ORACLE®

Financial Services

Enterprise Case Management

Release **8.0.5.0.0**

October 2017

Document Versioning

Version	Date	Change Reference
01	October 30, 2017	Created: Final version published

Table of Contents

Preface

This Preface provides supporting information for the Oracle Financial Services Enterprise Case Management Release Notes and includes the following topics:

- Overview of OFSAA
- Purpose of This Document
- Intended Audience
- Documentation Accessibility
- Related Documents

Overview of OFSAA

In today's turbulent markets, financial institutions require a better understanding of their risk-return, while strengthening competitive advantage and enhancing long-term customer value. Oracle Financial Services Analytical Applications (OFSAA) enable financial institutions to measure and meet risk adjusted performance objectives, cultivate a risk management culture through transparency, lower the costs of compliance and regulation, and improve insight into customer behavior.

OFSAA uses industry-leading analytical methods, shared data model and applications architecture to enable integrated risk management, performance management, customer insight, and crime and compliance management. OFSAA actively incorporates risk into decision making, enables to achieve a consistent view of performance, promote a transparent risk management culture, and provide pervasive intelligence.

Oracle Financial Services Analytical Applications delivers a comprehensive, integrated suite of financial services analytical applications for both banking and insurance domain.

Purpose of This Document

This document contains release information for Oracle Financial Services Enterprise Case Management (OFS ECM).

Intended Audience

This document is intended for users of Oracle Financial Services Enterprise Case Management.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

This section identifies additional documents related to OFS ECM Application 8.0.5.0.0. You can access Oracle documentation online from the Oracle Help Center (OHC) Documentation Library.

- ♦ *Oracle Financial Services Enterprise Case Management Application Release 8.0.5.0.0*
- ♦ *Oracle Financial Services Analytical Applications Technology Matrix*

Oracle Financial Services Enterprise Case Management

Oracle Financial Services Enterprise Case Management (OFS ECM) is a separately licensed product.

This chapter includes the following topics:

- [Overview](#)
- [Release Highlights](#)
- [Features not Supported](#)

Overview

Enterprise Case Management (ECM) supports the investigation and resolution of ML, KYC, Customer Screening, and third party events. A newly created case passes through various statuses as part of investigation and reaches closure through resolution actions. Enterprise Case Management supports the modification of the case details and the associated business data.

Investigation workflows can vary based upon the type of case being investigated. The case investigation and resolution are supported by various actions, which may be specific to the case type. Access to types of cases and actions are controlled based on the user role and access permissions. Cases are generated from various sources and cases are also manually created in the ECM.

Enterprise Case Management supports product default case types that drive the Investigation workflow. Case types are configurable and can be defined by firms to meet their business need. ECM allows to design workflows using Process Modelling Framework.

Release Highlights

- **Standalone Application Pack**: ECM is an independent case management application which processes Oracle BD, KYC, Customer Screening (CS), and third party event data for the investigation.

- **Consolidation of Events:** Events generated from Oracle or third party applications are brought to the consolidation layer for further processing.

- **Correlation**: This enables clients to group similar events into a case by using set of correlation rules.

- **Scoring**: Correlated events are scored based on different attributes of events, entities, and correlation to determine the pre case score.

- **Case Creation**: Based on the threshold set for the case creation, pre cases are promoted to case for further investigation.

- **Configurable Workflows**: The case workflows are designed using Process Modeling Framework (PMF) so that users can easily configure workflows based on their requirements.

- **Configurable Case Types**: The Case Designer enables users to design client specific case types with required attributes, tabs, and workflows.

For detailed information on installation, configuration, and usage of features, see Oracle Financial Services Enterprise Case Management documents from the OHC Documentation Library.

For more information on the OFS AAI requirements, see *OFS Advanced Analytical Applications Infrastructure Application Pack* documents in the OHC Documentation Library.

Features not Supported

- **Home Page**: This page does not exist now. After login, users are directed to the Case Search and List page.

- **Saved Search Views**: Users cannot save searches views.

- **XML Case Export**: This feature is not available.

- **Case Type and Case Sub-Type**: These fields are replaced with Case Class and Case Type. Case Class defines group (AML, Fraud, and KYC). Case Type associates attributes, tabs, and workflows. Case Class can have multiple Case Types.

- **Case Sub Class 1 and 2**: These case sub classes are removed.

- **Role and Workflow Mappings**: In the out-of-the-box workflows, only four user roles are used. Clients can configure other roles in the workflows using PMF. However, all ECM roles (8.0.4.0.0 release) are still available.

- **Out-of-the-box ECM Workflow**: The out-of-the-box ECM workflow is changed. Users can customize the out-of-the-box workflow or create their own.

- **Relationship Tab**: The Related Alerts section is removed. User cannot view the status, owner, due date, or last action of the alert because it is showing Event data which does not have a state.

- **Network Analysis Tab**: This tab is not available.

- **Correlation Tab**:

  - *Source Correlation*: Alerts/events details are not displayed as hyperlink is removed.

  - *Source Correlation Network*: The Netviz graphs shown in the Source Correlation section are no longer available.

  - *Linked Alert*: Alerts details are not displayed as hyperlink is removed.

- **Transactions Tab**: The Trade, Instructions, and Trade Finance sections are not displayed.

- **Case Preferences**: Preferences related to ECM are removed. Hence, users cannot set default search criteria.

- **FATCA**: The FATCA Assessment tab and out-of-the-box workflow are not available.

- **KYC**:

  - The KYC Due Diligence tab is not available.

- Users are not able to add a customer during the manual KYC case creation. They have to create the case first and then manually add the customer from the Customer business entity tab.

Oracle Financial Services Analytical Applications Infrastructure

This section includes the following sub-sections:

- ♦ New Features in This Release
- ♦ Bugs Fixed in This Release
- ♦ Known Issues/Limitations in This Release

For more information on the above sub-sections, see the *Oracle Financial Services Analytical Applications Infrastructure Release Notes*.

ORACLE®

CONTACT US

For more information about [insert product name], visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment