
PeopleSoft Enterprise Client Management 9.1 PeopleBook

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PeopleSoft Enterprise CRM Client Management 9.1 Preface

This preface discusses:

- PeopleSoft Enterprise CRM application fundamentals.
- PeopleSoft Enterprise CRM industry application fundamentals
- PeopleSoft Enterprise CRM automation and configuration tools.
- PeopleSoft Enterprise CRM services foundation.
- PeopleSoft Enterprise CRM business object management.
- PeopleSoft Enterprise CRM product and item management.
- PeopleTools PeopleBooks.

Note. All information found in this PeopleBook is applicable to PeopleSoft Enterprise CRM for High Technology.

PeopleSoft Enterprise CRM Application Fundamentals

The *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook* contains essential information describing the setup and design of the PeopleSoft CRM system. This book contains important topics that apply to many or all PeopleSoft applications across the PeopleSoft CRM product line.

The *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook* contains these parts:

- CRM Multi-Product Foundation.
This part discusses the design and setup of the PeopleSoft CRM system, including security considerations.
- Workforce Management.
This part discusses PeopleSoft CRM workflow, the Active Analytics Framework (AAF), business projects, and scripts.
- Interactions and 360-degree views.
This part discusses how to manage interactions and setup and use the 360-degree view, a powerful tool that enables users to view and work with any transaction or interaction that is associated with a customer or worker.
- Self-Service for Customers.
This part discusses how to set up, administer, and use self-service applications for customers and workers.

- Relationship Management.

This part discusses how system users manage their contacts and tasks.

- Entitlement Management.

This part discusses setting up agreements and warranties.

- SmartViews.

This part discusses how to set up and use SmartViews to manage key customer segments and accounts in a central environment.

See Also

PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook, "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface"

PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals

The *PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals PeopleBook* discusses configuration options including security and financial account administration common to PeopleSoft vertical solution applications.

The *PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals PeopleBook* contains essential information describing the setup and design of PeopleSoft CRM industry-specific applications and the use of features that are common to multiple applications within PeopleSoft CRM industry applications, including information about:

- Industry-specific tables.
- Industry-specific set IDs and roles.
- Products for industries.
- Arrangements and contracts.
- Industry-specific business objects.
- Application security for financial services.
- Financial accounts.
- Churn management.
- Fraud management.

See Also

PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals PeopleBook, "PeopleSoft Enterprise CRM Industry Application Fundamentals Preface"

PeopleSoft Enterprise CRM Automation and Configuration Tools

The *PeopleSoft Enterprise CRM 9.1 Automation and Configuration Tools PeopleBook* discusses automation and configuration tools that are common to multiple CRM applications. This is an essential companion to your application *PeopleBook*.

The *PeopleSoft Enterprise CRM 9.1 Automation and Configuration Tools PeopleBook* contains these parts:

- Correspondence management.

This part discusses the setup and application of manual notifications, automatic notifications and manual correspondence requests among CRM objects.

- Automation tools.

This part discusses PeopleSoft Enterprise CRM workflow, the Active Analytics Framework (AAF), business projects, and scripts.

- Configuration tools.

This part discusses configurable search pages, configurable toolbars, attributes, display templates and industry-specific field labels and field values.

- Knowledge management.

This part discusses Verity search setup.

- Business process management.

This part provides information on the two different approaches to manage business processes in PeopleSoft CRM and discusses:

- The setup of the Business Process Execution Language (BPEL) infrastructure to initiate and manage BPEL process instances.
- The setup of Business Process Monitor to view the status information of initiated BPEL process instances.
- The setup of BPEL worklist integration to send CRM worklist entries (both notifications and action items) from BPEL processes.
- The setup and execution of business projects.

See Also

PeopleSoft Enterprise CRM 9.1 Automation and Configuration Tools PeopleBook, "PeopleSoft CRM Automation and Configuration Tools Preface"

PeopleSoft Enterprise CRM Services Foundation

The *PeopleSoft Enterprise CRM 9.1 Services Foundation PeopleBook* discusses configuration options that are common to PeopleSoft Enterprise Integrated FieldService, PeopleSoft Enterprise Order Capture, and the PeopleSoft call center applications (PeopleSoft Enterprise Support, PeopleSoft Enterprise HelpDesk, and PeopleSoft Enterprise HelpDesk for Human Resources).

The *PeopleSoft Enterprise CRM 9.1 Services Foundation PeopleBook* contains these parts:

- Solution management.

Solution management enables users to establish a set of predefined solutions that call center agents and field service technicians can use to resolve customer problems.

- Transaction Billing Processor integration.

PeopleSoft Transaction Billing Processor enables PeopleSoft Enterprise FieldService, PeopleSoft Enterprise Support, and PeopleSoft Enterprise Order Capture to integrate with PeopleSoft Billing and PeopleSoft General Ledger through the use of the PeopleSoft Contracts architecture. The integration enables PeopleSoft Enterprise CRM users to bill and book revenue for recurring, one-time, and on demand services.

- Environmental Systems Research Institute (ESRI) integration.

The integration with ESRI, a mapping software, enables users to view the location of reported cases and the location of field service activities.

See Also

PeopleSoft Enterprise CRM 9.1 Services Foundation PeopleBook, "PeopleSoft CRM Services Foundation Preface"

PeopleSoft Enterprise CRM Business Object Management

The *PeopleSoft Enterprise CRM 9.1 Business Object Management PeopleBook* discusses how to create and manage customer and worker business objects in PeopleSoft CRM.

The PeopleSoft Enterprise CRM 9.1 Business Object Management PeopleBook has these parts:

- Business Object Management Basics.

This part provides an overview of the business object relationship model and discusses setting up role types, relationship types, and control values.

- Data Management for Organization Business Objects.

This part discusses how to set up and manage companies, sites, and partner companies.

- Data management for Individual Business Objects.

This part discusses how to set up and manage persons, including contacts and consumers, and workers.

- Business Object Management.

This part discusses how to define and use business object searches, quick create, and the customer identification framework to manage business objects.

- Customer and Worker Data Integrations.

This part discusses how to integrate customer and worker data with other systems.

See Also

PeopleSoft Enterprise CRM 9.1 Business Object Management PeopleBook, "PeopleSoft Enterprise Customer Relationship Management Business Object Management Preface"

PeopleSoft Enterprise CRM Product and Item Management

The *PeopleSoft Enterprise CRM 9.1 Product and Item Management PeopleBook* discusses how to set up products in PeopleSoft CRM, including installed products, product packages, and products that are service offerings such as service agreements and warranties.

See Also

PeopleSoft Enterprise CRM 9.1 Product and Item Management PeopleBook, "PeopleSoft Enterprise CRM Product and Item Management Preface"

PeopleTools PeopleBooks

Cross-references to PeopleTools documentation refer to the PeopleTools 8.50 PeopleBooks.

PeopleBooks and the Online PeopleSoft Library

A companion PeopleBook called *PeopleBooks and the Online PeopleSoft Library* contains general information, including:

- Understanding the PeopleSoft online library and related documentation.
- How to send PeopleSoft documentation comments and suggestions to Oracle.
- How to access hosted PeopleBooks, downloadable HTML PeopleBooks, and downloadable PDF PeopleBooks as well as documentation updates.

- Understanding PeopleBook structure.
- Typographical conventions and visual cues used in PeopleBooks.
- ISO country codes and currency codes.
- PeopleBooks that are common across multiple applications.
- Common elements used in PeopleBooks.
- Navigating the PeopleBooks interface and searching the PeopleSoft online library.
- Displaying and printing screen shots and graphics in PeopleBooks.
- How to manage the PeopleSoft online library including full-text searching and configuring a reverse proxy server.
- Understanding documentation integration and how to integrate customized documentation into the library.
- Glossary of useful PeopleSoft terms that are used in PeopleBooks.

You can find this companion PeopleBook in your PeopleSoft online library.

Chapter 1

Getting Started with PeopleSoft Enterprise Client Management

This chapter provides an overview of PeopleSoft Enterprise Client Management and discusses:

- PeopleSoft Client Management business processes.
- PeopleSoft Client Management implementation.

PeopleSoft Client Management Overview

Client management is a process of building relationships with clients (typically individuals and families) to sell financial products and services that assist clients in managing and growing their wealth. For decades, banks, brokerage firms, and trust companies have helped the high net-worth investors, with at least \$5-10 million in assets, to preserve and expand their wealth. Aided by teams of experts—accountants and lawyers—financial advisors sort out the complexities of trust and estate planning, taxes, and other matters. To increase wallet shares, financial services institutions are also targeting a broader category of investor—known as the mass affluent—that has from \$100,000 to \$1 million to invest. Technology is a critical component in this new wealth management market because financial institutions are faced with servicing thousands of accounts.

