Federal Student Aid

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Ombudsman Case Tracking System 2.0 (OCTS 2.0) User Reference Guide

Dated: 11/12/2003

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Ombudsman Case Tracking System 2.0 (OCTS 2.0)

User Reference Guide

Goal

To better serve our customers, the borrowers of student financial assistance loans, in attempting to resolve their complaints and issues using the new Ombudsman Case Tracking System (OCTS 2.0).

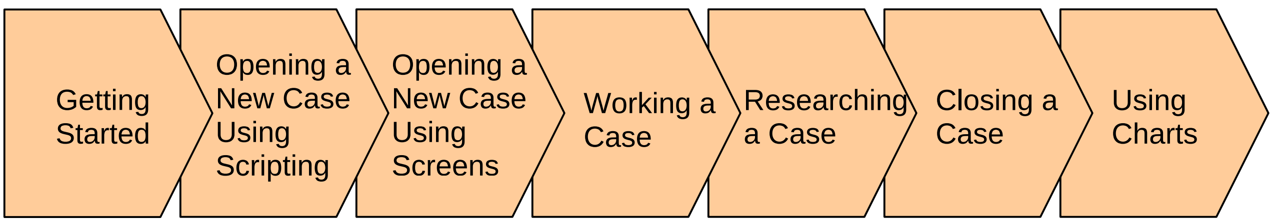
About this Guide

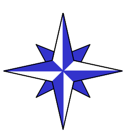
Overview

This document outlines the procedures that you will follow to complete your work using the new Ombudsman Case Tracking System (OCTS 2.0).

The guide provides a step-by-step walkthrough of each procedure. These procedures will be demonstrated on the live system during training, and this guide will be used as a reference after training.

Your work has been divided into modules. Each module is a separate section in this binder.





Objectives

After reading this guide, you will be able to do the following using OCTS 2.0:

- Launch OCTS 2.0 and define the parts of the basic screen
- Answer customer calls and create new cases using scripting
- Use the screens to open new cases
- Work existing cases
- Research cases using the Knowledge Base
- Close cases
- Use charts to view your data.

Using this Guide

The lessons in this guide outline the steps for each procedure; however, in most lessons, the guide assumes that you press the **Tab** key on your keyboard between each step to advance through the fields. Therefore, remember to press **Tab** between each step. In addition, each lesson begins as if you have just logged on to OCTS 2.0. After you become more familiar with navigating through the system, you will find faster ways to navigate to your desired screen.

Below are several examples of symbols used in this guide to help you learn OCTS 2.0.

<u>Example</u>	<u>Description</u>
Click, Pick, Select, etc.	Italicized words indicate **an action** that you must take in order to complete the step.
New button	Bolded words indicate **a button** on the screen that you will click. Bolded words can also indicate emphasized instruction, e.g. steps that may be confusing or very important.
	This symbol indicates that the field is a **required field**. OCTS 2.0 will not save a new record until you enter all the **required fields** for that record. In this guide, we will also designate required fields in ***bold italics***. In scripting, **required fields** are designated by an asterisk (*) before the question or text.
 **Take Note**	This symbol indicates an important piece of information about OCTS 2.0 that will help you understand the procedure and navigation through the system.
	This symbol designates a point in the lesson at which you should stop and read the instructions carefully. It may indicate a break in the steps where you must proceed differently, according to the particular situation. This will also help you to understand the different sections of each procedure.
Press **F2**. Or *Click…*	Navigating and inputting data into OCTS 2.0 is best completed via the keyboard because it saves time and is more efficient. Therefore, all steps in this guide are described using keyboard actions. However, alternative methods using the mouse are described immediately after each step.

Saving Information in OCTS 2.0

OCTS 2.0 will save a new record of information only *after* you populate the **required fields** for that record. If you are entering a new record and attempt to leave that section of the screen without entering the required fields, the system will prompt you by giving you an error box. This error box will tell you the name of the required field that you left blank.

However, entering new information within a “Pick Box” is an exception to this rule. You *must press* the **Pick** button at the bottom of the Pick Box to save the information. If you press the **Cancel** or **Close** button, you will lose your data!

Searching for Information in OCTS 2.0

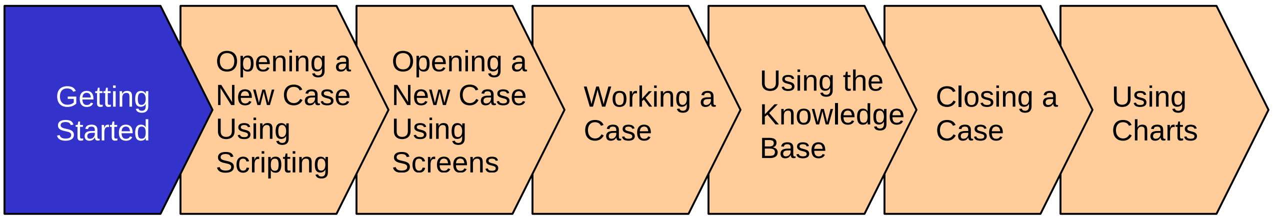
In Module 4, Lesson 1, you will learn how to find a particular record or set of records using queries. However, when searching for records in a Pick Box, there are two fields at the top of the Pick Box that are labeled “Find” and “starting with.” In the **Find** field, you can select the field on which you want to search. In the **starting with** field, you can enter the value that you want to search. For instance, in the Pick Contact Box and in the Pick Account Box, you can select “Account” in the **Find** field. You can then enter the borrower’s SSN in the **starting with** field and press the **Find** button (located next to the starting with field). This will find all records that meet that criteria.

Take Note

Remember to refer to this section of this guide as you follow each lesson. These reminders will help you as learn more about OCTS 2.0!

Module 1: Getting Started

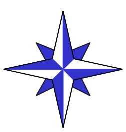
Lesson 1: Logging On
Lesson 2: Overview of the Basic Screen



About this Module

Overview

This module illustrates how to get started on OCTS 2.0. This includes logging on to the system and understanding the basic screen.



Objectives

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

- Launch OCTS 2.0
- Log on to OCTS 2.0
- Identify and understand the parts of the OCTS 2.0 screen.

Lesson 1: Logging On

Description: To get started, you must know how to launch OCTS 2.0 and log on.

1. *Turn on* your computer.

2. *Log on* to your computer as you currently do today.
   When your desktop appears, you will see a folder labeled OCTS 2.0.

3. *Double-click* on the folder to open the folder.

Take Note

As an **Intake Specialist**, you will see two icons inside the folder—one labeled Thin Client, and one labeled Dedicated. **You will use the icon labeled Dedicated.**

As an **Ombudsman Specialist**, you will see on icon inside the folder labeled Thin Client. **You will use the icon labeled Thin Client**.

4. *Double-click* on the appropriate icon (Intake—Dedicated, Ombudsman—Thin Client).
   This will bring up the OCTS log on box.

5. *Click* in the User Name field.

Take Note

Your User Name will be the first letter of your first name and your full last name. If you have an **alias, you will use your alias last name**. For example, if Jane Doe's alias is Jane Smith, then Jane's User Name is "jsmith."

6. *Enter* your User Name.

7. *Press* the **Tab** key on your keyboard.

8. *Enter* your Password.

Take Note

If the User Name and Password that you have entered are incorrect, the screen will go blank. You must close the application by clicking the "X" in the top right corner of the screen. You must then repeat steps 4-8.

If you have additional problems with your password, please contact the System Administrator. Only the System Administrator can change your password.

STOP

If you are an Intake Specialist, follow steps 9-11. If you are an Ombudsman Specialist, follow steps 11-12.

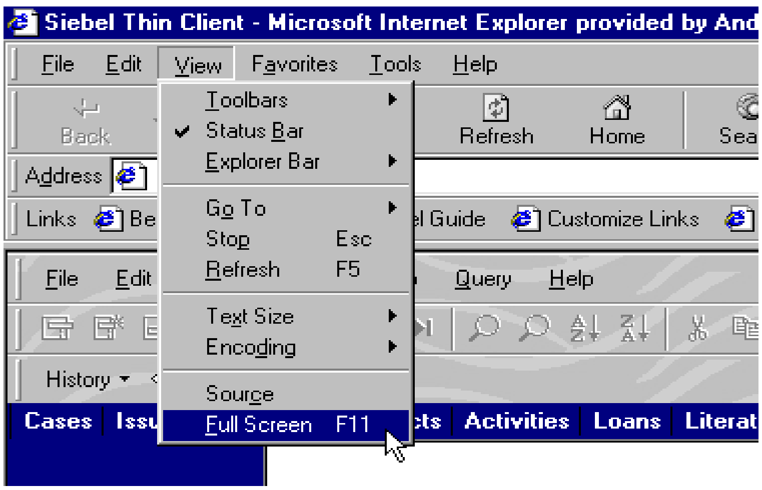
9. *Click* the **drop-down arrow** button in the Connect to field.

10. *Select* "Production."

11. *Press* **Enter** on your keyboard.
    Or *Click* **OK** button on the screen.
    This will launch OCTS 2.0.

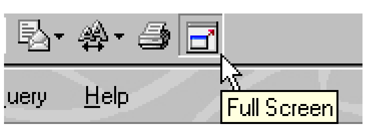
If your web browser commands are visible (e.g. Back, Forward, Stop, Refresh), you can follow the step below to enlarge OCTS 2.0 to a full screen.

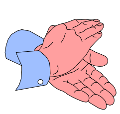
12. *Click* **View** on the web browser menu bar. *Click* **Full Screen** (shown below).
    This will enlarge the OCTS 2.0 screen. The web browser commands have been compacted into one bar across the top of the screen.



Take Note

If you would like to return the screen to its original format (with the web browser commands enlarged at the top of the OCTS 2.0 screen) *click* the **Full Screen** icon that has appeared at the top of the screen.





Congratulations!

You have now logged on to OCTS 2.0! You are ready to learn about the screens and begin working!

Lesson 2: Overview of the Basic Screen

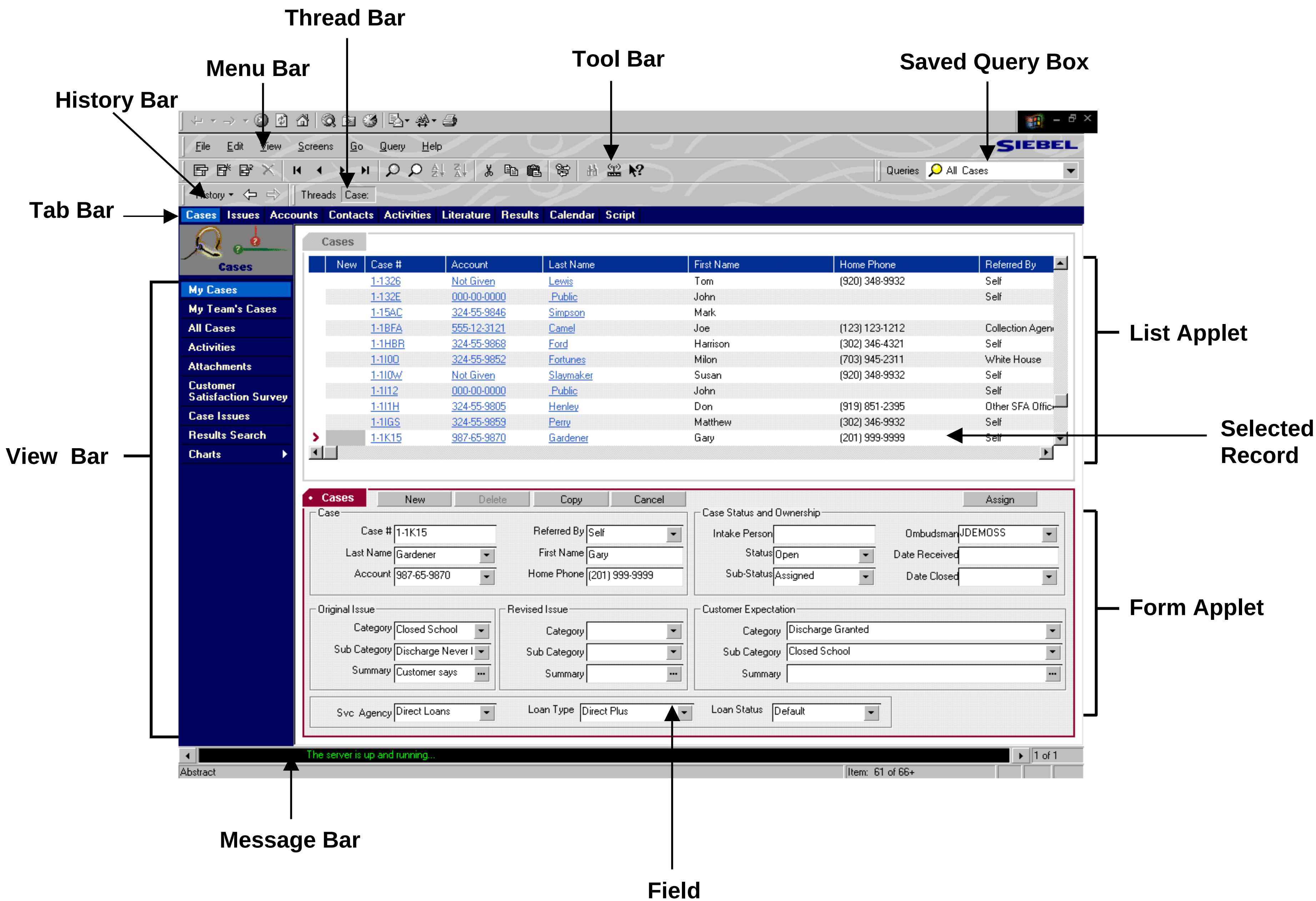
Description: **During training, the instructor will describe the basic OCTS 2.0 screen to you using the live system.**

After training, if you need a review of basic navigation, please refer to the Training Pre-Read that you received prior to this class, entitled *OCTS 2.0 Basic Navigation.*

Let's review the following about the basic OCTS 2.0 screen:

- Tab bar
- View bar
- Record
- List applet
- Form applet
- Field
- Menu bar
- Tool bar
- History bar
- Thread bar
- Message bar
- Saved Query box.

See the screen print on the following page to view the location of each screen component.


Thread Bar
Menu Bar
Tool Bar
Saved Query Box
History Bar
Tab Bar
List Applet
Selected Record
View Bar
Form Applet
Message Bar
Field

Tab Bar Provides access to frequently accessed screens. The screens on the tab bar allow you to access different information, e.g. Cases, Contacts, Accounts, Activities.

View Bar Allows navigation between available views for the current screen. The views on the view bar appear on the left of the window when a screen has been selected. The views on the view bar will change, depending on the screen selected.

Take Note

Example: If you think of OCTS 2.0 as a filing cabinet, the screens are the drawers of the cabinet where you store different information (e.g. Cases, Contacts, Accounts, Activities). Each drawer contains various files that organize the information in that drawer. The views in OCTS 2.0 are these “folders” within each screen that organize the data related to that screen (e.g. My Cases, All Cases, Attachments).

Record A record is one case, one issue, one contact, one account, one result, one attached document, or one loan.

List Applet An applet is a section of the screen. A list applet shows a list of records—each row is a record. You can scroll up and down the list, and you can scroll right and left to see all of the fields in the record.

Form Applet A form applet displays the detail of the selected record in a “form” format. (The selected record is highlighted, with a red arrow in the far left column.) You can see all of the information at one time.

Field A field is a box in which data is entered. A field can be free-form text (meaning you will type the desired value into the field), drop-down box (you will press F2 or click the **drop-down arrow** button to bring up the picklist of predetermined values), a date field (you will enter the date or select the date from the calendar), or a field automatically populated by the system.

Menu Bar Allows you to access application features from menus and submenus.

Tool Bar Gives you access to the most commonly used commands. The descriptions of the buttons are in the table on the next page.

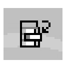
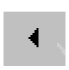
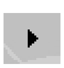
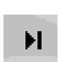
History Bar Allows you to navigate through the screens that you have previously used.

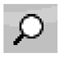
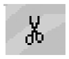
Thread Bar The thread bar appears below the tool bar to the right of the history bar. As different views relating to one record are accessed, the system will display the navigational path in the thread bar.

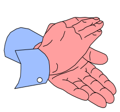
Message Bar Shows a scrolling sequence of messages from the management team.

Saved Query Box Accesses predefined queries and other queries that you save.

The following table explains the function of each button on the tool bar. If you hold your mouse over one of these buttons in OCTS 2.0, the name of the button will appear.

Button	Function
	**Add New Record**—Adds a new record. **Note:** The preferred method of adding a new record is right-clicking your mouse and choosing from the menu that appears. Therefore, you will not see this tool bar button used in this guide.
	**Insert Record—Will not be used for OCTS 2.0.**
	**Copy Record**—Inserts a copy of the selected record. **Note:** The preferred method of copying a new record is right-clicking your mouse and choosing from the menu that appears. Therefore, you will not see this tool bar button used in this guide.
	**Delete Record**—Deletes the selected record. **Note:** The preferred method of deleting a new record is right-clicking your mouse and choosing from the menu that appears. Therefore, you will not see this tool bar button used in this guide.
	**First Record**—Goes directly to the first record on the list.
	**Previous Record**—Goes to the previous record on the list.
	**Next Record**—Goes to the next record on the list.
	**Last Record**—Goes directly to the last record on the list.
	**Sort Descending**—Sorts the records in descending order based on the selected column.
	**Sort Ascending**—Sorts the records in ascending order based on the selected column.

	**New Query**—Creates a new query.
	**Execute Query**—Retrieves records that meet the query criteria.
	**Cut**—Cuts the highlighted selection.
	**Copy**—Copies the highlighted selection.
	**Paste**—Pastes the copied selection.
	**Synchronize Calendar/PIM—Will not be used for OCTS 2.0.**
	**Find—Will not be used for OCTS 2.0.**
	**Message Bar**—Takes away the Message Bar and makes it reappear.
	**Help**—Allows you to click on a section of the screen and bring up Siebel Help. **Important Note**: Because the Siebel application was customized for the Office of the Ombudsman to make OCTS 2.0, some Siebel terms and procedures were changed. Therefore, Siebel Help contains terms and procedures that will not be familiar to you in OCTS 2.0. **It is important that you refer to this User Reference Guide for instruction.**

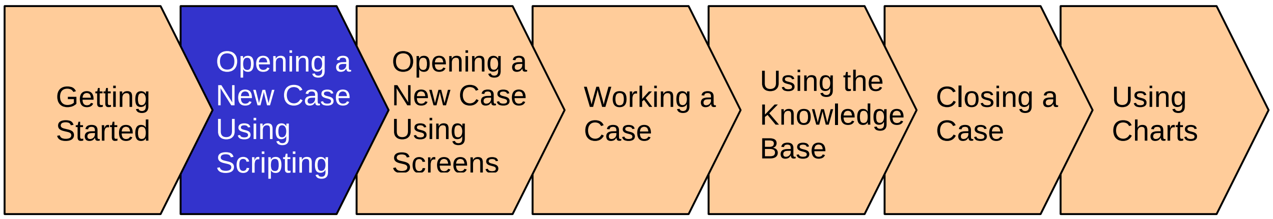


Congratulations!

You have now identified and defined the main parts of the OCTS 2.0 screen!

Module 2: Opening a New Case Using Scripting

Lesson 1: Scripting Overview
Lesson 2: New Customer/New Case
Lesson 3: Third Party/New Case
Lesson 4: Existing Customer/Existing Case
Lesson 5: Existing Customer/New Case

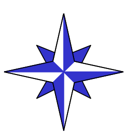


About this Module

Overview

This module describes how Intake Specialists will use scripting to log customer information when answering incoming Ombudsman calls. Ombudsman Specialists will not use scripting, and therefore will not receive this module during training.

Scripting covers the following scenarios: a new customer with a new case, a third party with a new case, an existing customer with an existing case, and an existing customer with a new case.



Objectives

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

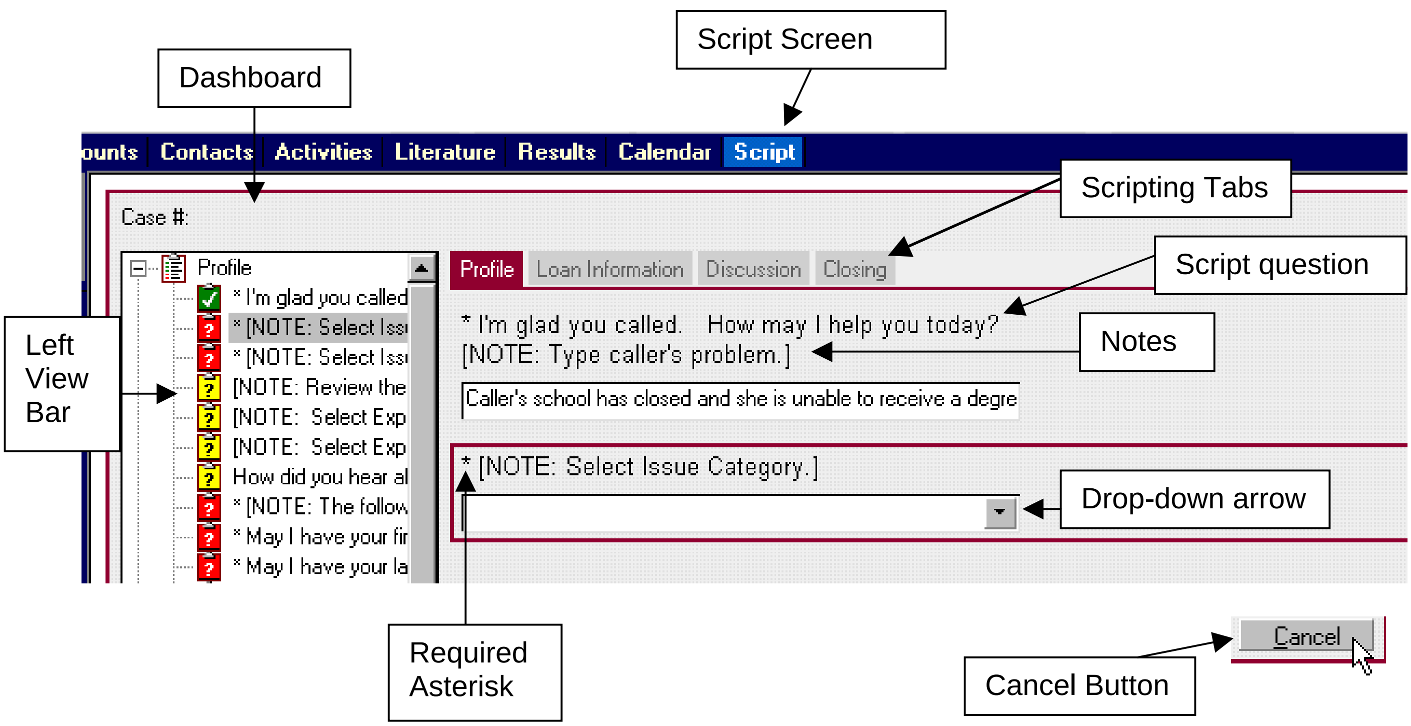
- Open a new case for a new customer using scripting
- Open a new case for a third party using scripting
- Use the screens to review an existing case for an existing customer
- Open a new case for an existing customer.

