Oracle®Financial Crime and Compliance Management Investigation Hub Cloud Service

Using Investigation Hub

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OracleFinancial Crime and Compliance Management Investigation Hub Cloud Service Using Investigation Hub, Release 24.2.1

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Contents

Preface

Using Investigation Hub helps case investigators with an enriched contextualized view of the case, consolidating data from multiple sources and providing graph view and ML insights to enhance the investigation experience. The purpose of this application is to help Case Analysts and Case Supervisors search, investigate, and take action on cases.

Audience

This document is intended for users who are responsible for provisioning and activating Oracle FCCM Investigation Hub Cloud Service or for adding other users who would manage the services, or for users who want to develop Oracle Cloud applications.

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- Oracle Public Cloud: http://cloud.oracle.com
- Community: Use https://community.oracle.com/customerconnect/ to get information from experts at Oracle, the partner community, and other users.
- Training: Take courses on Oracle Cloud from https://education.oracle.com/oracle-cloud-learning-subscriptions.

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

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About Investigation Hub

Investigation Hub Cloud Service provides case investigators with an enriched contextualized view of the case, consolidating data from multiple sources and providing graph view and ML insights to enhance the investigation experience. The purpose of this application is to help Case Analysts and Case Supervisors search, investigate, and take action on cases.

Key Features

The key features of the application include the following:

- Searching Cases and filter based on Case IDs, search criteria, and Views.
- Investigating Cases by performing an in-depth analysis using detailed information provided for each case.
- Reslove cases (Acting on Cases) by taking appropriate actions on cases.
- Generating Dossier of the pertinent information on the case as a summary and to tailor the information passed to Regulatory Reporting Cloud Service.

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 Investigation Hub.

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Getting Started

This section provides step-by-step instructions to log in to the application.

Accessing the Application

To access the application, follow these steps:

1. Enter URL in the web browser.
2. The **Oracle Cloud** login page is displayed.
3. Enter your **User Name** and **Password**.
4. Click **Sign In**. The Applications landing page is displayed.
5. Click **Application Navigation** icon at the top left corner and the **Navigation List** displays the **Oracle Financial Services Crime and Compliance Management Anti Money Laundering Cloud Service** module.
6. Click **Oracle Financial Services Crime and Compliance Management Anti Money Laundering Cloud Service**. The menu options are displayed.
7. Click **Investigation Hub**. The Investigation Hub Home page is displayed.

3 Searching Cases

This section describes multiple ways to search cases and select a case for investigation.

About Case List View Page

The Case List View page displays list of all cases and if you want to view cases that are assigned to you by clicking the **My Cases** button. Based on your role privileges, you can select a case by clicking the corresponding Case ID link to view the details, analyze, and resolve it.

Table 3-1 Case List and Search - Columns and Descriptions

Column	Description
Case ID	The unique case identification number. This is a link navigate to the Case Summary Page for further analysis.
Case Title	The title of the case. This will be generated automatically, based on the Case Type. You can also edit the Case Title on the Case Context page.
Case Description	The description of the case.
Priority	The priority which has been assigned to the case. Possible options are High, Medium, and Low.
Case Type	A logical grouping of cases. For example, AML, CS, and KYC. **NOTE:** The supported case types are **AML_SURV**, **CS** and **TF_RT** cases.
Case Status	Status the case is currently in. For example, New, Investigation, Pending Review, and Closed.
Reason	The reason selected for the last resolution action performed.
Case Age	Specify a case's age in the number of days. A case's age is calculated as the number of calendar days between its date of creation and the current date.
Due Date	Date by which action must be taken on the case.
Events Count	The number of events associated with this case.
Assignee	The user to this case is currently assigned to.
Start Date of Activity	Start date of the case events.
End Date of Activity	End date of the case events.
Scenarios	The scenario associated with this case event.
Entity Risk	Displays risk of the primary entity.
Action	Action to be taken on the respective Case ID. The options are Evidence, Status, Assignee, Case Details, Transactions, and Audit History. For more information on action, see the Using Actions section.

> **Note:**
>
> The columns can be customized using the **Actions** menu. For more information, see the Using Interactive Reports section.

On the Case List View page, click the **Case ID** link to view details of the selected case. When you return to the Case List View page after viewing a case, any tabs that you have opened, search criteria you have applied, or pagination settings are retained.

Viewing Cases

You can view the cases assigned to you using the **My Cases** button. By default, the page is loaded with **All Cases**.

Using the Search Bar

You can filter, search and customize the reports by using options on the search bar. For more information, see the Using Interactive Reports section.

Using the Column Heading Option

Clicking a column heading in an interactive report displays the Column Heading option. The options are:

- **Sort Ascending**: Sorts the report by the column in ascending order.
- **Sort Descending**: Sorts the report by the column in descending order.
- **Hide Column**: Hides the column.
- **Control Break**: Creates a break group on the column. This pulls the column out of the report as a master record. For more information, see the Creating a Control Break section.
- **Filter**: Enter a case-insensitive search criteria. Entering a value reduces the list of values at the bottom of the menu. You can then select a value from the bottom. The selected value will be created as a filter using either the `equal sign (=)` or `contains` depending on the List of Values Column Filter Type.

4 Investigating Cases

This section explains how to investigate cases and determine the actions to resolve them.

4.1 Investigating AML Cases

This section describes how to investigate the AML_SURV case type.

4.1.1 Using Case View

This section describes case details and the related information of the selected AML_SURV case type.

You can view case details at the top of the Case Summary Page. Users can investigate cases in either Case View or Entity View.

> **Note:**
>
> By default, **Case View** is displayed on the Case Summary Page. Click on the **Entity View** button to view the entity details. For more information about entity view, see the Using Entity View section.

The case details are:

- **Case Status**: Current status of the case. The statuses are **New**, **Assigned**, **Investigation**, **Pending Review**, and **Closed**.
- **Priority**: The priority which has been assigned to the case. The options are **High** and **Low**.
- **Case Type**: The type of case is selected. It is applicable only for the AML_SURV case type.
- **Case ID**: The selected case identification number for investigation. It is applicable only for the CS case type.
- **Created Date**: The date when the case is created.
- **Closed Date**: The date when the case is closed.
- **Due Date**: The date by which action must be taken on the case.
- **Jurisdiction**: The jurisdiction, such as geographic locations and legal boundaries, to which this case belongs.

For AML_SURV case type, user can view the following options:

- Acting on Cases
- Using Case View/Using Entity View
- Generating Dossier

Case Details and Description

The Case Details and Description section provides detailed information about the case. The sections displayed will be based on the type of case you are viewing. You can view high-level case information in the Case Information section at the top of the page.

On the Case List View page, click the **Case ID** link to open the Case Details and Description in a new window. The Case Details and Description includes the Case Events, Primary Entity, Alerted Transactions Graph, Alerted Transactions, and Accounts.

Case Events

Use the Case Events section to view complete details of events associated with the selected case and identify if they are relevant to the case. You can view case events in either card view or list view using **Card View** and **List View** buttons, respectively. By default, the case event is displayed with a **Card View**.

Click on any **Event** pane to view the following sections:

- Event Details: It includes the reason the event was generated.
- Transaction Details: The transaction details which are relevant to the event.
- Threshold Breach: The polar chart depicts the selected Case Event's relevant data.

> **Note:**
>
> To view case events detail through List View, follow these steps:
>
> 1. Click **List View**.
> 2. Click **View Detail** hyperlink to view the Event Details.

Event Details

The Event Details pane displays a complete description of the events associated with the selected case. Events can be focused on customers, accounts, or external entities. This section also displays the details of the scenario or ML model that triggered this event.

