

# **Oracle Financial Services Sanctions Queue Management**

**User Guide**

**Release 8.1.2.6.0**

**October 2023**

**F47823-05**

**ORACLE®**  
Financial Services

## OFS Sanctions Queue Management User Guide

Copyright © 2023 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

For information on third party licenses, click [here](#).

# Document Control

**Table 1: Document Control**

Revision Number	Revision Date	Change Log
8.1.2.6.0	October 2023	No content updates for this release.
8.1.2.5.0	June 2023	Added Reviewer user role information.
8.1.2.4.0	March 2023	Added information about Show Wire Stripping Alert Count toggle button in <b>Grid View</b> section.
8.1.2.3.0	December 2022	<ul style="list-style-type: none"><li>• Added information about enhanced UI experience in the Queue which support more than the high, medium, and low classifications per queue in the <b>Grid View</b> section.</li><li>• Added Alert Statistics Page information in <b>Adding a Queue</b> section and updated the section to match the enhanced UI.</li><li>• Added Alert Statistics Page information in <b>Editing the Queue</b> section and updated the section to match the enhanced UI.</li></ul>
8.1.2.2.0	October 2022	<ul style="list-style-type: none"><li>• Added a note about re-distribution of new and existing alerts in section <b>Adding a Queue</b> section.</li><li>• Added procedural step for Alert Statistics tab in <b>Adding a Queue</b> section.</li><li>• Added procedural step for editing a queue in <b>Editing the Queue</b> section.</li></ul>
8.1.2.0.0	July 2022	The first version of the 8.1.2.0.0 release.

## Table of Contents

<b>1</b>	<b>Preface .....</b>	<b>6</b>
1.1	Who Should Use This Guide .....	6
1.2	How this Guide is Organized.....	6
1.3	Related Documents.....	6
1.4	Conventions Used in this Guide.....	6
<b>2</b>	<b>About Queue Management.....</b>	<b>8</b>
2.1	Introduction.....	8
2.2	Workflow .....	8
2.3	Out Of Box Queue .....	8
<b>3</b>	<b>Getting Started.....</b>	<b>10</b>
3.1	Accessing OFSAA Page.....	10
3.2	Managing the OFSAA Page.....	11
3.2.1	<i>Applications Tab</i> .....	11
3.2.2	<i>Changing the Application Password</i> .....	11
3.2.3	<i>Viewing the Application's Copyright Information</i> .....	12
3.3	Troubleshooting Your Display.....	13
3.3.1	<i>Enabling JavaScript</i> .....	13
3.3.2	<i>Enabling Cookies</i> .....	13
3.3.3	<i>Enabling Temporary Internet Files</i> .....	13
3.3.4	<i>Enabling File Downloads</i> .....	13
3.3.5	<i>Setting Print Options</i> .....	14
3.3.6	<i>Enabling the Pop-Up Blocker</i> .....	14
3.3.7	<i>Setting Home Page Preferences</i> .....	14
3.3.8	<i>Logging in to the Application</i> .....	15
<b>4</b>	<b>Managing Queue Administration.....</b>	<b>16</b>
4.1	List View .....	16
4.2	Grid View.....	19
4.3	Adding a Queue.....	21
4.4	Editing the Queue .....	27
4.5	Audit History .....	32

4.6 Field Descriptions..... 33

**5 OFSAA Support ..... 35**

**6 Send Us Your Comments..... 36**

# 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 Used in this Guide

[Table 2](#) lists the conventions used in this guide.

**Table 2: Conventions Used in this Guide**

Conventions	Description
<i>Italics</i>	<ul style="list-style-type: none"> <li>• Names of books, chapters, and sections as references</li> <li>• Emphasis</li> </ul>
<b>Bold</b>	<ul style="list-style-type: none"> <li>• The object of an action (menu names, field names, options, button names) in a step-by-step procedure</li> <li>• Commands typed at a prompt</li> <li>• User input</li> </ul>

**Table 2: Conventions Used in this Guide**

Conventions	Description
Monospace	<ul style="list-style-type: none"><li>• Directories and subdirectories</li><li>• File names and extensions</li><li>• Process names</li><li>• Code sample, including keywords and variables within the text and as separate paragraphs, and user-defined program elements within the text.</li></ul>
Asterisk	Mandatory fields in User Interface
<Variable>	Substitute input value

## 2 About Queue Management

Topics:

