Oracle Banking Digital Experience

Release Notes
Release 17.2.0.0.0

Part No. E88573- 01

July 2017

ORACLE

Oracle Banking Digital Experience Release Notes , Release 17.2.0.0.0

July 2017

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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 17.2.0.0.0.

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

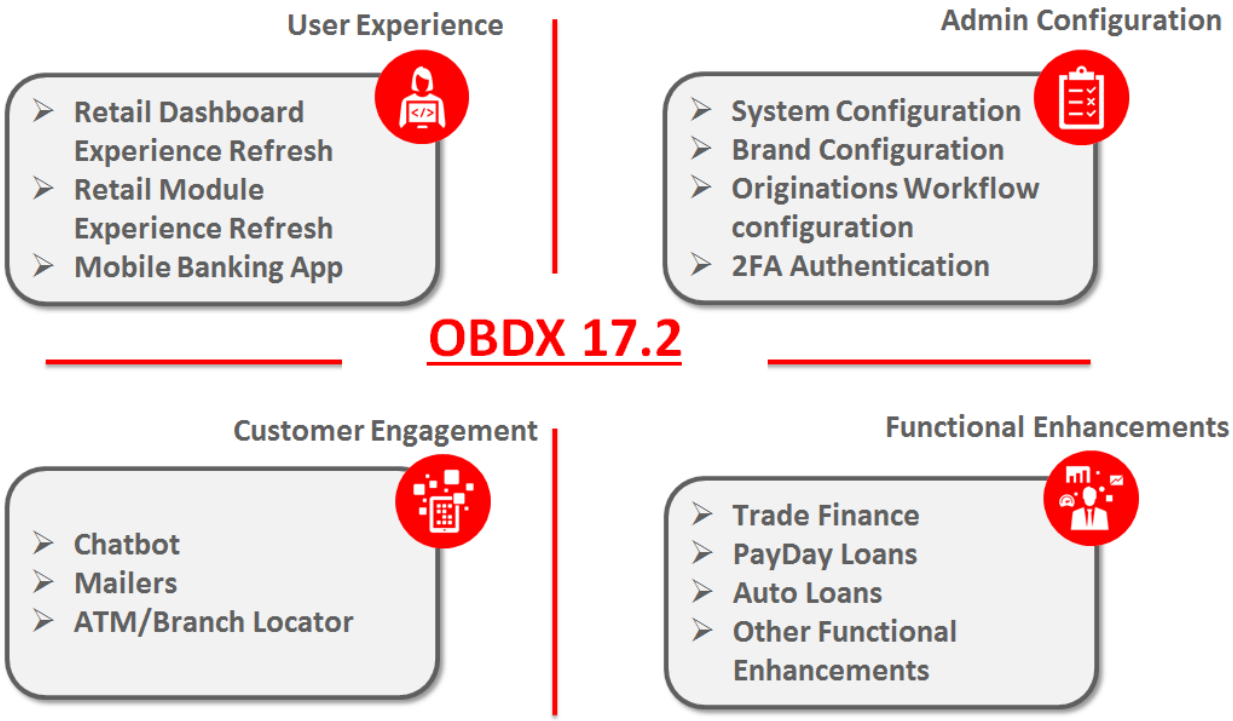
1

Theme of The Release

1.1 Overview

Success of a digital banking platform lies in its ability to provide desired user experience, system capabilities, customer engagement and an ability to perform legacy operations in an intuitive and secure manner.

The above mentioned aspects laid the foundation for the next generation digital banking platform OBDX 17.2 release. The below diagram shows the enhancements done in each area.

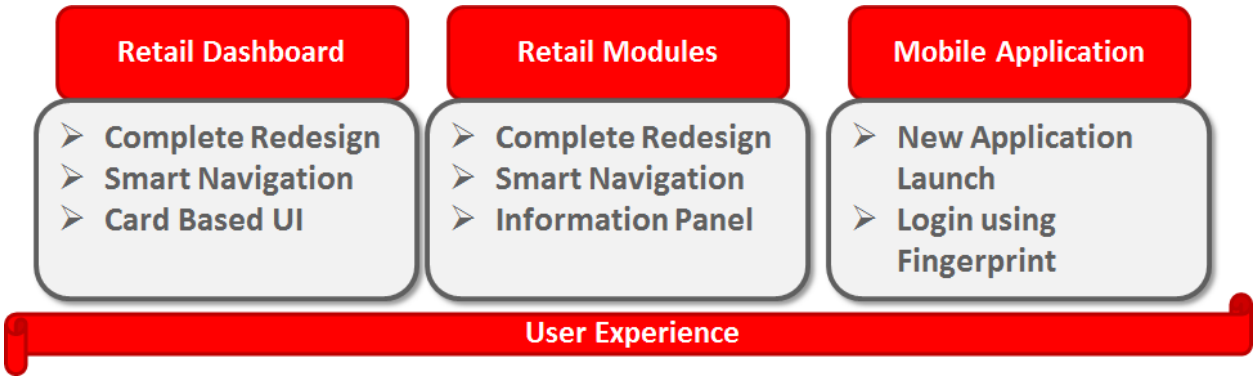


2

What's New

This chapter gives a brief summary about the enhancements done in the four areas.

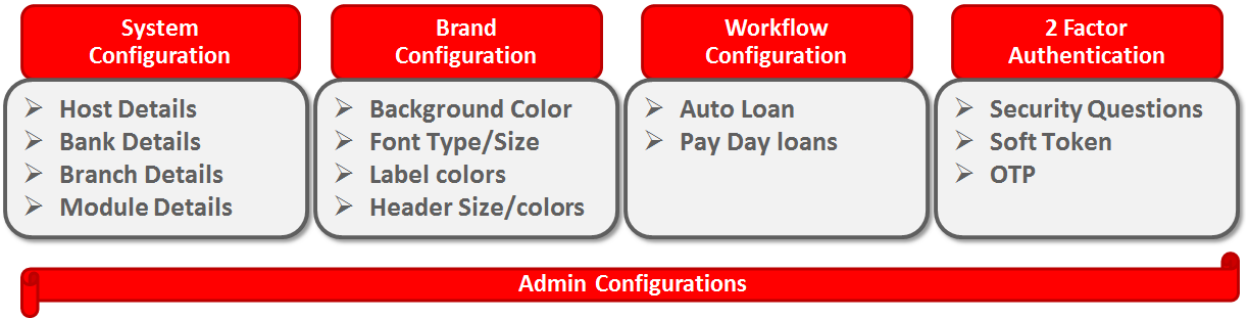
2.1 User Experience:



User experience is the first impression that the customer gets after using the application. It is the actual face of the Bank's brand. It's what people see, that directly influences how customers and clients think of the Bank. Therefore it is of utmost importance for any Digital Banking Platform. The OBDX Retail Application has been enhanced with a new and better User Experience and Design which is more intuitive and user friendly. It now follows the creative concept of cards which provides an organized dashboard and information that is easy to decipher and engage the user.

Mobile Banking is the future of digital banking, and to keep the pace with industry trends, OBDX has introduced its Mobile banking app for Retail customers.

2.2 Admin Configurations:

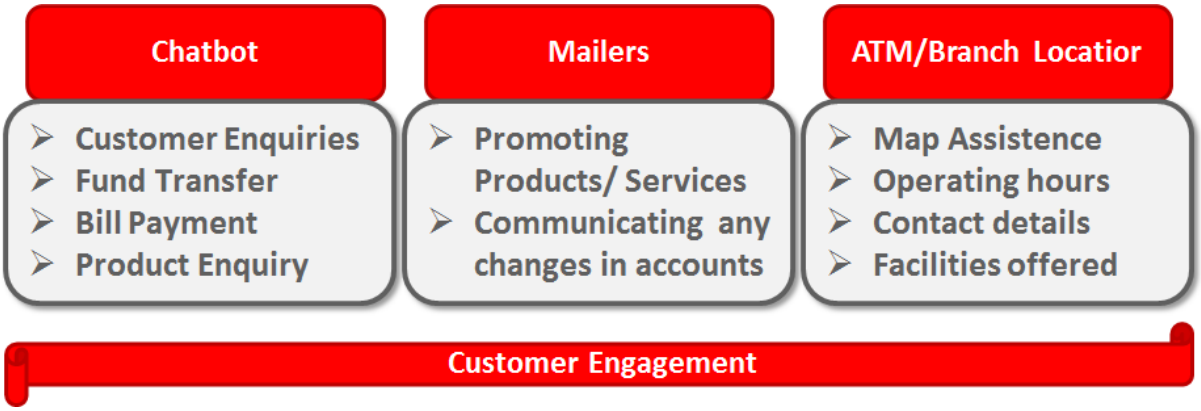


These are the features which enable the banks to configure various system maintenances from a front end screen. Features like selecting Host, Bank/Branch name and Two Factor authentication set-up for different transactions can now be easily maintained by the Bank user without any technical support.

Keeping in mind the varied geographies OBDX caters to, the orientation workflow has been made customizable. The Banker can decide and configure the flow of the different sections of the orientation page in-house without any technical support.

Similarly every bank would want to personalize its digital application's experience to match with its existing Brand image. To address this, a configuration is built, using which the Bank administrator can configure the style/theme by selecting brand logo, color scheme, font type and size, header type and size, menu buttons etc. This feature will not only facilitate the bank in configuring the look and feel of the application as per its need, but also will help them in saving a heavy cost on the customization of the application's experience.

2.3 Customer Engagement:



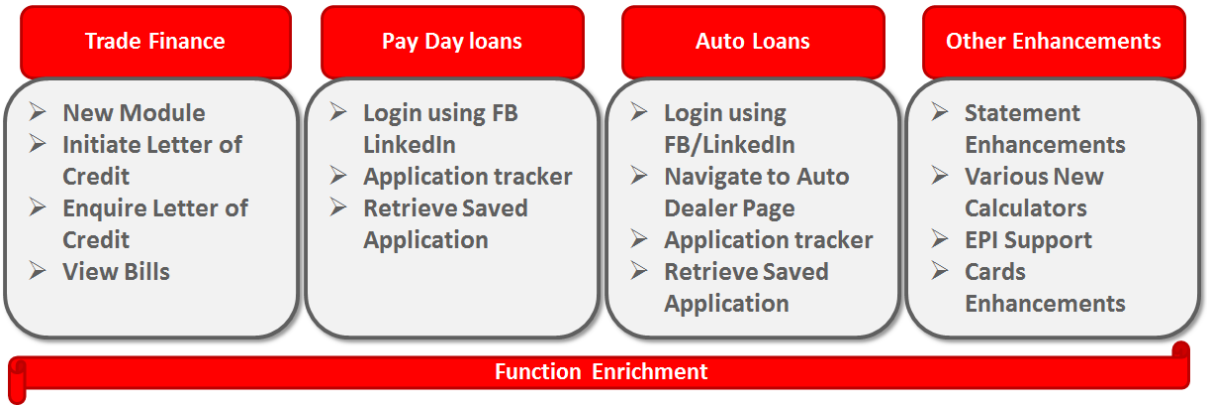
Business of Banking runs on relationships. The way banks build and maintain relationships with their customers is fast changing just like any industry today, digital banking plays a vital role in building this association. To strengthen this bond features like Chatbot and Mailers have been introduced in OBDX 17.2.

The Chatbot will be able to communicate with a customer over chat and will be able to perform the customer requests like fund transfers, balance enquiry, locating an ATM etc.

Mailers are messages sent by the bank to a customer's secured mail box. This will help Banks in promoting and informing customers about their products and services like new product launch or promotional limited period offers on account opening.

Customer can now also locate the branch and ATM in a specific area using the OBDX application.

2.4 Functional Enhancements:



Banks are widely adapting to different methodologies to please the customer with their digital platforms. However the underling fact is that only functionally superior applications can satisfy the customer's banking need.

In the current release we have developed quite new functional capabilities which include a complete new module of Trade Finance in corporate servicing, Auto Loan and Payday Loan in the origination space and integration of these two products to OFSLL (Oracle Financial Services Lease and Lending), and other enhancements related to cards, statement and Merchant in Retail servicing.

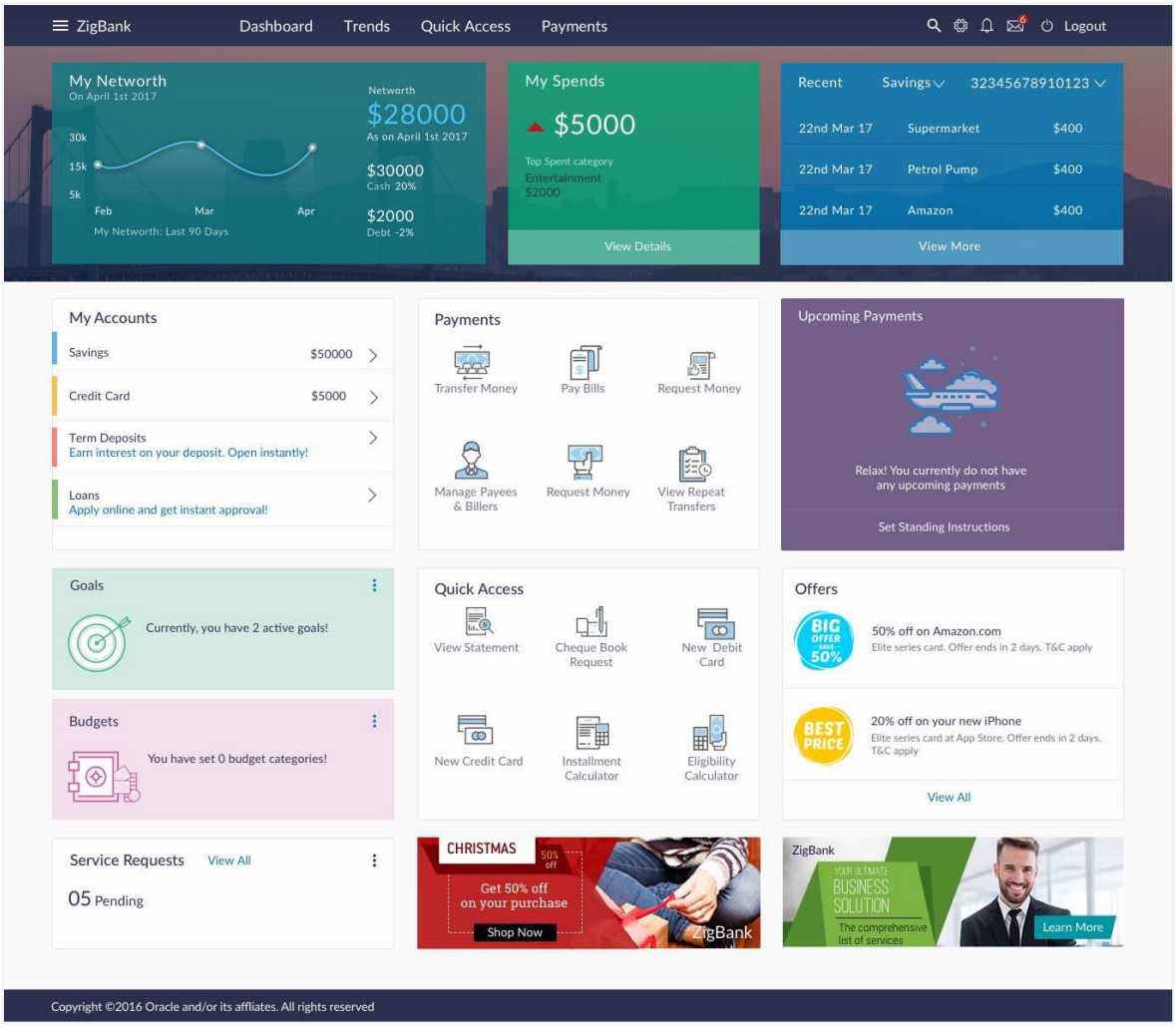
3

User Experience

Under this area following enhancements are done as part of 17.2 release:

3.1 Retail Dashboard Experience Refresh

The OBDX Retail Application has been enhanced with a new and better User Experience and Design, which is more intuitive and user friendly. The new concept has attractive animations, smart navigational patterns and focuses on smooth user interaction. The new design follows a creative concept of cards UI which provide an organized dashboard and information that is easy to decipher and engage the user.

