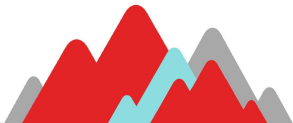




Solutions Summit

TRACK: TECHNOLOGY

Session Title: Automation Made Easy



Dan Cannon

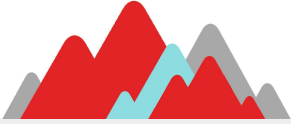
Chief Technology Officer

dan.cannon@a360inc.com

Mike Threlkeld

Senior Software Engineer

mike.threlkeld@a360inc.com

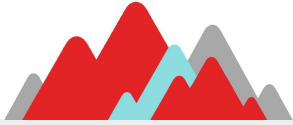


CaseAware Automation

CaseAware is a powerful tool that helps you manage your business even without utilizing its automation features.

However, taking advantage of automation affords your staff the freedom to focus on your core business instead of repetitive tasks.

Accuracy in timing, entry, and output can be maximized with one-time configuration rather than ongoing memorization and reference.



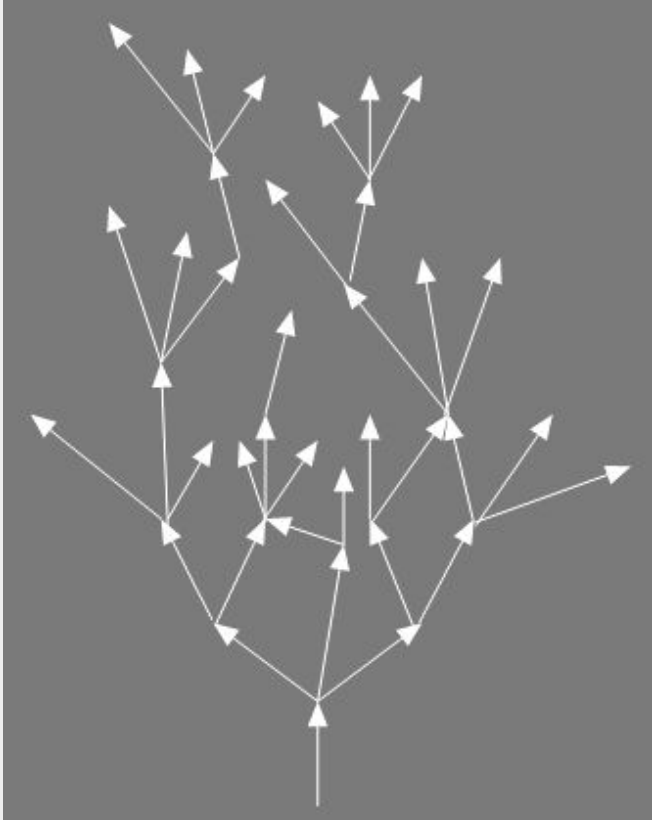
Why Automate?

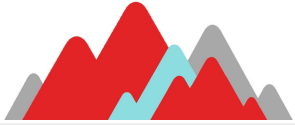
Automation in CaseAware is a controlled chain reaction stemming from a single user action.



Your staff can focus their attention on your business while automated events do the legwork behind the scenes.

Automation still allows for when a person needs to make a decision or resolve an issue.





Automation Setup

CaseAware has several key components to configure Automation:

- Auto-complete** - Complete Steps from events
- Auto-Supp** - Add Supplemental Steps
- Batch Processing** - Generate docs and load data
- Integration** - Data exchange with vendors interfaces
- Scheduled Reports** - Auto-run reports with filters
- Triggers** - Automate actions from events



