

Business Activity Monitor User Guide

Oracle FLEXCUBE Universal Banking

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Business Activity Monitor User Guide
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1. Preface

1.1 Introduction

This user guide deals with the Oracle FLEXCUBE Business Activity Monitor. The BAM facilitates reporting of the status of transactions within a specific period. The maintenances required for the proper functioning of BAM system and the processing related to it are covered in this manual.

1.2 Audience

This manual is intended for the following User/User Roles:

Role	Function
Back office data entry Clerks	Input functions for maintenance related to the interface
Back office Managers/Officers	Authorization functions

1.3 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

1.4 Abbreviations

Abbreviation	Description
System	Unless specified, it shall always refer to Oracle FLEXCUBE
BAM	Business Activity Monitor

1.5 Organization

This manual is organized into the following chapters:

Chapter	Description
Chapter 1	<i>Preface</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual.
Chapter 2	<i>Business Activity Monitor</i> gives information on the duration flow of the transactions

1.6 Related Documents

You may refer the following manuals for more information:

1.7 Glossary of Icons

This User Manual may refer to all or some of the following icons:

Icons	Function
	Exit
	Add row
	Delete row
	Option List

Refer the Procedures User Manual for further details about the icons.

2. Business Activity Monitor

The BAM system collects the data stored in Oracle FLEXCUBE and generates reports.

You can use the BAM system for monitoring your business activity closely. With the reports generated using BAM, you can have a vivid view of the problems in the business environment and identify the areas that require attention. You can also analyse the new business opportunities and trends that help you enhance your businesses.

The key features of BAM reporting are as follows:

- Monitoring the key performances and displaying them on the dashboard.
- Analysing the duration flow of the transactions.

This chapter contains the following section:

- [Section 2.1, "Report Generation"](#)

2.1 Report Generation

You can generate the reports on the transaction duration from the Oracle BAM.

This section contains the following topics:

- [Section 2.1.1, "Generating Monitor Express Report"](#)
- [Section 2.1.2, "Viewing Process Overview Report"](#)
- [Section 2.1.3, "Viewing Time Wise Manager Report"](#)
- [Section 2.1.4, "Viewing Manager Report - Application Count Wise"](#)
- [Section 2.1.5, "Viewing User Performance Report"](#)
- [Section 2.1.6, "Viewing User Specific Details"](#)

