Oracle Financial Services Customer Screening

Oracle Financial Services Customer Screening Siebel Integration Guide

Version 8.0.4.0.0

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Chapter 1: Introduction

1.1 Preface

Oracle Financial Services Customer Screening application version 8.0.4.0.0.0 is renamed to Oracle Financial Services Customer Screening application version 8.0.4.0.0.

When integrating a Siebel instance with Oracle Financial Services Customer Screening (OWS), Oracle recommends that the necessary components be installed and configured in the following order:

1. Install Oracle Financial Services Customer Screening on the Oracle Enterprise Data Quality (EDQ) server – see the Oracle Financial Services Customer Screening Implementation Guide.
2. Install the EDQ Siebel Connector on the Siebel server - see the EDQ Siebel Connector Installation Guide.
3. Integrate Siebel with Oracle Financial Services Customer Screening, as detailed in this guide.

1.2 Overview

The EDQ Siebel Connector calls Oracle Financial Services Customer Screening jobs. A shared staging database is used to pass data between Siebel and Oracle Financial Services Customer Screening.

NOTE:

- Oracle Financial Services Customer Screening 11g requires the 11g release of the EDQ Siebel Connector.
- This guide describes the configuration of the Siebel Connector, not the installation. The connector is installed on the Siebel server, and installation instructions vary depending on the operating system of the server. For more information, see Oracle Enterprise Data Quality Siebel Connector Installation Guide.
- Prior to installation, it is important to become familiar with Siebel's universal data quality interface. For more information, see Siebel Data Quality Administration Guide.

1.3 Siebel and Oracle Financial Services Customer Screening Architecture

The high-level architecture of the EDQ Siebel Connector when used with Oracle Financial Services Customer Screening is illustrated in the following diagram (assuming a single EDQ server):

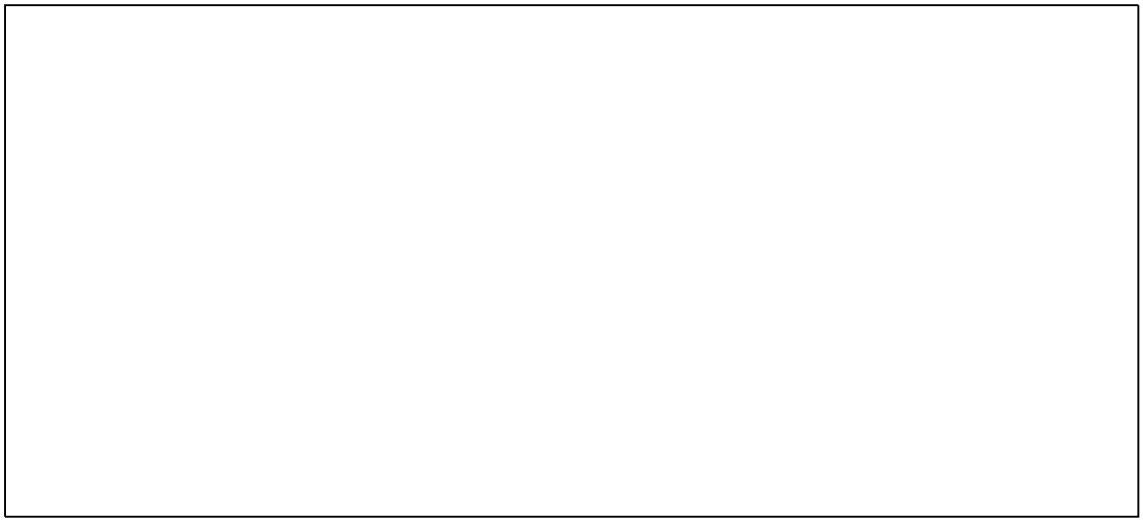


Figure 1: The EDQ Siebel Connector used with Oracle Financial Services Customer Screening

1.4 Oracle Financial Services Customer Screening with Siebel

Oracle Financial Services Customer Screening can be deployed to screen Accounts, Contacts and Prospects in Siebel CRM and UCM environments. Siebel is responsible for writing the Accounts, Contacts and Prospects to be screened to a shared staging database. Oracle Financial Services Customer Screening runs batch screening jobs on these records. The Oracle Financial Services Customer Screening user interface is then used to review the resultant alerts. Screening results are not passed back to Siebel.

