OnBase Guide - Workflow - Real-Time Search Match

**Goal:** To use the Real-Time Search Match Workflow Functionality in OnBase

**Complexity Level:** Departmental Workflow Developers, Departmental Administrative Users

4/13/2022
# Table of Contents

Background ............................................................................................................................................. 3
Prerequisites............................................................................................................................................... 3
Steps to Complete in OnBase Configuration .......................................................................................... 3
Steps to Complete in OnBase Studio ...................................................................................................... 6
Example Search Match Life Cycle .......................................................................................................... 12
Primary X – SM – Search Match (EIS) life cycle .................................................................................... 13
OnBase Search Match Flowchart ............................................................................................................ 17
Testing the Solution ................................................................................................................................ 18
Background
OnBase and CU-People (which replaced Master Data Management (MDM) in 2022) are integrated to provide real-time Search Match functionality.

Search match is a process where a document can be saved into OnBase with only basic bio/demo data (first, middle, last name and/or date of birth) and the search match process will use data from CU-People to attempt determine the correct person record and supply the resulting Student ID or Employee ID.

In OnBase workflow, a document can live in multiple life cycles at the same time. The Search Match process takes advantage of that ability to have the document stay in the original life cycle while simultaneously also being processed in the Search Match life cycle.

The basic process for invoking the real-time Search Match process boils down to four discrete steps, described in more detail below.

1. Determine if the document needs to go through Search Match in the Original life cycle.
2. Set Properties and Keywords in the Original life cycle to prepare for Search Match.
3. Execute the Search Match by adding the document from the original life cycle to the Search Match life cycle, but not removing the document from the original life cycle.
4. Evaluate the results in the Search Match life cycle.

Prerequisites
To create and configure the components for this integration, you will need to use OnBase Configuration and OnBase Studio.

Please reference other UIS guides for installation instructions and configuring each of the products. The Workflow and System Administration MRGs also provide further details. Contact UIS_DM_Support@cu.edu for assistance if needed.

Steps to Complete in OnBase Configuration
To use the OnBase Search Match functionality, there are some configuration steps you need to complete in OnBase Configuration. Refer to the System Administration MRG for additional information if necessary.

1. Create a Document Type for the original document (if it does not already exist).
2. Apply the X - ICS - Basic Student Info keyword type group to the document type (if it is not already). This will apply the basic student keywords for student documents. If using Search Match for employee documents, use the X – HCM – Basic Employee Info keyword type group instead.

3. Two additional keyword types are necessary for this process. Apply these keyword types to all document types that will be executing Search Match.
   - Workflow Origin
   - Document Handle
4. You can also choose to have these keywords set as Hidden as well. Below the list of all selected keywords, click the **Options** button. In the window that opens, check the **HID** box next to each keyword as necessary.

5. Click **Close** when done.

6. Once all of your keyword type changes are complete, click **Save**.
7. The Search Match workflow uses a set of pre-defined Workflow Groups for managing the exceptions for each campus and functional area, ex:
   - Workflow - B - ADM - Search Match Verifier
   - Workflow - C - ADM - Search Match Verifier
   - Workflow - D - ADM - Search Match Verifier

Populate these groups with departmental users that can review, process and determine the identity of the student during the manual review steps that will be documented later in the guide. This step may also be completed using the Unity or web client.

This completes all configuration steps necessary in OnBase Configuration.

---

**Steps to Complete in OnBase Studio**

OnBase Studio is the tool where you can create Workflow life cycles, queues, tasks, actions, timers and notifications for your business processes.

The necessary configuration to check for documents that need to be routed for Search Match processing, prepare the documents, and add them to the primary life cycle is described below. However, instead of configuring each of these yourself, you may instead opt to copy the configuration from the Example Search Match life cycle. Either way, this processing should be added to a queue in the life cycle for your business process, referred to throughout the guide as the “Original life cycle”.

1. **Determine if the document needs to go through Search Match.**

   Check if the Student ID keyword value is:
2. **Set Properties and Keywords to prepare for Search Match.**

Certain values can be collected and applied to property values directly but cannot be applied directly to keyword values. Therefore, we must first store the value to a property (after first clearing the property value) and then set the keyword value from the property value.

- Clear WFOrigin Property Value
- Clear DocHandle Property Value

- Set WFOrigin Property Value to “Current life cycle Name”
- Set DocHandle Property to “Document Handle”

- Set Workflow Origin Keyword Value from WFOpin Origin Property
- Set Document Handle Keyword Value from DocHandle Property
3. Execute the Search Match by adding the document from the original life cycle to the Search Match life cycle, but not removing the document from the original life cycle.