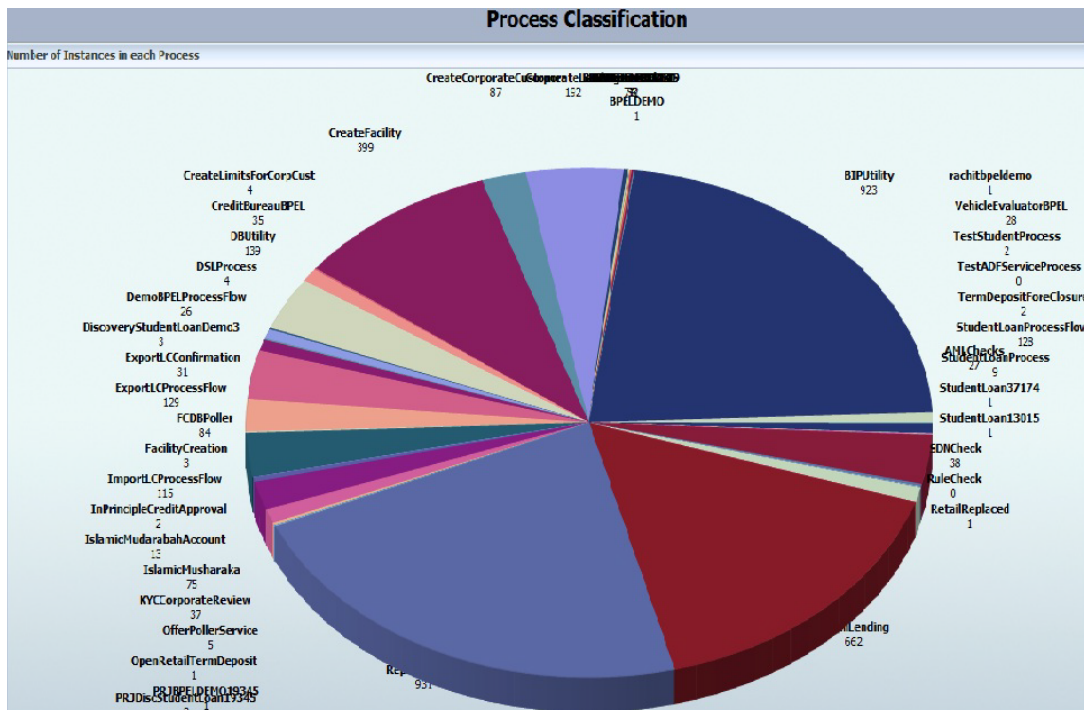
2.1.1 Generating Monitor Express Report

You can view the key performance indicators like average interval time, number of faulted instances of all the processes in the Monitor Express Report.



2.1.2 Viewing Process Overview Report

You can view multiple reports in the overview report.



You can invoke the report with the list of instances in a process with its state and status by clicking on the specific process.

