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# A New Approach to Managing Information: An Introduction to Advanced Case Management

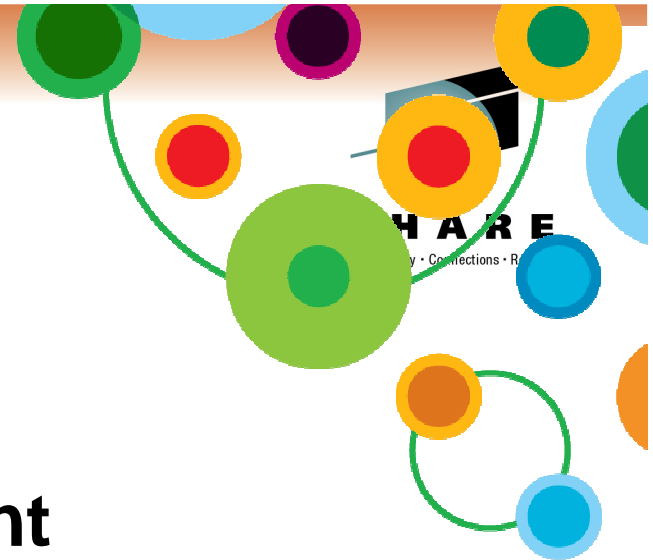
## Session Number 8753

Jeff Douglas, Sr. Product Manager, IBM



# Agenda

- **Advanced Case Management Overview**
- Key Capabilities
- IBM Case Manager Runtime Overview
- IBM Case Manager Builder Overview
- Real World Examples
- Benefits





## What is Case Management?

**Case Management** refers to the coordination of services such as health, legal, or financial on behalf of a party. This typically includes creating a **case file** and following a **process** to ensure delivery of services. Case related information is used by **case managers** or a **case team** who **collaborate** to resolve and close a case.

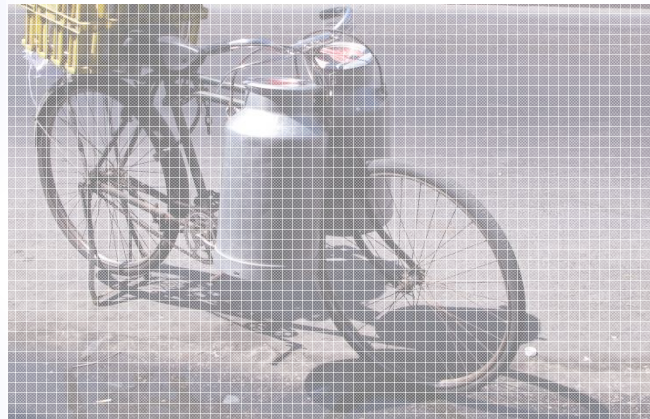
After a case is closed, information is typically retained for compliance or **long-term** business processes.

Case management is highly **collaborative**, **dynamic**, and **event driven** work, with typically long lived cases and processes.

# Why do we care about Case Management ?

*Workers in all industries must do more*

*Automation has handled  
the routine*



*Proof of adherence  
to policies and  
procedures*

*Competitive  
advantage lies in the  
non-routine*

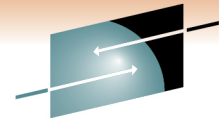
*Available information  
is not accessible*

*...yet business*

*Access to experts is  
imperative to quality  
decision making*

*manage risk while*

# Case Management is all about context



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## A solution pattern where...



- There are **collaborative**, ad-hoc processes
- Activities are **event-driven**
- Work is **knowledge** intensive
- **Content** is essential for decision making
- **Outcomes** are goal-oriented
- The judgment of people impact how the **goal** is achieved
- **Process** is often not predetermined

## For challenges such as...



- Complex decision making
- Complaint or dispute management
- Contract management
- Lending applications
- Benefits enrolment
- Rate case management
- ...that are both **horizontal** and **vertical** in nature

## That requires unique capabilities from...

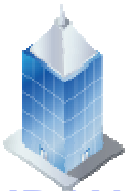


- Content management
- Business process management
- Collaboration tools
- Social software
- Business rules
- Analytics

# Different types of 'Cases' across industries .... Similar patterns and challenges



Invoice, contract, employee, vendor, customer, project, change request, complaint, exception, incident, audit, eDiscovery, etc.



## INSURANCE

- Policy
- Underwriting
- Claim
- Annuity



## BANKING

- Loan
- Dispute
- Mortgage
- Account
- Credit card
- Personal line
- Investment



## HEALTHCARE

- Patient case
- Member
- Provider



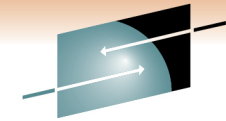
## GOVERNMENT

- Benefits enrolment
- Grant
- Court case
- Citizen
- Taxpayer



## ENERGY

- Rate case
- Claim
- Permit
- Land
- Property



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# IBM Case Management Strategy





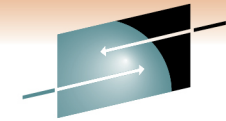
## Business benefits

- Better business and IT collaboration to define solutions
- Faster build and deploy times via better tools and solution templates
- Delivering complete case context for case workers with ability to collaborate within case teams
- Optimizing case outcomes thru business rules, cross case analytics, monitoring, and collaboration



# Agenda

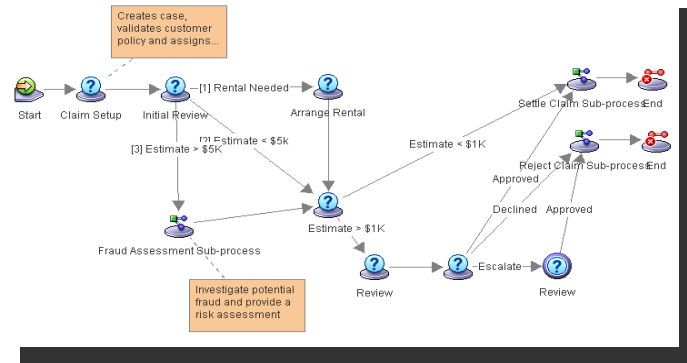
- Advanced Case Management Overview
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# Case Manager Tasks

Tasks are tied to Processes



Participants can refine case tasks as they proceed

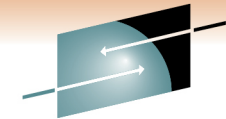


ACM uses a task-oriented approach to define the structure of a case

Cases and in-baskets reflect the tasks that need to be completed, regardless of where they came from

New tasks can be added to cases on the fly

Tasks can vary in complexity



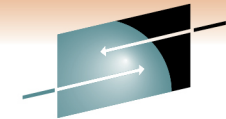
# Examples of Tasks

Required

- Background Info**  
Description: Automatic collection of background info  
Start: Automatic  
Precondition: Case Start  
Set: <None>
- ID Verification**  
Description: Check citizen ID  
Start: Manual  
Precondition: Case start  
Set: <None>
- Case Review**  
Description: lorem ipsum dolor and so on to fill the space  
Start: Manual  
Precondition: Property.DocReview=Pass  
Set: <None>
- Document Review**  
Description: Review all required documents for employments benefits  
Start: Manual  
Precondition: Property.IDStatus=Verified  
Set: <None>

Optional

- Evaluate Rental Asst**  
Description: Optional review based on case review  
Start: Manual  
Precondition: Property:CaseRev=Pass  
Set: Extended Assistance
- Evaluate Job Retraining**  
Description: Optional review based on case review  
Start: Manual  
Precondition: Property:CaseRev=Pass  
Set: Extended Assistance
- Evaluate Child Care Asst**  
Description: Optional review based on case review  
Start: Manual  
Precondition: Property:CaseRev=Pass  
Set: Extended Assistance

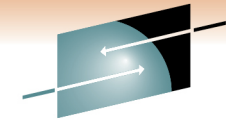


## Case Context

- All authorized case workers have access to the full context of the case, enabling them to be more responsive than traditional heads-down approaches would allow
- Case context lives on long beyond any individual task or action on a case is completed.