PeopleSoft Client Management Business Processes

Competition and increasing wealth have changed the market. The Financial Advisor (FA) must have:

- Personal relationships with a much larger book of clients.
- Awareness of a client's value and network of influence.
- Ability to react in real time to market events that affect clients' portfolios.
- Ability to make financial product recommendations that consider the client's risk tolerance, current positions, and financial goals and plans.
- Ability to detect and rescue clients at risk of attrition.

PeopleSoft Client Management business processes provide automated solutions for building and personalizing relationships. Using PeopleSoft Client Management, the Financial Advisor can:

- Manage and build the Bank's relationship with the client, the client's household, and the client's network of influence.

- Manage the client's investment portfolio.
- Consult with the client on financial goals and plans.
- Create strategies to sell financial products and services to the client.

PeopleSoft Client Management Implementation

PeopleSoft Setup Manager enables you to generate a list of setup tasks for your organization based on the features that you are implementing. The setup tasks include the components that you must set up, listed in the order in which you must enter data into the component tables, and links to the corresponding PeopleBook documentation.

PeopleSoft Enterprise Client Management also provides component interfaces to help you load data from your existing system into PeopleSoft Enterprise Client Management tables. Use the Excel to Component Interface utility with the component interfaces to populate the tables.

This table lists all of the components that have component interfaces:

Component	Component Interface	Reference
Equity Symbol RBF_STOCK_TBL	RBF_STOCK_TBL_CI	See Chapter 3, "Setting Up PeopleSoft Enterprise Client Management," Defining Asset Category Types and Asset Categories, page 11.

See Also

PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook, "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface"

Enterprise PeopleTools 8.50 PeopleBook: PeopleSoft Setup Manager

Enterprise PeopleTools 8.50 PeopleBook: PeopleSoft Component Interfaces

Chapter 2

Navigating in PeopleSoft Enterprise Client Management

This chapter discusses how to navigate in PeopleSoft Enterprise Client Management.

Navigating in PeopleSoft Enterprise Client Management

PeopleSoft Enterprise Client Management provides custom navigation center pages that contain groupings of folders that support a specific business process, task, or user role.

Note. In addition to the PeopleSoft Enterprise Client Management custom navigation center pages, PeopleSoft provides menu navigation, standard navigation pages, and PeopleSoft Navigator.

Pages Used to Navigate in PeopleSoft Enterprise Client Management

This table lists the custom navigation pages that are used to navigate in PeopleSoft Enterprise Client Management.

Note. The role that is associated with a user's ID and password determines the pages to which the user has access. Thus, not everyone has access to all of the information described in this table.

<i>Page Name</i>	<i>Navigation</i>	<i>Usage</i>
Wealth Management Center	Main Menu, Wealth Management Center	Access primary Wealth Management menu options and activities.
Search Household	Click Search Household on the Wealth Management Center page.	Access the Household, Members, Tasks, and Notes pages on the Wealth Management Center page.
Search Products of Interest	Click Search Products of Interest on the Wealth Management Center page.	Access the Product of Interest and Notes pages on the Wealth Management Center page.
Add Product of Interest	Click Add Product of Interest on the Wealth Management Center page.	Access the Product of Interest and Notes pages on the Wealth Management Center page.

Page Name	Navigation	Usage
Search Clients	Click Search Clients on the Wealth Management Center page.	Access the Client page on the Wealth Management Center page.
Search Clients at Risk	Click Search Clients at Risk on the Wealth Management Center page.	Access the Clients at Risk page on the Wealth Management Center page.
Add Client at Risk	Click Add Client at Risk on the Wealth Management Center page.	Access the Client at Risk page on the Wealth Management Center page.
Search Referrals	Click Search Referrals on the Wealth Management Center page.	Access the Referrals page on the Wealth Management Center page.
My Tasks	Click My Tasks on the Wealth Management Center page.	Access the Tasks page on the Wealth Management Center page.
My Calendar	Click My Calendar on the Wealth Management Center page.	Access the Calendar page on the Wealth Management Center page.

Chapter 3

Setting Up PeopleSoft Enterprise Client Management

This chapter provides an overview of PeopleSoft Enterprise Client Management setup and discusses how to:

- Define configuration setup.
- Configure relationship classifications.
- Set up products of interest.
- Configure the risk recovery templates.
- Define asset category types and asset categories.
- Set up equity symbols and update equity values.

Understanding PeopleSoft Enterprise Client Management Setup

Before you can use PeopleSoft Enterprise Client Management, you must perform the following setup:

- Define configuration parameters.
Indicate which column to show on both the homepage pagelets and the Relationships page in the Client component: Holdings or YTD Revenue.
- Configure relationship classifications.
Set up the groupings of relationships to fit specific business needs.
- Set up asset category types and asset categories.
Set up to three levels of groupings for the types.

Defining Configuration Setup

This section provides an overview of configuration setup and discusses how to set up wealth management configuration parameters.

Understanding Configuration Setup

The System Configuration component (RBW_WM_CONFIG) enables you to configure the installation to best fit the individual customer's needs. Configuration options include:

- Defining what to display in the Revenue column: year-to-date (YTD) account revenue or total balance (holdings).

This field is used for sort order.

- Entering the financial institution name.

Page Used to Set Up Wealth Management Configuration Parameters

Page Name	Definition Name	Navigation	Usage
Wealth Management Configuration	RBW_WM_CONFIG	Set Up CRM, Product Related, Wealth Management, Configuration Setup, Wealth Management Configuration	Configures the data display of individual financial institutions.

Setting Up Wealth Management Configuration Parameters

Access the Wealth Management Configuration page (Set Up CRM, Product Related, Wealth Management, Configuration Setup, Wealth Management Configuration).

Wealth Management Configuration

Configuration Information

FSI Name

Client Sort Order

▼ Audit History

Created	01/12/2004 12:14PM PST	By	WMSYSTEM
Modified	01/12/2004 12:14PM PST	By	WMSYSTEM

Wealth Management Configuration page

FSI Name (financial services institution name) Enter the name of the financial institution.

Client Sort Order Select how to sort clients: by *Holdings* or by *YTD Revenue* (year to date revenue).

Configuring Relationship Classifications

This section provides an overview of relationship classifications and discusses how to set up relationship classifications.

Understanding Relationship Classifications

A relationship classification is a grouping of various relationships. The Client component (RBW_CLIENT_SUMMARY) displays related objects that are categorized by relationship class. A relationship classification must be provided for each relationship instance. The Role Type system data is set up in generic terms so that reciprocal role types can be obtained unambiguously. For example, brother-sister relationships are generalized as *Sibling-Sibling of*. Users do not need to define roles for the source object and the target object. From the classification itself, the application derives the role of the source object.

Relationships appear filtered by category. You can delete a relationship of two objects from one category and use another category to establish a new relationship between those same two objects. Establishing more than one relationship between two given objects is not allowed. Furthermore, the same relationship between two different business objects does not appear in two different categories.

Administrators define relationship classes and the associated roles on the Relationship Classification page.

To set up relationship classifications, use the RBW_REL_CLASS component.

Page Used to Set Up Relationship Classifications

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Relationship Classification	RBW_REL_CLASS	Set Up CRM, Product Related, Wealth Management, Relationship Classification, Relationship Classification	Configure relationship classifications.

Setting Up Relationship Classifications

Access the Relationship Classification page (Set Up CRM, Product Related, Wealth Management, Relationship Classification, Relationship Classification).

Relationship Classification

*Description *Sequence

Active Include in Indirect Amount

Create New Household *Household Role

▼ Audit History

Created	12/01/2003 12:00AM PST	By	PPLSOFT
Modified	12/01/2003 12:00AM PST	By	PPLSOFT

Relationships Customize | Find | View All | First 1-3 of 3 Last

Relationship	Role 1	Use Contact Information		
<input type="text" value="Head of Household / Household"/>	Head of Household	<input checked="" type="checkbox"/>	+	-
<input type="text" value="Jt. Head of HH / Household"/>	Joint Head of Household	<input type="checkbox"/>	+	-
<input type="text" value="Dependent Child / Household"/>	Dependent Child	<input type="checkbox"/>	+	-

* Required Field

Relationship Classification page

- Description** Define how the relationship is classified. A possible classification is *Household*.
- Include in Indirect Amount** Indicates whether this classification will be used for Indirect Amount calculation. The system displays the Indirect Amount in the Client At Risk and Household components.
- Create New Household** Select to create a new household.
- Household Role** This field is displayed when you select Create New Household. Enter a role for the household.
- Relationships** Define the relationship of one member of the relationship classification to the other. These relationships appear in the Role 1 and Role 2 fields. Selecting the Use Contact Information check box indicates that the role should be used for the household's contact information. By default, contact information comes from the head of the household.

Setting Up Products of Interest

This section provides an overview of product of interest status and discusses how to set up product of interest status.

