Business Activity Monitor User Guide
Oracle FLEXCUBE Universal Banking
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Business Activity Monitor User Guide
May 2020
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1. Preface

1.1 Introduction

This user guide deals with the Oracle FLEXCUBE Business Activity Monitor. The BAM facilitates reporting of the status of transactions within a specific period.The maintenances required for the proper functioning of BAM system and the processing related to it are covered in this manual.

1.2 Audience

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

Role	Function
Back office data entry Clerks	Input functions for maintenance related to the interface
Back office Managers/Officers	Authorization functions

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 Abbreviations

Abbreviation	Description
System	Unless specified, it shall always refer to Oracle FLEXCUBE
BAM	Business Activity Monitor

1.5 Organization

This manual is organized into the following chapters:

Chapter 1	*Preface* gives information on the intended audience. It also lists the various chapters covered in this User Manual.
Chapter 2	*Business Activity Monitor* gives information on the duration flow of the transactions

1.6 Related Documents

You may refer the following manuals for more information:

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1.7 **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

Refer the Procedures User Manual for further details about the icons.

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2. Business Activity Monitor

2.1 Introduction

The BAM system collects the data stored in Oracle FLEXCUBE and generates reports.

You can use the BAM system for monitoring your business activity closely. With the reports generated using BAM, you can have a vivid view of the problems in the business environment and identify the areas that require attention. You can also analyse the new business opportunities and trends that help you enhance your businesses.

The key features of BAM reporting are as follows:

- Monitoring the key performances and displaying them on the dashboard.
- Analysing the duration flow of the transactions.

2.2 Generating Reports

You can generate the reports on the transaction duration from the Oracle BAM.

2.2.1 Monitor Express Report

You can view the key performance indicators like average interval time, number of faulted instances of all the processes in the Monitor Express Report.
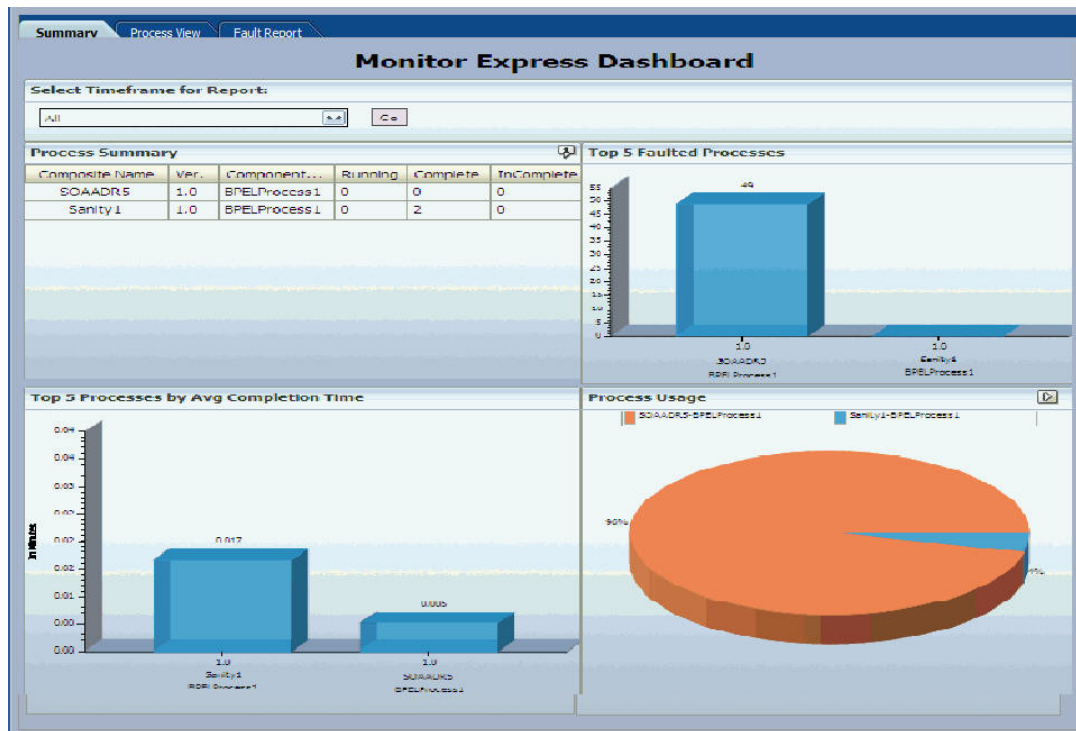
2.2.2 Process Overview Report

You can view multiple reports in the overview report.

