Oracle FCCM Case Management Cloud Service

Getting Started

Release 23.11.1

November 2023

F36012-1

ORACLE®
Financial Services

Getting Started with Oracle FCCM Case Management Cloud Service

Document Control

Table 1 lists the document control.

Table 1: Revision History

Revision Number	Revision Date	Change Log
23.11.1	November 2023	There are no changes in this document for this release.
23.8.1	August 2023	There are no changes in this document for this release.
23.5.1	May 2023	There are no changes in this document for this release.
23.2.1	March 2023	There are no changes in this document for this release.
22.11.1	November 2022	Updated this document to provide information about notifications.
22.8.1	August 2022	There are no changes in this document for this release.
22.5.1	May 2022	There are no changes in this document for this release.
22.2.1	February 2022	There are no changes in this document for this release.
21.11.1	November 2021	There are no changes in this document for this release.
21.8.1	August 2021	There are no changes in this document for this release.
21.6.1	June 2021	There are no changes in this document for this release.
21.2.1	February 2021	There are no changes in this document for this release.
10.0.0.0	October 2020	This is the first release of this document.

Table of Contents

1   Preface

This preface introduces information sources that can help you use the application.

1.1   Using Oracle Applications

1.1.1   Help

Use help icons to access help in the application. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. Not all pages have help icons. You can also access the Oracle Help Center to find guides and videos.

1.1.2   Additional Resources

- Community: Use Oracle Cloud Customer Connect to get information from experts at Oracle, the partner community, and other users.

- Training: Take courses on Oracle Cloud from Oracle University.

1.1.3   Conventions

Table 2 lists the conventions used in this document.

Table 2: Conventions Used in this Guide

Conventions	Meaning
Italics	- Names of books as references - Emphasis - Substitute input values
Bold	- Menu names, field names, options, button names - Commands typed at a prompt - User input
Monospace	- Directories and subdirectories - File names and extensions - Process names - Code sample, including keywords and variables within the text and as separate paragraphs, and user-defined program elements within the text
Hyperlink	Hyperlink type indicates links to the external websites and internal document links to sections
Asterisk (*)	Mandatory fields in User Interface
<Variable>	Substitute input value

1.2 Contacting Oracle

1.2.1 Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit My Oracle Support or visit Accessible Oracle Support if you are hearing impaired.

1.2.2 Comments and Suggestions

Please give us feedback about Oracle Applications Help and guides! You can send an e-mail to: My Oracle Support (MOS).

2   About Case Management

This application allows you to search, investigate, and take action on cases. After a case is created and appears in the application, your actions towards investigation and resolution change the status of a case from new (New) to closure (Closed as True Positive or Closed as False Positive). The application supports modifying case details and associated business data. Administrators can create unique and dynamic workflows through Process Modelling Framework. Access to types of cases and certain actions can be controlled based on a user's role and access permissions.

2.1   Key Features

The key features of the application include the following:

- Search and filter cases based on Case IDs, search criteria, and Views.
- Investigate cases by performing an in-depth analysis using detailed information provided for each case.
- Resolve cases by taking appropriate actions on cases.
- Record the audit history of the case, including narratives provided.
- Generate reports of cases you have access to.

2.2   User Roles and Privileges

You can perform activities associated with your user group throughout the functional areas in the application. For more information about which actions can be performed by your user role, see User Roles in Case Investigation.

2.2.1   Security within the Application

Security layers control how you interact with the application. Users may only access cases that are mapped to their user group. The following table describes the security layers. For more information about mapping users to user groups, see Application Security.

Table 3 describes the Security Details within the Application.

Table 3: Security Details within the Application

Security Layer Type	Controls	Description
Roles	Access to Features and Functions	User roles are used to identify which features and functions the user can access within the application. For example, Case Analysts can access and take action on cases.
Business Domains	Access to Case and Business Information	You can restrict access along operational business lines and practices, such as Retail Banking. Users can only see cases that are assigned to at least one of the business domains their user group is mapped to. For more information about Business Domains, see Configuring Business Domains.

Table 3: Security Details within the Application

Security Layer Type	Controls	Description
Jurisdictions	Access to Case Information	You can restrict access using geographic locations and legal boundaries. Users can only see cases that belong to the jurisdiction their user group is mapped to. For more information about Jurisdictions, see Configuring Jurisdictions.
Case Type	Access to Cases	You can restrict access to specific types of cases. To view a case, users must be mapped to a user group which has access to view the specific Case Type assigned to the case. For more information about case types, see Configuring Case Types.

3 Getting Started

This section provides step-by-step instructions to login to the application.

## 3.1 Accessing Case Investigation

To access the application, follow these steps:

1. Enter the URL in the web browser.
2. The Oracle Cloud login page is displayed.
3. Enter your User ID and Password.
4. Click Sign In. The Applications landing page is displayed.
5. The Navigation List displays the list of modules. Click Oracle Financial Services Crime and Compliance Management Anti Money Laundering Cloud Service. The menu options are displayed.
6. Click Case Investigation. The Case Investigation Summary page is displayed.

3.2 Oracle Cloud Service Home Page

The Cloud Service home page includes the following main menu icons. The following main menu items are displayed in the Home page.

Table 4: Main Menu Items

Icon	Description
☰	Displays the menu items in the home page.
▦	Displays the list of applications that are accessible to the user based on the assigned roles and privileges.
👤	Opens Admin Console Page.
⌂	Navigates to the Home page.
🔔 18	Displays the notification message alerts. The number in the icon represents the number of unread messages. For more information about notification messages, refer About Notifications.
◉	Displays user profile preferences and About the application pages. You can also sign out from the utility.
⛋	Displays Tenant details.

3.3   About Notifications

Notification services generates an alert message which displays on the Home page.

Click 🔔¹⁸ (Notification Services), to view the message alerts.

- Click **More info**, to view the complete message.
- The message background is changed to white after the message is read.
- Click **Mark All as Read** to move the messages to Read status without opening the messages.
- Click **Dismiss** to delete an alert
- Read messages will be deleted automatically, after 7 days.

  The administrator can modify the auto delete duration in the Admin Console > Notification Configuration section. It can be set from 1 - 999. By default the duration is set to 7 days.

The messages are categorized based on the following priorities:

Table 5: Flag and its Priority

Flag Icon	Description
	Priority 1
	Priority 2
	Priority 3

OFSAA Support Contact Details

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