SLA Maintenance User Guide
Oracle Banking Trade Finance Process Management
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Oracle Banking Trade Finance Process Management - SLA Maintenance User Guide
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Contents

1. Preface

1.1 Introduction

This user manual is designed to help you quickly get acquainted with SLA Maintenance process in Oracle Banking Trade Finance Process Management.

1.2 Audience

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

- Oracle Implementers
- Customer Service Representatives (CSRs)
- Oracle user

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 Organization

This manual is organized into the following chapters:

- Preface gives information on the intended audience, structure, and related documents for this User Manual.
- The subsequent chapters provide an overview to the module.

1.5 Related Documents

- Getting Started User Guide
- Common Core User Guide

1.6 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

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standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

1.7   <u>Conventions</u>

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.
italic	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.

1.8   <u>Screenshot Disclaimer</u>

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.

1.9   <u>Glossary of Icons</u>

This User Manual may refer to all or some of the following icons.

Icons	Function
✕	Exit
+	Add row
—	Delete row
🔍	Option List

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2. SLA Maintenance

Banks may require to have a Service Level Agreement (SLA) with its customers or as an internal policy of the Bank. This User Manual lists the SLA maintenance requirements in OBTFPM and other Mid-office Applications

SLA Maintenance is available based on the Business Process-Stage- Priority combination.

SLA Maintenance to have two screens, one screen for Definition of SLA and another for Authorization/ Edit/ Delete.

SLA maintenance screens are used to calculate SLA. The user can Create SLA, and View SLA (for Edit, Copy, Delete).

The user can view the tasks that are either nearing SLA breach or that have already breached SLA in the **Free Task** and **My Task** queue. The status should be indicated for tasks at both the stage as well as process level by colours such as Red and Amber.
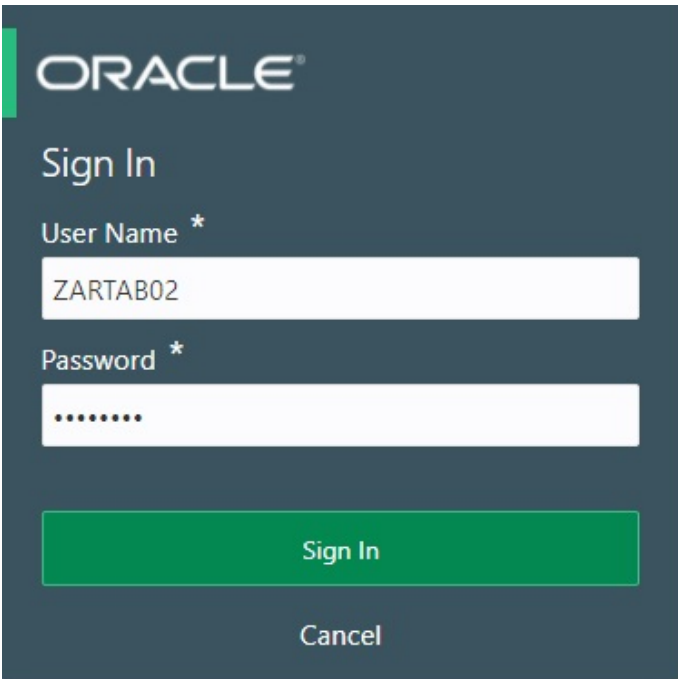
This section contains the following topics:

2.1   Creating SLA

This process allows the user to create SLA, let's look at the steps of creating a Checklist process:

1. Using the entitled login credentials for Registration stage, login to the OBTFPM application.

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2. On login, user must be able to view the dashboard screen with widgets as mapped to the user.

3. Click **Core Maintenance > SLA Maintenance > Create SLA.**

The Create SLA screen appears.

Provide the field description based on the following table.Action Buttons

Field	Description
Product/Application Code	User can select the Product or Application Code.
Product/Application Name	System displays the name of the Product/Application (Example Oracle Banking Trade Finance Process Management).

