Siebel

Public Sector Guide

August 2020



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Preface

This preface introduces information sources that can help you use the application and this guide.

Using Oracle Applications

To find guides for Oracle Applications, go to the Oracle Help Center at *http://docs.oracle.com/*.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the *Oracle Accessibility Program website*.

Contacting Oracle

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1 What's New in This Release

What’s New in Siebel Public Sector Guide, Siebel CRM 20.8 Update

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes as follows:

- The Oracle Policy Automation (OPA) product has been rebranded to Oracle Intelligent Advisor.

  > **Note:** Where *OPA* exists in the technical name of a workflow, parameter, business service, view, or object, the name remains as it is — that is, no rebranding has occurred for OPA in these instances.

- Rulebase has been renamed to Policy Model.

  > **Note:** Where *rulebase/rule base* exists in the technical name of a business component user property, the name remains as it is — that is, no renaming has occurred for rulebase in these instances.

What’s New in Siebel Public Sector Guide, Siebel CRM 20.1 Update

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes.

What’s New in Siebel Public Sector Guide, Siebel CRM 19.1 Update

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes.

2 Overview of Siebel Public Sector

Overview of Siebel Public Sector

This chapter provides an overview of the functionality in Oracle's Siebel Public Sector. It includes the following topics:

- *About Siebel Public Sector*
- *Key Features of Siebel Public Sector*
- *Reports and Analytics for Siebel Public Sector*
- *Accessibility and Siebel Public Sector*
- *Portals for Siebel Public Sector*
- *Assignment Manager and Siebel Public Sector*

About Siebel Public Sector

Siebel Public Sector is an integrated suite of Web-based applications designed for use by administrators and users who are associated with municipal governments, social services, tax and revenue management, public health, immigration agencies, and investigative agencies.

Customer relationship management (CRM) technology is increasingly relevant in the public sector because citizens who are accustomed to high levels of service and convenience in the private sector demand a comparable level of service in the public sector. Government agencies share a common set of imperatives that require efficient processes to address citizen needs and to deliver the highest return on government and taxpayer investments. These imperatives include:

- **Improving Citizen Service.** In addition to requests for improving the quality and speed of public services, citizens want to interact with government agencies using the channels that best suit their needs. These channels include the Web, the telephone, face-to-face meetings, mail, and fax.
- **Streamlining Case Management.** Government agencies process millions of cases annually and manage the majority of these cases with legacy tools and paper-based processes. The result is a costly, time-consuming process for both citizens and agents.
- **Increasing Employee Productivity.** Many governments face the challenge of providing, with a reduced workforce and diminished resources, additional services to an increasingly demanding public.
- **Closing Budget Gaps.** To alleviate budget pressures, governments try to reduce costs by eliminating ineffective programs and try to generate additional revenue by developing more efficient methods to collect fees and taxes.
- **Improving National Security.** National security is of paramount importance, and government agencies try to encourage effective interagency information sharing and public notification.

The following table describes how Siebel Public Sector provides solutions for key business issues and challenges.

Business Issue	Siebel Public Sector Solutions
Citizen Response	Siebel Public Sector equips agents at government call centers with information that they can use to respond to citizen and business inquiries and to efficiently open and route work orders to appropriate

Business Issue	Siebel Public Sector Solutions
	departments. Oracle Business Intelligence can also help provide insight into the efficiency and effectiveness of government operations.
Benefits Case Management for Social Services	Siebel Public Sector provides social service agencies with an integrated case management application that they can use throughout the life cycle of each case. By consolidating citizen information from case initiation to close, and by enabling a workflow-driven case processing, Siebel Public Sector allows agencies to provide timely service and rapid case resolution. Increased employee productivity and more consistent and accurate case outcomes reduce paperwork time, lower the case appeal rate, and reduce case fraud.
Defense Personnel and Logistics Services	Using Siebel Public Sector, military organizations can provide soldier-centric services, bolstering efforts to recruit, retain, and reward those serving in the armed forces while reducing taxpayer costs. Militaries can manage logistics and field service operations more efficiently.
Single View of Taxpayer	Siebel Public Sector helps tax agencies better integrate disparate taxpayer applications to provide a consolidated, single view of a taxpayer, the taxpayer's past history, and outstanding balances that the taxpayer owes. Taxpayer case management and audits are improved and streamlined.
Revenue Management	Siebel Public Sector assists agencies in growing and maintaining the customer base using targeted outreach campaigns, providing streamlined licensing processes, and providing improved customer service that is supported by the same suite of applications. Government agencies can focus on revenue generation while reducing customer service expenses.
Immigration Services	Immigration and citizenship agencies face an increasing flow of people and goods across borders and an increasing number of citizenship applications. With Siebel Public Sector, agencies can not only maintain better records of visitors and their stays as well as automatically populate application forms with Siebel data, but also share visitor information securely with collaborating agencies. Citizenship agencies can better manage application, test, and hearing procedures while improving global case management capabilities.

This guide assumes that you already installed Siebel Public Sector. To install Siebel Public Sector, access the guides on the *Siebel Bookshelf* that are relevant to your agency's implementation. For more information, see *Developing and Deploying Siebel Business Applications* .

Note: The *Siebel Bookshelf* is available on Oracle Technology Network (http://www.oracle.com/technetwork/indexes/documentation/index.html) and Oracle Software Delivery Cloud. It might also be installed locally on your intranet or on a network location.

Key Features of Siebel Public Sector

Using Siebel Public Sector, government and municipal agencies can manage:

- Case information from initial referral through case investigation and benefits delivery.
- Self-service processes for eligibility assessment and single-application filing for multiple programs.
- Appeals for benefits cases.
- Service plans that track service goals and related activities for cases.
- Automatic assignment of benefits to cases using Oracle Intelligent Advisor.

The Oracle Intelligent Advisor bookshelf is available on Oracle Technology Network.

- Payment processing for benefits using Oracle Application Integration Architecture.
- Effective dating to track data changes that affect benefits cases.
- State models to implement controls for benefit data.
- Communications between agencies and citizens, agencies and agencies, as well as agencies and service providers.
- Case assignment to agents. Agent skills and availability can determine case assignment.
- Data integration from multiple channels and back-office applications, giving agents a comprehensive view of the citizen.
- Team collaboration and information sharing among agents, agencies, and partner agencies working on a case.
- Analytical reports for cases.
- Case, lead, and incident approval routing using predefined templates.
- Case, lead, evidence, and attachment serialization, performed hierarchically using predefined rules.
- Work time assignment to cases and incidents.
- Items of evidence, which agencies can initially log as assets, then convert to evidence, and associate with multiple cases.
- Leads, including clues or activities.
- Incident tracking and escalation.
- Immigration and visitor stays.

Reports and Analytics for Siebel Public Sector

You can run preconfigured reports from various screens in Siebel Public Sector. While you are in a view, click Reports in the toolbar to see the Run Report pane in which you can select the reports for the data in that view. For more information about running preconfigured reports, see *Siebel Reports Guide* .

In addition to the preconfigured reports, you can purchase an Oracle Business Intelligence module that is specific to Siebel Public Sector to provide enhanced analyses for various business processes. For more information about reports, see *Oracle Business Intelligence Answers, Delivers, and Interactive Dashboards User Guide* on Oracle Technology Network.

Accessibility and Siebel Public Sector

Siebel Public Sector software includes accessibility features that allow the use of assistive technology hardware and software with Siebel Business Applications. These accessibility features help disabled users to use the application. For more information about accessibility features, see *Accessibility Guide for Siebel Business Applications* .

Portals for Siebel Public Sector

Users logging in to a Web site for Siebel Public Sector find a portal that offers self-service functionality. For information about setting up a self-service Web site and about the functionality available on a self-service Web site, see *Siebel Self Service Administration Guide* if you use Siebel Public Sector Self Service.

Siebel Public Sector Self Service includes all of the functionality for Siebel Self Service and functionality to manage applications and cases on a self-service Web site.

Assignment Manager and Siebel Public Sector

By default, cases are assigned to the user who creates the case. You can manually assign cases to multiple agents. You can also use Oracle's Siebel Assignment Manager to automatically assign cases, case activities, and submitted applications to agents. Additionally, you can automatically assign cases to organizations and case activities to case managers. To determine these assignments, you can set up assignment rules and use criteria, such as the program type, language proficiency, geographic location, agent experience, specific agent skills, and agent availability. For more information about how to implement this functionality and how to define assignment rules, see *Siebel Assignment Manager Administration Guide* .

Some of the predefined assignment objects and underlying criteria are modified to support Siebel Public Sector business processes. Predefined assignment objects that are specific to Siebel Public Sector include:

- Cases
- Suspects
- Groups
- Incidents
- Diseases
- Applications

3 Administering Siebel Public Sector

Administering Siebel Public Sector

This chapter describes the general tasks that administrators perform for Siebel Public Sector. Other chapters in this guide describe the tasks that administrators perform for the specific functionality that is included in those chapters. This chapter includes the following topics:

- *Administrative Tasks for Siebel Public Sector*
- *About Serialization Rules*
- *About Approval Templates and Routing*
- *About Location Tracking*
- *Roadmap for Administering Siebel Public Sector*
- *Adding Images to the Siebel Public Sector Home Page*
- *Activating Siebel Public Sector Workflows*
- *Adding New Serialization Rules*
- *Disabling Automatic Serialization*
- *Process of Setting Up Approval Templates*
- *Defining Locations*
- *Process of Configuring Time Management*
- *Process of Configuring Embedded Analytics*

Administrative Tasks for Siebel Public Sector

The following table lists and describes the administrative setup tasks that are specific to Siebel Public Sector and the tasks that might differ from those of the other Siebel Business Applications. The table also directs you to documentation that provides information about each task. When setting up Siebel Public Sector, use this table with *Siebel Applications Administration Guide* .

Siebel Applications Administration Guide includes information about the setup tasks that are common to all Siebel Business Applications, such as using license keys, defining employees, and defining your agency's structure. It also provides the needed information to perform data administration and other administrative tasks.

Some tasks in this table might replace the corresponding tasks in *Siebel Applications Administration Guide* , and others might be additional tasks. For instructions about how to create the Siebel Administrator account that the administrator uses to perform the administrative procedures described in this guide, see the *Siebel Installation Guide* for the operating system you are using.

Administrative Task	Description	For More Information
Activity plan templates	If your organization uses activity plans with predefined activities, then you must set up these	*Siebel Applications Administration Guide*

Administrative Task	Description	For More Information
	templates. You can set up activity plans for cases, service plans, leads, and evidence.	
Approval templates	If your organization wants to have predefined approval templates available for users, then you can define these templates in the Administration - Case screen.	*Process of Setting Up Approval Templates*
Assessment templates	If your organization mandates specific assessment criteria, then you must set up assessment templates with attributes. You can set up assessment templates for cases and incidents.	*Siebel Applications Administration Guide*
Assignment Manager	If your organization wants to automate the assignment of case- and immigration-related activities, then you can use Assignment Manager's predefined assignment objects.	*Assignment Manager and Siebel Public Sector* *Siebel Assignment Manager Administration Guide*
Data loading and integration	If your organization wants to integrate with other database applications or perform periodic batch imports and exports of data between the Siebel database and other applications, then you can perform these tasks using Oracle's Siebel Enterprise Integration Manager. Using Siebel Enterprise Integration Manager, you can work with the following objects and associated components: • Cases • Diseases • Groups • Medications • Suspects • Incidents • Leads • Offenses • Immigration Contacts • Arrests • Weapons	*Siebel Enterprise Integration Manager Administration Guide* *Transports and Interfaces: Siebel Enterprise Application Integration* *Business Processes and Rules: Siebel Enterprise Application Integration* *Siebel Object Interfaces Reference*
Embedded analytics	If your organization uses Oracle Business Intelligence and wants to configure embedded analytics for Siebel Public Sector, then you can integrate Siebel Public Sector with Oracle Business Intelligence.	*Process of Configuring Embedded Analytics*
Home page image	If your organization wants to maintain a graphic that appears on the Siebel Public Sector home page, then you can perform this task using the Home Page Image Administration screen.	*Adding Images to the Siebel Public Sector Home Page*

Administrative Task	Description	For More Information
iHelp	If your organization wants to set up iHelp to provide real-time task assistance to users, then you can use the iHelp tool to embed view navigation links and to highlight fields and buttons on the views that are associated with each step of the task.	*Siebel Applications Administration Guide* (developing and administering iHelp) *Siebel Fundamentals* (using iHelp)
Lists of Values (LOVs)	If your organization wants to create standard LOVs (for example, for Case Type and Stage, Case Status and Sub-Status), then you can create and modify these lists of values.	*Siebel Applications Administration Guide*
Literature setup	If agents in your organization select literature for distribution records, then you must create these records using the Literature view of the Administration - Document screen.	*Siebel Applications Administration Guide*
Location setup	You can create location records and associate new or existing addresses with each location using the Location view of the Administration - Data screen.	*Defining Locations*
Mobile synchronization	If agents in your organization use mobile devices, then the following objects and child components are activated on the mobile devices with the noted visibilities: • Arrests (My and Team's) • Approval Templates (All) • Cases (My and Team's) • Diseases (My and Team's) • Evidence (My and Team's) • Immigration Contacts (My and Team's) • Incidents (My and Team's) • Leads (My and Team's) • Medications (All) • Offenses (My and Team's) • Serialization (All) • Subjects (My and Team's) Each object has partial visibility to all child components.	Siebel Mobile Guides on Siebel Bookshelf
Quickfill templates	If your organization wants to create standard templates for commonly used Incident and Case types, then you can create Quickfill templates. Users can apply templates from the Case and Incident forms by selecting Apply Template, Save as Template, New from Template, or New from Last Template in the menu that appears when they click the cogwheel icon in the forms.	*Siebel Applications Administration Guide*

Administrative Task	Description	For More Information
Responsibilities	If your organization wants to restrict view visibility for users to conform to user responsibilities, then you can assign responsibilities to users.	*Responsibilities and Views* *Siebel Security Guide* *Siebel Applications Administration Guide*
Serialization rules	If your organization wants to change the serialization rules that are preconfigured in Siebel Public Sector, then you can edit the rule definitions using the Serialization Rules view of the Administration - Case screen. Depending on your changes to the default serialization rules, you might also have to configure the appropriate business objects and components in Siebel Tools.	*Adding New Serialization Rules* *Serialization Rule Attribute Types*
Siebel Tools	If your organization wants to change or create new Siebel Public Sector fields or field properties, change colors and controls in Siebel Public Sector, and add or remove applets, then you can perform these tasks using Siebel Tools.	*Configuring Siebel Business Applications* *Siebel Developer's Reference* *Siebel Tools Online Help* *Using Siebel Tools*
Time entry constraints	If your organization wants to specify the period of time that users are allowed to assign time to a case or incident after that case or incident is closed, then you can configure constraints for time entry.	*Configuring Constraints for Time Entry*
Time entry views	If your organization wants to designate the time entry views in which users can assign the time of other users to cases and incidents, then you can configure the time entry views.	*Configuring Time Entry Views*
Workflows for business processe	If your organization wants to design and implement automatic workflows for business processes, then you can use the Business Process Designer. You must activate some predefined workflows.	*Activating Siebel Public Sector Workflows* *Siebel Business Process Framework: Workflow Guide*

About Serialization Rules

Siebel Public Sector can use configured serialization rules to stamp a new case with a unique, customized serial number. This serial number is generated from a combination of fields so that the numbers are meaningful to an agency. For example, in the case serial number NY-2B-296-3964041, the serial number denotes a geographic territory (NY for New York), a case category (2B for aggravated assault), and the case number (296-3964041).

Case serialization also serializes evidence, leads, and attachments associated with the case. Using the case serial number in the preceding example, the serial number generated for an evidence item might be NY-2B-296-3964041-296-3964055. The evidence item inherits the parent serial number and uses the evidence number for the evidence item.

Serial numbers for cases, leads, and evidence are generated automatically when the user saves a new record. In some instances, the user can also generate a serial number by clicking a Serial Number button, for example, in the Attachments view in Case List view of the Cases screen. For more information, see *Adding Attachments to Cases*.

To use the serialization feature for Siebel Public Sector, you must make sure that the PUB Enable Serialization system preference in the System Preferences view of the Administration - Application screen has a value of Y.

Siebel Public Sector provides several rules that you can configure to control the format of serial numbers on cases, leads, and evidence. The following table describes the preconfigured rules.

Rule	Description
Case Rule	Determines the serialization of cases. The Case Rule pulls the user's entries from the Territory and Category fields in the Cases screen. For example, if the user selects New York as the territory for the case, then the category code NY is included as part of the generated case serial number. The information from the Territory and Category fields is stored in the HLS Case business component's Territory Code and Category Code fields. The value in the Case Number field is also selected for this rule to add numbers at the end of the serial number. By default, the HLS Case business object is serialized as the parent object. The Case Rule is the parent rule for all the other rules. For more information, see *Parent and Child Serialization Rules*. This rule is triggered when the user successfully saves a new case record.
Case Lead Rule	Determines the serialization of leads associated with a case. This rule is a child of the parent Case Rule. It is triggered when the user successfully creates a new lead record, a task that includes selecting an associated case.
Case Evidence Rule	Determines the serialization of evidence associated with a case. This rule is a child of the parent Case Rule. It is triggered when the user successfully creates a new evidence record, a task that includes selecting an associated case.
Case Attachment Rule	Determines the serialization of attachments to case records. This rule is a child of the parent Case Rule. It is triggered when the user clicks the Serial Number button in the Attachments view in the Case List view of the Cases screen. For more information, see *Adding Attachments to Cases*.
Evidence Attachment Rule	Determines the serialization of attachments to evidence records. This rule is a child of the parent Case Rule. It is triggered when the user clicks the Serial Number in the Attachments view in the Evidence List view of the Evidence screen.
Lead Attachment Rule	Determines the serialization of attachments to lead records. This rule is a child of the parent Case Rule. It is triggered when the user clicks the Serial Number in the Attachments view in the Lead List view of the Leads screen.
Lead Sub-Lead Rule	Determines the serialization of leads associated with a parent lead. This rule is a child of the parent Case Rule. It is triggered when the user successfully creates a new sublead record, a task that includes selecting an associated case. The user performs this task in the Sub-Lead view in the Lead List view of the Leads screen.

Parent and Child Serialization Rules

Parent rules are rules generated from serialization on an independent business object and component. The serial number that the rule generates is unaffected by the serial numbers that other rules generate. By default, the Case Rule is the parent rule for the serialization rules provided with Siebel Public Sector. For a description of the Case Rule, see *About Serialization Rules*.

Parent rules can have several child rules. Child rules include serial numbers already generated for the parent rules. For example, the Case Attachment rule is configured so that it begins with the serial number that the Case Rule generated. Its first attribute type is Parent Serial Number. For more information, see *Serialization Rule Attribute Types*.

Serialization Rule Attribute Types

The following table describes when each attribute type is used for generating serial numbers.

Attribute Type	Description
Field	Select this value to extract information from the selected business component field and include this information in the generated serial number.
Constant	Select this value when you want to insert an attribute separator in the serial number. Examples of constant values are hyphens (-) and periods (.). For example, a case serial number with the format: Territory Code + Constant + Category Code + Constant + Case Number field value might appear as NY-7A-296-3964041 if you use hyphens as the two constant values.
Parent Serial Number	Select this value when you want the parent rule's serial number included in the current rule's serial number. By default, all the rules generate a serial number that begins with the case serial number that the Case rule created. For example, the Evidence Attachment Rule attributes are defined as Parent Serial Number, Constant, and Evidence Id field value.

About Editing the Default Serialization Rules

Siebel Public Sector provides you with several preconfigured rules that you can modify to suit your organization's requirements. You can also create new rules to change how serialization is performed. For more information, see *Adding New Serialization Rules*.

If you modify the default rule values to extract information from different fields, then users must make sure that they enter all the information required to generate the serial numbers. For example, you change the Case Rule to include the Sub-Status value in the serial number instead of the Category Code. The user must select a value in the Sub-Status field so that a serial number can be generated for a case. If you do not change the rules, then Siebel Public Sector populates default values in the required fields so that these fields are not missing data.

Guidelines for Serializing Additional Parent Business Objects

The serialization rules provided with Siebel Public Sector are based on case serialization. HLS Case is the business object for the parent rule, Case Rule. You can edit these rules to generate serial numbers in the format that your organization requires. For more information, see *About Editing the Default Serialization Rules*.

However, if serialization must be performed on certain items independently of the Case Rule, then you can configure serialization on additional parent business objects.

The business components that are based on the CSSBCBase class support serialization. Observe the following guidelines when configuring serialization on additional business objects and components:

- Business components to be serialized must contain a Serial Number field.
- You cannot have more than one rule that is based on the same business object and business component.
- You must define serialization rules and attributes in the Serialization Rules view of the Administration - Case screen for any additional serialized business objects and components.
- If you create new rules to replace the default lead or evidence serialization, then you must delete the appropriate default rule.

  For example, you can create a new Lead Rule and Evidence Rule to use instead of the default rules (Case Lead Rule and Case Evidence Rule) to serialize leads and evidence. These records have PUB Evidence or PUB Lead as a parent business object and, unlike the current rules, do not have the Case Rule as a parent rule. If the user creates a new evidence record, then the evidence serial number that is generated is based on only the defined attributes. The number does not include any reference to the case serial number.
- When you add new columns to the tables, make sure these changes are reflected in the Siebel database. For more information, see *Using Siebel Tools* .

About Approval Templates and Routing

Inboxes serve as a consolidated work space for all cases, leads, and incidents that are routed to the appropriate users for approval. Automatic approval routing increases the efficiency of the approval process and reduces case, lead, and incident backlog. Administrators configure approval templates to automate the routing of approvals. For more information, see *Process of Setting Up Approval Templates*.

Siebel Public Sector approval routing allows for a tiered hierarchy of approval, routing cases, leads or incidents to a manager, group manager, division manager, and others within the chain of approval. The approver list can also include cross-departmental approvers. For example, users might need approval from a finance manager and a case manager before making payments relating to any case. Users cannot approve their own cases, leads and incidents.

Also observe the following guidelines for approval templates:

- If an approval template has multiple approvers with the same sequence number, then when you submit a case, lead, or incident that uses the template for approval, the case, lead or incident is routed to only one of those approvers. Consequently, make sure that approvers are appropriately ordered on the template.
- If an approval template has no approvers, then when you submit a case, lead or incident that uses the template for approval, the case, lead, or incident is never approved because it does not appear in anyone's inbox. Consequently, make sure that all templates have at least one approver.

- The approvers that administrators add to a template are included in the case, lead or incident when you pick the template. Any changes to the template approvers have no effect on cases, leads, or incidents for which you already selected templates.
- If you select a different template, then the approvers for the case, lead, or incident are refreshed.

Note: You must activate the PS Object Approval Main Process workflow to implement approval routing. For more information, see *Activating Siebel Public Sector Workflows*.

About Location Tracking

Using Oracle's Siebel Location Tracking, agencies can standardize locations with multiple addresses, such as malls, hotels, office parks, and campuses. Users can also specify an area that does not have address information, for example, a street intersection or the north end of a lake. Consequently, you can include locations without any precise address information when capturing information for a case, lead, or incident. For more information, see *Defining Locations*.

You can associate latitude and longitude pairs or Universal Transverse Mercator (UTM) values with a single location. This association provides agencies with a variety of address formats that they can use when describing a specific location. For example, you can describe a location as Central Park, corner of 5th and Main Streets, parking lot G. The combination of a specific location with a descriptive label facilitates faster response to developing incidents and builds a richer repository of data for use in later analysis.

You can also integrate Siebel Location Tracking with the Geographic Information System (GIS), which provides a graphical representation of the location. Most GIS applications support an application programming interface (API) that is accessible using a C/C++, Java, .Net, or Web services interface. You can integrate GIS applications using Siebel Enterprise Application Integration. For more information about Siebel Enterprise Application Integration, see the following guides:

- *Overview: Siebel Enterprise Application Integration*
- *Integration Platform Technologies: Siebel Enterprise Application Integration*
- *Business Processes and Rules: Siebel Enterprise Application Integration*
- *Siebel Application Services Interface Reference*
- *XML Reference: Siebel Enterprise Application Integration*
- *Transports and Interfaces: Siebel Enterprise Application Integration*

Some GIS applications provide libraries or dynamically linked libraries (DLLs) that you can call using a business service or eScript.

Note: For help with GIS integration, contact your Oracle sales representative for Oracle Advanced Customer Service to request assistance. The preconfigured Siebel Public Sector application does not provide connectors or adapters for GIS.

Agencies can provide external mapping applications that are integrated with Siebel data with precise geo-coded location information for use in GIS analysis. For example, using GIS integration with Siebel Location Tracking, agents can search for incidents reported within a two-mile radius of a highway construction project or for suspicious activity associated with a crime spree in a neighborhood.

Roadmap for Administering Siebel Public Sector

This roadmap consists of processes and tasks that administrators typically perform when administering Siebel Public Sector. Your agency might follow a different roadmap according to its business requirements.

To administer Siebel Public Sector, administrators perform the following processes and tasks:

- *Adding Images to the Siebel Public Sector Home Page*
- *Activating Siebel Public Sector Workflows*
- *Adding New Serialization Rules*
- *Disabling Automatic Serialization*
- *Process of Setting Up Approval Templates*
- *Defining Locations*
- *Process of Configuring Time Management*
- *Process of Configuring Embedded Analytics*

Adding Images to the Siebel Public Sector Home Page

Administrators can change the image on the Siebel Public Sector home page using the Home Page Image Administration screen. For example, administrators can change the Warning Level indicator on the home page. After you publish the image, all users in the same organization can view the image. Different organizations can display different images. For optimal layout on the home page, the image must be no larger than 350 pixels wide and 175 pixels high.

This task is a step in *Roadmap for Administering Siebel Public Sector*.

To add an image to the home page Warning Level indicator

1. Navigate to the Home Page Image Administration screen.
2. In the Image list, create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
File Name	Select the file name or type the URL for the image.
Publish	Select this check box to display the image on the home page. Although you can add multiple images to the Image list, only this image appears on the home page.

Activating Siebel Public Sector Workflows

Activating Siebel Public Sector workflows allows users to perform numerous tasks in Siebel Public Sector. For more information about the Siebel Public Sector workflows, including the name and purpose of each workflow, see *Public Sector Workflows*

You have to activate Siebel Public Sector workflows only once for a database. For more information about working with workflows, see *Siebel Business Process Framework: Workflow Guide* .

This task is a step in *Roadmap for Administering Siebel Public Sector*.

To activate Siebel Public Sector workflows

1. Navigate to the Administration - Business Process screen, Workflow Deployment, and then the Active Processes view.
2. In the Active Workflow Processes list, query for the appropriate workflow names, and check the status of each workflow.

   If any of the required workflows are not returned, then the workflows are not yet activated.
3. If a required workflow is not yet activated, then complete the following steps:
   a. Scroll up to the Repository Workflow Processes list.
   b. Select the appropriate workflow from the list, and click Activate.

Adding New Serialization Rules

This topic contains the following related information:

- *Viewing Serialization Configuration in Siebel Tools*
- *Creating Serialization Rule Records*
- *Example 1 of Configuring Serialization*
- *Example 2 of Configuring Serialization*

This task is a step in *Roadmap for Administering Siebel Public Sector*.

Viewing Serialization Configuration in Siebel Tools

You might want to check the configuration of the serialization rules in Siebel Tools. The following procedure provides instructions about checking the serialization for the HLS Case business component. Serialization is preconfigured for the following business components:

- HLS Related Case
- PUB Evidence
- PUB Lead
- PUB Related Evidence

- PUB SubEvidence
- PUB Sublead

To view the serialization on the HLS Case business component

1. Log in to Siebel Tools as an administrator.
2. Navigate to Object Explorer, then Business Component.
3. Query for the HLS Case business component.
4. Navigate to Business Component, then Business Component User Prop.
5. Query for Serialization*.

   The following records appear.

Name	Value
SerializationAutoGenerate	Y
SerializationBC	HLS Case
SerializationBO	HLS Case
SerializationChildAttBC	HLS Cases Attachment
SerializationChildBC	PUB Evidence
SerializationChildBO	HLS Case
SerializationParentBC	None
SerializationParentIdField	None

6. (Optional) Repeat Step 3 to Step 5 for any of the other listed business components to view the default serialization configuration.

Creating Serialization Rule Records

Perform the following procedure to create new serialization rules.

To create a serialization rule

1. Navigate to the Administration - Case screen, then the Serialization Rules view.
2. In the Serialization Rules list, create a new record, and complete the fields as appropriate.

The following table describes some of the fields.

Field	Description
Name	Type the name of the rule.
Business Object	Select the business object on which the rule is based.
Business Component	Select the business component containing the fields on which the rule is based.

3. Scroll down to the Attributes list, and create a new record.

> **Note:** Because serial numbers can contain a maximum of 100 characters, do not include any large text fields as one of the attributes.

The following table describes some of the fields.

Field	Description
Sequence	Type a number that controls the attribute sequence in the generated serial number. For example, 1 indicates that the selected attribute appears first in the serial number.
Type	Select the type of attribute. Values include constants, parent serial numbers, and fields. For more information about selecting the appropriate attribute types, see *Serialization Rule Attribute Types*.
Business Component	Displays the name of the business component that you select in the Serialization Rules list.
Field Name	If you select a value of Field in the Type field, then select a field name. The values that you can select depend on the value in the Business Component field.
Constant Value	If you select a value of Constant in the Type field, then type a value for the constant. For more information, see *Serialization Rule Attribute Types*.

4. Repeat Step 3 until you define all the attributes required for the serial number.

> **Note:** The last attribute in the sequence is generally a field value that is a unique number so that each serial number is unique.

Example 1 of Configuring Serialization

In the following example, you add PUB HLS Incident as a new serialization business object. The primary business component for this business object is PUB HLS Incident.

To add PUB HLS Incident as a parent object for serialization, perform the following tasks:

1. *Configuring Incident Serialization in Siebel Tools*
2. *Adding an Incident Serialization Rule*

Configuring Incident Serialization in Siebel Tools

Perform the following procedure to allow serialization on the PUB HLS Incident business component.

> **Note:** If you add new columns to a table (or make other such schema changes to the Siebel database), then make sure that such changes are reflected in the Siebel database. For more information, see *Using Siebel Tools* .

You must configure the incident table and business component.

To configure the incident table and business component

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Navigate to Object Explorer, then Table, and query for the S_INCIDENT table.
3. Create a new column record called SERIAL_NUM.
   To get the correct values for this new column, refer to the values in the SERIAL_NUM column of the S_CASE table.
4. Navigate to Object Explorer, then Business Component, and query for the PUB HLS Incident business component.
5. Navigate to Business Component, then Field, and create two new field records called Serial Number and Incident Number.
   To get the correct values for these two fields, refer to the values in the Serial Number field and the Case Num field of the HLS Case business component. In the Calculated Value column of the Incident Number field, enter RowIdToRowIdNum([Id]).
6. Navigate to Business Component, then Business Component User Prop, and add the following user property records.

Name	Value
SerializationAutoGenerate	Y
SerializationBO	PUB HLS Incident
SerializationBC	PUB HLS Incident
SerializationChildBO	PUB HLS Incident

Name	Value
SerializationChildAttBC	PUB Incident Attachment

> **Note:** If you add serialization on child business objects and components, then you might have to add additional fields. Use the serialization configuration for the HLS Case as a guide. For more information, see *Viewing Serialization Configuration in Siebel Tools*.

7. Deliver the changes to the Integration Branch.

Adding an Incident Serialization Rule

Perform the following procedure to add a new serialization rule to determine the format for the incident serial numbers. For more information, see *Creating Serialization Rule Records*.

To add a rule for incident serialization

1. Navigate to the Administration - Case screen, then the Serialization Rules view.
2. In the Serialization Rules list, create a new record with the following values.

Field	Value
Name	Incident Rule
Business Object	PUB HLS Incident
Business Component	PUB HLS Incident

3. Scroll down to the Attributes list, and create new records with the following values.

Record	Field	Value
Record 1	Sequence	1
	Type	Field
	Field Name	Incident Type
Record 2	Sequence	2
	Type	Constant
	Constant Value	-

Record	Field	Value
Record 3	Sequence	3
	Type	Field
	Field Name	Incident Number

Example 2 of Configuring Serialization

Your organization might want to serialize incident attachments by adding a Serial Number button to the Attachments view in the Incident List view of the Incidents screen. For more information about adding such a button to the user interface, see *Adding Serial Number Buttons to the User Interface*.

Before users can successfully use this button however, administrators must perform some configuration. Perform the instructions in the following procedures to allow serialization of incident attachments.

To allow serialization of incident attachments by an Incident Attachment Rule, perform the following tasks:

1. *Configuring Incident Attachment Serialization in Siebel Tools*
2. *Adding an Incident Attachment Serialization Rule*

Configuring Incident Attachment Serialization in Siebel Tools

Perform the following procedure to allow serialization on the PUB Incident Attachment business component.

> **Note:** If you add new columns to a table (or make other such schema changes to the Siebel database), then make sure that such changes are reflected in the Siebel database. For more information, see *Using Siebel Tools* .

You must configure the incident attachment table and business component.

To configure the incident attachment table and business component

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Navigate to Object Explorer, then Table, and query for the S_INCIDENT_ATT table.
3. Create a new column record called SERIAL_NUM.
   To get the correct values for this new column, refer to the values in the SERIAL_NUM column of the S_CASE table.
4. Navigate to Object Explorer, then Business Component, and query for the PUB Incident Attachment business component.
5. Navigate to Business Component, then Field, and create two new field records called Serial Number and Incident Attachment Number.
   To get the correct values for these two fields, refer to the values in the Serial Number field and the Case Num field of the HLS Case business component. In the Calculated Value column of the Incident Attachment Number field, enter RowIdToRowIdNum([Id]).

6. Select the Force Active check box for the Incident Id field.
7. Navigate to Business Component, the Business Component User Prop, and create six new user property records with the following values and expressions.

Name	Value
Named Method 1	"GenerateSerialNumber", "INVOKE", "PUB Incident Attachment", "WriteRecord"
Named Method 2	"GenerateSerialNumber", "INVOKESVC", "PUB Incident Attachment", "PUB Case Serialization Service", "SetSerialNumber", "Operation", "Generate", "BO Name", "PUB HLS Incident", "BC Name", "PUB Incident Attachment", "Id", "[Id]", "Parent BC Name", "PUB HLS Incident", "Parent Id", "ParentFieldValue('Id')"
Named Method 3	"GenerateSerialNumber", "INVOKE", "PUB Incident Attachment", "RefreshRecord"
Named Method 4	"ReGenerateSerialNumber", "INVOKE", "PUB Incident Attachment", "WriteRecord"
Named Method 5	"ReGenerateSerialNumber", "INVOKESVC", "PUB Incident Attachment", "PUB Case Serialization Service", "SetSerialNumber", "Operation", "ReGenerate", "BO Name", "PUB HLS Incident", "BC Name", "PUB Incident Attachment", "Id", "[Id]", "Parent BC Name", "PUB HLS Incident", "Parent Id", "ParentFieldValue('Id')"
Named Method 6	"ReGenerateSerialNumber", "INVOKE", "PUB Incident Attachment", "RefreshRecord"

8. Deliver the changes to the Integration Branch.

Adding an Incident Attachment Serialization Rule

Perform the following procedure to add a new serialization rule to determine the format for the incident attachment serial numbers. For more information, see *Creating Serialization Rule Records*.

To add a rule for incident attachment serialization

1. Navigate to the Administration - Case screen, then the Serialization Rules view.
2. In the Serialization Rules list, create a new record with the following values.

Field	Value
Name	Incident Attachment Rule
Business Object	PUB HLS Incident
Business Component	PUB Incident Attachment

3. Scroll down to the Attributes list, and create new records with the following values.

Record	Field	Value
Record 1	Sequence	1
	Type	Parent Serial Number
Record 2	Sequence	2
	Type	Constant
	Constant Value	-
Record 3	Sequence	3
	Type	Field
	Field Name	Incident Attachment Number

Disabling Automatic Serialization

By default, Siebel Public Sector has automatic case serialization. However, you can disable this serialization and add Serial Number buttons to the user interface to allow users to manually serialize items as required.

This topic contains the following related information:

- *Adding Serial Number Buttons to the User Interface*
- *Disabling Serial Number Buttons*

This task is a step in *Roadmap for Administering Siebel Public Sector*.

To disable automatic serialization on a business component

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Navigate to Object Explorer, then Business Component.
3. Query for the appropriate business component.
4. Navigate to Business Component, then Business Component User Prop.
5. Query for the SerializationAutoGenerate user property.
6. Change the value from Y to N.
7. (Optional) If you want to replace automatic serialization with Serial Number buttons for the user, then you can perform the procedures now.

Then, continue with the following step. For more information, see *Adding Serial Number Buttons to the User Interface*.

8. Deliver the changes to the Integration Branch.

Adding Serial Number Buttons to the User Interface

Using Serial Number buttons, you can give the users the option to serialize items (for example, leads) in the user interface. To view an example of a Serial Number button, navigate to the Evidence screen, Evidence List, and then the Attachments view. For more information about editing applet layouts, views, and screens, see *Configuring Siebel Business Applications* .

To add a Serial Number button to the Leads screen, perform the following tasks:

1. *Checking Configuration on PUB Lead Business component*
2. *Creating and Configuring New Serialization Applet*
3. *Defining Business User Properties*

These tasks assume that you disabled automatic serialization on leads. For more information, see *Disabling Automatic Serialization*.

Checking Configuration on PUB Lead Business component

First, check the configuration on the PUB Lead business component.

To check the configuration on the PUB Lead business component

1. Log into Siebel Tools as an administrator.
2. Navigate to Object Explorer, then Business Component.
3. Query for PUB Lead.
4. Navigate to Business Component, then Field.
5. Check to make sure that the Serial Number field is present.

Creating and Configuring New Serialization Applet

You must create and configure the new serialization applet.

To create and configure the new serialization applet

1. Navigate to Object Explorer, then Applet and query for the PUB Lead Form Applet.
2. Copy the applet record and rename it with the suffix (Serialization) to PUB Lead Form Applet (Serialization).
3. Right-click the applet record, and select Edit Web Layout.
4. In the Mode field of the Web Controls toolbar, select the Edit List applet mode.
5. On the Web Controls window, click the MiniButton icon.
6. Click the position in Applet Layout where you want the button to appear.
7. Define the properties for the control in the Properties Window using the following values.

Field	Value
Caption	Serial Number
HTML Display Mode	EncodeData

Field	Value
HTML Only	True
HTML Row Sensitive	True
HTML Type	MiniButton
Inactive	False
Method Invoked	SerialNumber
Name	SerialNumber
Parent Name	PUB Lead Form Applet
Prompt	False
Read Only	False
RunTime	False
Show Popup	False
Sort	True
Text Alignment	Left **Note:** This means to align text on the first character in the word or phrase.
Visible	True
Visible Language Override	True

8. Select File and then Save.

Defining Business User Properties

You must also define the business user properties to invoke the serialization business service.

To define business user properties to invoke the serialization business service

1. Log in to Seibel Tools or Web Tools as an Administrator and create a new workspace.
2. Navigate to Object Explorer, then Business Component and query for PUB Lead.
3. Navigate to Business Component, then Business Component User Prop.
4. Create three new user property records with the following values and expressions.

Name	Value
Named Method 1	"SerialNumber", "INVOKE", "PUB Lead", "WriteRecord"
Named Method 2	"SerialNumber", "INVOKESVC", "PUB LEAD", "PUB Case Serialization Service", "SetSerialNumber", "Operation", "Generate", "BO Name", "HLS Case", "BC Name", "PUB LEAD", "Id", "[Id]", "Parent BC Name", "HLS Case", "Parent Id", "ParentFieldValue('Id')"
Named Method 3	"SerialNumber", "INVOKE", "PUB LEAD", "RefreshRecord"

   Named Method 1 forces a WriteRecord, Named Method 2 invokes the Serialization Service business service to set the Serial Number field in the PUB Lead business component, and Named Method 3 refreshes the user interface.

   > **Note:** If additional named methods are already configured on the business component, then name the serialization user properties using the next available numbers. For example, if Named Methods 1, 2, and 3 exist, then you can add Named Methods 4, 5, and 6 for the purposes of serialization.

5. Replace the PUB Lead Form Applet in the PUB Leads List View with the new PUB Lead Form Applet (Serialization).
6. Deliver the changes to the Integration Branch.

Disabling Serial Number Buttons

By default, users can click buttons as often as they like. However, clicking a Serial Number button multiple times results in multiple generated serial numbers for the same item. To create new serial numbers, use the Regenerate and Regenerate All buttons. For more information, see *About Generating New Serial Numbers*.

To disable Serial Number buttons when the field is not null, use the following server script:

```
function WebApplet_PreCanInvokeMethod (MethodName, &CanInvoke)
{
 if(MethodName == "SerialNumber")
 {
 if(BusComp().GetFieldValue("Serial Number")=="")
 {
 CanInvoke = "TRUE";
 return(CancelOperation);
```

```
}
else
{
CanInvoke = "FALSE";
return(CancelOperation);
}
}
return (ContinueOperation);
}
```

Note: No server script is preconfigured to disable the buttons.

Process of Setting Up Approval Templates

This process consists of tasks that administrators typically perform when setting up approval templates. Your agency might follow a different process according to its business requirements. For more information, see *About Approval Templates and Routing*.

To set up approval templates, administrators perform the following tasks:

- *Creating Approval Templates for Investigative Cases*
- *Creating Approval Templates for Leads*
- *Creating Approval Templates for Benefits Cases*
- *Creating Approval Templates for Incidents*

This process is a step in *Roadmap for Administering Siebel Public Sector*.

Creating Approval Templates for Investigative Cases

Perform the following procedure to create an approval template for an investigative case.

To allow users to select the appropriate templates from the Cases screen, you must select values for the following fields: Category, Territory, Priority, Start Date, and Status when you create an approval template for an investigative case. If users need the template immediately, then make sure you set the Status field to Active and the Start Date field to the default creation time.

The selection of templates that users see depends on the values in the case record for Category, Territory, and Priority. For example, a user who creates a case record with the values of Kidnapping (Category), New York (Territory), and Urgent (Priority), can select only an approval template with the same values. If your agency uses the Threat Level and Threat Category fields, then these values also determine the templates that users see.

This task is a step in *Process of Setting Up Approval Templates*.

To create an approval template for investigative cases

1. Navigate to the Administration - Case screen, then the Case Approval Template view.
2. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Name	Type the name of the approval template.
Template Object	Displays a value of Case. When creating a lead approval template, this field is populated with a value of Lead. When creating an incident approval template, this field is populated with a value of Incident.
Status	Displays a status of Active for the template. Values include Active and Inactive. You can predefine several templates but activate only those that users currently need. To allow users to select the template from the Cases screen, make sure that you select Active.
Category	Select a category for the template. Values depend on the types of cases that an agency handles. In the List of Values view of the Administration - Data screen, administrators can edit the category LOVs to include the categories for your organization. They add values to a Type field of PUB_CASE_CATEGORY_TYPE. For more information, see *Siebel Applications Administration Guide* .
Territory	Select the territory in which users employ this approval template.
Priority	Select the urgency of the required approvals.
Type	Select the type of approval template. Values include Admin and User.
Start Date	Displays the date and time that you create the template. Thus, the template is available immediately to users. You can change this date and time that the template is in effect.
End Date	Select the date and time that the template is no longer in effect.

3. Drill down on the Name field, and navigate to the Approvers view.
4. Create a new record for each user in the chain of approval.

   The Sequence Number field determines the order in which the case is routed to each user.

   When users select an approval template for a case and then submit the case for approval, the case is routed automatically to the inbox of the first approver in the chain of approval. For more information, see *Submitting Cases for Approval* and *Approving Cases in the Inbox*.

Creating Approval Templates for Leads

Perform the following procedure to create an approval template for a lead.

To allow users to select the appropriate templates from the Leads screen, you must select values for the following fields: Lead Type, Territory, Priority, Start Date, and Status when you create a lead approval template. If users need the template immediately, then make sure you set the Status field to Active and the Start Date field to the default creation time.

The selection of templates that users see depends on the values in the lead record for Lead Type, Territory, and Lead Priority. For example, a user who creates a lead record with the values of Investigative (Lead Type), New York (Territory), and Immediate (Lead Priority), can select only an approval template with the same values.

This task is a step in *Process of Setting Up Approval Templates*.

To create an approval template for leads

1. Navigate to the Administration - Case screen, then the Lead Approval Template view.
2. Create a new record, and complete the fields as appropriate.

   For more information about the fields in this view, see *Creating Approval Templates for Investigative Cases*.
3. Drill down on the Name field, and navigate to the Approvers view.
4. Create a new record for each user in the chain of approval.

   The Sequence Number field determines the order in which the lead is routed to each user.

   When users select an approval template for a lead and then submit the lead for approval, the lead is routed automatically to the inbox of the first approver in the chain of approval. For more information, see *Submitting Leads for Approval* and *Approving Cases in the Inbox*.

Creating Approval Templates for Benefits Cases

Perform the following procedure to create an approval template for a benefits case.

When you create an approval template for a benefits case, the Category field of the template is populated with a value of Benefit, and you cannot change this value. To allow users to select the appropriate templates from the Cases screen, you must select values for the following fields: Territory Name, Priority, Start Date, and Status when you create an approval template for a benefits case. If users need the template immediately, then make sure you set the Status field to Active and the Start Date field to the default creation time.

The selection of templates that users see depends on the values in the case record for Category, Territory, and Priority. For example, a user who creates a case record with the values of Benefit (Category), New York (Territory), and Urgent (Priority), can select only an approval template with the same values.

This task is a step in *Process of Setting Up Approval Templates*.

To create an approval template for benefits cases

1. Navigate to the Administration - Case screen, then the Benefits Plan Approval Template view.
2. Create a new record, and complete the fields as appropriate.

For more information about the fields in this view, see *Creating Approval Templates for Investigative Cases*.

3. Drill down on the Name field.

   The Benefits Plan Approvers view appears.
4. Create a new record for each user in the chain of approval.

   The Sequence Number field determines the order in which the case is routed to each user.

   When users select an approval template for a case and then submit the case for approval, the case is routed automatically to the inbox of the first approver in the chain of approval. For more information, see *Submitting Cases for Approval* and *Approving Cases in the Inbox*.

Creating Approval Templates for Incidents

Perform the following procedure to create an approval template for an incident.

To allow users to select the appropriate templates from the Incidents screen, you must select values for the following fields: Incident Type, Priority, Start Date, and Status when you create an approval template for an incident. If users need the template immediately, then make sure you set the Status field to Active and the Start Date field to the default creation time.

The selection of templates that users see depends on the values in the incident record for Incident Type and Incident Priority. For example, a user who creates an incident record with the values of Child Welfare (Incident Type) and Urgent (Incident Priority), can select only an approval template with the same values.

This task is a step in *Process of Setting Up Approval Templates*.

To create an approval template for incidents

1. Navigate to the Administration - Case screen, then the Incident Approval Template view.
2. Create a new record, and complete the fields as appropriate.

   For more information about the fields in this view, see *Creating Approval Templates for Investigative Cases*.
3. Drill down on the Name field, and navigate to the Approvers view.
4. Create a new record for each user in the chain of approval.

   The Sequence Number field determines the order in which the incident is routed to each user.

   When users select an approval template for an incident and then submit the incident for approval, the incident is routed automatically to the inbox of the first approver in the chain of approval. For more information, see *Submitting Incidents for Approval* and *Approving Cases in the Inbox*.

Defining Locations

You can define locations. For more information about how organizations can use defined locations in Siebel Public Sector, see *About Location Tracking*.

This task is a step in *Roadmap for Administering Siebel Public Sector*.

To define a location

1. Navigate to the Administration - Data screen, then the Location view.
2. In the Location list, create a new record, and complete the fields as appropriate.
   The following table describes some of the fields.

Field	Description
Location	Type the name of the location.
Type	Select the type of location. Values include Hill, Mall, and National Park.
Cross Street	Type the location's cross street, if any.
Country	Select the country of the location.
Altitude	Type the altitude of the location. This field can be helpful when describing a location on a hill or other raised ground.
Latitude	Type the latitude of the location.
Longitude	Type the longitude of the location.
UTM Easting	Type the Universal Transverse Mercator Easting value of the location.
UTM Northing	Type the Universal Transverse Mercator Northing value of the location.

3. Scroll down to the Addresses list, and create a new record.
   The following table describes some of the fields.

Field	Description
Street Address	Type the street address for the location, if available.
Street Address 2	Type the secondary street address for the location.
Address Name	Type a descriptive name for the address, for example, High Street Mall Address.
Premise	Select this check box if the address relates to a building or part of a building.

Field	Description
Location	Displays the value that you select in the Location field.

4. Repeat Step 3 until you add all the addresses that relate to the location.

Associating Existing Addresses with Locations

You can also associate existing addresses with a location.

To associate existing addresses with a location

1. Navigate to the Administration - Data screen, then the Addresses view.
2. Select an existing address record or create a new record.
3. In the Location field, select the location for the address.

Process of Configuring Time Management

This process consists of tasks that administrators typically perform when configuring time management. Your agency might follow a different process according to its business requirements.

To configure time management, administrators perform the following tasks:

- *Configuring Constraints for Time Entry*
- *Configuring Time Entry Views*
- *Configuring User Approval Limits for Time Sheets*

This process is a step in *Roadmap for Administering Siebel Public Sector*.

Configuring Constraints for Time Entry

Administrators can configure the period of time that users are allowed to assign time to a case or incident after that case or incident is closed. For example, if a case closes on day 1, and if the administrator configures a period of 5 days for cases, then users cannot assign time to that case on day 7 or later. For more information about assigning time to cases, see *Process of Managing Case Time*. For more information about assigning time to incidents, see *Process of Managing Incident Time*.

This task is a step in *Process of Configuring Time Management*.

To configure the constraints for time entry

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Navigate to Object Explorer, then Business Component.
3. To configure the period of time that users are allowed to assign time to a case after that case is closed, complete the following steps:
   a. Query for the PUB Case Time Item business component.

b. Navigate to Business Component, then Business Component User Prop.
c. Change the value for the Allowed to Add Time Entry After Closed: Case user property.

4. To configure the period of time that users are allowed to assign time to an incident after that incident is closed, complete the following steps:

a. Query for the PUB Incident Time Item business component.
b. Navigate to Business Component, then Business Component User Prop.
c. Change the value for the Allowed to Add Time Entry After Closed: Incident user property.

5. Deliver the changes to the Integration Branch.

Configuring Time Entry Views

In the preconfigured Siebel Public Sector application, users cannot assign the time of other users to cases in the Case Time Tracker view of the Cases screen and in the Case Calendar view of the Calendar screen. Likewise, users cannot assign the time of other users to incidents in the Incident Time Tracker view of the Incidents screen and in the Incident Calendar view of the Calendar screen.

Administrators can complete the procedure in this topic to allow users to assign the time of other users to cases and incidents in these views. For more information about assigning time to cases, see *Process of Managing Case Time*. For more information about assigning time to incidents, see *Process of Managing Incident Time*.

This task is a step in *Process of Configuring Time Management*.

To configure the time entry views

1. Log in to Siebel Tools or Web Tools as an administrator and Create a new workspace.
2. Navigate to Object Explorer, then View.
3. To configure the time entry views for cases, complete the following steps:

a. Query for the appropriate view:

- If you want to configure the Case Time Tracker view, then query for the PUB Case Time Track View.
- If you want to configure the Case Calendar view, then query for the PUB Calendar Case Time Item View.

b. Navigate to View, then View User Prop.
c. Change the value for the Enable Access Control user property to Y.

4. To configure the time entry views for incidents, complete the following steps:

a. Query for the appropriate view:

- If you want to configure the Incident Time Tracker view, then query for the PUB Incident Time Track View.
- If you want to configure the Incident Calendar view, then query for the PUB Calendar Incident Time Item View.

b. Navigate to View, then View User Prop.
c. Change the value for the Enable Access Control user property to Y.

5. Deliver the changes to the Integration Branch.

Configuring User Approval Limits for Time Sheets

After a user submits a time sheet for approval, the user who is designated in the Submit To field of the time sheet can access the Time Sheet Approval view to approve or reject that time sheet.

The user approval limit is the maximum number of time sheet hours that a user has the authority to approve. If an approver approves a time sheet with a number of hours that exceeds the approver's authority, then the manager of that approver must also approve the time sheet. An approved time sheet is automatically routed up the organizational hierarchy until an approver with the necessary authority approves the time sheet. For more information, see *Approving Time Sheets*.

After final approval, the user who submitted the time sheet for approval can further process the approved time sheet.

Administrators can configure the approval limits for the users who approve time sheets. They can configure lower approval limits for users at lower levels of the organizational hierarchy and higher approval limits for users at higher levels of the organizational hierarchy. Consequently, a user at a higher level must approve only time sheets with hour quantities that exceed the approval limits of the user's immediate subordinates.

This task is a step in *Process of Configuring Time Management*.

To configure a user approval limit for time sheets

1. Navigate to the Administration - User screen, then the Employees view.
2. Drill down on the Last Name field for the record of the user for whom you want to configure an approval limit for time sheets.
3. Navigate to the More Info view.
4. In the Approval Authority section of the form, enter the approval limit in the Time Sheet Hours Approval Limit field.

Process of Configuring Embedded Analytics

To configure embedded analytics for Siebel Public Sector, administrators integrate Siebel Public Sector with Oracle Business Intelligence. You configure embedded analytics so that a graph of the number of cases by status appears in the Cases By Status view of the Cases screen and so that a list of the top 10 suspects appears in the Evidence Analytics view of the Evidence screen.

> **Note:** To use embedded analytics functionality in Siebel Public Sector, you must use a supported version of the Analytics Server and Oracle Business Intelligence. For more information, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network

> **Note:** For Siebel CRM product releases 8.1.1.9 and later and for 8.2.2.2 and later, the system requirements and supported platform certifications are available from the Certifications tab on My Oracle Support. For information about Certifications, see article 1492194.1 (Article ID) on My Oracle Support.

This process consists of tasks that administrators typically perform when configuring embedded analytics. Your agency might follow a different process according to its business requirements.

To configure embedded analytics, administrators perform the following tasks:

1. *Configuring the Host for Analytics Server*
2. *Configuring Symbolic URLs*
3. *Creating a Profile for Analytics Data Source*
4. *Adding Analytics Data Source to Component Definition*
5. *Adding Profile Parameters to Siebel Configuration File*

This process is a step in *Roadmap for Administering Siebel Public Sector*.

Configuring the Host for Analytics Server

To integrate Siebel Public Sector with Oracle Business Intelligence, the administrator configures the host for the Analytics Server in Siebel Public Sector.

This task is a step in *Process of Configuring Embedded Analytics*.

To configure the host for the Analytics Server

1. Navigate to the Administration - Integration screen, then the WI Symbolic URL List view.
2. Select Host Administration in the visibility filter.
3. For the NQHOST virtual name, enter the name of your Analytics Server in the Name field.

   Example syntax for the name follows: demohost.example.com.

Configuring Symbolic URLs

After configuring the host for the Analytics Server in Siebel Public Sector, the administrator configures the symbolic URLs for the paths to the appropriate reports in Oracle Business Intelligence.

This task is a step in *Process of Configuring Embedded Analytics*.

To configure symbolic URLs

1. Navigate to the Administration - Integration screen, then the WI Symbolic URL List view.
2. Select Symbolic URL Administration in the visibility filter.
3. To set up the graph of the number of cases by status, complete the following steps:
   a. Select the PUBAnalyticsCase URL name.
   b. In the Symbolic URL Arguments list, in the Argument Value field for the Name field of Path, enter the path to the report for the graph of the number of cases by status.

      The location of the report in your analytics setup determines this path. An example path follows:

      ```
      /shared/Public Sector Analytics/Embedded/Cases By Status
      ```
4. To set up the list of the top 10 suspects, complete the following steps:
   a. Select the PUBAnalyticsSuspect URL name.
   b. In the Symbolic URL Arguments list, in the Argument Value field for the Name field of Path, enter the path to the report for the list of the top 10 suspects.

      The location of the report in your analytics setup determines this path. An example path follows:

```
/shared/Public Sector Analytics/Embedded/Top 10 Suspects by Case Type
```

Creating a Profile for Analytics Data Source

After configuring symbolic URLs for the paths to the appropriate reports in Oracle Business Intelligence, the administrator creates a profile for the analytics data source.

This task is a step in *Process of Configuring Embedded Analytics*.

To create a profile for the analytics data source

1. Navigate to the Administration - Server Configuration screen, then the Enterprises view.
2. Navigate to the Profile Configuration view.
3. Select the Server Datasource profile, and copy the record.
4. In the copied record, rename the Profile field to Analytics Datasource and the Alias field to AnalyticsDataSrc.
5. In the Profile Parameters list for the new Analytics Datasource record, change the following records.

Alias Field	Value Field
DSDLLName	sscdsacon
DSConnectString	AnalyticsWeb. This value is the name of the DSN (Database Source Network) for ODBC (Open Database Connectivity). The Analytics Server installation creates this name for the Analytics Server.
DSTableOwner	Make sure that this field does not contain data.

Adding Analytics Data Source to Component Definition

After creating a profile for the analytics data source, the administrator adds that data source to the component definition. You must log out of Siebel Public Sector after you change the component definition so that the new component definition takes effect.

This task is a step in *Process of Configuring Embedded Analytics*.