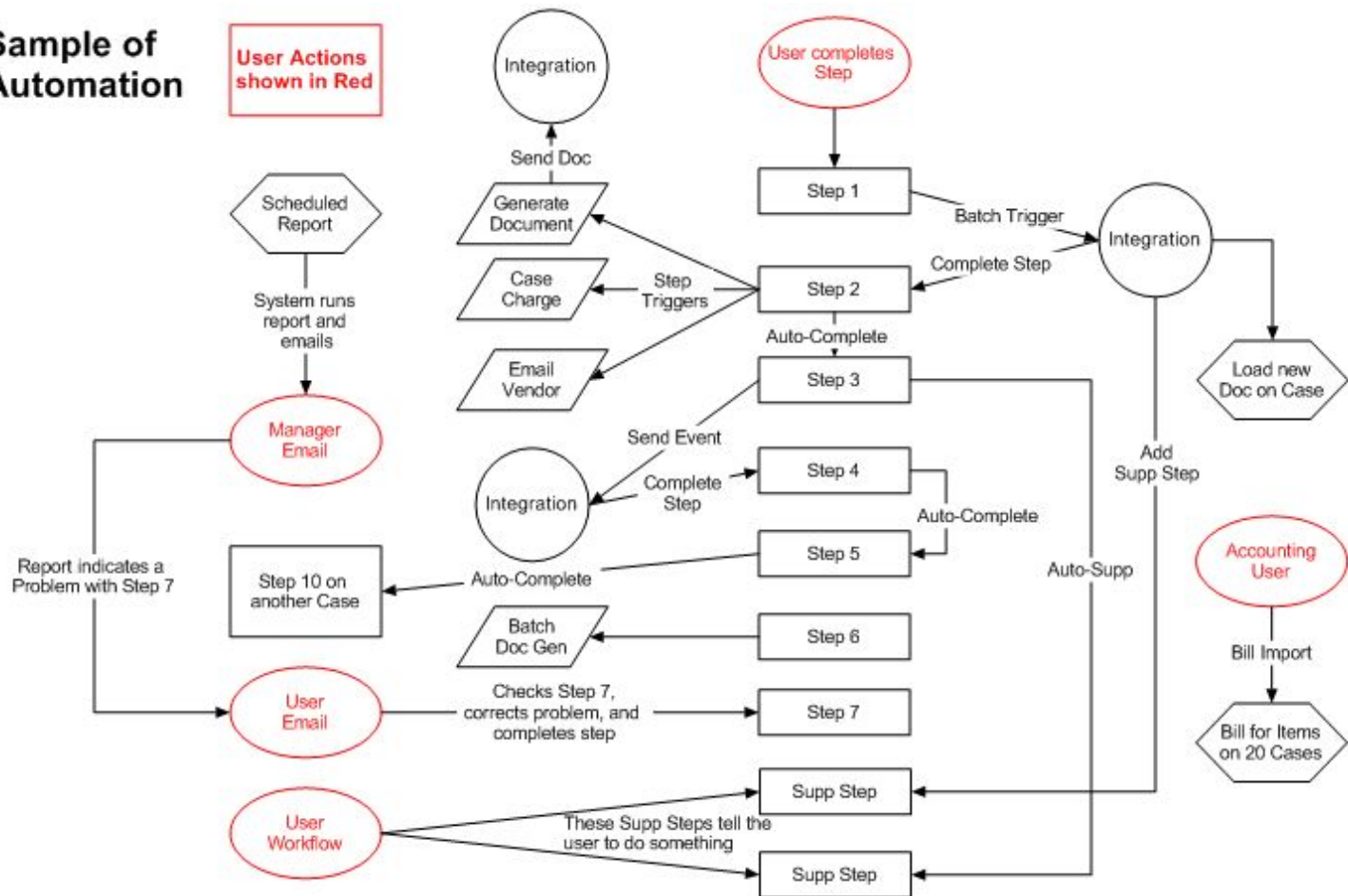
ORCHESTRATED EVENTS

Conducting a Symphony of Events

- Picture an orchestra of hundreds of musicians, each with a vital, perfectly timed role
- Configuring Automation allows you to trust that key events happen as they should, just as each musician performs their part with precision

Sample of Automation

User Actions shown in Red

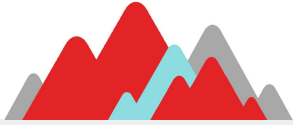




Setup Basics

Before we jump into the details of Automation Setup, we need to cover the basic components:

- CaseAware Steps
- Batches
- CaseAware Values
- Conditions



CaseAware Steps



A CaseAware Step allows multiple Steps, Supplemental Steps (Supps), and Tasks dates to a common name.

First, the CaseAware Step Name is created and saved:

CaseAware Steps (225 New Messages, (0) Calendar, (0) To D
File # Find Set Available - Yes Export Logout

[New](#) [Filter \(+\)](#) [Enable Scrolling](#)

Step	Notes	Mapped Steps	Action
Sample Step		3	Edit Delete Step Data

Then Steps, Supps, and Tasks are assigned to it:

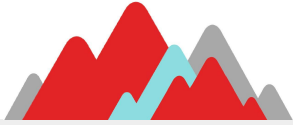
CaseAware Step Map (225 New Messages, (0) Calendar, (0) To D
File # Find Set Available - Yes Export Logout

[New](#) [Filter \(-\)](#) [Enable Scrolling](#)

CaseAware Step: Sample Step

Case Type: All

Case Type	CMS Step	Field	Confirmed?	Notes	Action
Foreclosure	Step: 100. Sale Date (Foreclosure)	Actual Start	Yes		Edit Delete
Eviction	Supplemental: Eviction Supp	Actual End	No		Edit Delete
	Task: 11. Sale Held (Actual Sale Date)	Plan End	Yes		Edit Delete

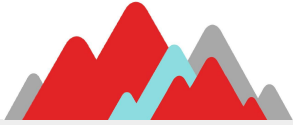


CASEAWARE BATCH:

Needed to initiate Batch Document Generation.

HOW IT WORKS:

- Doc Gen Batches consist of:
 - A name such as “Doc Gen Batch List” (the Batch name can be anything)
 - A Case Status – used to limit which cases are eligible
 - A “Start” CaseAware Step to open the Batch Window
 - An optional “End” CaseAware Step to close the Batch Window
 - Optional conditions to prevent the Batch Window from opening
 -
- Completing a Start Step will open the Batch, completing an End Step will close it.
- When the Batch is open, Batch Doc Gen can begin for the Case. Set the End Step to a step immediately after Doc Gen is complete.



CASEAWARE BATCH STEPS:

CaseAware Steps allow a single Batch to open from different Case Types and Sequences

HOW IT WORKS:

If any mapped step has a date entered, the CaseAware Step is considered “complete” for that Case.

First Step			
Case Type: All			
Case Type	CMS Step	Field	Confirmed?
Eviction	Step: 10. First Step (jee - Eviction)	Actual End	No
FC	Step: 200. First Legal Date (FC-TX)	Actual End	No

Batch List

(225) New Messages

File #

Find

Set Available

New Filter (-)

Enable Scrolling

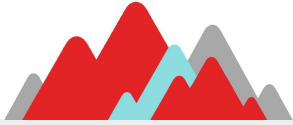
Name: Doc Gen

Status: Active

Name	Case Status	Start Step	End Step	Status
Doc Gen Batch List	Open	First Step	Second Step	Active

When Step 10 is ended for Eviction, the Batch opens for the Eviction

When Step 200 is ended for FC-TX, the Batch opens for the FC Case



CASEAWARE VALUES:

A CaseAware Value is required for creating a Condition on a Batch or any other configuration setup with Conditions.

HOW IT WORKS:

A CaseAware Value is the method used to assign a value to a meaningful name such as “Case Open Date” which can be used for a condition.

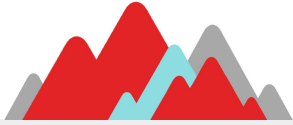
Category	Name	Value	Notes	Action
General	Case Open Date	sql: select min(case_stat_dt) from case_stat where case_id = __CASE_ID__ and case_stat_id = 1		Edit Test Audit

The values may be specific values (like “yes”), pre-defined tags (`__CASE_FLEX_case flex name__`), SQL (above), or functions (below).

Category	Name	Value	Notes	Action
General	Fee Cost good thru today	app: ca_get_fc_total_as_of(CAVAL_Today_)		Edit Delete Test Audit

[New Filter \(7\)](#) [Enable Grouping](#)

Category	Name	Value	Notes	Action
General	Today	sql: select current_date		Edit Test Audit



CONDITIONS:

Conditions are common in CaseAware configuration to prevent an action unless the condition is met

HOW IT WORKS:

Configurations that allow Conditions will have a Count and/or link

New Filter (+) Enable Scrolling						
Name	Case Status	Start Step	End Step	Status	Conditions	Action
Doc Gen Batch List	Open	First Step	Second Step	Active	1	Edit

A Condition is made up of a CaseAware Value, an Operator (**Equals, In, Not Equals, Not In, Greater Than, or Less Than**), and a value:

CaseAware Value	Operator	Value	
Case Open Date	Greater Than	2019-01-01	E

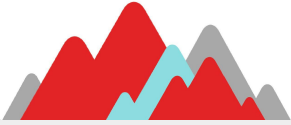
In this case, the **“Doc Gen Batch List”** Batch will only open if the Open Date is after 01/01/2019.