Understanding Product of Interest Status

To implement PeopleSoft Enterprise Client Management, you must first set up the product of interest status. This value indicates where in the process the financial advisor, client, and a specific product of interest are. For example, if a client is currently interested in a product, the status is *Active Interest*.

To set up products of interest, use the RBW_POI_STATUS component.

Page Used to Set Up Product of Interest Status

Page Name	Definition Name	Navigation	Usage
Product of Interest Status	RBW_POI_STATUS	Set Up CRM, Product Related, Wealth Management, Product of Interest Status, Product of Interest Status	Set up varying statuses to reflect where in the process the product of interest is. Possible values are <i>Active Interest</i> , <i>Converted</i> , and <i>Create Referral</i> .

Setting Up Product of Interest Status

Access the Product of Interest Status page (Set Up CRM, Product Related, Wealth Management, Product of Interest Status, Product of Interest Status).

Status Code	*Description		
ACTV	Active Interest	+	-
CONV	Converted	+	-
CRRF	Create Referral	+	-
NAPL	Not Applicable at this time	+	-
RFAC	Referral Accepted	+	-

* Required Field

Product of Interest Status page

Status Code

Indicate the code that is used to label different status descriptions. For example, the status code for active interest is *ACTV*.

Configuring the Risk Recovery Template

This section provides an overview of the risk recovery template and discusses how to configure the risk recovery template.

Understanding the Risk Recovery Template

The risk recovery template attaches a task group with a risk reason. For each risk reason, a new task group is attached.

To configure the Risk Recovery Template, use the RBW_RECO_TEMPL component.

See Also

[Chapter 5, "Working with Wealth Management," Managing Clients at Risk, page 45](#)

Page Used to Configure the Risk Recovery Template

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Recovery Template	RBW_RECO_TEMPL	Set Up CRM, Product Related, Wealth Management, Recovery Template, Recovery Template	Configure the template that is used by financial advisors to organize and define tasks that must be performed for a risk reason. The template defines the tasks for the recovery plan and the tasks that must be performed by the recovery team.

Configuring the Risk Recovery Template

Access the Recovery Template page (Set Up CRM, Product Related, Wealth Management, Recovery Template, Recovery Template).

Recovery Template

Risk Reason Financial Advisor Terminated

Recovery Task Template

***Task Template** Sample Risk Template - FA Term

Description

Template Tasks

[Customize](#) | [Find](#) | [View 2](#) | | [First](#) | 1-5 of 5 | [Last](#)

Task Type	Task Priority	Description
Phone Call	Medium	Call and inform client
To Do	Medium	Send letter to inform client
To Do	High	Assign new financial advisor
Appointment	High	Set up meeting between new FA and client
Reminder	Medium	Meet John about desk sizes

Modified 02/27/2004 10:27AM PST WMADMIN

Recovery Template page

Task Template Select the name of the template. Set up the template first before completing this field.

See *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook*, "Working with Tasks."

Task Type Indicates the type of action that must take place. When you select a task template, the task types and priorities are carried from there.

Task Priority Identifies which tasks should be done first. The importance of each individual task should determine the sequence.

Defining Asset Category Types and Asset Categories

This section provides an overview of asset category types and asset categories and discusses how to:

- Set up asset category types.
- Set up asset categories.

To set up asset category types, use the RBW_AST_CAT_TYPE component.

To set up asset categories, use the RBW_ASSET_CATEG component.

Understanding Asset Category Types and Asset Categories

Asset categories are used to classify assets and liabilities. The Asset Category Type component defines various asset types up to three levels. When defining the type, you must indicate which level of the category to use.

Pages Used to Set Up Asset Category Types and Asset Categories

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Asset Category Type Setup	RBW_AST_CAT_TYPE	Set Up CRM, Product Related, Wealth Management, Asset Category Type Setup, Asset Category Type Setup	Define a type of asset category.
Asset Category Setup	RBW_ASSET_CATEG	Set Up CRM, Product Related, Wealth Management, Asset Category Setup, Asset Category Setup	Group different asset category types in up to three levels of asset categories.

Setting Up Asset Category Types

Access the Asset Category Type Setup page (Set Up CRM, Product Related, Wealth Management, Asset Category Type Setup, Asset Category Type Setup).

Asset Category Type Setup

Asset Category Type List

Category Type COMF
Category Level Level 2
***Description**

Asset/Liability Grid Display Settings Customize | Find | | First 1-2 of 2 Last

Grid Name	Panel Field Name	Hidden		
Asset	Stock Quantity	<input checked="" type="checkbox"/>	+	
Asset	Ticker	<input checked="" type="checkbox"/>	+	

This object was added and is maintained by the customer.

▼ Audit History

Created	12/31/2003 3:21PM PST	By	WMSAMPLE
Modified	12/31/2003 3:21PM PST	By	WMSAMPLE

* Required Field

Asset Category Type Setup page

- Category Level** Displays the level on which this asset category will appear.

- Hidden** Indicate which fields to show in the grid for the selected asset type.

- Grid Name and Panel Field Name** These fields only appear if the category level is 2. In the asset/liability page of the client summary there are display grids, depending on the asset category level 2, certain fields are displayed or hidden on those grids.

Setting Up Asset Categories

Access the Asset Category Setup page (Set Up CRM, Product Related, Wealth Management, Asset Category Setup, Asset Category Setup).

Asset Category Setup

Asset Category List

*Asset Type 1	Asset
*Asset Type 2	Fixed Income
Asset Type 3	Corporate Debt
	<input type="checkbox"/> Need Holding
Asset/Liability	Asset

This object was added and is maintained by the customer.

▼ **Audit History**

Created	01/02/2004 10:47AM PST	By	WMSAMPLE
Modified	01/02/2004 10:47AM PST	By	WMSAMPLE

* Required Field

Asset Category Setup page

Asset Type 1 and Asset Type 2 Define asset types from which you create appropriate asset categories.

Asset Type 3 (Optional) Enables a more granular level to categorize holdings.

Need Holding Indicates whether this category requires more granular holdings.

Asset/Liability Denotes whether the category is that of an asset or a liability.

Setting Up Equity Symbols and Updating Equity Values

This section discusses how to define equity symbols and update equity values.

To define equity symbols, use the RBF_STOCK_TBL component.

To update equity values, use the RBF_UPD_EQ_VAL_CMP component.

Pages Used to Set Up Equity Symbols and Update Equity Values

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Equity Symbol Setup	RBF_STOCK_TBL	Set Up CRM, Product Related, Financial Services, Equity Symbol, Equity Symbol Setup	Set up equity symbols.

Page Name	Definition Name	Navigation	Usage
Update Equity Value	RBF_UPD_EQ_VAL_CMP	Financial Services, Update Equity Value, Update Equity Value	Updates the current equity values using the equity symbol.

Defining Equity Symbols

Access the Equity Symbol Setup page (Set Up CRM, Product Related, Financial Services, Equity Symbol, Equity Symbol Setup).

Equity Symbol Setup

Stock Information

Equity Symbol	^DJI		
Description	DJ INDU AVERAGE		
Unit Price	10505.18	USD	
Price Change	6.00	USD	
Volume	183814720.0000		
Last Refresh	02/03/2004 3:56PM		

▼ Audit History

Created	02/03/2004 3:56PM PST	By	SAMPLE Burt Lee
Modified	02/03/2004 3:56PM PST	By	SAMPLE Burt Lee

* Required Field

Equity Symbol Setup page

Equity Symbol	Displays the industry symbol that represents the name of a particular equity.
Unit Price	Displays the current price of the equity.
Price Change	Displays the difference between the current price of an equity and its price from the previous day.
Volume	Displays the trading volume of the last update.
Last Refresh	Displays the date and time when the tables were last updated.

Updating Equity Values

Access the Update Equity Value page (Financial Services, Update Equity Value, Update Equity Value).

Run this process to update the values for a specific equity.

Chapter 4

Managing Clients

This chapter provides an overview of PeopleSoft Enterprise Client Management and discusses how to work with and maintain clients.

Understanding Client Management

Each of the clients that a financial institution manages is stored in the Person component in PeopleSoft's Customer Data Model. The client is stored as a person with the role of *Consumer*. A financial advisor (FA) can quickly navigate to additional information that provides a holistic view of the client, including a relationship overview, contact summary, key product holdings or services, and additional opportunities that are associated with the clients.

Clients can belong to a household. A new business object, *Household*, has been created to fulfill the business requirements of the client management business process.

Person

PeopleSoft Enterprise Client Management relies on the Person component.

See *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook*, "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface."

Relationships

Household, family, business, and other relationships characterize the extent to which a client is an influence on the other people who may be sources of revenue to the enterprise.

