

Business Activity Monitor User Guide

Oracle FLEXCUBE Universal Banking

Release 12.4.0.0.0

Part No. E86273-01

May 2017

Business Activity Monitor 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/

Copyright © 2007, 2017, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Contents

1. Preface	1-1
1.1 Introduction.....	1-1
1.2 Audience.....	1-1
1.3 Documentation Accessibility	1-1
1.4 Abbreviations.....	1-1
1.5 Organization	1-1
1.6 Related Documents	1-1
1.7 Glossary of Icons.....	1-2
2. Business Activity Monitor	2-1
2.1 Report Generation	2-1
2.1.1 <i>Generating Monitor Express Report</i>	2-2
2.1.2 <i>Viewing Process Overview Report</i>	2-2
2.1.3 <i>Viewing Time Wise Manager Report</i>	2-8
2.1.4 <i>Viewing Manager Report - Application Count Wise</i>	2-9
2.1.5 <i>Viewing User Performance Report</i>	2-10
2.1.6 <i>Viewing User Specific Details</i>	2-13

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

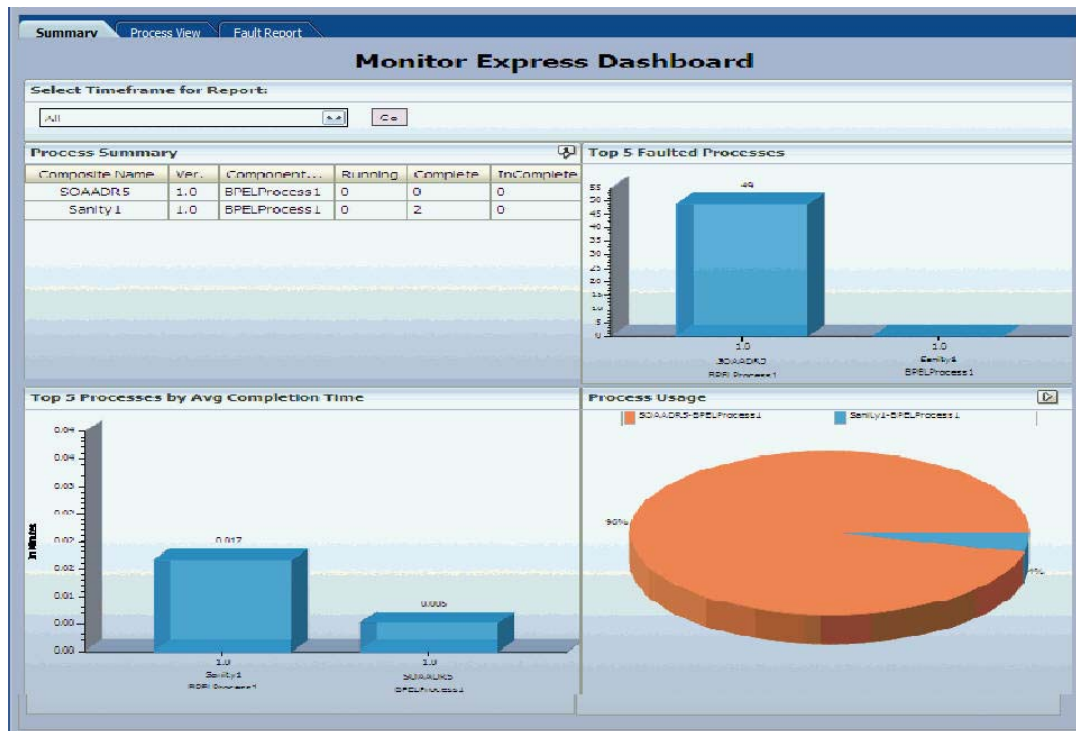
You can generate the reports on the transaction duration from the Oracle BAM.

