Integration guide

User Guide

January 2024

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Introduction

Defaqto Engage offers a full two-way integration with Intelliflo Office (IO) that allows users to automatically view and analyse their client's existing plans and post back new recommendations to IO and creates draft fund proposals.

This guide explains how to set up and use the integration. If you have any further questions regarding the functionality showcased within this guide, please contact Defaqto Customer Support by calling **01844 295544** or emailing customersupport@defaqto.com.

Setup

Engage App

Any IO user who wishes to use Engage integration must download the **Defaqto Engage and IO Connect** app from the **Intelliflo store**.
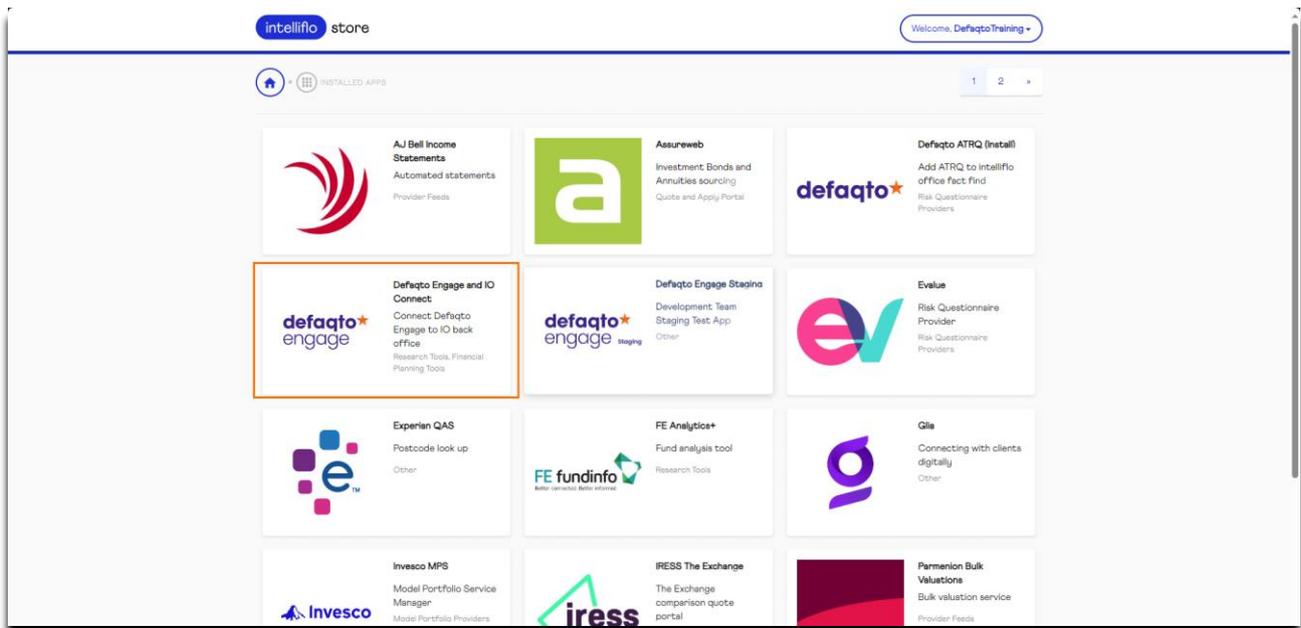

Intelliflo configuration

For a user to see the full benefit of the integration, it is important they understand the rights set by IO for each licence role and how those impact what plans a user can view and edit in Engage. Included below is a summary of the permission rights that are required to successfully implement the integration.

Adviser rights

Any user who will be executing new business in Engage will need to have **Adviser rights** in IO to execute any recommendations.

Adding Advisers

The user can be set up as an adviser by navigating to the **Compliance** area of IO, and navigating to **Advisers**, and **Add Adviser**.
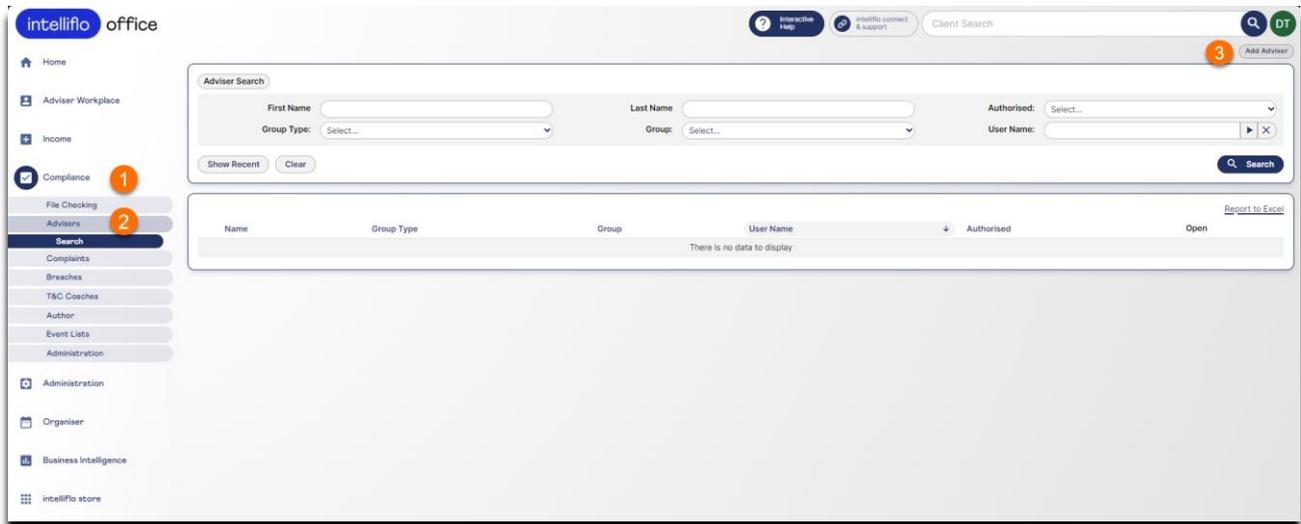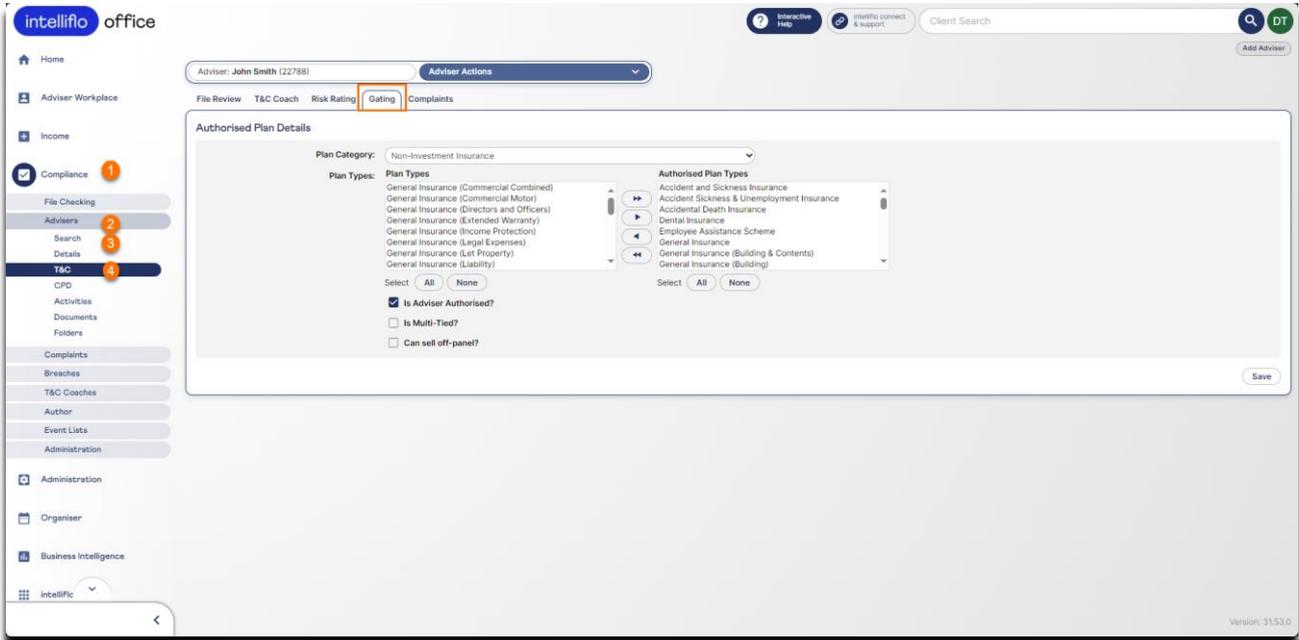

Product rights

Additionally, the user will need to be able to transact on specific IO product types. These are configured in the **Gating** area in IO.

From within **Compliance**, **Search Adviser**, **T&C** and you will locate **Gating**.
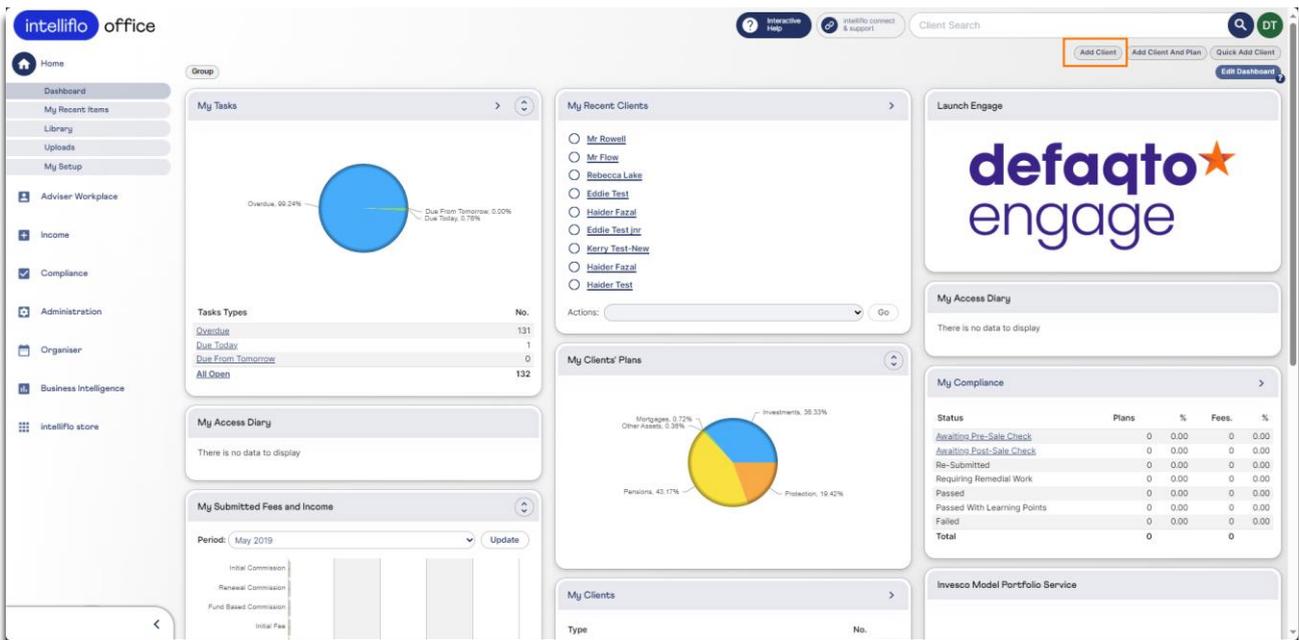
Creating clients, plans and funds

This section of the guide provides instruction on how to set up a plan in IO so it can be pulled through to Engage.

