

Tasks User Guide

Oracle Banking Credit Facilities Process Management

Release 14.7.3.0.0

Part Number F95945-01

March 2024

Tasks User Guide

Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway

Goregaon (East)

Mumbai, Maharashtra 400 063

India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax: +91 22 6718 3001

<https://www.oracle.com/industries/financial-services/index.html>

Copyright © 2019, 2024, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited. The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Contents

| | | |
|----------|---------------------------------------|-----------|
| 1 | Tasks | 1 |
| 1.1 | Awaiting Customer Clarification | 2 |
| 1.2 | Completed Tasks | 3 |
| 1.3 | Free Tasks | 4 |
| 1.4 | Hold Tasks | 6 |
| 1.5 | My Tasks | 7 |
| 1.6 | Search | 9 |
| 1.7 | Supervisor Tasks | 11 |
| 1.8 | Business Process Maintenance | 13 |
| 2 | Reference and Feedback | 18 |
| 2.1 | References | 18 |
| 2.1.1 | Documentation Accessibility | 18 |
| 2.2 | Feedback and Support | 18 |
| 3 | Error Codes and Messages | 19 |
| 4 | Index | 20 |

1 Tasks

Task menu has multiple sub menus. Based on the user role, the sub menus can be accessed by the user.

Task Menu has the following sections:

- [1.1 Awaiting Customer Clarification](#)
- [1.2 Completed Tasks](#)
- [1.3 Free Tasks](#)
- [1.4 Hold Tasks](#)
- [1.5 My Tasks](#)
- [1.6 Search](#)
- [1.7 Supervisor Tasks](#)
- [1.8 Business Process Maintenance](#)

1.1 Awaiting Customer Clarification

Awaiting Customer Clarification menu displays the tasks which are in awaiting customer clarification state. The task list will display the following details of the task:

- Action
- Priority
- Process Name
- Process Reference Number
- Application Number
- Stage
- Application Date
- Branch
- Customer Number
- Amount

Figure 1: Awaiting Customer Clarification

| Action | Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date | Branch | Customer Number | Amount |
|-------------------------------|----------|---------------------------|--------------------------|--------------------|------------------------|------------------|--------|-----------------|--------|
| <input type="checkbox"/> Edit | high | Savings Account Origin... | 0005AVNEW0006137 | 000APP000014292 | Application Enrichment | 20-03-26 | 000 | 006096 | |

Page 1 of 1 (1 - 1 of 1 items) | K < 1 > X

1.2 Completed Tasks

Completed Tasks menu displays the tasks which has recently completed a stage in a process by the current user. This menu does not display completed tasks of all the stages but displays only the latest stage. The task list will display the following details of the task:

- Priority
- Process Name
- Process Reference Number
- Application Number
- Stage
- Application Date
- Branch
- Customer Number
- Amount

Figure 2: Completed Tasks

| Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date | |
|-------------------------------------|--------------|--------------------------|--------------------|-------------------|---------------------|----------|
| <input checked="" type="checkbox"/> | H | MANUALRECON | 004271119REC5518 | 004271119REC5518 | Master Update Retry | 19-11-27 |
| <input type="checkbox"/> | H | MANUALRECON | 004271119REC5533 | 004271119REC5533 | Authorization | 19-11-27 |
| <input type="checkbox"/> | H | MANUALRECON | 004271119REC5383 | 004271119REC5383 | Authorization | 19-11-27 |
| <input type="checkbox"/> | H | MANUALRECON | 004271119REC5380 | 004271119REC5380 | Authorization | 19-11-27 |
| <input type="checkbox"/> | H | MANUALRECON | 004250321PAY11703 | 004250321PAY11703 | Processing | 19-11-27 |
| <input type="checkbox"/> | H | MANUALRECON | 004250321PAY11703 | 004250321PAY11703 | Authorization | 19-11-27 |
| <input type="checkbox"/> | H | MANUALRECON | 004250321PAY11703 | 004250321PAY11703 | Processing | 19-11-27 |
| <input type="checkbox"/> | H | MANUALRECON | 004271119REC4373 | 004271119REC4373 | Authorization | |
| <input type="checkbox"/> | H | MANUALRECON | 004271119REC4336 | 004271119REC4336 | Authorization | |
| <input type="checkbox"/> | H | INSTRUMENT | 004190221INV5396 | 004190221INV5396 | Authorization | 19-11-27 |
| <input type="checkbox"/> | H | INSTRUMENT | 004190221INV5390 | 004190221INV5390 | Authorization | 19-11-27 |
| <input type="checkbox"/> | H | INSTRUMENT | 004190221INV5389 | 004190221INV5389 | Authorization | 19-11-27 |
| <input type="checkbox"/> | H | INSTRUMENT | 004180221INV5388 | 004180221INV5388 | Authorization | 19-11-27 |

