Oracle FCCM Cloud Service

Case Management

Administration Guide

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Oracle FCCM Cloud Service Case Management Administration Guide

Document Control

Table 1 lists the document revision history.

Table 1: Document Control

Version Number	Revision Date	Change Log
23.11.1	November 2023	No updates.
23.8.1	August 2023	No updates.
23.5.1	May 2023	No updates.
23.2.1	February 2023	This guide has been updated with the following sections: • Configuring Case Due Date Rules • Admin Audit History • Migrating (Export/Import) Objects
22.11.1	November 2022	This guide has been updated to include rules for creating AML_CA cases.
22.8.1	August 2022	There are no changes to this document in this release.
22.5.1	May 2022	This guide has been updated to support Quantifind integration.
22.2.1	February 2022	There are no changes to this document in this release.
21.11.1	November 2021	Updates were made to icons in this document.
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21.6.1	June 2021	This document has been updated to provide additional guidance for case statuses and for adding a case type.
21.2.1	February 2021	This document has been updated to provide Function Codes which are used to configure the UI.
10.0.0.0 Second edition	December 2020	This document has been updated to include how to set and manage Case Priority.
10.0.0.0 First edition	October 2020	This is the first version of the Oracle Financial Services Case Management document for Release 10.0.0.0.0.

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 Administration

Case Management Administration Tools help you to configure the case status, actions, and types used in Process Modeling Framework (PMF) to define the case investigation workflow.

To define a case workflow, you must complete the following tasks:

1. Create Case Types.
2. Define Case Statuses that represent steps in the workflow.
3. Define Case Actions to be used in the workflow.

Investigation workflows can vary based on the type of case being investigated. The case investigation and resolution are supported by various actions, which can be specific to the case type. Access to types of cases and actions are controlled based on the user role and access privileges. Case types are configurable and can be defined by firms to meet their business needs.

Administrators design the workflows using the Process Modeling Framework. The application supports the default case types that drive the Investigation workflow.

During case investigation, Case Analysts and Case Supervisors search, investigate, and resolve cases. After a case is created and appears in the application, user 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).

2.1 Key Features

The Administration and Configuration Activities of the Case Management application include:

- Case Actions Settings to add new case statuses, configure case action data, and configure standard comment data. The Administrator can configure whether or not the case actions require a comment, a reassignment, or a due-date.
- Configuring Case Types to configure Case Class, Case Type, and associated definitions. Based on the configuration, definitions are dynamically rendered in the Case Management application to investigate cases and take appropriate actions on them for case resolution.
- Process Modeling Framework facilitates built-in tools for orchestration of human and automatic workflow interfaces. This enables the Administrator to create process-based Case Investigations. It also enables the Administrator to model business processes and workflows.

3 Getting Started

This section provides step-by-step instructions to access the Case Management Administration Tools.

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 Management Administration**.

4 Case Statuses

Case statuses help users navigate cases as they progress through the workflow towards investigation and resolution. A case status is associated to a workflow action; when an action is executed, the status of a case changes. For example, when an Analyst recommends a case for closure to the Supervisor, the case status changes from Investigation to Recommend for Closure.

Administrators can add a new case status code based on the following pre-existing case status types:

- Starting: Cases not assigned to any user yet.
- Investigation: Cases assigned to users and are under investigation.
- Review: Cases for which recommendations are made, but not yet approved by the Case Supervisor.
- Closed False Positive: Cases closed without requiring any further action.
- Closed True Positive: Cases closed with recommendation for further action to be taken. Or, Cases closed after generating a Compliance Regulatory Reporting (CRR) report.

All Case workflows must contain the following statuses; New, Assigned and Investigation. This can be copied from the Out Of Box Workflow.

The newly added case status can be used in PMF to enhance your workflow. For more information, see Process Modeling Framework.

Administrators can also edit existing case statuses. For more information, see Editing Case Status.

NOTE For migration (export/import) of Case Statuses, see Migrating (Export/Import) Objects.

