Oracle Banking Digital Experience

Release Notes
Release 16.1.0.0.0

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ORACLE®

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Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway

Goregaon (East)

Mumbai, Maharashtra 400 063

India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax:+91 22 6718 3001
www.oracle.com/financialservices/

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Preface

The release notes contain the details of the new components that are part of the release and include important known issues as of version 16.1.0.0.0.

Oracle recommends that you review the contents of the release notes before installing or working with the product.

This preface contains the following topics:

- Audience
- Documentation Accessibility
- Access to Oracle Support
- Related Documents

Audience

This release note is intended for all purchasers of Oracle Banking Digital Experience.

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.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

For more information, see the following documentation:

- For installation and configuration information, see the Oracle Banking Digital Experience Installation documents

- For a comprehensive overview of security for Oracle Banking, see the Oracle Banking Digital Experience Security Guide

- For information related to the Oracle Banking Digital Experience product licenses and third party libraries or licenses, see the Oracle Banking Digital Experience Licensing Guide

- For information on the functionality and features of the Oracle Banking Digital Experience product licenses, see the respective Oracle Banking Digital Experience User Manual documents

1 What's New

This chapter provides the details of the new features and enhancements in Oracle Banking Digital Experience (OBDX) Release 16.1.0.0.0.

1.1 Oracle Banking Digital Experience Base

The Oracle Banking Digital Experience Base provides the framework and infrastructure components of the digital experience platform. It includes functions that enable administrators of the financial institution to configure and manage the application; add and manage its subscribers.

The Oracle Banking Digital Experience Base also includes the UI (User Interface) framework that has been used to build the screens of the application. This UI framework can be used for modifying or tailoring the UI screens as per the bank's needs.

The Oracle Banking Digital Experience Base enables financial services subscribers registered in the application to access the application via mobile, tablet or desktop with the same experience across all the three form factors.

Following features are available as part of this release

- Administration Dashboard
- User Management
- Limits Management
- Authorization (Roles, Policies and Entitlements) Management
- Audit Search

1.2 Oracle Banking Digital Experience Retail Servicing

This section describes the key enhancements of Oracle Banking Digital Experience Retail Servicing as part of the Oracle Banking Digital Experience Release 16.1.0.0.0.

1.2.1 Current and Savings Accounts

Current and Savings accounts are the most basic and critical products from retail banking perspective. Majority of the banking customers hold either Current or Savings account with the bank and hence servicing Current and Savings account becomes vital to the banks.

Oracle Banking Digital Experience provides platform for banks to enable servicing Current and Savings accounts through online channels.

Oracle Banking Digital Experience application integrated with a host system (product processor) provides real time access to Current and Savings accounts functions. Customer can view balances, view account statements, initiate service requests and perform financial transactions on their accounts.

Following features have been included in this release:

- Accounts Dashboard

- Account Details

- Mini Statement

- Detailed Statement View

- Request Statement

- Request New Debit Card

- Block Debit Card

- Request Debit Card PIN

- Stop/Unblock Cheque

- Debit Card Summary

- Request Cheque Book

- Inquire Cheque Status

1.2.2 Credit Cards

A credit card is a payment card used to pay for goods and services availed by the card holder. Credit card helps customer to pay in future for the services / goods availed at real time.

Most of the retail banking customer owns a credit card and makes use of it either in stores at POS terminal or for doing online transactions. .

Oracle Banking Digital Experience helps customer to mange cards effectively and efficiently. Oracle Banking Digital Experience provides a complete view of the credit card(s) for active as well as inactive cards. Customer can perform most of the transactions applicable in a credit card life cycle using Oracle Banking Digital Experience application.