Relationships are displayed in three places in PeopleSoft Enterprise Client Management: the Client Summary page, the Relationships page in the Person component, and the Members page in the Household component. To accommodate PeopleSoft Enterprise Client Management's household needs, you must classify the relationships. Relationships contained within a household are different from other relationships, as not only is the client related to the other household members, but also each household member is related to one another. FAs can view a detailed account of all the relationships that a client has by classification (household, family, business) and role (head of household, husband, wife, child, attorney, and so on). Contact information for each relationship is displayed, making it simple for an FA to bring up a list of all individuals whom the client influences. The system also displays the rolled-up total of enterprise products held by each individual.

Household

Relationships in the *Household* category are unique to other relationships. The client is related to all the other household members, and they are all related to one another.

See *PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals PeopleBook*, "Setting Up Business Objects," Setting Up Households.

Risk Summary

PeopleSoft provides the ability to identify clients at risk, marking clients who have generated no activity over a period of time, or after a change in the advisor who is assigned to the account. The solution also provides the ability to create and manage a recovery plan for clients at risk.

Clients at Risk

Clients at risk are persons that may remove their money from your financial institution. A client at risk can be defined manually or automatically based on predefined business rules. Every time that a client is determined to be a risk, a recovery team and recovery plan are automatically assigned. The system tracks the risk history of each client. The Risk Summary page displays the date that the customer was determined to be at risk, the reason, and the current status of that risk event. Also shown is the recovery plan, the members of the recovery team, and notes about the client.

Financial Advisor Termination

PeopleSoft provides one business rule to automatically identify a client at risk . When an FA is terminated for a particular client, that client is automatically identified as at risk . Termination of the FA is determined by the change in the *Employee Status* field in the *Worker* component. When the system has identified a client as at risk, the system notifies the members of the original account team and the newly created risk recovery team.

See *PeopleSoft Enterprise CRM 9.1 Automation and Configuration Tools PeopleBook*, "Working with Active Analytics Framework."

Warning! Any financial advisor can create a client at risk, however drilling down to the client details is restricted to the owner of the client. This condition must be met to create a Client at Risk record when the worker status is terminated or retired; the system initiates a WORKFORCE_SYNC EIP, thereby creating a Client at Risk record.

See Also

[Chapter 5, "Working with Wealth Management," Managing Clients at Risk, page 45](#)

PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook, "Workforce Management"

Products

The system displays holdings, financial accounts, balance sheets, and products of interest on the Products page. The system updates account balances and revenue by using a real-time integration with the legacy system. The customer is responsible for creating an inbound asynchronous message for this update to take place. The system displays product holdings in a pie chart that shows how the assets currently under management are invested by asset class. Additionally, a grid displays the information represented on the pie chart, but in more detail. The grid includes the percentage that each asset class is of the total portfolio and the cumulative value of each asset class. The grid also shows the top holdings for the client. The system also displays asset class, equity symbol, a description of the holding, the number of shares, and the current value of those shares.

Holdings are products that a client has under management with a particular financial institution, whether it is the institution that the FA represents, or elsewhere.

It is essential that FAs know the total net worth of each of their clients, which includes both assets and liabilities. This information is displayed on a balance sheet.

Products of Interest

A *product of interest* is a product or service that a client has expressed interest in, but does not have in their product holdings. Products of interest can be products that the client is tracking, as well as products that are recommended by the FA. Using Products of Interest functionality, the FA can track: product description, dollar amount interested in, level of interest, and comments regarding the interest. The FA uses this information to help understand the desires of the client. When there is an opportunity to share information regarding a specific product, the FA can get a complete call list of customers that have expressed interest in a particular product and begin making calls to these customers to generate revenue.

See Also

[Chapter 5, "Working with Wealth Management," Managing Products of Interest, page 44](#)

Referrals

A referral is a type of lead. Referral management is the process within a financial services organization that is used to track referrals of new and existing customers. It is in the FA's best interest to track referrals of new and existing customers to other lines of business. Referral management gives the FA the opportunity to follow up on any referral, whether it means calling a potential client or calling the person in a different line of business to whom the FA referred this person. You access the Referral page by selecting the Referral tab on the client summary; the system provides the FA with a one-click method of recording a referral, whether referring the client to another financial services professional for assistance or recording a referral from the client.

Note that even though a new client may be created from the Referral page, this does not automatically grant that user access to the new client. An administrator must add the user to the new client's account team before the user can access this client. For example, although a teller may refer a new client, the administrator decides if it is appropriate to add the teller to the account team.

If the referred person already exists in the customer data model, the name, address, and email address are populated automatically. If the person does not exist, the system creates a new entry in the customer data model to act as a link from the Referral component to the Person record. A referral is a row in the Lead table, RSF_LEAD with REFERRAL_FLG = 'Y.'

When you create a referral, the system assigns it automatically to the financial advisor based on the assignment engine that is used by the sales organization. Assignment criteria typically include product type and geographical location. After the referral is assigned, the system determines an FA based on the sales territory hierarchy. The system adds the person who refers the client as a member of the lead team so that the person can track the progress of the referral. After the system assigns the referral to an FA, that FA has the option of either accepting or rejecting it. The system sends notification to the FA upon the assignment and acceptance of the referral using AAF. Predefined business rules are delivered with AAF that notify the referral source if the referral is not assigned or is rejected within a set period of time.

Opportunities

The system displays all the opportunities associated with a client.

Account Team

By default, the system adds all members of the account team to the recovery team.

Reports

An FA has the ability to create two types of reports: a Taxi Cab report and a Touch Summary report (call report). The Taxi Cab report enables financial advisors to bring a hard copy of client information into meetings or wherever it may be helpful. A Touch Summary report summarizes the contact and interaction that an FA had with a client over a specific amount of time.

See *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook*, "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface."

Plans

The Client Investment Plan page enables the FA to work with a client to establish the client's investment goals and plans of action to achieve those goals.

See *PeopleSoft Enterprise Strategic Account Planning 9.1 PeopleBook*, "PeopleSoft Enterprise CRM Strategic Account Planning Preface."

Working with and Maintaining Clients

This section discusses how to:

- View client summary information
- Maintain relationships.

- View risk summary information.
- Maintain product information.
- Manage referrals.
- Manage opportunities.
- Create account teams.
- Maintain call reports.
- Create plans.
- Define attributes.

See *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook*, "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface."

Pages Used to Manage Clients

Page Name	Definition Name	Navigation	Usage
Client Summary	RBW_CLIENT_SUMMARY	<ul style="list-style-type: none"> • Customers CRM, Add Client, Client Summary • Customers CRM, Search Clients, Client Summary 	Search for an existing client, or add a new client.
Relationships	RBW_BO_REL	Customers CRM, Add Client, Client Summary, Relationships	View all relationships for a client.
Risk Summary	RBW_RISK_SUMMARY	Customers CRM, Add Client, Client Summary, Risk Summary	View the risk history for a client.
Products	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products	View all accounts held by a client.
Products-Accounts	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products, Accounts	View all the financial accounts that a client has under management at that financial institution.
Products-Balance Sheet	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products, Balance Sheet	View all asset and liability information for a particular client.

Page Name	Definition Name	Navigation	Usage
Products-Products of Interest	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products, Products of Interest	View all the products in which the client is currently interested.
Referrals	RBW_PRSN_REFERRAL	Customers CRM, Add Client, Client Summary, Referrals	View and work with employee and customer referrals.
Opportunities	RBW_PRSN_OPP	Customers CRM, Add Client, Client Summary, Opportunities	See Chapter 4, "Managing Clients," page 17.
Account Team	RD_ACCOUNT_TEAM	Customers CRM, Add Client, Client Summary, Account Team	View the individual members of the account team.
Tasks	RD_TASK_LIST	Customers CRM, Add Client, Client Summary, Tasks	Lists the tasks that an FA must complete.
Call Reports	RD_PRSN_CALL_RPTS	Customers CRM, Add Client, Client Summary, Call Reports	Create Touch Summary and Taxi Cab reports.
Plans	RD_ACCOUNT_PLAN	Customers CRM, Add Client, Client Summary, Plans	Create future financial plans and recommendations for the client.
Notes	RD_NOTES	Customers CRM, Add Client, Client Summary, Notes	View and add notes. <i>See PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook, "Working with Notes and Attachments."</i>
Contact Info-Addresses	RD_PRSN_ADDR_BOOKS	Customers CRM, Add Client, Client Summary, Contact Info, Addresses	<i>See PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook, "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface."</i>
Contact Info-Contacts	RD_PRSN_ADDR_BOOKS	Customers CRM, Add Client, Client Summary, Contact Info, Contacts	<i>See PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook, "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface."</i>

Page Name	Definition Name	Navigation	Usage
More Info	RD_PROFILE	Customers CRM, Add Client, Client Summary, More Info	See <i>PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook</i> , "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface."

Viewing Client Summary Information

Access the Client Summary page (Customers CRM, Add Client, Client Summary).

