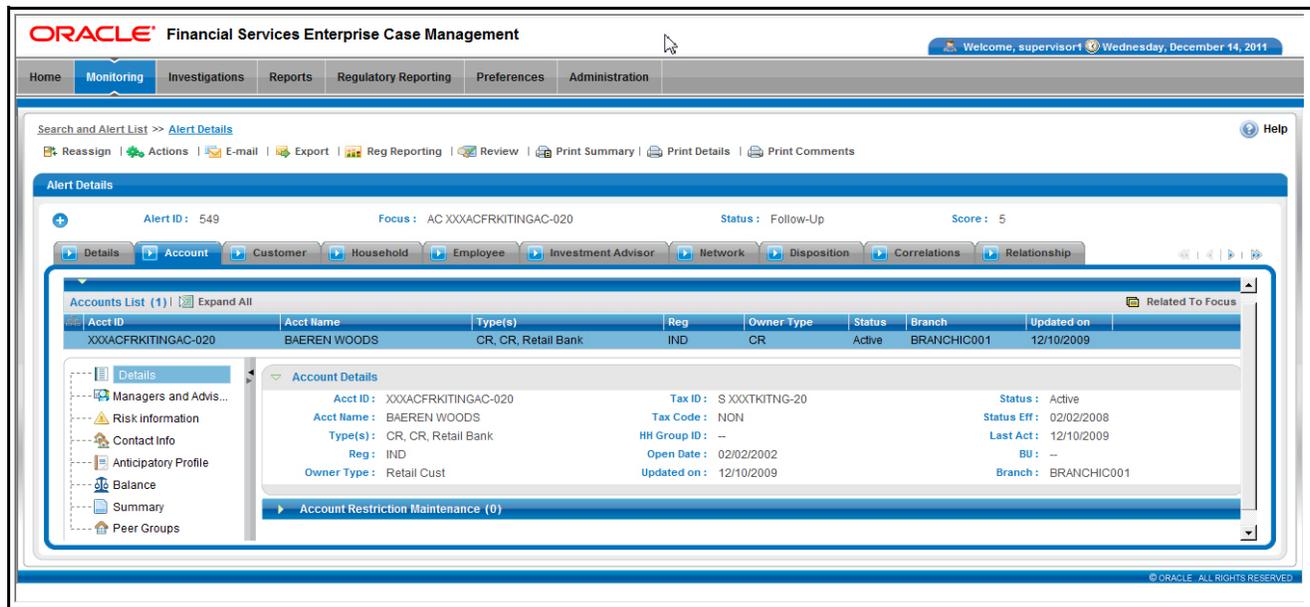


Figure 50. Business Tab

Business tabs correspond to similarly named information blocks that display within the Matched Information area on the Details tab. However, the information displayed on the Business tab updates each time your firm submits data, whereas the information contained within the Matched Information section is static. When viewing a Business tab, it displays *Update [it on]*, indicating the date of the last data submission.

For example, if an account-focused alert is generated within the Money Laundering scenario class, Oracle Financial Services Behavior Detection Platform displays the Account, Account Balance, Account Summary, Account Peer Group Summary, Customer, Employee, Household, Network, and Investment Advisor business tabs in addition to the Oracle tabs described earlier in this document.

The first section for all Business tabs displays the list of business entities matrix. This matrix lists the business entities that are associated with the current case. Business entities can be associated with a case in one of three ways. They can be manually added to the case using the Add feature available on most business tabs. They can be associated with a case based on their association with one or more alerts that were promoted from the Alert Management user interface and used to form the basis for the current case. Or, they can be associated with a case based on their association with one or more alerts that are linked to the current case at some point after the case's creation. The latter two methods are applicable only if your firm has implemented Oracle Financial Services Behavior Detection.

Examples of how business data is associated to a case based on an alert linked either through promotion or through linking to an existing case include such situations as follows: if a Customer-focused linked alert involved five distinct accounts, the Account

business tab business entities matrix will display those five accounts. And the Customer tab will display information about the alert's focal customer.

By default, the business entities matrix displays five records. The lists of Business Entities have buttons for the view options—Related to Alert or Related to Focus. Related to Alert filters the data that is being displayed on the business tab based upon an entity's involvement in an alert. Related to Focus presents all business data associated with the focal entity of the alert, regardless of their involvement in the current alert. For example, if the current alert is Customer-focused and you select the Account tab, Related to Alert shows you the information only about those customer's accounts that are directly involved in the alerting behavior. Selecting Related to Focus shows you information about all of the customer's accounts, even if they were not involved in the current alert.

By default, the Related to Alert data displays. Not every Business tab displays both Related to Alert and Related to Focus. To use an above example, for a Customer-focused alert, the Customer tab would not display Related to Focus, as there would be no additional information it could offer about the focal customer.

Appendix B, *Business Tabs*, on page 277, lists the possible Business tab that display relative to the workflow (alert) of an application and based on a specific focus type and scenario class.

Financials Tab

In the course of investigating fraudulent activity, it may be necessary to track data pertaining to potential and actual losses (which can result from the activity identified), as well as to track any amounts that may be recovered during the course of the investigation. The Financials functionality aims at managing loss and recovery data, providing a mechanism to enter, edit and audit the data. The Financials business tab has been designed for this purpose.

You can access the Financials tab for a particular alert after selecting an alert generated on Fraud Class scenarios from the Alert List within the Monitoring workflow, viewing its details, and then selecting the Financials tab. This tab is visible based on the user-role as defined in Table 3.

This tab is visible based on user roles. Refer to the section Chapter 1, *User Privileges*, on page 9, for more information.

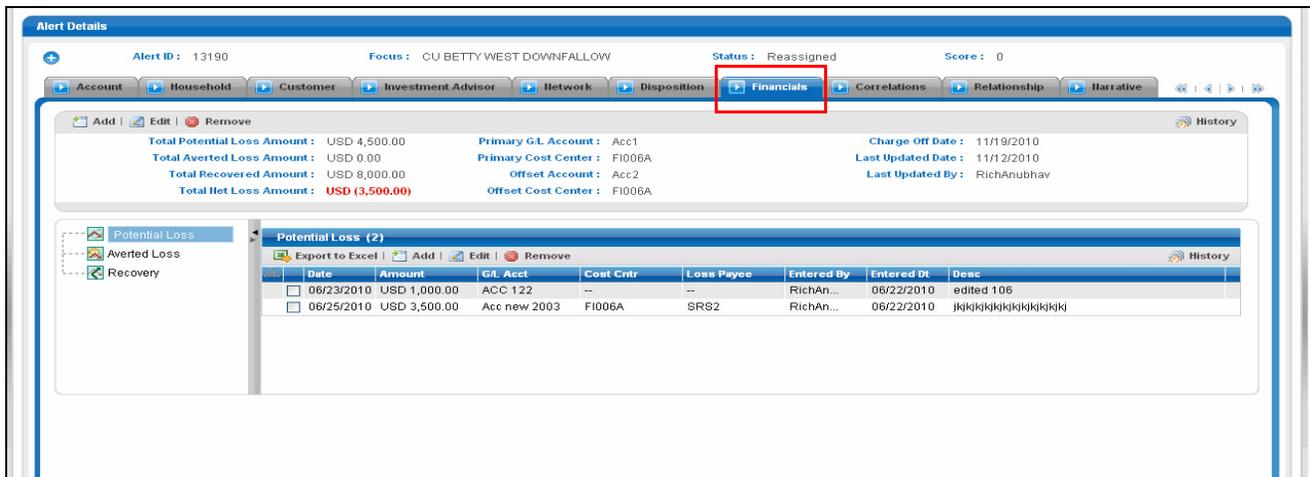


Figure 51. Financials Tab

Components of the Financials Tab

The Financials tab contains the following information:

- Current Loss and Recovery
- Loss and Recovery Items
- Loss and Recovery Data Entry

Current Loss and Recovery

The Current Loss and Recovery area contains information for total loss and recovery values and for the Primary General Ledger (GL), Cost Center, and Offset Account information. This area contains the following components:

- **Links**
 - **Edit Selected:** When clicked, the system populates the Cost Center and GL Financials Data Entry section data entry boxes with the current values associated with the Primary GL, Primary Cost Center and Offset Account and Offset Cost Center and Charge Off Date in a pop-up. The Edit function is based on user roles and is not displayed if you do not have the requisite rights to edit information or if information does not currently exist. Refer to Table 3 in Chapter 1, *User Privileges*, on page 9, of this document for a description of roles and privileges.
 - **Remove:** When clicked, a confirmation message displays asking if you wish to delete the current GL and cost center information. Removed records are considered as inactive and are viewable only in the History pop up. The Remove function is based on user roles and is not displayed if you do not have the requisite rights to delete information. Refer to Table 3 in Chapter 1, *User Privileges*, on page 9, of this document for a description of roles and privileges.
 - **History:** When clicked, the system displays a pop-up window that lists a history of modifications to the current GL and cost center information. The History function is based on user roles and is not displayed if you do

not have the requisite rights to view history information or if there is no current or previously entered information. Refer to Table 3 in Chapter 1, *User Privileges*, on page 9, of this document for a description of roles and privileges.

- **Information Fields**

Table 29 lists and describes the individual information fields for the Current Loss and Recovery area.

Table 29. Current Loss and Recovery Information Fields

Field	Description
Total Potential Loss Amount	Represents the total potential financial loss that the institution may experience as a result of the fraudulent activity identified by the alert. This value is calculated as an aggregate of all active Potential Loss data items for the alert.
Total Averted Loss Amount	Represents the total financial loss amounts that the institution may be able to prevent based on actions taken during the course of the investigation into the fraudulent activity identified by the alert. This value is calculated as an aggregate of all active Averted Loss data items for the alert.
Total Loss Recovery Amount	Represents the total financial losses that have been recovered during the course of the investigation into the fraudulent activity identified by the alert. This value is calculated as an aggregate of all active Recovery data items for the alert.
Total/Net Loss Amount	Represents the total loss remaining after Averted Loss and Recovery Amounts have been subtracted from the Potential Loss. It is calculated as: Potential Loss – Averted Loss – Recovery Amounts = Total/Net Loss Amount
Primary G/L Account	The primary general ledger (GL) account to which the total net loss amount for this investigation should be associated.
Primary Cost Center	The primary cost center to which the total net loss amount for this investigation should be associated.
Offset Account	Offset account associated with loss and recovery financials for this investigation.
Offset Cost Center	Offset account's cost center associated with loss and recovery financials for this investigation.
Charge Off Date	The date on which the loss was charged off.
Last Update	The date and time at which loss and recovery data was last updated.
By	The last user who update loss and recovery data.

Note: The total loss and recovery summary values are populated with the current information upon entry into this page and are refreshed only when you enter or edit the relevant data in the Loss and Recovery Data Entry area and have selected Save. A more detailed explanation is provided in the Loss and Recovery Data Entry area.

Cost Center and GL Financials Data Entry

The Cost Center and GL Financials Data Entry pop-up displays on click of the **Add** button in the Current Loss and Recovery header. It allows you to enter cost center and GL financial data.

This area contains the following components:

- **Data Entry Fields:** This area displays the relevant fields along with the specific formats for data entry. Table 29 lists the descriptions for each of the following fields for the Current Loss and Recovery Data area.
 - **Primary G/L Account**—Text box
 - **Primary Cost Center**—Drop-down list which is populated with available cost centers as defined by your firm

Note: If you require additional values, contact your System Administrator.
 - **Offset Account**—Text box (limit entry to 50 characters or fewer)
 - **Offset Cost Center**—Drop-down list which is populated with available cost centers
 - **Charge Off Date**—Text box and calendar control

The **Comment** box is a text box in which you can enter relevant comments about the data you have entered.

Loss and Recovery Items

The Loss and Recovery Items contains tabular matrices reporting individual loss and recovery records by type. The Loss and Recovery items matrices are accessible by using the L.H.S. menu options. The L.H.S. menu offers access to Potential Loss, Averted Loss, and Recovery matrices. Table 31 provides descriptions of the columns that display for each matrix.

- **Buttons**
 - **Add** button: Refer to the *Add Button*, on page 150, of this section for details.
 - **Edit** button: Refer to the *Edit Button*, on page 150, of this section for details.
 - **History** button: Refer to the *History Button*, on page 150, of this section for details.
 - **Remove** button: Refer to the *Remove Button*, on page 151, of this section for details.
- **Check Box**
 - **Add or Edit:** When checked and the **Add** or **Edit** button is clicked, the system displays the selected records in the Loss and Recovery data item entry pop up for editing.
- **Loss and Recovery Items Matrices:** Refer to *Loss and Recovery Items Matrices*, on page 152, for descriptions of the columns in each of the matrices.

Add Button

The system allows you to add the loss and recovery line item information displayed in each of the matrix tables. You can select the **Add** button within a matrix (Potential Loss, Averted loss, and Recovery) to add the items one at a time. By default, the data entry field is blank except the data entry type. Upon saving, the system refreshes the applicable Loss and Recovery Item list records to display the revised information. The system retains a history of changes to each item that you can access using the **History** button. The Add functionality is user role-based and only those users with appropriate access rights can utilize this functionality. The Add functionality is user role-based and only those users with appropriate access rights can utilize this functionality. Refer to Table 3 in Chapter 1, *User Privileges*, on page 9, of this document for a description of roles and privileges.

Edit Button

The system allows you to edit the loss and recovery line item information displayed in each of the matrix tables. You can select the check boxes provided in each row within a matrix and click the **Edit** button to edit those items. You can edit one item at a time. When you select **Edit**, the information pertaining to each selected record is loaded into the Loss and Recovery Data Entry section for editing in a pop-up. Upon saving, the system refreshes the applicable Loss and Recovery Item list records, displays the revised information, and closes the pop-up. The system retains a history of changes to each item that you can access by the **History** link. User roles for the Edit functionality are the same as for the Add functionality.

When editing loss and recovery data items, you cannot change the data entry type for the record you are editing.

If you select records for editing and then click the **Reset** button without saving, the system clears the Loss and Recovery Data Entry area and applies no changes.

History Button

The system provides the **History** button for each type of loss or recovery matrix. When selected, the system displays a pop-up window containing the current versions of all records displayed in the current matrix and any previously edited versions that may exist of each record. Additionally, the system displays any deleted records and any previous versions of those deleted records. For each line item that has been edited or deleted, the system displays each loss and recovery item in an order reflecting the most current version of the record followed by previous, inactive versions of that record. (Refer to Table 30 for descriptions of the data displayed for each matrix in the History pop-up window.)

For example, if a Potential Loss record was edited to change the loss amount from USD 100 to USD 1000, you would see an active record showing the amount as USD 1000 (along with the date, time and user who made the change) followed by a row displaying the original, now inactive, version of the record showing the originally entered amount of USD 100. The History functionality is user role-based and only those users with appropriate access rights can utilize this functionality. Refer to Table 3 in Chapter 1, *User Privileges*, on page 9, of this document for a description of roles and

privileges. Figure 52 provides a screen shot of the Loss and Recovery History pop-up window for a sample Potential Loss matrix.

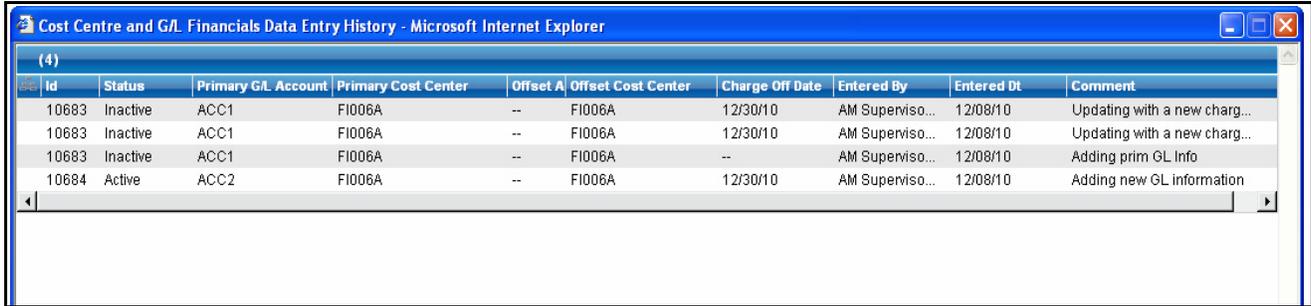


Figure 52. Loss and Recovery History pop-up

Table 30 provides descriptions of the columns that display for each of the matrices in the Loss and Recovery History pop-up window.

Table 30. Display of History Data for Each Matrix

Column	Description	Loss and Recovery Items Matrices		
		Potential Loss	Averted Loss	Recovery
ID	A unique identifier associated with the loss and recovery item record.	X	X	X
Status	The status of the loss and recovery item record.	X	X	X
Date	Date on which this loss or recovery item was incurred.	X	X	X
Amount	The respective amount for the loss and recovery item record.	X	X	X
G/L Account	The general ledger account to which this loss or recovery item is associated.	X	X	X
Cost Center	The cost center to which this loss or recovery item is associated.	X	X	X
Loss Averted Type	The type of averted loss entry represented by this record, if one was specified.		X	
Loss Payee	The payee identified for the loss amount represented by this record, if one was specified.	X		
Entered By	The user who entered this record.	X	X	X
Entered Date	The system date and time on which this record was entered or edited.	X		X
Description	Any descriptive comment that was entered about this record.	X	X	X

Remove Button

Each matrix is provided with an individual **Remove** button. Using this you can remove information pertaining to that record. The system then prompts you to confirm the action taken. If you confirm that you want to remove information, the system refreshes the screen to reflect these changes in the summary data section and in the item list matrices.

Note: The remove functionality is user role-based and only users with appropriate access rights can use the functionality. User roles for the remove functionality are the same as for the Add functionality.

Loss and Recovery Items Matrices

Table 31 provides descriptions of the columns for each Loss and Recovery Items matrix.

Table 31. Loss and Recovery Items

Column	Description	Loss and Recovery Items Matrices		
		Potential Loss	Averted Loss	Recovery
Date	Date on which this loss or recovery item was incurred.	X	X	X
Amount	The respective amount of the loss or recovery item. Please note that the system shall consider the currency value entered to be in base currency only	X	X	X
G/L Acct	The general ledger account to which this individual loss or recovery item is associated.	X	X	X
Cost Cntr	The cost center to which this individual loss or recovery item is associated.	X	X	X
Loss Payee	The payee identified for the loss amount represented by this record, if one was specified.	X		
Loss Averted Type	Specifies the type of averted loss entry represented by this record, if one was specified.		X	
Entered By	Reflects the User who entered this record.	X	X	X
Entered Dt	System date and time on which this record was entered or edited.	X	X	X
Desc	Any description comment that was entered with respect to this record.	X	X	X

Loss and Recovery Data Entry

The Loss and Recovery Data Entry pop-up displays when you click the **Add/Edit** button and allow you to enter individual financial loss and recovery data items. Itemized data entry permits you to enter the types of information related to the fraudulent activities as listed in Table 32.

- **Action Buttons:** This area contains the following action buttons:
 - **Save:** When clicked, refreshes the Current Loss and Recovery area in the Financials tab to display the current information and updates the Last Update and By fields.
 - **Reset:** When clicked, clears the Loss and Recovery Data Entry fields back to original values and no changes are applied.
 - **Cancel:** When clicked, displays the unsaved data warning message with **OK** and **Cancel** button. Based on the selection of the buttons, it closes either the pop-up window or stay in the same pop-up window.
- **Data Entry Fields:** This area displays the relevant fields along with the specific formats for data entry.

Table 32 lists the descriptions for each of these fields for the Loss and Recovery Data Entry area.

Table 32. Loss and Recovery Data Entry Fields

Field	Description
Data Entry Type	Pre-populated as per the data entry type selected (for both add/edit), that is, Potential Loss, Averted Loss, Recovery. This is a non-editable field.
Date	Date on which this loss or recovery item was incurred.
Amount	The respective amount of the loss or recovery record. Note that the system accepts values in base currency only. You must enter the amount in the correct base currency format.
GL Account	The general ledger account to which this loss or recovery item is associated. This data item associates this GL account to the current item being entered only and not to the overall alert. This field provides you the option to associate a different G/L account to an individual item than might be appropriate for the entire alert.
Cost Center	Cost center to which this loss or recovery item should be associated. This field associates this cost center to the current item being entered only and not the overall alert, appropriate for the entire alert. It provides you the option to associate a different cost center to an individual item than might be appropriate for the entire alert. This drop-down list is populated with available cost centers as defined by your firm. Note: If you require additional values, contact your System Administrator.
Loss Item Charge Off Date (if applicable)	The date on which this loss item was charged off, if the individual item was charged off.
Loss Averted Type (if applicable)	Drop-down list that specifies the type of averted loss entry represented by this record. The specification of Averted Loss Types is optionally provided by your firm. If no averted loss Types have been defined, then this drop-down will provide no entries for selection.
Loss Payee (if applicable)	Text field that allows for specification of a payee identified for the loss amount represented by this record.
Description	Text field that allows for entry of descriptive comments regarding the current item being entered in the row.

Network Tab

Oracle Financial Services Alert Management provides the Network tab from the Monitoring workflow. The tab incorporates an enhanced Network Analysis utility that generates networks based on the activity and entities involved in an alert. Refer to the *Network Visualization User Guide*, for more information on the Network Visualization and Analysis utility. Also, refer to *Network Visualization Page*, on page 128, for a description of the page.

The Network Visualization and Analysis utility in the Network tab provides *rich* graphics and interactivity for Link Analysis alerts. It also supports dynamic network

creation during investigation for all anti-money laundering and fraud alerts and searches.

The utility creates ad-hoc networks based on parties involved in AML and Fraud alerts in monitoring workflow. You can select alert entities and define filters around the newly created network.

In addition, the tab enables you to create simple to complex visual representations (that is, it can display current alert entities and activities) of large networks based on specific types and volumes of activities between parties not previously known to have a relationship.

Replay Tab

The Trading Compliance Solution Set enables you to replay the market and trade events for a match associated with the alert you are reviewing or for an activity during a specified time frame.

When you access the Replay page through the Monitoring workflow, the page presents the trade events associated with the match, interlaced with the market events in the market at the time the application generated the match. For multi-match alerts, the Replay page displays only information for the match you selected on the Details page. To display information for another match involved in the alert, you must select a different match on the Alert Details page (Figure 53).

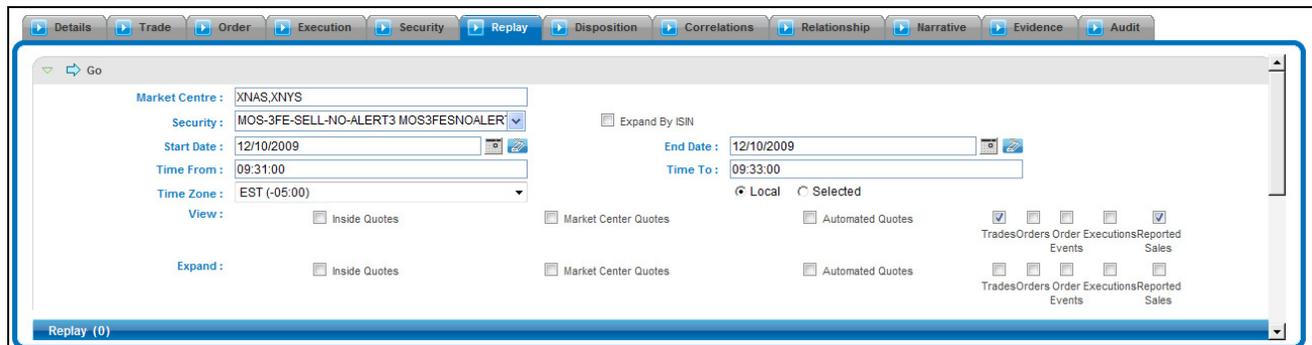


Figure 53. Alert Replay Tab Page

In the Replay tab page, if an alert is focused on an Order, the following events display. Table 33 displays the Order focus alerts on the Replay tab page.

Table 33. Order Focus Alerts on Replay Tab Page

Alert Focus On:	Events Displays:
Order	<ul style="list-style-type: none"> ● Each Execution against the Order (whether busted or not). ● Each Inside Quote that affects the state of the Order. ● Each Market Center Quote that affects the state of the Order, unless Automated Quotes are matched to the alert.

Table 33. Order Focus Alerts on Replay Tab Page

Alert Focus On:	Events Displays:
Order with matched Auto-mated Quotes	Each Execution against the Order (whether busted or not) and the Automated Quote that were associated to the order at time of placement ('New' order event).
Order or Order Event with matched Automated Quotes	Automated Quotes associated to the order's placement event ('New' order event).

When you click the **Replay** tab in the Alert Details page, Oracle Financial Services Alert Management navigates you to the Replay page. To maximize space in the Replay tab page, click the (+) or (-) to contract or expand Alert Context and Search Bar.

Components of the Alert's Replay Page

The Alert workflow of the Replay page displays only for alerts within the Trading Compliance Solution Set and contains the following:

- **Search bar:** The section *Components of the Replay Page Search Bar*, on page 155 describes the Replay Market page search bar in greater detail.
- **Replay Matrix header:** The replay matrix header contains the **Expand All/Collapse All** and the **Excel** icons. The section *Exporting Replay Data*, on page 165 has more information regarding Excel.
- **Display:** The data that displays below the Replay tab page search bar shows the trade events associated with the match, interlaced with the market events in the market at the time the application generated the match. The specific columns you see depend on the selections in the Replay tab page search bar.

Replay matrix enables you to maximize the usability of the Replay page. It enable you to sort replay columns according to the date and time stamp associated with the entity expressed in Coordinated Universal Time (UTC) while replaying the match event.

Components of the Replay Page Search Bar

The search bar on the Replay page enables you to control what data displays on the page. The data that displays can be an outcome from the Trading Compliance scenarios, Control Room, or MiFID scenarios.

Components of the Replay Search bar includes the following:

- **Market Center:** Name of the Market Center for the involved security. By default, this field is populated with the matched Market Center. This text box also requires the Market Center name only if you select the **Market Center Quote** check box under the View search bar.
- **Security Group:** List of distinct security groups for the involved replay match for trading compliance. The security groups list are sorted alphabetically in ascending order by the security group identifier.

In addition, the **Security Group** list box enables you to select a distinct security group list of which the security is matched or bound to the alert.

Note: The Replay Search bar displays the **Security Group** list box for only Trading Compliance Solution Sets *and* if Security Group option is Enabled from the Preference page.

- **Expand by ISIN:** The search filter is used to query MiFID-based records. It searches for the securities that come under the same ISIN in the **Security** list box of the security matched or bound to the alert. The following ToolTip message displays:

Add securities to the Security selection box that share the same ISIN.

Note: The Replay Search Bar displays the **Expand by ISIN** check box for only the MiFID solution set and if the **Security Group** option is Disabled from the Preference page (Figure 54).

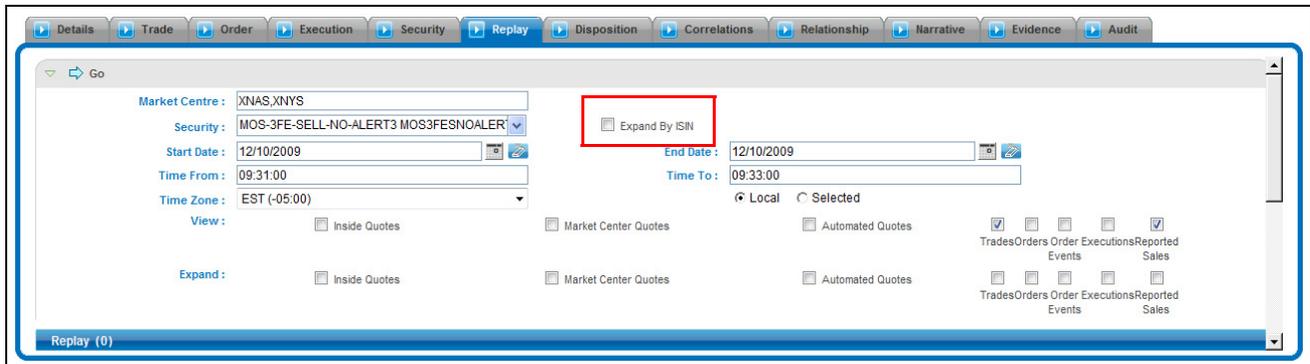


Figure 54. Replay Search using Expand by ISIN

- **Security:** Default populated by distinct list of ISIN.
When the **Security Group** list box is set on the **Enabled** option, the ISIN list contains following:
 - ISIN of the securities matched to the Alert
 - All securities that are members of the security groups of which the matched security is a member.When the **Security Group** drop-down list is set on **Disabled** option, the ISIN list contains ISIN of the securities matched or bound to the Alert with following functionality:
 - ◆ If you select the **Expand by ISIN** check box, the security selection box repopulates with a distinct list by ISIN of all the securities that have the same ISIN as the security matched or bound to the alert. The page, by default, selects the security that have the same ISIN as the security matched or bound to the alert.
 - ◆ If you clear the **Expand by ISIN** check box and click **Search**, the page restores the initial population of the **Security** list box.
- **Start Date:** Default populated by the date of the earliest event matched or otherwise associated with the alert replayed in the matrix expressed in the time zone local to the event.
- **End Date:** Default populated by the date of the latest event matched or otherwise associated with the alert replayed in the matrix expressed in the time zone local to the event.

- **Time From:** Default populated by the time of the earliest event matched or otherwise associated with the alert replayed in the matrix expressed in the time zone local to the event.
- **Time To:** Default populated by the time of the latest event matched or otherwise associated with the alert replayed in the matrix expressed in the time zone local to the event. If the time zones of earliest event and latest event are different, then by default this field will display the time of the latest event by converting it into the time zone of the earliest event.

The **Time From** value must be earlier than the **Time To** value, if using the same dates. When entering times, use the 24-hour standard of HH:MM:SS. For example, 13:30:26 is 1:30:26 p.m. You can change Date and Time filters as required. When entering times, enter the Time filters with the time values expressed in the **Time Zone** drop-down list.

- **Time Zone:** Shows a distinct list of time zones (configurable). Oracle Financial Services displays time zone values as the time zone displays text followed by a space and the UTC offset in parenthesis (for example, EST(-05:00)) sorted by UTC offset. The **Time Zone** drop-down list displays value as both negative and positive by UTC offset.

The default values for the time zone are the events matched to the alert. However, if the matched events occur in more than one time zone, then the time zone of the earliest event is considered.

You can choose the **Time Zone** filter either in **Local** or **Selected** mode. By default, the Replay page displays a Local option; however, you can change to a Selected option depending on your search criteria.

If you select the time zone as **Local**, the replay page displays the date and time value for each record in the time zone local to the record's event. Similarly, if you select the time zone as **Selected**, the replay page displays the date and time value for each record in the time zone selected in the Time Zone filter.

For example, consider the following information shown on the Replay page:

- **Case #1 (Default Case):** Search and display replay data in Local time zone.

Time From :	<input type="text" value="09:31:00"/>	Time To :	<input type="text" value="09:33:00"/>
Time Zone :	EST (-05:00) ▾	<input checked="" type="radio"/> Local <input type="radio"/> Selected	

The time in the Search bar and resultant matrix is expressed in the EST time zone.

- **Case #2:** Search replay data in GMT time zone; however, display replay data in Local time zone.

Time From :	<input type="text" value="09:31:00"/>	Time To :	<input type="text" value="09:33:00"/>
Time Zone :	GMT (Z) ▾	<input checked="" type="radio"/> Local <input type="radio"/> Selected	

The time in the Search bar is expressed in the GMT time zone, whereas, time in the resultant matrix is expressed in the EST time zone, which is local to an alert.

- **Case #3:** Search and display replay data in the GMT time zone.

Time From :	<input type="text" value="09:31:00"/>	Time To :	<input type="text" value="09:33:00"/>
Time Zone :	<input type="text" value="GMT (Z)"/>		<input type="radio"/> Local <input checked="" type="radio"/> Selected

- The time in Search bar and resultant matrix is expressed in the GMT time zone, which is selected by the user.
- **View:** The search bar enables you to specify what columns of data you want to view in the match replay. You may select one or more of the following:
 - **Inside Quotes:** Matched events of Inside Quote or Framing records in the match, in case Order and Execution are involved in the match.
 - **Market Center Quotes:** Matched events of Market Center quote records that were involved in the match.
 - **Automated Quotes:** Automated quote records that were either involved in the match or provided context for the events involved in the match.
 - **Trades:** Trade information during the time frame for the involved security.
 - **Orders:** Order records that were either involved in the match or the executions involved in the match.
 - **Order Events:** Event records for the chosen securities, which are within date and time range. These event types are Route, Modification, Cancellation, Cancellation and Replacement, and Desk Transfer if Security Group is Enabled.

Event records for the chosen securities, which are within date and time range. These event types are New or Routed if Security Group is Disabled.
 - **Executions:** Execution records that were involved in the match.
 - **Reported Sales:** Matched Reported Sales and Framing Records in case Trade is matched.

- **Expand:** Select a check box to expand the display of the corresponding column you selected in the **View** option. You can select one of the following: Inside Quotes, Market Center Quotes, Automated Quotes, Trades, Orders, Order Events, Executions, or Reported Sales.

By default, Replay displays only those events associated with the match. You can view these events in the context of other events during the same time frame by selecting an **Expand** option. Selecting an **Expand** option for an event type displays all records of the selected event type within the time frame between the first and last events associated with the match, not just the events associated with the match. The expanded context information displays in gray text.

If you select an **Expand** option without having selected its corresponding **View** option, the **View** option is selected by default, and the market data for that option displays.

If you do not enter the market center value in the **Market Center** text box and select the **Market Center** check box, the following message displays:

Please enter a Market Center value.

You can enter more than one Market Center value in the text box separating a list of values by a comma.

Furthermore, if you enter any invalid value in the **Market Center** text box and select the **Market Center** check box, the following message displays in the Replay Matrix header:

The selected Market Center cannot be found. Please check the value and Try again.

By default, Oracle Financial Services displays a set of related events in the replay matrix. These events are associated with the default event or event that you select from the **View** and the **Expand** options in the search bar.

Note: If the default event is selected as Automated Quotes, then events Inside Quotes and Market Center Quotes must be unselected.

Table 34 displays the related events and default events in the replay matrix.

Table 34. Related Events and Default Events

	Inside Quotes	Market Center Quotes	Automated Quotes	Trades	Orders	Order Events	Executions	Reported Sales
Related Events vs. Default Events								
Inside Quotes	x							
Market Center Quotes		x						
Automated Quotes			x					
Trades				x				x
Orders	x				x			
Order Events	x				x	x		
Executions	x						x	
Reported Sales								x

Table 35 displays the related events and user-selected events in the replay matrix.

Table 35. Related Events and User-defined Events

	Inside Quotes	Market Center Quotes	Automated Quotes	Trades	Orders	Order Events	Executions	Reported Sales
Related Events vs. User-Selected Events								
Inside Quotes	x							
Market Center Quotes		x*						

Table 35. Related Events and User-defined Events (Continued)

Related Events vs. User-Selected Events	Inside Quotes	Market Center Quotes	Automated Quotes	Trades	Orders	Order Events	Executions	Reported Sales
Automated Quotes			x					
Trades				x				x
Orders	x							
Order Events	x				x	x		
Executions	x				x		x	
Reported Sales								x

* To view records for the Market Center Quotes, enter a valid Market Center value.

Replay Search Results

Oracle Financial Services Alert Management displays the search results in a tabular format beneath the search bar. The columns that can display in the search results are Date, Time, Inside Quotes, Security, Market Center Quotes, Automated Quotes, Trades, Orders, Order Events, Executions, and Reported Sales.

Your specifications in the View portion of the search bar determine which columns of data Oracle Financial Services displays. Your specifications in the Expand portion of the search bar determine which columns of data Oracle Financial Services expands to include data within the time frame between the first and last activities associated with the match.

If the number of retrieved records, based on the search bar criteria, exceeds the allowable number for an event type, Oracle Financial Services Alert Management only displays the default number of records that was set at the time of installation of the Oracle Financial Services UI. The default value for the governor is set to 200 records per column. If the governor exceeds 200 for any event type that displays in the UI, the Replay tab page distinguishes extra records by displaying them as a bold color red plus (+) sign following the event title and a space (for example, Orders +). The (+) sign provides an indication that there are more records for the event type than are currently being displayed in the page.

Replaying Market and Trade Activity for a Match

You can use the **View** and **Expand** options on the Replay search bar to replay the market and trade activity for a match included in an alert you are reviewing.

To see order information and expanded execution information, follow these steps:

1. Click the **Replay** tab.
If the alert is a multi-match alert, select a match in the **Matched Information** area, then click the **Replay** tab.
2. Select the check boxes for the additional events you want to view in the **View** row. By default, the system selects the events matched to the current alert.

3. Select the check boxes for the events for which you want more details in the **Expand** row.

4. Click **Go**.

Oracle Financial Services Alert Management refreshes and displays the data based on these selections.

Acting on Alerts

This chapter provides information about alert actions available from the Alert Search & List page, Alert Details tab, and Disposition tab, including how to take follow-up actions, close, reopen, reassign, and add comments/attachments to alerts.