Instance List

Process Classification > List Of Instances

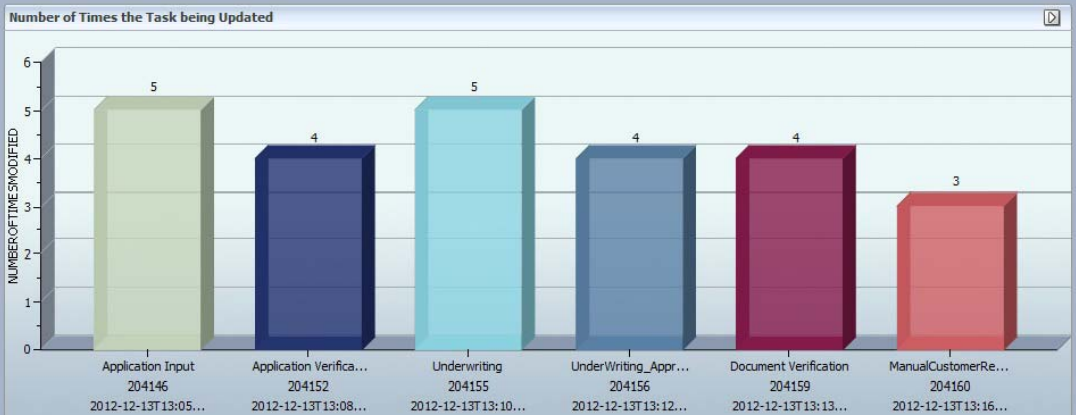
List of Instances Under the Process

683 rows

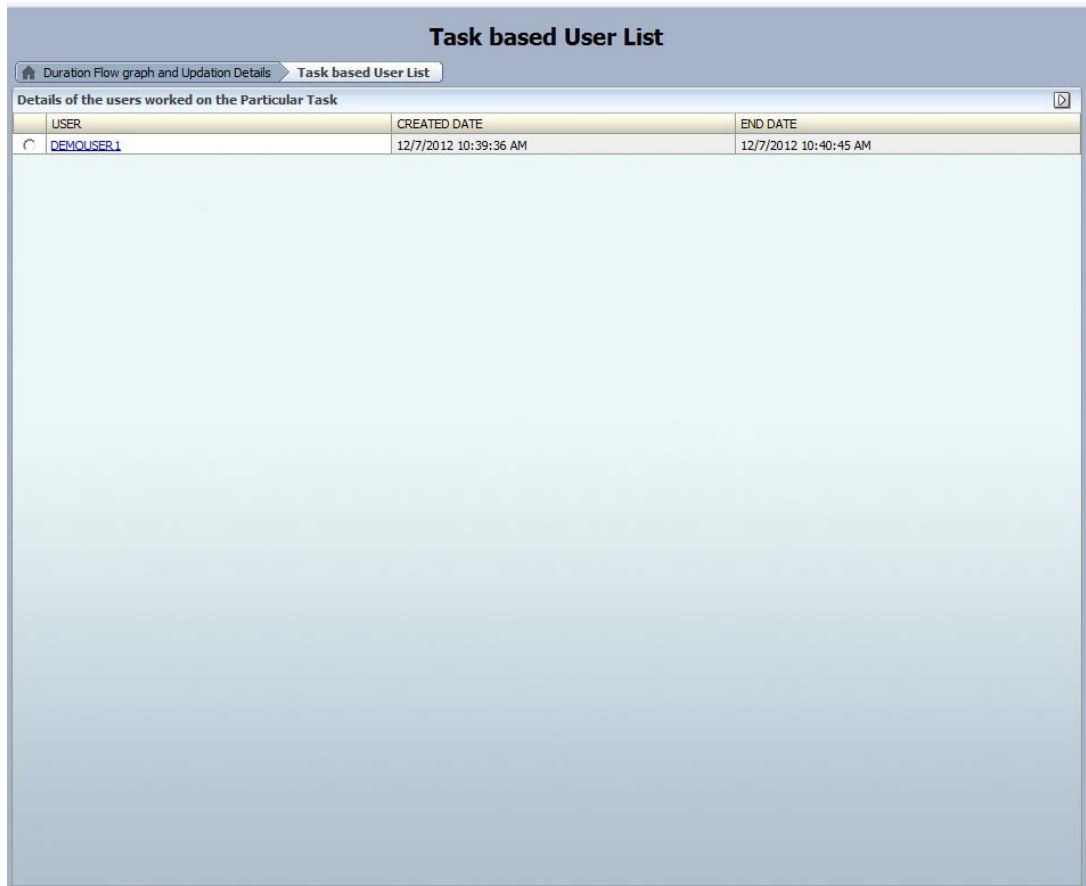
INSTANCE NAME	STATE	STATUS
Retail_ending6814	STALE	ApplicationInput_1
Retail_ending6811	STALE	Underwriting
Retail_ending6816	STALE	Underwriting
Retail_ending6442	STALE	initiated
Retail_ending6407	STALE	initiated
Retail_ending6443	STALE	initiated
Retail_ending6542	STALE	initiated
Retail_ending6687	STALE	initiated
Retail_ending6807	STALE	Underwriting
Retail_ending6812	STALE	Underwriting
Retail_ending6829	STALE	initiated
Retail_ending6913	STALE	initiated
Retail_ending6926	STALE	initiated
Retail_ending6438	STALE	initiated
Retail_ending6446	STALE	initiated
Retail_ending6440	STALE	initiated
Retail_ending6544	STALE	initiated
Retail_ending6975	COMPLETED	initiated
Retail_ending6363	STALE	initiated
Retail_ending6400	STALE	initiated
Retail_ending6401	STALE	initiated
Retail_ending6402	STALE	initiated
Retail_ending6408	STALE	initiated
Retail_ending6409	STALE	initiated
Retail_ending6410	STALE	initiated
Retail_ending6412	STALE	initiated
Retail_ending6413	STALE	initiated
Retail_ending6416	STALE	initiated

You can view the duration flow graph by clicking on the specific instance. The duration flow graph displays the approval duration and the number of times the tasks are updated.

Duration Flow graph and Updation Details of the Instance



Click on the any stage of the duration flow graph to view the task based user list. The user list displays the number of users who have worked on the task at that particular stage.



Task based User List

Duration Flow graph and Updation Details > Task based User List

Details of the users worked on the Particular Task

USER	CREATED DATE	END DATE
DEMOUSE1	12/7/2012 10:39:36 AM	12/7/2012 10:40:45 AM

Click on the user ID to view the user specific details. The user specific details includes the number of tasks acquired, completed, expired and suspended by the user and the supervisor.