Chapter 2: Configuring the EDQ Siebel Connector

The EDQ Siebel Connector requires a configuration file called dnd.properties, which must be installed in the location specified in the dnd.parms file (installed and configured as part of the EDQ Siebel Connector.) The settings in the dnd.properties file control which EDQ server and project are used to provide screening services to a Siebel instance, and how to connect to it. To create this file with the settings needed to use Oracle Financial Services Customer Screening, use the following procedure:

1. Log in to the Siebel server as the Configuration user (specified during Siebel installation).
2. Change to the directory specified in the **dnd.parms** file.
3. Extract and copy the **dnd.properties** file from the Oracle Financial Services Customer Screening installation package into the directory.
4. Use a text editor to open the **dnd.properties** file.
5. Edit the properties as required.

2.1 dnd.properties Settings

The settings in the **dnd.properties** file fall into the following categories:

- OWS Connection Settings
- Real-Time Service Definitions
- Batch Job Definitions

2.1.1 OWS Connection Settings

These settings are used to connect to an OWS server for running jobs. When setting these, make sure there are no trailing spaces in the values as these will cause errors when attempting to establish a connection.

- **httpprefix.ows** - the hostname, HTTP port and context name of the EDQ server (for example `http://hostname:port/edq/webservices`). See Note 1 below.
- **jmxserver.ows** - the hostname and port of the OWS server's JMX interface (for example `servername:9005`). See Note 2 below.
- **username.ows** and **password.ows** - The EDQ login credentials for a designated JMX and Web Services user on the OWS server. This account must have the following EDQ permissions (at minimum):
  - **System: Connect to Messaging System**, which grants access to submit web service requests or JMS messages to EDQ.
  - **Server Console: Execute Job** and **Director: Execute Job**, to allow the user to execute jobs
  - Permission to the EDQ project stated under **projectname.ows**. To check that the user has project permission, right-click on the project in EDQ's Director application, select Properties, and switch to the Security tab. Check that the user is a member of a group with access to the project. Note that if the user

account stated above was the account used to import the project from a DXI file, it must have permission.

- **staginghost.ows**, **stagingport.ows**, **stagingsid.ows**,**stagingusername.ows**, **stagingpassword.ows** and **stagingschema.ows** - The connection details and credentials of the Staging Database used to pass data to be screened from Siebel to OWS. For further information, see Chapter 5: Configuring the Staging Database.

Note: if the database user is also the owner of the staging schema, the stagingschema.ows parameter can be left empty.

- **projectname.ows** - the name of the OWS project on the EDQ server. This setting can be left unchanged if the project has not been renamed.

NOTE 1: Although EDQ requires SSL to be used for communication between its own web pages and the server, and therefore redirects any http requests to its web pages to the https port, http can still be used for web service requests if required (and allowed by security standards). If EDQ is installed using the Windows installer, the default http port is 9002. On other installations, the port is specified when EDQ is deployed onto the application server. If the use of https is a requirement, the https prefix and port number (which defaults to 9004 if EDQ is installed using the Windows installer), can be specified here, but in order to establish a trusted connection with EDQ, it is also necessary to import either the certificate, or the certificate's root, from the EDQ application server into the Certificate Store of the JRE used by the EDQ Siebel Connector (using the standard Java keytool command).

NOTE 2: If EDQ is installed using the Windows installer, the JMX management port defaults to 9005. On other installations, it defaults to 8090. It can be checked by reading the **management.port** entry in the file **director.properties** in the config directory of the EDQ server. If this entry is not present, the port will be 8090.

Real-Time Service Definitions

This section is not used as there are currently no OWS real-time services integrated with Siebel.

2.1.2 Batch Job Definitions

The Batch Job Definitions provide the configuration for the screening jobs. They use the variables defined in the OWS Connection Settings, and therefore should not need to be changed.

