



Siebel Public Sector Guide

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1

What's New in This Release

What's New in Siebel Public Sector Guide, Version 7.7

Table 1 lists content described in this first issue of documentation to support release 7.7 of the software.

Table 1. New Product Features in Siebel Public Sector Guide, Version 7.7

Topic	Description
Adding an Image to the Home Page Warning Level Indicator	This new feature allows the administrator to specify the image that is displayed on the home page Warning Level indicator.
Chapter 4, "Managing Benefits Cases"	This new feature provides integrated case management functionality that social services agencies can use to manage entitlement cases.
Chapter 5, "Managing Investigative Cases"	This new feature helps investigative agencies track and managing incidents, suspects, groups, and other information for investigative cases.
Chapter 6, "Managing Health Threats and Response"	This new feature helps public health agencies manage public health threats, details, and response resources.
Chapter 7, "Managing Tax Cases"	This new feature allows government agencies allows government tax and revenue agencies to manage customer interactions using targeted outreach campaigns and streamlined customer service.

2

Overview of Siebel Public Sector

Siebel Public Sector is an integrated suite of Web-based applications designed for use by public sector employees associated with municipal governments, social services, tax management, public health, and other investigative agencies. This chapter provides an overview of the applications that make up Siebel Public Sector. It includes the following topics:

- [Key Features of Siebel Public Sector on page 10](#)
- [Reports and Analytics for Siebel Public Sector on page 12](#)
- [Accessibility and Public Sector on page 12](#)
- [Customer Portal for Siebel Public Sector on page 12](#)

Key Features of Siebel Public Sector

Siebel Public Sector provides an integrated foundation for complex case, service, and agency management, and addresses the initiative towards performance-driven government. Using Siebel Public Sector, government and municipal agencies can manage:

- Case information from initial referral through case investigation, and benefits delivery.
- Self-service processes for information, eligibility assessment, single-application filing for multiple programs, and claims management.
- Communications for agency-to-citizen, agency-to-agency, and agency-to-third party providers.
- Assignment of high volumes of cases to employees with the right skills and availability.
- Data integration from multiple channels and back-office applications, giving case workers a comprehensive view of the citizen.
- Team collaboration and information sharing among employees, agencies and partner organizations working on a case.
- Case management analysis reports.

Customer relationship management (CRM) technology has become increasingly relevant in the public sector as citizens accustomed to high levels of service and convenience in the private sector demand a comparable level of service in the public sector. Government agencies share a common set of imperatives that require efficient processes that address citizen needs, and deliver the highest return on government and taxpayer investments. These imperatives include:

Improving Citizen Service

In addition to requests for improving the quality and speed of public services, citizens want to be able to interact with government agencies using the channels that best suit their needs. These channels might be the Web, telephone, face to face meetings, mail, and fax.

Streamlining Case Management

Government agencies process millions of cases annually; the majority of these cases are managed with legacy tools and paper-based processes. The result is a costly, time-consuming, and often frustrating process for both citizens and agency employees.

Increasing Employee Productivity

Many governments face the challenge of providing additional services to an increasingly demanding public, with a reduced workforce and diminished resources.

Closing Budget Gaps

To alleviate budget pressures, governments are reducing costs by eliminating ineffective programs, and are looking for ways to generate additional revenue by developing more efficient methods to collect fees and taxes.

Improving National Security

National security is of paramount importance, and government agencies are looking for more effective interagency information sharing, and public notification.

Table 2 describes how Siebel Public sector provides solutions for key business issues and challenges.

Table 2. Siebel Public Sector Solutions for Key Business Issues

Business Issue	Siebel Public Sector Solutions
Citizen Response	Siebel Public Sector equips customer service representatives in government call centers with timely, accurate information that can be used to respond to citizen and business inquiries. Work orders are efficiently opened and routed to appropriate departments, and Siebel Public Sector Analytics provides insight into the efficiency and effectiveness of government operations.
Benefits Case Management for Human Services	Siebel Public Sector provides social services agencies with an integrated case management application that can be used throughout the life cycle of each case. By consolidating citizen information from case initiation to close, and by enabling a workflow-driven case flow, Siebel Public Sector allows agencies to provide timely service and rapid case resolution. Increased employee productivity and more consistent and accurate case outcomes reduce paperwork time, lower the case appeal rate, and reduce case fraud.
Defense Personnel and Logistics Services	Using Siebel Public Sector, military organizations can provide soldier-centric services, bolstering efforts to recruit, retain, and reward those serving in the armed forces while reducing taxpayer costs. Militaries can manage logistics and field service operations more efficiently.
Single View of Taxpayer	Siebel Public Sector helps tax agencies better integrate disparate taxpayer systems in order to provide a consolidated, single view of taxpayers, the taxpayer’s past history, and outstanding balances owed by the taxpayer. Taxpayer case management and audits are improved and streamlined.
Revenue Management	Siebel Public Sector assists agencies in growing and maintaining their customer base using targeted outreach campaigns, streamlined licensing processes, and providing improved customer service supported by the same suite of software applications. Government agencies can focus on revenue generation while reducing customer service expenses.
Immigration Services	Immigration and citizenship agencies face an increasing flow of people and goods across borders, along with increases in citizenship applications. With Siebel Public Sector, agencies can not only maintain better records of visitors and their stays, but also share visitor information securely with collaborating agencies. Citizenship agencies can better manage application, test, and hearing procedures while improving their global case management capabilities.

Reports and Analytics for Siebel Public Sector

You can generate a number of preconfigured reports from various screens in the Siebel Public Sector application. [Table 3](#) describes the reports and screens. For more information on generating preconfigured reports, see *Fundamentals*.

In addition to the preconfigured reports, a Siebel Analytics module specific to Siebel Public Sector can be purchased to provide enhanced analyses for various business processes. For more information about Analytics reports, see *Siebel Analytics User Guide*.

Table 3. Public Sector Preconfigured Reports

Report	Description
Investigative Case Overview Report	A case investigation report that includes details about all suspects and groups associated with the case, related cases, activities performed, and public notes created as part of the investigation. From the Cases screen, click the Reports button on the toolbar.
Case Overview Report	This report provides a synopsis of a benefits or a tax case, including the case details, activities, and public notes associated with the case. From the Cases screen, click the Reports button on the toolbar.
Incident List Report	This report includes a list of incidents. From the Incidents screen, click the Reports button on the toolbar.
Suspect List Report	This report includes a list of all suspects and details about each suspect. From the Suspects screen, click the Reports button on the toolbar.
Group List Report	This report includes a complete list of groups and details about each group. From the Groups screen, click the Reports button on the toolbar.
Disease Overview Report	This report includes details for each disease record, as well as a list of all cases associated with the disease, medications available for response, training courses and frequently asked questions about the disease. From the Diseases screen, click the Reports button on the toolbar.

Accessibility and Public Sector

Siebel Public Sector software includes accessibility features that allow use of assistive technology hardware and software with Siebel eBusiness employee applications. For more information about accessibility features, see *Accessibility Guide for Siebel eBusiness Applications*.

Customer Portal for Siebel Public Sector

Customers logging into a Public Sector Web site find a portal that offers self-service, assisted service, FAQs and other resolution documents.

Figure 1 shows the customer portal for Public Sector.



Figure 1. Sample Public Sector Customer Portal

Search

Perform a full-text search for information throughout the Web site. Search results are ranked by relevancy and personalized visibility. For more information, see *Fundamentals* and *Siebel Search Administration Guide*.

Ask a Question (Smart Answer)

Perform natural language searches to retrieve knowledge base data. For more information, see *Fundamentals* and *Siebel Search Administration Guide*.

Top FAQs

Access the most requested Frequently Asked Questions and solutions.

My Account (Service Request Management)

Submit and track service requests and determine the status of cases. The customer can attach documents to help communicate a service issue. A service agent can add solutions or documents relating to the problem. Workflow process can be activated to notify a customer by email whenever an agent updates a service request.

For more information about workflows see *Siebel Business Process Designer Administration Guide*. For more information about service requests and service email alerts, see *Siebel Field Service Guide*.

Self-Service

Browse the integrated, searchable knowledge base that consists of knowledge items such as solutions to problems, relevant news, resolution documents, downloads, literature, and general documents. Knowledge retrieval methods include full-text search, natural language search, database query, or navigation through the hierarchical knowledge categories.

You can also:

- Troubleshoot problems, using a variety of support and service tools to provide solutions.
- View instructions and other documentation.
- Access software updates, if applicable.

Contact Us

Contact Customer Care representatives using email, postal mail, and fax, and locate a nearby government office.

3

Getting Started with Siebel Public Sector

This chapter lists the applications administration tasks that are specific to Siebel Public Sector. It includes the following topic:

[Administrator Setup Tasks for Siebel Public Sector on page 16](#)

[Adding an Image to the Home Page Warning Level Indicator on page 19](#)

Use this chapter in combination with *Applications Administration Guide* which includes information on the setup tasks that are common to all Siebel eBusiness Applications such as using license keys, defining employees, and defining your agency's structure. It also provides the information that you need to perform data administration and other administration tasks.

Some tasks discussed in this chapter may replace the corresponding tasks in the *Applications Administration Guide*, whereas others may be additional tasks. Make sure you review [Table 4 on page 16](#) before following the procedures in *Applications Administration Guide*.

This guide assumes that you have already installed Siebel Public Sector. If you have not installed the application, review the Server Installation and Upgrade section of *Siebel Bookshelf* and click the links to the guides that are relevant to your agency's implementation.

