Know Your Customer

Guide to Case Lists
on the Know Your Customer Workspace

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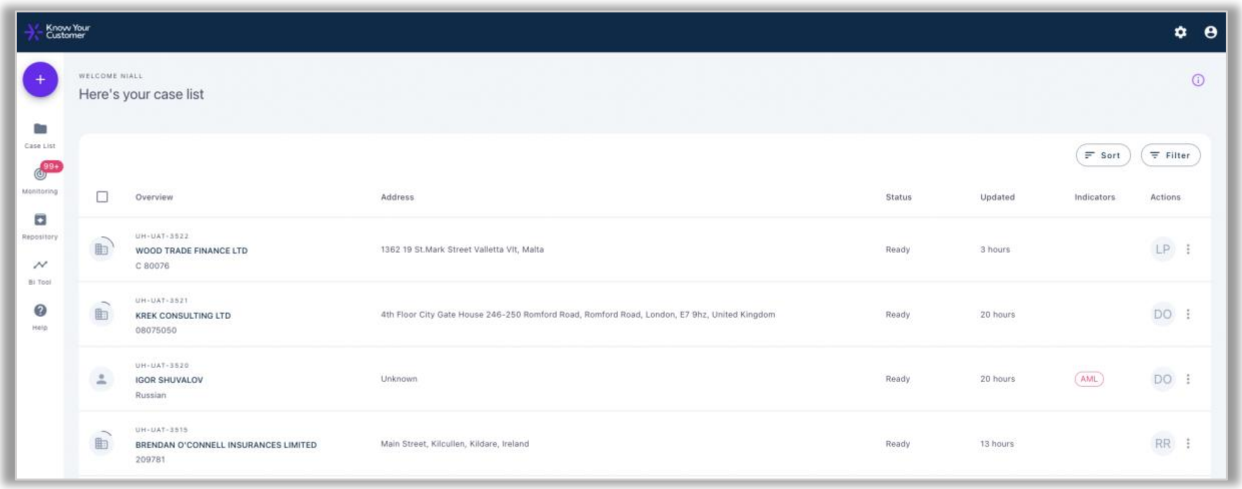
1. Case Lists

There are two types of Case Lists on the Know Your Customer Workspace:

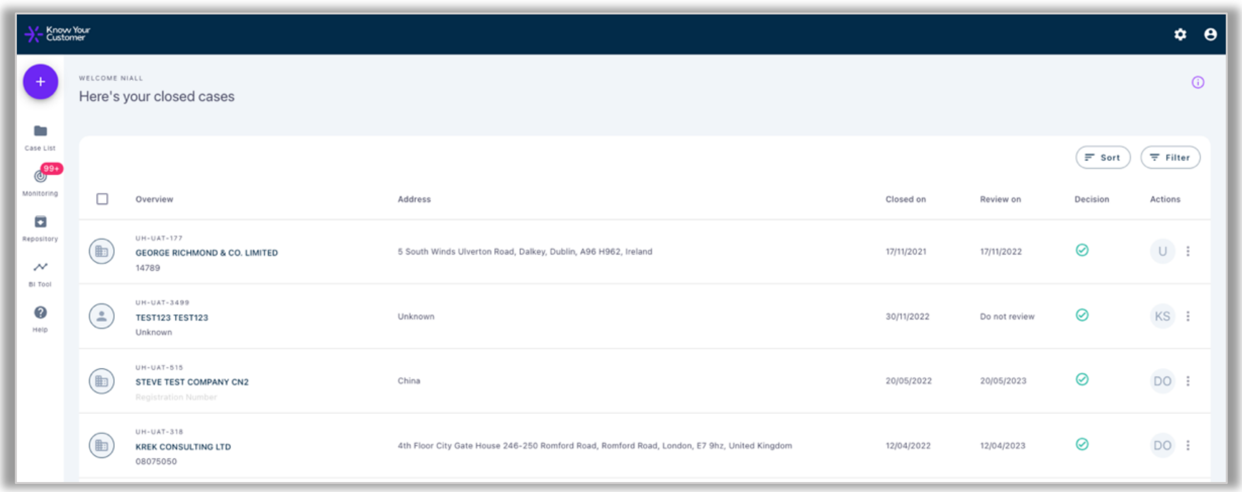
- The Case List of cases that are currently open.
- The Closed Case Page or Repository of cases that are currently closed.