The screenshot displays the 'Case Information' interface for Case ID: YWS909912119903. It features tabs for Summary, Documents, Tasks, and History. The 'Summary' tab is active, showing a list of items for 'Documents and folders'. The list is organized by date, with 'Today' (06/09/2010) and 'Yesterday' (06/08/2010) sections. Each item includes a document icon, a title, a timestamp, and the user's name.

Date	Activity	Timestamp	User
Today (06/09/2010)	w2_2009.gif Document checked in	06/09/2010 18:24	cjmichaels
	proof of citizenship.pdf Document added	06/09/2010 12:08	cjmichaels
	sending application for rent assistance candidate review Comment added to document "w2_2009.gif"	06/09/2010 10:13	alexlowe
Yesterday (06/08/2010)	Medical Reports Folder created	06/08/2010 9:04	jgroff
	Start case review Activity working	06/08/2010 8:52	System



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# Full Case Context

## Documents

Forms  
Correspondence  
Receipts  
Statements

## History

Case Created  
Document Added  
Comment  
Review started

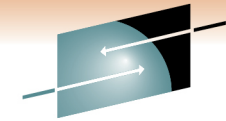


## Properties

Customer Name  
Priority  
Transaction IDs  
Account Number

## Tasks

Initial Case Review  
Email the Customer  
Investigate Claim  
Issue Refund



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# Cases are Collaborative

Case workers can locate and chat with each other directly through the Case Manager runtime

Mozilla Firefox: IBM Edition  
 http://snjgsa.ibm.com/~rblee/public/ACM/live/R

**John Dunn**  
Case Work Supervisor

Vivian Birch: Hey John, got a quick sec? 12:56:52 PM

John Dunn: Sure, what's on your mind? 12:56:55 PM

Vivian Birch: I am starting to think there might be some discrimination in the Tracy McShay case re her vision impairment 12:56:57 PM

John Dunn: Interesting - go ahead and check it with legal 12:56:59 PM

Done

John Dunn  
Case Work Supervisor

Send Mail | More actions -

Shared comments and case history provide context

**Comments**

Case: CCD1\_ManageDispute\_000000100011

Comment:

[Add]

Items 1 - 3 Previous | Next

**Today Oct 21, 2010**

Reviewed and accepted the submission	Oct 21, 2010 8:10:18 AM
	P8Admin
Updated contact information	Oct 21, 2010 8:10:12 AM
	P8Admin
Called to reschedule appointment	Oct 21, 2010 8:09:52 AM
	P8Admin

Previous | Next

**Case Information**

Documents Tasks

History

Show Summary for: All

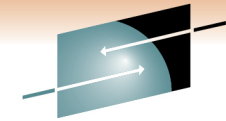
Items 1 - 10 Previous | Next

**Today 10/21/2...**

Reviewed and accepted the s...	10/21/1...
Comment added to case	P8Admin
Updated contact information	10/21/1...
Comment added to case	P8Admin
Called to reschedule appoint...	10/21/1...
Comment added to case	P8Admin

**Yesterday 10/20/2...**

Generate Correspondence	10/20/1...
Task started	P8Admin
Correspondence	10/20/1...



# Cases are Dynamic

Case Information  
Case ID: Case ID [Open case details](#)

Documents | Tasks | History

Add Activity

Required (4)

- Background check  
Disable
- Determine benefits eligibility  
Start | Disable
- Document review  
Started on 4/30/2010 15:09
- Application completion check  
Completed on 5/20/2010 08:18

Optional (3)

- Background review  
An error occurred [More Info](#)
- Background review  
An error occurred [More Info](#)
- New document review  
Completed on 5/3/2010 15:09

Disabled (1)

- RA benefit review

Case workers can view and start new Tasks for a case, changing how that case is handled on-the-fly

Add Task

Activity type:  
Review Case Details

Activity name:  
Review Case Details

OK Cancel

Case Toolbar

Case ID | Date modified: MM/DD/YY | [Case Type] | Case description goes here even if it's a long description. The description will truncate at the end here...

Comments | Add Task | Close

Case workers can even add new Tasks to a case

# Business Rules Make Case Manager More Dynamic



Rule definition  
in natural  
language...

```
if the manager name of the account of 'the payment plan' is "John"  
and  
    the number of payments of 'the payment plan' is 1  
then  
    set the discount of 'the payment plan' to 60;
```

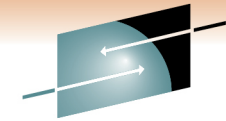


Case properties, UI context, and case events  
can all feed decisions

Rules can be changed at runtime, minimizing  
the need to re-deploy processes and solutions



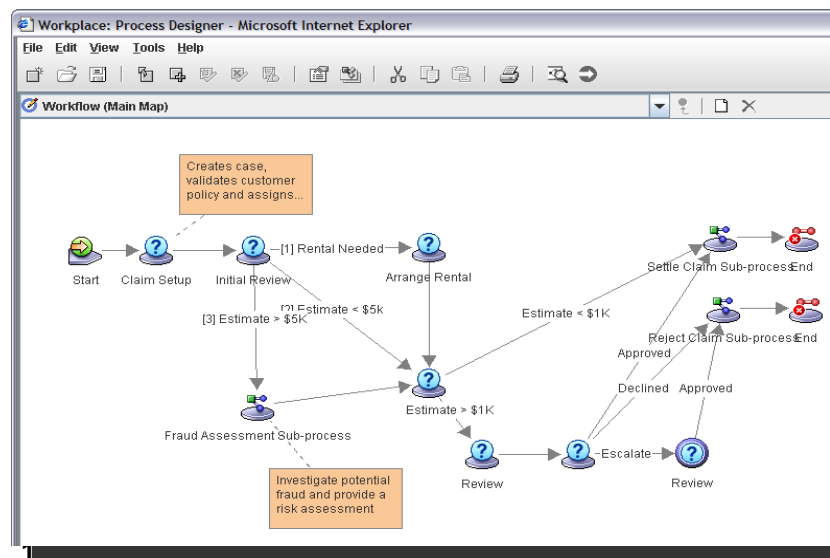




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# Simplified Business and IT Collaboration

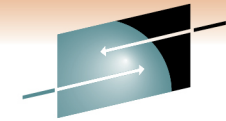
Business analysts can define many aspects of a case management solution using a single, targeted tool...



... technical experts can work with the exact same solution using specialized tools to build data integrations and complex decision logic

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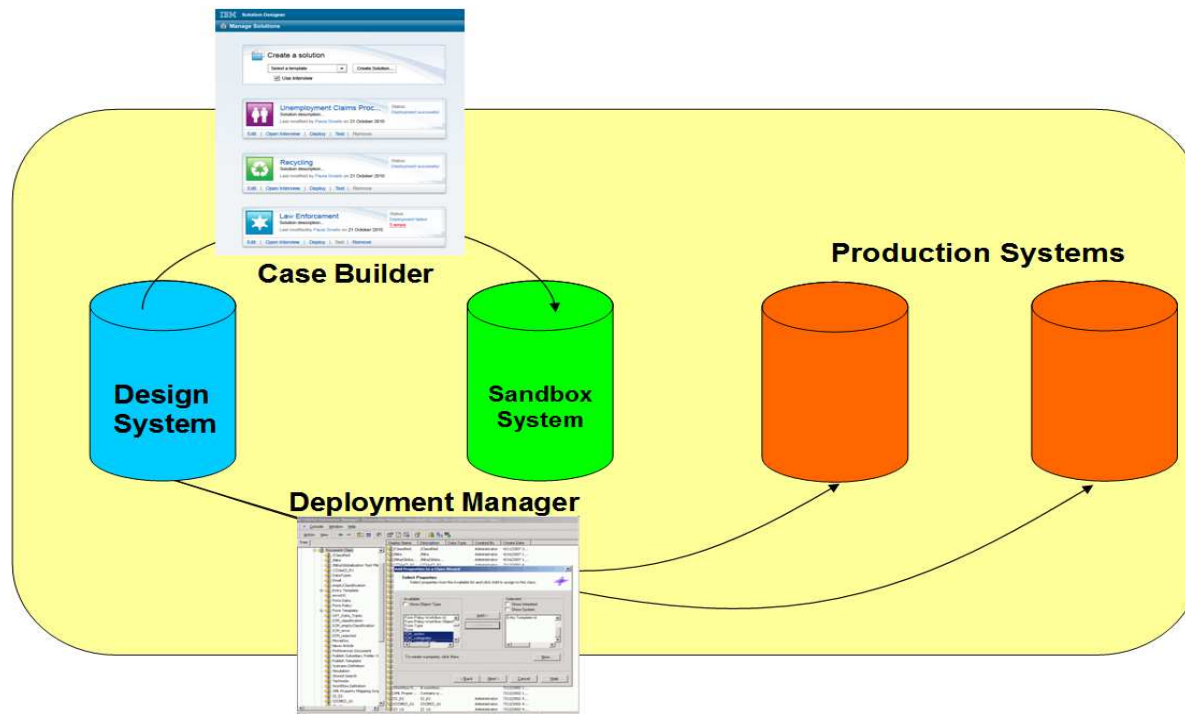
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2011