Following actions can be performed on the Completed Tasks menu:

- Flow Diagram - Completed Tasks menu enables user to view the process flow of the selected task and user can find the stages completed by the selected task and the current stage highlighted in the process flow.
- Refresh - Click **Refresh** to refresh the task list.

1.3 Free Tasks

Free Tasks menu will display the tasks which were not acquired by any user and for which the current user is entitled to access. The task list will display the following details of the task:

- Action
- Priority
- Process Name
- Process Reference Number
- Application Number
- Stage
- Application Date
- Branch
- Customer Number
- Amount

Figure 3: Free Tasks

The screenshot shows the Oracle Free Tasks interface. On the left is a navigation menu with categories like Security Management, Supply Chain Finance, Task Management, Tasks, Business Process Maintenance, Collections, Completed Tasks, Finance, Free Tasks, Hold tasks, Instruments, My Tasks, Recon, and Search. The main area is titled 'Free Tasks' and includes buttons for 'Refresh', 'Acquire', and 'Flow Diagram'. Below these is a table with the following columns: Action, Priority, Process Name, Process Reference Number, Application Number, Stage, and Application Date. The table contains 15 rows of data, all with 'Acquire & Edit' as the action and 'INSTRUMENT' as the process name. The first row is selected. At the bottom, there is a pagination control showing 'Page 1 of 287 (1 - 20 of 5724 items)' and navigation arrows.

| Action | Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date |
|--|----------|--------------|--------------------------|--------------------|---------------|------------------|
| <input checked="" type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20220 | 004240421INV20220 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20218 | 004240421INV20218 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20216 | 004240421INV20216 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20214 | 004240421INV20214 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20212 | 004240421INV20212 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20210 | 004240421INV20210 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20208 | 004240421INV20208 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20206 | 004240421INV20206 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20204 | 004240421INV20204 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20202 | 004240421INV20202 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20200 | 004240421INV20200 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20198 | 004240421INV20198 | Authorization | 19-11-27 |
| <input type="checkbox"/> Acquire & Edit | H | INSTRUMENT | 004240421INV20196 | 004240421INV20196 | Authorization | 19-11-27 |

Following action can be performed on the Free Tasks menu:

- Acquire & Edit - Click **Acquire & Edit** to acquire the task and edit directly from free tasks menu.
- Acquire - Select the task and click **Acquire** to edit the task later from **My Task** menu.
- Flow Diagram - Free Tasks menu enables user to view the process flow of the selected task and also user can find the stages completed by the selected task and the current stage highlighted in the process flow.
- Refresh - Click **Refresh** to refresh the task list.

1.4 Hold Tasks

Hold Tasks menu displays the tasks which were moved on hold by the current user. The task list will display the following details of the task:

- Priority
- Process Name
- Process Reference Number
- Application Number
- Stage
- Application Date
- Branch
- Customer Number
- Amount

Figure 4: Hold Tasks

| Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date |
|----------|--------------|--------------------------|--------------------|---------------|------------------|
| H | INSTRUMENT | 004211220PAY3683 | 004211220PAY3683 | Authorization | 19-11-27 |

Following action can be performed on the Hold Tasks menu:

- Resume - Select the task and click **Resume** to move the task to **My Tasks** menu and edit.
- Flow Diagram - Hold Tasks menu enables user to view the process flow of the selected task and also user can find the stages completed by the selected task and the current stage highlighted in the process flow.
- Refresh - Click **Refresh** to refresh the task list.