For instructions on how to create the Siebel Administrator account that is used to perform the administrative procedures described in this guide, see *Siebel Installation Guide* for the operating system you are using.

Administrator Setup Tasks for Siebel Public Sector

Table 4 lists and describes the administrative setup tasks that are specific to Siebel Public Sector applications and the tasks that may differ from those of the other Siebel eBusiness Applications. The table also directs you to documentation that provides information about each task.

When setting up your application, use Table 4 in combination with *Applications Administration Guide*. Siebel Administrators can change the image displayed in the Warning Level indicator on the home page.

Table 4. Administrative Tasks for Siebel Public Sector

Administrative Task	Description	For More Information
Activity Plan templates	If the municipality or agency uses activity plans with predefined activities, these templates must be set up using the Administration - Data screen. When creating a new Activity Template to use with Cases, the Type value must be set to HLS Case.	<i>Applications Administration Guide</i>
Assessment templates	If an agency mandates specific assessment criteria, assessment templates with attributes must be set up using the Administration - Data screen's Sales Assessment Templates view. When creating a new Case Assessment template, set the Type value to HLS Case.	<i>Applications Administration Guide</i>
Assignment Manager	Use Assignment Manager to automate the assignment of case-related activities and to assign activities to case managers based on specific skills and availability. You can work with the following Assignment Objects and their components: <ul style="list-style-type: none"> ■ Cases ■ Suspects ■ Groups ■ Incidents ■ Diseases 	<i>Siebel Assignment Manager Administration Guide</i>
Business Processes (Workflow)	Design automatic process flows using the Administration - Business Process screen's Workflow Processes views.	<i>Siebel Business Process Designer Administration Guide</i>

Table 4. Administrative Tasks for Siebel Public Sector

Administrative Task	Description	For More Information
Data loading and integration	<p>Load data from other agency databases into the Siebel database.</p> <p>You may also want to integrate with other database applications or perform periodic batch imports and exports of data between these applications.</p> <p>Using EIM, you can work with the following objects and their components:</p> <ul style="list-style-type: none"> ■ Cases ■ Diseases ■ Groups ■ Medications ■ Suspects ■ Incidents 	<p><i>Siebel Enterprise Integration Manager Administration Guide</i></p> <p><i>Overview: Siebel eBusiness Application Integration Volume I</i></p> <p><i>Integration Platform Technologies: Siebel eBusiness Application Integration Volume II</i></p> <p><i>Transports and Interfaces: Siebel eBusiness Application Integration Volume III</i></p> <p><i>Business Processes and Rules: Siebel eBusiness Application Integration Volume IV</i></p> <p><i>Siebel Object Interfaces Reference</i></p>
Home Page image	Maintain the Warning Level indicator graphic displayed to users on the Public Sector application home page, using the Homeland Security Image Administration screen.	Adding an Image to the Home Page Warning Level Indicator on page 19
iHelp	Set up iHelp to provide real-time task assistance to users. The iHelp tool allows you to embed view navigation links and highlight important fields and buttons on the view that are associated with each step of the task.	<p><i>Applications Administration Guide</i> (developing and administering iHelp)</p> <p><i>Fundamentals</i> (using iHelp)</p>
Lists of Values (LOVs)	Create standard LOVs for Case Type and Stage, and Case Status and Sub-Status values.	<i>Applications Administration Guide</i>

Table 4. Administrative Tasks for Siebel Public Sector

Administrative Task	Description	For More Information
Mobile Synchronization	<p>If mobile devices are used by agency personnel, the following objects and child components should be activated on the mobile devices with the following visibilities:</p> <ul style="list-style-type: none"> ■ Cases (My and Team's) ■ Groups (My and Team's) ■ Suspects (My and Team's) ■ Diseases (My and Team's) ■ Medications (All) <p>Each object should have partial visibility to all child components.</p>	<p><i>Siebel Service Handheld Guide</i></p>
Quickfill templates	<p>Create standard templates for commonly used Incident and Case types to reduce the amount of data entry by end users.</p> <p>Create Quick Fill templates using the Administration - Application screen's Quick Fill Templates Administration view.</p> <p>End users can apply templates from the Case and Incident forms by clicking the menu button in the form and choosing Apply Template, Save as Template, New from Template, or New from Last Template.</p>	<p><i>Applications Administration Guide</i></p>
Responsibilities	<p>Assign responsibilities for each user.</p> <p>You can restrict the visibility of views based on each employee's responsibilities.</p> <p>For a list of default views associated with each responsibility, see Appendix A, "Public Sector Responsibilities and Views."</p>	<p><i>Security Guide for Siebel eBusiness Applications</i></p> <p><i>Applications Administration Guide</i></p>
Siebel Tools	<p>Use Siebel Tools for tasks such as changing or creating new fields or field properties, changing colors and controls in the application, adding or removing applets, and so on.</p>	<p><i>Configuring Siebel eBusiness Applications</i></p> <p><i>Siebel Developer's Reference</i></p> <p><i>Siebel Tools Online Help</i></p> <p><i>Using Siebel Tools</i></p>
Training Administration	<p>Set up Training courses for users.</p>	<p><i>Siebel Training Guide</i></p>

Adding an Image to the Home Page Warning Level Indicator

Siebel Administrators can change the image displayed in the Warning Level indicator on the Siebel Siebel Public Sector home page using the Homeland Security Image Administration screen. After the image is published, the image is visible to all users within the same organization. Different organizations can display different images.

To add an image to the home page Warning Level indicator

- 1** From the application-level menu, choose navigate > Site Map > Homeland Security Image Administration.
- 2** In the Images list, add an image record and complete the fields.
For optimal layout on the home page, the image should be no larger than 350 pixels wide by 175 pixels high.
- 3** Select the Publish check box to display the image on the home page.

NOTE: The administrator can add additional images to the Images list, however the Publish check box should only be selected for the single image to be displayed on the home page.

4

Managing Benefits Cases

This chapter describes how social services and other municipal entitlement agencies can manage cases for benefits and services. It includes the following topics:

- [Scenarios for Benefits Case Management on page 22](#)
- [Process of Managing Benefits Cases on page 23](#)
- [Receiving a Benefits Request on page 24](#)
- [Calculating Benefits Eligibility on page 26](#)
- [Using Siebel SmartScript to Gather Benefits Assessment Information on page 26](#)
- [Using eAdvisor to Manage a Benefits Eligibility Assessment on page 27](#)
- [Assessment of Benefits Using Templates and Activities on page 27](#)
- [Reviewing Benefits Case Details on page 28](#)
- [Referring Cases to Third-Party Providers on page 29](#)

Scenarios for Benefits Case Management

These scenarios provide examples of benefit case management processes performed by agency employees, call center representatives and agency managers. Your agency may follow a different process according to its business requirements.

Referral Management

An intake agent at a Human Services Department receives a referral for rehabilitative services from a social services worker. The Human Services department employee also receives referral documents by mail from the customer's doctor and other social services specialists. The referral information includes the customer's personal information such as an address, the reason for the recommendation for services, and a brief description of the problem.

The intake agent creates the referral record, and routes it to a department manager. The department manager reviews the referral and assigns it to a field agent for an assessment. The field agent performs the initial assessment of the referral by talking to the social service worker, and the client.

Referral Intake

An intake agent at a Human Services Department meets with a customer seeking disability relief. The agent works with the customer to complete an electronic application for disability benefits.

NOTE: An application for benefits or an eligibility inquiry also can be submitted electronically using a self-service Web site, by mail, or in person.

Referral Validation

The agent interviews the customer to obtain information such as earned income, other benefits income, assets and expenses, and additional pertinent application information. The agent creates a contact record for the customer and then creates a Household record to enter details about the customer's family, income and assets.

The agent collects other important documents such as proof of residence, and employment verification that the customer has provided. Based on the investigation, the agent validates the referral, and moves it to the next step in the process.

Case Management

After the assessment is completed, the field agent updates the referral record, and, depending on the findings, the referral is converted to a case.

The case is approved, and is assigned to the case worker who manages the benefits package, case plan, and case outcome.

Case Record Creation

The agent then creates a case record, and provides the case number to the constituent for reference. In the case record the agent adds other details and associates scanned document files with the case record. The referral that led to this case is stored as a part of the case record.

Assignment of Cases to the Next-Level Agent

The agent assigns the case to a manager who assumes primary responsibility for coordinating assessment activities. Cases can either be assigned manually by adding another user to the Case Team field and selecting that user as primary, or by setting up an assignment rule, based on various criteria of the case record.

Assignment of Case Assessment Activities

A department manager at the Human Services Department provides a predefined assessment template that establishes evaluation criteria for the benefits application. The manager organizes a case team in the department to investigate various aspects of the application, assigns activities to each member of the team, and sets a due date for each assessment activity. The manager can automatically perform these tasks using assignment and workflow rules that are based on worker skills, availability, and on agency work processes.

Case Assessment

A field agent asks a customer relevant assessment questions, and captures the information. Based on the responses to the questions, the field agent can rule out ineligible customers, and can flag potential eligible customers for further review. The field agent completes the assigned assessment task, and creates a report. The field agent attaches the document to the assessment activity, updates the status of the activity, and then enters notes and observations that can be shared with the team. The manager reviews the assessment information, and changes the status of the case to eligible or not eligible. If the case is eligible, it is routed to a social worker.