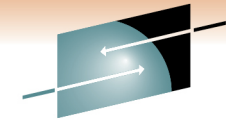
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# Simplified Business and IT Collaboration

Business Analysts are given an easy way to deploy and test their solutions in a sandbox...



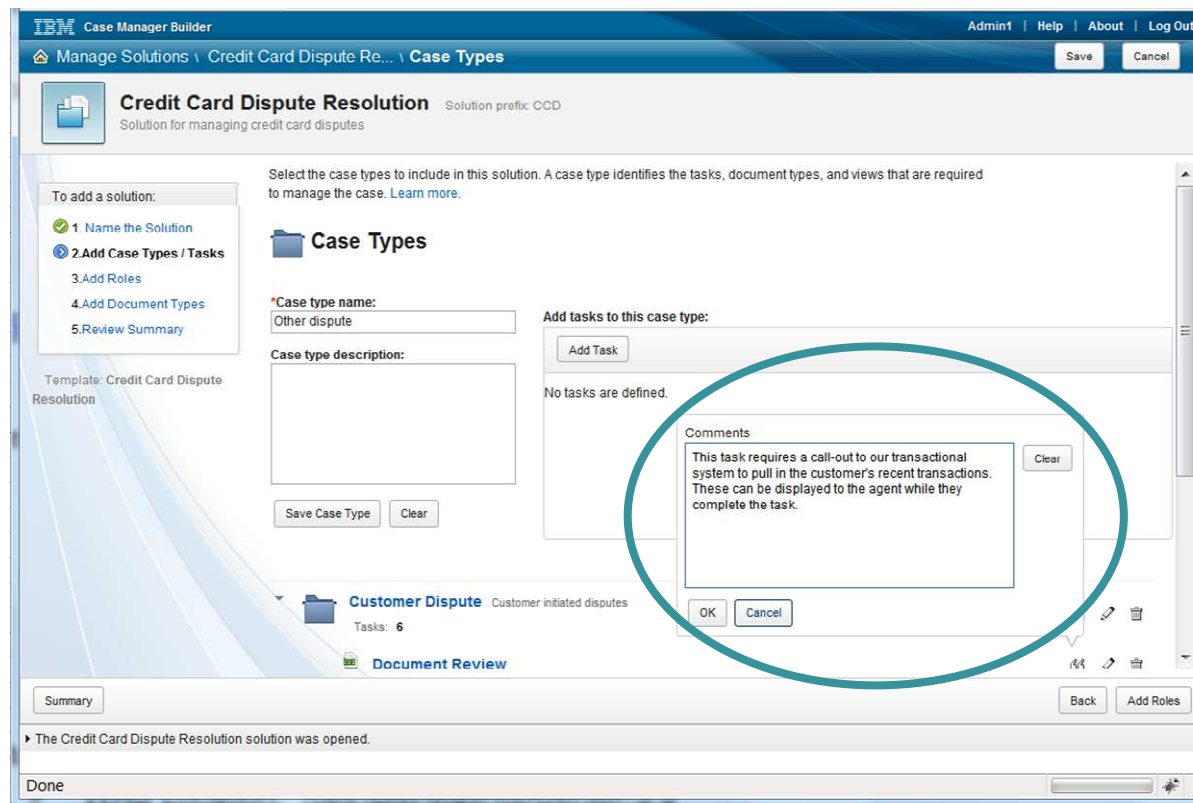
... IT tools make it straightforward to deploy finalized solutions into production

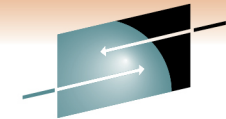


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# Simplified Business and IT Collaboration

Comments and sharing let business analysts and technical experts have a single, common view of a solution

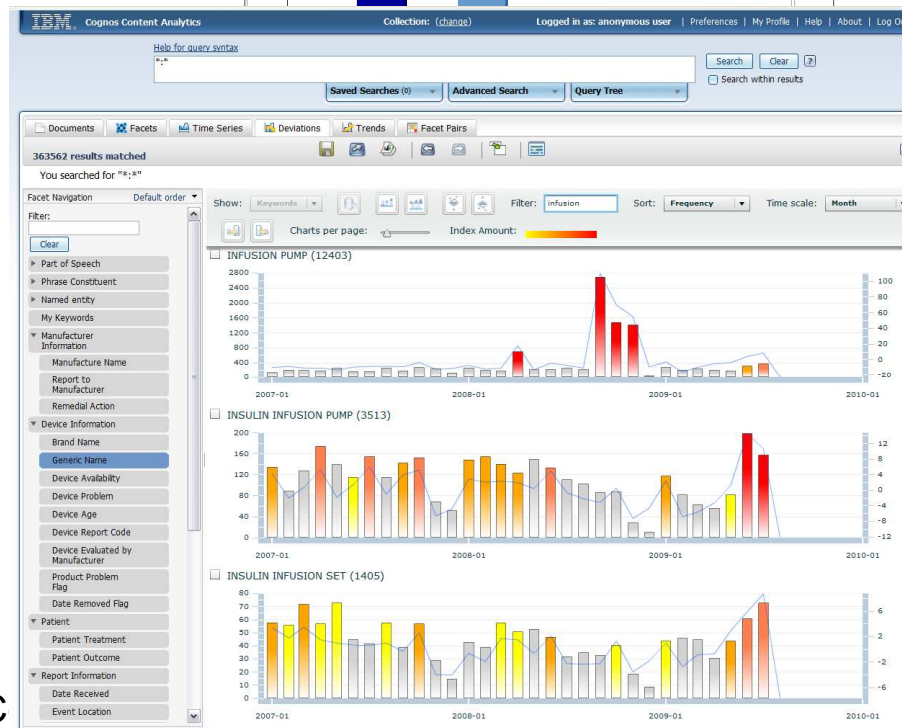
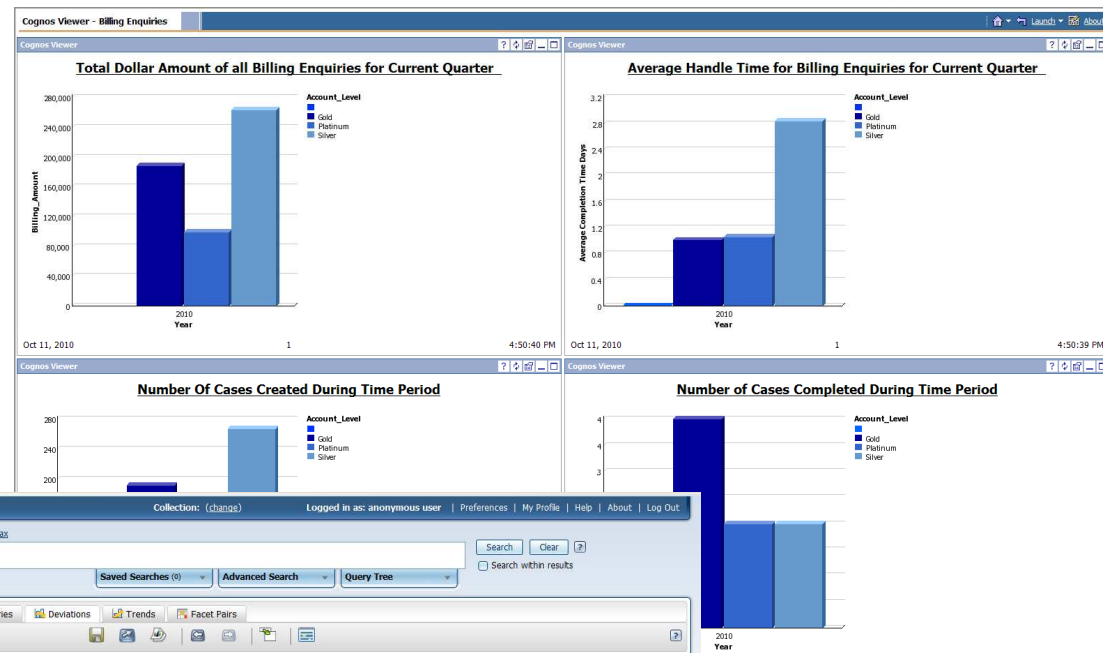