To add the analytics data source to the component definition

1. Navigate to the Administration - Server Configuration screen, then the Enterprises view.
2. Navigate to the Component Definitions view.
3. Select the Public Sector Object Manager component, and then select Start Reconfiguration in the menu that appears when you click the cogwheel icon for components.

   The State field of the component changes to Reconfiguring.

4. In the Component Parameters list, select the OM - Named Data Source name.
5. In the Value field of this parameter, add AnalyticsDataSrc to the existing values.
6. Select Commit Reconfiguration in the menu that appears when you click the cogwheel icon for components.

Adding Profile Parameters to Siebel Configuration File

After adding the data source to the component definition, the administrator adds the profile parameters to the Siebel configuration file. You must restart the Siebel Server after you add the profile parameters.

This task is a step in *Process of Configuring Embedded Analytics*.

To add the profile parameters to the Siebel configuration file

1. Access the Siebel Server.
2. Navigate to the installation folder.
3. Open the publicsector.cfg file at:

   ```
   ses\siebsrvr\BIN\Language
   ```

   In this path, *Language* is the language you are using.
4. Insert the following text after `[GatewayDataSrc]`:

   ```
   [AnalyticsDataSrc]
   DLL = sscdsacon.dll
   ConnectString = AnalyticsWeb
   TableOwner =
   SqlStyle = Analytics
   ```

4 Managing All Cases

Managing All Cases

This chapter includes information that applies to any case in Siebel Public Sector. It includes the following topics:

- *About Case Management*
- *About Tax Case Management*
- *Scenarios for Tax Case Management*
- *Roadmap for Managing Cases*
- *Creating Case Records*
- *Process of Developing Cases*
- *Managing Activities for Cases*
- *Managing Court Information for Cases*
- *Arranging Case Meetings*
- *Copying Cases*
- *Process of Managing Case Approvals*
- *Viewing Cases by Status*
- *Closing and Reopening Cases*
- *Process of Managing Case Time*
- *Process of Managing Approval for Time Sheets*

About Case Management

The process of case management varies depending on the agency using Siebel Public Sector. To a social service agency, a case often represents a request for benefits. To a law enforcement department or national security agency, a case typically refers to an investigation. To a tax agency, a case can be an audit, an attempt to collect taxes due, and a taxpayer inquiry about a tax bill. Case management functionality in Siebel Public Sector is designed to meet the needs of a broad range of case management uses.

Although each type of case has specific requirements, and individual agencies have unique procedures for managing cases, many of the underlying case management processes are similar. Users create cases in Siebel Public Sector and assign owners to cases. Users can add supporting documentation, notes, and other details to the case. They can associate the case with accounts, contacts, and addresses. The case owner, and possibly other agents, must complete a set of activities to process the case. Users might arrange meetings for the case. They can use time sheets to assign their time to cases and then submit these time sheets to their managers for approval.

Cases Home Page

The Cases Home page is a useful starting point that provides quick access to case management functionality. By combining a specific case view with a predefined query, the central section of the home page incorporates a set of

links that users can employ to navigate to frequently used case data. An administrator maintains these links using the View Links view of the Administration - Application screen. Users can create personal view links using the View Links view of the User Preferences screen. For more information, see *Siebel Applications Administration Guide* and *Siebel Fundamentals* .

Case Records Management

Users can create new case records for an individual, a household, or a group of individuals. Examples include: an employment agent opening a case when a jobless person files for unemployment benefits, a tax agent starting an audit of a married couple who file tax returns that seem to be inaccurate, and an investigator opening a case to scrutinize a motorcycle gang suspected of several crimes. The case management module can capture actions and interactions.

Using a configured workflow, case records can also be automatically created from events in external applications. Additionally, you can load case records in bulk using Oracle's Siebel Enterprise Integration Manager. For more details about using Siebel Enterprise Integration Manager, see *Siebel Enterprise Integration Manager Administration Guide* .

Development of Case Tasks Using iHelp

Agencies might want to define business processes for case management using iHelp, which provides instructions using a step format, and includes embedded view navigation links. iHelp is a guidance tool that delivers real-time assistance as users navigate through Siebel Public Sector. In addition, iHelp can highlight important fields and buttons on the view associated with each step of the task to draw the user's attention to the controls to use to complete the task. These tasks are available from the Cases Home page and from anywhere in the Cases screen by clicking on the How Do I button in the toolbar. For more information about using iHelp, see *Siebel Fundamentals* .

Case Activity Plans

Agencies can incorporate standard practices for case management into activity plans that are associated with cases to make sure that all cases are handled in a consistent manner. An activity plan is a set of tasks (activities in the Siebel data model) that users must complete to finish processing the case. An administrator can create the activity plans using the Activity Templates view of the Administration - Data screen. In the template, administrators can assign each discrete activity a description, priority, duration, and other details. When creating case activity plans, the Type field value is set to Case so that the activity plan is available from the Cases screen. Developers can use workflows to automate the process of adding activity plans to a case record. For more information, see *Siebel Applications Administration Guide* , *Siebel Business Process Framework: Workflow Guide* , and *Activating Siebel Public Sector Workflows*.

Case Relationships

Users can relate case records to other case records. The ability to associate one case to another is useful for tracking purposes if a citizen previously applied for benefits, or if multiple investigations have common aspects. When you add a case record as a related case to another case, the latter case is also added as a related case to the former. For example, if you add Case A to the list of related cases for Case B, then Case B is automatically included in the list of cases related to Case A.

Case Audits

Each case record includes a Siebel Audit Trail that stores changes that users make to fields in the case record. Administrators can specify and adjust the audited fields using the Audit Trail view of the Administration screen. You can grant administrators and managers access to the Siebel Audit Trail of a case to see the users who made changes to a case record. You can make the Siebel Audit Trail visible to a broader group of people who need insight into a case's history. For more information about the Siebel Audit Trail, see *Siebel Applications Administration Guide* .

About Tax Case Management

This topic includes information that is specific to tax case management.

Tax Case Documents

Case workers can scan a document such as a tax return to create an attachment record in Siebel Public Sector. Case workers also can associate a case record with previous scanned documents that are available in another document management application. For example, if the tax agency electronically stores tax returns in a document management application, such as File Net or Documentum, then case workers can associate as attachments the documents from these applications with the case records.

Tax Case Assessments

Case workers might have to periodically evaluate tax cases to help them determine the next course of action. Siebel Public Sector provides case assessment functionality to help case workers make these decisions, resulting in more uniform decision processes in the tax agency. Case workers can work from predefined assessment templates that are automatically triggered, using a workflow, at different stages in the case's life cycle.

Administrators or managers at the tax agency can define or modify the assessment templates. The predefined assessment template has attributes in the form of simple questions with weighted values. Each response has an associated score. Completing the assessment provides an overall score for the case. This score can help case workers to make the appropriate decisions. For more information about creating and using an assessment template with associated attributes, see *Siebel Applications Administration Guide* .

Tax Case Correspondence

When correspondence is generated using Oracle's Siebel Correspondence, an activity record of type correspondence is automatically created and associated with the citizen record. For example, case workers might use Siebel Correspondence to a mail reminder notice with tax return forms to citizens who did not file a tax return for the tax period. For more information about using Oracle's Siebel Correspondence, see the correspondence topic in *Siebel Correspondence, Proposals, and Presentations Guide* .

Scenarios for Tax Case Management

This topic describes how tax case management might be used. You might use tax case management differently, depending on your business model. This topic includes the following scenarios:

- *Managing Tax Inquiries*
- *Escalating Tax Cases*
- *Auditing Tax Cases*
- *Appealing Tax Cases*

Managing Tax Inquiries

A citizen moved since last filing a return with a tax agency. This citizen expects a refund, but has not received the refund check because the tax agency is unable to finish processing the refund. The tax agency sent correspondence to the citizen, but the correspondence was returned to the agency as undeliverable.

The citizen calls the tax agency and is routed to Customer Service. The citizen enters personal identification information in an Interactive Voice Recognition (IVR) application. A workflow in Siebel Public Sector automatically shows the customer service representative (CSR) at the call center a screen containing citizen details. The screen provides the CSR with demographic information, including the incorrect address and record of the previous attempts to communicate with the citizen.

The CSR confirms the identity of the caller, and realizes that the address on the citizen's record is incorrect. The CSR gets the correct information from the citizen and updates the record. A configured workflow relays the change of address notification to other back-office applications, such as financial applications and legacy applications.

Escalating Tax Cases

A citizen has an outstanding collection case with a tax agency. The citizen did not pay the liability because the citizen disagrees with the amount of the penalty the tax authority established. The citizen calls the tax agency for clarification about the penalty. The case worker can access details about the citizen's case to talk with the citizen about the penalty in greater detail. The case worker responds to the citizen’s question. Because the citizen does not agree with the amount of the liability, the case worker escalates the case and assigns it to the next level agent. That agent performs further analysis and records an assessment for the case.

Auditing Tax Cases

A citizen completed a tax return with zero outstanding tax due for the tax period, and filed the tax return. After assessing the tax return, a case worker creates an audit case for the tax filing. This audit case is based on the tax agency criteria and tax laws for the period. The case worker can access all of the tax case history records for the citizen (including citizen profile information, such as taxpayer identification number, social benefits identification, and tax accounts) and is well informed when she talks with the citizen about the case.

Appealing Tax Cases

A citizen receives a collection invoice from a tax agency for an outstanding balance. The citizen calls the tax agency, and the call is routed to the collection agent responsible for the case. After discussing the invoice, the citizen informs the agent that he wants to appeal the invoice amount. The agent creates an appeal case, and the case is automatically assigned to the appropriate case worker in the appeals division. Assignment rules determine this case assignment.

Roadmap for Managing Cases

This roadmap consists of processes and tasks that users typically perform when managing cases. Your agency might follow a different roadmap according to its business requirements.

To manage cases, users perform the following processes and tasks:

- *Creating Case Records*
- *Process of Developing Cases*
- *Managing Activities for Cases*
- *Managing Court Information for Cases*
- *Arranging Case Meetings*
- *Copying Cases*
- *Process of Managing Case Approvals*
- *Viewing Cases by Status*
- *Closing and Reopening Cases*
- *Process of Managing Case Time*
- *Process of Managing Approval for Time Sheets*

Creating Case Records

You create cases using the Cases screen.

If automatic serialization is enabled for the Siebel Public Sector application, then you can update the serial number that is automatically generated for a case record. You update the serial number when field values in the record change, and when those field values determine the serial number. Also, you update serial numbers when the serialization rule for the serial number changes after the serial number was last generated.

When you click Regenerate All in the Cases screen, the serial numbers for the selected case record, any associated evidence records, and any associated attachment records are regenerated. The serial numbers for associated Lead records remain unchanged. If you add a case record on the Cases view of any screen, then you must navigate to the Cases screen to regenerate the serial number.

This task is a step in *Roadmap for Managing Cases*.

To create a case record

1. Navigate to the Cases screen, then the Case List view.
2. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Case Number	Displays an automatically generated number that uniquely identifies the case.
Case Name	Type a descriptive name for the case.
Status	Displays a status of Active for the case. Values include Active, Closed, and Inactive. When you set the status to Closed, all other fields in the case record become read-only.
Sub-Status	Select a further clarification of the case status. The values that you can select depend on the value that you select in the Status field.
Case Type	Select the type of case. Case types typically are specific to the agency that deploys Siebel Public Sector. Values include Fraud, Social Security Benefit, and Public Health.
Stage	Select a stage in the process life cycle for the case. Values include Intake, Investigation, and Screening.
Category	Select the category for the case. Values include Bank Robbery, Bankruptcy, and Benefits. Each category value can have a corresponding category code, and the appropriate code is automatically included in the case serial number. For more information, see *About Serialization Rules*.
Territory	Select the agency territory for the case.
Info Changed	For benefits cases, displays a check in the check box after you click the Scan Changes button if the data that affects benefits changed after an agent last automatically assigned benefits to the case.
Team	Displays the ID of the user who creates the case record. You can assign additional users to the case. The user who creates the case record remains the primary team member for the case.
Date Opened	Displays the date and time that you create the case.

Field	Description
Date Closed	Displays the date and time that you close the case. For more information, see *Closing and Reopening Cases*.
Master Case #	Displays the number of the master case that includes the case.
Parent Case	Displays the original case name for an appeal case. This field applies only to appeal cases. For more information about appeal cases, see *Process of Managing Appeal Cases*.
Appealed	Displays a check in the check box if you click the Appeal button to appeal the case and if at least one associated appeal case is active. This field is read-only.
Description	Type a description containing additional information about the case. Click Check Spelling to verify spelling in this field.
Organization	Displays the organization of the user who creates the case record, but you can select another organization for the case. You can select multiple organizations for a case, but you can designate only one organization as the primary organization.
Threat Type	Select the type of threat for an investigative case. Values include Murder, Kidnapping, and Cybercrime.
Threat Sub-Type	Select a further clarification of the threat type. The values that you can select depend on the value that you select in the Threat Type field.
Threat Level	Select the predefined level for threat escalation. Values include High, Medium, and Low.
Classification	Select the classification for an investigative case. Values include Unclassified, Classified, Secret, and Top Secret.
Group Suspect	For an investigative case, displays the suspect name that users select in the Group Suspects view of the Cases screen. You can also add suspects to or remove suspects from the suspects list using this field.
Priority	Select the importance of the case. Values include Standard and Urgent.
Approval Template	Select a template that determines the approval routing for the case. The case record is automatically routed to the each approver's inbox until the record has all approvals in the chain. For more information, see *Reviewing Approvers for Cases* and *Submitting Cases for Approval*.

Field	Description
Case Serial #	Displays the serial number for the case. A serialization rule populates this field when you save the record. Error messages appear if you try to generate a serial number for a case, and a required field is missing data. To generate a serial number, make sure that all the required fields, and all the fields in the case serialization rule, contain data. For more information, see *About Editing the Default Serialization Rules*.

Process of Developing Cases

This process consists of tasks that users typically perform when developing cases. Your agency might follow a different process according to its business requirements.

To develop a case, users perform the following tasks:

- *Adding Details to Case Records*
- *Using Assignment Manager to Manually Assign Organizations to Cases*
- *Adding Attachments to Cases*
- *Adding Notes to Cases*
- *Adding Literature to Cases*
- *Adding Accounts to Cases*
- *Adding Contact Information to Cases*
- *Adding Addresses to Cases*

This process is a step in *Roadmap for Managing Cases*.

Adding Details to Case Records

Numerous views allow users to add supporting documentation and activities to a case record.

This task is a step in *Process of Developing Cases*.

To add details to a case record

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the appropriate view, and create a new record.

   The following table describes some of the views.

View	Description
More Info	Use this view to view some case fields and to enter values in some of these fields.
Accounts	Use this view to associate existing account records with the case and create a new account record. For more information, see *Adding Accounts to Cases*.
Approvers	Use this view to review the approvers that are listed in the approval template for the case. For more information, see *Reviewing Approvers for Cases*.
Activities	Use this view to create the follow-up tasks for the case and to assign each task to a team member. For more information, see *Managing Activities for Cases*.
Plans	Use this view to manage benefit plans and service plans for the case. For more information, see *Process of Managing Benefits for Cases* and *Creating Service Plans for Cases*.
Assessments	Use this view to assess the case. For information about creating and using assessment templates, see *Siebel Applications Administration Guide* .
Activity Plans	Use this view to associate a predefined activity plan containing activities with the case. For more information, see *Managing Activities for Cases* and *Siebel Applications Administration Guide* .
Attachments	Use this view to associate electronic files, such as documents, images, and other media, with the case. For more information, see *Adding Attachments to Cases*.
Assets	Use this view to associate assets with the case and change case assets to evidence records. For more information, see *Creating Evidence Items from Assets*.
Evidence	Use this view to create a new evidence record for the case. For more information, see *Process of Managing Evidence Items*.
Contacts	Use this view to associate existing contact records with the case or create a new contact record. For more information, see *Adding Contact Information to Cases*.
Leads	Use this view to create lead records for the case. For more information, see *Process of Managing Lead Information*.
Notes	Use this view to add other information to the case record. For more information, see *Adding Notes to Cases*.

View	Description
Calendar	Use this view to manage appointments and tasks for the case. For more information, see *Arranging Case Meetings*.
Incidents	Use this view to associate existing incident records with the case or create a new incident record. For more information, see *Process of Managing Incident Reports*.
Related Cases	Use this view to associate other case records with the case.
Service Requests	Use this view to initiate a request for action or service fulfillment for the case. For example, you can use this view to request a transfer of cold case files from another agency or to request research information from another agency. For more information about service requests, see *Siebel Field Service Guide* .
Addresses	Use this view to associate existing address records with the case or create a new address record. For more information, see *Adding Addresses to Cases*.
Households	Use this view to record details relating to a household rather than an individual. For example, if officers investigate a domestic disturbance at a household, then they can record information for that household rather than for an individual. For more information about households, see *Siebel Applications Administration Guide* .
Groups	Use this view to associate existing group records with the case or create a new group record. For more information, see *Creating Profiles for Groups*.
Group Suspects	Use this view to associate existing suspect records with the case or create a new suspect record. For more information, see *Creating Profiles for Group Suspects*.
Partners	Use this view to track third-party organizations that are involved in the case. For more information, see *Siebel Partner Relationship Management Administration Guide* .
Projects	Use this view to enter information about current projects for the case. For more information, see *Siebel Partner Relationship Management Administration Guide* .
Proposals	Use this view to create proposals for the case. For more information, see *Siebel Correspondence, Proposals, and Presentations Guide* .
Presentations	Use this view to create presentations for the case. You can use preconfigured templates. For more information, see *Siebel Correspondence, Proposals, and Presentations Guide* .

View	Description
Literature Distribution	Use this view to record literature that agents distribute to contacts for a case. For more information, see *Adding Literature to Cases*.
Vehicles	Use this view to document the characteristics of vehicles that are owned by individuals who are associated with the case.
Claims	Use this view to add information about insurance policy claims. For more information about creating claim records, see *Siebel Insurance Guide* .
Diseases	Use this view to associate a disease or medical condition with the case. For more information, see *Creating Disease Records*.
Audit Trail	Use this view to determine who modified the case record and when the user made the changes.
Verification Plans	Use this view to verify the information in an application for the case. For more information, see *Verifying Application Information*.
QA Plans	Use this view to perform a quality assurance review for the case. For more information, see *Performing Quality Assurance Reviews*
Appeal Cases	Use this view to see appeal cases. For more information, see *Creating Appeal Cases*.
Case Time Tracker	Use this view to assign user time to the case. For more information, see *Assigning Time to Cases Using Time Tracker*.
Court Activities	Use this view to add court information to the case. For more information, see *Managing Court Information for Cases*.

Using Assignment Manager to Manually Assign Organizations to Cases

When you manually assign organizations to cases by selecting the organizations in the Organization field of the case record, the organizations that you can select are not restricted.

Administrators can set up Assignment Manager to automatically assign organizations to cases at time intervals that they configure. However, Assignment Manager assigns only the organizations that satisfy the criteria that the administrators set up. If you do not want to wait for Assignment Manager to automatically assign organizations to a

case, then you can manually implement Assignment Manager processing for the case. When you manually implement this processing, the organizations that you can assign to the case are restricted to the organizations that satisfy the Assignment Manager criteria.

You might manually implement Assignment Manager processing to avoid individually selecting numerous organizations in the Organization field. After you implement this processing, you can delete the existing organizations in the Organization field or select other organizations in this field. For more information about Assignment Manager, see *Assignment Manager and Siebel Public Sector*.

This task is a step in *Process of Developing Cases*.

To use Assignment Manager to manually assign organizations to a case

1. Navigate to the Cases screen, and then the Case List view.
2. Select the case to which you want to manually assign organizations.
3. In the menu that appears when you click the cogwheel icon in the case form, select Assign.

   The dialog box for Assignment Manager organizations appears showing the appropriate organization records for the selected case. The criteria that administrators set up for Assignment Manager determine the organization records that appear.
4. In this dialog box, select the primary organization for the case.
5. Click Assign.
6. In the menu that appears when you click the cogwheel icon in the case form, select Save Record.

   In the dialog box for the Organization field of the case record, any previously selected organizations are cleared and replaced with the same organizations that appear in the dialog box for Assignment Manager organizations. The organization that you select in *Using Assignment Manager to Manually Assign Organizations to Cases* appears as the primary organization for the Organization field.

Adding Attachments to Cases

Agents can add more detail to a case record by attaching relevant documents and other external media using the Attachments view of the Cases screen. The attachment can be in any format, such as a word-processing document or a spreadsheet containing details of a case analysis. Attachments are useful in building an electronic case folder so that all interested parties can share information.

Citizens who are registered on a self-service Web site can add attachments to the cases that they can access on the site. A citizen can access the cases for which the citizen's contact record appears in the Contacts view of the cases and for which the Web Access field is selected in this contact record.

The attachments that citizens add on a self-service Web site also appear in the Attachments view of the Cases screen. An agent can clear the Web Access field for citizen-created attachments to deny citizens access to those attachments. On a self-service Web site, citizens can view only the agent-created attachments for which the agent selects the Web Access field.

If automatic serialization is enabled for the Siebel Public Sector application, then you can update the serial number that is automatically generated for an attachment record that is associated with a case record or an evidence record. You update the serial number when field values in the record change, and when those field values determine the serial number. Also, you update the serial number when the serialization rule for the serial number changes after the serial number was last generated. When you click the Regenerate button or the Serial Number button in the Attachments view, the serial number for the selected attachment is regenerated.

This task is a step in *Process of Developing Cases*.

To add an attachment to a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Attachments view.
4. In the Attachments list, click New File or New URL to associate a document or other media with the case record.

Adding Notes to Cases

Users can also record an important note about a case and share the note with other agents, or they can designate a note as private so that only the user who created the note can view it.

This task is a step in *Process of Developing Cases*.

To add a note to a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Notes view.
4. Select the appropriate value from the Notes drop-down list.
    - Select Public Notes to share the note with team members.
    - Select Private Notes to not share the note.
5. Create a new record, and complete the fields as appropriate.
6. (Optional) Click Check Spelling to verify spelling in the note text.

Adding Literature to Cases

Agents can use the Literature Distribution view to record the literature that they distribute to contacts for a case. Typically, you create a literature distribution record each time you mail literature to a contact. Users can select from literature that they add using the Literature view of the Administration - Document screen. For more information about setting up literature files, see *Siebel Applications Administration Guide* .

This task is a step in *Process of Developing Cases*.

To add a literature record to a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Literature Distribution view.
4. Add a record, and select the appropriate literature file.

Adding Accounts to Cases

You can add existing and new accounts to cases using the Accounts view in the Case List view of the Cases screen. After you add an account to a case, you can drill down on the account name field of the account record to add more details to the account. In the Accounts screen, you can create a repository of agencies and organizations. You use account profile data for notification purposes. For more information about creating account records, see *Siebel Applications Administration Guide* .

This task is a step in *Process of Developing Cases*.

To add an account to a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Accounts view.
4. Create a new record, and complete the fields as appropriate.

Adding Contact Information to Cases

You can add existing and new contacts to cases using the Contacts view in the Case List view of the Cases screen. Users can enter details about individuals to contact in relation to the case, such as police chiefs, sheriffs, public information agents, and emergency response team members. You can use contact information for notification and correspondence purposes.

When an agent automatically creates a case by uploading an application that a citizen submits on a self-service Web site, appropriate contact records are automatically associated with that case. These contact records can include the primary contact in the application, other contacts in the application, and the user who submits the application on behalf of another contact.

You can add existing and new cases to contacts using the Cases view in the Contacts List view of the Contacts screen. Users can enter details about individuals to contact in relation to the case.

This task is a step in *Process of Developing Cases*.

To add contact information to a case

1. To add contact information from the Cases screen, complete the following steps:
    a. Navigate to the Cases screen, then the Case List view.
    b. Drill down on the Case Name field of the case record.
    c. Navigate to the Contacts view.
    d. Create a new record, and complete the fields as appropriate.

       The following table describes some of the fields.

Field	Description
Type	Select the type of contact. Values include Sheriff and Media. Select a value of Reporter for the contact who provides you information about a child-welfare case.
Contact Method	Select the manner in which you communicate with the contact. Values include Phone, Email, and Fax.
Case Relationship	Select the relationship that this contact has to the case (for example, values of Referral Source and Case Witness). You can access the Relationship Hierarchy view of the Contacts screen to view the relationship that a contact has to the primary case contact (for example, values of Self, Spouse, Guardian, Child, Parent, and Sibling).
Web Access	Select this check box if you want the contact to be able to view details about the case on a self-service Web site. By default, this field is automatically selected for the primary contact of a case for an application that a citizen submits on a self-service Web site. If the user who submits this application is not the primary contact of the case, then this field is also automatically selected for that user. Administrators can configure this default behavior to automatically grant case access to all of the application contacts or to none of the application contacts. For more information about configuring this default behavior, see *Configuring Citizen Access to Cases for Applications*.

2. To add contact information from the Contacts screen, complete the following steps:
    a. Navigate to the Contacts screen, then the Contacts List view.
    b. Drill down on the Last Name field of the contact record.
    c. Navigate to the Cases view.
    d. Create a new record, and complete the fields as appropriate.

Adding Addresses to Cases

You can add existing and new addresses to cases using the Addresses view in the Case List view of the Cases screen. For more information about how administrators define locations and associate addresses with locations, see *Defining Locations*.

This task is a step in *Process of Developing Cases*.

To add an address to a case

1. Navigate to the Cases screen, then the Case List view.

2. Drill down on the Case Name field of the case record.
3. Navigate to the Addresses view.
4. Create a new record or complete the fields as appropriate.

Managing Activities for Cases

If a case requires follow-up activities, then agents can use the Activities view of the Cases screen to create the activities and assign each activity to a team member. The list of activities provides the history of the actions that you perform in connection with the case. When you create an activity for a case, the activity also appears in the Case Calendar view of the Calendar screen.

Citizens who are registered on a self-service Web site can add activities to the cases that they can access on the site. A citizen can access the cases for which the citizen's contact record appears in the Contacts view of the cases and for which the Web Access field is selected in this contact record.

The activities that citizens add on a self-service Web site also appear in the Activities view of the Cases screen. An agent can clear the Web Access field for citizen-created activities to deny citizens access to those activities. On a self-service Web site, citizens can view only the agent-created activities for which the agent selects the Web Access field.

Managing activities involves the following:

- *Adding Activities to Cases*
- *Associating Activity Plans with Cases*
- *Accepting or Rejecting Appointment Activities for Cases*

This task is a step in *Roadmap for Managing Cases*.

Adding Activities to Cases

You can associate an activity plan that has predefined activities with a case. To create a new activity template or modify an existing template, see *Siebel Applications Administration Guide* .

To add an activity to a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Activities view.
4. Create a new record, and complete the fields as appropriate.
5. In the new record, drill down on the Type field.
6. In the activity form, complete the additional fields, and select the activity display method in the Display In field.

Associating Activity Plans with Cases

You can associate an activity plan that has predefined activities with a case. To create a new activity template or modify an existing template, see *Siebel Applications Administration Guide* .

To associate an activity plan with a case

1. Navigate to the Cases screen, then the Case List view.

2. Drill down on the Case Name field of the case record.
3. Navigate to the Activity Plans view.
4. Create a new record, and complete the fields as appropriate.
5. In the new record, select the predefined template in the Template field.
6. Scroll down to the Activities list to view the predefined activities that are associated with the activity plan.

Accepting or Rejecting Appointment Activities for Cases

Citizens can create appointment activities for cases on a self-service Web site. These activities have a Type field value of Appointment. Agents can complete the procedure in this topic to accept or reject these appointments.

To accept or reject an appointment activity for a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field for the case associated with the appointment activity.
3. In the Activities list, review the information associated with the appointment activity.
4. To review documentation that is associated with the appointment, complete the following steps:
    a. Navigate to the Attachments view.

       In this view, you can see all of the attachments that are associated with the case.
    b. In the Attachments list, drill down on the Attachment Name field for the attachment records that appear to review documentation might be associated with the appointment.
    c. Navigate to the Activities view to go back to the Activities list.
5. In the Activities list, change the Status field of the activity for the appointment as follows:
    a. If you want to accept the appointment, then change the Status field to Confirmed.
    b. If you want to reject the appointment, then change the Status field to Declined.
6. (Optional) Enter text in the Description field of the activity to explain the reason for accepting or rejecting the appointment.

   On a self-service Web site, the citizen who is associated with the case might have already entered text in this field. Add to, but do not delete, the citizen's text. This citizen can view your text in the Summary field for the appointment request activity on the self-service Web site.

Managing Court Information for Cases

Agents frequently work with the courts to manage cases. They file petitions to courts, correspond with court employees, prepare for court hearings, and attend court hearings. Agents can add court information to a case record. This information includes court activities, legal documents, and legal status data.

This task is a step in *Roadmap for Managing Cases*.

To manage court information for a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.

3. Navigate to the Court Activities view.
4. In the Court Activities list, create a new record to schedule a court date.

   The activities that you add to the Court Activities list also appear in the Activities view for the case.
5. In the Legal Status list, create new records for the court decision about the legal status of a child-welfare case.

   The following table describes some of the fields.

Field	Description
Legal Status Id	Displays an automatically generated number that uniquely identifies the court decision about the legal status of the child-welfare case.
Legal Status	Select the court decision about the legal status of the child. Values include Temp. Custody to Relative, Temp. Custody to Agency, Adoption, Foster Care, and Reunified.
Legal Status Type	Select the entity that the legal status affects. Values include Child and Agency.
Effective Start Date	Select the date that the court decision is in effect.
Effective End Date	Select the date that the court decision is no longer in effect.
Narrative	Type further details about the court decision.
Ruling	Type a description of the court decision.

6. In the Attachments list, add the documents that relate to the court date.

   For more information, see *Adding Attachments to Cases*.

Arranging Case Meetings

You can use the Calendar view to schedule a meeting. When you schedule a meeting for a case, the meeting also appears in the Activities view of the Cases screen. For more information about administering and using the calendar, see *Siebel Applications Administration Guide* and *Siebel Fundamentals* .

This task is a step in *Roadmap for Managing Cases*.

To arrange a case meeting

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Calendar view.

4. In the Calendar view, select a date, and create a new record.
5. In the calendar form, complete the fields as appropriate.

Copying Cases

You can copy a case record to create a new record that contains the original record's attachments and information, such as associated contacts, accounts, and assets. Not all records are copied to the new record. Activities, activity plans, and approval records are not copied to the new case record.

This task is a step in *Roadmap for Managing Cases*.

To copy a case record

1. Navigate to the Cases screen, then the Case List view.
2. Select a case, and scroll down to the Cases form.
3. Select Copy Record in the menu that appears when you click the cogwheel icon.
4. In the Case Name field, enter a new name.
5. Save the record.

   A new case serial number is generated for the new record. This serial number is applied to the case's associated evidence and attachments. For example, in the original record, the case serial number is NY-2B-296-3964041, and the serial number for its file attachment is NY-2B-296-3964041-296-3964055. In the copied record, the new case serial number might be NY-2B-296-4335086, and the new serial number for the same attachment might be NY-2B-296-4335086-296-4335095.

Process of Managing Case Approvals

This process consists of tasks that users typically perform when managing case approvals. Your agency might follow a different process according to its business requirements.

To manage case approvals, users perform the following tasks:

- *Reviewing Approvers for Cases*
- *Submitting Cases for Approval*
- *Approving Cases in the Inbox*

This process is a step in *Roadmap for Managing Cases*.

Reviewing Approvers for Cases

Cases sometimes require approval from several people in an organization. In the Case Approval Template view and the Benefits Plan Approval Template view of the Administration - Case screen, administrators can set up the approval templates that users can select. Each template includes a predefined list of approvers. For more information, see *Process of Setting Up Approval Templates*.

When you select an approval template for a case record, the Approvers view is populated with the list of approvers on the approval template. The approver list is read-only. Users cannot edit, delete, and add records to maintain the integrity

of the approval process. If the case owner's position is in the approval template, then the case owner's position is not populated in the approver list. You cannot approve your own case.

The Sequence Number field in this view determines the order in which the case is routed to each user. When users select an approval template for a case and then submit the case for approval, the case is routed automatically to the inbox of the first approver in the chain of approval.

The Approval Status field in this view contains no data before anyone approves or rejects the case. After approval or rejection, this field is automatically set to Approved or Rejected. If you resubmit a rejected case, then the Approval Status field is cleared.

This task is a step in *Process of Managing Case Approvals*.

To view an approver list for a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Approvers view.

   The approver list for the case appears.

Submitting Cases for Approval

When you select an approval template for a case record, the Approvers view is populated with the list of approvers on the approval template. After this view is populated with the list of approvers, you can submit the case for approval. Approvals are routed according to the sequence number for each approver. For more information, see *Process of Setting Up Approval Templates*.

After you submit a case for approval, the case is routed to the inbox of the first approver in the chain of approval. After that approver approves the case, the case is routed to the next approver in the chain, and so on. For more information, see *Approving Cases in the Inbox*.

When you submit a case for approval, the Status field for the case automatically changes to a value of Submitted. When an approver rejects that case and does not approve it, the Status field for the case automatically changes to a value of Rejected. Although you can query for case records with Status field values of Submitted or Rejected, you cannot select a Status field value of Submitted or Rejected when you create or edit a case record.

This task is a step in *Process of Managing Case Approvals*.

To submit a case for approval

1. Navigate to the Cases screen, then the Case List view.
2. Select the case, and scroll down to the Case form.
3. In the Case form, select a case approval template from the Approval Template field.

   > **Note:** If you do not see the template that you need in the Select Template dialog box, then make sure that the Category, Territory, Priority, Threat Type, and Threat Category values are correct. The correct templates appear when these values match the values in the template record.

4. Click Submit.

The Status field of the case record changes to Submitted, the fields in the case record become read-only, the views associated with the case record become read-only, and the case record is routed to the first individual in the chain of approval.

5. To recall a case submitted for approval, click Recall.

   The case record is removed from the approver's inbox.

   You can recall cases that you submit for approval before approvers start reviewing the case records in their inboxes.

Approving Cases in the Inbox

Note: This topic also applies to approving incidents and leads in the inbox.

When users submit a case for approval, it is routed to the inbox of the first approver in the chain of approval. The selected approval template determines the sequencing and the number of approvals.

The following Siebel Public Sector application behavior applies to approving or rejecting a case:

- If you submit a case, then the case becomes read-only. But you can click the Recall button and edit the case. The case status changes to Active.
- If an approver rejects a case, then the case status changes to Rejected. You can edit the status, and the Submit button is enabled.
- If all approvers approve a case, then the case status changes to Active. You can edit the status, and both the Submit and Recall buttons are disabled.

If any approver rejects the case, then the case status changes to Rejected. You can work on this case to provide more information before resubmitting it for approval. In this event, the case is routed to all the approvers again, starting with the first approver.

This task is a step in *Process of Managing Case Approvals*.

To approve or reject a submitted case

1. Navigate to the Inbox screen, then the Inbox Items List view.
2. Drill down on the Name field of the inbox record to approve or reject.
3. Check the record details.
4. Navigate back to the Inbox screen, and change the status as required:
   - Change the Action field to Received if you start to review the record but do not yet approve or reject the record.
   - Change the Action field to Approved if an agent does not have to change any record details. The record is routed to the next approver's inbox.
   - Change the Action field to Rejected if an agent needs to change record details. The fields in the record are again editable so that an agent can resume work on the record.
   - Change the Action field to Cancelled if the record needs no further action, for example, if agents are no longer investigating the case. The record status is Closed.

Viewing Cases by Status

You use predefined queries to view all of the cases for a given status. To create a new query or modify the existing predefined query for your organization or division, see *Siebel Applications Administration Guide* .

This task is a step in *Roadmap for Managing Cases*.

To view cases by status

1. Navigate to the Cases screen, then the Case List view.
2. From the Saved Queries drop-down list, select a predefined query.

   For example, select Active Cases or All Closed Cases.

Viewing the Number of Cases by Status

If Oracle Business Intelligence is integrated with Siebel Public Sector, then you can view a graph of the number of cases for each case status. This graph shows the number of all cases in Siebel Public Sector, not only the number of your cases. For more information about integrating Oracle Business Intelligence with Siebel Public Sector, see *Process of Configuring Embedded Analytics*.

To view the number of cases by status

- Navigate to the Cases screen, then the Cases By Status view.

  The Cases By Status graph appears in the Frequently Viewed Cases area.

Closing and Reopening Cases

After assessing the case records, you can close a case and reopen a closed case.

This task is a step in *Roadmap for Managing Cases*.

To close or reopen a case

1. Navigate to the Cases screen, then the Case List view.
2. Select a case, and change the value in the Status field to Closed or Active.

   Note: After you select Closed in the Status field, the Date Closed field for the case is populated with the current date and time. Also, all of the case fields are read-only.

Process of Managing Case Time

This process consists of tasks that users typically perform when managing case time. Your agency might follow a different process according to its business requirements. Frequently, you track case time for legal reasons.

To manage case time, users perform the following tasks:

- *Setting Up Proxies for Time Assignments*
- *Assigning Time to Cases Using Time Sheets*
- *Assigning Time to Cases Using Calendars*
- *Assigning Time to Cases Using Time Tracker*
- *Assigning Time to Cases Using Bulk Entry*
- *Running Time Reports for Cases*

Note: Before users can assign time to cases, the administrator must make sure that the necessary day and week periods of time are set up in the Periods view of the Administration - Data screen. For more information, see *Siebel Applications Administration Guide* .

This process is a step in *Roadmap for Managing Cases*.

Setting Up Proxies for Time Assignments

Proxies are users who are authorized to assign another user's time to cases and incidents. Proxies are typically administrative assistants and paralegal employees. You can set up proxies only for yourself, not for other users.

This task is a step in *Process of Managing Case Time*.

To set up a proxy for your time assignment

1. Navigate to the Time Sheets screen, then the User Delegation view.
2. In the proxy list that appears after the Owner form, add a record, select the user record for the proxy, and click OK.

Assigning Time to Cases Using Time Sheets

Using a time sheet, users can assign their time and the time of other users to a case. You create a time sheet to record the time that users work on cases for a period of a week. Other users must authorize you to assign their time. For more information, see *Setting Up Proxies for Time Assignments*.

This task is a step in *Process of Managing Case Time*.

To assign time to a case using a time sheet

1. Navigate to the Time Sheets screen, then the Time Reporting view.

   Alternatively, you can navigate to the Calendar screen, then the Time Reporting view.

2. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Time Sheet #	Displays an automatically generated number that uniquely identifies the time sheet.
Name	Displays your user ID. If you select My Time Sheets in the visibility filter, then you cannot change your user ID. If you select Time Sheets By Me in the visibility filter, then you can select the user IDs of other users who authorize you to assign their time to cases.
Period	Displays the period that contains the current date if that period is set up in the Periods view of the Administration - Data screen, but you can select a different period for the time sheet.
Start	Displays the starting date for the period when you select a value in the Period field.
End	Displays the ending date for the period when you select a value in the Period field.
Status	Displays a status of In Progress.
Submit To	Displays the user ID of the time sheet approver, but you can change this user ID. Frequently, the time sheet approver is the manager of the user who is designated in the Name field. To find the manager of the user who is designated in the Name field, navigate to the Positions view of the Administration - Group screen, note the parent position for this user, and then query for this position to find its user. If the user in the Name field has no parent position, then you must select a value in this field. For automatically created time sheets, the Submit To field can contain no value. For such time sheets, you must select a value in this field to avoid an error message when you click the Submit button. For more information, see *Process of Managing Approval for Time Sheets*.
Time Sheet Total	Displays the time in hours that you assign to this time sheet.
Division	Displays the division for the user in the Name field.

3. Drill down on the Name field of the time sheet record.
4. In the Case Time Reporting view, create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Creator	Displays your user ID.
Date	Displays the date for the time. You can change this date.
Type	Select the type of time. Values include Court and Litigation.
Case	Select the case that is associated with the time.
Caption	Displays the name of the case when you select a value in the Case field.
Status	Displays the status of the case when you select a value in the Case field.
Reported Hours	Type the total time in hours that the person worked on the case.
Staff	Select the user ID for the person who worked on the case. If this record is associated with a time sheet, then this field is populated with the user ID in the Name field of the time sheet.
Billable	Select this check box if the time is billable to the case.

> **Note:** The time item record that you create also appears in the Case Calendar view of the Calendar screen (if the record applies to your time), in the Case Time Tracker view of the Cases screen, and in the Bulk Case Time Entry view of the Time Reporting screen. Likewise, time item records that you create in one of these views also appear in the Case Time Reporting view and the other two views.

5. (Optional) Scroll down to the Description and Comments section, and enter a description, public comments, and private comments about the time.
6. Repeat Step 4 and Step 5 for all of the time that you want to assign to this time sheet.
7. (Optional) Select a record, and click Next Day.

   A new record is created with the values in the Creator, Staff, and Billable fields of the selected record and with a value in the Date field that is one day after the date of the selected record.

Assigning Time to Cases Using Calendars

Using the calendar, users can assign their time to a case.

If users want to use the calendar to assign the time of other users to a case, then administrators must configure the Case Calendar view to accommodate these time assignments. For more information, see *Configuring Time Entry Views*.

Users can assign case time by scheduling an activity and without scheduling an activity. Only the time that you assign to a case by scheduling an activity appears on the calendar. For more information, see *Arranging Case Meetings*. For more information about administering and using the calendar, see *Siebel Applications Administration Guide* and *Siebel Fundamentals* .

Note: The time that you assign to a case is automatically associated with the appropriate time sheet. The appropriate time sheet has a time period that includes the date for the time assignment record, has the same owner as the time assignment record, and does not have a status of Submitted. If such a time sheet does not exist, then it is automatically created.

This task is a step in *Process of Managing Case Time*.

To assign time to a case using a calendar

1. Navigate to the Calendar screen, then the Case Calendar view.

   The Case Time Items list shows your case time items for the selected calendar date, and the Cases list shows the cases that are assigned to you regardless of status. At the end of the Case Time Items list, the values in the Reported Hours field are totaled.

   Alternatively, you can navigate to this view by clicking Timekeeping in the calendar on the Home screen.
2. Click the button for the daily, weekly, or monthly view to see the calendar format that you want.

   The Case Time Items list shows your case time items for the selected date, week, or month.
3. To assign your time to a case by scheduling an activity, complete the following steps:

   a. In the calendar, create a new record for an activity that is associated with the case.
   b. In the calendar form, enter a name for the activity in the Description field, select the activity type in the Type field, select the associated case in the Case field, and complete the other fields as appropriate.

      When you select the associated case, a new time record is added to the Case Time Items list.
   c. (Optional) To assign time to multiple cases, select additional cases in the Case field.

      For each case that you select, a new time record is added to the Case Time Items list with a Reported Hours field value that corresponds to the Duration field value in the calendar form. You can change the Reported Hours field values for the records in the Case Time Items list. If you change the date and duration in the calendar form, then the corresponding field values in the Case Time Items list do not automatically change, but you can manually change these corresponding field values.
   d. In the Case Time Items list, select the time type in the Type field.

      If you change the date, case, and reported hours in a record in the Case Time Items list, then the corresponding field values for the scheduled activity in the calendar do not automatically change.
   e. Click Save This One to return to the calendar.
4. To assign your time to a case without scheduling an activity, create a new record in the Case Time Items list.

   For information about the fields in this view, see *Assigning Time to Cases Using Time Sheets*.

Assigning Time to Cases Using Time Tracker

Using the time tracker feature, users can assign their time to a case. They can assign this time while working on the case or after their work is complete.

If users want to use the time tracker feature to assign the time of other users to a case, then administrators must configure the Case Time Tracker view to accommodate these time assignments. For more information, see *Configuring Time Entry Views*.

> **Note:** The time that you assign to a case is automatically associated with the appropriate time sheet. The appropriate time sheet has a time period that includes the date for the time assignment record, has the same owner as the time assignment record, and does not have a status of Submitted. If such a time sheet does not exist, then it is automatically created.

This task is a step in *Process of Managing Case Time*.

To assign time to a case using time tracker

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Case Time Tracker view.
4. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Staff	Displays your user ID. For other records in this view, this field might contain the user ID for another person who worked on the case.
Name	Displays the name of the user ID in the Staff field.
Type	Select the type of time. Values include Court and Litigation.
Date	Select the date for the time.
Reported Hours	Type the total time in hours that was worked on the case. This field is populated with the time difference between the start and stop time when you click the Start Timer and Stop Timer buttons.
Billable	Select this check box if the time is billable to the case.

5. To assign time to a case while you are working on the case, complete the following steps:

a. When you begin the work, click Start Timer.

   The Start field is populated with the current time.
b. When you complete the work, click Stop Timer.

   The Stop field is populated with the current time.

6. To assign time to a case after your work is complete, enter the time in hours that you worked on the case in the Reported Hours field.

Assigning Time to Cases Using Bulk Entry

Using the bulk entry feature, users can assign their time and the time of other users to multiple cases. Other users must authorize you to assign their time. For more information, see *Setting Up Proxies for Time Assignments*.

A single user can assign time to the cases for multiple other users. When you use a time sheet, the calendar, or time tracker to assign time to cases, the time record automatically appears in the Bulk Case Time Entry view of the Time Reporting screen.

If administrators configure client-side import for the PUB Bulk Case Time Item business component, then users can import time item records from a CSV or TXT file into the Bulk Case Time Entry view. For information about importing data, see *Siebel Fundamentals* . For information about configuring client-side import, see *Configuring Siebel Business Applications* .

To successfully import a field value, the column name for the field in the import source file must exactly match the field name in the business component. Import failure can occur when the import does not populate a required field or attempts to populate some fields with invalid values. If the import attempts to populate the Staff field with an invalid value, then the field is populated with the first value in the field drop-down list, and a Partial Import warning statement results.

> **Note:** The time that you assign to a case is automatically associated with the appropriate time sheet. The appropriate time sheet has a time period that includes the date for the time assignment record, has the same owner as the time assignment record, and does not have a status of Submitted. If such a time sheet does not exist, then it is automatically created.

This task is a step in *Process of Managing Case Time*.

To assign time to cases using bulk entry

1. Navigate to the Time Reporting screen, then the Bulk Case Time Entry view.

   Alternatively, you can navigate to the Calendar screen, then the Bulk Case Time Entry view.
2. Create a new record, and complete the fields as appropriate.

   For information about the fields in this view, see *Assigning Time to Cases Using Time Sheets*.
3. Repeat Step 2 for all of the time that you want to assign to cases.
4. (Optional) Select a record, and click Next Day.

   A new record is created with the values in the Creator, Staff, and Billable fields of the selected record and with a value in the Date field that is one day after the date of the selected record.

Running Time Reports for Cases

To review the user time that is allocated to cases, you can run preconfigured reports that show detailed and summarized information about this time. You run these time reports in the Bulk Case Time Entry view of the Time Reporting screen. In this view, you can see the following time records:

- The time records for your time. These records include:
  - The time records that you create for yourself
  - The time records that your past and present proxies create for you
- The time records for delegator users for whom you are a proxy. These records include:
  - The time records that these delegator users create for themselves
  - The time records that the past and present proxies (including you) for these delegator users create for the delegator users

The time reports that you run from this view include only information about the time records that you can see in this view and the time records that include your user ID in the Staff field.

If necessary, administrators can configure the header information in report templates, such as the address and logo of the organization, as well as the appropriate data to include in the report body. To configure report templates, you must use Oracle Business Intelligence Publisher Add-in for Microsoft Word. For more information about configuring report templates, see *Business Intelligence User Guide*, which is available from the application menu in the add-in application. (Select Start, Programs, Oracle BI Publisher Desktop, and then BI Publisher User Guide.)

Administrators can use the PUB Case Time Item integration object to create new time reports for cases. For information about creating and configuring new reports and about running reports, see *Siebel Reports Guide* .

This task is a step in *Process of Managing Case Time*.

To run a time report for cases

1. Navigate to the Time Reporting screen, then the Bulk Case Time Entry view.
2. (Optional) Query for the data to include in the report.

   Note: If you do not query for data, then all of the view data with a Status field of Active is included in the report. Although you can query all view fields to further restrict the data to include in the report, you obtain meaningful report data if you query the following view fields: Date, Start Date, End Date, Case, Staff, and Type.
3. Click Reports in the toolbar.
   The Run Report pane appears.
4. In the Run Report pane, complete the appropriate fields.
   Some fields are described in the following table.

Field	Description
Report Name	Select an available report. The available reports apply to the screen and view to which you navigate.

Field	Description
Custom Name	Type a custom name for the report if you want to name the report a different name from the value in the Report Name field.
Output Type	Select the output type for the report.
Report Locale	Select the locale for the report.

5. Click Submit.
   The designated report runs.
6. Click My Reports to navigate to the Reports view of the BI Publisher Reports screen.
   A record for the run report appears in the Reports view.
7. Drill down on the Report Name field in the Reports view to display the report in a new window.
   You can print the report by using the print feature for the application in which it appears.

Process of Managing Approval for Time Sheets

This process consists of tasks that users typically perform when managing approval for time sheets. Your agency might follow a different process according to its business requirements.

To manage approval for time sheets, users perform the following tasks:

1. *Submitting Time Sheets for Approval*
2. *Approving Time Sheets*
3. *Processing Approved Time Sheets*
4. *Viewing the Approval History for Time Sheets*

This process is a step in *Roadmap for Managing Cases*.

Submitting Time Sheets for Approval

Time sheets include the time that users assign to cases and incidents. After you submit a time sheet for approval, the Status field of the time sheet changes from In Progress to Submitted, the fields in the time sheet (except for the Status field and the Submit To field) become read-only, and the time sheet appears in the Time Sheet Approval view for the user who is designated in the Submit To field of the time sheet. You can submit a time sheet to only one approver at a time, and not to multiple approvers simultaneously.

If an approver rejects a time sheet for approval, then the Status field of the time sheet is Rejected. You can change the Status field from Rejected back to In Progress and change the information in the time sheet. For example, you can change case or incident information or the user to whom to submit the time sheet for approval. Then you can resubmit the time sheet for approval.

This task is a step in *Process of Managing Approval for Time Sheets*.

To submit a time sheet for approval

1. Navigate to the Time Sheets screen, then the Time Reporting view.
   Alternatively, you can navigate to the Calendar screen, then the Time Reporting view.
2. Select the time sheet.
3. Click Submit.
4. To recall a time sheet submitted for approval, click Recall.
   The Status field of the time sheet changes from Submitted to In Process, the fields in the time sheet are no longer read-only, the time sheet no longer appears in the Time Sheet Approval view for the user who is designated in the Submit To field of the time sheet.
   You can recall a time sheet that you submit for approval before the approver rejects or approves the time sheet.

Approving Time Sheets

After a user submits a time sheet for approval, the user who is designated in the Submit To field of the time sheet can access the Time Sheet Approval view to approve or reject that time sheet.

The user approval limit is the maximum number of time sheet hours that a user has the authority to approve. If an approver approves a time sheet with a number of hours that exceeds the approver's authority, then the manager of that approver must also approve the time sheet. An approved time sheet is automatically routed up the organizational hierarchy until an approver with the necessary authority approves the time sheet. For information about setting up user approval limits, see *Configuring User Approval Limits for Time Sheets*.

After final approval, the user who submitted the time sheet for approval can further process the approved time sheet.

This task is a step in *Process of Managing Approval for Time Sheets*.

To approve a time sheet

1. Navigate to the Time Sheets screen, then the Time Reporting view.
   Alternatively, you can navigate to the Calendar screen, then the Time Reporting view.
2. From the visibility filter, select Time Sheet Approval.
   The time sheets that are awaiting your approval appear in this view.
3. To review the time sheet, complete the following steps:
   a. Review the details on the time sheet record.
   b. Drill down on the Name field of the time sheet record.
   c. Navigate to the Case Time Reporting view to see more details about the hours that are assigned to cases in the time sheet.
   d. Navigate to the Incident Time Reporting view to see more details about the hours that are assigned to incidents in the time sheet.
   e. Navigate back to the Time Sheets screen, then the Time Reporting view, and again select Time Sheet Approval from the visibility filter.
4. If you do not want to approve the time sheet, then click Reject.
   - If you are the initial approver, then the Status field for the time sheet changes from Submitted to Rejected.

- If you are not the initial approver, then the Status field for the time sheet changes from Pending Next Approver to Rejected.

5. If you want to approve the time sheet, then click Approve.

   - If you are the initial approver, then the following updates occur:

     - If the number of hours on the time sheet is less than or equal to your approval limit, then the Status field for the time sheet changes from Submitted to Approved, and then from Approved to Acceptable.
     - If the number of hours on the time sheet is greater than your approval limit, then the Status field for the time sheet changes from Submitted to Pending Next Approver, and the Submit To field of the time sheet changes to the user ID for your manager.

   - If you are not the initial approver, then the following updates occur:

     - If the number of hours on the time sheet is less than or equal to your approval limit, then the Status field for the time sheet changes from Pending Next Approver to Approved, and then from Approved to Acceptable.
     - If the number of hours on the time sheet is greater than your approval limit, then the Status field for the time sheet does not change from Pending Next Approver, and the Submit To field of the time sheet changes to the user ID for your manager.

Processing Approved Time Sheets

After the appropriate users approve a time sheet, the user who submitted the time sheet for approval can process that time sheet. You process an approved time sheet so that the time allocated to cases and incidents in the time sheet is available in time reports.

If you want to change the information in an approved time sheet, then you can reject the time sheet for processing. After you reject an approved time sheet, the Status field of the time sheet is Revoked. You can change the Status field from Revoked back to In Progress and change the information in the time sheet. Then you can resubmit the time sheet for approval.

This task is a step in *Process of Managing Approval for Time Sheets*.

To process an approved time sheet

1. Navigate to the Time Sheets screen, then the Time Reporting view.

   Alternatively, you can navigate to the Calendar screen, then the Time Reporting view.
2. From the visibility filter, select Approved Time Sheets.

   All approved time sheets that are awaiting processing appear in this view.

   > **Note:** You can process the time sheets that you submitted for approval and the time sheets that you approved.

3. Select the approved time sheet.
4. If you do not want to process the approved the time sheet, then click Reject.

   The Status field for the time sheet changes from Acceptable to Revoked.
5. If you want to process the approved the time sheet, then click Process.

The Status field for the time sheet changes from Acceptable to Processed.

Viewing the Approval History for Time Sheets

The Status field value of a time sheet indicates its stage in the approval process. Users can view the history that shows each change in the Status field value for a time sheet, the date of each change, and the user who initiated each change.

This task is a step in *Process of Managing Approval for Time Sheets*.

To view the approval history for a time sheet

1. Navigate to the Time Sheets screen, then the Time Reporting view.

   Alternatively, you can navigate to the Calendar screen, then the Time Reporting view.
2. Drill down on the Name field of the time sheet record.
3. Navigate to the Approval view.

   The approval history for the time sheet appears.
4. (Optional) For those records in the Approval view in which your name appears in the Last Name field and the First Name field, enter any needed text in the Comments field.

5 Administering Benefits Cases

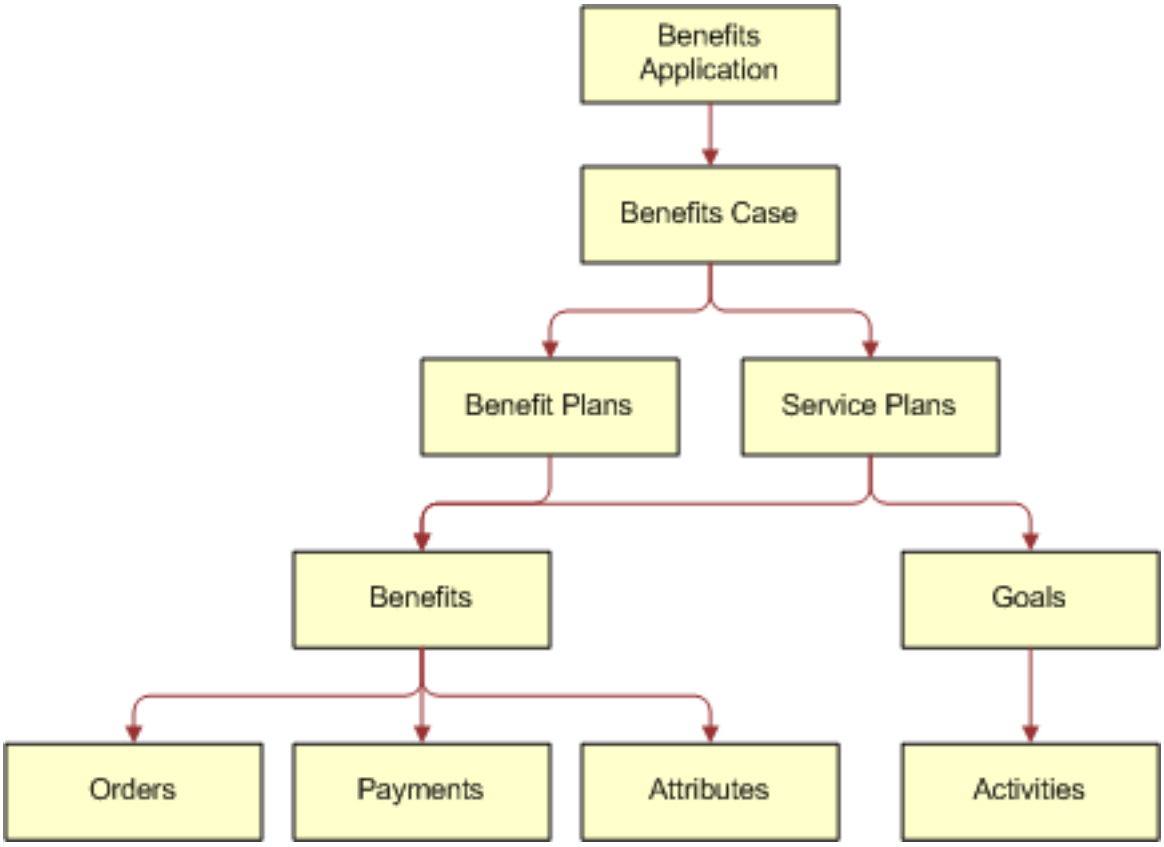
Administering Benefits Cases

This chapter describes the tasks that administrators perform to administer benefits cases. It includes the following topics:

- *About Controls for Benefit Data*
- *About Associating Nonbenefits Cases with Master Cases*
- *Roadmap for Administering Benefits Cases*
- *Process of Configuring Applications*
- *Process of Configuring Benefits for Cases*
- *Associating Manually Created Cases with Master Cases*
- *Enabling Effective Dating*
- *Implementing Effective Date Tracking*
- *Process of Setting Up Effective Dating for Additional Business Components*
- *Process of Configuring Appeal Cases*
- *Setting Up Quality Assurance Templates*

About Controls for Benefit Data

In Siebel Public Sector, the records that contain benefit data have a hierarchical relationship with each other. The following image shows this hierarchical relationship.



