CIDI Enhancement Training – Dispute Comments, Turning Inquiry Tickets into Disputes, and Predictive Search

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Housekeeping

Make sure to keep yourself muted unless you have a question

If you have a question, you may either ask over the phone or in the chat

If you want to ask a question, you can virtually "raise your hand" in WebEx

Agenda

In this training, we will:

- Review the changes to the menu tabs/buttons on the CIDI community page

- Discuss the new process for turning inquiry tickets into dispute tickets

- Learn about the new process for requesting a call with a CAISO dispute analyst when a dispute ticket has been closed

- Look at the new predictive search feature in CIDI that appears when you create an inquiry ticket

- Review what your next steps are before these CIDI enhancements are put into production

California ISO

First Things First…

- These enhancement requests originated from the Customer Service Survey feedback that we received from you.

- These new enhancements will be implemented into production on **November 30, 2021**.
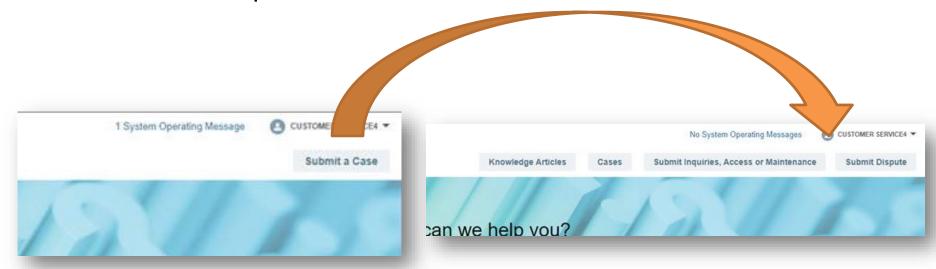
California ISO

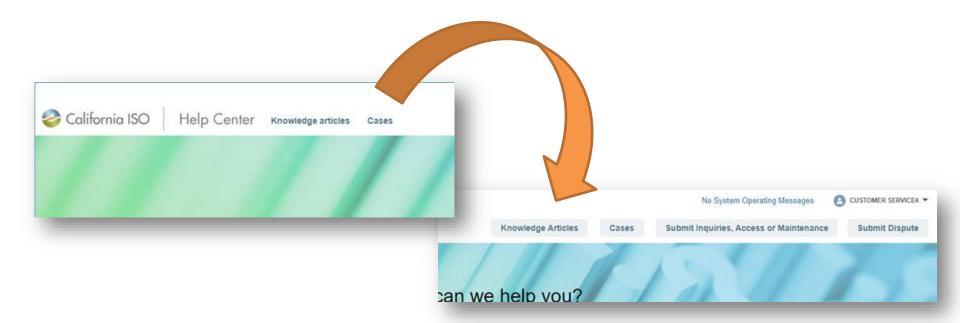# MENU TABS UPDATE

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Menu Tabs Update #1

- The **Submit a Case** button on the CIDI community page has been expanded to two different buttons:
  - Submit Inquiries, Access or Maintenance
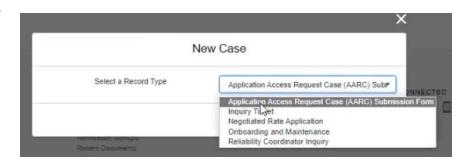 - Submit Dispute

Menu Tabs Update #2

- The **Knowledge Articles** and **Cases** buttons on the CIDI community page have been moved from the left side of the screen to the right side.

