Oracle Financial Services Sanctions Queue Management

User Guide

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8.0.8.15	April 2023	Added Reviewer user role information.
8.0.8.2.7	April 2022	Added a note related to running the Clear Cache URL for Customer Screening users under the sections Adding a Queue and Editing the Queue. Updated Field Descriptions table with Currency drop-down details.
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8.0.8.2.0	September 2021	This is created for the first version of the 8.0.8.2.0 release.

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Table of Contents

1 Preface

This guide explains the Queue Management dashboard and provides step-by-step instructions for navigating the Oracle Financial Services Transaction Filtering/Customer Screening Queue Management web pages, analyzing, acting on, and researching the business information.

1.1 Who Should Use This Guide

Queue Administrator who can create, edit, and assign the queues to the user groups.

1.2 How this Guide is Organized

The Queue Management User Guide includes the following chapters:

- About Queue Management, provides an overview of Oracle Financial Services Sanctions Queue Management, how it works, and what it does.
- Getting Started, explains common elements of the interface, includes instructions on how to configure your system, access Transaction Filtering, and exit the application.
- Managing Queue Administration, explains the Queue Management actions.

1.3 Related Documents

For more information about Oracle Financial Services Customer Screening/Transaction Filtering, refer to the following documents:

- Transaction Filtering User Guide
- Customer Screening User Guide

These documents are available at the following links:

- Customer Screening Guides home page
- Transaction Filtering Guides home page

To find more information about Oracle Financial Services Customer Screening /Transaction Filtering and our complete product line, visit our Web site at Oracle for Financial Services home page.

1.4 Conventions

The following table explains the text conventions used in this guide.

Table 1: Conventions

Convention	Description
Italics	• Names of books, chapters, and sections as references • Emphasis
Bold	• Object of an action (menu names, field names, options, button names) in step-by-step procedures • Commands typed at a prompt • User input
`Monospace`	• Directories and subdirectories • File names and extensions • Process names • Code sample, including keywords and variables within a text and as separate paragraphs, and user-defined program elements within a text
<Variable>	Substitute input value

2 About Queue Management

2.1 Introduction

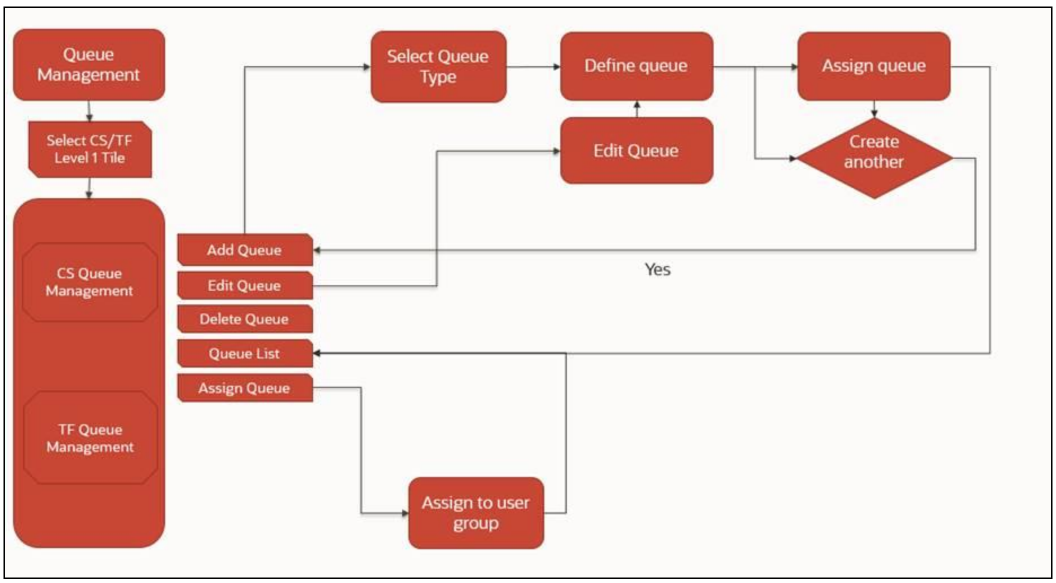
A queue is a simple container that filters out the different alerts based on the priority set through the User Interface.

Queue Management is introduced to categorize the alerts based on specified criteria, priority and assigning them to respective Transaction Filtering and Customer Screening user groups. The user groups can be configured according to customer requirements.

> **NOTE**
> This is applicable only for L1 investigation.

2.2 Workflow

Figure 1: Queue Management Workflow



2.3 Out Of Box Queue

If any alerts are posted that are not satisfying user-defined queue conditions, those alerts will be in the OOB queue.

