Oracle Financial Services Enterprise Case Management Release v8.1.2.2.0

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

Description

Bug ID 34299828 – OFS ECM v8.1.2.0.0 MINOR RELEASE #2 (8.1.2.2.0).

The Oracle Financial Services Enterprise Case Management (OFS ECM) version 8.1.2.2.0 ML is cumulative of all bug fixes & enhancements done since the 8.1.2.0.0 release, and it can be directly applied to ECM 8.1.2.0.0 version.

Prerequisites

Before applying OFS ECM v8.1.2.2.0, it is required to install OFS ECM v8.1.2.0.0. For detailed instructions on installing this OFSECM Release, see OFS ECM Application Pack Installation Guide 8.1.2.0.0.

How to Apply This Patch?

For detailed instructions on installing the OFS ECM 8.1.2.2.0 release, see OFS ECM ML Installation Guide.

About This Release

This section describes the new features, fixes, and updates in this release of OFS ECM.

Topics:

- New Features
- Fixes and Updates

New Features/Enhancements

The following is the list of new features/enhancements included in this release:

- APIs For Managing Case Information: The following APIs are now available to manage case information through external processes.
  - Update Case Description
  - Update the Risk Event Decision of a specific event in a case
  - Add and Update the Narrative
  - Get the Current Workflow Status of the Case
  - Add and Remove Customers, Accounts, External Entities, and Transactions from the case
- **Generic Entity Data and Display:** When using the Add Entity APIs, generic information about the entities can be passed in JSON format. When viewing the individual entity from within the case, the JSON is then rendered for display. This allows information about those entities for which there is no associated data model to be shown. This is helpful for showing information about an entity for which ECM does not have dedicated tables or UIs. The information can be sent to Customers, Accounts, External Entities, and Transactions.
- **'Assign to Me' capability:** When viewing cases from search results or the case details, a user can select a single link to assign the case(s) to them. This allows ECM users to quickly assign a case to themselves.

- **Looping in a User in RFI:** When sending an RFI, users can now CC individuals. This will help ensure that others can be included in the RFI when the intended recipient is unable to respond.
- **Associate RFI to Specific Customer or External Entity:** When sending an RFI, the case user can select which customer or external entity the RFI is associated with. This ensures that the information received can be linked to the corresponding entity on the case.
- **'Correlated Events' Search Result:** In the ECM search results, the number of events correlated in the individual case is displayed by default for AML cases. This helps users to identify cases that have large numbers of events in them.
- **Associated Customers:** When viewing an account, all the customers associated with that account are shown. This is derived from the Account to Customer relationship table
- **ISO20022 Updates:** The ECM data model has been updated to include all new fields related to the SWIFT adoption of ISO 20022 standards
- **Quantifind Integration for improved Event Creation and Case Management:** Quantifind is a third-party company that provides risk information about entities. Their product is integrated with FCCM Enterprise Case Management to allow for batch processing of customers to produce events for investigation in Enterprise Case Management. If clients are interested in implementing this feature, they must work with Quantifind to enable this service. See the Oracle Financial Services Enterprise Case Management Administration and Configuration Guide Release 8.1.2.2.0 for details.

Fixes and Updates

The fixes and updates provided in this release are as follows:

- **RFI to be Cancelled:** If the recipient of the RFI has no longer responded when the case is advanced and the RFI is canceled, the Questionnaire link is also canceled and cannot be responded to.
- **Updates to Funds Transfer Transaction:** When viewing funds transfer transactions, the following updates have been made:
    - When viewing the transactions on the event, the amount is now displayed in the Details section.
    - Sending and receiving currencies are displayed on the Transaction tab.
    - The activity and effective risk of all parties are displayed in the Transaction tab.

- **Event Status Migration:** For customers who have migrated historical FCCM alerts to ECM, the closing status of the alert from Alert Management is now displayed in the Related Events section on the Relationships tab.
- **Role Controlled RFI Responses:** System administrators can now control which roles are able to view RFI responses on the Evidence tab.