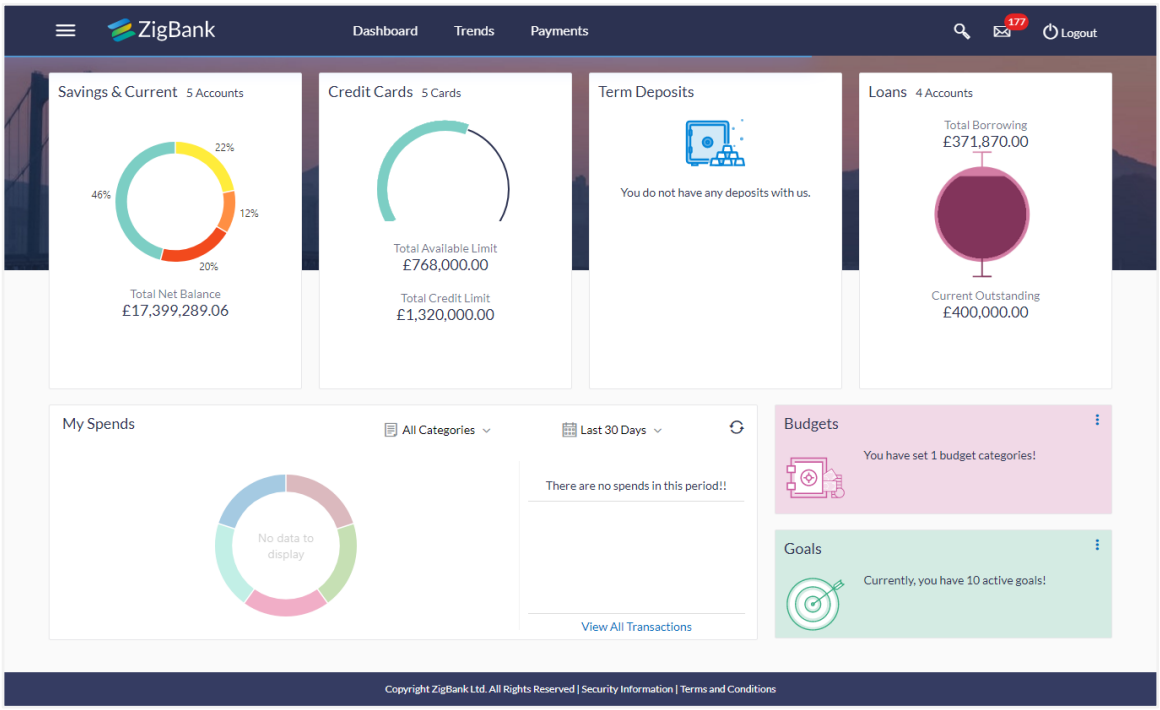


The cards help in balancing UI aesthetics with good usability, they are convenient means of displaying content composed of different elements. The easy tabular navigation helps the user to shift between pages easily.

3.2 Retail Modules experience Refresh

Each module page has also been redesigned for a better User Experience. Users can access different details of a module from a single page by just clicking on different tabs.

A new information panel on each module page is added to provide relevant knowledge about the module the user is on. The quick access links on confirmation page enable the user to move across the application smoothly.

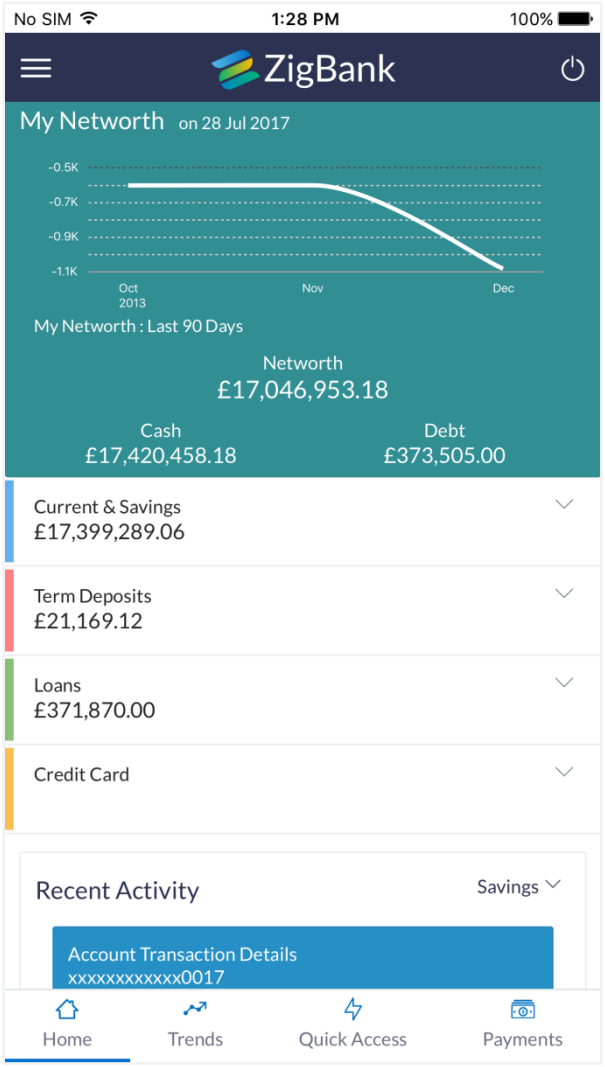


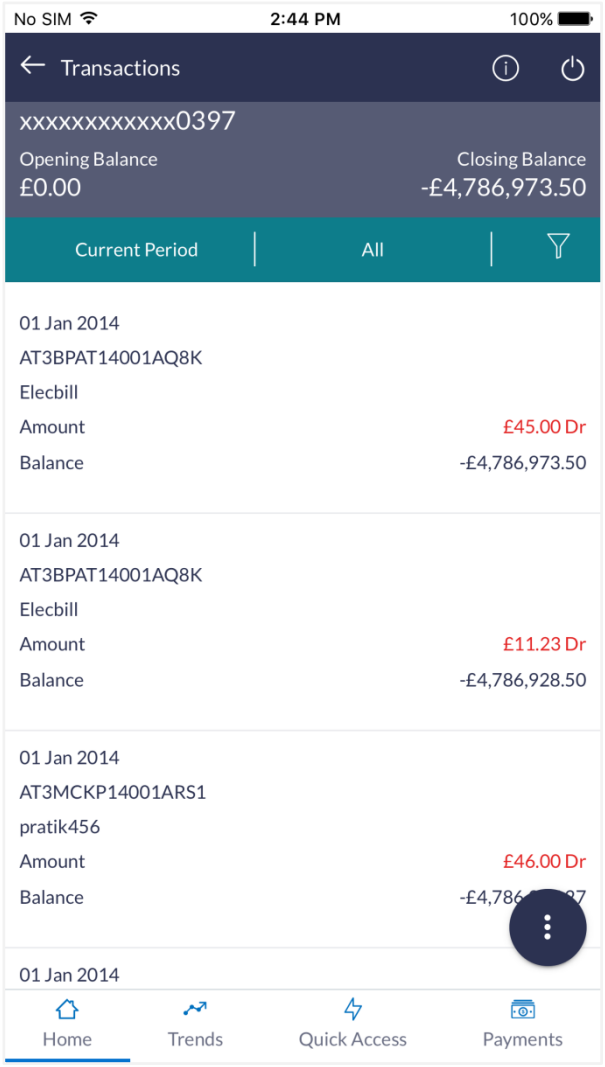
3.3 Retail Mobile Application

Internet is making Banking more and more convenient, and the way smart phone has penetrated the market, mobile banking is becoming the first touch point for Banks. Using Mobile banking customers can easily transact and stay up to date on their current balances, upcoming bills, fund transfers etc.

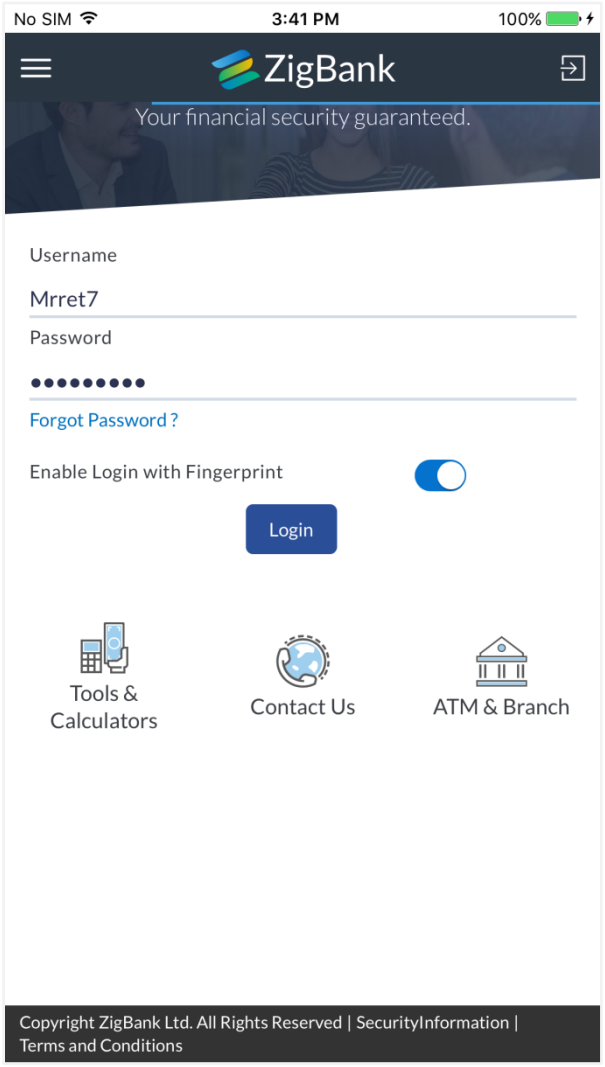
Mobile banking app for Retail customers has been launched in the current release. The user can now perform all the transactions on the mobile app in addition to the web interface.

The user experience of the App is intuitive as well as easy to use and the dashboard gives a complete picture of all customer accounts in a single page. Usage of FAB (Floating Action Button) icons on makes it easier for the customers in reaching out for more options on different module page.





When we talk about the accessing your bank account from a smartphone, security becomes an important factor and keeping the same in mind OBDX has introduced logging into your application using fingerprint authentication.