User specific Details

User and User's Manager Details	
USER ID	USER's MANAGER
DEMOUSER1	DEMOUSER3

List of Instances in COMPLETED State for this user	List of Instances in ACQUIRED State for this user																																																										
<div style="font-size: small; margin-bottom: 5px;">59 rows</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>INSTANCE NAME</th> <th>STAGE</th> </tr> </thead> <tbody> <tr><td>CreateFacility9353</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9458</td><td>Sanction Committee Approval</td></tr> <tr><td>CreateFacility9458</td><td>Verify Credit Facility</td></tr> <tr><td>CreateFacility9583</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9362</td><td>Capture pool and Covenant</td></tr> <tr><td>CreateFacility9353</td><td>Customer Acceptance</td></tr> <tr><td>CreateFacility9361</td><td>Input Credit Facility</td></tr> <tr><td>CreateFacility9460</td><td>Capture pool and Covenant</td></tr> <tr><td>CreateFacility9349</td><td>ManualCreateFacility</td></tr> <tr><td>CreateFacility9349</td><td>Facility Underwriting</td></tr> <tr><td>CreateFacility9362</td><td>Input Credit Facility</td></tr> <tr><td>CreateFacility9362</td><td>Facility Underwriting</td></tr> <tr><td>CreateFacility9353</td><td>ManualCreateFacility</td></tr> </tbody> </table>	INSTANCE NAME	STAGE	CreateFacility9353	Receive Credit Application form	CreateFacility9458	Sanction Committee Approval	CreateFacility9458	Verify Credit Facility	CreateFacility9583	Receive Credit Application form	CreateFacility9362	Capture pool and Covenant	CreateFacility9353	Customer Acceptance	CreateFacility9361	Input Credit Facility	CreateFacility9460	Capture pool and Covenant	CreateFacility9349	ManualCreateFacility	CreateFacility9349	Facility Underwriting	CreateFacility9362	Input Credit Facility	CreateFacility9362	Facility Underwriting	CreateFacility9353	ManualCreateFacility	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>INSTANCE NAME</th> <th>STAGE</th> </tr> </thead> <tbody> <tr><td>CreateFacility9361</td><td>ManualCreateFacility</td></tr> <tr><td>CreateFacility9457</td><td>KYCCorporateReview</td></tr> <tr><td>CreateFacility9465</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9543</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9603</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9791</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9359</td><td>Verify Credit Facility</td></tr> <tr><td>CreateFacility9520</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9521</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9531</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9553</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9570</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9567</td><td>Receive Credit Application form</td></tr> <tr><td>CreateFacility9608</td><td>Input Credit Facility</td></tr> </tbody> </table>	INSTANCE NAME	STAGE	CreateFacility9361	ManualCreateFacility	CreateFacility9457	KYCCorporateReview	CreateFacility9465	Receive Credit Application form	CreateFacility9543	Receive Credit Application form	CreateFacility9603	Receive Credit Application form	CreateFacility9791	Receive Credit Application form	CreateFacility9359	Verify Credit Facility	CreateFacility9520	Receive Credit Application form	CreateFacility9521	Receive Credit Application form	CreateFacility9531	Receive Credit Application form	CreateFacility9553	Receive Credit Application form	CreateFacility9570	Receive Credit Application form	CreateFacility9567	Receive Credit Application form	CreateFacility9608	Input Credit Facility
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Retailending9781	Application Input																																																										

Click on the manager ID to view the number of subordinates under that particular manager.

List Of Users Under the Manager		
USER ID	HOME BRANCH	USER NAME
DEMO1	000	Default Admin User 1
DEMO2	000	Default Admin User 1
DEMO3	000	Default Admin User 1
DEMO4	000	Default Admin User 1