Benefits Eligibility Determination

The benefits eligibility determination is based on individual details captured during the application intake process, and field agent assessment reports. The social worker uses the Siebel eligibility determination business process to calculate the customer's cash benefits along with non-cash benefits for a complete care package. The eligibility determination process typically involves integration with a third-party eligibility engine, financial or back-office system using Siebel Universal Application Network.

The social worker meets with the customer, and reviews the proposed benefits and services package. The customer signs the agreement, and the agent later scans the agreement to create a file that can be attached to the case record. The social worker updates the case, and the case is routed to the next-level manager for approval and payment authorization.

Process of Managing Benefits Cases

This section details sample tasks typically performed by end users when managing benefits cases. Your company may follow a different process according to its business requirements.

End-User Procedures

To manage a benefits case load, perform the following tasks:

- 1 [Receiving a Benefits Request on page 24](#)

- 2 [Creating a Case File During the Intake Process on page 25](#)
- 3 [Calculating Benefits Eligibility on page 26](#)
- 4 [Reviewing Benefits Case Details on page 28](#)
- 5 [Referring Cases to Third-Party Providers on page 29](#)

Receiving a Benefits Request

During an interview with a customer requesting benefits, the call center representative or an intake agent typically creates a contact record and a household record to document household demographics and statistics. Before creating new records, the agent should query existing case files for other cases associated with the customer. If no related cases are found, the agent creates a new benefits request file. After the benefits request file is saved, it is routed manually, or using Assignment Manager to a benefits manager for review.

This task is a step in [Process of Managing Benefits Cases on page 23](#). It includes the following related procedures.

Creating Contact and Household Records

Use the Contacts screen to search for existing contacts and create new contacts. Household information can either be entered using the Household field in the contact More Info view or from the Households screen. For more information on managing contact and household information, see *Applications Administration Guide*.

To create contact and household records

- 1 Navigate to the Contacts screen > Contacts Home view.
- 2 In the Contacts Add form, enter the customer's name, and then click Add & Go.
- 3 From the Contact form, click the More Info view tab, and complete additional fields for the contact.
- 4 In the Contact form, click the select button in the Households field, and in the dialog box query for an existing Household, or click New to add a new household record.

For a new record, complete the household Name, Type and Address, if necessary.

To associate additional household members with the contact

- 1 Navigate to the Households screen home page, and query for the household.
If you just created the household record, it appears in the Recent Records list.
- 2 Drill down on the household record to navigate to the Household Contacts view.
- 3 In the Household Contacts view, add additional contacts for the household.

Contact and Household Screen Views

You can enter information on property and other assets, liabilities, and other relationships using the views associated with the contact and the contact's household record. For example, you can use the Relationship Hierarchy view to provide a graphical hierarchy of the contact's household.

For more information about creating contacts and households, see *Applications Administration Guide*.

Creating a Case File During the Intake Process

If warranted, the intake agent can create a customer case file which can then be routed to a manager for review. Case records can be created from the contact record as well as from the Cases screen.

This task is a step in [Process of Managing Benefits Cases](#).

To add a new benefits case from the contact record

- 1 Navigate to the Contacts screen > Contacts Home view.
- 2 Using the Search form, query for the contact.
- 3 In the contact record, click the link in the Last Name field.
- 4 From the Contact form, click the Cases view tab.
- 5 In the Cases list, click New.
- 6 In the Cases dialog box, query for the case.

If the case does not exist, click New.

NOTE: The application allows users to create multiple case records with the same case name. Case records are uniquely identified by the case number, which is automatically assigned to the case record.

When a case is created, a case number is automatically assigned, and the case status is set to active. The Date Opened field contains a case creation time stamp, and the primary team member, identified in the Team field, is, by default, the case record creator. Additional team members can be associated with the case.

- 7 In the Case record, name the case and select a value in the Sub-Status field.
For example, a substatus for a Benefits case might be Intake, Screening, or Referral.
- 8 In the Case Type field, select a value that describes the case type, and in the Stage field, select the case stage.

For example, the case type might be Entitlements, and the case stage might be Application.

To add details to the benefits case record

- 1 Navigate to the Cases screen > Cases Home view.

- 2 Query for the case.
- 3 In the Case record, click the link in the Case Name field.
- 4 In the Case form, enter a description and then click on the appropriate view tabs to add details.

Calculating Benefits Eligibility

To determine a customer's eligibility for services, the field agent typically asks the customer a series of scripted questions and records the answers. Assessment information can be collected using Assessments, Siebel SmartScripts or Siebel eAdvisor. These tools capture assessment data that is then used to match a customer with one or more benefit fulfillment programs. In instances where the rules governing benefits delivery are highly complex, integration to back-office calculation systems or eligibility determination systems is required.

The final eligibility determination is made by a qualified field agent or manager who completes the evaluation based on program rules. The benefits determination also can be made using Siebel UAN to integrate with existing legacy rules systems that determine benefits.

To perform assessments and determine benefits eligibility, you can employ the following tools:

- [Using Siebel SmartScript to Gather Benefits Assessment Information on page 26](#)
- [Using eAdvisor to Manage a Benefits Eligibility Assessment on page 27](#)
- [Assessment of Benefits Using Templates and Activities on page 27](#)

Using Siebel SmartScript to Gather Benefits Assessment Information

The process of assessing eligibility can begin with an electronic document or form created using Siebel SmartScript. The form includes input fields to collect information from users (yes or no, multiple choice, structured numeric, or text entry). Based on the information entered, the form logically presents options that can be used to gather additional information (branching logic). For more information on creating and implementing SmartScripts, see *Siebel SmartScript Administration Guide*. For configuring and activating SmartScripts, see *Using Siebel Tools*.

This task is a step in [Process of Managing Benefits Cases](#).

To use SmartScript for an assessment

- 1 Navigate to the SmartScripts screen.
- 2 In the SmartScript list, select the Smartscript that is relevant to the call by clicking the link in the Name field.
- 3 In the Smartscript session, read the question to the customer and record the appropriate answer. At the conclusion of each question, click Next.

- 4 After completing all the questions, click Finish to end the Smartscrip session.

The responses to the questions are captured and stored with the customer's Service Request record.

Using eAdvisor to Manage a Benefits Eligibility Assessment

Intake agents can administer assessment questions using eAdvisor as an eligibility assessment tool. This process may be used for discrete programs with clear guidelines where eligibility can be determined based on the answers to assessment questions. Final eligibility is often granted once the information given by the customer is verified as accurate and complete. This tool also can be used by a customer using a self-service Web site.

NOTE: Siebel eAdvisor is a separate module that customers may purchase for purposes of eligibility determination.

This task is a step in [Process of Managing Benefits Cases](#).

To use eAdvisor for an Eligibility Assessment

- 1 Open the Siebel eAdvisor tool, and click on the Name of the appropriate assessment test.
- 2 Read the first question to the customer, and enter or select the appropriate answer.
- 3 After each response, review the dynamic information being tracked on the right-side of the screen.

If a question disqualifies the customer, inform the customer that they do not meet the criteria, and read the information provided with the disqualification message.

- 4 After a complete page of questions has been asked, click Continue to proceed with additional questions.

After completing all questions, the assessment test may provide a notification that the customer is potentially eligible.

- 5 Click Continue to complete the customer's application on the next screen.
- 6 Click Submit after the requested application data for each field is completed.

Assessment of Benefits Using Templates and Activities

A manager can assign benefits and services assessment activities to field agents on the team. The activity plan specifies the list of activities (the business processes) that must be completed by the agents working on a case. For example, the activity plan for a case might include an assessment activity to determine if the benefits application is complete. The agent assigned the activity might use a predefined assessment template to complete the task.

Assessment templates with associated attributes are set up using the Administration - Data screen's Sales Assessment Templates view. Activity plans with associated activities are set up using the Administration - Data screen's Activity Templates view.

An assessment is a set of questions that can be used to evaluate a case. For example, assessment questions might include the following:

- Does the application meet the basic criteria for acceptance?
- Did the applicant provide sufficient evidence to support receiving benefits?
- Are additional evaluations required?
- Has the case reached a point where it should be closed?

The agent assigned the activity might begin the activity by opening the case record, and associating a predefined assessment template with the case. Most assessments can be completed using the Case Assessments view. For those assessments that are more complex, or that require a specific form to be completed, the agency can create a report and attach the report and supporting documentation to the case record. Alternatively, Siebel SmartScript and Siebel eAdvisor can be used to manage more complex assessments, and automatically match data to program criteria.

The agent conducting an assessment of the customer's information might verify employment and household information, assets and liabilities, and medical diagnoses. A personal interview with the customer may be warranted. Siebel UAN functionality can be used by agencies to verify information such as Social Security numbers and employment records from other agencies.

For information on creating assessment templates with attributes, see *Applications Administration Guide*.

Reviewing Benefits Case Details

After the intake process is completed, new cases can be manually or automatically routed to a manager for review and approval using a workflow process. The manager sees pending cases in the MyCases list and then clicks the link for each new case record to review details.

This task is a step in [Process of Managing Benefits Cases on page 23](#).

To review the details of a benefits case

- 1** From the home page, review the data in the My Cases list, and click on the column headings to sort, if necessary.
- 2** In the case record, click the link in the Case Name field to get additional details about that case. You can also click the My Cases link at the top of the page to review all of your cases.
- 3** From the Case form, click the associated view tabs to review attachments and other case related information.

For example, the Attachments view might include supporting documentation verifying a disability.