No SIM
3:41 PM
100%
ZigBank
Your financial security guaranteed.
Username
Mrret7
Password
Forgot Password ?
Enable Login with Fingerprint
Login
Tools & Calculators
Contact Us
ATM & Branch
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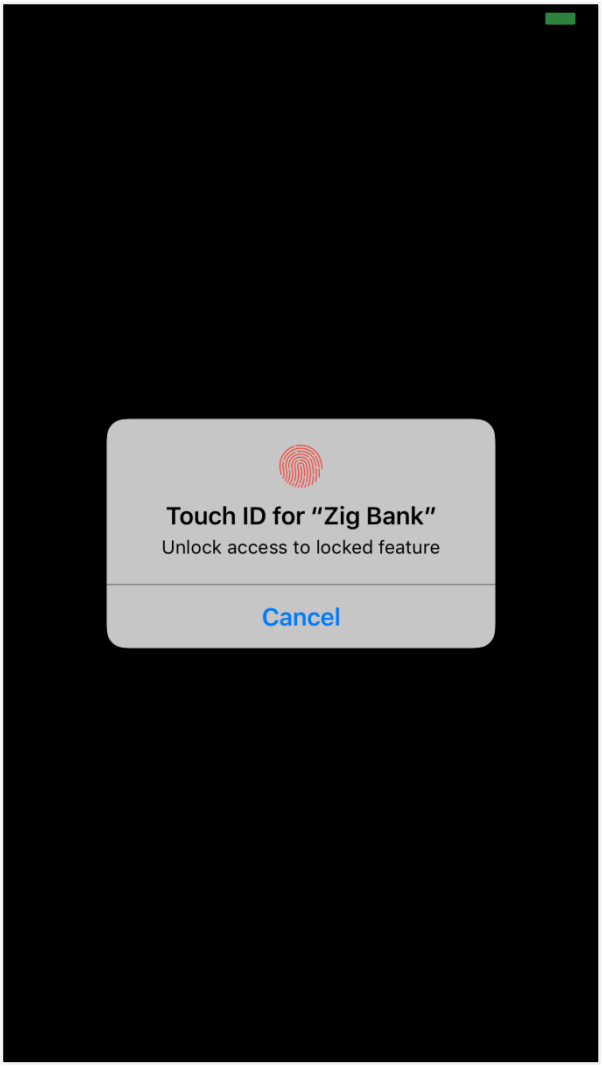

Touch ID for "Zig Bank"
Unlock access to locked feature
Cancel

4

Admin Configurations

Under this area following enhancements are done as part of 17.2 release:

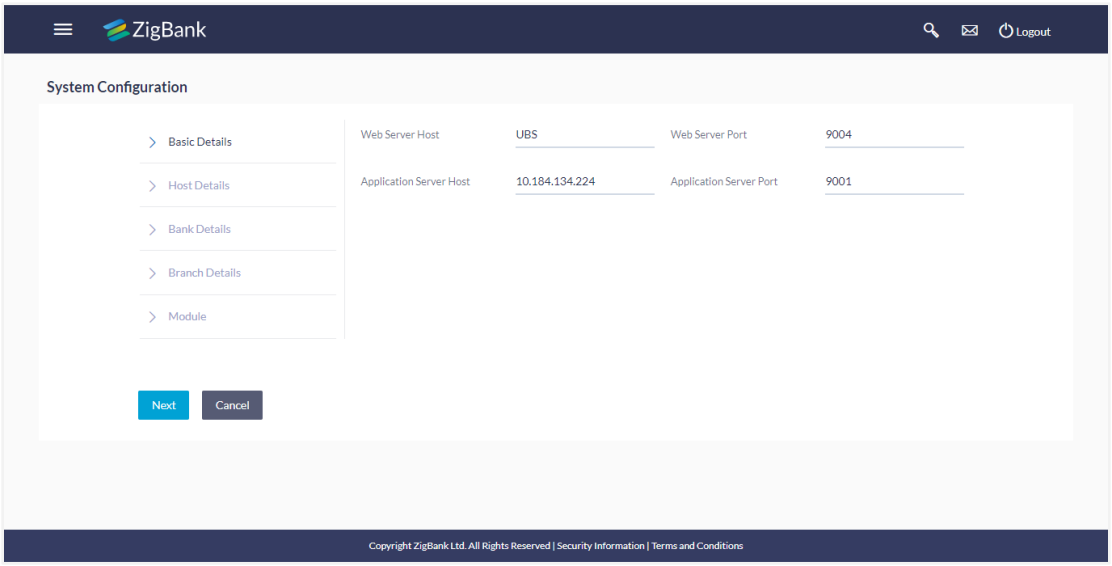
4.1 System Configuration

System configuration refers to defining the elements and processes that a system is composed of. Using this option bank administrator user defines the basic components of this application which are necessary to run the application. System configuration is done at 'Day 0' configuration.

Post successful installation of OBDX, the system administrator can define the system configuration details through front end maintenance. The following can be defined as a part of System Configuration in **System Admin**:

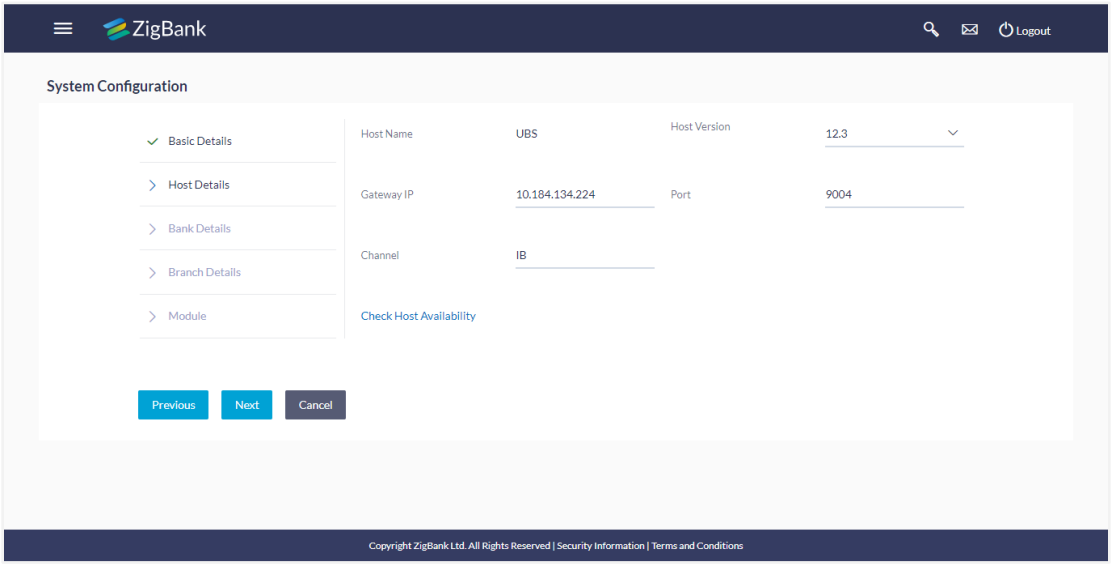
4.1.1 Basic Details

The Administrator can select a host system with which the OBDX platform is being integrated with and enter basic details like Web Server Host, Web Server Port and Application Server Host and Application Server Port.



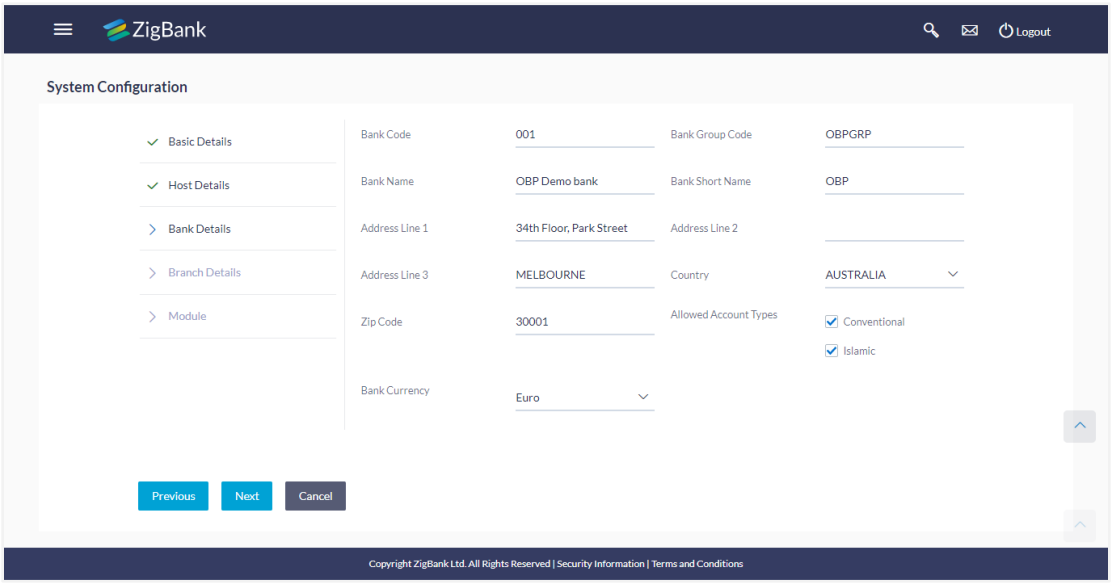
4.1.2 Host Details

As part of this section, the administrator can select host version, define server IP details, port etc. There is also a feature enabled to test the host availability for the entered details.



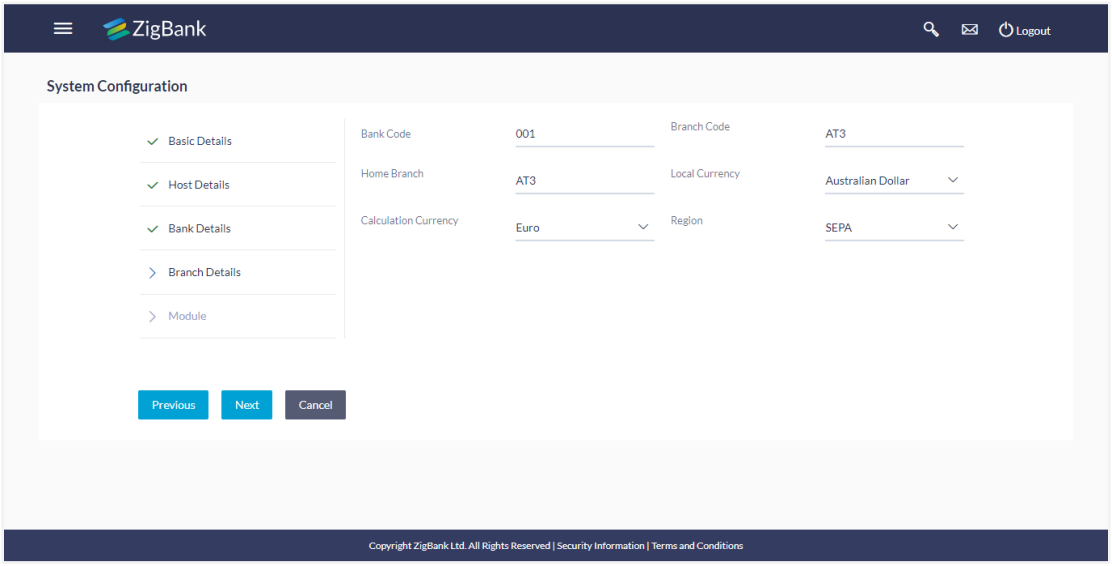
4.1.3 Bank Details

This will allow the administrator to define the bank code, bank name, bank address details, bank currency and also select the supported account types i.e. Conventional or Islamic or both.



4.1.4 Branch Details

In this section the administrator can define the branch code, home branch, calculation currency, local currency etc.



4.1.5 Module Details

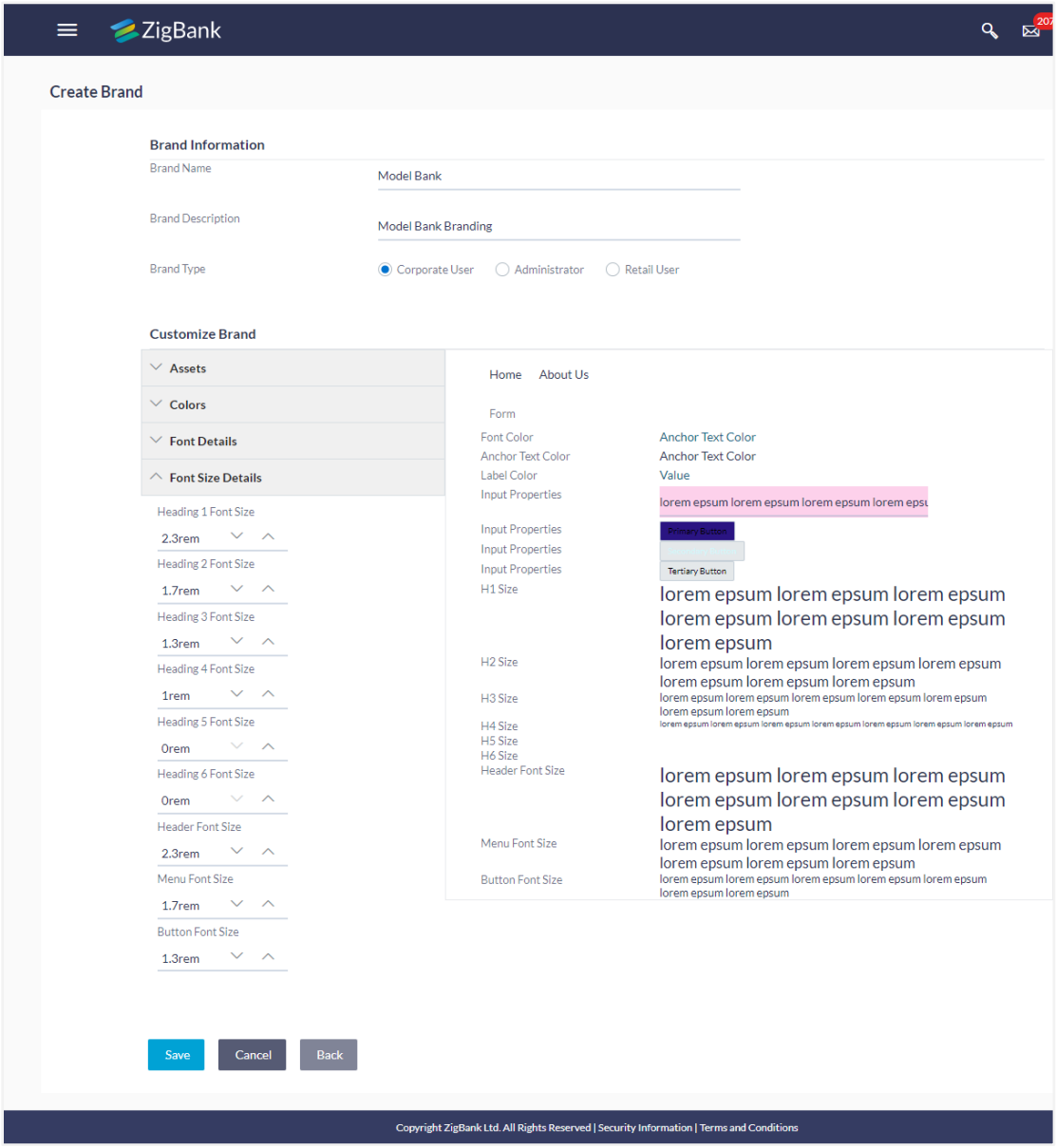
As part of this section, the administrator can configure the details for each of the modules applicable to the selected host system. Modules for which details can be defined are Payments, Bulk Transactions, Alerts, Brand Management, and Originations.

4.2 Brand Configuration

A new administrative maintenance has been created to enable the bank administrator to define the design for its brand using brand logo, colors, fonts and font sizes etc.

Through this maintenance, the system administrator can configure the style/theme by selecting brand logo, header colors, background colors, label colors, button colors, font color, header size, font type, font sizes for header texts, menu, buttons etc.

