Alerts and Dashboard User Guide

Oracle Banking Origination

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Alerts and Dashboard User Guide

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1 Preface

1.1 Introduction

Welcome to the **Alerts and Dashboard** user guide for Oracle Banking Origination. This document provides an overview on the **Dashboard** widgets and **Alerts** available in Oracle Banking Origination and guides you through the various features in dashboards and notifications can are available respectively. This document helps you conveniently make use of dashboards.

1.2 Audience

The user guide is intended for the Relationship Managers (RMs) and Sales Officers in-charge of sourcing the bank products from prospect and customer of the bank. The user guide is also intended for the other bank personas such as Account Opening Officer, Account Opening Supervisor, Loan Officer and Credit Manager handling the specific stages of the Savings Account, Current Account and Loan lifecycle.

1.3 Document 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 Acronyms and Abbreviations

The list of the acronyms and abbreviations that you are likely to find in the guide are as follows:

Table 1: Acronyms Table

Abbreviation	Description
DS	Data Segment
System	Oracle Banking Origination Module

1.5 List of Topics

This guide is organized as follows:

Table 2: List of Topics

Topics	Description
Dashboards	This topic provides the details of Alerts and Dashboard widgets.
Error Codes and Messages	This topic provides the error messages that you encounter while working with Oracle Banking Origination.
Functional Activity Codes - Glossary	Functional Activity Codes - Glossary has the alphabetical list of Dashboard name with page references and Functional Activity Codes for quick navigation.

1.6 Related Documents

The related documents are as follows:

1. Configurations User Guide
2. Operations User Guide
3. Savings Account Origination User Guide
4. Current Account Origination User Guide
5. Term Deposit Origination User Guide
6. Retail Loans Origination User Guide
7. Credit Card Origination User Guide
8. Oracle Banking Common Core User Guide

2 Dashboards

2.1 Introduction

Oracle Banking Origination is the middle office banking solution with a comprehensive coverage of Retail Banking Origination processes for Savings Account, Current Account, Term Deposit, Credit Card and Loans comprising of Home Loan, Personal Loan, Education Loan and Vehicle Loan for Individual customers, and Term Loan and Business Loan for Small and Medium Business customers. It is a Host-Agnostic solution.

It enables banks to deliver improved user experience for various Bank personas such as Sales Officers, Relationship Manager, Account Opening Officers, Branch Supervisor/Managers, Loan Officers, and Credit Officers and so on; handling defined functions in the lifecycle of the various product origination.

Oracle Banking Origination supports the various dashboards to aid in enhancing the productivity and operational efficiency by providing a quick insight into various pertinent areas. The idea of these Dashboards is to ease the trouble of looking for data or statistics in the system.

Each dashboard has a unique Functional Activity Code; please refer Section 5 - Functional Activity Code - Glossary. The access of the dashboard is provided to the individual user either by assigning the specific functional activity code to the role that they belong to or can also be provided by assigning the dashboard functional activity code directly to their User ID. Please refer the **Configuration** user manual for more details.

By default, all the dashboard that has been assigned for the User or User Role are displayed in the dashboard. User can define their personal dashboard preferences by:

1. Removing any dashboard tile that they do not want to see by clicking on icon available on the top right side of the dashboard tile or widget.
2. They can add a dashboard tile by clicking on the icon on the top right side of the dashboard screen named ‘Add Tile to the Dashboard”. System displays all the dashboards that are allowed for the user to select.
3. They can move the dashboard tile to their preferred position in the dashboard screen through drag and drop.
4. Certain dashboard tiles can be expanded or minimized, for which User has to click on the icon available in the bottom right side panel of the dashboard tile.

The list of the dashboards currently supported are as follows:

2.2 My Applications

My Applications dashboard allows the logged-in bank user, who could be a Relationship Manager, Sales Manager, Loan Officer and so on, to view the details of the applications originated by them.

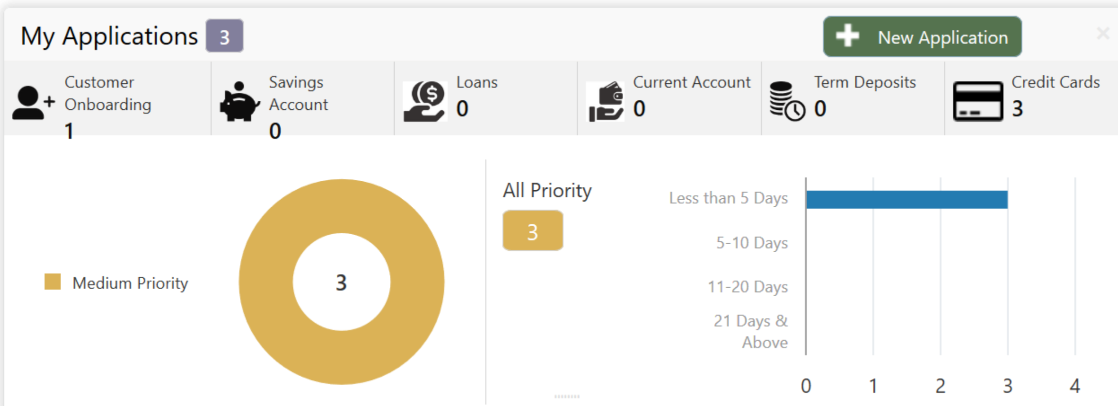
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen,** click **Dashboard**.

   → The **Dashboard** screen is displayed. The **My Applications** dashboard appears on **Dashboard** screen.

Figure 1: My Applications



For more information on fields, refer to the field description table below.

Table 3: My Applications – Field Description

Field	Description
Customer Onboarding	Displays the total number of new customer onboarding requests initiated in the application.
Savings Account	Displays the total number of Saving Accounts requests initiated in the application.
Loans	Displays the total number of Loans requests initiated in the application.

Field	Description
Current Account	Displays the total number of Current Account requests initiated in the application.
Term Deposits	Displays the total number of Term Deposits requests initiated in the application.
Credit Cards	Displays the total number of Credit Cards requests initiated in the application.

Donut view displays the total number of applications initiated by the user, divided into the priorities allocated to the application during initiation.

The available priorities are

- **High**
- **Medium**
- **Low**

2. Hover on the donut split for the specific priority and click it, the right side screen gets populated with the number for the specified selected priority, with the split of applications into various age buckets as mentioned below:

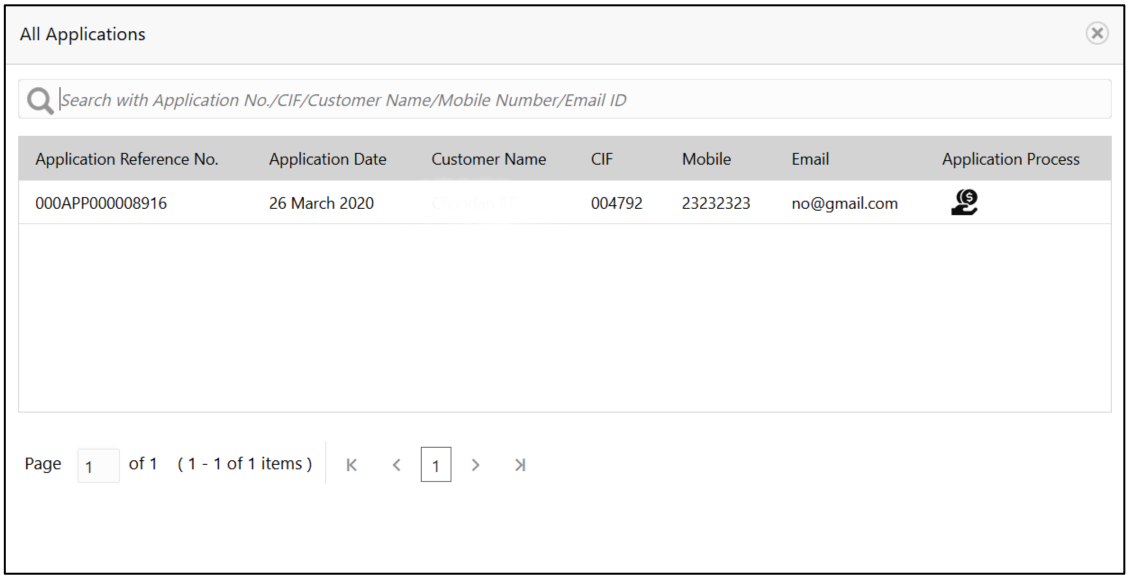
- Less than 5 Days
- 5-10 Days
- 10-20 Days
- 21 Days & Above

Hyperlinks are available on all the displayed numbers to drill-down and to view the application list.