- Introduction
- Workflow
- Out Of Box Queue

### 2.1 Introduction

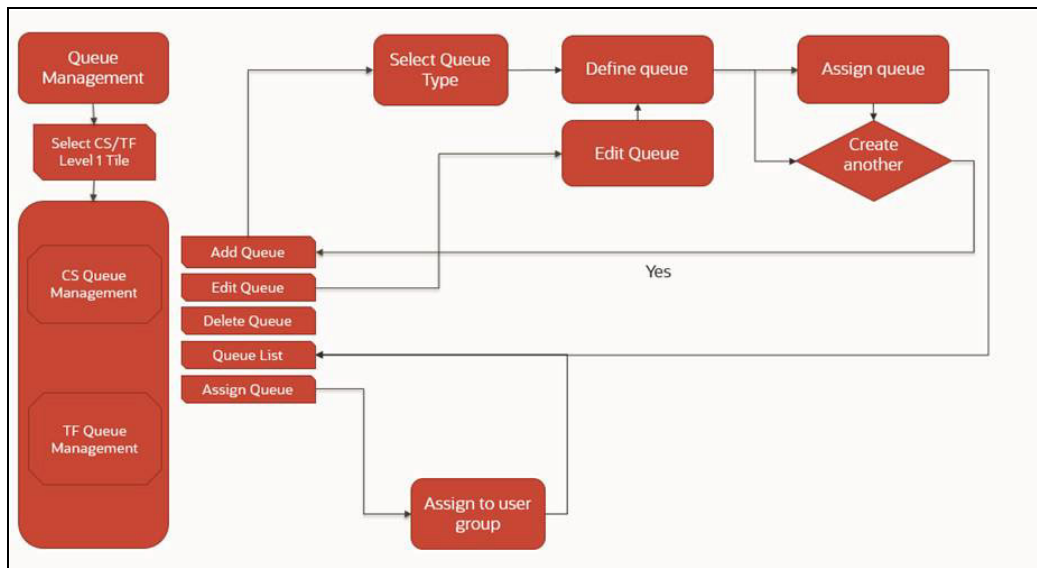
A queue is a simple container that filters out the different alerts based on the priority set through the User Interface.

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:

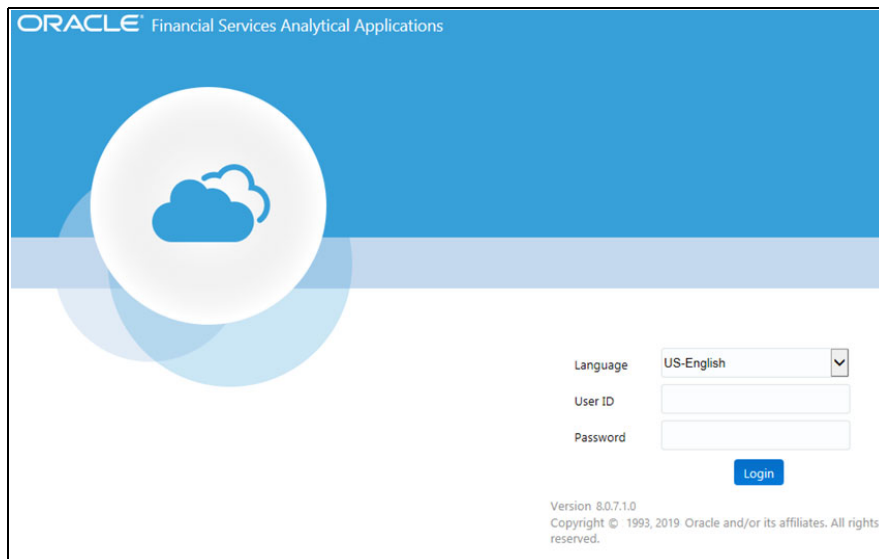
1. Enter the URL into your browser using the following format:

```
<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.

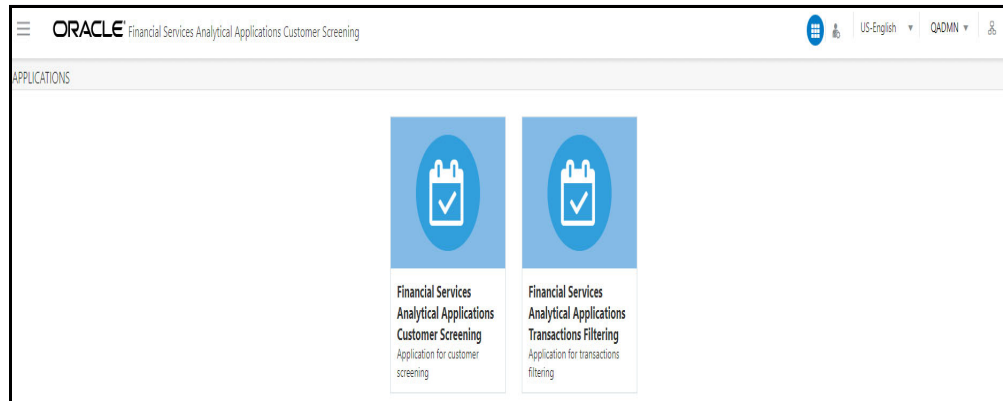
**Figure 2: Oracle Financial Services Analytical Applications (OFSAA) Login Page**



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.

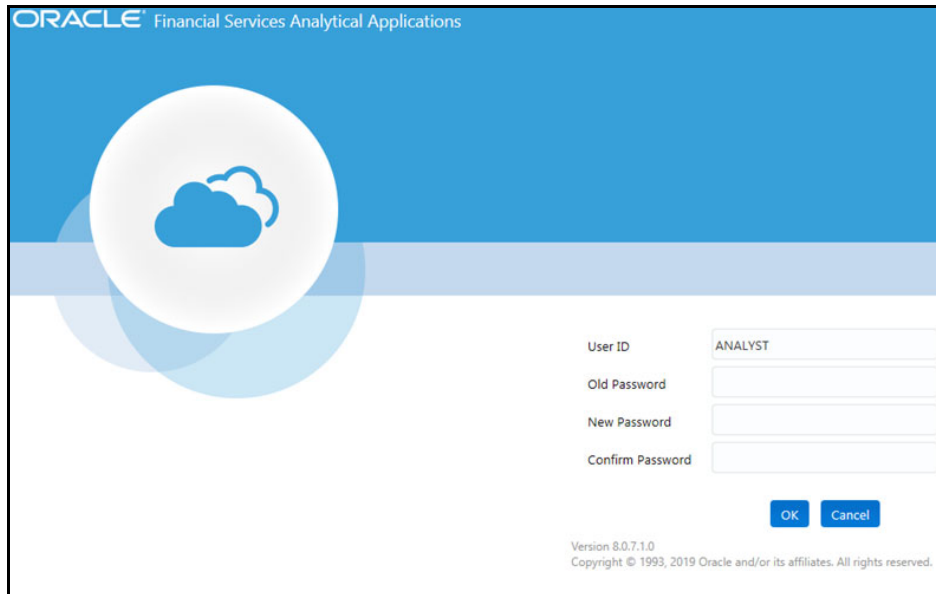
### 3.2.2 Changing the Application Password

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.

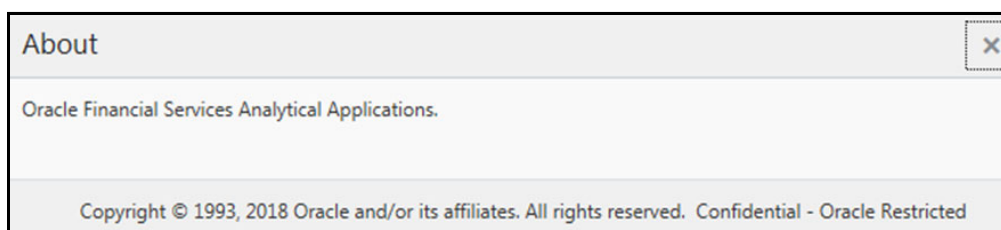
**NOTE** Your password is case-sensitive. If you have problems with the password, verify that the Caps Lock key is off. If the problem persists, contact your system administrator.

### 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** X.

## 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 (OFSA)** 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**

Property Name	Property Value	
Set My Home Page	Default Screen	▼

Save Cancel

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.

### 3.3.8 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 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.



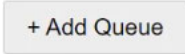
**Figure 7: Queue List in List View-CS**




Queue Name	Date Time Created By	Queue Actions
wsy	02/20/2023 11:14:53 by QADMIN	[Edit] [Delete] [Refresh]
testnewp	11/04/2022 06:35:09 by QADMIN	[Edit] [Delete] [Refresh]
All SAN Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
All EE SAN Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
All EE EDD Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
SWIFT Informative	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
All PEP Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
SWIFT Payments - Blocking	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
All EDD Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
Payment Fedwire	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]

**Figure 8: Queue List in List View-TF**

Queue Name	Date Time Created By	Queue Actions
wsy	02/20/2023 11:14:53 by QADMIN	[Edit] [Delete] [Refresh]