This chapter covers the following topics:

- About Alert Actions
- How to take Actions
- Taking a Follow-up Action on an Alert
- Reassigning an Alert
- Exporting an Alert
- E-mailing an Alert
- Printing an Alert
- Closing an Alert
- Reopening an Alert
- Adding Comments to an Alert
- Adding Attachments to an Alert
- Removing Attachments from an Alert

About Alert Actions

Oracle Financial Services Alert Management provides the following types of actions to document your analysis:

- Taking a Follow-up Action on an Alert
- Reassigning an Alert
- Exporting an Alert
- E-mailing an Alert
- Closing an Alert
- Reopening an Alert

Additionally, Oracle Financial Services Alert Management provides the following options that you can perform without selecting an action:

- Adding Comments to an Alert
- Adding Attachments to an Alert

- Removing Attachments from an Alert

Oracle Financial Services Alert Management classifies the actions available on alerts into seven distinct categories:

- Evidence
- Reassign
- Actions
- Disposition
- Review
- Regulatory Reporting
- E-mail
- Export

Action categories represent logical groupings of individual actions, which have similarities, either in the line of investigation or in the resulting status of the action. Each of these action categories are represented by buttons, which on click display a pop-up corresponding to the category. Some actions represent definitive progress in analysis and can therefore update the status of the alert.

Oracle Financial Services Alert Management enables you to take multiple actions simultaneously, whether you apply them to a single alert or to a batch of alerts through the action category. For example, you can simultaneously Close and Suppress the alert for one-month and promote it to a Case from the Disposition category. However, there are some actions, which you cannot take simultaneously. For example, you cannot reassign and close an alert simultaneously. Oracle Financial Services Alert Management's Four-Eyes Approval feature enables you to propose the closing of an alert, but requires authorized users to look at that alert before it can actually be closed.

Oracle Financial Services Alert Management displays warning messages to help you in the appropriate way to use actions. Appendix A, *Message Pages*, on page 273, explains error messages in detail.

In addition, some actions may have been configured to automatically assign a due date.

Note: This topic includes instructions in *optional* steps that indicate additional functionality and *alternative* steps that indicate other methods to perform the operation successfully.

How to take Actions

During analysis you can take various actions on an alert, such as adding comments and attachments and setting due-dates for following up on an investigative step. You can also take disposition actions that will close the alert for a specified reason.

You can take actions in the following ways:

- Within the Monitoring workflow, you can take actions on a single alert by navigating to the Alert Details tab, and taking one or more actions specific to that alert by selecting any of the action buttons. These action buttons represent action categories (that is, Reassign, Evidence, Actions, Disposition, E-mail, Export, Reg Reporting, and Review). The action pop-up displays within a context of the current alert and any actions taken apply to the current alert.
- Within the Monitoring workflow, you can take actions simultaneously on multiple alerts from the Alert Search & List page by selecting any of the action buttons which represent an action category (that is, Evidence, Reassign, Actions, Disposition, E-mail, Export, Reg Reporting, and Review). The action pop-up displays with a context of all of the selected alerts and any actions taken apply to each of the selected alerts.

Note: If you select one or more alerts from the list, and click the **Action** button, the system locks the selected alerts and make unavailable for action for other users. If another user attempts to access the same alert (either by selecting the alert and taking an action or by navigating to the Alert Details), the user will receive a message informing that the alert is locked by another user and the system will grant only view rights (user can take no action on the alert).

- Within the Monitoring workflow, you can select an alert, view Alert Details, Oracle Mantas or Business tabs and select any of the action buttons (Evidence, Reassign, Actions, Disposition, E-mail, Export, Reg Reporting, and Review). The action pop-up displays and any actions taken apply to the current alert.
- Within the Monitoring workflow, you can select an alert, view Alert Details, and navigate to the Disposition tab. Any Disposition actions taken apply to the current alert.
- Within the Monitoring workflow, you can select an alert, view Alert Details, and navigate to the Evidence tab. Any comment and/or attachment actions taken apply to the current alert.

The following describes the action buttons:

- **Evidence:** Includes options to add attachments and make comments to the selected alerts from the alert list matrix.
- **Reassign:** Under the Reassign category, only the Reassign action is available for certain roles.
- **Actions:** Includes a list of actions that may require follow-up analysis or may require an alert to be reopened. In addition, some actions may not alter the alert status, but serve to indicate steps taken in the course of investigation. Some actions within the Action category may require you to enter a due-date, which

takes the alert to the Follow-up status. The section *Taking a Follow-up Action on an Alert*, on page 169, explains Follow-up actions on alerts in detail. Refer to the section *Reopening an Alert*, on page 193, for more information on reopening an alert.

Note: The **Reopen** action displays when you are taking an action on an alert in a Closed status.

- **Disposition:** Includes a list of actions that complete your analysis of this alert, and in most instances, results in closure of the alert. This list varies based on the scenario class that generated the alert. The section *Closing an Alert*, on page 177, explains closing an alert in detail.
- **E-mail:** Includes options to e-mail the alert details in HTML format. The section *E-mailing an Alert*, on page 175, explains e-mailing an alert in detail.
- **Export:** Includes options for exporting alerts. The section *Exporting an Alert*, on page 173, explains exporting an alert in detail.
- **Regulatory Reporting:** Includes a list of actions that may require follow-up analysis or may complete your analysis of the alert. These are the actions which generate reports. Additionally, some actions in this section may not alter the alert status, but may serve to indicate actions taken in the course of investigation.
- **Review:** Includes a list of actions that may require follow-up analysis or may complete your analysis of the alert. If you enter a due date when selecting an action from this area, Oracle Financial Services Alert Management changes the alert status to *Follow-up*. If you do not enter a due date, Oracle Financial Services Alert Management changes the alert status to *Closed*.

The action pop-up corresponding to each action category contains the following major components:

- **Selected Alert IDs** label: Displays only those alerts on which you can perform the action, that is, those alerts which are in unlocked status during the selection (not currently opened by another user)
- **Select an Action** selection box: Enables you to take one or multiple actions pertaining to the action category on the selected alerts. Possible actions may vary based on the scenario class, status of the alert, and your role.

Note: If you are taking action on multiple alerts, Oracle Financial Services Alert Management displays only the actions and comments that are common to all of the selected alerts.

The following fields display once you select the actions. Based on the selection of actions, the fields are enabled or disabled for your inputs.

- **Reassign** list box: Includes a list of owners (that is, users and groups of users) to whom you can assign the alerts. This action is only available for certain roles. The list of owners only displays users who are allowed to own alerts and who have access rights to the current alert or alerts being acted upon. Refer to section *Reassigning an Alert*, on page 172, for more information.

- **Due Date** calendar control: Provides the ability to select a date by which the selected action should complete.

Note: If your system is configured with default due-dates for some actions, then the default due shall be applied to the alert when those actions are taken, provided you do not enter any date in the **Due Date** calendar control.

If multiple actions with default due-dates are taken on the alert then the nearest default due-date shall be applied to the alert.

However, if you explicitly enter a due-date in the control, it shall be given the highest priority irrespective of the default due configured for the actions.

- **Suppression Condition** label: If your access privileges permit, provides the ability to select binding information used in creating a suppression rule for an alert. Suppression conditions are enabled only when you select an action that is designated to trigger the suppression of future alerts. This label provides the following unlabeled fields:

- **Binding name** drop-down list: Contains binding names.
- **Binding operator** drop-down list: Contains comparison operators. They are: equal to (=), greater than or equal to (>=), less than or equal to (<=), greater than (>), less than (<), and not equal to (!=).
- **Binding value** text box. Blank by default, but populates with the selected alert's highlight value associated with a selected binding name. If your role permits, the value is editable. Otherwise, this value appears as uneditable text. Refer to Chapter 1, *User Privileges*, on page 9, for information about user roles.

Note: Bindings are variables captured in a scenario pattern that are used for defining highlights. The bindings displayed in the binding name drop-down list reflects the highlights associated with the current alert.

- **Suppression End Date** text box & calendar control: Provides the ability to select an end date for the suppression rule. When this date is reached, the suppression rule will expire. It is enabled only when you select an action that is designated to trigger the suppression of future alerts based upon a user-entered suppression time frame.
- **Standard Comments** selection box: Provides a quick means of entering comments that are relevant to the analysis and closing of the selected alerts. The scenario class of the alerts on which you are taking action determines which standard comments display.
- **Comments** text box: Enables you to enter unlimited free-form text characters relevant to the analysis and closure of the selected alerts. Use this text area if none of the standard comments applies to your action or if you want to include additional information.

Note: Certain actions require you to enter comment before you can save the action.

- **Save** button: Saves all actions and comments. When you click **Save**, a confirmation dialog box displays with the **OK** and **Cancel** buttons, prompting you to click **OK** to apply the selected actions and comments.
- **Save & Attach** button: Displays in every actions pop-up, which facilitates addition of an Attachment along with the actions for an alert. Refer to the section *Adding Attachments to an Alert*, on page 195, for more information.

Note: Clicking the **Save & Attach** button saves the selected actions before it displays the option for adding attachments.

The following fields display for the Save & Attach window:

- **Choose a file to attach** text box with **Browse** button: Provides a quick means of entering or selecting the full path and name of the file to be attached. You can enter up to 200 text characters for the file name and browse for the file.
- **Logical File Name** text box: Enables you to enter up to 80 text characters relevant to the file attached to the selected alert. Use the text area to enter a descriptive name for the file attached. The text box is used as the display name for the attached file.
- **Attach File** button: Displays a confirmation box and when you confirm the action, attaches a file to the selected alert.
- **Next** button: Enabled on clicking the Disposition tab or action button when one or more of the selected actions (for example, Promote to Case action) requires additional steps to be completed before saving. In this example, clicking the **Next** button navigates you to the Promote to Case page.
- **Reset** button: Resets the actions pop-up to initial values.
- **Cancel** button: Displays the unsaved data-warning message with **OK** and **Cancel** buttons. Based on the selection of the buttons, it closes either the pop-up window or stay in the same pop-up window.

Taking a Follow-up Action on an Alert

If you are an Analyst II, III, or Supervisor, you can take actions that indicate that additional analysis is required (Figure 55).

Figure 55. Follow-up Action

Table 36. Actions with Post Status as Follow-up

Action Category	Action	Post Status
Actions	Awaiting Response	Follow-Up
Actions	Further Analysis Required	Follow-Up
Actions	Extend Due Date	Follow-Up
Actions	Closed Account	Follow-Up/Closed *
Disposition	Withheld Action	Follow-Up/Closed *
Disposition	Close and Suppress - Enter Date	Follow-Up/Closed *
Disposition	Close and Suppress 1 month	Follow-Up/Closed *
Disposition	Close and Suppress 3 months	Follow-Up/Closed *
Disposition	Close and Suppress 6 months	Follow-Up/Closed *
Disposition	Close and Suppress 1 year	Follow-Up/Closed *
Disposition	Opened Investigation	Follow-Up/Closed *
Export	Export to Case Tool	Follow-Up/Closed *
Reg Reporting	Close and File CTR	Follow-Up/Closed *
Reg Reporting	Close and File US SAR	Follow-Up/Closed *
Reg Reporting	Close and File UK SAR	Follow-Up/Closed *
Review	Internally	Follow-Up/Closed *
Review	with Account Representative	Follow-Up/Closed *
Review	with Manager	Follow-Up/Closed *
Review	with Other	Follow-Up/Closed *
Followup/Closing Actions	with IA	Follow-Up/Closed *
Followup/Closing Actions	Close and Suppress 3 months	Follow-Up/Closed *
Followup/Closing Actions	Close and Suppress 6 months	Follow-Up/Closed *
Followup/Closing Actions	Close and Suppress 1 year	Follow-Up/Closed *

Table 36. Actions with Post Status as Follow-up (Continued)

Action Category	Action	Post Status
Followup/Closing Actions	Close and Suppress 1 month	Follow-Up/Closed *
Followup/Closing Actions	Adjusted Price	Follow-Up/Closed *
Followup/Closing Actions	Noted Price Error	Follow-Up/Closed *
Followup/Closing Actions	Noted Timestamp Error	Follow-Up/Closed *
Followup/Closing Actions	Corrected Reporting Error	Follow-Up/Closed *
Followup/Closing Actions	with Trader	Follow-Up/Closed *
Followup/Closing Actions	Withheld Action	Follow-Up/Closed *
Followup/Closing Actions	Opened Investigation	Follow-Up/Closed *
Followup/Closing Actions	Close and File CTR	Follow-Up/Closed *
Followup/Closing Actions	Close and File US SAR	Follow-Up/Closed *
Followup/Closing Actions	Export to Case Tool	Follow-Up/Closed *
Followup/Closing Actions	Close and File UK SAR	Follow-Up/Closed *
Followup/Closing Actions	with POA	Follow-Up/Closed *
Followup/Closing Actions	with Account Representative	Follow-Up/Closed *
Followup/Closing Actions	Registration Status	Follow-Up/Closed *
Followup/Closing Actions	with Customer	Follow-Up/Closed *
Followup/Closing Actions	Internally	Follow-Up/Closed *
Followup/Closing Actions	Updated Investment Profile	Follow-Up/Closed *
Followup/Closing Actions	Updated Option Trading App	Follow-Up/Closed *
Followup/Closing Actions	with Manager	Follow-Up/Closed *
Followup/Closing Actions	Removed IA	Follow-Up/Closed *
Followup/Closing Actions	Closed Account	Follow-Up/Closed *

*If you take one or more actions with post follow-up without entering a Due Date, the alert will close. However, if you enter a Due Date, these actions place the alert into a Follow-up status.

To perform a Follow-up action on an alert, follow these steps:

1. On the Alert List matrix, select the check box next to each alert that you want to update or navigate to the Alert Details tab.
2. From the Alert List or Details tab, click the **Actions** button.

Alternatively, you can select the **Disposition**, **Export**, **Reg Reporting**, or **Review** button from the Alert List or Details tab for taking actions with status Follow-up or Closed*.

The pop-up window for the selected category displays.

3. Select the appropriate action from the **Select an Action** selection box.
4. Click **Go**.
5. Enter a due date in the **Due Date** and **Time** text boxes.

Optional: Select additional actions for the alert.

6. Select as many standard comments from the **Standard Comments** selection box as appropriate.

You can also enter comments that you have regarding the action in the **Comments** text box.

7. Click **Save**.

The confirmation dialog box displays.

Alternatively, click **Save & Attach**.

The confirmation dialog box displays.

8. Click **OK**.

Oracle Financial Services Alert Management records the action, updates the alert information, and returns you to the refreshed Alert List matrix or Alert Details tab depending upon from where the action was taken.

If you do not want to save the actions you selected, click **Cancel**.

Oracle Financial Services Alert Management does not record the action and returns you to the Alert List matrix or Alert Details tab depending upon from where the action was taken and the alert status remains unchanged.

Reassigning an Alert

If you are an Analyst I, II, III, or Supervisor, you can reassign alerts to different users or groups of users. If an alert's initial analysis reveals an issue that should be reviewed by another user, you can reassign the alerts to the most appropriate individual or group.

When you save a reassignment action, Oracle Financial Services Alert Management immediately reflects the new ownership of the alert.

To reassign an alert, follow these steps:

1. On the Alert List matrix, select the check box next to each alert that you want to reassign or navigate to the Alert Details tab of the alert that you want to reassign.
2. From the Alert List or Details tab, click the **Reassign** button.

Alternatively, you can select **Actions**, **Disposition**, **Email**, **Export**, **Regulatory Reporting**, or **Review** button from the Alert List or Details tab for taking actions and also reassign action.

The pop-up for the selected category displays.

3. Select actions from the **Select an Action** selection box.
4. Click **Go**.
5. Select a user or group of users from the **Reassign** drop-down list.

Optional: Type comments you have regarding the assignment of the alert in the **Comments** text box.

6. Click **Save**.

The confirmation dialog box displays.

Alternatively, click **Save & Attach**.

7. The confirmation dialog box displays.

Oracle Financial Services Alert Management reassigns the alerts, records the action, updates the alert information, and returns you to the refreshed Alert List matrix or Alert Details tab depending upon from where the action was taken.

At any point of time, if you do not want perform the action on the alert, click **Cancel**.

8. Click **OK**.

OFSAAI records the action, updates the alert information, and returns you to the Alert List page.

If you do not want to reassign the alert, click **Cancel**. Oracle Financial Services Alert Management returns you to the Actions page, and the alert is not re-assigned.

Exporting an Alert

Oracle Financial Services Alert Management enables you to export the information in an alert. This information is written to a file in eXtensible Markup Language (XML) format.

Note: If you export alerts to XML, Oracle Financial Services Alert Management sends all alert information, including information not displayed in the UI.

Your system administrator configures the location of the file that Oracle Financial Services Alert Management produces. Contact your system administrator for information about the file use and location.

The **Export** button displays for Analyst II, Analyst III, and Supervisors.

To export an alert, follow these steps:

1. On the Alert List matrix, select the check box next to each alert that you want to export or navigate to the Alert Details tab of the alert that you want to export.
2. From the Alert List or Details tab, click the **Export** button.

The pop-up for the Export category displays.

3. Select the appropriate action from the **Choose an Action** selection box.

Export Alert Information saves the details of the alert as an .xml file in a pre-defined location while Export to Case Tools saves the same file inside a Case folder/directory in the pre-defined location.

Optional: Type comments you have regarding the export of the alert in the **Comments** text box.

4. Click **Save**.

The confirmation dialog box displays.

Alternatively, click **Save & Attach**.

The confirmation dialog box displays.

Oracle Financial Services Alert Management exports each of the selected alerts in a separate XML file and stores them in a pre-defined location with naming convention as <Alert ID>.XML, records all the action, updates the alert information, and returns you to the refreshed Alert List or Alert Details tab depending upon from where the action was taken.

When same alert is exported for the second time, the new export overwrites the already existing XML.

At any point of time, if you do not want to perform the action on the alert, click **Cancel**.

Oracle Financial Services Alert Management navigates to the refreshed Alert List matrix or Alert Details tab depending upon from where the action was taken.

5. Click **OK**.

The confirmation dialog box closes. Oracle Financial Services creates the output file and records the action.

If you do not want to export the alert, click **Cancel**. The confirmation dialog box closes, and the alert is not exported.

E-mailing an Alert

If you are an Analyst II, Analyst III, or Supervisor, you can e-mail alert attachments in the form of an eXtensible Markup Language (XML).

On selecting an **E-mail** button from the Alert List or Details tab, an E-mail pop-up displays. The pop-up enables you to enter additional information regarding the alert.

The E-mail pop-up is associated with the selected alerts displayed in the **Selected Alert IDs** field.

Oracle Financial Services Alert Management sends a single e-mail with each alert as a separate attachment. Each attached file follows the naming convention as <Alert ID>.HTML or <Alert ID>.XML according to the action performed.

By default, a footer is added to the e-mail, which can be configured at the time of installation. Refer to *Oracle Financial Services Behavior Detection Platform Configuration Guide*, on configuring the e-mail footer.

To e-mail alerts, follow these steps:

1. On the Alert List matrix, select the check box next to each alert that you want to email or navigate to the Alert Details tab of the alert that you want to e-mail.
2. From the Alert List or Details tab, click the **E-mail** button.

The pop-up for the E-mail category displays.

3. Select the appropriate action from the **Select an Action** selection box.
4. Click **Go**.
5. Type the e-mail address or addresses of the recipients in the **To** text box.

For multiple addresses, separate each address with a semi-colon.

6. Type the subject of the alert information in the **Subject** text box.

Optional: In the Message text box, type any additional information regarding the alert information you are e-mailing.

7. Click **Save**.

The confirmation dialog box displays.

8. Click **OK**.

The confirmation dialog box closes.

Caution: Comments added to an e-mail attachment are not secure.

Oracle Financial Services Alert Management sends the e-mail, records the action, and returns you to the Alert Search & List page or Alert Details tab depending upon from where the action was taken.

If you do not want to e-mail the alerts, click **Cancel** and the e-mail is not sent. The application returns you to the Alert List page or Alert Details tab depending upon from where the action was taken.

Printing an Alert

If your role permits, you can print the report or save it to a file by clicking the **Print Summary** or **Print Details** icon in the Alert Details page.

To print a detailed or summary of Alert Investigative report, click the **Print Details** or **Print Summary** button. A dialog box prompts you open or save the file as a PDF.

Note: The printed detail and summary reports contains only the first 4000 characters of the alert narrative contents.

Printing Comments

If your role permits, you can print comments that are entered for the alert by clicking the **Print Comment** action icon. The **Print Comment** icon in the action bar when selected, prints the alert context and the comments entered by the user either from the Evidence tab or entered when taking other actions.

Closing an Alert

Only an Oracle Financial Services Alert Management user with the role of Supervisor, Analyst II or Analyst III may close an alert.

Oracle Financial Services Alert Management recommends that your firm determines a standard practice for closing an alert. Examples of standard manual close actions include:

- Auto-Closed
- Suppressed
- Executed Open Order
- Invalid Alert
- Duplicate Alert
- Promote to Case
- Withhold Action
- Close and Suppress 1 month
- Close and Suppress 3 months
- Close and Suppress 6 months
- Close and Suppress 1 year
- Duplicate Alert - Recommended to Close
- Close and Suppress-Enter Date
- Opened Investigation - Recommended to Close

System Alert Closure

Occasionally, your firm may want to defer the investigation of lower priority alerts in favor of higher priority alerts. Lower priority alerts are still processed by Oracle Financial Services Alert Management and require some type of closing action. To facilitate the closing of lower priority alerts, Oracle Financial Services Alert Management has an auto-close function.

The auto-close function cannot be set by typical users. Auto-close is configured by the System Administrator, and is handled transparently by the application.

Automatically Closing an Alert

Your firm establishes the criteria that determines when an alert should be auto-closed. This criteria defines one or more attributes of the alert to be evaluated in determining whether Oracle Financial Services Alert Management should automatically close the alert. For example, alerts may be closed based on their age, status, score, focus type, generating scenario, or any combination of these attributes.

Once your firm's auto-close parameters are established, Oracle Financial Services Alert Management then regularly evaluates all candidate alerts and closes each alert that satisfies the auto-close criteria. However, the closed alerts are maintained for viewing purposes and are still available for reopening.

The procedure for reopening a closed alert is the same whether the alert was closed by a user or by the application's auto-close process. Refer to section *Reopening an Alert*, on page 193, for information on how to reopen an alert that was closed.

System Suppression of a Scenario for a Specific Focus

Oracle Financial Services Alert Management regularly runs an auto-suppression process to determine if there are alerts that meet the suppression criteria. The alerts that the scenario generates for the specific focus and that meet the suppression criteria do not display for a user's action. Instead, Oracle Financial Services Alert Management automatically closes them.

Even though Oracle Financial Services closes the alerts that meet the appropriate suppression criteria, it still maintains the alerts for viewing and tracking purposes, and the alerts are still available for reopening at any time through the Actions page.

Suppressing a Scenario for a Specific Focus

To suppress a scenario for a specific focus, perform a Close and Suppress action (for example, Close and Suppress 3 Months) on an alert focused on the entity and generated by the scenario. Oracle Financial Services suppresses alerts for the same focal entity and scenario for the designated time.

Note: If you select an action (or actions) that is associated with a specific duration (for example, Close and Suppress 3 months), and then select an action (or actions) that is not associated with a duration (for example, Close and Suppress-Enter Date) the following message displays:

Close and Suppress Enter-Date action cannot be taken with other suppression actions. Please select the actions accordingly.

Therefore, the only time that the system enables and pre-populates the **Suppression End Date** field with a blank value is when you select one or more suppression triggering actions that are not associated with a duration.

Note: The **Close and Suppress...** options are not available in the Disposition action category or Disposition tab for multi-match alerts with multiple scenarios or for user-initiated alerts.

Reopening an Alert Closed by Suppression

Refer to section *Reopening an Alert*, on page 193, for information on how to reopen an alert that was closed by auto-suppression.

The procedure for reopening a closed alert is the same whether the alert was closed by an Analyst or Supervisor or by an Oracle Financial Services Alert Management auto-suppression action.

Creating a Tailored Suppression Rule

If your access privileges permit, you can create a tailored suppression rule for an alert by adding a highlight binding name and value pair, a suppression end date and a comment to an alert.

To create a tailored suppression rule:

1. On the Disposition category pop-up or the Disposition tab for an alert for which you want to create a new suppression rule, select one of the Close and Suppress options from the **Select an Action** selection box.
2. Click **Go**.
3. In the **Suppression Condition** fields, specify a binding name and value pair associated with the current alert from the binding name drop-down list, the binding operator drop-down list and the value text box.
4. In the **Suppression End Date** field, enter an expiration date for this rule.

Note: The **Suppression End Date** field is enabled only when you select at least one action that is designated to trigger the suppression of future alerts, and the selected action is not associated with a specific time duration (for example, the system does not enable this field if you have selected only the Close and Suppress for 1 Month action).

5. Enter a mandatory comment describing your action in the **Comment** text box.
6. Click **Save**.

The system automatically generates a suppression rule for auto-suppressing future alerts that match the rule criteria you just created and changes the status of the alert to Closed.

Note: If your access privileges permit, you can edit the binding value of an existing suppression rule by changing the value in the **Suppression Condition Value** text box.

Manually Closing an Alert with Four-Eyes Approval

Four-Eyes Approval is a dual control or approval process that requires an authorized user (for example, a Supervisor) to approve actions of other users prior to those actions taking full effect on the alert (for example, closing the alert or creating a suppression instruction). This process also enables users of specified roles to acknowledge approved or rejected changes proposed and to annotate an acknowledgement with comments.

Note: You must select Four-Eyes Approval at installation time for this process to work.

If you are an Analyst II or an Analyst III user, Oracle Financial Services Alert Management enables you to recommend an alert for closure or suppression. For users requiring supervisory approval, actions are labeled with *Recommend to* to easily identify those actions that require additional oversight. If you are a Supervisor, Oracle Financial Services enables you to take an action to close or suppress a recommended alert with the status of New, Open, Follow-up, or Reassigned.

Approving an Alert Recommended for Close or Suppress Action

The Supervisor views the alerts recommended for close or suppress action by filtering for alerts that have been reassigned to them. The Supervisor can then approve the recommended action on the alert.

To approve an alert recommended for close or suppress action, follow these steps:

1. On the Alert List, select the check box next to each alert that has been reassigned to you for approval and for which you want to approve the closure with the same closing information.

Alternatively, navigate to the Alert Details tab of the alert that you want to approve.

2. Click on the appropriate action category—Actions, Disposition, Export, Regulatory Reporting, and Review.

The pop-up for the selected category displays.

3. Select the appropriate closing action from the **Select an Action** selection box.

4. Click **Go**.

Optional: Reassign the alert to the Analyst.

5. Select as many comments in **Standard Comments** selection box as appropriate. You may also enter comments you have regarding the action in the **Comments** text box.

6. Click **Save**.

The confirmation dialog box displays.

Alternatively, click **Save & Attach**.

The confirmation dialog box displays.

7. Click **OK**.

Oracle Financial Services Alert Management records the action, updates the alert information, and returns you to the refreshed Alert List matrix or Alert Details tab depending upon from where the action was taken.

If you do not want to close the alert with the actions you selected, click **Cancel**.

You are returned to the Alert Search & List page or Alert Details tab depending upon from where the action was taken, and the alert remains unchanged.

Manually Closing an Alert without Four-Eyes Approval

If you are an Analyst II, III, or Supervisor, you can take an action to close an alert with the status of New, Open, Follow-up, or Reassigned.

To close an alert, follow these steps:

1. On the Alert List matrix, select the check box next to each alert that you want to close or navigate to the Alert Details tab of the alert that you want to close.
2. From the Alert List or Details tab, click the **Disposition** button.

Alternatively, if you are in the Alert Details tab, select the Disposition tab.

Alternatively, you can click the **Actions, Export, Reg Reporting, or Review** button from the Alert List or Details tab for taking actions with status Follow-Up or Closed. In this case, do not enter a **Due Date**.

The pop-up for the selected category displays.

3. Select the appropriate closing action to recommend a closure from the **Select an Action** selection box.
4. Click **Go**.

Optional: Select any additional actions for the alert.

Promoting Alerts to Cases

The Promote to Case action is only applicable if your firm has implemented Oracle Financial Services Case Management. The actions and steps described in this section of the user guide will not be available to you otherwise. The Promote to Case action enables you to link the promoted alerts to a newly created case. This action is a subset of the Close action of the Disposition action category. When you perform the Promote to Case action on the selected alerts, the status for the selected alerts changes to *Close* and reflects in the audit tab and alert context section.

The Promote to Case action is conditional based upon the scenario class of the alert. The action is applicable for the Fraud and Money Laundering solutions set.

The Promote to Case page enables you to add information regarding the new case and provides the options to create a single case for all the selected alerts or to create an individual case for each of the selected alerts.

You can promote alerts to case in three ways:

- Promoting to Case: Single Alert - Single Case
- Promoting to Case: Multiple Alerts - Single Case
- Promoting to Case: Multiple Alerts - Multiple Cases

Promoting to Case: Single Alert - Single Case

The Promote to Case: Single Alert - Single Case page enables you to enter additional information regarding the new case. The page displays when you select a single alert and click the **Next** button in the Disposition action pop-up, after selecting Promote to Case from the **Select an action** drop-down list and entering appropriate comments (Figure 56).

The screenshot shows a web browser window titled "Promote to Case - Microsoft Internet Explorer". The form is divided into two columns of fields. The left column includes: Alert ID (text box with "13326"), Alert Focus (text box with "CU RICKY NAME GIBSON"), Case Type (dropdown), Sub Class1 (dropdown), Case Priority (dropdown), Owner (dropdown), Due-Date (calendar icon), External Src System (dropdown), Case Title (text box with "Change Bene/Owner Followed by Surrender, Early Removal"), Case Description (text box with "2 Matches; 2 Scenarios"), and Transfer Alert Information (dropdown). The right column includes: Case ID (text box with "CA58400005"), Primary Alert (dropdown), Case Sub-Type (dropdown), Sub Class2 (dropdown), Confidential Flag (dropdown), Assigned To (dropdown), and External ID (text box). At the bottom right, there are four buttons: "Save", "Save and Attach", "Reset", and "Cancel".

Figure 56. Promote to Case: Single Alert - Single Case

*Components of Single
Alert - Single Case*

The Promote to Case: Single Alert - Single Case page includes the following areas of information:

- **Promotion:** Displays the alert and its associated case.
 - **Alert ID** label: Displays the selected alert ID involved in the Promote to Case action.
 - **Case ID** label: Displays the new case ID, which is created from the Promote to Case action. The case IDs display when you promote a single alert to a single case or multiple alerts to single case. When you select multiple alerts to multiple cases in the global case information, case ID displays a blank value.
 - **Alert Focus** label: Displays text that is inherited from the alert.
 - **Case Type** label: Includes a list of distinct case types available to the user.
 - **Case Subtype** label: Includes a list of distinct case subtypes available to the user. Case subtypes depend on the case type you select from the **Type** drop-down list.
 - **Subclass 1** drop-down list: Includes a list of distinct Subclass 1s available to you based on the value selected in the subtype field. Case Subclass 1s depend on the case type and subtype you have selected from the **Type** and **Subtype** drop-down list
 - **Subclass 2** drop-down list: Includes a list of distinct Subclass 2s available to you based on the value selected in the Subclass1 field. Case Subclass 2s depend on the Subclass1 you have selected from the **Subclass1** drop-down list.
 - **Case Priority:** Enables you to select a priority for the new case. Options include High, Medium, and Low.
 - **Confidential Flag:** Enables you to indicate whether this case concerns confidential information.
 - **Owner** drop-down list: Includes a list of owners to which the case can be assigned. If you do not select an owner in the list, you would be assigned as the owner of the case by the system.
 - **Assigned To:** Enables you to select an investigator to work on the case other than the owner. Includes a list of users to which the case can be assigned based upon user roles and privileges
 - **Due Date** text box: Enables you to select a due date with the help of the calendar for the case.
 - **External Src System** drop-down list: Includes a list of all distinct available external source systems. If the selected alert is associated with an external source system, the **External Src System** drop-down list displays the associated value as a default value.
 - **External ID** text box: Enables you to enter printable UTF-8 characters into the external ID field. You can enter up to 100 characters of text in the **External ID** text box.

- **Case Title** text box: Enables you to either enter or inherit the title from the individual alert that is promoted to the case.
- **Case Description** text area: Enables you to enter free text characters relevant to the analysis of the newly created case or inherit the description as highlights from the Individual alert that is promoted to the case.
- **Transfer Alert Information** multi select drop-down list: Includes a list of categories of alert information (for example, customer information, transaction activity, and so forth), which can be transferred to the case based on the focus of the alert and the selection of case type.

Note: To support the display of tab information, the system may transfer other alert information other than your selection. For example, to support the display of Account tab and its details, Employee related alert information would be passed to have proper data for investigation of the case.

Transfer Alert Information can be handled in two ways: Synchronous and Asynchronous mode. By default, the system transfers alert information in Synchronous mode. This is an installation configurable parameter. Contact your system administrator for configuring the settings.

- ◆ **Synchronous Mode:** When Alert Data Transfer mode is in synchronous mode, once you select your data transfer options and select **Save**, you will not be able to perform any additional action on the alert until the data transfer is complete. A message displays:

Transfer of alert information may take a few moments and your Oracle Financial Services Alert Management session will be unavailable during this time. You will be notified when the transfer completes.

After the action is completed, the system displays the confirmation message for both successful and unsuccessful alert data transfer.

- ⑩ **Message for Successful Process:** Transferring of alert information is complete. Click **OK** to navigate to the Case Summary/List Page for your newly created case. Click **Cancel** to return to the Monitoring workflow.
- ⑩ **Message for Unsuccessful Process:** An error occurred during the requested transfer of some/all alert information to the case. The case may reflect incomplete business information. Click **OK** to navigate to the Case Summary/List page for your newly created case. Click **Cancel** to return to the Monitoring workflow.

When the process is unsuccessful, the case may reflect incomplete business information. The audit information for the promoted alert will indicate that the data transfer to the specific case was unsuccessful. The audit information for the created case will indicate for which alert ID the data transfer was unsuccessful. This information is available in the Audit tab for both alert and case.

Note: Verify with your administrator about the unsuccessful process of alert data transfer. Once the reason for the unsuccessful message is resolved, to have all the data available for the case, you can unlink the alert and again link the alert through relationships tab.

- ◆ **Asynchronous Mode:** When you perform the transfer of alert information in Asynchronous mode, you can continue to work within the system while the alert information is being transferred in the background. However, you can view the case only after the alert data transfer process is completed. You are reminded of this with a confirmation message:

Transfer of alert information may take a few moments and your newly created case will unavailable until the transfer is complete.

If, during asynchronous data transfer the transfer is unsuccessful, the case will become available, although the case may reflect incomplete business information. Entries for the alert and case in the Audit tab and in the comments column it will provide information regarding which alert or case was impacted by the failure.

A notification displays if you are the alert/case owner, and/or Assigned to User of the case, and/or the user who has performed the action within the Notification section of your Home page.

Note: Verify with your administrator about the unsuccessful process of alert data transfer. Once the reason for the unsuccessful message is resolved to have all the data available for the case, you can unlink the alert and again link the alert through Relationships tab.

- **Save** button: Saves all actions and comments entered.
 - ◆ When you don't select any value from the **Transfer Alert Information** drop-down list and click **Save**, a message displays:

The information provided by you will be applied to the case being created by this promotion action. As you have not selected a value(s) in the Transfer Alert Information drop-down, all relevant information of the primary alert or Alert focus will get transferred to the case.
 - ◆ When you select a value from the **Transfer Alert Information** drop-down list, and click **Save**, a message displays:

The information provided by you will be applied to the case being created by this promotion action. As per your selection of values in the Transfer Alert Information drop-down, all relevant information of the selected alert(s) will get transferred to the case.
- **Save & Attach** button: Saves all the actions and displays the attachment UI for attaching the documents. Attaches files applicable to all actions to the alert being promoted to the case but not to the newly created case.

Upon completion of the Save or Save & Attach action for alert promotion, the system provides the user an option to retain in the Monitoring Workflow or to navigate to Case Summary or List page based on the selection of the **OK** and **Cancel** button in the successful and unsuccessful message in synchronous mode. In the asynchronous mode, you will navigate to the List page or the Disposition tab.

Note: The confirmation message will inform you of the generated Case ID(s), which can be noted and used for later searches.

- ◆ In the synchronous mode, if you choose to retain in the Monitoring Workflow, the Case ID (s) displays in a pop-up.
- ◆ In the asynchronous mode, before you are navigated to the list page or the disposition tab, the Case ID (s) displays in a pop-up.
- **Reset** button: Resets all the values entered to default values.
- **Cancel** button: Displays unsaved data warning message with **OK** and **Cancel** button.
 - ◆ **OK** button: Cancels all the actions selected in the disposition action category and closes Promote to Case pop-up
 - ◆ **Cancel** button: Displays the Promote to Case page

To promote a single case from an alert, follow these steps:

1. From the Alert List page, select the check box next to each alert that you want to promote to a case, or navigate to the Alert Details tab of the alert that you want to promote to a case.

2. From the Alert List page, click the **Disposition** button.

Alternatively, if you are in the Alert Details tab, click the **Disposition** tab.

The Disposition action category pop-up displays.

3. Select the Promote to Case action from the **Select an Action** drop-down list.

Optional: Select additional actions for the alert

4. Enter only comments for the alert in the **Comments** text area if the selection is only Promote to Case.

Alternatively, if the selection includes Promote to Case and other actions enter all the required fields for the action.

5. Click **Next**.

Promote to Case pop-up displays with the components. Refer to section *Components of Single Alert - Single Case*, on page 182, for more information.

6. From the Promote to Case section, select a case type from the **Case Type** drop-down list.

7. Select a case subtype from the **Subtype** drop-down list.

Optional: If appropriate, select a case subclass1 from the **Subclass1** drop-down list. If appropriate, select a case subclass2 from the **Subclass2** drop-down list.