As part of this configuration, there can be different themes defined for each of the roles i.e. **Retail, Corporate and Administrator**.



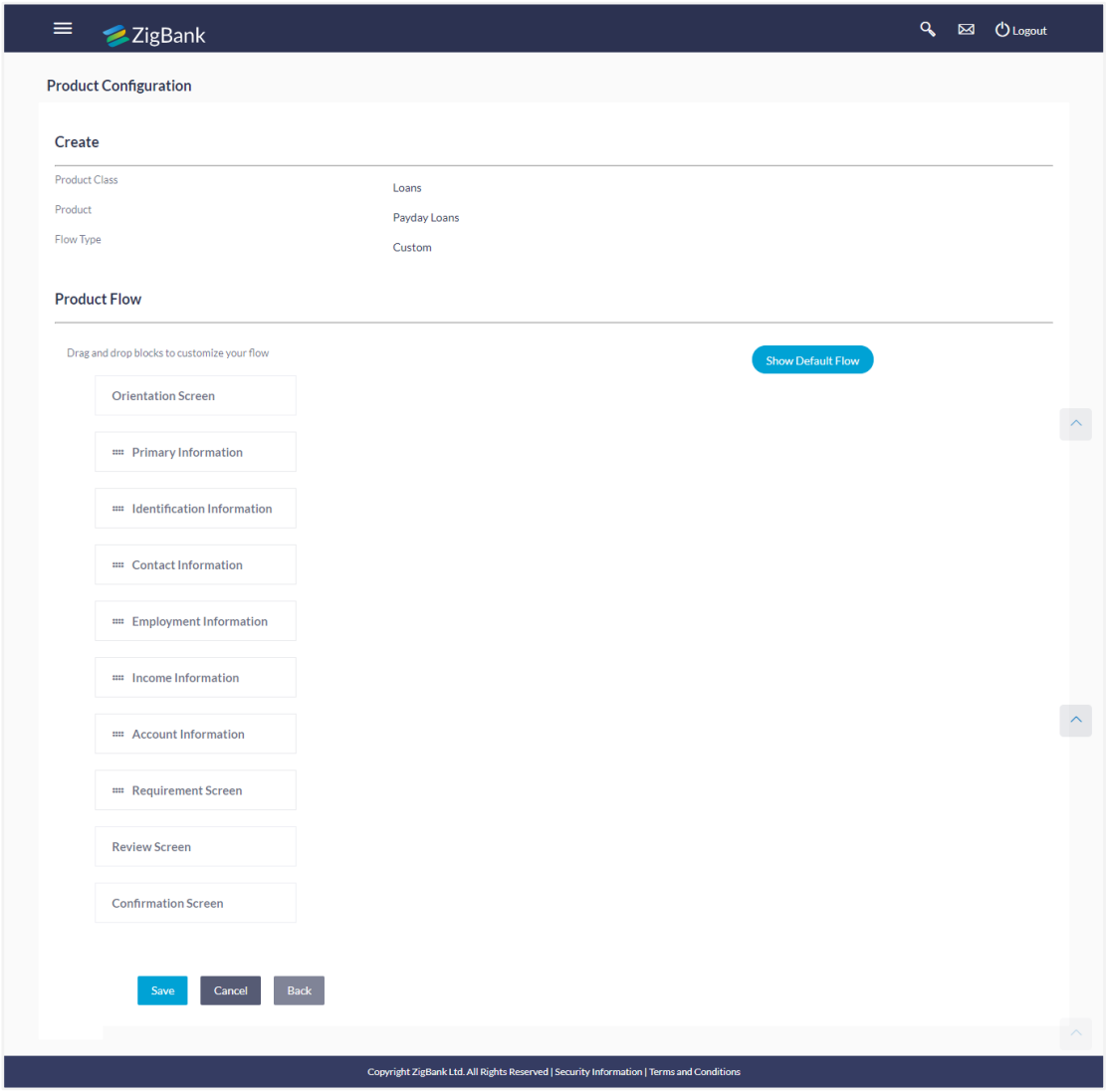
The administrator can define multiple themes for each of the roles with the above mentioned attributes and once defined, the administrator can activate one of the themes from the available list. At any point in time, the administrator can deactivate a theme and activate another one.

4.3 Origination Workflow Configuration

Banks across different geographies can have varied requirements with regards to sequence of steps in originations for different products. To cater to such needs a new administrative maintenance has been created to enable the bank administrator to define the sequence in which the sections of an application form should be displayed.

Bank Admin will have an option to view the default workflow for each of the products. If the sequence defined for a product does not meet the bank requirements, the admin can opt to create a custom workflow by re-arranging the steps. Once a custom workflow for a product has

been created, bank administrator can choose the workflow to be applied for the products i.e. default / custom.



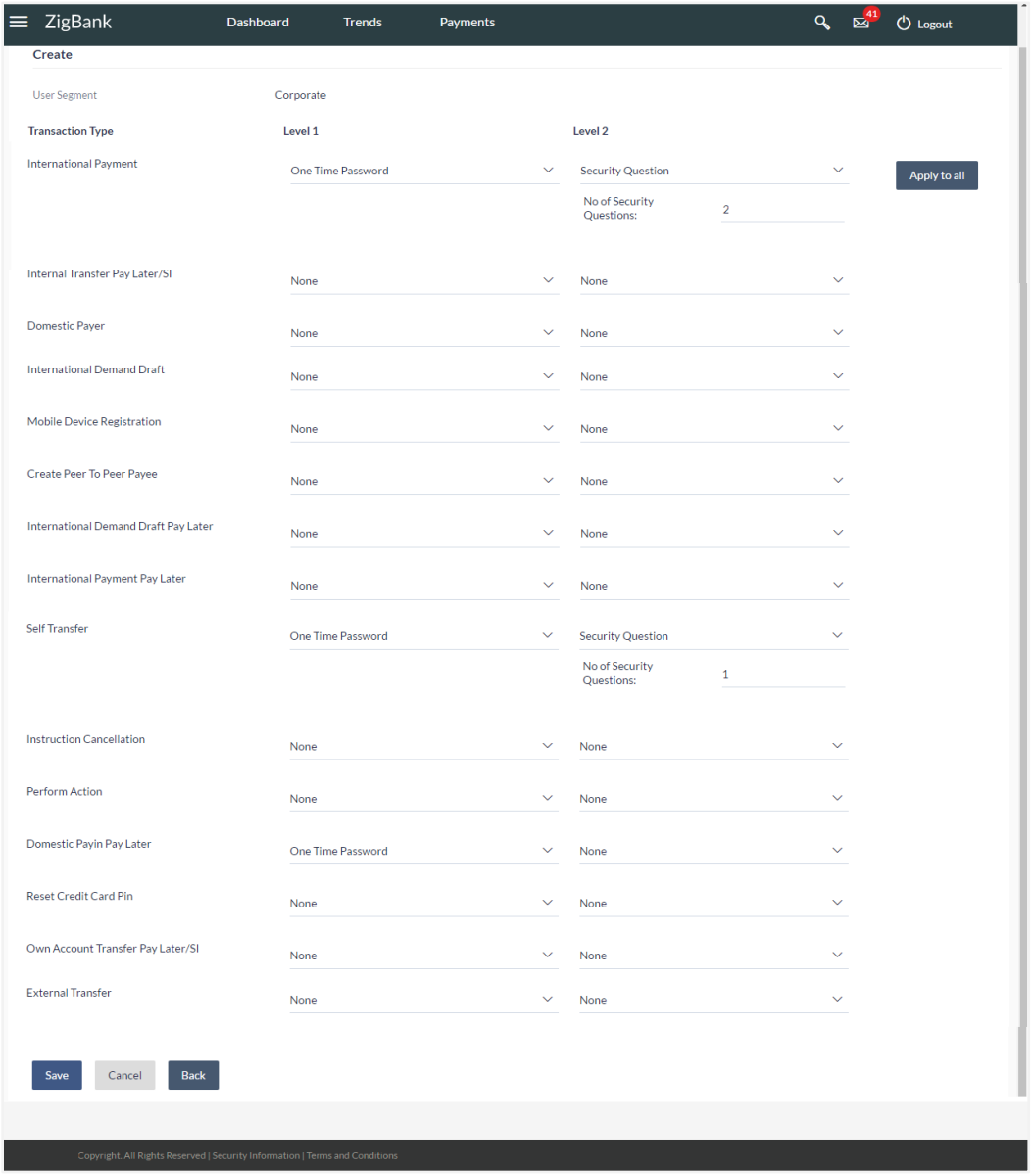
4.4 2FA Authentication

Two-factor authentication (2FA) is an extra layer of security or two step verification process for user and transaction authentication. Using a Two-Factor Authentication process will help to lower the number of cases of identity theft on the Internet, as well as phishing via email.

Following Two-factor authentication (2FA) types are supported as a part of OBDX 17.2 product for **Retail, Corporate and Admin** users.

- Security Question and Answers
- Soft Tokens
- OTP

Two-factor authentication (2FA) type/s can be set by the system administrator separately for each transaction of a user segment. .

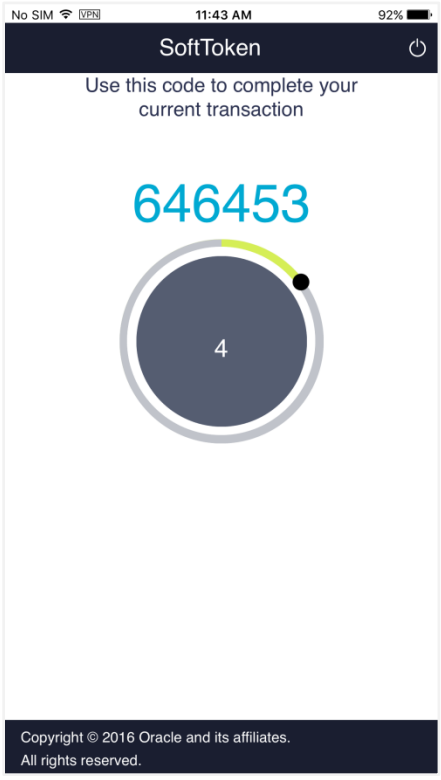


Customer's transactions are processed/or sent to the host system for processing only after successfully authenticating the authentication levels set by the administrators.

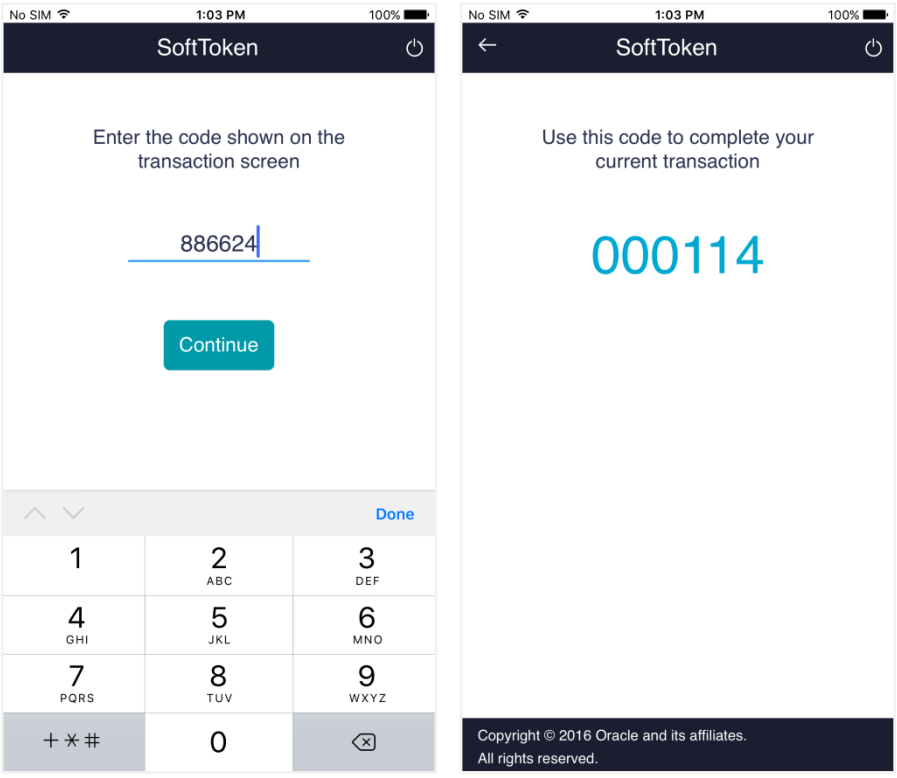
There is a separate application named as 'PaySecure' built for generating soft tokens. For the first time, user has to set a PIN after logging in to the app using his Bank User Name and Password. Using this Pin user will be able to login to the application without any network connection.

There are two types of tokens that can be generated by the customer using PaySecure Application:

TOTP (Time-based one-time password): The token dynamically changes after every 30 sec. User has to configure Application while installing and choose TOTP (Time-based one-time password) option which is a temporary passcode.



HOTP (HMAC-based one-time password: User will have to enter a code generated on transaction screen to generate a onetime token. The token will only be applicable for the transaction for which the transaction code is entered on the Application.



5

Customer Engagement

Under this area following enhancements are done as part of 17.2 release:

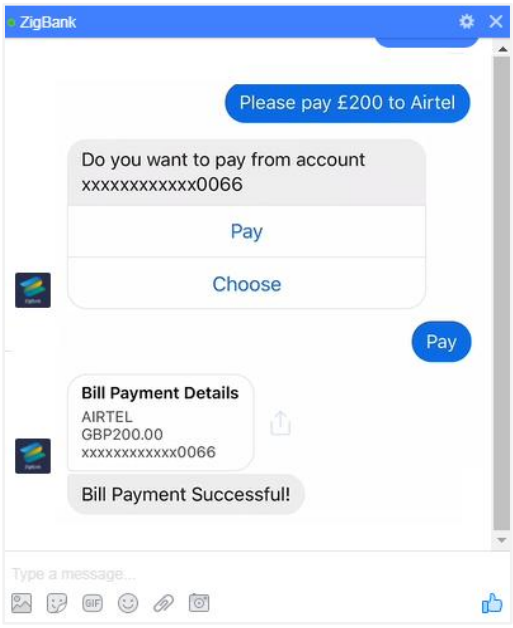
5.1 Chatbot

Chatbot is a service, powered by Natural language processing and artificial intelligence helps customers to get answers to their banking related queries over a chat interface. It can perform a set number of tasks requested by customer.