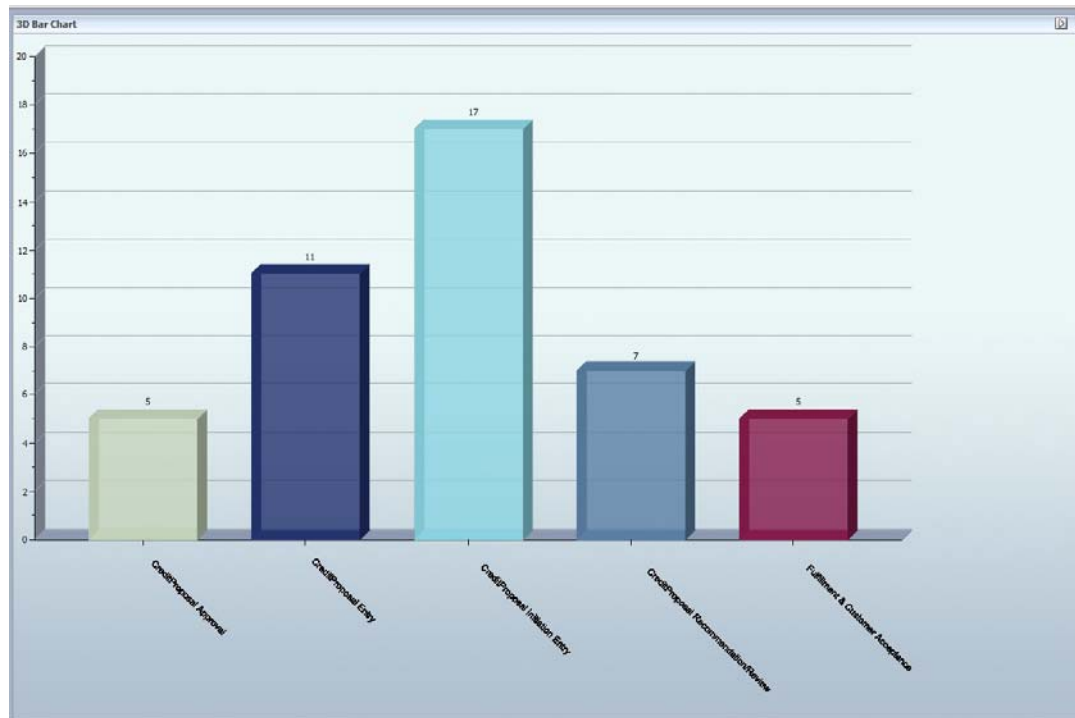
You can click on a specific user to view the graphical information at each level.

2.1.3 Viewing Time Wise Manager Report

You can view the number of subordinates under the logged in supervisor. The supervisor can invoke the proceeding report by clicking on the subordinate user and the process for which the progress is to be viewed.

Time Taken			
List Of Users			
User Id	User Name	User Manager	Home Branch
DEMO1	DEMO USER 1	DEMOS	000
DEMO2	DEMO USER 2	DEMOS	000
DEMO3	DEMO USER 3	DEMOS	000
DEMO4	DEMO USER 4	DEMOS	000
DEMO5	DEMO USER 5	DEMOS	001
DEMOUSER1	DEMO USER 1	DEMOS	000
DEMOUSER2	DEMO USER 1	DEMOS	000
DEMOUSER3	DEMO USER 1	DEMOS	000
DEMOUSER4	DEMO USER 1	DEMOS	000
DEMOUSER5	DEMO USER 1	DEMOS	000
DEMOUSER6	DEMO USER 1	DEMOS	000
DEMOUSER7	DEMO USER 1	DEMOS	000
DEMOUSER8	DEMO USER 1	DEMOS	000
DEMOUSER9	DEMO USER 1	DEMOS	000
KISHORE2	KISHORE2	DEMOS	000
LIDAY1	ADMIN USER	DEMOS	000

Select a user to view the number of application at each stage.



The supervisor can determine the minimum, maximum and average time taken by the subordinate for processing the application at a particular stage.



2.1.4 Viewing Manager Report - Application Count Wise

You can view the number of subordinates logged in the Oracle BAM through this report. The supervisor can invoke the proceeding report by selecting the subordinate user and the process name for which the progress should be assessed.

Count Of Tasks			
List Of Users			
User Id	User Name	User Manager	Home Branch
ARFAN	ARFAN	FAYYAZN	000
FARID	FARID	FAYYAZN	000
TOWSHIF	TOWSHIF	FAYYAZN	000