3. Click on hyperlinked number.

→ The **All Applications Drill-Down** screen is displayed.

Figure 2: All Applications Drill-Down



The **All Applications Drill-Down** screen displays the list of various applications. For more information on fields, refer to the field description table below.

Table 4: All Applications Drill-Down – Field Description

Field	Description
Application Reference No.	Displays the application reference number.
Application Date	Displays the application date.
Customer Name	Displays the customer name.
CIF	Displays the CIF.
Mobile No	Displays the mobile number.
E-mail	Displays the E-mail ID.
Application Process	Displays the icons representing the Product or Application process.

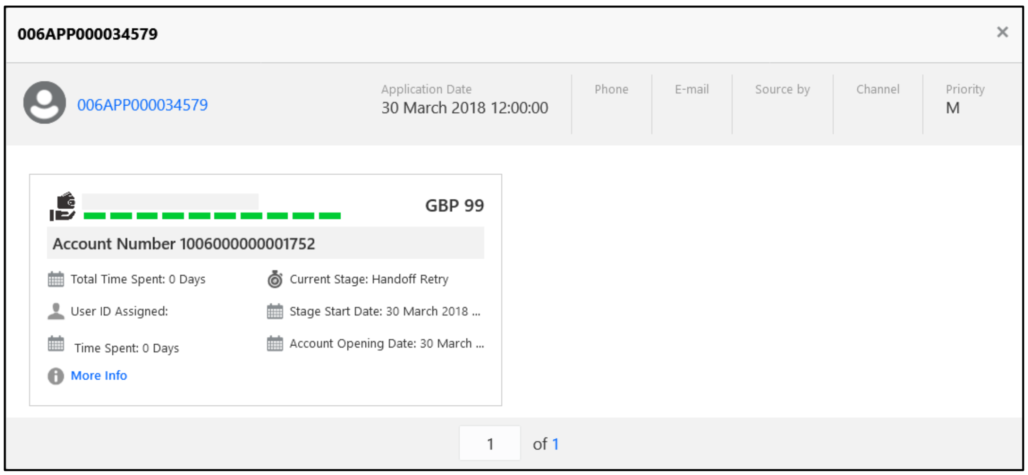
User can further search a specific application by entering one of the following:

- **Application Number**
- **CIF**
- **Customer Name**
- **Mobile Number**
- **E-mail ID**

4. Click the specific application row to view more details about the application.

→ The **Application Details Drill-Down** screen is displayed.

Figure 3: Application Details Drill-Down



The **Application Details Drill-Down** screen displays separate cards for various products initiated as part of the application. For more information on fields, refer to the field description table below.

Table 5: Application Details Drill-Down – Field Description

Field	Description
Application Number	Displays the application number.
Application Date	Displays the application date.
Phone	Displays the phone number.
E-mail	Displays the E-mail ID.

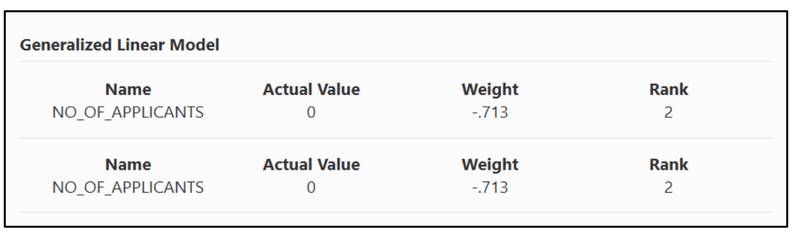
Field	**Description**
Source By	Displays the username who has sourced the application.
Channel	Displays the channel name.
Priority	Displays the priority of the application. • **High** • **Medium** • **Low**
Product Name	Displays the product name of the application.
Stage Bar	Indicates the current stage of the application.
Account Number	Displays the HOST account number. **NOTE:** This field displays once all the stages are completed for the application and the account is created in Host.
Total time spent	Displays the time spent for the product process since initiation of the application.
User ID Assigned	Displays the **User ID** of the user currently working on the product process. **NOTE:** This is blank in case the product process task is not acquired by any user.
Time spent	Displays the days spent in the current phase/stage.
Current Stage	Displays the stage in which the product process is currently in. **NOTE:** If the phase is configured for the product, the current stage is displayed as current phase.

Field	Description
Stage Start Date	Displays the stage in which the product process is currently in. **NOTE:** If the phase is configured for the product, the stage start date is displayed as phase start date.
Account Opening Date	Displays the account opening date.
Expected Account Opening Date	Displays the expected account opening date.
	Displays the information on the features considered to predict the expected account opening date.
More Info	Click **More Info** hyperlink to view more details about the customer clarification raised.

5. Click icon to launch the **Data Points** pop-up screen.

→ The **Data Points** pop-up is displayed.

Figure 4: Data Points



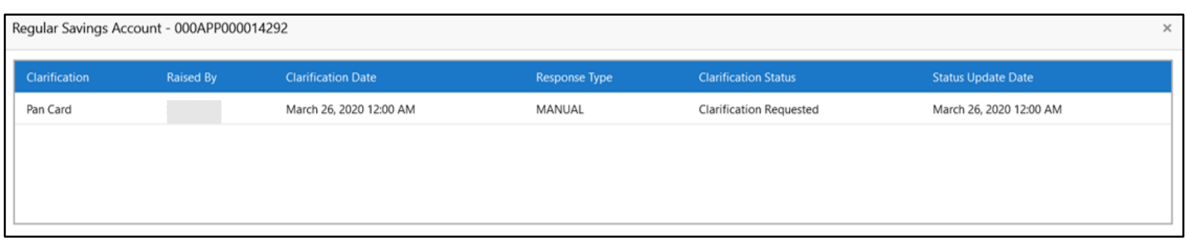
Generalized Linear Model

Name	Actual Value	Weight	Rank
NO_OF_APPLICANTS	0	-.713	2
Name	Actual Value	Weight	Rank
NO_OF_APPLICANTS	0	-.713	2

6. Click on **More Info** hyperlink.

→ The **More Info** pop-up is displayed.

Figure 5: More Info



Regular Savings Account - 000APP000014292

Clarification	Raised By	Clarification Date	Response Type	Clarification Status	Status Update Date
Pan Card		March 26, 2020 12:00 AM	MANUAL	Clarification Requested	March 26, 2020 12:00 AM

For more information on fields, refer to the field description table below.

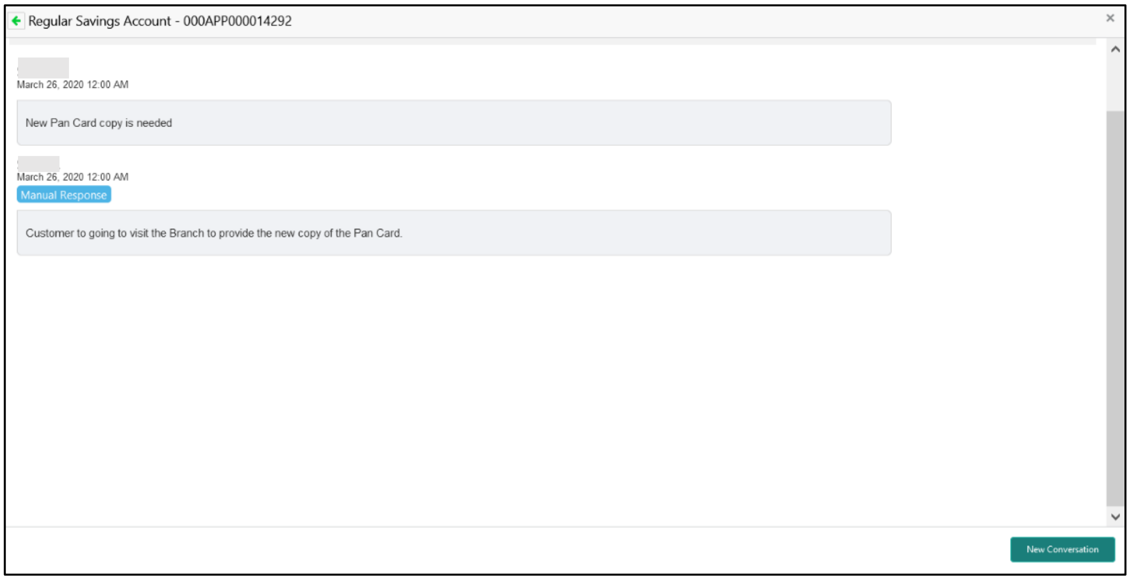
Table 6: Clarification Details

Field	Description
Clarification	Displays the subject of the requested clarification.
Raised By	Displays the user id of the user who raised the clarification request.
Clarification Date	Displays the clarification date on which the request was raised.
Response Type	Displays the response type.
Clarification Status	Displays the status of clarification. Available options are: • **Clarification Requested** • **Clarification Withdrawn** • **Clarification Completed**
Status Update Date	Displays the date on which status was updated.
New Clarification	Click **New Clarification** to raise a new clarification request.

