



STATE
EXAMINATION
SYSTEM

SES Release Notes

Release Name: *Georgia*

Release Date: January 24, 2021

The purpose of these release notes is to provide a summary of SES functionality and system enhancements included in the *Georgia* release.

Overview

Several new features and system enhancements have been included in the *Georgia* release of the State Examination System (“SES”). These release notes pertain to the Examination and Investigation Supervisory Activities (referred to herein as “SA”) and Consumer Complaints. This SES release has several enhancements related to company user enrollment, company enrollment, the initial exam set up process and reporting for agencies, in addition to several design and user experience improvements.

I. Agency Users

- A. Enrollment and Transmission of Information Requests: With the Georgia release, agency users will now be able to enroll a company and transmit information requests (IRs) for a SA or Complaint to a company that does not have any users or has not completed company enrollment. Previously, agency users were required to first enroll the company user and wait for the company to complete enrollment and assign the SA and Complaints Contacts before materials could be transmitted to the company. This new enhancement will eliminate the need for agencies to experience a waiting period before initiating and transmitting SA material or IRs for complaints to the company.
- B. Reports: One of the major strategic priorities for SES is to provide users with real time data. Accordingly, the Georgia release will provide agency users with the first phase of in-system reporting capabilities. There are two categories of reports: New SA Progress Reports and My Agency's SA Reports. The first provides insight for agency users on new SAs and the different statuses they are in so that an agency user can take any necessary action to move the SA along. Whether the first company user needs to complete enrollment, the company needs to complete contact assignment, IRs need to be transmitted, or the company lead needs to be assigned, this report will display such information. From this report agency users will also be able to send reminders to the company to complete enrollment and assign the company lead for SAs. The second category of reports that agency users will have access to is the My Agency's SA Reports. These reports will provide agency users with metrics on SAs the agency has conducted or that are ongoing. Agency users will have access to three major groups of reports, Open SAs, Closed SAs and Findings. Within each group are several categories and visual representations of reports users can view to extract and analyze.
- C. Complaints: Similar to the SA reports, Consumer Complaints in SES will also have several reports in this first phase of reporting capabilities for the system. One of the reports will be the New Complaints Progress Report which will give agency users insight into new complaints that have been initiated and their different statuses. Similar to SAs, the complaints reports will also allow agency users in the complaints group to move a complaint forward by taking specific actions from the report, whether it is sending reminders to the company or sending IRs to the company. Since the transmission of IRs is a large portion of Consumer Complaints, agency complaints users will have access to the IR Response Activity Report. This report will display the IRs to which the company has responded to for open complaints. The second category of reports is the My Agency's Complaints Reports, where users will have access to four major groups of reports, which include Violations, Complaints Over Time, Open Complaints,

and Closed Complaints. Like the SA reports, these groups of reports will have several categories and visual representations to display the data to agency complaints users.

Another major enhancement included in the Georgia Release for Consumer Complaints is an extra layer of permissions for agency users who are added in the complaints group. Now, when adding an agency user to the complaints group, agency account administrators can choose to give the user view-only access to complaint information, or full access, including the ability to initiate and manage complaints. A user with view-only permission can view all complaints for their agency but cannot take any actions. This is most likely the appropriate level of access for examination staff wanting to remain in the know about SES Consumer Complaints, but do not need to be involved in creating or managing complaints for their agency.

II. Company Users

- A. Company Enrollment Wizard: The first company user enrolled by an agency will be presented with the company enrollment wizard. The wizard will allow the company to simplify and guide new users through the enrollment and account setup processes. Within this wizard, the user will verify their association with the company, add users, and assign the SA and Complaints Contacts. This enhancement will allow a smoother enrollment process, eliminate any confusion regarding enrollment, and decrease the time it takes for company users to complete the process.