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Field	Description
Business Process Code	User can select the Business Process Code for which the SLA maintenance has to be made.
Business Process Name	The Business Process name pertaining to the Business Process code selected is defaulted.
Branch	User can select the branch code for which SLA maintenance has to be done. There is also an option to select All as a value which will enable the SLA to be applicable for all branches in the bank.
Branch Working Hours	System populates the branch working hours.
Version Number	System defaults the version number on creating/updating the screen.
Include for SLA calculation	For calculation of SLA the user can include: ● **Branch Holidays:** User can select this check box, if branch holidays is to be considered for SLA calculation ● **Currency Holidays**: User can select this check box, if currency holidays is to be considered for SLA calculation ● **Hold Time:** User can select this check box, if hold time is to be considered for SLA calculation. ● **Customer Clarification:** User can select this check box, if Customer Clarification items is to be considered for SLA calculation ● **Off Branch Time Transactions**: User can select this check box, if SLA should be calculated after branch hours.

Below fields appear on tab out after entering the above information.

Field	Description
Stage Name	On selection of the process code, the various stages available for the process should be defaulted.
Stage ID	System defaults the stage ID based on the stage name.
Parallel Stage	System defaults the various stages available for the process, on selection of the process code.
SLA Required	This toggle indicates whether SLA calculation is required for this stage. By Default, the toggle should be set to Yes. User can change the value to No. If the toggle is changed to No, user input should be disabled and the SLA values for the stage should be blank.
Time In	User can select the drop-down and system displays a pop-up UI for input of the Stage SLA in Days/Hours/Minutes combination. System converts this into minutes and display in the respective fields. Alternatively, user can directly input the SLA in Minutes.
Breach Alert Time	User can input the SLA Breach Alert time in minutes for the Stage. This will indicate the minutes before which a user needs to be alerted for likely SLA breach for the stage. This is the same for all the different priority combinations for a stage irrespective of the individual SLA times.
Low Priority (In Mins) Offline	User can input the SLA time in minutes.

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Field	Description
Low Priority (In Mins) Online	User can input the SLA time in minutes.
	System validates that the time in minutes is not more than value input for offline.
Medium Priority (In Mins) Offline	User can input the SLA time in minutes.
	System validates that the time in minutes is not more than value input for offline.
Medium Priority (In Mins) Online	User can input the SLA time in minutes.
	System validates that the time in minutes is not more than value input for offline.
	System validates the time in minutes is not more than value for Low Priority.
High Priority (In Mins) Offline	User can input the SLA time in minutes
	System validates that the time in minutes is not more than value input for offline.
	System validates the time in minutes is not more than value for Low Priority
High Priority (In Mins) Online	User can input the SLA time in minutes
	System validates that the time in minutes is not more than value input for offline.
	System validates the time in minutes is not more than value for Low Priority

2.1.0.1 Action Buttons

Field	Description
Save	Click to save the to close the task and reopen it to work later.
Cancel	Click to cancel the SLA Maintenance window and return to dashboard. The data input will not be saved.

4. Click **Save** to save the created SLA. The new SLA is displayed as tile in the **View SLA** screen.

2.2 Viewing SLA

The user can view the summary of SLAs maintained in the form of tiles. The user can view the maintained SLA, if the SLA is already created in the system. The user can also create a new SLA using View SLA screen, by clicking the '+' icon.

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1. Click **Core Maintenance > SLA Maintenance > View SLA.**

| 1 | of 2 (1 - 10 of 14 items) | |< | < | 1 | 2 | > | >| |

Field	Description
Process Code	The process code.
Product/Application Name	System displays the name of the Product/Application (Example Oracle Banking Trade Finance Process Management).
Version	System defaults the version number on creating/updating the screen.
Maker	System displays the maker ID.
Status	Displays the status of the record. Values are Authorized and Unauthorized.

2. Click the three dots on the right corner of the tile, and then click **Authorize** to Authorize the SLA
   or **Delete** to delete the SLA or view the SLA.
   or **View t**o view the **SLA Standard Maintenance** screen.