7. Select any specific clarification request row.

→ The **Clarification Details** for the **selected** clarification request is displayed.

Figure 6: Clarification Details



The **Clarification Details** screen displays details about the specific customer clarification request raised. For more information on fields, refer to the field description table below.

Table 7: Clarification Details

Field	Description
Clarification ID	Displays the unique clarification ID.
Clarification Subject	Displays the subject of clarification request.
Raised By	Displays the user id of the user who has raised the clarification request.
Clarification Date	Displays the clarification date.
Status	Displays the status of clarification.
Status Update Date	Displays the date on which status was updated.
New Conversation	Click **New Conversation** to raise conversation for the selected clarification request.

Field	Description
	The System also allows to view and update the conversation from the **My Application** and **Application Search** dashboard by clicking 'More Info' hyperlink from the Product card. If the new conversation is updated by any other user, instead of the user who initially raised the clarification request; a bell notification will be sent to the user who has raised the request. Available options are: • **Save & Close** • **Cancel** Click **Save & Close** to save the conversation. Click **Cancel** to cancel the conversation update.
Withdraw Clarification	Click **Withdraw Clarification** to withdraw and close the selected clarification request. Updating the clarification details is mandatory to withdraw the clarification. User can update the reason why the clarification is being withdrawn and can also upload any document if needed. Available options are: • **Save & Close** • **Cancel** Click **Save & Close** to withdraw the clarification. Click **Cancel** to cancel the withdrawal clarification action. **NOTE: Withdraw Clarification** is displayed, if the Clarification request was raised by the same User. For others, **New Conversation** is available, which can be used to update conversations on the specified Clarification ID.
Accept Clarification	Click **Accept Clarification** to close the clarification raised. Updating the clarification details is mandatory to accept the clarification. User can update the detail of why the clarification is being accepted and can also upload any document if needed.

Field	Description
	Once the clarification request is accepted, no further conversation can be raised on the Clarification ID. Also, the application status will change to My Task. Available options are: • **Save & Close** • **Cancel** Click **Save & Close** to accept the clarification. Click **Cancel** to cancel the withdrawal clarification action. **NOTE: Accept Clarification** is displayed, if the Clarification request was raised by the same User. For others, only **New Conversation** is available, which can be used to update conversations on the specified Clarification ID.

NOTE:

- System sends an e-mail notification to the customer for clarification requests raised for an application.
- Additionally, Bell Notification is sent to the user who had raised the request, whenever a conversation is raised for the Clarification Request.

2.3 Application Search

Application Search dashboard allows the user to enquire an application through the various search criteria based on the following:

- **Application Number**
- **Customer Name**
- **CIF**
- **Mobile Number**
- **E-mail ID**

Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen,** click **Dashboard**.

   → The **Dashboard** screen is displayed. The **Application Search** dashboard appears on **Dashboard** screen.

   Figure 7: Application Search

2. Click icon.

   It allows to view the application list and allows further drill-down to view the application details. Refer Section 2.2 My Applications, to read more about the All Applications Drill-Down screen and Application Details Drill-Down screen.

2.4 Conversion Analysis

Conversion Analysis dashboard allows the logged-in bank user to view the details of the conversion for the various products originated by them.

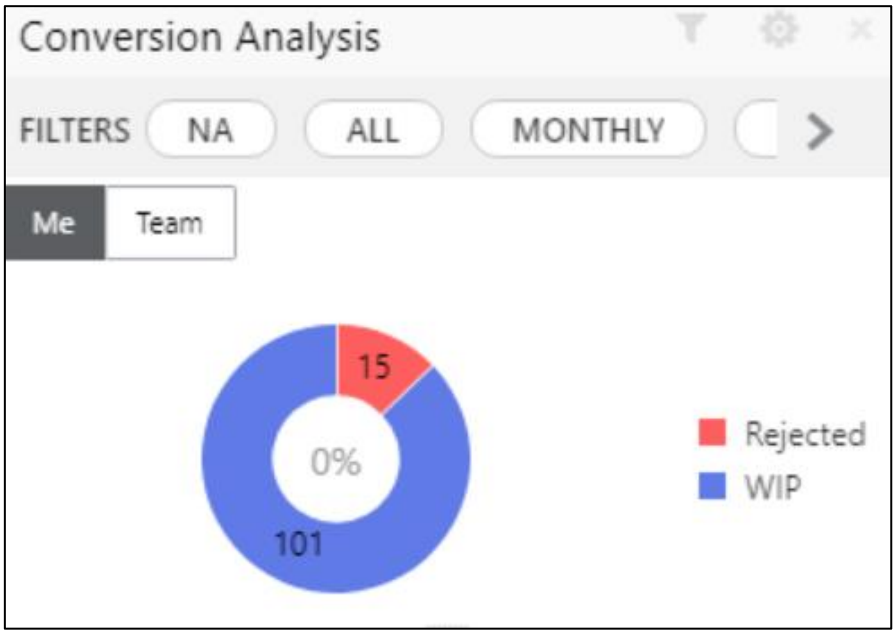
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard**.

→ The **Dashboard** screen is displayed. The **Conversion Analysis** dashboard appears on **Dashboard** screen.

Figure 8: Conversion Analysis



2. Click icon to filter the data. The available options are:

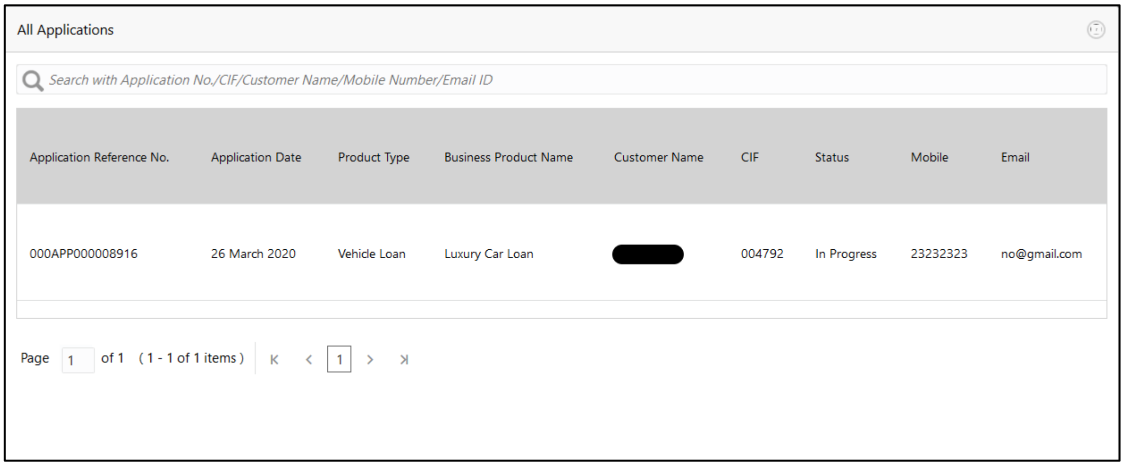
- **Products**
- **Period**

By default, the system displays the month-wise conversion details of all the products originated for the current month. This dashboard provides bifurcations across Work-In-Progress (WIP), Completed and Rejected for the products originated.