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"](#)

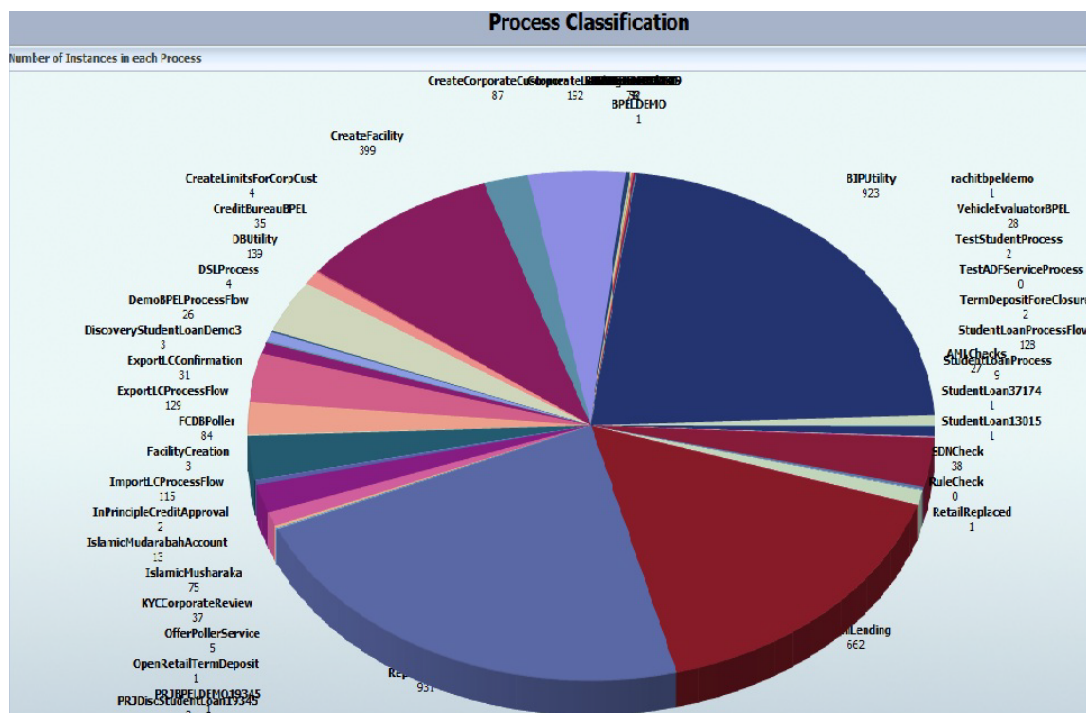
2.1.1 Generating Monitor Express Report

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

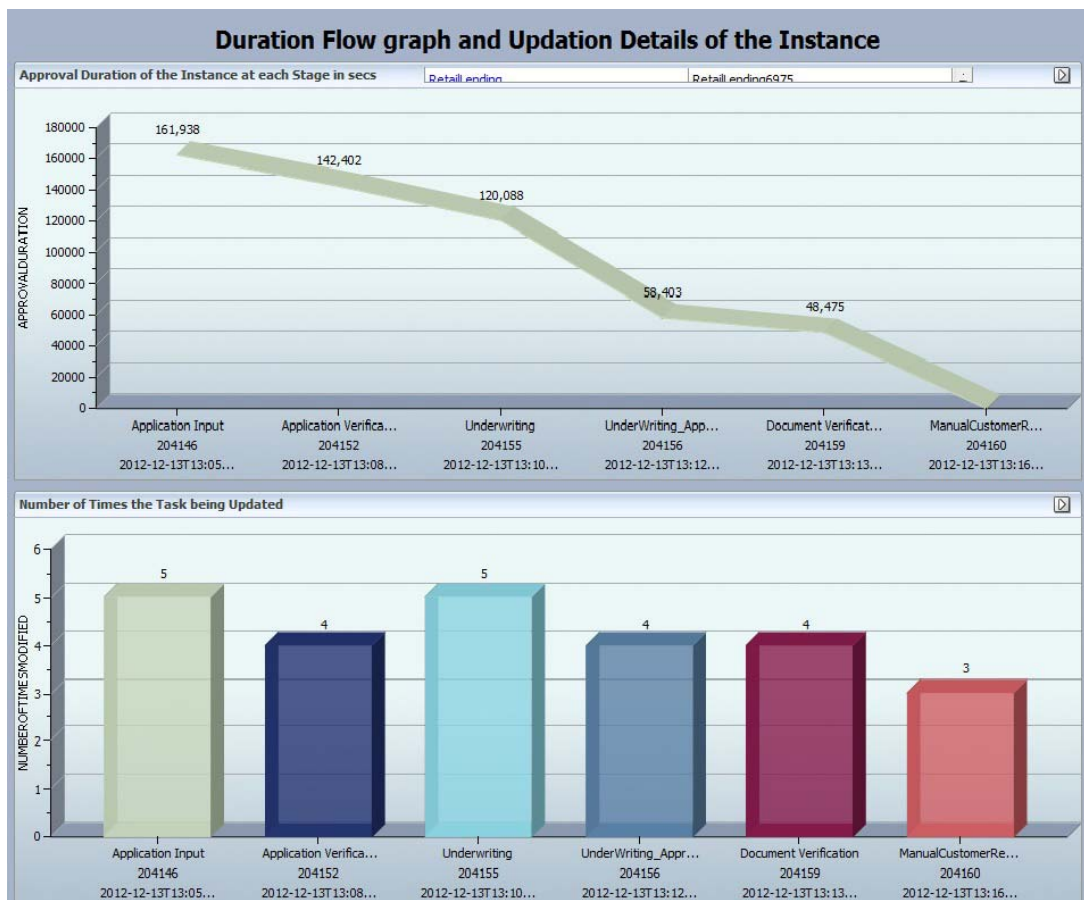
You can view multiple reports in the overview report.