4.1 Adding a New Case Status

To add a new Case Status, follow these steps:

1. Navigate to the **Applications** landing page.
2. Click the Navigation Menu to access the Navigation List. The Navigation List displays the list of modules.
3. Select **Case Management Administration**, and then select **Case Actions/Statuses**. The Case Action/Statuses page opens.
4. Select the **Case Statuses** tab.
5. Click **Add** +. The Add New Status window displays.
6. Enter the parameters as described in Table 3 .

Table 3: Fields to Add a New Case Status and their Descriptions

Field	Description
Status Code	Enter the status code of case. These Status Codes are used as stages in the PMF workflow, moving the case through the workflow. This field accepts only alphanumeric and hyphen values. Other special characters are not allowed. This code cannot be edited after the case status has been added.

Table 3: Fields to Add a New Case Status and their Descriptions

Field	Description
Status Type	Select the appropriate status type for the status code. Status Types are used to group multiple similar statuses. You must have at least one code in the PMF workflow as the Starting status type. You can have multiple status codes for Close status types.
Status Name	Enter the new status name.

7. Click **Add**. A confirmation message is displayed: Added Successfully.

4.2 Editing Case Status

To edit a user-defined Case Status, follow these steps:

1. Navigate to the Case Actions/Statuses page.
2. Select the **Case Statuses** tab. Select the Status Code and click **Edit** . The **Edit Status** window is displayed.
3. Edit the Status Type and (or) Status Name as required. You cannot edit the Status Code. For more information, see Table 3 .
4. Click **Save**. A confirmation message is displayed: *Saved Successfully.*

ATTENTION If you have configured the Out Of Box case status 'Pending Review' (PNDR) in the Case Workflow, the 'Review in Progress' (RNPR) case status must be the next connected status. Cases are completely disabled in PNDR status and become enabled only when the Reviewer opens the case to trigger the update in the Case Workflow from PNDR status to RNPR status.

5 Case Actions

Actions allow users to move cases through the workflow, including analysis, providing evidence, and making recommendations. Administrators create and define case actions, map the action to statuses and case types, and then create the workflow using PMF.

During action definition, Administrators make decisions like whether the case action requires a comment, a reassignment, or a due date. You can allow multiple actions to be taken simultaneously by setting the Action Order, dictate whether the action will update the case status, and so on. After defining the actions, you must map them to a status, case type, and user role. For more information, see Mapping Case Actions.

You can create and define actions in the following categories:

- Email
- Evidence
- Assign
- Escalate
- Resolution
- Research & Review
- Monitor
- Export
- Print
- Reopen
- Due Date

5.1 Adding New Case Action

> **ATTENTION** Adding new case actions is not supported in this release.

> **NOTE** For migration (export/import) of Case Actions, see Migrating (Export/Import) Objects.

To add a new Case Action, follow these steps:

1. Navigate to the **Case Actions/Statuses** page.
2. Select the **Case Actions** tab.
3. Click **Add** +. The **Add New Action** window is displayed.

