

Connected Servicing v2.0 PDF

This is a preview of the 23.2 documentation work in progress, and may be incomplete.



This content applies solely to Connected Servicing, which must be purchased separately from the Appian base platform. This content was written for Appian 22.1 and may not reflect the interfaces or functionality of other Appian versions.

Connected Servicing Overview

Introduction

Appian's Connected Servicing solution is a flexible, easy-to-deploy, and fully customizable solution for your organization's unique customer life cycle management processes. Whatever your process has been, Appian Connected Servicing will help you keep track of all the tasks that go into keeping your customers happy.

This page provides a quick overview of all the ways Appian Connected Servicing can help your organization. If you would like a more comprehensive overview of the solution, check out Using Connected Servicing starting with the [Home Page Overview](#)

Simplify and accelerate your customer lifecycle management

Customers' needs change and grow throughout their time with your organization. It is vital to respond quickly and accurately to any requests that your customer might have in order to keep them happy. Ensuring that the littlest details don't slip through the crack is a great way to build trust and grow your business.

Lack of coordination, poor visibility, or an inability to quickly adapt to your customers' changing needs can cause strain. Commercial-off-the-shelf products and manual processes that rely on spreadsheets and emails are too rigid and slow to respond to this dynamic environment.

Built on the Appian low-code platform, Connected Servicing offers adaptability, extensibility, and speed-to-market. You can fast-track customer requests with an solution that can be configured to your own unique and complex processes.

What does Appian Connected Servicing provide?

Customizable process templates

Create workflow templates that will automatically assign tasks based on key data entered during the initial onboarding. These workflow templates use a guided experience to walk you through configuring the required documents, tasks, products, and accounts needed for all your workflows all from one central location. Notice a task that is always being reassigned or marked not needed? Update the template so end users don't have to manually update it each time.

[Edit Template](#)

Template Name *

Asset Management

Onboarding Type

Asset Management Institutional Investor

Region *

Americas

Description

AM Institutional Investor Onboarding

Calendar Settings ?

☐ Exclude weekends and holidays

+ ADD TASK

Task Name	Category	Task Type	Description	Precedents	Assigned Group	Task Due Date				
1	IPM handover	New Client Kickoff	Confirmation	<div>--- Select precedents ---</div>	Sales	30	days	Before Funding Date		
2	Enter Actual Funding Details	Account Funding	Funding Details	IMA Approval	Client Onboarding	0	days	Before Funding Date		
3	Internal Onboarding Meeting / Call	New Client Kickoff	Confirmation	IPM handover	Client Onboarding	30	days	Before Funding Date		
4	Client Welcome Letter	New Client Kickoff	Confirmation	IPM handover	Client Onboarding	30	days	Before Funding Date		
5	Prepare IMA	Contract Negotiation	Attach Document	Client Welcome Letter	Client Onboarding	30	days	Before Funding Date		
6	IMA Approval	Contract Negotiation	Review	Client Welcome Letter	Legal	30	days	Before Funding Date		
7	IMA Client Outreach	Contract Negotiation	Confirmation	<div>--- Select precedents ---</div>	Client Onboarding	30	days	Before Funding Date		

CANCEL

SAVE CHANGES

Have a large amount of accounts to onboard? Use our template bulk management workflows to manage bulk actions like cloning, deleting, importing, and updating templates for these accounts.

Automated efficiency

With Connected Servicing, you'll receive:

- Connectors to many of the industry's leading data providers.
- Document classification using Appian's Intelligent Document Management (IDP).
- Framework for using Appian's Robotic Process Automation (RPA) to complete tasks in other systems.

Full transparency for a single view of the customer

Ensure everyone in your organization is on the same page. Combine disparate data from legacy processes, systems, and checklists into a single platform. Break down barriers and clarify the status of customer requests through a single view for each of your customers.

Document management for fewer errors

Connected Servicing allows you to upload, manage, and track the status of documents related to your service requests. You can verify information in certain documents and track required documents directly in a customized document approval flow. Appian's Intelligent Document Processing (IDP) will automatically classify your documents in order to ensure that the correct documents are being reviewed.

Up-to-date security through organizational changes

Organizational change is a fact of life. Quickly respond to changes in your organization with the ability to update security group membership from an easy-to-use interface. Whether it's employees changing teams or leaving the organization, Connected Servicing is flexible enough to allow you to update access quickly.

Secure, fast, and integrated processes

De-risk your deployment with the security, scalability, and reliability your customers demand. Rapidly respond with a flexible configuration that adapts to your organization's style and processes. Fast-track customer requests with integrations that fit your unique workflows and environment.

Get started now

Ready to get started? Check out the topic browser on the left to see all of the content covered in the Connected Servicing documentation.

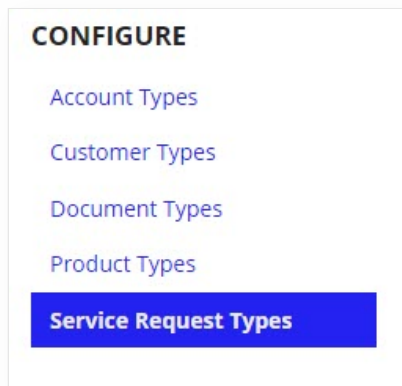
Connected Servicing Release Notes

What's New?

The Connected Servicing 2.0 Release Notes provide an overview of the latest changes and improvements to the Connected Servicing Solution. The new features and improved capabilities were designed with best practices in mind.

Ability to edit service request types and subtypes

Business admin users are now able to edit service request types and subtypes from the **Configure** section of the **Connected FS Settings** site.



You can now fully configure service request types by adding, removing, and editing them. This includes editing their names and updating their associated subtype. Users can also choose the fields they want to collect during the service request and what documents will be required when that subtype is selected.

[← Back to all service request types](#)

Service Request Type

Name
Product update [Edit](#)

Subtypes

[Add restrictions](#)

[Fees structure update](#)

[Strategy update](#)

[+ ADD](#)

Fees structure update [EDIT](#) [DELETE](#)

Can be scheduled No	Can be created by customer No
Fields	
Fees <ul style="list-style-type: none">All Fields	
Required Document Types	
Agreement: Pricing	

Improved the create customer process

The create customer process is now a guided user experience that allows users to pull information from their CRM source and select the correct customer.

To reduce the need to manually enter customer data during the create customer process, the Connected Servicing solution uses a **Dun and Bradstreet** integration as well as a **Companies House** integration to pull in customer data.

Create Customer

CUSTOMER SEARCH

2 CUSTOMER INFO

3 ADDITIONAL DETAILS

4 OWNERS & ENTITIES

5 ADDRESSES & CONTACTS

6 REVIEW

Name *

Truv

Customer Number

12234556

Domicile *

United Kingdom

LOOK UP CUSTOMER

Search Companies House

Select customer

Customer Name	DUNS Number	Country	Confidence Value	Website
TRUVOX INTERNATIONAL LIMITED	216810424	United Kingdom	4	-
PETRUVIUS LIMITED	210239885	United Kingdom	4	-
HOOPER,STRUVE & COMPANY LIMITED	291842250	United Kingdom	4	-
TRUVE LTD	226194630	United Kingdom	4	-
TRUVIO LTD	227764072	United Kingdom	4	-
TRUVIV LTD	221838690	United Kingdom	4	-
TRU:VAI LIMITED	223165610	United Kingdom	4	-
TRUV REALTY LTD	224958883	United Kingdom	4	-
Truva	217885341	United Kingdom	4	-
Truva	223318624	United Kingdom	4	-

10 items

CANCEL

NEXT

Access to new integration tasks

As part of the service request, users can add and complete **DocuSign** and **OFAC** tasks. You can assign these tasks to internal users or customers based on their process templates. If an error is returned for a task, the task will create an error task that allows the user to retry or skip the integration.

During the service request process, **DocuSign** tasks allow users to collect e-signatures on documents.

Sign the loan agreement

DocuSign Task

To complete this task, navigate to the document, sign, mark task complete and then submit

Sign Document

DOCUMENT SIGNED

Task Properties

Category	Contract Negotiation	Due Date	Jun 4, 2021
Assigned Group	Legal	Individual Assignee	Lizzie Rubenfield
Description	-		

Onboarding Details

Name	AAA-ONB-0004	Type	Custody Onboarding
Description	-		
Funds	-		

Funding Details

Estimated Funding Date	Estimated Funding Value
Jun 4, 2021	\$89,057 USD

CANCEL

SUBMIT

OFAC tasks have been enhanced to allow users to verify a customer against the OFAC list and mark any returned results as relevant. When results are marked as relevant, users can view them as part of the service request and customer record.

The screenshot shows the Appian CUSTOMERS page for a customer named 'Almach (AAA)'. The page has a navigation bar with links: HOME, TASKS, CUSTOMERS, SERVICE REQUESTS, and TRENDS. The CUSTOMERS tab is active. Below the navigation bar, there are tabs for Summary, Basic Info, Documents, Products, History, Scheduled Requests, OFAC Check Results (highlighted), and Related Actions. The main content area displays a list of tasks. The first task is 'JOINT STOCK COMPANY ALMAZ-ANTEY AIR DEFENSE CONCERN MAIN SYSTEM DESIGN BUREAU NAMED BY ACADEMICIAN A.A. RASPLETIN'. It has a Score of 90%, a Source of 'Specially Designated Nationals (SDN) - Treasury Department', and a list of Aliases including 'A.A. RASPLETIN MAIN SYSTEM DESIGN BUREAU', 'JSC 'ALMAZ-ANTEY' MSDB', 'ALMAZ-ANTEY MSDB', 'GOLOVNOYE SISTEMNOYE KONSTRUKTORSKOYE BYURO OPEN JOINT-STOCK COMPANY OF ALMAZ-ANTEY PVO CONCERN IMENI ACADEMICIAN A.A. RASPLETIN', 'ALMAZ-ANTEY PVO 'AIR DEFENSE' CONCERN LEAD SYSTEMS DESIGN BUREAU OAO', 'OPEN JOINT-STOCK COMPANY' IMENI ACADEMICIAN A.A. RASPLETIN', 'ALMAZ-ANTEY GSKB IMENI ACADEMICIAN A.A. RASPLETIN', 'ALMAZ-ANTEY GSKB', 'GSKB', and 'OTKRYTOE AKTSIONERNOE OBSHCHESTVO NAUCHNO PROIZVODSTVENNOE OBEDINENIE ALMAZ IMENI AKADEMIKA A.A. RASPLETINA'. The second task is 'ALMACEN BATUL', also with a Score of 90% and the same Source, with an Alias of 'BODEGA CAMPEON'.

Improved search and filtering for the task list

Finding a task is much easier with the task list's new search and filtering capabilities. Users can now search for a task and filter by type, request, group or assignee.

The screenshot shows the Appian TASKS page. The navigation bar has links: HOME, TASKS, CUSTOMERS, SERVICE REQUESTS, and TRENDS. The TASKS tab is active. Below the navigation bar, there is a search bar with the placeholder text 'Search for a task' and a 'Q SEARCH' button. To the right of the search bar are four dropdown menus for filtering: 'Any type', 'Any request', 'Any assigned group', and 'Any assignee'. Below the search bar are five buttons: 'MARK COMPLETE', 'MARK NOT NEEDED', 'CLAIM TASK', 'REASSIGN', and 'CHANGE DUE DATE'. The main content area is a table with the following columns: Task Name, Type, Request, Assigned Group, Assignee, Available Since, and Due Date. The first row shows a task named 'Upload Registration Form' with a Type of 'Attach Document', a Request of 'PFF-SRQ-0001', an Assigned Group of 'Client Servicing', an Assignee of '-', an Available Since date of 'Jul 19, 2021 5:45 PM', and a Due Date of 'Jul 13, 2021' which is marked as 'Overdue'.

Solutions Customization Suite for Branding

The Connected Servicing solution incorporates the **Solutions Customization Suite**, a development tool that allows you to customize and control your solution's branding from a centralized dashboard. Developers and system administrators can easily change the branding for their Connected Servicing solution to fit with their company brand. Brand changes made via the Solutions Customization Suite persist even after applying a solution upgrade.

Solution Support

Appian provides product and documentation for 12 months from the general availability (GA) release date of a solution release. After 12 months, the solution product documentation is deprecated and archived.

In addition to the Connected Servicing release notes and product documentation, Appian's Solutions Support team provides a number of services to ensure the success of your Connected Servicing solution. See the [Appian Solutions and Documentation Support Guide](#) for more information.

Release History

The Release History table provides information about each Connected Servicing version, including release dates, supported Appian platform versions, support expiration dates, and documentation availability.

Solution Version	Release Date	Supported Appian Platform	Support Expiration Date	Download PDF
22.4.2.3	3 Feb 23	22.4 +	5 Feb 24	-
22.4.2.2	11 Nov 22	22.4 +	13 Nov 23	-
22.2.2.1	29 Jul 22	22.2 +	29 Jul 23	-

22.1.2.0	13 May 22	22.1 +	13 May 23	-
21.3.1.2	23 Nov 21	21.4 +	23 Nov 22	CS v21.3.1.2 Docs
21.2.1.1	6 Aug 21	21.2 +	6 Aug 22	CS v21.2.1.1 Docs
1	21 May 21	21.1 +	21 May 22	CS v1 Docs

You can view the documentation for an unsupported version of Connected Servicing by clicking the document link associated with the solution version you want to download from the **Download PDF** column. After the download completes, you can open ZIP file to view the PDF.

To learn more about a supported solution version, start with the [Connected Servicing Overview](#).

Installing Connected Servicing

Introduction

Installing Connected Servicing consists of four main steps:

1. [Download the software package.](#)
2. [Deploy Connected Servicing plug-ins to the Appian environment.](#)
3. [Create the database objects in the business data source.](#)
4. [Import the Connected Servicing application into the Appian environment.](#)

Before starting the installation process, review the [System Requirements](#) to make sure all minimum requirements are met.

System requirements

- Appian platform running version 22.1 or greater.
- A supported version of [MariaDB](#) as a business data source.
 - **Note:** Instructions below are for MariaDB databases. For use with other databases, the SQL script used in **Step 3** will need to be modified.
- A supported [web browser](#).

Technical support

Current customers can log into Appian Community and open support cases. All users of Connected Servicing can also email Appian Support at support@appian.com.

Step 1: Download software package

The first step in installing Connected Servicing is to download the software package that contains the following files. These files will be used in the remaining set up steps.

- **ConnectedServicingv1.2.0.sql:** SQL script for creating the database objects needed for the Connected Servicing application.
- **ConnectedServicingv1.2.0.zip:** Application package to import into Appian.
- **ConnectedServicingv1.2.0.properties:** Import customization file for configuring the solution package.

To download the software package:

1. In MyAppian, navigate to the [Support tab](#).
2. At the top of the page, select **DOWNLOADS** and then **SOLUTIONS**.
3. In the grid, click **Connected Servicing v1.2.0**.
4. Under **Downloads**, click **Connected Servicing Components** and agree to the License Agreement.

5. Click **Connected Servicing Components** to download the ZIP file.
6. Unzip ConnectedServicingv1.2.0.zip to access the installation files.

Step 2: Deploy plug-ins

Connected Servicing relies on the following plug-ins to be deployed and configured in the target system before the application files can be imported.

Appian Cloud environments

To deploy the plug-ins for an Appian Cloud environment:

1. In the target environment, log in as the deployment user.
2. Navigate to the **Admin Console**.
3. On the left side of the console, click **Plug-ins**.
4. Click **ADD NEW PLUG-INS**.
5. Search for and click Appian Solutions.
6. Click **DEPLOY**.
7. Repeat the above steps, but search for and click Advanced Unzip, Google Cloud Storage, Google Cloud AutoML, FS Integration Plugin, and People Functions.

Self-managed environments

The following plug-ins can be downloaded directly from the [Appian AppMarket](#):

- [Appian Solutions Plug-in](#)
- [Google Cloud AutoML Connected System](#)
- [Google Cloud Storage](#)
- [Advanced Unzip](#)
- [FS Integration Plugin](#)
- [People Functions](#)

Once all plug-ins are downloaded, deploy the plug-ins to all environments. The steps for deploying plug-ins are different depending on if you have an Appian Cloud or self-managed environment.

To deploy the plug-ins for a self-managed environment:

- Follow the [Deploying Plug-ins](#) instructions to deploy the Appian Solutions Plugin, Advanced Unzip, Google Cloud Storage Connected System, Google Cloud AutoML, FS Integration Plugin, and People Functions plug-in files that were downloaded in [Step 1](#).

Step 3: Create database objects

In order to create the structure for the database tables, views, and other objects that are a part of the Connected Servicing application, you will need to run a DDL script in your database.

To create the database objects:

- In your MariaDB business database, import and run the sql DDL file that was downloaded in [Step 1](#).

Step 4: Import the application

The next step to install the Connected Servicing application is to import the application files into the target environment.

To import the application:

1. In the target environment, log in as the deployment user.
2. Navigate to the **Appian Designer**.
3. Click **IMPORT**.
4. Click **UPLOAD** and choose the zip file that was downloaded in [Step 1](#).
5. Select **Include related import customization file** and click **UPLOAD**. Select the properties file that was downloaded in [Step 1](#).
 - **Note:** If you have credentials for any of the integrations, you may include them in the properties file.
6. Click **INSPECT** in order to ensure that there will be no complications on import.

- Note: inspection could take several minutes and may time out, but import will continue in the background.
7. Click **IMPORT**.
 - **Note:** The import may time out due to file size, but import will continue in the background.
 8. Review the import results.
 9. In Appian Designer, verify that the processes AS_TMGM_Set_Group_IDs and AS_FS_Set_Doc_IDs ran successfully.

If the business database is not called **Appian**, a warning will occur when inspecting/importing the data stores. To fix this, after the import is complete, open each data store object and update the **Data Source**.

Step 5: Configure User Start Pages

After your import is completed, you should set up [User Start Pages](#) in the [Appian Admin Console](#). This will ensure that when your users log in they will automatically be directed to the correct site.

The recommended start pages for the Connected Servicing user groups are:

Group	Start Page URL
Customers	https://< ENVIRONMENT-NAME >/suite/sites/customer-portal
AS FS Internal Users	https://< ENVIRONMENT-NAME >/suite/sites/connected-servicing
AS FS Appian Administrators	https://< ENVIRONMENT-NAME >/suite/design

Next steps

Now that the solution is installed and the database is set up, you're not quite done yet. There are a few more steps you need to take to get your solution up and running.

If you're using any integrations: [Companies House](#), [DocuSign](#), [Dun and Bradstreet](#), [Intelligent Document Processing](#), [Northrow](#), or [OFAC](#), there are some prerequisites to complete and minimal configuration needed from the [System Administration Center](#).

After that, you're going to want to configure the solution for your organization's needs. [How to Configure Connected Servicing](#) outlines the steps you will need to take to modify the solution to work with your organization's requirements.

Additional specifications such as branding and timezone can be set in the [Appian Admin Console](#).

Do not delete objects that are not prefixed with **AS_SRQ**. This can cause problems with future Financial Services solution setups and must be avoided. To learn more about how to safely edit these objects, go to the [modifying objects](#) section of our documentation.

How to Set Up Connected Servicing

Introduction

After [installing Connected Servicing](#), there are several configurations you will likely perform to customize the solution for your organization's processes. In order to make sure your solution remains flexible, scalable, and aligns with best practices, we have provided instructions to guide you through some of the most common configurations.

This page outlines the order we recommend for configuring the default solution to work for your organization after completing the installation process. However, all of these instructions can be used to modify the solution at any time.

Updates in Appian Designer should be done with caution by someone familiar with Appian development.

Modifying objects

To make sure you always have the default interfaces, expression rules, and process models to refer back to, we suggest performing the following steps if you need to customize the solution:

- Create copies of the interfaces, expression rules, and process models you want to update.
- Name them with the suffix of *CUSTOM*. For example, something different than `AS_SRQ_FM_ServiceRequestSummary_CUSTOM`.
- Use your new objects instead of the original objects.

Do not create copies of the CDTs. This would require you to update every reference to the CDT in the application. Instead, just modify the default CDTs provided in the application.

Following this paradigm will reduce the time and effort required to upgrade or add an additional Connected FS solution to your environment.

Step 1: Configure user groups and security

Configuring user groups and security is a good place to start.

You will need to know:

- If your organization has any additional business roles that are not covered in the default business groups.
- What users should be members of each business group.

For more information on how to configure groups and security, see the following pages:

- See [Modifying Groups](#) to understand how to modify groups to fit your organization, as well as how to add users to the appropriate groups.
- See [Groups Reference Page](#) for more information about the default groups in Connected Servicing and what they provide access to.
- See [Managing Group Membership](#) for instructions on adding users to groups from the front-end Connected FS Settings site.

Step 2: Set default system behavior

The following solution behaviors can be configured by simply updating certain constants:

- Enabling or disabling comment notification.
- Turning integrations on or off.
- Setting the default currency.

Step 3: Configure the create a new Service Request process

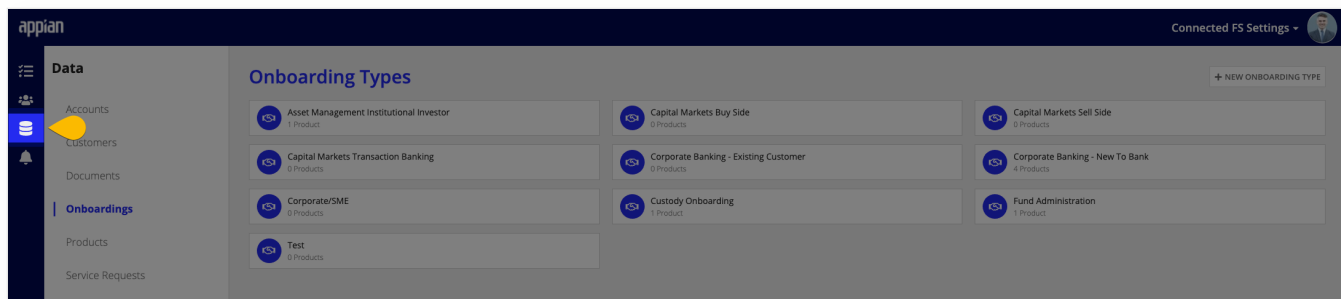
The [create a new Service Request process](#) consists of the following data-entry steps:

1. Choose a customer.
2. Provide Service Request details.
3. Add required documents.
4. Review customer Service Request.

These steps can be modified to fit your organization's processes and data requirements by [configuring service request values, fields, labels, and validations](#).

Configure service request values

The Create New Service Request form includes several key dropdown values that allow you to tailor the solution's Service Request process to match your organization's requirements and needs. In order to adapt Connected Servicing for your organization, a business user can easily set these values and relationships in the **DATA** tab of the Connected Servicing settings page.

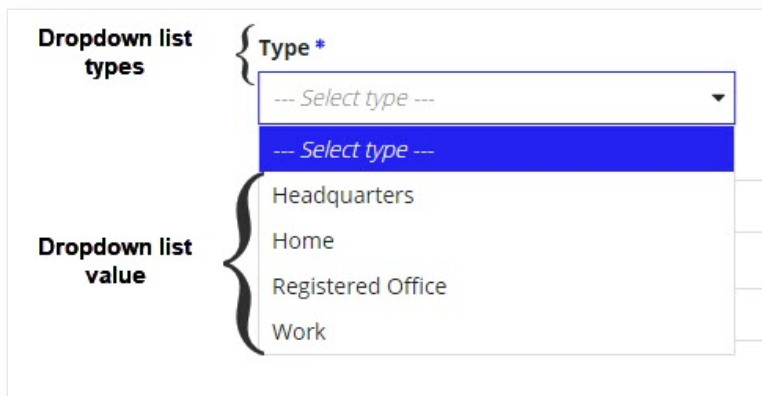


A business user will be able to set up:

- The values of account types, customer types, document types, Service Request types, and product types.
- Which products are added by default during a specific Service Request type.
- Which accounts are created when a certain product is added.
- Document examples to train the IDP classification process.
- The values of account types, customer types, document types, Service Request types, Service Request subtypes, and product types.
- Document examples to train the IDP classification process.

Configure dropdown lists

Most dropdown lists that are required for creating an Service Request can be configured by a front end business user in the Connected FS Settings page. The dropdown lists that cannot be set in the Connected FS Settings page are stored in reference tables. A dropdown list type is how you group dropdown list values, such as Entity or Request Status. You can update these values by updating the reference data tables.



You will need to know:

- What changes are required for the dropdown list values?
- Do you need any additional dropdown lists?

As long as you haven't loaded any data into the application, deleting unnecessary dropdown list values from the reference data tables should not cause a problem. Solution setup is the only time you should delete any values from reference data tables, and you must do so with care. However, you should never delete the data from a shared table. These include:

- AS_FS_R_COUNTRY
- AS_FS_R_CURRENCY
- AS_FS_R_DATA
- AS_FS_R_GLOBAL_INDUSTRY_CLASS
- AS_FS_R_M_CURRENCY
- AS_FS_R_REGION
- AS_FS_R_STATE

These tables are shared within the Financial Services solutions, were built to work together. If your organization ever decides to use more than one Financial Solution solution, deleting rows from these tables could cause problems. However, adding or editing rows is fine. If you don't need a value from one of these tables, make the value inactive instead of deleting it.

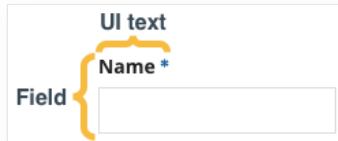
When setting up your solution, do not delete all of the values for a certain dropdown list type. If you do delete a dropdown list type, you will need to remove any references to that dropdown list type in the solution.

For instructions on how to modify these types of reference data, see the following pages:

- See [Modifying Dropdown Lists](#) for instructions on how to:
 - Modify the dropdown list values.
 - Add new dropdown lists types.

Configure fields and UI text

It is likely that the default fields and UI text throughout the create new Service Request process will not exactly match your organization's requirements. You can configure them to meet your organization's needs.



For each of the create new Service Request data-entry steps, you will want to know:

- What fields are not applicable?
- What fields need to be added?
- What UI text needs to be modified or added?

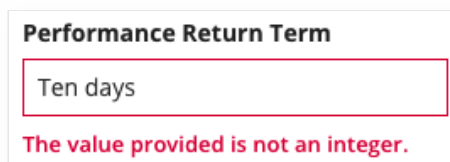
For instructions on how to modify fields and UI text, see the following pages:

- See [Modifying Record Fields](#) for instructions on how to add or modify the fields that appear in the solution interfaces and store data.
- See the [Solutions Hub User Guide](#) for instructions on how to modify UI text, including adding a new language.

Configure validations

The [create new Service Requests](#) process includes many validations by default, including validations that:

- Prevent invalid data from being entered into certain fields.



- Ensure that all of the required information has been entered for an Service Request.

The [Modifying Field Validations](#) page describes the default validations and how to modify these validations.

Step 4: Create Service Request process templates

After you have configured your application, you can create the Service Request process templates to be used during the create new Service Request process. The Service Request process templates determine which tasks will be assigned by default for each new Service Request that is created.

You will need to understand your organization's current Service Request processes including:

- What categories to organize the tasks by?
- What are the distinct types of Service Requests that have a standard set of tasks?
- What are all the tasks required to complete the various types of Service Request?
- What types of tasks will your organization need?
- Which business groups are responsible for each task?
- What tasks rely on other tasks to be completed first?
- What are the expected due dates for each task?

Before you create any templates, you will need to set up the attributes that will be used to select an Service Request template. The out-of-the-box, Service Request templates selected are based on the **Service Request Type** and **Region** of the Service Request. See the [Solutions Customization Suite User Guide](#) for instructions on how to customize these attributes. See Template Selection Attributes.

You will also need to confirm which key dates the task due dates should be based on. By default, the task due dates are based off of the Service Request's target due date. You can [modify key dates](#) that are available for calculating task due dates.

When users create new tasks, they can choose from attach document, review, confirmation. If you need different types of tasks, you can add new automated or data entry task types. See [Adding a New Task Type](#) for instructions.

<input type="checkbox"/> Task Name	Type
<input type="checkbox"/> Enter Actual Funding Details	Funding Details
<input type="checkbox"/> Enter benchmark details	Customer Benchmark
<input type="checkbox"/> Sales handover	<input checked="" type="checkbox"/> Confirmation
<input type="checkbox"/> Client Welcome Letter	<input checked="" type="checkbox"/> Confirmation
<input type="checkbox"/> Prepare Loan Agreement	Attach Document

See [Setting Up Service Request Workflows](#) for more information, including how to manage task categories, tasks, and Service Request templates.



Categories		+ NEW CATEGORY
Category Name	Last Modified	
Account Creation	Aug 25, 2021 2:54 AM by appian.administrator	
Account Funding	Aug 25, 2021 2:54 AM by appian.administrator	
Accounting & Performance Setup	Aug 25, 2021 2:54 AM by appian.administrator	
Compliance Preparation	Aug 25, 2021 2:54 AM by appian.administrator	
Contract Negotiation	Aug 25, 2021 2:54 AM by appian.administrator	
Credit	Aug 25, 2021 2:54 AM by appian.administrator	
Custodian Setup	Aug 25, 2021 2:54 AM by appian.administrator	
Customer Benchmark	Aug 25, 2021 2:54 AM by appian.administrator	

Step 5: Import existing data

You can migrate data into Connected Servicing from other systems that your organization is using. This process is generally very unique and has its own nuances that depend on many factors.

[Migrating Data](#) provides the general steps to move customers, documents, accounts, and products into Connected Servicing.

Step 6: Internationalize display text (*optional*)

If your organization requires it, you can translate all of the text displayed in interfaces into multiple other languages using bundle files and reference data.

Before you begin, you will need translations for all of the text displayed in the UI.

See the [Solutions Hub User Guide](#) for instructions on how to modify UI text, including adding a new language.

Internationalizing the Connected Servicing application includes:

- [Modifying UI Text](#)
- [Modifying Dropdown Lists](#)

Step 7: Set up web APIs and integrations (*optional*)

After you complete the initial setup of the solution, you may want to take advantage of the various capabilities to extend the Connected Servicing application.

You can use web APIs and integrations to automatically create new Service Requests, classify documents, pull in customer information, and collect signatures.

Automatically create new Service Requests through a web API

Many organizations will be able to create new Service Requests automatically by kicking off an Service Request from another application, such as Salesforce.

See [Create Onboarding Web API](#) for information on the web API that is used to facilitate automatic Service Request creation.

Configure integrations

Several integrations are available to be used throughout Connected Servicing. These integrations need some initial prerequisite set up and minimal configuration in the [System Administration Center](#) in order to be used. Using these integrations is completely optional.

The available integrations are:

- [Companies House](#)
- [DocuSign](#)
- [Dun and Bradstreet](#)
- [Intelligent Document Processing \(IDP\)](#)
- [Northrow](#)
- [Office of Foreign Assets Control \(OFAC\)](#)

Step 8: Configure auditing for new fields (*optional*)

After setting up your initial CDTs, you may want to go back and track specific fields. You can use [auditing](#) to automatically configure this in your solution.

Overview

How do I tailor a solution for my needs?

There are several activities that can be performed to tailor a solution to meet the specific needs of your organization. The table below describes the difference between a configuration and customization activity, and where to perform each type of activity within the solution.

Activity	Description	Where is it Performed?
Configuration	Adapting a solution for a range of scenarios by modifying the solution's out-of-the-box, front-end settings. Configurations do not involve code changes.	In Solution
Supported Customization	Customizing a solution for a range of scenarios by adding code via the Solutions Hub. Supported customizations do not modify the solution's	Solutions Hub

Activity	Description	Where is it Performed?
	source code but are performed in accordance with the customization steps and are upgrade friendly.	
Customization	Changing a solution for a range of scenarios by modifying or extending the solution's code. Customizations are first implemented in a development environment and typically not supported by available configurations.	Appian Designer

Wherever possible, you should always explore configuration changes first, followed by Supported Customization via the Solutions Hub. If needed, and as a last resort, customize your solution via Appian Designer.

What is the Solutions Hub?

The Solutions Hub is an Appian site that enables Low-Code Developers to perform Supported Customizations on a compatible solution built on the Appian platform. These types of customizations enable the solution to meet the needs of their organization while preserving a clean upgrade path.

Supported Customization is intended for use in a development environment only, where these types of customizations should be performed and tested before being promoted to a higher environment.

Configuration changes are performed within the solution itself. The Solutions Hub also offers a Configuration Export & Import capability, which allows a set of solution configuration data to be exported from one Appian environment and imported into another. This capability is available in all environments that have compatible solutions built on the Appian platform.

Just as Amazon allows small business owners to set up and customize their own online storefront, the Solutions Hub allows you to truly make an Appian solution your own so that it meets the needs of your specific use case.

Supported Customizations made using the Solutions Hub are preserved when you upgrade to a new solution version. This means that when you upgrade your Appian Solution to get the new features, your previous customizations remain intact. This allows your organization to take on a newly released solution version as soon as it is available.

When should I use the Solutions Hub?

It is important to understand when you should utilize the Solutions Hub over customizing directly in Appian Designer.

Appian recommends using the Solutions Hub when:

- You want to modify your solution's branding.
- You want to modify text in the languages that ship with your solution.
- You want to add new text to support a customization.
- You want to modify images that ship with the solution.
- You want to add new user interface components, pages, or elements to the solution, and there's an applicable user interface customization template that fits your use case.
- You want to extend a process that ships with the solution, and there's an applicable workflow customization template that fits your use case.
- You want to adjust business logic that ships with the solution, and there's an applicable business logic customization template that fits your use case.
- You want to move a set of solutions configuration data from one Appian environment to another.
- **You want to preserve customizations and not have to reapply them each time you upgrade your solution!**

Each solution supports a varying degree of these use cases. You can find all of the available supported customizations for your solution by opening up the Solutions Hub on a development instance of your solution. If you need to install the latest version of the Solutions Hub, you can follow the steps in the [installation guide](#).

Solutions Hub Installation Guide

Introduction

The Solutions Hub comes pre-installed on your environments with any new solution offering or upgrade of an existing solution via Appian Cloud.

This page provides instructions for installing the Solutions Hub. Manual install is necessary if you:

- Are an on-premise customer.
- Want to receive the latest version and features of the Solutions Hub, but you haven't recently upgraded, or do not plan on upgrading, your Appian solution.
- Want to install the Solutions Hub on another environment outside of your Cloud-provisioned environments.

Technical support

Please call the dedicated solution help line for your region if at any point you need assistance or have questions:

- US: +1 (703) 420-1311
- AUS: +61 2850 34152
- UK: +44 20 3929 3748

All Appian Solution customers can also email Appian Support at support@appian.com or log in to [Appian Community](#) and open a support case to request assistance. Information on Solutions Support Services can be found [here](#).

System requirements

- Appian 22.2 or later.
- A supported [web browser](#).

Step 1: Download software package

To download the software package (as an existing Customer or Partner):

1. Go to the **SUPPORT** tab on [My Appian](#).
2. Click **DOWNLOADS**.
3. Click **SOLUTIONS**.
4. Find and open "Solutions Hub v22.2.1.2.X", where "X" refers to the latest hotfix increment on this version's branch.
Be sure to stay up to date on the latest hotfix increment by regularly visiting this page.
5. In **Downloads**, click the **Solutions Hub** installer link.
6. Click **PROCEED** to agree to the license agreement.
7. Click **Solutions Hub v22.2.1.2.X** to download the ZIP file.
8. Unzip `SolutionsHubv1.2.X.zip` to access the software installation files.

Locate the following installation files, some of which will be used in later steps.

- `appian-solutions-1.27.X.jar`
- `SolutionsHubv1.2.X.zip`
- `SolutionsHubv1.2.X-AdminConsole.zip`

Step 2: Deploy Plug-ins

The Solutions Hub relies on the *latest* version of the Appian Solutions Plug-in to be deployed in the target environment before the application can be imported. This plug-in is also a prerequisite for most Appian solutions, so it may already be installed on the target environment.

- [Appian Solutions Plug-in](#) (v1.27.X+)

Appian Cloud Environments

To deploy the plug-in for an Appian Cloud environment:

1. In the target environment, log in as the deployment user.
2. Navigate to the **Admin Console**.
3. On the left side of the console, click **Plug-ins**.

4. Click **ADD PLUG-INS**.
5. Search for the plug-in by name. For example, Appian Solutions Plug-in.

Available Plug-ins

Search

Appian Solutions

Name	Description	Type
Appian Solutions	Plug-in with functions and smart services to be used across Appian Solutions	Plug-in (Function & Smart Service)

All plug-ins are use-at-your-own-risk, and their functionality is not guaranteed by Appian. All plug-ins should be tested thoroughly. For more details about individual plug-ins, visit the [Appian AppMarket](#).

CLOSE

6. Click on the plug-in name.
7. Click **DEPLOY**.

Appian Solutions

Re-deploying plug-ins that are already enabled on this site could take up to a few minutes.

Plug-in with functions and smart services to be used across Appian SolutionsThis plugin contains functions and smart services used across solutions and exclusively for solution applications.

Contributed By
dan.tobias

Component Type
Plug-in (Function & Smart Service)

Version
1.12.0

Last Updated
2021-07-27

CANCEL

DEPLOY

Self-Managed Environments

To deploy the plug-in for a self-managed environment:

1. Retrieve the latest version of the Appian Solutions Plug-in from the [AppMarket](#). Alternatively, you can also use the appian-solutions-1.27.X.jar file downloaded in [Step 1](#).
2. Follow the [Deploying Plug-ins](#) instructions to deploy the plug-in file.

Step 3: Import the application

Import the application into your target environment.

1. In the target environment, log in as the deployment user.
2. Navigate to the **Appian Designer**.
3. Click **IMPORT**.
4. Click **UPLOAD** and choose the SolutionsHubv1.2.X.zip file that was downloaded in [Step 1](#).
5. Click **IMPORT PACKAGE**.

Step 4: Set User Start Pages

By default, the start pages contained in the SolutionsHubv1.2.X-AdminConsole.zip file set the Solutions Hub site as the landing page and user start page for all Designers and System Administrators.

If you already have user start pages configured, we recommend skipping this step. If you have not already configured your user start pages, we recommend importing this file.

Follow the [Importing Admin Console Settings](#) instructions to import this file.

Next steps

After you finish installing the application, see the [User Guide](#) to learn how to use the Solutions Hub.

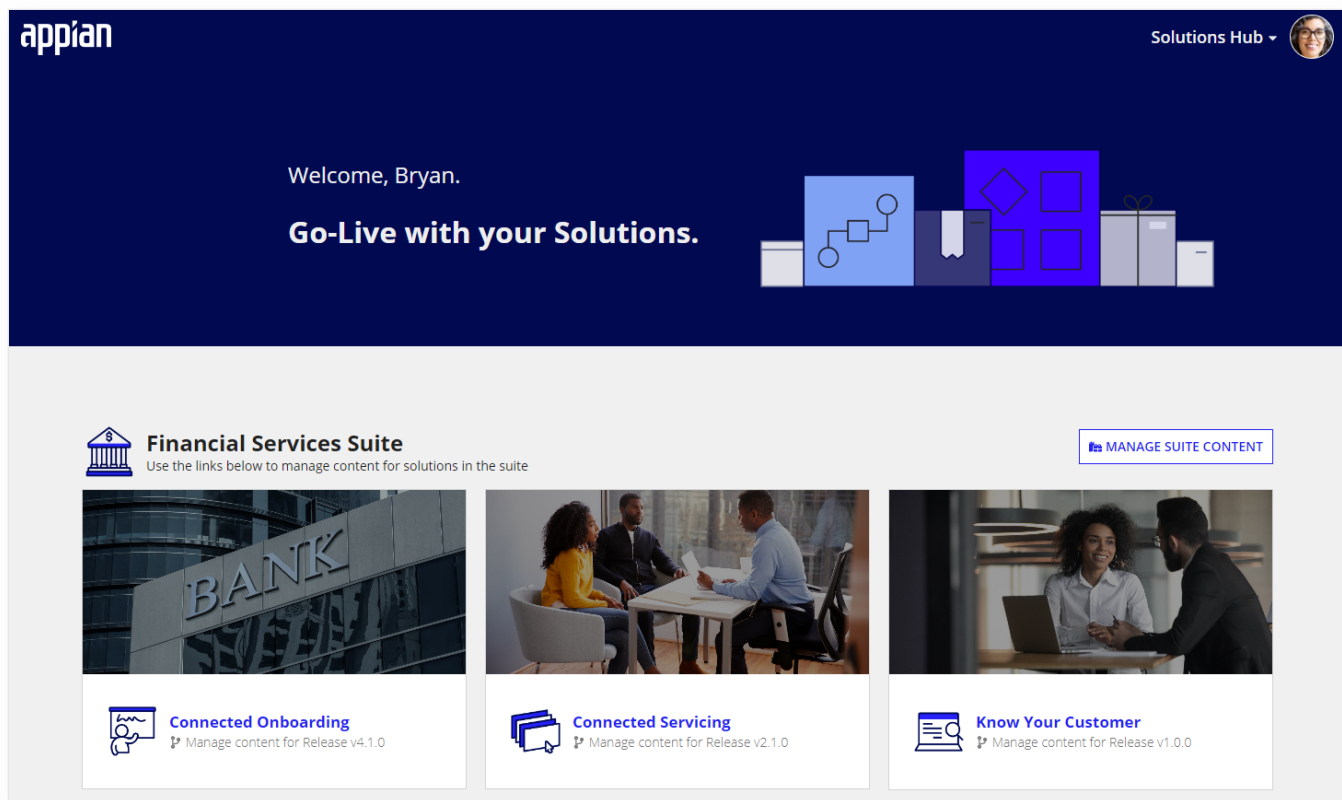
Solutions Hub User Guide

The Solutions Hub is a standalone site that offers a number of features that allow you to customize your solutions from a centralized dashboard. You can easily access the site from your solution's development environment. If the Solutions Hub is not installed on your development environment, you can follow the [installation guide](#) to install the suite.

The Solutions Hub User Guide is your quick reference guide to understanding of all of the features the Solutions Hub has to offer and how to use them to customize different components of your solutions.

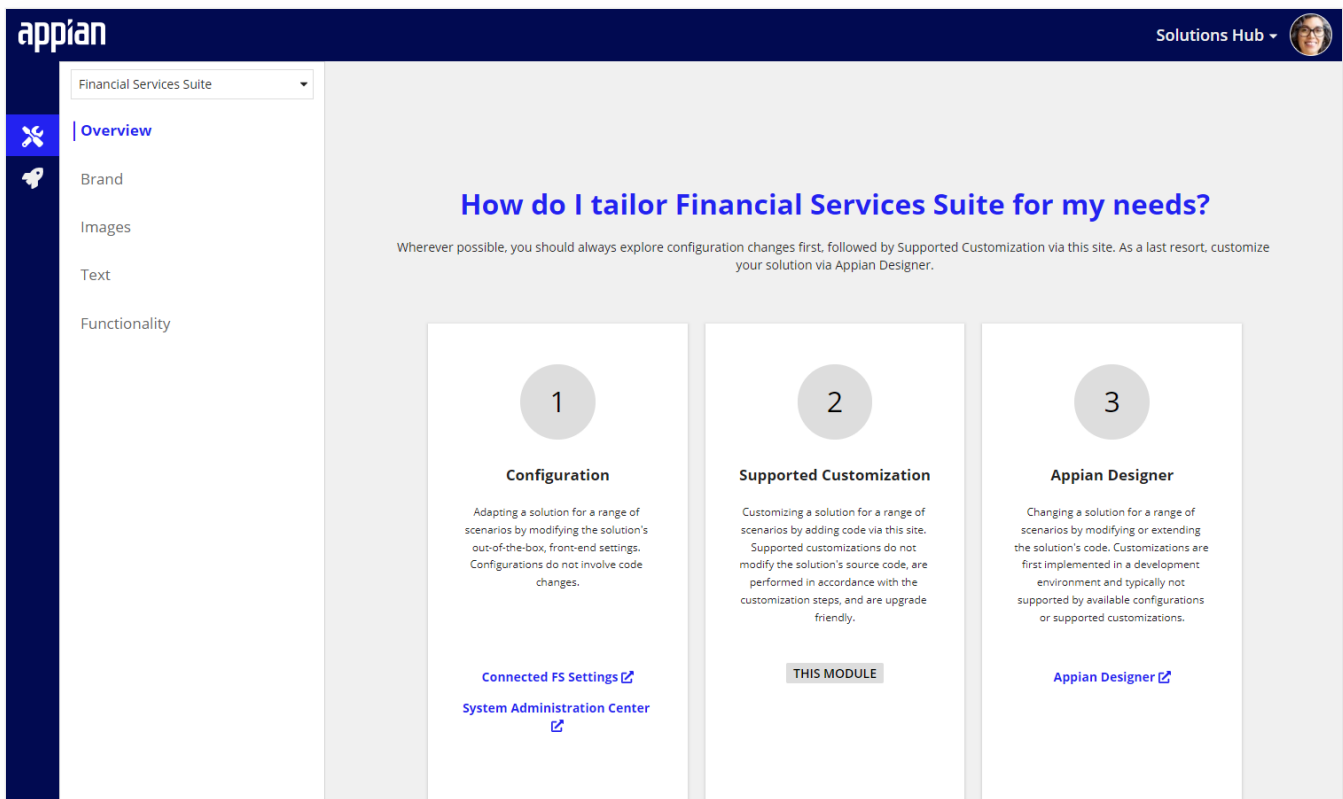
Landing page

When you open the Solutions Hub, you'll see all of the solutions installed on the environment that support customization through the Solutions Hub.

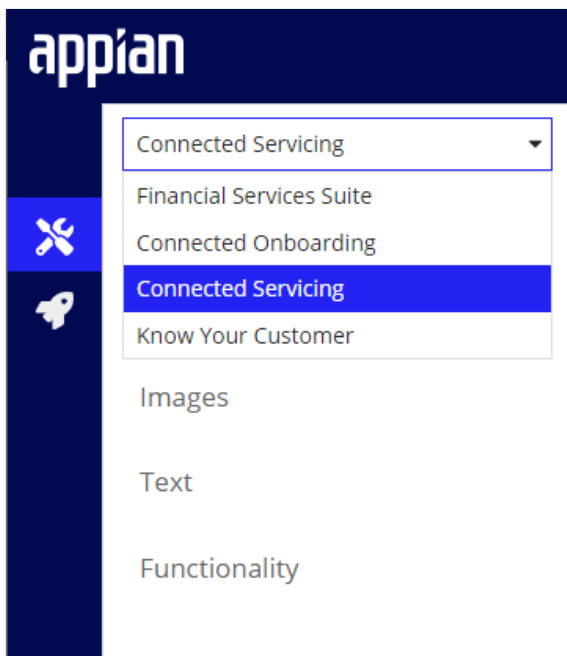


To access all of the available customizations for a given solution, click on the solution. If the solution is part of a solution "suite", then an additional **MANAGE SUITE CONTENT** button appears. For example, the Financial Services solution suite contains the Connected Onboarding, Connected Servicing, and Know Your Customer solutions. Any customizations common to all Financial Services solutions can be accessed by clicking the **MANAGE SUITE CONTENT** button.

Once in the context of a particular solution, you will be greeted with an overview of configuration & customization opportunities available for your solution. From here, you'll have the tools you need to configure & customize your Appian solution! There are links to the solution's configuration site(s), navigation tabs to each type of supported customization, and lastly a direct link to Appian Designer.



You can easily navigate context between solutions within the solution suite by selecting the desired solution from the dropdown.



Types of customizations available

Connected Servicing 22.1.2.0 supports the following customization categories. Each solution offers a varying degree of supported customization templates within each category.

Branding

The branding section allows you to customize your solution to match your organization's name, logos, and colors.

You won't have to go into multiple site objects on the back-end to configure the branding across your solution. It's all taken care of via the Solutions Hub. The best part? When you use the suite to customize the branding for your solution,

you won't have to reapply the customizations when you upgrade your solution to the latest version.

The **BRAND** section allows you to quickly and easily customize the following three brand elements for a selected solution:

- Organization*
- Logos
- Colors

The screenshot shows the Appian Solutions Hub interface. At the top, there's a dark blue header with the Appian logo on the left and 'Solutions Hub' with a user profile icon on the right. Below the header, a left sidebar contains a navigation menu with icons and labels: 'Overview', 'Brand' (highlighted in blue), 'Images', 'Text', and 'Functionality'. The main content area is divided into three sections: 'ORGANIZATION', 'LOGOS', and 'COLORS'. Each section has an 'UPDATE' button in the top right corner. The 'ORGANIZATION' section shows the 'Organization Name' as 'Appian'. The 'LOGOS' section shows the 'Site Logo' as the Appian logo and the 'Favicon' as a small 'a' icon. The 'COLORS' section shows various color settings: 'Accent Color' (#2322f0), 'Selected Highlight Color' (#2322f0), 'Header Background Color' (#020a51), 'Navigation Bar Color' (#020a51), 'Loading Bar Color' (#2322f0), and 'Chart Colors' (Midnight).

Branding changes made here impact the selected solution only, they do not affect the Solutions Hub branding. It's important to navigate to each solution's sites to view any branding changes you made.

Note: the organization name is visible only if your solution supports it.

Organization

The organization name should be reflective of your organization or company name.

This value is used in instances where the solution needs to refer to your organization. If left blank, the default name (typically the solution name) will take effect.

To update your organization name, click **UPDATE**. The UPDATE ORGANIZATION dialog will open, which allows you to update your organization name and save the changes.

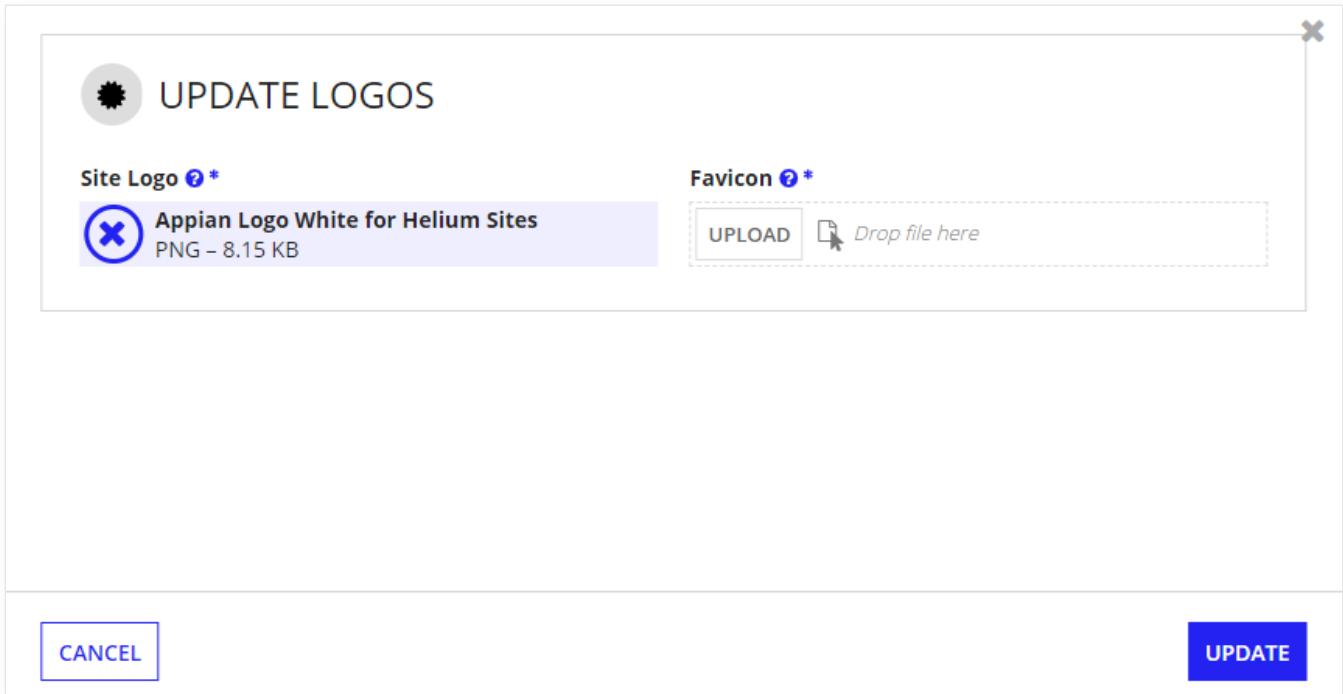
This is a close-up of the 'ORGANIZATION' section from the screenshot above. It features a dark blue header with the Appian logo and the word 'ORGANIZATION'. Below this, the 'Organization Name' is displayed as 'Appian'. An 'UPDATE' button is located in the top right corner.

Logos

You can update logos to match your brand. Logos include the site logo that end users see within the solution's sites, as well as the favicon that appears in a user's active Web browser tab.



To update the logos in your solution, click **UPDATE**. The UPDATE LOGOS dialog displays with the current file for each image. Hover over the image you want to replace, and click **X** to remove the current file. Then, simply upload a new image. Site logo file types must be PNG. Favicon file types must be ICO. Be sure to save your changes when you are finished updating your logo or favicon file.




Colors

The branding section gives you control over the color palette that is used in the solution. Colors are used throughout your solution, from accenting selected items, to providing color to charts. This offers you the ability to set component colors for your solution, such as:

- Accent Color
- Selected Highlight Color
- Navigation Bar Color
- Loading Bar Color

If a solution utilizes charts, you can even set the color palette that is used to render the charts. An extended range of colors beyond the base set listed above may be available for certain solutions.


COLORS
UPDATE

Accent Color ?

#2c3365

Navigation Bar Color ?

#343b40

Selected Highlight Color ?

#2c3365

Loading Bar Color ?

#1d659c

Header Layout Background Color ?


#2c3365

Chart Colors ?

Midnight

To modify the colors in your solution, click **UPDATE**. The UPDATE COLORS dialog appears, which allows you to change the color of each presented field. Colors must be entered as valid hex codes.

Chart colors include pre-set color schemes, or you can enter your own set of hex codes by selecting **CUSTOM**


UPDATE COLORS
X

Accent Color ? *

#2c3365

Navigation Bar Color ? *

#343b40

Selected Highlight Color ? *

#2c3365

Loading Bar Color ? *

#1d659c

Header Layout Background Color ? *

#2c3365

Chart Colors ?