- **Customer Screening**
  - ALL PEP Alerts
  - ALL EDD Alerts
  - ALL SAN Alerts

    - ALL EE PEP Alerts
    - ALL EE SAN Alerts
    - ALL EE EDD Alerts
    - CS Default Queue
- **Transaction Filtering**
    - TF Default Queue
    - Payment Fedwire
    - SWIFT Payments – Blocking
    - SWIFT Informative
    - SWIFT Payments – Non-Blocking

3 Getting Started

3.1 Accessing OFSAA Page

Access to the Oracle Financial Services application depends on the Internet or Intranet environment. Oracle Financial Services can be accessed through Google Chrome. Your system administrator provides the intranet address uniform resource locator.

Your system administrator provides you with a User ID and Password. Log in to the application through the Login page. You will be prompted to change your password on your first login. You can change your password whenever required by logging in. For more information, see **Changing the Application Password**.

To access the Oracle Financial Services Analytical Applications, follow these steps:

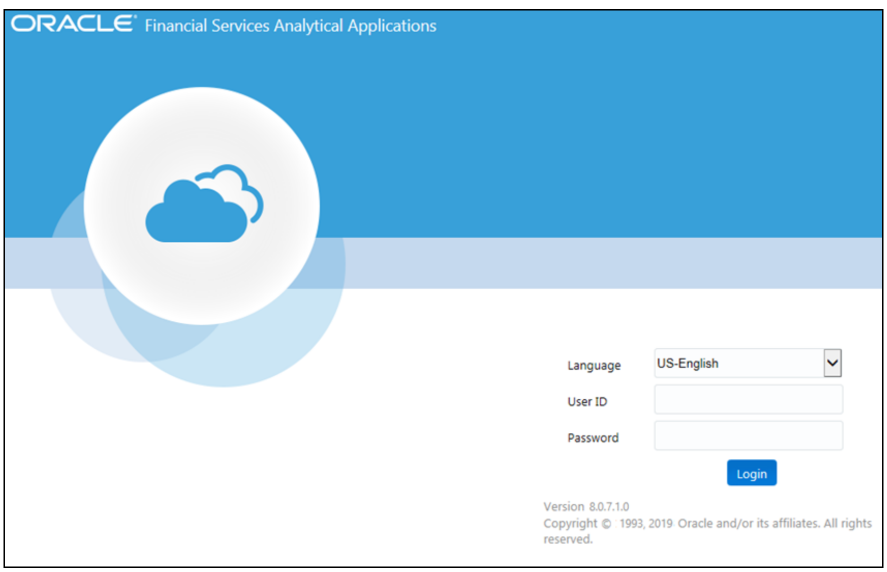
1. Enter the URL into your browser using the following format:

   ```
   <scheme/ protocol>://<ip address/ hostname>:<port>/<context-name>/login.jsp
   ```

   ```
   For example: https://myserver:9080/ofsaaapp/login.jsp
   ```

   The **Oracle Financial Services Analytical Applications (OFSAA)** login page is displayed.

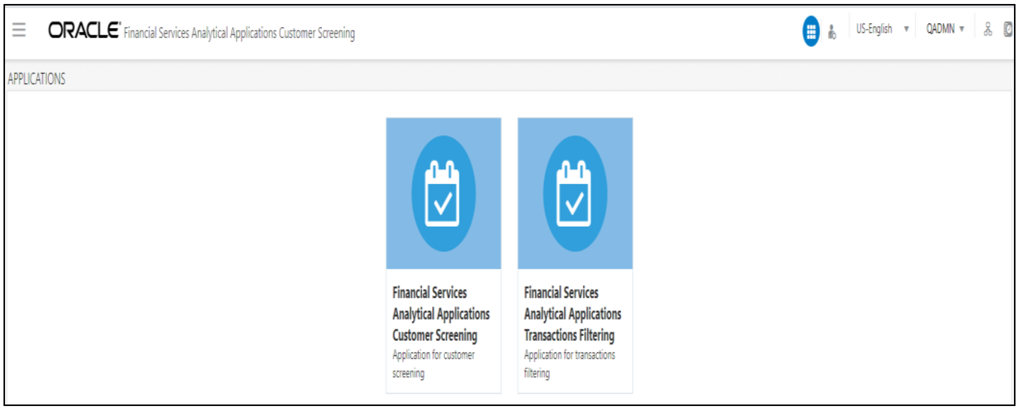
Figure 2: Oracle Financial Services Analytical Applications (OFSAA) Login Page



2. Select the language from the **Language** drop-down list. This allows you to use the application in the language of your selection.
3. Enter your User ID and Password in the respective fields.

4. Click **Login**. The **Financial Services Analytical Applications Transactions Filtering/Customer Screening** home page is displayed.

Figure 3: Financial Services Analytical Applications Transactions Filtering/Customer Screening Page



To view the **Financial Services Analytical Applications Transactions Filtering** home page, click **Calendar** .