1.5 My Tasks

My Tasks menu displays the tasks acquired from the free tasks menu by the current user. The task list will display the following details of the task:

- Priority
- Process Name
- Process Reference Number
- Application Number
- Stage
- Application Date
- Branch
- Customer Number
- Amount

Figure 5: My Tasks

| Action | Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date |
|--|----------|--------------|--------------------------|--------------------|---------------|------------------|
| <input checked="" type="checkbox"/> Edit | H | INSTRUMENT | 004230421INV20030 | 004230421INV20030 | Authorization | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004230421INV20029 | 004230421INV20029 | Authorization | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004220421CN185 | 004220421CN185 | Authorization | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004220421CN184 | 004220421CN184 | Authorization | 19-11-27 |
| <input type="checkbox"/> Edit | H | CMS | 004140421CW287 | 004140421CW287 | Authorization | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004090421INV1977 | 004090421INV1977 | Authorization | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004080421INV1968 | 004080421INV1968 | Processing | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004070421INV1956 | 004070421INV1956 | Authorization | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004070421INV1953 | 004070421INV1953 | Processing | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004070421INV1949 | 004070421INV1949 | Processing | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004070421INV1946 | 004070421INV1946 | Processing | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004070421INV1945 | 004070421INV1945 | Processing | 19-11-27 |
| <input type="checkbox"/> Edit | H | INSTRUMENT | 004060421INV1913 | 004060421INV1913 | Authorization | 19-11-27 |

Page 1 of 4 (1 - 20 of 67 items) | < 1 2 3 4 >

Following action can be performed on the My Tasks menu:

- Edit - Click **Edit** to edit the selected task.
- Release - Click **Release** to release the selected task from My Tasks to Free Tasks menu.
- Refresh - Click **Refresh** to refresh the task list.
- Flow Diagram - My Tasks menu enables user to view the process flow of the selected task and also user can find the stages completed by the selected task and the current stage highlighted in the process flow.
- Delegate - Click **Delegate** to assign the acquired task to any valid user for processing within the group.
- Escalate - Task will be assigned to Supervisor

1.6 Search

Search menu enables the user to search for the task(s) with the following filters. Search will fetch the results either will one filter criteria or with multiple filter criteria.

- Application Number
- Customer Name
- Branch Name
- Tasks
- Priority
- Process and Stage
- Entity Type
- Amount

Figure 6: Search

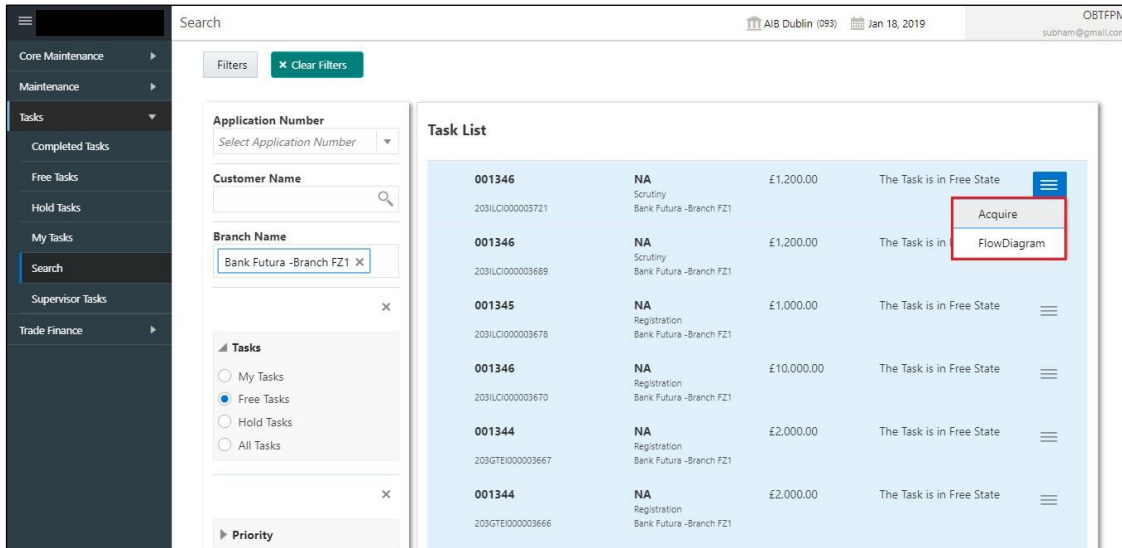
The screenshot shows the Oracle Tasks application interface. On the left is a navigation menu with options like Core Maintenance, Maintenance, Tasks, Completed Tasks, Free Tasks, Hold Tasks, My Tasks, Search (highlighted), Supervisor Tasks, and Trade Finance. The main area is titled 'Search' and includes a 'Filters' section with a 'Clear Filters' button. Below this are several filter categories: Application Number, Customer Name, Branch Name, Tasks, Priority, Process, Entity Type, and Amount. The 'Task List' section displays a table of search results.