Color Scheme

Midnight

Classic

Midnight

Ocean

Moss

Berry

Parachute

Rainforest

Sunset

Custom

CANCEL

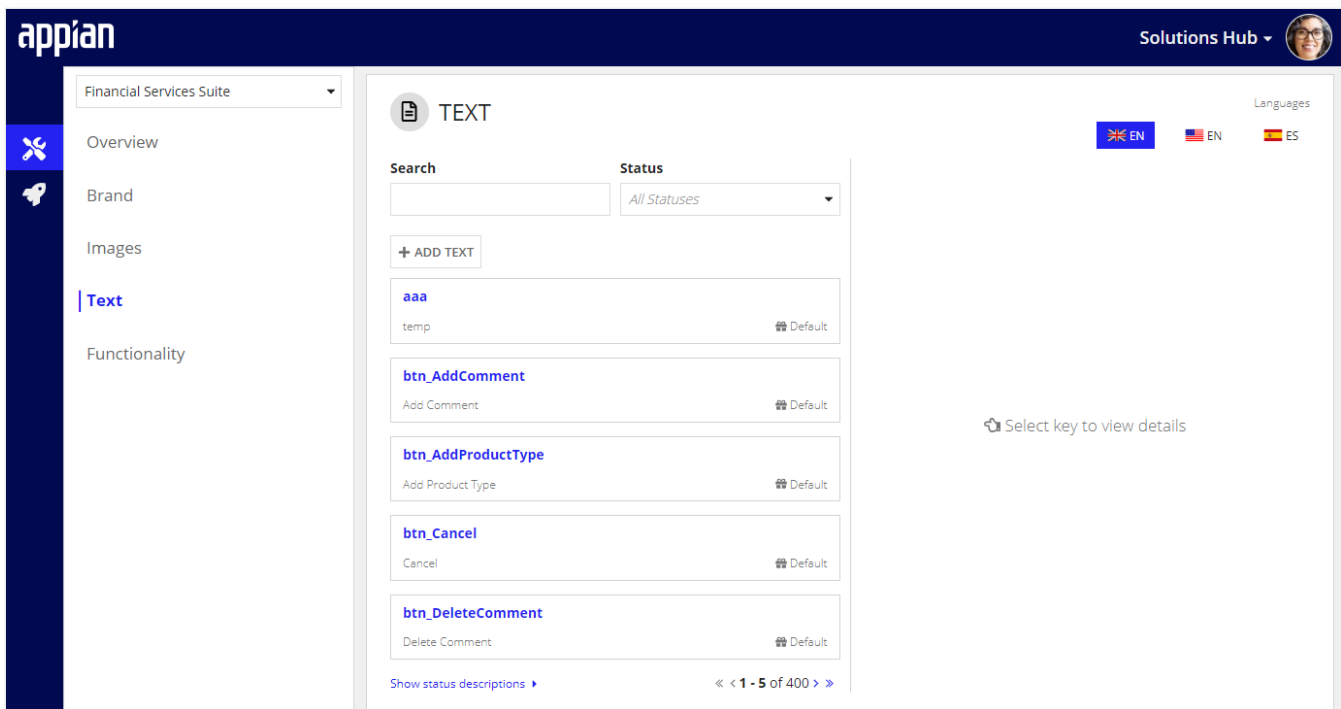
UPDATE

Once you have made your edits, click **UPDATE** to save your changes.

Text

The Solutions Hub provides a quick and comprehensive means to customize the text that ships with a solution without impacting future upgrades. This includes editing text that comes with the solution and adding new text.

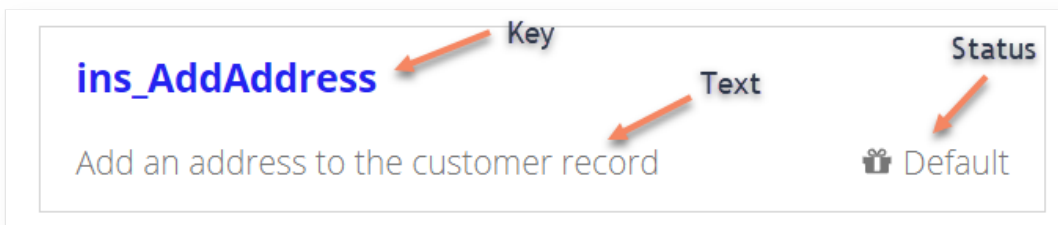
Within the Solutions Customization Suite, navigate to **CONFIGURE & CUSTOMIZE -> TEXT**.



Using the language bar, first select the language for which you want to make changes. By default, English (en_US) is selected. Available languages include any that ship with the solution, or languages for which you added support.



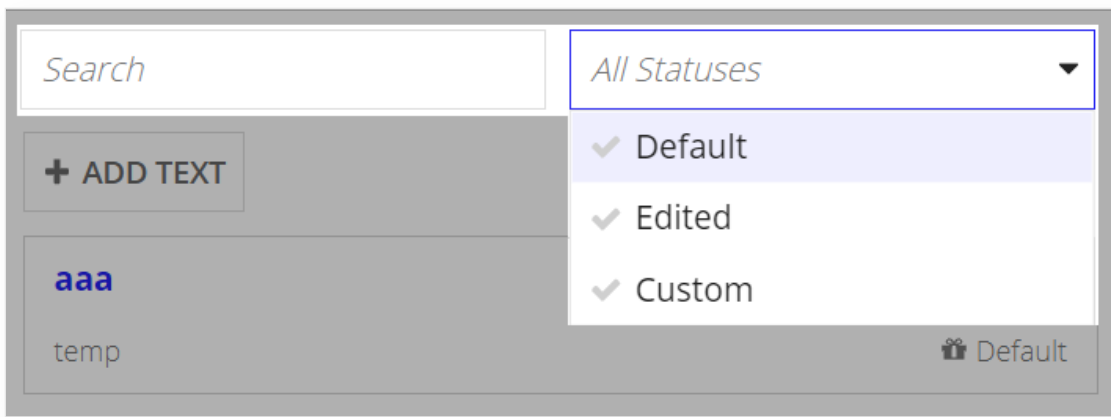
Once a language is selected, a grid shows all of the text within the solution for that language. The key, text, and status are shown on each card:



To narrow down the text set, there is a search component that allows full or partial searches on either the text key or value.

A status filter allows for easy filtering of the results. Text can have one of three statuses:

- **Default:** Text that is set to its out of the box value.
- **Edited:** Text that is modified from its default value.
- **Custom:** Text that has been added by a customer.



When a text card is selected, additional attributes can be viewed:

- **Key:** This is the unique identifier for a piece of text within a bundle file; the key appears on the top of the text card and the details section.
- **Text:** The value the text is currently set to and how it shows up to end users when the key is called.
- **Status:** Identifies the *current* status of the text.
- **Language:** This is the locale that this bundle file represents (e.g., en_US for English - United States).
- **Bundle Folder:** This is the Appian folder that contains the bundle file where the text is stored.
- **Bundle File:** This is the properties file that contains the text being viewed. The date and time displayed is when the file was last updated.

ins_AddAddress	
Text	Bundle Folder
Add an address to the customer record	AS FS I18N Internationalization Files
Status	Bundle File
📦 Default	AS.FS.CustomerRecord
Language	🕒 Last Modified July 14, 2021 4:03PM
en_US	

Editing text

To modify the text value, select a text card in the grid, and click **UPDATE**.

TEXT

addressAll Statuses

+ ADD TEXT

btn_Add
Add AddressDefault

btn_Cancel
CancelDefault

btn_Save
Update AddressDefault

ins_AddAddress
Add an address to the customer recordDefault

ins_NoAddressesAvailable
No addresses availableDefault

Show status descriptions ▶◀ < 1 - 5 of 63 > ▶

ins_AddAddress

Text
Add an address to the customer record

Status
Default

Language
en_US

Bundle Folder
AS FS I18N Internationalization Files

Bundle File
AS.FS.CustomerRecord
Last Modified July 14, 2021 4:03PM

UPDATE

From here you can change the value of the text to your choosing. Click **UPDATE** to commit the change.

Update Text

Add a mailing address to the customer record.

CANCELUPDATE

Key
ins_AddAddress

Status
DEFAULT

Language
en_US

Bundle Folder
AS FS I18N Internationalization Files

Bundle File
AS.FS.CustomerRecord

Adding custom text

To add new text to the solution, click **ADD TEXT**.

TEXT

Languages

US

GB

ES

address

All Statuses

+ ADD TEXT

btn_Add

Add Address

Default

btn_Cancel

Cancel

Default

btn_Save

Update Address

Default

ins_AddAddress

Add an address to the customer record

Default

ins_NoAddressesAvailable

No addresses available

Default

Show status descriptions

<< 1 - 5 of 63 >>

ins_AddAddress

Text

Add an address to the customer record

Status

Default

Language

en_US

Bundle Folder

AS FS I18N Internationalization Files

Bundle File

AS.FS.CustomerRecord

Last Modified July 14, 2021 4:03PM

UPDATE

An in-line form appears. Enter a unique key that will serve as the reference to this text when calling it in your custom expressions, followed by the text value. If there are multiple bundle files present in the solution, you will first need to select the applicable one.

+ ADD TEXT

Bundle File *

AS.CO.SampleBundle

Key *

ins_AddPerson

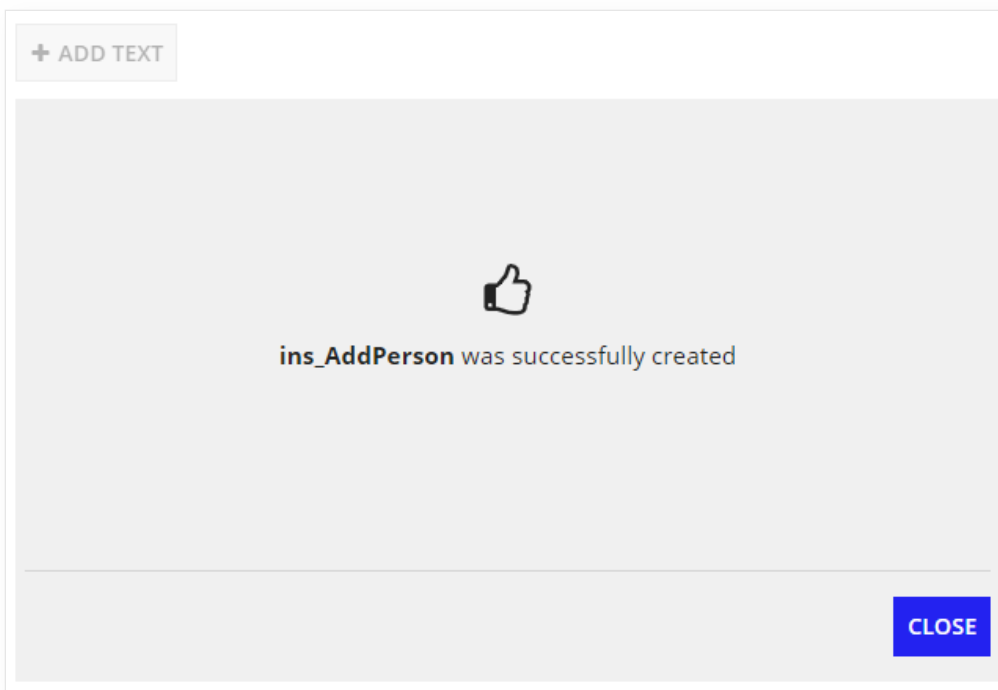
Text *

Add a person to the customer record.

CANCEL

SAVE

Click **SAVE**. A confirmation dialog indicates that the text was added successfully.



Reverting text to default

There may be times when you want to change text back to its default value. Click into the text card of the edited text that you want to revert.

Click **REVERT TO DEFAULT** and confirm that you would like to make the change. This action cannot be undone, though you can always edit the text again if desired.

TEXT

ins_add

All Statuses

+ ADD TEXT

ins_AddAddress
Add a mailing address to the customer record.
Edited

ins_AddBeneficialOwners
Add a beneficial owner to the customer record.
Default

ins_AddContact
Add a contact to the customer record.
Default

ins_AddCustomerEntityRelations
Add entity relationships related to this customer.
Default

ins_AddFlags
Add manual flags to the customer record.
Default

Show status descriptions ▶

« < 1 - 5 of 8 > »

ins_AddAddress

Text
Add a mailing address to the customer record.

Status
Edited

Language
en_US

Bundle Folder
AS FS I18N Internationalization Files

Bundle File
AS.FS.CustomerRecord
Last Modified July 28, 2021 2:30PM

UPDATE

REVERT TO DEFAULT

Deleting custom text

There may be times when you no longer need the custom text that you added to the solution. Maybe the solution's latest version now ships with a feature that covers the use case of a customized report.

In these instances, you can delete custom text by clicking into a custom text card.

Click **DELETE** and confirm that you would like to delete the text. This action cannot be undone.

TEXT

ins_

Custom

+ ADD TEXT

ins_AddPerson

Add a person to the customer record.

Custom

Show status descriptions ▶

<< 1 - 1 of 1 >>

ins_AddPerson

Text

Add a person to the customer record.

Status

Custom

Language

en_US

UPDATE

DELETE

Bundle Folder

AS CO I18N Internationalization Files

Bundle File

AS.CO.SampleBundle

Last Modified July 28, 2021 2:29PM

It is important to know that deleting custom text does not mean that any customized functionality in which the text is used is also deleted. Be sure you delete or remove access to any customized front-end reports, records, or sites if you intend to fully restrict access to a former customization.

Working with Arguments

In [%1] is currently closed, [%1] is an argument. When working with arguments, keep the following in mind:

- If the default label does not have arguments, your custom label can not have arguments.
- If the default label does have arguments, your custom label can have arguments, but does not have to.
 - Your custom label cannot use different arguments and cannot use more arguments than the default label.
- Make sure the syntax of the translated value stays the same as the default. For example, use [%1], not ###1### or {1}.

Images

You may want to modify the images that ship with your solution to fit your corporate brand. Image customization involves uploading new images via the Solutions Hub. Image customizations replace the default images that shipped with your solution. These changes persist even on solution upgrades.

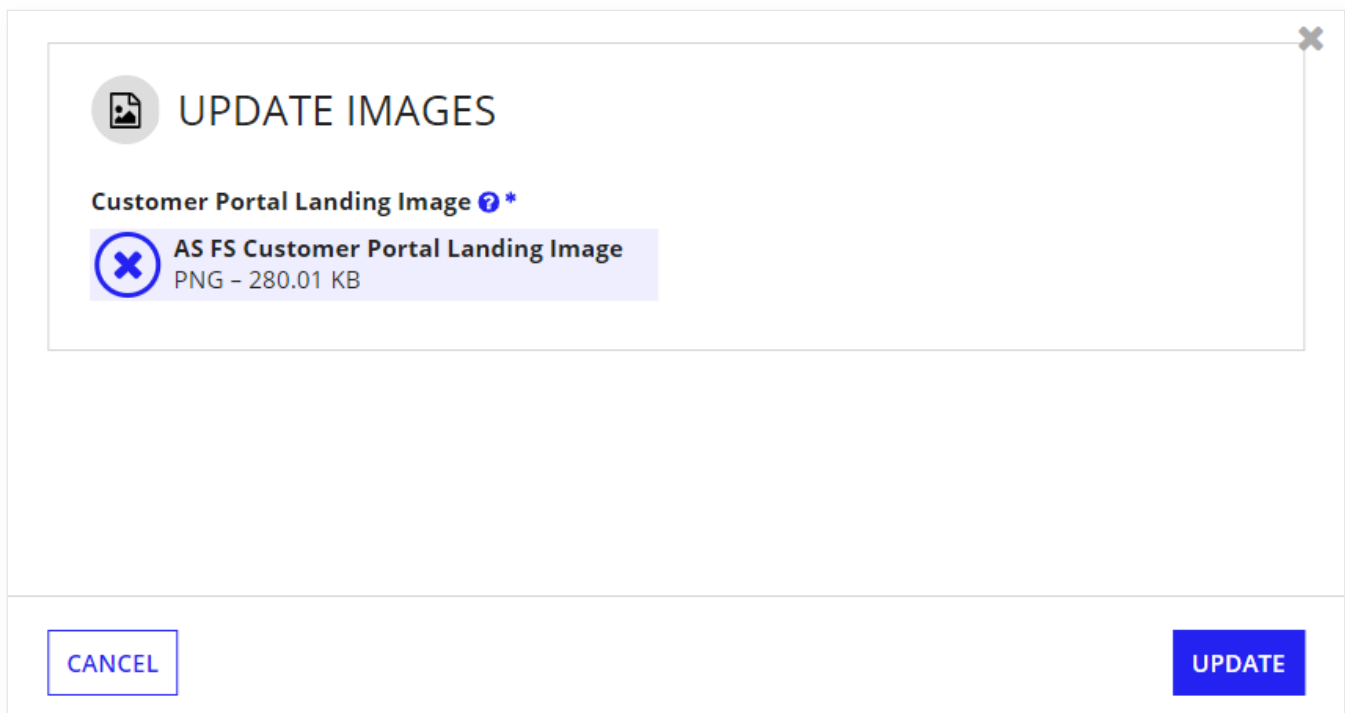
To perform an image customization, navigate to **CONFIGURE & CUSTOMIZE -> IMAGES**. The Images section displays all of the default images that shipped with the solution and are available for customization.

IMAGES

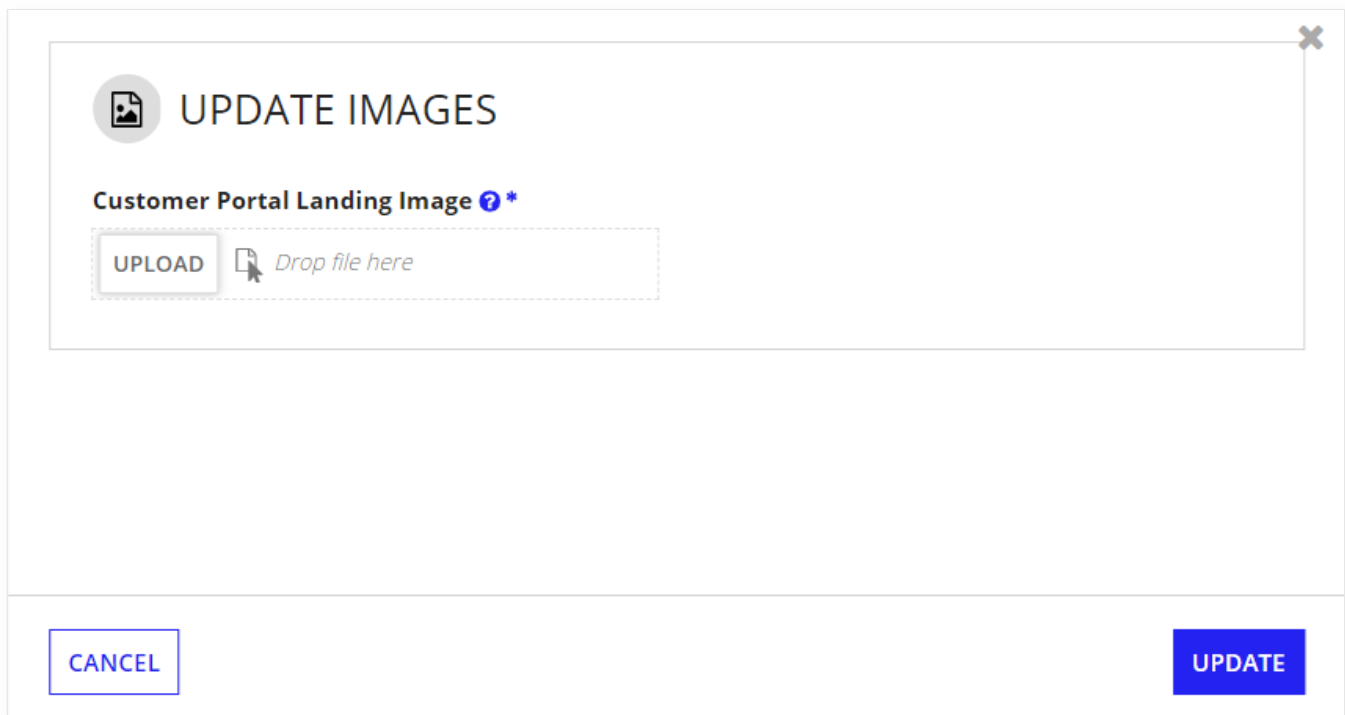
UPDATE

Customer Portal Landing Image ?

When you click **UPDATE**, the UPDATE IMAGES dialog appears with the current file for each image. Hover over the image you want to replace, and click **X** to remove the current file.



Then, simply upload a new image. Newly uploaded images must be the same file type as the original image.



Once you are finished making changes, click **UPDATE**. Any modifications to images you made will persist, even if upgrading to a new version of the solution.

User Interface

User Interface is a functional customization that includes any customization templates that have been exposed by the solution's product engineers to allow you to:

- Slot in an open concept interface
- Replicate a component
- Modify an existing interface

See [Functional Customizations](#) for guidance on how to perform, edit, or revert a user interface customization.

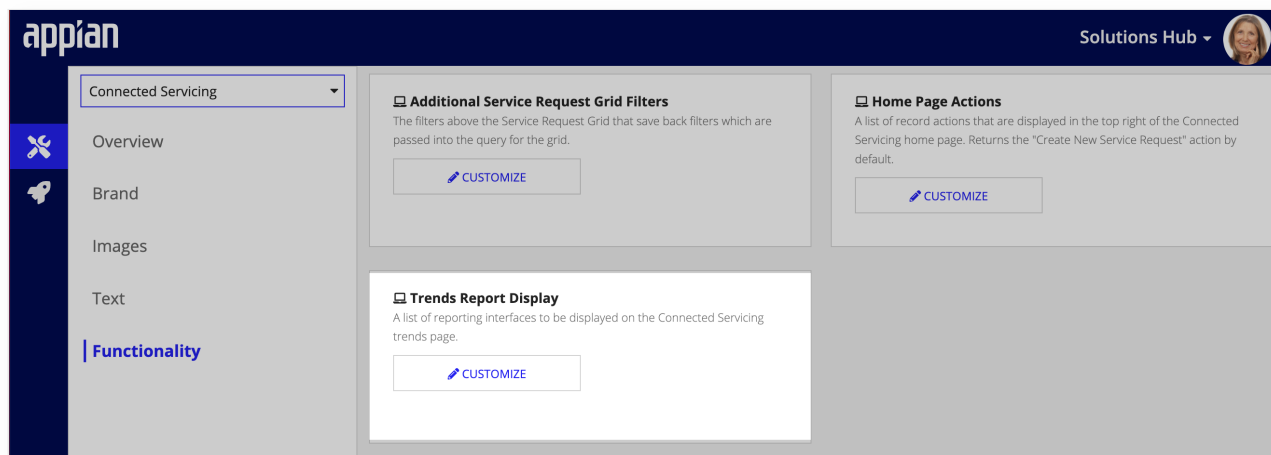
Trends tab

Reports for Connected Servicing can be viewed on the **TRENDS** tab. If there are additional reports to add, developers can surface these easily in another tab on the **TRENDS** page. When following the Solutions Hub contract, this additional tab will automatically appear and show the extra reports.

You can access this UI customization from the Functionality tab.

To customize the trends tab:

1. From the **Solutions Hub**, select **Connected Servicing** from the side navigation menu.
2. Select **Functionality**.
3. From the **Trends Report Display** card, click **CUSTOMIZE**.



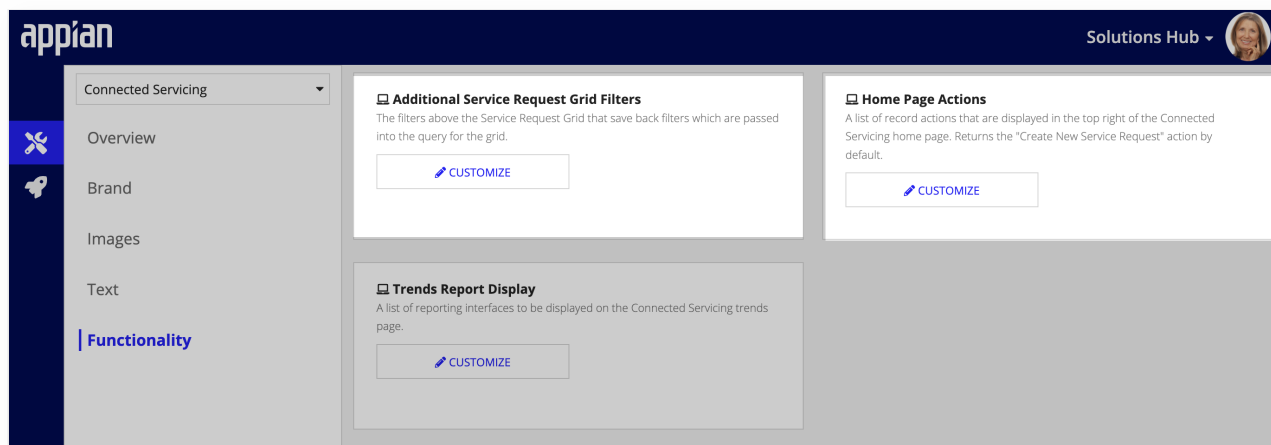
Home page

There are several pieces of the Connected Servicing home page that are easily customizable. The home page service request grid can have filters or columns customized and users can also easily add new home page actions.

You can access these UI customizations from the Functionality tab.

To customize the home page:

1. From the **Solutions Hub**, select **Connected Servicing** from the side navigation menu.
2. Select **Functionality**.
3. From either the **Home Page Actions**, **Columns For Home Page Service Request Grid**, or **Additional Service Request Grid Filters** cards, click **CUSTOMIZE**.



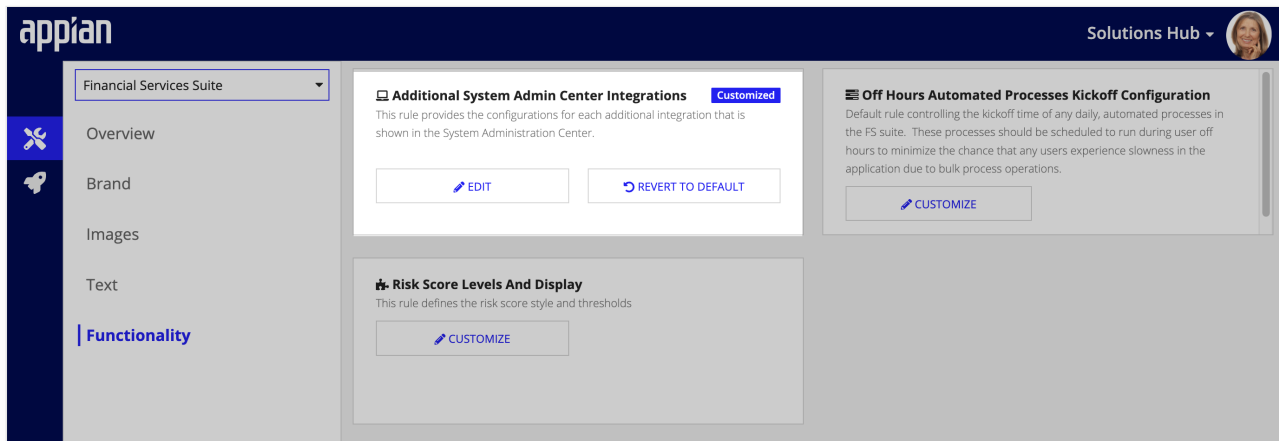
System Administration Site

Additional integrations to be managed from the **System Administration Site** can be added from the Solutions Hub.

You can access this UI customization from the Functionality tab.

To customize the System Administration Site:

1. From the **Solutions Hub**, select **Financial Services Suite** from the **Solutions** dropdown menu.
2. Select **Functionality**.
3. From the **Additional System Admin Center Integrations** card, click **CUSTOMIZE**.



Workflow

Workflow is a functional customization that includes any customization templates that have been exposed by the solution's product engineers to allow you to extend an existing process.

Process extension is useful in situations where you may want to take action upon completion of out of the box processing. Examples include:

- Writing to an external database
- Storing generated documents in a document repository
- Calling an integration

See [Functional Customizations](#) for guidance on how to perform, edit, or revert a workflow customization.

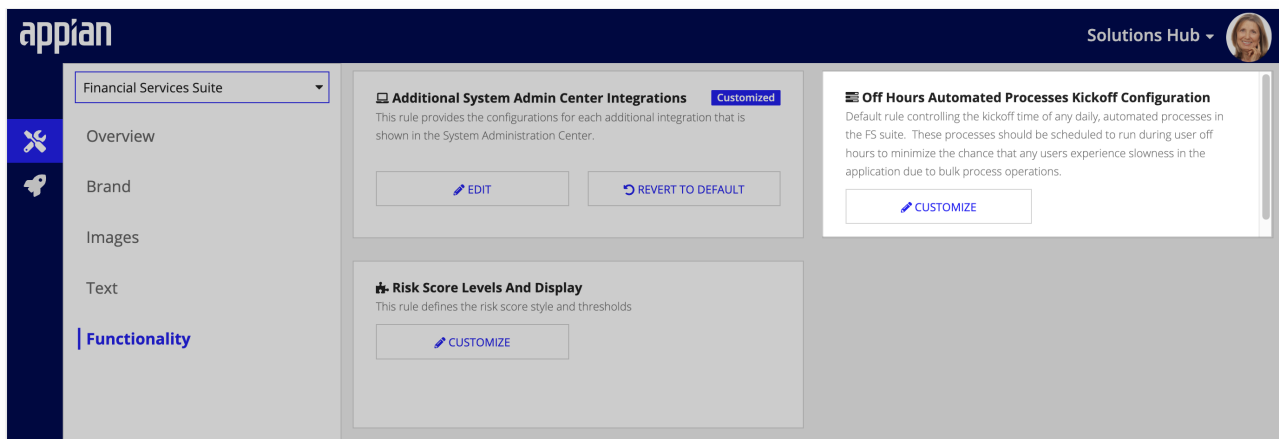
Kickoff Automated Process Time

You can manage the default rule controlling the kickoff time of any daily, automated processes in the Financial Services Suite. These processes should be scheduled to run during user off hours to minimize the chance that any users experience slowness in the application due to bulk process operations.

You can access this business logic customization from the Functionality tab.

To customize the **Kickoff Automated Process Time**:

1. From the **Solutions Hub**, select **Financial Services Suite** from the **Solutions** dropdown menu.
2. Select **Functionality**.
3. From the **Off Hours Automated Processes Kickoff Configuration** card, click **CUSTOMIZE**.



Business Logic

Business logic is a functional customization that includes any customization templates that have been exposed by the solution's product engineers to allow you to:

- Adjust conditional content
- Modify data loads
- Adjust static values
- Modify a logical expression

See [Functional Customizations](#) for guidance on how to perform, edit, or revert a business logic customization.

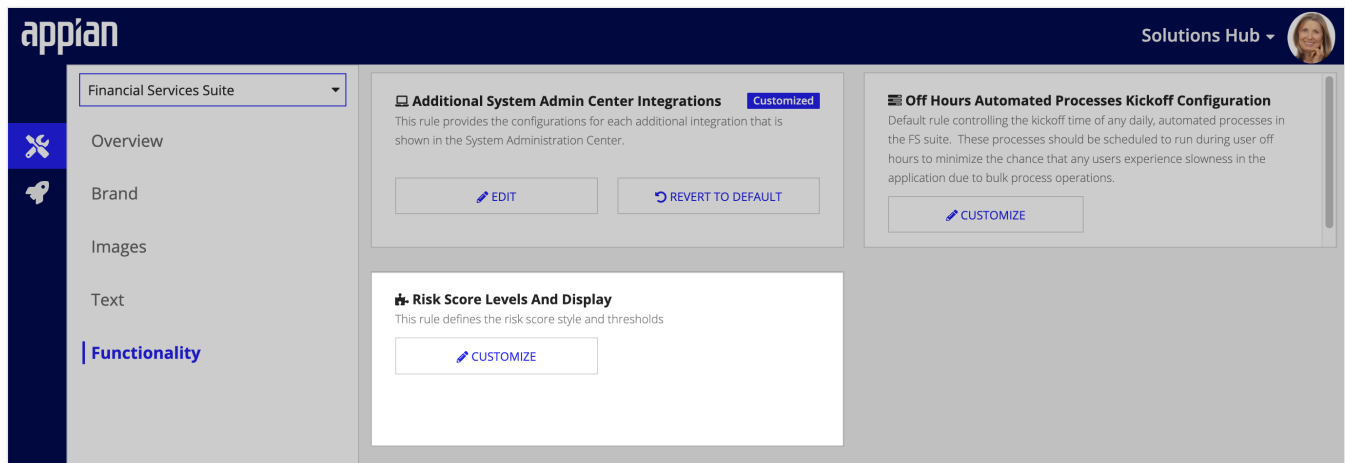
Risk score settings

Risk score is displayed in several locations throughout Connected Servicing. A numeric score with an associated red, amber, green color is the default view. This risk score format can be easily customized from a single location. Thresholds for the red/amber/green can also be set.

You can access this business logic customization from the Functionality tab.

To customize the risk score display:

1. From the **Solutions Hub**, select **Financial Services Suite** from the **Solutions** dropdown menu.
2. Select **Functionality**.
3. From the **Risk Score Levels and Display** card, click **CUSTOMIZE**.



Functional customizations

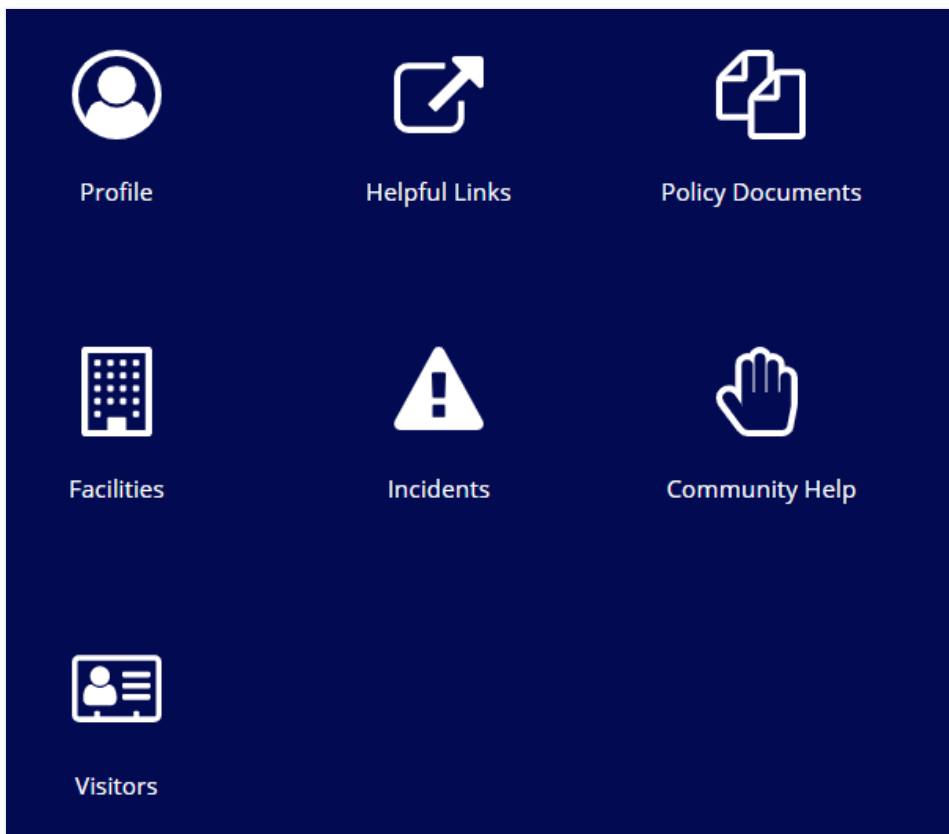
This section outlines the methodology for performing, editing, and reverting functional customizations.

Performing a customization

To perform a customization, find the supported customization template that best matches your customization use case. Navigate to **CONFIGURE & CUSTOMIZE -> FUNCTIONALITY** within the context of the solution you want to customize.

The title and description of the supported customization template provide contextual clues as to where in the solution the customization occurs.


For example, let's say you want to customize your solution's landing page so that it includes a link to custom content. On the existing landing page, shown below, you want to add a new "Training" link.




After searching the available customization templates, and finding the template you want to customize, click **CUSTOMIZE**.

Home Page Quick Links

Renders quick link cards at the bottom of the Home Page, one quick link card for each configuration. Custom quick link cards are rendered after the quick link cards that are standard with the application.

 Default version

 CUSTOMIZE

A confirmation dialog appears, indicating that a new object will be created on the backend. Click **YES**.

Are you sure?

A new rule will be created with the suffix "_custom". This rule will execute in lieu of the "_default" rule.


NO


YES


When the customization template state refreshes, as shown below, click **EDIT** to begin customizing.

Home Page Quick Links

Renders quick link cards at the bottom of the Home Page, one quick link card for each configuration. Custom quick link cards are rendered after the quick link cards that are standard with the application.

 Custom version

 EDIT

 REVERT TO DEFAULT

A new tab opens in Appian Designer that allows you to begin customizing the code. You'll see detailed how-to instructions on performing the customization within the commented code.

ITA_HomePageQuickLinks_v1_custom

```
2
3 DESCRIPTION: Renders a custom quick link card at the bottom of the Home Page for each item in the a
4 Custom quick link cards display after the quick link cards that ship with the solution.
5
6 DEFAULT BEHAVIOR: This rule contains no custom quick links by default. Quick links that ship with t
7
8 CUSTOMIZATION STEPS: For each custom quick link card you'd like to display on the Home Page, includ
9 Use the commented Quick Link Template to configure a custom quick link.
10
11
12 PARAMETERS:
13
14 generalBundle: A dictionary of key-value pairs for front-end labels. Custom labels can be
15 added following the Custom Bundle documentation:
16 https://community.appian.com/w/the-appian-playbook/2228/workforce-safety-v8-1-custom-bundle-file-co
17
18
19 EXPECTED RETURN TYPE: Map?list
20
21 */
22
```

You'll see the modifiable code block with a defined example commented out.

```

23 ▾ cast(
24 ▾   'type!{http://www.appian.com/ae/types/2009}Map?list',
25 ▾   {
26     /*Quick Link Template - sample configuration:*/
27     /*a!map(*
28     /*label: "My Link Label",*/
29     /*icon: "icon",*/
30     /*showWhen: true,*/
31     /*link: a!safeLink(uri: "https://www.google.com")*/
32     /*),*/
33     /*Note, the link parameter can return one of: */
34     /*a!documentDownloadLink()*/
35     /*a!processTaskLink() */
36     /*a!recordLink() */
37     /*a!reportLink() */
38     /*a!safeLink()*/
39     /*a!startProcessLink()*/
40     /*a!userRecordLink()*/
41     /*Add 0, 1, or multiple links to this array*/
42   }
43 )
44 )
45 )
46 )
47 )

```

Use the detailed steps and example to perform your customization. When you are finished, save your changes.

View the example below to see how we customized a new ???Training??? link to the landing page.

```

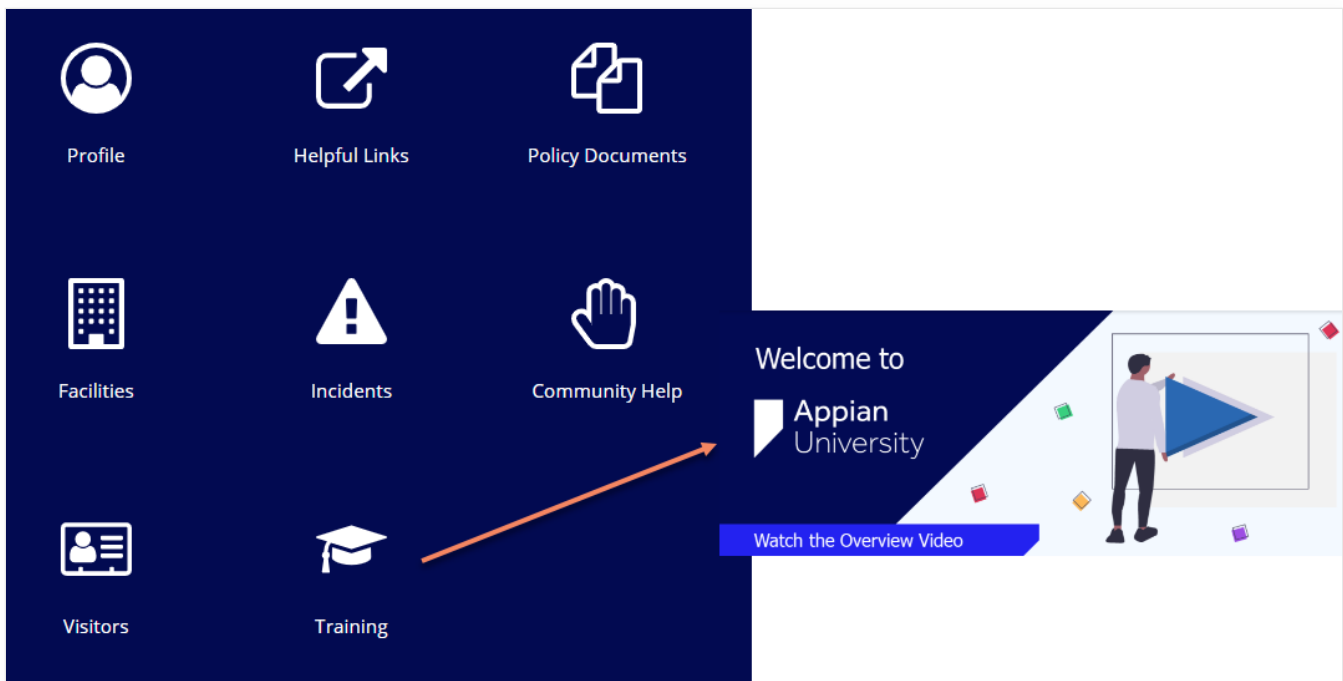
cast(
  'type!{http://www.appian.com/ae/types/2009}Map?list',
  {
    a!map(
      label: "Training",
      icon: "graduation-cap",
      showWhen: true,
      link: a!safeLink(uri: "https://www.appian.com/university")
    )

    /*Quick Link Template - sample configuration:*/

    /*a!map(*
    /*label: "My Link Label",*/
    /*icon: "icon",*/
    /*showWhen: true,*/
    /*link: a!safeLink(uri: "https://www.google.com")*/
    /*),*/
  }
)

```

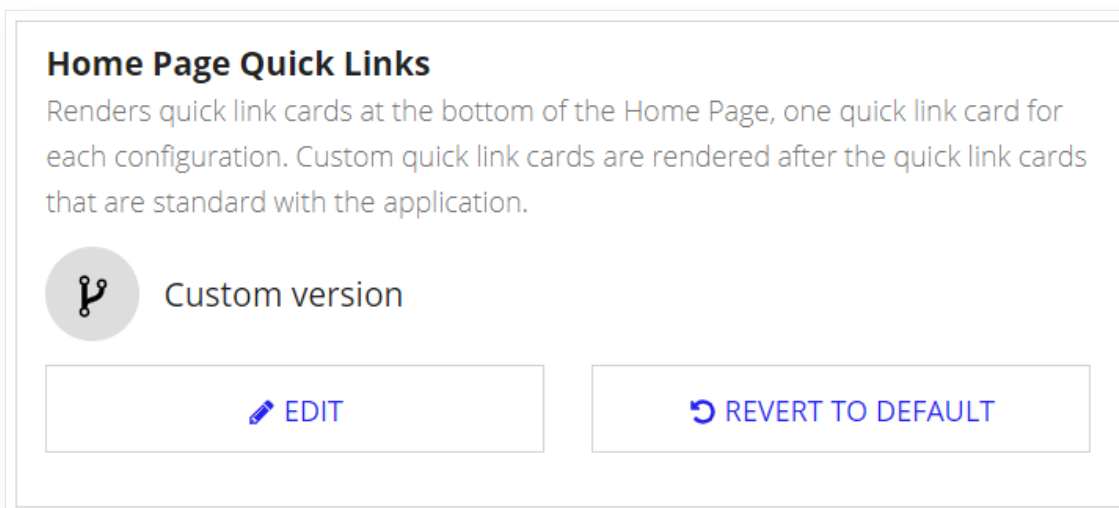
Finally, navigate to the area in your solution where you expect the customization to appear and verify the results. In our example, we can see that the new ???Training??? link was successfully added to the landing page. When the user clicks the link, they are redirected to the URL we specified in the customization.



Congratulations, you have successfully customized your solution. Your changes will persist when you upgrade to a new solution version!

Editing a customization

Maybe your business requirements have changed and you need to tweak the functionality of your supported customization. To edit a customization, simply navigate to the customization template, and click **EDIT**.



The template will open in a new tab in Appian Designer where you can view the latest saved version of your customization.

Make the required changes and save the modified objects. Verify the intended results are displayed in the frontend of your solution.

Don't forget to [deploy](#) your customizations when finished!

Reverting a customization

If you find that the latest version of an out-of-the-box feature in the latest solution release addresses your customization use case, you may want to adopt the new feature and revert your customization back to the default behavior.

Navigate to the appropriate customization template and click **REVERT TO DEFAULT**.

Home Page Quick Links

Renders quick link cards at the bottom of the Home Page, one quick link card for each configuration. Custom quick link cards are rendered after the quick link cards that are standard with the application.



Custom version

 EDIT

 REVERT TO DEFAULT

After understanding the impacts of this type of customization change, click **YES** on the confirmation dialog. The default out-of-the-box solution behavior will overwrite your customization so that it is no longer present in the solution.

Are you sure?

The "_default" rule will now execute in lieu of the "_custom" rule. The previous "_custom" rule will be appended with a suffix of "_reverted" and available in the application package for easy deployment.

NO

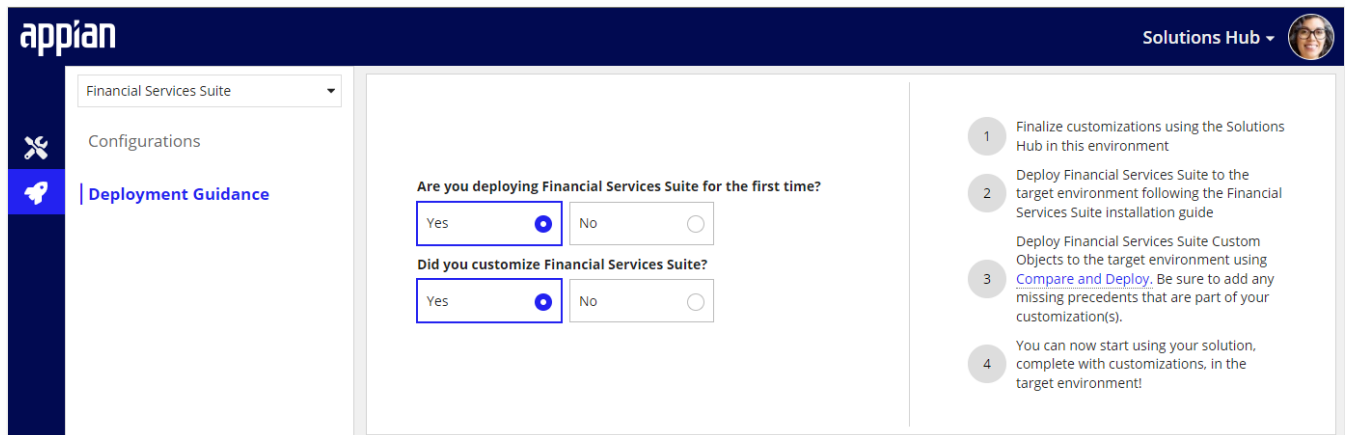
YES

Deploying customizations

To deploy your customizations to a higher environment, click the **DEPLOYMENT** tab under the solution you want to deploy.

Answer the series of questions to dynamically generate the required deployment steps on-screen. Follow the steps shown to deploy your solution to a higher environment.

Below is an example of answering these questions and the rendered deployment steps:



The screenshot shows the Appian Solutions Hub interface. On the left, a sidebar contains the Appian logo, a search icon, and a navigation menu with 'Configurations' and 'Deployment Guidance' (highlighted). The main content area is titled 'Financial Services Suite' and contains two questions with radio button options:

- Are you deploying Financial Services Suite for the first time?
☒ Yes ☐ No
- Did you customize Financial Services Suite?
☒ Yes ☐ No

On the right, a list of four deployment steps is displayed:

- 1 Finalize customizations using the Solutions Hub in this environment
- 2 Deploy Financial Services Suite to the target environment following the Financial Services Suite Installation guide
- 3 Deploy Financial Services Suite Custom Objects to the target environment using [Compare and Deploy](#). Be sure to add any missing precedents that are part of your customization(s).
- 4 You can now start using your solution, complete with customizations, in the target environment!

Home Page Overview

Introduction

The Connected Servicing Home page is the primary page to complete tasks and track Service Requests. It is an invaluable tool to keep track of Service Requests at a high-level and identify issues.


Active Alerts

The **Active Alerts** section displays any alerts that are currently open for any customer. An alert shows information about when and why the alert was triggered. The user is able to dismiss the alert from this page. For more information about configuring alert conditions see [Configure Alerts](#).




Active Alerts


Any Type

Any Source







Northrow generated the following alert: Unable to check non-UK Company details (associated risk score: 100)

 Almach  May 6, 2022  Northrow






Northrow generated the following alert: Unable to check non-UK Company details (associated risk score: 100)

 Antilles Family Fund  May 4, 2022  Northrow



Domicile. RCT-SRQ-0001 was created in association with this alert.

 Solanas+Getino Inc  Apr 26, 2022  System

<< < 1 - 3 of 3 > >>

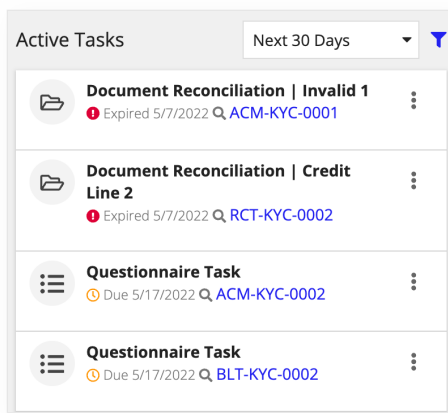
Active Service requests

The central portion of the home page displays the **Active Service requests** grid which initially will be filtered to active Service Requests assigned to the logged in user.

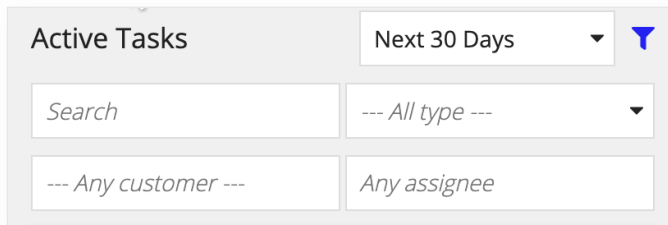
Clicking an Service Request name opens the Service Request summary page.

Active Tasks

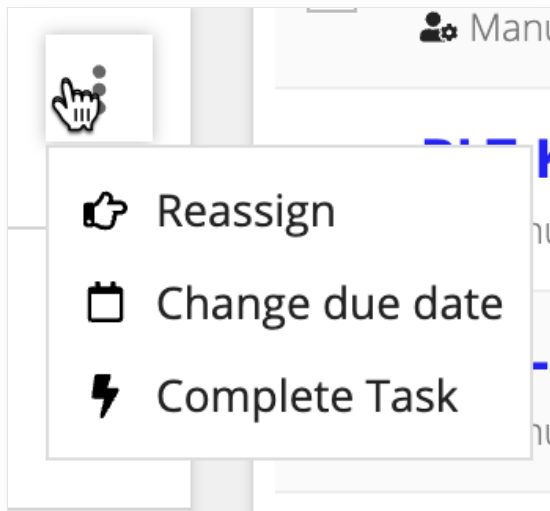
The **Active Tasks** section displays all tasks that are either assigned directly to the user or to a group that they are a member of. The task name, the task type, due date, and Service Request link are displayed to the user.



Tasks due in the **Next 30 Days** are shown by default. To filter the tasks further, click the filter icon.



Clicking on the menu bar icon next to each task, the user can complete, reassign or change the task due date.



Metrics

The user will have insights into total Service Requests, upcoming scheduled service requests, types of Service Requests, total tasks and top types of tasks in order to appropriately workload balance to ensure Service Requests are moving as smoothly as possible.

Create a new Service Request

You can start a new Service Request directly from the homepage.

Creating a new Service Request walks you through the process of entering the information needed to start the Service Request process.

See [Create New Service Request](#) for more information.

Create New Service Request

Introduction

Client servicing is the process of fulfilling customer requests. This can include updating customer data or providing an ad-hoc report for a customer. The Connected Servicing solution provides a guided experience for collecting and updating this information. Enabled by Appian Records, end users can [view and update](#) this information from simple, informative record interfaces after creating a service request.

This page provides instructions for creating a new service request.

Creating a new service request

Creating a new service request walks you through the process of entering the information needed to start the service request process. The information entered here will populate the Service Request record, as well as determine which [service request process template](#) will be used to complete the request.

The guided experience for creating a new service request walks you through the process of entering the information you need to start the service request process. It consists of the following guided steps:

1. [Choose a customer.](#)
2. [Provide service request details.](#)
3. [Select required documents.](#)
4. [Review service request.](#)

You can customize these steps and the fields that display in each form. See [How to Configure Connected Servicing](#) for more details on how to customize the solution.

Beginning a service request

Starting a new service request will start the data collection process. In order to start a new service request, you must be a member of the **AS SRQ Create Service Request** security group. By default, the **Client Servicing** and **Client Servicing Department Heads** groups belong to this security group.

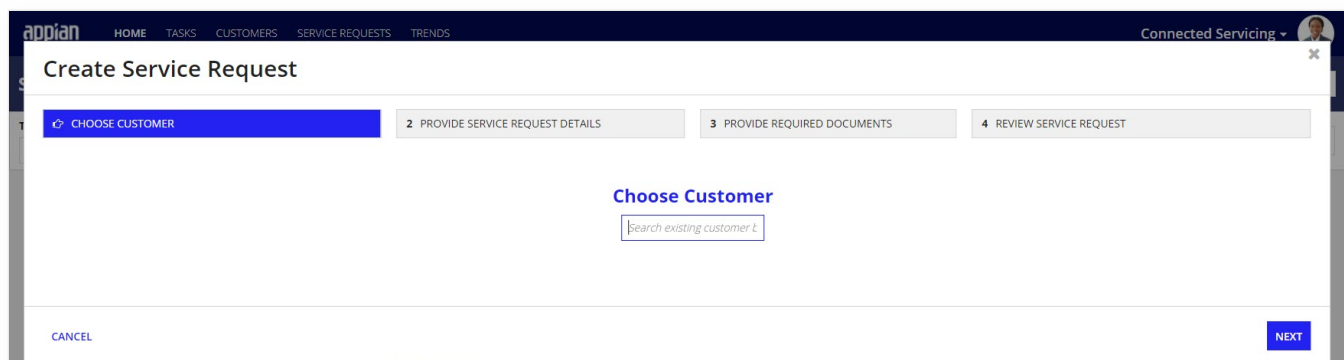
To start a new service request:

- From either the **HOME** or **SERVICE REQUEST** page, click + **NEW SERVICE REQUEST**.

The top of the screen contains the various data collection steps required to create a new service request. You can click **NEXT** at the bottom of the form to go to the next step.

Choose a customer

When creating a new service request, the first step is to identify the customer you're creating the request for. In order to locate the customer, they must already be [created](#) in the system.

The screenshot shows the Appian user interface for the 'Create Service Request' process. At the top, there is a navigation bar with tabs for HOME, TASKS, CUSTOMERS, SERVICE REQUESTS, and TRENDS. The 'SERVICE REQUESTS' tab is active. Below the navigation bar, the title 'Create Service Request' is displayed. A progress bar shows four steps: 1. CHOOSE CUSTOMER (highlighted in blue), 2. PROVIDE SERVICE REQUEST DETAILS, 3. PROVIDE REQUIRED DOCUMENTS, and 4. REVIEW SERVICE REQUEST. The main content area is titled 'Choose Customer' and contains a search input field with the placeholder text 'Search existing customer by name or acronym'. At the bottom left is a 'CANCEL' button, and at the bottom right is a 'NEXT' button.