CONFIGURATION

How to Set up Automation

- Now that we've covered the basics, let's look at the details
- Next, we'll cover the configuration and use of each Automation Type or Group
- Then, we'll cover similar options that are also available



Auto-Complete

There are two types of Auto-Complete configurations in CaseAware:

1. Auto-Complete Steps – Complete Steps on the same Case
2. Other Sequence Auto-Complete Steps – Complete Steps on a different Case on the same File

Both have options to:

- Start, Confirm, or End a Step, Supp, or Task
- Use today or the End date of the prior Step
- Complete at the Target Date or as soon as possible
- Reforecast the Case
- Prevent the action if Conditions are not met



Auto-Complete Sample

In the sample below, when Step 4500 is completed, Step 7000 will be started automatically

Auto-Complete Steps Edit

File #Find

(ZZ5) New Messages, (U) Calendar, (U) To Do
Set Available - Yes Export Logout

Sequence: PPS/TSG Test
[Save](#)

Predecessor			
Step	Supp	Task	
4500: Last Pub Date	-- SELECT --	-- SELECT --	

Update *

Step	Supp	Task	
7000: Sale Date	-- SELECT --	-- SELECT --	

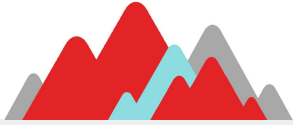
Auto Complete

Trigger Event	Use Prior Step End Date	Complete ASAP	Reforecast
Start *	No *	No *	No *
-- SELECT --		If No, the Auto-Completion processing won't occur until the Trigger Event Target Date is reached If Yes, the Trigger Event Target Date is not a factor in the Auto-Completion process occurring	

[Save](#)

Start
End
Confirm

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Auto-Supp (Supplemental Step)

- Automatically add Supplemental Steps (with or without Tasks) to a case based on specific criteria
- Each Auto-Supp may have Predecessor Dependency (preds/deps) and start delays, and control if it may be added multiple times and auto-removed on reforecast if the “add” criteria is no longer valid.

The Auto-Supp link will take you to the “Sequence Auto Supplemental Step” screen

Case Sequence

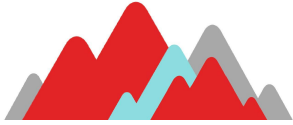
File # Find

(225) New Messages, (0) Calendar, (0) To D

Set Available - Yes Export Logo

[New Filter \(+\)](#) [Enable Scrolling](#)

Name	Case Type	Standard	State	County	Loan Type	Client	Entity	Conditions	Status	Action
dan-mo-fc	Foreclosure	79						0	Active	Edit Copy Triggers Auto-Supp Map



Sequence Auto Supplemental Step

Sequence Auto Supplemental Step for Seq: dan-mo-fc

(618) New Messages, (U) Calendar, (U) I
Set Available - Yes Export Lo

New Filter (±) Enable Scrolling

Sort	Name	Start Delay	Client	State	County	Loan Type	Entity	Preds	Deps	Multiple Add	Auto Remove	Status	Conditions	Action
55	Assignment	0	drc	MO				10. Review Referral	60. SOT to Client	No	No	Active	0	Edit Delete Pred/Dep Copy

Sequence Auto Supplemental Step Edit

(618) New Messages, (U) Calendar, (U) I
Set Available - Yes Export Lo

Save

Name

Assignment (Activity: Assignment) ▼ *

State

MO - USA ▼

County

[Choose County](#) [Clear](#)

Loan Type

-- SELECT -- ▼

Client

drc [Choose Client](#) [Clear](#)

Entity

[Choose Entity](#) [Clear](#)

Sort Order

55 *

Start Delay (Days)

0

For delays with Activities, please review Help under the "Other" menu, Category: Workflow, Subject: Auto-Supplemental Step Delays.

CaseAware Value Start Delay (Days)

Enter CaseAware Value and use 0 for Start Delay (Days)

Delay Calculation

All Days ▼ *

Multiple Add

No ▼ * If "Yes", this Auto-Supp will be added to the Case again if this Supplemental is already on the Case and any/all instances are already completed.

Multi Add Pred

No ▼ Available when Multiple Add is "Yes". When "Yes", prior instances of this Auto-Supp will be predecessors of this Auto-Supp if the Start Delay is positive.

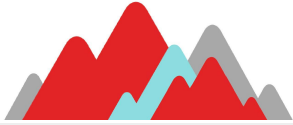
Auto Removal on Reforecast

No ▼ * If "Yes", this Auto-Supp will be removed from the Case during Reforecast if it no longer meets conditions.