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Process Classification

Number of Instances in each Process

CreateCorporateCustomer 87 | CorporateLoan 152 | BPELDEMO 1
CreateFacility 399
CreateLimitsForCorpCust 4
CreditBureauBPEL 35
DBUtility 139
DSLProcess 4
DemoBPELProcessFlow 26
DiscoveryStudentLoanDemo3 3
ExportLCConfirmation 31
ExportLCProcessFlow 129
FCDBPoller 84
FacilityCreation 3
ImportLCProcessFlow 115
InPrincipleCreditApproval 2
IslamicMudarabahAccount 15
IslamicMusharaka 75
KYCCorporateReview 37
OfferPollerService 5
OpenRetailTermDeposit 1
PRJBPELDEMO19345 1
PRJDiscStudentLoan17345 3
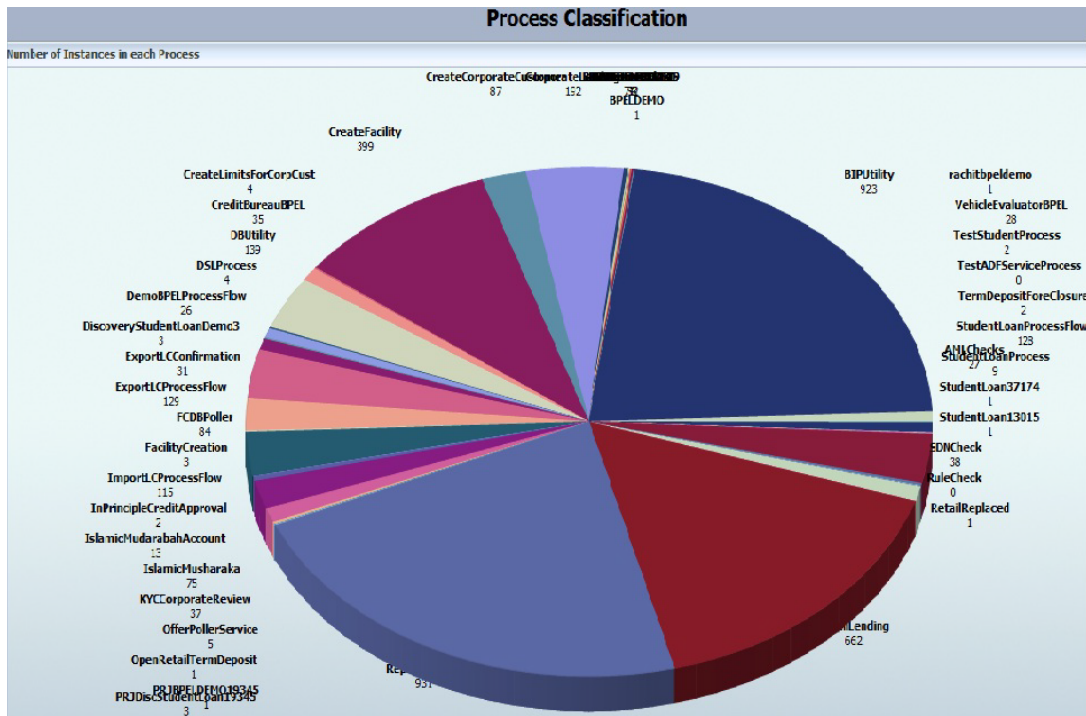
BIPUtility 423
rachitbpeldemo 1
VehicleEvaluatorBPEL 28
TestStudentProcess 2
TestADFServiceProcess 0
TermDepositForeClosure 2
StudentLoanProcessFlow 123
StudentLoanProcess 27
AMLChecks 9
StudentLoan37174 1
StudentLoan13015 1
EDNCheck 38
RuleCheck 0
RetailReplaced 1
RetailLending 662
Rep... 931

You can invoke the report with the list of instances in a process with its state and status by clicking on the specific process.