Details about this benefit data hierarchy follow:

- A benefits application can include a benefits case.
- A benefits case can include benefit plans and service plans.
- A benefit plan can include benefits.
- A service plan can include benefits and goals.
- A benefit can include orders, payments, and attributes.
- A goal can include activities.

The Status field value of a given record in the benefit data hierarchy, the Status field value of the records that are before the given record (the parent record and grandparent record), and the Status field value of the record that is after the given record (the child record) can determine the following controls:

- The operations, such as create, update, and delete, that users can perform for the given record.
- The buttons that are enabled (or available for use) when users select the given record.
- The valid transitions of the Status field value for the given record.

Administrators can access state models to change preconfigured information relating to categories for Status field values, operation controls for benefit data, button controls for benefit data, and transition controls of Status field values for benefit data. For more information about changing state models, see *Siebel Applications Administration Guide* .

The following state models are preconfigured in Siebel Public Sector:

- PUB Application Status (for benefits application records)
- HLS Case (for benefits case records)
- HLS Case - SM (for parent benefits case records)

- PUB Case Benefit Plan (for benefit plan records)
- PUB Case Benefit Plan Line Item (for benefit records)
- PUB Case Benefit Plan Payments (for benefit payment records)
- HLS Case Service Plan (for service plan records)

State models are not preconfigured in Siebel Public Sector for benefit orders, benefit attributes, goals, and activities.

Categories for Status Field Values

Status field values for records that contain benefit data are associated with the following categories:

- **Positive.** The record will undergo further processing before it reaches the end of its life cycle (for example, an active benefits case or a pending benefit).
- **Negative.** The record has reached the end of its life cycle (for example, a closed benefits case or a completed benefit).
- **Garbage.** The record is currently inactive or was terminated before it reached the end of its life cycle (for example, an inactive benefits case or a cancelled benefit).

The categories of Status field values for records that contain benefit data are preconfigured in Siebel Public Sector. For each of these categories, the following table shows the Status field values for benefit data records. Benefit data records that are excluded from this table have no preconfigured categories of Status field values.

Some of the records in this table can have Status field values that do not appear in the table. These Status field values (except for the Submitted value for a benefits case record) do not affect the operation controls for the records, the button controls for the records, and the transition controls for Status field values.

Administrators can configure the information in this table by changing the Category Name field in the States view for each applicable state model in the State Models view of the Administration - Application screen. They can add new categories in the Categories view for each applicable state model in the State Models view of the Administration - Application screen.

Record	Status Field Values of Positive Category	Status Field Values of Negative Category	Status Field Values of Garbage Category
Benefits Case	Active and Rejected	Closed	Inactive
Benefit Plan	Active, Pending, and Approved	Completed and Archived	Inactive
Benefit	In Progress, Pending, and Approved	Completed	Inactive and Cancelled
Benefit Payment	Pending, Approved, Rejected, Request Failed, and Submitted-Pending	Processed and Paid	Inactive and Cancelled
Service Plan	Active, Pending, and Approved	Completed and Archived	Inactive

Operation Controls for Benefit Data

The valid operations for records that contain benefit data are preconfigured in Siebel Public Sector. Operations, such as create, update, and delete are enabled (or available) only under certain conditions. The following table shows the conditions under which each operation is disabled (or unavailable) for benefit data records. Benefit data records that are excluded from this table have no preconfigured operation controls. To view the Status field values for categories, see *Categories for Status Field Values*.

Administrators can configure the information in this table by changing the No Update and No Delete fields in the States view for each applicable state model in the State Models view of the Administration - Application screen and by changing the No Insert, No Update, and No Delete fields in the Child Operation Restriction applet in the States view.

Note: Some of the conditions for the delete operation in this table (and additional conditions for the delete operation) are included in the Siebel Repository, and not in preconfigured hierarchical state models. These conditions are included in this table because they apply to the Status field values.

Record	Create Operation	Update Operation	Delete Operation
Benefits Applic.	None.	The Status field value of the benefits application is Cancelled or Processed.	The Status field value of the benefits application is Processed.
Benefits Case	None.	The Status field value of the original benefits case for an appeal case is not in the positive category. The Status field value of the benefits case is Submitted.	The Status field value of the benefits case is in the positive or negative category.
Benefit Plan	The Status field value of the parent benefits case is not in the positive category. The Status field value of the parent benefits case is Submitted.	The Status field value of the parent benefits case is not in the positive category. The Status field value of the benefit plan is in a garbage category. The Status field value of the parent benefits case is Submitted.	The Status field value of the benefit plan is in the positive or negative category. The Status field value of the parent benefits case is Submitted.
Benefit	The Status field value of the parent benefit plan is not in the positive category. The Status field value of the grandparent benefits case is Submitted.	The Status field value of the parent benefit plan is not in the positive category. The Status field value of the benefit is in a garbage category. The Status field value of the grandparent benefits case is Submitted.	The Status field value of the benefit is in the positive or negative category. The Status field value of the grandparent benefits case is Submitted.
Benefit Payment	The Status field value of the parent benefit is not in the positive category.	The Status field value of the parent benefit is not in the positive category.	The Status field value of the payment is in the positive or negative category.

Record	Create Operation	Update Operation	Delete Operation
	The Status field value of the great-grandparent benefits case is Submitted.	The Status field value of the benefit payment is in a negative or garbage category. The Status field value of the great-grandparent benefits case is Submitted.	The Status field value of the great-grandparent benefits case is Submitted.
Benefit Attribute	The Status field value of the parent benefit is not in the positive category. The Status field value of the great-grandparent benefits case is Submitted.	The Status field value of the parent benefit is not in the positive category. The Status field value of the great-grandparent benefits case is Submitted.	The Status field value of the great-grandparent benefits case is Submitted.
Service Plan	The Status field value of the parent benefits case is not in the positive category. The Status field value of the parent benefits case is Submitted.	The Status field value of the parent benefits case is not in the positive category. The Status field value of the service plan is in a garbage category. The Status field value of the parent benefits case is Submitted.	The Status field value of the service plan is in the positive or negative category. The Status field value of the parent benefits case is Submitted.
Goal	The Status field value of the parent service plan is not in the positive category. The Status field value of the grandparent benefits case is Submitted.	The Status field value of the parent service plan is not in the positive category. The Status field value of the grandparent benefits case is Submitted.	The Status field value of the grandparent benefits case is Submitted.
Activity	The Status field value of the grandparent service plan is not in the positive category. The Status field value of the great-grandparent benefits case is Submitted.	The Status field value of the grandparent service plan is not in the positive category. The Status field value of the great-grandparent benefits case is Submitted.	The Status field value of the great-grandparent benefits case is Submitted.

Button Controls for Benefit Data

Buttons in the user interface can control the operations that users perform for records that contain benefit data. These buttons are enabled (or available for use) only if a selected record (and sometimes a related record) has a designated Status field value. The following table shows the conditions under which these buttons are disabled (or unavailable for use) for benefit data records. Benefit data records that are excluded from this table have no preconfigured button controls.

Administrators can disable these buttons by changing the No Invoke Method field in the States view for each applicable state model in the State Models view of the Administration - Application screen and by changing the No Invoke Method field in the Child Operation Restriction applet in the States view.

Record	Button Name	Condition
Benefits Applic.	Cancel Application	The Status field value of the benefits application is Cancelled or Processed. This button appears on a self-service Web site for Siebel Public Sector Self Service.
Benefits Case	Scan Changes	The Status field value of the benefits case is Closed, Inactive, or Submitted.
	Regenerate All	The Status field value of the benefits case is Closed, Inactive, or Submitted.
	Appeal	The Status field value of the benefits case is Inactive or Submitted.
	Submit	The Status field value of the benefits case is Closed or Inactive.
	Recall	The Status field value of the benefits case is Closed or Inactive.
Benefit	Create Order	The Status field value of the benefit is Completed, Inactive, or Cancelled. The Status field value of the grandparent benefit case is Submitted.
	Cancel Order	The Status field value of the benefit is Completed, Inactive, or Cancelled. The Status field value of the grandparent benefit case is Submitted.
Benefit Payment	Send Payment	The Status field value of the payment is Processed, Paid, Inactive, or Cancelled. The Status field value of the parent benefit is Completed, Inactive, or Cancelled. The Status field value of the grandparent benefit case is Submitted.
Activity	Create Benefit	The Status field value of the grandparent service plan is Completed, Archived, or Inactive. The Status field value of the great-grandparent benefit case is Submitted.

Transition Controls of Status Field Values for Benefit Data

The valid transitions of Status field values for records that contain benefit data are preconfigured in Siebel Public Sector. The transitions of Status field values are enabled (or available) only under certain conditions. The following table shows the conditions under which each transition between categories is enabled for benefit data records. Benefit data records that are excluded from this table have no preconfigured transition controls. To view the Status field values for categories, see *Categories for Status Field Values*.

Administrators can configure the information in this table by changing the Rule Expression field in the Transitions view for each applicable state model in the State Models view of the Administration - Application screen. Transitions to a positive category and transitions from a garbage category to a negative category are not included in the preconfigured Siebel Public Sector application.

Record	Transition from Positive Category to Negative Category	Transition from Positive or Negative Category to Garbage Category
Benefits Case	The Status field value of any child benefit plan or service plan is in the negative or garbage category. The Status field values of any appeal case for an original benefits case is in the negative or garbage category.	The Status field value of any child benefit plan or service plan is in the garbage category. The status field values of any appeal case for an original benefits case is in the garbage category.
Benefit Plan	The Status field value of any child benefit is in the negative or garbage category.	The Status field value of any child benefit is in the garbage category.
Benefit	The Status field value of any child benefit payment is in the negative or garbage category. The Status field value of any child benefit order is Closed, Inactive, or Cancelled, or any child benefit order has no order number.	The Status field value of any child benefit payment is in the garbage category. The Status field value of any child benefit order is Inactive or Cancelled, or any child benefit order has no order number.
Service Plan	The Status field value of any child benefit is in the negative or garbage category.	The Status field value of any child benefit is in the garbage category.

About Associating Nonbenefits Cases with Master Cases

By default, cases for a benefit or appeal category are associated with master cases. However, by default, cases for nonbenefit categories, such as investigation, immigration, and tax, are not associated with master cases. Administrators must set up this association for manually created cases.

By default, for benefit and appeal category cases, agents see both the manually and automatically created cases in the case list for a master case. For nonbenefit category cases, agents see the manually created cases in the case list for a master case if the administrator sets up the association between nonbenefit category cases and master cases.

Automatically Created Cases

Agents can upload an application to automatically create a case record. Also, agents can automatically create an appeal case. A case that is automatically created is associated with the master case for the primary contact in the application. Because an agent does not upload an application or process an appeal for a nonbenefit category, automatically created cases do not apply to nonbenefit category cases.

The Upload Case Category user property in the HLS Case business component determines the category of automatically created cases that are associated with a master case. For cases that are automatically created from

uploaded applications, you can associate only one category of cases with a master case. The value in this user property is Benefit.

Manually Created Cases

Instead of uploading an application or processing an appeal to automatically create a case, agents can enter data directly into Siebel Public Sector to manually create a case. When an agent manually creates a case for the benefit category, that case is associated with the master case for the primary contact in the case. However, when an agent manually creates a case for a nonbenefit category, that case is not associated with a master case. For information about associating these cases for nonbenefit categories with master cases, see *Associating Manually Created Cases with Master Cases*.

Additionally, a manually created case is associated with a master case only if the manually created case has a primary contact. If the case primary contact is the same as the primary contact for an existing master case, then the case is associated with that existing master case. If the case primary contact is not the same as the primary contact for any existing master case, then Siebel Public Sector creates a new master case, and the case is associated with that new master case.

Roadmap for Administering Benefits Cases

This roadmap consists of processes and tasks that administrators typically perform when administering benefits cases. Your agency might follow a different roadmap according to its business requirements.

To administer benefits cases, administrators perform the following processes and tasks:

- *Process of Configuring Applications*
- *Process of Configuring Benefits for Cases*
- *Associating Manually Created Cases with Master Cases*
- *Enabling Effective Dating*
- *Implementing Effective Date Tracking*
- *Process of Setting Up Effective Dating for Additional Business Components*
- *Process of Configuring Appeal Cases*
- *Setting Up Quality Assurance Templates*

Process of Configuring Applications

This process consists of tasks that administrators typically perform when configuring applications. Your agency might follow a different process according to its business requirements.

To configure applications, administrators perform the following tasks:

- *Configuring Citizen Access to Cases for Applications*
- *Setting Up a Siebel Audit Trail for Submitted Applications*

- *Configuring Contact Matching*
- *Setting Up Verification Templates*

This process is a step in *Roadmap for Administering Benefits Cases*.

Configuring Citizen Access to Cases for Applications

If the check box for the Web Access field is selected for a contact in the Contacts view of the Cases screen, then that contact can view details about the case on a self-service Web site.

By default, this field is automatically selected for the primary contact of a case for an application that a citizen submits on a self-service Web site. If the user who submits this application is not the primary contact of the case, then this field is also automatically selected for that user. Administrators can configure this default behavior to automatically grant case access to all of the application contacts or to none of the application contacts.

This task is a step in *Process of Configuring Applications*.

To configure citizen access to cases for applications

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Select Business Component in the Object Explorer, and then select the PUB Application Upload business component.
3. Lock this business component so that you can change it.
4. Navigate to Business Component, then Business Component User Prop in the Object Explorer, and select the Enable Web Access user property.
5. Enter one of the following values to designate the contacts who can access cases for applications:
    - **Primary.** The Web Access field is automatically select for the primary contact in an application and the user who submits the application for the primary contact.
    - **All.** The Web Access field is automatically select for all contacts in an application.
    - **None.** The Web Access field is automatically select for no contacts in an application.
6. Deliver the changes to the Integration Branch.
7. Unlock the business component.

Setting Up a Siebel Audit Trail for Submitted Applications

If administrators set up a Siebel Audit Trail for submitted applications, then agents can see detail about prior submissions of the application when they are reviewing a submitted application. When administrators set up a Siebel Audit Trail, they designate the field detail that agents can view. By default, no detail appears, and agents see no data in the Audit Trail view of the Applications screen. If administrators set up a Siebel Audit Trail, then agents see the designated data in the Audit Trail view of the Applications screen.

This task is a step in *Process of Configuring Applications*.

To set up a Siebel Audit Trail for submitted applications

1. Navigate to the Administration - Audit Trail screen.
2. In the Audit Trail Buscomp list, create a new record, and select PUB Application in the Bus Comp field.
3. In the Field view, add the fields that you want to appear when an agent accesses the Audit Trail view of the Applications screen.

For example, you can add the Status field and the Reason Rejected field so that agents can see whether prior submissions of an application were rejected.

4. Click Update Audit Cache in the Audit Trail Buscomp list.

   If you subsequently change the fields for this business component, then you must click Update Audit Cache again.

Configuring Contact Matching

When an agent performs contact matching, the social security number fields in the submitted application are compared to the social security number fields in contact records in Siebel Public Sector to find matching contact records. Administrators can configure the criteria for contact matching by specifying other data fields, such as the date of birth and last name for the contact, to include in this comparison processing. They can also configure the contact fields that appear during the contact matching process when the agent views matching contact records and creates a new contact record. These contact fields are populated with available data from the submitted application.

Administrators can also disable contact matching so that an agent can upload the data in a submitted application into Siebel Public Sector without finding matching contact records for that application. They can also designate that agents must match all contact records before they can upload an application. For more information, see *Finding Matching Contact Records*.

This task is a step in *Process of Configuring Applications*.

To configure contact matching

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Select Business Component in the Object Explorer, and then select the PUB Application Contact Matching VBC business component.
3. Lock this business component so that you can change it.
4. Navigate to Business Component, then Business Component User Prop in the Object Explorer, and configure the following user properties:
   a. For the ContactMatchingFields user property, enter a comma separated list of the contact fields that Siebel Public Sector uses when finding matching contact records.
   b. For the DefaultFields user property, enter a comma separated list of the contact fields that appear when agents create a new contact during contact matching.
   c. For the ContactMatchingEnabled user property, enter N to disable contact matching.
   d. For the EnableContactMatchingCheckBeforeUpload user property, enter Y to indicate that agents must perform contact matching for all contacts in an application.
5. Deliver the changes to the Integration Branch.
6. Unlock the business component.

Setting Up Verification Templates

Administrators must set up the templates that agents use as a guideline to verify the information in submitted benefits applications. These templates determine the specific items in submitted applications that agents must verify.

After agents use a template to verify information in submitted applications, an administrator can change that template. However, this changed template does not apply to the previous agent verifications. After an agent uses a verification

template, an administrator cannot delete that template. (The trash can icon for the template and the template items become disabled.)

This task is a step in *Process of Configuring Applications*.

To set up a verification template

1. Navigate to the Administration - Case screen, then the Verification Templates view.
2. In the Verification Templates list, create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Template Name	Type the name of the template.
Case Type	Select the type of benefits or immigration program applicable to the case. For cases that are automatically created from applications submitted on a self-service Web site, this field in the case has a value of Other, but agents can change this value. Additional values include Food Stamps, Medical Assistance, Cash-Financial Assistance, Child Care, Unemployment, Visa, Passport, and Citizenship. After an agent uses this template to verify information in submitted applications, you cannot change this field. (This field becomes read-only.)
Description	Type a description of the purpose of the template.
Active	Select this check box to indicate that agents can select this template when they verify applications.

3. In the Information Items list that appears after the Verification Templates list, add the application items that the agent must verify.

   Note: If you do not add items to the template, then agents cannot select the template in the Template Name field of the Verification Plans view.

   The following table describes some of the fields.

Field	Description
Order	Type a number for this item. When an agent uses this template, this field indicates the order in which this item appears relative to the other items in the template.
Name	Type the name of the item that the agent must verify when using this template.
Description	Type a description of the item.

Field	Description

Process of Configuring Benefits for Cases

This process consists of tasks that administrators typically perform when configuring benefits for cases. Your agency might follow a different process according to its business requirements.

To configure benefits for cases, administrators perform the following tasks:

- *Setting Up Benefits Programs*
- *Setting Up Benefits for Service Plans*
- *Configuring the Eligibility Button and Screening Button*

This process is a step in *Roadmap for Administering Benefits Cases*.

Setting Up Benefits Programs

Administrators can set up benefits programs, associate benefits with those programs, and associate products with those benefits. The preconfigured Siebel Public Sector application includes some setup benefits programs. Before you can associate products with benefits, you must set up the products on the Administration - Product screen. For more information, see *Siebel Product Administration Guide* .

If you use the Oracle Intelligent Advisor policy model to calculate benefits, then make sure that the benefits programs and associated benefits that you set up in Siebel Public Sector also exist in the Oracle Intelligent Advisor policy model. The row Ids for the benefits programs in Siebel Public Sector are used to create the benefit plans in the Oracle Intelligent Advisor policy model.

The following table shows the benefits programs and benefits for the preconfigured, sample policy model for Oracle Intelligent Advisor. For more information, see *About the Sample Policy Model*.

Benefits Program	Benefit
Food Stamp	SNAP (Supplemental Nutrition Assistance Program)
TANF	TANF (Temporary Assistance for Needy Families)
Child Welfare	Child Care

In the List of Values view of the Administration - Data screen, administrators can edit the available values for program codes, benefit codes, and transaction codes to include the appropriate values for your organization. The following table shows the Type field value in the List of Values view for each of these codes. For more information about editing LOVs, see *Siebel Applications Administration Guide* .

Code	Type Field
Program	PS_BNFT_PROGRAM
Benefit	PS_BNFT_CATEGORY
Transaction	PUB_BNFT_ADM_TXN_CODE

If you select the Inactive Flag field of a program or benefit in the Program Benefits Administration view of the Administration - Case screen, then users cannot select the program or benefit for a benefits case.

This task is a step in *Process of Configuring Benefits for Cases*.

To set up a benefits program

1. Navigate to the Administration - Case screen, then the Program Benefits Administration view.
2. In the Programs list, create a new record, and complete the fields as appropriate.
3. In the Benefits list, create new records for the benefits in the program.

   The following table describes some of the fields.

Field	Description
Benefit Code	Select a code that describes the benefit.
Transaction Code	Select the transaction code for the benefit code. If Siebel Public Sector is integrated with PeopleSoft Enterprise Payables, then the transaction code is automatically transmitted to PeopleSoft Enterprise Payables and determines the accounting distribution (the general ledger accounts) for payments that are associated with this benefit.

   Note: If you do not create at least one record for a benefit in the program, then users cannot create benefits for the benefit plans that are part of that program.

4. In the Products list, create new records for the products in each benefit.

Setting Up Benefits for Service Plans

Administrators must associate benefits with service plans, and associate products with those benefits. Before you can associate products with benefits, you must set up the products on the Administration - Product screen. For more information, see *Siebel Product Administration Guide* .

If you select the Inactive Flag field of a benefit in the Program Benefits Administration view of the Administration - Case screen, then users cannot select the benefit for a service plan.

This task is a step in *Process of Configuring Benefits for Cases*.

To set up benefits for a service plan

1. Navigate to the Administration - Case screen, then the Program Benefits Administration view.
2. In the Programs list, select the record with a Service Plan value in the Program Code field.

   Note: All of this fields in this record are read-only. You cannot update or delete this record.

3. In the Benefits list, create new records for the benefits in the service plan.

   The following table describes some of the fields.

Field	Description
Benefit Code	Select a code that describes the benefit.
Transaction Code	Select the transaction code for the benefit code. If Siebel Public Sector is integrated with PeopleSoft Enterprise Payables, then the transaction code is automatically transmitted to PeopleSoft Enterprise Payables and determines the accounting distribution (the general ledger accounts) for payments that are associated with this benefit.

   Note: If you do not create at least one record for a benefit in the service plan, then users cannot create benefits for service plans.

4. In the Products list, create new records for the products in each benefit.

Configuring the Eligibility Button and Screening Button

Users click the Eligibility button to automatically assign benefits to cases and the Screening button to screen cases for benefits eligibility. To implement the functionality for these buttons, administrators can use Oracle Intelligent Advisor to integrate Siebel Public Sector with an application that determines benefits.

The Eligibility button and Screening button function correctly only if the value that you select in the Mapping Name field in the Administration - Policy Automation screen matches an input in the value for the appropriate user property in the HLS Case business component in the preconfigured Siebel Public Sector application.

This task is a step in *Process of Configuring Benefits for Cases*.

To configure the Eligibility button and Screening button

1. Log in to Siebel Tools as an administrator.
2. Select Business Component in the Object Explorer, and then select the HLS Case business component.
3. Navigate to Business Component, then Business Component User Prop in the Object Explorer.
4. Complete one of the following steps:
   - Note the input value after Configuration Name in the Value field of the Named Method 8 and Named Method 9 user properties in the preconfigured Siebel Public Sector application.
   - Note the input value after Configuration Name in the Value field of the Named Method 12 and Named Method 13 user properties in the preconfigured Siebel Public Sector application.

- Inactivate the Named Method 12 and Named Method 13 user properties, and activate the Named Method 8 and Named Method 9 user properties. Then note the input value after Configuration Name in the Value field of the Named Method 8 and Name Method 9 user properties in the preconfigured Siebel Public Sector application.

5. In Siebel Public Sector, navigate to the IO Mappings view of the Administration - Policy Automation screen.
6. Note the Mapping Name field value for the PUB Sample Intake Contact integration component.
7. If the Mapping Name field value does not match the input value, then change either the Mapping Name field value or the input value.

Associating Manually Created Cases with Master Cases

When an agent manually creates a case for a nonbenefit category, that case is not associated with a master case. To associate these cases for nonbenefit categories with master cases, the administrator must perform the procedure in this topic. For more information, see *About Associating Nonbenefits Cases with Master Cases*

This task is a step in *Roadmap for Administering Benefits Cases*.

To associate manually created cases with a master case

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Select Business Component in the Object Explorer, and then select the HLS Case business component.
3. Lock this business component so that you can change it.
4. Navigate to Business Component, then Business Component User Prop in the Object Explorer.
5. In the Value field of the Associate Master for Categories property, enter the category names of the manually created cases that you want to associate with a master case.

   Separate each category name with a semicolon (;), for example, Benefit; Tax.
6. Deliver the changes to the Integration Branch.
7. Unlock the business component.

Enabling Effective Dating

Effective dating is useful for capturing historical values in the fields that affect the benefits determination for citizens. Tracking these historical values increases the accuracy of the benefits determination. For example, if a citizen's income affects the benefits determination, and if an agent learns of a change in the citizen's income two months after the change is effective, then the agent can enter the new income value in Siebel Public Sector and date that value two months earlier. Consequently, the effective date of the income change, and not the date that the agent changes the income in Siebel Public Sector, is used to redetermine benefits for the citizen.

If you do no enable effective dating, then no functionality is available when users click the Link History button in a view.

This task is a step in *Roadmap for Administering Benefits Cases*.

To enable effective dating

1. Navigate to the Administration - Application screen, then the System Preferences view.
2. Select the record with the EnableEffectiveDating system preference name.

3. Change the System Preference Value field of the record to True.
4. To implement your change, re-start the Siebel Server.

Implementing Effective Date Tracking

Administrators can implement effective date tracking for the fields and records that affect the benefits determination. Administrators implement effective date tracking so that the following functionality is available:

- Agents can select the effective dates for the values in designated fields.
- Effective dates are assigned to the values in designated fields that are populated with data received from an external application, such as a self-service Web site.
- Agents can select the effective dates for the records that they add to and deactivate from designated views.
- Effective dates are assigned to records that are added to and deactivated from designated views because of data received from an external application, such as a self-service Web site.
- Only agents with proper authority can complete the following actions:
  - Change the Status field value for entries in the Effective Date dialog box and in the Link History dialog box to Cancelled or Approved.
  - Delete entries with a Status field value of Cancelled or Approved in the Effective Date dialog box and in the Link History dialog box.
  - Change the date range for entries with a Status field value of Approved in the Effective Date dialog box and in the Link History dialog box.

Administrators implement effective date tracking in the Administration - Effective Dating screen. If the preconfigured business components in the Administration - Effective Dating screen do not include a business component that contains the fields and records for which administrators want to implement effective date tracking, then they can add this business component to the Administration - Effective Dating screen. For more information, see *Process of Setting Up Effective Dating for Additional Business Components*.

When effective dating exists for a field in a view, an effective date button appears in the field if you click that field. When effective dating exists for the records that users add to and deactivate from a view, functionality is available when users click the Link History button in that view.

Note: Do not implement effective date tracking for fields that users do not normally have the authority to change.

This task is a step in *Roadmap for Administering Benefits Cases*.

To implement effective date tracking

1. Navigate to the Administration - Effective Dating screen.

   The Effective Dating Buscomp list shows the business components for which effective date tracking is implemented.
2. (Optional) If you want to change the starting date of effective date tracking for a business component, then change the date in the Start Date field to a later date.
3. Select or clear the Allow In Place Field Edit check box for a business component as follows:
   - Select this check box so that a user can change the value in an effective dating field for the business component without clicking the effective date button in the field.

- Clear this check box so that a user must click the effective date button in the field for the business component to change a value in the field.

  A dialog box appears when the user clicks the effective date button, and the user must enter the effective start date of the field value in this dialog box.

4. To implement effective date tracking for selected fields in a business component, complete the following steps:

   a. In the Effective Dating Buscomp list, select the appropriate business component for the fields.
   b. Navigate to the Field view.
   c. In the list of effective dating fields, create a new record, and complete the fields as appropriate.

      The following table describes some of the fields.

Field	Description
Field	Select a value to designate effective date tracking for a field.
Enable Future Dating	Select this check box to indicate that agents are allowed to enter a date later than the current date when they designate a date range for the value in the field.
Enable Status	Select this check box to indicate a Status field appears in the Effective Date dialog box for the field. Agents use the Status field to designate whether the rules engine uses the field value to determine benefits. If the Status field value is Approved, then the rules engine uses the field value to determine benefits. If the Status field value is Pending, Rejected, or Cancelled, then the rules engine does not use the field value to determine benefits. If you select this check box, then existing field values are assigned a Status field value of Approved.

   d. If necessary, display the field in the user interface using one of the following methods:

      - If the field is available for display in the view, then navigate to the view, select Columns Displayed in the menu that appears when you click the cogwheel icon, and display the field in the view.
      - If the field is not available for display in the view, then use Siebel Tools to display the field in the view.

5. To implement effective date tracking for the records that users add to and deactivate from a view of a screen, complete the following steps:

   a. In the Effective Dating Buscomp list, select the appropriate business component for the screen.
   b. Navigate to the Child Buscomp view.
   c. In the list of effective dating child business components, create a new record, and complete the fields as appropriate.

      The following table describes some of the fields.

Field	Description
Link Name	Select a value to designate effective date tracking for the records that users add to and deactivate from a view of the screen. For some examples of Link Name fields for views, see the following table.
M/M	Displays a check in the check box if the records in the screen and view have a many-to-many relationship. You must repeat the steps in Step 5 for the other side of this relationship. For example, if you implement effective dating for the records in the Contacts view of the Households screen, then you must also implement effective dating for the records in the Households view of the Contacts screen.
Enable Future Dating	Select this check box to indicate that agents are allowed to enter a date later than the current date when they designate a date range for the record.
Enable Status	Select this check box to indicate a Status field appears in the Link History dialog box for the record. Agents use the Status field to designate whether the rules engine uses the record to determine benefits. If the Status field value is Approved, then the rules engine uses the record to determine benefits. If the Status field value is Pending, Rejected, or Cancelled, then the rules engine does not use the record to determine benefits. If you select this check box, then existing records are assigned a Status field value of Approved.

6. To designate the agents with the cancellation and approval authority for the fields in Step 4 and the records in Step 5 for which you select the Enable Status check box, complete the following steps:
    a. In the Effective Dating Buscomp list, select the appropriate business component for the field values and records.
    b. Navigate to the Position view.
    c. In the list of positions, create new records, and complete the fields as appropriate.

    If no records exist in the list of positions, then all agents have cancellation and approval authority.
7. Click Clear Cache to implement effective date tracking in your current Siebel Public Sector session for your designated fields and records.

    To implement effective date tracking, you can also log out of Siebel Public Sector after you designate effective date tracking for fields and records, and then log in to Siebel Public Sector.

The following table includes examples of Link Name fields for business components and views.

Link Name Field	Business Component	View
Contact/CUT Address	Contact	Addresses List view of the Contacts screen
Contact/FIN Contact Income	Contact	Income view of the Contacts screen
Contact/PUB Contact Expense	Contact	Expenses view of the Contacts screen
Contact/PUB Contact Financial Asset	Contact	Financial Assets view of the Contacts screen
Household/Contact	Household	Contacts view of the Households screen

Process of Setting Up Effective Dating for Additional Business Components

This process consists of tasks that administrators typically perform when setting up effective dating for an additional business component that is not preconfigured for effective dating. Your agency might follow a different process according to its business requirements. For more information about completing the tasks in this topic, see *Configuring Siebel Business Applications* .

The following business components are preconfigured for effective dating:

- Contact
- CUT Address
- FIN Contact Income
- Household
- PUB Contact Expense
- PUB Contact Financial Asset
- PUB Related Contact Expense
- PUB Related Contact Financial Asset
- PUB Related Contact Income

To set up effective dating for an additional business component, administrators perform the following tasks:

- *Setting Up Effective Dating for Fields*
- *Setting Up the View of Field History*
- *Setting Up Effective Dating for Records with One-To-Many Links*
- *Setting Up Effective Dating for Records with Many-To-Many Links*

This process is a step in *Roadmap for Administering Benefits Cases*.

Setting Up Effective Dating for Fields

To set up effective dating for the fields in an additional business component that is not preconfigured for effective dating, complete the tasks in this topic. In this topic, you set up effective dating for the fields in the Account business component as an example, but you can set up effective dating for the fields in another business component.

To set up effective dating for fields, complete the following tasks:

1. *Creating and Updating the Tables for Effective Dating Fields*
2. *Creating and Updating the Business Components for Effective Dating Fields*
3. *Configuring the Dialog Box for the Effective Date Button*

Note: After you complete the tasks in this topic, you must set up the view of field history. For more information, see *Setting Up the View of Field History*.

This task is a step in *Process of Setting Up Effective Dating for Additional Business Components*.

Creating and Updating the Tables for Effective Dating Fields

First, you create a history table for the table for the base business component, and you update the table for the base business component.

To create and update the tables for effective dating fields

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Determine the table for the base business component that contains the fields for which you want to set up effective dating.

   In this example, the name of the table for the appropriate fields in the Account business component is S_PARTY. (For party-based business components, such as Account, Contact, and Household, the name for the table is S_PARTY.)

   Note: To determine this table name, navigate to Business Component in Object Explorer, and find the base business component. This table name appears in the Table column for the base business component.

3. Lock the PUB Effective Dating project, and create a history table in this project with a name that is consistent with the name of the table for the base business component.

   In this example, the name of the history table is S_ORG_EXT_ED. For party-based business components, use a history table name that is consistent with the extension table name for the party-based business component.

   The following table includes the values in the columns for the column names in the history table.

Name	User Name	User Key Seq	Null-able	Re-quired	Physical Type	Length	Default
PAR_ROW_ID	Parent Id	1	N	Y	Varchar	15	None
FIELD_NAME	Field Name	2	N	Y	Varchar	75	None
FIELD_VALUE	Field Value	None	Y	N	Varchar	250	None

Name	User Name	User Key Seq	Null-able	Re-quired	Physical Type	Length	Default
EFF_START_DATE	Effective StartDate	3	N	Y	Date	7	None
EFF_END_DATE	Effective EndDate	None	Y	N	Date	7	NULL
LINK_ED_FLG	Link ED Flag	None	N	Y	Character	1	N
LAST_RECONCILED_NUM	Eligibility Processed	None	N	Y	Integer	None	-1
INTER_ROW_ID	Intersection Table Row Id	4	Y	N	Varchar	15	None

Note: For the PAR_ROW_ID column name, the Foreign Key Table column value is S_PARTY.

4. Add column names to the table for the base business component.

   The following table includes the values in the columns for the additional column names in the table for the base business component.

Name	User Name	Nullable	Required	Physical Type	Length	Default
ED_DELETED_FLG	ED Deleted	N	Y	Character	1	N
ED_ENABLED_FLG	ED Enabled	N	Y	Character	1	Y

5. Apply the changes to the tables to the Siebel database.
6. Deliver the changes to the Integration Branch.

Creating and Updating the Business Components for Effective Dating Fields

After you create and update the tables for effective dating fields, you create a history business component for the history table, and you update the base business component.

To create and update the business components for effective dating fields

1. Use the wizard to create the history business component in the PUB Effective Dating project using the history table.

   In this example, the name of the history business component is Account History.

The following table includes the field and column names for the history business component.

Field Name	Column Name	Join	Type
Field Name	FIELD_NAME	None	DTYPE_TEXT
Field Value	FIELD_VALUE	None	DTYPE_TEXT
Effective Start Date	EFF_START_DATE	None	DTYPE_UTCDATE
Effective End Date	EFF_END_DATE	None	DTYPE_UTCDATE
Created By UserName	LOGIN	S_USER	DTYPE_TEXT

2. In the base business component, add fields.
   The following table includes the values in the columns for the field names in the base business component.

Name	Column	Force Active	Predefault Value
ED Deleted Flag	ED_DELETED_FLG	True	N
ED Enabled Flag	ED_ENABLED_FLG	True	N

   In this example, the base business component is Account.
3. In the base business component, add the ED BusComp user property with a value of the name of the history business component.
   In this example, the base business component is Account, and the name of the history business component is Account History.
4. For each field in the base business component for which the Required column is selected, add the ED Control Expr user property and include the following value for this user property:

```
Required Field Name IS NOT NULL.
```

   In this value, Required Field Name is the name of field in the base business component for which the Required column is selected.
   This step ensures that field effective dating is implemented after a user creates a record, and not when the user creates the record.
5. In the PUB Effective Dating project, create a new link between the base business component and the history business component.
6. Use this link to add the history business component to the business object for the base business component.

In this example, the business object for the base business component is Account.

7. Deliver the changes to the Integration Branch.

Configuring the Dialog Box for the Effective Date Button

After you create and update the business components for the effective dating fields, you configure the dialog box that appears when users click the effective date button for the base business component.

To configure the dialog box for the effective date button

1. Copy the Contact Field ED Popup Applet, rename the copied applet with the name of the base business component for which you want to set up effective dating fields, and change the business component for the applet to the history business component for the history table.

   In this example, the name of the copied applet is Account Field ED Popup Applet.

   > **Note:** In the List Columns for the applet, make sure that the Field Value field, Effective Start Date field, and Effective End Date field appear in the user interface. Also, in the Edit List mode for the applet layout, make sure that the following controls are mapped in the web layout: NewRecord, DeletedRecord, NewQuery, EDRefreshBusComp, PopupQueryComboBox, SetFieldContext, and CloseApplet.

2. Deliver the changes to the Integration Branch.

Setting Up the View of Field History

To set up the view of history for the field values in an additional business component that is not preconfigured for effective dating, complete the tasks in this topic. In this topic, you set up the Account History view for the field values in the Account business component as an example, but you can set up the view of history for the field values in another business component.

> **Note:** Before you complete the tasks in this topic, you must set up effective dating for fields. For more information, see *Setting Up Effective Dating for Fields*.

To set up the view for field history, complete the following tasks

1. *Creating the Applet for Field History*
2. *Creating and Positioning the View of Field History*
3. *Registering the View of Field History in Siebel Public Sector*

> **Note:** After you complete the tasks in this topic, you must implement effective dating tracking for the fields. For more information, see *Implementing Effective Date Tracking*.

This task is a step in *Process of Setting Up Effective Dating for Additional Business Components*.

Creating the Applet for Field History

First, you create the applet for field history.

To create the applet for field history

1. Copy the Contact ED History List Applet, rename the copied applet with the name of the base business component for which you want to set up an applet for field history, and change the business component for the applet to the history business component.

   In this example, the name of the copied applet is Account ED History List Applet.

   > **Note:** Make sure that the copied applet is in only the Edit List mode and that the Search Specifications column for the copied applet is the same as the Search Specifications column for the original applet.

2. Set the column values for the copied applet so that the applet is read-only.

   The following table includes the values in some columns for the applet.

No Delete	No Insert	No Merge	No Update
True	True	True	True

   > **Note:** In the List Columns for the applet, make sure that the Field Name field, Field Value field, Effective Start Date field, Effective End Date field, Created By UserName field, and Created field appear in the user interface.

3. Set the user properties in the copied applet so that the applet is read-only.

   The following table includes the values in the columns for the user property names in the copied applet.

Name	Value
CanInvokeMethod: CopyRecord	False
CanInvokeMethod: DeleteRecord	False
CanInvokeMethod: NewRecord	False
CanInvokeMethod: WriteRecord	False

4. Deliver the changes to the Integration Branch.

Creating and Positioning the View of Field History

After you create the applet for field history, you create and position the view of field history.

To create and position the view of field history

1. In the business object for the base business component, if the base business component is an independent entity (or a primary business component), then create the view of field history in the PUB Effective Dating project, and include the applet for field history in this view.

a. Create a string reference for the name of the view of field history in the Symbolic Strings project.

   In this example, the name of the view of field history is Account History.

b. Include the form applet for the base business component at the start of the view and the applet of field history at the end of the view.

   In this example, Account is a primary business component in the Account business object. The name of the view of field history is Account History View, and this view contains the Account Form Applet (in Base and Edit modes) at the start of the view and the Account ED History List Applet (in Edit List mode) at the end of the view. You can navigate to the View Web Template Item for the new view to make sure that the correct modes appear in the Applet Mode column for each applet.

2. In the business object for the base business component, if the base business component is related to another business component with a one-to-many link, then include the applet for field history in the existing view.

   Include the form applet for the base business component at the start of the view, the form or list applet for the other business component in the middle of the view, and the applet of field history at the end of the view.

3. If necessary, add the view of field history in the appropriate screen, enter a value in the Sequence column for the view to position the view relative to other views in the screen, and select the string reference from Step 1 in the Viewbar Text - String Reference column.

   In this example, the appropriate screen is the Accounts screen.

4. If necessary, add the screen that includes the view of field history to the Siebel Public Sector application, and enter a value in the Sequence column for the screen to position the screen relative to other screens in the Siebel Public Sector application.

   In this example, the Accounts screen is already added in the Siebel Public Sector application, so you do not have to complete this step and the next step.

5. Deliver the changes to the Integration Branch.

Registering the View of Field History in Siebel Public Sector

After you create and position the view of field history, you register that view in Siebel Public Sector. To see the view in the user interface, you must log out of Siebel Public Sector after you register the view, and then log in to Siebel Public Sector.

> **Note:** To perform the procedure in this topic, you must have permission to modify the seed data in the database for Siebel Public Sector.

To register the view of field history in Siebel Public Sector

1. Navigate to the Administration - Application screen, then the Views view.
2. In the Views list, create a new record with a View Name field of the name of the view of field history.

   In this example, the name of the view of field history is Account History View.

3. In the Responsibilities list for this view, create new records for the responsibilities of the users who want access to this view.

Setting Up Effective Dating for Records with One-To-Many Links

To set up effective dating for records with one-to-many links, complete the tasks in this topic. In this topic, you set up effective dating for the records in the Opportunities view of the Accounts screen as an example. The records in the Accounts screen have a one-to-many link with the records in the Opportunities view. In this example, the parent business component is Account, and the child business component is Opportunity.

To set up effective dating for records with one-to-many links, complete the following tasks:

1. *Creating and Updating the Tables for One-To-Many Effective Dating Records*
2. *Creating and Updating the Business Components for One-To-Many Effective Dating Records*
3. *Configuring the Dialog Box for the Link History Button for One-To-Many Records*
4. *Configuring the Link History Button and Inactive Field in the User Interface for One-To-Many Records*
5. *Configuring the Menu Items in the User Interface for One-To-Many Records*

Note: After you complete the tasks in this topic, you must implement effective dating tracking for the records. For more information, see *Implementing Effective Date Tracking*.

This task is a step in *Process of Setting Up Effective Dating for Additional Business Components*.

Creating and Updating the Tables for One-To-Many Effective Dating Records

First, you create a history table for the table for the child business component, and you update the table for the child business component.

To create and update the tables for effective dating records

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Determine the table for the child business component that contains the records for which you want to set up effective dating.

   In this example, the name of the table for the records in the Opportunity business component is S_OPTY.

   Note: To determine this table name, navigate to Business Component in Object Explorer, and find the child business component. This table name appears in the Table column for the child business component.
3. Lock the PUB Effective Dating project, and create a history table in this project with a name that is consistent with the name of the table for the child business component.

   In this example, the name of the history table is S_OPTY_ED.

   The following table includes the values in the columns for the column names in the history table.

Name	User Name	User Key Seq	Nullable	Required	Physical Type	Length	Default
PAR_ROW_ID	Parent Id	1	N	Y	Varchar	15	None
FIELD_NAME	Field Name	2	N	Y	Varchar	75	None

Name	User Name	User Key Seq	Nullable	Required	Physical Type	Length	Default
FIELD_VALUE	Field Value	None	Y	N	Varchar	250	None
EFF_START_DATE	Effective StartDate	3	N	Y	Date	7	None
EFF_END_DATE	Effective EndDate	None	Y	N	Date	7	NULL
LINK_ED_FLG	Link ED Flag	None	N	Y	Character	1	N
INTER_ROW_ID	Intersection Table Row Id	4	Y	N	Varchar	15	None

Note: For the PAR_ROW_ID column name, the Foreign Key Table column value is S_OPTY.

4. Add column names to the table for the child business component.

   The following table includes the values in the columns for the additional column names in the table for the child business component.

Name	User Name	Nullable	Required	Physical Type	Length	Default
ED_DELETED_FLG	ED Deleted	N	Y	Character	1	N
ED_ENABLED_FLG	ED Enabled	N	Y	Character	1	Y

5. Apply the changes to the tables to the Siebel database.
6. Deliver the changes to the Integration Branch.

Creating and Updating the Business Components for One-To-Many Effective Dating Records

After you create and update the tables for effective dating records, you create a history business component for the history table, and you update the child business component.

To create and update the business components for effective dating records

1. Use the wizard to create the history business component in the PUB Effective Dating project using the history table.

   In this example, the name of the history business component is Opportunity History.

   The following table includes the field and column names for the history business component.

Field Name	Column Name	Join	Type
Field Name	FIELD_NAME	None	DTYPE_TEXT
Field Value	FIELD_VALUE	None	DTYPE_TEXT
Effective Start Date	EFF_START_DATE	None	DTYPE_UTCDATE
Effective End Date	EFF_END_DATE	None	DTYPE_UTCDATE
Created By UserName	LOGIN	S_USER	DTYPE_TEXT

2. In the child business component, add fields.

   The following table includes the values in the columns for the field names in the child business component.

Name	Column	Force Active	Predefault Value
ED Deleted Flag	ED_DELETED_FLG	True	N
ED Enabled Flag	ED_ENABLED_FLG	True	N

   In this example, the child business component is Opportunity.
3. In the child business component, add the ED BusComp user property with a value of the name of the history business component.

   In this example, the child business component is Opportunity, and the name of the history business component is Opportunity History.
4. In the PUB Effective Dating project, create a new link between the child business component and the history business component.
5. Use this link to add the history business component to the business object for the parent business component.

   In this example, the business object for the parent business component is Account.
6. Deliver the changes to the Integration Branch.

Configuring the Dialog Box for the Link History Button for One-To-Many Records

After you create and update the business components for the effective dating records, you configure the dialog box that appears when users click the Link History button for the child business component.

To configure the dialog box for the Link History button

1. Copy the Income Link ED Popup Applet, rename the copied applet with the name of the child business component for which you want to set up effective dating records, and change the business component for the applet to the history business component for the history table.

   In this example, the name of the copied applet is Opportunity Link ED Popup Applet.

   > **Note:** In the List Columns for the applet, make sure that the Effective Start Date field and Effective End Date field appear in the user interface. Also, in the Edit List mode for the applet layout, make sure that the following controls are mapped in the web layout: NewRecord, DeletedRecord, NewQuery, EDRefreshBusComp, and CloseApplet.

2. Deliver the changes to the Integration Branch.

Configuring the Link History Button and Inactive Field in the User Interface for One-To-Many Records

After you configure the dialog box for the Link History button, you configure the Link History button and the Inactive field in the appropriate applet in the user interface. The Inactive field indicates whether the record is active or inactive.

To configure the Link History button and the Inactive field in the user interface

1. Determine the applet that will display the Link History button and the Inactive field.

   In this example, the Opportunity List Applet will display the Link History button and the Inactive field.
2. For the applet, add the LinkHistory control.

   The following table includes the values in the columns for the LinkHistory control.

Caption - String Reference	HTML Only	HTML Type	Method Invoked	Runtime
Select the string reference for the Link History current string value.	True	MiniButtonEdit	ShowPopup	True

   > **Note:** To select a different button name, you must first create a string reference for the button name in the Symbolic Strings project and then deliver the changes to the Integration Branch.

3. Right-click the applet, select Edit Web Layout, move the Link History button to the Edit List mode of the applet.

   > **Note:** If the Edit List mode is not available for the applet, then move the Link History button to the mode of the applet in the view that contains the applet. To determine this mode, navigate to View Web Template Item for the view that contains the applet in Object Explorer. This mode appears in the Applet Mode column for the applet.

4. For the applet, add user properties to the LinkHistory control.

   The following table includes the values in the columns for the user property names in the LinkHistory control.

Name	Value
Mode	Edit List
Popup	The name of the copied applet for the dialog box. For more information, see *Configuring the Dialog Box for the Link History Button for One-To-Many Records*.

5. Display the ED Deleted Flag field in the applet, and select the string reference for the Inactive current string value in the Caption - String Reference column.
6. Deliver the changes to the Integration Branch.

Configuring the Menu Items in the User Interface for One-To-Many Records

After you configure the Link History button and the Inactive field in the user interface, you configure the menu items in the appropriate applet in the user interface.

To configure the menu items in the user interface

1. Determine the applet that will include the menu items.

   In this example, the Opportunity List Applet will include the menu items.
2. For the applet, add the menu items.

   The following table includes the values in the columns for the menu items.

Command	Menu Text	Menu Text - String Reference
PUB Show All ED	Show All	Select the string reference for the Show All current string value.
PUB Show Active ED	Active Items	Select the string reference for the Active Items current string value.
PUB Undelete ED	Undelete Record	Select the string reference for the Undelete Record current string value.

3. For the applet, add user properties.

   The following table includes the values in the columns for the user property names in the applet.

Name	Value
CanInvokeMethod: EDQueryShowActive	True

Name	Value
CanInvokeMethod: EDQueryShowAll	True
CanInvokeMethod: SetEDQueryMode	True

4. Deliver the changes to the Integration Branch.

Setting Up Effective Dating for Records with Many-To-Many Links

To set up effective dating for records with many-to-many links, complete the tasks in this topic. In this topic, you set up effective dating for the records in the Contacts view of the Accounts screen as an example. The records in the Contacts view have a many-to-many link with the records in the Accounts screen. In this example, the parent business component is Account, and the child business component is Contact.

Note: Before you complete the tasks in this topic, you must create and update the tables for the parent and child business components, if necessary. For more information, see *Creating and Updating the Tables for One-To-Many Effective Dating Records*. You must also create and update the parent and child business components for effective dating, if necessary. For more information, see *Creating and Updating the Business Components for One-To-Many Effective Dating Records*.

To set up effective dating for records with many-to-many links, complete the following tasks:

1. *Creating and Updating the Tables for Many-To-Many Effective Dating Records*
2. *Creating and Updating the Business Components for Many-To-Many Effective Dating Records*
3. *Configuring the Dialog Box for the Link History Button for Many-To-Many Records*
4. *Configuring the Link History Button and Inactive Field in the User Interface for Many-To-Many Records*
5. *Configuring the Menu Items in the User Interface for Many-To-Many Records*

Note: After you complete the tasks in this topic, you must implement effective dating tracking for the records. For more information, see *Implementing Effective Date Tracking*.

This task is a step in *Process of Setting Up Effective Dating for Additional Business Components*.

Creating and Updating the Tables for Many-To-Many Effective Dating Records

First, you create a history table for the intersection table, and you update the intersection table. The intersection table relates to the parent and child business component.

To create and update the tables for effective dating records

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Determine the intersection table that contains the records for which you want to set up effective dating.
   In this example, the name of the intersection table for the records in the Account business component and the Contact business component is S_PARTY_PER.

> **Note:** To determine this table name, navigate to Link in Object Explorer, and find the link that contains the parent and child business component. This table name appears in the Inter Table column for the link.

3. Lock the PUB Effective Dating project, and create a history table in this project with a name that is consistent with the name of the intersection table.

   In this example, the name of the history table is S_PARTY_PER_ED.

   The following table includes the values in the columns for the column names in the history table.

Name	User Name	User Key Seq	Null-able	Re-quired	Physical Type	Length	Default
PAR_ROW_ID	Parent Id	1	N	Y	Varchar	15	None
FIELD_NAME	Field Name	2	N	Y	Varchar	75	None
FIELD_VALUE	Field Value	None	Y	N	Varchar	250	None
EFF_START_DATE	Effective StartDate	3	N	Y	Date	7	None
EFF_END_DATE	Effective EndDate	None	Y	N	Date	7	None
LINK_ED_FLG	Link ED Flag	None	N	Y	Character	1	Y

> **Note:** For the PAR_ROW_ID column name, the Foreign Key Table column value is S_PARTY_PER.

4. Add column names to the intersection table.

   The following table includes the values in the columns for the additional column names in the intersection table.

Name	User Name	Nullable	Required	Physical Type	Length	Default
ED_DELETED_FLG	ED Deleted	N	Y	Character	1	N

5. Apply the changes to the tables to the Siebel database.
6. Deliver the changes to the Integration Branch.

Creating and Updating the Business Components for Many-To-Many Effective Dating Records

After you create and update the tables for effective dating records, you create a history business component for the history table, and you update the parent and child business components.

To create and update the business components for effective dating records

1. Use the wizard to create the history business component in the PUB Effective Dating project using the history table.

   In this example, the name of the history business component is Account Contact ED.

   The following table includes the field and column names for the history business component.

Field Name	Column Name	Join	Type
Field Name	FIELD_NAME	None	DTYPE_TEXT
Field Value	FIELD_VALUE	None	DTYPE_TEXT
Effective Start Date	EFF_START_DATE	None	DTYPE_UTCDATE
Effective End Date	EFF_END_DATE	None	DTYPE_UTCDATE
Created By UserName	LOGIN	S_USER	DTYPE_TEXT

2. Deliver the changes to the Integration Branch.
3. In the PUB Effective Dating project, create the links between the parent or child business components and the history business components.

   The following table includes the parent business components, child business components, history business components, source fields, and destination fields for each link in this example.

Link Name	Parent Business Component	Child Business Component	History Business Component	Source Field	Destination Field
Account/Account History	Account	None	Account History	Id	Parent Id
Contact/Contact History	None	Contact	Contact History	Id	Parent Id
Account/Account Contact ED	Account	None	Account Contact ED	Contact/ Account.Id	Parent Id

Link Name	Parent Business Component	Child Business Component	History Business Component	Source Field	Destination Field
Contact/Account Contact ED	None	Contact	Account Contact ED	Account/ Contact.Id	Parent Id

4. Use these links to add the history business components to the two business objects for the parent and child business components.
   The following table includes the links to use to add the history business components to the business objects for the parent and child business components in this example.

Link Name	History Business Component	Business Object
Account/Account History	Account History	Account
Contact/Contact History	Contact History	Account
Contact/Account Contact ED	Account Contact ED	Account
Account/Account History	Account History	Contact
Contact/Contact History	Contact History	Contact
Account/Account Contact ED	Account Contact ED	Contact

5. Add a field to the parent and child business component.
   The following table includes the values in the columns for the field name in the parent and child business component.

Business Component	Name	Join	Column	Type
Account	Contact/Acount.ED_DELETED_FLG	S_PARTY_PER	ED_DELETED_FLG	DTYPE_FLG
Contact	Account/Contact.ED_DELETED_FLG	S_PARTY_PER	ED_DELETED_FLG	DTYPE_FLG

6. Add user properties to the parent and child business component.
   The following table includes the values in the columns for the user property names in the parent and child business component.

Business Component	Name	Value
Account	ED Link BusComp:Contact/Account	Account Contact ED
Contact	ED Link BusComp:Account/Contact	Account Contact ED

7. Deliver the changes to the Integration Branch.

Configuring the Dialog Box for the Link History Button for Many-To-Many Records

After you create and update the business components for the effective dating records, you configure the dialog box that appears when users click the Link History button for the child business component.

In this example, you do not configure the dialog box for the Link History button because this dialog box is already configured. If this dialog box is not configured for your child business component, then complete the steps in this procedure.

To configure the dialog box for the Link History button

1. Copy the Contact Link ED Popup Applet, rename the copied applet with the name of the child business component for which you want to set up effective dating records, and change the business component for the applet to the history business component for the history table.

   > **Note:** In the List Columns for the applet, make sure that the Effective Start Date field and Effective End Date field appear in the user interface. Also, in the Edit List mode for the applet layout, make sure that the following controls are mapped in the web layout: NewRecord, DeletedRecord, NewQuery, EDRefreshBusComp, and CloseApplet.

2. Deliver the changes to the Integration Branch.

Configuring the Link History Button and Inactive Field in the User Interface for Many-To-Many Records

After you configure the dialog box for the Link History button, you configure the Link History button and the Inactive field in the appropriate applet in the user interface. The Inactive field indicates whether the record is active or inactive.

In this procedure, you configure the Link History button and the Inactive field in the Contacts view of the Accounts screen, but, if necessary, you can also configure the Link History button and the Inactive field in the Accounts view of the Contacts screen.

To configure the Link History button and the Inactive field in the user interface

1. Determine the applet that will display the Link History button and the Inactive field.

   In this example, the Account Contact List Applet will display the Link History button and the Inactive field.
2. For the applet, add the LinkHistory control.

   The following table includes the values in the columns for the LinkHistory control.