# Case Analytics

Out of the box reports and content analytics enable business users to

- review operational performance and
- determine the root causes of inefficiencies

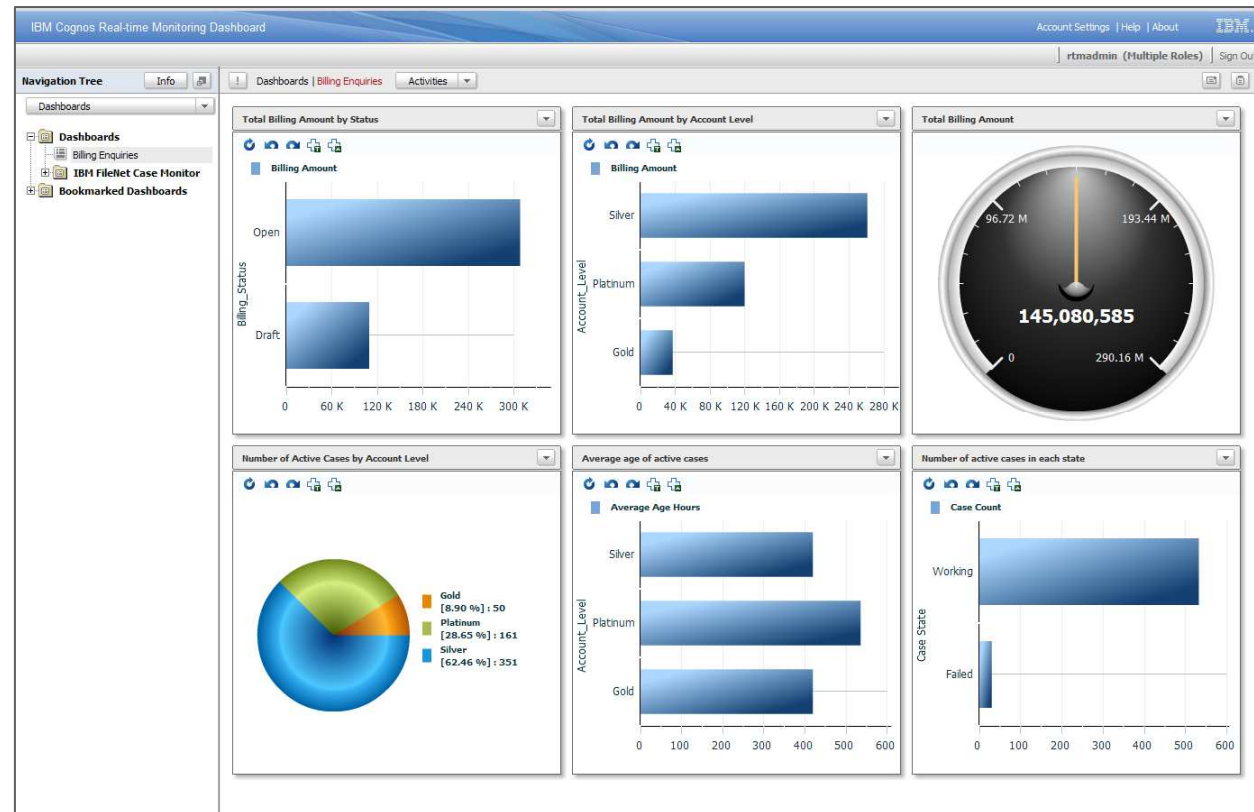


# Metrics and Key Performance Indicators (KPIs)



Business users can create realtime case monitoring dashboards

They can set KPI thresholds to trigger critical alerts



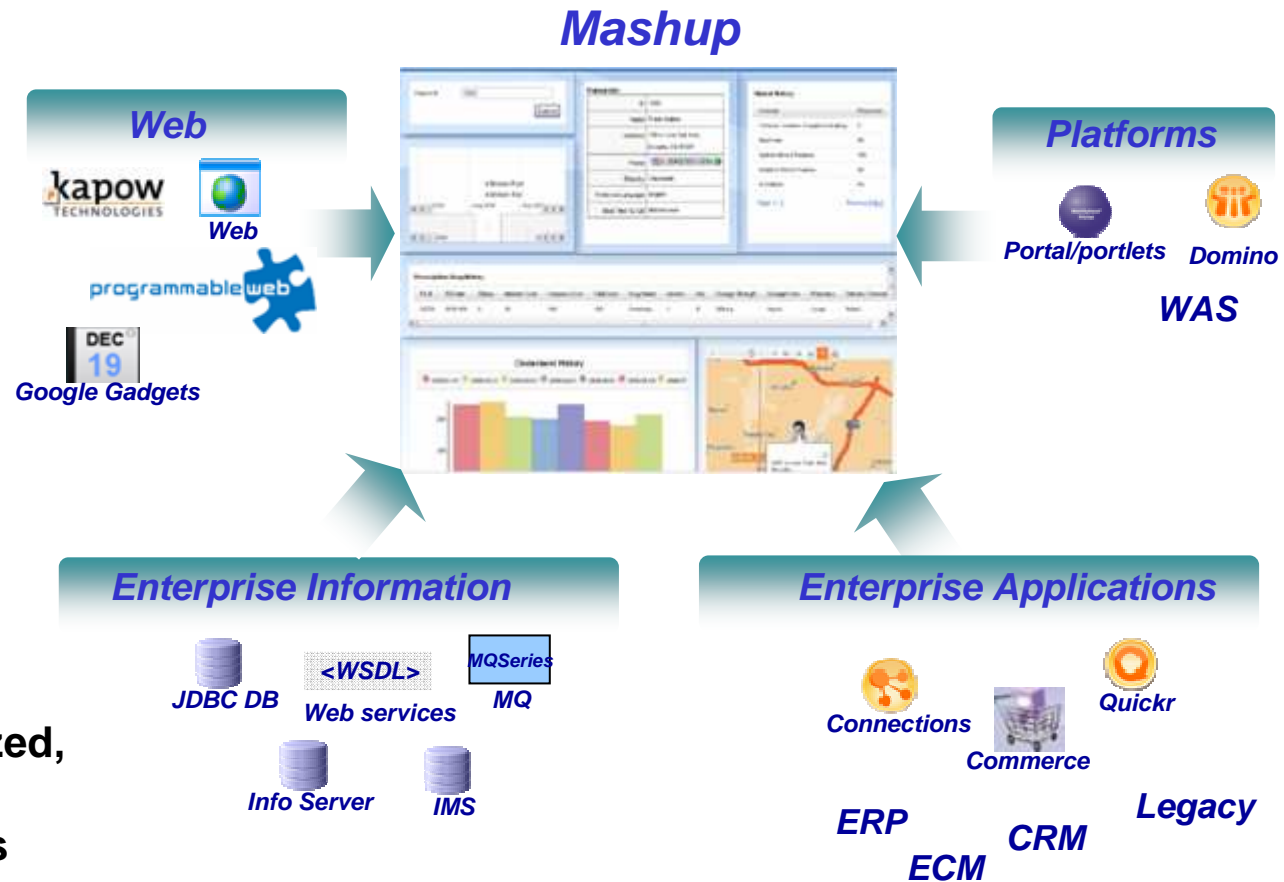
Reports, dashboards, and KPIs can be based off of case state, handling times, or any custom case properties

# Component (Mashup) Based Solution Runtimes



Rapid UI creation (days not months)

Easily pull existing tools together for a complete case context



Quickly create customized, contextual views for different roles and tasks



### Personnel Data Initial On-boarding

View Instructions

Comments

Complete Save Close

#### Case Data

##### Staff Member

Last Name:

Jones

First Name:

Frank

\*Date of Birth:

9/3/1982

12:00 AM

Serial:

568010

\*Start Date:

12/1/2010

12:00 AM

Status:

Active

Education:

High School

##### Team

Division:

Foxtrot

Position:

#### Document Viewer

61.5% Find

### Form W-4 (2005)

**Purpose.** Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay. Because your tax situation may change, you may want to refigure your withholding each year.