Instance List

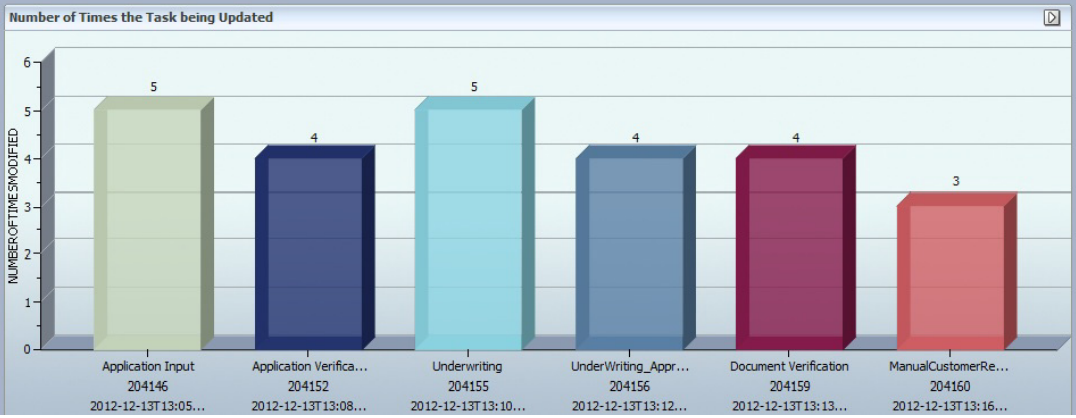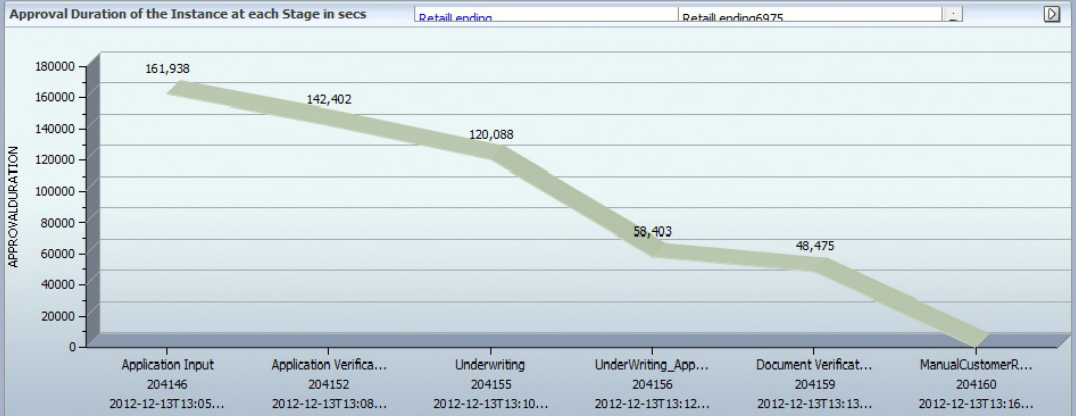Process Classification > List Of Instances
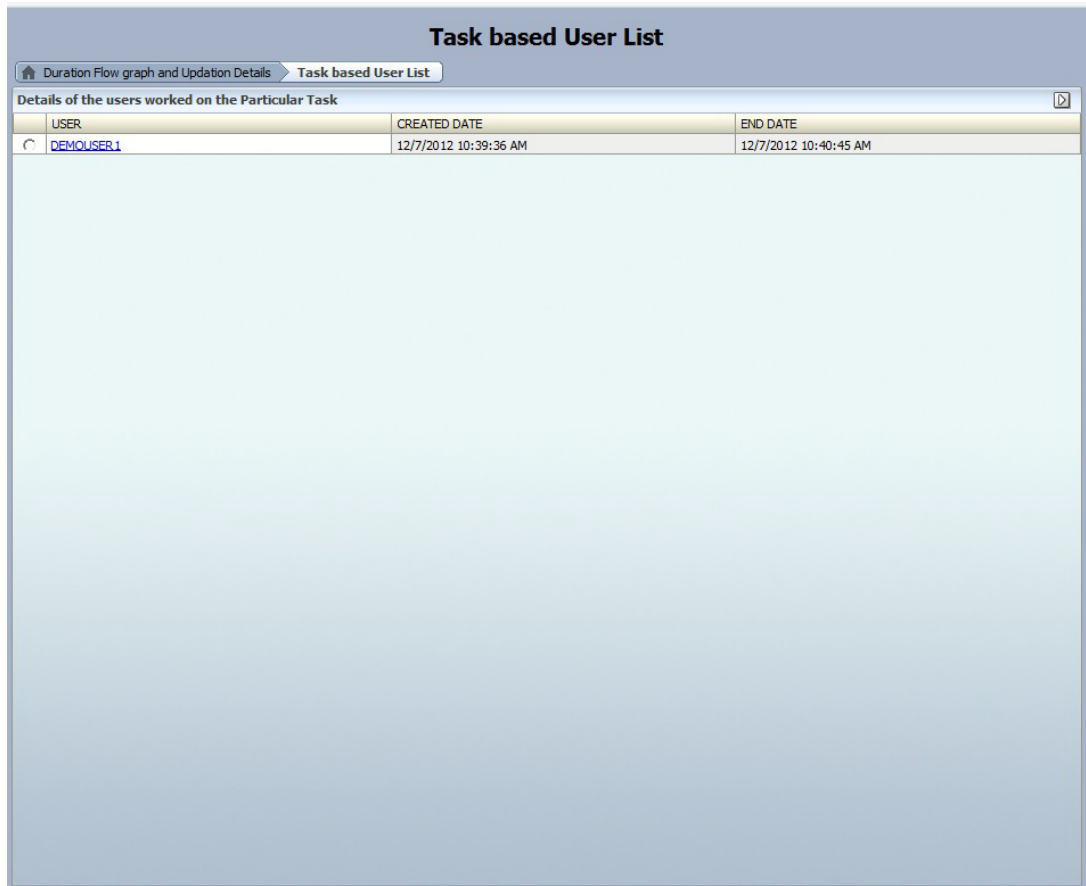
List of Instances Under the Process