testnewp	11/04/2022 06:35:09 by QADMIN	[Edit] [Delete] [Refresh]
All SAN Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
All EE SAN Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
All EE EDD Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
SWIFT Informative	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
All PEP Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
SWIFT Payments - Blocking	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
All EDD Alerts	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]
Payment Fedwire	09/21/2021 00:00:00 by SYSTEM	[Edit] [Delete] [Refresh]

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

- Queue Name
- Date Time Created By. For example, 09/09/2021 14:06:39 by QADMIN/SYSTEM
- Queue Actions:
  - **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  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, [Table 3](#) shows the Queues in the User groups A, B, and C.

**Table 3: Queue List**

Queue	Queue Name
Queue 1	SAN Alerts

**Table 3: Queue List**

Queue	Queue Name
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

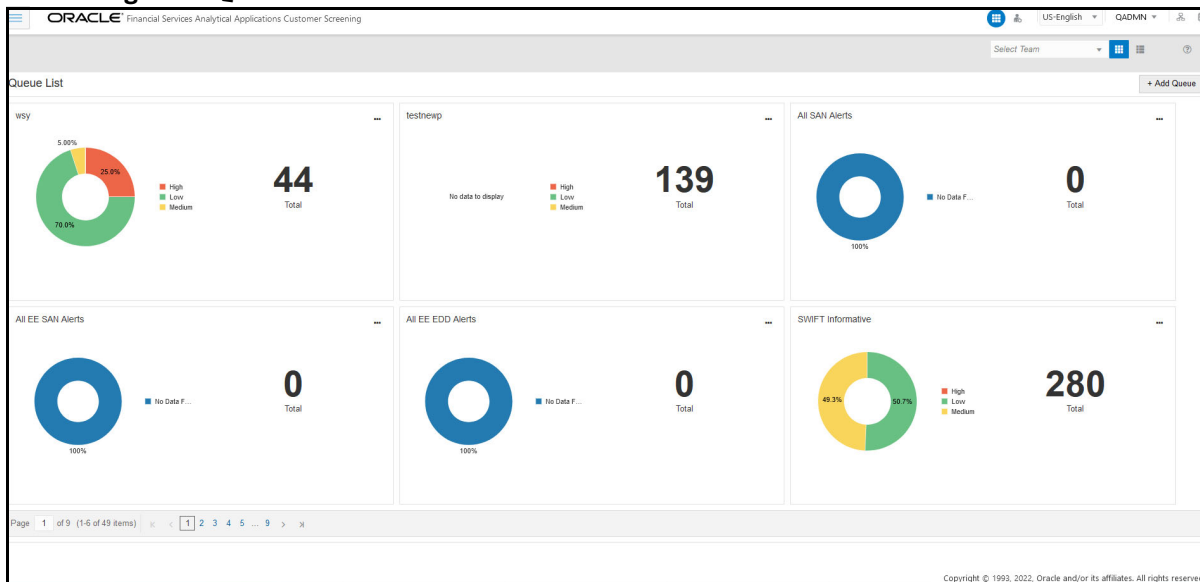
So, when the user from the Q1 with Analyst role logs in, he/she should be able to see the Queues in the above priority order as 2, 3, and 1. Similar case with other users belonging to different user roles.

**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.

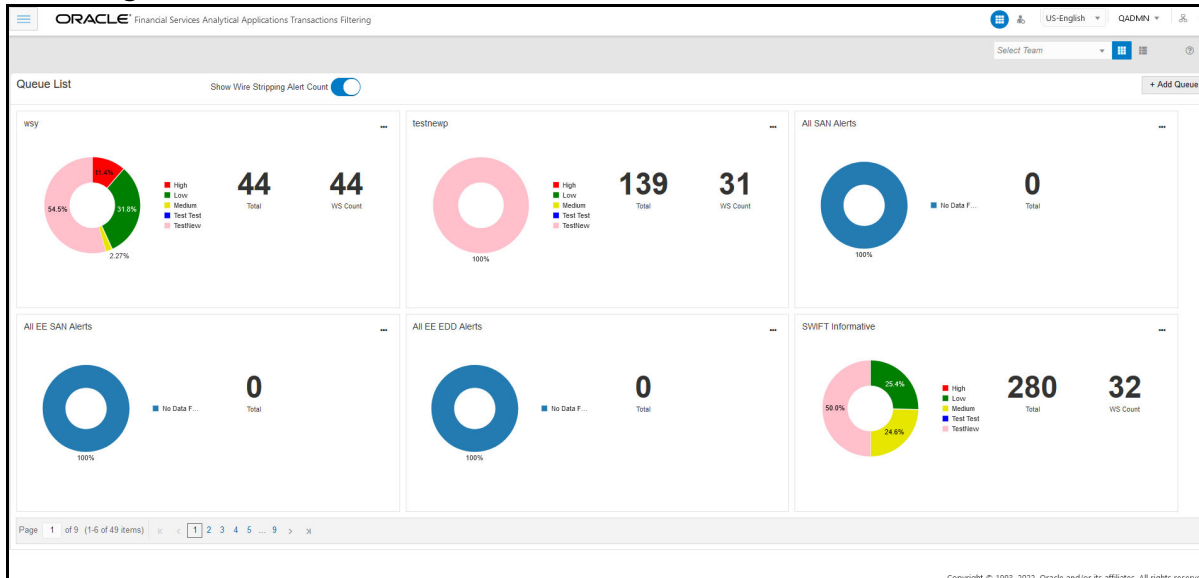
**Figure 9: Queue List in Grid View-CS**



In **Financial Services Analytical Applications Transaction Filtering** you can click on the **Show Wire Stripping Alert Count** toggle button to display the Wire Stripping (WS) alert count for each queue which makes the WS alert easily identifiable.

For More Information on WS Alert and Configuring WS Fingerprint, see [OFS Transaction Filtering User Guide](#) and [OFS Transaction Filtering Administration Guide](#).

**Figure 10: Queue List in Grid View-TF**



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.

By default, the color-coding displayed for three priorities of the alerts and the **Total** numeric value indicates the number of alerts in that Queue.