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
Retailending6814	STALE	ApplicationInput_1
Retailending6811	STALE	Underwriting
Retailending6816	STALE	Underwriting
Retailending6442	STALE	initiated
Retailending6407	STALE	initiated
Retailending6443	STALE	initiated
Retailending6542	STALE	initiated
Retailending6687	STALE	initiated
Retailending6807	STALE	Underwriting
Retailending6812	STALE	Underwriting
Retailending6829	STALE	initiated
Retailending6913	STALE	initiated
Retailending6926	STALE	initiated
Retailending6438	STALE	initiated
Retailending6446	STALE	initiated
Retailending6440	STALE	initiated
Retailending6544	STALE	initiated
Retailending6975	COMPLETED	initiated
Retailending6363	STALE	initiated
Retailending6400	STALE	initiated
Retailending6401	STALE	initiated
Retailending6402	STALE	initiated
Retailending6408	STALE	initiated
Retailending6409	STALE	initiated
Retailending6410	STALE	initiated
Retailending6412	STALE	initiated
Retailending6413	STALE	initiated
Retailending6416	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.



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
DEMOUSER1	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

59 rows

	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

List of Instances in ACQUIRED State for this user

	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

List of Instances in SUSPENDED State for this user

	INSTANCE NAME	STAGE
☐	RetailLending9746	Application Input

List of Instances in EXPIRED State for this user

	INSTANCE NAME	STAGE
☐	RetailLending9517	Application Entry
☐	RetailLending9546	Application Input
☐	RetailLending9336	Application Input
☐	RetailLending9706	Application Input
☐	RetailLending9755	Application Input
☐	RetailLending9760	Application Input
☐	RetailLending9777	Application Input
☐	RetailLending9782	Application Input
☐	RetailLending9781	Application Input

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

List Of Users Under the Manager			
List Of Users Under the Manager			
	USER ID	HOME BRANCH	USER NAME
☐	DEMO1	000	Default Admin User1
☐	DEMO2	000	Default Admin User1
☐	DEMO3	000	Default Admin User1
☐	DEMO4	000	Default Admin User1