Clients

Once you login to IO, adding a client is found in the top right of the landing page.
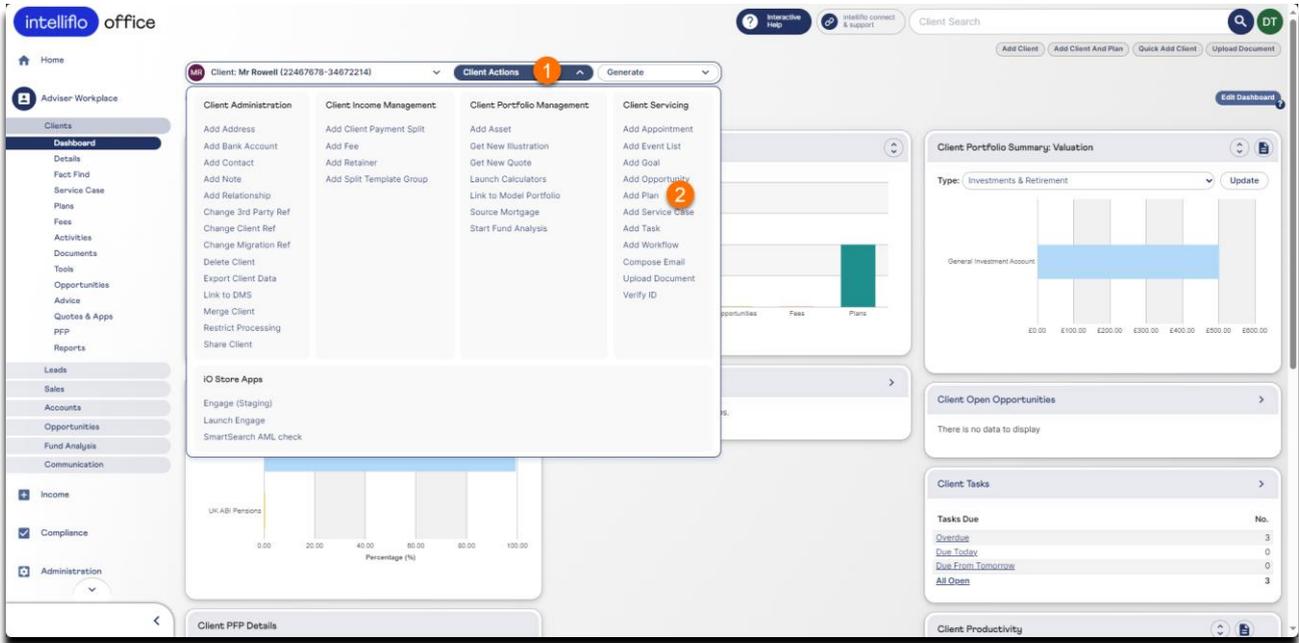
Add Client will open a wizard that allows the user to create a client. Engage supports **Person** or **Corporate** client types.

Note: Pay special attention when entering the Adviser name field, as this will decide who the client is owned by in IO and will impact which clients appear when the user is search in Engage.

Plans

To add a plan, the user must first select/open the client in IO. This can be done directly from the landing page, or via a client search. Once opened, the **Add Plan** option can be found under **Client Actions**.

Selecting this will open a wizard that will allow the user to create a plan.
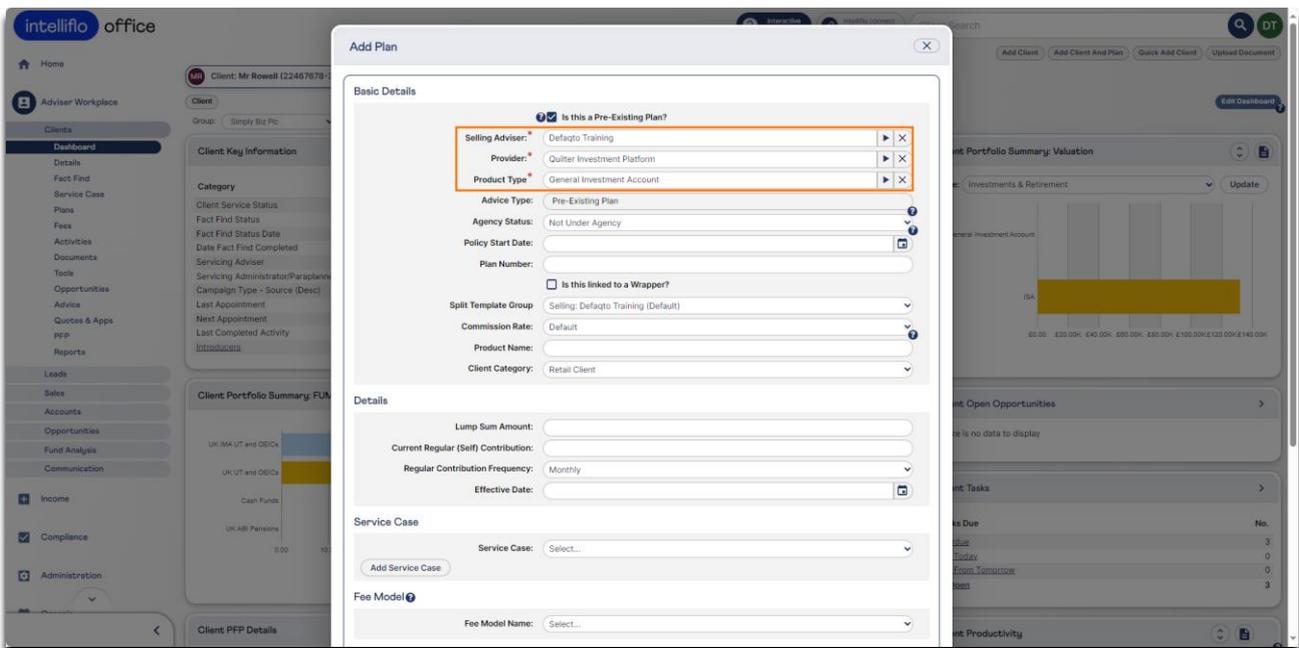
The following should be considered when creating the plan:

- The named **Selling adviser** of the plan is the only user permitted to execute future recommendations on the plan in Engage, depending on the licence role of the user.
- The given **Provider** name in IO will set the displayed provider name in Engage, prior to any research being undertaken.
- The **Product Type** will set whether the product is known to Engage. Some product types map directly to an Engage product type, whereas others do not. For those without a direct mapping, the user will be asked to choose a product type when initially starting their research in Engage.

The remaining data will have no bearing on Engage.

Funds/Holdings
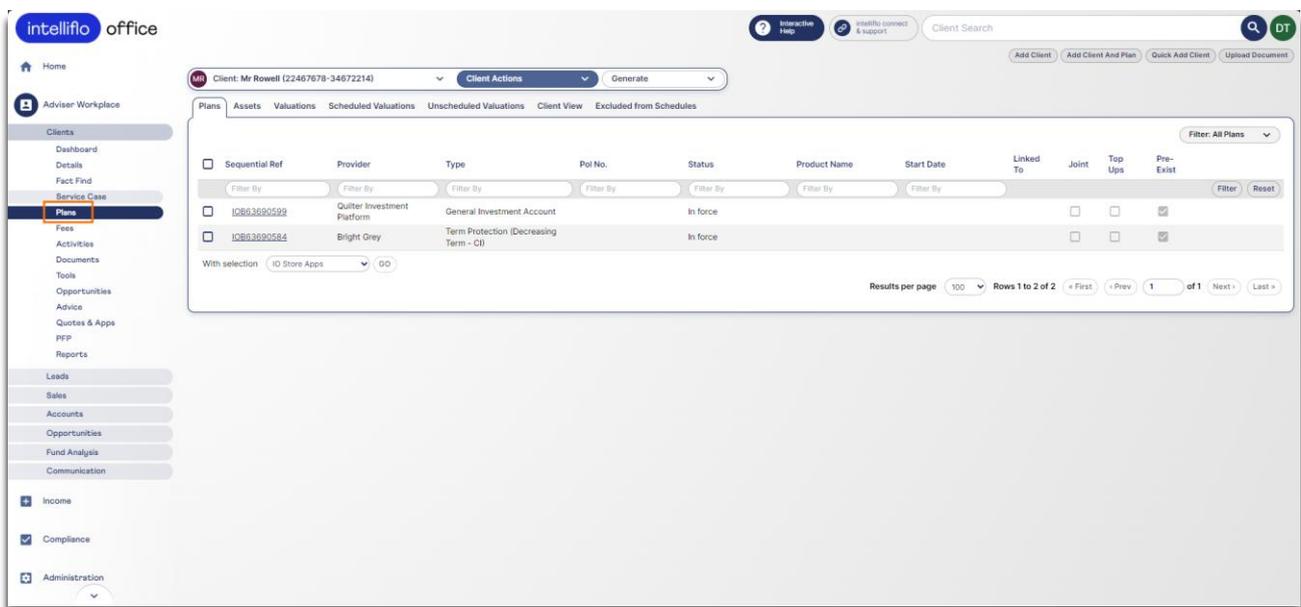
To add funds to a plan, the user must first select/open the plan in IO. This can be done by opening a client and selecting the **Plans** tab or plan bar in client activity. The user can then select the plan they want to add holdings to.