3.2 Managing the OFSAA Page

3.2.1 Applications Tab

The Applications tab lists the various OFSAA Applications that are installed in the OFSAA setup based on the logged-in user and mapped OFSAA Application User Groups.

For example, to access the OFSAA Applications, select the required Application from the **Select Application** drop-down list. Based on your selection, the page refreshes the menus and links across the panes.

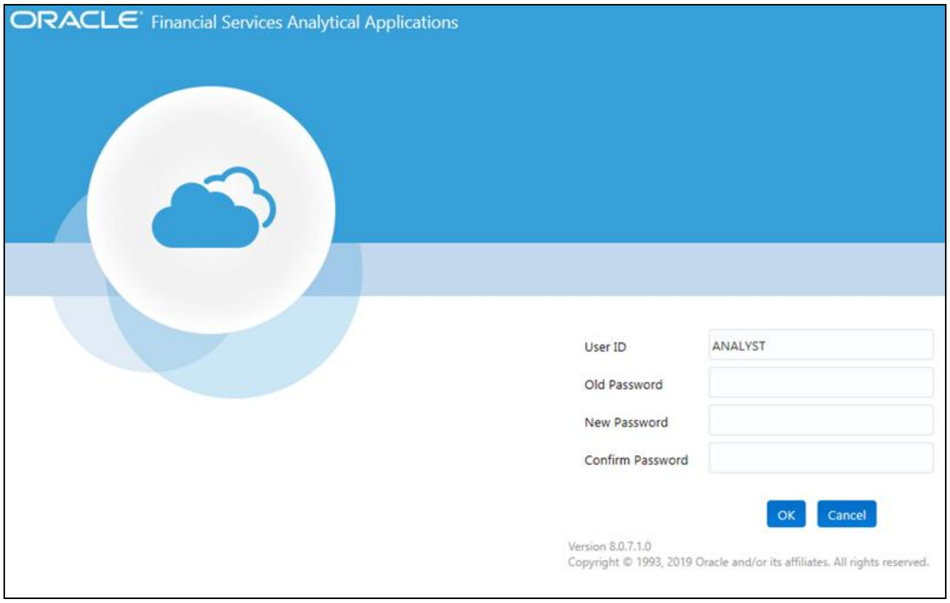
3.2.2 Changing the Application Password

For security purposes, you can change the password. This section explains how to change a password.

To change the password, follow these steps:

1. Navigate to the **Oracle Financial Services Analytical Applications** page.
2. Click the **User** drop-down list and select **Change Password**. The **Password Change** page is displayed.

Figure 4: Password Change Page



3. Enter your old and new passwords in the respective fields.
4. Click **OK**. Your password is changed successfully. The application navigates back to the login page, where you can log in with the new password.

> **NOTE**
> Your password is case-sensitive. If you have problems with the password, verify that the Caps Lock key is off. If the problem persists, contact your system administrator.

3.2.3 Viewing the Application’s Copyright Information

To access copyright information, follow these steps:

1. Navigate to the **Oracle Financial Services Analytical Applications (OFSAA)** page.
2. Click the **About** hyperlink on the **Oracle Financial Services Analytical Applications** login page. The copyright text displays in a new window.

Figure 5: Financial Services Customer Screening/Transaction Filtering Copyright Information

To close the window, click **Close** ☒.

3.3 Troubleshooting Your Display

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

3.3.1 Enabling JavaScript

This section describes how to enable JavaScript. To enable JavaScript, follow these steps:

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

3.3.2 Enabling Cookies

Cookies must be enabled. If you have problems troubleshooting your display, contact your System Administrator.

3.3.3 Enabling Temporary Internet Files

Temporary Internet files are pages you view on the Internet and store in a folder for quick viewing later. You must adjust this setting to always check for new versions of a stored page.

To adjust your Temporary Internet File settings, follow these steps:

1. Navigate to the Tools menu.
2. Click **Internet Options**. The **Internet Options** dialog box is displayed.
3. On the **General** tab, click **Settings**. The **Settings** dialog box displays.
4. Click the **Every visit to the page** option.
5. Click **OK**, then click **OK** again to exit the **Internet Options** dialog box.

3.3.4 Enabling File Downloads

This section describes how to enable file downloads.

To enable file downloads, follow these steps:

1. Navigate to the Tools menu.
2. Click **Internet Options**. The **Internet Options** dialog box is displayed.

3. Click the **Security** tab and then click the **Local Intranet** icon as your Web content zone.
4. Click **Custom Level**. The **Security Settings** dialog box displays.
5. Under the **Downloads** section, ensure that **Enable** is selected for all options.
6. Click **OK**, then click **OK** again to exit the **Internet Options** dialog box.