| Application Number | Customer Name | Branch Name | Amount | Status |
|-------------------------------|---|-------------|--------------|---------------------------|
| 001346 203ILCI000003721 | NA Scrutiny Bank Futura -Branch FZ1 | | £1,200.00 | The Task is in Free State |
| 093001401 093ILCA000003720 | NA Approval2 AIB Dublin | | \$150,000.00 | The Task is in Free State |
| 001346 203ILCI000003689 | NA Scrutiny Bank Futura -Branch FZ1 | | £1,200.00 | The Task is in Free State |
| 093001401 093ILCA000003688 | NA Retry HandOff AIB Dublin | | \$100,000.00 | The Task is in Free State |
| 093001401 093ILCA000003687 | NA Retry HandOff AIB Dublin | | \$100,000.00 | The Task is in Free State |
| 093001401 093ILCA000003686 | NA Retry HandOff AIB Dublin | | \$150,000.00 | The Task is in Free State |
| 093001401 093ILCA000003684 | NA Retry HandOff AIB Dublin | | \$150,000.00 | The Task is in Free State |
| 093001401 093ILCA000003683 | NA Retry HandOff AIB Dublin | | \$150,000.00 | The Task is in Free State |

Following actions can be performed on the tasks listed in the task list:

- Acquire - Click **Acquire** to acquire the task.
- Flow Diagram - enables user to view the process flow of the selected task and also user can find the stages completed by the selected task and the current stage highlighted in the process flow.

Figure 7: Search – Task List



1.7 Supervisor Tasks

Supervisor Tasks menu will display 'User Tasks' or 'Free Tasks' based upon the option which is selected. The task list will display the following details of the task:

- Priority
- Process Name
- Process Reference Number
- Application Number
- Stage
- Application Date
- Branch
- Customer Number
- Amount

Figure 8: Supervisor Task

The screenshot shows the 'Supervisor Tasks' interface. At the top, there are navigation options for 'User Tasks' (selected) and 'Free Tasks'. Below these are buttons for 'Refresh', 'Release', 'Reassign', and 'Flow Diagram'. The main area contains a table with the following data:

| | Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date |
|-------------------------------------|----------|--------------------------|--------------------------|--------------------|----------------|------------------|
| <input checked="" type="checkbox"/> | M | Import Documentary C... | PK2IDCB000004721 | PK2IDCB000004721 | DataEnrichment | 21-04-23 |
| <input type="checkbox"/> | M | Export Documentary Co... | PK2EDCU000004543 | PK2EDCU000004543 | DataEnrichment | 21-04-12 |
| <input type="checkbox"/> | M | Import Documentary C... | PK2IDCB000004704 | PK2IDCB000004704 | Registration | 21-04-20 |
| <input type="checkbox"/> | M | Import Documentary C... | PK2IDCB000004703 | PK2IDCB000004703 | Registration | 21-04-20 |
| <input type="checkbox"/> | M | Guarantee Claim Lodging | PK2GTEC000004683 | PK2GTEC000004683 | Scrutiny | 21-04-19 |
| <input type="checkbox"/> | M | Import LC Drawing Upd... | PK2ILCU000004642 | PK2ILCU000004642 | Scrutiny | 21-04-16 |
| <input type="checkbox"/> | M | Import LC Drawing Upd... | PK2ILCU000004604 | PK2ILCU000004604 | Scrutiny | 21-04-15 |
| <input type="checkbox"/> | M | Import LC Drawing Upd... | PK2ILCU000004603 | PK2ILCU000004603 | Scrutiny | 21-04-15 |
| <input type="checkbox"/> | M | Import LC Drawing Upd... | PK2ILCU000004601 | PK2ILCU000004601 | Scrutiny | 21-04-15 |
| <input type="checkbox"/> | M | Import LC Drawing | PK2ILCD000004561 | PK2ILCD000004561 | Scrutiny | 21-04-13 |
| <input type="checkbox"/> | M | Import LC Drawing Upd... | PK2ILCU000004483 | PK2ILCU000004483 | Scrutiny | 21-04-08 |
| <input type="checkbox"/> | M | Import LC Drawing Upd... | PK2ILCU000004439 | PK2ILCU000004439 | Scrutiny | 21-04-07 |
| <input type="checkbox"/> | M | Import Documentary C... | PK2IDCU000004310 | PK2IDCU000004310 | DataEnrichment | 21-04-05 |

