

Oracle® Banking Digital Experience

Push Notifications User Manual



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ORACLE®

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Preface

Purpose

This guide is designed to help acquaint you with the Oracle Banking application. This guide provides answers to specific features and procedures that the user need to be aware of the module to function successfully.

Audience

This document is intended for the following audience:

- Customers
- Partners

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.

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](#).

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.

Conventions

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 or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Related Resources

For more information on any related features, refer to the following documents:

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

Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.

Acronyms and Abbreviations

The list of the acronyms and abbreviations used in this guide are as follows:

Table 1 Acronyms and Abbreviations

Abbreviation	Description
OBDX	Oracle Banking Digital Experience

Basic Actions

Most of the screens contain icons to perform all or a few of the basic actions. The actions which are called here are generic, and it varies based on the usage and the applicability. The table below gives a snapshot of them:











Table 2 Basic Actions and Descriptions

Action	Description
Back	In case you missed to specify or need to modify the details in the previous segment, click Back to navigate to the previous segment.
Cancel	Click Cancel to cancel the operation input midway without saving any data. You will be alerted that the input data would be lost before confirming the cancellation.
Next	On completion of input of all parameters, click Next to navigate to the next segment.
Save	On completion of input of all parameters, click Save to save the details.
Save & Close	Click Save & Close to save the data captured. The saved data will be available in View Business Product with <i>In Progress</i> status. You can work on it later by picking it from the View Business Product .
Submit	On completing the input of all parameters, click Submit to proceed with executing the transaction.
Reset	Click Reset to clear the data entered.
Refresh	Click Refresh to update the transaction with the recently entered data.
Download	Click Download to download the records in PDF or XLS format.

Symbols and Icons

The following are the symbols/icons you are likely to find in this guide:

Table 3 Symbols and Icons

Symbols and Icons	Description
	Add data segment
	Close
	Maximize
	Minimize
	Open a list
	Open calendar
	Perform search
	View options
	View records in a card format for better visual representation.
	View records in tabular format for better visual representation.

1

Push Notifications

This topic describes the process of of subscribing to alerts for specific transactions, with the option of receiving 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.

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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Push notifications on the device

This topic provides the systematic instructions for receiving notifications on mobile 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.

To receive the push notification mobile device:

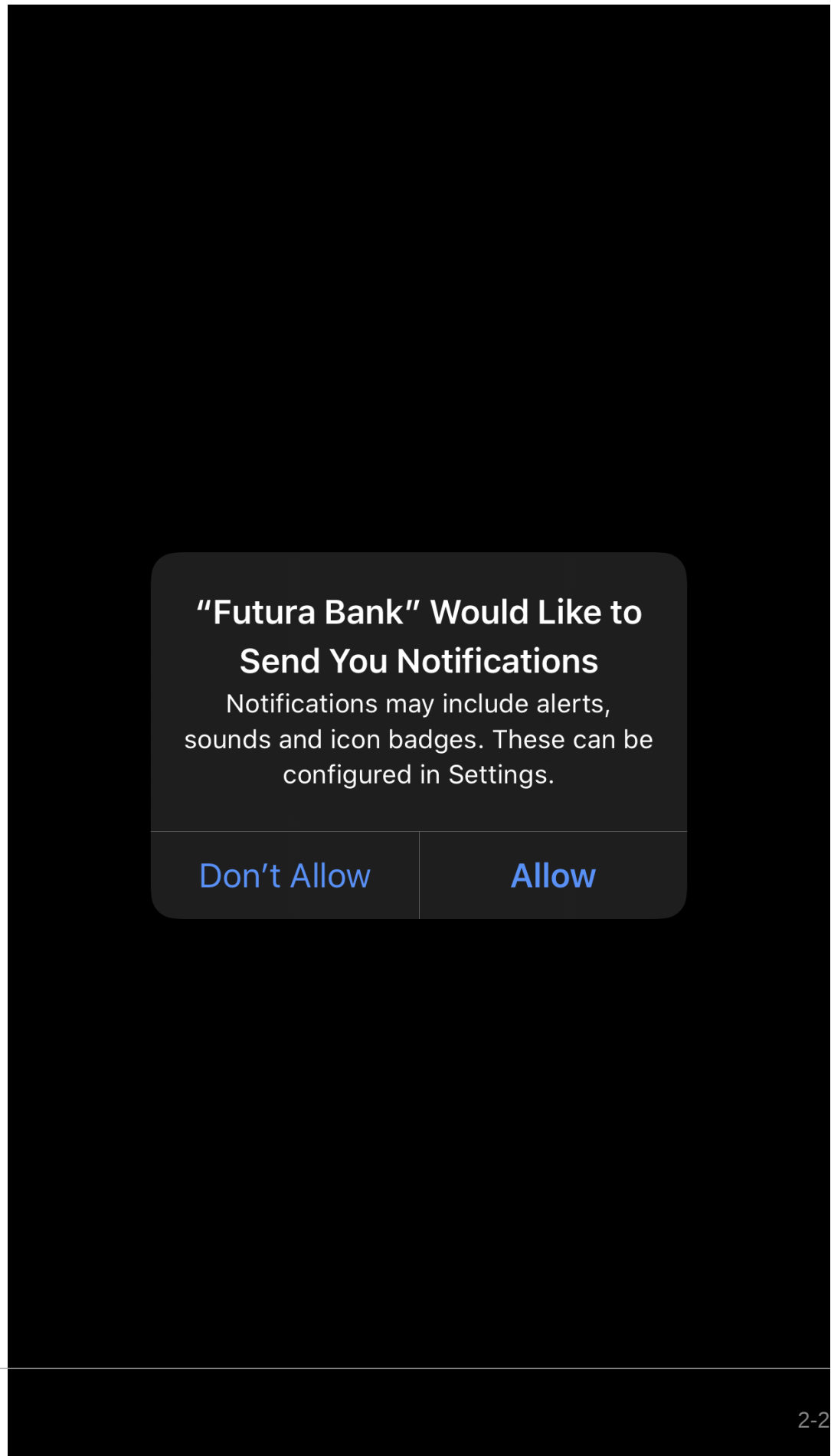
1. Launch the **Futura Bank** mobile application.