![defaqto logo]
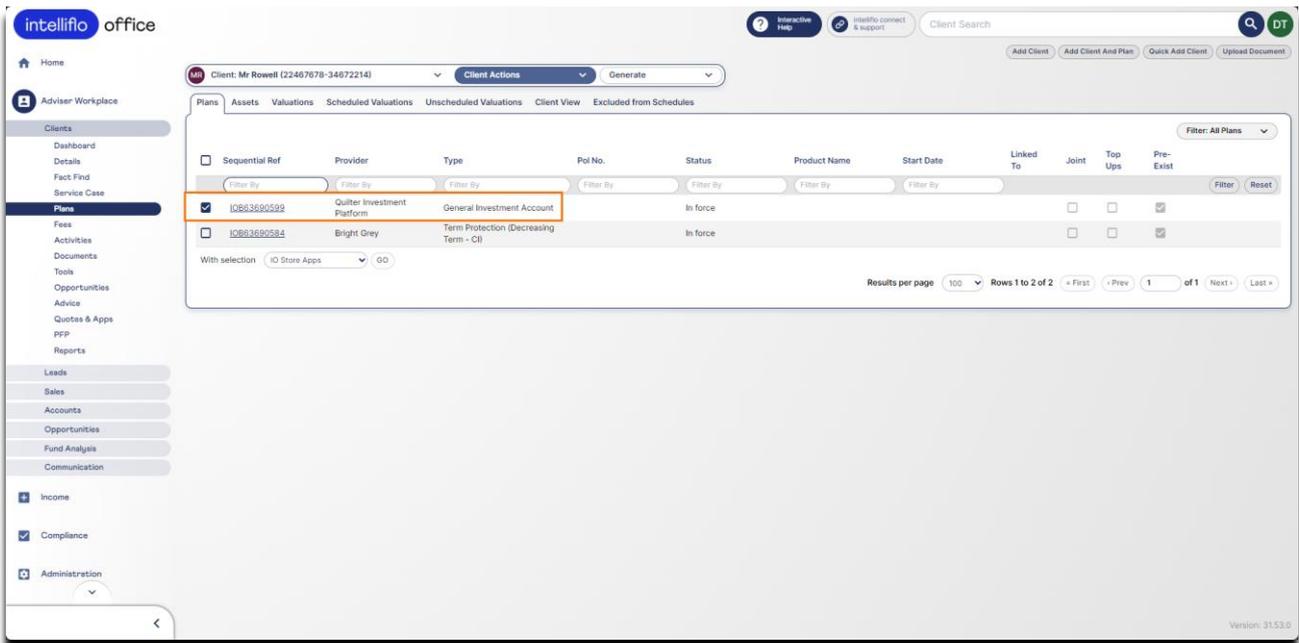
Once opened, navigate to **Funds/Holdings** where **Add Fund Proposal** can be found under **Plan Actions**.

*Please note that the user can add holdings directly using **Add holdings**, but when Engage sends funds back to IO, a fund proposal is created rather than updating the holdings directly.*
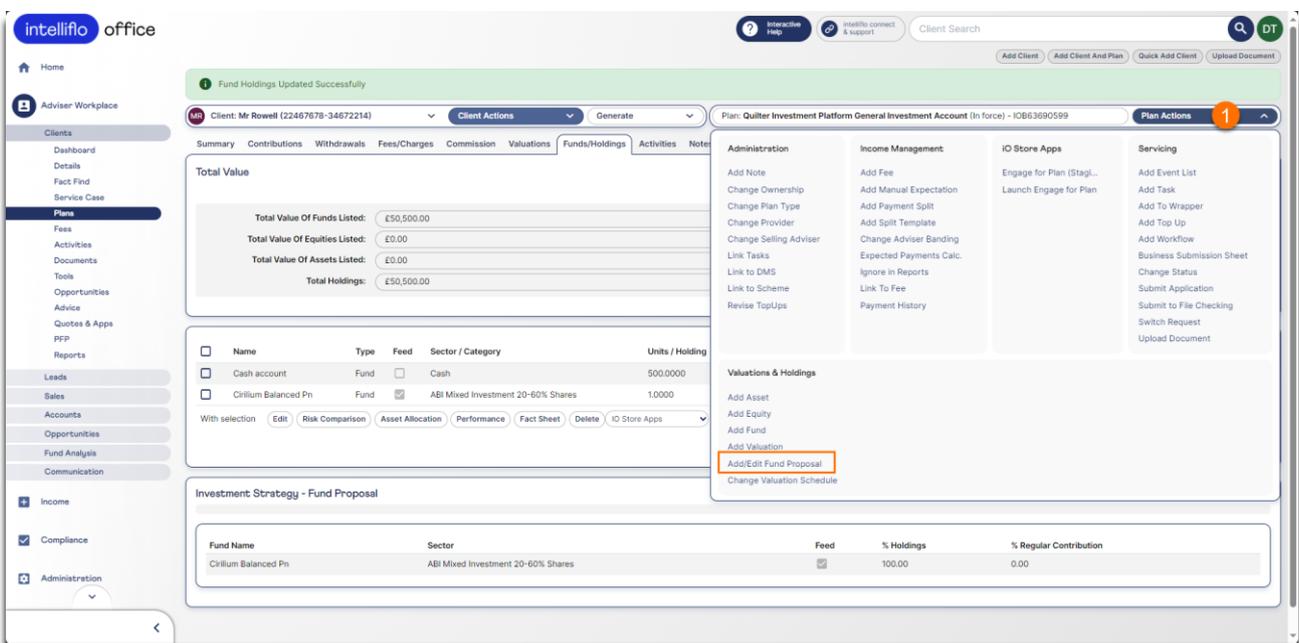
Selecting this will open a wizard where the user can add a:

- Funds
- Manual Funds

Note: Engage will only recognise funds, manual funds, or equities.
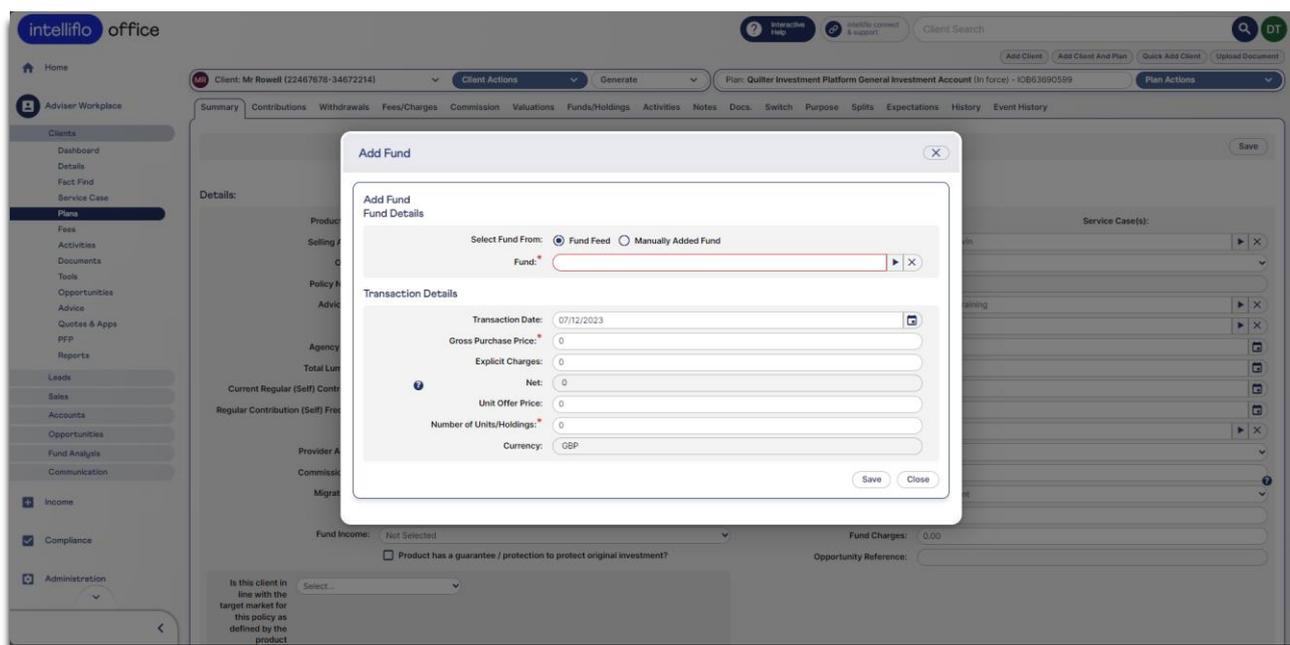
The following details are required:

- Investment solution
- Gross purchase price
- Number of units/holdings for the funds being converted into holdings.

![defaqto logo]

Holdings

When a workflow is executed in Engage where the licence has an IO integration switched on, we send back details of the proposed holdings that were recommended. IO supports the calling of holdings when Engage calls for details of a clients existing plans.

Valuations

IO uses the concept of displaying holdings values and plan valuations as separate entities. Engage will use the Holdings value from IO whenever possible, then falling back to plan valuations if there are no holdings values available.

Accessing Engage for the first time

When logging onto Engage with the IO integration switched on, the user will have to link their IO account to Engage by entering their login detail, which Engage will prompt them to do.
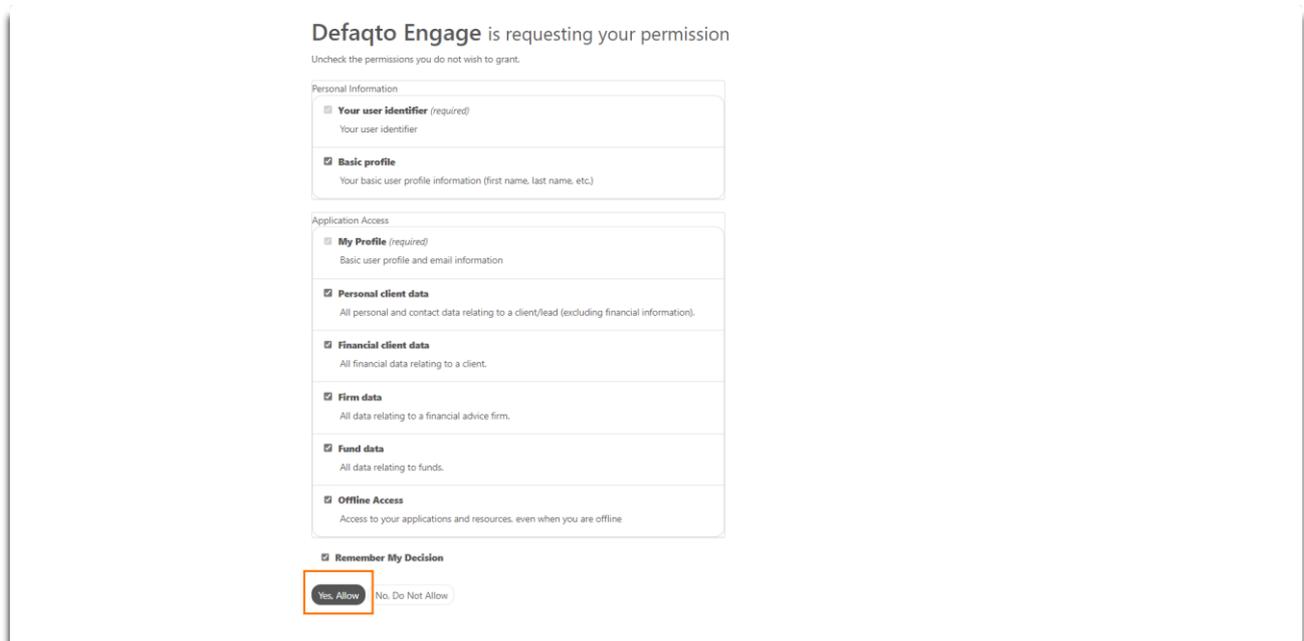
On selecting the link prompt, the user then enters their IO login and password. The user is then presented with a selection of permissions to give to access to Engage. The user should have all these permissions selected and should select **Yes, Allow** to ensure the integration works correctly.

