

OCTS 2.0 User Requirements

High Level Process	High Level Requirement	Requirement	Training Topic	Training Module and Lesson	Cases	Accounts	Contacts	Activities	Literature	Research and Encyclopedia	Calendar	SmartScript	Charting and Analysis	EIM	Customization?	Customization Description
Case Tracking	Usable with minor customization	Track resolutions associated with a case	Add a Result to a Case	Mod. 6, Les. 1	x										y	Customization to track Ombudsman-specific resolution categories
Case Tracking	Usable with minor customization	Track business, education, and government agency partners with demographic information	Add Activity (Partner)	Mod. 4, Les. 3		x									n	
Case Tracking	Usable with minor customization	Track issues associated with a case	Add Issues to a Case	Mod. 4, Les. 5	x										y	Customize Issues from Product Defects; Customization to track Ombudsman-specific issue categories
Case Tracking	Audit Trail	System must archive data to provide an audit trail of case history	Adding an Activity	Mod. 4, Les. 2-6; Mod. 5, Les. 1-3	x			x							n	
Case Tracking	Activity Tracking: Record activities performed by Ombudsman Specialists	Provide screens to record date, time, contact information, and notes concerning work activities and communications by Ombudsman Specialists	Adding an Activity	Mod. 4, Les. 2-6; Mod. 5, Les. 1-3				x							n	
Case Tracking	Activity Tracking: Categorize Activities	Users can select appropriate activity type from a list of values	Adding an Activity	Mod. 4, Les. 2-6; Mod. 5, Les. 1-3				x							y	Create OCTS-specific picklists for Activity type and applets for custom field layout.
Case Tracking	Usable with minor customization	Track the employees associated with a case	Assignment Manager	Mod. 3, Les. 3; Mod. 4, Les. 8	x										y	Customization to track ownership by Intake Specialist and Ombudsman Specialist
Case Tracking	Automation of assignments	Workflow automation for case and task assignment and follow-up tracking	Assignment Manager	Mod. 3, Les. 3; Mod. 4, Les. 8	x										y	Customization of assignment manager to assign cases based on workload and case type
Case Tracking	Usable with minor customization	Save and retrieve electronic documents associated with a case	Attaching a Document	Mod. 4, Les. 6	x			x							n	
Case Tracking	Activity Tracking: Record activities performed by Ombudsman Specialists	Provide personal "to do" activity screens to support individual case management	Managing Your Activities	Mod. 4, Les. 7				x							n	
Case Tracking	Activity Tracking: Record activities performed by Ombudsman Specialists	Provide calendar function for scheduling and notification	Managing Your Activities	Mod. 4, Les. 7							x				n	
Case Tracking	Record Case History	Add/Modify/Retrieve case records (including issues, account, contacts, attachments, and activities)	Reviewing your Assigned Cases, etc.	Mod. 4, Les. 1-6	x	x	x	x							y	Some extension fields required for OCTS-Specific requirements
Case Tracking	Activity Tracking: Record activities performed by Ombudsman Specialists	Provide screens to display lists of cases assigned for review and update	Reviewing your Assigned Cases, etc.	Mod. 4, Les. 1	x										n	
System Integration	System must provide integration to other SFA databases	The system must be able to merge information from other application sources	Reviewing your Assigned Cases, etc.	Mod. 4, Les. 1										x	y	Siebel supports data import/export data via EIM utilities, which must be customized by data mapping using configuration files.
Case Tracking	Scripting of questions based on case type for handling cases over the phone	The system must provide scripted questions to assist specialists for handling defined scenarios over the telephone	Scripting	Mod. 2, Les. 1-3											y	Customization of scripts for 5 Ombudsman-specific scenarios
Case Tracking	Script Scenario	New Customer, New Case, borrower calls	Scripting	Mod. 2, Les. 2										x	y	
Case Tracking	Script Scenario	New Customer, New Case, third party calls	Scripting	Mod. 2, Les. 3										x	y	
Case Tracking	Script Scenario	Existing Customer, Existing Case	Scripting	Mod. 2, Les. 4										x	y	
Case Tracking	Script Scenario	Existing Customer, New Case, borrower calls	Scripting	Mod. 2, Les. 5										x	y	
Case Tracking	Script Scenario	Existing Customer, New Case, third party calls	Scripting	Mod. 2, Les. 5												
Case Tracking	Usable with minor customization	Customization to track cases	Scripting, Open a Case	Mod. 2, Les. 1-3; Mod. 3, Les. 1-4	x	x	x	x						x	y	Use database extensions for additional fields, Customize Loans from Assets, Customize Cases from Service requests
Case Tracking	Categorize Cases	Users can select appropriate categories or record types from a list of values	Scripting, Open a Case	Mod. 2, Les. 1-3; Mod. 3, Les. 1-4	x										y	Create OCTS-specific picklists for Case Status and sub-status, and for case-related records: Issues (category and sub-category), Activities (type), Results (category and sub-category)
Case Tracking	Usable with minor customization	Track student borrowers with demographic information	Scripting, Open a Case, enter account	Mod. 2, Les. 1-3; Mod. 3, Les. 1-4			x								n	
Case Tracking	Usable with minor customization	Track borrowers, partners, and interested third parties with contact information	Scripting, Open a Case, enter contact; Add Activity (Partner)	Mod. 2, Les. 1-3; Mod. 3, Les. 1-4				x							n	

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Reporting	Management Reporting capability	6 charts available in OCTS 2.0 for March 2000 Report	Using Charts	Mod. 7, Les. 1									x		y	Customization of Case graphical (chart) reports using Ombudsman-specified criteria. Tabular (text) reports are not part of the current release.
Reporting	Management Reporting capability	23 charts available in OCTS 2.0, but not required by March 2000 Report.	Using Charts	Mod. 7, Les. 1									x		n	
Case Tracking	Case data retrieval using keyword searches	Retrieve Case records based on keyword values defined for record categories defined in the picklist	Using Queries	Mod. 1, Les. 3									x		n	
Reporting	Categorization and reporting of items in the system	Provide the capability for Ombudsman Specialists to locate cases with similar issues to aid in resolving cases	Using Related Cases	Mod. 5, Les. 1											y	Customization required to provide a query screen with default criteria based on issue category and sub-category to retrieve Results records from previous cases
Reporting	Categorization and reporting of items in the system	Provide the capability for an integrated encyclopedia of Decision Issues	Using the Encyclopedia	Mod. 5, Les. 2					x	x					y	Customization required to add text and attachments to implement Ombudsman-specific policies and instructions