Both can be accessed from the vertical menu on the lefthand side of the screen.

CASE LIST (Open Cases)



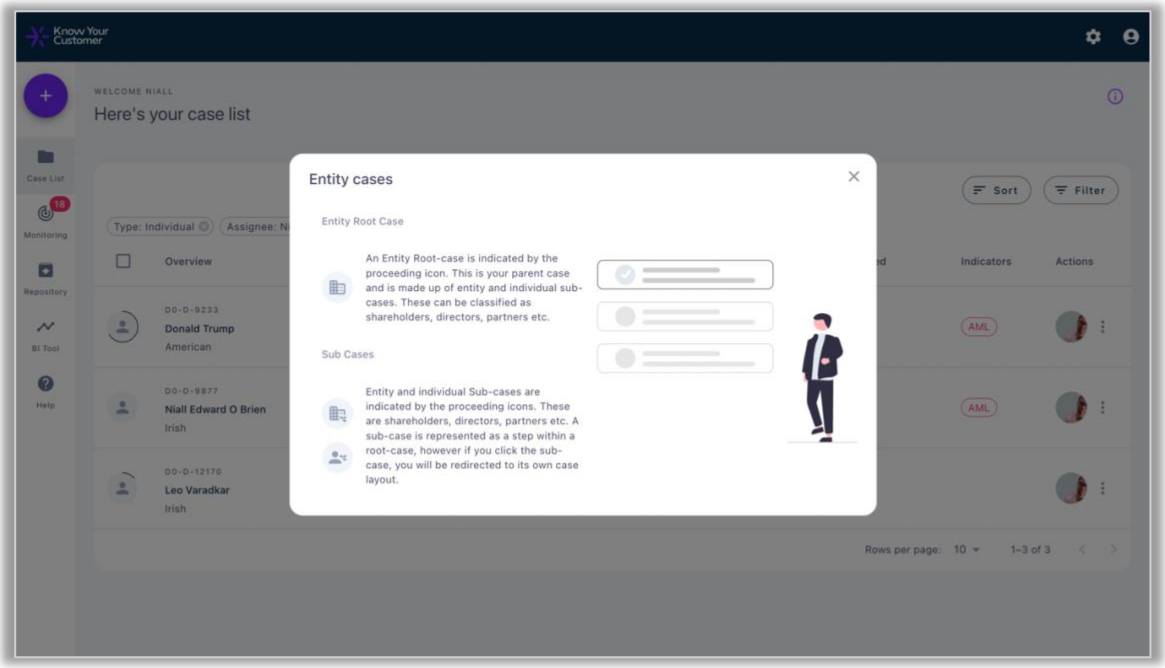
REPOSITORY (Closed Cases)



2. Information Icons

Both the Live Case and Closed Case pages have information icons signposted with an “i” in the top right corner.

When clicked, these icons will trigger a pop-up explaining the meaning of various icons visible on the page to guide you through the process.



3. Bulk Actions

Bulk Actions allow users to apply a specific action to multiple cases at once.

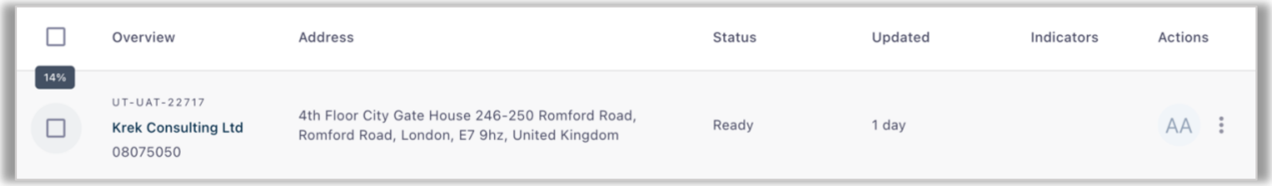
The following bulk actions can be performed on the Live Case page:

- Bulk Assign Case
- Bulk Close Case
- Bulk Delete Case

The following bulk actions can be performed on the Repository page:

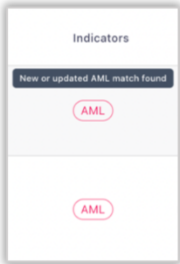
- Bulk Assign Case
- Bulk Open Case
- Bulk Delete Case
- Bulk Review Now
- Bulk Set Review Date

Scrolling your mouse on a case icon will switch the case icon to a checkbox that you can use to select the relevant case. With open cases, this action will also show you the progress percentage of the specific case.



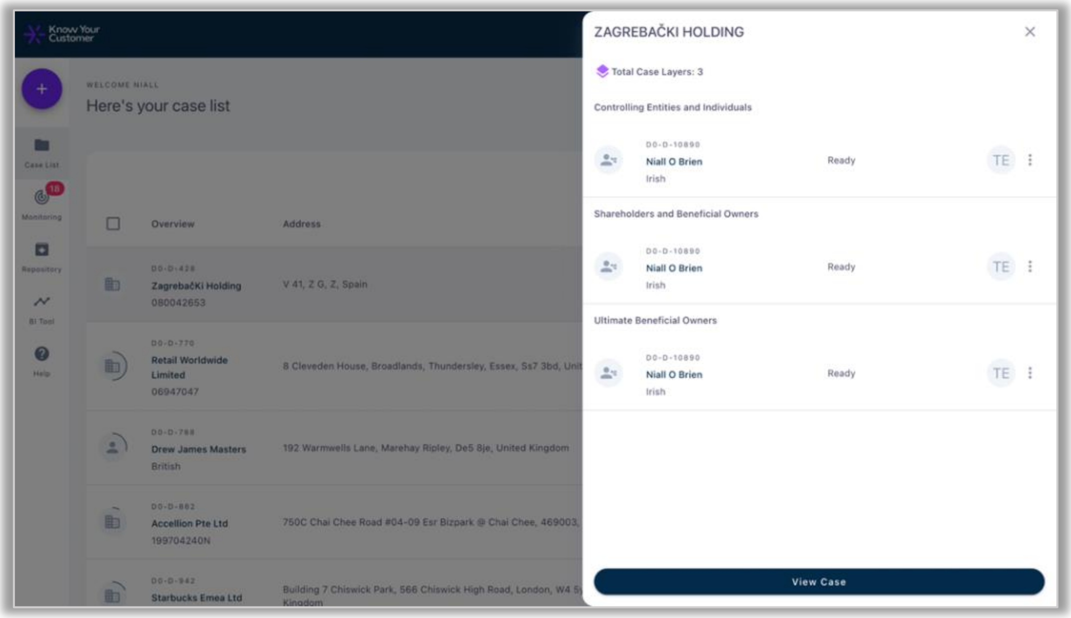
4. Indicators

The Live Case list presents a column on the righthand side to include indicators, as shown in the screenshot to the side. This allows users to quickly see if a case has a new or updated AML match that requires attention.



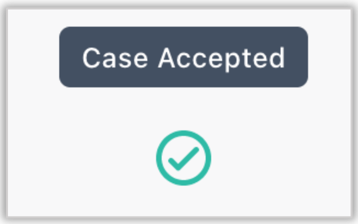
5. Accessing a Case vs Viewing Subcase Information

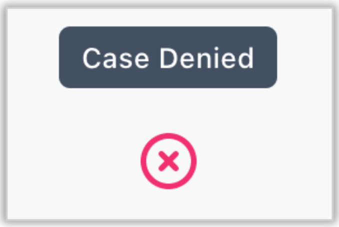
To navigate to a case from the Live Case list, click the case name. For entity cases, if you want to get an overview of their subcases, click anywhere on the relevant list item, except the case name. This action will show the list of sub-cases in a pop-up to the right of the screen.



