Push Notifications User Manual
Oracle Banking Digital Experience
Patchset Release 21.1.4.0.0

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Push Notifications User Manual

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1. Preface

1.1 Intended Audience

This document is intended for the following audience*:*

- Customers
- Partners

1.2 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 Access to Oracle Support

Oracle customers 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.

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

Introduction provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure. If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Patchset Release 21.1.4.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

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2. Transaction Host Integration Matrix

Legends

NH	No Host Interface Required.
✔	Pre integrated Host interface available.
✘	Pre integrated Host interface not available.

Sr No	Transaction / Function Name	Third Party System	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0
1	Push notifications on the device	NH	NH	NH

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3. Push Notifications

Push notification is a way of propagating messages to the users' device(s) registered with the bank.

Through push notifications, a user can be notified of any event/transaction that has occurred in the user's account.

The user will need to enable the push notification setting on the device for Futura Bank application for the bank to send push notifications. If the user does not wish to receive notifications through push messages then he can disable notifications through device settings.

The user also has an option to subscribe for alerts with an additional option of 'push notification' as the delivery mode for specific transactions in the application. If the user does not wish to receive notifications through push message for specific event(s), then he can disable push notification against that event.

If the user has opted for push notifications, then the system will push a message on the user's device and it will appear on the device as a banner/ pop-up message.

Pre-Requisites

- The user has installed Futura Bank mobile application on the device and opted for push notifications.

- For the set of subscribed alerts for which the user does not wish to receive the notification through push message, he will need to disable push notifications against those events so that the bank does not push notifications to the user's device on the occurrence of those events.

- Alert template has been maintained for delivery mode 'Push Notification'.

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4. Push notifications on the device

A notification is sent on the mobile device, as a banner or a pop-up message, by the application on the occurrence of the event in the system.

1. Launch the **Futura Bank** mobile application.

2. On launching the application for the first time, the system asks for permission to enable push notifications for **Futura Bank**.

3. Click **Allow** if you want the bank to push notifications on your mobile device.
   OR
   Click **Don't Allow** if you do not want the bank to push notifications on your mobile device.