Caption - String Reference	HTML Only	HTML Type	Method Invoked	Runtime
Select the string reference for the Link History current string value.	True	MiniButtonEdit	ShowPopup	True

> **Note:** To select a different button name, you must first create a string reference for the button name in the Symbolic Strings project and then deliver the changes to the Integration Branch.

3. Right-click the applet, select Edit Web Layout, move the Link History button to the Edit List mode of the applet.

> **Note:** If the Edit List mode is not available for the applet, then move the Link History button to the mode of the applet in the view that contains the applet. To determine this mode, navigate to View Web Template Item for the view that contains the applet in Object Explorer. This mode appears in the Applet Mode column for the applet.

4. For the applet, add user properties to the LinkHistory control.

   The following table includes the values in the columns for the user property names in the LinkHistory control.

Name	Value
Mode	Edit List
Popup	The name of the copied applet for the dialog box. For more information, see *Configuring the Dialog Box for the Link History Button for Many-To-Many Records*.

5. Display the Account/Contact.ED_DELETED_FLG field in the applet, and select the string reference for the Inactive current string value in the Caption - String Reference column.
6. Deliver the changes to the Integration Branch.

Configuring the Menu Items in the User Interface for Many-To-Many Records

After you configure the Link History button and the Inactive field in the user interface, you configure the menu items in the appropriate applet in the user interface.

In this procedure, you configure the menu items in the Contacts view of the Accounts screen, but, if necessary, you can also configure the menu items in the Accounts view of the Contacts screen.

To configure the menu items in the user interface

1. Determine the applet that will include the menu items.

   In this example, the Account Contact List Applet will include the menu items.
2. For the applet, add the menu items.

   The following table includes the values in the columns for the menu items.

Command	Menu Text	Menu Text - String Reference
PUB Show All ED	Show All	Select the string reference for the Show All current string value.
PUB Show Active ED	Active Items	Select the string reference for the Active Items current string value.
PUB Undelete ED	Undelete Record	Select the string reference for the Undelete Record current string value.

3. For the applet, add user properties.

   The following table includes the values in the columns for the user property names in the applet.

Name	Value
CanInvokeMethod: EDQueryShowActive	True
CanInvokeMethod: EDQueryShowAll	True
CanInvokeMethod: SetEDQueryMode	True

4. Deliver the changes to the Integration Branch.

Process of Configuring Appeal Cases

This process consists of tasks that administrators typically perform when configuring appeal cases. Your agency might follow a different process according to its business requirements.

To configure appeal cases, administrators perform the following tasks:

- *Configuring Case Categories for Appeal Cases*
- *Setting Up Format in Snapshot Files for Appeal Cases*
- *Changing Fields in Snapshot Files for Appeal Cases*
- *Configuring Snapshot Files for Appeal Cases*

This process is a step in *Roadmap for Administering Benefits Cases*.

Configuring Case Categories for Appeal Cases

In the preconfigured Siebel Public Sector application, the Appeal button is enabled only for cases that have a Category field of Benefit. Administrators can enable this button for additional case categories.

This task is a step in *Process of Configuring Appeal Cases*.

To configure the case categories for appeal cases

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Select Business Component in the Object Explorer, and then select the HLS Case business component.
3. Lock this business component so that you can change it.
4. Navigate to Business Component, then Field in the Object Explorer.
5. In the Calculated Value column of the CanAppealCategories field, change the value to the following text:

   ```
   IIF(([Category]=LookupValue("PUB_CASE_CATEGORY_TYPE","Benefit")) OR
   ([Category]=LookupValue("PUB_CASE_CATEGORY_TYPE","New_Category")) OR
   ([Category]=LookupValue("PUB_CASE_CATEGORY_TYPE","New_Category")) OR
   ([Category]=LookupValue("PUB_CASE_CATEGORY_TYPE","New_Category")),"Y","N")
   ```

   In this text, New_Category is the value for the Category field of the case. You can designate any number of Category field values.

   > **Note:** The preconfigured value for the Calculated Value column of the CanAppealCategories field is `IIF([Category]=LookupValue("PUB_CASE_CATEGORY_TYPE","Benefit"),"Y","N").`

6. Deliver the changes to the Integration Branch.
7. Unlock the business component.

Setting Up Format in Snapshot Files for Appeal Cases

When users create an appeal case, a snapshot file is automatically created in the Attachments view for the evidence record of that case. This snapshot file contains the field values for the original case, for the active benefit plans that are associated with that case, and for the benefits that are associated with those benefit plans.

> **Note:** It is recommended that you make sure that BIP reports function correctly in your environment before you set up a BIP format for the snapshot file.

This task is a step in *Process of Configuring Appeal Cases*.

If Oracle Business Intelligence is not integrated with Siebel Public Sector, then administrators can set up an XML format for this snapshot file.

To set up the format in snapshot files for appeal cases

1. Navigate to the Administration - Application screen, then the System Preferences view.
2. Select the record with the PUB Appeal Case Snapshot Type system preference name.
3. Change the System Preference Value field as follows:
   - To set up an XML format in snapshot files, enter XML.

The default value for this field is XML.

- To set up a BIP format in snapshot files, enter BIP.

4. To implement your change, re-start the Siebel Server.

Setting Up Format for BIP Reports

If Oracle Business Intelligence is integrated with Siebel Public Sector, then administrators can set up a BIP (Business Intelligence Publisher) format for this snapshot file. BIP formats include PDF, HTML, and Microsoft Word.

To set up a format for the BIP report

1. Navigate to the Administration - BI Publisher Reports screen, then the Reports - Standard Templates view.
2. Select the record with Appeal Report in the Report Name field and AppealsReport in the Template field.
3. In the Output Type field, select a format for the BIP report.
4. Click Upload Files.

Changing Fields in Snapshot Files for Appeal Cases

In the preconfigured Siebel Public Sector application, the Appeal Case integration object determines the fields that appear in the snapshot files for appeals. To change these fields, administrators can create a new integration object that contains the appropriate fields. Then they can designate this new integration object in selected user properties for the appropriate case types in the HLS Case business component.

After administrators complete the procedure in this topic, they must complete additional tasks. For information about these additional tasks, see *Configuring Snapshot Files for Appeal Cases*.

This task is a step in *Process of Configuring Appeal Cases*.

To change the fields in snapshot files for appeal cases

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Select Integration Object in the Object Explorer, and select the Appeal Case integration object.
3. Copy the Appeal Case integration object, rename the copied integration object, and the change the integration components and fields to designate the fields that you want to appear in snapshot files for appeal cases.
4. Navigate to Business Component, and select the HLS Case business component.
5. Lock this business component so that you can change it.
6. Navigate to Business Component, then Business Component User Prop.
7. For the case types that are applicable to the new integration object, change the following user properties:
   a. For the applicable Appeal Case IO for: Case Type user properties, change the value to the name of the new integration object.
   b. For the corresponding Appeal Case Report Name for: Case Type user properties, change the value to the name of the report. This step applies only to BIP (Business Intelligence Publisher) snapshot files.
8. Deliver the changes to the Integration Branch.
9. Unlock the business component.

Configuring Snapshot Files for Appeal Cases

After administrators change the fields in BIP (Business Intelligence Publisher) snapshot files for appeal cases, they must complete additional tasks. General information about these tasks follows. For more detailed information about these tasks, see *Siebel Reports Guide* .

This task is a step in *Process of Configuring Appeal Cases*.

To configure snapshot files or appeal cases

1. Generate a sample XML data file for the snapshot file.

   After administrators change the fields in XML snapshot files for appeal cases, they must complete this task.
2. Use Oracle Business Intelligence Publisher Add-in for Microsoft Word to configure the layout template for the BIP snapshot file.

   For more information about configuring report templates, see *Business Intelligence User Guide*, which is available from the application menu in the add-in application. (Select Start, Programs, Oracle BI Publisher Desktop, and then BI Publisher User Guide.)
3. Register the layout template for the BIP snapshot file.

   Make sure that you select the same report name and integration object that you designate when you change the user properties for the HLS Case business component. For more information, see *Changing Fields in Snapshot Files for Appeal Cases*.
4. Associate the registered BIP snapshot file with the Attachments view for evidence records in cases.

Setting Up Quality Assurance Templates

Administrators must set up the templates that agents use as a guideline to review cases. These templates determine the specific items in cases that agents must review for purposes of quality assurance. These quality assurance reviews determine whether the case is processed according to agency procedures and governmental regulations.

After agents use a template to review cases, an administrator can change that template. However, this changed template does not apply to the previous agent reviews. After an agent uses a quality assurance template, an administrator cannot delete that template. (The trash can icon for the template and the template items become disabled.)

This task is a step in *Roadmap for Administering Benefits Cases*.

To set up a quality assurance template

1. Navigate to the Administration - Case screen, then the Quality Assurance Templates view.
2. In the Quality Assurance Templates list, create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Template Name	Type the name of the template.
Case Type	Select the type of benefits or immigration program applicable to the case. For cases that are automatically created from applications submitted on a self-service Web site, this field in the case has a value of Other, but agents can change this value. Additional values include Food Stamps, Medical Assistance, Cash-Financial Assistance, Child Care, Unemployment, Visa, Passport, and Citizenship. After an agent uses this template to review completed cases, you cannot change this field. (This field becomes read-only.)
Description	Type a description of the purpose of the template.
Active	Select this check box to indicate that agents can select this template when they review cases.

3. In the Quality Assurance Items list that appears after the Quality Assurance Templates list, add the case items that the agent must review.

> **Note:** If you do not add items to the template, then agents cannot select the template in the Template Name field of the QA Plans view.

The following table describes some of the fields.

Field	Description
Order	Type a number for this item. When an agent uses this template, this field indicates the order in which this item appears relative to the other items in the template.
Name	Type the name of the item that the agent must review when using this template.
Description	Type a description of the item.

6 Managing Benefits Cases

Managing Benefits Cases

This chapter includes information that social service and other municipal entitlement agencies can use to manage cases for benefits and services. It includes the following topics:

- *Scenarios for Benefits Case Management*
- *About Implementing Automatic Benefits Assignment*
- *About the Sample Policy Model*
- *About Integrating Siebel Public Sector with Accounts Payable*
- *About Working with Service Providers*
- *About Effective Dating for Field Values and Records*
- *About Appeal Cases*
- *Roadmap for Managing Benefits Cases*
- *Process of Managing Applications*
- *Viewing Master Cases*
- *Disassociating Cases from a Master Case*
- *Updating Benefits Cases*
- *Updating Contact Records*
- *Using Templates to Assess Benefits*
- *Process of Managing Benefits for Cases*
- *Creating Orders for Benefits Cases*
- *Process of Managing Service Plans for Cases*
- *Changing Data in Effective Dating Fields*
- *Changing Data in Effective Dating Records*
- *Process of Managing Appeal Cases*
- *Performing Quality Assurance Reviews*

Scenarios for Benefits Case Management

This topic describes how benefits case management might be used. You might use benefits case management differently, depending on your business model. This topic includes the following scenarios:

- *Managing Intake*
- *Updating Data*
- *Assigning Cases*

- *Assigning Assessment Activities*
- *Determining Benefits Eligibility*
- *Appealing Cases*
- *Reviewing Cases for Quality Assurance*

Managing Intake

An intake agent at a social service agency meets with a citizen who needs agency benefits. He works with the citizen to complete an electronic application for benefits on a self-service Web site. On the self-service Web site, the intake agent submits the completed application to the agency. Additionally, citizens can access the same self-service Web site to complete applications for benefits themselves.

An intake agent might also receive a referral for benefits from a social worker. The agent might receive referral documents by mail from the citizen's doctor and other social service specialists. The referral information includes the citizen's personal information, such as an address, the reason for the recommended services, and a brief description of the problem.

Updating Data

The agent assigned to the submitted application reviews the application and looks for matching contact records for that application. If she does not find a matching contact record for a contact in the application, then she creates a contact record for the citizen. She associates the submitted application with each contact record in the application. She then uploads the information in the application into Siebel Public Sector to distribute data in the application to appropriate data fields for the case and contacts.

If necessary, the agent interviews the citizen to obtain additional information. She can add additional details to the case record and associate scanned document files with the case record. She can also update the contact records to enter additional details about the citizen's family.

After the application is complete, the agent checks the information in the application to make sure that none of this information is falsified, inaccurate, or invalid.

Assigning Cases

The agent assigns the case to a manager who assumes primary responsibility for coordinating assessment activities. Agents can manually assign cases by adding another user to the Team field of the case and selecting that user as primary. You can also assign cases by setting up an assignment rule. This assignment rule is based on various criteria in the case record.

Assigning Assessment Activities

A manager provides a predefined assessment template that establishes evaluation criteria for the benefits case. The manager organizes a case team to investigate various aspects of the case, assigns assessment activities to each member of the team, and sets a due date for each assessment activity. She can automatically perform these tasks using assignment and workflow rules. These rules are based on worker skills, worker availability, and agency work processes.

Determining Benefits Eligibility

In the intake process, an agent at a social service agency captures details about the situation for a citizen. The agent then screens the citizen's case to determine the benefits for which the citizen is eligible. She reviews these benefits with the citizen before actually assigning benefits to the citizen's case. After creating benefit plans with associated benefits and benefit payments, the agent creates referral orders for those benefits that service providers supply. When benefit payments are due, the agent processes these payments.

Later, the agent changes data relating to the citizen's case because the household income for the case changes. To determine whether this data change affects the citizen's benefits, the agent automatically scans the citizen's case to see whether she must reassign new benefits to the case. Consequently, she reassigns benefits to the case. Information about the existing benefits is archived, and the payments for the citizen are automatically recalculated.

Appealing Cases

A citizen is not satisfied with the benefits that she receives, so she notifies an agent that she wants to appeal her case. Although the original case is still in effect, the agent creates an appeal case for the citizen's original case. This appeal case contains an attachment with information about the original case. To support the appeal, the citizen provides documentation that the agent includes in the appeal case.

A board reviews the evidence in the appeal case to make a decision about the appeal. After this review, the board rejects the appeal. The agent then closes the appeal case.

Reviewing Cases for Quality Assurance

At any time during case processing or after case completion, an agent reviews the details about the case to determine whether the case is processed according to agency procedures and governmental regulations.

About Implementing Automatic Benefits Assignment

To implement the functionality for screening cases for benefits eligibility and the functionality for automatically assigning benefits to cases, administrators can use Oracle Intelligent Advisor to integrate Siebel Public Sector with an application that determines benefits. Data from Siebel Public Sector is relayed to the application. The application determines benefits, and then relays data for the benefit plans, associated benefits, and, if applicable, benefit payments to Siebel Public Sector.

Although a user cannot delete automatically generated plans, associated benefits, and benefit payments, the user can add other benefits, change benefit products, and add other benefit payments. Later, the user can automatically reassign benefits to the case. For such a reassignment, administrators can configure Oracle Intelligent Advisor to consider or to ignore these added benefits, changed benefit products, and added payments. For more information, see *Screening Cases for Benefits Eligibility* and *Automatically Assigning Benefits to Cases*.

About the Sample Policy Model

Oracle provides a sample Intelligent Advisor policy model for eligibility determination in the Siebel Public Sector application and for intake on a self-service Web site for Siebel Public Sector Self Service. You can use this sample policy model for eligibility determination associated with the Determinations Server or for intake associated with the Web Determinations Server.

The sample Intelligent Advisor policy model that is shipped with the product is meant to only illustrate the capabilities of the integration between Oracle Intelligent Advisor and a self-service Web site for Siebel Public Sector Self Service.

Extracting the Policy Model Project

The policy model project is packaged in Siebel Tools, and you can extract the policy model project from the following directory:

```
Tools_install_location\REPPATCH\
```

About Integrating Siebel Public Sector with Accounts Payable

After a benefit payment amount is determined, an agent can forward payment data for the benefit to an accounts payable application, such as PeopleSoft Enterprise Payables. For more information, see *Processing Benefit Payments*.

You must modify the SWISendPaymentInstructions workflow to integrate Siebel Public Sector with an accounts payable application. For more information, see *SWISend Payment Instructions Workflow*.

To implement the functionality for processing benefit payments, administrators can integrate Siebel Public Sector with Oracle Application Integration Architecture. Oracle Application Integration Architecture is a set of products that enables you to set up and orchestrate cross-application business processes so that multiple applications can work together. After payment data for a benefit is forwarded to Oracle Application Integration Architecture, Oracle Application Integration Architecture forwards the payment data to an accounts payable application, and consequently the citizen is paid. The accounts payable application returns payment data, such as the status and number of the payment, to Siebel Public Sector through Oracle Application Integration Architecture.

To integrate Siebel Public Sector with Oracle Application Integration Architecture, use Oracle Application Integration Architecture Foundation Pack. For more information, see the documentation set for Oracle Application Integration Architecture Foundation Pack on Oracle Technology Network.

About Working with Service Providers

Agents can use Siebel Public Sector to manage service providers, to refer benefits cases to them, and to share information about these cases with them. Specifically, agents can enter information about service providers and their contracted prices, locate service providers for citizens, and create referral orders for service providers. For example,

agents can use Siebel Public Sector to assign benefits cases for children in need of foster homes to service providers that provide such homes.

Service providers can access the Siebel Public Sector Provider Portal through the Web to enter profile information describing special accommodations that they provide. On this portal, they can maintain an inventory of available services that they provide. They can also work with referral orders for benefits cases by accepting the orders, putting the orders on a waiting list, or rejecting the orders. For more information about working with service providers, see the content about the Siebel Public Sector Provider Portal in *Siebel Partner Relationship Management Administration Guide* .

About Effective Dating for Field Values and Records

Periodically, the circumstances that relate to a benefits case can change. For example, the household income for the benefits case might decrease, or additional individuals might join the household for the benefits case.

Agents can change effective dating field values to reflect these changes. For more information, see *Changing Data in Effective Dating Fields*.

Agents can also add or deactivate effective dating records that are associated with the benefits case to reflect these changes. For more information, see *Changing Data in Effective Dating Records*.

When agents automatically regenerate the plans for the benefits case, the effective dates, and not the dates agents enter the data, are used to redetermine the plans and associated benefits and to recalculate future benefit payments that apply to those plans.

This topic contains the following information:

- *Effective Dating for Field Values*
- *Status Fields of Field Values for Effective Dating*
- *Effective Dating for Records*
- *Status Fields of Records for Effective Dating*
- *Future Dating*

Effective Dating for Field Values

You can change the values in effective dating fields in any view that contains the fields for an effective dating business component. The preconfigured Siebel Public Sector application includes effective dating business components for income, expenses, financial assets, contacts, and households. Some views that can contain effective dating fields follow:

- The following views of the Contacts screen:
  - Contacts List
  - Contact Administration
  - More Info
  - Income
  - Expenses
  - Financial Assets
- Contacts views of various screens

- The following views of the Households screen:
  - More Info
  - Contacts
- Households views of various screens

After you create a record that contains effective dating fields, an effective date button appears in an effective dating field when you click the field. You can click this button to see the history of values for the field.

When you click the effective date button, the Effective Date dialog box appears. You can enter changes to a field value in this dialog box. For example, in the Income view of the Contacts screen, you can use this dialog box to indicate that the Amount field for an income record is different for a past date range by creating a new entry in this dialog box with the appropriate value for the Field Value field and the appropriate dates in the Effective Start Date and Effective End Date fields.

Status Fields of Field Values for Effective Dating

If administrators enable the Status field for an effective dating field, then the Status field appears in the Effective Date dialog box for the field. If the Status field is enabled, then the Status field is automatically populated with a value of Pending for a changed value in an effective dating field. Only agents with the proper authority can change the Status field value to Approved. For more information about changing the Status field value, see *Verifying Changes to Effective Dating Fields*.

Only the active field value in the Effective Date dialog box appears in the effective dating field. If the Status field is enabled for the effective dating field, then the active field value has a Status field value of Approved and an effective date range that includes the current date. If the Status is disabled for an effective dating field, then the active field value has an effective date range that includes the current date.

Effective Dating for Records

In the preconfigured Siebel Public Sector application, administrators can set up effective dating for records in the following views:

- The following views of the Contacts screen:
  - Addresses List
  - Income
  - Expenses
  - Financial Assets
- Contacts view of the Households screen

When effective dating exists for the records that you add to a view or deactivate from a view, functionality is available when you click the Link History button in that view.

When you click the Link History button, the Link History dialog box appears. You can enter changes to a record in this dialog box. For example, in the Income view of the Contacts screen, you can use this dialog box to enter changes to an income record as follows:

- To indicate that the income record is not effective on or before a past date, select the past date in the Effective End Date field.
- To indicate that the income record is not effective on or before the current date, select the current date in the Effective End Date field.
- To indicate that the income record is effective for different date ranges, create new entries in this dialog box, and select the appropriate dates in the Effective Start Date and Effective End Date fields for each new entry.

Status Fields of Records for Effective Dating

If administrators enable the Status field for an effective dating record, then the Status field appears in the Link History dialog box for the record. If the Status field is enabled, then the Status field is automatically populated with a value of Pending for an added effective dating record. Only agents with the proper authority can change the Status field value to Approved. For more information about changing the Status field value, see *Verifying Changes to Effective Dating Records*.

If the Status field is enabled for an effective dating record, then the record is inactive when it has no entry in the Link History dialog box with a Status field value of Approved and with an effective date range that includes the current date. The record is active when it has an entry in the Link History dialog box with a Status field value of Approved and with an effective date range that includes the current date.

If the Status field is disabled for an effective dating record, then the record is inactive when it has no entry in the Link History dialog box with an effective date range that includes the current date. The record is active when it has an entry in the Link History dialog box with an effective date range that includes the current date.

To view inactive and active records in a view, select Show All Records in the view menu. The Inactive field is selected for inactive records and not selected for active records. To view only active records in a view, select Show Active Records in the view menu.

Future Dating

In the Effective Date dialog box for a field value, you can select a future date in the Effective Start Date field and the Effective End Date field only if administrators enable future dating for that field value when they implement effective date tracking. If you select such a date in the Effective Start Date field, then the field value does not appear in the field because the field value is currently inactive. For more information about setting up future dating in the Effective Date dialog box, see *Implementing Effective Date Tracking*.

In the Link History dialog box for a record, you can select a future date in the Effective Start Date field and the Effective End Date field only if an administrators enable future dating for that record when they implement effective date tracking. If you select such a date in the Effective Start Date field, then the record does not appear in the view of active records because the record is currently inactive. For more information about setting up future dating in the Link History dialog box, see *Implementing Effective Date Tracking*.

About Appeal Cases

If citizens are not satisfied with the benefits that they receive, then they can notify an agency that they want to appeal their case. For example, they can submit an appeal request on a self-service Web site. A citizen can appeal a case only within a time period that the agency designates. When the agent who manages the citizen's case knows about the appeal, the agent can create an appeal case for the citizen's original case. The original case continues to be in effect, and the citizen continues to receive the existing benefits that were established under the benefit plans for that case. You can create multiple appeal cases for a case. For more information, see *Process of Managing Appeal Cases*.

When you create an appeal case, Siebel Public Sector performs the following steps:

1. For the original case, selects the Appealed check box, and changes the Status field to Active.
2. Creates an appeal case in the Appeal Cases view for the original case, populates the Case Name field of this appeal case with the name of the original case followed by Appeal text and the current date, populates the Parent Case field of this appeal case with the name of the original case, and populates the Category field of this appeal case with a value of Appeals.

   Users can also view appeal cases in the Case List view of the Cases screen.
3. Creates an evidence record in the Evidence view for the appeal case, populates the Evidence Name field of this evidence record with Case number (#) text followed by the number of the original case and the current date, and populates the Parent Case field of this evidence record with the name of the original case.

   Users can also view evidence for appeal cases in the Evidence List view of the Evidence screen.
4. Creates a snapshot file in the Attachments view for the evidence record, populates the Name field of this file record with Case number (#) text followed by the number of the original case and Snapshot text, and selects the check box for the System Generated field of this file record.

   This snapshot file contains the field values for the original case, for the active benefit plans that are associated with that case, and for the benefits that are associated with those benefit plans. For information about configuring the format and content of this snapshot file, see *Process of Configuring Appeal Cases*.

Roadmap for Managing Benefits Cases

This roadmap consists of processes and tasks that users typically perform when managing benefits cases. Your agency might follow a different roadmap according to its business requirements.

To manage benefits cases, users perform the following processes and tasks:

- *Process of Managing Applications*
- *Viewing Master Cases*
- *Disassociating Cases from a Master Case*
- *Updating Benefits Cases*
- *Updating Contact Records*
- *Using Templates to Assess Benefits*
- *Process of Managing Benefits for Cases*
- *Creating Orders for Benefits Cases*

- *Process of Managing Service Plans for Cases*
- *Changing Data in Effective Dating Fields*
- *Changing Data in Effective Dating Records*
- *Process of Managing Appeal Cases*
- *Performing Quality Assurance Reviews*

Process of Managing Applications

Using the self-service Web site, citizens can submit applications for benefits themselves. Also, agents at call centers, other agency offices, and field locations can use the self-service Web site to submit applications for citizens. For more information about submitting an application for benefits on a self-service Web site, see *Siebel Self Service Administration Guide* if you use Siebel Public Sector Self Service.

This process consists of tasks that users typically perform when managing applications. Your agency might follow a different process according to its business requirements.

To manage applications, users perform the following tasks:

1. *Reviewing Submitted Applications*
2. *Finding Matching Contact Records*
3. *Uploading Applications*
4. *Viewing Cases for Applications*
5. *Verifying Application Information*
6. *Adding Attachments to Applications*

This process is a step in *Roadmap for Managing Benefits Cases*.

Reviewing Submitted Applications

Agents can review the submitted applications that are assigned to them in the Applications screen of Siebel Public Sector. You cannot manually enter application records in the Applications screen. This screen is automatically populated with records that represent applications that citizens and agents submit on a self-service Web site.

Siebel Assignment Manager routes applications to agents. This application routing is based on the criteria (for example, the benefits program type of the application) that administrators set up. For more information about automatically assigning submitted applications to agents, see *Siebel Assignment Manager Administration Guide* .

Benefit plans and associated benefits are automatically assigned to an application in Siebel Public Sector when a citizen submits the application to an agency on a self-service Web site. To qualify for benefit plans, a household must meet the specific criteria that a social service agency defines.

Submitted applications are read-only files in Siebel Public Sector. You cannot change data in submitted applications. You review the data in submitted applications to verify that the data is complete and valid before you upload this data into Siebel Public Sector. When you review an application, you can accept the application for further processing or you can reject the application because it contains incomplete or incorrect data.

This task is a step in *Process of Managing Applications*.

To review a submitted application

1. Navigate to the Applications screen.

2. To view only the submitted applications assigned to you, select My Applications in the visibility filter.

   Additional selections in the visibility filter display applications for your team, applications for an organization, and all applications. Applications newly assigned to you have a star icon in the New field of the Applications list.
3. Drill down on the Name field of the application.
4. To review information about the application, complete the following steps:

   a. Navigate to the Decision Reports view to see details of benefits determination.

      A decision report that is fully expanded appears.
   b. For easier viewing, click the Minus (-) icon next to a report line to hide the lines that contain more detail about that line.

      You can click the Plus (+) icon to show the hidden lines.
   c. Navigate to the Benefit Plans view to review the benefit plans, benefits, and payments for the application.
   d. Navigate to the Application Attachments view, and drill down on the Attachment Name field of attachments included with the application to open and review these attachments.
   e. (Optional) If you want to see whether the application was previously rejected, then navigate to the Audit Trail view to see detail about prior submissions of the application.

      Siebel Audit Trail detail about rejected applications or other application information appears only if the administrator sets up a Siebel Audit Trail for submitted applications. For more information, see *Setting Up a Siebel Audit Trail for Submitted Applications*.
5. Accept or reject the application.

   - If the provided data is complete and correct, then take no action. The Status field of the application automatically changes from Submitted to Processed when you upload the application. For more information, see *Uploading Applications*.
   - If the provided data is incomplete or incorrect, then change the Status field of the application from Submitted to Rejected, select a value in the Reason Rejected field, and, if necessary, enter text in the Comments field to provide more information about the rejection.

     If you reject an application after you match contacts to it, then the matched contacts are no longer associated with the application.

Finding Matching Contact Records

If an agent reviews a submitted application and accepts that application for further processing, then the agent must next perform contact matching. You perform contact matching in Siebel Public Sector to find existing contact records to associate with a submitted application before you upload the data in that application into Siebel Public Sector. If you cannot find existing contact records, then you can create new contact records for the submitted application.

You find matching contact records to make sure that all data for each application contact is associated with a single contact record. When you initially perform contact matching, you might find multiple contact records for a citizen. To clean up your Siebel database, administrators can merge the information in multiple contact records into a single contact record. For more information about merging duplicate records, see *Siebel Fundamentals* .

Also, you can navigate to the Contacts List view of the Contacts screen to delete extra contact records. Before deleting a contact record, make sure that no cases are associated with that record. Also, make sure that you no longer need any information that is associated with that record, such as activities and notes.

To find matching contact records for an application, the social security number fields in the submitted application are compared to the social security number fields in contact records in Siebel Public Sector. Because children generally have no social security numbers, no matching contact records are found for them in the preconfigured Siebel Public Sector application. Administrators can configure other criteria for contact matching by specifying other data fields, such as the date of birth and last name for the contact, to include in this comparison processing. For more information, see *Configuring Contact Matching*.

Also, administrators can disable contact matching. For more information, see *Configuring Contact Matching*.

Note: You can perform contact matching only for applications that have a status of Submitted.

This task is a step in *Process of Managing Applications*.

To find matching contact records

1. Navigate to the Applications screen.
2. To view only the submitted applications assigned to you, select My Applications in the visibility filter.

   Additional selections in the visibility filter display applications for your team, applications for an organization, and all applications. Applications newly assigned to you have a star icon in the New field of the Applications list.
3. Drill down on the Name field of the application.
4. Navigate to the Contacts Matching view.

   The Contact Summary field shows the contacts in the submitted application. The Primary Contact field is selected for the contact who prepared the application.
5. Complete the following steps to designate the correct contact record for each contact in the submitted application:

   a. Click the select button in the Contact Last Name field.

      The Contact Matching dialog box displays any matching contact records for the contact in the submitted application.

   b. In the Contact Matching dialog box, designate the correct contact record as follows:

      - If the contact records that appear include the correct contact record, then select that record, and click Pick. You can search for a contact record in the records that appear in the dialog box, but you cannot search for a contact record that does not appear in the dialog box.
      - If you cannot find the correct contact record, then create a new contact record with fields populated with available data from the submitted application, save that record, and click Pick.

   The Contact First Name and Contact Last Name fields in the Contacts Matching view are populated with the corresponding values in the contact record that you select. After you designate the correct contact record for all of the contacts in the submitted application, you can upload the application. For more information, see *Uploading Applications*.

Uploading Applications

Before an agent uploads application data, this data exists only in the submitted application, and not in the data fields in Siebel Public Sector. When the agent uploads an application, the agent distributes the data in the application to the

appropriate data fields in Siebel Public Sector records for the case and associated benefit plans and for the contacts and associated addresses, expenses, income, financial assets, and relationships.

A single master case record is associated with the primary contact record for an application. When you upload application data, you make sure that all cases for the primary contact are associated with this single master case record. Observe the following restrictions about application upload:

- You can upload only one application at a time.
- To upload an application, you must first associate contacts with that application if contact matching is enabled. For more information about associating contacts with an application, see *Finding Matching Contact Records*.
- You can upload an application only if the status of the application is Submitted. Because an uploaded application has a status of Processed, you cannot upload an application more than once.

This task is a step in *Process of Managing Applications*.

To upload an application

1. Navigate to the Applications screen.
2. To view only the submitted applications assigned to you, select My Applications in the visibility filter.

   Additional selections in the visibility filter display applications for your team, applications for an organization, and all applications.
3. Drill down on the Name field of the application.
4. Navigate to the Contacts Matching view.
5. Click Upload.
   - If the upload succeeds, then the following changes occur:
     - The Benefit Plans view in the Plans view in the Case List view of the Cases screen appears, and this view shows the benefit information for the newly created case.
     - The Status field of the application changes to Processed, and the Case Number field of the application is populated with data.
     - The Decision Report view in the Plans view in the Case List view of the Cases screen is populated with details about benefits determination.
   - If the upload fails, then an error message appears.

Note: If you assign an application to another user or to an organization that you are not a member of, then an error message appears when you click Upload because you cannot upload an application that is not visible to you.

About Application Upload

For a citizen's contact record, the upload process replaces the field values in the Siebel Public Sector record with the field values in the application. For example, if a citizen's last name changes because of marriage, then the upload process replaces the maiden name in the Siebel Public Sector contact record with the married name in the application.

For the records that are associated with the contact record (for example, expenses and income), the upload process determines the fields in the user key of the associated record. If the user who submits the application changes the values in the user key fields, and if these field values do not exist for the record that is associated with the contact record, then the upload process adds a new record in Siebel Public Sector. If the user who submits the application does not change the values in the user key fields but changes other field values for the record, then the upload process updates these other field values in the record instead of adding a new record in Siebel Public Sector.

For example, assume that the user key for the expense record includes only the expense type field. If a user enters a new expense type in an application, then the upload process adds a new expense record in Siebel Public Sector. If the user enters a previously submitted expense type in the application but changes the field values for the frequency and amount of the expense, then the upload process updates the frequency and amount fields in the expense record in the Siebel Public Sector record instead of adding a new expense record. Administrators can access the PUB Sample Upload Contact integration object in Siebel Tools to adjust the user key fields for records, or administrators can create a new integration object in Siebel Tools to set up new user key fields for records.

When you upload a benefits application, Siebel Public Sector performs the following steps:

1. Finds the master case record for the primary contact that is associated with the application. If no master case record exists for this contact, then creates this record.
2. Creates a child case record, if necessary, for the master case record.
3. Sets the Type field of the child case to a value of Other.
4. Sets the Category field of the child case to Benefit.
5. Populates the field values in Siebel Public Sector with the field values on the application. If an error occurs, then displays an error message and rescinds any changes made to field values in Siebel Public Sector.
6. Creates a time-stamped XML file that shows all the updates to the Siebel Public Sector field values.

Note: If a citizen submits multiple applications for the same program, then multiple case records for the program can exist for that citizen in Siebel Public Sector. However, the creation date component of the case name differentiates these case records from one another.

Viewing Cases for Applications

After agents upload an application into Siebel Public Sector, they can view the case for that application.

This task is a step in *Process of Managing Applications*.

To view the case for an application

1. Navigate to the Applications screen.
2. To view only the submitted applications assigned to you, select My Applications in the visibility filter.
   Additional selections in the visibility filter display applications for your team, applications for an organization, and all applications. Applications newly assigned to you have a star icon in the New field of the Applications list.
3. Drill down on the Case Number field of the application.
   The Case form appears with views that show more details about the case.
   The following table describes some of the fields.

Field	Description
Case Name	Displays the name of the case. This field has the following format: Contact Full Name - Creation Date - Application Number. To view the case, drill down on this field.
Case Type	Displays the type of benefits or immigration program applicable to the case. For cases that are automatically created from applications submitted on a self-service Web site, this field has a value of Other, but agents can change this value. Additional values

Field	Description
	include Food Stamps, Medical Assistance, Cash-Financial Assistance, Child Care, Unemployment, Visa, Passport, and Citizenship.
Status	Displays the status of the case in the agency's processing. Values include: o **Submitted.** The case is submitted for manager approval. o **Rejected.** A manager did not approve the case. o **Active.** A manager approved the case, and agents are working on the case. o **Inactive.** A manager approved the case, and agents are no longer working on the case. o **Closed.** The case is closed.

Verifying Application Information

Agents must verify the information in an application to make sure that citizens qualify for benefits. For example, to verify an application for worker's compensation, the agent might check with the employer to verify that the worker was injured while working, the worker was employed at the time of the injury, and the worker was employed for a specified number of months before the injury. The agent might also check with a physician to verify that the worker cannot work because of the injury. Other examples of the information that agents might verify include social security numbers, addresses, the number of household members, and unemployment records. For more information about attaching an electronic version of verification information to the application, see *Adding Attachments to Applications*.

To verify the information in an application, you select a verification plan template that is associated with the value in the Case Type field for the case that is associated with the application. After you save the verification plan, the list of items that you must verify appears in the Verification Items list. After you verify an item, you update the item in this list.

After you select a template for a verification plan, you can delete that template only if all of the template items do not have a check in the Verified field. You cannot add items to or delete items from a template that you select to create a verification plan.

When you verify application information, you might find incorrect data in the case or contact records. In this scenario, you can complete the following tasks:

- Change the incorrect data. For more information, see *Updating Contact Records*.
- Determine whether the changed data revises benefits for the citizen. For more information, see *Checking for Necessary Benefits Reassignments*.
- Regenerate the benefits for the case. For more information, see *Reassigning Benefits to Cases*.

This task is a step in *Process of Managing Applications*.

To verify the information in an application

1. Navigate to the Applications screen.
2. To view only the submitted applications assigned to you, select My Applications in the visibility filter.

Additional selections in the visibility filter display applications for your team, applications for an organization, and all applications. Applications newly assigned to you have a star icon in the New field of the Applications list.

3. Drill down on the Case Number field of the application.

   The Case form appears with views that show more details about the case.
4. Navigate to the Verification Plans view, create a new record in the Verification Plans list, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Planned Start	Select the date and time that you plan to begin verifying the application information.
Template Name	Select the appropriate template to use to verify the application information. You must select a template to create a verification plan. If necessary, you can change the value in the Case Type field for the case to select a different template. After you save the verification plan and exit the case record, you cannot change the Case Type field of the case.
Name	Displays the name of the template that you select, but you can change this value to a different name.
Description	Displays the description of the template that you select.

5. Select Save Record in the menu that appears when you click the cogwheel icon for verification plans.

   The items that are associated with the template that you select appear in the Verification Items list after the Verification Plans list.
6. After you finish the verification work for an item in the Verification Items list, complete the following steps:

   - In the Verified field, select the check box for the item.

     When you select another field for the item, the Date Verified field is populated with the current date and time, and the Verified By field is populated with your user name.
   - (Optional) In the Information Type field, select a value to indicate the nature of the information that you verified for this item.
   - (Optional) In the Verification Type field, select the method of your verification for this item.
   - (Optional) Enter any remarks in the Comments field.

Adding Attachments to Applications

Agents can add more detail to an application record by attaching relevant documents and other external media using the Application Attachments view of the Applications screen. The attachment can be in any format, such as a word-processing document.

The attachments that citizens add on a self-service Web site also appear in the Application Attachments view of the Applications screen.

You can add attachments to and delete attachments from applications with a Status field value of Saved, Submitted, or Rejected. You cannot add attachments to and delete attachments from applications with a Status field value of Cancelled or Processed. If you want to add an attachment after an application is processed, then add the attachment to the appropriate case record. For more information, see *Adding Attachments to Cases*.

This task is a step in *Process of Managing Applications*.

To add an attachment to an application

1. Navigate to the Applications screen.
2. To view only the submitted applications assigned to you, select My Applications in the visibility filter.

   Additional selections in the visibility filter display applications for your team, applications for an organization, and all applications. Applications newly assigned to you have a star icon in the New field of the Applications list.
3. Drill down on the Name field of the application.
4. In the Application Attachments view, click New File or New URL to associate a document or other media with the application.

Viewing Master Cases

A *master case* is a portfolio that contains all of the benefits cases for a family. All of the benefits cases for a family are associated with the primary contact for that family, the head of household. This contact record is associated with a single master case, and a master case is associated with a single contact.

By default, cases for the benefit category are associated with master cases. However, by default, cases for nonbenefit categories, such as investigation, immigration, and tax, are not associated with master cases. Administrators must configure this association. For more information about this configuration, see *Associating Manually Created Cases with Master Cases*.

Because a master case provides a holistic view of the cases for a family, an agent who is working on a case for that family can access the master case to see the cases of other agents who are serving that family. An agent can also access this view to determine whether a family applied in the past for the same social service or for different social services that the agency offers. In the Master Case view, you can view (but not change) the activities and calendar for the cases that are associated with a master case.

This task is a step in *Roadmap for Managing Benefits Cases*.

To view a master case

1. Navigate to the Contacts screen, then the Contacts List view.

2. Drill down on the Master Case number (#) field of the contact record for the citizen.

   Alternatively, to view a master case, you can drill down on the Last Name field of the contact record, and navigate to the Master Case view. In this view, you cannot add cases to the master case, and you cannot view the activities and calendar for the master case.

   The Master Case form appears, and after the form, a list of cases that are associated with the master case appears. The following table describes some of the master case fields and case fields.

Field	Description
Master Case Fields	
Name	Displays the name of the master case. This field has the following format: Contact Full Name. If a citizen changes the contact name in a submitted application, then the master case name for the citizen does not change.
Status	Displays the status of the master case in the agency's processing. Values include: o **Active.** The citizen currently needs agency benefits. o **Inactive.** The citizen no longer needs agency benefits. For example, the citizen is dead.
Master Case #	Displays an automatically generated number that uniquely identifies the master case.
Team	Displays the value in the Team field of the contact record for the master case.
Contact Last Name	Displays the last name of the citizen who is associated with this master case.
Contact First Name	Displays the first name of the citizen who is associated with this master case.
Organization	Displays the organization that is associated with the master case. This field is populated with the value in the Organization field of the contact record for the master case. To change the default value in this field, you can navigate to the contact record for the master case, and change this field in that record.
Description	Displays a description of the master case.
Case Fields	
Case Number	Displays an automatically generated number that uniquely identifies the case.

Field	Description
Case Name	Displays the name of the case. For cases that are automatically created from applications submitted on a self-service Web site, this field has the following format: Contact Full Name - Creation Date - Application Number. To view the case, drill down on this field.
Status	Displays the status of the case in the agency's processing. Values include: o **Submitted.** The case is submitted for manager approval. o **Rejected.** A manager did not approve the case. o **Active.** A manager approved the case, and agents are working on the case. o **Inactive.** A manager approved the case, and agents are no longer working on the case. o **Closed.** The case is closed.
Sub-Status	Displays a further clarification of the case status.
Type	Displays the type of benefits or immigration program applicable to the case. For cases that are automatically created from applications submitted on a self-service Web site, this field has a value of Other, but agents can change this value. Additional values include Food Stamps, Medical Assistance, Cash-Financial Assistance, Child Care, Unemployment, Visa, Passport, and Citizenship.
Category	Displays the category of the case. For social services, this field always is Benefit.
Date Opened	Displays the date and time that the case is created.
Date Closed	Displays the date and time that the case is closed.
First Name	Displays the first name of the citizen who is associated with this case.
Last Name	Displays the last name of the citizen who is associated with this case.
SSN	Displays the social security number of the citizen who is associated with this case.
Team	Displays the user ID of the agent who uploaded the application for the citizen and thus created the case.

3. To view the activities for the cases that are associated with the master case record, navigate to the Activities view.
4. To view the calendar for the cases that are associated with the master case record, navigate to the Calendar view.

Disassociating Cases from a Master Case

An agent might want to disassociate (or detach) a case from a group of cases in a master case. For example, if an agent changes the primary contact for a case, then the agent can disassociate that case from its master case because the case no longer relates to this master case. Although a disassociated case no longer appears in the case list for its master case, the disassociated case still appears in the case list on the Cases screen. You cannot disassociate a benefits case from a master case.

This task is a step in *Roadmap for Managing Benefits Cases*.

To disassociate a case from a master case

1. Navigate to the Contacts screen, then the Contacts List view.
2. Drill down on the Master Case number (#) field of the contact record for the citizen.

   The Master Case form appears, and after the form, a list of cases that are associated with the master case appears.
3. In the list of cases, select the case that you want to disassociate from the master case.
4. Click Disassociate.

   > **Note:** The Disassociate button is disabled if the Category field for the case is Benefit.

   The case no longer appears in the list of cases.

Updating Benefits Cases

When an agent uploads an application for a citizen, if no applicable case record exists for the citizen, then a case record is automatically created, and if an applicable case record exists for the citizen, then that case record is automatically updated. Agents can update case records from the Master Case view. From this view, agents can access the Cases view, which provides additional views that are applicable to benefits cases.

A created or updated case file can be automatically routed (using Assignment Manager) to a manager for review, or the agent can automatically route the file to a manager for review. For more information about automatic approval routing, see *Submitting Cases for Approval* and *Approving Cases in the Inbox*.

This task is a step in *Roadmap for Managing Benefits Cases*.

To update a benefits case

1. Navigate to the Contacts screen, then the Contacts List view.
2. Drill down on the Master Case number (#) field of the contact record for the citizen.

The Master Case form appears, and after the form, a list of cases that are associated with the master case appears.

3. If you want to add a new case to the master case, then create a new record, and enter the name of the case in the Case Name field.

   The Category field of the case is populated with a value of Benefit, but you can change this field. The contact information for the case is populated with the contact information for the master case.
4. If you want to add data to an existing case, then drill down on the Case Name field of that case, and navigate to the appropriate views in the Case form to add details.

Updating Contact Records

When agents upload an application, they distribute the data in the application to the appropriate data fields for contacts. After application upload, agents might want to change or add information for contacts. For more information about managing contact information, see *Siebel Applications Administration Guide* .

You can update basic information about contacts, such as addresses and phone numbers, in contact records, and you can update related contact information about expenses, income, financial assets, and relationships using the views that are associated with the contact record. For example, the Relationship Hierarchy view provides a graphical hierarchy of the contact relationships.

This task is a step in *Roadmap for Managing Benefits Cases*.

To update contact records

1. Navigate to the Contacts screen, then the Contacts List view.
2. Drill down on the Last Name field of the contact.
3. Update the necessary information in the Contact form.
4. To update more information, complete the following steps:

   a. Navigate to the More Info view to update additional fields for the contact.
   b. Navigate to the Expenses view to update expense information for the contact, such as mortgages, rent, and utilities.

      You can assign a household expense to any contact in the household. For convenience, you might decide to assign a household expense that applies to all contacts to the primary contact for that household.
   c. Navigate to the Income view to update income information for the contact, such as salaries, commissions, and pensions.
   d. Navigate to the Financial Assets view to update information about the financial assets for the contact, such as bank accounts, stocks, and bonds.

Using Templates to Assess Benefits

A manager can assign assessment activities to agents on a case team. An activity plan specifies the list of activities or the business processes that agents working on a case must complete. The activity plan for a case might include an

assessment activity to determine whether the benefits application is complete. The agent assigned to the activity can use a predefined assessment template to complete the activity.

This task is a step in *Roadmap for Managing Benefits Cases*.

Administrators set up activity plans with associated activities using the Activity Templates view of the Administration - Data screen, and set up assessment templates with associated attributes using the Sales Assessment Templates view of the Administration - Data screen. For information about creating and using activity and assessment templates, see *Siebel Applications Administration Guide* .

An assessment includes a set of questions that you can ask to evaluate a case. For example, assessments might include the following questions:

- Does the application meet the basic criteria for acceptance?
- Did the citizen provide sufficient evidence to support receiving benefits?
- Do you need additional evaluations?
- Has the case reached a point of closure?

The agent assigned to an assessment activity begins the activity by opening the case record and associating a predefined assessment template with the case using the Assessments view. For information about completing assessments, see *Assessing Child-Welfare Incidents*.

For those assessments that are more complex, or that require data on a specific form, the agent can create a report and attach the report and supporting documentation to the case record. The agent conducting an assessment of the citizen's information might verify employment and household information, assets and liabilities, and medical diagnoses. A personal interview with the citizen might be necessary.

Process of Managing Benefits for Cases

This process consists of tasks that users typically perform when managing benefits for cases. Your agency might follow a different process according to its business requirements.

To manage benefits for cases, users perform the following tasks:

1. *Screening Cases for Benefits Eligibility*
2. *Automatically Assigning Benefits to Cases*
3. *Reviewing Details for Benefits Determination*
4. *Manually Assigning Benefits to Cases*
5. *Setting Up Payment Profiles*
6. *Processing Benefit Payments*
7. *Viewing Payments for Benefits Cases*
8. *Checking for Necessary Benefits Reassignments*
9. *Reassigning Benefits to Cases*
10. *Viewing the Benefit History for Benefits Cases*

This process is a step in *Roadmap for Managing Benefits Cases*.

Screening Cases for Benefits Eligibility

You can review the available plans and associated benefits that apply to a benefits case for a citizen. In this screening task, you do not actually assign benefits to a case, but instead review the plans and associated benefits for which the

citizen is eligible before actual assignment. Working with the citizen, you can add information to and delete information from the case record and then complete this screening task again to see whether the available benefits change. You can delete and then regenerate these screening plans and associated benefits as often as necessary, even after plans and associated benefits are assigned to a case.

You cannot manually add other benefits to these screening plans. You can screen for benefits only the cases that have a Status field of Active and that have at least one contact.

This task is a step in *Process of Managing Benefits for Cases*.

To screen a case for benefits eligibility

1. Navigate to the Cases screen, then the Case List view.
2. Select the case that you want to screen for benefits eligibility.
3. Click Screening in the Case form.

   The plans for which the citizen is eligible appear in the Benefit Plans view in the Plans view of the Cases screen. These plans have a Type field value of Screening and a Status field value of Inactive. The benefits that are associated with these plans appear in the same view. These benefits have a Status field value of Inactive.
4. (Optional) After reviewing the benefits with the citizen, delete the plan records from the Benefit Plans view.

   The associated benefits are also deleted.

Automatically Assigning Benefits to Cases

Agents automatically assign benefits to cases to make sure that the same preconfigured eligibility rules apply to all benefits cases. When you automatically assign benefits to a case, the field values for the plans, associated benefits, and benefit payments are automatically populated. These field values are locked, and you cannot change most of them. After you automatically assign benefits to cases, you can review the detailed information that was used to calculate those benefits. For more information, see *Reviewing Details for Benefits Determination*.

Although you cannot delete automatically generated plans, associated benefits, and benefit payments, you can add other benefits, change benefit products, and add other benefit payments. Later, you can automatically reassign benefits to the case. For such a reassignment, administrators can configure Oracle Intelligent Advisor to consider or to ignore these added benefits, changed benefit products, and added payments. When you reassign benefits to a case, the data for the plans and associated benefits is archived in the Benefit History view, and not purged.

You can automatically assign benefits only to cases that have a Status field of Active and that have at least one contact.

After the agent assigns benefits to a case, the case can be automatically routed to a manager for review and approval. For more information about automatic approval routing, see *Submitting Cases for Approval* and *Approving Cases in the Inbox*.

This task is a step in *Process of Managing Benefits for Cases*.

To automatically assign benefits to a case

1. Navigate to the Cases screen, then the Case List view.
2. Select the case to which you want to automatically assign benefits.
3. Click Eligibility in the Case form.

   The plans that are assigned to the citizen appear in the Benefit Plans view in the Plans view of the Cases screen. These plans have a Type field value of Benefit Plan and a Status field value of Active. The benefits that are

associated with these plans and the payments that are associated with those benefits appear in the same view. For more information about the fields in this view, see *Manually Assigning Benefits to Cases*.

Reviewing Details for Benefits Determination

Benefit plans and associated benefits are automatically assigned to a case in Siebel Public Sector when an agent clicks the Eligibility button or Screening button in the Case form and when an agent uploads a benefits application that a citizen submits on a self-service Web site. To qualify for benefit plans, a household must meet the specific criteria that a social service agency defines.

This task is a step in *Process of Managing Benefits for Cases*.

Manually Assigning Benefits to Cases

Instead of automatically assigning benefits to a case, an agent might temporarily manually assign benefits to the case because of emergency or other non-routine considerations. When you manually assign benefits to a case, you enter values in the fields for the plans, associated benefits, and benefit payments. An application that determines benefits does not populate these field values.

Later, you can automatically assign benefits to the case. For this assignment, administrators can configure Oracle Intelligent Advisor to consider the data for the manual plans, associated benefits, and benefit payments or to ignore this data. When you reassign benefits to a case, the data for existing manual plans and associated benefits is archived in the Benefit History view, and not purged.

You can create (or update) a benefit plan only for cases that have a Status field that is not Closed or Inactive. To associate benefits with a benefit plan, the benefits case must have at least one contact.

After the agent assigns benefits to a case, the case can be automatically routed to a manager for review and approval. For more information about automatic approval routing, see *Submitting Cases for Approval* and *Approving Cases in the Inbox*.

This task is a step in *Process of Managing Benefits for Cases*.

To manually assign benefits to a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case to which you want to manually assign benefits.
3. Navigate to the Plans view, then the Benefit Plans view.
4. In the Benefit Plans list, create a new record, and complete the fields as appropriate.

> **Note:** If you delete a plan record, then the associated records in the Benefits list and Payments list are also deleted, but the associated records in the Orders view (in the Plans view of the Cases screen) are not deleted. For these order records, the values in the Benefit field and the Benefit Id field are cleared.

The following table describes some of the fields.

Field	Description
Plan Name	Displays the name of the primary contact for the benefits case, but you can change this value to another benefit plan name.
Status	Displays a status of Active for the benefit plan. Values include Pending, Approved, Active, Inactive, and Archived. After you click the Eligibility button to automatically create benefit plans, the Status field of those plans is Active. If you change the Status field of a benefit plan to Inactive, then the plan record, associated benefit records, and benefit payment records become read-only, but you can change the Status field of the benefit plan.
Type	Displays the type of benefit plan according the plan creation method as follows: o If you navigate to the Cases screen, then the Case List view, and click Screening in the Case form to create the plan, then this field value is Screening. o If you navigate to the Cases screen, then the Case List view, and click Eligibility in the Case form to create the plan, then this field value is Benefit Plan. o If you manually create the plan as described in this topic, then this field value is Benefit Plan. o If you navigate to the Cases screen, then the Case List view, drill down on the Case Name field of a case, navigate to the Plans view, then the Service Plans view, and click Create Benefit in the Activities list to create the plan, then this field value is Service Plan. You cannot change this field value.
Program	Select the name of the program for the benefit plan. You cannot select a value of Service Plan in this field. This value is automatically populated in this field the first time that you create a benefit for a service plan that is associated with the case. You cannot change this Service Plan value. For more information, see *Creating Service Plans for Cases*. Administrators set up programs in the Program Benefits Administration view of the Administration - Case screen. For more information, see *Setting Up Benefits Programs* and *Setting Up Benefits for Service Plans*.
Created Date	Displays the date and time that you create the benefit plan record.
Effective Date	Select the date and time that the benefit plan is in effect.
Locked	Displays no check in the check box when you manually create a plan. Displays a check in the check box when you automatically generate a plan. You cannot change this field. Automatically generated plans are locked so that users cannot change the predetermined information in those plans. However, users can change the Status field in locked plans.
Expiration Date	Select the date and time that the benefit plan is no longer in effect.

Field	Description
Comments	Type relevant information about the benefit plan.

5. In the Benefits list, create new records for the plan, and complete the fields as appropriate.

> **Note:** If you delete a benefit record, then the associated records in the Payments list are also deleted, but the associated records in the Orders view (in the Plans view of the Cases screen) are not deleted.

The following table describes some of the fields.

Field	Description
Benefit Name	Select the name of the benefit in the program. You can select only benefits that are associated with the program. Administrators associate benefits with programs in the Program Benefits Administration view of the Administration - Case screen.
Benefit Id	Displays an automatically generated number that uniquely identifies the benefit.
Product	Displays the specific product or service for the benefit. You can change this field value even if you automatically assign benefits to cases. You can select a value in this field if the Type field in the Benefits list is Product or Service. Administrators associate products with benefits in the Program Benefits Administration view of the Administration - Case screen, but you can click the Show All button in the Pick a Product dialog box to select a product that is not associated with the benefit. To see the attributes that are associated with the selected product, select Attributes in the visibility filter (next to the Benefits list). Administrators associate attributes with products in the Administration - Product screen, but you can change the Value fields for attributes. For more information about products, see *Siebel Product Administration Guide* .
Status	Displays a status of Pending for the benefit. Values include Pending, Approved, In Progress, Inactive, Cancelled, and Completed. After you click the Eligibility button to automatically create benefits, the Status field of those benefits is Pending. You can update only benefits with a Status field value of Pending, Approved, In Progress, or Inactive.
Amount	Type the monetary amount of the benefit if the Type field in the Benefits list is Cash or Cash Equivalent. When you click the select button in this field, you can select a currency code and an exchange date for the amount.
Frequency	Select a denotation of how often the citizen receives the benefit. Values include Daily, Weekly, Monthly, and One-Time.

Field	Description
Start Date	Select the date and time that the benefit is in effect. This field value must be between the field value for the Effective Date field and the Expiration Date field of the associated benefit plan record.
End Date	Select the date and time that the benefit is no longer in effect. This field value must be between the field value for the Effective Date field and the Expiration Date field of the associated benefit plan record.
Locked	Displays no check in the check box when you manually assign a benefit to a plan. Displays a check in the check box when you automatically generate a plan. You cannot change this field. Automatically generated benefits are locked so that users cannot change the predetermined benefits in available plans. However, users can change the Status field in locked benefits.
Unit of Measure	Select the unit of measure for the value in the Qty field.
Last Name	Displays the last name of the primary contact for the benefits case, but you can change this value to the last name of the citizen who receives the benefit. You can select only the citizens who are associated with the benefits case. If multiple citizens are associated with the benefits case, and if each of these citizens receives this benefit, then create a separate benefit record for each citizen. You can drill down on this field, and then navigate to the Benefits view in the Contacts List to see all benefits for this citizen.
First Name	Displays the first name of the citizen who receives the benefit.
Relationship to Primary Contact	Select the relationship of the citizen who receives the benefit to the primary contact for the case. Values include Child and Spouse.
Qty	Type the number of items in the benefit if the Type field in the Benefits list is Product or Service.
Type	Select the type of benefit. Values include: o **Cash.** Benefits of this type include payments for disability insurance, unemployment insurance, and social security. o **Cash Equivalent.** Benefits of this type include food stamps and transportation vouchers. o **Product.** Benefits of this type include wheelchairs and other special equipment for disabled individuals. o **Service.** Benefits of this type include child care, job training, and drug or family counseling.

