# CZMVO Alert management system
## Release: 7.B

CZMVO Alert Management System (AMS) release R7.B features, among others, the following major modifications:

## 1. WEB AMS +- API

### 1.1. The alerts overview – the information about a „Location" has been fixed

„Location name" in the alerts overview – the text has been changed to „Location address". A new column „Location name" has been added.

### 1.2. The information „Location Type" has been added to the alert detail

The alert detail information contains the information"Location Type" **Not visible for** MAH/OBP **role.**

### 1.3. Further auxiliary information added to the alert detail.

New entries:
„*Category*" (E.g.: „Process")
„*Event name*" (E.g.: „PackVerificationFailedUnknownBatchId")
„*Event description*" (E.g.: „Pack Verification through intermarket failed because the batch is unknown to the HUB")
„*IsBadData*" (E.g.: „False") (Note.: = Formal character allowance check (e.g. if the string contains the dollar character – an error will be raised „IsBadData"=true).
„*IsBulk*" (E.g.: „False/True).

### 1.4. Anonymous group – visible and accessible for „End User" role

a) Anonymous group – is displayed in the Alerts overview for the „End User" role.
b) An option to work eith groups of alerts within the same Anonymous group has been added for the „End User" role.

### 1.5. Groups (both the standard and anonymous) have been reworked.

a) **The period for creation of both groups has been shortened to** 24 hours by default.
b) An option to **modifiy a specific group by user has been added** („MAH/OBP" role and „End User" role). Period: **1–90 days**.
   The overview of standard and Anonymous groups displays all the available **information related to the group** (what it consists of, date and time of creation, date and time of closure, alert Code), as well as selected information about each alert in the group (current Status, PC, SN, Batch).

### 1.6. Specifications for sending generic and preset messages in API commnication

MAH/End user can only send messages to each other via API communication selecting a preset billingual message. For communication with CZMVO, MAH/End user can use both the preset messages or insert any text.

## 2. AMS – PROCESS WORKFLOW

### 2.1. Automatic closing of „A54" alerts

All „**A54**" alerts are closed upon creation automatically into the state „*06j - Closed - MAH transaction error - Not fixed.*". The field „**Preanalysis-automatic**" = „*19 – MAH – randomization*".

### 2.2. Further modifications in the Preanalysis:

Preanalysis of the end users' technical errors for the alert codes = [**A2, A3, A68**] should always provide a result. If the algorithm fails to detect a root cause, the field „**Preanalysis-automatic.**" will be filled out with the value „20 – MAH WITHOUT" („*End user transaction, the preanalysis failed to detect a root cause – presumably an MAH error (missing or non-uploaded data, error in the 2D code print) or a counterfeit.*

#### 2.2.1. A52 alerts preanalysis:

For end user transactions where the error code is „A52" – AND **the string** „*YYMMDD*" is empty in the „**Expiry date_provided**" field, OR the „MM" value is higher than *12,* OR the „YY" value is lower than 15, OR the „DD" value is higher than *31,* THEN the „**Preanalysis-automatic**" field wil be filled out with the value „*21-EUT - Date*" („*Suspected misloaded expiration date value.*").

#### 2.2.2. End user procedural error preanalysis:

a)   **End user procedural error** (End user transaction + A7 or A24):
The current value „*5-EUP - Double supply*" in the „**Preanalysis-automatic**" field is discontinued for A7 alerts.

IF **A7** then the „**Preanalysis-automatic**" field = „*22 - EUP - Repeated*" (*Incorrect request to retry an end user transaction that has already been processed).*
IF **A24** then the „**Preanalysis-automatic**" field = „*23 - EUP - Unauthorized*" (*Incorrect request for an unauthorized end user transaction).*

The alert location (Location ID) is checked against **the last successful transaction location** from the CZMVO report (A9 – delayed approximately by 2 hours). Once the data is loaded, it is identified whteher the alert was raised at the **same/own** location or **different/other** location. The corresponding entry will be filled in the „**Preanalysis-automatic**" field (the original value will be overwritten). The investigation process will skip the step 1 (Our own location/Different location choice) as this value will have been selected automatically. The value **will also be displayed upon commencement of the root cause selection**. **The user is advanced directly to the step 2**. However, if the value in the step 1 is **not evaluated** automatically, the user will need to **provide this information manually**.