3. Click on hyperlinked number.

→ The **All Applications Drill-Down** screen is displayed.

Figure 9: All Applications Drill-Down



The All Applications Drill-Down screen displays the list of various applications for the selected Conversion Status. Refer Section 2.2 My Applications, to read more about the All Applications Drill-Down screen and Application Details Drill-Down screen.

2.5 Account Opening Trends

Account Opening Trends has the following dashboards:

- 2.5.1 New Savings Account
- 2.5.2 New Current Account
- 2.5.3 New Loan Account
- 2.5.4 New Term Deposits
- 2.5.5 New Credit Cards

2.5.1 New Savings Account

New Savings Account dashboard allows the logged-in bank user to view the trend of the savings account opened for the specified period.

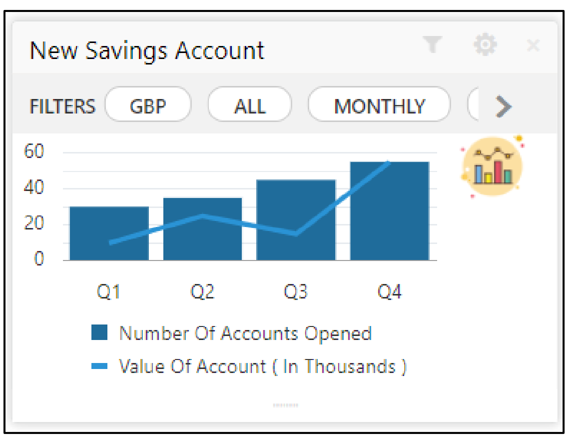
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard**.

   → The **Dashboard** screen is displayed. The **New Savings Account** dashboard appears on **Dashboard** screen.

Figure 10: New Savings Account



2. Click icon to filter the data. The available options are:

   - **Currency**
   - **Period**

By default, the system displays month-wise trend of the savings account opened.

3. Click to change the chart type.

4. Click icon to expand the dashboard.

2.5.2 New Current Account

New Current Account dashboard allows the logged-in bank user to view the trend of the current account opened for the specified period.

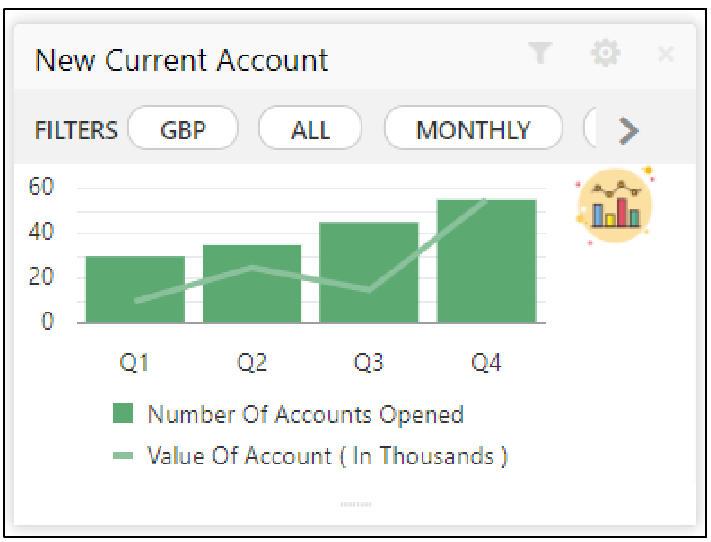
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen,** click **Dashboard**.

   → The **Dashboard** screen is displayed. The **New Current Account** dashboard appears on **Dashboard** screen.

Figure 11: New Current Account



2. Click icon to filter the data. The available options are:

   - **Currency**
   - **Period**

   By default, the system displays month-wise trend of the current account opened.

3. Click to change the chart type.

4. Click icon to expand the dashboard.

2.5.3 New Loan Account

New Loan Account dashboard allows the logged-in bank user to view the trend of the loan account opened for the specified period.

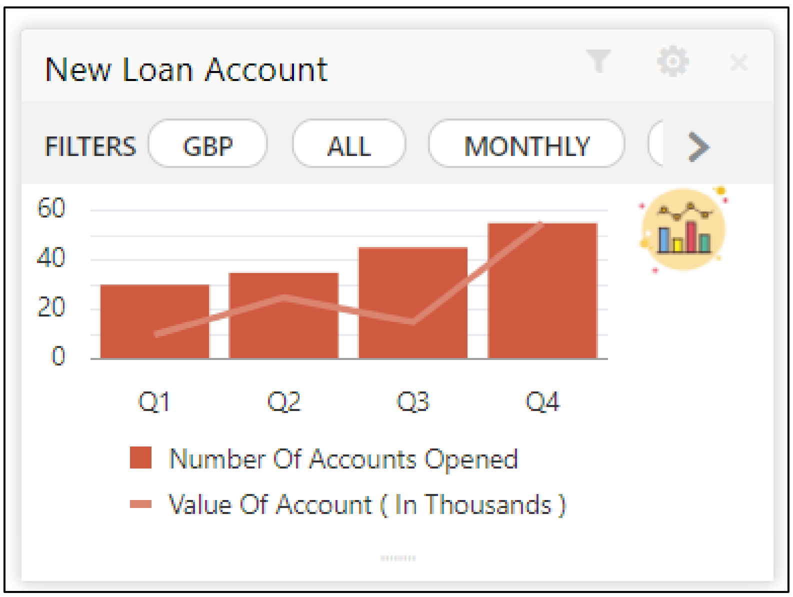
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard**.

   → The **Dashboard** screen is displayed. The **New Loan Account** dashboard appears on **Dashboard** screen.

   Figure 12: New Loan Account



2. Click to filter the data. The available options are:
   - **Currency**
   - **Period**

   By default, the system displays month-wise trend of the loan account opened.

3. Click to change the chart type.
4. Click icon to expand the dashboard.

2.5.4 New Term Deposits

New Term Deposits dashboard allows the logged-in bank user to view the trend of the term deposit account opened for the specified period.

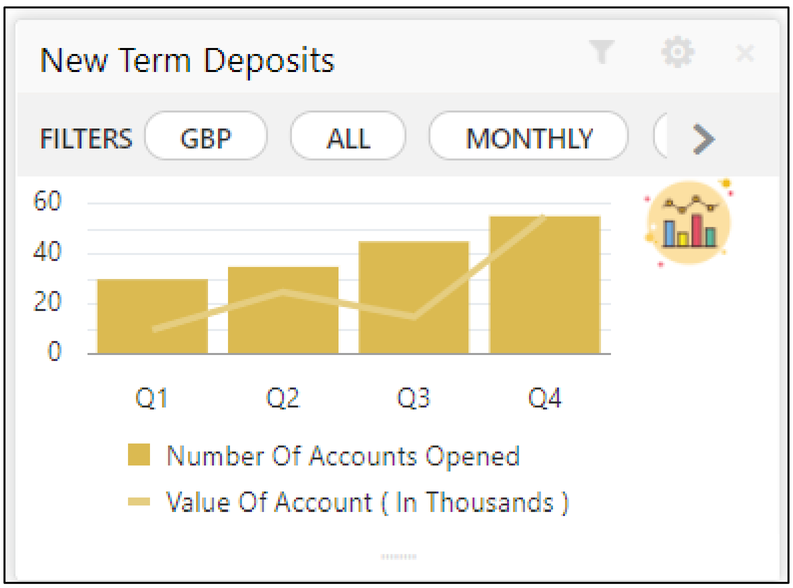
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen,** click **Dashboard**.

   → The **Dashboard** screen is displayed. The **New Term Deposits** dashboard appears on **Dashboard** screen.

   Figure 13: New Term Deposits



2. Click to filter the data. The available options are:

   - **Currency**
   - **Period**

   By default, the system displays month-wise trend of the term deposit account opened.

3. Click to change the chart type.

4. Click icon to expand the dashboard.

2.5.5 New Credit Cards

New Credit Cards dashboard allows the logged-in bank user to view the trend of the credit card account opened for the specified period.