Lesson 1: Scripting Overview

Description: **Scripting has been developed to guide you through the call intake process. The script will prompt you to ask certain questions and to record all required information from the caller. Depending upon the answers you select, you will follow a different path in the script.**

Let's review the following about the OCTS 2.0 scripting screen:

- Script Screen
- Left View Bar
- Dashboard
- Scripting Tabs
- Script questions
- Notes to the Intake Specialist
- Required Asterisk
- Drop-down arrow
- Cancel button.



Script Screen Provides access to scripting.

Left View Bar Allows you to view your progression through a script. If you need to back up to a previous question, you may click on the appropriate question on the left view bar.

- Red question marks indicate a required field. This question must be answered before moving on.
- Yellow question marks indicate a field that is not required and has not yet been completed.
- Green check marks indicate that you have successfully completed a question.

Dashboard This is the area of the screen above the Left View Bar and Scripting Tabs. The case number will display here at the completion of a script, after a new case has been created.

Scripting Tabs Scripting tabs are located above the scripting questions. These tabs house information related to different sections of the scripts. Different tabs will become available as you progress through the script.

- **Greeting**—determine if call is about a new or existing case
- **Profile**—enter profile information about the borrower
- **Loan Information**—enter information about the loan involved in the case
- **Third Party Contact**—enter profile information about the third party contact
- **Account Search**—search for an existing account to add a new case
- **Issue Information**—enter information about the issue (e.g. issue summary, main issue category)
- **Discussion**—provides discussion points and questions intended to help resolve the case
- **Closing**—conclude the call; provide case number.

Script Questions Script questions prompt you to record certain information from the caller.

Notes Statements preceded by [NOTE:] are messages **directed to you**. They are not meant to be said aloud to the caller, unless verification of an answer is necessary.

Required Asterisk Questions that are preceded by an asterisk (*) indicate a **required field**. These questions **must be answered** before moving on. These are the same fields that appear with a red question mark next to them in the left view bar. If you attempt to skip one of these required fields, you will receive an error message.

Drop-down Arrow This arrow indicates that there is a picklist associated with the question. You may press F2 on your keyboard to view the list, or click on the arrow with your mouse. You must respond to the question with an answer from the picklist. You may not enter your own value.

Cancel Button This button will cancel the script. Any information that you have entered will not be saved. For example, you will use the Cancel button if you begin a script and then determine that the call is a general assistance call.

Let's review how to navigate through scripting:

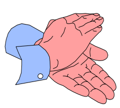
Move forward Press the **Enter** or **Tab** button on your keyboard to advance to the next question.

Move backward Right click your mouse and select **Back Up** to go back to the previous question.
Or, use the Left View Bar to navigate to questions and click your mouse in the desired question.
Or, use the Scripting Tabs to navigate to different sections of the script.

Take Note

Be careful when backing up or answering questions out of order. To ensure that you are recording the information correctly, go through the script from start to finish, pressing **Enter** or **Tab** to advance.

F2 Press **F2** any time that there is a **drop-down arrow** in a question. Pressing F2 will bring up a picklist (list of possible answers for that question) or a Pick Box.



Congratulations!

You have now identified and defined the main parts of the OCTS 2.0 script! You have also learned basic script navigation!

Lesson 2: New Customer/New Case

Description: **Most often, you will use scripting to open a new case for a new customer. The script will lead you through the process of gathering information about the customer and his/her case. At the end of the script, you will determine whether or not you can resolve this customer's issue.**

1. *Go to* the Script Screen.

2. *Select* Greeting and *click* **OK**.

Begin the script by asking the caller the questions below.

Take Note

Remember, you must answer all questions that are preceded by an asterisk (*). Press **F2** for any question that has a **drop-down arrow** to view the values in the picklist. Press **Enter** or **Tab** to advance to the next field.

3. * Is this your first time calling our office?
   Select Yes. Remember, in this lesson we are reviewing the procedure for a new customer with a new case.

Take Note

It is important to note that this question is trying to determine if there is an existing account for the borrower. If the caller is a third party contact, this may be his/her first time calling the office even though an account exists for the borrower. If an account already exists for the borrower, *press* **Cancel** and begin again, following Lessons 4 or 5 of this module.

4. * How may I help you today?
   Enter the Issue Summary.
   This is a free-form text field in which you should describe the root cause of the case.

Take Note

If you determine that this is a general assistance call (e.g. caller needs to be transferred to another office), press Cancel and use the screens to log a case under the John Q. Public account (see Module 3, Lesson 3).

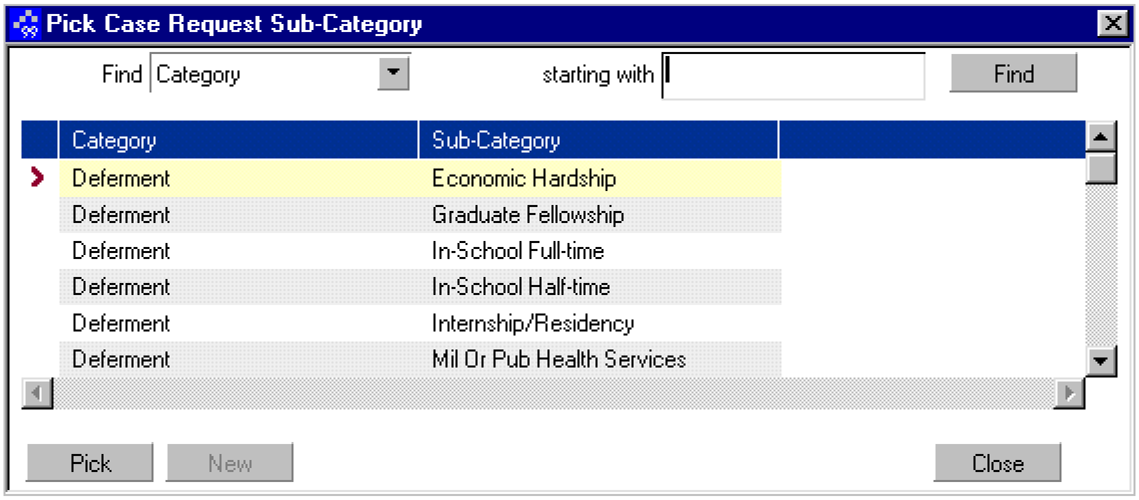
5. * [NOTE: Select Issue Category.]
   Press **F2** on your keyboard once the Issue Category question is highlighted by the red box. Select the root cause of this case from the values in the picklist. If you know the first letter of the desired value, press that letter on your keyboard.

6. *Use* the up and down arrow buttons on your keyboard to navigate up and down the picklist.

7. *Ensure* that the desired value is highlighted in blue.

8. *Press* **Enter** to select that value.

9. * [NOTE: Select Issue Sub Category.]
   Press **F2** in the ***Issue Sub Category*** field.
   This will bring up the Pick Case Request Sub-Category Box (shown below). The available Sub-Category choices correspond to the Category that you have just selected.



10. *Select* the desired Category and Sub-Category combination so that the red arrow is pointing to the record.
    Use the up and down arrows on your keyboard or click the desired record with your mouse.

11. *Press* **Enter** on your keyboard.
    Your selection has now been populated in the Sub Category field.

12. [NOTE: Review the summary of the problem with the caller. Verify that the Issue Category and Sub Category are correct.]
    Review the issue summary with the caller.
    Ensure that you have selected the appropriate category and sub category for the issue.
    Make any necessary adjustments by clicking on the previous questions or using the left view bar.

13. *Enter* information in the following fields:

    - [NOTE: Describe Customer expectation.]
      This is a free-form text field in which you should enter the details of what the customer expects as the outcome of the case.

    - [NOTE: Select Expectation Category.]
      Select from the picklist the result that the customer expects.

    - [NOTE: Select Expectation Sub Category.]
      Select the correct value from the picklist.

- How did you hear about our office?
  Select from the picklist choices that appear.

Take Note

The following questions apply to the borrower. In the next lesson, we will discuss a third party scenario. For the third party scenario, you will rephrase the questions as needed.

- How did you hear about our office?
  Select from the picklist choices that appear.

- *May I have your social security number?
  Enter the borrower's SSN. You may enter the SSN with or without the dashes.

Once again, make sure that this is a **new** customer. If you enter a SSN that already exists in the system, the system will not give you an error until the **end of this lesson**, after you have entered all of the information!

- *May I have your first name?
  Enter the borrower's first name.

- *May I have your last name?
  Enter the borrower's last name.

- [NOTE: Select Jr., Sr., II, etc.]
  Select from the picklist choices that appear.

- What is your middle name or initial?
  Enter the borrower's middle name or initial.

- [NOTE: Select name prefix.]
  Select from the picklist choices that appear.

- Do you have a preferred name or nickname?
  Enter the borrower's preferred name or nickname. Do not answer yes or no.

- May I have your birth date?
  Enter the borrower's birth date in the format mm/dd/yyyy.

- What is your street address?
  Enter the borrower's street address.

- City?
  Enter the borrower's city.

- State?

Enter the borrower's state.
Press **F2** to view the values of the picklist. You may press the first letter of the state to quickly find the state abbreviation. *Press* **Enter** once the desired value is highlighted in blue.

- Zip code?
  Enter the borrower's zip code.

- [NOTE: Select country.]
  Select from the picklist choices that appear. USA will default as the answer.

- *What is the best way for our office to contact you?
  Select from the picklist choices that appear.

- Home phone number?
  Enter the borrower's home telephone number.

- Work phone number?
  Enter the borrower's work telephone number.

- Fax number?
  Enter the borrower's fax number.

- Mobile phone number?
  Enter the borrower's mobile telephone number.

- [NOTE: Enter country code.]
  Enter the country code associated with the borrower's home telephone number. This will default to the USA country code, 001. Update as necessary.

- Email address?
  Enter the borrower's email address.

- Secondary email address?
  Enter the borrower's secondary email address.

- What is the best time of day to contact you?
  Enter an approximate time of day (e.g. morning, after 3pm, evening).

- [NOTE: Select time zone. Confirm with caller.]
  Select from the picklist choices that appear.

14. OK. I'd like to get a little more information on your loan please.
    Press **Enter**. No response required.

Take Note

For the following three loan questions, *enter* information about the loan that is **most involved** in the case. The answers that you enter will determine the Ombudsman Specialist to whom this case is assigned.

15. *What type of loan do you have?
    Press **F2.** This will bring up the Pick Loan Type Box.
    Scroll to the right to view the entire description of each loan.
    Using the up and down arrows, *select* from the picklist choices that appear.
    Ensure that the red arrow is pointing to the desired choice and press **Enter**.

16. *Who holds your loan?
    Select from the picklist choices that appear.

17. *What is the current status of your loan? [Note: If this is a consolidation loan, discuss with the borrower whether the issue happened before or after disbursement. Then, select either Not Disbursed, Problem After Disbursement, Problem Prior to Disbursement, or Unknown from the picklist.]
    Select from the picklist choices that appear.

18. Hold for a moment while I search for further information on [Original Issue Category].
    Press **Enter** twice.

OCTS 2.0 is looking in the Encyclopedia to check for information on this Issue Category. This information is compiled and updated by the System Administrator. Follow Possible Outcome #1 or #2 below.

<u>Possible Outcome #1—The Encyclopedia Contains Detail About this Issue</u>
Information will display on how to discuss the issue with the caller. There may be discussion questions or questions that ask for further information or details. *Try* to resolve the customer's issue by using this information. *Press* **Enter** to continue.

<u>Possible Outcome #2—The Encyclopedia Does Not Yet Contain Detail About this Issue</u>
A message will display indicating that there is no further information about the topic in the database. *Press* **Enter** twice to continue.

19. * [NOTE: Are you speaking with the borrower?]
    Answer Yes, because in this lesson we are talking to the borrower. Confirm with the caller if necessary.

20. [NOTE: Can you resolve the issue now?]
    Answer Yes or No.

Depending on whether or not you can resolve this case without sending it to an Ombudsman Specialist (according to your answer to the question above), you will follow either Possible Outcome #1 or #2 below.

Possible Outcome #1—You Can Resolve and Close this Case Now

If you answered Yes to the question in step 20, you will see the following message:
[NOTE: Press Enter twice to end the script. Record the case number located in the dashboard. Go to the Cases Screen, Results Search View and add a result for this case. Then, close the case.]

- *Press* **Enter** twice to end the script.
- *Record* the case number that appears on the dashboard.
- *Go* to the Cases Screen, All Cases Screen.

You must now find this case.

- *Click* the New Query button on the tool bar.
- *Enter* in the Case # field the case number that you just recorded.
- *Press* **Enter**.
  The case that you have just entered should appear and should be selected (with a red arrow pointing to the left of the record).

You must now assign this case to a generic ID so that it will not be assigned to an Ombudsman Specialist.

- *Click* the **drop-down arrow** button in the Ombudsman field in the form applet at the bottom of the screen.
  The Pick Case Owner Box appears. You must now assign this case to a generic ID called "GENASSIST."
- *Type* GENASSIST in the starting with field at the top of the Pick Box.
- *Press* **Enter**.
  The General Assistance ID will be automatically populated in this field.

You will now add a result to this case.

- *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.
- *Click* the **New** button in the Results applet at the bottom of the screen.
  The Results Pick Box appears.

  If you want to pick an existing result, follow these steps:
  - *Click* the **drop-down arrow** button in the Find field at the top of this Pick Box.
  - *Select* the field in which you want to search.
  - *Enter* the search criteria in the starting with field.
  - *Click* the **Find** button at the top of the Pick Box.
  - *Select* the desired result.

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

If you want to enter a new result for this case, follow these steps:

- *Click* the **New** button at the bottom of the Pick Box.
  This creates a new results record.
- *Select* the Result Category from the picklist in the Result Category field.
- *Select* the Result Sub Category.
- *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.
- *Enter* more generic result detail in the Result field if desired.

- *Enter* values in the Proposed By and Implemented By fields if desired.

- *Enter* any comments specific to this case in the Comments field.

You are now ready to close this case.

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

- *Select* Closed.

Take Note

For more detailed instructions on how to add a result and close a case, please refer to Module 6, Lesson 1 of this guide.

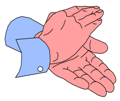
<u>Possible Outcome #2—This Case Must Be Assigned to an Ombudsman Specialist</u>

If you answered No to the question in step 20, you will see the following message:

Now that I have taken all of your profile information, your case will be assigned to an Ombudsman Specialist. In a moment, I will provide you with a case number for your reference. An Ombudsman Specialist will be contacting you. Thank you for calling.
[NOTE: Press Enter twice to end the script and provide caller with case number.]

- *Press* **Enter** twice.
  Once you end the script, the case number will populate in the dashboard as shown below.

- *Give* the case number to the customer.
  The case will now be assigned automatically to an Ombudsman Specialist.



Congratulations!

You have now created a case for a new customer using scripting! You have either resolved and closed the case, or you have sent the case to an Ombudsman Specialist.

Lesson 3: Third Party/New Case

Description: **Sometimes, a third party (e.g. parent, spouse) will call the Office of the Ombudsman to initiate a case on behalf of the borrower. You will follow the same steps as in Lesson 2 of this module. Using the script, you will create a new case and capture all information about the borrower. However, at the end of the script, you will be prompted to enter the contact information for the third party.**

This creates a contact record for both the borrower *and* the third party. Therefore, when the Ombudsman Specialist reviews this case, he or she will know the name and demographic information of both the borrower and the third party.

Take Note

Because the caller is usually the borrower, the script questions are phrased as if the borrower is calling. Therefore, when a **third party** is the caller, you must change the language to suit the third party scenario. For instance, use "his/her" in place of "your" when collecting the borrower's information. For example, if you are talking to the parent of the borrower, you will ask, "May I have your **son/daughter's** social security number?" rather than "**your** social security number."

You will always capture the profile information about the **borrower first** and then add the third party contact information at the end.

As mentioned above, this procedure is identical to the New Customer/New Case procedure described in Lesson 2 of this module. **This lesson will begin with step that *differs* from Lesson 2 (step 19).**

You have just recorded the borrower's information, and you will now use that information to record the third party's information.

19. * [NOTE: Are you speaking with the borrower?]
    Select No because in this lesson, we are speaking with the third party.

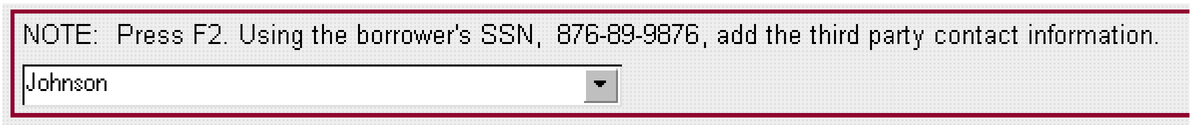
20. *Press* **Enter** twice.

21. * NOTE: Press F2. Using the borrower's SSN, [borrower's SSN], add the third party contact information.
    Press **F2**. The Pick Contact Box will appear as shown below. You will need the borrower's SSN (listed above) for the next step.

22. *Select* Account in the Find field at the top of the Pick Contact Box.

23. *Enter* the borrower's social security number in the starting with field.
    The SSN **must** be entered in the format XXX-XX-XXXX.

24. *Press* **Enter** or *click* Find.
    The borrower's last name will automatically populate in the script field and the Pick Contact Box will no longer appear, as shown below.



25. *Press* **F2** again to bring up the Pick Contact Box.
    Only the borrower's contact information will appear in the Pick Contact Box.

26. *Place* your mouse in the Pick Contact Box.

27. *Right-click* your mouse.
    A menu will appear.

28. *Select* Copy Record.
    A new record will appear in the Pick Contact Box above the borrower's record.

Take Note

This creates a copy of the borrower's contact record. You will now use this copy to create the third party contact record.

Certain fields from the borrower information have been copied to this new third party record. You will type over some of these values, but some of the values must remain. Follow the instructions carefully below.

Your cursor should be in the Contact Type field of this new record. You will now enter the **third party contact** information in this new record (the fields extend horizontally on this row).

29. *Enter* the correct information in this new record for the **third party contact**.
    Use the Tab key on your keyboard to move across the third party contact record.

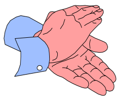
    - Contact Type—select "Third Party"
    - Relationship/Title—select or type the contact's relationship to the borrower
    - Account—**Do not change the account number. It is important to connect the third party contact to this case.**
    - First Name—enter the third party contact first name
    - Last Name—enter the third party contact last name
    - Suffix
    - MI—enter the third party contact middle initial, if applicable

- Prefix—enter the appropriate prefix for the third party contact
- Preferred—enter the third party contact preferred name or nickname
- Address—enter the third party contact address
- City
- State
- Zip code
- Country
- Contact Method—enter the preferred method for contacting the third party
- Home Phone #
- Work Phone #
- Fax Phone #
- Mobile Phone #
- Country Code
- Hours Available—enter the best time of day for contacting the third party
- Hours Available Time Zone
- 1st Email Address
- 2nd Email Address
- Special Note/SME—enter any notes or comments about the third party contact

STOP

You must now pick this third party contact record! Follow the steps carefully so that your data will not be lost.

30. *Ensure* that the third party record is selected (red arrow pointing to the left of the record).
31. *Click* the **Pick** button at the bottom of the Pick Contact Box.
    You are returned to the script. You have now picked this third party contact as the primary contact for this case.
32. *Press* **Enter**.
33. *Continue* answering the questions as in Lesson 2 of this module (refer to step 20 in Lesson 2).



Congratulations!

You have now opened a new case for a third party contact using scripting! You have either resolved and closed the case, or you have sent the case to an Ombudsman Specialist.

Lesson 4: Existing Customer/Existing Case

Description: **You may receive a call from an existing customer with an existing case. This customer may request the status of his/her case or may provide updated information for the case.**

In this scenario, you will begin using scripting when the customer calls; however, when you discover that the customer has an existing case, you will end the script and follow the procedures that are outlined in more detail in Module 4, Lessons 1, 3, and 6. This lesson gives general examples of how to handle this scenario.

1. *Go to* the Script Screen.

2. *Select* Greeting and *click* **OK**.

Begin the script by asking the caller the questions below.

Take Note

Remember, you must answer all questions that are preceded by an asterisk (*). Press F2 for any question that has a drop down arrow to view the values in the picklist. Press **Enter** or **Tab** to advance to the next field.

3. * Is this your first time calling our office?
   Select No.

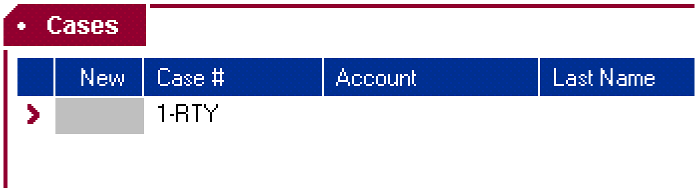
4. Are you calling about an existing case?
   Select Yes.

5. [NOTE: Press Enter twice to end the script. Use the OCTS 2.0 screens to find the case and log an activity.]

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

7. *Click* the **New Query** button on the tool bar.
   
   This creates a blank record in which you will enter the search criteria.

8. *Enter* the one of the following pieces of information given to you by the customer: case number under Case # column, the SSN under the Account column, last name, or first name, etc. (example shown below).



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

   The desired case will appear.

10. *Click* on the hyperlink under Case #.
    This will take you to the Cases Screen, Activities View.

11. *Review* all of the case information at the top of the screen.
    Note the Ombudsman Specialist who is assigned to this case in the upper right corner of the screen in the Ombudsman field. Note the status of this case in the Status and Sub-Status fields.

12. *Review* the activities information at the bottom of the screen.
    The activities are listed in descending chronological order, showing the most recent activity first.

13. *Click* on the hyperlink under Activity Type to see the activity detail and related attachments if necessary.
    This will take you to the Activities Screen, Attachments View.

14. *Click* the Name of the attachment to launch the attachment, if desired.

15. *Click* the **Back** button on the History Bar in OCTS 2.0 to return to the activities list on the Cases Screen, Activities View.

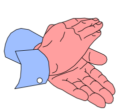
16. *Go* to the Attachments View (on the Cases Screen).
    Here you will see any attachments for this case as a whole. You may click on the hyperlink in the Name column to launch the attachment.

17. *Provide* the necessary information to the customer.

18. *Make* updates to the case as necessary.

19. *Log* an activity to record the customer's call and any updates that you have made.

    For detailed information on how to add an activity, please refer to Module 4, Lesson 3. For more detailed information on updating demographic information, refer to Module 4, Lesson 6.



You have now updated an existing case for an existing customer!

Congratulations!

Lesson 5: Existing Customer/New Case

Description: **Occasionally, you may receive a call from an existing customer or third party contact who initiated a case in the past. The case from the past is now closed, and the customer or third party now has a new case. You will first find this customer or third party in OCTS 2.0 and then record the remaining case information using scripting.**

1. *Go to* the Script Screen.

2. *Select* Greeting and *click* **OK**.

Begin the script by asking the caller the questions below.

Take Note

Remember, you must answer all questions that are preceded by an asterisk (*). Press **F2** for any question that has a drop down arrow to view the values in the picklist. Press **Enter** to advance to the next field.

3. * Is this your first time calling our office?
   Select No.

4. Are you calling about an existing case?
   Select No.

5. [NOTE: Press Enter.]
   Press Enter.

6. * [NOTE: Are you speaking with the borrower?]
   Ask caller if he or she is the borrower. *Select* Yes or No.

Because the caller has called before, you will now search the existing contacts in OCTS 2.0 to find him or her. Follow Outcome #1 or #2, depending on your answer to the previous question.