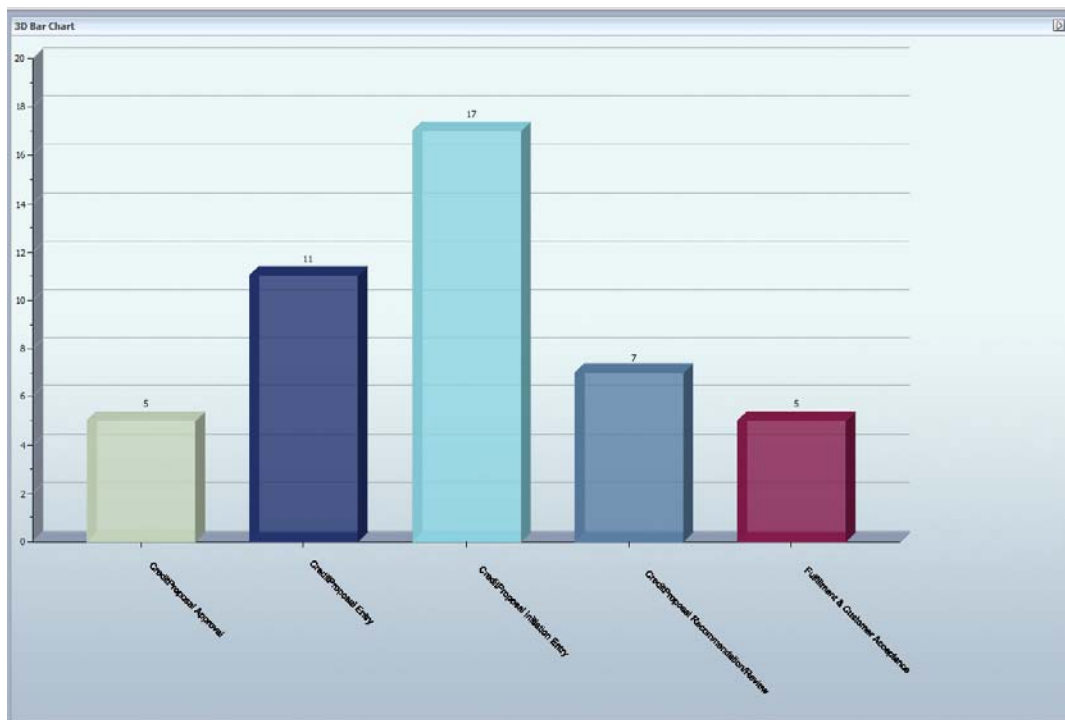
You can click on a specific user to view the graphical information at each level.

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
UDAY1	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.

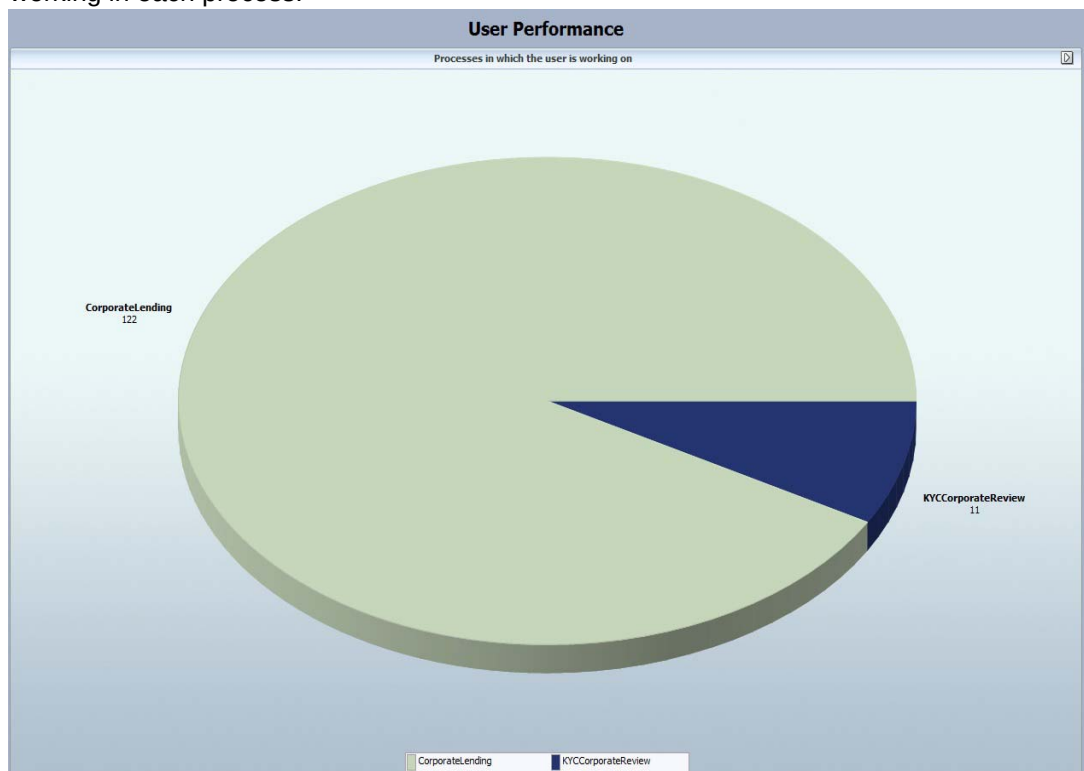
Count Of Tasks			
List Of Users			
User Id	User Name	User Manager	Home Branch
ARFAN	ARFAN	FAYYAZH	000
FARID	FARID	FAYYAZH	000
TOWSHIF	TOWSHIF	FAYYAZH	000