The following are the default priorities in the application:

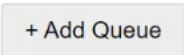
- High
- Medium
- Low

An admin can configure any number of priorities and color code that needs to be displayed on the Queue Management Dashboard against each of the priority based on their requirement in the backend based on the match score, screening type, event type, jurisdiction and business domain.

The Queue Management dashboard displays all the priorities defined by the admin and the number of alerts meeting the priority condition. If there are alerts which doesn't fall under any priority criteria are displayed as **No Priority Set**.

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

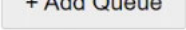
Perform the following to add a new queue:

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

**NOTE**

New and existing alerts can be re-distributed and counted in the new queue if the alerts are satisfied by the new queue status criteria. To re-distributed the queue, navigate to the `<FIC_HOME>/TF_Populate_Historical_Alerts/bin` or `<FIC_HOME>/CS_Populate_Historical_Alerts/bin` directory and run the `TFPopHistAlerts.sh` or `CSPopHistAlerts.sh`, file respectively. This is a one time process.



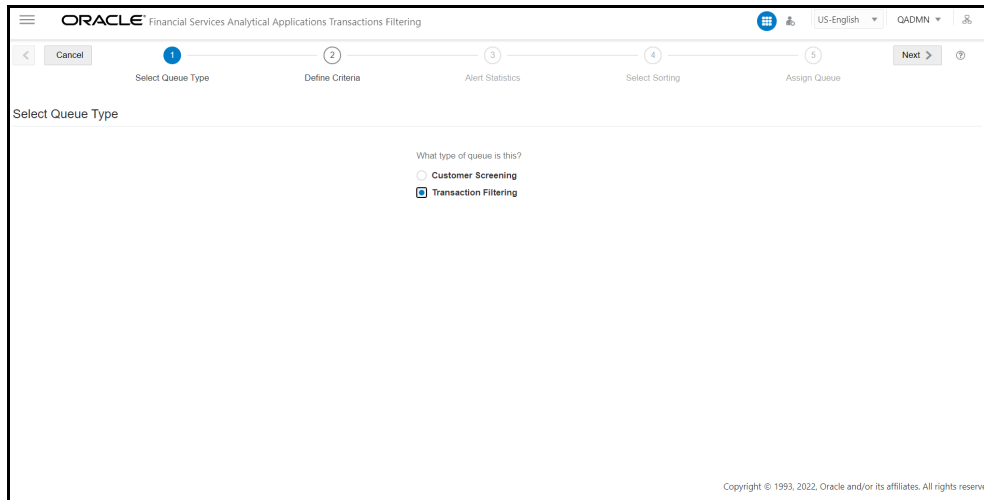
Click  button top-right corner in the Queue List to add a new queue. The Add Queue page appears.

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.

**Figure 11: Select Queue Type Page**



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
- Wire Stripping Alert

**NOTE** Select the Wire Stripping Alert criteria as **Yes** from drop-down to create the queue to include the WS alert.

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 Alert Statistics or click **Cancel** to close the page and back to Queue List.

