merative™

Cúram 8.1.2

Citizen Context Viewer Configuration Guide

Note

Before using this information and the product it supports, read the information in

Edition

This edition applies to Cúram 8.1, 8.1.1, and 8.1.2.

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Contents

1 Configuring the Citizen Context Viewer

The CCV configuration determines the historic and current information that is displayed for a client. Client information includes the client's cases, family, interactions with the organization, and any communities the client is a member of. Client information also includes the multidisciplinary teams that are assigned to the client's social enterprise folders.

Configuration settings are provided for each of the CCV components. Integration with other components can also be configured, including case settings, and user authorization. The care and protection component lists a client's cases, service plans, and social enterprise folders and provides access to the relevant home pages. The communities component provides information about household groups within a case, for example information about eligible assistance units within a household. The dealings component provides information on a client's communications and financial transactions. The multidisciplinary team component displays the multidisciplinary teams responsible for assisting the client.

> **Note:** The Case Participant Index (CPI) is now deprecated. For more information, see the *Product Overview Guide*.

CCV configuration features

CCV configuration customizes the information that is displayed in the CCV dynamically as part of system administration. Since most of CCV configuration settings are dynamic application properties, changes made to these application properties are automatically available to Cúram users.

CCV configuration also integrates with existing Cúram functions. CCV configuration integrates with case settings to determine the case information displayed in the CCV. It also integrates with system security to ensure that only authorized users can view information in the CCV. These integration points reduce the effort to configure the information that appears in the CCV.

What the CCV administrator does

The CCV administrator configures the components of the CCV structure. This task includes maintaining the CCV application properties. Each property indicates information that might appear in the CCV. Therefore, it is important that the CCV administrator understands or is provided with information on the configuration settings that are most suited to meet the business objectives of the organization. Where relevant, the CCV guide provides sample business examples to demonstrate the impact of configuration settings.

Some of the CCV application properties are directly linked to code tables. Therefore, CCV administrators must have access to the relevant code tables and must understand what the codes stand for. This guide provides information on the sample codes that are used to display information in the CCV. Because code tables are customizable, these codes can vary across organizations. Multidisciplinary team configuration is maintained as part of SEF administration. The CCV administrator must understand the relationship between a social enterprise folder and its multidisciplinary team.

Configuring the components of the CCV structure

The configuration of the CCV structure determines the client information that is displayed.

Certain configuration settings override other configuration settings. For example, one setting determines whether all product delivery case types are displayed, while another setting allows for the selection of specific product delivery case types. Given that these two configurations cancel each other out, only one of these configuration settings must be assigned a default.

Some configuration settings are interdependent. For example, to display certain product delivery case types, product delivery cases must first be supported in the CCV. The CCV administrator must account for all related application properties when you configure the CCV.

Security settings

CCV uses existing security settings to ensure that only authorized users can view client information. Case information is protected by case security. Service plans are protected by service plan template security, and client information is protected by client sensitivity security. A user's security role must also include the necessary functions to be able to view the various types of information displayed in the CCV. For more information, see *Securing the application*.

Related concepts

1.1 Configuring care and protection information

The care and protection component provides access to information regarding the benefits and services a client is receiving. For any information to appear in the CCV, the case types supported in the CCV must be configured. The remaining configuration settings determine the cases, service plans, and social enterprise folders displayed based on type, status, and the CCV client's participant roles.

The following sections describe the application properties for configuring the information displayed based on participant roles: , , , .

Configuring the case types supported in the CCV

The application property *curam.ise.ccv.case.types* indicates the case types that can be displayed in the care and protection component. To configure this property, the CCV administrator must add the code of each supported case type to the application property. These codes are in the *CaseTypeCode* codetable and are added to the application property in a comma-delimited list.

This application property must be configured for any configuration information to appear in the CCV. However, there are additional application properties which can filter the specific case information displayed. For example, even if service plans are supported in the CCV, additional application properties might not support service plans of particular statuses.

