Oracle® Banking Collections

Release Notes

Release 14.7.4.0.0
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ORACLE

Oracle Banking Collections Release Notes, Release 14.7.4.0.0

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Preface

The release notes contain details of the new features of Oracle Banking Collections that are part of Release 14.7.4.0.0.

- Audience
- Documentation Accessibility
- Diversity and Inclusion
- Related Resources
- Conventions

Audience

This guide is intended for the users of Oracle Banking Collections.

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.

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.

Related Resources

For more information, see these related Oracle resources:

- *Oracle Banking Collections License Guide - On-Premise*
- *Oracle Banking Collections Security Guide*
- *Oracle Banking Collections Maintenance User Guide*

- *Oracle Banking Collections Transactions User Guide*

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.
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

New Features

Oracle Banking Collections is designed to assist financial institutions with managing the repayment of their consumer outstanding or past due debts. The solution helps in accurate tracking and monitoring of delinquent accounts with high standards of efficiency.

The significant features of Oracle Banking Collections 14.7.4.0.0 release are:

> **Note:**
>
> Oracle Banking Collections is integrated with FLEXCUBE 14.7.0.0.0 (Retail Loan CL Module) and 14.7.2.0.0 (Islamic Finance CI Module) Release. The interface is file based and covers receiving new delinquent account data along with supporting entities, such as Party and Collateral information. Also, it covers the updates on these entities from FLEXCUBE.

- Specialized Collections Process
- Automatic Notes capture using GenAI
- Automatic Compliance Check using GenAI
- Borrower Behavior Score using Pricing and Decision service

1.1 Specialized Collections Process

Oracle Banking Collections supports execution of the following specialized collections process by capturing relevant data:

- Legal/Litigation
- Bankruptcy
- Deceased
- Hardship
- Repossession
- Re-marketing
- Forbearance

The key features of this functionality are:

- Using the Additional Field Maintenance, you can define the fields for which information needs to be captured for each process.
- Ability to define a task of type data capture and link it to specialized strategy and segment.
- Ability to select and enable the specialized flag on accounts from the case summary page.
- Ability to capture information from the relevant data capture task pop-up.

- Ability to view all information captured in the data capture task for the specialized collections process from case summary screen.

> **Note:**
>
> With the data capture task as a prerequisite, create Relevant Segments and Strategies.

1.2 Automatic Notes capture using GenAI

Call transcripts and capturing information as notes in the system are facilitated automatically by Oracle Banking Collections. Collectors can save substantial effort by using this feature to automatically capture notes, thereby improving productivity.

The key features of this functionality are:

- Ability to ingest the call transcript from dialer.
- Ability to summarize the transcript by leveraging genAI model and saving it as notes against the specific case.
- Ability to view the summarized notes from notes widget in the Case Summary screen.
- Ability to view the summarized notes from Call Summary tab in Task Summary screen.
- Ability to toggle(enable/disable) the feature through product maintenance screen.

> **Note:**
>
> Output captured as part of this feature is generated by an artificial intelligence language model. While we strive for accuracy and quality, please note that the information provided may not be entirely error-free or up-to-date. We recommend independently verifying the content to supplement the information provided. We do not assume any responsibility or liability for the use or interpretation of this content.

1.3 Automatic Compliance Check using GenAI

Oracle Banking Collections facilitates automatic verification of call transcript by validating it against the guidelines of Fair Debt Collections Practice Act (FDCPA) and capturing the compliance report in the system. This feature will provide the collections team with a clear view of any compliance violations at real time so that corrective actions can be taken upfront to ensure compliance against regulations.

The key features of this functionality are:

- Ability to ingest the call transcript from dialer.
- Ability to validate the transcript against FDCPA guidelines by leveraging genAI model and saving it against the specific case.
- Ability to view the compliance report from Call Summary tab in Task Summary screen.
- Ability to toggle (enable/disable) the feature through product maintenance screen.

> **Note:**
>
> Output captured as part of this feature is generated by an artificial intelligence language model. While we strive for accuracy and quality, please note that the information provided may not be entirely error-free or up-to-date. We recommend independently verifying the content to supplement the information provided. We do not assume any responsibility or liability for the use or interpretation of this content.

1.4 Borrower Behavior Score using Pricing and Decision service

Oracle Banking Collections facilitates generation of behavior/risk score for each delinquent borrower account and updates the same against the account.

The key features of this functionality are:

- Integration with the Oracle Pricing and Decision Service engine.
- Ability to create a quantitative Scoring Model with feature (fact) available.
- Ability to generate the Borrower Behavior Score using the Quantitative Scoring Model.
- Ability to use the score as a fact to create segments and strategies.

> **Note:**
>
> Numeric data type facts can be used as features for the model.

2

System Requirements and Technology Stack

For successful installation and configuration of Oracle Banking Collections, users must ensure following hardware and software prerequisite requirements are met before installation.

- Technology Stack
- Supported Browsers

2.1 Technology Stack

The technology stack for Oracle Banking Collections 14.7.4.0.0 is as listed below.

Deployment Option: Single Instance Standalone

Table 2-1 Technology Stack

Machine	Operating System	Software and Version
Application Server	Oracle Enterprise Linux Server 8.3 (x86 64 Bit)	• Oracle WebLogic Server 14.1.1.0.0 with Patch 32077936** and p35778900_141100_Generic. • Oracle JDK 11.0.16
Database Server	Oracle Enterprise Linux Server 8.3 (x86 64 Bit)	Oracle Database 19c Enterprise Edition Release 19.18.0.0.0 (19c)
Message Broker	Oracle Enterprise Linux Server 8.3 (x86 64 Bit)	• Apache Kafka 2.13-3.4.0 • Apache ZooKeeper (embedded with Kafka) 3.6.3

> **Note:**
>
> **Patch 32077936: JSF APPLICATION RESPONSE ISSUE FOR HTTPS PROTOCOL WHEN HTTP2 IS ENABLED, needs to be applied to Weblogic version 14.1.1.0.0.

UI Stack

Table 2-2 UI Stack

Software Type	Recommended Software	Version Number
UI	Oracle JET	v15.1.8

2.2 Supported Browsers

The following browsers are supported:

- Microsoft Edge 103+

- Microsoft Internet Explorer 11.*
- Google Chrome 103+
- Mozilla Firefox 102+
- Apple Safari 14.*
- Apple Safari 15.*

Note:

- Browser support is no longer based on operating systems but strictly tied to the browser themselves, no matter on which operating systems they are installed. Current release is certified on client workstations with Windows 10 and Mac OS.
- For detailed information on browser support, please see Oracle Software Web Browser Support Policy.

3
Third Party Software

For information on the third-party software, refer *Oracle Banking Collections License Guide - On-Premise.*

4

Media and Documentation

- Media Pack
- Documentation Pack

4.1 Media Pack

The media package for Oracle Banking Collections 14.7.4.0.0 is available at Oracle Software Delivery Cloud.

4.2 Documentation Pack

The Oracle Banking Collections documentation is available on Oracle Help Center.