Save | Search | Add Application | Next | My Clients | My Contacts | >> Personalize

Name Tom Snow **Phone Number** 914 246 3033

Email Address tsnow@yahoo.com **At Risk** 😞

Client Summary | Person | Relationships | Risk Summary | Products | Referrals | Opportunities

Financial Summary

Holdings	1,636,876.00 USD
Products of Interest	100,000.00 USD
Household Value	1,677,813.00 USD
Net Worth	3,001,637.00 USD
Wallet Share	46%
Number of Referrals	3 / 25,562.00 USD
Year-to-Date Revenue	647.41 USD
Last Year's Revenue	1,583.72 USD

Assets Under Management

Accounts | Holdings

Accounts View All | First | 1-5 of 11 | Last

Number	Description	Amount	
80021	Tom Snow Money Mrkt	1,002,876.00	USD
80015	Snow Savings Account	450,454.00	USD
70507	Tom_Mary_Snow Pri_Res Mortgage	377,000.00	USD
99859	Tom Snow Brokerage Account	128,216.00	USD
70514	Tom Snow - E430 AutoLoan	36,700.00	USD

Relationships

[Expand All / Collapse All](#)
[View Household](#)

Client Summary page (1 of 2)

Household: Total Holdings 1,677,813.00 USD			
Relation	Name	Holdings	
Head of Household	Tom Snow	1,636,876.00 USD	
Joint Head of Household	Mary Snow	1,520,170.00 USD	

Family: Total Holdings 148,410.00 USD			
Relation	Name	Holdings	
Child	Roger Snow	123,410.00 USD	
Child	Sara Snow	25,000.00 USD	

Contacts: Total Holdings 4,825,722.00 USD			
Relation	Name	Holdings	
Business Partner	Kevin Jordan	4,825,722.00 USD	
Attorney	Larry Hill	0.00 USD	

[Add Relationship](#)

[Add to Top Client List](#)

Products of Interest			
Interest Level	Description	Amount	
High	Interested in Walt Disney stock because his father in law has just been named the new CFO.	100,000.00 USD	

[Add Product of Interest](#)

Plans		
Plan Name	Status	Start Date
Retirement Planning	Draft	01/01/2004

[Create Plan](#)

Reports	
Touch Summary Report	Taxi Cab Report

Business Process
No Business Processes have been added

Client Summary page (2 of 2)

Financial Summary

- Holdings** Total holding value of a client.
- Products of Interest** Total product of interest amount.
- Household Value** Total household holding of a client.
- Net Worth** Total net worth of the client.
- Wallet Share** Percent of total assets that is in the assets under management.
- Number of Referrals** Total referral count of a client.

Relationships

The Relationships group box groups the client's relationships by type, such as household, family and contacts. Click the relationship link to view, update, or end the relationship. Click the Add Relationship button to add a new relationship.

Top Client List

Click the Add to Top Client List button to add this client to your top client list. You must save the page for the action to take effect.

Assets Under Management

This group box lists all the client's accounts with a description and the current holding.

Click the Number link to access complete information about the account.

Products of Interest

This group box lists all products of interest for the client with the interest level, a description, and amount.

Click the Description link to view detailed information on the Product of Interest page.

Click the Add Product of Interest button to access the Product of Interest page.

Plans

This group box list all plans for the client displaying the Plan Name, the plan status, and the start date.

Click the Plan Name link to access the My Client page where you can view and create plans for the client.

Click the Create Plan button to add a new plan for the client.

Reports

Click the Touch Summary Report button to generate the touch summary report

Click the Taxi Cab Report button to generate the taxi cab report.

Business Process

The system displays any business processes connected with the client.

Maintaining Relationships

Access the Relationships page (Customers CRM, Add Client, Client Summary, Relationships).

Client Summary	Person	Relationships	Risk Summary	Products	Referrals	Opportunities	
Relationships							
Expand All / Collapse All				View Household			
Household: Total Holdings 1,677,813.00 USD							
Relation	Name	Phone	Email		YTD Revenue		Holdings
Head of Household	Tom Snow				647.41 USD		1,636,876.00 USD
Joint Head of Household	Mary Snow				0.00 USD		1,520,170.00 USD
Family: Total Holdings 148,410.00 USD							
Relation	Name	Phone	Email		YTD Revenue		Holdings
Child	Roger Snow				0.00 USD		123,410.00 USD
Child	Sara Snow				25.00 USD		25,000.00 USD
Contacts: Total Holdings 4,825,722.00 USD							
Relation	Name	Phone	Email		YTD Revenue		Holdings
Business Partner	Kevin Jordan				0.00 USD		4,825,722.00 USD
Attorney	Larry Hill				0.00 USD		0.00 USD
Add Relationship							

Relationships page

Relationships Displays the relationships among persons.

Holdings Total amount held in the institution.

YTD Revenue The revenue that the institution earned from the client.

Viewing Risk Summary Information

Access the Risk Summary page (Customers CRM, Add Client, Client Summary, Risk Summary).

Client Summary	Person	Relationships	Risk Summary	Products	Referrals	Opportunities	
Risk Summary							Customize
Date Created	Risk Reason	Risk Status	Created By				
03/05/2004 7:04AM	Others	At Risk	Calvin Harper				
Add Client at Risk							

Risk Summary page

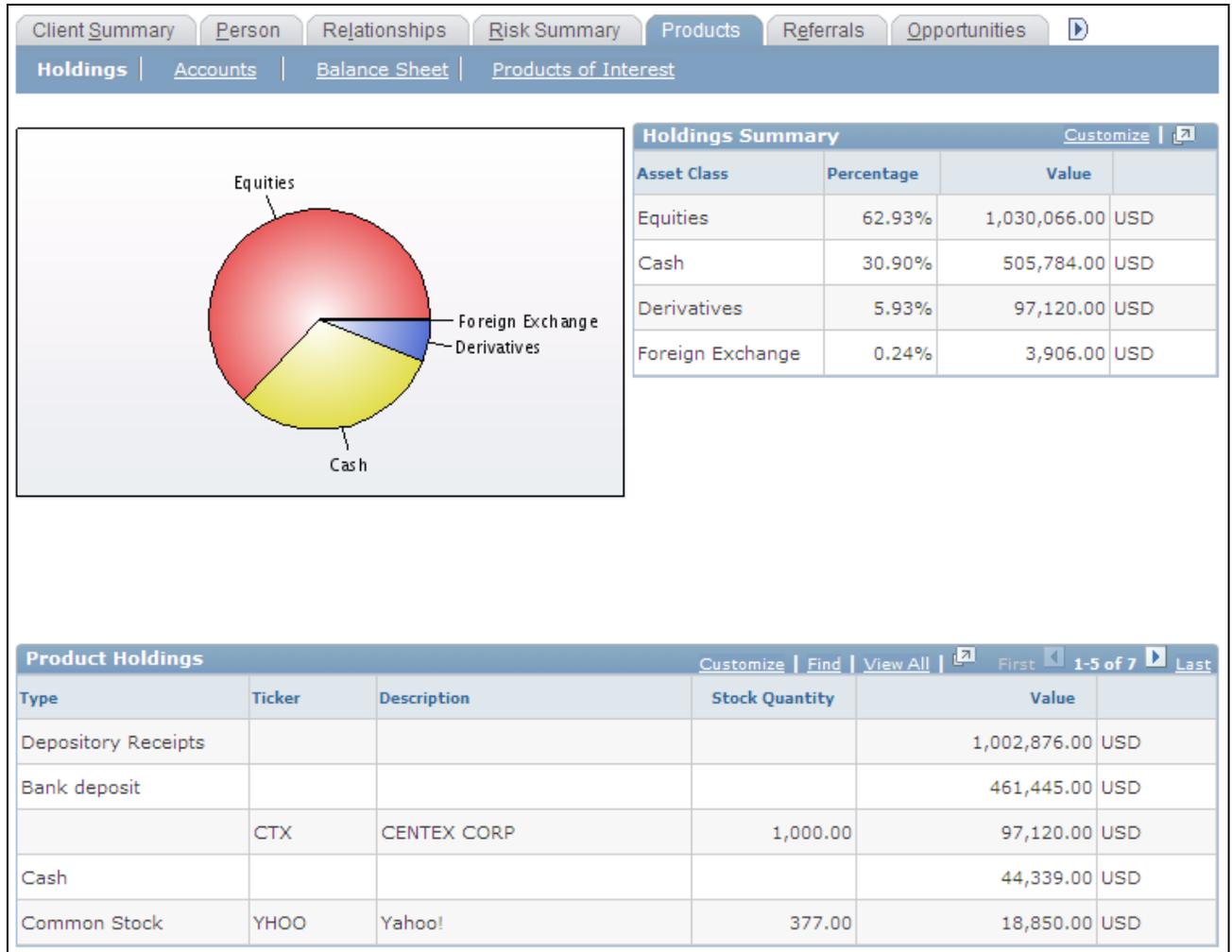
To access the Client at Risk page, select a risk reason from the risk summary list.