The default case types configured for this application property are `"CT1,CT2,CT5,CT11"`. Table 1 links each code to its case type and describes the information that appears in the CCV when this code is included:

Table 1: Codes for Case Types Displayed

Code	Case Type	When code is added to the application property
CT1	Service Plan	Service plans can appear in the care and protection component.
CT2	Product Delivery	Product delivery cases can appear in the care and protection component.
CT5	Integrated Case	Integrated cases can appear in the care and protection component.
CT11	Social Enterprise Folder	Social enterprise folders can appear in the care and protection component.

Configuring case, service plan, and social enterprise folder types

Configure the folder types that appear in the CCV. For each type, the CCV administrator can choose to display all types or select the specific types that are supported. For example, the CCV administrator can select the specific case types supported for product delivery cases. If the benefit sample product delivery case type is no longer supported, then cases of that type are not displayed in the CCV.

Configuring case, service plan, and social enterprise folder statuses

Statuses track the lifecycle of cases, service plans, and social enterprise folders. Similar to the configuration settings based on type, the CCV administrator can display all cases, service plans, and social enterprise folders with any status or else the CCV administrator can define the statuses that are supported. Only those cases, service plans, and social enterprise folders that are in the configured statuses appear in the CCV. For example, if the 'closed' status is no longer supported for social enterprise folders, then closed cased would not be displayed in the client's CCV.

Configuring case, service plan, and social enterprise folder participants

There are numerous roles that clients can fill within cases, service plans, and social enterprise folders. Some of these roles are more significant than others, for example, the primary client of a product delivery case, the plan participant of a service plan. One of the goals of the CCV is to provide a holistic view of a client; however, it might be information overload to display cases where the client's role is minimal. The CCV administrator can choose to display all cases, service plans, and social enterprise folders where the client fills any type of participant role. Alternatively, and the more logical choice where there are varying participant roles, the CCV administrator can define the participant roles reflected in the CCV.

1.2 Configuring community information

The communities component displays the communities that the CCV client is a member of.

The classification of a community depends on the benefit or service the community is related to. Unlike the other CCV components, the community component requires development customizations to link an organization's specific benefits and services to the communities. These customizations are outside the scope of this document.

curam.ise.ccv.communities.current

The application property *curam.ise.ccv.communities.current* controls the display of current communities in the CCV. The default value is `'YES'`, only current communities are displayed in the CCV. Change the value of the application property to `'NO'` so that any community that the CCV client is, or ever was a member of, appears in the CCV.

> **Note:** The canceled status of communities is managed on a per product basis. Customization is required to determine how a community's status is defined. For example, the communities for some products can be canceled when the relevant product delivery cases are closed. Other products can keep the communities open even after case closure.

curam.ise.ccv.community.members.current

The application property *curam.ise.ccv.community.members.current* controls the display current members of communities only in the CCV. The default value is `'YES'`, only current members are displayed. For example, if Linda Smith was previously married, her husband once a member of the household but no longer, would not appear in the community. Can change the value of the application property to `'NO'` so that all former and current community members appear in the CCV.

> **Note:** Therefore, as with community status, community member status is also managed on a per product basis and customization is required.

1.3 Configuring dealings information

The dealings component displays the interactions between the CCV client and the organization. These interactions are listed in the *InteractionType* code table and include payments and communications.

Three application properties configure the dealings information displayed in the CCV. These application properties control the interactions displayed in the CCV. Because all three properties are in relation to configuring the same information, the CCV administrator must know the dependencies between them. The application property to display all interactions takes precedence over the other two application properties. In turn, the application property to define the number of interactions to display takes precedence of the third application property which defines the number of days prior to the current date for retrieving interactions.

curam.ise.ccv.interactions.displayall

The application property *curam.ise.ccv.interactions.displayall* controls the display all interactions for a client in the CCV. The default value for this application property is `'NO'`. The configuration of *curam.ise.ccv.interactions.numdisplay* determines the dealings information displayed in the CCV. If the CCV administrator changes the value of this to `'YES'`, all client interactions are displayed in the CCV regardless of the configurations for the two remaining interaction application properties.

curam.ise.ccv.interactions.numdisplay

The application property *curam.ise.ccv.interactions.numdisplay* controls the maximum number of interactions that are displayed in the CCV. The default value for this application property is `'5'`, the CCV displays the five most current interactions for the CCV client in the dealings component.