UPossible Outcome #1—The Caller is the Borrower
If you answered Yes, you will see the following message:
[NOTE: Press F2. Search for the account with the borrower's SSN.]

- *Record* the borrower's SSN in case you need to refer to it in the future.

- *Press* **F2** and the Pick Contact Box will appear.

You will now search for the customer's account.

- *Select* Account in the Find field.

- *Enter* the borrower's social security number in the starting with field.
  You <u>must</u> enter the SSN in the format 123-45-6789.

You will now select the customer contact record.

- *Press* **Enter** or click Find.
  The borrower's last name will populate in the script field and the Pick Contact Box will disappear. If a third party contact initiated a case for this borrower in the past, the third party contact and the customer contact will appear in the Pick Contact Box. In this case, *select* the **customer contact record** and *press* the **Pick** button at the bottom of the Pick Contact Box.

- *Press* **Enter** to advance to the next question.

- NOTE: You have selected [First Name Last Name] as the borrower. If this is correct, press Enter. If this is incorrect, click on the question above and reselect.
  You may need to repeat the name to the caller to ensure that you have selected the right person.

- *Proceed* to step 7.

<u>Possible Outcome #2—Caller is Third Party Contact</u>
If you answered No, you will see the following message:
[NOTE: Press F2. Search for the account with the borrower's SSN. Then, add the third party as a contact for the case.]

You will now search for the customer's account.

- *Press* **F2** and the Pick Contact Box will appear.

- *Select* Account in the Find field at the top of the Pick Contact Box.

- *Enter* the borrower's social security number in the starting with field.

You will now pick the third party contact as the primary contact for this case.

- *Press* **Enter** or click Find.
  If the borrower initiated the case in the past, the borrower's last name will populate in the script field and the Pick Contact Box will no longer appear. Follow these steps:

  - *Press* **F2** again to bring up the Pick Contact Box. Only the borrower's record will appear.

  - *Right-click* within the box.

  - *Select* Copy Record.

- *Enter* the profile information for the third party contact in the record that has just been copied.
  Press **Tab** to advance to each field. You may type over the existing data as necessary **except for the Account** (leave the Account field as it is). See step 29 in Lesson 3 of this module for more detail on this procedure.

- *Ensure* that the third party record is selected (red arrow pointing to it) and press the **Pick** button at the bottom of the Pick Contact Box.

If the third party contact initiated a case for this borrower in the past, the third party contact and the customer contact will appear in the Pick Contact Box. Follow these steps:

- S*elect* the **third party contact record** so that the red arrow is pointing to the left of the record.

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

You have now picked the third party contact as the primary contact on this case.

- NOTE: You have selected [First Name Last Name] as the third party contact. If this is correct, press Enter. If this is incorrect click on the question above and press F2 to reselect.

7. How may I help you today? [NOTE: Type caller's problem.]
   Enter the summary of the caller's issue.

8. * [NOTE: Select Issue Category.]
   Select the primary Issue Category from the picklist.

9. * [NOTE: Select Issue Sub Category.]
   Select the appropriate corresponding value to the Issue Category.

10. OK. I'd like to get just a little more information on your loan please.
    No response required. *Press* **Enter**.

Take Note

For the following three loan questions, *enter* information about the loan that is **most involved** in the case. The answers that you enter will determine the Ombudsman Specialist to whom this case is assigned.

11. *What type of loan do you have?
    Press **F2.** This will bring up the Pick Loan Type Box.
    Scroll to the right to view the entire description of each loan.
    Using the up and down arrows, s*elect* from the picklist choices that appear.
    Ensure that the red arrow is pointing to the desired choice and press **Enter**.

12. *Who holds your loan?
    Select from the picklist choices that appear.

13. *What is the current status of your loan? [Note: If this is a consolidation loan, discuss with the borrower whether the issue happened before or after disbursement. Then, select either Not Disbursed, Problem After Disbursement, Problem Prior to Disbursement, or Unknown from the picklist.]
Select from the picklist choices that appear.

14. Hold for a moment while I search for further information on [Original Issue Category].
Press **Enter** twice.

OCTS 2.0 is looking in the Encyclopedia to check for information on this Issue Category. This information is compiled and updated by the System Administrator. Follow Possible Outcome #1 or #2 below.

Possible Outcome #1—The Encyclopedia Contains Detail About this Issue
Information will display on how to discuss the issue with the caller. There may be discussion questions or questions that ask for further information or details. *Try* to resolve the customer's issue by using this information. *Press* **Enter** to continue.

Possible Outcome #2—The Encyclopedia Does Not Yet Contain Detail About this Issue
A message will display indicating that there is no further information about the topic in the database. *Press* **Enter** twice to continue.

15. [NOTE: Can you resolve the issue now?]
Answer Yes or No.

Depending on whether or not you can resolve this case without sending it to an Ombudsman Specialist (according to your answer to the question above), you will follow either Possible Outcome #1 or #2 below.

Possible Outcome #1—You Can Resolve and Close this Case Now
If you answered Yes to the question in step 15, you will see the following message:
[NOTE: Press Enter twice to end the script. Record the case number located in the dashboard. Go to the Cases Screen, Results Search View and add a result for this case. Then, close the case.]

- *Press* **Enter** twice to end the script.
- *Record* the case number that appears on the dashboard.
- *Go* to the Cases Screen, All Cases Screen.

You must now find this case.

- *Click* the New Query button on the tool bar.
- *Enter* in the Case # field the case number that you just recorded.
- *Press* **Enter**.

The case that you have just entered should appear and should be selected (with a red arrow pointing to the left of the record).

You must now assign this case to a generic ID so that it will not be assigned to an Ombudsman Specialist.

- *Click* the **drop-down arrow** button in the Ombudsman field in the form applet at the bottom of the screen.
  The Pick Case Owner Box appears. You must now assign this case to a generic ID called "GENASSIST."

- *Type* GENASSIST in the starting with field at the top of the Pick Box.

- *Press* **Enter**.
  The General Assistance ID will be automatically populated in this field.

You will now add a result to this case.

- *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.

- *Click* the **New** button in the Results applet at the bottom of the screen.
  The Results Pick Box appears.

  If you want to pick an existing result, follow these steps:
  - *Click* the **drop-down arrow** button in the Find field at the top of this Pick Box.
  - *Select* the field in which you want to search.
  - *Enter* the search criteria in the starting with field.
  - *Click* the **Find** button at the top of the Pick Box.
  - *Select* the desired result.
  - *Click* the **Pick** button at the bottom of the Pick Box.
    The result will populate the fields on the left side of the Results applet.

  If you want to enter a new result for this case, follow these steps:
  - *Click* the **New** button at the bottom of the Pick Box.
    This creates a new results record.
  - *Select* the Result Category from the picklist in the Result Category field.
  - *Select* the Result Sub Category.
  - *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.
  - *Enter* more generic result detail in the Result field if desired.

- *Enter* values in the Proposed By and Implemented By fields if desired.

- *Enter* any comments specific to this case in the Comments field.

You are now ready to close this case.

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

- *Select* Closed.

Take Note

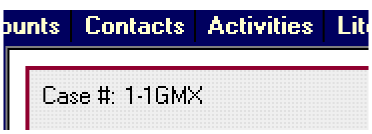
For more detailed instructions on how to add a result and close a case, please refer to Module 6, Lesson 1 of this guide.

Possible Outcome #2—This Case Must Be Assigned to an Ombudsman Specialist

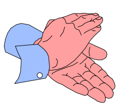
If you answered No to the question in step 15, you will see the following message:

Now that I have taken all of your profile information, your case will be assigned to an Ombudsman Specialist. In a moment, I will provide you with a case number for your reference. An Ombudsman Specialist will be contacting you. Thank you for calling.
[NOTE: Press Enter twice to end the script and provide caller with case number.]

- *Press* **Enter** twice.
  Once you end the script, the case number will populate in the dashboard as shown below.



- *Give* the case number to the customer.
  The case will now be assigned automatically to an Ombudsman Specialist.

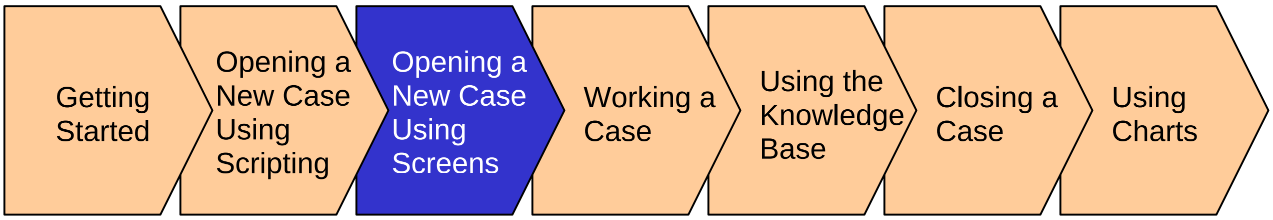


Congratulations!

You have now created a new case for an existing customer using scripting!

Module 3: Opening a Case Using Screens

Lesson 1: New Customer
Lesson 2: Third Party
Lesson 3: General Assistance (John Q. Public)
Lesson 4: Via Correspondence



About this Module

Overview

This module will explain how to open a new case using the OCTS 2.0 screens. As an Ombudsman Specialist, you will always use the procedures outlined in these lessons to open a new case. As an Intake Specialist, you will use the procedures in Module 2 to open a case using scripting; however, you will use Lesson 3 of this module to log general assistance calls through the screens.

Objectives

After reviewing this module, you will be able to do the following using the screens:

- Open a new case for a new customer
- Open a new case for a new customer based on information from a third party
- Log a case for a general assistance call
- Open a new case received via correspondence.

Lesson 1: New Customer

Description: **In this lesson, we will create a case for a new customer using the OCTS 2.0 screens. The opening of a case will create three separate records of data: a case record, a contact record, and an account record. All three of these records will be tied together by the Account (borrower's SSN).**

1. *Go to* the Cases Screen, All Cases View.
   You will now create a new case for a new customer.

2. *Click* the **New** button on the form applet at the bottom of the screen.
   This creates a new case record. The Case # field will populate with a system-generated number.

Take Note

The customer often describes his/her situation before providing any demographic information such as Social Security Number (SSN). Therefore, when you create a new case, the cursor will begin in the Original Issue Summary field. As you press the **Tab** key, OCTS 2.0 will automatically advance the cursor to the next field. This ensures that you capture all of the required information.

3. *Enter* the ***Original Issue Summary***.
   This is a large free-form text field in which you should describe the root cause of the case in detail.

4. *Advance* to the next field by pressing the **Tab** key on your keyboard.
   This will automatically take you to the ***Original Issue Category*** field.

Take Note

In OCTS 2.0, when you are finished entering information into a field, *press* the **Tab** key to advance to the next field. In this guide, there will not be a step outlined between each field—the guide assumes that you will press **Tab** to advance between each field.

5. *Press* **F2** to select the ***Original Issue Category*.**
   Or, *click* the **drop-down arrow** button with your mouse.
   You will select the root cause of this case from the picklist that appears. If you know the first letter of the desired value, *enter* that letter on your keyboard.

6. *Use* the up and down arrow buttons on your keyboard to navigate up and down the picklist.
   Or, *use* your mouse to scroll up and down the list.

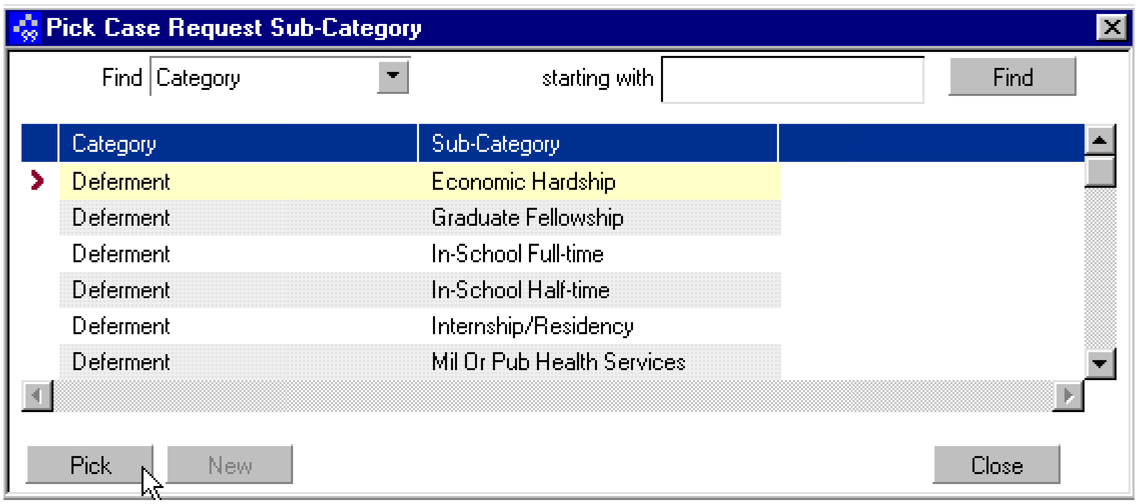
7. *Ensure* that the desired picklist value is highlighted in blue.

8. *Press* Enter on your keyboard to select that value.
   Or, *Click* once on the desired value with your mouse.

Take Note

If you **do not** see the Original Issue Category that you need for this case, you should select “Other.” However, before you select “Other,” make sure that you have thoroughly reviewed all values in the picklist. This is important for efficiently organizing all case information in the Knowledge Base.

9. *Press* **F2** in the ***Original Issue Sub Category*** field.
   This will bring up the Pick Case Request Sub-Category Box (shown below). The available Sub Category choices correspond to the Category that you have just selected.



10. *Select* the desired Category and Sub Category combination by using the up and down arrows on your keyboard.
    Or, *Click* your mouse to the left of the desired record so that the red arrow is pointing to it.

11. *Press* **Enter** on your keyboard.
    Or, *Click* the **Pick** button.
    Your selection has now been populated in the Sub Category field.

12. *Fill out* the following fields:

    - Customer Expectation Summary
      This is a large free-form text field in which you should enter the details of what the customer expects as the outcome of the case.

    - Customer Expectation Category
      Press **F2** and select the result that the customer expects as you did for Original Issue Category.

    - Customer Expectation Sub Category
      Press **F2** and select the sub category.

- ***Referred By***

  Select a value from the picklist.

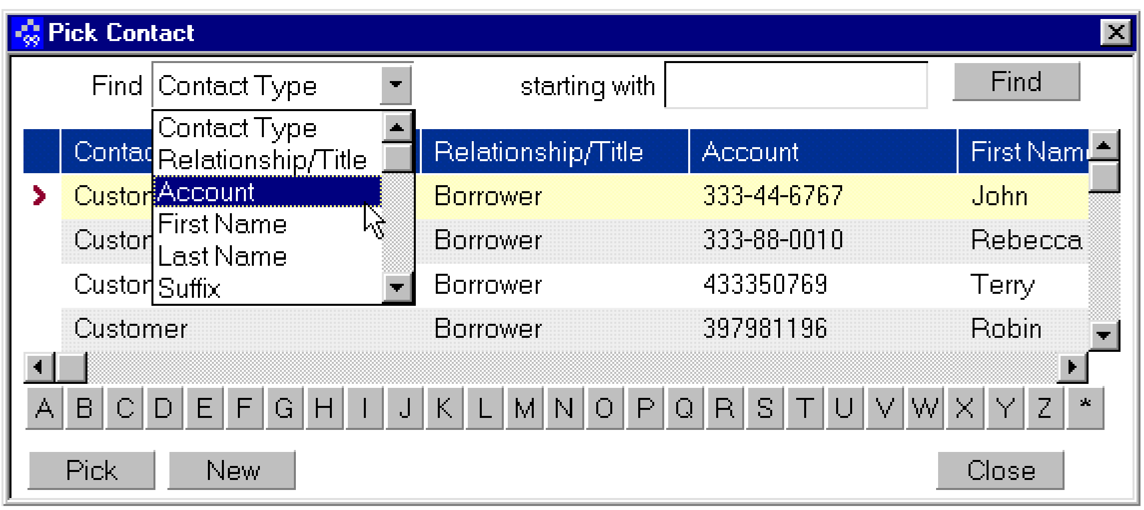
At this point in the procedure of opening a case, you have identified the primary issue of the case as well as what the customer expects the outcome of this case to be**. Now, in order to serve the customer, you must gather certain profile information about the customer.** By following the steps below, you will create a **contact record and an account record for this customer**.

13. *Tab* to the Last Name field**.**

14. *Press* **F2**.
    Or *Click* the **drop-down arrow** button in the Last Name field.
    This begins the process of gathering profile information. The Pick Contact Box appears.

The Pick Contact Box contains all contacts that currently exist in OCTS 2.0—it is the same list that resides in the Contacts Screen. Before you enter this customer into OCTS 2.0, you must make sure that he or she does not already exist in the system. This will eliminate duplicate entries. You will use the search fields at the top of the Pick Contact Box to search for the borrower's SSN in the Account field.

15. *Select* **Account** from the picklist in the **Find** field (shown below).



16. *Click* in the **starting with** field.

17. *Enter* the entire SSN of the borrower with dashes in the **starting with** field (e.g. 123-45-6789).

18. *Press* the **Enter** key on your keyboard.
    Or *Click* the **Find** button.

The most common outcome is that no records will exist, indicating to you that this customer does not exist in the system. You will then add this customer to OCTS 2.0 by creating a contact record and an account record for this customer. Make sure to follow the steps carefully under Outcome #3.

There are two other possible outcomes that will not be common, but they are outlined below under Outcome #1 and #2.

<u>Possible Outcome #1—The Customer Already Exists in the System</u>
If this customer opened and closed a case in OCTS 2.0 in the past, his or her contact record will automatically populate the First Name, Last Name, Account, and Home Phone fields in the Cases applet where you began. *Proceed* to Step 29.

<u>Possible Outcome #2—Another Customer Is Automatically Selected in Error</u>
If there is a customer in the system that fit the SSN that you entered, OCTS 2.0 **will automatically select this contact** (this would only happen if you typed the SSN incorrectly). This will close the Pick Contact Box and take you back to the form applet on the Cases Screen, All Cases View where you began. If the contact that has been selected is **incorrect**, you must follow these steps:

- *Delete* the account number in the Account field in the Cases applet.
- *Click* the **drop-down arrow** button in the **Last Name** field.
- *Proceed* to step 19.

<u>Possible Outcome #3—Customer Does Not Exist in the System; No Records Are Found</u>
If no records are found, the record list will be blank, and you will follow the steps outlined below to enter the new contact and account information for this customer.

The Pick Contact Box should be open at this point. You will create a new contact record for this customer. Within this record, you will create a new account record for this customer. You will only enter the demographic information **once**—the information will be copied automatically from the account record to the contact record. Follow the steps below carefully.

Take Note

Remember to press the **Tab** key to advance to each field on the record. Press F2 on your keyboard when your cursor is in a field with a **drop-down arrow** button.

19. *Click* the **New** button at the bottom of the Pick Contact Box.
    This creates a blank contact record for this customer.

20. *Enter* the following information about the **customer contact**:

    - ***Contact Type***
      Because you are now entering the contact record for the customer, this value will be "Customer."

    - ***Relationship/Title***
      Because you are entering the contact record for the customer, this value will be "Borrower."

21. *Tab* to the Account field.

You have started to enter the contact information for this customer. You will now bring up the Pick Account Box within the Account field. The Pick Account Box contains all accounts in OCTS 2.0—the same list of accounts that reside in the Accounts Screen. From this box, you will create an account record for this customer. The account demographic information will automatically populate the contact record when you pick this account. Follow the steps below.

22. *Press* the **F2** key on your keyboard in the **Account** field.
    The Pick Account Box will appear.

Take Note

Notice that the Pick Account Box has the search fields like the Pick Contact Box. Because you have already searched for this customer using the Pick Contact Box, you do not have to search for this customer again.

23. *Click* the **New** button at the bottom of the Pick Account Box.
    This will create a blank record in which **you will enter the account information for this customer**.

24. *Enter* the following information about the **customer**:
    Reminder: *Press* the **Tab** key to move across the row. Press **F2** when there is a **drop-down arrow** indicating a list of values.

Take Note

If the customer does not provide required information, you must enter "Not Given" into the field. OCTS 2.0 will not allow you to proceed if you do not populate a required field.

- ***Account***
  This is the customer's (borrower's) SSN. You do not have to enter dashes—the SSN will be automatically formatted when you populate the next two fields.

- ***Account Type***
  This will always be **"**Customer" when you are creating an account for a new case.

- ***First Name***

- ***Last Name***

- Suffix to Last Name

DO NOT CLICK the Cancel button at the bottom of the Pick Account Box, or you will LOSE the data that you are entering.

Take Note

- Middle Initial
  Enter "NMI" for no middle initial.

- Prefix
  Enter the appropriate prefix so that the customer can be addressed by the appropriate prefix in the future.

- Preferred Name

- Date of Birth (mm/dd/yyyy)
  The date of birth of the borrower is important for accessing his/her loan data. You can either enter the date or bring up the calendar and choose the date.

- Address
  Enter the address in this field. Notice the **ellipsis** button at the end of the field. This button allows you to enter multiple addresses for this customer if necessary. This feature may not be used often; however, once you click the **ellipsis** button, OCTS 2.0 requires you to enter the address in the box that appears. You will then click Close to return to the account record.

- City

- State
  Pick the state from the picklist or enter the two letter abbreviation in all capital letters.

- Zip code
  This field can be populated with other postal codes for customers calling from outside of the U.S.A.

- Country

- Site
  When you enter “Not Given” in the Account field (when the borrower’s SSN is not given), **you must also populate the Site field with the Case #.** This is very important—we must create a unique identifier for each “Not Given” Account. If we did not differentiate one “Not Given” Account from another, it would be very difficult to distinguish between these accounts.

- ***Contact Method***
  This field indicates the method by which the customer prefers to be contacted. You must then enter the information for the method that you indicate as preferred in the fields below.

- Home Phone #
  This may be entered without formatting—OCTS 2.0 will format the phone number automatically.

- Work Phone #
  OCTS 2.0 will automatically format the number, including the extension number.

- Fax Phone #

- Mobile Phone #

- Country Code (for phone number, if foreign country)

- Hours Available
  This is a short field—e.g. “8am to 5pm” or “Daytime.”

- Hours Available Time Zone
  The four most common time zones for the US and Canada are listed at the top of the picklist. The remaining values are listed in alphabetical order.

- 1st Email/Homepage

Take Note

The email address will turn into a hyperlink after you advance to the next field. If you click on this hyperlink, an error will appear because OCTS 2.0 is looking for a web site. Click through the error and continue.

- 2nd Email

- Comments (any special comments about this account)

- Reminders
  This is not a data entry field. The Reminders field will populate automatically with a reminder message if needed. For instance, if you selected “Home Phone” for Contact

Method and did not populate the Home Phone field, a message will appear in this field, reminding you to enter the home phone.

DO NOT CLICK the Cancel button at the bottom of the Pick Account Box, or you will LOSE YOUR DATA. You have entered all of the information for the account record. **You must now pick this record by following the next two steps.**

25. *Select* the record that you have just created by verifying that the record is highlighted (and a red arrow is pointing to the left of the record).
If the correct record is not highlighted, *click* inside the record or to the left of the record (but not on a hyperlink).

	Account	Account Type	First Name
›	258-00-0000	Customer	Katherine
	000-00-0000	Customer	John
	001-56-2234	Customer	Corey

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

Take Note

The information that you have just entered in the account record in the Pick Account Box has now been copied automatically to the same fields in the customer contact record in the Pick Contact Box. You do not have to enter the data twice! The new customer account has successfully been linked to this customer contact.

