Lesson 3: Adding an Activity (Customer/Third Party)

Description:

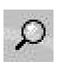
When you work a case, you will often interact with the customer or the third party acting on behalf of the customer. You may receive or make phone calls, emails, etc. For each interaction with the customer or third party, you will log an activity in OCTS 2.0.

You may log an activity *after* you have completed the activity, or you can *schedule* an activity for the future. You can put the activity on your OCTS 2.0 calendar. You can also set an "alarm"—a small reminder window that pops up before the activity is due.

In this lesson, we will outline the process for entering an activity that has passed, and then we will discuss the process for scheduling an activity (using the calendar and alarm).

Steps 1-6 are the same for entering all activities.

1. *Go to* the Cases Screen, All Cases View.

2. *Click* the **New Query** button on the tool bar.
   

3. *Enter* search criteria to find the customer's case.
   For example, if you know the customer's account number (SSN), type the first few numbers plus an asterisk in the Account column. If you enter more than three digits, you must enter the dashes.

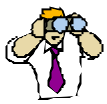
   

4. *Press* the Enter key on your keyboard.
   Or, Click the **Execute Query** button.
   This will bring up the desired case, or a list of cases that fit your criteria.

5. *Select* the desired case (make sure the red arrow is pointing to the left of the record).

6. *Go* to the Activities View on the view bar.
   The case information is in the form applet at the top of the screen. The activities associated with the case are listed in the list applet at the bottom of the screen.

Follow steps 7-16 below for entering an activity that has already been completed. Follow steps 17-23 for scheduling an activity for the future.



Take Note

You can enter the activity in the list applet, or you can press the toggle button to enter the activity in the form applet. If you prefer to enter the information in a horizontal row, then use the list applet. If you prefer to see the information in a form, then use the form applet.

After you start entering the activity, you may flip between the list and the form applets by pressing the toggle button.

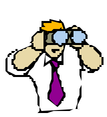
For this part of the lesson, we will enter the activity in the form applet. We will later use the list applet for scheduling an activity.

7. *Click* the **toggle** button to see the activity information in a form applet.
   

8. *Click* the **New** button in the Activities form applet.
   This creates a blank activity record.

9. *Note* the following fields that have populated automatically:

   - Case #
   - Assigned To
     This defaults to you because you have just created the activity.
   - Last Name
     This defaults to the primary contact linked to the case. This will be the customer or third party.
   - First Name
     This defaults to the primary contact linked to the case. This will be the customer or third party.
   - Account
     This defaults to the customer's account number—the customer's SSN.
   - Planned Start
     This defaults to the current date and time. You will change this field as needed.
   - Due
     This defaults to the current date.



Take Note

The start and end dates/times record the time that it takes for an activity to be completed. **This is for reporting and planning purposes only.** Therefore, it is important to accurately record the time spent on each activity.

10. *Enter* the information for the activity (enter the required fields at a minimum):

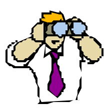
- ***Activity Type***
  Choose the appropriate activity from the picklist (e.g. Call—Inbound).

- ***Description***
  This is a short description of the activity—limit of approximately 200 characters (e.g. Jane Doe called regarding…).

- Priority
  Use this to help you manage your work.

- Status
  Use this to help you manage your work.

11. *Document* all important information about the interaction in the Comments field (e.g. key points discussed in the phone call).



Take Note

If the activity involves an email, you may want to copy and paste the text of the email into the Comments field for future reference.

12. *Click* the **drop-down arrow** button in the Actual Start field.

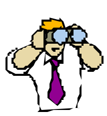
13. *Select* the date and time at which you began the activity (e.g. when you received the phone call).

14. *Click* the **drop-down arrow** button in the Actual Completion field.

15. *Select* the date and time at which you ended the activity (e.g. when the phone call ended). This automatically changes the Status field to "Done." The Duration field will automatically populate with the calculated time that it took to complete the activity.

16. *Click* on a different part of the screen in order to save this record (e.g. the view bar).

Follow steps 17-23 for scheduling a new activity and using the calendar and alarm functions.

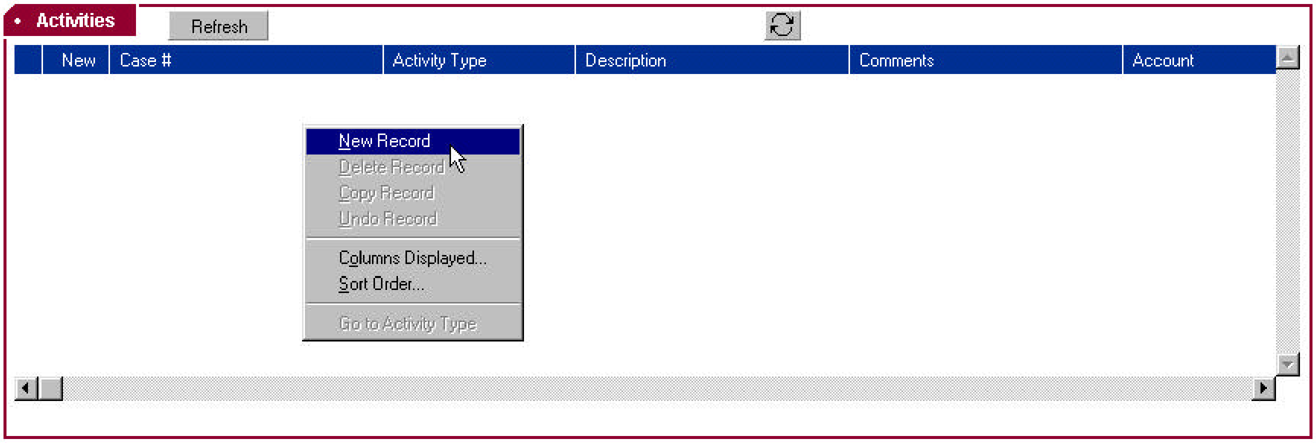


Take Note

To use the calendar and alarm functions, there are three additional fields that are required: Due, Start Time, and Alarm. The Start Time and Alarm fields **are not on the form applet; therefore, you must populate these fields in the list applet**.

If you prefer to enter the activity in the form applet but still want to use these functions, you must toggle back to the list applet at the end of entering the activity and populate the Start Time and Alarm fields.

17. *Right-click* in the Activities applet.
    A menu will appear as show below.



18. *Click* **New Record**.
   This creates a new activity record.

19. *Tab* to ***Activity Type*** and *select* the appropriate value.
   Choose the appropriate activity from the picklist (e.g. Call—Inbound).

20. *Tab* to ***Description*** and *enter* a brief description of the activity.
   This description will appear on the calendar and alarm window.

21. *Populate* the Priority field and the Status field as desired.

22. *Change* the **Due** field to the due date of the activity.
   This field is required for the calendar and alarm function.

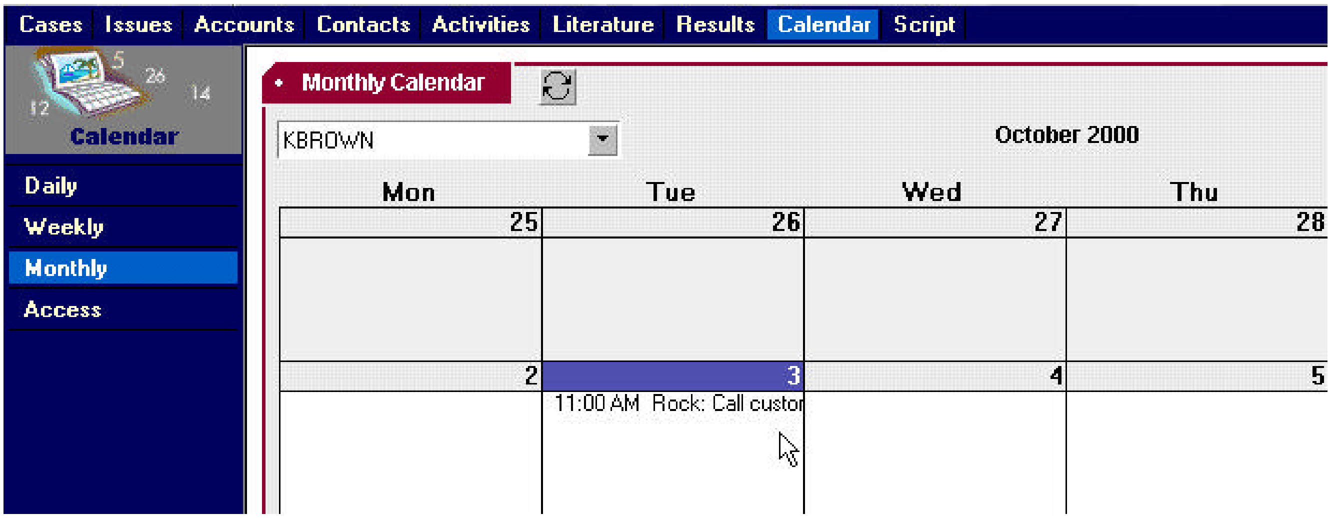
The Planned Start field has defaulted to the current date and time. To schedule this activity for a future day, you must change this value to the desired day.

23. *Tab* to ***Start Time*** and *enter* the time that you will start this activity.
   This field is required for the calendar and alarm function.

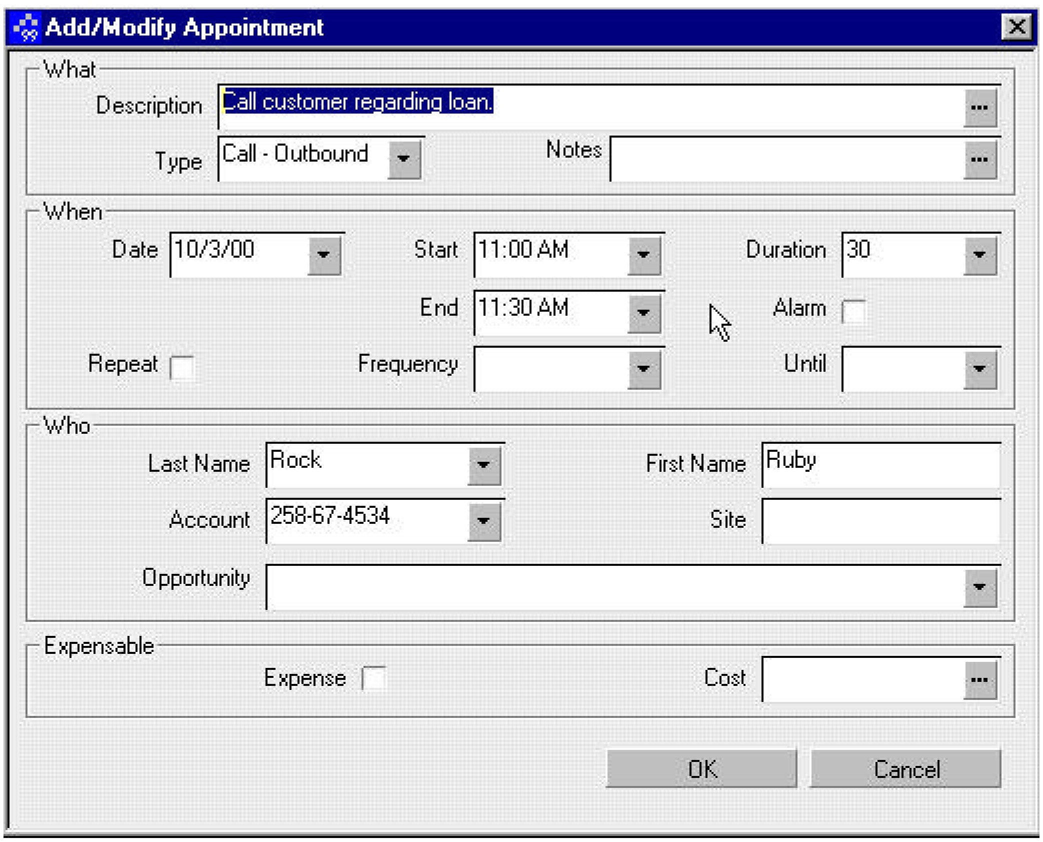
24. *Click* on the Alarm field to activate the alarm (shown below).