At the bottom of the table, there is a pagination control showing 'Page 1 of 22 (1 - 20 of 429 items)' and navigation arrows.

Following actions can be performed on the Supervisor Tasks menu:

- Refresh – It will refresh the data on the grid.
- Release – Supervisor can release the task of his/her reportee and the task will be available in free task.
- Reassign - After selecting tasks from the task list, click **Reassign** button to reassign the selected tasks to any of the subordinates.
- Flow Diagram - Click **Flow Diagram** button to preview the flow diagram of the selected task.

1.8 Business Process Maintenance

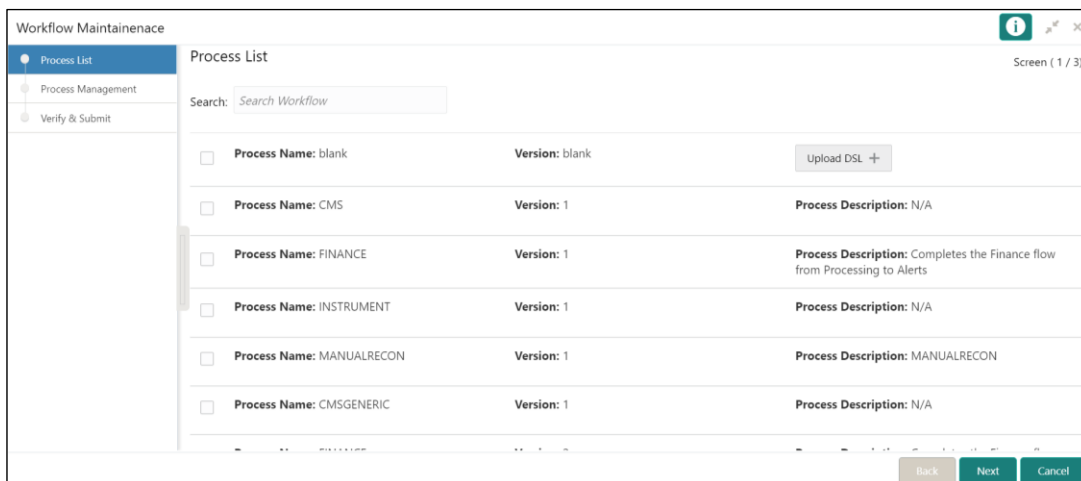
Business Process Maintenance menu allows the user to create Workflows. Basically, it comprises of three screens-

- [1.8.1 Process List Screen](#)
- [1.8.2 Process Management Screen](#)
- [1.8.3 Verify & Submit Screen](#)

1.8.1 Process List Screen

It shows the list of processes. User can select any one of the existing processes or a blank process can be selected in case the user wants to create a new workflow from scratch.

Figure 9: Process List



Following actions can be performed on the Process List screen:

Search – For searching any of the existing workflows/Process.

Upload DSL – Can be used to upload workflow in JSON format.