This application property takes precedence over the *curam.ise.ccv.interactions.numdays*. The CCV administrator can change this value and it becomes the default number of interactions displayed in the CCV. If *curam.ise.ccv.interactions.displayall* is set to `'YES'`, it take precedence over *curam.ise.ccv.interactions.numdisplay*.

curam.ise.ccv.interactions.numdays

The application property, *curam.ise.ccv.interactions.numdays*, controls the number of days prior to the current date for which interactions are displayed in the CCV. For example, the CCV administrator sets the default value to be `'90'` (meaning 90 days prior to current date).

The default value of this application property is `'0'`. The CCV administrator can change this to be any number of days; however, the new value only applies where *curam.ise.ccv.interactions.displayall* is set to *'NO'* and *curam.ise.ccv.interactions.numdisplay* is set to `'0'`.

1.4 Configuring family information

The family component displays the CCV client's relationships with family members. Each family relationship is linked to a concern role relationship record for the client. Concern role relationships are maintained from the client's person home page.

curam.ise.ccv.familymembers.current

The application property *curam.ise.ccv.familymembers.current* controls the display of current family member relationships only in the CCV. The default value for this application property is `'YES'`, only current family member relationships are displayed. To determine whether a relationship is current, the system checks for an end date on the concern role relationship record. If a date exists, the relationship is not current.

curam.ise.ccv.display.prospects

The application property *curam.ise.ccv.display.prospects* controls the display of prospect persons in the CCV. The default value for the application property is `NO`, the prospect persons are not displayed. To determine whether a family member is a prospect person, the system checks whether the concern role type is prospect person.

1.5 Configuring multidisciplinary team information

The multidisciplinary team component displays the multidisciplinary team members that are assigned to any social enterprise folders that the Cúram Citizen Context Viewer (CCV) client is a member of.

Up to this point, configuration settings for the CCV have all been CCV application properties. The configuration options for multidisciplinary teams are integrated with social enterprise folders

and requires an understanding of the business reasons for multidisciplinary teams and how they relate to social enterprise folders. The configuration of multidisciplinary teams falls outside the knowledge of the CCV administrator. For more information, see the *Cúram Social Enterprise Collaboration Configuration Guide*.

1.6 Configuring the cases displayed

Use these application properties to configure product delivery cases and integrated cases.

Configuring product delivery cases

Use these CCV application properties to determine the product delivery case information displayed in the CCV. The configuration options are based on product delivery case types, product delivery case statuses, and product delivery case participant roles.

These application properties are cumulative, that is the product delivery information is only displayed in the CCV if it matches the configurations of all the application properties. For example, Linda Smith is the primary client of the sample benefit product delivery case that has a status of active. For this case to be displayed in the care and protection component, the sample benefit product delivery case type, the active case status, and the primary client participant role must be included in the configuration settings.

Application properties for product delivery case types

Two application properties determine the product delivery case information that is displayed in the CCV based on product delivery case types. *curam.ise.ccv.case.types.showall.productdelivery* shows all product delivery case types, *curam.ise.ccv.case.types.productdelivery* selects the specific product delivery case types to be displayed.

- *curam.ise.ccv.case.types.showall.productdelivery*
  Controls the display all product delivery case types in the CCV. The default value is `'YES'` displays all product delivery case types in the CCV. If you change this property to `'NO'`, then you must configure the product delivery case types to display. Otherwise, no product delivery case information appears in the CCV.

