

Oracle® Banking Collections

Release Notes



Release 14.8.0.0.0

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ORACLE®

Oracle Banking Collections Release Notes, Release 14.8.0.0.0

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Preface

The release notes contain details of the new features of Oracle Banking Collections that are part of Release 14.8.0.0.0.

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Purpose

The purpose of this Release Notes is to highlight the various features in Oracle Banking Collections.

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.

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.

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.
<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.

1

New Features

This topic explains functional features that are enhanced or added in this release.

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 key features developed as part of Oracle Banking Collections 14.8.0.0.0 release are:



Note:

Oracle Banking Collections is integrated with FLEXCUBE 14.7.0.0.0 (Retail Loan CL Module), 14.7.2.0.0 (Islamic Finance CI Module) and 14.8.0.0.0 (Overdraft 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.

- [Settlement Processing](#)
This topic describes the systematic instructions to Settlement Processing.
- [Agency Assignment](#)
This topic describes the systematic instructions to Agency Assignment.
- [Dialer Extract](#)
This topic describes the systematic instructions to Dialer Extract.
- [Data Exchange Service](#)
This topic describes the systematic instructions to Data Exchange Service.
- [Feature Enhancements](#)
This topic explains Feature Enhancements that are enhanced or added in this release.

1.1 Settlement Processing

This topic describes the systematic instructions to Settlement Processing.

Financial institutions usually start the Settlement Process for loan accounts that cannot meet their payment obligations. A Settlement, or One Time Settlement, is an arrangement where the lender and borrower agree to resolve the unpaid debt within a specified timeframe.

The key features of this functionality are:

- Ability to enable settlement process on an account.
- Create a settlement offer from the application and generate suitable correspondence.
- Capture customer acceptance or their rejection of the offer.
- Track all payments made against the settlement amount with suitable appropriation.

1.2 Agency Assignment

This topic describes the systematic instructions to Agency Assignment.

Financial institutions often hire external collection agencies to handle all or part of their collection activities during the life of an account in collections, taking advantage of the agencies' specialized services. Oracle Banking Collections enables quick onboarding of agencies and streamlines the process of assigning accounts to them.

The key features of this functionality are:

- Ability to create and onboard a new agency in the application.
- Ability to add agency to a User Group.
- Ability to assign accounts to the agency via User Assignment.
- Ability to extract or export accounts assigned to the agency to a separate agency allocation table through a batch.

1.3 Dialer Extract

This topic describes the systematic instructions to Dialer Extract.

Oracle Banking Collections offers integration features with the Dialer application, enabling smooth transfer of customer information for calls. This feature allows the application to create a batch that can be set up to gather customer data prioritized for calls and needs to be sent to the dialer.

1.4 Data Exchange Service

This topic describes the systematic instructions to Data Exchange Service.

Collection teams usually need more detailed insights into the performance of their portfolio. This involves having access to essential information such as account transitions into collections, their current status, payment commitments, and other account transactions.

Oracle Banking Collections allows users to access important information via its Data Exchange Service. This feature includes a configurable batch that can pull essential transactions from various schemas into a unified data exchange schema, which can then be used to generate insights.

1.5 Feature Enhancements

This topic explains Feature Enhancements that are enhanced or added in this release.

Following enhancements have been carried out to the existing features in the application:

- **Party Level Notes**
A flag has been introduced in the notes quick link in **Case Summary** screen to enable party level notes. When the flag is enabled, notes captured against one account will be copied to all accounts linked to the specific case.
- **Inbound Data Feed Enhancement**
Below fields have been made optional while accepting the data for the new accounts as well as the updates

Table 1-1 Field Description : Inbound Data Feed Enhancement

Entity Name	Field Name
Party Details	Date of Birth
Party Name Details	First Name
Party Name Details	Last Name
Party Address Details	Zip Code
Party Address Details	City
Party Address Details	State
Party Employment Details	Industry Type

- **Ad-hoc Task Dropdown Enhancement**
Ad-hoc task dropdown on **Case Summary** screen has been enhanced to display tasks of type call only.

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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](#)
This topic lists the technical compatibility details of this release.
- [Supported Browsers](#)
This topic lists the software components which are applicable in this release.

2.1 Technology Stack

This topic lists the technical compatibility details of this release.

The technology stack for Oracle Banking Collections 14.8.0.0.0 is as listed below.

Deployment Option: Single Instance Standalone

Table 2-1 Technology Stack - Oracle Banking Collections

Machine	Operating System	Software and Version
Application Server	Oracle Linux Server 8.7 (x86 64 Bit)	<ul style="list-style-type: none">• Oracle WebLogic Server 14.1.2.0.0 with Patch 37439198**.• Oracle JDK 17.0.12
Database Server	Oracle Linux Server 8.7 (x86 64 Bit)	Oracle Database 19c Enterprise Edition Release 19.26.0.0.0
Message Broker	Oracle Linux Server 8.7 (x86 64 Bit)	Apache Kafka 2.13-3.8.0

Note:

Oracle Applications are developed and tested on Oracle Linux, which is optimized for performance, stability and security.

UI Stack

Table 2-2 UI Stack

Software Type	Recommended Software	Version Number
UI	Oracle JET	v17.0.4

2.2 Supported Browsers

This topic lists the software components which are applicable in this release.

The following browsers are supported:

- Microsoft Edge 131+
- Google Chrome 131+
- Mozilla Firefox 132+
- Apple Safari 17+



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](#).

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Third Party Software

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

4

Media and Documentation

This topic provides systematic information on Media and Documentation.

This topic contains the following sub-topics:

- [Media Pack](#)
This topic explains the information about Media Pack.
- [Documentation Pack](#)
This topic explains the information about Documentation Pack.

4.1 Media Pack

This topic explains the information about Media Pack.

The media package for Oracle Banking Collections 14.8.0.0.0 is available at [Oracle Software Delivery Cloud](#).

4.2 Documentation Pack

This topic explains the information about Documentation Pack.

The Oracle Banking Collections documentation is available on [Oracle Help Center](#).