Bank in a Box User Guide

Oracle FLEXCUBE Universal Banking

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Bank in a Box User Guide
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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1. Preface

1.1 Introduction

This manual outlines the requirements to support the integration of the Siebel FINS CRM product with Oracle FLEXCUBE.

This manual explains the various maintenances required for the exchange of data between Oracle FLEXCUBE and a Siebel-CRM system. Besides this User Manual, while maintaining the interface related details, you can invoke the context sensitive help available for each field. This help encapsulates the purpose of each field within a screen. Placing the cursor on the relevant field and striking the <F1> key on the keyboard can obtain information specific to a particular field.

1.2 Audience

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

Role	Function
Operation Manager	Manages day to day retail operations, approving opening/ closure/re-opening/blocking of accounts, ensures adherence to central bank, and regulatory reporting
Credit Operations Manager	Manages the line and limits of a retail account/ facility, approving temporary overdraft, increasing the lines, taking decisions on overdue loans/ recovery in consultation with the supervisor
Operations Executive	Handles day to day operations, creation of customers, accounts, sending messages to customers, storage of documents which are part of office copies
Credit Operations Executive	Creates of lines/limits/margin money accounts, updates account level information, handles exception resolution by escalating to the manager, monitors limits and lines set up for an account and submits overdue/ risk report to the manager
Customer Service Manager	Ensures the customer transactions fulfilment and customer service quality, handles escalation, and maintains high level liaison with customers
Customer Service Executive	Responsible for customer-facing and customer-servicing activities such as reception, communication, query and complaint handling, direct and indirect sales and interfacing between the customer and the rest of the organisation
Relationship Manager	Handles initial customer contacts, ensures that the appropriate suite of products and solutions are offered to the customer, develops the agent's long-term strategic partnerships with customers, develops an understanding of customer's day-to-day administrative and business activities and communicates the same to front office and back office team

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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 Organization

This manual is organized as follows:

Chapter	Description
Chapter 1	*About this Manual* gives information on the intended audience. It also lists the various chapters covered in this User Manual.
Chapter 2	*Oracle FLEXCUBE Siebel - CRM Integration* explains the process of integration of Siebel CRM which is used to capture customer information.
Chapter 3	*Oracle FLEXCUBE Siebel - CRM Integration* lists all the request messages that are generated from Siebel to Oracle FLEXCUBE.
Chapter 4	*Function ID Glossary* has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation.

1.5 Acronyms and Abbreviations

The abbreviations used in this manual and the corresponding descriptions are given below:

Abbreviation	Description
AIA	Application Integration Architecture
BIB	Bank In Box
BPEL	Business Process Execution Language
CRM	Customer Relationship Management
EBM	Enterprise Business Message
EBO	Enterprise Business Object
EBS	Enterprise Business Service
EJB	Enterprise Java Beans
ELCM	Enterprise Limit and Collateral Management
EOL	Enterprise Object Library
FAF	Fire And Forget – Request Only
FCUBS	FLEXCUBE Universal Banking Solutions
JMS	Java Messaging Service
KYC	Know Your Customer

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MDB	Message Driven Bean
ODI	Oracle Direct Integration
SYNC	Synchronous – Request & Response
UI	User Interface
WSDL	Web Service Definition Language
XSD	XML Schema Definition

1.6 <u>Related Documents</u>

- Procedures User Manual

1.7 <u>Glossary of Icons</u>

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

Icons	Function
	Exit
	Add row
	Delete row
	Option List

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2. Oracle FLEXCUBE Siebel - CRM Integration

Siebel CRM is an application to capture customer information. Information could vary from creating a customer profile to creating and operating various financial products available at the bank. The corresponding information is captured in Siebel Customer Relationship Management (CRM) and sent to Oracle FLEXCUBE, which is the backend processor, for further processing.

Bank in a Box (BIB) refers to a program as a part of which different Oracle applications in the financial services industry are integrated. In BIB, Oracle FLEXCUBE and Siebel CRM are integrated based on the standards of Oracle Application Integration Architecture (AIA). The messages exchanged between them are in Enterprise Business Messaging (EBM) format.

The functionalities available in Oracle FLEXCUBE and Siebel CRM are also available in BIB Solution by default.

This chapter contains the following sections:

2.1 Integration Pattern

There are two types of patterns available for exchanging message between Oracle FLEXCUBE and Siebel CRM. They are:

- Real Time Integration Patterns
  - Synchronous (SYNC) - Request and Response
  - Fire And Forget (FAF) - Request Only
- Batch Integration Patterns
  - Oracle Data Integration (ODI) - Gather the data from the Oracle FLEXCUBE staging tables and pass them on to the Siebel CRM system to update target staging tables

2.2 Message Exchange Pattern

This section contains the following topics:

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2.2.1 Exchanging Message

As mentioned earlier, message exchange between Oracle FLEXCUBE and Siebel CRM can be done in SYNC or FAF patterns. In SYNC pattern, the service requestor requests for the service and expects/waits for a response. In FAF, the service requestor requests for the service and does not expect/wait for a response.

2.2.2 SYNC - Oracle FLEXCUBE Provider

In this exchange, CRM requests for service and expects/waits for a response from Oracle FLEXCUBE. The information exchange between Oracle FLEXCUBE and CRM is depicted below:
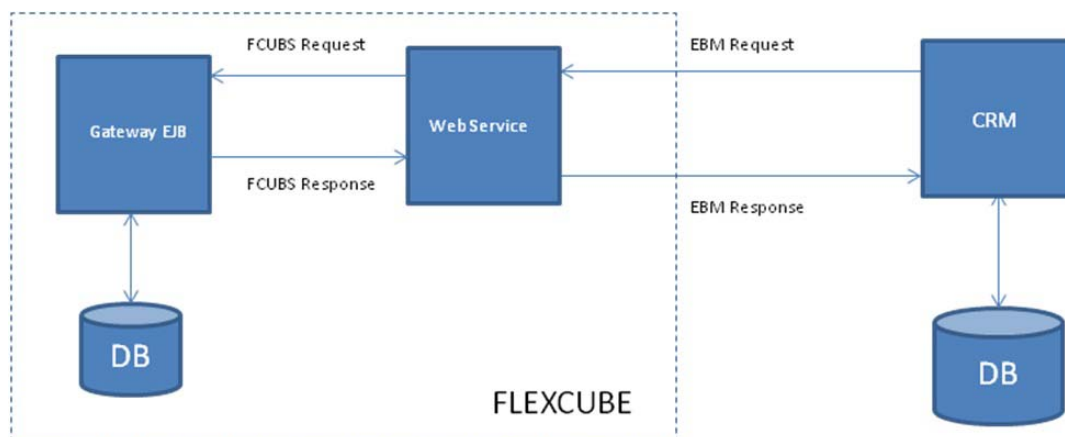
1. CRM passes the request in EBM message format to the Oracle FLEXCUBE web service.

2. Oracle FLEXCUBE transforms the request to Gateway format and invokes the Gateway Enterprise Java Beans (EJB).

3. On receiving the request, the Gateway EJB processes and sends the response in Gateway format to the Oracle FLEXCUBE web service.

4. The Oracle FLEXCUBE web service transforms this response to EBM format and sends it to Siebel CRM.

The system handles the errors during the process based on the following error types:

Error Type	Error Handling
Technical	SOAP Fault message will be sent as response.
Functional	FaultNotification Element in EBM Header of response will contain the Oracle FLEXCUBE error code and message.

While processing the message, Oracle FLEXCUBE will log the following information:

- EBM Request
- Oracle FLEXCUBE Gateway request
- Oracle FLEXCUBE Gateway response
- EBM response
- Status (Failure/Success)
- Pattern (SYNC)
- Provider (Oracle FLEXCUBE)

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2.2.3 FAF - Oracle FLEXCUBE Provider

In this exchange, CRM requests for service and does not expect/wait for a response from Oracle FLEXCUBE.

