CR045

Linked Disputes (Triage Process)

**Contents**

[1 Introduction 3](#_Toc6899428)

[2 High Level Design 4](#_Toc6899429)

[2.1.1 Triage Process (numero Workflow) 4](#_Toc6899430)

[2.1.2 Dispute Volume Check 4](#_Toc6899431)

[2.1.3 Related Changes / Sequencing 4](#_Toc6899432)

[3 Impact 5](#_Toc6899433)

[3.1 Delivery Schedule 5](#_Toc6899434)

[3.2 Resource 5](#_Toc6899435)

[3.3 Infrastructure 5](#_Toc6899436)

[3.4 Licensing 5](#_Toc6899437)

[3.5 Service Costs 5](#_Toc6899438)

**Amendment History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision** | **Date Issued** | **Author** | **Reason for Change / Description** |
| V1.0 | 17/04/2019 | Kevin Wing | Initial version |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Introduction

The purpose of this change request is to address an issue with linked disputes, ultimately preventing Supplier requests being generated when we identify that certain Dispute types are connected.

The scenario we need to identify is when a Consumer disputes an Address Link and or Alias Link together with a Share dispute, all within the Dispute Triage period (1 hour).

Once we have identified the scenario mentioned above, the Optimus Solution will make decisions on when to send a Dispute to the Supplier and when to send it for manual processing.

The changes detailed in this document will also consider another change request “CR046 - Address Link Removal Automation”, as this has an impact on the sequencing required to fulfil this requirement.

# High Level Design

### Triage Process (numero Workflow)

To facilitate the Linked Dispute Process, we require additional checks within the numero Workflow Triage process. The checks will be as follows:

1. Identify any Address Link / Alias Link disputes created within a single Triage period for a given Consumer.
2. Identify any Share Disputes created within the same Triage period for a given Consumer.

When both conditions above have been met within a single Triage period we will perform the following actions:

1. Suppress the creation of any Supplier Requests relevant to the Disputes identified
2. Suppress the creation of any Supplier Notifications relevant to the Disputed identified
3. Route the Disputes to the manual processing step

### Dispute Volume Check

We currently have a rule in place that checks to see how many disputes have been created by a Consumer within a given Triage period (1 hour). We need to increase this check to 8 disputes from 3, which it is currently.

### Related Changes / Sequencing

There is another recent Change Request (CR046 – Address Link Removal Automation) which influences the correct sequence for the changes within this CR. We also need to ensure the Dispute Volume check is executed at the correct time. The Triage process sequencing is as follows:

* Process Step 1 - Address Link Removal Automation (CR046)
* Process Step 2 – Dispute Volume Check
* Process Step 3 – Linked Disputes

# Impact

## Delivery Schedule

This is a major change required for Phase 1 delivery.

## Resource

|  |  |
| --- | --- |
| Description of work | Effort (days) |
| Detailed Design  Build – Connect API  Testing  Project Management | 1  4  2  1 |
| **Total Effort** | **8** |

## Infrastructure

There are no impacts on the proposed solution architecture because of this change.

## Licensing

There are no licensing implications related to this change.

## Service Costs

There are no service costs related to this change.