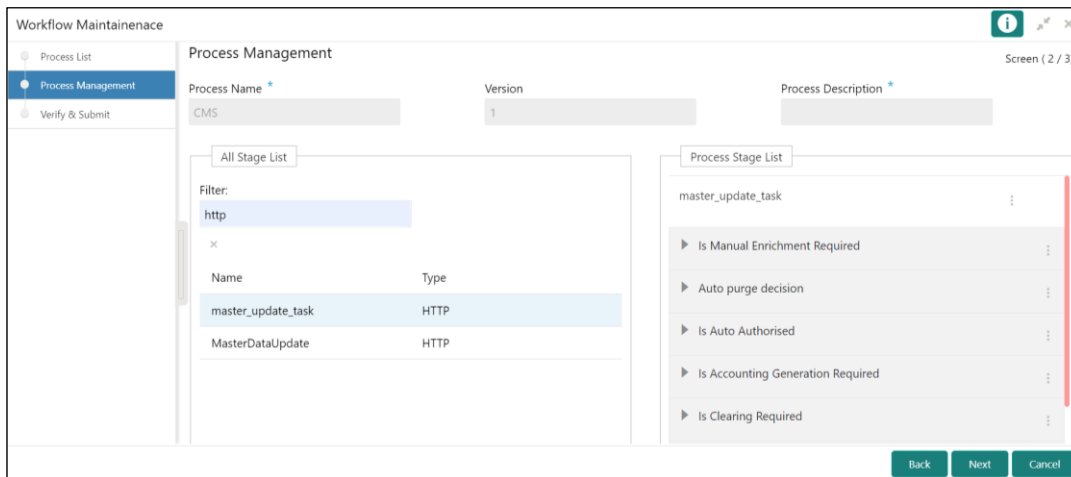
Next – After selecting one process, click **Next** button to navigate to the next screen “**Process Management**”.

Cancel – To exit from the Business Process Maintenance Menu.

1.8.2 Process Management Screen

It shows the list of the stages under the process, which was selected from the Process List screen, on the right under the heading “**Process Stage List**”. Also, all stages are listed in table on the left under the heading “**All Stage List**”.

Figure 10: Process Management



Drag and Drop Functionality:

To add new stages in the process, Drag and drop any stage from All Stage List to Process Stage List.

Creating a New Stage:

Click **Create Stage** button on the Process Management Screen to create new stage.

→ The **Create Task** screen is displayed.

The type of the stage can be changed in the core properties.

Figure 11: Create Task

| Input Param | Values |
|-----------------|-----------------------------------|
| FUNCTIONAL_CODE | |
| TASK_OUTCOMES | |
| APPLICATION_NO | \${workflow.input.applicationN... |
| processRefNo | \${workflow.input.processRefN... |
| lifecycleCode | |

| Core Properties | Core Values |
|-------------------|-------------|
| name | |
| taskReferenceName | |
| type | WAIT |
| startDelay | 0 |
| optional | false |
| asyncComplete | false |

Edit/Delete Functionality

Click **Edit** to Edit the stage in Process Stage List.

→ The **Modify Task** screen is displayed.

Click **Delete** to delete the stage from Process Stage List.

Figure 12: Process Management – Edit/Delete Functionality

Workflow Maintenance

Process Management

Process Name: GTAAMDZ | Version: 1 | Process Description: Guarantee Advise Amendment Workflo

All Stage List

| Name | Type |
|--------------------|----------|
| SubmissionCheck | DECISION |
| ProcessingData | LAMBDA |
| DataEnrichment | WAIT |
| EnrichmentDecision | DECISION |
| SubmissionCheck | DECISION |

Process Stage List

- SubmissionCheck
- ProcessingData (Context Menu: Edit, Delete)
- DataEnrichment
- EnrichmentDecision

Figure 13: Modify Task

The screenshot shows the 'Modify Task' dialog box with the following content:

| Input Parameters | |
|------------------|------------------------------------|
| Input Param | Values |
| DataIn | \$(AutoRegistrationViaOnlineTr... |
| RegistrationIn | \$(Registration.output) |
| workflowIn | \$(workflow.input) |
| DataEnrichmentIn | \$(DataEnrichment.output) |
| scriptExpression | if (\$DataEnrichmentIn != null)... |

| Stage Properties | |
|-------------------|----------------|
| Core Properties | Core Values |
| name | ProcessingData |
| taskReferenceName | ProcessingData |
| type | LAMBDA |
| startDelay | 0 |
| optional | false |
| asyncComplete | false |

At the bottom right of the dialog, there is a 'Modify Task' label and two buttons: 'Done' and 'Cancel'.

Following actions can be performed on the Process Management screen:

Back – Click **Back** button to navigate to the previous screen.