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

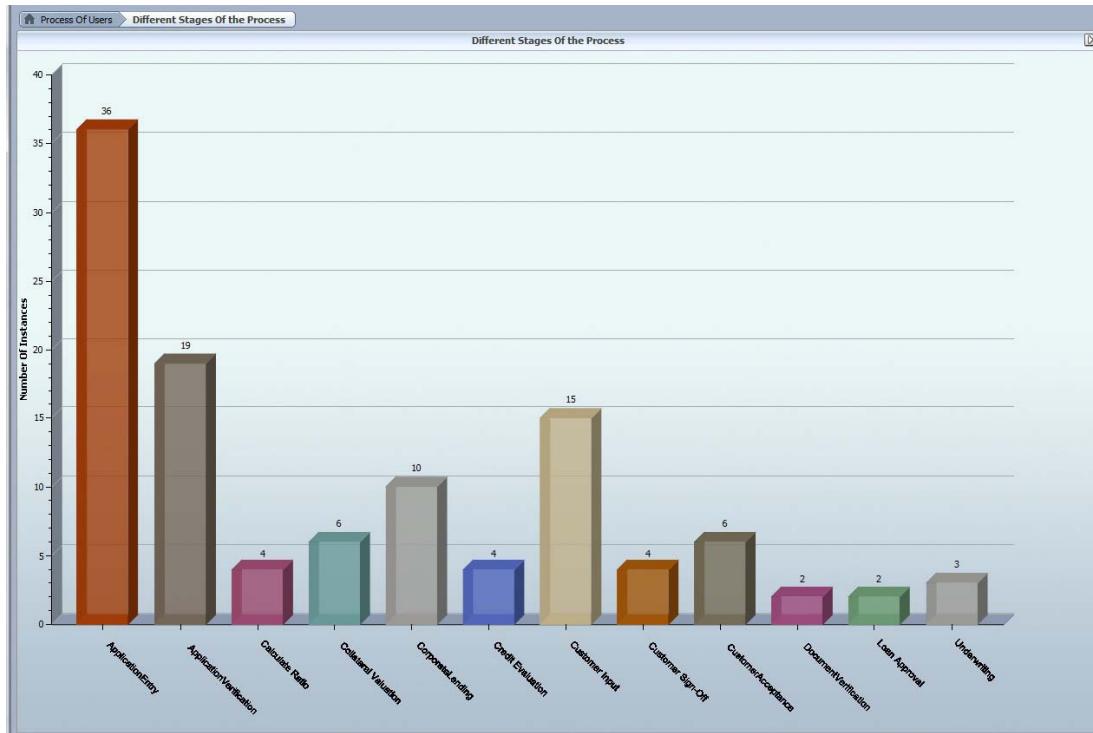
List Of Instances in COMPLETED State		List Of Instances in ACQUIRED State	
Instance	Stage	Instance	Stage
☐ CreditProposal10502	CreditProposal Approval	☐ CreditProposal10413	CreditProposal Entry
☐ CreditProposal10503	CreditProposal Recommendation/Review	☐ CreditProposal10433	Fulfillment & Customer Acceptance
☐ 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