The user's login details are saved for a period but will need to be re-entered if the user logs out of Engage for several hours.

Engage licence behaviour

This section of the guide will describe how the integrated IO user will interact with Engage.

Client search

For users with an external back-office integration, the Engage client search will allow the user to look up:

- Clients that they have been set as the adviser
- Clients of another specific adviser
- All clients across all advisers.

The list of advisers will only be those that are on the same IO licence as the user. Users will be able (or not) to open clients that have been returned in search results that they have the relevant Engage permissions to.

IO sends through clients in the search results that the user has permission to see.

Note – IO Integrated users cannot create clients in Engage. These must be created in IO to be available in Engage.

Current position

The current position screen will pull in details of all plans that the client has from the back-office system, but with some items filtered.

For IO, Engage will only take plans that fall under the IO Portfolio category of:

- Pensions
- Investments
- Protection
- Mortgages (Equity Release plans only)
- Blank (no portfolio category)

The plan's will be displayed initially using the product provider naming that comes from IO. Once an Engage review of the plan has taken place, then Engage will display the recommended product provider and product name.

Starting workflows

Upon starting a workflow against one of the IO plans, Engage will check whether it has enough information about the plan to enable the workflow to be undertaken. There are 4 things to check:

- Known product type
- Known platform
- Known product
- Known investments

If any of the above are unknown, then the mapping wizard will be displayed to the user to give additional details of the plan (see next section).

Engage will try and map plan types automatically, as well as any investments with a known ISIN.

Mapping Wizards

The inbound mapping wizard is shown to users when they select a plan for a workflow that has data associated to it that is unknown to Engage. The triggers for this could be:

- Selecting 'Review' against one plan
- Selecting multiple plans and starting Income Drawdown or Pension Switching workflows
- In Income Drawdown, selecting an existing plan that hasn't be reviewed before
- Opening Client Summary for the client with plans that haven't been reviewed before

Mapping wizard landing page

When the mapping wizard is triggered, the user is given a table of information about the selected plan(s) showing which elements of the plan require their attention.

The mapping wizard can be cancelled before completing.

Note - Any mapping wizard steps that are completed prior to cancelling will be remembered by Engage.
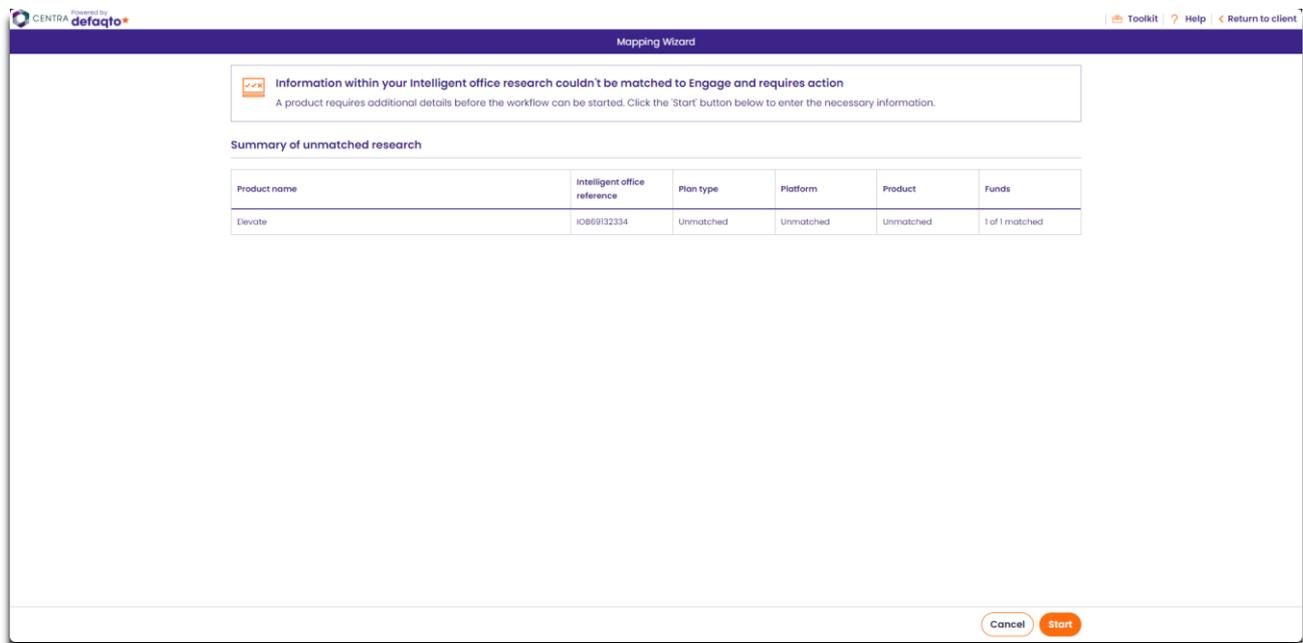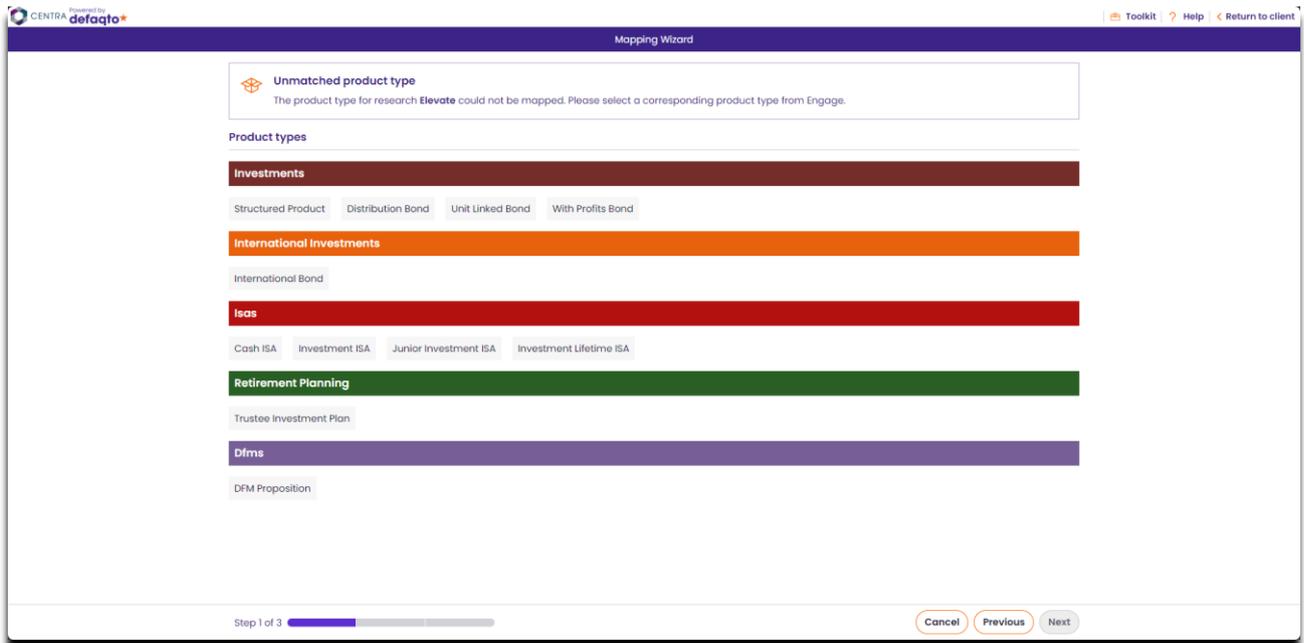

In the example above, the user will need to map the **Product Type**, **Platform**, and the **Product**.

Product Type Mapping

For product type mappings, Engage will display all the current product types available.

Engage will attempt to narrow down the product types based on a IO's categories.

Note - If the workflow does not support the selected product type, then Engage will not start the workflow, or remove the plan where multiple plans have been selected.

In the example above, Engage knows the provider is Elevate but can't identify the plan type 'Stock & Shares ISA' inbound from IO. The user will need to select the corresponding plan type in Engage.

Platform Mapping

The mapping wizard now allows the user to select a platform from the Engage list of platforms from the selected product type. The selection made here will be automatically set as recommended when the user opens the subsequent research.