8. Select a case priority from the **Case Priority** drop-down list.
Optional: Select a confidential flag from the **Confidential Flag** drop-down list.
Optional: Select the owner of the case from the **Owner:** drop-down list.
Optional: Select the assigned to from the **Assigned To** drop-down list.
Optional: Select a date from the **Due Date:** calendar control.
Optional: Select the external source system from the **External Src System** drop-down list.
Optional: Type an identifier in the **External ID** text box.
9. Type or modify a case name in the **Case Title** text box, if required
Optional: Type any additional information for the case in the **Case Description** text area. By default, pre-population of the highlights displays.
Optional: Select value(s) from the **Transfer Alert Information** drop-down list
10. Click **Save**.
Alternatively, click **Save and Attach** to save and attach files.

Upon completion of the Save action, the system navigates to the Case Summary page of the case you have just created if you select **OK** on the confirmation message or remains in the Monitoring workflow if you select **Cancel**.

**Promoting to Case:
Multiple Alerts - Single
Case**

The Promote to Case: Multiple Alerts - Single Case page enables you to enter additional information regarding the new case. The page displays when you select multiple alerts from the Alert Search & List page, click the **Disposition action category** icon, select the Promote to Case action, and click the **Next** button. You will have the following options:

- **Multiple Alerts to Single Case** option: Displays the Promote to Case page on selection of promoting a single case.
- **Multiple Alerts to Multiple Case** option: Displays Global Case Information page on the selection of promoting multiple cases.

Select Multiple Alerts to Single Case option to promote the alerts to a single case (Figure 57).

The screenshot shows a web browser window titled "Promote to Case - Microsoft Internet Explorer". The form contains the following fields and values:

- Alert ID: 13326,13315
- Case ID: CA58400006
- Alert Focus: (empty)
- Primary Alert: (empty dropdown)
- Case Type: Anit-Money Laundering
- Case Sub-Type: Enhanced Due Diligence
- Sub Class1: Bank Secrecy Act
- Sub Class2: Foreign Bank and Financial Accounts (FBAR)
- Case Priority: Medium
- Confidential Flag: No
- Owner: (empty dropdown)
- Assigned To: (empty dropdown)
- Due-Date: (empty date field)
- External Src System: (empty dropdown)
- External ID: (empty text field)
- Case Title: (empty text field)
- Case Description: (empty text area)
- Transfer Alert Information: Account,Correspondent Bank

Buttons at the bottom right: Save, Save and Attach, Reset, Cancel.

Figure 57. Promote to Case: Multiple Alert - Single Case

Components of Multiple Alerts - Single Case

Refer to the section *Components of Single Alert - Single Case*, on page 182, for more information on the components of Multiple Alerts to Single case with the following exceptions:

- Alert Focus label is grayed out.
- **Primary Alert drop** down list: Includes the list of concatenated Focus Type and Focal Entity IDs that are inherited from the selected alerts.

When promoting a single alert to a single case, the case will automatically inherit the focus from the single case. When promoting multiple alerts with potentially different focus types and focal entities into a single case, it is necessary to select one of them to be the primary alert underlying the new case.

To promote a single case from multiple alerts, follow these steps:

1. From the Alert Search & List page, select the check boxes next to each alert that you want to promote to a case
2. From the Alert List page, click the **Disposition** button.

The Disposition action category pop-up displays.

3. Select the Promote to Case action from the **Select an Action** drop-down list.

Optional: Select additional actions for the alert.

4. Enter only comments for the alert in the **Comments** text area if the selection is only Promote to Case.

Alternatively, if the selection includes Promote to Case and other actions, enter all the required fields for the action.

5. Click **Next**.

Promote to Case pop-up displays with the two options as defined in the Promoting to Case: Multiple Alerts - Single Case.

6. Select **Multiple Alerts to Single Case** option.

The Promote to Case components displays. Refer to section *Components of Multiple Alerts - Single Case*, on page 187, for the list of possible components.

7. From the Promote to Case section, select a case type from the **Case Type** drop-down list.
8. Select the primary alert from the **Primary Alert** drop-down list.
9. Select a case subtype from the **Subtype** drop-down list.

Optional: If appropriate, select a case subclass1 from the **Subclass1** drop-down list.

Optional: If appropriate, select a case subclass2 from the **Subclass2** drop-down list.

10. Select a case priority from the **Case Priority** drop-down list.

Optional: Select a confidential flag from the **Confidential Flag** drop-down list.

Optional: Select the owner of the case from the **Owner:** drop-down list.

Optional: Select the Assigned To from the **Assigned To** drop-down list.

Optional: Select a date from the **Due Date:** calendar control.

Optional: Select the external source system from the **External Src System** drop-down list.

Optional: Type an identifier in the **External ID** text box.

11. Type a case name in the **Case Title** text box.

Optional: Type any additional information for the case in the **Case Description** text area.

Optional: Select value(s) from the **Transfer Alert Information** drop-down list.

12. Click **Save**

Alternatively, click **Save and Attach** to save and attach files.

Upon completion of the Save action, the system navigates to the Case Summary page of the case you have just created if you select **OK** on the confirmation message or remains in the Monitoring workflow if you select **Cancel**.

Promoting to Case: Multiple Alerts - Multiple Cases

The Promote to Case: Multiple Alerts - Multiple Cases page enables you to enter additional information regarding the new cases. You can either define information that is common to all individual cases being created, or define information specific to each individual case for each selected alert. The page displays when you select multiple alerts from the Alert Search & List page, click the **Disposition action category** icon, select the Promote to Case action, and click the **Next** button. You have the following options:

- **Multiple Alerts to Single Case** option: Displays the Promote to Case page on selection of promoting a single case.
- **Multiple Alerts to Multiple Cases** option: Displays Global Case Information page on the selection of promoting multiple cases.

Select Multiple Alerts to Multiple Cases option to promote each of the selected alerts to its own case (Figure 58).

Figure 58. Promote to Case: Multiple Alerts - Multiple Cases

Components of Multiple Alerts - Multiple Cases

The Promote to Case: Multiple Alerts - Multiple Cases page includes the following areas of information:

- **Global Case Information:** Enables you to enter the additional information for new cases and then elect to populate that information on all the individual cases on all the New Case sections. This section only appears if you select the **Multiple Alerts to Multiple Cases** option. Refer to the section *Components of Single Alert - Single Case*, on page 182, for more information on the components that displays for Global Case Information. The exceptions in the label and additional buttons are the following:

- **Case ID** label: Grayed out
- **Alert Focus** label: Grayed out

- **Save/Save & Attach** button: Saves any value entered on the global screen for all cases and any pre-populated information specific to each individual case, and exits the promote to case screen with all cases created.

When you click the **Save/Save & Attach** button and do not select **Transfer Alert Information**, the following message displays:

The information provided by you will be applied to all cases created by this promotion action. As you have not made a global selection for transfer of alert information, for each created case the promoted alert's information will be transferred to its respective case.

When you click the **Save/Save & Attached** and do not select **Transfer Alert Information**, the following message displays:

The values you have specified will be applied to each case created by this promotion action. Where you have not supplied a global value to be used across all cases, the default value for each field will be used for each case. For each case the promoted alert's information will be transferred to its respective case.

- **Set Values/Next** button: Saves any values entered on the global case information screen for all cases, and navigates you to the first case of the multiple cases being created with all the global values entered as pre-populated for modifications or review for each case. Clicking the **Set Values/Next** button displays the message:

The values you have entered will be applied to each case created in this promotion action. You will now have the option to specify additional information for each individual case created by this promotion action.

- **Next** button: Allows you to by-pass setting for any global information and navigates you to the first case of the multiple cases being created. Clicking the **Next** button displays the message:

Any values entered by you on this global case information screen will not be applicable for the rest of the cases created by this promotion action. Click **OK** to continue and **Cancel** to return to the Promote to Case page.

Upon completion of the Save action, the system navigates to the Case Search & List page. The list matrix displays the list cases you have just created.

Promoting Common Case Information for Multiple Alerts

To promote multiple selected alerts to individual cases using global case information, follow these steps:

1. From the Alert Search & List page, select the check box(es) next to each alert that you want to promote to a case
2. From the Alert List page, click the **Disposition** button.

The Disposition action category pop-up displays.

3. Select the Promote to Case action from the **Select an Action** drop-down list.

Optional: Select additional actions for the alert

4. Enter only comments for the alert in the **Comments** text area if the selection is only Promote to Case.

Alternatively, if the selection includes Promote to Case and other actions enter all the required fields for the action.

5. Click **Next**.

The Promote to Case pop-up displays with the two options as defined in the Promoting to Case: Multiple Alerts - Single Case.

6. Select Multiple Alerts to Multiple Case option.

The Global Case Information displays. You can add comments related to the attachments. Refer to section *Components of Multiple Alerts - Multiple Cases*, on page 189, for the list of possible components.

7. From the Global Case Information section, select a case type from the **Case Type** drop-down list.
8. Select a case subtype from the **Subtype** drop-down list.
 - Optional:* If appropriate, select a case subclass1 from the **Subclass1** drop-down list.
 - Optional:* If appropriate, select a case subclass2 from the **Subclass2** drop-down list.
9. Select a case priority from the **Case Priority** drop-down list.
 - Optional:* Select a confidential flag from the **Confidential Flag** drop-down list.
 - Optional:* Select the owner of the case from the **Owner:** drop-down list.
 - Optional:* Select the Assigned To from the **Assigned To** drop-down list
 - Optional:* Select a date from the **Due Date:** calendar control.
 - Optional:* Select the external source system from the **External Src System** drop-down list.
 - Optional:* Type an identifier in the **External ID** text box.
10. Type a case name in the **Case Title** text box.
 - Optional:* Type any additional information for the case in the **Case Description** text area.
 - Optional:* Select value(s) from the **Transfer Alert Information** drop-down list.
11. Click **Save**.

This assigns common case information to the selected alerts and creates the new cases.

Alternatively, click the **Save and Attach** button to assign common case information to the selected alerts and attach files.

Alternatively, click the **Set Values/Next** button to set global information and edit additional information for the individual cases.

Alternatively, click the **Next** button to not save any global values and edit each new case individually.

Upon completion of the Save action, the system navigates to the Case Summary page of the case you have just created if you select **OK** on the confirmation message or remains in the Monitoring workflow if you select **Cancel**.

Promoting Common Case Information for Multiple Alerts using Set Values/Next or Next button

In the course of promoting multiple alerts to multiple cases, you may want to set a subset of common values globally across all new cases, however, still have a need to edit individual details of each case. To promote multiple alerts to individual cases with some global case information, refer to section *Promoting Common Case Information for Multiple Alerts*, on page 190, from step #1 to 12 but instead of **Save**, click the **Set Values/Next** button.

Click **Cancel** on the confirmation dialog box to stay on the same page. Click **OK** on the confirmation dialog box to navigate to the first case being created with all the global case information pre-populated. You can modify the case information for this specific case and will have the following options for proceeding:

- **Next** button: Allows you to navigate to the next case, with pre-populated values from Global Case Information. When you reach the last new case, the **Next** button will not be available.
- **Save** button: Displays in the last case, saves all the actions and cases are created.
- **Save & Attach** button: Displays in the last case, saves all the actions and cases are created and allows you to attach files.
- **Cancel and Reset** button: Refer to section *Components of Single Alert - Single Case*, on page 182, for more information on these buttons.

To promote multiple alerts to individual cases with no global case information specified, refer to section *Promoting Common Case Information for Multiple Alerts*, on page 190, from step #1 to 12, but instead of **Save** or **Set Values/Next**, click the **Next** button.

Click **Cancel** on the confirmation dialog box to stay on the same page. Click **OK** on the confirmation dialog box to navigate to the first case being created. Default information is pre-populated for the case based upon the associated alert. No global values will have been inherited. You can modify the case information for this specific case and will have the following options for proceeding:

- **Next** button: Allows you to navigate to the next case with blank values. When you reach the last new case, the **Next** button will not be available.
- **Save** button: Displays in the last case, saves all the actions and cases are created.
- **Save & Attach** button: Displays in the last case, saves all the actions and cases are created and allows you to attach files.
- **Cancel and Reset** button: Refer to section *Components of Single Alert - Single Case*, on page 182, for more information on these buttons.

Reopening an Alert

If you are an Analyst II, Analyst III, or Supervisor with enabled user role permissions, then you may reopen closed alerts that require further investigation.

You can also assign the alerts to any user when you reopen an alert. When you save the Reopen action, the selected alert is set to the status of Reopened and assigned to its last owner before it was closed.

To reopen closed alerts, follow these steps:

1. On the Alert List matrix, select the check box next to each alert that you want to reopen or navigate to the Alert Details tab of the alert that you want to reopen.
2. From the Alert List or Details tab, click the **Actions** button.

The pop-up for the selected category displays.

3. Select the Reopen action from the **Select an Action** selection box.
4. Click **Go**.
5. Enter any comments you may have regarding the reopening of the alert in the **Comments** text box.

Optional: Select a user or group of users from the **Reassign** drop-down list.

6. Click **Save**.

The confirmation dialog box displays.

Alternatively, click **Save & Attach**.

The confirmation dialog box displays.

7. Click **OK**.

Oracle Financial Services Alert Management records the action, updates the alert information, and returns you to the Alert List page or Alert Details tab depending upon from where the action was taken

If you do not want to reopen the alert, click **Cancel**.

Adding Comments to an Alert

You can add comments to selected alerts in Oracle Financial Services Alert Management, exclusive of any other actions.

When you save comments to an alert, the status of that alert does not change as a result of those comments. However, the Comment action is added to the alert's history.

All roles except Executive and External Auditor can add comments.

To add comments to an alert, follow these steps:

1. Navigate to the Alert Details tab of the alert that you want to add a comment to and select the Evidence tab.
2. Click the **Add** button in the Comments matrix.
3. Select as many comments from the **Standard Comments** selection box as appropriate.

Optional: You may also enter any additional free text comments you have regarding the alert in the **Comments** text box.

4. Click **Save**.

The confirmation dialog box displays.

5. Click **OK**.

Oracle Financial Services Alert Management records the action, updates the alert information, and returns you to the updated Evidence tab.

6. If you do not want to save the alert with the comments you entered, click **Cancel**.

You return to the Evidence tab, and the Add Comment action will not be added to the alert's history.

Adding Attachments to an Alert

You can add attachments to selected alerts in Oracle Financial Services Alert Management, exclusive of any other actions or as a part of any other action.

Adding an attachment to an alert enables you to attach relevant documents to the alert. You might want to add information in order to make a decision about the alert.

When you save an attachment to an alert, the status of that alert does not change.

However, the attachment is added to the alert's history. The formats for attachments are deployment configurable.

Note: All users except Executive and External Auditor can add attachments.

To add an attachment to an alert, follow these steps:

1. Navigate to the Alert Details tab of the alert that you want to add an attachment to, and select the Evidence tab.
2. Click the **Add** button in the Attachments matrix.

Alternatively, select one or more actions from any action category pop-up from the Alert List or Details tab. Enter all mandatory values and click the **Save & Attach** button.

The confirmation dialog box displays.

3. Click **OK** of the confirmation message.
4. Browse and select one or more files for the alert in the **Choose a File to Attach** text box and enter the logical file name of the file being attached.

This field is an optional. If provided, the logical file name is displayed in the audit entries, else the physical file name is displayed.

Optional: You may also enter any additional comments you have regarding the alert in the **Comments** text box when in the Evidence tab.

5. Click the **Attach File** button.

The confirmation dialog box displays and Oracle Financial Services Alert Management attaches the file to the selected alert.

6. Add optional information, if required.
7. Click **OK**.

Oracle Financial Services Alert Management records the action, updates the alert information, and returns you to the Alert List, Details tab, or Evidence tab as the case may be.

Removing Attachments from an Alert

You can remove attachments from selected alerts in Oracle Financial Services Alert Management using the Evidence tab. When you remove an attachment from an alert, the status of that alert does not change. However, the removal action is added to the alert's history. You can view the removed attachment from the Audit tab.

Note: All users except Executive and External Auditor can remove attachments.

To remove an attachment to an alert, follow these steps:

1. Navigate to the Alert Details tab of the alert that you want to remove an attachment to and select the Evidence tab.
2. Click the **Attachment** icon in the Attachment column of Attachments matrix.
The Attachment List matrix displays in a pop-up.
3. Select the check box next to each attachment that you want to remove. Enter any additional comments you have regarding the removal of the attachment in the Comments text box.

Note: The comments entered are applicable to all the attachments removed.

4. Click the **Remove** button.
The confirmation dialog box displays.
5. Click **OK** to the confirmation message.
6. Click **OK**.

Oracle Financial Services Alert Management records the action, updates the alert information, and returns you to the updated Evidence tab.

If you do not want to remove the selected attachments, click **Cancel**. You return to the Attachment List pop-up, and the Remove Attachment will not be added to the alert's history.

Creating an Alert

This chapter describes how to use the Oracle Financial Services Behavior Detection Platform to create alerts manually from the Monitoring workflow.

This chapter covers the following topics:

- Components of Create an Alert
- Search for Business Entity
- List of Focus Matrix
- Create an Alert

Components of Create an Alert

The Create Alert page enables you to create user-defined alerts within the Monitoring workflow. You can access Create Alert from the Monitoring workflow submenu if your role permits.

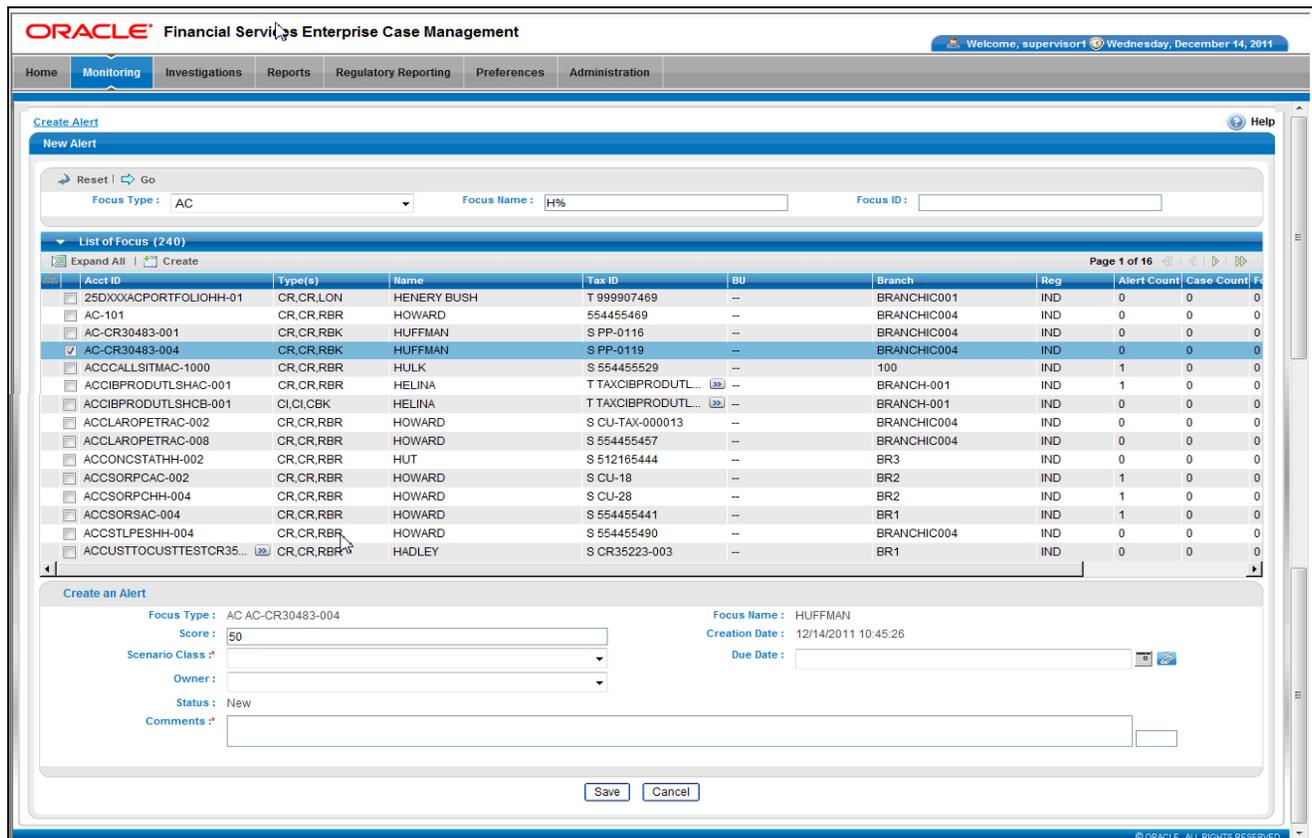


Figure 59. Create Alert Page

The Create Alert page has the following components:

- Search for Business Entity
- List of Focus Matrix
- Create an Alert

Search for Business Entity

When you click **Create Alert**, the page provides an option to search for business entities, which can become the focus of your user defined alert.

Table 37 lists the fields of Searching for business entity component.

Table 37. Fields of Searching for Business Entity

Field	Type of Control	Description
Focus Type	Drop-down list	Filters on all the focus available as per your access control privileges.
Focus Name	Text box	Filters the focus by the name of the business entity that matches the search criteria.
Focus ID	Editable text box	Filters the focus by the ID of the business entity that matches the search criteria.

Focus Name and **Focus ID** are mutually exclusive. You can search either by **Focus Name** or by **Focus ID**. If you enter both **Focus Name** and **Focus ID** and click **Go**, a message displays indicating that the fields are mutually exclusive.

It is necessary to specify a **Focus Type** selection with either the **Focus Name** or **Focus ID** option. If you do not select a **Focus Type** field, a message displays that the selection of **Focus Type** is required with **Focus Name** and **Focus ID** searches.

List of Focus Matrix

On clicking the **Go** button, displays the list of entities based on the search criteria with the **Create** button. If no matches are found for the focus based on the entered search criteria, No Data Found message displays in the List of Focus.

The list displays below the search bar. The fields displayed in the list of focus are based on the selection of focus type.

Create an Alert

Select an entity in the focus list and click the **Create an Alert** button. The Create an Alert section displays below the List of Focus matrix. You can create only one alert at a time.

Table 38 lists the fields of Create an Alert component.

Table 38. Fields of Create an Alert

Field	Type	Description
Focus Type	Pre-population of the value	Pre-populates the Focus Type and ID concatenated, as per your selection from the List of Focus.
Focus Name	Pre-population of the value	Pre-populates the Focus Name as per your selection from the List of Focus.
Score	Text box	Enables you to enter a score for the alert. The default value shall pre-populate.
Creation Date	Pre-populated non editable field	Pre-populates the Create Date with the current date.
Status	Pre-populated non editable field	Pre-populates the Status with status as "New".
Due Date	Calendar control	Enables you to enter a Date by which an action should be taken on the alert.
Scenario Class	Drop-down list	The possible values to be populated based on the selection of the focus type.
Assign to Owner	Drop-down list	Enables you to select an owner for the newly created alert. The list displays those owners who have access to the focal entity selected and scenario class.
Comments	Text box	Enables you to enter comments to support the creation of a new alert.

This section enables you to enter the values for the new alert. Scenario Class, Score, and Comments are mandatory for creation of an alert.

The default, minimum, and maximum score value is configurable. Contact your system administrator for the default, minimum, and maximum scores.

The score value has to be in the range of minimum and maximum score. If you attempt to enter less than minimum score or more than the maximum score, a message displays asking you to enter a value within the range of minimum and maximum score.

Once you click the **Save** button, the system displays a message with **OK** and **Cancel** buttons. The message provides the following options:

A new alert will be created. Click **OK** to continue to the Alert Details for your newly created alert. Click **Cancel** to remain within the Create Alert workflow.

Upon selecting either **OK** or **Cancel**, your new alert is created.

Once you create an alert successfully, if you selected **OK** in the message box, you can navigate to the Alert Details tab of the alert with all the applicable Oracle Mantas and business tabs for this alert. The values in the Same Scenario Prior and Same Class Prior fields in the alert context are set to zero and display as hyphens “-” in those fields.

Refer to *Appendix B, Business Tabs*, on page 277, for more details on the tabs that display based on Scenario Class and Focus. Because user created alerts are based off of

business entities rather than actual transactional activity, you will not see transactional information or other matched data on the Details tab.

If your role permits, you can take actions on the alert from the Details page. If you selected **Cancel** in the message box, you will remain in the Create Alert workflow with the option to create additional alerts

To create an alert, follow these steps:

1. From the Monitoring workflow, select the **Create an Alert** sub-menu.

The Search for Focus search bar displays.

2. Search for a focus on which you want to create an alert.

3. Select **Focus Type** and either **Focus Name** or **Focus ID**, and click **Go**.

The List of Focus matrix displays with the focus based on the search criteria.

4. Select any one focus from the List of Focus matrix, and click the **Create an Alert** button.

The Create an Alert section displays. Refer to Table 38 for the fields of this section.

5. Enter values in the **Score** and **Comments** fields.

6. Select the scenario class.

Note: If you do not enter the score, comments, and scenario class, a message displays indicating you to enter these values.

Optional: Enter values in the additional fields

7. Click **Save**.

A message display with the **OK** and **Cancel** button:

A new alert will be created. Click **OK** to continue to the Alert Details for your newly created alert. Click **Cancel** to remain within the Create Alert workflow.

8. Click **OK**.

The application creates an alert and navigates you to the Alert Details page with the alert context and all the tabs.

If you do not want to create an alert, clicking the **Cancel** button will retain you in the refreshed Create an Alert section, which will display the Alert Context of the newly created alert as view only. The previously displayed List of Focus section will not be refreshed and will continue to display the results of your last search.

Generating Interactive Analytic Reports

This chapter describes the Oracle Financial Services Interactive Analytic Reports reports and covers the following topics:

- About Interactive Analytic Reports
- AML Reports
- Fraud Reports
- Broker Compliance Reports
- Trading Compliance Reports
- Energy and Commodity Trading Compliance Reports
- Productivity Reports
- Drill-Down Reports

About Interactive Analytic Reports

If you have Oracle Business Intelligence, Enterprise Edition (OBIEE) installed at your site, you will have access to the Oracle Financial Services Interactive Analytic reports.

Accessing the Interactive Analytic Reports Workflow

You can access the Oracle Financial Services Behavior Detection Platform Interactive Reports by clicking the **Reports** menu available as part of the primary navigation bar.

Upon navigation, you will see the dashboard tabs: AML, Productivity, and Threshold Analyzer based on user access. By default, AML dashboard displays first. You can select a different dashboard by clicking on the name of that dashboard on the tabs displayed at the top of the page.

Figure 60 displays the Oracle Interactive Dashboards for the Interactive Analytic Reports.

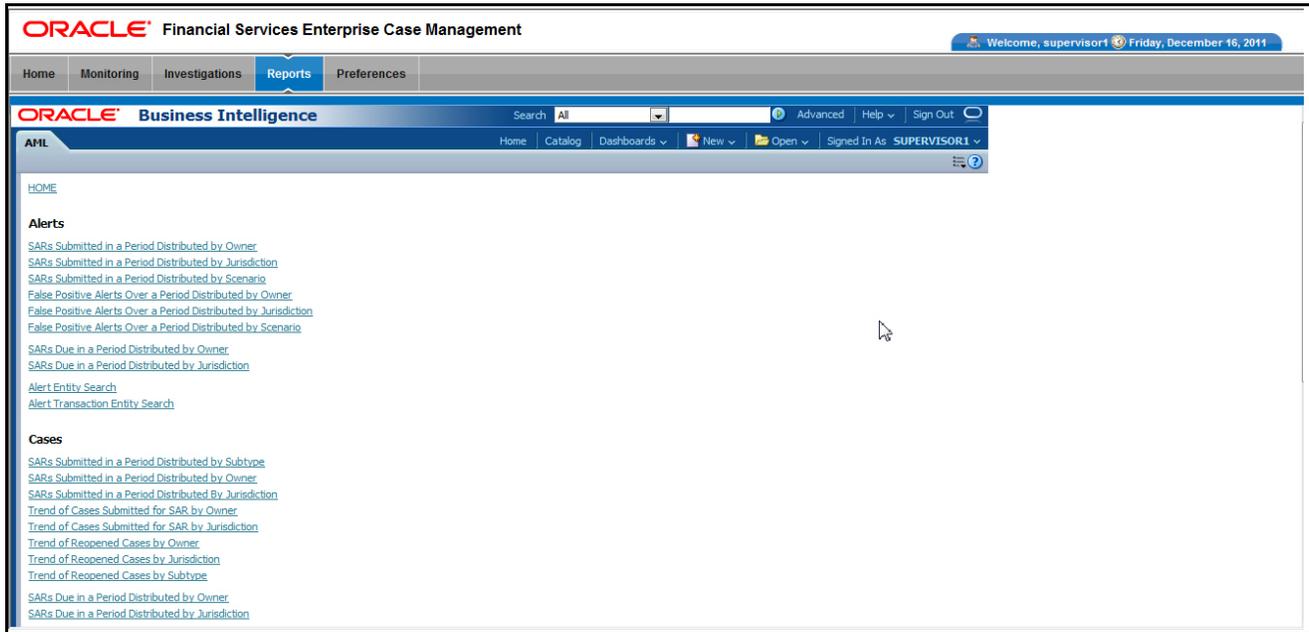


Figure 60. Interactive Analytic Reports Home Page

Screen Elements Common to the Interactive Analytic Reports

The following section describes the common screen elements on the Oracle Financial Services Interactive Analytic Reports user interface.

Dashboard Filters

The dashboard filters allow you to filter the reports by the data contained within them. The data in the filters depends on the user that has logged on to the system. Unless otherwise designated, the filters are optional and the report you generate will contain all the data (if the filters are left blank) or the data that is screened by the default data existing in the filters. After selecting the required filters, you click the **Go** button to generate the report. The filter elements are categorized as follows:

Multi-Select Filters

A multi-select filter allows you to select multiple values as a filter condition for the reports. To use a multi-select filter, click on the ellipsis button next to the field. A window opens with the list of available filter options on the right pane (Figure 61). The right of the multi-select box provides a list of the filter options available to you. At the top of this list, you have the option to further filter the data. You can select the type of match from one of the following options: **begins with**, **ends with**, **contains**, **is LIKE (pattern match)** and the condition you require. For example, if you want to find the data beginning with the letter **K**, you select **begins with** on the **Match** field, enter the letter **K** in the corresponding text box, and click **Go**. The results returned will be all the data starting with the letter K. This search is not case-sensitive.

Below this section the number of choices returned is displayed. The section on the left provides a space for selected data. To select a data item for the filter, double-click on the data item or select the data and click the (**<**) button. You can also select all the data by clicking the (**<<**) button. To deselect the data from the Selected section,

double-click on the data you do not want to use as a filter, or select the data and click the (>) button. You can deselect all the data from the Selected list box by clicking the (>>) button. When you have selected the required filters, click **OK** to confirm the selection, or **Cancel** to discard it.

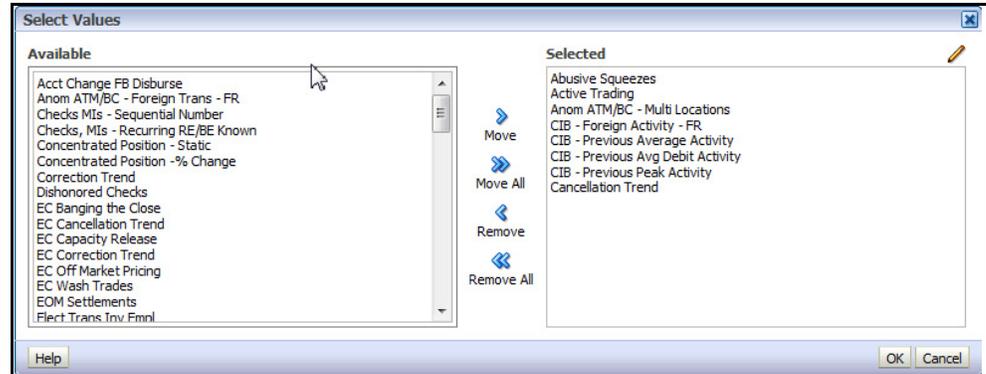


Figure 61. Multi-select Box for Interactive Analytic Reports

Drop-Down Filters

Drop-down filters provide a list of items from which you can select one item. Selecting the blank (empty) option applies no filter to your selections. Following are the drop-down lists common to Interactive Analytic Reports.

Trend Drop-down

The trend drop-down provides two values—Weekly and Monthly. The weekly trend displays the data for the past rolling quarter on a weekly basis. The monthly trend displays the data for the past rolling year on a monthly basis.

Period Drop-down

The period drop-down provides a list of three options—Week, Month, and Year. The Week option returns data for the past one week; the Month option returns data for the past one month; and the Year option returns data for the past one year.

Text Box Filters

A single rectangular box in which you can type text. If the box already contains text, you can select that default text or delete it and type new text. Some text boxes limit the number of characters that you can use.

Report Links

Report links are provided beneath each report allowing you to refresh, download, or print the report.

Refresh

When clicked, the **Refresh** link refreshes the results of the current request. It clears the filters (if the **Go** button has not been clicked after selection of the filters thereby refreshing the report with the selected filters).

Print

When clicked, displays the current report in PDF or HTML format at which point you can select **Print** to print it.

Download

When clicked, downloads the current report into Excel, PowerPoint, or a Web page.

Error Messages

When there is not enough data in the database for the system to display results for the selected filters, or if a required field has not been filled, the application generates the following message: No Result For the Selected Criteria. You can then change the filters, check to see if any mandatory fields are left blank, and try again.

Mouseover Feature

You can mouseover a sector of a bar or pie chart to get an actual count for that sector.

Navigating the Reports

The Oracle Financial Services Behavior Detection Platform Interactive Analytic Reports provide three separate dashboards:

- AML
- BC
- ECTC
- Productivity
- Threshold Analyzer
- TC

Note: Threshold Analyzer is not documented in this guide. Refer to the *Oracle Financial Services Behavior Detection Platform Administration Guide*, for information on Threshold Analyzer.

By default, the AML dashboard the first report you see when you access the Interactive Analytic reports. You can click on one of the tabs at the top of the dashboard to access a different dashboard. The tab for the current dashboard remains highlighted.

For each of the AML and Productivity reports, there are links on the left of the screen divided into various categories such as Alerts, Cases, Others, Financials, and so forth. Under each category there are links to the various individual reports within that category. To access a report, click on the link displaying the name of the report that you want to view.

Table 4 of Chapter 1, *User Privileges*, on page 9, provides the access to all reports based on access permissions provided to your role.

Customizing the Reports

You can customize the Interactive Analytic Reports; however, customization information is not documented in this guide. Refer to the *Oracle Financial Services Behavior Detection Platform Configuration Guide* for customization information.

AML Reports

The Anti-Money Laundering (AML) reports are divided into three categories, Alerts, Cases, and Others (Figure 62).

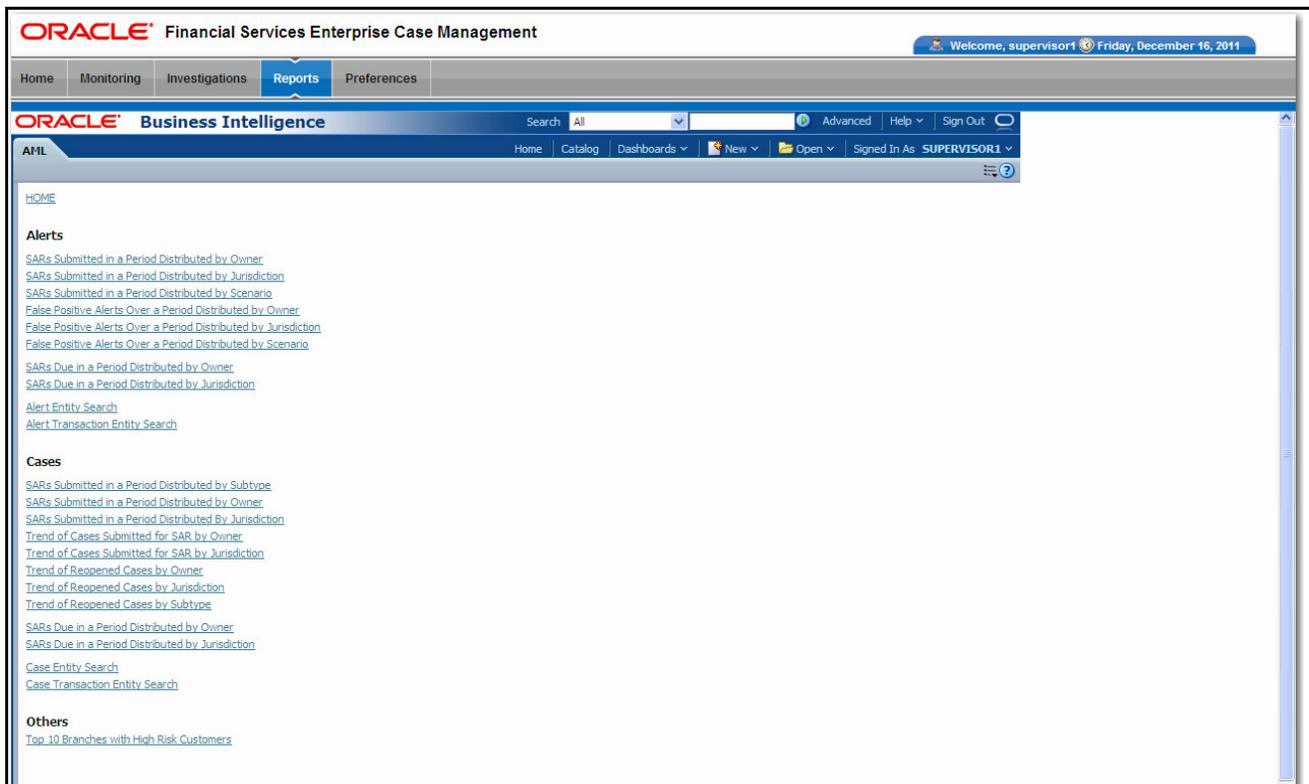


Figure 62. AML Reports Dashboard

AML Reports for Alerts

The following AML reports are generated for alerts:

- **SARs Submitted in a Period Distributed by Owner:** Displays a pie chart for the count of SARs submitted in a period associated with alerts and distributed by Owner.
- **SARs Submitted in a Period Distributed by Jurisdiction:** Displays a pie chart for the count of SARs submitted in a period associated with alerts and distributed by Jurisdiction.
- **SARs Submitted in a Period Distributed by Scenario:** Displays a pie chart for the count of SARs submitted in a period associated to alerts and distributed by Scenario.
- **False Positive Alerts Over a Period Distributed by Owner:** Displays a pie chart for the count of alerts that are closed in a period with a closing classification of non-actionable and distributed by Owner.
- **False Positive Alerts Over a Period Distributed by Jurisdiction:** Displays a pie chart for the count of alerts that are closed in a period with a closing classification of non-actionable and distributed by Jurisdiction.