California ISO

Menu Tabs Changes

- ## Record Type Changes:
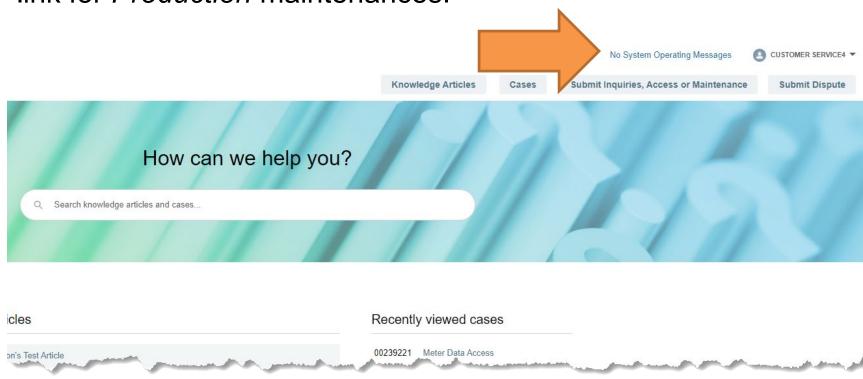 - The Settlement Dispute record type is now a separate tab/button called **Submit Dispute**.
  - The **Submit Inquiries, Access or Maintenance** button will consist of all of the other the case record types:
    - Application Access Request Case (AARC) Submission
    - Inquiry Ticket
    - Negotiated Rate Application
    - Onboarding and Maintenance
    - Reliability Coordinator Inquiry

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⚠️ **Reminder** ⚠️

You can view any upcoming scheduled maintenance for CAISO applications by clicking on the **System Operating Messages** link for *Production* maintenances.

No System Operating Messages   CUSTOMER SERVICE4 ▼

Knowledge Articles   Cases   Submit Inquiries, Access or Maintenance   Submit Dispute

How can we help you?

🔍 Search knowledge articles and cases...

icles   Recently viewed cases

on's Test Article   00239221   Meter Data Access

TURNING INQUIRY TICKETS INTO DISPUTES

California ISO

Poll Question

? Have you ever submitted an inquiry ticket to the California ISO that needed to be turned into a dispute ticket?

A. That has definitely happened!

B. Once or twice…maybe.

C. Not that I can think of.

D. I'm not really sure how to submit tickets yet.

Inquiry Tickets into Disputes Overview

- **Purpose**: This enhancement will allow the Customer Experience team to give market participants the ability to generate a dispute ticket from an inquiry ticket on a cases by case basis.

California ISO

Current Inquiry Tickets into Disputes Process

Customer creates inquiry ticket.

Customer Representative and Customer determines it should be dispute ticket.

Customer Representative closes Inquiry ticket.

Customer Representative informs customer via ticket comments to create dispute ticket.

Customer submits new dispute ticket and must manually copy over all information from original ticket. Information is not transferred to new ticket

New Inquiry Tickets into Disputes Process

Customer creates inquiry ticket.

Customer Representative and Customer reviews/works ticket and determines it should be a dispute ticket.

Customer Rep enables option for "Create a Dispute Case from this Inquiry Case" button and closes inquiry ticket.

Customer receives notification that inquiry ticket is closed.

Customer goes into CIDI to create dispute case using "Create a Dispute Case from this Inquiry Case" button Information is automatically copied over to new ticket.

Inquiry Tickets into Disputes Process – Step #1

The original inquiry ticket is closed with a comment from the Customer Service Representative requesting the customer turn the ticket into a dispute ticket. The customer will receive an email with the ticket resolution stating that they will need to submit a dispute ticket. This will be the indicator for the customer to go the respective inquiry ticket to generate a dispute ticket.

California ISO

Inquiry Tickets into Disputes Process – Step #2

Open the inquiry ticket and select the **Create a Dispute Case from this Inquiry Case** button.