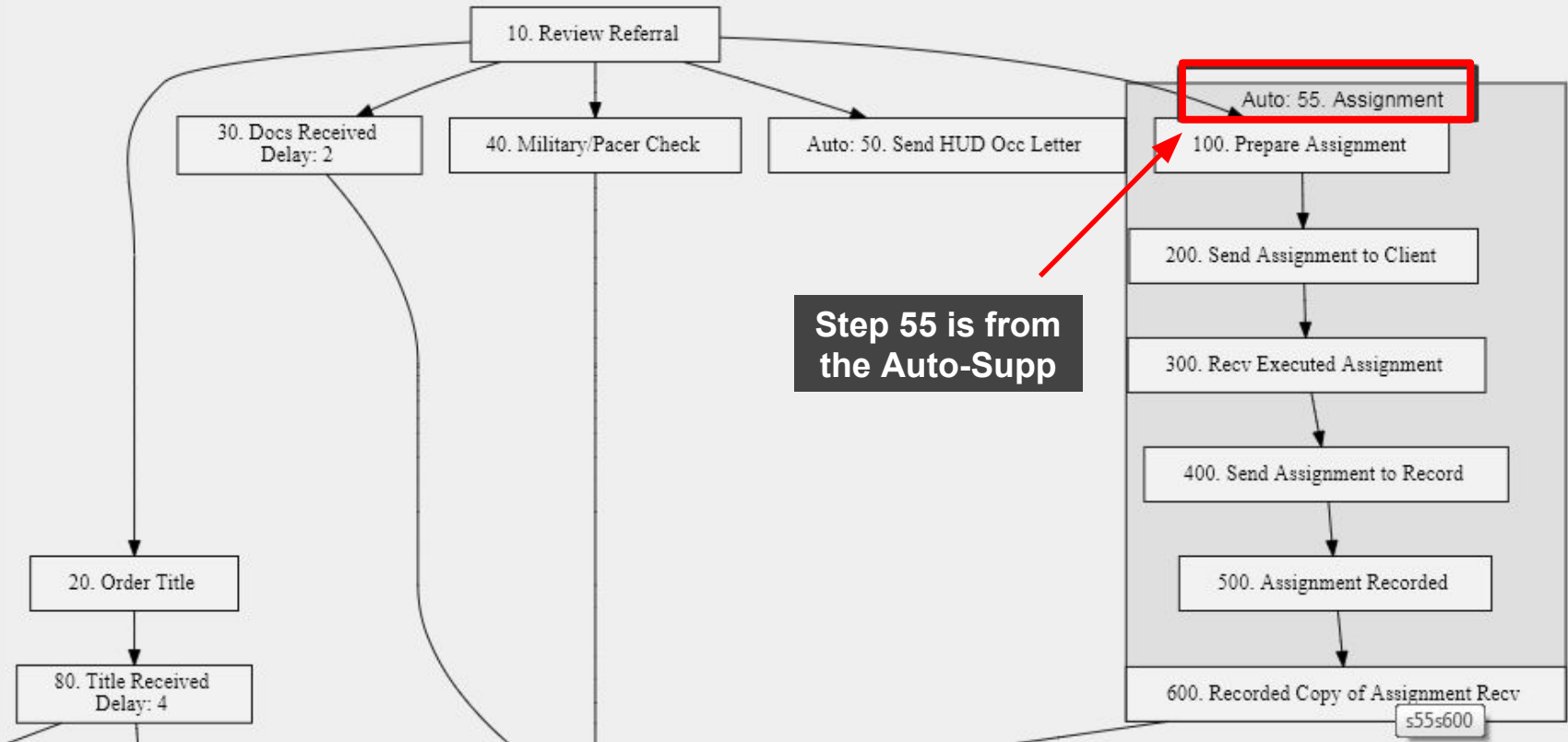
Notes

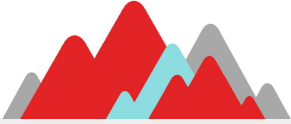
Status

Active ▼ *



Auto-Supp in Sequence Map





Batch Document Generation

Documents may be generated in bulk for multiple Cases and Document Templates.

The generated documents are added to the Case and can be configured to automatically send to an integrated Mailing vendor Interface

There are several related screens:

- **Doc Batch Setup** – Save a Doc Gen Setup
- **Doc Generation** – Run Doc Gen for a Batch or Setup
- **Post Doc Gen Control** – Perform tasks on generated Docs and Cases



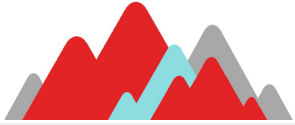
Doc Batch Setup

Save a Document Generation configuration for repeated use:

Doc Batch Setup Edit

File #Find1220 New Messages, (0) Calendar, (0) ToSet Available - YesExportLog

Save		
Name		Status
Doc Gen Batch 2 *		Active *
Batch		Case Type
Doc Gen Batch List - Active *		Foreclosure - The Law Firm of DRC *
Template		Output Format
Hello World - All-in-One *		SXW *
<small>Note 1: Template must have Certified Flag set to Yes to use with Certified Processing Note 2: Can only use All-in-One Templates with a Non-Standard Walz Form for Certified Processing</small>		
Certified Processing	iMail Form	Walz Form
iMail Submit *	Hello World Mailing *	-- SELECT --
Mailbook Option	Create Manifest	Notify Group
-- SELECT --	-- SELECT --	-- SELECT --
Output Path		
Save		



Doc Generation

Multiple Cases may be selected and submitted for Document Generation

Doc Batch is the Saved Setup, but is not required

Doc Generation

File # Find [Set Available](#)

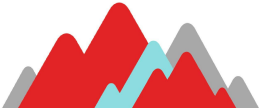
[Clear All](#) | [Select All](#) | [Submit Selected](#)
[Filter \(-\)](#) | [Enable Scrolling](#)

Status: Available ▾ Doc Batch: Doc Gen Batch 2 ▾
Batch Name: Doc Gen Batch List ▾ File: Case:
Case Type: Foreclosure ▾ Client: Case User: Exclude Cases with this Doc?: Yes ▾
Template: Hello World - One-to-One ▾ Format: pdf ▾
Certified Processing: iMail Submit ▾ iMail Form: Hello World Mailing ▾
Certified Number Set: -- SELECT -- ▾

Status	By	Date	File	File Client	Case	Type
Submit <input type="checkbox"/>			EFILE-TEST	Caliber	EFILE-TEST-01	Foreclosure

Template must have Certified Mailer = Yes For Certified Processing

Mail Form/Attachment must exist with the same Batch and Template Document Category



THE PROCESS

Submitted Documents

- When documents submitted, the generation instructions are saved in a Batch Doc Gen queue.
- A scheduled job will process all the queued documents on the next run.
- The documents will be added to the Case, and sent to integration as optionally specified.



Post Doc Gen Control

Queued Batch Docs will appear in the Post Doc Gen Control Screen

Post Doc Gen Control

File #

Find

[225] New Messages, (0) Calendar, (0) To 1

Set Available - Yes Export Log

Filter (+) Enable Scrolling

Document Batch	Submitted	Completed	Template	Output Format	Failed Requests	Generated Docs	Existing Docs	Existing Cases	Action
Doc Gen Batch 2	03/28/2019 04:36 PM		Hello World	sxw			0	0	

When the background process runs, the Doc/Case counts are updated and the Actions appear.

Document Batch	Submitted	Completed	Template	Output Format	Failed Requests	Generated Docs	Existing Docs	Existing Cases	Action
Doc Gen Batch 2	03/29/2019 02:13 PM	03/29/2019 14:16 PM	Hello World	sxw	1	3	2	2	Print 1 Copy of Docs Add Note to Cases Mark Steps on Cases Delete Existing Docs



Post Doc Gen Control Actions

- Print and/or delete all the generated documents
- Complete Steps on all the Cases
- Add a note to all the Cases

Add Case Note from Batch (225) New Messages, (0) Calendar
Set Available - Yes Exp

Add Case Note to Cases from Doc Gen Batch 2 Batch run completed on 03/29/2

Note Category: Adverse Attorney Counsel
Private?: Private
Note: My Documents Generated!