Table 4-1 Event Details - Fields and Descriptions

Field	Description
Mark as Relevant	Enable the check box if events are relevant to this case. If it is enabled, the case events are displayed as relevant **NOTE:** Marking events as relevant determines if they are included in any regulatory report and will be used to improve the relevance of events in cases in the future.
Score	Displays the score for the event.
Event ID	Displays the ID for the event.

Table 4-1 (Cont.) Event Details - Fields and Descriptions

Field	Description
Event Reason	The reason event was generated.
Scenario ID	Displays the ID of the scenario used to create the event.
Evented Date	Displays the date this event was created.

Transaction Details

The Event Details pane lists all transactions associated with this event.

Table 4-2 Transactions - Fields and Descriptions

Field	Description
Transaction ID	The unique identification number of the transaction.
Transaction Date	The date on which this transaction was conducted.
Amount	The monetary value of the funds transferred via this transaction.
Originator ID	The ID of the party who is the originator of the transaction.
Originator Name	The Name of the party who is the originator of the transaction.
Beneficiary ID	The ID of the party who is the beneficiary of the transaction.
Beneficiary Name	The Name of the party who is the beneficiary of the transaction.
Added Date	Displays the date when this beneficiary was created.

Sort Transactions

To sort transactions in the list, follow these steps:

1. In the Transactions list of the **Transactions** tab, select a column (for example, Transaction ID, and so on).
2. Sort in ascending or descending order by clicking the up or down arrow buttons.

Threshold Breach

This polar chart displays the selected Case Event's relevant data which helps to determine relevance.

Primary Entity

The Primary Entity section provides details about the primary subject of the investigation, such as Risk Score, Overall SAR score, Entity Name, and so on. For any case created by the system, the Primary Entity will be automatically provided based on the events associated with the case.

Click **View SAR(s)** hyperlink to show previous SARs filed for the primary entity.

Alerted Transactions

You can view the total transactions amount and count in the graphical view and transactions list view by clicking the Alerted Transactions tabs. By default, the Alerted Transactions Graph is displayed. In the graph, the left column displays the total transaction amount, and the right column displays the transaction count.

The list displays the list of all transactions associated with this case. To use the search bar options on the **Alerted Transaction** tab, see the Using Interactive Reports section.

Accounts

Click **Accounts** tab to view the details of accounts associated with the selected case

Adding Accounts

> **Note:**
>
> You cannot add an account when status of the case is closed.

To add an account of the selected case, follow these steps:

1. Click **Add Accounts**. The Select Account pane is displayed.
2. Select the required check box(es) and click **Add Accounts**. The selected account(s) is added successfully to the case.

Table 4-3 Transactions - Fields and Descriptions

Field	Description
Account ID	Displays the Account ID for this account.
Internal Account ID	Displays the Internal Account ID for this account.
Account Type	Displays the account type for this account (for example, Savings, Investment, and so on).
Current Balance	Displays the current balance for this account.
Account Status	Displays the status of this account. The statuses are Active and Inactive.
Age	Displays the account's age in the number of days.
Last Transaction Date	The date on which this transaction was conducted.
Account Open Date	The date on which this account was opened.
Effective Risk	Level of effective risk associated with this account.

> **Note:**
>
> To use the search bar options, see the Using Interactive Reports section.

4.1.2 Using Entity View

This section provides information to view a complete list and description of entities associated with the selected case.

On the Case Summary page, click on the **Entity View** button to view the entity details. The Entity Details page contains the following sections.

Selecting an Entity

From the **Entity Details** drop-down list, select the entity. The available entities are **internal entities (customers)** and **external entities**.

> **Note:**
>
> Users can delete entities associated with the case using the **Delete** option, but you cannot delete the primary entity of the case.

Adding an Entity

You can add either internal entities (customers) or external entities using the **Add Entity**button.

> **Note:**
>
> You cannot add entity when status of the case is closed.

To add an entity, follow these steps:

1. Click **Add Entity**. The select Entity pane is displayed.

Table 4-4 Entity List - Fields and Descriptions

Field	Description
Add Entity	Add a new entity to the case.
Customer ID	Displays the Customer ID of this Entity.
Internal ID	Displays the Internal ID of this Entity.
Full Name	Displays the Full Name of this Entity.
Tax ID	Displays the Tax ID of this Entity.
Customer Type	Displays the type of customers of this Entity.
Entity Type	Displays the Entity Type. The types are Customer and External.
Organization Name	Displays the Organization Name of this Entity.
Phone	Displays the phone number of this entity.
Email	Displays the Email ID of this entity.
Address	Displays the address information of this entity.

2. Click **Add Entity** ⊞ icon to add a new entity to the case. The **Add Entity** pane is displayed.
3. Select the **Involvement Type** from the drop-down list. The available options are:
   - Conductor
   - Not Involved
   - Other

- Suspect
- Unknown
- Victim
- Witness

4. Click **Add Entity**. The newly added records are displayed in the Entity list.

> **Note:**
>
> To apply the filter to narrow down your search, click on the **Search** bar and select the required filter options from the drop-down list. The available options are Customer Type, and Entity Type.
>
> For example, if Entity Type is selected then select the required options. The options are Internal Entity and External Entity.

Profile Summary

This section displays the profile summary of the entity. Click on the **Profile Summary** hyperlink to view more information about this entity, such as Details, Customer Info, Shared attributes, Additional Involvement and Related accounts.

> **Note:**
>
> To update **Involvement Type** for the particular entity, follow these steps:
>
> 1. Click **Profile Summary** hyperlink to view the Profile page.
> 2. Click **Update** hyperlink on the Involvement Type. The **Set Involvement Type** pane is displayed.
> 3. Select the required **Involvement Type** from the drop-down list.
> 4. Click **Update Involvement Type**. The entity is updated with the selected Involvement Type.

Risk Summary

This section displays the risk summary of the entity. Click on the **Risk Summary** hyperlink to view more information about this entity, such as Adverse Media Scans, Risk Summary, Risk Score History, and Watch List Scans.

Compliance Summary

This section displays the compliance summary of the entity. Click on the **Compliance Summary** hyperlink to view more information about this entity, such as Case Details, Events, SARs, Timeline, and so on.

To view the compliance summary details, follow these steps:

1. Click on the **Compliance Summary** hyperlink. The Compliance Summary pane is displayed.

2. Click **View SAR, Event and Case Details** hyperlink. The SAR(s), Events and Case Details pane is displayed. You can view SAR(s), Events and Case Details in detail.

> **Note:**
>
> To use the search bar options, see the Using Interactive Reports section.

3. Click **Cancel** to close the pane.

In the **Top Case List** section,

- You can view the top case lists that are associated with this entity.

In the **Timeline** section,

- You can view the timeline for the actual events.

Account Data

This section displays the account summary of the entity. Click on the **Account Summary** hyperlink to view more information about this entity, such as Account, Account Detail, Account Stats Current Year, Source of Funds, and so on.

You can navigate to the following sections by clicking the **Account Summary** hyperlink on the Entity View page.

Account Detail

You can view the account information in detail.

Account Stats Current Year

You can view average and current amounts for deposits and withdrawals made in the current year.

Channel Utilization

This chart displays the channel utilization for the selected account.

Transaction History and List View Tabs

This section displays the withdrawal and deposit amounts for the selected account. You can view this transaction history periodically using the **From** and **TO** drop-down lists.

List View Tab

This section lists all the transaction information for the selected account.

