

Dashboards and Alerts User Guide

# **Oracle FLEXCUBE Universal Banking**

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Dashboard User Guide  
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# 1. Preface

## 1.1 Introduction

This document is designed to help acquaint you with the features of Dashboard, which is the landing page of Oracle FLEXCUBE Enterprise Limits and Collateral Management. Information from multiple products is integrated and displayed as Dashboard on the home page of the application.

This manual explains the functionality of Dashboard facility and the various Dashboards present in the system. Besides providing these details, the manual also provides a list of Dashboards mapped to the role of the bank staff logged on to the system.

## 1.2 Audience

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

| Role                         | Function                                                                                         |
|------------------------------|--------------------------------------------------------------------------------------------------|
| Loan/Trade Officers          | To view a summary of the transactions assigned to them, messages and EOD exceptions, if any      |
| Loan/Trade Authorizers       | To view unauthorized transactions assigned to them, messages and EOD exceptions, if any          |
| Loan/Trade Supervisors       | To view subordinate wise summary report of the transactions, messages and EOD exceptions, if any |
| Branch/Relationship Managers | To view details of the transactions completed by them and their team                             |

## 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 into the following chapters:

| Chapter   | Description                                                                                                                                 |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Chapter 1 | <i>About this Manual</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual..       |
| Chapter 2 | <i>An Overview</i> gives an overview of the Dashboard facility in Oracle FLEXCUBE                                                           |
| Chapter 3 | <i>Dashboards</i> gives detailed information on Dashboards assigned to each 'User Role' and also about the organization of these Dashboards |
| Chapter 4 | <i>Alerts</i> discusses the user alerts feature of Oracle FLEXCUBE                                                                          |

|                  |                                                                                                                                            |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Chapter 5</b> | <i>Function ID Glossary</i> has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation. |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------|

## 1.5 Acronyms and Abbreviations

| Abbreviation | Description                                                                                                          |
|--------------|----------------------------------------------------------------------------------------------------------------------|
| System       | Unless and otherwise specified, it shall always refer to Oracle FLEXCUBE Enterprise Limits and Collateral Management |
| EOD          | End of Day                                                                                                           |
| DFI          | Dashboard Function ID                                                                                                |

## 1.6 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 |

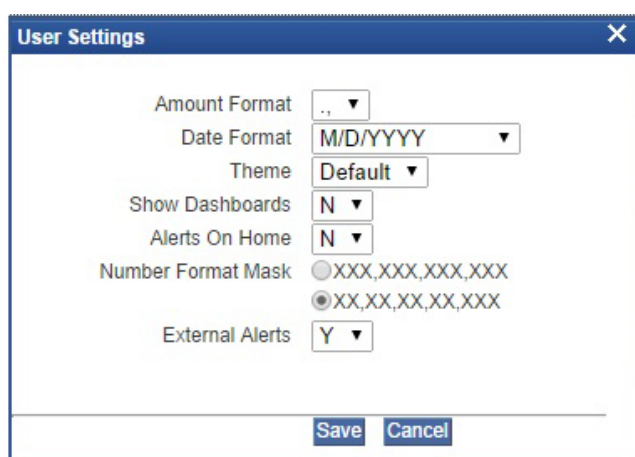
## 2. An Overview

### 2.1 Introduction

Dashboards are the tiny windows displayed on the landing page of the Application. Dashboard renders quick and crisp information of specific transactions or tasks mapped to the 'User Role' of the Bank staff, who logs on to the system.

### 2.2 Dashboard Organization

Dashboard on the home page of the application provides a summary view of information that the user need to know. You can view the dashboards if the 'Show Dashboard' field value is maintained as 'Y' in the 'User Settings' field. Mouse over the user name on the Home page and select 'User Settings' from the menu.



The screenshot shows a 'User Settings' dialog box with a close button (X) in the top right corner. The settings are as follows:

- Amount Format: dropdown menu with a downward arrow.
- Date Format: dropdown menu showing 'M/D/YYYY'.
- Theme: dropdown menu showing 'Default'.
- Show Dashboards: dropdown menu showing 'N'.
- Alerts On Home: dropdown menu showing 'N'.
- Number Format Mask: two radio button options. The first is 'XXX,XXX,XXX,XXX' (unselected). The second is 'XX,XX,XX,XX,XXX' (selected).
- External Alerts: dropdown menu showing 'Y'.

At the bottom of the dialog are two buttons: 'Save' and 'Cancel'.

Dashboards provides comprehensive and consolidate snapshot in tiny windows, to access information easily. This helps the bank staff to analyze, monitor, and make better decisions which in turn help save time and cost.

The height and width of all Dashboards are fixed; however, the number of columns per Dashboard varies based on the size and name of the columns specified at Dashboard design level.

The following buttons and links at the top of each Dashboard aid in viewing the additional records in a dashboard:

| Button/Link | Functionality                                                                                                                      |
|-------------|------------------------------------------------------------------------------------------------------------------------------------|
| Previous    | Click the button to view the previous set of 5 records.                                                                            |
| Next        | Click the button to view the next set of records. However, if there are more than 5 entries then only the next five can be viewed. |
| Refresh     | Click the button to manually refresh and view the first five records.                                                              |
| More        | Click this link to launch a screen with more information similar to that of the current Dashboard.                                 |

The following hyperlinks are also available in each Dashboard:

- Column-wise link – Each column in the Dashboard can be mapped to a different Function ID to provide column-wise hyperlinks. Click the hyperlink in a particular column to launch the corresponding Function ID. A link to a particular column is limited only to that column.
- Row wise link – Each row in the Dashboard can be mapped to a different Function ID to provide row-wise hyperlinks. Click the hyperlink in a particular row to launch the corresponding Function ID. A link to a particular row is the same across all fields in that row.

---

**Note**

- Hyperlinked rows and columns are highlighted to distinguish them from others. When a row/column link is clicked, the clicked row/column gets highlighted respectively.
- 

You can map any number of Dashboard function IDs (DFI) to a specific 'Role' or 'User' at Role Mapping and Dashboard Mapping level. If DFIs are mapped at 'Dashboard Mapping' level, then to enable Dashboards you need to map the corresponding functions/assigned roles at 'Role Mapping' level. You can also specify sequence order of DFIs at 'Dashboard Mapping' level, however, you can specify the same at 'Role Mapping' level. If multiple roles are added and the sequence is not specified, then the system will sort and display the DFIs alphabetically. If DFIs are mapped to 'User', then you can specify the display order for each DFI individually.