You have now scheduled this activity, and you can see it on your OCTS 2.0 calendar!

25. *Go* to the Calendar screen.
   You will see the activity that you have just created, listed on the appropriate day (shown below). A bell will appear next to the activity if the alarm has been set.

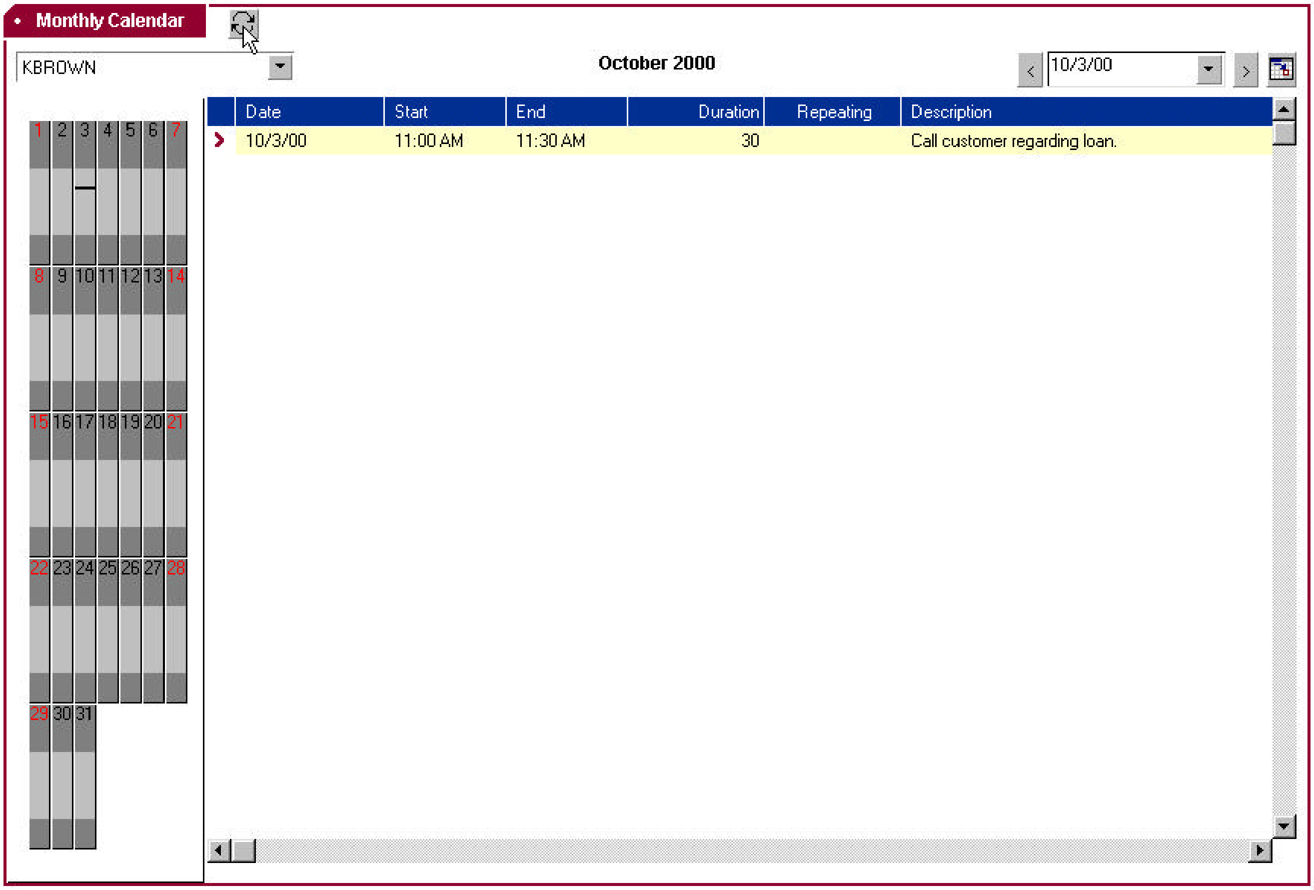


26. *Double-click* on the activity listed on the calendar.
    The detail of this activity will appear as shown below. (Disregard the fields that you do not recognize—these are Siebel fields that will not be used for OCTS 2.0.)



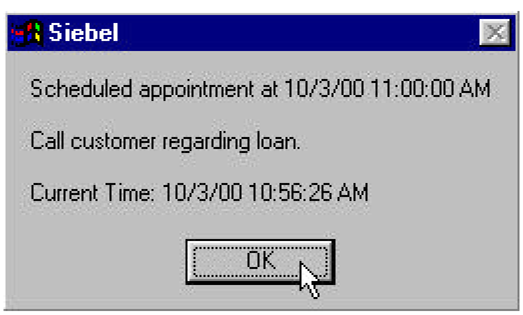
27. *Click* **OK**.

28. *Click* the **toggle** button at the top of the calendar screen.
    All of the activities on the calendar appear in a list.



29. *Click* the **toggle** button again.

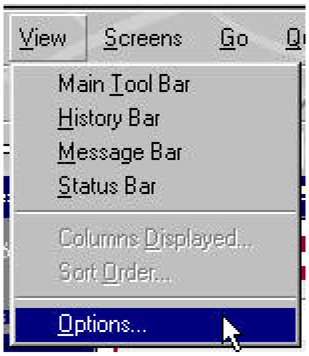
The alarm for your activities is automatically set to appear five minutes before the value listed in the Start Time field. The alarm message is shown below.



You will not use the following steps often; however, if you would like to change your calendar and alarm settings, follow the steps below.

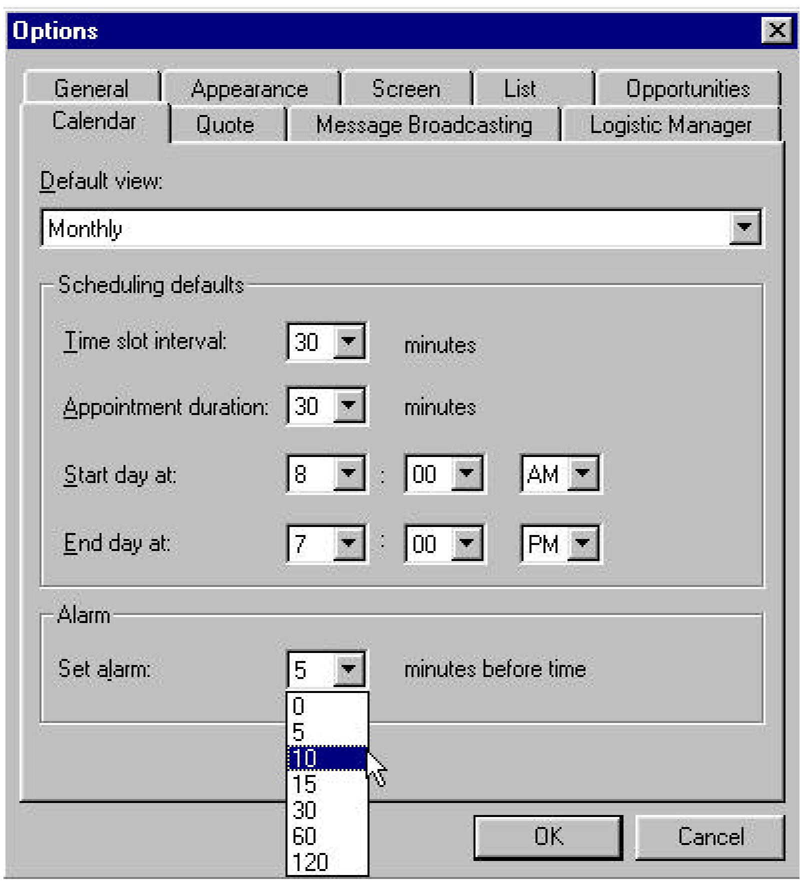
30. *Go* to the View menu on the menu bar.

31. *Click* Options (shown below).



32. *Click* the Calendar Tab.

33. *Change* the calendar settings as desired.
For example, you can change the alarm message to appear 10 minutes before the Start Time.

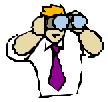


34. *Click* **OK**.

Another way to manage your activities is using the Activities Screen.

35. *Go* to the Activities Screen.

This screen defaults to the My Activities View. You will see all of your activities of all of your cases listed.

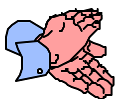


Take Note

Although OCTS 2.0 will allow you to create new activities on this Activities Screen, it is very important to **create new activities under the Cases Screen in order to ensure the correct link between the activity and the case**.

36. *Click* on the My To Do List View.
    All of your activities are listed in a "To Do List" format.

37. *Click* in the Completed column when you have completed the activity.
    This will automatically change the status to Done.



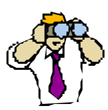
Congratulations!

You have successfully updated a case with new information by adding an activity! You have used the calendar and alarm function to schedule and view activities.

Lesson 4: Adding an Activity (Partner)

Description: **As you work a case, you may work with partner contacts for that case, such as the contact at the school or servicing agency. To record this interaction, you must add an activity to the case. If the partner is not currently in the system, then you must add the new partner contact and/or account as outlined in this lesson.**

The steps that were covered in Lesson 3 of this module (entering an activity that has been completed and scheduling an activity for the future using the calendar and alarm functions) also apply to this lesson. However, to link the partner contact and account to this activity, you must use the form applet. You can then use the list applet to access the fields required to use the calendar and alarm functions.



Take Note

When you have interacted with a new partner contact for a case, you will follow the steps outlined in this lesson—you will add the partner contact and account while also adding the activity to the case. However, if you would like to add a new partner contact and account that is unrelated to a case, you will follow the steps in the next lesson, Lesson 5.

1. *Go to* the Cases Screen, All Cases View.

2. *Click* the New Query button on the tool bar.

3. *Enter* the search criteria to find the desired case (e.g. Case #, Account).

4. *Press* **Enter** on your keyboard.

5. *Select* the desired case (red arrow pointing to the left of the record).

6. *Go* to the Activities View on the view bar.

7. *Click* the **toggle** button in the Activities applet on the bottom of the screen. This will take you to the form applet.

8. *Click* on the **New** button in the form applet to create a new activity.

9. *Enter* the information for the activity:
   - ***Activity Type***
     Choose the appropriate activity.
   - ***Description***
     This is a short description of the activity—limit of approximately 200 characters.
   - Priority
     Use this to help you manage your work.

- Status
  Use this to help you manage your work.

10. *Document* all important information about the interaction in the Comments field.

STOP

Because you are recording the interaction with a partner contact, you must now link the partner contact to this activity. After doing this, any other Specialist who reviews this case will be able to see that this activity involved this particular partner.