- **False Positive Alerts Over a Period Distributed by Scenario:** Displays a pie chart for the count of alerts that are closed in a period with a closing classification of non-actionable and distributed by Scenario.
- **SARs Due in a Period Distributed by Owner:** Displays a pie chart for SARs due during a period by owners of the underlying investigation.
- **SARs Due in a Period Distributed by Jurisdiction:** Displays a pie chart for SARs due during a period for jurisdictions associated to the underlying.
- **Alert Entity Search:** Displays a pie chart for alerts that are associated to the entity of interest to the user.
- **Alert Transaction Entity Search:** Displays a pie chart for alerts that contain the transaction of interest to the user.

SARs Submitted in a Period Distributed by Owner

This report shows the count of Suspicious Activity Reports (SARs) associated with alerts for a status of FILED and distributed by Owner. This is a pie chart report. Each section of the pie chart represents the count of SARs within a time period and for a selected owner. When you click this report link, the system displays the pie chart of all the available owners and filtered by the period shown in the **Period** drop-down list.

By default, the value in the Period drop-down list is Month. For example, if the selected period is Month and the report run date is June 14th, then the system displays the count of SARs for the selected owner between May 14th and June 14th; in other words, for the past one month. Similarly, the report can display data for a week or a year (Figure 63).

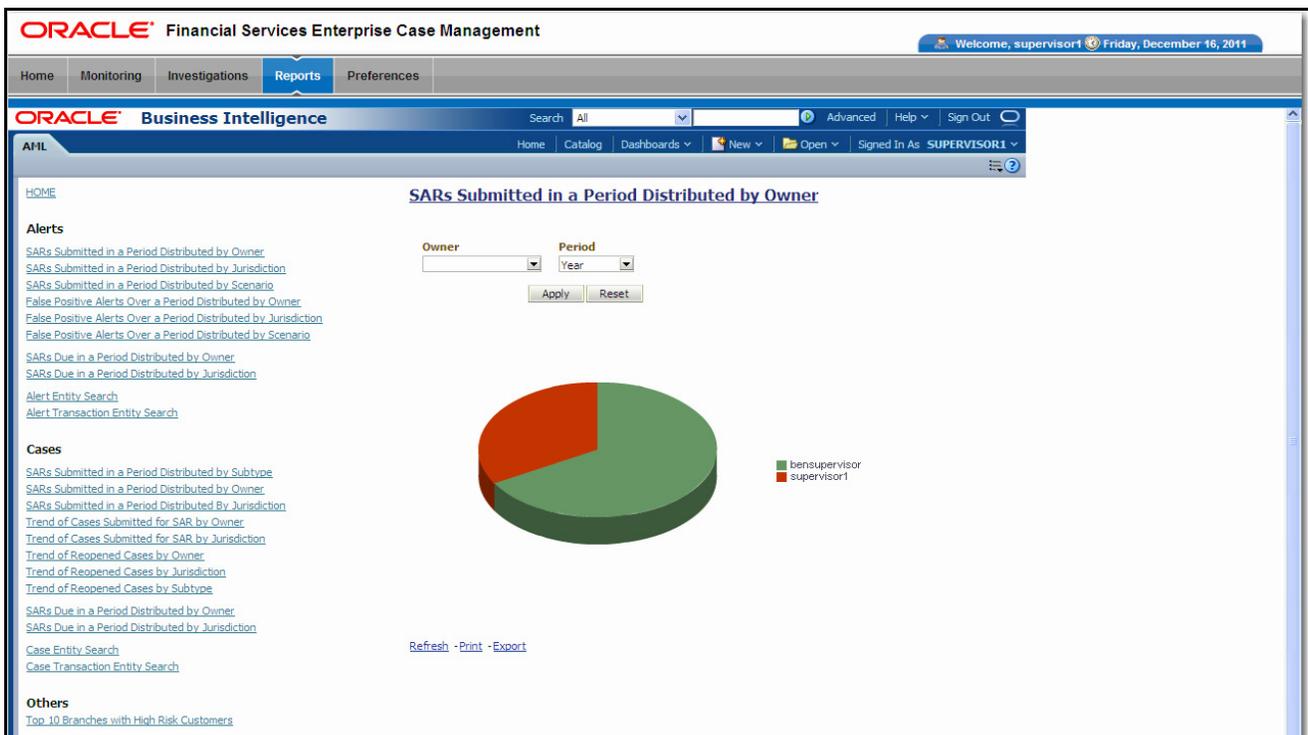


Figure 63. SARs Submitted in a Period Distributed by Owner

Following are the filter options available for this report:

- **Owner:** A multi-select box that provides a list of current owners associated with the alert. The list of display names presented in the Owner selection box is sorted alphabetically in ascending order by the owner display name. This filter option is blank by default.
- **Period:** A drop-down list box that allows you to select the SARs submitted within the past week, month or year. The default value is Month.

When you click on a section of the pie chart, a corresponding SAR List drill-down report displays in tabular format. Refer to *SAR List*, on page 251, to see an example of a SAR List drill-down report.

SARs Submitted in a Period Distributed by Jurisdiction

This report shows the count of Suspicious Activity Reports (SARs) associated to alerts with a status of FILED and distributed by Jurisdiction. This is a pie chart report. Each section of the pie chart represents the count of SARs within a time period and for a selected jurisdiction. When you click this report link, the system displays the pie chart of all the available jurisdictions and filtered by the period shown in the Period drop-down.

By default, the value in the Period drop-down list is Month. For example, if the selected period is Month and the report run date is June 14th, then the system displays the count of SARs for the selected jurisdiction between May 14th and June 14th; in other words, for the past one month. Similarly, the report can display data for a week or a year (Figure 64).

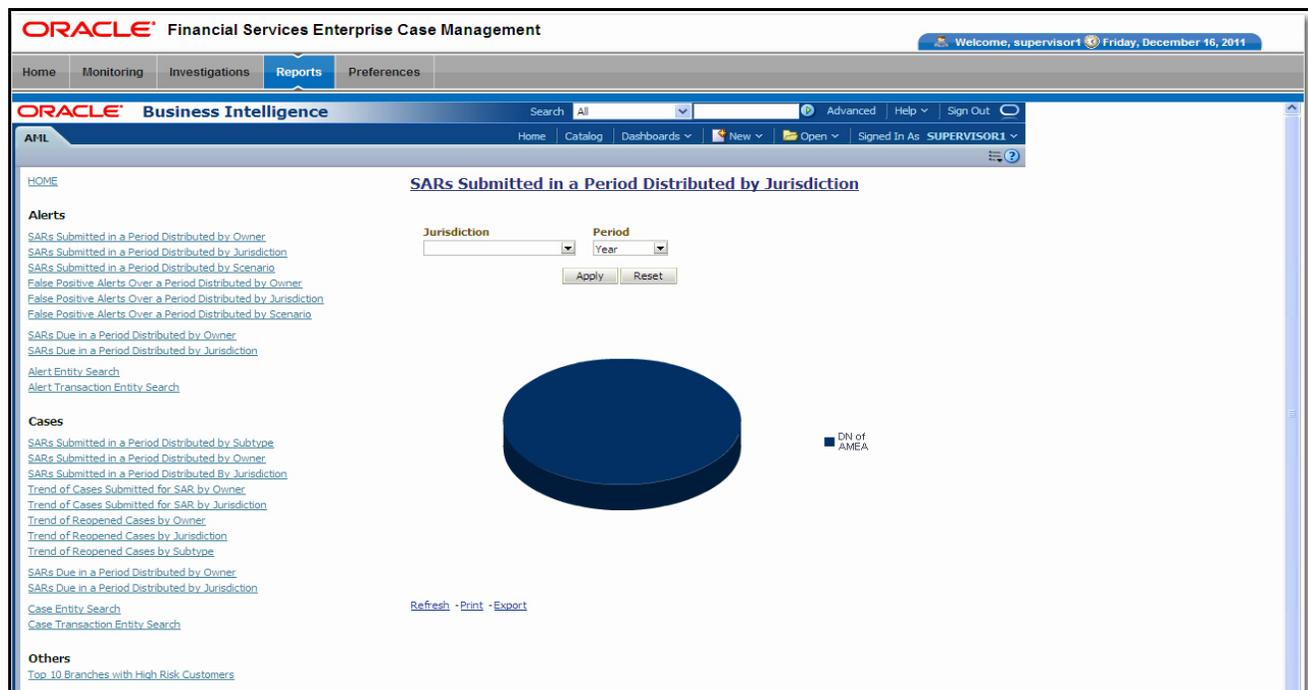


Figure 64. SARs Submitted in a Period Distributed by Jurisdiction

Following are the filter options available for this report:

- **Jurisdiction:** A multi-select box that provides a list of possible jurisdictions associated with the investigations for which SARs have been filed.

- **Period:** A drop-down list box that allows you to select the SARs submitted within the past week, month or year. The default value is Month.

When you click on a section of the pie chart, a corresponding SAR List drill-down report displays in tabular format. The list shows only those SAR IDs that are in Active status. Refer to *SAR List*, on page 251, to see an example of a SAR List drill-down report.

SARs Submitted in a Period Distributed by Scenario

This report shows the count of Suspicious Activity Reports (SARs) associated with alerts with a status of FILED and distributed by Scenario. This is a pie chart report. Each section of the pie chart represents the count of SARs within a time period for selected scenarios. When you click this report link, the system displays the pie chart of scenarios for which a SAR has been submitted within the selected period.

By default, the value in the **Period** drop-down list is Month. For example, if the selected period is Month and the report run date is June 14th, then the system displays the count of SARs for the selected scenario between May 14th and June 14th; in other words, for the past one month. Similarly, the report can display data for a week or a year (Figure 65).

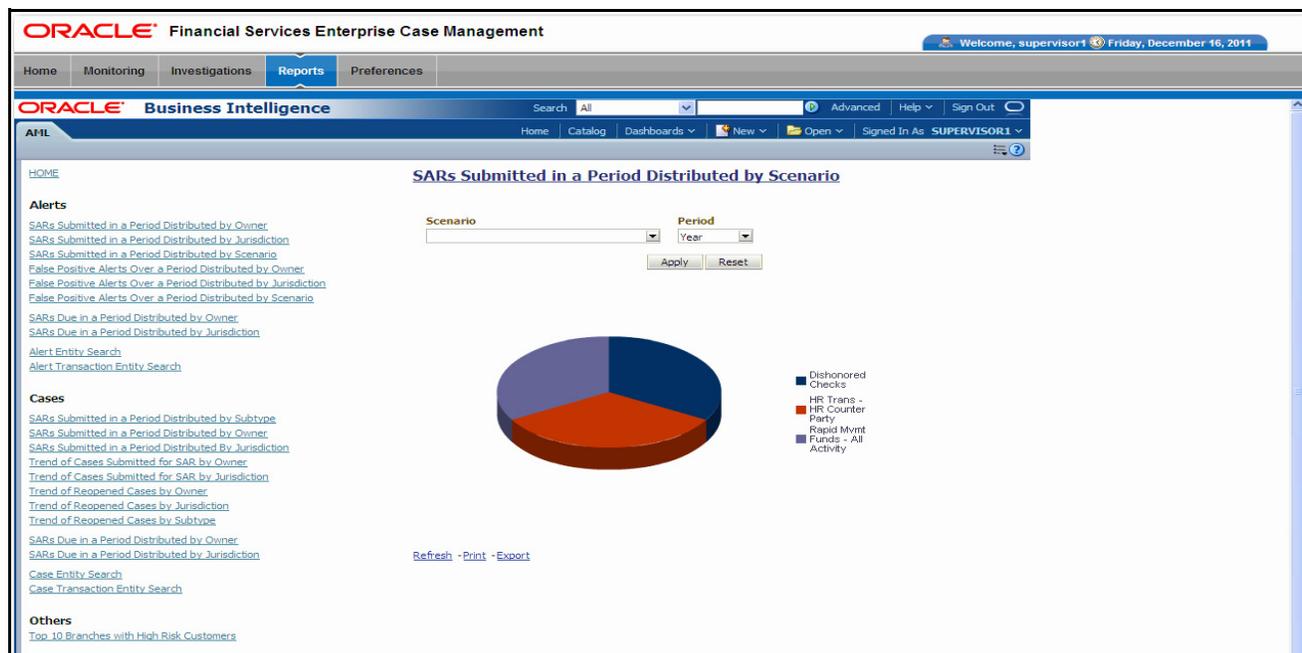


Figure 65. SARs Submitted in a Period Distributed by Scenario

Following are the filter options available for this report:

- **Scenario:** A multi-select box that provides a list of the scenarios associated with the investigations for which SARs have been filed. This list provides the distinct value of the scenario short name sorted alphabetically in ascending order. By default, the system initially selects a blank value.
- **Period:** A drop-down list box that allows you to select the SARs submitted within the past week, month or year. The default value is Month.

When you click on a section of the pie chart, a corresponding SAR List drill-down report displays in tabular format. Refer to *SAR List*, on page 251, to see an example of a SAR List drill-down report.

False Positive Alerts Over a Period Distributed by Owner

This report provides a pie chart for the count of false positive alerts distributed by Owner over a period of time. A false positive alert is an alert for which the status is closed and the closing classification is CL03 (Non-actionable code).

When you click this report link, the system displays a pie chart of all the available owners and filtered by the period shown in the Period drop-down.

By default, the value in the **Period** drop-down list is Month. For example, if the selected period is Month and the report run date is June 14th, then the system displays the count of false positive alerts distributed by owner between May 14th and June 14th; in other words, for the past one month. Similarly, the report can display data for a week or a year (Figure 66).

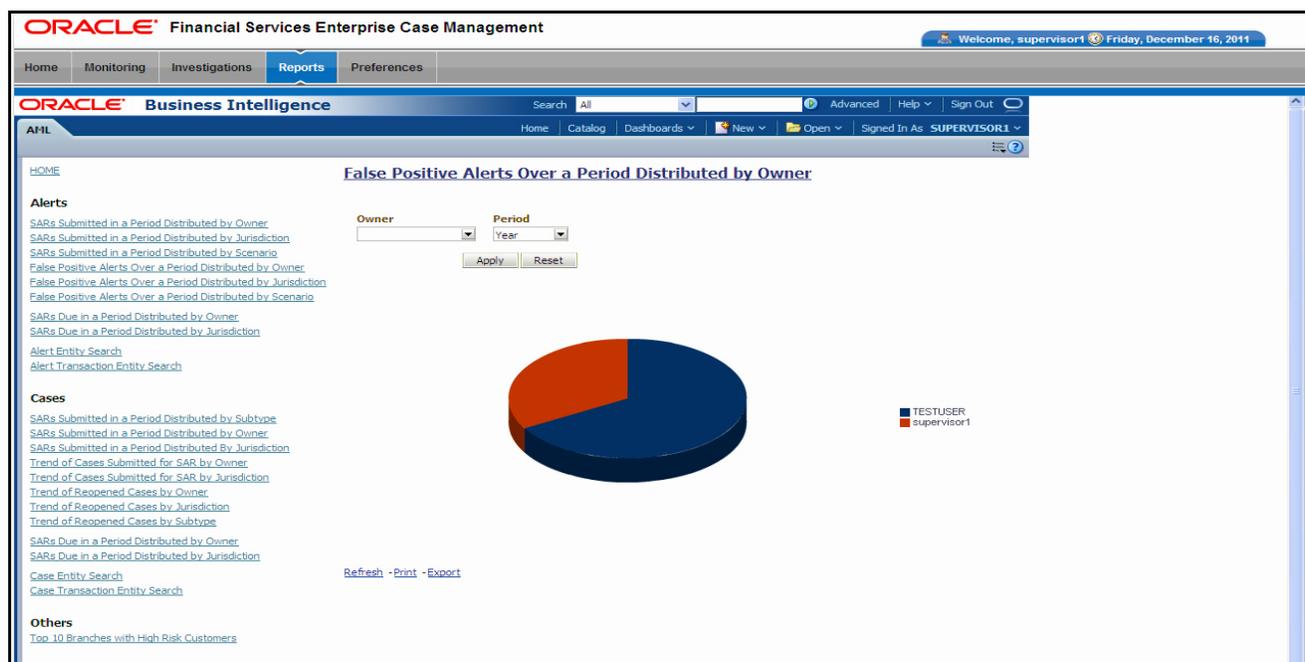


Figure 66. False Positive Alerts Over a Period Distributed by Owner

Following are the filter options available for this report:

- **Owner:** This multi-select filter provides a list of current owners associated with the alert. The list of names presented in the **Owner** selection box is sorted alphabetically in ascending order by the owner display name. By default, the system initially selects a blank value.
- **Period:** A drop-down list box that allows you to select a count of the false positive alerts distributed by owner within the past week, month or year. The default value is Month.

When you click on a section of the pie chart, the corresponding Alert List drill-down report displays. Refer to *Alert List*, on page 250, to see an example of an Alert List drill-down report.

False Positive Alerts Over a Period Distributed by Jurisdiction

This report provides a pie chart for the count of false positive alerts distributed by Jurisdiction over a period of time. A false positive alert is an alert for which the status is closed and the closing classification is CL03 (Non-actionable code).

When you click this report link, the system displays a pie chart of all the available jurisdictions and filtered by the period shown in the **Period** drop-down list.

By default, the value in the Period drop-down list is Month. For example, if the selected period is Month and the report run date is June 14th, then the system displays the count of false positive alerts distributed by jurisdiction between May 14th and June 14th; in other words, for the past one month. Similarly, the report can display data for a week or a year (Figure 67).

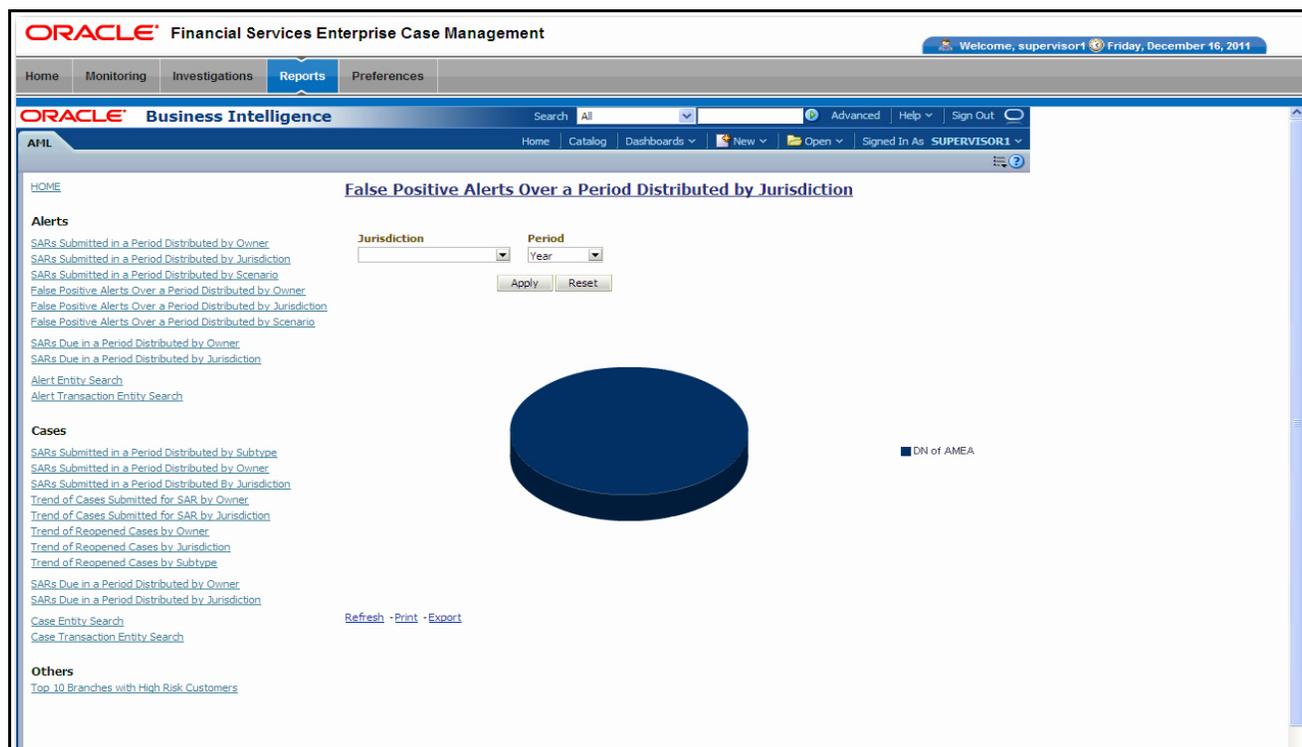


Figure 67. False Positive Alerts Over a Period Distributed by Jurisdiction

Following are the filter options available for this report:

- **Jurisdiction:** A multi-select filter that provides a list of jurisdictions associated with the alert. The list of names presented in the Jurisdiction selection box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Period:** A drop-down list box that allows you to select a count of false positive alerts distributed by jurisdiction within the past week, month or year. The default value is Month.

When you click on a section of the pie chart, a corresponding Alert List drill-down report displays in tabular format. Refer to *Alert List*, on page 250, to see an example of an Alert List drill-down report.

False Positive Alerts Over a Period Distributed by Scenario

This report provides a pie chart for the count of false positive alerts distributed by Scenario over a period of time. A false positive alert is an alert for which the status is closed and the closing classification is CL03 (Non-actionable code).

When you click this report link, the system displays a pie chart of all the available scenarios and filtered by the period shown in the **Period** drop-down list.

By default, the value in the **Period** drop-down list is Month. For example, if the selected period is Month and the report run date is June 14th, then the system displays the count of false positive alerts distributed by scenario between May 14th and June 14th; in other words, for the past one month. Similarly, the report can display data for a week or a year (Figure 68).

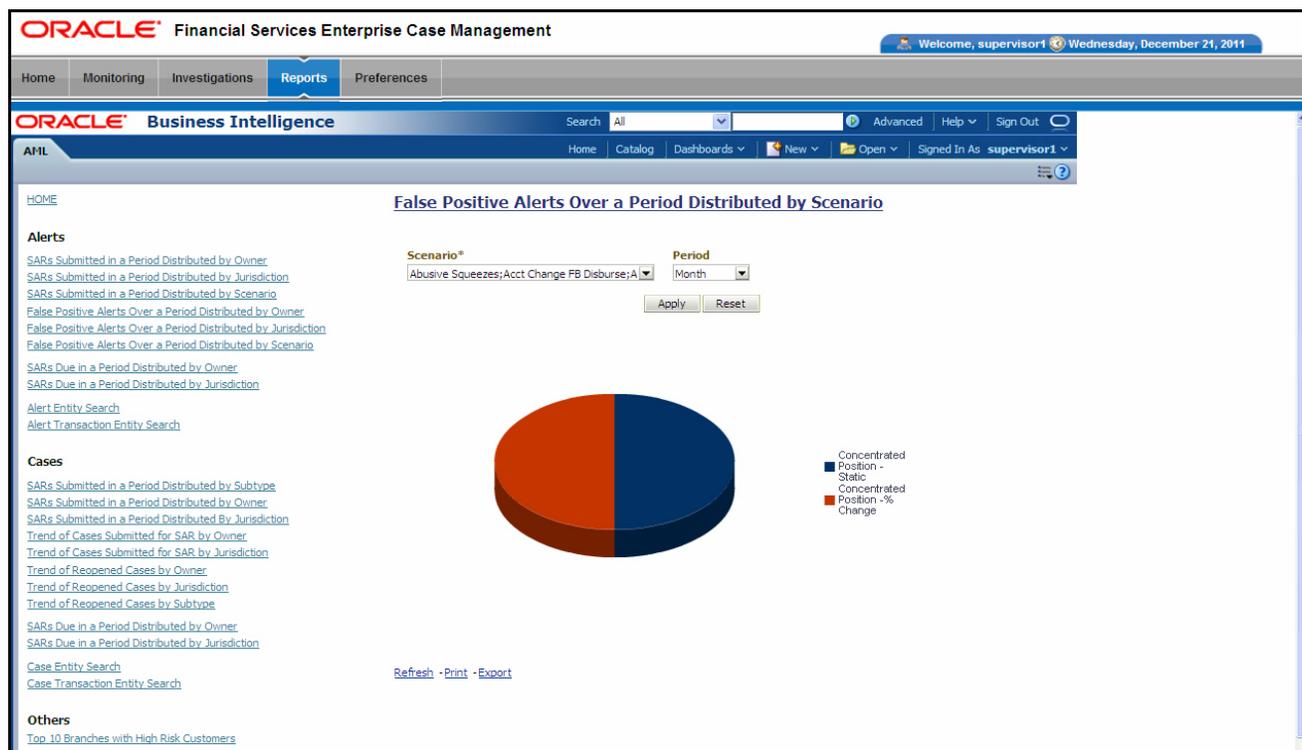


Figure 68. False Positive Alerts Over a Period Distributed by Scenario

Following are the filter options available for this report:

- **Scenario:** A multi-select filter that provides a list of scenarios associated with the alerts. The list of names presented in the **Scenario** selection box is sorted alphabetically in ascending order by the distinct scenario short name. By default, the system initially selects a blank value.
- **Period:** A drop-down list box that allows you to select a count of false positive alerts distributed by scenario within the past week, month or year. The default value is Month.

When you click on a section of the pie chart, a corresponding Alert List drill-down report displays in tabular format. Refer to *Alert List*, on page 250, to see an example of an Alert List drill-down report.

SARs Due in a Period Distributed by Owner

This report displays a pie chart showing the count of SARs due within the period and distributed by Owner. The SAR due date is defined as 30 days from the date the SAR was opened. When you click on the report link, the system displays the pie chart for the all the owners available to be viewed by you and filtered by the period shown in the Period drop-down.

By default, the value in the Period drop-down list is Month. For example, if the selected period is Month and the report run date is June 14th, then the system displays the count of SARs for the selected owner between May 14th and June 14th; in other words, for the past one month. Similarly, the report can display data for a week or a year (Figure 85).



Figure 69. SARs Due in a Period Distributed by Owner

Following are the filter options available for this report:

- **Owner:** A multi-select filter that provides a list of current owners associated with the underlying investigation. The list of names presented in the Owner selection box is sorted alphabetically in ascending order by the owner display name. By default, the system selects a blank value.
- **Period:** A drop-down list box that allows you to select the SARs distributed by Owner due within the past week, month or year. The default value is Month.

When you click on a section of the pie chart, the corresponding SAR List drill-down report displays. Refer to *SAR List*, on page 251, for an example of a SAR List drill-down report.

SARs Due in a Period Distributed by Jurisdiction

This report displays a pie chart showing the count of SARs in OPEND status and distributed by Jurisdiction associated to the underlying investigation. Each section of the pie chart denotes the count of SARs due within a time period for selected

jurisdictions. The SAR due-date is defined as 30 days from the date the SAR was opened. When you click on the report link, the system displays the pie chart for the all the jurisdictions available to be viewed by you and filtered by the period shown in the **Period** drop-down list.

By default, the value in the **Period** drop-down list is Month. For example, if the selected period is Month and the report run date is June 14th, then the system displays the count of SARs for the selected jurisdiction between May 14th and June 14th. In other words, for the past one month. Similarly, the report can display data for a week or a year (Figure 86).

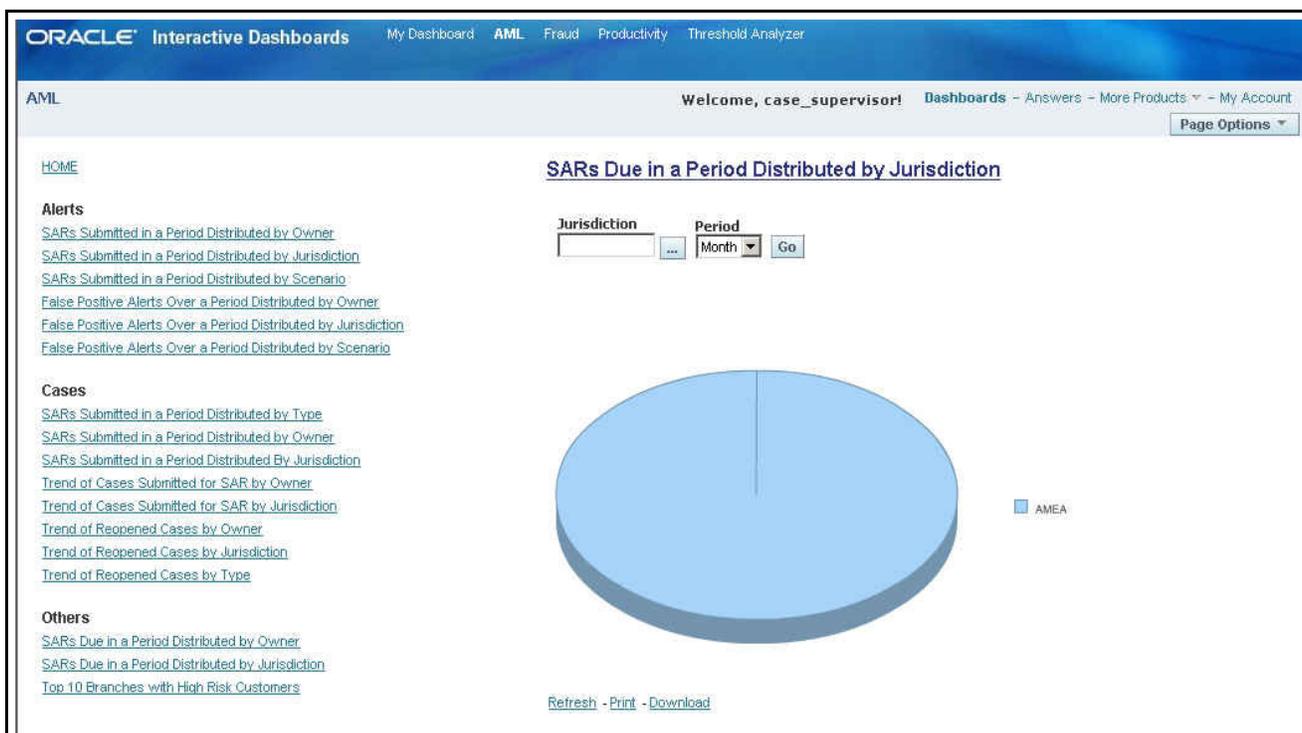


Figure 70. SARs Due in a Period Distributed by Jurisdiction

Following are the filter options available for this report:

- **Jurisdiction:** A multi-select filter that provides a list of jurisdictions. The list of names presented in the Jurisdiction selection box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Period:** A drop-down list box that allows you to select the SARs distributed by Jurisdiction due within the past week, month or year. The default value is Month.

When you click on a section of the pie chart, the corresponding SAR List drill-down report displays. Refer to *SAR List*, on page 251, for an example of a SAR List drill-down report.

Alert Entity Search

This report shows information related to alerts that are associated to the entity of interest to the user. This is a pie chart report. Each section of the pie chart represents the scenarios of the alert within the selected scenario, status, and jurisdiction.

You can enter an entity and search for those alerts, which have an association to that entity. Entity search utilizes the Alert Matched Entity views created for the various business subject areas to determine association of the search entity to alerts. These views include: Alert Matched Account, Alert Matched Employee (for example, Employee, Trader or Registered Rep), and Alert Correlated Customers.

On mouse over to a pie in the chart, the name of the scenario and the number of alerts found for that scenario displays (Figure 71).

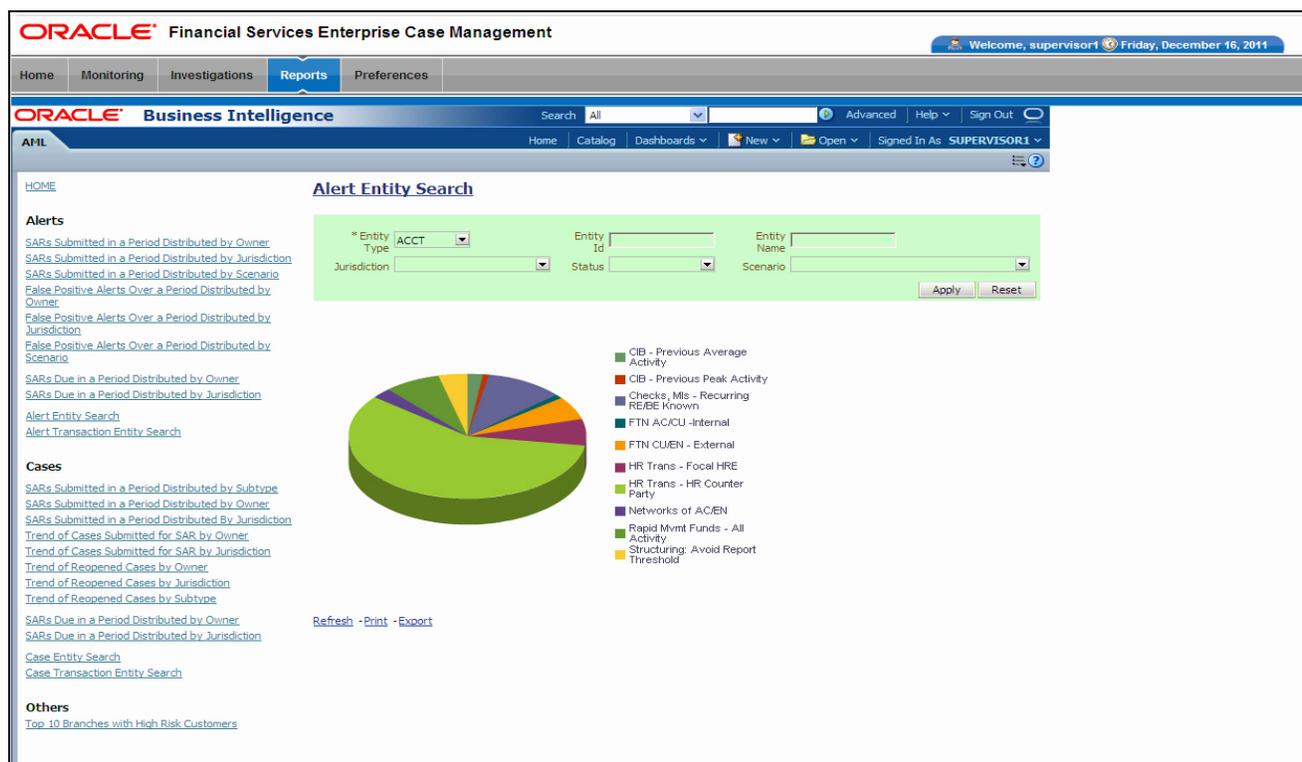


Figure 71. Alert Entity Search for AML

Following are the filter options available for this report:

- **Entity Type:** A drop-down list box that provides a list of entity types associated with the alert. The display names list is sorted alphabetically in ascending order by the entity type display name. By default, the system initially selects a blank value.
- **Entity ID:** A text box that allows you to search based on the entity identifier. By default, the system initially selects a blank value.
- **Entity Name:** A text box that allows you to search based on the entity name. By default, the system initially selects a blank value.
- **Jurisdiction:** A multi-select drop-down list box that allows you to select from the list of jurisdictions associated with the alert's entity. The list of names

presented in the **Jurisdiction** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

- **Status:** A multi-select drop-down list box that allows you to select from the list of statuses associated with the alert's entity. The list of names presented in the **Status** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Scenario:** A multi-select drop-down list box that allows you to select from the list of scenarios associated with the alert's entity. The list of names presented in the **Scenario** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

When you click a particular pie in the chart, a drill-down report displays the alert information and having a **View Alert** link. Clicking the **View Alert** link opens a pop-up along with the Alert Details page.

Alert Transaction Entity Search

This report shows information related to alerts that contain the transaction of interest to the user. This is a pie chart report. Each section of the pie chart represents result in terms of the scenarios of the alerts within the selected scenario, status, and jurisdiction.