[Add Case Notes](#)

File/Case List from Existing Documents in the Batch

File Number	Case Number	Case Type	Case Sequence
EFILE-TEST	EFILE-TEST-01	Foreclosure	PPS/TSG Test
EFP-TEST-02	EFP-TEST-02-1	Foreclosure	PPS/TSG Test

Mark Steps from Batch (225) New Messages, (0) Calendar
Set Available - Yes Exp

Mark Steps on Cases from Doc Gen Batch 2 Batch run completed on 03/29/2

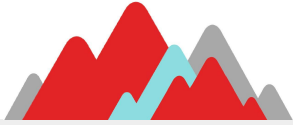
Step: 4000. Send NOS (PPS/TSG Test)
Action: Start and End with Today's Date
[Mark Steps](#)

File/Case List from Existing Documents in the Batch

File Number	Case Number	Case Type	Case Sequence
EFILE-TEST	EFILE-TEST-01	Foreclosure	PPS/TSG Test
EFP-TEST-02	EFP-TEST-02-1	Foreclosure	PPS/TSG Test

File/Case List from Existing Documents in the Batch

File Number	Case Number	Case Type	Case Sequence	Step	Action	Status
EFILE-TEST	EFILE-TEST-01	Foreclosure	PPS/TSG Test	4000. Send NOS	Start/End	OK
EFP-TEST-02	EFP-TEST-02-1	Foreclosure	PPS/TSG Test	4000. Send NOS	Start/End	OK



File and Case Defaults



You can set up defaults for new Files and Cases for:

File Default

Entities
New Party
Parties
Requirements

Case Default

Client Contacts
Entity Contacts
People
Vendors

Defaults are useful for assigning Users, Attorneys, Entities, Vendors, Contacts, and Requirements automatically by specific criteria such as Case Type and State with Conditions as well. The defaults are applied to new Files and Cases created either manually or by Integrated Referrals.

Additional defaults may be added in Batch Processing (discussed later)



File and Case Default Sample

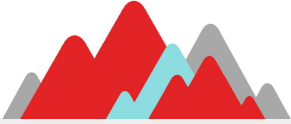
ā360inc™

File Default Entities						
(225) New Messages, (0) Calendar, (0) To						
File # <input type="text"/> Find Set Available - Yes Export Loc						
New Filter (+) Enable Scrolling						
Used For	Entity Category	Entity	Address	Conditions	Action	
St. Louis, MO (County)	Auditor	St. Louis County Auditor (Global)	7722 Forsythe, Suite #045, Clayton, MO 63105, St. Louis		Edit Delete Copy Conditions	

Case Default Vendors						
(225) New Messages, (0) Calendar, (0) To						
File # <input type="text"/> Find Set Available - Yes Export Loc						
New Filter (+) Enable Scrolling						
Used For	Case Type	Vendor Category	Vendor	Address	Conditions	Action
St. Charles, MO (County)	Foreclosure	Appraiser	Appraisals R Us (Global)	123 Appraisers Parkway, Linked Vendor, St. Louis, MO 63001, St. Louis		Edit Delete Copy Conditions

File Default Entities Edit	
Entity	St. Louis County Auditor (Global - Auditor)
Type	County * *
Client	-- SELECT --
Loan Type	-- SELECT --
State	MO - USA
City	-
County	St. Louis

Case Default Vendors Edit	
Vendor	Appraisals R Us (Global - Appraiser)
Type	County * *
Client	-- SELECT --
Loan Type	-- SELECT --
State	MO - USA
City	-
County	St. Charles
Entity	-- SELECT --
Case Type	Foreclosure

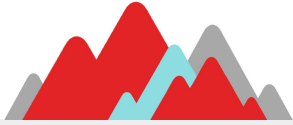


Batch Data Loads

CaseAware data entry is designed to be intuitive and single-threaded. For example, you add one party, or one entity, or pretty much anything else one at a time.

In the event that tens or hundreds of something need to be added, entering them one at a time becomes inefficient.

For that reason, CaseAware offers a number of Batch Data Load options so data can be entered or received from another source or system in a spreadsheet, saved to a text file, and bulk loaded into CaseAware.



Batch Data Load Groups



General

- Add Files or Cases
- Add Parties
- Add Party Secondary Address
- Request Doc Gen
- Update Zip/County
- Flex Field Update
- UDF Field Update

Accounting

- Import Charges
- Import Cleared Checks
- Import Hourly Charges
- Invoice Flex Update

File

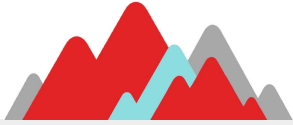
- Add File Notes
- Change File Client
- Change File Group Restrict
- Change File Loan
- Change File Loan Type
- Change File Site
- Change File Status
- Import File Liens
- Legal Desc Update
- Add Entity to File

Case

- Add Case Notes
- Add Vendor to Case
- Batch Load Postponements
- Change Case Client
- Change Case Status
- Reassign Cases
- Reassign Document Category

Step

- Add Supplemental Steps
- Case Full Forecast
- Clear Steps
- Step Re-Schedule
- Uncancel Steps



BATCH DATA LOAD BASICS:

All Batch Data Loads in CaseAware are similar, but do different things.

FOLLOW THE INSTRUCTIONS:

Each has the File Layout with Details of what it does, and File selection:

Change File Site

File # Find Set Available - Yes Export Logo

[Enable Scrolling](#)

Instructions

[Click Here to Begin](#)

File Format must be in tab delimited format as follows

1. File Number (required)
2. File Site (required)

When "processed", the file will be opened and then for each line

1. Validate File Number can be located
2. Validate the requested site can be located in the same company for the same CaseAware module
3. Validate the checking accounts required for the file are available on the new site
4. Update the File Site
5. Add Case Users to the New File Site
6. Display the update status for the user

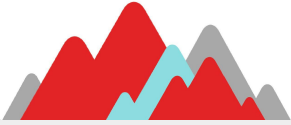
Change File Site Edit

File # Find

File must be a text document

[Save](#)