Risk Reason Reason that the client is considered a risk.

See [Chapter 5, "Working with Wealth Management," Managing Clients at Risk, page 45.](#)

Maintaining Product Information

Access the Products page (Customers CRM, Add Client, Client Summary, Products).



Products page

The Products page displays information as a pie chart. Grids are included to access more detailed information.

Products - Accounts

Access the Products - Accounts page (Customers CRM, Add Client, Client Summary, Products, Accounts, or by clicking the Accounts link).

Client Summary Person Relationships Risk Summary Products Referrals Opportunities					
Holdings Accounts Balance Sheet Products of Interest					
Financial Accounts					
Customize Find View All First 1-5 of 11 Last					
Account Number	Registration Name	Holding Amount		YTD Revenue	
80021	Tom Snow Money Mrkt	1,002,876.00	USD	0.00	USD
80015	Snow Savings Account	450,454.00	USD	0.00	USD
70507	Tom_Mary_Snow Pri_Res Mortgage	377,000.00	USD	0.00	USD
99859	Tom Snow Brokerage Account	128,216.00	USD	51.81	USD
70514	Tom Snow - E430 AutoLoan	36,700.00	USD	0.00	USD

Products - Accounts page

Registration Name Name given to the financial account.

Products - Balance Sheet

Access the Products - Balance Sheet page (Customers CRM, Add Client, Client Summary, Products, Balance Sheet).

Client Summary Person Relationships Risk Summary Products Referrals Opportunities					
Holdings Accounts Balance Sheet Products of Interest					
Total Current Net Worth					
Customize Print					
Category	Value				
Asset	3,520,626.00 USD				
Liability	-518,989.00 USD				
Net Worth	3,001,637.00 USD				
Assets					
Expand All / Collapse All					
Property: 1,612,000.00 USD					
Customize Print					
Type	Description	Held Since	Value		
Real Estate	Personal Residence	03/01/1998	1,500,000.00 USD		
Recreational	Sail Boat "Pattington"	03/03/2004	56,000.00 USD		
Automobile	Tom's Car	03/01/2004	30,000.00 USD		
Automobile	Mary's Car	06/10/2002	26,000.00 USD		

Products - Balance Sheet page (1 of 3)

Equities: 1,251,316.00 USD Customize [?]								
Type	Description	Where Held	Held Since	Account Number	Ticker	Stock Quantity	Value	
 Depository Receipts	Tom Snow Money Mrkt		01/21/2000	80021			1,002,876.00	USD
 Common Stock		BofA Brokerage Account			ABT	5,000.00	221,250.00	USD
 Common Stock	Tom Snow Brokerage Account	PeopleBank	07/02/2001	99859	YHOO	377.00	18,850.00	USD
 Common Stock	Tom Snow Brokerage Account	PeopleBank	07/02/2001	99859	PSFT	278.00	8,340.00	USD

Cash: 505,784.00 USD Customize [?]							
Type	Description	Where Held	Held Since	Account Number	Value		
 Bank deposit	Snow Savings Account		09/21/2000	80015	450,454.00	USD	
 Cash	Snow - Joint Checking Account		01/21/2000	60207	25,903.00	USD	
 Cash	TSnow Personal Checking		09/10/2001	60200	18,436.00	USD	
 Bank deposit	Tom Snow Savings		09/21/2000	80027	10,991.00	USD	

Derivatives: 97,120.00 USD Customize [?]						
Type	Description	Where Held	Held Since	Account Number	Value	
	Tom Snow Brokerage Account	PeopleBank	07/02/2001	99859	97,120.00	USD

Other Assets: 50,500.00 USD Customize [?]				
Type	Description	Held Since	Value	
	IRA		50,500.00	USD

Products - Balance Sheet page (2 of 3)

Foreign Exchange: 3,906.00 USD Customize 							
Type	Description	Where Held	Held Since	Account Number	Value		
	Tom Snow Brokerage Account	PeopleBank	07/02/2001	99859	3,906.00	USD	

Liabilities Expand All / Collapse All							
Loan: -514,200.00 USD Customize 							
Type	Description	Where Held	Held Since	Account Number	Value		
	Mortgage	Tom_Mary_Snow Pri_Res Mortgage		01/21/2000	70507	-377,000.00	USD
	Unsecured Loan	Used as a business Loan	CCB Bank		54133251	-100,500.00	USD
	Mortgage	Tom Snow - E430 AutoLoan		01/21/2000	70514	-36,700.00	USD

Credit Card: -4,789.00 USD Customize 							
Type	Description	Where Held	Held Since	Account Number	Value		
	GOLD VISA		09/21/2000	70500	-4,000.00	USD	
	Tom Snow - Saratoga Container_Credit Card	PeopleBank	04/04/1999	57103	-789.00	USD	

Products - Balance Sheet page (3 of 3)

The balance sheet displays the client's current total net worth divided into assets and liabilities.

Asset and liability details are displayed by type with a cumulative value for each type. You can access the details for each holding by clicking the Details link.

Click the Add Asset or Add Liability button to access the Asset/Liability page.

See [Chapter 3, "Setting Up PeopleSoft Enterprise Client Management," Defining Asset Category Types and Asset Categories, page 11.](#)

Category Indicates whether the holding is an asset or a liability.

Value Total value of the client.

Products - Products of Interest

Access the Products - Products of Interest page (Customers CRM, Add Client, Client Summary, Products, Products of Interest, or by selecting the Products of Interest link on the Products page).

Products of Interest				
Date Created	Interest Level	Description	Amount	
03/05/2004 8:07AM	High	Interested in Walt Disney stock because his father in law has just been named the new CFO.	100,000.00	USD

[Add Product of Interest](#)

Products - Products of Interest page

See [Chapter 5, "Working with Wealth Management," Managing Products of Interest, page 44.](#)

Managing Referrals

Access the Client - Referrals page (Customers CRM, Add Client, Client Summary, Referrals).

Referrals List						
Referral Name	Client	Revenue		Status	Assigned To	Date Created
529 College Savings Account	Martinez,Jose	500.00	USD	Open	Calvin Harper	03/15/2004 7:46AM
Needs new FA	Wong,Jim	23,512.00	USD	Open	Glen Lee	03/15/2004 7:59AM
Trust Services	Pepperhill,Michael	1,550.00	USD	Open	Glen Lee	03/15/2004 8:07AM

[Add Referral](#)

Client - Referrals page

Select the Referrals tab on the Client page to display a list of referrals.

Referral

Access the Referral page (Customers CRM, Add Client, Client Summary, Referrals)by selecting a client from the Referrals list.

Referral History Select One...

Save | Add Referral | Search | Next | Convert | My Contacts | >> Personalize

Referral Name 529 College Savings Account **Referral Status** Open
Client [Jose Martinez](#) **Referral Amount** 500.00 USD

Referral | Call Reports | Tasks | Notes | More Info | History

Client Information
Client [Jose Martinez](#)

Contact Information
Address
Work Phone
Email

Description
 Needs advise on setting up a 529 College savings account.

Accept/Reject Referral

Referral Status
Date Created 03/15/2004 7:46AM
Added By Harper, Calvin
***Referral Status**
Referral Source
Referred By
Referred By [Tom Snow](#)
***Referral Name**
Referral Amount
Currency Code
Assigned To
Assigned To [Calvin Harper](#)
 [Search Again](#)

Product Info Customize | Find | First 1 of 1 Last

Primary	Product Group	Product	Apply
<input checked="" type="checkbox"/>	Savings	529 College Savings Plan	

Add Product(s)
Add Product Group(s)

Referral page

The RSF_LEAD_WM display template under the FIN market controls the RSF_LEAD_LIGHT page. The standard sales application that is licensed with this page is not visible or used; only PeopleSoft Enterprise Client Management customers see this Referral page.

- Client** Name of the person who is being referred. You can search for a person, or create the newly referred client.
- Added By** Person who entered the referral into the database.
- Referral Source** The type of referral. Possible values are *Customer Referral* and *Employee Referral*.
- Referred By** Client under management who made the referral.
- Referral Name** Description to identify referral.

Referral Amount	Potential monetary value of converting this referral into a sale. The amount of business that the referred person can bring to the business.
Assigned To	Person responsible for working the referral.
Primary	Product or line of business in which the referral is interested.
Product	Service or product to be quoted for the referral.

Managing Opportunities

Access the Opportunities page (Customers CRM, Add Client, Client Summary, Opportunities).

Opportunity	Product	Est. Revenue	Assigned To	Status	Date Created
Trust Services		10,000.00 USD	Calvin Harper	Open	03/22/2004 7:18AM

Opportunities List page

To access the Opportunities page (Customers CRM, Add Client, Client Summary, Opportunities), select an opportunity from the Opportunities List.