2.2.1 Search SLA

The user can search the SLA already created, by entering the search criteria such as Process Code, Authorization status and Record Status. Blank search is also allowed.

1. In the **View SLA** screen, click the search icon.

Field	Description
Process Code	The user can enter the Process Code.
Status	Displays the authorization status of the SLA. Values are Authorized and Unauthorized.

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Field	Description
Record Status	Displays the status of the record. Values are Open and Closed.

2.2.2   SLA Standard Maintenance

This maintenance should enable the bank user to define the SLA at the Process- Stage-Priority level. **This section provides a quick snapshot of SLA details. All fields displayed under in this screen, would be read only.** Refer to for more information of the fields.

1. In the **View SLA** screen, click the   icon on the SLA tile and then click View. The **SLA Standard Maintenance** screen appear.

Stage Name	Stage ID	Parallel Stage	SLA Required	Time In	Breach Alert Time	Low Priority (In Mins) Offline	Online	Medium Priority (In Mins) Offline	Online	High Priority (In Min Offline	Online
gistration	TFPM_FA_EDCBKG_REGTN			Mins	2	20		15		10	
taEnrichment	TFPM_FA_EDCBKG_ENRCH			Mins	2	25		20		15	
C Exceptional approval	TFPM_FA_COMMON_KYCAP			Mins	2	25		20		15	
nit Earmark Exception Approval	TFPM_FA_COMMON_LEMAP	P1		Mins	2	25		20		15	
mountBlock Exception Approval	TFPM_FA_COMMON_ABKAP	P1		Mins	2	23		20		18	
nction Check Exceptional Approval	TFPM_FA_COMMON_SANAP	P1		Mins	2	24		22		18	
lease LimitEarmark Approval	TFPM_FA_COMMON_REMAP	P2:P3:P4		Mins	2	24		20		15	
lease AmountBlock Approval	TFPM_FA_COMMON_RBKAP	P2:P3:P4		Mins	2	25		20		14	
pproval Task Level 2	TFPM_FA_EDCBKG_APPR2			Mins	2	22		18		10	
pproval Task Level 1	TFPM_FA_EDCBKG_APPR1			Mins	2	22		19		10	
pproval Task Level 3	TFPM_FA_EDCBKG_APPR3			Mins	2	19		13		10	
ndoff RetryTask	TFPM_FA_EDCBKG_RETRY			Mins	2	18		16		10	
ject Approval	TFPM_FA_EDCBKG_REJET			Mins	2	20		18		10	
tal (In Mins)						221		181		123	
erall SLA (In Mins)						221		181		123	

Provide the field description based on the following table.

Field	Description
Process Code	Select the process code to which this checklist has to be mapped from LOV.
Process Name	The process name is populated based on selected process code.
Application Category Code	Select the application category code.
Application Category Name	The application category name is populated based on selected process code.

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Field	Description
Stage Code	Select the stage code in process to which this checklist has to be mapped.
Stage Name	The stage name is populated based on selected process code.
Checklist Code	
Component	Select the unique checklist component from the LOV and link checklist code.
Mandatory	Select the check box, if the checklist is to be maintained as a mandatory Checklist item.

2.2.2.1 Audit

Field	Description
Maker ID	System displays the maker ID.
Checker	System displays the checker ID.
Time stamp	System displays the maker id date and time stamp.
Time stamp	System displays the checker id date and time stamp.
Modification No.	Displays the modification number.
Status	Displays the status of the record. Values are Authorized and Unauthorized.

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2.3   SLA Widget

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 Back Office system.

The user can view the SLA Widget in a graphical chart (doughnut chart) as well as in Tabular form by clicking the right arrow on the widget. The tabular form displays the Status, Branch, name of the Process, Stage Name, Process Reference Number, Customer Number, Currency and Amount.

The Widget should be designed in such a way that the user should be able to view the number of items in each status for all the processes. The widget also has filter option to view the details as per filter criteria.