Field	Description
Order #	Displays an automatically generated number that uniquely identifies the referral order for a benefit that is a product or service. You can drill down on this field to see the Line Items view for the order in the Service Orders screen. If you delete or cancel the referral order, then this field is cleared. For more information about creating referral orders, see *Siebel Partner Relationship Management Administration Guide* .
Provider	Select the service provider, if any, that supplies the benefit. In the dialog box that appears when you click the select button in this field, you see all accounts with a Status field of Active. In the dialog box, the accounts for service providers have a check in the Service Provider field. You can designate field values to find an appropriate account. To see more information about a service provider, navigate to the Service Providers screen, and then the Service Provider List view.

6. In the Payments list, create new records for each benefit, and complete the fields as appropriate.

> **Note:** You normally create payment records only for benefits with a Type field of Cash or Cash Equivalent. To see the Payments list, select Payments in the visibility filter (next to the Benefits list).

The following table describes some of the fields.

Field	Description
Payment #	Displays an automatically generated number that uniquely identifies the benefit payment.
Payment Date	Select the date that the benefit payment was made or will be made.
Amount	Type the monetary amount of the benefit payment.
Payment Method	Select the payment method for the benefit payment. Values include Cash, Check, Direct Deposit, and Wire Transfer.
Type	Select the type of payment. Values include Expense, Disbursement, Refund, and Reimbursement.
Payee	Displays the name of the citizen who receives the benefit payment. You can select only citizens who are associated with the benefits case.
Status	Displays a status of Pending for the benefit payment. Values include Pending, Approved, Rejected, Inactive, Cancelled, Submitted-Pending, Processed, Request Failed, and Paid.

Field	Description
	After you click the Eligibility button to automatically create payments, the Status field of those payments is Pending. Payments with a Status field of Processed or Paid are read-only.
Locked	Displays no check in the check box when you manually assign a payment to a benefit. Displays a check in the check box when you automatically generate a plan. You cannot change this field. Automatically generated benefit payments are locked so that users cannot change the predetermined payments for available benefits. However, users can change the Status field, Payment Method field, and Comments field in locked payments.
Payment Profile Name	Select a payment profile for the benefit payment. This profile identifies the bank, branch, and account number for the benefit payment. You can select a value in this field only if you select a value of Direct Deposit or Wire Transfer in the Payment Method field. Only payee payment profiles with a value of Active in Profile Status field are available for selection in this field. For more information, see *Setting Up Payment Profiles*.
Comments	Type relevant information about the benefit payment.

7. To see the attributes for a product in a benefit, select the benefit in the Benefits list, and then select Attributes in the visibility filter (next to the Benefits list).

   You cannot delete these attributes.

Setting Up Payment Profiles

Before benefits are paid to a citizen, an agent can set up payment profiles for the citizen. Profiles include information about the citizen's bank accounts. Agents can associate these bank accounts with the citizen's benefit payments so that the accounts payable application can deposit the payments directly into these bank accounts.

This task is a step in *Process of Managing Benefits for Cases*.

To set up a payment profile

1. Navigate to the Contacts screen, then the Contacts List view.
2. Drill down on the Last Name field of the contact for which you want to set up a payment profile.
3. Navigate to the Payment Profile view.
4. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Payment Profile Name	Type a name for the payment profile.

Field	Description
Bank Account Number	Type the number for the citizen's bank account.
Branch Name	Select the branch name for the citizen's bank account. Additional fields for the payment profile, such as the fields for the bank name, the bank ID, the branch ID, the routing number, and the branch address, are populated when you select a branch name. You can create the branch records to select in the Accounts List view of the Accounts screen. When you create a branch record in this view, select Banking in the Account Type field, the parent bank for the branch in the Parent field, and Active in the Status field. If you select a branch record for a payment profile and change the fields that contain branch information for the branch record in the Accounts List view, then the fields are automatically changed for the payment profile.
Profile Status	Displays a value of New. You can change this value to Active or Inactive.
SWIFT Code	Displays the SWIFT (Society for Worldwide Interbank Financial Telecommunication) code when you select a value in the Branch Name field. This code identifies the bank branch for international payment transactions.

Processing Benefit Payments

After a benefit payment amount is determined, an agent can forward payment data for the benefit to an accounts payable application. For more information, see *About Integrating Siebel Public Sector with Accounts Payable*.

When a citizen is paid, the Status field of the payment changes to Paid. When a payment is processed, the Payment number (#) field of the payment is populated. You cannot process more than one benefit payment at a time. Also, you can process a benefit payment only if the Status field in the payment record is Pending or Approved.

This task is a step in *Process of Managing Benefits for Cases*.

To process a benefit payment

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case for which you want to process a benefit payment.
3. Navigate to the Plans view, then the Benefit Plans view.
4. In the Payments list, select the payment that you want to process, and click Send Payment.

   The Status field of the payment changes to Submitted-Pending.

Viewing Payments for Benefits Cases

An agent can review, but not change, the past and future benefit payments for a benefits case in the Payments view. The Payments view shows both the payments that agents manually create and the payments that are associated with benefits that another application determines.

This task is a step in *Process of Managing Benefits for Cases*.

To view the payments for a benefits case

1. Navigate to the Cases screen, then the Case List view.

   Alternatively, you can navigate to the Payments screen, then the Benefit Payments view.
2. Drill down on the Case Name field of the case for which you want to view the benefit payments.
3. Navigate to the Plans view, then the Payments view.

   The payments for the benefits case appear. For more information about the fields this view, see *Manually Assigning Benefits to Cases*.

Checking for Necessary Benefits Reassignments

After benefits are automatically assigned to a case, the agent or another user can change the citizen data that determines those benefits. They might change this data in the view for the case or in another screen or view that affects data for the case. When data that determines benefits changes, the agent can reassign the benefits to the citizen's case.

To determine whether changes to citizen data affect the benefits for the citizen's case, the agent clicks the Scan Changes button. After determining that the relevant data is changed, the agent must reassign benefits to the case. The processing that occurs when the agent clicks this button evaluates changed data in only the fields and records that are implemented for effective date tracking. For more information, see *Implementing Effective Date Tracking*.

> **Note:** The Scan Changes button is enabled only for cases that have a Status field of Active and a Category field of Benefit.

This task is a step in *Process of Managing Benefits for Cases*.

To check for necessary benefits reassignment

1. Navigate to the Cases screen, then the Case List view.
2. Select the active case for which you want to check for necessary benefits reassignment.
3. Click Scan Changes.

   A check appears in the Info Changed field of the case if the data that determines benefits changed after an agent last automatically assigned benefits to the case. A check also appears in the Info Changed field of additional cases if this data change also affects the benefits for those cases.

Reassigning Benefits to Cases

An agent can change the information in a benefits case when the citizen's circumstances change or when the criteria for eligibility in established plans change. These changes might affect the plans for which the citizen is eligible. If the plans and associated benefits are automatically generated, then you can regenerate the plans and associated benefits after you adjust the information in the benefits case.

When you reassign benefits to a case, Siebel Public Sector performs the following steps:

- If the case changes affect the benefits for the citizen's plans, then copies the information about the plans and associated benefits to the Benefit History view, and updates the existing plans and associated benefits to reflect the new data for the citizen.
- For benefit records that have no associated payment records with a status of Processed or Paid, deletes the benefit records and the associated payment records. For benefit records that have associated payment records with a status of Processed or Paid, cancels the benefit records, and deletes other associated payment records without a status of Processed or Paid.
- Retains benefit payment records with a status of Processed or Paid. If any of these payments are recalculated, then recognizes the difference between the prior payment and the recalculated payment as a new payment record with a positive amount for payments that increase or negative amount for payments that decrease. Updates the status of these new payment records to Pending.
- Deletes benefit payment records without a status of Processed or Paid if the records no longer apply to the case. If the records still apply to the case, then changes the status to Pending, and adjusts the records if necessary.
- Creates new benefit payment records if necessary, and assigns a status of Pending to these records.
- Clears the check in the Info Changed field of the case.
- Regenerates a new decision report in the Decision Report view in the Plans view in the Case List view of the Cases screen.

This task is a step in *Process of Managing Benefits for Cases*.

To reassign benefits to a case

1. Navigate to the Cases screen, then the Case List view.
2. Select the case for which you want to reassign benefits.
3. Click Eligibility in the Case form.

Viewing the Benefit History for Benefits Cases

After an agent reassigns benefits to a case, the plans and associated benefits that existed before reassignment are archived in the Benefit History view. Payments for archived plans are not archived in this view but included in the active plans.

Agents can review, but not change, the benefit history for a case in the Benefit History view. The Benefit History view includes archived plans that are no longer in effect because the circumstances for the plan contacts changed. This view can also include expired plans that are no longer in effect because the plans were completely executed.

This task is a step in *Process of Managing Benefits for Cases*.

To view the benefit history for a benefits case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case for which you want to view benefits history.
3. Navigate to the Plans view, then the Benefit History view.

   The benefit history for the benefits case appears.

Creating Orders for Benefits Cases

An agent can create an order for a benefits case. The Status field of the benefits case must be Active to create an order. If you delete a benefits case for which you create an order, then the order still appears in the Service Orders screen. For more information about creating orders, see *Siebel Order Management Guide* .

The Orders view for a benefits case includes all orders for the benefits case. These orders include:

- The orders that are not related to benefits and to third-party service providers. Users create these orders using the procedure in this topic.
- Referral orders that users create for the benefits in a case. For more information about creating a referral order for a benefit in a case, see *Siebel Partner Relationship Management Administration Guide* .

Note: If you are not using Siebel Order Management, then the administrator must disable the workflows and signals that relate to pricing functionality so that error messages do not appear when you add products to orders.

This task is a step in *Roadmap for Managing Benefits Cases*.

To create an order for a benefits case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field for the benefits case for which you want to create an order.
3. Navigate to the Plans view, then the Orders view.
4. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Order #	Displays an automatically generated number that uniquely identifies the order.
Revision	Displays the version number of the order. When you create an order, this field is populated with a value of 1. This number is increased by 1 each time that you revise the order. For information about revising orders, see *Siebel Order Management Guide* .
Type	Select the type of order.

Field	Description
Status	Select the status of the order. When you create an order, this field is populated with a value of Pending, but you can change this value. When the Benefit Id field contains data, you cannot change the Status field value if that value is Closed or Inactive.
Priority	Select the priority of the order. When you create an order, this field is populated with a value of Medium, but you can change this value.
Order Date	Select the date and time for the order. When you create an order, this field is populated with the current date and time, but you can change this value.
Provider	Displays the third-party service provider that supplies a benefit. This field is populated when you create a referral order for a benefit in a case. You cannot select a value in this field when you create an order for a benefits case.
Recipient Last Name	Select the last name of the citizen who receives the benefit for the order.
Recipient First Name	Displays the first name of the citizen who receives the benefit for the order.
Billing Account	Select the billing account for order.
Benefit	Displays the name of a benefit in a program. This field is populated when you create a referral order for a benefit in a case, and cleared when you cancel that order or delete the benefit. You cannot select a value in this field when you create an order for a benefits case.
Case Number	Displays the number of the case that is associated with the order. When you create an order, this field is populated.
Comments	Type relevant information about the order.
Benefit Id	Displays an automatically generated number that uniquely identifies a benefit in a program. This field is populated when you create a referral order for a benefit in a case, and cleared when you cancel that order or delete the benefit. This field is not populated when you create an order for a benefits case.

5. Drill down on the Order number (#) field for the new order.

   The Line Items view of the Service Orders screen appears for the order.

6. Create a new record for each product that you want to include in the order, and complete the fields as appropriate.

   You can designate the attributes for the products in the Attributes view of the Line Items view.

Process of Managing Service Plans for Cases

This process consists of tasks that users typically perform when managing service plans for cases. Your agency might follow a different process according to its business requirements.

To manage service plans for cases, users perform the following tasks:

1. *Creating Service Plans for Cases*
2. *Assigning Benefits to Service Plans*

This task is a step in *Roadmap for Managing Benefits Cases*.

Creating Service Plans for Cases

An agent creates a service plan to track the service goals and related activities for a case. A service plan represents an agreement between the agent and one or more contacts who are associated with the case. For example, an agent can work with a parent in a child-welfare case to create a service plan to meet the needs of the child.

This task is a step in *Process of Managing Service Plans for Cases*.

To create a service plan for a case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case.
3. Navigate to the Plans view, then the Service Plans view.
4. In the Service Plans list, create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Plan Number	Displays an automatically generated number that uniquely identifies the service plan.
Plan Name	Type the name of the service plan.
Plan Category	Select the program for the service plan. Values include Child Welfare, Eligibility, TANF (Temporary Assistance for Needy Families), and Unemployment Insurance.
Plan Type	Select the type of plan. The values that you can select depend on the value that you select in the Plan Category field.

Field	Description
Plan Status	Displays a status of Active for the service plan. Values include Active, Pending, and Completed.
Last Name	Select the last name of the citizen who the plan services. You can select only the contacts that are associated with the case.
First Name	Displays the first name of the citizen who the plan services.
Created Date	Displays the date and time that you create the service plan.
Start Date	Select the date and time that the service plan is in effect.
Expiration Date	Select the date and time that the service plan is no longer in effect.
Created By	Displays your user ID

5. In the Service Plan Goals list, create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Name	Type the name of the goal in the service plan. If you enter no data in this field, then after you save the goal record, this field is populated with the service plan name followed by the name of the template that you select, but you can change this value.
Template	Select a predefined activity plan that contains the activities that are associated with the goal. When you save the goal record, the Activities list is populated with the activities for the template. When you set up an activity plan for a service plan, you select Service Plan in the Type for the activity plan. For information about setting up an activity plan, see *Siebel Applications Administration Guide* .
Planned Start	Select the date and time that you plan to begin work on the goal.
Planned End	Select the date and time that you plan to end work on the goal.
Description	Displays the description of the template that you select, but you can change this value.
Status	Displays a status of Active for the goal.

Field	Description
Lock Assignment	Select this check box if you do not want Assignment Manager to assign this goal to another user.

6. (Optional) In the Activities list, create additional activity records.

   The records in this Activities list do not appear in the calendar.

Assigning Benefits to Service Plans

Frequently, agents assign benefits directly to a benefit plan for a case. However, agents can also create a service plan for the case, and then assign benefits to an activity in that service plan. In this case, a benefit plan record for the case is automatically created for the service plan record, and the benefit that the agent assigns to the activity is automatically associated with that benefit plan.

You can access this benefit plan record in the Benefit Plans view in the Plans view in the Case List view of the Cases screen, and adjust or delete the benefit plan, adjust or delete the associated benefit, create additional benefits, and create orders and payments for the benefits. Any changes that you make to the benefit plan record in this view are automatically reflected in the service plan record in the Service Plans view in the Plans view in the Case List view of the Cases screen.

If an activity in a service plan is already associated with a benefit, then you cannot assign another benefit to the activity. You must delete the benefit before you can create a new benefit for the activity. You can also create a new activity or select another activity in the service plan, and assign the other benefit to that activity.

After you assign a benefit for a benefits case contact to an activity in a service plan, you cannot assign the same benefit for the same benefits case contact to another activity in the service plan. However, you can assign the same benefit for a different benefits case contact to the other activity.

This task is a step in *Process of Managing Service Plans for Cases*.

To assign a benefit to a service plan

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case.
3. Navigate to the Plans view, then the Service Plans view.
4. In the Service Plans list, select the appropriate service plan, and in the Service Plan Goals list, select the appropriate service plan goal.

   > **Note:** You assign benefits only to activities in service plans that have a Plan Status field value of Active, Pending, or Approved.

5. In the Activities list, select the activity record to which you want to assign a benefit, and click Create Benefit.
6. In the Benefit dialog box, complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Benefit Name	Select the name of the benefit in the service plan. You can select only benefits that are associated with the service plan. Administrators associate benefits with service plans in the Program Benefits Administration view of the Administration - Case screen. For more information, see *Setting Up Benefits for Service Plans*.
Frequency	Select a denotation of how often the citizen receives the benefit. Values include Daily, Weekly, Monthly, and One-Time.
Last Name	Displays the last name of the primary contact for the benefits case, but you can change this value to the last name of the citizen who receives the benefit. You can select only the citizens who are associated with the benefits case. If multiple citizens are associated with the benefits case, and if each of these citizens receives this benefit, then create a separate benefit record for each citizen.
First Name	Displays the first name of the citizen who receives the benefit.
Start Date	Select the date and time that the benefit is in effect. This field value must be between the field value for the Start Date field and the Expiration Date field of the associated service plan record.
End Date	Select the date and time that the benefit is no longer in effect. This field value must be between the field value for the Start Date field and the Expiration Date field of the associated service plan record.
Type	Select the type of benefit. Values include: - **Cash.** Benefits of this type include payments for disability insurance, unemployment insurance, and social security. - **Cash Equivalent.** Benefits of this type include food stamps and transportation vouchers. - **Product.** Benefits of this type include wheelchairs and other special equipment for disabled individuals. - **Service.** Benefits of this type include child care, job training, and drug or family counseling.

7. Click OK.

   The following updates occur:

   - The Benefit field for the activity is populated with a value. You cannot delete the activity if you cannot delete the benefit that is associated with the activity. For information about the conditions under which you cannot delete a benefit record, see *Operation Controls for Benefit Data*.

> **Note:** In the Activities view of the Cases screen or in the Activities screen, you are allowed delete activity records that you cannot delete in the Activities list in the Service Plans view in the Plans view of the Cases screen. Be careful not to delete such activity records.

- The Benefit Status field for the activity is populated with a value of Pending. You cannot delete the activity when this field has a value of Pending, In Progress, Approved, or Completed.
  If you cannot delete a child activity for a goal, then you cannot delete the goal.
- If no other benefits were previously assigned to the service plan, then a service plan record now also appears in the Benefit Plans view in the Plans view of the Cases screen. For this new record, the value in the Program field and the Type field is Service Plan.

Changing Data in Effective Dating Fields

To change data for effective dating fields, perform the following tasks:

- *Changing Values in Effective Dating Fields*
- *Deleting Values in Effective Dating Fields*
- *Verifying Changes to Effective Dating Fields*
- *Designating Deletion Authority for Approved Entries for Field Values*
- *Viewing the History for Values in Effective Dating Fields*

This task is a step in *Roadmap for Managing Benefits Cases*.

Changing Values in Effective Dating Fields

For the fields that administrators set up as effective dating fields, agents can select the effective date of the field value change. Also, fields that are populated with data received from an external application, such as a self-service Web site, can have an effective date of the field value change. For more information about working with effective dating for field values, see *About Effective Dating for Field Values and Records*.

To change a value in an effective dating field

1. Navigate to the appropriate screen or view.
2. Click the field for which you want to change the value.
   An effective date button appears in the field.
   When administrators implement effective date tracking, they determine whether you can change the value in an effective dating field without clicking the effective date button. For more information about setting up editing of effective dating fields, see *Implementing Effective Date Tracking*.
3. If you can change the value in the field without clicking the effective date button, then complete the following steps:
   a. Change the value in the field.
      If the Status field is enabled for the field, then the field value does not change when you save the record that contains the field value because the entry for the changed field value in the Effective Date dialog box has a Status field value of Pending.

b. Click the effective date button.

   - If the Status field is disabled for the field, then the Effective Date dialog box appears showing an entry for the prior field value with an effective end date and an entry for the new field value with an effective start date.
   - If the Status field is enabled for the field, then the Effective Date dialog box appears showing an entry for the prior field value with a Status field value of Approved and an entry for the new field value with a Status field value of Pending.

c. (Optional) Change the date range for the entry for the prior field value and the new field value.

   - If the Status field is disabled for the field, then the order in which you change the date range for these entries is important. You see an error message if the date range for first entry that you change overlaps the date range of the other entry.
   - If the Status field is enabled for the field, then you cannot change the date range for the entry for the prior field value unless you have the authority to do so.

d. Click Close to close the Effective Date dialog box.

4. If you must click the effective date button to change the value in the field, then complete the following steps:

   a. Click the effective date button.

      The Effective Date dialog box appears.

   b. Create a new entry.

   c. In the new dialog box that appears, enter the value for the field, select the starting date for the field value, and save your changes.

      - If the Status field is disabled for the field, then the Effective Date dialog box appears again showing an entry for the prior field value with an effective end date and an entry for the new field value with an effective start date.
      - If the Status field is enabled for the field, then the Effective Date dialog box appears showing an entry for the prior field value with a Status field value of Approved and an entry for the new field value with a Status field value of Pending.

   d. (Optional) Change the date range for the entry for the prior field value and the new field value.

      - If the Status field is disabled for the field, then the order in which you change the date range for these entries is important. You see an error message if the date range of first entry that you change overlaps the date range of the other entry.
      - If the Status field is enabled for the field, then you cannot change the date range for the entry for the prior field value unless you have the authority to do so.

   e. Click Close to close the Effective Date dialog box.

Deleting Values in Effective Dating Fields

For the fields that administrators set up as effective dating fields, agents can select the effective date of the field value deletion. Also, fields that are populated with data received from an external application, such as a self-service Web site, can have an effective date of the field value deletion. For more information about working with effective dating for field values, see *About Effective Dating for Field Values and Records*.

Note: Do not delete a value in an effective dating field by selecting an entry in the Effective Date dialog box and deleting the entry in that dialog box. Instead, follow the procedure in this topic. Delete an entry in the Effective Date dialog box only to purge field value history.

To delete a value in an effective dating field

1. Navigate to the appropriate screen or view.
2. Click the field for which you want to delete the value.

   An effective date button appears in the field.

   When administrators implement effective date tracking, they determine whether you can delete the value in an effective dating field without clicking the effective date button. For more information about setting up editing of effective dating fields, see *Implementing Effective Date Tracking*.
3. If you can delete the value in the field without clicking the effective date button, then complete the following steps:

   a. Clear the value in the field.

      If the Status field is enabled for the field, then the field value is not deleted when you save the record that contains the field value because the entry for the new blank field value in the Effective Date dialog box has a Status field value of Pending.

   b. Click the effective date button.

      - If the Status field is disabled for the field, then the Effective Date dialog box appears showing an entry for the prior field value with an effective end date and an entry for the new blank field value with an effective start date.
      - If the Status field is enabled for the field, then the Effective Date dialog box appears showing an entry for the prior field value with a Status field value of Approved and an entry for the new blank field value with a Status field value of Pending.

   c. (Optional) Change the date range for the entry for the prior field value and the new blank field value.

      - If the Status field is disabled for the field, then the order in which you change the date range for these entries is important. You see an error message if the date range for first entry that you change overlaps the date range of the other entry.
      - If the Status field is enabled for the field, then you cannot change the date range for the entry for the prior field value unless you have the authority to do so.

   d. Click Close to close the Effective Date dialog box.
4. If you must click the effective date button to delete the value in the field, then complete the following steps:

   a. Click the effective date button.

      The Effective Date dialog box appears.

   b. Create a new entry.
   c. In the new dialog box that appears, do not enter a value for the field, select the starting date for the blank field value, and save your changes.

      - If the Status field is disabled for the field, then the Effective Date dialog box appears again showing an entry for the prior field value with an effective end date and an entry for the new blank field value with an effective start date.

- If the Status field is enabled for the field, then the Effective Date dialog box appears again showing an entry for the prior field value with a Status field value of Approved and an entry for the new blank field value with a Status field value of Pending.

d. (Optional) Change the date range for the entry for the prior field value and the new blank field value.

- If the Status field is disabled for the field, then the order in which you change the date range for these entries is important. You see an error message if the date range of first entry that you change overlaps the date range of the other entry.
- If the Status field is enabled for the field, then you cannot change the date range for the entry for the prior field value unless you have the authority to do so.

e. Click Close to close the Effective Date dialog box.

Verifying Changes to Effective Dating Fields

When an agent creates an entry for a field value in the Effective Date dialog box, the Status field, if it appears for the field in the dialog box, is automatically populated with a value of Pending. If administrators enable the Status field for an effective dating field, then the Status field appears in the Effective Date dialog box for the field. For more information about enabling the Status field for an effective dating field, see *Implementing Effective Date Tracking*.

For the Status field value of Pending, the rules engine does not use the field value to determine benefits when benefit plans are generated for the case. If an agent changes the Status field value to Rejected or Cancelled, then the rules engine still does not use the field value to determine benefits. If an agent changes the Status field value to Approved, then the rules engine uses the field value to determine benefits. Only agents with the proper authority can change the Status field value to Cancelled or Approved. Administrators set up this authority when they implement effective date tracking. For more information about setting up this authority, see *Implementing Effective Date Tracking*.

Before changing a Status field value, an agent with the proper authority verifies the field value. This verification might involve reviewing supporting documentation for the field value or contacting people to check the validity of the field value. After verifying the field value, the agent performs the procedure in this topic to complete the verification.

To verify a change to an effective dating field

1. Navigate to the appropriate screen or view.
2. Click the field for which you want to verify a value.

   An effective date button appears in the field.
3. Click the effective date button in the field.
4. In the Effective Date dialog box that appears, change the value in the Status field of the entry for the changed field value as follows:

   - If you cannot verify the field value, or if you do not want to approve the field value, then select a Status field value of Rejected.
   - If you can verify the field value, or if you want to approve the field value, then select a Status field value of Approved.
   - If you want to retain the field value without rejecting or approving it, then select a Status field value of Cancelled.
5. Click Close to close the Effective Date dialog box.

   After you close the dialog box when you approve the entry for a changed field value, an attempt is made to adjust the date range of the prior approved entry so that this date range does not overlap the date range of the

new approved entry. If this attempt fails, then the Conflicting Approval Records dialog box appears showing prior approved entries with date ranges that overlap the date range of the new approved entry.

6. If the Conflicting Approval Records dialog box appears, then complete either of the following steps:
   - To change the Status field value to Cancelled for the prior approved entries with date ranges that overlap the date range of the new approved entry, click Auto Align, and then close the Effective Date dialog box.

     Additional approved entries might be created for the parts of the date ranges of the prior approved entries that do not overlap the date range of the new approved entry.
   - To return to the Effective Date dialog box, click Cancel Auto Align.

     In the Effective Date dialog box, you can change the Status field value of the new approved entry, you can delete that entry, or you can change the date range for that entry.

Designating Deletion Authority for Approved Entries for Field Values

To delete an entry with a Status field value of Approved in the Effective Date dialog box, an agent without the proper deletion authority must select the Allow Delete check box for the entry. This selection designates that agents with the proper authority can delete the entry. Administrators set up this authority when they implement effective date tracking. For more information about setting up this authority, see *Implementing Effective Date Tracking*.

You delete an approved entry for a field value to purge history from the Effective Date dialog box. You do not delete such an entry to delete a field value from an effective dating field. For more information about deleting a field value from an effective dating field, see *Deleting Values in Effective Dating Fields*.

> **Note:** The Allow Delete check box is not used in application processing, and it does not affect the behavior of the Siebel Public Sector application. Selection of this check box indicates to agents with proper authority that they can delete the entry.

To designate the deletion authority for an approved entry for a field value

1. Navigate to the appropriate screen or view.
2. Click the field for which you want to designate the deletion authority for an approved entry.

   An effective date button appears in the field.
3. Click the effective date button in the field.
4. In the Effective Date dialog box that appears, select the Allow Delete check box for the approved entry.
5. Click Close to close the Effective Date dialog box.
6. Instruct an agent with the proper authority to delete the entry for the field value.

Viewing the History for Values in Effective Dating Fields

When you click the effective date button for a field in a record, you can view the history of values for that field. Using the procedure in this topic, you can view the history of values for all effective dating fields in the record. This procedure applies to the fields for the preconfigured business components for income, expenses, financial assets, contacts, and households.

To view the history for values in effective dating fields

1. To view the history of fields for income, expenses, and financial assets, complete the following steps:
   a. Navigate to the Contacts screen, then the Contacts List view.
   b. Drill down on the Last Name field of the contact record that contains the effective dating fields that you want to view.
   c. Navigate to one of the following views:
      - Income
      - Expense
      - Financial Assets
   d. Select a record in the view, and scroll down to the history list in the view.
2. To view the history of contact fields, complete the following steps:
   a. Navigate to the Contacts screen, then the Contacts List view or to the Contacts view of another screen.
   b. Drill down on the Last Name field of the contact record that contains the effective dating fields that you want to view.
   c. Navigate to the Contact History view.
3. To view the history of household fields, complete the following steps:
   a. Navigate to the Households screen, then the List view or to the Households view of another screen.
   b. Drill down on the Name field of the household record that contains the effective dating fields that you want to view.
   c. Navigate to the Household History view.

Changing Data in Effective Dating Records

To change data for effective dating records, perform the following tasks:

- *Adding Effective Dating Records*
- *Deactivating Effective Dating Records*
- *Verifying Changes to Effective Dating Records*
- *Designating Deletion Authority for Approved Entries for Records*
- *Viewing the History for Effective Dating Records*

This task is a step in *Roadmap for Managing Benefits Cases*.

Adding Effective Dating Records

For the records that administrators set up as effective dating records, agents can select the effective date of the record addition. Also, records that are added because of data received from an external application, such as a self-service Web site, can have an effective date of the record addition. For more information about working with effective dating for records, see *About Effective Dating for Field Values and Records*.

To add an effective dating record

1. Navigate to the appropriate view.

Only active records appear in the view.

2. Create a new record, and complete the fields as appropriate.

   If the Status field is enabled for the record, then the record does not appear in the view when you select Show Active Records in the view menu because the entry for the added record in the Link History dialog box has a Status field value of Pending.

3. (Optional) To change the date range of the added record, complete the following steps:

   a. Select Show All Records in the view menu.
   b. Select the record, and click Link History.

      The Link History dialog box appears showing an entry for the record with an effective start date. If the Status field is enabled for the record, then the Status field for the entry has a value of Pending.
   c. Change the date range for the entry.
   d. Click Close to close the Link History dialog box.

Deactivating Effective Dating Records

For the records that administrators set up as effective dating records, agents can select the effective date of the record deactivation. Also, records that are deactivated because of data received from an external application can have an effective date of the record deactivation. Deactivated records are not deleted from the Siebel Public Sector application, and you can view these records if you select Show All Records in the view menu. For more information about working with effective dating for records, see *About Effective Dating for Field Values and Records*.

> **Note:** Do not deactivate an effective dating record by selecting an entry in the Link History dialog box and deleting the entry in that dialog box. Instead, follow the procedures in this topic. Delete an entry in the Link History dialog box only to purge record history.

Deactivating Effective Dating Records For Disabled Status Fields

Complete the following procedure to deactivate an effective dating record for which the Status field is disabled.

To deactivate an effective dating record for which the Status field is disabled

1. Navigate to the appropriate view.

   Only active records appear in the view.

2. Select the record that you want to deactivate, and delete the record.

   > **Note:** You might have to select Delete Record in the view menu.

   After you click OK for the message to confirm the deletion, the record is inactive and no longer appears in the view for active records.

3. (Optional) To change the date range of the deactivated record, complete the following steps:

   a. Select Show All Records in the view menu.

      The deactivated record appears. You cannot add or deactivate records in the Show All mode.
   b. Select the deactivated record, and click Link History.

The Link History dialog box appears showing an entry for the record deactivation with an effective end date.

c. Change the date range for the entry.
d. Click Close to close the Link History dialog box.

4. (Optional) To reverse a record deactivation, complete the following steps:

a. Select Show All Records in the view menu.

The deactivated record appears. You cannot add or deactivate records in the Show All mode.

b. Select the deactivated record, and select Undelete Record in the view menu.
c. Select Show Active Records in the view menu.

The record is added to the view again.

5. (Optional) To change the date range of a record addition, complete the following steps:

a. Select Show Active Records in the view menu.
b. Select the added record, and click Link History.

The Link History dialog box appears showing an entry for the record deactivation and an entry for the record addition with an effective start date.

c. Change the date range for the entry for the record addition.
d. Click Close to close the Link History dialog box.

Deactivating Effective Dating Records For Enabled Status Fields

Complete the following procedure to deactivate an effective dating record for which the Status field is enabled. If the Status field is enabled, then you cannot delete the record in the view to deactivate an effective dating record. Also, you cannot select Undelete Record in the view menu to reverse a record deactivation.

To deactivate an effective dating record for which the Status field is enabled

1. Navigate to the appropriate view.

Only active records appear in the view.

2. To deactivate the effective dating record, complete the following steps:

a. Select the record you want to deactivate, and click Link History.

The Link History dialog box appears showing an entry for the record with a Status field value of Approved.

b. Create a new entry.
c. In the new dialog box that appears, select the starting date for the new entry, select the ending date for the new entry, and save your changes.

The Link History dialog box appears again showing an entry for the record with a Status field value of Approved and the new entry with a Status field value of Pending.

d. (Optional) Change the date range for the new entry.
e. Click Close to close the Link History dialog box.

The record still appears in the view when you select Show Active Records in the view menu because the entry for the record deactivation has a Status field value of Pending. When an agent with the proper authority changes this Status field value to Approved, the record is deactivated (if the date range of the

entry for the record deactivation does not include the current date), and the record no longer appears as an active record.

3. (Optional) To reverse a record deactivation, complete the following steps:

   a. Select Show All Records in the view menu.

      The deactivated record appears. You cannot add or deactivate records in the Show All mode.

   b. Select the deactivated record, and click Link History.

      The Link History dialog box appears showing an entry for the record deactivation with a Status field value of Approved.

   c. Create a new entry.

   d. In the new dialog box that appears, select the starting date for the new entry, and save your changes.

      The Link History dialog box appears again showing an entry for the record deactivation with a Status field value of Approved and the new entry with a Status field value of Pending.

   e. (Optional) Change the date range for the new entry.

   f. Click Close to close the Link History dialog box.

      The record does not appear in the view when you select Show Active Records in the view menu because the entry for the record addition has a Status field value of Pending. When an agent with the proper authority changes this Status field value to Approved, the record is added again (if the date range of the entry for the record addition includes the current date), and the record appears as an active record.

Verifying Changes to Effective Dating Records

When an agent creates an entry for a record in the Link History dialog box, the Status field, if it appears in the dialog box, is automatically populated with a value of Pending. If administrators enable the Status field for an effective dating record, then the Status field appears in the Link History dialog box for the record. For more information about enabling the Status field for an effective dating record, see *Implementing Effective Date Tracking*.

For the Status field value of Pending, the rules engine does not use the entry to determine benefits when benefit plans are generated for the case. If an agent changes the Status field value to Rejected or Cancelled, then the rules engine still does not use the entry to determine benefits. If an agent changes the Status field value to Approved, then the rules engine uses the entry to determine benefits. Only agents with the proper authority can change the Status field value to Cancelled or Approved. Administrators set up this authority when they implement effective date tracking. For more information about setting up this authority, see *Implementing Effective Date Tracking*.

Before changing a Status field value, an agent with the proper authority verifies the entry. This verification might involve reviewing supporting documentation for the entry or contacting people to check the validity of the entry. After verifying the entry, the agent performs the procedure in this topic to complete the verification.

To verify a change to an effective dating record

1. Navigate to the appropriate view.

   Only active records appear in the view.

2. Select Show All Records in the view menu to show inactive and active records.

   The Inactive field is selected for the inactive records and not selected for active records.

3. Select the inactive record for which you want to verify an entry, and click Link History.

4. In the Link History dialog box that appears, change the value in the Status field of the entry for the record as follows:
    - If you cannot verify the entry, or if you do not want to approve the entry, then select a Status field value of Rejected.
    - If you can verify the entry, or if you want to approve the entry, then select a Status field value of Approved.
    - If you want to retain the entry without rejecting or approving it, then select a Status field value of Cancelled.
5. Click Close to close the Link History dialog box.

    After you close the dialog box when you approve the entry for a record, an attempt is made to adjust the date range of the prior approved entry so that this date range does not overlap the date range of the new approved entry. If this attempt fails, then the Conflicting Approval Records dialog box appears showing prior approved entries with date ranges that overlap the date range of the new approved entry.
6. If the Conflicting Approval Records dialog box appears, then complete either of the following steps:
    - To change the Status field value to Cancelled for the prior approved entries with date ranges that overlap the date range of the new approved entry, click Auto Align, and then close the Link History dialog box.

        Additional approved entries might be created for the parts of the date ranges of the prior approved entries that do not overlap the date range of the new approved entry.
    - To return to the Link History dialog box, click Cancel Auto Align.

        In the Link History dialog box, you can change the Status field value of the new approved entry, you can delete that entry, or you can change the date range of that entry.

Designating Deletion Authority for Approved Entries for Records

To delete an entry with a Status field value of Approved in the Link History dialog box, an agent without the proper deletion authority must select the Allow Delete check box for the entry. This selection designates that agents with the proper authority can delete the entry. Administrators set up this authority when they implement effective date tracking. For more information about setting up this authority, see *Implementing Effective Date Tracking*.

You delete an approved entry for a record to purge history from the Link History dialog box. You do not delete such an entry to deactivate an effective dating record. For more information about deactivating an effective dating record, see *Deactivating Effective Dating Records*.

> **Note:** The Allow Delete check box is not used in application processing, and it does not affect the behavior of the Siebel Public Sector application. Selection of this check box indicates to agents with proper authority that they can delete the entry.

To designate the deletion authority for an approved entry for a record

1. Navigate to the appropriate view.

    Only active records appear in the view.
2. Select the record for which you want to designate the deletion authority for an approved entry, and click Link History.
3. In the Link History dialog box that appears, select the Allow Delete check box for the approved entry.

4. Click Close to close the Link History dialog box.
5. Instruct an agent with the proper authority to delete the entry for the record.

Viewing the History for Effective Dating Records

Using the procedure in this topic, you can view the history of effective dating records.

To view the history for an effective dating record

1. Navigate to the appropriate view.

   Only active records appear in the view.
2. Select Show All Records in the view menu.

   Inactive and active records appear in the view. The Inactive field is selected for inactive records and not selected for active records.
3. Select the record, and click Link History.

   The Link History dialog box appears showing the history of the record.
4. Close the Link History dialog box.

Process of Managing Appeal Cases

This process consists of tasks that users typically perform when managing appeal cases. Your agency might follow a different process according to its business requirements.

To manage appeal cases, users perform the following tasks:

1. *Accepting or Rejecting Appeal Requests*
2. *Creating Appeal Cases*
3. *Developing Appeal Cases*
4. *Completing Appeal Cases*

This process is a step in *Roadmap for Managing Benefits Cases*.

Accepting or Rejecting Appeal Requests

When citizens submit an appeal request for a case on a self-service Web site, an activity record for the appeal request is automatically created for the case. This activity has a Type field value of Appeal Request. Agents can complete the procedure in this topic to accept or reject such an appeal request. For information about submitting an appeal request for a case on a self-service Web site, see *Siebel Self Service Administration Guide* if you use Siebel Public Sector Self Service.

This task is a step in *Process of Managing Appeal Cases*.

To accept or reject an appeal request

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field for the case associated with the appeal request.

3. In the Activities list, review the reason for the appeal request in the Description field of the activity for the appeal request.
4. To review documentation that is associated with the appeal request, complete the following steps:
    a. Navigate to the Attachments view.

       In this view, you can see all of the attachments that are associated with the case.
    b. In the Attachments list, drill down on the Attachment Name field for the attachment records that appear to review documentation might be associated with the appeal request.
    c. Navigate to the Activities view to go back to the Activities list.
5. In the Activities list, change the Status field of the activity for the appeal request as follows:
    a. If you want to accept the appeal request, then change the Status field to Approved.

       If you accept the appeal request, then you must create an appeal case for the original case. For more information, see *Creating Appeal Cases*.
    b. If you want to reject the appeal request, then change the Status field to Declined.
6. (Optional) Enter text in the Description field of the activity to explain the reason for accepting or rejecting the appeal request.

   On a self-service Web site, the citizen who is associated with the case might have already entered text in this field. Add to, but do not delete, the citizen's text. This citizen can view your text in the Summary field for the appeal request activity on the self-service Web site.

Creating Appeal Cases

Complete the procedure in this topic to create an appeal case. For more information, see *About Appeal Cases*.

When you create an appeal case for a case with a Status field value of Closed, the Status field value of the closed case changes to Active. You cannot create an appeal case for a case with a Status field value of Inactive or Submitted.

If you create an appeal case because you approve an appeal request that a citizen submits on a self-service Web site, then the Web Access field in the Contacts view of the appeal case is automatically selected so that the citizen can access the appeal case on the self-service Web site.

> **Note:** In the preconfigured Siebel Public Sector application, the Appeal button is enabled only for cases that have a Category field of Benefit. Administrators can enable this button for additional case categories. For more information, see *Configuring Case Categories for Appeal Cases*.

This task is a step in *Process of Managing Appeal Cases*.

To create an appeal case

1. Navigate to the Cases screen, then the Case List view.
2. Select the case for which you want to create an appeal case.
3. Click Appeal.

   The appeal case appears in the Appeal Cases view.
4. (Optional) If the appeal date is not the same as the current date, then complete the following steps:

a. Navigate to the Case List view, and change the current date in the Case Name field of the appeal case to the appeal date.
b. Drill down on the Case Name field of the appeal case, navigate to the Evidence view, and change the current date in the Evidence Name field of the evidence record to the appeal date.

Developing Appeal Cases

To support an appeal, a citizen can provide relevant documentation to the agent or manager who manages the appeal case. To develop an appeal case, the agent or manager includes this supporting documentation in the appeal case record. Also, a citizen can use a self-service Web site to include this supporting documentation in the original case or the appeal case.

You cannot change the status of (or delete) cases that are associated with appeal case records that are active. When you delete the case that is associated with an appeal case, the appeal case record is also deleted.

When an appeal case is created, the evidence record that is created in the Evidence view for that appeal case has a value of Document in the Evidence Type field and value of Case Snapshot in the Evidence Subtype field. You cannot delete this evidence record, but if you delete the associated appeal case, then the evidence record is automatically deleted.

When an appeal case is created, the snapshot file that is created in the Attachments view for the evidence record has a value of Case Snapshot in the Evidence Type field, and the System Generated check box is selected. You cannot delete this snapshot file, but if the associated evidence record is deleted, then the snapshot file is automatically deleted.

This task is a step in *Process of Managing Appeal Cases*.

To develop an appeal case

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the active appeal case, and navigate to the Evidence view.
3. (Optional) Create a new evidence record for the appeal case, and complete the fields as appropriate.
   For more information, see *Creating Evidence Records*.
4. Drill down on the Evidence Name field of an evidence record in the appeal case, and navigate to the Attachments view.
5. Add an attachment to the evidence record for the appeal case.
   For more information, see *Adding Attachments to Cases*.

Completing Appeal Cases

To make a decision about an appeal, a board reviews the evidence in the appeal case and any other evidence or arguments that the citizen presents to the board. After its review, the board might decide to increase benefits (or approve the appeal), not change benefits (or deny the appeal), decrease benefits, suspend benefits, or terminate benefits.

After the board makes a decision about an appeal, the agent who manages the citizen's case, completes the appeal case by changing the status of the appeal case to Closed. If the citizen re-appeals the case, then the agent can change the status of the appeal case back to Active, or the agent can delete the appeal case and create a new one.

This task is a step in *Process of Managing Appeal Cases*.

To complete an appeal case

1. Navigate to the Cases screen, then the Case List view.
2. Change the Status field of the appeal case to Closed.
3. (Optional) Change the Sub-Status field of the appeal case to the appropriate value.
4. If necessary, change the appropriate fields for citizen data relating to the case.
5. If necessary, reassign the benefits for the citizen's original case:
    - For more information about automatically assigning benefits to cases, see *Automatically Assigning Benefits to Cases*.
    - For more information about manually assigning benefits to cases, see *Manually Assigning Benefits to Cases*.

Performing Quality Assurance Reviews

At any time during case processing or after case completion, agents can review a case for purposes of quality assurance. This review determines whether the case is processed according to agency procedures and governmental regulations.

To review a case for quality assurance, you select a quality assurance plan template that is associated with the case type for the case. This template facilitates uniformity in the case review process. After you save the quality assurance plan, the list of items that you must review appears in the Quality Assurance Items list. After you review an item, you update the item in this list.

After you select a template for a quality assurance plan, you can delete that template only if all of the template items do not have a check in the Completed field. You cannot add items to or delete items from a template that you select to create a quality assurance plan.

This task is a step in *Roadmap for Managing Benefits Cases*.

To perform a quality assurance review

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case for which you want to perform a quality assurance review.

   The Case form appears with views that show more details about the case.
3. Navigate to the QA Plans view, create a new record in the QA Plans list, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Planned Start	Select the date and time that you plan to begin reviewing the case for quality assurance.
Template Name	Select the appropriate template to use to review the case. You must select a template to create a quality assurance plan. Only the templates that apply to the case type are available for selection. After you save the quality assurance plan and exit the case record, you cannot change the Case Type field of the case.

Field	Description
Name	Displays the name of the template that you select, but you can change this value to a different name.
Description	Displays the description of the template that you select.

4. Select Save Record in the menu that appears when you click the cogwheel icon for QA plans.

   The items that are associated with the template that you select appear in the Quality Assurance Items list (which follows the QA Plans list).
5. After you finish the review work for an item in the Quality Assurance Items list, complete the following steps:
   - In the Completed field, select the check box for the item.

     When you select another field for the item, the Date Completed field is populated with the current date and time, and the Completed By field is populated with your user name.
   - (Optional) In the QA Item Type field, select a value to indicate the nature of the quality assurance review for this item.
   - (Optional) In the Quality Type field, select a rating of the quality assurance review for this item.
   - (Optional) Enter any remarks in the Comments field.

7 Managing Investigative Cases

Managing Investigative Cases

This chapter includes information that federal and municipal law enforcement agencies and emergency response teams can use to track and manage lead, incident, and evidence information, and to develop suspect and group profiles that investigative teams can share. It includes the following topics:

- *Scenarios for Investigative Case Management*
- *About Tracking Evidence for Cases*
- *About Generating New Serial Numbers*
- *Process of Administering Investigative Cases*
- *Roadmap for Managing Investigative Cases*
- *Process of Managing Incident Reports*
- *Process of Managing Incident Time*
- *Process of Managing Lead Information*
- *Process of Managing Evidence Items*
- *Process of Managing Profiles for Group Suspects*
- *Process of Managing Profiles for Groups*

Scenarios for Investigative Case Management

This topic describes how investigative case management might be used. You might use investigative case management differently, depending on your business model. This topic includes the following scenarios:

- *Managing Incidents and Cases*
- *Managing Child-Welfare Incidents*
- *Managing Suspects and Groups*

Managing Incidents and Cases

An agent at a call center for a police department receives a call from a local citizen who wants to report a disruptive gathering at a nearby home. She creates an incident report and assigns an incident investigator.

The agent receives a second call from an anonymous caller reporting gunshots near the location of the earlier disturbance. She creates a second incident report, and then, using information that the caller provides, creates a suspect record and a group record and associates these records with the incident. Because the incident involves a potential threat to public safety, she sends an investigator to the crime scene.

The investigator follows up on the incident and finds that several persons are injured. He assigns his work time to the incident, and then decides to escalate the incident to a case. From the incident record, the investigator creates a case record and attaches several digital photographs from the crime scene to the case record. He records the activities that

he completed while on the scene, adds a public note sharing details from interviews with his team, and then adds a private note for an unverified tip that he receives.

The investigator queries his team's open caseload for other cases associated with the same group. He finds several other cases that another team member is working on. The investigator associates his case with the team member's cases. The two investigators confer to decide which of them is listed as the primary investigator for the case.

Managing Child-Welfare Incidents

An agent who works at a Child Protection Services agency receives a call from a nurse at a hospital who suspects that the parents of one of her patients is physically abusing the child patient. The agent creates an incident report using the information that the nurse provides. She notes in the report that the nurse is a mandatory reporter because the nurse must report her suspicions for legal reasons. This incident report includes information about the nurse, her allegations, the child, the child's parents, and other relevant information.

The agent immediately performs a safety assessment of the incident to help her determine the safety of the child. After performing this assessment, the agent knows that the situation is urgent. Meanwhile, the agent's manager reviews the incident report and decides that sufficient information exists to further investigate the incident, so he approves the incident. Consequently, the screening decision for the incident report changes to a status of Screened In. Subsequently, the agent escalates the incident to a case for investigation and assigns a social worker to the case. The social worker visits the family's home, talks with the parents and child, evaluates the home environment, and uses the gathered information to perform a family assessment of the case to help him determine the family's ability to care for the child.

After performing the family assessment, the social worker decides to temporarily place the child in the custody of her grandparents. The social worker also creates a service plan for the case contacts. This plan includes scheduled visits to a therapist for the child and the parents. To prepare for the case's court hearing that is scheduled in a few months, the social worker keeps track of court documents, court correspondence, and court activities that relate to the case. After the court hearing, the social worker records information about court decisions for the case.

Managing Suspects and Groups

A detective with a municipal police department is investigating a local gang in connection with a series of homicides. A colleague tells him that a suspect in a recent shooting incident might have ties to the gang that the detective is investigating. The detective reviews the shooting case and notes that witnesses identified the suspect using an obvious alias. He searches the suspect records for the alias and finds a match, confirming that an individual using the alias and matching the suspect's description is associated with a gang he believes is involved in several shooting cases.

The detective accesses the gang's group record and reviews the hierarchy to determine the suspect's relationship with other gang members. He finds that one of the suspect's subordinates is a previous shooting victim. The detective uses an informant to gather additional information, placing the suspect at the recent incident at the time of the shooting. The detective determines that the suspect might have had a motive and the opportunity to commit the previous crime. He updates the suspect record with the activities he performed and the notes he gathered, and then generates a Case Overview Report about the shooting investigation to use in requesting a warrant for the suspect's arrest.

About Tracking Evidence for Cases

Siebel Public Sector allows agencies to effectively track and manage items of evidence, providing a flexible repository of physical items. The same piece of evidence can be related to several incident, lead, and case records. Agents can relate items of evidence within and between cases to establish key investigative links. You can serialize evidence items as part of a case, using the specific numbering methodology of your agency. For more information, see *Process of Managing Evidence Items*.

You can initially record evidence collected at a crime scene (for example, a weapon) as an asset, and then convert the evidence to an evidence record in multiple cases. Agents can link several evidence items with the same underlying asset.

Using activity templates or specific instructions, agencies can standardize the handling of different types of evidence. Users can select start and end times for items of evidence. Start and end times can be useful when tracking documents that are valid only for a specific amount of time, for example, yearly employment verification documents.

About Generating New Serial Numbers

If automatic serialization is enabled for the Siebel Public Sector application, then you can update the serial number that is automatically generated for a case, lead, or evidence record. You update the serial number when field values in the record change, and when those field values determine the serial number. Also, you update serial numbers when the serialization rule for the serial number changes after the serial number was last generated. When you click the Regenerate All button, the serial numbers for the selected record and some associated records are regenerated.

For example, if you change the Territory field in a case record from New York (NY) to New Orleans (NO), then you can click Regenerate All to update the serial number for the case and for an associated item of evidence. If the serial number for the case is NY-2B-296-3964041, and the serial number for the associated item of evidence is NY-2B-296-3964041-296-3964055, then when you click Regenerate All, the new serial number for the case is NO-2B-296-3964041, and the new serial number for the associated item of evidence is NO-2B-296-3964041-296-3964055. For more information about serialization, see *About Serialization Rules*.

The Regenerate All button behavior differs slightly between screens:

- When you click Regenerate All in the Cases screen, the serial numbers for the selected case record, any associated evidence records, and any associated attachment records are regenerated. The serial numbers for associated Lead records remain unchanged. For more information, see *Generating New Serial Numbers for Leads*.
- When you click Regenerate All in the Evidence screen, the serial numbers for the selected evidence record and any associated attachment records are regenerated. The serial numbers for associated subevidence records and related evidence records remain unchanged.
- When you click Regenerate All in the Leads screen, the serial numbers for the selected lead record and any associated attachment records are regenerated. The serial numbers for associated sublead records remain unchanged. For more information, see *Generating New Serial Numbers for Subleads*.

Process of Administering Investigative Cases

This process consists of tasks that administrators typically perform when administering investigative cases. Your agency might follow a different process according to its business requirements.

To administer investigative cases, administrators perform the following tasks:

- *Configuring Thresholds for Risk Assessments*
- *Eliminating Approval Requirement for Incident Escalations*

Configuring Thresholds for Risk Assessments

After a user completes a risk assessment for a child-welfare incident, the user clicks the Evaluate button in the Risk Assessment dialog box for the Assessment field in the Incident form. The Incident Priority field changes to Urgent if the Percent field for the assessment is greater than an established threshold. Administrators can configure this threshold.

This task is a step in *Process of Administering Investigative Cases*.

To configure the thresholds for risk assessments

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Select Business Component in the Object Explorer, and then select the PUB HLS Incident business component.

   If you want to configure the threshold for case risk assessments, then select the HLS Case business component.
3. Navigate to Business Component, then Field, and select the Assessed Priority field.
4. In the Calculated Value field, change the threshold value.

   In the following expression for the Calculated Value field, the threshold value is 0.7:

   ```
   IIF ([Assessment Max Score] IS NOT NULL AND [Assessment Score] IS NOT NULL AND [Assessment Max Score] <>
    0.0 AND [Assessment Score]/[Assessment Max Score] >= 0.7, LookupValue('PUB_CASE_PRIORITY','Urgent'),
    LookupValue('PUB_CASE_PRIORITY','Standard'))
   ```
5. Deliver the changes to the Integration Branch.

Eliminating Approval Requirement for Incident Escalations

Before a user can escalate a child-welfare incident to a case, all approvers must approve the child-welfare incident. Administrators can eliminate this approval requirement.

This task is a step in *Process of Administering Investigative Cases*.

To eliminate the approval requirement for incident escalations

1. Log in to Siebel Tools or Web Tools as an administrator and create a new workspace.
2. Select Applet in the Object Explorer, and then select the PUB HLS Incident Form Applet - Header applet.
3. Lock this applet so that you can change it.
4. Navigate to Applet, then Applet User Prop in the Object Explorer.
5. Select the CanInvokeMethod: CreateCase user property, and delete it.

> **Note:** If you want to modify, and not eliminate, the approval requirement, then you can change the text in the Value field for this user property instead of deleting the property.

6. Deliver the changes to the Integration Branch.
7. Unlock this applet.

Roadmap for Managing Investigative Cases

This roadmap consists of processes and tasks that users typically perform when managing investigative cases. Your agency might follow a different roadmap according to its business requirements.

To manage investigative cases, users perform the following processes and tasks:

- *Process of Managing Incident Reports*
- *Process of Managing Incident Time*
- *Process of Managing Lead Information*
- *Process of Managing Evidence Items*
- *Process of Managing Profiles for Group Suspects*
- *Process of Managing Profiles for Groups*

Process of Managing Incident Reports

An incident represents the information about an event that might be of interest to an agency. For example, an incident might be a report of a leaking fire hydrant. An agency can receive incident information by phone, email, and fax. Also incident information can come from independent research that agents conduct.

Incident records might be created automatically from the content of incoming messages and email notes. Usually, a member of the investigative team is responsible for following up on the incident information to determine whether the incident warrants further action and whether the incident is associated with other incidents, leads, and cases. An agent, who has knowledge of appropriate criteria, might decide to upgrade an incident to a case.

This process consists of tasks that users typically perform when managing incident reports. Your agency might follow a different process according to its business requirements.

To manage incident reports, users perform the following tasks:

- *Creating Incident Records*
- *Adding Details to Incident Records*
- *Adding Offense, Allegation, and Arrest Information to Incidents*
- *Adding Circumstantial Information to Incidents*
- *Adding Subject Information to Incidents*
- *Adding Account Information to Incidents*
- *Reviewing Approvers for Incidents*

- *Submitting Incidents for Approval*
- *Escalating Incidents to Cases for Investigation*
- *Assessing Child-Welfare Incidents*

This process is a step in *Roadmap for Managing Investigative Cases*.

Creating Incident Records

An investigator or agent at a call center creates incident records and enters details about what happened, where the incident occurred, and other information.

This task is a step in *Process of Managing Incident Reports*.

To create an incident record

1. Navigate to the Incidents screen, then the Incident List view.
2. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Incident Number	Displays an automatically generated number that uniquely identifies the incident.
Incident Summary	Type a summary description of the incident. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays the Incident Summary field text that the citizen types on the site.
Status	Displays a status of Active for the incident. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays the Status field value that the citizen selects on the site.
Employee	Displays the ID of the user who creates the incident record. You can assign additional users to the incident but designate only one user as the primary employee for the incident.
Source Name	Select the contact who provides the information about the incident. If the contact record does not exist, then create a new contact record. Drill down on this field to navigate to the Contacts screen. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays the name of the citizen if the citizen enters a user ID and password to access the site. If the citizen does not enter a user ID and password to access the site, then this field displays a name of Guest Customer.
Source Type	Select the type of source for information about the incident. Values include Email, Phone, Fax, News Media, Open Source, and Other. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays a value of Web.