4. Enter one or multiple parameters as described inTable 4 . Mandatory fields are marked with an Asterisk *.

Table 4: Fields to Add a New Action and their Descriptions

Field	Description
Action Category Code *	Select the Category within which this action is displayed on the Take Action window. This cannot be edited after the action has been added. For example, the Send Email action is in the Email category. Action categories allow you to segment actions into logical groups for easy reading on the UI. This does not affect the action in any way.
Action Code *	Enter a new action code. This is the unique code of the action that identifies the action. For example, CA123. This code is not displayed on the UI. This cannot be edited after the action has been added.
Action Name *	Action name that is displayed on the UI, except for the Audit History window.
Action Name on Audit History *	Action name that is displayed on the Audit History window.
Action Order	The order used to display status and non-status changing actions on the Take Action window of Case Investigation when multiple actions are taken together. A lower number indicates higher precedence on the Take Action window. This ordering can also include the Action Category. For example, if the Resolution action category has three different actions, then the action with the lowest order number is displayed first on the Take Action window. This allows multiple actions with different resulting statuses to be taken at the same time and enforces that the action with the highest action order will be the one to affect the resulting status. For example, an action with resulting status Print has action order 10. It is taken at the same time as an action with resulting status Closed that has action order 20. Both actions will be applied and visible in the Audit. The resulting status will be Closed. NOTE: The action order of client-created actions should be lower than the action order of system-initiated actions for Reassignment (CA202A) and Ownership Change (CA103S).
Default Due Date *	Enter the number of days after this action is taken that the case will become due. The due date will be assigned to the case as the System Date + Number of days defined here.
Status Changing Action *	Select whether this action should change the case status. This is mandatory for Case Management processing. It is recommended that the resulting status defined here is the same that is defined in PMF.
Action Description*	Enter comments when adding this action. This must be provided for auditing purposes.

5. Click **Save**. A confirmation message is displayed: *Saved Successfully.*

5.2 Editing Case Action

To edit an existing Case Action, follow these steps:

1. Navigate to the **Case Actions/Statuses** page.
2. Select the **Case Actions** tab.
3. Select the **Action Code** and click **Edit** . The **Edit Action** window is displayed.
4. Edit the Case Action details as required. You cannot edit the Action Code or Category. For more information, see Table 4 . Mandatory fields are marked with an Asterisk *.
5. Click **Save**. A confirmation message is displayed: *Saved Successfully*.

6 Mapping Case Actions

Administrators use the Actions Mapping tab to map Non-Status Changing Case Actions to user roles, case statuses and case types. Mapping actions in this way allows you to restrict which actions are available for users to move cases through the workflow..

NOTE	When migrating Case Actions Mappings, you must first migrate the associated PMF_PROCESS workflow and User Groups.

6.1 Mapping Actions to Statuses

When you map Case Statuses to an Action, then that action is only available when a case is in the mapped statuses.

To map the Action to a Status, follow these steps:

1. Navigate to the **Case Actions/Statuses** page.
2. Select the **Action Mapping** tab.
3. Select the Action from the **Select Non-Status Changing Case Action** drop-down list. The **Selected Statuses** list is updated with all the available statuses.
4. Select the Status from the Available Statuses list and move to the Selected Statuses list. You can move multiple statuses at once by using either the Ctrl or Shift button and selecting multiple (or all) statuses from the Available Statuses list and clicking **Select** .
5. Click **Save** . A confirmation message is displayed: *Saved Successfully*.

   Reset discards the data entered by you and resets the contents to their original state. Saved changes cannot be reset using this option. This is applicable only when you are editing and want to reset the data.

6.2 Mapping Actions to Case Types

When you map a Case Type to an Action, then that action is only available for a case of the mapped Case Type.

To map the Action to a Case Type, follow these steps:

1. Navigate to the **Case Actions/Statuses** page.
2. Select the **Action Mapping** tab.
3. Select the Action from the **Select Non-Status Changing Case Action** drop-down list. The **Selected Case Types** list is updated with all the available Case Types.
4. Select the Case Type from the **Available Case Types** list and move to the Selected Case Types list. You can move multiple case types at once by using either the Ctrl or Shift button and selecting multiple (or all) case types from the Available Case Types list and clicking **Select** .
5. Click **Save** . A confirmation message is displayed*: Saved Successfully*.

Reset discards the data entered by you and resets the contents to their original state. Saved changes cannot be reset using this option. This is applicable only when you are editing and want to reset the data.

6.3 Mapping Actions to User Roles

When a User Role, such as Supervisor or Analyst, is mapped to an Action, then that particular User Role is allowed to perform the mapped action. Each Action can be mapped to multiple User Roles. User Roles must also be mapped to an appropriate User Group. See Identity Management for more information.