The information exchange between Oracle FLEXCUBE and CRM is depicted below:
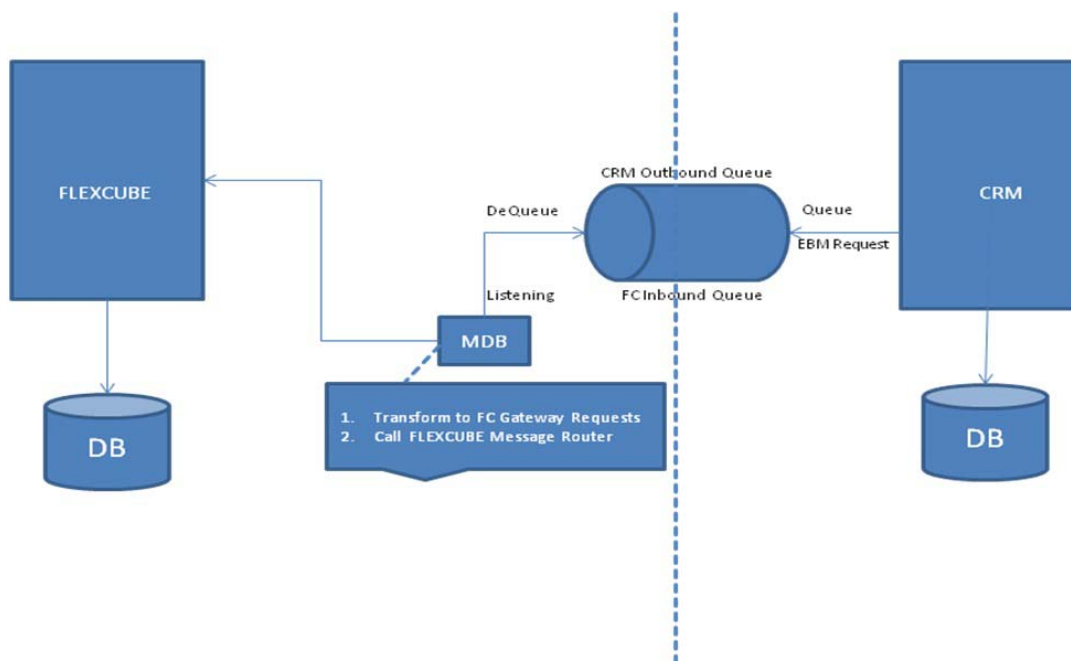
1. Siebel CRM posts the request payload XML into the designated queue in EBM message format.

2. On receiving the request, the Message Driven Bean (MDB) transforms the EBM request to an Oracle FLEXCUBE Gateway request and invokes the Gateway Message Router PL/SQL package. The Message Router consumes the XML message and processes it without a response.

3. Oracle FLEXCUBE uses Java Messaging Service (JMS) approach and distributed transactions (XA) to deliver the message.

The system handles the error during the process based on the following error types:

Error Type	Error Handling
Technical	MDB will retry listening to the EBM request, and if it finds the message to be repeated, it will send the repeated message directly to the Dead Letter Queue.
Functional	MDB will send the repeated message directly to the Dead Letter Queue.

While processing the message, Oracle FLEXCUBE will log the following information:

- EBM Request
- Oracle FLEXCUBE Gateway request
- Status (Failure/Success)
- Pattern (FAF)
- Provider (Oracle FLEXCUBE)

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2.2.4   SYNC - CRM Provider

In this exchange, Oracle FLEXCUBE requests for service and expects/waits for a response from CRM. The information exchange between Oracle FLEXCUBE and CRM is depicted below:
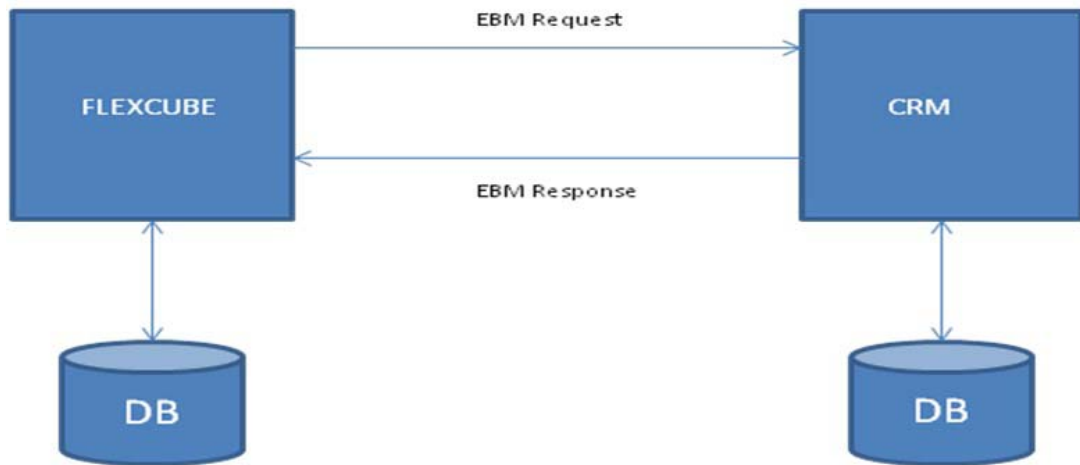
1. Oracle FLEXCUBE passes the request in EBM message format to the CRM web service.
2. The CRM system processes the request and sends the response in EBM message format to the Oracle FLEXCUBE.

If there is any error during the process, the system will handle it based on the following error types:

Error Type	Error Handling
Technical	SOAP Fault message will be received as a response.
Functional	Fault Notification Element in EBM Header of the response will contain the SIEBEL error code and message.

While processing the message, Oracle FLEXCUBE will log the following information:

- EBM Request
- EBM Response
- Status (Failure/Success)
- Pattern (SYNC)
- Provider (CRM)

2.2.5   FAF - CRM Provider

In this exchange, Oracle FLEXCUBE requests for service and does not expect/wait for a response from CRM. The information exchange between Oracle FLEXCUBE and CRM is depicted below:
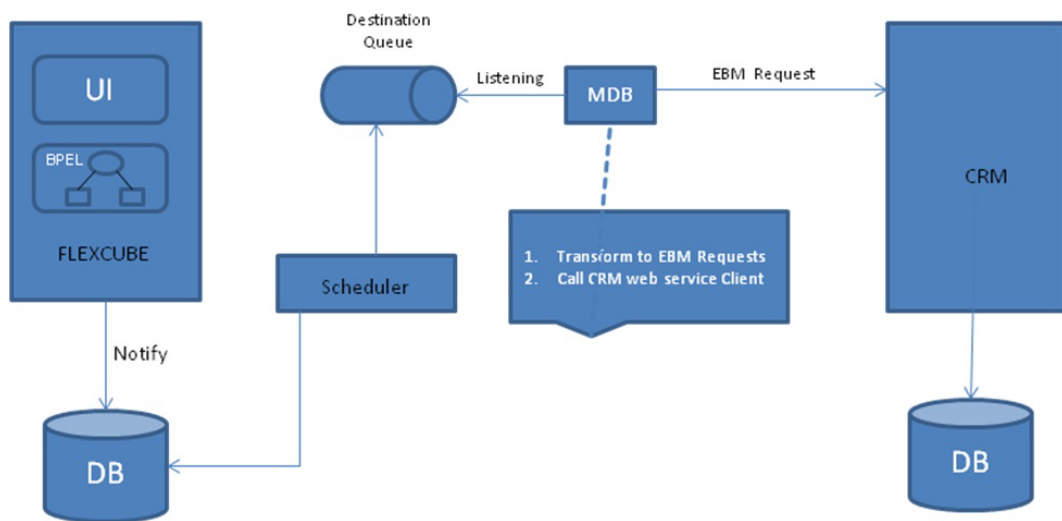
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1. The Scheduler sends the notifications happening in Oracle FLEXCUBE to Notification Destination Queue. In Oracle FLEXCUBE, the notifications are published either in Business Process Execution Language (BPEL) or User Interface (UI).