- *curam.ise.ccv.case.types.productdelivery*
  Applies when *curam.ise.ccv.case.types.showall.productdelivery* is set to 'NO' only. *curam.ise.ccv.case.types.productdelivery* indicates the product delivery case types that can be displayed in the CCV. To configure the application property, add the code of each supported product delivery case type to the application property. These codes are in the *ProductType* code table and are added to the application property in a comma-delimited list. This application property does not have a default because the default value for *curam.ise.ccv.case.types.showall.productdelivery* is `'YES'`. Also, the *ProductType* code table contains codes for the products that are implemented by the organization and therefore is a customized code table. The organization might decide to add default values for this application property when it adds codes for its products.

Application properties for product delivery case statuses

Two application properties determine the product delivery case information that is displayed in the CCV based on product delivery case statuses.

curam.ise.ccv.case.statuses.showall.productdelivery shows product delivery cases of all statuses, *curam.ise.ccv.case.statuses.productdelivery* selects the specific product delivery case statuses.

- ***curam.ise.ccv.case.statuses.showall.productdelivery***
  Controls the display of product delivery cases of all statuses in the CCV. The default value is `'NO'`.

- ***curam.ise.ccv.case.statuses.productdelivery***

  Applies when *curam.ise.ccv.case.statuses.showall.productdelivery* is set to 'NO' only. *curam.ise.ccv.case.statuses.productdelivery* indicates the product delivery cases that are displayed in the CCV based on selected product delivery case status types. This is achieved by setting the value of this property to be a comma-delimited list of codes from the *CaseStatus* code table.

  The following table lists the codes in *CaseStatus* code table, provides the case status for each code, and indicates whether the code is a default for the *curam.ise.ccv.case.statuses.productdelivery*.

  Table 2: Codes for Case Status - Product Delivery Case

Code	Case Status	Default for Application Property?
CS1	Active	Yes
CS10	Delayed Processing Pending	Yes
CS11	Canceled	No
CS14	******	No
CS2	Suspended	Yes
CS3	Closed	Yes
CS4	Open	Yes
CS55	Submitted	Yes
CS6	Approved	Yes
CS7	Pending closure	Yes
CS8	Planned	No
CS9	Canceled Planned	No

Application properties for product delivery case participant roles

Two application properties determine the product delivery case information that is displayed in the CCV based on product delivery case participant roles. *curam.ise.ccv.case.cproles.showall.productdelivery* shows product delivery cases where the CCV client fills any participant role, *curam.ise.ccv.case.cprole.types.productdelivery* selects specific participant roles.

- ***curam.ise.ccv.case.cproles.showall.productdelivery***
  Controls the display all product delivery cases where the CCV client is a case participant in the CCV. The default value is `'NO'`. Selecting to display all product delivery cases where the CCV client plays any role might add many product delivery cases to the care and protection component.

- *curam.ise.ccv.case.cprole.types.productdelivery*
  Applies when *curam.ise.ccv.case.cproles.showall.productdelivery* is set to *'NO'* only.
  curam.ise.ccv.case.cprole.types.productdelivery indicates the case participant roles that the
  CCV client can have on a product delivery case for that case to be displayed in the CCV. This
  is achieved by setting the value of this property to be a comma-delimited list of codes from
  the *CaseParticipantRoleType* code table. The default value is *'PRI'*, the code for the primary
  client.

Configuring integrated cases

The CCV application properties determine the integrated case information displayed in the
CCV. The configuration options are based on integrated case types, integrated case statuses, and
integrated case participant roles.

These application properties are cumulative. That is, integrated case information is only displayed
in the CCV if it matches the configurations of all the application properties. For example, Linda
Smith is the primary client of the assistance integrated case that has a status of closed. For this
case to be displayed in the care and protection component, the assistance integrated case type, the
closed case status, and the primary client participant role must all be included in the configuration
settings.

Application properties for integrated case types

Use the following application properties to determine the integrated case
information that is displayed in the CCV based on integrated case types.
curam.ise.ccv.case.types.showall.integratedcase shows all integrated case types and
curam.ise.ccv.case.types.integratedcase selects the specific integrated case types to be displayed.

