



e-OSCAR[®] 4.0

e-OSCAR[®] RELEASE NOTES

Release eo2024.03

February 29, 2024

Release eo2024.03 Summary

Release eo2024.03 is scheduled to be deployed beginning at 6:00 p.m. ET on Thursday, February 29, 2024. This release addresses several technical defects reported by end users of the e-OSCAR platform and applies slight modifications to certain features in e-OSCAR. Additionally, we are implementing robust updates to Skills-based routing configurations as detailed below.

I. ORGANIZATION HIERARCHY IMPROVEMENTS FOR DATA FURNISHERS (SKILLS):

We have made the following changes with respect to the management of Skills within the e-OSCAR application:

- a. We removed the 'Skills Management' button from the Organization Management page and added a new menu item called 'Skills Management' to the Administration Management section on the left panel menu.
- b. When an Administrator selects the appropriate skills to be enabled, they must then click on a "Sync Up" button to capture and display the listing of skills in precedence order.
- c. Skill precedence can be modified by clicking and dragging certain skills higher or lower on the precedence list
- d. Clicking on the button in the Skills Precedence list will display a listing of Operators currently assigned to that skill.
- e. Skill assignments can be assigned or removed from Operators in that listing. Multiple operators can be selected to be added or removed from skills.
- f. "Submit Skills Update" must be clicked to finalize all changes to Skills

II. ADDITION OF NEW DATA FURNISHER REQUESTED SKILLS:

We have added 26 new skills based upon Data Furnisher requests. Please refer to the updated e-OSCAR Skills job aid in the e-OSCAR LMS or embedded Tool Tips within e-OSCAR for additional details on the specific parameters for the added skills.

III. AUD ARCHIVE INCLUDES OPERATOR ID INSTEAD OF OPERATOR NAME:

An update has been made to correct a situation where the AUD Archive incorrectly includes the Operator ID instead of the Operator Name.

IV. AUD NOTIFICATION ARCHIVE MISSING COMPANY NAME:

An update has been made to ensure that Company Name is consistently populated within the requisite field (which is the first column in the AUD Notification Archive). The Company name populated on the AUD Notification Archive will match the UI Company Name.

V. TRANSFER ASSIGNMENT UPDATES:

The following improvements have been made to the ACDV Transfer Assignment process:

- a. Users can be searched in the "transfer to" field by name or operator ID.
- b. Instead of free-form comments, managers can select one of the following reasons supporting the transfer: Escalated, Out of office, Please complete, Please review, Wrong skill, and Wrong unit.

VI. SUBSCRIBER CODE MANAGEMENT UPDATES:

The following updates have been made with respect to Subscriber Code management:

- a. We removed the ability for a Data Furnisher to re-request deletion of a Subscriber Code when that code is already in the process of being deleted.
- b. We corrected an issue that inaccurately included on both active and inactive lists any Subscriber Code that had been successfully approved, then deleted, and then approved again.
- c. We corrected an issue that caused the "Actions" column to be blank when viewing the Subscriber Code Audit from within the Registration Information page.

VII. USING SSN IN CASE SEARCH FOR BLOCK NOTIFICATIONS SHOWED AN “UNSAVED CHANGES” ERROR:

We have corrected an issue where an Operator could not access Block Notifications via Case Search using SSN as the search criteria. Previously, if an Operator searched using SSN, they would receive a pop-up window that claimed that there “Unsaved Changes”. This issue has been corrected.

VIII. REMOVAL OF UNNECESSARY FIELDS IN THE JSON VERSION OF ACDV RESPONSE API CALLS:

We have removed the following fields in the JSON format of the **acdvsp** calls: cumulativeStatus, mannerOfPayment, narrativeRemarks. None of these fields existed previously in the XML format for these calls; this change is to ensure consistency.

IX. API-SERVICES: ACDV RESPONSE OWNERSHIP VALIDATIONS WHEN USING RC-12:

We have made updates to ensure that all field level and Metro 2 validations apply correctly when ACDV responses are submitted using Response Code 12.

X. API-SERVICES: DISALLOWED USE OF SPECIAL CHARACTERS IN SSN IN ACDV RESPONSES

We have made modifications in Services by e-OSCAR to disallow the use of any non-numerical characters in Social Security Numbers in ACDV responses (/submit calls).

XI. STAGE (SANDBOX) ENVIRONMENT LABEL ADDED:

In order to reduce the frequency of Operators incorrectly believing that the Stage Environment represented the actual production e-OSCAR environment, we have added a label to the e-OSCAR Stage (a/k/a ‘Sandbox’) environment to indicate that the environment is a “**Test Environment**”.

NOTE: For additional information, please contact the e-OSCAR Help Desk at 1.866.696.7227 Monday through Friday between the hours of 8:00 a.m. – 6:00 p.m. ET.

This information is subject to confidentiality terms in the e-OSCAR System Terms of Use.