Popup message- Push Notification Permission Alert

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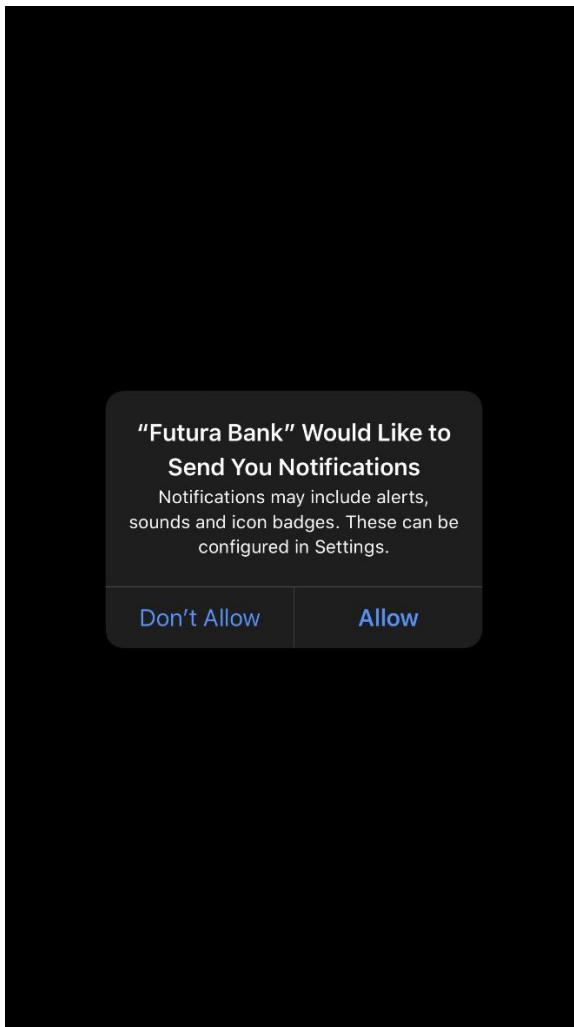
Push Notification Alert
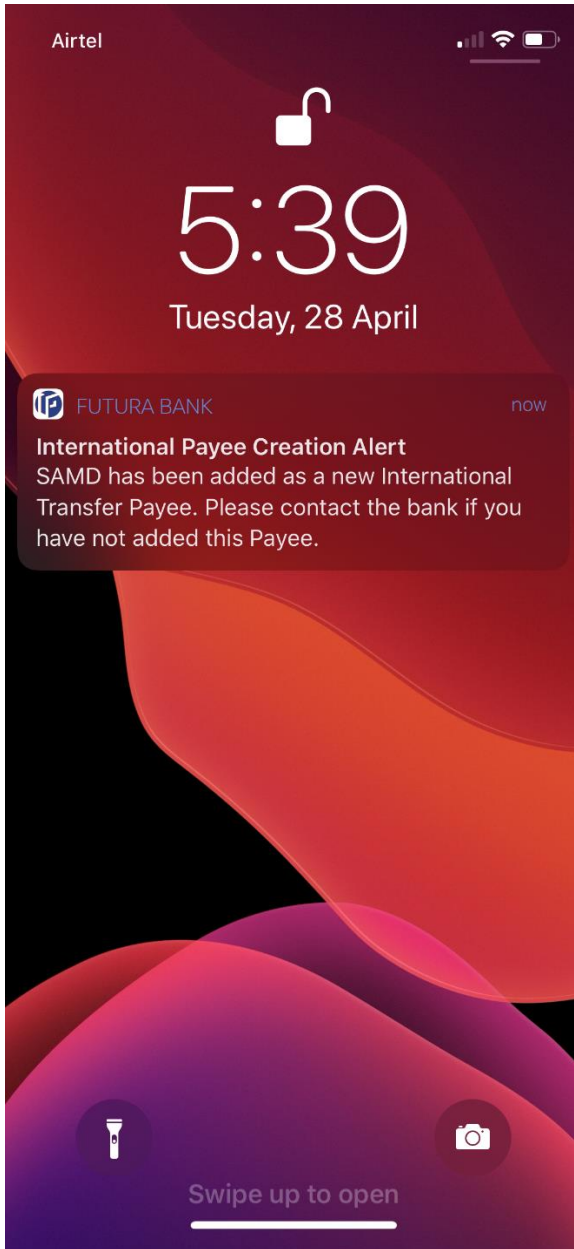
FAQ

1. **Can the same mobile device be enrolled for multiple users for push notifications?**

   No, the same device cannot be enrolled for multiple users for push notifications. A push token is generated for a user + device combination and if there is already a push token registered for the device and another user re-installs the application then the earlier token is invalidated and overridden.

2. **Is it possible to have privacy/priority settings for push notifications, that is, an option to not display the message content on the lock screen?**

   Currently, this feature is not supported. The message content will be shown to the user even if the device is locked.

3. **Will an application upgrade/update require re-registration for push notifications?**

   No, the application upgrade/update will not need re-registration for push notifications. The earlier registration holds good.

4. **Is the delivery of push notification to the end user from the respective OS servers audited in OBDX?**

   There are logs available in the system about the delivery of the notification to the iOS or Android server. The delivery of the notification to the end customer on the device from the respective servers (iOS and Android) is not available in OBDX.

5. **Does OBDX have in-app messaging enabled to send messages to customers like mandatory app update to latest version?**

   No, in-app messaging capability for mandatory app updates is not supported.

6. **How many maximum number of devices can be registered to get push notifications for a particular user?**

   There is no restriction on the maximum number of devices that can be registered for push notifications.

7. **If a customer/admin de-registers a device for push notifications from the front end, how can it be re-enabled to get push notifications back again?**

   The user can reinstall the app. On reinstalling, the user will be asked to enable push notifications for that device and once the user logs in, a push token can be associated with the user.

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