2. On receiving to the request, the MDB transforms the notification XML message to the required EBM message format and invokes the CRM web service client. The CRM web service client processes the message without a response.

The system handles the errors during the process based on the following error types:

Error Type	Error Handling
Technical	MDB will queue up the messages to Dead Letter Queue.

While processing the message, Oracle FLEXCUBE will log the following information:

- EBM Request
- Oracle FLEXCUBE Gateway Request (Notification XML)
- Status (Failure/Success)
- Pattern (FAF)
- Provider (CRM)

2.3   Single Customer View

This section contains the following topics:

- Section 2.3.1, "Viewing Single Customer"
- Section 2.3.2, "Query"
- Section 2.3.3, "Oracle FLEXCUBE Gateway Service"

2.3.1   Viewing Single Customer

Siebel CRM requests for and receives XML messages from Oracle FLEXCUBE in EBM format. The functional approach of single customer view is as follows:

- Query

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- Oracle FLEXCUBE Gateway Service

2.3.2 Query

Siebel CRM inquires from Oracle FLEXCUBE using SYNC message pattern in AIA standards. The WSDL for the service provided by Oracle FLEXCUBE is in line with the AIA's Enterprise Business Service provided in the Enterprise Object Library (EOL). The service details are as follows.

Service Details	
WSDL	BankingAndWealthManagementCustomerPartyEBSV2.wsdl
Service Name	CustomerPartyService
Operation	QueryCustomerParty
Description	CustomerParty Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\CustomerParty\V2\CustomerPartyEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

Oracle FLEXCUBE receives Customer ID along with the request for XML message from Siebel CRM and provides customer details to Siebel CRM. The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Customer ID	Customer Details

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryCustomerPartyEBM	QueryCustomerPartyReqMsg	REQUEST
QueryCustomerPartyResponseEBM	QueryCustomerPartyRespMsg	RESPONSE

2.3.3 Oracle FLEXCUBE Gateway Service

To build reply messages for a summary view of all the accounts and limit the facilities of an existing customer in the bank, current Single Customer View service, 'FCUBSSCVService' is

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used as a part of the Oracle FLEXCUBE gateway service for query operation, 'QuerySCVCustSumm'. The service details are as follows:

Service Name	Operation Code	Description
FCUBSSCVSer-vice	QuerySCVCust-Summ	Querying for a summary view of all the accounts and limit facility that the customer owns in the bank

2.4 Create Lead

This section contains the following topics:

2.4.1 Creating Lead for Prospective and Existing Customers

The inquiry and handoff messages initiated from Oracle FLEXCUBE to CRM and vice versa are in EBM format. The Web Service Definition Language (WSDL) for the service provided by Siebel should be in line with the AIA's Enterprise Business Service (EBS) provided in the Enterprise Object Library (EOL).

In Oracle FLEXCUBE, you can create leads for both prospective customer and existing customers.

The Create Lead process comprises of the following processes:

- Customer search
- Query offers
- Lead creation

2.4.2 Customer Search

Customer details - existing customer or a prospect is fetched from CRM using SYNC message pattern in AIA standards. The request for the details is sent from Oracle FLEXCUBE to CRM as a query.

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You can search for individual and corporate CRM customer/prospect details in the 'Customer Search' screen. To invoke this screen, type 'STSCUSSH' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Note

It is mandatory to specify the customer type as a search criteria.

For more information on 'Customer Search' screen, refer the section 'Searching for Customers' in the chapter 'Maintaining Customer Information Files' in the Core Entities User manual.

The results of the query are displayed as multiple entry blocks in the 'Customer Search' screen. You can select any one of the customer that are displayed in Oracle FLEXCUBE.

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementCustomerPartyEBSV2.wsdl
Service Name	CustomerPartyService
Operation	QueryCustomerPartyList
Description	Customer Party Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\CustomerParty\V2\CustomerPartyEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE

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Message Pattern	SYNC

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryCustomerPartyListEBM	QueryCustomerPartyLis-tReqMsg	Request
QueryCustomerPartyListRespon-seEBM	QueryCustomerPartyLis-tRespMsg	Response

For more information on message exchange pattern between Oracle FLEXCUBE and CRM, refer 'SYNC - CRM Provider' section of this User Manual.

2.4.3 Query Offers

The Offer details for the customer can be fetched from Siebel CRM using SYNC message pattern in AIA standards. Oracle FLEXCUBE provides the customer reference number and branch code to Siebel CRM; and requests for offer details as a query.

You can query the CRM offers using the 'Offer Query' screen. To invoke this screen, type 'STSOFRQY' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

You can search for the offers based on one or more of the following parameters:

- Offer code
- Customer number
- Start date of the offer (From Date)
- End date of the offer (To Date)

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Once you have set the search criteria, click 'Execute Query' button. The system displays all valid offers that match the search criteria.

You can select any one of the offers that are displayed on this screen.

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementMarketingOfferEBSV1.wsdl
Service Name	MarketingOfferService
Operation	QueryMarketingOfferList
Descrip-tion	Marketing Offer Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\MarketingOffer\V1\MarketingOfferEBM.xsd
Provider	CRM
Con-sumer	Oracle FLEXCUBE
Message Pattern	SYNC

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryMarketingOfferListEBM	QueryMarketingOfferLis-tReqMsg	Request
QueryMarketingOfferListRespon-seEBM	QueryMarketingOfferLis-tRespMsg	Response

For more information, refer the section 'Querying Offers' in the chapter 'Maintaining Mandatory Information' in the Core Entities User manual.

For more information on message exchange pattern between Oracle FLEXCUBE and CRM, refer 'SYNC - CRM Provider' section of this User Manual.

2.4.4 Lead Creation

The products and offers that are rendered to a customer and the response of the customer to the same can be created in Oracle FLEXCUBE using FAF message pattern in AIA terminology.

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You can create leads in Oracle FLEXCUBE using 'Lead Maintenance' screen. To invoke this screen, type 'STDLEDMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

Note

You can maintain a lead either for products or for offers. The system will not allow you to maintain one lead for both products and offers.

For more information, refer the section 'Maintaining Lead Details' in the chapter 'Maintaining Mandatory Information' in the Core Entities User manual.

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementSalesOpportunityEBSV1.wsdl
Service Name	SalesOpportunityService
Operation	CreateSalesOpportunity
Description	Sales Opportunity Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\SalesOpportunity\V1\SalesOpportunityEBM.xsd
Provider	CRM

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Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
CreateSalesOpportuni-tyEBM	CreateSalesOpportuni-tyReqMsg	REQUEST

For more information on message exchange pattern between Oracle FLEXCUBE and CRM, refer 'FAF - CRM Provider' section of this User Manual.

2.5 Customer Party

This section contains the following topics:

- Section 2.5.1, "Creating Customer party"
- Section 2.5.2, "Update Customer Party"

2.5.1 Creating Customer party

If the customer is new to Oracle FLEXCUBE & Siebel CRM, a customer party is created in Siebel CRM. The WSDL for the service provided by Siebel CRM should be in line with the AIA's EBS provided in the EOL. Oracle FLEXCUBE will request for and receive the information in EBM format.