You can enter a transaction and search for those alerts, which have an association to that transaction entity. Entity search utilizes the Alert Matched Entity views created for the various business subject areas to determine association of the search entity to alerts. These views include:

- Alert Matched Cash Transactions
- Alert Matched Wire Transactions
- Alert Matched MI Transaction
- Alert Matched Back Office Transactions
- Cash Transaction
- Back Office Transaction
- MI Transactions
- Wire Transactions

On mouse over to a pie in the chart, the name of the scenario and the number of alerts found for that scenario displays (Figure 72).

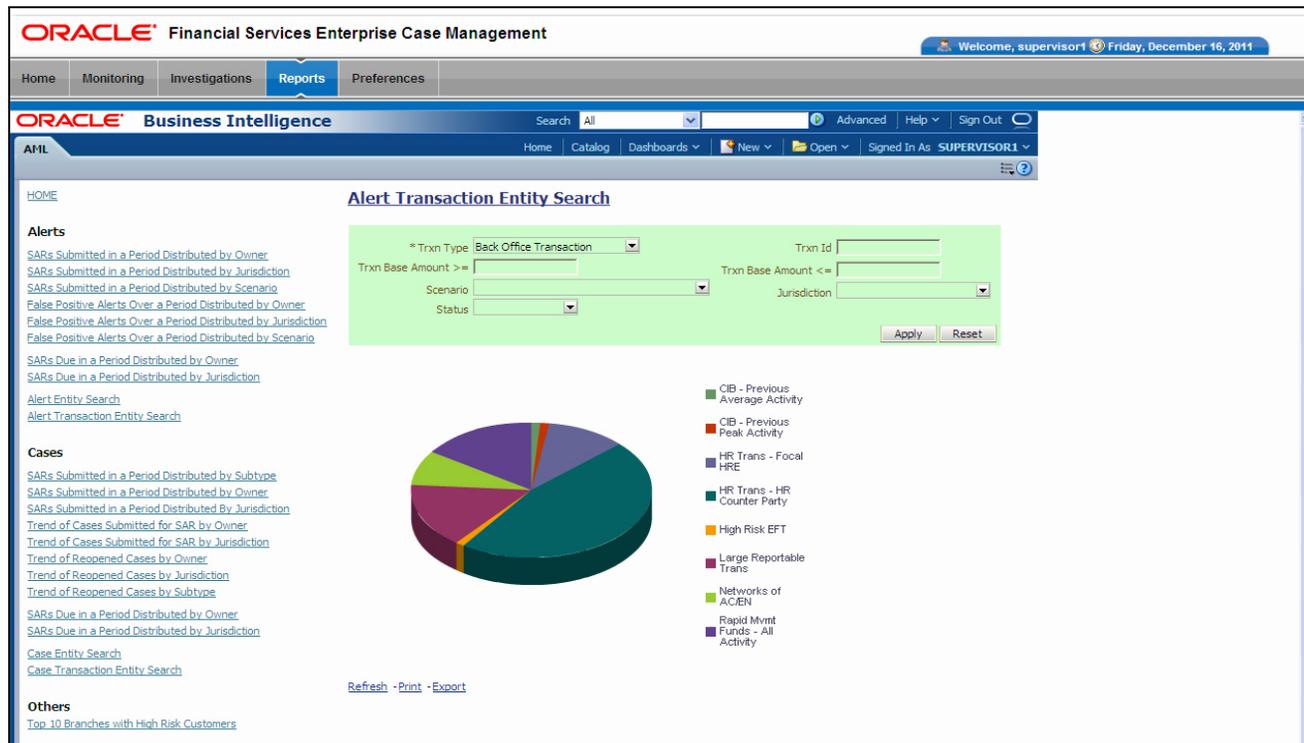


Figure 72. Alert Transaction Entity Search for AML

Following are the filter options available for this report:

- **Trxn Type:** A drop-down list box that provides a list of transaction types associated with the alert. The display names list is sorted alphabetically in ascending order by the transaction type display name. By default, the system initially selects a blank value.
- **Trxn ID:** A text box that allows you to search based on the transaction identifier. By default, the system initially selects a blank value.
- **Trxn Base Amount >=:** A text box that allows you to search based on the transaction base amount greater than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the transaction base amount satisfies the user entered condition.
- **Trxn Base Amount <=:** A text box that allows you to search based on the transaction base amount less than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the transaction base amount satisfies the user entered condition.
- **Jurisdiction:** A multi-select drop-down list box that allows you to select from the list of jurisdictions associated with the alert transaction entity. The list of names presented in the **Jurisdiction** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

- **Status:** A multi-select drop-down list box that allows you to select from the list of statuses associated with the alert transaction entity. The list of names presented in the **Status** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Scenario:** A multi-select drop down list box that allows you to select from the list of scenarios associated with the alert transaction entity. The list of names presented in the **Scenario** multi-select drop-down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

When you click a particular pie in the chart, a drill-down report displays the alert information and having a **View Alert** link. Clicking the **View Alert** link opens a pop-up along with the Alert Details page.

AML Reports for Others

The Others report for the AML is the **Top 10 Branches with High Risk Customers**. This report displays a stacked bar graph for each of the top 10 branches of an organization that have the largest number of high risk customers.

Top 10 Branches with High Risk Customers

This report displays a stacked bar for each of the top 10 highest risk branches for an organization. Each bar shows the count of customers for that branch segmented into a risk level from 6 to 10. Each color on the bar corresponds to a risk level specified on

the legend axis. There is no drill-down capability and no filtering mechanism for this report.

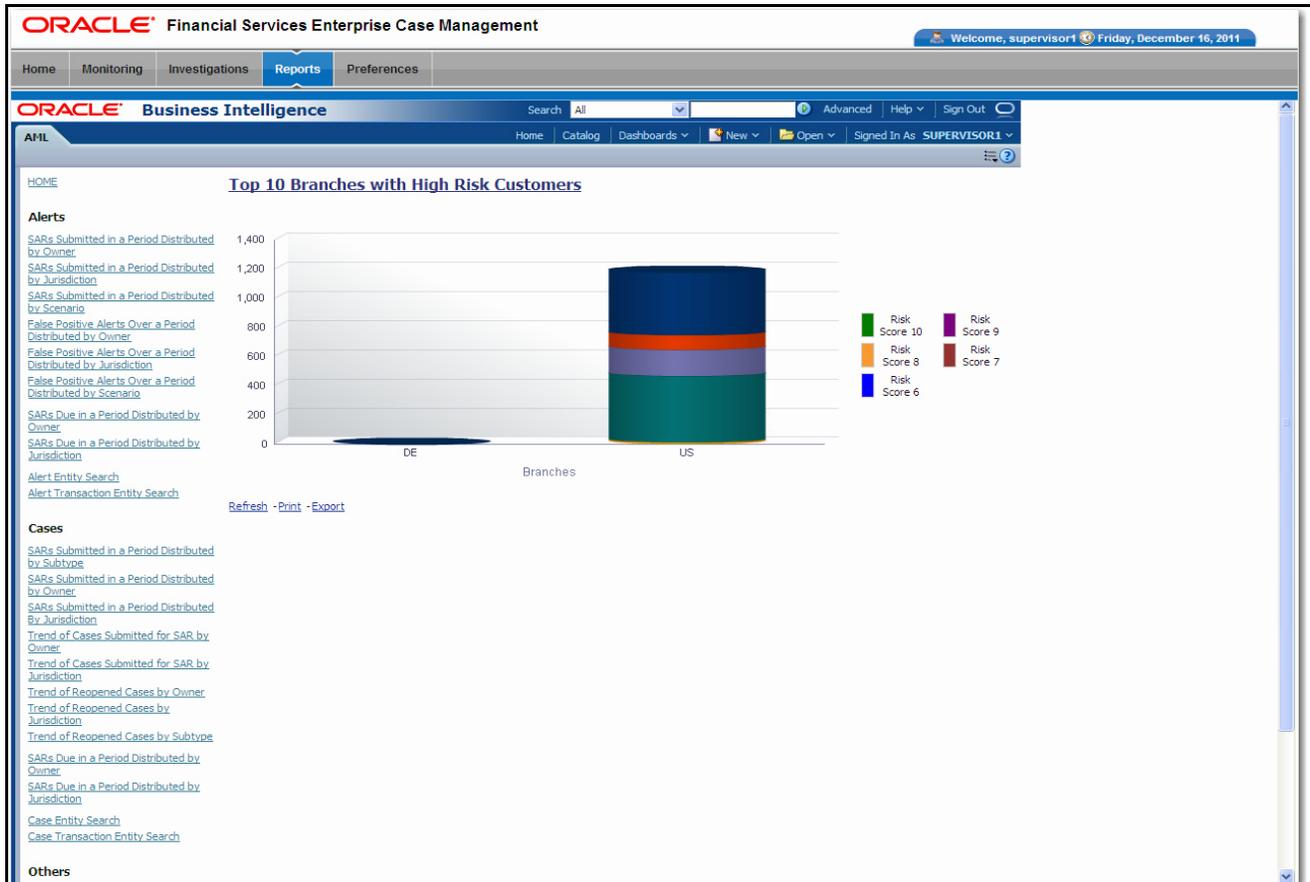


Figure 73. Top 10 Branches with High Risk Customers

Fraud Reports

Fraud reports contain Regulatory Activity, Financials, Alerts, and Cases reports (Figure 74).

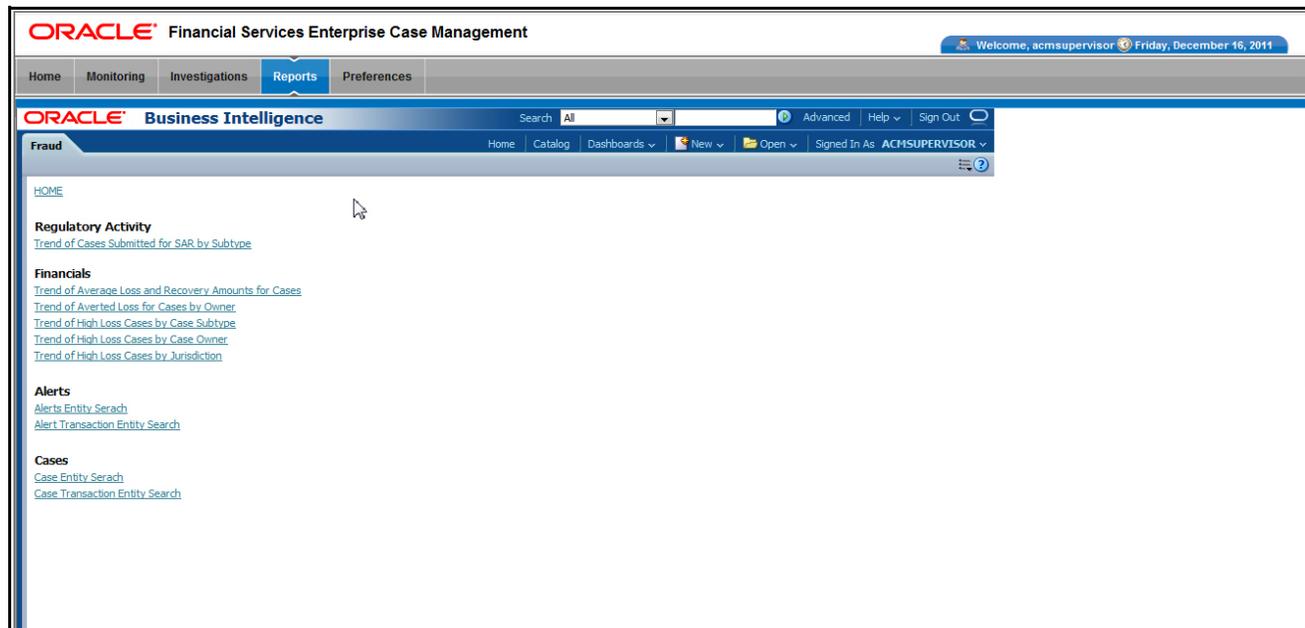


Figure 74. Fraud Reports Dashboard

Fraud Reports for Alerts

The following Fraud reports are generated for alerts:

- **Alert Entity Search:** Displays a pie chart for alerts that are associated to the entity of interest to the user.
- **Alert Transaction Entity Search:** Displays a pie chart for alerts that contain the transaction of interest to the user.

Alert Entity Search

This report shows information related to alerts that are associated to the entity of interest to the user. This is a pie chart report. Each section of the pie chart represents the scenarios of the alert within the selected scenario, status, and jurisdiction.

You can enter an entity and search for those alerts, which have an association to that entity. Entity search utilizes the Alert Matched Entity views created for the various business subject areas to determine association of the search entity to alerts. These views include: Alert Matched Account, Alert Matched Employee (for example, Employee, Trader or Registered Rep), and Alert Correlated Customers.

On mouse over to a pie in the chart, the name of the scenario and the number of alerts found for that scenario displays (Figure 75).

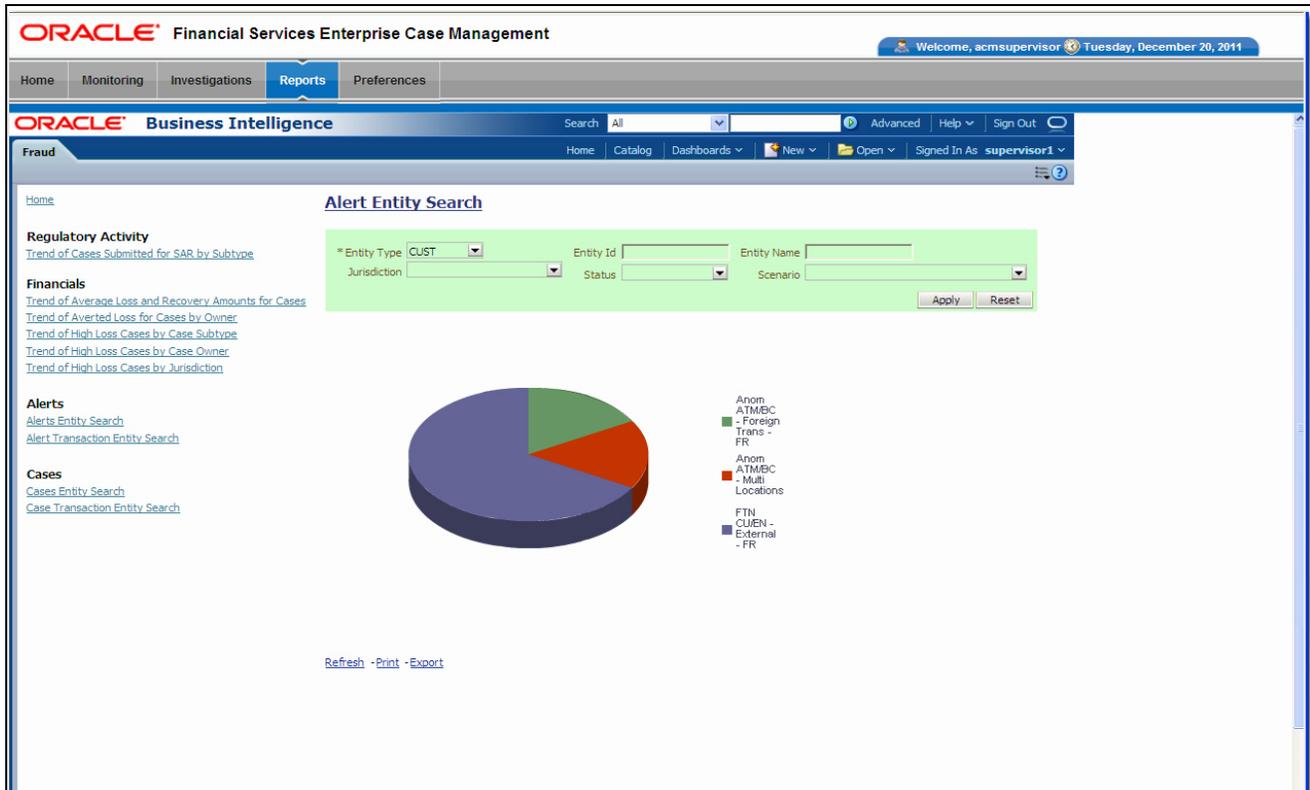


Figure 75. Alert Entity Search for Fraud

Following are the filter options available for this report:

- **Entity Type:** A drop-down list box that provides a list of entity types associated with the alert. The display names list is sorted alphabetically in ascending order by the entity type display name. By default, the system initially selects a blank value.
- **Entity ID:** A text box that allows you to search based on the entity identifier. By default, the system initially selects a blank value.
- **Entity Name:** A text box that allows you to search based on the entity name. By default, the system initially selects a blank value.
- **Jurisdiction:** A multi-select drop-down list box that allows you to select from the list of jurisdictions associated with the alert's entity. The list of names presented in the **Jurisdiction** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Status:** A multi-select drop-down list box that allows you to select from the list of statuses associated with the alert's entity. The list of names presented in the **Status** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

- **Scenario:** A multi-select drop-down list box that allows you to select from the list of scenarios associated with the alert's entity. The list of names presented in the **Scenario** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

When you click a particular pie in the chart, a drill-down report displays the alert information and having a **View Alert** link. Clicking the **View Alert** link opens a pop-up along with the Alert Details page.

Alert Transaction Entity Search

This report shows information related to alerts that contain the transaction of interest to the user. This is a pie chart report. Each section of the pie chart represents result in terms of the scenarios of the alerts within the selected scenario, status, and jurisdiction.

You can enter a transaction and search for those alerts, which have an association to that transaction entity. Entity search utilizes the Alert Matched Entity views created for the various business subject areas to determine association of the search entity to alerts. These views include:

- Alert Matched Cash Transactions
- Alert Matched Wire Transactions
- Alert Matched MI Transaction
- Alert Matched Back Office Transactions
- Cash Transaction
- Back Office Transaction
- MI Transactions
- Wire Transactions

On mouse over to a pie in the chart, the name of the scenario and the number of alerts found for that scenario displays (Figure 76).

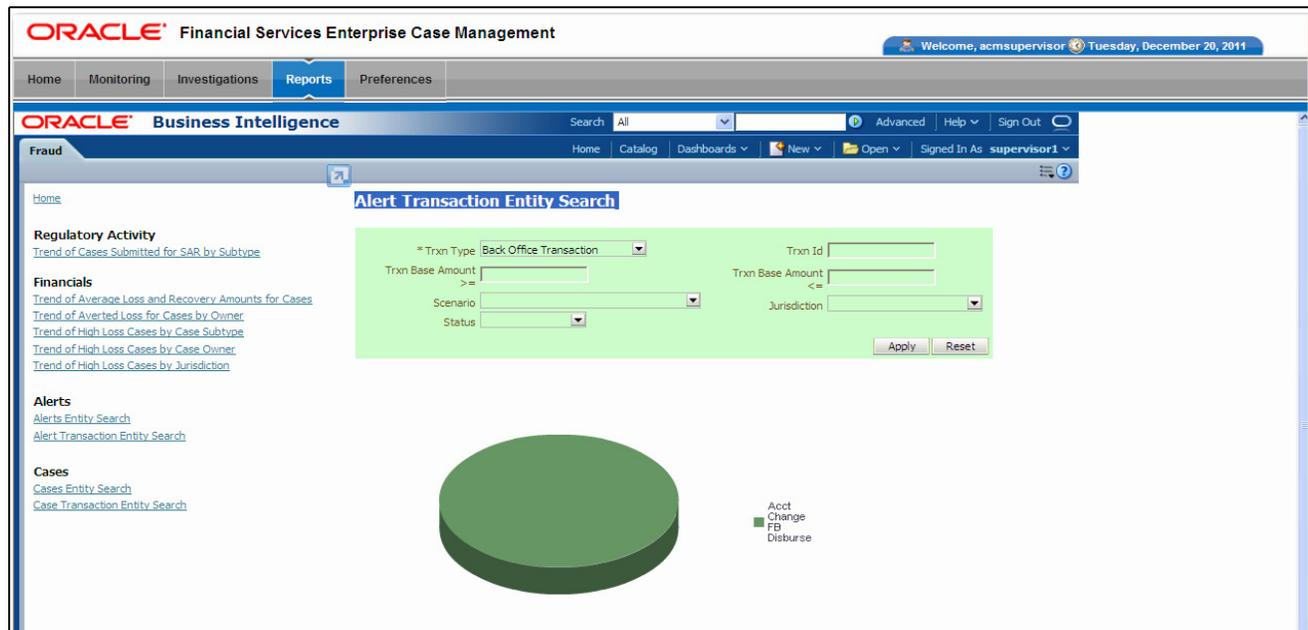


Figure 76. Alert Transaction Entity Search for Fraud

Following are the filter options available for this report:

- **Trxn Type:** A drop-down list box that provides a list of transaction types associated with the alert. The display names list is sorted alphabetically in ascending order by the transaction type display name. By default, the system initially selects a blank value.
- **Trxn ID:** A text box that allows you to search based on the transaction identifier. By default, the system initially selects a blank value.
- **Trxn Base Amount >=:** A text box that allows you to search based on the transaction base amount greater than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the transaction base amount satisfies the user entered condition.
- **Trxn Base Amount <=:** A text box that allows you to search based on the transaction base amount less than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the transaction base amount satisfies the user entered condition.
- **Jurisdiction:** A multi-select drop-down list box that allows you to select from the list of jurisdictions associated with the alert transaction entity. The list of names presented in the **Jurisdiction** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Status:** A multi-select drop-down list box that allows you to select from the list of statuses associated with the alert transaction entity. The list of names presented in the **Status** multi-select drop down list box is sorted alphabetically

in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

- **Scenario:** A multi-select drop down list box that allows you to select from the list of scenarios associated with the alert transaction entity. The list of names presented in the **Scenario** multi-select drop-down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

When you click a particular pie in the chart, a drill-down report displays the alert information and having a **View Alert** link. Clicking the **View Alert** link opens a pop-up along with the Alert Details page.

Broker Compliance Reports

The Broker Compliance (BC) reports comprises of Alerts categories (Figure 62).

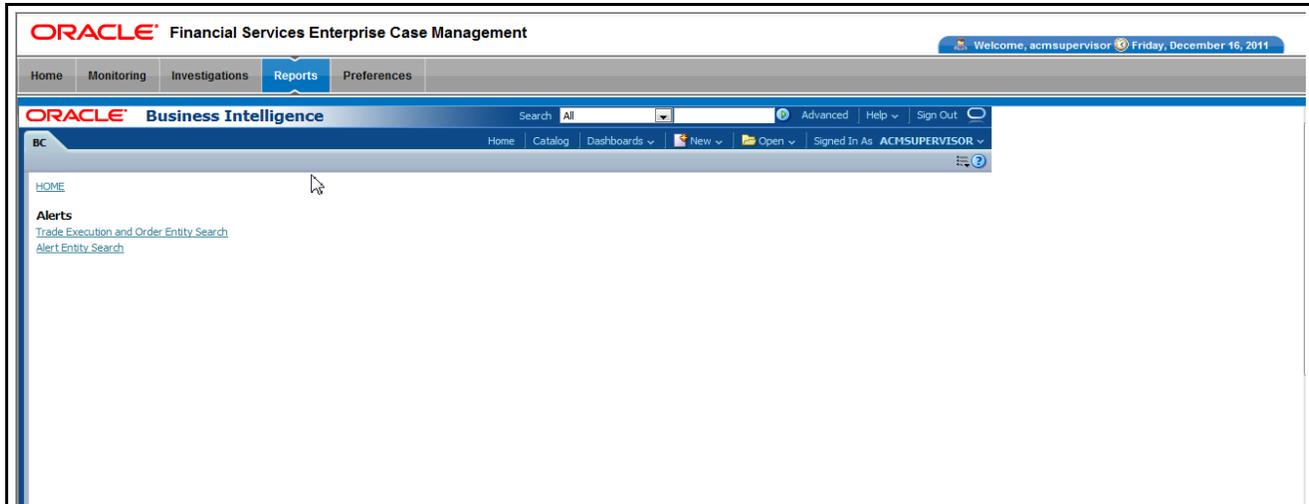


Figure 77. Broker Compliance Reports Dashboard

Broker Compliance Reports for Alerts

The following BC reports are generated for alerts:

- **Trade Execution and Order Entity Search:** Displays a pie chart for alerts that contain the trade execution of interest to the user.
- **Alert Entity Search:** Displays a pie chart for alerts that are associated to the entity of interest to the user.

Trade Execution and Order Entity Search

This report shows information related to alerts that contain the trade execution of interest to the user. This is a pie chart report. Each section of the pie chart represents the scenarios of the alert within the selected scenario, status, and jurisdiction.

You can enter an entity and search for those alerts, which have an association to that entity. Entity search utilizes the Alert Matched Entity views created for the various business subject areas to determine association of the search entity to alerts. These views include: Alert Matched Trades, Alert Matched Executions, Alert Matched Orders, Trade, Order, and Execution.

On mouse over to a pie in the chart, the name of the scenario and the number of alerts found for that scenario displays (Figure 78).

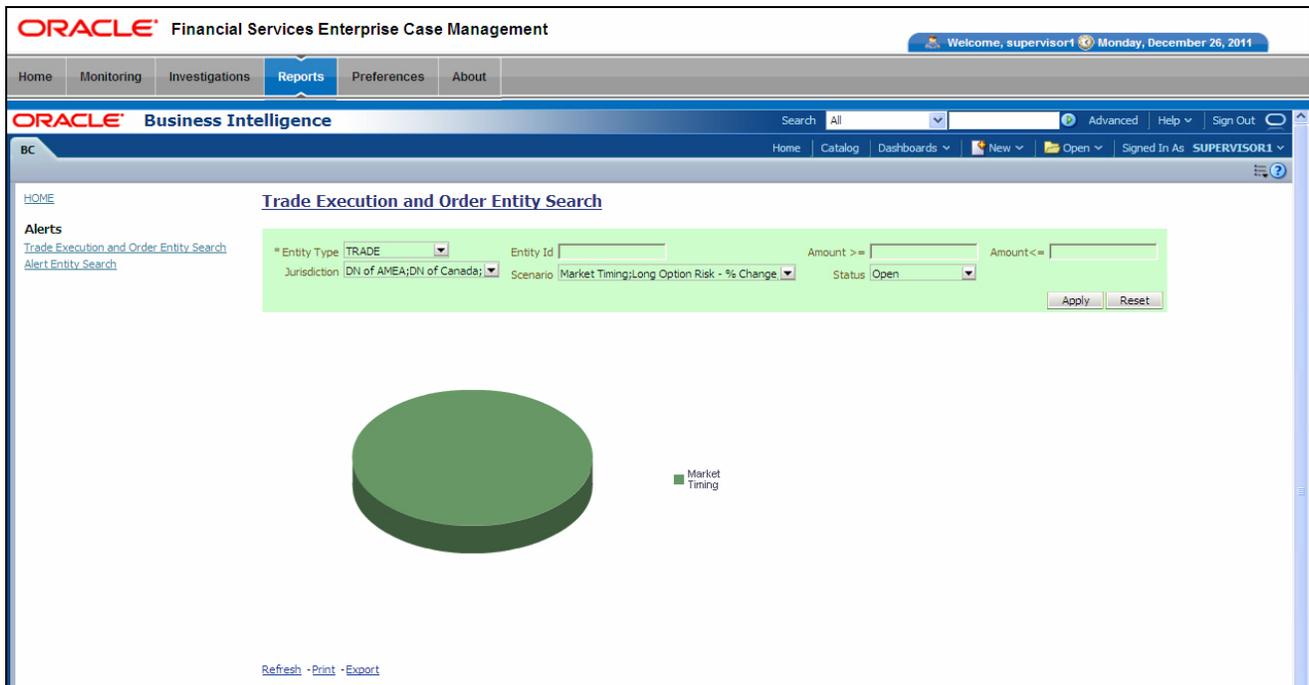


Figure 78. Trade Execution and Order Entity Search for BC

Following are the filter options available for this report:

- **Entity Type:** A drop-down list box that provides a list of entity types associated with the alert. The display names list is sorted alphabetically in ascending order by the entity type display name. By default, the system initially selects a blank value.
- **Entity ID:** A text box that allows you to search based on the entity identifier. By default, the system initially selects a blank value.
- **Amount >=:** A text box that allows you to search based on the trades or executions amount greater than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the trades or executions amount satisfies the user entered condition.
- **Amount <=:** A text box that allows you to search based on the trades or executions amount less than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the trades or executions amount satisfies the user entered condition.
- **Jurisdiction:** A multi-select drop-down list box that allows you to select from the list of jurisdictions associated with the alert's entity. The list of names presented in the **Jurisdiction** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Status:** A multi-select drop-down list box that allows you to select from the list of statuses associated with the alert's entity. The list of names presented in the

Status multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

- **Scenario:** A multi-select drop-down list box that allows you to select from the list of scenarios associated with the alert's entity. The list of names presented in the **Scenario** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

When you click a particular pie in the chart, a drill-down report displays the alert information and having a **View Alert** link. Clicking the **View Alert** link opens a pop-up along with the Alert Details page.

Alert Entity Search

This report shows information related to alerts that are associated to the entity of interest to the user. This is a pie chart report. Each section of the pie chart represents the scenarios of the alert within the selected scenario, status, and jurisdiction.

You can enter an entity and search for those alerts, which have an association to that entity. Entity search utilizes the Alert Matched Entity views created for the various business subject areas to determine association of the search entity to alerts. These views include: Alert Matched Account, Alert Matched Employee (for example, Employee, Trader or Registered Rep), and Alert Correlated Customers.

On mouse over to a pie in the chart, the name of the scenario and the number of alerts found for that scenario displays (Figure 75).

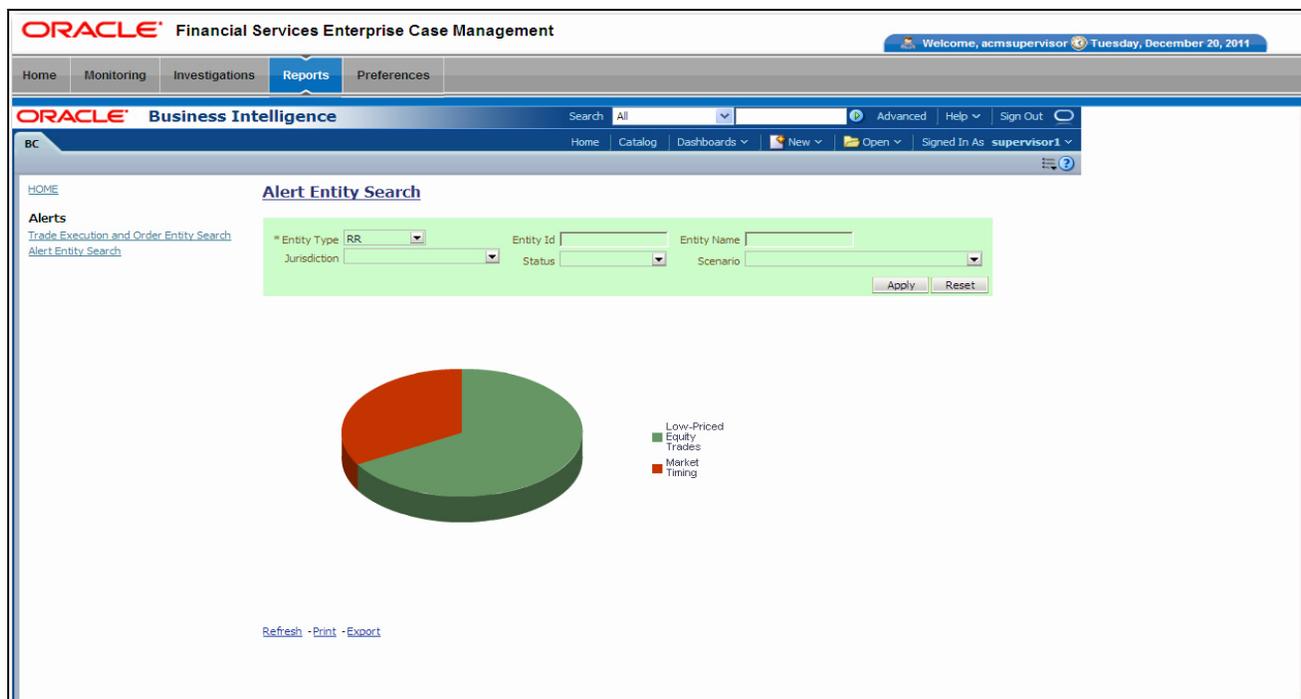


Figure 79. Alert Entity Search for BC

Following are the filter options available for this report:

- **Entity Type:** A drop-down list box that provides a list of entity types associated with the alert. The display names list is sorted alphabetically in ascending order by the entity type display name. By default, the system initially selects a blank value.
- **Entity ID:** A text box that allows you to search based on the entity identifier. By default, the system initially selects a blank value.
- **Entity Name:** A text box that allows you to search based on the entity name. By default, the system initially selects a blank value.
- **Jurisdiction:** A multi-select drop-down list box that allows you to select from the list of jurisdictions associated with the alert's entity. The list of names presented in the **Jurisdiction** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Status:** A multi-select drop-down list box that allows you to select from the list of statuses associated with the alert's entity. The list of names presented in the **Status** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Scenario:** A multi-select drop-down list box that allows you to select from the list of scenarios associated with the alert's entity. The list of names presented in the **Scenario** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

When you click a particular pie in the chart, a drill-down report displays the alert information and having a **View Alert** link. Clicking the **View Alert** link opens a pop-up along with the Alert Details page.

Trading Compliance Reports

The Trading Compliance (TC) reports comprises of the Alerts categories (Figure 62).

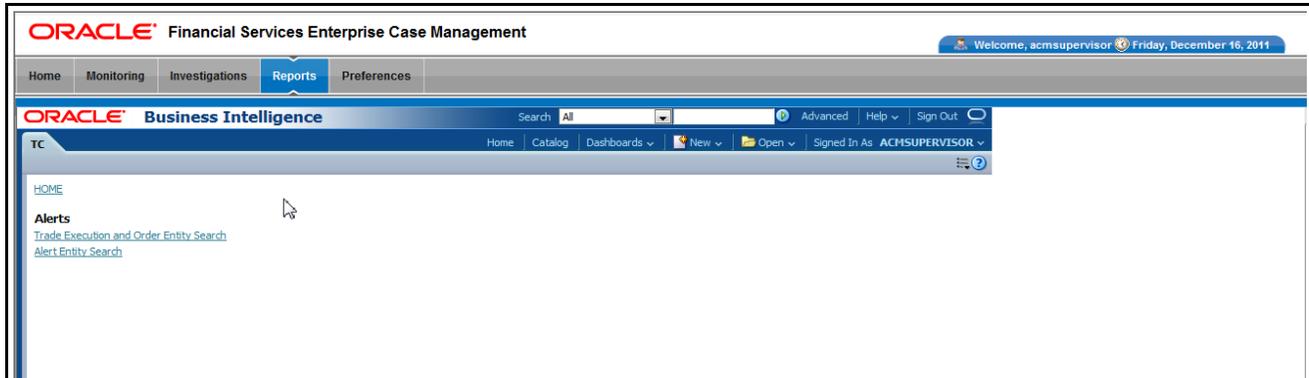


Figure 80. Trading Compliance Reports Dashboard

Trading Compliance Reports for Alerts

The following BC reports are generated for alerts:

- **Trade Execution and Order Entity Search:** Displays a pie chart for alerts that contain the trade execution of interest to the user.
- **Alert Entity Search:** Displays a pie chart for alerts that are associated to the entity of interest to the user.

Trade Execution and Order Entity Search

This report shows information related to alerts that contain the trade execution of interest to the user. This is a pie chart report. Each section of the pie chart represents the scenarios of the alert within the selected scenario, status, and jurisdiction.

You can enter an entity and search for those alerts, which have an association to that entity. Entity search utilizes the Alert Matched Entity views created for the various business subject areas to determine association of the search entity to alerts. These views include: Alert Matched Trades, Alert Matched Executions, Alert Matched Orders, Trade, Order, and Execution.

On mouse over to a pie in the chart, the name of the scenario and the number of alerts found for that scenario displays (Figure 81).