3.3.5 Setting Print Options

This section explains how to enable printing background colors and images.

To enable this option, follow these steps:

1. Navigate to the **Tools** menu.
2. Click **Internet Options**. The **Internet Options** dialog box is displayed.
3. Click the **Advanced** tab. In the **Settings** list, under the **Printing** setting, click **Print background colors and images**.
4. Click **OK** to exit the **Internet Options** dialog box.

    > TIP-For best display results, use the default font settings in your browser.

3.3.6 Enabling the Pop-Up Blocker

You may experience difficulty running the Oracle Financial Services application when the Pop-up Blocker is enabled. It is recommended to add the application URL to the Allowed Sites in the Pop-up Blocker Settings.

To enable Pop-up Blocker, follow these steps:

1. Navigate to the **Tools** menu.
2. Click **Internet Options**. The **Internet Options** dialog box is displayed.
3. Click the **Privacy** tab. In the Pop-up Blocker setting, select the **Turn on Pop-up Blocker** option. The **Settings** enable.
4. Click **Settings** to open the Pop-up Blocker Settings dialog box.
5. In the Pop-up Blocker Settings dialog box, enter the application URL in the text area.
6. Click **Add**. The URL appears in the Allowed site list.
7. Click **Close**, then click **Apply** to save the settings.
8. Click **OK** to exit the **Internet Options** dialog box.

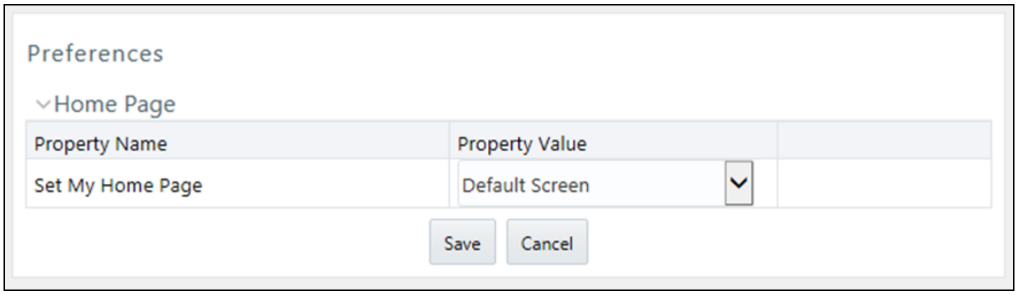
3.3.7 Setting Home Page Preferences

The **Preferences** section enables you to set the preferences for your home page.

To access this section, follow these steps:

1. Navigate to the **Oracle Financial Services Analytical Applications (OFSAA)** page.
2. Click **Preferences** from the drop-down list in the top right corner, where the user name is displayed. The **Preferences** page is displayed.

Figure 6: Financial Services Transaction Filtering Preferences Page



3. In the **Property Value** drop-down list, select the application you want to set as the home page.

   NOTE
   Whenever a new application is installed, the related value for that application is found in the drop-down list.

4. Click **Save** to save your preference.

3.4 Logging in to the Application

You can access the Transaction Filtering (TF)/Customer Screening (CS) application from the **Oracle Financial Services Analytical Applications** page. This page is divided into two panes:

- **Left Pane**: displays menus and links to modules in a tree format based on the application selected in the Select Application drop-down list.
- **Right Pane**: displays menus and links to modules in a navigational panel format based on the selection of the menu in the Left pane. It also provides a brief description of each menu or link.

To access the Customer Screening/Transaction Filtering application, follow these steps:

1. Navigate to the **Oracle Financial Services Analytical Applications** page.
2. Click **Financial Services Sanctions Pack**.
3. Click **Customer Screening/Transaction Filtering**. The **Queue Management** page is displayed.

4 Managing Queue Administration

Queue Management is a common dashboard where the following users can see queues related to Transaction Filtering and Customer Screening that are created by the Queue Administrator and the System (Out Of Box):

- Reviewer
- Analyst
- Supervisor
- Senior Supervisor
- Queue Administrator

As a Queue Administrator, you can perform the following actions:

- **View Queue List**: You can view the Queue List in the following format and sort the Queue List according to the assigned user groups based on the selection from the drop-down list:
  - **List View** (You can change the order/priority of the Queues)
  - **Grid View**
- **Create a Queue**: you can select the queue type, define the criteria of the queue, sort the alerts inside the Queue in order and assign the alerts falling under these queues to specific or all user group (s). For details, see the **Adding a Queue** section.
- **Edit the Queue**: You can modify the Queue criteria, sort, and re-assign the queues except for the Queue type selected while creating a Queue. For details, see the **Editing the Queue** section.
- **Assign the Queue:** You can assign Queue to pre-defined user groups for Transaction Filtering and Customer Screening.
- **Delete the Queue**: You can delete the Queue.