Oracle FLEXCUBE creates customer party message and uses SYNC message pattern in AIA standards. The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementCustomerPartyEBSV2.wsdl
Service Name	CustomerPartyService
Operation	CreateCustomerParty
Descrip-tion	Customer Party Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\CustomerParty\V2\CustomerPartyEBM.xsd
Provider	CRM
Con-sumer	Oracle FLEXCUBE
Message Pattern	SYNC

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The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
CreateCustomerPartyEBM	CreateCustomerPartyReqMsg	Request
CreateCustomerPartyResponseEBM	CreateCustomerPartyRespMsg	Response

2.5.2 Update Customer Party

If Know Your Customer (KYC) validation fails for a customer during any of the customer and account origination process, the information is propagated to the Siebel CRM system. Oracle FLEXCUBE updates about the KYC failure to Siebel CRM using FAF message pattern in AIA standards. The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementCustomerPartyEBSV2.wsdl
Service Name	CustomerPartyService
Operation	UpdateCustomerParty
Description	Customer Party Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\CustomerParty\V2\CustomerPartyEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
UpdateCustomerPartyEBM	UpdateCustomerPartyReqMsg	REQUEST
UpdateCustomerPartyResponseEBM	UpdateCustomerPartyRespMsg	RESPONSE

2.6 BPEL Process Changes

Origination process comprises customer and account origination. The origination process in Oracle FLEXCUBE is facilitated through the Business Process Execution Language (BPEL) processes. Oracle FLEXCUBE and Siebel CRM exchange messages in EBM format and the

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service interfaces in EBS that conforms to AIA standards. Hence, the following BPEL processes are changed to conform to AIA standards.

This section contains the following topics:

2.6.1 Opening Savings Account Process

To open a savings account in Oracle FLEXCUBE, details of the customer - prospect or an existing customer - need to be fetched from CRM.

In case of a prospect customer, create prospect request is sent from Oracle FLEXCUBE to Siebel CRM after entering the customer information in the opening form. The function id STDSA050 is changed to exchange EBM messages with the CRM.

For further details on this screen, refer to Origination - Savings Account Creation user manual.

In case of an existing customer, the request for customer details is sent from Oracle FLEXCUBE to CRM as a query. The results of the query are displayed in the 'Customer Search' screen. You can select any one of the customers to create the savings account in Oracle FLEXCUBE. While receiving and verifying savings account opening form and other documents, the 'Customer Search' screen (STSCUSSH) is changed to exchange EBM messages with the CRM.

For more information, refer the chapter 'Savings Account Creation' in the 'Savings Account Creation' BPEL Process Flow Manual.

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2.6.2 Opening Current Account Process

To open a current account in Oracle FLEXCUBE, details of the customer - prospect or an existing customer - need to be fetched from CRM.

In case of a prospect customer, create prospect request will be sent from Oracle FLEXCUBE to CRM after entering the customer information in the opening form. The function id (STDCA050) is changed to exchange EBM messages with the Siebel CRM.

For further details on this screen, refer to Origination - Current Account Creation user manual.

In case of an existing customer, the request for the customer details is sent from Oracle FLEXCUBE to Siebel CRM as a query. The results of the query are displayed in the 'Customer Search' screen. You can select any one of the customer to create the account in Oracle FLEXCUBE. While receiving and verifying current account opening form and other documents, the 'Customer Search' screen (STSCUSSH) changed during savings account opening process is used.

For more information, refer the chapter 'Current Account Creation' in the 'Current Account Creation' BPEL Process Flow Manual.

2.6.3 Creating Corporate Customer Process

To create a corporate customer in Oracle FLEXCUBE, details of the customer - prospect or an existing customer - need to be fetched from CRM.

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In case of a prospect customer, create prospect request will be sent from Oracle FLEXCUBE to Siebel CRM after entering the customer information in the account opening form. The function id (STDCC050) changed during savings account opening process is used.

For further details, refer to Origination - Corporate Customer Creation user manual.

In case of an existing customer, the request for the customer details is sent from Oracle FLEXCUBE to CRM as a query. The results of the query are displayed in the 'Customer Search' screen. You can select any one of the customer to create the customer details in Oracle FLEXCUBE. While entering the details of the prospective customers, the 'Customer Search' screen (STSCUSSH) changed during savings account opening process is used.

For more information, refer the chapter 'Corporate Customer Creation' in the 'Corporate Customer' BPEL Process Flow Manual.

2.6.4 Opening Retail Term Deposit Process

To open a retail term deposit in Oracle FLEXCUBE, details of the customer - prospect or an existing customer - need to be fetched from CRM.

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In case of a prospect customer, create prospect request will be sent from Oracle FLEXCUBE to Siebel CRM after entering the customer information in the account opening form. The function id (ORDTDRVY) changed during savings account opening process is used.

For further details, refer to Origination - Retail Term Deposit Account Creation user manual.

In case of an existing customer, the request for the customer details is sent from Oracle FLEXCUBE to Siebel CRM as a query. The results of the query are displayed in the 'Customer Search' screen. You can select any one of the customer to create the deposit in Oracle FLEXCUBE. While receiving and verifying current account opening form and other documents, the 'Customer Search' screen (STSCUSSH) changed during savings account opening process is used.

For more information, refer the chapter 'Retail Term Deposit Account Creation' in the 'Term Deposit' BPEL Process Flow Manual.

2.6.5 Siebel CRM Sub Process

When KYC validation fails for a customer while updating customer party, Siebel CRM process is invoked from the above origination processes to send and update the information of the new customer. The process is changed to perform the necessary transformations in order to exchange messages in EBM format with Siebel CRM.

For more information on message exchange pattern between Oracle FLEXCUBE and CRM, refer 'SYNC - CRM Provider' and 'FAF - CRM Provider' section of this User Manual.

2.7 Customer Details Inquiries

This section contains the following topics:

- Section 2.7.1, "Inquiring Customer Details"
- Section 2.7.2, "CASA Account inquiry"
- Section 2.7.3, "CASA & Retail Deposit Transaction Inquiry"
- Section 2.7.4, "Retail Term Deposit Account Inquiry"
- Section 2.7.5, "Retail Term Deposit Redemption Inquiry"
- Section 2.7.6, "Corporate Deposit Inquiry"
- Section 2.7.7, "Standing Instruction Inquiry"
- Section 2.7.8, "Periodic Instruction Inquiry"

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2.7.1 Inquiring Customer Details

Oracle FLEXCUBE sends and receives inquiry XML messages from Siebel CRM in EBM format using SYNC pattern in AIA standards. The WSDL for the service provided by Oracle FLEXCUBE is in line with the AIA's EBS provided in the EOL.

2.7.2 CASA Account inquiry

2.7.2.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	QueryDepositAccount
Description	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Account Number	Current or Savings Account Details
Branch Code	

The messages details are given below:

EBM Root Element	Message Name	Direction Of Flow

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QueryDepositAccountEBM	QueryDepositAccoun-tReqMsg	Request
QueryDepositAccountRespon-seEBM	QueryDepositAccoun-tRespMsg	Response

2.7.2.2 Oracle FLEXCUBE Gateway Service

To build reply message for CASA account, existing single customer view service 'FCUBSAccService' is used as a part of the gateway for query operation 'QueryCustAcc'.

Service Name	Operation Code	Description
FCUBSAccService	QueryCustAcc	For querying CASA account

2.7.3 CASA & Retail Deposit Transaction Inquiry

2.7.3.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementFinancialTransactionEBSV1.wsdl
Service Name	FinancialTransactionService
Operation	QueryFinancialTransaction
Description	FinancialTransaction Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\FinancialTransaction\V1\FinancialTransactionEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Account Number	CASA transaction details
Branch Code	
From Date	
To Date	

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The messages details are given below:

EBM Root Element	Message Name	Direction Of Flow
QueryFinancialTransactionEBM	QueryFinancialTransactionReqMsg	Request
QueryFinancialTransactionResponseEBM	QueryFinancialTransactionRespMsg	Response

2.7.3.2 Oracle FLEXCUBE Gateway Service

To build a reply message for retail term deposit account, existing single customer view service 'FCUBSSCVService' is used as part of the gateway for query operation 'QuerySCVCATxnDetails'.