2.1.3 Configuring Oracle Financial Services Customer Screening for Mulitple Child Entity Groupings

If your Siebel instance supports multiple child entities, you can configure the dnd.properties file so that Oracle Financial Services Customer Screening is sent multiple records for each Siebel record that contains more than one address . To do this add the following line to the dnd.properties file:

```
group.address = CUTAddress,PersonalAddress
```

This will cause the Siebel connector to split a single record that contains more than one address into multiple records for screening, with one record being created for each address.

Note: Scalar groups enable you to send multiple alternative values for the same attribute to EDQ in a comma-delimited list within a single field (for example, groups of alternate names associated with the same account). The EDQ-Siebel Connector integration does not support the use of scalar groups with Oracle Financial Services Customer Screening. If your Siebel instance is integrated with both OWS and the EDQ Customer Data Service Pack (CDS), then OWS and CDS will share a single connector. Therefore, a single dnd.properties file is used to connect both OWS and CDS with Siebel. In such circumstances, you should not employ scalar groups for attributes that are used for screening. Examples of attributes used for screening include name fields and address fields. Email addresses and phone numbers, however, are not used for screening, and so you can set up scalar groups for them.

Chapter 3: Optional: Configuring the Watchlist Screening Run Profile for Testing Purposes

The Watchlist Screening project contains three pre-configured jobs to screen Siebel Accounts, Contacts and Prospects respectively. These jobs are called:

- Siebel Batch Account Screening
- Siebel Batch Contact Screening
- Siebel Batch Prospect Screening

The jobs above are automatically called by equivalent Siebel jobs. When your system is fully configured all of the information that the OWS jobs require is passed to them through the EDQ-Siebel connector. The configuration described in the rest of this chapter is only necessary if you want to run the Siebel Screening jobs directly from the EDQ Server Console UI for testing purposes. When the jobs are called from Siebel, the configuration below is ignored.

3.1 Staging Database Connection Details

In order to be able to run the Watchlist Screening jobs mentioned above, you need to tell EDQ about the connection details of the staging database into which Siebel will place the Accounts, Contacts and Prospects to be screened. To do this:

1. Open the **watchlist-screening.properties** Run Profile in a text editor. The run profile is located in your Enterprise Data Quality instance's **config/runprofiles** folder.

The OEDQ Config Folder:
Your OEDQ instance's config folder might not be named 'config'. The choice of the config folder's name is made when OEDQ is installed - in some cases a name is automatically allocated. OEDQ release 11g and later has both a 'base' and a 'local' config folder. The base config folder is often called 'oedqhome', and the local config folder is often called 'oedqlocalhome'. In some cases, dots or underscores may be inserted into these names (for example: 'oedq_local_home'). Whenever you see a file path in this document that begins with config, this always refers to your OEDQ instance's local config folder.

2. Locate the Siebel Integration section of the run profile.
3. Ensure that the following parameters are present, and add them if they are not:

```
phase.*.snapshot.*.siebel_staging_database_host = hostname
phase.*.snapshot.*.siebel_staging_port = 1521
phase.*.snapshot.*.siebel_staging_database_name_sid = orcl
phase.*.snapshot.*.siebel_staging_user_name = staging
phase.*.snapshot.*.siebel_staging_password = staging
phase.*.snapshot.*.siebel_staging_schema =
```

4. Amend the parameter values so that they reflect the connection details of your staging database. For example, in the top line, replace **hostname** with the name or IP address of the machine that hosts your staging database.

The connection details you enter here should be exactly the same as those you entered into the **dnd.properties** Siebel Connector earlier.

Note: it is not necessary to enter the schema if the user you input is the schema owner.

3.2 Siebel System Name

The Siebel Integration section of the **watchlist-screening.properties** Run Profile also contains the following parameter:

```
phase.*.process.*.Siebel_system_name =
```

You can optionally amend this parameter's value to a value of your choice. Whatever value you associate with this parameter will be presented to reviewers as the List Sub Key in the Watchlist Screening user interface.

Chapter 4: Configuring Siebel

The following is a step-by-step guide to configuring Siebel to use OWS. Please read the Siebel Data Quality Administration Guide (available as part of Siebel Bookshelf) before attempting to follow these steps.