## 3. Maintenances

### 3.1 Introduction

As part of general maintenance required for the successful functioning of Dashboard, you should maintain the following in the system:

- Origination Dashboard Maintenance
- Origination Dashboard Role Maintenance

This chapter contains the following sections:

- [Section 3.2, "Dashboard Details"](#)
- [Section 3.3, "Dashboard or Alerts Roles"](#)

### 3.2 Dashboard Details

This section contains the following topics:

- [Section 3.2.1, "Maintaining Origination Dashboard Details"](#)

#### 3.2.1 Maintaining Origination Dashboard Details

You can maintain dashboard related information using the 'Origination Dashboard Maintenance' screen. You can invoke this screen by typing 'ORDDSHMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot displays the 'Dashboard Maintenance Screen' with a title bar and standard window controls. The main area is divided into several sections:

- New**: A section at the top with input fields for 'Dashboard Id \*' and 'Description', and a 'Partition Per Page \*' field set to '6'.
- Dashboard Mapping Details**: A table with columns: Sequence Number, Queue Type, Queues, Report Id, Fields, Actions, and Mapping Details. A 'Go' button is located above the table. The first row is partially visible.
- Dashboard Menu Details**: A table with columns: Language Code \*, Main Menu \*, and Sub Menu \*. A 'Go' button is located above the table. The first row is partially visible.
- Footer**: A blue bar at the bottom containing fields for 'Maker', 'Date Time', 'Mod No', 'Record Status', 'Checker', 'Date Time', 'Authorization Status', and an 'Exit' button.

Specify the following details:

#### Dashboard Id

Specify the dashboard id here.

**Description**

Specify a brief description of the dashboard.

**Partition Per Page**

Specify the maximum number of partitions to be displayed in each dashboard page. This should be a number between 1 and 6. The minimum partition required is one and the maximum partitions allowed are 6.

**Dashboard Mapping Details****Sequence Number**

Specify the sequence number for the dashboard. It is used to sequence the order in which the frames are displayed in dashboard.

**Queue Type**

Select the queue type from the adjoining drop-down list. This list displays the following values:

- Queue - If you select this option, then system displays all valid queue ids in the 'Queue Id' option list.
- Count - If you select this option, then system displays the title for the frame selected. This is used when you want to configure a summary dashboard having multiple queue and their corresponding count.
- Report- If you select this option, then system displays all valid report ids in the Report Id option list.
- Alert Summary- If you select this option, then system displays all valid Queue Ids and report ids in the Queue Id and Report Id option list
- Summary- If you select this option, then system displays all valid Queue Ids in the Queue Id option list.

**Queues**

If the 'Queue Type' is 'Queue', then the option list displays all valid queue ids maintained in the system. If the 'Queue Type' is 'Count', then the adjoining option list displays the title for the view.

**Report ID**

Select the report id for the dashboard from the option list. This list displays all valid report ids maintained in the system.

**Fields**

System displays the fields of the dashboard here, based on the fields selected from the 'Mapping Details' screen.

**Actions**

System displays the fields of the dashboard here, based on the fields selected from the 'Mapping Details' screen.

**Dashboard Menu Details****Main Menu**

Specify the main menu name here,

**Language**

Specify the language code of the dashboard.

**Sub Menu**

Specify the name of the sub menu.

### 3.2.1.1 Specifying the Mapping Details

You can select the fields and actions by clicking the 'Mapping Details' button in the 'Origination Dashboard Maintenance' screen. This screen is used to select the action and columns that you want to perform on a particular frame of the dashboard ..

Dashboard Id

Sequence Number

Available Fields

1 Of 1

Go

| List                     | Description |
|--------------------------|-------------|
| <input type="checkbox"/> |             |

Selected Fields

1 Of 1

Go

| Selected                 | Description |
|--------------------------|-------------|
| <input type="checkbox"/> |             |

In this screen, you can select the required fields and actions for the dashboard from the Available Fields and Available Actions. Available fields displays all the queues maintained from SMDQUEMT screen, if the option selected is Count in queue type. Available action displays all the actions listed in the header of the task bar. On clicking the right-arrow button, system moves the selected fields and actions to the Selected Fields and Selected Actions sections respectively. Similarly, to de-select an action or a field, click the left-arrow button. Available fields displays blank if the queue type is selected queue and if the option is selected as 'Queue'. The mapping details are not allowed if the queue type is selected as BAM. The system displays an error message as "No field mappings available for selected queue criteria".

### 3.2.1.2 Navigating Across Dashboards

Instead of having multiple dashboards for the same set of Criteria Queue/ Report/Count, there is a facility to map them all to the 'Dashboard Maintenance Screen'. Mapping is based on the priority of the sequence number specified. You can also configure the partition to be displayed

in the dashboard per page. If there are more than one page then navigation is allowed both ways (ie. To and Fro).

| Assigned Tasks(2)                                                |                          |                         |  | Acquired Tasks(2)                                                |                   |                         |  |
|------------------------------------------------------------------|--------------------------|-------------------------|--|------------------------------------------------------------------|-------------------|-------------------------|--|
| <div>Filter</div> <div>Page 1 Of 1</div> <div>Jump to page</div> |                          |                         |  | <div>Filter</div> <div>Page 1 Of 1</div> <div>Jump to page</div> |                   |                         |  |
| Workflow Reference                                               | Title                    | Creation Date(FromTo)   |  | Workflow Reference                                               | Title             | Creation Date(FromTo)   |  |
| <input type="checkbox"/> RetailLending8104                       | Application Input        | 2014-05-07 17:43:01 IST |  | <input type="checkbox"/> RetailLending338                        | Application Entry | 2014-05-01 23:15:21 IST |  |
| <input type="checkbox"/> RetailLending8107                       | Application Verification | 2014-05-07 18:03:01 IST |  | <input type="checkbox"/> RetailLending8108                       | Application Input | 2014-05-07 18:12:25 IST |  |

