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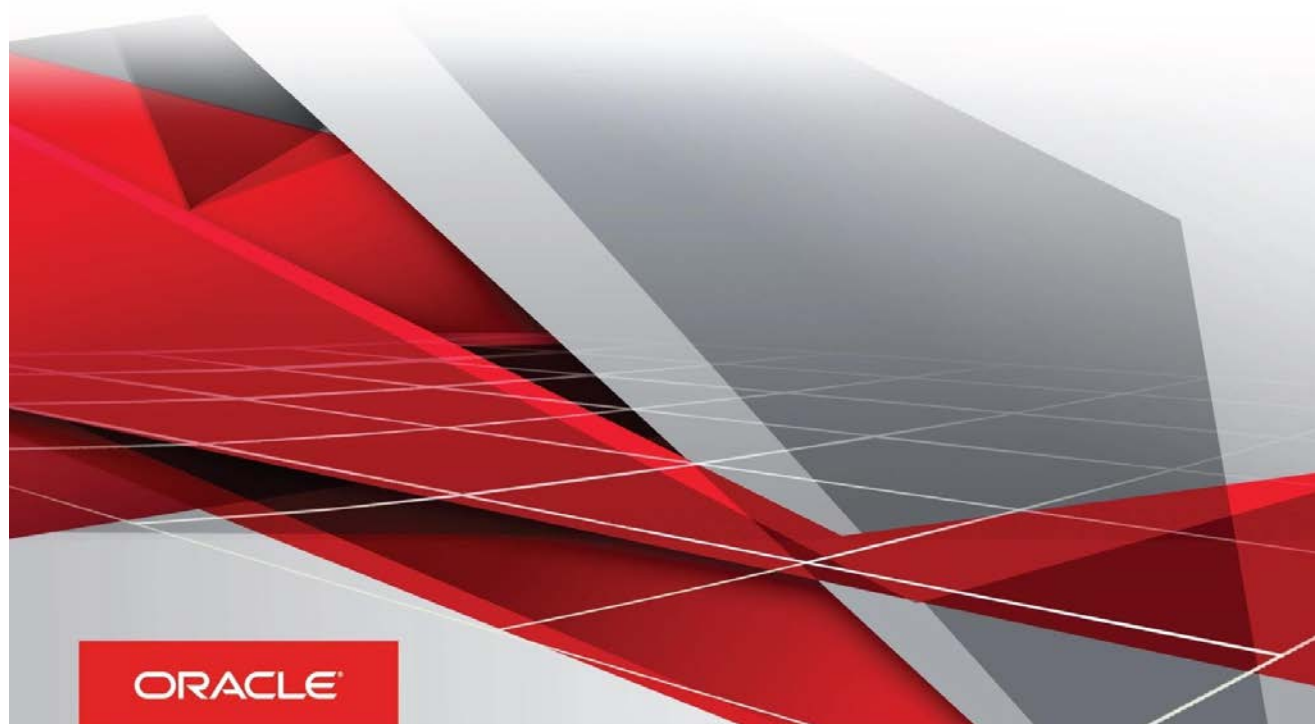
Financial Services

Customer Analytics Application Pack

Release 8.0.5.0.0

Document Versioning

Version	Date	Change Reference
02	November 19, 2017	Updated: Final version published
01	November 16, 2017	Created: Draft published

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Preface

This Preface provides supporting information for the <Product / Pack Name> Release Notes and includes the following topics:

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Overview of OFSAA

In today's turbulent markets, financial institutions require a better understanding of their risk-return, while strengthening competitive advantage and enhancing long-term customer value. Oracle Financial Services Analytical Applications (OFSAA) enable financial institutions to measure and meet risk adjusted performance objectives, cultivate a risk management culture through transparency, lower the costs of compliance and regulation, and improve insight into customer behavior.

OFSAA uses industry-leading analytical methods, shared data model and applications architecture to enable integrated risk management, performance management, customer insight, and compliance management. OFSAA actively incorporates risk into decision making, enables to achieve a consistent view of performance, promote a transparent risk management culture, and provide pervasive intelligence.

Oracle Financial Services Analytical Applications delivers a comprehensive, integrated suite of financial services analytical applications for both banking and insurance domain.