- *curam.ise.ccv.case.types.showall.integratedcase*
  Controls the display of all integrated case types in the CCV. The default value is `'YES'`,
  which displays all integrated case types. If you change this property to `'NO'`, then you must
  configure the integrated case types to display, otherwise, no integrated case information
  appears in the CCV.

- *curam.ise.ccv.case.types.integratedcase*
  Applies when *curam.ise.ccv.case.types.showall.integratedcase* is set to `'NO'` only. To
  configure the application property, add the code of each supported integrated case type in the
  form of a comma-delimited list of code values that are taken from the *ProductCategory* code
  table. *IntegratedCaseType* is an attribute on the *CaseHeader* entity and can contain any value
  from the *ProductCategory* code table. If the value of *integratedCaseType* is present in this
  comma-delimited list, the integrated case is displayed in the CCV. This property has no default
  value because the default value for *curam.ise.ccv.case.types.showall.integratedcase* is `'YES'`.

Application properties for integrated case statuses

Use the following application properties to determine the integrated case
information that is displayed in the CCV based on integrated case statuses.
curam.ise.ccv.case.statuses.showall.integratedcase shows the integrated cases of all statuses,
curam.ise.ccv.case.statuses.integratedcase selects the specific integrated case statuses.

- *curam.ise.ccv.case.statuses.showall.integratedcase*
  Controls the display of integrated cases of all statuses in the CCV. The default value is `'NO'`.

- ***curam.ise.ccv.case.statuses.integratedcase***
  Applies when *curam.ise.ccv.case.statuses.showall.integratedcase* is set to `'NO'` only.
  curam.ise.ccv.case.statuses.showall.integratedcase indicates the integrated cases that are
  displayed in the CCV based on selected integrated case status types. This is achieved by
  setting the value of this property to be a comma-delimited list of codes from the *CaseStatus*
  code table. The same code table used to configure the *curam.ise.ccv.statuses.productdelivery*
  application property is described in [Configuring product delivery cases on page 14](). The
  default value is `'CS4,CS3'`. CS4 relates to the open status, CS3 to the closed status.

Application properties for integrated case participant roles

Use the following application properties to determine the integrated case
information that is displayed in the CCV based on integrated case participant roles.
curam.ise.ccv.case.cproles.showall.integratedcase shows integrated cases where the CCV
client fills any participant role, *curam.ise.ccv.case.cprole.types.integratedcase* selects specific
participant roles.

- ***curam.ise.ccv.case.cproles.showall.integratedcase***
  Controls the display of all integrated cases where the CCV client is a case participant in the
  CCV. The default value is `'NO'`. Displaying all integrated cases where the CCV client plays
  any role might add many integrated cases to the care and protection component.

- ***curam.ise.ccv.case.cprole.types.integratedcase***
  Applies when *curam.ise.ccv.case.cproles.showall.integratedcase* is set to `'NO'` only.
  curam.ise.ccv.case.cproles.showall.integratedcase indicates the case participant roles that
  the CCV client can have on an integrated case for that case to be displayed in the CCV.
  This is achieved by setting the value of this property to be a comma-delimited list of codes
  from the *CaseParticipantRoleType* code table. The same code table used to configure the
  curam.ise.ccv.cprole.types.productdelivery is described in [Configuring product delivery cases
  on page 14](). The default value is `'PRI'`, the code for the primary client.

1.7 Configuring the service plans displayed

Use application properties to determine the service plan information displayed in the CCV. The
configuration options are based on service plan types, service plan statuses, and service plan
participant roles.

The service plan application properties are cumulative, this means that service plan information
is only displayed in the CCV if it matches the configurations of all the application properties. For
example, Linda Smith is the plan participant of the Back to Work service plan that has a status
of active. For this service plan to be displayed in the care and protection component, the Back
to Work service plan type, the active service plan status, and the plan participant role must all be
included in the configuration settings.