DO NOT CLICK the Cancel button at the bottom of the Pick Contact Box, or you will LOSE YOUR DATA. The contact record for this customer is complete and **must be picked following the next two steps.**

27. *Ensure* that the contact record is selected (red arrow pointer is pointing to this record).

28. *Click* the **Pick** button at the bottom of the Pick Contact Box.
This establishes the contact that you have just picked as the primary contact for the account. The Last Name, First Name and Home Phone Number of the primary contact are populated, and the Account field is populated in the cases applet.

You are now back to the cases applet on the Cases Screen, All Cases View. You only have a few more steps in creating this case!

29. *Press* the **Tab** key.

30. *Enter* the primary loan information:
Although the customer may have multiple loans, you must populate these fields with the loan most involved in this case and the agency that is contacting the customer about this case.

- ***Svc Agency (Servicing Agency)***
  Select from the picklist. If unknown, select Unknown.
- ***Loan Type***
  Select from the list. If unknown, select Unknown. *Click* the **Pick** button.
- ***Loan Status***
  Select from the picklist. If unknown, select Other.

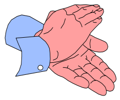
31. *Review* all of the fields that you have populated in the cases applet to make sure that all information is correct.

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

- Case Number
  You will give this number to the customer for future reference.
- Intake Person
  This defaults to your user name because you created this case.
- Status
  This defaults to "Open."
- Sub Status
  This defaults to "Unassigned"—you will leave this as Unassigned so that OCTS 2.0 can assign the case to an Ombudsman Specialist after you leave this screen.
- Ombudsman field—**You will leave this field blank.** This will be automatically populated when OCTS 2.0 assigns this case to an Ombudsman Specialist.
- Date Received.
  This defaults to your system's current date and time.

You have now created a new case for the new customer! To save this case record, you must click on a part of the screen other than the Cases applet. For example, you should click on the view bar. If you have left any required fields blank, you will receive an error message telling you the field that you left blank. You can then go back and populate the required field.

You can now proceed with other work. Congratulations!



Congratulations!

You have now created a new case, contact, and account for this customer! You have entered basic information about the loan involved. The case, contact and account records are associated with each other through the borrower's SSN in the Account field.

Lesson 2: Third Party

Description: **Sometimes, a third party contact will initiate a case on behalf of the customer (borrower). This third party contact could be the borrower's parent, spouse, etc. For this scenario, you will follow the same steps as in Lesson 2 to create the case, contact record, and account record for the *customer*; however, in addition to this, you will also create a contact record for the third party.**

The contact record for the borrower and the contact record for the third party will both be listed under the customer's account record. At the end of this lesson, you will pick the third party contact as the primary contact for this case.

Take Note

Remember, all required fields must be populated. If you do not have information for a required field, you must enter "Not Given" into the field.

1. *Go to* the Cases Screen, All Cases View.
   You will now create a new case for a new customer, as initiated by the third party contact.

2. *Click* the **New** button on the form applet at the bottom of the screen.
   This creates a new case record. The Case # field will populate with a system-generated number.

3. *Enter* the ***Original Issue Summary***.
   This is a large free-form text field in which you should describe the root cause of the case in detail.

4. *Advance* to the next field by pressing the **Tab** key on your keyboard.
   This will automatically take you to the ***Original Issue Category*** field.

Take Note

In OCTS 2.0, when you are finished entering information into a field, *press* the **Tab** key to advance to the next field. In this guide, there will not be a step outlined between each field—the guide assumes that you will press **Tab** to advance between each field.

5. *Press* **F2** to select the ***Original Issue Category*.**
   Or, *Click* the **drop-down arrow** button with your mouse.
   You will select the root cause of this case from the picklist that appears. If you know the first letter of the desired value, *enter* that letter on your keyboard.

6. *Use* the up and down arrow buttons on your keyboard to navigate up and down the picklist.
   Or, *use* your mouse to scroll up and down the list.

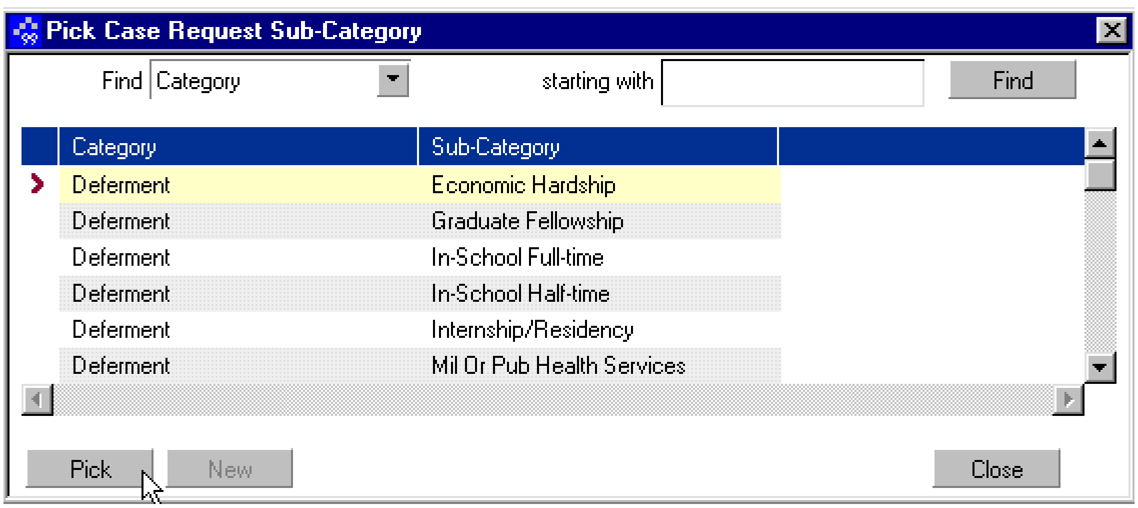
7. *Ensure* that the desired picklist value is highlighted in blue.

8. *Press* Enter on your keyboard to select that value.
   Or, *Click* once on the desired value with your mouse.

Take Note

If you **do not** see the Original Issue Category that you need for this case, you should select "Other." However, before you select "Other," make sure that you have thoroughly reviewed all values in the picklist. This is important for efficiently organizing all case information in the Knowledge Base.

9. *Press* **F2** in the ***Original Issue Sub Category*** field.
   This will bring up the Pick Case Request Sub-Category Box (shown below). The available Sub Category choices correspond to the Category that you have just selected.



10. *Select* the desired Category and Sub Category combination by using the up and down arrows on your keyboard.
    Or, *Click* your mouse to the left of the desired record so that the red arrow is pointing to it.

11. *Press* **Enter** on your keyboard.
    Or, *Click* the **Pick** button.
    Your selection has now been populated in the Sub Category field.

12. *Fill out* the following fields:

- Customer Expectation Summary
  This is a large free-form text field in which you should enter the details of what the customer expects as the outcome of the case.

- Customer Expectation Category

Press **F2** and select the result that the customer expects as you did for Original Issue Category.

- Customer Expectation Sub Category
  Press **F2** and select the sub category.

- ***Referred By***

  Select a value from the picklist.

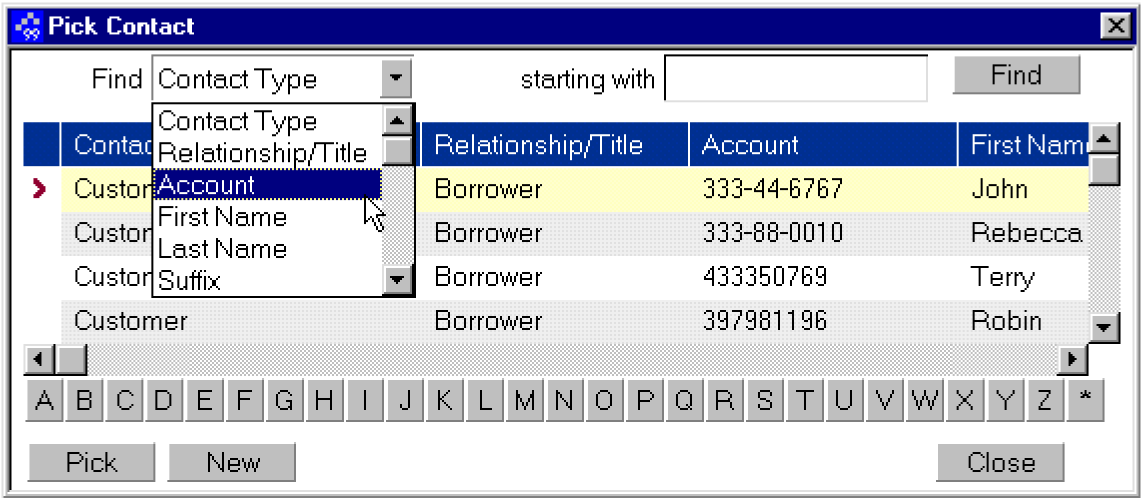
At this point in the procedure of opening a case, you have identified the primary issue of the case as well as what the customer/third party expects the outcome of this case to be**. Now you must gather profile information about the customer. You will enter profile information about the third party *after* you enter the information for the customer.** By following the steps below, you will create a **contact record and an account record for this customer**.

13. *Tab* to the Last Name field**.**

14. *Press* **F2**.
    Or *Click* the **drop-down arrow** button in the Last Name field.
    This begins the process of gathering profile information. The Pick Contact Box appears.

The Pick Contact Box contains all contacts that currently exist in OCTS 2.0—it is the same list that resides in the Contacts Screen. Before you enter this customer into OCTS 2.0, you must make sure that he or she does not already exist in the system. This will eliminate duplicate entries. You will use the search fields at the top of the Pick Contact Box to search for the borrower's SSN in the Account field.

15. *Select* **Account** from the picklist in the **Find** field (shown below).



16. *Click* in the **starting with** field.

17. *Enter* the entire SSN of the borrower with dashes in the **starting with** field (e.g. 123-45-6789).

18. *Press* the **Enter** key on your keyboard.
    Or *Click* the **Find** button.

The most common outcome is that no records will exist, indicating to you that this customer does not exist in the system. You will then add this customer to OCTS 2.0 by creating a contact record and an account record for this customer. Make sure to follow the steps carefully under Outcome #3.

There are two other possible outcomes that will not be common, but they are outlined below under Outcome #1 and #2.

<u>UPossible Outcome #1—The Customer Already Exists in the System</u>

If this customer opened and closed a case in OCTS 2.0 in the past, his or her contact record will automatically populate the First Name, Last Name, Account, and Home Phone fields in the Cases applet where you began. *Press* **F2** in the Last Name field. *Proceed* to Step 27.

<u>Possible Outcome #2—Another Customer Is Automatically Selected in Error</u>

If there is a customer in the system that fit the SSN that you entered, OCTS 2.0 **will automatically select this contact** (this would only happen if you typed the SSN incorrectly). This will close the Pick Contact Box and take you back to the form applet on the Cases Screen, All Cases View where you began. If the contact that has been selected is **incorrect**, you must follow these steps:

- *Delete* the account number in the Account field in the Cases applet.
- *Click* the **drop-down arrow** button in the **Last Name** field.
- *Proceed* to step 19.

Possible Outcome #3—Customer Does Not Exist in the System; No Records Are Found

If no records are found, the record list will be blank, and you will follow the steps outlined below to enter the new contact and account information for this customer.

The Pick Contact Box should be open at this point. You will create a new contact record for this customer. Within this record, you will create a new account record for this customer. You will only enter the demographic information **once**—the information will be copied automatically from the account record to the contact record. Follow the steps below carefully.

Take Note

Remember to press the **Tab** key to advance to each field on the record. Press F2 on your keyboard when your cursor is in a field with a **drop-down arrow** button.

19. *Click* the **New** button at the bottom of the Pick Contact Box.
    This creates a blank contact record for this customer.

20. *Enter* the following information about the **customer contact**:

    - ***Contact Type***
      Because you are now entering the contact record for the customer, this value will be "Customer."

    - ***Relationship/Title***
      Because you are entering the contact record for the customer, this value will be "Borrower."

21. *Tab* to the Account field.

You have started to enter the contact information for this customer. You will now bring up the Pick Account Box within the Account field. The Pick Account Box contains all accounts in OCTS 2.0—the same list of accounts that reside in the Accounts Screen. From this box, you will create an account record for this customer. The account demographic information will automatically populate the contact record when you pick this account. Follow the steps below.

22. *Press* the **F2** key on your keyboard in the **Account** field.
    The Pick Account Box will appear.

Take Note

Notice that the Pick Account Box has the search fields like the Pick Contact Box. Because you have already searched for this customer using the Pick Contact Box, you do not have to search for this customer again.

23. *Click* the **New** button at the bottom of the Pick Account Box.
    This will create a blank record in which **you will enter the account information for this customer**.

24. *Enter* the following information about the **customer**:
    Reminder: *Press* the **Tab** key to move across the row. Press **F2** when there is a **drop-down arrow** indicating a list of values.

Take Note

If the customer does not provide required information, you must enter "Not Given" into the field. OCTS 2.0 will not allow you to proceed if you do not populate a required field.

- ***Account***
  This is the customer's (borrower's) SSN. You do not have to enter dashes—the SSN will be automatically formatted when you populate the next two fields.

- ***Account Type***
  This will always be **"**Customer" when you are creating an account for a new case.

- ***First Name*** (customer)

- ***Last Name*** (customer)

- Suffix to Last Name

Take Note

DO NOT CLICK the Cancel button at the bottom of the Pick Account Box, or you will LOSE the data that you are entering.

- Middle Initial
  Enter "NMI" for no middle initial.

- Prefix
  Enter the appropriate prefix so that the customer can be addressed by the appropriate prefix in the future.

- Preferred Name

- Date of Birth (mm/dd/yyyy)
  The date of birth of the borrower is important for accessing his/her loan data. You can either enter the date or bring up the calendar and choose the date.

- Address (customer)
  Enter the address in this field. Notice the **ellipsis** button at the end of the field. This button allows you to enter multiple addresses for this customer if necessary. This feature may not be used often; however, once you click the **ellipsis** button, OCTS 2.0 requires you to enter the address in the box that appears. You will then click Close to return to the account record.

- City

- State
  Pick the state from the picklist or enter the two letter abbreviation in all caps.

- Zip code
  This field can be populated with other postal codes for customers calling from outside of the U.S.A.

- Country

- Site
  When you enter "Not Given" in the Account field (when the borrower's SSN is not given), **you must also populate the Site field with the Case #.** This is very important—we must create a unique identifier for each "Not Given" Account. If we did not differentiate one "Not Given" Account from another, it would be very difficult to distinguish between these accounts.

- ***Contact Method*** (customer)
  This field indicates the method by which the customer prefers to be contacted. You must then enter the information for the method that you indicate as preferred in the fields below.

- Home Phone #
  This may be entered without formatting—OCTS 2.0 will format the phone number automatically.

- Work Phone #
  OCTS 2.0 will automatically format the number, including the extension number.

- Fax Phone #

- Mobile Phone #

- Country Code (for phone number, if foreign country)

- Hours Available

This is a short field—e.g. “8am to 5pm” or “Daytime.”

- Hours Available Time Zone
  The four most common time zones for the US and Canada are listed at the top of the picklist. The remaining values are listed in alphabetical order.

- 1st Email/Homepage

Take Note

The email address will turn into a hyperlink after you advance to the next field. If you click on this hyperlink, an error will appear because OCTS 2.0 is looking for a web site. Click through the error and continue.

- 2nd Email

- Comments (any special comments about this account)

- Reminders
  This is not a data entry field. The Reminders field will populate automatically with a reminder message if needed. For instance, if you selected “Home Phone” for Contact Method and did not populate the Home Phone field, a message will appear in this field, reminding you to enter the home phone.

DO NOT CLICK the Cancel button at the bottom of the Pick Account Box, or you will LOSE YOUR DATA. You have entered all of the information for the account record. **You must now pick this record by following the next two steps.**

25. *Select* the record that you have just created by verifying that the record is highlighted (and a red arrow is pointing to the left of the record).
    If the correct record is not highlighted, *click* inside the record or to the left of the record (but not on a hyperlink).

	Account	Account Type	First Name
›	258-00-0000	Customer	Katherine
	000-00-0000	Customer	John
	001-56-2234	Customer	Corey

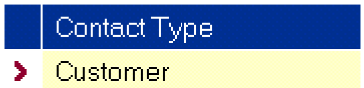
26. *Click* the **Pick** button at the bottom of the Pick Account Box.

Take Note

The information that you have just entered in the account record in the Pick Account Box has now been copied automatically to the same fields in the customer contact record in the Pick Contact Box. You do not have to enter the data twice! The new customer account has successfully been linked to this customer contact.

DO NOT CLICK the Cancel button at the bottom of the Pick Contact Box, or you will LOSE YOUR DATA. **You must now enter the third party contact information! Follow the steps carefully.**

27. *Ensure* that the customer contact record is highlighted/selected.

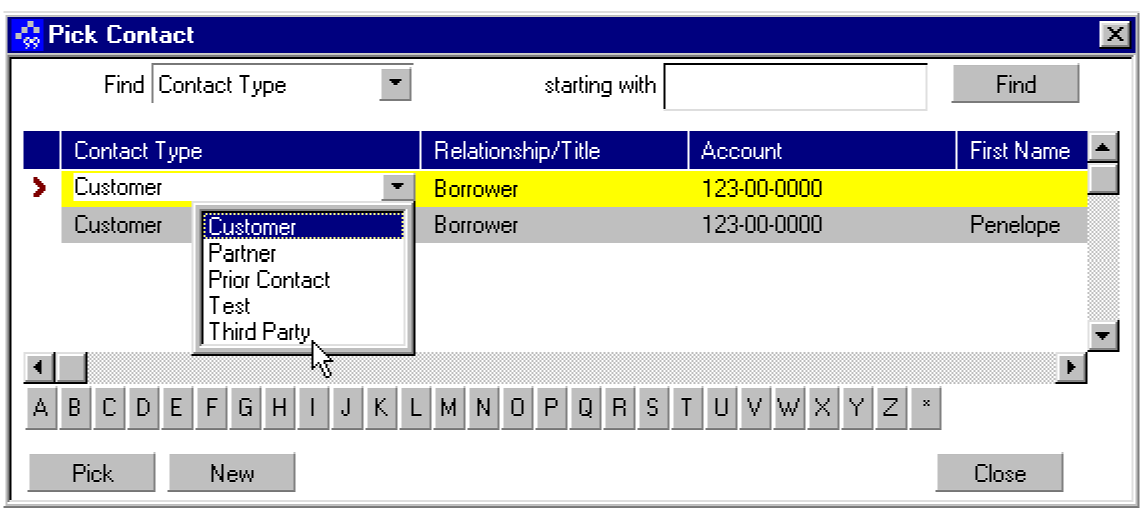


28. *Right-click* in the Pick Contact Box.

29. *Select* **Copy Record**.
This creates a copy of the contact record that you have just created for the customer. **Copying the record ensures that you maintain the correct account information for both the customer *and* the third party.**

Your cursor should be in the Contact Type field of the new record that you just created (a copy of the customer contact record). You will now populate the fields on this new record for the **third party contact**. *Press* **Tab** to advance to each field. If the information for the third party contact is different from the information for the customer, then you may type over the value that has been copied. DO NOT change the value in the Account field—you want both of these records to be linked to this customer's account.

30. *Change* the ***Contact Type*** to "Third Party" (shown below).



31. *Change* the ***Relationship/Title*** to the appropriate relationship of the third party contact to the borrower.

Take Note

Do not change the Account or you will lose the connection to the correct customer account.

However, if you unintentionally delete the value in the account field, you can bring up the Pick Account Box (like you did when you originally entered the account) in the Account field. *Search* for the customer's account with the SSN in the Account field. *Select* the correct account and *click* the **Pick** button.

32. *Enter* all information about the third party contact that is *different* from the customer's information. For example, if the third party has a different address than the customer, type over the customer's address with the correct third party address.

DO NOT CLICK the Cancel button at the bottom of the Pick Contact Box, or you will LOSE YOUR DATA. **You will now pick this third party contact as the primary contact for the case.**

33. *Select* the **third party contact record** (the red arrow will be pointing to the left of the record).

34. *Click* the **Pick** button at the bottom of the Pick Contact box.
The Last Name, First Name, and Home Phone Number of the third party contact can now be seen in the Cases applet. The Account field contains the borrower's SSN.

You are now back to the cases applet on the Cases Screen, All Cases View. You only have a few more steps in creating this case!

33. *Press* the **Tab** key.

34. *Enter* the primary loan information:
Although the customer may have multiple loans, you must populate these fields with the loan most involved in this case and the agency that is contacting the customer about this case.

- ***Svc Agency (Servicing Agency)***
  Select from the picklist. If unknown, select Unknown.

- ***Loan Type***
  Select from the list. If unknown, select Unknown. *Click* the **Pick** button.

- ***Loan Status***
  Select from the picklist. If unknown, select Other.

35. *Review* all of the fields that you have populated in the cases applet to make sure that all information is correct.

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

- Case Number
  You will give this number to the customer for future reference.

- Intake Person
  This defaults to your user name because you created this case.

- Status
  This defaults to "Open."

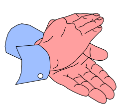
- Sub Status
  This defaults to "Unassigned"—you will leave this as Unassigned so that OCTS 2.0 can assign the case to an Ombudsman Specialist after you leave this screen.

- Ombudsman field—**You will leave this field blank.** This will be automatically populated when OCTS 2.0 assigns this case to an Ombudsman Specialist.

- Date Received.
  This defaults to your system's current date and time.

You have now created a new case for the new customer! To save this case record, you must click on a part of the screen other than the Cases applet. For example, you should click on the view bar. If you have left any required fields blank, you will receive an error message telling you the field that you left blank. You can then go back and populate the required field.

You can now proceed with other work. Congratulations!



Congratulations!

You have now created a new case, a customer contact, a third party contact and a customer account! These records are associated with each other through the borrower's SSN in the Account field.

Lesson 3: General Assistance (John Q. Public)

Description: **An important part of OCTS 2.0 is the ability to report on how many cases are handled by the Office of the Ombudsman. For this reason, you must log a case for each call/correspondence that comes in, even if the nature of the call/correspondence is general assistance. OCTS 2.0 will then accurately reflect the number of requests that are handled by the Office of the Ombudsman.**

Intake Specialists—you will follow this lesson if you have started scripting and discovered that the call was a general assistance call.

A special contact and account have already been created for logging general assistance calls. This special contact record is **John Q. Public**. It is linked to the account 000-00-0000.

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

2. *Click* the **New** button in the Cases form applet at the bottom of the screen to create a new case.

Take Note

The cursor begins in Original Issue Summary. You must press the **Tab** key on your keyboard to advance to the next field. The tab order on this screen follows the flow of a typical call.

3. *Populate* these fields (populate the required fields at a minimum):

- ***Original Issue Summary***
  Briefly explain why the caller was contacting the Ombudsman and how you handled the call.
- ***Original Issue Category***
  Classify the nature of the call. Select from the picklist.
- ***Original Issue Sub Category***
- Customer Expectation Summary
- Customer Expectation Category
- Customer Expectation Sub Category
- ***Referred By***.

4. *Tab* to the Last Name field and press **F2**.
   Or, *Click* the **drop-down arrow** button in the Last Name field.
   The Pick Contact Box appears.