To map the Action to a User Role, follow these steps:

1. Navigate to the **Case Actions/Statuses** page.
2. Select the **Action Mapping** tab.
3. Select the Action from the **Select Non-Status Changing Case Action** drop-down list. The **Selected User Role** list is updated with all the available User Role.
4. Select the User Role from the **Available User Role** list and move it to the **Selected User Role** list. You can move multiple User Roles at once by using either the Ctrl or Shift button and selecting multiple (or all) user roles from the Available User Roles list and clicking **Select** .
5. Click **Save** . A confirmation message is displayed: *Saved Successfully.*

   Reset discards the data entered by you and resets the contents to their original state. Saved changes cannot be reset using this option. This is applicable only when you are editing and want to reset the data.

6.3.1 Case Management Function Codes

The Roles Summary page in the OFSAAI Admin Console allows administrators to configure which actions are mapped to each User Role. The following table provides the Function Codes for buttons which can be configured to display on the Case Management UI, based on User Role. See Identity Management for how to configure these functions using the Function Code.

> **NOTE** Adding reason codes to non-resolution actions is not supported in this release.

Table 5: Case Management Function Codes

UI Page	Action	Function Code
Account Tab	Add	CMADDACC
Account Tab	Remove	CMRMACC
Customer Tab	Add	CMADDCUST
Customer Tab	Remove	CMRMCUST
External Entity Tab	Add	CMADDEXTENT

Table 5: Case Management Function Codes

UI Page	Action	Function Code
External Entity Tab	Remove	CMRMEXTENT
Transactions Tab	Add	CMADDTRAN
Transaction Tab	Remove	CMRMTRAN
Events Tab	Set event decision	CMEVNTSTDECISION
Audit History Window	Add Comments	CMAUDITHADDC
Evidence Pane	Upload	CMADDEVIDENCE
Evidence Pane	Delete Evidence	CMDELDOCACC
Evidence Pane	Delete Documents Uploaded by any User	CMDELANYDOCACC
Narrative Page	Narrative	CMADDNARRATIVE
Case Context Page	Save	CMCASEEDITACCESS
Customer Tab	Enable Quantifind	QUANTIFIND_ACCESS

7 Mapping Action Reasons

The Action Reason Mapping feature allows the Administrators to map reasons to status changing actions related to case type. Action reasons are shown under the Reason drop-down in the Take Action pop-up window whenever the status changing action is selected. Administrators can also designate whether or not report generation is required for the particular action reason and configure the necessary report type.

> **NOTE** When migrating Action Reason Mapping, you must first migrate the associated PMF_PROCESS workflow.

7.1 Adding Action Reasons

This section describes how to add an Action Reason.

To add an action reason, follow these steps:

1. Navigate to the **Case Actions/Statuses** page.
2. Select the **Action Reason Mapping** tab.
3. Select the **Case Type** from the **Select Case Type** drop-down list. The **Action List** is displayed.
4. Under **Action List**, click **Expand** . The Action is expanded.
5. Click **Add** . The **Add Reason** window opens.
6. Enter the fields as described inTable 6 . Mandatory fields are marked with an Asterisk *.

Table 6: Fields to Add a New Action Reason and their Descriptions

Field	Description
Reason Name*	Enter a name for the reason.
Reason Description	Enter a description for the reason.
Report Generation Required	Select this checkbox, if you want to generate a report. When you select the checkbox, the **Report Type*** drop-down appears. From the **Report Type*** drop-down, select an option.

7. Click **Save** . A confirmation message is displayed: *Saved Successfully*.

7.2 Editing Action Reasons

This section describes how to edit an Action Reason.

To edit an action reason, follow these steps:

1. Navigate to the **Case Actions/Statuses** page.
2. Select the **Action Reason Mapping** tab.
3. Select the **Case Type** from the **Select Case Type** drop-down list. The **Action List** is displayed.
4. Under **Action List**, click **Expand** . The Action is expanded.

5. Click **edit** . The **Edit Reason** window opens.
6. Edit the Action Reason details as required. Mandatory fields are marked with an Asterisk *
7. Click **Save** . A confirmation message is displayed: *Saved Successfully*.