File No file selected. (Max Size: 50.0MB) *

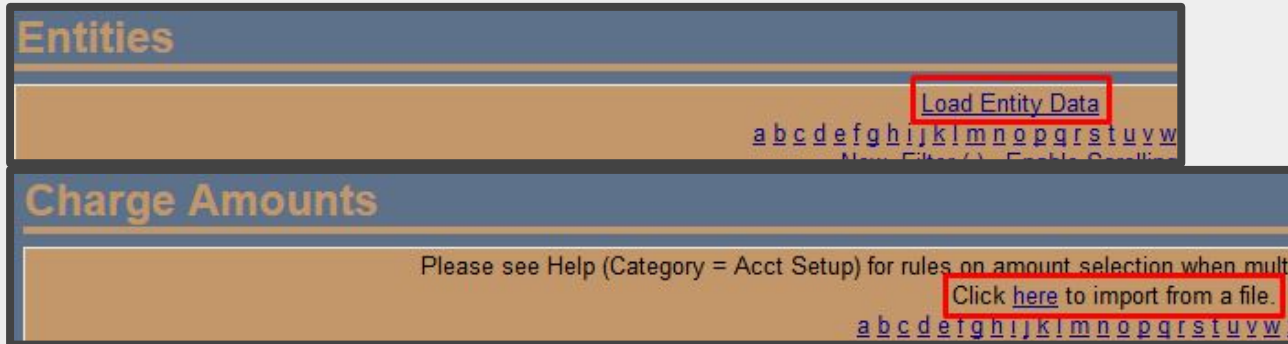


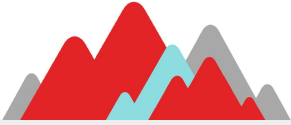
Batch Data Loads

Some are simple. Some are more complex. Some have additional data fields and options along with the file selection.

There are additional Data Load screens outside of Batch Processing like Import Bills for accounting.

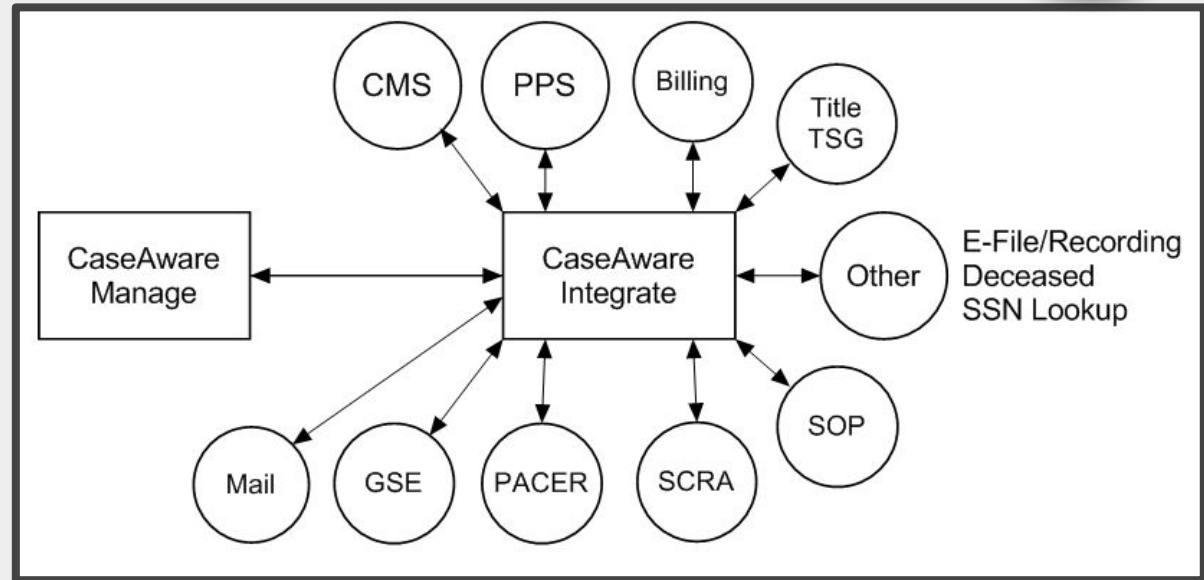
And many screens have load links at the top:

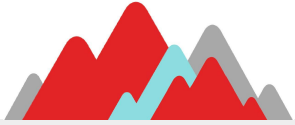




CaseAware Integrate Automation

Automation goes hand-in-hand with Integration. Automated events like Auto-Complete and Doc Gen can trigger integrated events, and vice versa.



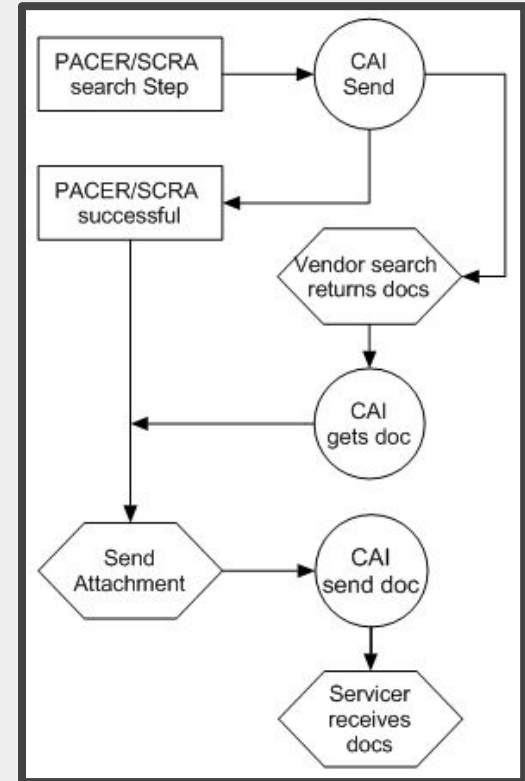


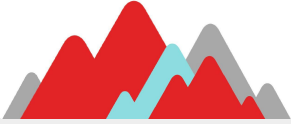
Integration Automation

Integration will complete Steps, add Supplemental Steps, and put documents on Cases without user interaction.

Anticipating these integrated events can help you configure other automated and integrated events.

For example, CaseAware Attachments can be configured to send SCRA and PACER documents to the servicer when the search request is sent successfully. Then, when the documents are received from the vendor they will be sent to the servicer within minutes without any user interaction.





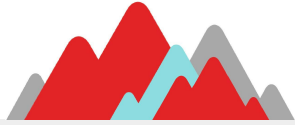
Scheduling Reports

Reports can be scheduled to run automatically without user interaction.

The process runs in the background, usually after hours to avoid any user performance issues.

The reports will be waiting for you in the morning in CaseAware. They can also be emailed automatically.

Scheduling reports can save a lot of wait time for reports you run regularly, and lets you get straight to the results which is all you really want anyway.



SCHEDULING REPORTS:

First, select a report, set the schedule, run user, security, and define the desired output type and destination.

THE SCREEN:

Report Schedule Edit

File # Find (U) New Messages, (U) Logout, (U) Help
Set Available - Yes Export Logou

[Save](#)

Report

New Cases by Client (Reports) *

Run As

User, Mike *

Frequency

First Day of Month *

Email Results To

here@there.com

Space separated list if multiple addresses

Email in Exported Format

No (htm file extension) ▼

The attachment is always in HTML format.
This field is required if Email Results To is entered.
This has no bearing on the contents or format of the attachment.