5. *Select* Account in the **Find** field.

6. *Enter* "000-00-0000" in the **starting with** field to find the John Q. Public record.

7. *Press* Enter on your keyboard.
   Or *Click* the **Find** button.

The John Q. Public record will automatically populate the First Name, Last Name, and Account fields in the Cases applet.

8. *Press* **Tab** to advance to the Servicing Agency field.

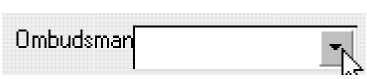
9. *Populate* the following required fields:

   - ***Svc Agency (Servicing Agency)***
     Select who is contacting the borrower about the loan. If unknown, select Unknown.
   - ***Loan Type***
     Select the primary loan that is involved in the case. If unknown, select Unknown.
     Press **Pick**.
   - ***Loan Status***
     Enter the status of the loan. If unknown, select Other.

Take Note

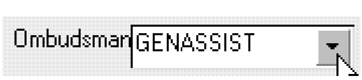
For general assistance cases, you must manually assign the case to a generic ID so that the case will not go to an Ombudsman Specialist (this process is outlined below).

10. *Click* the **drop-down arrow** button in the Ombudsman field.
    The Pick Case Owner box appears.



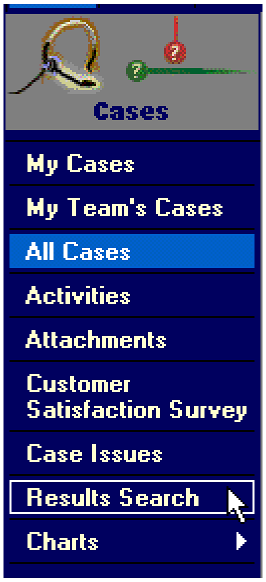
11. *Type* "GENASSIST" for General Assistance in the **starting with** field, at the top of the Pick Case Owner box.

12. *Press* Enter.
    The case has now been assigned to a generic ID that has been established for general assistance calls.



You now must link a result to this case.

13. *Go* directly *to* the Results Search View by choosing this view from the view bar (shown in the screen print below).



14. *Click* the **New** button in the Results applet at the bottom of the screen.
    The Results Pick Box appears.

If you want to pick an existing result, follow these steps:

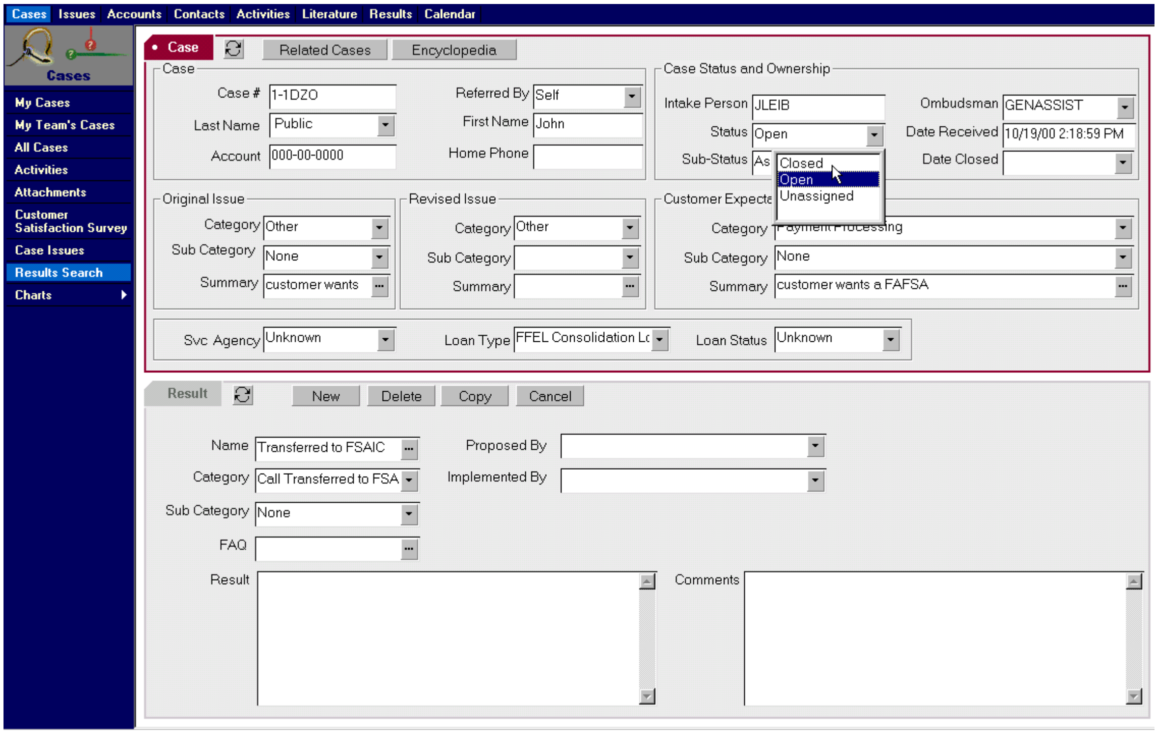
- *Click* the **drop-down arrow** button in the Find field at the top of this Pick Box.
- *Select* the field in which you want to search.
- *Enter* the search criteria in the starting with field.
- *Click* the **Find** button at the top of the Pick Box.
- *Select* the desired result.
- *Click* the **Pick** button at the bottom of the Pick Box.
  The result will populate the fields on the left side of the Results applet.

If you want to enter a new result for this case, follow these steps:

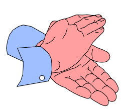
- *Click* the New button at the bottom of the Pick Box.
  This creates a new results record.
- *Select* the Result Category from the picklist in the Result Category field.
- *Select* the Result Sub Category.
- *Enter* a short name for this result in the Name field.
  This is a short free-form text field. Make sure that the name of the result is generic so that it can be used for cases in the future.
- *Enter* more generic result detail in the Result field if desired.
- *Enter* values in the Proposed By and Implemented By fields if desired.
- *Enter* any comments specific to this case in the Comments field.

You are now ready to close this case.

15. *Click* on the **drop-down arrow** button in the Status field in the Cases applet at the top of the screen (shown below).



16. *Select* Closed.



Congratulations!

You have successfully recorded a case for a general assistance call! This will help the Office of the Ombudsman to accurately report and analyze the number of requests that are handled.

Lesson 4: Via Correspondence

Description: **As an Ombudsman Specialist, you may receive correspondence from a customer for whom you must create a new case. This procedure is the same procedure as in Lesson 1-2; however, after you create the case, you must add an activity to the case that records the receipt of the correspondence.**

For this lesson, we will assume that you have just created the case (following the appropriate procedure). Therefore, we will begin with the steps for adding the activity.

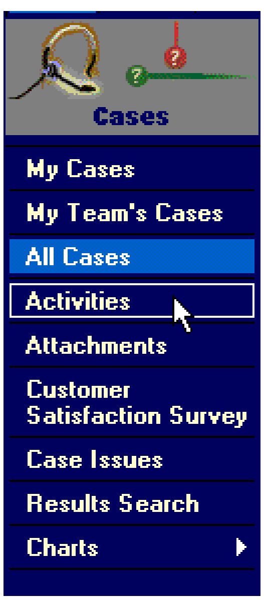
You have just entered the new case and are on the Cases Screen, All Cases View.

Take Note

Note that this procedure for adding an activity to a case will apply to all types of activities. More examples of adding activities to a case will be covered in Module 4, Lessons 3-4.

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

2. *Click* on "Activities" on the view bar.
   This view shows you the detail of the desired case in the form applet at the top of the screen and the activities for the case at the bottom of the screen. The activities at the bottom of the screen are displayed in a list applet.



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

Take Note

If you find that you prefer to enter the activity information in the list applet rather than in the form applet, you can do so. While in the list applet, you must *right-click* in the form applet and *select* "New Record." This creates a blank record in which you can enter the same information.

4. *Click* the **New** button in the Activities form applet.
   This inserts a blank activity record.

5. *Note* that the following fields are populated automatically:

   - Case #
   - Last Name
     This defaults to the primary contact linked to the case.
   - First Name
   - Account
   - Assigned To
     This defaults to you because you just created the activity.
   - Planned Start
     This defaults to the current date and time.
   - Due
     This defaults to the current date.

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

   - ***Activity Type***
     To log the receipt of correspondence, you will choose "Correspondence."
   - ***Description***
     This will be a short description of the activity, limited to approximately 200 characters. For recording the correspondence, you will briefly describe the type of correspondence that was received from the customer to initiate the case.
   - Priority
     Use this to help you manage your work.
   - Status
     Use this to help you manage your work.
   - Comments
     Describe in more detail who wrote the letter, the date of the letter, the date received, and the subject of the letter.

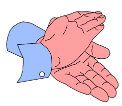
When you have completed entering all information for this activity, you are ready to end the activity.

7. *Change* the Status to "Done."
   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.

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

Take Note

Press the toggle button to view the activity you just entered in the list applet.

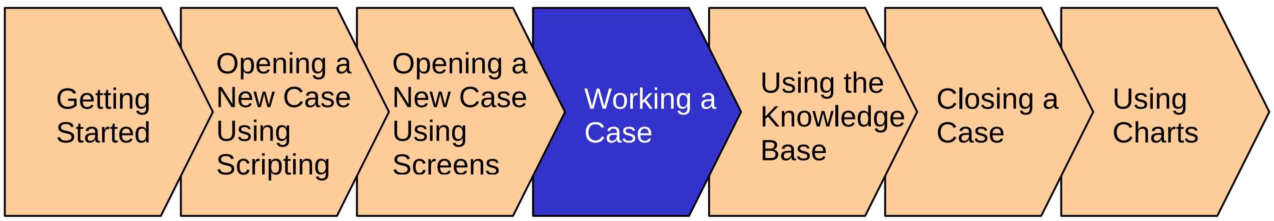


Congratulations!

You have successfully created a case that was received via correspondence! First, you created the case, and then you logged the receipt of the correspondence with the activity.

Module 4: Working a Case

Lesson 1: Using Queries
Lesson 2: Reviewing Your Assigned Cases
Lesson 3: Adding an Activity (Customer/Third Party)
Lesson 4: Adding an Activity (Partner)
Lesson 5: Adding a Partner Contact/Account
Lesson 6: Updating Demographic Information
Lesson 7: Adding Issues to a Case
Lesson 8: Attaching a Document to a Case or Activity
Lesson 9: Reopening a Case

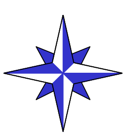


About this Module

Overview

This module focuses on the work of the Ombudsman Specialists; however, some of these procedures also apply to the work of the Intake Specialists. This module covers the broad range of activities involved in working a case. Note, however, that the activity of researching a case is covered separately in the next module.

In this module, "working" a case includes using queries, reviewing assigned cases, adding activities, updating a case when more information is received, adding issues to a case, attaching a document to a case or to an activity, and reopening a case if necessary.



Objectives

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

- Review your assigned cases
- Add an activity to a case
- Add a new partner contact and account
- Update an existing case when more information is received
- Attach a document to a case or to an activity
- Reopen a case.

Lesson 1: Using Queries

Description: **Often in your work, you will search for an existing record or records in OCTS 2.0 using a query. A query searches the OCTS 2.0 database for specific data based on the criteria that you enter. You may also want to save a query for future use.**

For example, when you want to find a particular case, you could execute a query using the borrower's SSN in the Account field, or the case number in the Case # field. If you want to view all cases with the Original Issue Category of Deferment, you could execute a query by choosing Deferment in the Original Issue Category field on the Cases Screen.

Follow the steps below to use a query to find a particular case. These steps also apply to retrieving other records in other screens. For instance, you could also go to the Accounts Screen and query to find a particular account using the steps below.

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

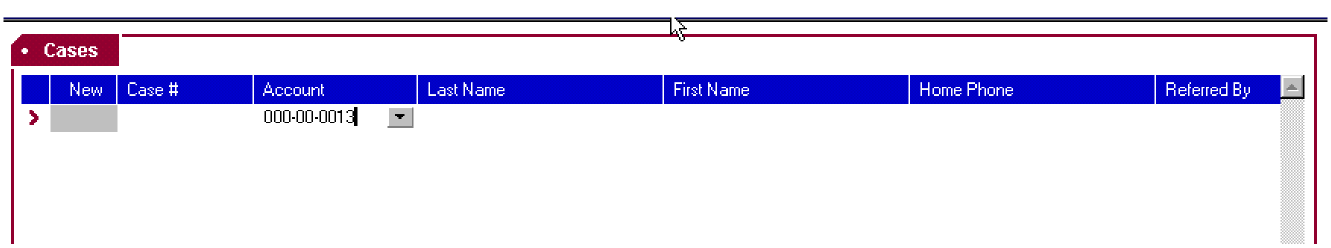
2. *Click* the **New Query** button on the tool bar.

This creates a blank record in which you will enter your criteria.

3. *Type or select* data in any of the fields (in the list applet or in the form applet) to specify the search criteria for the query.
For example, enter customer's SSN in the Account field, the contact's last name in the Last Name field, and/or case number in the Case # field. Notice in this picture we have entered the criteria in the list applet at the top of the screen.

Take Note

Queries are case and format sensitive! Make sure that you enter the values exactly as they appear in the system. For example, you must enter the SSN with the dashes, and you must enter last name with the first letter capitalized.



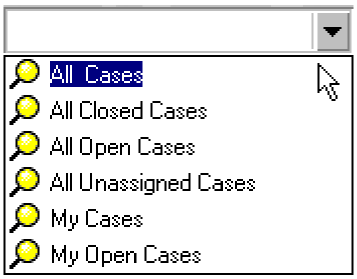
4. *Press* Enter on your keyboard.
Or *Click* the **Execute Query** button on the tool bar.

The record or records that fit your criteria will appear.

When you are ready to go back to viewing all records, you must follow step 5-6.

5. *Click* on the **drop-down arrow** button in the predefined query box.

6. *Click* on the All Cases query.



Take Note

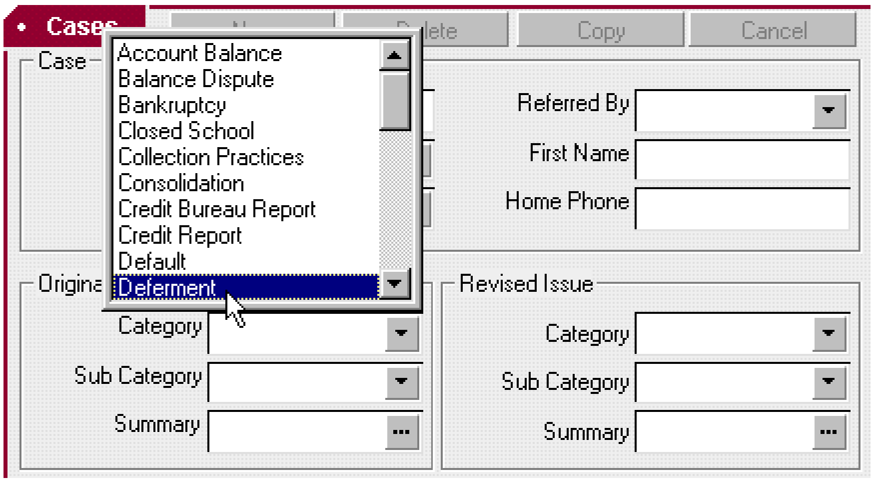
After you have executed a query, you can also retrieve all records by clicking once on the New Query button on the tool bar  and then once on the Execute Query button . Because you have not entered any criteria, OCTS 2.0 will bring up all records.

Let's try another example of using a query to find a particular set of records. You should be starting with all of the records visible.

7. *Ensure* that you are on the Cases Screen, All Cases View.

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

9. *Type* or *select* data in any of the fields to specify search criteria.
   For example, you could select "Deferment" in the Original Issue Category field to search for all cases with the Original Issue Category of "Deferment." Notice in this picture, we have entered the search criteria in the form applet at the bottom of the screen.



Take Note

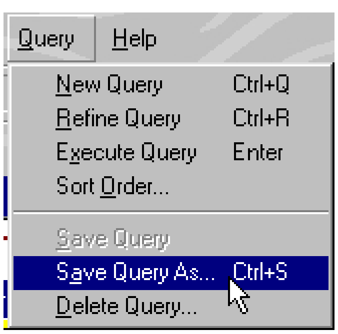
You can enter criteria in as many fields as you would like. For instance, you can select "Deferment" as the Original Issue Category and "SLMA" as the Servicing Agency. OCTS 2.0 will look for all cases that fit this criteria.

10. *Press* **Enter** on your keyboard.
    Or, *click* the **Execute Query** button on the tool bar.

Once you have executed a query, you may want to save the query for future use. To save a query, follow the steps below.

11. *Click* the Query menu on the menu bar.

12. *Click* Save Query As.



13. *Enter* the name of the query.
    For example, you could name this query "All Deferment Cases."

14. *Click* OK.
    Notice that you can now see this query in the Saved Query box in the top right part of the screen.

Take Note

The queries that you save will “update” themselves each time you access them. For instance, if you have created a query for “All Deferment Cases” and you access that query each week, the system will search **all records in the system at the time that you select that query**. Therefore, each time you access the query, you will see an updated set of records.

Because you have created and saved a query, this screen will default to this query each time you leave and return to this screen. Therefore, you must remember that there are other records in this screen—they are hidden because of the query that you just created. To see all of the records, you must follow the steps below.

15. *Click* the **New Query** button.
    You are now creating a query for *all* of your records.

16. *Click* the **Execute Query** button *without* entering criteria.
    This brings back all of the records.

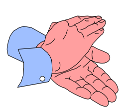
Take Note

To view All Cases, you can also choose the All Cases query in the predefined query box at the top right of the screen.

The following table describes several advanced querying functions:

Symbol	Query Function
*	Searches for all values with various characters in the place of the asterisk. For example, **Smi*** finds Smith, Smith & Reese, Smithson, and Smi, but not Smathers.
<	Finds all records **less than** the value entered. For example, **<03/25/1994** finds all records in which the value in the field is **before** March 25, 1994.
>	Finds all records **greater than** the value entered. For example, **>03/25/94** finds all records in which the value in the field is **after** March 25, 1994.
<>	Finds records that are **not equal** to the value entered.

<=	Finds records that are **less than or equal to** the value entered.
>=	Finds records that are **greater than or equal to** the value entered.
IS NOT NULL	Searches for **non-blank** fields.
IS NULL	Searches for **blank** fields.
LIKE	Searches for values starting with the indicated string.
NOT LIKE	Searches for values not starting with the indicated string.
" "	Searches for strings that contain special characters, such as a comma (,).
AND	Searches for all records that meet all conditions entered. For example, **>=01/01/2000 AND <=01/31/2000** finds all cases that were received between 01/01/2000 and 01/31/2000.
OR	Searches for all records that meet at least one of the conditions entered.
NOT	Searches for records that do not meet the condition entered.



Congratulations!

You have learned how to use queries to find information in OCTS 2.0! You will use these querying techniques often in your work.

Lesson 2: Reviewing Your Assigned Cases

Description: **After new cases have been opened, OCTS 2.0 Assignment Manager automatically assigns the cases to you, an Ombudsman Specialist. This assignment is based on rules that have been established by the management team. The next phase of the case lifecycle is working a case. In this lesson, you will learn how to review the cases that have been assigned to you.**

1. *Go to* the Cases Screen, My Cases View.
Here you will see all of your cases—this includes open and closed cases. You will use this screen often to review all of the cases for which you are responsible.

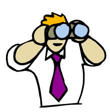
Take Note

OCTS 2.0 automatically assigns new cases to Ombudsman Specialists after the cases are created during the intake process. This assignment is based on your availability, workload, and specialty. New cases that have been assigned to you will be flagged by a star in the New Column.

New
*

The star will disappear when you (the Ombudsman Specialist assigned to the case) click on the case, as explained in the following steps.

2. *Scroll* up and down the list of cases using your up and down arrow keys on your keyboard.
The detail of each case can be viewed in the form applet at the bottom of the screen.



Take Note

Note that you are looking at **all** of your cases, both Open and Closed. To see particular cases (such as All Open Cases), use the querying techniques outlined in Lesson 1 of this module.

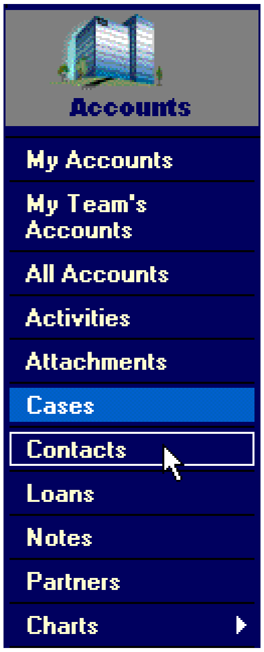
3. *Click* on the hyperlink under Account to view the account information for this case.

Case #	Account
1-FA2	001-58-5971
1-HXC	058-5[illegible]348

This takes you to the Accounts Screen, Cases View. The account information for this customer is at the top of the screen. *Click* the **toggle** button to see other demographic information for this customer.

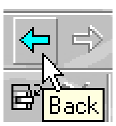
All cases for this customer are listed at the bottom of the screen. Most customers will only have one case; however, a customer may have multiple cases that were created at different times.

4. *Go to* the Contacts View on the view bar.
This shows you the customer contact and any third party contacts that are linked to this account.



5. *Scroll* to the right of the contact record to view all of the contact information for this account.

6. *Click* the **Back** button on the history bar twice to return to the Cases Screen, My Cases View.



Most cases will not have activities at this point. However, if the case was received via correspondence, there will be an activity for this case.

7. *Click* on the hyperlink under Case # in the list applet at the top of the screen to view the activities of a particular case.

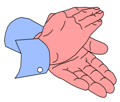
This brings you to the Cases Screen, Activities View. This view shows you the detail of this case at the top of the screen and the activities for the case at the bottom of the screen.

8. *Review* the activities for the case.
You can review the activities in the list format, or you can follow the next step.

9. *Click* the **toggle** button.
The detail of the first activity is displayed in a form applet.

10. *Use* the **Next** and **Previous Record** buttons on the tool bar to view all activities listed for this case.

11. *Go* back to the My Cases View to review other cases that have been assigned to you.



Congratulations!

You have successfully reviewed your assigned cases! You now know how to review all of your cases and view the details of a particular case.

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).

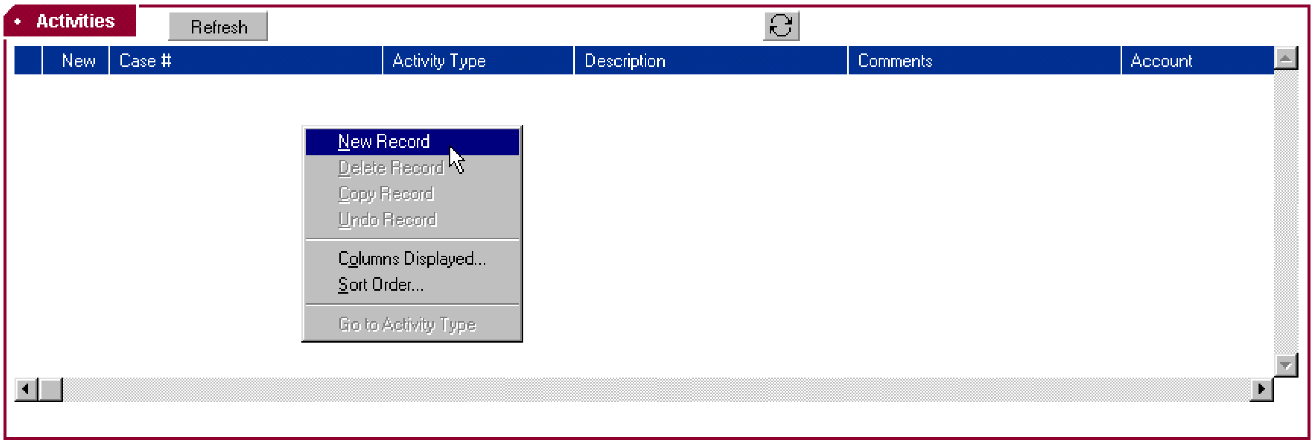
Follow steps 17-23 for scheduling a new activity and using the calendar and alarm functions.