Application properties for service plan types

Two application properties determine the service plan information displayed in the CCV based on
service plan types. *curam.ise.ccv.case.types.showall.serviceplan* shows all service plan types and
curam.ise.ccv.case.types.serviceplans selects the specific service plan types to be displayed.

- ***curam.ise.ccv.case.types.showall.serviceplan***
  Controls the display of all service plan types in the CCV. The default is 'YES', all service plan types are displayed in the CCV. If you change this property to 'NO', then you must configure the service plan types to display, otherwise, no service plan information appear in the CCV.

- ***curam.ise.ccv.case.types.serviceplans***
  This property applies only where *curam.ise.ccv.case.types.showall.serviceplan* is set to 'NO'. *curam.ise.ccv.case.types.serviceplans* indicates the service plan types that can be displayed in the CCV. To configure the application property, add the code of each supported service plan type to the application property. These codes are in the *ServicePlanType* code table and are added to the application property in a comma-delimited list. There is no default value because the default value for *curam.ise.ccv.case.types.showall.serviceplan* is 'YES'. Also, the *ServicePlanType* code table contains codes for the service plans implemented by the organization and therefore is a customized code table. You might decide to add default values for this application property once it has added codes for its service plans.

Application properties for service plan statuses

Two application properties determine the service plan information that is displayed in the CCV based on service plan statuses. *curam.ise.ccv.case.statuses.showall.serviceplan* shows service plans of all statuses and *curam.ise.ccv.case.statuses.service plan* selects the specific service plan statuses.

- ***curam.ise.ccv.case.statuses.showall.serviceplan***
  Controls the display service plans of all statuses in the CCV. The default is 'NO'.

- ***curam.ise.ccv.case.statuses.serviceplan***

  This application property applies where *curam.ise.ccv.case.statuses.showall.serviceplan* is set to 'NO'. *curam.ise.ccv.case.statuses.service plan* indicates the service plans displayed in the CCV based on selected service plan status types. This is achieved by setting the value of this property to be a comma-delimited list of codes from the *CaseStatus* code table.

  The following table lists the codes in *CaseStatus* code table, provides the case status for each code, and indicates whether it is a default for the *curam.ise.ccv.case.statuses.serviceplan* property:

Table 3: Codes for Case Status - Product Delivery Case

Code	Case Status	Default for Application Property?
CS1	Active	Yes
CS10	Delayed Processing Pending	Yes
CS11	Canceled	No
CS14	******	No
CS2	Suspended	Yes
CS3	Closed	Yes
CS4	Open	Yes
CS55	Submitted	Yes
CS6	Approved	Yes
CS7	Pending closure	Yes

Code	Case Status	Default for Application Property?
CS8	Planned	No
CS9	Canceled Planned	No

Application properties for service plan participant roles

Two application properties determine the service plan information that is displayed in the CCV based on service plan participant roles. *curam.ise.ccv.case.cproles.showall.serviceplan* shows service plans where the CCV client fills any participant role and *curam.ise.ccv.cprole.types.serviceplans* selects specific participant roles.

- *curam.ise.ccv.case.cproles.showall.serviceplan*
  Controls the display of service plans where the CCV client is a service plan participant in the CCV. The default value is 'NO'. Selecting to display all service plans where the CCV client plays any role might add many service plans to the care and protection component.

- *curam.ise.ccv.cprole.types.serviceplans*
  This property applies only where *curam.ise.ccv.case.cproles.showall.serviceplan* is set to 'NO'. *curam.ise.ccv.cprole.types.serviceplans* indicates the service plan participant roles that the CCV client can have on a service plan for that service plan to be displayed in the CCV. This is achieved by setting the value of this property to be a comma-delimited list of codes from the *CaseParticipantRoleType* code table. The default is 'PPR', the code for the plan participant.

1.8 Configuring the social enterprise folders displayed

Use the Citizen Context Viewer (CCV) application properties to determine the social enterprise folder (SEF) information displayed in the CCV. The configuration options are based on social enterprise folder types, social enterprise folder statuses, and social enterprise folder participant roles.