683 rows |< < > >| 1-50 51-100 101-150

INSTANCE NAME	STATE	STATUS
RetailLending6814	STALE	ApplicationInput_1
RetailLending6811	STALE	Underwriting
RetailLending6816	STALE	Underwriting
RetailLending6442	STALE	initiated
RetailLending6407	STALE	initiated
RetailLending6443	STALE	initiated
RetailLending6542	STALE	initiated
RetailLending6687	STALE	initiated
RetailLending6807	STALE	Underwriting
RetailLending6812	STALE	Underwriting
RetailLending6829	STALE	initiated
RetailLending6913	STALE	initiated
RetailLending6926	STALE	initiated
RetailLending6438	STALE	initiated
RetailLending6446	STALE	initiated
RetailLending6440	STALE	initiated
RetailLending6544	STALE	initiated
RetailLending6975	COMPLETED	initiated
RetailLending6363	STALE	initiated
RetailLending6400	STALE	initiated
RetailLending6401	STALE	initiated
RetailLending6402	STALE	initiated
RetailLending6408	STALE	initiated
RetailLending6409	STALE	initiated
RetailLending6410	STALE	initiated
RetailLending6412	STALE	initiated
RetailLending6413	STALE	initiated
RetailLending6416	STALE	initiated

You can view the duration flow graph by clicking on the specific instance. The duration flow graph displays the approval duration and the number of times the tasks are updated.

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Duration Flow graph and Updation Details of the Instance

Approval Duration of the Instance at each Stage in secs   Retail Lending   Retail Lending6975

	Application Input 204146 2012-12-13T13:05...	Application Verifica... 204152 2012-12-13T13:08...	Underwriting 204155 2012-12-13T13:10...	UnderWriting_App... 204156 2012-12-13T13:12...	Document Verificat... 204159 2012-12-13T13:13...	ManualCustomerR... 204160 2012-12-13T13:16...
APPROVALDURATION	161,938	142,402	120,088	58,403	48,475	

Number of Times the Task being Updated

	Application Input 204146 2012-12-13T13:05...	Application Verifica... 204152 2012-12-13T13:08...	Underwriting 204155 2012-12-13T13:10...	UnderWriting_Appr... 204156 2012-12-13T13:12...	Document Verification 204159 2012-12-13T13:13...	ManualCustomerRe... 204160 2012-12-13T13:16...
NUMBEROFTIMES%MODIFIED	5	4	5	4	4	3

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Click on the any stage of the duration flow graph to view the task based user list. The user list displays the number of users who have worked on the task at that particular stage.

	USER	CREATED DATE	END DATE
○	DEMOUSER1	12/7/2012 10:39:36 AM	12/7/2012 10:40:45 AM

Task based User List

Duration Flow graph and Updation Details > Task based User List

Details of the users worked on the Particular Task

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Click on the user ID to view the user specific details. The user specific details includes the number of tasks acquired, completed, expired and suspended by the user and the supervisor.

User specific Details

User and User's Manager Details ▷

	USER ID	USER's MANAGER
○	DEMOUSER1	DEMOUSER3

List of Instances in COMPLETED State for this user ▷

59 rows |◁ ◁ ▷ ▷| 1-50 51-59

	INSTANCE NAME	STAGE
○	CreateFacility9353	Receive Credit Application form
○	CreateFacility9458	Sanction Committee Approval
○	CreateFacility9458	Verify Credit Facility
○	CreateFacility9583	Receive Credit Application form
○	CreateFacility9362	Capture pool and Covenant
○	CreateFacility9353	Customer Acceptance
○	CreateFacility9361	Input Credit Facility
○	CreateFacility9460	Capture pool and Covenant
○	CreateFacility9349	ManualCreateFacility
○	CreateFacility9349	Facility Underwriting
○	CreateFacility9362	Input Credit Facility
○	CreateFacility9362	Facility Underwriting
○	CreateFacility9353	ManualCreateFacility

List of Instances in ACQUIRED State for this user ▷

	INSTANCE NAME	STAGE
○	CreateFacility9361	ManualCreateFacility
○	CreateFacility9457	KYCCorporateReview
○	CreateFacility9465	Receive Credit Application form
○	CreateFacility9543	Receive Credit Application form
○	CreateFacility9603	Receive Credit Application form
○	CreateFacility9791	Receive Credit Application form
○	CreateFacility9359	Verify Credit Facility
○	CreateFacility9520	Receive Credit Application form
○	CreateFacility9521	Receive Credit Application form
○	CreateFacility9531	Receive Credit Application form
○	CreateFacility9553	Receive Credit Application form
○	CreateFacility9570	Receive Credit Application form
○	CreateFacility9567	Receive Credit Application form
○	CreateFacility9608	Input Credit Facility

List of Instances in SUSPENDED State for this user ▷

	INSTANCE NAME	STAGE
○	RetailLending9746	Application Input

List of Instances in EXPIRED State for this user ▷

	INSTANCE NAME	STAGE
○	RetailLending9517	Application Entry
○	RetailLending9546	Application Input
○	RetailLending9336	Application Input
○	RetailLending9706	Application Input
○	RetailLending9755	Application Input
○	RetailLending9760	Application Input
○	RetailLending9777	Application Input
○	RetailLending9782	Application Input
○	RetailLending9781	Application Input

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Click on the manager ID to view the number of subordinates under that particular manager.