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.

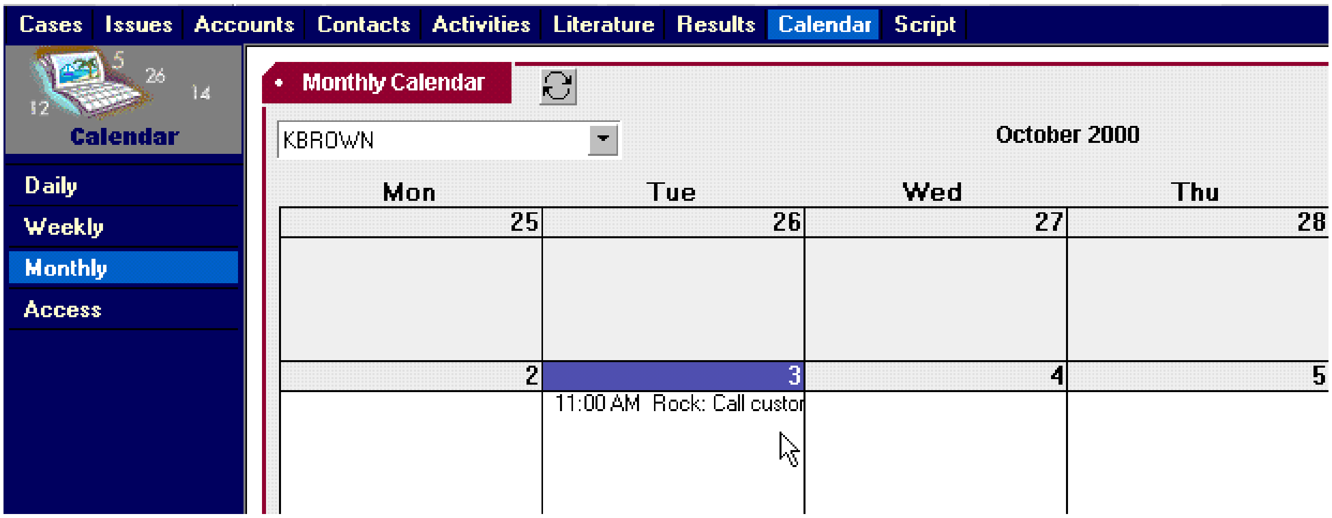
The Planned Start field has defaulted to the current date and time. To schedule this activity for a future day, you must change this value to the desired day.

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.

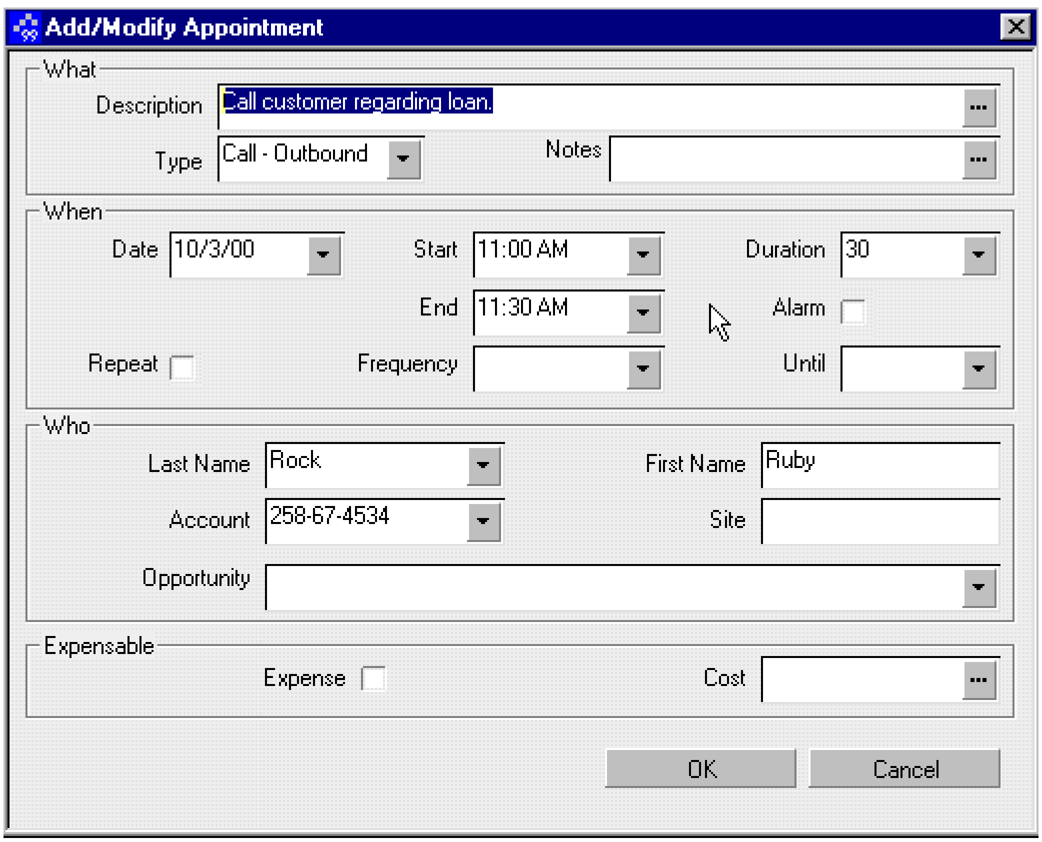
24. *Click* on the Alarm field to activate the alarm (shown below).

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.

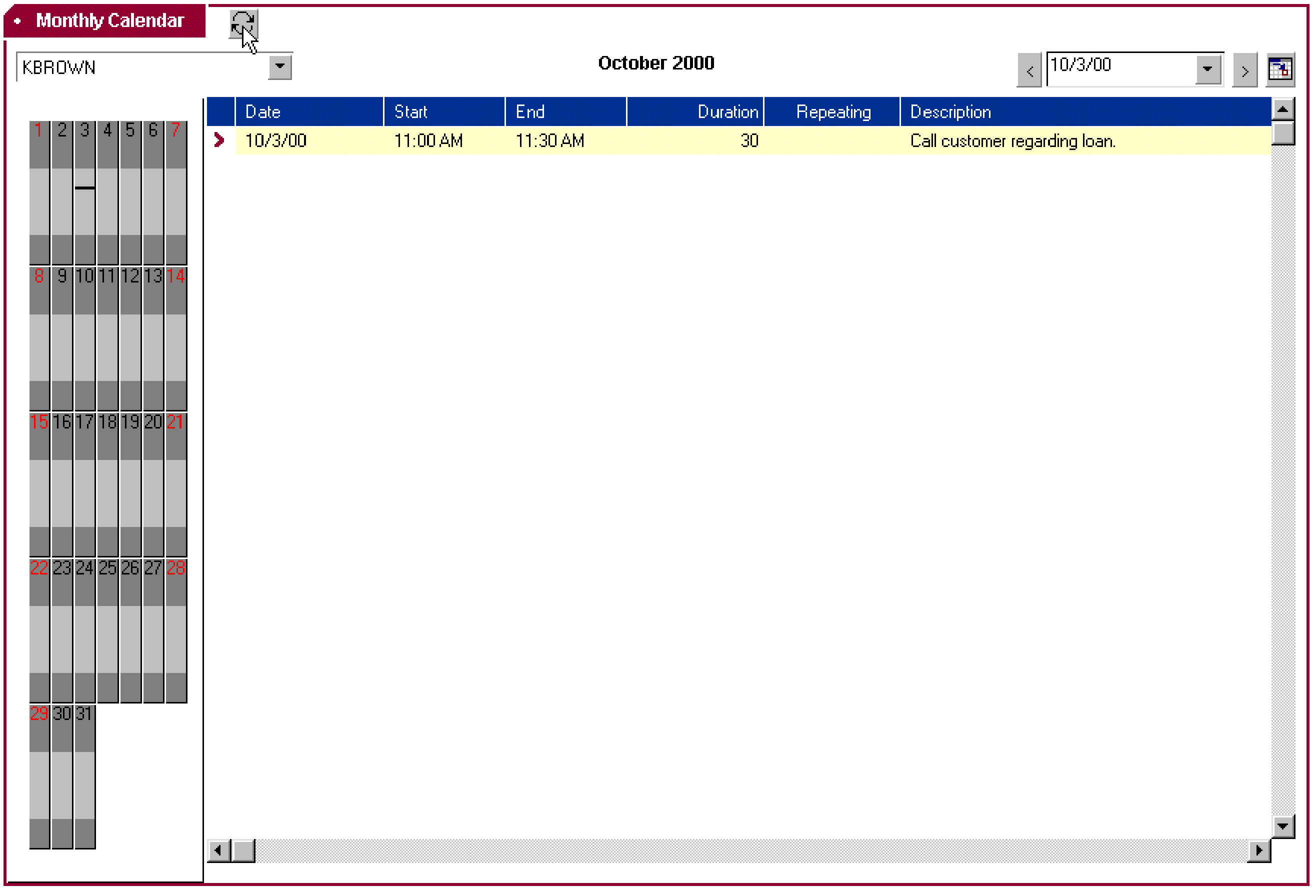


26. *Double-click* on the activity listed on the calendar.
    The detail of this activity will appear as shown below. (Disregard the fields that you do not recognize—these are Siebel fields that will not be used for OCTS 2.0.)



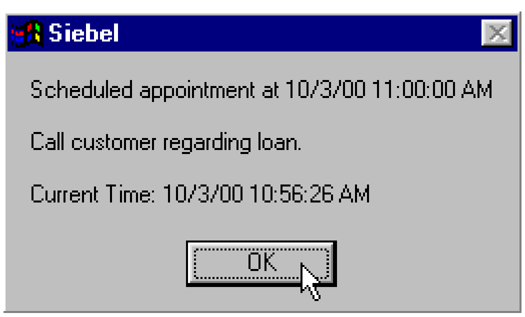
27. *Click* **OK**.

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.

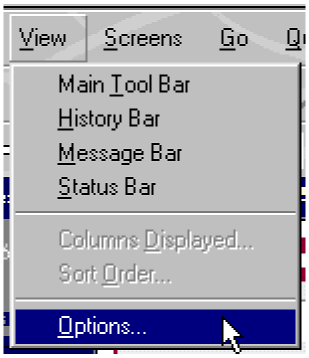
The alarm for your activities is automatically set to appear five minutes before the value listed in the Start Time field. The alarm message is shown below.



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

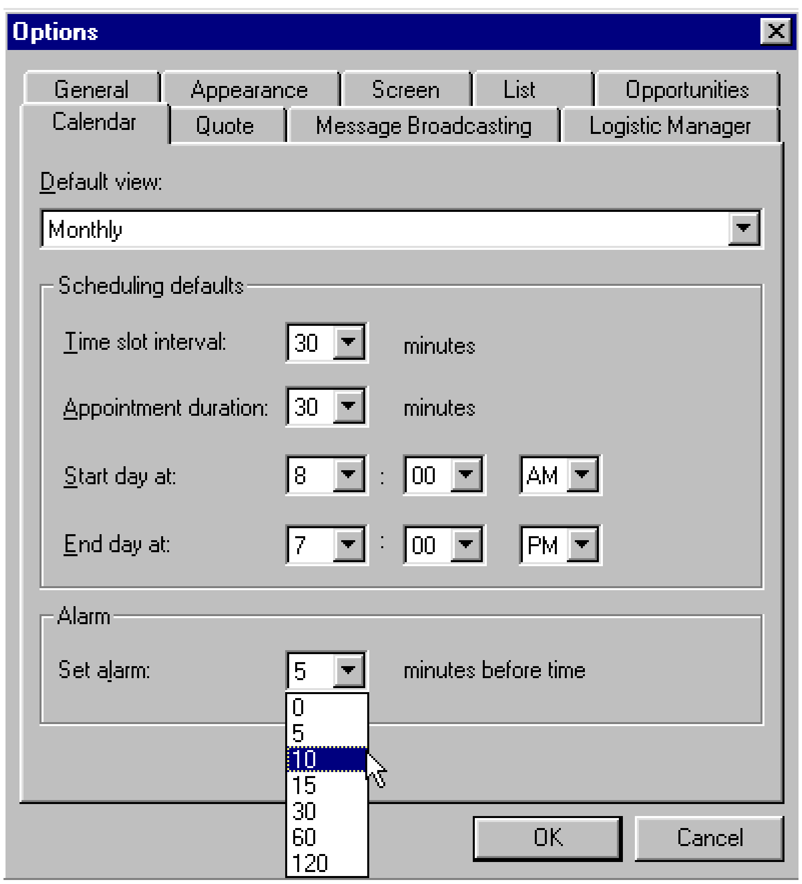
30. *Go* to the View menu on the menu bar.

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.

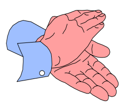
This screen defaults to the My Activities View. You will see all of your activities of all of your cases listed.

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.

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.

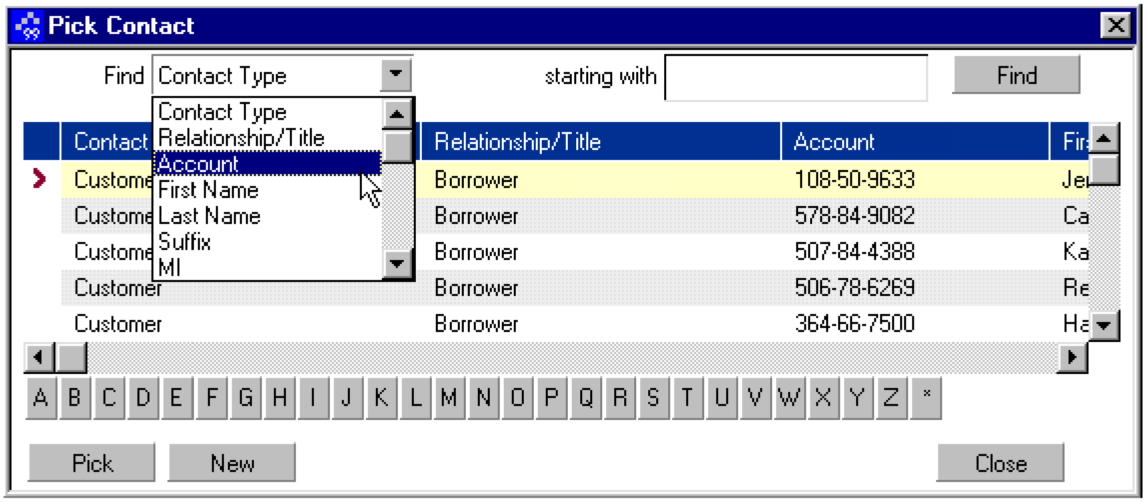
11. *Tab* to the Last Name field.

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.

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.

UPossible 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.

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.

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.

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).

<u>Possible Outcome #3—Neither the Correct Partner Account Nor the Correct Contact Appears</u>
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.

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.

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.

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

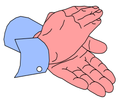
Now that you have linked the partner contact and account information to this activity, you may toggle to the list applet to enter the calendar and alarm fields if desired.

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.

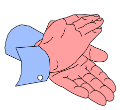
12. *Enter* the following information about the partner contact:

    - ***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.

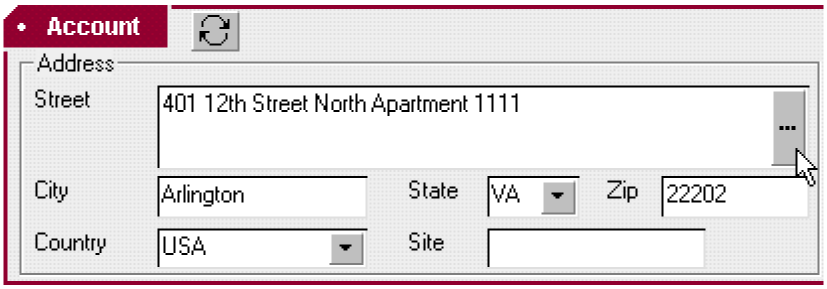
7. *Change* the appropriate fields in the account form applet at the top of the screen (e.g. Phone Numbers, Hours of Availability).

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.

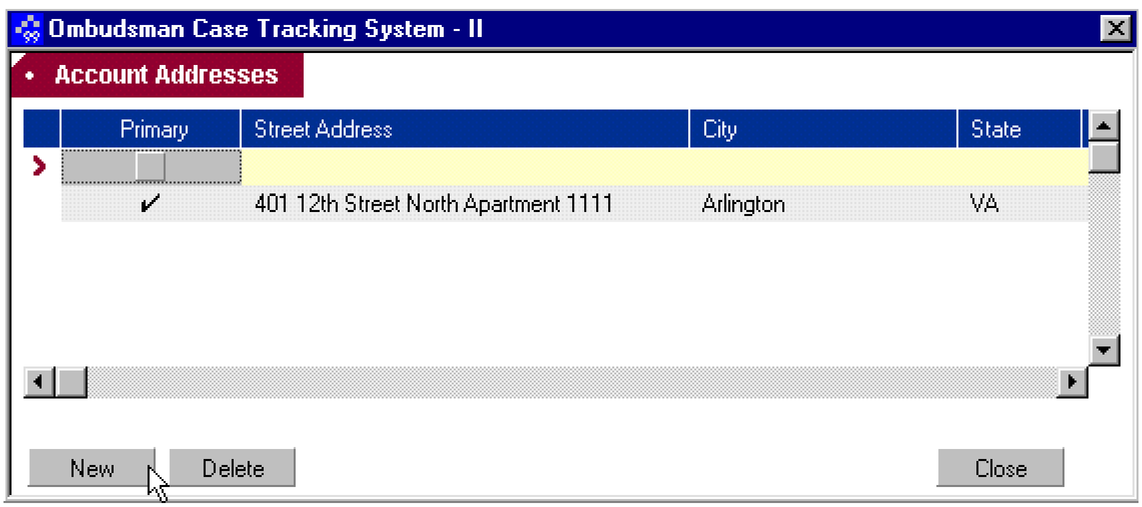
- **To change the address for the account record**, you must follow these steps:

  – *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.



Take Note

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.

  – *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.

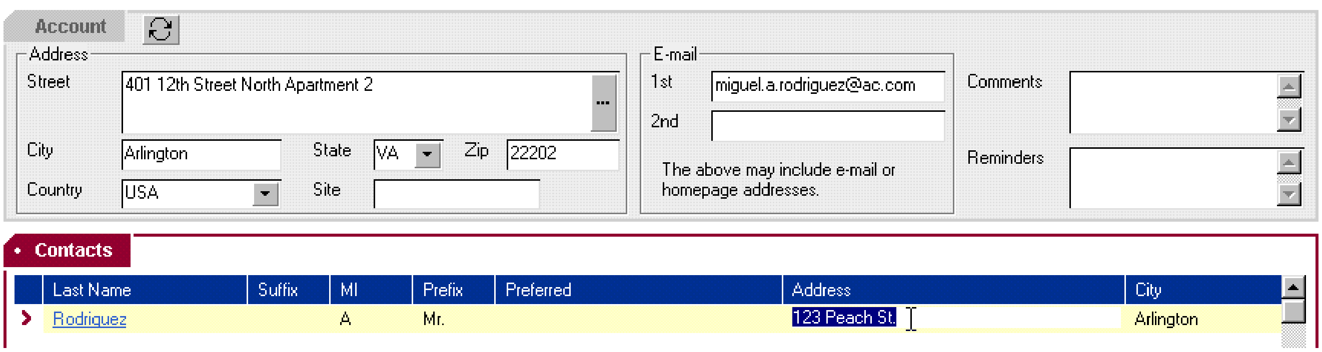
12. *Click* the Execute Query button on the tool bar.

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.

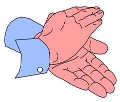
16. *Go* to the Cases View on the view bar (you will be on the Accounts Screen, Cases View). You will see the case(s) for this account listed in the list applet at the bottom of the screen.

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:

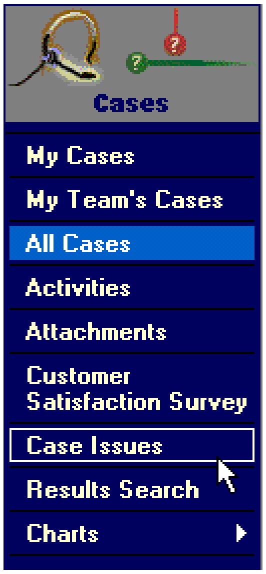
   - Revised Issue Category
     Select from the picklist (the picklist is the same as for Original Issue Category).

   - 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.

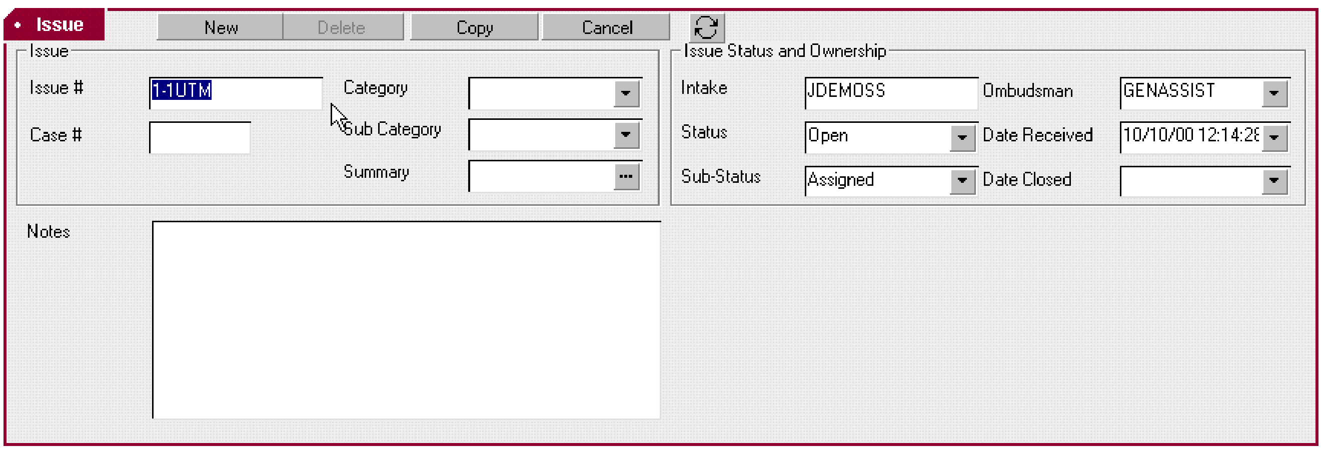
The Original Issue Information and the Revised Issue Information capture the root cause (primary cause) of the case. However, a case may involve other issues that should be captured. **To add multiple issues to the case, follow the steps below.**

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

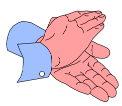
Defaults to the Intake Specialist who created the case.