To choose a customer:

1. In the **Choose a Customer** field, search for the existing customer by name or acronym.
2. Select the customer that you want to create the request for.

The customer is a required field and you will not be able to move forward through the form without selecting one. The information for the selected customer will auto populate in the remaining steps.

Provide service request details

From the Provide Service Request Details page, you can specify what information is relevant to the request. The solution will pre-populate specific fields. During the service request, you can change the data in these fields based on the service request type and subtype assigned. You can also manually update these fields in the Connected FS Settings site.

To provide service request details:

1. Enter a **Target Completion Date** for the request.
 - **Note:** The target completion date will be used to determine task due dates.
2. Select an **Owner** for the request.
 - This user will become the primary owner of the service request.
3. Select a **Type**.
4. Select a corresponding **Subtype**.
 - Depending on the **Type** and **Subtype**, enter any additional information needed for the request.
 - Example: If the type selected is **Customer information update** and the sub-type is **Contact update**, you will need to enter the updated contact information. - **Note:** The type and subtype selected are used to determine which process template is selected for the request. See [Modifying Service Request Process Selection Attributes](#) for information on how to update these values.

The screenshot shows the 'Create Service Request' form in the Appian interface. The form is titled 'Create Service Request' and has four steps: 1. CHOOSE CUSTOMER, 2. PROVIDE SERVICE REQUEST DETAILS, 3. PROVIDE REQUIRED DOCUMENTS, and 4. REVIEW SERVICE REQUEST. The current step is 'PROVIDE SERVICE REQUEST DETAILS'. The form includes fields for 'Target Completion Date' (05/28/2021), 'Owner' (Mary Lawson), 'Type' (--- Select type ---), and 'Sub-Type' (--- Select sub-type ---). A sidebar on the right shows 'Customer Details' for 'Crystal Inc (ZZA)' with a risk score of 60 (Medium) and active flags. At the bottom, there are 'BACK', 'CANCEL', and 'NEXT' buttons.

Select required documents

The Select Required Documents step is used to keep track of the documents needed to complete the request. Required documents will be pre-populated based on the type and subtype of the request. Documents required by default for each subtype can be updated in the Connected FS Settings site.

To add additional required documents:

1. Click **Add Required Document**.
2. Select the **Document Requirement Type**.
3. (Optional) Provide a **Document Requirement Name**.
4. Click **ADD**.

Create Service Request

✓ CHOOSE CUSTOMER

✓ PROVIDE SERVICE REQUEST DETAILS

✚ SELECT REQUIRED DOCUMENTS

4 CONFIGURE REQUIRED DOCUMENTS

5 REVIEW SERVICE REQUEST

ADD DOCUMENT REQUIREMENT

REMOVE DOCUMENT REQUIREMENT

<input type="checkbox"/> Document Requirement Name	Document Requirement Type
<input type="checkbox"/> Annual Report 1	Annual Report
<input type="checkbox"/> Agreement: Custody 1	Agreement: Custody

BACK

CANCEL

NEXT

If a required document is not needed, select the checkbox next to the document requirement name then click **REMOVE DOCUMENT REQUIREMENT**.

Configure required documents

The Configure Required Documents step is used to add details about the required documents for the service request such as the assignee for the upload and review tasks and the due dates for them. If the user chooses to, they are also able to upload the document directly at this time.

Create Service Request

✓ CHOOSE CUSTOMER

✓ PROVIDE SERVICE REQUEST DETAILS

✓ SELECT REQUIRED DOCUMENTS

✚ CONFIGURE REQUIRED DOCUMENTS

5 REVIEW SERVICE REQUEST

Document Requirements Added

2 Requirements

✚ Annual Report 1

Upload

Attach Now

Attach Later

Uploader-Group *

Review-Assigned Group *

Upload Task Due Date *

Uploader-Individual

Review-Individual

Review Task Due Date *

✚ Agreement: Custody 1

Upload

Attach Now

Attach Later

Uploader-Group *

Review-Assigned Group *

Uploader-Individual

Review-Individual

BACK

CANCEL

NEXT

Review and submit service request

On the final REVIEW step of the process, a summary of all of the information entered for the service request displays.

1. Review the information for accuracy.
2. When you are ready, click **CREATE SERVICE REQUEST** to finish creating the new service request.

If you need to change any information, click **BACK** button or click on any of the blue milestone steps at the top.

Each individual page is configured with validations, so you will be unable to move forward to the next page without completing the errors on that page.

Confirm service request

Once you have created a service request, a confirmation displays with a link to the newly created service request record link.

From here, you can immediately go to the new service request or close out to monitor the request another time.

Managing Service Requests

Introduction

After you have [created a new service request](#) in Appian Connected Servicing, you will need to view and maintain that information. Enabled by Appian's powerful records, after a request is created, end users can view and maintain this information from simple, informative record interfaces.

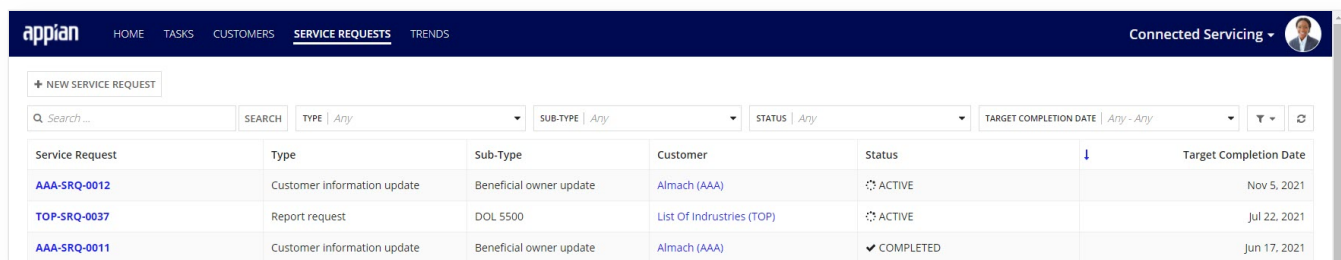
This page provides a description of information available in the service request lists and the tabs of a service request record and instructions for updating service requests.

Viewing Service Requests

There are two main pages that show a list of service requests, the HOME page and the SERVICE REQUESTS page.

From the HOME page, when you select Service Requests, a list of open, at-risk service requests displays. This view is intended to show service requests that may need the attention of the logged in viewer. See [Home Page Overview](#) for more information about the information available on the Connected Servicing Home page.

Clicking **SERVICE REQUESTS** displays a list of service request records. This view is intended to show all service requests. You can search the list, as well as filter it by **Type**, **Sub-type**, **Status**, and **Target Completion Date**.



The screenshot shows the Appian interface for Service Requests. The top navigation bar includes 'appian', 'HOME', 'TASKS', 'CUSTOMERS', 'SERVICE REQUESTS' (selected), and 'TRENDS'. On the right, it says 'Connected Servicing' with a user profile icon. Below the navigation bar, there is a '+ NEW SERVICE REQUEST' button and a search bar. The main table has columns: Service Request, Type, Sub-Type, Customer, Status, and Target Completion Date. The table contains three rows of data.

Service Request	Type	Sub-Type	Customer	Status	Target Completion Date
AAA-SRQ-0012	Customer information update	Beneficial owner update	Almach (AAA)	🔄 ACTIVE	Nov 5, 2021
TOP-SRQ-0037	Report request	DOL 5500	List Of Industries (TOP)	🔄 ACTIVE	Jul 22, 2021
AAA-SRQ-0011	Customer information update	Beneficial owner update	Almach (AAA)	✓ COMPLETED	Jun 17, 2021

On both lists, clicking a service request name displays the record for that service request. The record displays all of the pertinent information for a particular service request. This information is split into several different tabs, which are outlined in the following sections.

Summary tab

The Summary tab lists the important information about a service request.

The following service request information is listed on this page:

1. **Service Request Details** - This section lists helpful information about a service request, including:
 - **Source**
 - **Type**
 - **Sub-type**
 - **Target Completion Date**

- Service Requests at risk of missing their estimated funding date will have an at risk icon displayed.
- **Owner**
- 2. **Tasks** - A list of the tasks display in the center of the page. You can filter the list, bulk select tasks to perform actions on them, and open tasks to complete them.
 - See [Home Page Overview](#) for more information on working with tasks.
- 3. **Customer Details** - This section lists the specifics of the customer including any open flags.
- 4. **Required Documents** - If the service request has documents that are required, they display in this section. A status icon shows if they are outstanding, pending review or accepted. To download a document, click the document link.
 - See [Upload document](#) and [Update document status](#) on the managing documents page for more information on working with documents.

SJJ-SRQ-0001: Service Request For Customer SJ UPDATE CLOSE CANCEL

[Summary](#) [Documents](#) [Tasks](#) [Owners](#) [History](#) [Discussion](#)

Status

Service Request Status

Active

□ Target Completion Date 5/29/2022

Task Status

0/2 Completed

0%

Required Documents

0/1 documents approved

All status All Assignees All Group Assign

Northrow Check Summary 1

▲ May 10, 2022 ○ Sally Anderson

« < 1 - 1 of 1 > »

Tasks

NEW TASK MARK COMPLETE MARK NOT NEEDED CLAIM TASK REASSIGN CHANGE DUE DATE REOPEN TASK SEND TASK

Q Search for a task SEARCH CATEGORIES Any STATUS Any

Task Name	Status	Category	Assigned Group	Assignee	Due Date	Completed
Attach Required Document Northro...	○ Assigned	Required Document	Client Onboarding Department Heads	Sally Anderson	May 10, 2022	-
Review Document Northrow Check S...	○ Queued	Required Document	Client Servicing Department Heads	Annie Admin	May 27, 2022	-

Request Details

Source Manual

Type Reporting request

Subtype Invoice

Servicing Start Date Apr 29, 2022

Target Completion Date May 29, 2022

Owner Derika Chia

Customer Details

Customer SJ (SJJ) [SJJ](#)

Since April 2022

Type US Based

Risk Score Not Applicable

Domicile Chile

Documents tab

The Documents tab lists all of the documents related to a service request. You can see the status of your attached documents.

The possible statuses for a document are:

- **Approved:** the document has been reviewed and approved. The document requirement has been fulfilled.
- **Rejected:** the document was reviewed and rejected. The document requirement is still outstanding.
- **Pending review:** the document has been uploaded, the document type has been verified by IDP, and has yet to be reviewed by a user.
- **Awaiting classification:** the document has been uploaded and is awaiting IDP to verify the document type.
- **Pending reconciliation:** the document was uploaded and IDP could not verify the document type.
- **Missing:** the document has not been uploaded.
- **Secondary:** the document is not a required document type and therefore, did not go through review and approval process.

You can learn more about updating a document's status on the [Managing Documents](#) page.

Document list

On this page you can:

- [Attach a document.](#)
- Search for a particular document by name.
- Filter by document type.
- Review the **Required Document Types** and their status.
- Preview uploaded documents.
 - Click the document link to preview uploaded documents, view details about them, and [update their status](#).
- Download uploaded documents.

PIN-ONB-0001: Onboarding for Penrose Investments

Summary Documents Products Tasks History Owners Discussion Initial KYC Screening Related Actions

Search documents SEARCH All types

Name	Document Type	Status	Uploaded	Security
Penrose.pdf	Tax Document: W-9	REJECTED	Today by Mason Samson	
HF Prospectus.pdf	Fund Prospectus	ACCEPTED	Today by Mason Samson	

REQUIRED DOCUMENT TYPES

- ☐ Authorized Signature List
- ☐ Directors of the Firm Proof of Identity
- ☐ Financial Plan
- ☐ Financial Reports for 3 years
- ☒ Fund Prospectus

Document preview

When you click a document's name in the document list, a preview of that document displays and shows:

- Document type.
- Type confidence.
 - **NOTE:** this field will only be displayed when Intelligent Document Processing (IDP) is enabled.
- Status of the document.
- Security of the document.
- When the document was uploaded and who uploaded it.
- When the document was last modified and who modified it.
- When the document expires.
- A description of the document.

You can also download the document from this page.

Additionally, you can update the document's details, including the Document Type, Status, Security, Expiration Date, and Description. You can learn more about updating a document's details on the [Managing Documents](#) page. Updated document details will display in the document list or the document details page.

ZZA-SRQ-0002: Service Request For Customer Crystal Inc

Summary Documents Tasks Owners History Discussion Related Actions

Back to all documents

Sample Investment Manager Agreement.pdf [DOWNLOAD](#)

[UPDATE DETAILS](#) [REMOVE](#)

Document Type	Agreement: Payments
Type Confidence	100.0%
Status	ACCEPTED
Security	Internal Use Only
Uploaded	Today by Mary Lawson
Modified	Today by Mary Lawson
Expiration Date	5/7/2022
Description	Payment agreement for 2021

Tasks tab

The Tasks tab lists all of the tasks for a service request.

On this page you can:

- [Add a new task.](#)
- View all tasks and see how many outstanding tasks remain for that service request.
- View tasks by task type, which you can expand or collapse.
- View a task's [status](#).
- Send out a queued task to be kicked off.
- Reopen a closed task.

appian
HOME
TASKS
CUSTOMERS
SERVICE REQUESTS
TRENDS
Connected Servicing

ZZA-SRQ-0003: Service Request For Customer Crystal Inc
NEW TASK

Summary
Documents
Tasks
Owners
History
Discussion
Related Actions

CATEGORY VIEW
DEPENDENCY VIEW

2
1/4 Tasks Completed
Expand All Categories

Document Review
0/1 TASKS COMPLETE

Approve report
Will be assigned to Legal due on 5/27/2021
SEND TASK

3
Reporting
0/2 TASKS COMPLETE


Run report
Assigned to Credit due on 5/14/2021

Attach report
Will be assigned to Client Servicing due on 5/21/2021
SEND TASK
5

Customer Information Update
TASKS COMPLETE

Get confirmation that the report was received
Assigned to Client Servicing
REOPEN TASK
6

4
Check with the customer on the mailing address
Completed by Mary Lawson on 4/30/2021
REOPEN TASK

For tasks that are queued, you can kick them off without completing their precedent tasks by clicking the blue paper plane send task icon . This will bypass any precedents and assign the task to the default group.

You can resend *Completed* and *Not Needed* tasks by clicking the blue reopen task icon .

Dependency view

You can also view tasks from the DEPENDENCY VIEW on the tasks tab.

The tasks are displayed so that a user can see a specific open task and all of its dependent tasks in a cascading list.

AAA-ONB-0001: Onboarding for Almach

Summary

Documents

Products

Tasks

History

Owners




























Discussion

Initial KYC Screening

Related Actions








CATEGORY VIEW

DEPENDENCY VIEW

 Onboarding Process Setup Completed 5/19/2021  IPM handover Due 5/26/2021   Internal Onboarding Meeting / Call Due 5/26/2021   Client Welcome Letter Due 5/26/2021   Gather Initial Client Info Due 5/26/2021   Input Client Info Due 5/26/2021   Prepare IMA Due 5/26/2021   IMA Approval Due 5/26/2021   IMA Client Outreach Due 5/26/2021   Arrange IMA Countersigning Due 5/26/2021   Upload Final IMA Due 5/26/2021   Enter Actual Funding Details Due 6/25/2021   Client Suitability Assessment Due 5/26/2021   Client Risk Rating Due 5/26/2021   EDD Determination Due 5/26/2021   Determine KYC Risk / Disclosures Due 5/26/2021   KYC Client Outreach Due 5/26/2021   KYC Trade Exception Approval Due 5/26/2021 

Task status

See the following table for information on the icon that displays for each task status.

Status	Icon	Related Actions
Assigned		-
Queued		Bypass precedents to kick off task.  SEND TASK
Completed		Reopen task.  REOPEN TASK
Not Needed		Reopen task.  REOPEN TASK

History tab

The History tab shows the actions that have been taken on the tasks for a service request. This information acts as an audit trail for tasks.

On this page you can:

1. Search the history by user.
2. View the user who changed the service request data.
3. View details about the modification made.
4. View the date and time the modification was made.

Owners tab

The Owners tab displays the owners of a service request. See [Update service request owner](#) for instructions on how to edit this information.

On this page you can:

1. Add owners, remove owners, or make primary owners.
2. View the primary owner of the service request.
3. Select an owner to remove or make primary.

Discussion tab

For open service requests, you can add a comment to a service request on the **DISCUSSION** tab.


There are two types of discussion threads: internal and external. Internal discussion will not be visible on the customer portal and therefore, not able to be viewed by customers. Customer discussion will be available on the customer portal and able to be viewed and responded to by customers.

ZZA-SRQ-0002: Service Request For Customer Crystal Inc


[Summary](#) [Documents](#) [Tasks](#) [Owners](#) [History](#) [Discussion](#) [Related Actions](#)

[Internal](#)
[Customer](#)

[POST](#)

**Mary Lawson**
a moment ago

No problem we will be on the look out !

**Amy Lee**
9 minutes ago

We will be uploading the documents shortly.

To add a discussion post:

1. On the **DISCUSSION** tab, select **Internal** or **Customer**.
2. Enter a comment.
3. Click **POST**.

Updating Service Requests

Service requests are updated throughout the service request process by users completing tasks. These updates can usually be made through the task itself. However, there are also various ways to update a service request from the service request record. These include:

- [Updating a target completion date](#).
- [Updating service request owners](#).
- [Updating discussions](#).
- [Canceling](#) or [completing](#) a service request.

You can also [add custom tasks](#) and [update documents](#).

The actions related to updating a service request are controlled by business and security groups. Because of this, not all users will see the same related actions. See [Actions users can perform based on their group membership](#) on the Groups Reference Page for an explanation of which groups control access to these actions.

Service request status lifecycle

A service request goes through several statuses throughout its life cycle, defined by certain events.

The events and statuses are:

- If a user schedules a service request for a customer, it will appear as **Scheduled**.
- After a scheduled service request is kicked off automatically, the status is set to **Pending**.
- If a user directly [creates a service request](#) or completes the Confirm Service Request Details task, the status updates to **Active**.
- If a user completes the [Cancel](#) related action, the status updates to **Canceled**.
- After a user completes the [Complete](#) related action, the status updates to **Complete**.

Updating the target completion date

For Pending or Active service requests, the target completion date that was entered during creation can be updated.

The target completion date can be updated from the UPDATE button at the top of the Summary page.

To update the target completion date for a service request:

1. Update the **Target Completion Date**.
2. Provide a **Reason for Change** from the dropdown.
3. (*Optional*) Recalculate due dates for outstanding tasks.
 - All current task due dates shift accordingly with the new target completion date date.
4. Click **UPDATE**.

Update Target Completion Date


Target Completion Date *

Reason for Change *

Customer requested change

☒ Recalculate due dates for outstanding tasks

Service Request Details

Name	Type
ZZA-SRQ-0003 	Report request
Sub-Type	
Holdings	

Updating the service request owner

For Pending and Active service requests, you can add, remove, and make primary service request owners in the Owners tab.

To add a new owner:

1. In the **Owners** tab, click **Add Owner**.
2. Use the picker to select the user that you are assigning as owner.
3. (*Optional*) Designate the user as a primary owner.
 - **Note:** A primary owner oversees all tasks associated with that service request. You can make an owner a primary owner in two ways. If there is already a primary owner for a service request, they will be replaced by the new primary owner. The primary owner is defaulted to the user who created the service request.
4. If you need to add more than one owner, click **Add Owner** again.

To remove an owner:



1. In the **Owners** tab, select the checkbox next to the owner you would like to remove.
2. Click **REMOVE OWNER**.

To make an owner the primary owner:

1. If the owner is already added, select the checkbox next to the owner you want to make a primary owner.
2. Click **MAKE PRIMARY**.

Service Request Owners

+ ADD OWNER
- REMOVE OWNER
★ MAKE PRIMARY

<input type="checkbox"/>	Owner		Group
<input type="checkbox"/>	 Mary Lawson	PRIMARY OWNER	Client Servicing
<input checked="" type="checkbox"/>	 Karen Anderson		KYC


3. If the owner is new, on the **Owners** tab, click **Add Owner**.
4. Use the picker to select the user that you are assigning as owner.
5. Select the checkbox to designate the user as a primary owner.

Add Owner

Search a user

Primary owners will see this service request on their home page. If there is already a primary owner for this service request, it will be replaced if designate option is selected.

Owner *

 Phillip Sanchez

☐ Designate as primary owner

CANCEL
ADD OWNER

Updating the service request discussion

For Pending and Active service requests, you can add a comment to a service request on the DISCUSSION tab.

There are two types of discussion threads: internal and external. Internal discussion will not be visible on the customer portal and therefore, not able to be viewed by customers. Customer discussion will be available on the customer portal and able to be viewed and responded to by customers.

To add a discussion post:

1. On the **DISCUSSION** tab, select **Internal** or **Customer**.
2. Enter a comment.
3. Click **POST**.

ZZA-SRQ-0002: Service Request For Customer Crystal Inc

[Summary](#) [Documents](#) [Tasks](#) [Owners](#) [History](#) [Discussion](#) [Related Actions](#)

Internal

Customer

Enter a comment...

POST



Mary Lawson

a moment ago

No problem we will be on the look out !



Amy Lee

9 minutes ago

We will be uploading the documents shortly.

Canceling a service request

For Pending and Active service requests, you can cancel a service request from the Summary tab.

To cancel a service request:

1. From the **Summary** page, click **CANCEL**.
2. Enter a **Reason** for the cancellation, then click **SUBMIT**.

Cancel Service Request

Service Request

ZZA-SRQ-0003 [↗](#)

Request Type

Report request

Reason *

Created in Error

Customer

Crystal Inc (ZZA) [↗](#)

Target Completion Date

5/30/2021

CANCEL

SUBMIT

All outstanding tasks will be canceled. A canceled service request cannot be reopened, but all of the data will remain in the solution.

Completing a service request

For Pending and Active service requests, after you are ready to complete a service request, you can do so manually in the Related Actions tab or the system will automatically update the status to completed after the final task is done.

To complete a service request manually:

1. In the **Related Actions** tab for the service request, click **CLOSE**.
2. Enter the **Completion Date** for the service request, then click **SUBMIT**.

Complete Service Request

Enter Completion Date

Completion Date *

Service Request Details

Type

Report request

Sub-Type

Holdings

CANCEL

SUBMIT

If there are any outstanding tasks, they will be canceled. A completed service request cannot be reopened, but all of the data will remain in the solution.

Adding a new service request type

There are several different types of service request that a user can select from when creating a new service request. The selected service request will ultimately determine the type of information that the user will need to change and subsequently, which tasks and documents are required.

Create Service Request


✓ CHOOSE CUSTOMER

🔗 PROVIDE SERVICE REQUEST DETAILS

Enter details

Target Completion Date *

Owner *

 Mary Lawson ✕

Type *

--- Select type ---

--- Select type ---

Cashflow/Trade

Customer information update

Product update

Report request

Transfer of Funds

This page provides how-to instructions for adding a new service request type.

Step 1 : Create a service request type in the database

Run an insert statement to add the new service request type to the database.

```

1 INSERT INTO AS_SRQ_R_SERVICE_REQUEST_TYPE (SERVICE_REQUEST_TYPE_ID , SERVICE_REQUEST_TYPE_CODE, LABEL, I
2 (NULL, SERVICE_REQUEST_TYPE_<TYPE_CODE> , AS.SRQ.ServiceRequestType.<label>, 1, <CREATED_BY_USER>, CURR

```

Step 2: Update service request type label

In order to ensure that users see the correct name of the service request type for all languages that you have enabled, you must update the service request type name in the Connected FS Settings site.

1. From the **Connected FS Settings** site, click **Configure**.
2. Click **Service Request Types**.
3. Click the card with the label you entered from [step 1](#).
4. Click **Edit**.

5. Update the label to the correct name.
6. Click **EDIT**.

Step 3: Create a constant for the service request type

1. From **Appian Designer**, create a new constant named, AS_SRQ_REF_CODE_SERVICE_REQUEST_TYPE_<NEW_TYPE>.
2. Enter the **Description**: Value: SERVICE_REQUEST_TYPE_<NEW_TYPE>.
3. Select the **Type**: Text.
4. Enter the **Value**: SERVICE_REQUEST_TYPE_<NEW_TYPE>.

Step 4: Determine and set the behavior for the service request

First you will need to determine the intended behavior for the service request and which data entity will be modified as a part of it. Then follow the patterns of the existing service request to determine which objects you need to update.

For example, if you are adding a service request type at a point in the process where you need the user to select a product, search for AS_SRQ_REF_CODE_SERVICE_REQUEST_TYPE_TRANSFER_OF_FUNDS and mimic the behavior of that service request type.

To add a service request type for selecting a product:

1. From **Appian Designer**, search for AS_SRQ_REF_CODE_SERVICE_REQUEST_TYPE_TRANSFER_OF_FUNDS.
2. Select the checkbox next to the constant.
3. From the menu, click **DEPENDENTS**.
4. Duplicate the behavior from the dependents shown by adding the new AS_SRQ_REF_CODE_SERVICE_REQUEST_TYPE_<NEW TYPE> constant to the array where the AS_SRQ_REF_CODE_SERVICE_REQUEST_TYPE_TRANSFER_OF_FUNDS constant is located.
 - AS_SRQ_CPS_customerProductUpdate
 - AS_SRQ_CPS_reviewServiceRequestDetails
 - AS_SRQ_CONS_PRODUCT_DEPENDENT_SERVICE_REQUEST_TYPES

After adding this behavior, this service request will be available for use in Connected Servicing.

Managing Customers

Introduction

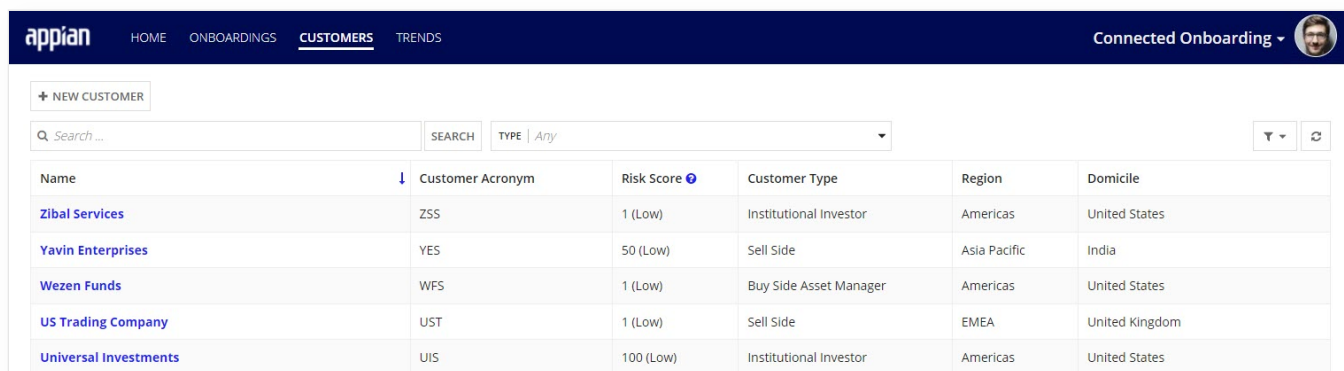
It is important to have easy access to all of your customer's data. The **Customers** record page contains all of this data, and allows users to take action on that data.

This page describes the customer workflow, including how to view, create, and update customer information.

See [Using Records](#) for more information on Appian Records.

Viewing information for a customer

From the Connected Onboarding site, clicking **CUSTOMERS** displays a list of customer records. You can filter this list by searching for a customer or filtering by customer type.



Name	Customer Acronym	Risk Score	Customer Type	Region	Domicile
Zibal Services	ZSS	1 (Low)	Institutional Investor	Americas	United States
Yavin Enterprises	YES	50 (Low)	Sell Side	Asia Pacific	India
Wezen Funds	WFS	1 (Low)	Buy Side Asset Manager	Americas	United States
US Trading Company	UST	1 (Low)	Sell Side	EMEA	United Kingdom
Universal Investments	UIS	100 (Low)	Institutional Investor	Americas	United States

Clicking a customer name displays the record for that customer. The record displays all of the pertinent information for a particular customer. This information is split into several different pages, which are outlined in the following sections.

Summary tab

The **Summary** tab lists the important information about a customer.

The following customer information is listed on this page:

1. **Active Alerts:** If an [alert](#) is open for the customer, it displays Alerts list with the most recent alerts at the top. The user can filter by **SOURCE**, dismiss active alerts, or create **NEW** alerts manually. To see the full alert message, hover over the alert icon.
2. **Customer Lifecycle Events:** Any lifecycle event that has occurred for this customer will be displayed here with pertinent information. Users can search, filter, and export the **EVENTS** list.

- apptian

HOME ONBOARDINGS CUSTOMERS TRENDS

Connected Onboarding

Penrose Investments (PIN)

Summary

Basic Info

Documents

Products

History

Scheduled Requests

OFAC Check Results

Alerts

Active Alerts

1

Source

+ NEW

KYC Manager updated Contr...

Oct 27, 2021

System

Dismiss

Entity relationship great...

Oct 25, 2021

System

Dismiss

Entity relationship great...

Oct 25, 2021

System

Dismiss

Northrow generated the fo...

Oct 22, 2021

Northrow

Dismiss

Northrow generated the fo...

Oct 22, 2021

Northrow

Dismiss

< 1 - 5 of 18 >

Products

4

+ NEW

Custody

Custody

View

Product 2

Bespoke Strategies

View

Product 1

Credit Cards

1 OPEN EVENT

Product 1

Alternatives

1 OPEN EVENT

Documents

7

PDF

UPLOAD

Untitled presentation

Pending

10/27/2021

KYC Manager

View

Events

2

+ NEW ONBOARDINGS

Q Search...

SEARCH

STATUS | Any

TYPE | Any

OWNER | Any

Y

+

Event Name	Owner	Created	Due	Completed
PIN-ONB-0002 Corporate SME	Oscar Martinez	Aug 19, 2021	Sep 27, 2021	
PIN-ONB-0003 Capital Markets Buy Side	-	Oct 5, 2021	Oct 15, 2021	
PIN-ONB-0001 Corporate Banking - New To Bank	Oscar Martinez	May 25, 2021	Nov 18, 2021	Aug 25, 2021

+ NEW SERVICE REQUEST

5

Customer Details

Since

August 2021

Type

Corporate Banking

Risk Score

350

Update Risk Score

Domicile

Cayman Islands

Previous names

Penrose Incorporated

Beneficial Owners

+ NEW

Marie Howard

Gov ID: 28427

100% Owned

Person

Christa Lewis

Gov ID: 1234567

100% Owned

Entity

Entity Relationships

EDIT

Alme Corp

100% Owned

Child

GlaxoSmithKline

8.7% Owned

Child

Parsec Funds

100% Owned

Child

The John Reynolds Company...

100% Owned

Parent

The **Basic Info** tab shows all customer information. The customer information is split up into the following groups:

- [HOME](#)
[TASKS](#)
[CUSTOMERS](#)
[SERVICE REQUESTS](#)
[TRENDS](#)

Connected Servicing

Penrose Investments (PIN)

REFRESH COMPANIES HOUSE

[Summary](#)
[Basic Info](#)
[Documents](#)
[Products](#)
[History](#)
[Scheduled Requests](#)
[OFAC Check Results](#)
[Alerts](#)

PREVIOUS CUSTOMER NAMES

Penrose Incorporated
 Effective Jan 1, 2016
 Ceased Jan 1, 2020

Add Previous Customer Name

LINKS

[Officers](#)

CUSTOMER INFORMATION

Name Penrose Investments	Acronym PIN	GMEI 1338-85-5462898516494551-55	International Entity No
Type Corporate Banking	Risk Score 350	Industry Classification Code Oil & Gas Drilling	Qualified Institutional Buyer Yes
Domicile Cayman Islands			

[Edit Customer Details](#)

CONTACTS

Joseph Rogers
Trading PM
[Show More](#)

Jim Beam
Trading PM
[FINDING](#)
[Show More](#)

ADDITIONAL CUSTOMER DETAILS

Customer Number 07225703	Class Type Assurance company	Class Sub-Type Private Fund Limited Partnership (PFLP)	External Registration Number -
Jurisdiction England/Wales	Company Status With Details Converted to PLC	Company Status Insolvency Proceedings	Date of Creation May 24, 2000
Foreign Account Details	Account From 1 April	Registration Number 10045633636	Foreign Account Type Accounting requirements of originating country do not apply
Must File Within (months) 12	Account To 30 April	Governed By Wales	Credit/Finance Institution -
Terms of Account Publication Accounting reference date allocated by Companies House	Originating Registry Country -	Business Activity -	

[Edit Additional Details](#)

BENCHMARK DETAILS

No benchmark details available

[+ Add Benchmark Details](#)

ADDRESSES

1200 Pacific Avenue
Santa Cruz 95060
[Show More](#)

[Add Address](#)

It is possible to update all the information on this page directly from here using the edit , add , and delete  icons.

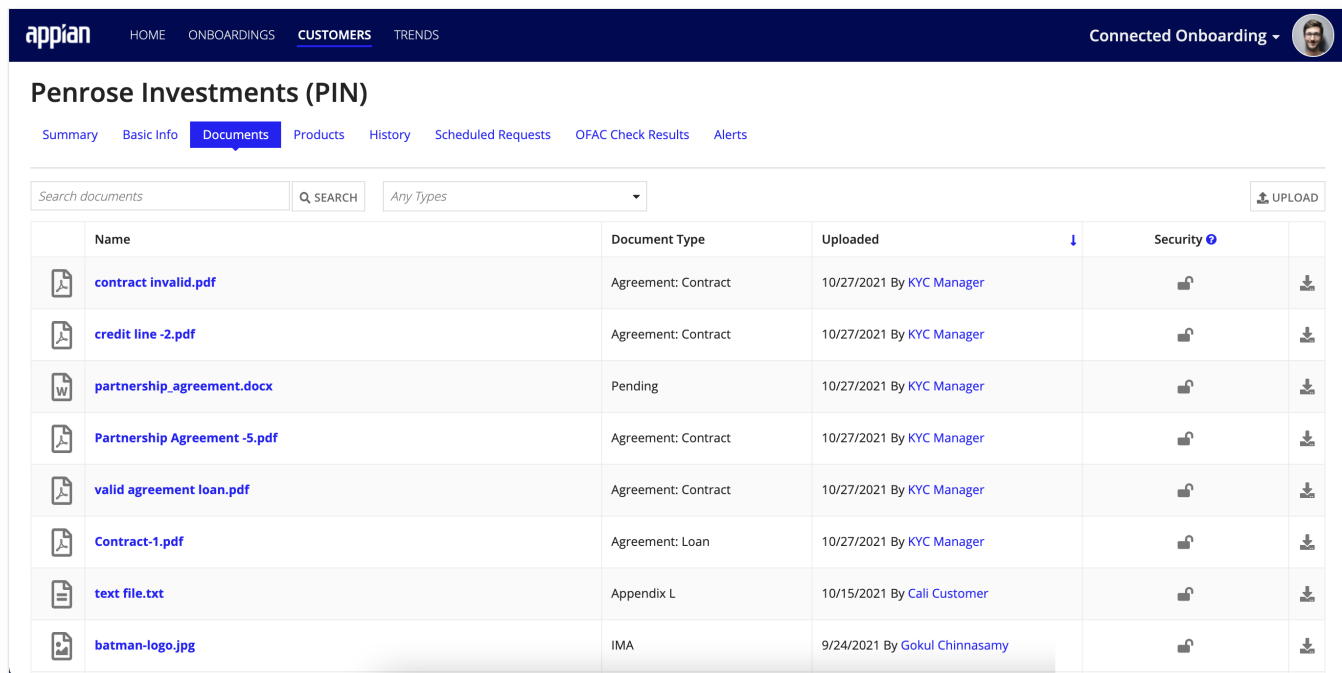
Some basic information can be populated using integrations if they are connected through the [System Administration Center](#). See the [Companies House](#), [Dun and Bradstreet](#), and [Northrow](#) integrations for more information on pulling in customer data.

Documents tab

The **Documents** tab shows all of the documents associated with a customer.

On this page, you can:

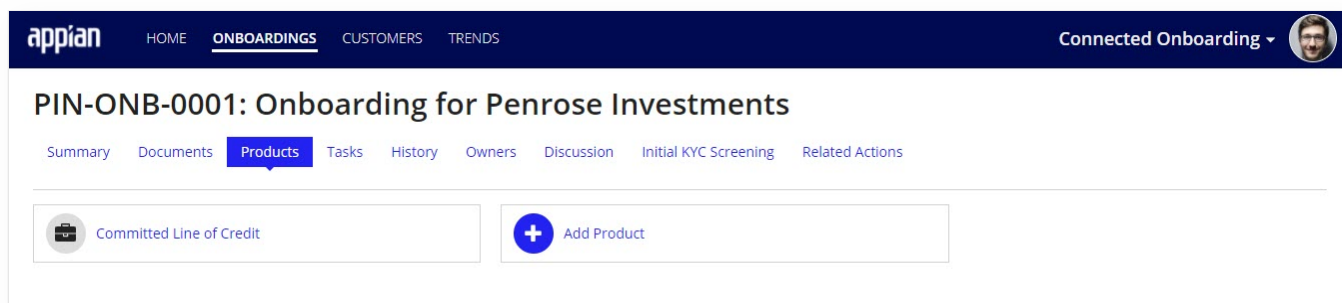
1. Search for a particular document by name.
2. Filter by document type.
3. [Attach a document](#).
 - These documents can be later attached to any onboarding associated with the customer. For example, if you attach a tax document for a customer, you can reuse it for any additional onboardings they might have.
4. Preview uploaded documents.
 - Click the document link to preview uploaded documents, view details about them, and [update their status](#).
 - Any updated details will appear wherever the document is referenced.
5. Download uploaded documents.



Penrose Investments (PIN)				
<div>Summary Basic Info Documents Products History Scheduled Requests OFAC Check Results Alerts</div>				
<div>Search documents <input type="text"/> Q SEARCH <input type="text"/> Any Types <input type="button" value="UPLOAD"/></div>				
Name	Document Type	Uploaded	Security	
contract invalid.pdf	Agreement: Contract	10/27/2021 By KYC Manager		
credit line -2.pdf	Agreement: Contract	10/27/2021 By KYC Manager		
partnership_agreement.docx	Pending	10/27/2021 By KYC Manager		
Partnership Agreement -5.pdf	Agreement: Contract	10/27/2021 By KYC Manager		
valid agreement loan.pdf	Agreement: Contract	10/27/2021 By KYC Manager		
Contract-1.pdf	Agreement: Loan	10/27/2021 By KYC Manager		
text file.txt	Appendix L	10/15/2021 By Cali Customer		
batman-logo.jpg	IMA	9/24/2021 By Gokul Chinnasamy		

Products Tab

The **Products** tab on the customer record shows the products that the customer has. Products that are being onboarded as part of an onboarding will show a **PENDING** tag.



PIN-ONB-0001: Onboarding for Penrose Investments	
<div>Summary Documents Products Tasks History Owners Discussion Initial KYC Screening Related Actions</div>	
<div> Committed Line of Credit Add Product</div>	

Add a product

To add a product to a customer:

1. Click **Add Product**.
2. Select the **Type** and enter **Name** of the product.

3. After a **Type**, enter any required information in the additional fields that appear that are associated with that product type.
4. Click **Submit**.

Create Product

Type *	Name *
<input type="text" value="--- Select type ---"/>	<input type="text"/>
<input type="button" value="CANCEL"/>	<input type="button" value="SUBMIT"/>

Alerts tab

The **Alerts** tab shows all alerts that have been generated for the customer. All alerts regardless of dismissal status will show on the list. The alerts list can be filtered, refreshed, and exported.

Users are also able to [create new alerts](#) and [dismiss alerts](#) from the alerts tab.

Penrose Investments (PIN)

Summary

Basic Info

Documents

Products

History

Scheduled Requests

OFAC Check Results

Alerts

Q Search Alerts

SEARCH

SOURCE | Any

STATUS | Any

▼

↺

+ NEW

DISMISS

<input type="checkbox"/>	Alert Message	Status	Source	Created On	Dismissed By	Dismissed On	Dismissal Reason	Dismissal Comment
<input checked="" type="checkbox"/>	Capture document uploaded by fs admin has failed classification	▲ Active	📄 Intelligent Document Processing (IDP)	Oct 22, 2021 4:02 AM				
<input checked="" type="checkbox"/>	Northrow generated the following alert: Address for Penrose Investments is in a country on the FATF Non-Cooperative Countries or Territories list or EU list of high risk countries (associated risk score: 100)	▲ Active	📍 Northrow	Oct 22, 2021 5:18 AM				
<input type="checkbox"/>	Northrow generated the following alert: Penrose Investments includes a high risk keyword (associated risk score: 50)	▲ Active	📍 Northrow	Oct 22, 2021 5:18 AM				
<input type="checkbox"/>	Northrow generated the following alert: Company Status is Company is dissolved (associated risk score: 100)	▲ Active	📍 Northrow	Oct 22, 2021 5:18 AM				

Managing customer alerts

Active alerts can be viewed on the [customer summary page](#) and all alerts active or otherwise can be found on the [alerts tab](#). Manual alerts can be created in both places

Create customer alerts

Customer alerts can be created by the system or manually by a user in order to bring attention to recent data changes on the customer record. Triggering customer alerts can be set up and [managed](#) by a business user in the FS Settings Site.

To create an alert:

1. Click **NEW**.
2. Enter the alert message.
3. To add another alert, click **Add Alert**.
 - Each alert message entered will be shown as a separate alert.
4. Click **CREATE ALERTS**.

Create Alerts

Alert Message *

Enter alert message

0/255

+ Add Alert

CANCEL


CREATE ALERTS

Dismiss customer alerts

If a user deems that a customer alert has been addressed or is inconsequential, they may dismiss the alert, which will remove the alert from the active alerts on the [customer summary page](#). If any user dismisses an alert, no other user will be able to see the alert on that customer record. By default, Client Onboarding Department Heads and KYC Department Heads are the two groups that have access to dismiss customer alerts.

All alerts both, active and dismissed, can be see on the [ALERTS tab](#) along with who, when, and reason why an alert was dismissed.

To dismiss a customer alert from the Summary tab:

1. Click  **DISMISS**.
2. Select a reason for dismissal.
3. Click **DISMISS**.

Dismiss Alert

Alert Message

KYC Manager updated Contract-1 to Agreement: Loan

Reason for dismissing *

Investigation Opened

Dismissal comment

0/255

CANCEL

DISMISS

To dismiss a customer alert from the Alert tab:

1. Select one or more rows of active alerts the grid.

Penrose Investments (PIN)

Summary

Basic Info

Documents

Products

History

Scheduled Requests

OFAC Check Results

Alerts

Q Search Alerts

SEARCH

SOURCE | Any

STATUS | Any

T

↺

+ NEW

DISMISS

<input type="checkbox"/>	Alert Message	Status	Source	Created On	Dismissed By	Dismissed On	Dismissal Reason	Dismissal Comment
<input checked="" type="checkbox"/>	Capture document uploaded by fs admin has failed classification	Active	Intelligent Document Processing (IDP)	Oct 22, 2021 4:02 AM				
<input checked="" type="checkbox"/>	Northrow generated the following alert: Address for Penrose Investments is in a country on the FATF Non-Cooperative Countries or Territories list or EU list of high risk countries (associated risk score: 100)	Active	Northrow	Oct 22, 2021 5:18 AM				
<input type="checkbox"/>	Northrow generated the following alert: Penrose investments includes a high risk keyword (associated risk score: 50)	Active	Northrow	Oct 22, 2021 5:18 AM				
<input type="checkbox"/>	Northrow generated the following alert: Company Status is Company is dissolved (associated risk score: 100)	Active	Northrow	Oct 22, 2021 5:18 AM				

1. Select a reason for dismissal.
 - **NOTE:** If multiple alerts are selected, the dismissal reason will be the same for all of the dismissed alerts.
2. Add an optional **Dismissal Comment**.
3. Click **DISMISS**.

Dismiss Alerts

Alert Messages

- Capture document uploaded by fs admin has failed classification
- Northrow generated the following alert: Address for Penrose Investments is in a country on the FATF Non-Cooperative Countries or Territories list or EU list of high risk countries (associated risk score: 100)

Reason for dismissing *

Investigation Opened

Dismissal comment

0/255

CANCEL

DISMISS

Managing Tasks

Introduction

A Service Request process is complicated and involves many individuals from different departments completing many different tasks. Tasks allow Connected Servicing users to keep track of the work they need to accomplish for each Service Request.

Based on the process template configured for a Service Request, the solution automatically assigns the associated tasks to the correct user group. Appian Connected Servicing simplifies this process by bringing together all of those tasks in one system to be tracked.

The life cycle of a task in Connected Servicing is:

1. [Creating reusable tasks](#).
2. [Creating service request templates](#) using these tasks.
3. [Creating additional tasks](#) for an onboarding when needed.
4. [Completing tasks](#).
5. Update the tasks

This page outlines each step in the life cycle of a task for Connected Servicing and how to add new task types.

Create reusable tasks in Connected FS Settings

The Connected FS Settings site allows users to create reusable tasks that can be added to the Service Request templates or to the Service Request.

Create Service Request templates

A Service Request template assigns default tasks for a specific type of Service Request. In order to complete Service Requests, you will need to create templates that are mapped to certain attributes that are specified when the Service Request is created.

See [Setting Up Processes](#) for more information on adding and editing templates.

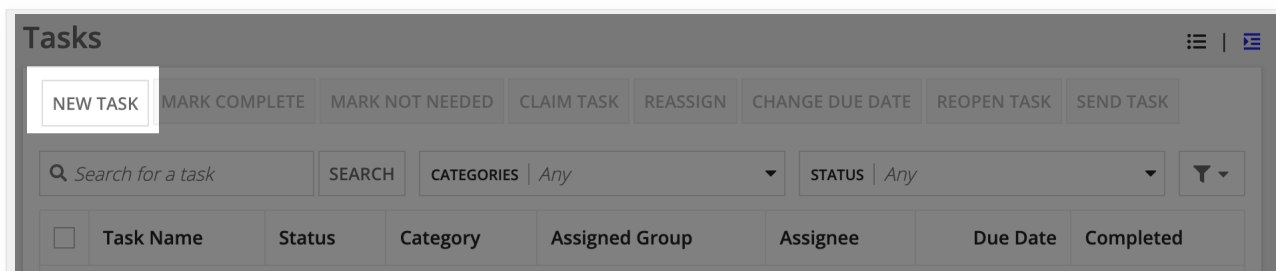
Create additional tasks

A new task can be added to the Service Request after it has been started.

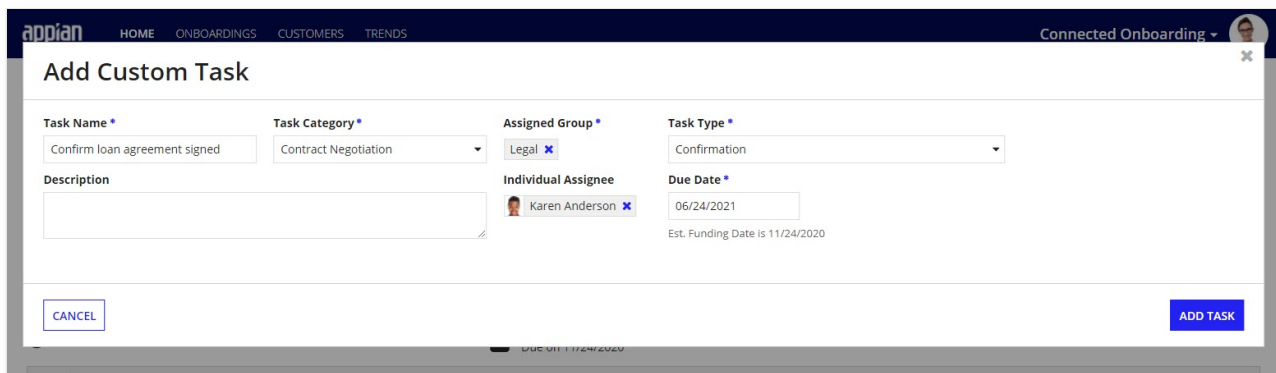
For **Active** service requests, additional tasks can be added after the template tasks are generated.

To create a new task:

1. From the summary tab of the Service Request, Click **New Task** above the **Tasks** grid.



2. Enter a **Task Name**.
3. Select a business group to use as the **Assigned Group**. For example, **Client Onboarding** or **Sales**.



4. Select the **Task Type**. See the [Adding a new task type](#) section for more instructions on adding more task types.
5. (Optional) Enter a **Description**.

6. (Optional) Use the picker to select an **Individual Assignee** to assign the task to.
7. Choose a task **Due Date**.

Task statuses

Status	Icon	Related Actions
Assigned		Complete task
Queued	🕒	Send task
Completed	✅	Reopen task
Not Needed	🚫	Reopen task

Complete tasks

In order to track the work that has been done, users mark off tasks as they complete them.

Users can access their tasks from the **Home** site tab, the **Tasks** site tab, or from the **Summary** tab of the Service Request.

The **Summary** tab lists all tasks, whether or not they are assigned to the logged in user or their team. Tasks that belong to a group that the user is not a member of cannot be opened or modified by the logged in user. However, if the user is a member of a group that a task has been assigned to, they can claim, complete, or reassign the task.

The following actions are available in the task grids:

1. **MARK COMPLETE**: complete a confirmation task directly from the task grid.
2. **MARK NOT NEEDED**: determine that a task is no longer required for a Service Request.
3. **CLAIM TASK**: assign the task to yourself.
4. **REASSIGN**: change the individual assignee of the task.
5. **CHANGE DUE DATE**: update the date the task must be completed by.
6. **REOPEN TASK**: reopen a **Completed** and **Not Needed** task.
7. **SEND TASK**: move a task from **Queued** status to **Assigned** status.

To complete any task, click into the **Task Name**.

Complete confirmation tasks

Confirmation tasks require users to select a checkbox that says the task has been completed.

To complete a confirmation task:

- Select the checkbox to confirm the task has been completed and click **SUBMIT**.

Confirm Task Complete

Check the box below to certify the task is completed and can be closed


☒ This task has been completed

Complete document tasks

Attach document tasks require users to attach a specific document to a Service Request. You can choose a document that has already been attached to that customer or attach a new document.

Attach Fund Prospectus

Attach a new or existing document to complete the task

New or Existing Document ⓘ	Document	Description	Status	Expiration Date	Security ⓘ
<input checked="" type="radio"/> New <input type="radio"/> Existing	<div>UPLOAD  Drop file here</div>		Awaiting Classification	<input type="text" value="mm/dd/yyyy"/>	<input type="checkbox"/> Internal Use Only

To complete a document task:

1. Select if you want to attach a **New** or **Existing** document.
2. If the document is **New**, click **UPLOAD** and select a document to attach.
3. If the document is **Existing**, click the document you want to attach from the dropdown list.
 - You will only be able to attach documents that have been previously uploaded and match the document type you want to attach.
4. (Optional) Enter a **Description** for the document.
5. (Optional) In the **Expiration Date** field, enter the date that the document expires.
6. Click **SUBMIT**.

Complete review tasks


Review tasks require users to approve, reject, or make no decision on a task.


To complete a review task:


1. Select **Approve**, **No Decision**, or **Reject**.
2. Enter a comment. This is optional unless you select **Reject**.
3. Click **SUBMIT**.

Complete Review

Choose an option to complete the review. A comment is required when rejecting.


Approve


No Decision


Reject

Comment

Complete document reconciliation tasks

Document reconciliation tasks are auto-generated by the system when a document is uploaded and one of the following conditions apply:

- The document type cannot be classified by type using intelligent document processing (IDP).
- IDP classifies the document but the type confidence is lower than the type confidence threshold.

These tasks will be assigned to the user that uploaded the document that needs to be classified. The document reconciliation tasks require the user to choose the **DOCUMENT TYPE**.

Select document type

This document could not be classified by the system. Please select the type of document that has been uploaded.

Document Type *

--- Select document type ---

Predicted to be Invalid

To complete a document reconciliation task:

1. Select a **DOCUMENT TYPE**.
 - You are able to download a preview of the document that has been uploaded by clicking on the document name.
2. Click **SUBMIT**.

Once submitted, the document will reflect the document type and will have an **ACCEPTED** status and fulfill any [required documents](#).

Complete Northrow error tasks

If the [Northrow](#) integration is connected, Northrow's company check can be included as a task in the Service Request [workflow process](#) configuration. This task type is called the **Northrow Risk Score Check**. When the task is triggered, Connected Servicing will make an integration call to Northrow and update the customer record automatically.

If there is an error connecting to or retrieving the results from Northrow, a follow up task will be opened. The Northrow error tasks are by default assigned to the Connected Servicing group. To [complete](#) the **Northrow Risk Score Error** tasks, the user can choose to either retry the Northrow check or to skip the risk score check entirely.

Complete DocuSign tasks

The DocuSign integration sends documents to internal and external users to collect a signature. In order to have a document signed via DocuSign within Connected Servicing, a user must receive a DocuSign task. When a user receives a DocuSign task, it will appear on their task list with a task type **Collect DocuSign Signature**. To [complete](#) a DocuSign task, a user must sign the document through DocuSign.

Complete OFAC consolidated screening result tasks

The OFAC integration will only open a task for a user to complete if user action is needed. A user will have to complete a task when OFAC has found matching customer name results on the consolidated screening list or there was an integration error. When a user receives an OFAC task, it will appear on their task list with a task type **Consolidated Screening Results**. To [complete](#) a **Consolidated Screening Results** task, a user must select which, if any, of the returned results are relevant or in the event of an error, choose whether or not to retry the integration.


View completed tasks

Details of completed tasks are available on the **CATEGORY VIEW** on the **Tasks** tab of the service request record. To view the specific details of the completed task, click on the task name. A read-only version of the task will show up in a modal and show the results of the task.

From the modal, you will be able to see:

1. The action or information the user took.
2. The completed date and time.
3. The user who completed the task.

Dependency view

Click on the  icon above the **Tasks** grid to view tasks in the **DEPENDENCY VIEW**.

The tasks are displayed so that the Client servicing can see a specific task and all of its dependent tasks in a cascading list.

Managing Documents

Introduction

New Service Requests can involve a lot of documentation. From agreements to financial documentation such as tax forms, Appian Connected Servicing allows you to manage all of your documents in one place and provides a guided workflow to walk you through the process of attaching a new or existing document to your Service Request or task. When enabled, Connected Servicing uses the power of intelligent document processing (IDP) to properly classify the document type for an uploaded document. This ensures data integrity and saves onboarders time.

This page describes how to use Connected Servicing to view, attach, update and manage all of your Service Requests documents.

Connected Servicing document lifecycle

Connected Servicing includes a full document review and approval process, which correspond to distinct document statuses to help users know where in the lifecycle the document sits.