**Exemption from withholding.** If you are exempt, complete only lines 1, 2, 3, 4, and 7 and sign the form to validate it. Your exemption for 2005 begins February 16, 2006. See Pub. 505, Tax Withholding and Estimated Tax.

**Note.** You cannot claim exemption from withholding if (a) your income exceeds \$300 and includes more than \$250 of unearned income (for example, interest and dividends) and (b) another person can claim you as a dependent on their tax return.

**Basic instructions.** If you are not exempt, complete the **Personal Allowances Worksheet** below. The worksheets on page 2 adjust your withholding allowances based on itemized deductions, certain credits, adjustments to income, or two-earner/two-job situations. Complete all worksheets that apply. However, you may claim fewer (or zero) allowances.

**Head of household.** Generally, you may claim head of household filing status on your tax return only if you are unmarried and pay more than 50% of the costs of keeping up a home for yourself and your dependent(s) or other qualifying individuals. See line 8 below.

**Tax credits.** You can take projected tax credits into account in figuring your allowable number of withholding allowances. Credits for child or dependent care expenses and the child tax credit may be claimed using the **Personal Allowances Worksheet** below. See Pub. 910, How Do I Adjust My Tax Withholding? for information on converting your other credits into withholding allowances.

**Nonwage income.** If you have a large amount of nonwage income, such as interest or dividends, consider making estimated tax payments using Form 1040-ES, Estimated Tax for Individuals. Otherwise, you may owe additional tax.

**Two earners/two jobs.** If you have a working spouse or more than one job, figure the total number of allowances you are entitled to claim on all jobs using worksheets from only one Form W-4. Your withholding usually will be most accurate when all allowances are claimed on the Form W-4 for the highest paying job and zero allowances are claimed on the others.

**Nonresident alien.** If you are a nonresident alien, see the instructions for Form 8333 before completing this Form W-4.

**Check your withholding.** After your Form W-4 takes effect, see Pub. 919 to see how the dollar amount you are having withheld compares to your projected total tax for 2005. See Pub. 919, especially if your earnings exceed \$15,000 (Single) or \$175,000 (Married).

**Recent name change?** If your name on line 1 differs from that shown on your social security card, call 1-800-772-1213 to initiate a name change and obtain a social security card showing your correct name.

**Personal Allowances Worksheet (Keep for your records.)**

A Enter "1" for yourself if no one else can claim you as a dependent.  A

B Enter "1" if:  B

- You are single and have only one job; or
- You are married, have only one job, and your spouse does not work; or
- Your wages from a second job or your spouse's wages (or the total of both) are \$1,000 or less.

C Enter "1" for your spouse. But, you may choose to enter "-0-" if you are married and have either a working spouse or more than one job. (Entering "-0-" may help you avoid having too little tax withheld.)  C

D Enter number of dependents (other than your spouse or yourself) you will claim on your tax return.  D

E Enter "1" if you will file as head of household on your tax return (see conditions under Head of household above)  E

F Enter "1" if you have at least \$1,500 of child or dependent care expenses for which you plan to claim a credit.  F

(Note. Do not include child support payments. See Pub. 603, Child and Dependent Care Expenses, for details.)

G Child Tax Credit (including additional child tax credit):  G

- If your total income will be less than \$54,000 (\$79,000 if married), enter "2" for each eligible child.
- If your total income will be between \$54,000 and \$84,000 (\$79,000 and \$119,000 if married), enter "1" for each eligible child plus "1" additional if you have four or more eligible children.

H Add lines A through G and enter total here. (Note. This may be different from the number of exemptions you claim on your tax return.)  H

For accuracy, complete all **and Adjustments Worksheet** on page 2.  H

- If you plan to itemize or claim adjustments to income and want to reduce your withholding, see the **Deductions and Adjustments Worksheet** on page 2.
- If you have more than one job or are married and you and your spouse both work and the combined earnings from all jobs exceed \$35,000 (\$35,000 if married) see the **Two-Earner/Two-Job Worksheet** on page 2 to avoid having too little tax withheld.
- If neither of the above situations applies, stop here and enter the number from line H on line 5 of Form W-4 below.

Cut here and give Form W-4 to your employer. Keep the top part for your records.

**Form W-4 Employee's Withholding Allowance Certificate** OMB No. 1545-0010

Department of the Treasury Internal Revenue Service

Whether you are entitled to claim a certain number of allowances or an exemption from withholding is subject to review by the IRS. Your employer may be required to send a copy of this form to the IRS.

2005

1 Type or print your first name and middle initial Last name

2 Your social security number

#### Case Information

Case ID: HR\_Personnel\_000000100005

Open Case Details

Summary Documents History

Add View More Actions

##### Home > Identification

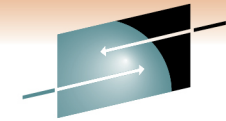
Items 1 - 2 Previous Next

Name	Date modified	Modified by
W4 IRS For...	Jan 7, 2011 12:...	P8Admin
PERSONNE...	Jan 7, 2011 12:...	P8Admin

Items 1 - 2 Previous Next

#### Attachment

View More Actions



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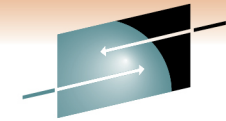
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# What is the IBM Case Manager Runtime?

- Easy to use web based environment
- For the case workers
  - Web application for working on case solutions
- For the business analyst
  - Supports “on the glass” assembly of case solution user interfaces
  - Leverages flexible and open mashup / widget platform
  - Significantly shortens time-to-value for case-style applications
  - Build from scratch or optionally leverage templates for a fast start
  - Allows mashing in other IBM, 3<sup>rd</sup> party or custom widgets

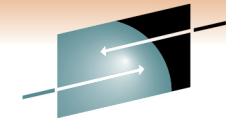


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## Example: Credit Card Dispute Management

