



e-OSCAR[®]

RELEASE NOTES

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Release eo2023.05

August 29, 2023

Release eo2023.05 Summary

Release eo2023.05 was deployed on August 29, 2023

This release remediates several items identified as application bugs in the e-OSCAR 4.0 environment:

1. Added retrieval of Account Number to ACDV Response Get & Get List API calls
2. Made Productivity counts visible when Operators have the AR role
3. Add Image Case ID column to the Block Notification and Dispute Response Notification Archive files
4. Correct Account Past Due Error triggered for unexpected Account Status
5. Expanded Unit Dropdown list in AUDs where Operator is assigned to a Unit Group
6. ACDVs with Skill not showing up on Worklist or Case Search
7. Set maximum character length on Skill Names to 64 characters
8. Corrected various anomalies with Report Card functionality

Added retrieval of Account Number to ACDV Response Get & Get List API calls:

Issue: Account Number was not included in ACDV Response Get and Get List API calls, but is included when viewing disputes responded in e-OSCAR 4.0 User Interface.

After Release eo2023.05: We have updated the following API calls to include Account Number, even when not sent in the ACDV Response Submit (XML/JSON) calls:

1. /acdvresp/v2/getList
2. /acdvresp/v2/get

Made Productivity counts visible when Operators has only the AR role

Issue: When Operators have only the AI role assigned, the productivity totals are not available, but when an Operator has both AR and AI roles assigned, the Productivity totals are available.

The screenshot displays the e-OSCAR user interface. At the top, there is a header with the text "Welcome to EOSCAR" and the e-OSCAR logo. Below the header, there are navigation buttons: "Ask for Help", "Guide Me", and "Definition of Terms". The main content area is titled "Worklist for: Carlos AI User". It features a table with columns: Case ID, Last Name, First Name, Account Number, SSN, Created, and Category. Below the table, it says "No work assigned". To the right of the table, there is a dropdown menu set to "AUD" and a "Refresh" button. Below the worklist, there is a "Recents" section with a table showing a recent activity for "AUD" with ID "AUD-446751" and an "Updated" timestamp of "less than a minute ago". To the right of the recents, there is a "Work queues" section with the text "Work queue counts are refreshed every 15 minutes".

After Release eo2023.05: Productivity counts will be displayed for Operators that have AI or AR User Roles and Operators that have both AI and AR User Roles.

Welcome to EOSCAR

Ask for Help Guide Me Definition of Terms

Get next ACDV

Productivity Yesterday 5 Productivity Today 2

Worklist for Carlos Al AR

Recents

Name	ID	Updated
AUD	AUD-446749	3 hours ago
AUD	AUD-446755	3 hours ago

Work queues

Work queue counts are refreshed every 15 minutes

Incoming ACDV
Incoming ACDV

Case Review
Case Review

Add Image Case ID column to the Block Notification and Dispute Response Notification Archive

Issue: When images are included with Block Notification or Dispute Response Notifications, the Case ID was not included in the Block Notification or Dispute Response Notification Archive file, making it difficult for Data Furnishers to know which image(s) are associated with Notification Records.

After Release eo2023.05: When images are selected to be included in the Block Notification or Dispute Response Notification Archive, Case ID is added as the last column in the Archive spreadsheet, aiding Data Furnishers in their reconciliation process with corresponding Notification Image Archive files.

Correct Amount Past Due Error triggered for unexpected Account Status

Issue: For AUD Submit, BRR Submit, and ACDV Response (both in the UI and through Services), when Account Status is 94, an error message is received indicating that the Amount Past Due must be zero.

After Release eo2023.05: The validation now allows Amount Past Due to be null, equal to or greater than zero when Account Status is 94.

Expanded Unit Dropdown list in AUDs & BRRs when Operator is assigned to a Unit Group

Issue: When Operators are assigned to a Unit Group and are attempting to submit an AUD or BRR and the Unit Group is comprised of more than 50 Units, the dropdown box where the Operator selects the correct Unit is limited to no more than 50 items, potentially preventing Data Furnishers from selecting the appropriate Unit.

New AUD - X

Dispute Information Consumer Information Account Information Associated Consumer Information Summary

AUD Correction Indicator * ?
Select...

Subscriber Codes

Selected Unit * ?
Select...
Default Unit 105
Unit 2

Experian

Innovis

TransUnion LLC

Guide Me

After Release eo2023.05: The “Selected Unit” dropdown selection is no longer restricted to 50 units.

ACDVs with skill not showing up on Worklist or Case Search

Set maximum character length on Skill Names to 64 characters

Issue: When an Operator has skills assigned and accesses an ACDV but neither resolves nor moves the dispute back to the work queue, they are not able to find ACDVs in Worklist &/or Case Search, potentially preventing them from fully responding to the ACDV. Certain skill names exceeded the character limit of a field within the application, and therefore were truncated in that field. A query searching for the specific skill name could not find appropriate records due to the name truncation issue.

After Release eo2023.05: Skill names have been set to contain a maximum of 64 characters, and all appropriate queries have been updated to reflect the character limitations. As a result, Operators should be able to locate all ACDVs using both Worklist and Case Search.

Corrected various Report Card anomalies

Issue: Report Cards generated in the e-OSCAR application for June and July misrepresented the number of transactions completed.

After Release eo2023.05: Modifications have been made to align data reported in Report Card with other reporting within the e-OSCAR application.