

User Manual

**Process Maintenance and  
Worklist Guide**

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# 1 Preface

## 1.1 Introduction

This User Manual is prepared to familiarize you with the Queue Maintenance of Oracle Banking Process Management. The manual gives you an overview of Queue Maintenance and explains all the maintenances required for its smooth functioning.

## 1.2 Audience

This manual is intended to Managers and 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>.

## 1.3 Organization

This manual is organized into following chapters:

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	Queue Maintenance – Helps in creating new criteria for queue.

## 1.4 Abbreviations used



No abbreviations used.


## 1.5 Related Documents

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## 1.6 Glossary of Icons

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

Icon	Function
	Add new criteria
	Grid view

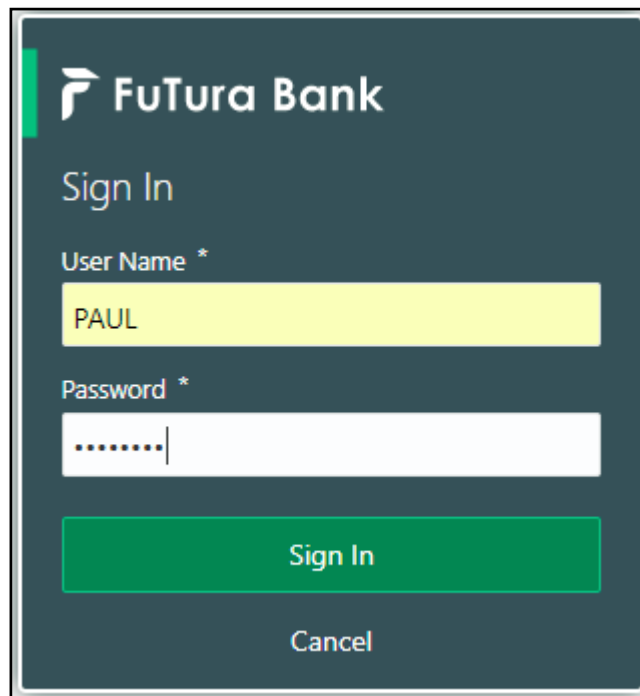
	List view
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## 2 Queue Maintenance

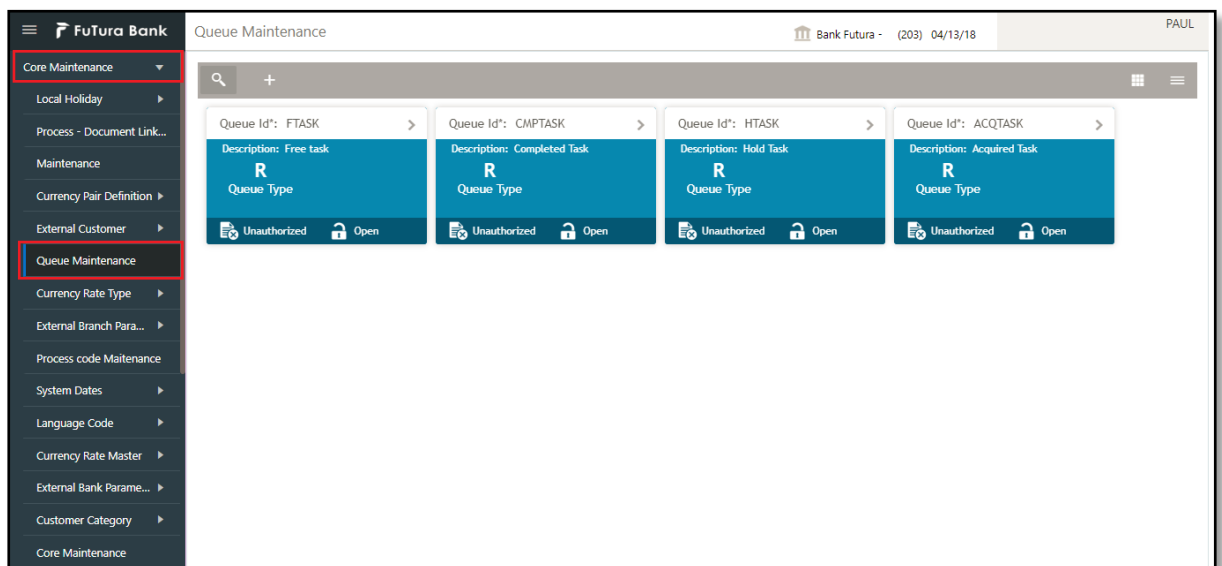
Queue Maintenance enables the user to set criteria for the queue of the tasks based on their status. In the subsequent steps, let's look at the details for creating a queue:


### 2.1 Create a Queue Criteria

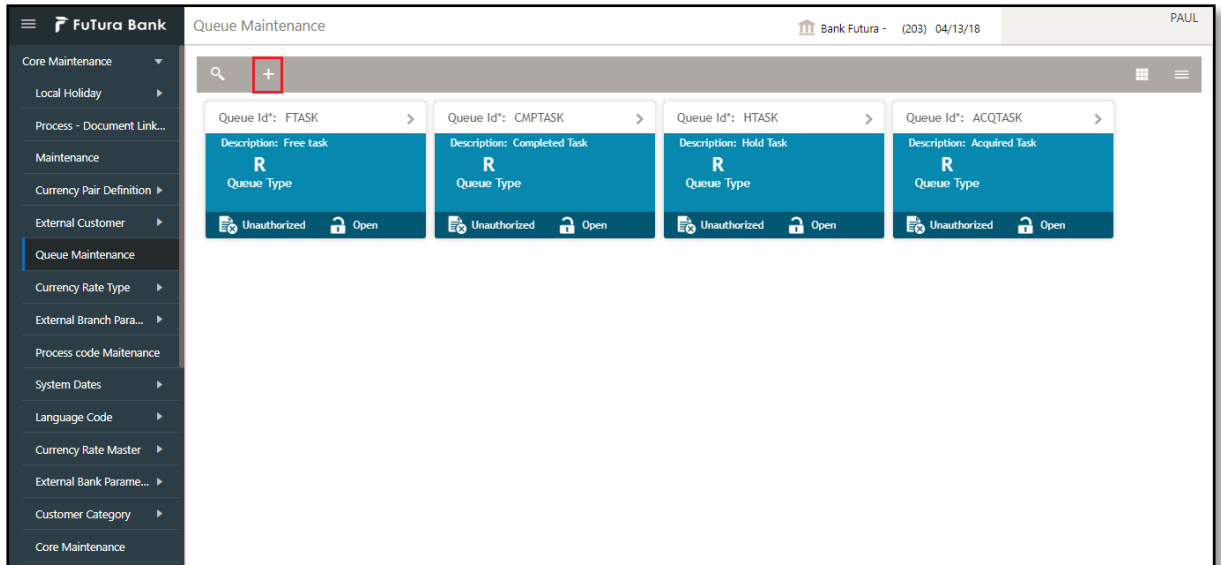
1. Log in to the application with appropriate user credentials.



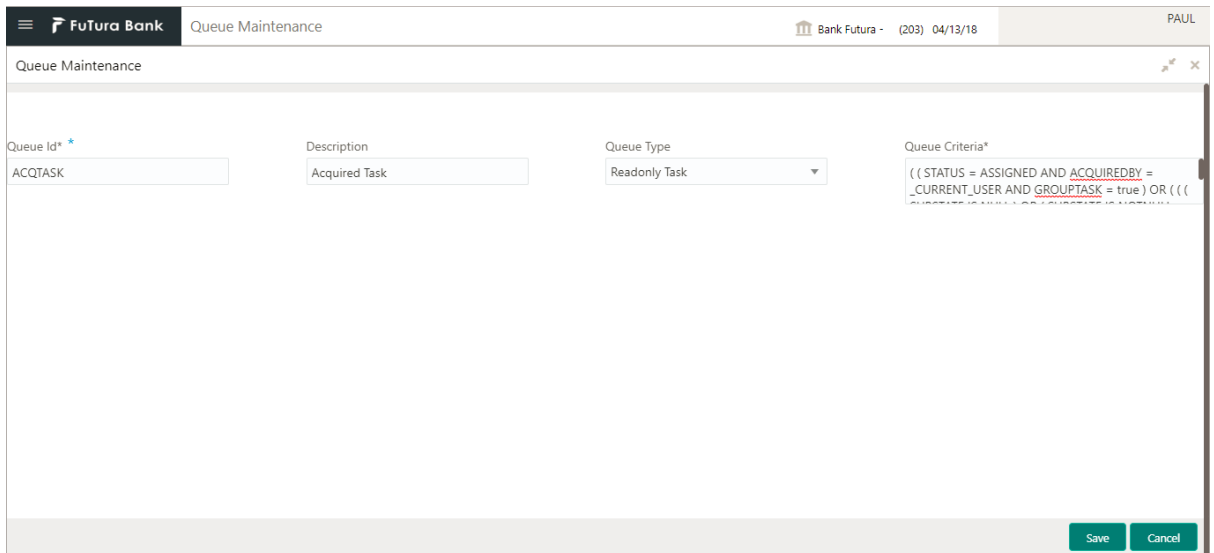
2. Click **Core Maintenance > Queue Maintenance** on the left pane of the application.



