

# CS 22.4.2.2 Docs

A new version of Appian is available! Update now to take advantage of the [latest features in Appian 23.4](#).



This content applies solely to Connected Servicing, which must be purchased separately from the Appian base platform.

## 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		< Select precedents >	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		< Select precedents >	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 2.2 Release Notes

## What's New?

The Connected Servicing release notes provides information about new features and updates included in the release. The Connected Servicing 2.2 release includes no new features or product improvements.

## 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
23.3.2.6	27 Oct 23	23.3 +	28 Oct 24	-
23.2.2.5	11 Aug 23	23.2 +	12 Aug 24	-
23.1.2.4	19 May 23	23.1 +	20 May 24	-
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	<a href="#">CS v22.1.2.0 Docs</a>
21.3.1.2	23 Nov 21	21.4 +	23 Nov 22	<a href="#">CS v21.3.1.2 Docs</a>
21.2.1.1	6 Aug 21	21.2 +	6 Aug 22	<a href="#">CS v21.2.1.1 Docs</a>
1	21 May 21	21.1 +	21 May 22	<a href="#">CS v1 Docs</a>

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 and Upgrading Connected Servicing

## Introduction

The Appian Connected Servicing solution is a customizable, expertly-developed application built on the Appian low-code platform. It allows financial services professionals to streamline the Service Requests process for new and existing institutional customers into financial service products.

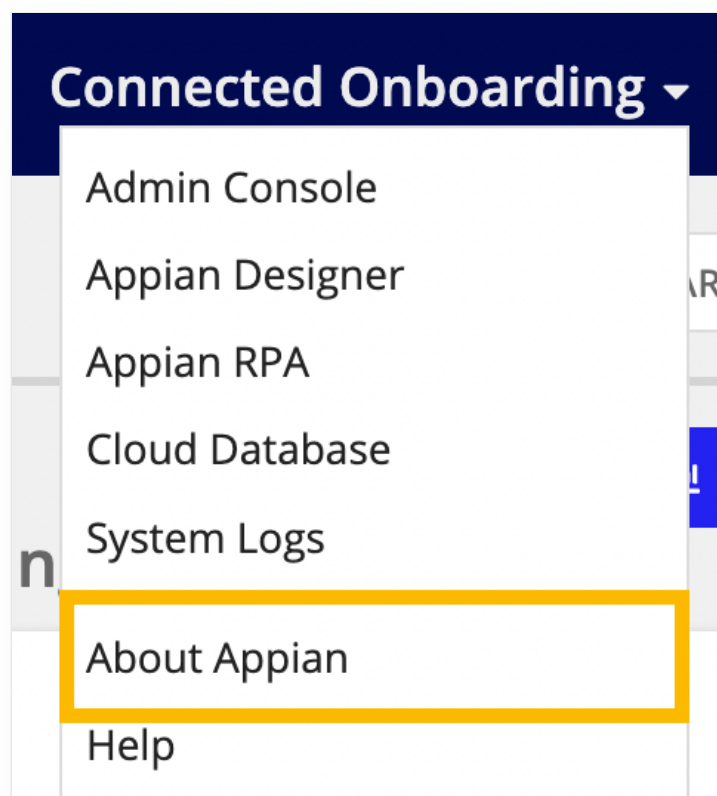
This guide provides guidance for installing Connected Servicing or upgrading from one Connected Servicing version to the most recent.

## System requirements

- Appian platform running version 22.4 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** for both installing and upgrading will need to be modified.
- A supported [web browser](#).

## Verifying Appian version and database type

To check the Appian platform version and database: From the navigation bar, click on **About Appian**.



Refer to the Appian Version number under System Information.

## About This Environment



### SYSTEM INFORMATION

Appian Version **22.3**

Appian RPA **8.4.0**

Execution Engines **3**

Application Server Configuration **Single**

Hosting Environment **Appian Cloud**

[Learn more about High Availability](#)

Feature Toggle Mode **Custom Properties**

### DATA SOURCES

This list only includes data sources that are added in the Admin Console or configured in the application server. Your environment may also include connected system objects for data sources. [Learn more about data source connected systems](#)

Name	Type	RDBMS Version	Driver
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#### REFERENCE LINKS

- [Appian Community](#)
- [View Release Notes](#)
- [View Hotfix Notes](#)

EXPORT

CLOSE

To check the solution version: From the Connected Servicing homepage, scroll to the bottom.

### Technical support

In the instance of technical difficulty, 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](mailto:support@appian.com).

## Installing Connected Servicing

Installing Connected Servicing consists of five main steps:

- [Download the software package.](#)
- [Deploy Connected Servicing plug-ins to the Appian environment.](#)
- [Create the database objects in the business data source.](#)
- [Import the Connected Servicing application into the Appian environment.](#)
- [Configure user start pages](#)

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

### 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.

- ConnectedServicingv2.2.0.sql:** SQL script for creating the database objects needed for the Connected Servicing application.
- ConnectedServicingv2.2.0.zip:** Application package to import into Appian.
- ConnectedServicingv2.2.0.properties:** Import customization file for configuring the solution package.

To download the software package:

- In MyAppian, navigate to the [Support tab](#).
- At the top of the page, select **DOWNLOADS** and then **SOLUTIONS**.
- In the grid, click **Connected Servicing v22.4.4.2.0**.
- Under **Downloads**, click **Connected Servicing Installer** and agree to the License Agreement.
- Click **Connected Servicing Installer** to download the ZIP file.

6. Unzip ConnectedServicingv4.2.24.2.2-pdf.html.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 PLUG-INS**.
5. Search for and click Appian Solutions.
6. Click **DEPLOY**.
7. Repeat the above steps, but search for and click the following:
  - 'Advanced Unzip'
  - 'FS Integration Plug-in'
  - 'Google Cloud AutoML'
  - 'Google Cloud Storage'
  - 'People Functions'

### Self-managed environments

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

1. Download the following plug-ins from the [Appian AppMarket](#):
  - [Advanced Unzip](#)
  - [Appian FS Integration Solutions Plug-in](#)
  - [Appian Solutions Plug-in](#)
  - [Google Cloud AutoML Connected System](#)
  - [Google Cloud Storage Connected System](#)
  - [People Functions - Plug-in](#)
2. Follow the [Deploying Plug-ins](#) instructions to deploy the plug-ins listed above.

## 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 TMG 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.

## Upgrading Connected Servicing

When upgrading your Connected Servicing solution, if you make any changes to your solution that are not outlined in this Upgrade Guide, your changes may not persist after completing the upgrade or hotfix. This includes any changes or customizations to the application objects or database.

This guide provides instructions for upgrading your Connected Servicing solution from version 2.1 to 2.2 to get the latest feature updates and product improvements.

### 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.

- **01.ConnectedServicingv2.2.0.sql:** SQL script for creating the database objects needed for the Connected Servicing application.
- **ConnectedServicingv2.2.0.zip:** Application package to import into Appian.

- **ConnectedServicingv2.2.0.properties:** Import customization file for configuring the solution package.

To download the software package:

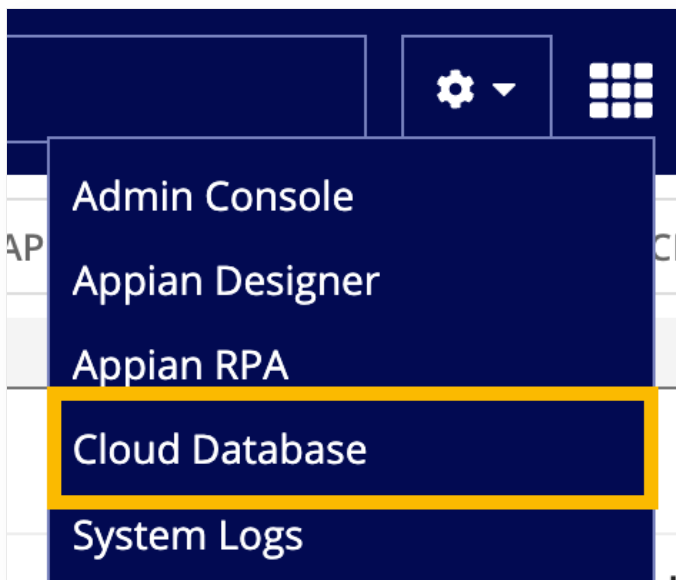
1. In MyAppian, navigate to the [Support](#) tab.
2. At the top of the page, select **DOWNLOADS** and then **SOLUTIONS**.
3. In the grid, click **Connected Servicing v22.4.2.2.0**
4. Under Downloads, click **Connected Servicing Installer** and agree to the License Agreement.
5. Click **Connected Servicing Installer v22.487.2.2.0** to download the ZIP file.
6. Unzip **ConnectedServicingv2.2.0 - Forum.zip** to access the installation files.

## Step 2: Backup data and reconfiguration

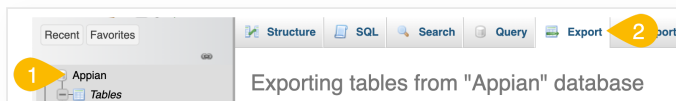
Backup your database and application to the Appian-provisioned cloud. This will give you the ability to revert back to the previous application state in the event that you need to after deploying the upgrade solution environment.

To backup your database:

1. Log in to the solution as a system administrator or database administrator.
2. Click the **Applications** menu icon and select **Cloud Database**.



3. From your Appian-provisioned cloud database, click on **Appian** in the panel, and click the **Export** tab.

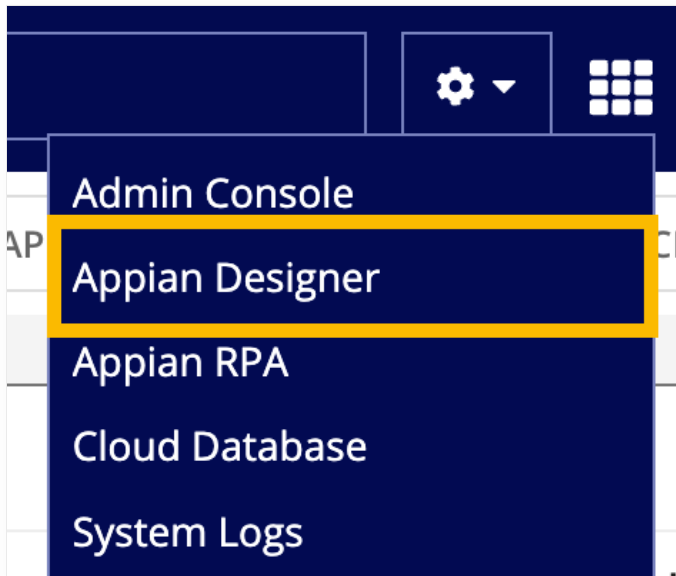


4. Select **Custom**, scroll to the bottom, and select **Go**.
5. When prompted, save the .sql generated file to a safe location in case you need to roll back this upgrade.
  - This will create a database script with all objects and data in case of the need to revert the changes.

To backup your application:



1. From the application navigation menu, navigate to **Appian Designer**.



2. From Appian Designer, click the **Connected Servicing** application checkbox.
3. Click the **Export** dropdown and select **Application**.
4. Append the current version number (v2.0.x) to the file name and click **Export**.
  - Click **Download Package** and the **Download import customization** file link to download the backup.
  - Save the files to a safe location in case you need to roll back the upgrade.
  - Confirm all of the application objects were exported.

### Step 3: Deploy plug-in

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 PLUG-INS**.
5. Search for and click **Appian Solutions**.
6. Click **DEPLOY**.
7. Repeat the above steps, but search for and click the following:
  - 'Advanced Unzip'
  - 'FS Integration Plug-in'
  - 'Google Cloud AutoML'
  - 'Google Cloud Storage'
  - 'People Functions'

#### Self-managed environments

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

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

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 Plug-in, Appian FS Integration Solutions Plug-in, Advanced Unzip, Google Cloud AutoML Connected System, Google Cloud Storage Connected System', and 'People Functions - Plug-in' files that were downloaded earlier.

## Step 4: 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 '01.ConnectedServicingv2.2.0.sql' DDL file that was downloaded in Step 1.

## Step 5: 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 'ConnectedServicingv2.2.0.zip' file that was downloaded in Step 1.
5. Select **Include related import customization file** and click **UPLOAD**. Select the 'ConnectedServicingv2.2.0.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 TMG 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 6: Update the data stores

If new sites in Appian Cloud for Connected Servicing were provisioned for you when your organization purchased the solution, skip this step and continue to the next step.

During the application import, you may see a warning about the Datastore objects. This warning displays if you do not name the database in your environment ???Appian???

To check the database name, click **About Appian** from the navigation bar



## AS FS Tables

Contains all FS Tables

### Data Source

jdbc/Appian (Tomcat)

### Data Entities

AS\_FS\_Address AS\_FS\_Address

AS\_FS\_Phone AS\_FS\_Phone

AS\_FS\_Contact AS\_FS\_Contact

AS\_FS\_CustomerDocument AS\_FS\_CustomerDocument

AS\_FS\_Customer AS\_FS\_Customer

AS\_FS\_CustomerRelation AS\_FS\_CustomerRelation

AS\_FS\_BeneficialOwner AS\_FS\_BeneficialOwner

AS\_FS\_Product AS\_FS\_Product

[Add Entity](#) AS\_FS\_Country AS\_FS\_Country

### Schema Management

This feature has been disabled by an administrator and will not take effect in this environment.

☐ Automatically update database schema

Appian will make necessary updates to the database schema when fields are added to a referenced data type or when this data store is imported.

[Download DDL Script](#)

### Entity mappings must be verified before publishing data store

The data store cannot be published until the mappings between its entities and the tables in the selected data source have been verified.

VERIFY

SAVE & PUBLISH

SAVE DRAFT

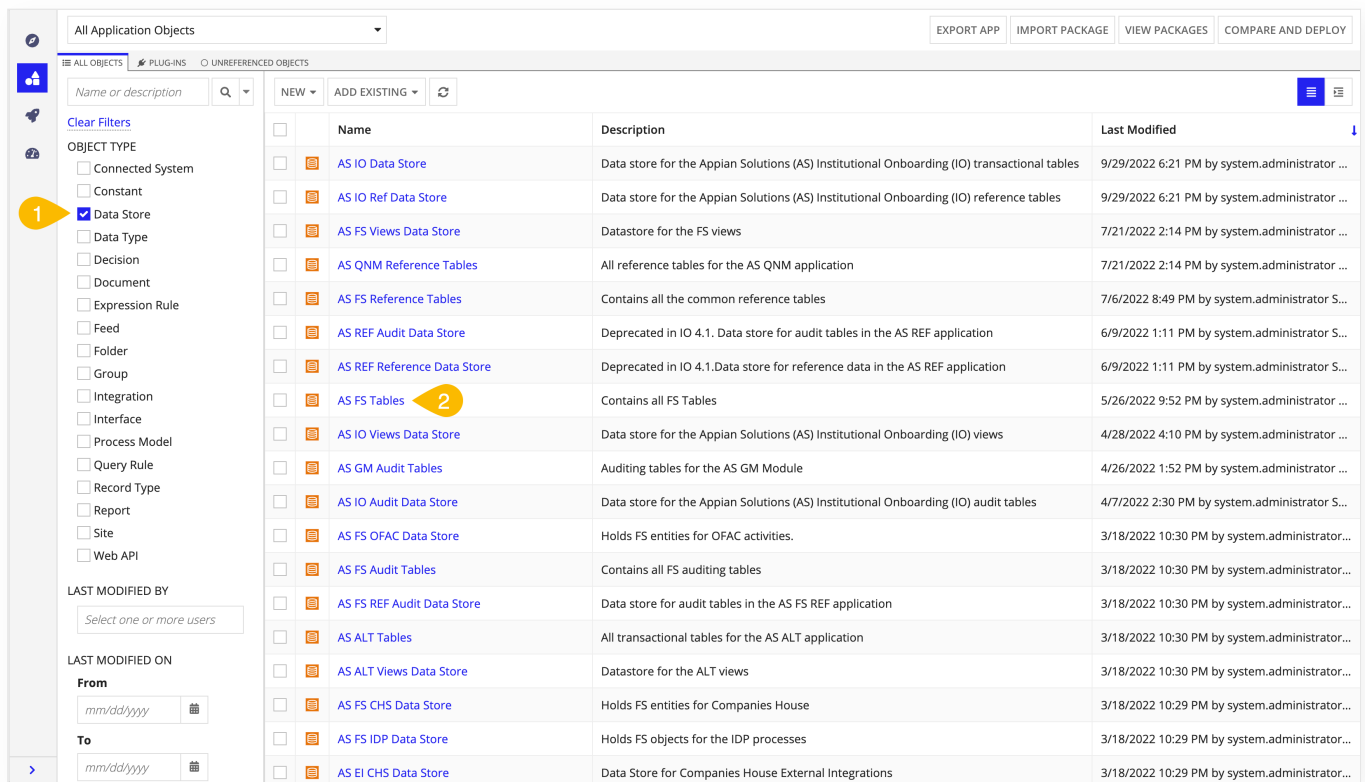
If it does not indicate **jdbc/Appian**, complete the following steps:

## Updating the data stores

After successfully importing the application container, you will need to update your application's data stores to ensure that any new data tables present in the new release are included within the application.

To update these data stores:

1. From **Appian Designer**, open the 'AS FS Tables' data store object.
2. When importing the application files, if a warning displays under **Data Source** that indicates your business database is not called "Appian", select the correct database.



3. Modify the draft version of the data store.
4. Select the data source from the drop-down.
5. Click **Save Draft**.
6. Click **VERIFY**.
7. Click **SAVE & PUBLISH**.
8. Repeat these steps for the rest of the data store objects.
9. Execute the following process models:
  - 'AS TMG Set Group IDs'
  - 'AS FS Set Doc IDs'

## Step 7, optional: Deploy upgrade to other environments

After validating that the upgrade was completed successfully, you can deploy the upgrade to additional environments. We recommend using [connected environments with the ability to directly deploy](#) and completing the following steps.

When you are ready to upgrade your production environment, make sure you upgrade it during an off-peak time, at the end of the calendar day, for the majority of your users.

1. From **Admin Console**, set a [maintenance window](#) in the target environment.
2. Repeat steps 2, 3, and 4 for your target environment.
3. In the **Appian Designer** of your source environment, prepare to [deploy to a target environment](#).
  - [Select the Connected Onboarding Application](#)
  - [Select Compare and Deploy](#)



4. Select the target environment and click **Next**.
5. Select **Entire Application**.
6. Select **Database Scripts** tab.
  - Select the **Data Source** from the dropdown.
  - Upload **01.ConnectedServicingv2.2.0.sql** in Database Scripts.
7. Click **Next** to Inspect the package:
  - Make sure there are no missing precedents.
  - During inspection, you may see conflicts show up as warnings. You can safely ignore conflicts that are related to branding configurations or hotfixes that have been directly applied to your solution. Contact technical support if you cannot discern the cause of the conflict.

- Warnings may show up for database changes. The database script **01.ConnectedServicingv2.2.0.sql** will add any missing columns.
  - Due to the size of the package, the inspection process may time out and throw a HTTP 504 error. If this happens, you may continue to follow the deployment steps below.
8. Click **Next** to review the deployment.
  9. Click **Deploy** to deploy the changes to your target environment.
    - Once your deployment is in progress, the deployment details will be available on the Deployments View in the source and target environment. Deployment details are only visible by system administrators and application administrators.
    - If your deployments [require review](#), application administrators and users in the reviewer group will receive emails about the pending deployment. They can approve or reject packages in the deployments view. After a package has successfully deployed to the target environment, the same package can be deployed to additional environments.
  10. Once the deployment is complete, remove the maintenance window.

# 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

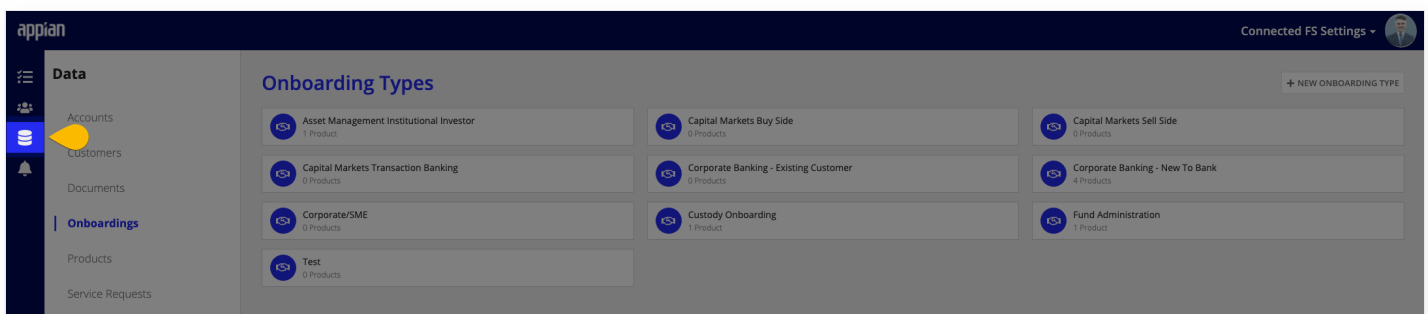
The [create a new Service Request process](#) consists of the following data-entry steps:

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.



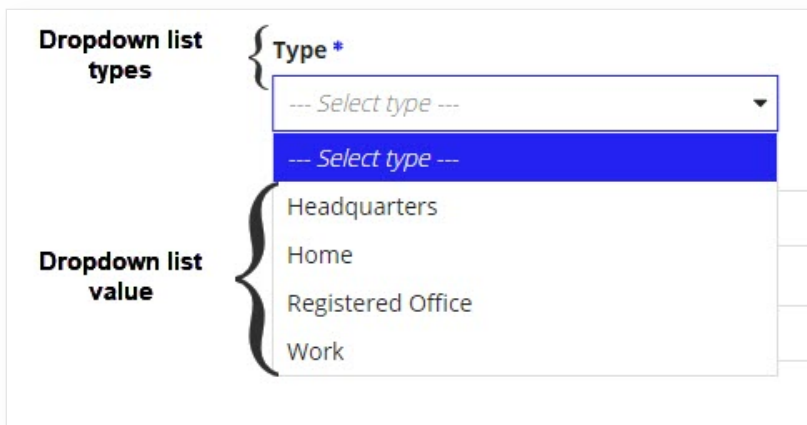
A business user will be able to set up:

- The values of account types, customer types, document types, Service Request types, 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.

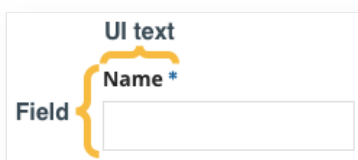
When setting up your solution, do not delete all of the values for a certain dropdown list type. If you do delete a dropdown list type, you will need to remove any references to that dropdown list type in the solution.

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?

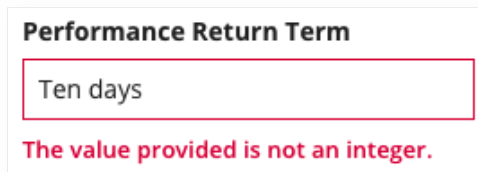
For instructions on how to modify fields and UI text, see the following pages:

- 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.



The screenshot shows a form field titled "Performance Return Term" with the text "Ten days" entered. Below the field, a red error message states: "The value provided is not an integer."

- 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 Hub 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.

appian			Connected FS Settings
 CONNECTED ONBOARDING Categories Tasks Templates Trends	Categories		+ NEW CATEGORY
	Category Name	1 Last Modified	
CONNECTED SERVICING Categories Tasks	Account Creation	Aug 25, 2021 2:54 AM by applan.administrator	
	Account Funding	Aug 25, 2021 2:54 AM by applan.administrator	
	Accounting & Performance Setup	Aug 25, 2021 2:54 AM by applan.administrator	
	Compliance Preparation	Aug 25, 2021 2:54 AM by applan.administrator	
	Contract Negotiation	Aug 25, 2021 2:54 AM by applan.administrator	
	Credit	Aug 25, 2021 2:54 AM by applan.administrator	
	Custodian Setup	Aug 25, 2021 2:54 AM by applan.administrator	
	Customer Benchmark	Aug 25, 2021 2:54 AM by applan.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.

# Connected Servicing Architecture Overview

## Introduction

Use this page as a way to get familiar with the **Connected Servicing** before getting started on customizing or configuring the solution. This page outlines and explains the patterns developed by the Appian Solutions developers to make it easy to navigate and understand the solution when you are making changes. You can find additional examples that show how to customize and modify your solution documented in the **Modifying** section.

## Connected Servicing Sites

Connected Servicing has three main sites, each targeted at a different user group.

1. **Connected Servicing:** The primary site for all users of the solution. This is where user groups will view their tasks, reports, and records.
2. **Connected FS Settings:** This site is for business power users of the solution. The groups using this site are responsible for setting up the main Service Request processes and data.
3. **System Admin Center:** This site is for IT users that typically would have designer or administrator access for the Appian install. This site hosts integration status and toggles for easily turning the integrations on or off.

## Primary records and relationships

Connected Servicing uses Appian records and record relationships to power the Service Request processes. The two main records included in the Connected Servicing solution are: Customer and Service Request records.

Customer records are the highest level of records in the solution and can have many Service Request events. Any piece of runtime data is going to be related to either of these two records.

## Explanation of prefixes

Specific prefixes are used for consistency and to give a high level understanding of the object or database table. Prefixes are used to indicate where the object is used and what the object is used for.

AS is the prefix for all objects and database tables that are created and included in the Connected Servicing solution. This will help differentiate objects that were shipped as part of the solution. It is recommended that for new created custom objects that implementation teams use a distinct prefix.

The database table names follow the pattern: AS\_[Solution]\_[Module]\_[Table Type]\_[Table Name].

The Appian objects in the application follow the pattern: AS\_[Solution Name]\_[Module]\_[ObjectType]\_[ObjectDescription].

### Solution Prefixes

The **Solution** prefix options in the application are:

- **SRQ**: indicates that the database table or object is used for the Connected Servicing solution only.
- **FS (Financial Services)**: indicates that the database table or objects is a global Financial Services table. Shared FS tables and objects are especially important when there are multiple FS solutions on the environment or planned to be on the environment as all of the FS solutions will share the table.
- **CO (Common Objects)**: indicates that this is an object that is a commonly reused rule throughout the application. These objects are used for consistency throughout the application and across any Connected FS solutions that are in the environment.

### Module Prefixes

Module prefixes indicate that certain tables or objects all relate to the same functionality. For example, if you're looking for all tables that affect the KYC questionnaire functionality, QNM will indicate that those tables are related.

The main module prefixes in the application are:

Abbreviation	Module Reference
QNM	Questionnaire Management
CHS	Companies House
CS	Consolidated Screening (OFAC)
IDP	Intelligent Document Processing
TMG	Task Management
ALT	Alert Management
RC	Record Comments

### Table Type Prefixes

Table type prefixes are specific to the database tables and indicate what the table is used for.

If a table does not have a table type prefix, it is used as a transactional table. Reference (R) tables hold data that is relatively static and generally used for populating other fields or tables, while template (T) tables hold data that will

generate a Service Request.

For example, reference task behavior types from the AS\_TMG\_R\_TASK\_BEHAVIOR\_TYPE table is used to populate the dropdown list of behavior types when configuring reference tasks. These tasks, stored in the AS\_TMG\_R\_TASK\_REF table, are then used to populate a list of tasks that can be added to service request templates. Tasks associated with the service request are generated at runtime and stored in the AS\_TMG\_TASK table.

Note that there can be audit tables for each level of data as well. For example, the AS\_TMG\_R\_TASK\_REF table is audited with the AS\_TMG\_A\_R\_TASK\_REF table, the AS\_TMG\_R\_TEMPLATE\_TASK table with the AS\_TMG\_A\_R\_TEMPLATE\_TASK table, and the AS\_TMG\_TASK table with the AS\_TMG\_A\_TASK table.

The table type prefixes are:

Abbreviation	Table Type
	Transactional
A	Audit
R	Reference
T	Template
A_R	Audit Reference
A_T	Audit Template

Object Type Prefixes

Object prefixes indicate what type of Appian object is being used in order to help the user understand what is in the object before opening it.

The object type prefixes are:

Abbreviation	Module Reference
CRD	Card
SCT	Section
GRD	Grid
BTN	Button
BL	Business Logic
WA	Web API
CP	Component
CPS	Components
FM	Form
QE	Query Entity
QR	Query Rule
DSP	Display rule



Abbreviation	Module Reference
UT	Utility rule
UI	UI component for expression rules
UNMAPPED	CDT that does not have a DB table
ENUM	Enumeration
FLD	Folder
APPREF	Application reference
HCL	Header content layout
SBS	Side by side layout
SCT	section layout
ENT	Entity
TST	Test (object used for testing, for example, to populate a test case)
VAL	Text value
VLD	Validation

## Common objects

Common objects are objects that are used across the application to help with logic or formatting used consistently. These objects are [prefixed](#) with C0. Don't change these objects as they are used multiple places and can cause issues.

## Deprecated objects

Some objects may no longer be used within the application, but are included due to potential application upgrade conflicts. These objects will all be prefixed with zzz\_DEPRECATED.

## Internationalization

The Connected Servicing solution can be translated into multiple languages. Note that certain UI text for Connected Servicing's interfaces are contained in bundle files. For example, labels, validation messages, tooltips, and instructional text all exists in bundle files. To update this UI text, you update the bundle file that is associated with it.

Note that some dropdown list values are contained in reference data tables. To modify this type of UI text, see [Modifying Dropdown Lists](#). Keep in mind that user-entered text always displays in whatever language the user entered.

### Using bundle files

In order to display UI text, the Connected Servicing application loads the correct language bundle (or document file) based on the default language that the user has selected.

It is important that each default language available for users to select has a corresponding set of bundle files. For example, if users can select English (United States) or Espa??ol from settings, there must be corresponding bundle files for each of these languages.

For interfaces that are in the AS SRQ Full Application application, you need to load the entire bundle onto the form to load the UI text onto the interface. You can do this by using a local variable with the rule!AS\_SRQ\_UT\_LoadI18nBundles

expression rule.

The only parameter you need to pass in is called `triggerRefresh`. Under most circumstances, `triggerRefresh` can be passed as `null`.

The `triggerRefresh` parameter is only needed in cases where internationalization data needs to be reloaded after the user completes an action. For example, after a user adds new dropdown values from the front end the `triggerRefresh` should be a variable that is updated on completion of that action.

## EXAMPLE

```
1 a!localVariables(  
2   local!i18nData: rule!AS_SRQ_UT_loadI18nBundles(  
3     triggerRefresh: null  
4   )  
5 )
```

The `rule!AS_SRQ_UT_loadI18nBundles` expression rule will automatically take into account the user's language and load the correct UI text. It's recommended that you call this rule in the main form and pass the UI text data to the sub-interfaces as a rule input. Name the rule input `i18nData` and make the Type `anyType`.

To display UI text on an interface, for the parameter that specifies the text to display, such as the label parameter, use the `rule!AS_CO_I18N_UT_displayLabel` expression rule. In the following example, the UI will display Screening Results, which is the value of the `lbl_ScreeningResults` label key in the bundle file.

The value of the `bundleKey` parameter is created using:

- The name of the bundle file, without the language suffix (`en_us`). For example: `AS.SRQ.AllBundles`.
- The label key for the value that you want to display. For example: `lbl_NoCountriesAvailable`.

The `bundleKey` parameter in this example would look like: `AS.SRQ.AllBundles.lbl_NoCountriesAvailable`.

```
1 ...  
2 local!i18nData:rule!AS_FS_UT_loadI18nBundles(triggerRefresh: null),  
3 a!formLayout(  
4   label: rule!AS_CO_I18N_UT_displayLabel(  
5     i18nData: local!i18nData,  
6     bundleKey: "AS.SRQ.AllBundles.lbl_NoCountriesAvailable"  
7   )  
8 )
```

## Updating bundle file text

To update the text or languages in the bundles files, use the **Solutions Customization Suite**.

It is also possible to download the bundle file documents directly and update them manually. Be sure to update a bundle file for each language.