If you do not have access to submit dispute tickets, you will receive an error when clicking the button.
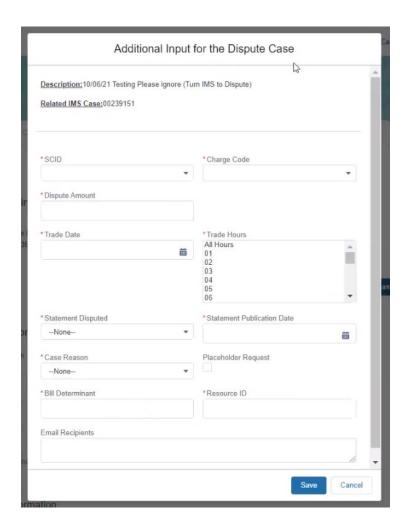
Access to Submit Dispute Tickets

- If you do not have access to submit dispute tickets and need to convert the inquiry ticket into a dispute ticket, you have two options:
  - Work with another person in your organization who *does* have access to submit dispute ticket.
  - Work with your UAA to get access to submit dispute tickets in CIDI (assigned via AIM).

Inquiry Tickets into Disputes Process – Step #3

You will receive a pop-up to enter additional information about your dispute ticket. Enter all required information and then click **Save.**
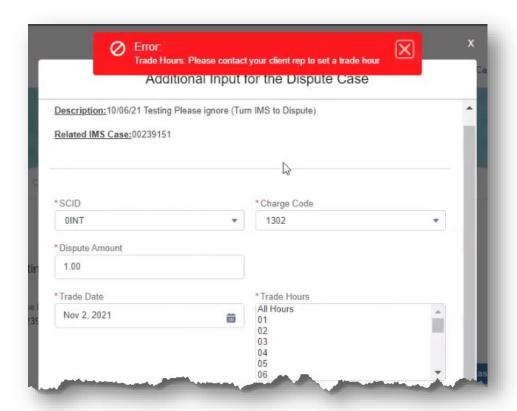
Note: this process may take a few seconds.

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Dispute Ticket Information Errors

If you skip any required fields when submitting the dispute ticket, you will receive an error.
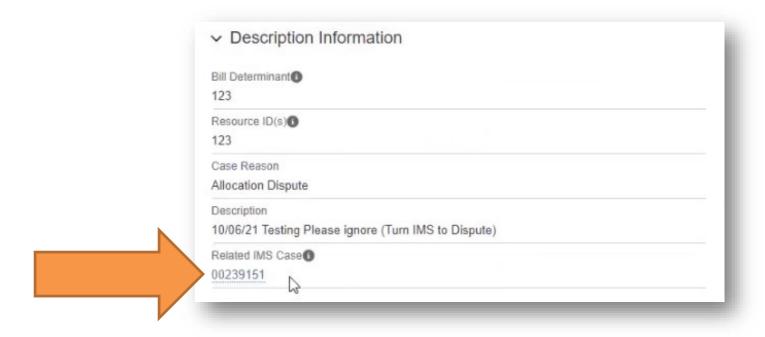
Inquiry Tickets into Disputes Process – Step #4

The dispute case has now been created and all information from the original inquiry ticket has been copied over.

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Inquiry Tickets into Disputes Process – Step #5

The associated inquiry ticket (IMS case) number will be listed in the "Description Information" section of the dispute ticket in the new **Related IMS Case** field.

Other Important Items to Note

- The "Create a Dispute Case from this Inquiry Case" button will **<u>NOT</u>** show unless a Customer Representative initiates the process.

  – Customers will not be able to see the button until then.

- Anything that is included in the original inquiry ticket is transferred over to the new dispute ticket. This includes:

  – Comments

  – Attachments

  – Other data on the ticket

- Anything added after the inquiry ticket is closed is **<u>NOT</u>** transferred over to the dispute ticket.

Other Important Items to Note

- Customers have **10 business days** to create the dispute ticket
  - After 10 days, the "Create a Dispute Case from this Inquiry Case" button will no longer be able to be selected
  - Please follow the dispute submission window deadline located on the California ISO Payments Calendar
    - Note: If you select the "Create a dispute Case" button after the dispute submission window deadline has passed, you will receive an error message

- Customers will still need to complete the current process of closing out the inquiry ticket.
  - i.e. accepting the resolution of the case

California ISO

Questions

COMMENT ENHANCEMENTS FOR DISPUTES

Poll Question

? Have you ever wanted to talk to a California ISO Dispute Analyst about a dispute ticket that was closed?