| Tasks on Hold(0)                                                 |       |                       |  | Completed Tasks(508)                                              |                          |                         |  |
|------------------------------------------------------------------|-------|-----------------------|--|-------------------------------------------------------------------|--------------------------|-------------------------|--|
| <div>Filter</div> <div>Page 0 Of 0</div> <div>Jump to page</div> |       |                       |  | <div>Filter</div> <div>Page 1 Of 51</div> <div>Jump to page</div> |                          |                         |  |
| Workflow Reference                                               | Title | Creation Date(FromTo) |  | Workflow Reference                                                | Title                    | Creation Date(FromTo)   |  |
| <input type="checkbox"/>                                         |       |                       |  | <input type="checkbox"/> CorporateLending6498                     | ApplicationEntry         | 2014-01-22 10:53:53 IST |  |
| <input type="checkbox"/>                                         |       |                       |  | <input type="checkbox"/> CorporateLending6498                     | Application Enrichment   | 2014-01-22 10:54:56 IST |  |
| <input type="checkbox"/>                                         |       |                       |  | <input type="checkbox"/> CorporateLending6498                     | Application/Verification | 2014-01-22 10:55:56 IST |  |
| <input type="checkbox"/>                                         |       |                       |  | <input type="checkbox"/> CorporateLending6498                     | Calculate Ratio          | 2014-01-22 10:57:12 IST |  |
| <input type="checkbox"/>                                         |       |                       |  | <input type="checkbox"/> CorporateLending6498                     | Collateral Valuation     | 2014-01-22 10:57:12 IST |  |
| <input type="checkbox"/>                                         |       |                       |  | <input type="checkbox"/> CorporateLending6498                     | Credit Evaluation        | 2014-01-22 10:57:12 IST |  |
| <input type="checkbox"/>                                         |       |                       |  | <input type="checkbox"/> CorporateLending6498                     | Legal Verification       | 2014-01-22 10:57:12 IST |  |
| <input type="checkbox"/>                                         |       |                       |  | <input type="checkbox"/> CorporateLending6498                     | Underwriting             | 2014-01-22 10:59:00 IST |  |

### 3.3 Dashboard or Alerts Roles

This section contains the following topics:

- [Section 3.3.1, "Mapping Dashboard and Alert User Roles"](#)

#### 3.3.1 Mapping Dashboard and Alert User Roles

You can define the role and user for each dashboard using the 'Origination Dashboard Role Maintenance' screen. You can invoke this screen by typing 'ORDDSHRL' in the field at the top-right corner of the Application tool bar and clicking the adjoining arrow button.

LBL\_CVS\_ORDDSHRL

New

Map To

Dashboard or Alert Id

Description

1 Of 1

Go

+

|                                 |                |                          |                          |
|---------------------------------|----------------|--------------------------|--------------------------|
| <input type="checkbox"/> Map To | User / Role Id | Map to Quick View        | Set As Landing Page      |
| <input type="checkbox"/> Role   |                | <input type="checkbox"/> | <input type="checkbox"/> |

Maker

Checker

Date Time:

Date Time:

Mod No

Record Status

Authorization Status

Specify the following details:

**Map to**

You can map user role to alert or dashboard. Select the appropriate option, i.e.Alert or Dashboard from the option list.

**Dashboard or Alert ID**

Specify the alert ID or dashboard ID that you need to map to user roles.

If you are mapping the user role to a dashboard, then specify the dashboard ID.

If you are mapping the user role to an alert, specify the alert code here.

You can select the appropriate one from the option list. The option list will display all valid dashboard IDs or alerts IDs maintained in the system, based on what is selected under 'Map to'.

**Description**

System displays the description for the selected dashboard id/ alert id.

**Map To**

Select the dashboard mapping from the adjoining drop-down list. This list displays the following values:

- Role - If you select this option, then you can map the dashboard user with specific roles.
- User - If you select this option, then you can map the dashboard to a user.

**User/Role Id**

Select the user id or role id (based on the mapping type) from the option list. This list displays all valid user ids and role ids maintained in the system.

**Map to Quick View**

Check this box to indicate that the dashboard should be included in the Quick View frame in the left corner of the 'Tasks' tab of Oracle FLEXCUBE, for a specific user or role.

**Set as Landing Page**

Check this box to set this dashboard as the landing page dashboard. If you check this option, the user will see this as the default dashboard when navigated to the 'Tasks' tab of Oracle FLEXCUBE.

If a dashboard is mapped as default for a role or user id, then you cannot map another dashboard as default. The system displays an error as "User /Role already has default dashboard" in such case.

If there are different dashboards mapped to role and user id having the same role, then dashboard mapped to the user id will take precedence over the dashboard mapped as default for the role.

---

## 4. Dashboards

### 4.1 Introduction

The credit appraisal management dashboard provides various information to the relationship managers, risk officers and bank management. The key features of the dashboard are as follows.

- Easy access for relationship managers to the applications mapped to his/her ID.
- Enhanced capability for risk officers to do risk analysis for the applications being processed
- Access for bank managers to view logically categorized applications for easy analysis and processing

You can view the following Dashboards based on the 'User Role' you are mapped to:

- Relationship manager dashboards
- Covenant renewals dashboard
- Risk office dashboards

Each 'User Role' would not require all of the above, hence the system enables grouping of these Dashboards based on the 'User Role'.

The following sections explain, in detail, the features associated with each Dashboard, the groups, and the 'User Role' associated with each group.

This chapter contains the following sections:

- [Section 4.2, "Relationship Manager Dashboard"](#)
- [Section 4.3, "Covenant Renewals Dashboard"](#)
- [Section 4.4, "Risk Officer Dashboard"](#)

### 4.2 Relationship Manager Dashboard

This section contains the following topics:

- [Section 4.2.1, "Viewing Relationship Manager Dashboard"](#)
- [Section 4.2.2, "Application Status Tracking"](#)
- [Section 4.2.3, "Over Utilized Applications"](#)
- [Section 4.2.4, "Document Missing Applications"](#)
- [Section 4.2.5, "Applications Pending Acceptance"](#)
- [Section 4.2.6, "Customer Portfolio"](#)
- [Section 4.2.7, "Relation Manager Dashboard on Monetary aspect"](#)

## 4.2.1 Viewing Relationship Manager Dashboard

In the Relationship Manager Dashboard, the relationship managers can analyse the in-flight credit applications which are mapped to his/her RM ID and track the current status of the applications.

The screenshot displays the Relationship Manager Dashboard with five main panels:

- Status Tracking (2)**: A table with columns Workflow Reference, Title, and Creation Date/From/To. It lists two applications: RPPProcess6914 (Credit appraisal enrichment) and RPPProcess6924 (Credit appraisal approval).
- Over Utilized Applications**: A table with columns Workflow reference, Utilization Amount, and Requested Amount. It lists two applications: CRPPProcess6947 and CRPPProcess6953.
- Missing Applications (2)**: A table with columns Workflow Reference, Title, and Creation Date/From/To. It lists two applications: RPPProcess6914 and RPPProcess6944.
- Applications Pending Acceptance (2)**: A table with columns Workflow Reference, Title, Customer Name, and Creation Date/From/To. It lists two applications: CRPPProcess6947 and CRPPProcess6953, both for Customer Acceptance.
- User Portfolio**: A summary table with columns User Name, Sector, Sector Description, Currency, and Amount. It shows a user named 'Hefic' in the 'Private Sector' with a currency of 'GBP' and an amount of '40000000000'.