Note:

- You can view the alerted transaction list which is tagged as **Alerted** in the **Alerted Flag** column. It also displays the Case and Event IDs that are associated with this transaction.
- To use the search bar options, see the Using Interactive Reports section.
- Enable **Alerted Transactions** toggle switch to the right to view the transaction amount to be alerted.

Source of Funds

This graph represents the source of funds for the selected account.

Most Common Counter Party

This graph represents which counter party is most active on the account. You can view data in the list view by clicking the **List View** button. By default, it is displayed as **Chart View**.

Customer Activity (Current vs. Prior Year)

This graph compares the selected account's current and prior years of customer activity.

4.1.3 Viewing an Entity Graph

This section displays a graphical representation of the case consisting of Customers, Accounts, and Derived Entity (External Entity) involved in the selected case.

Note:

This section is applicable only for the **AML_SURV** case type.

- Customers, Accounts, External Entities, Cases, and Events are displayed as nodes.
- The relationships which occur between these nodes display as links. Edges may be relationships between the nodes like a customer having an account, similarity edges, and relationship edges to show linked entities or transactions.
- Back-office transactions are not displayed in this graph.

To customize the graph, follow these steps:

1. Right-click on the individual icon to view the details. For example, if you right-click on the account, then view the details such as Address, Business Domain, City, Entity type, Jurisdiction, and so on.
    - Click **Expand - Fetch neighbors based on configurable hop count** to expand that particular node 1 hop in each direction to view the additional information about Account/Customer/Derived Entity.

> **Note:**
>
> You can expand graph from any given node 1 hop in each direction using **Expand - Fetch neighbors based on configurable hop count**.

- Click **Drop - Delete selected vertices and edges** to remove vertices and edges from the network.
- Click **Focus - Drops everything and fetches n-hop neighbors of selected vertices** to focus only from the network.

2. On the right pane, click on the individual check box such as Account, Case, Customer, Event and so on to unlink from the case.
3. Click **Update Graph Data** to view the updated graph based on changes made in the transactions and the entities of the case. For example, if users remove a customer from the graph and then click Update Graph Data, then a decision needs to be made whether to remove the accounts for that customer, and the associated transactions tied to the accounts will be removed from the list of case transactions and will not be included in the dossier.
4. Click **Network Evolution** to visualize evolution of the entity graph.
   - Click **Play Network Evolution** icon to view the network evolution in the case.
   - Click **Reset Network Evolution** icon to reset the network evolution.
     To control network evolution settings, follow these steps:

   a. Click **Settings**. The Network Evolution Settings pane is displayed.

   Table 4-5 Network Evolution Settings pane - Fields and Descriptions

Field	Description
Based on	Select type from the drop-down list based on which network evolution to be performed . The available options are Vertices, Edges, Vertices and Edges.
Increment	Enter increment value for which network evolution chart to be incremented.
Time Unit	Select time unit from the drop-down list for X-axis of the network evolution chart. The available options are Second, Minute, Hour, Day, Week, Month, and Year.
Chart Type	Select chart type from the drop-down list. The available options are Bar chart and Line chart.
Height (in px)	Enter height of the network evolution chart (in pixels) to be displayed.
Milliseconds Between Steps	Enter milliseconds between the steps to control speed of the network evolution.
Number of Items per Step	Enter number to control vertices/edges changes per step.

   b. Click **Reset to Default** to retain the default settings.

   c. Click **Save** to save the updated changes.
5. Click **Full Screen** to expand a graph and view the graph in full-screen mode for better investigation process.

6. Click **UI Setting** button to customize the graphical representation. The Graph UI Settings pane is displayed.
   - Click **Edit** and select the cell that you want to be added/edited
   - Click **Save** to save your updates.
     Or
   - Click **Reset to Default** to retain the default settings.
7. Click **Move/Zoom** icon to move the graph and also zoom in or zoom out based on your requirement.
8. Click **Fit to Screen** icon to fit the graph as per page size.
9. Click **Toggles Sticky Mode** icon to press the keys in a key combination in sequence rather than simultaneously.
10. Click **History** button to view the actions carried out in the graph.

4.1.4 Viewing the Transaction List

This section describes list of all transaction details associated with the case.

> **Note:**
>
> - This section is applicable only for the **AML_SURV** case type.
> - You cannot add/remove transactions when status of the case is closed.
> - You can view the alerted transaction list which is tagged as **Alerted** in the **Is Alerted** column.
> - To use the search bar options, see the Using Interactive Reports section.

Click **Transaction List** tab to view lists of all transaction.

To add transaction, follow these steps:

1. Click **Add Transactions**. The Add Transactions pane is displayed.
2. Select the required check box(es) and click **Add Transactions**. The selected transaction(s) is added successfully to the case.

   If you want to remove transactions, select the required check box(es) and click **Remove Transactions**. The selected transaction(s) is removed successfully from the case.

4.1.5 Acting on Cases

This section describes how to take action on the selected case(s).

4.1.5.1 Using Actions

The Actions menu has several options that you can take on a selected case(s). The options are based on the case type, case status, and the user role for the selected case(s).

> **Note:**
>
> - You should be assignee for the case to take an appropriate action except to the assignee action.
> - If the case is locked, then you can assign the case to you and take the appropriate actions. For more information about assigning cases, see the Assigning the Cases section.

4.1.5.1.1 Uploading the Evidence

You can upload evidence to cases in order to provide more insight into the case being investigated.

> **Note:**
>
> - You should be assignee for the case to take action.
> - You cannot take action when status of the case is closed.
> - In the **Current Evidence**, you can view all the evidences that are uploaded to the case .
> - For **Bulk Action**, user cannot view evidence history in the Current Evidence group.

To upload the evidence, follow these steps:

1. Click **Actions** menu and select **Evidence**. The Evidence pane is displayed.
2. Click **Add** + icon and select the required file from the local machine.
3. Click **Open** to add the evidence file.
4. Enter the **comments** about this evidence.
5. Click **Upload**. The evidence is uploaded successfully to the case.

4.1.5.1.2 Updating the Status

You can update case status based on the investigation.

> **Note:**
>
> - You should be assignee for the case to take action.
> - To take action on a case for an Analyst User, the User should be mapped to the CM Analyst User Group (CMANALYSTGRP) along with the IHUB Analyst User Group (IHUBANALYSTGRP).
> - To take action on a case for Supervisor User, the User should be mapped to the CM Supervisor User Group (CMSUPERVISORGRP) along with the IHUB Supervisor User Group (IHUBSUPERVISORGRP).
> - If you want to take an action dependent on a dossier that you have created, you need to do that from within the dossier.
> - In the **Status History**, you can view the statuses in the order from which they were entered to the most recent on top to view the case progress.
>
> To update the status, follow these steps:

1. Click **Actions** menu and select **Status**. The Status pane is displayed.
2. Select **Action** from the drop-down list.
3. Select **Reason** from the drop-down list.
4. Enter the **comments** about this case status.
5. Click **Submit**. The status is updated successfully.

4.1.5.1.2.1 Closing the Cases

Users can close cases based on the investigation.

To close the case(s), follow these steps:

For a Single AML_SURV Case

1. On the Case List View page, click **Actions** and select **Status** .The Status pane is displayed.
2. Create a dossier and select **Close Case** from the **Action** drop-down list. For more information on creating the dossier, see the Generating Dossier section.
3. Click **Submit**. The case is closed with attached dossier.

For a Single CS Case

1. On the Case List View page, click **Actions** and select **Status** .The Status pane is displayed.
2. From the **Action** drop-down list, select the desired **Close** Action.
3. Click **Submit**. The case will be closed.

For Bulk Action

1. On the Case List View page, select the cases that are to be closed.
2. Click **Bulk Action** and select **Status**. The Status pane is displayed.
3. From the **Action** drop-down list, select the desired **Close** action.
4. Click **Submit**. The selected cases will be closed.