A. Definitely!

B. On occasion.

C. No, I've never needed to talk to anyone.

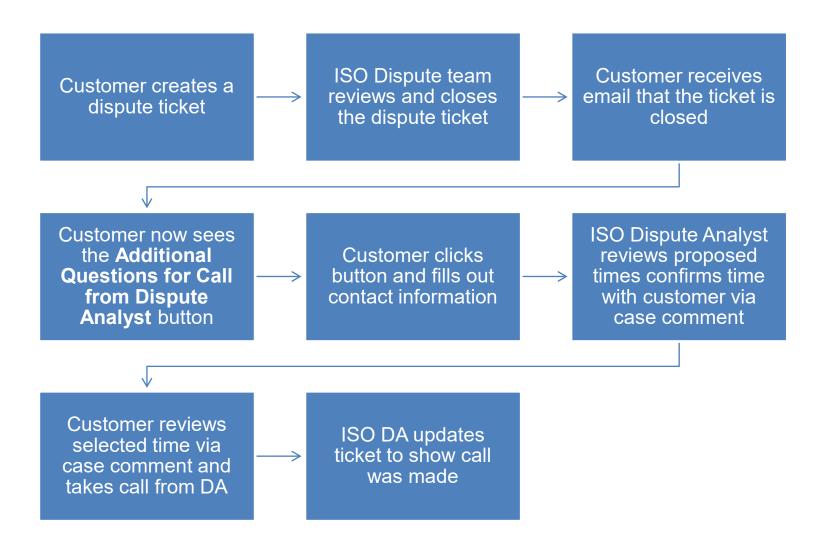D. I've never had to submit a dispute ticket.

Dispute Comments Overview

- Currently, market participants are unable to submit dispute comments once the dispute submission window has closed.

  - They also do not have the ability to communicate with a Dispute Analyst outside of the dispute forum.

- **Purpose**: This enhancement will give market participants the opportunity reach out to a Dispute Analyst with questions <u>once a dispute ticket is closed</u>.

- AIM Access Role:

  - External [EXTERNAL SDS READ-WRITE]
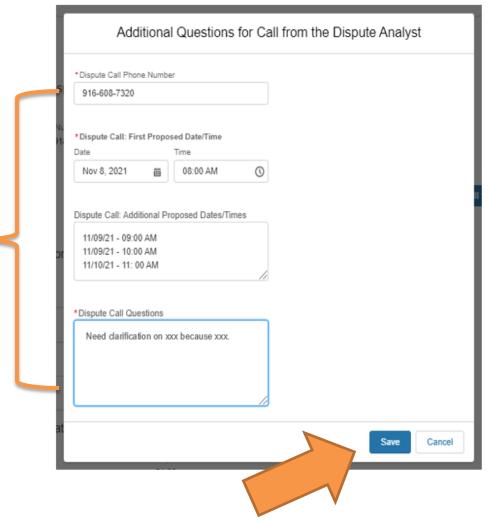
New Dispute Comments Process

Customer creates a dispute ticket → ISO Dispute team reviews and closes the dispute ticket → Customer receives email that the ticket is closed

Customer now sees the **Additional Questions for Call from Dispute Analyst** button → Customer clicks button and fills out contact information → ISO Dispute Analyst reviews proposed times confirms time with customer via case comment

Customer reviews selected time via case comment and takes call from DA → ISO DA updates ticket to show call was made

Dispute Comments Process – Step #1

The **Additional Questions for Call from the Dispute Analyst** button will display after the dispute is closed.

California ISO

Dispute Comments Process – Step #2

A window will appear and all fours fields in the **Additional Questions for Call from the Dispute Analyst** will need to be completed before clicking the **Save** button.