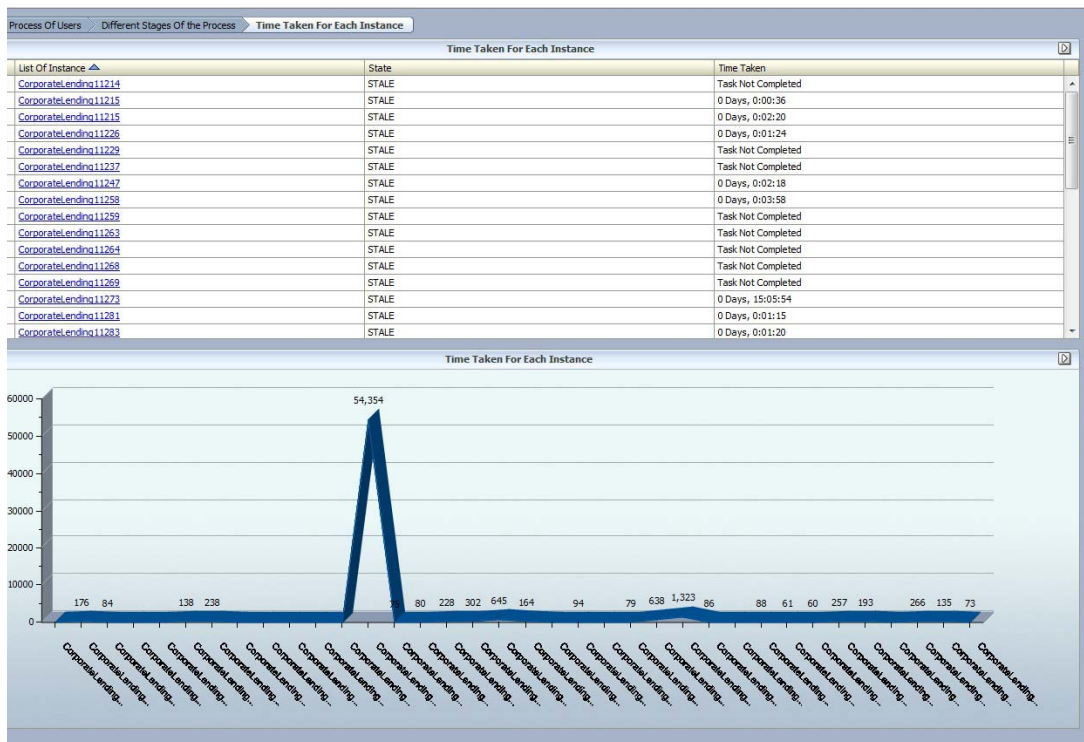
The user performance report displays the process, the number of applications the user is working in each process.



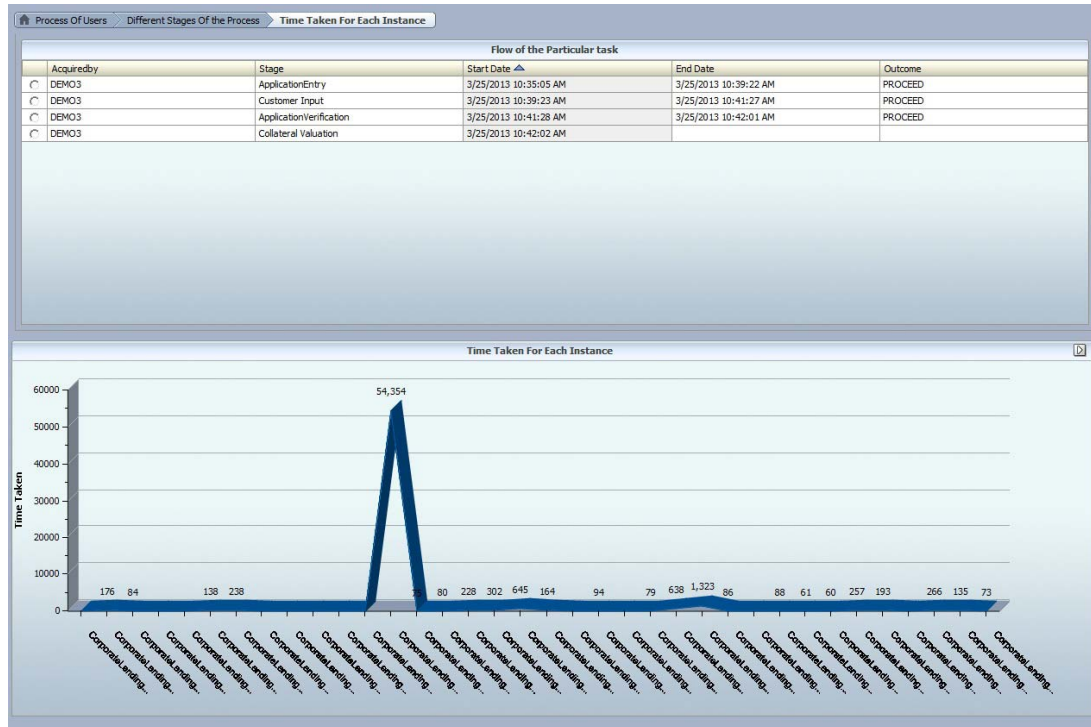
Select a process to view the stages of process where the user has worked.



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.