Service Name	Operation Code	Description
FCUBSSCVService	QuerySCVCATxnDetails	For querying the transaction details for the CASA account

2.7.3.3 Term Deposit Transaction Query

The service details are given below:

Service Details	
WSDL	BankingAndWealthManagementFinancialTransactionEBSV1.wsdl
Service Name	FinancialTransactionService
Operation	QueryFinancialTransaction
Description	FinancialTransaction Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\FinancialTransaction\V1\FinancialTransactionEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output

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Account Number	Retail Term transaction details
Branch Code	
From Date	
To Date	

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryFinancialTransactionEBM	QueryFinancialTransactionReqMsg	Request
QueryFinancialTransactionResponseEBM	QueryFinancialTransactionRespMsg	Response

2.7.3.4 Oracle FLEXCUBE Gateway Service

To build a reply message for retail term deposit account, existing single customer view service 'FCUBSSCVService' is used as part of the gateway for query operation 'QuerySCVTDTxnDetails'.

Service Name	Operation Code	Description
FCUBSSCVService	QuerySCVTDTxnDetails	For querying the transaction details for the term deposit account

2.7.4 Retail Term Deposit Account Inquiry

2.7.4.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	QueryDepositAccount
Description	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM

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Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Account Number	Retail Term Deposit Account Details
Branch Code	

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryDepositAccountEBM	QueryDepositAccountReqMsg	Request
QueryDepositAccountResponseEBM	QueryDepositAccountRespMsg	Response

2.7.4.2 Oracle FLEXCUBE Gateway Service

To build a reply message for retail term deposit account, existing single customer view service "FCUBSAccService" will be used as part of the gateway for query operation "QueryTDCustAcc".

Service Name	Operation Code	Description
FCUBSAccService	QueryTDCustAcc	For querying retail term deposit account

2.7.5 Retail Term Deposit Redemption Inquiry

2.7.5.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	QueryDepositAccount
Description	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	Oracle FLEXCUBE

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Con-sumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Account Num-ber	Retail Term Deposit Redemption Details
Branch Code	

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryDepositAccountEBM	QueryDepositAccoun-tReqMsg	Request
QueryDepositAccountRespon-seEBM	QueryDepositAccoun-tRespMsg	Response

2.7.5.2 Oracle FLEXCUBE Gateway Service

To build a reply message for retail term deposit account, existing single customer view service "FCUBSTDService" is used as part of the gateway for query operation "QueryTDRedemption".

Changes are made in "QueryTDRedemption" to send all the previously redeemed amounts to CRM during the query operation.

Service Name	Operation Code	Description
FCUBSTDSer-vice	QueryTDRedemp-tion	For querying retail term deposit redemption account

2.7.6 Corporate Deposit Inquiry

2.7.6.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	QueryDepositAccount

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Description	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Account Number	Corporate Deposit Contract Details
Branch Code	

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryDepositAccountEBM	QueryDepositAccountReqMsg	Request
QueryDepositAccountResponseEBM	QueryDepositAccountRespMsg	Response

2.7.6.2 Oracle FLEXCUBE Gateway Service

Existing Corporate Deposit service "FCUBSLDService" is used as part of the gateway for query operation "QueryLDContract" to build a reply message for Corporate Deposit Contract

Service Name	Operation Code	Description
FCUBSLDService	QueryLDContract	For querying corporate deposit contract details

2.7.7 Standing Instruction Inquiry

2.7.7.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService

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Operation	QueryDepositAccount
Description	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Account Number	Current or Savings Account Details
Branch Code	

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryDepositAccountEBM	QueryDepositAccountReqMsg	Request
QueryDepositAccountResponseEBM	QueryDepositAccountRespMsg	Response

2.7.7.2 Oracle FLEXCUBE Gateway Service

Existing single customer view service "FCUBSSCVService" is used as part of the gateway for query operation "QuerySCVSISum" to build a reply message for Standing Instructions.

Service name	Operation Code	Description
FCUBSSCVService	QuerySCVSISum	For querying all the standing instruction contracts maintained for the debit account and account branch

2.7.8 Periodic Instruction Inquiry

2.7.8.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl

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Service Name	DepositAccountService
Operation	QueryDepositAccount
Description	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Account Number	Current or Savings Account Details
Branch Code	

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryDepositAccountEBM	QueryDepositAccountReqMsg	REQUEST
QueryDepositAccountResponseEBM	QueryDepositAccountRespMsg	RESPONSE

2.7.8.2 Oracle FLEXCUBE Gateway Service

Existing single customer view service "FCUBSSCVService" is used as part of the gateway for query operation "QuerySCVPCSum" to build a reply message for Standing Instructions.

Service name	Operation Code	Description
FCUBSSCVService	QuerySCVPCSum	For querying all the periodic instruction contracts maintained for the customer account and branch

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2.7.9 Loan Account Inquiry

2.7.9.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementLoanAccountEBSV1.wsdl
Service Name	LoanAccountService
Operation	QueryLoanAccount
Description	LoanAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\LoanAccount\V1\LoanAccountEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Loan Account Number	Loan Account Details
Branch Code	

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryLoanAccountEBM	QueryLoanAccountReqMsg	REQUEST
QueryLoanAccountResponseEBM	QueryLoanAccountRespMsg	RESPONSE

2.7.9.2 Oracle FLEXCUBE Gateway Service

Existing Loan account service "FCUBSCLService" is used as part of the gateway for query operation "QueryAccount" to build a reply message for Corporate Deposit Contract.

Service Name	Operation Code	Description

ORACLE

FCUBSCLSer- vice	QueryAccount	For querying loan account details

2.7.10 Bills & Collections Inquiry

2.7.10.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementDocumentaryCollectionEBSV1.wsdl
Service Name	DocumentaryCollectionService
Operation	QueryDocumentaryCollection
Descrip- tion	DocumentaryCollection Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage- ment\EBO\DocumentaryCollection\V1\DocumentaryCollectionEBM.xsd
Provider	Oracle FLEXCUBE
Con- sumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Contract Reference Num- ber	Bills & Collections Contract Details
Branch	

The message details are as follows:

EBM Root Element	Message Name	Directio n Of Flow
QueryDocumentaryCollectionEBM	QueryDocumentaryCollectionRe- qMsg	Request
QueryDocumentaryCollectionRespon- seEBM	QueryDocumentaryCollection- RespMsg	Respon se

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2.7.10.2 Oracle FLEXCUBE Gateway Service

Existing Bills & Collections service "FCUBSBCService" is used as part of the gateway for query operation "QueryBCContract" to build a reply message for Bills & Collections contract.

Service Name	Operation Code	Description
FCUBSBCSer-vice	QueryBCCon-tract	For querying Bills & Collections contract

2.7.11 Limit Inquiry

2.7.11.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementLineOfCreditEBSV1.wsdl
Service Name	LineOfCreditService
Operation	QueryLineOfCredit
Descrip-tion	LineOfCredit Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\LineOfCredit\V1\LineOfCreditEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Liability Code	Limit Details
Line Code	
Line Serial Num-ber	

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryLineOfCreditEBM	QueryLineOfCreditReqMsg	Request

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QueryLineOfCreditRespon- seEBM	QueryLineOfCredit- RespMsg	Response

2.7.11.2 Oracle FLEXCUBE Gateway Service

Existing Enterprise Limit and Collateral Management (ELCM) Service "LSFacilityService" is used as part of the gateway for query operation "FacilityExecuteQuery" to build a reply message for line information.

Service Name	Operation Code	Description
LSFacilitySer- vice	FacilityExecuteQ- uery	For querying limit information contract details

2.7.12 Letter Of Credit Inquiry

2.7.12.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementDocumentaryCreditEBSV1.wsdl
Service Name	DocumentaryCreditService
Operation	QueryDocumentaryCredit
Descrip- tion	DocumentaryCredit Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage- ment\EBO\DocumentaryCredit\V1\DocumentaryCreditEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Contract Reference Num- ber	Letter Of Credit Contract Details
Branch	

The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow

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QueryDocumentaryCreditEBM	QueryDocumentaryCredit-ReqMsg	Request
QueryDocumentaryCreditResponseEBM	QueryDocumentaryCredit-RespMsg	Response

2.7.12.2 Oracle FLEXCUBE Gateway Service

Existing Letter Of Credit service "FCUBSLCService" is used as part of the gateway for query operation "QueryLCContract" to build a reply message for Letter Of Credit & Guarantees contract.