Notice that the Last and First Name on the activity have defaulted to the name of the case's primary contact (either the customer or the third party). Follow the steps below to add the partner contact and link it to this case.

These steps are similar to the steps in Module 3 Lesson 1 for a customer contact and account—you will find or enter the partner contact and account from this screen rather than going to the Contacts Screen and Accounts Screen.

11. *Tab* to the Last Name field.

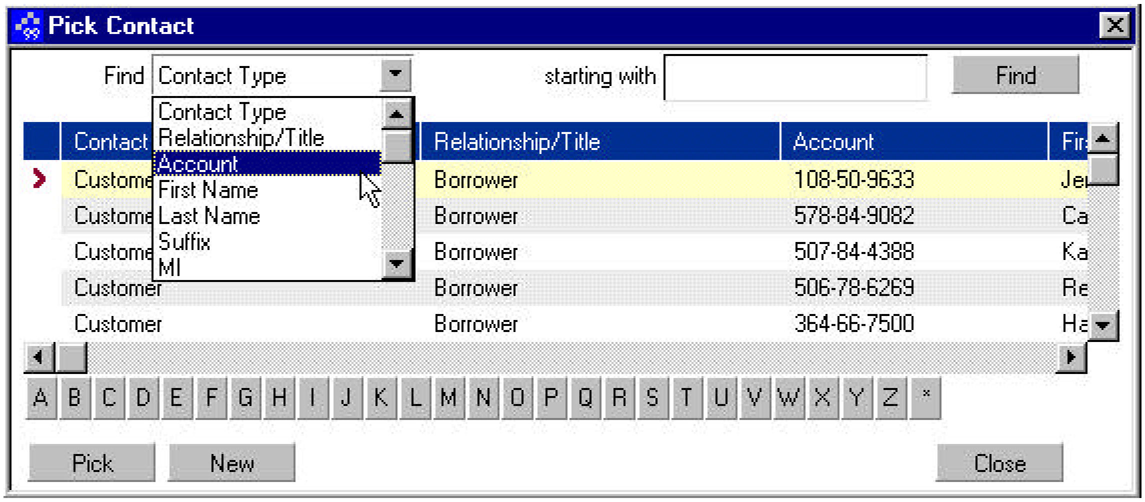
12. *Press* **F2**.
    Or *Click* the **drop-down arrow** button next to the Last Name field.
    The Pick Contact Box will appear. Remember that the Pick Contact Box contains all contacts that currently exist in OCTS 2.0.

STOP

The partner contact and/or partner account may already be in the system (if another Ombudsman Specialist has previously interacted with this partner). Therefore, you must first search for the partner account using the Account field. If the account exists, this search will bring up the partner account and any corresponding partner contacts. You will use the search fields at the top of the Pick Contact Box.

Remember, the value in the Account field for a partner account is the **name of the partner entity** (e.g. USAGroup).

13. *Choose* Account in the **Find** box (shown below).



14. *Enter* the name of the partner entity in the **starting with** field (e.g. school name, guaranty agency name).

15. *Press* the **Enter** key on your keyboard.
Or, *click* the **Find** button at the top of the Pick Contact Box.

There are three possible outcomes to this search:

1) The partner account exists and the partner contact exists—you will pick the correct contact.
2) The partner account exists, but the correct partner contact **does not exist**—you will add the new partner contact.
3) The partner account **does not exist** and the partner contact **does not exist**—you will add the new partner account and contact.

Review carefully the steps for the appropriate outcome below. We will use "Jane Doe" as the partner contact example and "XYZ University" as the partner account example.

Possible Outcome #1—The Correct Partner Account and Contact Appear

If multiple contacts for this account appear in the Pick Contact Box, follow the steps below.
EXAMPLE: Jane Doe with XYZ University appears in the Pick Contact Box, along with John Smith and Ralph Brown (also with XYZ University).

- *Review* the desired contact record (Jane Doe) to make sure that the information is correct (*scroll* or *tab* over to the Site field to make sure that the contact is at the desired location—e.g. D.C. vs. Chicago).

- *Select* the correct contact by clicking on the record (the red arrow should be pointing to the left of the record).

- *Press* the **Pick** button at the bottom of the Pick Contact Box.

- *Proceed* to step 18 to continue entering the activity information.

If only one contact for this account exists, OCTS 2.0 will automatically populate this contact and you will be returned to the Activities form applet.
EXAMPLE: Jane Doe with XYZ University automatically populated in the First Name and Last Name fields on the activity.

- If this *contact* is incorrect, *press* **F2** and begin again.

<u>Possible Outcome #2—The Correct Partner Account Appears But the Contact Does Not</u>
You will see all contacts listed for this account.
EXAMPLE: John Smith, Ralph Brown, and Suzie Q with XYZ University appear.

STOP — You must now create a new contact record (for Jane Doe). Follow the steps below.

- *Click* the **New** button at the bottom of the Pick Contact Box.
- *Enter* the following information about the partner contact:
  - ***Contact Type***
    This will be "Partner."
  - ***Relationship/Title***
    This can be chosen from the list of values, or you may type the contact's title.
- *Tab* to the Account field.
- *Press* **F2.**
  This brings up the Pick Account Box.

STOP — You will now search for the existing account (XYZ University) and link it to the new contact record (Jane Doe). Use the search fields at the top of the Pick Account Box.

- *Type* the name of the partner entity in the **starting with** field (XYZ University).
- *Press* **Enter**.

Take Note

If a partner entity has **multiple sites**, **each site will have a separate partner account.** (e.g. DCS in Washington, D.C. will have an account and DCS in Chicago will have an account). Make sure to select the correct account.

STOP — You will now pick this partner account (XYZ University). The partner account information (XYZ University) will be copied automatically to the new contact record that you have created (Jane Doe).

- *Select* the correct account (red arrow pointing to the account record).
- *Press* the **Pick** button at the bottom of the Pick Account Box.
  The selected account has now been linked to this contact.
- *Proceed* to step 16 below to continue entering the partner contact information (DO NOT PRESS Cancel at the bottom of the Pick Contact Box—follow the steps below).

Possible Outcome #3—Neither the Correct Partner Account Nor the Correct Contact Appears

EXAMPLE: No records appear in the Pick Contact Box.

STOP

You will now enter a new partner account (XYZ University) and a new partner contact (Jane Doe) to OCTS 2.0. Follow the steps below.

- *Click* the **New** button at the bottom of the Pick Contact Box.
- *Enter* the following information about the partner contact:
  - ***Contact Type***
    This will be "Partner."
  - ***Relationship/Title***
    This can be chosen from the list of values, or you may type the contact's title.
- *Tab* to the Account field.
- *Press* **F2.**
  This brings up the Pick Account box.

STOP

You know that the partner account does not exist because it did not appear when you searched in the Pick Contact Box. Therefore, you may proceed with entering a new partner account from the Pick Account Box.

- *Click* the **New** button at the bottom of the Pick Account Box.
- *Enter* the following partner account information:
  - ***Account***
    For Partner Accounts, the Account is the name of the partner entity (not an SSN as in Customer Accounts)—e.g. "USAGroup" or "XYZ University."
  - ***Account Type***
    This will be "Partner."

Take Note

When creating a partner account, you will **not enter a name or a birth date**. Rather, you will skip to the Address field and enter the main partner information (e.g. address, fax number). The contact information will be recorded separately in the **Pick Contact Box** after this account has been created and selected.

- Address
  This will be the street address for the particular site of the partner entity that you are entering.
- City
- State
- Zip Code
- Country
- Site
  This will be the name of the site of this partner entity (e.g. Main Campus, Headquarters, Regional Office).
- ***Contact Method***
  This will most often be Work Phone.
- Home Phone #
  Leave this blank.
- Work Phone #
  This is the main phone number for the partner entity at this site.
- Fax Phone #
  This is the main fax number for the site.
- Country Code
- Mobile Phone #
- 1st Email/Homepage
  This is where you will type the web address for this partner. On the list applet, the field will turn automatically into a hyperlink to the web page (e.g. www.usagroup.com). When you click on the hyperlink, the web page will open automatically.
- 2nd Email
- Hours Available
- Hours Available Time Zone

– Comments
Enter any special comments about this partner account.

– Reminders
This is not a data entry field. This field will populate with a reminder if the Contact Method (e.g. Work Phone #) is not populated.

STOP DO NOT CLICK the Cancel button at the bottom of the Pick Account Box OR YOU WILL LOSE YOUR DATA. You must **pick** this account. Follow the steps below.

- *Ensure* that the account record that you have just created (XYZ University) is selected (red arrow pointing to this record).
- *Click* the **Pick** button at the bottom of the Pick Account Box.
  This populates the contact record (Jane Doe) with the account information that you have just entered (XYZ University). You are now at the Pick Contact Box.

STOP DO NOT CLICK the Cancel button at the bottom of the Pick Contact Box OR YOU WILL LOSE YOUR DATA. You must finish entering the information for this partner contact and then **pick** this contact. Follow the steps below.

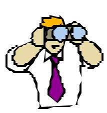
16. *Tab* to each field in the contact record and e*nter* the information for the partner contact, including ***First Name, Last Name,*** etc. (Jane Doe).
    Notice that the partner account information has copied to the contact record. You will type over any information that is different for the partner (e.g. if Jane Doe has a different P.O. Box or Work Phone # than the main office of XYZ University).

17. *Click* the **Pick** button at the bottom of the Pick Contact Box.

STOP The new partner contact is now linked to this activity! The First Name and Last Name fields contain this partner's information. All Specialists who view this activity will know that the activity involved this partner contact.

You may now enter the remaining activity information.

18. *Enter* the remaining fields of the activity on the Activities applet.



Take Note

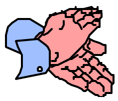
Now that you have linked the partner contact and account information to this activity, you may toggle to the list applet to enter the calendar and alarm fields if desired.

For more information about entering activities, please refer to Lesson 3 of this module.

19. *Enter* the correct date and time in the Actual Completion field.
    This will automatically change the Status to "Done."

Or *Change* the Status to "Done" *first*—this will automatically populate the Actual Completion field with the current date and time. The Duration field will automatically populate with the calculated time that it took to complete the activity.

20. *Click* in a different part of the screen in order to "save" this new activity record (e.g. view bar).



Congratulations!

You have now created a new partner account and contact in OCTS 2.0! You have linked this partner to a case through an activity.

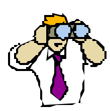
Lesson 5: Adding a Partner Account/Contact

Description: **In Lesson 4, the partner contact and account were added to the system through an activity and linked to a particular case. You may have new partner accounts and contacts to add to OCTS 2.0 that are unrelated to a case. Perhaps they will be involved in a case in the future, and you would like to add them to the "Rolodex" in OCTS 2.0. In this lesson, you will add a new partner account to OCTS 2.0. You will then create the partner contact and link it to the partner account.**

1. *Go* to the Accounts Screen.
   The Accounts Screen defaults to the All Accounts View.

2. *Click* on the **New** button in the form applet on the bottom of the screen.
   This creates a blank record in which you will enter the new partner account.

3. *Enter* the following information about the partner account:



Take Note

Because this is a partner account, you will leave the Last NM (Last Name), First NM (First Name), MI, Preferred, Prefix, Suffix, and DOB fields blank. Many different people can work for the same partner entity, therefore being linked to the same partner account. For example, you may work with both Jane Doe and John Smith at Sallie Mae.