## Default bundle files

The bundle files that are shipped with Connected Servicing are as follows:

- `AS.SRQ.AllBundles`
- `AS.TMG.AllBundles`

The prefix explanations above also apply to these bundle files. Any bundle file with an FS prefix is a shared file and all references to that label across solutions will be updated.

# 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 source code but are performed in accordance with the customization steps and are upgrade friendly.	Solutions Hub
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](mailto: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**

Name	Description	Type
<a href="#">Appian Solutions</a>	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

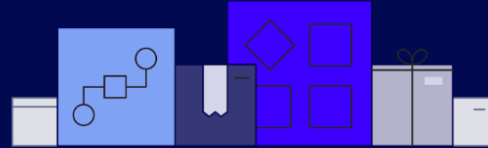
When you open the Solutions Hub, you'll see all of the solutions installed on the environment that support customization through the Solutions Hub.





Welcome, Bryan.

**Go-Live with your Solutions.**



### Financial Services Suite

Use the links below to manage content for solutions in the suite

[MANAGE SUITE CONTENT](#)



#### Connected Onboarding

Manage content for Release v4.1.0



#### Connected Servicing

Manage content for Release v2.1.0



#### Know Your Customer

Manage content for Release v1.0.0

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.

The screenshot shows the Appian Financial Services Suite Solutions Hub. The top navigation bar includes the Appian logo and a 'Solutions Hub' dropdown with a user profile icon. A left sidebar contains a dropdown menu for 'Financial Services Suite' and a list of navigation items: Overview (selected), Brand, Images, Text, and Functionality. The main content area is titled 'How do I tailor Financial Services Suite for my needs?' and includes a sub-header: 'Wherever possible, you should always explore configuration changes first, followed by Supported Customization via this site. As a last resort, customize your solution via Appian Designer.' Below this, there are three numbered steps:

- 1 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.  
[Connected FS Settings](#)  
[System Administration Center](#)
- 2 Supported Customization**  
Customizing a solution for a range of scenarios by adding code via this site. Supported customizations do not modify the solution's source code, are performed in accordance with the customization steps, and are upgrade friendly.  
**THIS MODULE**
- 3 Appian Designer**  
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 or supported customizations.  
[Appian Designer](#)

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

The screenshot shows a close-up of the Appian navigation sidebar. The 'Financial Services Suite' dropdown menu is open, displaying a list of solutions: Connected Servicing (selected), Financial Services Suite, Connected Onboarding, Know Your Customer, Images, Text, and Functionality. The 'Connected Servicing' item is highlighted with a blue background.

## Types of customizations available

Connected Servicing 22.4.2.2 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, the Appian logo is on the left, and 'Solutions Hub' with a user profile icon is on the right. A left sidebar contains a 'Solution Suite' dropdown and a menu with 'Overview', 'Brand' (highlighted), 'Images', 'Text', and 'Functionality'. The main content area is divided into three sections: 'ORGANIZATION', 'LOGOS', and 'COLORS'. Each section has an 'UPDATE' button. The 'ORGANIZATION' section shows 'Organization Name' with the value 'Appian'. The 'LOGOS' section shows 'Site Logo' with the Appian logo and 'Favicon' with a small 'a' icon. The 'COLORS' section shows various color pickers: '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.

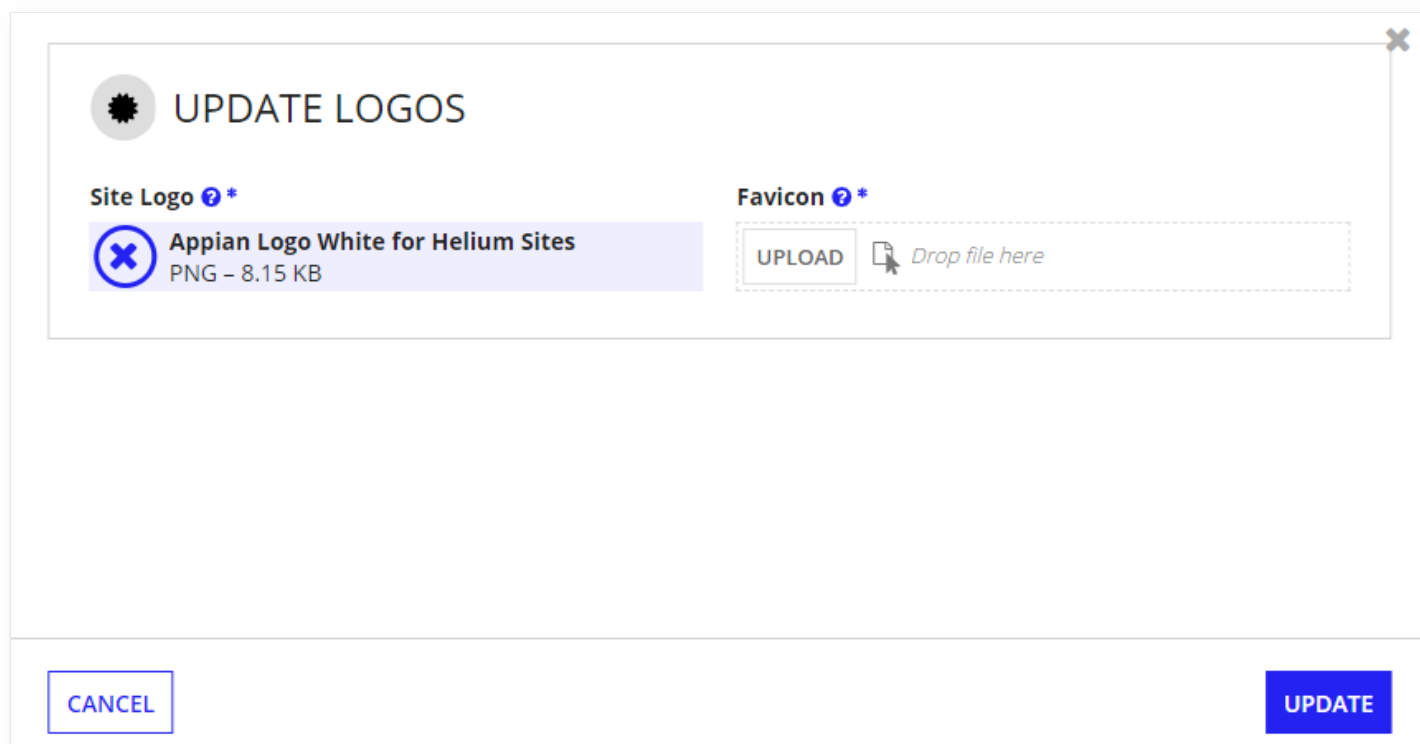
This is a close-up of the 'ORGANIZATION' section from the branding configuration page. It features a header with a building icon and the title 'ORGANIZATION'. Below this, there is a label 'Organization Name' with a help icon, followed by the current value 'Appian'. An 'UPDATE' button is located in the top right corner of the section.

## 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

**Selected Highlight Color ?**  

#2c3365

**Header Layout Background Color ?**  

#2c3365


**Navigation Bar Color ?**  

#343b40

**Loading Bar Color ?**  


#1d659c

**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**
×

**Accent Color ? \***  

#2c3365

**Selected Highlight Color ? \***  

#2c3365

**Header Layout Background Color ? \***  

#2c3365


**Navigation Bar Color ? \***  

#343b40

**Loading Bar Color ? \***  

#1d659c

**Chart Colors ?**  



**Color Scheme**  

Midnight

▼

Classic

Midnight

Ocean

Moss

Berry

Parachute

Rainforest

Sunset

Custom

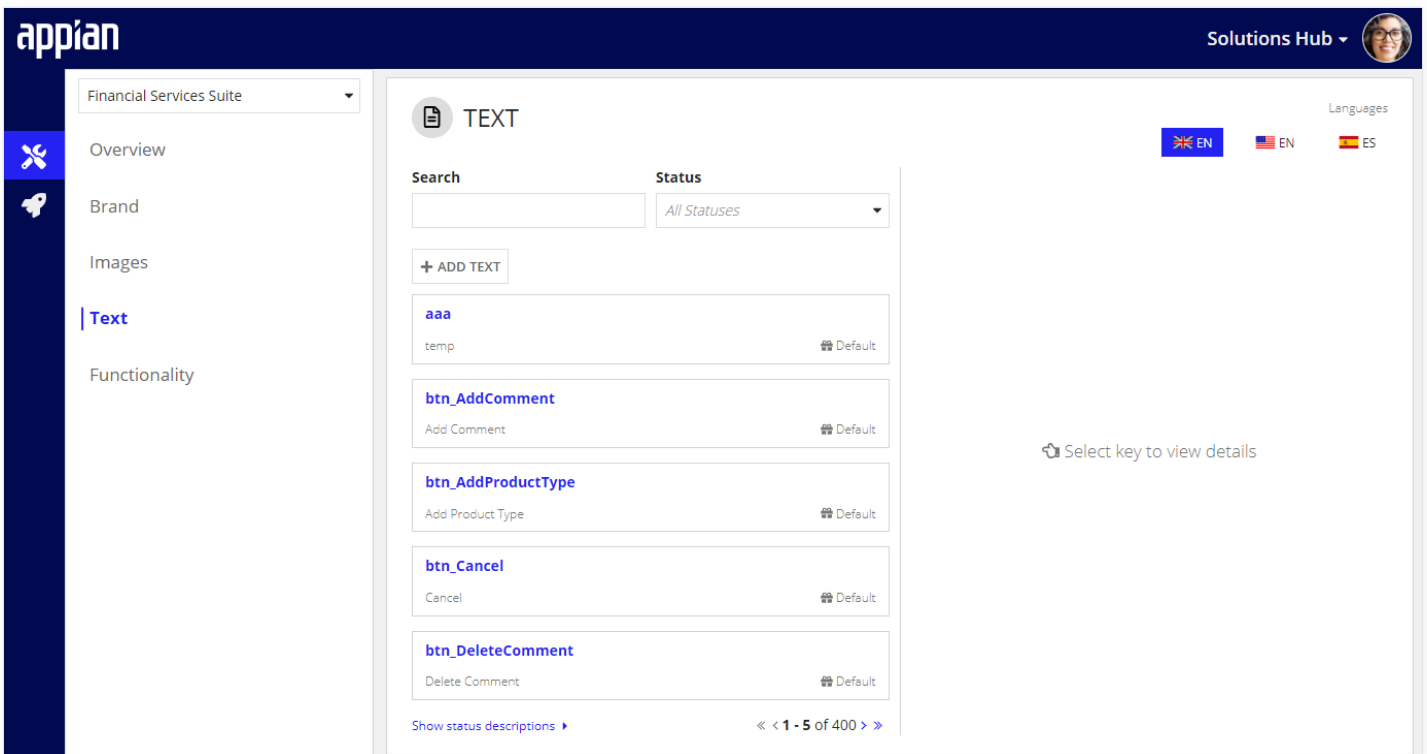
CANCEL
UPDATE

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

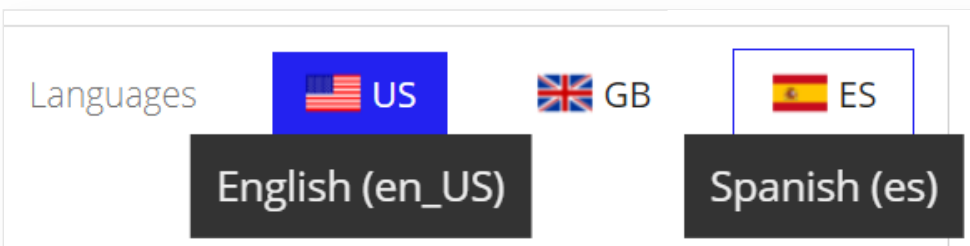
## Text

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.

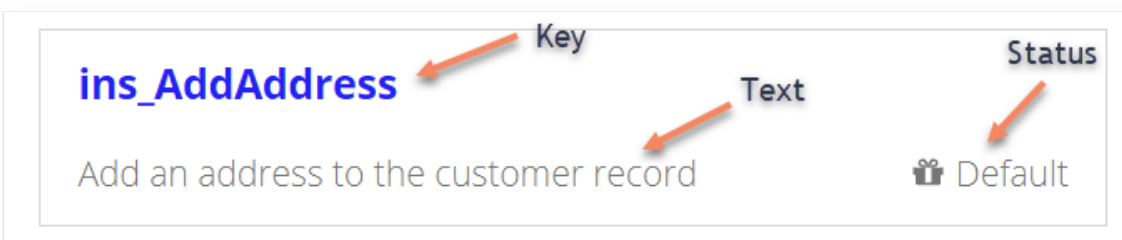
Within the Solutions Customization Suite, navigate to **CONFIGURE & CUSTOMIZE -> TEXT**.



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.



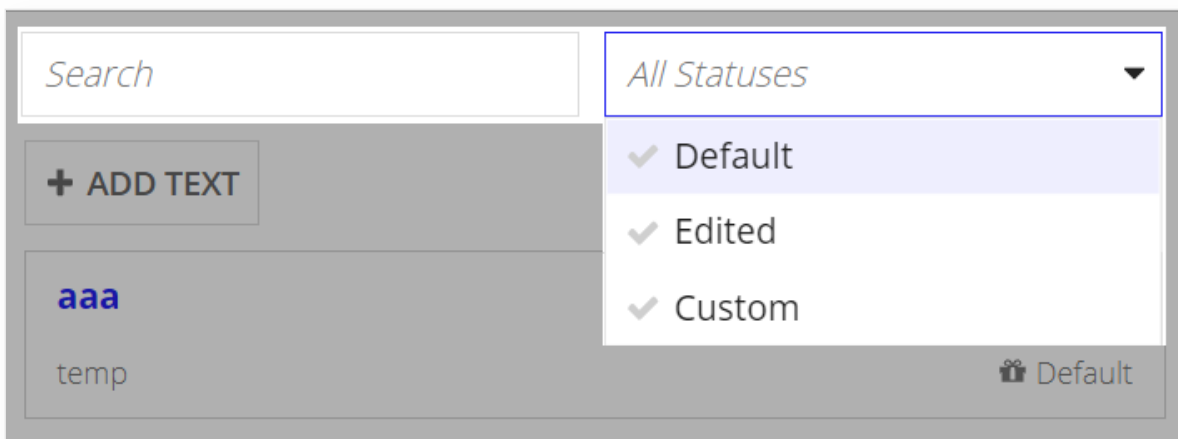
Once a language is selected, a grid shows all of the text within the solution for that language. The key, text, and status are shown on each card:



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.

<b>ins_AddAddress</b>	
<b>Text</b>	<b>Bundle Folder</b>
Add an address to the customer record	AS FS I18N Internationalization Files
<b>Status</b>	<b>Bundle File</b>
Default	AS.FS.CustomerRecord
<b>Language</b>	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

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

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.

CANCEL

UPDATE

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

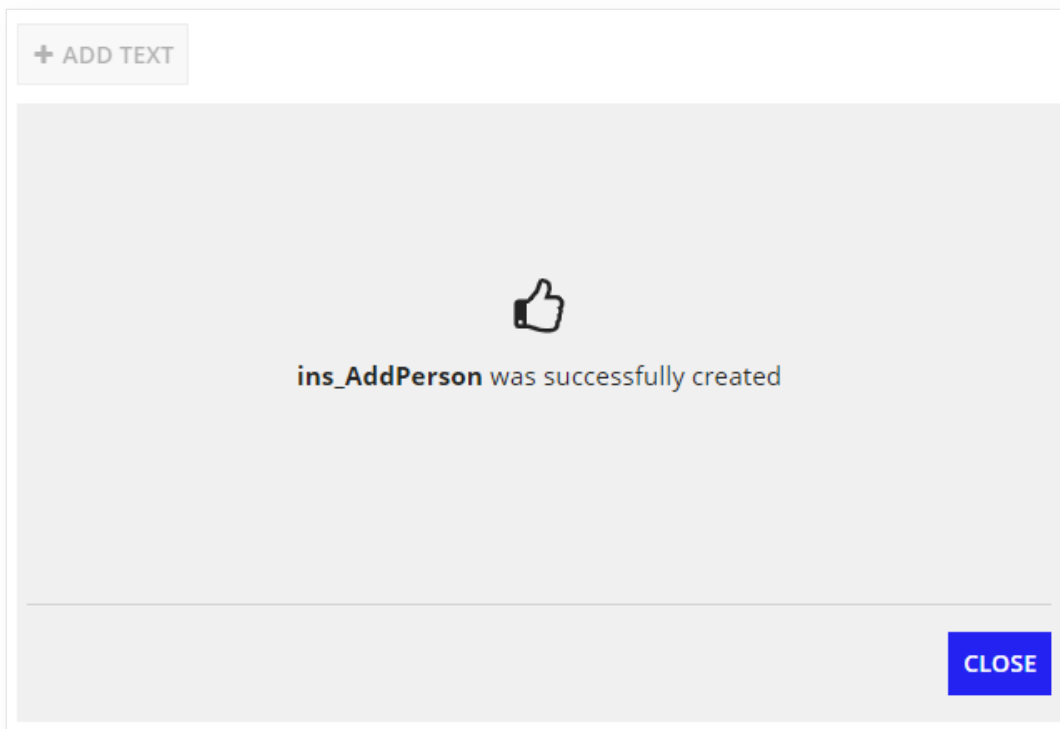
**Text \***

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

UPDATE

REVERT TO DEFAULT

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

## 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.

The screenshot shows a 'TEXT' management interface. At the top, there's a header with a document icon and the word 'TEXT'. On the right, there are language selection buttons for 'US', 'GB', and 'ES'. Below the header, there's a search bar with 'ins\_' and a dropdown menu set to 'Custom'. A '+ ADD TEXT' button is visible. The main content area displays a list of text items. The first item, 'ins\_AddPerson', is highlighted in blue and shows the text 'Add a person to the customer record.' with a 'Custom' status. Below this, there's a pagination control showing '1 - 1 of 1'. On the right side, there's a detailed view for the selected 'ins\_AddPerson' text, showing its 'Text' ('Add a person to the customer record.'), 'Status' ('Custom'), and 'Language' ('en\_US'). At the top of this detailed view are 'UPDATE' and 'DELETE' buttons. Further down, it shows the 'Bundle Folder' ('AS CO I18N Internationalization Files') and 'Bundle File' ('AS.CO.SampleBundle'), along with a timestamp '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}.

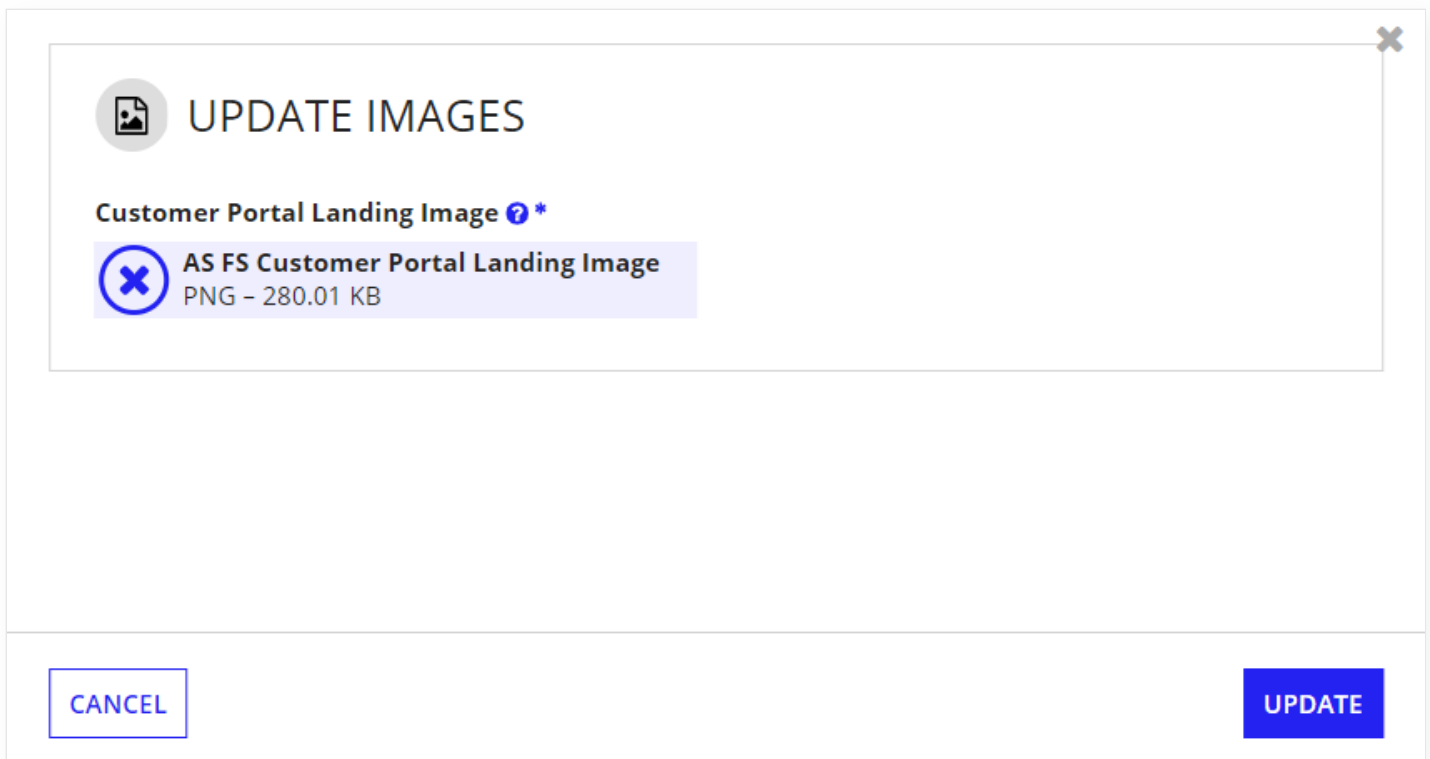
## Images

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.

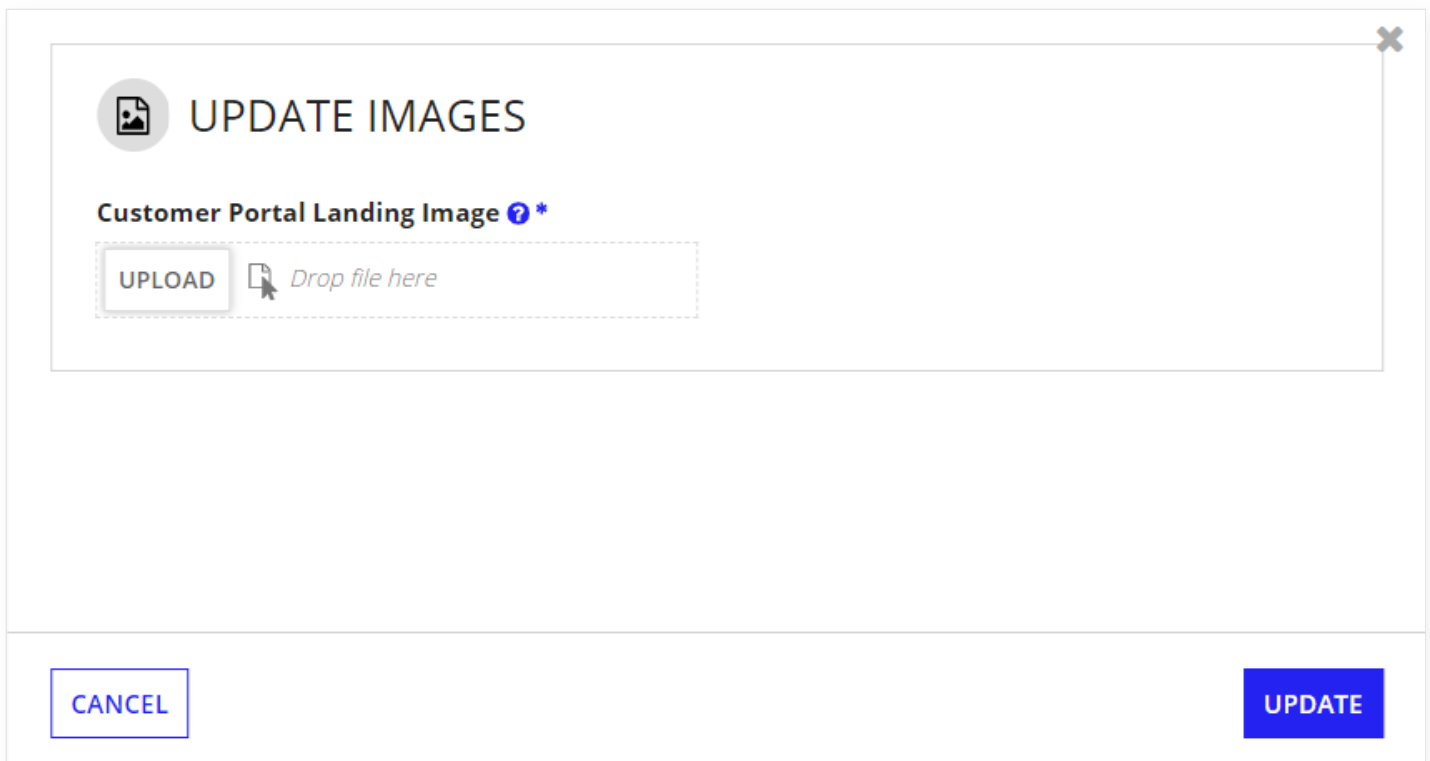
To perform an image customization, navigate to **CONFIGURE & CUSTOMIZE -> IMAGES**. The Images section displays all of the default images that shipped with the solution and are available for customization.

The screenshot shows an 'IMAGES' management interface. At the top, there's a header with a picture icon and the word 'IMAGES'. On the right, there's an 'UPDATE' button. Below the header, there's a section titled 'Customer Portal Landing Image' with a help icon. The main content area displays a large illustration of a person interacting with a large screen that shows various icons (person, document, handshake, list). The illustration is stylized with blue and white colors.

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.

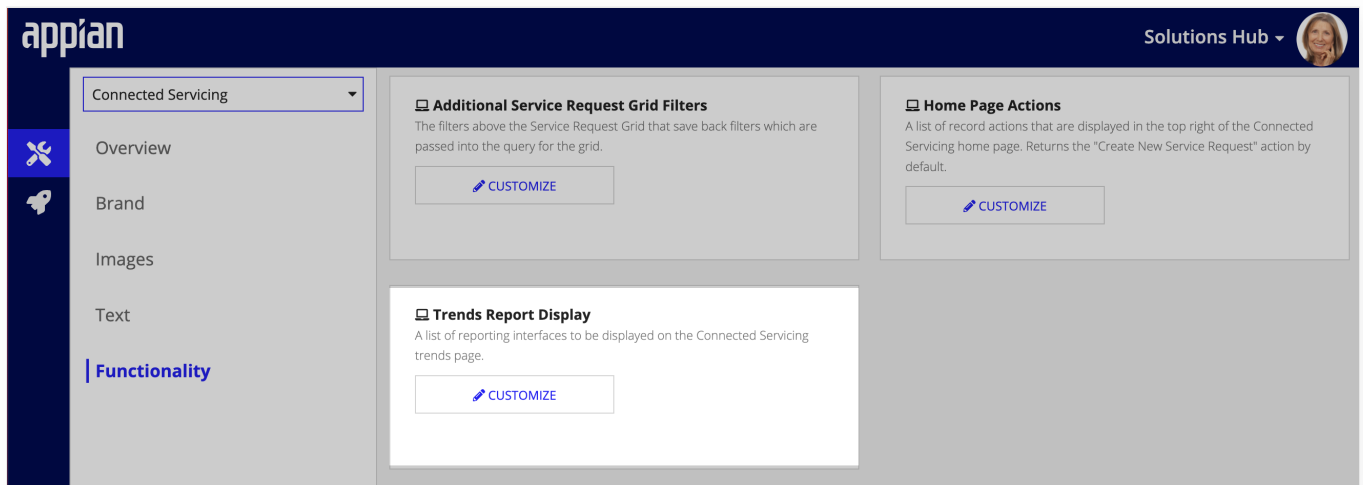
## Trends tab

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**.



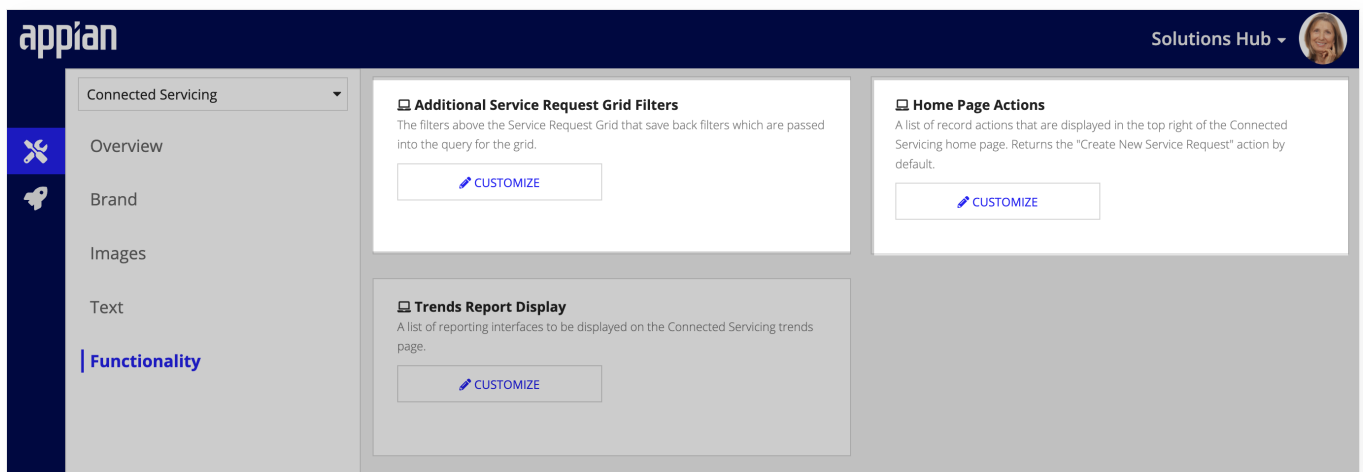
## Home page

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**.



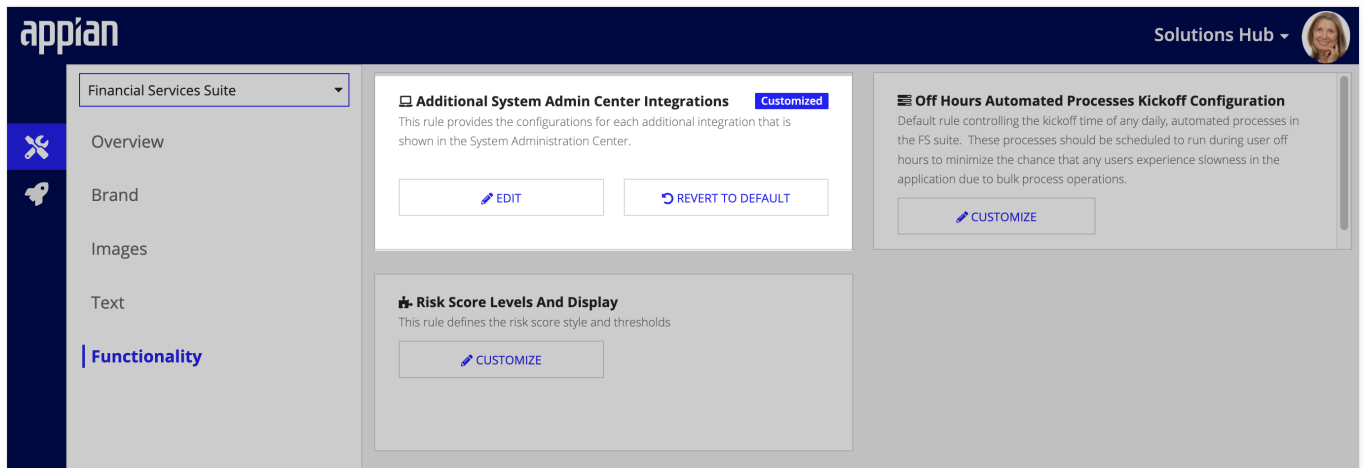
## System Administration Site

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.