3. Click plus icon  to create a new queue criteria.



4. Provide queue criteria details based on the description provided in the following table:

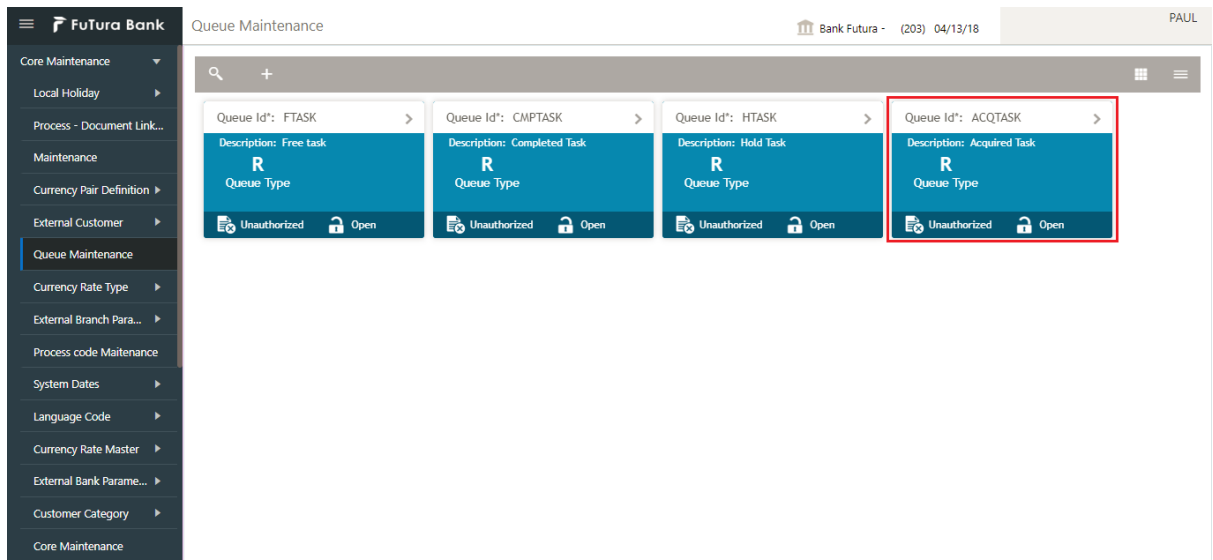







#	Field Name	Description	Sample Values
1.	Queue ID	Specify a unique ID for the queue.	<b>ACQTASK</b>
2.	Description	Provide an appropriate description for the queue criteria.	<b>Acquired Task</b>

#	Field Name	Description	Sample Values
3.	Queue Type	<p>Select the type of the task for which this queue criteria is applicable. Type of tasks available are as follows:</p> <ul style="list-style-type: none"> <li>• Read only Task</li> <li>• Supervisor Task – This feature will be implemented in future release.</li> <li>• Free Task</li> <li>• Acquired Task</li> <li>• Completed Task</li> </ul>	<b>Read-only Task</b>
4.	Queue Criteria	<p>Provide the details/rule of the queue criteria. This rule must be as an arithmetic expression with standard keys.</p>	<pre>(( STATUS = ASSIGNED AND ACQUIRED BY = _CURRENT_USER AND GROUPTASK = true ) OR ( ( SUBSTATE IS NULL ) OR ( SUBSTATE IS NOTNULL AND SUBSTATE &lt;&gt; ESCALATED ) ) AND ( STATUS = ASSIGNED AND GROUPTASK = false ) ) )</pre>
5.	Save	<p>Click <b>Save</b> to save the queue criteria.</p> <p>Note – By default the queue will be saved as unauthorized.</p>	

- Once the queue is created, it will be displayed in the dashboard with the following details:

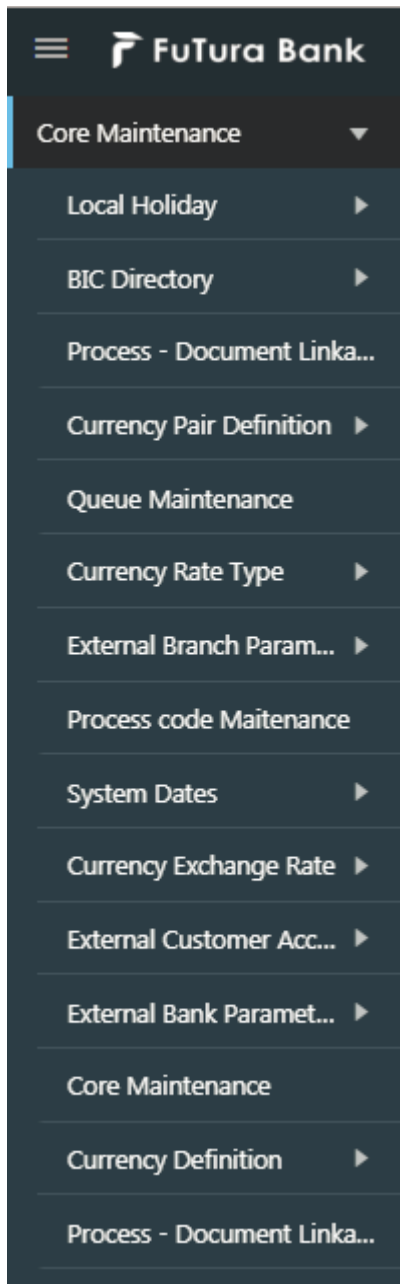


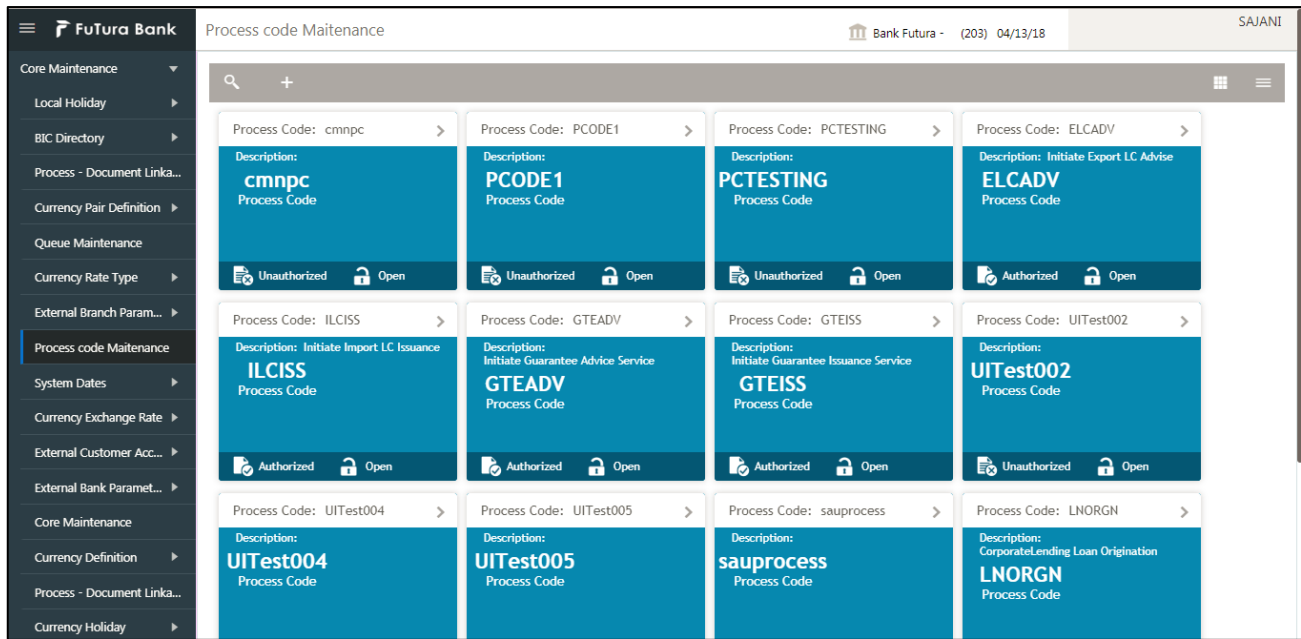


- Queue tile displays the Queue ID, Description of the Queue and Queue type.
- Unauthorized () – This provide the information whether this queue is authorized for another user or unauthorized.
- Open () – Status of the queue which enables the user to use this queue if it is open.
- Search () – Search the available queue criteria.
- Grid View () – Display the queue criteria in grid view.
- List View () – Display the queue criteria in list view.

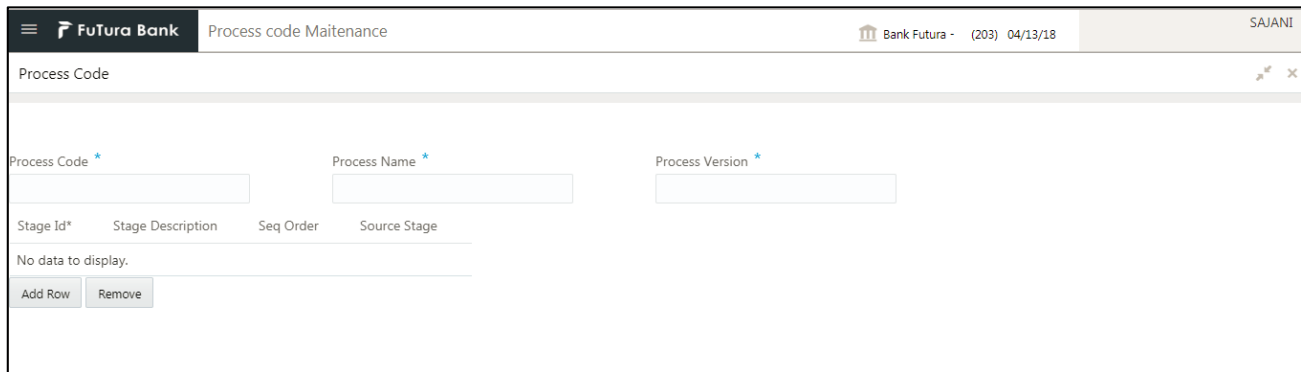
### 3 Product Code Maintenance – Initiate

Login to the OBTFPM application. Select 'Core Maintenance' on the left side menu. In the display list select Process Code Maintenance.





Select on the '+' sign on the left top to create a new process code.



Field	Description
Process Code	In this field, the user can enter the process code. The code is an abbreviation of the process name. Alphanumeric text with length max 10 char
Process Name	The process name is the composite name of the process code
Process Version	The version of the process is update in this field

The stages that have to be mapped under a process code are captured in the stage table.