- ***Type***
  This will be "Partner."

- ***Account***
  For Partner Accounts, the Account is the name of the partner entity (not an SSN as in Customer Accounts)—e.g. "USAGroup."

- Street
  This will be the street address for the particular site of the partner entity that you are entering.

- City

- State

- Zip

- Country

- Site
  This will be the name of the site of this partner entity (e.g. Main Campus, Headquarters, Regional Office).

- Home—Leave this blank.

- Work
  This is the main phone number for the partner entity at this site.

- Fax
  This is the main fax number for the site.

- Mobile—Leave this blank.

- Hours (of Availability)

- TM ZN (Hours Availability Time Zone)

- ***Method (Contact Method)***
  This is the main contact method for the site and will most often be Work Phone.

- 1st (Email/Homepage)
  This is where you will type the web address for this partner. On the list applet, the field will turn automatically into a hyperlink to the web page (e.g. www.usagroup.com). When you click on the hyperlink, the web page will open automatically.

- 2nd (Email/Homepage)

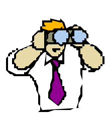
- Comments

You have now created the partner account. This information will be stored here, in the Accounts Screen. You are now ready to enter the partner contact and link the contact to this partner account.

4. *Go* to the Contacts Screen.
   This defaults to the All Contacts View.

5. *Click* the **New** button in the form applet at the bottom of the screen.
   This creates a new record in which you will enter the partner contact information.

6. *Click* your cursor in the Account field.



Take Note

You must link the account to the contact **first**. If you enter the contact name before you link the account, the account information will delete the contact name. Follow the steps below.

7. *Press* **F2**.
   This brings up the Pick Account Box. You will now search for the partner account that you just entered, using the Account field.

8. *Enter* the name of the partner entity in the **starting with** field at the top of the Pick Account Box.

9. *Press* **Enter**.
   The partner account that you just entered should appear.

10. *Ensure* that the correct partner account is selected (red arrow pointing to the left of the record).

11. *Click* the **Pick** button at the bottom of the Pick Account Box.

The partner account has now been linked to this contact record. You may now enter the information for the partner contact.

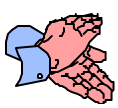
12. *Enter* the following information about the partner contact:

    - ***Last NM (Last Name)***
    - ***First NM (Last Name)***
    - MI (Middle Initial)
    - Preferred (Preferred Name)
    - Prefix
    - Suffix
    - ***Type (Contact Type)***
      Select "Partner" because this is a partner contact.
    - ***Relationship/Title***
      Select a value from the picklist or *type* your own value.

13. *Enter* the following partner contact information if different from what has populated from the partner account information.

    - Street
    - City
    - State
    - Zip

- Country
- Country Code
- Home
- Work
- Fax
- Mobile
- Hours (of Availability)
- TM ZN (Hours Available Time Zone)
- ***Method (Contact Method)***
- 1st (Email)
- 2nd (Email)
- Special Note/SME



Congratulations!

You have now created a new partner account and contact! The partner account and contact will be available for future activities for cases.

Lesson 6: Updating Demographic Information

Description: **Sometimes, a contact may give you updated demographic information. To record this information in OCTS 2.0, you must change the appropriate fields in the account record and the contact record. If this is a customer or third party contact that is currently involved in a case, you must add an activity to the case recording this change.**

1. *Go to* the Accounts Screen, All Accounts View.

2. *Click* the New Query button on the tool bar.

3. *Enter* the criteria for the desired account (e.g. customer's SSN or partner entity name in the Account field).

4. *Press* **Enter** on your keyboard.
   Or, *Click* the Execute Query button on the tool bar.
   The account record should appear.

5. *Ensure* that the red arrow is pointing to the correct account record.

6. *Go* to the Contacts View on the view bar.
   The account detail will appear at the top of the screen. The contacts for this account will appear at the bottom of the screen.

To change the demographic information for a customer, you must update both the **customer account record and the customer contact record because both records contain the same information**.

To change the demographic information for a third party contact, you will update only the **third party contact record** (the customer account and customer contact information has not changed). Similarly, to update the information for a **partner contact or account**, you will update either the contact information or the account information accordingly.

All updates to the account record will be made in the Account applet at the top of the screen (You are the Accounts Screen, Contacts View). All updates to the contact record will be made in the Contacts applet at the bottom of the screen.

Follow the steps below for updating the account record and/or the contact record (according to which record(s) you must change).

Follow steps 7-9 to update the account record.

7. *Change* the appropriate fields in the account form applet at the top of the screen (e.g. Phone Numbers, Hours of Availability).

8. *Press* the **toggle** button at the top of the Account applet to view the address, email, and comments for this account.

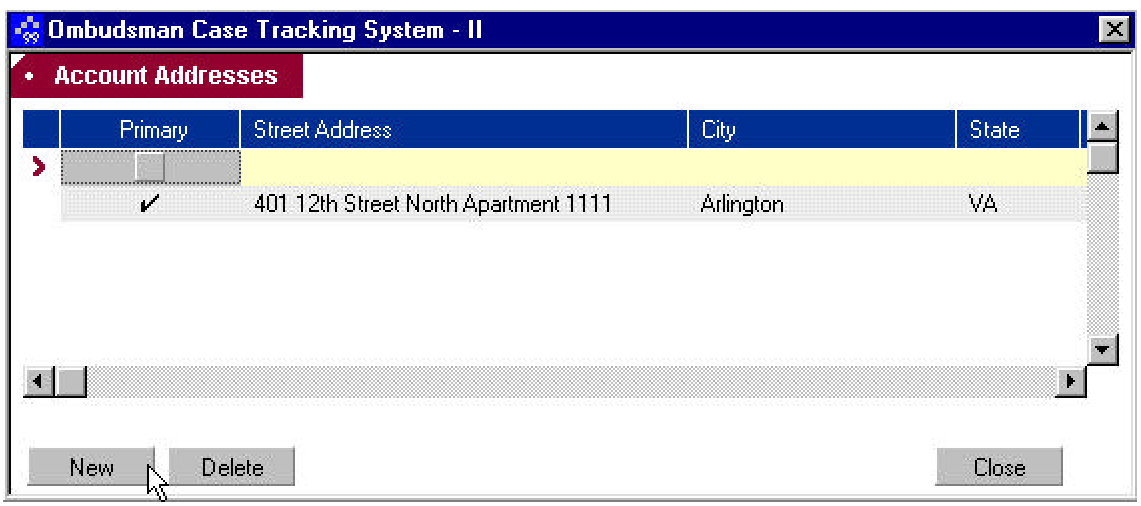
9. *Change* the appropriate fields in the account record as necessary.

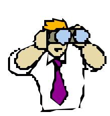
- **To change the address for the account record**, you must follow these steps:

  – *Press* the **ellipsis** button in the Address field.

The Account Addresses Box will appear (shown below).

  – *Click* the **New** button at the bottom of the Account Addresses Box as shown below.
This will create a new address record.





OCTS 2.0 has the ability to store multiple addresses for the same account. For instance, a customer may provide a home and school address. Only one address will be marked as primary.

Take Note

  – *Click* under the Primary field to select this new address as primary.

  – *Enter* the new address.

– *Click* the **Close** button at the bottom of the Account Addresses Box.

- *Make* any other updates to this account form applet (e.g. Email) as necessary.

Follow steps 10-15 to update the contact record. This will be done in the contact list applet at the bottom of the screen.

10. *Click* inside the Contacts applet at the bottom of the screen.

11. *Click* the New Query button on the tool bar.

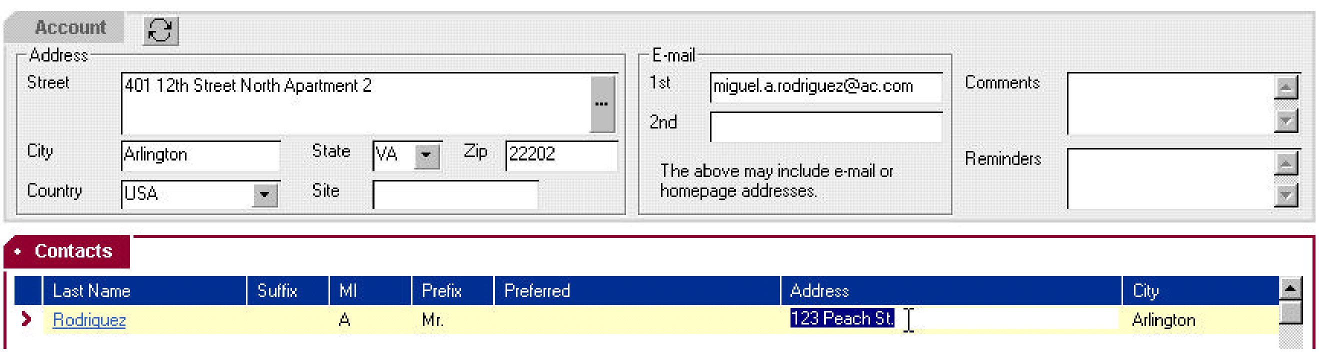
12. *Click* the Execute Query button on the tool bar.

13. *Select* the contact record that you want to update by clicking in the record (the red arrow will be pointing to the left of the record).

14. *Tab* across the record to the fields that you want to update.

Remember, if you are changing the information for a **customer**, then you **must change both the account record and contact record**.

The screen print below illustrates this situation—we have changed the address in the customer account record in the Account applet at the top of the screen, and we must now make the same change to the contact record in the Contacts applet at the bottom of the screen.



15. *Update* all necessary fields in the contact record.

Remember, if this is a customer or third party that is currently involved in an open case in OCTS 2.0, you must add an activity to the case in order to reflect this change.

These steps are shown below.

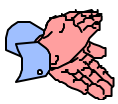
16. *Go* to the Cases View on the view bar (you will be on the Accounts Screen, Cases View). You will see the case(s) for this account listed in the list applet at the bottom of the screen.

17. *Click* the hyperlink under Case # for the current case in the list applet at the bottom of the screen. This takes you to the Cases Screen, Activities View.

18. *Right-click* in the Activities applet at the bottom of the screen.

19. *Select* **New Record**.
    This creates a blank activity record.

20. *Enter* the appropriate information into the fields on the activity record.
    For example, if the customer called with demographic updates, the Activity Type would be “Call—Inbound.” In the Comments field, describe what demographic changes were made.



Congratulations!

You have successfully updated a contact’s demographic information!

Lesson 7: Adding Issues to a Case

Description: **As you work with contacts for a case, you may discover that the root cause of the case (Original Issue) has changed or involves multiple issues. It is important to record this change and/or these multiple issues for future understanding of the case.**

To change the root cause of the case, you will enter a value in the Revised Issue Category, Revised Sub Category, and Revised Summary fields in the Cases applet. You will leave the Original Issue values as they are, to be maintained for historical purposes. Follow the steps below.

1. *Go* to the Cases Screen, All Cases View.

2. *Click* the New Query button on the tool bar.

3. *Enter* the criteria for the desired case.

4. *Press* **Enter**.

5. *Select* the desired case (red arrow pointing to the left of the case record).

6. *Enter* the appropriate values in the form applet at the bottom of the screen:

   - Revised Issue Category
     Select from the picklist (the picklist is the same as for Original Issue Category).