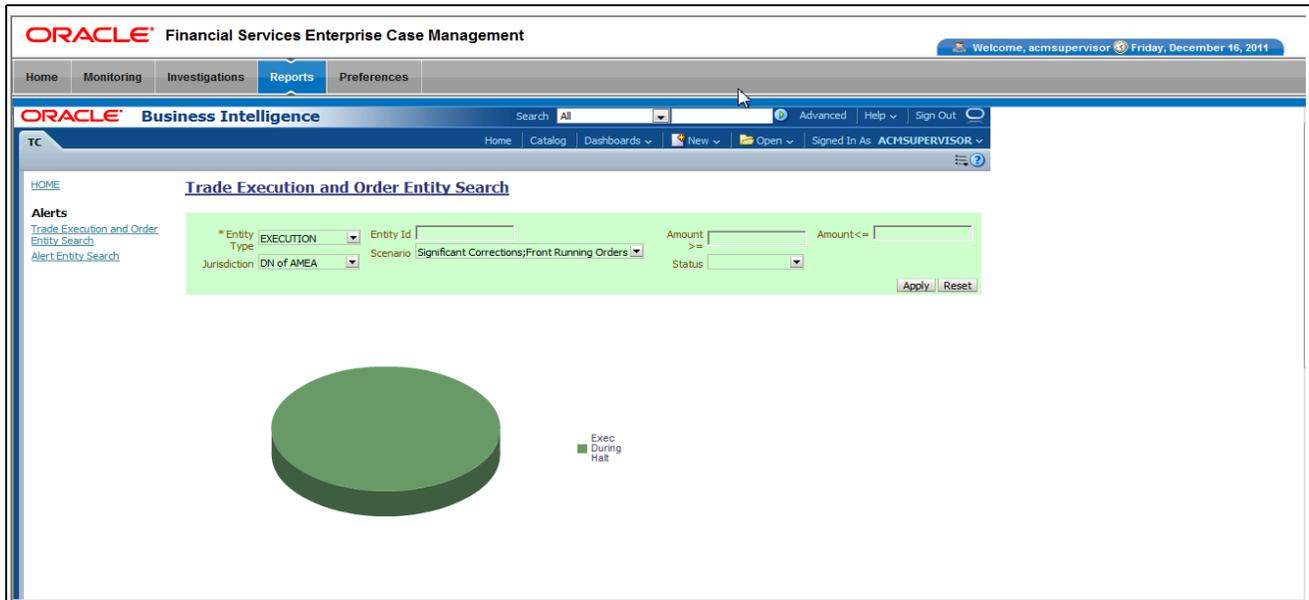


Figure 81. Trade Execution and Order Entity Search for TC

Following are the filter options available for this report:

- **Entity Type:** A drop-down list box that provides a list of entity types associated with the alert. The display names list is sorted alphabetically in ascending order by the entity type display name. By default, the system initially selects a blank value.
- **Entity ID:** A text box that allows you to search based on the entity identifier. By default, the system initially selects a blank value.
- **Amount >=:** A text box that allows you to search based on the trades or executions amount greater than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the trades or executions amount satisfies the user entered condition.
- **Amount <=:** A text box that allows you to search based on the trades or executions amount less than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the trades or executions amount satisfies the user entered condition. .
- **Jurisdiction:** A multi-select drop-down list box that allows you to select from the list of jurisdictions associated with the alert's entity. The list of names presented in the **Jurisdiction** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Status:** A multi-select drop-down list box that allows you to select from the list of statuses associated with the alert's entity. The list of names presented in the **Status** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

- **Scenario:** A multi-select drop-down list box that allows you to select from the list of scenarios associated with the alert's entity. The list of names presented in the **Scenario** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

When you click a particular pie in the chart, a drill-down report displays the alert information and having a **View Alert** link. Clicking the **View Alert** link opens a pop-up along with the Alert Details page.

Alert Entity Search

This report shows information related to alerts that are associated to the entity of interest to the user. This is a pie chart report. Each section of the pie chart represents the scenarios of the alert within the selected scenario, status, and jurisdiction.

You can enter an entity and search for those alerts, which have an association to that entity. Entity search utilizes the Alert Matched Entity views created for the various business subject areas to determine association of the search entity to alerts. These views include: Alert Matched Account, Alert Matched Employee (for example, Employee, Trader or Registered Rep), and Alert Correlated Customers.

On mouse over to a pie in the chart, the name of the scenario and the number of alerts found for that scenario displays (Figure 75).

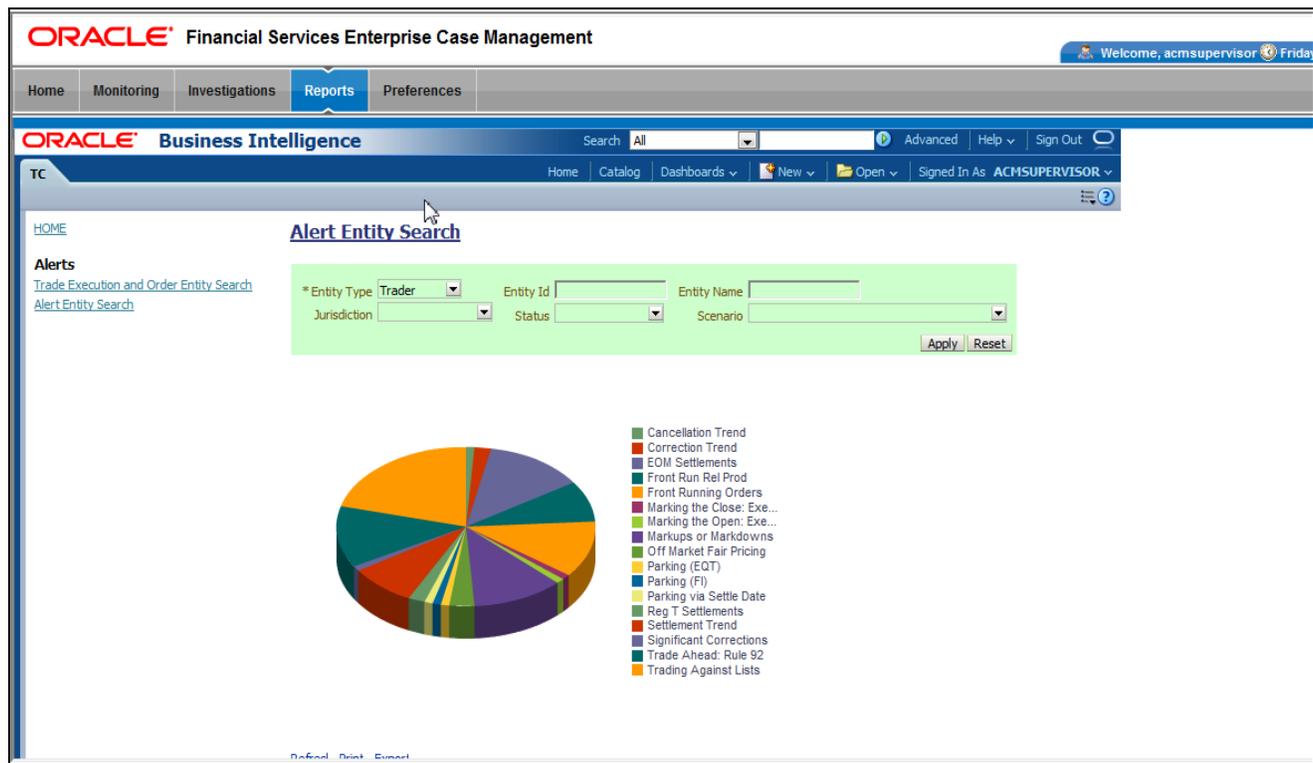


Figure 82. Alert Entity Search for TC

Following are the filter options available for this report:

- **Entity Type:** A drop-down list box that provides a list of entity types associated with the alert. The display names list is sorted alphabetically in

ascending order by the entity type display name. By default, the system initially selects a blank value.

- **Entity ID:** A text box that allows you to search based on the entity identifier. By default, the system initially selects a blank value.
- **Entity Name:** A text box that allows you to search based on the entity name. By default, the system initially selects a blank value.
- **Jurisdiction:** A multi-select drop-down list box that allows you to select from the list of jurisdictions associated with the alert's entity. The list of names presented in the **Jurisdiction** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Status:** A multi-select drop-down list box that allows you to select from the list of statuses associated with the alert's entity. The list of names presented in the **Status** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Scenario:** A multi-select drop-down list box that allows you to select from the list of scenarios associated with the alert's entity. The list of names presented in the **Scenario** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

When you click a particular pie in the chart, a drill-down report displays the alert information and having a **View Alert** link. Clicking the **View Alert** link opens a pop-up along with the Alert Details page.

Energy and Commodity Trading Compliance Reports

The Energy and Commodity Trading Compliance (ECTC) reports comprises of the Alerts category (Figure 62).

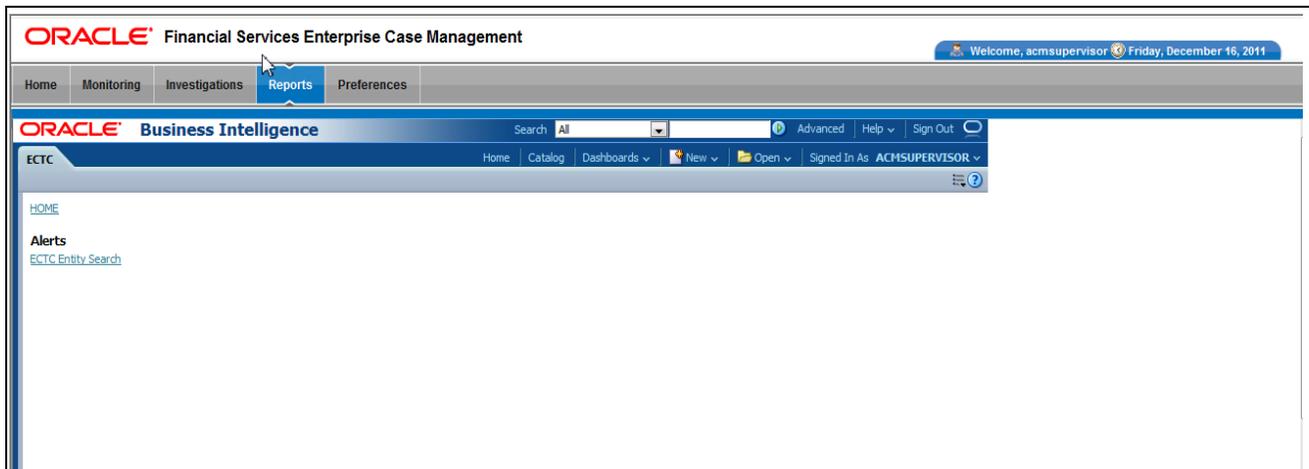


Figure 83. Energy and Commodity Trading Compliance Reports Dashboard

ECTC Reports for Alerts

The following ECTC reports are generated for alerts:

- **Alert Entity Search:** Displays a pie chart for alerts that are associated to the ECTC entity of interest to the user.

Alert Entity Search

This report shows information related to alerts that are associated to the ECTC activity of interest to the user. This is a pie chart report. Each section of the pie chart represents the scenarios of the alert within the selected scenario, status, and jurisdiction.

You can enter an entity and search for those alerts, which have an association to that entity. Entity search utilizes the Alert Matched Entity views created for the various business subject areas to determine association of the search entity to alerts. These views include: Alert Matched EC Trades, Alert Matched Natural Gas Flows, Natural Gas Flows, and Energy and Commodity Trades.

On mouse over to a pie in the chart, the name of the scenario and the number of alerts found for that scenario displays (Figure 84).

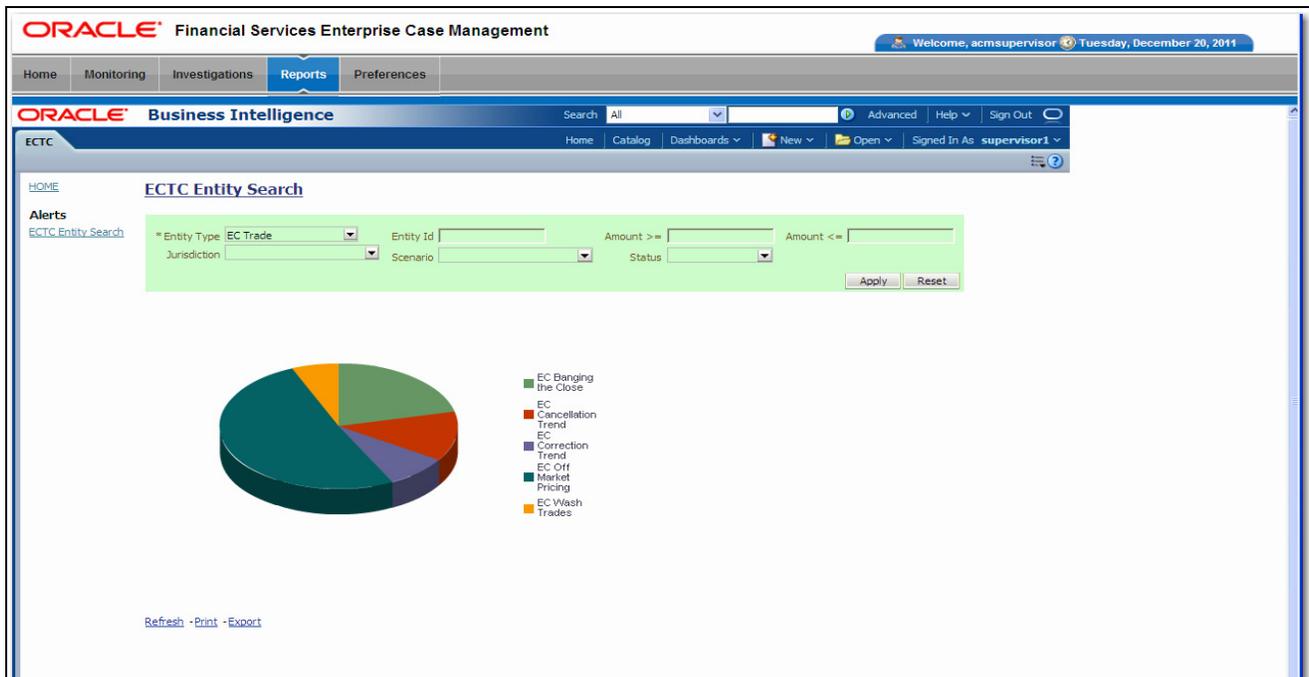


Figure 84. Alert Entity Search for ECTC

Following are the filter options available for this report:

- **Entity Type:** A drop-down list box that provides a list of entity types associated with the alert. The display names list is sorted alphabetically in ascending order by the entity type display name. By default, the system initially selects a blank value.
- **Entity ID:** A text box that allows you to search based on the entity identifier. By default, the system initially selects a blank value.
- **Amount >=:** A text box that allows you to search based on the transactions amount greater than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the transactions amount satisfies the user entered condition.
- **Amount <=:** A text box that allows you to search based on the transactions amount greater than or equal to. By default, the system initially selects a blank value. The results include only those alerts for which the transactions amount satisfies the user entered condition.
- **Jurisdiction:** A multi-select drop-down list box that allows you to select from the list of jurisdictions associated with the alert's entity. The list of names presented in the **Jurisdiction** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.
- **Status:** A multi-select drop-down list box that allows you to select from the list of statuses associated with the alert's entity. The list of names presented in the

Status multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

- **Scenario:** A multi-select drop-down list box that allows you to select from the list of scenarios associated with the alert' entity. The list of names presented in the **Scenario** multi-select drop down list box is sorted alphabetically in ascending order by the jurisdiction display name. By default, the system initially selects a blank value.

When you click a particular pie in the chart, a drill-down report displays the alert information and having a **View Alert** link. Clicking the **View Alert** link opens a pop-up along with the Alert Details page.

Productivity Reports

Productivity reports are divided into three categories, Alerts, Cases, and Trade Blotter (Figure 85).



Figure 85. Productivity Reports Dashboard

Productivity Reports for Alerts

The following Productivity reports are generated for alerts:

- **Alerts By Type:** Displays the count of active alerts by scenario.
- **Alerts By Status:** Displays the count of active alerts by status.
- **Alerts By Jurisdiction:** Displays the count of active alerts by jurisdiction.
- **Alerts By Final Disposition:** Displays the count of closed alerts by their closing activity.
- **Trend of Closing Activities For Alerts Across Time:** Displays the trend of closing activity for alerts across time.
- **Alerts Late or Near Due Distributed by Owner:** Displays the count of alerts that have passed their due date (SLA deadline) or are approaching their due date distributed across owners.
- **Alerts Late or Near Due Distributed by Jurisdiction:** Displays the count of alerts that have passed their due date (SLA deadline) or are approaching their due date distributed across jurisdictions.

- **Alerts Late or Near Due Distributed by Type:** Displays the count of alerts that have passed their due date (SLA deadline) or are approaching their due date distributed across scenarios.

Alerts by Type

The Alerts by Type report displays the active alerts by their type (Scenario) in a graphical pie chart (Figure 86). By default, the report is not displayed, therefore you must select one or more scenarios and click on the **Go** button to generate the report.

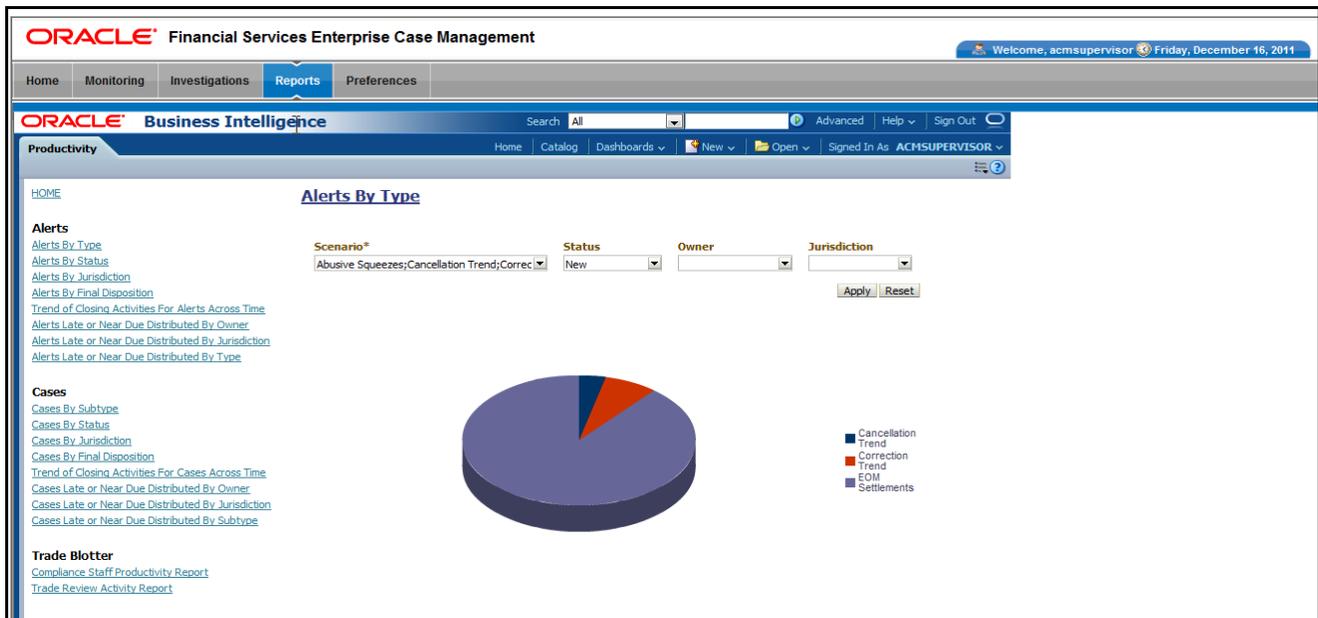


Figure 86. Alerts by Type

Following are the filter options available for this report:

- **Scenario:** A multi-select box that provides a list of scenarios associated with the alert. You must select one or more scenarios to display the report.
- **Status:** A multi-select box that provides a list of alert statuses. You can select a status to see the count of alerts associated with it.
- **Owner:** A multi-select box that displays the owners associated with the alerts. You can filter the alerts based on the current owner of the alert.
- **Jurisdiction:** A multi-select box from which you can filter the alerts by the jurisdiction associated with them.

When you have selected your search criteria and clicked **Go**, the report displays (Figure 86). Each section of the pie chart defines the count of active alerts based on the selected filter.

When you click on a section of the pie chart, the corresponding *Alert List* drill-down report displays. Refer to *Alert List*, on page 250, to see an example of an *Alert List* drill-down report.

Alerts by Status

The Alerts by Status report displays the active alerts by their status in a graphical pie chart (Figure 87). Initially, the report is displayed with no filtering.



Figure 87. Alerts by Status

Note: Refer to the section *Alert Statuses* on page 3, for more information about how an Oracle Financial Services Alert Management alert moves through the alert life cycle.

Following are the filter options available for this report:

- **Scenario:** A multi-select box that provides a list of scenarios associated with the alert.
- **Status:** A multi-select box that provides a list of alert statuses. You can select a status to see the count of alerts associated with it.
- **Owner:** A multi-select box that displays the owners associated with the alerts. You can filter the aggregated alerts by the current owner of the alert.
- **Jurisdiction:** A multi-select box from which you can filter the alerts by the jurisdiction associated with them.

When you have selected your search criteria and clicked **Go**, the report displays a new chart that reflects the criteria you entered. Each section of the pie chart defines the count of active alerts based on the selected filters.

When you click on a section of the pie chart, the corresponding *Alert List* drill-down report displays. Refer to *Alert List*, on page 250, to see an example of an *Alert List* drill-down report.

Alerts by Jurisdiction

The Alerts by Jurisdiction report displays the count of active alerts by their jurisdiction in a graphical pie chart (Figure 88). Initially, the report is displayed without filtering.

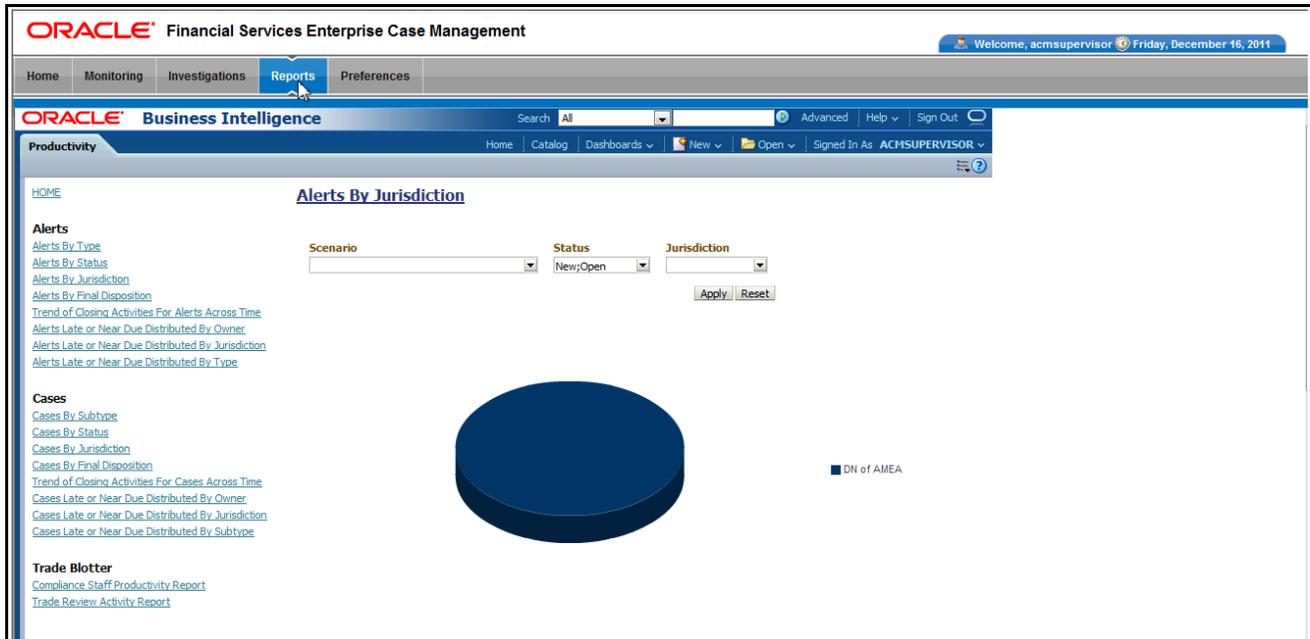


Figure 88. Alerts by Jurisdiction

Following are the filter options available for this report:

- **Scenario:** A multi-select box that provides a list of scenarios associated with the alert.
- **Status:** A multi-select box that provides a list of alert statuses. You can select a status to see the count of alerts associated with it.
- **Jurisdiction:** A multi-select box from which you can filter the alerts by the jurisdiction associated with them.

When you have selected your search criteria and clicked **Go**, the report displays a new chart that reflects the criteria you entered. Each section of the pie chart defines the count of active alerts based on the selected filters.

When you click on a section of the pie chart, a corresponding Alert List drill-down report displays in tabular format. Refer to *Alert List*, on page 250, to see an example of an Alert List drill-down report.

Alerts by Final Disposition

The Alerts by Final Disposition report displays a graphical pie chart for the count of closed alerts by their final disposition activity. By default, the chart shows the final dispositions for the alerts closed in the last month based on date. For example, if the report is run on June 14th, then the report will cover the time period from May 14th to June 14th (Figure 89).

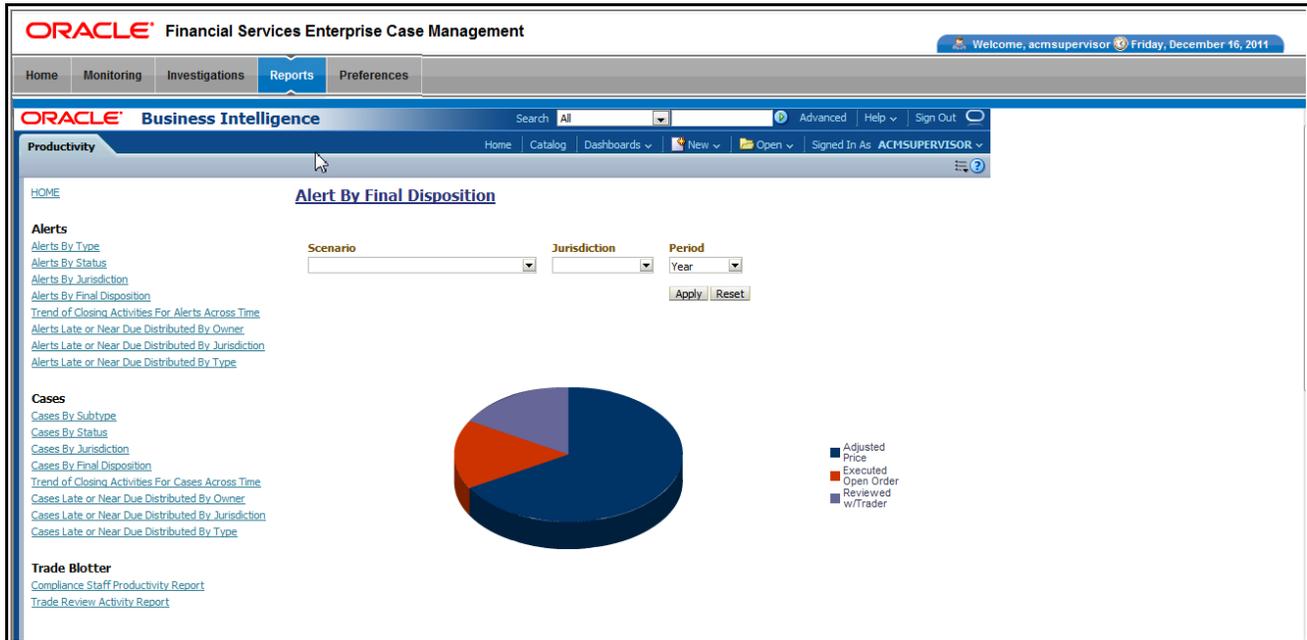


Figure 89. Alerts by Final Disposition

Following are the filter options available for this report:

- **Scenario:** A multi-select box that provides a list of scenarios associated with the alert.
- **Jurisdiction:** A multi-select box from which you can filter the alerts by the jurisdiction associated with them.
- **Period:** A drop-down list box that allows you to select the alerts closed within the past week, month or year based on date.

When you have selected your search criteria and clicked **Go**, the report displays a new chart that reflects the criteria you entered. Each section of the pie chart defines the count of alerts based on the selected filters.

When you click on a section of the pie chart, a corresponding Alert List drill-down report displays in tabular format. Refer to section *Alert List*, on page 250, to see an example of an Alert List drill-down report.

Trend of Closing Activities for Alerts Across Time

The Trend of Closing Activities for Alerts Across Time report looks at the trend for closing activity among alerts. Only alerts with a closed status are considered. Initially, the clustered bar graph displays the trend of closing activities by the week for the rolling quarter to date. You can also display the trend on a monthly basis for the past rolling year to date (Figure 90).

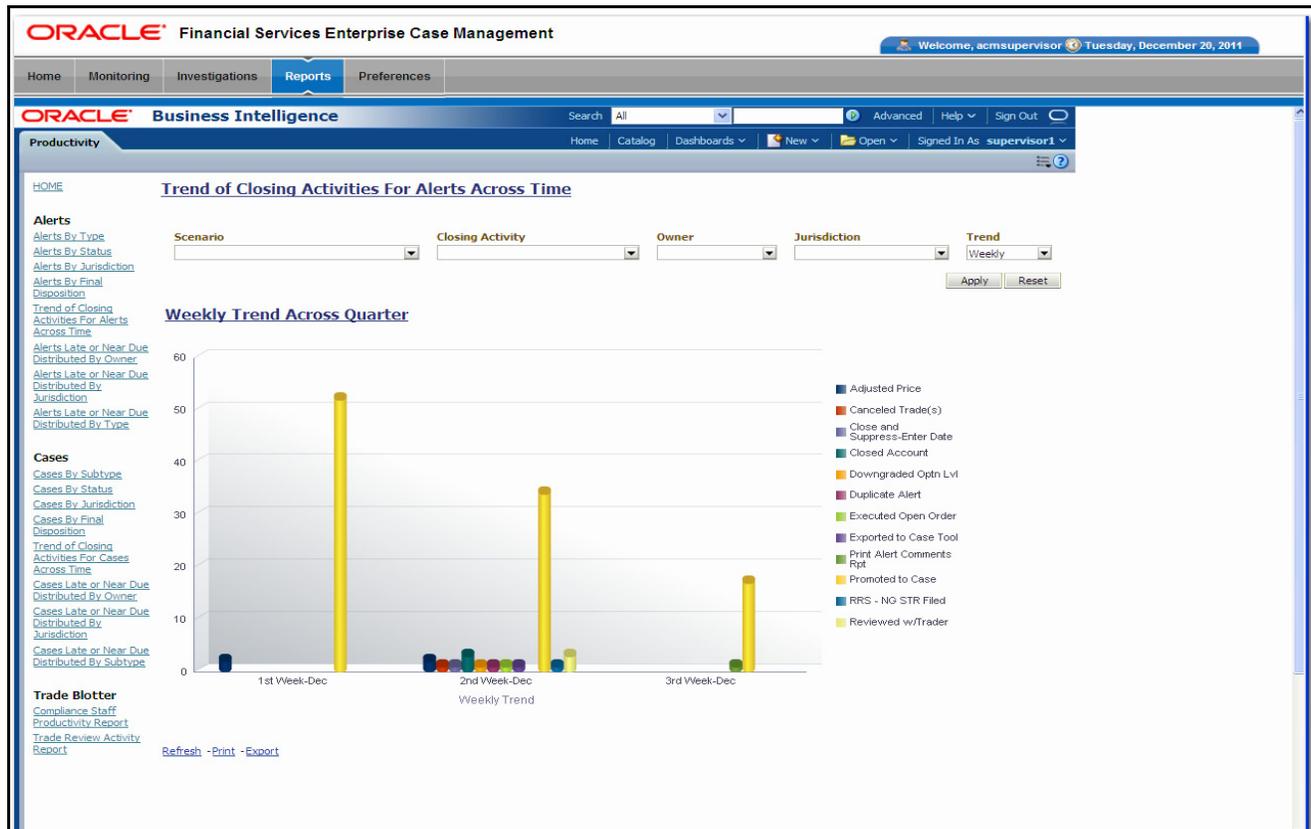


Figure 90. Trend of Closing Activities for Alerts Across Time

Following are the filter options available for this report:

- **Scenario:** A multi-select box that provides a list of scenarios associated with the alert.
- **Closing Activity:** A multi-select box that provides a list of closing activities for alerts where the status is closed.
- **Owner:** A multi-select box that displays the current owners associated with the alerts.
- **Jurisdiction:** A multi-select box from which you can filter the alerts by the jurisdiction associated with them.
- **Trend:** The drop-down list provides the option to select a time period

When you have selected your search criteria, click **Go** to display the report. You can click on the closing activity in the clustered bar graph to drill down to the detailed report for that activity. You can also drill down by clicking on the name of the closing activity displayed in the legend located to the right of the chart and then clicking on the week/month in the respective axis label below the graph. Refer to section *Alert List*, on page 250, to see an example of an Alert List drill-down report.

Alerts Late or Near Due Distributed by Owner

The Alerts Late or Near Due Distributed by Owner displays a clustered bar chart for counts of alerts that are either past their Service Level Agreement (SLA) deadline or approaching the SLA deadline. The Late and Near Due bars are distributed across owners (Figure 91).



Figure 91. Alerts Late or Near Due Distributed by Owner

Following are the filter options available for this report:

- **Owner:** A multi-select box that provides a list of the current owners associated with the alerts.
- **Days Until Due:** A drop-down list that allows you to select the number of days until the SLA deadline. You can select between one and five days which are relative to the system date. The default number of days is 4.

When you have selected your search criteria and clicked **Go**, the report displays a new chart that reflects the criteria you entered.

You can click on the Late or Near Due bar for an owner to access the associated drill-down report. You can also drill down to see all the late alerts or near due alerts for owners by clicking on the legend to the right of the chart. To see both late and near due alerts for a particular owner, click on the owner name located on the axis below the graph. Refer to section *Alert List*, on page 250, to see an example of an Alert List drill-down report.

Alerts Late or Near Due Distributed by Jurisdiction

The Alerts Late or Near Due Distributed by Jurisdiction displays a clustered bar chart for counts of alerts that are either past their Service Level Agreement (SLA) deadline

or approaching the SLA deadline. The Late and Near Due bars are distributed across jurisdictions (Figure 92).

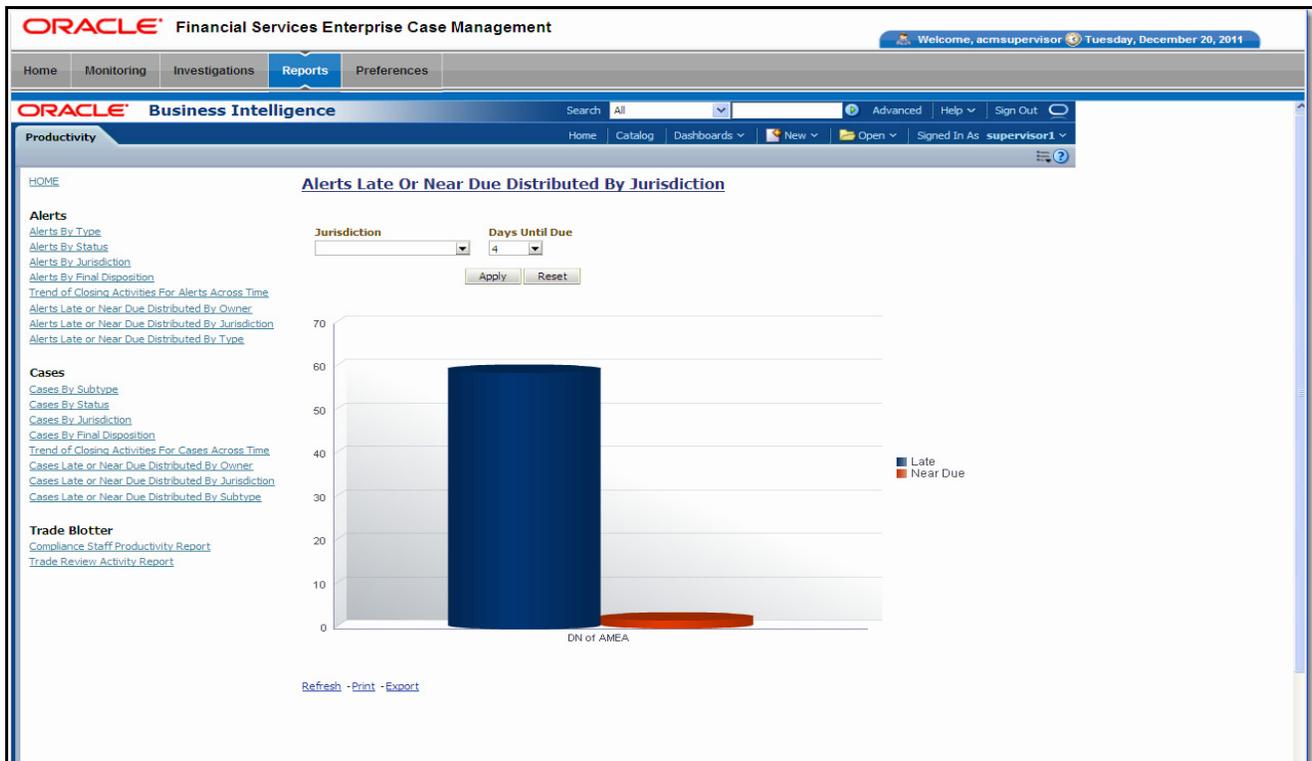


Figure 92. Alerts Late or Near Due Distributed by Jurisdiction

Following are the filter options available for this report:

- **Jurisdiction:** A multi-select box that provides a list of the jurisdictions associated with the alerts.
- **Days Until Due:** A drop-down list that allows you to select the number of days until the SLA deadline. You can select between one and five days which are relative to the system date. The default number of days is 4.

When you have selected your search criteria and clicked **Go**, the report displays a new chart that reflects the criteria you entered.

You can click on the Late or Near Due bar for a jurisdiction to access the associated drill-down report. You can also drill down to see all the late alerts or near due alerts for jurisdictions by clicking on the legend to the right of the chart. To see both late and near due alerts for a particular jurisdiction, click on the jurisdiction name located on the axis below the graph. Refer to section *Alert List*, on page 250, to see an example of an Alert List drill-down report.

Alerts Late or Near Due Distributed by Type

The Alerts Late or Near Due Distributed by Type report displays a clustered bar chart for counts of alerts that are either past their Service Level Agreement (SLA) deadline or approaching the SLA deadline. The Late and Near Due bars are distributed across types (Figure 93).



Figure 93. Alerts Late or Near Due Distributed by Type

Following are the filter options available for this report:

- **Scenario:** A multi-select box that provides a list of the scenarios associated to the alerts.
- **Days Until Due:** A drop-down list that allows you to select the number of days until the SLA deadline. You can select between one and five days which are relative to the system date. The default number of days is 4.