7.3 Deleting Action Reasons

This section describes how to delete an Action Reason.

To delete an action reason, follow these steps:

1. Navigate to the **Case Actions/Statuses** page.
2. Select the **Action Reason Mapping** tab.
3. Select the **Case Type** from the **Select Case Type** drop-down list. The **Action List** is displayed.
4. Under **Action List**, click **Expand** . The Action is expanded.
5. Click **Delete** . A confirmation message appears
6. Click **OK** to delete the action reason. A confirmation message is displayed: *Deleted Successfully.*

8 Case System Parameters

Case System Parameters are used to set default format definitions, which will be used throughout the application. For example, if you have defined the default Date Format as dd/MM/yyyy, then dates will appear in this format everywhere in the application.

> **NOTE** For migration (export/import) of Case System Parameters, see Migrating (Export/Import) Objects.

Table 7 details the Case System Parameters which are pre-configured with the application:

Table 7: Seeded System Parameters

Parameter ID	Parameter Name	Purpose	Default Values
1	Date Format	This parameter specifies the date format to be used across Case Management application. Supported formats are MM/dd/yyyy and dd/MM/yyyy.	dd/MM/yyyy
2	Date with Time Format	This parameter specifies the date with time format to be used across Case Management application. Supported formats are MM/dd/yyyy HH24:MI:SS , MM/dd/yyyy HH:MI:SS AM, dd/MM/yyyy HH24:MI:SS and dd/MM/yyyy HH:MI:SS AM. Please make sure date format is matching with date format provided in the Date Format parameter.	DD/MM/YYYY HH24:MI:SS
3	Base Currency	This parameter specifies the base currency code for the installation. This currency code will be prefixed with a space to the amount values across the application except for the transaction amount. For Transactions, it will display the currency in which the transaction is done.	USD
4	Valid Formats for Documents	Specifies the types of documents supported for evidence upload.	PDF, JS, TXT, XLS, JPG, PPT, DOC, ZIP, HTML, PNG
5	Days for Setting Case Due Date	Defines the default number of days after case creation the case will become due. You can enter a value from 1-100.	30
6	Amount Display Format	Specifies the format in which the amount fields should be displayed across the application.	99,999,999,999,999, 999,999.99
7	Number of days for calculating Nearing Due Date cases	This parameter specifies the number of days to be considered for identifying the nearing due date cases.	10
8	Minutes after which locked case should be force unlocked	This parameter specifies the number of minutes to wait for before force unlocking a locked case.	30
9	Case Result Export Limit	This parameter specifies the maximum number of cases which can be exported from the Search Results list.	10000

8.1 Editing Case System Variables

To edit the default value of a case system parameter, follow these steps:

1. Navigate to the **Case System Parameter List** page.
2. Select a parameter and click **Edit** . The **Edit System Parameter** window is displayed.
3. Edit the System Parameter Value as required. You can edit only the Parameter Value.
4. Click **Save**. A confirmation message is displayed: *Saved Successfully.*

9 Case Types

Cases are classified using Case Classes and Case Types. Case Classes, such as AML, describe the type of activity that the case detected, in this example, Money Laundering. A Case Type provides more detailed classification of a case. For example, if the Case Class is AML, the Case Type could be AML Surveillance.

You must define Case Types to be used by the application to create cases, restrict access to information, determine user actions, and so on. For example:

- Users can access cases which have the same Case Type as assigned to their user group.
- Correlation rules are associated to Case Types to determine how cases of this Case Type are correlated.
- Case Investigation allows filtering and sorting cases based on Case Types.
- Workflows are associated to Case Types to determine which actions should be taken on cases.
- Cases Types help determine the priority of cases.

The AML Surveillance (AML_SURV) case type is provided by default with this application.

9.1 Adding New Case Types

To add a new Case Type, follow these steps:

1. Navigate to the **Case Type** page. The **Case Type List** page is displayed.
2. Click **Add** . The **Add New Case Type** window is displayed.
3. Enter the details as mentioned in the following Table 8 . Mandatory fields are marked with an Asterisk *.