If the plan does not use a platform, the user should select **No platform**, or if the user does not wish to map the platform, they can simply press the **Next** button to move onto the next step.
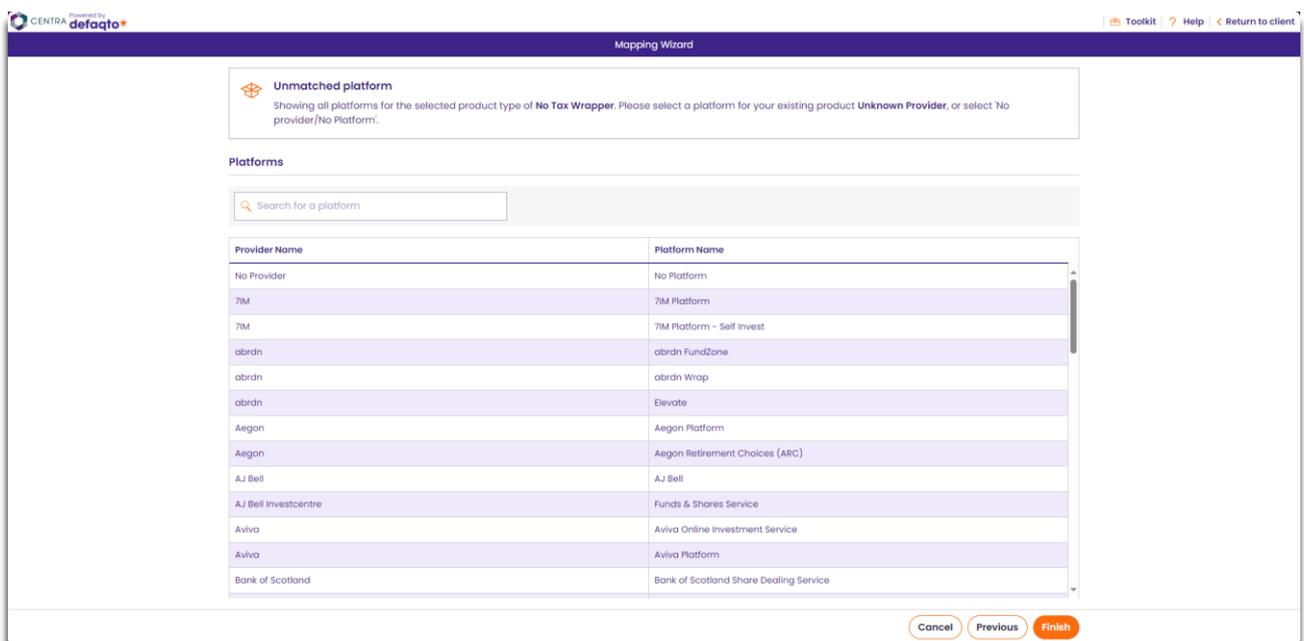
Product Mapping

The mapping wizard allows the user to select from the Engage list of products for the selected product type. If the user has selected a platform on the previous step, then the list of products will be filtered down according to product/platform linking.

If the selected plan is a legacy plan (so the current linking product/platform linking may not be applicable to it), then the user can **Show whole of market products**.

The selection made here will be automatically set as recommended when the user opens the subsequent research.

Again, if the user does not want to undertake this step can simply select the **No product** option and/or press **Next** to move onto the next step.

Storing fund mappings

When a user maps an unknown IO fund to a Defaqto fund or asset class, that same mapping is remembered for that user if it is used again for another client's research. It is also remembered when undertaking subsequent reviews. This persists at user level and not licence level.

Where the ISIN code isn't available or the fund can't be mapped automatically, the search functionality allows for a direct mapping between the plan data in IO and Engage. For default cash holdings Engage has a default holding which can be mapped, by searching **Cash Account** when prompted.

Note - plan type, product and platform mappings are not remembered.

CIC Products and CIC Compare

The mapping wizard also supports the identifying of legacy products when the product type being reviewed is CIC.
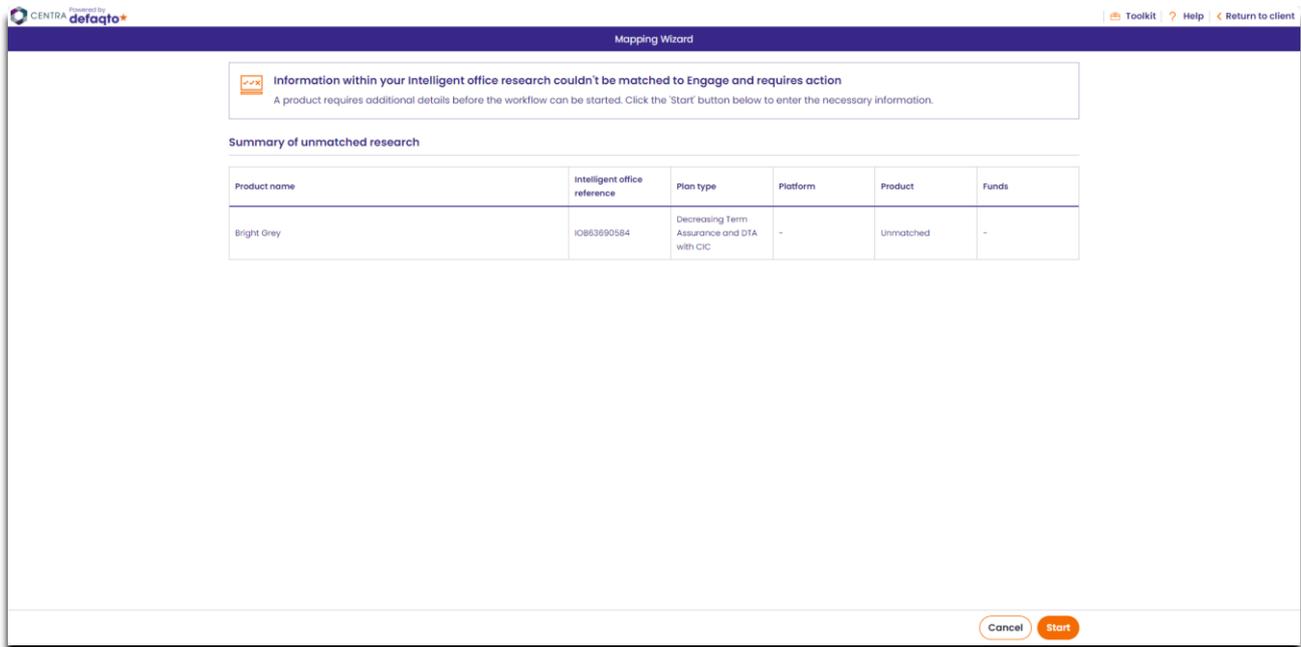

For the CIC Compare functionality to work, users must identify the original version of the product being reviewed, so upon finishing the mapping steps, the user must also then pick the legacy product version.
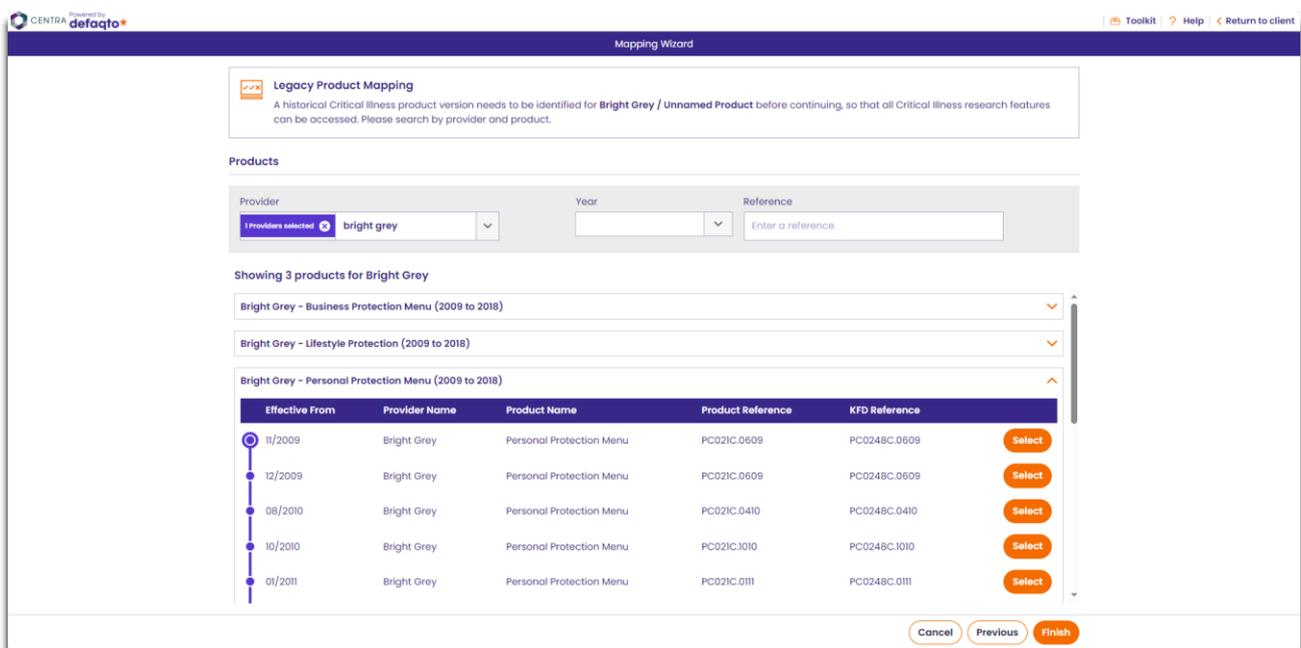
This can be filtered down via **Provider**, **Year** or **KFD Reference**.

Reopening in progress workflows

When a user re-opens an in progress item of work in Engage, the system will check whether any changes have been made to the plan from an IO point of view.
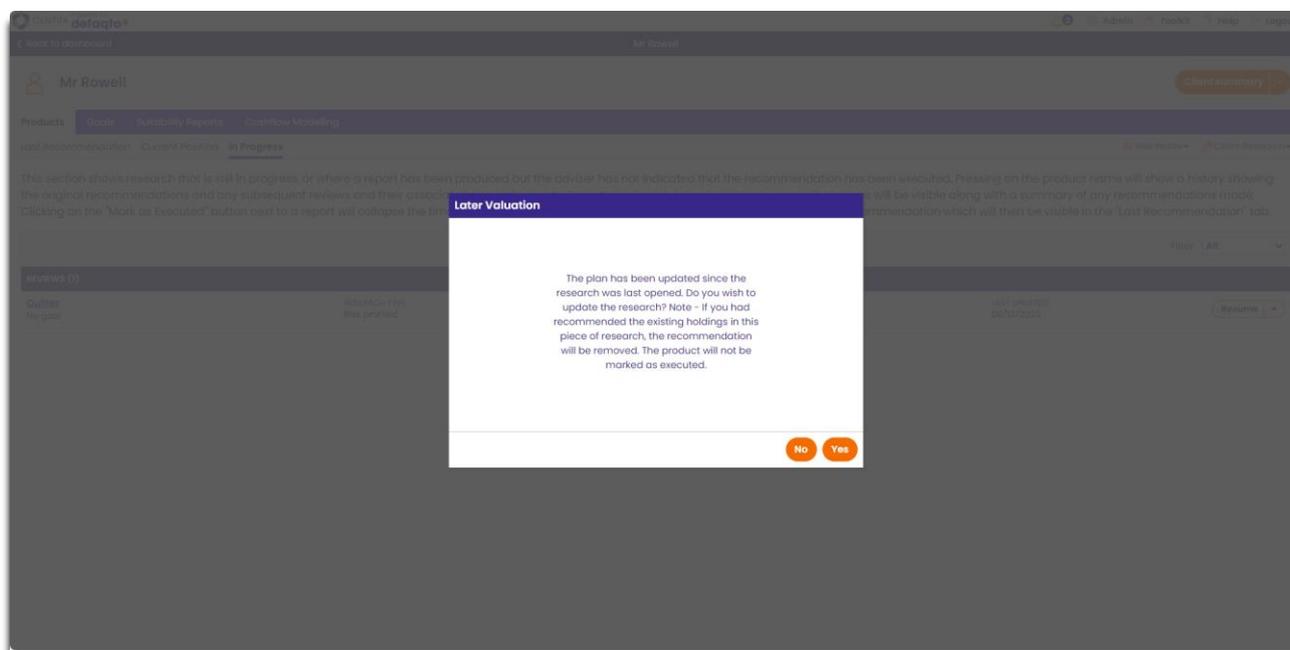

If changes to the plan or its funds are found, then the system gives the user a warning saying changes have been identified and offers them a choice to update the in-progress work item with the new details, or to continue based on the previously known details.