**Figure 12: Define Criteria Page**

The screenshot shows the 'Define Criteria' page in the Oracle Financial Services Analytical Applications Transactions Filtering interface. The page is part of a five-step wizard: 1. Select Queue Type, 2. Define Criteria (current step), 3. Alert Statistics, 4. Select Sorting, and 5. Assign Queue. The 'Name Queue' section has a text input field for 'Enter Queue Name'. The 'Define Criteria' section contains a grid of filters, each with a dropdown menu or input field. The filters include: Alert Type, Assignee (set to ALL), Currency, Match Score, Message Direction, Priority, Status, Amount, Business Domain, Jurisdiction, Message Category, Message Type, Risk Score, and Wirestripping Alert. A 'Cancel' button is visible at the top left, and a 'Next >' button is at the top right.

3. Alert Statistics provides collected and analyzed alert data, which satisfies the status criteria for the new queue. You can view the **Count of Incoming Alerts to Queue** and **Incoming Alert Summary** table in Alert Statistics Page.

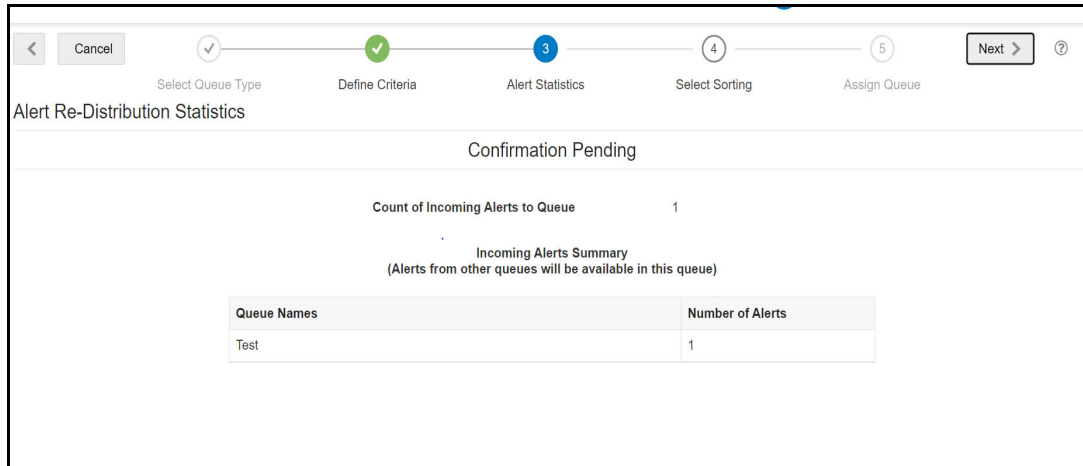
**NOTE** New and existing alerts are re-distributed and counted in the **Count of Incoming Alerts to the Queue** if the existing alerts are satisfied by the new queue status criteria.

**Incoming Alert Summary** provides data about alerts from other queues which are available in the current queue.


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

List.

**Figure 13: Alert Statistics Page**



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

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

- 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.

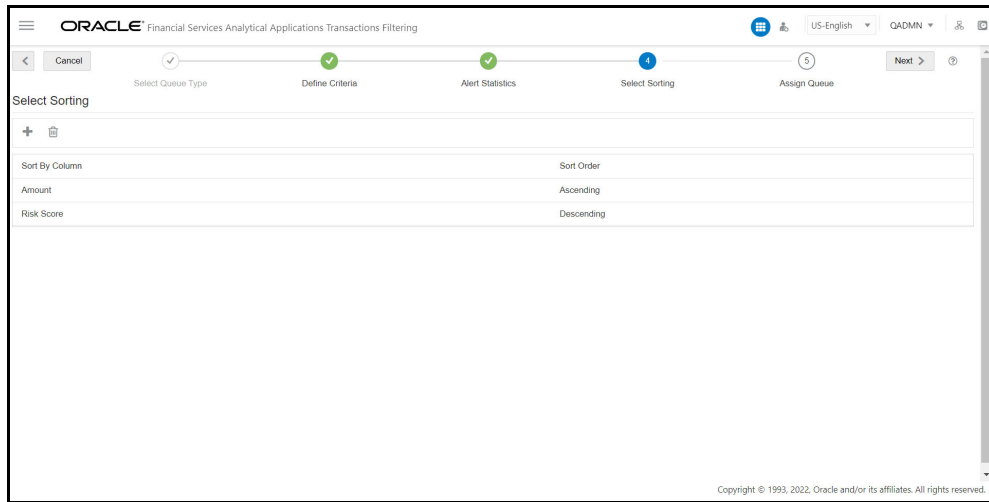
Click  to delete the sorting.

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.



Figure 14: Select Sorting Page



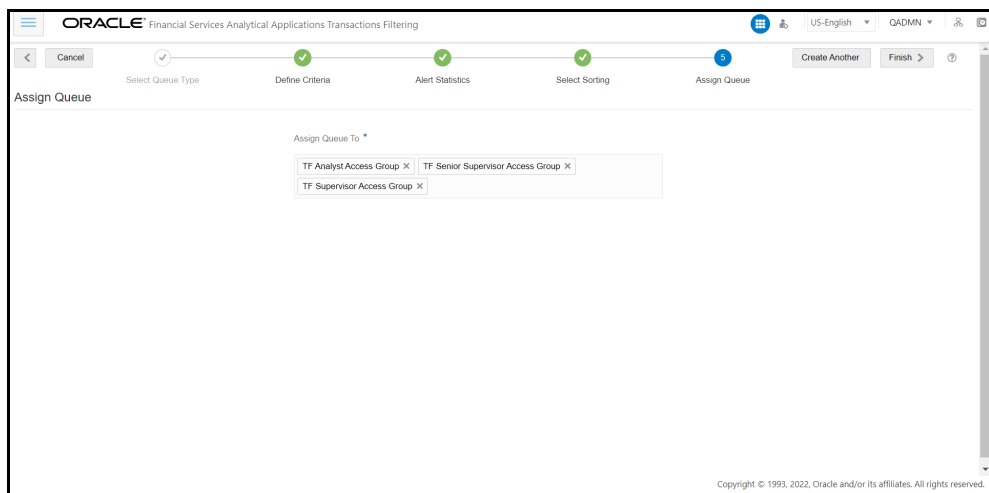
5. You can assign Queue to one or multiple user group (s) in the list.

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

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

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

Figure 15: Assign Queue Page



**NOTE**

After adding each 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##:##POR  
T##/##SANC_CONTEX-  
T_NAME##/QueueCacheRe-  
Load.jsp
```