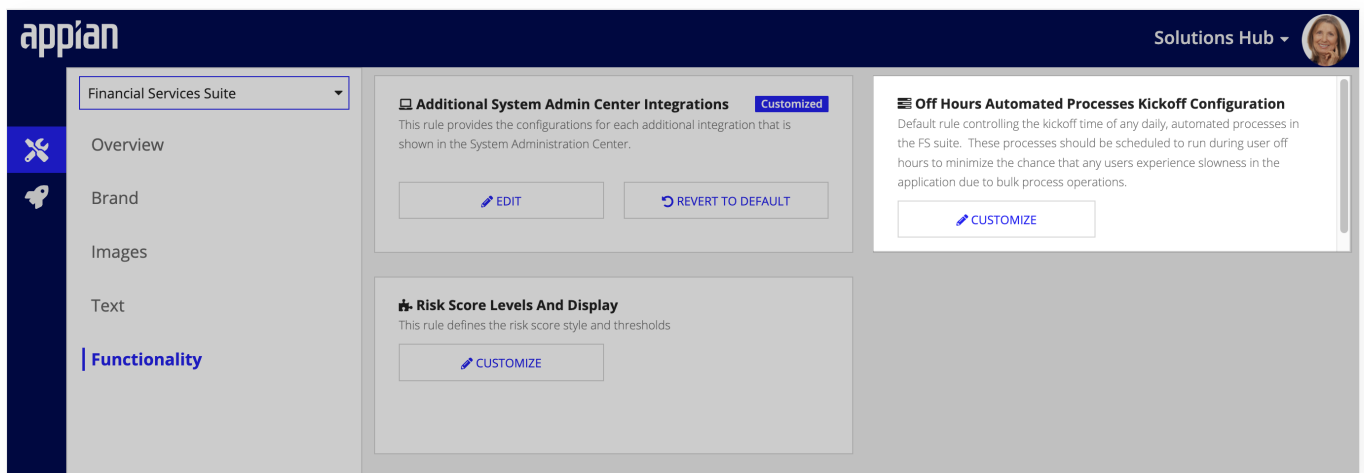
## Kickoff Automated Process Time

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.

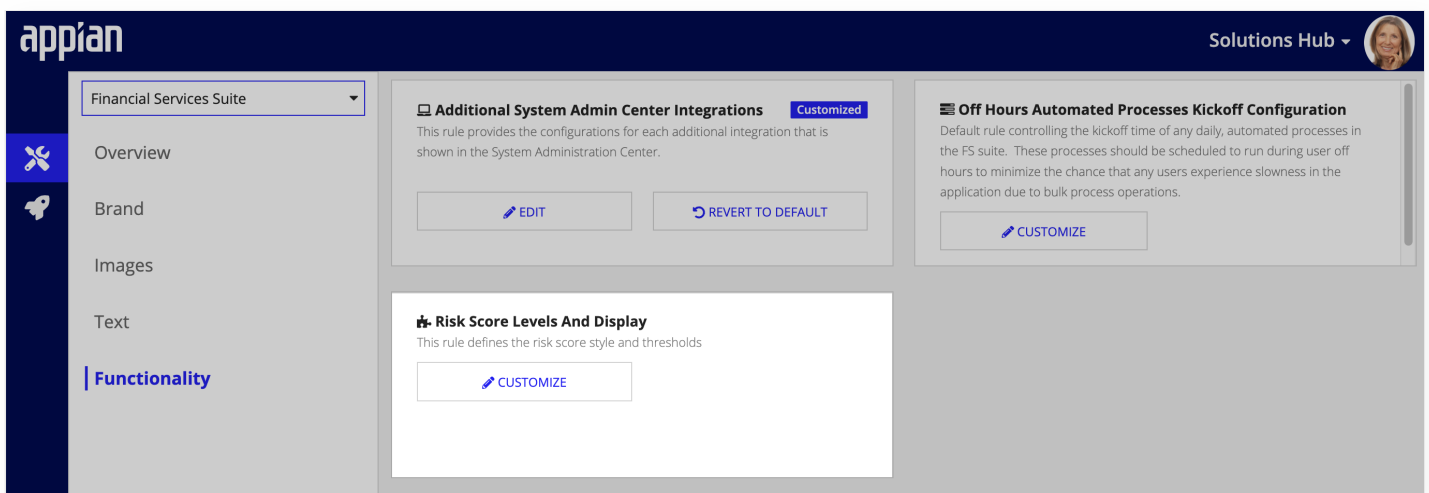
## Risk score settings

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

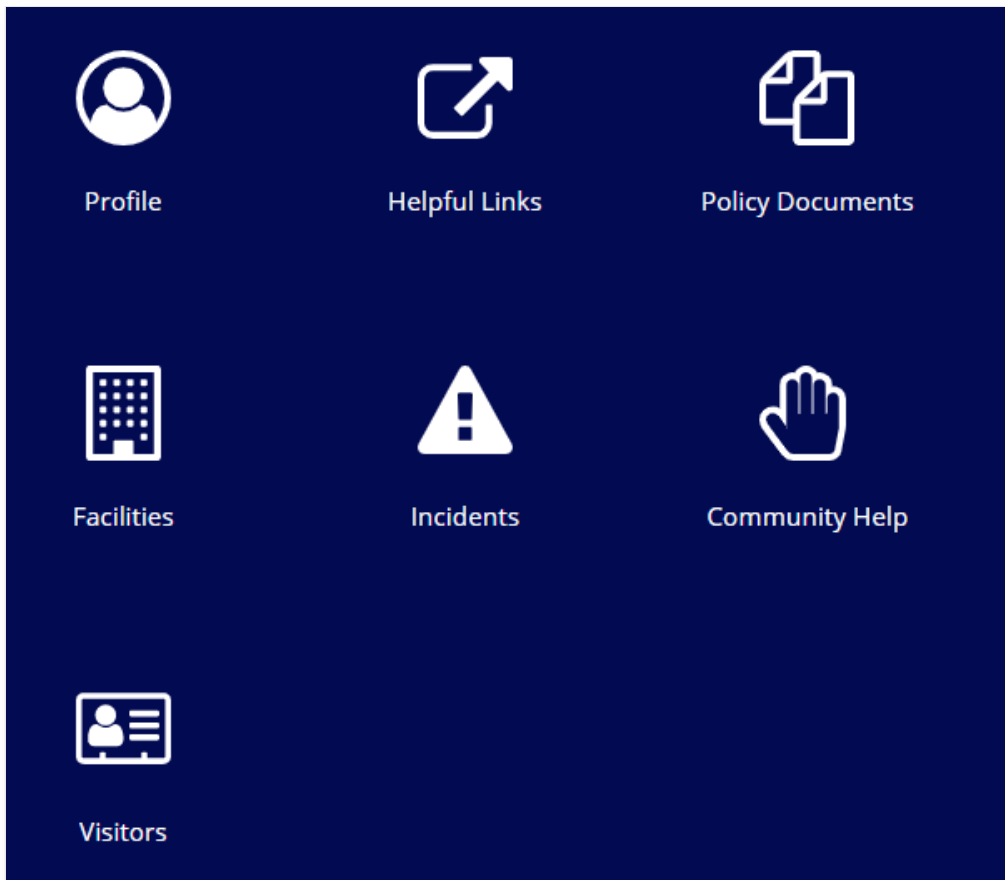
This section outlines the methodology for performing, editing, and reverting functional customizations.

## Performing a customization

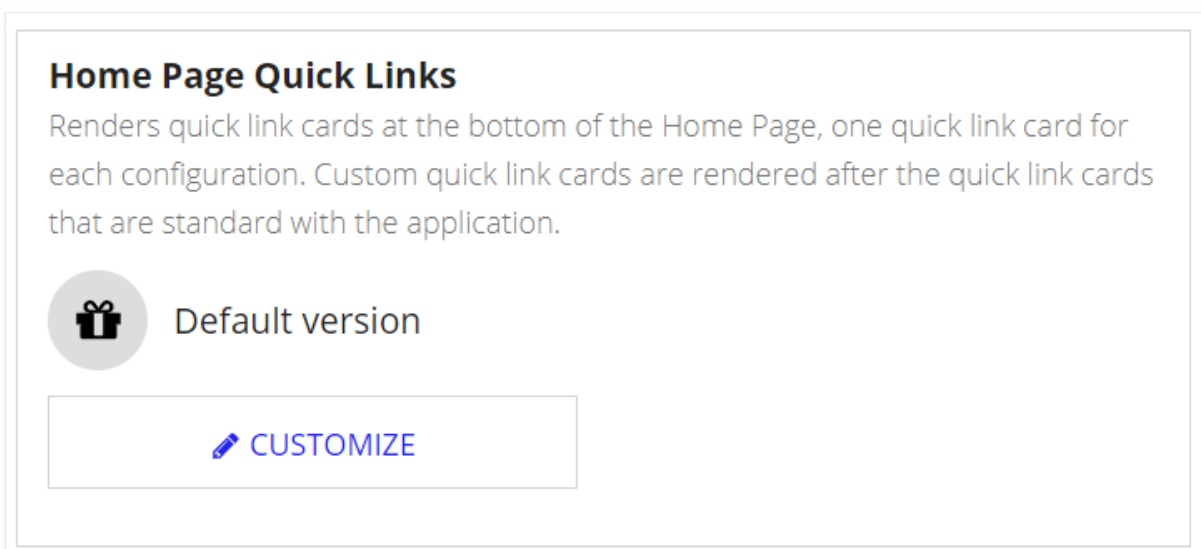
To perform a customization, find the supported customization template that best matches your customization use case. Navigate to **CONFIGURE & CUSTOMIZE -> FUNCTIONALITY** within the context of the solution you want to customize.

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**.



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 e
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.

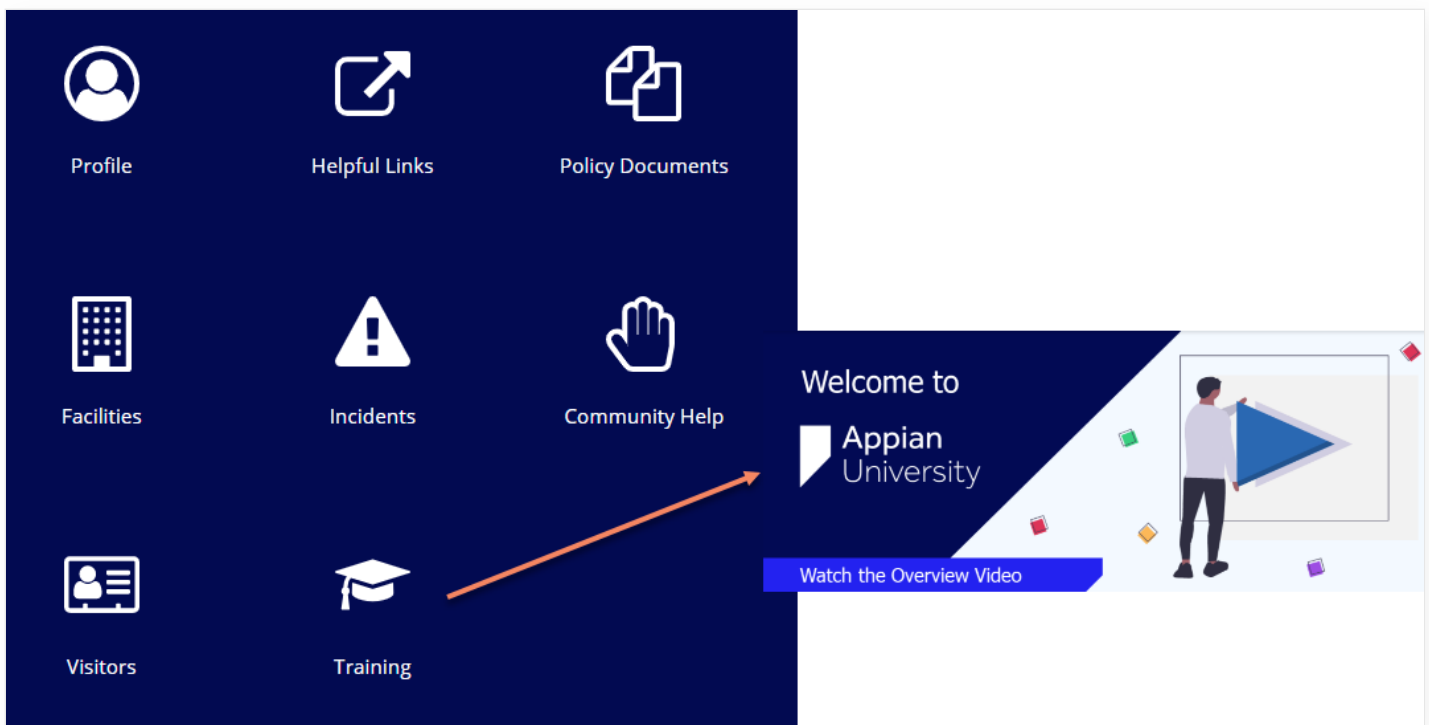
```
23 ▼ cast(  
24 ▼   'type!{http://www.appian.com/ae/types/2009}Map?list',  
25 ▼   {  
26     /*Quick Link Template - sample configuration:*/  
27     /*a!map(*/  
28     /*label: "My Link Label",*/  
29     /*icon: "icon",*/  
30     /*showWhen: true,*/  
31     /*link: a!safeLink(uri: "https://www.google.com")*/  
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 )
```

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")*/  
    /*),*/
```

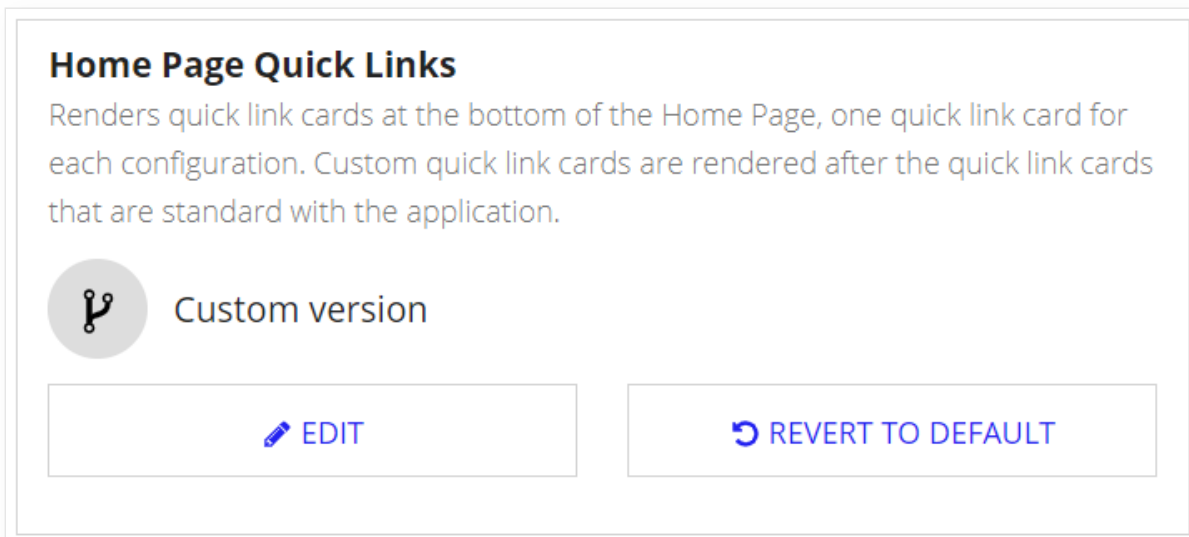
Finally, navigate to the area in your solution where you expect the customization to appear and verify the results. In our example, we can see that the new ???Training??? link was successfully added to the landing page. When the user clicks the link, they are redirected to the URL we specified in the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



Solutions Hub 

Financial Services Suite

Configurations

 | Deployment Guidance

Are you deploying Financial Services Suite for the first time?

Yes ☒

No ☐

Did you customize Financial Services Suite?

Yes ☒

No ☐

- Finalize customizations using the Solutions Hub in this environment
- Deploy Financial Services Suite to the target environment following the Financial Services Suite installation guide
- 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).
- You can now start using your solution, complete with customizations, in the target environment!

# Deploying configurations

You've got your reference data and configurations entered and tweaked just perfectly in your development environment. Maybe you even ran through some User Acceptance Testing (UAT) with all the right data and settings in your test environment.

You're ready to go live.

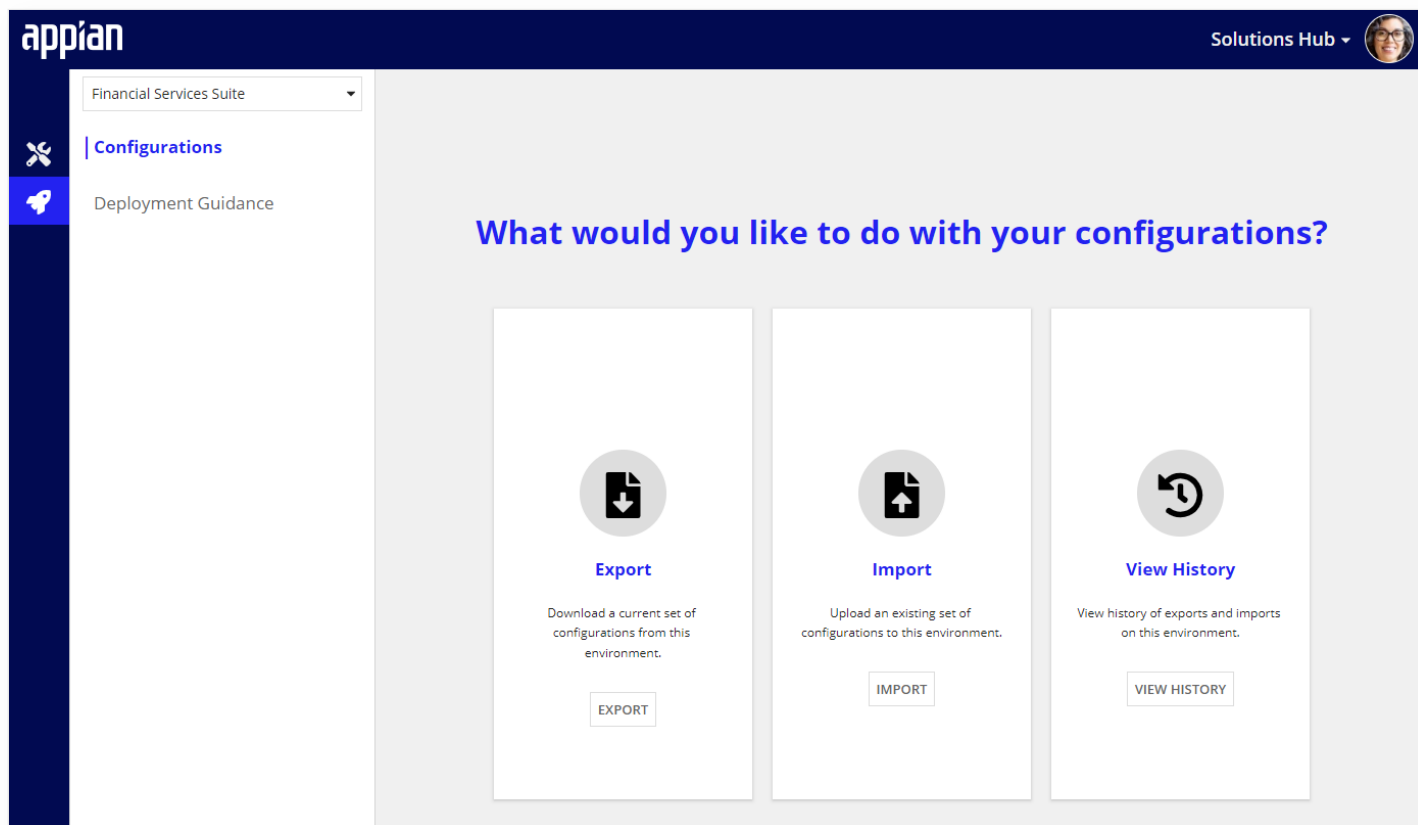
With the Solutions Configuration Export & Import capability you no longer need to reconfigure settings or re-enter reference data within your solution across multiple environments. In addition, you do not have to run complicated data migration scripts from one environment to another. Simply select which configuration groups you want to export and then import them into your target environment.

## When to use Solutions Configuration Export & Import

So when should you use the Solutions Configuration Export & Import feature? After installing and setting up your solution, you configure all your reference data in TEST for UAT and later want to move them over to production for go-live. Solutions Configuration Export & Import allows you to easily transfer configurations in TEST to production, simplifying your deployment steps.

Do you have your admins update values or settings in the production environment and want to simulate these in lower environments to test a new customization? Simply take the desired configurations from PROD to DEV with our export & import capabilities.

Configuration Export & Import is available for select solutions within the Solutions Hub. To determine if your solution has this capability, access the Solutions Hub and navigate to **Deploy > Configurations**. The Solutions Hub will display 3 options: **Export**, **Import**, and **View History**.



## Export

To export a set of configurations, navigate to **Deploy > Configurations** and click **Export**.

All configuration groups available for export display within the modal. Configuration groups are a set of configuration tables associated by foreign key constraints and thus need to be written together to ensure that referenced foreign keys

are available during export & import activities.

Select one or more configuration groups to export, and click **Export Selected**.

Export Configurations

Select configuration group(s) to export

<input type="checkbox"/>	Configuration groups	Description
<input type="checkbox"/>	FS Ref Data <ul style="list-style-type: none"><li>AS_FS_R_Data</li></ul>	Generic, suite level reference data
<input checked="" type="checkbox"/>	Product Type Ref Data <ul style="list-style-type: none"><li>AS_FS_R_Data</li><li>AS_FS_R_AccountType_ProductType_Mapping</li><li>AS_FS_R_ProductTypeFieldMapping</li></ul>	Controls the default account types that are associated to each product type, as well as the relevant fields for each product type
<input checked="" type="checkbox"/>	Geographic and Economic Reference Data <ul style="list-style-type: none"><li>AS_FS_R_Region</li><li>AS_FS_R_Country</li><li>AS_FS_R_State</li><li>AS_FS_R_Currency</li><li>AS_FS_R_M_Currency</li></ul>	Region, Country, and State, plus Currency and Currency to Country mappings
<input type="checkbox"/>	Global Industry Class <ul style="list-style-type: none"><li>AS_FS_R_GlobalIndustryClass</li></ul>	Standalone reference data for global industry classes
<input type="checkbox"/>	Companies House Ref Data <ul style="list-style-type: none"><li>AS_FS_CHS_R_Data</li></ul>	Ref Data such as CHS jurisdiction, class type/subtype, and company status

CANCEL

EXPORT SELECTED (2)

If export was successful, you will be able to download the configurations. Click **Download Configuration File**. A JSON file will be available for download.

Export Configurations

Export Complete

Configuration Groups successfully exported

DOWNLOAD CONFIGURATION FILE

CLOSE

If an error occurred during the export process, the system will provide context as to why the export errored.

To return to the Configurations page, simply exist out of the modal dialog.

Import


To import a set of configurations previously exported from another environment, navigate to **Deploy > Configurations** within the target environment's Solutions Hub and click **Import**.

You will be prompted to upload the configuration file. Ensure you have the correct file and drag and drop it into the file upload field. If you receive any validation errors, correct the file, upload it again, and click **NEXT**.

## Upload Configuration File

Configuration file \*

UPLOAD


 Drop file here

CANCEL

NEXT

## Upload Configuration File

Configuration file \*

 **Connected Onboarding\_DE...**  
JSON – 32.7 KB

CANCEL

NEXT

You will be presented two import options that describe how the import process will behave: - **Combine**: The uploaded data is used without deleting or deactivating existing data on the environment. - **Overwrite**: The uploaded data is used while also deactivating existing data that does not exist in the uploaded configuration file.



## Preview Changes



How would you like import to behave?



### Combine

Use imported configurations,  
keep remaining



### Overwrite

Use imported configurations,  
inactivate remaining

GO BACK

CANCEL

IMPORT

After selecting the import option that meets your needs, a preview of changes renders.

On a row-by-row basis, the Solutions Hub shows a preview of the data that will be added, changed, and/or inactivated after the import completes. For brevity, unchanged tables and rows are hidden by default. Several filter options allow you to filter rows by status and change the visibility on primary keys, unique identifiers, or both.

If you are happy with the changes that will take place, click **Import** to begin the import process.

Preview Changes

Onboarding Tasks and Task Templates

Controls task ref data, default tasks, and task template properties

AS\_IO\_R\_TaskStatus

Contains reference task statuses

1 Added

2 Changed

Added, Changed

Active, Inactive

Show primary keys

Show row UUIDs

taskStatusId	isActive	statusDisplayName	icon	createdBy	createdDatetime	modifiedBy	modifiedDatetime
4	true	AS.CO.AllBundles.txt_StatusComplete	check-circle → check-circle-o	appian.administrator	11/24/2022 1:13 AM GMT+00:00	appian.administrator	11/24/2022 1:13 AM GMT+00:00
5	true → false	AS.CO.AllBundles.txt_StatusNotNeeded	ban	appian.administrator	11/24/2022 1:13 AM GMT+00:00	appian.administrator	11/24/2022 1:13 AM GMT+00:00
<unassigned>	true	AS.CO.AllBundles.txt_StatusUnassigned	user-slash	appian.administrator	1/4/2023 8:57 AM GMT+00:00	appian.administrator	1/4/2023 8:57 AM GMT+00:00

AS\_IO\_R\_TaskBehaviorType

contains reference task behavior types. These affect how a user will interact with the task

Not Changed

AS\_IO\_R\_TaskCategory

contains reference task categories. For organization only

1 Changed

Added, Changed

Active, Inactive

Show primary keys

Show row UUIDs

taskCategoryId	isActive	categoryName	createdBy	createdDatetime	modifiedBy	modifiedDatetime
5	true	Information Gathering → Data Analysis	appian.administrator	11/24/2022 1:13 AM GMT+00:00	appian.administrator	11/24/2022 1:13 AM GMT+00:00

AS\_IO\_R\_TaskRef

contains reference tasks and their properties

Not Changed

AS\_IO\_R\_Template

contains onboarding templates, including onboarding products, required docs, and tasks

Not Changed

GO BACK

CANCEL

IMPORT

Note that the import process may take several moments. There is a refresh button to poll the status of import.

After the import successfully completes, the Solutions Hub provides a download link to a backup of the imported configuration groups that was taken before the process started. If you made a mistake, you can use this backup to easily rollback the imported configuration groups to their state before import.

## Backup and Audit History

With Solutions Configuration Export & Import you no longer need to worry about storing backups. The Configurations page shows a history of all configurations exported from, and imported to, the environment.

The Exports tab allows you to easily download any previously exported configuration groups. It also provides a reference to the Appian Process ID of the export process just in case further investigation or debugging is needed.

## Configuration History



Exports

Imports

Search		Requested By			
<input type="text"/>		<input type="text" value="Select one or more users"/>			
Export Document	Process Id	Config Groups Included	Requested By	↓	Requested On
✓ <a href="#">Connected Onboarding_DEV_businessConfigurations_2022_07_28_1554.json</a>	536881591	<ul style="list-style-type: none"><li>IO Ref Data</li><li>Onboarding Ref Data</li></ul>	Justin Smith		July 28, 2022 3:54PM
✓ <a href="#">Connected Onboarding_DEV_businessConfigurations_2022_07_22_1723.json</a>	268442289	<ul style="list-style-type: none"><li>Onboarding Tasks and Task Templates</li></ul>	Justin Smith		July 22, 2022 5:23PM
✓ <a href="#">Connected Onboarding_DEV_businessConfigurations_2022_07_22_1709.json</a>	536880583	<ul style="list-style-type: none"><li>Onboarding Tasks and Task Templates</li></ul>	Justin Smith		July 22, 2022 5:09PM
✓ <a href="#">Connected Onboarding_DEV_businessConfigurations_2022_07_22_1705.json</a>	268442286	<ul style="list-style-type: none"><li>Onboarding Tasks and Task Templates</li></ul>	Claude Miller		July 22, 2022 5:05PM
✓ <a href="#">Connected Onboarding_DEV_businessConfigurations_2022_07_22_1650.json</a>	268442281	<ul style="list-style-type: none"><li>Onboarding Tasks and Task Templates</li></ul>	Justin Smith		July 22, 2022 4:50PM
✓ <a href="#">Connected Onboarding_DEV_businessConfigurations_2022_07_13_1454.json</a>	4806	<ul style="list-style-type: none"><li>IO Ref Data</li><li>Onboarding Ref Data</li><li>Onboarding Tasks and Task Templates</li></ul>	Jaylene Thomas		July 13, 2022 6:54PM
✓ <a href="#">Connected Onboarding_DEV_businessConfigurations_2022_07_12_1343.json</a>	4677	<ul style="list-style-type: none"><li>Onboarding Tasks and Task Templates</li><li>Onboarding Ref Data</li><li>IO Ref Data</li></ul>	Ross Livingston		July 12, 2022 5:43PM
7 items					

The Imports tab provides access to information that is similar to the information displayed on the Exports tab. It also shows two additional columns specifying which import option was performed, as well as a link to the configuration backup file that was taken prior to import in case a rollback to that point in time is needed.

## Configuration History



Exports

Imports

Search		Requested By					
<div></div>		<div>Select one or more users</div>					
Import Document		Import Option	Backup Document <span>?</span>	Process Id	Config Groups Included	Requested By	<div>↓</div> Requested On
<div>✔</div>	<div>Connected Onboarding_DEV_businessConfigurations_2022_07_22_1709.json <div>📄</div></div>	Overwrite	<div>Connected Onboarding_DEV_businessConfigurations_2022_07_22_1736.json <div>📄</div></div>	268442294	<div><div>•</div> Onboarding Tasks and Task Templates</div>	Justin Smith	July 22, 2022 5:36PM
<div>✔</div>	<div>Connected Onboarding_DEV_businessConfigurations_2022_07_22_1705.json <div>📄</div></div>	Overwrite	<div>Connected Onboarding_DEV_businessConfigurations_2022_07_22_1734.json <div>📄</div></div>	7011	<div><div>•</div> Onboarding Tasks and Task Templates</div>	Elizabeth Fells	July 22, 2022 5:34PM

It is important to note that backup files only contain data from the configuration groups that were imported.

## Guidance

## Cross Environment UUID & Backfill

For configuration export & import to work correctly with your solution, the product team adds a new CROSS\_ENVIRONMENT\_UUID column to each configuration table eligible for export & import.

Appian Solutions ship with SQL scripts that add this column and backfill the cross environment UUIDs to pre-existing tables during installation.

If you plan to create your own configuration tables, refer to the [Register your own configuration tables](#) section for guidance.

## Deciding Source of Truth Environment

Since Configuration Export & Import allows bidirectional transfer of configuration data, it is wise to decide which environment will be your source of truth for configuration state. This way, you know which environment to rely on when making a transfer.

For some customers, the development environment will be the source of truth to ensure a proper Software Development Life Cycle is followed. For others, the production environment will suffice, as business users will be making real-time changes in that environment.

### Production

The guidance in this section is for customers who want to use their production environment as the source of truth.

There are two instances where it makes sense to choose a Production environment as the source of truth:

1. Configuration is only done in the production environment.
  1. Instead of giving configurators access to lower environments, configurations are only made in production. This means there are possible differences between the data in the production, development, or test environment used by a solutions implementation team for customization.
2. Configuration has diverged between environments and a re-sync is needed.
  1. Over time, configuration data can diverge between environments due to lulls in development, hotfixes, or external sources.
  2. Development data needs to be re-synced to remove stale data.

To keep environments in sync, a developer can export configuration data from production and import it into a development or test environment.

### Development

The guidance in this section is for customers who want to use a lower (e.g., development) environment as the source of truth.

There are two instances where it makes sense to choose a lower environment as the source of truth:

1. Solution is recently installed in a fresh environment.
  1. When beginning to configure your solution in a development environment, you have a clean database and the ability to configure data that will be used in production environments
  2. Deployments to higher environments with strict change control can still be established since a file will be downloaded and imported by deployment teams and/or developers
2. Existing solution with up-to-date environments.
  1. The development environment has the latest configuration data since configurations do not happen in production and only occur in lower environments to be transferred to higher environments
  2. Users in charge of configurations can provide data that is testable before moving to production environments

To keep environments in sync, a developer can export configuration data from a development environment and provide it to an authenticated user so they can import into the production environment.

## Register your own configuration tables

Okay, so you customized your Appian solution to add new configuration tables. You may also wonder if you can leverage the Solutions Configuration Export & Import capability to export data from these tables from one environment and import them to another. With a few simple setup steps, you can!

Perform the setup steps below in your **lowest** development environment first. Then deploy these changes to higher environments. This ensures crossEnvironmentUUIDs match for any existing configuration data in these tables. See [What is a CrossEnvironmentUUID](#).

## General Requirements

All tables intended for configuration export and import require one or more of the following columns:

- a primary key field (e.g., PARENT\_ID) is required for all configuration tables
- an isActive field (e.g., IS\_ACTIVE) is required only for top level parent tables
- a crossEnvironmentUUID field (e.g., CROSS\_ENVIRONMENT\_UUID) is required for all configuration tables

PARENT_ID	NAME	PRIORITY_ID	GROUP_ID	ONE_TO_ONE_ID	IS_ACTIVE	CROSS_ENVIRONMENT_UUID
1	Parent A	5	142	1	1	5aad25fe-f6e8-11ec-ab08-02f38d09b37f
2	Parent D	6	145	2	1	078462d7-f300-11ec-ab08-02f38d09b37f
3	Parent C	2	146	3	0	078464d0-f300-11ec-ab08-02f38d09b37f
4	Parent B	3	146	4	1	0784650d-f300-11ec-ab08-02f38d09b37f

## Add active/inactive column

All tables backed by top-level parent CDTs require a field that determines if the solution considers data entered in a table to be *active* or *inactive*. This field can be the same field used in the solution to determine whether data is active for future selection in the front-end UIs. *Active* fields have a value of **1** and *inactive* have a value of **0**, which business users control via front-end configuration screens. This field is typically named IS\_ACTIVE of type boolean.

You can add the IS\_ACTIVE column using simple ALTER scripts.

## What is a CrossEnvironmentUUID?

Each table and CDT intended for export and import requires a CROSS\_ENVIRONMENT\_UUID field. Each environment retains the cross-environment universally unique identifier (UUID) value set in this field during import. The database sets primary keys, which vary per environment. CrossEnvironmentUUIDs are unique and consistent across all environments. When importing configurations, the system matches rows with the same crossEnvironmentUUID value to each other to determine which rows are added, changed, or inactivated on import. This matching drives the preview screen and subsequent import logic. Rows representing the same concept in multiple environments should have the same crossEnvironmentUUID value."

## Add CrossEnvironmentUUID column

Depending on your RDBMS, use one of the following script templates to add the CROSS\_ENVIRONMENT\_UUID column. Run this script for each configuration table you want to leverage the Configuration Export & Import with, which does not have a CROSS\_ENVIRONMENT\_UUID column.

Run the following script in a MariaDB instance to add the CROSS\_ENVIRONMENT\_UUID column:

```
1 ALTER TABLE <YOUR_TABLE_NAME_HERE> ADD COLUMN IF NOT EXISTS `CROSS_ENVIRONMENT_UUID` VARCHAR(255) UNIQUE;
```

Run the following script in an Oracle db instance to add the CROSS\_ENVIRONMENT\_UUID column:

```
1 ALTER TABLE "<YOUR_TABLE_NAME_HERE>" ADD CROSS_ENVIRONMENT_UUID VARCHAR2(255);
2 ALTER TABLE "<YOUR_TABLE_NAME_HERE>" ADD CONSTRAINT "<YOUR_TABLE_NAME_HERE>_UQ" UNIQUE (CROSS_ENVIRONMENT_UUID);
```

The next section covers specifics of populating the CROSS\_ENVIRONMENT\_UUID column.

## Backfill CrossEnvironmentUUIDs

After adding the column to all tables, backfill it to ensure that it is unique. Keep in mind that this value needs to align in all environments for "matching rows" or rows that represent the same concept. For example, you should assign a "Priority: High" row in DEV the same crossEnvironmentUUID as the "Priority: High" rows in TEST & PRODUCTION.

Please reach out to Appian Support if you require assistance with this process.

## Populate CrossEnvironmentUUIDs for new rows

You need to add a trigger to the database to set the crossEnvironmentUUID value for new inserts. This ensures that new entries receive a crossEnvironmentUUID value, which is immutable once set.

Run the following script in a MariaDB instance:

```
1 CREATE TRIGGER IF NOT EXISTS `<YOUR_TABLE_NAME_HERE>_uuid_insert` BEFORE INSERT ON `<YOUR_TABLE_NAME_HERE>`  
2 FOR EACH ROW set new.CROSS_ENVIRONMENT_UUID = if(new.CROSS_ENVIRONMENT_UUID is null or length(new.CROSS_E  
3  
4 CREATE TRIGGER IF NOT EXISTS `<YOUR_TABLE_NAME_HERE>_uuid_update` BEFORE UPDATE ON `<YOUR_TABLE_NAME_HERE>`  
5 FOR EACH ROW set new.CROSS_ENVIRONMENT_UUID = old.CROSS_ENVIRONMENT_UUID;
```

Run the following script in an Oracle db instance:

```
1 BEGIN  
2     EXECUTE IMMEDIATE 'CREATE or REPLACE TRIGGER "<YOUR_TABLE_NAME_HERE>_IN" before INSERT on "<YOUR  
3     BEGIN  
4         IF length(:NEW."CROSS_ENVIRONMENT_UUID") = 0 OR :NEW."CROSS_ENVIRONMENT_UUID" is null th  
5         :NEW."CROSS_ENVIRONMENT_UUID" := SYS_GUID();  
6     END IF;  
7     END;';  
8 END;  
9 /  
10  
11  
12 BEGIN  
13     EXECUTE IMMEDIATE 'CREATE or REPLACE TRIGGER "<YOUR_TABLE_NAME_HERE>_UP" before UPDATE on "<YOUR  
14     BEGIN  
15         :NEW."CROSS_ENVIRONMENT_UUID" := :OLD."CROSS_ENVIRONMENT_UUID";  
16     END;';  
17 END;  
18 /
```

Next, we need to update CDTs to ensure each of these columns are present on the CDTs backing these tables.

## Verify primary key field

All CDTs (including nested children CDTs) intended for use by Configuration Export and Import require a primary key field that uniquely identifies the data in the given entity in an environment. Verify that each updated CDT backing a table has a primary key field set.

## Verify active/inactive field

Verify that each updated CDT backing a table has an isActive field.

## Add crossEnvironmentUUID field

All CDTs intended for Configuration Export and Import (including nested children CDTs) require a crossEnvironmentUUID text field.

Perform the following steps to add the crossEnvironmentUUID field:

1. Download the **XSD** associated with the CDT
2. Find the following code in the **XSD** file:

```
1 </xsd:sequence>
```

3. Replace with the following code:

```
1 <xsd:element name="crossEnvironmentUUID" nillable="true" type="xsd:string">
2 <xsd:annotation>
3 <xsd:appinfo source="appian.jspa">@Column(name="CROSS_ENVIRONMENT_UUID")</xsd:appinfo>
4 </xsd:annotation>
5 </xsd:element>
6 </xsd:sequence>
```

4. Save and reupload the **XSD** per the instructions to [Create New Version from XSD](#)
5. Repeat these steps for each CDT that backs configuration data but does not have a crossEnvironmentUUID field

We aren't quite finished yet. Finally, we need to update the solution's registration rule.

## Update your Registration Rule

The final step to registering your own configuration tables for the Solution Hub's Configuration Export & Import capability is to add these table references to the solution's registration rule.

Find and open the solution's registration rule. This is an expression rule in the naming convention: `AS_[APP]_SolutionsHubRegistration`, where `[APP]` refers to the solution application prefix that is typically a two or three-letter identifier (e.g., KYC, AM, VM).

Once in the registration rule, find the `configTransfer` parameter. This is the section that will need to be updated with the configuration entities that are intended to be added to the Configuration Export & Import capability. Add a new `addToMap()` for the added entities, following by example the other configuration entities already registered, so you know which parameters to add in the `addToMap()`.

Entities for configuration export & import are registered in dependency order, which means any configuration entities in this rule need to be called above any entities in which they are referenced. This prevents missing foreign key constraints from happening on write.

If you require assistance updating your registration rule or with any parts of this registration process, reach out to Appian Support.

When making changes to this rule, be sure to make a copy or save the contents of this rule prior to upgrading your solution. You need to copy back the content after a successful upgrade since the registration rule contents will reset to the default settings after upgrading.

# 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 track Service Requests at a high level and to 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 it was triggered. The user can 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 filter 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 they are a member of. The task name, task type, due date, and Service Request link are displayed to the user.



Active Tasks


Next 30 Days








**Document Reconciliation | Invalid 1**


 Expired 5/7/2022  [ACM-KYC-0001](#)








**Document Reconciliation | Credit Line 2**


 Expired 5/7/2022  [RCT-KYC-0002](#)








**Questionnaire Task**


 Due 5/17/2022  [ACM-KYC-0002](#)



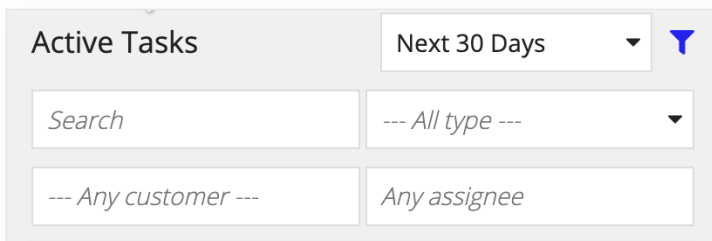


**Questionnaire Task**

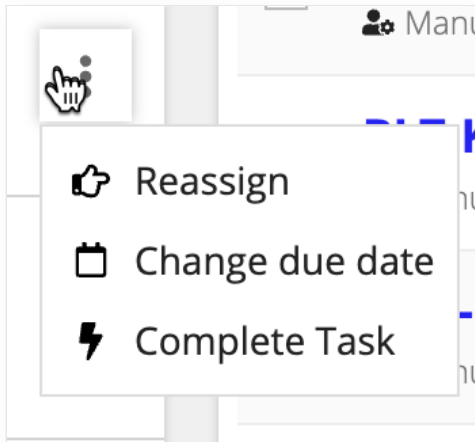
 Due 5/17/2022  [BLT-KYC-0002](#)



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

A screenshot of a filter bar for 'Active Tasks'. It includes a dropdown menu set to 'Next 30 Days' with a blue funnel icon. Below this are four input fields: 'Search', '--- All type ---' (a dropdown), '--- Any customer ---', and 'Any assignee'.

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



## 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 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.

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.

**Create Service Request**

1 CHOOSE CUSTOMER 2 PROVIDE SERVICE REQUEST DETAILS 3 PROVIDE REQUIRED DOCUMENTS 4 REVIEW SERVICE REQUEST

**Enter details**

Target Completion Date \*  
05/28/2021

Owner \*  
Mary Lawson

Type \*  
--- Select type ---

Sub-Type \*  
--- Select sub-type ---

**Customer Details**

**Crystal Inc (ZZA)** ⓘ  
Buy Side Asset Manager

👁 Risk Score: 60 (Medium)

🚩 Active Flags

- Oscar Martinez updated the jurisdiction from blank to England/Wales
- Oscar Martinez updated the class type from blank to Industrial and Provident society
- Oscar Martinez updated the class sub-type from blank to Community Interest Company (CIC)

🔍 Previous Service Requests

- ZZA-SRQ-0001 ⓘ Active

👤 Beneficial Owners

- Brian Chou owns 27.57%

BACK CANCEL NEXT

## 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

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 \*

Uploader-Individual

Review-Assigned Group \*

Review-Individual

Upload Task Due Date \*

Review Task Due Date \*

✚ Agreement: Custody 1

Upload

Attach Now

Attach Later

Uploader-Group \*

Uploader-Individual

Review-Assigned Group \*

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.

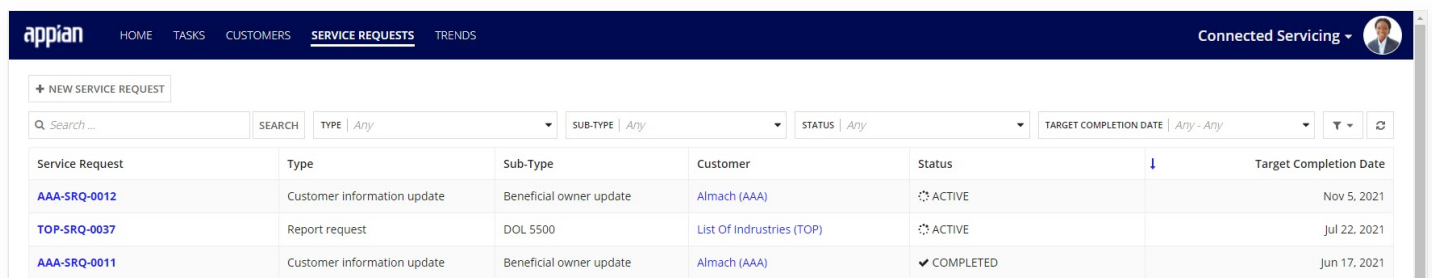
This page provides a description of information available in the service request lists and the tabs of a service request record and instructions for updating service requests.

## 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 managing 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 content area displays a table of service requests with 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
<a href="#">AAA-SRQ-0012</a>	Customer information update	Beneficial owner update	<a href="#">Almach (AAA)</a>	⚙️ ACTIVE	Nov 5, 2021
<a href="#">TOP-SRQ-0037</a>	Report request	DOL 5500	<a href="#">List Of Industries (TOP)</a>	⚙️ ACTIVE	Jul 22, 2021
<a href="#">AAA-SRQ-0011</a>	Customer information update	Beneficial owner update	<a href="#">Almach (AAA)</a>	✓ 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

UPDATECLOSECANCEL

SummaryDocumentsTasksOwnersHistoryDiscussion

Service Request Status

Active

Target Completion Date 5/29/2022

Task Status

0/2 Completed

0%

Required Documents

0/1 documents approved

All statusAll AssigneesAll Group Assign

Northrow Check Summary 1

May 10, 2022Sally Anderson

Tasks

NEW TASKMARK COMPLETEMARK NOT NEEDEDCLAIM TASKREASSIGNCHANGE DUE DATEREOPEN TASKSEND TASK

Search for a task

SEARCH

CATEGORIESAny

STATUSAny

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 Due today	-
Review Document   Northrow Check S...	Queued	Required Document	Client Servicing Department Heads	Annie Admin	May 27, 2022	-

Request Details

SourceManual

TypeReporting request

SubtypeInvoice

Servicing Start DateApr 29, 2022

Target Completion DateMay 29, 2022

OwnerDerika Chia

Customer Details

CustomerSJ (SJJ)

SinceApril 2022

TypeUS Based

Risk ScoreNot Applicable

DomicileChile

## 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

Name	Document Type	Status	Uploaded	Security
<a href="#">Penrose.pdf</a>	Tax Document: W-9	REJECTED	Today by Mason Samson	
<a href="#">HF Prospectus .pdf</a>	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
- ☒ HF Prospectus .pdf

## 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](#)

**Document Details**

- 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

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](#)

**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

CANCEL

UPDATE

**Service Request Details**

<b>Name</b>	<b>Type</b>
ZZA-SRQ-0003	Report request
<b>Sub-Type</b>	
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		
<input type="checkbox"/>	Owner	Group
<input type="checkbox"/>	Mary Lawson	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

SummaryDocumentsTasksOwnersHistoryDiscussionRelated Actions


InternalCustomer

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 \*

04/30/2021

#### 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 \*

08/19/2021

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**.

← Back to all service request types

### Service Request Type

**Name**

Customer information update [Edit](#)

**Sub-types**

- Address update** [EDIT](#) [DELETE](#)
- Beneficial owner update
- Contact update
- Customer name update
- Domicile update
- [+ ADD](#)

**Address update**

**Can be scheduled**  
No

**Can be created by customer**  
Yes

**Fields**

**Addresses**

- All Fields

**Required Document Types**

**No document types required**

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

appian Connected FS Settings

### Edit Service Request Type

**Name \***

Client information update

[CANCEL](#) [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

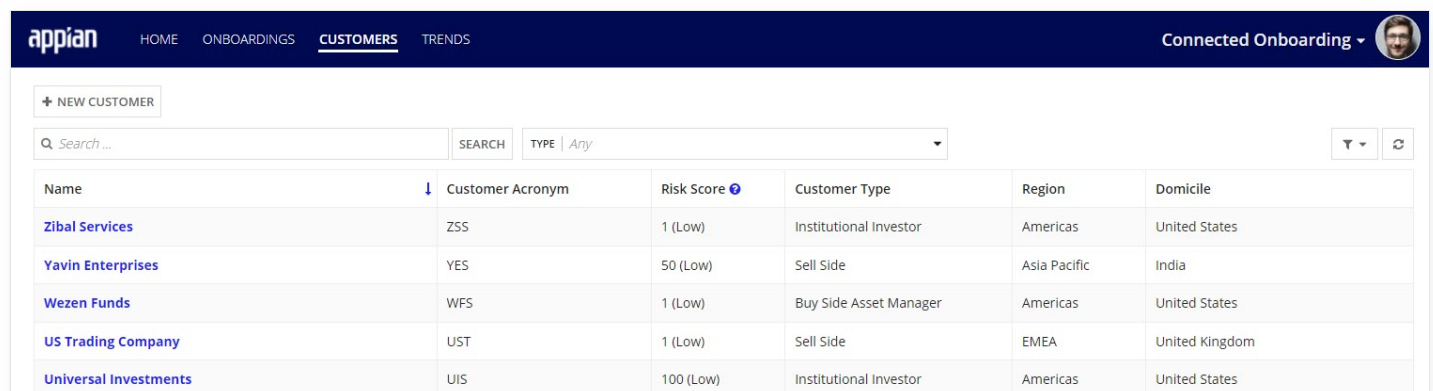
It is important to have easy access to all of your customer's data. The **Customers** tab contains all of this data, and allows users to take action on that data.

This page describes the customer record, 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.



The screenshot shows the Appian interface with the 'CUSTOMERS' tab selected. At the top, there is a navigation bar with 'appian', 'HOME', 'ONBOARDINGS', 'CUSTOMERS', and 'TRENDS'. On the right, it says 'Connected Onboarding' with a user profile icon. Below the navigation bar, there is a '+ NEW CUSTOMER' button and a search bar with a 'SEARCH' button and a 'TYPE' dropdown menu set to 'Any'. The main content area displays a table with the following columns: Name, Customer Acronym, Risk Score, Customer Type, Region, and Domicile. The table contains six rows of customer data.

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.
3. **Customer Details:** Additional customer details including the domicile and risk score.
4. **Products:** Any products the customer has. Products that are being updated as part of an active service request will show a **PENDING** tag.
5. **Beneficial Owners:** Any beneficial owners for the customer and the ability to add/edit or remove them.
6. **Entity Relationships:** Any entity relationships that have been entered for the customer and the ability to add/edit or remove them.
7. **Documents:** All documents that haven been uploaded to either the customer or any of the event records.

The screenshot displays the Appian interface for the 'Penrose Investments (PIN)' customer. The top navigation bar includes 'HOME', 'ONBOARDINGS', 'CUSTOMERS', and 'TRENDS'. The 'CUSTOMERS' tab is active, showing a 'Connected Onboarding' status. The main content area is divided into several sections:

- Active Alerts (1):** A list of alerts with icons and text, including 'KYC Manager updated Contr...', 'Entity relationship great...', and 'Northrow generated the fo...'. Each alert has a 'Dismiss' button.
- Events (2):** A table of lifecycle events with columns for Event Name, Owner, Created, Due, and Completed. Events include 'PIN-ONB-0002', 'PIN-ONB-0003', and 'PIN-ONB-0001'.
- Customer Details (3):** A sidebar on the right showing customer information: 'Type: Corporate Banking', 'Risk Score: 350', 'Domicile: Cayman Islands', and 'Previous names: Penrose Incorporated'.
- Products (4):** A list of products: 'Custody', 'Product 2', 'Product 1', and 'Product 1'. Each product has a 'View' button.
- Service Requests (5):** A table of service requests with columns for Event Name, Owner, Created, Due, and Completed. Requests include 'PIN-SRQ-0001', 'PIN-SRQ-0003', 'PIN-SRQ-0002', 'PIN-SRQ-0008', 'PIN-SRQ-0004', 'PIN-SRQ-0005', and 'PIN-SRQ-0007'.
- Beneficial Owners (6):** A list of beneficial owners: 'Marie Howard', 'Christa Lewis', and 'Almo Corp'. Each owner has a 'View' button.
- Documents (7):** A list of documents: 'Untitled presentation', '10/27/2021', and 'KYC Manager'. Each document has a 'View' button.

## Basic Info tab

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

- Previous customer names
- Customer Information
- Additional Customer Details
- Links
- Benchmark Details
- Addresses
- Contacts

appian
HOME
TASKS
CUSTOMERS
SERVICE REQUESTS
TRENDS

Connected Servicing

Penrose Investments (PIN)

SummaryBasic InfoDocumentsProductsHistoryScheduled RequestsOFAC Check ResultsAlerts

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

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

Must File Within (months)

12

Account From

1 April

Registration Number

10045633636

Foreign Account Type

Accounting requirements of originating country do not apply

Terms Of Account Publication

Accounting reference date allocated by Companies House

30 April

Account To

30 April

Governed By

Wales

Credit/Finance Institution

-

Originating Registry Name

-

Originating Registry Country

-

Business Activity

-

CONTACTS

Joseph Rogers

Trading

PM

Show More

Jim Beam

Trading

PM

PENDING

Show More

+

Add Contact

ADDRESSES

1200 Pacific Avenue

Santa Cruz 95060




Show More

+

Add Address

BENCHMARK DETAILS

No benchmark details available

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.

appian

HOME

ONBOARDINGS

CUSTOMERS

TRENDS

Connected Onboarding

Penrose Investments (PIN)

Summary

Basic Info

Documents

Products

History

Scheduled Requests

OFAC Check Results

Alerts

Search documents

Q SEARCH

Any Types

UPLOAD

	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		

## 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								
+ 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 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](#).

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.

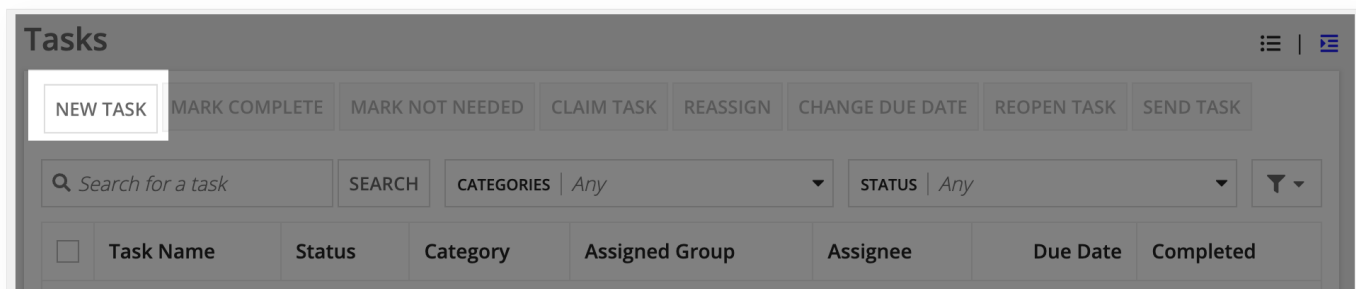
## Create additional tasks

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

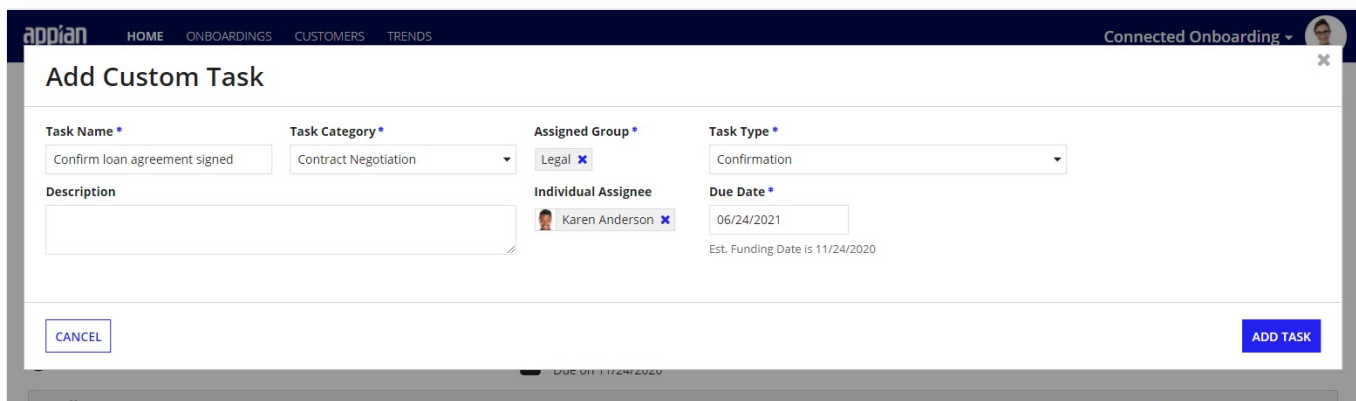
For **Active** service requests, additional tasks can be added after the template tasks are generated.

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
Assigned	
Queued	🕒
Completed	✅



Status	Icon
Not Needed	Ø

## 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. 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 ?

☒ New ☐ Existing

### Expiration Date

mm/dd/yyyy 

### Description

### Document \*

 Drop file here

### Security ?

☐ Internal Use Only

## 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 adds documents in bulk they have the option to select the document type for each uploaded document or to allow IDP to classify the document by selecting the "Pending IDP Classification" option. IDP will check the uploaded document type against all classification templates. If there is a match, the system will assign a review task.

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? \*

Yes

☐

No

☐

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.

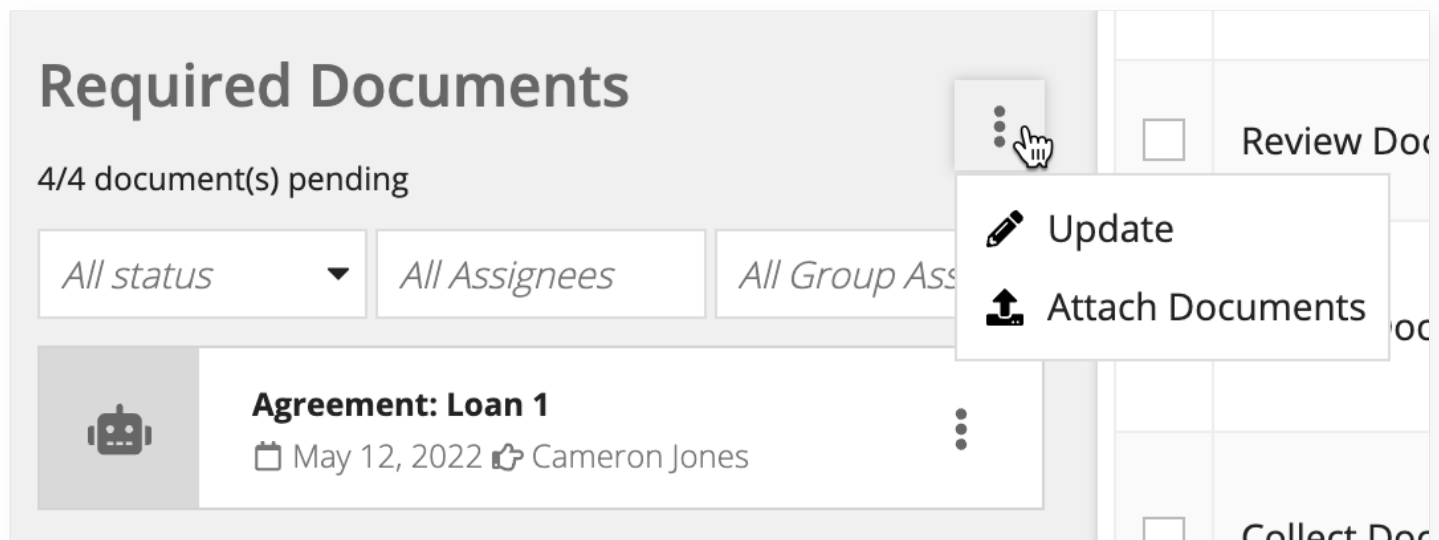
## Managing required documents

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**  
Apr 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 Servicing 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.

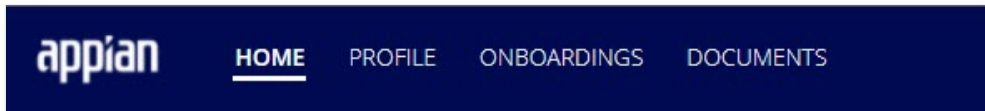
## Accessing the customer portal

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 Servicing 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 5 tabs from the customer portal.



1. [Home](#)
2. [Profile](#)
3. [Service Requests](#)
4. [Onboardings](#)
5. [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.

You can find the following information on the HOME page:

1. [Service Requests](#): The *active*, *pending*, and *scheduled* service requests for the customer.
2. [Onboardings](#): The open onboardings for the customer.
3. [Open Tasks](#): Outstanding tasks assigned to the customer for completion.
4. [Actions](#): Actions the customer can initiate from the Customer Portal, including add a new service request and schedule a service request.
5. [Products](#): The list of products for the customer.
6. [Discussion](#): The most recent comments on the most recently active discussion threads between the customer and the internal onboarding users.

[HOME](#)
[PROFILE](#)
[SERVICE REQUESTS](#)
[ONBOARDINGS](#)
[DOCUMENTS](#)

Customer Portal

Welcome, John

SAFE BET INVESTMENTS CUSTOMER SINCE NOVEMBER 2022

Service Requests 1

☐ Active
 ☒ Pending
 ☐ Scheduled

PIN-SRQ-0002  
Reporting request  
12/7/2022

PIN-SRQ-0004  
Reporting request  
2/7/2023

PIN-SRQ-0005  
Reporting request  
3/7/2023

« < 1 - 3 of 3 > »

Onboardings 2

PIN-ONB-0005  
Commercial Lending  
OVERDUE  
1/31/2023

PIN-ONB-0007  
Commercial Lending  
3/20/2023

PIN-ONB-0003  
Asset Manager New to Bank  
3/24/2023

« < 1 - 5 of 5 > »

Open Tasks 3

SERVICE REQUESTS

No open tasks

ONBOARDINGS

General Information  
Feb 13, 2023  
Review OVERDUE  
PIN-ONB-0007  
COMPLETE TASK

Review Document | Authorized Signature List 1  
Mar 6, 2023  
Document Review OVERDUE  
PIN-ONB-0007  
COMPLETE TASK

« < 1 - 2 of 2 > »

Actions 4

+ NEW SERVICE REQUEST

SCHEDULE SERVICE REQUEST

Products 5

Business Line of Credit  
Business Line of Credit

Business Line of Credit  
Business Line of Credit

Business Line of Credit  
Business Line of Credit PENDING

Business Line of Credit  
Business Line of Credit PENDING

Business Line of Credit for PIN  
Business Line of Credit PENDING

« < 1 - 5 of 14 > »

Discussions 6

PIN-ONB-0001

Jessica Williams  
Jan 18, 2021  
Followed up with customer today.

Joseph Clark  
Jan 18, 2021  
We will upload the documents shortly.

Go to discussion post

PIN-ONB-0003

Maria Lopez  
Jan 18, 2021  
Completed the screening task.

Go to discussion post

## Service Requests

Service requests are listed in order by the target completion date and can be filtered by status, including: Active, Pending, and Scheduled.

Each service request in the list displays:

1. Service Request name
2. Service request type
3. Target completion date

# Service Requests

☐ Active ☒ Pending ☐ Scheduled

**PIN-SRQ-0002**



Reporting request

📅 12/7/2022

**PIN-SRQ-0004**



Reporting request

📅 2/7/2023

**PIN-SRQ-0005**

Reporting request



📅 3/7/2023

## 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. Overdue tag
  - **NOTE:** The **OVERDUE** tag only displays if the onboarding not completed by the target completion date.
3. Onboarding type
4. Estimated funding date

# Onboardings

**PIN-ONB-0005**

Commercial Lending

1

OVERDUE

2

1/31/2023

**PIN-ONB-0006**

Mortgage Trading

OVERDUE

📅 2/3/2023

**PIN-ONB-0001**

Fund Administration

3

📅 3/10/2023

**PIN-ONB-0007**

Commercial Lending

4

📅 3/20/2023

**PIN-ONB-0003**

Asset Manager New to  
Bank

📅 3/24/2023

## 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 or service request the task is assigned to.
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

## Actions

The Actions section allows users to create a new service request or schedule a one-time or recurring service request.

### Schedule Service Request

Type \*

--- Type ---

Subtype \*

--- Subtype ---

Is this a recurring schedule? \*

☒ Yes
☐ No

Repeats every \*

--- Value ---

No of times to repeat \*

Schedule Starts On \*

mm/dd/yyyy

Days to complete ? \*

CANCEL

SUBMIT

## 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 or service request discussions. To view additional past comments or view the associated onboarding or service request 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 or service request 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 page

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

appian

HOME

PROFILE

SERVICE REQUESTS

ONBOARDINGS

DOCUMENTS

Customer Portal

PREVIOUS CUSTOMER NAMES

Penrose Incorporated

Effective: Jan 1, 2016

Created: Jan 1, 2020

LINKS

Officers

CUSTOMER INFORMATION

Customer Details

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

ENTITY RELATIONSHIPS

PARENTS

The John Reynolds Company Limited

Owens 5%

CHILDREN

Parsec Funds

10% owned

GlaxoSmithKline

6.7% owned

Alme Corp

10% owned

ADDITIONAL CUSTOMER DETAILS

Additional Customer Details

Customer Number	Class Type	Class Sub-Type	External Registration Number
-	Assurance company	Private Fund Limited Partnership (PFLP)	-
Jurisdiction	Company Status With Details	Company Status	Date of Creation
England/Wales	Converted to PLC	Insolvency Proceedings	May 24, 2000

Foreign Account Details

Must File Within (months)	Account From	Registration Number	Foreign Account Type
12	1 April	10045633636	Accounting requirements of originating country do not apply
Terms Of Account Publication	Account To	Governed By	Credit/Finance Institution
Accounting reference date allocated by Companies House	30 April	Wales	-
Originating Registry Name	Originating Registry Country	Business Activity	
-	-	-	

BENEFICIAL OWNERS

DUNS 123456789

Marie Howard

Person

Gov ID: 28427

Owens 52.44%

Lisa May

Entity

Gov ID: 12345678

Owens 13%

Stella Melli

Entity

Gov ID: 123456

Owens 13%

Christa Lewis

Entity

Gov ID: 1234567

Owens 14%

## Service Requests page

The **SERVICE REQUESTS** page allows customers to navigate between all their service requests. All service requests are listed at the top of the page in order by target completion date starting with the earliest first.

appian

HOME

PROFILE

SERVICE REQUESTS

ONBOARDINGS

DOCUMENTS

Customer Portal

PIN-SRQ-0002

PIN-SRQ-0004

PIN-SRQ-0005

PIN-SRQ-0001

PIN-SRQ-0003

SUMMARY - PIN-SRQ-0002

STATUS

Pending

TARGET COMPLETION DATE

Dec 7, 2022

Overdue

REQUEST TYPE

Reporting request

SUBTYPE

Investment report

PRIMARY OWNER

Colin Buxbaum

DOCUMENTS

Agreement: Loan 1

Jan 21, 2023

Credit

Other 1

Jan 21, 2023

Credit

TASKS

Complete Consolidated Screening Results

Jan 17, 2023

1 / 1 Completed

DISCUSSION

Enter a comment...

0/4000

POST

John Smith

2 minutes ago

Will be uploading the required documents shortly.

## Onboardings page

Use the ONBOARDINGS page to navigate between each of the onboardings for a customer. Open onboardings will be listed in order by funding date starting with the soonest estimated funding date first. Canceled and completed onboardings will be listed after any open onboardings.

appian

HOME

PROFILE

ONBOARDINGS

DOCUMENTS

AAA-ONB-0004

AAA-ONB-0005

AAA-ONB-0001

AAA-ONB-0002

AAA-ONB-0003

## Onboarding summary

After an onboarding is selected, all of the information on the page relates to that single onboarding.

The **Summary** header lists key information about the onboarding including:

- Status
- Estimated Funding Date
- Estimated Funding Value
- Primary Owner



- Onboarding Type
- Products

#### SUMMARY - AAA-ONB-0005

STATUS <b>Active</b>	ESTIMATED FUNDING DATE <b>Jul 23, 2021</b> 71 days away	ESTIMATED FUNDING VALUE <b>\$12,000,000,000</b>	PRIMARY OWNER <b>Karen Anderson</b>	ONBOARDING TYPE <b>Fund Administration</b>	PRODUCTS <b>Fund Administration</b>
-------------------------	--	--	--	---	--

## Uploading documents

Customers can upload documents directly to an onboarding. This eliminates the need to send documents back over email, which can easily cause confusion.

When a customer uploads a document, the document is classified for accuracy. If Connected Onboarding matches the document type correctly, the document is accepted and is reflected on the customer portal with a green ✓. The document that satisfies the [document requirement](#) will be available for download.

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

1. View the number of outstanding required documents.
2. Attach a document.
3. View the completion status for a requirement document.
4. Download an accepted document.

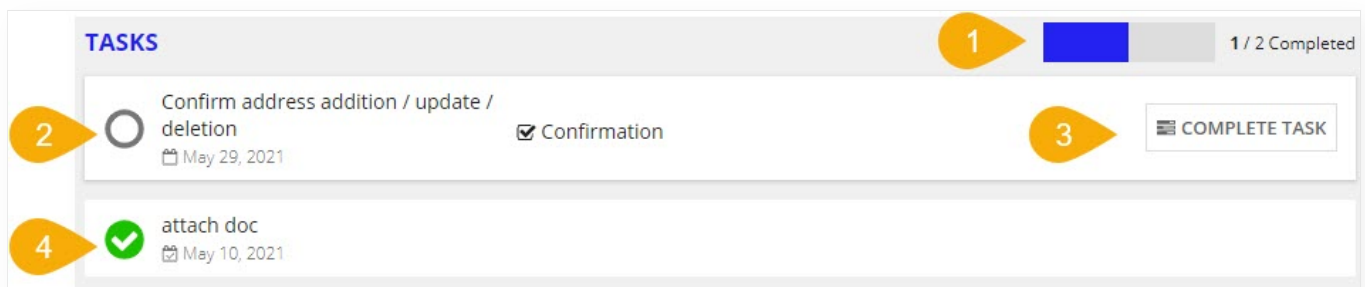


## Completing tasks

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 servicings 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.






**DISCUSSION**

 **Mary Lawson**  
a moment ago

Hi can you make to to double check on the cash account? Thanks!


## Documents page

The **DOCUMENTS** page 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 <span>HOME PROFILE SERVICE REQUESTS ONBOARDINGS <u>DOCUMENTS</u></span> <span>Customer Portal </span>				
<input type="text" value="Search documents"/>		<input type="button" value="SEARCH"/>	<input type="text" value="Any Types"/>	
	Name	Document Type	Uploaded	
	<a href="#">test.pdf</a>	Appendix L	10/20/2021 By <a href="#">Polly Parsec</a>	
	<a href="#">LOgo.png</a>	Tax Document: W-9	9/8/2021 By <a href="#">KYC Manager</a>	


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](#)



Florida Articles of Incorporation

A Nonprofit Corporation

Document Type

Articles of Incorporation

Security

None

Type Confidence

100.0%

Uploaded

5/10/2021 By [sally sales](#)

Modified

5/10/2021 By [sally sales](#)

Expiration Date

-

Description

-

# Viewing Reports

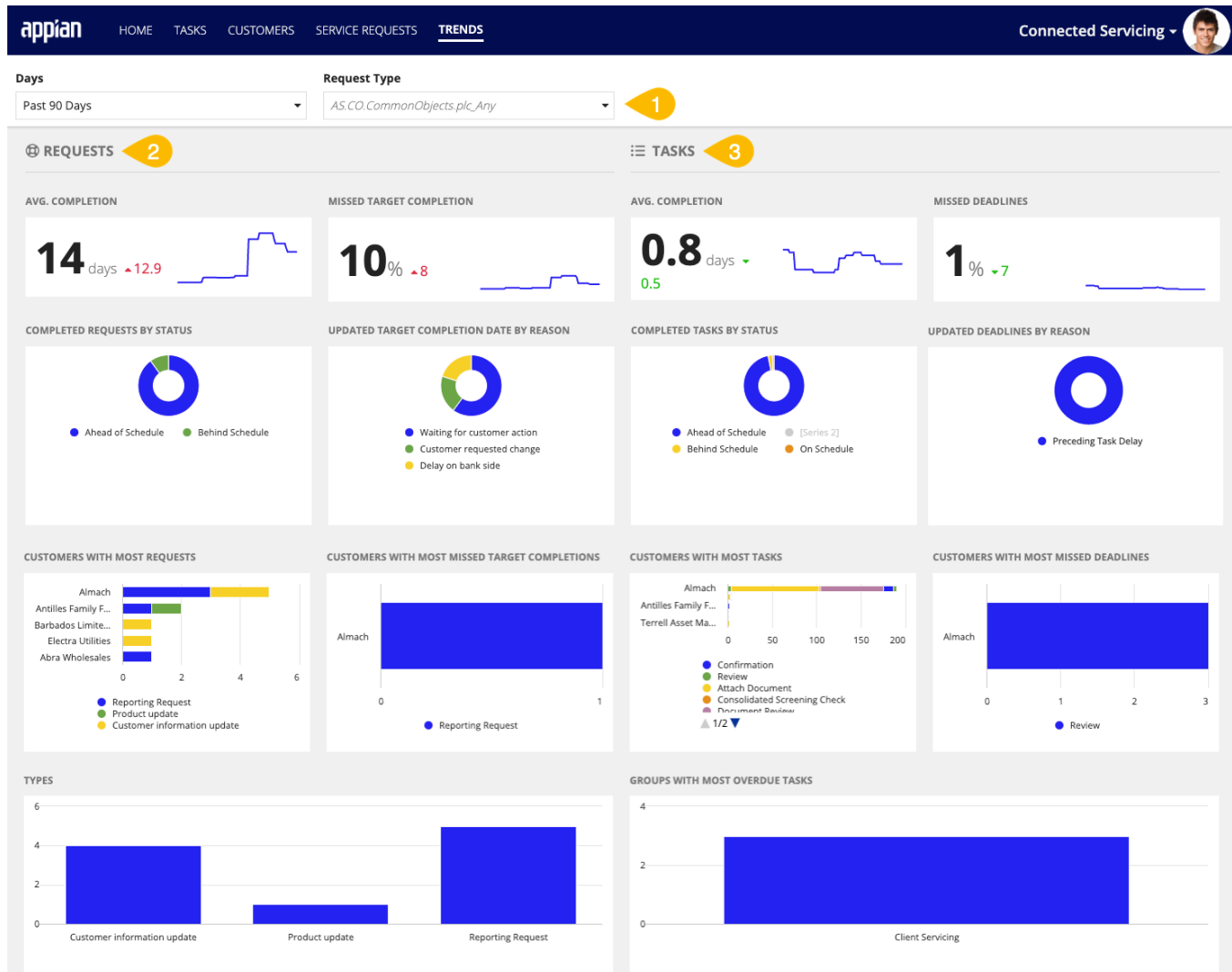
## Introduction

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.

The screenshot shows the Appian Trends page with a dark blue header containing the Appian logo and navigation links: HOME, TASKS, CUSTOMERS, SERVICE REQUESTS, and TRENDS (which is underlined). Below the header, there are two filter sections. The 'Days' section has a dropdown menu with 'Past 30 Days' selected and highlighted in blue. Other options visible are 'Past 60 Days' and 'Past 90 Days'. The 'Request Type' section has a dropdown menu with 'AS.CO.CommonObjects.plc\_Any' selected. Below these filters, there is a light gray area containing a 'REQUESTS' section with a globe icon and an 'AVG. COMPLETION' section showing '14 days' with a small red upward arrow and a blue line chart.

- **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.

This screenshot shows the Appian Trends page with the same header and filters as the first image. The 'Days' dropdown is set to 'Past 90 Days'. The 'Request Type' dropdown is set to 'AS.CO.CommonObjects.plc\_Any' and is expanded, showing a list of request types, each with a checkmark icon: 'Cashflow/Trade', 'Customer information update', 'Product update', 'Reporting Request', 'Subaccount Creation', and 'Transfer of Funds'. The 'REQUESTS' and 'AVG. COMPLETION' sections are also visible, showing '14 days' and a line chart.

## 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



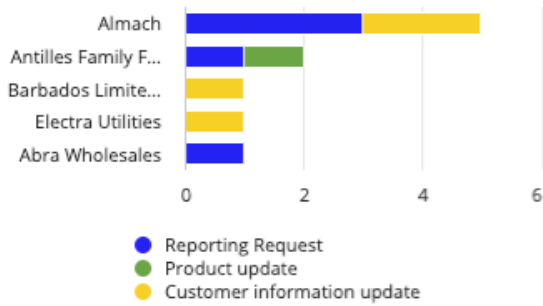
● Ahead of Schedule ● Behind Schedule

### UPDATED TARGET COMPLETION DATE BY REASON



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

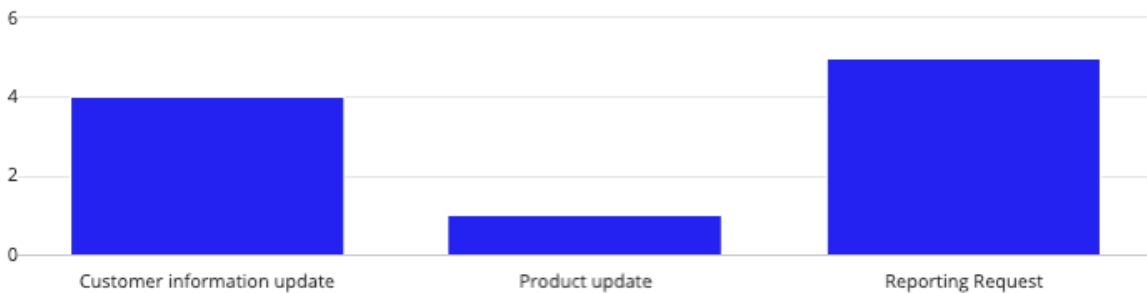
### CUSTOMERS WITH MOST REQUESTS



### CUSTOMERS WITH MOST MISSED TARGET COMPLETIONS



### TYPES

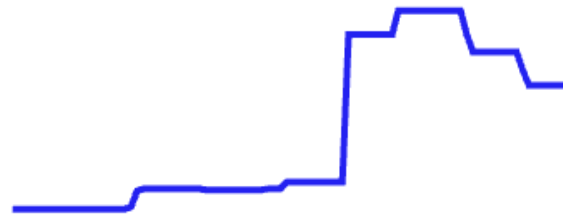


## Average completion

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



● Ahead of Schedule    ● Behind Schedule

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



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

On this chart, you can:

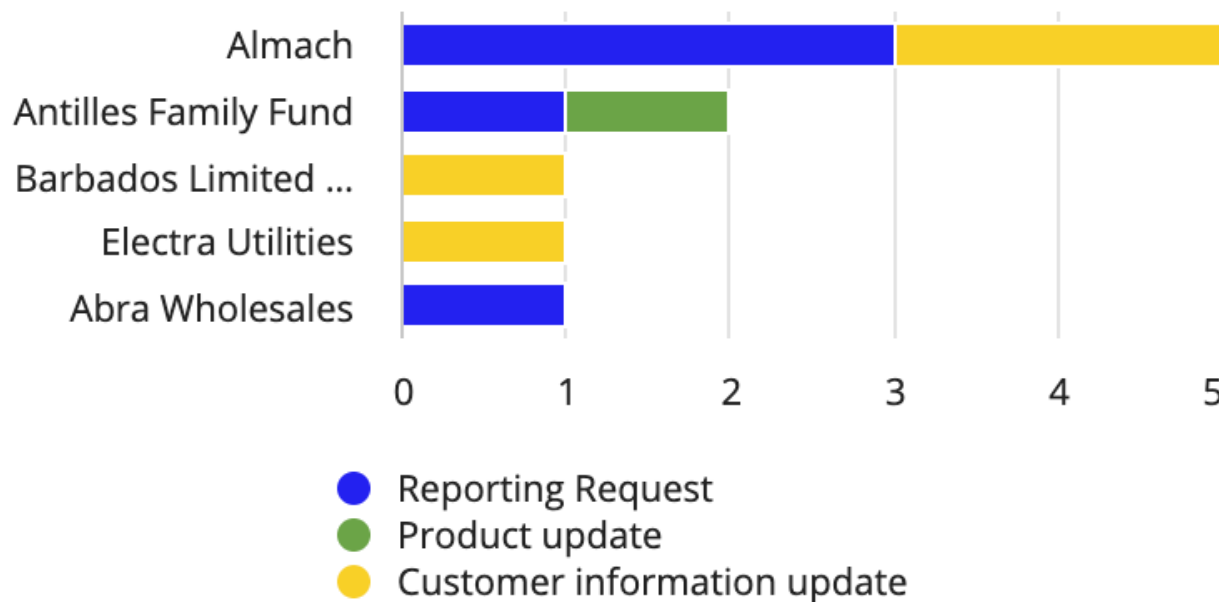
- View the reasons that service requests have had their target completion dates changed.
- Drill down into a specific change reason to view additional information about those service requests.

### 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.



## CUSTOMERS WITH MOST REQUESTS



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

Almach

0

1

● Reporting Request

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.

### TYPES

6

4

2

0

Customer information update

Product update

Reporting Request

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?

≡ TASKS

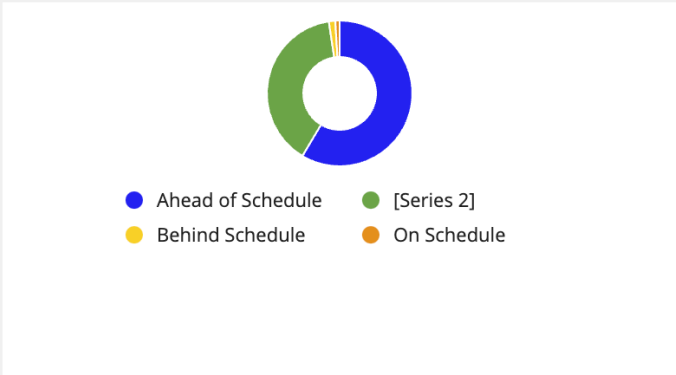
AVG. COMPLETION



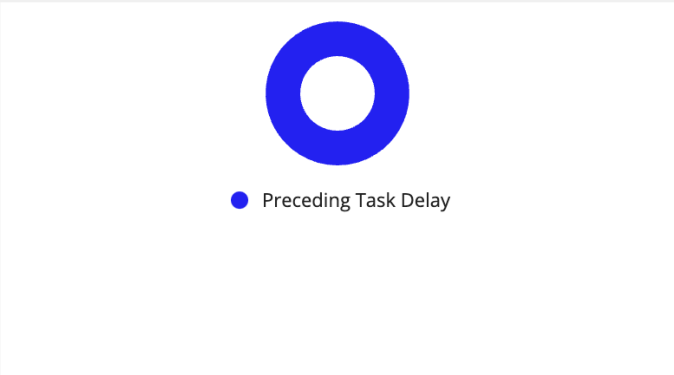
MISSED DEADLINES



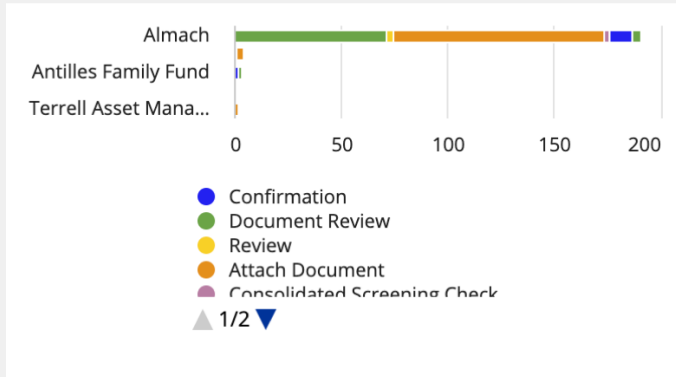
COMPLETED TASKS BY STATUS



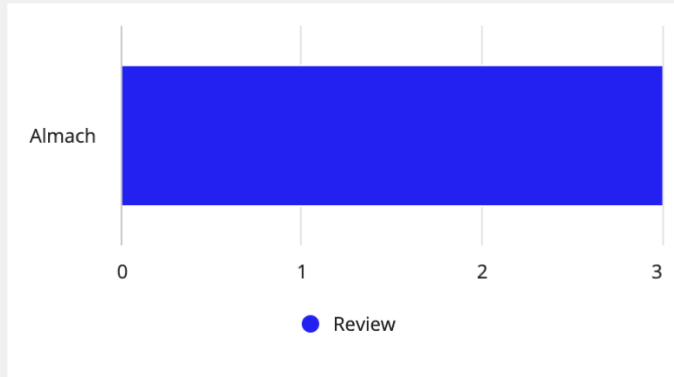
UPDATED DEADLINES BY REASON



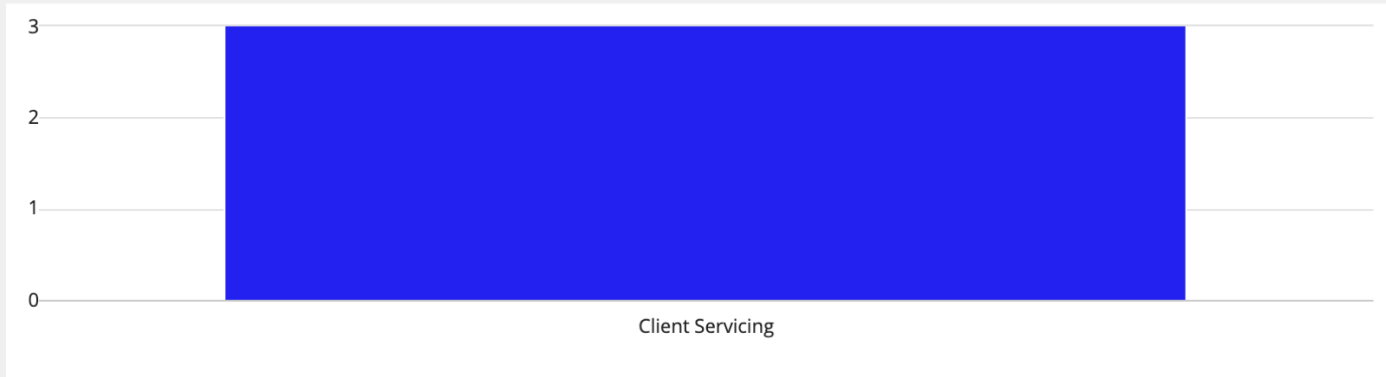
CUSTOMERS WITH MOST TASKS



CUSTOMERS WITH MOST MISSED DEADLINES



GROUPS WITH MOST OVERDUE TASKS



Average task completion

The AVG. COMPLETION section shows the average task completion time in a given period.

## 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

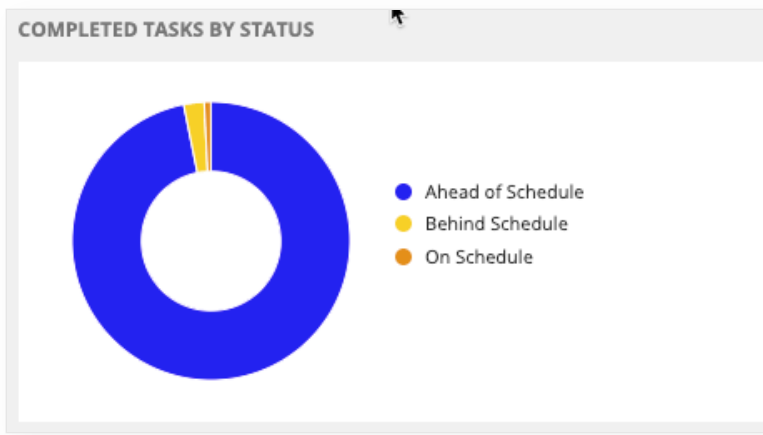


In this section, you see:

- 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.



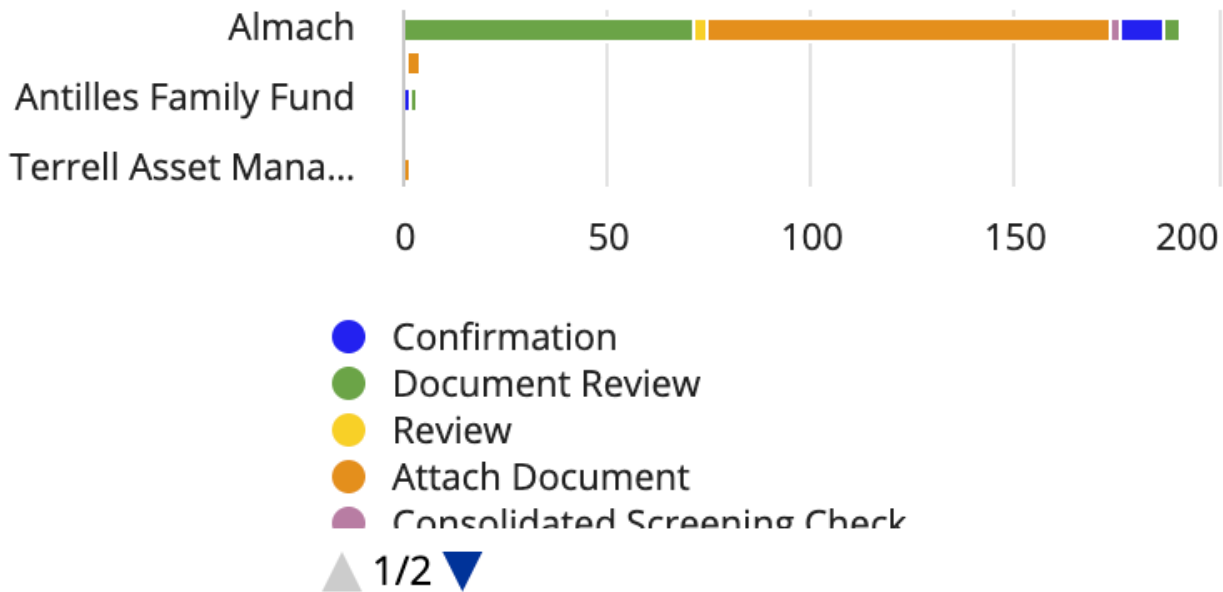
On this chart, you can:

- 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

Almach

0

1

2

3

● Review

On this chart, you can:

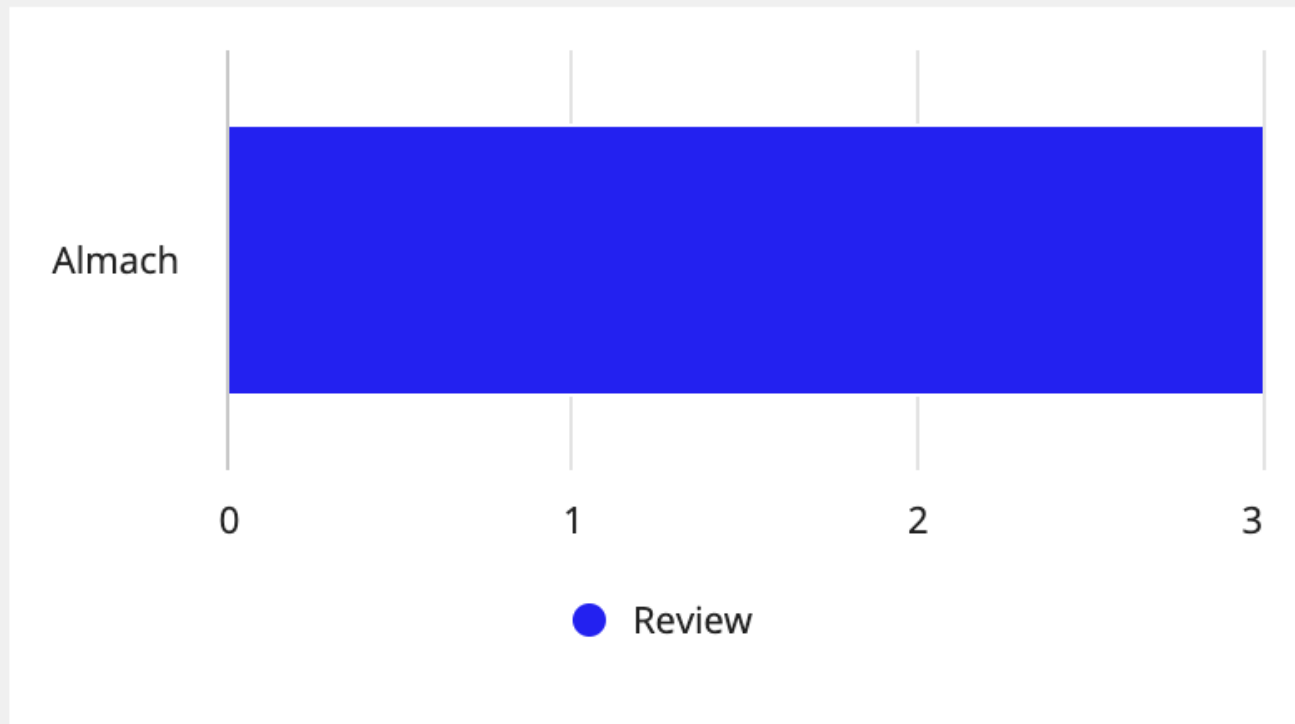
- View tasks with the most missed deadlines by customers.
- View tasks with the most missed deadlines for a specific customer by task type.
- Drill down into a task type for more information about the tasks.

### 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

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.

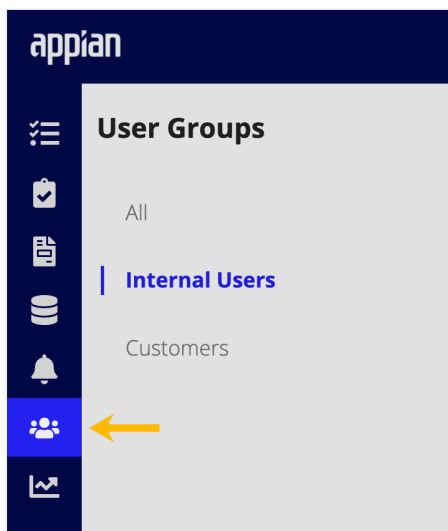
appian-style note See [Group Reference Page](#) for more information on what groups provide what access in your Financial Services solution.

### 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 adding a new user to a group named 'Legal'. At the top left is a link '← Back to internal groups'. On the right are buttons 'ADD MEMBERS' and 'REMOVE MEMBERS'. Below the group name 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 left is a link '← Back to internal groups'. On the right are buttons 'ADD MEMBERS' and 'REMOVE MEMBERS'. The table has four columns: a checkbox, a user icon, '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.

<input type="checkbox"/>		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.

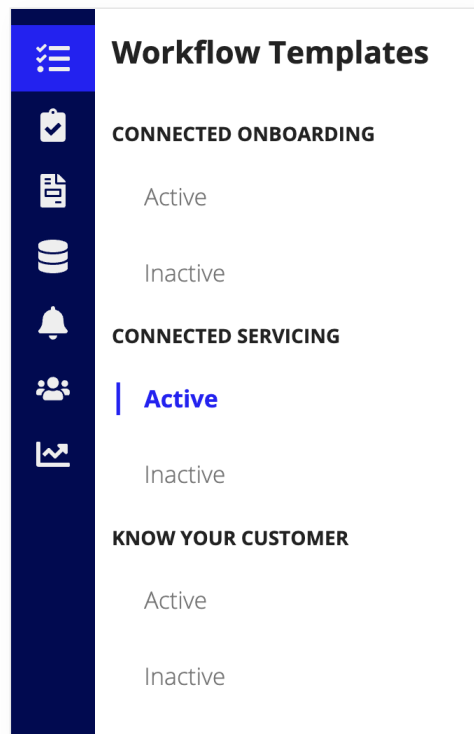
Business users can add and edit the workflow templates that assign default tasks for a type of Service Request.

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.

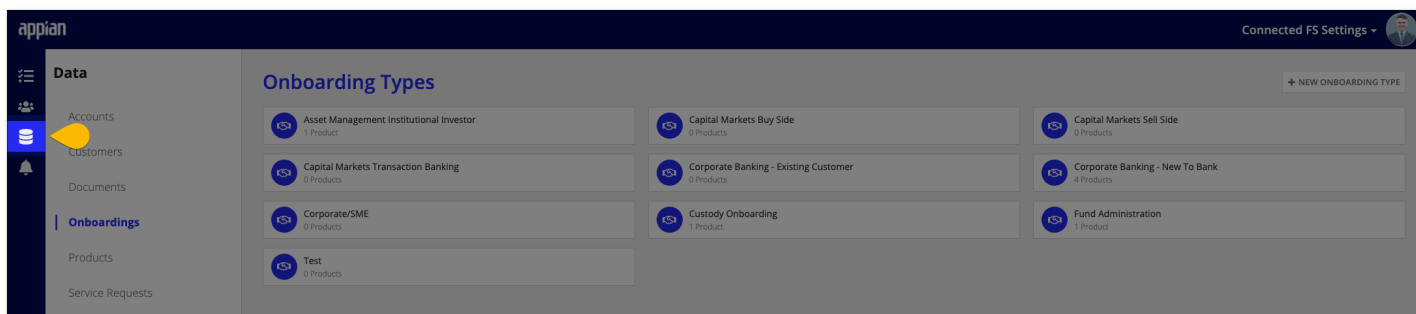
## Delete template

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 \*

Type \*

--- Select type ---

--- Select type ---

Buy Side Asset Manager

Corporate Banking

Institutional Investor

Sell Side

SME Banking

Risk Score

International Entity

☐ Yes
☐ No

Class Type

--- Select type ---

## 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.

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

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

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

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.

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

[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**

<b>Address update</b>	<b>Address update</b> EDIT  DELETE
Beneficial owner update	
Contact update	
Customer name update	
Domicile update	
ADD	

**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 top navigation bar includes the Appian logo and 'Connected FS Settings'. The form has four tabs: 'DETAILS' (active), 'FIELDS', 'REQUIRED DOCUMENTS', and 'REVIEW SUBTYPE'. In the 'DETAILS' tab, there is a 'Name' field with the text 'Update customer to QIB status'. Below it are two toggle options: 'Can be scheduled' (set to 'No') and 'Can be created by customer' (set to 'Yes'). At the bottom of the form 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, now on the 'FIELDS' tab. The 'DETAILS' tab is still visible. The 'FIELDS' tab is divided into four columns: 'Customer Information', 'Additional Details', 'Foreign Account Details', and 'Contacts'. Each column has a 'Select All' link. Under 'Customer Information', 'Type' and 'Qualified Institutional Buyer' are selected. Under 'Additional Details', 'Jurisdiction' is selected. Under 'Foreign Account Details', 'Must File Within (months)' is selected. At the bottom of the form 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:

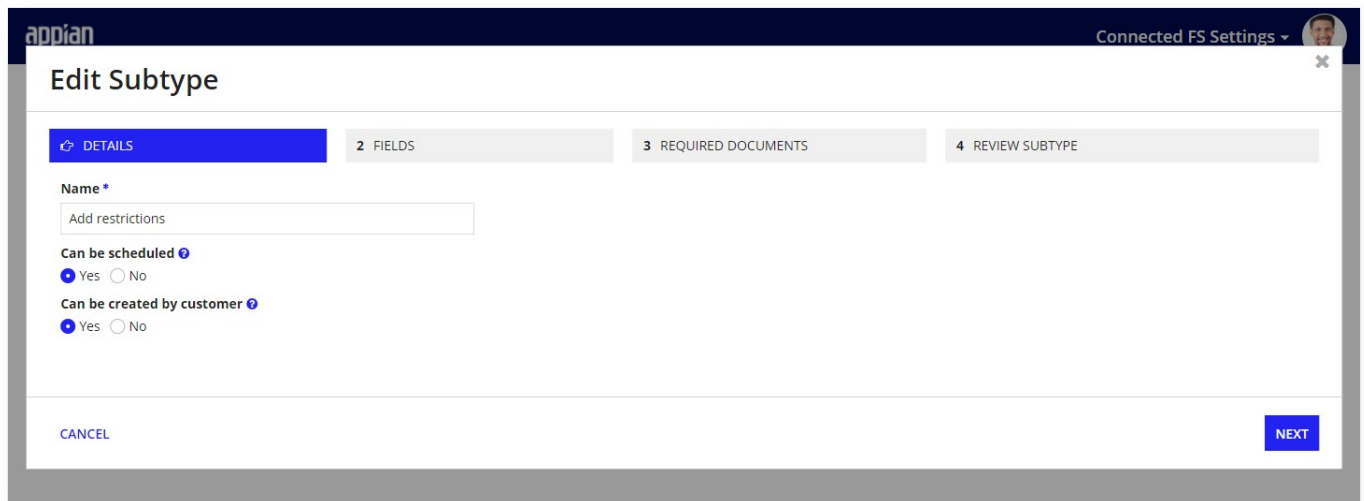
1. Click **DELETE**.
2. On the confirmation screen, click **DELETE**.



## Edit subtypes

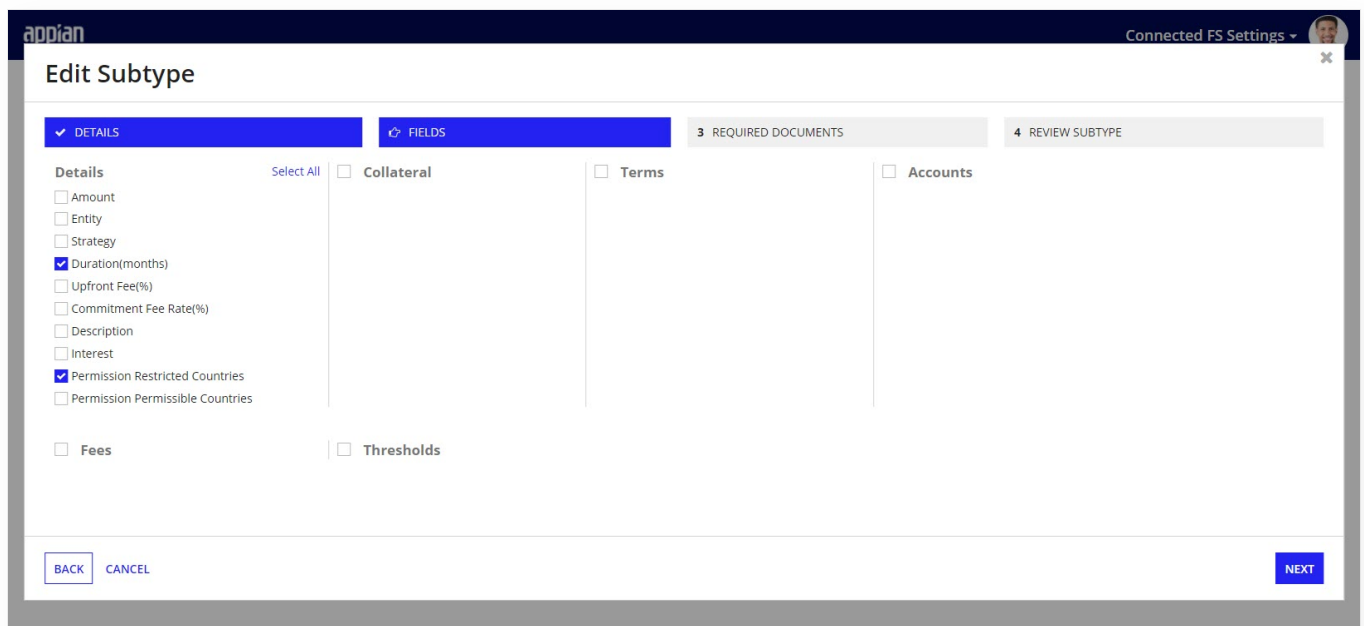
To edit a subtype:

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.



The screenshot shows the 'Edit Subtype' form in Appian. The top navigation bar includes the Appian logo and 'Connected FS Settings' with a user profile icon. The form has four tabs: 'DETAILS' (active), 'FIELDS', 'REQUIRED DOCUMENTS', and 'REVIEW SUBTYPE'. In the 'DETAILS' tab, there is a 'Name' field with a placeholder 'Add restrictions'. Below it are two sections: 'Can be scheduled' and 'Can be created by customer', each with 'Yes' and 'No' radio buttons. At the bottom, there are 'CANCEL' and 'NEXT' buttons.

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.



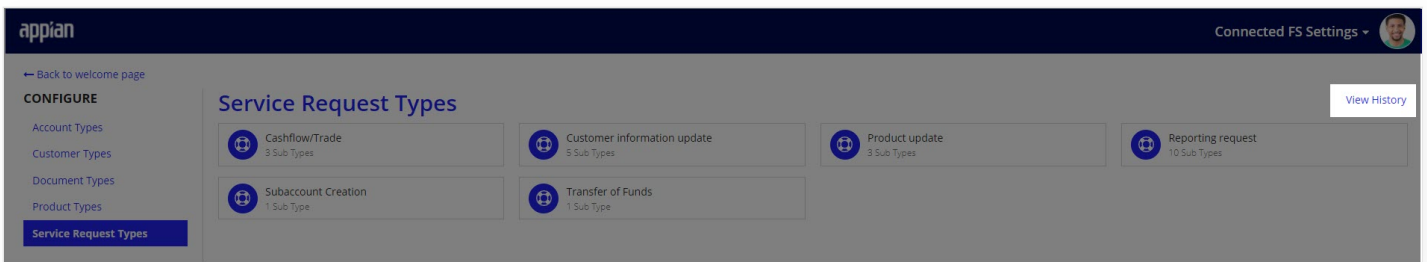
The screenshot shows the 'Edit Subtype' form in Appian, now on the 'FIELDS' tab. The 'DETAILS' tab is still visible. The 'FIELDS' tab has a 'Select All' button and four main categories: 'Collateral', 'Terms', 'Accounts', and 'Fees'. Each category has a list of checkboxes. Under 'Collateral', there are 'Amount', 'Entity', 'Strategy', 'Duration(months)', 'Upfront Fee(%)', 'Commitment Fee Rate(%)', 'Description', 'Interest', 'Permission Restricted Countries', and 'Permission Permissible Countries'. Under 'Fees', there are 'Fees' and 'Thresholds'. At the bottom, there are 'BACK', 'CANCEL', and 'NEXT' buttons.

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

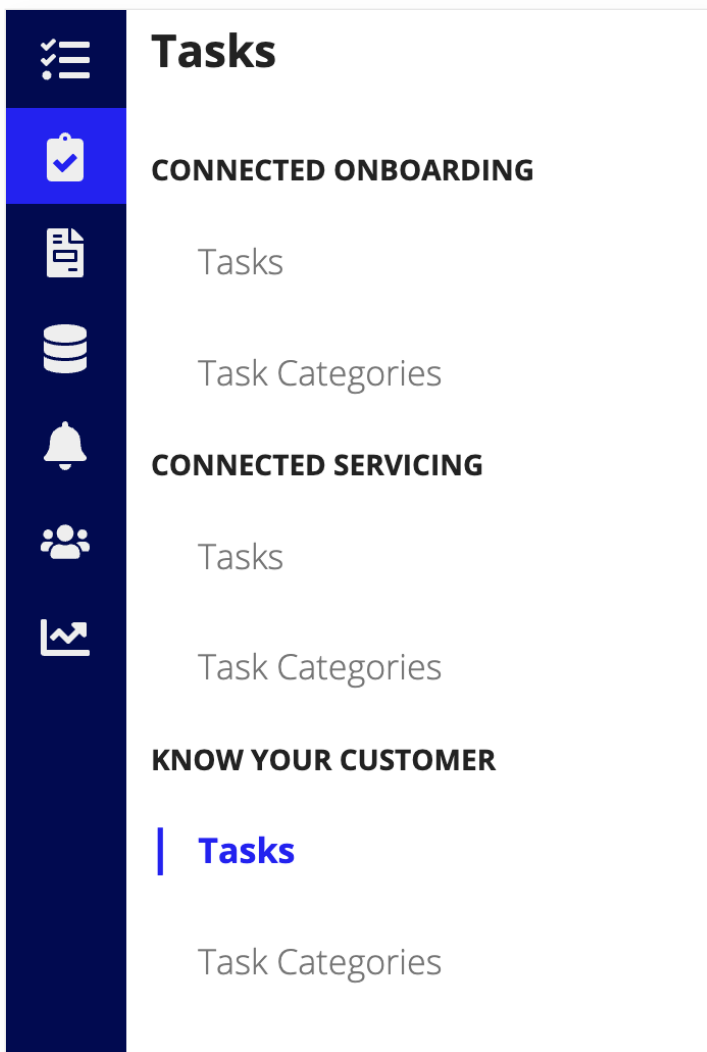
User	Service Request Type	Modification	Time
Sam Smith	Product update	<p><b>1</b> Edited Service Request Subtype <b>Add restrictions</b></p> <ul style="list-style-type: none"> <li>Changed <i>Can be scheduled</i> from <b>false</b> to <b>true</b></li> </ul> <p><b>2</b> Fields</p> <ul style="list-style-type: none"> <li>Deleted <i>Permission Permissible Countries</i></li> <li>Added <i>Duration(months)</i></li> </ul>	Jul 19, 2021 2:43 PM
Sam Smith	Cashflow	<p><b>4</b> Edited Service Request Subtype <b>Contribution</b></p> <ul style="list-style-type: none"> <li>Changed <i>Can be created by customer</i> from <b>true</b> to <b>false</b></li> </ul> <p><b>3</b> Required Documents</p> <ul style="list-style-type: none"> <li>Added <i>Agreement: Pricing</i></li> </ul>	Jul 19, 2021 2:42 PM
Sam Smith	Cashflow	<p><b>5</b> Edited Service Request Type</p> <ul style="list-style-type: none"> <li>Changed Name from <b>Cashflow/Trade</b> to <b>Cashflow</b></li> </ul>	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.

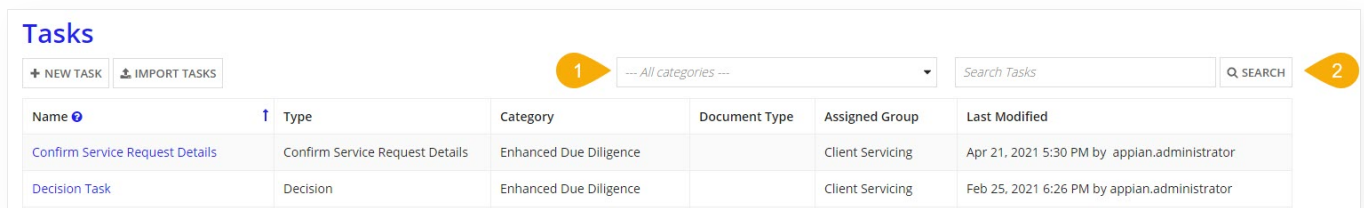
To learn how to complete each of these task types, see [Managing Tasks](#).

## Viewing tasks

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

To filter the lists of tasks:

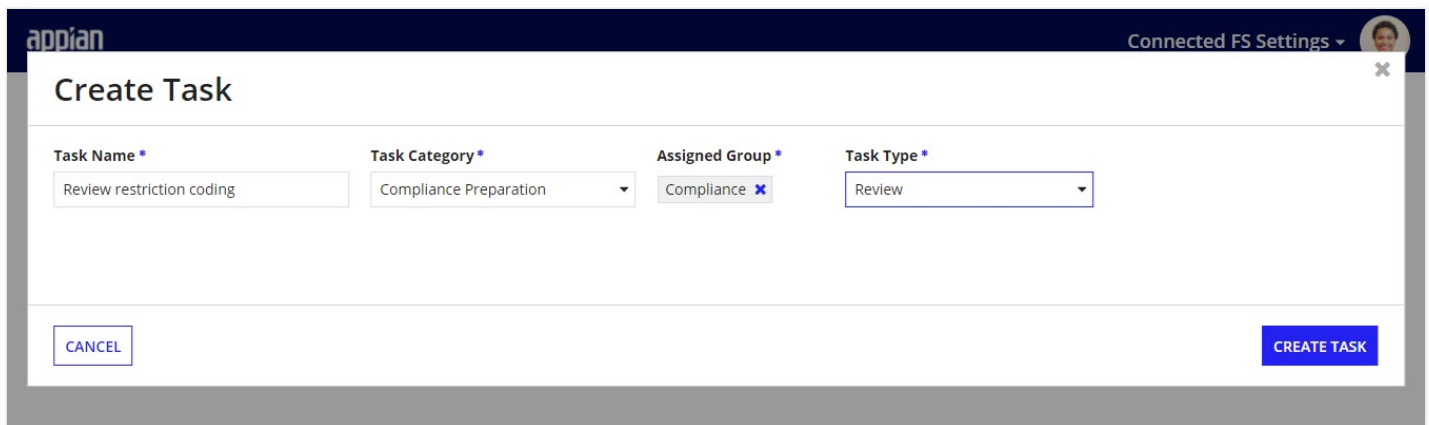
1. Select a category from the dropdown list, or
2. Enter a search term into the **Search Tasks** box.



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 applan.administrator
Decision Task	Decision	Enhanced Due Diligence		Client Servicing	Feb 25, 2021 6:26 PM by applan.administrator

## Adding an individual task

After creation, Connected Servicing allows you to add new tasks to new and existing Service Request templates.



**Create Task**

Task Name \*  
Review restriction coding

Task Category \*  
Compliance Preparation