The social enterprise folder application properties are cumulative. This means that social enterprise folder information is displayed in the CCV only if it matches the configurations of all the application properties. For example, Linda Smith is the social enterprise folder client of the child welfare social enterprise folder which has a status of *open*. For this social enterprise folder to be displayed in the care and protection component, the child welfare social enterprise folder type, the open social enterprise folder status, and the member participant role must all be included in the configuration settings.

Application properties for social enterprise folder types

Two application properties determine the social enterprise folder (SEF) information displayed in the CCV based on SEF types. curam.ise.ccv.case.types.showall.sef shows all SEF types, and curam.ise.ccv.case.types.sef selects the SEF types to be displayed.

- **curam.ise.ccv.case.types.showall.sef**
  Controls the display of all social enterprise folder (SEF) types in the CCV. The default value is *YES*, all social enterprise folder types are displayed in the CCV. If you change this property to *NO*, then you must configure the social enterprise folder types to display. Otherwise, no social enterprise folder information appear in the CCV.

- **curam.ise.ccv.case.types.sef**

  This property applies only where curam.ise.ccv.case.cproles.showall.sef is set to 'NO'. It indicates the social enterprise folder types that can be displayed in the CCV. To configure the application property, you must add the code of each supported social enterprise folder type to the application property. These codes are in the *SocialEnterpriseFolderType* code table and are added to the application property in a comma-delimited list.

  There is no default value for curam.ise.ccv.case.types.sef because the default value for curam.ise.ccv.case.types.showall.sef is 'YES'. Also, the *SocialEnterpriseFolderType* code table contains codes for the social enterprise folders implemented by the organization and therefore is a customized code table. The organization may decide to add default values for this application property once it has added codes for its social enterprise folders.

Application properties for social enterprise folder statuses

Two application properties determine the SEF information displayed in the CCV based on social enterprise folder statuses. curam.ise.ccv.case.statuses.showall.sef shows social enterprise folders of all statuses and curam.ise.ccv.case.statuses.sef selects the specific social enterprise folder statuses.

- **curam.ise.ccv.case.statuses.showall.sef**
  Controls the display of social enterprise folders of all statuses in CCV. The default is *YES*.

- **curam.ise.ccv.case.statuses.sef**
  This property applies where curam.ise.ccv.case.cproles.showall.sef is set to 'NO'. curam.ise.ccv.case.statuses.sef indicates the social enterprise folders displayed in the CCV based on selected social enterprise folder status types. This is achieved by setting the value of this property to be a comma-delimited list of codes from the *CaseStatus* code table. The case status codes that apply to social enterprise folders are *CS* (closed) and *C4* (open).

Application properties for social enterprise folder participant roles

Two application properties determine the social enterprise folder information that is displayed in the CCV based on social enterprise folder participant roles. curam.ise.ccv.case.cproles.showall.sef shows social enterprise folders where the CCV client fills any participant role, and curam.ise.ccv.cprole.types.sef selects specific participant roles.

- **curam.ise.ccv.case.cproles.showall.sef**
  This property controls the display of all social enterprise folders where the CCV client is a social enterprise folder participant in the CCV. The default value is 'YES'. The current participant roles that are supported for social enterprise folders include member, meeting attendee, incident reporter, incident witness, and correspondent. If the CCV client fills any of these roles in a social enterprise folder, the social enterprise folder appear in the client's CCV.

- **curam.ise.ccv.cprole.types.sef**
  This property applies only where curam.ise.ccv.case.cproles.showall.sef is set to *NO*. curam.ise.ccv.cprole.types.sef indicates the social enterprise folder participant roles that the CCV client can have on a social enterprise folder for that social enterprise folder to be displayed in the CCV.

1.9 Summary of CCV Application Properties

The following table provides a high-level summary of the Cúram Citizen Context Viewer (CCV) application properties.