Referring Cases to Third-Party Providers

Many agencies contract with third-party providers to manage cases that have met eligibility criteria. The agent or manager who approves the case can set the case status to Third-Party, and use manual or automatic routing tools to forward the case to a partner agent. Only information that is authorized for the third-party is available by means of a secure Internet-based Siebel Partner Relationship Management portal.

After the case is routed, the partner agent logs on to a Partner Portal, reviews new cases (flagged with an asterisk), and begin work on these cases. As the partner agent makes progress on the case, the agency can view case status, documentation, and other relevant information. As a result, the agency can maintain oversight and access to real-time information on work being completed by partner agents.

This task is a step in [Process of Managing Benefits Cases on page 23](#).

Assigning a Case to a Partner Provider

The assignment of a referral to an expert for assessment is accomplished manually, or automatically, using Assignment Manager. To refer a case to a partner provider, the government agency employee making the referral must add the partner agent receiving the referral to the case team.

To assign a case to a partner provider

- 1 Navigate to the Cases screen, and query for the case.
- 2 In the case record, add the partner agent who is receiving the case referral the Case Team.
- 3 Save the record.

When the partner agent logs into the Partner Portal application, the newly assigned case appears under that agent's myCases list.

Reviewing Referred Cases

The partner agent can accept and manage the case using this process.

To review newly assigned partner provider cases

- 1 Log into the Partner Portal with an established user name and password.
- 2 Navigate to the Cases screen > Cases List and review the list of cases.
An asterisk appears in the New field for newly assigned cases.
- 3 In the case record, click the link in the Case Name field.
- 4 From the case details form, click the appropriate view tab.

The partner agent can review assigned Activities, Attachments, related Service Requests, and Notes.

5

Managing Investigative Cases

This chapter describes how Federal and municipal law enforcement agencies and emergency response teams can track and manage leads, incidents and case information, and develop suspect and group profiles that can be shared by investigative teams managing cases. It includes the following topics:

- [Scenarios for Investigative Case Management on page 32](#)
- [Process of Managing Investigative Cases on page 33](#)
- [Creating an Incident Report on page 34](#)
- [Developing a Case for an Investigation on page 36](#)
- [Creating Suspect Profiles for an Investigation on page 39](#)
- [Creating Group Profiles for an Investigation on page 41](#)
- [Creating Accounts and Contacts for Sharing Case Information on page 42](#)

Scenarios for Investigative Case Management

The following scenarios provide examples of a processes performed by agency call center personnel, investigators, and case managers. Your agency may follow a different process according to its business requirements.

Incident and Case Management

A police department dispatcher receives a call from a local citizen who wants to report a disruptive gathering at a nearby home. The operator creates an incident report and assigns an incident investigator.

The police department dispatcher receives a second call from an anonymous caller reporting gunshots near the location of the earlier disturbance. The dispatcher creates a second incident report, and then, based on information provided by the caller, creates a suspect record and a group record associates them with the incident. Since the incident involves a potential threat to public safety, the dispatcher sends an investigator.

The investigator follows up on the incident, finds several persons have been injured, and determines that the incident should be escalated to a case. From the incident record, the investigator creates a case record and attaches several digital photos from the crime scene to the case record. He records the activities that he completed while on the scene, and adds a public note sharing details gained from interviews with his team, and then adds a private note based on an unverified tip.

The investigator queries his team's open caseload for other cases associated with the same group. He finds several other cases which are being worked by another team member. The investigator associates his case with those of the team member. The two investigators confer to decide which of them should be listed as the primary investigator for the case.

Suspect and Group Management

A senior detective with a municipal police department is investigating a local gang in connection with a series of homicides. He receives word from a colleague that a suspect in a recent shooting incident may have ties to the gang that the detective is investigating. The detective reviews the shooting case and notes that witnesses identified the suspect using an obvious alias. The detective searches the suspects database for the alias and finds a match, confirming that an individual using the alias and matching the suspect's description, is associated with a gang believed to be involved in several shooting cases.

The detective accesses the gang's group record and reviews the hierarchy to determine the relationship that the suspect has with other gang members. He finds that one of the suspect's subordinates was a previous shooting victim. The detective uses an informant to gathers additional information, placing the suspect at the recent incident at the time of the shooting. The detective determines that the suspect may have had a motive and the opportunity to commit the previous night's crime. The investigator updates the suspect record with the activities he has performed and the notes he has gathered, and then generates a Case Overview Report about the shooting investigation to use in requesting a warrant for the suspect's arrest.

Process of Managing Investigative Cases

This section details sample tasks often performed by end users when managing investigative cases. Your agency may follow a different process according to its business requirements.

End-User Procedures

The following list shows tasks end users perform to manage an investigative case:

- 1 [Creating an Incident Report on page 34](#)
- 2 [Escalating an Incident to a Case for Investigation on page 36](#)
- 3 [Escalating an Incident to a Case for Investigation on page 36](#)
- 4 [Escalating an Incident to a Case for Investigation on page 36](#)
- 5 [Adding Investigative Case Details and Scheduling Follow-Up Activities on page 37](#)
- 6 [Creating Suspect Profiles for an Investigation on page 39](#)
- 7 [Creating Group Profiles for an Investigation on page 41](#)
- 8 [Adding Details to a Group Profile on page 41](#)
- 9 [Creating Accounts and Contacts for Sharing Case Information on page 42](#)

Creating an Incident Report

An incident represents the information received about an event that may be of interest to the government agency. An incident can be a report of a leaking fire hydrant, or a lead in a case investigation. Incident information can be received by phone call, email, faxes or generated through independent research.

Incident records may be automatically created based on the content of incoming messages and emails. A member of the investigative team is usually assigned the responsibility to follow up on the incident information to determine if the incident warrants further action and whether or not the incident is associated with other incident reports, leads and cases in the system. Based on the particular agency’s criteria, the agency may determine that an incident should be upgraded to a case.

From the Incidents list, investigators can view incident records created by individuals on the team.

This task is a step in [Process of Managing Investigative Cases on page 33](#). It includes the following related procedures:

- [Adding Details to an Incident on page 35](#)
- [Escalating an Incident to a Case for Investigation on page 36](#)

To create an incident record

- 1** Navigate to the Incidents screen > Incidents Home view.
- 2** Using the Add form create an Incident record, and click Add & Go.
- 3** In the Incident Details form, complete the fields, and then save the record.

The following table describes some of the fields.

Field	Comments
Incident Number	Automatically generated identifier.
Employee	The employees assigned to the incident. Defaults to the record creator.
Status	Status of the incident. Example of status are In Progress, Dispatched, Active.
Priority	A value that indicates the importance of incident investigation.
Location	The location of the incident. Select the location from a predefined list or enter the information directly in the field.
Case	Used to associate the incident with a new or existing case record.
Suspect	Used to associate the incident with a new or existing suspect record.
Group	Used to associate the incident with a new or existing group record.
Keywords	Words that can be used to search for similar incident characteristics.
Date Occurred	The date of the incident.
Date Created	Automatically populated when the incident record is created.

Field	Comments
Source Name	The contact who provided the information. If the contact does not exist in the system, create a new contact record.
Source Type	The information source used to report the incident (email, phone, fax, news media, open source, other).
Source Organization	The source organization for the incident information.
Source Reliability	This field is automatically populated if the Contact record contains a value for reliability.
Incident Description	A text description of the incident.

Adding Details to an Incident

An agency investigator or call center employee can add more detail to an incident record by specifying suspects and groups that may be associated with the incident and using the Attachments and Notes views to add documents and other external media to the record. Using the Activities view, the investigator can provide a history of actions performed to resolve the incident.

This task is a step in [Process of Managing Investigative Cases on page 33](#).

To add details and supporting documentation to an incident

- 1 Navigate to the Incidents screen > Incidents Home view.
- 2 Search for the Incidents, and in the incident record click the link in the incident Name field.
- 3 From the Incident form, click the appropriate view tab and create a new record.

The following table describes some of the views.

View	Description
Activities	If an incident requires follow up activities, use this view to create investigative tasks with alarms and assign each activity to a team member. Typical activity types are arrest, diagnosis, communication, subpoena, surveillance, and so on. Use the Activity Type field to further define the activity. Use the Employees field to specify each team member assigned to the activity. Selecting the Primary field for an employee record identifies the lead individual on the team.
Attachments	Use this view to associate documents, images and other media with the incident. Use the Comments field to describe the attachment.
Groups	Use this view to associate existing Group records with an incident or create a new group record. You can associate more than one group with an incident.

View	Description
Notes	Use this view to add information such as directions to the incident site and references. Select Public to make the note will be available to team members and Private if the note is not shared.
Suspects	Use this view to associate existing Suspect records with an incident, or create a new suspect record. You can associate more than one suspect with an incident. To indicate that a suspect is the primary individual of interest, click the Primary field in the record.

Escalating an Incident to a Case for Investigation

If an incident warrants immediate escalation to a case investigation, a case file can be generated from the Incident record.

This task is a step in [Process of Managing Investigative Cases on page 33](#).

To create a case from an incident

- 1 Navigate to the Incidents screen > Incidents Home, and query for the incident.
- 2 In the Incidents record, click the link in the Name field.
- 3 Select the More Info view tab, and then click Create Case.

The new case appears in the My Cases list.

If a case has already been created from this incident, an advisory message appears. Click Continue to navigate to the case record. Click Cancel to return to the incident record.