List Of Users Under the Manager			
	USER ID	HOME BRANCH	USER NAME
○	DEMO1	000	Default Admin User1
○	DEMO2	000	Default Admin User1
○	DEMO3	000	Default Admin User1
○	DEMO4	000	Default Admin User1

You can click on a specific user to view the graphical information at each level.

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2.2.3 Time Wise Manager Report

You can view the number of subordinates under the logged in supervisor. The supervisor can invoke the proceeding report by clicking on the subordinate user and the process for which the progress is to be viewed.

Time Taken			

List Of Users

User Id ▲	User Name	User Manager	Home Branch
DEMO1	DEMO USER 1	DEMO5	000
DEMO2	DEMO USER 2	DEMO5	000
DEMO3	DEMO USER 3	DEMO5	000
DEMO4	DEMO USER 4	DEMO5	000
DEMO5	DEMO USER 5	DEMO5	001
DEMOUSER1	DEMO USER 1	DEMO5	000
DEMOUSER2	DEMO USER 1	DEMO5	000
DEMOUSER3	DEMO USER 1	DEMO5	000
DEMOUSER4	DEMO USER 1	DEMO5	000
DEMOUSER5	DEMO USER 1	DEMO5	000
DEMOUSER6	DEMO USER 1	DEMO5	000
DEMOUSER7	DEMO USER 1	DEMO5	000
DEMOUSER8	DEMO USER 1	DEMO5	000
DEMOUSER9	DEMO USER 1	DEMO5	000
KISHORE2	KISHORE2	DEMO5	000
UDAY1	ADMIN USER	DEMO5	000

Select a user to view the number of application at each stage.

2-7

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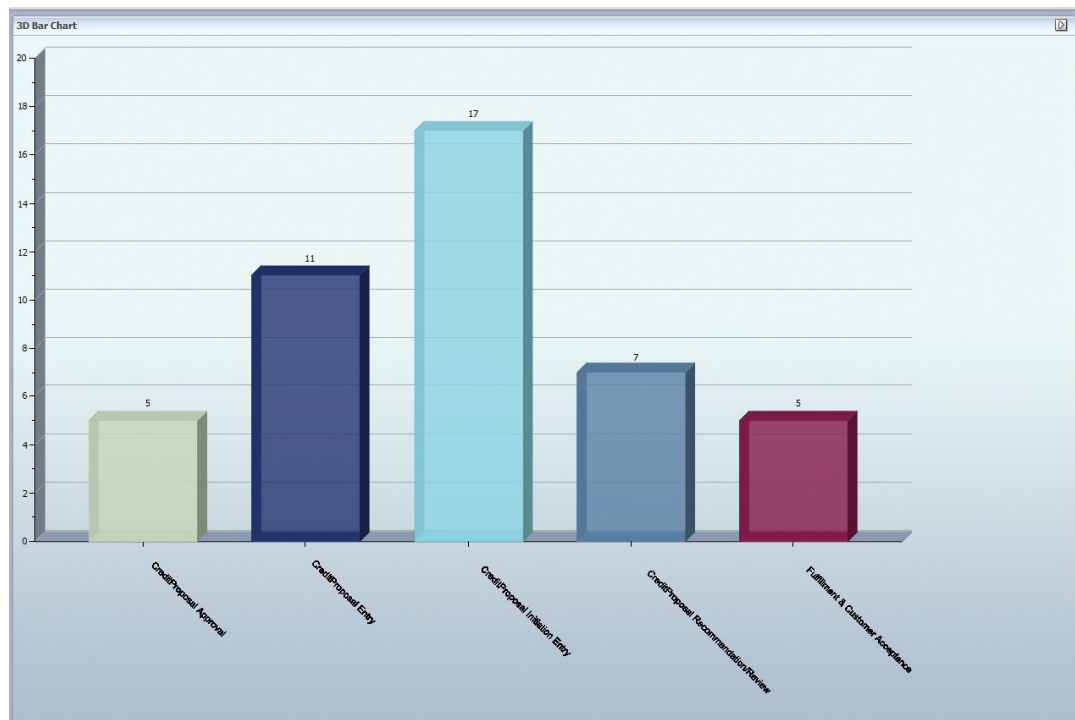
The supervisor can determine the minimum, maximum and average time taken by the subordinate for processing the application at a particular stage.

2.2.4 Manager Report - Application Count Wise

You can view the number of subordinates logged in the Oracle BAM through this report. The supervisor can invoke the proceeding report by selecting the subordinate user and the process name for which the progress should be assessed.

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The proceeding report displays the number of applications at each state of the selected subordinate.