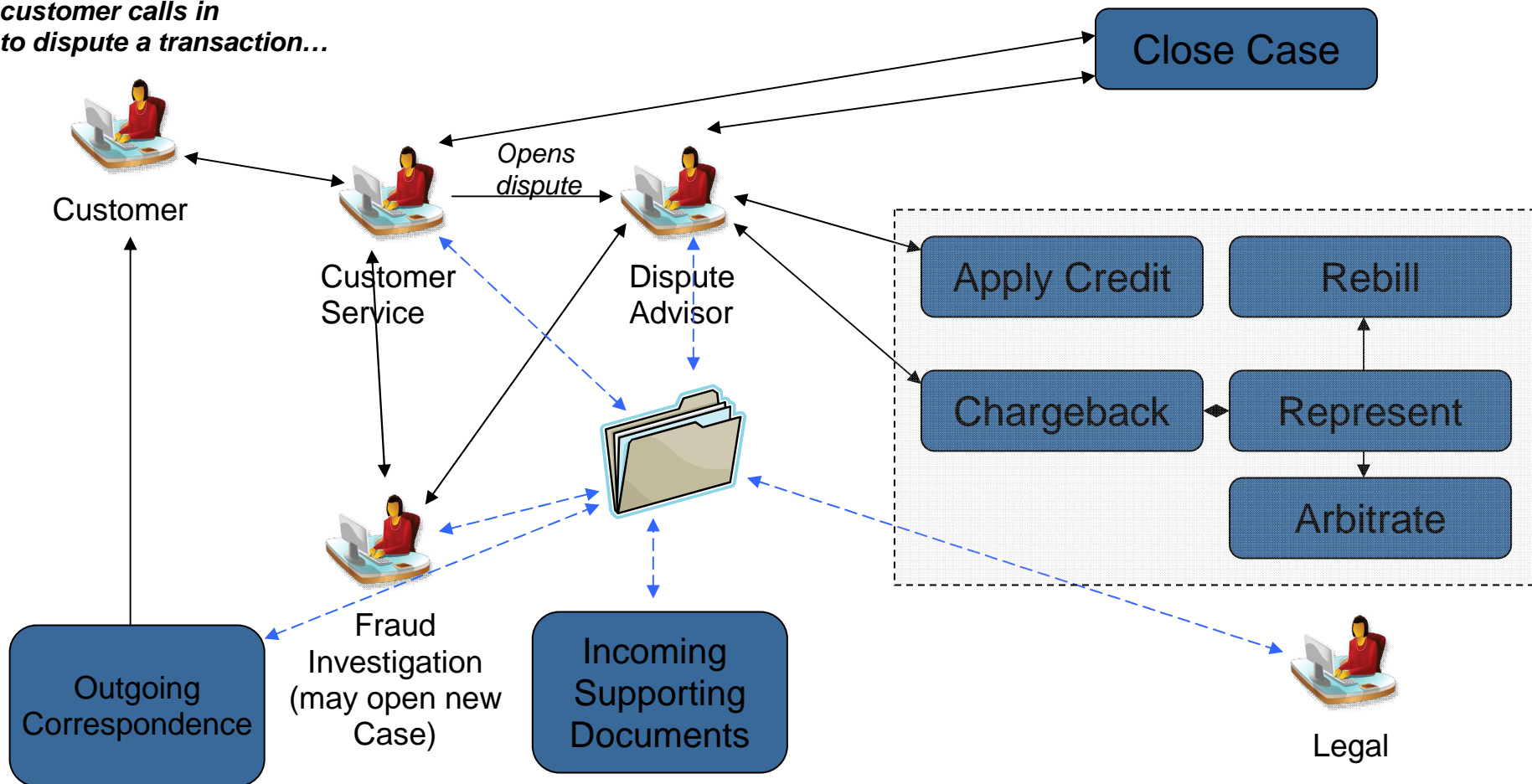
- Successfully managing customer credit card disputes requires efficient interactions between customers, merchant, the card issuing bank, and the credit card agency.
- Credit card disputes are on the rise due to today's difficult economic times.
- Regulatory pressures have also placed greater urgency on efficiency and transparency
- The credit card companies have well defined processes for working with merchants to resolve disputes. Each bank implements their own process to interface with the services provided by credit card agencies. Errors or inefficiencies in the interactions between the banks and credit card companies can result in additional costs, delays, and unresolved disputes.

# High Level Process Flow – Managing a Dispute



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Process begins when customer calls in to dispute a transaction...





Welcome, John Dunne

Add case

Manage roles

Advisor tasks (2)

Personal In-Basket

Filter No filter condition is defined.

Items 1 - 2

Previous Next

Assigned Date	Case Work Item	Customer Name	Description
OCT 26, 2010	Review Dispute	Jane Jones	New documents have arrived.
OCT 25, 2010	Review Dispute	Douglas Potter	New case.

Items 1 - 2

Previous Next

Case that I own

- 10001**  
 Case type: **Manage Dispute Item** | Case State: **Process Chargeback** | Assigned to: **fsilvia** | Finality Date: **NOV 1, 2010**
- 10003**  
 Case type: **Manage Dispute Item** | Case State: **Represent** | Assigned to: **jsolkol** | Finality Date: **NOV 12, 2010**
- 10001**  
 Case type: **Manage Dispute Item** | Case State: **Initiate Dispute** | Assigned to: **jjohnson** | Finality Date: **DEC 8, 2010**

Case Information

Case ID: CCDM\_ManageDisputeItem\_... [Open case details](#)

Summary Documents Tasks History

Show: Summary

Items 1-10

Previous Next

OCT 26, 2010

- hotel invoice.pdf rdee  
 Document added
- hotel reservation.pdf rdee  
 Document added
- dispute form.pdf rdee  
 Document added
- letter.pdf rdee  
 Document added

OCT 25, 2010

- General Correspondence fjones  
 Task completed
- Generating request for documents fjones  
 Comment added
- Generate Correspondence fjones  
 Task started
- Initiate Dispute slars  
 Task Completed

OCT 24, 2010

- Customer was billed twice for a hotel res... slars  
 Comment added
- Initiate Dispute slars  
 Task started

Items 1-10

Previous Next

### Review Dispute

Review Dispute Item

Comments

Chargeback

Apply Credit

Close Case

Submit to Fraud

Save

Close

#### Dispute Details



## Polestar Bank

### Customer Dispute

Date: Jan 26, 2011

#### Customer Details

Customer Name:	Jones
Contact Phone Number:	5950339933
Customer Status:	Gold
Card Number:	3993093339399

#### Transaction Details

Date:	Jan 3, 2011	Transaction ID:	399393993
Merchant Name:	WhereToSleep.com		
Transaction Amount:	\$469.50		
Description of Transaction:	Hotel Reservation		

#### Dispute Details

Type of Dispute:	Quality of goods
Amount Disputed:	\$0.00
Contacted Merchant:	No
(add any dispute details here)	
Dispute Comments:	

#### Case Information

Case ID: CCDM\_ManageDisputeItem\_000000100601

[Open Case Details](#)

Summary

Documents

Tasks

History

Add View More Actions

Home > Supporting Documents

Items 1 - 2 Previous Next

Name	Date modified	Modified by
Complaint_Letter.tif	Jan 31, 2011 10:33:17 AM	psmall
Marmalade_Confirm.TIF	Jan 31, 2011 10:30:54 AM	psmall

Items 1 - 2 Previous Next

#### Document Viewer

Jan Jones  
125 Cranberry Lane  
Tucson, AZ 85711

August 18, 2010

Shell Credit Cards  
1212 First Street  
Tucson, AZ 85710

To whom it may concern:

My husband and I purchased a Honda motorcycle from your store last April. We also bought a Hell Firebox helmet for \$69.95. In June, we read in the paper that Hell had defaulted its Cardex credit balance and I visited your store with the helmet to replace or get a refund. The store manager I spoke with (Tim) was quite unpleasant with me and told me I had to send the helmet back to the Dell factory. He was too busy to even look up the factory address for me, telling me to look it up on the internet.

Page 1 of 1

Add Case Manage Roles

Role: Staffing Coordinator

In-baskets

Staffing Tasks (3)

Filter No filter is defined

Items 1 - 3

Last Name

Doe

Gold

Rogers

Items 1 - 3

Search

Search:

Case ID

Search

Advanced Search

Advanced Search

Search for cases by specifying one or more criteria based on case properties. Learn more.

Case type:

All

Match criteria:

All

Case ID:

Case state:

Date added between:

and

Added by:

Select Clear

Date modified between:

and

Modified by:

Select Clear

User-specified properties

Last Name starts with Jones

Add search criteria

Search

Cancel

Previous | Next

Date

4, 2009 12:00:00 AM

3, 1990 12:00:00 AM

2, 1986 12:00:00 AM

Previous | Next

Direction: Ascending

Previous | Next

Show More

Previous | Next

E ults

im



**CCDM\_ManageDisputeItem\_00000100601** Date modified: 1/31/11 10:33 AM | Manage Dispute Item | Processes for managing an individual disputed transaction

Comments

Add Task

Close

**Case Information**

Documents | Tasks

History

Add Task

Required (5)

- Close Case
- Add Document  
Started on 01/31/2011 10:33
- Add Document  
Started on 01/31/2011 10:30
- Review Dispute Item  
Started on 01/26/2011 04:41
- Generate Status Letter  
Completed on 01/31/2011 10:33

Optional (8)


- Arbitration
- Evaluate for Fraud
- Generate Close Letter
- Generate Credit Letter
- Generate Fraud Letter

**Document Viewer**

Where To Sleep Reservation Acknowledgement Page 1 of 2

Jane Jones

Subject: FW: Reservation: The Marmalade Hotel



HOTEL RESERVATION ACKNOWLEDGEMENT -Where To Sleep.com

YOUR ACKNOWLEDGEMENT NUMBER IS 5400Y345

This is an automated acknowledgement, from The Marmalade Hotel. Please do not reply to this acknowledgement. You will not receive a return response. Please see below for further contact information.