This service has been introduced for **Retail customers** in the OBDX 17.2 release via the social media platform Facebook messenger; it can perform the following features:

- Account Balance Enquiry
- Bill Payment
- Fund Transfer
- Locate a Bank branch or ATM
- Recent Transactions Inquiry
- Product/Services Inquiry

An example of Bill payment service:

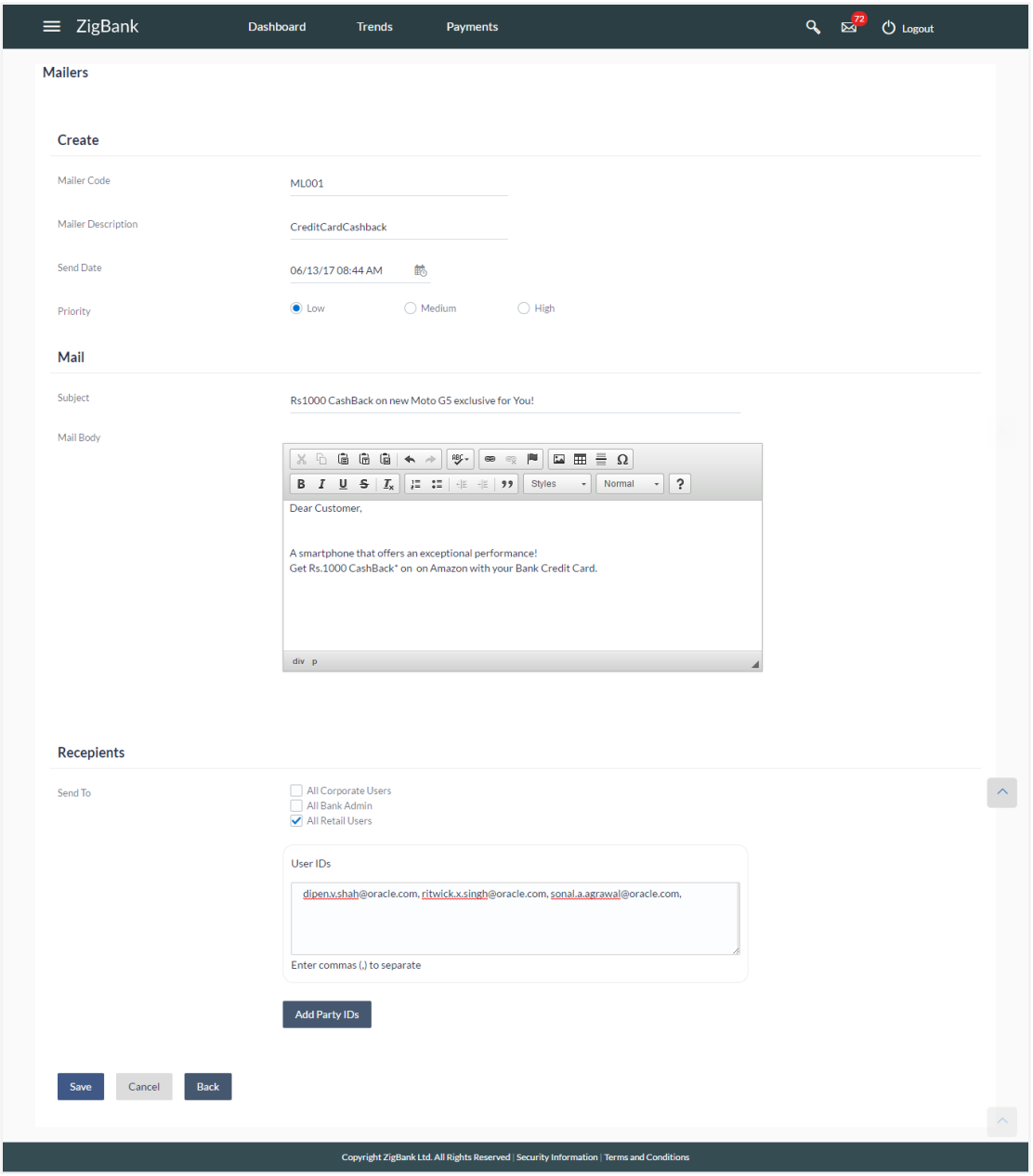


5.2 Mailers

Mailers are a way of communication for Banks with its customers. Mailers can be used to promote the product and services being offered by Bank or to announce any change in the existing account features.

Mailers are introduced in the current release to cater to both **Retail and Corporate** customers.

This facility enables the Bank Administrator to create Mailers which are sent to specific users, parties or user segments. Mailers can be customized to reach some or all users, to be sent now or on a specific date and time, in the future.

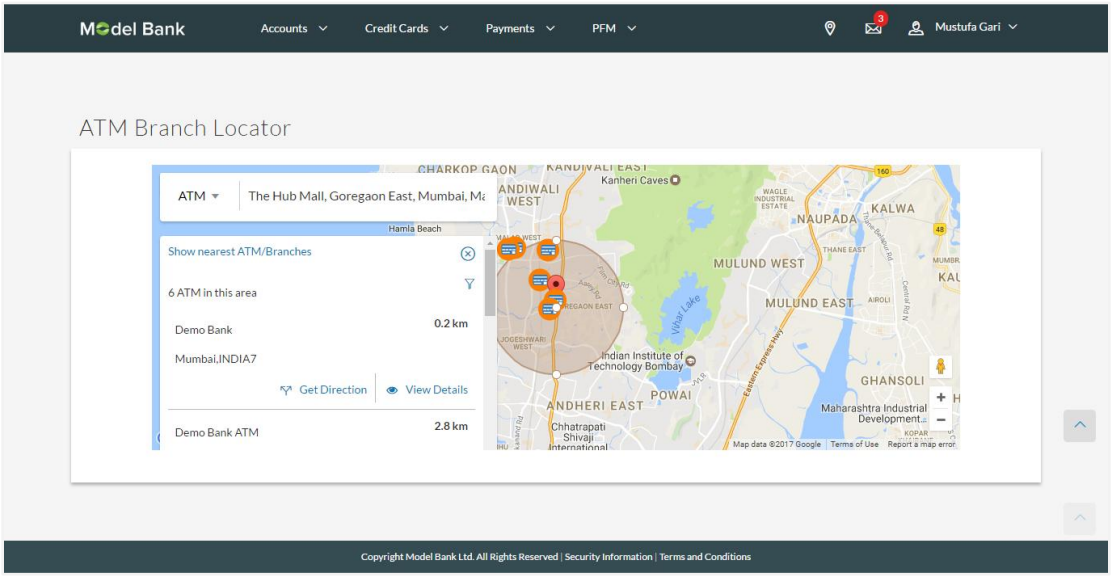


Mailers sent by the Bank are received in the customer's secured mailbox. Also a customer is notified with on the number of new mailers received even without accessing a secured mailbox.

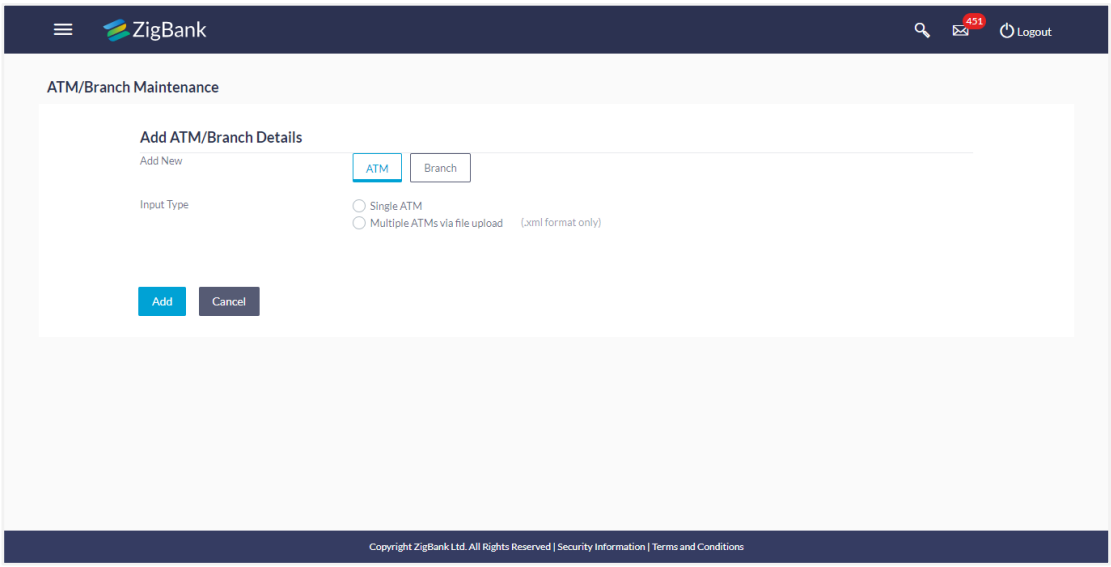
5.3 ATM/Branch Locator

ATM-Branch locator transaction provides an option to prospects and customers to locate the nearest Bank branches and ATMs. Prospects/customers can also search for Bank branches and ATMs by providing the desired location, facilities offered etc. The information like Bank branch/ATM address, operating hours, contact details, facilities offered, map assistance are displayed as a part of the search result.

This facility is available to both **Retail and corporate** customers.



There is also a feature built to maintain the information related to Bank branches and ATMs, which is provided to the system administrator. This gives the user an option to add a single or multiple ATM/Branches in one go. Multiple ATMs and Branches can be uploaded via a file upload.



6

Functional Enhancements

Under this area following enhancements are done as part of 17.2 release:

6.1 Trade Finance

Trade finance relates to the process of financing certain activities related to commerce and international trade. This may be considered as a tool to safeguard against the distinct risks present in doing international trade viz. fluctuations in currency conversions, political conditions, creditworthiness of the buyer etc.

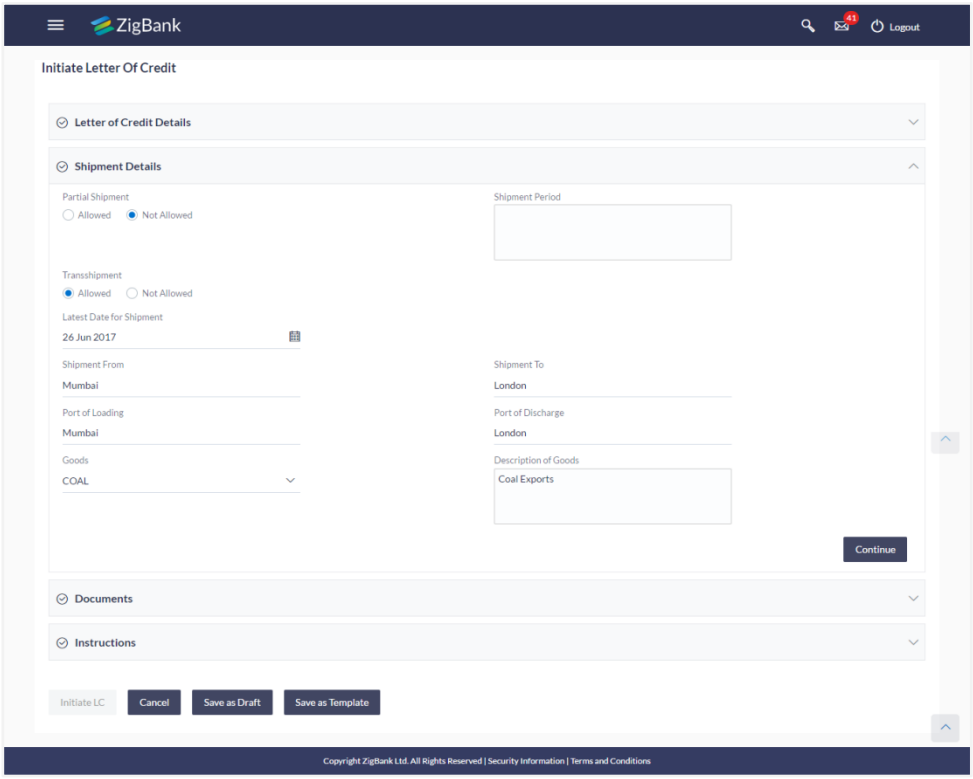
Building a new module named as 'Trade Finance' has been the highlight of this release. This module has been introduced in **Corporate Servicing** in current release where the user can perform the below functions:

6.1.1 Initiate LC

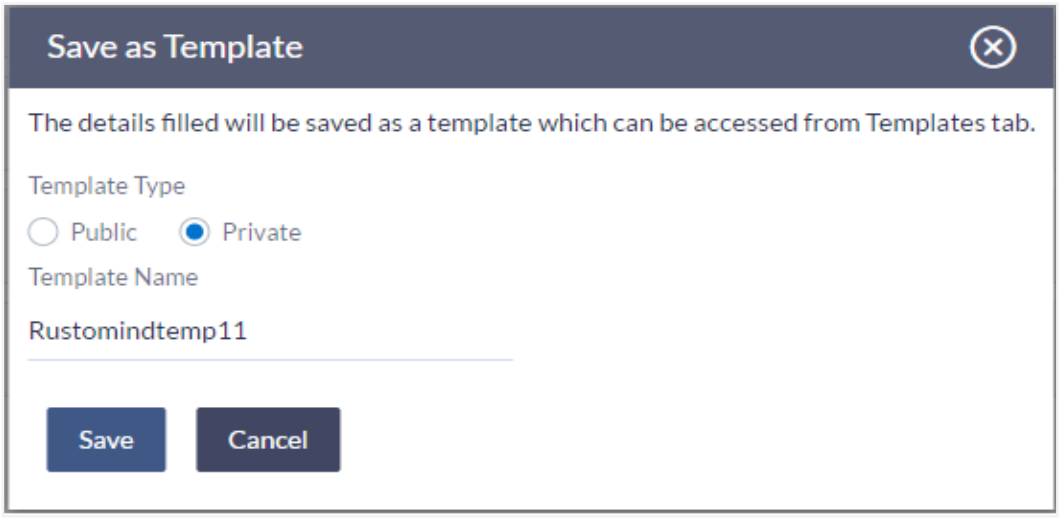
Letter of credit is a financial tool which acts as an obligation of the issuing bank to pay the agreed amount to the seller on behalf of the buyer in the event that the buyer is unable to make payment on the purchase.