> **Note:**
>
> If the case type is **AML_SURV**, the dossiers are created automatically for all the selected cases and then cases will be closed.

4.1.5.1.3 Assigning the Cases

You can assign a case to another user to investigate the case.

> **Note:**
>
> In the Assignee History, you can view the assignees in the order from which they were entered to the most recent on top to view the case progress.

To update the assignee, follow these steps:

1. Click **Actions** menu and select **Assignee**. The Assignee pane is displayed.
2. From the **Assignee** drop-down list, select the user that you want to assign case.
3. Click **Submit**. The case is updated with the new assignee.

4.1.5.1.4 Updating the Narrative

Use the Narrative option to capture any narrative surrounding the analysis of a case that has helped you decide how to dispose the case.

> **Note:**
>
> - You should be assignee for the case to take action.
> - You cannot take action when status of the case is closed.
> - If you want to apply the current narrative as a template for the case then use Apply Template.

The narrative exists as a single data element on a case, which allows you to add and maintain that narrative.

To update the narrative, follow these steps:

1. Click **Actions** menu and select **Narrative**. The Case Narrative pane is displayed.
2. Enter your analysis in the **Message Text** and format as required.
   - If you want to reset the previous narrative, then click **Reset Case Narrative**.
3. Click **Save Case Narrative**. The case is updated with the new narrative.

4.1.5.1.5 Updating the Case Details

You can update the priority and due date of the selected case and provide comments.

> **Note:**
>
> - You should be assignee for the case to take action.
> - You cannot take action when status of the case is closed.
> - In the **Update History**, you can view the case's history in terms of case priority and due date related changes in the order from which they were entered to the most recent change on top.

To update the case details, follow these steps:

1. Click **Actions** menu and select **Case Details**. The Case Details pane is displayed.
2. Select case priority from the **Priority** drop-down list. The options are **High**, **Medium**, and **Low**.
3. Update the **Due Date** by entering a date into the text box or by selecting a date from the calendar.
4. Enter **Comments** about this case update.
5. Click **Submit**. The case is updated with new changes.

4.1.5.1.6 Adding Transactions

You can add transactions to the selected case.

> **Note:**
>
> - You should be assignee for the case to take action.
> - You cannot take action when status of the case is closed.
> - To use the search bar options, see the Using Interactive Reports section.

To add transactions, follow these steps:

1. Click **Actions** menu and select **Transactions**. The Transactions pane is displayed.
2. Select the required transaction check box(es) and click **Add Transactions**. The selected transaction is added to the case.

4.1.5.1.7 Viewing the Audit History

When an action is taken on a case that leads to a change of status or value, such as a transaction is added, the Case Assignee is updated, and so on, the change is recorded in the Audit History.

This allows you to understand who performed an action, why it was taken, when the action occurred, and what the value was before the change was made.

> **Note:**
>
> To use the search bar options, see the Using Interactive Reports section.

For AML_SURV Cases

To view audit history for AML_SURV case type, follow the step:

1. Click Actions menu and select Audit History. The Audit History for Case ID pane is displayed.

It displays record of all actions taken on a case with the following types of details:

- **Date**: When the action was taken.
- **Action**: The specific action which was taken.
- **Before**: The value or status prior to this action being taken.
- **After**: The updated value or status after this action was taken.
- **Comments**: Comments given by the user when the action was taken. If the action was taken by the system, such as an automated status update, this field will be blank.
- **Action Taken By**: Who the action was taken.

For CS Cases

On **Case Summary** page, click **Audit History** to view record of all actions taken on the selected case.

4.1.5.2 Updating Bulk Action

Users can take action on multiple cases using Bulk Action instead of taking individual case for action.

> **Note:**
>
> The Bulk Action is possible only for the following cases:
>
> - You should be the assignee for all the selected cases except Assignee action where any users can change assignee of the case.
> - The case type and case status should be the same for all the selected cases.
> - The Bulk Action button is enabled, if at least one Case ID is selected.
>
> To take action on the multiple cases, follow these steps:

1. On the Case List View page, select the cases.
2. Click **Bulk Action** and select **Actions**. The actions are **Evidence**, **Status**, **Assignee**, and **Case Details**. For more information on the case actions, see the Using Actions section.

4.1.5.3 Generating Dossier

The dossier will be created after reviewing all the case information and a summary of the relevant case information and the dossier will be used for regulatory reporting.

> **Note:**
>
> - You should be assignee for the case to generate dossier.
> - This section is applicable only for the **AML_SURV** case type.
> - You cannot take action when status of the case is closed.

To generate a dossier for the case, follow these steps:

1. Navigate to the Case Summary page.
2. From the **Dossier** menu, select **Generate Dossier**. The Dossier for Case ID Investigation page is displayed.
3. Click **Start** to generate a dossier by the following process.

4.1.5.3.1 Viewing Case Details, Description and Narrative

This section describes the Case Details and Description, Primary Entity, case narrative, case events, evidence details and alerted transactions of the selected case.

You can verify details and update the following groups if required:

Case Narrative

To update narrative, follow these steps:

1. Click **Update Narrative**, enter your analysis in the **Case Narrative** field and format as required.
2. Click **Save Case Narrative**. This is the final opportunity to make any changes to the Case Narrative which will be used in the final dossier and any regulatory filing.

Case Events

Displays the case events associated with the case.

- Click the **Update Relevant Events** button and the Update Dossier Relevant Events pane is displayed. Select the required event by clicking the check box and click **Update**. The selected event(s) is marked as "Relevant".

This is an opportunity to mark which alerts are relevant for the final case summary and regulatory filing.

Alerted Transactions

Click on the **Alerted Transactions** tab to view the list of all transactions for this case. This is the final opportunity to add/remove transactions for the final case summary and regulatory filing.

Add Transactions

To add transaction, follow these steps:

1. Click **Add Transaction** and the Add Transaction pane is displayed.
2. Select the required transaction by clicking the check box and click **Add Transaction**. The selected transaction is added successfully to the dossier.

Remove Transactions

To remove transaction, follow these steps:

1. Click **Remove Transaction** and the Remove Transaction pane is displayed.
2. Select the required transaction by clicking the check box and click **Remove Transaction**. The selected transaction is removed successfully from the dossier only and not from the case.

Evidence Details

Users can add/view evidence in the cases.

Add/View Evidence

Click **Add/View Evidence**. The Evidence pane is displayed. For more information on uploading evidence, see the Uploading the Evidence section.

After verifying all the details, click **Continue** to navigate to the Entity details & related entities page.

> **Note:**
>
> - Click **Skip** to skip the particular section, assuming all the data is correct, and move to the next section to generate the dossier.
> - Click **Save** to save the changes.
> - Click **Cancel** to cancel the process for generating the dossier.

4.1.5.3.2 Viewing Entity and Related Entities Details

This section describes the number of entities and related entities associated with the selected case.

You can add/remove entities in this section using the **Add Entity** and **Remove Entity** buttons.

To add a new entity, follow these steps:

1. Click **Add Entity**. The Add Entity pane is displayed.
2. Select the entity that you want to add to this case using the corresponding check box.
   - You can also search for the entity name in the **Search** box and select the check box with the applied filter.
3. Click **Add Entity**. The selected entity is added successfully to the case.

To remove the entity, follow these steps:

4. Click **Remove Entity**. The Remove Entity pane is displayed.
5. Select the entity that you want to remove from this case using the corresponding check box.
6. Click **Remove Entity**. The selected entity is removed successfully from the dossier only but not from the case.