The document statuses are:

- **Approved:** the document has been reviewed and approved. The document requirement has been fulfilled.
- **Rejected:** the document was reviewed and rejected. The document requirement is still outstanding.
- **Pending review:** the document has been uploaded, the document type has been verified by IDP, and has yet to be reviewed by a user.
- **Awaiting classification:** the document has been uploaded and is awaiting IDP to verify the document type.
- **Pending reconciliation:** the document was uploaded and IDP could not verify the document type.
- **Missing:** the document has not been uploaded.
- **Secondary:** the document is not a required document type and therefore, did not go through review and approval process.

Each required document will go through the following steps to fulfill the requirement:

1. [Attach document](#).
2. [Document type verification by IDP](#).
 - Note: this step only occurs if IDP is turned on in the **System Administration Center**
3. [Reconcile document type, if necessary](#).
4. [Review document and make determination](#).

If a document is **Rejected** in step #4, Connected Servicing will create a new attach document task for the requirement and the process will begin again and continue until the document is **Approved**.

Attaching a document

A document can be attached to a Service Request via:



1. An attach document task.
2. Directly to the document requirement.
3. The document tab.
4. In bulk on the **Summary** tab.

To attach a document:

1. Select if the document is **New** or **Existing**.
2. If the document is **New**, click **UPLOAD** and select a document to attach.
3. If the document is **Existing**, click the document you want to attach from the dropdown list.
4. Enter **DOCUMENT TYPE**.
5. (Optional) Enter a **Description** for the document.
6. (Optional) In the **Expiration Date** field, enter the date that the document expires.

7. (Optional) Change **Security** to be an internal document.
 - **Note:** If you do not want the document to be available to customers on the customer portal, select **INTERNAL**. Customers will not see the security option. If a customer uploads a document, the security will automatically be set to external to allow them to be able to view the document they uploaded.
8. Click **SUBMIT**.

Attach Required Document | Agreement: Loan 1

New or Existing Document ?	Document *
<input checked="" type="radio"/> New <input type="radio"/> Existing	<div>UPLOAD  Drop file here</div>
Expiration Date	Security ?
<input type="text" value="mm/dd/yyyy"/> 	<input type="checkbox"/> Internal Use Only
Description	
<input type="text"/>	

Verifying document type with IDP

It is crucial to ensure the documents uploaded to the system are the correct and expected type. Connected Servicing uses Intelligent Document Processing (IDP) to verify the document types automatically to ensure the accuracy of the uploaded document before a user takes time to review it.

When a user attached a document, they must select a document type. IDP will compare the document type selected to the document template expected and if these match, the review task will be assigned.

If the system cannot match the uploaded document's **DOCUMENT TYPE** or the system's confidence level is below the threshold set by the administrator, a **DOCUMENT RECONCILIATION** task will be generated and assigned to the user that uploaded the document.

If the customer uploaded the document, the primary owner will receive the task. The user will be able to manually select the **DOCUMENT TYPE** at that time and the type confidence level will be set at 100%.

Reconciling a document type

A document reconciliation task is opened when an uploaded document's type cannot be verified by IDP. The user who uploaded the unverified document will be asked to confirm the documents type.

If the document's type was indeed correct, the user selects **Yes** when asked **Is the attached document of type < entered type >?**. If the user selects **No**, they will be asked to upload a new document and it will be run through IDP again.

Is the attached document of type Credit Line? *

<div>Yes <input type="radio"/></div>	<div>No <input type="radio"/></div>
--------------------------------------	-------------------------------------

If IDP is not on in the environment, this task will be skipped.

Reviewing a document


After a document's type is verified, a review task will be opened. The reviewer can choose whether or not to **Approve** or **Reject** the document. If the document is approved, the document requirement will be fulfilled and checked off in the **Required Documents** section. If the document is rejected, a new attach document task is opened and the process begins again.

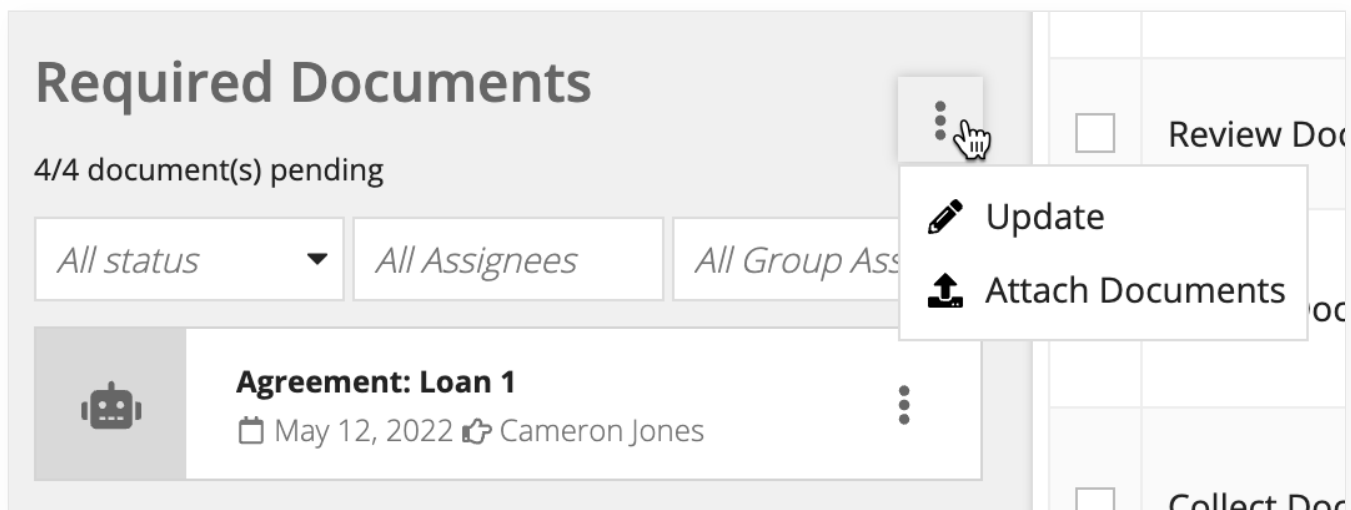
Managing required documents

There may be certain documents that are required as part of the Service Request. In order to keep track of these documents, Connected Servicing will show the user a checklist of which documents are outstanding.

Adding required documents to the Service Request

Document requirements are set up by configuring Service Request workflows. Business users can automatically default the document requirements for each workflow, but a user is able to modify to the list of documents requirements if any additional documents are needed. After the Service Request is kicked off, the document requirements will automatically be added to the Service Request and the attach and review tasks will be created.

To modify the required document list from the Service Request record, open the  menu in the **Required Documents** section of the Summary tab and Click **Update**.





To add a document requirement:

1. Click **Add Document Requirement**.
2. Enter the **Document Requirement Name**.
3. Decide to upload the document **Now** or **Attach Later**.
4. For attaching a document later, define which groups or users will be uploading and reviewing the document.
5. Click **SUBMIT**.

Document Requirements Added

1 Requirement

 **AML Certification 1** 

Upload

Now ☐

Attach later ☒


Uploader - Group *

Uploader - Individual

Review - Assigned Group *

Review - Individual

Task Due Date *

05/18/2022 

To remove a document requirement:


1. Select the checkbox next to the requirements to remove.
2. Click **Remove Document Requirement**.
3. Click **NEXT**.
4. Confirm the removal changes and click **SUBMIT**. Any outstanding attach or review document tasks will be marked as not needed. If a document had already been uploaded to fulfill the requirement, it will stay attached to the Service Request, but the status will become secondary.

Viewing required documents

Connected Servicing makes it easy for you to view a list of all required documents for a individual Service Request and their details from the the Summary or Document tabs in the Service Request record. Know exactly where your required documents are in the process, when they are due, and the user or user group they are assigned to.

Summary Tab

From the page, you can drill down into a specific Service Request record by locating and clicking the link from the Service Request list. By default, the Summary tab displays and provides a Required Documents section where you can view a list of all of the document requirements associated with the Service Request.

At a quick glance, the Required Documents list shows you how many required documents are outstanding and the status of each document. You can also quickly find a specific document by filtering the list by status, assignee, or group. Users can update the required document list or attach additional documents to the Service Request by clicking the  icon.











Required Documents

1/5 documents approved ←

All status ▾

All Assignees

All Group Assig ▾

	Invalid 3 May 13, 2022  Aidan Reilly	⋮
	Invalid 2  May 4, 2022  Client Onboarding	⋮
	Invalid 1  May 2, 2022  Client Onboarding	⋮
	Other 1 May 29, 2022  Oscar Martinez	⋮

« < 1 - 4 of 4 > »

Document Tab

From the Documents tab of a Service Requests record, you can perform the following actions:

1. View a complete list of all documents attached to the Service Request and specific document details.
2. Search for a particular document by name.
3. Filter the document list by document type.
4. Attach a document.
5. Click the document link to preview uploaded documents, view details about them, or remove them.
6. Download documents.

Updating document details


After a document has been uploaded, a user is able to update the document details to ensure accuracy of the documents on the Service Request.

The user can update the following details:

- Expiration date
- Description
- Security

To update the details of a document from the **DOCUMENTS** tab:

1. Select the document you want to update in the document list.
2. Click **UPDATE DETAILS**.
 - You can now edit the **Security**, **Description**, and **Expiration Date** fields. Additionally, a document can be deleted, but only by the user who originally uploaded it.
 - **Note:** The **Description** and **Expiration Date** of the document will be updated across all Service Requests it's referenced.
 - **Note:** Changing the **Security** will determine if external customer users can view the document from the customer portal or not.
3. Click **UPDATE** to save your changes.

Document Type	Northrow Check Summary
Status	Accepted
Security ?	<input checked="" type="checkbox"/> Internal Use Only
Uploaded	10/22/2021 By System
Modified	10/22/2021 By System
Expiration Date	11/25/2021 
Description	<div></div>

Deleting a document

If a document is no longer required for an Service Request or a customer, it can be removed by the user that originally uploaded the document.

For Service Requests, when a document is deleted, it is still available on the customer's [document tab](#).

For customers, if a document is deleted, the document will no longer be available on the customer's document tab. Additionally, the document can no longer be used as an existing document for other Service Request. A customer document cannot be removed if there are existing Service Request links.

To delete a document:

1. From the document grid, click the document you would like to delete.
2. Click **REMOVE**.
3. On the confirmation page, click **REMOVE** again.

Using the Customer Portal

Introduction

Connected Onboarding provides a self-service portal for your customers. This portal provides a centralized location that allows them to be in control of their data, easily complete the tasks, and view request updates. They can perform all of these tasks all while keeping your internal team informed of any changes.

Accessing the customer portal

To access the customer portal, customers must have an Appian user account and be assigned to a customer group. It is imperative to maintain strict security to the customer portal, therefore, a user can only be assigned to one [customer group](#) at a time.

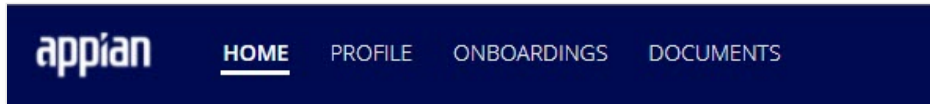
Internal users with access to the Connected Onboarding settings site will be able to [create customer users](#) and [add them to the correct customer group](#).

Viewing the customer portal

A customer can access 4 tabs from the customer portal:

1. [Home](#)

2. [Profile](#)
3. [Onboardings](#)
4. [Documents](#)

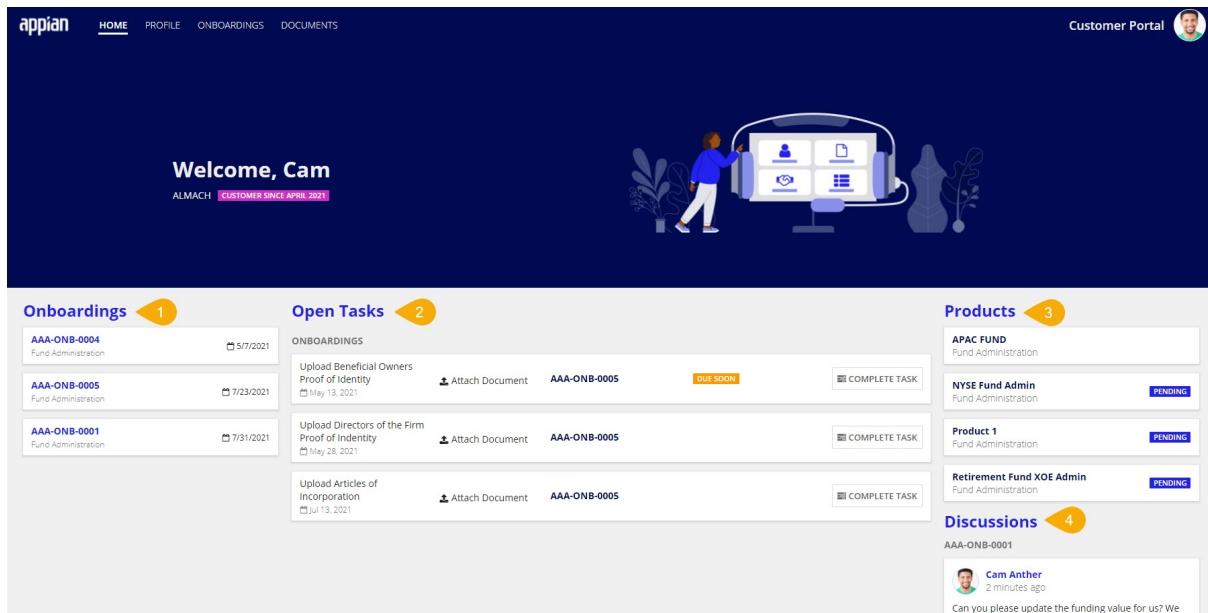


Home

On the **HOME** page, the customer can view a list of the customer's onboardings, complete any tasks assigned to them, and view recent discussions with the internal onboarding team.

The following information is listed on the home page:

1. **Onboardings**: The open onboardings for the customer.
2. **Open Tasks**: Outstanding tasks assigned to the customer for completion.
3. **Products**: The list of products for the customer.
4. **Discussion**: The most recent comments on the most recently active discussion threads between the customer and the internal onboarding users.



Onboardings

Onboardings are listed in order by the estimated funding date.

Each onboarding listed shows:

1. Onboarding name.
 - **NOTE:** clicking on the onboarding name will open up the [onboarding summary](#).
2. Onboarding type.
3. Estimated funding date.

Onboardings		
1	AAA-ONB-0004 Fund Administration	5/7/2021
2	AAA-ONB-0005 Fund Administration	7/23/2021
	AAA-ONB-0001 Fund Administration	3 7/31/2021

Opening tasks

Customers will see any tasks assigned to them on the customer portal and they can [complete tasks](#) directly, creating a more streamlined onboarding process. When a task is assigned to a customer, the customer will receive an email notifying them of the task with a link to the customer portal.

On the open task list, a customer can:

1. View task details.
2. View the onboarding the task is for.
3. Complete a task.

Open Tasks					
ONBOARDINGS					
1	Upload Beneficial Owners Proof of Identity May 13, 2021	Attach Document	AAA-ONB-0005	DUE SOON	COMPLETE TASK
	Upload Directors of the Firm Proof of Identity May 28, 2021	Attach Document	AAA-ONB-0005		COMPLETE TASK
	Upload Articles of Incorporation Jul 13, 2021	Attach Document	2 AAA-ONB-0005	3	COMPLETE TASK

Products

Products associated with the customer will be listed under **PRODUCTS**. Products that are part of active onboardings for the customer will have a **PENDING** tag next to the product name.

Products

APAC FUND
Fund Administration

NYSE Fund Admin
Fund Administration **PENDING**

Product 1
Fund Administration **PENDING**


Retirement Fund XOE Admin
Fund Administration **PENDING**

Discussions


The **Discussion** section allows customers to view the latest comments from the most recent active onboarding discussion. To view additional past comments or view the associated onboarding in further detail a user can click **Go to discussion post**. The discussion allows Client servicings to have full context and keep an audit of customer interaction directly on the onboarding itself.

Discussions

AAA-ONB-0001

**Cam Anther**
4 hours ago

Can you please update the funding value for us? We want to add to it

**lisa le**
Friday 8:03 am

Hello

[Go to discussion post](#)

When a customer adds a discussion post, the primary owner of the onboarding will receive a task to [respond to the discussion](#). When the Client servicing responds, the response will be available on the discussion feed.

Profile tab

The **PROFILE** tab has all of the information related to the customer. Customers can navigate to this page to view their customer data.

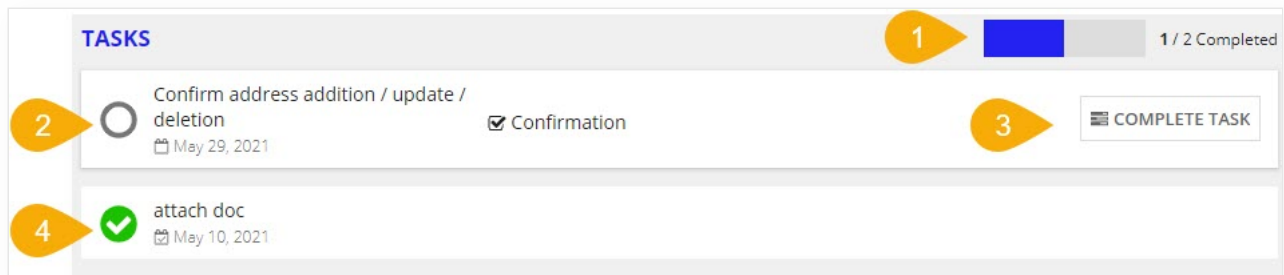


Completing tasks

Customers can [complete tasks](#) directly from the customer portal, creating a more streamlined onboarding process. When a task is assigned to a customer, the customer will receive an email notifying them of the task with a link to the customer portal.

On the task list of a selected onboarding, a customer can:

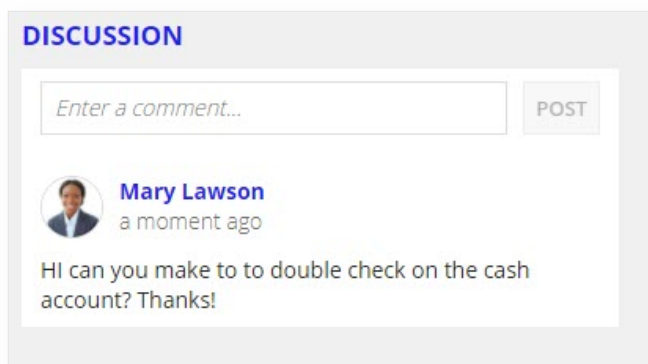
1. View the number of outstanding tasks.
2. View task details.
3. Complete a task.
4. View completed tasks.



Adding a discussion post






The onboarding discussion thread allows customers to send comments and requests to the internal onboarding team. This allows Client servicing to have full context and keep an audit of customer interaction directly on the onboarding itself.

When a customer adds a discussion post, the primary owner of the onboarding will receive a task to [respond to the discussion](#). When the Client servicing responds, the response will be available on the discussion feed.



Documents tab

The **DOCUMENTS** tab on the customer portal allows customers to access their uploaded documents. Only documents that were either uploaded by the customer or have been marked as **EXTERNAL** by a member of the internal team can be viewed by the customer.

appian HOME PROFILE SERVICE REQUESTS ONBOARDINGS DOCUMENTS Customer Portal 				
Search documents		Q SEARCH	Any Types	
	Name	Document Type	Uploaded	
	test.pdf	Appendix L	10/20/2021 By Polly Parsec	
	Logo.png	Tax Document: W-9	9/8/2021 By KYC Manager	

Clicking on a document name will show a preview of the document along with additional details that can be [updated](#).

appian
HOME
PROFILE
ONBOARDINGS
DOCUMENTS
Customer Portal 

[Back to all documents](#)


[articles_of_incorporation-3.pdf](#)
[DOWNLOAD](#)



Document TypeArticles of Incorporation
SecurityNone
Type Confidence100.0%
Uploaded5/10/2021 By [sally sales](#)
Modified5/10/2021 By [sally sales](#)
Expiration Date-
Description-

UPDATE DETAILS

Viewing Reports

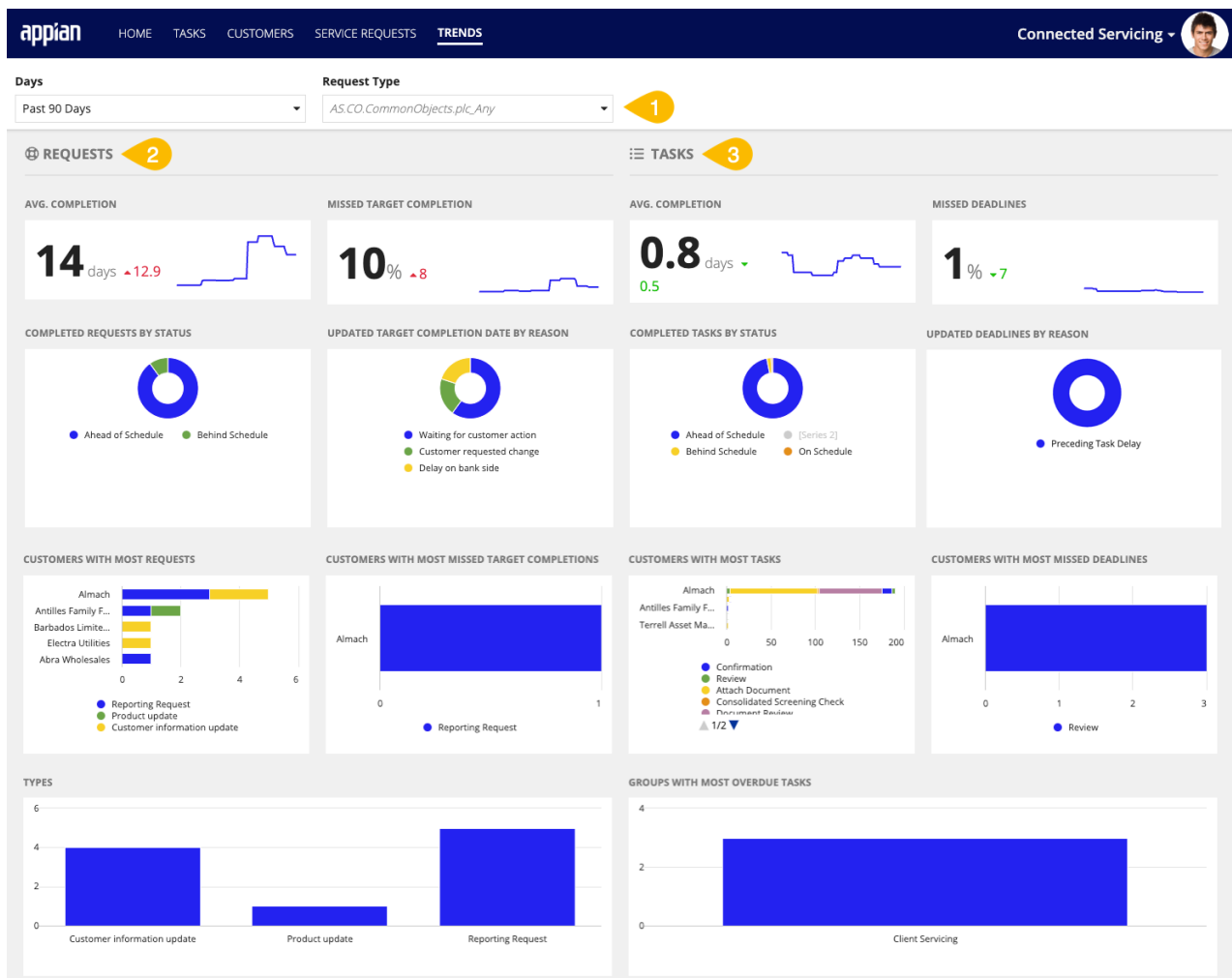
Introduction

The TRENDS dashboard allows managers and other users to monitor tasks and service request completion performance. This page describes how managers can view these trends and metrics to see how the organization performs in specific areas.

Using the trends dashboard

The TRENDS dashboard has three main parts:

1. The filters
2. The service request reports
3. The task reports

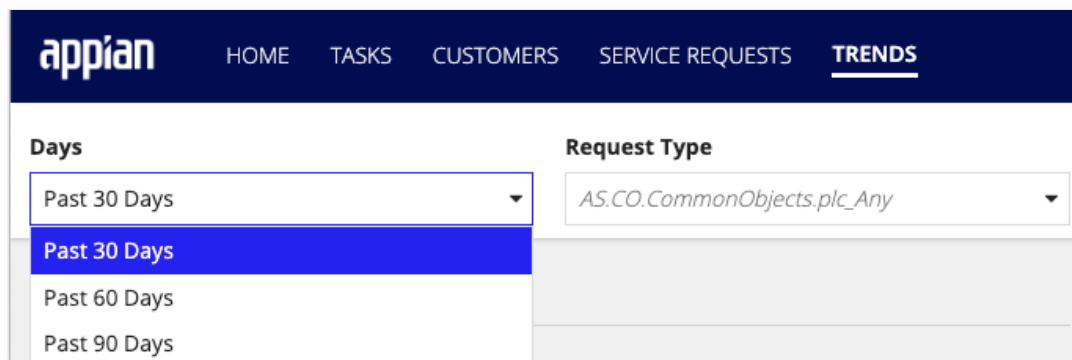


Trends dashboard filters

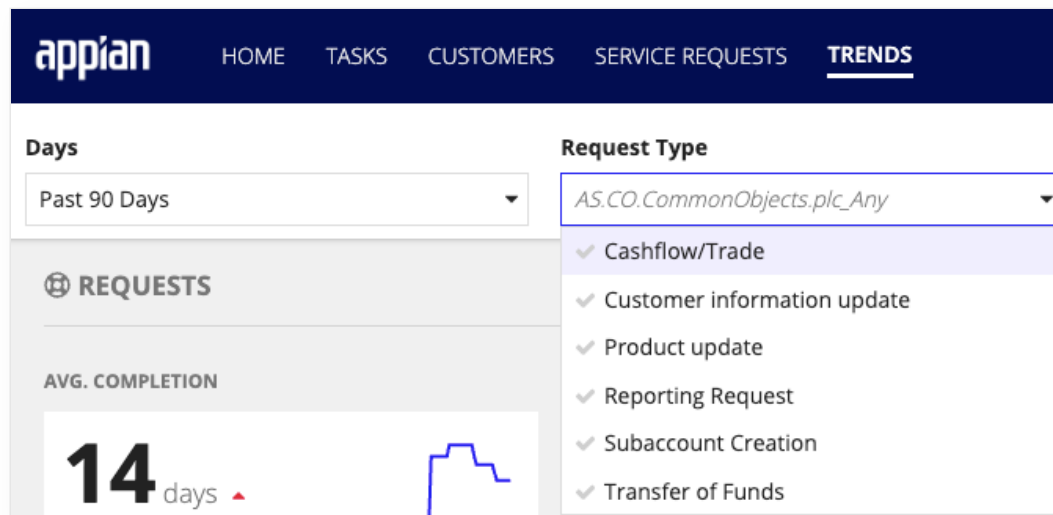
A manager can use the two filter options to change the data displayed on the dashboard. Changing either one of the filters will apply this filter to all displayed charts.

The two available filters are:

- **Time period** - the user can select to look at the data over a 30, 60, or 90-day historical period. By default, the dashboard will use a period of the past 30 days.



- **Service Request type** - the user can select to look at a service request for a specific type only. By default, all of the service request types display.



Service Requests reports

The charts and figures on the trends page give insight into service requests. Some questions that this service request data can answer are:

- How long are service requests taking to complete?
- Are service requests completed on time?
- Why have target completion dates for service requests changed?
- Which customers have the most service requests?
- Which customers have the most missed target completion dates?
- Which types of service requests are most reported?

REQUESTS

AVG. COMPLETION

14 days ▲12.9



MISSED TARGET COMPLETION

10% ▲8



COMPLETED REQUESTS BY STATUS



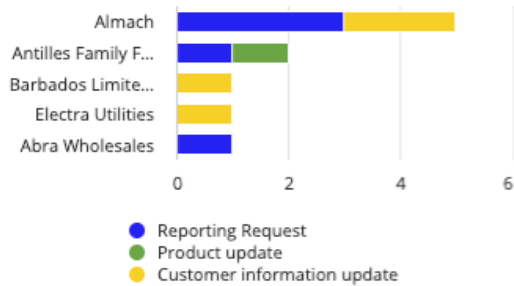
● Ahead of Schedule ● Behind Schedule

UPDATED TARGET COMPLETION DATE BY REASON



● Waiting for customer action
● Customer requested change
● Delay on bank side

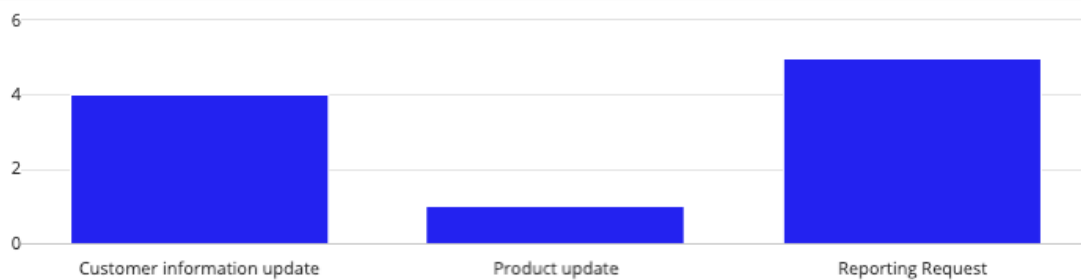
CUSTOMERS WITH MOST REQUESTS



CUSTOMERS WITH MOST MISSED TARGET COMPLETIONS



TYPES

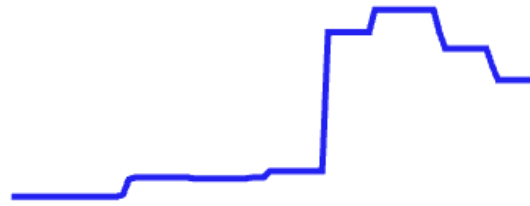


Average completion

The AVG. The COMPLETION section shows the average days it takes to complete service requests.

AVG. COMPLETION

14 days ▲12.9



In this section, you see:

- The average number of days a service request takes to complete in the past 30, 60, or 90 days.
- A line chart showing the average number of days per service request over the past 30, 60, or 90 days.
- The percent change of the average number of days compared to 30, 60, or 90 days ago.
 - The percentage will appear green when a service request's average length is trending downward.
 - The percentage will appear red when a service request's average length is trending upward.

Missed target completion date

The MISSED TARGET COMPLETION section shows how many service requests have missed their target completion dates.

MISSED TARGET COMPLETION

10% ▲8



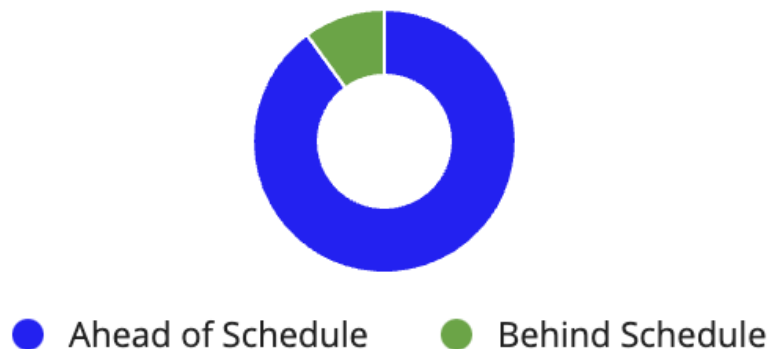
In this section, you see:

- The percentage of onboardings that have missed their funding date over the past 30, 60, or 90 days.
- A line chart showing the percentage of onboardings that have missed their funding dates over the past 30, 60, or 90 days.
- The percent change of the percentage of onboardings that missed funding date compared to those 30, 60, or 90 days ago.
 - The percentage will appear green when the rate of missed funding dates decreases.
 - The percentage will appear red when the rate of missed funding dates increases.

Completed service requests by status

The COMPLETED REQUESTS BY STATUS donut chart shows data about when service requests were completed relative to their target completion dates.

COMPLETED REQUESTS BY STATUS



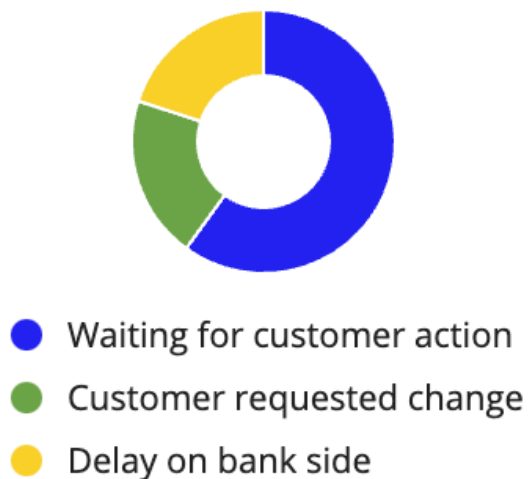
On this chart, you can:

- View service requests grouped by whether they were completed: *Ahead of Schedule*, *On Schedule*, or *Behind Schedule*.
- Drill down into a specific service request status to view additional information.

Target completion date changes by reason

The UPDATED TARGET COMPLETION DATE BY REASON donut chart shows why a target completion date changed for a service request.

UPDATED TARGET COMPLETION DATE BY REASON

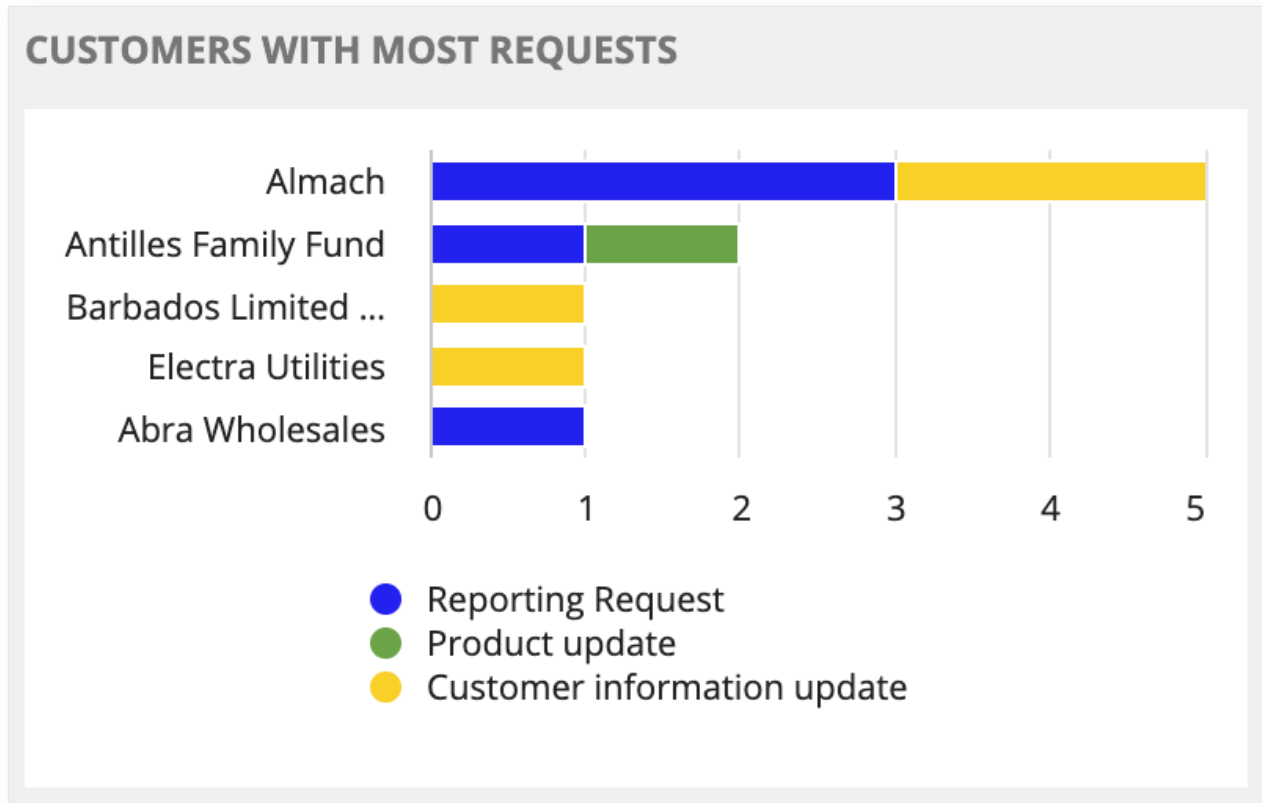


On this chart, you can:

- View the reasons that service requests have had their target completion dates changed.
- Drill down into a specific change reason to view additional information about those service requests.

Service requests by customer

The CUSTOMERS WITH MOST REQUESTS bar chart shows service requests grouped by customer. Connected Servicing groups the service requests by request type: *Reporting Request*, *Product Update*, or *Customer Information Update* to provide additional insight.



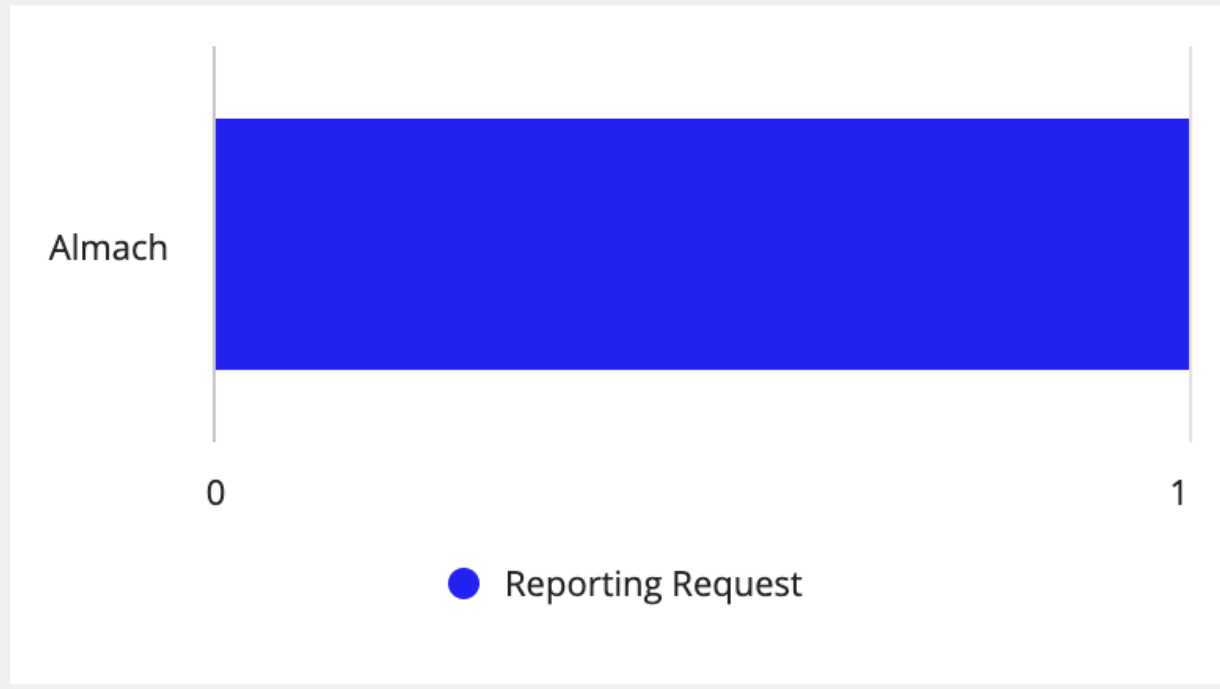
On this chart, you can:

- View service requests by customers.
- View which types of service requests were reported by each customer displayed.
- Drill down into service request type to view additional information about the service requests for a specific customer.

Most missed target completion dates

The CUSTOMERS WITH MOST MISSED TARGET COMPLETIONS bar chart shows which customer has the most service requests with missed target completion dates within a specific period. Connected Servicing groups the service requests by request type: *Reporting Request*, *Product Update*, or *Customer Information Update* to provide additional insight.

CUSTOMERS WITH MOST MISSED TARGET COMPLETIONS

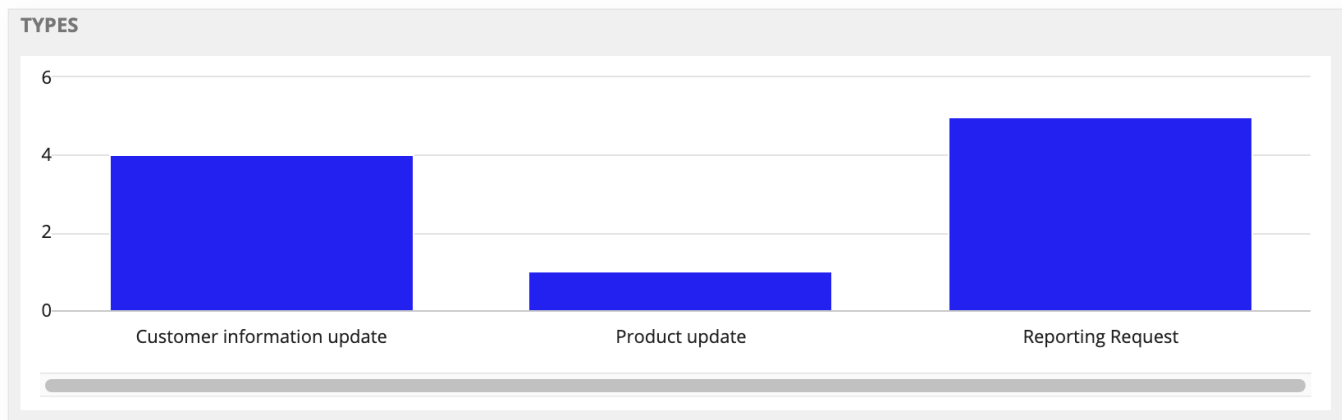


On this chart, you can:

- View service requests with the most missed target completion dates by customers.
- View which types of service requests missed were most impacted.
- Drill down into the service requests to view additional information.

Service requests by type

The TYPES bar chart shows service requests grouped by type for a specific period.



On this chart, you can:

- View all service requests by type for a specific period.
- Drill down into a specific type to view additional information about the service requests.

Task reports

The sections and charts on the trends page give insight into service request tasks. Some questions that this task data can answer are:

- Are tasks completed on time?

- Why are task due dates being changed?
- Which customers have the most overdue tasks?
- Which customers have the most missed task deadlines?



AVG. COMPLETION

0.8 days ▼ **0.5**



In this section, you see:

- The average number of days a task takes to complete in the past 30, 60, or 90 days.
- A line chart showing the average task completion time over the past 30, 60, or 90 days.
- The percent change of the average task completion time compared to those 30, 60, or 90 days ago.
 - The percentage will appear green when the average task completion time increases.
 - The percentage will appear red when the average task completion time decreases.

Percentage of tasks with missed deadlines

The MISSED DEADLINES report shows the percentage of tasks with missed deadlines for a given period.

MISSED DEADLINES

1 % ▼ **7**

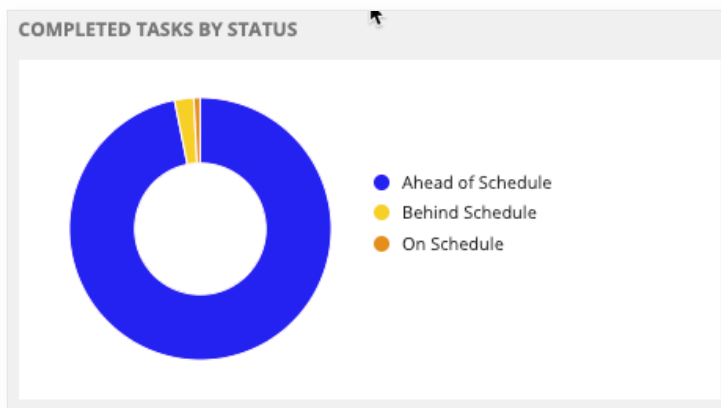


In this section, you see:

- The percentage of tasks that missed their deadlines over the past 30, 60, or 90 days.
- A line chart shows the percentage of tasks that missed their deadlines over the past 30, 60, or 90 days.
- The percent change of the percentage of tasks that missed their deadlines compared to those 30, 60, or 90 days ago.
 - The percentage will appear green when the percentage of tasks missed their deadlines increase.
 - The percentage will appear red when the percentage of tasks missed their deadlines decreases.

Completed tasks by status

The COMPLETED TASKS BY STATUS donut chart shows when tasks are completed relative to their due dates.



On this chart, you can:

- View tasks grouped by whether they were completed: *Ahead of Schedule*, *On Schedule*, or *Behind Schedule*.
- Drill down into a specific task completion status to view additional information.

Task due date changes by reason

The COMPLETED TASKS BY STATUS donut chart shows why a task due date changed for a specific period.



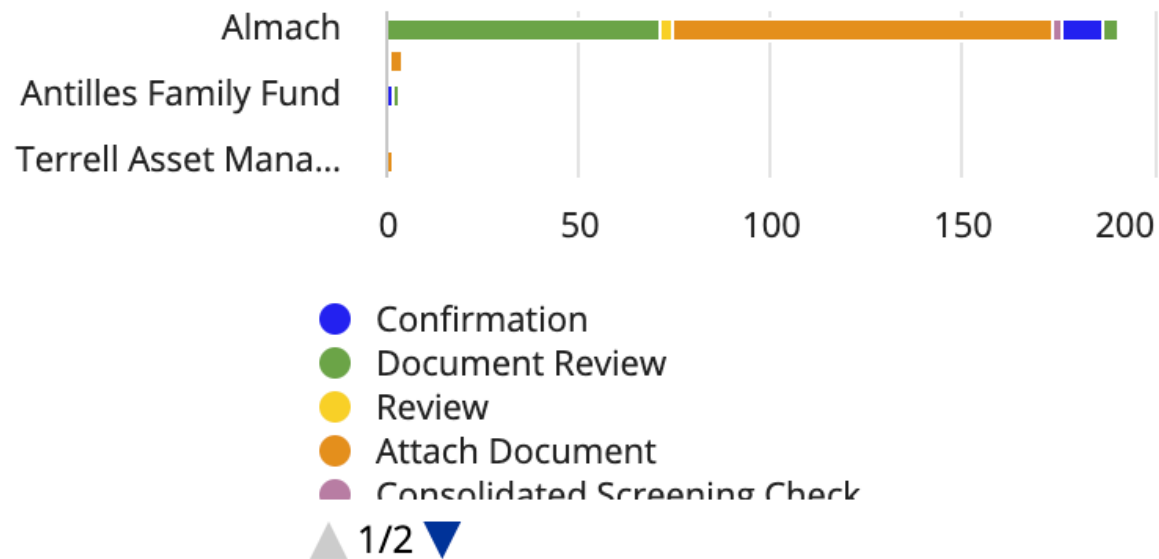
On this chart, you can:

- View reasons that task completion due dates have changed.
- Drill down into a specific change reason to view additional tasks information.

Customers with the most tasks

The CUSTOMERS WITH MOST TASKS bar chart shows customers with the most completed tasks. Additionally, the chart groups the completed tasks for each customer by type, which allows users to drill into each type to view more detailed information.

CUSTOMERS WITH MOST TASKS



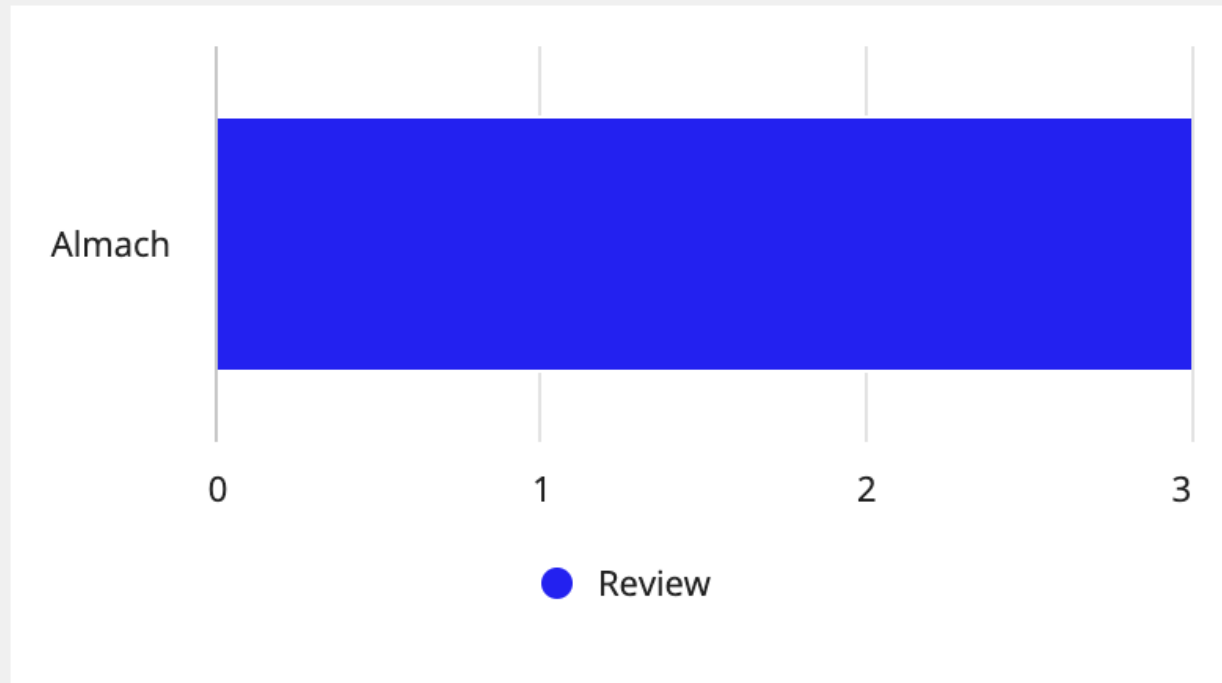
On this chart, you can:

- View tasks by customers with the most completed.
- View which task types were completed for a specific customer.
- Drill down into a task type for more information about the tasks.

Customers with the most missed tasks due dates

The CUSTOMERS WITH MOST MISSED DEADLINES bar chart shows customers with the most missed task deadlines for a specific period. The chart also groups the tasks for each customer by type, allowing users to drill into each type to view more detailed information.

CUSTOMERS WITH MOST MISSED DEADLINES



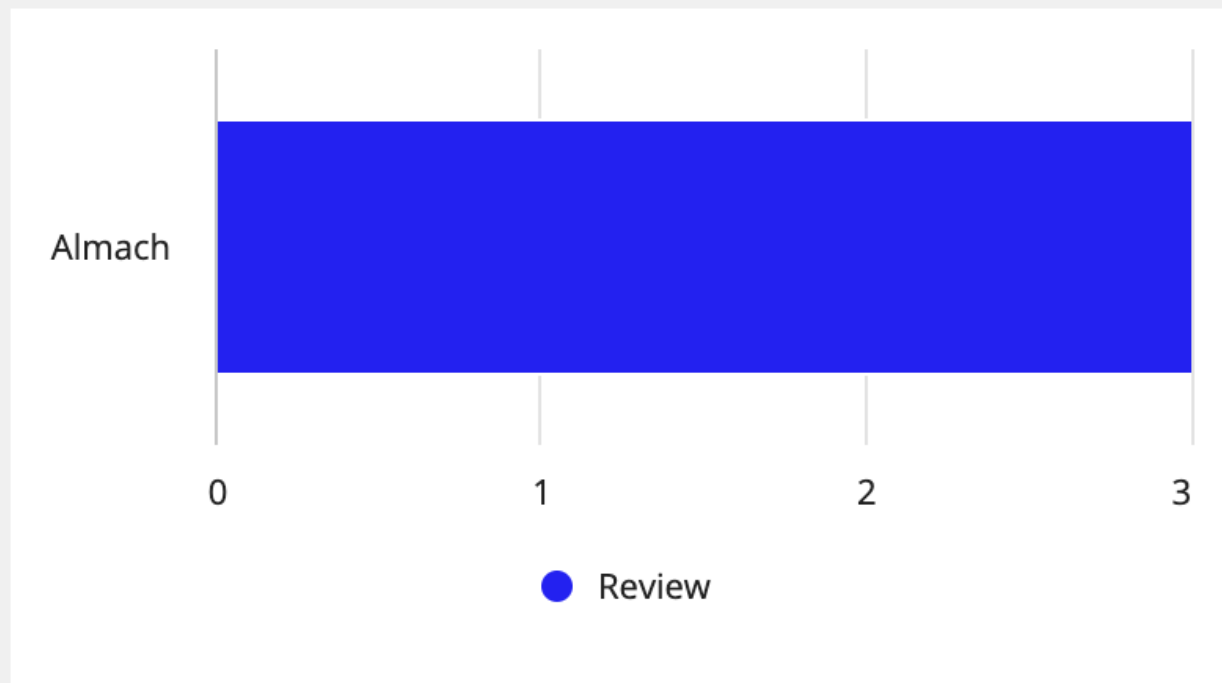
On this chart, you can:

- View tasks with the most missed deadlines by customers.
- View tasks with the most missed deadlines for a specific customer by task type.
- Drill down into a task type for more information about the tasks.

Overdue tasks by customer group

The GROUPS WITH MOST OVERDUE TASKS bar chart shows the customer groups with the most overdue tasks for a specific period.

CUSTOMERS WITH MOST MISSED DEADLINES



On this chart, you can:

- View the most overdue tasks by customer groups.
- Drill down into the customer group for more information about the overdue tasks.

Accessing the Connected FS Settings Site

Introduction

Connected FS (Financial Services) Settings is a separate site utilized by all three solutions in the Financial Services Suite: Connected Onboarding, Connected Servicing, and Connected KYC to allow business users to:

- [Manage people](#) and [setting up group membership](#).
- [Create and manage onboarding, service request, and investigation templates](#).
- [Organize tasks for Service Request processes](#).
- [Configure important Service Request values](#)



Workflow Templates



CONNECTED ONBOARDING

Active



Inactive



CONNECTED SERVICING

Active



Inactive



KNOW YOUR CUSTOMER

| **Active**


Inactive

Only business users with the appropriate group membership are able to access this site. This ensures that only a select few have access to sensitive processes and information.

This page provides instructions and prerequisites for accessing the Connected FS Settings site and using it to streamline and accelerate configuring your Financial Services solutions.

Accessing the Connected FS Settings site

To access the Connected FS Settings site:

1. Make sure you are in the appropriate security groups. See the [Groups Reference Page](#) for more information about security groups.
 - To access the Connected FS Settings site to manage categories, tasks, and templates, make sure you are in the AS FS Manage Processes group.
 - To access the Connected FS Settings site to configure service requests make sure you are in the AS FS Access Settings Configure Page group
 - To access the Connected FS Settings site to manage group membership, make sure you are in the AS FS GM Manage Group Membership group.
 - To access the Connected FS Settings site to configure KYC screenings, make sure you are in the AS IO Manage KYC Questionnaire group.
2. From the Connected Onboarding site, select the navigation menu  > **Connected FS Settings**.