Field	Description
Case Name	Select a case that is associated with the incident. When you select a case name, the Case Number, Case Serial number (#), and Case Owner fields in the More Info view for the incident are populated.
Intake Category	Select the category for a child-welfare incident. Values include Abuse and Neglect. You can select a value in this field only if the Type field of the incident is Child Welfare.
Intake Type	Select a further clarification of the intake category. The values that you can select depend on the value that you select in the Intake Category field.
Intake Sub Type	Select a further clarification of the intake type. The values that you can select depend on the value that you select in the Intake Type field.
Mandatory Reporter	Select this check box if the person who notifies you of the incident must do so for legal reasons. You can select this check box only if the Type field of the incident is Child Welfare.
Source Organization	Select the source organization for the information about the incident. If the contact that you select as the value for the Source Name field has an associated account, then this field is populated with the primary account for the contact.
Incident Priority	Select a value to indicate the importance of incident investigation. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays the Priority field value that the citizen selects on the site.
Date Occurred	Select the date and time that the incident occurred. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays the Date Occurred field value that the citizen selects on the site.
Date Created	Displays the date and time that you create the incident record. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays the date and time that the citizen reports the incident.
Date Reported	Select the date and time that the citizen reports the incident. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays the date and time that the citizen reports the incident.
Description	Type a detailed description of the incident. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays the Description field text that the citizen types on the site.

Field	Description
Group	Displays the group name that users select in the Groups view of the Incidents screen. You can also add groups to or remove groups from the groups list using this field.
Location	Select the location of the incident. You select this location from a predefined list.
Source Reliability	Displays the source reliability if the contact in the Source Name field contains a value for reliability.
Group Suspect Full Name	Displays the suspect name that users select in the Group Suspects view of the Incidents screen. You can also add suspects to or remove suspects from the suspects list using this field.
Cleared Exceptionally	Select this check box to indicate that the incident is cleared because of exceptional circumstances. When you select this check box, you must also select values for the Cleared Exceptionally Reason and Exceptional Clearance Date fields.
Cleared Exceptionally Reason	Select the reason this incident is cleared. Values include Extradition Denied and Prosecution Declined.
Exceptional Clearance Date	Select the date and time that the incident is cleared.
Type	Select the type of incident. Values include Animal Control and Noise Complaint. When a citizen reports the incident on a self-service Web site for Siebel Public Sector Self Service, this field displays the Incident Type field value that the citizen selects on the site.
Account Name	Select the account that is related with the incident. For more information about associating accounts with incidents, see *Adding Account Information to Incidents*.
Media Interest Flag	Select this check box to indicate that the incident might be a source of media interest.
Sub-Status	Select a further clarification of the incident status. The values that you can select depend on the value that you select in the Status field.
Sub-Type	Select a further clarification of the incident type. The values that you can select depend on the value that you select in the Type field.

3. Drill down on the Incident Summary field.

4. In the More Info view, complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Approval Template	Select a template that determines the approval routing for the incident. The incident record is automatically routed to each approver's inbox until the record has all approvals in the chain. For more information, see *Reviewing Approvers for Incidents* and *Submitting Incidents for Approval*.
Screening Decision	Displays the status of the screening decision for the incident. This field is populated as a result of the decisions of approvers for the incident. Values include: o **Awaiting Screening Decision.** A screening decision is not yet made. This field value appears after you submit an incident for approval. o **Screened In.** Sufficient information exists to further investigate the incident. This field value appears after all approvers approve the incident. o **Screened Out.** Not enough information exists to further investigate the incident, or a child-welfare incident does not meet the legal definition of abuse or neglect. This field value appears if any approver rejects the incident.
Related Incident Name	Select another existing incident that is related to this incident. When you select an incident for this field, the Related Incident Number field is populated.
Related Incident Number	Displays the number for another existing incident that is related to this incident.
Keywords	Type the words that investigators can use to search for similar incident characteristics. Investigators can type these words in the Keywords field in the Incidents Home view of the Incidents screen to find those incident records with matching keywords.
Offender Name	Displays the offender name that users select in the Offenders view of the Incident List view of the Incidents screen. You can also add offenders to or remove offenders from the offenders list using this field.
Victim Type	Select the type of victim, a person or an account. For more information, see *Adding Account Information to Incidents*.
Victim Name	Displays the victim name that users select in the Victims view of the Incident List view of the Incidents screen. You can also add victims to or remove victims from the victims list using this field.

Adding Details to Incident Records

Numerous views allow members of the case team to add supporting documentation and activities to an incident record.

This task is a step in *Process of Managing Incident Reports*.

To add details to an incident record

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the appropriate view, and create a new record.

   The following table describes some of the views.

View	Description
More Info	Use this view to view some incident fields and to enter values in some of these fields.
Evidence	Use this view to create a new evidence record for the incident. For more information, see *Process of Managing Evidence Items*.
Leads	Use this view to associate existing lead records with the incident or create a new lead record. For more information, see *Process of Managing Lead Information*.
Arrests	Use this view to add arrest information to the incident. For more information, see *Adding Arrest Information to Incidents*.
Offenses	Use this view to add offense information to the incident. For more information, see *Adding Offense Information to Incidents*.
Offenders	Use this view to add offender information to the incident. For more information, see *Adding Offender Information to Incidents*.
Victims	Use this view to add victim information to the incident. For more information, see *Adding Victim Information to Incidents*.
Assets	Use this view to associate assets with the incident.
Circumstances	Use this view to add circumstantial information to the incident. For more information, see *Adding Circumstantial Information to Incidents*.

View	Description
Subjects	Use this view to add details about individuals who you have not yet definitely identified. For more information, see *Adding Subject Information to Incidents*.
Contacts	Use this view to associate existing contact records with the incident or create a new contact record. For more information, see *Adding Contact Information to Cases*.
Service Requests	Use this view to initiate a request for action or service fulfillment for the incident. For more information about service requests, see *Siebel Field Service Guide* .
Cases	Use this view to associate existing case records with the incident, create a new case record, and review the case history for the incident. For more information, see *Creating Case Records*.
Audit Trail	Use this view to determine who modified the incident record and when the user made the changes.
Activities	Use this view to create the follow-up tasks for the incident and to assign each task to a team member. For more information, see *Managing Activities for Cases*.
Attachments	Use this view to associate electronic files, such as documents, images, and other media, with the incident. For more information, see *Adding Attachments to Cases*.
Groups	Use this view to associate existing group records with the incident or create a new group record. For more information, see *Creating Profiles for Groups*.
Notes	Use this view to add other information to the incident record. For more information, see *Adding Notes to Cases*.
Group Suspects	Use this view to associate existing suspect records with the incident or create a new suspect record. For more information, see *Creating Profiles for Group Suspects*.
Accounts	Use this view to associate existing account records with the incident and create a new account record. For more information, see *Adding Account Information to Incidents*.
Incident Time Tracker	Use this view to assign user time to the incident. For more information, see *Assigning Time to Incidents Using Time Tracker*.
Assessments	Use this view to assess a child-welfare incident. For more information, see *Assessing Child-Welfare Incidents*.

View	Description
Allegations	Use this view to add allegation information to the incident. For more information, see *Adding Allegation Information to Incidents*.
Approvers	Use this view to review the approvers that are listed in the approval template for the incident. For more information, see *Reviewing Approvers for Incidents*.

Adding Offense, Allegation, and Arrest Information to Incidents

In the Offenses, Allegations, Offenders, Victims, and Arrests views on the Incidents screen, users can list the offenses committed, designate the appropriate allegations, record information about individuals involved in an incident, and record any completed or attempted arrests. Agents can track individuals in multiple incidents, even when an individual has a different role in each incident.

The offenses, allegations, offenders, and victims and that you can associate with a record depends on the records that users create in the other views. For example, the victims who you can associate with an offender using the Victims view in the Offenders view of the Incidents screen depends on the victim records that users create in the Victims view of the Incidents screen. Therefore, it is recommended that you create information in the following order:

1. Create all offense, allegation, offender, victim, and arrest records in the Offenses, Allegations, Offenders, Victims, and Arrests views of the Incidents screen.

   Create records in the Arrests view last because this view depends on the other views for information.
2. Go back to each of these views and use the subviews to associate the appropriate information with the related record. For example, associate victims and offenses with offenders.

To add offense, allegation, and arrest information to incidents, perform the following tasks:

- *Adding Offense Information to Incidents*
- *Adding Allegation Information to Incidents*
- *Adding Offender Information to Incidents*
- *Adding Victim Information to Incidents*
- *Adding Arrest Information to Incidents*

This task is a step in *Process of Managing Incident Reports*.

Adding Offense Information to Incidents

Perform the following procedure to add offense information to incidents.

To add offense information to an incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the Offenses view.
4. Create a new record, and complete the fields as appropriate.

The following table describes some of the fields.

Field	Description
Offense Name	Select the name of the offense that relates to this incident. When you select an offense name, the Offense Code and Offense Category fields are populated. In the List of Values view of the Administration - Data screen, administrators can set up the offense LOVs to include the offenses for your organization. They add values to a Type field of PUB_OFFENSE_NAME, PUB_OFFENSE_CATEGORY, and PUB_OFFENSE_CODE by setting the Parent LIC field in PUB_OFFENSE_NAME and then mapping to the appropriate category and code. For more information about constrained LOVs, see *Siebel Applications Administration Guide* .
Status	Select the status of the offense. Values include Attempted and Completed.
Location Type	Select a type that describes the location of the offense.
Motivation Type	Select the probable motivation for the offense. Values include Anti-Racial and Anti-Religious.
Motivation Sub-Type	Select a further clarification of the motivation type. The values that you can select depend on the value that you select in the Motivation Type field.

5. (Optional) If you want to associate additional records with the offense record, then complete the following steps:

   a. If you want to add offenders to the offense record, then navigate to Offender view, add a record in the Offenders list, select the offenders, and click OK.

      Before you can add offenders in this view, you must add or create the offender records in the Offenders view in the Incident List view of the Incidents screen. For more information, see *Adding Offender Information to Incidents*.

   b. If you want to add victims to the offense record, then navigate to the Victim view, add a record in the Victims list, select the victims, and click OK.

      Before you can add victims in this view, you must add or create the victim records in the Victims view in the Incident List view of the Incidents screen. For more information, see *Adding Victim Information to Incidents*.

   c. If you want to add weapons or other forms of force to the offense record, then navigate to the Force view, and create new records in the Force list.

   d. If you want to add assets to the offense record, then navigate to the Assets view, add a record in the Assets list, select the assets, and click Add.

      Before you can add assets from this view, you must add or create the assets using the Assets view in the Incident List view of the Incidents screen.

e. If you want to add notes to the offense record, then navigate to the Notes view, and create new records in the notes list.

   For more information, see *Adding Notes to Cases*.

f. If you want to add attachments to the offense record, then navigate to the Attachments view, and create new records in the Attachments list.

   For more information, see *Adding Attachments to Cases*.

Adding Allegation Information to Incidents

Perform the following procedure to add allegation information to incidents.

To add allegation information to incidents

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the Allegations view.
4. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Allegation Name	Select the name of the allegation. In the List of Values view of the Administration - Data screen, administrators can edit the allegation LOVs to include the allegations for your organization. They add values to a Type field of PUB_ALLEGATION_NAME. For more information, see *Siebel Applications Administration Guide* .
Allegation Code	Displays the allegation code for the allegation name that you select.
Allegation Category	Displays the allegation category for the allegation name that you select.
Classification Decision	Select the status of the decision about the allegation. Values include Investigating, Approved, and Rejected.

5. (Optional) If you want to associate additional records with the allegation record, then complete the following steps:

   a. If you want to add victims to the allegation record, then scroll down, navigate to the Victim view, add a record, select the victims, and click OK.

      Before you can add victims in this list, you must add or create the victim records in the Victims view in the Incident List view of the Incidents screen. For more information, see *Adding Victim Information to Incidents*.

   b. If you want to add offenders to the allegation record, then scroll down, navigate to the Offender view, add a record, select the offenders, and click OK.

Before you can add offenders in this view, you must add or create the offender records in the Offenders view in the Incident List view of the Incidents screen. For more information, see *Adding Offender Information to Incidents*.

Adding Offender Information to Incidents

Perform the following procedure to add offender information to incidents. Offender records that you add to an incident also appear in the Contacts view for the incident.

To add offender information to an incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the Offenders view.
4. Create a new record, and complete the fields as appropriate.

   Note: Alternatively, add a record, and select an offender from a list of both contacts and group suspects. If you select a record for a person who is also an employee (a user created the record in the Employees view of the Administration - User screen), then you cannot change the record from this view. If you select any other record (a user created the record in the Contacts or Group Suspects screen), then you can change the record.

5. (Optional) If you want to associate additional records with the offender record, then complete the following steps:

   a. If you want to add offenses to the offender record, then navigate to the Offenses view, and create new records in the Offenses list.

      Before you can select an offense in the Offense Name field, you must create the offense records in the Offenses view in the Incident List view of the Incidents screen. For more information, see *Adding Offense Information to Incidents*.

   b. If you want to add notes to the offender record, then navigate to the Notes view, and create new records in the notes list.

      For more information, see *Adding Notes to Cases*.

   c. If you want to add victims to the offender record, then navigate to the Victims view, and complete the following steps:

      - In the Victims list, add a record, select the victims, and click OK.

        Before you can add victims in this view, you must add or create the victim records in the Victims view in the Incident List view of the Incidents screen. For more information, see *Adding Victim Information to Incidents*.
      - In the Relationship to Victim list, select the type of relationship that the offender has with the victim.

   d. If you want to add allegations to the offender record, then navigate to the Allegations view, and create new records in the Allegations list.

      Before you can select an allegation in the Allegation Name field, you must create the allegation records in the Allegations view in the Incident List view of the Incidents screen. For more information, see *Adding Allegation Information to Incidents*.

Adding Victim Information to Incidents

Perform the following procedure to add victim information to incidents. Victim records that you add to an incident also appear in the Contacts view for the incident.

To add victim information to an incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the Victims view.
4. Create a new record, and complete the fields as appropriate.

   > **Note:** Alternatively, add a record, and select a victim from a list of contacts. If you select a record for a person who is also an employee (a user created the record in the Employees view of the Administration - User screen), then you cannot change the record from this view. If you select any other record (a user created the record in the Contacts screen), then you can change the record.

   The following table describes some of the fields.

Field	Description
Resident Status	Select the resident status of the victim. Values include Nonresident, Resident, and Unknown.
Status	Select the status of the victim. Values include Active, Inactive, and Deceased.
Child Current Condition	Select the current condition of the victim in a child-welfare incident. Values include Safe, Unsafe, and Unknown.
Child Current Location	Select the current location of the victim in a child-welfare incident. Values include Home, School, Friend's Place, and Neighbors.
Officer	Select this check box if the victim is a police officer.
Type of Activity	When a police officer is the victim, select the type of activity the officer was performing. You must select the Officer field to select data in this field.
Assignment Type	When a police officer is the victim, select the designation of the officer's assignment. You must select the Officer field to select data in this field.
Victim #	Displays an automatically generated number that uniquely identifies the victim.

5. (Optional) If you want to associate additional records with the victim record, then complete the following steps:

a. If you want to add offenses to the victim record, then navigate to the Offenses view, and create new records in the Offenses list.

   Before you can select an offense in the Offense Name field, you must create the offense records in the Offenses view in the Incident List view of the Incidents screen. For more information, see *Adding Offense Information to Incidents*.

b. If you want to add offenders to the victim record, then navigate to the Offenders view, and complete the following steps:

   - In the Offenders list, add a record, select the offenders, and click OK.

     Before you can add offenders in this view, you must add or create the offender records in the Offenders view in the Incident List view of the Incidents screen. For more information, see *Adding Offender Information to Incidents*.
   - In the Relationship to Victim list, select the type of relationship that the offender has with the victim.

c. If you want to add notes to the victim record, then navigate to the Notes view, and create new records in the notes list.

   For more information, see *Adding Notes to Cases*.

d. If you want to add injuries to the victim record, then navigate to the Injuries view, and create new records in the Injuries list.

e. If you want to add allegations to the victim record, then navigate to the Allegations view, and create new records in the Allegations list.

   Before you can select an allegation in the Allegation Name field, you must create the allegation records in the Allegations view in the Incident List view of the Incidents screen. For more information, see *Adding Allegation Information to Incidents*.

Adding Arrest Information to Incidents

Perform the following procedure to add arrest information to incidents.

To add arrest information to an incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the Arrests view.
4. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Last Name	Select an offender for the arrest. Before you can select an offender, you must add or create offender records in the Offenders view in the Incident List view of the Incidents screen. For more information, see *Adding Offender Information to Incidents*.
Arrest Status	Select a status for the arrest. Values include Completed or Attempted.

Field	Description
Arrest Sequence #	Displays a number for each new arrest record. The first arrestee has a value of 1, the second has a value of 2, and so on.
Multiple Incidents Indicator	Select this field to indicate that the offender is involved in multiple incidents.

5. (Optional) If you want to associate additional records with the arrest record, then complete the following steps:
   a. If you want to add notes to the arrest record, then navigate to the Notes view, and create new records in the notes list.
      For more information, see *Adding Notes to Cases*.
   b. If you want to add activities to the arrest record, then navigate to the Activities view, and create new records in the Activities list.
   c. If you want to add offenses to the arrest record, then navigate to the Offenses view, and create new records in the Offenses list.
      Before you can select an offense in the Offense Name field, you must create the offense records in the Offenses view in the Incident List view of the Incidents screen. For more information, see *Adding Offense Information to Incidents*.
   d. If you want to add attachments to the arrest record, then navigate to the Attachments view, and create new records in the Attachments list.
      For more information, see *Adding Attachments to Cases*.

Adding Circumstantial Information to Incidents

In the Circumstances view of the Incidents screen, users can record details about an incident for a specific category, such as aggravated assault or murder.

This task is a step in *Process of Managing Incident Reports*.

To add circumstance information to an incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the Circumstances view.
4. Create a new record, and complete the fields as appropriate.
   The following table describes some of the fields.

Field	Description
Category	Select the category for the incident. Only certain types of incidents warrant additional circumstantial details. Values include Murder, Justifiable Homicide, and Negligent Manslaughter.

Field	Description
Type	Select the type of category for the circumstances. The values that you can select depend on the value that you select in the Category field.
Sub-Type	Select a further clarification of type for the circumstances. The values that you can select depend on the value that you select in the Type field.

Adding Subject Information to Incidents

In the Subjects view of the Incidents screen, users can record details about individuals who might be involved in the incident but whose identity they might not have confirmed. They might not know the names and full details of these individuals, but using their descriptions, investigators can match these individuals to possible group suspects and contacts.

This task is a step in *Process of Managing Incident Reports*.

To add subject information to an incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the Subjects view.
4. In the Subjects list, create a new record.
5. In the Matches list, create a new record for each contact or suspect who might match the subject's description.

   Although you can manually add individuals in the Matches list, the actual matching is a process that is run externally to Siebel Public Sector. This external process searches a database for the appropriate record and displays the associated details in the Matches list.

Adding Account Information to Incidents

Offenders can commit offenses against a person, a company (account), or both. Examples of account victims include incidents of setting fire to a warehouse, breaking windows, and stealing money from a bank or store. If someone is hurt during such an incident, then the incident has a person victim in addition to the account victim. When creating an incident report, users can specify the type of victim using the Victim Type field in the More Info view in Incident List view of the Incidents screen.

You can add existing and new accounts to incidents using the Accounts view in the Incident List view of the Incidents screen. For more information about creating account records, see *Siebel Applications Administration Guide* .

This task is a step in *Process of Managing Incident Reports*.

To add account information to an incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.

3. Navigate to the Accounts view.
4. Create a new record, and complete the fields as appropriate.
5. (Optional) If you want to add offenses to the account record, then scroll down, navigate to the Offenses view, and create new records.

   Before you can select an offense in the Offense Name field, you must create the offense records in the Offenses view in the Incident List view of the Incidents screen. For more information, see *Adding Offense Information to Incidents*.

Reviewing Approvers for Incidents

Incidents sometimes require approval from several people in an organization. In the Incident Approval Template view of the Administration - Case screen, administrators can set up the approval templates that users can select. Each template includes a predefined list of approvers. For more information, see *Creating Approval Templates for Incidents*.

When you select an approval template for an incident record, the Approvers view is populated with the list of approvers on the approval template. The approver list is read-only. Users cannot edit, delete, and add records to maintain the integrity of the approval process. If the incident owner's position is in the approval template, then the incident owner's position is not populated in the approver list. You cannot approve your own incident.

The Sequence Number field in this view determines the order in which the incident is routed to each user. When users select an approval template for an incident and then submit the incident for approval, the incident is routed automatically to the inbox of the first approver in the chain of approval.

The Approval Status field in this view contains no data before anyone approves or rejects the incident. After approval or rejection, this field is automatically set to Approved or Rejected. If you resubmit a rejected incident, then the Approval Status field is cleared.

This task is a step in *Process of Managing Incident Reports*.

To view an approver list for an incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the Approvers view.

   The approver list for the incident appears.

Submitting Incidents for Approval

When you select an approval template for an incident record, the Approvers view is populated with the list of approvers on the approval template. After this view is populated with the list of approvers, you can submit the incident for approval. Approvals are routed according to the sequence number for each approver. For more information, see *Creating Approval Templates for Incidents*.

After you submit an incident for approval, the incident is routed to the inbox of the first approver in the chain of approval. After that approver approves the incident, the incident is routed to the next approver in the chain, and so on. For more information, see *Approving Cases in the Inbox*.

This task is a step in *Process of Managing Incident Reports*.

To submit an incident for approval

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. In the More Info view, select an incident approval template from the Approval Template field.

   > **Note:** If you do not see the template that you need in the Select Template dialog box, then make sure that the Incident Type and Incident Priority values are correct. The correct templates appear when these values match the values in the template record.

4. Click Submit.

   The Status field of the incident record changes to Submitted, the fields become read-only, and the incident record is routed to the first individual in the chain of approval.
5. To recall an incident submitted for approval, click Recall.

   The incident record is removed from the approver's inbox.

   You can recall incidents that you submit for approval before approvers start reviewing the incident records in their inboxes.

Escalating Incidents to Cases for Investigation

If an incident warrants immediate escalation to a case for investigation, then you can generate a case from the incident record. Before you escalate a child-welfare incident to a case, all approvers must approve the child-welfare incident. For information about eliminating this approval requirement, see *Eliminating Approval Requirement for Incident Escalations*.

When all approvers approve a child-welfare incident, the Screening Decision field in the More Info view for the incident record changes from Awaiting Screening Decision to Screened In. The Create Case button is disabled for incident records with a value of Child Welfare in the Type field if the value in the Screening Decision field of the record is not Screened In.

> **Note:** You can create multiple cases from an incident and add multiple cases to an incident.

This task is a step in *Process of Managing Incident Reports*.

To create a case from an incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Select an incident record, and scroll down to the Incident form.
3. Click Create Case.

   The More Info view of the Cases screen appears, and the new case is added to My Cases.

Assessing Child-Welfare Incidents

Agents can assess a child-welfare incident to determine further action that they must take regarding the incident. To assess a child-welfare incident, you select an appropriate assessment template for the incident. This template facilitates uniformity in the assessment process.

After you save the selected assessment template, a list of attributes that you must evaluate appears in the Assessment Attributes list. To evaluate an attribute, you enter an appropriate value for the attribute. In the Assessment Attributes list, you cannot add attributes to or delete attributes from the assessment template.

Agents can perform the following types of assessments:

- **Risk Assessment.** This type of assessment determines the risk of future abuse to the child and considers factors such as the ability of members in the extended family or faith groups to help the child.
- **Safety Assessment.** This type of assessment determines the safety of a child and considers factors such as the age of the child, the type of abuse, and the possibility of more abuse. An agent performs this type of assessment immediately after recording and adding details to a child-welfare incident.
- **Family Assessment.** This type of assessment determines the family's ability to care for the child and considers such factors as the family history.
- **Reunification assessment.** This type of assessment determines the viability of uniting the child with the family.

You select an assessment type in the Type field when you create an assessment template. For information about creating assessment templates, see *Siebel Applications Administration Guide* .

Agents can escalate a child-welfare incident to a case. For more information, see *Escalating Incidents to Cases for Investigation*.

After escalation, agents can also perform case assessments for the Safety, Risk, Family and Reunification assessment types. For cases, agents perform assessments in the Assessments view for cases.

This task is a step in *Process of Managing Incident Reports*.

To assess a child-welfare incident

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the child-welfare incident.
3. Navigate to the Assessments view, create a new record, and complete the fields as appropriate.
   The following table describes some of the fields.

Field	Description
Template Name	Select a template that includes the appropriate attributes to assess the child-welfare incident.
Name	When you save the record, displays the name of the template that you select followed by an automatically generated number that uniquely identifies the assessment, but you can change this name.

Field	Description
Description	Displays the description of the template that you select, but you can change this description.
Assessment Score	Displays the total of the Total Score fields for the assessment attributes that are associated with the template. This field is populated after you assign values to assessment attributes.
Maximum Score	Displays the highest score possible for the template that you select. For each assessment attribute in the template, the Weight field is multiplied by the highest value possible in the Score field. The sum of these results is the maximum score for the template.
Percent	Displays the result of the Assessment Score divided by the Maximum Score. This field is populated after you assign values to assessment attributes.
Active Template	Displays a check in the check box to indicate that the template is active. Administrators designate an active template in the Sales Assessment Templates view of the Administration - Data screen.
Updated	Displays the current date and time.

4. In the Assessment Attributes list, enter a value for each attribute to assess the child-welfare incident.

   The following table describes some of the fields.

Field	Description
Order #	Displays the order number for the attribute when you save the assessment record. Administrators set up the order number for each attribute when they set up the template.
Attribute Name	Displays the attribute name when you save the assessment record. Administrators set up the name for each attribute when they set up the template.
Value	Select the value that is applicable to the attribute for the child-welfare incident.
Comment	If necessary, type more information about the Value field.
Weight	Displays the weight for the attribute when you save the assessment record. Administrators set up the weight for each attribute when they set up the template.

Field	Description
Score	Displays the score for the value that you select. Administrators set up the score for each value when they set up the template.
Total Score	Displays the result of the Weight field multiplied by the Score field.
ID	Displays an automatically generated number that uniquely identifies the assessment attribute.
Maximum Score	Displays the result of the Weight field multiplied by the highest value possible in the Score field.

5. If you are assessing risk for the child-welfare incident, then complete the following steps:
   a. Click the select button in the Assessment field of the Incident form.
   b. In the Risk Assessment dialog box that appears, select the risk assessment that you want to evaluate.

      You can evaluate a risk assessment that is associated with an active template.
   c. Click Evaluate.

      If the Percent field of the assessment is greater than an established threshold, then the Incident Priority field changes to Urgent. For information about configuring this threshold, see *Configuring Thresholds for Risk Assessments*.

Process of Managing Incident Time

This process consists of tasks that users typically perform when managing incident time. Your agency might follow a different process according to its business requirements. Frequently, you track incident time for legal reasons.

To manage incident time, users perform the following tasks:

- *Assigning Time to Incidents Using Time Sheets*
- *Assigning Time to Incidents Using Calendars*
- *Assigning Time to Incidents Using Time Tracker*
- *Assigning Time to Incidents Using Bulk Entry*
- *Running Time Reports for Incidents*

Note: Before users can assign time to incidents, the administrator must make sure that the necessary day and week periods of time are set up in the Periods view of the Administration - Data screen. For more information, see *Siebel Applications Administration Guide* .

This process is a step in *Roadmap for Managing Investigative Cases*.

Assigning Time to Incidents Using Time Sheets

Using a time sheet, users can assign their time and the time of other users to an incident. You create a time sheet to record the time that users work on incidents for a period of a week. Other users must authorize you to assign their time. For more information, see *Setting Up Proxies for Time Assignments*.

This task is a step in *Process of Managing Incident Time*.

To assign time to an incident using a time sheet

1. Navigate to the Time Sheets screen, then the Time Reporting view.

   Alternatively, you can navigate to the Calendar screen, then the Time Reporting view.
2. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Time Sheet #	Displays an automatically generated number that uniquely identifies the time sheet.
Name	Displays your user ID. If you select My Time Sheets in the visibility filter, then you cannot change your user ID. If you select Time Sheets By Me in the visibility filter, then you can select the user IDs of other users who authorize you to assign their time to incidents.
Period	Displays the period that contains the current date if that period is set up in the Periods view of the Administration - Data screen, but you can select a different period for the time sheet.
Start	Displays the starting date for the period when you select a value in the Period field.
End	Displays the ending date for the period when you select a value in the Period field.
Status	Displays a status of In Progress.
Submit To	Displays the user ID of the time sheet approver, but you can change this user ID. Frequently, the time sheet approver is the manager of the user who is designated in the Name field. To find the manager of the user who is designated in the Name field, navigate to the Positions view of the Administration - Group screen, note the parent position for this user, and then query for this position to find its user. If the user in the Name field has no parent position, then you must select a value in this field. For automatically created time sheets, the Submit To field can contain no value. For such time sheets, you must select a value in this field to avoid an error message when

Field	Description
	you click the Submit button. For more information, see *Process of Managing Approval for Time Sheets*.
Time Sheet Total	Displays the time in hours that you assign to this time sheet.
Division	Displays the division for the user in the Name field.

3. Drill down on the Name field of the time sheet record.
4. In the Incident Time Reporting view, create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Creator	Displays your user ID.
Date	Displays the date for the time. You can change this date.
Type	Select the type of time. Values include Court and Litigation.
Incident	Select the incident that is associated with the time.
Caption	Displays the name of the incident when you select a value in the Incident field.
Status	Displays the status of the incident when you select a value in the Incident field.
Reported Hours	Type the total time in hours that the person worked on the incident.
Staff	Select the user ID for the person who worked on the incident. If this record is associated with a time sheet, then this field is populated with the user ID in the Name field of the time sheet.
Billable	Select this check box if the time is billable to the incident.

Note: The time item record that you create also appears in the Incident Calendar view of the Calendar screen (if the record applies to your time), in the Incident Time Tracker view of the Incidents screen, and in the Bulk Incident Time Entry view of the Time Reporting screen. Likewise, time item records that you create in one of these views also appear in the Incident Time Reporting view and the other two views.

5. (Optional) Scroll down to the Description and Comments section, and enter a description, public comments, and private comments about the time.
6. Repeat Step 4 and Step 5 for all of the time that you want to assign to this time sheet.
7. (Optional) Select a record, and click Next Day.

   A new record is created with the values in the Creator, Staff, and Billable fields of the selected record and with a value in the Date field that is one day after the date of the selected record.

Assigning Time to Incidents Using Calendars

Using the calendar, users can assign their time to an incident.

If users want to use the calendar to assign the time of other users to an incident, then administrators must configure the Incident Calendar view to accommodate these time assignments. For more information, see *Configuring Time Entry Views*.

Users can assign incident time by scheduling an activity and without scheduling an activity. Only the time that you assign to an incident by scheduling an activity appears on the calendar. For more information about administering and using the calendar, see *Siebel Applications Administration Guide* and *Siebel Fundamentals* .

> **Note:** The time that you assign to an incident is automatically associated with the appropriate time sheet. The appropriate time sheet has a time period that includes the date for the time assignment record, has the same owner as the time assignment record, and does not have a status of Submitted. If such a time sheet does not exist, then it is automatically created.

This task is a step in *Process of Managing Incident Time*.

To assign time to an incident using a calendar

1. Navigate to the Calendar screen, then the Incident Calendar view.

   The Incident Time Items list shows your incident time items for the selected calendar date, and the Incidents list shows the incidents that are assigned to you regardless of status. At the end of the Incident Time Items list, the values in the Reported Hours field are totaled.
2. Click the button for the daily, weekly, or monthly view to see the calendar format that you want.

   The Incident Time Items list shows your incident time items for the selected date, week, or month.
3. To assign your time to an incident by scheduling an activity, complete the following steps:

   a. In the calendar, create a new record for an activity that is associated with the incident.
   b. In the calendar form, enter a name for the activity in the Description field, select the activity type in the Type field, select the associated incident in the Incident field, and complete the other fields as appropriate.

      When you select the associated incident, a new time record is added to the Incident Time Items list.
   c. (Optional) To assign time to multiple incidents, select additional incidents in the Incident field.

      For each incident that you select, a new time record is added to the Incident Time Items list with a Reported Hours field value that corresponds to the Duration field value in the calendar form. You can change the Reported Hours field values for the records in the Incident Time Items list. If you change the

date and duration in the calendar form, then the corresponding field values in the Incident Time Items list do not automatically change, but you can manually change these corresponding field values.

d. In the Incident Time Items list, select the time type in the Type field.

   If you change the date, incident, and reported hours in a record in the Incident Time Items list, then the corresponding field values for the scheduled activity in the calendar do not automatically change.

e. Click Save This One to return to the calendar.

4. To assign your time to an incident without scheduling an activity, create a new record in the Incident Time Items list.

   For information about the fields in this view, see *Assigning Time to Incidents Using Time Sheets*.

Assigning Time to Incidents Using Time Tracker

Using the time tracker feature, users can assign their time to an incident. They can assign this time while working on the incident or after their work is complete.

If users want to use the time tracker feature to assign the time of other users to an incident, then administrators must configure the Incident Time Tracker view to accommodate these time assignments. For more information, see *Configuring Time Entry Views*.

> **Note:** The time that you assign to an incident is automatically associated with the appropriate time sheet. The appropriate time sheet has a time period that includes the date for the time assignment record, has the same owner as the time assignment record, and does not have a status of Submitted. If such a time sheet does not exist, then it is automatically created.

This task is a step in *Process of Managing Incident Time*.

To assign time to an incident using time tracker

1. Navigate to the Incidents screen, then the Incident List view.
2. Drill down on the Incident Summary field of the incident record.
3. Navigate to the Incident Time Tracker view.
4. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Staff	Displays your user ID. For other records in this view, this field might contain the user ID for another person who worked on the incident.
Name	Displays the name of the user ID in the Staff field.
Type	Select the type of time. Values include Court and Litigation.
Date	Select the date for the time.

Field	Description
Reported Hours	Type the total time in hours that was worked on the incident. This field displays the time difference between the start and stop time when you click the Start Timer and Stop Timer buttons.
Billable	Select this check box if the time is billable to the incident.

5. To assign time to an incident while you are working on the incident, complete the following steps:
   a. When you begin the work, click Start Timer.

      The Start field is populated with the current time.
   b. When you complete the work, click Stop Timer.

      The Stop field is populated with the current time.
6. To assign time to an incident after your work is complete, enter the time in hours that you worked on the incident in the Reported Hours field.

Assigning Time to Incidents Using Bulk Entry

Using the bulk entry feature, users can assign their time and the time of other users to multiple incidents. Other users must authorize you to assign their time. For more information, see *Setting Up Proxies for Time Assignments*.

A single user can assign time to the incidents for multiple other users. When you use a time sheet, the calendar, or time tracker to assign time to incidents, the time record automatically appears in the Bulk Incident Time Entry view of the Time Reporting screen.

If administrators configure client-side import for the PUB Bulk Incident Time Item business component, then users can import time item records from a CSV or TXT file into the Bulk Incident Time Entry view. For information about importing data, see *Siebel Fundamentals* . For information about configuring client-side import, see *Configuring Siebel Business Applications* .

To successfully import a field value, the column name for the field in the import source file must exactly match the field name in the business component. Import failure can occur when the import does not populate a required field or attempts to populate some fields with invalid values. If the import attempts to populate the Staff field with an invalid value, then the field is populated with the first value in the field drop-down list, and a Partial Import warning statement results.

> **Note:** The time that you assign to an incident is automatically associated with the appropriate time sheet. The appropriate time sheet has a time period that includes the date for the time assignment record, has the same owner as the time assignment record, and does not have a status of Submitted. If such a time sheet does not exist, then it is automatically created.

This task is a step in *Process of Managing Incident Time*.

To assign time to incidents using bulk entry

1. Navigate to the Time Reporting screen, then the Bulk Incident Time Entry view.

   Alternatively, you can navigate to the Calendar screen, then the Bulk Incident Time Entry view.
2. Create a new record, and complete the fields as appropriate.

   For information about the fields in this view, see *Assigning Time to Incidents Using Time Sheets*.
3. Repeat Step 2 for all of the time that you want to assign to incidents.
4. (Optional) Select a record, and click Next Day.

   A new record is created with the values in the Creator, Staff, and Billable fields of the selected record and with a value in the Date field that is one day after the date of the selected record.

Running Time Reports for Incidents

To review the user time that is allocated to incidents, you can run preconfigured reports that show detailed and summarized information about this time. You run these time reports in the Bulk Incident Time Entry view of the Time Reporting screen. In this view, you can see the following time records:

- The time records for your time. These records include:
  - The time records that you create for yourself
  - The time records that your past and present proxies create for you
- The time records for delegator users for whom you are a proxy. These records include:
  - The time records that these delegator users create for themselves
  - The time records that the past and present proxies (including you) for these delegator users create for the delegator users

The time reports that you run from this view include only information about the time records that you can see in this view and the time records that include your user ID in the Staff field.

If necessary, administrators can configure the header information in report templates, such as the address and logo of the organization, as well as the appropriate data to include in the report body. To configure report templates, you must use Oracle Business Intelligence Publisher Add-in for Microsoft Word. For more information about configuring report templates, see *Business Intelligence User Guide*, which is available from the application menu in the add-in application. (Select Start, Programs, Oracle BI Publisher Desktop, and then BI Publisher User Guide.)

Administrators can use the PUB Incident Time Item integration object to create new time reports for incidents. For information about creating and configuring new reports and about running reports, see *Siebel Reports Guide* .

This task is a step in *Process of Managing Incident Time*.

To run a time report for incidents

1. Navigate to the Time Reporting screen, then the Bulk Incident Time Entry view.
2. (Optional) Query for the data to include in the report.

> **Note:** If you do not query for data, then all of the view data with a Status field of Active is included in the report. Although you can query all view fields to further restrict the data to include in the report, you obtain meaningful report data if you query the following view fields: Date, Start Date, End Date, Incident, Staff, and Type.

3. Click Reports in the toolbar.

   The Run Report pane appears.
4. In the Run Report pane, complete the appropriate fields.

   Some fields are described in the following table.

Field	Description
Report Name	Select an available report. The available reports apply to the screen and view to which you navigate.
Custom Name	Type a custom name for the report if you want to name the report a different name from the value in the Report Name field.
Output Type	Select the output type for the report.
Report Locale	Select the locale for the report.

5. Click Submit.

   The designated report runs.
6. Click My Reports to navigate to the Reports view of the BI Publisher Reports screen.

   A record for the run report appears in the Reports view.
7. Drill down on the Report Name field in the Reports view to display the report in a new window.

   You can print the report by using the print feature for the application in which it appears.

Process of Managing Lead Information

Using lead management, agencies can track and manage clues and activities of interest. Agents can quickly create a lead as part of a case, assign the lead to an agent, add details about the lead, and then route the lead for approval. When approved, agents can route leads manually or automatically. Agencies can receive leads routed from other investigators and departments and manage leads in a single queue. For standardization purposes, you can serialize leads as part of a case according to the specific numbering methodology of your agency.

This process consists of tasks that users typically perform when managing lead information. Your agency might follow a different process according to its business requirements.

To manage lead information, users perform the following tasks:

- *Creating Lead Records*
- *Adding Details to Lead Records*
- *Generating New Serial Numbers for Leads*
- *Generating New Serial Numbers for Subleads*
- *Copying Leads*
- *Reviewing Approvers for Leads*
- *Submitting Leads for Approval*

This process is a step in *Roadmap for Managing Investigative Cases*.

Creating Lead Records

Perform the following procedure to create new lead records.

If automatic serialization is enabled for the Siebel Public Sector application, then you can update the serial number that is automatically generated for a lead record. You update the serial number when field values in the record change, and when those field values determine the serial number. Also, you update serial numbers when the serialization rule for the serial number changes after the serial number was last generated.

When you click Regenerate All in the Leads screen, the serial numbers for the selected lead record and any associated attachment records are regenerated. The serial numbers for associated sublead records remain unchanged. If you add a lead record on the Leads view of any screen (except for the Cases screen), then you must navigate to the Leads screen to regenerate the serial number.

> **Note:** The Case Name field is mandatory when you create a new lead record. Because you can associate leads with multiple cases, the lead serial number generated is based on the primary case record.

This task is a step in *Process of Managing Lead Information*.

To create a lead record

1. Navigate to the Leads screen, then the Lead List view.
2. Create a new record, and complete the fields as appropriate.
   The following table describes some of the fields.

Field	Description
Lead ID	Displays an automatically generated number that uniquely identifies the lead.
Lead Name	Type a descriptive name for the lead.
Lead Priority	Select the importance of the lead. Values include Routine, Deadline, Immediate, and Priority.
Lead Type	Select the type of lead. Values include Investigative, Administrative, and Site Visit.

Field	Description
Lead Sub-Type	Select a further clarification of the lead type. The values that you can select depend on the value that you select in the Lead Type field.
Lead Serial #	Displays the serial number for the lead. A serialization rule populates this field when you save the record. According to the default serialization rules, the serial number assigned to each lead is based on the primary case number associated with the lead. For example, if the case number is NY-2B-296-3964041, then the lead serial number might be NY-2B-296-3964041-296-3964055.
Lead Status	Displays a status of Active for the lead.
Lead Sub-Status	Select a further clarification of the lead status. The values that you can select depend on the value that you select in the Lead Status field.
Assigned To	Displays the ID of the user who creates the lead record. You can assign additional users to the lead. The user who creates the lead record remains the primary team member for the lead.
Approval Template	Select a template that determines the approval routing for the lead. The lead record is automatically routed to each approver's inbox until the record has all approvals in the chain. For more information, see *Reviewing Approvers for Leads* and *Submitting Leads for Approval*.
Case Name	Select a case that is associated with the lead. When you select a case name, the Case Number, Case Serial number (#), and Case Owner fields are populated. You can associate multiple cases with a lead.

Adding Details to Lead Records

Numerous views allow members of the case team to add supporting documentation and activities to a lead record.

This task is a step in *Process of Managing Lead Information*.

To add details to a lead record

1. Navigate to the Leads screen, then the Lead List view.
2. Drill down on the Lead Name field of the lead record.
3. Navigate to the appropriate view, and create a new record.

The following table describes some of the views.

View	Description
More Info	Use this view to view some lead fields and to enter values in some of these fields.
Accounts	Use this view to associate existing account records with the lead and create a new account record. For more information, see *Adding Accounts to Cases*.
Activities	Use this view to create the follow-up tasks for the lead and to assign each task to a team member. For more information, see *Managing Activities for Cases*.
Activity Plans	Use this view to associate a predefined activity plan containing activities with the lead. For more information, see *Managing Activities for Cases* and *Siebel Applications Administration Guide* .
Addresses	Use this view to associate existing address records with the lead or create a new address record. For more information, see *Adding Addresses to Cases*.
Assets	Use this view to associate assets with the lead.
Attachments	Use this view to associate electronic files, such as documents, images, and other media, with the lead. For more information, see *Adding Attachments to Cases*.
Cases	Use this view to associate existing case records with the lead, create a new case record, and review the case history for the lead. For more information, see *Creating Case Records*.
Contacts	Use this view to associate existing contact records with the lead or create a new contact record. For more information, see *Adding Contact Information to Cases*.
Diseases	Use this view to associate a disease or medical condition with the lead. For more information, see *Creating Disease Records*.
Evidence	Use this view to associate existing evidence records with the lead or create a new evidence record. For more information, see *Process of Managing Evidence Items*.
Groups	Use this view to associate existing group records with the lead or create a new group record. For more information, see *Creating Profiles for Groups*.

View	Description
Subjects	Use this view to add details about individuals who you have not yet definitely identified. For more information, see *Adding Subject Information to Incidents*.
Sub-Lead	Use this view to create lead records that are directly associated with the lead. You can drill down on the Lead Name field of a record in this view and add details to the sub-lead record in the same way that you add details to any lead record.
Group Suspects	Use this view to associate existing suspect records with the lead or create a new suspect record. For more information, see *Creating Profiles for Group Suspects*.
Households	Use this view to record details relating to a household rather than an individual. For example, if officers investigate a domestic disturbance at a household, then they can record information for that household rather than for an individual. For more information about households, see *Siebel Applications Administration Guide* .
Incidents	Use this view to associate existing incident records with the lead or create a new incident record. For more information, see *Process of Managing Incident Reports*.
Notes	Use this view to add other information to the lead record. For more information, see *Adding Notes to Cases*.
Service Requests	Use this view to initiate a request for action or service fulfillment for the lead. For more information about service requests, see *Siebel Field Service Guide* .
Approvers	Use this view to review the approvers that are listed in the approval template for the lead. For more information, see *Reviewing Approvers for Leads*.

Generating New Serial Numbers for Leads

Perform the following procedure to generate a new serial number for a lead that is associated with a case. This procedure allows you to generate a new lead serial number directly from the Leads view of the Cases screen. Alternatively, you can note the lead name, navigate to the Leads screen, and regenerate the lead serial number.

This task is a step in *Process of Managing Lead Information*.

To generate a new serial number for case leads

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Leads view.

4. Select the lead record to update with a new serial number.
5. Click Regenerate All.

   The lead serial number is updated.

Generating New Serial Numbers for Subleads

Perform the following procedure to generate a new serial number for a sublead that is associated with a lead. This procedure allows you to generate a new sublead serial number directly from the Sub-Lead view of the Leads screen. Alternatively, you can note the sublead name, navigate to the Leads screen, and regenerate the sublead serial number.

> **Note:** The format of the serial number for the sublead changes if you regenerate the number from the Leads screen because the triggered serialization rule is different. The Case Lead rule performs serialization in the Leads screen, while the Lead Sub-Lead Rule performs serialization in the Sub-Lead view in the Lead List view of the Leads screen. For more information, see *About Serialization Rules*.

This task is a step in *Process of Managing Lead Information*.

To generate a serial number for a sublead

1. Navigate to the Leads screen, then the Lead List view.
2. Drill down on the Lead Name field of the lead record.
3. Navigate to the Sub-Lead view.
4. Select the sublead record to update with a new serial number.
5. Click Regenerate.

   The sublead serial number is updated.

Copying Leads

You can copy a lead record to create a new record that contains the original record's attachments and information, such as associated contacts, accounts, and assets. Not all records are copied to the new record. Activities, activity plans, approval records, and sublead records are not copied to the new lead record.

This task is a step in *Process of Managing Lead Information*.

To copy a lead record

1. Navigate to the Leads screen, then the Lead List view.
2. Select a lead, and scroll down to the Leads form.
3. Select Copy Record in the menu that appears when you click the cogwheel icon.

   A duplicate record is created with the same Lead Name and Case Name values.
4. In the Lead Name field, enter a new name to more easily distinguish the lead from the original record.
5. Save the record.

   The serial number for the new lead record is generated. The case determines this serial number.

Reviewing Approvers for Leads

Leads sometimes require approval from several people in an organization. In the Lead Approval Template view of the Administration - Case screen, administrators can set up the approval templates that users can select. Each template includes a predefined list of approvers. For more information, see *Creating Approval Templates for Leads*.

When you select an approval template for a lead record, the Approvers view is populated with the list of approvers on the approval template. The approver list is read-only. Users cannot edit, delete, and add records to maintain the integrity of the approval process. If the lead owner's position is in the approval template, then the lead owner's position is not populated in the approver list. You cannot approve your own lead.

The Sequence Number field in this view determines the order in which the lead is routed to each user. When users select an approval template for a lead and then submit the lead for approval, the lead is routed automatically to the inbox of the first approver in the chain of approval.

The Approval Status field in this view contains no data before anyone approves or rejects the lead. After approval or rejection, this field is automatically set to Approved or Rejected. If you resubmit a rejected lead, then the Approval Status field is cleared.

This task is a step in *Process of Managing Lead Information*.

To view an approver list for a lead

1. Navigate to the Leads screen, then the Lead List view.
2. Drill down on the Lead Name field of the lead record.
3. Navigate to the Approvers view.

   The approver list for the lead appears.

Submitting Leads for Approval

When you select an approval template for a lead record, the Approvers view is populated with the list of approvers on the approval template. After this view is populated with the list of approvers, you can submit the lead for approval. Approvals are routed according to the sequence number for each approver. For more information, see *Creating Approval Templates for Leads*.

After you submit a lead for approval, the lead is routed to the inbox of the first approver in the chain of approval. After that approver approves the lead, the lead is routed to the next approver in the chain, and so on. For more information, see *Approving Cases in the Inbox*.

This task is a step in *Process of Managing Lead Information*.

To submit a lead for approval

1. Navigate to the Leads screen, then the Lead List view.
2. Drill down on the Lead Name field of the lead record.
3. In the More Info view, select a lead approval template from the Approval Template field.

> **Note:** If you do not see the template that you need in the Select Template dialog box, then make sure that the Lead Type, Territory, and Lead Priority values are correct. The correct templates appear when these values match the values in the template record.

4. Click Submit.
   The Status field of the lead record changes to Submitted, the fields become read-only, and the lead record is routed to the first individual in the chain of approval.
5. To recall a lead submitted for approval, click Recall.
   The lead record is removed from the approver's inbox.
   You can recall leads that you submit for approval before approvers start reviewing the lead records in their inboxes.

Process of Managing Evidence Items

This process consists of tasks that users typically perform when managing evidence items. Your agency might follow a different process according to its business requirements. For more information, see *About Tracking Evidence for Cases*.

To manage evidence items, users perform the following tasks:

- *Creating Evidence Records*
- *Adding Details to Evidence Records*
- *Copying Evidence*
- *Creating Evidence Items from Assets*

This process is a step in *Roadmap for Managing Investigative Cases*.

Creating Evidence Records

Perform the following procedure to create new evidence records.

If Oracle Business Intelligence is integrated with Siebel Public Sector, then you can select an evidence record and view the record's Top 10 Suspects list that appears next to the evidence list. For more information about integrating Oracle Business Intelligence with Siebel Public Sector, see *Process of Configuring Embedded Analytics*.

You can view the Top 10 Suspects list to help you to select the suspects for the evidence record. This list shows the names of suspects for the cases with the same Case Type field as the case for the evidence record. The number of cases that are associated with each of these suspects determines the order in which the suspects appear in this list. For example, if all fraud cases in Siebel Public Sector have a total of 20 suspects, and if suspect John Doe is associated with the largest number of those cases, then the John Doe is the first suspect in the Top 10 Suspects list.

If automatic serialization is enabled for the Siebel Public Sector application, then you can update the serial number that is automatically generated for an evidence record. You update the serial number when field values in the record change, and when those field values determine the serial number. Also, you update serial numbers when the serialization rule for the serial number changes after the serial number was last generated.

When you click Regenerate All in the Evidence screen, the serial numbers for the selected evidence record and any associated attachment records are regenerated. The serial numbers for associated subevidence records and related evidence records remain unchanged. If you add an evidence record on the Evidence view of any screen (except for the

Cases, Leads, Incidents, and Assets screen), then you must navigate to the Evidence screen to regenerate the serial number.

This task is a step in *Process of Managing Evidence Items*.

To create an evidence record

1. Navigate to the Evidence screen, then the Evidence List view.

   Note: If Oracle Business Intelligence is integrated with Siebel Public Sector, then navigate to the Evidence screen, then the Evidence Analytics view.

2. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Evidence Number	Displays an automatically generated number that uniquely identifies the item of evidence.
Evidence Name	Type a descriptive name for the item of evidence.
Evidence Status	Displays a status of In Process. Values include Archived, In Process, Locked, and Marked for Deletion.
Evidence Substatus	Select a further clarification of the evidence status. The values that you can select depend on the value that you select in the Evidence Status field.
Evidence Type	Select the type of evidence. Values include Document, Personal, and Vehicles.
Evidence Subtype	Select a further clarification of the evidence type. The values that you can select depend on the value that you select in the Evidence Type field.
Parent Case	Displays the original case name for an appeal case. This field applies only to appeal cases. For more information about appeal cases, see *Process of Managing Appeal Cases*.
Evidence Serial #	Displays the serial number for the evidence. A serialization rule populates this field when you save the record. According to the default serialization rules, the serial number assigned to each item of evidence is based on the case number associated with the item. For example, if the case number is NY-2B-296-3964041, then the item of evidence serial number might be NY-2B-296-3964041-296-3964055.

Field	Description
Evidence Owner	Displays the ID of the user who creates the evidence record. You can assign additional users to the evidence but designate only one user as the primary owner of the evidence.
Asset Number	Select the number of asset, if any, that is associated with the item of evidence.
Asset Product	Displays a description of the asset that is associated with the item of evidence when you select an asset number.
Case Name	Select a case that is associated with the item of evidence. When you select a case name, the Case Number field is populated.
Evidence Parent	Select an item of evidence, if any, that is associated with this item of evidence (for example, bullets from a gun). The item of evidence that you create is listed in the SubEvidence view for the parent item of evidence.
Group Suspects	Displays the suspect name that users select in the Group Suspects view of the Evidence screen. You can also add suspects to or remove suspects from the suspects list using this field. If Oracle Business Intelligence is integrated with Siebel Public Sector, then you can select an evidence record and view the record's Top 10 Suspects list that appears next to the evidence list. You can view this list to help you to select the suspects for the evidence record.

Adding Details to Evidence Records

Numerous views allow members of the case team to add supporting documentation and activities to the evidence record.

This task is a step in *Process of Managing Evidence Items*.

To add details to an evidence record

1. Navigate to the Evidence screen, then the Evidence List view.
2. Drill down on the Evidence Name field of the evidence record.
3. Navigate to the appropriate view, and create a new record.

   The following table describes some of the views.

View	Description
More Info	Use this view to view some evidence fields and to enter values in some of these fields.

View	Description
Accounts	Use this view to associate existing account records with the evidence and create a new account record. For more information, see *Adding Accounts to Cases*.
Activities	Use this view to create the follow-up tasks for the evidence and to assign each task to a team member. For more information, see *Managing Activities for Cases*.
Activity Plans	Use this view to associate a predefined activity plan containing activities with the evidence. For more information, see *Managing Activities for Cases* and *Siebel Applications Administration Guide* .
Attachments	Use this view to associate electronic files, such as documents, images, and other media, with the evidence. For more information, see *Adding Attachments to Cases*.
Audit Trail	Use this view to determine who modified the evidence record and when the user made the changes.
Contacts	Use this view to associate existing contact records with the evidence or create a new contact record. For more information, see *Adding Contact Information to Cases*.
Groups	Use this view to associate existing group records with the evidence or create a new group record. For more information, see *Creating Profiles for Groups*.
Group Suspects	Use this view to associate existing suspect records with the evidence or create a new suspect record. For more information, see *Creating Profiles for Group Suspects*.
Notes	Use this view to add other information to the evidence record. For more information, see *Adding Notes to Cases*.
Related Evidence	Use this view to associate other evidence records with the evidence.
Service Requests	Use this view to initiate a request for action or service fulfillment for the evidence. For more information about service requests, see *Siebel Field Service Guide* .
SubEvidence	Use this view to create evidence records that are directly associated with the evidence. You can drill down on the Evidence Name field of a record in this view and add details to the sub-evidence record in the same way that you add details to any evidence record.

Copying Evidence

You can copy an evidence record to create a new record that contains the original record's attachments and information, such as associated contacts, accounts, and assets. Not all records are copied to the new record. Activities, activity plans, and subevidence records are not copied to the new evidence record.

This task is a step in *Process of Managing Evidence Items*.

To copy an evidence record

1. Navigate to the Evidence screen, then the Evidence List view.
2. Select an evidence record, and scroll down to the Evidence form.
3. Select Copy Record in the menu that appears when you click the cogwheel icon.

   A duplicate record is created with the same Evidence Name and Case Name values.
4. In the Evidence Name field, enter a new name to more easily distinguish the evidence from the original record.
5. Save the record.

   The serial number for the new evidence record is generated. The case determines this serial number. The serial number for any related evidence records stays the same.

Creating Evidence Items from Assets

In the Assets view of the Cases screen, agents can add assets to the case record to log items they collect during investigation. They can convert this asset to an item of evidence for the case.

The following procedure assumes that you already associated an asset with the case record.

This task is a step in *Process of Managing Evidence Items*.

To convert a case asset to an evidence record

1. Navigate to the Cases screen, then the Case List view.
2. Drill down on the Case Name field of the case record.
3. Navigate to the Assets view.
4. Select an asset, and click Create Evidence.

   The Evidence view appears with a new converted asset record. A unique number is automatically assigned to the item. The asset is now listed under the Assets and the Evidence view.

Process of Managing Profiles for Group Suspects

This process consists of tasks that users typically perform when managing profiles for group suspects. Your agency might follow a different process according to its business requirements.

To manage profiles for group suspects, users perform the following tasks:

- *Creating Profiles for Group Suspects*
- *Adding Details to Suspect Records*

This process is a step in *Roadmap for Managing Investigative Cases*.

Creating Profiles for Group Suspects

Suspect records provide profile information about individuals who investigators believe are associated with unlawful acts. When investigating an incident, the investigative team maintains a comprehensive history of activities and associates documents and other media with the suspect record. This information is important for building a case and can help the investigative team avoid duplication of effort. To indicate that a suspect is the primary individual of interest, select the Primary check box in the record.

This task is a step in *Process of Managing Profiles for Group Suspects*.