Please review your reservation information to ensure its accuracy.

The cancellation policy that applies to this reservation is a follow:  
Guarantee by credit card due at time of booking. Must cancel by March 15 2010 to avoid a penalty of one night plus tax.

**HOTEL RESERVATION INFORMATION**

Hotel name:	The Marmalade Hotel
Address:	489 Borne St Philadelphia, PA
Telephone:	215-323-2122
Fax:	215 363 2222
Room reserved:	Standard
Number of rooms:	1
Number of guests:	
Check-in:	September 10, 2010
Check-out:	September 15, 2010

Room Extra Shared

Page 1 of 1...

**Case Data**

Edit

Customer Information

Account ID:  
3903093339399

Customer Name:  
Jones

Contact Phone Number:  
5950339933

Customer Status:  
Gold

Transaction Details

Dispute Details

Dispute Type:  
Quality of goods

Dispute Description:  
(add any dispute details here)

Disputed Amount:

Merchant Name:  
WhereToSleep.com

Merchant Contacted

Merchant Contact Date:

# Agenda

- Advanced Case Management Overview
- Key Capabilities
- IBM Case Manager Runtime Overview
- **IBM Case Manager Builder Overview**
- Real World Examples
- Benefits

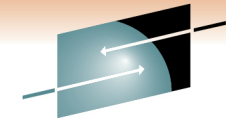


# What is IBM Case Manager Builder?



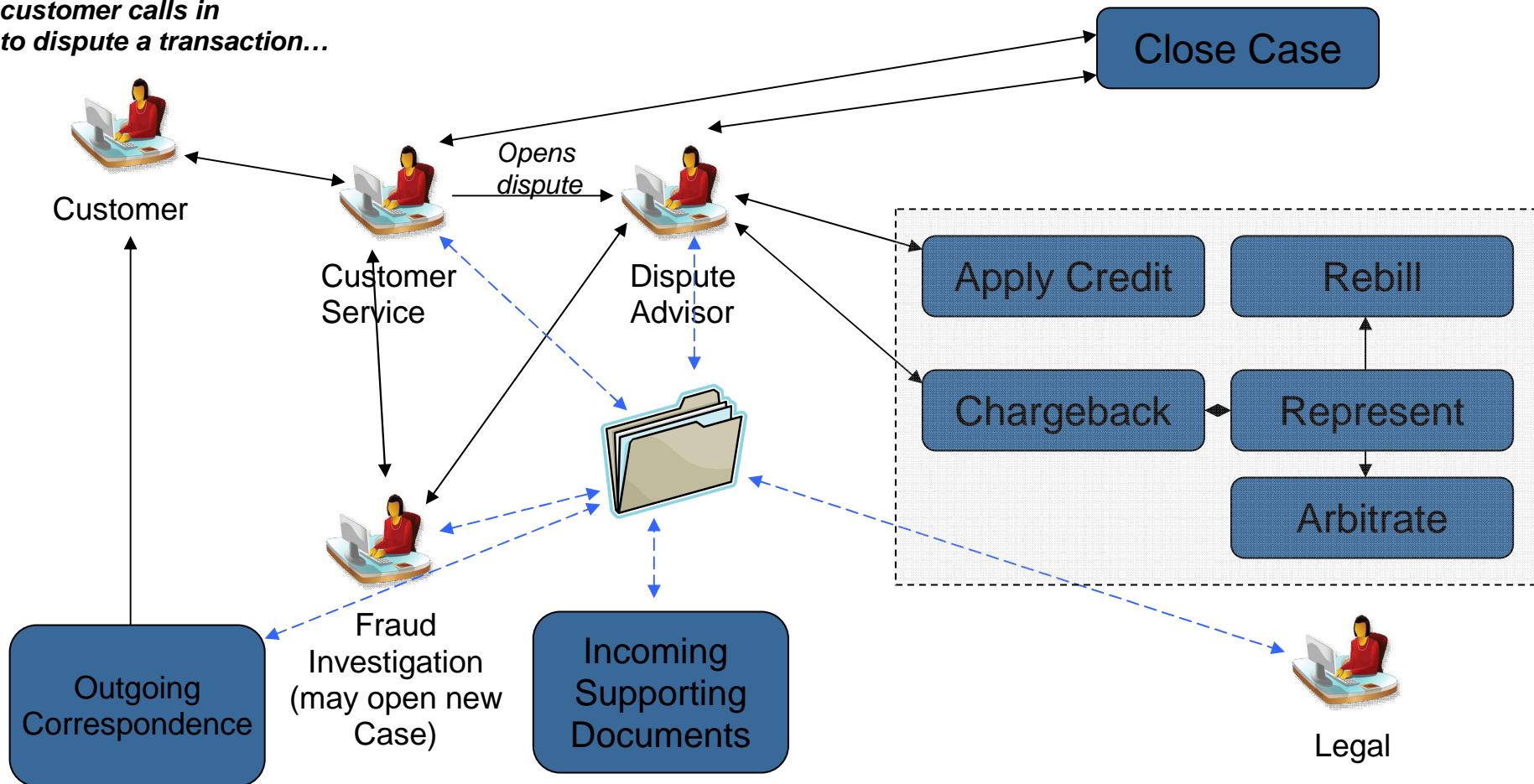
- Easy to use web based tool
- Targets the business analyst
- Significantly shortens time-to-value for case-style applications
- Unified user experience to define and manage case solution definitions
- Build from scratch or optionally leverage templates for a fast start
- Edit, deploy and test case solutions
- Optionally supports an interview style UI for creating, editing and/or reviewing case solutions

# High Level Process Flow – Managing a Dispute



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*Process begins when customer calls in to dispute a transaction...*



**Creating the solution**

Select a template

From a blank template  Use the wizard to define the solution

**Credit Card Disputes**

Solution for managing credit card disputes  
Last modified by P8Admin on September 7, 2010

Edit | Open wizard | Deploy | Test | Remove

**Unemployment Claims Process**

Unemployment claims process management system  
Last modified by P8Admin on September 12, 2010

**Law Enforcement**

Law Enforcement management solution  
Last modified by P8Admin on September 12, 2010

**Credit Cards JGD v2**

description  
Last modified by P8Admin on September 10, 2010



## Credit Card Dispute Management

Solution for managing disputed credit card transactions.

Solution prefix: CCDM

Created by: psmall

Created on: January 6, 2011

A solution includes one or more case types. Case types include one or more tasks. You assign solution roles to case types and task steps. [Learn more](#)

Properties Roles Document Types Personal In-basket Case Types

Add Property OK All

Name:	Type:	Description:
Account ID	String	Maps to credit card number.
Assigned Date	DateTime	Date a work item was assigned.
Case Identifier	String	A specially formatted identifier for Case Folder instance.
Case Owner	String	The user id of the Dispute Advisor assigned to the case.
Close Letter Request	Boolean	Hidden property - set when a close letter is to be sent.
Contact Phone Number	String	Contact number for the customer.
Credit Letter Req...	Boolean	Hidden property - set when a letter is to be sent inform...
Customer Name	String	

**Manage Choice List**

Add Choice Item Clear List

Silver	Silver
Gold	Gold
Platinum	Platinum

OK Cancel

*Name:	Type:	Description:
Customer Status	String	

OK Cancel

Define Property Values

This property can have

A single value

Multiple values

Maximum length:

Choice list:

None

Edit Choice List

Default value:

Silver

\*Unique Identifier

CCDM\_CustomerStatus

Date Case Closed

DateTime



## Credit Card Dispute Management

Solution for managing disputed credit card transactions.