Managing users and groups

Managing organizational changes can be a big pain point for many organizations. New team members or team members with new responsibilities need to quickly have access to the tools they need to do their jobs. To ensure security, departing team members need to have their access revoked in a timely manner. The FS Settings site in Appian KYC allows business users with the appropriate access to quickly make the changes needed to keep business running securely.

appian-style note If you need to add new business or security groups, or modify group membership using Appian Designer, see [Modifying groups](#).

What are business groups?

Only business groups are able to be modified from FS Settings. So what exactly is a business group? A business group is a group that represents the different business roles that will interact with the solution.

For example, team members who are involved in investigations will be in the **KYC** business group and managers on the legal team who are involved in investigations will be in the **Legal Department Heads** business group.

This allows you to put certain teams into security groups to allow access to specific parts of the solution. For example, only members of the **KYC** and **Client Onboarding** groups have actions to create new investigations from the Home page.

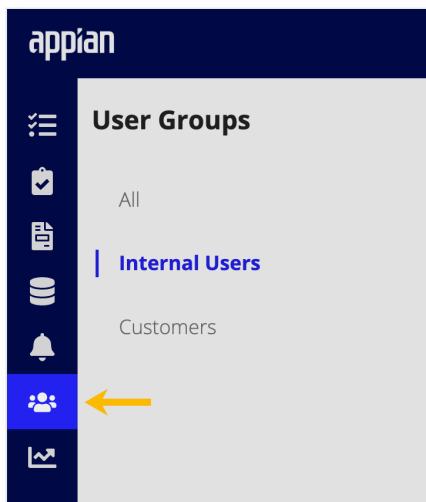
appian-style note See [Group Reference Page](#) for more information on what groups provide what access in your Financial Services solution.

View group members

Business users with the appropriate group membership can easily view all of the members in any group in your organization.

To view current group members:

1. On the **FS Settings** site, click the  **user groups** icon from the menu.



2. Under **User Groups**, select the group type. Options include: *All*, *Internal Users*, and *Customers*.
 - **Note:** The group type aligns with the wrapper groups that are defined in [Group Reference Page](#).
3. Select and click the business group card associated with the user group that you want to view.

The group members display. You can see if a user is a *Direct* member, which means they have been added directly to the group, or an *Indirect* member, which means they are a member of a subgroup. If the user is an Indirect member, their subgroup will display in the Parent Group(s) column.

	Name	Member Type	Parent Group(s)
<input type="checkbox"/>	Legal User legal.user	Direct	N/A
<input type="checkbox"/>	Chuck Gatter chuck.ga	Indirect	Legal Department Heads
<input type="checkbox"/>	Lisa Lewis lisa.le	Direct	N/A
<input type="checkbox"/>	Lucy Williams lucy.wi	Direct	N/A

Manage group membership

Managing group membership is easy in the FS Settings site. You can add existing users to a group, create new users, and remove members that no longer have access to a particular group.

To add an existing user to a group:

1. On the User Groups page, select the group that you would like to update. See [Viewing group members](#) for instructions.
2. Click **ADD MEMBERS**.

	Name	Member Type	Parent Group(s)
<input type="checkbox"/>	Legal User legal.user	Direct	N/A
<input type="checkbox"/>	Chuck Gatter chuck.ga	Indirect	Legal Department Heads
<input type="checkbox"/>	Lisa Lewis lisa.le	Direct	N/A
<input type="checkbox"/>	Lucy Williams lucy.wi	Direct	N/A

3. In the **Search** field, start entering the username you want to add and FS Settings will auto-suggest a list of users that you can select to add to the group.
4. Click **ADD TO GROUP**.

To create a new user to add to a group:

1. On the User Groups page, select the group that you would like to update. See [Viewing group members](#) for instructions.
2. Click **ADD MEMBERS**.
3. Click **CREATE NEW USER** and enter the following user information:
 - Email
 - Username
 - First Name
 - Last Name
4. Click **ADD TO GROUP**.

The screenshot shows a web interface for the 'Legal' group. At the top, there is a link '← Back to internal groups' and two buttons: 'ADD MEMBERS' and 'REMOVE MEMBERS'. Below the group name 'Legal', there is a 'Go Back' link. The form contains four input fields: 'Email *' (0/50), 'Username *' (0/255), 'First Name *' (0/35), and 'Last Name *' (0/35). At the bottom left is a 'CANCEL' button, and at the bottom right is an 'ADD TO GROUP' button.

To remove a member from a group:

1. On the User Groups page, select the group that you would like to update. See [Viewing group members](#) for instructions.
2. From the **Member** list, select the **checkbox** next to the name of the user you would like to remove from the group.
3. Click **REMOVE MEMBERS**.
 - **Note:** If the member is an indirect member of the group, you will not be able to remove them from the group. You must remove them from the parent group. For example, a member of the Back Office Department Heads group is an indirect member of the Back Office group. To remove them from the Back Office group, you must remove them from the Back Office Department Heads group.

The screenshot shows a table of members for the 'Legal' group. At the top, there is a link '← Back to internal groups' and two buttons: 'ADD MEMBERS' and 'REMOVE MEMBERS'. The table has four columns: a checkbox, a user icon and name, 'Member Type', and 'Parent Group(s)'. One member is listed: 'Legal User' (legal.user) with a 'Direct' member type and 'N/A' parent group. The checkbox for this member is checked.

	Name	Member Type	Parent Group(s)
<input checked="" type="checkbox"/>	Legal User legal.user	Direct	N/A

When the users refresh the site, their membership will be updated.

Configure Workflows

Introduction

The **Workflow** section of the Connected FS Settings site allows business users to tailor the tasks required for each Service Request. This page describes how to manage workflow templates.

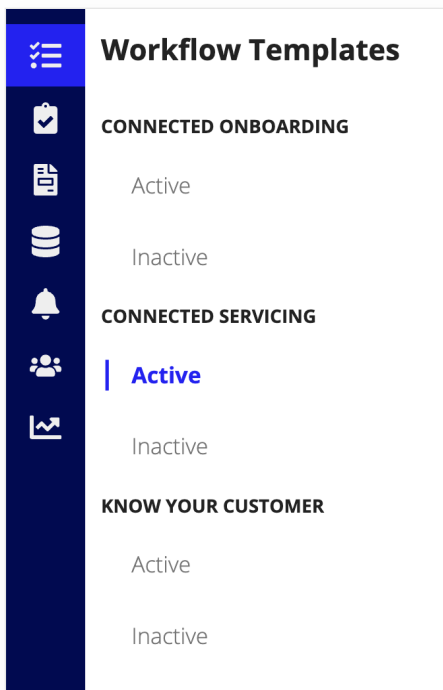
Business users can add and edit the workflow templates that assign default tasks for a type of Service Request.

For each Service Request process, users can set up individual workflow templates to tailor the process to each specific customer.


View templates

On the Connected FS Settings site, a grid lists all of the information that is pertinent to Service Request templates. Users can use this information to determine which templates already exist and when they were last updated.

To view the Service Request templates, navigate to the **Connected FS Settings** site and click **WORKFLOW**.



From here, you have the option to view either **Active** or **Inactive** templates. Active templates are ones that are able to be used during runtime processes. Inactive templates are ones that cannot be accessed during a runtime process, but can be edited or activated.

You can search or filter this list for a particular template. Clicking the history icon  will take you to the Template History for that template with a list of all the changes that have been made to it.

To view a template as read only, click the menu icon and select **View Template**.

Create a new template

After installing the Connected Servicing application, new Service Request templates that fit your organization's processes will need to be added.

To create a new Service Request template:

1. From the **Templates** page, click **NEW TEMPLATE**.
2. Enter **Attributes**.
3. Add **Documents**.
4. Add **Tasks**.
5. Click **CREATE TEMPLATE**.

Enter attributes

Fill in the following attributes:

- **Name**
 - The combination of these attributes will be used to select the template during the runtime process.
- 1. **Set active on creation**: Determines whether the template will **Active** or **Inactive** when the template is created.
- 2. **Set as Default**: If this will be the default template chosen when this is not an exact attribute match.
- 3. **Calendar settings**: How to calculate task due dates. Either exclude weekends and holidays, or include all calendar days.
 - **Note**: If you want to change or add which dates you can select from, see [how to modify key due dates](#). Once set, the due dates for the active tasks will change accordingly.
- 4. **Description**

Add document requirements

On the document step of the workflow process, document requirements can be added. Each time the template is selected those specific documents will be required to be added during the Service Request process.

To add document requirements:

1. Click **Add Document**.
2. Select the **Document Type**.
3. Enter the **Quantity** of documents of that type that are required.
4. Repeat for additional document types.
5. Click **NEXT**.

Add tasks

On the tasks step of the workflow process, users can add and arrange tasks that need to be completed. Some tasks will already be present on this page. From the documents step, an upload and review document task will be added for each required document.

To add additional tasks:

1. Click **Add Task**.
2. Search for and select which tasks to be added.
3. Click **Add Tasks**.

After the tasks are all added, business users can then define the specific task configurations including:

- **Precedents:** Tasks that must be completed before another task can be assigned.
- **Assigned group:** The business unit responsible for completing the task.

Tasks added manually can also be removed from the templates. All tasks are able to be reordered.

Managing templates

Business users can manage Service Request templates from the **Connected FS Settings** site, this includes updating, cloning, configuring, enabling or disabling, and deleting an existing Service Request template.

Update an existing template

With the **Connected FS Settings** site, business users can easily and quickly update Service Request templates with any changes.

To update a workflow template:

1. Click the **menu** icon.
2. Click **Edit template**.
3. Make any necessary updates.
 - It is required to go through each step of the process in order to save an update.
4. Validate the tasks and click **Submit**.

All future Service Requests will use the modified template. Any Service Requests that are already in process or completed will not be affected.

Clone template

When a new template is needed and is very similar to an existing template it may be easier to simply clone the existing template and make the minor changes.

To clone a template:

1. Click the menu icon.
2. Click **Clone Template**.
3. Make any changes necessary.
 - Note: in order to activate the cloned template, the customer type and domicile combination must be unique.
4. Click **SUBMIT**.

Set default template

The default template is the template that is used for the Service Request if there is not a distinct template for the selected customer type and domicile. There can only be one default template and the default template cannot be deactivated.

The default template can be selected when creating or editing a template or by clicking the menu icon and selecting **Set Default**. The old default template will then be replaced by the current one.

Disable template

If an active template is no longer needed or is needed in the future, but is not ready to go-live, business users can set up disabled templates.

Disabled templates can be selected when creating or editing a template or by clicking on the menu icon and selecting **Disable**. This template will no longer be selected during Service Request processes.

Enable template

If an inactive template is ready to be used, business users can enable templates to be used in active Service Requests.

Enable templates can be set when creating or editing a template or by clicking on the menu icon and selecting **Enable**. This template will now be able to be selected during Service Request processes.

Note: the customer type and domicile combination of the inactive template must be unique in order for the template to be enabled.

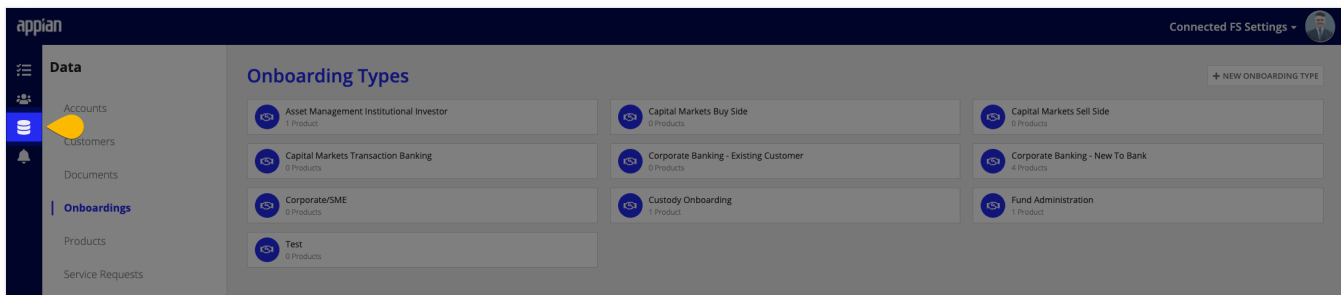
Delete template

If a disabled template is no longer needed, it can be permanently deleted. From the menu icon, select **Delete Template**. Confirm that this template is the correct one to be deleted as the action will not be able to be reversed.

Configure Data

Introduction

The **Data** section of the Connected FS Settings site allows business users to manage dropdown values for their Service Request data.



This page describes how to manage:

- [Account types](#)
- [Customer types](#)
- [Document types](#)
- [Product types](#)

Configure account types

Add an account type

To add a new account type:

1. From the **Connected FS Settings** site, click **DATA**.
2. Click **ACCOUNTS > NEW ACCOUNT TYPE**.
3. Enter the account type **Name**.
 - **Note:** This has a 100 character limit and must be unique.

4. Click **CREATE ACCOUNT TYPE**.

Remove an account type

To remove an account type:

1. From the **Connected FS Settings** site, click **DATA > ACCOUNTS**.
2. Click the account type that you would like to remove.
3. Click **DELETE**.
4. In the confirmation message, click **DELETE** again.

If this account type is set up to be a [default account type](#) for certain products, it will no longer be associated to those products. Additionally, if an account type is removed, anywhere it is already referenced will now show that it is inactive.

Update an account type

To update an account type:

1. From the **Connected FS Settings** site, click **DATA > ACCOUNTS**.
2. Click the account type that you would like to update.
3. Update the the account type **Name**.
 - **Note:** This has a 100 character limit and must be unique.
4. Click **UPDATE ACCOUNT TYPE**.

Updating the account type will reflect anywhere this account type is used.

Configure customer types

The customer type dropdown is accessed when a new customer is created.

Customer Details

Name *	Acronym *
<input type="text"/>	<input type="text"/>
Type *	Risk Score
<div><div>--- Select type ---</div><div>--- Select type ---</div><div>Buy Side Asset Manager</div><div>Corporate Banking</div><div>Institutional Investor</div><div>Sell Side</div><div>SME Banking</div></div>	<input type="text"/>
	International Entity
	<input type="radio"/> Yes <input type="radio"/> No
	Class Type
	<div>--- Select type ---</div>

Add a customer type

To add a new customer type:

1. From the Connected FS Settings site, click **DATA**.
2. Click **CUSTOMERS > NEW CUSTOMER TYPE**.
3. Enter the customer type **Name**.
 - **Note:** This has a 100 character limit and must be unique.
4. Click **CREATE CUSTOMER TYPE**.

Remove a customer type

To remove a customer type:

1. From the Connected FS Settings site, click **DATA > CUSTOMERS**.
2. Click the customer type that you would like to remove.

3. Click **DELETE**.
4. In the confirmation message, click **DELETE** again.

If a customer type is removed, anywhere it is already referenced will now show that it is inactive.

Update a customer type

To update a customer type:

1. From the Connected FS Settings site, click **DATA > CUSTOMERS**.
2. Click the customer type that you would like to update.
3. Update the customer type **Name**.
 - **Note:** This has a 100 character limit and must be unique.
4. Click **UPDATE CUSTOMER TYPE**.

Updating the customer type will be reflected for anywhere this type is used on both previous and new customers.

Configure document types

The document type dropdown is accessed when a document is [uploaded](#) to Service Requests.

Add a document type

To add a new document type:

1. From the **Connected FS Settings** site, click **DATA**.
2. Click **DOCUMENTS > NEW DOCUMENT TYPE**.
3. Enter the document type **Name**.
 - **Note:** This has a 100 character limit and must be unique.
4. Click **CREATE DOCUMENT TYPE**.

Remove a document type

To remove a document type:

1. From the **Connected FS Settings** site, click **DATA > DOCUMENTS**.
2. Click on the document type that you would like to remove.
3. Click **DELETE**.
4. In the confirmation message, click **DELETE** again.

If a document type is removed, anywhere it is already referenced will now show that it is inactive.

Update a document type

To update a document type:

1. From the **Connected FS Settings** site, click **DATA > DOCUMENTS**.
2. Click the document type that you would like to update.
3. Update the document type **Name**.
 - **Note:** This has a 100 character limit and must be unique.
4. Click **UPDATE DOCUMENT TYPE**.

Updating the document type will be reflected for anywhere this type is used on both previous and new documents.

Set up document classification files

If Intelligent Document Processing (IDP) is being used in your environment, a business user has the ability to train Connected Servicing to recognize different document types. If trained, when a user uploads a document to the system, the system can automatically determine what type of document has been uploaded. This will save users time and ensure accuracy when attaching documents to Service Requests.

Classification files are groups of 10 example documents of the same document that will be used to train the system to recognize that format as a certain document type.

Add document classification files to a single document type

To add a document classification file:

1. From the **Connected FS Settings** site, click **DATA > DOCUMENTS**.
2. Click on the document type that you would like to add files to.
3. Click **UPLOAD CLASSIFICATION FILE**.
 - **Note:** If IDP is not enabled in the environment, the **UPLOAD CLASSIFICATION FILE** button will not be available.
4. Attach a ZIP file with representative PDFs for the document type. Each ZIP file should contain at least 10 PDFs.
 - **Note:** If the training model is processing, you must wait until it is done before submitting a new classification file. Training the model can take several hours.
5. Click **SAVE**.

Upload Classification Documents

Provide a ZIP file with representative PDFs for each document type. Each ZIP file should contain at least 10 PDFs.

Agreement: Contract UPLOAD Drop file here	Agreement: Custody UPLOAD Drop file here	Agreement: Loan UPLOAD Drop file here
Agreement: Payments UPLOAD Drop file here	Agreement: Pricing UPLOAD Drop file here	Agreement: Security UPLOAD Drop file here
AML Certification UPLOAD Drop file here	Annual Report UPLOAD Drop file here	Appendix L UPLOAD Drop file here
Articles of Incorporation UPLOAD Drop file here	Articles of Organization UPLOAD Drop file here	Asset Manager Onboarding UPLOAD Drop file here
Audited Financial Statement UPLOAD Drop file here	Authorized Signature List UPLOAD Drop file here	Beneficial Owners Proof of Identity UPLOAD Drop file here
Business License UPLOAD Drop file here	By Laws UPLOAD Drop file here	Cash Management Agreement UPLOAD Drop file here
Certificate of Incorporation UPLOAD Drop file here	Charter UPLOAD Drop file here	Collateral Management Agreement UPLOAD Drop file here
Collateral Valuation UPLOAD Drop file here	Common Reporting Standards (CRS) UPLOAD Drop file here	Completed Sanctions Questionnaire UPLOAD Drop file here

CANCEL SUBMIT

If there are any issues with the classification files and the system could not process them there will be an indicator next to the name of each document type with an issue.

Articles of Incorporation

When you click on a document type with an issue you will also see a message on the **UPDATE DOCUMENT TYPE** page.

Update Document Type

UPLOADED CLASSIFICATION FILE DELETE

Changes to this type will be immediately reflected on all documents of this type

There has been an issue with one or more of the classification files

Name *
Articles of Incorporation

Previously Uploaded Classification Files
Article of Incorporation.zip
Uploaded Mar 19

CANCEL UPDATE DOCUMENT TYPE

You will need to [remove](#) and re-upload the files to fix any issues.

Bulk add document classification files

It is possible to add multiple files in order to train the system on many document types at once.

To bulk add document classification files:

1. From the **Connected FS Settings** site, click **DATA > DOCUMENTS**.
2. Click **ADD CLASSIFICATION FILES**.

- **Note:** If IDP is not enabled in the environment, the **ADD CLASSIFICATION FILES** button will not be available.
3. Attach a ZIP file with representative PDFs for each document type that you want to add classification files for. Each ZIP file should contain at least 10 PDFs.
 - **Note:** If the training model is processing, you must wait until it is done before submitting a new classification file. Training the model can take several hours.
 4. Click **SUBMIT**.

Upload Classification Documents

Provide a ZIP file with representative PDFs for each document type. Each ZIP file should contain at least 10 PDFs.

Agreement: Contract UPLOAD Drop file here	Agreement: Custody UPLOAD Drop file here	Agreement: Loan UPLOAD Drop file here
Agreement: Payments UPLOAD Drop file here	Agreement: Pricing UPLOAD Drop file here	Agreement: Security UPLOAD Drop file here
AML Certification UPLOAD Drop file here	Annual Report UPLOAD Drop file here	Appendix L UPLOAD Drop file here
Articles of Incorporation UPLOAD Drop file here	Articles of Organization UPLOAD Drop file here	Asset Manager Onboarding UPLOAD Drop file here
Audited Financial Statement UPLOAD Drop file here	Authorized Signature List UPLOAD Drop file here	Beneficial Owners Proof of Identity UPLOAD Drop file here
Business License UPLOAD Drop file here	By Laws UPLOAD Drop file here	Cash Management Agreement UPLOAD Drop file here
Certificate of Incorporation UPLOAD Drop file here	Charter UPLOAD Drop file here	Collateral Management Agreement UPLOAD Drop file here
Collateral Valuation UPLOAD Drop file here	Common Reporting Standards (CRS) UPLOAD Drop file here	Completed Sanctions Questionnaire UPLOAD Drop file here

CANCEL
SUBMIT

Remove document classification files

To remove a document classification file:

1. From the **Connected FS Settings** site, click **DATA**.
2. Click **DOCUMENTS**.
3. Click on the document type that you would like to remove the file from.
4. Next to the file you would like to remove, click .
 - **Note:** If the training model is processing, you must wait until it is done before removing a classification file. Training the model can take several hours.
5. Click **UPDATE DOCUMENT TYPE**.

Update Document Type

UPLOAD CLASSIFICATION FILE
 DELETE

Changes to this type will be immediately reflected on all documents of this type

Name *

Agreement: Contract

Previously Uploaded Classification Files

Contract agreement.zip
 Uploaded Sunday 4:24 pm

CANCEL
UPDATE DOCUMENT TYPE

Configure product types

Add a product type

To add a new product type:

1. From the **Connected FS Settings** site, click **DATA**.
2. Click **PRODUCTS > NEW PRODUCT TYPE**.

3. Enter the product type **Name**.
 - **Note:** This has a 100 character limit and must be unique.
4. Click **CREATE PRODUCT TYPE**.

Remove a product type

To remove a product type:

1. From the **Connected FS Settings** site, click **DATA > PRODUCTS**.
2. Click on the product type that you would like to remove.
3. Click **DELETE**.
4. In the confirmation message, click **DELETE** again.

If a product type is removed, it will now show as *inactive* anywhere it is already referenced.

Update a product type

To update a product type:

1. From the **Connected FS Settings** site, click **DATA > PRODUCTS**.
2. Click on the product type that you would like to update.
3. Update the product type **Name**.
 - **Note:** This has a 100 character limit and must be unique.
4. Click **UPDATE PRODUCT TYPE**.

Updating the product type will be reflected anywhere this type is used on both previous and new products.

Manage default account types for products

Business users can set up which accounts will be automatically added for each product type by setting the default accounts for the product type while [updating the product type](#) in the Connected FS settings site.

Add an account to a product type

To add an account to a product type:

1. From the **Connected FS Settings** site, click **DATA > PRODUCTS**.
2. Click on the product type that you would like to update.
3. Click **ADD ACCOUNT**.
4. Choose which existing account type to add.
5. Click **ADD**.

Remove an account from a product type

To remove an account from a product type:

1. From the Connected FS Settings site, click **DATA > PRODUCTS**.
2. Click the product type that you would like to update.
3. Click the red **✕** icon next to the account type you would like to remove.

Configure service request types

Service request types and subtypes are available for selection when a user is [creating a service request](#).

Create Service Request

✓ CHOOSE CUSTOMER

👉 PROVIDE SERVICE REQUEST DETAILS

Enter details

Target Completion Date *

08/18/2021

Owner *



Sam Smith ✕

Type *

--- Select type ---

Sub-Type *

--- Select sub-type ---

Each service request type can be tied directly to data or a data set that the users can update when creating a new service request. For example, if you change the customer information associated with a service request type, it will allow you to select the fields associated with the customer. Changing the product information will allow you to select the fields associated with products.

Edit service request

Users are able to edit service request type names and [update their associated subtypes](#).

To edit to a service request name:

1. Click the service request card to begin editing.
2. Locate the service request name and click **Edit**.

← Back to all service request types

Service Request Type

Name
Customer information update Edit

Sub-types

Address update

Beneficial owner update

Contact update

Customer name update

Domicile update

+ ADD

Address update EDIT DELETE

Can be scheduled
No

Can be created by customer
Yes

Fields

Addresses

- All Fields

Required Document Types

No document types required

3. Update the name of the service request type.
4. Click **EDIT**.

Add subtypes

To add a subtype:

1. Click **ADD**.

2. Enter the subtype details.
 - **Name.**
 - If the subtype should be able to be scheduled.
 - If the subtype can be directly started by the customers.

The screenshot shows the 'Add Subtype' form in the Appian interface. The 'DETAILS' tab is active. The 'Name' field contains the text 'Update customer to QIB status'. Below the name field, there are two radio button options: 'Can be scheduled' (set to 'No') and 'Can be created by customer' (set to 'Yes'). At the bottom of the form, there are 'CANCEL' and 'NEXT' buttons.

3. Select which fields a user can updated during a service request with this subtype.
 - **Note:** You can select fields that are related to the service request type that this subtype is associated with. For example, if you change the customer information associated with a service request type, it will allow you to select the fields associated with the customer. Changing the product information will allow you to select the fields associated with products.

The screenshot shows the 'Add Subtype' form in the Appian interface, with the 'FIELDS' tab selected. The form is divided into several sections, each with a 'Select All' link and a list of checkboxes for individual fields:

- Customer Information:** Name, GMEI, Type (checked), Risk Score, Industry Classification Code, Domicile, International Entity, Qualified Institutional Buyer (checked), Tax ID, ERISA.
- Additional Details:** Customer Number, Class Type, Class Sub-Type, External Registration Number, Company Status with Details, Company Status, Date of Creation, Jurisdiction.
- Foreign Account Details:** Must File Within (months), Account From, Registration Number, Foreign Account Type, Terms of Account Publication, Account To, Governed By, Credit/Finance Institution, Originating Registry Name, Originating Registry Country, Business Activity.
- Contacts:** (empty section)
- Beneficial Owners:** (empty section)
- Entity Relationships Details:** (empty section)
- Addresses:** (empty section)

 At the bottom, there are 'BACK', 'CANCEL', and 'NEXT' buttons.

4. Add any documents to be required during the service request.
5. Review that all the entered information is correct.
6. Click **SUBMIT**.

Remove subtypes

To remove a subtype:

1. Click **DELETE**.
2. On the confirmation screen, click **DELETE**.

Edit subtypes

To edit a subtype:

1. Click **EDIT**.
2. Update the subtype details.
 - Name
 - If the subtype should be able to be scheduled.
 - If the subtype can be directly started by the customers.

3. Update which fields a user can updated during a service request with this subtype.
 - **Note:** You can select fields that are related to the service request type that this subtype is associated with. For example, if you change the customer information associated with a service request type, it will allow you to select the fields associated with the customer. Changing the product information will allow you to select the fields associated with products.

4. Add documents that you want required during the service request.
5. Review and verify the entered information.

View service request configuration history

The service request configuration history allows you to view who made changes to the service requests and when the updates were made.



To access the history, simply click **View History**.

The service request configuration history includes the following types of changes:

1. If a service request subtype can be scheduled or not.
2. Which fields can be edited during a service request type.

3. If a service request subtype can be started by a customer.
4. Which documents are required during for a specific service request subtype.
5. Names of service request types and subtypes.

[← Back to all service request types](#)

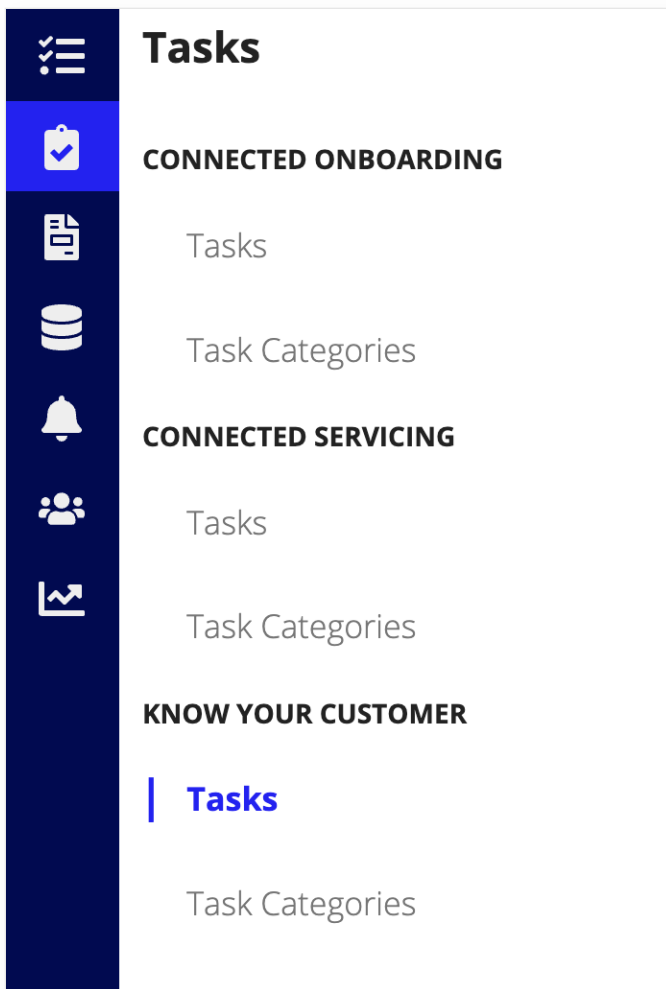
USER Any		SERVICE REQUEST TYPE Any			
User	Service Request Type	Modification		Time	
 Sam Smith	Product update	Edited Service Request Subtype Add restrictions 1 • Changed <i>Can be scheduled</i> from false to true Fields <ul style="list-style-type: none"> Details <ul style="list-style-type: none"> 2 Deleted <i>Permission Permissible Countries</i> Added <i>Duration(months)</i> 		Jul 19, 2021 2:43 PM	
		Edited Service Request Subtype Contribution 4 • Changed <i>Can be created by customer</i> from true to false Required Documents <ul style="list-style-type: none"> Added <i>Agreement: Pricing</i> 		Jul 19, 2021 2:42 PM	
 Sam Smith	Cashflow	5 Edited Service Request Type • Changed Name from Cashflow/Trade to Cashflow		Jul 19, 2021 2:42 PM	

- **Note:** This has a 100 character limit and must be unique.

Configuring Tasks

Introduction

The **Tasks** section of the Connected FS Settings site allows business users to tailor the tasks required for each Service Request. This page describes how to manage categories, tasks, and templates.



Business users can:

- [Add and edit the tasks](#) that can be assigned to the Service Request workflow.
- [Add, remove, and edit the categories](#) that group tasks together.

Managing tasks

In order to add tasks to the workflow templates, you will need to create a library of tasks to choose from.

Task types

Tasks can be one of the following types:

- **Confirmation:** This type of task requires a user to select a checkbox that says the task has been completed.
- **Document Upload:** This type of task requires a user to upload a specific document.
- **Review:** This type of task requires a user to approve, reject, or make no decision on a task.
- **Consolidated Screening Check:** This is an automated task that uses an [integration](#) to verify new customers against the [Trade.gov OFAC consolidated screening list API](#).
- **Northrow Risk Score Check:** This task calls the [Northrow](#) integration to retrieve the risk score for a customer. This task is not available if the Northrow integration is not connected. This is a system task, therefore, no user action is needed to complete this task .
- **Northrow Risk Score Error:** This task is auto-generated when the [Northrow](#) integration fails. To [complete this task](#), a user chooses to retry the integration or skip the task entirely.
- **Collect DocuSign Signature:** This task will request a signature through [DocuSign](#). To [complete the task](#), a user signs the document and the document becomes available on the **DOCUMENTS** tab of the onboarding.

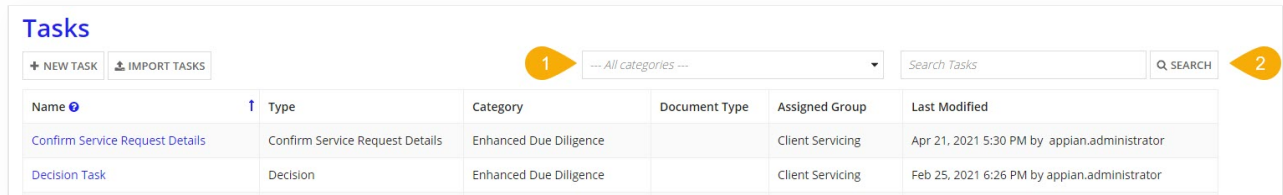
To learn how to complete each of these task types, see [Managing Tasks](#).

Viewing tasks

To view the tasks, from the **Connected FS Settings** site, click **Tasks**.

To filter the lists of tasks:

1. Select a category from the dropdown list, or
2. Enter a search term into the **Search Tasks** box.



The screenshot shows the Appian 'Tasks' page. At the top, there are buttons for '+ NEW TASK' and 'IMPORT TASKS'. To the right, there is a category dropdown menu (labeled '1') currently set to '--- All categories ---', and a search box labeled 'Search Tasks' (labeled '2') with a 'Q SEARCH' button. Below these is a table with the following columns: Name, Type, Category, Document Type, Assigned Group, and Last Modified. The table contains two rows of task data.

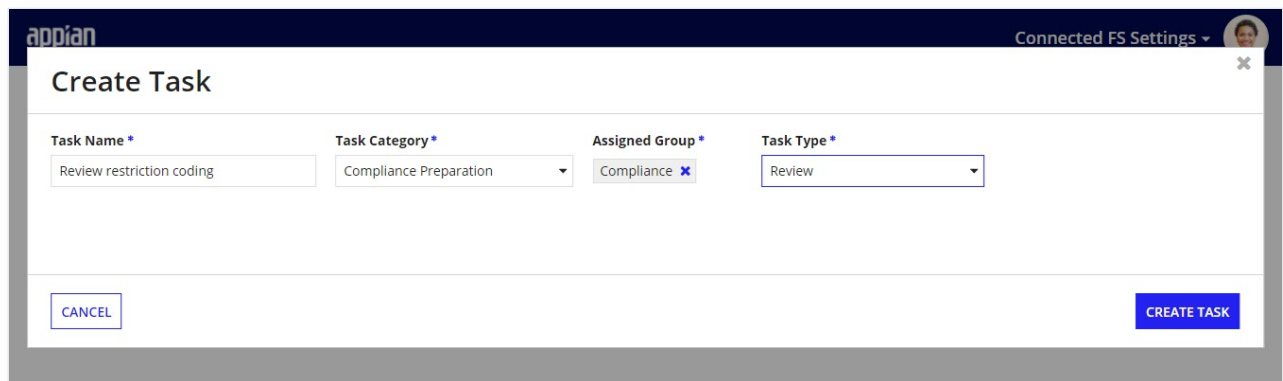
Name	Type	Category	Document Type	Assigned Group	Last Modified
Confirm Service Request Details	Confirm Service Request Details	Enhanced Due Diligence		Client Servicing	Apr 21, 2021 5:30 PM by appian.administrator
Decision Task	Decision	Enhanced Due Diligence		Client Servicing	Feb 25, 2021 6:26 PM by appian.administrator

Adding an individual task

If you only need to add a few tasks, you can add them one at a time.

To add an individual task:

1. From the **Tasks** page, click **NEW TASK**.
2. Enter a **Task Name**.
3. Select a **Task Category**.
4. Use the **Assigned Group** picker to select the group that should be responsible for the task.
5. Select the **Task Type** and click **CREATE TASK**.
6. If the **Task Type** is **Document Upload**, select a **Document Type**.



The screenshot shows the 'Create Task' form in Appian. The form has four main fields: 'Task Name *' with the value 'Review restriction coding', 'Task Category *' with a dropdown menu showing 'Compliance Preparation', 'Assigned Group *' with a picker showing 'Compliance', and 'Task Type *' with a dropdown menu showing 'Review'. At the bottom left is a 'CANCEL' button, and at the bottom right is a 'CREATE TASK' button. The Appian logo is in the top left, and 'Connected FS Settings' with a user profile icon is in the top right.

The new task will be available in new and existing Service Request templates.

Adding multiple tasks by importing from Excel

If you want to add many tasks at once, you can import tasks from an Excel spreadsheet.

To add multiple tasks:

1. From the **Tasks** page, click **IMPORT TASKS**.
2. Download the **Sample Import Excel File**.
3. Add multiple tasks to the spreadsheet, filling out the following fields:
 - **Task Name**: The display name for the task. There is a 50 character limit. Task names must be unique, or the task won't be imported.
 - **Task Category**: The category that the task should be grouped with. The valid values are any category listed on the [Category page](#).
 - **Assigned Group**: The group that will automatically be assigned the task. The valid values are all business groups that are in the Connected Servicing application. See the [Groups Reference Page](#) for a list of the out-of-the-box business groups.
 - **Task Type**: The type of task. Out of the box, the valid values are: Confirmation, Document Upload, Review, and Consolidated Screening Check.
 - **Document Type**: Only required if **Task Type** is **Document Upload**. If the **Task Type** is something else and a value is entered in this field, it will be ignored.
4. Click **UPLOAD** and select the Sample Task Import.xlsx file that you just modified.
5. A list of the columns from the spreadsheet displays. Map the columns from the Excel sheet to the task fields. If you used the template without modifying the column headers, these should all match up automatically.
6. Click **NEXT**.

Excel File
 **Sample Task Import**
 XLSX – 8.97 KB

Excel Column	Row 1 of 3	Row 2 of 3	...1 more rows...	Map Columns to Task Fields
Task Name	Upload Pricing Agreement	Review On-boarding Request	→	Task Name ▼
Task Category	Welcome Packet	Compliance Preparation	→	Task Category ▼
Assigned Group	Sales	Compliance	→	Assigned Group ▼
Task Type	Document Upload	Review	→	Task Type ▼
Document Type	Agreement: Contract		→	Document Type ▼

[BACK](#) [NEXT](#)

- The task fields that you entered display. Verify all of the fields are correct and there are no validation errors.
- To create a new template with the tasks you just imported, click **ADD TASKS TO TEMPLATES**.
- To add the tasks to the library of tasks, click **ADD TASKS**.

Import Tasks

Task Name	Task Category	Assigned Group	Task Type	Document Type	
Attach Document	Compliance Preparation ▼	Sales ✕	Attach Document ▼	Tax Document: W-9 ▼	✕
Review Record	Compliance Preparation ▼	Compliance ✕	Review ▼	-	✕

[BACK](#) [ADD TASKS TO TEMPLATE](#) [ADD TASKS](#)


Editing tasks

If you ever need to update a task, you can edit it in the Connected FS Settings site.

To edit a task:

- From the **Tasks** page, click the name of the task you want to modify.
- Modify the **Task Name**, **Task Category**, **Assigned Group**, **Task Type**, and/or **Document Type** and click **SAVE CHANGES**.

Edit Task

 Edits to this task will be reflected on all templates that reference it. In-flight tasks will not be affected.

Task Name *	Task Category *	Assigned Group *	Task Type	DocumentType *
Provide IMA	Compliance Preparation ▼	Client Servicing ✕	Attach Document	IMA ▼

[CANCEL](#) [SAVE CHANGES](#)

All Service Request templates that reference the task will be updated. Any Service Requests that are in progress will not be affected.

Managing categories

Categories group tasks together, usually by the function of the tasks or the group that performs the tasks. You can add these categories to meet the requirements and needs of your organization's Service Request processes.

Viewing categories

From the **Connected FS Settings** site, you can view the categories by clicking **Tasks**. The **Task Categories** tab will display in the left menu pane.

Adding a category

You can create a new category whenever you need a new way to group tasks, such as adding a process that requires related tasks to be completed.

To add a category:

1. From the **Task Categories** page, click **NEW CATEGORY**.



2. Enter a **Category Name** and click **CREATE CATEGORY**.

Create Category

Category Name *

The new category will display in all new and existing Service Request templates.

Removing a category

If you ever need to remove a category, you can do it from the **Connected FS Settings** site.

appian-style note If there are any tasks that reference the category, you will not be able to remove the category. A message will display to let you know that it cannot be removed. To remove the category, complete or cancel all tasks that reference the category.

To remove a category, click the delete icon associated with the category you want to remove.

Categories		
+ NEW CATEGORY		
Category Name ⓘ	1 Last Modified	
Account Creation	May 18, 2021 5:34 AM by appian.administrator	🗑
Account Funding	May 18, 2021 5:34 AM by appian.administrator	🗑
Accounting & Performance Setup	May 18, 2021 5:34 AM by appian.administrator	🗑
Compliance Preparation	May 18, 2021 5:34 AM by appian.administrator	🗑


The category will no longer display in Service Request templates.

Editing a category name


If you need to update the name of a category, you can edit the name in the Connected FS Settings site.

To edit a category name:

1. Select the name of the category you want to modify.
2. Enter a new **Category Name** and click **SAVE CHANGES**.

appian Connected FS Settings 

Edit Category

 Edits to this category will be reflected on all tasks that reference it

Category Name *

Compliance Preparation

CANCEL **SAVE CHANGES**

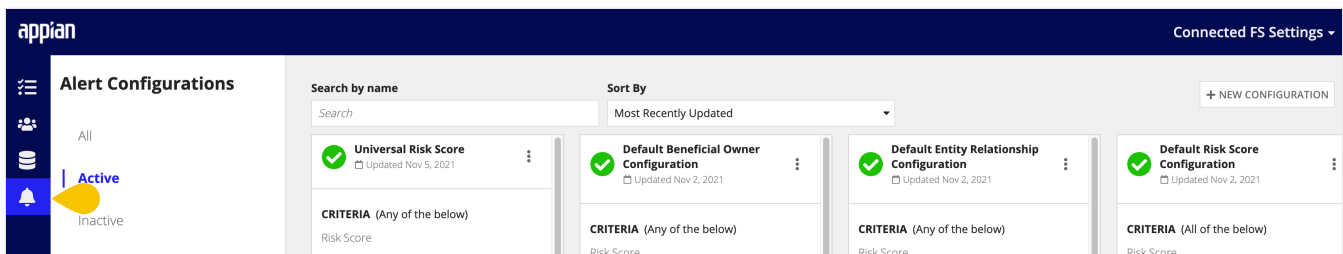
The new name will display in all new and existing tasks that reference it.

Configure Alerts

Introduction

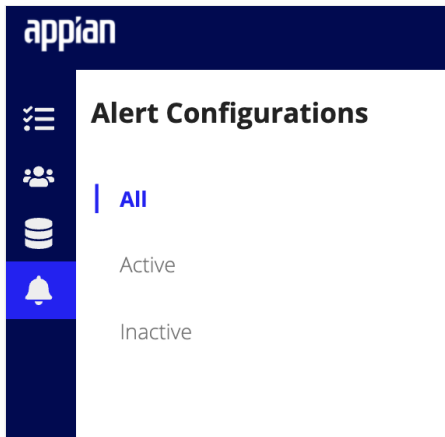
When important data changes are made to a customer record, alerts are generated to notify business users of the change. In the **Connected FS Settings** site, business users can control when these alerts generate, which customer groups are notified, and the actions or events that need to occur after an alert is triggered. You can view alerts on the customer record.

All alert settings are located in the **ALERTS** tab of the **Connected FS Settings** site.

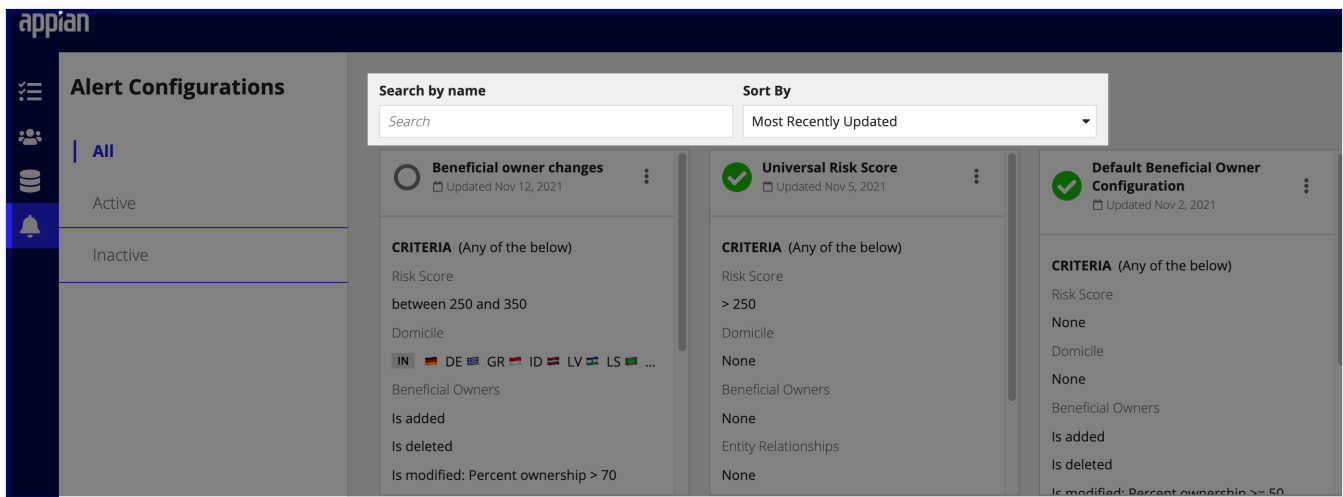


View alert configurations

By default, the **Alert Configurations** page displays all alert configurations. To filter the alerts by *status*, select **Active** or **Inactive** in the navigation pane. Any alert that the system is currently generating is an *active* alert. Alerts that are **disabled** by a user and no longer used to trigger an alert are *inactive*.



To find a specific alert, search by the alert name. You can also sort the alerts by the date when the configuration was last updated.



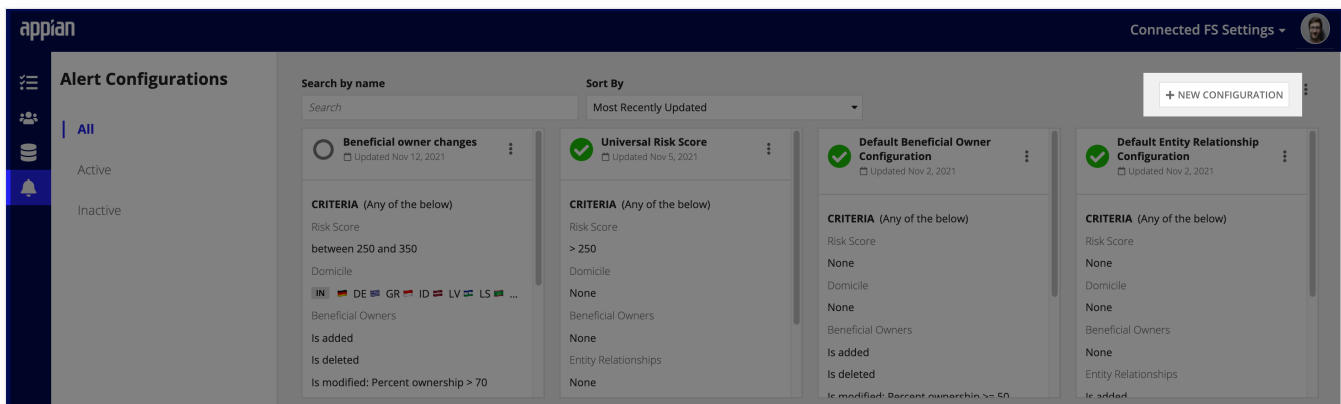
Create an alert configuration

You can configure a customer alert to trigger when a specific customer matches a set of conditions or a specific scenario.

For example, you can configure an alert to trigger when the risk score changes for a customer in APAC. The alert, which include a custom message, appears on the Summary tab of the Customer record.

To create new alert configurations:

1. Click **NEW CONFIGURATION**.



1. Enter **Name** and if the trigger should be active upon saving.

Create Alert Configuration

Name *

0/255

Set active ? *
☒ Yes
 ☐ No

1. Create [trigger conditions](#).
2. Set up [customer filters](#)
3. Enter the [display message](#).
4. Click **SAVE**.

Trigger Conditions

Trigger conditions are the rules that define the data that needs to change in order to generate an alert. When the customers' data changes and matches the rule set, an alert will be automatically generated.

Trigger Conditions

Enter conditions that will trigger an alert. Then select the specific field values and their changes.

Trigger an alert if: Any condition is true

--- Select field ---

[+ Add Trigger Condition](#)

There are two types of trigger conditions: *ANY* conditions or *ALL* conditions.

Trigger Conditions

Enter conditions that will trigger an alert. Then select the specific

Trigger an alert if: Any condition is true

--- Select field ---

All conditions are true

Any condition is true

[+ Add Trigger Condition](#)

For an *Any condition is true* trigger to generate an alert, any of the trigger statements can be *true*. If this is chosen, all the conditional separators will default to **OR**.

Trigger Conditions

Enter conditions that will trigger an alert. Then select the specific field values and their changes.

Trigger an alert if: **Any condition is true** ▼

Domicile ▼

--- Select operator --- ▼

--- Sele

OR

Risk Score ▼

--- Select operator --- ▼

[+ Add Trigger Condition](#)

An *All conditions are true* trigger implies that all of the trigger statements have to be *true* in order for the alert to generate. If this is chosen, all the conditionals will default to **AND**.

Trigger Conditions

Enter conditions that will trigger an alert. Then select the specific field values and their changes.

Trigger an alert if: **All conditions are true** ▼

Domicile ▼

--- Select operator --- ▼

--- Sele

AND

Risk Score ▼

--- Select operator --- ▼

[+ Add Trigger Condition](#)

Trigger Fields

You can set up trigger conditions to monitor four types of changes: **Beneficial Owners**, **Domiciles**, **Entity Relationships**, and **Risk Scores** by configuring each field to generate a trigger when a specific data value changes.

Beneficial owners

You can also configure an alert to trigger when a **Beneficial Owner** is added, deleted, or modified. If you configure an alert to trigger when you modify a Beneficial Owner, you can also set up an expression to define when an alert will trigger once a specific **Ownership** threshold is met.

Trigger Conditions

Enter conditions that will trigger an alert. Then select the specific field values and their changes.

Trigger an alert if: **All conditions are true** ▼

Beneficial Owner ▼

Is modified ▼

% ownership ▼

--- Select operator --- ▼

60

[+ Add Trigger Condition](#)

Customer Filters

Determine which customers this alert will apply to. This alert will only apply to customers who meet this criteria. B

[+ Add Filter](#)

--- Select operator ---

<

<=

>

>=

Domiciles

The **Domicile** field allows you to configure an alert to trigger when a domicile change occurs. You can configure an alert to trigger when a change is made to include a domicile in a list of specific countries using the **IN** or exclude a list of countries using the **NOT IN** condition.

Trigger Conditions

Enter conditions that will trigger an alert. Then select the specific field values and their changes.

Trigger an alert if: All conditions are true ▼

Domicile ▼

IN ▼

Afghanistan, Brazil, Cuba ▼

+ Add Trigger Condition

Entity relationships

The **Entity Relationship** field allows you to configure an alert to trigger when a user adds, deletes, or modifies an entity relationship. If you configure an alert to trigger when a user modifies **Entity Relationship**, you can also set up an expression to define when an alert will trigger once a specific **Ownership** threshold is met.

Trigger Conditions

Enter conditions that will trigger an alert. Then select the specific field values and their changes.

Trigger an alert if: All conditions are true ▼

Entity Relationship ▼

Is modified ▼

% ownership ▼

> ▼

10

+ Add Trigger Condition

Risk scores

An alert can trigger when a **risk** is changed to a certain value or threshold.

Trigger Conditions

Enter conditions that will trigger an alert. Then select the specific field values and their changes.

Trigger an alert if: All conditions are true ▼

Risk Score ▼

>= ▼

70

+ Add Trigger Condition

Customer Filters

To define which customers the trigger rules apply to, you can set up **Customer Filters** by filter type, including name, domicile, or region. For each of the filter types, determine whether the filter should be *inclusive* using the **IN** operator or *exclusive* using the **NOT IN** operator.

Customer Filters

Determine which customers this alert will apply to. This alert will only apply to customers who meet this criteria. By default all customers receive the alert.

For

Region ▼

IN ▼

Asia Pacific ▼

⊗

To remove the filter, click the **⊗** icon next to the filter. By default, an alert configuration that does not have a customer filter will apply to all customers.

Display Message

The **Display Message** dialog allows you to configure an alert message to show on the customer record. When an alert is generated, users viewing the alert will see this message.

Display Message

Enter the message to display to the users once the alert is generated


Customer's risk score has exceeded the limit to skip additional review.

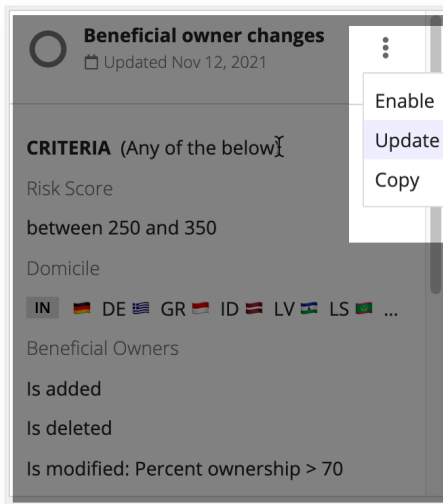
71/255

Update an alert configuration

When changes to alert configurations are necessary, you can update the existing configuration without having to create a new one.

To update an alert configuration:

1. Click the  icon on the alert you want to update and select **Update**.



Beneficial owner changes
Updated Nov 12, 2021

CRITERIA (Any of the below)

Risk Score
between 250 and 350

Domicile
IN DE GR ID LV LS ...

Beneficial Owners
Is added
Is deleted
Is modified: Percent ownership > 70

Menu: Enable, Update, Copy

1. Update any trigger configurations, customer filters, generated events, or the display message.
2. Click **SAVE**.

Update Alert Configuration

Name * Universal Risk Score 20/255 **Set active** ☒ Yes ☐ No

Trigger Conditions

Enter conditions that will trigger an alert. Then select the specific field values and their changes.

Trigger an alert if: Any condition is true

Risk Score > 250

[Add Trigger Condition](#)

Customer Filters

Determine which customers this alert will apply to. This alert will only apply to customers who meet this criteria. By default all customers receive the alert.

[Add Filter](#)

Generated Events

Select events to generate when the alert is triggered.

[Add Event](#)

Display Message

Enter the message to display to the users once the alert is generated

Risk score is very high

What is an alert?

An alert is a flag on the customer that is generated when certain field values change

What is a trigger?

A trigger is a field/ set of fields which when their values change, alerts are automatically generated.

How do the conditionals work?

Any condition is true implies that if any of the trigger statements are true, then the alert to take effect. If this is chosen, all the conditionals default to OR.

All conditions are true implies that all of the trigger statements have to be true in order for the alert to take effect. If this is chosen, all the conditionals default to AND.

Example

If you would want to create an alert for all customers who either have risk score > 50 or whose domicile is United Kingdom, you would choose "Any of the above". Add a trigger with a field of risk score, operator of >, value of 50. Add a trigger with a field of Domicile, operator of IN, and value of United Kingdom.