List Of Instances in COMPLETED State		List Of Instances in ACQUIRED State	
Instance	Stage	Instance	Stage
CreditProposal10502	CreditProposal Approval	CreditProposal10413	CreditProposal Entry
CreditProposal10503	CreditProposal Recommendation/Review	CreditProposal10433	Fulfillment & Customer Acceptance
CreditProposal10503	CreditProposal Recommendation/Review		
CreditProposal10503	Fulfillment & Customer Acceptance		
CreditProposal10705	CreditProposal Recommendation/Review		
CreditProposal10689	CreditProposal Initiation Entry		
CreditProposal10880	CreditProposal Entry		
CreditProposal10880	CreditProposal Recommendation/Review		
CreditProposal10705	CreditProposal Initiation Entry		
CreditProposal10705	CreditProposal Entry		
CreditProposal10880	CreditProposal Initiation Entry		
CreditProposal10880	CreditProposal Approval		
CreditProposal10691	CreditProposal Initiation Entry		
CreditProposal10705	CreditProposal Approval		
CreditProposal10705	Fulfillment & Customer Acceptance		
CreditProposal10476	CreditProposal Initiation Entry		
CreditProposal10498	CreditProposal Initiation Entry		
CreditProposal10564	CreditProposal Approval		
CreditProposal10502	CreditProposal Recommendation/Review		

| List Of Instances in SUSPENDED State		List Of Instances in EXPIRED State	
Instance	Stage	Instance	Stage
No Values		No Values	

2.2.5 User Performance

The user performance report displays the process, the number of applications the user is working in each process.
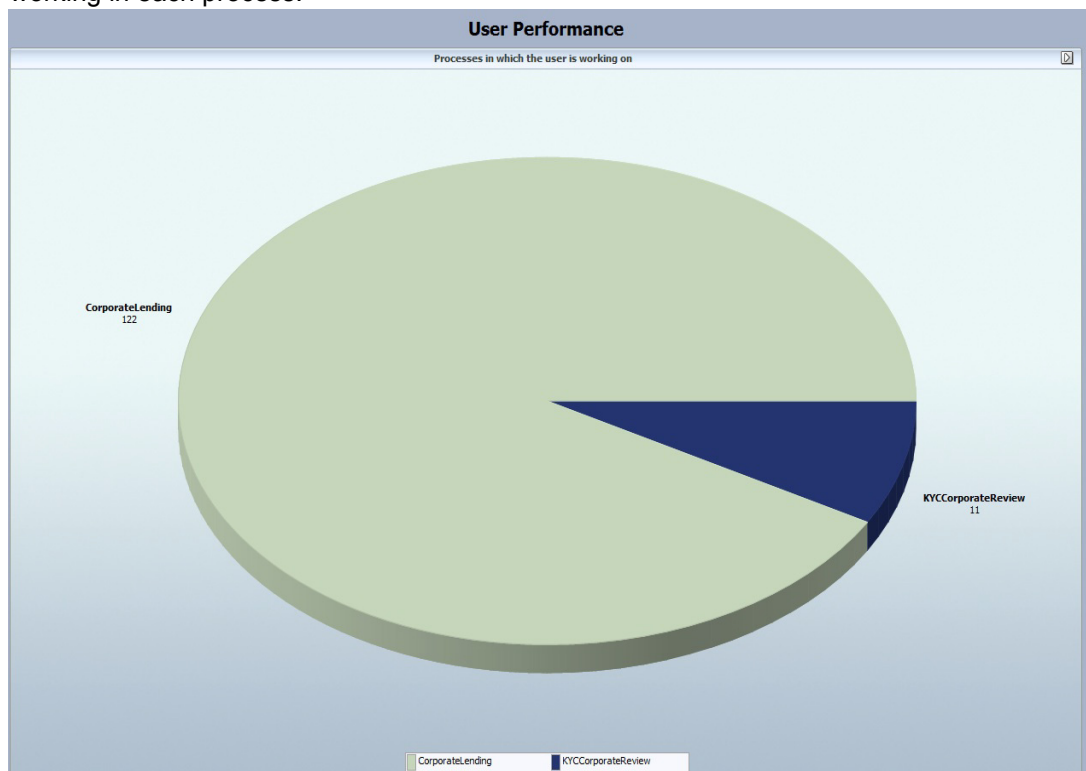
Select a process to view the stages of process where the user has worked.