Log in as a **Queue Administrator**. Select the **Financial Services Analytical Applications Customer Screening/Transaction Filtering**. The Financial Services Analytical Applications Customer Screening/Transaction Filtering home page appears.

From the **Application Navigation List**, select **Queue Management**. The Queue List appears in List View by default.

4.1 List View

By default, the Queue List is displayed for All Teams and user groups in List View**.**

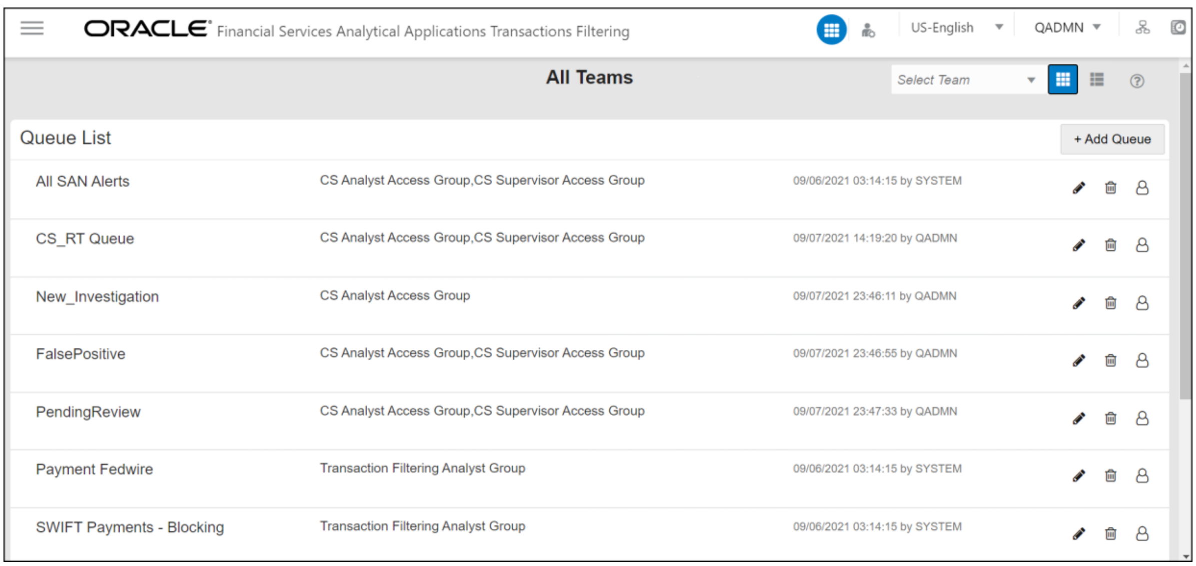
If it is in Grid View, You can click the **hamburger** icon to view Queue List in List View.

By default, Queue List displays the queues assigned to all user groups, and the value, **All Team,** is displayed in the drop-down list. The title of the page is displayed as **All Teams** for Queue List.

To view the queues related to the specific user group, you can select the user group from the drop-down list. Queue List displays the queues that are related to the selected user group. The selected user group name is displayed as the title for Queue List.

> **NOTE**
> The Queue Administrator can order/prioritize the queues for any user group by drag and drop in the Queue List in List View.

Figure 7: Queue List in List View



The following details are displayed for **All Teams** in the List View:

- Queue Name
- User Group(s)
- Date Time Created By. For example, 09/09/2021 14:06:39 by QADMIN/SYSTEM
- Queue Actions:
  - **Add Queue**: Click + Add Queue button top-right in the Queue List to add a new queue. For details, see the **Adding a Queue** section.
  - **Edit**: Click icon to modify the queue details. Except selecting the **Queue Type,** you can modify other details of the Queue. For details, see the **Editing the Queue** section.

- **Delete**: Click icon to delete the Queue. The system prompts the message to confirm the deletion. Click **Yes**. The Application displays the successful message on deletion.
- **Assign:** Click icon**.** The **Assign Queue** pop-up appears.
  - Select the User Group(s) to assign the Queue.
  - Click **Assign**. The successful message is displayed on assigning the groups. Click **Ok**.

> **NOTE**
> The Reviewer user groups will not be listed in the user group dropdown. Reviewer can see all the queues concerning the selected Sanctions applications.

The following details are displayed for the selected user group in the List View:

- Queue Name
- Specific User Group (selected from the drop-down)
- Date Time Created By. For example, 09/09/2021 14:06:39 by QADMIN/SYSTEM
- Queue Actions

You can view ten queues in Queue List and use the navigation to view the next set of queues.

To change the order/priority of queues:

- Select the Queue, drag, and drop in the Queue List.

