



New functionalities and updates in AMS Release 4.0



ALERT MANAGEMENT SYSTEM

AMS – release 4.0 new functionalities and updates:

A. Bugs and errors correction

- 1) **Alerts groups** – completely reworked “group principles” (change of alert status possible only for not closed alerts in the group of alerts).
- 2) **Requests from MAH to End-user** – corrected based on new process workflow; if MAH changed status of alert to „MAH - request info from end-user“ and the process of “Request –send” was not used, end-user does not receive the message about requirement from MAH.
- 3) **Login to web interface corrected** – issues with repeated login under different user corrected; system memory activated to keep previous login.

B. AMS 4.0

- 1) **Logs of changes logs** – alert status change is logged with more details; all other changes are logged now as well in - possible to edit. MAH can see only limited info, if change done by end-user (no end-user contact details etc.).
- 2) **Pre-analyses of alert** – immediately when alerts is generated from CZMVS and alert (data upload to NOOL DB) following steps are provided in the AMS:
 - a) **Identification of MAH/OBP operations**
 - aa) **Identification, whether transactions was provided by paralel distributor**



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In case pre-analyses do not identify MAH/OBP operations:

ba) Identification of Intermarket operation (IMT) by end-user – if the „*Business Source Process*“ field includes text „IMT“, an IMT operation/transaction was identified. Field „*Source Market*“ without „CZ“, indicates an IMT fulfilling transaction – field „IMT“ is then marked with value „**IMT Fulfilling market**“ - such alert will be automatically closed as „06n - IMT Fulfilling“.

bb) Identification if MAH is known to CZMVS – if not investigation by NOOL is necessary

bc) Pre-analyses of potential technical/procedural error by end-user – result of pre-analyses is mentioned in the new „**Investigation NOOL**“. This field is fulfilled with predefined text from below mentioned table (both Czech and English languages). „**Pre-analyses/investigation NOOL**“ :

- bca)** Probable inaccurate set up of scanner (long/short string in SN)
- bcb)** Probable low quality of scanner (0/0,1/1,3/E,-/_,...)
- bcc)** Probable untreated mistake of keyboard (y/z, small/CAPITAL)
- bcd)** Probable other technical errors(duplicit SN in bulk operation,....)
- bce)** Probable not uploaded data by MAH/OBP
- bcf)** Double/repeated dispense
- bcg)** Reactivation after period (10 days)

bd) Comparison with list of Exceptions – if the operation is identified as technical error MAH („**Alert type**“ is not equal to A7 or A24) and at the same time „**Product code**“ and „**Batch ID**“ can be found in the exceptions list, it is marked as „Pre-analyses/Investigation NOOL“ according to „Pre-analyses NOOL“. Exception is automatically closed („06d - *Closed - MAH/OBP, exception ZOL par. 11r – can be supplied*“)

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After pre-analyses/investigation:

- c) Notice/informative e-mail about new alert is sent** – once pre-analyses NOOL are done (alert status „01a“ or „01aa“) informative e-mail **immediately** is sent for each alert separately (not bulk or aggregate e-mail). This **bilingual** (CZ/AJ) e-mail with generic information about new alert + UPRC, date of alert creation, Text, IMT, exception, group, anonymous group, Priority, result of technical pre-analyses.
 - d) Filters – aggregated**
- 3) Adding files to alert without requirement** - MAH, NOOL or End-user can attach file to alert even if request for additional info was not sent by MAH (if required restrictions are followed). Files can be attached to all alerts not marked as „ARCHIV“ (does not matter if alert is closed or opened). New field „Attachment“ in alert detail – number of attachment is limited (10 pcs) and total size (50MB)).
- 4) Communication with NOOL** - MAH or End-user can directly communicate with NOOL using the “chat” in AMS (Choice “Send message to NOOL”). NOOL is notified by e-mail about message and is able to answer via AMS. **Notice:** in API parameter "public" when sending message, should be set to "false"). **Communication with NOOL does not have any impact to alert status.**
- 5) Re-opening alert that was already in the status “closed”** – user can change the status of already closed alert – the **reason for re-opening of alert** is required; “reason of re-opening” – result to be recorded in new alert field „Reason_re-open“. **Notice:** in case alert is re-opened more than 1 time, only the last reason of re-opening is recorded. The rest is logged. New list of reason for re-open: ID, Název, Text (CZ,EN)

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Alert re-opening is allowed only if:

- a) alert is not archived yet, „*Archive*“ = „*N*“, i.e. up to 90 days after closing alert
- b) alert was originally closed with the status „*06c*“ or „*06f*“

Alert cannot be returned to status „*01xx*“. It can be manually returned to status „*02a*“ only. Next step, after status „*02a*“ is saved user can set up status „*Closed...*“ or any other different action enabled to alert can be done (requirement to MAH, to End-user, to NOOL, etc.)

6) Closing alert by NOOL – status „*06g – NSOL error*“ - NOOL must provide detail regarding type of NSOL error when closing alert with status „*06g*“, that caused the alert. Different variant of errors are listed in „*Types of NSOL errors*“ – result will be recorded in new alert field „*NSOL error type*“.

7) Confirmation of manual change of alert status

Condition: MAH or End-user or NOOL closed alert as “End-user mistake”– i.e. not relevant to statuses „*01b*“ or „*02b*“. Notification (confirmation) e-mail is sent to MAH or End-user after changing alert status. Information included in the e-mail: UPRC, date of alert creation was closed + time + alert status after closing.

8) Escalation e-mails and alert status set up

a) New escalation e-mail - Nonactivity MAH 10 days - alert with status „*New*“ more than 10 days.

9) News – displayed after login into web interface. This functionality will be used by NOOL to provide actual info related to news, warnings about AMS outage etc.

Whole workflow is managed by NOOL in admin role (statuses, escalations, notifications).

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C. Changes in API

- 1) **Error statuses overview** - added error status: ID 25-33
- 2) Point 2.6. added **url functions for development environment**: <https://betaapi.czmvo.cz/alerts/>
- 3) Point 2.6.1. setting allowed – true/false – marked, if this alert can be set. **Notice**: in API text added:under condition that certain requirements of workflow achieved.
- 4) **Added new actions for list „Reasons for re-opening“** - reason of opening is set by parameter when alert status is set.
- 5) Point 2.6.2. reworked and added actions used when working with messages/requirements and groups.