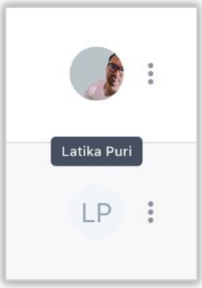
6. Case Decision Icons

With closed cases, case decisions are represented by icons. If you scroll your mouse over a specific icon, you will see its meaning. Depending on how your environment is configured, you may have different icons. The most common two, available across all environments, are the **Case Accepted** and **Case Denied** icons, shown below.





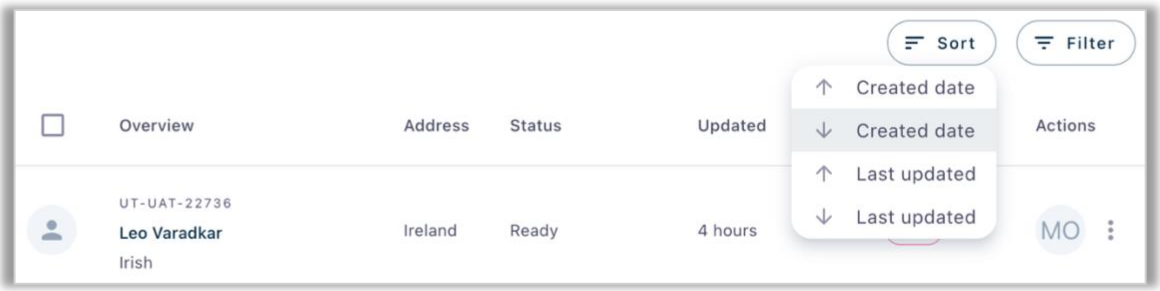
7. Assignees



The last column on the righthand side of both case lists is the one dedicated to assignees. These are represented by either the assignee's profile image, if this is set in the profile page, or their initials. By scrolling the mouse over the user icon, the system will show you the case assignee's full name. By clicking on the user icon, you will also be able to reassign the case to someone else.

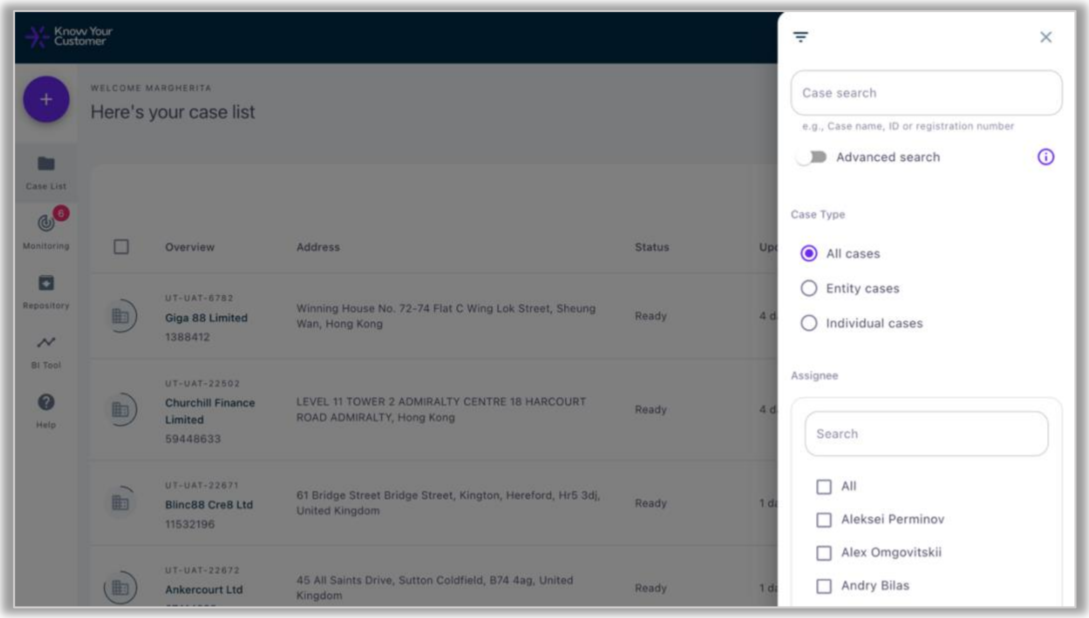
8. Case Sorting

Cases can be easily sorted by the last updated date and created dates as shown below.