Table 8: Fields to Add a New Case Type and their Descriptions

Parameter Name	Purpose
Case Type Code *	Enter a unique code for the Case Type. This field has a 20 character limit. This cannot be edited once the Case Type has been added.
Case Type Name *	Enter the name for the Case Type.
Case Type Description	Enter details about the Case Type. This field has a 600 character limit.
Case Class *	Case Classes, such as AML or Fraud, allow you to group Case Types by the types of behavior that generated the cases, providing a "big picture" perspective. Select the unique case class name from the Case Class drop-down list. . This does not directly impact the case workflows. This cannot be edited once the Case Type has been added.
Workflow *	Select the workflow from the list. Each case type can only have one workflow. This workflow must have been previously defined in PMF. All cases with this case type will follow the mapped workflow. During investigation, the status and actions of these cases will be updated according to the selected workflow.

Table 8: Fields to Add a New Case Type and their Descriptions

Parameter Name	Purpose
Correlation Rule	Map the Case Type to one or more Correlation Rules. A list of seeded Correlation Rules is provided. **NOTE:** You cannot map one Correlation Rule to multiple Case Types.

4. Click **Save**. A confirmation message is displayed: *Added Successfully.* The newly added Case Type displays in the Case Type List.

NOTE	
	• After creating a new Case Type and mapping it to a configured workflow, restart the aai-pmf-exec-service in the Kubernetes cluster. • When migrating configured Case Types, you must first migrate the associated workflow (PMF_PROCESS). • For migration (export/import) of Case Types, see Migrating (Export/Import) Objects.

9.2 Editing Case Types

To edit a user-defined Case Type, follow these steps:

1. Navigate to the **Case Type** page. The **Case Type List** page is displayed.
2. Select the Case Type and click **Edit** . The **Edit Case Type** window is displayed.
3. Modify the Case Type Name, Case Type Description, and Correlation Rule details as shown Table 8 . The Case Type Code and Case Class cannot be edited.
4. Click **Save**. A confirmation message is displayed: *Saved Successfully*.

   The Case Type is updated in the Case Type List.

10 Case Priority

Correctly prioritizing cases allows investigators to understand which cases should be worked on first. You can configure Case Management to prioritize cases according to your requirements, based on case type, jurisdiction, and business domain. Investigators can later choose to change the case priority for individual cases manually, if needed.

To access the Case Priority List page, follow these steps:

1. Navigate to the **Applications** landing page.
2. Click the Navigation Menu to access the Navigation List. The Navigation List displays the list of modules.
3. Select **Case Management Administration**.
4. Select **Case Priority**. The Case Priority List page opens and displays the case priority rules.
5. Click to view the current settings for each priority level in this rule.

10.1 Adding Case Priority

To configure case priority, follow these steps:

1. Navigate to the Case Priority page by selecting Case Type Priority from the Navigation List. The Case Priority List page is displayed.
2. Click **Add** . The **Add Case Priority** window is displayed.
3. Enter the details as mentioned in Table 9 . All fields are Mandatory, and are marked with an Asterisk *

Table 9: .Fields to Add a New Case Priority and their Descriptions

Field	Description
Jurisdiction *	Select one or more jurisdictions, or select All.
Case Type *	Select one or more case types, or select All.
Business Domain *	Select one or more business domains, or select All.
High *	Define the case score range at which a case is considered High priority. You must set both a High limit and a Low limit for the range, for example, 67 to 100. Ranges cannot overlap.
Low *	Define the case score range at which a case is considered Low priority. You must set both a High limit and a Low limit for the range, for example, 0 to 33. Ranges cannot overlap.
Medium *	Define the case score range at which a case is considered Medium priority. You must set both a High limit and a Low limit for the range, for example, 34 to 66. Ranges cannot overlap.