If the plan has funds associated to it and the user waits a day or more, the funds will have changed value overnight, so a message will be encountered in most scenarios where the user doesn't complete the workflow in one day.

Post Mapping Wizard

When an integrated IO user executes a workflow in Engage, another mapping wizard is encountered. This time, Engage needs to ensure that the selected recommendations map to a relevant product and/or fund in IO. We only match plan types and product providers when sending details back., and IO may also require some additional fund mapping when posting back.
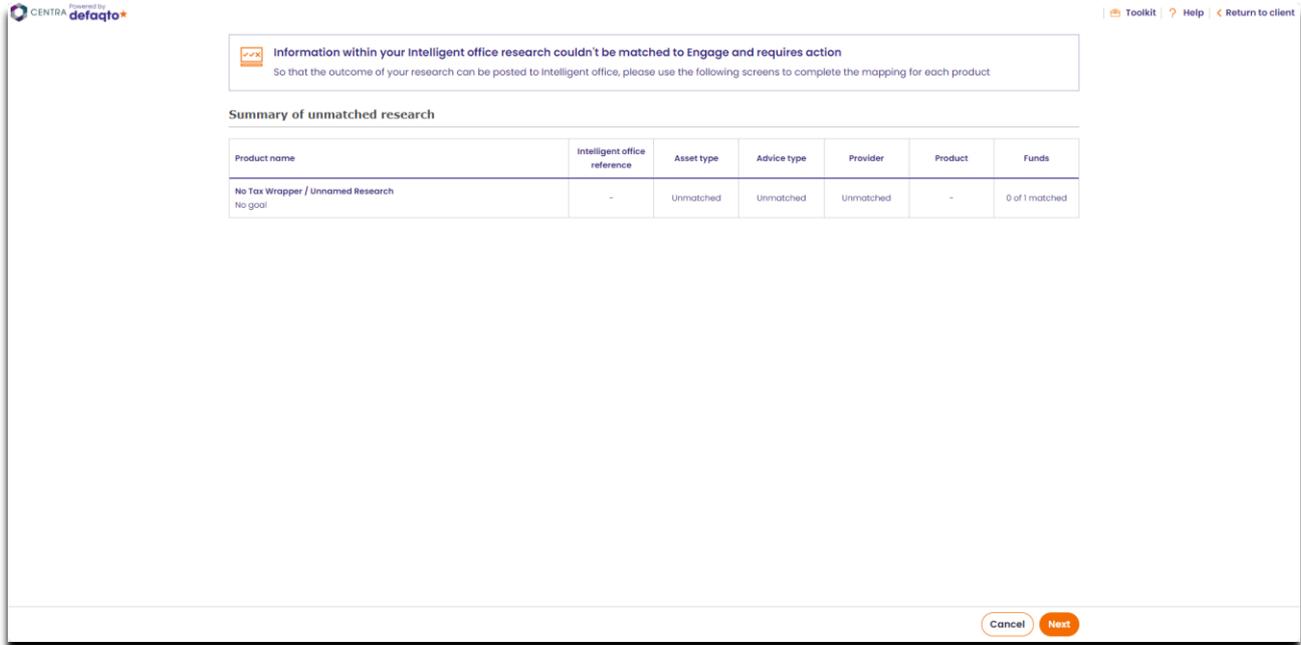
On new business workflows, the mapping wizard is always encountered. On a review workflow, the mapping wizard will only be encountered if the recommended funds are not known to IO.
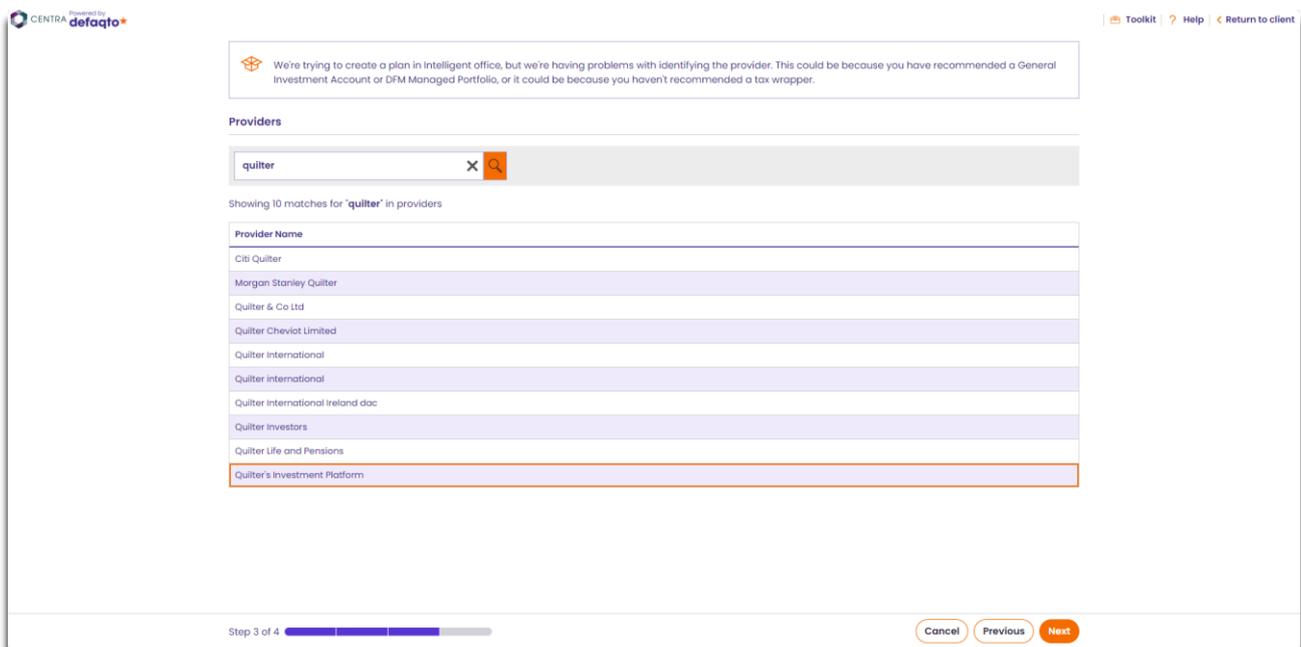
New Business - IO

The first step of the post mapping wizard is a landing page which tells the user what items require action prior to the details being sent to IO.
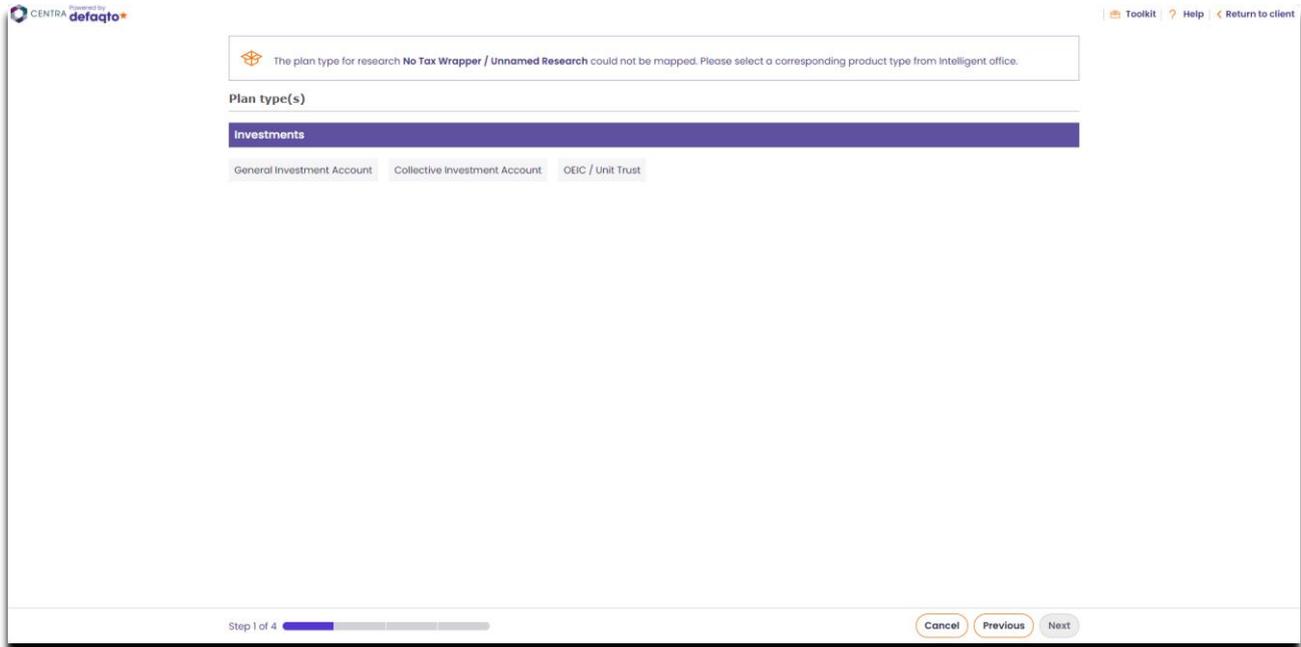
New Business - Product Provider Mapping

When we send a new business recommendation back to IO, we need to ensure that the recommended provider in Engage, matched the provider known to IO.