Assigned Group \*  
Compliance

Task Type \*  
Review

CANCEL CREATE TASK

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**.
  - If the **Task Type** is a **Conditional Task**, go to the next section.

## 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.
- Click **UPLOAD** and select the `Sample Task Import.xlsx` file that you just modified.
  - 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.
  - 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
<b>Task Name</b>	<i>Upload Pricing Agreement</i>	<i>Review On-boarding Request</i>	→	Task Name ▼
<b>Task Category</b>	<i>Welcome Packet</i>	<i>Compliance Preparation</i>	→	Task Category ▼
<b>Assigned Group</b>	<i>Sales</i>	<i>Compliance</i>	→	Assigned Group ▼
<b>Task Type</b>	<i>Document Upload</i>	<i>Review</i>	→	Task Type ▼
<b>Document Type</b>	<i>Agreement: Contract</i>		→	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**.

appian

Connected FS Settings ▾

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 \* Provide IMA

Task Category \* Compliance Preparation

Assigned Group \* Client Servicing

Task Type Attach Document

DocumentType \* 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

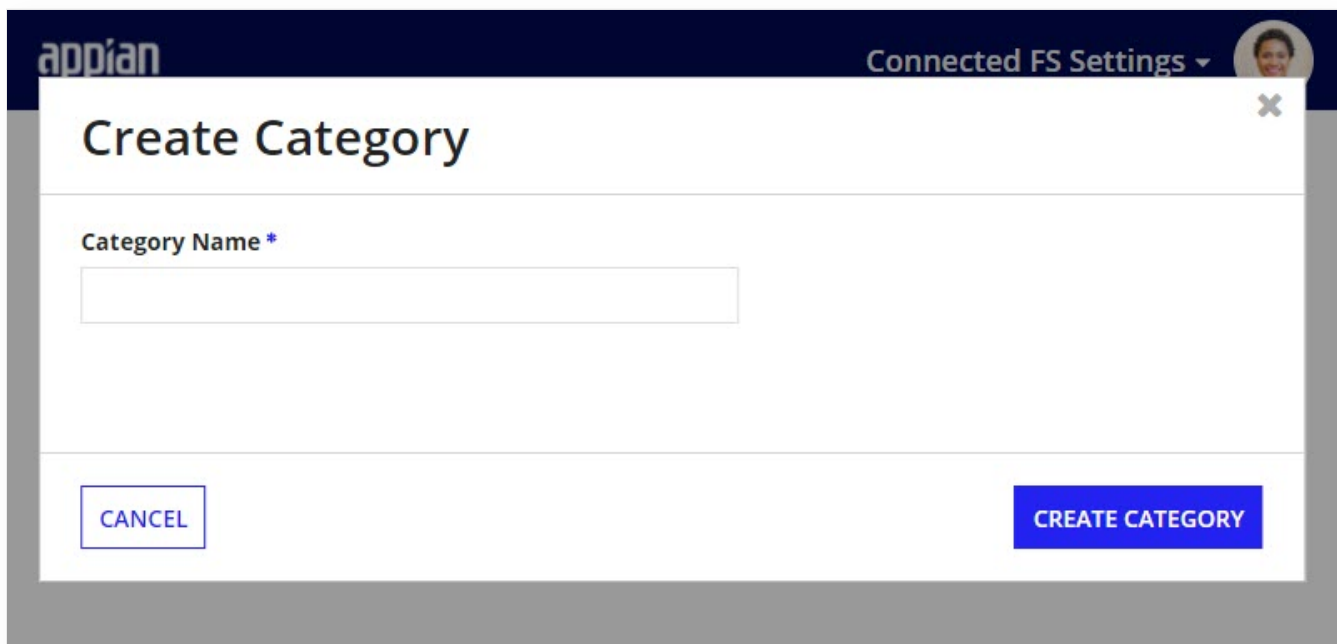
You can create a new category whenever you need a new way to group tasks, such as adding a process that requires related tasks to be completed.

To add a category:

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

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
Document Review	Aug 25, 2021 2:54 AM by appian.administrator

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



appian Connected FS Settings

## Create Category

Category Name \*

CANCEL CREATE CATEGORY

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 ⓘ	↑ 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.

appian Connected FS Settings

### Alert Configurations

All | **Active** | Inactive

Search by name:  Sort By: Most Recently Updated

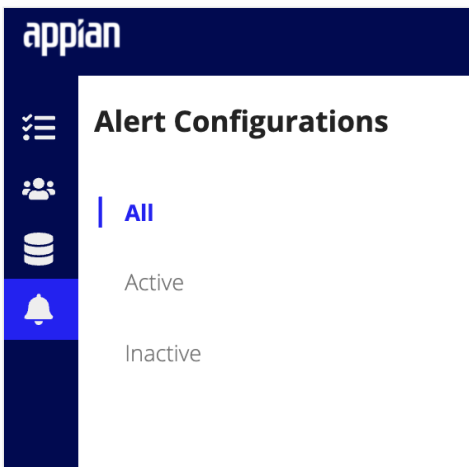
+ NEW CONFIGURATION

Configuration	Status	Updated	Criteria
Universal Risk Score	Active	Updated Nov 5, 2021	CRITERIA (Any of the below) Risk Score
Default Beneficial Owner Configuration	Active	Updated Nov 2, 2021	CRITERIA (Any of the below) Risk Score
Default Entity Relationship Configuration	Active	Updated Nov 2, 2021	CRITERIA (Any of the below) Risk Score
Default Risk Score Configuration	Active	Updated Nov 2, 2021	CRITERIA (All of the below) Risk Score

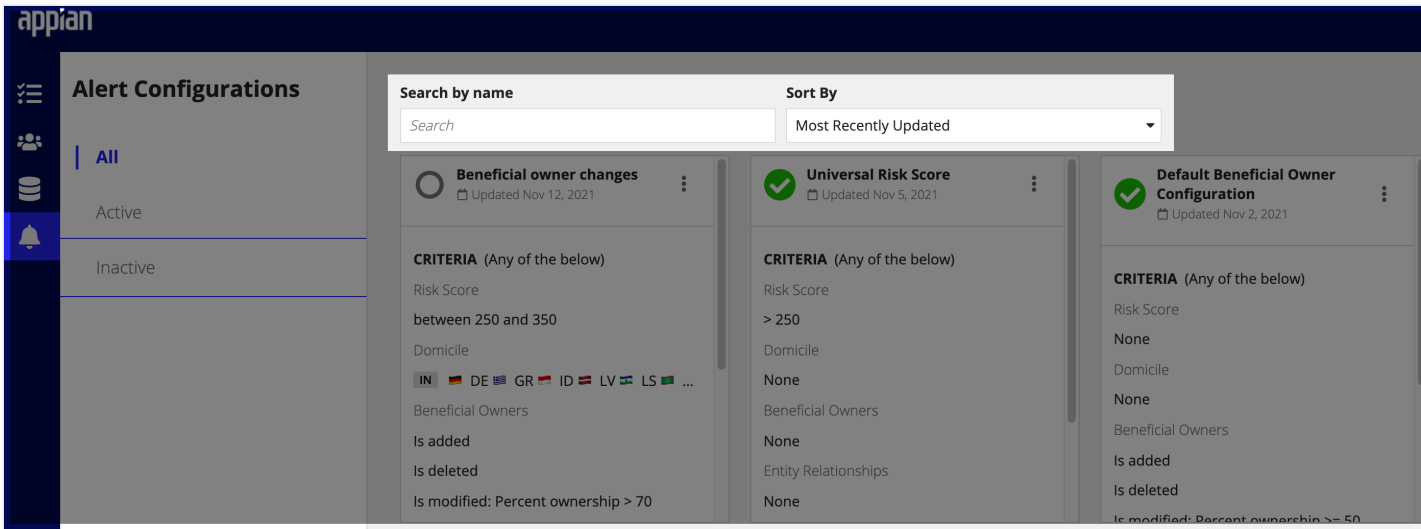
## View alert configurations

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.

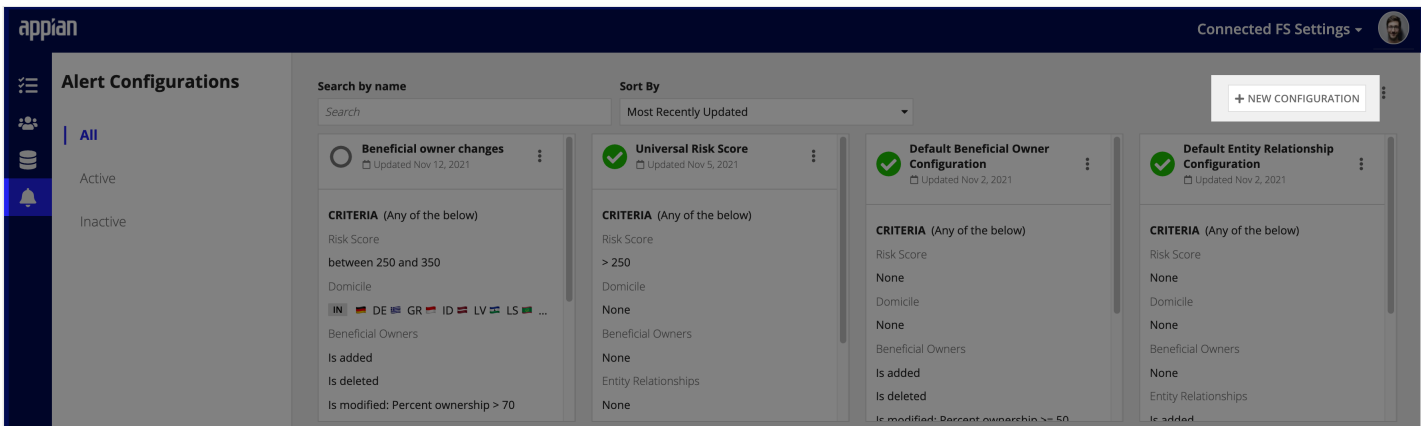


## Create an alert configuration

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 --- ▾

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
<b>OR</b>	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
<b>AND</b>	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

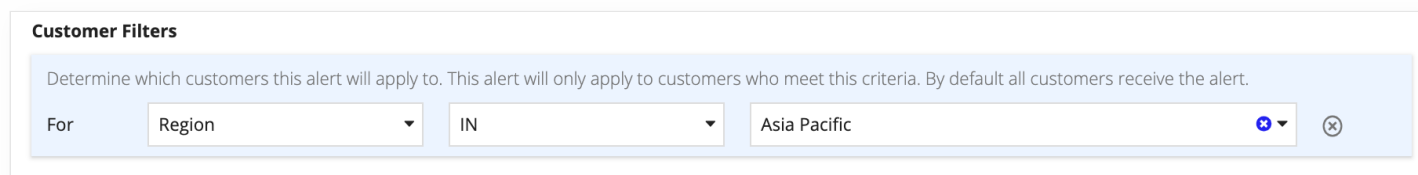
>=

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**

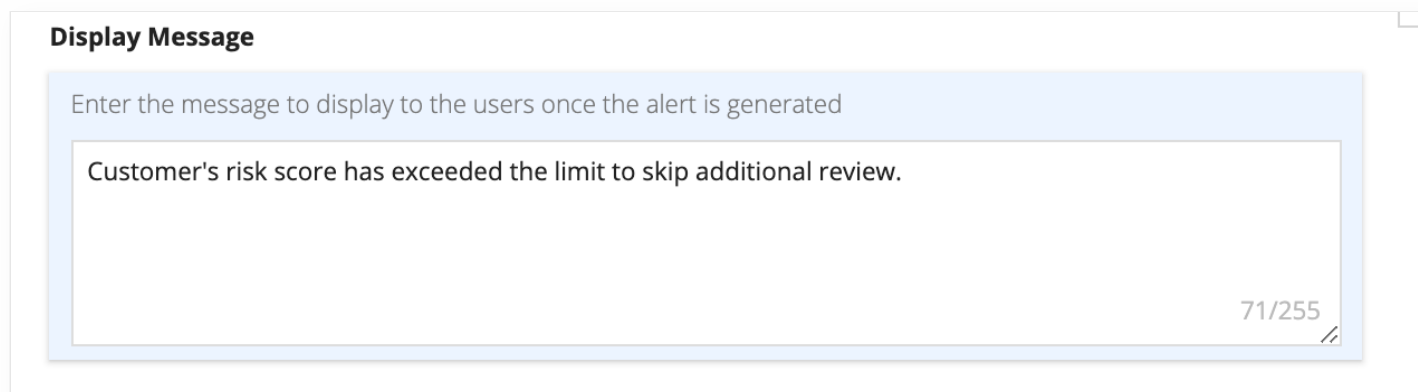
Determine which customers this alert will apply to. This alert will only apply to customers who meet this criteria. By default all customers receive the alert.

For    + ×

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.

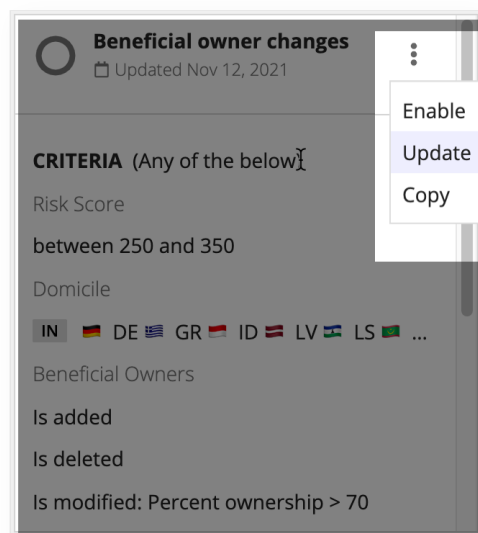
71/255

## 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

⋮  
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 Score20/255

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 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.

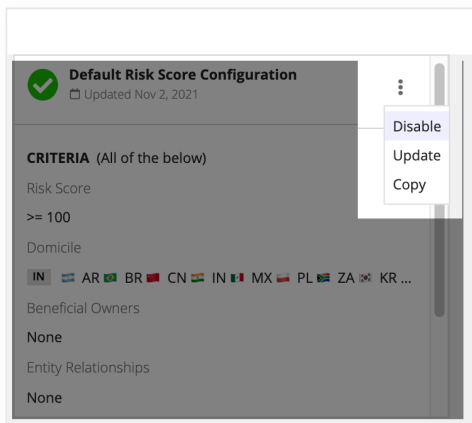
CANCEL

SAVE

## Disable an alert configuration


If an alert configuration is no longer required, you can stop the configuration from generating any new alerts.

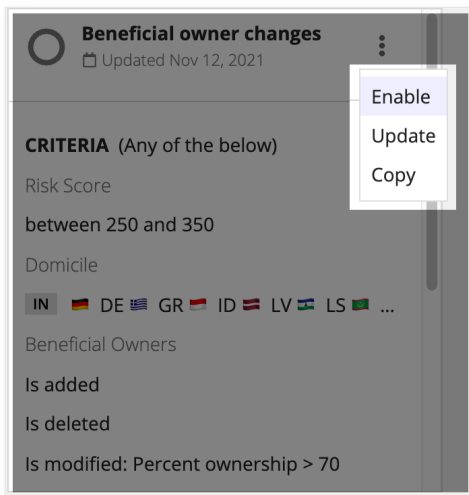
To disable an alert configuration, click the  icon on the alert you want to disable and select **Disable**.



## 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 to enable and select **Enable**.

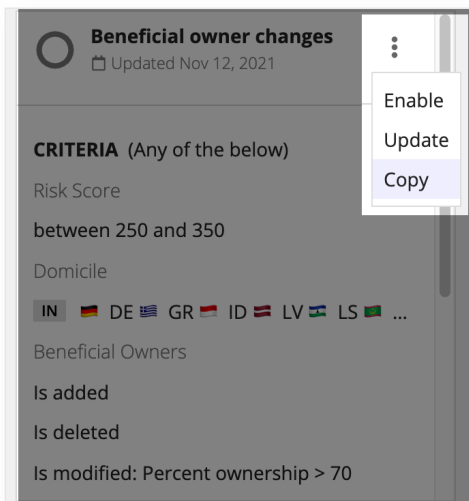


## Copy an alert configuration

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**.



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, ...

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.


CANCEL

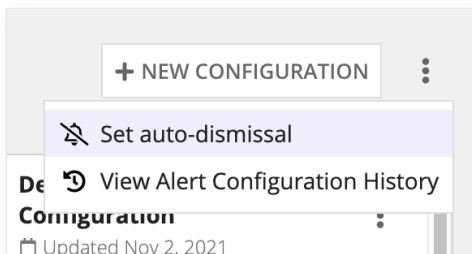
SAVE

## 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  icon for the alert you want to set up to automatically dismiss after a specific timeframe and select **Set auto-dismissal**.



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

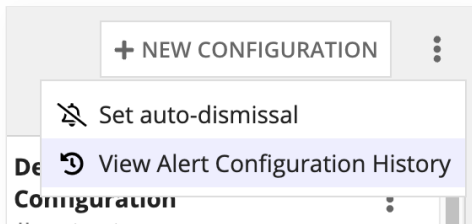
After how many days? \*

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
 Annie Admin	Beneficial owner changes	<b>Edited</b> the alert configuration <ul style="list-style-type: none"> <li>Changed Name from <i>Matt Test configuration</i> to <i>Beneficial owner changes</i></li> </ul>	Nov 12, 2021 1:39 PM
 Service Manager	Universal Risk Score	<b>Added</b> the alert configuration <ul style="list-style-type: none"> <li>Changed Name from <i>blank</i> to <i>Universal Risk Score</i></li> <li>Changed Display Message from <i>blank</i> to <i>Risk score is very high</i></li> <li>Changed Active from <i>blank</i> to <i>true</i></li> </ul> <b>Triggers</b> <ul style="list-style-type: none"> <li>Changed Operator from <i>blank</i> to <i>OR</i></li> </ul> <b>Added</b> a trigger <ul style="list-style-type: none"> <li>Changed Type from <i>blank</i> to <i>Risk Score</i></li> <li>Changed Operator from <i>blank</i> to <i>&gt;</i></li> <li>Changed Lower Bound Risk from <i>blank</i> to <i>250</i></li> </ul>	Nov 5, 2021 9:34 AM
 Annie Admin	Beneficial owner changes	<b>Edited</b> the alert configuration <b>Triggers</b> <b>Edited</b> a trigger <ul style="list-style-type: none"> <li>Changed Threshold from <i>40</i> to <i>70</i></li> </ul> <b>Edited</b> a trigger <ul style="list-style-type: none"> <li>Changed Lower Bound Risk from <i>200</i> to <i>250</i></li> <li>Changed Upper Bound Risk from <i>300</i> to <i>350</i></li> </ul> <b>Deleted</b> a trigger <ul style="list-style-type: none"> <li>Changed Type from <i>Entity Relationship</i> to <i>blank</i></li> <li>Changed Action from <i>Is added</i> to <i>blank</i></li> </ul> <b>Filters</b> <b>Deleted</b> a customer filter	Nov 3, 2021 9:49 AM
	None		

# 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			
<div> <div> <div>User Groups</div> <div>Internal Users</div> <div>Customers</div> </div> <div> <div>1</div> </div> </div>			
<div> <div>Search by name</div> <div>Search</div> <div>Sort By</div> <div>A to Z</div> </div>			
<div> <div>AS FS Appian Administrators</div> <div>24 Members</div> <div>Nov 5, 2021</div> </div>	<div> <div>Back Office</div> <div>0 Members</div> <div>Nov 5, 2021</div> </div>	<div> <div>Back Office Department Heads</div> <div>0 Members</div> <div>Nov 5, 2021</div> </div>	
<div> <div>Client Onboarding</div> <div>36 Members</div> <div>Nov 4, 2021</div> </div>	<div> <div>Client Onboarding Department He...</div> <div>16 Members</div> <div>Nov 10, 2021</div> </div>	<div> <div>Client Servicing</div> <div>18 Members</div> <div>Nov 4, 2021</div> </div>	
<div> <div>Client Servicing Department Heads</div> <div>8 Members</div> <div>Nov 4, 2021</div> </div>	<div> <div>Compliance</div> <div>1 Member</div> <div>Nov 4, 2021</div> </div>	<div> <div>Compliance Department Heads</div> <div>0 Members</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 legal.user	Direct	N/A		
<input type="checkbox"/>		Lisa Wentworth lisa.le	Indirect	Legal Department Heads		
<input type="checkbox"/>		lisa legal lisa.legal	Direct	N/A		
<input type="checkbox"/>		Lucy Smith lucy.legal	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 legal.user	Direct	N/A
<input type="checkbox"/>	Lisa Wentworth lisa.le	Indirect	Legal Department Heads
<input checked="" type="checkbox"/>	lisa.legal lisa.legal	Direct	N/A
<input type="checkbox"/>	Lucy Smith lucy.legal	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**.

**Legal** ADD MEMBERS REMOVE MEMBERS

Annie Admin ×

CANCEL
CREATE NEW USER
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:

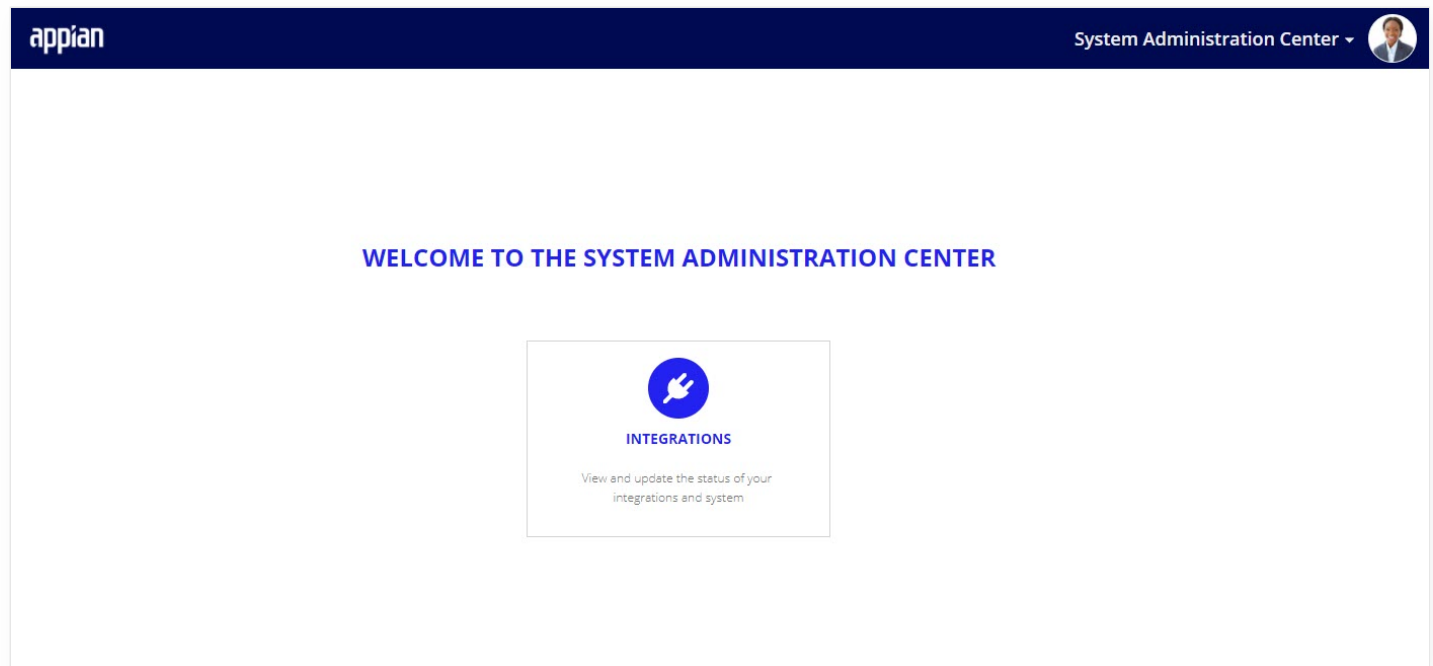
- Turn on/off connected integrations.
- View and update properties for connected integrations.
- Test integration connections.

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.

The screenshot shows the Appian System Administration Center interface. At the top, there's a dark blue header with the Appian logo on the left and 'System Administration Center' with a user profile icon on the right. Below the header, on the left, is a sidebar with 'Back to home page' and a list of integrations under the 'INTEGRATIONS' heading. 'Companies House' is selected and highlighted in blue. Other integrations listed include DocuSign, Dun and Bradstreet (D&B), Intelligent Document Processing (IDP), Northrow, Office of Foreign Assets Control (OFAC), and Robotic Process Automation. The main content area is titled 'Companies House' with a blue icon. It contains a 'Settings' section with 'Status' (Connected), 'Name' (Companies House), and 'Description' (Companies House is an executive agency of the Department for Business Innovation and Skills...). To the right of the settings are two buttons: 'TEST INTEGRATION' and 'UPDATE PROPERTIES'. Further right, it shows 'API Version' (N/A) and 'Implemented Methods' (Company Profile).

## 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.

The screenshot shows a form field labeled 'Customer Number' with a question mark icon. Below the field is a button labeled 'Search Companies House' with an external link icon.

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 profile named 'Caspian Industries (CAS)'. The 'Basic Info' tab is selected, and a 'REFRESH COMPANIES HOUSE' button is visible in the top right corner. The profile is divided into several sections:

- PREVIOUS CUSTOMER NAMES:** Shows 'Caspian Partners' with an effective date of Oct 26, 2020, and a ceased date of Mar 29, 2021. There is an 'Add Previous Customer Name' button.
- CUSTOMER INFORMATION:** A table with fields: Name (Caspian Industries), Acronym (CAS), GMEI (122-33-2222), Refresh Northrow Company Check (Automatically No), Type (Corporate Banking), Risk Score (100 (Low)), Industry Classification Code (Hedge Fund), Domicile (France), International Entity (Yes), Qualified Institutional Buyer (Yes), and Region (EMEA).
- ENTITY RELATIONSHIPS:** Includes 'PARENTS' (Almach, Owns 100%) and 'BENEFICIAL OWNERS' (Tom Smith, Gov ID: 102000200, Owns 55%). There is an 'Add Beneficial Owner' button.
- ADDITIONAL CUSTOMER DETAILS:** A table with fields: Customer Number (FC020086), Class Type (European economic interest grouping), Class Sub-Type, and External Registration Number.
- LINKS:** A section with a 'No links available' message and an 'Add' button.

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 has a title bar with a close button. It is divided into two main sections. The left section contains the following fields: 'Status' with radio buttons for 'Connected' and 'Disconnected' (the latter is selected); 'Name' with the text 'Companies House'; and 'Description' with a paragraph: 'Companies House is an executive agency of the Department for Business Innovation and Skills. Companies House digitally records almost all information it receives, and makes this available to the public through its own website and through the Companies House RESTful API.' The right section contains 'API Version' with the text 'N/A' and 'Implemented Methods' with a bulleted list containing 'Company Profile'. At the bottom, there are two buttons: 'CANCEL' on the left and 'SAVE PROPERTIES' on the right.

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**.
  - You are able to see what is returned, either **Integration Successful** or **Integration Error**.
  - You are also able to see the Companies House service response details.

The 'Test Company Profile API' dialog box has a title bar with a close button. It contains a button labeled 'REQUEST COMPANY INFORMATION'. Below this button, there is a red error icon and the text 'Integration Failed (Hide Details)'. A detailed error message is displayed in a small font: '[success:false,result:[statusLine=HTTP/1.1 401 Unauthorized, statusCode=401, headers=[Date:Thu, 20 May 2021 16:53:29 GMT,Content-Type:application/json,Content-Length:53,Connection:keep-alive,Access-Control-Allow-Origin:\*],Ch-Authentication-Error:Invalid Authorization.Www-Authenticate:invalid or no Authorisation header has been provided,Server:CompaniesHouse), contentType=application/json, body={"error":"Invalid Authorization","type":"ch.service"}],error:[{title=Authentication Failed, message=Applan was not able to authenticate with the API Key provided, detail=HTTP/1.1 401 Unauthorized}],connectedSystem:[Connected System:]]'. At the bottom right, there is an 'EXIT' button.

## Integrating with DocuSign

Appian'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.

**Add Custom Task**

Task Name \* Sign the loan agreement

Task Category \* Contract Negotiation

Assigned Group \* Legal

Task Type \* Collect DocuSign Signature

DocumentType \* Agreement: Loan

Description

Individual Assignee

Due Date \* 06/04/2021  
Est. Funding Date is 6/4/2021

New or Existing \* ☒ New ☐ Existing

Document To Be Signed \*

UPLOAD Drop file here

CANCEL ADD TASK

Credit 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**.

**Create Task**

Task Name \* Sign contract agreement

Task Category \* Contract Negotiation

Assigned Group \* Legal

Task Type \* Collect DocuSign Signature

DocumentType \* Agreement: Contract

Document To Be Signed \*

UPLOAD Drop file here

CANCEL CREATE TASK

Client Billing Setup Confirmation Portfolio Finance Jun 11, 2021 4:27 AM by applan.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**.

# DocuSign Task

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

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**

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

**Onboarding Details**

<b>Name</b>	<b>Type</b>
AAA-ONB-0004	Custody Onboarding
<b>Description</b>	-
<b>Funds</b>	-

**Funding Details**

<b>Estimated Funding Date</b>	<b>Estimated Funding Value</b>
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**  
Appian'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.

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

**Office of Foreign Assets Control (OFAC)**

UPDATE PROPERTIES

Settings

**Status**  
Connected

**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

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 Bearer <access\_token> using the access token from the Trade.gov website.
  - **Note:** Make sure that there is a space between "Bearer" and your token and that the "B" is capitalized.

## 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	Specially Designated Nationals (SDN) - Treasury Department	90
<input type="checkbox"/>	HASSAN AYASH EXCHANGE COMPANY <ul style="list-style-type: none"><li>• HASSAN AYAS PARTNER EXCHANGE CO</li><li>• AYASH XCHANGE CO.</li><li>• AYASH EXCHANGE COMPANY SARL</li><li>• MAKDESSI SAYRAFI COMPANY</li><li>• HASSANE AYASH EXCHANGE CO. SARL</li><li>• HASSAN AYACH EXCHANGE</li></ul>	Specially Designated Nationals (SDN) - Treasury Department	90
<input type="checkbox"/>	ALMACEN FUTURO NO. 1 N/A	Specially 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"><li>• A.A. RASPLETIN MAIN SYSTEM DESIGN BUREAU</li><li>• JSC 'ALMAZ-ANTEY' MSDB</li><li>• ALMAZ-ANTEY MSDB</li><li>• GOLOVNOYE SISTEMNOYE KONSTRUKTORSKOYE BYURO OPEN JOINT-STOCK COMPANY OF ALMAZ-ANTEY PVO CONCERN IMENI ACADEMICIAN A.A. RASPLETIN</li><li>• ALMAZ-ANTEY PVO 'AIR DEFENSE' CONCERN LEAD SYSTEMS DESIGN BUREAU OAO 'OPEN JOINT-STOCK COMPANY' IMENI ACADEMICIAN A.A. RASPLETIN</li><li>• ALMAZ-ANTEY GSKB IMENI ACADEMICIAN A.A. RASPLETIN</li><li>• ALMAZ-ANTEY GSKB</li></ul>	Specially 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 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 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.

**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	Source	Aliases
90%	Specially Designated Nationals (SDN) - Treasury Department	<ul style="list-style-type: none"> <li>A.A. RASPLETIN MAIN SYSTEM DESIGN BUREAU</li> <li>JSC 'ALMAZ-ANTEY' MSDB</li> <li>ALMAZ-ANTEY MSDB</li> <li>GOLOVNOYE SISTEMNOYE KONSTRUKTORSKOYE BYURO OPEN JOINT-STOCK COMPANY OF ALMAZ-ANTEY PVO CONCERN IMENI ACADEMICIAN A.A. RASPLETIN</li> <li>ALMAZ-ANTEY PVO 'AIR DEFENSE' CONCERN LEAD SYSTEMS DESIGN BUREAU OAO 'OPEN JOINT-STOCK COMPANY' IMENI ACADEMICIAN A.A. RASPLETIN</li> <li>ALMAZ-ANTEY GSKB IMENI ACADEMICIAN A.A. RASPLETIN</li> <li>ALMAZ-ANTEY GSKB</li> <li>GSKB</li> <li>OTKRYTOE AKTSIONERNOE OBSHCHESTVO NAUCHNO PROIZVODSTVENNOE OBEDINENIE ALMAZ IMENI AKADEMIKA A.A. RASPLETINA</li> </ul>

**ALMACEN BATUL**

Score	Source	Aliases
90%	Specially Designated Nationals (SDN) - Treasury Department	<ul style="list-style-type: none"> <li>BODEGA CAMPEON</li> </ul>

## 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.

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

Dun and Bradstreet

Settings

Status

☒ Connected

Name