Additional Questions for Call from the Dispute Analyst

*Dispute Call Phone Number

916-608-7320

*Dispute Call: First Proposed Date/Time

Date: Nov 8, 2021

Time: 08:00 AM

Dispute Call: Additional Proposed Dates/Times

11/09/21 - 09:00 AM
11/09/21 - 10:00 AM
11/10/21 - 11: 00 AM

*Dispute Call Questions

Need clarification on xxx because xxx.

Save   Cancel

Dispute Comments Process – Step #3

An email notification will be sent to both the Case Owner and the Responsible Owner of the dispute.

California ISO

Dispute Comments Process – Step #3

The Dispute Analyst will notify the customer via case comment of the agreed upon call time.

Note: the submitter/owner will receive an email that a new comment was added to the dispute ticket.

Other Important Notes about Dispute Comments

- Once the **Additional Questions for Call from the Dispute Analyst** button is clicked, it will be disabled.
  - It will still appear on the external community page but will be greyed out.
  - Any further clicking of the button will display the following message:

Other Important Notes for Dispute Comments

- The **Additional Questions for Call from the Dispute Analyst** button will remain active for <u>10 business days</u> after the dispute case is closed
  - After 10 business days, this button will be grayed out to indicate the expired status.

- If a customer provides **incorrect contact info or dates** or is not available at the agreed call time, the ISO Dispute Analyst will mark the contact request as "Invalid/Incorrect Information provided for call request" and add notes to the case comments.
  - You will have to find an alternate arrangement to get in contact with the ISO Dispute Analyst (i.e. inquiry ticket or Client Representative)

California ISO

Questions

PREDICTIVE SEARCH

California ISO

Poll Question

Have you ever submitted an inquiry ticket to the California ISO and then realized the information you were looking for was available in a knowledge article in CIDI?

A. Yes, I can remember a specific time!

B. It's possible, but I can't think of a time off-hand.

C. Hmmmm…not really.

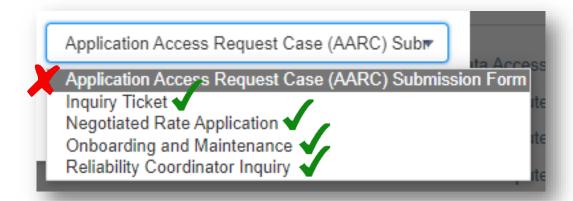D. What are knowledge articles?

Predictive Search Overview

Purpose: allows users to view a list of related knowledge articles based on the information entered in the entry to the Subject or Description fields when users create a new CIDI ticket.

Predictive Search Overview

The predictive search functionality is **<u>only</u>** available for the following case record types:

- Inquiry Ticket

- Negotiated Rate Application

- Onboarding and Maintenance

- Reliability Coordinator Ticket

⚠️ **Reminder** ⚠️

- The **Application Access Request Case (AARC)** Submission record type is **not** used for inquiry tickets.

- This record type should **only** used for submitting access requests for :
    - TR (Transmission Register)
    - RMR (Reliability Must-Run) Discussion Board
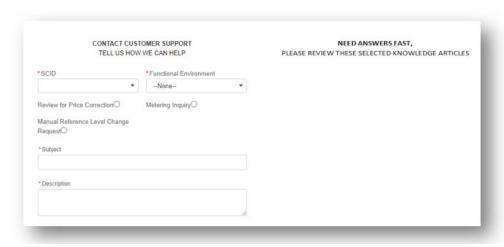   - SFTP (Secure File Transfer Protocol)