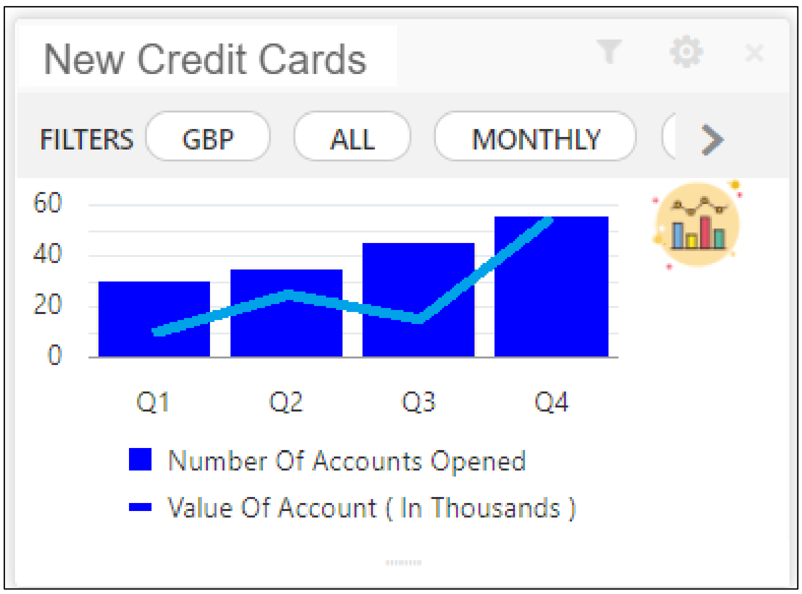
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard**.

   → The **Dashboard** screen is displayed. The **New Credit Cards** dashboard appears on **Dashboard** screen.

   Figure 14: New Credit Cards



2. Click to filter the data. The available options are:
   - **Currency**
   - **Period**

   By default, the system displays month-wise trend of the credit card account opened.

3. Click to change the chart type.
4. Click icon to expand the dashboard.

2.6 Loan Pipeline

Loan Pipeline dashboard allows the logged-in bank user, who could be a Loan Officer or a Loan Head, to view the stage-wise details of the loans for their branch.

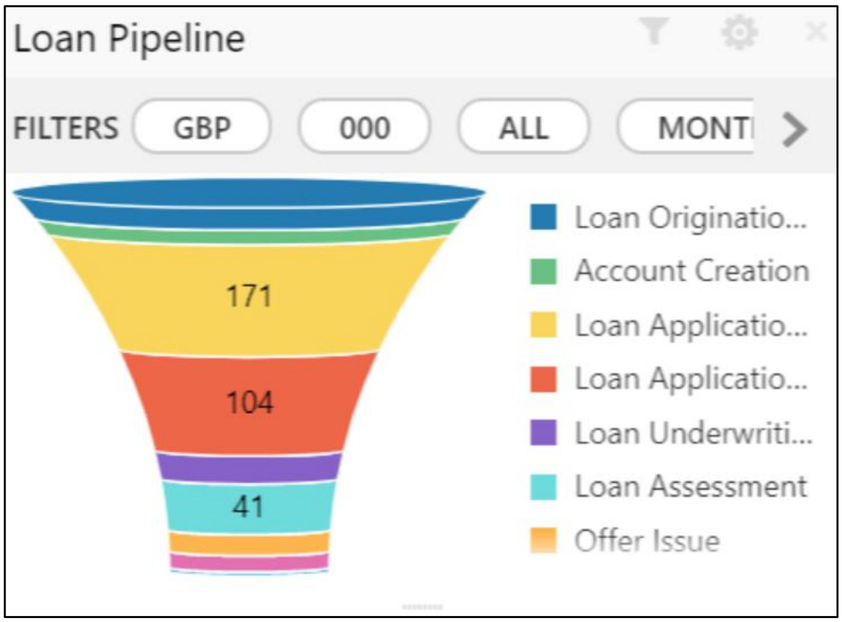
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard.**

→ The **Dashboard** screen is displayed. The **Loan Pipeline** dashboard appears on **Dashboard** screen.

Figure 15: Loan Pipeline



2. Click icon to filter the data. The available options are:

- **Currency**
- **Sub-Products**
- **Period**

By default, the system displays the stage-wise details of the loans of the logged-in user for the current month.

2.7 Loan Offer Status

Loan Offer Status dashboard allows the logged-in bank user, who could be a Loan Officer or a Loan Head, to view the status of the loans for which offers have been made for their branch.

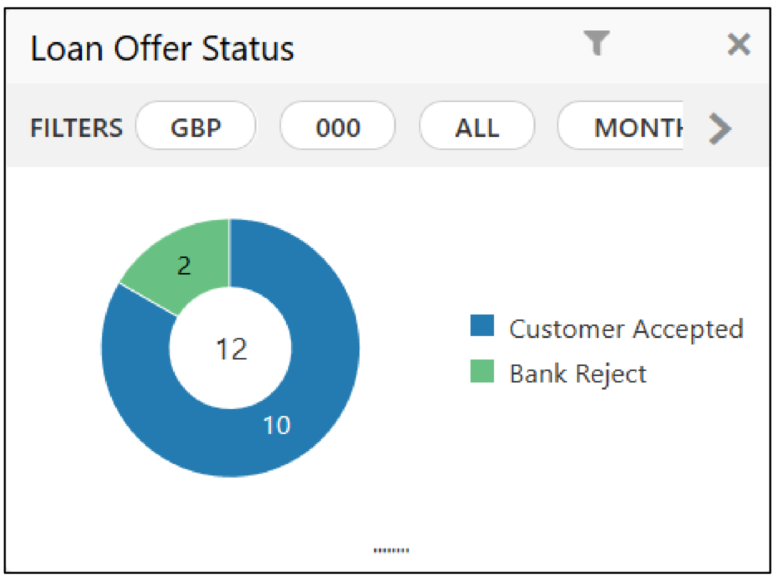
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard**.

→ The **Dashboard** screen is displayed. The **Loan Offer Status** dashboard appears on **Dashboard** screen.

Figure 16: Loan Offer Status



In a doughnut chart, the dashboard reveals the numbers and the value of the loan offers for the below mentioned status:

- **Pending for Acceptance**
- **Customer Accepted**
- **Customer Reject**
- **Bank Reject**

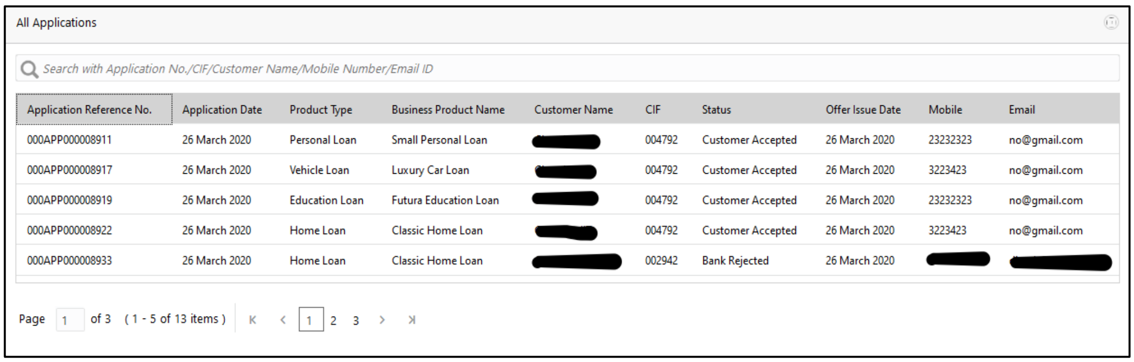
2. Click icon to filter the data. The available options are:
   - **Currency**
   - **Period**

   By default, the system displays the status for the current month, logged-in branch and the base currency of the branch.

3. Click on hyperlinked number.

   → The **Loan Offer Status Drill-Down** screen is displayed.

Figure 17: Loan Offer Status Drill-Down



The Loan Offer Status Drill-Down screen displays the list of various Loan applications. For more information on fields, refer to the field description table below.

Table 8: Loan Offer Status Drill-Down – Field Description

Field	Description
Application Reference No.	Displays the application reference number.
Application Date	Displays the application date.
Product Type	Displays the sub-product type.
Business Product Name	Displays the product name.
Customer Name	Displays the customer name.
CIF	Displays the CIF.