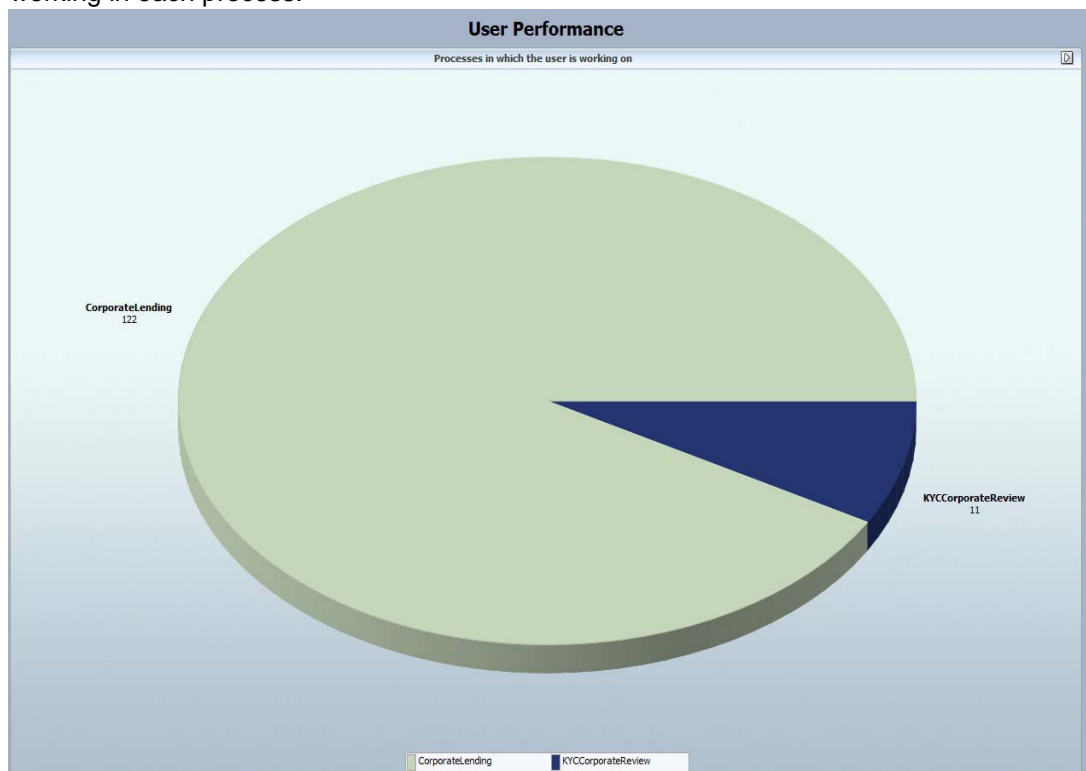
The proceeding report displays the number of applications at each state of the selected subordinate.

List Of Instances in COMPLETED State		List Of Instances in ACQUIRED State	
Instance	Stage	Instance	Stage
CreditProposal10502	CreditProposal Approval	CreditProposal10413	CreditProposal Entry
CreditProposal10503	CreditProposal Recommendation/Review	CreditProposal10433	Fulfillment & Customer Acceptance
CreditProposal10503	CreditProposal Recommendation/Review		
CreditProposal10503	Fulfillment & Customer Acceptance		
CreditProposal10705	CreditProposal Recommendation/Review		
CreditProposal10689	CreditProposal Initiation Entry		
CreditProposal10880	CreditProposal Entry		
CreditProposal10880	CreditProposal Recommendation/Review		
CreditProposal10705	CreditProposal Initiation Entry		
CreditProposal10705	CreditProposal Entry		
CreditProposal10880	CreditProposal Initiation Entry		
CreditProposal10880	CreditProposal Approval		
CreditProposal10691	CreditProposal Initiation Entry		
CreditProposal10705	CreditProposal Approval		
CreditProposal10705	Fulfillment & Customer Acceptance		
CreditProposal10476	CreditProposal Initiation Entry		
CreditProposal10498	CreditProposal Initiation Entry		
CreditProposal10564	CreditProposal Approval		
CreditProposal10502	CreditProposal Recommendation/Review		
CreditProposal10502	CreditProposal Approval		