Or

- Perform the following steps:
  a. Select the Queue and right-click. The menu options are displayed as **Cut**, **Paste Before**, and **Paste After**.
  b. Select **Cut**.
  c. Locate the cursor wherever it needs to be added and right-click. The menu options are **Cut**, **Paste Before**, and **Paste After**.
  d. Select the **Paste Before** or **Paste After** according to place the Queue.

The Queue Admin can prioritize the Queues for each User Group. The users within the user group can view the Queues in the same order set by Queue Admin.

For example, the following are the Queues in the User groups A, B, and C.

Table 2: Queue List

Queue	Queue Name
Queue 1	SAN Alerts
Queue 2	PEP Alerts
Queue 3	EDD Alerts
Queue 4	PROHB Alerts

Priority for each User Group is set by the Queue admin as given below:

- A – Queue 2, Queue 3 and Queue 1
- B – Queue 3 and Queue 4
- C – Queue 4, Queue 3 and Queue 1

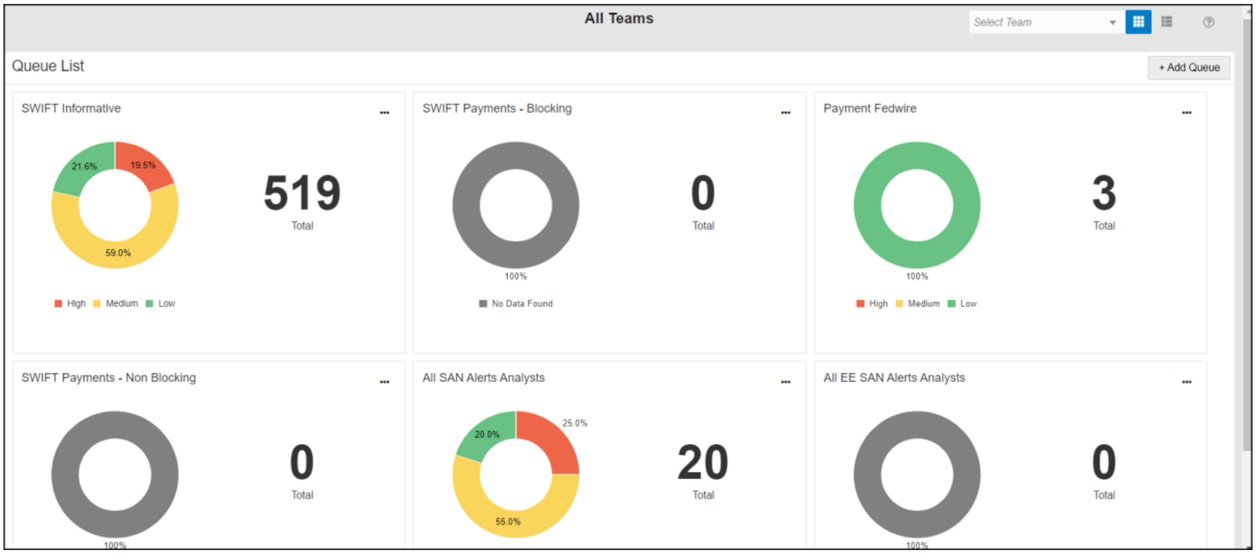
So, when the user from the Q1 with Analyst role logs in, he/she should be able to see the Queues in the above priority order as 2, 3, and 1. Similar case with other users belonging to different user roles.

> **NOTE**
> If the User Group is selected as the **All Teams** in the **Select Teams** menu, then the Queue Admin cannot sort the priority of the Queues.

4.2 Grid View

You can click the **hamburger** icon to view the **Queue List** for **All Teams** in Grid View.

Figure 8: Queue List in Grid View



To view the queues related to the specific user group, you can select the user group from the drop-down list. Queue List displays the queues that are related to the selected user group. The selected user group name is displayed as the title for Queue List.

The Queue List appears in a single circle. Hover over the circle to see the details of the **Series** and the **Value** of the Queue.

You can view six queues in Queue List and use the navigation to view the next set of queues.

You can perform the following actions on each Queue:

- **+ Add Queue**: Click 

 button top-right in the Queue List to add a new queue. For details, see the **Adding a Queue** section.
- **Edit**: Click the Ellipsis menu and then select **Edit** to modify the queue details except for queue type. For details, see the **Editing the Queue** section.
- **Assign**: Click the Ellipsis menu and select **Assign** to assign the Queue to User Group(s). The **Assign Queue** pop-up appears.
  - Select the User Group(s) to assign the Queue.
  - Click **Assign**. The successful message is displayed on assigning the groups.
- **Delete**: Click the Ellipsis menu and then select **Delete** to delete the Queue. The Application prompts the message to confirm the deletion.
  - Click **Yes**. The Application displays the successful message on deletion.