- 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.**

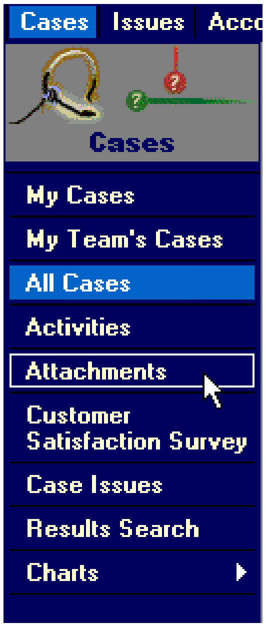
Take Note

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.

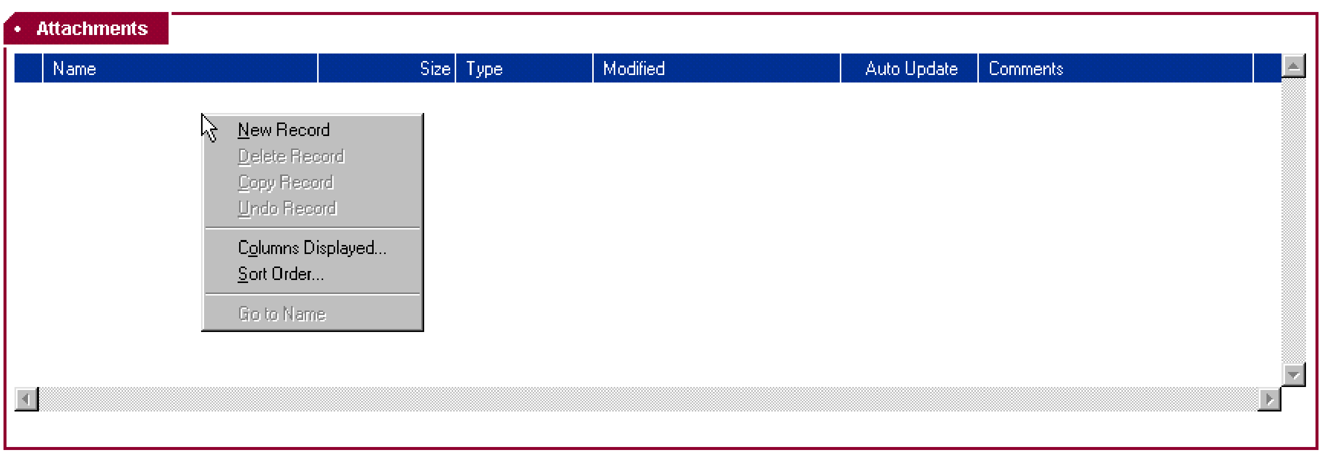
Before you can attach a document to either a case or an activity, you must save the document on your hard drive, on a disk, or on a shared drive.

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

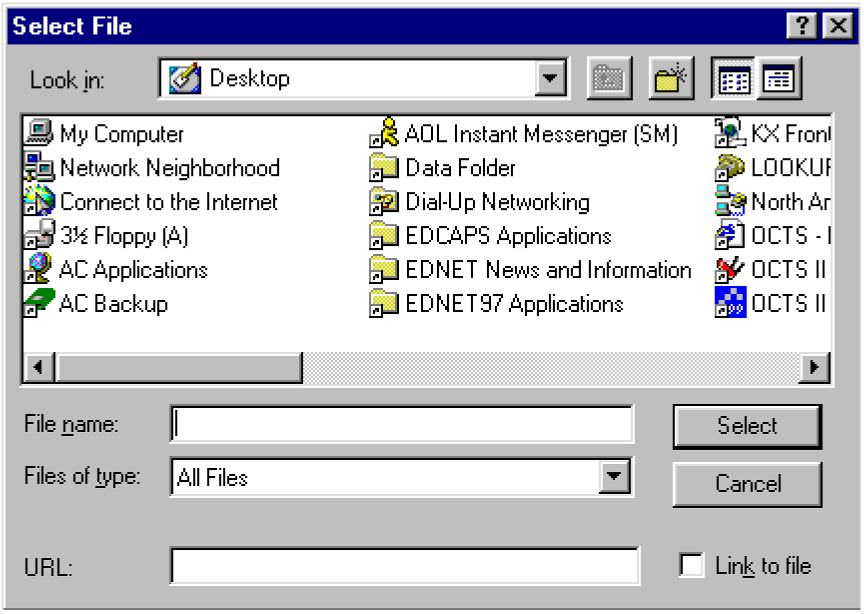
1. *Go to* the Cases Screen, All Cases View.
2. *Find* the case to which you want to attach the document.
3. *Select* the case (red arrow pointing to the case).
4. *Go* to the Attachments View on the view bar.



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.

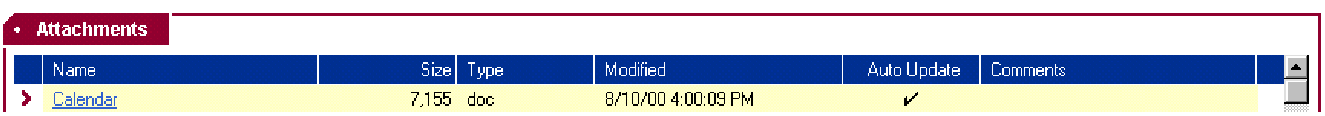


7. *Click* the **arrow** button in the "Look in" field to locate the document you wish to attach.

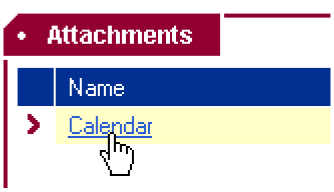
8. *Click* on the correct file so that the name appears in the "File name" Box.

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.

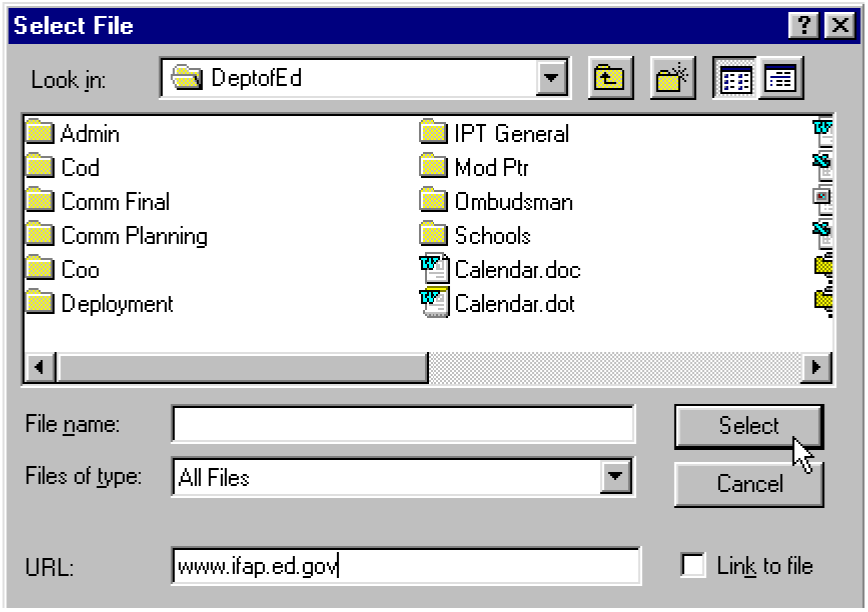


In addition to attaching documents, you may also attach a web site hyperlink to a case. For instance, if you found helpful information for this case on IFAP, you could add the web address as an attachment to the case for future reference.

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).



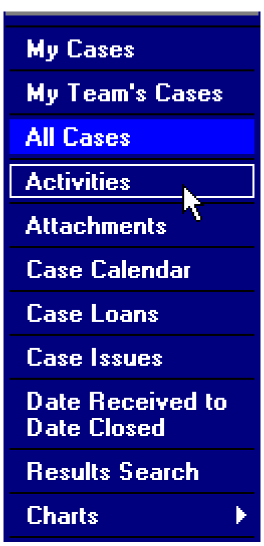
14. *Click* the **Select** button.
    The web site address appears in the Name field. This will become a hyperlink when you leave this field.

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

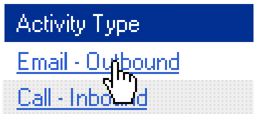
To attach a document to an activity, follow the steps below. (The procedure is the same as attaching a document to a case; however, you are attaching the document in a different location.)

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.

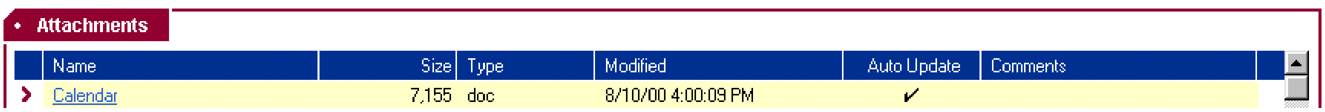
20. *Click* **New Record**.
This brings up the Select File Box.

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

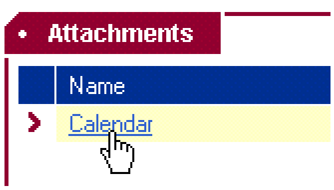
22. *Click* on the correct file so that the name appears in the "File name" Box.

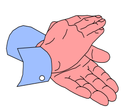
23. *Click* the **Select** button.

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.

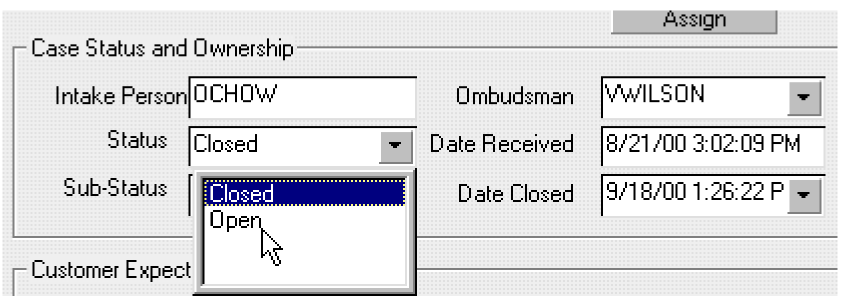
3. *Select* the case so that the red arrow is pointing to the case at the top of the screen and the detail of the case can be seen at the bottom of the screen.

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.

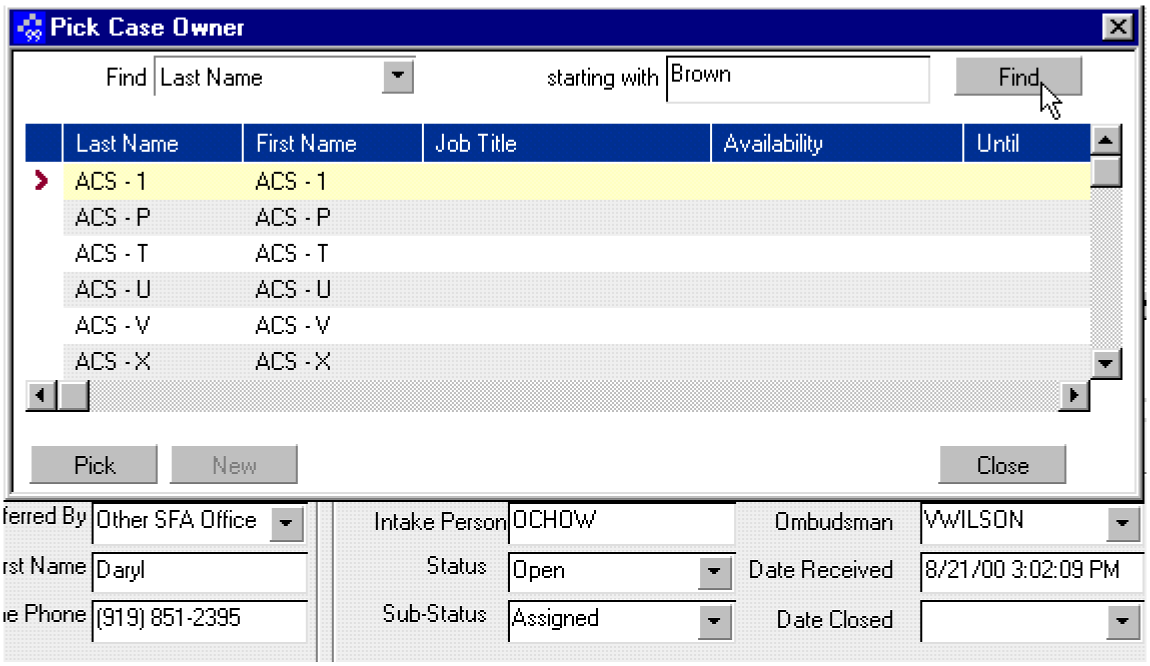
If you are now going to be working this case, you must manually assign this case to yourself (if it was not your case originally). Follow the steps below.

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**.

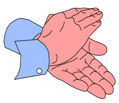
16. *Tab* to the Activity Type field and *press* **F2**.

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.

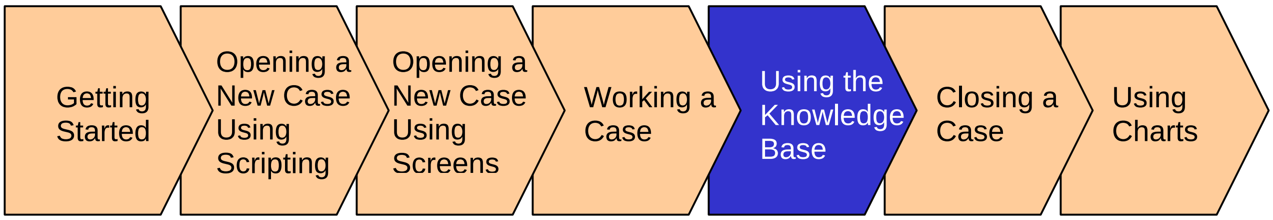


Congratulations!

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.

STOP

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.

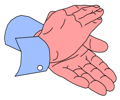
All of the research that you do for a case could possibly take days, and if you only logged one activity for all of the research, the duration of the activity would be inflated (the duration of the activity would count the hours overnight that you were actually not working).

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.

    Encyclopedia

    The encyclopedia page for the Issue Category will appear.

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

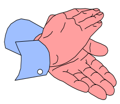
    - Explanation
      This is an explanation of the issue and an explanation of the possible results.
    - How to Discuss
      These are dialog points for you to use in discussing the issue and possible results with the customer.

- 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!

STOP

Lesson 3: Using the Literature and Results Screens

This function not in use!

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.

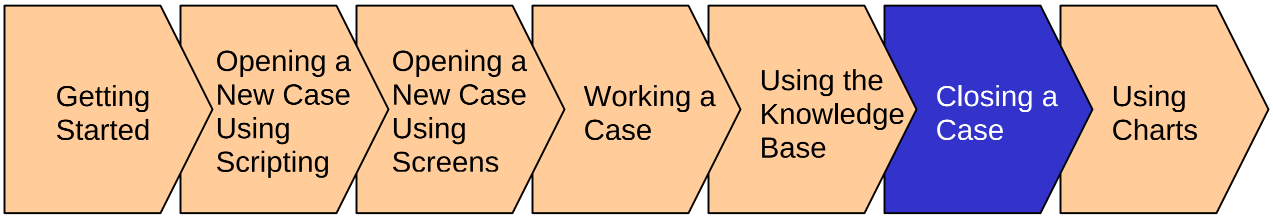
   Another helpful search is to query under the Result Category. You can then pick the desired Result Category from the picklist.

   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.

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

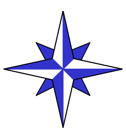
Lesson 1: Closing a Case and Adding a Limitation



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:

- Enter closing comments on a case and select and enter a case closing status and sub-status.
- Create a case closing "limitations" entry, if applicable.
- Close the case.

Lesson 1: Closing a Case and Adding a Limitation

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

When closing the case, if appropriate, select a limitation category/sub-category and provide a comment in the summary text section under the "LIMITATIONS" block on the 'cases' applet. A limitation refers to some regulatory or other limiting factor that prevented you from achieving the best possible result for a customer.

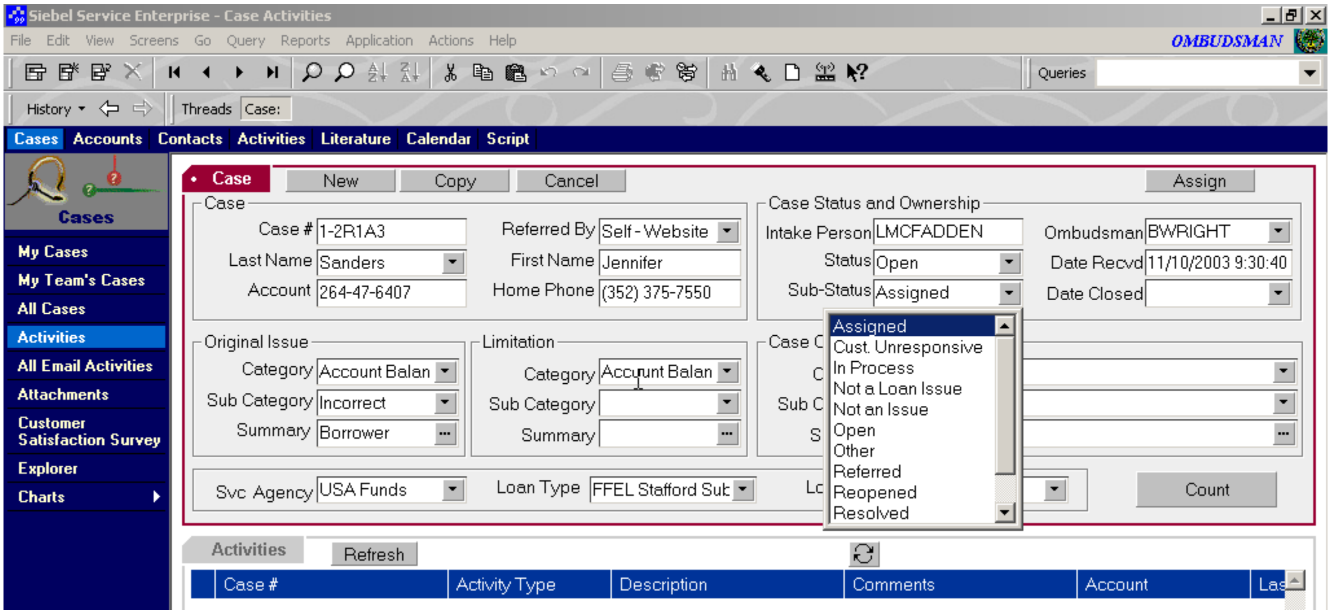
1. *Go* to the Cases Screen, All Cases View.
2. *Click* the New Query button on the tool bar.
3. *Enter* search criteria in the appropriate fields to find the case that you are ready to close.
4. *Press* **Enter**.
5. *Ensure* that the case is selected (red arrow pointing to the case).

Before adding a summary comment 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 'Activities' View.
7. *Scroll* to the right in the 'Activities' applet to see the Status field.
8. *Ensure* that each issue has a status of 'Done.'
9. *Change* the status of any open activity to Done by clicking on the **drop-down arrow** button in the Status field and selecting Done.
10. Go back to the 'Cases' applet view and follow the steps below.

Enter in a 'Status/Sub-Statue prior on the case to be closed:

11. Go to the 'Case Status and Ownership' block on the Cases View. Click on the 'Sub-Status' field and select the closing sub-status.

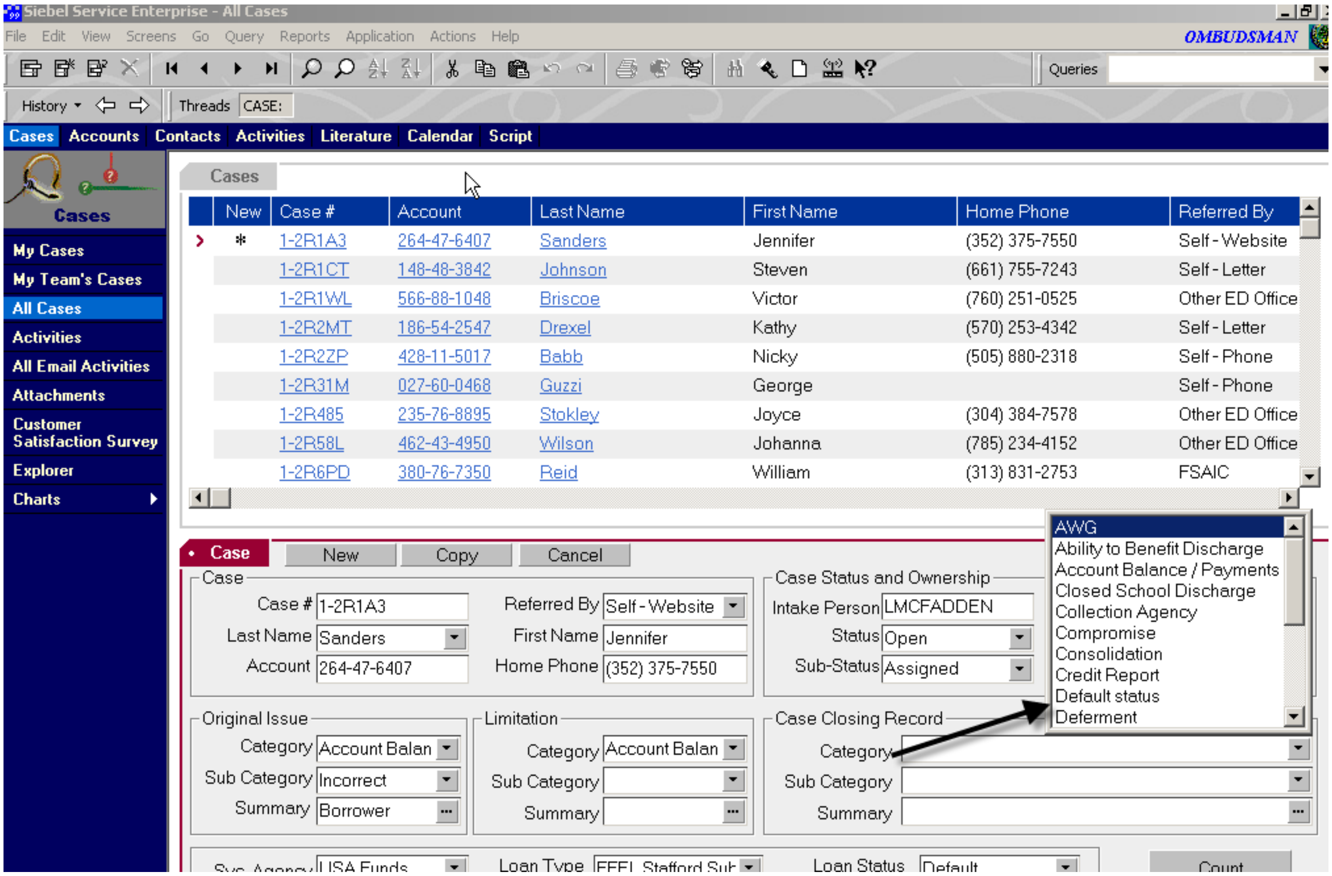


Take Note

The Sub-Status field must be populated before you can close the case. In the event there is not a category selection that meets the criteria you require to adequately indicate thesub-status for the case please contact the Assistant Ombudsman to have one or more created that give greater description of the sub-status on the case.