Status

Active *

Scheduled Report Name Override

Override from reportname_YYYY-MM-DD. The following Date variables can be used:
MONTH for current 2-digit Month Number (ie 03)
_MONTH_SHORT_ for current Month Short Name (ie Mar)

User Step Report

-- SELECT --
Select "Execute User Step Report" as the Report to allow selection

Edit Security

8 * (1 - 8)

Start Date

01/01/2019 * Today

Notes to include in Email

Notes

Dashboard Report

-- SELECT --
Select "Dashboard Counts" as the Report to allow selection

View Results Security

8 * (1 - 8)

Auto-Purge Results after X Days

100

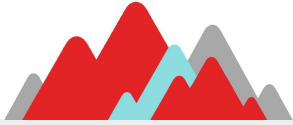
End Date

01/01/2025 * Today

Run Hour

Text to Prepend to Email Subject

MO FHLMC



SCHEDULING REPORTS:

Then, enter the report parameters



THE SCREEN:

Report Schedule Parms for New Cases by Client
First Day of Month, Starting 01/01/2019, Until 01/01/2025

File #

Date Range: *

State:

Site:

Case Status:
Almost Open
Open, but closer to Hold
Hold
Delay [All Clear](#)

Loan Type:

Case Client: [Clear](#)

Output By: *

[Save Parameters](#)



Report Schedule List

The list screen is color-coded:

- **Red** = The report has no parameters
- **Gray** = The report is out of the Start/End Date Range

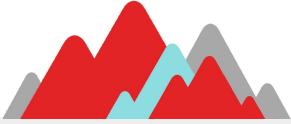
Enter/Save
Report Filters

Edit Group
Restrictions

View Reports
that have run

Run the
Report now

Report Schedule												
Report: <input type="text"/> Run As: Threlkeld, Mike Status: Active												
Report	Run As	Email Results	Frequency	Start Dt	End Dt	Last Run Date	Next Run Date	Report Parms	New Group Restricts	Reports	Status	Action
Approved Checks (Reports)	Threlkeld, Mike	me@mycompany.com	Every Monday	01/01/2019	01/01/2025		04/01/2019	0	0	0	Active	Edit Delete Run Interactively
Dashboard Counts - Pacer Check	Threlkeld, Mike		Every Week Day	07/12/2018	08/26/2018	07/13/2018		19	0	1	Active	Edit Run Interactively
Execute User Step Report - Mailing Report	Threlkeld, Mike		Last Day of Month	01/01/2019	12/02/2019		03/31/2019	8	0	0	Active	Edit Delete Run Interactively



VIEW THE REPORTS:



Click the Reports link

Report	Run As	Email Results	Frequency	Start Dt	End Dt	Last Run Date	Next Run Date	Report Parms	View Group Restricts	Reports	Status	Action
Dashboard Counts - Pacer Check	Threlkeld, Mike		Every Week Day	03/28/2019	03/28/2019	03/28/2019		19	0	1	Active	Edit Run Interactively

THE SCREEN:

View Scheduled Reports

File # Find [Set Available - Yes](#) [Export](#) [Log](#)

[Filter \(-\)](#) [Select All](#) [Clear All](#) [Delete Selected](#) [Enable Scrolling](#)

Report: Date Range: Today To:

Select	Report	Run As	Run Date	Completed	Emailed To	Output	Action
<input type="checkbox"/>	Dashboard Counts Every Week Day, Starting 03/28/2019, Until 03/28/2019	Threlkeld, Mike	03/28/2019	03/28/2019 06:44:13 PM		Dashboard_Counts_2019-03-28.htm	Delete

Multi-select Delete

CaseAware®

Report Parameters

- Report/View: Pacer Check
- Case Type: Foreclosure
- Status: All
- State/Country: MO:St. Louis/St. Louis City
- User Group: All
- Case Client: All
- Pending Counts: All
- Site: All
- Case Sequence: All
- Status Reason:
- Case User: All
- Case Attorney: All
- Loan Type: All
- Refresh cached data: Yes

Counts

State	Received	Pacer Begin	Pacer Check 1
Pending	0	0	3
Complete	3	3	0
Cancelled	0	0	0



Triggers

CaseAware Triggers cause automated Actions to occur from Events.

The Trigger Event can be caused by a User, Integration, or some other automated setup.

Utilizing Triggers will greatly reduce the workload of your staff, as well as the number of procedures and details they need to remember.

Using Triggers in conjunction with other settings such as Charge Amounts, Document Tags, and Conditions increases timing and data accuracy, and reduces chance of human error and unnecessary delays.



TRIGGER BASICS:

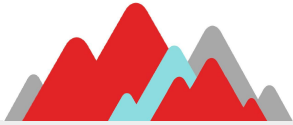
Triggers consist of 3 main components: An Event, an Action, and optional Conditions

HOW IT WORKS:

A Trigger Event may be a Step Completion, Status Change, Postponement, or Restart.

When the Trigger Event occurs, the Trigger “Fires” and the Action is performed provided all Conditions are met and the action is valid for the Case.

We’ll look at the Trigger actions by groups of similar functionality.



Trigger Actions

Accounting

- Create Fee/Cost
- Request Check
- Request Trust Check
- Create Fee Auth
- Create Invoice
- Move Unbilled Fees/Costs

Notes

- File Note
- Private Note
- Public Note
- Unflag File Note
- Dismiss File Note
- Unflag Case Note
- Dismiss Case Note

Messages

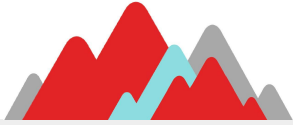
- Send CaseAware Message
- Send General Email
- Send Client Email
- Send Entity Email
- Send Vendor Email
- Send Client Contact Email
- Send Entity Contact Email
- Send Vendor Contact Email

Status

- Place On Hold
- Remove Hold
- Add Delay
- Remove Delay
- Change Open Status
- Close Case

Other

- Generate Document
- Interactive Document
- Create Fee/Cost and Generate Attachment
- Merge to PDF
- Open New Case
- User Case Assignment
- Attorney Case Assignment
- Add File/Case Defaults



TRIGGER SETUP:

A single screen is used for all Trigger types

HOW IT WORKS:

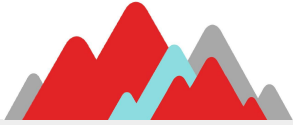
When creating a new Trigger, a minimum set of fields are displayed.

