

Oracle® Banking Channels Bank User Experience

Functional Overview

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Preface

Oracle Banking is a one-stop solution for a bank for its core banking operations, across retail and business banking operations. It is designed to help banks respond strategically to today's business challenges, while also transforming their business models and processes to reduce operating costs and improve productivity across both front and back offices.

Oracle Banking provides a unified yet scalable IT solution for a bank to manage its data and end-to-end business operations with an enriched user experience. It is a composed set of different modules wherein each of the modules is serviced by a set of services and other subsystems.

This preface contains the following topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Related Documents](#)
- [Conventions](#)

Audience

This guide is intended for the users of Oracle Banking Channels Bank User 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 that have purchased support 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 Platform Localization Installation Guide - Silent Installation guide.
- For a comprehensive overview of security, see the Oracle Banking Security Guide.
- For the complete list of licensed products and the third-party licenses included with the license, see the Oracle Banking Licensing Guide.
- For information related to setting up a bank or a branch, and other operational and administrative functions, see the Oracle Banking Administrator Guide.
- For information related to customization and extension, see the Oracle Banking Extensibility Guides for HOST, SOA, and UI.

- For information related to functionality and features, see the respective Oracle Banking Functional Overview documents.
- For information on the technical aspects, setups and configurations of Oracle Banking Collections, see the respective Oracle Banking Collections technical documents.

Conventions

The following text conventions are used in this document:

| Convention | Meaning |
|------------------------|--|
| boldface | Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary. |
| <i>italic</i> | Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values. |
| <code>monospace</code> | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter. |

1 Overview

Oracle Banking Channels Bank User Experience covers the lodgement of broker-sourced applications received through industry supported message format, before being converted and taken up for processing in Oracle Banking. It provides the ability to view lodged interface messages. Back channel message is used for communication between interfaces and such messages are also logged before being dispatched to the receiver. It supports logging and sending alerts to brokers. It provides the capabilities to inquire broker and broker-sourced application details.

2 Key Features

This chapter describes the key features of Oracle Banking Channels Bank User Experience.

2.1 Broker Onboarding and Inquiry

This section provides information about onboarding a broker and performing an inquiry about an individual or organization broker details.

The legacy system extracts the broker data and sends it to the Broker Integration Adaptor for onboarding the broker. Broker Integration Adaptor receives the request, checks whether the data received for external broker is an existing broker or a new broker. It accordingly logs the data and calls the onboarding service in Oracle Banking Channel Applications (OBCA).

The following features are supported:

- Ability to onboard a broker (Individual and Organization) using the onboarding service of Party module.
- Ability to modify the broker details of the onboarded individual or organization through a service.
- Ability to search and view the broker details of the onboarded individual or organization. It may happen that the external broker ID is same for an individual and an organization type of broker. In this case, multiple records are displayed and the user can select the required broker record for processing or inquiry.

The inquiry of the broker is addressed in the Broker Inquiry (Fast Path: BK02) page.

2.2 Submission Inquiry and Retry

This section provides information about performing an inquiry of a broker-sourced submission. The Origination module performs the required validations, lodges the submission, and generates the submission ID.

The following features are supported:

- Ability to search and view the submission details.
- Ability to re-initiate the submission, in case submission lodgment is unsuccessful.
- Ability to automatically process any resubmissions and display their status. However, if a resubmission takes place when the banker is working on the enrichment task or the offer letter task is triggered for the original submission, then the resubmission is kept on hold. In such cases, the banker has the ability to manually retry lodging the resubmission.

The above functionality is addressed in the Submission Inquiry and Retry (Fast Path: BK01) page.

2.3 Commission Logging

This section provides information about commission logging.

The following features are supported:

- Commission Logs are created when the submission is created in Oracle Banking.
- The rates once logged for the broker are not automatically refreshed if they change in between.
- The commission amount is computed outside of Oracle Banking. However, it is updated with the details once the loan is disbursed.
- In addition, when the commission is settled, the details are updated in this table. However, the actual settlement of the commission amount with the broker is outside of Oracle Banking.
- Logs are updated once the facility is activated and once the account is opened. There is no front end to view the commission logs.

2.4 Broker Integration Adapter Interface

The integration adaptor is designed to process lending application data supplied by third party systems such as broker and broker aggregator systems in an industry standard message format. The integration adaptor processes the messages received and transforms them into a submission draft which is then lodged in Oracle Banking. In Oracle Banking, the lodged drafts goes through necessary validations such as existing party check and is enhanced for data adequacy before the final submission.

2.5 Back Channel Messaging

Back Channel Message (BCM) is a mechanism by which the broker aggregator system (Next Gen) and OBCA can communicate with each other. This mechanism is facilitated using an industry standard message format.

The alerts framework is used to facilitate BCM. When OBCA is implemented in a bank, and an alert is configured for an event with the Recipient as Broker and mode of delivery as Notification Widget, the alert is sent as a Back Channel Message.

The following features are supported:

- Product extensions for BCM interface.
- Ability to log event when a submission is successfully lodged, and to initiate a BCM.
- Ability to log event when a submission lodgment fails due to technical issues, and to initiate a BCM.

2.6 Initial Credit Decision

OBCA processes the payload for the applications received from external systems through an industry supported message format and creates the application draft.

For IPA and full submission, an initial credit decision is triggered with an external vendor. The outcome can be Approved, Referred, Soft Declined or Declined. All applications except the declined ones, go through the Existing Customer Check task. The declined applications remain in the Submission Inquiry and Retry (Fast Path: BK01) page for further action.