10.2 Editing Case Priority

To edit a previously configured case priority, follow these steps;

1. Navigate to the **Case Priority** page. The **Case Priority List** page is displayed.
2. Select the check box associated with the Case Priority you wish to edit.
3. Click **Edit** . The **Edit Case**. The **Edit Case Priority** window is displayed.
4. Modify the priority ranges as shown in Table 9 .

> **NOTE** You cannot edit the Jurisdiction, Case Type, or Business Domain.

5. Click **Save**. A confirmation message is displayed: Saved Successfully. The Case Priority is updated in the Case Priority list.

> **NOTE** For migration (export/import) of Case Priority, see Migrating (Export/Import) Objects.

10.3 Deleting Case Priority

To delete an existing case priority rule, follow these steps:

1. Navigate to the **Case Priority** page.
2. Select one or more check box associated with the case priority you want to delete.
3. Click **Delete** . A confirmation message appears.
4. Click **OK** to delete the case priority rule. A confirmation message appears.

11 Case Rules

Case Rules are used to define the combination of criteria which causes a Continuing Activity (AML_CA) case to be created. Continuing Activity cases allow investigators to review activities which occurred after the time the previous case was closed with a recommendation for SAR filing.

11.1 Adding New Case Rules

To add a new case rule, follow these steps:

1. Navigate to the **Applications** landing page.
2. Click the Navigation Menu to access the Navigation List. The Navigation List displays the list of modules.
3. Select **Case Management Administration**, and then select **Case Rules**. The Case Rules page opens.
4. Click **Add**. The **Add New Case Rule** window is displayed.
5. Select the desired criteria from the following drop-down lists:
   - Jurisdiction: The jurisdiction, such as geographic locations and legal boundaries, to which the case belongs.
   - Status: Status the case is moved to in order to generate AML_CA case creation. For example, Closed-SAR Generated.
   - Case Type: The case type for cases which can trigger AML_CA case creation. For example, AML_SURV.
   - Reason: The reason selected for the last resolution action performed. For example, SAR Required.
6. Click **Save**. A confirmation message appears and the case rule displays in the list.

> **NOTE** For migration (export/import) of Case Rules, see Migrating (Export/Import) Objects.

11.2 Editing Case Rules

To edit an existing case rule, follow these steps:

1. Navigate to the **Case Rules** page.
2. Select the check box associated with the case rule you want to edit.
3. Click **Edit**. The **Edit Case Rule** window is displayed.
4. Select the desired criteria from the following drop-down lists:
   - Jurisdiction: The jurisdiction, such as geographic locations and legal boundaries, to which the case belongs.
   - Status: Status the case is moved to in order to generate AML_CA case creation. For example, Closed-SAR Generated.

- Case Type: The case type for cases which can trigger AML_CA case creation. For example, AML_SURV.
- Reason: The reason selected for the last resolution action performed. For example, SAR Required.

5. Click **Save**. A confirmation message appears.

11.3 Deleting Case Rules

To delete an existing case rule, follow these steps:

1. Navigate to the **Case Rules** page.
2. Select the check box associated with the case rule you want to delete.
3. Click **Delete** . A confirmation message appears.
4. Click **OK** to delete the case rule. A confirmation message appears.

12 Admin Audit History

The Audit History displays complete historic details of the case. This allows Administrators to view and analyze actions previously performed on the current case by a user or the system with the date and time of the case action and status. This helps save time to analyze a case details and determine the next course of action on the case resolution.

When editing an entity or case (or anything) you can track what field changed, what it changed from and to, who did it and when. You can view this from within the case. The audit history shows that an alteration occurred.

You can track the changes made to the following case details:

- Jurisdiction
- Business Domains
- Case Types
- Security Mappings
- Case Statuses
- Case Actions (Action Tab, Action Mapping Tab, and Action Reason Mapping Tab)
- Case Priority
- Case Rules
- Case Due Date Rules
- Case System Parameters

12.1 Searching Admin Audit History Records

You can search for certain records from the admin history. You can search by action taken, search by a timeframe (from-to), and search by the user who took action.