To create a profile for a group suspect

1. Navigate to the Group Suspects screen, then the Group Suspect List view.
2. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Group	Select the name the group that is associated with the suspect.
Status	Displays a status of Active for the suspect.
Team	Displays the ID of the user who creates the suspect record. You can assign additional users to the suspect but designate only one user as the primary member of the investigative team.
Global Watchlist	Select this check box to indicate that the suspect is on the global watch list.

Adding Details to Suspect Records

In the Group Suspect screen views, the investigator can document relationships, groups, and addresses associated with the individual. Investigators can also link the suspect to incidents and cases, add attachments, and develop activities to broaden the scope of the suspect file.

This task is a step in *Process of Managing Profiles for Group Suspects*.

To add details to a suspect record

1. Navigate to the Group Suspects screen, then the Group Suspect List view.
2. Drill down on the Last Name field of the suspect record.
3. Navigate to the appropriate view, and create a new record.
   The following table describes some of the views.

View	Description
More Info	Use this view to view some suspect fields and to enter values in some of these fields.
Immigration Info	Use this view to review a suspect's photographs, identity, and credential history. For more information, see *Process of Managing Immigration Contacts*.
Accounts	Use this view to associate existing account records with the suspect and create a new account record. For more information, see *Adding Accounts to Cases*.
Activities	Use this view to create the follow-up tasks for the suspect and to assign each task to a team member. For more information, see *Managing Activities for Cases*. For example, while conducting research on a suspect, an investigator calls a police department to follow up on an incident that is associated with the suspect. The investigator creates an activity record to record the call.
Addresses	Use this view to associate existing address records with the suspect or create a new address record. Select the Primary field to indicate the suspect's primary address. For more information, see *Adding Addresses to Cases*.
Attachments	Use this view to associate electronic files, such as documents, images, and other media, with the suspect. For more information, see *Adding Attachments to Cases*.
Evidence	Use this view to associate existing evidence records with the suspect or create a new evidence record. For more information, see *Process of Managing Evidence Items*.
Cases	Use this view to associate existing case records with the suspect, create a new case record, and review the case history for the suspect. For more information, see *Creating Case Records*.
Credentials	Use this view to add information about immigration credentials for the suspect. For more information, see *Documenting Immigration Contact Credentials*.
Relationships	Use this view to provide details about individuals who associate with the suspect.

View	Description
Groups	Use this view to associate existing group records with the suspect or create a new group record. For more information, see *Creating Profiles for Groups*.
Households	Use this view to add information about households that are associated with the suspect. For more information about households, see *Siebel Applications Administration Guide* .
Identity History	Use this view to list all identities, past and present, that are associated with the suspect. For more information, see *Documenting Identity History*.
Incidents	Use this view to associate existing incident records with the suspect or create a new incident record. For more information, see *Process of Managing Incident Reports*.
Leads	Use this view to associate existing lead records with the suspect or create a new lead record. For more information, see *Process of Managing Lead Information*.
Notes	Use this view to add other information to a suspect record. For more information, see *Adding Notes to Cases*.
Photographs	Use this view to add photograph files for the suspect.
Stays	Use this view to create visitor stay records for the suspect. For more information, see *Creating Visitor Stay Records*.

Process of Managing Profiles for Groups

This process consists of tasks that users typically perform when managing profiles for group suspects. Your agency might follow a different process according to its business requirements.

To manage profiles for group suspects, users perform the following tasks:

- *Creating Profiles for Groups*
- *Adding Details to Group Records*

This process is a step in *Roadmap for Managing Investigative Cases*.

Creating Profiles for Groups

A group record provides profile information about international and domestic organizations.

This task is a step in *Process of Managing Profiles for Groups*.

To create a profile for a group

1. Navigate to the Groups screen, then the Groups List view.
2. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Name	Type the name of the group.
Description	Type a description containing other information about the group.
Leader	Select the leader of the group. You can select the leader from the suspect list that you previously associated with the group.
Status	Displays a status of Active for the group.
Parent Group	Select the name of the parent group, if applicable. The parent group record must already exist.
Membership	Type the estimated number of members in the group.
Team	Displays the ID of the user who creates the group record. You can assign additional users to the group but designate only one user as the primary member of the investigative team.
Threat	Select the type of threat. Values include Armed Robbery, Biological Weapons, Chemical Weapons, Cybercrime, Kidnapping, Murder, Nuclear Weapons, and Other.
Associated Groups	Select another group name that is affiliated with the group.

Adding Details to Group Records

Investigators can use the Groups screen views to add notes and attachments, visualize the hierarchy of the group, link the group to incidents, cases and suspects, and schedule follow-up activities.

This task is a step in *Process of Managing Profiles for Groups*.

To add details to a group record

1. Navigate to the Groups screen, then the Groups List view.
2. Drill down on the Name field of the group record.
3. Navigate to the appropriate view, and create a new record.

   The following table describes some of the views.

View	Description
Accounts	Use this view to associate existing account records with the group and create a new account record. For more information, see *Adding Accounts to Cases*.
Activities	Use this view to create the follow-up tasks for the group and to assign each task to a team member. For more information, see *Managing Activities for Cases*.
Addresses	Use this view to associate existing address records with the group or create a new address record. Select the Primary field to indicate the group's primary address. For more information, see *Adding Addresses to Cases*.
Attachments	Use this view to associate electronic files, such as documents, images, and other media, with the group. For more information, see *Adding Attachments to Cases*.
Cases	Use this view to associate existing case records with the group, create a new case record, and review the case history for the group. For more information, see *Creating Case Records*.
Evidence	Use this view to associate existing evidence records with the group or create a new evidence record. For more information, see *Process of Managing Evidence Items*.
Hierarchy	Use this view to see a graphic representation of the group hierarchy for a parent group with associated groups and associated suspects.
Incidents	Use this view to associate existing incident records with the group or create a new incident record. For more information, see *Process of Managing Incident Reports*.
Leads	Use this view to associate existing lead records with the group or create a new lead record. For more information, see *Process of Managing Lead Information*.
Notes	Use this view to add other information to the group record. For more information, see *Adding Notes to Cases*.

View	Description
Group Suspects	Use this view to associate existing suspect records with the group or create a new suspect record. For more information, see *Creating Profiles for Group Suspects*.
Contact	Use this view to associate existing contact records with the group or create a new contact record. For more information, see *Adding Contact Information to Cases*.

8 Managing Health Threats and Responses

Managing Health Threats and Responses

This chapter includes information that federal and municipal public health agencies can use to track disease outbreaks, share information internally and with the public, and manage local and global responses. This chapter describes the procedures that assist in tracking disease outbreaks and medication availability, developing solutions for frequently asked questions (FAQs), and managing responses. It includes the following topics:

- *Scenarios for Health Threat Management*
- *Process of Managing Public Health Cases*
- *Creating Disease Records*
- *Adding Details to Disease Records*
- *Managing Disease Response Inventory*
- *Managing Calls for Suspected Health Threats*
- *Searching for Information About Health Topics*
- *Creating and Modifying Health Topic Content*

Scenarios for Health Threat Management

This topic describes how health threat management might be used. You might use health threat management differently, depending on your business model. This topic includes the following scenarios:

- *Managing Disease Records*
- *Managing a Disease Knowledge Base*

Managing Disease Records

An epidemiologist with a Disease Control Agency (DCA) receives reports from doctors of an outbreak of monkeypox in humans in the southwestern states. Compiling information from reports and from research that lab colleagues complete, she creates a new disease record that includes an overview of the disease, a diagnosis, the symptoms, and public health response procedures. In the disease record, she identifies three of her colleagues, who specialize in animal-transmitted diseases, as disease experts.

The epidemiologist begins tracking the spread of the disease, and creates case records for each of the doctors who contacted her about a disease outbreak. She also attaches several recent news articles about the disease to the disease record.

The epidemiologist creates several documents for frequently asked questions (FAQs) for publication to provide accurate information to the public about the disease. After finishing the content of the FAQs, she publishes the FAQs on the DCA Web site.

Several weeks later, a biomedical company announces that it recently developed a human vaccine for monkeypox. The epidemiologist creates a medication record for the monkeypox vaccine and enters the details that the company provides. She associates the vaccine with the monkeypox disease record.

The epidemiologist arranges for a shipment of 1,000 units of the vaccine from the biomedical company to the DCA warehouse, and creates an inventory transaction record to document the delivery of the vaccine. After the vaccine arrives, the epidemiologist initiates another inventory transaction to transfer 250 units of the monkeypox vaccine to an affected state's Health Department.

Managing a Disease Knowledge Base

At a DCA call center, an agent receives a call about monkeypox from a physician in Colorado. The agent creates a incident record to record the information that the physician reports, and includes a description of the patient's symptoms and contact information for the physician's office. The agent then searches the knowledge base for FAQs and a document to send the physician.

After reviewing the information with the physician, the agent discovers a question that the DCA's current documentation does not address and opens a service request. The agent offers to call the physician back, and escalates the new question to a manager.

The manager contacts the epidemiologist to research the question. The epidemiologist updates the FAQ with the new information, and releases the new information to the manager at the call center. This manager posts the new FAQ information, and alerts the agent about the new information. The agent calls the primary contact at the doctor's office, delivers the new information, and closes the request.

Process of Managing Public Health Cases

This process consists of tasks that users often perform when managing public health information and cases. Your agency might follow a different process according to its business requirements.

To manage public health cases, users perform the following tasks:

- *Creating Disease Records*
- *Adding Details to Disease Records*
- *Managing Disease Response Inventory*
- *Managing Calls for Suspected Health Threats*
- *Searching for Information About Health Topics*
- *Creating and Modifying Health Topic Content*

Creating Disease Records

Public health professionals create disease records with related informational files. For more information, see *Adding Details to Disease Records*.

They can associate a disease record with the following information:

- Case records detailing individual or group outbreaks
- Frequently asked questions (FAQs) about the disease that they might publish and use internally
- Medications, with dosage information
- Service requests
- Training courses about disease management and epidemiology
- Attachments, such as digital X-ray files, photographs of symptoms, and microscopic renderings

This task is a step in *Process of Managing Public Health Cases*.

To create a disease record

1. Navigate to the Diseases screen, then the Disease List view.
2. Create a new record, and complete the fields as appropriate.
   The following table describes some of the fields.

Field	Description
Name	Type the name of the disease.
Category	Select the category for the disease. Values include Biological - A, Biological - B, Biological - C, Chemical - Blister/Vesicants, Chemical - Blood, and Chemical - Choking/Lung.
Status	Displays a worldwide status of Active for the disease. Values include Active, Current Outbreak, Eliminated, and Rare.
Overview	Type a high-level abstract of the disease.
Diagnosis	Type the methods, signs, and symptoms that identify a disease.
Surveillance	Select this check box to track the disease. The agency must define a workflow that specifies what happens when users create cases for disease records flagged for surveillance. The workflow can result in raising the priority of the case and sending notification. For more information about workflows, see *Siebel Business Process Framework: Workflow Guide*
Expert	Displays the ID of the user who creates the disease record. You can assign additional in-house experts to the disease record but designate only one user as the primary in-house expert for the disease.
Last Updated	Displays the date and time that you update the record.

Field	Description
Symptoms	Type the biological manifestations that indicate the presence of the disease.
Incubation Period	Type the period between the pathogen infection of an individual and the manifestation of the disease the pathogen causes.
Response	Type the recommended precautions to curtail the spread of the disease.

Adding Details to Disease Records

After a user creates a disease record, public health professionals can use the associated views to develop details about cases and medications, publish FAQs and solution documents on internal and external Web sites, associate media, such as report documents and photographs, with the record, and specify training courses for the disease.

This task is a step in *Process of Managing Public Health Cases*.

To add details to a disease record

1. Navigate to the Diseases screen, then the Disease List view.
2. Drill down on the Name field of the disease record.
3. Navigate to the appropriate view, and create a new record.

   The following table describes some of the views.

View	Description
Attachments	Use this view to associate electronic files, such as documents, images, and other media, with the disease. For more information, see *Adding Attachments to Cases*.
Cases	Use this view to associate existing case records with the disease, create a new case record, and review the case history for the disease. For more information, see *Creating Case Records*.
FAQs	Use this view to access predefined solution files. Drill down on the Name field to add solution files. Navigate to the Administration - Solution screen, and create solutions to frequently asked questions (FAQs). For more information about creating solutions, see *Siebel Field Service Guide* .
Medications	Use this view to associate medications with the disease. The medication record might include information about drug interactions, other applications of the drug, and acceptable substitutes.

View	Description
Service Requests	Use this view to initiate a request for action or service fulfillment for the disease. For more information, see *Managing Calls for Suspected Health Threats* and *Siebel Field Service Guide* .
Training	Use this view to associate the disease with professional course work that provides medical training and that can help prepare public health professionals to respond in an emergency.

Managing Disease Response Inventory

You use inventory locations to identify the storage location and fulfillment source of products. Public health professionals add inventory locations and then manage the inventory at each location to increase efficiency when responding to a public health crisis. For more information about setting up locations, see *Defining Locations*.

This task is a step in *Process of Managing Public Health Cases*.

To set up a disease response inventory location

1. Navigate to the Inventory screen, the Inventory Locations view.
2. Create a new record, and complete the fields as appropriate.
3. Drill down on the Name field of the new record.
4. From the Inventory Location form, navigate to the appropriate view to enter inventory details.

   For example, navigate to the Product Inventory view, create a new record, and enter the details for the product, the inventory level, and the assets associated with the product.

Managing Medical Inventory Transactions

Public health professionals use the Inventory Transactions screen to move inventory, such as vaccines and medical equipment, from one location to another. For information about managing inventory, inventory transactions, and locations, see *Siebel Field Service Guide* .

To manage a medical inventory transaction

1. Navigate to the Inventory Transactions screen.
2. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Transaction #	Displays an automatically generated number that uniquely identifies the transaction.

Field	Description
Transaction Date/Time	Displays the date and time that you create the transaction.
Type	Select the type of transaction. Values include Adjustment, Allocate, and Over-the-counter.
Product	Select the name of the product in inventory.
Part #	Displays the part number for the product that you select.
Qty	Type the number of items in the transaction.
Source Location	Select the location of the inventory items.
Destination Location	Select the destination location for the transaction inventory.
Commit	Select this check box to indicate that the transaction is committed.
Source Availability	Displays the availability of the inventory items at the source location. Values include Customer Owned, In Transit, and Reserved.
Source Status	Displays the status of the inventory items at the source location. Values include Good and Defective.
Destination Availability	Displays the availability of the inventory items at the destination location. Values include Customer Owned, In Transit, On Hand, On Order, and Reserved.
Destination Status	Displays the status of the inventory items at the destination location. Values include Good and Defective.
Comments	Type optional instructions and information about the transaction.
Organization	Displays the organization that owns the product.
Serialized	Displays a check in the check box, if applicable, when you select a product.

Managing Calls for Suspected Health Threats

Agents at call centers accept inbound calls that appear as a flashing icon on the CTI toolbar. After accepting the call, the agent creates a service request record to capture details about the call. An agency can use service requests to track health complaints, determine whether similar complaints exist, and escalate complaints to a case.

This task is a step in *Process of Managing Public Health Cases*.

To manage a health threat call

1. Navigate to the Service screen, then the Service Requests List view.
2. Create a new record and add details, including a summary of the call and the last name of the caller.
3. Expand the Service Request form using the show more button.
4. In the Other Information section of the form, associate a disease with the record.

Searching for Information About Health Topics

Agents at call centers search for information to provide to callers using a knowledge base containing FAQs, documents, and information. When information is incomplete or missing, agents escalate a request for information to a public health specialist. Users create, approve, and release new content for agent use.

This task is a step in *Process of Managing Public Health Cases*.

To search for health information

1. Click the Search icon (binoculars) on the toolbar to begin the search.
2. In the Search form, complete the following steps:
    a. In the Look In field, select Diseases.
    b. In the Name field, enter the name of the disease, and click Search.

       The search results appear in the Results list, which appears after the Search form.
    c. In the Results list, drill down on the Name field of the appropriate record.

       The disease record is selected in the All Diseases list.
    d. (Optional) Click the Search icon again to close the Search view.
3. In the All Diseases view, drill down on the Name field of the disease record.
4. (Optional) Navigate to the appropriate view to access attachments, cases, medications, service requests, and training associated with the disease.
5. Navigate to the FAQs view, and locate the appropriate item for the caller request in the list.
6. Open the FAQ by drilling down on the Name field.

Creating and Modifying Health Topic Content

As agents at call centers receive unanticipated questions about health topics, they alert their managers to the need for new content. The manager has administrative authority to create content projects to add or update items in the content library.

This task is a step in *Process of Managing Public Health Cases*.

To create and modify public health topic content

1. Navigate to the Administration - Solution screen, then the Solutions view.
2. To create a solution record, complete the following steps:
    a. Create a new record and specify the Name, FAQ, and Description.

       The description is the answer to the question.
    b. Drill down on the Name field of the solution record.
    c. Navigate to the Resolution Documents view, and add any relevant attachments.
    d. Navigate to the Solution Categories view, and categorize the solution as appropriate.
    e. In the solution record, update the Status field from Draft to Final, and select the check boxes for the Publish Internal field or the Publish External field, as appropriate.

       Internal publications are shared with appropriate Oracle Siebel users, while external publications are shared with users of Oracle's Siebel customer Web application.
3. To associate the solution with a disease record, complete the following steps:
    a. Navigate to the Diseases screen, then the Disease List view.
    b. Drill down on the Name field of the disease record, and navigate to the FAQs view.
    c. Create a new record and associate the newly created solution with the record.

9 Managing Immigration Contacts

Managing Immigration Contacts

This chapter includes information that immigration and citizenship agencies can use to track identities, credentials, and visitor stays for immigration contacts. It includes the following topics:

- *Scenarios for Immigration Contact Management*
- *About Visitor Stay Workflows*
- *Process of Administering Immigration Contacts*
- *Configuring the Immigration Contacts Screen*
- *Administering Identity Records for Contacts*
- *Administering Credential Records*
- *Administering Visitor Stay Records*
- *Process of Managing Immigration Contacts*
- *Creating Identity Records for Contacts*
- *Adding Details to Immigration Contact Records*
- *Documenting Immigration Contact Credentials*
- *Documenting Identity History*
- *Creating Visitor Stay Records*

Scenarios for Immigration Contact Management

This topic describes how immigration contact management might be used. You might use immigration contact management differently, depending on your business model. This topic includes the following scenarios:

- *Managing Arrivals*
- *Managing Stays*
- *Creating Cases*
- *Updating and Matching Citizenship Identities*

Managing Arrivals

A visitor arrives at an airport from another country on an international flight. The visitor passes through immigration, where an immigration officer reviews the visitor's documentation. The immigration officer searches for the visitor's information in Siebel Public Sector using a variety of different identification methods including entering her passport number, swiping the passport's magnetic strip in a reader, and using a biometric device to compare the visitor's fingerprint or other biometric to a database of biometric records.

The immigration officer verifies that the visitor has valid credentials (a passport or visa) for admission to the country and that the credentials match the visitor's credentials in Siebel Public Sector. The immigration officer enters

confirmation of admittance to the country in Siebel Public Sector, and collects additional information from the visitor, such as where she will stay during the visit. He can collect this information electronically or on a paper form to later enter the information in Siebel Public Sector. If a visitor does not have proper credentials or is flagged for security reasons, then the immigration officer directs the visitor to secondary screening area for additional questioning.

Managing Stays

When a visitor leaves the country, an immigration officer records the departure. He locates the visitor's record in Siebel Public Sector and updates the record to reflect the departure.

Siebel Public Sector continually monitors for visitors who arrive in the country but do not depart by the date that their credentials expire. When Siebel Public Sector finds visitors who overstay, Siebel Public Sector alerts the appropriate enforcement officers and provides information to assist in locating the visitors.

Creating Cases

A case processor is responsible for the paper applications that the case processing center receives. For each application, he checks to determine whether the applicant information is in Siebel Public Sector. If the applicant information is not in Siebel Public Sector, then he creates a new case record and associates the applicant with the case. He verifies that the contact details are the same as the details in the paper application. If the contact information is not in Siebel Public Sector, then he creates a new record for the applicant, capturing the details in Siebel Public Sector.

Updating and Matching Citizenship Identities

A citizen completes a form to inform the citizenship agency that her marital status and last name changed. When the agency receives the form, a citizenship clerk locates the citizen's record and updates her last name and marital status. The clerk also maintains a record of the citizen's prior marital status and last name in Siebel Public Sector.

While researching a citizenship case for another citizen, the clerk finds a previous contact record for the citizen when he applied for citizenship 20 years earlier. Although the two records have different citizenship, the clerk determines that the records are likely for the same person because both records have the same name, birth date, and other characteristics. The clerk selects the older record and links it with the new record for the citizen.

About Visitor Stay Workflows

A preconfigured workflow (PUB Immigration Credential Expiry) automatically searches all visitor stay records (except those with the invalid departure flag checked) to locate visitors who overstay their visa time. It is recommended that you set the workflow to run once a day. The workflow finds records with the following criteria:

- The record has no value for the departure date.
- The record is associated with a visa that has an expiration date after the current date.

For each visitor stay record matching these criteria, the Departure Overdue field of the contact associated with the visitor stay record is updated to reflect the number of overdue days for the contact.

Another preconfigured workflow (PUB Immigration Overdue Days) searches all visitor stays (except those with the invalid departure flag checked) to locate visitors without visas who stay beyond a maximum-allowed length. It is recommended that you also set this workflow to run once a day. This workflow finds records with the following criteria:

- The record has no value for the departure date.
- The record has an arrival date more than 60 days before the current date.
- The record has no value in the Visa field.

For each visitor stay record matching these criteria, the Departure Overdue field of the contact associated with the visitor stay record is updated to reflect the number of overdue days for the contact. An administrator can change the number of days in this workflow.

Process of Administering Immigration Contacts

This process consists of tasks that administrators typically perform when administering immigration and citizenship contacts. Your agency might follow a different process according to its business requirements.

To administer immigration and citizenship contacts, administrators perform the following tasks:

- *Configuring the Immigration Contacts Screen*
- *Administering Identity Records for Contacts*
- *Administering Credential Records*
- *Administering Visitor Stay Records*

Configuring the Immigration Contacts Screen

The Immigration Contacts screen is based on the S_CONTACT table and the Contact business component and can replace for the Contacts screen for those organizations managing immigration processes. If you use both the Contacts screen and the Immigration Contacts screen in a deployment, then incorrect data is created in Siebel Public Sector.

This task is a step in *Process of Administering Immigration Contacts*.

To avoid conflicts between the Contacts screen and Immigration Contacts screen

1. Log in to Siebel Tools as an administrator.
2. Deactivate the Contacts screen.
3. Set the Immigration Contacts screen to appear as the default.
4. (Optional) Revise the screen label from Immigration Contacts to Contacts.

Adding Views from the Contacts Screen

In addition to the preconfigured set of views in the Immigration Contacts screen, you can copy views from the Contacts screen to augment the Immigration Contacts module.

Some public sector organizations might want to track identities, credentials, and visitor stays for a contact. These organizations can relabel the screen as Contacts or Public Sector Contacts instead of the preconfigured label, Immigration Contacts. For more information about how to perform these tasks, see *Using Siebel Tools* and *Configuring Siebel Business Applications* .

To add views from the Contacts screen to the Immigration Contacts screen

1. Log in to Siebel Tools as an administrator.
2. Copy the views from the Contact screen.
3. Make the following changes to the views:
    - Change the screen to PUB Immigration Contacts Screen.
    - Create a new view name.
    - Change the business object to PUB Immigration Contact.
    - Change the applet[0] to PUB Immigration Contact Form Applet.

Administering Identity Records for Contacts

Users add immigration contacts as identities in the Identities view of the Immigration Contacts screen. To maintain the integrity of the identity and contact data, only administrators can remove an identity or a contact record from the Siebel database.

Identity records can have a status of Active, Inactive and To be deleted. Only one identity record can be the primary record. However, more than one identity record can have a status of Active.

After a user creates an identity record, the user cannot modify most record fields. For example, if a user selects a value of Divorced in the Marital Status field and saves the identity record, then the user cannot then change this value to Separated. A user can change the Status field in some cases. However, a user cannot change the status from To be deleted to Active or Inactive. Only administrators can modify identity field values and delete identity records from the Identities Administration view.

This task is a step in *Process of Administering Immigration Contacts*.

To administer an identity record for a contact

1. Navigate to the Immigration Contacts screen, then the Immigration Contacts Home view.
2. Enter data in the Search Identity fields, and click Go to search for the contact.
3. From the Identities view, select Identities Administration in the visibility filter.
4. Select the identity record, and then modify the record, or delete the record.

Deleting Immigration Contact Records

Only administrators can delete contact records from the Immigration Contacts Administration view.

To delete an immigration contact record

1. Navigate to the Immigration Contacts screen, then the Immigration Contacts Home view.
2. Enter data in the Search Identity fields, and click Go to search for the contact.

3. From the Immigration Contacts view, select Immigration Contacts Administration in the visibility filter.
4. Select the contact record, and delete the record.

Administering Credential Records

After a user creates a credential record, most record fields become read-only, and the user cannot delete the credential record. Only administrators can modify credential field values and delete credential records from the Credentials Administration view.

This task is a step in *Process of Administering Immigration Contacts*.

To administer a credential record

1. Navigate to the Immigration Contacts screen, then the Credentials view.
2. From the Credentials list, select Credentials Administration in the visibility filter.
3. Select the credential record, and then modify the record, or delete the record.

Administering Visitor Stay Records

After a user creates a visitor stay record, most record fields become read-only, and the user cannot delete the visitor stay record. Only administrators can modify visitor stay field values or delete visitor stay records from the Stays Administration view.

This task is a step in *Process of Administering Immigration Contacts*.

To administer a visitor stay record

1. Navigate to the Immigration Contacts screen, then the Stays view.
2. From the Stays list, select Stays Administration in the visibility filter.
3. Select the visitor stay record, and then modify the record, or delete the record.

Process of Managing Immigration Contacts

This process consists of tasks that users typically perform when managing immigration and citizenship contacts. Your agency might follow a different process according to its business requirements.

To manage immigration and citizenship contacts, users perform the following tasks:

- *Creating Identity Records for Contacts*
- *Adding Details to Immigration Contact Records*
- *Documenting Immigration Contact Credentials*
- *Documenting Identity History*
- *Creating Visitor Stay Records*

Creating Identity Records for Contacts

Before creating a new identity record for a contact, use the Immigration Contacts Home view to search for the contact to make sure that the contact does not currently exist in Siebel Public Sector. From the home view, you can search for the contact by last name, first name, gender, birth date, and citizenship.

You can create a new identity record for a contact only from the Identities view. The Identities view shows all identities regardless of the contact. When you create an identity record, a contact ID is automatically generated for the identity. You can then drill down on the Contact ID field and add additional details, such as addresses, cases, credentials, and photographs.

When you create a new identity record, the status for the identity record is populated with an value of Active, and the identity record is the primary identity for the contact. The status of any previous active identity for the contact is changed to Inactive, and the Expired Date field of that identity is populated with the current date. Users can override this status.

In the More Info view for an immigration contact, the primary identity for the contact appears in the identity form. Users can see other identities from this view. The Status icon in the More Info view header indicates the status of the displayed identity record. A green Status icon, labelled Green when you hover over it, indicates an active identity. A red Status icon, labeled Red when you hover over it, indicates an inactive identity.

After you create an identity record, the fields become read-only, except for the Status field. If you want to change the information in an identity record, then create a copy of the record, update the necessary fields, and save the record. If necessary, change the status of the original record to a value of To be deleted. A list of all identities for a contact is available on the Identity History view for an immigration contact.

This task is a step in *Process of Managing Immigration Contacts*.

To create an identity record for a contact

1. Navigate to the Immigration Contacts screen, then the Identities view.
2. Create a new record, and complete the fields as appropriate.

   Note: The Secondary Citizenship field is enabled only if you select the Multiple Citizenship check box.

3. Expand the identity form to show all fields.

Adding Details to Immigration Contact Records

A client's application for citizenship, immigration, or visitor status includes a substantial amount of information about the client including addresses, credentials, and associated cases. You can add details to an immigration contact record using a view that is associated with that record.

You can merge records from the Immigration Contacts view of the Immigration Contacts screen. When you merge two contact records, the identity records from both records appear in the Identity History view for the merged contact. The primary identity for the primary contact in the merge is the primary identity for the merged contact record, and the merged contacts have a new Contact ID. All identity records keep existing status values. For more information about merging duplicate records, see *Siebel Fundamentals* .

This task is a step in *Process of Managing Immigration Contacts*.

To add details to an immigration contact record

1. Navigate to the Immigration Contacts screen, then the Immigration Contacts view.
2. Drill down on the Contact ID field of the contact.
3. Navigate to the appropriate view, and create a new record.

   The following table describes some of the views.

View	Description
More Info	Use this view to enter basic contact details in the upper form and information about the contact's primary identity and credentials in the lower form. If a contact has multiple photographs, then users can scroll through the photographs by clicking the next and previous buttons.
Accounts	Use this view to associate existing account records with the contact and create a new account record. For more information, see *Adding Accounts to Cases*.
Activities	Use this view to create the follow-up tasks for the contact and to assign each task to a team member. For more information, see *Managing Activities for Cases*.
Addresses	Use this view to associate existing address records with the contact or create a new address record. Select the Primary field to indicate the contacts's primary address. For more information, see *Adding Addresses to Cases*.
Attachments	Use this view to associate electronic files, such as documents, images, and other media, with the contact. For more information, see *Adding Attachments to Cases*.
Cases	Use this view to associate existing case records with the contact, create a new case record, and review the case history for the contact. For more information, see *Creating Case Records*.
Credentials	Use this view to add information about immigration credentials for the contact. For more information, see *Documenting Immigration Contact Credentials*.
Groups	Use this view to associate existing group records with the contact or create a new group record. For more information, see *Creating Profiles for Groups*.
Households	Use this view to add information about households that are associated with the contact.
Identity History	Use this view to list all identities, past and present, that are associated with the contact. For more information, see *Documenting Identity History*.

View	Description
Notes	Use this view to add other information to the contact record. For more information, see *Adding Notes to Cases*.
Photographs	Use this view to add photograph files for the contact record. The primary photograph appears in the More Info view for the contact.
Stays	Use this view to create visitor stay records for the contact. For more information, see *Creating Visitor Stay Records*.
Evidence	Use this view to associate existing evidence records with the contact or create a new evidence record. For more information, see *Process of Managing Evidence Items*.
Leads	Use this view to associate existing lead records with the contact or create a new lead record. For more information, see *Process of Managing Lead Information*.

Documenting Immigration Contact Credentials

When a visitor enters the country, the immigration officer must verify the visitor's passport and visa credentials. Each credential record includes information such as the category, identification number, status, issuing country, date issued, and expiration date. Active credentials are listed in the More Info view for an immigration contact.

You can create credentials only from the Credentials view for an immigration contact. This restriction ensures that credential records have a corresponding contact. After a user creates a credential record, all fields become read-only, except for the Status field. If the Status field is Expired, then the entire record becomes read-only. Only administrators can delete credential records using the Credentials Administration view. For more information, see *Administering Credential Records*.

Siebel Public Sector includes a preconfigured workflow that finds all active credentials with an expiration date equal to the date before the current date, and sets the status for these credentials to Expired.

This task is a step in *Process of Managing Immigration Contacts*.

To add credential information

1. Navigate to the Immigration Contacts screen, then the Immigration Contacts Home view.
2. Enter data in the Search Identity fields, and click Go to search for the contact.
3. In the Identities list, drill down on the Contact ID field of the contact.
4. Navigate to the Credentials view.
5. Create a new record, and complete the fields as appropriate.

   The following table describes the fields.

Field	Description
Category	Select the category of credentials. Values include Visa and Passport.
Type	Select the type of credentials. The values that you can select depend on the value that you select in the Category field. If the category is Visa, then the values include Tourist, Business, Student, and Employment. If the category is Passport, then the values include Regular, Diplomatic, and Official.
Status	Displays a status of Active for the credentials. Values include Active, Expired, and To be deleted. An administrator can delete credentials.
Number	Type the identifier that is associated with the credentials.
Issuing Country	Select the country that issued the visa or passport.
Date Issued	Displays the date and time that you create the record, but you can change this value.
Expiration Date	Select the date that the credentials are no longer in effect.
Place of Issue	Displays the organization for the user who creates the credential record.

Documenting Identity History

As names and other aspects of identities change, the user can add new records to the Identity History view to document the changes. When you create a new identity record for a contact, the status for the identity record is populated with a value of Active, and the identity record is the primary identity.

After a user creates the identity history record, the user cannot change field values other than the Status field and the Primary field. You can mark incorrect records (using the Status field) so that the administrator can later delete the records. Each identity record is given a unique identifier. The Identity ID field provides a link that you can use to navigate to the Identities list view.

This task is a step in *Process of Managing Immigration Contacts*.

To add an identity record to identity history

1. Navigate to the Immigration Contacts screen, then the Immigration Contacts Home view.
2. Enter data in the Search Identity fields, and click Go to search for the contact.
3. In the Identities list, drill down on the Contact ID field of the contact.
4. Navigate to the Identity History view.

5. Select an Identity History record, and select Copy Record in the menu that appears when you click the cogwheel icon.
6. Make changes in the copied record, and save the record.

   If an active and primary identity record currently exists, then the copied record becomes the primary record. The status of the original primary record changes to a value of Inactive.

Creating Visitor Stay Records

A user can create visitor stay records from the Stays view for an immigration contact. The Stays list shows all visitor stay records regardless of contact. Only administrators can delete visitor stay records using the Stays Administration view. For more information, see *Administering Visitor Stay Records*.

This task is a step in *Process of Managing Immigration Contacts*.

To create a visitor stay record

1. Navigate to the Immigration Contacts Screen, then the Immigration Contacts view.
2. Drill down on the Contact ID field of the contact record.
3. Navigate to the Stays view.
4. Create a new record, and complete the fields as appropriate.

   The following table describes some of the fields.

Field	Description
Stay ID	Displays an automatically generated number that uniquely identifies the visitor stay.
Arrival Date	Displays the date and time that you create the visitor stay record, but you can change this value.
Port of Entry	Displays the organization of the user who creates the visitor stay record, but you can change this value.
Passport Number	Select the passport number for the visitor stay. You can select only passports with a status of Active.
Visa Number	Select the visa number for the visitor stay. You can select only visas with a status of Active.
Visa Type	Displays the type of visa for the visa number that you select.
Departure Date	Select the scheduled date and time of departure for the visitor stay.

Field	Description
Port of Departure	Select the port of departure for the visitor.
Arrival Vessel Number	Type the number of the arrival vessel and additional information about the vessel.
Departure Vessel Number	Type the number of the departure vessel and additional information about the vessel.
Days Overdue	Displays the number of days that the visitor stay is overdue.
Invalid Departure	Displays a check in the check box for a prior stay record with no departure date if you create a new stay record for a contact that is associated with that prior stay record. The prior stay record becomes read-only, and any value in the days overdue field in that record is cleared.

10 Responsibilities and Views

Responsibilities and Views

This appendix lists some preconfigured responsibilities and associated views that are specific to Oracle's Siebel Public Sector. It includes the following topics:

- *About Responsibilities and Views*
- *PS Benefits Case Management*
- *PS Incident Management*
- *PS Investigative Case Management*
- *PS Threat and Response Management*

About Responsibilities and Views

The Responsibilities view of the Administration - Application screen shows responsibilities and associated views. Administrators can assign responsibilities to users using the same procedure that they use to assign responsibilities for other Siebel Business Applications. For example, they can create a responsibility for agents that includes the views that agents can use to complete work tasks. For more information, see *Siebel Security Guide* .

PS Benefits Case Management

In the preconfigured Siebel Public Sector application, the user with this responsibility can see the following views:

- HLS Account Case View
- HLS All Case List View
- HLS Case Account View
- HLS Case Activities View
- HLS Case Attachment View
- HLS Case Detail View
- HLS Case INS Claims View
- HLS Case List View
- HLS Case Note View
- HLS Case Partner View
- HLS Case Preview View
- HLS Case Project View

- HLS Case Quote View
- HLS Case Related Case View
- HLS Case Sales Assessment View
- HLS Case Service Request View
- PUB Case Address View
- PUB Case Household View
- PUB Case Literature Distribution View
- PUB Case Presentations View
- PUB Case Proposals View
- PUB GOV Channel Partner Cases View
- PUB GOV Contact Cases View
- PUB GOV Home Page View
- PUB GOV Household Cases View
- PUB HLS Case Contact View
- PUB My Team Case List View

PS Incident Management

In the preconfigured Siebel Public Sector application, the user with this responsibility can see the following views:

- All Service Requests Simple View
- PUB GOV Home Page View
- PUB HLS All Incident List View
- PUB HLS Case Incident View
- PUB HLS Contact Incident View
- PUB HLS Exception Handling View
- PUB HLS Groups Incident View
- PUB HLS Incident Activities View
- PUB HLS Incident Attachment View
- PUB HLS Incident Detail View
- PUB HLS Incident Group View
- PUB HLS Incident List View
- PUB HLS Incident Note View
- PUB HLS Incident Preview View
- PUB HLS Incident Suspect View
- PUB HLS My Team Incident List View

- PUB HLS Suspect Incident View

PS Investigative Case Management

In the preconfigured Siebel Public Sector application, the user with this responsibility can see the following views:

- HLS Account Case View
- HLS All Case List View
- HLS All Groups List View
- HLS All Suspect List View
- HLS Case Account View
- HLS Case Activities View
- HLS Case Attachment View
- HLS Case Auto Vehicles View
- HLS Case Detail View
- HLS Case Disease View
- HLS Case Groups View
- HLS Case List View
- HLS Case Note View
- HLS Case Partner View
- HLS Case Preview View
- HLS Case Project View
- HLS Case Related Case View
- HLS Case Sales Assessment View
- HLS Case Service Request View
- HLS Case Suspect View
- HLS Group Preview View
- HLS Groups Activities View
- HLS Groups Address View
- HLS Groups Attachment View
- HLS Groups Case View
- HLS Groups Detail View
- HLS Groups List View
- HLS Groups Note View
- HLS Groups Suspect View
- HLS Suspect Activities View

- HLS Suspect Address View
- HLS Suspect Associated Suspect View
- HLS Suspect Attachment View
- HLS Suspect Case View
- HLS Suspect Details View
- HLS Suspect Group View
- HLS Suspect List View
- HLS Suspect Note View
- HLS Suspect Preview View
- PUB Case Address View
- PUB Case Audit Trail View
- PUB Case Household View
- PUB Case Literature Distribution View
- PUB Case Presentations View
- PUB Case Proposals View
- PUB GOV Case Activity Plans View
- PUB GOV Case Monthly Calendar View
- PUB GOV Channel Partner Cases View
- PUB GOV Contact Cases View
- PUB GOV Home Page View
- PUB HLS Case Contact View
- PUB HLS Case Incident View
- PUB HLS Groups Incident View
- PUB HLS My Team Group List View
- PUB HLS My Team Suspect List View
- PUB HLS Suspect Incident View
- PUB My Team Case List View
- Relationship Hierarchy View (Groups)

PS Threat and Response Management

In the preconfigured Siebel Public Sector application, the user with this responsibility can see the following views:

- Disease Attachment View
- Disease Cases View
- Disease List View

- Disease Medication View
- Disease Service Request View
- Disease Training View
- Diseases Detail View
- HLS All Medication List View
- HLS Case Disease View
- HLS Disease FAQ View
- HLS Disease Preview View
- HLS Medication Diseases View
- HLS Medication Drug Interactions View
- HLS Medication Inventory View
- HLS Medication List View
- HLS Medication Substitutes View
- My Disease List View

11 Public Sector Workflows

Public Sector Workflows

This appendix provides information about the workflows for Siebel Public Sector. It includes the following topics:

- *Workflows for Applications*
- *Workflows for All Cases*
- *Workflows for Benefits Cases*
- *Workflows for Approvals*
- *PUB Create Evidence From Asset Workflow*
- *Workflows for Immigration*

Note: If you cannot see all of the detail in some of the larger workflow diagrams in this chapter, then you can view these workflows in Siebel Tools to see a clearer image.

Workflows for Applications

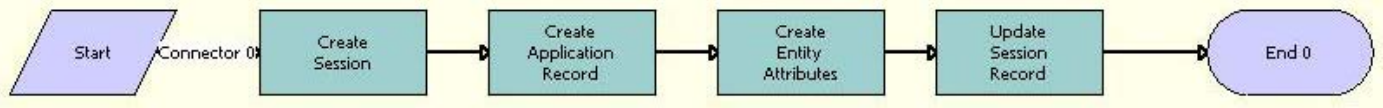
This group of workflows controls the processing of applications. It includes the following workflows:

- *PUB OPA Create Session Workflow*
- *Policy Automation Save Session IO Post Workflow*
- *PUB OPA Intake Workflow*
- *PUB Application Upload Workflow*
- *PUB Application Upload Workflow for Oracle Intelligent Advisor*

PUB OPA Create Session Workflow

This workflow creates a record for the Oracle Intelligent Advisor interview session and for the application before the Oracle Intelligent Advisor interview session on a self-service Web site is launched. You must install and configure Oracle Intelligent Advisor so that this workflow can function because this workflow uses Oracle Intelligent Advisor business components. This workflow also uses the PUB Create OPA Session business service and its methods. The following image shows this workflow.

A user initiates this workflow by clicking the Apply For Benefits link on a self-service Web site.



Workflow Description

This workflow performs the following actions:

1. **Create Session.** This step creates the record for the Oracle Intelligent Advisor interview session in the Intelligent Advisor Session tables.

   The input argument for this step is Mapping Name. To view the preconfigured mapping name (Intake), navigate to the IO Mappings view of the Administration - Policy Automation screen. You can customize this workflow for a different mapping name. The Session Id output argument for this step indicates the row Id of the record for the Oracle Intelligent Advisor interview session.
2. **Create Application Record.** This step creates a record for application with a Status field of Created in the Application business component.

   The Session Id input argument for this step indicates the row Id of the record for the Oracle Intelligent Advisor interview session. The External Id Field input argument for this step indicates the application number. You can change this value in the External Id user property for the PUB OPA Utilities business service. The syntax for this user property follows:

   ```
   Mapping Name1, Application BC Field for Showing Unique Application Number; Mapping
   Name2, Application BC Field for Showing Unique Application Number;...
   ```

   The Application Process Type input argument for this step is Case in the preconfigured Siebel Public Sector application. You can change this value in the Application Process Type user property for the PUB OPA Utilities Service business service. The syntax for this user property follows:

   ```
   Mapping Name1, LIC value of Application Process Type LOV; Mapping Name2, LIC value
   of Application Process Type LOV;...
   ```

   You can configure multiple mappings with different process types.

   The External Id Value output argument for this step indicates the application number.
3. **Create Entity Attributes.** This step creates a record for entity attributes for Oracle Intelligent Advisor. This record is used to generate the application number that appears in the user interface for a self-service Web site. In the preconfigured Siebel Public Sector application, the application number appears in the Oracle Intelligent Advisor interview session. You can change this configuration in the user properties for the PUB OPA Utilities Service business service.

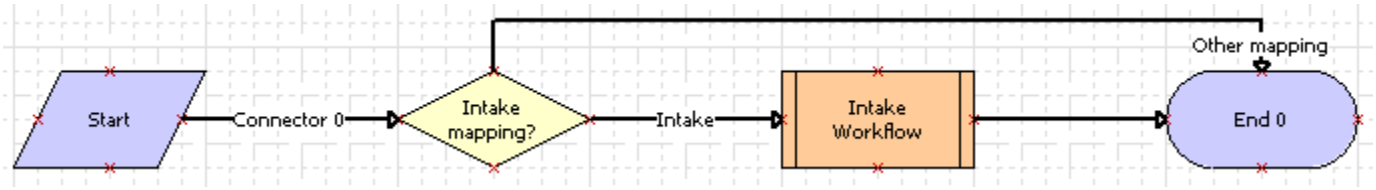
   The Session Id input argument for this step indicates the row Id of the record for the Oracle Intelligent Advisor interview session. The External Id Value input argument for this step indicates the application number. The External Id XML Tag input argument for this step indicates the XML tag for the External Id field. The XML tag comes from the integration object in the IO Mappings view of the Administration - Policy Automation screen.
4. **Update Session Record.** This step updates the application number (Application Id) in the External Id field of the record for the Oracle Intelligent Advisor interview session.

   The Session Id input argument for this step indicates the row Id of the record for the Oracle Intelligent Advisor interview session. The External Id Value input argument for this step indicates the application number for the interview session record.

Policy Automation Save Session IO Post Workflow

This workflow saves the Oracle Intelligent Advisor interview session on a self-service Web site. This workflow is packaged with Oracle Intelligent Advisor. The following image shows this workflow.

A user initiates this workflow by clicking the Save button in an Oracle Intelligent Advisor interview session.



Workflow Description

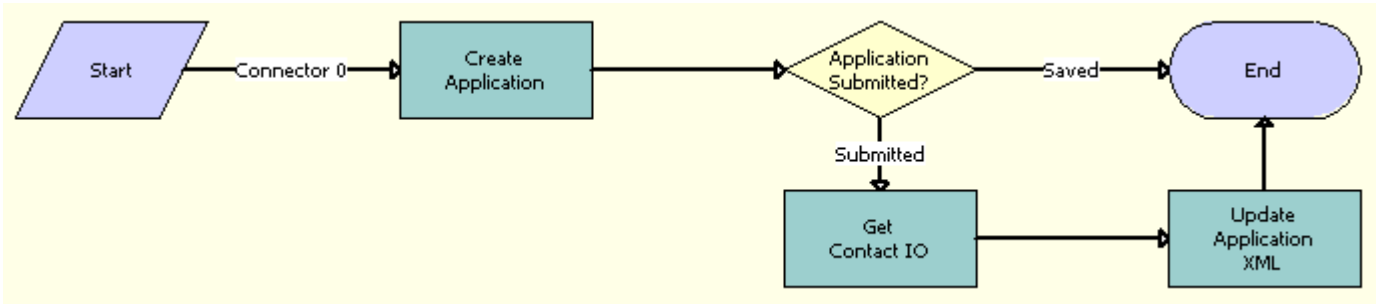
This workflow performs the following actions:

1. **Intake mapping?** This step determines whether the intake mapping name for the Oracle Intelligent Advisor interview session on the self-service Web site is the same as the intake mapping name in Siebel Public Sector. To view the preconfigured mapping name (Intake), navigate to the IO Mappings view of the Administration - Policy Automation screen. You can customize this workflow for a different mapping name.
2. **Intake Workflow.** If an intake mapping names are the same, then this step calls the PUB OPA Intake Workflow subprocess, and passes the following arguments to that subprocess: IntegrationObject, IntegrationObjectName, User ID, and MappingName. For more information, see *PUB OPA Intake Workflow*.

PUB OPA Intake Workflow

This workflow updates and processes an application record on a self-service Web site. The following image shows this workflow.

The *PUB OPA Create Session Workflow* invokes this workflow as a subprocess.



Workflow Description

This workflow performs the following actions:

1. **Create Application.** This step updates an application record.

   The Application integration component and its child integration components (Benefit Plan, Benefit Item, and Payment) are extracted from the SiebelMessage input argument. (This input argument is an instance of the

integration object that Oracle Intelligent Advisor returns.) This data is used to update the application record if the citizen submits the application. The User ID input argument for this step indicates the citizen who saves or submits the application. An additional input argument for this step is MappingName. The Application Id and Application Status output arguments for this step indicate the Siebel row ID of the application and the status of the application.

2. **Application Submitted?** This step determines whether the application is submitted to Siebel Public Sector for further processing. If the application is saved, and not submitted to Siebel Public Sector, then the workflow terminates. If the application is submitted, the workflow continues to Get Contact IO.
3. **Get Contact IO.** If the application is submitted to Siebel Public Sector, then this step gets the Contact integration object for the application.

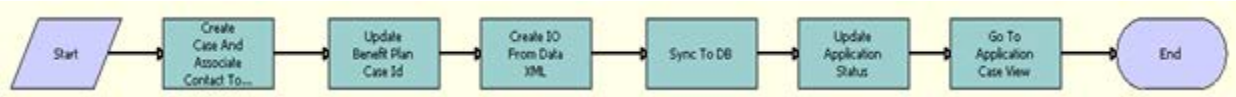
   The Application integration component and its child integration components are removed from the instance of the integration object that Oracle Intelligent Advisor returns. An instance of the integration object without the Application integration component and its child integration components is returned and stored in the ContactIntegrationObject output argument for this step. Input arguments for this step include MappingName, OutputIntObjectName, and SiebelMessage.
4. **Update Application XML.** This step updates the Data XML fields in the Application object with the contents of the Contact integration object.

   Input arguments for this step include Application Id and ContactIntegrationObject.

PUB Application Upload Workflow

This workflow creates and updates Siebel objects for the information in an application that users submit on a self-service Web site. The following image shows this workflow.

A user initiates this workflow by clicking the Upload button in the Contacts Matching view of the Applications screen.



Workflow Description

This workflow performs the following actions:

1. **Create Case And Associate Contact To Case.** This step creates a case for the application and associates the contacts in the application with that case. If the primary contact for the application is not associated with a master case, then this step creates a master case for that contact.

   The Data XML input argument for this step contains details about the application contacts and associated addresses, expenses, income, financial assets, and relationships. Other input arguments for this step include Application Id, Case Category, Primary Contact Id, and Case Name. Case Id is the output argument for this step.
2. **Update Benefit Plan Case Id.** This step reads the benefit plan data for the application and updates the Case Id for the benefit plans, the Recipient Contact Id for the benefits, and the Payment Recipient Id for the payments.

   Input arguments for this step include Application Id, Primary Contact Id, Data XML, and Case Id.
3. **Create IO From Data XML.** This step converts the Data XML input argument into an integration object.

   The IntObjectName input argument for this step indicates the integration object name from Data XML. Other input arguments for this step include Application Id, Data XML, and Case Id. Siebel Message is the output argument for this step.

4. **Sync To DB.** This step populates the data fields in Siebel Public Sector with the data from the application. These data fields relate to the case and associated benefit plans and the contacts and associated addresses, expenses, income, financial assets, and relationships. This step calls the Siebel Adapter Upsert method.

   Input arguments for this step include Application Id, Case Id, and Siebel Message.
5. **Update Application Status.** This step updates the status of the application from Submitted to Processed.

   Input arguments for the step include Application Id and Terminal Application Status. Is Upload Process Success is the output argument for this step.
6. **Go To Application Case View.** This step navigates to the Plans view in the Case List view of the Cases screen.

PUB Application Upload Workflow for Oracle Intelligent Advisor

This workflow is identical to the *PUB Application Upload Workflow*, except that this workflow does not accommodate the functionality for decision reports, which are not supported in the integration for Oracle Intelligent Advisor.

Workflows for All Cases

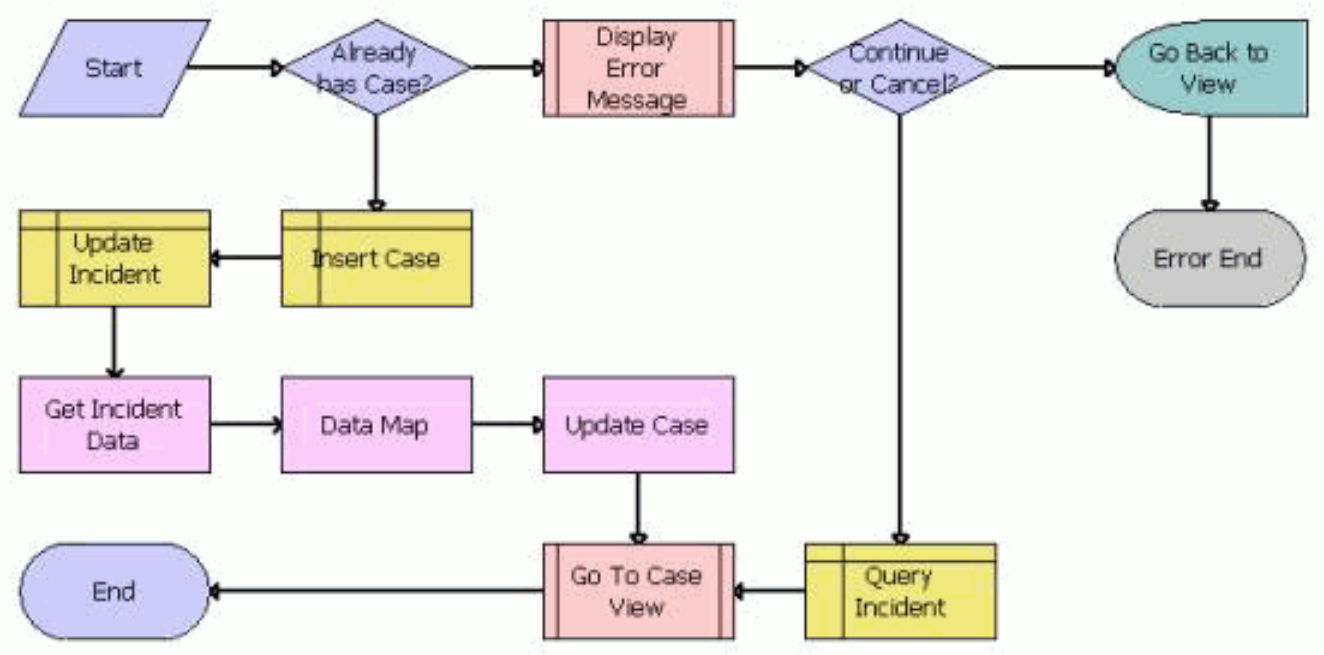
This group of workflows controls the processing for all cases. It includes the following workflows:

- *PUB HLS Create Case Workflow*
- *PUB Create Case From Incident Workflow*
- *PUB Create Case From SR Workflow*
- *PUB HLS Display Error Workflow*
- *PUB HLS Go To View Workflow*
- *PUB GOV Case Re-open (Self Service) Workflow*

PUB HLS Create Case Workflow

This workflow creates a case. The following image shows this workflow.

A user initiates this workflow by creating a new case in the Case List view.



Workflow Description

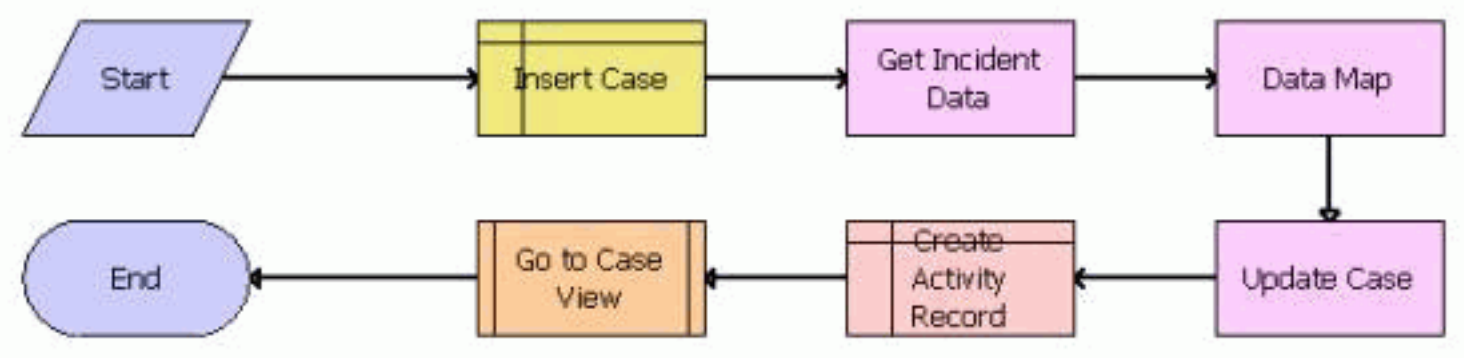
This workflow performs the following actions:

1. **Already has Case?** This step determines whether the case exists.
2. **Display Error Message.** If the case exists, then this step calls the PUB HLS Display Error subprocess. For more information, see *PUB HLS Display Error Workflow*.
3. **Continue or Cancel?** This step determines whether the user chooses to continue or cancel the process of creating a case.
4. **Go Back to View.** If the user chooses to cancel the process of creating a case, then this step navigates back to the Case List view.
5. **Query Incident.** If the user chooses to continue the process of creating a case, then this step obtains the incident data for the case.
6. **Insert Case.** If the case does not exist, then this step creates a case record.
7. **Update Incident.** This step updates the incident data for the case record.
8. **Get Incident Data.** This step obtains the incident data for the case record. This step calls the Query method. For more information about this method, see *Integration Platform Technologies: Siebel Enterprise Application Integration* .
9. **Data Map.** This step maps the incident data fields to the case data fields. This step calls the Execute method. For more information about this method, see *Business Processes and Rules: Siebel Enterprise Application Integration* .
10. **Update Case.** This step updates the case record with the incident data. This step calls the Upsert method. For more information about this method, see *Integration Platform Technologies: Siebel Enterprise Application Integration* .
11. **Go To Case View.** This step calls the PUB HLS Go To View subprocess. For more information, see *PUB HLS Go To View Workflow*.

PUB Create Case From Incident Workflow

This workflow creates a case from an incident record. The following image shows this workflow.

A user initiates this workflow by clicking the Create Case button on the Incident form.