Purpose of this Document

This document contains release information for Oracle Financial Services Customer Analytics Application Pack (OFS CA).

Intended Audience

This document is intended for users of Oracle Financial Services Customer Analytics Pack (OFS CA).

Documentation Accessibility

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http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

This section identifies additional documents related to OFS CA Application 8.0.5.0.0. You can access Oracle documentation online from the Documentation Library (OHC).

- *Oracle Financial Services Retail Customer Analytics Installation Guide 8.0.5.0.0*
- *Oracle Financial Services Retail Customer Analytics User Guide 8.0.5.0.0*
- *Oracle Financial Services Analytical Applications Technology Matrix*

Introduction to Customer Analytics

Oracle Financial Services Retail Customer Analytics (OFSRCA) is a complete end-to-end web-based Business Intelligence solution Business Intelligence solution for Customer Analytics. It provides tools for data integration and includes customizable, pre-built dashboards and reports, a reporting data model, and user friendly functional subject areas for ad-hoc reporting. It enables you to actively plan, manage, and track marketing investments with pre-built reports, dashboards, and underlying data structures.

Oracle Financial Services Customer Analytics

Oracle Financial Services Customer Analytics is a separately licensed product.

Patch **26940579** - Oracle Financial Services Customer Analytics Application Pack v8.0.5.0.0 is cumulative of all enhancements and bug fixes done since v8.0.4.0.0 release.

This chapter includes the following topics:

- ♦ New Features
- ♦ Prerequisites
- ♦ How to Apply this Maintenance Release?
- ♦ Post Installation Steps
- ♦ Bugs Fixed in This Release
- ♦ Known Issues

New Features

The list of features that are part of this release are:

1. **Web Analytic Reports**: Web analytics reports are fully loaded analytical reports detailing the web activity of users through weblogs on the bank's website. These reports provide analysis for the pages visited, frequency of page visits over a period of time and analysis across products in terms of web activity.

For detailed information on usage of the existing features, see *Oracle Financial Service Retail Customer Analytics User Guide Release 8.0.5.0.0* from OHC Documentation Library.

For detailed instructions on installing this OFS CA release, see *Oracle Financial Services Retail Customer Analytics Installation Guide Release 8.0.5.0.0* in OHC Documentation Library.

Prerequisites

The prerequisite software that must be installed for this release are:

1. Oracle Financial Services Advanced Analytical Applications Infrastructure (OFSAAAI) 8.0.5.0.0 (patch **25873206**)
2. Oracle Financial Services Retail Customer Analytics (OFS RCA) 8.0.5.0.0 (patch **26940579**)

How to Apply this Maintenance Release?

For detailed instructions on installing this Maintenance Level Release, see *Oracle Financial Services Retail Customer Analytics Installation Guide Release 8.0.5.0.0*.

Post Installation Steps

For the post-installation steps required for this release, see *Oracle Financial Services Retail Customer Analytics Installation Guide Release 8.0.5.0.0*.

Bugs Fixed in this Release

There are no fixed bugs in this release.

Known Issues / Limitations

The known issues / limitations in OFS REG REP US FED Release 8.0.5.0.0 is as follows:

- ♦ ORAAH ATTRITION (EXCEPT CARDS) AND PROPENSITY MODELS ARE FAILLING

For the following limitations, there are work-arounds available. Refer to the section "Post Installation Steps" in the *Oracle Financial Services Retail Customer Analytics Installation Guide Release 8.0.5.0.0* for the work-around solutions.

- ♦ DT TO LOAD FACT TABLE IS FAILING FOR THE ATTRITION MODEL
- ♦ MARKET BASKET ANALYSIS MODEL IS FAILING
- ♦ THE DEFAULT PARAMETER FOR "DRCY" HAS TO BE PROVIDED FOR ACRM_CRM_ACC_SUMM BATCH.
- ♦ WEB ANALYTICS: ERROR IN THE REPORT "TOP 10 PAGES PER MONTH.

Oracle Financial Services Advanced Analytical Applications Infrastructure

Refer to OFS Advanced Analytical Applications Infrastructure (OFS AAAI) Application Pack Readme file for the details on the New Features, List of Bugs Fixed, and Limitations.

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