Developing a Case for an Investigation

If an incident requires further investigation, it is escalated to a case file. Investigators can create a case from an incident record's More Info form, and they can create cases unrelated to incidents, using the Cases screen.

This task is a step in [Process of Managing Investigative Cases on page 33](#).

To create a case record

- 1 Navigate to the Cases screen > Case List view.
- 2 In the Cases list, create a record, and complete the fields.

- 3 In the Case form, enter additional case details.

The following table describes some of the fields.

Field	Comments
Name	Descriptive name for the case.
Case Number	Automatically generated unique number.
Status	The status of the case. Examples are Active, Appealed, and Solved.
Sub-Status	Used to further define the case status. Examples are Intake, Screening, and referral.
Team	Members of the investigative unit assigned to the case. Defaults to the case record creator.
Type	Used to group case records. Options include Fraud, Organized Crime, and Public Health.
Stage	Used to define the process stage for the case. Options include Intake, Investigation, and Screening.
Suspect	A list of available suspects. You can also create a new suspect record.
Group	A list of available groups. You can also create a new group record.
Reward	Remuneration associated with case information.
Date Opened	Automatically completed with the date and time the case record is created.
Date Closed	Date and time the case is closed.
Threat Type	Used to group similar threats. Examples are Murder, Kidnapping, and Cybercrime.
Threat Sub-Type	Used to further define the threat, based on the threat type. The values in this list are dependent on the value selected in the Threat Type field.
Threat Level	Predefined levels used to escalate threat. Examples are High, Medium, and Low.
Classification	Classifications include Unclassified, Classified, Secret, and Top Secret.
Description	Text field for additional information. Click Check Spelling to verify spelling in the Case Description field.

Adding Investigative Case Details and Scheduling Follow-Up Activities

A number of views associated with the case record allow members of the case team to add supporting documentation and activities to a case record. The Audit Trail view tracks changes to the case record.

To add details and supporting documentation to a case

- 1** Navigate to the Cases screen > Cases Home view, and query for the case.
- 2** In the case record click the link in the Name field.
- 3** Click the appropriate view tab and create a new record.

The following table describes some of the views.

View	Description
Activities	If a case requires follow up activities, use this view to create investigative tasks with alarms and assign each activity to a team member. Typical activity types are incident, arrest, diagnosis, meeting, and so on. Use the Activity Type field to further define the activity. Use the Employees field to specify each team member assigned to the activity. Selecting the Primary field for an employee record identifies the lead individual on the team.
Activity Plans	Use this view to associate a predefined activity plan with associated activities to the case.
Attachments	Use this view to associate documents, images and other media with the incident. Use the comments field to describe the attachment.
Audit Trail	Use this view to determine who has modified the case record and when the changes were made.
Calendar	Use this view to manage case-related appointments and tasks.
Contacts	Use this view to associate individuals with the case.
Diseases	Use this view to associate a disease or medical condition with the case.
Groups	Use this view to associate existing Group records with an incident or create a new group record. You can associate more than one group with an incident.
Incidents	Use this view to associate one or more incidents with the case.
Notes	Use this view to add information such as directions to the incident site and references. Select Public to make the note available to team members and Private if the note should not be shared.
Related Cases	Use this view to associate other case records with the case.
Service Requests	Use this view to initiate a request for action or service fulfillment. An example is a request for records transfer (such as a cold case file) from another agency or a request for additional research information by another agency.
Suspects	Use this view to associate existing suspect records with a case or create a new suspect record. You can associate more than one suspect with a case. To indicate that the person is the primary individual of interest, click the Primary field in the suspect record.
Vehicle	Use this view to document characteristics of vehicles owned by individuals associated with the case.

Creating Suspect Profiles for an Investigation

Suspect records provide profile information on individuals believed to be associated with unlawful acts. Suspects can be associated with incidents, cases, groups, and other investigative data.

When investigating an incident, the agency team maintains a comprehensive history of activities and associates documents and other media to the suspect record. These notes are important when building a case and can help the investigation team avoid duplication of effort.

Activities and Suspect Profiles

While conducting research on a suspect, an investigator might call a police department to follow up on an incident associated with the suspect. After the call is completed, the investigator creates an activity record to record the event. Activities also can be tasks or to-do items that need to be completed in the future. These items can be flagged to order their appearance as to-do items on the user's calendar. For more information on creating activities, see *Applications Administration Guide*.

Attachments and Suspect Profiles

Any type of media (files, pictures, reports, Internet queries, and so on) can be associated with a suspect profile, as well as with an incidents, cases, events, advisories, and groups. Attachments are useful in building an electronic case folder so that all parties in the investigation can share information.

Notes and Suspect Profiles

Notes are used to maintain important information about incidents and suspects and can be viewed by users. All users can view Public notes. Private notes can only be viewed by the user who created the note.

Procedure

Use the following procedure to create a suspect profile for an investigative case.

This task is a step in [Process of Managing Investigative Cases on page 33](#).

To create a suspect profile for an investigative case

- 1** Navigate to the Suspects screen.
- 2** In the Suspects list create a new record, and complete the fields.
- 3** In the Suspect form, enter additional details and comments, and then save the record.

Adding Suspect Details and Scheduling Follow-Up Activities

Using the Suspect screen views, the investigator can document relationships, groups and addresses associated with the individual. Investigators can also link the suspect to incidents and cases, add attachments, and develop activities to broaden the scope of the suspect file.

This task is a step in [Process of Managing Investigative Cases on page 33](#).

To add details to a suspect record and schedule follow-up activities

- 1** Navigate to the Suspects screen.
- 2** In the Suspects list, query for the suspect record, and click the link in the Last Name field.
- 3** From the Suspect form, click the appropriate view tab.

The following table describes some of the views.

View	Description
Activities	If a case requires follow up activities, use this view to create investigative tasks with alarms and assign each activity to a team member. Typical activity types are incident, arrest, diagnosis, meeting, and so on. Use the Activity Type field to further define the activity. Use the Employees field to specify each team member assigned to the activity. Selecting the Primary field for an employee record identifies the lead individual on the team.
Addresses	Use this view to document all known addresses for the suspect or to create a new address. Click the primary field to flag the primary address.
Attachments	Use this view to associate documents, images and other media with the suspect. Use the comments field to describe the attachment. The New File and New URL buttons allow users to choose the file or the URL that is added to the record.
Cases	Use this view to associate new cases with the suspect or review an existing case history.
Groups	Use this view to associate existing Group records with a suspect or create a new Group record. You can associate more than one group with a suspect.
Incidents	Use this view to associate one or more incidents with the suspect.
Relationships	Use this view to provide details on individuals who associate with the suspect.
Notes	Use this view to add other information to the suspect record. Select Public to make the note available to team members and Private if the note is not shared. Click Check Spelling to perform a spell check on Notes text.

Creating Group Profiles for an Investigation

A group record provides profile information on international and domestic organizations. Groups can be associated with incidents, cases, events, references, and advisories.

This task is a step in [Process of Managing Investigative Cases on page 33](#).

To create a group record

- 1 Navigate to the Groups screen.
- 2 In the Groups list, add a record.
- 3 In the new record, complete the fields.

The following table describes some of the fields.

Field	Comments
Name	The name or alias of the group.
Status	The group status is Active or Inactive.
Parent Group	The name of the parent group if applicable. The parent group record must already exist.
Associated Groups	The names of other groups affiliated with the group being created.
Threat	The type of threat, for example, Armed Robbery, Biological Weapons, Chemical Weapons, Cybercrime, Kidnapping, Murder, Nuclear Weapons, or Other.
Membership	The estimated number of members in the group.
Leader	The leader of the group. You can select the leader from the list of suspects previously associated with the group.
Description	Text field for entry of other information about the group.
Team	Primary member of the investigative team. Defaults to the user ID of the individual creating the group record. Other team members can be added, but only one member can be designated as the primary.

Adding Details to a Group Profile

Investigators can use the Group screen and views to add notes and attachments, visualize the hierarchy of the group, link the group to incidents, cases and suspects, and schedule follow-up activities.

To add details to a group record and schedule follow-up activities

- 1 Navigate to the Groups screen.
- 2 In the Groups list, select the group record, and click the link in the Name field.
- 3 From the Group form, click the appropriate view tab.

The following table describes some of the views.

View	Description
Activities	If follow up activities, use this view to create investigative tasks with alarms and assign each activity to a team member. Typical activity types are fraud action, Internet lead, diagnosis, meeting, and so on. Use the Description and Comments fields to further define the activity. You can also associate suspects and cases with a Group activity.
Addresses	Use this view to document all known addresses for the group or to create a new address. Click the primary field to flag the primary address.
Attachments	Use this view to associate documents, images and other media with the suspect. Use the comments field to describe the attachment.
Cases	Use this view to associate existing cases with the group or review the group's case history.
Hierarchy	If you have specified a parent group and associated suspects and groups, you can see a graphic representation of the group hierarchy.
Incidents	Use this view to associate one or more incidents with the group.
Notes	Use this view to add other information to the group record. Select Public Notes to make the note available to team members and Private if the note is not shared. Click Check Spelling to perform a spell check on note text in the Description field.
Suspects	Use this view to associate suspects with the group.

Creating Accounts and Contacts for Sharing Case Information

Account profile data is maintained on public and private sector organizations and used for notification purposes. Using the Accounts screen, you can create a repository of agencies and organizations.