NOTE

> To view the number of alerts details in each Queue, log in as Reviewer/Analyst/Supervisor/Senior Supervisor, navigate to **Queue Management**, and click **hamburger** icon. The Queue List appears in doughnut charts with color-coding displayed for three priorities of the alerts and the Total numeric value. The following are the only available priorities in the application: High, Medium, and Low. See the **Queue Management** section in the *OFS Customer Screening User Guide* or *OFS Transaction Filtering User Guide* for more information.

4.3 Adding a Queue

Perform the following to add a new queue:

You can add a Queue from List View or Grid View.

Click + Add Queue button top-right corner in the Queue List to add a new queue. The Add Queue page appears.

1. Select the Queue Type. By default, Customer Screening is selected. You can select any one of the following from **What type of Queue is this?:**
   - Customer Screening
   - Transaction Filtering

   Click **Next** to Define Criteria for the Queue or click **Cancel** to close the page and back to Queue List**.**

   Once you select the Queue Type and click **Next** for defining criteria, you cannot return to the same page for selecting queue type again.

2. The defined criteria fields will be displayed based on the selected Queue Type.

   You must enter the name for the Queue in the **Enter Queue Name** field and enter or select values for Customer Screening or Transaction Filtering fields.

   The **Queue Name** and **Status** fields are mandatory to proceed to the next step.

   - Customer Screening (CS)
     - Alert Type
     - Business Domain
     - Match Score
     - Status
     - Assignee
     - Jurisdiction
     - Priority

    - Type of Screening
- Transaction Filtering (TF)
    - Assignee
    - Currency
    - Match Score
    - Message Direction
    - Priority
    - Status
    - Amount
    - Business Domain
    - Jurisdiction
    - Message Category
    - Message Type
    - Risk Score

For more details on fields, see Field Descriptions.

The Queue is created based on the defined criteria filters, and alerts will be pushed into this Queue that is matched with defined criteria. If any alerts do not match the defined criteria, they will be pushed to the OOB queue.

Mandatory fields must be filled to move to the next step.

Click **Next** to select the sorting or click **Cancel** to close the page and back to Queue List**.**

3. You can add the sorting type and order to display the alerts in order and sort as specified in the Queue.

    a. Click icon to add sorting and order. The Add Sorting appears.

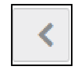
    b. Select the values from the drop-down list for **Sort By Column** and **Sort Order** (Ascending/Descending).

    Select the values available in the list; the same value will not be available for the following selection once you select the value.

    c. Click **Save**. The sorting and order will be added to the list. You can select and drag and drop the rows to change the order as per your requirement.

    In addition, you can select the row and right-click, navigate to the sort> Sort Ascending/Sort Descending.

    Click to delete the sorting.

Click **Next** button to select the sorting or click the **Previous**  icon to define criteria**.**

Click **Cancel** button to close the page and back to Queue List**.**

4. You can assign Queue to one or multiple user group (s) in the list.

   You can save the Queue with or without assigning the Queue to the user group (s).

   The following buttons are enabled after assigning Queue to the user group(s).

   - Click **Finish** to save the Queue.
   - Click **Create another** button to create a new Queue.

> **NOTE**
>
> After adding a Queue via the Queue Admin page, you can run the Clear Cache without restarting the WebLogic to reflect the changes in the UI.
>
> **Customer Screening Queue URL**:
> ```
> http:/https:##HOST_NAME##:##PORT##/##SANC_CONTEXT_NAME##/QueueCacheReLoad.jsp
> exp:
> http://whf00beh:5010/zipper/QueueCacheReLoad.jsp
> ```
>
> **Transaction Filtering Queue URL**:
> **SEPA**:
> ```
> http://<HOST>:<PORT>/SEPATFLT/TFCacheReLoad/TFCacheReLoad.jsp
> ```
> **FEDWIRE**:
> ```
> http://<HOST>:<PORT>/FEDTFLT/TFCacheReLoad/TFCacheReLoad.jsp
> ```
> **SWIFT**:
> ```
> http://<HOST>:<PORT>/TFLT/TFCacheReLoad/TFCacheReLoad.jsp
> ```

4.4 Editing the Queue

You can modify the Queue criteria, sort, and re-assign the queues except for the Queue type defined while creating a Queue.

For details, see the **Adding a Queue** section.

> **NOTE**
>
> After editing a Queue via the Queue Admin page, you can run the Clear Cache without restarting the WebLogic to reflect the changes in the UI.