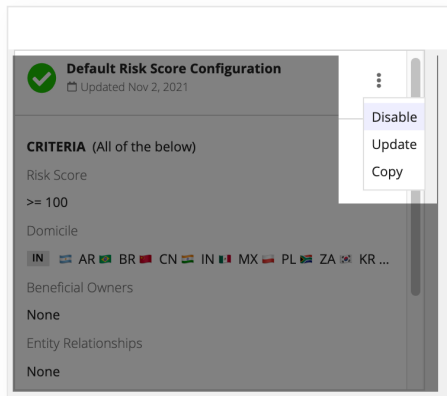
CANCEL

SAVE

Disable an alert configuration


If an alert configuration is no longer required, you can stop the configuration from generating any new alerts.

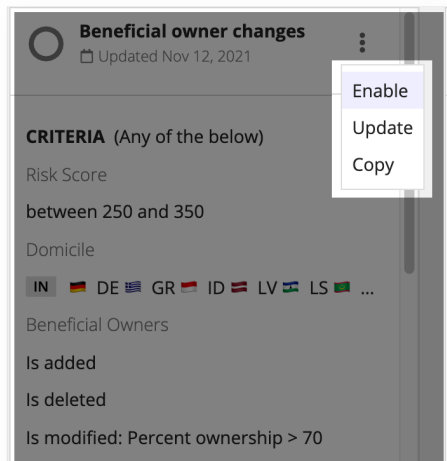
To disable an alert configuration, click the  icon on the alert you want to disable and select **Disable**.



Enable an inactive alert configuration

After creating or disabling an alert configuration, you need to turn it on in order to start generating alerts.


To enable an alert configuration, click the  icon on the alert you want enable and select **Enable**.



Copy an alert configuration

Copying an alert is a quick way to create a new alert with slightly different trigger logic. When copied, the new alert has all of the same configurations, including active status, triggers, customer filters, and actions, as the alert that was copied. The name of the new alert configuration will start with **Copy of**.

To copy an alert configuration:

1. Click on the  icon on the alert you want to copy and select **Copy**.

Beneficial owner changes
Updated Nov 12, 2021

CRITERIA (Any of the below)

Risk Score
between 250 and 350

Domicile
IN DE GR ID LV LS ...

Beneficial Owners
Is added
Is deleted
Is modified: Percent ownership > 70

Enable
Update
Copy

1. Update the name and any of the configurations.
2. Click **SAVE**.

Update Alert Configuration

Name *
Copy of: Beneficial owner changes 33/255

Set active ☐ Yes ☒ No

Trigger Conditions
Enter conditions that will trigger an alert. Then select the specific field values and their changes.

Trigger an alert if: Any condition is true

Beneficial Owner Is added

OR Beneficial Owner Is deleted

OR Beneficial Owner Is modified % ownership > 70

OR Domicile IN Germany, Greece, Indonesia, Latvia, Lesotho, Mauritania, --

OR Risk Score between 250 and 350

OR Entity Relationship Is deleted

OR Entity Relationship Is modified % ownership < 1

[Add Trigger Condition](#)

Customer Filters
Determine which customers this alert will apply to. This alert will only apply to customers who meet this criteria. By default all customers receive the alert.

For Domicile IN Albania, Andorra, Anguilla, Antigua and Barbuda, Armeni

[CANCEL](#) [SAVE](#)

What is an alert?
An alert is a flag on the customer that is generated when certain field values change

What is a trigger?
A trigger is a field/ set of fields which when their values change, alerts are automatically generated.

How do the conditionals work?
Any condition is true implies that if any of the triggers statements are true, then the alert to take effect. If this is chosen, all the conditionals default to OR.

All conditions are true implies that all of the trigger statements have to be true in order for the alert to take effect. If this is chosen, all the conditionals default to AND.

Example
If you would want to create an alert for all customers who either have risk score > 50 or whose domicile is United Kingdom, you would choose "Any of the above". Add a trigger with a field of risk score, operator of >, value of 50. Add a trigger with a field of Domicile, operator of IN, and value of United Kingdom.

Configure alert auto-dismissal

You can configure alerts that are not dismissed manually, to be automatically dismissed by the system after a specific timeframe.

To configure auto-dismissal:

1. Click on the for the alert you want to set up to automatically dismiss after a specific timeframe and select **Set auto-dismissal**.

+ NEW CONFIGURATION

Set auto-dismissal

View Alert Configuration History

Configuration

Updated Nov 2, 2021

1. Under **Should alerts be dismissed automatically?**, click **Yes** to turn auto-dismissal on for the alert." Click **No** to turn auto-dismissal off.
2. If auto-dismissal is turned on, enter the number of days you want to system to wait before dismissing the alert when it is not manually dismissed.

3. Click **SET**.

Set auto-dismissal

Should alerts be dismissed automatically? ?

Yes ☒

No ☐

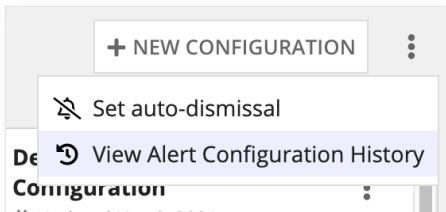
After how many days? *

CANCEL

SET

View alert configuration change history

Each time an alert configuration is added, deactivated, or edited, the system tracks the changes, including who made the changes and when they were made. To see a completed history of the changes made to any of the alert configurations select **View Alert Configuration History** in the menu button on the top right corner.



The alert configuration history grid also shows the values before and after a configuration change and which alert configuration was affected. You can filter these alert configuration changes by the user.

Alert Configuration History			
<div> <div>USER Any</div> <div> <div></div> <div></div> </div> </div>			
User	Name	Modification	Time
	Beneficial owner changes	Edited the alert configuration <ul style="list-style-type: none"> Changed Name from <i>Matt Test configuration</i> to <i>Beneficial owner changes</i> 	Nov 12, 2021 1:39 PM
		Added the alert configuration <ul style="list-style-type: none"> Changed Name from blank to <i>Universal Risk Score</i> Changed Display Message from blank to <i>Risk score is very high</i> Changed Active from blank to <i>true</i> 	
	Universal Risk Score	Triggers <ul style="list-style-type: none"> Changed Operator from blank to <i>OR</i> 	Nov 5, 2021 9:34 AM
		Added a trigger <ul style="list-style-type: none"> Changed Type from blank to <i>Risk Score</i> Changed Operator from blank to <i>></i> Changed Lower Bound Risk from blank to <i>250</i> 	
	Beneficial owner changes	Edited the alert configuration Triggers Edited a trigger <ul style="list-style-type: none"> Changed Threshold from <i>40</i> to <i>70</i> 	Nov 3, 2021 9:49 AM
		Edited a trigger <ul style="list-style-type: none"> Changed Lower Bound Risk from <i>200</i> to <i>250</i> Changed Upper Bound Risk from <i>300</i> to <i>350</i> 	
		Deleted a trigger <ul style="list-style-type: none"> Changed Type from <i>Entity Relationship</i> to blank Changed Action from <i>is added</i> to blank 	
		Filters Deleted a customer filter <div>None</div>	

Setting Up Groups

Introduction

Managing organizational changes can be a big pain point for many organizations. New team members or team members with new responsibilities need to quickly have access to the tools they need to do their jobs. To ensure security, departing team members need to have their access revoked in a timely manner. The [Connected FS Settings](#) site in Appian Connected Servicing allows business users with the appropriate access to quickly make the changes needed to keep business running securely.

appian			
Connected FS Settings			
User Groups			
<div> <div> <div></div> <div>1</div> </div> <div>Internal Users</div> <div>Customers</div> </div>			
<div> <div>Search by name</div> <div>Search</div> </div>		<div> <div>Sort By</div> <div>A to Z</div> </div>	
<div> <div>AS FS Appian Administrators</div> <div>24 Members</div> <div>No Parent Group</div> <div>Nov 5, 2021</div> </div>		<div> <div>Back Office</div> <div>0 Members</div> <div>AS FS Internal Users</div> <div>Nov 5, 2021</div> </div>	
<div> <div>Client Onboarding</div> <div>36 Members</div> <div>AS FS Internal Users</div> <div>Nov 4, 2021</div> </div>		<div> <div>Client Onboarding Department He...</div> <div>16 Members</div> <div>AS FS Managers</div> <div>Nov 10, 2021</div> </div>	
<div> <div>Client Servicing Department Heads</div> <div>8 Members</div> <div>Client Servicing</div> <div>Nov 4, 2021</div> </div>		<div> <div>Compliance</div> <div>1 Member</div> <div>AS FS Internal Users</div> <div>Nov 4, 2021</div> </div>	
		<div> <div>Back Office Department Heads</div> <div>0 Members</div> <div>AS FS Managers</div> <div>Nov 5, 2021</div> </div>	
		<div> <div>Client Servicing</div> <div>18 Members</div> <div>AS FS Internal Users</div> <div>Nov 4, 2021</div> </div>	
		<div> <div>Compliance Department Heads</div> <div>0 Members</div> <div>AS FS Managers</div> <div>Nov 4, 2021</div> </div>	

If you need to add new business or security groups, or modify group membership using Appian Designer, see [Modifying Groups](#).

What are business groups?

Only business groups are able to be modified from Connected Servicing Settings. So what is a business group? A business group is a group that represents the different business roles that will interact with the solution.

For example, sales team members who are involved in Service Requests will be in the *Sales* business group and managers on the legal team who are involved in Service Requests will be in the *Legal Department Heads* business group.

This allows you to put certain teams into security groups to allow access to specific parts of the solution. For example, only members of the *Client Servicing* and *Sales* groups have actions to create new Service Requests from the Home page.

See [Group Reference Page](#) for more information on what groups provide what access in Connected Servicing.

Customer groups

Customer groups are a special type of business group. Customer groups allow access to the Customer Portal for external users. In order to ensure customers can only see their data and no other customer data, a user may only be added to one customer group at a time.

A customer group is automatically created when a customer is created. Therefore, in the group management tool, there will be one group for every customer.





Viewing group members

To view current group members:

1. [Access the Connected FS Settings site](#) and click **GROUPS**.
2. Optionally you may filter to **Internal Users** or **Customers**.
 - **Note:** The group type aligns with the wrapper groups that are defined in [Group Reference Page](#).
3. Select the business group that you would like to view.

The group members display. You can see if a user is a **Direct** member, which means they have been added directly to the group, or an **Indirect** member, which means they are a member of a subgroup. If the user is an **Indirect** member, their subgroup will display in the **Parent Group(s)** column.

[← Back to internal groups](#)





Legal				ADD MEMBERS	REMOVE MEMBERS
<input type="checkbox"/>	Name	Member Type ?	Parent Group(s)		
<input type="checkbox"/>	 Legal User <small>legal.user</small>	Direct	N/A		
<input type="checkbox"/>	 Lisa Wentworth <small>lisa.le</small>	Indirect	Legal Department Heads		
<input type="checkbox"/>	 lisa legal <small>lisa.legal</small>	Direct	N/A		
<input type="checkbox"/>	 Lucy Smith <small>lucy.legal</small>	Direct	N/A		

Managing group membership

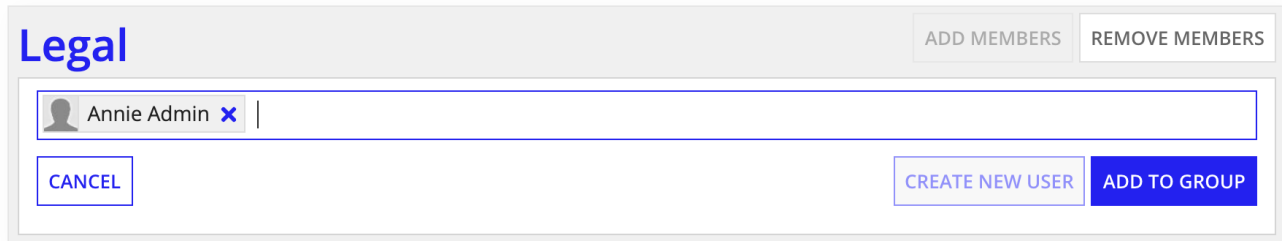
To update group membership:

1. On the Groups page, select the group that you would like to update. See [Viewing group members](#) for instructions.
2. To remove a member, select the checkbox next to their name and click **REMOVE MEMBERS**.
 - **Note:** If the member is an indirect member of the group, you will not be able to remove them from the group. You must remove them from the parent group. For example, a member of the Back Office Department Heads group is an indirect member of the Back Office group. To remove them from the Back Office group, you must remove them from the Back Office Department Heads group.

[← Back to internal groups](#)

Legal				ADD MEMBERS	REMOVE MEMBERS
<input type="checkbox"/>	Name	Member Type ?	Parent Group(s)		
<input type="checkbox"/>	 Legal User <small>legal.user</small>	Direct	N/A		
<input type="checkbox"/>	 Lisa Wentworth <small>lisa.le</small>	Indirect	Legal Department Heads		
<input checked="" type="checkbox"/>	 lisa legal <small>lisa.legal</small>	Direct	N/A		
<input type="checkbox"/>	 Lucy Smith <small>lucy.legal</small>	Direct	N/A		

3. To add a member, click **ADD MEMBERS**. Use the picker to find the member(s) you would like to add, then click **ADD TO GROUP**.



When the users refresh the site, their membership will be updated.

Creating a new user

If a user needs an account, a business user can create one from the group management tool.

To create a new user:

1. [Access the Connected FS Settings site](#) and click **Groups**.
2. In the group picker, select the group type.
3. Select the business group that you would like to add the user to.
4. Click **ADD MEMBERS**.
5. Click **CREATE NEW USER**.
6. Enter the **Email**, **Username**, **First Name**, and **Last Name**.
 - **Note:** Username is case sensitive and must be unique.
7. Click **ADD TO GROUP**.

Managing Integrations

Introduction

Appian's Connected Servicing solution provides the ability to integrate with the following applications:

- [Companies House](#)
- [DocuSign](#)
- [OFAC](#)
- [Dun & Bradstreet](#)
- [IDP](#)
- [Northrow](#)

This page walks you through the steps for setting up each integration. After setting up the integrations you need for your Connected Servicing solution, you can manage them through the Connected Servicing System Administration Center.


Accessing the System Administration Center

The **System Administration Center** is a separate site in the Connected Servicing solution that allows administrators:

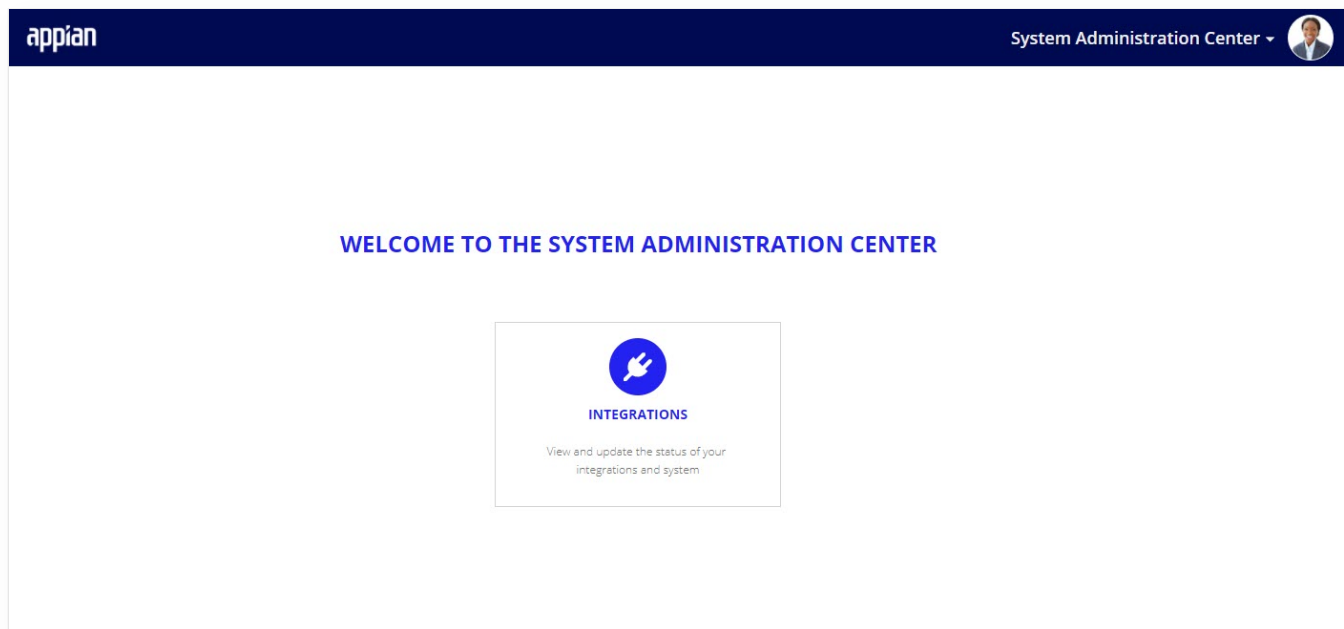
- Turn on/off connected integrations.
- View and update properties for connected integrations.
- Test integration connections.

Only administrators with the appropriate group membership are able to access this site. This ensures that only a select few have access to sensitive processes and information.

To access the **System Administration Center**:

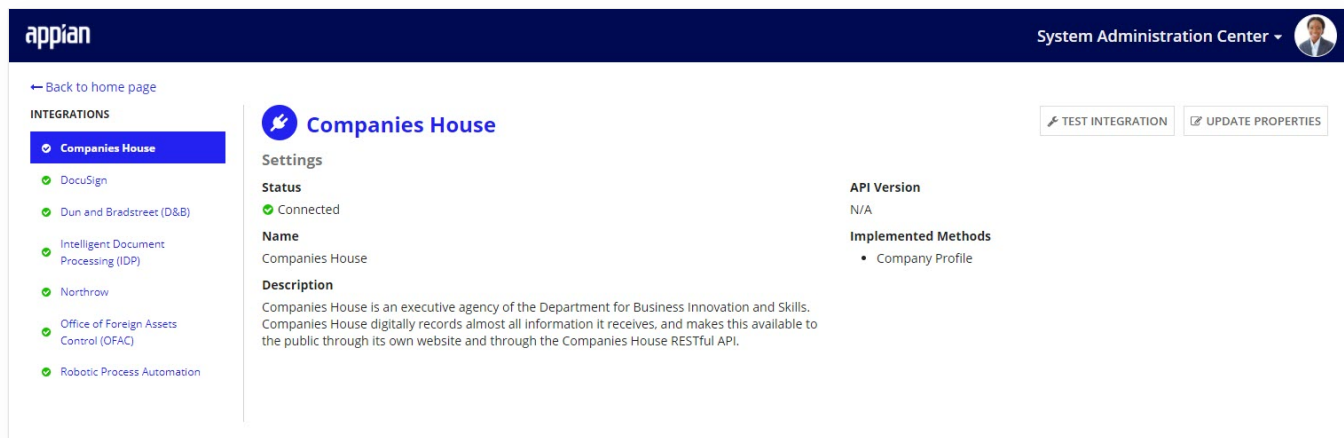
1. Make sure you are in the AS FS Appian Administrators security group. See the [Groups Reference Page](#) for more information about security groups.
2. From the Connected Servicing site, select the navigation menu  > **System Administration Center**.

The Welcome to the System Administration Center page displays. You can click on the integrations card to view and update any connected integrations.



Integrating with Company House

Appian's Connected Servicing application includes the ability to populate customer data from UK company registration service, [Companies House](#). Connecting to Companies House helps users reduce data entry by pulling in any of the public registration information available from the Companies House service. Using Companies House is optional and requires some minimal configuration in the [System Administration Center](#) site after the Companies House prerequisites are completed.



Prerequisites

The Companies House is a public API, but your organization must still generate an authorization key before the service can be used.

To obtain an authorization key:

1. From the Companies House website, [create](#) a Companies House account.
2. Follow Companies House instructions to obtain an [API key](#) and save this key.

Once you have your Companies House API key:

1. From Appian Designer, open AS EI CHS CS Companies House connected system.
2. Click **Clear** next to the **Value** field.
3. Enter your authentication token in the **Value** field.
4. Click **SAVE**.

Using the Companies House integration

Companies House provides registration information about a customer. Any Companies House information gathered is displayed on the **Basic Info** tab on customer profile.

When creating or updating, you can provide a **Customer Number**. A **Customer Number** is the company registration / incorporation number a company was assigned upon registration. To find a **Customer Number**, you can search by name on the Companies House website by clicking **Search Companies House** link.



If the [Companies House](#) integration is connected and a **Company Number** is entered, Companies House will be called and any available information will be automatically populated.

The fields that can be pulled in for Companies House are:

1. Customer Information:

- **Class type:** The class type of the customer. Possible values include LTD, PLC, LLP, etc.
- **Class sub-type:** The subtype of the company. Possible values are: community interest company and private fund limited partnership.
- **Jurisdiction:** The jurisdiction specifies the political body responsible for the company.
- **Date of creation:** The date a company was created.
- **External registration number:** The number given by an external registration body.
- **Foreign company account information**
 - **Foreign Account type:** Legal form of the customer in the country of incorporation.
 - **Account from:** Date account period starts under parent law.
 - **Account to:** Date account period ends under parent law.
 - **Originating registry name:** Identity of register in country of incorporation.
 - **Originating registry country:** Country in which customer was incorporated.
 - **Credit/Finance Institution:** Is it a financial or credit institution. Valid values: Yes or No.
 - **Must file within:** Number of months within which to file disclosure of accounts under parent law.
 - **Governed by:** Law governing the customer in country of incorporation.
 - **Registration number:** Registration number in customer of incorporation.
 - **Terms of account publication:** Describes how the publication date is derived.
 - **Company Type:** Legal form of the company in the country of incorporation.
- **Company status:** The status of the customer. Valid values include: active, dissolved, liquidation, receivership, administration, voluntary arrangement, converted closed, and insolvency proceedings.
- **Company status details:** Extra details about the status of the company. Valid values include: transferred from UK, active proposal to strike off, petition to restore dissolved, transformed to SE, converted to PLC, converted to UK SOCIETAS, converted to UKEIG.
- **Business Activity:** Type of business undertaken by the UK establishment.

2. Previous customer names: The previous names of this customer.

- **Effective from:** The date from which the customer name was effective.
- **Ceased on:** The date on which the customer name ceased.

3. Customer links: A set of URLs related to the resource.

4. Registered office address: The address of the customer's registered office.

If Companies House is disconnected or a **Company Number** is not provided, you can enter these fields manually.

Refreshing Companies House information

A user can manually check for changes to the information from Companies House from the customer record by clicking **REFRESH COMPANIES HOUSE** on the **BASIC INFO** tab of the customer profile.

The screenshot shows the Appian interface for a customer named 'Caspian Industries (CAS)'. The 'Basic Info' tab is selected, showing fields for Name, Acronym, GMEI, Risk Score, Industry Classification Code, Domicile, International Entity, Qualified Institutional Buyer, and Region. A 'REFRESH COMPANIES HOUSE' button is located in the top right corner of the customer profile view.

The refresh button is not available if the Companies House integration is disconnected.

Updating Companies House properties

From the **System Administration Center**, you can determine whether or not the Companies House integration is connected. When Companies House is disconnected you will need to manually enter a customer's registration information.

The 'Update Properties' dialog box for the Companies House integration is shown. It includes fields for Status (Disconnected), Name (Companies House), and Description. The 'SAVE PROPERTIES' button is highlighted in blue.

To update the Companies House properties:

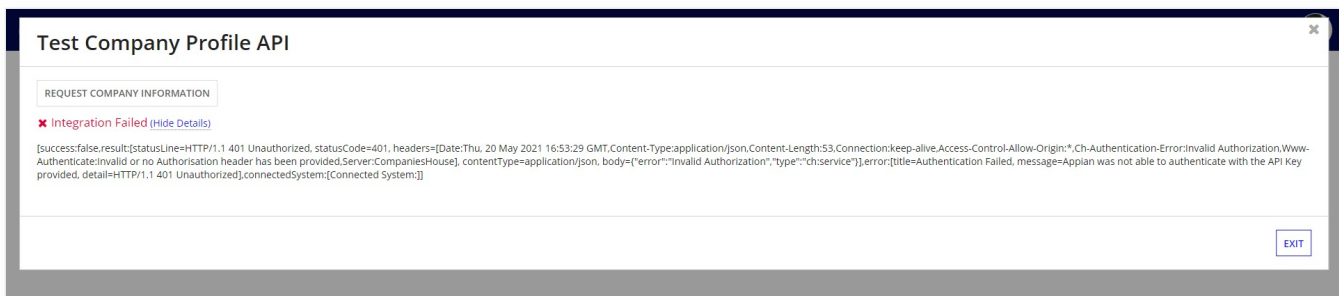
1. After accessing the [System Administration Center](#), click **Integrations**.
2. On the left, select **Companies House**.
3. Click **UPDATE PROPERTIES**.
4. Update **Status**.
5. Click **SAVE PROPERTIES**.

Testing Companies House integration

If you suspect that the Companies House integration is not working, you can test to see if this integration is working from the **System Administration Center**.

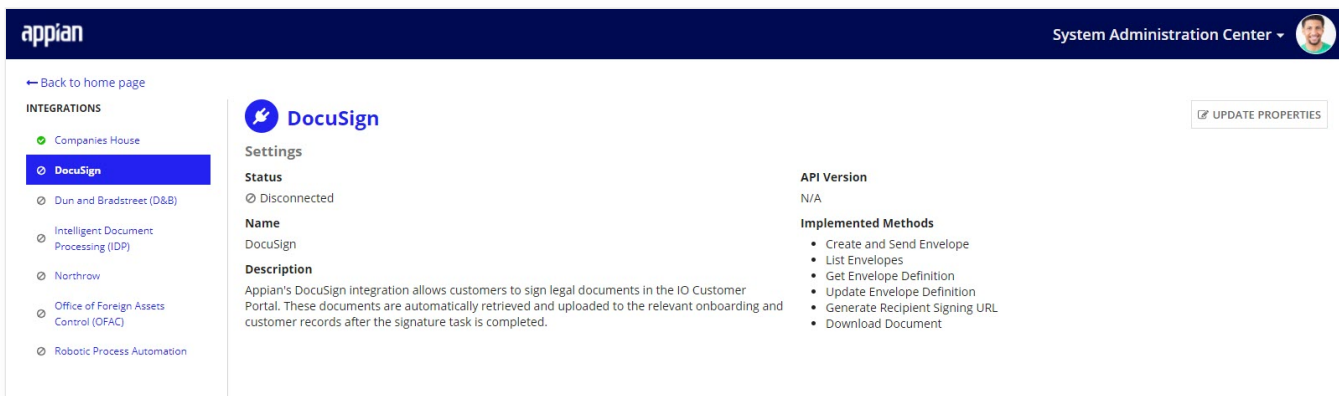
To test the Companies House connection:

1. After accessing the [System Administration Center](#), click **Integrations**.
2. On the left, select **Companies House**.
3. Click **TEST INTEGRATION**.
4. Click **REQUEST COMPANY INFORMATION**.
 - o You are able to see what is returned, either **Integration Successful** or **Integration Error**.
 - o You are also able to see the Companies House service response details.



Integrating with DocuSign

Applan's Connected Servicing solution includes electronic signature capture powered by a DocuSign integration. With DocuSign, users can sign documents and attach them directly to the Service Request and customer records. DocuSign is optional integration and requires some minimal configuration in both the [Connected FS Settings](#) and [System Administration Center](#) sites after the DocuSign prerequisite configuration is set up.



Prerequisites

If you would like to use the DocuSign tasks during your Service Request, you must have a DocuSign account and be able to retrieve your organization's credentials.

To find your authentication information:

1. From your DocuSign instance, go to the Admin site.
2. Click **Accounts**.
3. Select your account.
4. From the account screen, select **API and Keys** under **Integrations**.
5. Select your **App Name**.

Once you have your DocuSign authentication information:

1. From Appian Designer, open the AS_EI_Docusign_Connected_System.
2. Enter the **Instance URL**, **API Account ID**, **API Username**, **Password**, and **Integration Key**
3. Click **SAVE**.
4. Open the AS_IO_DOCUSIGN_generateDocuSignTaskEnvelope expression rule.
5. Update the JSON structures, if applicable.

Creating a DocuSign Task

The DocuSign integration sends documents to internal and external users to collect a signature. In order to have a document signed via DocuSign within Connected Servicing, a user must receive a DocuSign task.

If the DocuSign integration is not connected in the [DocuSign properties](#) of the **System Administration Center**, this task type is not accessible.

DocuSign tasks can be created and added to Service Request process templates in the Connected Servicing settings page or can be sent ad-hoc during an active Service Request.

Sending an ad-hoc DocuSign task

To send an ad-hoc DocuSign Task:

1. Open the Service Request and go to the **Tasks** tab.
2. Click **New Task**.
3. Enter **Task Name**, **Task Category**, **Assigned Group**, and **Due Date**.
 - To assign the DocuSign task to an external customer, in the **Assigned Group** dropdown, select the customer name.
4. For **Task Type**, select **Collect DocuSign Signature**.
5. Enter the additional required fields:
 - **Document Type**: The document type of document to sign.
 - **New or Existing**: Whether or not you would like to use a document template that has already been uploaded to the system or a upload a new template.
 - **Document to be Signed**: The document template to be signed.
 - **Note**: If **New** is selected, this will be a document upload field. If **Existing** is selected, this will be a dropdown list.

The screenshot shows the 'Add Custom Task' form in the Appian interface. The form is titled 'Add Custom Task' and has a close button (X) in the top right corner. The form is divided into several sections: 'Task Name' (text input), 'Task Category' (dropdown menu), 'Assigned Group' (dropdown menu), 'Task Type' (dropdown menu), 'DocumentType' (dropdown menu), 'Description' (text area), 'Individual Assignee' (text input), 'Due Date' (text input), 'New or Existing' (radio buttons), and 'Document To Be Signed' (upload field). The 'Task Name' is 'Sign the loan agreement', 'Task Category' is 'Contract Negotiation', 'Assigned Group' is 'Legal', 'Task Type' is 'Collect DocuSign Signature', 'DocumentType' is 'Agreement: Loan', 'Description' is empty, 'Individual Assignee' is empty, 'Due Date' is '06/04/2021', 'New or Existing' is 'New', and 'Document To Be Signed' is 'UPLOAD'. There are 'CANCEL' and 'ADD TASK' buttons at the bottom. The footer shows 'Credit' and '0/3 TASKS COMPLETE'.

Creating a DocuSign task for Service Request process templates

To create a DocuSign task to use in Service Request process templates:

1. From the Connected FS Settings site, click **PROCESS**.
2. On the left navigation pane, select **Tasks**.
3. Click **NEW TASK**.
4. Enter the **Task Name**, **Task Category**, and **Assigned Group**.
 - **Note**: To assign the DocuSign task to an external customer, in the **Assigned Group** dropdown, select the **Customers** group. When the task is generated, the **Assigned Group** will automatically be updated to the customer that is being onboarded.
5. For **Task Type**, select **Collect DocuSign Signature**.
6. Enter the additional required fields:
 - **Document Type**: The type of document to be signed.
 - **Document to be Signed**: The document template that the user will be sign via DocuSign.
7. Click **CREATE TASK**.

The screenshot shows the 'Create Task' form in the Appian interface. The form is titled 'Create Task' and has a close button (X) in the top right corner. The form is divided into several sections: 'Task Name' (text input), 'Task Category' (dropdown menu), 'Assigned Group' (dropdown menu), 'Task Type' (dropdown menu), 'DocumentType' (dropdown menu), 'Document To Be Signed' (upload field), and 'Document To Be Signed' (dropdown menu). The 'Task Name' is 'Sign contract agreement', 'Task Category' is 'Contract Negotiation', 'Assigned Group' is 'Legal', 'Task Type' is 'Collect DocuSign Signature', 'DocumentType' is 'Agreement: Contract', 'Document To Be Signed' is 'UPLOAD', and 'Document To Be Signed' is empty. There are 'CANCEL' and 'CREATE TASK' buttons at the bottom. The footer shows 'Client Billing Setup', 'Confirmation', 'Portfolio', 'Finance', and 'Jun 11, 2021 4:27 AM by appian.administrator'.

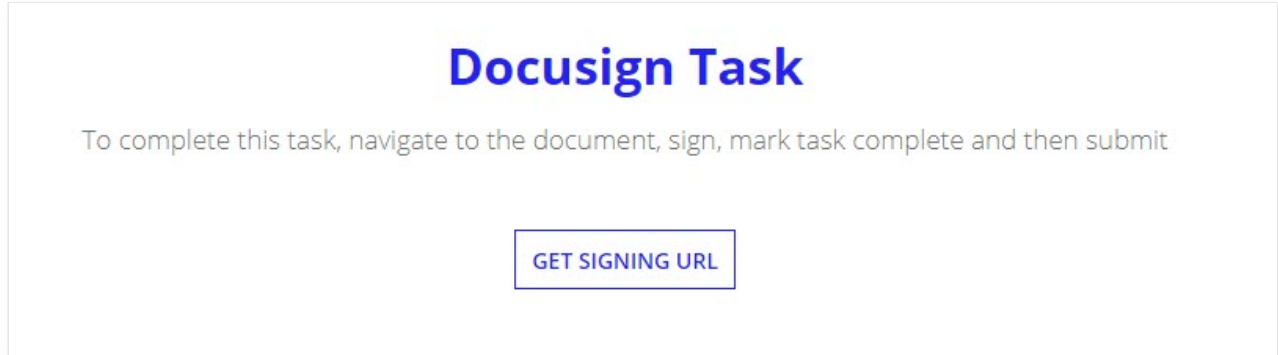
When a user goes to edit or [update process templates](#), this task will now be available for use.

Completing a DocuSign Task

When a user receives a DocuSign task, it will appear on their task list with a task type **Collect DocuSign Signature**.

To complete a DocuSign Task:

1. From the task list, click on the task name.
2. Click **GET SIGNING URL**.



3. Click **Sign Document**.
 - **Note:** Clicking **Sign Document** opens a new tab that contains the document for the user to sign.
4. Use DocuSign to provide an e-signature.
 - **Note:** Once you click **FINISH** in DocuSign this tab will navigate to your home page.
5. Once signed, return to the task tab.
6. Check the **DOCUMENT SIGNED** box.
 - **Note:** A preview of the signed document will appear.
7. Click **Submit**.

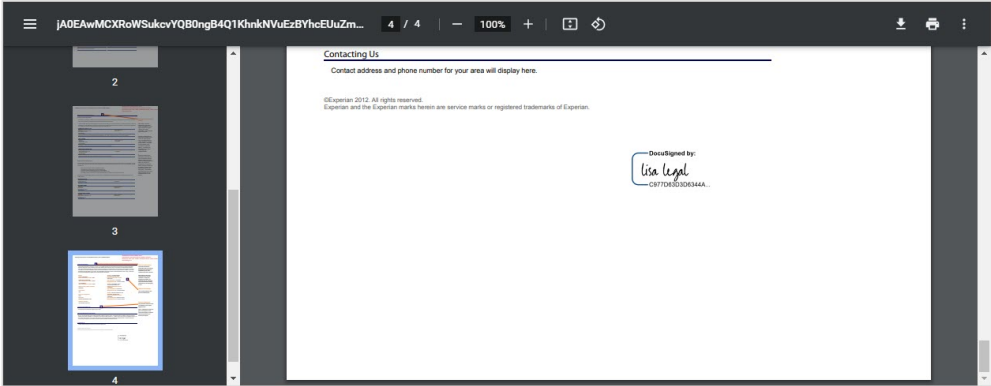
Sign the loan agreement

DocuSign Task

To complete this task, navigate to the document, sign, mark task complete and then submit

[Sign Document](#)

☒ DOCUMENT SIGNED



Task Properties

Category	Due Date
Contract Negotiation	Jun 4, 2021
Assigned Group	Individual Assignee
Legal	Lizzie Rubenfield
Description	-

Onboarding Details

Name	Type
AAA-ONB-0004	Custody Onboarding
Description	-
Funds	-

Funding Details

Estimated Funding Date	Estimated Funding Value
Jun 4, 2021	\$89,057 USD

CANCEL

SUBMIT

The signed document will also be available on the **DOCUMENTS** tab of the Service Request and customer records.

Completing a DocuSign Error Task

If there is an issue with the DocuSign integration while a task is opened or assigned and the system will generate a DocuSign task and assign it to the user who the original DocuSign task was assigned to.

To complete a DocuSign Error Task:

1. From the task list, click on the task name.
2. Choose an option, either **Yes - Retry** or **No - Do not retry**.
 - If you choose **Yes - Retry** and the connection issue has been resolved, the original DocuSign task will be opened. If it has not, a subsequent error task will be generated.
 - If you choose **No - Do not retry**, the error task will be closed and any tasks dependent on the original DocuSign task will be kicked off.
3. Click **SUBMIT**.

Retry DocuSign Task?

You were assigned the task DocuSign Task to sign the Agreement: Contract document through DocuSign. However, the system cannot connect to DocuSign. Contact your system administrator.

You have the ability to retry the DocuSign task or to skip this task altogether. If you retry and another error is generated, you will receive another task.

☒ Yes - Retry

☐ No - Do not retry

Updating DocuSign properties

From the **System Administration Center**, a user can determine whether or not the DocuSign integration is connected. When DocuSign is disconnected a user will not be able to use DocuSign tasks to gather signatures on documents during the Service Request process.

Update Properties

Status
☐ Connected ☒ Disconnected

Name
DocuSign

Description
Applan's DocuSign integration allows customers to sign legal documents in the IO Customer Portal. These documents are automatically retrieved and uploaded to the relevant onboarding and customer records after the signature task is completed.

API Version
N/A

Implemented Methods

- Create and Send Envelope
- List Envelopes
- Get Envelope Definition
- Update Envelope Definition
- Generate Recipient Signing URL
- Download Document

CANCEL

SAVE PROPERTIES

To update the DocuSign properties:

1. From the System Administration Center, click **Integrations**.
2. On the left, select **DocuSign**.
3. Click **UPDATE PROPERTIES**.
4. Update **Status**.
5. Click **SAVE PROPERTIES**.

Integrating with OFAC

Verifying a customer's identity to comply with Know Your Customer (KYC) requirements is an important part of every financial institution's processes. Connected Servicing helps to automate part of this process by integrating with the [OFAC Consolidated Screening List API](#) from Trade.gov. This integration searches customer names against eleven export screening lists of the Departments of Commerce, State, and Treasury to help institutions screen potential parties to regulated transactions.

Using OFAC is optional and requires some minimal configuration in both the [Connected FS Settings](#) and [System Administration Center](#) sites after the OFAC prerequisites are completed.

The screenshot shows the Appian System Administration Center interface. On the left, there is a sidebar with a 'Back to home page' link and a list of integrations: Companies House, DocuSign, Dun and Bradstreet (D&B), Intelligent Document Processing (IDP), Northrow, Office of Foreign Assets Control (OFAC) (highlighted), and Robotic Process Automation. The main content area is titled 'Office of Foreign Assets Control (OFAC)' and includes a gear icon and an 'UPDATE PROPERTIES' button. Below the title, there are sections for 'Settings', 'Status' (Connected), 'Name' (Office of Foreign Assets Control (OFAC)), and 'Description' (Providing compliance solutions to help your organization meet regulatory guidelines set forth by U.S. Department of the Treasury, Bureau of Industry and Security and other KYC and AML governing bodies). On the right, there are sections for 'API Version' (N/A) and 'Implemented Methods' (Consolidated Screening List).

If you would like to change the OFAC integration further, see the [Modifying OFAC Integration](#) page for additional customization options.

Prerequisites

The OFAC Consolidated Screening API is a free, public API, but your organization must still generate access tokens before the service can be used.

To obtain an access token, subscribe to the [Consolidated Screening List API](#).

Once you have your OFAC authentication information:

1. From Appian Designer, open the AS IO Trade.gov Consolidated Screening connected system.
2. In the **Value** field, enter the **Primary Key** value that was automatically generated for you in your ITA Developer account.
3. Click **SAVE**.

Using the OFAC integration

The OFAC integration uses the customer's name to search against the OFAC consolidated screening list. An OFAC check is completed with a **Consolidated Screening Check** task during an Service Request.

If the OFAC integration is not connected in the [OFAC properties](#) of the System Administration Center, this task type is not accessible.

There can be a time lag of up to one hour between the time a Source has updated a screening list and when that update appears in the Consolidated Screening List API.

Creating an OFAC consolidated screening check task

OFAC tasks can be created for Service Request process templates in the Connected FS Settings page.

To create an OFAC task for Service Request process templates:

1. From the [Connected FS Settings](#) site, click **PROCESS**.
2. On the left, select **Tasks**.
3. Click **NEW TASK**.
4. Enter the **Task Name**, **Task Category**, and **Assigned Group**.
5. For **Task Type**, select **Consolidated Screening Check**.
6. Click **CREATE TASK**.

Completing an OFAC consolidated screening results task

An OFAC consolidated screening check task will run as an automated task and only require user action if the customer's name has been found on the consolidated screening list or if the connection to OFAC failed. In the scenarios where user action is required, a task will be opened for the **Assigned Group** designated during [task creation](#).

When there are consolidated screening results or an error occurs, a **Consolidated Screening Results** OFAC task will appear on the task list.

The Consolidated Screening List API is not the system of record for these screening lists. Users are strongly encouraged to refer to the website of the source agency for further instructions when finding a potential match.

To complete a **Consolidated Screening Results** task with results:

1. From the task list, click on the task name.
2. Check the box next to any results in the list that are relevant to the Service Request or customer.
 - **Note:** The selected relevant results will be available on the **OFAC Check Results** tab of the customer and Service Request records, after the task is completed.
 - **Note:** The OFAC APIs return a maximum of 100 results per request. Only the first 100 most relevant results of a search will display.
3. Click **SUBMIT**.

Select Relevant Results

Consolidated screening results come from the OFAC. Select the results that are relevant to your onboarding. If no results are selected, the screening will be marked as complete with no findings.

Screening Results		
<input type="checkbox"/> Name and Alt. Name(s) ⓘ	Source ⓘ	Score ⓘ ↓
<input type="checkbox"/> ALMACEN JUNIOR N/A	Specialty Designated Nationals (SDN) - Treasury Department	90
<input type="checkbox"/> HASSAN AYASH EXCHANGE COMPANY <ul style="list-style-type: none">• HASSAN AYAS PARTNER EXCHANGE CO.• AYASH XCHANGE CO.• AYASH EXCHANGE COMPANY SARL• MAKDESSI SAYRAFI COMPANY• HASSANE AYASH EXCHANGE CO. SARL• HASSAN AYACH EXCHANGE	Specialty Designated Nationals (SDN) - Treasury Department	90
<input type="checkbox"/> ALMACEN FUTURO NO. 1 N/A	Specialty Designated Nationals (SDN) - Treasury Department	90
<input type="checkbox"/> JOINT STOCK COMPANY ALMAZ-ANTEY AIR DEFENSE CONCERN MAIN SYSTEM DESIGN BUREAU NAMED BY ACADEMICIAN A.A. RASPLETIN <ul style="list-style-type: none">• A.A. RASPLETIN MAIN SYSTEM DESIGN BUREAU• JSC "ALMAZ-ANTEY" MSDB• ALMAZ-ANTEY MSDB• GOLOVNOYE SISTEMNOYE KONSTRUKTORSKOYE BYURO OPEN JOINT-STOCK COMPANY OF ALMAZ-ANTEY PVO CONCERN IMENI ACADEMICIAN A.A. RASPLETIN• ALMAZ-ANTEY PVO "AIR DEFENSE" CONCERN LEAD SYSTEMS DESIGN BUREAU OAO "OPEN JOINT-STOCK COMPANY" IMENI ACADEMICIAN A.A. RASPLETIN• ALMAZ-ANTEY GSKB IMENI ACADEMICIAN A.A. RASPLETIN• ALMAZ-ANTEY GSKB	Specialty Designated Nationals (SDN) - Treasury Department	90

If a party to a user's transaction matches the name of a party on the consolidated list, the user must check the official publication of restricted parties in the Federal Register or the official lists of restricted parties maintained on the websites of the Departments of Commerce, State and the Treasury to ensure full compliance with all of the terms and conditions of the restrictions placed on the parties on this list. Links to these websites are found in the "Source List URL" and "Source Information URL" fields that accompany each party returned in the API. These links connect users to the specific webpage that contain additional information about how to use each specific list.

Completing an OFAC Error Task

If there is an issue with the OFAC integration while a task is opened or assigned and the system will generate a DocuSign task and assign it to the user who the original OFAC task was assigned to.

To complete a DocuSign Error Task:

1. From the task list, click on the task name.
2. Choose an option, either **Yes - Retry** or **No - Do not retry**.
 - If you choose **Yes - Retry** and the connection issue has been resolved, the original OFAC task will be completed and if necessary a **Consolidated Screening Results** task will be opened. If it has not, a subsequent error task will be generated.
 - If you choose **No - Do not retry**, the error task will be closed and any tasks dependent on the original OFAC task will be kicked off.
3. Click **SUBMIT**.

Manual Consolidated Screening

An error occurred during the OFAC consolidated screening check. Would you like to retry?

You may retry the integration or skip this task altogether.
If you retry and another error is generated, you will receive another task.

☒ Yes - Retry

☐ No - Do not retry

Viewing Relevant OFAC Results

If while [completing an OFAC task](#) a user selects relevant results, these results will be available for all users to view on both the customer and Service Request records.

To view the relevant OFAC results from either the **CUSTOMER** or **Service Request** record, click the **OFAC CHECK RESULTS** tab. The selected results will be listed along with the details on this page.

appian

HOME TASKS CUSTOMERS SERVICE REQUESTS TRENDS

Connected Servicing

Almach (AAA)

Summary Basic Info Documents Products History Scheduled Requests OFAC Check Results Related Actions

JOINT STOCK COMPANY ALMAZ-ANTEY AIR DEFENSE CONCERN MAIN SYSTEM DESIGN BUREAU NAMED BY ACADEMICIAN A.A. RASPLETIN

Score
90%

Source
Specially Designated Nationals (SDN) - Treasury Department

Aliases

- A.A. RASPLETIN MAIN SYSTEM DESIGN BUREAU
- JSC 'ALMAZ-ANTEY' MSDB
- ALMAZ-ANTEY MSDB
- GOLOVNOYE SISTEMNOYE KONSTRUKTORSKOYE BYURO OPEN JOINT-STOCK COMPANY OF ALMAZ-ANTEY PVO CONCERN IMENI AKADEMICIAN A.A. RASPLETIN
- ALMAZ-ANTEY PVO 'AIR DEFENSE' CONCERN LEAD SYSTEMS DESIGN BUREAU OAO 'OPEN JOINT-STOCK COMPANY' IMENI AKADEMICIAN A.A. RASPLETIN
- ALMAZ-ANTEY GSKB IMENI AKADEMICIAN A.A. RASPLETIN
- ALMAZ-ANTEY GSKB
- GSKB
- OTKRYTOE AKTSIONERNOE OBSHCHESTVO NAUCHNO PROIZVODSTVENNOE OBEDINENIE ALMAZ IMENI AKADEMIKA A.A. RASPLETINA

ALMACEN BATUL

Score
90%

Source
Specially Designated Nationals (SDN) - Treasury Department

Aliases

- BODEGA CAMPEON

Updating OFAC properties

From the **OFAC**, a user can determine whether or not the OFAC integration is connected. If OFAC is disconnected, a user will not be able to add consolidated screening report tasks to Service Request processes.

Update Properties

Status

☐ Connected ☒ Disconnected

Name

Office of Foreign Assets Control (OFAC)

Description

Providing compliance solutions to help your organization meet regulatory guidelines set forth by U.S Department of the Treasury, Bureau of Industry and Security and other KYC and AML governing bodies.

API Version

N/A

Implemented Methods

- Consolidated Screening List

CANCEL

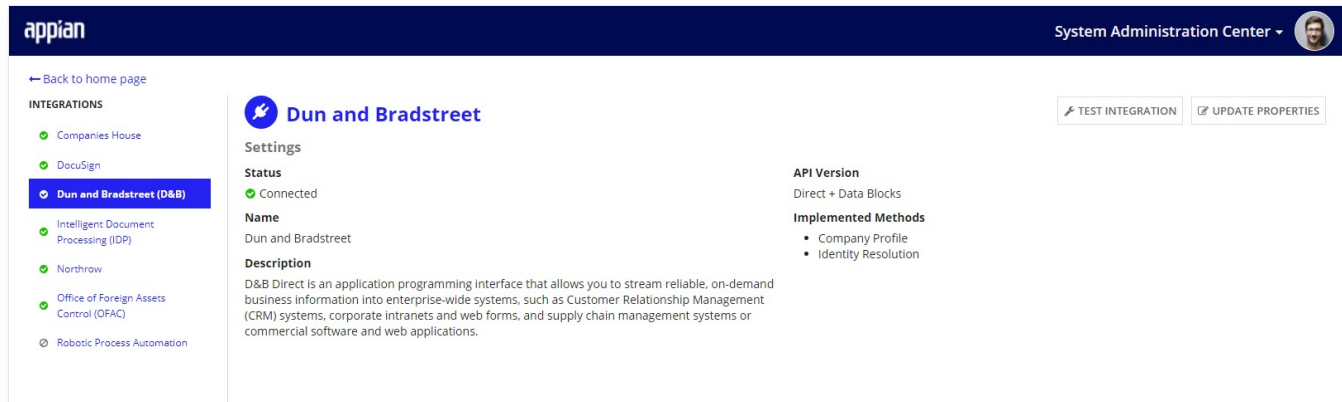
SAVE PROPERTIES

To update the OFAC properties:

1. After accessing the [System Administration Center](#), click **Integrations**.
2. On the left select, **OFAC**.
3. Click **UPDATE PROPERTIES**.
4. Update **Status**.
5. Click **SAVE PROPERTIES**.

Integrating with Dun & Bradstreet

Appian's Connected Servicing application includes gathering Ultimate Beneficial Owners (UBO) from a Dun & Bradstreet integration. Using Dun & Bradstreet allows users to see the most up to date information about a customer's UBOs. Using Dun & Bradstreet is optional and requires some minimal configuration in the [System Administration Center](#) site after the Dun & Bradstreet prerequisite configuration is set up.



Prerequisites

If you would like to use the Dun & Bradstreet functionality during your Service Request, you must have a Dun & Bradstreet account and be able to retrieve your organization's credentials.

Once you have your Dun & Bradstreet authentication information:

1. From Appian Designer, open the AS EI DNB Bearer Token Connected System.
2. Enter **User** and **Password**.
3. Click **SAVE**.

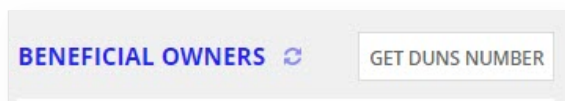
Using the Dun & Bradstreet integration

When a customer is created, a user can enter search for a customer, which will then pull back and store a company's DUNS number. A DUNS number is a unique nine-digit identifier for businesses given by Dun & Bradstreet. If a DUNS number is available and the Dun & Bradstreet integration is connected, Connected Servicing will retrieve UBOs and display them on the customer profile.

A user can manually check for changes to the UBO in the customer profile by clicking the refresh button next to the **BENEFICIAL OWNERS** section.

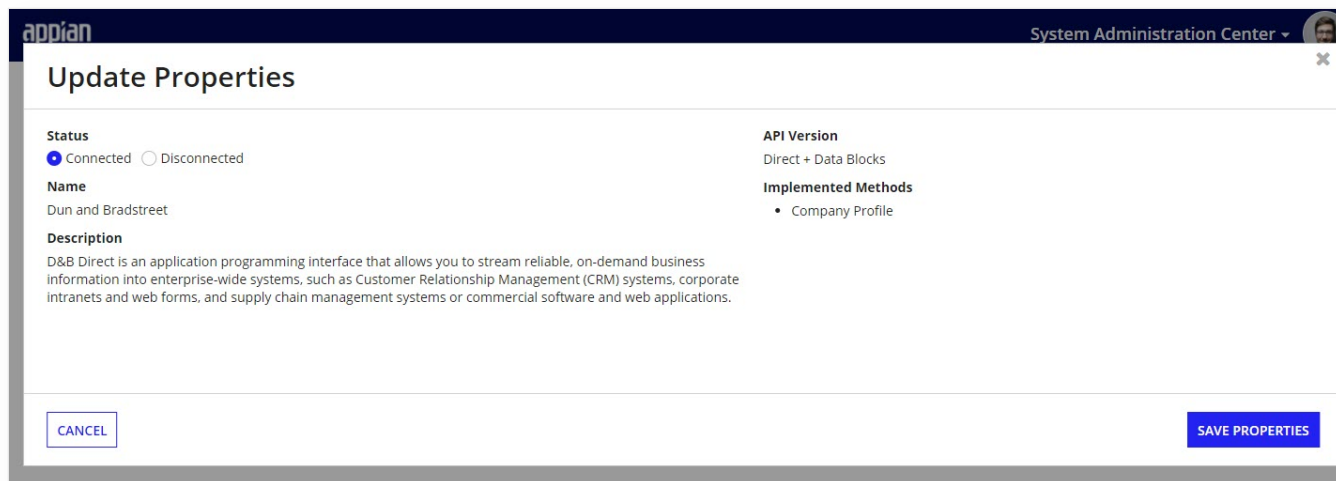


The refresh button is disabled if the Dun & Bradstreet integration is disconnected or a DUNS number is not saved, but a user can search for the DUNS number using the **GET DUNS NUMBER** button on the customer record.



Updating Dun & Bradstreet properties

From the **System Administration Center**, a user can determine whether or not the Dun & Bradstreet integration is connected. When Dun & Bradstreet is disconnected a user will not be able to use Dun & Bradstreet to gather or refresh the beneficial owners.



To update the Dun & Bradstreet properties:

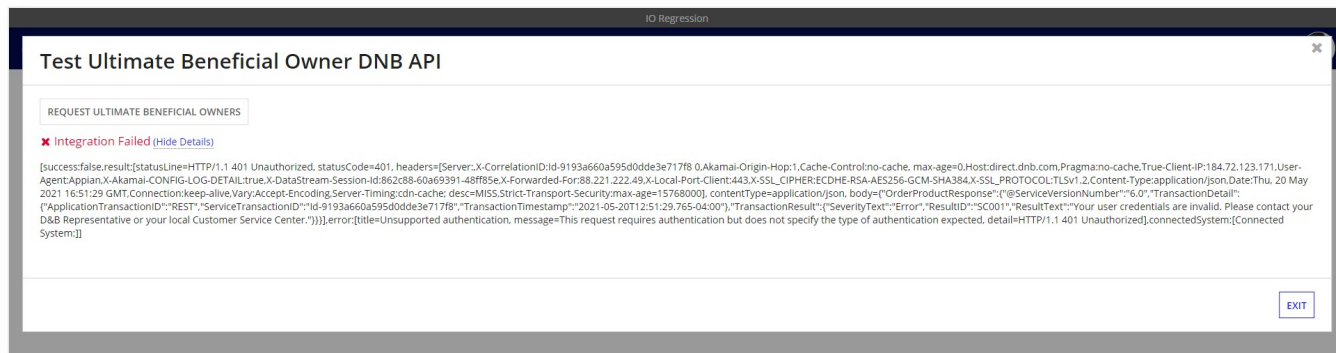
1. From the [System Administration Center](#), click **Integrations**.
2. Select Dun & Bradstreet on the left hand navigation pane.
3. Click **UPDATE PROPERTIES**.
4. Update **Status**.
5. Click **SAVE PROPERTIES**.