See *PeopleSoft Enterprise Sales 9.1 PeopleBook*, "Managing Sales Leads and Opportunities."

Creating Account Teams

Access the Account Team page (Customers CRM, Add Client, Client Summary, Account Team).

Owner	Name	Contact Flag	Title
<input checked="" type="checkbox"/>	Brett McGrath	Internal	

Account Team page

Owner The team leader. This person is responsible for the account.

Maintaining Call Reports

Access the Call Reports page (Customers CRM, Add Client, Client Summary, Call Reports).

Subject	Event Type	Location	Date	Primary Contact
First Meeting with Tom	Face to Face Meeting	Tom's House	03/22/2010	Tom Snow
4th Qtr Meeting with Tom	Face to Face Meeting	My office	03/23/2004	Tom Snow

[Add Call Report](#)

Call Reports page

To access the Call Report Details page (Customers CRM, Add Client, Client Summary, Call Reports), select a subject from the Call Report list.

Call Report Details History Select One...

[Save](#) | [Add New Call Report](#) | [My Contacts](#) | [My Tasks](#) | [Personalize](#)

Company [Saratoga Container Company](#)

General Information

***Subject** **Date**

***Event Type** **Location**

[View or Link Related Objects](#)

Notes Summary Customize | Find | View All | | | First 1 of 1 Last

Select	Subject and Details	Attachment(s)	Added By	Date Added
<input type="checkbox"/>	Reivew of Finanical Position Meet with Tom to discuss his 4th quater results. By the way, this will be the last time we meet quarterly, he want to meet only 2...		Calvin Harper	03/23/2004 6:12AM

[Check All / Clear All](#)

Call Report Details page (1 of 2)

Select	Primary	Name	Phone	Company	Email Address
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tom Snow	914 246 3033	Saratoga Container Co	tsnow@yahoo.com

Check All / Clear All
 Email Call Report

Add Contact

First Name Last Name

Follow-up Tasks

No Follow-up Tasks have been added.

Audit History

Created	03/23/2004 6:16AM PDT	By	CHARPER	Calvin Harper
Modified	03/23/2004 6:17AM PDT	By	CHARPER	Calvin Harper

Call Report Details page (2 of 2)

Subject An overview of the task.

Event Type Indicates what type of event needs to take place to complete each task.

See *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook*, "Working with Call Reports."

Creating Plans

Access the Plans page (Customers CRM, Add Client, Client Summary, Plans).

Plan Name	Plan Type	Start Date	End Date	*Plan Status
Retirement Planning	Retirement Plan	01/01/2004	12/31/2004	Draft

Plans page

Plan Name A label to identify and differentiate the plan.

Plan Type The purpose of the plan.

Chapter 5

Working with Wealth Management

This chapter provides overviews of the Wealth Management component, household relationships, products of interest, and clients at risk, and discusses how to:

- Manage households.
- Manage products of interest.
- Manage clients at risk.

Understanding the Wealth Management Component

PeopleSoft Enterprise Client Management enables you to:

- Create and manage households.
- Create and manage products of interest.
- Maintain and track clients at risk.

Understanding Household Relationships

A household is an association of related persons (consumers). Every client is an individual person (consumer) in the system. *Household* is a type of business object and it is a relationship category as well. You establish household relationships on the Client Summary tab or Relationships tab of the Client component. A household is an organization business object. It extends the Organization class of the revised Business Object Relationship Model and Customer Data Model Application Class Hierarchy.

Three major steps are required to manage the Household object in PeopleSoft Enterprise CRM:

- Configure PeopleSoft Enterprise CRM to recognize the Household object.
- Extend the Organization application class to manage the Household object.
- Enable the Business Object Search feature to quickly look up Household objects.

Note. In PeopleSoft Enterprise CRM Client Management, the Household is not available in the BO search, nor allowed to interact with other transactions.

Modeling a Household

Relationships in the Household category are different from other relationships. Not only is the client related to the other household members; the other household members are all related to each other. This reciprocity is not necessarily true for the other relationship categories. For example, Bob is related to his attorney and to his accountant, but there is no implication that the attorney and the accountant are related. To solve this complexity, relationships are established between the household and the members, not among the members themselves.

The client focus can be changed from one household member to another without having to create the household relationships again. This complexity is hidden from the user. After a client record has been created, if the financial advisor (FA) accesses the Relationships tab and selects the Household category for a new relationship, the system creates a Household object automatically in the background.

You can also create Household objects manually.

Understanding Products of Interest

This section provides an overview of products of interest.

Products of Interest

A product of interest may or may not be from the institution with which the FA is associated. It is a product in which a client has expressed interest, whatever its association. A product of interest can be created from either the Client component or from the Person component. Any FA can enter any client's product of interest. A product of interest can be one of three types: a financial product offered by the management, a specific equity, or a product offered by another institution.

The PeopleSoft system includes security so that FAs can see products of interest for any of their clients. A wealth management administrator can see all product of interest records.

Referrals

Wealth management products of interest can be converted into referrals. When the system converts the product of interest, it also marks the record as inactive. The next time that you access the product of interest record, the button that is used to convert the referral appears as display-only.

Referral management is a process within a financial services organization that is used to track referrals of new customers and referrals of existing customers to other lines of business. A referral is a type of lead whereby a person refers another to the institution. The person who made the referral is tracked as the source of the lead. Part of the value calculation of a given customer may be that although that customer is not the most profitable customer, they add value because of the number of referrals that they bring. When a referral is created, the system sends an email to the Assigned To person. If the referral is not assigned, the Wealth Management administrator can search on unassigned referrals and manually assign them. Again, the system sends an email to the Assigned To person.

Call List

Correspondence management generates a call list. A sample template is provided. A call list is created for each row selected in the configurable product of interest search. Attachments that adhere to the correspondence management usage rules are sent along with the call list.

Understanding Clients at Risk

It's critical for FAs to determine when they are at risk of losing a client. In the Wealth Management industry, each client has significant net worth. Tracking when and why a client is at risk enables the institution to take the steps possible to retain the client.

FAs can subscribe to the notification engine if they want to be notified of their clients at risk. Upon determining that a client is at risk, PeopleSoft Enterprise Client Management determines the client impact. The system provides the FAs with a graphical view of direct and indirect clients that could be in jeopardy because of a particular client's at-risk status. When a client is placed at risk, the system automatically assigns a recommended recovery team. The system assigns a plan of recovery to that team based on the type of risk that is assigned to the client. The PeopleSoft system provides a recovery plan for the *Employee Termination* risk reason (type). The system notifies the recovery team of each new activity on an at-risk client record.

Recovery Team

By default, the system adds all members of the account team to the recovery team. The members of the recovery team also have different permissions than those of the account team.

Recovery Plan

The recovery plan shows all the tasks to be performed as an attempt to retain a client. System administrators can create recovery plan templates.

Managing Households

This section discusses how to:

- Maintain households.
- Manage members.
- Manage tasks.
- View opportunities.
- Maintain notes.

Pages Used to Manage Households

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Household	RD_HOUSEHOLD	Wealth Management, Add Household, Household, Household	View existing households, or create new households.
Members	RD_HOUSEHOLD_MBRS	Wealth Management, Add Household, Household, Members	View or add members to the household.
Tasks	RD_HOUSEHOLD_TASKS	Wealth Management, Add Household, Household, Tasks	Work, view, and add tasks to be completed.
Opportunities	RBW_HHLD_OPP	Wealth Management, Add Household, Household, Opportunities	View opportunities associated with the household.
Notes	RD_HHLD_NOTE	Wealth Management, Add Household, Household, Notes	View or add notes.

Maintaining Households

Access the Household page (Wealth Management, Add Household, Household, Household).

Household

Save | Search | Add Household | My Clients | My Contacts | >> [Personalize](#)

Name The Snow Household

Household | Members | Tasks | Opportunities | Notes

***Household Name**

General Information

Contact Name Tom Snow

Address 1251 Mayberry Court, White Plains, EST, NY, 10601-2601, USA

Phone 914 246 3033

Email tsnow@yahoo.com

Financial Summary

Household Value	1,677,813.00 USD	Year-to-Date Revenue	647.41 USD
Net Worth	4,235,707.00 USD	Last Year's Revenue	1,583.72 USD
Indirect Amount	4,974,132.00 USD	Last Refresh	04/12/2004 2:55PM

Update Financial Summary

Household page

Financial Summary

Household Value	Indicates total holdings of all the household members.
Year-to-Date Revenue	Indicates total year to date revenue of the household members.
Net Worth	The total net worth of the all household members.
Last Year's Revenue	The total revenue from all the members of the household.
Indirect Amount	This value is the total holding amount of all the persons that are associated with the members of the household but not part of the household.
Last Refresh	Indicates the last time amounts were refreshed.
Update Financial Summary	Click to update the financial values. The last refresh date is updated.