California ISO

Changes to Ticket Window

When opening new tickets, the interface has changed from a pop-up window to a full screen.
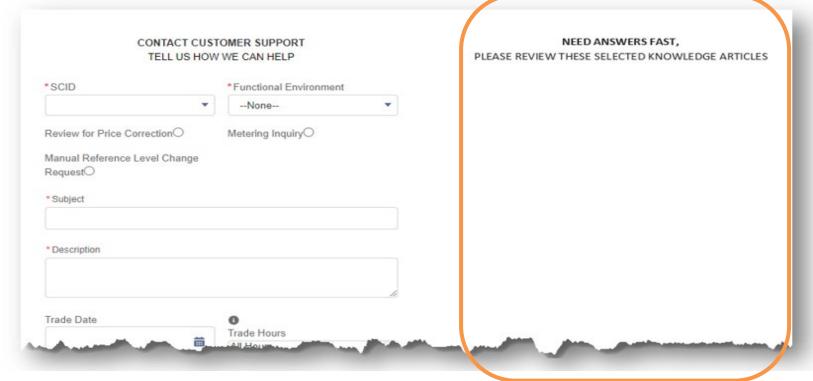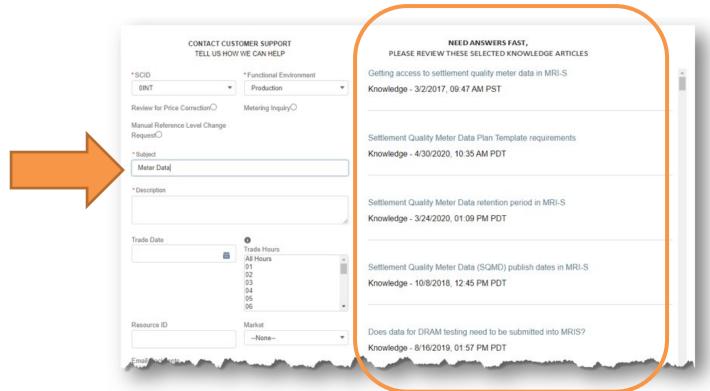
Current

New

Predictive Search Launchpad

After opening one of the included ticket types, a new predictive search launchpad area will show on the right-hand side.
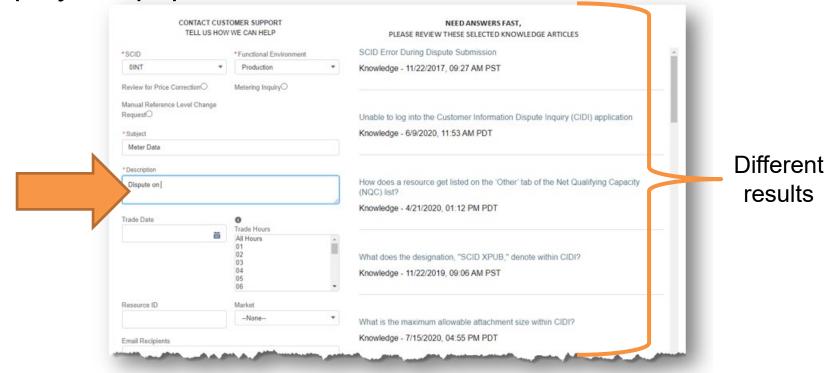
Predictive Search Results from Subject

Type in a keyword or phrase into the **Subject** field and a list of available knowledge articles will populate.
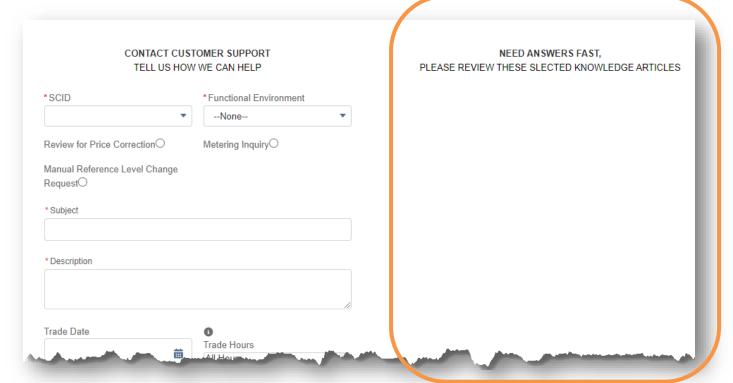
Predictive Search Results from Description

As you continue to input information in the **Description** field, additional knowledge articles pertaining to your inquiry will populate.