Using this transaction user would be able to input his and beneficiary bank's details and other parameters such as shipment details, required documents and other instructions to the bank

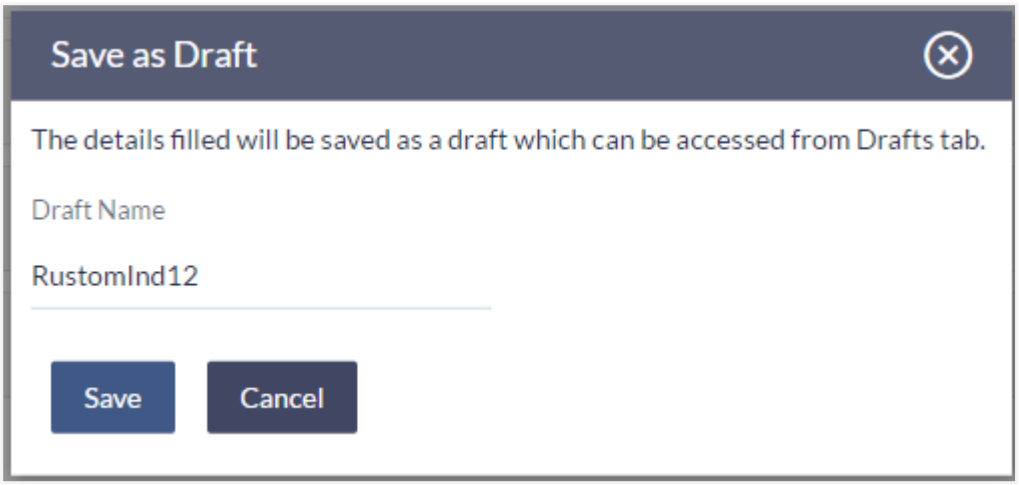
The supported LC types are irrevocable, revolving, transferable etc.



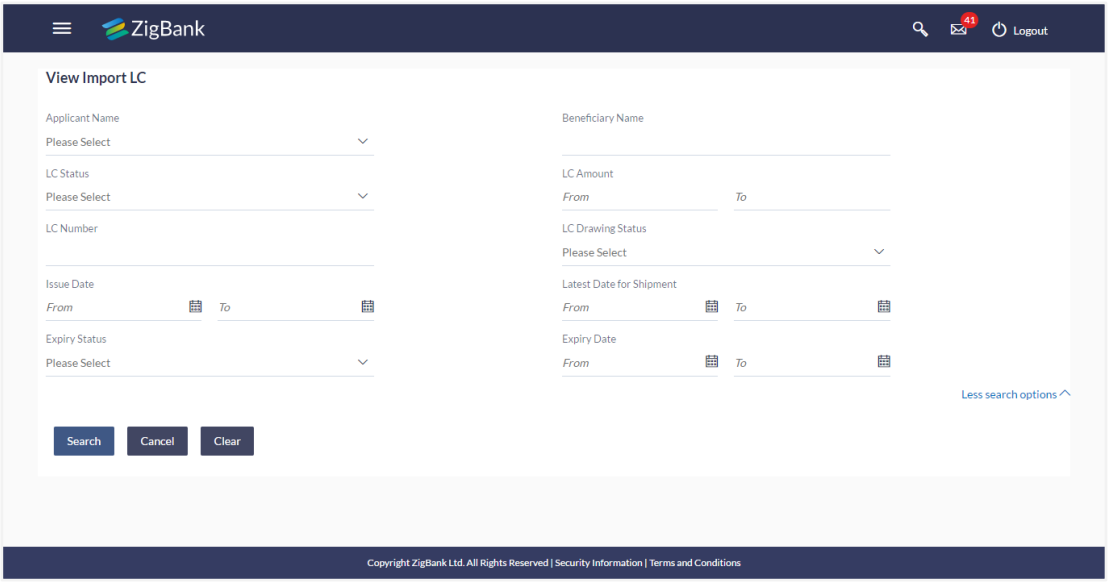
There is an option to save the LC created as templates, so that it can be re-used for similar requirement. Templates can have different access type like public or private, and user can access only those applications which he has access to.



User can also save the LC as drafts, which can be used to work at a later date.



There is also a view option to enquire the details of existing import / export Letters of Credit (LC) in the application using different search criteria.

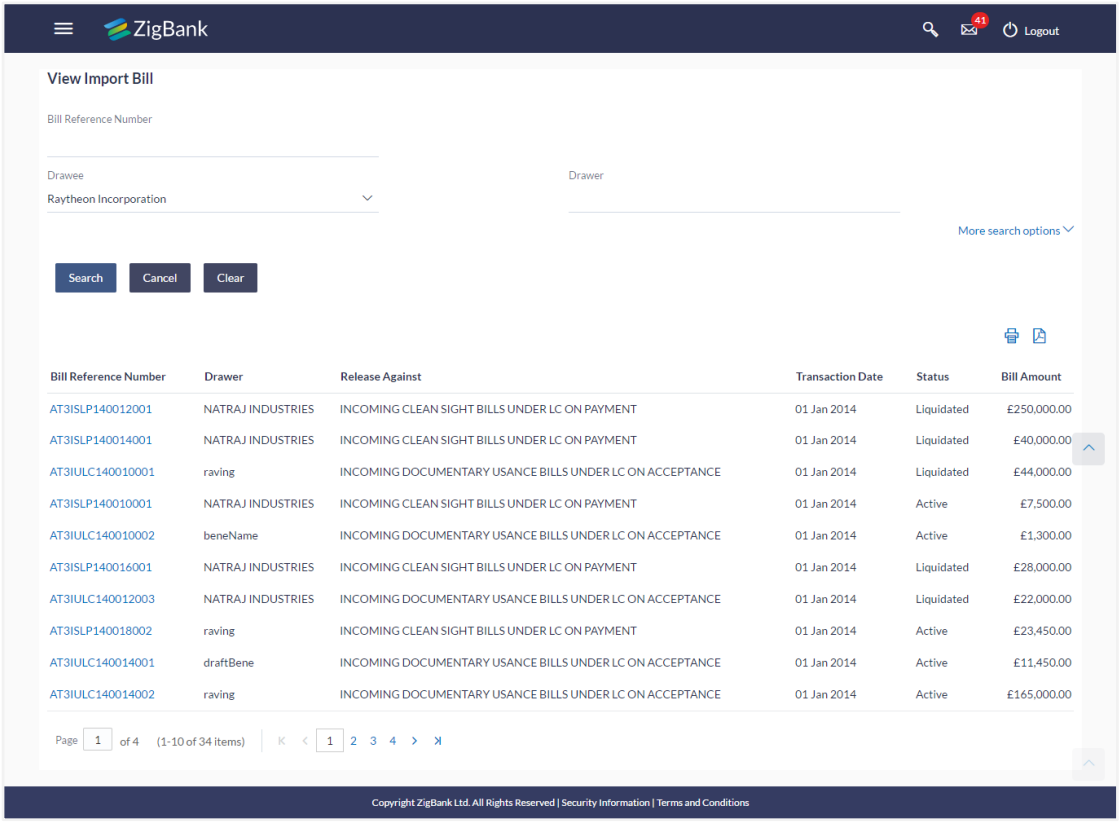


The LC details include LC amount, outstanding, date of issue, date of expiry, parties to the LC, bank details, payment terms, and shipment/goods/documents details. User can also view the Bills presented under the LC and Guarantees issued against LC.

6.1.2 View Bills

User can view the details of import and export bills using a search criterion and can download the bill list in different file formats.

This shows the general bill details like drawee and drawer name and address, product selected, amount and outstanding amount. Among other details it shows the documents and shipment details. It also shows the number of discrepancies and instructions with their details. Any swift messages exchanged between both parties and advices received are also shown. The status of bills can also be seen through this section of Trade Finance module.

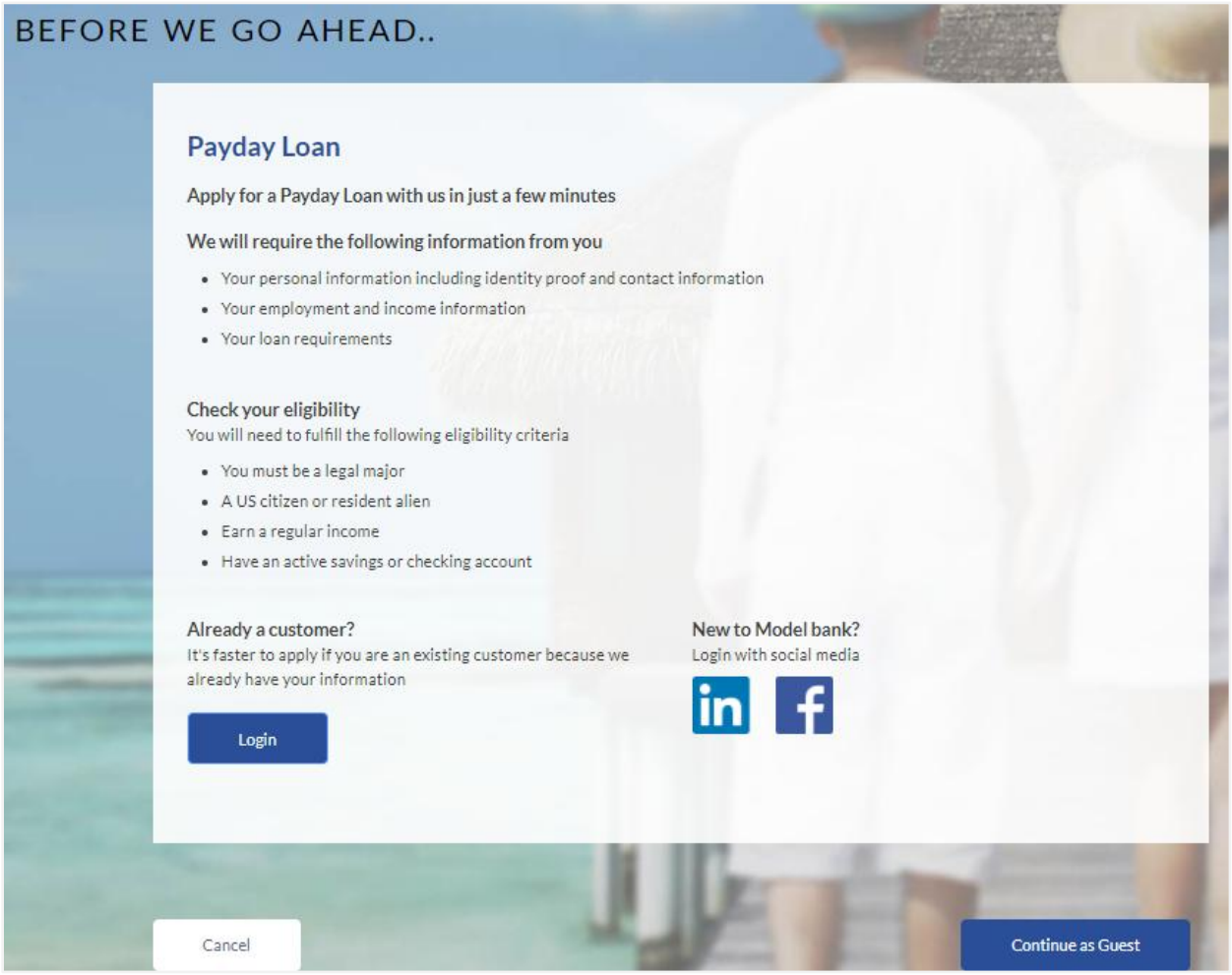


6.2 Payday Loans

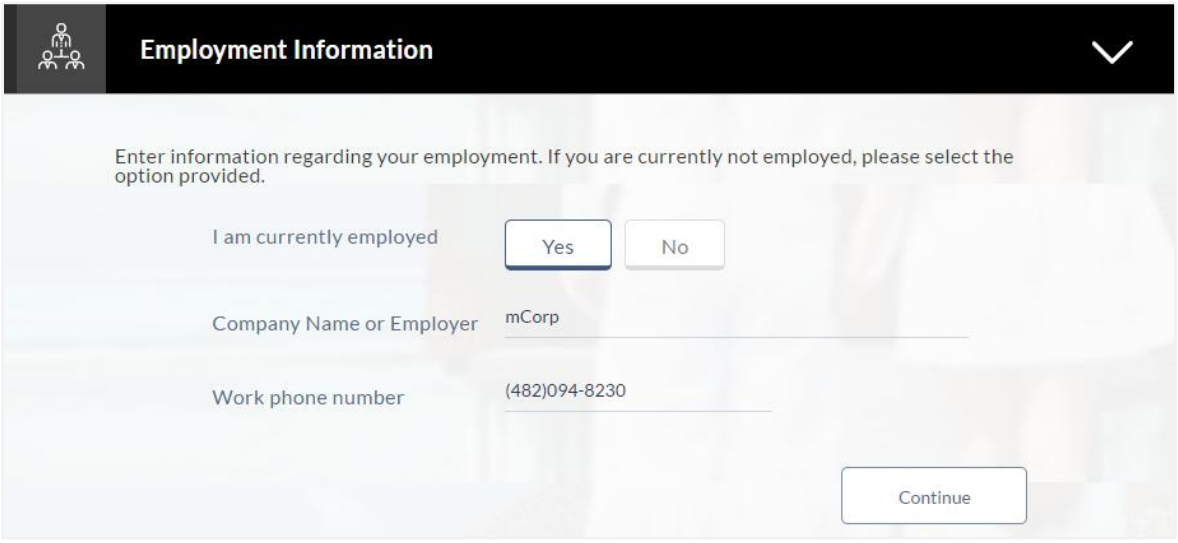
A payday loan is a short term unsecured loan, generally for a small amount that is due on the borrower's next payday. Most often payday loans are paid off in one lump-sum. These loans are also called cash advance loans, salary loans, or short term loans.