Solution prefix: CCDM

Created by psmall

Created on January 6, 2011

A solution includes one or more case types. Case types include one or more tasks. You assign solution roles to case types and task steps. [Learn more.](#)

[Properties](#)
[Roles](#)
[Document Types](#)
[Personal In-basket](#)
[Case Types](#)

Add Role

OK All

\* Role

Description:

Customer Service Represent

First point of contact for the customer.

In-basket General

[In-basket Filters](#)

\* In-basket name:

CSR Tasks

Description:

Add Property ▾

Name	Sortable	Sort Default	Sort Order	
Assigned Date	<input checked="" type="checkbox"/>		Descending ▾	
Work Item	<input type="checkbox"/>			
Customer Name	<input type="checkbox"/>			

**Dispute Advisor** Owns dispute case.

**Data Clerk** Receives inbound documents; adds to cases.

**Legal** Handles legal inquiries and arbitration.

**Correspondence Team** Generates all outbound letters associated with cases.

**Fraud Team** Investigate cases that involve fraud.

**Dispute Supervisor** Point of escalation for dispute cases.

Case Type

Properties

Views

Case Folders

Tasks

Specify attributes for the case type. Page layouts are used by the Case Manager Client. [Learn more.](#)

\*Case type name:

Manage Dispute Item

\*Case type unique identifier:

CCDM\_ManageDisputeItem

Case type description:

Processes for managing an individual disputed transaction.

Starting document type:

<None>

Default layout for Add Case page:

Default Add Case page

Default layout for Case Details page:

Default Case Details page

Override default case details page layout for:

Correspondence Team

Role Case details page layout

Case Type

Properties

**Views**

Case Folders

Tasks

Views define how properties are displayed in the Case Manager Client application. [Learn more.](#)

Case Summary

Case Data

Case Search



























Available Properties

-  Case Owner
-  Date Case Opened
-  Dispute Case State
-  Finality Date

Properties in the Case Data view

Add Group

No ungrouped properties are in this view.

- ▼  Customer Information   Expand by default
  -  Account ID
  -  Customer Name
  -  Contact Phone Number
  -  Customer Status
- ▼  Transaction Details   Expand by default
  -  Transaction ID
  -  Transaction Date
  -  Transaction Amount
  -  Transaction Description
- ▼  Dispute Details   Expand by default
  -  Dispute Type
  -  Dispute Description
  -  Disputed Amount
  -  Merchant Name
  -  Merchant Contacted
  -  Merchant Contact Date
- ▼  Letter Information   Expand by default
  -  Type of Letter
  -  Date Requested
  -  Letter Approval Required
  -  Letter Comments



Case Type

Tasks contain one or more steps that you can create with the Step Editor. Steps appear as work items in the Case Manager Client application. [Learn more.](#)

Properties

Views

Case folders

View by: [Priority](#) | [Set](#)

Tasks

Required tasks

<b>Review Dispute Item</b> Precondition: Case Start Set: <None>	<b>Close Case</b> Precondition: Property: Dispute Case State = Cl... Set: <None>
--	---

Optional tasks

<b>Add Document</b> Invoked whenever a new document is added to the case. Precondition: Document: Supporting Document Set: <None>	<b>Arbitration</b> Precondition: Property: Dispute Case State = Ar... Set: <None>	<b>Evaluate for Fraud</b> Determines whether a fraud case should be opened. Precondition: Property: Dispute Case State = Fraud Set: <None>	<b>Generate Close Letter</b> Precondition: Property: Close Letter Request = ... Set: <None>	<b>Generate Credit Letter</b> Precondition: Property: Credit Letter Request = ... Set: <None>
<b>Generate Fraud Letter</b> Precondition: Property: Fraud Letter Request = ... Set: <None>	<b>Generate Provisional Cre</b> Precondition: Property: ProvCredit Letter Reque... Set: <None>	<b>Generate Status Letter</b> Precondition: Property: Status Letter Request = ... Set: <None>	<b>Process Chargeback</b> Precondition: Property: Dispute Case State = Ch... Set: <None>	<b>Process Representation</b> Precondition: Property: Dispute Case State = Re... Set: <None>

User-created tasks

<b>Request Letter</b> Set: <None>	<b>Request Sales Copy</b> Allows CSR or DA to request a sales copy to add to the case. Set: <None>	<b>Review Case</b> Set: <None>
--------------------------------------	--	-----------------------------------



# Task Properties

General Preconditions Design Comment

\*Name:  
Add Document

\*Unique Identifier  
CCDM\_AddDocument

Description:  
Invoked whenever a new document is added to the

Task Starts:  
 Automatically  Manually  If user creates task

Required

Assign to set:  
<None> Manage Sets

OK Cancel

General Preconditions Design Comment

What preconditions must be met for this activity to start?

A document added to the case  A property condition is met  No precondition, start task

Document of any type

Document of a type defined for this case  
Supporting Document

Document can be added more than once?

OK Cancel

General Preconditions Design Comment

Design Comment:  
Need to add steps to reflect automated data capture mechanisms within the company.

OK Cancel

## Step Editor: Add Document

### Palette



Role Lane



Workgroup Lane



Connector



Step

### Step Properties

Name	<input type="text" value="Review Document"/>
Description	<input type="text"/>
Instruction	<input type="text"/>
Responses	<input type="text"/>
Reassign	<input type="text" value="true"/>
Deadline	<input reminder_unit\":\"weeks\",\"rem\""="" type="text" value="{\"/>
Parameters	<input type="text" value="{\" workgroups_params\":[],\"data\""=""/>
PageLayout	<input type="text" value="CCDM_CmAcMSTEP_DEFAULT"/>
Swimlane	<input type="text" value="Dispute Advisor"/>
Split	<input type="text" value="OR"/>
Join	<input type="text" value="OR"/>

OK Cancel

Manage Workgroups ▾

Manage Attachments ▾

Start by adding a role or workgroup swimlane to the canvas. You can add steps only to these swimlanes. [Learn more.](#)

System



Set Case  
Owner

CCDM\_CaseO...

Undefined  
Participants



LaunchStep

CCDM\_CaseO...

Dispute  
Advisor



Review  
Document

CaseOwner

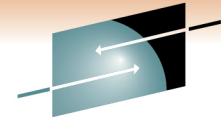


Review  
New  
Document

# Agenda

- Advanced Case Management Overview
- Key Capabilities
- IBM Case Manager Runtime Overview
- IBM Case Manager Builder Overview
- **Real World Examples**
- Benefits

# Partners have already embraced IBM Case Manager



- Tritek - Property / Casualty Claims
- IPD - Life Insurance Underwriting
- Pyramid - Wealth Management (Financial)
- EIM - Task Management System (Government/Military)
- Renewtek - Financial Services Customer Complaint
- Vega ECM - Medical Device Problem System
- Tieto – City Decision Making (Government)
- GoPro – New Business Registration (Government)
- CENIT - Insurance Broker Case Management (managing independent brokers)
- Atos Origin - Pension Arrangements (Insurance); old age and worker's compensation insurance/pensions
- Capgemini - HR Recruiting and Onboarding

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in Anaheim  
2011

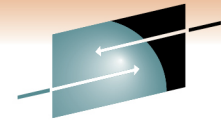
# Agenda

- Advanced Case Management Overview
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- **Benefits**

# Business benefits



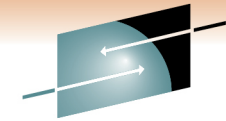
- Better business and IT collaboration to define solutions
  - New Case Builder bringing case asset definition into a single place
- Faster build and deploy times via better tools and solution templates
  - Deploy to sandbox from Case Builder
  - Packaging of a solution into a simple, repository-independent structure
- Delivering complete case context for case workers with ability to collaborate within case teams
  - Case Object Model, Out of the box runtime, Customizable widget approach
- Optimizing case outcomes thru business rules, cross case analytics, monitoring, and collaboration
  - Integration of ILOG, ICA and Cognos RTM, SameTime



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# Thank You!





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