Stage Id*	Stage Description	Seq Order	Source Stage
No data to display.			
<input type="button" value="Add Row"/>		<input type="button" value="Remove"/>	

Field	Description
Stage Id	An unique id for the stage for the particular process
Stage Description	The stage description captures the description of the particular stage
Seq Order	The sequence order identifies the order of the stage in the complete process. Registration will always be seq order 1
Source stage	This field highlights whether that particular stage is the source/starting point for that process.

Process Code

Process Code *	Process Name *	Process Version *	
ELCADV	InitiateExportLCAdviseService	1	
Stage Id*	Stage Description	Seq Order	Source Stage
TFPM_FA_ELCADV_SCRTY	Scrutiny	2	N
TFPM_FA_COMMON_REMAP	Release Earmark Exception Approval	14	N
TFPM_FA_ELCADV_CRVER	Customer Response Verification	9	N
TFPM_FA_ELCADV_APPR1	Approval1	10	N
TFPM_FA_COMMON_LEMAP	Limit Earmark Exception Approval	8	N
TFPM_FA_ELCADV_APPR2	Approval2	11	N
TFPM_FA_COMMON_RBKAP	Release Amount block Exception Approval	13	N
TFPM_FA_COMMON_KYCAP	KYC Exception Approval	4	N
TFPM_FA_COMMON_ABKAP	Amount block Exception Approval	7	N
TFPM_FA_COMMON_SANAP	Sanction Exception Approval	6	N
TFPM_FA_COMMON_AMLAP	AML Exception Approval	5	N

## 4 Task Menu

Based on the role access given to the user the Task menu will have the following

- Search
- Free Task
- My Task
- Hold Task
- Completed Task

### 4.1 Task - Search

You can query existing tasks by specifying the Filter Criteria's available on the Left side

Following Filter Criteria's is available

Field	Description
Application Number	Capture the Application Number for searching the task with that application number. Minimum 3 characters should be captured for searching the task
Customer Name	Capture the Customer Name for searching the task with that Customer Name
Branch Name	Capture the Branch Name for searching the task with that Branch
Task Status	Select the Task Status for searching the task with that Status. By default Free Task will be searched
Task Priority	Select the task priority for searching the task of that priority
Process	Select the Process for searching the task of that process. On Select of a process the Stages of that process will be defaulted.

Stage	This works only if the Process is selected; Select the Stage of the Process to search the task of that Stage.
Amount	Capture the Currency and the Amount Range to search the task with that Currency and amount range.

All the tasks that meet the criteria's specified are fetched as displayed.

The Task List will display the following details of the task

- Customer Number
- Application Number
- Process Name
- Stage Name
- Amount with Currency
- Status of the Task and
- User who has acquired the task

The actions that can be performed on the task are based on the status of the task.

#### Free Task

- **Acquire** - Click on the Acquire action to acquire the task so that the user can lock the task and work on the task.
- **View Flow Diagram** – Click on the Flow Diagram to view the BPMN flow diagram.