As you makes selections the field list grows to support what the Trigger is for.

Once the Trigger is saved, only the fields related to the Trigger Type/Action can be changed.

Manage Triggers Edit		File
Trigger Type	-- SELECT --	*
Trigger Notes		
Status	Active	*

Trigger Type	Step	*
Case Type	Foreclosure	*
Case Sequence	FC-TX	*
Case Step	2600. NOD Posted	
Trigger On	End	*
Event Action	Add Delay	*
Delay Reason	Client Delay	
Note	Add Delay Test	
Trigger Notes		
Status	Active	*



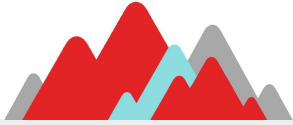
CHARGE AMOUNTS:

Charge Amounts can be configured to automate entry of the correct amounts based on specific criteria.

PURPOSE:

- When you create Charge Types, default amounts can be assigned to them by criteria such as Case Type, County, Entity, Vendor, and Date.
- While it works well for manual entries, it is especially useful for triggered Fees and Costs that vary by County, Vendor, or other factors.

Charge Amounts											
Please see Help (Category = Acct Setup) for rules on amount selection when multiple entries for a Charge Type qualify on the Case											
Click here to import from a file.											
a b c d e f g h i j k l m n o p q r s t u v w x y z all											
New Filter (+) Enable Scrolling											
Charge Type <input type="checkbox"/>	Priority <input type="checkbox"/>	Case Type <input type="checkbox"/>	Sequence <input type="checkbox"/>	Loan Type <input type="checkbox"/>	Client <input type="checkbox"/>	Entity/Vendor <input type="checkbox"/>	State <input type="checkbox"/>	County <input type="checkbox"/>	Effective Date <input type="checkbox"/>	Applies To <input type="checkbox"/>	Default Amount <input type="checkbox"/>
Status	Action										
MJT Cost (Cost)	10.0000	Bankruptcy					AZ				\$80.00
MJT Cost (Cost)	10.0000	Bankruptcy					CA				\$85.00
MJT Cost (Cost)	10.0000	Foreclosure					AZ				\$50.00
MJT Cost (Cost)	10.0000	Foreclosure					CA				\$60.00



USER ACTIONS:

While automation and Integration minimize user interaction, it doesn't eliminate it.

MONITORING AND DECISIONS:

A person still needs to:

- Monitor automated events are occurring error-free and as expected
- Keep up with configuration changes as needed
- Monitor workflow for Steps that have not auto-completed and should have, and Supplemental Steps that were added as notification that something needs to be checked or done
- Make decisions on what needs to be done when new data arrives



MONITORING TOOLS:

Just because a person needs to monitor Automated events, it doesn't have to be difficult or time-consuming

OPTIONS & IDEAS:

CaseAware Reports such as Two-Step, Dashboard, and User Step and Ad-Hoc Queries may be used to identify Cases that may have Automation gaps or configuration issues.

Once the reports have been tested for result accuracy and performance they may be scheduled to run on a regular basis and get stored or emailed



Related CaseAware Menu Items 1

Item	Menu
Add Case Notes	Other -> Batch Processing
Add Entity to File	Other -> Batch Processing
Add File Notes	Other -> Batch Processing
Add Files or Cases	Other -> Batch Processing
Add Parties	Other -> Batch Processing
Add Party Secondary Address	Other -> Batch Processing
Add Supplemental Steps	Other -> Batch Processing
Add Vendor to Case	Other -> Batch Processing
Auto-Complete Steps	Other -> Steps
Batch List	Other -> Batch Processing
Batch Load Postponements	Other -> Batch Processing
Bill Import	Other -> Payables
Bulk Doc Upload	Files
Case Default Client Contacts	Files
Case Default Entity Contacts	Files

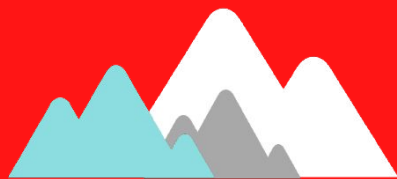
Item	Menu
Case Default People	Files
Case Default Vendors	Files
Case Delays	Other -> Reports
Case Full Forecast	Other -> Batch Processing
Case Sequence	Other -> Steps
Case Vendor Load Balance	Files
Certified Mail Fees	Other -> Batch Processing
Certified Number Reset	Other -> Batch Processing
Change Case Client	Other -> Batch Processing
Change Case Status	Other -> Batch Processing
Change File Client	Other -> Batch Processing
Change File Group Restrict	Other -> Batch Processing
Change File Loan	Other -> Batch Processing
Change File Loan Type	Other -> Batch Processing
Change File Site	Other -> Batch Processing
Change File Status	Other -> Batch Processing



Related CaseAware Menu Items 2

Item	Menu
Charge Amounts	Other -> Acct Setup
Charge Types	Other -> Acct Setup
Clear Steps	Other -> Batch Processing
Doc Batch Setup	Other -> Batch Processing
Doc Generation	Other -> Batch Processing
File Default Entities	Files
File Default New Party	Files
File Default Parties	Files
File Default Requirements	Files
File Entities	Other -> Reports
Flex Field Update	Other -> Batch Processing
Forecasting Queue	Files
Global Re-Forecast	Files
Import Cash Receipts	Other -> Receivables
Import Charges	Other -> Batch Processing
Import Cleared Checks	Other -> Batch Processing
Import File Liens	Other -> Batch Processing
Import Hourly Charges	Other -> Batch Processing

Item	Menu
Import Lockbox	Other -> Receivables
Invoice Flex Update	Other -> Batch Processing
Legal Desc Update	Other -> Batch Processing
Manage Triggers	Other -> Triggers
Mark Steps	Other -> Batch Processing
Other Sequence Auto-Complete Steps	Other -> Steps
Post Doc Gen Control	Other -> Batch Processing
Reassign Cases	Other -> Batch Processing
Reassign Document Category	Other -> Batch Processing
Report Schedule	Other -> Reports
Request Doc Gen	Other -> Batch Processing
Show Batch List Cases	Other -> Batch Processing
Step Re-Schedule	Other -> Batch Processing
Trigger Conditions	Other -> Triggers
UDF Field Update	Other -> Batch Processing
Uncancel Steps	Other -> Batch Processing
Update Zip/County	Other -> Batch Processing
View Scheduled Reports	Other -> Reports



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