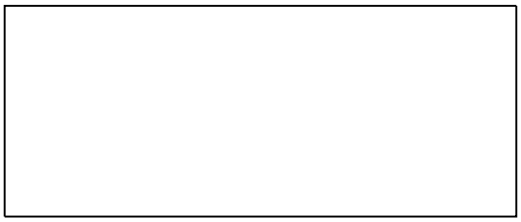
> **NOTE**: Siebel 8.1.1.10 or later is configured by default with all the settings described in this chapter. Therefore, if using this version of Siebel, this chapter can be used as a check list to confirm all the settings are correct. For older versions of Siebel, please use the settings described in this guide except where stated.

The guide is in four sections:

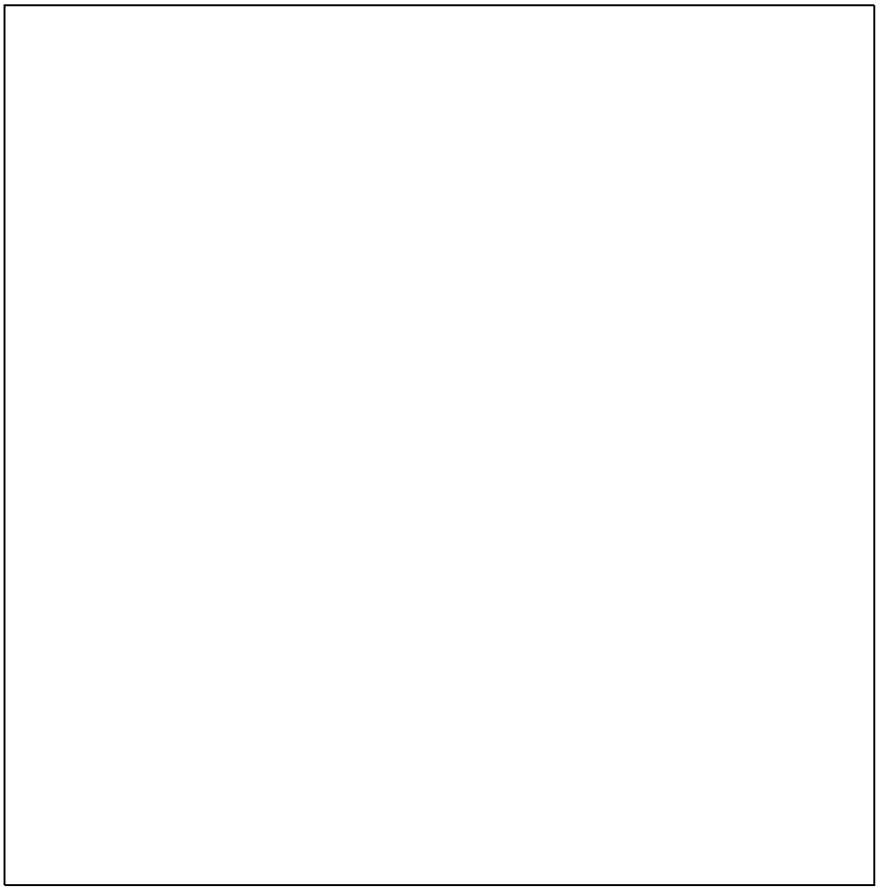
4.1 Server Configuration

1. Log into the Siebel web client as a system administrator.
2. Navigate to **Administration - Server Configuration** on the Siebel Site Map.
3. Click **Enterprises** at the top of the page and select the **Component Groups** tab.
4. Find the **Data Quality** component group and ensure it is enabled.
5. Check that the component group has been assigned and enabled on the Siebel server (`caius`, in the screenshot below):

6. Switch to the **Parameters** tab and set the **DeDuplication Data Type** parameter to **EDQ**:



7. Navigate to **Administration - Server Configuration** on the Siebel Site Map.
8. Click **Servers**, find the **Data Quality Manager** component and select the **Parameters** tab.
9. Ensure the following parameter value is set to **EDQ**:
    - DeDuplication Data Type
10. Set the following parameter value to **True**:
    - DeDuplication Enable Flag



NOTE: The preceding illustration shows the values after a server restart, which should be performed when Siebel configuration is completed.