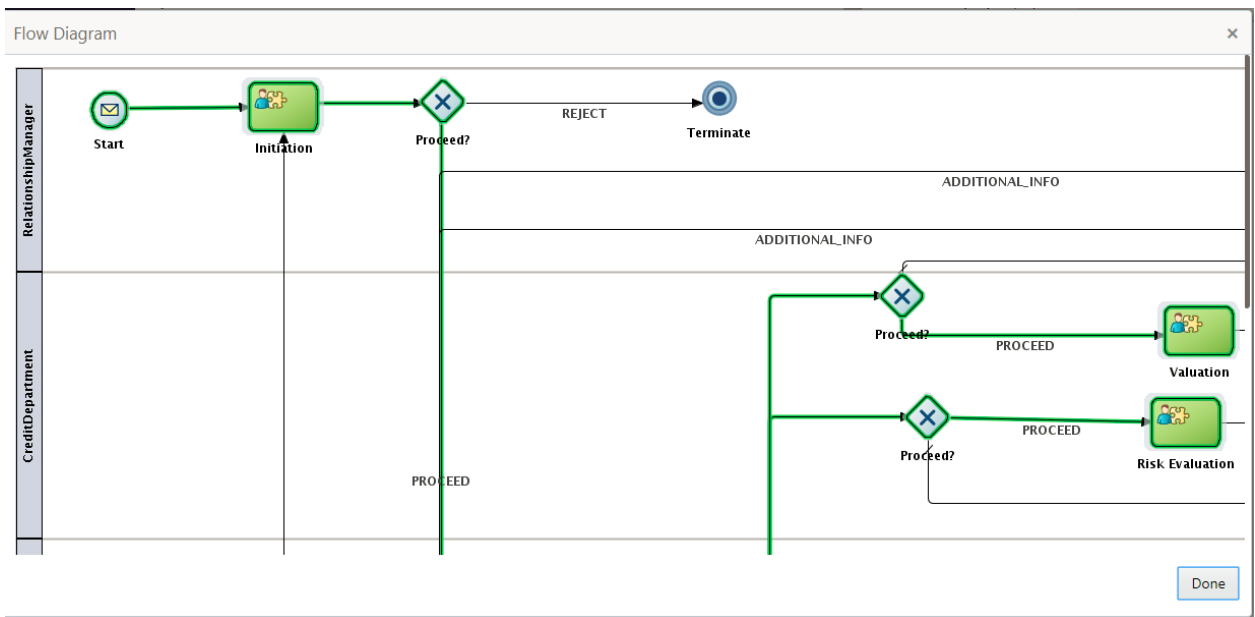
#### My Task

- **Release** - Click on the Release action to release the task so that the other users can lock the task and work on the task. User will be able to Release the task if the task was acquired by the same user.
- **Edit** – Click on the Edit action to open the task so that you can work on the task.
- **View Flow Diagram** – Click on the Flow Diagram to view the BPMN flow diagram.

#### Hold Task

- **Resume** - Click on the Resume action to resume the task so that the you can work on the task. User will be able resume the task if the task was put on hold by the same user.
- **View Flow Diagram** – Click on the Flow Diagram to view the BPMN flow diagram

# Flow Diagram





## 4.2 Task – My Task

System will display the tasks which were acquired by the user.

Edit	Priority	Application Number	Branch	Customer Number	Amount	Process Name	Stage
<input checked="" type="checkbox"/>	Medium	APP181633190	004	CORP00200200	£2,000,000.00	Collateral Evaluation	Legal Opinion
<input type="checkbox"/>	Medium	APP181633190	004	CORP00200200	£2,000,000.00	Collateral Evaluation	Valuation
<input type="checkbox"/>	Medium	APP181633190	004	CORP00200200	£2,000,000.00	Collateral Evaluation	Risk Evaluation

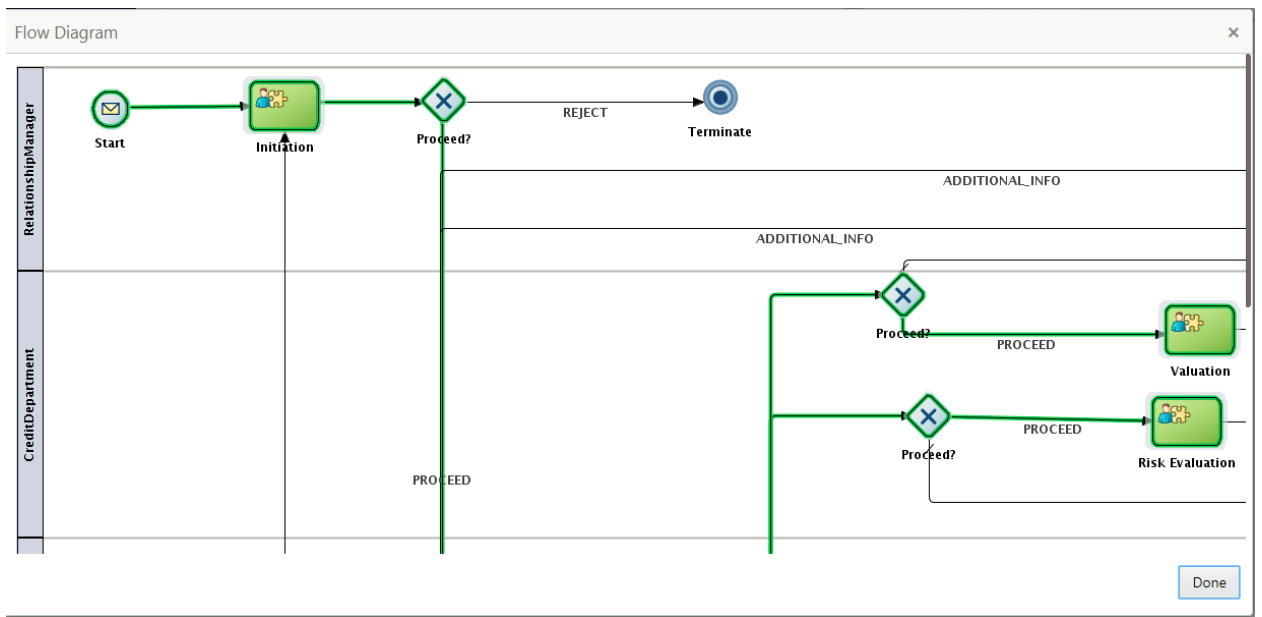
The Task List will display the following details of the task

- Priority
- Application Number
- Branch
- Customer Number
- Amount with Currency
- Process Name
- Stage Name

The actions that can be performed on the task

- **Release** - Click on the Release action to release the task so that the other users can lock the task and work on the task
- **Edit** – Click on the Edit action to open the task so that you can work on the task.
- **View Flow Diagram** – Click on the Flow Diagram to view the BPMN flow diagram.

# Flow Diagram



### 4.3 Task – Free Task

System will display the tasks which were not acquired by any of the user and for which the current user has access.