### 2.3. AMS – DESIGN

#### 2.3.1. Alert indications – the number of days/hours left for a change of state to be enabled/enforced.

The heading of each alert displays an indication for the given role and state, the days remaining until the given condition expires (if any condition exists for the given alert).

#### 2.3.2. The following charts have been added to the Dashboard for the End User role:

a)   Alerts by locations (alerts allocation by location name)
b)   Alerts by locations (Closed, Unclosed)
c)   Alerts by equipment (client ID) within an Organization (ID ORG)
d)   Alerts by equipment (client ID) within an Location (location id)

### 2.3.3. Improvement of information about changes, news and notifications.

a) A new row „Overview of changes in the AMS" has beed added to the Documentation column in the main overview. With every new release a new row will be added containing the release number and a link to the corresponding change document of the given release.

b) In the „Documentation" column a new row „News" has been added.
The row contains links to the given news published on the CZMVO website (e.g.: na „Did you know, that").

c) Improvement of the **Pop-Up window**.
Upon login to the AMS, an envelope will appear in the upper bar indicating the number of unread messages. Cicking on the envelope icon will open up a list of all messages pending for the Pop Up window – the unread messages will be in bold, the read messages in normal font. Once the message is read, the system will save the information that the message has been read by the specific login.

### 2.3.4. List of alerts edits.

In the Alerts overview the column „*Source Business Process*" has been added for the „End User" role including a filter.

### 2.3.5. Display of the options selected by the End user upon resolution of procedural alerts

The options selected by the end user upon resolution of a procedural error are now visible for all roles

## 2.4. AMS – NOTIFICATIONS AND ESCALATIONS

### 2.4.1. Generalization of the escalation validity

Each escalation can be set by the administrator whether it will be counted from the date of creation or from the date of the last alert state change.

### 2.4.2. End user transactions

a) If the alert is in the state „**01c – Unknown MAH**", a notification will be sent out automatically to the End user („*Attention – The MAH is unknown for CZMVO. Please provide a picture of the pack or help us identify the MAH*").

b) **End user transactions – Procedural error - notifications**
If the „Alert code" = "A7"or „A24" and it is an end user transaction, a **notification will be sent out to the end user** (Only the text: „*You have a procedural alert, resolve immediately*"). This notification will be sent out as a **single summary e-mail for the Organization for the previous day** (to the corresponding contact details of the Organization).

c) **End user transactions – Procedural error - escalations**
For **procedural alerts rasied by end users due to their own error, three new escalation states will be applied 5 days and 10 days from the date the alert was raised** (regardless of the current alert state)
New states: „*03f - End User - process error - inactivity 5 days*", „*03g - End User - process error - inactivity 10 days*".

**Note.: The MAH/OBP cannot change the alert state for a period of 48 hours** (previously 9 days)
**No escalations will be sent out to MAH/OBP in case of a procedural alert raised by the end user.**

**d) End user transactions – TECHNICAL ERROR – escalation**

For **technical alerts, raised by end users due to their own error (the alert code is not A7 or A24 and it is an end user transaction) three new escalation states will be applied 48 hours, 5 days and 10 days from the date the alert was raised.**

New states: *"03i - End User – Technical error - inactivity 5 days", „03j - End User - Technical error - inactivity 10 days"*.

## 2.4.3. MAH/OBP TRANSACTION

a**) MAH/OBP Transaction – Notification – New alert**

**Notifications will be newly sent out to MAH/OBPs also for alerts raised by MAH/OBP transactions**. They will be generated **24 hours after the alert is raised**. The notifications will be sent out as a single summary e-mail with a list of alerts raised for the particular MAH/OBP for the previous date to a corresponding FMD address.

b) **MAH/OBP Transaction – Escalation**

**For and alert raised by MAH/OBP by their own transaction, 2 escalation states will be newly used (after 5 days and 10 days from the last alert state change date - (regardless of the current alert state)**

**The new states for MAH:**

*„03m - MAH unclosed alert 5 days", „03n - MAH unclosed alert 10 days"*.

These escalations will also be sent out as a **single summary e-mail with a list of alerts raised for the particular MAH/OBP for the previous day** (regardless of whether the MAH/OBP has access to AMS or not).