Various dashboards for relationship managers are discussed under the following headings.

## 4.2.2 Application Status Tracking

In this dashboard, the Relationship Manager can view and track the stage by stage flow of the applications which are mapped to his/her RM ID.

In this dashboard, you can view the following details of each application:

- Workflow reference number
- Title
- Creation date (From/To)

This dashboard has an action 'Status', using which you can track the current status of an application.

## 4.2.3 Over Utilized Applications

This dashboard displays the applications which have reached the threshold limit. An application is listed under this head when the utilization amount has crossed the overall limit.

You can view the following details for each application:

- Application reference number
- Utilization amount
- Requested amount

#### **4.2.4 Document Missing Applications**

Applications which are returned with an outcome 'Documents Missing' are listed in this dashboard. Relationship managers can communicate the details of missing mandatory documents to the customers for applications associated with their RM ID.

You can view the following details for each application:

- Workflow reference number
- Title
- Creation date (From/To)

#### **4.2.5 Applications Pending Acceptance**

This dashboard displays the applications pending for acceptance from customer. Based on this information, the relationship managers can act and get the customer responses for such applications.

You can view the following details for each application:

- Workflow reference number
- Title
- Customer name
- Creation date (From/To)

#### **4.2.6 Customer Portfolio**

This dashboard displays the customer specific split of applications along with the overall limit amount and requested amount.

In this dashboard, you can view the following details:

- Customer name
- Sector
- Sector description
- Currency
- Amount

#### **4.2.7 Relation Manager Dashboard on Monetary aspect**

The Total number of applications the RM has processed/converted/completed successfully for the current month, for which he can claim monetary benefit, will be displayed in this dashboard.

You can view the following details for each application:

- Workflow reference number
- Title
- Priority

### **4.3 Covenant Renewals Dashboard**

This section contains the following topics:

- [Section 4.3.1, "Viewing Covenant Renewals Dashboard"](#)

- [Section 4.3.2, "Facility Covenant Renewal"](#)
- [Section 4.3.3, "Collateral Covenant Renewal"](#)

#### **4.3.1 Viewing Covenant Renewals Dashboard**

In the Covenant Renewals Dashboard, you can view the following dashboards.

- Facility covenant renewal
- Collateral covenant renewal

#### **4.3.2 Facility Covenant Renewal**

In this dashboard, you can view the set of facility covenants that are nearing revision date. For each facility covenant, the following details are displayed in the dashboard.

- Liability number
- Line code
- Serial number
- Covenant name
- Covenant description
- Covenant reference number
- Revision date

#### **4.3.3 Collateral Covenant Renewal**

In this dashboard, you can view the list of collateral covenants that are nearing revision date and need to be renewed. For each collateral covenant, you can view the following details:

- Collateral code
- Liability number
- Covenant reference number
- Covenant name
- Description
- Revision date

### **4.4 Risk Officer Dashboard**

This section contains the following topics:

- [Section 4.4.1, "Viewing Risk Officer Dashboard"](#)
- [Section 4.4.2, "Applications to be Approved"](#)
- [Section 4.4.3, "Potential Applications for Approval"](#)
- [Section 4.4.4, "Escalated Applications"](#)
- [Section 4.4.5, "Application Status Tracking"](#)
- [Section 4.4.6, "Productivity Dashboard"](#)
- [Section 4.4.7, "Applications from External Channels"](#)

## 4.4.1 Viewing Risk Officer Dashboard

The risk officer dashboards provide the details of applications that helps the risk officers of the bank to swiftly act upon potential risks. This dashboard enables risk officers to perform a credit analysis and evaluate the risks involved in each incoming application.

| Applications to be approved (2) |                                  |                         |  |
|---------------------------------|----------------------------------|-------------------------|--|
| Workflow Reference              | Title                            | Creation Date(FromTo)   |  |
| CRPProcess6929                  | Credit appraisal risk evaluation | 2014-03-06 17:07:06 IST |  |
| CRPProcess6953                  | Credit appraisal risk evaluation | 2014-03-06 18:50:21 IST |  |

| Future Dated Applications (1) |                             |                         |  |
|-------------------------------|-----------------------------|-------------------------|--|
| Workflow Reference            | Title                       | Creation Date(FromTo)   |  |
| CRPProcess5914                | Credit appraisal enrichment | 2014-03-06 12:35:36 IST |  |

| Escalated Applications (2) |                         |                         |  |
|----------------------------|-------------------------|-------------------------|--|
| Workflow Reference         | Title                   | Creation Date(FromTo)   |  |
| CRPProcess6920             | Credit appraisal review | 2014-03-06 12:38:36 IST |  |
| CRPProcess6927             | Credit appraisal review | 2014-03-06 15:26:39 IST |  |

| Application Status Tracking (2) |                           |                         |  |
|---------------------------------|---------------------------|-------------------------|--|
| Workflow Reference              | Title                     | Creation Date(FromTo)   |  |
| CRPProcess6924                  | Credit appraisal approval | 2014-03-06 17:07:06 IST |  |
| CRPProcess5947                  | Credit appraisal approval | 2014-03-06 18:50:21 IST |  |

| Productivity Dashboard (2) |                             |             |                         |  |
|----------------------------|-----------------------------|-------------|-------------------------|--|
| Workflow Reference         | Title                       | Assigned To | Creation Date(FromTo)   |  |
| CRPProcess6953             | Credit appraisal enrichment | ofss user 1 | 2014-03-03 16:48:19 IST |  |
| CRPProcess6929             | Credit appraisal enrichment | ofss user 2 | 2014-03-03 16:48:19 IST |  |

| Applications from External Agencies (1) |                                    |                         |        |  |
|-----------------------------------------|------------------------------------|-------------------------|--------|--|
| Workflow Reference                      | Title                              | Creation Date(FromTo)   | Source |  |
| CRPProcess5944                          | Credit appraisal application entry | 2014-03-06 18:50:21 IST | FCAT   |  |

Various dashboards for risk officers are discussed under the following headings.