   - Revised Issue Sub Category
     Select from the choices (the choices are the same as for Original Issue Sub Category).

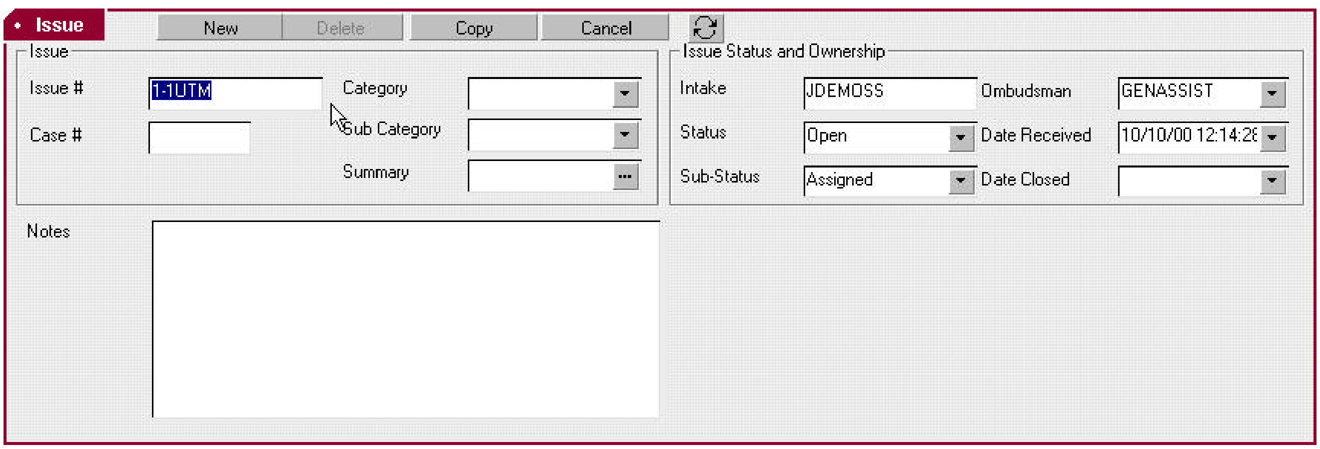
   - Revised Summary
     Describe why you have determined that this issue is revised from what was originally entered in Original Issue Category/Sub Category.

The Original Issue Information and the Revised Issue Information capture the root cause (primary cause) of the case. However, a case may involve other issues that should be captured. **To add multiple issues to the case, follow the steps below.**

7. *Go* to the Case Issues View (you will be on the Cases Screen, Case Issues View, shown in the screen print below).
   The detail of the selected case is at the top of the screen.

8. *Press* the **toggle** button to change the list applet to a form applet.

9. *Click* the **New** button to add a new issue.



10. *Enter* information into the following fields:

- ***Issue Category***
  Notice that this picklist is the same as the picklist for Original Issue Category in the Cases Screen.
- ***Issue Sub Category***
- Issue Summary.

11. *Note* the following fields that have been populated automatically:

- Intake

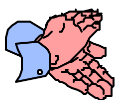
Defaults to the Intake Specialist who created the case.

- Ombudsman
  Defaults to you because you are assigned to this case.

- Status

- Date Received
  Defaults to the current date and time.

12. *Enter* any additional issues by clicking the **New** button.



Congratulations!

You have successfully updated the original issue information for this case and added multiple issues to the case!

Lesson 8: Attaching a Document to a Case or Activity

Description: **As you work a case, you may receive or find important documents related to the case. A feature of OCTS 2.0 is the ability to attach these documents to the case or to an activity, depending on where the document fits best. This is especially helpful when referring to the case in the future.**

Take Note

OCTS 2.0 allows you to attach a document to the case as a whole or to the case through an activity. If you discover a document that is generally important to the case as a whole, you should attach this document to the case directly. If the document applies to a specific activity (such as an inbound or outbound email), you should attach the document to the activity. Attaching documents to activities is a helpful way for you to record the chronological order that the documents were involved in the case.

Before you can attach a document to either a case or an activity, you must save the document on your hard drive, on a disk, or on a shared drive.

To attach a document to the case directly, follow the steps below.

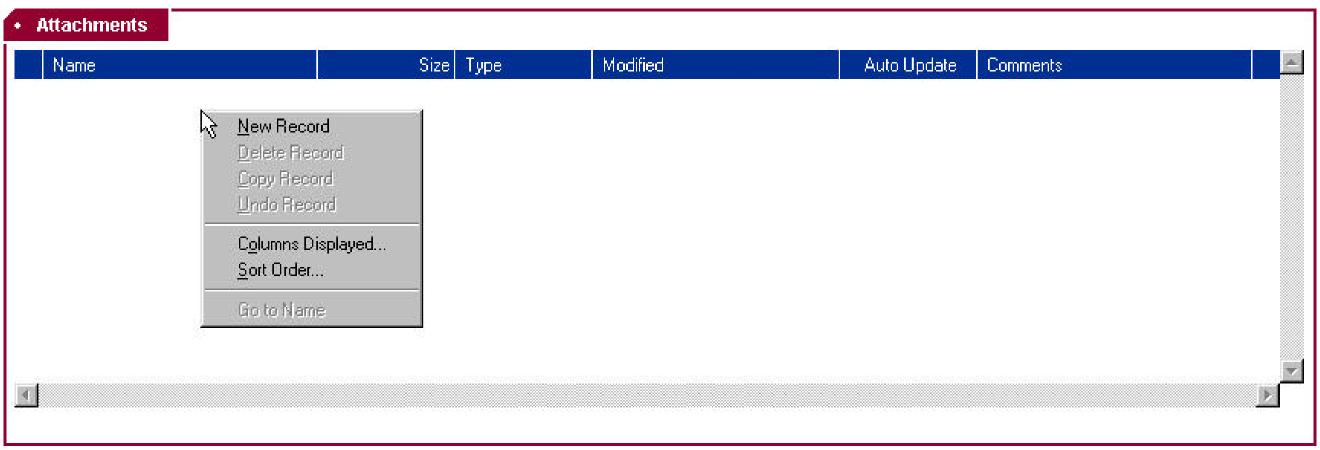
1. *Go to* the Cases Screen, All Cases View.

2. *Find* the case to which you want to attach the document.

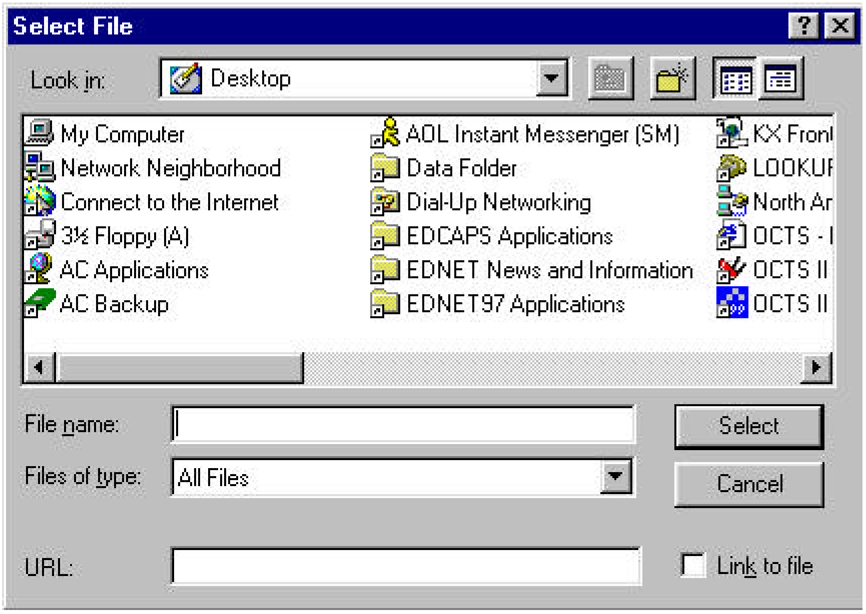
3. *Select* the case (red arrow pointing to the case).

4. *Go* to the Attachments View on the view bar.

5. *Right-click* in the Attachments applet at the bottom of the screen (shown below).
   A menu will appear.



6. *Click* **New Record**.
   This brings up the Select File Box shown here.

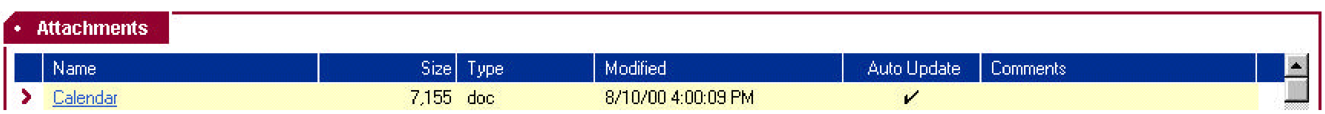


7. *Click* the **arrow** button in the "Look in" field to locate the document you wish to attach.

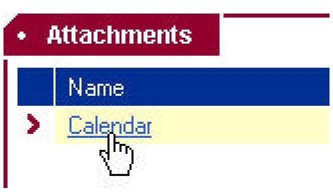
8. *Click* on the correct file so that the name appears in the "File name" Box.

9. *Click* the **Select** button.

In the Attachments applet, you can now see that the attachment has been created successfully!



10. *Click* the hyperlink under Name to launch the attached document.

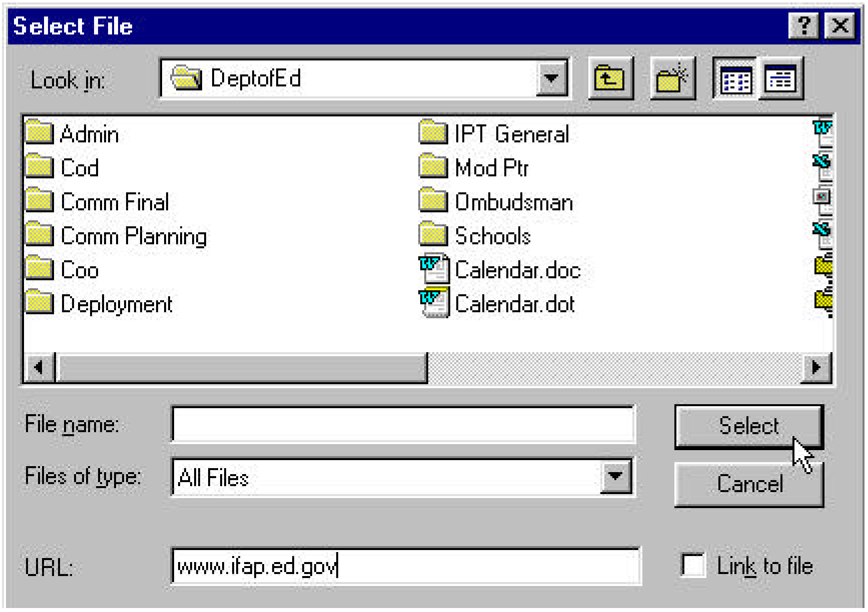


In addition to attaching documents, you may also attach a web site hyperlink to a case. For instance, if you found helpful information for this case on IFAP, you could add the web address as an attachment to the case for future reference.

11. *Right-click* in the Attachments applet at the bottom of the screen.

12. *Click* **New Record.**

13. *Enter* the web site address in the URL field of the Select File Box (shown below).