   > **Note:**
   >
   > - These steps are required only if you are removing the entity.
   > - You cannot remove the **Primary Entity**.

7. After viewing the entity details, click **Continue** to navigate to the Accounts page.

4.1.5.3.3 Viewing Accounts

This section describes the number of accounts associated with the selected case.

To add a new account, follow these steps:

1. Click **Add Account**. The Add Account pane is displayed.
2. Click on the **Search** box and select **Account Type**.

3. Select the account that you want to add to this case using the corresponding check box.
4. Click **Add Account(s)**. The selected account is added successfully to the case.

To remove the account, follow these steps:

5. Click **Remove Account(s)**. The Remove Account(s) pane is displayed.
6. Select the account that you want to remove from this case using the corresponding check box.
7. Click **Remove Account(s)**. The selected account is removed successfully.

> **Note:**
>
> The account will be removed from the dossier only but not from the case.

8. After viewing the account details, click **Continue** to navigate to the Graph page.

4.1.5.3.4 Viewing Graph

This section displays the graph snapshot and transactions list of the selected case.

By default, graph visualization is displayed and click the **Transactions** tab to view transaction information associated with the case.

> **Note:**
>
> For more information about the graph, see the Viewing an Entity Graph section.

After viewing the graph details, click **Continue** to navigate to the Review page.

4.1.5.3.5 Reviewing Cases

This section displays all the details that are associated with the cases.

You can review the details and click **Continue** to navigate to the Complete dossier page.

4.1.5.3.6 Completing Dossier

This section provides information for completing the dossier creation process.

To complete the dossier, follow these steps:

1. From the drop-down list, select **Action**.
2. From the drop-down list, select **Reason**.
3. Enter your comments in the **Comments** field.
4. Click **Continue**. The dossier is generated successfully for the case and it will be used for regulatory reporting.

4.2 Investigating CS Cases

There are a number of case types for Customer Screening cases which correspond to the source of the data and the categorization of the watchlist record for example CS_SAN are sanctions matches on customer records.

For any CS case types user can view the following options:

- Viewing the Audit History
- Using Case View / Using Entity View

Event Details

Users can view event and customer details associated with the case and you can also filter the case details, either **Event ID** or **Match quality** using **Sort By** drop-down list.

The status of all events associated with the case is always **Open**. Based on your investigation, change the event status from Open to Closure (Closed as **True Positive** or **False Positive**).

> **Note:**
>
> Once the Event ID has been set to **False Positive**, after the investigation you can also change the Event ID status from **False Positive** to **True Positive** vice versa.

Click on the **Event ID** hyperlink to view the information such as Customer and Watchlist Details associated with the Event.

4.3 Investigating TF Cases

Transaction Filtering is a Sanctions screening system that identifies Individuals, entities, cities, countries, goods, ports, BICs, and Stop keywords that may be suspicious, restricted, or sanctioned in relation to a financial transaction that is processed through the TF application.

The application enables you to integrate with any clearing or payment system, accept messages from the source system, and scan them against different watch lists maintained within the application to identify any suspicious data present within the message. The TF application supports scanning of messaging systems that are SWIFT, ISO20022, and Fedwire.

> **Note:**
>
> This section is applicable only for the **TF_RT** case type.

On the Case List View page, select the Transaction Filtering case and user can view the following sections.

Case Context

You can view case details at the top of the Case Summary Page. The case details are:

- **Priority**: The priority which has been assigned to the case. The options are High, Medium, and Low.
- **Case Type**: The type of case is selected.
- **Status**: Current status of the case. The statuses are New, Assigned, Investigation, Escalated, Blocked, Rejected, Released and Closed.
- **Message Type**: Displays the message type details.
- **Case Due Date and Time**: Displays the case due date with time.
- **Transaction Reference**: Displays the transaction reference details.
- **Message Reference**: Displays the message reference details.
- **Amount**: Displays the transaction amount value details.
- **Audit History**: Click **Audit History** to view the record of all actions taken on the selected case. For more information, see the Viewing the Audit History section.
- **Case Details**: Click **Case Details** to view basic details about the case. The details include Transaction Details, Reference Information, Message, comments, Attachments, etc.

Case Details and Description

The case description is derived based on the template set by the Admin in the **Manage Case Templates** UI. The default template for the TF_RT case is the **Transaction Filtering Case Summary Template for the TF_RT template**. If you want to update the Substitution Variables, then you can update the following variables for the TF_RT case type:

- TXN_AMT
- TXN_DIRECTION
- MESSAGE_CATEGORY
- MSG_TYPE
- TXN_DATE

For more information on how to update case template, see the Updating Case Template section.

Event

This section describes the message transferred from the Originator (Details of the party who is the originator of the transaction) to the Beneficiary (Details of the party who is the beneficiary of the transaction). The messages are:

- **Raw Message**: The raw message is displayed from the JSON file and highlights the corresponding match when an event is selected.
- **Structured Message**: This will display transaction details in a structured manner, such as sender, receiver, originator identifier, destination country, and so on.

Event Status

This section describes different types of status based on the action. The available statuses are **Pending**, **Clean**, and **Suspicious**. By default, all the events are in **Pending** status except the approved exemption events.

WatchList Summary

This watchlist summary displays details associated with the event. This section displays the watch list details that match with case details. This helps in the analysis of the case and in deciding whether to release or block the transaction. A unique Record ID is assigned to every watchlist/sanctioned record. The supported watchlist types are:

- OFAC Reference Data
- WC STANDARD
- WC Premium
- EU Reference Data
- HM Treasury Reference Data
- UN Reference Data
- Dow Jones Watchlist
- Private Watchlist
- Prohibited Identifier Watchlist
- Prohibited Country Watchlist
- Prohibited City Watchlist
- Prohibited Goods Watchlist
- Prohibited Ports Watchlist
- Stop Words Watchlist

> **Note:**
>
> This will display only when selecting at least one event on the left pane.

4.3.1 Event Decision

This section describes how to take decision for the particular event.

To take decision on the particular event, follow these steps:

1. On the left pane, select the **Event**.
2. Select the **Event Decision** type. The types are **Clean** and **Suspicious**.
3. Enter your comments in the **Comments** field. This field is optional.
4. Select the reason from the **Standard Reasons** drop-down list. The reasons will be different based on the selected decision type.
5. Click **Save**. Once saved, the event will be displayed on the **Clean**/**Suspicious** tab.

> **Note:**
>
> Enable the select all check box to make a decision for events at page level. All events will be decided only on the selected page. If you need to decide the remaining events, navigate to the next page and perform the same action again to decide all events on the particular page.

4.3.2 Event Exemption

This section describes how to add an exemption to the event.

To add an exemption to the event, follow these steps:

1. On the left pane, select the **Event**.
2. Click **Add To Exemption**. The Add Exemptions pane is displayed.

   > **Note:**
   >
   > - **Add To Exemption** button is enabled when matching type is NameAndAddress or Narrative.
   > - To create an exemption or to exempt a string, the user must select only one event rather than selecting all events.
   > - Once the exemption for matching type is approved for a particular duration, any further cases generated with such matching type will be automatically moved to **Clean** status.

3. Enter the exemption which you want to be matched on the event.
4. Click **Save and mark as Clean**. The event will be moved to **Clean** status, and the exemption record will be sent to the Supervisor for approval.

   > **Note:**
   >
   > - If the Supervisor takes action on the exemption, the exemption status will be updated accordingly on the event list. The exemption statuses are:
   >   – Exemption Pending
   >   – Exemption Approval
   >   – Exemption Rejected
   > - For more information on approving/rejecting the exemption, see the OFS Transaction Filtering Cloud Service Administration Guide.