We search the IO list of providers and try and find the best matches based on a simple search of the first few characters of the Engage product provider.
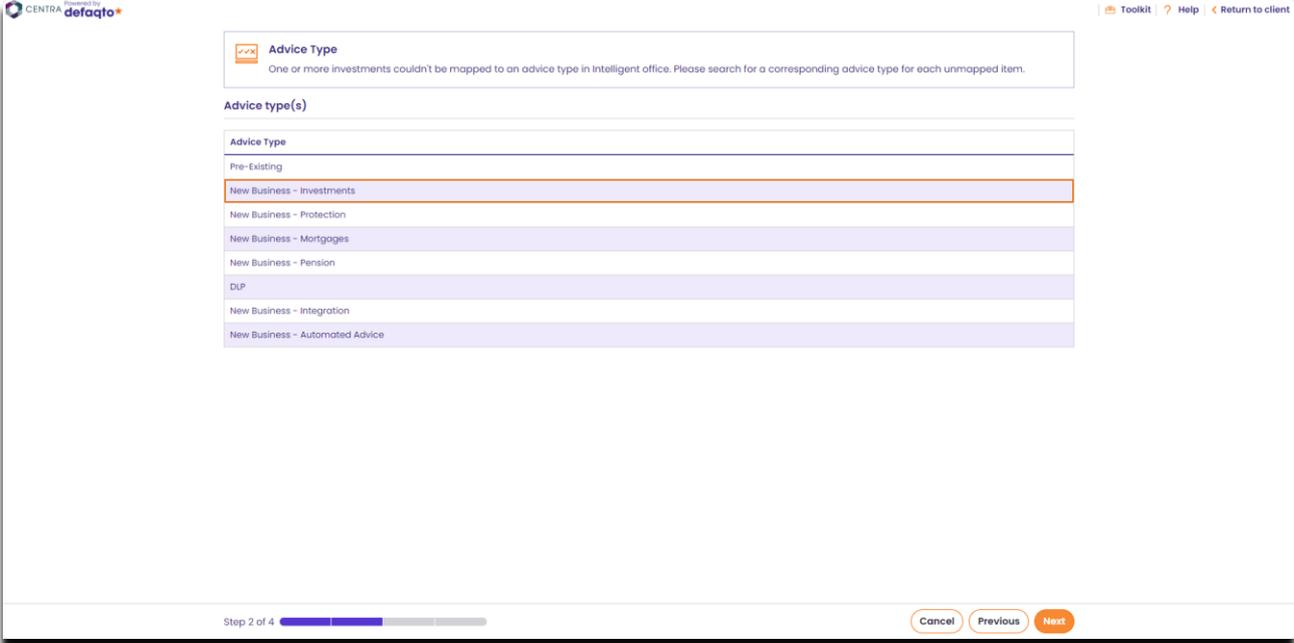
New Business - IO Advice Type

When Engage sends a new business recommendation to IO, Engage needs to identify the **Advice Type** of the product.

Product types in IO have an advice type as a mandatory field when being created.

There are usually multiple advice types to pick from, so we need the user to pick which is relevant to their new business.

Fund/ DFM MPS / Manual Fund mapping

Sending recommended investments back to IO may require some additional mapping. With funds, Engage looks to find a matching IO fund based on its ISIN. If one isn't found, the user can manually search the IO fund list themselves to find a fund to map to.

Alternatively, if the user cannot find an IO fund to map to, they can create a manual fund in IO. On doing so, they can then refresh the list of manual funds in the mapping wizard.

Recommended DFM MPS would require a manual fund to be set up in IO prior to sending the recommendation back.
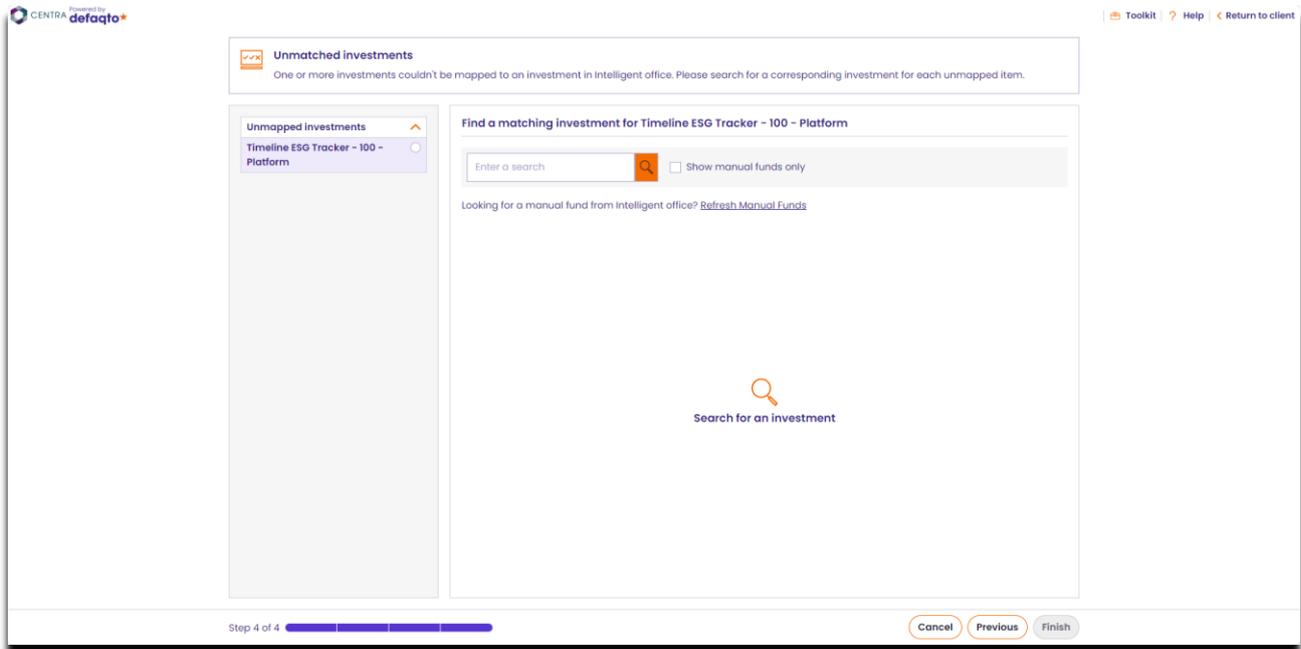

Note - Adviser Model Portfolios get sent back to IO as the individual constituent funds. When bringing these funds back into Engage, the user is given a choice to stick with the individual funds in their existing holdings or go back to the rebalanced model portfolio that was recommended.
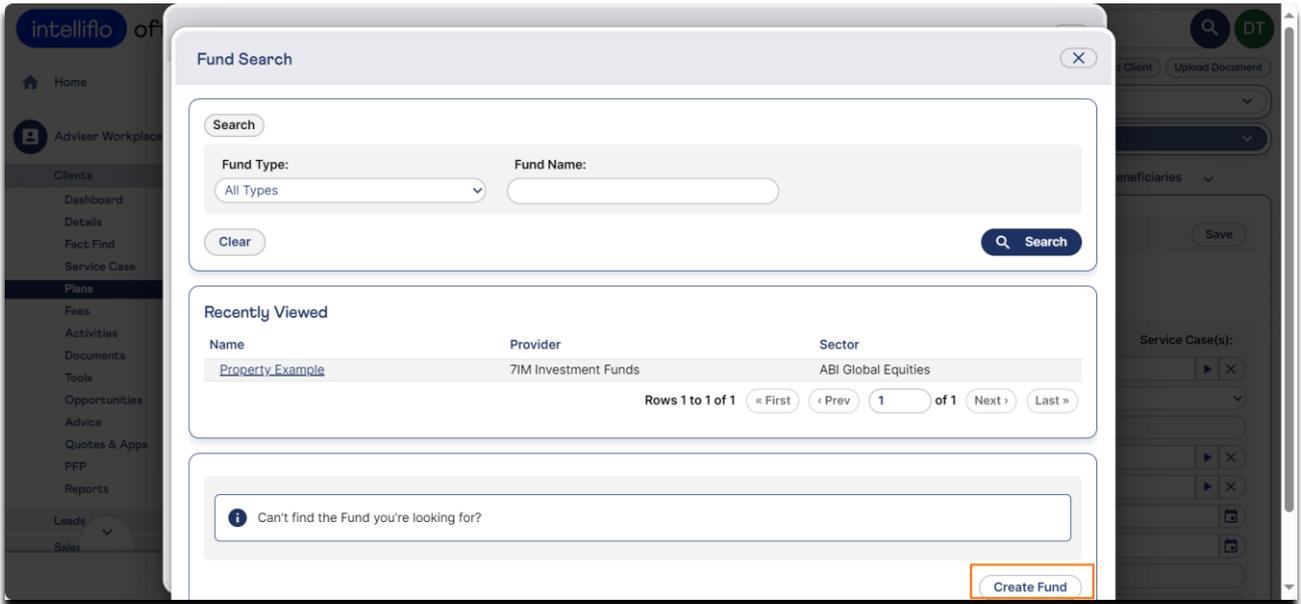
Add a manual fund