Priority	Application Number	Branch	Customer Number	Amount	Process Name	Stage
Low	APP181642432	004	000039	BOB76,666.00	Collateral Perfection	Data Enrichment
Low	APP181632428	004	CORP00200200	£3,000,000.00	Collateral Perfection	Data Enrichment

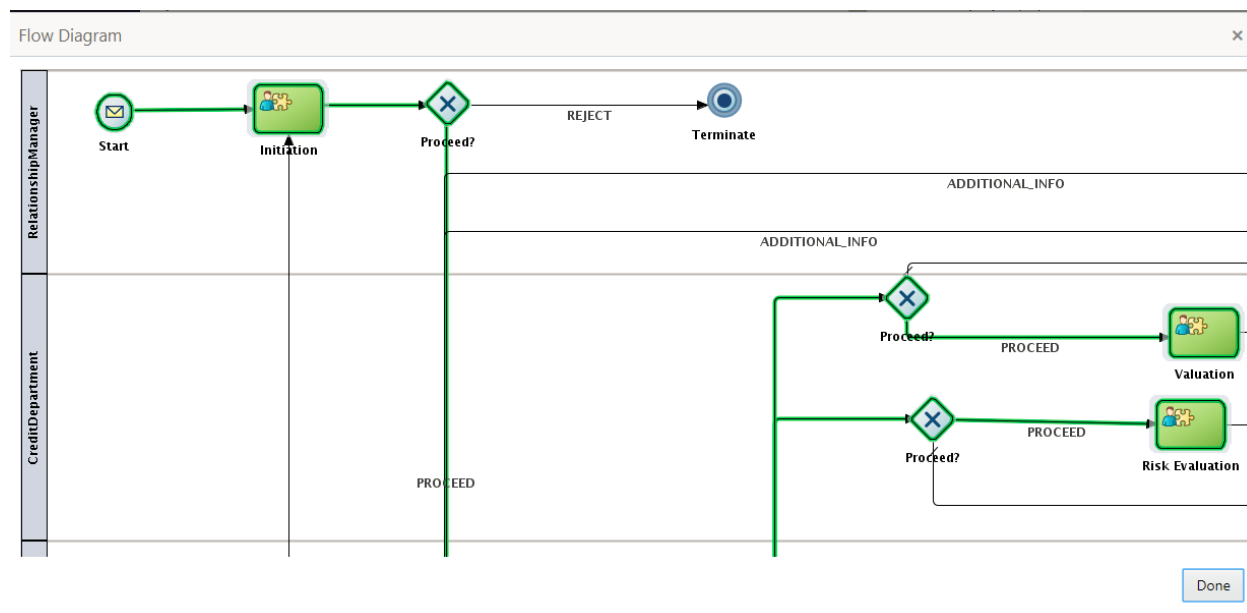
The Task List will display the following details of the task

- Priority
- Application Number
- Branch
- Customer Number
- Amount with Currency
- Process Name
- Stage Name

The actions that can be performed on the task are

- **Acquire** - Click on the Acquire action to acquire the task so that the user can be lock the task and work on the task.
- **View Flow Diagram** – Click on the Flow Diagram to view the BPMN flow diagram.

## Flow Diagram



### 4.4 Task – Hold Task

System will display the tasks which were put on Hold the current user.

FuTura Bank Hold Tasks Bank Futura - (004) 04/13/18 Anand

<input checked="" type="checkbox"/>	Priority	Application Number	Branch	Customer Number	Amount	Process Name	Stage
<input checked="" type="checkbox"/>	Medium	APP181633190	004	CORP00200200	£2,000,000.00	Collateral Evaluation	Legal Opinion

Page 1 of 1 (1 of 1 items) K < 1 > X

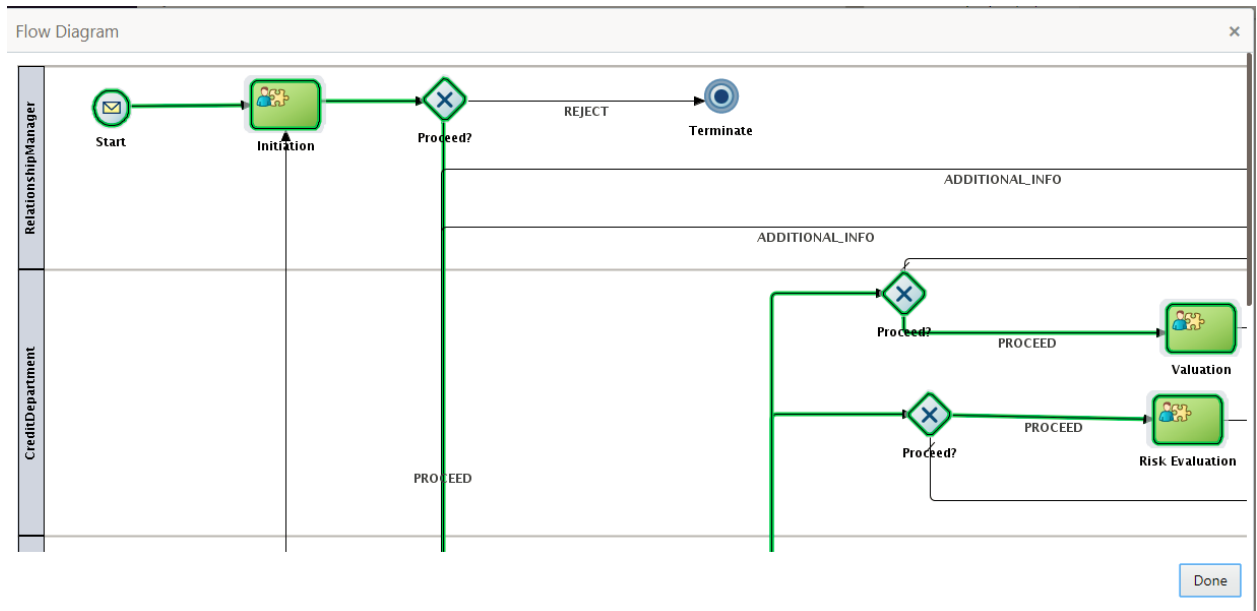
The Task List will display the following details of the task