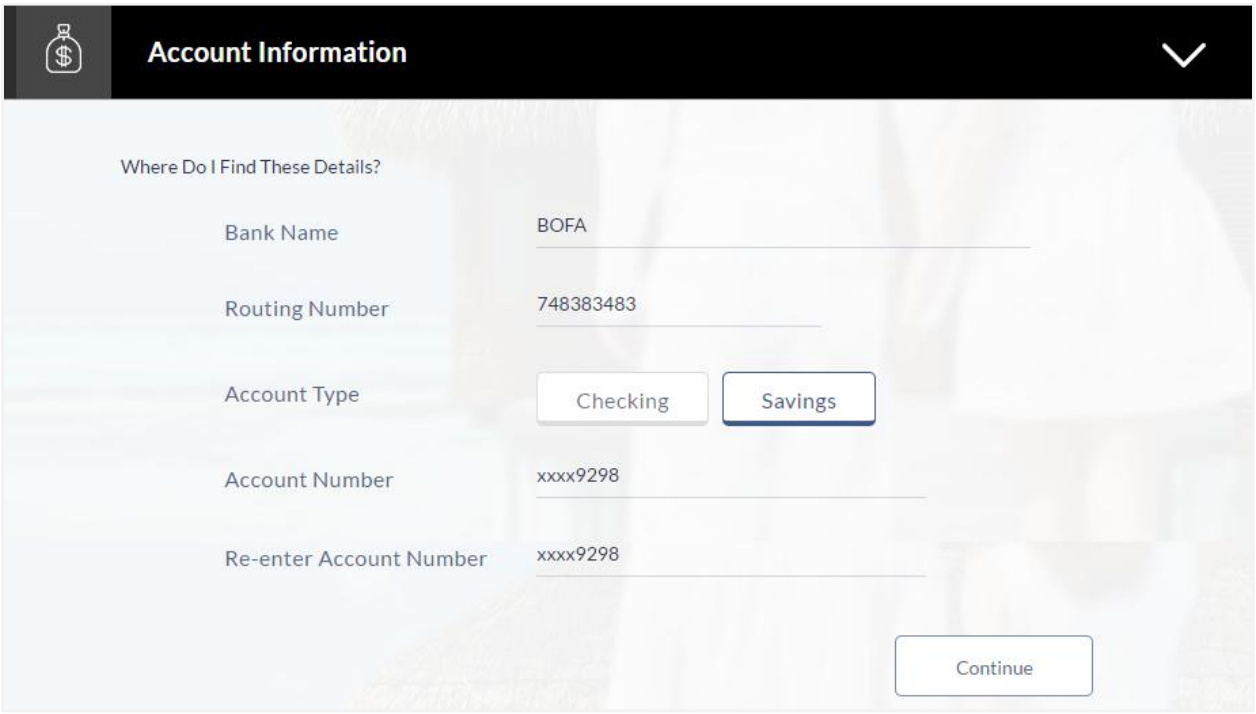
A new product 'Payday Loans' has been introduced as part of the **US localization originations module**. The payday loans orientation page has been enhanced to include the feature of enabling the applicant to log into a social media account (currently Facebook or LinkedIn) so as to fetch basic information which can be pre-populated in the respective fields of the application. This feature has been built in addition to the existing feature of providing existing users/registered users with the facility to enter user ID and password so as to have all the personal information of the applicant pre-populated in the respective sections and the facility for new users to fill out the applications as guests.

This product has been integrated Oracle Financial Services Lending and Leasing (OFSLL)

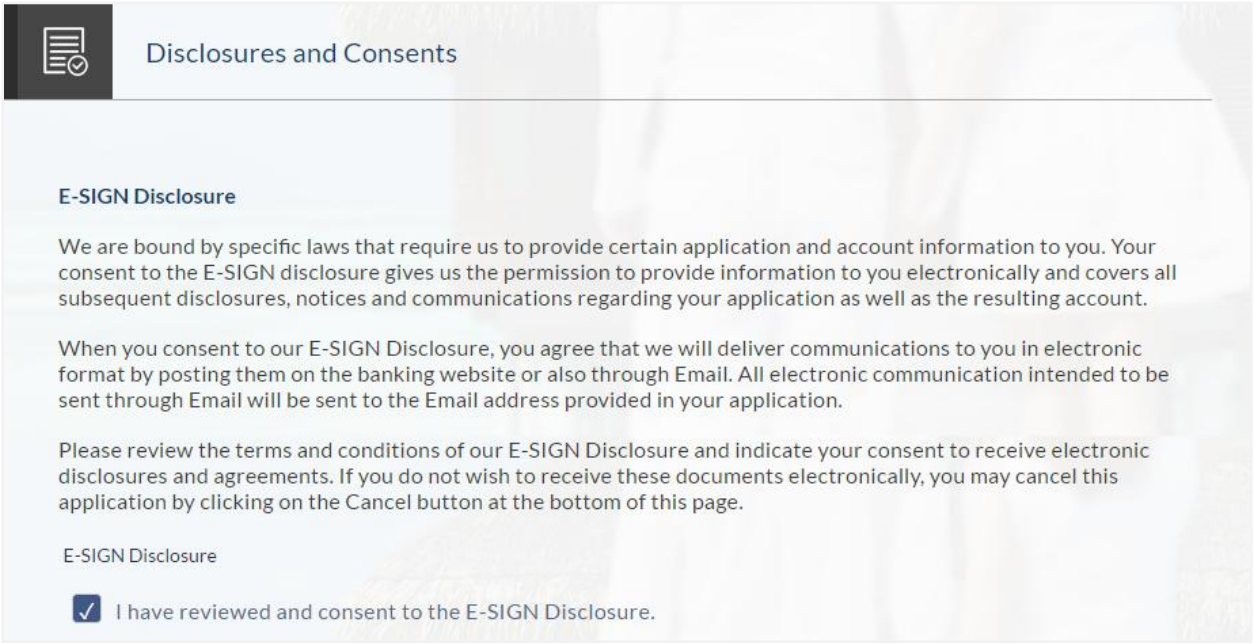


The application of the payday loans product has been built so as to capture all information pertinent to the processing of a payday loan application. In addition to sections capturing the applicant's personal, contact, identity and employment information, the payday loan application also captures information pertaining to the applicant's income and existing current or savings account.



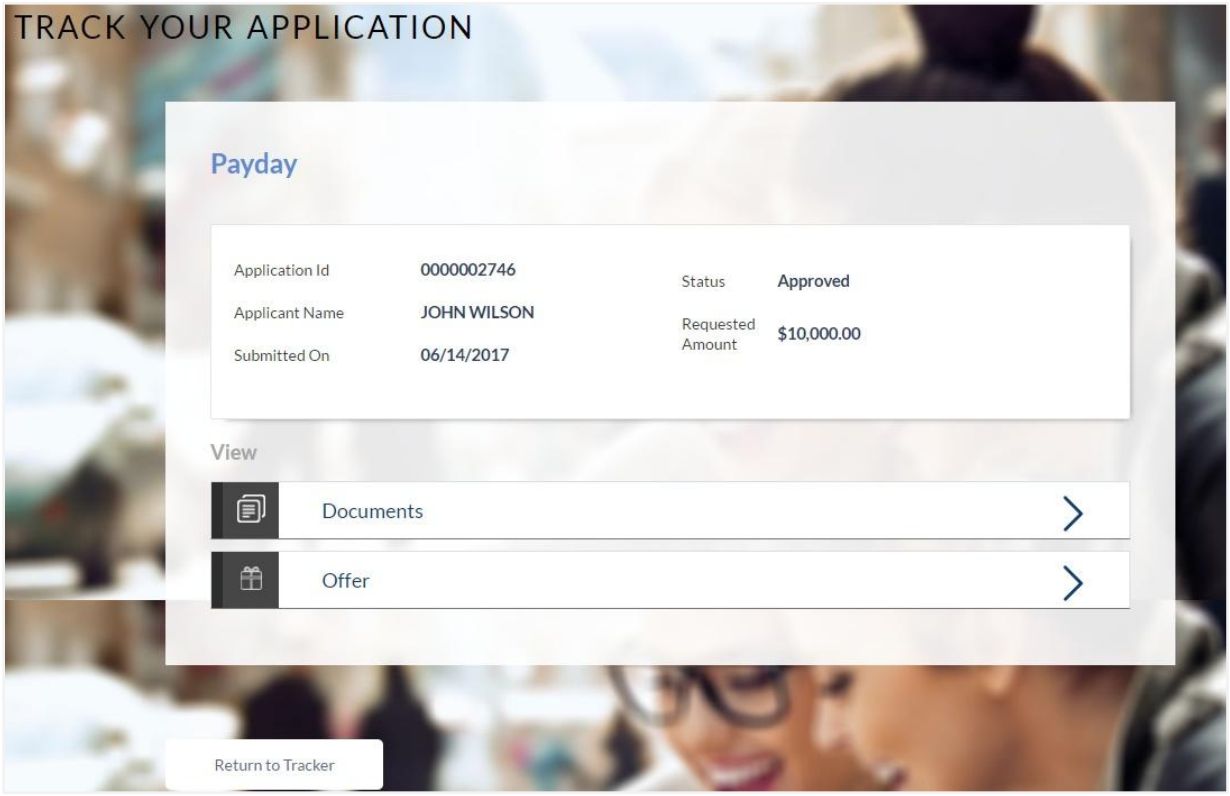


All the required disclosures and consents, ranging from the ESIGN disclosure to the Federal Truth in Lending Act disclosure are displayed under the review & submit section of the application.



Payday loans application tracker has been built so as to enable the applicant to track the status of submitted applications and also to undertake additional actions required for the processing of the application such as uploading documents supporting essential proofs and viewing and accepting or rejecting the offer document, once generated by the bank.

As per the existing functionality of the app tracker, the applicant can also retrieve a saved payday loan application in order to complete it.



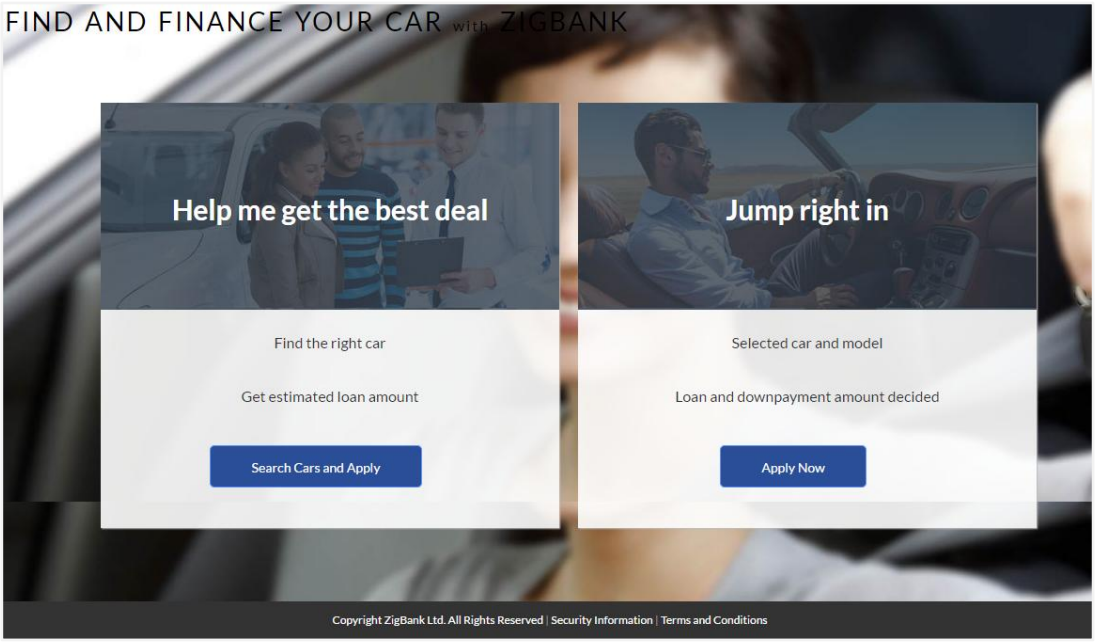
6.3 Auto Loans

An auto loan is a secured personal loan taken to purchase a new or used vehicle. In an auto loan, the vehicle being purchased is considered as the collateral on the loan.