Field	Description
Status	Displays the status of the application.
Offer Issue Date	Displays the offer issue date.
Mobile	Displays the mobile number.
E-mail	Displays the E-mail ID.

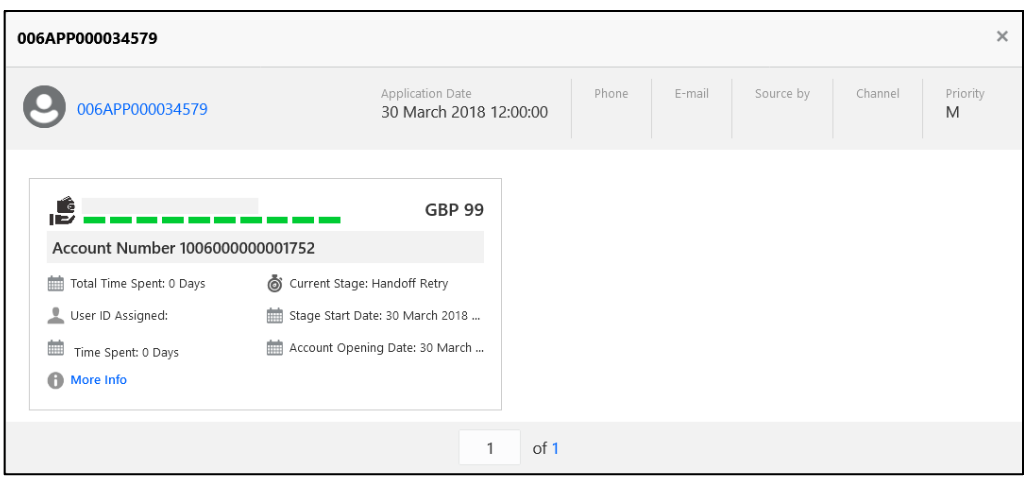
User can further search a specific application by entering one of the following:

- **Application Number**
- **CIF**
- **Customer Name**
- **Mobile Number**
- **E-mail ID**

4. Click the specific application row to view more details about the application.

→ The **Application Details Drill-Down** screen is displayed.

Figure 18: Application Details Drill-Down



The **Application Details Drill-Down** screen displays separate cards for various products initiated as part of the application. For more information on fields, refer to the field description table below.

Table 9: Application Details Drill-Down – Field Description

Field	Description
Application Number	Displays the application number
Application Date	Displays the application date.
Phone	Displays the phone number.
E-mail	Displays the E-mail ID.
Source By	Displays the username who has sourced the application.
Channel	Displays the channel name.
Priority	Displays the priority of the application. • **High** • **Medium** • **Low**
Product Name	Displays the product name of the application.
Stage Bar	Indicates the current stage of the application.
Account Number	Displays the HOST account number. **NOTE:** This field displays once all the stages are completed for the application and the account is created in Host.
Total time spent	Displays the time spent for the product process since initiation of the application.

Field	Description
User ID Assigned	Displays the **User ID** of the user currently working on the product process. **NOTE:** This is blank, in case the product process task is not acquired by any user.
Time spent	Displays the days spent in the current phase/stage.
Current Stage	Displays the stage in which the product process is currently in. **NOTE:** If the phase is configured for the product, the current stage is displayed as current phase.
Stage Start Date	Displays the stage in which the product process is currently in. **NOTE:** If the phase is configured for the product, the stage start date is displayed as phase start date.
Account Opening Date	Displays the account opening date.
Expected Account Opening Date	Displays the expected date when the account will be created.
	Displays the information on the features considered to predict the expected account opening date. For more information, refer to **Data Points** in My Application section.
More Info	Click **More Info** hyperlink to view more details about the customer clarification raised. For more information, refer to **Clarification Details** in My Application section.

2.8 Loan Exposure to Collateral

Loan Exposure to Collateral dashboard allows the logged-in bank user who could be a Lending Head to view the collaterals available against the Loans Exposures for their Branch.

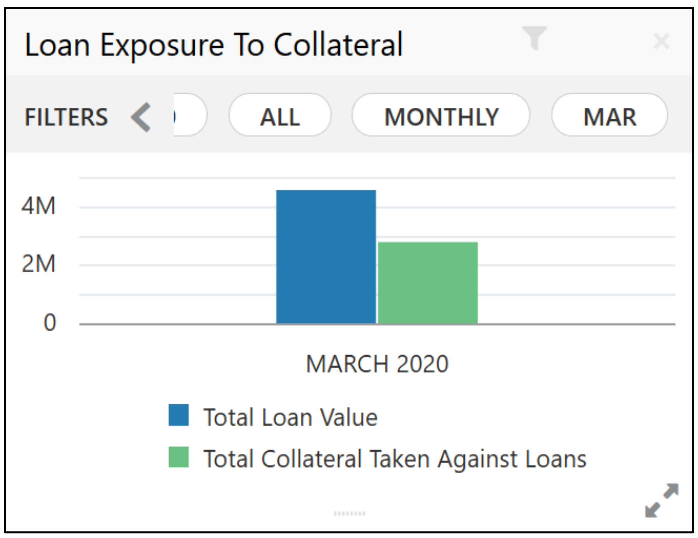
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard**.

   → The **Dashboard** screen is displayed. The **Loan Exposure to Collateral** dashboard appears on **Dashboard** screen.

   Figure 19: Loan Exposure to Collateral

   This dashboard displays the Loan Exposure Value against the Collateral Value.

2. Click icon to filter the data. The available options are:

   - **Currency**
   - **Sub-Products**
   - **Period**

   By default, the system displays the status for the current month, logged-in branch and the base currency of the branch.

2.9 Product Application Near Expiry

Product Application Near Expiry dashboard allows the logged-in bank user to view the details of applications which are nearing to expiry date.

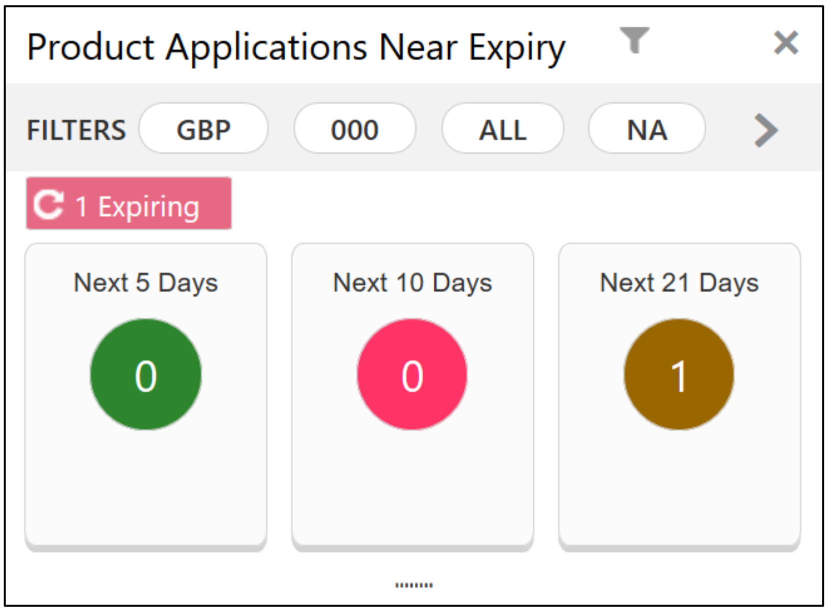
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard**.

   → The **Dashboard** screen is displayed. The **Product Application Near Expiry** dashboard appears on **Dashboard** screen.