Service Name	Operation Code	Description
FCUBSLCService	QueryLCContract	For querying Letter Of Credit contract

2.7.13 Guarantees Inquiry

2.7.13.1 Query

The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementBankGuaranteeEBSV1.wsdl
Service Name	BankGuaranteeService
Operation	QueryBankGuarantee
Description	BankGuarantee Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\BankGuarantee\V1\BankGuaranteeEBM.xsd
Provider	Oracle FLEXCUBE
Consumer	CRM
Message Pattern	SYNC

The information received and provided by Oracle FLEXCUBE is as follows:

Input	Output
Contract Reference Number	Guarantees Contract Details
Branch	

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The message details are as follows:

EBM Root Element	Message Name	Direction Of Flow
QueryBankGuaranteeEBM	QueryBankGuarantee-ReqMsg	REQUEST
QueryBankGuaranteeRespon-seEBM	QueryBankGuaranteeR-espMsg	RESPONSE

2.7.13.2 Oracle FLEXCUBE Gateway Service

Existing Letter Of Credit service "FCUBSLCService" is used as part of the gateway for query operation "QueryLCContract" to build a reply message for Letter Of Credit & Guarantees contract.

Service Name	Operation Code	Description
FCUBSLCSer-vice	QueryLCCon-tract	For querying Guarantees con-tract

2.8   Customer Details Handoffs

This section contains the following topics:

2.8.1   Handing Off Customer Details

Oracle FLEXCUBE handoffs SML messages to Siebel CRM in EBM format using FAF pattern in AIA standards. The WSDL for the service provided by Siebel CRM will be in line with the AIA's EBS provided in the EOL. Oracle FLEXCUBE handoffs the following details to Siebel CRM:

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2.8.2   Customer Handoff

Whenever a new customer is created in the 'Customer Maintenance' screen and authorized for the current application date, Oracle FLEXCUBE will handoff the customer details to Siebel CRM. The service details are given below:

Service Details	
WSDL	BankingAndWealthManagementCustomerPartyEBSV2.wsdl
Service Name	CustomerPartyService
Operation	CreateCustomerParty
Description	Customer Party Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\CustomerParty\V2\CustomerPartyEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are given below:

EBM Root Element	Message Name	Direction Of Flow
CreateCustomerPartyEBM	CreateCustomerPartyReqMsg	Request
CreateCustomerPartyResponseEBM	CreateCustomerPartyRespMsg	Response

For more information on the screen, refer the section 'Invoking Customer Information Screen' in the chapter 'Maintaining Customer Information Files' in the Core Entities User Manual.

For more information on message exchange pattern between Oracle FLEXCUBE and CRM, refer 'FAF - CRM Provider' section of this User Manual.

2.8.3   Customer Amendment Handoff

Whenever an existing customer details are successfully modified and authorized for the current application date in the 'Customer Maintenance' screen, Oracle FLEXCUBE will handoff the modified customer details to CRM using JMS queue approach. The service details are given below:

Service Details	
WSDL	BankingAndWealthManagementCustomerPartyEBSV2.wsdl
Service Name	CustomerPartyService

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Operation	UpdateCustomerParty
Descrip-tion	CustomerParty Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\CustomerParty\V2\CustomerPartyEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are given below:

Message Name	Message Exchange Pattern	Description
UpdateCustomerPar-tyReqMsg	Request only	This operation is used to Update a CustomerParty.

For more information on the screen, refer the section 'Invoking Customer Information Screen' in the chapter 'Maintaining Customer Information Files' in the Core Entities User Manual.

For more information on message exchange pattern between Oracle FLEXCUBE and CRM, refer 'FAF - CRM Provider' section of this User Manual.

2.8.4 Customer Account Handoff

Whenever a new current or savings account is created and authorized for the current application date through the 'Customer Accounts Maintenance' screen, Oracle FLEXCUBE will handoff the customer account details to Siebel CRM using JMS queue approach. The service details are given below:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	CreateDepositAccount
Descrip-tion	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	CRM
Con-sumer	Oracle FLEXCUBE
Message Pattern	FAF

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The message details are given below:

Message Name	Message Exchange Pattern	Description
CreateDepositAccoun-tReqMsg	Request only	This operation is used to Create a DepositAccount EBO.

For more information on the screen, refer the section 'Invoking Customer Accounts Screen' in the chapter 'Maintaining Customer Accounts' in the Core Entities User Manual.

2.8.5 Customer Account Amendment Handoff

Whenever the joint holder details of CASA account is modified and authorized for the current application date through the 'Customer Accounts Maintenance' screen, Oracle FLEXCUBE will handoff the account details to Siebel CRM using JMS queue approach. The service details are given below:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	UpdateDepositAccount
Descrip-tion	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	CRM
Con-sumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are given below:

Message Name	Message Exchange Pattern	Description
UpdateDepositAccoun-tReqMsg	REQUEST_ONLY	This operation is used to Update CASA Account.

For more information on the screen, refer the section 'Invoking Customer Accounts Screen' in the chapter 'Maintaining Customer Accounts' in the Core Entities User Manual.

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2.8.6   Term Deposit Handoff

Whenever a new retail term deposit account is created through the 'IC Special Conditions Maintenance' screen, Oracle FLEXCUBE will handoff the new term deposit account details to Siebel CRM using JMS queue approach. The service details are given below:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	CreateDepositAccount
Descrip-tion	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	CRM
Con-sumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are given below:

Message Name	Message Exchange Pattern	Description
CreateDepositAccoun-tReqMsg	Request only	This operation is used to Create a DepositAccount EBO.

For more information on the screen, refer the section 'Maintaining Time Deposit Accounts' in the chapter 'Maintaining Tax Allowance Limit' in the Core Entities User Manual.

2.8.7   Term Deposit Amendment Handoff

Whenever the joint holder details of retail deposit account is modified and authorized for the current application date through the 'IC Special Conditions Maintenance' screen, Oracle FLEXCUBE will handoff the term deposit account details to CRM using JMS queue approach.

The corresponding service details are given below:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	UpdateDepositAccount

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Description	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details of are given below:

Message Name	Message Exchange Pattern	Description
UpdatedepositAccountReqMsg	REQUEST_ONLY	This operation is used to Update Deposit Account.

For more information on the screen, refer the section 'Maintaining Time Deposit Accounts' in the chapter 'Maintaining Tax Allowance Limit' in the Core Entities User Manual.

2.8.8 Corporate Deposit Account Handoff

Whenever a new corporate deposit account is created through the 'Corporate Deposits Contract Input' screen, Oracle FLEXCUBE will handoff the corporate deposit account details to CRM using JMS queue approach. The service details are given below:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	CreateDepositAccount
Description	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are given below:

Message Name	Message Exchange Pattern	Description

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CreateDepositAccoun-tReqMsg	REQUEST_ONLY	This operation is used to Create a DepositAccount EBO.

For more information on the screen, refer the section 'Features of Corporate Deposits Contract Input Screen' in the chapter 'Capturing Details of Deposit' in the Corporate Deposit User Manual.

2.8.9 Loan Account Handoff

Whenever a new loan account is created through the 'Account Details' screen, Oracle FLEXCUBE will handoff the new loan account details to Siebel CRM using JMS queue approach. The corresponding service details are given below:

Service Details	
WSDL	BankingAndWealthManagementLoanAccountEBSV1.wsdl
Service Name	LoanAccountService
Operation	CreateLoanAccount
Description	LoanAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\LoanAccount\V1\LoanAccountEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are given below:

Message Name	Message Exchange Pattern	Description
CreateLoanAccoun-tReqMsg	Request only	This operation is used to Create a DepositAccount EBO.

