

Push Notifications User Manual
Oracle Banking Digital Experience
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Push Notifications User Manual

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1. Preface

1.1 Purpose

Welcome to the User Guide for Oracle Banking Digital Experience. This guide explains the operations that the user will follow while using the application.

1.2 Audience

This manual is intended for Customers and Partners who setup and use Oracle Banking Digital Experience.

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>.

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.

1.4 Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at [Critical Patches, Security Alerts and Bulletins](#). All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by [Oracle Software Security Assurance](#).

1.5 Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

1.6 Conventions

The following text conventions are used in this document:

Convention	Meaning
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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.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1.7 **Screenshot Disclaimer**

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.

1.8 **Acronyms and Abbreviations**

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

Abbreviation	Description
OBDX	Oracle Banking Digital Experience

2. 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

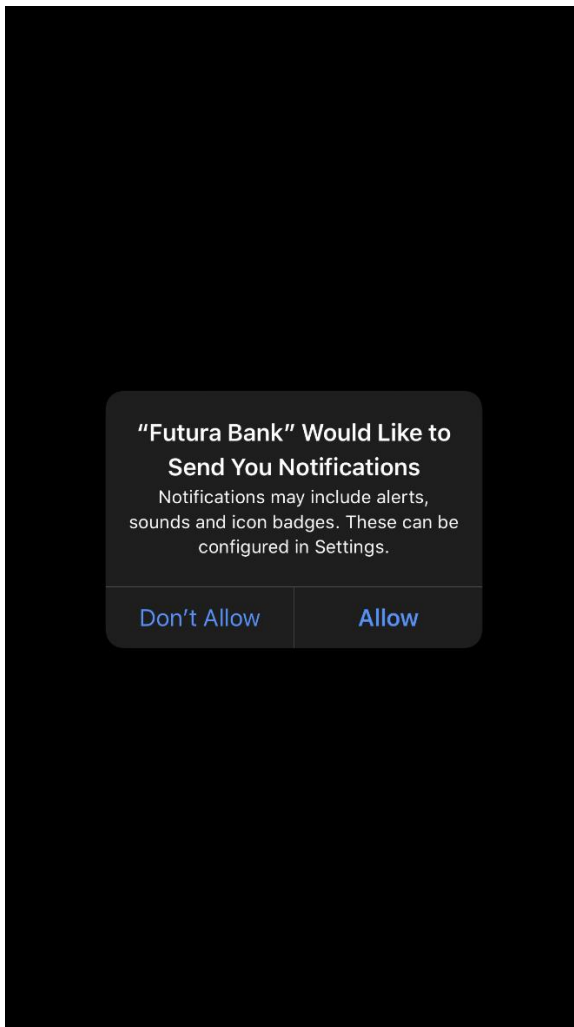
- The user has installed Futura Bank mobile application on the device and opted for push notifications.
- For the set of subscribed alerts for which the user does not wish to receive the notification through push message, he will need to disable push notifications against those events so that the bank 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'.

3. Push notifications on the device

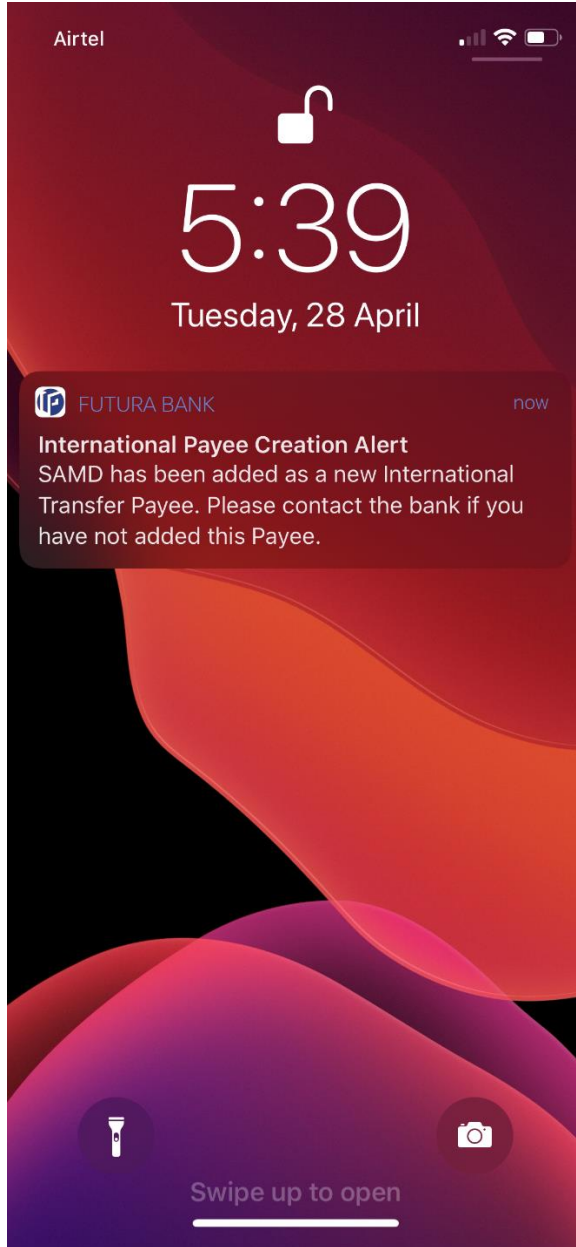
A notification is sent on the mobile device, as a banner or a pop-up message, by the application on the occurrence of the event in the system.

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



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.