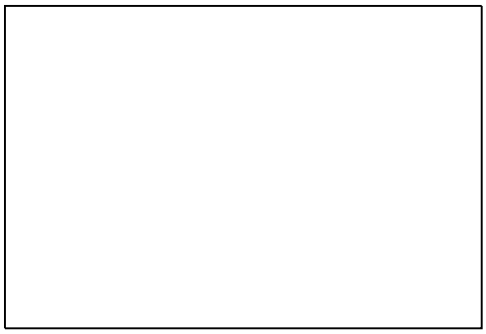
11. Repeat steps 7 to 9 for the Siebel application components you want to use with OWS. For example:
    - EAI Object Manager
    - Sales Object Manager
    - Call Center Object Manager

Tip: You can use these steps for any other components that you want to use with OWS.

4.2 Data Quality Administration

To set the Data Quality Administration options, use the following procedure:

1. Log into Siebel as a system administrator.
2. Navigate to **Administration - Data Quality** on the Siebel Site Map.
3. Click **Data Quality Settings** and create the following options:
   - **Enable DeDuplication** = **Yes**
4. Click **Third Party Administration**. Add a new Vendor entry with a Name of **EDQ**, and a DLL Name of **dnd**:



5. Select the EDQ vendor selected and add **BC Operations** as follows:

Business Component Name	Operation
Account	DeDuplication
Contact	DeDuplication
List Mgmt Prospective Contact	DeDuplication

6. Additionally, add the following Business Components to configure matching using multiple child addresses:

Business Component Name	Operation
CUT Address	DeDuplication
Personal Address	DeDuplication

7. Scroll to the bottom of the screen and set the **Field Mappings** for each BC Operation. These mappings are detailed in Appendix B: Field Mappings for Business Components.

NOTE: If you add or change field mappings, then they must correspond to the names of the columns in the tables of the staging database. Also, you must modify the relevant DQ Integration Objects and Business Services using Siebel Tools. If you are using Siebel UCM, then you must modify the data maps between UCM Integration Objects and DQ Integration Objects.

8. With the EDQ vendor selected, select the **Vendor Parameter** tab in the middle section of the screen and add the parameters specified in Appendix C: Vendor Parameters.

4.3 Creating Templates to Enable Batch Screening Jobs

Siebel can be configured to run batch screening jobs from the Server Management UI. Jobs can also be run from the Siebel command line, or job configurations can be stored in files and reused as required.

To do this, some custom Job Templates must be added to Siebel. These templates and the parameters required are listed in Appendix A: Job Template Configuration.

To add a Job Template:

1. Open the Siebel web client.
2. Navigate to **Administration - Server Configuration** on the Siebel Site Map.
3. Click **Job Templates**.
4. Click **New** to create a new Job Template.
5. Complete the fields in the Job Templates and Job Parameters area using the details provided in Appendix A: Job Template Configuration.

Note: Set the Component field to Data Quality Manager for each new Job Template. If there are no options listed in this drop-down field, navigate to the **Component Definitions** tab on the **Enterprise** screen, and click **Synchronize**.

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6. Repeat these steps for every Job Template listed in the Appendix.

4.4 Restarting The Siebel Server

Once you have made all of the changes described in this chapter, restart your Siebel server - some of your changes will not take affect until the Siebel server has been restarted.

Chapter 5: Configuring the Staging Database

The Staging Database is used by the Siebel Connector as a staging area for handing over data from Siebel to Oracle Financial Services Customer Screening.

When jobs are run, the Accounts, Contacts and Prospects to be screened are written to tables in the staging database, to be read by an OWS job.

5.1 Creating Tables

The sql folder in the root of the Oracle Financial Services Customer Screening distribution contains three scripts that can be run to create tables in the staging database as follows:

- **siebel_account_screening.sql** creates the SIEBEL_ACCOUNT_SCREENING table.
- **siebel_contact_screening.sql** creates the SIEBEL_CONTACT_SCREENING table.
- **siebel_prospect_screening.sql** creates the SIEBEL_PROPSPECT_SCREENING table.