Contact information can be maintained on public and private sector individuals such as police chiefs, sheriffs, public information agencies, and emergency response personnel. This information can be useful to support notification and correspondence processes involved in either an incident or case.

This task is a step in [Process of Managing Investigative Cases on page 33](#).

To create account and contact information

- 1 Navigate to the Accounts or Contacts screens > Home view.

- 2 In the Search form, search for an existing account or contact.
- 3 If the contact or account is not found, create a new record using the Add form, and then click Add & Go.

To locate an agency employee

- 1 Navigate to the Employees screen.
- 2 In the Employees list, query for the employee.

6

Managing Health Threats and Response

Federal and municipal public health agencies can track disease outbreaks, share information internally and with the public, and manage local and global response using the Diseases screen.

This chapter describes the procedures needed to track disease outbreaks and medication availability, develop frequently asked question (FAQ) solutions, and manage response. It includes the following topics:

- [Scenario for Health Threat and Response Management on page 46](#)
- [Process of Managing Public Health Cases on page 47](#)
- [Creating a Disease Record on page 47](#)
- [Developing Disease Details on page 48](#)
- [Managing Disease Response Inventory on page 49](#)
- [Managing Calls on Suspected Health Threats on page 51](#)
- [Searching for Information on Health Topics on page 51](#)
- [Creating and Modifying Health Topic Content on page 52](#)
- [Contributing to and Approving Content for Health Topics on page 52](#)

Scenario for Health Threat and Response Management

This scenario provides an example of a process performed by public health agency managers. Your agency may follow a different process according to its business requirements.

An epidemiologist with a Disease Control Agency (DCA) receives reports of an outbreak of monkeypox in humans from doctors in the southwestern states. Compiling information from reports as well as from research completed by lab colleagues, the epidemiologist creates a new disease record which includes an overview of the disease, a diagnosis, the disease symptoms, and public health response procedures. In the disease record, the epidemiologist identifies three of her colleagues, who specialize in animal-transmitted diseases, as disease experts.

The epidemiologist begins tracking the spread of the disease and creates case records for each of the doctors that contacted her about a disease outbreak. The epidemiologist also attaches several recent news articles about the disease to the disease record.

The epidemiologist creates several Frequently Asked Questions documents (FAQs) for publication to provide accurate information to the public about the disease. After finalizing the content of the FAQs, the epidemiologist publishes them on the DCA Web site.

Several weeks later, a biomedical company announces that it has developed a human vaccine for monkeypox. The epidemiologist creates a medication record for monkeypox vaccine and enters the details provided by the company. The epidemiologist associates the vaccine with the monkeypox disease record.

The epidemiologist arranges for a shipment of 1,000 units of the vaccine from the biomedical company to the DCA warehouse and creates an inventory transaction record to document the delivery of the vaccine. After the vaccine arrives, the epidemiologist initiates another inventory transaction to transfer 250 units of monkeypox vaccine to an affected state's Health Department, in response to the monkeypox outbreak in that state.

Updating the Disease Knowledge Base

At a DCA call center, an agent receives a call regarding monkeypox from a physician in Colorado. The agent creates a service request to record the incident reported by the doctor, a description of the patient's symptoms, and contact information for the physician's office. The agent then searches the knowledgebase for FAQs and a document to send the doctor.

After reviewing the information with the doctor, the agent discovers a question that is not covered by the DCA's current documentation. The agent offers to call the physician back, and escalates the new question to a manager.

The manager contacts the epidemiologist to research the question. The epidemiologist updates the FAQ with the new information, and releases it to the call center manager. The call center manager posts the new FAQ information, and alerts the agent about the new information. The agent calls the primary contact at the doctor's office, delivers the new information, and closes the request.

Process of Managing Public Health Cases

This section details sample tasks often performed by end users when managing public health information and cases. Your company may follow a different process according to its business requirements.

End-User Procedures

The following list shows tasks end users typically perform to manage public health cases.

- 1 [Creating a Disease Record on page 47](#)
- 2 [Developing Disease Details on page 48](#)
- 3 [Managing Disease Response Inventory on page 49](#)
- 4 [Managing Calls on Suspected Health Threats on page 51](#)
- 5 [Searching for Information on Health Topics on page 51](#)
- 6 [Creating and Modifying Health Topic Content on page 52](#)
- 7 [Contributing to and Approving Content for Health Topics on page 52](#)

Creating a Disease Record

Public Health managers and other medical professionals create disease records with related informational files. For example, a disease record may be associated with one or more of the following:

- Case records detailing individual or group outbreaks
- Frequently-asked questions (FAQs) about the disease that may be published as well as used internally
- Medications, with dosage information
- Service requests
- Training courses on disease management or epidemiology
- Attachments, such as digital X-ray files, photos of symptoms, and microscopic renderings

Related Topic

[Developing Disease Details on page 48.](#)

This task is a step in [Process of Managing Public Health Cases on page 47.](#)

To create a disease record

- 1 Navigate to the Diseases screen.
- 2 In the Diseases list, create a record.

3 In the Disease Details form, complete the fields, and then save the record.

The following table describes some of the fields.

Field	Comments
Name	The name of the disease.
Status	The current status of the disease worldwide. Options are Active, Current Outbreak, Eliminated, and Rare.
Category	Some options include Biological -A, B and C; Chemical - Blister/Vesicants, Chemical - Blood, Chemical - Choking/Lung, and so on. Administrators can set the category LOV values.
Expert	The in-house expert on this disease. The default is the user ID of the person creating the record.
Overview	A high-level abstract of the disease.
Diagnosis	The methods, signs, and symptoms by which a disease is identified.
Symptoms	The biological manifestations that indicate the presence of the disease.
Response	Recommended precautions to curtail spread of the disease.
Incubation Period	The period between the infection of an individual by a pathogen, and the manifestation of the disease it causes.
Surveillance	When the check box is selected, the disease is tracked. The agency must define a workflow that specifies what happens when cases are created against disease records flagged for Surveillance. The workflow could result in raising the priority of the case, sending notification, and so on. For more information on workflows, see <i>Siebel Business Process Designer Administration Guide</i> .
Last Updated	Automatically populated.

Developing Disease Details

After a disease record is created, public health officials can use the associated views to develop details on cases and medications, publish FAQs and solutions documents on internal and external Web sites, associate media such as report documents and photographs with the record, and specify training courses.

This topic is a step in [Process of Managing Public Health Cases on page 47](#).

Table 5 describes the views associated with a disease record:

Table 5. Views Associated with the Disease Screen

Views	Description
Attachments	Use this view to associate electronic files such as documents and images to the disease record.
Cases	Use this view to create cases associated with the disease. To create activities associated with the cases, click the link in the case Name field.
FAQs	Use this view to access predefined solution files. Click the link in the Name field to add solution files. To create solution files, navigate to the Administration - Solutions screen where you can create solutions associated with frequently asked questions. For more information on creating solutions, see <i>Siebel Field Service Guide</i> .
Medications	Use this view to associate medications with the disease record. The medication record may include information on drug interactions, other applications, and acceptable substitutes.
Service Requests	Use this view to log service requests. An agency can use service requests to track health complaints, determine if similar complaints exists, and escalate to a case.
Training	Use this view to associate professional course work that can help prepare public health emergency personnel to respond in an emergency and provide medical training.

Managing Disease Response Inventory

Inventory locations are used to identify where products are stored and the source from which the product is fulfilled. Public Health professionals add inventory locations and then manage the inventory at each location to increase efficiency when responding to a public health crisis. Health professionals use the inventory transactions screen to move inventory such as vaccines and medical equipment from one location to another.

For more information on setting up locations, see *Applications Administration Guide*. For information on managing inventory, inventory transactions and locations, see *Siebel Field Service Guide*.

This topic is a step in [Process of Managing Public Health Cases on page 47](#).

To set up disease response inventory locations

- 1** Navigate to the Inventory screen.
- 2** In the Inventory Locations list, add a record and complete the fields.
- 3** In the Inventory Location record, click the link in the Name field.

- 4 From the Inventory Location form, click the appropriate view tab to enter inventory details.
For example, click the Product Inventory view tab, add a record, and complete the details for the product, the inventory level, and assets associated with the product.

To manage medical inventory transactions

- 1 Navigate to the Inventory Transactions screen.
- 2 In the All Inventory Transaction list, create a record, and complete the fields.

The table that follows describes some of the fields.

Field	Comments
Type	Options include Adjustment, Allocate, Over-the-Counter, and so on.
Product	The name of the product in inventory.
Part #	Automatically populated when the product is selected.
Serialized	Automatically populated, if applicable, when the product is selected.
Quantity	The number of items in the transaction.
Organization	The owner of the product.
Comments	Optional instructions and information about the transaction.
Source Location	The location of the inventory items.
Source Availability	Options include Customer-Owned, In-Transit, and Reserved.
Source Status	Options are Good and Defective.
Destination Location	The destination location for the transaction inventory.
Destination Availability	Options include Customer-Owned, In-Transit, On-Hand, On Order, and Reserved.
Destination Status	Options are Good and Defective.
Commit	Check box indicates whether or not the transaction was committed.
Transaction #	Unique system-issued identifier when the transaction record is created.
Transaction Date / Time	Automatically date stamped when the transaction record is created.

Managing Calls on Suspected Health Threats

Public health call center agents accept inbound calls that appear as a flashing icon on the CTI toolbar. After accepting the call, the agent creates the service request and captures details about the call.

This topic is a step in the [Process of Managing Public Health Cases on page 47](#).