   Figure 20: Product Application Near Expiry

2. Click icon to filter the data. The available options are:

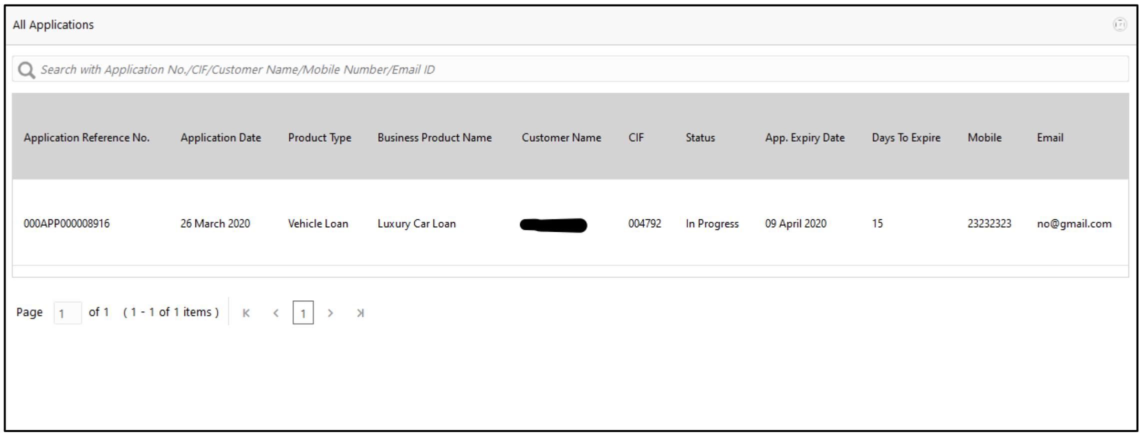
   - **Currency**
   - **Branch**
   - **Users**
   - **Products**
   - **Sub-Products**

   By default, the system displays the details of all the products, the base currency and the branch of the logged-in user.

3. Click on hyperlinked number.

→ The **Product Application Near Expiry Drill-Down** screen is displayed.

Figure 21: Product Application Near Expiry Drill-Down



The Product Application Near Expiry Drill-Down screen displays the list of various applications. For more information on fields, refer to the field description table below.

Table 10: Product Application Near Expiry Drill-Down – Field Description

Field	**Description**
Application Reference No.	Displays the application reference number.
Application Date	Displays the application date.
Product Type	Displays the product type.
Product Name	Displays the product name.
Customer Name	Displays the customer name.
CIF	Displays the CIF.
Status	Displays the status of the application.
App. Expiry Date	Displays the application expiry date
Days to Expire	Displays the total days to

Field	Description
Mobile	Displays the mobile number.
E-mail	Displays the E-mail ID.

User can further search a specific application by entering one of the following:

- **Application Number**
- **CIF**
- **Customer Name**
- **Mobile Number**
- **E-mail ID**

2.10 Loan Offers Near Expiry

Loan Offers Near Expiry dashboard allows the logged-in bank user, who could be a Relationship Manager, Loan Officer or Loan Head, to view the details of loan offers which are nearing to expiry date.

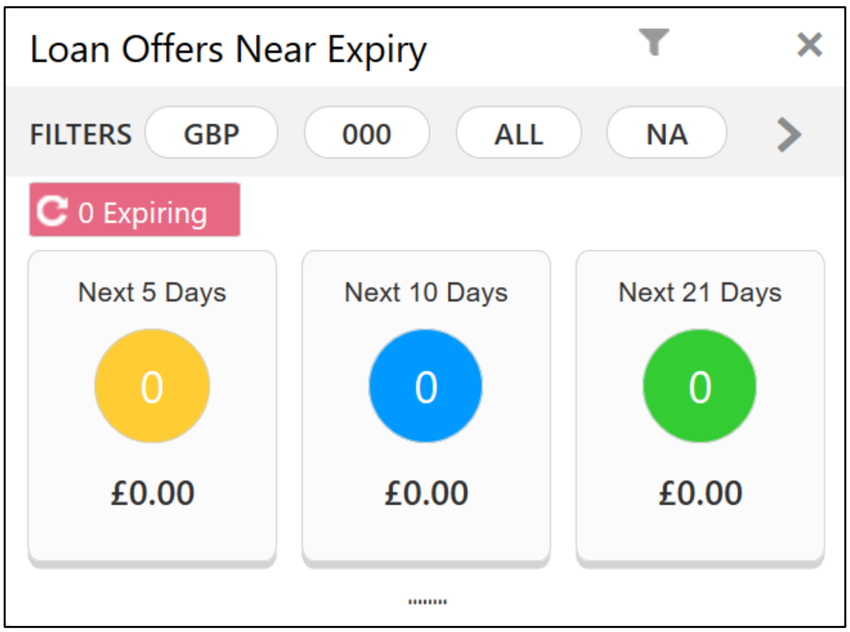
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard**.

   → The **Dashboard** screen is displayed. The **Loan Offers Near Expiry** dashboard appears on **Dashboard** screen.

   Figure 22: Loan Offers Near Expiry



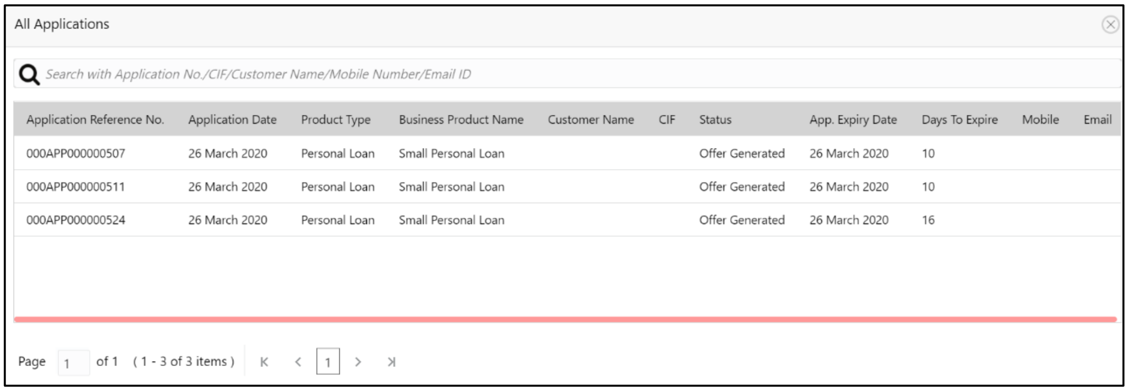
2. Click icon to filter the data. The available options are:
   - **Currency**
   - **Branch**
   - **Users**
   - **Sub-Products**

   By default, the system displays the details of all the loan offers for the logged-in user and their team, and the base currency of the branch.

3. Click on hyperlinked number.

→ The **Loan Offers Near Expiry Drill-Down** screen is displayed.

Figure 23: Loan Offers Near Expiry Drill-Down



The Loan Offers Near Expiry Drill-Down screen displays the list of various loan offers for the selected Loan offer status. For more information on fields, refer to the field description table below.

Table 11: Loan Offers Near Expiry Drill-Down – Field Description

Field	**Description**
Application Reference No.	Displays the application reference number.
Application Date	Displays the application date.
Product Sub-Type	Displays the product sub-type.
Product Name	Displays the product name.
Customer Name	Displays the customer name.
CIF	Displays the CIF.
Status	Displays the status of the application.
App. Expiry Date	Displays the application expiry date
Days to Expire	Displays the total days to

Field	Description
Mobile	Displays the mobile number.
E-mail	Displays the E-mail ID.

User can further search a specific application by entering one of the following:

- **Application Number**
- **CIF**
- **Customer Name**
- **Mobile Number**
- **E-mail ID**

2.11 SLA Status Summary

The SLA status widget is available in the Dashboard and is accessible as per user credentials. The Widget displays the SLA status maintained at the process level. The Widget displays only those tasks that are not being handed off to the Back Office system.

Click the right arrow on the widget to view the SLA widget in graphical chart (doughnut chart) as well as in tabular form.

The SLA Status Widget highlights the tasks that are within SLA (in green), Nearing SLA breach (in amber) and that have breached SLA (in red)

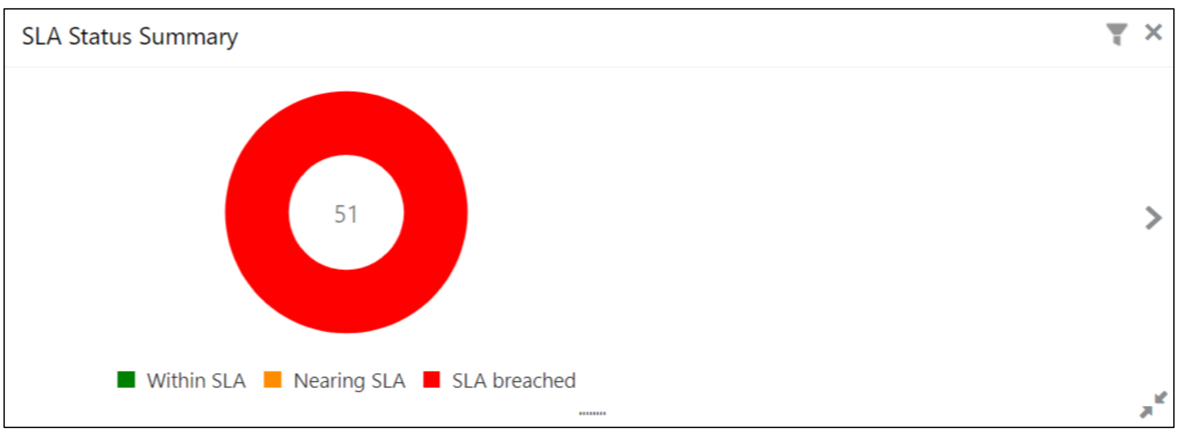
Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Dashboard**.