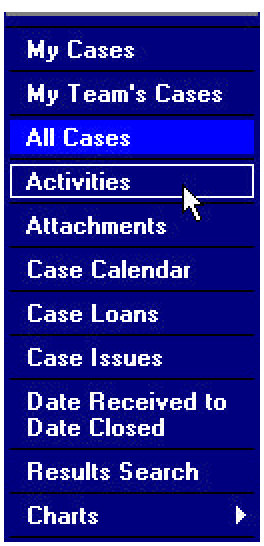
14. *Click* the **Select** button.
    The web site address appears in the Name field. This will become a hyperlink when you leave this field.

15. *Click* the hyperlink to open the web site.

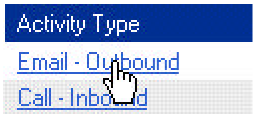
To attach a document to an activity, follow the steps below. (The procedure is the same as attaching a document to a case; however, you are attaching the document in a different location.)

16. *Select* the desired case from the Cases Screen, All Cases View.

17. *Click* on "Activities" on the view bar.



18. *Click* the hyperlink of the activity to which you want to attach the document.



This takes you to the Activities Screen, Attachments View. The activity information is at the top of the screen, and the attachment information is at the bottom of the screen.

19. *Right-click* in the Attachments applet at the bottom of the screen.

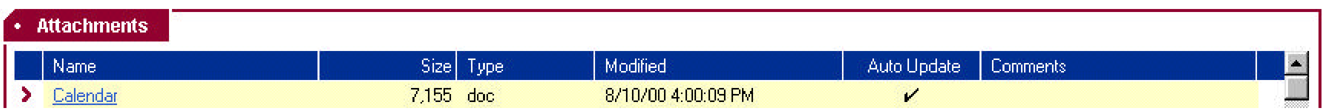
20. *Click* **New Record**.
    This brings up the Select File Box.

21. *Click* the **arrow** button in the "Look in" field to locate the document you wish to attach.

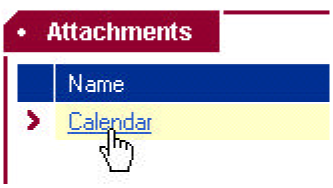
22. *Click* on the correct file so that the name appears in the "File name" Box.

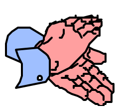
23. *Click* the **Select** button.

In the Attachments applet, you can now see that the attachment has been created successfully!



24. *Click* the hyperlink under Name to launch the attached document.





Congratulations!

You have successfully attached an important document and a web site to a case or to an activity! Now you will always be able to view this document or web site when you review the attachments for this case or activity.

Lesson 9: Reopening a Case

Description: **Sometimes, you may receive additional information for a case that has already been closed in the system. To record this additional information, you must reopen the case, make the necessary updates, and add an activity to record what you have done.**

1. *Go to* the Cases Screen, All Cases View.

2. *Use* a query to find the desired case.

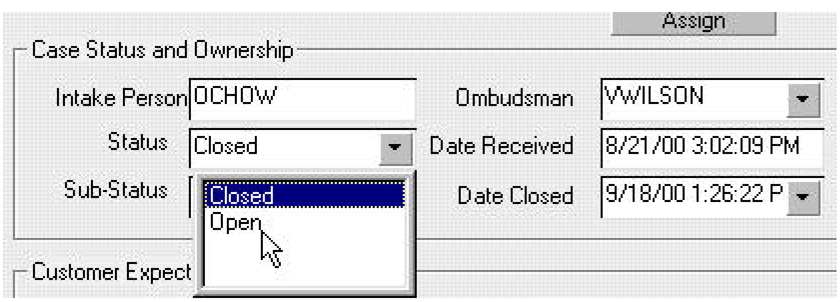
3. *Select* the case so that the red arrow is pointing to the case at the top of the screen and the detail of the case can be seen at the bottom of the screen.

Before you proceed, you must ***write down* the date in the Date Closed field.** This field is located in the cases applet at the bottom of the screen. This date will change when you reopen the case; therefore, you must record this original closed date and include it in the activity detail.

4. *Write down* the date in the Date Closed field.

5. *Click* on the **drop-down arrow** button in the Status field.

6. *Select* Open from the picklist.



7. *Change* the Sub-Status field to Assigned.

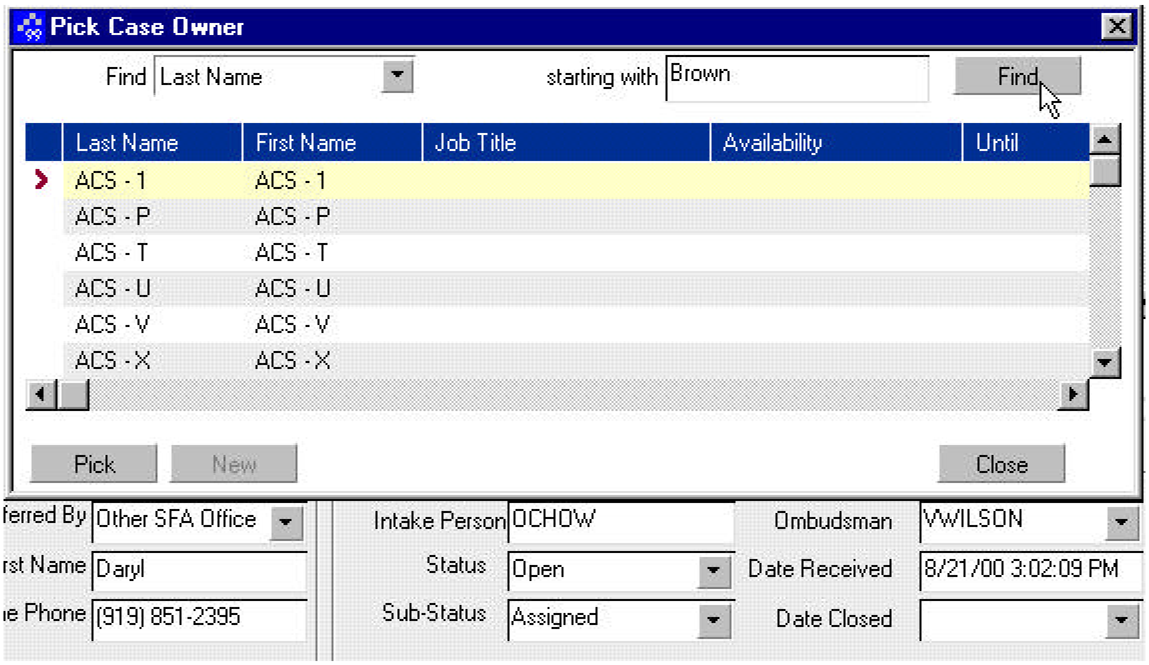
If you are now going to be working this case, you must manually assign this case to yourself (if it was not your case originally). Follow the steps below.

If you are not going to be working this case, then you may skip to step 12.

8. *Write down* the name of the Ombudsman Specialist who originally owned the case, shown in the Ombudsman field.
   When you change the value of this field, the name of the original Ombudsman Specialist will be lost; therefore, you must record this original case owner and include it in the activity detail.

9. *Click* the **drop-down arrow** in the Ombudsman field.
   The Pick Case Owner Box appears.

10. *Type* your last name in the "starting with" field (shown below).



11. *Press* Enter.
    Or, Click **Find.**
    Your name will automatically populate the Ombudsman field, unless there are multiple Specialists in the system with your last name. If there are multiple Specialists with your last name, *select* your name and *click* the **Pick** button at the bottom of the Pick Case Owner Box.

12. *Complete* any updates to the case as needed (e.g. change the result information, log additional activities).

13. *Go* to the Activities View on the view bar.

14. *Right-click* in the Activities applet at the bottom of the screen.

15. *Select* **New Record**.

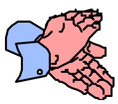
16. *Tab* to the Activity Type field and *press* **F2**.

17. *Select* the activity type from the picklist.

18. *Enter* a description of what caused you to reopen the case in the **Description** field.

19. *Enter* comments in the **Comments field**.
    Include the original closed date and the name of the original Ombudsman Specialist (if different from you).

    You will continue to work this case until you are ready to add a result and close the case. For more detail on these procedures, please refer to Module 6, Lesson 1.

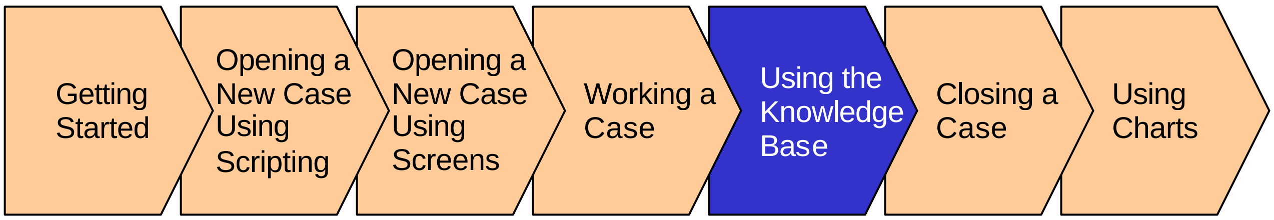


Congratulations!

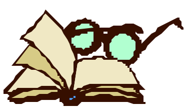
You have reopened a closed case and made updates! You logged an activity to record the changes that you made, and you included the original closed date in the activity detail.

Module 5: Using the Knowledge Base

Lesson 1: Using Related Cases
Lesson 2: Using the Encyclopedia
Lesson 3: Using the Literature and Results Screens

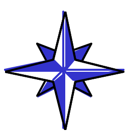


About this Module



Overview

This module shows how to use the OCTS 2.0 Knowledge Base to research a case. The Knowledge Base is a virtual library of information that will help you in resolving a case. The information can be found in the Encyclopedia, in existing cases, and in the Literature Screen.



Objectives

After reviewing this module, you will be able to research a case using the following components of the OCTS 2.0 Knowledge Base:

- Related Cases button
- Encyclopedia button
- Literature Screen
- Results Screen.

Lesson 1: Using Related Cases

Description: **This lesson describes the Related Cases feature. This feature of the Knowledge Base allows you to view other cases in OCTS 2.0 that have the same Issue Category and/or Sub Category as the case that you are researching.**

You must log an activity to record this research; however, you may log the activity either before or after performing the work. For this lesson, we will perform the research and then log the activity.

1. *Go* to the Cases Screen, All Cases View.

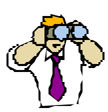
2. *Click* the New Query button on the tool bar.

3. *Enter* the criteria for the case that you want to research.

4. *Press* **Enter**.

5. *Select* the desired case (red arrow pointing to the case).

6. *Go to* the Results Search View on the view bar.
   The detail of the case that you are researching should be outlined in the form applet at the top of the screen.



Take Note

The **Related Cases** button at the top of the Cases applet takes you to all of the cases in OCTS 2.0 that have the same value as the case that you are researching for one or more of the following fields: Original Issue Category, Original Issue Sub Category, Revised Issue Category, Revised Issue Sub Category.

You can specify on which of these four fields you want to search. You may want to start with just the Original Issue Category. If too many cases fit this criteria, then you could search for both Original Issue Category and Sub Category.

If the case that you are researching has a Revised Issue Category/Sub Category that is different from the Original Issue Category/Sub Category, then you may want to search on just the Revised Issue Category/Sub Category.

7. *Click* the **Related Cases** button.

This brings up the search criteria. Notice that the Original Issue Category, Original Issue Sub Category, Revised Issue Category, and Revised Issue Sub Category fields are automatically populated with search criteria that match the selected case (in quotation marks).