Different results

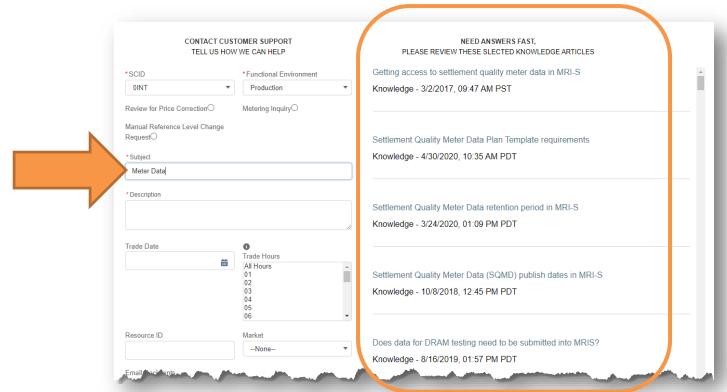California ISO

Predictive Search Launchpad

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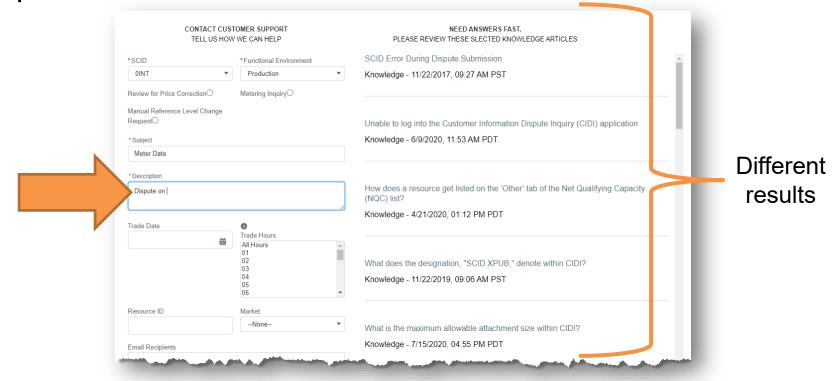California ISO

Predictive Search Results from Subject

Type in a keyword or phrase into the **Subject** field and a list of available knowledge articles will populate.

California ISO

Predictive Search Results from Description

As you continue to input information in the Description field, additional knowledge articles pertaining to your inquiry will populate.

Different results

California ISO
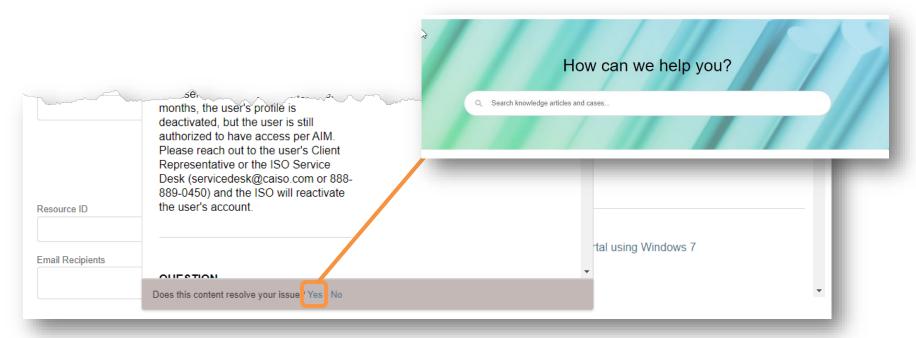
Viewing a Knowledge Article