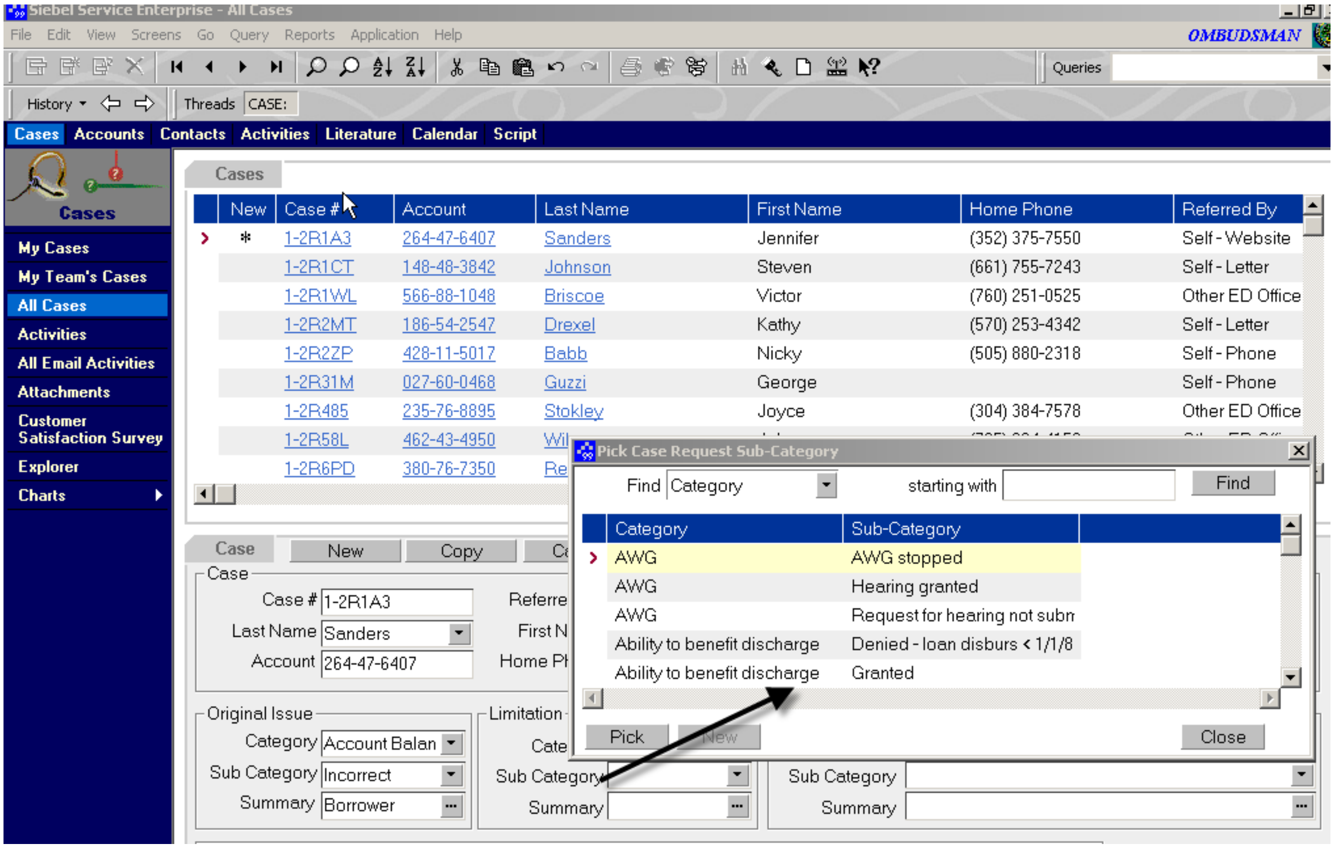
12. Go to the ‘Case Closing Record’ block on the Cases View and select the ‘category’ pertaining to the case you are preparing to close.

See slide on next page



13. *Next* go to the ‘Sub-Category’ field and select the most appropriate sub-category for the case.

See slide on next page



14. *Lastly,* enter a summary comment on the case. This is the summary of actions taken that have led to closure and a brief description of the case outcome.

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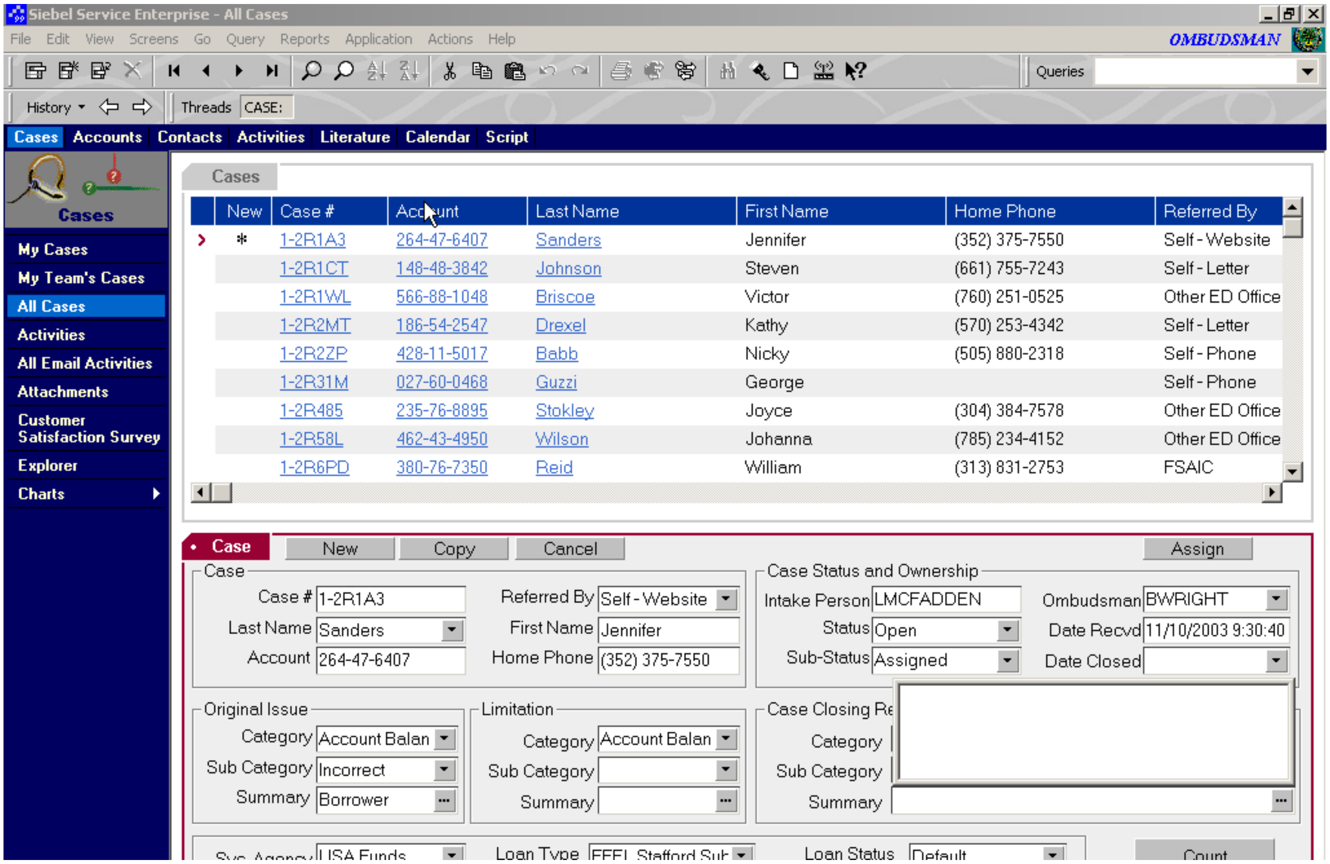
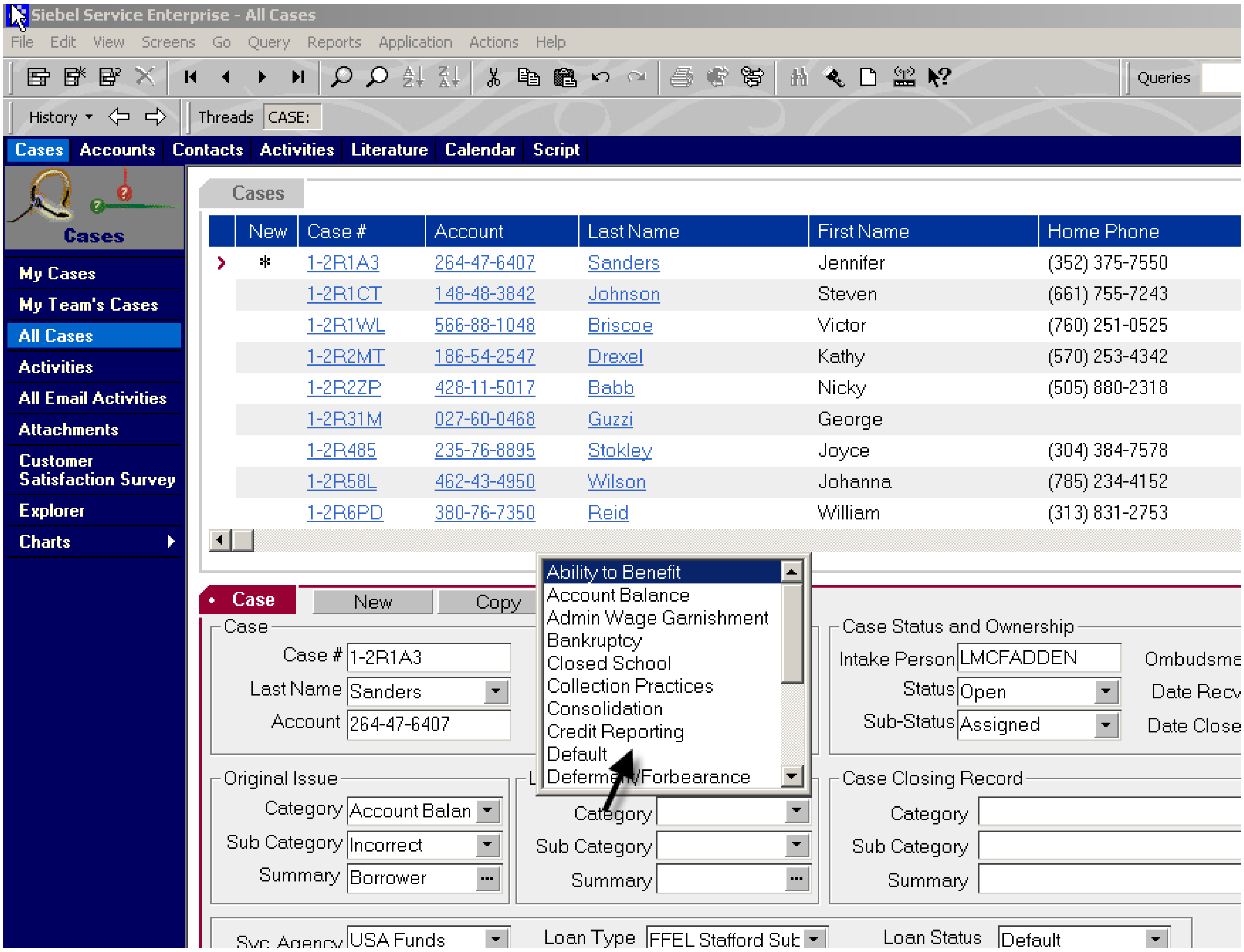


Follow the next steps below if appropriate for your case:

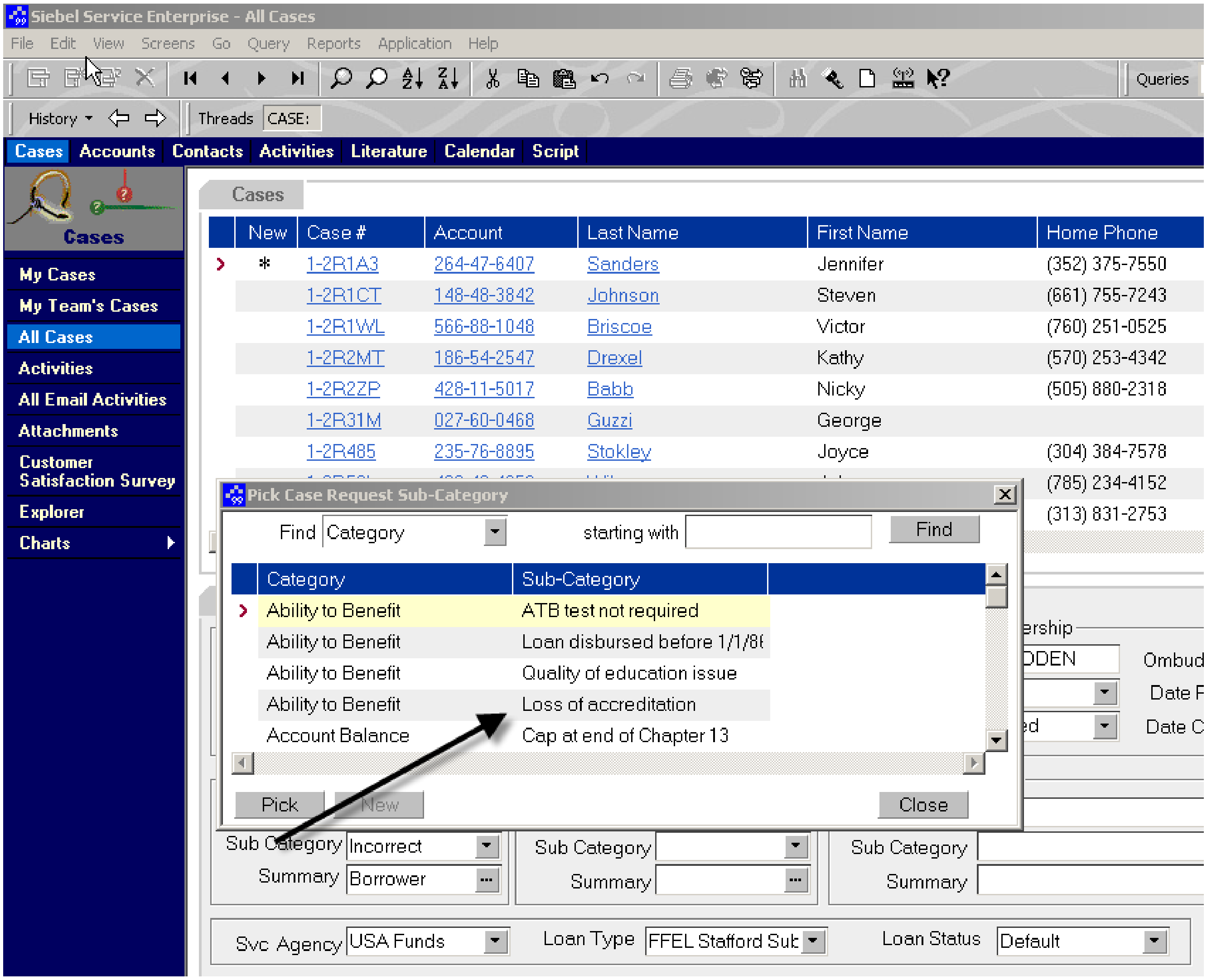
15. *Next* go to the ‘Limitation’ block on the ‘Cases’ View (bottom center) and select the appropriate ‘Status/Sub-Status’ categories for the case from the **drop-down** menus.

See slide on next page

The ‘status’ category…

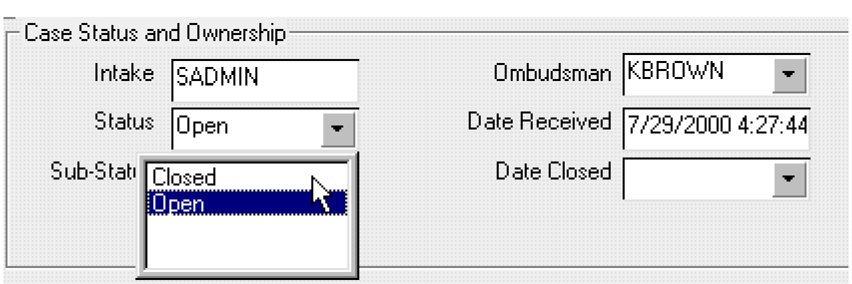


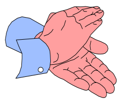
…and the ‘sub-status’ category



16. After ‘Status and Sub-Status’ selections are made, tell why the limitation affected the outcome of your case in the ‘Summary’ text field on the Limitations block of the Cases View.

17. Close the case by selecting ‘Close’ as the status on the case from the ‘Case Status and Ownership’ block on the Cases View. Notice that the Date Closed field populates automatically with the current date and time.



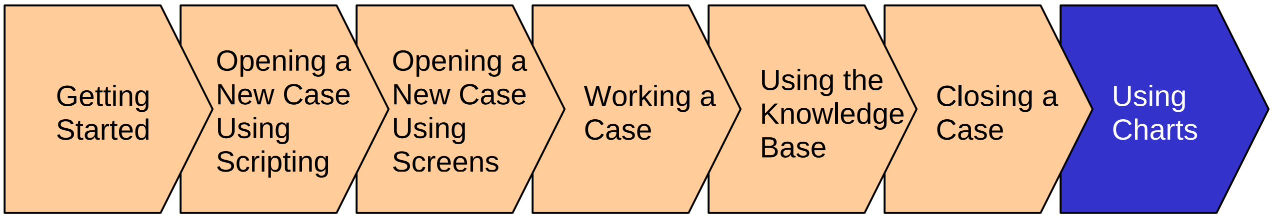


Congratulations!

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.

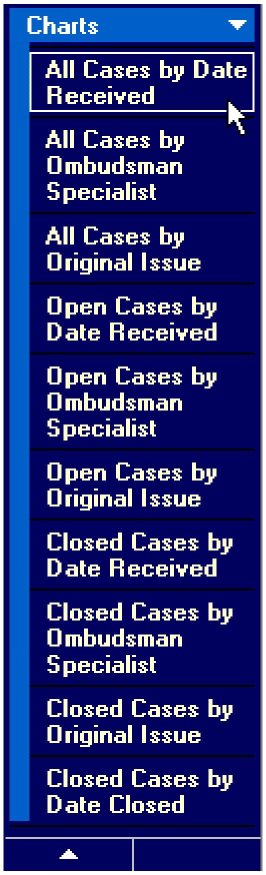
Lesson 1: Using Charts

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.

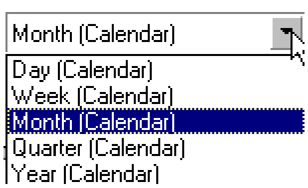
1. *Go* to the Cases Screen, Charts View.

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

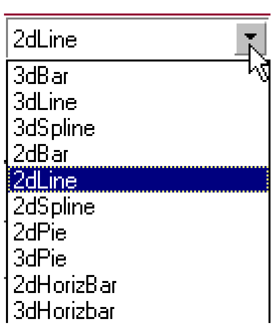


2. *Select* the desired chart by clicking once on the chart name.
   The data captured by the chart appears in the list applet at the top of the screen. The graph appears at the bottom of the screen.

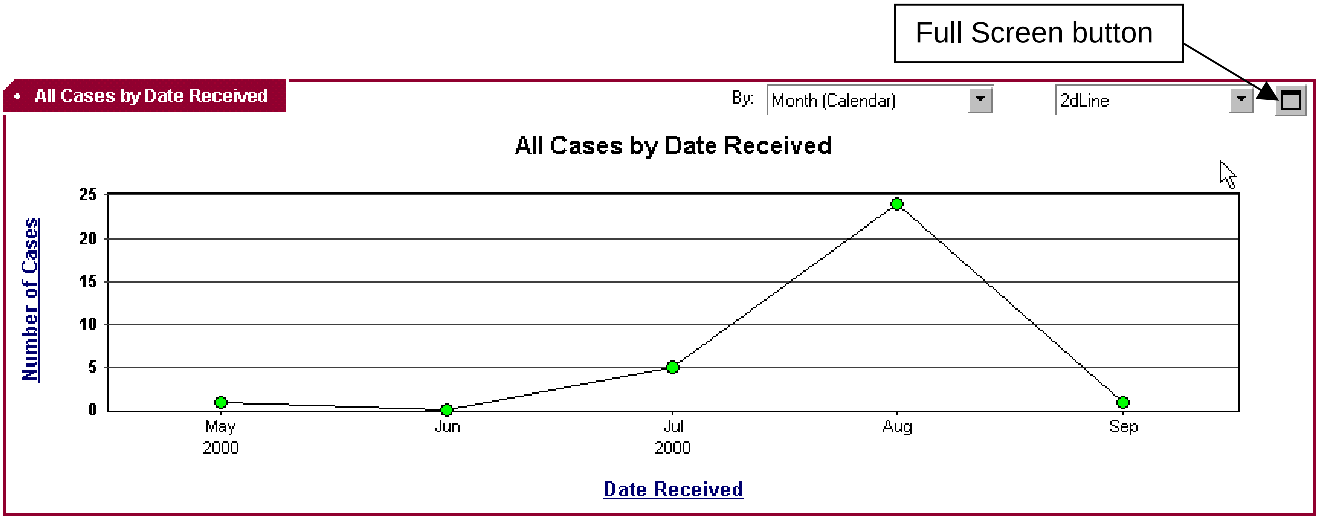
3. *Change* the time interval if desired (some charts may not have this option).



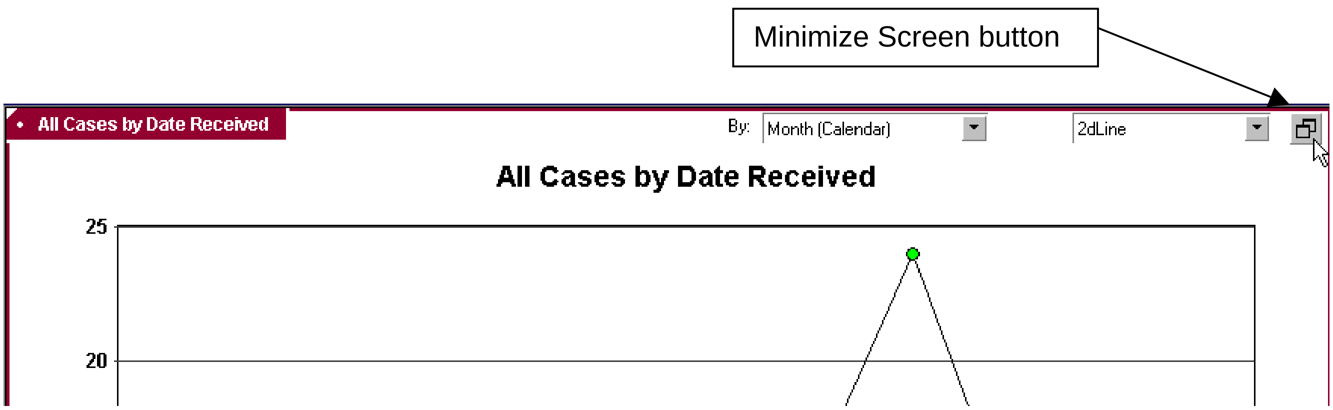
4. *Change* the type of graph if desired.



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.

<u>UCases Screen</u>

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).

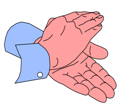
Number of Contacts by Contact Type
Displays number of contacts (Y) categorized by the contact type (X).

Activities Screen

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!