When you have selected your search criteria and clicked **Go**, the report displays a new chart that reflects the criteria you entered.

You can click on the Late or Near Due bar for a type to access the associated drill-down report. You can also drill down to see all the late alerts or near due alerts for types by clicking on the legend to the right of the chart. To see both late and near due alerts for a particular type, click on the type name located on the axis below the graph. Refer to section *Alert List*, on page 250, to see an example of an Alert List drill-down report.

Productivity Reports for Trade Blotter

Trade Blotter provides the following two reports, each of which is accessed from within the Report workflow:

- Compliance Staff Productivity Report
- Trade Review Activity Report

Compliance Staff Productivity Report

The Compliance Staff Productivity Report enables you to evaluate the productivity of individual staff members, in particular analysts (or reviewers) who are assigned to review (approve or reject) the trades that are executed every day. This report displays statistics on trades that have been reviewed and that have yet to be reviewed (Figure 94).

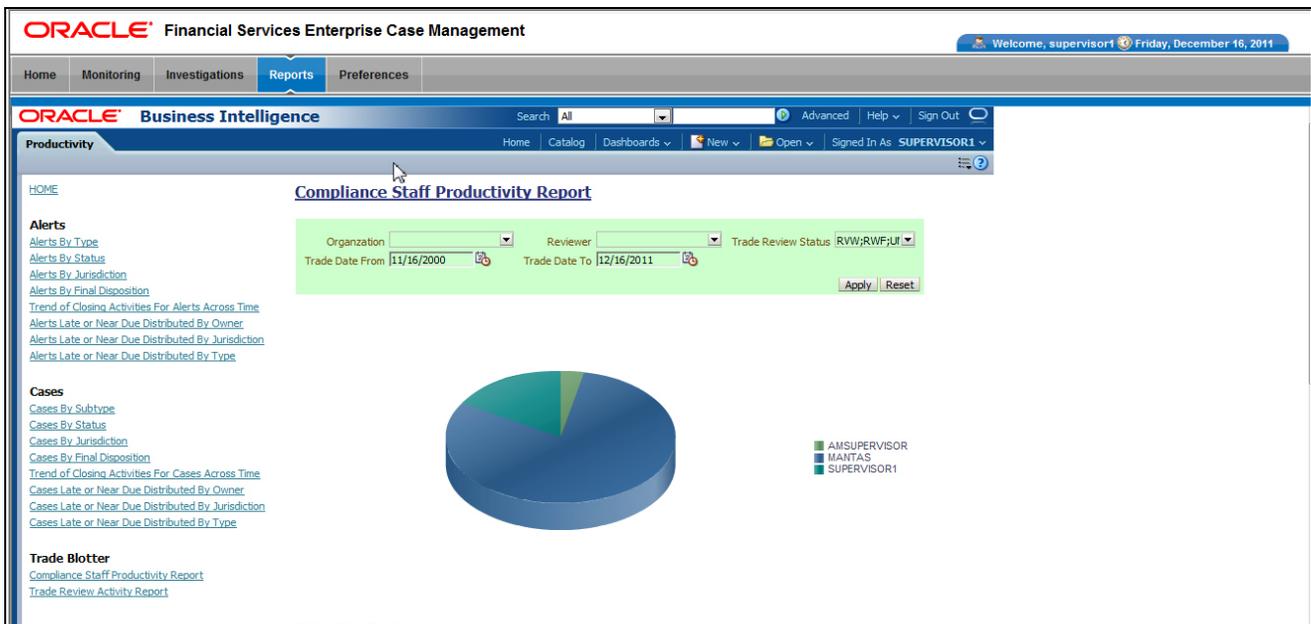


Figure 94. Compliance Staff Productivity Report

Compliance Staff Productivity Report Search Bar

The search bar for the Compliance Staff Productivity Report provides the criteria for which the system generates the report data, as follows:

- **Organization:** A multi-select list of organizations for which you have access permissions and all organization descendents within the organization hierarchy.
- **Reviewer:** A multi-select list of the names of the reviewers that have the following attributes:
 - Appropriate reviewer access permissions
 - Experience having reviewed at least one trade (where an action was saved on at least one trade where the status changed to Reviewed or Reviewed w/Follow-up)
 - Have at least one of the same business domains as yours
 - Have at least one of the same jurisdictions as yours

- Are associated with at least one organization with which you have a business association or an organization that is a descendent of an organization with which you have an association
- **Trade Date From:** Trade execution date to filter the data against (starting). The system filters trades that are associated with execution dates that are on or after the specified date.
- **[Trade Date] To:** Trade execution date to filter the data against (ending). The system filters trades that are associated with execution dates that are on or before the specified date.
- **Trade Review Status:** A multi-select list of the three possible review statuses to filter by:
 - **New—Unreviewed:** The trade is new and has not yet been reviewed.
 - **Reviewed:** The trade has been reviewed and marked as such by a reviewer.
 - **Reviewed w/Follow-up:** The trade has been reviewed and needs follow-up action.

*Compliance Staff
Productivity Title Bar
Area*

The title bar area of the Compliance Staff Productivity Report provides the following information about the report:

- **Report Date:** Displays the date when Oracle Financial Services generated the report. Example date format: 11/16/2009.
- **Report Time:** Displays the time when Oracle Financial Services generated the report. Example time format: 14:11:44.
- **Date Range:** Displays the date range selected on the Search bar.
- **Review Status:** Displays one of the three review statuses selected on the Search bar or All, if no review status is selected.
- **Subject:** Displays the name of one or more of the organizations selected on the Search bar or All, if no organization is selected.
- **Review pending duration:** Displays the duration that was selected on the Search bar to filter by.
- **Trade Reviewer:** Name of the reviewer or reviewers selected on the Search bar to filter by.

*Compliance Staff
Productivity Report Data*

The contents of the Compliance Staff Productivity Report vary based on the criteria you specified on the search bar.

The report contains matrixes in the following sections:

- Trades Being Reviewed
- Trades Awaiting Review

Trades Being Reviewed

This section provides a summary of the trades that are currently being reviewed and that meet the search criteria for this report.

- **Supervisor:** Displays the employee name of the user who is associated with the reviewer displayed in the Analyst column in a supervisor-employee relationship.
- **Analyst:** Displays the employee name of the analyst who is the user that reviewed the trade returned in the search.
- **Reviewed Count:** Displays a count of all the trades executed in the specified timeframe that are currently in the Reviewed status and for which the last action to modify the status of the trade was saved by the corresponding analyst.
- **Reviewed w/Follow-up Count:** Displays a count of all the trades executed in the specified timeframe that are currently in the Reviewed w/Follow-up status and for which the last action to modify the status of the trade was saved by the corresponding analyst.

Trades Awaiting Review

This section provides a summary of the trades that are currently awaiting review (in other words, are in the New—Unreviewed status) and that meet the search criteria for this report.

- **Trade Desk:** Displays a list of trade desks. A trade desk displays if the current user is associated with at least one trade that is associated with the trade desk.
- **New—Unreviewed Count:** Displays a count of all the trades that are currently in the New—Unreviewed status and that are associated with the corresponding trade desk.

Trade Review Activity Report

The Trade Review Activity Report is a more detailed report than the Compliance Staff Productivity Report and allows you to evaluate the productivity of individual staff members, in particular, analysts (or reviewers) who are assigned to review (accept or

reject) trades and/or the Rep/IAs associated with the trades that are executed every day. The report allows you to search for various types of counts associated with the trades and also displays percentages based on search results (Figure 95).

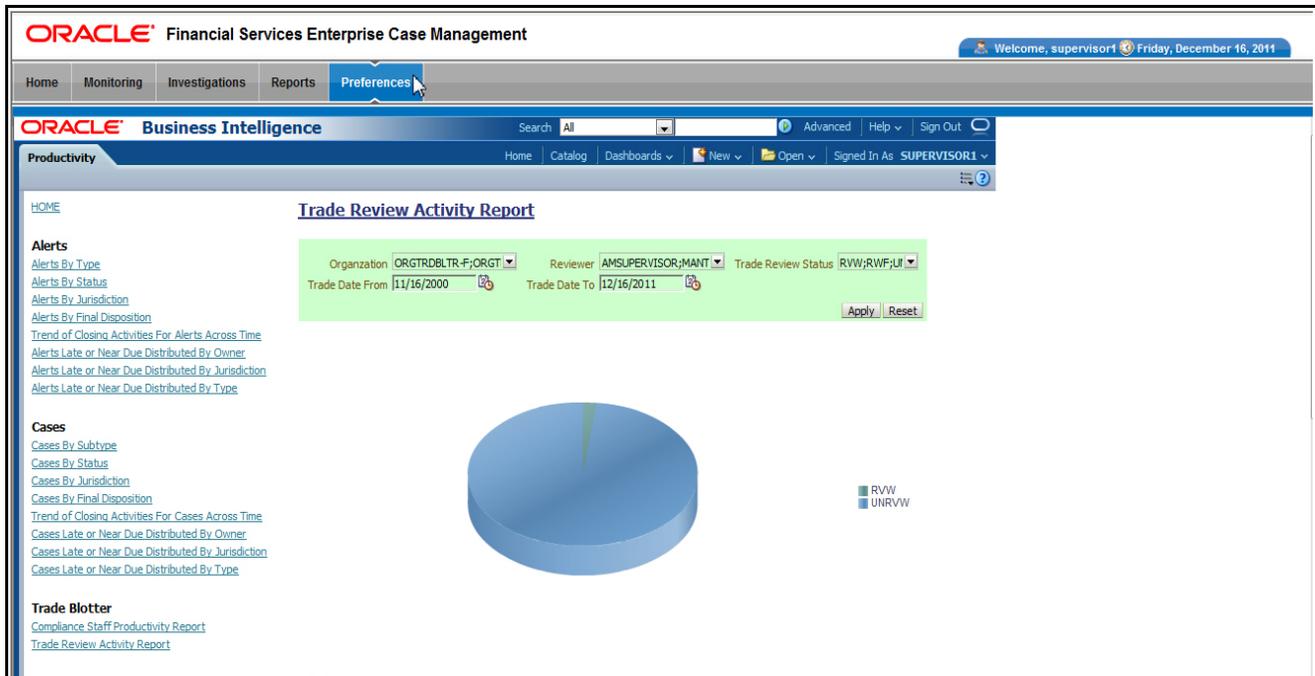


Figure 95. Trade Review Activity Report

Trade Review Activity Report Search Bar

The search bar for the Trade Review Activity Report provides the criteria for which the system generates the report data, as follows:

- **Organization:** A multi-select list of organizations for which you have access permissions and all organization descendents within the organization hierarchy.
- **Trade Executed From:** Beginning trade execution date to filter the data against. The system filters trades that are associated with execution dates that are on or after the specified date.
- **[Trade Executed] To:** Ending trade execution date to filter the data against. The system filters trades that are associated with execution dates that are on or before the specified date.
- **Trade Review Status:** A multi-select list of the three possible review statuses to filter by:
 - New—Unreviewed
 - Reviewed
 - Reviewed w/Follow-up

Trade Review Activity Report Title Bar Area

The title bar area of the Trade Review Activity Report provides the following information about the report:

- **Report Date:** Displays the date when Oracle Financial Services generated the report. Example date format: 12/20/2009.

- **Report Time:** Displays the time when Oracle Financial Services generated the report. Example time format: 15:12:45.
- **Date Range:** Displays the date range selected on the Search bar.
- **Review Status:** Displays one of the three review statuses selected on the Search bar or All, if no review status is selected.
- **Subject:** Displays the name of one or more of the organizations selected on the Search bar or All, if no organization is selected.
- **Trade Reviewer:** Name of the reviewer or reviewers selected on the Search bar to filter by.

Trade Review Activity Report Data

The contents of the Trade Review Activity Report vary based on the criteria you specified on the search bar.

The report contains matrixes in the following sections:

- Rep/IA Summary Matrix
- Analyst Summary Matrix

Rep/IA Summary Matrix

The Rep/IA Summary Matrix contains information about the registered representative or investment advisor associated with an order that is associated with a trade. This matrix contains the following columns:

- **Rep/IA Name:** Displays the employee name associated with the registered representative or investment advisor (also known as the trade originator).
- **UNRVW:** Displays a count and percentage of all trades that are in the New—Unreviewed status for this Rep/IA.
- **RVW(T):** Displays a count and percentage of all trades that are in the Reviewed status and are associated with this Rep/IA as the trade originator.
- **RVW(D):** Displays a count and percentage of all trades that are in the Reviewed status for this Rep/IA and which were moved from the New—Unreviewed status directly after being reviewed for the first time and never changed after that.
- **RVW(M):** Displays a count and a percentage of all trades for this Rep/IA that are in the Reviewed status and for which the status has been modified at least once before the trade was finally assigned the current Reviewed status.
- **RVWFP(T):** Displays a count and a percentage of all trades that are in the Reviewed w/Follow-Up status and are associated with this Rep/IA as the trade originator.

Analyst Summary Matrix

The Analyst Summary Matrix contains information about the analyst associated with an order that is associated with a trade. This matrix contains the following columns:

- **Analyst Name:** Displays the employee name associated with the analyst.

- **RVW(T):** Displays a count and percentage of all trades that are in the Reviewed status for this Analyst and for which the last action to modify the status of a trade was saved by this Analyst.
- **RVW(D):** Displays a count and percentage of all trades that are in the Reviewed status for this Analyst and which were moved from the New—Unreviewed status directly after being reviewed for the first time and never changed after that.
- **RVW(M):** Displays a count and a percentage of all trades for this Analyst that are in the Reviewed status and for which the status has been modified at least once before the trade was finally assigned the current Reviewed status.
- **RVWFP(T):** Displays a count and a percentage of all trades that are in the Reviewed w/Follow-Up status for this Analyst. The last action to modify the status of the trade to Reviewed w/Follow-Up must have been saved by this Analyst.

Drill-Down Reports

This section includes the drill-down reports, which are displayed when you click on a section of a graph, legend entry or x-axis label as described in a report's section in this user guide. The drill-down reports provide you with a list of investigations or regulatory reports that are associated with the sector of the graph that you select.

Depending on the subject of the analytics, the associated drill-down list displays as follows:

- For alert-centered analytics, the Alert List displays.
- For regulatory reports, the SAR List displays.

The drill-down reports are as follows:

- Alert List
- SAR List

Alert List

The Alert List page displays the underlying alerts for a selected section of a graph in a tabular format. Figure 96 shows the alert list layout.

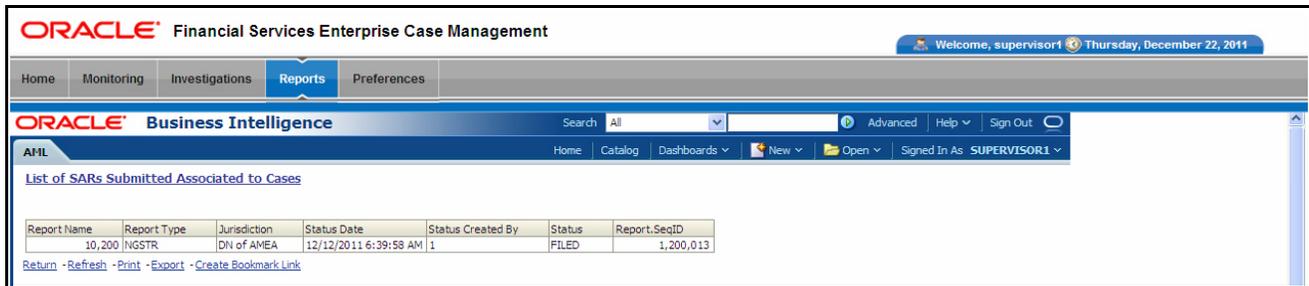
SC	Focus	Scenario	Highlights	Created	Status	Due	Owner	CL	SCN	Linked Cases	Domains	ID
0	AC	Low-Priced Equities Conc - % Change; Low-Priced Equities Conc - Static; Short Option Risk - % Change; Short Option Risk - Static	4 Matches; 4 Scenarios	06-Dec-2011	Open		supervisor1		0		0 RB/PC	217
		Settlement Trend	% Shortened and Extended Settle = 100%; Trade Ct = 6; Traders Involved = 1	06-Dec-2011	New		supervisor1		0	0	0 GEN	1767
			% Shortened and Extended Settle = 100%; Trade Ct = 8; Traders Involved = 1	06-Dec-2011	New		supervisor1		0	0	0 GEN	814
												1764
												1765
												1766
												1768
		Short Option Risk - % Change; Short Option Risk - Static	2 Matches; 2 Scenarios	06-Dec-2011	Follow-Up	13-Dec-2011	supervisor1		0		0 RB/PC	207
						14-Dec-2011	supervisor1		0		0 RB/PC	201
					New		supervisor1		0		0 RB/PC	205
												206
												208
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Figure 96. Sample Drill-down Report for Alerts

Alert List drill-down reports provide the same information that the Oracle Financial Services Alert Management Alert List page provides. Refer to Table 12 in *Monitoring Alerts*, on page 47, for a description of the column headings.

SAR List

The Suspicious Activity Report (SAR) List page displays the reports associated with the SAR filed in a regulatory reporting system in a tabular format (Figure 97).



The screenshot displays the Oracle Financial Services Enterprise Case Management interface. The top navigation bar includes 'Home', 'Monitoring', 'Investigations', 'Reports', and 'Preferences'. The 'Reports' section is active, showing 'List of SARs Submitted Associated to Cases'. Below this, a table lists SAR details. The table has columns for Report Name, Report Type, Jurisdiction, Status Date, Status Created By, Status, and Report.SeqID. A single row is visible with the following data: Report Name: 10,200; Report Type: NGSTR; Jurisdiction: DN of AMEA; Status Date: 12/12/2011 6:39:58 AM; Status Created By: 1; Status: FILED; Report.SeqID: 1,200,013. Below the table are links for Return, Refresh, Print, Export, and Create Bookmark Link.

Report Name	Report Type	Jurisdiction	Status Date	Status Created By	Status	Report.SeqID
10,200	NGSTR	DN of AMEA	12/12/2011 6:39:58 AM	1	FILED	1,200,013

Figure 97. Sample Drill-down Report for SARs

Setting User Preferences

This chapter covers the following topics for changing your Oracle Financial Services Alert Management and Enterprise Case Management preferences:

- About the Preferences Page

About the Preferences Page

The Preferences page enables you to change your default preferences for Oracle Financial Services Alert Management and Enterprise Case Management. You can click the (-) or (+) icons to contract and expand the section that you want to view.

You can access the Preferences page by clicking **Preferences** on the navigation bar. The Preferences page enables you to set preferences as described in the following sections:

- Setting Default Workflow
- Setting Default Graphs for Home Page
- Setting Default Priority List for Home Page
- Setting Case Search and List Options
- Setting Alert Search and List Options
- Setting Options for Alert Search
- Setting AML Specific Search Options
- Setting Fraud Specific Search Options
- Setting Trading Compliance Specific Search Options
- Setting Broker Compliance Specific Search Options
- Setting Energy and Commodity Trading Compliance Specific Search Options
- Setting Options for Case Simple Search
- Setting Options for Case Advanced Search
- Setting Trade Blotter Default Search
- Setting Simple Search Options for Trade Blotter
- Setting Advanced Search Options for Trade Blotter

- Setting Options for Replay Page
- Setting Options for Notifications on Home Page
- Setting Options for E-mail

Note: Some components of the Preference page are specific to either Enterprise Case Management or Behavior Detection Platform. Firms that have implemented both and users with access to both will see a superset of items for which preferences can be set. Where only one has been installed or users with access to just one or the other will see preferences related to the component for which they have access.

Setting Default Workflow

The Workflow section enables you to set the default workflow and page in the Oracle Financial Services Alert Management and Enterprise Case Management UI (Figure 98)



Set Default Workflow	
Set Default WorkFlow	Home
Set Monitoring WorkFlow Default Page	Alerts
Set Investigation WorkFlow Default Page	Cases

Figure 98. Default Workflow Section

The Default Workflow section contains the following preference options:

- Setting the Default Workflow
- Setting the Monitoring Workflow Default Page
- Setting the Investigation Workflow Default Page
- Setting the Administration Workflow Default Page

Setting the Default Workflow

You can set your default workflow by selecting one of the option from the **Set Default Workflow** drop-down list. Until you change your default workflow option, Oracle Financial Services Alert Management and Enterprise Case Management defaults to the Home page when you first log in to the system.

Oracle Financial Services Alert Management and Enterprise Case Management displays the default page of the selected workflow as the first page the next time you log on to the application.

- Select the **Home** option to display the Home page as the first page.
- Select the **Monitoring** option to display the Search & Alert List page as the first page.
- Select the **Investigations** option to display the Search & Alert List page as the first page.
- Select the **Reports** option to display the AML Reports page as the first page.
- Select the **Preferences** option to display the Preferences page as the first page.

- Select the **Administration** option to display the User Administration and Admin Tools as the first page.

Your user role determines which workflows you can access.

Setting the Monitoring Workflow Default Page

You can set your monitoring workflow by selecting one of the option from the **Set Default Workflow** drop-down list. Until you change your monitoring workflow option, Oracle Financial Services Alert Management and Enterprise Case Management defaults to the Alerts page when you first log in to the system.

Oracle Financial Services Alert Management and Enterprise Case Management enables you to set your Monitoring workflow page to any of the following page:

- **Alerts:** Select this option to display the Search & Alert List page when you log back into the system and navigate to the Monitoring workflow. This is the default setting.
- **Create Alert:** Select this option to display the Create Alert page when you log back into the system and navigate to the Monitoring workflow. This is the default setting.
- **Alert Suppression:** Select this option to display the Alert Suppression page when you log back into the system and navigate to the Monitoring workflow. This is the default setting.
- **Trusted Pairs:** Select this option to display the Trusted Pairs page when you log back into the system and navigate to the Monitoring workflow. This is the default setting.
- **Trade Blotter:** Select this option to display the Trade Blotter page when you log back into the system and navigate to the Monitoring workflow. This is the default setting.

Setting the Investigation Workflow Default Page

You can set your investigation workflow by selecting one of the option from the **Set Default Workflow** drop-down list. Until you change your investigation workflow option, Oracle Financial Services Alert Management and Enterprise Case Management defaults to the Cases page when you first log in to the system.

Oracle Financial Services Alert Management and Enterprise Case Management enables you to set your Investigations workflow page to any of the following page:

- **Cases:** Select this option to display the Search & Case List page when you log back into the system and navigate to the Investigations workflow. This is the default setting.
- **Create Case:** Select this option to display the New Case page when you log back into the system and navigate to the Investigations workflow. This is the default setting.

Setting the Administration Workflow Default Page

You can set your investigation workflow by selecting one of the option from the **Set Default Workflow** drop-down list. Until you change your investigation workflow option, Oracle Financial Services Alert Management and Enterprise Case Management defaults to the Cases page when you first log in to the system.

Oracle Financial Services Alert Management and Enterprise Case Management enables you to set your Administration workflow page to any of the following page:

- **Security Management System:** Select this option to display the Security Management tree view when you log back into the system and navigate to the Administration workflow. This is the default setting.
- **Security Attribute Administration:** Select this option to display the Security Attribute Administration page when you log back into the system and navigate to the Administration workflow. This is the default setting.
- **Alert Assigner Editor:** Select this option to display the Alert Assigner Editor page when you log back into the system and navigate to the Administration workflow. This is the default setting.
- **Alert Creator Editor:** Select this option to display the Alert Creator Editor page when you log back into the system and navigate to the Administration workflow. This is the default setting.
- **Alert Scoring Editor:** Select this option to display the Alert Scoring Editor page when you log back into the system and navigate to the Administration workflow. This is the default setting.
- **Manage Installation Parameter:** Select this option to display the Manage Installation Parameter page when you log back into the system and navigate to the Administration workflow. This is the default setting.
- **Excel Upload:** Select this option to display the Excel Utilities tree view when you log back into the system and navigate to the Administration workflow. This is the default setting.

Setting Default Graphs for Home Page

You can set the default graphs on the Home page of the Oracle Financial Services Alert Management and Enterprise Case Management UI. The Set Default Graphs for Home Page section contains the following preference options:

- **Set Graph1** drop-down list: Lists all the graphs to the user having adequate roles and access privileges.
- **Set Graph2** drop-down list: Lists all the graphs to the user having adequate roles and access privileges.

You can choose two graphs in any combinations between the Alert Management and Enterprise Case Management workflow (Figure 99).



Figure 99. Default Graph for Home Page Section

Until you change your default Graphs preference, Oracle Financial Services Alert Management and Enterprise Case Management defaults to Alerts by Status and Alerts by Jurisdiction graphs of having access to Monitoring workflow and Cases by Status and Cases by Type graphs of having access to Investigation workflow; Alerts by Status

and Cases by Status graphs of having access to both Monitoring and Investigation workflow

Setting Default Priority List for Home Page

Oracle Financial Services Alert Management and Enterprise Case Management enables you to set preference the Set Default Priority List for Home page section (Figure 99).



Figure 100. Default Priority for Home Page Section

The Set Default Priority List for Home page section contains the following mutually exclusive options:

- Alert List
- Case List

Until you change your default Priority List preference, Oracle Financial Services Alert Management and Enterprise Case Management defaults to Alerts and Cases List, respectively.

Setting Case Search and List Options

The Set Case Search and List Options section enables you to set the display preferences in the Search and Case List page.



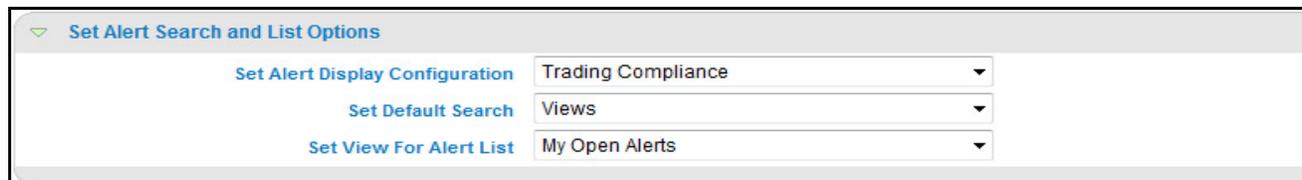
Figure 101. Set Case Search and List Options section

The Set Case Search and List Options section contains the following preference options:

- Setting the Default Search: Refer to section *Setting the Default Search*, on page 260 for more information.
- Setting the View for Case List: Refer to section *Setting the View for Alert List*, on page 260 for more information

Setting Alert Search and List Options

The Set Alert Search and List Options section enables you to set the display preferences in the Search and Alert List page.



The screenshot shows a configuration panel titled "Set Alert Search and List Options" with a dropdown arrow on the left. It contains three rows of settings, each with a label and a dropdown menu:

Set Alert Display Configuration	Trading Compliance
Set Default Search	Views
Set View For Alert List	My Open Alerts

The Set Alert Search and List Options section contains the following preference options:

- Setting the Alert Display Configuration
- Setting the Default Search
- Setting the View for Alert List

Setting the Alert Display Configuration

Oracle Financial Services Alert Management enables you to set your alert display configuration based on deployed solution sets or other configurable criteria. Selection of one of the following solutions sets display a custom set of controls and fields to display in the Alert Search & List section and in the Alert Context section of the Alert Details page based on the following specified solution set:

- **Anti-Money Laundering:** Select this option to display an Anti-Money Laundering custom version of the Alert Search, Alert List, and Alert Context sections. This custom version displays Anti-Money Laundering specific controls and fields.
- **Broker Compliance and Control Room:** Select this option to display a Broker Compliance and Control Room custom version of the Alert Search, Alert List, and Alert Context section. This custom version displays Broker Compliance and Control Room specific controls and fields.
- **ECTC:** Select this option to display a Energy and Commodity Trading Compliance custom version of the Alert Search, Alert List, and Alert Context section. This custom version displays Energy and Commodity Trading Compliance specific controls and fields.
- **Fraud:** Select this option to display a Fraud custom version of the Alert Search, Alert List, and Alert Context section. This custom version displays Fraud specific controls and fields.
- **Standard:** Select this option to display the standard Alert Search, Alert List, and Alert Context sections when you log back into the system.
- **Trading Compliance:** Select this option to display a Trading Compliance custom version of the Alert Search, Alert List, and Alert Context section. This custom version displays Trading Compliance specific controls and fields.

For more information on setting the alert display configuration, refer to Table 39 for Alert List Display.

Note: These solution sets are provided with standard deployment. Additional custom solution sets can be configured in the Alert Display Configuration selection.

Alert List Display Configuration

Table 39 provides a list of all columns and fields that display in the Alert List, General Overview, and Metrics section based on solution set selection as well as the components that display in the standard display of the Search and List page .

Table 39. Alert List, General Overview, and Metrics Display Configuration by Solution Sets

Column and Field	Anti-Money Laundering	Fraud	Broker Compliance	Trading Compliance	ECTC	Standard
Alert ID	L*	L	L	L	L	X
SC [ore]	L	L	L	L	L	X
Focus [Type and Name]	L	L	L	L	L	X
Scenario	L	L	L	L	L	X
Highlights	O**	O	O	O	O	X
Created [Date]	L	L	L	L	L	X
Status	L	L	L	L	L	X
Due [Date Time]	L	L	L	L	L	X
Organization	O	O	O	O	O	
Regulatory Reporting Status	O	O	O	O	O	X
Regulatory Reporting Type	O	O	O	O	O	X
Owner	L	L	L	L	L	X
CL[ass] Prior	O	O	O	O	O	X
SCN [Scenario] Prior	O	O	O	O	O	X
Clsg Action	O	O	O	O	O	X
[Business] Domain	O	O	O	O	O	X
[Involved] Security				L		
[Involved] Trader				L	L	
[Involved] Service Team ID			L			
[Involved] Rep ID			L			
[Involved] Branch				O	O	
[Involved] Sup Org				O	O	

Table 39. Alert List, General Overview, and Metrics Display Configuration by Solution Sets (Continued)

Column and Field	Anti-Money Laundering	Fraud	Broker Compliance	Trading Compliance	ECTC	Standard
Tot/Net Loss Amt		L				
Pmry Cost Cntr		L				
Linked Cases	L	L	L	L	L	X
Alerts for Prior Class Ct	M [#]	M	M	M	M	X
Alerts for Prior Scenario Ct	M	M	M	M	M	X
Correlation Membership Ct	M	M	M	M	M	X
Cmdty Instr ID					L	X

where, L* are fields in the Alert List section; O** are fields in the General Overview section; M# are fields in the Metrics section section

Setting the Default Search

Oracle Financial Services Alert Management and Enterprise Case Management enables you to set your default search fields based on the deployed solution sets or other configurable criteria.

You can choose to set Views as the default search option and define preferences for Simple and Advanced Search. If you switch from the Views to Simple or Advanced Search when on the Search and List page, the search filters populate in accordance to the set preferences.

You can set following mutually exclusive options in the Set Default Search section:

- Views
- Simple Search
- Advanced Search

Setting the View for Alert List

Oracle Financial Services Alert Management and Enterprise Case Management enables you to set the view for the alert or case list in the Search and Alert List or Case List page. By default, the **My Open Alerts** or **Cases Assigned to Me** option is selected if you have not previously saved your View option.

Setting Options for Alert Search

Oracle Financial Services Alert Management enables you to set fields that are part of Simple and Advanced Search options. The fields that are available in the Preference page displays in the Search and Alert List page.

Figure 102. Set Options for Alert Search Section

Table 40 provides common filters for the solution set. Refer to section *Setting the Alert Display Configuration*, on page 258, for more information.

Table 40. Alert Search Components

Column	Description	Standard	AML	TC	BC	Fraud	ECTC
Alerts Created in the Last	Filters the alert list by the number of days since creation. The default options for this filter are 1, 5, 10, or 30 days.	X	X	X	X	X	X
Organization	Filters the alert list by the ID of the organization associated with the owner of an alert or case. This multi-select list box only contains the organizations (and the organizations subordinate to it) to which you have a business association and are authorized to view. If you filter by Organization, you cannot filter by Owner.	X	X	X	X	X	X
Owner	Filters the alert list by a user or group of user to whom an alert or case is assigned. This multi-select list box contains users or groups of users within the Organization. If you filter by Owner, you cannot filter by Organization	X	X	X	X	X	X
Scenario Class	Filters the alert list by the scenario class associated with an alert, listed by its abbreviation. This multi-select list box contains only the scenario classes that you are authorized to view. If you filter by Class, you cannot filter by Scenario.	X	X	X	X	X	X
Scenario	Filter the alert list by the scenarios name of the behavior or activity that generated the alert.	X	X	X	X	X	X

Table 40. Alert Search Components (Continued)

Column	Description	Standard	AML	TC	BC	Fraud	ECTC
Focus	Filters the alert list by the type of business object that exhibits the behavior of interest, focus is a two-part representation including focus type and an associated focal entity. Your access control privileges determine which focus types display in the multi-select list box. If you filter by Focus, you cannot filter by Focus Type. For example, a focus of <i>TR SmithJ</i> consists of a focus type of <i>TR</i> and a focal entity of <i>SmithJ</i> .	X	X	X	X	X	X
Status	Filters the alert list by the current status of an alert, relative to its analysis and closure in the multi-select list box.	X	X	X	X	X	X
Domain	Filters the alert list by the business domain associated with an alert. The multi-select list box only contains the business domains with which you are authorized to view.	X	X	X	X	X	X
Score	Filters the alert list by the score the alert received when based against the criteria selected by your firm. Oracle Financial Services retrieves alerts with scores greater than equal to, equal to, or less than equal to, to the score you enter in this text box.	X	X	X	X	X	X
Age	Filters the alert list by the number of calendar or business days since the creation of an Active alert. Oracle Financial Services retrieves alerts with age greater than equal to, equal to, or less than equal to, to the age you enter in this text box.	X	X	X	X	X	X
Jurisdiction	Filters the alert list by jurisdiction to which you are assigned.	X	X	X	X	X	X
Domain	Filters the alert list by the business domain associated with the alert or focus and behavior.	X	X	X	X	X	X
Alerts Due	Filters the alert list by the date by which an action should be taken on the alert.	X	X	X	X	X	X
Closing Action	Filters the alert list by one or more selected closing actions that have been taken on an alert.	X	X	X	X	X	X
Last Action	Filters the alert list by the selected action or actions representing the last action recorded for a alert.	X	X	X	X	X	X
Action	Filters the alert list by one or more actions that have been taken on an alert.	X	X	X	X	X	X
Regulatory Reporting Type	Filters the alert list by the Regulatory Reporting types that are available to you (for example, (SARDI). Regulatory Reporting is an optional Oracle application.	X	X	X	X	X	X

Table 40. Alert Search Components (Continued)

Column	Description	Standard	AML	TC	BC	Fraud	ECTC
Regulatory Reporting Status	Filters the alert list by the current status of an alert that has been recommended for Regulatory Reporting, an optional Oracle application.	X	X	X	X	X	X
Prior All	Filters the alert list by the number of previously generated matches for the same focal entity across all scenarios and solution sets. Oracle Financial Services retrieves alerts with prior value greater than equal to, equal to, or less than equal to, to the value you enter in this text box.	X	X	X	X	X	X
Linked Cases	Filters the alert list by the cases that are linked to the alert. Oracle Financial Services retrieves alerts, which are either greater than or equal to, equal to, or less than or equal to the count you enter in the text box.	X	X	X	X	X	X
Limit to Focus	Filters the alert list to where the specified entity is the focus.	X	X	X	X	X	X
Entity Type	Filters the alert list by the type of business entity you select in the drop-down list box. Select the focus from the Entity Type drop-down list and type either Entity Name or Entity ID to search for alerts.	X	X	X	X	X	X
Entity ID	The unique identifier for entity that is associated with alerts you want to view. The field accept up to 50 characters of text in the Entity ID text box.	X	X	X	X	X	X
Entity Name	The entity name associated with alerts you want to view.	X	X	X	X	X	X

Setting AML Specific Search Options

Oracle Financial Services Alert Management enables you to set AML specific search fields. The Set AML Specific Search Options section displays when you have selected Anti-Money Laundering solution set from the **Set Alert Display Configuration** drop-down list.

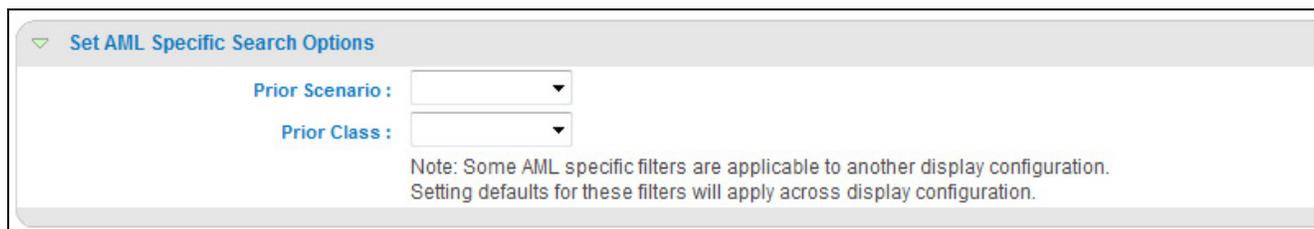


Figure 103. Set AML Specific Search Options

Note: Some <solution specific> filters are applicable to another display configuration. Setting defaults for these filters will apply across display configuration.

Table 41 provides filters for the AML specific solution set. .