4.3.3 Case Action

This section describes how to take action on the selected TF case(s).

4.3.3.1 Analyst User

The following actions are available for the Analyst user:

- **Escalate**: Analyst users can escalate when they cannot decide whether to recommend blocking or releasing the case to Supervisor.
- **Recommend Block**: The Analyst user can recommend a block for the case that requires investigation to Supervisor.
- **Recommend Release**: The Analyst user can recommend release to release the case to Supervisor.

4.3.3.1.1 Escalating the Case

This section describes how to escalate the cases when user cannot decide whether to recommend blocking or releasing the case.

To escalate the case, follow these steps:

1. On the Case Summary Page, click **Escalate**. The Escalate Case pane is displayed.
2. Select **Reason** from the drop-down list.
3. Update the **Due Date** by entering a date into the text box or by selecting a date from the calendar.

   > **Note:**
   >
   > This field is optional.

4. From the **Select Assignee** drop-down list, select Supervisor user that you want to assign the case.
5. Enter the **Comments** to explain your analysis.
6. Click **Drag and Drop**. Select the required file and click **Open** to upload the supportive documents.

   > **Note:**
   >
   > This field is optional.

7. Click **Submit**. The submission happens, the case status will be changed to **Escalated**, and the user will navigate to the Case List page.

   > **Note:**
   >
   > If you click **Submit and Next**, the case status will be **Escalated**, and the user will be navigated to the next case details for action.

4.3.3.1.2 Recommending to Block the Case

This section describes how to recommend cases to block when it is suspicious data.

To recommend case to block, follow these steps:

1. On the Case Summary Page, click **Recommend Block**. The Recommend Case to Block pane is displayed.
2. Select **Reason** from the drop-down list.
3. Update the **Due Date** by entering a date into the text box or by selecting a date from the calendar.

   > **Note:**
   >
   > This field is optional.

4. From the **Select Assignee** drop-down list, select Supervisor user that you want to assign the case.
5. Enter the **Comments** to explain your analysis.
6. Click **Drag and Drop**. Select the required file and click **Open** to upload the supportive documents.

   > **Note:**
   >
   > This field is optional.

7. Click **Submit**. The submission happens, the case status will be changed to **Block Recommended**, and the user will navigate to the Case List page.

   > **Note:**
   >
   > If you click **Submit and Next**, the case status will be **Block Recommended**, and the user will be navigated to the next case details for action.

4.3.3.1.3 Recommending to Release the Case

This section describes how to recommend case to release.

To recommend case to release, follow these steps:

1. On the Case Summary Page, click **Recommend Release**. The Recommend Case to Release pane is displayed.
2. Select **Reason** from the drop-down list.
3. Update the **Due Date** by entering a date into the text box or by selecting a date from the calendar.

> **Note:**
>
> This field is optional.

4. From the **Select Assignee** drop-down list, select Supervisor user that you want to assign the case.
5. Enter the **Comments** to explain your analysis.
6. Click **Drag and Drop**. Select the required file and click **Open** to upload the supportive documents.

> **Note:**
>
> This field is optional.

7. Click **Submit**. The submission happens, the case status will be changed to **Release Recommended**, and the user will navigate to the Case List page.

> **Note:**
>
> If you click **Submit and Next**, the case status will be **Release Recommended**, and the user will be navigated to the next case details for action.

4.3.3.2 Supervisor User

The following actions are available for the Supervisor user:

> **Note:**
>
> **For the Supervisor user, these actions enable the four-eyes approval process.**

- **Block**: Users can block the case for any suspicious transaction.
- **Release**: Users can release the case after completing the investigation.
- **Reject**: Users can reject the case that must be reanalyzed by the Analyst.

4.3.3.2.1 Blocking the Case

This section describes how to block the cases when it is suspicious data.

> **Note:**
>
> At least one event should be in **Suspicious** status for blocking the case.

To block the case, follow these steps:

1. On the Case Summary Page, click **Block**. The Block pane is displayed.
2. Select **Reason** from the drop-down list.
3. Enter the **Comments** to explain your analysis.
4. Click **Drag and Drop**. Select the required file and click **Open** to upload the supportive documents.

> **Note:**
>
> This field is optional.

5. Click **Submit**. The submission happens, the case status will be changed to **Blocked**, and the user will navigate to the Case List page.

> **Note:**
>
> If you click **Submit and Next**, the case status will be **Blocked**, and the user will be navigated to the next case details for action.

4.3.3.2.2 Rejecting the Case

This section describes how to reject cases that must be reanalyzed by the Analyst.

To reject the case, follow these steps:

1. On the Case Summary Page, click **Reject**. The Reject pane is displayed.
2. Select **Reason** from the drop-down list.
3. Update the **Due Date** by entering a date into the text box or by selecting a date from the calendar.

> **Note:**
>
> This field is optional.

4. From the **Select Assignee** drop-down list, select Analyst user that you want to assign the case.
5. Enter the **Comments** to explain your analysis.
6. Click **Drag and Drop**. Select the required file and click **Open** to upload the supportive documents.

> **Note:**
>
> This field is optional.

7. Click **Submit**. The submission happens, the case status will be changed to **Rejected**, and the user will navigate to the Case List page and it is assigned back to the Analyst.

> **Note:**
>
> If you click **Submit and Next**, the case status will be **Rejected**, and the user will be navigated to the next case details for action.

4.3.3.2.3 Releasing the Case

This section describes how to release cases after completing the investigation.

> **Note:**
>
> Release action is possible only when all the cases are in **Clean** status.

To release the case, follow these steps:

1. On the Case Summary Page, click **Release**. The Release pane is displayed.
2. Select **Reason** from the drop-down list.
3. Enter the **Comments** to explain your analysis.
4. Click **Drag and Drop**. Select the required file and click **Open** to upload the supportive documents.

   > **Note:**
   >
   > This field is optional.

5. Click **Submit**. The submission happens, the case status will be changed to **Released**, and the user will navigate to the Case List page.

   > **Note:**
   >
   > If you click **Submit and Next**, the case status will be **Released**, and the user will be navigated to the next case details for action.

5
Creating Cases

Cases are created for investigating business entities involved in potentially suspicious events.

If there is a need for investigation on an entity for which there are no open cases, then you can create a case manually and proceed with the investigation.

> **Note:**
>
> - Only users with relevant case-creation permissions can create a case.
> - Cases are created by users by entering new case information manually.
> - Cases are created based on case type and users cannot create CS cases manually.
> - Case types are displayed based on the logged-in user.

To create a case, follow these steps:

1. On the Investigation Hub page, click **Create Case**. The Select Case Attributes page is displayed.

Table 5-1 Select Case Attributes - Fields and Descriptions

Fields	Description
Case Title	Enter a Title for the new case.
Case Type	Select AML_SURV Case Type from the drop-down list.
Due Date	Select a Due Date for this case using the calendar option.
Assignee	Select Case Assignee from the drop-down list.
Business Domain	Select Business Domain from the drop-down list. By default, it is selected based on selected Case Type.
Jurisdiction	Select Jurisdiction from the drop-down list. By default, it is selected based on selected Case Type.
Case Description	Enter description for the new case.
Priority	Select the required Priority options. The options are High, Medium, and Low.

2. Click **Select Entity**. The Select an entity pane is displayed.
3. Select an entity that will be the focal entity of this case. You can either search for an entity by Entity ID or Entity Name.

> **Note:**
>
> You must select an entity with Entity Type as **Customer**/**Account**/**External Entity**.