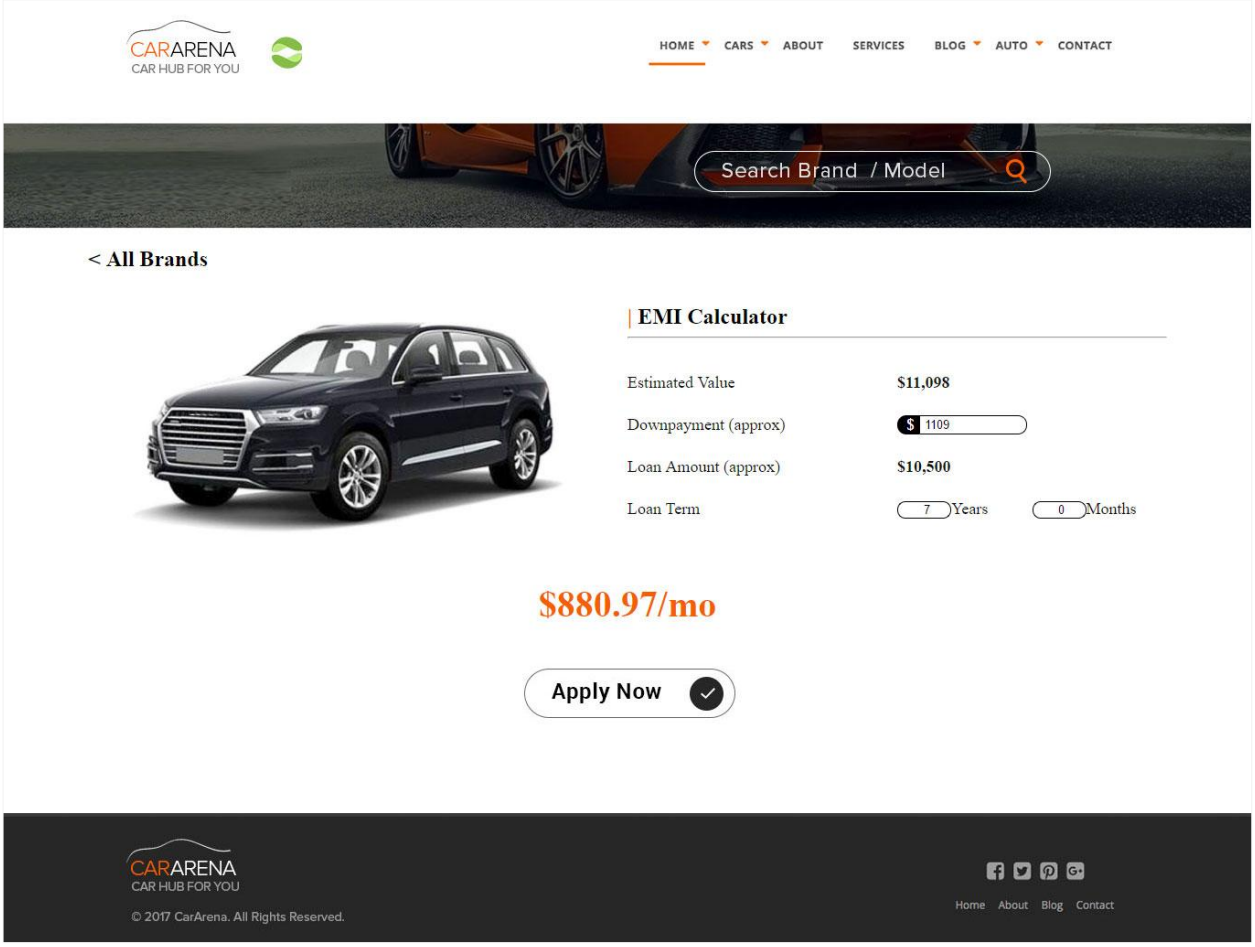
A new product ‘Auto Loans’ has been introduced as part of **the US localization originations** module.

There is a feature introduced as part of the application process wherein the applicant can choose a vehicle from the dealer portal and then apply for the loan which will navigate him/her back to the application form. The information as entered on the dealer portal about the make, model, purchase price etc. is carried forward to the actual application form.

This product has been integrated Oracle Financial Services Lending and Leasing (OFSLL)

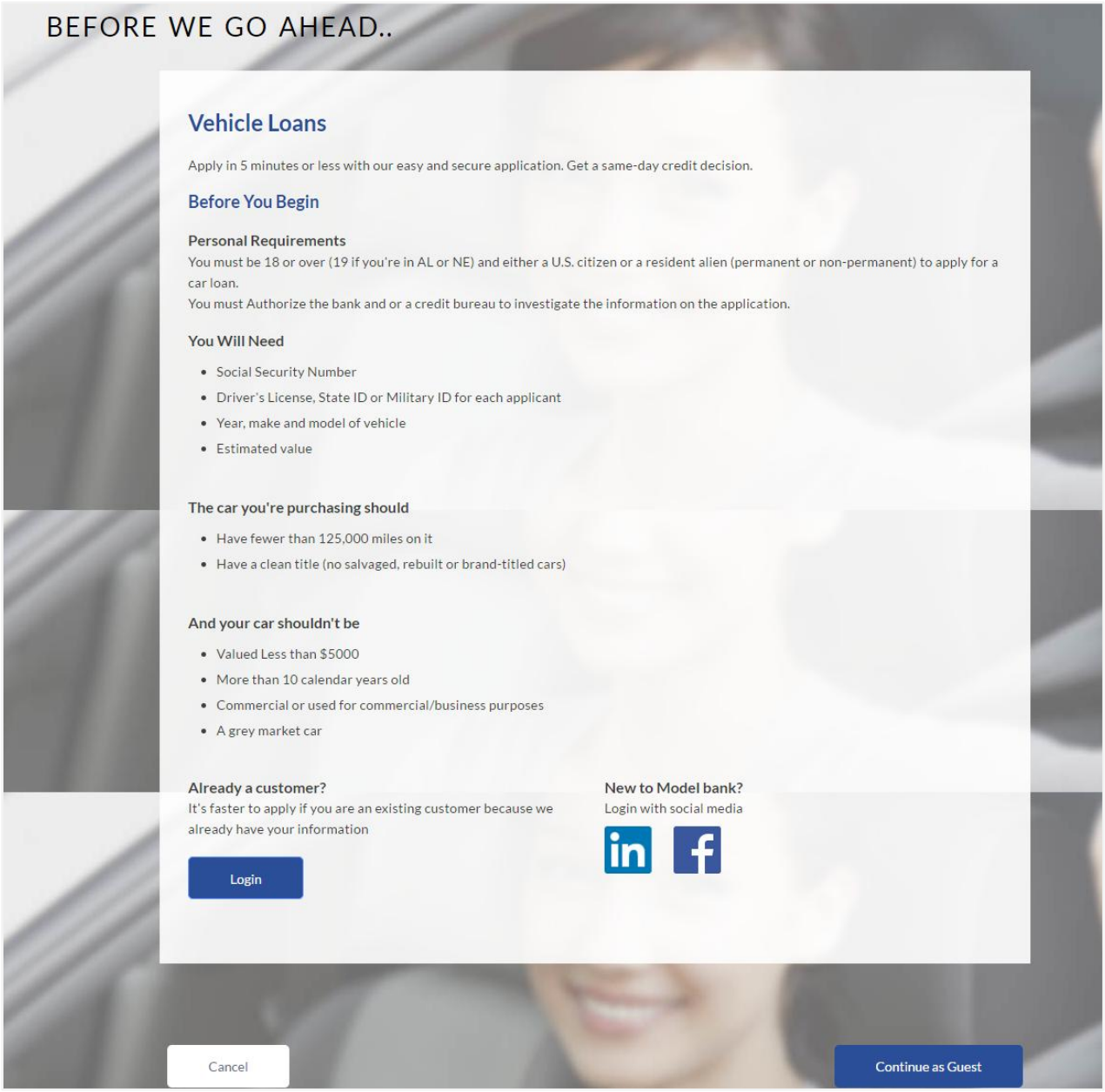


User can click on **Search Cars and Apply** button, and this will take the user to a dealer’s portal from where he can select the brand and car model and can directly calculate the EMI of that car model using the EMI calculator



Clicking on Apply Now button will take you to the Orientation page.

Similar to the Pay day Loans, auto loans orientation page has been enhanced to include the feature of enabling the applicant to log into a social media account (currently Facebook or LinkedIn) so as to fetch basic information which can be pre-populated in the respective fields of the application. This feature has been built in addition to the existing feature of providing existing users/registered users with the facility to enter user ID and password so as to have all the personal information of the applicant pre-populated in the respective sections and the facility for new users to fill out the applications as guests.

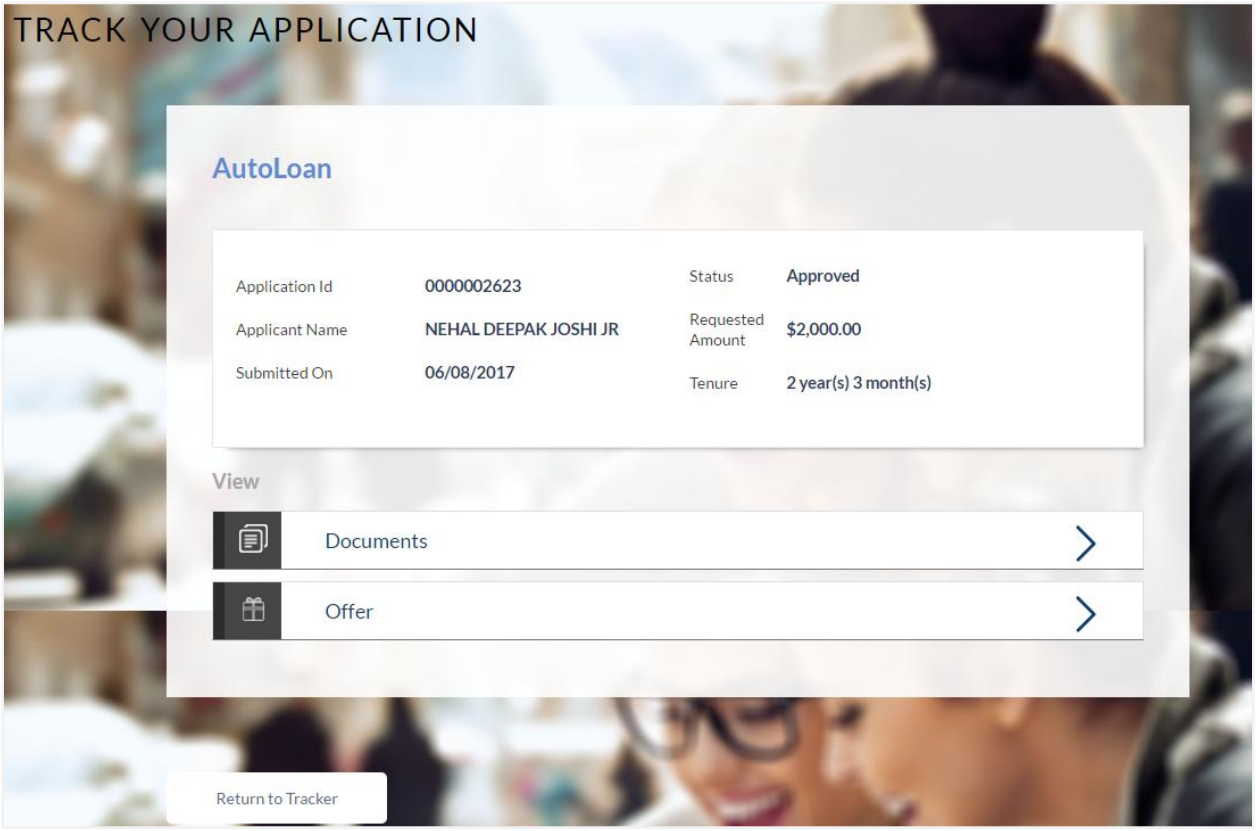


As part of the application form, applicant will need to capture the loan requirements, vehicle information, personal information, contact information, employment information, and financial information consisting of income and expense details.

The loan requirements section, in addition to capturing the amount of loan, term etc. also captures the active duty military status of the applicant.

All the required disclosures and consents are displayed under the review & submit section of the application.

The auto loans application tracker has been built so as to enable the applicant to track the status of submitted applications and also to undertake additional actions required for the processing of the application such as uploading documents supporting essential proofs and viewing and accepting or rejecting the offer document, once generated by the bank. As per the existing functionality of the application tracker, the applicant can also retrieve a saved auto loan application in order to complete it.



6.4 Statement Enhancements

As a part of OBDX 17.2 release, following enhancements are done as a part of e-statements.

- Facility to view the pre-generated statement for current and savings accounts, Term Deposit accounts and Loans.
- Facility to Download account activity in OFX,QIF, PDF, CSV and MT940 formats

6.5 Tools and Calculators

Users can now access the different calculators without logging into the OBDX banking application.

Following calculators can be accessed from the Bank's portal page by existing customers and by prospects.

- Exchange Rate Calculator
- Deposit Calculator
- Loan Calculator
- Loan Eligibility Calculator

6.6 EPI Support

Merchant Maintenance transaction of system administrator is enhanced to support the following:

- Facility to maintain different merchant account numbers for transaction amount and service charge (commission) amount collection.

- Facility to default the customer's account number which to be debited while making the payment to a specific merchant.

  In addition, a facility is supported to generate a 'Reconciliation Report' for the EPI payments processed through OBDX. An option is provided to the Bank administrator to either schedule a report or generate an adhoc report.

6.7 Cards Enhancements

As a part of OBDX 17.2 release, following enhancements are done in Debit Cards and Credit Cards

Debit Cards

- Ability to generate ATM-Debit card PIN
- Ability to request the Bank to set preferred card ATM and Point of sale transaction limits
- Ability to enable/disable international usage allowed option

Credit Cards

- Ability to generate Primary and Add on credit card PIN
- Ability to request a Bank to redeem the reward points earned on credit card
- Ability to view and download pre-generated credit card statements
- Ability to request for an e-statement for specific credit card
- Ability to enable/disable international usage allowed option available Primary and Add on credit card

7

Qualifications

This chapter lists the qualification details of Oracle Banking Digital Experience 17.2.0.0.0 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 2.5.0.2.0 Base Version Oracle Banking Platform 2.5.0.2.0 – US Localized Version
Oracle Banking Digital Experience Originations Modules : Auto and Pay Day Loan	Oracle Financial Services Leasing and Lending – 14.3.0.0.0
Oracle Banking Digital Experience Retail & Corporate Servicing	Oracle FLEXCUBE Universal Banking 12.3.0.0.0

Browser Support:

	Chrome	Firefox	Microsoft Browser	Safari
Android	Supported *	Not Supported	N/A	N/A
iOS	Not Supported	Not Supported	N/A	Supported
Mac OS X	Supported	Supported	N/A	Supported
Windows	Supported	Supported	Supported	Not Supported

* Support on the Android operating system is limited to Chrome for Android. The Native Android browser that shipped with version prior to 4.4.x is not supported.

** Support for Microsoft Browsers will follow the same N-1 support policy that iOS provides. The most recent version plus one previous release. As of January 12th 2016, this means the most recent version of Microsoft Edge and IE11 only.

For complete Browser support policy, please refer to below link:

http://www.oracle.com/technetwork/indexes/products/browser-policy-2859268.html

8

Known Issues and Limitations

This chapter covers the known anomalies and limitations in of Oracle Banking Digital Experience Release 17.2.0.0.0.

8.1 Oracle Banking Digital Experience Known Issues

Below are the pending issues in 17.2 release:

1. Mobile app support is not available for Bulk file uploads and Trade Finance module.
2. 'Net worth widget' in Retail Desktop released as part of 17.2 will be updated as 'I have and I Owe' widgets as part of the next patch set.
3. User can approve transactions in transaction blackout period.

8.2 Oracle Banking Digital Experience Limitations

There are no known limitations.