Table 4: Summary of CCV Application Properties

CCV Application Properties	Summary
curam.ise.ccv.familymembers.current	This indicates whether or not to display current family members only in the family component.
curam.ise.ccv.communities.current	This indicates whether or not to display current communities only in the communities component.
curam.ise.ccv.community.members.current	This indicates whether or not to display current community members only in the communities component.
curam.ise.ccv.display.prospects	This indicates whether to display prospect persons in the family component.
curam.ise.ccv.interactions.displayall	This indicates whether or not to display all of the CCV client's interactions in the dealings component.
curam.ise.ccv.interactions.numdisplay	This indicates the number of interactions for the CCV client to display in the dealings component.
curam.ise.ccv.interactions.numdays	This indicates the number of days prior to the current date to retrieve interactions for the CCV client and display in the dealings component.
curam.ise.ccv.case.types	This indicates the case types which can appear in the care and protection component. The case types supported are product delivery cases, integrated cases, service plans, and social enterprise folders.
curam.ise.ccv.case.types.showall.productdelivery	This indicates whether or not to show all product delivery case types in the care and protection component.
curam.ise.ccv.case.types.productdelivery	This indicates the specific product delivery case types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.productdelivery	This indicates whether or not to display product delivery cases of all statuses in the care and protection component.
curam.ise.ccv.case.statuses.productdelivery	This indicates the product delivery cases displayed in the CCV based on selected product delivery case status types.
curam.ise.ccv.case.cproles.showall.productdelivery	This indicates whether or not to display all product delivery cases where the CCV client is a case participant in the CCV.
curam.ise.ccv.cprole.types.productdelivery	This indicates the case participant roles that the CCV client can have on a product delivery case for that case to be displayed in the CCV.
curam.ise.ccv.case.types.showall.serviceplan	This indicates whether or not to show all service plan types in the care and protection component.
curam.ise.ccv.case.types.serviceplans	This indicates the specific service plan types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.serviceplan	This indicates whether or not to display service plans of all statuses in the care and protection component.
curam.ise.ccv.case.statuses.serviceplan	This indicates the service plans displayed in the CCV based on selected service plan status types.
curam.ise.ccv.case.cproles.showall.serviceplan	This indicates whether or not to display all service plans where the CCV client is a service plan participant in the CCV.
curam.ise.ccv.cprole.types.serviceplans	This indicates the service plan participant roles that the CCV client can have on a service plan for that service plan to be displayed in the CCV.
curam.ise.ccv.case.types.showall.integratedcase	This indicates whether or not to show all integrated case types in the care and protection component.

CCV Application Properties	Summary
curam.ise.ccv.case.types.integratedcase	This indicates the specific integrated case types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.integratedcase	This indicates whether or not to display integrated cases of all statuses in the care and protection component.
curam.ise.ccv.case.statuses.integratedcase	This indicates the integrated cases displayed in the CCV based on selected integrated case status types.
curam.ise.ccv.case.cproles.showall.integratedcase	This indicates whether or not to display all integrated cases where the CCV client is an integrated case participant in the CCV.
curam.ise.ccv.cprole.types.integratedcase	This indicates the integrated case participant roles that the CCV client can have on an integrated case for that integrated case to be displayed in the CCV.
curam.ise.ccv.case.types.showall.sef	This indicates whether or not to show all social enterprise folder types in the care and protection component.
curam.ise.ccv.case.types.sef	This indicates the specific social enterprise folder types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.sef	This indicates whether or not to display social enterprise folders of all statuses in the care and protection component.
curam.ise.ccv.case.statuses.sef	This indicates the social enterprise folders displayed in the CCV based on selected status types.
curam.ise.ccv.case.cproles.showall.sef	This indicates whether or not to display all social enterprise folders where the CCV client is a social enterprise folder participant in the CCV.
curam.ise.ccv.cprole.types.sef	This indicates the social enterprise participant roles that the CCV client can have on a social enterprise folder for that social enterprise folder to be displayed in the CCV.

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