4. Click **Continue**. The selected entity is added and displayed on the Select Case Attributes page.
5. Click **Transactions**. The Select transactions pane is displayed.

> **Note:**
>
> It is optional for adding transactions to the case.

6. Select one or more transactions to be linked to this case.
7. Click **Continue**. The selected transaction(s) is added and displayed on the Select Case Attributes page.
8. Click **Create Case**. The case is created and added to the Case List View page.

6

Accessing Investigation Hub Administration

An Administrator can Manage Case Templates, Graph UI Settings, and add Records to the list of values used in cases.

6.1 Creating Case Template

An administrator can define a template that includes substitution variables so that the investigator has a summary of the case and a starting point to begin their narrative.

To create a case template, follow these steps:

1. Click **Open Ask Oracle** icon to view the Ask Oracle page.
2. Click **Admin** menu. The Investigation Hub Administration page is displayed.
3. Click **Manage Case Templates** hyperlink. The Narrative Templates page is displayed.
4. Click **Add Template**. The Create Template page is displayed.

Table 6-1 Create Template - Fields and Descriptions

Fields	Description
Template Name	Enter the Template Name.
Template Type	Select Template Type from the drop-down list. The options are Narrative and Summary.
Case Type	Select AML_SURV Case Type from the drop-down list.
User Role	Select User Role from the drop-down list.
Template Body	Enter your analysis and format as required.

5. Click **Substitution Variables**. The Template Substitution Variables pane is displayed.
6. Select the required **Variable** hyperlink which is to be added to the template body.
7. Click **Create**. The template is created successfully.

6.2 Updating Case Template

Users can update case template based on their requirement.

To update the case template, follow these steps:

1. Click **Open Ask Oracle** icon to view the Ask Oracle page.
2. Click **Admin** menu. The Investigation Hub Administration page is displayed.
3. Click **Manage Case Templates** hyperlink. The Narrative Templates page is displayed.
4. Click on the template which you want to update. The Create Template page is displayed.

5. Update the required changes and click **Apply Changes**. The template is modified with new changes.

> **Note:**
>
> If you want to delete the template, then click **Delete**.

A

Using Interactive Reports

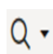
Interactive reports enable end users to customize reports.

The key features of the interactive reports are:

- Users can alter the layout of report data by selecting columns, applying filters, highlighting, and sorting.
- Users can also define breaks, aggregations, charts, group by, and add their own computations.
- Users can also set up a subscription so that an HTML version of the report will be mailed to them at a designated interval.
- Users can create multiple variations of a report and save them as named reports.

A.1 Using Select Columns To Search Icon

The Select columns to search icon displays to the left of the Search Report.

Click **Select columns to search**  icon to display a listing of all columns in the current report.

To search specific columns, follow these steps:

1. Click **Select columns to search** icon and select a column.
2. Enter keywords in the search bar.
3. Deselect the **filter** check box to remove the searched column.
   - Click **Remove Filter** icon to delete the filter.

A.2 Using Search Report

This search report enables you to enter case-insensitive search criteria (wild card characters are implied).

A.3 Using Actions Menu

Customize an interactive report by selecting options on the Actions menu.

A.3.1 Selecting Columns to Display

Customize a report to include specific columns.

To use the select Columns option, follow these steps:

1. Click **Actions** menu and select **Columns**. The Select Columns page is displayed.
2. Select the columns you want to move.

3. Click **Move All**, **Move**, **Remove**, and **Remove all** arrows to move a column from Do Not Display to Display in the report.
   - To select multiple columns at once, press and hold the **CTRL** key.
4. Click **Reset** icon to reset the columns.
5. Click **Top**, **Up**, **Down**, and **Bottom** arrows on the right to change the order of the columns.
6. Click **Apply**. A revised report is displayed.

A.3.2 Adding a Filter

This topic describes how to create row and column filters on the interactive report.

About Creating Filters

You can create a filter on an interactive report using the Actions menu to create or modify a column or row filter. Users can create two types of filters to search or narrow down the report data as follows:

- **Column**: Creates a simple filter based on a column.
- **Row**: Creates a complex filter that allows multiple filter conditions, including column alias names and any Oracle functions, operators, or expressions.

For example, a Row filter could contain an OR operator or AND operator.

A.3.3 Using Data Option

Users can customize case data using data option.

A.3.3.1 Selecting Sort Order

Users can specify the column display sort order (ascending or descending), by selecting Sort on the Data submenu.

You can also specify how to handle NULL values. Using the default setting always displays NULL values last or always displays them first.

To sort by column, follow these steps:

1. From the **Actions** menu, select **Data**, and then select **Sort**. The Sort page is displayed.
2. Select a **Column**, **Direction** (Ascending or Descending), and **Null Sorting** (Default, Nulls Always Last, and Nulls Always First) from the drop-down list.
3. Click **Apply**. A revised report is displayed.

A.3.3.2 Defining an Aggregation

Aggregates are mathematical computations performed against a column. Aggregates display after each control break and are defined at the end of the report within the column.

To create an aggregation against a column, follow these steps:

1. From the **Actions** menu, select **Data**, and then select **Aggregate**. The Aggregate page is displayed.
2. Select **New Aggregation** from the drop-down list.
3. Select **Function** and **Column** from the respective drop-down list.
4. Click **Apply**. A revised report is displayed. The computation appears at the bottom of the last page of the report.

   To delete an aggregation against a column, follow these steps:

   - In the **Aggregation** drop-down list, select the previously defined aggregation.
   - Click **Delete**. The selected aggregation is removed.

A.3.3.3 Computing Columns

This option enables you to add computed columns to your report.

These can be mathematical computations (for example, NBR_HOURS/24) or standard Oracle functions applied to existing columns. Some display as examples and others (such as `TO_DATE`) can also be used).
To create the computation, follow these steps:

1. From the **Actions** menu, select **Data**, and then select **Compute**. The Compute page is displayed.
2. Select **New Computation** from the drop-down list.
3. Enter the name of the new column to be created in the **Column Label** field.
4. Select an Oracle format mask to be applied to the new column from the **Format Mask** drop-down list.
5. Select a column to add the **Column Aliases** in the computation expression.
6. Select a shortcut for commonly used keys in the **Keypad**.
7. Select the required **Function / Operators**.

   The following example computation demonstrates how to display total compensation:

   ```
   CASE WHEN A = 'SALES' THEN B + C ELSE B END
   ```

   (where A is ORGANIZATION, B is SALARY and C is COMMISSION)
8. Click **Apply**. The revised report appears with the new column.

   To delete the computation, follow these steps:

   - From the **Actions** menu, select **Data**, and then select **Compute**. The Compute page is displayed.
   - In the **Computation** drop-down list, select the previously created computation.
   - Click **Delete**. The selected computation is removed.

A.3.3.4 Executing a Flashback Query

A flashback query enables you to view the data as it existed at a previous point in time.

To run a flashback query, follow these steps:

1. From the **Actions** menu, select **Data**, and then select **Flashback**. The Flashback page is displayed.

2. Enter the number of minutes in the **Flashback Duration** field.

> **Note:**
>
> The default amount of time you can flashback is **180 minutes**, but the actual minutes will differ for each database.

3. Click **Apply**. The revised report appears with the executed query.

   To delete a flashback query, follow these steps:

   - Click **flashback query** filter. The Flashback page is displayed.
   - Click **Delete**. The executed query is removed.

A.3.4 Using Format Option

Users can format case data by using the format option.

A.3.4.1 Creating a Control Break

You can create a break group for one or several columns. This pulls the columns out of the interactive report and displays them as a master record.