5.2 Configuring Connections

Both the Siebel Connector and Oracle Financial Services Customer Screening itself need to connect to the Staging Database in order to read and write to the tables when processing Batch jobs (the Siebel Connector writes and OWS reads). These tables can be created in any schema of a supported database type (Oracle or PostgreSQL). The default connection string is for an Oracle database.

The connection details are specified in the **dnd.properties** file - See "Configuring the EDQ Siebel Connector". To configure these, open the **dnd.properties** file and edit the parameters in the **OWS Connection Settings** section near the top of the file. These parameters control the database host, port, credentials and other settings used to connect to the Staging Database.

Chapter 6: Finalizing and Verifying The Installation

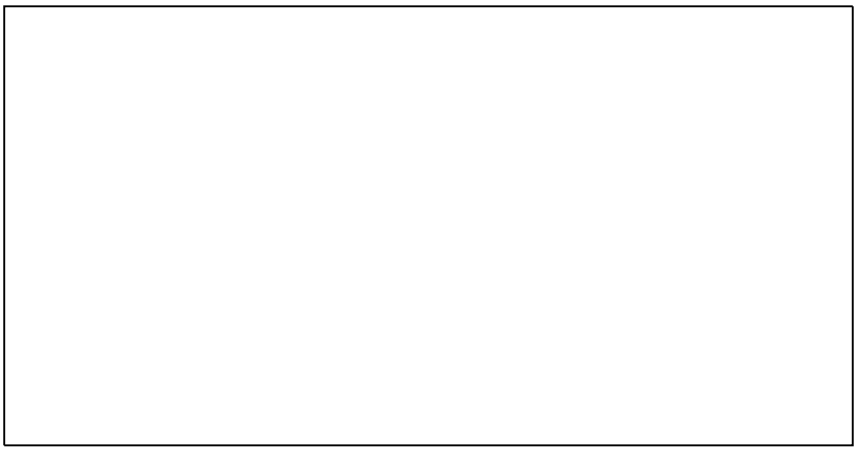
The following sections describe how to finalize the system and verify that the EDQ Siebel Connector is installed and configured correctly.

6.1 Testing Siebel Contact Screening

To test Siebel Contact Screening:

1. In Siebel, enter and save a new Contact record with the name of a person you know to be on a watch list.

Note: the illustration below is an exemplar only, and does not provide you with the name of a person who is on a watch list.



2. Run the Batch contact screening job. To do this, navigate to **Administration - Server** on the Siebel Site Map and then select the **Jobs** option. At this point you will need to create a new job and then submit it.

3. Once the job has finished running, open the Watchlist Screening user interface and verify that a case and alert has been created for the contact that you entered into Siebel above.

Chapter 7: Running Screening Jobs

Siebel can be configured to run batch screening jobs from the Server Management UI, as described in Creating Templates to Enable Batch Screening Jobs. (Jobs can also be run from the Siebel command line, or job configurations can be stored in files and reused as required).

If you followed the steps outlined in the Creating Templates to Enable Batch Screening Jobs chapter, then you will have created six Siebel job templates:

- Batch account screening
- Batch contact screening
- Batch prospect screening
- Incremental account screening
- Incremental contact screening
- Incremental prospect screening

You can run these jobs from the Siebel Universal Customer Master user interface. Navigate to **Administration - Server** on the Siebel Site Map and then select the **Jobs** option. At this point you will need to create a new job and then submit it.

Appendix A: Job Template Configuration

Note: For clarity, the **Data Quality Setting** parameter found in the Templates listed in the table begins with a single double quote mark (") and two single (') quote marks, and ends with one single quote mark and one double.

Note: Set the Component field to Data Quality Manager for each new Job Template. If there are no options listed in this drop-down field, navigate to the **Component Definitions** tab on the **Enterprise** screen, and click **Synchronize**.