9. Filter Options

The Filter button is located in the top right corner, next to the **Sort** button. Upon clicking this, the filter option will appear in a pop-up to the right of your screen, as shown below.



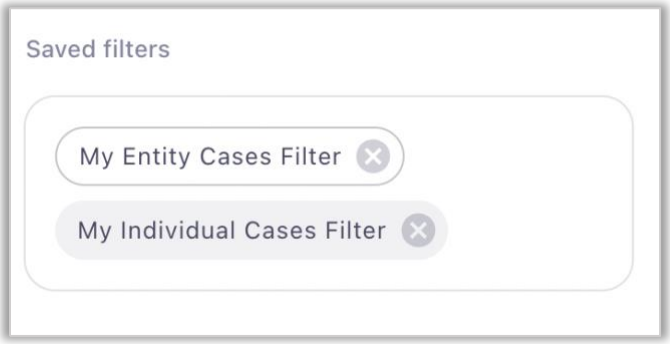
The following filtering options are available for the list of open cases:

- Case name or number
- Advanced search (Case property – e.g. “High Risk”)
- Case Type (Individual, entity or all)
- Assignee
- Country
- Case level (All, Root cases or Sub cases)
- Departments
- Case completion/progress % (Note: please use full numbers, e.g. 20 or 40)
- AML (Only show cases with AML alerts)

For Closed Cases, the following filters are available:

- Case name or number
- Advanced search (Case property, for example “High Risk”)
- Case Type (Individual, entity, or all)
- Assignee
- Country
- Case level (All, Root cases or Sub cases)
- Departments
- Case Decision
- Closed Date

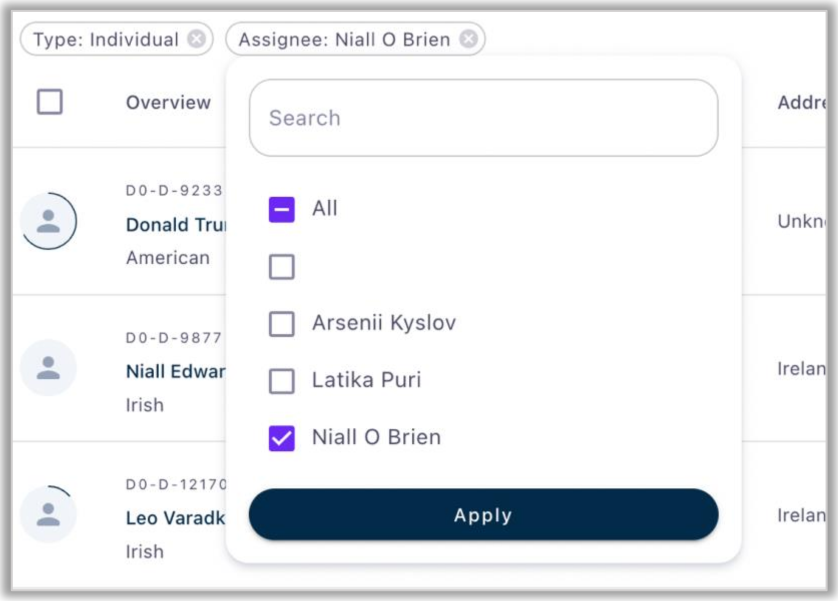
You can now give your filters a name and save them for repeated use. You can also set any of these created filters as your default page view. To use a previously saved filter, click on its name, then select **Apply**.



9.1 Filter Quick Edit

On both the Live Case and Closed Case pages, when you apply filters, their name will then be visible on the top of the page. You can click the “x” icon next to the name to quickly remove that specific filter.

To easily edit multi-select filters, you can click on the filter’s name and then select the drop-down options that you would like to see applied to your list. See below for an example.



10. Help Options

If you have any questions, please feel free to email us at help@knowyourcustomer.com
A member of our team will be in touch as soon as possible to assist you with your query.

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