

View Description:

This view's primary purpose is to allow the user to attach documents that are related to an issue.

OCTS Issue Form Applet: *top half of view*

The form applet displays all pertinent Issue information for a given Issue in a single, scroll-free display. The data displayed is that of the active Issue in the "All Issues" view

For a detailed data mapping please refer to Appendix B-4

OCTS Attachments List Applet: *bottom half of view*

This list applet displays all of the documents and their descriptions that are attached to the issue in the form applet at the top of the screen.

For a detailed data mapping please refer to Appendix B-16

Results View

The screenshot shows the Siebel Results View interface. The top section, titled "Issue", contains the following fields:

- Issue #: I-9WE
- Category: Deferment
- Sub Category: Economic Hardship
- Summary: Summary
- Issue Status and Ownership:
 - Intake: MRODRIGUEZ
 - Ombudsman: BKING
 - Status: Closed
 - Date Received: 8/1/00 5:01:00 PM
 - Sub-Status: Not a Problem
 - Date Closed: 8/2/00 5:02:00 PM
- Close Notes: This is a test

The bottom section, titled "Results", contains the following fields:

- Name: Caroline
- Category: Collection Costs Discoun
- Sub Category: None
- Proposal:
 - Proposed By: By Me
 - Implemented by: By You
 - Status: Draft
 - Date Proposed: 8/23/00 8:25:00 AM
 - Acceptance Deadline: 8/1/00 8:25:00 AM
- Result: OK
- Comments: (empty)

The status bar at the bottom indicates "Item: 1 of 1+".

View Description:

This view is used to manage results that pertain to issues. Once the Ombudsman specialist has devised a method of action that is expected to resolve a borrower's issue, that action will be entered into the "Results" applet in the bottom of the view. That result will be proposed to the borrower who can then accept or reject it. If the action is rejected, the proposed result will remain attached to the case, even after another result is accepted.

OCTS Issue Form Applet: *top half of view*

The form applet displays all pertinent Issue information for a given Issue in a single, scroll-free display. The data displayed is that of the active Issue in the list applet of the previous view.

For a detailed data mapping please refer to Appendix B-4

OCTS Results Form Applet / OCTS Results List Applet: *bottom half of view*

This applet has a toggle button in its top, center section, this button allows the user to choose the most convenient way to view the results information from the following two options:

Results Form Applet: This form applet serves as the primary place from which to enter new result information or to update information in an existing result. Any result entered in this view will be associated with the issue displayed in the top half of the view. If a case has multiple results associated with it, the form applet will display the result that has been selected in the list applet (accessed via the toggle button).

For a detailed data mapping please refer to Appendix B-14

Results List Applet: While the list applet may be used to enter or update results, its primary purpose is to provide a list of all of the results that are associated with a particular case. If the user wishes to update a result activity, he or she may enter the new information directly into the list applet or click on the toggle button to view and edit the case in the form applet. A hyperlink in the "Name" field provides instant navigation to the "Results" screen "Resolution Documents" view so that the user may view a list of documents related to results.

For a detailed data mapping please refer to Appendix B-13