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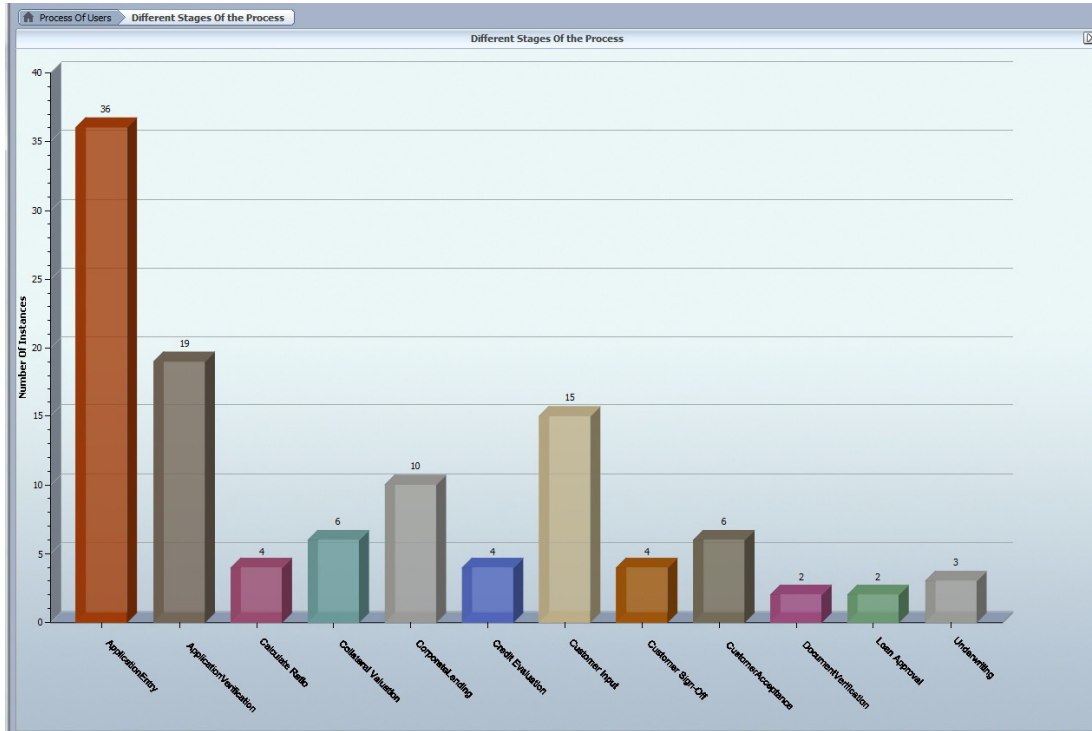
Click on a stage to view the report on the list of applications of the stage selected, the stages and the duration flow graph of each application.

