Oracle® Banking Enterprise Default Management

Case Configuration Guide

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Preface

This guide helps you to configure SLA monitoring or No Activity monitoring.

This preface contains the following topics:

- Audience
- Documentation Accessibility
- Related Documents
- Conventions

Audience

This document is intended for the following audience:

- IT Deployment Team
- Consulting Staff
- Administrators

Documentation Accessibility

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Related Documents

For more information, see the following documentation:

- For information on the processes associated with collections, see the Oracle Banking Enterprise Default Management Process Configuration Guide.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.

Convention	Meaning
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1 About this Guide

This guide is applicable for the following products:

- Oracle Banking Platform (Oracle Banking Collections and Oracle Banking Recovery)
- Oracle Banking Enterprise Default Management (Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery)

References to Oracle Banking Platform or OBP in this guide apply to all the above mentioned products.

2 Introduction

This chapter provides information about the cases and related processes that are monitored and the configuration required for setting up monitoring.

2.1 Prerequisite

The Auto Transition batch should be run daily by end of day.

2.2 Monitoring Process-related Activities

Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery requires monitoring the following controls defined for process-related activities:

- **No Activity monitor:** In the No Activity monitor,
  - Cases are assigned to collectors to work on them.
  - Failure to follow up within specified timeframe increases risk and may lead to compliance breach.
  - If the case remains unattended for a while, system triggers an alert for the user or supervisor to prompt for action.
  - This No Activity duration for triggering an alert depends on the process and stage in the process.

  For example, failure to follow up on a broken Pay To Promise (PTP) within three days triggers an alert for the supervisor.
- **Service Level Agreement (SLA) for a specific business activity:** In the SLA for a specific business activity, following aspects are monitored:
  - SLA related to compliance requirements: For example, assessment of hardship application must be completed in two weeks.
  - SLA for third parties and vendors: For example, lawyers must file a claim within two weeks after they have received full documentation.
  - SLA for internal activities related to process: For example, response to bankruptcy notification received from trustee has to be filed within ten days.

  While these SLAs are monitored, a case status can move across multiple statuses. Pre-expiry notifications must be generated few days prior to SLA end date to ensure a timely follow-up. Business activity, that is being monitored, can be put on hold or cancelled due to some events in the case life cycle. SLA compliance data is required for vendor evaluation and pricing.
- **Triggering periodic activities**: Periodic triggers of certain activities must occur, such as Collateral Valuation, and so on. This ensures that valuations are updated on regular intervals and guarantees accurate provisioning.
- **Automatic transition of process to a different status:** A process may require to be transitioned to a different stage based on time elapsed or goals achieved.

2.3 No Activity Monitoring

Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery provides the following capabilities for No Activity monitoring.

- The No Activity monitoring process tracks the number of days since last activity on the case in that status. An activity can be:
  - A follow-up captured on a case
  - A PTP taken on an account
- If the case remains without any activity for a period, the monitoring can trigger one or more of the following processes:
  - Create a To-do
    - System creates a To-do process type for the case.
  - Re-allocate to other queue
    - Case is flagged for reallocation.
    - Case is picked by the batch process at the end of day and then assigned to a queue as per configuration.
  - Prompt case to worklist after specified number of days
    - This sets up the display date for the case.
    - Display date should be set as current business date plus number of days defined. However, if a display date is already present for the case, system should not update the same.
  - Change case status
    - System transitions the case to a new status.
    - All exit and entry validations apply.

  If the case continues to stay without any activity, monitoring can further trigger one of the above outcomes indicating increased level of escalation.

2.4 Use Case

Consider an example with the following configuration for status Contact in early collections and the case is in manual calling queue.

Table 2–1 Example of Mornitor Configuration

Number of Days	Create To-do	Reallocate	Worklist	Next Status
2			0 Days	
4	No Activity To-do			
6				Supervisor Review
10		Y		

So, as per the configuration:

- If no activity is recorded on case for 2 days in this status, the case will be prompted into users worklist immediately.
- If the case remains without any activity for 6 days, case will move out of Contact status to Supervisor Review status.
- If the case remains without any activity for 10 days, case will be marked for reallocation.

  Example

  Two monitoring steps are attached in Figure 2–1. If there is no activity on the given case for 5 days, then as per first step, a To-Do is created of type that is configured. In addition, if there is no activity performed on case for 10 days, then the case is marked for reallocation and the case moves to next status.

Figure 2–1 Configure No Activity Monitoring

2.5 Product-Shipped Algorithm

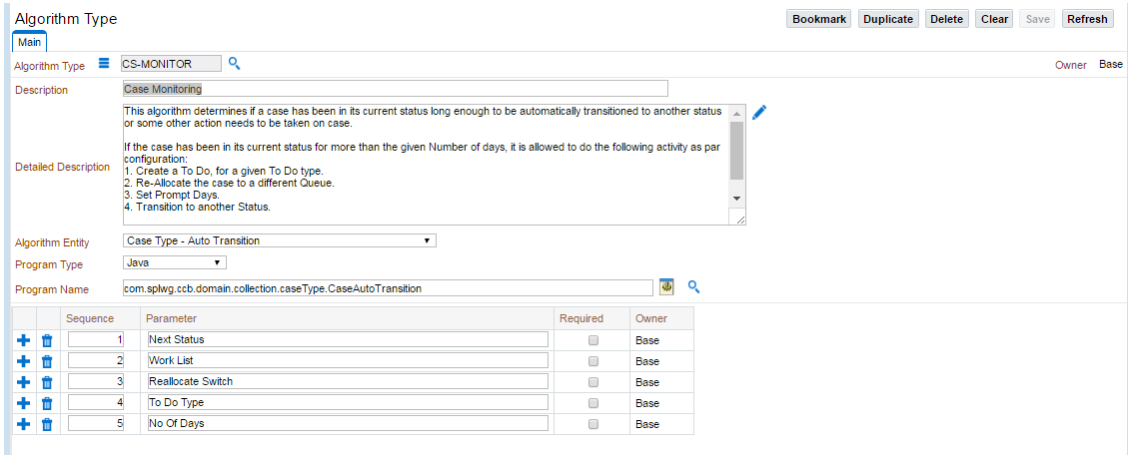
The default **CS-MONITOR** algorithm shipped with Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery handles No Activity monitor.

This algorithm determines if a case has been in its current status for long duration to be automatically transitioned to another status, or some other action needs to be taken on case.

If the case has been in its current status for more than the specified number of days, it is allowed to do the following activities as per configuration:

- Create a To-do for a given to do type.
- Reallocate the case to a different queue.
- Set prompt days.
- Transition to another status.

Figure 2–2 Product-Shipped Algorithm



The soft parameter provided on this algorithm code must be left blank. The parameter is picked up from the case lifecycle screen for each monitoring steps that you have configured. There is no need to create new algorithm code for various parameters. The soft parameters are read directly from case config as shown in previous screenshot.

You cannot modify the number of parameters of this algorithm. This algorithm type is attached with the product and implementation can only override the Program Name by using Feature Configuration. This is one-time setup per implementation.

The product-shipped algorithm determines the No Activity monitor considering system date and time.