## 4.4.2 Applications to be Approved

The applications pending in risk evaluation stage are listed in this dashboard. The Risk Manager can analyse the applications and approve the ones that he/she thinks fit.

You can view the following details for each application:

- Workflow reference number
- Title
- Creation date (From/To)

## 4.4.3 Potential Applications for Approval

Applications in the previous stage of the risk evaluation will be listed in this dashboard. Risk managers can view the stage by stage flow of these applications.

You can view the following details for each application:

- Workflow reference number
- Title
- Creation date (From/To)

## 4.4.4 Escalated Applications

This dashboard displays all applications that are escalated to the risk manager. The risk manager can analyse the applications and act upon them.

Applications are either manually escalated using 'Escalate' button in the Task-List dashboard, or pre-configured to get escalated automatically after a specific period.

You can view the following details for each application:

- Workflow reference number
- Title
- Creation date (From/To)

#### **4.4.5 Application Status Tracking**

In this dashboard, the risk manager can track the stage by stage flow of the applications that are analysed and approved previously.

You can view the following details for each application:

- Workflow reference number
- Title
- Creation date (From/To)

This dashboard has an action 'Status', using which you can track the current status of an application.

#### **4.4.6 Productivity Dashboard**

In this dashboard, the risk manager can view the details of applications and users who are subordinates of the risk manager. Such details enables the risk manager to supervise and take necessary actions to speed up the applications that are long pending with the subordinates.

You can view the following details for each application:

- Workflow reference number
- Title
- Assigned to
- Creation date (From/To)

#### **4.4.7 Applications from External Channels**

This dashboard displays applications initiated from external channels. Based on the information available in this dashboard, the risk manager can act swiftly on such applications.

You can view the following details for each application:

- Workflow reference number
- Title
- Creation date (From/To)
- Source

### 5.1 Introduction

This chapter discusses the user alerts feature of Oracle FLEXCUBE. The alerts from the system and other sources such as BIP, BAM, and external sources are processed and dispatched to the users based on the subscriptions and filter criteria maintained.

This Chapter contains the following topics:

- [Section 5.2, "Alerts"](#)
- [Section 5.3, "Alerts to Roles and User Profile"](#)
- [Section 5.4, "User Preferences for Alerts Maintenance"](#)
- [Section 5.5, "User Settings"](#)
- [Section 5.6, "Alerts Notification"](#)
- [Section 5.7, "Notifications in Calender"](#)
- [Section 5.8, "Alerts Dashboard"](#)

### 5.2 Alerts

This section contains the following topic:

- [Section 5.2.1, "Maintaining Alerts"](#)

## 5.2.1 Maintaining Alerts

You can maintain the details pertaining to alerts using 'Alert Maintenance' screen. To invoke the screen, type 'ORDALRTM' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

**New**

Alert Code \*

Alert Description

Expiry Days

Subject Code

Message Code

**Parameters**

1 Of 1

Go

| Sequence Number          | Subject/Remarks | Param Name | Parameter Types | Param No. |
|--------------------------|-----------------|------------|-----------------|-----------|
| <input type="checkbox"/> | Subject         |            | Text            | 1         |

**Actions**

1 Of 1

Go

Maker Date Time: Mod No Record Status

Checker Date Time: Authorization Status

Exit

Specify the following details:

### Alert Code

Specify a unique alert code to identify the alert that you are maintaining.

### Alert Description

Specify a brief description of the alert.

### Expiry Days

Specify the number of days to pass for the alert to expire. The alert will be active for the number of expiry days that you specify here.

### Subject Code

Select the subject code from the option list. The option list displays valid error codes maintained in the system.

### Message Code

Select the message code from the option list. The option list displays valid error codes maintained in the system.

## **Parameters**

### **Sequence Number**

The system displays the sequence number of the parameter.

### **Subject/Remarks**

Specify whether the parameter being defined is for the subject of the alert or for the message of the alert. You can select one of the following options from the drop down list:

- Subject
- Message

### **Parameter Name**

Specify a name for the parameter.

### **Parameter Type**

Specify the type of parameter that you are defining. You can select one of the following parameter types from the option list.

- Text
- Number
- Date

### **Parameter Number**

Specify the parameter number. You can select a number between 1 and 10 as the parameter number. This will be the column name in which the value of the parameter name will be processed and inserted.

## **Actions**

### **Action**

You can assign multiple actions for the alert being defined. Specify the action supported for the alert. Select the appropriate one from the option list.

### **Action Label**

Specify the label applicable to the selected action.

Once you have captured the above details, save the maintenance.

## **5.3 Alerts to Roles and User Profile**

*This section contains the following topic:*

- [Section 5.3.1, "Mapping Alerts to Roles and User Profiles"](#)

### **5.3.1 Mapping Alerts to Roles and User Profiles**

You can map alerts and dashboards to specific user roles and user profiles using 'Dashboard or Alert Role' screen. To invoke this screen, type 'ORDDSHRL' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

*For further details on this screen, refer to the section 'Mapping Dashboard and Alerts to User Roles' in chapter 'Maintenances' in this user manual.*

## **5.4 User Preferences for Alerts Maintenance**

*This section contains the following topic:*

- [Section 5.4.1, "Maintaining User Preferences for Alerts"](#)

## 5.4.1 Maintaining User Preferences for Alerts

You can maintain the user preferences for alerts using 'User Preferences for Alerts Maintenance' screen. To invoke the screen, type 'ORDUSRPF' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

The screenshot shows the 'User Preferences for Alerts Maintenance' screen. It includes a 'User ID \*' field, an 'Alert Interval Time (Seconds)' field, and radio buttons for 'Alerts to be' (Allowed/Disallowed). There are two tables: 'Alerts' and 'Filter Criteria'. The 'Alerts' table has an 'Alert Code' column. The 'Filter Criteria' table has 'Alert Code', 'Priority', and 'Filter Criteria' columns. A 'Populate' button is located near the 'Alerts to be' radio buttons. At the bottom, there are fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Specify the following details:

### User ID

The system displays the user ID of the user logged in to the current session.

### Alerts to be

Specify whether you need to allow or disallow the alert for the selected user. Select the appropriate radio button from the following.

- Allowed
- Disallowed

### Alert Interval Time (Min)

Specify the interval time for displaying consolidated alert messages to the user. This interval time should be maintained in minutes. By default, this is set to two minutes. However, you can change this.

Once you have specified the above details, click 'Populate' button to populate the alert codes. The system populates the alerts that the selected user has access to.

## **Alerts**

### **Alert Code**

You can maintain a list of alerts that are allowed or disallowed for the user, based on the option selected under 'Alerts to be'.