Following features have been included in this release:

- Credit Cards Dashboard

- Supplementary/AddOn Cards

- Inactive Cards

- Request New Credit Card

- Credit Card Payment

- Update Credit Card Limits

- Change Bill Cycle

- Request PIN

- Block Credit Card

- Cancel Credit Card

- Request Add-on Card

- Manage Auto Pay Instruction

- Mini Statement
- Detailed Statement View
- Activate Card

1.2.3 Loans

Loan accounts are valuable assets to the bank and it is important for the banks to enrich end user's loan servicing experience in order to increase customer satisfaction and retention.

Oracle Banking Digital Experience provides platform for banks to enable servicing loan accounts through online channels.

Oracle Banking Digital Experience integrated with a host system provides real time access to loan functions. Following features have been included in this release:

- Loan Dashboard
- Loan Account Details
- Loan Repayment
- Disbursement Details
- Repayment Schedule Inquiry
- Statement/Activity list – Loans
- Closed Accounts View and Details

1.2.4 Term Deposit

Term Deposit is a type of saving where the money is invested for a fixed period of time on which a fixed amount of interest is earned. Unlike regular saving account, interest earned in term deposit is higher.

Customers are always interested in financial instruments that are secure and give good returns hence; fixed deposit is a popular method of investment.

Oracle Banking Digital Experience enables customers to open and manage term deposits for the entire life cycle. Following features have been included in this release:

- Open New Deposit
- Term Deposit Dashboard
- Term Deposit Details
- Closed Term Deposit View and Details
- Edit Maturity Instruction
- Top-up Term Deposit
- Redeem Term Deposit
- Mini Statement
- Detailed Statement View

1.2.5 Payments

Customers have various payments required to be done in day to day life. This requires customer to transfer money from one account to another account of an individual. The transfer of money could be towards payment of fees, payment of daily utility bills, payment towards booking of vacation trips, hotel reservations, salary payment of individuals etc.

Oracle Banking Digital Experience simplifies the customer requirement to transfer funds from one bank account to another through online channels. User can transfer funds to his own or any other account within the same bank or to any account outside the bank through the wide range of available payment features. .

Oracle Banking Digital Experience also supports a facility of interfacing with the third party interface for customer payments to merchants.

Following features have been included in this release:

- Payments Dashboard
- Manage Payee/s
- Transfer Money
- Manage Demand Draft Payee/s
- Issue Demand Drafts
- Manage Billers
- Bill Payment
- Debtor Maintenance
- Request Money
- Repeat Transfer / Standing Instruction
- Upcoming Payments
- Favourite Payments

1.2.6 Calculators

Calculators are used to simulate the output based on a set of inputs. It helps customers understand the outcome as on a future date for any investment or borrowing done as of today.

Following calculators are included in this release:

- Loan Eligibility Calculator
- Loan Repayment Calculator
- Deposit Calculator
- Forex Calculator

1.2.7 Channel Onboarding

In today's scenario, bank customers are highly adapted to online channels and it has become the primary mode of banking. Every customer needs access to their bank

through self service channels. In order to access online banking channel, customers need to have login credentials. Oracle Banking Digital Experience allows customers to register themselves for channel access. Customers can setup user id and password for accessing online banking.

1.2.8 Forgot Password

Forgot password allows customers to set new login password by authenticating themselves through self service channel. With forgot password feature, customers are enabled to access their bank even if they have forgotten their primary password. Login password is reset immediately and customer can use new password to access their portfolio.

1.2.9 Mailbox

The Mailbox feature allows the customer to send and receive e-mail messages from the bank. Customer can also view the notifications and general messages sent by the bank.

1.3 Oracle Banking Digital Experience Merchant Payments

The Oracle Banking Digital Experience Merchant Payments application provides the facility of interfacing with third party merchants. To perform merchant payment transactions, a merchant URL is provided. The financial service subscribers can use this function to carry out funds transfers to the merchants as payments.