Customer Screening Queue URL:

```
http:/https:##HOST_NAME##:##PORT##/##SANC_CONTEXT_NAME##/QueueCacheReLoad.jsp
exp:
http://whf00beh:5010/zipper/QueueCacheReLoad.jsp
```

Transaction Filtering Queue URL:

SEPA:

```
http://<HOST>:<PORT>/SEPATFLT/TFCacheReLoad/TFCacheReLoad.jsp
```

FEDWIRE:

```
http://<HOST>:<PORT>/FEDTFLT/TFCacheReLoad/TFCacheReLoad.jsp
```

SWIFT:

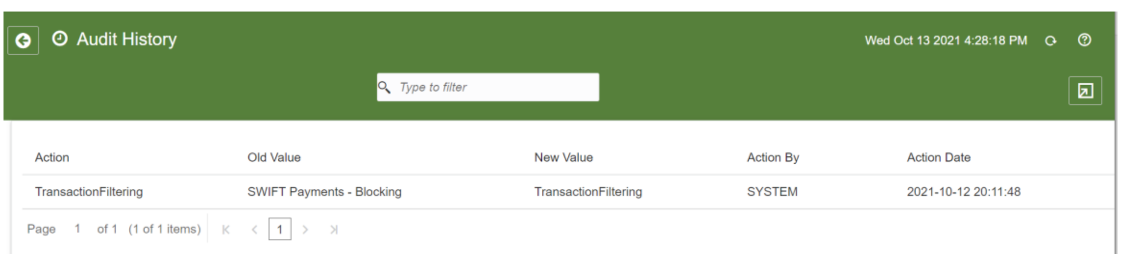
```
http://<HOST>:<PORT>/TFLT/TFCacheReLoad/TFCacheReLoad.jsp
```

4.5 Audit History

The Audit History provides the action-level audit details on the existing queue. The details like a action, old value, new value, action by, and action date details.

Click icon to modify the queue details. In the top left corner next to Next button, click the Audit History button.

Figure 9: Audit History



The details are added to the Audit History in following fields:

- Action
- Old Value
- New Value
- Action By
- Action Date

You can use the search filter in the top middle of the page to filter the Audit History list. Enter the search term in the search box to filter the list.

Click the Reload icon next to the Last Modified Date Time to reload the Audit History list.

Table 3: Field Description for Queue Management

Field	Description
Action	Provides the name of actions performed on the selected queue.
Old Value	Provides the details of old value selected before it was modified.
New Value	Provides the details of new value added in place of old value.
Action By	Provides the user names who performed the action on the selected queue.
Action Date	Provides date value when the action performed on the selected queue.

4.6 Field Descriptions

Table 4: Field Description for Queue Management

Field	Description
Queue Type	Type of the Queue belongs to the following: • Customer Screening • Transaction Filtering
Queue Name	Name of the Queue. You can enter the Queue name in the text box.
Alert Type	You can select the alert type from the drop-down list.
Status	You can select the status of the alert from the drop-down list. The values are different for CS and TF.
Assignee	You can assign the Queue to All or Specific User or leave it as unassigned. You can select the values from the drop-down list. By default, it is selected as **ALL**.
Jurisdiction	Geographic jurisdiction associated with this Queue. You can select the value from the drop-down list, and multiple values are allowed.
Priority	Priority of the Alert such as High, Medium, Low. You can select the value from the drop-down list, and multiple values are allowed.

Field	Description
Type of Screening	Customer screening is based on batch or online. You can select the value from the drop-down list, and multiple values are allowed.
Currency	Currency code of the destination country. You can select the value from the drop-down list, and multiple values are allowed to specify the currency code. For example, US.
Match Score	Match score generated from the Enterprise Data Quality (EDQ) matching engine. You can select the parameter (>, <, and =) from the drop-down and enter the value in the text box.
Message Direction	Message direction. Select Inbound for transactions coming into your account and select Outbound for transactions that are going out of your account. Select Any to select any message direction. You can select the value from the drop-down list.
Amount	The transaction amount is expressed in the base currency. You can select the parameter (>, <, and =) from the drop-down and enter the value in the text box.
Business Domain	Customer group's business domain or business domains. You can select the value from the drop-down list.
Message Category	Message category associated with the transaction. You can select the value from the drop-down list.
Message Type	This list will be displayed only when you select the Message Category. You can select the type of message from the drop-down list.
Risk Score	The risk score of the business rule is defined in the rule engine, that is, the Inline Processing Engine (IPE). You can select the parameter (>, <, and =) from the drop-down and enter the values in the text box.
Sort by Column	Select the columns to arrange and sort the alerts in the Queue. You can select the values from the drop-down list. Select the values available in the list; the same value will not be available for the following selection once you select the value.
Sort by Order	You can select the Ascending or Descending order from the drop-down list.
Assign Queue To	Assign the queue to a specific user group (s). You can select the value from the drop-down list, and multiple values

Field	Description
	are allowed.

OFSAA Support

Raise a Service Request (SR) in My Oracle Support (MOS) for queries related to OFSAA applications.

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