If you have selected 'Allowed' under 'Alerts to be', then you can maintain the alerts that should be made available to the user.

If you have selected 'Disallowed' under 'Alerts to be', then you can maintain the alerts that will not be made available to the user.

You can click add button to add more rows to the list. You can delete an existing alert code from the list by clicking delete button.

### **Filter Criteria**

The system display specific alerts to the user if certain conditions are satisfied. You can maintain the conditions and the alerts to be displayed on fulfilling such conditions under 'Filter Criteria'.

#### **Alert Code**

Specify the alert code to which the filter criteria will be applied. The system will display this alert to the user of fulfilling the condition defined.

#### **Priority**

Specify the priority of the alert. You can select one of the following priority options.

- High
- Medium
- Low

#### **Filter Criteria**

Specify the condition to be fulfilled for displaying the alert to the user.

You can also define the condition using 'Condition Builder' screen. Click the 'Filter Criteria' button to invoke the 'Condition Builder' screen.

Once you have captured all the details, save the preferences by clicking 'Save' button.

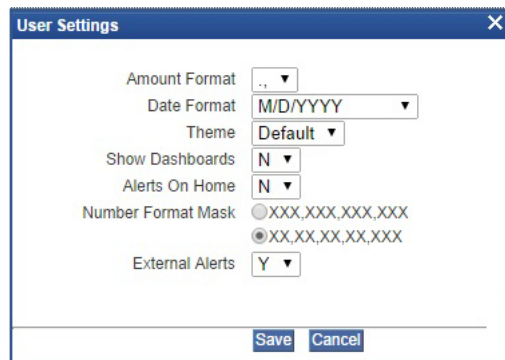
## **5.5 User Settings**

*This section contains the following topic:*

- [Section 5.5.1, "Switching On / Switching Off Alerts"](#)

## 5.5.1 Switching On / Switching Off Alerts

You can enable or disable the display of alerts subscribed by you from the landing page of Oracle FLEXCUBE. In the landing page, mouse over on your user name and select User Settings. The system displays the user settings window.



The 'User Settings' dialog box contains the following controls:

- Amount Format: .. ▾
- Date Format: M/D/YYYY ▾
- Theme: Default ▾
- Show Dashboards: N ▾
- Alerts On Home: N ▾
- Number Format Mask: ☐ XXX,XXX,XXX,XXX ☒ XX,XX,XX,XX,XXX
- External Alerts: Y ▾
- Buttons: Save, Cancel

### External Alerts

Specify whether you want to be notified of the alerts that come from external sources. You can select one of the following options.

- Yes - select 'Yes' to get notified of new alerts
- No - select 'No' if you do not wish to get notified

After changing the settings, click 'Save' button to apply the changes.

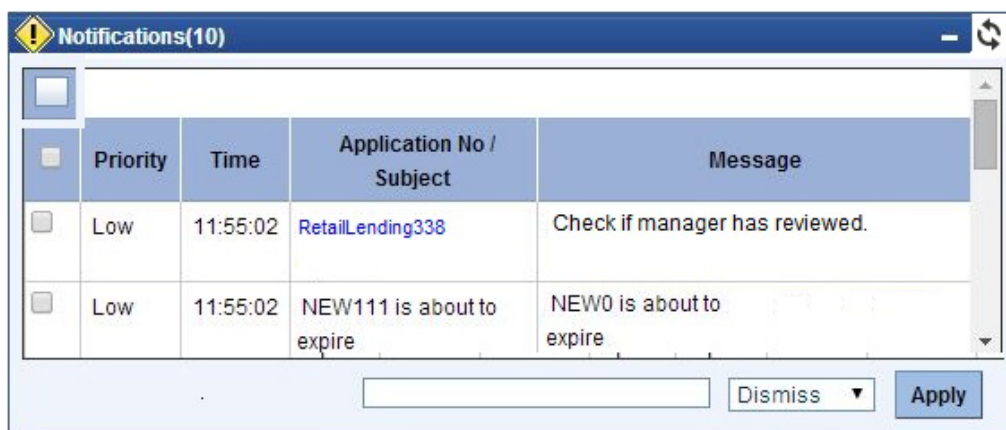
## 5.6 Alerts Notification

*This section contains the following topic:*

- [Section 5.6.1, "Viewing Alert notifications"](#)
- [Section 5.6.2, "Blow Up Notifications"](#)

### 5.6.1 Viewing Alert notifications

At specific intervals maintained in the 'User Preferences for Alerts Maintenance' screen, the system pops up a notification window the consolidated alert messages from various sources.



The 'Notifications(10)' window displays a table of alert messages:

|                          | Priority | Time     | Application No / Subject  | Message                        |
|--------------------------|----------|----------|---------------------------|--------------------------------|
| <input type="checkbox"/> | Low      | 11:55:02 | RetailLending338          | Check if manager has reviewed. |
| <input type="checkbox"/> | Low      | 11:55:02 | NEW111 is about to expire | NEW0 is about to expire        |

At the bottom of the window, there is a search bar, a 'Dismiss' dropdown button, and an 'Apply' button.

You can view the following details of each alert message:

#### Priority

The system displays the priority of the alert message, that is, high, medium or low.

**Time**

The system displays the time at which the alert message was generated.

**Application Number/Subject**

The system displays the subject line of the alert.

In case of reminder alerts, this may be the application number. If you have sufficient rights, you can click the application number to invoke the Application screen.

**Message**

The system displays the message of the alert.

**Actions on Alerts**

You can indicate an action to be performed on the alert and click 'Apply' button to execute the action.