To create the break group, follow these steps:

1. From the **Actions** menu, select **Format**, and then select **Control Break**. The Control Break page is displayed.
2. Select the required option from the **Column** drop-down list.
3. Select the required option from the **Status** drop-down list. The available options are:
   - **Enabled**: This is for creating the control break for the selected column.
   - **Disabled**: This is for removing the control break for the selected column.
4. Click **Apply**. The revised report displays.

   To remove the break group, deselect the **Control Break** check box to remove the group.

A.3.4.2 Adding Highlight

This option enables you to define a filter. The rows that meet the filter criteria are display as highlighted using the characteristics associated with the filter.

To add the highlight, follow these steps:

1. From the **Actions** menu, select **Format**, and then select **Highlight**. The Highlight page is displayed.
2. Enter the numeric value in the **Sequence** field to identify the sequence in which highlighting rules are evaluated.
3. Enter **Name** of this filter.
4. Select the required option from the **Highlight Type** drop-down list. The options are **Row** and **Cell**.

5. To enable this option, move toggle button to the right.
6. Select a new color for the background of the highlighted area in the **Background Color** field.
7. Select a new color for the text of the highlighted area in the **Text Color** field.

   You can view the applied background and text color in the Preview field.
8. Select the **Column**, **Operator**, and **Expression** from the respective drop-down list.
9. Click **Apply**. The revised report displays.

   To remove the highlight, deselect the **Highlight** check box to remove the highlight.

A.3.4.3 Formatting Rows Per Page

Users can set the number of records to display per page.

To create the row per page, follow these steps:

1. From the **Actions** menu, select **Format**, and then select **Rows Per Page**. The Rows Per Page are displayed.
2. Select the number to display the records per page.

A.3.5 Using Chart

Users can define one chart per saved report. Once defined, you can switch between the chart and report views using view icons on the Search bar.

To create the chart, follow these steps:

1. Click **Actions** menu and select **Chart**. The Chart page is displayed.
2. Select / Enter the fields as described in the following table.

Table A-1 Chart - Fields and Descriptions

Field	Description
Chart Type	Select the type of chart that you want to create. The options are Bar, Line with Area, Pie, and Line.
Label	Select the column from the drop-down list.
Axis Title for Label	Enter the title to display on the axis associated with the column selected for Label. **NOTE**: This field is not applicable for the pie chart.
Value	Select the column from the drop-down list to be used as the Value. If your function is a COUNT, a Value need not to be selected.
Axis Title for Value	Enter the title to display on the axis associated with the column selected for Value. **NOTE**: This field is not applicable for the pie chart.
Function	Select a function from the drop-down list to be performed on the column selected for Value. **NOTE**: This field is optional only.

Table A-1 (Cont.) Chart - Fields and Descriptions

Field	Description
Orientation	Select the orientation from the drop-down list. The options are Horizontal and Vertical. **NOTE**: This field is optional only.
Sort	Select the sorting method from the drop-down list.

3. Click **Apply**. The chart is displayed.

> **Note:**
>
> The Search bar contains **View Report** and **View Chart** icons. Click these icons to toggle between report and chart views.

A.3.6 Using Group By

Group sets of results by one or more columns with Group By, then perform mathematical computations against the columns.

Once defined, you can switch between the Group By and Report using view icons on the Search bar.
To create the group by, follow these steps:

1. Click **Actions** menu and select **Group By**. The Group By page is displayed.
2. Select / Enter the fields as described in the following table.

Table A-2 Group By - Fields and Descriptions

Field	Description
Group By	Select the column to be grouped from the drop-down list.
Add Group By Column	Click Add Group By Column to add another column to be grouped.
Function	Select the Function from the drop-down list.
Column	Select the column from the drop-down list.
Label	Enter the label of the column.
Format Mask	Select the Format Mask from the drop-down list.
Sum	Move the toggle button to the right to enable the Sum option.
Add Function	Click Add Function to add another function.

3. Click **Apply**. The View Group By page is displayed.

   The Search bar now contains **View Report** and **View Group By** icons. Click these icons to toggle between report and Group By views.

A.3.7 Using Pivot

Pivot reports transpose rows into columns to generate results in a cross-tab format.

Select pivot columns and rows and then provide the functions to be represented in the pivot report. Once created, pivot reports display a new icon on the search bar.
To create the pivot, follow these steps:

1. Click **Actions** menu and select **Pivot**. The Pivot page is displayed.
2. Select / Enter the fields as described in the following table

Table A-3 Pivot - Fields and Descriptions

Field	Description
Pivot Column	Select the Pivot column from the drop-down list.
Add Pivot Column	Click Add Pivot Column to add another pivot column.
Row Column	Select the Row Column from the drop-down list.
Add Row Column	Click Add Row Column to add another Row column.
Functions	Select the Function from the drop-down list.
Column	Select the column from the drop-down list.
Label	Enter the label of the column.
Format Mask	Select the Format Mask from the drop-down list.
Sum	Move the toggle button to the right to enable the Sum option.
Add Function	Click Add Function to add another function.

3. Click **Apply**. The Pivot page is displayed.

   The Search bar now contains **View Report** and **View Pivot** icons. Click these icons to toggle between report and pivot views.

A.3.8 Using Report

Users can save the customized report using the Save Report option.

About the Report List
You can view different versions of an interactive report by selecting from the Reports drop-down list. The options are:

- **Default (Primary Report)**: This is the initial report created by default and it cannot be renamed or deleted.
- **Private Report**: This is a Private report. Only the user who creates a private report can view, save, rename or delete it.

To save the report, follow these steps:

1. From the **Actions** menu, select **Report**, and then select **Save Report**. The Save Report page is displayed.
2. Enter the **Name** of the report.
3. Enter the **Description** of the report. This field is optional only.
4. Click **Apply**. The customized report page is displayed.

A.3.9 Downloading Report

Users can download or send an Email the reports in various formats such as CSV, HTML, Excel, and PDF.

To download or send an email for interactive report, follow these steps:

1. Click **Actions** menu and select **Download**. The Download page is displayed.
2. Select the report format. The options are **CSV**, **HTML**, **Excel**, and **PDF**.
3. Click **Download** to download the report.

If **Send as Email** option is enabled, then follow these steps:

4. Select the report format. The options are **CSV**, **HTML**, **Excel**, and **PDF**.
5. Enter the recipient mail id in the fields (To, Cc, Bcc).
6. Enter the **Subject** and **Body** of the Email.
7. Click **Send** to send report.

To download the report in **PDF** format, follow these steps:

8. Select the option from the **Page size** drop-down list.
9. Select the option from the **Page Orientation** drop-down list.
10. Enable the **Include Accessibility Tags** toggle switch to enable the document to be read aloud by a screen reader and other text-to-speech tools (this increases the PDF file size).
11. Click **Download** to download the PDF report.

A.3.10 Subscribing Updated Report through an Email

Users can subscribe with your email id to receive an email when the reports are updated.

To receive an email for the updated reports, follow these steps:

1. Click **Actions** menu and select **Subscription**. The Subscription page is displayed.
2. Select the report format. The options are **CSV**, **HTML**, **Excel**, and **PDF**.
3. Enter **Email Address** to receive the report.

> **Note:**
>
> For the multiple email addresses, separate them with a comma.

4. Enter **Subject** of the Email.
5. Select the option from the **Frequency** drop-down list. The options are **Daily**, **Weekly**, and **Monthly**.
6. Enable **Skip if No Data Found** toggle switch to skip the report when the data is unavailable.
7. Select the start date and time on the **Calendar** icon.

8. Select an end date and time on the **Calendar** icon.
9. Click **Apply**. You will get a report through an email when the report is updated.