To view a knowledge article result, click on the name of the article. A new window will populate with the information.
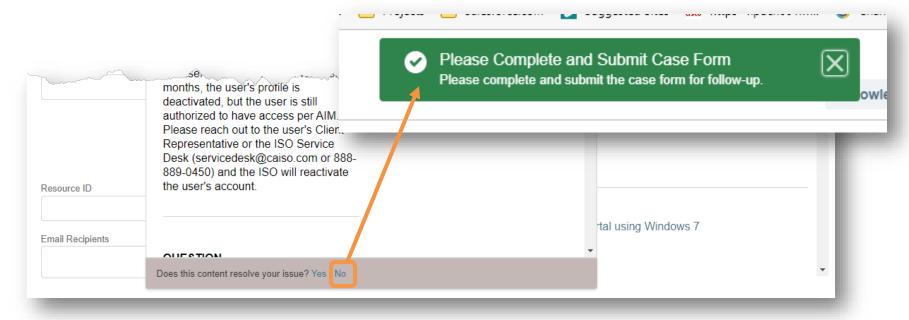
Finding an Answer - Yes

If you find the answer to your inquiry from the list of knowledge articles, select **Yes** at the bottom of the knowledge article to cancel the ticket and return to the CIDI community home page.

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Finding an Answer - No

If you did NOT find an answer to your inquiry from the list of knowledge articles, select **No** at the bottom of the knowledge article. You will receive a pop-up asking you to complete and submit the ticket.

Additional Information about Predictive Search

- There are 400+ knowledge articles in CIDI.
  - If you have an idea to a knowledge article, email your Customer Service Representative.
- The knowledge articles will populate based keyword or phrases entered from the active subject or description field.
  - All other fields will not populate different responses.
- The knowledge article list on the right panel will populate up to a maximum of 20 knowledge articles.
  - There is no scrollbar for additional articles.

Questions

So What Do You Need to Do Next?

Ensure that everyone from your organization who submits CIDI tickets is aware of these changes

- PPT and training recording will be placed on CAISO.com learning center by tomorrow

Ensure that anyone who will need to manage dispute tickets has the correct access in AIM

- AIM role: External [EXTERNAL SDS READ-WRITE]

Be prepared for the following changes to CIDI starting tomorrow:

- Predictive search functionality
- New dispute buttons:
  - Create a Dispute Case from this Inquiry Case
  - Additional Questions for Call from the Dispute Analyst

Final Questions

FAQ

Where can I find this presentation?

The presentation slides and recording will be posted after today's training on our Learning Center http://www.caiso.com/participate/Pages/LearningCenter/default.aspx.

Where can I find the CIDI User Guide?

The Customer Inquiry Dispute Information (CIDI) user is currently posted on the Application Access page under the PARTICIPATE tab at http://www.caiso.com/participate/Pages/ApplicationAccess/Default.aspx. The updated changes will be added to the CIDI User Guide by COB day, 12/1/21.

How can I find out who my Client Representatives are?

You can send an email to ISOClientRepresentatives@caiso.com, submit an inquiry through the Contact Us page at www.caiso.com, or call the Customer Services Main Line at 916-608-7320.

How do I know which Dispute Analyst to contact when requesting for a call?

Each dispute ticket is assigned to a Dispute Analyst. Once a request for a call with a Dispute Analyst comes through CIDI, a notification will be sent to that analyst along with the dispute details that were provided by the customer. Please try to provide as much details in the request so that the Dispute Analyst can be better prepared for the call.

FAQ (Con't)

If you submit an Inquiry ticket that is later determined should be submitted as a dispute, is the date of the dispute the date of the inquiry ticket or the date of the dispute ticket?

Please use the trade dates(s) of the actual dispute issue.

If I submit an Inquiry ticket prior to the deadline, do we use the trade date of the dispute or is the date of the dispute when the ticket is converted from an issue to a dispute?

Please use the trade dates(s) of the actual dispute issue.

If the inquiry ticket was not responded to within the dispute window timeframe, can we still convert the inquiry ticket into a dispute ticket?

Please contact your Client Representatives and they will be able to provide guidance.

Please take time to fill out our training evaluation!

For more detailed information on anything presented, please visit our website at:
www.caiso.com

Or submit a ticket to your customer service representative

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