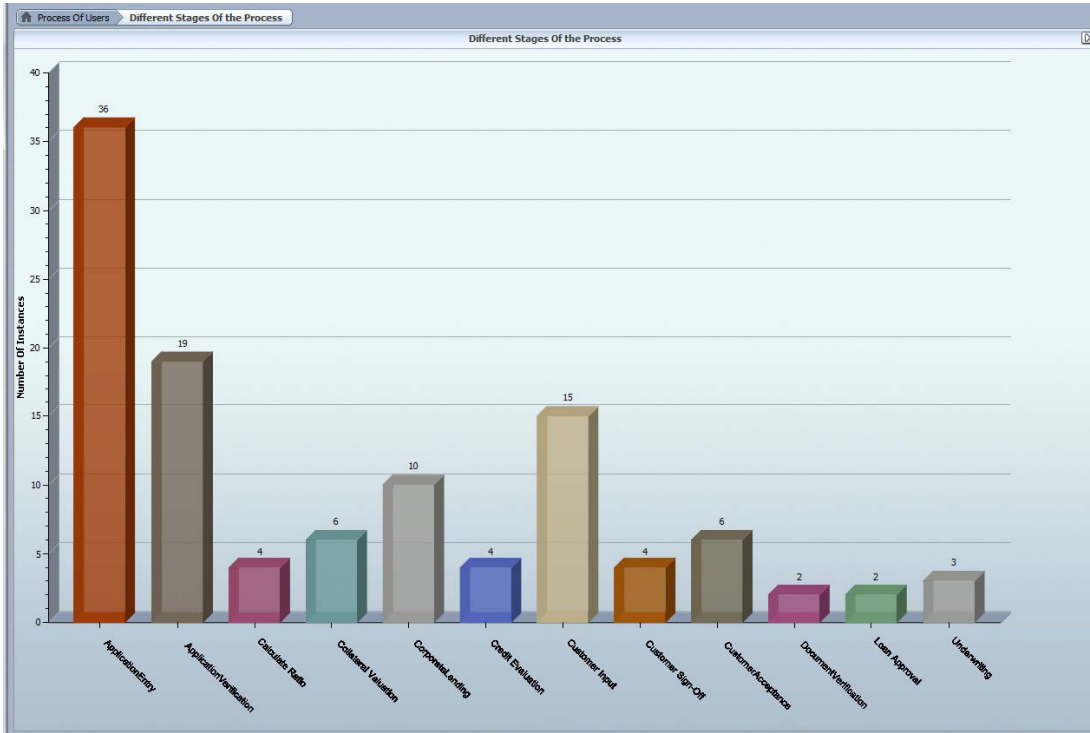
List Of Instances in SUSPENDED State		List Of Instances in EXPIRED State	
Instance	Stage	Instance	Stage
No Values		No Values	

2.1.5 Viewing User Performance Report

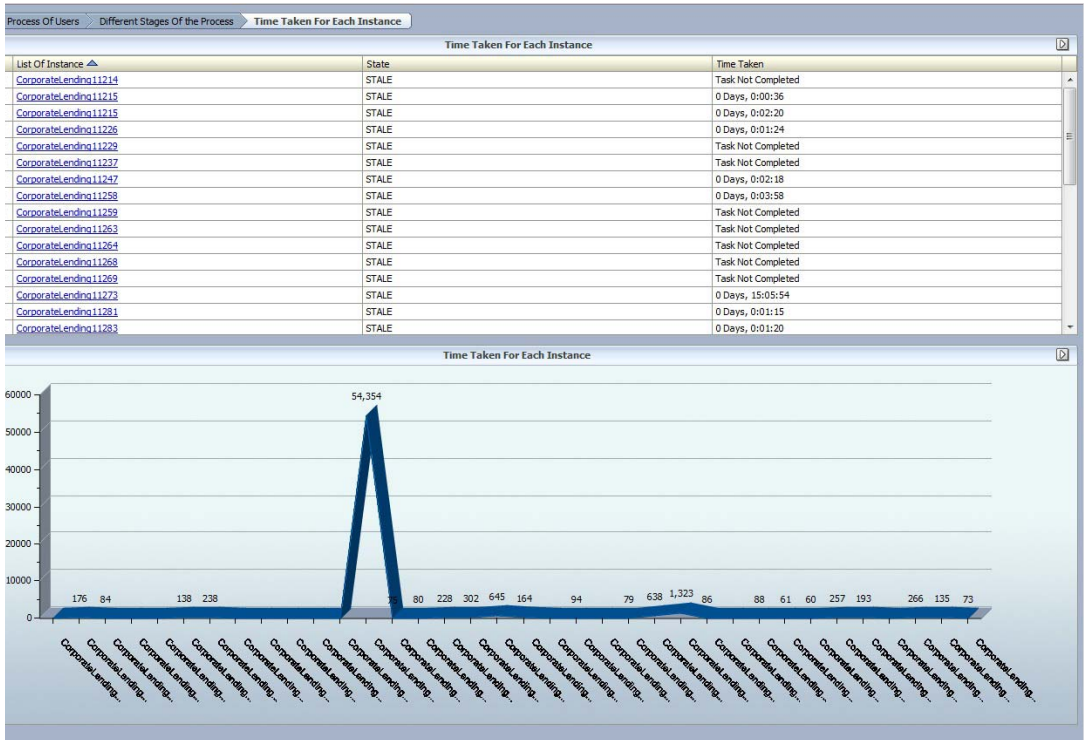
The user performance report displays the process, the number of applications the user is working in each process.