Following features have been included in this release:

- Merchant Onboarding
- External Payment Interface

1.4 Oracle Banking Digital Experience Retail Peer-to Peer Payments

The Oracle Banking Digital Experience Retail Peer-to Peer (P2P) Payment includes functionalities to transfer funds, using an email id or mobile number. The sender uses the application to initiate the payment. The beneficiary can or cannot be a customer of the bank to receive the payment. The beneficiary registers his details with the bank to receive the payment.

Following features have been included in this release:

- Peer to Peer Payment
- Claim Money

1.5 Oracle Banking Digital Experience Retail Originations

This section describes the key enhancements of Oracle Banking Digital Experience Retail Originations as part of the Oracle Banking Digital Experience Release.

1.5.1 Current and Savings Accounts Originations

Oracle Banking Digital Experience supports Current and Savings Account origination as a part of this release. Applicants, both existing customers as well as prospects, can apply for a Current and Savings account through the Oracle Banking Digital Experience application.

Customer can view summary as well as details of the offers/products available in the product showcase in order to be able to take an informed decision as to which product best suits the applicant's needs.

On having selected a specific product, the applicant is required to specify basic personal, identity, contact and occupation details.

Once the application is submitted, an account is created for the applicant/s and the generated account number is displayed on the application confirmation screen.

The applicant can also specify account preferences, view the application form and track the status history of the application from the application tracker.

Additionally, if the application has been saved partially instead of being completed and submitted, the applicant can retrieve and complete the application form from the application tracker.

1.5.2 Credit Cards Originations

Oracle Banking Digital Experience supports credit card origination as part of this release. Customer can view various cards available and choose the best suitable card as per needs.

On having selected a specific card, the applicant is required to specify basic personal, identity, contact and occupation details while applying for a new credit card, customer can customize the card like name on card, background image, companion card background, delivery preferences, balance transfer on the new card and add-on card details if required. .

The application can be saved partially instead of being completed and submitted, the applicant can retrieve and complete the application form from the application tracker.

Credit card origination is supported for existing customers as well as prospects.

1.5.3 Term Deposits Originations

Oracle Banking Digital Experience supports term deposit origination as part of this release. Prospects (not having any relationship with the bank) can apply for Term Deposits in the Oracle Banking Digital Experience application. Customers can view summary as well as details of the deposit offers/products before selecting the term deposit offer. The term deposit application form include sections where it is required to specify basic details of all the applicants involved in the application. Sections in the term deposit application include primary, identity, contact and occupation details. Also, a

section where applicant needs to specify details pertaining to the term deposit being applied for. This section contains fields in which the applicant can specify the deposit amount, deposit tenure or maturity date and interest payout instructions. A term deposit account is created once the application is submitted and the generated account number is displayed on the confirmation screen.

The term deposit application tracker enables the applicant to view the submitted application and track the status history of the application. Applicants can also retrieve a partially filled saved term deposit application and complete the same from the application tracker.

1.6 Oracle Banking Digital Experience Personal Loans Originations

This section describes the key enhancements of Oracle Banking Digital Experience Personal Loans Originations as part of this release.

1.6.1 Auto Loan Originations

Oracle Banking Digital Experience now enables applicants, both existing customers of the bank as well as prospects, to apply for auto loans i.e. loans to aid in the purchase of a vehicle.

The auto loan application captures basic details of the applicant/s such as personal, contact, occupation, financial details including details of income, expenditure, assets and liabilities as well as details of the vehicle being purchased.

Applicants will be able to track the loan application once it is submitted, from the application tracker. In addition to tracking the progress of the application, the applicant will be able to complete pending tasks, if any, upload proof documents, and specify preferences concerned with loan repayment, application fees processing, view offer documents etc.

Applicants can also retrieve a partially filled saved auto loan application and complete the same from the application tracker.

1.6.2 Unsecured Personal Loan Originations

Oracle Banking Digital Experience supports unsecured personal loans origination as part of this release. Both existing customers of the bank as well as prospects can apply for unsecured personal loans.

The application captures basic details of the applicant/s such as personal, contact, occupation, financial details including details of income, expenditure, assets and liabilities.