To manage health threat calls

- 1 Navigate to the Service screen > Service Request List view.
- 2 In the Service Requests list, create a new record and add details, including a Summary of the call, and the Last Name of the caller.
- 3 Expand the Service Request form using the show more button.
- 4 In the Other Information section of the form, associate a Disease with the record, as well as any additional necessary details.

Searching for Information on Health Topics

Public health call center agents search for information to provide to callers using a knowledgebase containing FAQs, documents, and information. When information is incomplete or missing, agents escalate a request for information to public health specialist. New content is created, approved, and released for use by the agents.

This topic is a step in the [Process of Managing Public Health Cases on page 47](#).

To search for health information

- 1 From the tool bar at the top of any screen, click the Search icon (binoculars) to begin the search.
- 2 In the Search form, select Diseases in the Look In field.
- 3 In the Name field, enter the name of the disease, and then click Search.
- 4 In the Results view, select the record, and then click the link in the disease Name field.
This action highlights the disease record in the All Diseases list.
Close the Search view if desired.
- 5 In the All Diseases view, select the disease record and then click the link in the Name field.
- 6 From the disease details form, click the appropriate view tab to access Attachments, Cases, FAQs, Medications, Service Requests, and Training associated with the disease.
- 7 Click the FAQs view tab, and locate the appropriate item for the customer's request in the list.
- 8 Open the FAQ by clicking the link in the Name field.

Creating and Modifying Health Topic Content

As agents receive unanticipated questions about health topics, they alert managers to the need for new content. The manager has administrative authority to create content projects to add or update items in the content library.

For more information on Content Management, see topics on Content Center in *Applications Administration Guide*.

This topic is a step in the [Process of Managing Public Health Cases on page 47](#).

Related topics

[Contributing to and Approving Content for Health Topics on page 52](#)

To create and modify public health topic content

- 1** From the application-level menu, toolbar, choose **Navigate > Site Map > Administration - Solution > Solutions**.
- 2** In the Solutions list (or form), add a new record, and specify the Name, FAQ, and Description. The description is the answer to the question.
- 3** In the Solution record, click the link in the Solution Name field.
- 4** Click the Resolution Documents view tab, and add any relevant attachments.
- 5** Categorize the solution, as appropriate, using the Solution Categories view.
- 6** When the solution is complete, update the Status from Draft to Final, and select the check boxes for Publish Internal and Publish External, as appropriate.

Publish Internal shares the solution with appropriate Siebel users, while Publish External makes the solution available on the Siebel customer Web application.
- 7** Navigate to the Diseases screen, and query for the disease.
- 8** In the Disease record, click the link in the Disease Name field, and navigate to the Disease FAQs view.
- 9** In the Disease FAQs list, create a new record and associate the newly created Solution with the Disease record.

Contributing to and Approving Content for Health Topics

Producing health topics is a collaborative project. Some employees are responsible for writing the content, others for editing it, and still others for approving (or signing-off) on the content.

To create, edit, and approve health topic content

- Use the Content Center.

For information about Content Center, see *Applications Administration Guide*.

7

Managing Tax Cases

Tax and revenue agencies at the federal, state, and at the local level can use Siebel Public Sector to track and manage service requests, as well as audits, appeals, and collection cases. This chapter describes how to use Siebel Public Sector to manage tax cases. It includes the following topics:

- [Scenarios for Tax Case Management on page 56](#)
- [Process of Managing Tax Cases on page 57](#)
- [Working with Tax Case Files on page 57](#)
- [Adding Case Attachments and Notes on page 58](#)
- [Managing the Case Calendar and Activities on page 59](#)
- [Tax Case Assessment Tasks on page 60](#)
- [Routing and Assignment of a Tax Case on page 60](#)
- [Associating a Contact or a Partner with a Case on page 61](#)
- [Case Correspondence Management on page 61](#)
- [Tracking Case Status on page 61](#)
- [Closing and Reopening a Case on page 62](#)

Scenarios for Tax Case Management

The following scenarios provide examples of processes performed by tax agency call center representatives, case workers, and managers. Your agency may follow different processes according to your particular business requirements.

Managing Incoming Inquiries

In this scenario, a customer has moved since last filing a return with the tax agency. The customer is expecting a refund, but has not received the refund check because the tax agency has been unable to finish processing the refund. The tax agency has sent correspondence to the customer, but it has been returned to the agency as undeliverable.

The customer calls the tax agency and is routed to Customer Service. The customer enters personal identification information into an Interactive Voice Recognition (IVR) system. At that point, a workflow in the application system automatically takes the customer service representative (CSR) to the screen where customer details are available. The system provides the CSR with demographic information, including the incorrect address and previous attempts to communicate with the customer.

The CSR confirms the identity of the caller, and realizes that the address on the customer's record is incorrect. The CSR gets the correct information from the customer and updates the record. A configured workflow triggers the change of address notification to other back-office application systems such as financial systems.

Escalating Cases

In this scenario, a customer has an outstanding collection case with the tax agency. The customer has not made any attempt to pay off the liability because the customer disagrees with the amount of the penalty established by the tax authority. The customer calls the tax agency for clarification on the penalty. The tax agent responds to the question and can access details of the customer's case to talk with the customer about the penalty in greater detail. Because the customer does not agree with the amount of the liability, the agent escalates the case and assigns it to the next level agent, where the case worker performs further analysis and records an assessment for the case.

Managing a Tax Audit Case

In this scenario, a customer has completed a tax return with zero outstanding tax due for the tax period, and has filed the tax return. The tax case worker creates an audit case for the tax filing, after assessing the tax return, based on the criteria defined by the tax agency and tax laws for the period. The tax case worker has access to all of the tax case history records for the customer (including customer profile information such as taxpayer identification number, Social Security identification, and tax accounts) and can talk intelligently with the customer about the case in consideration for the tax period.

Managing a Tax Appeals Case

In this scenario, a customer receives a collection invoice from the tax agency for an outstanding balance. The customer calls the tax agency, where the call is routed to the collection agent responsible for the case. After discussing the invoice, the customer informs the case agent that he wants to appeal the invoice amount. At this stage, the collections case agent changes the case type to Appeals and the case is automatically assigned to the appropriate agent in the appeals division based on the application's assignment rules.

Process of Managing Tax Cases

This section details sample tasks typically performed by end users when managing tax cases. Your agency may follow a different process according to its business requirements.

End-User Procedures

To manage tax cases, perform the following procedures:

- 1 [Working with Tax Case Files on page 57](#)
- 2 [Adding Case Attachments and Notes on page 58](#)
- 3 [Managing the Case Calendar and Activities on page 59](#)
- 4 [Tax Case Assessment Tasks on page 60](#)
- 5 [Routing and Assignment of a Tax Case on page 60](#)
- 6 [Associating a Contact or a Partner with a Case on page 61](#)
- 7 [Case Correspondence Management on page 61](#)
- 8 [Tracking Case Status on page 61](#)
- 9 [Closing and Reopening a Case on page 62](#)

Working with Tax Case Files

Cases in Siebel Public Sector can be created either manually or automatically.

When creating a case manually, a tax case worker navigates to the Cases screen and creates a new case record with pertinent details (such as the associated contact). Alternatively, the user can navigate to the Contacts screen and create a case record for the contact.

When a case is created, its status automatically defaults to Active. The agent can scan a document such as a tax return to create an attachment record in the system. The agent also can associate a case record with previous scanned documents that are available in another document management system. For example, if the tax agency electronically stores tax returns in a document management system such as File Net™ or Documentum™, then documents from these systems can be associated with the case records as attachments.

Case records can also be automatically created based on events in external systems, with the help of a configured workflow. Additionally, case records can be loaded in bulk using Siebel Enterprise Integration Management (EIM) or eBusiness Application Integration (eAI). For more details on using EIM and EAI, see the *Siebel Enterprise Integration Manager Administration Guide* and the appropriate Siebel eBusiness Application Integration document on *Siebel Bookshelf*.

Creating Multiple Case Records

A tax case worker may be required to create multiple cases for the customer. For example, a corporate customer might have an open case for the tax period because of a pending inquiry into the filed tax return, and the tax case auditor has opened another case for a new tax period. To meet this type of requirement, the tax case worker can create multiple case records for the customer.

To add a tax case file

- 1 Navigate to the Cases screen > Cases Home view.
- 2 In the Add form, enter details about the new case.
- 3 Click Add and Go.

Adding Case Attachments and Notes

The tax agent can capture additional details electronically as the case is developed. Siebel Public Sector allows the incorporation of several types of detailed information.

The attachments feature can be used to add electronic documents relevant to the case. For example, a customer's tax return or a letter received in the mail can be scanned and stored electronically. The attachment can be in any format, such as a word processing document or a spreadsheet containing case analysis details.

Users can also record important notes for a case which can be shared with other employees in the tax agency or can be marked private, for viewing only by the employee who created the note.

To create an attachment

- 1 Navigate to the Cases screen > Case List view.
- 2 In the Cases list, query for the case name or case number.
- 3 In the case record, click the link in the Case Name field.
- 4 From the case form, click the Attachments view tab.
- 5 In the attachments list, click New File or New URL to associate the document or other media with the case record.

To create case notes

- 1 Navigate to the Cases screen > Case List view.