For more information on the screen, refer the section 'Creating a Loan Account' in the chapter 'Account Creation' in the Retail Lending User Manual.

2.8.10 Loan Account Amendment Handoff

Whenever Value Dates are amended and authorized on a loan account for the execution date same as current application date through the 'Amendments' screen, Oracle FLEXCUBE will handoff the loan account details to CRM using the new JMS queue approach.

The corresponding services details are given below:

Service Details

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WSDL	BankingAndWealthManagementLoanAccountEBSV1.wsdl
Service Name	LoanAccountService
Operation	UpdateLoanAccount
Description	LoanAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\LoanAccount\V1\LoanAccountEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are given below:

Message Name	Message Exchange Pattern	Description
UpdateLoanAccoun-tReqMsg	REQUEST_ONLY	This operation is used to Update Deposit Account.

For more information on the screen, refer the section 'Loan Amendments' in the chapter 'Operations' in the Retail Lending User Manual.

For more information on message exchange pattern between Oracle FLEXCUBE and CRM, refer 'FAF - CRM Provider' section of this User Manual.

2.8.11 Loan Re-assignment Handoff

Whenever the primary customer is changed to a new customer, loan is reassigned and authorized for the current application date through the 'Account Details' screen, Oracle FLEXCUBE will handoff the loan re-assignment account details to CRM using JMS queue approach. The corresponding service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementLoanAccountEBSV1.wsdl
Service Name	LoanAccountService
Operation	UpdateLoanAccount
Description	LoanAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\LoanAccount\V1\LoanAccountEBM.xsd
Provider	CRM

Con- sumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are as follows:

Message Name	Message Exchange Pattern	Description
UpdateLoanAccoun- tReqMsg	REQUEST_ONLY	This operation is used to Update Loan Account.

For more information on the screen, refer the section 'Invoking Customer Accounts Screen' in the chapter 'Maintaining Customer Accounts' in the Core Entities User Manual.

2.8.12 Activity

Stop Payment and Check Book Request screens were converted to extensibility. Whenever a stop payment is authorized, Oracle FLEXCUBE will handoff the stop payment, check book request or standing instruction details to Siebel CRM using JMS queue approach.

The corresponding service details are given below:

Service Details	
WSDL	BankingAndWealthManagementCustomerInteractionEBSV1.wsdl
Service Name	CustomerInteractionService
Operation	CreateCustomerInteraction
Descrip- tion	CustomerInteraction Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage- ment\EBO\CustomerInteraction\V1\CustomerInteractionEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The message details are given below:

Message Name	Message Exchange Pattern	Description
CreateCustomerInteractionRe- qMsg	REQUEST_ONLY	This operation is used to cre- ate Customer Interaction.

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2.9 Customer Amendment Upload

This section contains the following topics:

2.9.1 Uploading Customer Amendment

Siebel CRM sends handoff XML messages to Oracle FLEXCUBE in EBM format using FAF pattern in AIA standards. The WSDL for the service provided by Oracle FLEXCUBE is in line with the AIA's EBS provided in the EOL.

2.9.2 Customer Party Service

Whenever an existing customer attributes, which are common across for contact or account (individual or corporate type of customer) are modified in the 'Customer Maintenance' screen, Siebel CRM handoff the customer details (both the modified and unmodified details) to Oracle FLEXCUBE using JMS queue approach.

The corresponding service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementCustomerPartyEBSV2.wsdl
Service Name	CustomerPartyService
Operation	UpdateCustomerParty
Descrip-tion	CustomerParty Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManage-ment\EBO\CustomerParty\V2\CustomerPartyEBM.xsd
Provider	Oracle FLEXCUBE
Con-sumer	CRM
Message Pattern	FAF

The message details are as follows:

Message Name	Message Exchange Pattern	Description
UpdateCustomerPar-tyReqMsg	REQUEST_ONLY	This operation is used to Update a Customer Party EBO

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2.9.3 Gateway Service

To modify customer details in 'Modify Customer' operation, 'FCUBS Customer Service' is used as a part of the gateway service. The corresponding message details are given below:

Service name	Operation Code	Description
FCUBSCustomerService	ModifyCustomer	For updating the customer details

For more information on the screen, refer the section 'Invoking Customer Information Screen' in the chapter 'Maintaining Customer Information Files' in the Core Entities User Manual.

For more information on message exchange pattern between Oracle FLEXCUBE and CRM, refer 'FAF – Oracle FLEXCUBE Provider' section of this User Manual.

2.10 Account Address Amendment Upload

This section contains the following topics:

- Section 2.10.1, "Uploading Account Address Amendment"
- Section 2.10.2, "Deposit Account Service"
- Section 2.10.3, "Gateway Service"

2.10.1 Uploading Account Address Amendment

Siebel CRM sends handoff XML messages to Oracle FLEXCUBE in EBM format using FAF pattern in AIA standards. The WSDL for the service provided by Oracle FLEXCUBE is in line with the AIA's EBS provided in the EOL.

2.10.2 Deposit Account Service

Whenever an existing customer account address attributes, which are common for CASA and Retail Deposit accounts, are modified in the respective screen, Siebel CRM hands off the customer account address details (both the modified and unmodified details) to Oracle FLEXCUBE using JMS queue approach.

The corresponding service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementDepositAccountEBSV1.wsdl
Service Name	DepositAccountService
Operation	UpdateDepositAccount
Description	DepositAccount Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\DepositAccount\V1\DepositAccountEBM.xsd
Provider	Oracle FLEXCUBE

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Con-sumer	CRM
Message Pattern	FAF

The message details are as follows:

Message Name	Message Exchange Pattern	Description
UpdateDepositAccoun-tReqMsg	REQUEST_ONLY	This operation is used to update a DepositAccount EBO

2.10.3 Gateway Service

To modify customer details in 'ModifyCustAcc' operation, 'FCUBSAccService' is used as a part of the gateway service. The corresponding message details are given below:

Service name	Operation Code	Description
FCUBSAccService	ModifyCustAcc	For updating the CASA account address details

For more information on the screen, refer the chapter 'Maintaining Customer Accounts' in the Current and Savings Account User Manual.

To modify TD account address details 'ModifyTDCustAcc' operation, 'FCUBSAccService' is used as a part of the gateway service. The corresponding message details are given below:

Service name	Operation Code	Description
FCUBSAccService	ModifyTD-CustAcc	For updating the TD account address details

For more information on the screen, refer the chapter 'TD Account' in the Term Deposits User Manual.

For more information on message exchange pattern between Oracle FLEXCUBE and CRM, refer 'FAF – Oracle FLEXCUBE Provider' section of this User Manual.

2.11 Service Request

This section contains the following topics:

2.11.1 Service Request and Activity

Oracle FLEXCUBE inquires and handoffs XML messages to Siebel CRM in EBM format. The WSDL for the service provided by Siebel should be in line with the AIA's EBS provided in the

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EOL. The function id STDSRQST is modified to invoke web service operations of Siebel CRM and the message is transformed from Oracle FLEXCUBE format to EBM format.