*For example:*

```
http://whf00beh:5010/zip-  
per/QueueCacheReload.jsp
```

**Transaction Filtering Queue URL:**

```
https:##HOST_NAME##:##PORT##/  
##SANC_CONTEXT_NAME##/Queue-  
CacheReload.jsp
```

Example:

```
http://whf00beh:5010/zipper/QueueC-  
acheReload.jsp
```

**SEPA:**

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

**FEDWIRE:** `http://`

```
<HOST>:<PORT>/FEDTFLT/  
TFCacheReload/TFCacheRe-  
Load.jsp
```

**SWIFT:**

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

## 4.4 Editing the Queue

Perform the following to edit a queue:

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

**NOTE** Existing alerts can be re-distributed and counted in the queue if the alerts are satisfied by the new queue status criteria. To re-distribute the queue, navigate to the `<FIC_HOME>/TF_Populate_Historical_Alerts/bin` or `<FIC_HOME>/CS_Populate_Historical_Alerts/bin` directory and run the `TFPopHistAlerts.sh` or `CSPopHistAlerts.sh`, file respectively. This is a one time process.

Click the Ellipsis menu on the queue in the queue list and then select Edit. The Edit Queue page appears.

1. The Queue type is selected by default in the Select the Queue Type page. 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. You can edit or select the values for Customer Screening or Transaction Filtering fields in the Define Criteria page for the Selected Queue.

The **Status** fields is mandatory to proceed to the next step. You can add or delete entries in the **Status** field.

- 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
- Wire Stripping Alert

**NOTE** Select the Wire Stripping Alert criteria as **Yes** from drop-down to update the queue to include the WS alert

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.

Click Next to select the Alert Statistics or click Cancel to close the page and back to Queue List.

3. Alert Statistics provides collected and analyzed alert data, which satisfies the status criteria for the queue.

Existing alerts inside the queue and the alerts in the other queues are re-distributed to all the queues based on the new matching criteria defined.

You can view the following information in the Alert Statistics Page

- **Current Count of Alerts in Queue,**
- **Count of Incoming Alerts to Edited Queue,**
- **Count of Outgoing Alerts from Edited Queue**
- **Incoming Alert Summary**
- **Outgoing Alerts Summary**

**Incoming Alerts Summary** provide data about alerts from other queues that are now available in the current queue.

**Outgoing Alerts Summary** provide data about alerts that are moved to default queue if the alerts are not available in other queues.

For example, consider the Alert Statistics Queue 1.

Current queue alert count= 50

Total Alerts Moving out of queue= 30

Total Alerts Moving in to queue= 10

[Table 4](#) and [Table 5](#) shows the Alert breakup.

**Table 4: Alert Breakup for Alerts moving Out of the Queue**

Number of Alerts moving out of the queue	Queue Name
10	Queue 2, Queue 3

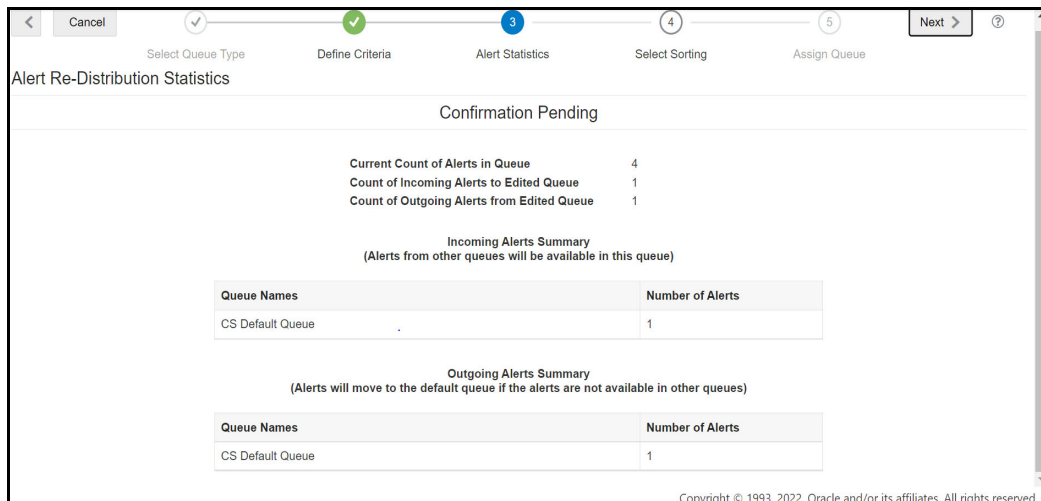
**Table 4: Alert Breakup for Alerts moving Out of the Queue**

Number of Alerts moving out of the queue	Queue Name
5	Queue 2
10	Queue 4
5	Queue 3

**Table 5: Alert Breakup for Alerts Coming to the Queue**

Number of Alerts Coming to the queue	Queue Name
3	Queue 2, Queue 3
4	Queue 2
4	Queue 3

**Figure 16: Alert Statistics Page**



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

4. You can edit 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.

5. 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.