To search for records, follow these steps:

1. Navigate to the **Applications** landing page.
2. Click the Navigation Menu to access the Navigation List. The Navigation List displays the list of modules.
3. Select **Case Management Administration**, and then select **Audit History**. The **Audit History** page opens.
4. Select/enter the following details:
   - Action Taken: Select one or multiple action types.
   - Who: Select a user.
   - Date From: This filters the list with the records whose creation date is greater than or equal to the date entered.
   - Date To: This filters the list with the records whose creation date is less than or equal to the date entered.
5. Click **Apply**. The Audit History page displays information about the records that exactly matches the values you have entered/selected.

6. **Reset** discards the data entered by you and resets the contents to their original state. Saved changes cannot be reset using this option. This is applicable only when you are editing and want to reset the data.

12.2 Viewing Audit History Records

This section describes how to view audit history records. You can view the history of changes made to the records. It displays the past values as compared to new values and any removed or added records.

To view the audit history records, follow these steps:

1. Navigate to the **Applications** landing page.
2. Click the Navigation Menu to access the Navigation List. The Navigation List displays the list of modules.
3. Select **Case Management Administration**, and then select **Audit History**. The **Audit History** page opens.
4. Under the **Action Taken** field, click the required **Record**. The **Record** page displays the changes made in the fields.

13 Migrating (Export/Import) Objects

Object Migration is the process of migrating or moving objects between environments. You may want to migrate objects for reasons such as managing global deployments on multiple environments or creating multiple environments so that you can separate the development, testing, and production processes.

Objects refer to the various definitions defined in the Oracle Financial Services Analytical Application Infrastructure (OFSAAI) Applications. The Object Migration Framework within the Infrastructure facilitates you to define a set of objects to migrate across Information Domains within the same setup or across different setups.

NOTE	• The CM_ADMIN user must have access to the Object Migration Admin (OBJMIGADMIN) Group Role before using the Admin Configuration Migration functionality • When migrating CM-ADMIN related Objects, if PMF_PROCESS workflow and User Groups are not available in the target environment, you will need to first migrate the associated PMF_PROCESS workflow and User Groups • When migrating CM-ADMIN related Objects, PMF_PROCESS workflow migration is required for Case Actions, Case Statuses, Case Types, Case Priority, and Case Rules • When migrating CM-ADMIN related Objects, PMF_PROCESS workflow migration is not required for Business Domain, Case System Parameters, and Jurisdictions • If User Groups are not available in the target environment, User Groups migration is required for Security Mapping and Case Actions/Statuses • Ensure that Report Types are migrated from Reference Data upload (applicable for Security Mapping).

You can migrate (import/export) the following Object Types using the Admin Configuration Migration functionality:

- Role
- Groups
- Schedule
- Batch
- Batch_Group
- Pipeline
- Threshold
- Job
- PMF_Process
- CM_ADMIN

13.1 Exporting Objects

To export the objects, follow these steps:

1. Enter the application URL in the browser's URL field. The **Oracle Cloud Account Sign In** window appears.
2. Provide your **User Name** and **Password**.
3. Click **Sign In**. The **Financial Services Analytical Applications** home page appears.
4. Click the **Navigation Menu** ≡ to hide the **Application Navigation List**.
5. Click **Admin Configuration Migration** and then select **Export**. The **Object Export Summary** page appears.

For more information on exporting objects, see Exporting Objects.

13.2 Importing Objects

To import the objects, follow these steps:

1. Enter the application URL in the browser's URL field. The **Oracle Cloud Account Sign In** window appears.
2. Provide your **User Name** and **Password**.
3. Click **Sign In**. The **Financial Services Analytical Applications** home page appears.
4. Click the **Navigation Menu** ≡ to hide the **Application Navigation List**.
5. Click **Admin Configuration Migration** and then select **Import**. The **Object Export Summary** page appears.

For more information on importing objects, see Importing Objects.

OFSAA Support Contact Details

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

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