8. *Delete* the appropriate criteria values if desired (see “Take Note” above).

9. *Press* **Enter** on your keyboard.
This will bring up all the cases that have the same criteria. You will see the detail of **one** of the related cases in the form applet at the top of the screen. You will see the results of that case in the applet at the bottom of the screen.

(If there are no related cases, a blank record will appear. To return to your original case, click the Back button on the tool bar.)

10. *Click* the **toggle** button in the Cases applet at the top of the screen to view all of the cases that fit your criteria.

11. *Click* the **toggle** button again to return to the case detail.

12. *Use* the **Next** and **Previous Record** buttons on the tool bar to scroll down the list and review the detail of each case.

13. *Review* the results information for each case:

- Name
  This is a unique title for the result of this particular case.

- Result
  This is a standard description of this result. This description will appear in this field for all cases that have this result.

- Comments
  This is a detailed description of the result that is specific to this particular case.

- Proposed By
  This is the party who proposed the result.

- Implemented By
  This is the party who will implement the result.

14. *Review* the other results that are linked to this case by clicking the **toggle** button on the results applet at the bottom of the screen.

15. *Click* the **toggle** button on the results applet to return to the form applet.

If you would like to see more detail about one of these related cases, follow the steps below.

16. *Click* the **toggle** button at the top of the screen in the cases applet.
    This will show you the list of related cases.

17. *Click* on the hyperlink under Case # for the case that you want to see in more detail.
    This will take you to the Cases Screen, Activities View.

18. *Review* the activities for this case (and other details) as desired.

When you have completed this research, you must log an activity.

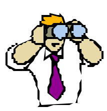
19. *Go* to the Cases Screen, Activities View for the original case that you were researching.

20. *Add* a new activity.

21. *Enter* "Research" for the ***Activity Type***.

22. *Describe* what resource you used to research in the ***Description*** field.

Because this activity does not involve interacting with a contact, you may leave the contact and account information that appears—the information that has automatically appeared is correct.



Take Note

When you log an activity for performing research, you should always create a separate activity for each "block" of research that you perform. For instance, if you were going to research the Knowledge Base, then IFAP, and then other documents, it is important that you log a separate activity for each.

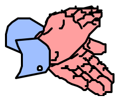
All of the research that you do for a case could possibly take days, and if you only logged one activity for all of the research, the duration of the activity would be inflated (the duration of the activity would count the hours overnight that you were actually not working).

The Planned Start field and the Due field automatically populate to the current date a time. You may change these fields as necessary.

23. *Enter* the correct date and time in the Actual Start field.

24. *Enter* the correct date and time in the Actual Completion field.
    This will automatically change the Status to "Done."

    Or *Change* the Status to "Done" *first*—this will automatically populate the Actual Completion field with the current date and time. The Duration field will automatically populate with the calculated time that it took to complete the activity.



Congratulations!

You have successfully searched the Related Cases feature of the Knowledge Base to find cases with the same root cause! You have reviewed these related cases for helpful information. You have logged an activity to record this research.

Lesson 2: Using the Encyclopedia

Description: **The OCTS 2.0 Knowledge Base contains an "encyclopedia" of information that is categorized by Issue Category. The Encyclopedia button takes you to an "encyclopedia" screen that contains a standard set of information about the Issue Category.**

1. *Go* to Cases Screen, All Cases View.

2. *Find* the desired case using a query.

3. *Select* the case (red arrow pointing to the left of the case record).

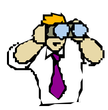
4. *Go* to the Results Search View on the view bar.

5. *Ensure* that all of the following fields are populated:

   - ***Original Issue Category***

   - ***Original Issue Sub Category***

   - ***Revised Issue Category***



Take Note

Even if the Revised Issue Category is the same as the Original Issue Category, both fields must be populated in order to access the Encyclopedia. (The Revised Issue Category field should have automatically populated when the case was created.)

6. *Click* the **Encyclopedia** button.

   The encyclopedia page for the Issue Category will appear.

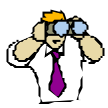
7. *Review* the sections of the encyclopedia page:

   - Explanation
     This is an explanation of the issue and an explanation of the possible results.

   - How to Discuss
     These are dialog points for you to use in discussing the issue and possible results with the customer.

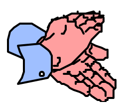
- Literature
  These are related documents that are helpful resources for you to use in researching this case further. To view these related documents that have been attached under Literature, *double-click* on the name of the document. This will open the document.

- Related Issues



Take Note

The information in the Encyclopedia is created and linked together by the System Administrator. As cases are worked and are closed over time, there will be more related cases to use as resources under Related Cases, as well as more information in the Encyclopedia. Therefore, take note that these resources will become more valuable to you as time progresses.



Congratulations!

You have successfully used the Encyclopedia to research this case!

Lesson 3: Using the Literature and Results Screens

Description: **The OCTS 2.0 Knowledge Base also consists of the information stored in the Literature Screen and the Results Screen. The Literature Screen stores documents that may be helpful to you in researching a case. The Results Screen contains the results from past cases. These screens provide information that will help you in researching and resolving your case.**

1. *Go* to the Literature Screen.

2. *Review* the titles and descriptions of the documents.
   (Use a query to search for a specific document by name.)

3. *Click* on the hyperlink in the Name field to launch the desired document.

The **Results Screen** stores all results from past cases in OCTS 2.0.

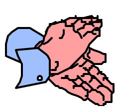
4. *Go* to the Results Screen.
   This list of results is sorted in ascending order by Name. The Name is a unique field describes a particular case—the Name was created by the Specialist who closed the case. You can create a query and search on this field. For example, you could search for all results with a name beginning with Deferment.

Results

Name	Result Category	Result Sub Category	Result	FAQ
Deferment Applied-- Grad Fell	Deferment Applied	Grad Fell	Servicer will apply a deferment	

   Another helpful search is to query under the Result Category. You can then pick the desired Result Category from the picklist.

   To see any attached documents that are linked to the result, *click* on the hyperlink under Name. This will take you to the Results Screen, Resolution Documents View. You can also see this data by simply going to the Results Screen, Resolution Documents View.

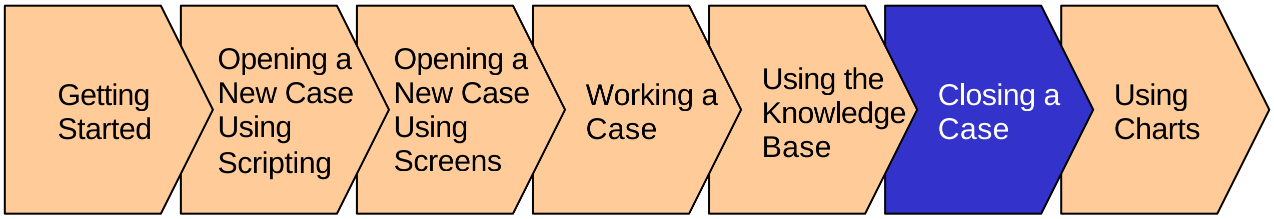


Congratulations!

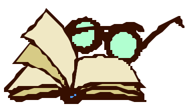
You have successfully utilized the Literature Screen and the Results Screen to research a case! You have capitalized on past Ombudsman experiences in order to serve the customer quickly and efficiently.

Module 6: Closing a Case

Lesson 1: Adding a Result and Closing a Case

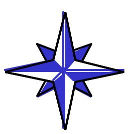


About this Module



Overview

This module illustrates the procedure of closing a case using OCTS 2.0. Before closing a case, you will link one or more results to the case.



Objectives

After reviewing this module, you will be able to perform the following procedures:

- Search the list of existing results and link the appropriate result(s) to a case
- Create a new result that will be added to the list of existing results and link the result to the case
- Close the case.

Lesson 1: Adding a Result and Closing a Case

Description: **When you are ready to close a case, you must add one or more results to the case. In addition, you should review the case issues to make sure that all issues are closed.**

The results of all past cases are stored in the Results Screen (as you learned in Module 5). You will search this list of existing results and select the result most similar to the outcome of your case. If no appropriate result exists, you will add a new result.

1. *Go* to the Cases Screen, All Cases View.
2. *Click* the New Query button on the tool bar.
3. *Enter* search criteria in the appropriate fields to find the case that you are ready to close.
4. *Press* **Enter**.
5. *Ensure* that the case is selected (red arrow pointing to the case).

STOP

Before adding a result to a case and closing the case, you should review all case issues to make sure that no issue is left open. Follow the steps below.

6. *Go* to the Case Issues View on the Cases Screen.
7. *Scroll* to the right in the Issues applet to see the Status field.
8. *Ensure* that each issue has a status of Closed.
9. *Change* the status of any open issues to Closed by clicking on the **drop-down arrow** button in the Status field and selecting Closed.
10. *Go* to the Results Search View.
    The detail of this case is in the form applet on the top of the screen. The result of the case will be entered in the applet at the bottom of the screen.
11. *Click* the **New** button in the Results applet at the bottom of the screen.
    The Results Pick Box appears.

STOP

The Results Pick Box contains a list of all results that have been created for cases in OCTS 2.0. It is the same list that resides in the Results Screen. You may select a result from this list, or you may create a new result. Follow the appropriate steps below.

To search for and pick an existing result, follow steps 12-18.

12. *Click* the **drop-down arrow** button in the Find field at the top of this Results Pick Box.

13. *Select* the field on which you want to search.

14. *Enter* the search criteria in the **starting with** field.

15. *Press* **Enter**.
    Or, c*lick* the **Find** button at the top of the Results Pick Box.

16. *Select* the desired result so that the red arrow is pointing to the left of the record.

17. *Click* the **Pick** button at the bottom of the Results Pick Box.
    The result will populate the fields on the left side of the Results applet.

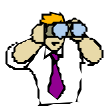
18. *Proceed* to step 24.

To enter a new result for this case, follow the steps below.

19. *Click* the **New** button at the bottom of the Results Pick Box.
    This creates a new results record in the Results form applet.

20. *Select* the Result Category from the picklist in the Result Category field.

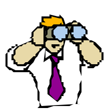
21. *Select* the Result Sub Category.



Take Note

The Name and Result fields must be populated with general terms rather than case/issue-specific terms. This result will become a part of the Knowledge Base and may be used as a result for future cases.

22. *Enter* a short name for this result in the Name field.
    This is a short free-form text field. Make sure that the name of the result is generic so that it can be used for cases in the future.



Take Note

You will not use the FAQ field at this time.

23. *Enter* generic detail about the result in the Result field if desired.

You have now either added an existing or a new generic result to this case. You can now enter case-specific information in the Proposed By, Implemented By, and Comments fields. These fields will only apply to this particular case.

apply to this particular case.

24. *Select* from the picklist a value in the Proposed By field.
    This is the party who proposed the result.

25. *Select* from the picklist a value in the Implemented By field.
    This is the party who will implement the result.

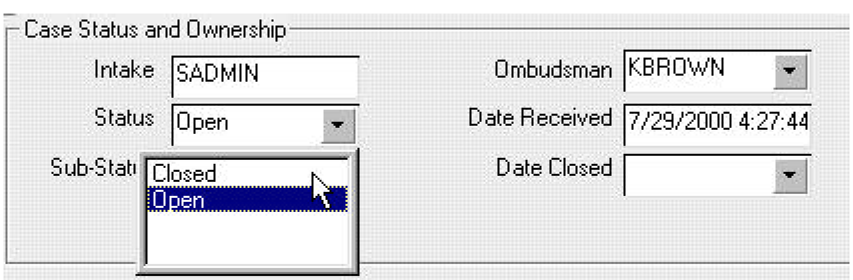
26. *Enter* any comments specific to the result of this case in the Comments field.