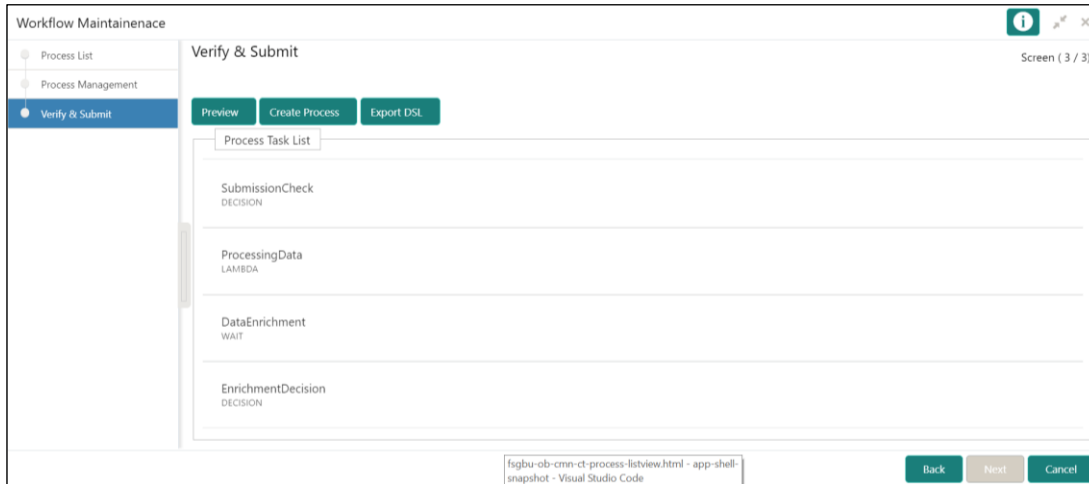
Next – After Modifying the stages, click **Next** button to navigate to the next screen “**Verify & Submit**”.

Cancel – To exit from the Business Process Maintenance Menu.

1.8.3 Verify & Submit Screen

Verify & Submit screen displays the process task list with all the new/modified tasks.

Figure 14: Verify & Submit



Following actions can be performed on the Process Management screen:

Preview button- Click **Preview** to view the flow diagram of the selected process.

Create Process button - Used to create new process. If an existing process is modified, a new process with updated version would appear on the process list screen or else a new process would appear.

Export DSL button - To Export DSL into a file in JSON format.

Back – Click **Back** button to navigate to the previous screen.

Cancel – To exit from the Business Process Maintenance Menu.

2 Reference and Feedback

2.1 References

For more information on any related features, you can refer to the following documents:

- Process Code Maintenance User Guide
- Queue Maintenance User Guide

2.1.1 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>.

2.2 Feedback and Support

Oracle welcomes customers' comments and suggestions on the quality and usefulness of the document. Your feedback is important to us. If you have a query that is not covered in this user guide or if you still need assistance, please contact documentation team.

3 Error Codes and Messages

This topic contains the error codes and messages.

Table 1: Error Codes and Messages

| Error Code | Messages |
|--------------|--|
| GCS-SAV-001 | Record already exists |
| ORCH-0001 | The system is unable to complete the task. Contact your supervisor. |
| ORCH-0002 | Error in retrieving subordinates list. |
| ORCH-1001 | Invalid operator is used in query criteria. |
| ORCH-1002 | Found invalid field/s in query criteria. It allows only following fields (case sensitive): |
| ORCH-1003 | Header or both headers are missing the request. |
| ORCH-1004 | Invalid User/ branch in request. |
| ORCH-1005 | Invalid query task type. Please use one of the given types: |
| ORCH-1006 | Invalid task Id, please pass a valid task ID |
| ORCH-1007 | TaskId should not be null, please pass a task Id in the body |
| ORCH-1008 | In the body transaction model should not be empty |
| ORCH-1009 | Current User cannot update the given task |
| ORCH-1010 | Task which is completed cannot be updated. |
| ORCH-1011 | Task must be in ACQUIRED state for update. |
| ORCH-1012 | Invalid Supervisor/ branch in request. |
| file_error | Please upload json file only |
| select_error | Please select once process |

4 Index

| | |
|---------------------------------------|----|
| Awaiting Customer Clarification | 2 |
| Business Process Maintenance | 13 |
| Completed Tasks | 3 |
| Free Tasks | 4 |
| Hold Tasks | 6 |
| My Tasks | 7 |
| Process List Screen | 13 |
| Process Management Screen..... | 14 |
| Search | 9 |
| Supervisor Tasks | 11 |
| Task Menu..... | 1 |
| Verify & Submit Screen | 17 |