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

- Click **Finish** to save the Queue.

**NOTE**

After editing each 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##:##POR  
T##/##SANC_CONTEX-  
T_NAME##/QueueCacheRe-  
Load.jsp
```

*For example,*

```
http://whf00beh:5010/zip-  
per/QueueCacheReload.jsp
```

**Transaction Filtering Queue URL:**

```
https:##HOST_NAME##:##PORT##/  
##SANC_CONTEXT_NAME##/Queue-  
CacheReload.jsp
```

Example:

```
http://whf00beh:5010/zipper/QueueC-  
acheReload.jsp
```



**SEPA:** `http://<HOST>:<PORT>/  
SEPATFLT/TFCacheReload/  
TFCacheReload.jsp`

**FEDWIRE:** `http://  
<HOST>:<PORT>/FEDTFLT/  
TFCacheReload/TFCacheRe-  
Load.jsp`

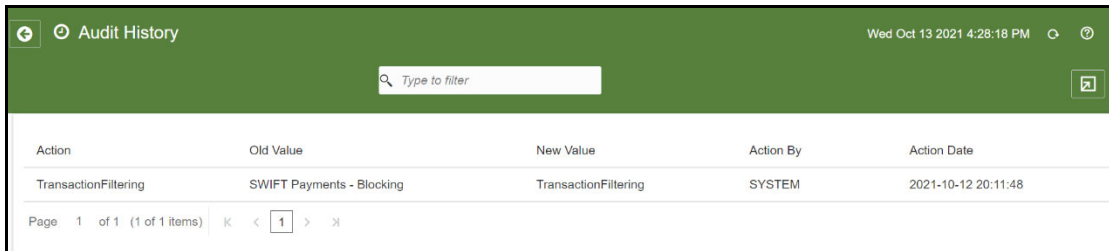
**SWIFT:**  
`http://<HOST>:<PORT>/  
TFLT/TFCacheReload/  
TFCacheReload.jsp`

## 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  button.

**Figure 9: Audit History**



Action	Old Value	New Value	Action By	Action Date
TransactionFiltering	SWIFT Payments - Blocking	TransactionFiltering	SYSTEM	2021-10-12 20:11:48

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 6** shows the field Description for queue management in Audit History.

**Table 6: 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 7 shows the field Description for queue management.

**Table 7: Field Description for Queue Management**

Field	Description
Queue Type	Type of the Queue belongs to the following: <ul style="list-style-type: none"> <li>• Customer Screening</li> <li>• Transaction Filtering</li> </ul>
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 <b>ALL</b> .
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.
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.

**Table 7: Field Description for Queue Management**

Field	Description
Amount	<p>The transaction amount is expressed in the base currency.</p> <p>You can select the parameter (&gt;, &lt;, and =) from the drop-down and enter the value in the text box.</p>
Business Domain	<p>Customer group's business domain or business domains.</p> <p>You can select the value from the drop-down list.</p>
Message Category	<p>Message category associated with the transaction.</p> <p>You can select the value from the drop-down list.</p>
Message Type	<p>This list will be displayed only when you select the Message Category.</p> <p>You can select the type of message from the drop-down list.</p>
Risk Score	<p>The risk score of the business rule is defined in the rule engine, that is, the Inline Processing Engine (IPE).</p> <p>You can select the parameter (&gt;, &lt;, and =) from the drop-down and enter the values in the text box.</p>
Sort by Column	<p>Select the columns to arrange and sort the alerts in the Queue.</p> <p>You can select the values from the drop-down list.</p> <p>Select the values available in the list; the same value will not be available for the following selection once you select the value.</p>
Sort by Order	<p>You can select the Ascending or Descending order from the drop-down list.</p>
Assign Queue To	<p>Assign the queue to a specific user group (s).</p> <p>You can select the value from the drop-down list, and multiple values are allowed.</p>

## **OFSAA Support**

Raise a Service Request (SR) in [My Oracle Support \(MOS\)](#) for queries related to the OFSAA applications.

## Send Us Your Comments

Oracle welcomes your comments and suggestions on the quality and usefulness of this publication. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most about this manual?

If you find any errors or have any other suggestions for improvement, indicate the title and part number of the documentation along with the chapter/section/page number (if available) and contact the Oracle Support.

Before sending us your comments, you might like to ensure that you have the latest version of the document wherein any of your concerns have already been addressed. You can access My Oracle Support site which has all the revised/recently released documents.