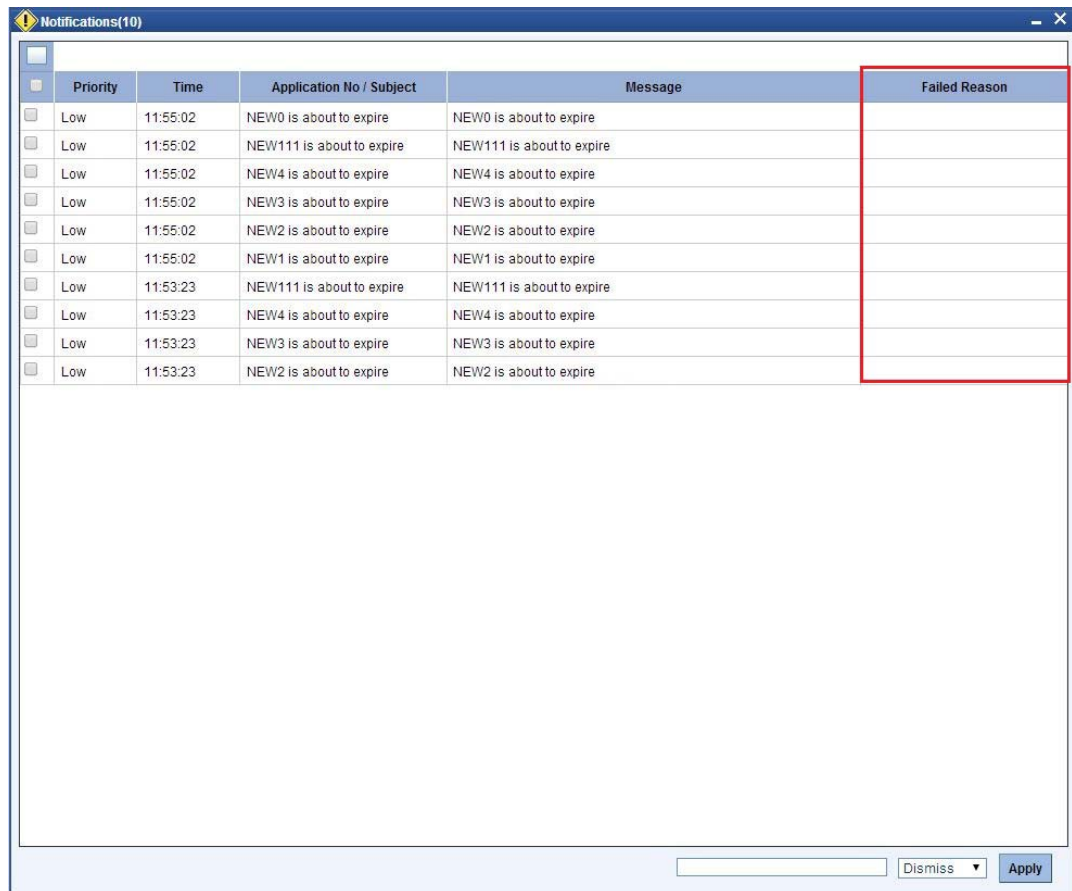
You can perform the following actions on alerts from the 'Notifications' screen.

| Action  | Description                                                                                                                                                              |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dismiss | Dismisses the alert                                                                                                                                                      |
| Notify  | Invokes a separate 'Notification' screen, using which you can route the notification to the customer with subject, remarks, and mode of notification.                    |
| Reset   | Invokes a screen using which you can reset the alert by setting a different reminder date and time.                                                                      |
| Forward | Invokes a screen where you can select the user ID of your peer to whom the alert should be forwarded. You can only view and select the users who report to your manager. |

If an action is successfully executed on an alert, then that alert will disappear from the list of alerts in the 'Notification' screen. You can view the status of the actions performed in the blown up notifications screen.

## 5.6.2 Blow Up Notifications

You can blow up the notification window to a full screen with enhanced view using the blow up button. The blow up button is the large square box provided at the top left corner of the 'Notifications' window.



|                          | Priority | Time     | Application No / Subject  | Message                   | Failed Reason |
|--------------------------|----------|----------|---------------------------|---------------------------|---------------|
| <input type="checkbox"/> | Low      | 11:55:02 | NEW0 is about to expire   | NEW0 is about to expire   |               |
| <input type="checkbox"/> | Low      | 11:55:02 | NEW111 is about to expire | NEW111 is about to expire |               |
| <input type="checkbox"/> | Low      | 11:55:02 | NEW4 is about to expire   | NEW4 is about to expire   |               |
| <input type="checkbox"/> | Low      | 11:55:02 | NEW3 is about to expire   | NEW3 is about to expire   |               |
| <input type="checkbox"/> | Low      | 11:55:02 | NEW2 is about to expire   | NEW2 is about to expire   |               |
| <input type="checkbox"/> | Low      | 11:55:02 | NEW1 is about to expire   | NEW1 is about to expire   |               |
| <input type="checkbox"/> | Low      | 11:53:23 | NEW111 is about to expire | NEW111 is about to expire |               |
| <input type="checkbox"/> | Low      | 11:53:23 | NEW4 is about to expire   | NEW4 is about to expire   |               |
| <input type="checkbox"/> | Low      | 11:53:23 | NEW3 is about to expire   | NEW3 is about to expire   |               |
| <input type="checkbox"/> | Low      | 11:53:23 | NEW2 is about to expire   | NEW2 is about to expire   |               |

This screen displays the details of the alerts in 'Notification' screen. In addition to that, you can also view the reason for failure of actions performed on the notifications.

If the system fails to execute an action on an alert, then the reason for failure is displayed under column 'Failed Reason' against the respective alert.

If an action is successfully executed on an alert, then that alert will disappear from the list of alerts.

## 5.7 Notifications in Calender

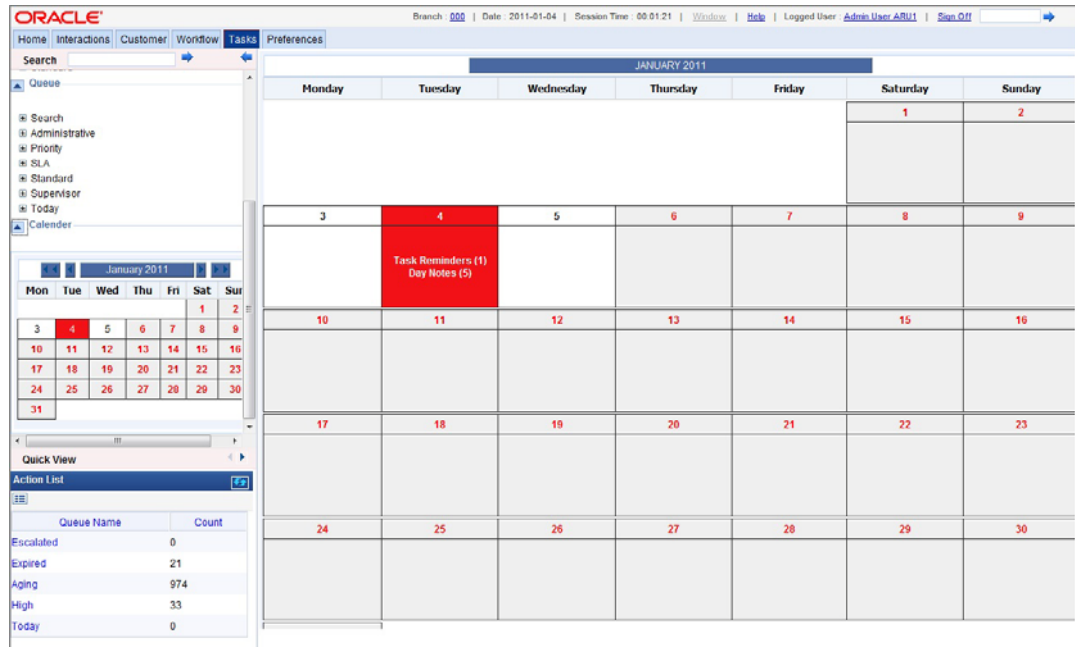
*This section contains the following topic:*