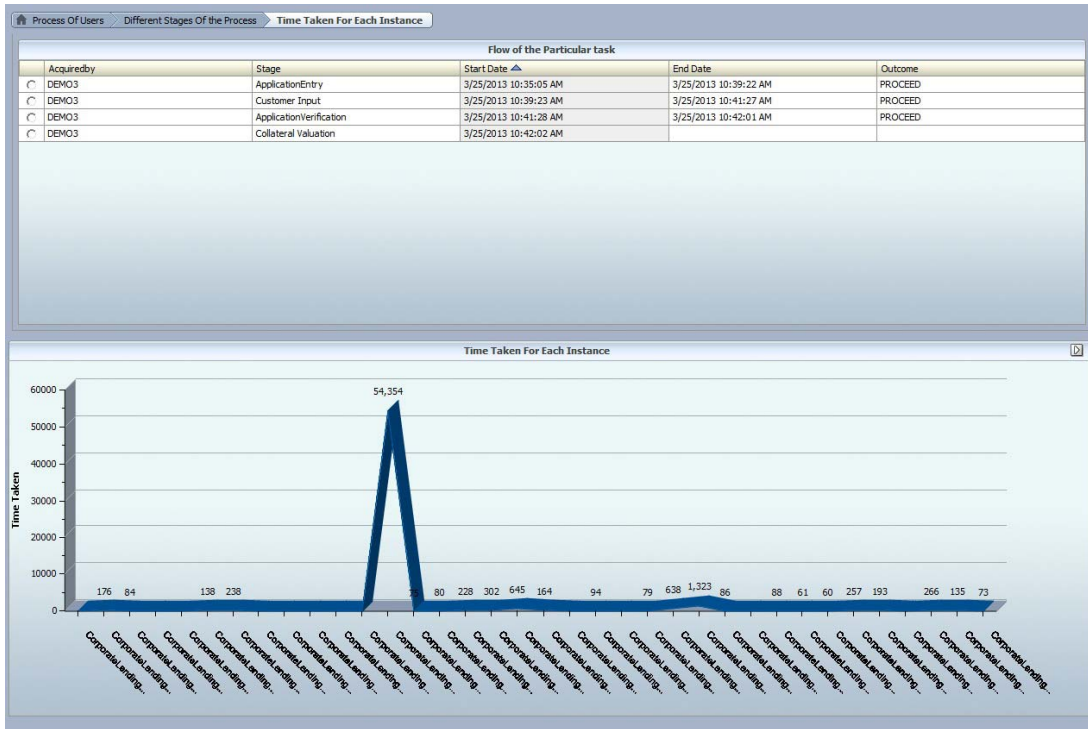
Select a process to view the stages of process where the user has worked.



Click on a stage to view the report on the list of applications of the stage selected, the stages and the duration flow graph of each application.



You can view the details of the application in this report.



You can also view the minimum, maximum and average time taken on any application at any stage.



2.1.6 Viewing User Specific Details

You can view the user specific details like the number of tasks acquired, completed, expired, suspended by the user.