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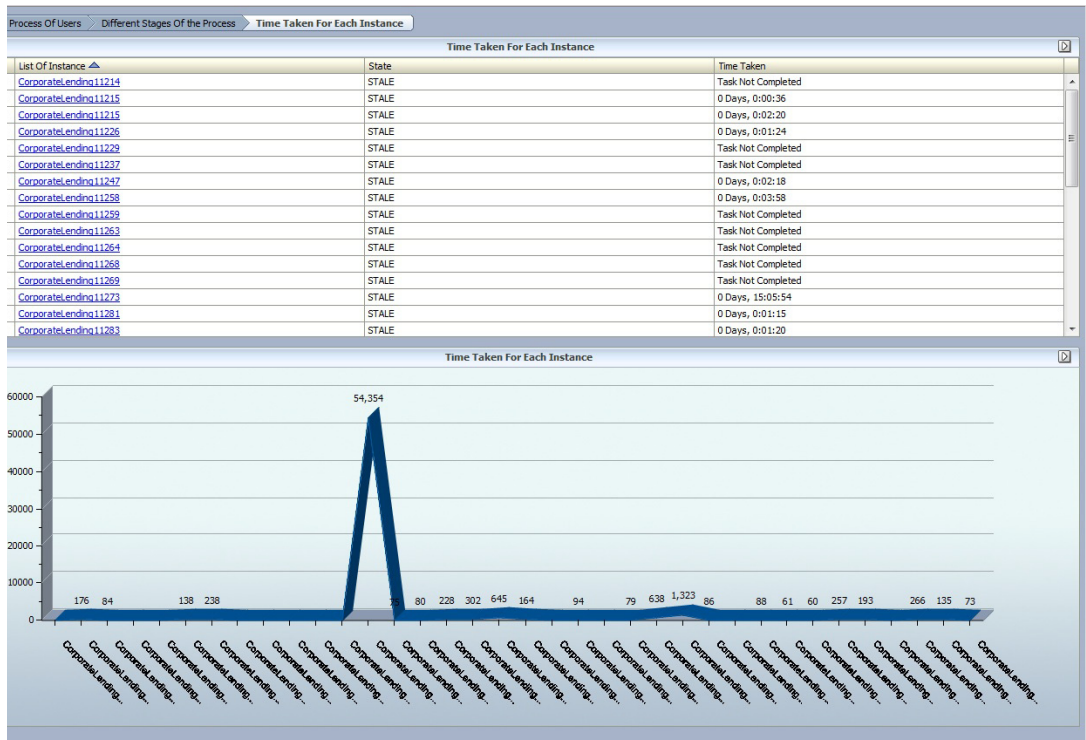
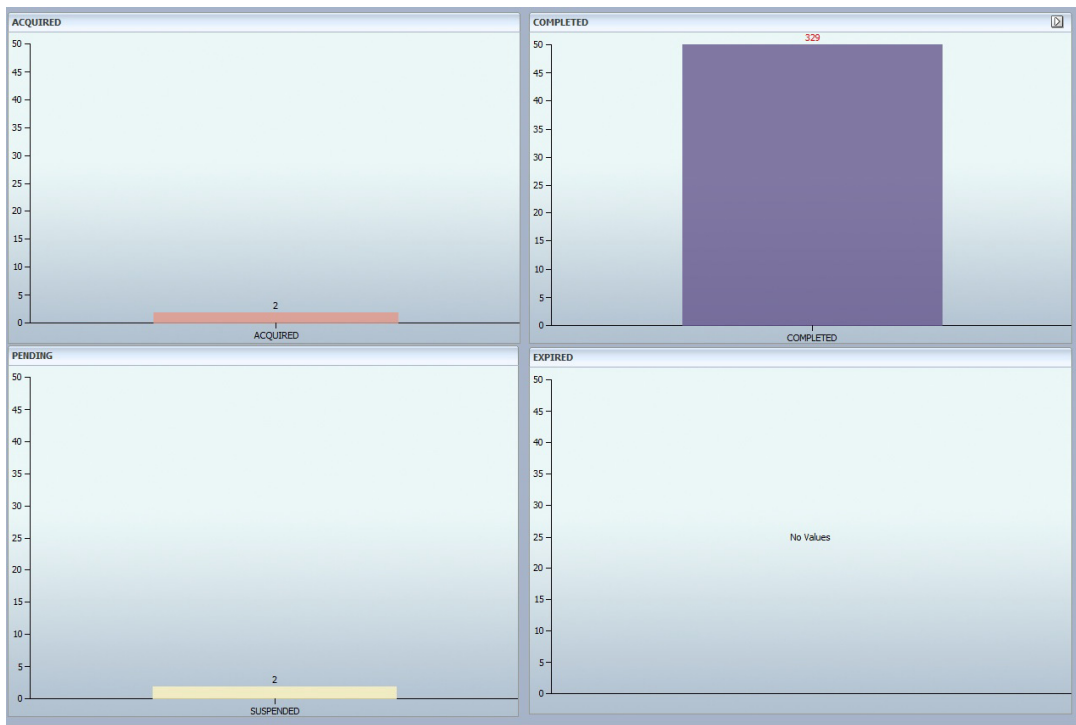You can view the details of the application in this report.
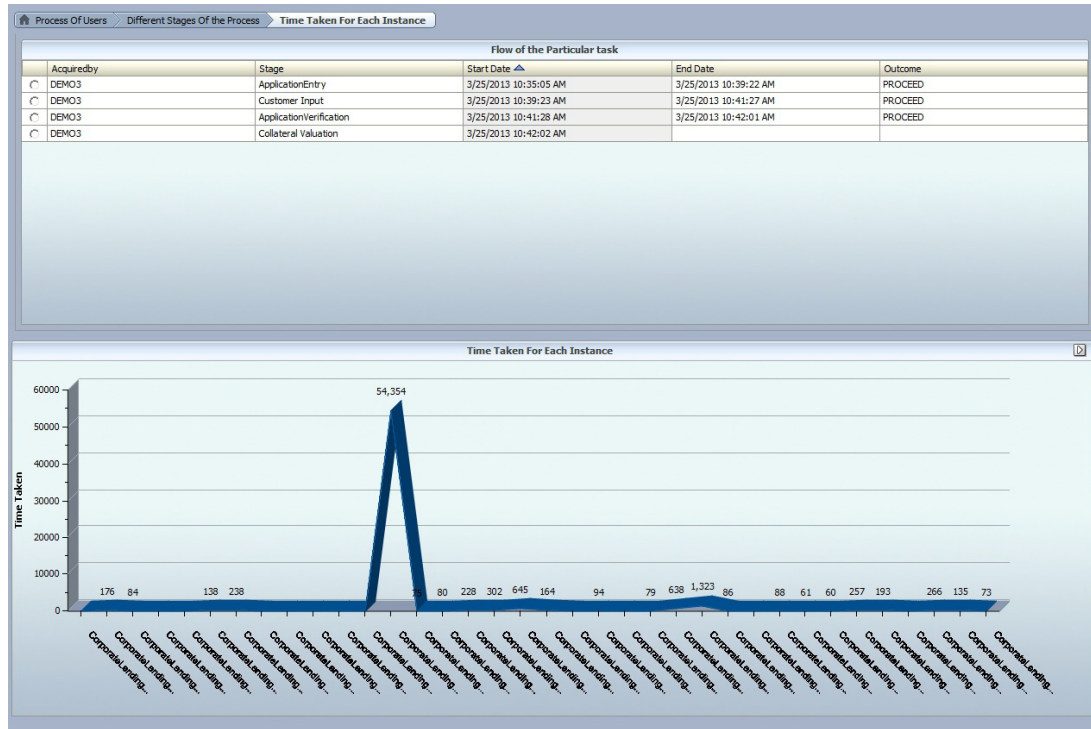
You can also view the minimum, maximum and average time taken on any application at any stage.

2.2.6 User Specific

You can view the user specific details like the number of tasks acquired, completed, expired, suspended by the user.

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