Dun and Bradstreet

Description

D&B Direct is an application programming interface that allows you to stream reliable, on-demand business information into enterprise-wide systems, such as Customer Relationship Management (CRM) systems, corporate intranets and web forms, and supply chain management systems or commercial software and web applications.

API Version

Direct + Data Blocks

Implemented Methods

- Company Profile
- Identity Resolution

TEST INTEGRATION

UPDATE PROPERTIES

## 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**.

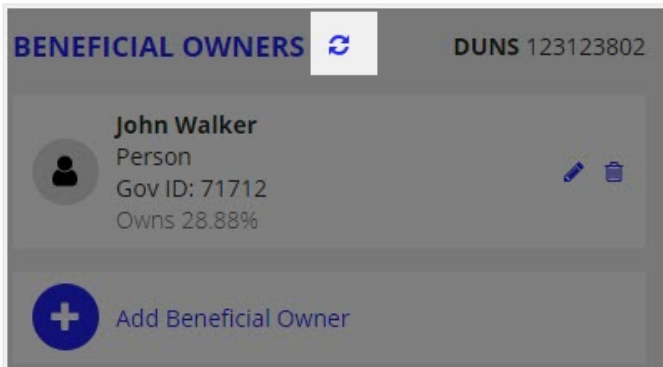
## Using the Dun & Bradstreet integration

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.

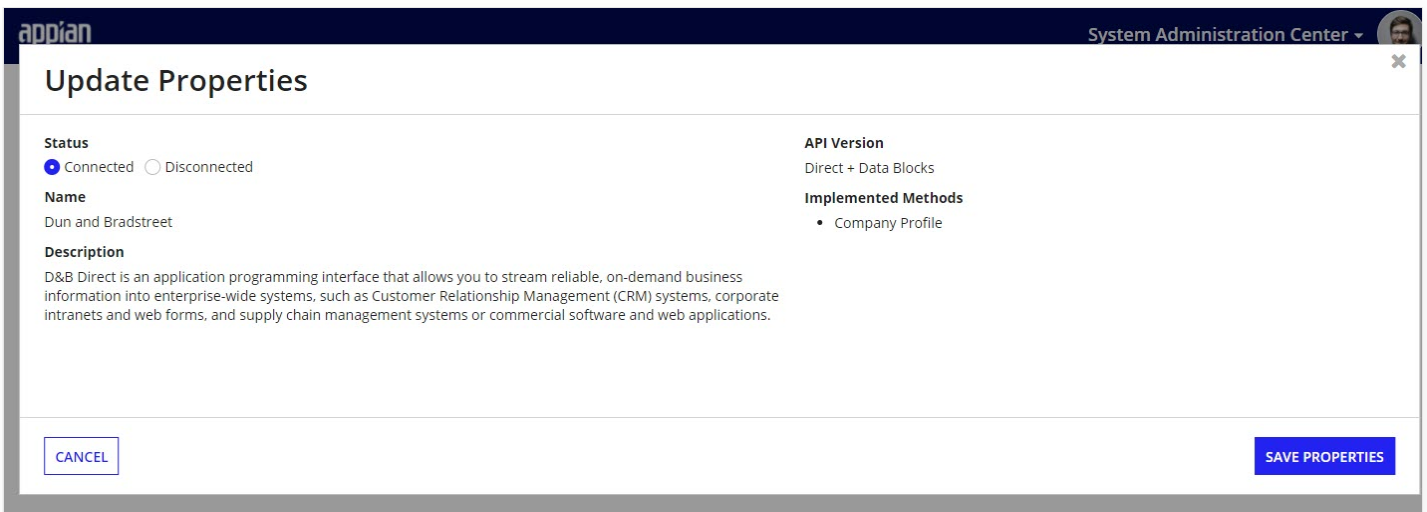


The refresh button is disabled if the Dun & Bradstreet integration is disconnected or a DUNS number is not saved, but a user can search for the DUNS number using the **GET DUNS NUMBER** button on the customer record.



## 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:

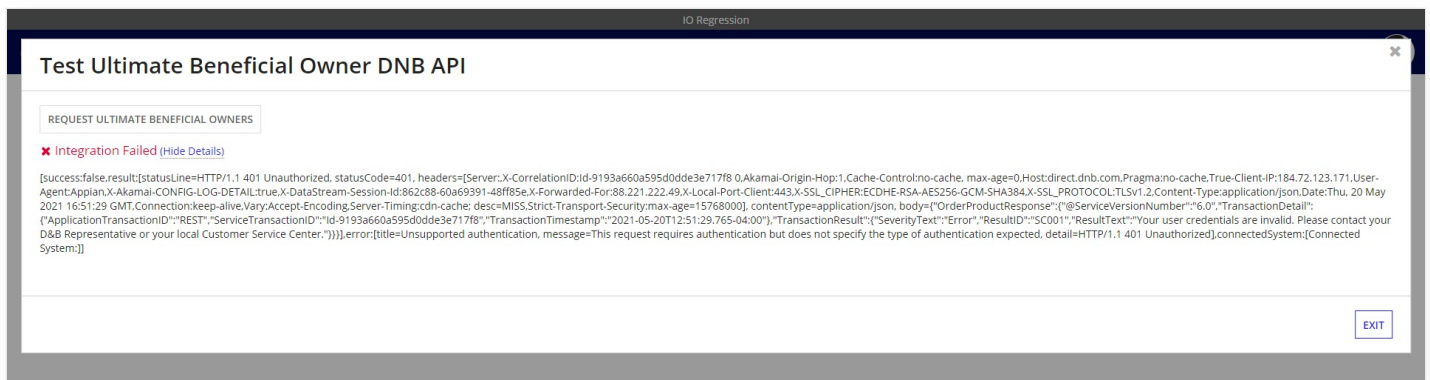
1. From the [System Administration Center](#), click **Integrations**.
2. Select Dun & Bradstreet on the left hand navigation pane.
3. Click **UPDATE PROPERTIES**.
4. Update **Status**.
5. Click **SAVE PROPERTIES**.

## 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

**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** ⓘ \*

85

Enter an integer between 0 and 100

**Documents for Retraining** ⓘ \*

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.

## 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**.

The screenshot shows the Appian user interface. At the top, there's a navigation bar with 'appian' logo, 'HOME', 'TASKS', 'CUSTOMERS', 'SERVICE REQUESTS', and 'TRENDS'. On the right, it says 'Connected Servicing' with a user profile icon. Below the navigation bar, the main header is 'Groombridge Pensions (GBP)'. Underneath, there's a sub-navigation bar with 'Summary', 'Basic Info', 'Documents', 'Products', 'History', 'Scheduled Requests', 'OFAC Check Results', and 'Related Actions'. The 'Related Actions' tab is highlighted. Below this, there's a list of actions: 'Attach Documents', 'Edit Customer Details', 'Edit Additional Details', 'Edit DUNS number', '+ Add Entity Relationships', '+ Add Beneficial Owner', '+ Add Address', '+ Add Contact', '+ Add Product', '+ Add Previous Customer Name', 'Refresh Companies House', '+ Add Links', 'Schedule Service Request', and 'Update Risk Score Settings'. The 'Update Risk Score Settings' option is highlighted with a blue box.

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 the 'Update Risk Score Settings' dialog box. It has a title bar with 'appian' logo, 'HOME', 'TASKS', 'CUSTOMERS', 'SERVICE REQUESTS', 'TRENDS', 'Connected Servicing', and a user profile icon. The main content area has three questions: 'Do you want to refresh Northrow Company Check automatically?' with 'Yes' (selected) and 'No' radio buttons; 'Do you want to refresh on the system default schedule of every 92 days?' with 'Yes' and 'No' (selected) radio buttons; and 'How often do you want to refresh the Northrow Company Check?' with a text input field containing '92'. At the bottom, there are 'CANCEL' and 'SUBMIT' buttons.

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.

The screenshot shows the 'Update Properties' dialog for the Northrow integration. It is titled 'Update Properties' and has a close button in the top right. The dialog is divided into several sections. On the left, there is a 'Status' section with 'Connected' selected (indicated by a blue dot) and 'Disconnected' as an option. Below this is the 'Name' field with 'Northrow' and a 'Description' field with a text area containing 'Northrow's single API solution enables your organization to digitally transform its client onboarding, compliance and monitoring processes.' To the right of the status section is the 'API Version' field with 'v3.0' and an 'Implemented Methods' section with a list containing 'Create a Company check' and 'Search check(s)'. Further right are three input fields: 'Default Company Check Refresh Frequency (Days)' with a value of '30', 'Medium Risk Threshold' with a value of '130', and 'High Risk Threshold' with a value of '250'. Each of these three input fields has a blue circular icon with a white dot next to it. At the bottom left is a 'CANCEL' button and at the bottom right is a 'SAVE PROPERTIES' button. There are four yellow callout bubbles with numbers 1 through 4. Bubble 1 points to the 'Status' section. Bubble 2 points to the 'Default Company Check Refresh Frequency (Days)' input field. Bubble 3 points to the 'Medium Risk Threshold' input field. Bubble 4 points to the 'High Risk Threshold' input field.

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**.

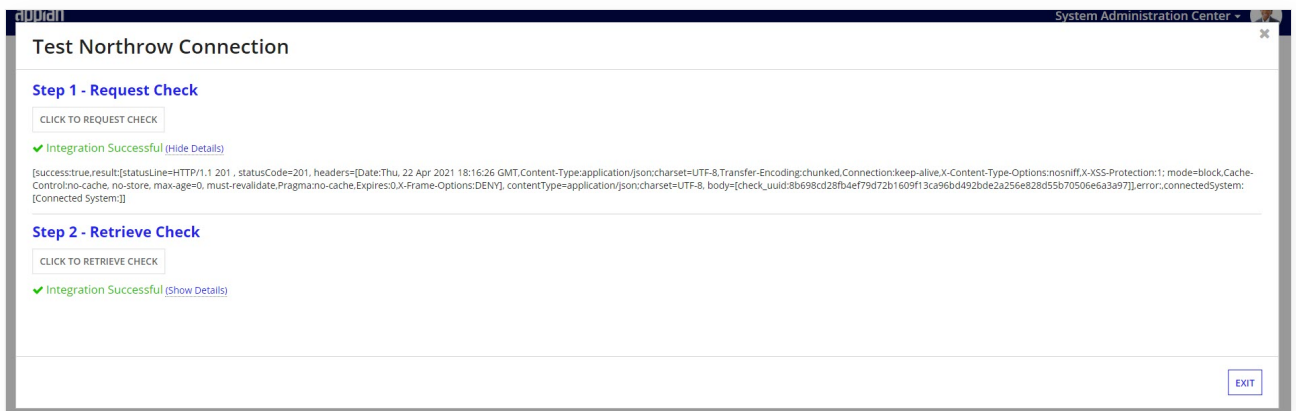
## Testing the Northrow integration

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**.
  - You are able to see what is returned either **Integration Successful** or **Integration Error**.
  - 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**.
  - You are able to see what is returned either **Integration Successful** or **Integration Error**.

- 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

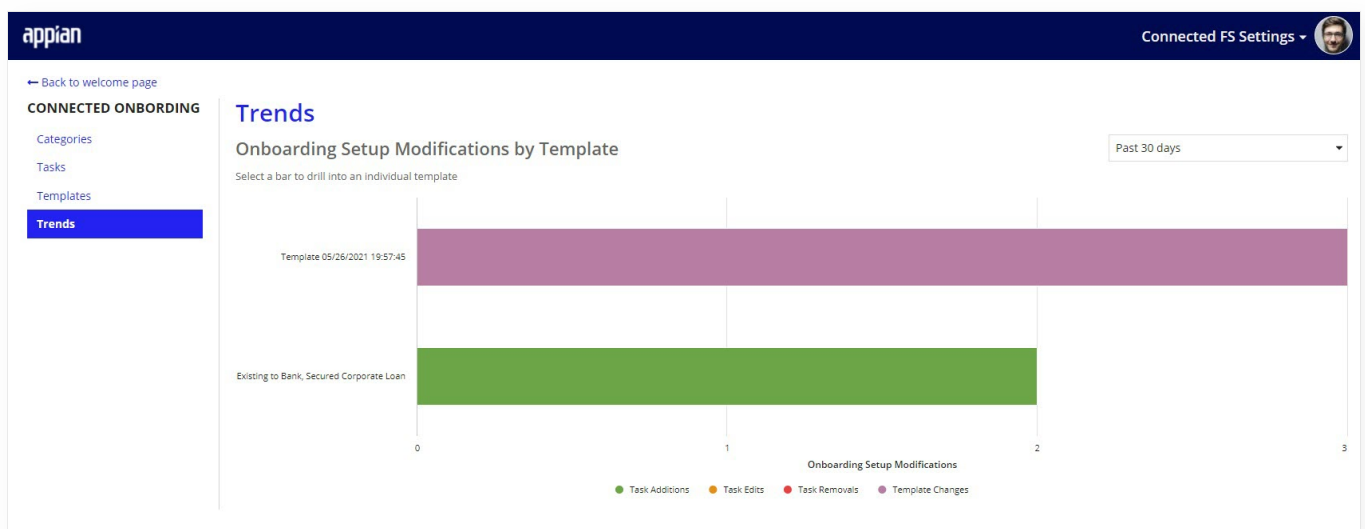
The Connected Servicing solution includes an auditing process that allows you to audit Process Templates and specific field changes in a service request. Your business users can use this auditing process to track certain histories that may inform their decisions later on, including adding or removing 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.



## AAA-ONB-0001: Onboarding for Almach

[Summary](#)
[Documents](#)
[Products](#)
[Tasks](#)
[History](#)
[Owners](#)
[Discussion](#)
[Initial KYC Screening](#)
[Related Actions](#)

Modified By

User	Modification	Time
 Mason Samson	Edited <b>Estimated Funding Date</b> from <b>6/4/2021</b> to <b>6/25/2021</b> <ul style="list-style-type: none"> <li>Change reason: Customer requested change</li> </ul>	May 19, 2021 2:43 PM
 Mason Samson	Edited <b>Estimated Funding Date</b> from <b>3/30/2021</b> to <b>5/29/2021</b> <ul style="list-style-type: none"> <li>Change reason: Waiting for customer action</li> </ul>	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\_TMG\_OnboardingRequest
- AS\_TMG\_OnboardingFundingDetails
  - Nested in AS\_TMG\_OnboardingRequest

AS\_IO\_R\_Template

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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"/>				
<div>New Field</div>							

CDT Name	Expression Rule Name	Parameter to update
AS_TMG_R_TaskCategory	AS_TMG_ADT_BL_auditConfig_R_TaskCategory	<i>simpleFields</i>
AS_TMG_R_TaskRef	AS_TMG_ADT_BL_auditConfig_R_TaskRef	<i>simpleFields</i>
AS_TMG_R_Template	AS_TMG_ADT_BL_auditConfig_R_Template	top-level <i>simpleFields</i>
AS_TMG_R_TemplateTask	AS_TMG_ADT_BL_auditConfig_R_Template	<i>simpleFields</i> in the <code>fieldName</code> parameter where "templateTasks" is the value.
AS_TMG_R_TemplateTask_Precedent	AS_TMG_ADT_BL_auditConfig_R_Template	<i>simpleFields</i> in the "templateTaskPrecedents" structure
AS_SRQ_OnboardingFundingDetails	AS_TMG_ADT_BL_auditConfig_OnboardingRequest	<i>simpleFields</i>
AS_SRQ_OnboardingRequest	AS_TMG_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\_TMG\_ADT\_BL\_auditConfig\_< CDT Name >
- AS\_TMG\_ADT\_BL\_auditConfig\_R\_TaskCategory
- AS\_TMG\_ADT\_BL\_auditConfig\_R\_TaskRef
- AS\_TMG\_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     complexFields: {
20         {
21             fieldName: "templateTasks",
22             auditFieldName: "templateTasksChanges",
23             idField: "templateTaskId",
24             simpleFields: {
25                 /*"templateTaskId", excluded since it is the primary key*/
26                 /*"templateId", excluded since it is the foreign key to the parent*/
27                 "taskRef.taskRefId",
28                 "groupAssignee",
29                 "taskDesc",
30                 /*"templateTaskPrecedents", excluded since it is tracked in complexFields*/
31                 "slaDays"
32             },
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.

AS\_SRQ\_R\_TemplateRequestTypeSubTypeMapping

SAVE CHANGES

Appian

> Properties

▼ Fields (6)

Learn more about data design

Name	Type	Length	Array	Key			
templateTypeSubtypeMappingId	Number (Integer)		<input type="checkbox"/>		↑	↓	×
serviceRequestTypeCode	Text		<input type="checkbox"/>		↑	↓	×
serviceRequestSubTypeCode	Text		<input type="checkbox"/>		↑	↓	×
templateId	Number (Integer)		<input type="checkbox"/>		↑	↓	×
isActive	Boolean		<input type="checkbox"/>		↑	↓	×
owner	Text	255	<input type="checkbox"/>		↑	↓	×

New Field

## 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\_ENTRYPOINT\_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\_TM\_G\_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_TMGT_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\_TM\_G\_UT\_determineMappingFieldsForTemplateinterface
  - AS\_TM\_G\_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.

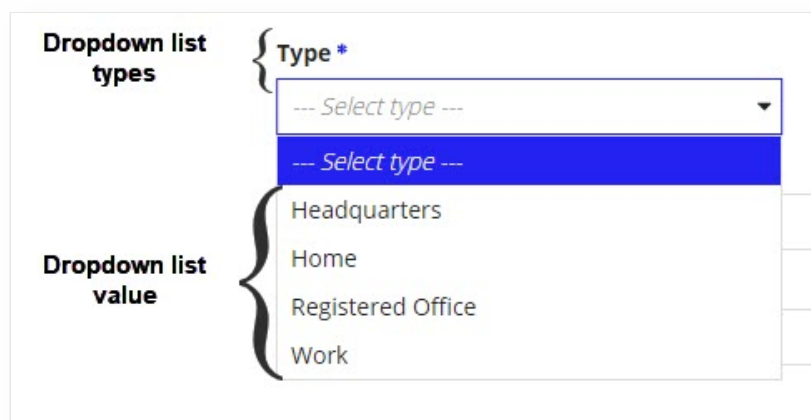
### Example

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.Ibl\_Annual has a bundle called FeeRate and a label name Ibl\_Annual.

R_DATA_ID	LABEL	TYPE	CODE	IS_ACTIVE
23	FeeRate.Ibl_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=Annual
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 [Solutions Hub 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	✖
5	days	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\_TMGBL\_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\_TMGBL\_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 Connected Servicing 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\_TMGBL\_consolidatedScreeningCheckResultsGrid, AS\_TMGBL\_reviewConsolidatedScreeningCheckTask\_Results, and AS\_TMGBL\_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 Connected Servicing application) of the Servicing that the search was performed for.
- Recorded Type Code: Used to distinguish the record that the search was performed for. This will be SRQ\_Service Request for Connected Servicing.
- Customer name used in search.
- Customer ID (from the Connected Servicing application).
- Total number of results.
- Sources checked.
- Date and time of search.

If results are returned from the consolidated screening, Connected Servicing 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\_TMG\_CS\_reviewConsolidatedScreeningCheckTask and AS\_TMG\_GRD\_consolidatedScreeningCheckResultsGrid
- **Main expression rules:** rule!AS\_FS\_CS\_UT\_queryAndMapScreeningResults and rule!AS\_FS\_CS\_UT\_mapResultsSources.

## Changing the try count

Connected Servicing 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\_I0\_OnboardingRequest
- AS\_I0\_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\_I0\_FM\_onboardingSummary: Summary view of the onboarding record.
- AS\_I0\_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\_I0.
- 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:

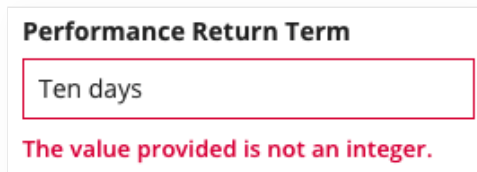
- It can ensure the Write to Data Store nodes in the process models do not break due to length restrictions of the database.
- It keeps data properly structured.
- It enforces data requirements.

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

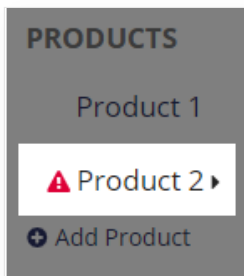
There are two types of validation messages that the user sees on the **Create Onboarding** form:

- **Field validation:** Appears under certain fields after invalid data is entered in the field.



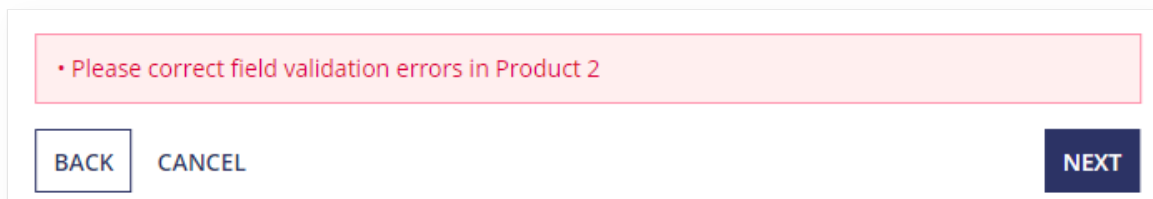
A form field titled "Performance Return Term" containing the text "Ten days". Below the field, a red message states: "The value provided is not an integer."

- **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 list of products under the heading "PRODUCTS". It includes "Product 1", "Product 2" (which has a red triangle icon next to it), and an "Add Product" button.

- 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 red message box at the bottom of the page stating: "• Please correct field validation errors in Product 2". Below the message are three buttons: "BACK", "CANCEL", and "NEXT".

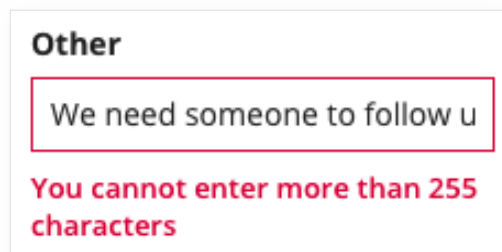
## Default validations

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.

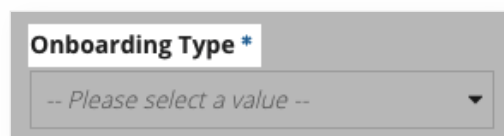


A form field titled "Other" containing the text "We need someone to follow u". The field is outlined in red. Below the field, a red message states: "You cannot enter more than 255 characters".

### 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 (\*).

A screenshot of a form field. The label 'Onboarding Type' is followed by an asterisk, indicating it is a required field. Below the label is a dropdown menu with the text '-- Please select a value --' and a small downward-pointing arrow on the right.

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

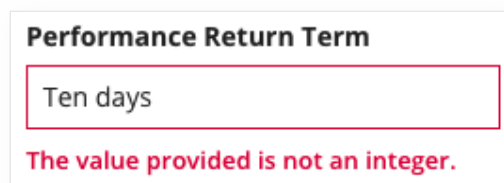
The following fields are only required if the parent field is added:

- 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.

A screenshot of a form field. The label 'Performance Return Term' is at the top. Below it is a text input field containing the text 'Ten days'. Below the input field is a red error message: '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 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

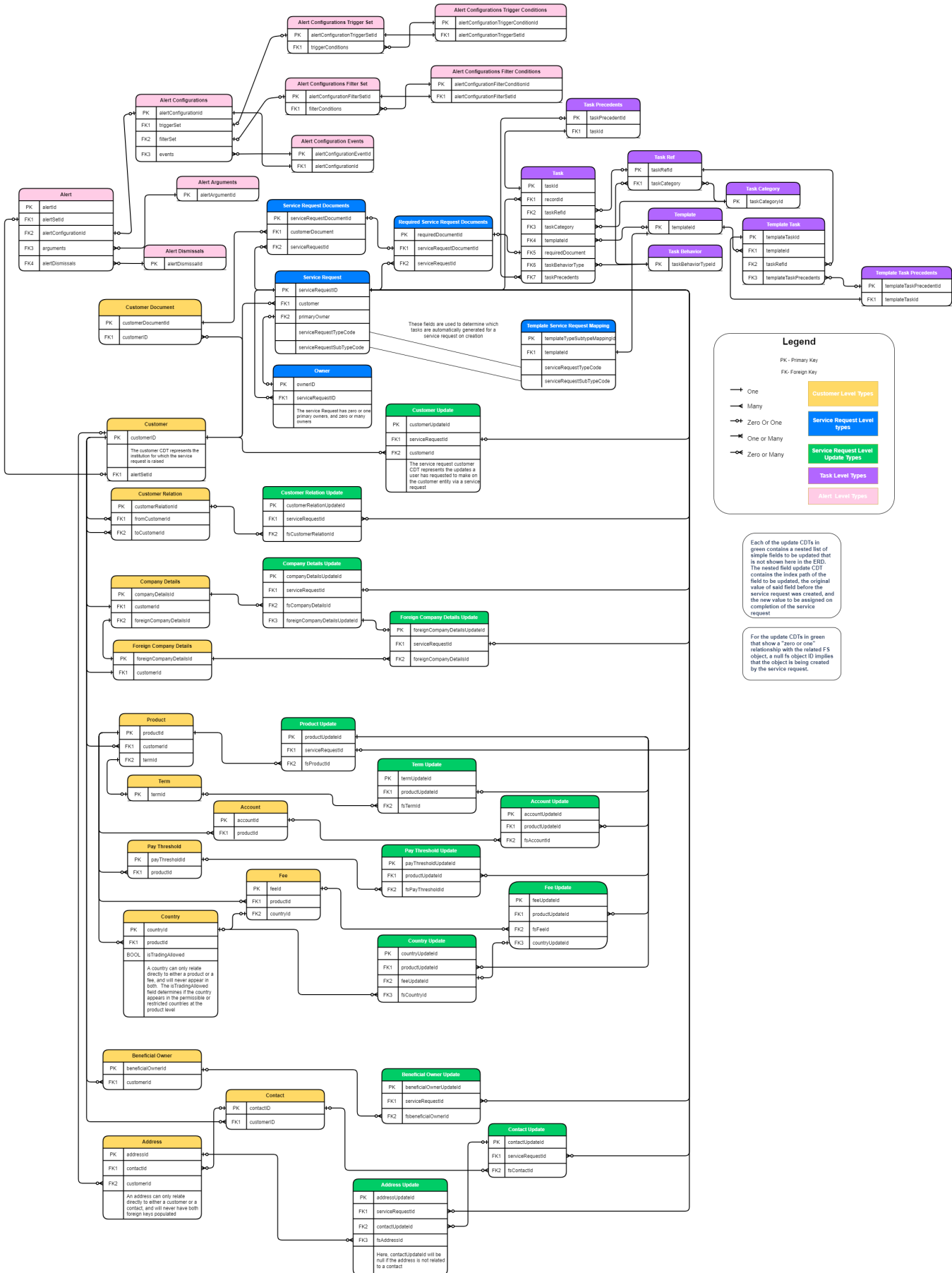
## Introduction

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 diagrams (ERDs) shown illustrate the main entities used in Connected Servicing and their relationships to each other.

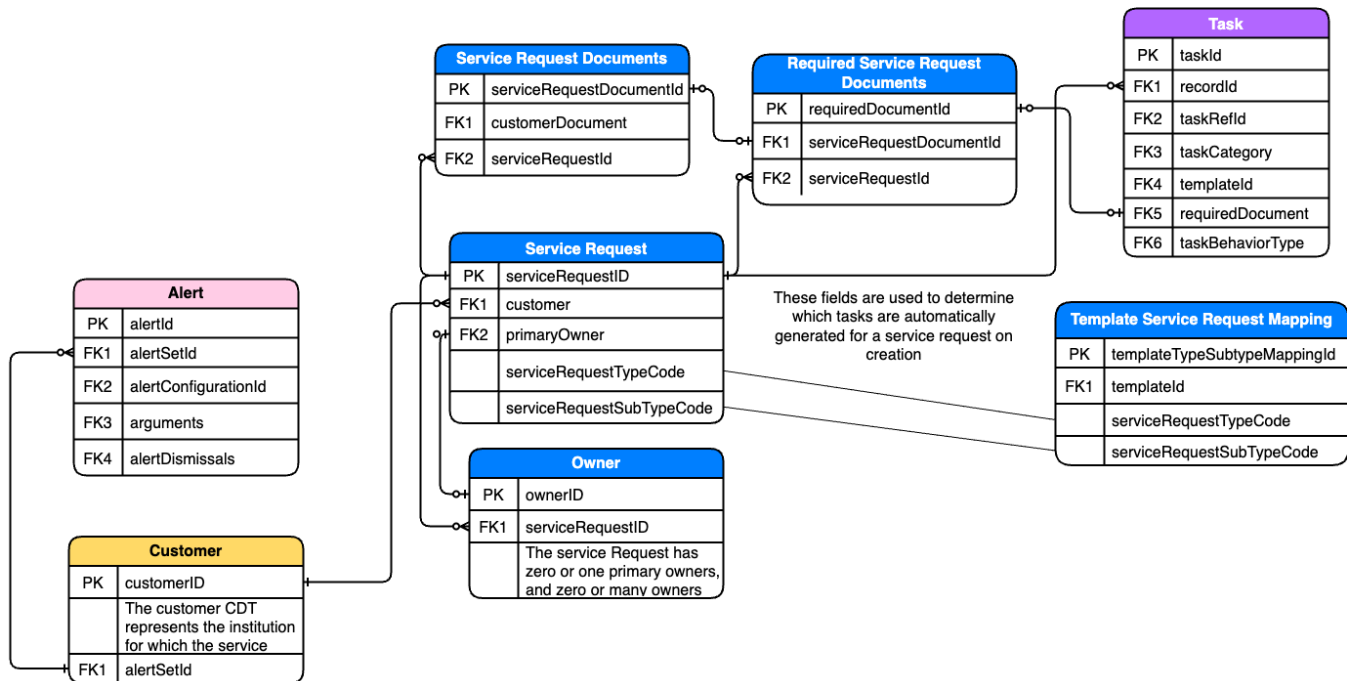
## Entity Relationship Diagrams

The first ERD diagram provides a granular view of the main relationships for Service Requests. Reference this diagram when you need to how all the data in the solution connects and relates to each other. Additionally, this view provides a graphical overview of the tables used for the reference list of all Service Requests in the Connected Servicing solution.



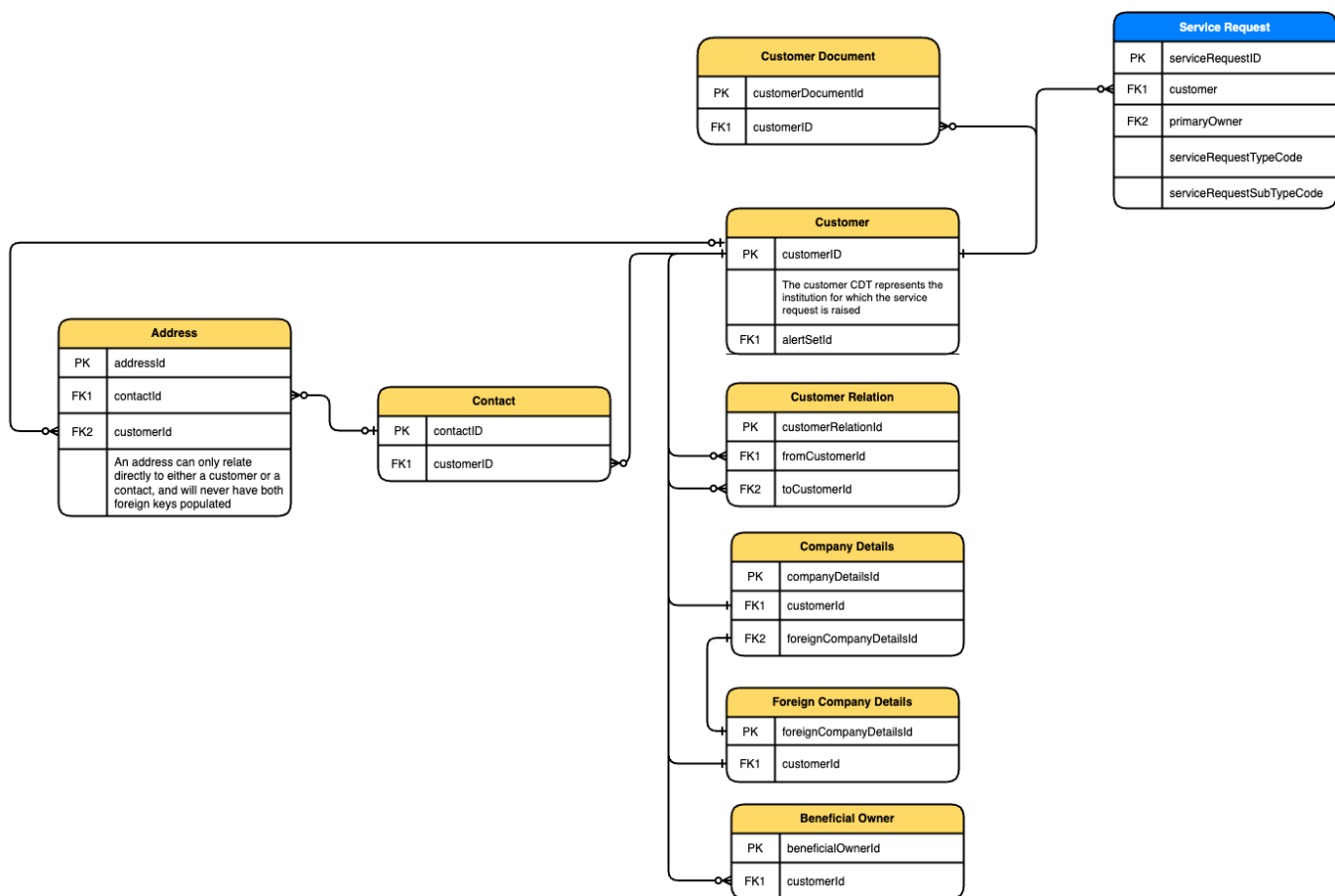
## Service Request ERD

This ERD illustrates the main relationships Service Requests have with the parent CDTs for Customer, Task, and Alert.



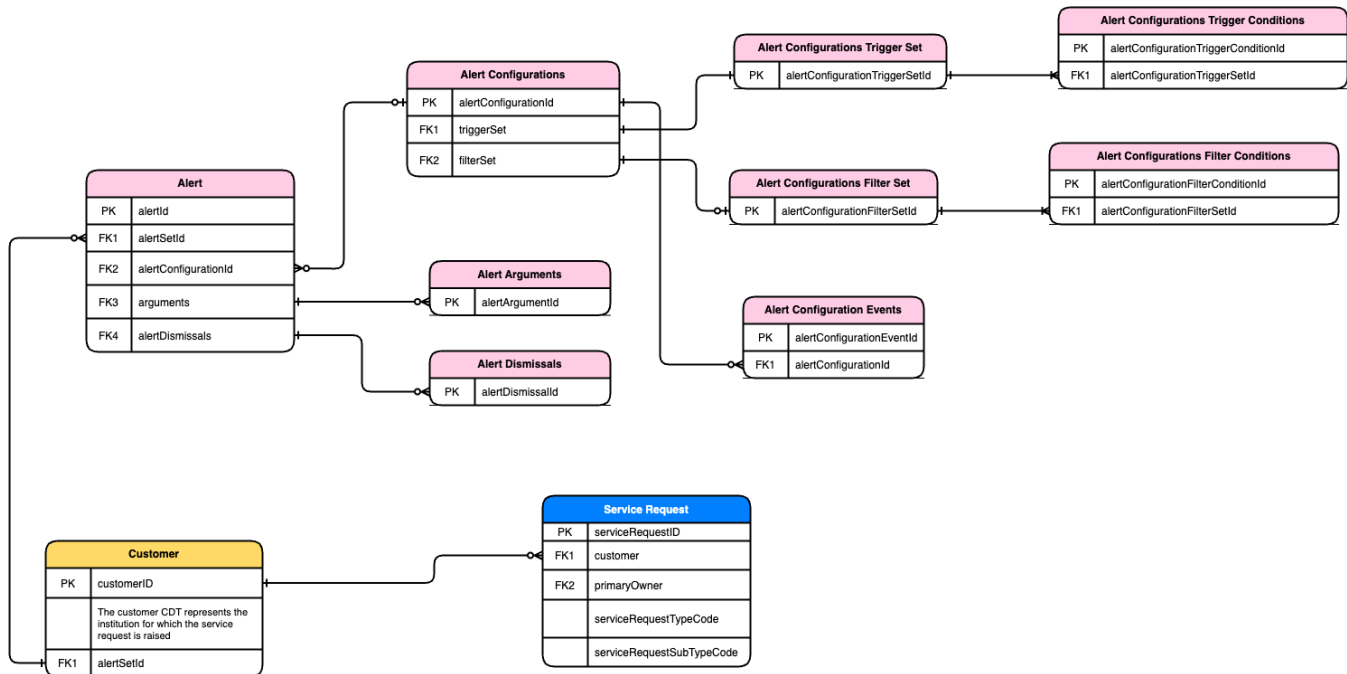
## Service Request and Customer ERD

This ERD illustrates the relationship between the Service Requests CDT and the Customer parent and child CDTs.



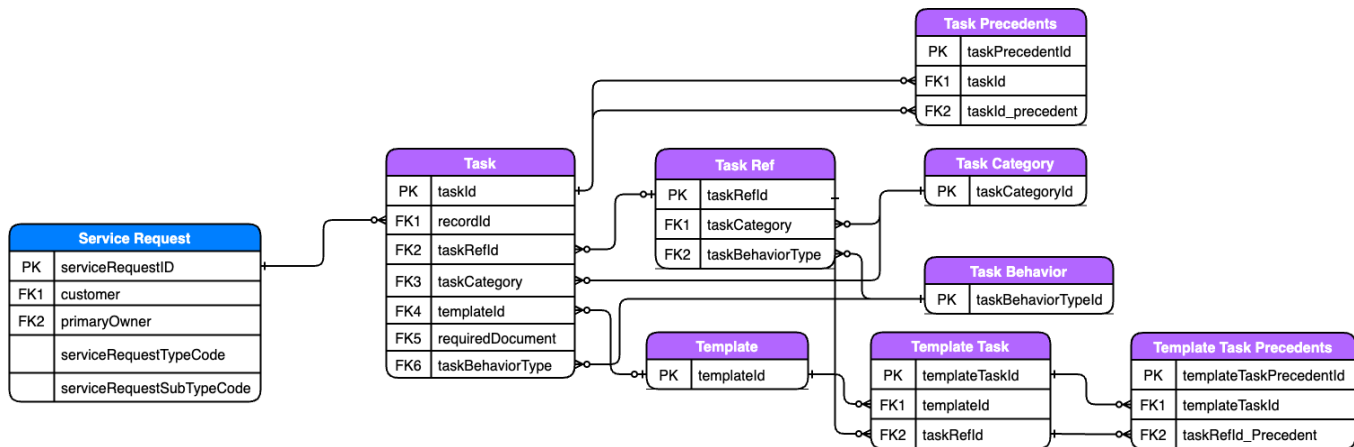
## Service Request and Alert ERD

This ERD illustrates the main relationship between the Service Requests CDT and the Alert parent and child CDTs.



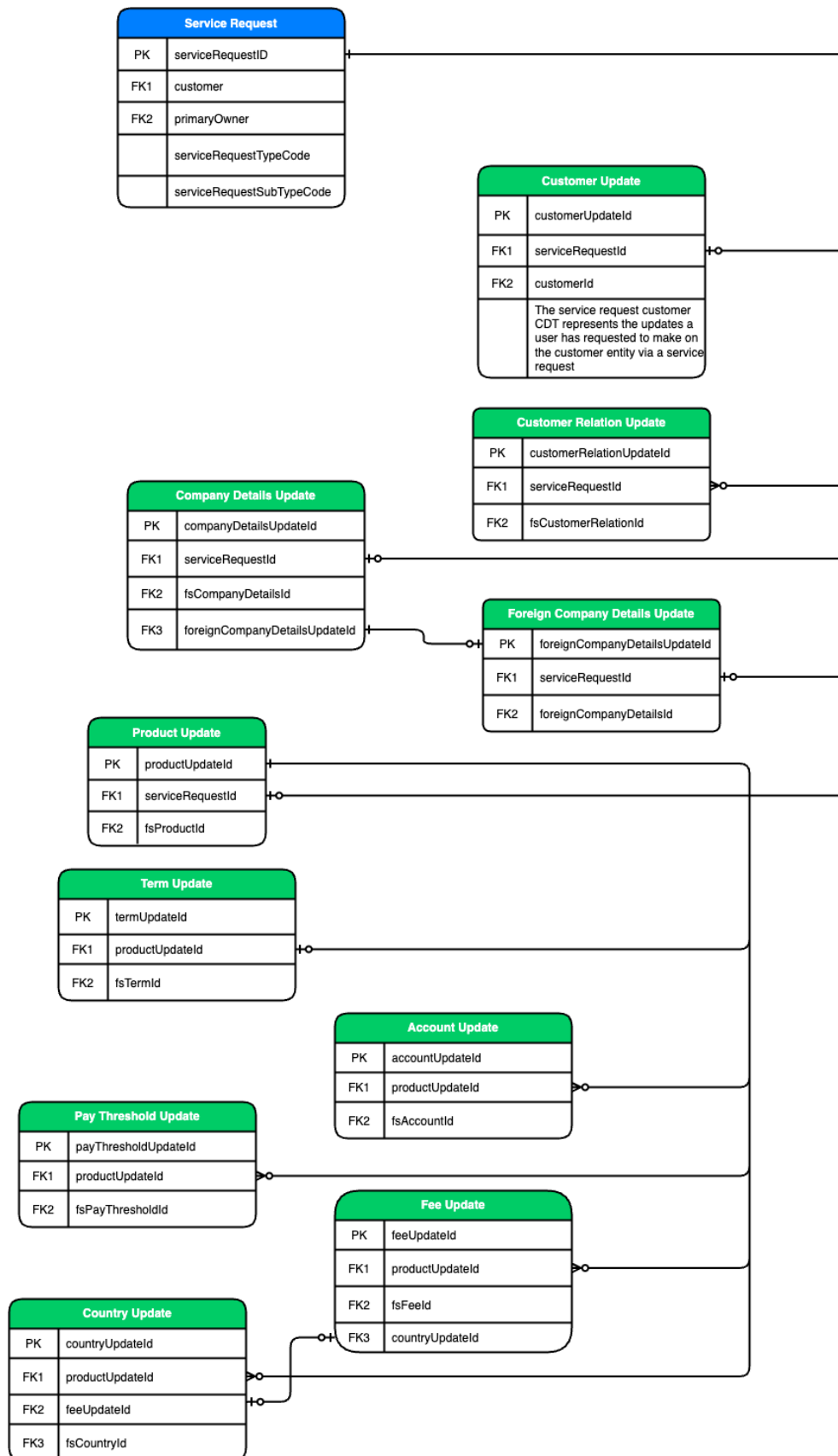
## Service Request and Task ERD

This ERD illustrates the main relationship between the Service Requests CDT and Task parent and child CDTs.



## Service Request and Service Request Level Update Types ERD

This ERD illustrates the main relationship between the Service Requests CDT and the parent and child CDTs for the Service Request Level Update Types.



# 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 <a href="#">internationalization</a> and shown to the end user.
TYPE	varchar(255)	Text	What reference type the data is grouped by. For example, Service request status.
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 <a href="#">Appian icons</a> 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\_TMG\_R\_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	
<a href="#">View the Connected FS Settings site and update onboarding processes from this site.</a>	AS SRQ Manage Onboarding Processes	
<a href="#">View the Connected FS Settings site and update group membership.</a>	AS FS GM Manage Group Membership	
<a href="#">Assign owners to onboardings.</a>	AS SRQ Assign Owner	<ul style="list-style-type: none"> <li>Client Servicing</li> <li>Client Servicing Department Heads (subgroup)</li> </ul>
<a href="#">Cancel an Service Request.</a>	AS SRQ Cancel Service Request	
<a href="#">Completing an Service Request.</a>	AS SRQ Complete Service Request	
<a href="#">Create custom tasks for an Service Request.</a>	AS TMG Create Ad Hoc Task	
<a href="#">Send out queued tasks.</a>	AS TMG Initiate Tasks	

<a href="#">Reopen tasks that have been completed, marked not needed, or canceled.</a>	AS TMG Reopen Tasks	
Update onboarding information from the onboarding record.	AS TMG Update Onboarding Access	
<a href="#">Update individual task due dates.</a>	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"> <li>• Client Servicing</li> <li>• Client Servicing Department Heads (subgroup)</li> <li>• Sales</li> <li>• Sales Department Heads (subgroup)</li> </ul>
Create new customer records.	AS FS Create Customer	AS FS Internal Users
<a href="#">View customer records.</a>	AS FS Customer Viewers	
<a href="#">Attach documents to Service Requests.</a>	AS SRQ Upload Document	
<a href="#">View the Home page for users who aren't department heads.</a>	AS SRQ Home Page Viewers	
View the Service Request records.	AS SRQ Service Request Viewers	
<a href="#">Receive tasks.</a>	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	