Table 41. AML Specific Search Options

Column	Description
Prior Scenario	Filters the alert list by the number of matches previously generated for the same focal entity by the same scenario as the current alert.
Prior Class	Filters the alert list by the number of matches previously generated for the same scenario class associated with an alert.

Setting Fraud Specific Search Options

Oracle Financial Services Alert Management enables you to set Fraud specific search fields. The Set Fraud Specific Search Options section displays when you have selected Fraud solution set from the **Set Alert Display Configuration** drop-down list.

Figure 104. Set Fraud Specific Search Options Section

Note: Some <solution specific> filters are applicable to another display configuration. Setting defaults for these filters will apply across display configuration.

Table 42 provides filters for the Fraud specific solution set.

Table 42. Fraud Specific Search Options

Column	Description
Tot/Net Loss Amount	Filters the alert list by the total net loss amount associated with the alert. This is the total loss remaining after Averted and Recovery Amounts have been subtracted from the Potential Loss.
Primary Cost Cntr	Filters the alert list by the primary cost center to which the total net loss amount for an alert has been associated.
Prior Scenario	Filters the alert list by the number of matches previously generated for the same focal entity by the same scenario as the current alert.
Prior Class	Filters the alert list by the number of matches previously generated for the same scenario class associated with an alert.

Setting Trading Compliance Specific Search Options

Oracle Financial Services Alert Management enables you to set Trading Compliance specific search fields. The Set Trading Compliance Specific Search Options section

displays when you have selected Trading Compliance solution set from the **Set Alert Display Configuration** drop-down list.



Figure 105. Set Trading Compliance Specific Search Options Section

Note: Some <solution specific> filters are applicable to another display configuration. Setting defaults for these filters will apply across display configuration.

Table 43 provides filters for the Trading Compliance specific solution set.

Table 43. Trading Compliance Specific Search Options

Column	Description
Security ID	Filters the alert list by the identification number of the security involved in the alert.
Security	Filters the alert list by the name of security involved in the alert.
Trader ID	Filters the alert list by the identification number of the trader involved in the alert.
Trader	Filters the alert list by the name of the trader involved in the alert.

Setting Broker Compliance Specific Search Options

Oracle Financial Services Alert Management enables you to set Broker Compliance specific search fields. The Set Broker Compliance Specific Search Options section displays when you have selected Broker Compliance and Control Room solution set from the **Set Alert Display Configuration** drop-down list.

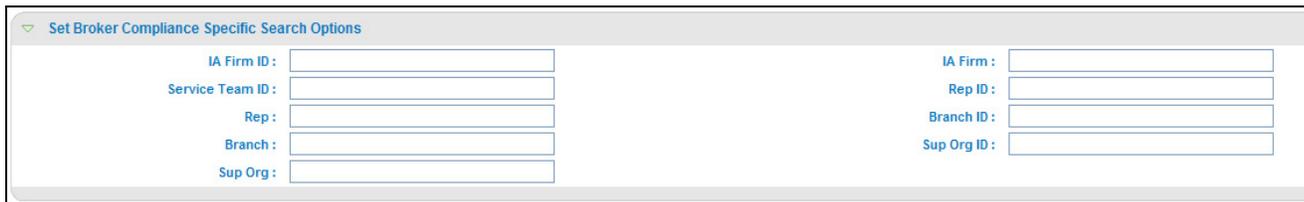


Figure 106. Set Broker Compliance Specific Search Options

Note: Some <solution specific> filters are applicable to another display configuration. Setting defaults for these filters will apply across display configuration.

Table 44 provides filters for the Broker Compliance specific solution set.

Table 44. Broker Compliance Specific Search Options

Column	Description
IA Firm ID	Filters the alert list by the identification of the firm associated with the Investment Advisor.
IA Firm	Filters the alert list by the name of the firm associated with the Investment Advisor.
Service Team ID	Filters the alert list by the identifier of the primary service team of which this employee is a member.
Rep ID	Filters the alert list by identification number of the employee or contractor who is the Registered Representative.
Rep	Filters the alert list by name of the employee or contractor who is the Registered Representative.
Branch ID	Filters the alert list by the identification number of the organization where this account is domiciled.
Branch	Filters the alert list by the name of the organization where this account is domiciled.
Sup Org ID	Filters the alert list by unique ID of the organization where the Registered Representative is employed.
Sup Org	Filters the alert list by the name of the organization where the Registered Representative is employed.

Setting Energy and Commodity Trading Compliance Specific Search Options

Oracle Financial Services Alert Management enables you to set Energy and Commodity Trading Compliance specific search fields. The Set Energy and Commodity Trading Compliance Specific Search Options section displays when you have selected ECTC solution set from the **Set Alert Display Configuration** drop-down list.



Set Energy and Commodity Trading Compliance Specific Search Options

Commodity Instrument ID: Commodity Instrument Name:

Trader ID: Trader:

Note: Some ECTC specific filters are applicable to another display configuration. Setting defaults for these filters will apply across display configuration.

Figure 107. Set ECTC Specific Search Options Section

Note: Some <solution specific> filters are applicable to another display configuration. Setting defaults for these filters will apply across display configuration.

Table 45 provides filters for the Energy and Commodity Trading Compliance specific solution set.

Table 45. Energy and Commodity Trading Compliance Specific Search Options

Column	Description
Commodity Instrument ID	Filters the alert list by the identification number of the commodity instrument involved in the alert.
Commodity Instrument Name	Filters the alert list by the name of the commodity instrument involved in the alert.

Table 45. Energy and Commodity Trading Compliance Specific Search Options

Column	Description
Trader ID	Filters the alert list by the identification number of the trader involved in the alert.
Trader	Filters the alert list by the name of the trader involved in the alert.

Setting Options for Case Simple Search

Oracle Financial Services Enterprise Case Management enables you to set fields that are part of a Simple Search option. The fields that are available in the Preference page displays in the Search and Case List page

Figure 108. Set Options for Case Simple Search

Table 46 provides search filters for the simple case search

Table 46. Case Simple Search Options

Column	Description
Case Created In the Last	Filters the case list by case created in the last 1day, 5 days,10 days, or 30 days.
Status	Filters the case list by the status of cases that matches the search criteria.
Type	Filters the case list by the type of cases that matches the search criteria.
Subtype	Filters the case list by the sub type of cases that matches the search criteria.
Priority	Filters the case list by the priority assigned to the case that matches search criteria.
Subclass 1	Filters the case list by the type code of the case subclass1 associated with this case subclass.
Subclass 2	Filters the case list by the type code of the case subclass2 associated with this case subclass.
Case Due	Filters the case list by past and up to the date you enter by which an action should be taken on the case.
Owner	Filters the case list by a user or group of users who own a case. If you filter by Owner, you cannot filter by Organization.
Assigned To	Filters the case list by a user or group of users to whom a case is assigned.

For Case Creation date, instead of displaying preference options for the date **To** and **From** fields, a **Cases Created in the Last** drop-down list is displayed with the following values:

- Blank
- 1 Day
- 5 Days
- 10 Days
- 30 Days

Based on the value you select here, the system resets the values in the **To** and **From** date fields on the Search page accordingly. For example, if you select 30 days as the preference setting, the To date field is populated with the current system date and the From date field is populated with the date 30 calendar dates prior to the current system date. If you select the Blank option as the default preference, the system resets the **To** and **From** date fields on the Search page to a blank value.

Similarly, for the case Due Date, instead of displaying preference options for the date, a **Case Dues** drop-down list is displayed with the following values:

- Blank
- Due
- Overdue
- Within 1Day
- Within 5 Days
- Within 10 Days

Setting Options for Case Advanced Search

Oracle Financial Services Enterprise Case Management enables you to set fields that are part of a Advanced Search option. The fields that are available in the Preference page displays in the Search and Case List page.

The screenshot shows a web form titled "Set Options for Case Advanced Search". The form is organized into three columns of fields. The first column contains: Title (text input), Entity Type (dropdown), Jurisdiction (dropdown), Resolution (dropdown), Regulatory Report Type (dropdown), and Linked Alerts (two dropdowns). The second column contains: And Entity ID (text input), Domain (dropdown), Or Last Action (dropdown), Regulatory Report Status (dropdown), and Linked Cases (two dropdowns). The third column contains: Or Entity Name (text input), Organization (dropdown), and Or Action (dropdown). All dropdown menus have a downward arrow icon.

Figure 109. Set Options for Case Advanced Search

Table 46 provides search filters for the advanced case search

Table 47. Case Advanced Search Options

Column	Description
Title	Filters the case list by the name of the cases that matches the search criteria.
Entity Type	Filters the case list by the type of business entity you select in the drop-down list box. Select the focus from the Entity Type drop-down list and type either Entity Name or Entity ID to search for cases.
Entity ID	The unique identifier for entity that is associated with cases you want to view. The field accept up to 50 characters of text in the Entity ID text box.
Entity Name	The entity name associated with cases you want to view.
Jurisdiction	Filters the case list by the jurisdiction to which you are assigned.
Domain	Filters the case list by the business domain associated with a case. The multi-select list box contains only the business domains with which you are authorized to view.
Organization	Filters the case list by the ID of the organization associated with the owner of a case.
Resolution	Filters the case list by the selected action representing a resolution action recorded for a case.
Last Action	Filters the case list by the selected action or actions representing the last action recorded for a case.
Action	Filters the case list by one or more actions that have been taken on a case.
Regulatory Report Type	Filters the case list by the type of a Regulatory Reporting that was initiated from the case. Regulatory Reporting is an optional Oracle application.
Regulatory Report Status	Filters the case list by the status of a Regulatory Reporting that was initiated from the case. Regulatory Reporting is an optional Oracle application.
Linked Alerts	Filters the case list by the number of alerts that are linked to the case.
Linked Cases	Filters the case list by the number of cases that are linked to the alert.

Setting Trade Blotter Default Search

If Trade Blotter has been enabled at deployment and if you have the appropriate access permissions for the Trade Blotter functionality, the Set Trade Blotter Default Search section on the Preferences page enables you to set the display preferences for the simple and advanced searches.



Figure 110. Set Trade Blotter Default Search

The following mutually exclusive options displays in the Trade Blotter section:

- Simple Search
- Advanced Search

Refer to Chapter 6, *Trade Blotter Page*, on page 98, for a description of all the possible fields on the Trade Blotter Search section.

Setting Simple Search Options for Trade Blotter

Oracle Financial Services Alert Management enables you to set preference for the search options that have been configured for the Simple Trade Search section of Trade Blotter Search page.

Figure 111. Set Simple Search Options for Trade Blotter

The values you set here are automatically prepopulated in the corresponding fields of the Search page. The time you select from the **Trades executed in the Last:** drop-down list on the Preferences page is calculated to populate the correct dates in the **Trade Date From** and **To** fields on the Search page.

Setting Advanced Search Options for Trade Blotter

In addition to specifying preference for the Simple Trade Search section, you can set options for all the search filters and the view and sort fields that are configured for the Advanced Trade Search section.

Figure 112. Set Advanced Search Options for Trade Blotter

The values you set here are automatically prepopulated in the corresponding fields of the Search page. The following discrepancies exist between the fields displayed on the Advanced section of the Trade Blotter Search page, and the Advanced section of the Trade Blotter section of the Preferences page:

- For Organization, Division, and Branch filters, if the one or two filters have been configured for display on the Search page, the system does not display the third filter as a preference option. Also, the Division filter is enabled only if you select a value in the Org preference option. Further, the Division preference option is populated based on the selection made in the Org preference option, and so forth.
- For dates (in other words, the Trade Date, Trade Entered Date, Settlement Date, and Review Status To and From fields), instead of displaying preference options for the date To and From fields, a Trades Reviewed in the Last drop-down list is displayed with the following values:
 - Blank
 - 1 Day
 - 5 Days
 - 10 Days
 - 30 Days

Based on the value you select here, the system resets the values in the To and From date fields on the Search page accordingly. For example, if you select 30 days as the preference setting, the To date field is populated with the current system date and the From date field is populated with the date 30 calendar dates prior to the current system date. If you select the Blank option as the default preference, the system resets the To and From date fields on the Search page to a blank value.

Setting Options for Replay Page

The Set Options for Replay Page section displays if your role is associated with one or more scenarios belonging to a scenario class and focus that display on the Replay tab, and have access to the Replay tab in the application. Oracle Financial Services Alert Management enables Analyst II, Analyst III, and Supervisor roles to configure the Security Group filters in the Replay page.



Figure 113. Set Options for Replay Page

Setting Options for Security Group

The **Security Group** radio button enables you to choose between the two mutually exclusive options in the replay's search bar—Enable and Disable. By default, Oracle Financial Services Alert Management UI selects the Security Group option as Enable if you do not save your settings.

Setting Options for Notifications on Home Page

Oracle Financial Services Alert Management and Enterprise Case Management enables users whose roles allow them to own, assign, or reassign alerts and cases.



Figure 114. Set Options for Notification on Home Page

These preferences allows you to select the type of notifications you want to receive in the Notification section of the Home page:

- Do not notify me when alerts are reassigned to my Orgs
- Do not notify me when cases owned by me are acted upon by Assignee
- Do not notify me when cases assigned to me are acted upon by Owner
- Do not notify me when cases are assigned/reassigned to my Org(s)

This option do not notifies you of alerts and cases requiring your review.

Setting Options for E-mail

Oracle Financial Services Alert Management and Enterprise Case Management enables you to set preferences on the outgoing e-mails. To enable this option, select the **Copy me on outgoing e-mails** check box. This option copies you on the e-mails you sent from the Actions page.

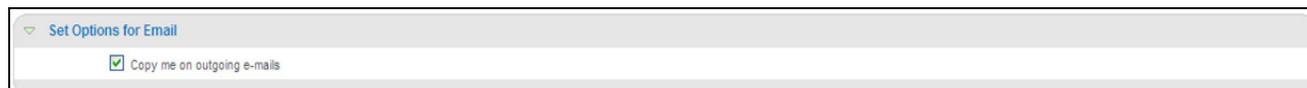


Figure 115. Set Options for E-mail

Message Pages

The Oracle Financial Services Alert Management applications are Web-based and, therefore, you may occasionally see one or more of the following types of message pop-ups apart from those directly related to the business function of the application. This section defines the following message types that are relevant to your activity within the application:

- **Error Messages:** Displays to alert you that you have performed an activity that is not compatible with the application
- **Status Messages:** Displays to alert you of the status of either your current activity or your access rights
- **Informational Messages:** Displays to confirm actions you are taking or to warn you of additional requirements to be met to complete an action

Error Messages

The following error messages display to alert you that you have performed an activity that is not compatible with the application:

- Authentication Errors
- Multiple Session Errors

Authentication Errors

Authentication Error pages display if you enter an invalid user ID or password on the Login page (Figure 116).

Additionally, this type of message displays if you inadvertently type the correct login information with improper capitalization or with the Caps Lock key set, as passwords are case-sensitive. .



Figure 116. Authentication Error Page

To reattempt your log in, click **OK** on the Authentication Error page.

Multiple Session Errors

If you try to login the application in a parallel browser when you have already logged into the application in another browser, the Multi Session Error displays. A parallel session is one which is improperly started by selecting **New/Window** from the File menu in IE or by pressing the CTRL+N key and continuing to work in both sessions (Figure 117).



Figure 117. Multiple Session Error Page

Clicking the **OK** button in the message will close the second browser.

In order to login to a second session in parallel with existing session, open a new browser, and select **File' New Session**. A second session opens that enable you to login. When working with two sessions, logout from one of the session does not affect the other session.

Status Messages

Status messages display to warn you that another user has locked an alert that you are trying to access.

Alert/Case Locked

The Alert/Case Locked dialog box displays to let you know that the selected alert/case records are locked as a result of another user who is currently acting on an alert/a case you have selected.

If you have selected one or more alerts/cases to perform some action, and if another user is currently taking an action on all those selected alerts/cases, then the Alert/Case Locked dialog box displays with the following message:

- **When alerts are locked:** All selected alert records are locked by another user. Please try again later.
- **When cases are locked:** All selected case records are locked by another user. Please try again later.

If you have selected one or more alerts/cases to perform some action and if another user is currently taking an action on one or some of those selected alerts/cases, then the Alert/Case Locked dialog box displays with the following message:

- **When some alerts are locked:** One or more Alerts are locked by another user. Select **OK** to continue, **Cancel** to return to the Alert List.
- **When some cases are locked:** One or more cases are locked by another user. Click **OK** to continue performing actions for cases which are not locked.

If you have selected an alert/a case, which is already locked by another user, then on clicking the **Alert ID** hyper link in order to navigate to the Alert details page, the Alert/Case Locked dialog box displays with the following message:

- **When alert is locked:** The selected alert is locked by another user. Click **OK** to view the alert details page in view mode only and **Cancel** to return to list page.
- **When Case is locked:** The selected case is locked by another user. Click **OK** to view the case details page in view mode only and **Cancel** to return to list page.

Informational Messages

The Informational messages display as a pop-up either with the **OK** button, or with the **OK** and **Cancel** buttons. The following are a few instances where these messages display.

- If you do not enter information into a field, which is required for an action to be performed
- A pre-save confirmation message asking you if you would like to save the actions you have chosen to perform
- A post save confirmation message informing you if the actions performed have been successful or not
- A confirmation message if you choose to edit or remove a record
- If you have not selected an alert/business entity for an action to be performed
- If you choose to cancel an action, which has not been saved

Informational messages help you successfully perform an action and warn you if you have missed certain steps out for the successful completion of an action undertaken.

Business Tabs

Oracle Financial Services Alert Management consists of Business tabs that display in the Monitoring workflow. Within the Monitoring workflow, these tabs are displayed according to the focus type and scenario class of the alert you select.

Alert Business Tabs

Table 48 identifies the possible Business tab pages that Oracle Financial Services Alert Management displays for a specific scenario class and focus type in the Monitoring workflow.

Table 48. Business Tab Pages by Scenario Class

Focus Type	Possible Business Tabs
Scenario Class: Institutional Money Laundering	
Customer (CU)	Account, Customer, Network, and Investment Advisor
Scenario Class: Money Laundering	
Account (AC)	Account, Customer, Employee, Household, Network, and Investment Advisor
Correspondent Bank (CB)	Correspondent Bank and Network
Customer (CU)	Account, Customer, Household, Network, and Investment Advisor
External Entity (EN)	External Entity and Network
Household (HH)	Account, Customer, Household, Network, and Investment Advisor
Scenario Class: Fraud	
Account (AC)	Account, Customer, Household, Network, Investment Advisor, Employee, and Financials
Customer (CU)	Account, Customer, Household, Network, Investment Advisor, and Financials
Employee (EE)	Account, Employee, Network, Financials, and Household
Scenario Class: Best Execution	
Order (OR)	Account, Execution, Market Participant, Order, Replay, Security, and Trader
Scenario Class: Trading Compliance	
Account (AC)	Account, Execution, Order, Replay, Security, and Customer
Execution (EX)	Account, Execution, Market Participant, Order, Replay, Security, Trade, and Trader
Order (OR)	Account, Trader, Order, Execution, Security, Replay, and Market Participant
Security (SC)	Order, Trade, Execution, Replay, and Security

Table 48. Business Tab Pages by Scenario Class (Continued)

Focus Type	Possible Business Tabs
Trader (TR)	Account, Trader, Trade, Execution, Order, Replay, and Security
Organization (OG)	Account, Trade, Trader, Execution, Replay, and Security
Scenario Class: Mutual Funds	
Account (AC)	Account, Account Balance, Customer, Household, Investment Advisor, Registered Representative, and Trade
Scenario Class: Employee Trading	
Employee (EE)	Account, Employee, Security, and Trade
Scenario Class: Customer Risk and Suitability	
Account (AC)	Account, Account Balance, Customer, Household, Investment Advisor, Registered Representative, and Security
Household (HH)	Account, Account Balance, Customer, Household, Investment Advisor, Registered Representative, and Security
Registered Representative (RR)	Account, Registered Representative, Trade, and Execution
Scenario Class: Asset Management	
Portfolio Manager (PM)	Account, Account Balance, Security, Portfolio Manager, and Order
Scenario Class: Energy and Commodity Trading Compliance	
Commodity Instrument (CI)	Energy and Commodity Trade, Energy and Commodity Instrument, Trader, and Natural Gas Flow
Trader (TR)	Energy and Commodity Trade, Energy and Commodity Instrument, and Trader

Trade Blotter List Component Matrix

This appendix provides a detailed table that lists all of the possible fields that may display on the Trade Blotter List Details page by the user interface section and the product category specified on the Trade Blotter Search page. Refer to Table 49.

Table 49. Trade Blotter List Components by UI Section and Trade Product Category

Column	Description	User Interface Section										Trade Product Category								Standard Configuration
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred	Convertible	Swap	
TC	Trade Characteristics. Abbreviated text that describes any special criteria with which that trade is associated; for example, EA represents Employee Account. A mouseover displays the full text.	X									X	X	X	X	X	X	X	X	X	
Score	Score associated with the trade.	X								X	X	X	X	X	X	X	X	X	X	
Trade ID	Trade identifier for the trade.	X	X							X	X	X	X	X	X	X	X	X	X	
Trade Date	Date, time and time zone in which the trade was executed.		X							X	X	X	X	X	X	X			X	
Currency Pair	Security short name.		X					X					X						X	
Deal Trade Date	Original date that the structured deal was negotiated.		X															X	X	
Desk ID	Identifier of the desk that performed the trade.		X							X	X	X	X	X	X	X	X	X	X	
Sub-desk ID	Identifier of the sub-desk that performed the trade.		X							X	X	X	X	X	X	X	X	X	X	
Executing Org ID	Identifier of the organization within which this trade execution was performed.		X							X	X	X	X	X	X	X	X	X	X	
Post Posn	Tracer Post Position. Number of units of this security held in the trading account associated with this trade execution immediately after the execution was performed.		X							X	X	X	X	X	X	X	X	X	X	
Sec Short Name	Security Short Name. Short name of the security that was traded.	X	X					X		X	X	X		X	X	X	X	X	X	
Sec ID	Security Identifier. Identifier of the security that was traded.		X							X	X	X		X	X	X	X	X	X	
Sec Desc	Security Description. Description of the security that was traded.		X							X	X	X		X	X	X	X	X	X	
FX Type	Deal Type 1 and 2. Oracle Financial Services Behavior Detection Platform client-specified general type of the structured deal.		X										X						X	

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section								Trade Product Category								Standard Configuration	
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred		Convertible
Comm (Issuing)	Monetary amount of the broker commission associated with this trade, expressed in the issuing currency.	X								X	X	X	X	X	X	X	X	X	X
Prinpl (Base)	Principal amount of the trade as expressed in base currency.	X									X	X	X	X	X	X	X	X	X
Prinpl (Issuing)	Principal amount of the trade as expressed in the issuing currency.	X	X							X	X	X	X	X	X	X	X	X	X
Prinpl (Traded)	Principal amount of the trade as expressed in the currency in which the trade was executed.	X									X	X	X	X	X	X	X	X	X
Prinpl (Stlmnt)	Principal amount of the trade as expressed in the currency in which the trade is to be settled.	X									X	X	X	X	X	X	X	X	X
Coupon	The interest rate paid for the security.	X													X	X			X
Yield	For fixed income products, the rate of return on this security.	X									X					X			X
Gross Amt	Principal amount of the trade expressed in the issuing currency plus the commission associated with the trade expressed in the issuing currency.	X								X	X	X	X	X	X	X	X	X	X
Stlmnt Date	Date on which the trade is to settle.	X								X	X	X	X	X	X	X			X
Stlmnt Value	For FX trades, the value of the trade on Value Date.	X											X						X
Stlmnt Ctry	Last known value for the country in which this trade was settled.	X									X					X	X		X
Conv Ratio	Number of units (for example, shares) of the instrument that can be obtained by converting each single unit of the convertible security.	X													X	X			X
Conv Price	Price per share for which investors can exchange the convertible security.	X													X	X			X
Swap Type	Deal Type 1 and 2. Type of this structured deal.	X																X	

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section								Trade Product Category								Standard Configuration	
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred		Convertible
Swap Desc	Description of this structured deal (or swap) that the Oracle Financial Services Behavior Detection Platform client can use to identify specific information about the structured deal (or swap).		X															X	X
Legal Entity	Oracle Financial Services Behavior Detection Platform client's legal entity that is the principal in this structured deal.		X															X	X
Cust ID	Identifier of the customer or counterparty involved in this structured deal.		X															X	X
Src System	Source system from which this data content is extracted.		X															X	X
Party1 ID	Space-separated type and identifier of the first party involved in this swap.		X															X	X
Party1 Acct ID	Identifier of the account for the first party involved in this swap.		X															X	
Party1 Pymnt Freq	Expected frequency at which payments are to be made against this structured deal or swap (for example, daily or weekly).		X															X	X
Party2 ID	Space-separated type and identifier of the second party involved in this swap.		X															X	X
Party2 Acct ID	Identifier of the account for the second party involved in this swap.		X															X	
Party2 Pymnt Freq	Expected frequency at which payments are to be made against this structured deal or swap (for example, daily or weekly).		X															X	X
Eff Date	Effective date on which the deal started.		X															X	X
Term Date	Date on which the deal ended.		X															X	X
Interbank Exch Rate	Interbank exchange rate.		X										X						X

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section								Trade Product Category								Standard Configuration		
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred		Convertible	Swap
Spot Exch Rate	Spot exchange rate.		X																	X
Trade Exch Rate	Exchange rate at which the trade executions were executed.		X																	X
Prinpl Amt (Counter)	For foreign exchange trades, the principal amount of the trade expressed in the counter currency of the currency pair. This value does not include commissions or fees associated with the trade.		X																	X
Prinpl Amt (Treasury)	Principal amount of the trade expressed in the currency in which the trade is to be settled. For foreign exchange trades, the principal amount of the trade expressed in the treasury currency. This value does not include commissions or fees associated with the trade.		X																	X
Load	Type of load for this mutual funds security.		X								X									X
Load/Fee	Mutual fund load fee amount in this issuing currency.		X								X									X
NAV	Closing price, in the issuing currency, for this security in its primary market on this market date.		X								X									X
CDSC (Issuing)	Contingent Deferred Sales Charge amount in the issuing currency.		X								X									X
Contract Size	For option products, the quantity of shares of the underlying security for which this options contract is written.		X										X							X
Optn Type	For option products, indicator of whether the option can be exercised at any time prior to maturity or can only be exercised at maturity.		X										X							X
Cust B/S	Customer buy or sell.	X	X							X	X	X	X	X	X	X	X	X	X	X
Agent ID	Identifier of the trader who acted as the agent on the execution (for agency trades).		X							X										X

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section								Trade Product Category										Standard Configuration			
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred	Convertible	Swap				
Sol	Indicator of whether a person affiliated with the Oracle Financial Services Behavior Detection Platform client solicited this order.		X																			X	
Event Type	Trade event type associated with the trade.		X																				X
Cust Name	Name of the customer who placed the order.									X													X
Acct Name	Account display name of the account associated with the trade.	X				X																	X
IO	Specific investment objective of the account associated with the trade.	X																					X
Src of Funds	Source from which the initial funds will come as stated by the customer for the account associated with the trade.					X																	X
Source	Investment rating service that is the source of the investment rating for the security associated with the trade.			X																			X
Rating	Specific investment rating value determined by an investment rating service for the security that was traded (for example, A+, BBB, or CC-).			X																			X
Effective	Date on which an investment rating service established this investment rating for the security associated with the trade.			X																			X
Expires	Date on which an investment rating service removed this investment rating for the security associated with the trade.			X																			X
Maturity	For fixed income products, the date on which the security matures.		X																				X
CUSIP	Committee on Uniform Securities Identification Procedures (CUSIP) identifier associated with the security that was traded.	X																					X

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section									Trade Product Category									Standard Configuration	
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred	Convertible	Swap		
ISIN	International Securities Identification Number (ISIN) associated with the security that was traded.		X																	X	
Deal ID	Oracle Financial Services Behavior Detection Platform identifier for a particular structured deal associated with the trade.		X																	X	X
Last Reviewed By	User who approved or rejected the trade (via Trade Blotter).		X																	X	X
Org Name/ID	Display name or identifier (configured at deployment) of the organization that originated the trade.		X																	X	X
Acct ID	Identifier of the customer's account involved in the trade, as last reflected in the events for the execution.	X				X														X	X
Acct Type	Oracle Financial Services Behavior Detection Platform client-specified account type classification for the use of this account.					X														X	X
Reg	Registration Type. Oracle Financial Services Behavior Detection Platform client-specified form of legal ownership for the account that is associated with the trade.					X														X	X
Open Date	(Account) Date on which the account associated with the trade was opened.					X														X	X
Last Act	(Account) Date of the last trading or transaction activity in the account that is associated with the trade.					X														X	X
BU	(Account) For firm accounts, the identifier for the organization that owns the account.					X														X	X
Branch	(Account) Branch Code. Organization where the account is domiciled.					X														X	X
Tax ID	(Account) Tax identification number associated with the account that is associated with the trade.					X														X	X

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section								Trade Product Category									Standard Configuration			
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred	Convertible		Swap		
Risk Tolerance	(Account) Degree of risk the customer is willing to take with investments in this account (that is, the customer's ability to handle declines in the net worth of this account).					X							X	X	X	X	X	X	X	X	X	X
Cust ID	Customer associated with the account involved in the trade.						X						X	X	X	X	X	X	X	X	X	X
Tax ID	(Customer) Customer's tax identification number.					X							X	X	X	X	X	X	X	X	X	X
Type	(Customer) Indicator of whether this customer is an individual or organization.					X							X	X	X	X	X	X	X	X	X	X
Bus Type	(Customer) Functional area in which this customer does business					X							X	X	X	X	X	X	X	X	X	X
DOB	Date on which the customer was born.					X							X	X	X	X	X	X	X	X	X	X
Leg Str	Organization customer's legal structure.					X							X	X	X	X	X	X	X	X	X	X
B/D	Indicator of whether this customer has provided notification of employment by a financial institution.					X							X	X	X	X	X	X	X	X	X	X
Cust Eff Risk	Level of risk associated with this customer as determined in large part by membership on one or more watch lists.					X							X	X	X	X	X	X	X	X	X	X
Eff Match	Level of risk associated with this customer as determined in large part by membership on one or more Watch Lists plus text of the identifier or name associated with the Watch List record that was used to populate Watch List Risk for this customer.					X							X	X	X	X	X	X	X	X	X	X
Bus Risk	Level of risk associated with the general business characteristics of this customer as determined by the Oracle Financial Services Behavior Detection Platform client.					X							X	X	X	X	X	X	X	X	X	X
List	Identifier of the level of risk associated with a customer determined by membership on one or more watch lists.					X							X	X	X	X	X	X	X	X	X	X

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section								Trade Product Category								Standard Configuration	
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred		Convertible
Annual Inc	Customers self-reported annual income, expressed in base currency.						X				X	X	X	X	X	X	X	X	X
Emp	Indicator of whether the customer is also an Oracle Financial Services Behavior Detection Platform client.						X				X	X	X	X	X	X	X	X	X
Est Lqd NW	Customer's self-reported liquid assets, expressed in base currency.						X				X	X	X	X	X	X	X	X	X
Src of Wealth	Customer's self-reported source of wealth.						X				X	X	X	X	X	X	X	X	X
Marital Status	Marital status of the customer.						X				X	X	X	X	X	X	X	X	X
Occupation	Occupation of the customer.						X				X	X	X	X	X	X	X	X	X
Employer	Name of the customer's employer.						X				X	X	X	X	X	X	X	X	X
Credit Rating	Rating for this customer, based on credit rating score.						X				X	X	X	X	X	X	X	X	X
Credit Score	Actual score for the customer's credit rating, based on the credit rating score.						X				X	X	X	X	X	X	X	X	X
Credit Rating Src	Source associated with the credit rating assigned to the customer.						X				X	X	X	X	X	X	X	X	X
Cit	Citizenship. Customer's primary country of citizenship.						X				X	X	X	X	X	X	X	X	X
Order ID	Identifier of the order associated with the trade.							X			X	X	X	X	X	X	X	X	X
Order Placed	Date and time on which the order was placed.							X			X	X	X	X	X	X	X	X	X
First Routed	Date and time on which the order was first routed.							X			X	X	X	X	X	X	X	X	X
Order Filled	Date and time on which the order was completely-filled.							X			X	X	X	X	X	X	X	X	X
Order B/S	Indicator of whether an order is an instruction to buy or sell a security.							X			X	X	X	X	X	X	X	X	X
Orig Ord'r Qty	Original number of units of the security (for example, shares, contracts or face value) that were to be bought or sold through this order.							X			X	X	X	X	X	X	X	X	X
Last Order Type	Type of this order; for example, market or limit.							X			X	X	X	X	X	X	X	X	X

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section								Trade Product Category										Standard Configuration
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred	Convertible	Swap	
Limit Price	Price at which this limit order is to be executed, as expressed in issuing currency.						X			X	X	X	X	X	X	X	X	X	X	
Buyer/Seller	Indicator for the type of buyer/seller for which the order was placed and the buyer/seller associated with the order.						X			X	X	X	X	X	X	X	X	X	X	
Parent Ord ID	Identifier that the Oracle Financial Services Behavior Detection Platform client assigns which uniquely identifies this order throughout the enterprise during the day in which it was performed.						X			X	X	X	X	X	X	X	X	X	X	
Pmry Rep ID	Primary representative identifier that is used by this employee.							X		X	X	X	X	X	X	X	X	X	X	
Emp Name	Name to be displayed for this employee.			X				X	X	X	X	X	X	X	X	X	X	X	X	
Rep/IA Name	Registered Representative/Investment Advisor name associated with the trade.	X								X	X	X	X	X	X	X	X	X	X	
Pmry Srvc Team ID	Identifier of the primary service team of which this employee is a member.							X		X	X	X	X	X	X	X	X	X	X	
CRD ID	Central Registration Depository. For employees who must be registered with a regulator, the unique identifier that the authoritative regulator assigned to this employee.			X				X		X	X	X	X	X	X	X	X	X	X	
Emp ID	Identifier for an employee that is unique across the enterprise. Note: This field is labeled Rep/IA.			X				X	X	X	X	X	X	X	X	X	X	X	X	
Title	Job title for this employee.			X				X		X	X	X	X	X	X	X	X	X	X	
Role	For employees who are traders or registered representatives, identifies their employment role or title; for example, floor trader or branch manager.			X				X		X	X	X	X	X	X	X	X	X	X	
Emp Type	Code that identifies the type of employee; for example, employee or contractor.							X		X	X	X	X	X	X	X	X	X	X	

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section								Trade Product Category									Standard Configuration
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred	Convertible	
Part/Full Time	Indicator of whether this employee is part time or full time.							X		X	X	X	X	X	X	X	X	X	X
Supvsr Name	Name to be displayed for this employee's supervisor.			X				X		X	X	X	X	X	X	X	X	X	X
Supvsr Org ID	Supervisory Organization ID. Identifier of the organization that is responsible for monitoring the activities of this employee.							X		X	X	X	X	X	X	X	X	X	X
Supvsr Org Name	Supervisory Organization Name. Name of the organization that is responsible for monitoring the activities of this employee.							X		X	X	X	X	X	X	X	X	X	X
Line Org ID	Identifier of the primary line organization to which this employee is assigned.			X				X		X	X	X	X	X	X	X	X	X	X
Line Org Name	Name of the primary line organization to which this employee is assigned.			X				X		X	X	X	X	X	X	X	X	X	X
Company	Name of the company for which this employee or contractor works.			X				X		X	X	X	X	X	X	X	X	X	X
Cost Ctr	Cost center to which this employee is assigned.			X				X		X	X	X	X	X	X	X	X	X	X
Office	Identifier of the office to which this employee is assigned.			X				X		X	X	X	X	X	X	X	X	X	X
Office Loctn	Office location. Text that describes this employee's work location (for example, 123 Wall Street or Commonwealth Building, Third Floor).			X				X		X	X	X	X	X	X	X	X	X	X
Tax ID	Employee's tax identification number; for example, SSN.							X	X	X	X	X	X	X	X	X	X	X	X
Tax ID Format	Indicator of whether the employee tax identifier is a Social Security Number (SSN) or another type of identifier.							X	X	X	X	X	X	X	X	X	X	X	X
Hire Date	Date this employee was hired.							X		X	X	X	X	X	X	X	X	X	X
Emp Status	Employment status of this employee; for example, active or inactive.			X				X		X	X	X	X	X	X	X	X	X	X

Table 49. Trade Blotter List Components by UI Section and Trade Product Category (Continued)

Column	Description	User Interface Section								Trade Product Category										
		Trade List	Trade	Security Rating	Trader	Account	Customer	Order	Registered Rep.	Investment Advisor	Other/ Equity/ Exchange Traded Fund/ Commodities	Mutual Fund	Fixed Income	Options & Futures	Foreign Exchange	Money Market	Preferred	Convertible	Swap	Standard Configuration
Emp Status Date	Date that this employee's status was last changed.			X				X		X	X	X	X	X	X	X	X	X	X	X
IA Firm ID	Investment advisor firm identifier. Identifier for a specific investment advisor that is unique across the enterprise.								X	X	X	X	X	X	X	X	X	X	X	X
IA Firm Name	Investment advisor's firm name. For external advisors, the name of the investment advisor's firm.								X	X	X	X	X	X	X	X	X	X	X	X
# of Subaccts	Number of active sub-accounts that this investment advisor manages.								X	X	X	X	X	X	X	X	X	X	X	X
Assets Under Mgmt	Total net worth of all active sub-accounts that this investment advisor manages, expressed in base currency.								X	X	X	X	X	X	X	X	X	X	X	X

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