The SLA Status Widget highlight the tasks that are within SLA (in green), approaching SLA breach (in amber) and that have breached SLA (in red).
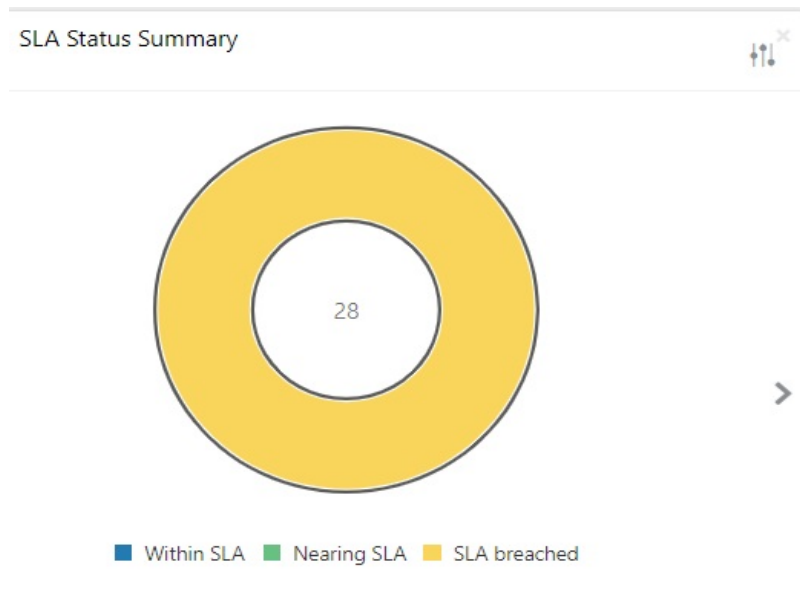
The user can view the tasks that are either nearing SLA breach or that have already breached SLA in the **Free Task** and **My Task** queue. The status should be indicated for tasks at both the stage as well as process level by colours such as Red and Amber.

The following table indicates the status for tasks at both the stage as well as process level:

SLA Status (Stage)	SLA Status (Process)	Indicator
Not Breached	Not Breached	No
Breached	Not Breached	Red
Not Breached	Breached	Red
Breached	Breached	Red
Near Breach	Near Breach	Amber
Near Breach	Not Breached	Amber
Near Breach	Breached	Red
Breached	Near Breach	Red
Not Breached	Near Breach	Amber

2.3.1   SLA Widget - SLA Status Summary

1. Using the entitled login credentials for Registration stage, login to the OBTFPM application.
2. On login, user can view the SLA Widget on the dashboard screen as mapped to the user.

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3. Click the Filter By icon on top corner of the Widget.

Field	Description
Customer Number	User can select the customer number from the LOV.
Branch	User can select the branch code and name.
Process Name	User can select the process name.
From Date	The From date defaults as the branch date, user can enter a back date.
To Date	The To date defaults as the branch date.
Status	User can select the SLA status from the drop-down list. The values are: • Within SLA • Near Breach • Breached
Action Button	
Fetch	Click Fetch to view a detailed table of the task.

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tatus	Branch	Process Name	Stage Name	Process Reference Number	Customer Number	Currency	Amount
⚠	PK2	Export Documentary Collection Booking	DataEnrichment	PK2EDCB000003392	001044	GBP	1000
⚠	PK2	Export Documentary Collection Booking	DataEnrichment	PK2EDCB000003526	001044	GBP	1000
⚠	PK2	Export Documentary Collection Booking	DataEnrichment	PK2EDCB000003157	001044	GBP	5555
⚠	PK2	Export Documentary Collection Booking	Registration	PK2EDCB000003150	001044		0
⚠	PK2	Import LC Issuance	CustomerResponseVerification	PK2ILCI000003129	001044	GBP	100

age 1 of 6 (1-5 of 28 items) |< < > >|

Field	Description
Status	The system displays the SLA status.
Branch	The system displays the branch code.
Process Name	The system displays the process name.
Stage Name	The system displays the stage name of the process.
Process Reference Number	The system displays the process reference number.
Customer Number	The system displays the customer number from the LOV.
Currency	The system displays the process currency.
Amount	The system displays the process amount.

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Index

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