Testing Dun & Bradstreet integration

If you suspect that the Dun & Bradstreet integration is not working, you can test to see from the **System Administration Center**.

To test the Dun & Bradstreet connection:

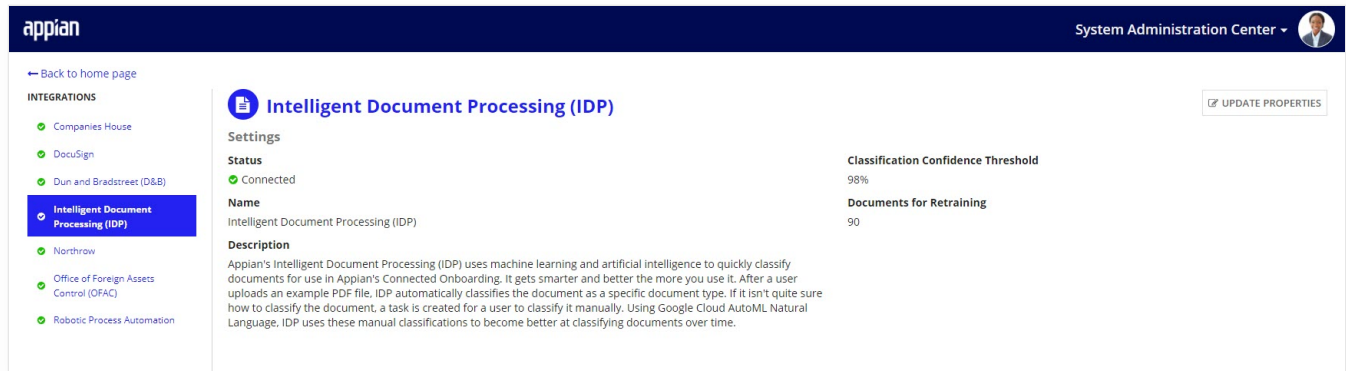
1. From the [System Administration Center](#), click **Integrations**.
2. Select Dun & Bradstreet on the left hand navigation pane.
3. Click **TEST INTEGRATION**.
4. Click **REQUEST ULTIMATE BENEFICIAL OWNERS**.
 - You are able to see what is returned, either **Integration Successful** or **Integration Error**.
 - You are also able to see the Dun & Bradstreet service response details.



If both of these tests work, the service is up and connecting properly.

Integrating with IDP

Appian's Connected Servicing application includes automated document classification powered by Appian's Intelligent Document Processing (IDP). This process is used to help save users time by automatically classifying the types of documents that are uploaded to Connected Servicing. Using IDP is optional and requires some minimal configuration in both the Connected Servicing Settings and [System Administration Center](#) sites after the prerequisites are complete.



Prerequisites

In order to use this functionality as shipped, make sure that Google Cloud is set up.

Google Cloud set up for Appian AI customers

If you have opted in to being an Appian AI customer, contact your Appian technical contact administrator. The technical contact will have received the service account credentials, bucket names, and region information in the License Management site on Appian Community.

Your technical contact administrator is listed on the [Accounts](#) page on Community, under Administrators. Note that you must be registered with your company on [Community](#) to access this site.

Google Cloud set up for Non-Appian AI customers

If you have purchased Google Cloud separately, follow these steps to set up AutoML Natural Language and create your Google Service Account and key.

AutoML Natural Language and Document AI can share Google service accounts (for authentication) and storage buckets (for prediction and extraction).

To set up Google Cloud AutoML Natural Language:

1. **Create or select project:** As the Project Owner, log in to the [Google Cloud console](#) and select an [existing project](#) or [create a new project](#).
2. **Enable billing:** Ensure that [billing is enabled](#) for your project.
3. **Enable APIs:** [Enable](#) the Cloud AutoML API, Google Cloud Storage JSON API, and Cloud Document AI API.
4. **Create storage buckets:** [Create Cloud Storage buckets](#) that follow the [bucket requirements](#) to store the AutoML Natural Language files:
 - For us-central1:
 - Location type: Region
 - Location: us-central1
 - Storage class: Standard (sometimes displayed in the Cloud Storage browser as Regional)
 - For eu:
 - Location type: Multi-region
 - Location: eu
 - Storage class: Standard (sometimes displayed in the Cloud Storage browser as Multi-Regional)

You may choose to have two buckets: one for the training documents and one for the prediction documents. Or, you can use the same storage bucket for both. If you use two buckets, then they must be in the same regional location.

To create your Google Service Account and key:

1. Create a [Google Service Account](#) in the Google Cloud Console with AutoML Admin and Storage Admin permissions
2. [Create the service account key](#) and save the file as a JSON document.

Updating IDP specific constants

You will need update the constants to match your configuration from your Google Cloud set up.

Constants to update from Appian Designer are:

1. AS_FS_IDP_CLOUD_REGION - value should be your Google Cloud region.
2. AS_FS_IDP_CLOUD_PROJECT_ID - value should be your Google Cloud project ID.
3. AS_FS_IDP_AUTOML_CLOUD_BUCKET - value should be your Google Cloud Auto ML bucket.
4. AS_FS_IDP_STORAGE_CLOUD_BUCKET - value should be your Google Cloud storage bucket.

Updating the connected system (only EU storage buckets)

If your storage bucket is in the eu multi-region, you will need to update the compute region for two of the connected systems.

To update the connected systems:

1. From **Appian Designer**, open the AS FS IDP Google Cloud AutoML connected system.
2. Update the **Compute Region** to eu.
3. Open the AS FS IDP Google Cloud Storage connected system.
4. Update the **Compute Region** to one of the Europe regions. These region options start with europe-.

Document classification with IDP process overview

When a user uploads a document in Connected Servicing, the system:

1. Checks if IDP is turned on.
2. Determines if the document uploaded matches an uploaded example document.
3. Assigns matching example document type to the uploaded document and determines **TYPE CONFIDENCE** level.
4. If a **TYPE CONFIDENCE** level is below the **CONFIDENCE THRESHOLD**, a document reconciliation task is assigned to a user.
 - **Note:** the **CONFIDENCE THRESHOLD** can be [changed](#).

If IDP is not turned on, users will need to manually select **DOCUMENT TYPE** for an uploaded document.

Updating IDP Properties

There are several IDP properties users can update from the **System Administration Center** including:

1. **Status:** Whether or not IDP is connected.
 - **Note:** When IDP is disconnected a user will not be able to add classification files for document types.
2. **Classification Confidence Threshold:** The percentage of confidence that the data must meet when it is extracted from a document. If it doesn't meet this threshold, the value will not be automatically populated. During the reconciliation task, a user will need to provide the value.
 - **Tip:** As with the classification threshold, a higher confidence percentage will increase auto-extraction accuracy, but it will also increase the number of fields that need to be populated by the user.
 - **Note:** This will only show when IDP is connected.
3. **Documents for Retraining:** The number of documents that will need to be classified before triggering the retraining of the AI classification machine learning model. This enables the AI classification model to improve over time. A lower number allows the model to learn more quickly, but also increases the Google Cloud Platform costs. This could cause you to hit your Appian AI or Google account limits more quickly.
 - **Note:** This will only show when IDP is connected.

Update Properties

Status

☒ Connected ☐ Disconnected 1

Name

Intelligent Document Processing (IDP)

Description

Appian's Intelligent Document Processing (IDP) uses machine learning and artificial intelligence to quickly classify documents for use in Appian's Connected Onboarding. It gets smarter and better the more you use it. After a user uploads an example PDF file, IDP automatically classifies the document as a specific document type. If it isn't quite sure how to classify the document, a task is created for a user to classify it manually. Using Google Cloud AutoML Natural Language, IDP uses these manual classifications to become better at classifying documents over time.

Classification Confidence Threshold 2

85

Enter an integer between 0 and 100

Documents for Retraining 3

100

Enter an integer greater than or equal to 1

CANCEL **SAVE PROPERTIES**

To update the IDP properties:

1. From the **System Administration Center**, click **Integrations**.
2. Select **Intelligent Document Processing (IDP)** on the left hand navigation pane.
3. Click **UPDATE PROPERTIES**
4. Update either **Status**, **Classification Confidence Threshold**, or **Documents for Retraining**.
5. Click **SAVE PROPERTIES**.

Once your IDP properties are set, be sure to add classification files in the Connected Servicing Settings site. If no classification files are updated, a **Document Reconciliation** task will be assigned for a user to manually select the **Document Type**.

Integrating with Northrow

Appian's Connected Servicing application includes the ability to display a customer risk score and show alerts generated by Northrow's customer profiles. Using Northrow is optional and requires some minimal configuration in both the [Connected Servicing Settings](#) and [System Administration Center](#) sites after the Northrow prerequisite configuration is set up.

appian System Administration Center

[← Back to home page](#)

INTEGRATIONS

- Companies House
- DocuSign
- Dun and Bradstreet (D&B)
- Intelligent Document Processing (IDP)
- Northrow**
- Office of Foreign Assets Control (OFAC)
- Robotic Process Automation

Northrow

Settings

Status

☒ Connected

Name

Northrow

Description

Northrow's single API solution enables your organization to digitally transform its client onboarding, compliance and monitoring processes.

API Version

v3.0

Implemented Methods

- Create a Company check
- Search check(s)

Default Company Check Refresh Frequency (Days)

-

Medium Risk Threshold

130

High Risk Threshold

250

TEST INTEGRATION **UPDATE PROPERTIES**

Prerequisites

If you would like to use the Northrow functionality during your Service Request, you must have a Northrow account and be able to retrieve your organization's credentials and profile unique IDs (UIDs).

Once you have your Northrow authentication information:

1. From Appian Designer, open the AS_EI_NORTHROW_Bearer-Token-Connected_System.
2. Enter **Organisation UID** and **Access Key**.
3. Click **SAVE**.
4. Open the AS_EI_NORTHROW_TXT_PROFILE_UID_COMPANY_CHECK_INTERNATIONAL constant.
5. Update the **Value** to your organizations international profile unique ID.
6. Click **SAVE**.
7. Open the AS_EI_NORTHROW_TXT_PROFILE_UID_COMPANY_CHECK_UK constant.
8. Update the **Value** to your organizations UK profile unique ID.
9. Click **SAVE**.

Using the Northrow integration

When a customer is created, the Northrow integration is called using the company name and domicile to retrieve a company's risk score and any alerts about the customer. The risk score and alerts are displayed on the [customer](#) record.

When the Northrow company check is called, Northrow also provides a detailed risk score report. Once generated, the report is available for download from the **DOCUMENTS** tab of the customer record.

Using Northrow tasks

Northrow's company check can also be included as a task in Service Request process configuration.


The task type is called **Northrow Risk Score Check**. When the task is triggered, Connected Servicing will make an integration call to Northrow and update the customer record automatically. If there is an error connecting to or retrieving the results from Northrow, a follow up task will be opened. The Northrow error tasks are by default assigned to the Client Service Request group.

To [complete](#) the **Northrow Risk Score Error** tasks, the user can choose to either retry the Northrow check or to skip the risk score check entirely.

To complete the **Northrow Risk Score Error** task:

1. Select either **Yes - Retry** or **No - Do not retry**.
 - Selecting **Yes - Retry** will attempt to retrieve the risk score data from Northrow again. If the integration fails again, another **Northrow Risk Score Error** task will be opened.
2. Click **SUBMIT**.

Retry Northrow Check?

 **Northrow check failed and did not return an error. If this behavior persists, please contact your administrator.**

You have the ability to retry the check or skip this task altogether. If you retry and another error is generated, you will receive another task.

☒ Yes - Retry

☐ No - Do not retry

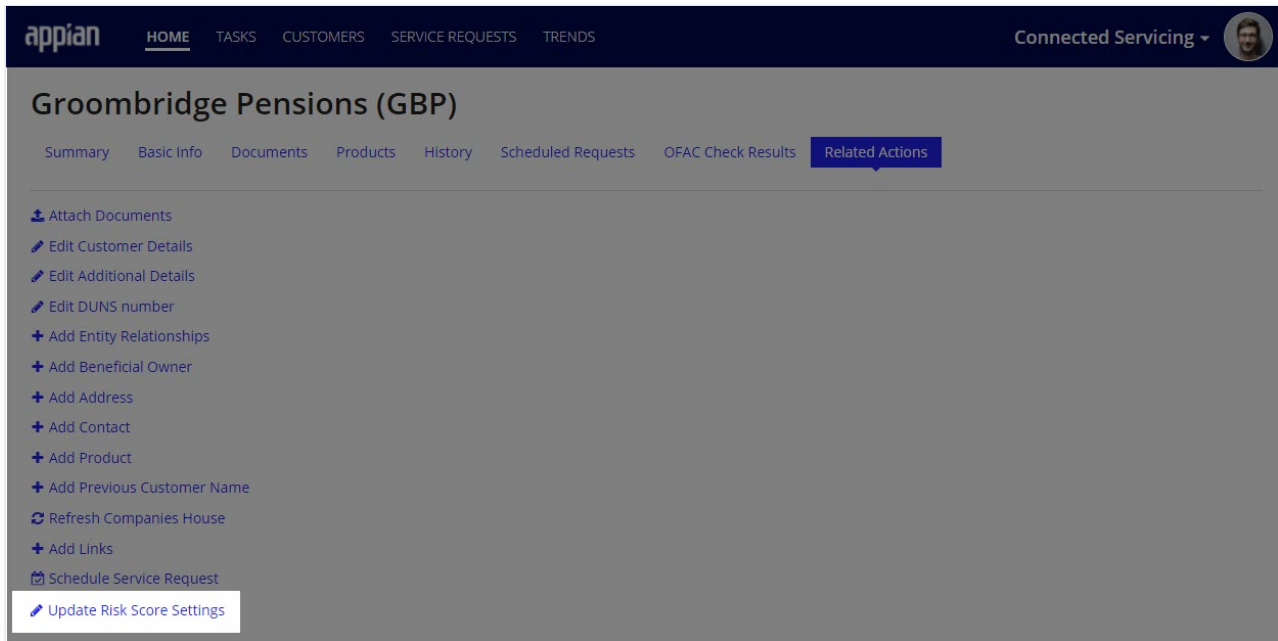
Refreshing Northrow company check

Each customer can have their risk score refreshed automatically on a regular schedule or manually.

After a customer is created, a user can select whether or not to automatically refresh the Northrow company check.

To update the automatic Northrow check settings:

1. From the **Related Actions** tab on the Service Request record, Click **Update Risk Score Settings**.



2. Determine if you want the Northrow company check to refresh automatically.
3. If the answer to the previous question is **YES**, decide if the refresh should be the default refresh scheduled for this customer.
4. If the answer to the previous question is **NO**, determine the frequency of days that the refresh should take place on.

The screenshot shows a modal window titled 'Update Risk Score Settings'. It contains three sections of questions. The first section asks 'Do you want to refresh Northrow Company Check automatically?' with radio buttons for 'Yes' (selected) and 'No'. The second section asks 'Do you want to refresh on the system default schedule of every 92 days?' with radio buttons for 'Yes' and 'No' (selected). The third section asks 'How often do you want to refresh the Northrow Company Check?' with a text input field containing the number '92'. At the bottom of the form, there are two buttons: 'CANCEL' on the left and 'SUBMIT' on the right.

A user can manually check for changes to the risk score or alerts from the customer record by clicking the refresh button. The refresh button is not available if the Northrow integration is disconnected..

Updating Northrow properties

There are several Northrow properties users can update from the **System Administration Center** including:

1. **Status:** Whether or not Northrow is connected.
 - **Note:** When Northrow is disconnected a user will not be able to use Northrow tasks in the Service Request process, have flags triggered by Northrow, or refresh the risk score.
2. **Default Company Check Refresh Frequency (Days):** Determines the frequency at which a Northrow company check will be executed when the frequency is not set explicitly for an individual customer. When blank, no default checks will be initiated.
3. **Medium Risk Threshold:** The minimum risk score numerical value that will qualify a customer to be medium risk.
4. **High Risk Threshold:** The minimum risk score numerical value that will qualify a customer to be high risk.

To update the Northrow properties:

1. From the [System Administration Center](#), click **Integrations**.
2. On the left, select **Northrow**.
3. Click **UPDATE PROPERTIES**.
4. Update either **Status**, **Default Company Check Refresh Frequency (Days)**, **Medium Risk Threshold**, or **High Risk Threshold** available.
5. Click **SAVE PROPERTIES**.

Testing the Northrow integration

If you suspect that the Northrow integration is not working, you can test to see if this integration is working from the **System Administration Center**.

To test the Northrow connection:

1. After accessing the [System Administration Center](#), click **Integrations**.
2. On the left, Select **Northrow**.
3. Click **TEST INTEGRATION**.
4. To check the connection to Northrow, click **CLICK TO REQUEST CHECK**.
 - o You are able to see what is returned either **Integration Successful** or **Integration Error**.
 - o You are also able to see the Northrow service response details.
5. To check that the data retrieval is working, click **CLICK TO RETRIEVE CHECK**.
 - o You are able to see what is returned either **Integration Successful** or **Integration Error**.
 - o You are also able to see the Northrow service response details.

If both of these tests work, the service is up and connecting properly.

Configure Auditing for a New Field


Introduction

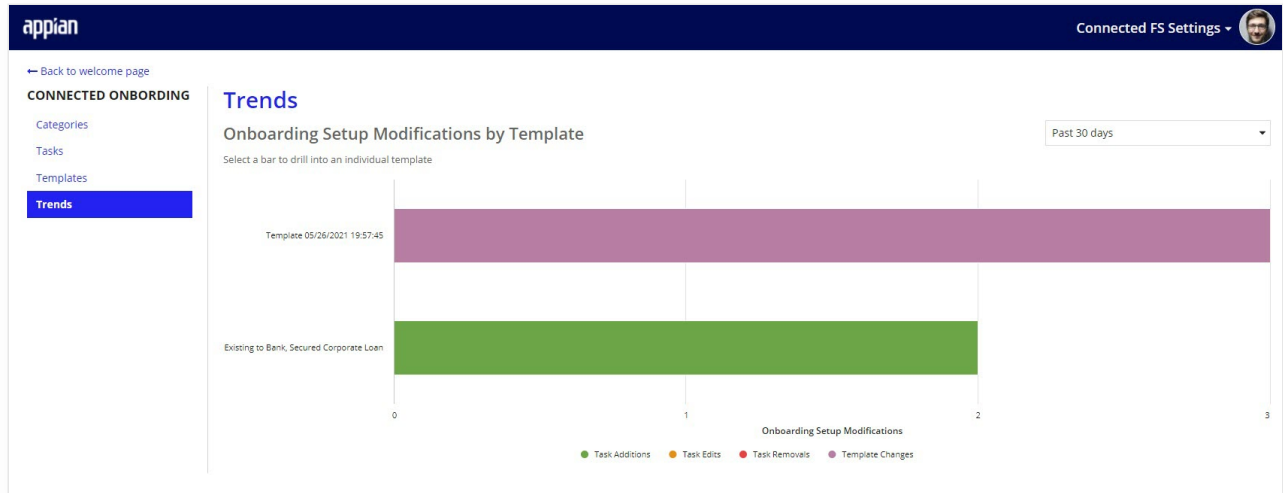
The Connected Servicing solution includes an auditing process that allows you to audit Process Templates and specific field changes in a service request. Your business users can use this auditing process to track certain histories that may inform their decisions later on, including adding or removing a step in a process, modifying a template, or changing data.

Currently, the following changes are tracked:

- Updates to templates in the Connected FS Site.
- Updates to the funding details of an onboarding.

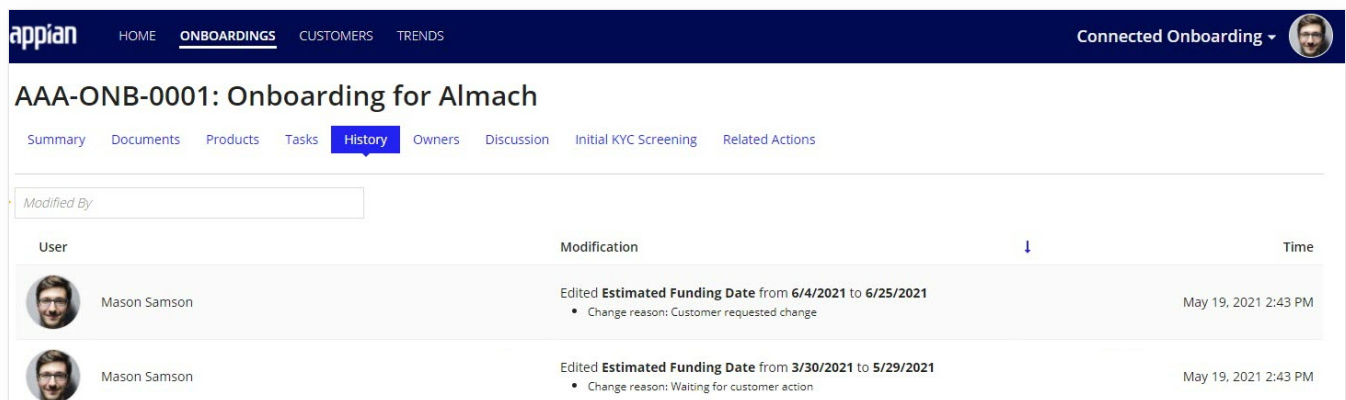
To view updates to templates made in the Connected FS Site:

1. From the **Connected FS Settings** site, click on **PROCESS**.
2. Click on **TEMPLATES**.
3. Click the  icon associated with the specific template you want to see the changes for.



To view the changes to funding details for an onboarding:

1. From the **Connected Servicing** site, select the **Onboardings** tab.
2. Click on the name of the onboarding.
3. Go to the **History** tab.



The screenshot shows the Appian 'History' page for onboarding 'AAA-ONB-0001: Onboarding for Almach'. The table displays the following modifications:

User	Modification	Time
Mason Samson	Edited Estimated Funding Date from 6/4/2021 to 6/25/2021 • Change reason: Customer requested change	May 19, 2021 2:43 PM
Mason Samson	Edited Estimated Funding Date from 3/30/2021 to 5/29/2021 • Change reason: Waiting for customer action	May 19, 2021 2:43 PM

We also track changes for the following fields that may be used later on in business decisions in the database:

- Categories
- Reference tasks
- An onboarding's primary owner

If a new field is added to an audited CDT, you will need to configure auditing for that field in order to start tracking it.

We currently track audits to the following CDTs:

- AS_TMG_R_TaskCategory
- AS_TMG_R_TaskRef
- AS_TMG_R_Template
- AS_TMG_R_TemplateTask
 - Nested array in AS_TMG_R_Template
- AS_TMG_R_TemplateTask_Precedent
 - Nested array in AS_TMG_R_TemplateTask

- AS_TM_G_OnboardingRequest
- AS_TM_G_OnboardingFundingDetails
 - Nested in AS_TM_G_OnboardingRequest

AS_IO_R_Template

SAVE CHANGES

Fields

Name	Type	Length	Array	Key			
templateId	Number (Integer)		<input type="checkbox"/>				
templateName	Text		<input type="checkbox"/>				
templateDesc	Text		<input type="checkbox"/>				
templateTasks	AS_IO_R_TemplateTask		<input checked="" type="checkbox"/>				
onboardingTypeCode	Text		<input type="checkbox"/>				
regionCode	Text		<input type="checkbox"/>				
slaDayType	Text		<input type="checkbox"/>				
createdBy	Text		<input type="checkbox"/>				
createdDatetime	Date and Time		<input type="checkbox"/>				
modifiedBy	Text		<input type="checkbox"/>				
modifiedDatetime	Date and Time		<input type="checkbox"/>				

New Field

CDT Name	Expression Rule Name	Parameter to update
AS_TM_G_R_TaskCategory	AS_TM_G_ADT_BL_auditConfig_R_TaskCategory	<i>simpleFields</i>
AS_TM_G_R_TaskRef	AS_TM_G_ADT_BL_auditConfig_R_TaskRef	<i>simpleFields</i>
AS_TM_G_R_Template	AS_TM_G_ADT_BL_auditConfig_R_Template	top-level <i>simpleFields</i>
AS_TM_G_R_TemplateTask	AS_TM_G_ADT_BL_auditConfig_R_Template	<i>simpleFields</i> in the <code>fieldName</code> parameter where "templateTasks" is the value.
AS_TM_G_R_TemplateTask_Precedent	AS_TM_G_ADT_BL_auditConfig_R_Template	<i>simpleFields</i> in the "templateTaskPrecedents" structure
AS_SRQ_OnboardingFundingDetails	AS_TM_G_ADT_BL_auditConfig_OnboardingRequest	<i>simpleFields</i>
AS_SRQ_OnboardingRequest	AS_TM_G_ADT_BL_auditConfig_OnboardingFundingDetails	<i>simpleFields</i>

If you modify one of the CDTs or one of the associated child CDTs listed in the table, reexamine the configuration rule for the modified CDT to determine if it requires updating.

Auditing configuration for each CDT are stored in following rules:

- AS_TM_G_ADT_BL_auditConfig_< CDT Name >
- AS_TM_G_ADT_BL_auditConfig_R_TaskCategory
- AS_TM_G_ADT_BL_auditConfig_R_TaskRef
- AS_TM_G_ADT_BL_auditConfig_R_Template
- AS_SRQ_ADT_BL_auditConfig_OnboardingRequest
- AS_SRQ_ADT_BL_auditConfig_OnboardingFundingDetails

Setting up an audit

To audit a field in a CDT:

1. Open the CDT and choose the field you want to audit.
2. Find the expression rule associated with that CDT.
 - See table above for list of expression rules and their associated CDTs.
3. If you are auditing a parent CDT, update the top-level `simpleFields` parameter.
4. If you are auditing a nested CDT, update the `simpleFields` parameter within that nested value.

EXAMPLE: Adding and auditing a new field

You may want to add **Customer Type** as [a new parameter to your service request templates](#) and then monitor any changes made. See Template Selection Attributes.

To add and audit the **Customer Type** field to a template:

1. Open the `AS_TMG_ADT_BL_auditConfig_R_Template` expression rule.
2. Add the new `customerType` field to the `AS_TMG_R_Template` CDT.
 - See the table above for associated expression rules and CDTs.
3. Add the `customerType` field to the `simpleFields` array.
4. Save your changes.

```
1  /*
2  Audit config for
3  'type!{urn:com:appian:types:AS:TMG}AS_TMG_R_Template'
4  */
5  {
6    idField: "templateId",
7    simpleFields: {
8      /*"templateId", excluded since it is the primary key*/
9      "templateName",
10     "templateDesc",
11     !  "customerType",
12     /*"templateTasks", excluded since it is tracked in complexFields*/
13     "onboardingTypeCode",
14     "regionCode",
15     /*"createdBy", no need to track changes to this*/
16     /*"createdDatetime", no need to track changes to this*/
17     /*"modifiedBy", no need to track changes to this*/
18     /*"modifiedDatetime" no need to track changes to this*/
19   },
20   ...
21 }
```

EXAMPLE: Adding and auditing a new field in a nested array

Adding and auditing a new field in a nested array can be a complex set of steps. For example, if you want to add and track SLA Days in the `AS_IO_R_TemplateTask` CDT, which is nested in the `AS_TMG_R_Template` CDT, you will need to do the following:

1. Open the associated `AS_TMG_ADT_BL_auditConfig_R_Template` expression rule.
2. Locate the `fieldName` templateTasks inside the `complexFields` array.
3. Locate the `simpleFields` array.
4. Add the "slaDays" field to the array.
5. Save your changes.

```

1  /*
2  Audit config for
3  'type!{urn:com:appian:types:AS:TMG}AS_TMG_R_Template'
4  */
5  {
6      idField: "templateId",
7      simpleFields: {
8          /*"templateId", excluded since it is the primary key*/
9          "templateName",
10         "templateDesc",
11         /*"templateTasks", excluded since it is tracked in complexFields*/
12         "onboardingTypeCode",
13         "regionCode",
14         /*"createdBy", no need to track changes to this*/
15         /*"createdDatetime", no need to track changes to this*/
16         /*"modifiedBy", no need to track changes to this*/
17         /*"modifiedDatetime" no need to track changes to this*/
18     },
19     },
20     complexFields: {
21         {
22             fieldName: "templateTasks",
23             auditFieldName: "templateTasksChanges",
24             idField: "templateTaskId",
25             simpleFields: {
26                 /*"templateTaskId", excluded since it is the primary key*/
27                 /*"templateId", excluded since it is the foreign key to the parent*/
28                 "taskRef.taskRefId",
29                 "groupAssignee",
30                 "taskDesc",
31                 /*"templateTaskPrecedents", excluded since it is tracked in complexFields*/
32                 !    "slaDays"
33             },
34             ...

```

Migrating Data

Introduction

After installing Connected Onboarding, you may need to migrate data from your organization's systems. This process is generally very unique and has its own nuances that depend on many factors.

This page provides general guidelines to help you migrate data from customers, documents, and products.

Migrating customer data

To migrate data from customers:

1. Import the data into the AS_FS_CUSTOMER table.
2. Create a document folder for each customer. In the FOLDER_ID column of the AS_FS_CUSTOMER table, store the ID of this document folder.

The remaining fields should be self-explanatory.

Migrating documents

To migrate documents:

1. Create an Appian document for each document you are migrating.
2. Store this document in the document folder for the customer that the document is associated with.
3. Import the document metadata into the AS_FS_CUSTOMER_DOCUMENT table.
4. In the FOLDER_ID column of the AS_FS_CUSTOMER_DOCUMENT table, store the ID of the customer's document folder.

The remaining fields should be self-explanatory.

Migrating account data

Only migrate data into the accounts table if accounts are parents to products.

The AS_IO_Account_P CDT is a parent to the following children CDTs:

- AS_IO_Product_C
- AS_IO_Term
- AS_IO_Country

When you migrate account data, you will also need to update the tables related to these CDTs.

To migrate account data:

1. Import the data into the AS_IO_ACCOUNT table.
2. Import the related data into the following tables:
 - AS_IO_ACCOUNT
 - AS_IO_TERM
 - AS_IO_COUNTRY

Migrating product data

Only migrate data into the product table if products are parents to accounts.

The AS_IO_Product_P CDT is a parent to the following children CDTs:

- AS_IO_Account_C
- AS_IO_Term
- AS_IO_Country
- AS_IO_Fee
- AS_IO_Currency
- AS_IO_ApprovedContact
- AS_IO_PayThreshold

When you migrate product data, you will also need to update the tables related to these CDTs.

To migrate product data:

1. Import the data into the AS_IO_PRODUCT table.
2. Import the related data into the following tables:
 - AS_IO_ACCOUNT
 - AS_IO_TERM
 - AS_IO_COUNTRY
 - AS_IO_FEE
 - AS_IO_CURRENCY
 - AS_IO_APPROVED_CONTACT
 - AS_IO_PAY_THRESHOLD

Modifying Connected Servicing Template Selection Logic

Introduction

When a new service request is created, Connected Servicing automatically knows which default tasks need to be assigned. To do this, it needs two things: the service process template and the attributes entered during service request creation used to select the template.

Out of the box, Connected Servicing uses the **Type** and **Subtype** to determine which service request process template to select. For example, suppose a user selects *Product update* for the type and *Fee structure update* for the subtype. In that case, Connected Service will generate a different set of tasks than if the user selects *Customer information update* and *Beneficial owners update*.

This page describes adding or removing the attributes used to select the service request process templates. For instructions on modifying service process templates, including creating templates for these attributes, see [Managing templates](#) on the Setting Up Service Request Processes page.

Adding a selection attribute

If your organization wants to use an attribute other than type and sub-type, you will need to add a new attribute.

Adding a new selection attribute consists of:

- Updating objects to store the new attribute for template selection.
- Enabling users to choose the attribute's value when setting up a service request process template.
- Enabling the solution to use the new attribute to select the correct template when creating a new service request.
- Enabling the solution to properly audit any changes made to the templates with this new attribute.

We will walk through an example to add the service request owner as a new attribute throughout the following steps.

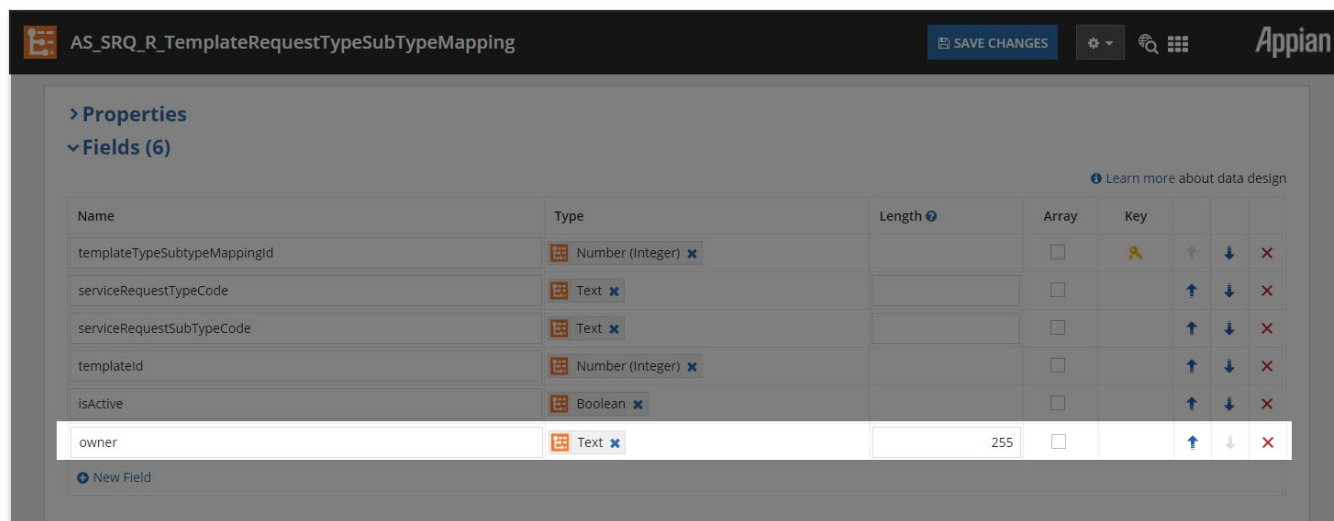
Step 1: Add field to the template reference CDT

To be able to save the value of the new attribute, you will need to add it to the CDT for the service request process template.

1. Add the attribute as a field to the AS_SRQ_R_TemplateRequestTypeSubTypeMapping CDT.
2. Verify the data store.
 - Open the AS_SRQ_Ref_Data_Store data store.
 - Click **Verify**.
 - Click **Save & Publish**.

EXAMPLE

The following screenshot shows the owner field added to the AS_SRQ_R_TemplateRequestTypeSubTypeMapping CDT.



Step 2: Add the field to the template audit configuration rule

The template audit configuration rule tracks changes to a template when attributes are changed. For example, if a user changes a template mapping from one owner to another owner, the template audit configuration rule will capture this in the audit history.

After you add a field to the AS_SRQ_R_TemplateRequestTypeSubTypeMapping CDT, you will need to update the audit configuration rule for the CDT.

1. Open the AS_SRQ_ENTRYPOINT_GETDATA_getTemplateMappingFields expression rule.

2. Add the new field name to the list of fields.

Step 3: Add the attribute to the template properties interface

Users will select the new attribute's value when setting up the service request process template. You will need to add the attribute to this interface so they can choose it. Additionally, you will need to save their selection to the database and pass the value into related interfaces.

1. Open the AS_SRQ_ENTRYPPOINT_DISPLAY_mappingFieldsForRTemplate expression rule.
2. Add a new mapping component input to allow the user to choose a value for the new attribute and save their selection. Copy the design used for the existing attributes.

```
1  ...
2  mappingComponentThree: a!localVariables(
3    rule!AS_CO_CP_pickerFieldUsers(
4      label: rule!AS_CO_I18N_UT_displayLabel(
5        i18nData: local!i18nData,
6        bundleKey: "AS.SRQ.RequestOwners.lbl_Owner"
7      ),
8      required: true,
9      maxSelections: 1,
10     groupFilter: <YOUR GROUP OF OWNERS>,
11     value: ri!mappingCdt.owner,
12     saveInto: ri!newOwner.owner,
13     placeholder: rule!AS_CO_I18N_UT_displayLabel(
14       i18nData: local!i18nData,
15       bundleKey: "AS.SRQ.RequestOwners.plc_SearchUsers"
16     )
17   )
18 )
19 ...
```

3. Open AS_TMG_CPS_manageReferenceTemplateProperties expression rule.
4. Show the mapping next to or below the other mapping properties.

```
1  ...
2
3  a!localVariables(
4    local!mappingFields: a!refreshVariable(
5      value: rule!AS_TMG_UT_determineMappingFieldsForTemplate(
6        mappingCdt: ri!mappingCdt,
7        recordTypeCode: ri!selectedTemplate.recordTypeCode
8      ),
9      refreshAlways: true
10    ),
11    {
12      a!columnLayout(
13        contents: { local!mappingFields.mappingComponentOne },
14        width: "AUTO"
15      ),
16      a!columnLayout(
17        contents: { local!mappingFields.mappingComponentTwo },
18        width: "MEDIUM"
19      ),
20      a!columnLayout(
21        contents: { local!mappingFields.mappingComponentThree },
22        width: "MEDIUM"
23      )
24    }
25  )
26  ...
27
```

Step 4: Update the queries that retrieve the templates

The AS_SRQ_QE_getTemplateTypeSubtypeMapping expression rule is a query that retrieves the appropriate template based on the attributes it receives. For the correct template to be selected during the service request, you will need to

add the new attribute to this expression rule to include it in the query parameters.

1. Open the AS_SRQ_QE_getTemplateTypeSubtypeMapping expression rule.
2. Add a rule input with the same name as the new field you added to the CDT.
3. Add a query filter where the new field equals the new rule input.
 - **Note:** In the following `a!queryFilter()` example, you would replace `<newField>` with the name of the field that you added to the CDT.

```
1 a!queryFilter(  
2   field: "<newField>",  
3   operator: "=",  
4   value: ri!<newField>  
5 )
```

4. In the following expression rules, if the rule input is not in the `serviceRequest` CDT, pass down the rule input that you just added to the `AS_SRQ_QE_getTemplateTypeSubtypeMapping` expression rule to use this new field for default template selection.
 - `AS_SRQ_QE_getTemplateForServiceRequest` expression rule

EXAMPLE

The following is an example of adding the new query filter to the `AS_SRQ_QE_getTemplateTypeSubtypeMapping` expression rule.

```
1 ...  
2   a!queryLogicalExpression(  
3     ignoreFiltersWithEmptyValues: true,  
4     operator: "AND",  
5     filters: {  
6       a!queryFilter(  
7         field: "templateId",  
8         operator: "in",  
9         value: ri!templateId  
10      ),  
11      a!queryFilter(  
12        field: "templateName",  
13        operator: "=",  
14        value: ri!templateName  
15      ),  
16      a!queryFilter(  
17        field: "serviceRequestTypeCode",  
18        operator: "in",  
19        value: ri!serviceRequestTypeCode  
20      ),  
21      a!queryFilter(  
22        field: "serviceRequestSubTypeCode",  
23        operator: "in",  
24        value: ri!serviceRequestSubTypeCode  
25      ),  
26      a!queryFilter(  
27        field: "owner",  
28        operator: "=",  
29        value: ri!owner  
30      )  
31    }  
32  ),  
33 ...
```

Step 5: Update the template validations

The `AS_SRQ_UT_isDuplicateTemplateByMappingFields` expression rule validates that there are no overlapping templates and no blank template attributes. This rule ensures that there is not more than one template with the same combination of attributes. For example, there cannot be two templates Type: *Product update* and Subtype: *Fee structure update*.

You will need to add the new attribute to this rule to ensure that it is included in this validation.

1. Open the AS_SRQ_UT_isDuplicateTemplateByMappingFields expression rule.
2. In the or() function, add a condition to check if the new field is blank. See the example below for how to add this.
3. In the rule!AS_SRQ_QE_getTemplateTypeSubtypeMapping() part of the expression, add the parameter for the new attribute. See the example below for how to add this.

EXAMPLE

In the example below, we added a check to see if the owner is blank. We also added the customer type code to the template query.

```

1  if(
2    or(
3      rule!AS_CO_UT_isBlank(
4        ri!requestTypeSubTypeMapping.serviceRequestSubTypeCode
5      ),
6      rule!AS_CO_UT_isBlank(
7        ri!requestTypeSubTypeMapping.serviceRequestTypeCode
8      ),
9      rule!AS_CO_UT_isBlank(
10       ri!requestTypeSubTypeMapping.owner
11     )
12   ),
13   "",
14   a!localVariables(
15     local!isDuplicate: rule!AS_SRQ_QE_getTemplateTypeSubtypeMapping(
16       serviceRequestTypeCode: ri!requestTypeSubTypeMapping.serviceRequestTypeCode,
17       serviceRequestSubTypeCode: ri!requestTypeSubTypeMapping.serviceRequestSubTypeCode,
18       owner: ri!requestTypeSubTypeMapping.owner,
19       returnType: cons!AS_CO_ENUM_QE_RETURN_TYPE_TOTAL_COUNT,
20       isActive: true,
21       templateIdsToExclude: ri!requestTypeSubTypeMapping.templateId
22     ) > 0,
23     if(
24       local!isDuplicate,
25       rule!AS_SRQ_UT_loadBundleAndDisplayLabel(
26         bundleKey: "AS_SRQ.General.vld_DuplicateTemplateMappingWithSameTypeAndSubType"
27       ),
28       null
29     )
30   )
31 )

```

When business users set up the service request process template, they will be required to select a value for the new attribute. Additionally, when users create a new service request and select a value for the new attribute, that value will determine which service request process template to use for the tasks.

Removing a selection attribute

You can remove attributes if your organization doesn't want to use *Type* or *Subtype* to select the service request process template.

Note that removing the actual field from the CDT does not need to be removed. Leaving a new field on the CDT will not affect anything.

Step 1: Remove the attribute from the template properties interface

Business users select attributes when setting up the service request process template. You will need to remove the attribute from this interface. Additionally, you will need to update the related interfaces that receive this information.

1. Open the AS_SRQ_ENTRYPOINT_DISPLAY_mappingFieldsForRTemplate interface.
2. Remove the user picker component that allows users to choose a value for the old attribute.
3. In the following dependent interfaces, remove the corresponding mapping components:
 - AS_TMGS_UT_determineMappingFieldsForTemplateinterface
 - AS_TMGS_CPS_manageReferenceTemplatePropertiesinterface

Step 2: Update the queries that retrieve the templates

The `AS_SRQ_QE_getTemplateTypeSubtypeMapping` expression rule is a query that retrieves the appropriate template based on the attributes it receives. You will need to add the new attribute to this expression rule to include in the query parameters.

1. Open the `AS_SRQ_QE_getTemplateTypeSubtypeMapping` expression rule.
2. Remove the rule input for the attribute being removed.
3. Remove the query filter for the attribute being removed.
4. In the following expression rules, remove the references to the rule input for the attribute that is being removed.
 - `AS_SRQ_QE_getTemplateForServiceRequest` expression rule

Step 3: Update the template validations

The `AS_SRQ_UT_isDuplicateTemplateByMappingFields` expression rule validates that there are no overlapping templates and no blank template attributes.

You will need to remove the attribute from this rule so that it is no longer included in this validation.

1. Open the `AS_SRQ_UT_isDuplicateTemplateByMappingFields` expression rule.
2. In the `or()` function, remove the condition to check if the field you are removing is blank.
3. In the `rule!AS_SRQ_QE_getTemplateTypeSubtypeMapping()` part of the expression, remove the parameter for the attribute you are removing.

When users set up the service request process template, the attribute you just removed will no longer be an option for determining template selection. Additionally, when users create a new service request, the value you just deleted will not be used to determine which service request process template to use for the tasks.

Adding a New Task Type

Adding a new task type

Task types control what type of interface the user will see when completing a task. In order to add a new custom user input task, integration, or kick off an RPA process, you need to add a new task type. Once added, the new task type will be able to added to workflow templates and .

SYSTEM

What it is

This type of configuration is generally for automated tasks that can only be kicked off from a process model.

When you would use it

You would use this type of task when:

- You want the task to be automatically kicked off using a process model.

And when an end user would never need to add this type of task:

- To the task library in FS Settings.
- As a custom task when completing the Process Setup task.
- As a custom task from the Home page or as a related action.

Example

After a user creates a new Service Request, the task is automatically kicked off using a process model. However, end users do not have access to add this type of task when adding a default task to the task library or when adding a custom task to an Service Request.

TEMPLATE

What it is

This type of configuration is for tasks that you want to be available to FS Settings users for use in Service Request templates, but you don't want to be available to regular users when adding a custom task to an Service Request.

When you would use it

You would use this type of task when you want the task:

- To be automatically kicked off using a process model.
- To be added to the task library in FS Settings.

And when an end user would never need to add this type of task:

- As a custom task when completing the process setup task.
- As a custom task from the Home page or as a related action.

Example

Out of the box, there are no tasks with this configuration.

AD_HOC

What it is

This type of configuration is for tasks that would be sent out by client onboarders from the Home page or as a related action. When sent out like this, the onboarder is kicking off the task right away, rather than waiting for the task to be kicked off by a precedent or a process model.

When you would use it

You would use this type of task when you want the task:

- To be automatically kicked off using a process model.
- To be added to the task library in FS Settings.
- To be available as a custom task when completing the Process Setup task.
- To be available as a custom task from the Home page or as a related action.

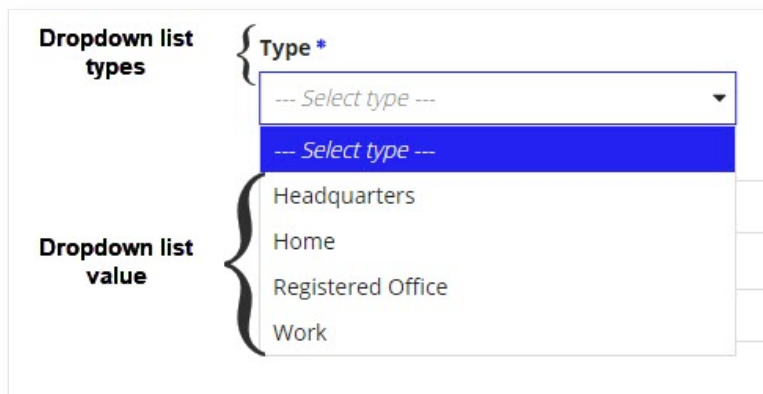
Example

Review task - Can be added as a new task in the task library, as a custom task during the Process Setup task, or as a custom task from the Service Request record.

Modifying Dropdown Lists

Introduction

The Connected Servicing solution is designed to be customized to your organization's particular needs. The various interfaces in the out-of-the box solution contain dropdown lists. Some dropdown values such as Document Type and Customer Type, a business user can change in the Connected FS Settings Site. However, if you need to modify a dropdown field that is not accessible through Connected FS Settings, you can modify the values by modifying reference data tables. For example, you can add or delete values that display in the Address Type dropdown list.



This page outlines how to modify the values that can be chosen from dropdown lists in the various interfaces of the Connected Servicing solution.

- If you need to add a value to a particular dropdown list, add a row to the reference data table. See the [Adding new dropdown values](#) section.
- If you need to remove a value from a dropdown list, deactivate the value in the reference data table. See the [Deactivating a dropdown value](#) section.
- If you want to add a new dropdown list, create a new dropdown list type in the reference data table. See the [Adding a new dropdown list](#) section.
- If you are using the solution in multiple languages, see the nuances of this in the [Internationalizing dropdown list values](#) section.

See the [Reference Data Tables](#) page for descriptions of the table structures.

Adding new dropdown values

Dropdown values that cannot be set in the Connected FS Settings site are stored in the AS_SRQ_R_DATA table. Updating this table allows you control what dropdown values and lists display to end users moving through the Service Request process. See the [Connected Servicing only reference data table](#) on the Reference Data Tables page for a description of the table structure.

To add a value to a dropdown list:

1. Insert a new row into the AS_SRQ_R_DATA table.
2. Update each column with the following information:
 - R_DATA_ID: This is the primary key of the reference value.
 - **Note:** To avoid conflicts when upgrading to a newer version of the solution, the first 100,000 rows of this table are reserved for future use by the Appian Connected Servicing product team.
 - **Note:** When adding a new row to this table, leave this value as NULL. There is a default AUTO_INCREMENT setting on this table, so that any new rows you insert with a NULL primary key will begin at 100,000 and increment from there.
 - LABEL: The new bundleKey value you will reference in your bundle file.
 - TYPE: A grouping category for the dropdown values; a name for the dropdown list.
 - **Note:** The label for a dropdown list is defined in a [bundle file](#), so this isn't necessarily the same as the label for a dropdown list.
 - CODE: The dropdown list type with a descriptive suffix.
 - SORT_ORDER: Optional field that can be used specifying sort order
 - **Note:** Queries will have to be updated to query against this column for this to be implemented
 - ICON: Optional field that can be used to specify icon for this entry
 - COLOR: Optional field that can be used to specify color for the icon
 - IS_ACTIVE: true (1)
 - CREATED_BY: Your Appian username.
 - CREATED_DATETIME: The current timestamp, in the format YYYY-MM-DD HH:MM:SS.
 - MODIFIED_BY: Your Appian username.
 - MODIFIED_DATETIME: The current timestamp, in the format YYYY-MM-DD HH:MM:SS.

After the row is inserted, this value will be available in any of the dropdown lists that have the same reference TYPE as the value you inserted.

EXAMPLE

To add a new dropdown value, you could use the following SQL statement, replacing the values in brackets (< >) with your data. Note that this example uses MySQL syntax.

```
1 INSERT INTO `AS_SRQ_R_DATA` (`R_DATA_ID`, `LABEL`, `TYPE`, `CODE`, `IS_ACTIVE`, `CREATED_BY`, `CREATED_DA
2 VALUES (null, '<New Label>', '<Type>', '<Code>', 1, '<Username>', CURRENT_TIMESTAMP(), '<Username>', CURR
3 (null, '<New Label>', '<Type>', '<Code>', 1, '<Username>', CURRENT_TIMESTAMP(), '<Username>', CURRENT_TIM
```

Deactivating a dropdown value

If there is a value in a dropdown list that is no longer needed, deactivate the value by changing the IS_ACTIVE value in the AS_SRQ_R_DATA from 1 (true) to 0 (false).

Deactivating an Service Request status or task status is not recommended, as it will negatively affect other aspects of the solution.

After the update is made, this value will no longer display in any dropdown list. The value will still display for already active and historical data.

Deleting data from the table is not recommended except during initial set up. If the solution is already in use, deleting data rather than deactivating it may cause issues.

EXAMPLE

To deactivate a dropdown value, you could use the following SQL statement. Replace <ID Being Updated> with the R_DATA_ID value. For example, to deactivate the **FEE_RATE_MONTHLY** in the following example table, <ID Being Updated> with the R_DATA_ID value.

R_DATA_ID	LABEL	TYPE	CODE	IS_ACTIVE
24	FeeRate.lbl_Annual	Fee Rate	FEE_RATE_ANNUAL	1
25	FeeRate.lbl_Monthly	Fee Rate	FEE_RATE_MONTHLY	1

Note that this example uses MySQL syntax.

```
1 UPDATE AS_SRQ_R_DATA SET IS_ACTIVE = 0 WHERE R_DATA_ID = <ID Being Updated>
```

Adding a new dropdown list

If you want to add a new dropdown list, you need to create a new dropdown list type.

There are two main steps to add a new dropdown list:

1. Add a new row to the AS_SRQ_R_DATA table. See [Adding new dropdown values](#) for instructions on how to add new rows.
 - For the value in the TYPE column, enter a name for the new dropdown list, such as *Entity Region*.
 - For the value in the CODE column, enter a short prefix to associate with the new dropdown list type, along with a number to give it a unique identifier. For example, *ENTITY_REGION_ASIA*.
2. Create a constant in the application to be able to query this from the database. See [Using a new dropdown list in the application](#) for instructions on how to set this up.

Using a new dropdown list in the application

After a new dropdown list type has been added to the AS_SRQ_R_DATA table, it will need a constant to point to it in order to be used in interfaces.

1. Go to the **AS SRQ Full Application** application in Appian Designer.
2. Create a new constant called AS_SRQ_REF_TYPE_<NEW_DROPDOWN_LIST_TYPE>. For example AS_SRQ_REF_TYPE_SERVICE_REQUEST_STATUS.
 - Type: **Text**
 - Value: <New Dropdown List Type>
 - **Note:** This needs to exactly match the dropdown list name in the TYPE column of the AS_SRQ_R_DATA table. For example, if the name in the TYPE column is *Service Request Status*, the value here must be the same.
 - Save it in the **AS SRQ SAIL Design Objects** folder.

After the dropdown list constant has been created, the list is ready to be used by the AS_SRQ_QE_getRefDataByType rule. This rule pulls all of the reference data onto the interface that needs a reference value. AS_SRQ_QE_getRefDataByType takes in typelist—an array of text—corresponding to the type values in the database you need to use.

EXAMPLE

To pull in the Fee Rate or Entity Type dropdown lists, you would use the rule as shown below:

```

1 local!refData: rule!AS_SRQ_QE_getRefDataByType(
2   typelist: {
3
4     /* Comment Type */
5     cons!AS_SRQ_REF_TYPE_COMMENT_TYPE,
6     /* Service Request Status Type */
7     cons!AS_SRQ_REF_TYPE_SERVICE_REQUEST_STATUS
8   }
9 )

```

As shown in the example, you can pass in either text or a constant of type text with the corresponding dropdown list type.

Remember that AS_SRQ_QE_getRefDataByType is a query. In order to minimize the number of queries, it is best practice to avoid calling your reference data in sub-interfaces. Instead, query for all of the reference data on the main form and pass it to the sub-interfaces using rule inputs.

Internationalizing dropdown list values

If you are using Connected Servicing in multiple languages, the reference data needs to be internationalized in order to show the user the dropdown values in their native language.

To do so, you will only need one entry in the AS_SRQ_R_DATA table for each value, but you will need to have a bundle (or document file) based on the default language that the user has selected.

The LABEL column of AS_SRQ_R_DATA will act as a key for the application to show the proper label based on which bundle is selected. The LABEL consists of <bundleName>.<labelName>.

EXAMPLE

For example, the LABEL FeeRate.lbl_Annual has a bundle called FeeRate and a label name lbl_Annual.

R_DATA_ID	LABEL	TYPE	CODE	IS_ACTIVE
23	FeeRate.lbl_Annual	Fee Rate	FEE_RATE_ANNUAL	1

The FeeRate_en_US bundle will show the following:

```

1 ...
2 lbl_Annual=Annual
3 lbl_Monthly=Monthly
4 ...

```

The FeeRate_es bundle will show the following:

```

1 ...
2 lbl_Annual=Anual
3 lbl_Monthly=Mensual
4 ...