- 2 In the Cases list, query for the case name or case number.
- 3 In the case record, click the link in the Case Name field.
- 4 From the case form, click the Notes view tab.
- 5 In the Notes view, select either Public Notes or Private Notes to control the record's visibility.
- 6 Create a note record, select the note Type, and enter the information in the Description field.
- 7 Click Check Spelling to verify spelling in the note text.

Managing the Case Calendar and Activities

The calendar can be used to schedule case activities, meetings, as a meeting invitation tool for participants, and to reserve resources required for a meeting.

To create a new activity template or modify an existing one required by your agency or division, refer to *Applications Administration Guide*. For more information administering and using the calendar, see *Applications Administration Guide* and *Fundamentals*.

To create a new case activity

- 1 Navigate to the Cases screen > Case List view.
- 2 In the Case List, query for the case name or case number.
- 3 In the case record, click the link in the Case Name field.
- 4 From the Case form, click the Activity View tab.
- 5 In the Activity List view, create a new activity.
- 6 In the Activity record, select the appropriate value in the Type field, and add a description.
- 7 In the Activity record, click the link in the Type field.
- 8 In the activity form, complete additional fields, and select the activity display method in the Display In field.

To associate an activity plan with predefined activities to the case

- 1 Navigate to the Cases screen > Case List view.
- 2 In the Cases list, query for the case name or case number.
- 3 In the case record, click the link in the Case Name field.
- 4 From the Case form, click the Activity Plan view tab.
- 5 In the Activity Plans list, create a new record.
- 6 In the new record, select the predefined template in the Template field.
- 7 Scroll down to the Activities list to view the predefined activities associated with the activity plan.

To add participants and resources for a meeting

- 1** Navigate to the Case List view, and query for the case name or case number.
- 2** In the case record, click the link in the Case Name field.
- 3** From the Case form, click the Calendar view tab.
- 4** In the Calendar view, click on the Date field to create a new record.
- 5** In the Calendar Detail form, complete the fields.
- 6** In the Participant Availability calendar, click the appropriate button to add an employee or a contact.
- 7** Click Add Resource to reserve equipment such as a projector or a conference room.
Use the filters to display the calendar availability during working hours, or for 24 hours.
Click Remove Participant to remove a participant from the calendar event.

Tax Case Assessment Tasks

Tax cases may need to be periodically evaluated to help case workers determine the next course of action. Siebel Public Sector provides a case assessment tool to help case workers in making these decisions, resulting in more uniform decision processes across the tax agency. Users can work from predefined assessment templates, which can be triggered automatically with the help of a workflow at different stages in the case's lifecycle.

Administrators or managers at the tax agency can define or modify the assessment templates. The predefined assessment template has attributes in the form of simple questions with weighted values for each question. Each response has an associated score. Completing the assessment provides an overall score for the given case that can help the case worker make the appropriate decisions.

To create or modify an assessment template with associated attributes, see *Applications Administration Guide*.

To work with an existing assessment template, see [Assessment of Benefits Using Templates and Activities on page 27](#).

Routing and Assignment of a Tax Case

A tax case can be routed to the next available agent or to an agent who has previously served the client by setting appropriate assignment rules. The case agent can escalate a case to a manager in the legal or appeals division who is primarily responsible for coordinating assessment activities.

Cases can be assigned manually by adding another user to the Case Team field and selecting that user as primary, or by setting up an assignment rule, based on various criteria of the case record. For more information on setting up assignment rules and workflows, see *Siebel Assignment Manager Administration Guide*.

Associating a Contact or a Partner with a Case

The case agent can associate one or more contacts with a case record. Partners can be used to track tax preparers, law firms, or other third party organizations involved in a particular case.

To add a contact to a tax case

- 1 Navigate to the Case List view, and query for the case name or case number.
- 2 In the case record, click the link in the Case Name field.
- 3 From the Case form, click the Contacts view tab.
- 4 In the Contact list, click new and select an existing contact.

Create a new contact by clicking New in the Add Contact dialog box.

To add a partner

- 1 Navigate to the Case List view, and query for the case name or case number.
- 2 In the case record, click the link in the Case Name field.
- 3 From the Case form, click the Partners view tab.
- 4 In the Partners list, click New and select a predefined partner to associate with the case.

When a partner is associated with a case record, the partner record is automatically designated as the primary. You can change the primary partner if more than one partner is associated with the case record.

Case Correspondence Management

When correspondence is generated using Siebel Correspondence, an activity record of type correspondence is automatically created and associated with the customer record. For example, a tax agency employee might use Siebel Correspondence to mail a reminder notice with a tax return form to a customer who has not filed a tax return for the tax period.

For more information on using Siebel Correspondence, refer to the correspondence topic in *Applications Administration Guide*.

Tracking Case Status

Managers in the taxpayer services division, tax processing division, taxpayer audit division or enforcement division can track the status of cases with the help of predefined queries.

To create a new query or modify the existing predefined query for your agency or division, refer to *Applications Administration Guide*.

To track case status using predefined queries

- 1** Navigate to the Case List view.
- 2** From the Queries drop-down list, select a predefined query.
- 3** For example, choose Active Cases, Appealed Cases, All Closed Cases, and so on.

Closing and Reopening a Case

After assessing the case records, the case worker can close a case, or reopen closed cases.

To close or reopen a case

- 1** Navigate to the Cases Home screen and query for the case.
- 2** In the Case record, change the value in the Status field to Closed or Active.

A

Public Sector Responsibilities and Views

This appendix lists the preconfigured responsibilities that are specific to Siebel Public Sector. It includes the following topics:

- [Public Sector Responsibilities on page 64](#)
- [Investigative Case Management Responsibility on page 64](#)
- [Incident Management Responsibility on page 66](#)
- [Threat and Response Management Responsibility on page 66](#)
- [Benefits Case Management Responsibility on page 67](#)

Public Sector Responsibilities

A number of responsibilities are defined within the preconfigured Siebel application to support Siebel Public sector users. The following sections list the responsibilities and the views employees with each responsibility can access.

These responsibilities can be assigned to Siebel users using the same procedure through which responsibilities for other Siebel eBusiness Applications are assigned, as described in *Applications Administration Guide*.

Investigative Case Management Responsibility

The following views are visible to the employee with this responsibility:

- PUB GOV Home Page
- HLS Account Case
- HLS All Case List
- HLS All Groups List
- HLS All Suspect List
- HLS Case Account
- HLS Case Activities
- HLS Case Attachment
- HLS Case Auto Vehicles
- HLS Case Detail
- HLS Case Disease
- HLS Case Groups
- HLS Case List
- HLS Case Note
- HLS Case Partner
- HLS Case Preview
- HLS Case Project
- HLS Case Related Case
- HLS Case Sales Assessment
- HLS Case Service Request
- HLS Case Suspect
- HLS Group Preview

- HLS Groups Activities
- HLS Groups Address
- HLS Groups Attachment
- HLS Groups Case
- HLS Groups Detail
- HLS Groups List
- HLS Groups Note
- HLS Groups Suspect
- HLS Suspect Activities
- HLS Suspect Address
- HLS Suspect Associated Suspect
- HLS Suspect Attachment
- HLS Suspect Case
- HLS Suspect Details
- HLS Suspect Group
- HLS Suspect List
- HLS Suspect Note
- HLS Suspect Preview
- PUB Case Audit Trail
- PUB GOV Case Activity Plans
- PUB GOV Case Monthly Calendar
- PUB GOV Channel Partner Cases
- PUB GOV Contact Cases
- PUB HLS Case Contact
- PUB HLS Case Incident
- PUB HLS Groups Incident
- PUB HLS My Team Group List
- PUB HLS My Team Suspect List
- PUB HLS Suspect Incident
- PUB My Team Case List
- Relationship Hierarchy (Groups)

Incident Management Responsibility

The following views are visible to the employee with this responsibility:

- PUB GOV Home Page
- PUB HLS All Incident List
- PUB HLS Case Incident
- PUB HLS Contact Incident
- PUB HLS Exception Handling
- PUB HLS Groups Incident
- PUB HLS Incident Activities
- PUB HLS Incident Attachment
- PUB HLS Incident Detail
- PUB HLS Incident Group
- PUB HLS Incident List
- PUB HLS Incident Note
- PUB HLS Incident Preview
- PUB HLS Incident Suspect
- PUB HLS My Team Incident List
- PUB HLS Suspect Incident
- All Service Requests Simple

Threat and Response Management Responsibility

The following views are visible to the employee with this responsibility:

- PUB GOV Home Page
- Disease Attachment
- Disease Cases
- Disease List
- Disease Medication
- Disease Service Request
- Disease Training
- Diseases Detail
- HLS All Medication List

- HLS Case Disease
- HLS Disease FAQ
- HLS Disease Preview
- HLS Medication Diseases
- HLS Medication Drug Interactions
- HLS Medication Inventory
- HLS Medication List
- HLS Medication Substitutes
- My Disease List

Benefits Case Management Responsibility

The following views are visible to the employee with this responsibility:

- HLS Account Case
- HLS All Case List
- HLS Case Account
- HLS Case Activities
- HLS Case Attachment
- HLS Case Detail
- HLS Case INS Claims
- HLS Case List
- HLS Case Note
- HLS Case Partner
- HLS Case Preview
- HLS Case Project
- HLS Case Quote
- HLS Case Related Case
- HLS Case Sales Assessment
- HLS Case Service Request
- PUB GOV Home Page
- PUB GOV Channel Partner Cases
- PUB GOV Contact Cases

- PUB GOV Household Cases
- PUB HLS Case Contact
- PUB My Team Case List

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