Managing Members

Access the Members page (Wealth Management, Add Household, Household, Members).

Household

Save | Search | Add Household | My Clients | My Contacts | >> Personalize

Name The Snow Household

Household Members Tasks Opportunities Notes

Members Customize | Find | View All | First 1-2 of 2 Last

Relation	Name	Phone	Email	YTD Revenue	Holdings
Head of Household	Tom Snow	914 246 3033	tsnow@yahoo.com	647.41 USD	1,636,876.00 USD
Joint Head of Household	Mary Snow	914 4851445	msnow@consumer.s	0.00 USD	1,520,170.00 USD

Add Member

Members page

Relation Define and view how the member is related to the client.

Holdings View the monetary value held by individual members in the household.

Managing Tasks

Access the Tasks page (Wealth Management, Add Household, Household, Tasks).

Household

Save | Search | Add Household | My Clients | My Contacts | >> Personalize

Name The Snow Household

Household Members Tasks Opportunities Notes

Tasks Customize | Find | First 1-4 of 4 Last

Priority	Type	Subject	Task Status	Location	Start Date	End Date	Owner
		Call Tom's Lawyer to discuss his Will.	Open		03/23/2004	03/23/2004	Calvin Harper
		Quarterly Meeting with Tom	Open		06/30/2004	06/30/2004	Calvin Harper
		Call Mary to discuss her referral	Open		03/23/2004	03/23/2004	Calvin Harper
		Send Mary a birthday card.	Open		03/23/2004	03/23/2004	Calvin Harper

Tasks page

The Tasks page shows all the tasks for all the members in the household.

To access the Task Details page, select a subject from the Tasks list.

Viewing Opportunities

Access the Opportunities page (Wealth Management, Add Household, Household, Opportunities).

The screenshot shows the 'Household' page for 'The Snow Household'. The navigation bar includes 'Save', 'Search', 'Add Household', 'My Clients', 'My Contacts', and 'Personalize'. Below the household name, there are tabs for 'Household', 'Members', 'Tasks', 'Opportunities', and 'Notes'. The 'Opportunities List' section features a table with the following data:

Opportunity	Product	Client Name	Est. Revenue	Assigned To	Status	Date Created
Trust Services		Tom Snow	10,000.00 USD	Calvin Harper	Open	03/22/2004 7:18AM

Opportunities page

View opportunities associated with the household.

Maintaining Notes

Access the Notes page (Wealth Management, Add Household, Household, Notes).

The screenshot shows the 'Household' page for 'The Snow Household' with the 'Notes' tab selected. The 'Notes Summary' section displays 'No Notes and Attachments for Household'. Below this is the 'Add a Note' form, which includes the following fields and controls:

- Added:** 08/13/2009 12:02PM Glen Lee
- Note Type:** A dropdown menu.
- *Subject:** A text input field.
- Details:** A large text area with a rich text editor toolbar.
- Start Date:** A date picker field.
- End Date:** A date picker field.
- Buttons:** 'Apply Note' and 'Add an Attachment'.

Notes page

The system displays notes only for the household relationship, not for the individual members of the household.

See *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook*, "Working with Notes and Attachments."

Managing Products of Interest

This section discusses how to work with products of interest.

Page Used to Manage Products of Interest

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Product of Interest	RBW_POI	<ul style="list-style-type: none"> • Wealth Management, Search Products of Interest, Product of Interest • Wealth Management, Add Product of Interest, Product of Interest • Customers CRM, Search Client, Client, Client Summary, Products of Interest • Customers CRM, Search Client, Client Summary, Products, Products of Interest 	Track products in which the client has expressed interest or that the FA has recommended.

Working with Products of Interest

Access the Product of Interest page (Wealth Management, Add Product of Interest, Product of Interest).

Product of Interest

Save | Search | Add Product Interest | My Clients | My Contacts | >> Personalize

Name	Phone
Email	

Product of Interest | Notes

Client Information

Client [Tom Snow](#)
Search Again

Detail

*Type of Interest <input type="text"/>	<input type="checkbox"/> Active
Level of Interest <input type="text"/>	*Status <input type="text"/>
*Amount <input type="text" value="0.0000"/>	*Currency Code <input type="text"/>
*Description <input style="width: 100%;" type="text"/>	

Audit History

Created	By
Modified	By

* Required Field

Product of Interest page

This is the main page for product of interest information. To see client summary information from this page, you must select the Client link.

When you access the Product of Interest page through the Client component, the system displays the list of products of interest that client has—here you can select products of interest and drill down to the main product of interest page.

Type of Interest These values are configurable. When the Type of Interest is *Equity*, stock fields are shown. When the Type of Interest *Product Under Management*, the product prompt is shown.

Convert to Referral Click this button when the client is ready to purchase the product. The system assigns a referral to the appropriate line of business.

Status Valid values are *Active Interest*, *Converted*, *Create Referral*, *Referral Accepted*, and *Not Applicable at this time*.

Managing Clients at Risk

This section discusses how to:

- Maintain clients at risk.

- Manage recovery tasks.

Pages Used to Manage Clients at Risk

<i>Page Name</i>	<i>Definition Name</i>	<i>Navigation</i>	<i>Usage</i>
Client at Risk	RBW_CLIENT_AT_RISK	<ul style="list-style-type: none"> • Wealth Management, Search Clients at Risk, Client at Risk • Wealth Management, Add Client at Risk, Client at Risk • Customers CRM, Search Client, Risk Summary, Client at Risk 	View the client risk records.
Recovery Tasks page	RBW_RISK_TASK_LIST	Wealth Management, Add Client at Risk, Client at Risk, Recovery Tasks	Identify individual tasks that need to be performed to prevent losing a client.

Maintaining Clients at Risk

Access the Client at Risk page (Wealth Management, Add Client at Risk, Client at Risk).

Client at Risk

Save | Search | Previous | Add Risk | My Clients | My Contacts | >> [Personalize](#)

Name Ed Stanton **Phone** 555 433 5545
Email edstanton@consumer.mpt

Risk | Recovery Tasks | Notes

Detail

Client [Ed Stanton](#)

***Risk Reason**

Risk Priority

***Risk Status**

Comments

Financial Status

Opportunities	0.00 USD	Product Holdings	2,583,146.00 USD
Net Worth	2,583,146.00 USD	Indirect Holdings	0.00 USD
		Products of Interest	0.00 USD

Recovery Team

[Customize](#) | [Find](#) | [View All](#) | First 1 of 1 Last

Name	Datetime Added		
Calvin Harper	03/12/2004 8:09AM	+	-

Client at Risk page

To view client summary information from this page, select the Client link.

When you access the Clients at Risk page through the Client component, the system displays the list of risks associated with the client, where you can drill down to arrive at this page and view the details of the risk record. Risks are set up either manually or when the account team members are terminated.

Risk Reason Select a value for the risk reason. Values include *ACATS, Financial Advisor Terminated, No Activity, Others*.

Risk Priority Select a priority level. Values are *Low, Medium, High*.

Risk Status Select a status for the risk. Values are *At Risk, Lost, Recovered*.

Managing Recovery Tasks

Access the Recovery Tasks page (Wealth Management, Add Client at Risk, Client at Risk, Recovery Tasks).

Client at Risk

Save | Search | Previous | Add Risk | My Clients | My Contacts | >> Personalize

Name Ed Stanton **Phone** 555 433 5545
Email edstanton@consumer.mpt

Risk | Recovery Tasks | Notes

Tasks

Customize | Find | First 1-3 of 3 Last

Priority	Type	Subject	Task Status	Location	Start Date	End Date	Owner
!		Send letter to notify client of inactive	Open		03/12/2004	03/12/2004	Calvin Harper
!		Call and follow up with client	Open		03/12/2004		Calvin Harper
!		Send client financial advise	Open		03/12/2004	03/12/2004	Calvin Harper

Add Task

Recovery Tasks page

To access the Task Details page, select a subject on the Recovery Tasks page.

Task Details

History Select One... Personalize

Save | Options | Add New Task | My Clients | My Contacts | >>

Subject Send letter to notify client of inactive **Status** Open
Owner Calvin Harper **Company**

Task Details | Notes

Task Details

Subject Send letter to notify client of inactive **Task Type** To Do
Status Open **Private** **Priority** High
Start Date 03/12/2004 **Start Time** 8:09AM **Time Zone** PST
End Date 03/12/2004 **End Time** 8:09AM **Location**
Owner Calvin Harper **Client at Risk** [NOAC](#)
Repeats Does Not Repeat [View or Link Related Objects](#)

Description Send letter to notify client of inactive

Assigned To

No Assignees have been added.

Task Details page

Use the Task Details page to identify individual tasks that need to be performed to prevent losing the client.

See *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook*, "Working with Tasks."

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