Oracle FLEXCUBE creates, modifies and inquires service requests using SYNC message pattern in AIA standards. Oracle FLEXCUBE receives the response and Service Requests are displayed on the screen. The functional approach of Service Request is as follows:

- Create Service Request
- Modify Service Request
- Inquire Service Request

2.11.1.1 Create Service Request

After creating a Service Request, the service request number is displayed on to the screen. The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementServiceRequestEBSV1.wsdl
Service Name	ServiceRequestService
Operation	CreateServiceRequest
Description	Service Request Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\ServiceRequest\V1\ServiceRequestEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	SYNC

The messages details are as follows:

EBM Root Element	Message Name	Direction Of Flow
CreateServiceRequestEBM	CreateServiceRequestReqMsg	REQUEST
CreateServiceRequestResponseEBM	CreateServiceRequestRespMsg	RESPONSE

2.11.1.2 Modify Service Request

After modifying a Service Request, the service request number is displayed on to the screen. The service details are as follows:

Service Details	
WSDL	BankingAndWealthManagementServiceRequestEBSV1.wsdl

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Service Name	ServiceRequestService
Operation	UpdateServiceRequest
Description	Service Request Offer Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\ServiceRequest\V1\ServiceRequestEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	FAF

The messages details are as follows:

EBM Root Element	Message Name	Direction Of Flow
UpdateServiceRequestEBM	UpdateServiceRequestReqMsg	REQUEST
UpdateServiceRequestResponseEBM	UpdateServiceRequestRespMsg	RESPONSE

2.11.1.3 Inquire Service Request

The service information is given below:

Service Details	
WSDL	BankingAndWealthManagementServiceRequestEBSV1.wsdl
Service Name	ServiceRequestService
Operation	QueryServiceRequestList
Description	Service Request Enterprise Business Service
EBM XSD	EnterpriseObjectLibrary\Industry\BankingAndWealthManagement\EBO\ServiceRequest\V1\ServiceRequestEBM.xsd
Provider	CRM
Consumer	Oracle FLEXCUBE
Message Pattern	SYNC

The message information is given below:

EBM Root Element	Message Name	Direction Of Flow
QueryServiceRequestListEBM	QueryServiceRequestLis-tReqMsg	REQUEST
QueryServiceRequestListRespon-seEBM	QueryServiceRequestLis-tRespMsg	RESPONSE

2.11.2 Creating Service Requests

When Siebel CRM inquires a Service Request, Contact Date, Target Date of Closure and Actual Date of Closure fields in the Service Request Input screen are populated. To invoke this screen, type 'STDSRQST' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

For further details on this screen, refer to the section 'Maintaining Service Request Input Details' in chapter 'Maintaining Mandatory Information' of Core Entities user manual.

In Service Request Input screen, Contact Date, Target Date of Closure and Actual Date of Closure are read-only fields. Service Request Type value synchronizes with the CRM values. The other values which synchronize with the Service Request Type values are as follows:

- Activities
- Add Payment
- All Service Request
- Auto Payment
- Bank Check
- Check Order
- Close Account

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- Company Address
- Company Name
- Customer Address
- Customer Phone
- Customer Satisfaction
- Extra Payment
- Fee Reversal
- Funds Transfer
- General Inquiry
- Interest/ Fee Reversal
- Line Increase
- Lock Box Inquiry
- Modify Payment
- POS Support
- Pay Off
- Payment Inquiry
- Statement Error
- Stop Payment
- Transaction Amount Error
- Transaction Data Error
- Transaction Date Error
- Transaction Posting Error
- Web Site Error
- Wire Transfer
- Complaints
- Statement Copy
- Transaction Dispute
- Check Copy
- Lost/Stolen Information

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2.11.2.1 Viewing Service Request Summary

You can view the summary of service request details in the 'Service Request Fetch' screen. To invoke this screen, type 'STSSRQST' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

Note

It is mandatory to specify the Service Number as a search criteria.

For further details on this screen, refer to the section 'Viewing Service Request Details' in chapter 'Maintaining Mandatory Information' of Core Entities user manual.

2.11.2.2 Synchronizing Day-Zero List of Values

In an integration perspective, the List Of Values (LOV) in Oracle FLEXCUBE can be broadly classified in the following types:

● Static

  Static values remain constant and are not subjected to changes. For example, Account type.

● Dynamic

  Dynamic values are subjected to changes. For example, Branch, Product etc,

● Day-0 Dynamic

  Day-0-Dynamic values are created during day-zero. For example, Currency, Country etc,

3. Integration Patterns

This chapter includes the following section:

-

3.1 <u>Siebel CRM</u>

Siebel CRM is an application through which information relating to a customer is captured. These could be from the creation of a customer profile to creating and operating various financial products available with your bank. These requests are captured in Siebel and sent to Oracle FLEXCUBE which is the backend processor for further processing.

There are two types of patterns available for exchanging message between Oracle FLEXCUBE and Siebel CRM. They are:

- SYNC - Synchronous – Request & Response
- FAF - Fire And Forget – Request Only

Request messages from Siebel to Oracle FLEXCUBE can be either in SYNC or in FAF pattern. Messages of both patterns are listed below:

- SYNC Pattern:
  - Creation of a customer
  - Modification of a customer
  - Creation of a customer account
  - Creation of a term deposit account
  - Rollover of term deposit
  - Account statement
  - Searching for a customer
  - Querying Offers
  - CASA Account details
  - Standing Instruction details
  - Periodic Instruction details
  - Retail Term Deposit account details
  - Retail Term Deposit Redemption details
  - Corporate Deposit details
  - Loan Account
  - Limit details
  - CASA and Term Deposit Account transaction details
  - Providing a single customer view (SCV)
  - Bills and Collection Contract details
  - Letter of Credit details
  - Guarantees details
- FAF Pattern:
  - Modification of a customer account address
  - Creation of a new account address

Handoff of product data from Oracle FLEXCUBE to Siebel can be either in SYNC or In FAF pattern and handoff of both patterns are listed below:

- SYNC Pattern:
  - Creation of Customer Party
  - Customer details
  - Request for Service creation
  - Request for Service modification
  - Service inquiry
- FAF Pattern:
  - Creation of Lead
  - Validation of KYC failures
  - CASA Account details
  - Term Deposit details
  - Loan Account details
  - Corporate Deposit Account details
  - Customer modifications
  - Loan Re-assignment
  - CASA Account modifications
  - Term Deposits modifications
  - Loan Account modifications
  - Account class details
  - Interest Rate code details
  - Consumer Lending product details

The Siebel is currently designed to handle the following operations. Siebel sends request messages corresponding to these Service and Operations:

Description	Service Name	Operation Name
Customer Creation	FCUBSCustomerService	CreateCust
Customer Modification	FCUBSCustomerService	ModifyCust
Savings Account Creation	FCUBSCustomerAccountService	CreateCustAcc
Term Deposit Creation	FCUBSTDService	CreateTDAcc
Term Deposit Rollover	FCUBSTDService	ModifyTDRollover
Account Address Modification	FCUBSCustomerAccountAddressService	ModifyCustAccAddr
Account Statement Request	FCUBSCustomerAccountFinancialService	RequestAccStmt
Single Customer Summary View	FCUBSSCVService	QuerySCVCustSumm

Single Customer Detailed View	FCUBSSCVService	QuerySCVAccDetails
Single Customer Transaction View	FCUBSSCVService	QuerySCVTxnDetails
CASA Account Detailed View	FCUBSSCVService	QuerySCVCADetails
Standing Instruction Contract Summary View	FCUBSSCVService	QuerySCVSISum
Periodic Instruction Contract Summary View	FCUBSSCVService	QuerySCVPCSum
Term Deposits Detailed View	FCUBSSCVService	QuerySCVTDDetails
Retail Term Deposit Redemption	FCUBSTDService	QueryTDRedemption
Corporate Deposit Contract	FCUBSLDService	QueryLDContract
Loan Account	FCUBSCLService	QueryClInfo
Limit	LSFacilityService	FacilityExecuteQuery
CASA Account Transaction Detailed View	FCUBSSCVService	QuerySCVCATxnDetails
Term Deposits Transactions Detailed View	FCUBSSCVService	QuerySCVTDTxnDetails
Bills and Collection Contract	FCUBSBCService	QueryBCContract
Letter of Credit and Guarantees Contract	FCUBSLCService	QueryLCContract

Note

You need to refer to the document on message documentation for relevant information on the pertinent operations.

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4. Function ID Glossary

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