Name	Short Name	Parameters
Batch account screening	BatAccScr	Buscomp Name = Account Business Object Name = Account Data Quality Setting = "','Yes','screening'" Operation Type = DeDuplication
Batch contact screening	BatConScr	Buscomp Name = Contact Business Object Name = Contact Data Quality Setting = "','Yes','screening'" Operation Type = DeDuplication
Batch prospect screening	BatProScr	Buscomp Name = List Mgmt Prospective Contact Business Object Name = List Mgmt Prospective Contact Data Quality Setting = "','Yes','screening'" Operation Type = DeDuplication
Incremental account screening	IncAccScr	Buscomp Name = Account Business Object Name = Account Data Quality Setting = "','Yes','screening'" Operation Type = DeDuplication Where Clause = [Updated] > '12/18/2007 00:00:00' **Note:** The preceding Object Where Clause is an example only.
Incremental contact screening	IncConScr	Buscomp Name = Contact Business Object Name = Contact Data Quality Setting = "','Yes','screening'" Operation Type = DeDuplication Where Clause = [Updated] > '12/18/2007 00:00:00' **Note:** The preceding Object Where Clause is an example only.
Incremental prospect screening	IncProScr	Buscomp Name = List Mgmt Prospective Contact Business Object Name = List Mgmt Prospective Contact Data Quality Setting = "','Yes','screening'" Operation Type = DeDuplication Where Clause = [Updated] > '12/18/2007 00:00:00' **Note:** The preceding Object Where Clause is an example only.

Appendix B: Field Mappings for Business Components

The field mappings below work with the provided screening jobs, and the provided example SQL for creating the staging database.

NOTE: All fields in these Business Components are drop-down fields, with the exception of **Id**. This field must be completed manually.

B.1 Account - DeDuplication

Business Component Field	Mapped Field
Id	entityid
Language Code	languages
Name	name
Location	subname
Main Phone Number	phone
Tax ID Number	taxnumber
VAT registration number	vatnumber
Home Page	website

The following fields are only used if Multiple Child Entities are **disabled**:

Business Component Field	Mapped Field
Primary Account Street Address	address1
Primary Account Address Street Address2	address2
Primary Account Address Street Address3	address3
Primary Account City	city
Primary Account State	adminarea
Primary Account Postal Code	postalcode
Primary Account Country	country

B.2 Contact - DeDuplication

Business Component Field	Mapped Field
Id	individualid
Language Code	languages
M/M	title
M/F	gender
First Name	firstname
Middle Name	middlename
Last Name	lastname
Home Phone #	homephone
Work Phone #	workphone
Fax Phone #	faxphone
Cellular Phone #	mobilephone
Email Address	email
Job Title	jobtitle
Social Security Number	taxnumber
Birth Date	dob

Business Component Field	Mapped Field
Primary Account Name	accountname

The following fields are only used if Multiple Child Entities are disabled:

Business Component Field	Mapped Field
Primary Street Address	address1
Primary Address Street Address2	address2
Primary Address Street Address3	address3
Primary City	city
Primary State	adminarea
Primary Postal Code	postalcode
Primary Country	country

B.3 List Mgmt Prospective Contact - DeDuplication

Business Component Field	Mapped Field
Id	individualid
M/M	title
M/F	gender
First Name	firstname
Middle Name	middlename
Last Name	lastname
Home Phone #	homephone
Work Phone #	workphone
Fax Phone #	faxphone
Cellular Phone #	mobilephone
Email Address	email
Job Title	jobtitle
Account	accountname
Social Security Number	taxnumber
Birth Date	dob

The following fields are only used if Multiple Child Entities are disabled:

Business Component Field	Mapped Field
Street Address	address1
Street Address 2	address2
City	city
State	adminarea
Postal Code	postalcode
Country	country

Appendix C: Vendor Parameters

Name	Value
Support Multiple Child Entities Deduplication	Yes, if matching using multiple child entities. Otherwise, No. **NOTE:** If this parameter is set to "Yes", the CUT and Personal Address DeDup Record Type parameters (below) are enabled. This parameter should only be set to "No" if Multiple Child Entities are supported by the installed version of Siebel (version 8.1.1.10 or later).
Account DeDup Record Type	accountmatch
Contact DeDup Record Type	contactmatch
List Mgmt Prospective Contact DeDup Record Type	prospectmatch
Batch Max Num Of Records	200
CUT Address DeDup Record Type	addressmatch **Note**: Only used if multiple child entities are enabled.
Personal Address DeDup Record Type	addressmatch **Note**: Only used if multiple child entities are enabled.