- Priority
- Application Number
- Branch
- Customer Number
- Amount with Currency
- Process Name
- Stage Name

The actions that can be performed on the task are

- **Resume** - Click on the Resume action to resume the task so that the you can work on the task.
- **View Flow Diagram** – Click on the Flow Diagram to view the BPMN flow diagram

## Flow Diagram



## 4.5 Task – Completed Task

System will display the tasks which were completed by the current user.

Futura Bank | Hold Tasks | Bank Futura - (004) 04/13/18 | Anand

Refresh Resume Flow Diagram

Priority	Application Number	Branch	Customer Number	Amount	Process Name	Stage
Medium	APP181633190	004	CORP00200200	£2,000,000.00	Collateral Evaluation	Legal Opinion

Page 1 of 1 (1 of 1 items) | 1

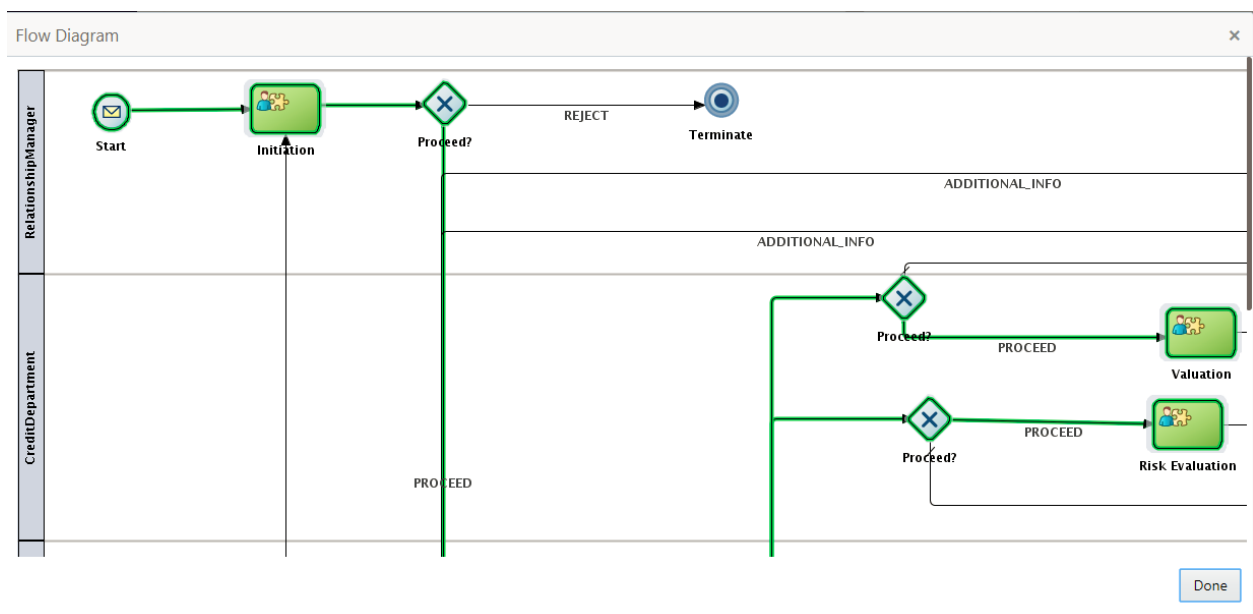
The Task List will display the following details of the task

- Priority
- Application Number
- Branch
- Customer Number
- Amount with Currency
- Process Name
- Stage Name

The actions that can be performed on the task are

- **View Flow Diagram** – Click on the Flow Diagram to view the BPMN flow diagram

## Flow Diagram



## 5 Reference and Feedback

### 5.1 References

For more information on any related features, you can refer to the following documents:

- Oracle Banking Procedure User Guide
- Oracle Banking SMS User Guide
- Oracle Banking Common Core
- Oracle Banking Credit Facilities Process Management Installation Guides

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need assistance, please contact documentation team.