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

2. Perform one of the following actions:

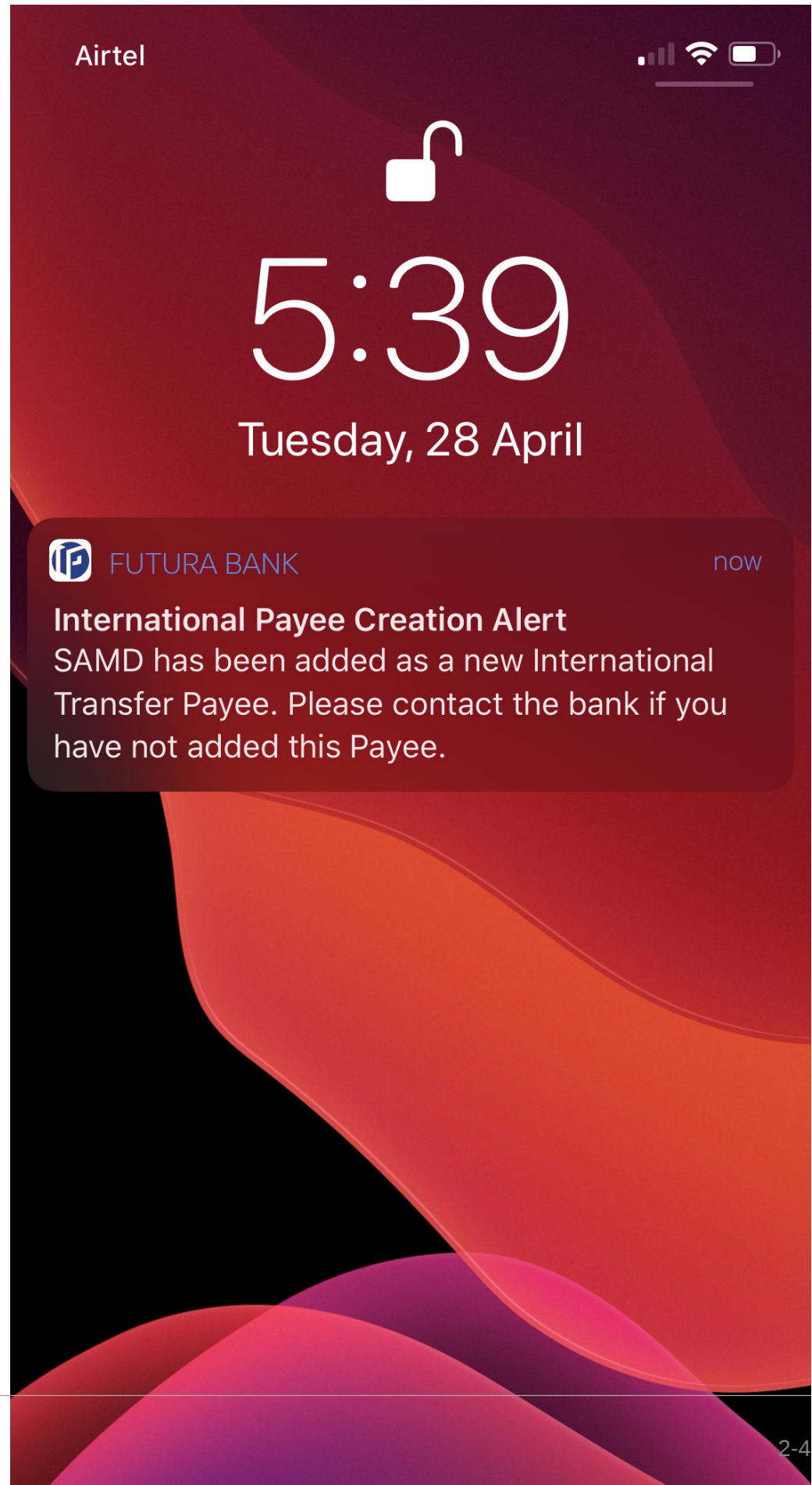
The popup message for Push Notification appears.

Figure 2-1 Popup message- Push Notification Permission Alert



- Click **Allow** if you want the bank to push notifications on your mobile device.
The mobile device received a push notification alert.

Figure 2-2 Push Notification Alert



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

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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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