The original document stays in the original life cycle, in the same queue, until the Search Match process is complete. This “Add Item to Other life cycle” allows the document to stay in the original life cycle while also being processed in the X – SM – SearchMatch (EIS) life cycle.
Note: A number of documents may collect in this queue of the original life cycle over time as they are processed, this is expected.

The rest of the configuration for this process is completed by UIS and is part of the primary $X - SM - Search Match (EIS)$ life cycle.

---

**Example Search Match Life Cycle**

In Studio, we have provided an example life cycle that can be used as a reference and copied into your own life cycles where needed.

This example life cycle is called $X - SM01 - SearchMatch Example$. This life cycle has two queues, but only the first one is necessary, as the second queue would be the next step in your original life cycle for your business process.

The first queue includes the rules and actions described above that evaluate whether a document should be routed for Search Match processing, prepares the document for Search Match processing, and adds the document to the primary $X - SM - Search Match (EIS)$ life cycle.
If you want to copy the example X - SM01 - Search Match Queue queue, please make sure that you use the ‘Paste a copy of the item’ and ‘Paste a copy of the children’ options so that you do not disturb the example life cycle.

Primary X – SM – Search Match (EIS) life cycle
The rest of the Search Match process is performed within the X – SM – Search Match (EIS) life cycle. The X – SM – Search Match (EIS) life cycle should only be modified by UIS staff.

Unlike the Checklist Processing life cycle, all exception handling within Search Match is also handled inside of the main life cycle.

As documents enter the Search Match life cycle, a special HTML form is created with the keyword values from the original document. This is then the document routed through the life cycle to control the internal process and collect the Search Match results from CU-People.

There are four possible outcomes:

- **Auto Match**: One match where Match Score >= 95
  - The original document is updated with the Person data from the search match HTML form.
  - The original document is moved to the next queue in the Original life cycle.
  - The HTML form that was based on the original document is deleted.
  - **NOTE**: If the one match with score greater than 95 was obtained with only first name and last name (no middle name or date of birth), this will not be considered an auto-match and will be routed for verification like if it had multiple matches or a lower score.

- **Match Requires Verification**: One match where Match Score < 95
  - See Multiple Matches below
• **No match**: No matches received
  o The HTML form moves to the *SM - Unmatched Document* queue in the Search Match life cycle.
  o The original document still stays in the queue in the original life cycle (again these will collect in the original life cycle queue for some time).
  o The HTML form is re-evaluated each night at 8pm to see if a match can be found.
  o If no matches can be found after 120 days, the HTML form and the Original document are both removed from the life cycles and both deleted from OnBase.

• **Multiple matches**: (More than 1 possible match)
  o The HTML form moves to the appropriate *SM-Search Match Verification* queue in the Search Match workflow for user review, as defined by the Campus Code keyword:
    ▪ SM-Search Match Verification CUBLD
    ▪ SM-Search Match Verification CUDEN
    ▪ SM-Search Match Verification CUSPG
  o Each campus will need to have users populated in these user groups to process the multiple matches
    ▪ Workflow - B - ADM - Search Match Verifier
    ▪ Workflow - C - ADM - Search Match Verifier
    ▪ Workflow - D - ADM - Search Match Verifier
  o The manual reviewer will open both the HTML form with the Search Match results and the original document at the same time to identify the correct match. This can be done by selecting both the **Primary Viewer** and **Secondary Viewer** in the Unity client.
Once the correct match has been selected, the original document will be updated with the selected Person data and moved to the next queue in the Original life cycle.

The HTML form that was based on the original document is then deleted.
OnBase Search Match Flowchart

Original Life Cycle Queue

Does the document need to go through Search Match?

Yes

Set Properties and Keywords

Add Doc to the Search Match (EIS) Life Cycle

No

Document Stays in Original Life Cycle waiting for Search Match Result

Next Queue in Original Life Cycle

"X - SM - Search Match (EIS)" Life Cycle

Create HTML Form and Send to Biztalk/EIS Server

OnBase Biztalk/EIS Server

Oracle Service Bus

CU-People

Evaluate the Results

No Match

HTML Form routed to "UnMatched Document" queue, re-evaluated each night

Multiple Matches

HTML Form routed to "Search Match Verification" queue for manual review

Match

Original Doc updated w/ bio data, original doc pushed forward to next queue in LC
Testing the Solution

To test the Search Match integration, we have created multiple **Item Generators** in OnBase Studio. These let you test life cycles in a variety of ways and even specify keyword and property values and the starting queue and entry date. Refer to the Studio MRG for more information on Item Generators.

Feel free to modify this or create your own Item Generators to suit your needs with your own document types, life cycles, queues and values.