

M o d u l e 7

Validation

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Validation

If the nature of the customers enquiry is of a financial nature (or in any other occasions where appropriate) the operator must validate the identity of the customer by confirming one or more of the following; Place of Birth, Mother's Maiden Name and Date of Birth.

This should be verified by some sort of Evidence of Identity i.e. Birth Certificate. Once identity is confirmed the system should be updated to reflect these checks.

If the operator chooses a Service Request type which requires validation on the system the Validation prompt will automatically appear. Validation can be entered, confirmed, refused or noted as not required while generating a Service Request. If the operator chooses to refuse validation then an additional pop up will appear asking the operator to enter a note to explain the reason for the refusal.

If you have an enquiry on behalf of a customer and validation is required, please be aware that the information required for CRM is the Customer's details and not the On Behalf Of party details

Entering Validation details for the first time

1. If validation is required while generating a Service Request the Validation Required pop up will appear



2. Choose Edit, Clear, Block from the menu or press [F6]

You will not be able to move to the party information tab until you clear the service request type which you originally entered.

Click OK to confirm.

3. Click on the Party Information tab

4. The operator should record the details given by the caller using the appropriate fields on the Party Information tab

Status	Active
Nickname	
Second Title	
Suffix	
Personal Id Type	Place of Birth
Validation detail	Glasgow
Date of Birth	01-JAN-1966

Place of Birth or Mother's Maiden Name and Place of Birth or Passport Number must be entered in order for validation to be accepted.

5. Click the Save button
6. The operator can now continue to enter the Service Request Details

When entering the Attributes for the Service Request the operator will be prompted to confirm the validation.

Confirming existing Validation details

1. If validation has already been recorded for the customer the details will display at the top left-hand corner of the Contact Center
2. The operator should confirm the details with the customer
3. The operator should continue to enter the Service Request details
4. When entering the Attributes for the call there will be a Validation field

Caller Information	
SLC Customer	
Validation Type	Place of Birth
	Glasgow
Date of Birth	01-JAN-1966

Service Request	
Type HSG-CT Account	
Service Request Attributes	
Name	Value
Office SR Logged At *	
Call Type *	
Validated? *	

Cancel OK

5. The operator can then chose the appropriate item by clicking the Build button

When the correct item has been selected click the OK button



6. If validation is not required, i.e. no confidential information relating to that individual is going to be discussed, the operator should click on the Not Required option and then click OK
 7. If the operator cannot confirm the validation they should choose Refused option and then click OK button
 8. If the operator chooses validation Confirmed or Not Required they can now deal with the Service Request accordingly. However, if they have chosen Refused, then they should not divulge any details to the customer until validation can be confirmed.
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