- [Section 5.7.1, "Viewing Notifications in Calendar"](#)
- [Section 5.7.2, "Notes Tab"](#)
- [Section 5.7.3, "Reminders Tab"](#)
- [Section 5.7.4, "Aging Tasks Tab"](#)
- [Section 5.7.5, "External Alerts Tab"](#)

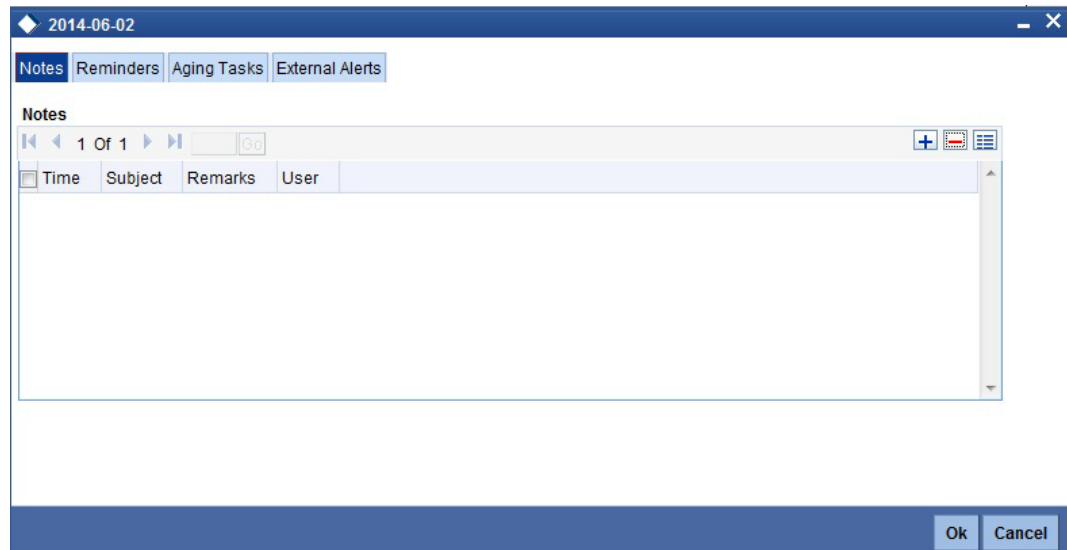
## 5.7.1 Viewing Notifications in Calendar

In the landing page of Oracle FLEXCUBE, you can view the calendar, which displays the number of alerts, task reminders, day notes, and aging tasks for a day.

From the landing page of Oracle FLEXCUBE, go to 'Tasks' and click 'Calendar' in the left pane. The system displays the calendar.



For a date, the system displays the number of task reminders, day notes, alerts, and aging tasks. Click a date to view the details. The system displays a screen that contains the details of the alerts.



For a selected date, you can view the following details on this screen.

- Notes
- Reminders
- Aging tasks
- External alerts

### 5.7.2 Notes Tab

In the 'Notes' tab, you can view the notes captured for that date and also create new notes. Click 'Notes' tab.

| Time | Subject | Remarks | User |
|------|---------|---------|------|
|------|---------|---------|------|

You can view the details of the existing notes in the 'Notes' frame.

For creating new notes, click add button. The system displays an additional row. You can specify the following details in the new row.

#### **Time**

Specify the time. You can use this information to act upon the note being created.

#### **Subject**

Specify the subject of the note.

#### **Remarks**

Specify the complete remarks for the note.

#### **User**

Specify the user ID. By default the system displays the user ID of the user currently logged in. However, you can change this and select any of the peers and assign the note.

Only those users who report to the same manager are available for selection.

### 5.7.3 Reminders Tab

You can view the reminders in the 'Reminders' tab.

You can click 'View' button on this screen to view the details in the main screen.

### 5.7.4 Aging Tasks Tab

You can view the aging tasks in the 'Aging Tasks' tab.

You can click 'View' button on this screen to view the details in the main screen.

### 5.7.5 External Alerts Tab

You can view the external alerts in the 'External Alerts' tab.

## 5.8 Alerts Dashboard

This section contains the following topic:

- [Section 5.8.1, "Viewing Alert Dashboard"](#)

### 5.8.1 Viewing Alert Dashboard

Under 'Alerts' tab, you can view the alerts that require your attention. Click 'Alerts' tab on the Application Browser.

| Unattended Alert |                      |                          | more... |
|------------------|----------------------|--------------------------|---------|
| Date             | Subject              | Remarks                  |         |
| 2014-06-18       | Aging Tasks          | Take a look of all aging |         |
| 2014-06-18       | Verification         | Verify all documents     |         |
| 2014-06-18       | CorporateLending1688 | Recommend to reject      |         |
|                  |                      |                          |         |

| Attended Alert |          |                   | more... |
|----------------|----------|-------------------|---------|
| Date           | Subject  | Remarks           |         |
| 2014-06-18     | Approval | Approve all loans |         |
|                |          |                   |         |
|                |          |                   |         |
|                |          |                   |         |

You can view the following alerts in the dashboard.

| Alert             | Description                                                          |
|-------------------|----------------------------------------------------------------------|
| Attended alerts   | Details of alerts on which some action is executed                   |
| Unattended alerts | Details of alerts on which actions are not executed                  |
| My alerts         | Details of the alerts to which you (current user) have access rights |
| Expired alerts    | Details of the alerts that are expired                               |

---

# 6. Function ID Glossary

|                |          |
|----------------|----------|
| <b>O</b>       |          |
| ORDALRTM ..... | 5-2      |
| ORDDSHMT ..... | 3-1      |
| ORDDSHRL ..... | 3-4, 5-3 |
| ORDUSRPF ..... | 5-4      |