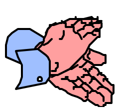
You have now added a result to this case! If necessary, you may add more than one result to a case. To do this, repeat the steps above, beginning with pressing the New button in the Results applet. Notice that there is a toggle button at the top of the Results applet. This will take you to a list applet that shows all results linked to this case.

After you have added a result or results to the case, you are ready to close the case. You will do this in the Case applet at the top of the screen.

27. *Click* the **drop-down arrow** button in the Status field in the form applet at the top of the screen.

28. *Select* **Closed**.
    Notice that the Sub-Status field changes to **Resolved** and the Date Closed field populates automatically with the current date and time.



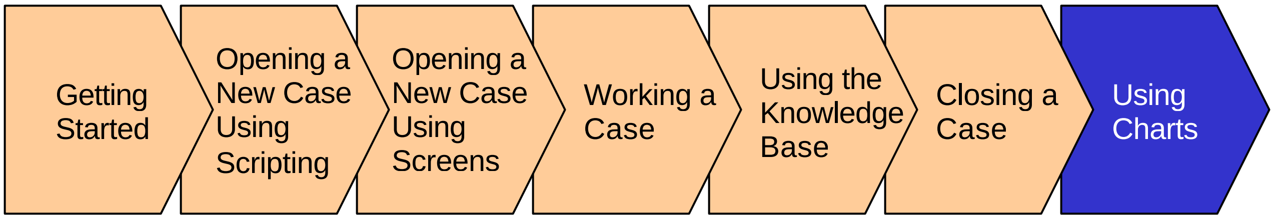


Congratulations!

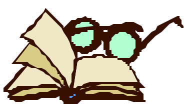
You have successfully taken all necessary steps in order to close a case! You have learned how to search for an existing result and link the result to the case. Finally, you have closed the case—a case that will now be a part of the OCTS 2.0 Knowledge Base for future reference.

Module 7: Using Charts

Lesson 1: Using Charts

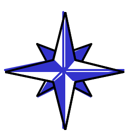


About this Module



Overview

This module demonstrates the use of OCTS 2.0 charts for analyzing case data.



Objectives

After reviewing this module, you will be able to perform the following procedures:

- View various charts that display case data.

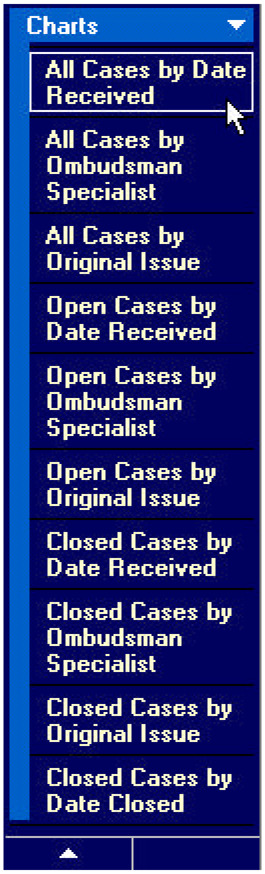
Lesson 1: Using Charts

Description: **Many charts have been developed to help you view your data in a graph. Each of the following screens have a Charts View that give you access to available charts: Cases, Issues, Accounts, Contacts, and Activities. You will access each chart in the same way. In the lesson below, we will review the procedure for accessing the charts, as well as describe the data that is captured by each chart.**

To access a chart for a particular view, follow the steps below. These steps are the same for each screen that contains a Charts View; however, for this example, we will use the Cases Screen.

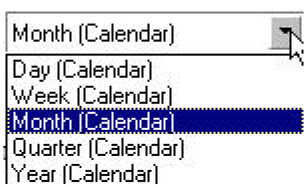
1. *Go* to the Cases Screen, Charts View.

This expands the chart list and shows each available chart (shown below).

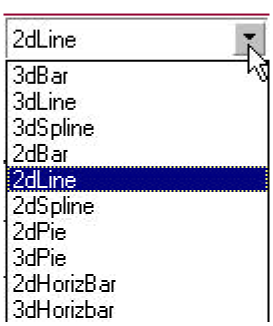


2. *Select* the desired chart by clicking once on the chart name.
   The data captured by the chart appears in the list applet at the top of the screen. The graph appears at the bottom of the screen.

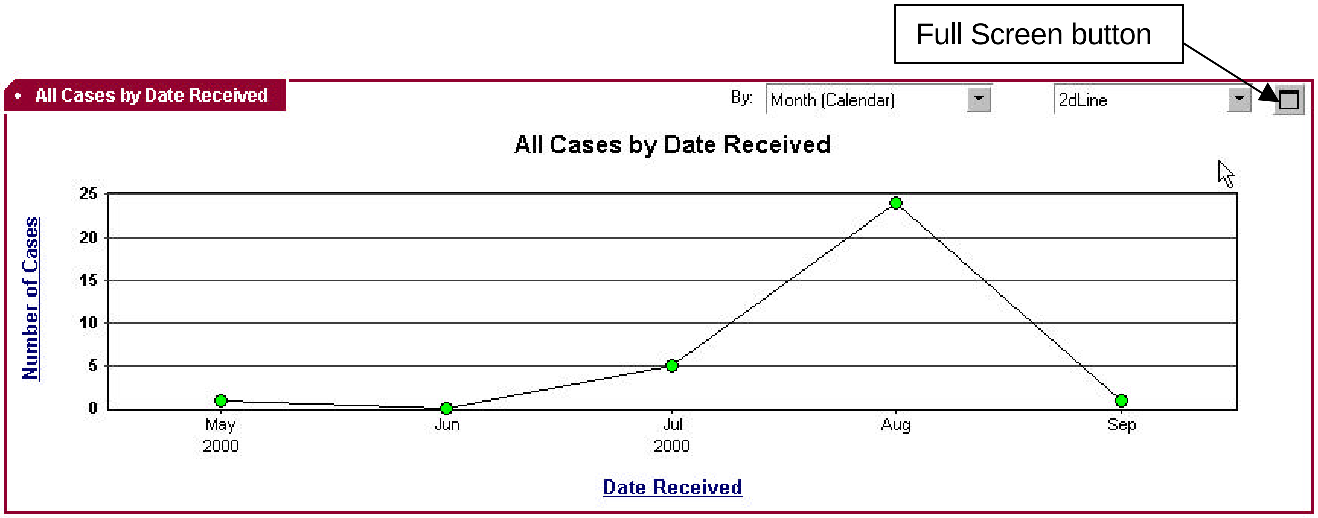
3. *Change* the time interval if desired (some charts may not have this option).



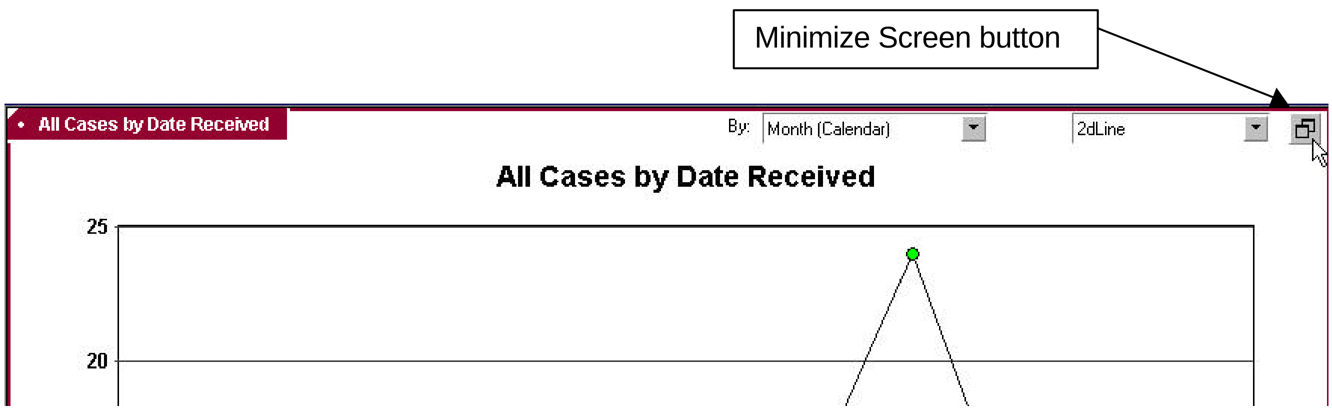
4. *Change* the type of graph if desired.



5. *Click* the **full screen** button (shown below) to enlarge the graph to a full screen if desired.



6. *Click* the **minimize screen** button (shown below) to return to the original size if desired.



7. *Right-click* on a point of the chart to see the exact value for that portion of the graph.

8. *Create* a query using the list applet at the top of the screen to change the data used for the graph. For instance, if you wanted to see All Cases by Date Received that are still Open, you would create a query in the list applet at the top of the screen to search for all open cases.

Now we will review the charts for each screen.

Cases Screen

All Cases by Date Received
Displays number of cases (Y) by the date the case was received (X).

All Cases by Original Issue
Displays number of cases (Y) per original issue category (X).

All Cases by Ombudsman Specialist
Displays number of cases (Y) per assigned Ombudsman Specialist (X).

Open Cases by Date Received
Displays number of open cases (Y) by the date the case was received (X).

Open Cases by Original Issue
Displays number of open cases (Y) per original issue category (X).

Open Cases by Ombudsman Specialist
Displays number of open cases (Y) per assigned Ombudsman Specialist (X).

Closed Cases by Date Received
Displays number of closed cases (Y) by the date the case was received (X).

Closed Cases by Original Issue
Displays number of closed cases (Y) per original issue category (X).

Closed cases by Ombudsman Specialist
Displays number of closed cases (Y) per assigned Ombudsman Specialist (X).

Closed Cases by Date Closed
Displays number of closed cases (Y) by the date the case was closed (X).

Issues Screen

Number of Issues by Status
Displays number of issues (Y) categorized by issue status (X).

Number of Issues by Sub-Status
Displays number of issues (Y) categorized by issue sub-status (X).

Number of Issues by Ombudsman
Displays number of issues (Y) categorized by the assigned Ombudsman Specialist(X).

Number of Issues by Date Opened
Displays number of issues (Y) by the date it was opened (X).

Number of Issues by Date Closed
Displays number of issues (Y) by the date it was closed (X).

Accounts Screen

Number of Accounts by Account Type
Displays number of accounts (Y) categorized by the account type (X).

Contacts Screen

Number of Contacts by Contact Method
Displays number of contacts (Y) categorized by the contact method (X).

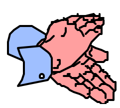
Number of Contacts by Contact Type
Displays number of contacts (Y) categorized by the contact type (X).

<u>**Activities Screen**</u>

Number of Activities by Status
Displays number of activities (Y) categorized by the activity's status (X).

Number of Activities by Priority
Displays number of activities (Y) categorized by the activity's priority (X).

Number of Activities by Due Date
Displays number of activities (Y) categorized by the activity's due date (X).



Congratulations!

You have learned how to access and manipulate OCTS 2.0 charts!