```

Both dropdown values use the same LABEL to reference the correct translation.

After the additional translations are in the bundle, end users will be able to view the dropdown values in their native language.

If you are adding a new language, you will also need to update the labels in the application to use the language. See the [Solution Customization Suite User Guide](#) for how to do this.

Other reference data tables

There are several other tables that contain reference data that appear in lists. The information stored in these tables are universal and shouldn't change often. However, if you ever have to change the list of countries, currencies, industry classification codes, or states, refer to the below tables.

- AS_FS_R_COUNTRY
 - A list of countries
- AS_FS_R_CURRENCY
 - A list of currencies
- AS_FS_R_GLOBAL_INDUSTRY_CLASS
 - Industry classification codes and names
- AS_FS_R_M_CURRENCY
 - A mapping of currencies to countries
- AS_FS_R_STATE
 - A list of US states

Modifying Groups

Introduction

When adding users to Appian Connected Servicing, they initially won't have access to see or do much in the solution. In order to give them access to the information and actions that they need to do their jobs, you must add them to the appropriate groups.

Connected Servicing comes with default groups that make it easy to grant the appropriate access to users. The solution uses business groups that represent the different business roles that will interact with the solution. For example, **Client servicing** and **Sales Department Heads**. These business groups are members of security and wrapper groups, which grant access to different parts of the solution, such as starting a new Service Request or viewing account information.

By placing users into the business groups, the solution automatically assigns them the appropriate access for their business role. To understand what groups to put users in depending on the actions that they need to perform, see [Actions users can perform based on their group membership](#) on the Groups Reference Page. This page also gives more information on what business groups belong to which security and wrapper groups.

When you are setting up the solution, you will need to understand what business roles are required for your organization and modify the groups to fit your organization. You will also need to add users to the appropriate groups. This page outlines how to do both.

Modifying group membership

To give users appropriate access to Connected Servicing, you must first add them to the necessary business and security groups. Generally, it is a best practice to only place users inside of business groups, not security groups. However, there are some security groups where it is preferable to grant membership to individual users.

For example, the **AS FS Manage Processes** security group grants access to the Connected FS Settings site and allows users to modify Service Request processes. Since Connected FS Settings is an administrative page, you may want to control access on an individual user level. For example, rather than giving access to all users in the Client servicing group, you may want to limit it to a couple of individuals. In this case, you would add users to the security group, instead of adding a business group to the security group.

You can manage group membership either manually or automatically.

Manually modifying membership

Modifying group membership can be done from two places in Connected Servicing: the Connected FS Settings site and Appian Designer.

Business users can use the Connected FS Settings site to modify users in business groups. See [Managing Group Membership](#) for instructions on how to do this.

Administrators can also use Appian Designer to manage group membership. See [Group Management](#) for more information on this. However, Appian highly recommends that you use the Connected FS Settings site to manage all group memberships. Using Appian Designer to update group membership for Connected Servicing may cause unwanted visibility changes or security vulnerabilities.

Automatically syncing group membership

You can also configure an Appian process model to run periodically, typically nightly, which can automatically add users to different groups. This is typically hooked into an LDAP integration to ensure the LDAP system is what actually controls user access to groups. See the [LDAP Synchronization](#) Playbook article for more information about setting this up.

Syncing with LDAP would likely overwrite group memberships that were set using the Connected FS Settings site.

If you implement automatic syncing, you have two options:

- You can leave the Groups & Users section of Connected FS Settings visible to end users so that they can use it to grant access right away, without waiting for the sync. If you choose this option, make sure that end users know that they need to make changes in the LDAP system as well as Connected Servicing and that their changes in Connected Servicing will be overwritten by the changes to the LDAP system.
- You can hide the Groups & Users section of Connected FS Settings by not adding any users to the **AS IO GM Manage Group Membership** group. This is the group that grants access to that section of the site.

Adding new business groups

If your organization has different business roles that the default business groups don't cover, you can create additional groups using Appian Designer.

To add a new business group:

1. [Create a business group](#) for the new business role.
 - Set the **Visibility** to **Public (everyone)**. This will allow users to select the group in pickers in the application.
 - Set the appropriate **Parent Group**. Reference an existing business group to see how this is configured.
2. Add the group to the proper wrapper and security groups so users will be given the appropriate access to the application functionality.
3. [Add users](#) to the group.

Adding new security groups

If you configure additional functionality in the application, such as adding new records or related actions, it is recommended that you create a security group. Learn more about [object security](#).

For example, the **AS FS Create or Update Customer** process model has associated security groups called **AS FS Create Customer** and **AS FS Update Customer**.

To add a new security group for an object:

1. [Create a security group](#) for the new Appian object.
 - Set the **Visibility** to **Personal (only admins)**. This makes sure that users will not be able to select this group from pickers in the application.
2. Make the new security group a viewer on the Appian object.
3. Add the appropriate business groups to the security group to give them access to the new functionality.

Modifying Key Dates

Introduction

Task due dates allow the Connected Servicing solution to quantitatively measure if Service Requests and their associated tasks are being completed on time. Further details and data about task due dates across an institution are displayed on the Reports tab.

By default, task due dates are calculated based on a service request's target completion date. This is set by the business owner in the [Connected FS Settings](#) site. A task's due date may also be calculated based on other associated due dates for that Service Request.

Adding a key date

The examples in this section will follow adding After Created Date as a key date option.

Task Due Date			
5	days	After Created Date	✖
5	days	After Created Date	✖
		After Actual Funding Date	
5	days	Before Funding Date	✖

Step 1: Add a new key date rule to the database

Add a new row in the AS_SRQ_R_DATA table with the following attributes:

- LABEL: The bundle label key
- TYPE: SLA Rule Type
- CODE: SLA_RULE_TYPE_NEW_KEY_DATE
- IS_ACTIVE: true (1)
- CREATED_BY: Your Appian username.
- CREATED_DATETIME: The current timestamp, in the format YYYY-MM-DD HH:MM:SS.
- MODIFIED_BY: Your Appian username.
- MODIFIED_DATETIME: The current timestamp, in the format YYYY-MM-DD HH:MM:SS.

EXAMPLE

```
1 INSERT INTO `AS_SRQ_R_DATA` (`R_DATA_ID`, `LABEL`, `TYPE`, `CODE`, `SORT_ORDER`, `ICON`, `COLOR`, `IS_ACT
2 VALUES (NULL, 'SlaRuleType.lbl_AfterCreatedDate', 'SLA Rule Type', 'SLA_RULE_TYPE_AFTER_CREATED_DATE', NU
```

Step 2: Create a constant for the new SLA rule

Create a new constant that's value is the code from the row in the database you added to AS_SRQ_R_DATA in [Step 1](#).

EXAMPLE

Create a constant called AS_SRQ_ENUM_SLA_RULE_AFTER_CREATED_DATE with the value:
SLA_RULE_TYPE_AFTER_CREATED_DATE.

Step 3: Update the bundle file

Open the SlaRuleType bundle file in each language and add the labelKey in that you added to the AS_SRQ_R_DATA in [Step 1](#).

EXAMPLE

```
1 lbl_BeforeFundingDate=Before Funding Date
2 lbl_AfterFundingDate=After Actual Funding Date
3 !lbl_AfterCreatedDate=After Created Date
```

Step 4: Update the rule to calculate due dates

Open up the rule AS_TMG_BL_calculateTaskDueDateFromSlaDays and add to the conditional if() statement the logic needed for the new key date and add the new date as a rule input.

EXAMPLE

AS_TMG_BL_calculateTaskDueDateFromSlaDays Rule

```

1  if(
2    or(
3      rule!AS_CO_UT_isBlank(
4        ri!slaDays
5      ),
6      rule!AS_CO_UT_isBlank(
7        ri!fundingDate
8      ),
9      rule!AS_CO_UT_isBlank(
10     ri!createdDate
11   )
12 ),
13 null,
14 if(
15   ri!slaRule = cons!AS_TMG_ENUM_SLA_RULE_BEFORE_EST_FUNDING_DATE,
16   if(
17     ri!slaDayType = cons!AS_TMG_ENUM_SLA_DAY_TYPE_BUSINESS_DAYS,
18     workday(
19       ri!fundingDate,
20       - ri!slaDays
21     ),
22     /*default is calendar days*/
23     ri!fundingDate - ri!slaDays,
24   ),
25   if(
26     ri!slaRule = cons!AS_SRQ_ENUM_SLA_RULE_AFTER_CREATED_DATE,
27     if(
28       ri!slaDayType = cons!AS_SRQ_ENUM_SLA_DAY_TYPE_BUSINESS_DAYS,
29       workday(
30         ri!createdDate,
31         - ri!slaDays
32       ),
33       /*default is calendar days*/
34       ri!createdDate - ri!slaDays,
35     ),
36     if(
37       ri!slaDayType = cons!AS_TMG_ENUM_SLA_DAY_TYPE_BUSINESS_DAYS,
38       workday(
39         ri!fundingDate,
40         + ri!slaDays
41       ),
42       /*default is calendar days*/
43       ri!fundingDate + ri!slaDays,
44     )
45   )
46 )
47 )
48

```

Step 5: Add the new rule input to all dependent rules

Add new rule input to the two rules that AS_TMG_BL_calculateTaskDueDateFromSlaDays is dependent on and then pass in the appropriate logic.

The rules to update are:

1. AS_TMG_CDT_mapTemplateTaskToRuntimeTask
2. AS_TMG_UT_updateTasksDueDate

EXAMPLE

AS_TMG_CDT_mapTemplateTaskToRuntimeTask Rule

```

1  ...
2  modifiedDatetime: null,
3  dueDate: rule!AS_TMGBL_calculateTaskDueDateFromSlaDays(
4    slaDays: ri!templateTask.slaDays,
5    slaRule: ri!templateTask.slaRule,
6    fundingDate: ri!request.fundingDetails.estFundingDate,
7    slaDayType: ri!template.slaDayType,
8    createdDate: todate(ri!request.createdDatetime)
9  ),
10 slaDays: ri!templateTask.slaDays,
11 slaRule: ri!templateTask.slaRule
12 )

```

Removing a key date

To remove a key date from the dropdown list in Connected FS Settings, update the 'isActive' column to false (0) in the AS_SRQ_R_DATA table for the corresponding row.

Modifying OFAC Integration

Introduction

Some modifications to the OFAC integration require more changes than what is provided in the **System Administration Center**. These changes include:

- [Changing the search parameters.](#)
- [Saving more information from OFAC.](#)
- [Changing the number of times the integration tries to connect to OFAC.](#)

To learn about setting up and using the OFAC integration, see [Manage OFAC Integration](#).

Changing the search parameters

If a fuzzy name match on the customer's name is not specific enough or you would like to include more attributes of the customer in the search, create a new integration.

See the [Trade.gov website](#) for the available consolidated screening search parameters.

To change the search:

1. If you want to use customer information that isn't included in the default solution, add the fields to the associated customer data types (CDT) and database tables. See [Modifying Record Fields](#) for more information.
 - **Note:** If you want to save different results, see [Saving more information](#).
2. Create a [new integration](#) using the AS FS Trade.gov Consolidated Screening connected system.
3. [Update the integration](#) in the AS FS CS Integration process model.
4. Update the integration in the rule!AS_FS_CS_UT_queryAndMapScreeningResults expression rule.
5. If different results are returned or they are returned in a different style, update the AS__GRD_consolidatedScreeningCheckResultsGrid, AS__CPS_reviewConsolidatedScreeningCheckTask_Results, and AS__CPS_reviewConsolidatedScreeningCheckTask interfaces and the AS_FS_CS_UT_mapResultsSources expression rule.

Saving more information

Each time the integration is called, the following information is stored in the AS_FS_CS_RESULT table:

- Record ID (from the application) of the that the search was performed for.
- Recored Type Code: Used to distinguish the record that the search was performed for. This will be _ for .
- Customer name used in search.
- Customer ID (from the application).

- Total number of results.
- Sources checked.
- Date and time of search.

If results are returned from the consolidated screening, stores the following information about each result in the AS_FS_CS_RESULT_FINDING table:

- Result ID: key from the AS_FS_CS_RESULT table.
- Score: how close of a match the result is.
- Name: from the consolidated screening list.
- Alt. Name(s): alternative names for the result.
- Source: which list the information is from.
- Source URL.
- ID: from the consolidated screening list.
- Is relevant: whether the result is marked as relevant.

More information from the API, such as addresses or citizenships, can be also be stored or displayed. The [Trade.gov website](#) provides a list of available fields and their data types.

To save more information, add new fields to the OFAC integration records. See [Modifying Record Fields](#) for more information.

The following may need to be updated when adding fields to these records:

- **Database tables:** AS_FS_CS_RESULT and AS_FS_CS_RESULT_FINDING.
- **CDTs:** AS_FS_CS_Result and AS_FS_CS_Result_finding
- **Data store:** AS FS OFAC Data Store
- **Main interfaces:** AS__CS_reviewConsolidatedScreeningCheckTask and AS__GRD_consolidatedScreeningCheckResultsGrid
- **Main expression rules:** rule!AS_FS_CS_UT_queryAndMapScreeningResults and rule!AS_FS_CS_UT_mapResultsSources.

Changing the try count

will try five times to connect to OFAC before designating the integration call as a failure.

If your IT has an integration try threshold that is different than five, change the try count by updating the cons!AS_FS_CS_VAL_TRY_COUNT constant.

Modifying Product Fields

Introduction

When a user adds a product to an Service Request, the user is required to fill out specific product-related details. Each product may have its own unique fields that the user is required to complete.

For example, the product type of **Committed Line of Credit** will allow the user to enter the fields for **Collateral** and **Cover Required (%)**. Whereas, the product type **Equities** will allow the user to enter the **Strategy** and **Entity** type.

This page outlines how to set up the fields you want to show and require for each product type.

Product field sections

There can be several fields the user might need to fill out for a single product. Therefore, in order to make it easier to add details for a product, Connected Servicing has grouped the product fields into six sections.

The default product sections are:

- Details
- Collateral
- Terms
- Accounts

- Fees
- Thresholds

Adding a new product section

To add a new product section:

1. Create a new **SECTION_KEY** constant named `AS_FS_ENUM_PRODUCT_SECTION_KEY_<SECTION_NAME>`.
2. Set the value of the constant equal to the new section name.
 - **Note:** Use all caps when setting the constant value.
3. Create a new expression rule named `AS_FS_REF_PRODUCT_FIELDS_<SECTION_NAME>` to hold all of the fields that will show up in this section.
4. Add the following rule inputs:
5. `product (AS_FS_Product)` - this will be used to save the data when it appears on the form.
6. `i18nData (Any Type)` - this will properly show the user the correct language for the corresponding label when the solution is internationalized.
7. `adminSetupI18nData (Any Type)` - this holds the internationalization data for that when the solution is internationalized.
8. `isInternationalizedForAdminSetup (boolean)` - this is a true or false value that defines if this field is internationalized.
9. Add the field definitions to this rule that you want to be associated with this section. The field definitions are dictionary structures with the following keys.
 - **fieldKey** - the product field key constant.
 - **sectionKey** - the section key constant that you created earlier.
 - **cdtField** - the field on the Product CDT that will save the data.
 - **isValid** - any validations that are relevant for the field being saved.

EXAMPLE:

```

1  /* Interest field */
2  {
3    fieldKey: cons!AS_FS_ENUM_PRODUCT_FIELD_KEY_DETAILS_INTEREST,
4    sectionKey: cons!AS_FS_ENUM_PRODUCT_SECTION_KEY_DETAILS,
5    cdtField: { "interest" },
6    isValid: if(
7      rule!AS_CO_UT_isBlank(ri!product),
8      null,
9      or(
10       isnull(ri!product.interest),
11       ri!product.interest >= 0
12     )
13   )
14 }
```

10. Repeat the expression rule, `AS_FS_REF_PRODUCT_FIELDS_<SECTION_NAME>`, creation for a new field for as many fields that you would like to add.
11. Add `AS_FS_REF_PRODUCT_FIELDS_<SECTION_NAME>` rule that you created to the parent rule `AS_FS_REF_ALL_PRODUCT_FIELDS`, which holds all of the sections and fields.
12. Pass in the proper rule inputs.
13. Create a new display interface named `AS_FS_CPS_OnboardingRequestProducts_<SectionName>Section`.
14. Add the following rule inputs:
 - `fieldData (Any Type)` - shows the information used from the expression rule `AS_FS_REF_PRODUCT_FIELDS_<SECTION_NAME>`.
 - `i18nData (Any Type)` - show the user the correct language for the corresponding label when the solution is internationalized.
 - `product (AS_FS_Product)` - saves the data when it appears on the form.
 - `refData (List of AS__R_Data)` - passes in the reference data.
 - **Note:** You do not need to include this if your field does not require reference data. - `readOnly (boolean)` - determines if the field should be read only or not. - `funds (Array of AS_FS_Fund)` - references funds if fund data is needed.
15. Add the local variable `local!visible<SectionName>Fields` and set the value to

```

1  local!visible<SectionName>Fields: rule!AS_CO_UT_filterCdtByField(
2  cdt: ri!fieldData,
3  field: "fieldKey",
4  value: rule!AS_FS_REF_PRODUCT_FIELDS_<SECTION_NAME>(isInternationalizedForAdminSetup: false).fieldK
5  )

```

16. If local!visible<SectionName>Fields is not blank then you will call rule for the display header and a rule to display the appropriate fields.

```

1  if(
2  rule!AS_CO_UT_isBlank(local!visible<SectionName>Fields),
3  {},
4  {
5      rule!AS_CO_SBS_StampHeader(
6          icon: "list-alt",
7          label: rule!AS_CO_I18N_UT_displayLabel(
8              i18nData: ri!i18nData,
9              bundleKey: "ProductField.lbl_<section_name>Section"
10         ),
11         size: "SMALL"
12     ),
13     rule!AS_CO_CPS_dynamicTwoOrFourColumnDisplay(
14         numberOfColumns: if(ri!readOnly, 4, 2),
15         allFields: {
16
17         }
18     )
19 }
20 )

```

17. Change the highlighted values for icon and label for what icon and name you want to show for the new section.
18. Create a local variable named local!<FIELD_KEY>FieldData to determine the correct field data and a dictionary structure with the following key-value pairs:
- **span** - Either 1 or 2, which determines the number of columns this field will take up.
 - **components** - the field type(s) to be displayed for the data field being collected.
19. Fill in the highlighted allFields structure with each of the associated fields for the new section with the new local variable.

EXAMPLE

```

1  a!localVariables(
2      local!interestFieldData: rule!AS_CO_UT_filterCdtByField(
3          cdt: local!visibleDetailsFields,
4          field: "fieldKey",
5          value: cons!AS_FS_ENUM_PRODUCT_FIELD_KEY_DETAILS_INTEREST
6      ),
7      {
8          span: 2,
9          components: rule!AS_CO_INP_paragraphField(
10              showWhen: rule!AS_CO_UT_isNotBlank(local!descriptionFieldData),
11              required: local!descriptionFieldData.required,
12              label: rule!AS_CO_I18N_UT_displayLabel(
13                  i18nData: ri!i18nData,
14                  bundleKey: "Product.lbl_Description"
15              ),
16              readOnly: ri!readOnly,
17              value: ri!product.description,
18              maxLength: cons!AS_CO_ENUM_PARAGRAPH_LENGTH_MEDIUM,
19              saveInto: ri!product.description,
20              height: "SHORT",
21              placeholder: rule!AS_CO_I18N_UT_displayLabel(
22                  i18nData: ri!i18nData,
23                  bundleKey: "ProductField.plc_EnterProductDescription"
24              )
25          )
26      }
27  )

```

- **Note:** the order that the fields are listed in the section display interface rule is the order they will be shown to the end user.
 1. In the AS_FS_R_PRODUCT_TYPE_FIELD_MAPPING table, add the fields into the FIELD_DATA column using the following JSON format {"fieldKey": "FIELD_KEY>", "required": {}}, for the products that you want to display.

Removing a product section

To remove a product section:

1. Delete the section field rule AS_FS_REF_PRODUCT_FIELDS_<SECTION_NAME> you would like to remove from the expression rule AS_FS_REF_ALL_PRODUCT_FIELDS.
2. Delete the corresponding display rule AS_FS_CPS_OnboardingRequestProducts_<SectionName>Section.

Product fields

Connected Servicing comes with 35 data fields that are available for users to enter additional product information. The fields that are available by default can be found by searching the objects for any constant with the prefix

AS_FS_ENUM_PRODUCT_FIELD_KEY.

Adding a new product field

To add a new product field:

1. Create a new constant for the field called **AS_FS_ENUM_PRODUCT_FIELD_KEY_[SECTION_NAME]_[FIELD_NAME]**.
2. Set the value to SECTION_NAME_FIELD_NAME.
 - **SECTION_NAME** - the section that the product field will show up in.
 - **FIELD_NAME** - the name of the product field.
3. Open the AS_FS_REF_PRODUCT_FIELDS_<SECTION_NAME> expression rule.
4. Add a new array to the rule that will display the new field with the following key-value pairs.
 - **fieldKey** - the product field key constant.
 - **sectionKey** - the section key constant.
 - **cdtField** - the field on the Product CDT that will save the data.
 - **isValid** - any validations that are relevant for the field being saved.

EXAMPLE:

```

1  /* Interest field */
2  {
3    fieldKey: cons!AS_FS_ENUM_PRODUCT_FIELD_KEY_DETAILS_INTEREST,
4    sectionKey: cons!AS_FS_ENUM_PRODUCT_SECTION_KEY_DETAILS,
5    cdtField: { "interest" },
6    isValid: if(
7      rule!AS_CO_UT_isBlank(ri!product),
8      null,
9      or(
10       isnull(ri!product.interest),
11       ri!product.interest >= 0
12     )
13   )
14 }
```

1. Open the AS_FS_CPS_OnboardingRequestProducts_<SectionName>Section expression rule.
2. Add a new array for new local variable named local!<FIELD_KEY>FieldData to filter the data to the proper field.
 - **Note:** Add this new array in the same order you would like the field to appear in the section.
3. Add the dictionary with the following key-value pairs in the same array:
 - **span** - Determines the number of columns this field will take up. Valid values 1 or 2.
 - **components** - the field type(s) to be displayed for the collected data field.

EXAMPLE


```

1  a!localVariables(
2    local!interestFieldData: rule!AS_CO_UT_filterCdtByField(
3      cdt: local!visibleDetailsFields,
4      field: "fieldKey",
5      value: cons!AS_FS_ENUM_PRODUCT_FIELD_KEY_DETAILS_INTEREST
6    ),
7    {
8      span: 2,
9      components: rule!AS_CO_INP_paragraphField(
10        showWhen: rule!AS_CO_UT_isNotBlank(local!descriptionFieldData),
11        required: local!descriptionFieldData.required,
12        label: rule!AS_CO_I18N_UT_displayLabel(
13          i18nData: ri!i18nData,
14          bundleKey: "Product.lbl_Description"
15        ),
16        readOnly: ri!readOnly,
17        value: ri!product.description,
18        maxLength: cons!AS_CO_ENUM_PARAGRAPH_LENGTH_MEDIUM,
19        saveInto: ri!product.description,
20        height: "SHORT",
21        placeholder: rule!AS_CO_I18N_UT_displayLabel(
22          i18nData: ri!i18nData,
23          bundleKey: "ProductField.plc_EnterProductDescription"
24        )
25      )
26    }
27  )

```

1. In the AS_FS_R_PRODUCT_TYPE_FIELD_MAPPING table, use the following JSON format {"fieldKey": "<FIELD_KEY>", "required": :} to add the fields into the FIELD_DATA column for the products that you want to display.

Removing a product field

To remove a product field:

1. From the AS_FS_R_PRODUCT_TYPE_FIELD_MAPPING table, remove any JSON structures with the corresponding **fieldKey** that you want to remove from the FIELD_DATA column.
2. Open the AS_FS_CPS_OnboardingRequestProducts_<SectionName>Section interface.
3. Remove all code with a reference to the **fieldKey** of the field you want to remove.
4. Open the AS_FS_REF_PRODUCT_FIELDS_<SECTION_NAME> expression rule.
5. Remove the dictionary structure containing the **fieldKey** of the field you want to remove.

Mapping product fields to a specific product

Product fields are mapped to products in the AS_FS_R_PRODUCT_TYPE_FIELD_MAPPING reference table. When a product type is added by the user, a new row is added to this table to manage which fields will show up when that product type is added to an onboarding.

Updating product type mappings

If a product type does not have the right fields by default, a user can modify which product fields show up by modifying the FIELD_DATA column in the AS_FS_R_PRODUCT_TYPE_FIELD_MAPPING table.

The FIELD_DATA column is used to determine which fields show up for each product and also which fields will be required. For each product, the FIELD_DATA column holds a JSON mapping of a field, section, and if the field is required.

****EXAMPLE OF JSON IN FIELD_DATA FOR PRODUCT TYPE COMMODITIES ****

```

1  {{"fieldKey":"DETAILS_AMOUNT","required":false},
2  ! {"fieldKey":"DETAILS_ENTITY","required":true},
3  {"fieldKey":"DETAILS_STRATEGY","required":false},
4  {"fieldKey":"DETAILS_DURATION","required":true},
5  {"fieldKey":"DETAILS_UPFRONT_FEE","required":false},
6  {"fieldKey":"DETAILS_RESTRICTED_COUNTRIES","required":false},
7  {"fieldKey":"DETAILS_PERMISSIBLE_COUNTRIES","required":false}}

```

For each product, The **FIELD_KEY** determines the section and the field, and **REQUIRED** determines if the field will be required on the page. For example, for the highlighted row above, the **ENTITY** field will show up in the **DETAILS** section and it will be required when a commodities product is added to an onboarding.

Add a field mapping for an existing field to a product type

If a new field is needed for a product type, you will need to edit the JSON in the FIELD_DATA column of the AS_FS_R_PRODUCT_TYPE_FIELD_MAPPING table. For the product type you want to update, add a new JSON dictionary structure for the field that you want to add and update the FIELD_DATA column in the database.

Remove a field mapping from a product type

If a field is no longer needed for a product type, you will need to edit the JSON in the FIELD_DATA column of the AS_FS_R_PRODUCT_TYPE_FIELD_MAPPING table.

Change requiredness of a field mapping

To change requiredness of a specific field, edit the JSON in the FIELD_DATA column. Update the **REQUIRED** structure of the **FIELD_KEY** that you want to change then update the FIELD_DATA column. Valid values: true or false.

Default product fields for a new product type

Because the user can create a new product type from the Connected Servicing settings page, when the new product is added to the AS_FS_R_PRODUCT_TYPE_FIELD_MAPPING table, it will have all product fields associated with the new product by default. These fields are not required.

To update the default product type fields:

1. Open the AS_FS_constructProductTypeFieldMapping expression rule.
2. Update the local variable local!refData to filter out the fields you do not want to be part of a product by default.

Default product fields and sections

The default sections and their corresponding fields are listed in the table below.

Section	Default Fields
Details	Amount
	Commitment fee rate
	Description
	Duration
	Entity
	Fund
	Interest
	Permissible countries
	Restricted countries

	Strategy
	Upfront fee
Collateral	Collateral
	Collateral value
	Cover provided
	Cover required
Terms	Committed margin
	Other
	Performance return term
	Performance start date
	Rate lock
	Short lock
Accounts	Account Number
	Name
	Type
Fees	Ad valorem
	Market
	Minimum
	Minimum currency
	Period
	Transaction charge
	Transaction charge currency
Thresholds	Amount
	Currency
	Number of Authorizations
	Operator

Modifying Record Fields

Introduction

Each organization's processes are unique and often complex. Connected Onboarding is flexible enough to allow you to modify all of the form and data fields that you use to collect and view information for each onboarding.

The two main records that hold this data are the onboarding and customer records. This page provides guidance for adding or modifying fields for the two main records.

The methods discussed on this page apply to other records as well. The main difference is that other records don't have record lists on the Connected Onboarding site, so you don't need to update the record list database views and CDTs.

Adding fields

If you need to capture more data than what exists in the default Connected Onboarding solution, you can add fields to the custom data type (CDT).

There are four main steps to add fields to the onboarding and customer records.

Step 1: Update the database table

Add the extra column with the appropriate type into the database table.

For the onboarding records, the name of this table is `AS_IO_ONBOARDING_REQUEST`. For customer records, it is `AS_FS_CUSTOMER`.

Step 2: Update the CDT

Add the extra field to the corresponding CDT, making sure the column name matches that of the column name in the CDT's XSD file.

The two main CDTs for the records are `AS_IO_OnboardingRequest` and `AS_FS_Customer`.

See [Mapping Custom Data Types \(CDTs\) to Pre-defined Database Tables](#) for more information about making changes to CDTs.

Step 3: Verify the data store

Verifying the data store makes sure that the CDT is mapped and ready to be used in your process.

To verify the data store:

1. Navigate to the data store that holds the CDT.
 - **Note:** `AS_IO_OnboardingRequest` and `AS_FS_Customer` are in `AS IO Data Store` and `AS FS Tables data stores` respectively.
2. Click **VERIFY**.
3. Make sure an "Entity mappings verified" message displays.
 - If this message does not display, the database table or CDT updates may not match the data store.
4. Click **SAVE & PUBLISH**.

See [Data Stores](#) for more information about editing data stores.

Step 4: Add the new field to desired interfaces

You may also want to update the interfaces that use the CDT in order to capture and display the new data. We recommend making copies of the default objects. See [Best practices for modifying objects](#) for more information.

The main interfaces are listed below, but there may be many more.

For the onboarding record, the main interfaces are:

- `AS_IO_FM_onboardingSummary`: Summary view of the onboarding record.
- `AS_IO_FM_createOrUpdateRequest`: Allows users to populate the data fields for an onboarding.

For the customer record, the main interfaces are:

- `AS_FS_FM_customerSummary`: Summary view of the customer record.
- `AS_FS_FM_customerDetails`: Allows users to populate the data fields for a customer.

Modifying fields

Modifying fields in a CDT requires more care than just adding fields to a CDT. This is because every reference to an existing field must be updated if the name or data type changes.

There are four main steps to modifying the fields of the AS_IO_OnboardingRequest or AS_FS_Customer CDT.

Always follow Appian best practices when modifying CDT fields. See [Mapping Custom Data Types \(CDTs\) to Pre-defined Database Tables](#) for more information on updating a CDT.

Step 1: Update the database table

The first step in modifying CDT fields is to change the data structure in your database table.

For the onboarding records, the name of this table is AS_IO_ONBOARDING_REQUEST. For customer records, it is AS_FS_CUSTOMER.

See [Mapping Custom Data Types \(CDTs\) to Pre-defined Database Tables](#) for more information about making changes to the database tables.

Step 2: Update the database view

Because the solution contains the Onboardings and Customers record lists, you need to update the database view that backs the record list.

For the onboarding records, the name of this view is AS_IO_V_ONBOARDING_REQUEST. For customer records, it is AS_FS_V_CUSTOMER.

Step 3: Update the CDTs

Update the fields in the CDTs for both the record and record list.

For the onboarding records, the name of these CDTs are:

- AS_IO_OnboardingRequest
- AS_IO_V_OnboardingRequest

For customer records, the name of these CDTs are:

- AS_FS_Customer
- AS_FS_V_Customer

Step 4: Update the associated objects

Update the interfaces, expression rules, and process models that use the CDT. If you do not update the objects that reference the field you updated or deleted, the objects will break. We recommend making copies of the default objects. See [Best practices for modifying objects](#) for more information.

The main interfaces are listed below, but there may be many more.

For the onboarding record, the main interfaces are:

- AS_IO_FM_onboardingSummary: Summary view of the onboarding record.
- AS_IO_FM_createOrUpdateRequest: Allows users to populate the data fields for an onboarding.

For the customer record, the main interfaces are:

- AS_FS_FM_customerSummary: Summary view of the customer record.
- AS_FS_FM_customerDetails: Allows users to populate the data fields for a customer.

Best practices for modifying objects

To make sure you always have the default interfaces, expression rules, and process models to refer back to, we suggest the following:

- Create copies of the interfaces, expression rules, and process models you want to update.
- Name them with an identifiable prefix. For example, something different than AS_IO.

- Use your new objects instead of the original objects.

Do not create copies of the CDTs. This would require you to update every reference to the CDT in the application. Instead, just modify the default CDTs provided in the application.

Modifying Validations

Introduction

Appian Connected Onboarding includes field validations in order to prevent users from entering bad data during the onboarding process.

This has several important benefits:

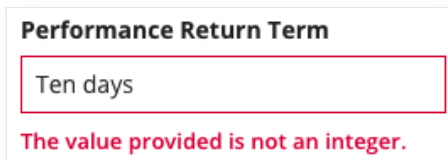
- It can ensure the Write to Data Store nodes in the process models do not break due to length restrictions of the database.
- It keeps data properly structured.
- It enforces data requirements.

This document describes the underlying validation structure for the Create Onboarding form. It also explains how to add to and edit the default validations.

Types of validation messages

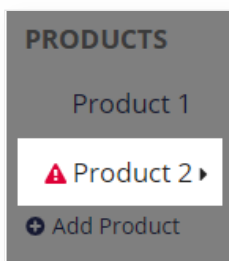
There are two types of validation messages that the user sees on the **Create Onboarding** form:

- **Field validation:** Appears under certain fields after invalid data is entered in the field.



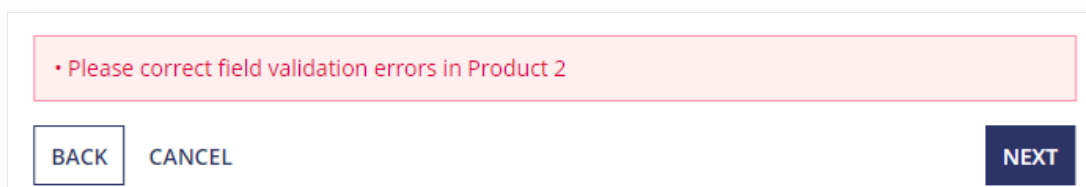
A screenshot of a form field labeled "Performance Return Term". The field contains the text "Ten days". Below the field, a red error message states: "The value provided is not an integer."

- **Product validations:** Appear on the **Add Products** page of the create onboarding wizard. They display as:
 - An indicator next to the product name with an issue. As soon as the user fixes all of the errors for that product, the indicator disappears.



A screenshot of the "PRODUCTS" section in the "Add Products" page. It shows a list of products: "Product 1" and "Product 2". Next to "Product 2" is a red triangle icon, indicating a validation error. Below the list is a button labeled "Add Product".

- A message on the bottom of the page after the next button is clicked. This tells the user which product the error is in and prevents the form from being submitted. As soon as the user fixes all of the errors for that product, the validation message disappears.



A screenshot of a validation message at the bottom of the page. The message is in a red box and reads: "• Please correct field validation errors in Product 2". Below the message are three buttons: "BACK", "CANCEL", and "NEXT".

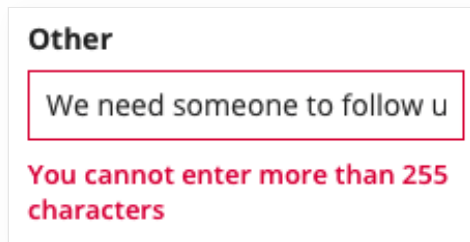
Default validations

The types of default validations that are set up for the Create Onboarding form are:

- [Maximum length](#)
- [Required fields](#)
- [Invalid type](#)

Maximum length validations

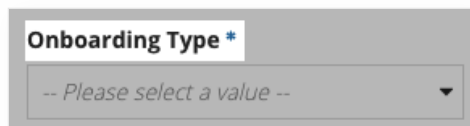
For every field that allows free text entry, there is a maximum length validation. If the user enters data that exceeds the maximum length allowed by the field, it will be outlined in red and the user sees a message that states the maximum amount of characters.



The screenshot shows a form field titled "Other". The text "We need someone to follow u" is entered and is enclosed in a red border, indicating a validation error. Below the text, a red message states: "You cannot enter more than 255 characters".

Required field validations

By default, there are several required fields that must be filled out before submitting the form. These fields are denoted with an asterisk (*).



The screenshot shows a dropdown menu labeled "Onboarding Type *". The dropdown is open, showing the placeholder text "-- Please select a value --". The asterisk indicates that this field is required.

Out of the box, the following fields are always required:

- Customer
- Onboarding type
- Estimated funding value
- Currency of estimated funding value
- Estimated funding date
- At least one product

The following fields are only required if the parent field is added:

- Fund
 - Name
- Account
 - Account name
- Product
 - Product name
- Required Document
 - Type
 - If a New or Existing is selected, a document must be uploaded

Invalid type validations

Connected Onboarding uses the standard Appian restrictions on fields to validate invalid data types. The user sees a message on fields where an improper type has been entered.

For example, if the field is an integer data type, entering text will cause a validation error.

Performance Return Term

Ten days

The value provided is not an integer.

Changing product field validations

To change the default validations for product fields, you will need to update two places:

1. The field level validation rules.
2. The form level validation rules.

Changing default maximum length

Most of the length validations on the field are set by constants.

The constants for the length validations are:

- `AS_IO_CO_ENUM_TEXT_LENGTH_SHORT`: 20 characters for text fields
- `AS_IO_CO_ENUM_TEXT_LENGTH_MEDIUM`: 50 characters for text fields
- `AS_IO_CO_ENUM_TEXT_LENGTH_LONG`: 255 characters for text fields
- `AS_IO_CO_ENUM_PARAGRAPH_LENGTH_SHORT`: 255 characters for paragraph fields
- `AS_IO_CO_ENUM_PARAGRAPH_LENGTH_MEDIUM`: 1000 characters for paragraph fields
- `AS_IO_CO_ENUM_PARAGRAPH_LENGTH_LONG`: 4000 characters for paragraph fields

These constants are used in many places, so their values should not be changed. If you want to use a different max field length than those here for any field, you can create a new constant and use it to control the field length more specifically.

Use a naming convention such as `AS_IO_INT_<CDT NAME>_<FIELD NAME>_LENGTH` for setting a specific field length to make identification easy.

When increasing the maximum length validation on a field, you also need to update the length of the field in the database to accommodate for the longest possible string of text.

Changing validations on the field

The first step to changing a validation is updating the field that requires the change.

To change the validation on a field:

1. Open the interface with the field that you want to modify the validation for.
2. To change the validations for maximum length of a text based field, update the `maxLength` parameter as described above
 - If you are increasing the maximum length of a field, remember to increase the size of the corresponding column in the database to accommodate text of that size.
3. To add a new type of validation, update the `validations` parameter.

Changing what values are valid for a field

Once you have changed the field level validations above, you will need to mirror any change in the corresponding form level validations. This paradigm is used because some fields may be hidden during the course of a user's interaction with the form. For example, when the user switches which product they are updating.

If a field level validation is added and the corresponding form level validation is not automatically included, end users will not be warned that their data is incorrect. Similarly, if a field level validation is removed without the corresponding form level validation being removed, the user will be unable to move forward because the form level validation message will still appear even though the field level validation is not showing.

Any logic that is added to the field validation will need to be mirrored in the corresponding `isValid` metadata rule for the field. The logic found in the `isValid` rule should be made to return false when the validation is triggered, and true when it is not. Null should be returned if no product is passed, to avoid unnecessary computation, which is especially relevant if a query or more complex logic is involved in the validation.

Example: Adding an additional custom validation for Account Name

The fields for Accounts are found in the rule AS_IO_CPS_OnboardingRequestProducts_AccountsSection. By default, the account number and account name have length validations of AS_CO_ENUM_TEXT_LENGTH_MEDIUM and must be unique.

This example shows how to add another validation to Account, which would require the account number needed to start with the letter A.

1. Open up the expression rule AS_IO_CPS_OnboardingRequestProducts_AccountsSection and find where the where the account number validations are found (line 176 in the rule as shipped).
2. Add a new validation message with code in the corresponding internationalization bundle file.
3. Add in the logic for the validation requirement.

```
1  validations: {  
2    if(  
3      rule!AS_CO_UT_checkIfDuplicateExistsInArrayByIndex(  
4        array: ri!product.accounts.accountNumber,  
5        index: fv!index  
6      ),  
7      rule!AS_CO_I18N_UT_displayLabel(  
8        i18nData: ri!i18nData,  
9        bundleKey: "ProductField.vld_DuplicateAccountNumber"  
10     ),  
11     null  
12   ),  
13   if(  
14     index(code(fv!item.accountNumber), 1, null) <> code("A")[1],  
15     rule!AS_CO_I18N_UT_displayLabel(  
16       i18nData: ri!i18nData,  
17       bundleKey: "ProductField.vld_AccountNameMustStartWithA"  
18     ),  
19     null  
20   )  
21 }
```

4. Open up the expression rule AS_IO_REF_PRODUCT_FIELDS_ACCOUNTS.
5. Find where isValid is defined for the account name field.
6. Add the same logic to ensure that even if the field is hidden, the validation is triggered.

```
1  isValid: if(  
2    rule!AS_CO_UT_isBlank(ri!product),  
3    null,  
4    and(  
5      a!forEach(  
6        items: ri!product.accounts,  
7        expression: and(  
8          len(fv!item.name) < cons!AS_CO_ENUM_TEXT_LENGTH_MEDIUM,  
9          index(code(fv!item.name), 1, null) = code("A")[1]  
10        )  
11      )  
12    )  
13  )
```

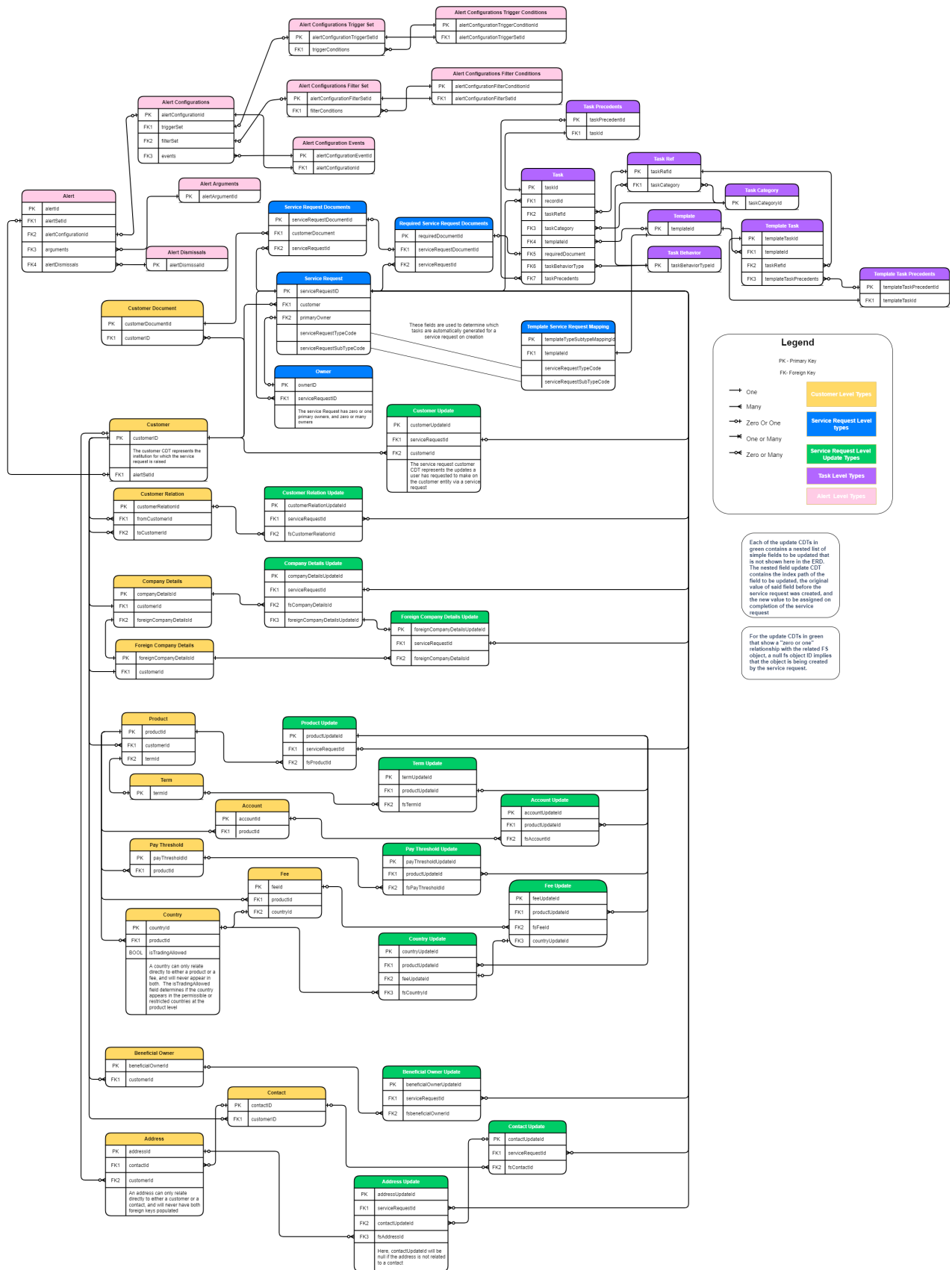
Data Relationships

Introduction

The primary custom data types and database entities in Connected Servicing are associated with customers, service requests, and tasks. Understanding how these entities relate to each other can help you understand the way the data in the solution works together.

The entity relationship diagram (ERD) on this page illustrates the main entities used in Connected Servicing and their relationships to each other.

Entity Relationship Diagram



Reference Data Tables

Introduction

The Appian Connected Servicing solution is designed to be customized to your organization's particular needs. The various interfaces in the out-of-the box solution contain values that are stored in database tables. This information is called reference data.

The types of reference data in Connected Servicing are:

- Dropdown lists and their values.
 - See [Modifying Dropdown Lists](#) for instructions on how to add and deactivate values in dropdown lists, add new dropdown lists, and internationalize dropdown list values.
- Tasks.
- See [Adding a New Task Type](#) for information on how to add a new task type.
- Process templates.

You can identify reference data tables by looking for tables that have `_R_` in the name, such as `AS_FS_R_DATA`.

This page describes the structure of the reference data tables.

Shared reference data table

Some dropdown values for Connected Servicing are stored in the `AS_FS_R_DATA` table. Updating this table allows you to control what dropdown values and lists that cannot be modified in the Connected FS Settings site. See [Modifying Dropdown Lists](#) for more information on how this table is used. This data in this table can be used across Connected Servicing and other financial services solutions.

See the following table for a description of the fields in the `AS_FS_R_DATA` table.

Name	MySQL Data Type	Appian Data Type	Description
R_DATA_ID	int(11)	Number (integer)	The primary key.
LABEL	varchar(255)	Text	The label code that will be internationalization and shown to the end user.
TYPE	varchar(255)	Text	What reference type the data is grouped by. For example, <code>Service request status</code> .
CODE	varchar(255)	Text	The value used to reference this row in transaction tables.
SORT_ORDER	int(11)	Number (integer)	The order in which the value will be displayed if order matters in the place this value is displayed.
IS_ACTIVE	tinyint(1)	Boolean	Determines if the value will display, or not. Valid values: 1, 0. 1 will display the value and 0 will not display the value
ICON	varchar(255)	Text	The icon displayed with this value.
COLOR	varchar(255)	Text	The color of the icon displayed with this value.
CREATED_BY	varchar(255)	Text	The user who added the reference data originally.
CREATED_DATETIME	timestamp	DateTime	The date and time that the reference data was originally added.
MODIFIED_BY	varchar(255)	Text	The user who changed the reference data most recently.
MODIFIED_DATETIME	timestamp	DateTime	The date and time that the reference data was most recently changed.

Connected Servicing only reference table

While the shared values for all financial solutions are stored in the [shared reference data table](#), the remaining values for Connected Servicing are stored in the AS_SRQ_R_DATA table. This enables you to update information that is Connected Servicing specific. See [Modifying Dropdown Lists](#) for more information.

See the following table for a description of the fields in the AS_SRQ_R_DATA table.

Name	MySQL Data Type	Appian Data Type	Description
R_DATA_ID	int(11)	Number (integer)	The primary key.
LABEL	varchar(255)	Text	The internationalization bundle key used to display the value.
TYPE	varchar(255)	Text	What reference type the value is grouped by. For example, <code>{?{tblrecordcap }} status</code> .
CODE	varchar(255)	Text	The value used to reference this row in transaction tables
SORT_ORDER	int(11)	Number (integer)	Determines the order of values displayed in the dropdown.
ICON	varchar(50)	Text	The icon associated with the value. For more information, visit the Appian icons page.
COLOR	varchar(50)	Text	Determines the color associated with the data. Valid values: STANDARD, POSITIVE, NEGATIVE, ACCENT, or a specific hex value. For example, #FFBF00.
IS_ACTIVE	tinyint(1)	Boolean	Determines if the value will display, or not. Valid values: 1, 0. 1 will display the value and 0 will not display the value
CREATED_BY	varchar(255)	Text	The user who added the reference data originally.
CREATED_DATETIME	timestamp	DateTime	The date and time that the reference data was originally added.
MODIFIED_BY	varchar(255)	Text	The user who changed the reference data most recently.
MODIFIED_DATETIME	timestamp	DateTime	The date and time that the reference data was most recently changed.

Task type reference table

The AS_TMGR_TASK_BEHAVIOR_TYPE table stores the behavior of all of the task types in the Connected Servicing application. Updating this table allows you to add new data types. See [Adding a new task type](#) for more information on how to do this.

Name	MySQL Data Type	Appian Data Type	Description
TASK_BEHAVIOR_TYPE_ID	int(11)	Number (integer)	The primary key.
BEHAVIOR_TYPE_CODE	varchar(255)	Text	The code to determine the behavior of the task. Possible values: CHECKBOX, DATA_ENTRY and AUTOMATED.
BEHAVIOR_DISPLAY_NAME	varchar(255)	Text	The behavior name that displays to the end user.
CREATED_BY	varchar(255)	Text	The user who added the behavior originally.
CREATED_DATETIME	timestamp	DateTime	The date and time that the behavior was originally added.
MODIFIED_BY	varchar(255)	Text	The user who changed the behavior recently.
MODIFIED_DATETIME	timestamp	DateTime	The date and time that the behavior was recently changed.
BEHAVIOR_SUBTYPE_CODE	varchar(255)	Text	The code to determine the subtype of the task behavior.
CONFIGURATION_LEVEL_CODE	varchar(255)	Text	The code to determine the configuration level of the task. Valid values: SYSTEM, TEMPLATE, PROCESS_SETUP, AD_HOC.
ICON	varchar(50)	Text	The icon that displays in the task list to the end user.
COLOR	varchar(50)	Text	The color of the icon that displays in the task list to the end user.

Groups Reference Page

Introduction

Connected Servicing comes with a number of groups provided by default. By adding users to these groups, you can grant access to separate parts of the solution.

There are three categories that the default groups belong to:

- **Business Groups**
 - These groups represent the different business roles that will interact with the solution.
 - Examples include **Client Servicing** and **Legal**.
 - **Customers** is a special type of business group. In order to ensure customers can only see their data and no other customer data, a user may only be [added to one customer group](#) at a time.
- **Security Groups**
 - These groups are set as the security for certain Appian objects. Different business groups are members of security groups to grant access to solution functionality to entire roles.
 - Examples include **AS SRQ Create Service Request** and **AS SRQ Upload Document**.
- **Wrapper Groups**
 - These groups are used to group together a number of groups of the same category. For instance, a list of business groups may be added to a certain wrapper group. This allows for querying for all groups of a certain category in different parts of the application.
 - Examples include **AS FS Internal Users** and **AS FS Managers**.

This page lists the default groups provided with Connected Servicing, what business groups belong to which wrapper and security groups, and what actions members of the security groups can perform.

To update group membership from the Connected FS Settings site, see [Managing Group Membership](#). To modify groups and add users from Appian Designer, see [Modifying groups](#).

Group visibility

In order for the correct groups to show up in application pickers, each type of group has the following visibility settings:

Group Type	Visibility	Reason
Business group	Public	End users should be able to select business groups in application pickers.
Security group	Private	End users should never see security groups in application pickers.
Wrapper group	Private	End users should never see wrapper groups in application pickers.

Wrapper group membership

This table lists all of the default business groups and the wrapper group that they belong to.

Department head groups are also members of the associated Connected Servicing Internal Users groups. For example, **Client Servicing Department Heads** is also a member of **Client Servicing**.

The business groups are all members of the **AS FS All Business Users** group type.

Wrapper Group	Business Group
AS FS External Users	Customer
AS FS Internal Users	Back Office
	Client Servicing
	Compliance
	Credit
	Finance
	Front Office
	KYC
	Legal
	Middle Office
	Risk
	Sales
	Tax
	All department head groups (subgroups of these groups)
AS FS Managers	Back Office Department Heads
	Client Servicing Department Heads
	Compliance Department Heads
	Credit Department Heads

	Finance Department Heads
	Front Office Department Heads
	KYC Department Heads
	Legal Department Heads
	Middle Office Department Heads
	Risk Department Heads
	Sales Department Heads
	Tax Department Heads

Actions users can perform based on their group membership

This table lists all of the actions that are available in Connected Servicing and the security groups that control access to those actions. It also lists the business groups that are members of each security group.

For security groups where no business group is listed, it is preferable to grant membership to individual users.

The security groups are all members of the **AS SRQ Security Groups** group.

Actions that Members Can Perform	Security Group	Member Business Groups
Receive automatic process model alerts.	AS FS Designer Alerts Group	
Manage Appian design objects.	AS FS Appian Administrators	
View the Connected FS Settings site and update onboarding processes from this site.	AS SRQ Manage Onboarding Processes	
View the Connected FS Settings site and update group membership.	AS FS GM Manage Group Membership	
Assign owners to onboardings.	AS SRQ Assign Owner	<ul style="list-style-type: none"> Client Servicing Client Servicing Department Heads (subgroup)
Cancel an Service Request.	AS SRQ Cancel Service Request	
Completing an Service Request.	AS SRQ Complete Service Request	
Create custom tasks for an Service Request.	AS TMG Create Ad Hoc Task	
Send out queued tasks.	AS TMG Initiate Tasks	
Reopen tasks that have been completed, marked not needed, or canceled.	AS TMG Reopen Tasks	
Update onboarding information from the onboarding record.	AS TMG Update Onboarding Access	
Update individual task due dates.	AS TMG Update Task Due Date Access	

Update funding information for an onboarding.	AS IO Update Funding Details Access	
Create onboardings.	AS IO Create Onboarding Access	<ul style="list-style-type: none"> • Client Servicing • Client Servicing Department Heads (subgroup) • Sales • Sales Department Heads (subgroup)
Create new customer records.	AS FS Create Customer	AS FS Internal Users
View customer records.	AS FS Customer Viewers	
Attach documents to Service Requests.	AS SRQ Upload Document	
View the Home page for users who aren't department heads.	AS SRQ Home Page Viewers	
View the Service Request records.	AS SRQ Service Request Viewers	
Receive tasks.	AS TMG Task Recipients	
Update customer details from the customer record.	AS FS Update Customer	
Post to an onboarding discussion.	AS SRQ RC Create Comment	
Update contact information for a customer.	AS FS Create Update Contact	