Workflow Description

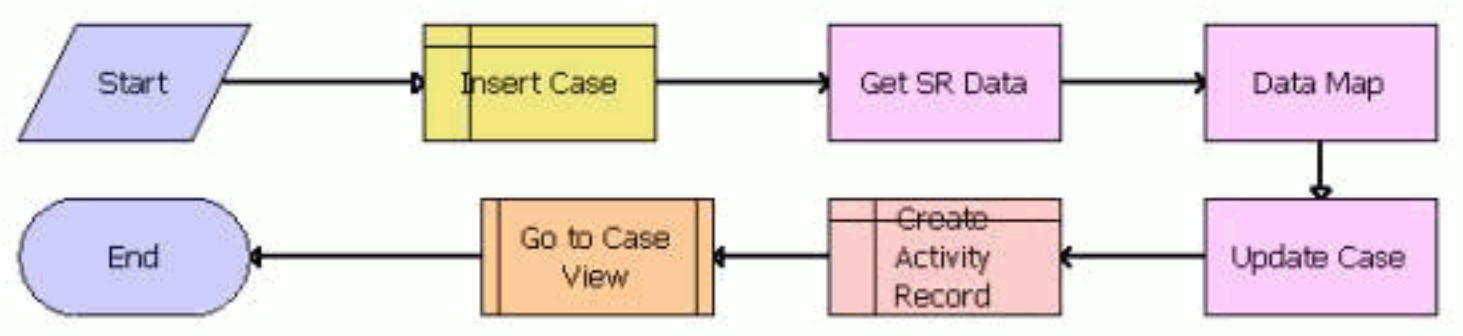
This workflow performs the following actions:

1. **Insert Case.** This step creates a case record.
2. **Get Incident Data.** This step obtains the incident data for the case record. This step calls the Query method. For more information about this method, see *Integration Platform Technologies: Siebel Enterprise Application Integration* .
3. **Data Map.** This step maps the incident data fields to the case data fields. This step calls the Execute method. For more information about this method, see *Business Processes and Rules: Siebel Enterprise Application Integration* .
4. **Update Case.** This step updates the case record with the incident data. This step calls the Upsert method. For more information about this method, see *Integration Platform Technologies: Siebel Enterprise Application Integration* .
5. **Create Activity Record.** This step creates an activity record for the case record.
6. **Go To Case View.** This step calls the PUB HLS Go To View subprocess. For more information, see *PUB HLS Go To View Workflow*.

PUB Create Case From SR Workflow

This workflow creates a case from a service request record. The following image shows this workflow.

A user initiates this workflow by clicking the Create Case button on the Service Request form.



Workflow Description

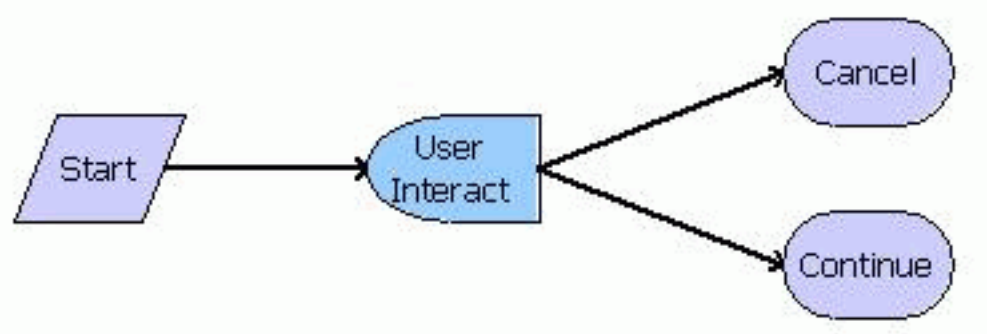
This workflow performs the following actions:

1. **Insert Case.** This step creates a case record.
2. **Get SR Data.** This step obtains the service request data for the case record. This step calls the Query method. For more information about this method, see *Integration Platform Technologies: Siebel Enterprise Application Integration* .
3. **Data Map.** This step maps the service request data fields to the case data fields. This step calls the Execute method. For more information about this method, see *Business Processes and Rules: Siebel Enterprise Application Integration* .
4. **Update Case.** This step updates the case record with the service request data. This step calls the Upsert method. For more information about this method, see *Integration Platform Technologies: Siebel Enterprise Application Integration* .
5. **Create Activity Record.** This step creates an activity record for the case record.
6. **Go To Case View.** This step calls the PUB HLS Go To View subprocess. For more information, see *PUB HLS Go To View Workflow*.

PUB HLS Display Error Workflow

This workflow displays an error in a case record. The following image shows this workflow.

The *PUB HLS Create Case Workflow* invokes this workflow as a subprocess.



Workflow Description

This workflow performs the following actions:

1. **User Interact.** This step determines whether the user chooses to cancel or continue the process of creating a case when the user sees an error message.

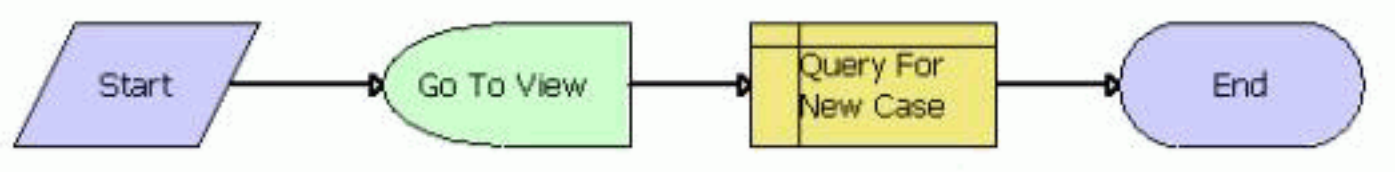
2. **Cancel.** If the user chooses to cancel the case creation, then this step cancels the process.
3. **Continue.** If the user chooses to continue the case creation, then this step continues the process.

PUB HLS Go To View Workflow

This workflow displays a view of a case. The following image shows this workflow.

The following workflows invoke this workflow as a subprocess:

- *PUB HLS Create Case Workflow*
- *PUB Create Case From Incident Workflow*
- *PUB Create Case From SR Workflow*



Workflow Description

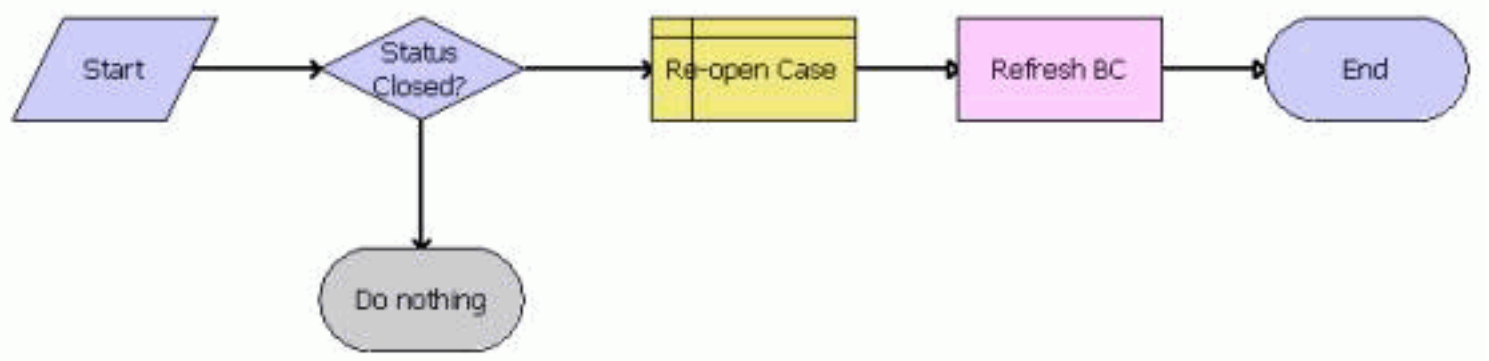
This workflow performs the following actions:

1. **Go To View.** This step navigates to the Case List view.
2. **Query For New Case.** This step displays the form for the new case.

PUB GOV Case Re-open (Self Service) Workflow

This workflow reopens a case. The following image shows this workflow.

A user initiates this workflow by selecting Active in the Status field of a record in the Case List view.



Workflow Description

This workflow performs the following actions:

1. **Status Closed?** This step determines whether the case is closed. If the case is closed, then the workflow does nothing.

2. **Re-open Case.** If the case is not closed, then this step opens the case again.
3. **Refresh BC.** This step updates the business component for the case to indicate the case is now open. This step calls the Refresh Business Component method. For more information about this method, see *Siebel Order Management Infrastructure Guide* .

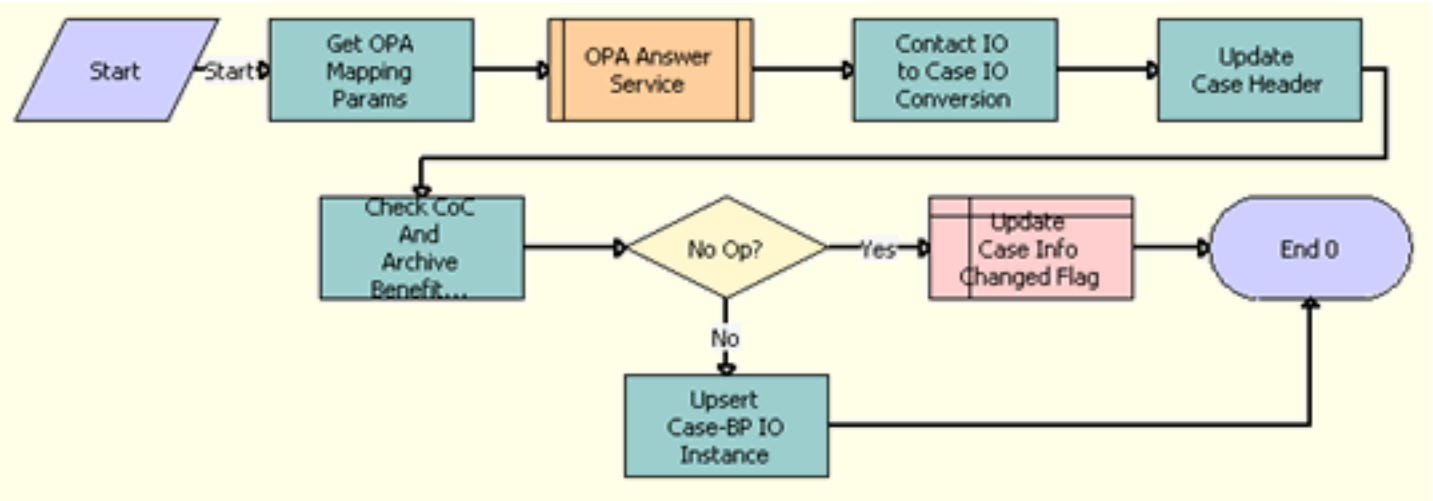
Workflows for Benefits Cases

This group of workflows controls the processing of benefits for cases. It includes the following workflows:

- *PUB Eligibility Determination Workflow Main For Oracle Intelligent Advisor*
- *PUB Screening Determination Workflow Main For Oracle Intelligent Advisor*
- *OPA Answer Service Workflow*
- *SWISend Payment Instructions Workflow*
- *PUB Scan This Case for Info Changed Workflow*
- *PUB Flag Related Cases Batch Mode Process Workflow*
- *PUB Attach Case Snapshot Workflow*
- *PUB Archive Process Workflow*

PUB Eligibility Determination Workflow Main For Oracle Intelligent Advisor

This workflow uses the data that is associated with a case to determine the benefits for which a citizen is eligible. The following image shows this workflow.



Workflow Description

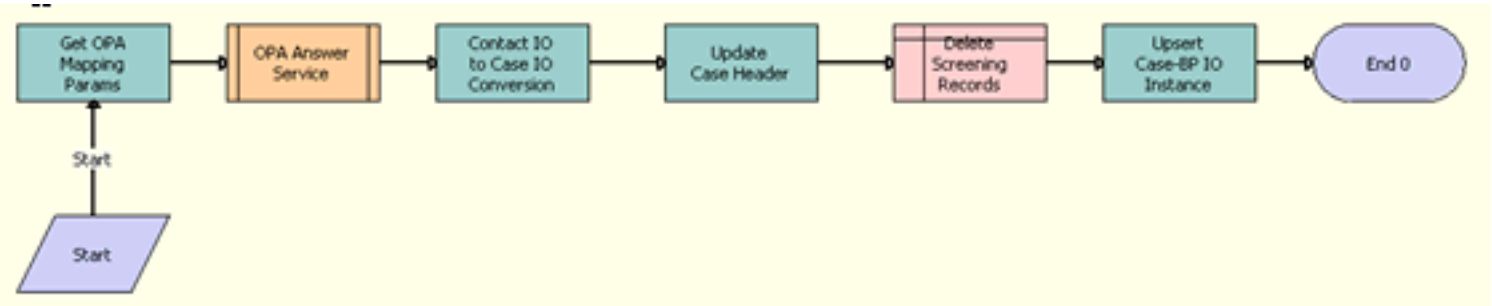
This workflow performs the following actions:

1. **Get OPA Mapping Params.** This step calls the GetAdminMappingInfoAndCache method from the OPA Interview Framework Service to read the mapping parameters in the OPA Integrations Mapping view of the

Administration - Integration screen. This method returns the HostURL, SubmitXSLPath, PreseedXSLPath, and Rulebase parameters using the mapping names in the input argument.
2. **OPA Answer Service.** This step calls the *OPA Answer Service Workflow*.
3. **Contact IO to Case IO Conversion.** This step converts the Oracle Intelligent Advisor response (the PUB Sample Intake Contact integration object instance) into a PUB OPA Generated Benefit Plans integration object instance.
4. **Update Case Header.** This step updates the Case Row ID in the PUB OPA Generated Benefit Plans integration object instance.
5. **Check CoC And Archive Benefit Plan.** This step compares the benefit plans in the Oracle Intelligent Advisor response with the existing benefit plans for the case. If the benefit plans have changed, then this step sets the No Op flag to N. If the benefit plans have not changed, then this step sets the No Op flag to Y.
6. **No Op?** If the No Op flag is N, then this step goes to Step 8. If the No Op flag is Y, then this step goes to Step 7.
7. **Update Case Info Changed Flag.** This step clears the check in the Info Changed field of the case.
8. **Upsert Case-PB IO instance.** This step calls the Upsert method for the Siebel EAI Adapter to update or insert benefit plans, benefits, and payments for the case. For this upsert operation, this step uses the integration object that Oracle Intelligent Advisor returns.

PUB Screening Determination Workflow Main For Oracle Ingelligent Advisor

This workflow uses the data that is associated with a case to determine the benefits for which a citizen is eligible. The following image shows this workflow.



Workflow Description

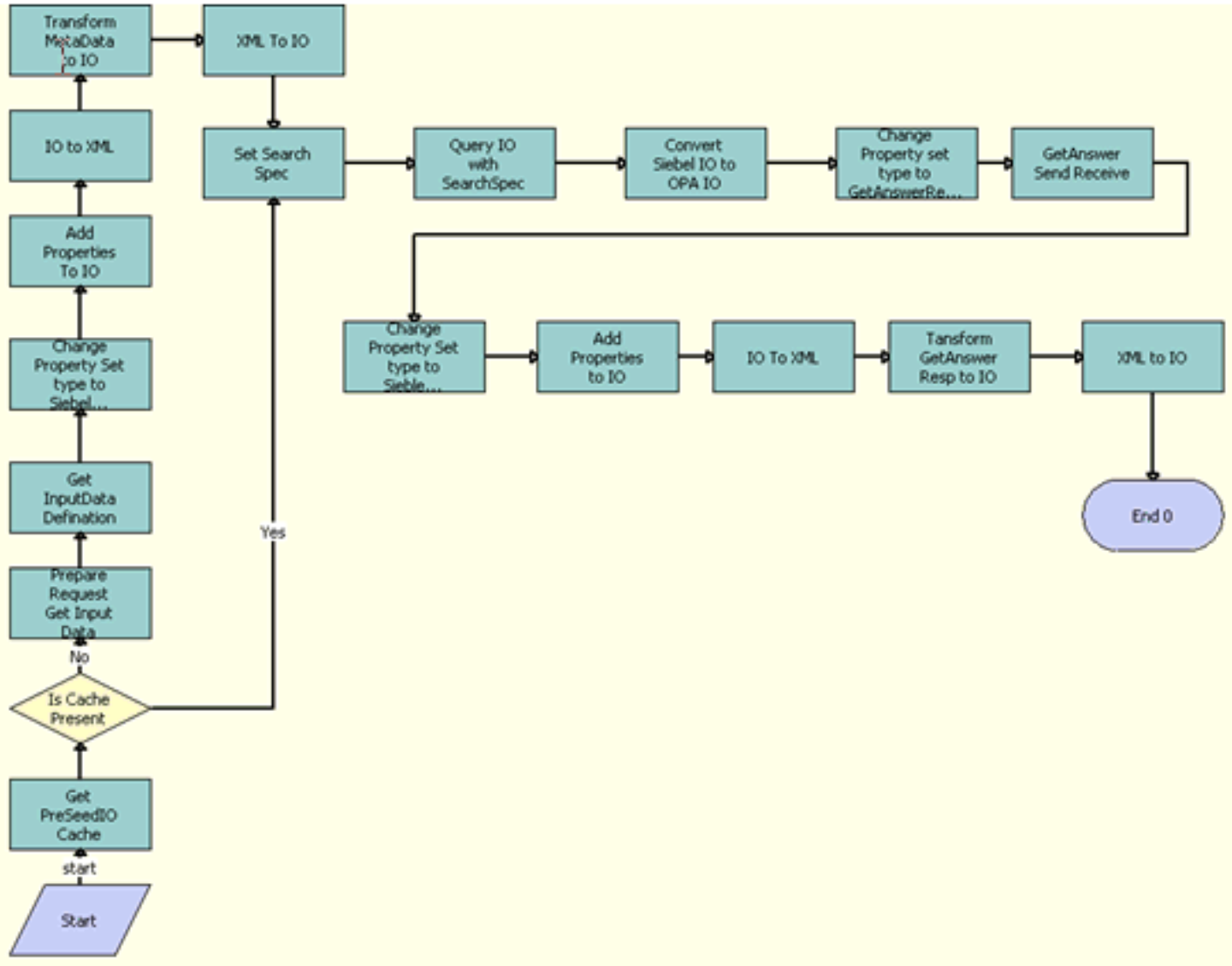
This workflow performs the following actions:

1. **Get OPA Mapping Params.** This step calls the GetAdminMappingInfoAndCache method from the OPA Interview Framework Service to read the mapping parameters in the OPA Integrations Mapping view of the Administration - Integration screen. This method returns the HostURL, SubmitXSLPath, PreseedXSLPath, and Rulebase parameters using the mapping names in the input argument.
2. **OPA Answer Service.** This step calls the *OPA Answer Service Workflow*.
3. **Contact IO to Case IO Conversion.** This step converts the Oracle Intelligent Advisor response (the PUB Sample Intake Contact integration object instance) into a PUB OPA Generated Benefit Plans integration object instance. Benefit plans and benefits, but not benefit payments, are mapped to the integration object instance.
4. **Update Case Header.** This step updates the Case Row ID in the PUB OPA Generated Benefit Plans integration object instance.
5. **Delete Screening Records.** This step deletes any existing screening records.
6. **Upsert Case-PB IO instance.** This step calls the Upsert method for the Siebel EAI Adapter to update or insert benefit plans, benefits, and payments for the case. For this upsert operation, this step uses the integration object that Oracle Intelligent Advisor returns.

OPA Answer Service Workflow

This workflow gets a list of fields that can be seeded from Oracle Intelligent Advisor, converts the integration object in Intelligent Advisor format to an integration object in Siebel format, gets the seed data from the Siebel database, converts the data in Siebel format to data in Intelligent Advisor format, invokes the GetAnswer operation from the Answer Service Web service in Oracle Intelligent Advisor, and converts the data in Intelligent Advisor format to data in Siebel format. The following image shows this workflow.

The *PUB Eligibility Determination Workflow Main For Oracle Intelligent Advisor* and the *PUB Screening Determination Workflow Main For Oracle Intelligent Advisor* invoke this workflow as a subprocess.



Workflow Description

This workflow performs the following actions:

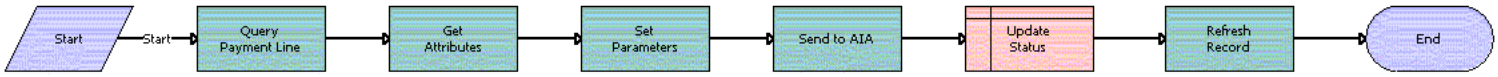
1. **Get PreSeedIO Cache.** This step calls the GetCachedIO method from the OPA Interview Framework Service business service to get the seed integration object in the cache. The input argument to this method is the policy model name. This method returns a value of true if the seed integration object is available in the cache and a value of false if the seed integration object is not available in the cache.
2. **Is Cache Present.** This step determines whether the seed integration object is present in the cache.
3. **Prepare Request Get Input Data.** This step calls the PrepareRequestGetInputData method from the OPA Interview Framework business service to prepare the Intelligent Advisor request for the GetInputDataDefinition action for the Simple Object Access Protocol (SOAP) if the seed integration object is not present in the cache.
4. **Get InputData Definition.** This step calls the GetInputDataDefinition method from the odsAnswerService12.2_SiebelOPAIntegration_type outbound Intelligent Advisor business service. This method returns the get-input-data-definition-response integration object (GetInputDataDefinitionResponse:GetInputDataDefinitionResponse) for a list of seed fields for the interview.
5. **Change Property Set type to SiebelMessage.** This step calls the ChangePropertysetType method from the OPA Interview Framework Service business service. This method changes the property set type from GetInputDataDefinitionResponse:GetInputDataDefinitionResponse to SiebelMessage.
6. **Add Properties to IO.** This step calls the AddPropertiesToPropertySet method from the OPA Interview Framework Service business service. The input arguments to this method are the InputData integration object (SiebelMessage), IOName, IOXml tag name, PrimaryIC, PrimaryIC XML tag, and PropertySetPath. This method adds the properties to the SiebelMessage property set type, and returns the updated property set.
7. **IO to XML.** This step calls the IntObjHierToXMLDoc method in the EAI XML Converter business service to convert the Siebel Message into XML format.
8. **Transform MetaData to IO.** This step calls the Transform method from the EAI XSLT Service business service to convert the get-input-data-definition-response integration object in XML format to the seed integration object in XML format.
9. **XML to IO.** This step calls the XMLDocToIntObjHier method from the EAI XML Converter business service to convert the XML data to an integration object.
10. **Set Search Spec.** This step calls the SetSearchSpecToSiebelMsg method from the OPA Interview Framework Service business service to set the search specification to the integration object. The input argument to this method is the custom search specification.
11. **Query IO with SearchSpec.** This step calls the QueryPage method from the EAI Siebel Adapter business service to get data by using the query template.
12. **Convert Siebel IO to OPA IO.** This step calls the ConvertSiebelIntObjToGetAnswerReqIntObj method from the OPA Interview Framework Service business service to convert the integration object for Siebel data to the answer-request integration object for Oracle Intelligent Advisor.
13. **Change Property set type to GetAnswerRequest:GetAnswerRequest.** This step calls the ChangePropertysetType method from the OPA Interview Framework Service business service. The input arguments to this method are the integration object for Siebel data, PropertySetPath, and SiebelMessage PropertySetType (GetAnswerRequest:GetAnswerRequest). This method changes the property set type for the property set path, and returns the modified property.
14. **GetAnswer Send Receive.** This step calls the GetAnswer method from the odsAnswerService12.2_SiebelOPAIntegration_type outbound Intelligent Advisor business service. The input argument to this method is the seed integration object (GetAnswerRequest:GetAnswerRequest). This method returns the get-answer-response integration object.
15. **Change Property Set type To Siebel Message.** This step calls the ChangePropertysetType method from the OPA Interview Framework Service business service. The input arguments to this method are the answer service results. This method changes the property set type from InvestigateResponse:InvestigateResponse to SiebelMessage.

16. **Add Properties to IO.** This step calls the AddPropertiesToPropertySet method from the OPA Interview Framework Service business service. The input arguments to this method are the SiebelMessage, IOName, IOXml tag name, PrimaryIC, PrimaryIC XML tag, and PropertySetPath. This method adds the properties to the SiebelMessage property set type, and returns the updated property set.
17. **IO to XML.** This step calls the IntObjHierToXMLDoc method in the EAI XML Converter business service to convert the Siebel Message into XML format.
18. **Transform GetAnswer Resp to IO.** This step calls the Transform method from the EAI XSLT Service business service to convert the answer service results integration object in XML format to the Siebel integration object in XML format.
19. **XML to IO.** This step calls the XMLDocToIntObjHier method from the EAI XML Converter business service to convert the XML data to an integration object.

SWISendPaymentInstructions Workflow

This workflow forwards payment data for a benefit from Siebel Public Sector an accounts payable application, and consequently the citizen is paid. The accounts payable application returns payment data, such as the status and number of the payment, to Siebel Public Sector.

A user initiates this workflow by clicking the Send Payment button in the Benefit Plans view in the Plans view of the Cases screen. The following image shows this workflow.



Workflow Description

This workflow performs the following actions:

1. **Query Payment Line.** This step finds the payment record in Siebel Public Sector using the row Id and constructs a Siebel message.
2. **Get Attributes.** This step obtains the following attributes in Siebel Public Sector for the payment record: Enterprise Name, Message ID, Locale, and Language.
3. **Set Parameters.** This step sets the attributes from the previous step in the Siebel message.
4. **Send to AIA.** Administrators must replace this placeholder step with a step that implements the integration that they set up.

   > **Note:** Administrators can set up the integration in Oracle Application Integration Architecture or use some other type of integration. In either case, they must change this placeholder step to implement the integration that they use.

5. **Update Status.** This step changes the status of the payment record in the Siebel database to Submitted-Pending.
6. **Refresh Record.** This step updates the status of the payment record in the user interface.

Associated Business Service Methods. The following table describes the workflow steps in this workflow that call a business service method.

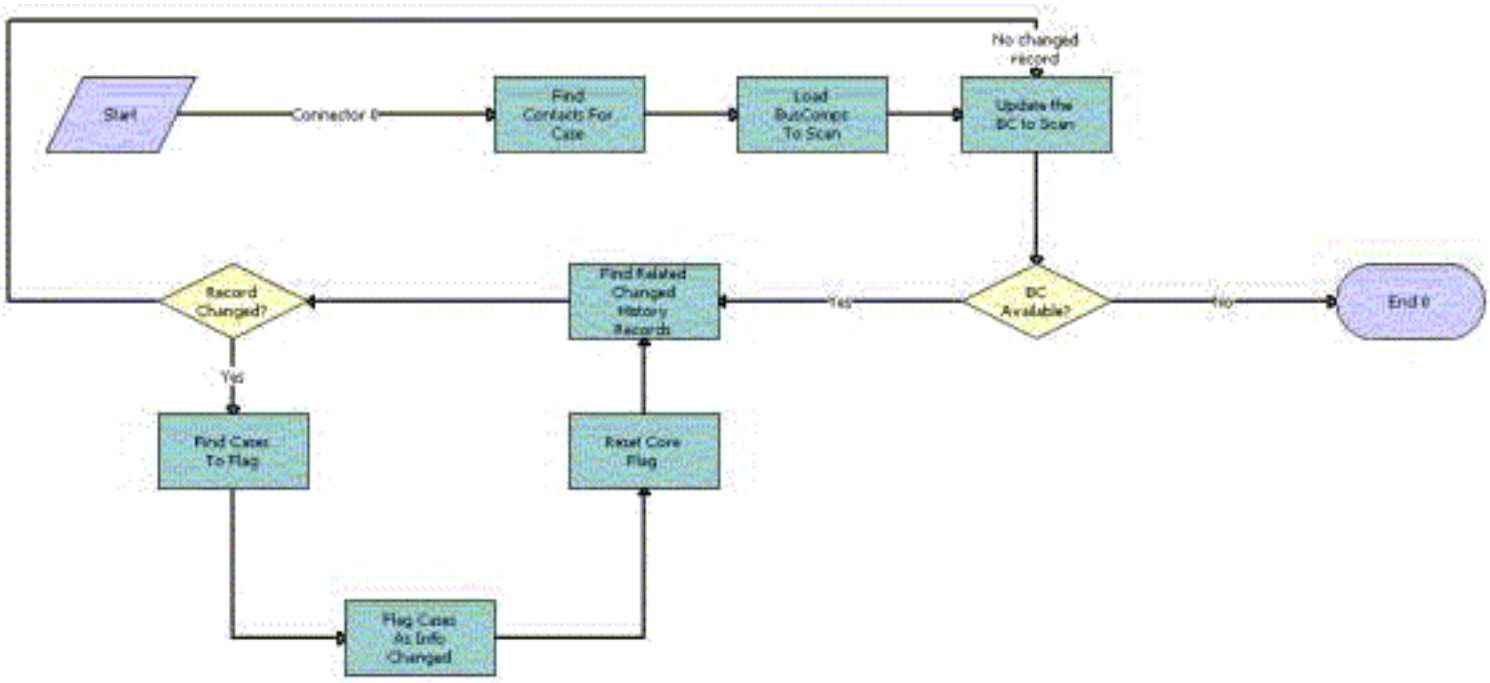
Workflow Step	Method Called	In Business Service
Query Payment Line	QueryById	SWI Update Payment Instructions

Workflow Step	Method Called	In Business Service
Get Attributes	GetEnterpriseParameters	CMU External Integration Service
Set Parameters	SetAttributesToMessage	CMU External Integration Service
Refresh Record	RefreshCurrentApplet	FINS Teller UI Navigation

PUB Scan This Case for Info Changed Workflow

This workflow scans the data that is associated with an active benefits case to determine whether the data that determines the benefits changed after the benefits were last automatically assigned to the case. If this data changed, then this workflow selects the check box in the Info Changed field of the case. If this data change also affects the benefits for additional cases, then the workflow selects the check box in the Info Changed field for those additional cases. The processing in this workflow evaluates changed data in only the fields and records that are implemented for effective date tracking. The following image shows this workflow.

A user initiates this workflow by selecting an active benefits case in the Case List view and clicking the Scan Changes button.



Workflow Description

This workflow performs the following actions:

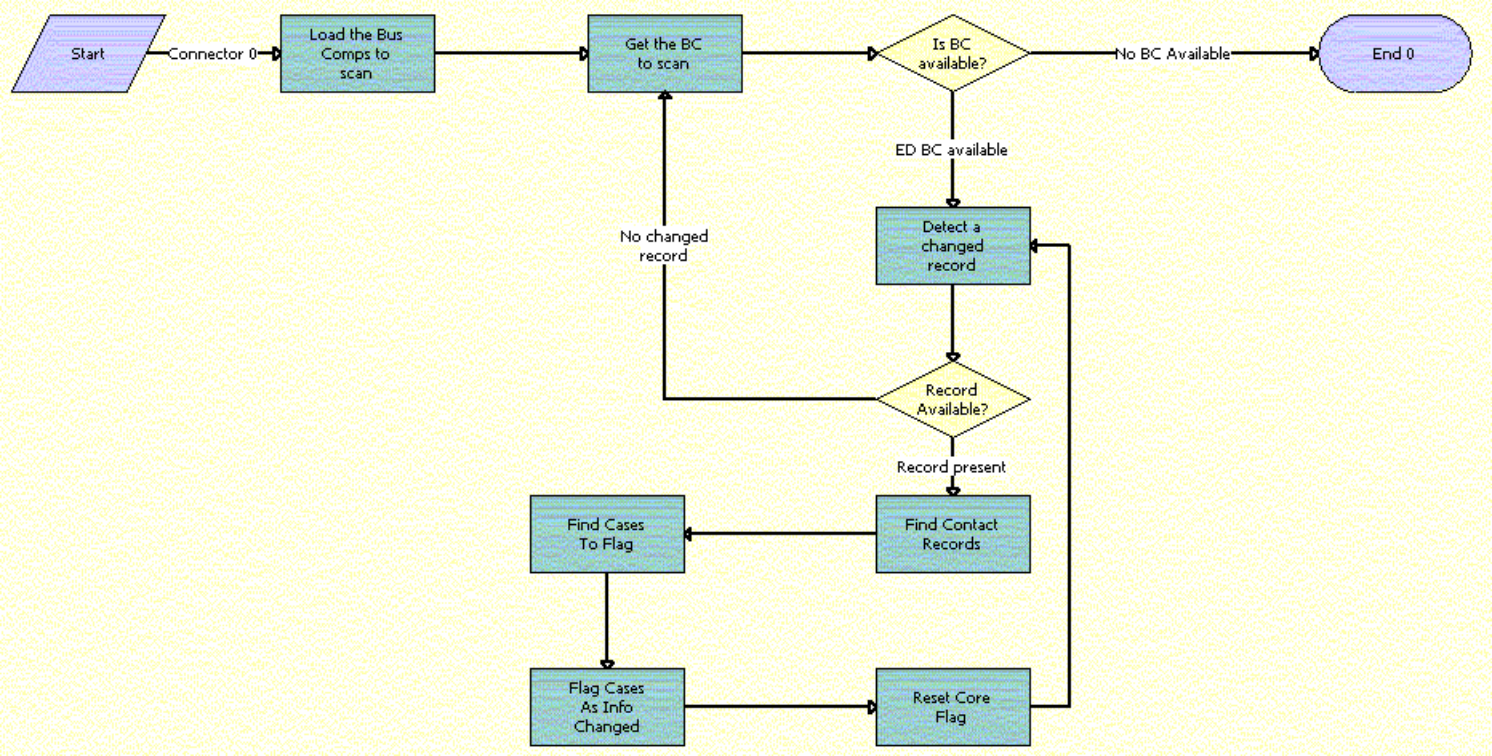
1. **Find Contacts for Case.** This step finds the contacts that are associated with the case record. This step calls the FindContactsForCase method.

2. **Load BusComps To Scan.** This step generates a list all business components for which effective dating is set up. This step calls the LoadBusCompsToScan method.
3. **Update the BC to Scan.** This step selects the first business component from the list in the previous step, and goes to the next step. After the remaining steps in the workflow are complete, this step selects the next business component in the list from the previous step. This step iterates through all of the business components in the list. This step calls the UpdateTheBCToScan method.
4. **BC Available?** If any business components remain for scanning, then this step goes to the next step. If the no business components remain for scanning, then the workflow terminates.
5. **Find Related Changed History Records.** This step generates a list of all records for the business component that are associated with the contact records from Step 1 and that changed after an agent last automatically assigned benefits to the case. This step selects the first record in the list, and goes to the next step. After the remaining steps in the workflow are complete, this step selects the next record in the list. This step iterates through all of the records in the list. This step calls the FindRelatedChangedRecords method.
6. **Record Changed?** If any records remain for checking, then this step goes to the next step. If no records remain for checking, then this step goes to Step 3.
7. **Find Cases To Flag.** This step finds the cases that are associated with the contacts from Step 1. This step calls the FindCasesToFlag method.
8. **Flag Case As Info Changed.** This step selects the check box in the Info Changed field for the case. This step calls the FlagCasesAsInfoChanged method.
9. **Reset Core Flag.** This step resets the core flag in the Siebel database. This flag tracks the history of changes to the record. This step calls the ResetCoreFlagForChangedRecord method.

PUB Flag Related Cases Batch Mode Process Workflow

This workflow scans the data that is associated with all active benefits cases to determine whether the data that determines the benefits changed after the benefits were last automatically assigned to each case. For each case for which this data changed, this workflow finds the associated contact records. Then, this workflow finds all cases for those contact records, and selects the check box in the Info Changed field of those cases. The processing in this workflow evaluates changed data in only the fields and records that are implemented for effective date tracking. The following image shows this workflow.

Administrators configure this workflow to run automatically at appropriate time intervals.



Workflow Description

This workflow performs the following actions:

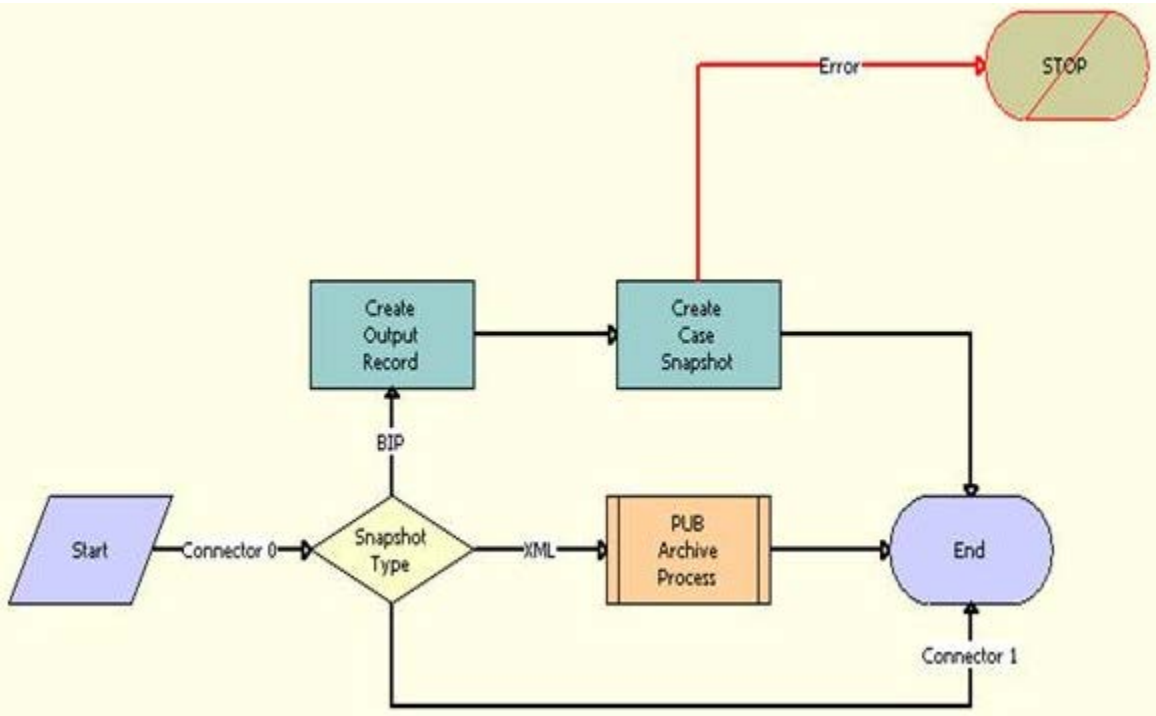
1. **Load the Bus Comps to scan.** This step generates a list all business components for which effective dating is set up. This step calls the LoadBusCompsToScan method.
2. **Get the BC to scan.** This step selects the first business component from the list in the previous step, and goes to the next step. After the remaining steps in the workflow are complete, this step selects the next business component in the list from the previous step. This step iterates through all of the business components in the list. This step calls the UpdateTheBCToScan method.
3. **Is BC available?** If any business components remain for scanning, then this step goes to the next step. If the no business components remain for scanning, then the workflow terminates.
4. **Detect a changed record.** This step generates a list of all records for the business component that changed after an agent last automatically assigned benefits to the case. This step selects the first record in the list, and goes to the next step. After the remaining steps in the workflow are complete, this step selects the next record in the list. This step iterates through all of the records in the list. This step calls the DetectChangedRecord method.
5. **Record Available?** If any records remain for checking, then this step goes to the next step. If no records remain for checking, then this step goes to Step 2.
6. **Find Contact Records.** This step finds the contacts that are associated with the record. This step calls the FindContactRecords method.
7. **Find Cases To Flag.** This step finds the cases that are associated with the contacts from the previous step. This step calls the FindCasesToFlag method.
8. **Flag Cases As Info Changed.** This step selects the check box in the Info Changed field for the cases from the previous step. This step calls the FlagCasesAsInfoChanged method.
9. **Reset Core Flag.** This step resets the core flag in the Siebel database. This flag tracks the history of changes to the record. This step calls the ResetCoreFlagForChangedRecord method.

PUB Attach Case Snapshot Workflow

This workflow creates a BIP (Business Intelligence Publisher) snapshot file (or invokes a subprocess to create an XML snapshot file) for the evidence record of an appeal case. This snapshot file is located in the Attachments view of the Evidence view for the appeal case, and contains the field values for the original case, for the active benefit plans that are associated with that case, and for the benefits that are associated with those benefit plans. The following image shows this workflow.

Note: To create the snapshot file, a temporary folder must exist at the Siebel Client location.

A user initiates this workflow by clicking the Appeal button in the Case List view.



Workflow Description

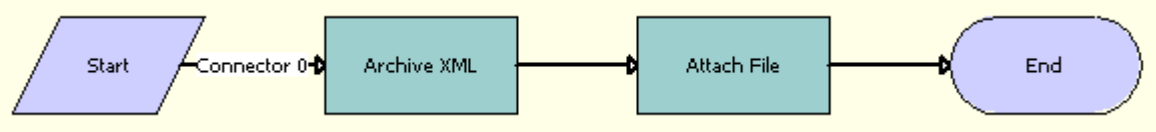
This workflow performs the following actions:

1. **Snapshot Type.** This step reviews the PUB Appeal Case Snapshot Type system preference to determine to create an XML snapshot file or a BIP snapshot file.
2. **PUB Archive Process.** For XML snapshot files, this step calls the PUB Archive Process subprocess. For more information, see *PUB Archive Process Workflow*.
3. **Create Output Record.** For BIP snapshot files, this step creates a business component record for the attachment business component.
4. **Create Case Snapshot.** This step creates the BIP snapshot file and attaches the file to the attachment business component.

PUB Archive Process Workflow

This workflow creates an XML snapshot file for the evidence record of an appeal case. This snapshot file is located in the Attachments view of the Evidence view for the appeal case, and contains the field values for the original case, for the active benefit plans that are associated with that case, and for the benefits that are associated with those benefit plans. The following image shows this workflow.

The *PUB Attach Case Snapshot Workflow* invokes this workflow as a subprocess.



Workflow Description

This workflow performs the following actions:

1. **Archive XML.** This step receives the name of the integration object and the required search specifications, queries this information, and stores the result as a Siebel Message. This step uses the EAI Query method.
2. **Attach File.** This step creates an XML snapshot file for the business component record and populates the fields in that record.

Workflows for Approvals

This group of workflows controls the processing for approvals. It includes the following workflows:

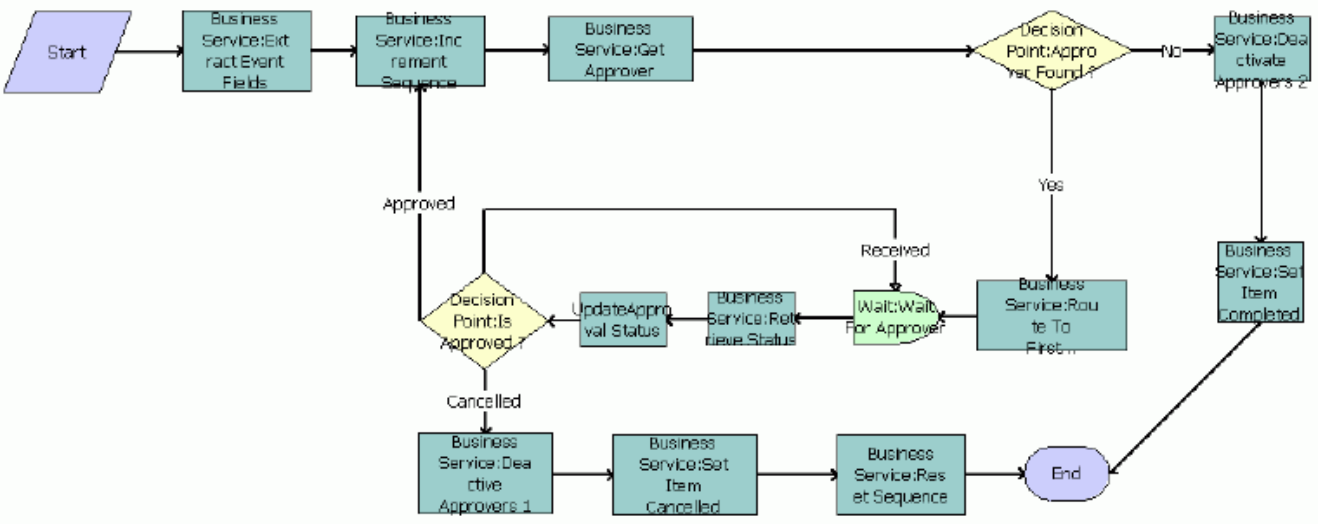
- *PS Object Approval Main Process Workflow*
- *Update Time Sheet Status Workflow*

PS Object Approval Main Process Workflow

This workflow routes a case, lead, or incident for approval and then updates the approval status. The following image shows this workflow.

You can extend this workflow for other objects. For help with extending this workflow for other objects, contact your Oracle sales representative for Oracle Advanced Customer Services to request assistance. For more information about workflows, see *Siebel Business Process Framework: Workflow Guide* .

A user initiates this workflow by clicking the Submit button in a Case form or in the More Info view of a lead or an incident record.



Workflow Description

This workflow performs the following actions:

1. **Business Service:Extract Event Fields.** This step obtains the list of approvers for the record. This step calls the Echo method. For more information about this method, see *Siebel Business Process Framework: Workflow Guide* .
2. **Business Service:Increment Sequence.** This step determines the sequence that is associated with the chain of approval for the record. This step calls the IncrementSequence method.
3. **Business Service:Get Approver.** This step obtains the next approver in the sequence that is associated with the chain of approval. This step calls the GetApprover method.
4. **Decision Point:Approver Found?** This step determines whether an approver is found.
5. **Business Service:Deactivate Approvers 2.** If an approver is not found, then this step discontinues the search for approvers. This step calls the DeactivateInboxItem method. For more information about this method, see *Siebel Applications Administration Guide* .
6. **Business Service:Set Item Completed.** This step sets the Approval Status field of the record to Active. This step calls the UpdateObjectStatus method.
7. **Business Service:Route To First Approver.** If an approver is found, then this step routes the record to the inbox of the approver. This step calls the RouteInboxItem method. For more information about this method, see *Siebel Applications Administration Guide* .
8. **Wait:Wait For Approver.** This step waits for the approver to change the value in the Action field on the Inbox screen. This step calls the Sleep method.
9. **Business Service:Retrieve Status.** This step obtains the value that the user selects in the Action field on the Inbox screen. This step calls the GetInboxOwnerInfo method. For more information about this method, see *Siebel Applications Administration Guide* .
10. **UpdateApproval Status.** This step updates the Approval Status field of the record. This step calls the UpdateApprovalStatus method.
11. **Decision Point:Is Approved?** This step determines the Action value for the record. If the Action value is Approved, then the workflow returns to Step 2. If the Action value is Received, then the workflow returns to Step8.
12. **Business Service:Deactivate Approvers 1.** If the Action value is Cancelled or Rejected, then this step discontinues the search for approvers. This step calls the DeactivateInboxItem method. For more information about this method, see *Siebel Applications Administration Guide* .
13. **Business Service:Set Item Cancelled.** This step sets the Approval Status field of the record to Rejected. This step calls the UpdateObjectStatus method.

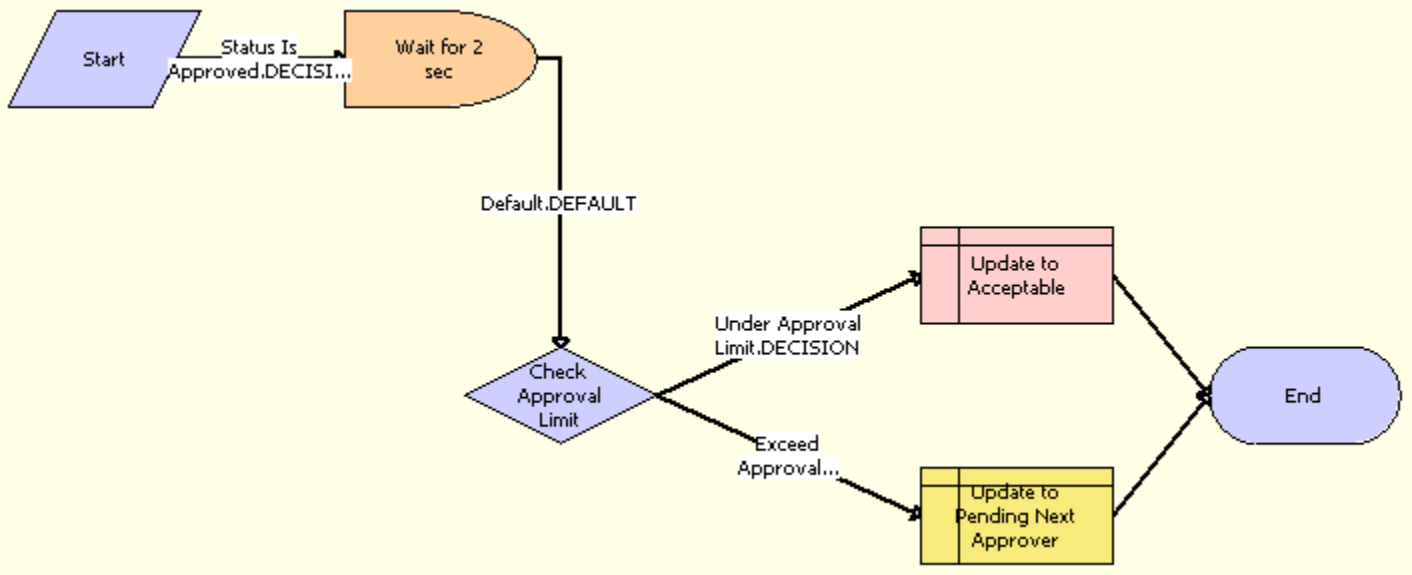
14. **Business Service:Reset Sequence.** This step resets the data in the sequence that is associated with the chain of approval for the record so that the rejected record can be routed to the approvers again after the agent provides more information. This step calls the SetSequence method.

Update Time Sheet Status Workflow

After an approver approves a time sheet, this workflow changes the Status field of the time sheet from Approved to Acceptable or to Pending Next Approver. If this workflow changes the Status field to Pending Next Approver, then it also changes the Submit To field of the time sheet to the user ID of the manager for the approver.

If this workflow is not activated, then the approver can manually change the Status field of the time sheet. The criteria for the allowed manual changes to the Status field are the same criteria for the Status field changes in this workflow.

A user initiates this workflow by clicking the Approve button in the Time Reporting view for a time sheet. The following image shows this workflow.



Workflow Description

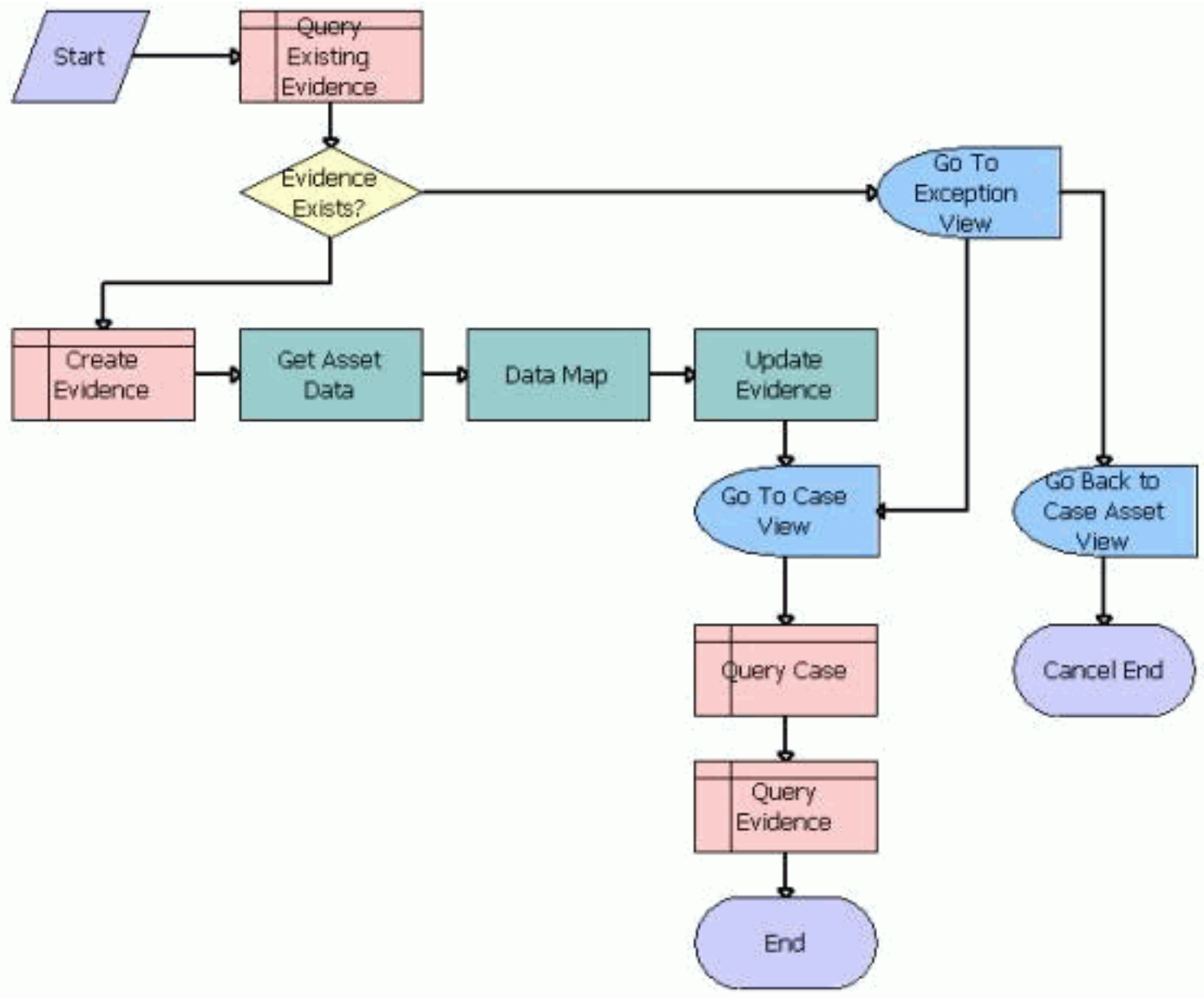
This workflow performs the following actions:

1. **Wait for 2 sec.** This step waits for two seconds after a time sheet with a Status field of Approved is found.
2. **Check Approval Limit.** This step obtains the number of hours in the approval limit for the approver of the time sheet.
3. **Update to Acceptable.** If the number of hours on the time sheet is less than or equal to the approval limit for the approver of the time sheet, then this step changes the Status field on the time sheet to Acceptable.
4. **Update to Pending Next Approver.** If the number of hours on the time sheet is greater than the approval limit for the approver of the time sheet, then this step changes the Status field on the time sheet to Pending Next Approver.

PUB Create Evidence From Asset Workflow

This workflow creates evidence from an asset record. The following image shows this workflow.

A user initiates this workflow by clicking the Create Evidence button in the Assets view for a case.



Workflow Description

This workflow performs the following actions:

1. **Query Existing Evidence.** This step searches in the evidence records.

2. **Evidence Exists?** This step determines whether an evidence record exists.
3. **Go To exception View.** If evidence exists, then this step navigates to an exception view in which the user can choose to cancel or continue the process of creating evidence from an asset record.
4. **Go Back to Case Asset View.** If the user chooses to cancel the process of creating evidence from an asset record, then this step navigates back to the Assets view for the case.
5. **Go To Case View.** If the user chooses to continue the process of creating evidence from an asset record, then this step navigates to the Case view.
6. **Create Evidence.** If evidence does not exist, then this step creates an evidence record.
7. **Get Asset Data.** This step obtains the asset data for the evidence record. This step calls the Query method. For more information about this method, see *Integration Platform Technologies: Siebel Enterprise Application Integration* .
8. **Data Map.** This step maps the asset data fields to the evidence data fields. This step calls the Execute method. For more information about this method, see *Business Processes and Rules: Siebel Enterprise Application Integration* .
9. **Update Evidence.** This step updates the evidence record with the asset data, and then navigates to the Case view. This step calls the Upsert method. For more information about this method, see *Integration Platform Technologies: Siebel Enterprise Application Integration* .
10. **Query Case.** This step searches in the case records for the case that is associated with the asset.
11. **Query Evidence.** This step adds the updated evidence record to the case.

Workflows for Immigration

This group of workflows controls the processing for immigration issues. It includes the following workflows:

- *PUB Immigration Credential Expiry Workflow*
- *PUB Immigration Overdue Days No Visa Workflow*
- *PUB Immigration Overdue Days Workflow*

PUB Immigration Credential Expiry Workflow

This workflow determines whether the immigration credentials are expired. The following image shows this workflow.

This workflow is automatically invoked at intervals that you designate.



Workflow Description

This workflow performs the following action:

- **Update Expiry.** This step updates the Days Overdue field in the Stay view with the number of days after the expiration date of the credentials. This step calls the UpdateExpiry method.

PUB Immigration Overdue Days No Visa Workflow

This workflow determines the number of days that a visa is expired. The following image shows this workflow.

This workflow is automatically invoked at intervals that you designate.



Workflow Description

This workflow performs the following action:

- **Update Overdue Days.** This step updates the Days Overdue field in the Stay view with the number of days after the expiration data of the visa. This step calls the UpdateOverDueDays method.

PUB Immigration Overdue Days Workflow

This workflow determines the number of days that a passport is expired. The following image shows this workflow.

This workflow is automatically invoked at intervals that you designate.



Workflow Description

This workflow performs the following action:

- **Update Overdue Days.** This step updates the Days Overdue field in the Stay view with the number of days after the expiration date of the passport. This step calls the UpdateOverDueDays method.