Applicants will be able to track the loan application once it is submitted, from the application tracker. In addition to tracking the progress of the application, the applicant will be able to complete pending tasks, if any, upload proof documents, and specify preferences concerned with loan repayment, application fees processing, view offer documents etc.

Applicants can also retrieve a partially filled saved auto loan application and complete the same from the application tracker.

1.7 Oracle Banking Digital Experience Wallets

Today's need of a customer is to make fast and easy payment using a handheld device. To know recipient's bank details or entering it while making a payment (or maintaining it) is tedious and time consuming. Payment using a contact number or email id is far more convenient to the customer as it is hassle free and requires no maintenance of payment details.

In order to facilitate easy and fast payments for customers, Oracle Banking Digital Experience Wallets has been introduced as a digital wallet in this release. Wallets provide easy payment option to the recipients just by entering the recipient's email id or mobile number.

Following wallet features are included as part of this release:

- Wallet Registration
- Fund Wallet
- Request Funds
- Pay from Wallet
- Statement/Activity Details – Wallet

2 Qualifications

This chapter lists the qualification details of Oracle Banking Digital Experience 16.1.0.0.0 release with the Oracle's Core banking systems.

Oracle Banking Digital Experience Modules	Host Core Banking Systems
Oracle Banking Digital Experience Originations Modules	Oracle Banking Platform 2.3.0.0.0 Oracle Banking Platform 2.4.0.0.0
Oracle Banking Digital Experience Servicing & Payment Modules	Oracle FLEXCUBE Universal Banking 12.0.3.0.0 Oracle FLEXCUBE Universal Banking 12.1.0.0.0

3 System Requirements and Specifications

This chapter lists the Oracle Banking Digital Experience Release 16.1.0.0.0 system requirements and specifications.

3.1 Technology Stack Components

Oracle Banking Digital Experience installation and configuration have following hardware and software pre-requisite requirements before installation:

Database

- Oracle Database 12c Enterprise Edition Release - 12.1.0.1.0

Database Server OS

- Oracle Enterprise Linux Server 6.4 (Linux x86 64bit)
- Any other OS that the above Oracle Database 12c (12.1.0.1.0) version is certified with, can be found at My Oracle Support (https://support.oracle.com).

  Once you sign in to My Oracle Support, click on Certifications tab and use Certification Search for Product / Release as Oracle Database / 12.1.0.1.0 to find certified Operating Systems

Application Server

- Oracle WebLogic Server (12.1.3.0.0) with Oracle JDK: jdk1.7.0_91

Application Server OS

- Oracle Enterprise Linux Server 6.4 (Linux x86 64bit)
- Any other OS that the above Oracle Weblogic Server (12.1.3.0.0) version is certified can be found at My Oracle Support (https://support.oracle.com).

  Once you sign in to My Oracle Support, click on Certifications tab and use Certification Search for Product / Release as Oracle Weblogic Server/ 12.1.3.0.0 to find certified Operating Systems

Runtime Software

- Oracle JDK 1.7.0_91

Installation Tools

- Oracle Repository Creation Utility 11.1.1.9.0

[*Optional]* Web Tier

- [*Optional*] Oracle HTTP Server 11.1.1.9.0

[*Optional]* Identity Management

- [*Optional*] Oracle Access Manager (OAM) 11.1.2.3.0
- [*Optional*] Oracle Access Manager Web Gates 11.1.2.3.0
- [*Optional*] Oracle Entitlements Server (OES) 11.1.2.3.0
- [*Optional*] Oracle Unified Directory (OUD) 11.1.2.3.0

4 Known Issues and Limitations

This chapter covers the known anomalies and limitations in of Oracle Banking Digital Experience Release 16.1.0.0.0.

4.1 Oracle Banking Digital Experience Known Issues

There are no known issues.

4.2 Oracle Banking Digital Experience Limitations

There are no known limitations.