Ticket No	Title	Description	Context (User)	Feature
Enrollment				
SES-2102 (18)	Design Ticket: Company Verification Screen	This ticket is a design change on the information that is presented to the user when verifying company association.	Company	Enrollment
SES-2100 (18)	Company Enrollment Wizard	This enhancement changes the user experience for new companies joining SES. Now, users will be presented with a wizard which will guide the company on how to complete enrollment for companies they have been added to by the agencies.	Company	Enrollment
SES-2078 (18)	Agency: Editing email of quick enrolled user	This enhancement allows an agency user to update the email address of the company user that is being quick enrolled to SES.	Agency	Enrollment
SES-2040 (19)	Company: OKTA link sent when quick reminder is sent to company user	When a company user is sent a quick reminder to complete company user enrollment, if the user has not already activated their Okta login, the user will be sent an activation link with the reminder.	Company	Enrollment
SES-2160 (19)	SA + Complaints: Agency: Agency can enroll and transmit IRs at once	This functionality is an enhancement to the enrollment process. Now, agencies can enroll the first company user and transmit IRs for SAs and Complaints directly after, without waiting for the company to assign contacts.	Agency	Enrollment
Reports				
SES-2101 (18)	Agency: Company Activity Section (New Complaint Progress Report)	An agency complaints user can view and access a report which displays new complaints initiated by the agency. The reports have been categorized to give the user insight on the status of the complaints and if action should be taken by the agency or company.	Agency	Reports
SES-2099 (18)	Agency: Company Activity Section (New SA Progress Report)	An agency user can view and access the progress of new SAs that have been initiated on companies.	Agency	Reports
SES-1837 (18)	Agency: SA Reporting	An agency user can view and access reports on SAs for their agency.	Agency	Reports
SES-2157 (19)	Agency: SA Reports Enhancements (Open SAs)	This enhancement allows agency users to view additional fields for the milestone and EIC assignment reports.	Agency	Reports
SES-2165 (19)	Agency: Additional Report - Open Supervisory Activities (SA Aging Report)	In addition to other reports for open SAs, agency users will have access to a SA aging report which will provide insight into the life of a SA.	Agency	Reports
SES-2168 (18)	Agency: SA Report Enhancements (Closed Supervisory Activities)	This enhancement allows agency users to view and access reports based on areas for review for closed SAs.	Agency	Reports
SES-2166 (19)	Agency: Additional Reports - Closed Supervisory Activities (Milestone + Monetary Relief)	An enhancement was put in place to provide additional reports for agency users on closed SAs. The additional reports will give users insight into the time SAs are spent in different milestones and insight into monetary relief provided to consumers for SAs.	Agency	Reports

SES-2169 (19)	Agency: SA Report Enhancements (Findings Reports)	This enhancement expands the reports agency users can view for the findings identified for SAs of their agency.	Agency	Reports
Complaints				
SES-2054 (18)	Complaints: Notification to Complaints Contact of new Complaint	The active Complaints Contact will receive an email notification each time a new complaint has been initiated for their company. This notification will also be sent to the additional email if the company has added one to their SES record.	Company	Notifications
SES-2075 (18)	Agency: Complaints Reporting	An agency complaints user can view and access several different reports and metrics on their agency's complaints	Agency	Complaints Reports
SES-2159 (19)	Agency: Complaints Reports Enhancement (My Agency's Complaints Reports)	The agency complaints users who have access their agency's complaints can also view reports on the complainant and monetary relief that was provided.	Agency	Complaints Reports
SES-2106 (19)	Complaints: Agency - IR Response Activity Report	The agency complaints users can view and access a list of company responses to IRs on open complaints.	Agency	Complaints Reports
SES-2136 (19)	Complaints: New Agency + Company Users	This ticket was a design change when users are added to the complaints group.	Agency & Company	User Management
SES-2156 (19)	Complaints: Agency view only or edit permissions	The agency users added to the complaints group will have an extra layer of permissions when they are added to this group. Now, complaints users can have either view-only permissions or the ability to initiate and manage complaints in the system.	Agency	User Management
SES-2105 (19)	Complaints: Agency user can view progress tracker on a complaint	The agency complaints users can view the progress for a complaint which will provide the user with insight into the company's action or inaction on the complaint.	Agency	Complaints Reports
System wide Enhancements				
SES-1884 (18)	Agency: Warning message if bulk due date is shorter for IRs	The active EIC for a SA must receive a warning message when the user is updating a due date for one or more IRs that is shorter than the original.	Agency	Information Requests
SES-1043 (18)	Linking IR ID on Company Homepage	The IR ID on a company user's home page will link to the information request tab for company users. This enhancement will limit the number of clicks and navigation for company users.	Company	Information Requests