→ The **Dashboard** screen is displayed. The **SLA Status Summary** Graphical view dashboard appears on **Dashboard** screen.

Figure 24: SLA Status Summary - Graphical View

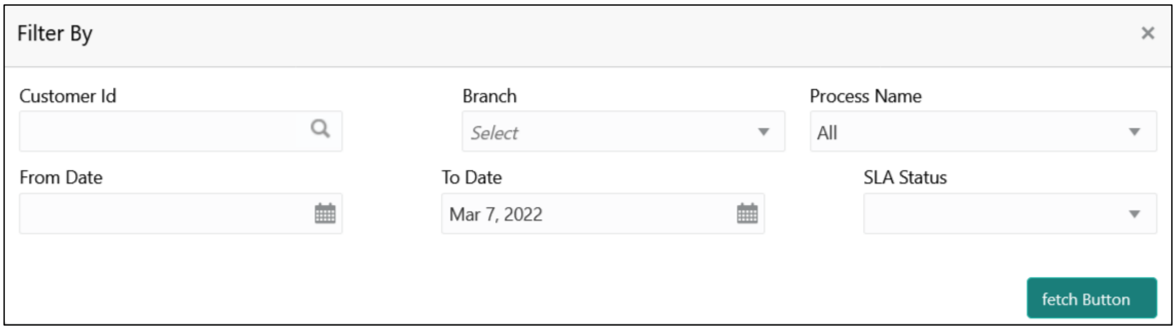


By default, the system displays the details of all the **SLA Status Summary** for the logged-in user and their team.

2. Click icon to filter the data.

→ The **Filter By** screen is displayed.

Figure 25: Filter By



For more information on fields, refer to the field description table below.

Table 12: Filter By – Field Description

Fields	Description
Customer Id	Click **Search** icon and select the Customer Id from the list
Branch	Select the required Branch Code & Name from the drop-down list.
Process Name	Select the process.
From Date	Select the date from when the SLA information needs to be fetched.
To Date	Select the date till when SLA information needs to be fetched. **NOTE:** By default branch date will be shown.
SLA Status	Select the **SLA Status** from the drop-down list. The available options are : • Within SLA • nearBreach • breached

3. Click button to view the SLA status summary in Tabular view.

→ The **SLA Status Summary - Tabular View** is displayed.

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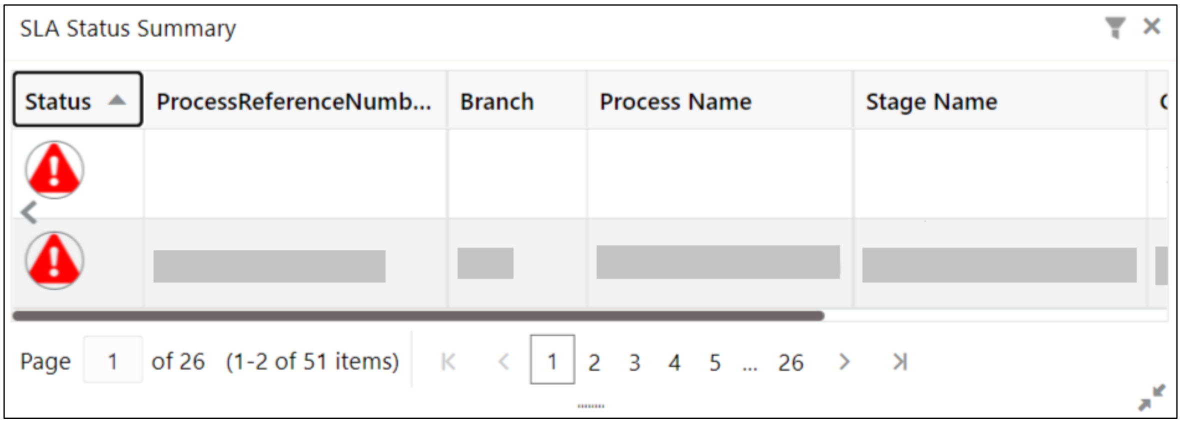
Figure 26: SLA Status Summary - Tabular View



For more information on fields, refer to the field description table below.

Table 13: SLA Status Summary - Tabular View – Field Description

Field	Description
Status	Displays the SLA Status.
Process Reference Number	Displays the Process Reference Number.
Branch	Displays the Branch.
Process Name	Displays the Process Name
Stage Name	Displays the Stage Name.
Customer ID	Displays the Customer Id.
Currency	Displays the Currency.
Amount	Displays the Amount.

3 Alerts

3.1 Introduction

Oracle Banking Origination supports alert to the external customers, and to the internal users for specified actions. The bank customers may require critical information on their applications to help them take appropriate actions. The bank staff may also require certain information on the customer applications that they may have initiated or have been working on. A business alert is a message that conveys such information by e-mail to the external customer or by bell notification to the internal application users.

Oracle Banking Origination generates business alerts for the bank staff as well as bank customers. The alerts are generated to the customers and staff at specified events.

This chapter contains the following sections:

- 3.2 Events triggering E-mail Notifications to the customer
- 3.3 Events triggering Bell Notification to the internal application user

3.2 Events triggering E-mail Notifications to the customer

Below mentioned events in the Application Processing, triggers e-mail notification to the customer:

- Offer Issue

  On submit of the Offer Issue stage, system triggers an e-mail notification with the Offer Document to the e-mail IDs of the customers.

- Clarification Request

  If Clarification request is raised for an application, system triggers an e-mail notification with the clarification details to the e-mail IDs of the customers.

E-mail notification are sent to the customer's e-mail id from the configured bank user ID in the Property table. The e-mail template can include the login link to the Digital Banking website maintained in the Property table so that customer is re-directed to the Bank's Digital Banking login page and take required action on the notification raised.

3.3 Events triggering Bell Notification to the internal application user

Below mentioned events in the Application Processing trigger bell notification to the internal users:

- Action on Offer Issued from digital channel by the customer

  The possible actions that the customer can take on the offer issued to them from Digital channel are Accept, Reject or Amend. Once the customer takes an action from the digital channel, system raises bell notification to user who has initiated the application.

- Manual Conversation updated for Clarification Request

  If any conversation is updated manually by internal application user on the clarification request raised, system triggers a bell notification to the user who has raised the request. This allows the user to take immediate action on the response received for the clarification request.

4 Error Code and Messages

This topic contains the error codes and messages.

Table 14: Error Codes and Messages

Error Code	Messages
RPM-AT-003	Failed to fetch user hierarchy information from sms-core-services
RPM-CMN-001	Exception Occurred while Executing Query
RPM-CMN-002	Number format exception
RPM-CMN-003	Server Error Occurred during API call
RPM-CMN-004	Illegal State Exception
RPM-CMN-005	JTA Transaction unexpectedly rolled back
RPM-CMN-006	Exception Occurred while creating Bean
RPM-CMN-007	Internal server error occurred
RPM-CMN-009	InValid date format
RPM-CMN-010	toDate is greater than fromDate
RPM-COM-001	JSONException Occured
RPM-DB-001	Error occured in Dashboard Util
RPM-DB-002	Error while getting reportees
RPM-DB-003	Error occured while getting current Half year
RPM-DB-004	Error occured while getting current Quarter
RPM-DB-005	Error occured while fetching Dashboard data from DB
RPM-DS-030	Could not resolve the filter criteria
RPM-MN-001	Error while fetching $1 from maintenance table

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