To add a manual fund in iO, the user should navigate to the plan they require the fund to be added to and select **Plan actions** and select **Add fund**.
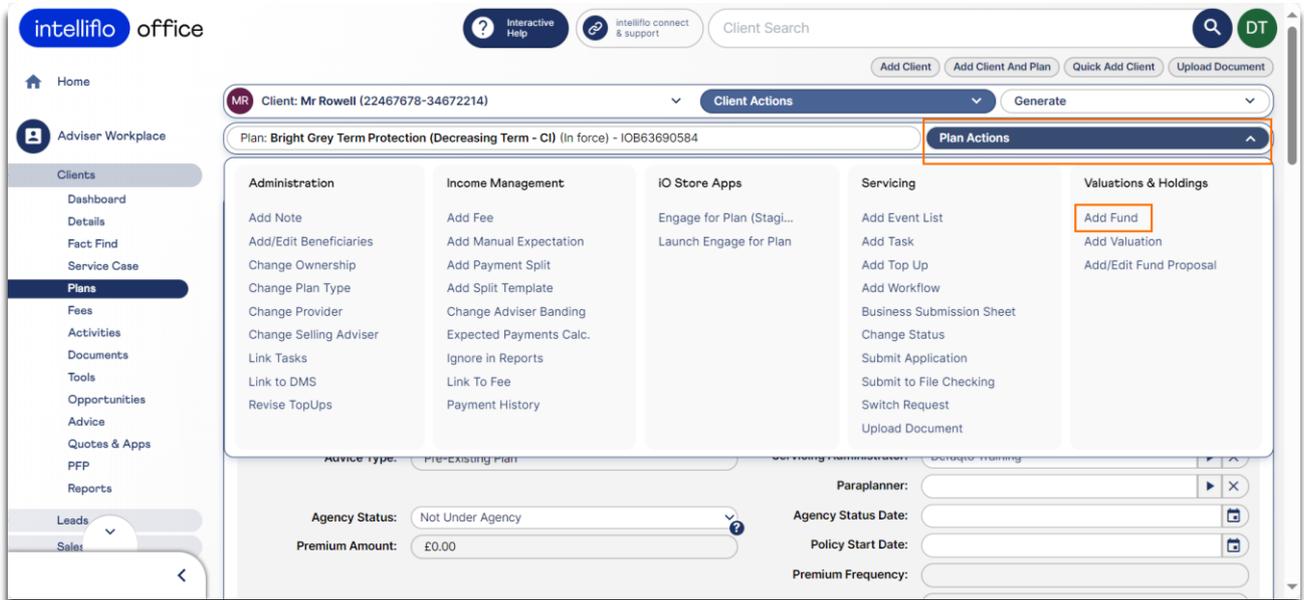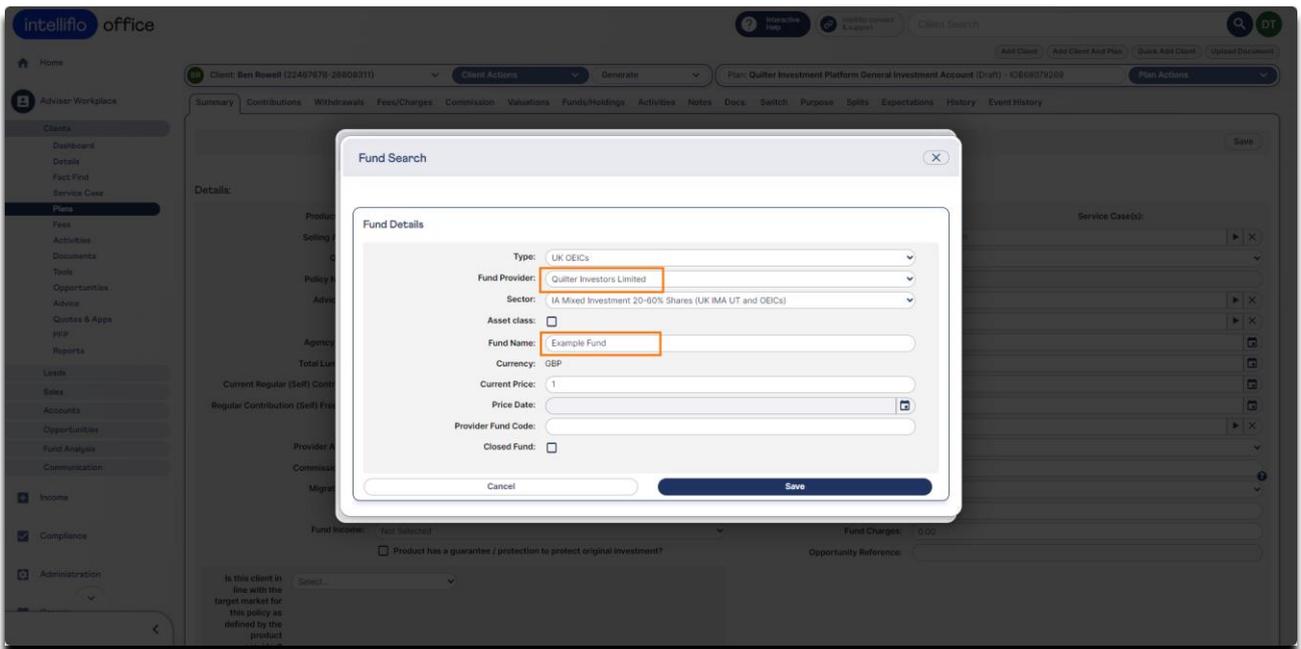

On the subsequent pop up, the user should select the **Manually added fund** radio button and then click **Fund**.
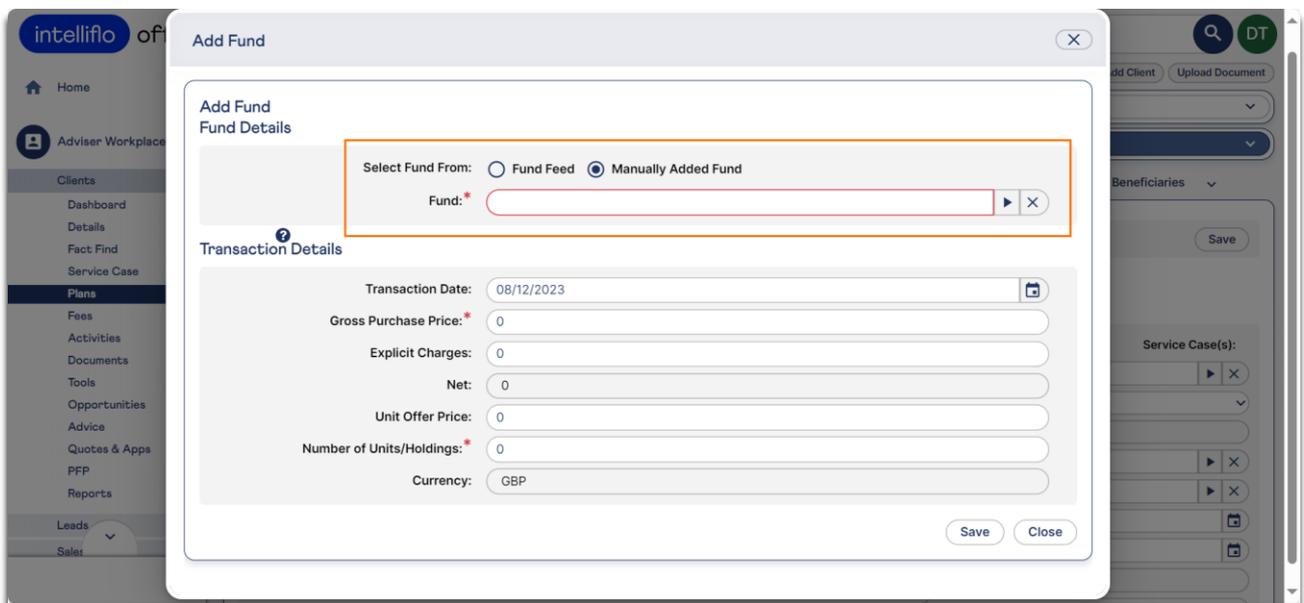
On the next screen, select **Create fund**.

On the next screen the user should select the type of fund and give a fund name. The other fields can be completed but are not necessary for Engage purposes. Upon saving of the fund, the user can then search for the manual fund in post mapping wizard.

Posting to IO

On executing a recommendation in Engage, the following objects are sent to IO:

Risk Profiles

- The risk profile report

General/Risk Rated/Natural Income research

- The recommended holdings
- The recommended fund documents
- The recommended product
- The research report

Income drawdown

- The recommended holdings
- The recommended product (new business only)
- The research report (If new Income Drawdown funds recommended)
- The recommended fund documents (If new Income Drawdown funds recommended)
- The Income Drawdown profile report
- The Income Drawdown summary report
- Suitability report (if undertaken)

Switching

If new product elected to switch into
- The recommended holdings
- The recommended fund documents
- The recommended product (new business only)
- The research report

Multi-Suitability

- Suitability report
- Plus, any of the above documents if executing other products under other workflows

Finding documents in IO

This section of the guide describes how to find documents in IO that have been posted back from Engage.
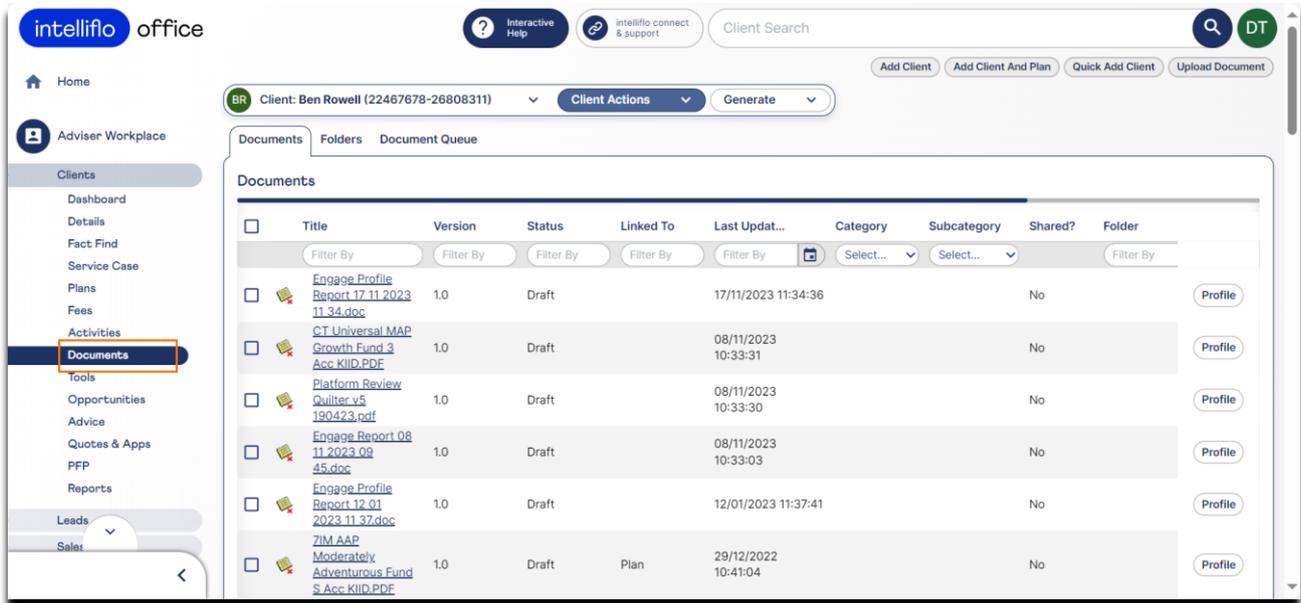
Documents can be found within the document library, and also at plan level.